

city of
CINCINNATI



2021 RESIDENT SURVEY

Findings Report

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Presented To The
**CITY OF CINCINNATI,
OHIO**

FEBRUARY 2022



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Section 1: Executive Summary

City of Cincinnati, OH Resident Survey (2021)

Executive Summary



Purpose & Methodology

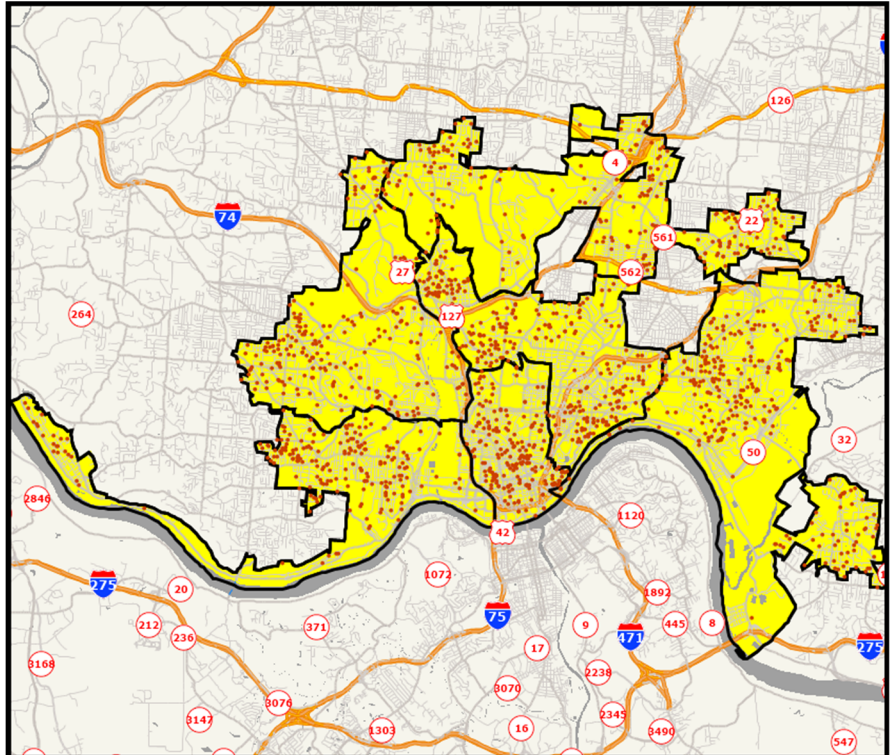
ETC Institute administered a survey to residents of Cincinnati, OH during the winter of 2021. The purpose of this survey was to help the City strategically plan for the future as they continue to grow and meet new challenges. The survey will assist elected officials, as well as the City administrators, 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 the City of 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, 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 exceeded, with a total of 1,408 residents completing the survey. The overall residents for the sample of 1,408 households have a precision of at least +/-2.6% at the 95% level of confidence.

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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 other demographic factors.

This report contains:

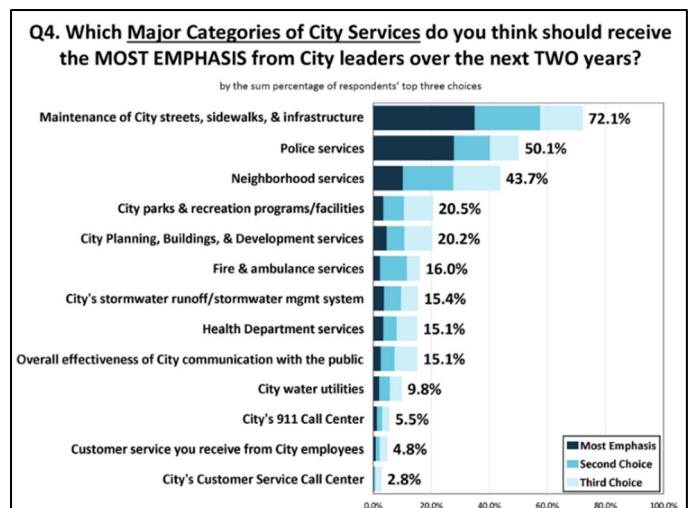
- Executive summary of the survey methodology and major findings
- Charts showing the overall results of the survey
- Benchmark analysis showing how the City of Cincinnati compares to U.S. communities nationally and regionally
- Importance-satisfaction analysis
- Frequency tables that show the overall results
- A copy of the cover letter and survey instrument

Major survey findings are below and on the following pages.

Major Findings

The top three major City services that respondents think should receive the most emphasis from City leaders over the next two years, based on the sum of respondents' top three choices, are: the maintenance of City streets, sidewalks, and infrastructure, police services, and neighborhood services.

- Major categories of City services that had the highest satisfaction ratings, based on the sum of *very satisfied* and *satisfied* responses, were fire and ambulance services (82.8%) and City parks and recreation programs/facilities (79.4%).
- Respondents were asked which three major City services they think should receive the most emphasis from City leaders, over the next to years, and the top three services were:
 - Maintenance of City streets, sidewalks, and infrastructure (72.1%)



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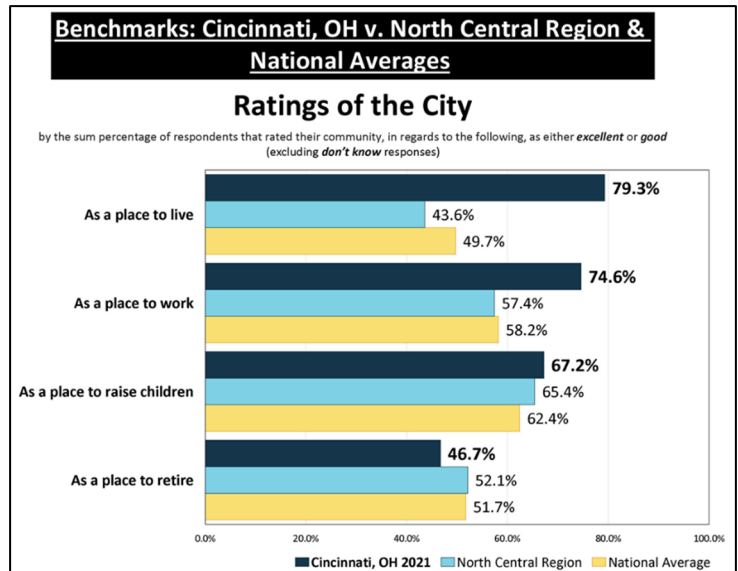
Executive Summary



- Police services (50.1%)
- Neighborhood services (43.7%)
- The City of Cincinnati had satisfaction ratings of three major City services that were notably higher than the national average in,
 - City parks & recreation programs/facilities (+28.8% difference)
 - Customer service you receive from City employees (+17.3% difference)
 - City water utilities (+7.3% difference)
- The City of Cincinnati had satisfaction ratings of two major City services that were notably lower than the national average in,
 - The City's stormwater runoff/stormwater management system (-11.5% difference)
 - Maintenance of City streets, sidewalks, and infrastructure (-17.7% difference)

Every three out of four respondents rated the City of Cincinnati as either an *excellent* or *good* place to live and work and the majority of respondents are satisfied with the quality of life in the City.

- The graph to the right shows how the City compares to U.S. communities nationally and regionally and how they rated their City in various areas.
- 79.3% of respondents rated the City of Cincinnati as either an *excellent* or *good* place to live (+29.6% higher than the national average of 49.7%).
- 74.9% of respondents rated the City of Cincinnati as either an *excellent* or *good* place to work (+16.4% higher than the national average of 58.2%).



- Respondents were asked to rate their level of satisfaction with items that could influence perceptions of the City. The items with the highest satisfaction ratings, based on the sum of *very satisfied* and *satisfied* responses, were:
 - Quality of life in the City (65.2%)
 - Quality of services provided by the City (59.7%)
 - How safe you feel in their neighborhood (59.1%)
 - Overall image of the City (57.3%)

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Regarding public safety services, the City received high satisfaction ratings for the overall quality of fire protection and rescue services provided, how quickly fire and rescue personnel respond to emergencies, the overall quality of local emergency medical services, and how quickly emergency medical personnel respond to emergencies.

- The top four public safety services, with the highest satisfaction ratings (sum of *very satisfied* and *satisfied* responses), were:
 - Overall quality of local fire protection and rescue services (85.1%)
 - How quickly fire and rescue personnel respond to emergencies (84.0%)
 - Quality of local emergency medical services (83.0%)
 - How quickly emergency medical personnel respond to emergencies (80.7%)
- Public safety services with notable differences (positive and negative) between the City's satisfaction ratings and national averages are listed below.
 - How quickly fire and rescue personnel respond to emergencies (+10.9% difference)
 - Overall quality of local emergency medical services (+10.6% difference)
 - How quickly emergency medical personnel respond to emergencies (+10.4% difference)
 - Overall quality of local fire protection and rescue services (+7.3% difference)
 - Fire education programs (-10.2% difference)
 - How quickly police respond to emergencies (-13.1% difference)
 - Enforcement of local traffic laws (-18.1% difference)
 - The visibility of police in neighborhoods (-18.2%)
- Two out of five respondents either *strongly agreed* or *agreed* with the following statements related to the public safety services provided by the City:
 - Police are held accountable for any misconduct (45.6%)
 - Police use good judgment in the use of force (43.0%)
 - Police treat residents of different races/ethnicities equally (40.1%)
- The top five public safety services that respondents think should receive the most emphasis from City leaders over the next two years, based on the sum of respondents' top four choices, are:
 - The City's overall efforts to prevent crime (58.6%)
 - The visibility of police in neighborhoods (46.9%)
 - Effectiveness of local police protection (39.3%)
 - Efforts to collaborate with the public to address concerns (33.2%)
 - Enforcement of local traffic laws (32.3%)

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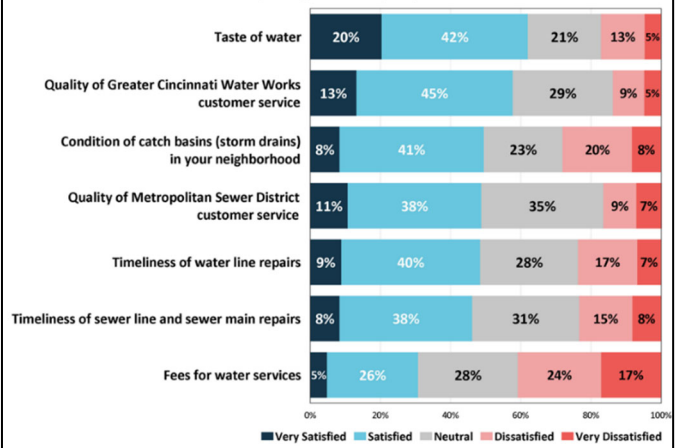


Overall, sixty-one percent of respondents are either *very satisfied* or *satisfied* with the quality of the City's water utilities. The top two water and wastewater services that respondents think should receive the most emphasis from the City over the next two years are fees for water services and the condition of catch basins (storm drains) in their neighborhood.

- The chart to the right shows the level of satisfaction that respondents placed on water and wastewater services provided by the City. The services that had the highest ratings of satisfaction were:
 - The taste of water (62.1%)
 - The quality of Greater Cincinnati Water Works customer service (57.8%)
 - Condition of catch basins (storm drains) in their neighborhood (49.5%)
- The top two water and wastewater services that respondents think should receive the most emphasis from City leaders over the next two years, based on the sum of respondents' top two choices, are:
 - Fees for water services (46.6%)
 - Condition of catch basins (storm drains) in their neighborhood (40.1%)

Q8. Level of Satisfaction with Water & Wastewater Services

by the percentage of respondents, using a 5-point scale where 5 means *very satisfied* and 1 means *very dissatisfied* (excluding *don't know* responses)



The top three street, sidewalk, and infrastructure services that respondents think should receive the most emphasis from City leaders over the next two years, based on the sum of respondents' top three choices, are: the maintenance of City streets, maintenance of streets in their neighborhood, and the overall cleanliness of City streets and other public areas.

- Street, sidewalk, and infrastructure services that received the highest percentage of *very satisfied* and *satisfied* responses were:
 - Snow removal on major City streets (64.4%)
 - Maintenance of street signs and traffic signals (57.3%)
 - Adequacy of City street lighting (48.5%)

City of Cincinnati, OH Resident Survey (2021)

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- The graph to the right depicts street, sidewalk, and infrastructure services that respondents think should receive the most emphasis from City leaders over the next two years, based on the sum of respondents' top three choices, are:

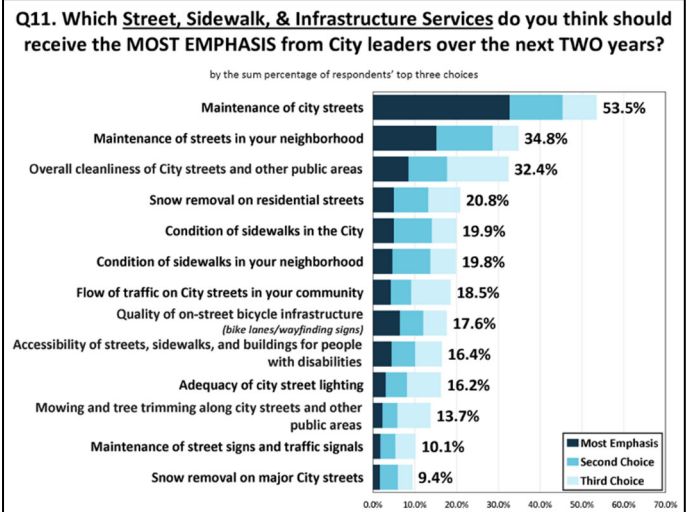
- Maintenance of City streets (53.5%)
- Maintenance of streets in their neighborhood (34.8%)
- Overall cleanliness of City streets and other public areas (32.4%)

- Regarding neighborhood cleanliness and appearance services, the services that had the highest ratings of satisfaction, based on the sum of *very satisfied* and *satisfied* responses, were:

- The overall quality of trash collection services (77.0%)
- The overall quality of curbside recycling services (73.6%)
- The overall quality of leaf and brush pick-up services (60.0%)
- The overall quality of bulky item pick-up services (57.5%)

- The top four neighborhood services that respondents think should receive the most emphasis over the next two years, based on the sum of respondents' top three choices, are:

- Enforcing the clean-up of trash and debris on private property (47.2%)
- City efforts to clean-up illegal dumping sites (33.3%)
- Demolishing vacant structures that are deemed a public nuisance (30.1%)
- Enforcing the exterior maintenance of residential property (28.2%)



Additional Findings

- Parks and Recreation services that received the highest ratings of satisfaction, based on the sum of *very satisfied* and *satisfied* responses, were:
 - Maintenance of City parks (80.1%)
 - Quality of facilities in City parks (73.9%)
 - Walking and biking trails in the City (66.8%)
 - Quality of customer service from Parks employees (65.9%)
- The top three Parks and Recreation services that respondents think should receive the most emphasis from the City over the next two years are: maintenance of City parks (55.0%), walking and biking trails in the City (42.1%), and the quality of facilities in City parks (38.2%).

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- 46.8% of respondents are either *very satisfied* or *satisfied* with the job opportunities available within the City limits and 45.4% are either *very satisfied* or *satisfied* with the accessibility to healthy food they can afford.
- One-third (33.9%) of respondents think the perception of honesty and fair dealings in development and having an adequate quantity of affordable housing units should receive the most emphasis from the City over the next two years.
- The majority (58.8%) of respondents think Communicable Disease and Outbreak Response (e.g., general education, public hotline, vaccination scheduling, contact tracing) should receive the most emphasis from the City over the next two years.
- The top three communication and community engagement services that respondents' think should receive the most emphasis from the City over the next two years are:
 - Elected Officials' efforts to support a dialogue with City residents (48.6%)
 - Availability of information about City programs and services (35.8%)
 - Opportunity to engage/provide input into decisions made by Elected Officials (35.7%)
- 57.5% of respondents most prefer to get information about the City from local TV news stations, 37.5% prefer to use the City's website, and 32.8% prefer email.

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Investment Priorities

In order to help the City identify investment priorities for the next two years, ETC Institute conducted an Importance-Satisfaction (I-S) Analysis. This analysis examined the importance residents placed on each service and the level of satisfaction with each service. By identifying services of high importance and low satisfaction, the analysis identified which services will have the most impact on the overall satisfaction with services over the next two years. If the City wants to improve its overall satisfaction rating, the City should prioritize investments in services with the highest Importance-Satisfaction (I-S) ratings. Details regarding the methodology for the analysis are provided in Section 4 of this report.

Based on the results of this analysis, the four services that are recommended as top opportunity for improvement over the next two years, in order to raise the City's overall satisfaction ratings, are:

- Maintenance of City streets, sidewalks, and infrastructure (I-S Rating=0.5501)
- Police services (I-S Rating=0.2335)
- Neighborhood services (I-S Rating=0.2154)
- City Planning, Buildings, and Development services (I-S Rating=0.1345)

Importance-Satisfaction Analysis Ratings

2021 City of Cincinnati, Ohio Resident Survey

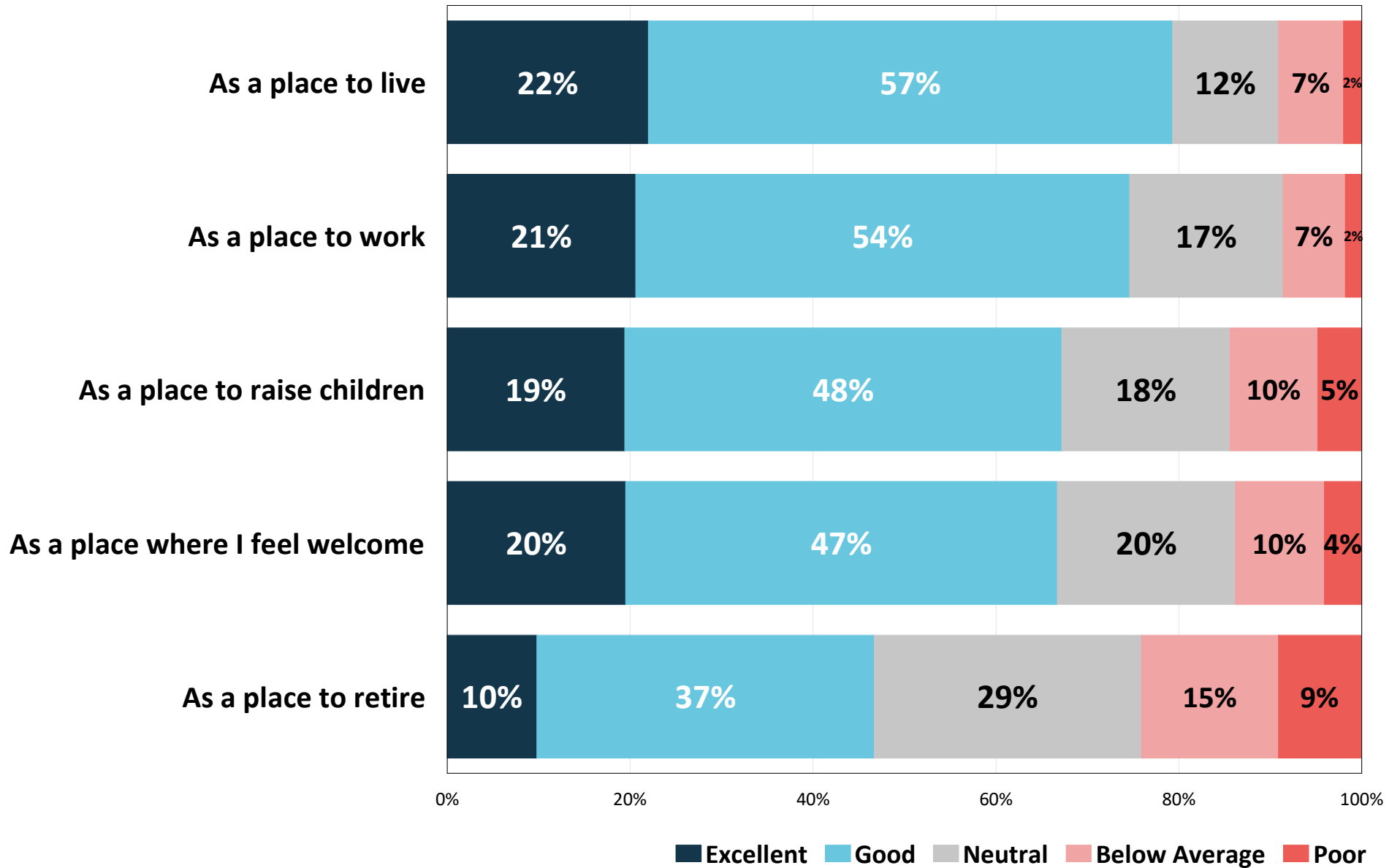
Major Categories of City Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (I-S > 0.20)						
Maintenance of City streets, sidewalks, & infrastructure	72%	1	24%	13	0.5501	1
Police services	50%	2	53%	7	0.2335	2
Neighborhood services	44%	3	51%	8	0.2154	3
High Priority (I-S = 0.10-0.20)						
City Planning, Buildings, & Development services	20%	5	33%	12	0.1345	4

Section 2: Charts and Graphs of Overall Results

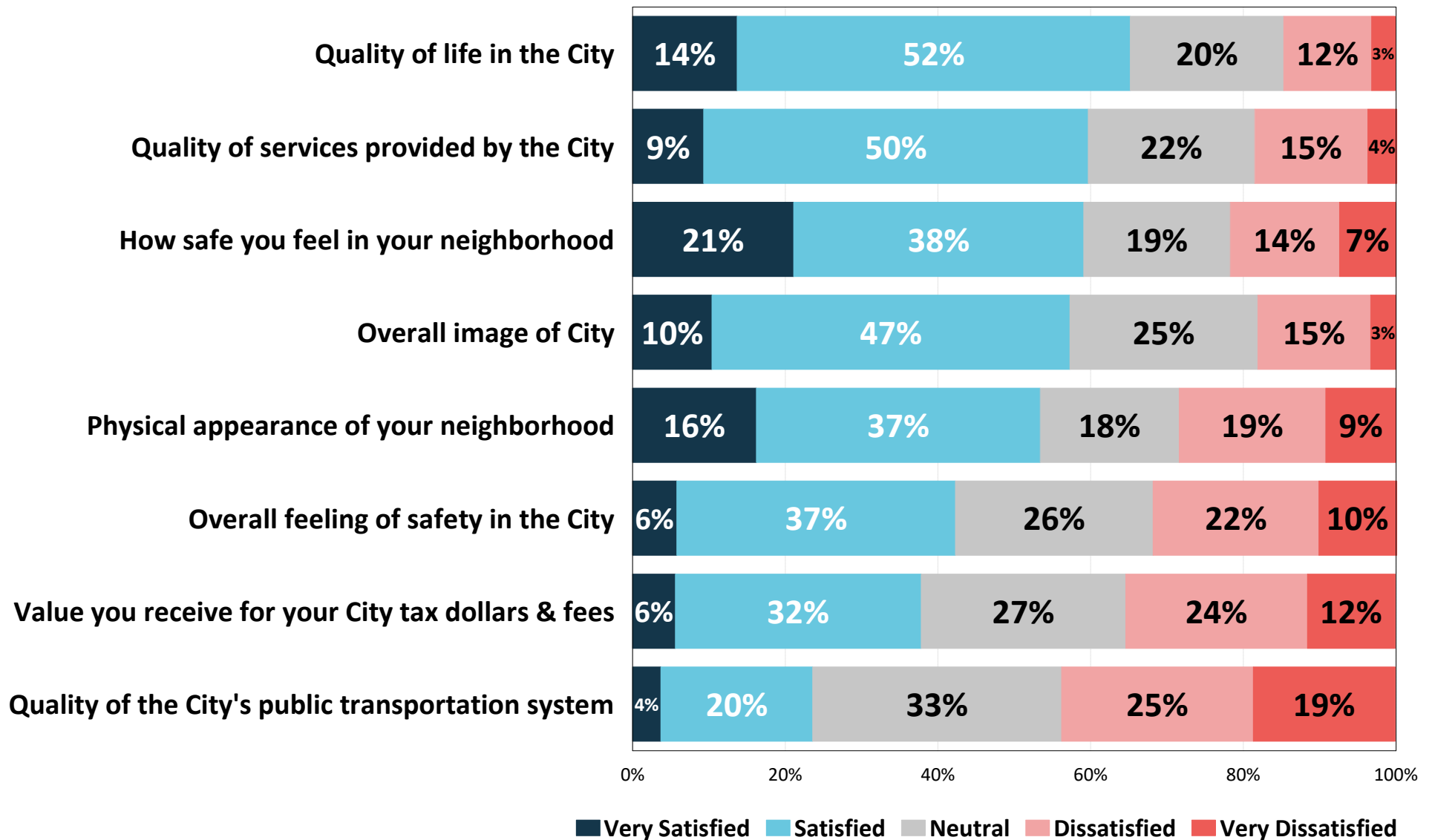
Q1. Ratings of the City...

by the percentage of respondents, using a 5-point scale where 5 means *excellent* and 1 means *poor*
(excluding *don't know* responses)



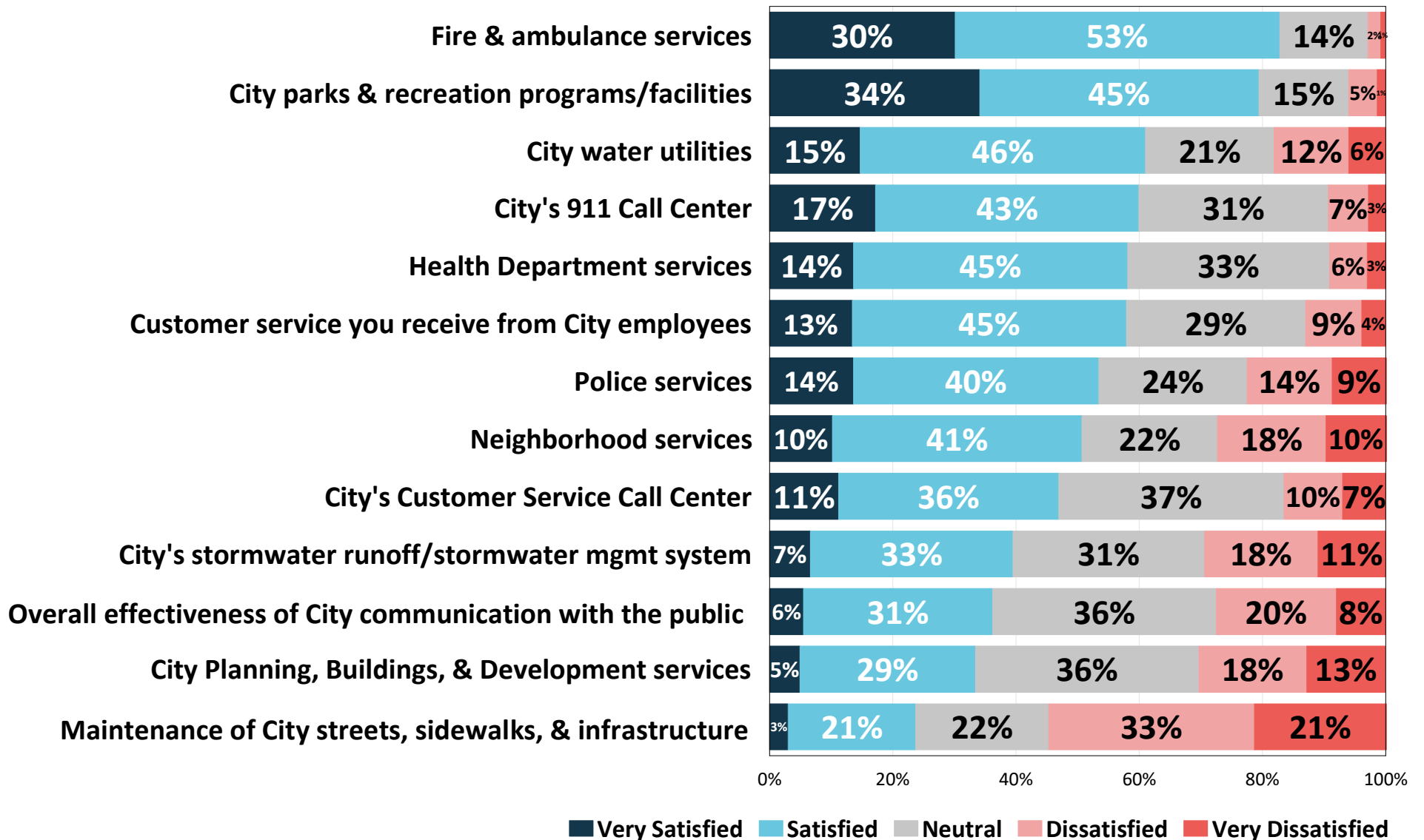
Q2. Level of Satisfaction with Items That Could Influence Perceptions of the Community

by the percentage of respondents, using a 5-point scale where 5 means *very satisfied* and 1 means *very dissatisfied* (excluding *don't know* responses)



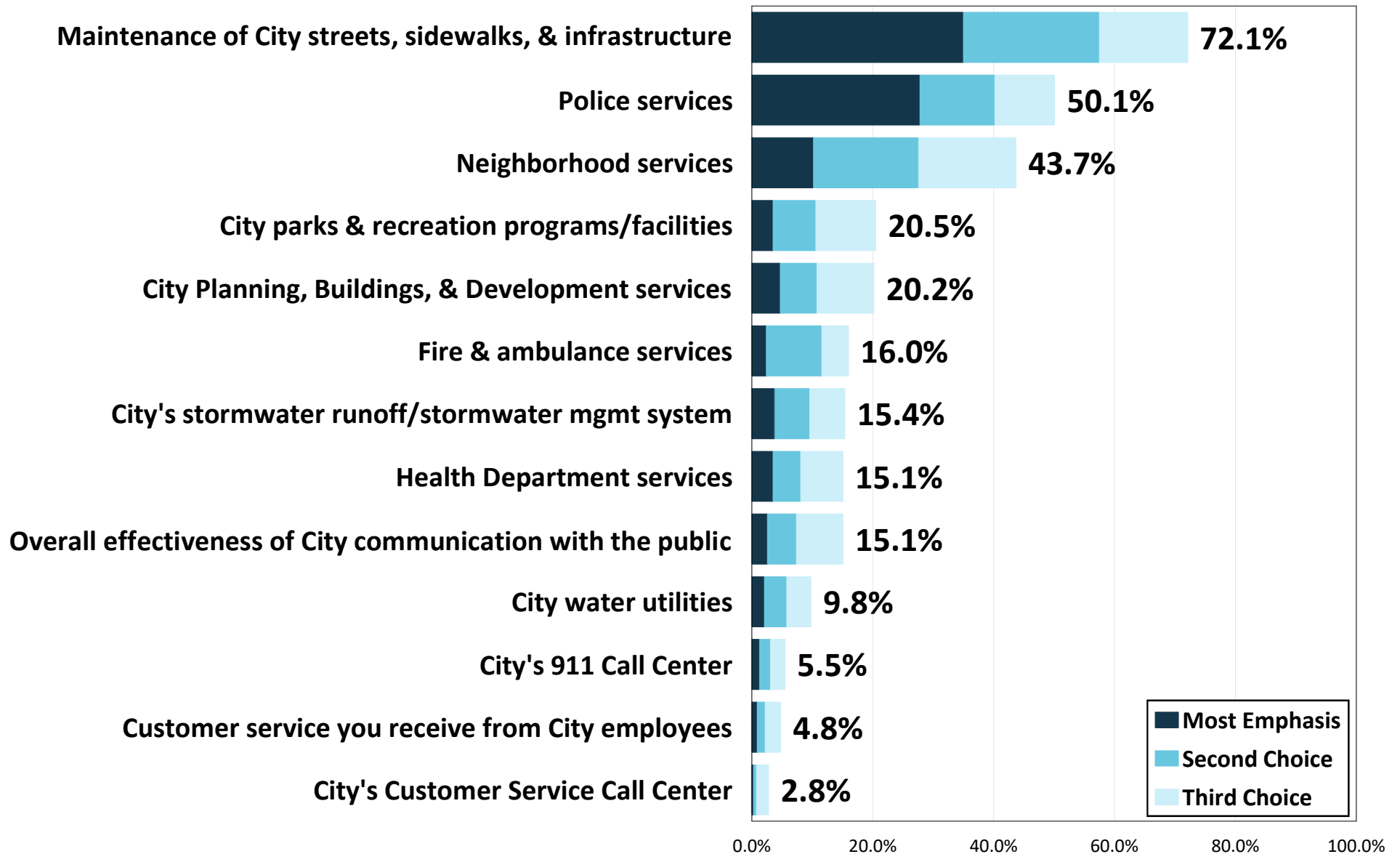
Q3. Level of Satisfaction with the Overall Quality of Major Categories of Services Provided by the City

by the percentage of respondents, using a 5-point scale where 5 means *very satisfied* and 1 means *very dissatisfied* (excluding *don't know* responses)



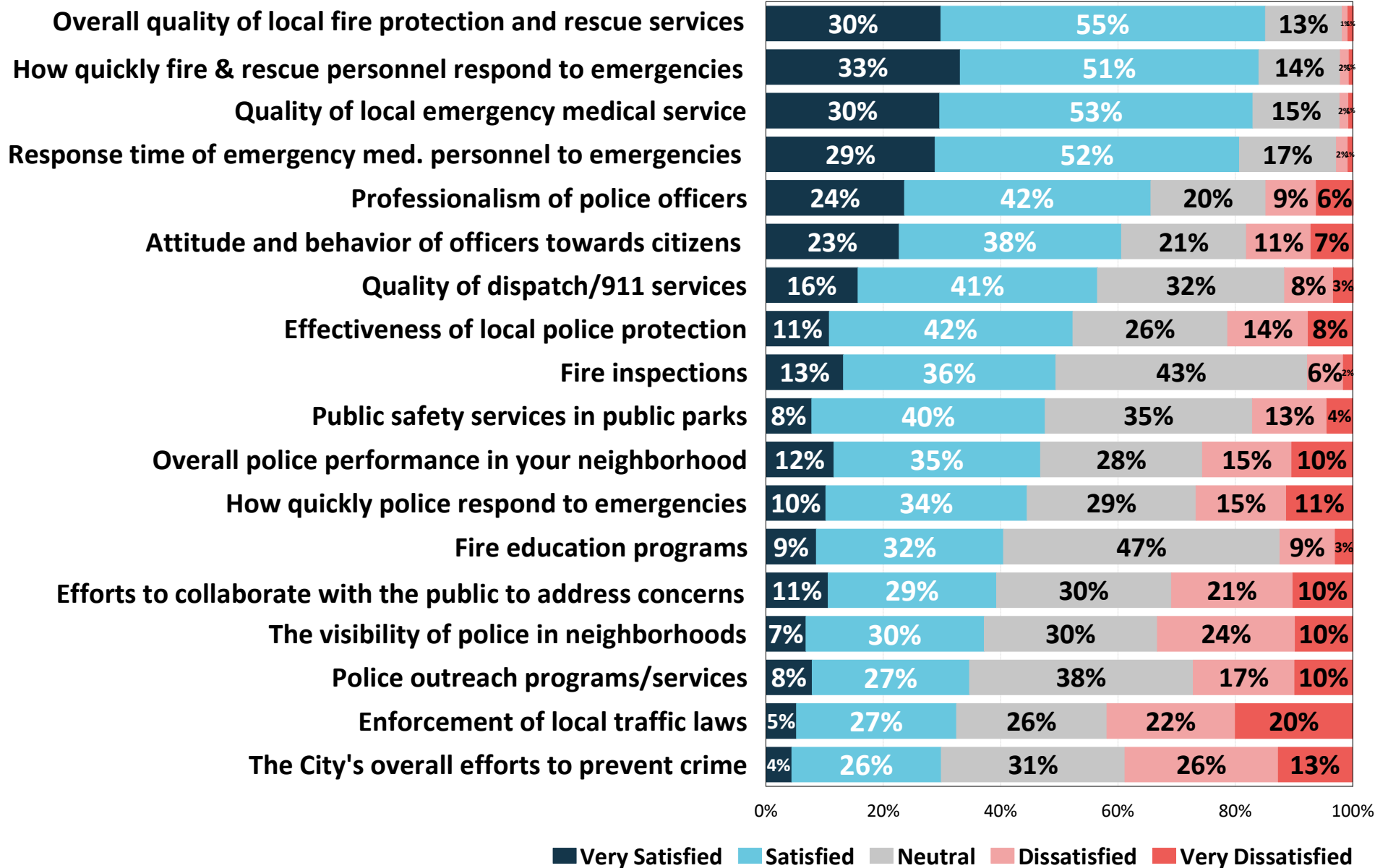
Q4. Which Major Categories of City Services do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

by the sum percentage of respondents' top three choices



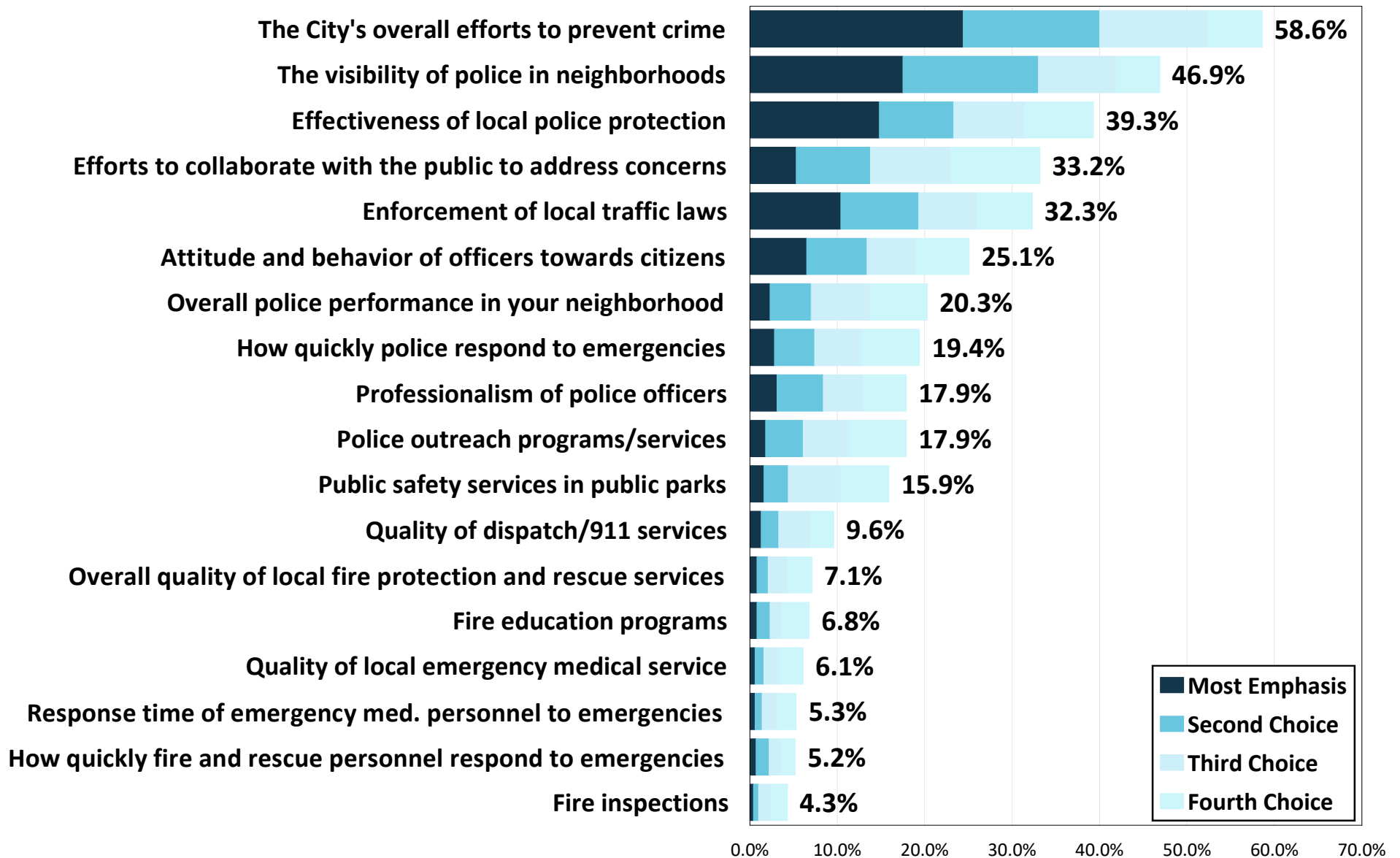
Q5. Level of Satisfaction with Public Safety Perceptions

by the percentage of respondents, using a 5-point scale where 5 means *very satisfied* and 1 means *very dissatisfied*
(excluding *don't know* responses)



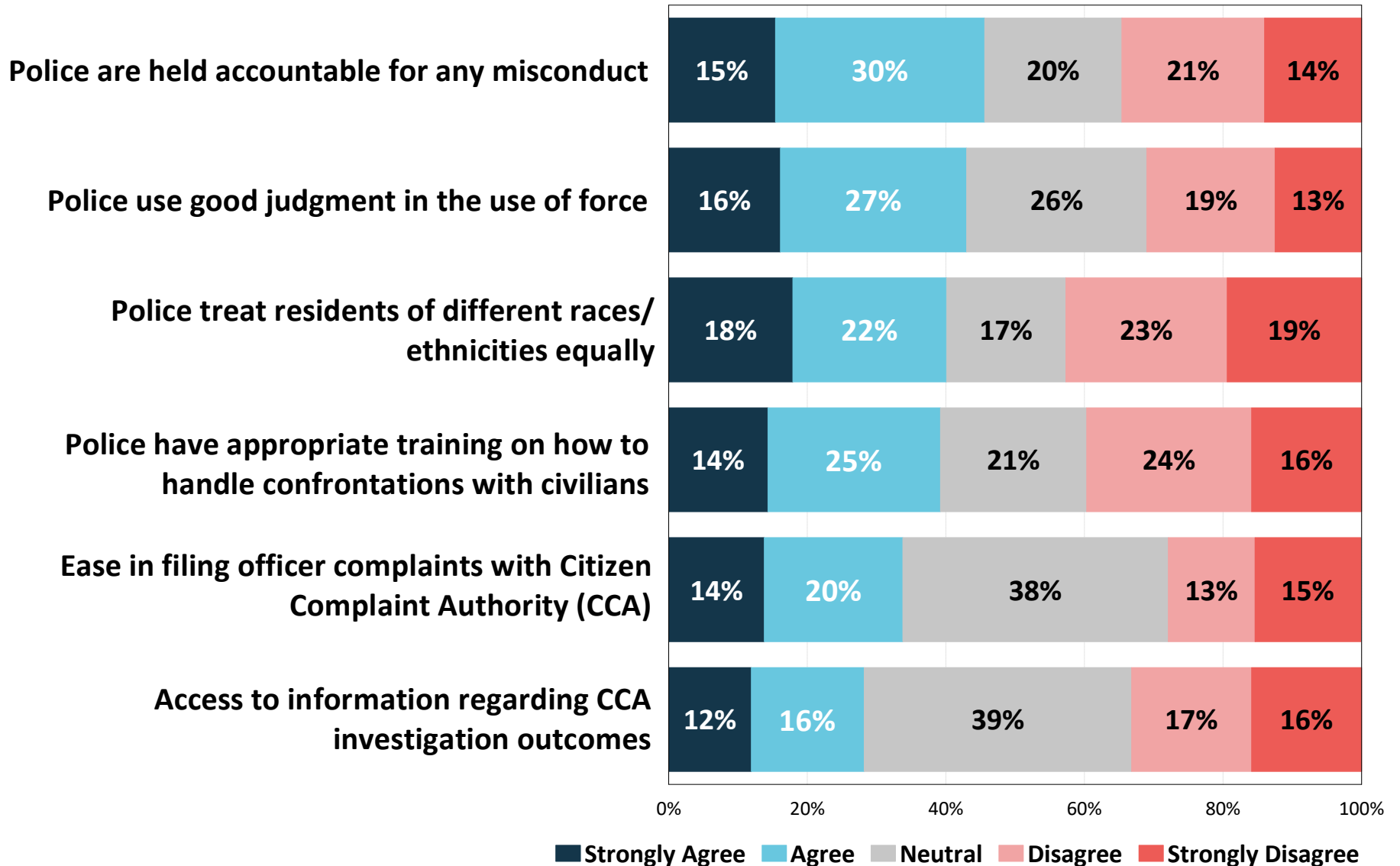
Q6. Which Public Safety Services do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

by the sum percentage of respondents' top four choices



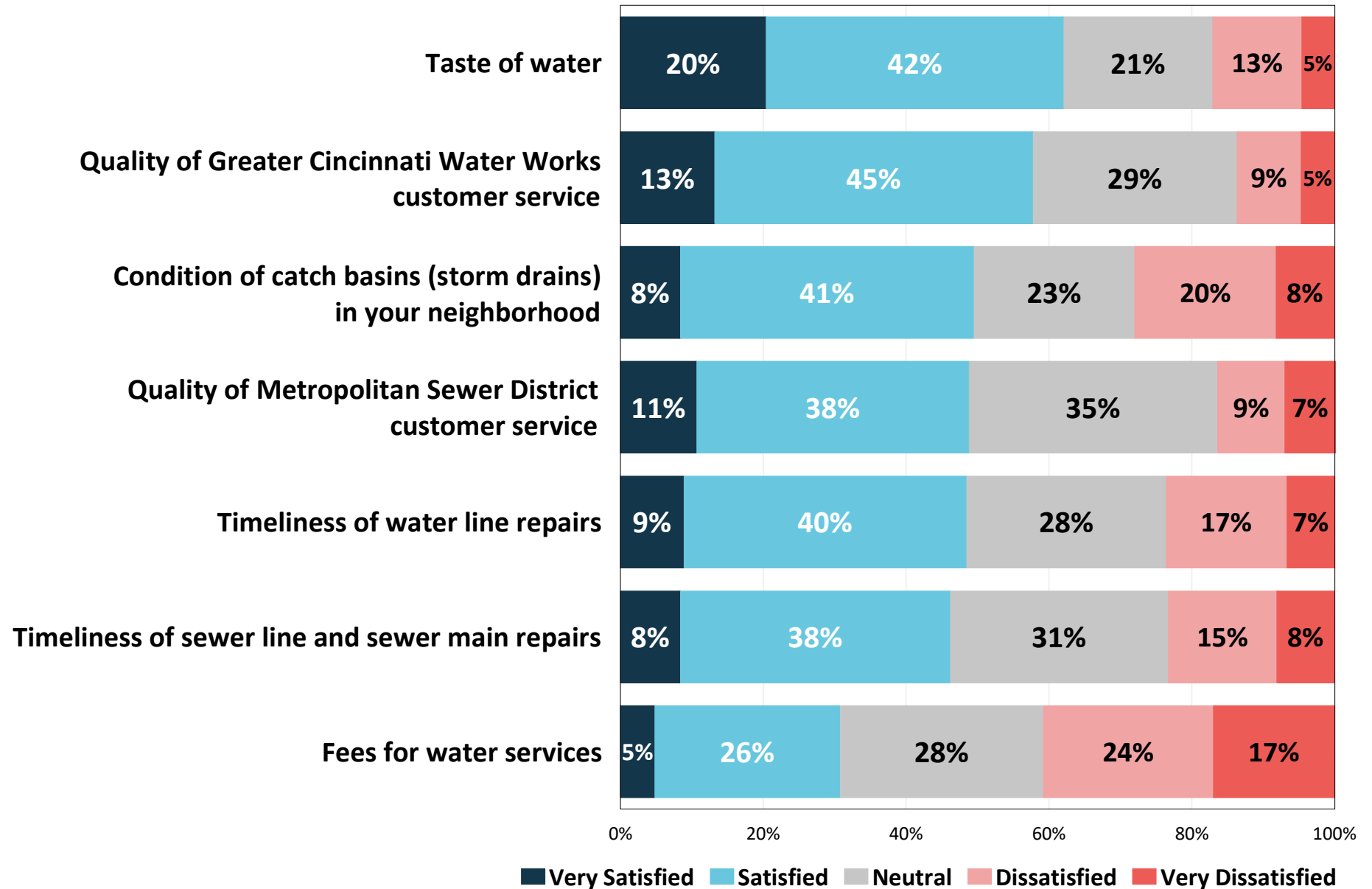
Q7. Level of Agreement with Statements Related to Public Safety Services Provided by the City

by the percentage of respondents, using a 5-point scale where 5 means *strongly agree* and 1 means *strongly disagree* (excluding *don't know* responses)



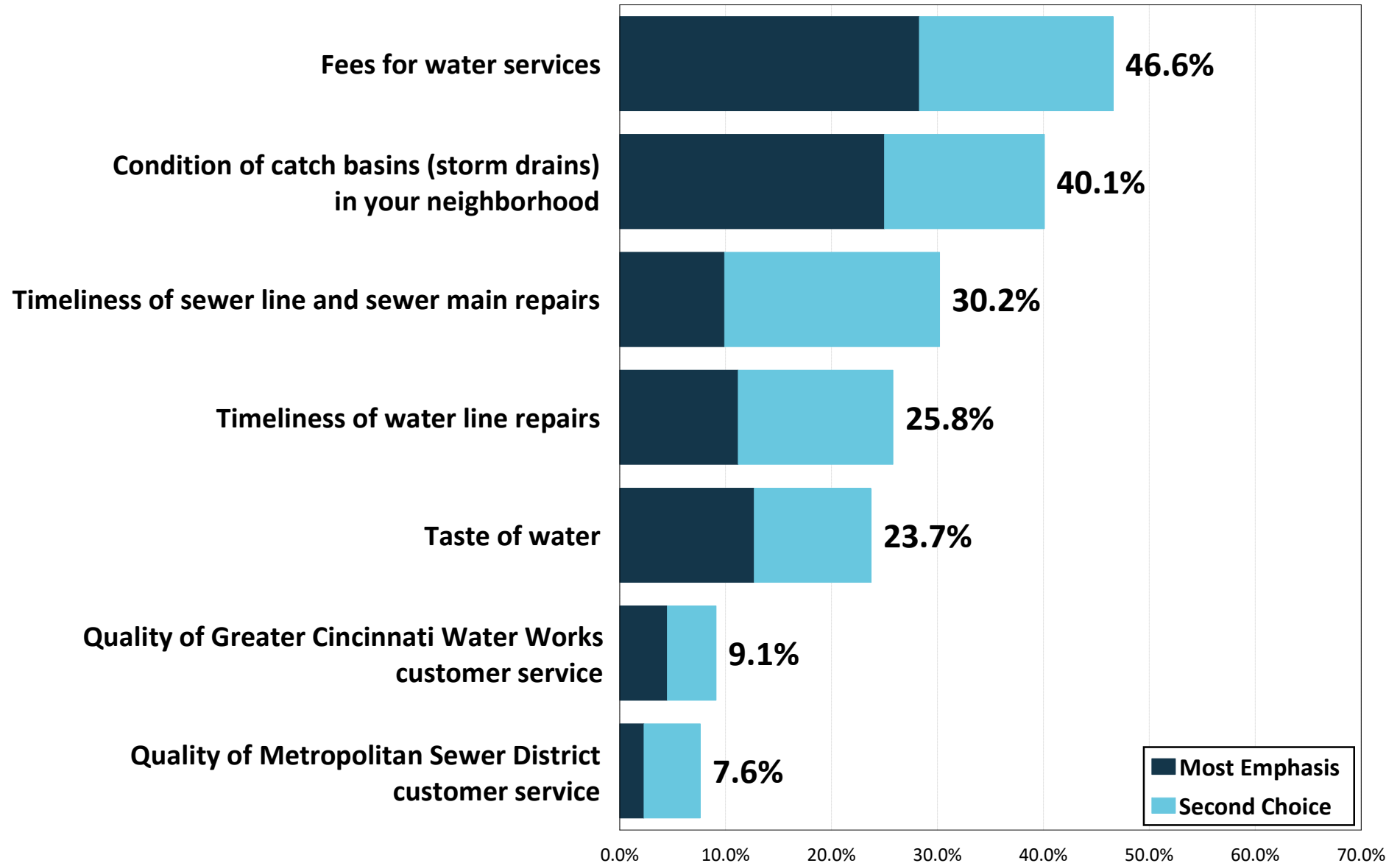
Q8. Level of Satisfaction with Water & Wastewater Services

by the percentage of respondents, using a 5-point scale where 5 means *very satisfied* and 1 means *very dissatisfied*
(excluding *don't know* responses)



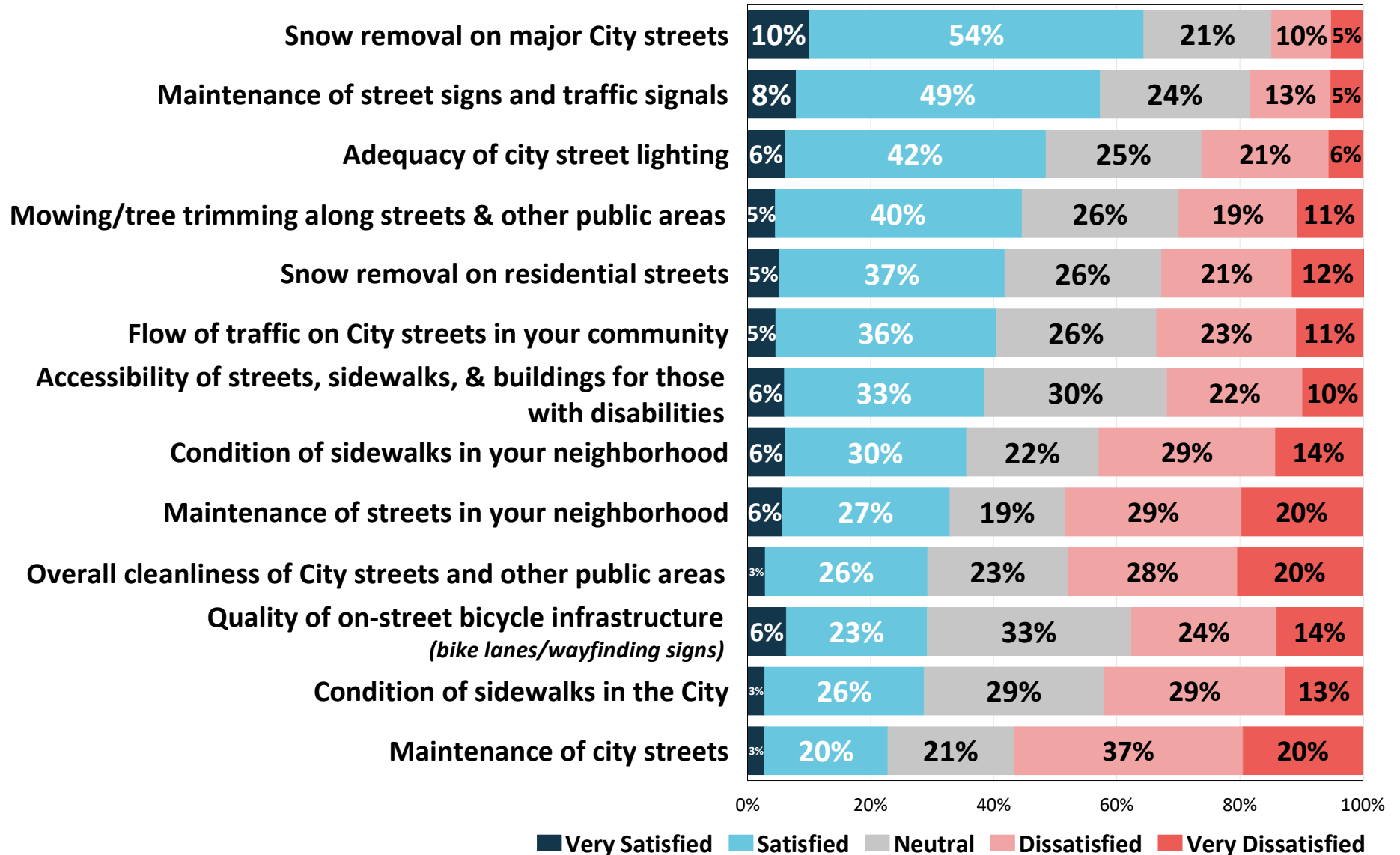
Q9. Which Water & Wastewater Services do you think should receive the **MOST EMPHASIS** from City leaders over the next TWO years?

by the sum percentage of respondents' top two choices



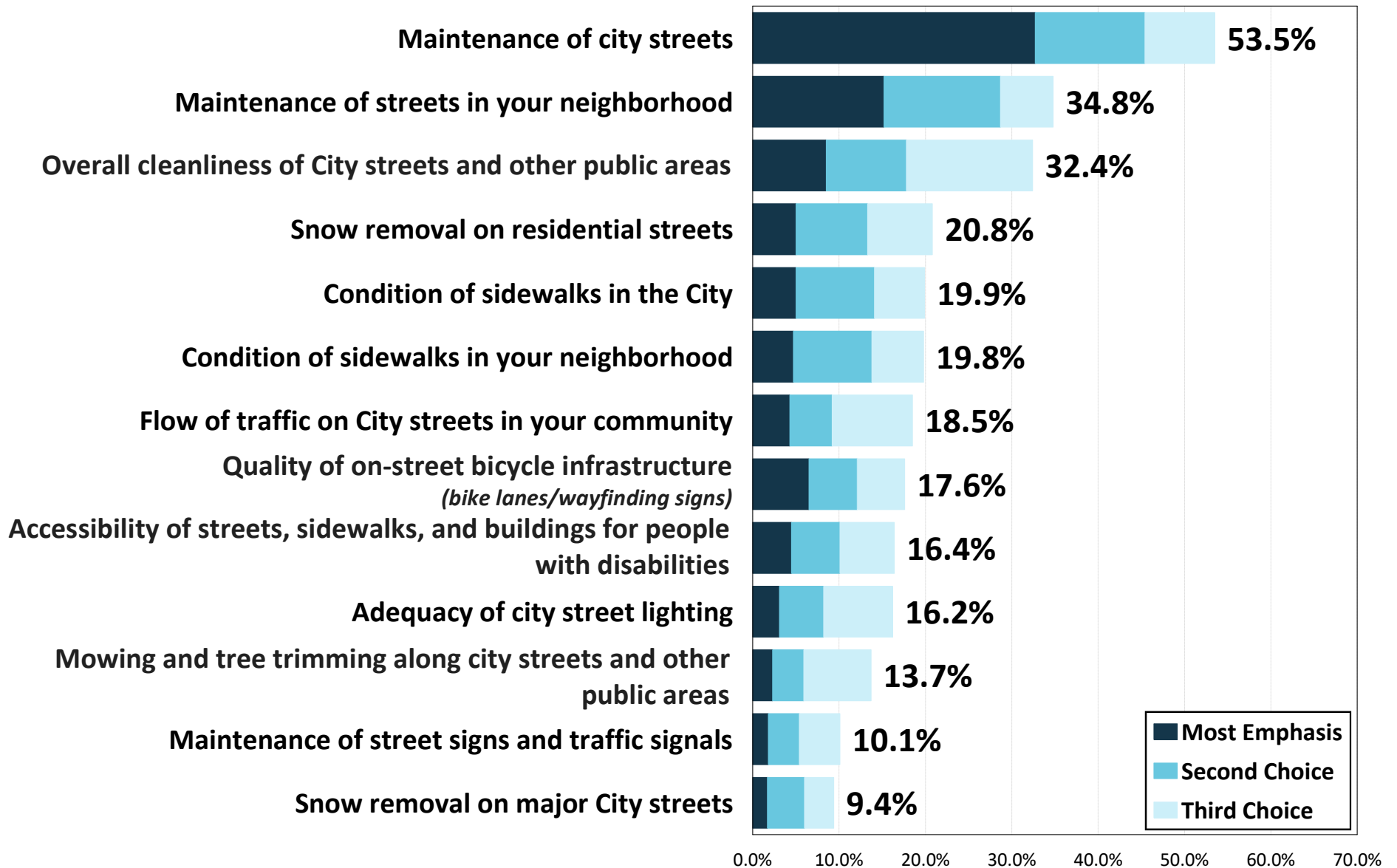
Q10. Level of Satisfaction with City Streets, Sidewalks, & Infrastructure

by the percentage of respondents, using a 5-point scale where 5 means *very satisfied* and 1 means *very dissatisfied* (excluding *don't know* responses)



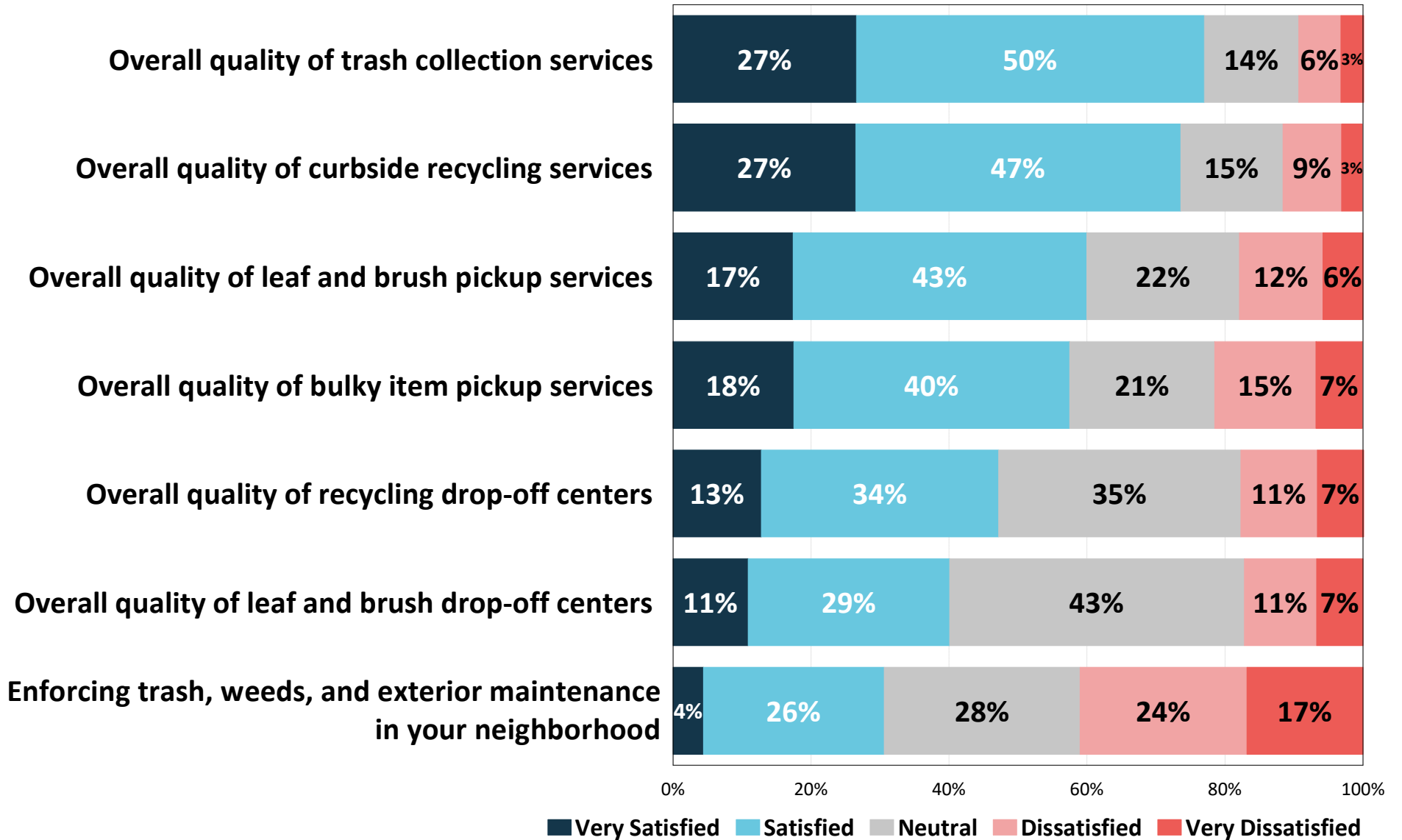
Q11. Which Street, Sidewalk, & Infrastructure Services do you think should receive the **MOST EMPHASIS** from City leaders over the next **TWO** years?

by the sum percentage of respondents' top three choices



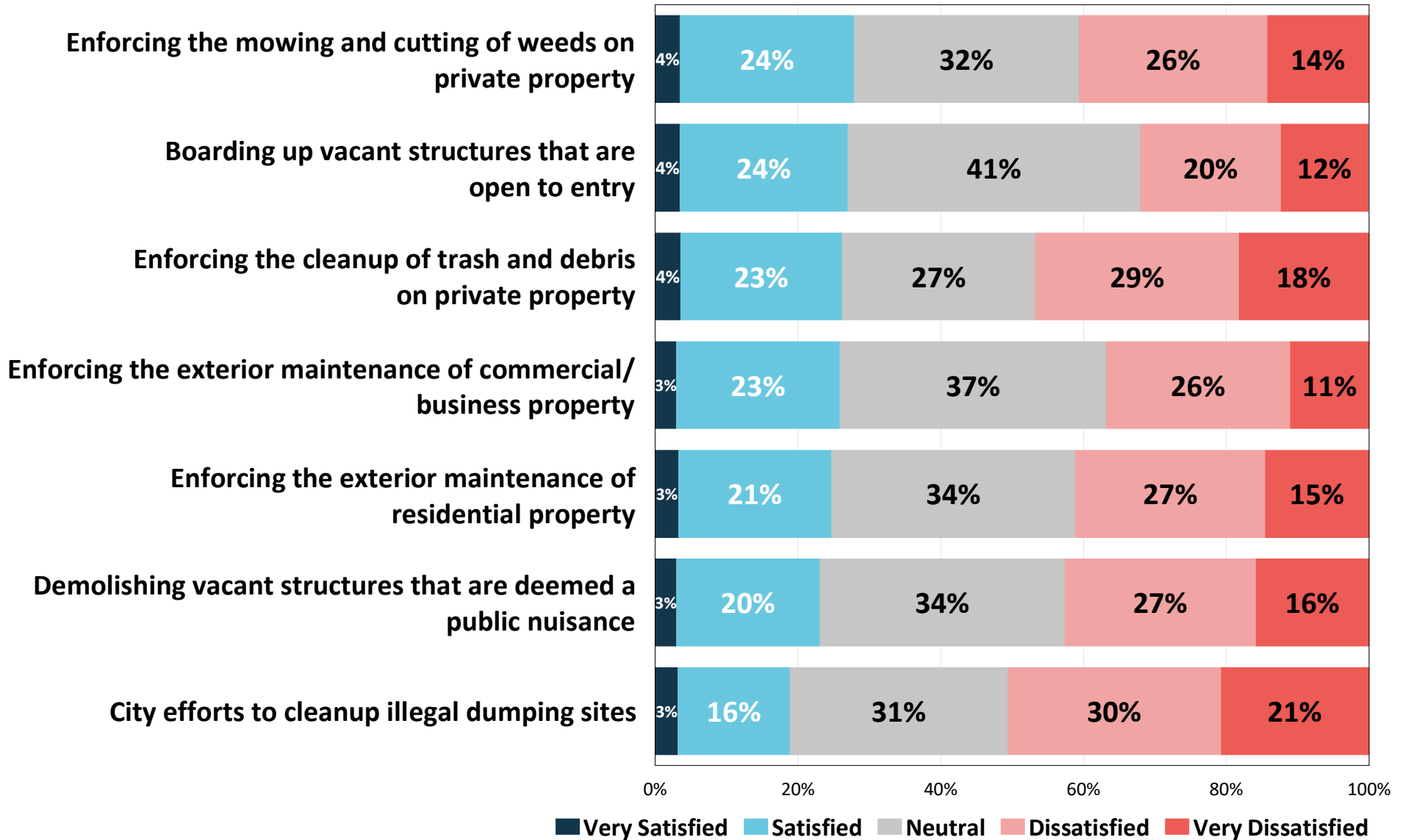
Q12. Level of Satisfaction with Neighborhood Cleanliness & Appearance

by the percentage of respondents, using a 5-point scale where 5 means *very satisfied* and 1 means *very dissatisfied* (excluding *don't know* responses)



Q12. Level of Satisfaction with Neighborhood Cleanliness & Appearance (Continued)

by the percentage of respondents, using a 5-point scale where 5 means *very satisfied* and 1 means *very dissatisfied* (excluding *don't know* responses)



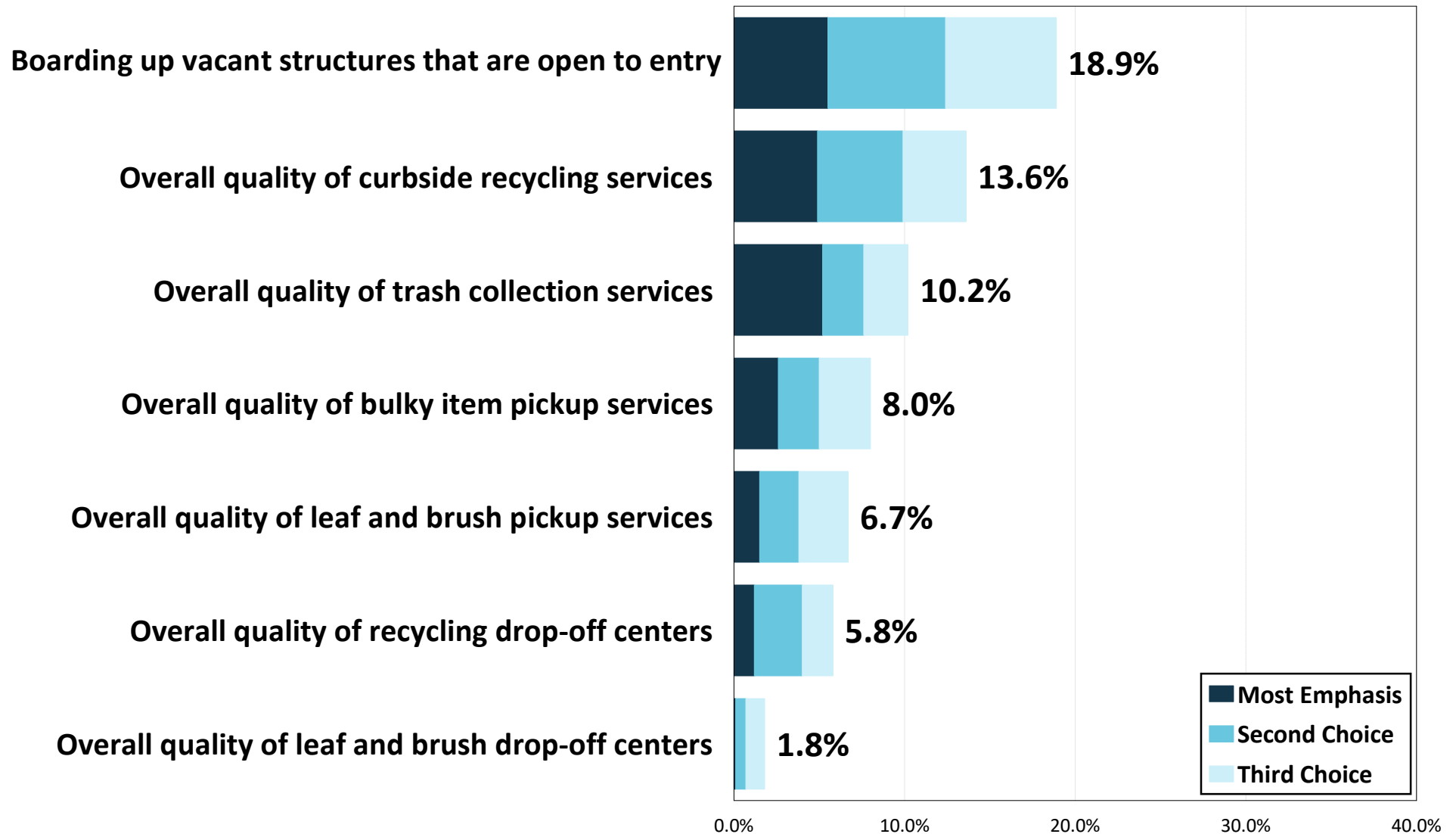
Q13. Which Cleanliness & Appearance of the City items do you think should receive the **MOST EMPHASIS** from City leaders over the next **TWO** years?

by the sum percentage of respondents' top three choices



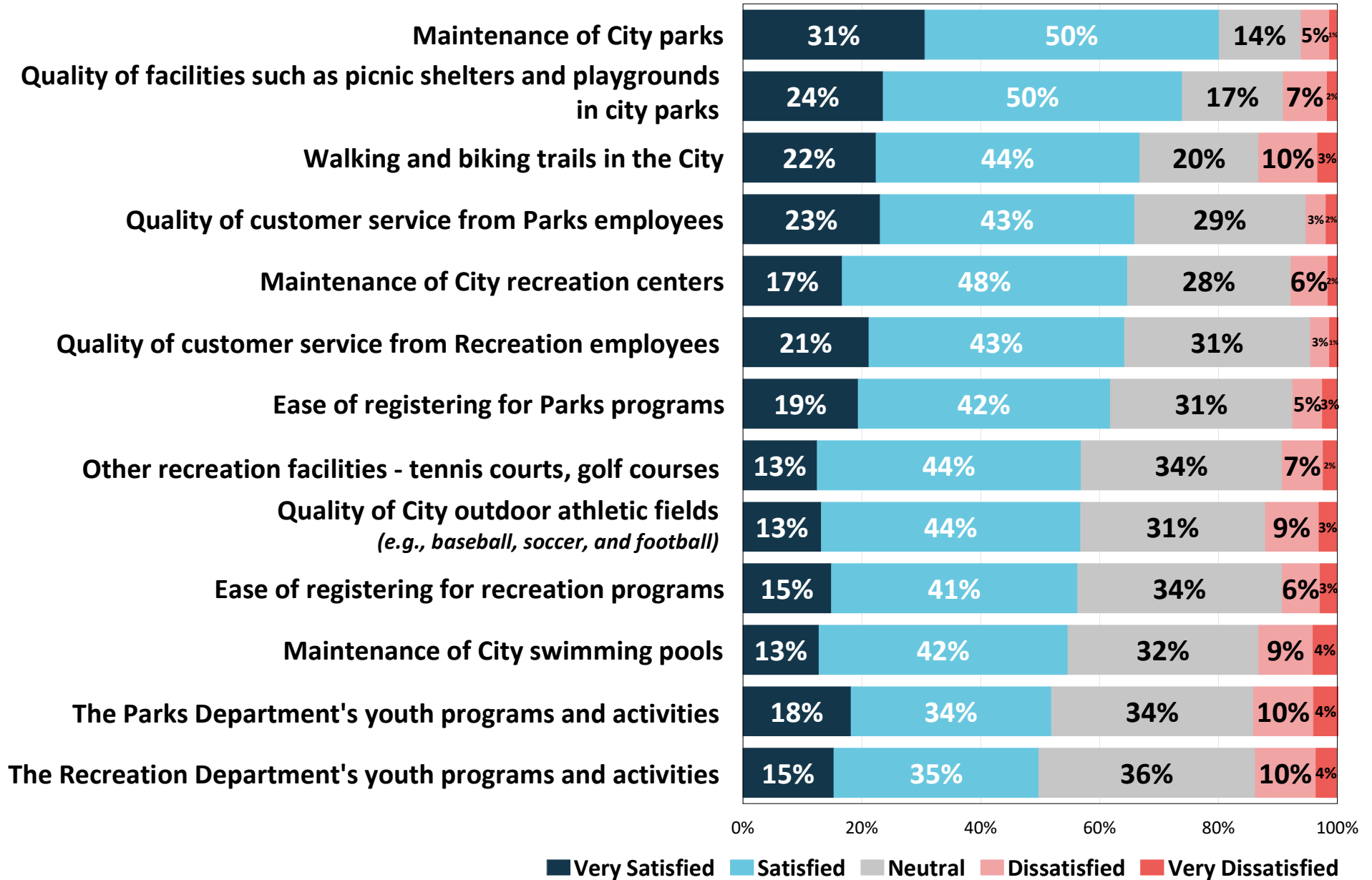
Q13. Which Cleanliness & Appearance of the City items do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (Continued)

by the sum percentage of respondents' top three choices



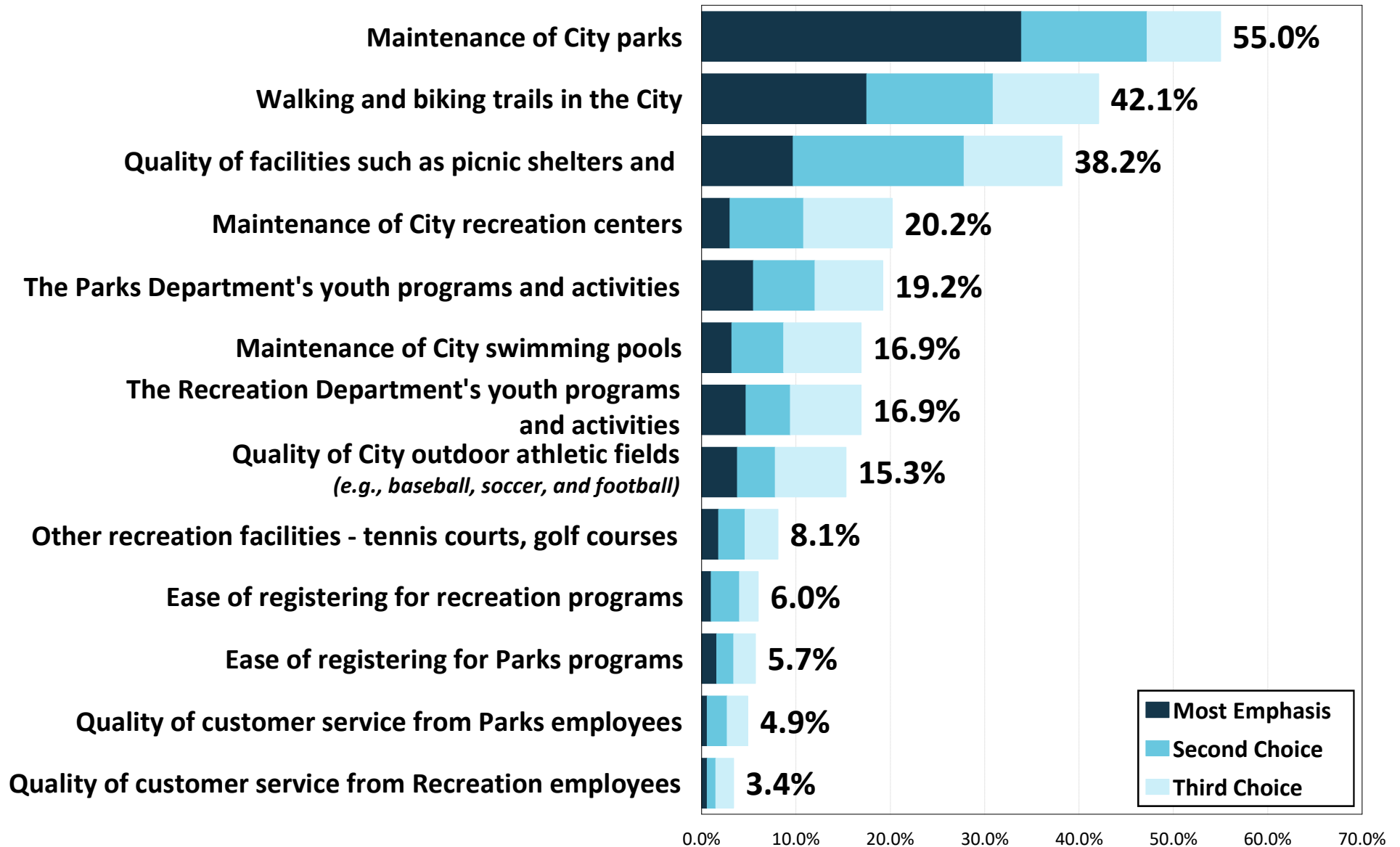
Q14. Level of Satisfaction with Parks & Recreation Services

by the percentage of respondents, using a 5-point scale where 5 means *very satisfied* and 1 means *very dissatisfied*
(excluding *don't know* responses)



Q15. Which Parks & Recreation Services do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

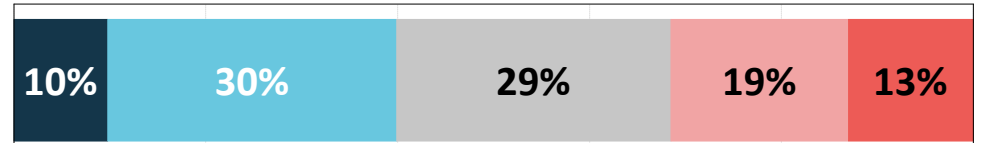
by the sum percentage of respondents' top three choices



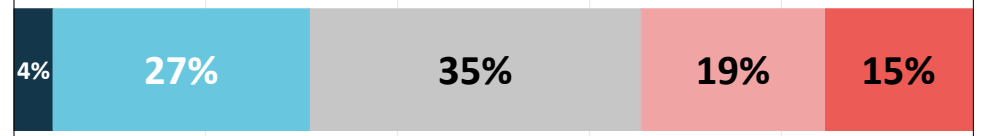
Q16. Ratings of the City's Leadership...

by the percentage of respondents, using a 5-point scale where 5 means *excellent* and 1 means *poor*
(excluding *don't know* responses)

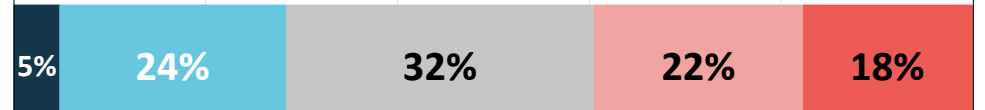
The City's efforts to support diversity by serving people equally regardless of their race, religion, ethnicity, age, abilities, sexual orientation, or gender identity



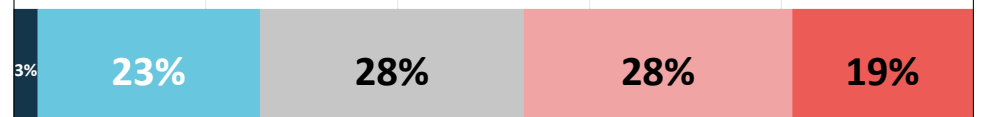
Overall effectiveness of the City Administration (City Manager, Dept. Directors) in management of City operations



City Administration (City Manager, Dept. Directors) conducts City business ethically



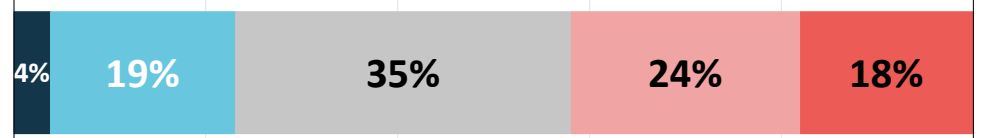
Overall effectiveness of leadership provided by the City's elected officials



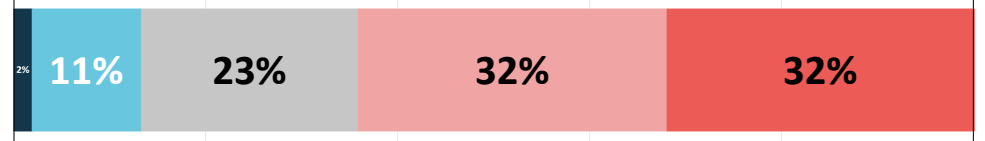
Access and ability to interact with elected officials



Access and ability to interact with City Administration (City Manager, Dept. Directors) regarding operational matters and public services



Elected officials conduct City business ethically

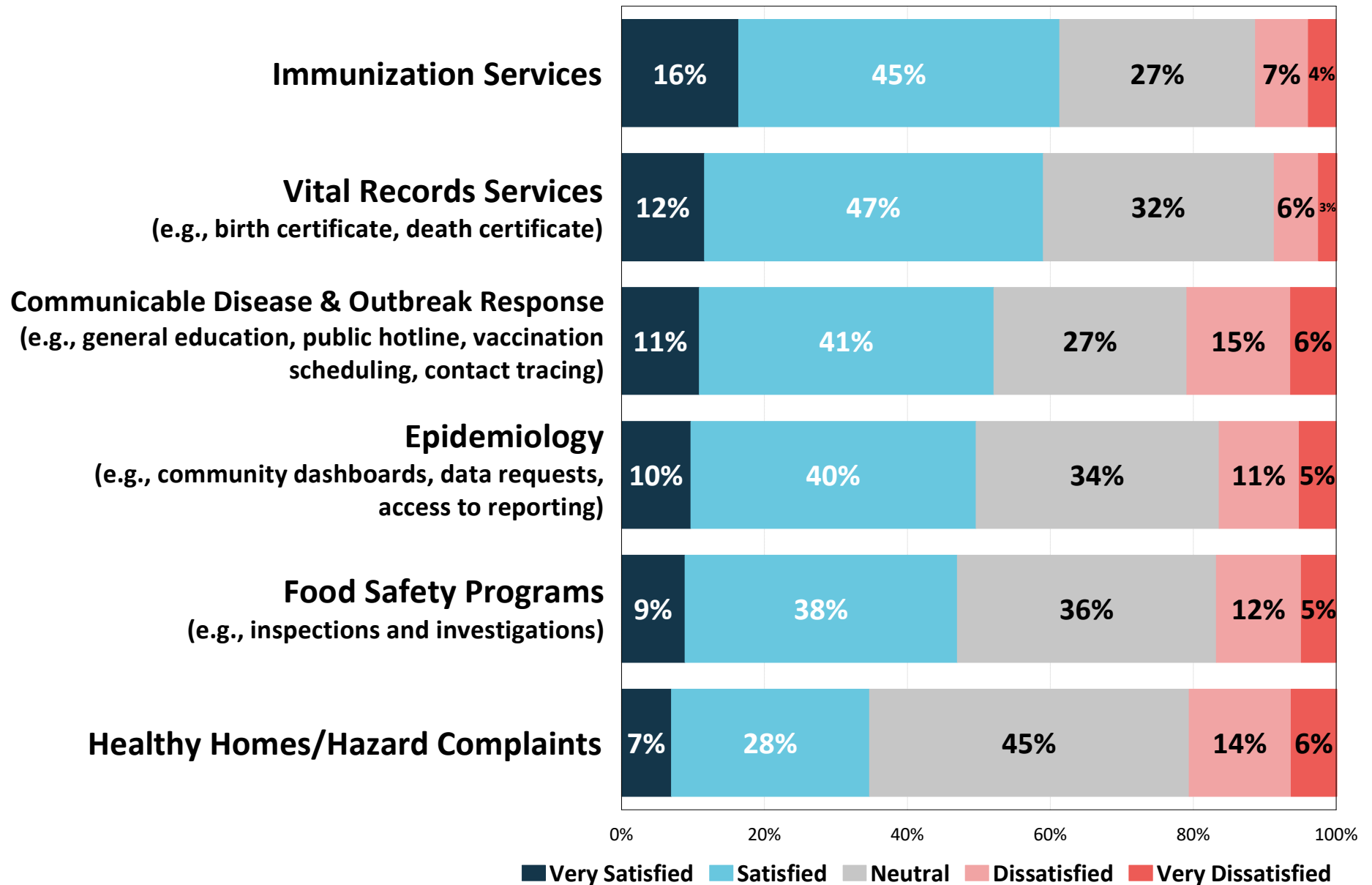


0% 20% 40% 60% 80% 100%

■ Excellent ■ Good ■ Neutral ■ Below Average ■ Poor

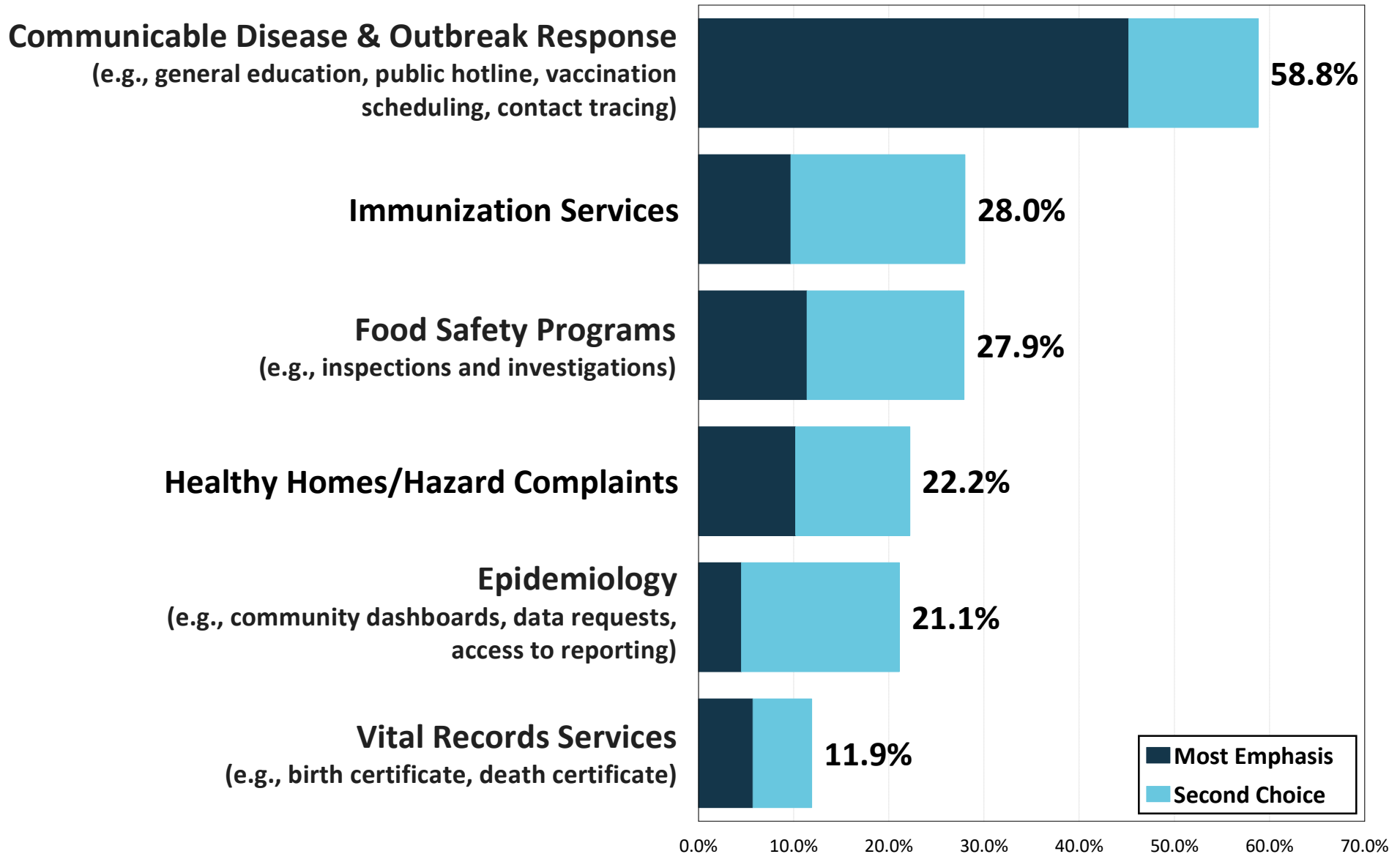
Q17. Level of Satisfaction with Public Health Services

by the percentage of respondents, using a 5-point scale where 5 means *very satisfied* and 1 means *very dissatisfied*
(excluding *don't know* responses)



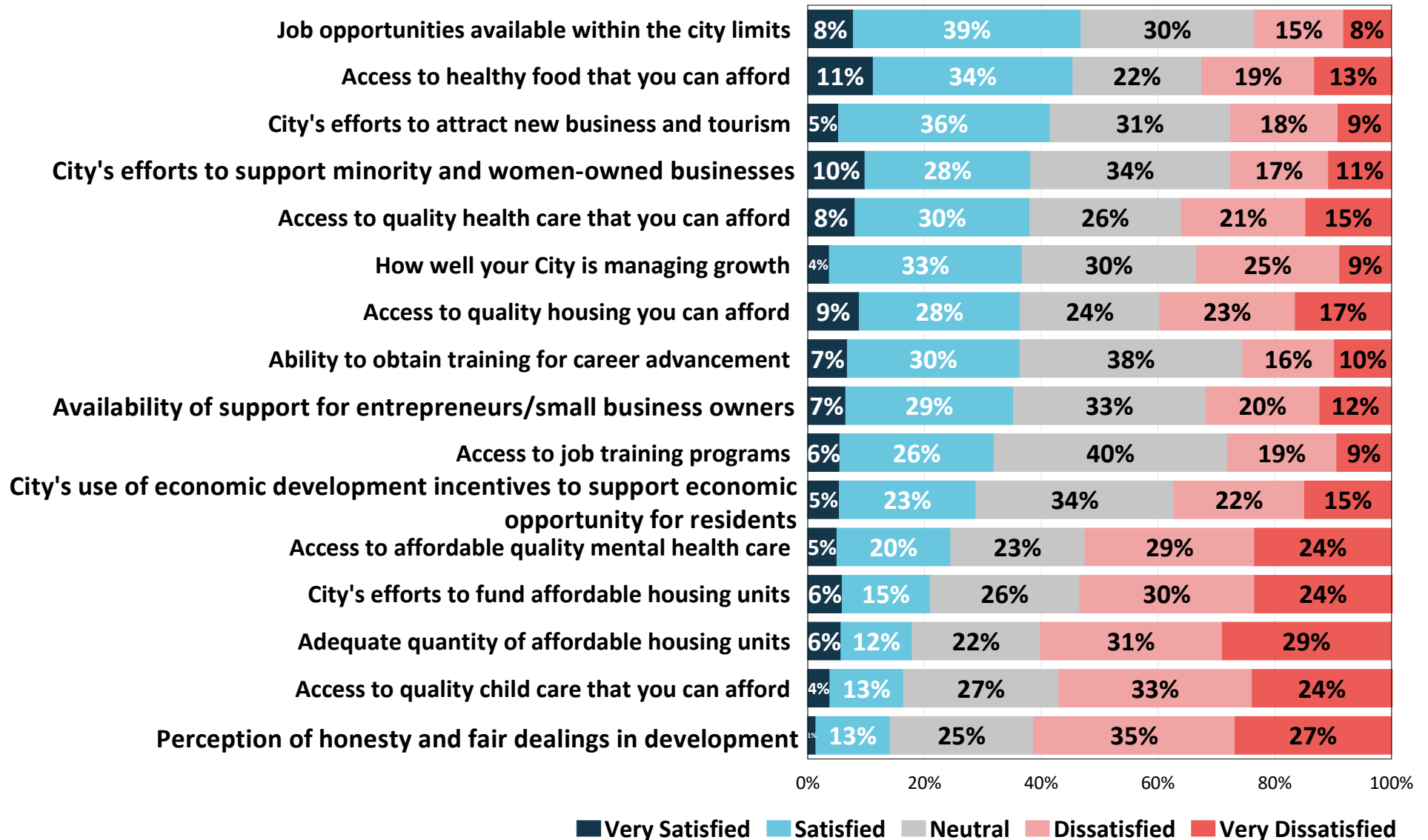
Q18. Which Public Health Services do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

by the sum percentage of respondents' top two choices



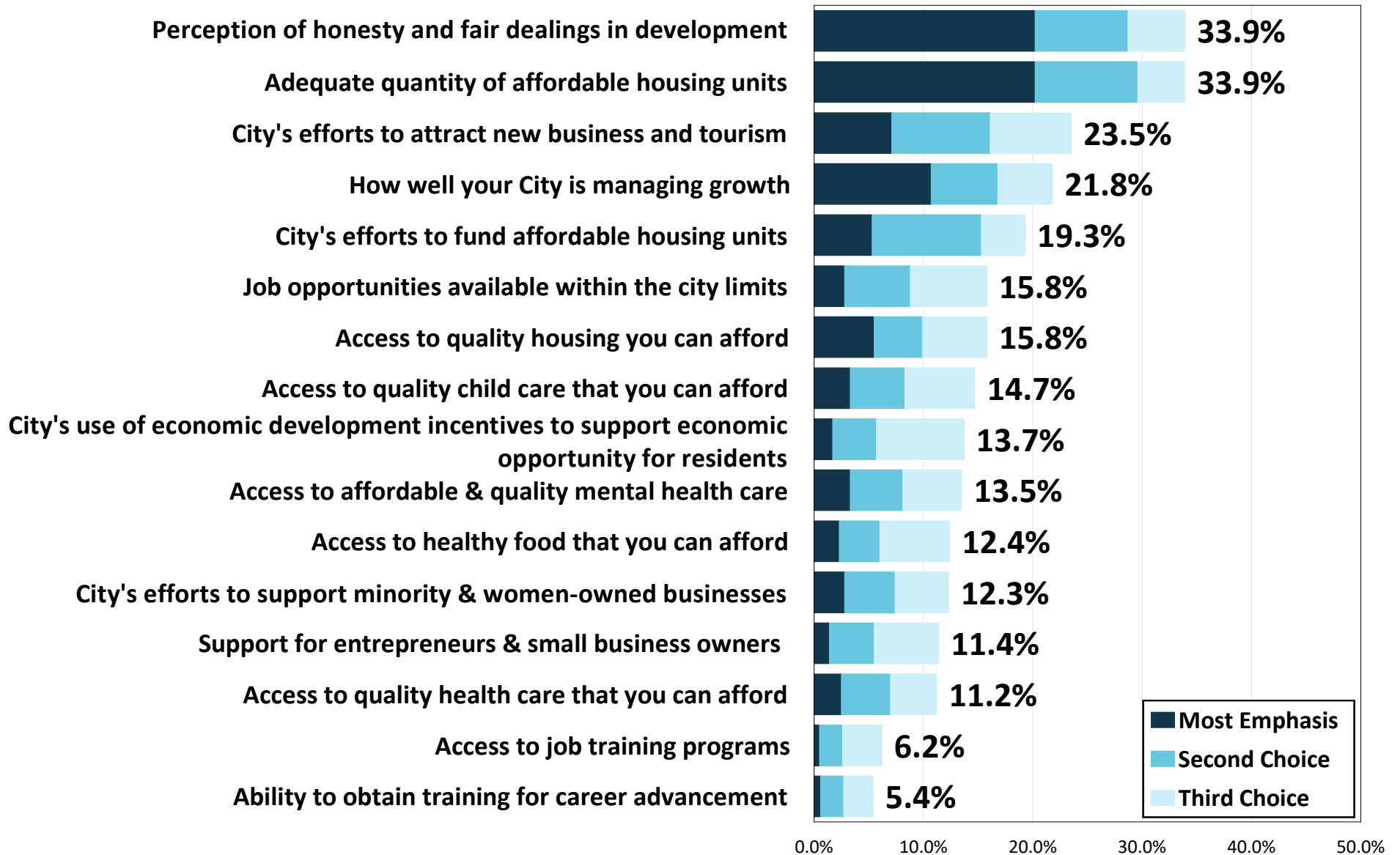
Q19. Level of Satisfaction with Economic Opportunities in the City

by the percentage of respondents, using a 5-point scale where 5 means *very satisfied* and 1 means *very dissatisfied* (excluding *don't know* responses)



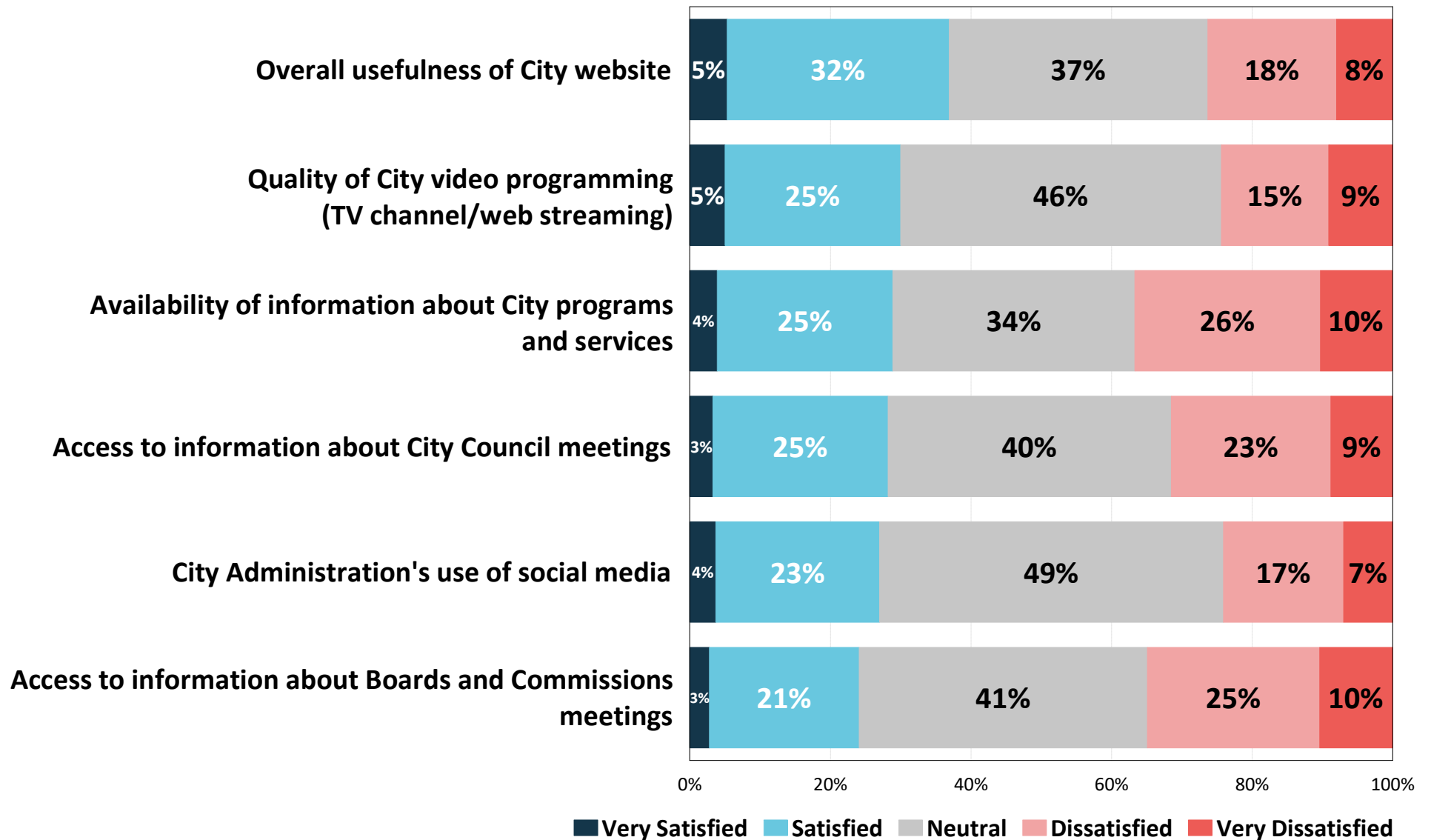
Q20. Which Jobs & Development Services do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

by the sum percentage of respondents' top three choices



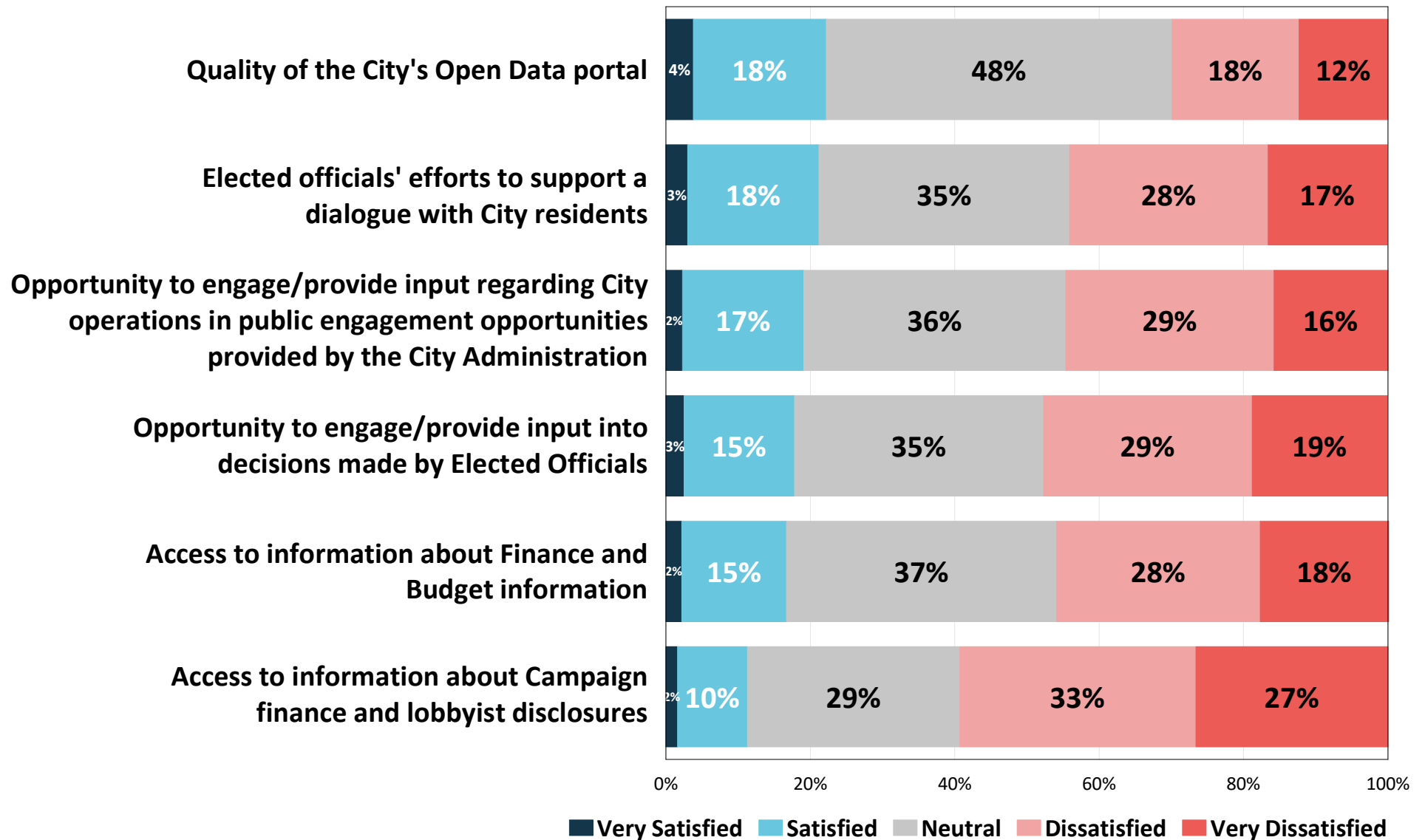
Q21. Level of Satisfaction with the City's Communication & Community Engagement Services

by the percentage of respondents, using a 5-point scale where 5 means *very satisfied* and 1 means *very dissatisfied* (excluding *don't know* responses)



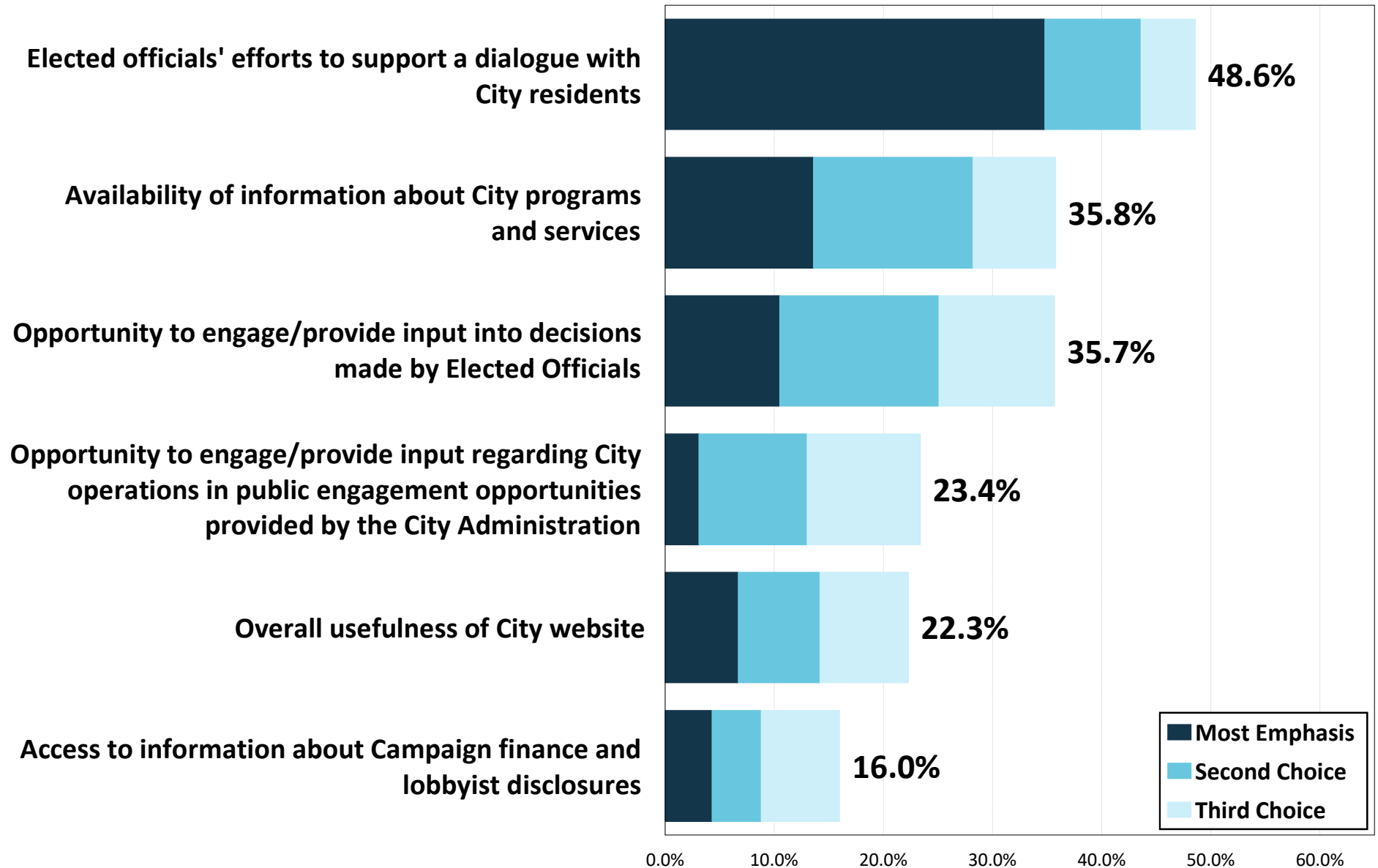
Q21. Level of Satisfaction with the City's Communication & Community Engagement Services (Continued)

by the percentage of respondents, using a 5-point scale where 5 means *very satisfied* and 1 means *very dissatisfied* (excluding *don't know* responses)



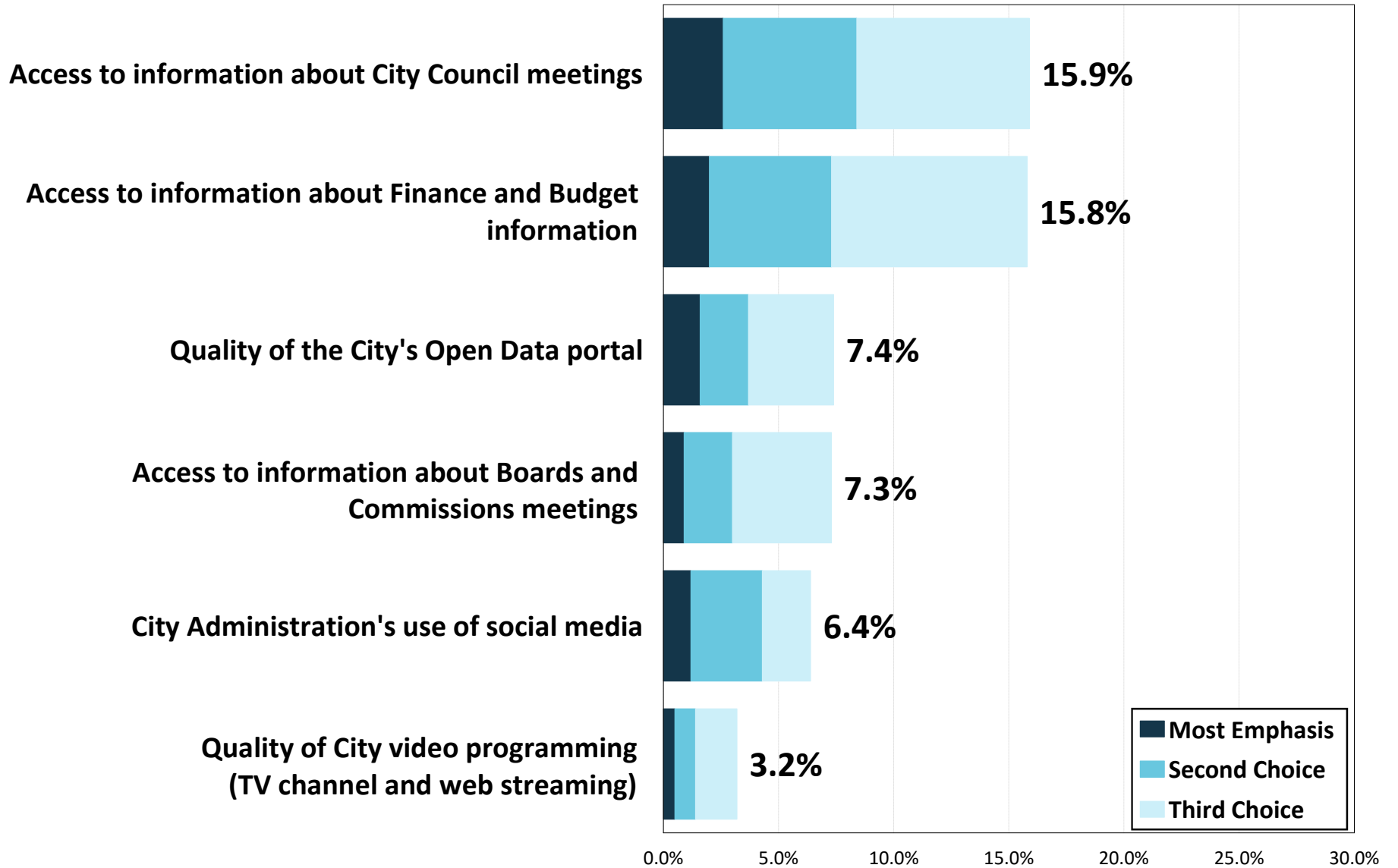
Q22. Which Communication & Community Engagement Services do you think should receive the **MOST EMPHASIS** from City leaders over the next **TWO** years?

by the sum percentage of respondents' top three choices



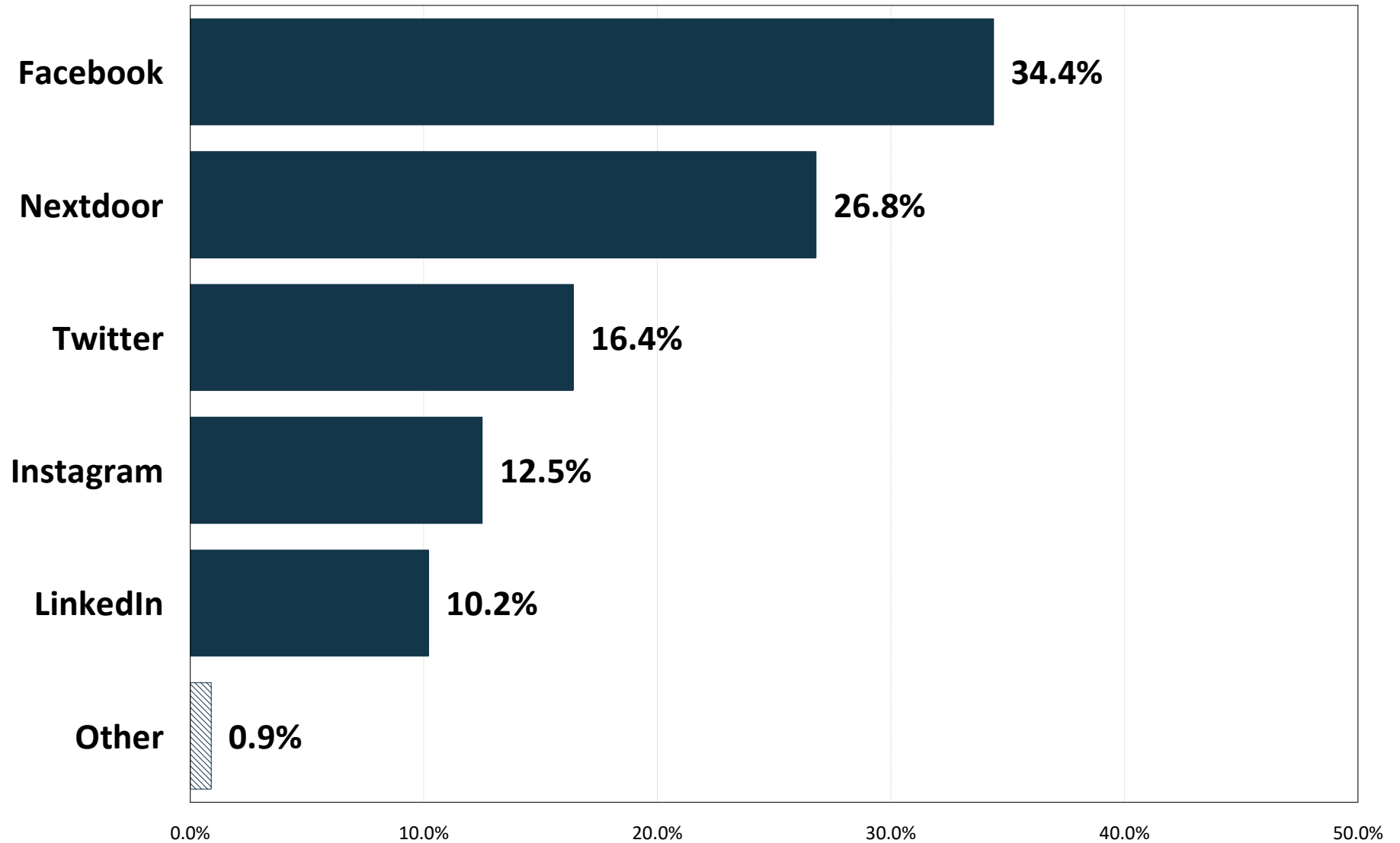
Q22. Which Communication & Community Engagement Services do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (Continued)

by the sum percentage of respondents' top three choices



Q23. Please CHECK ALL of the City's social media accounts that you follow.

by the percentage of respondents (multiple choices could be selected)

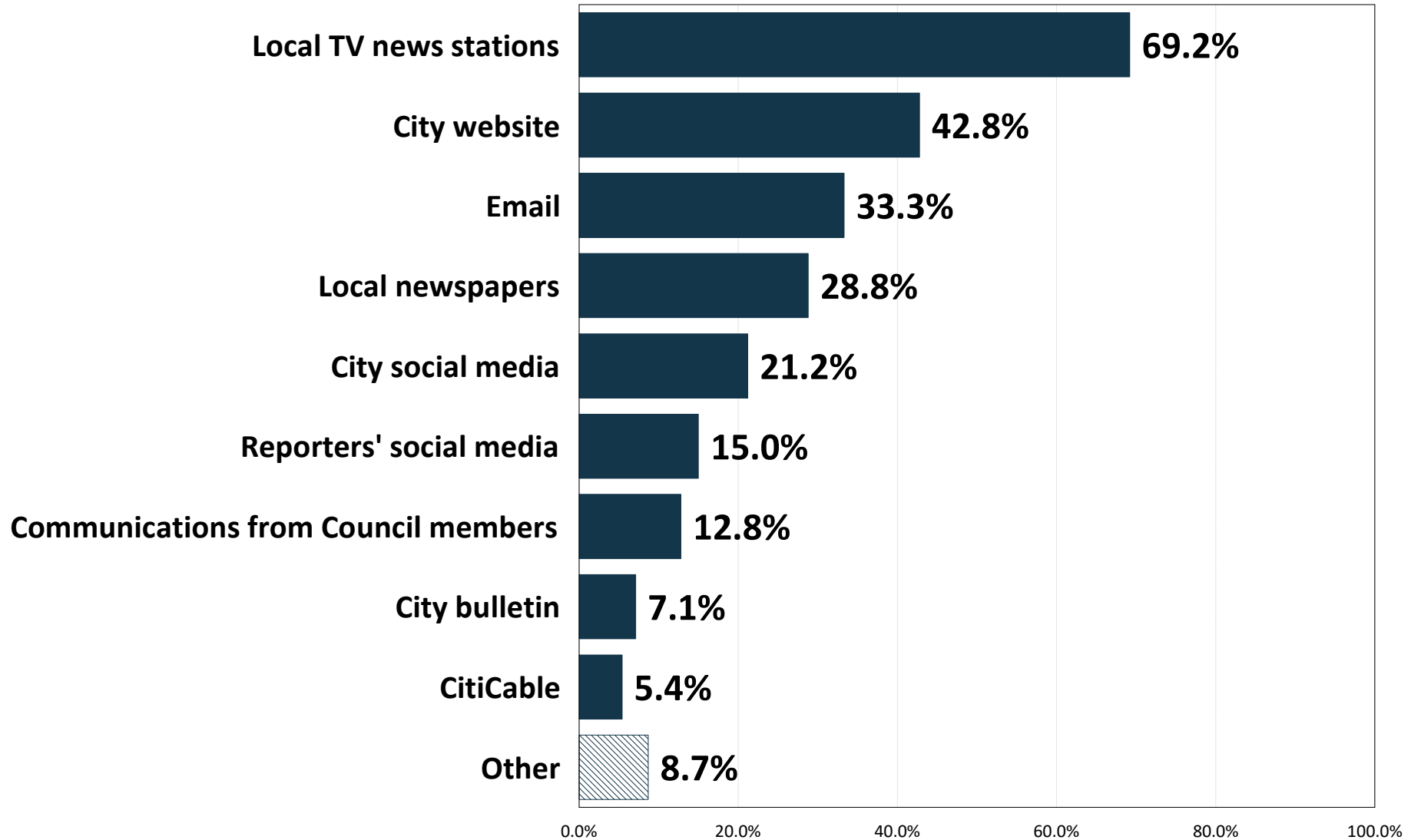


"Other" City social media accounts included YouTube, Reddit, TikTok, Pinterest, etc.

■ %Respondents

Q24. Please CHECK ALL of the sources you use to get information about the City of Cincinnati.

by the percentage of respondents (multiple choices could be selected)

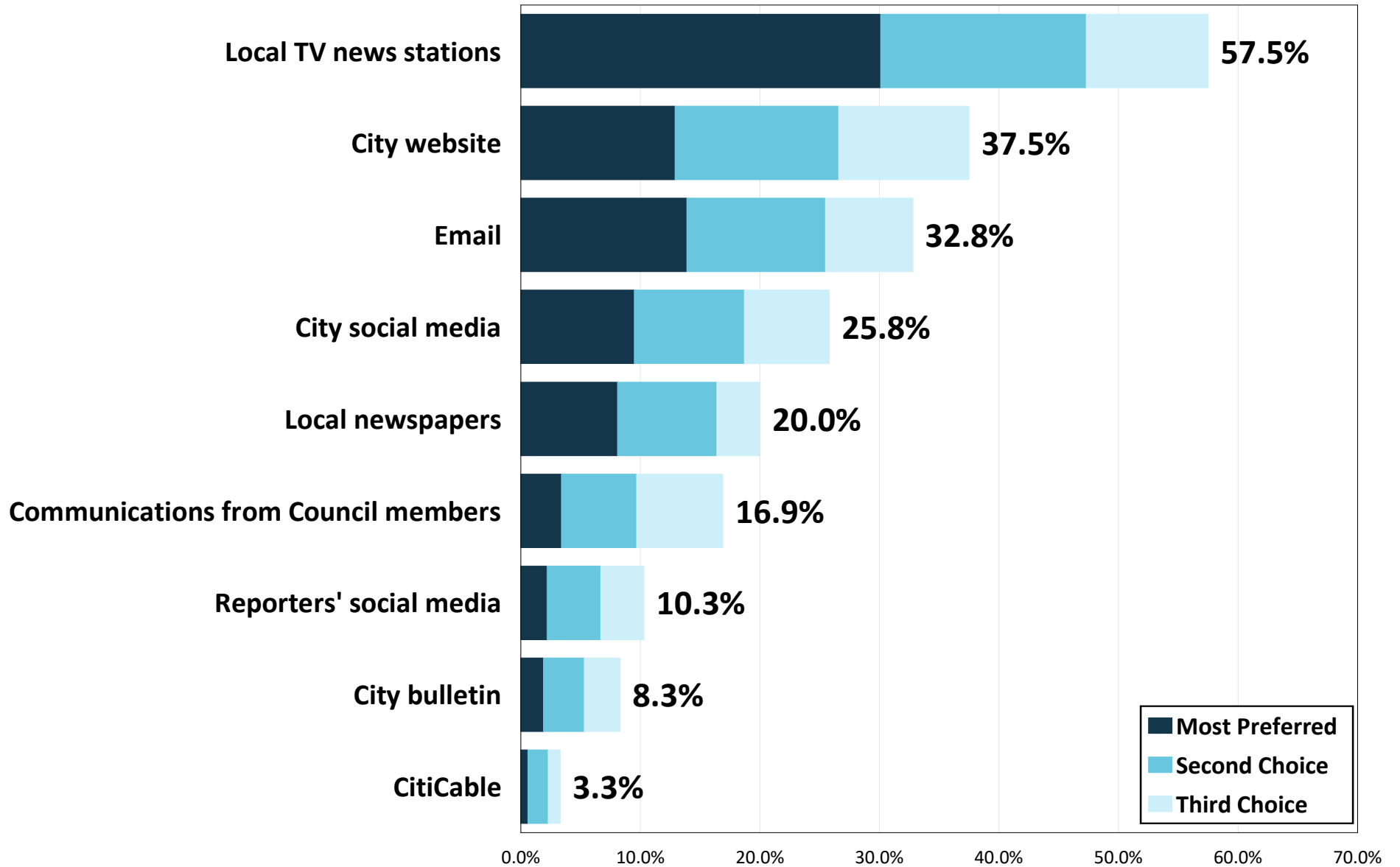


“Other” sources to get information about the City included radio, word of mouth, NextDoor, Facebook, text message, news on TV, etc.

■ % Respondents

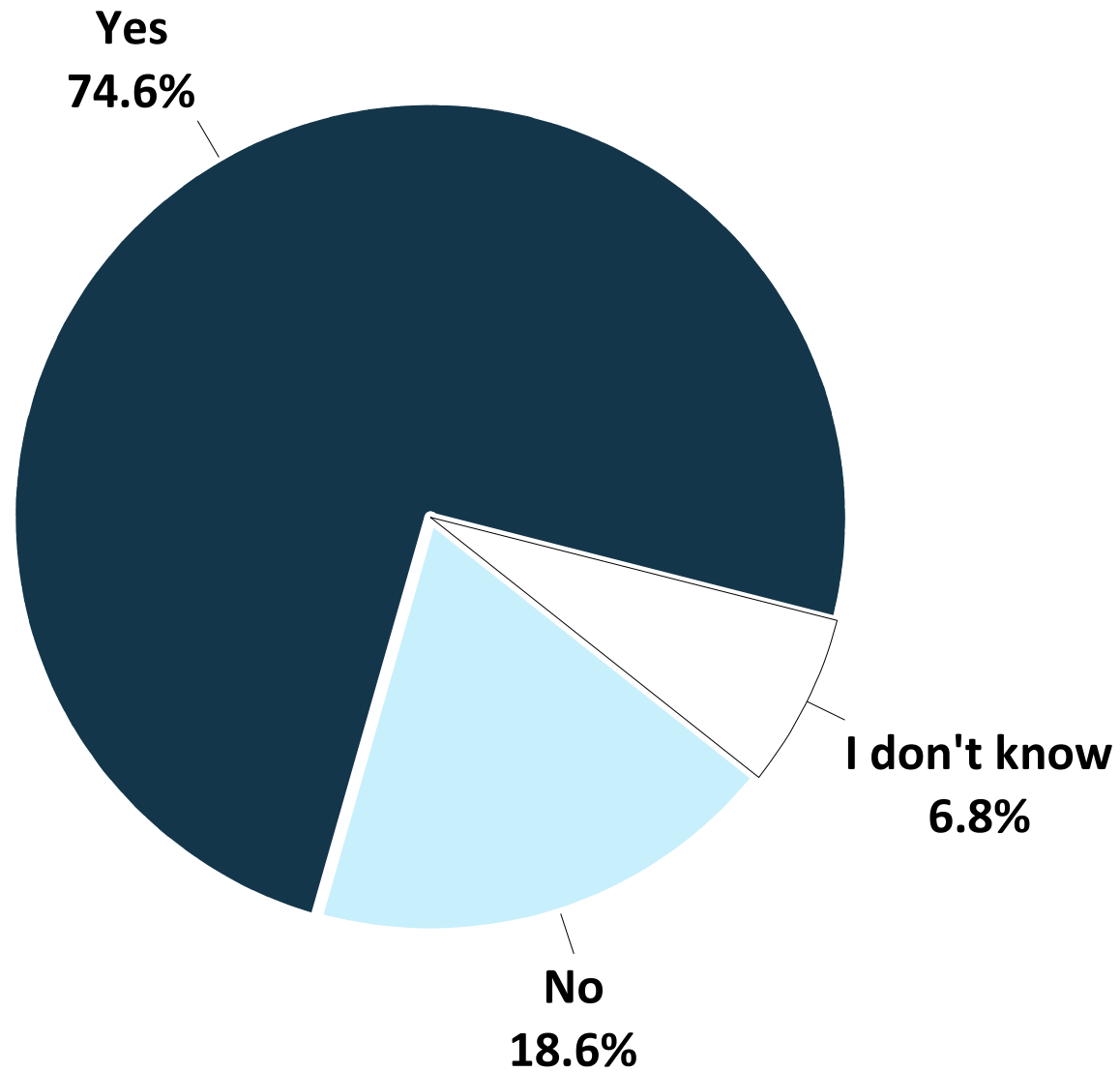
Q25. Which THREE of the sources do you MOST PREFER to use to get information about the City of Cincinnati?

by the sum percentage of respondents' top three choices



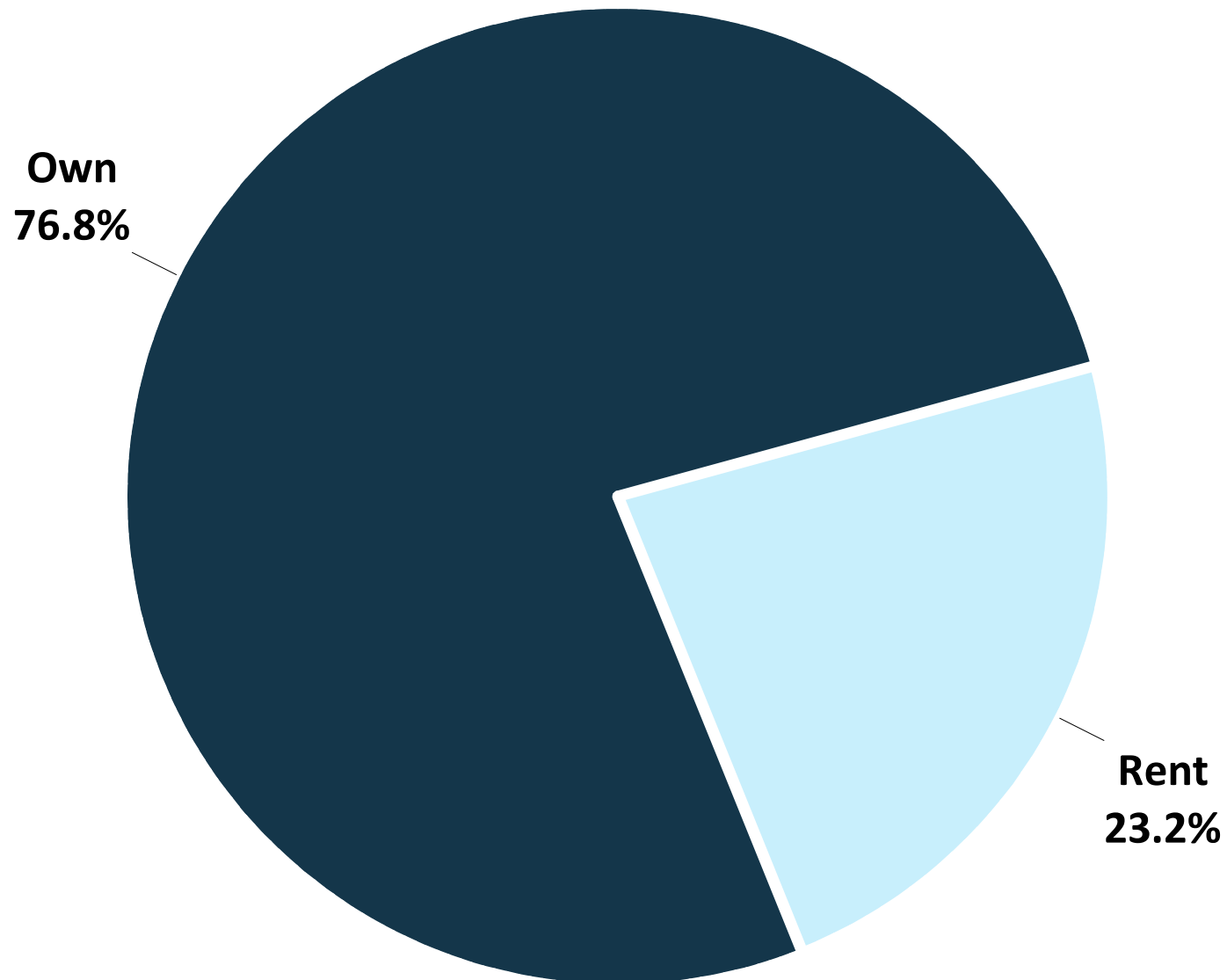
Q26. Do you think you will be living in Cincinnati, Ohio, five years from now?

by percentage of respondents



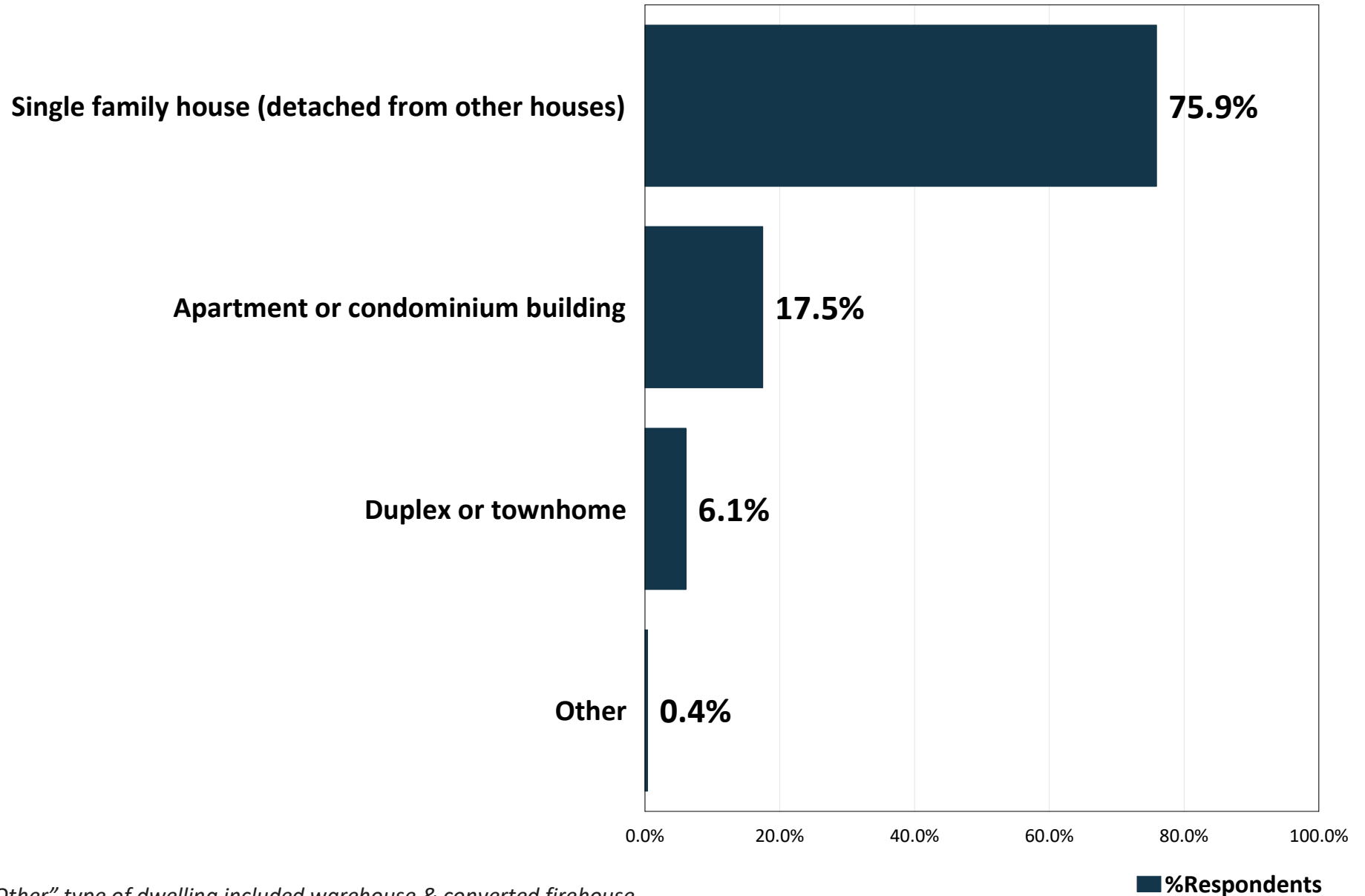
Q27. Do you own or rent your current residence?

by percentage of respondents (excluding *not provided* responses)



Q28. What type of dwelling do you live in?

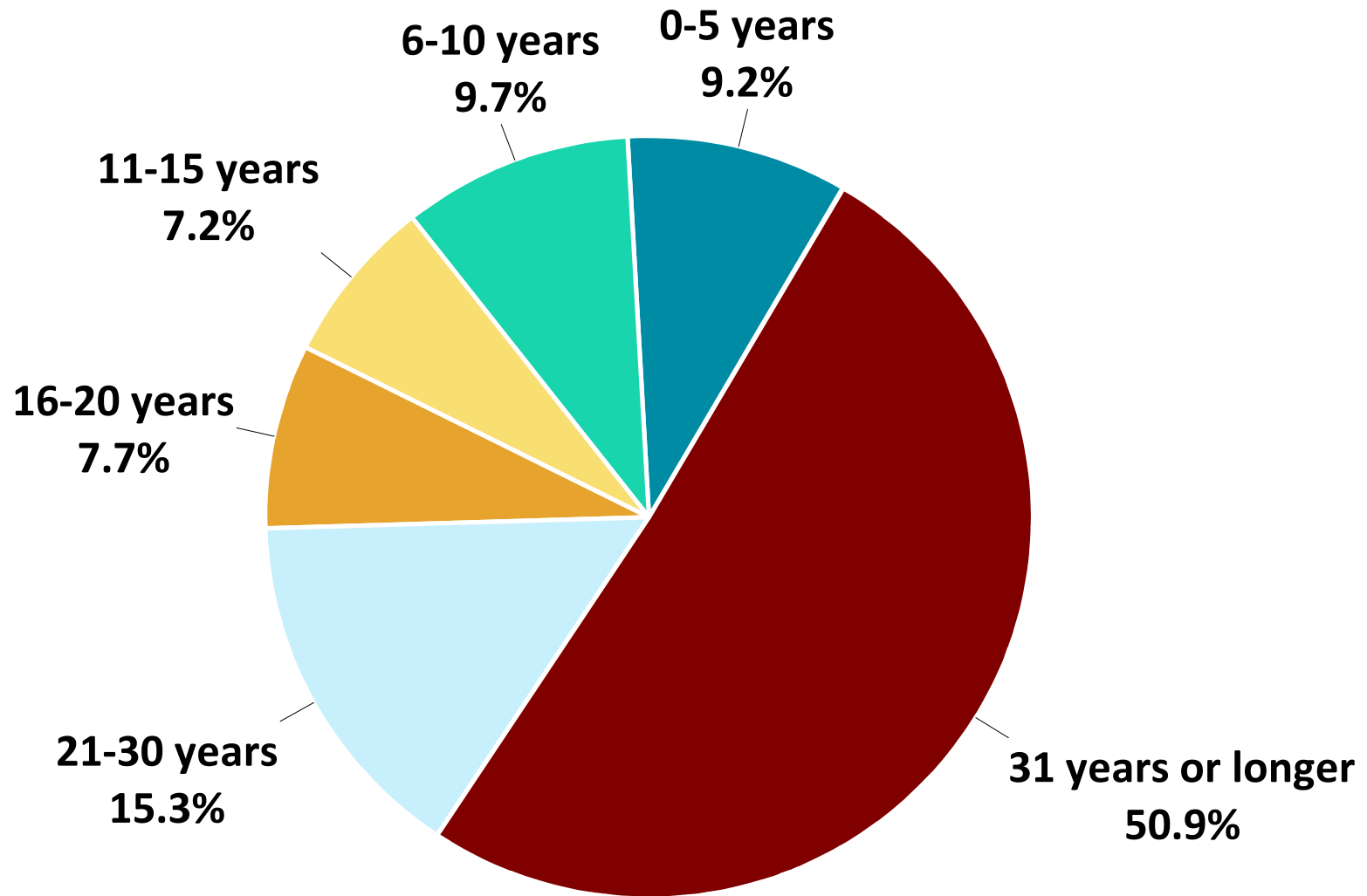
by the percentage of respondents (excluding *not provided* responses)



“Other” type of dwelling included warehouse & converted firehouse

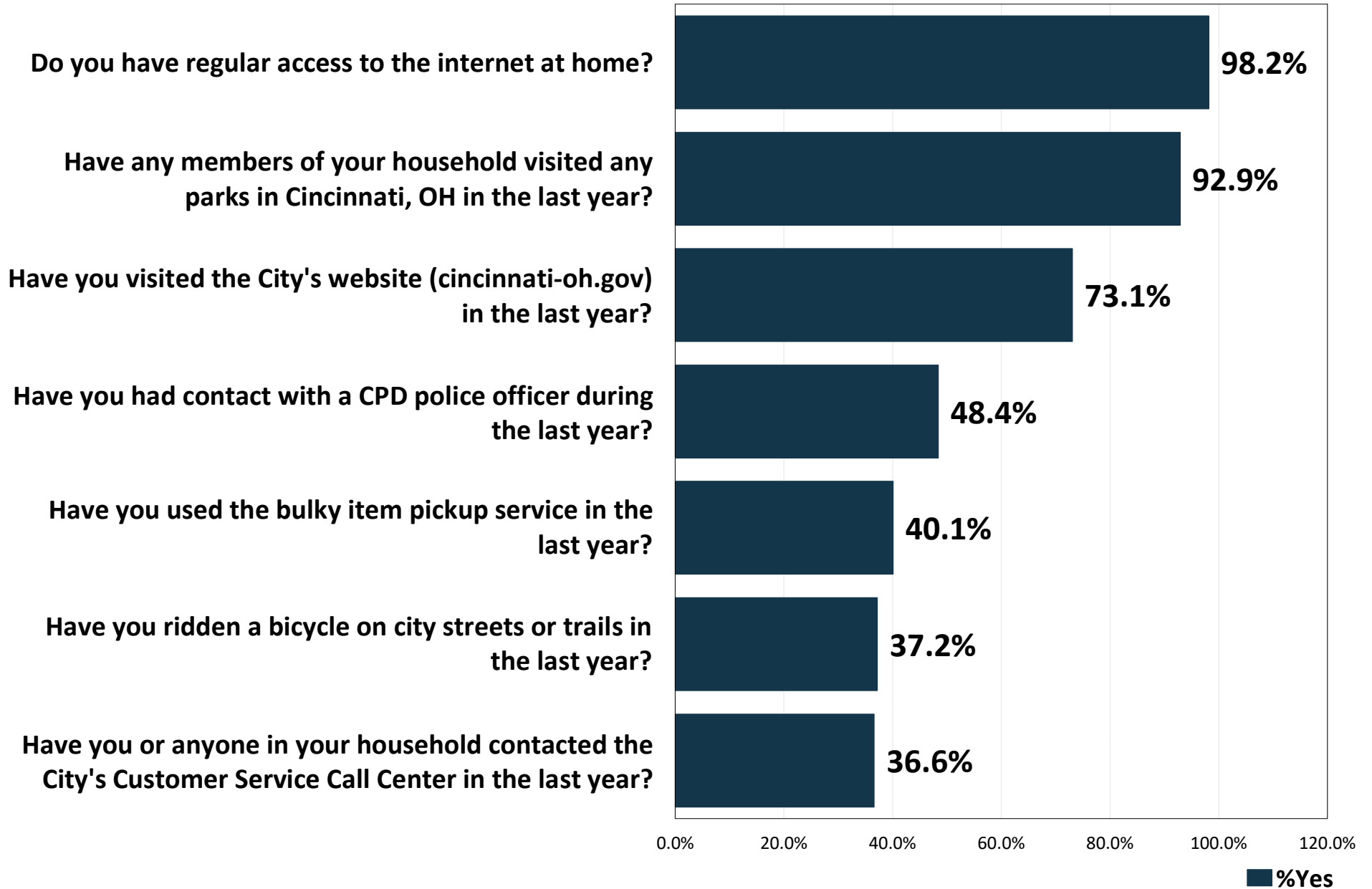
Q29. Approximately how many years have you lived in Cincinnati, Ohio?

by percentage of respondents (excluding *not provided* responses)



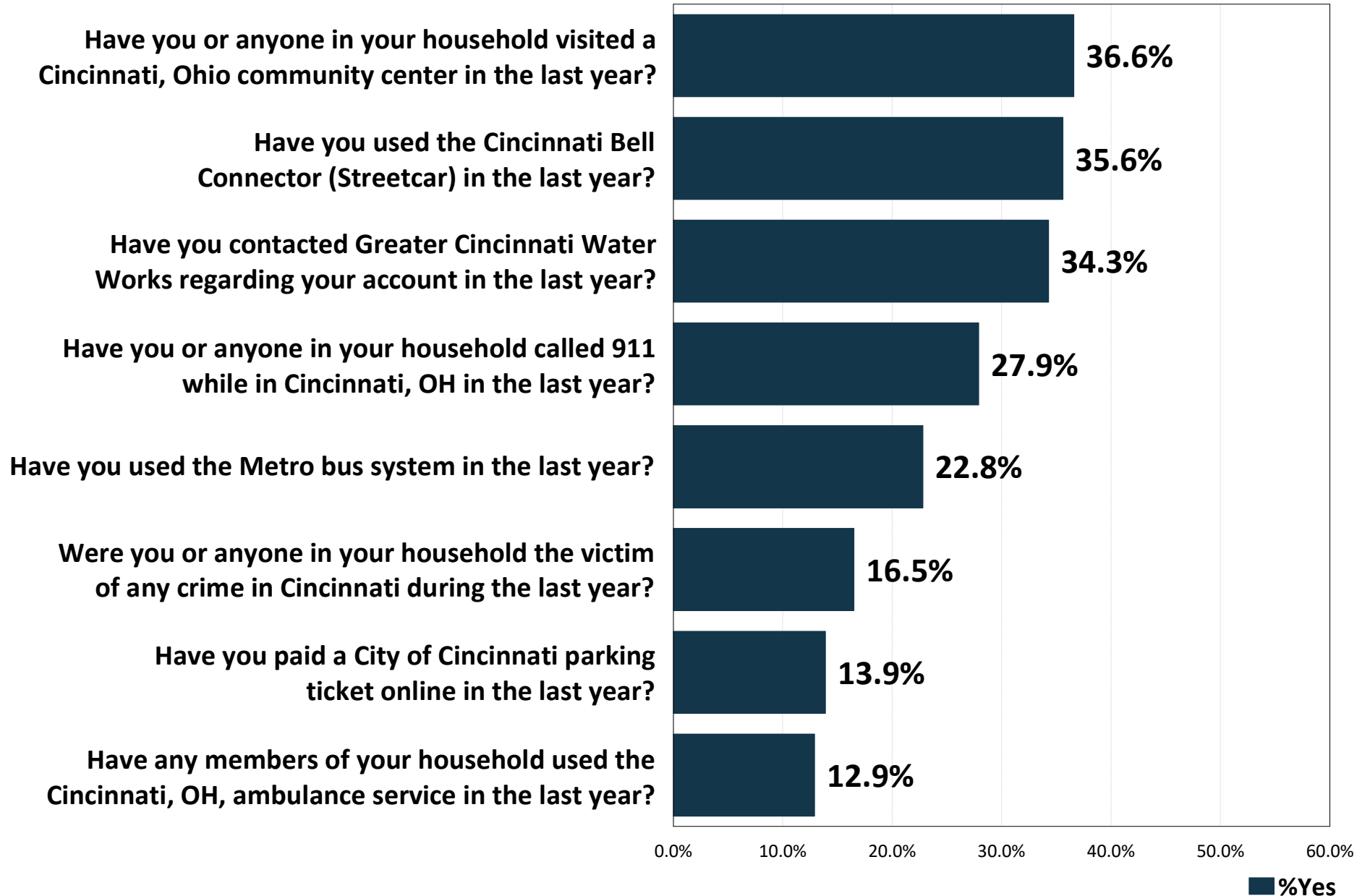
Q30. Please answer the following questions...

by the percentage of respondents that responded with *yes* (excluding *not provided* responses)



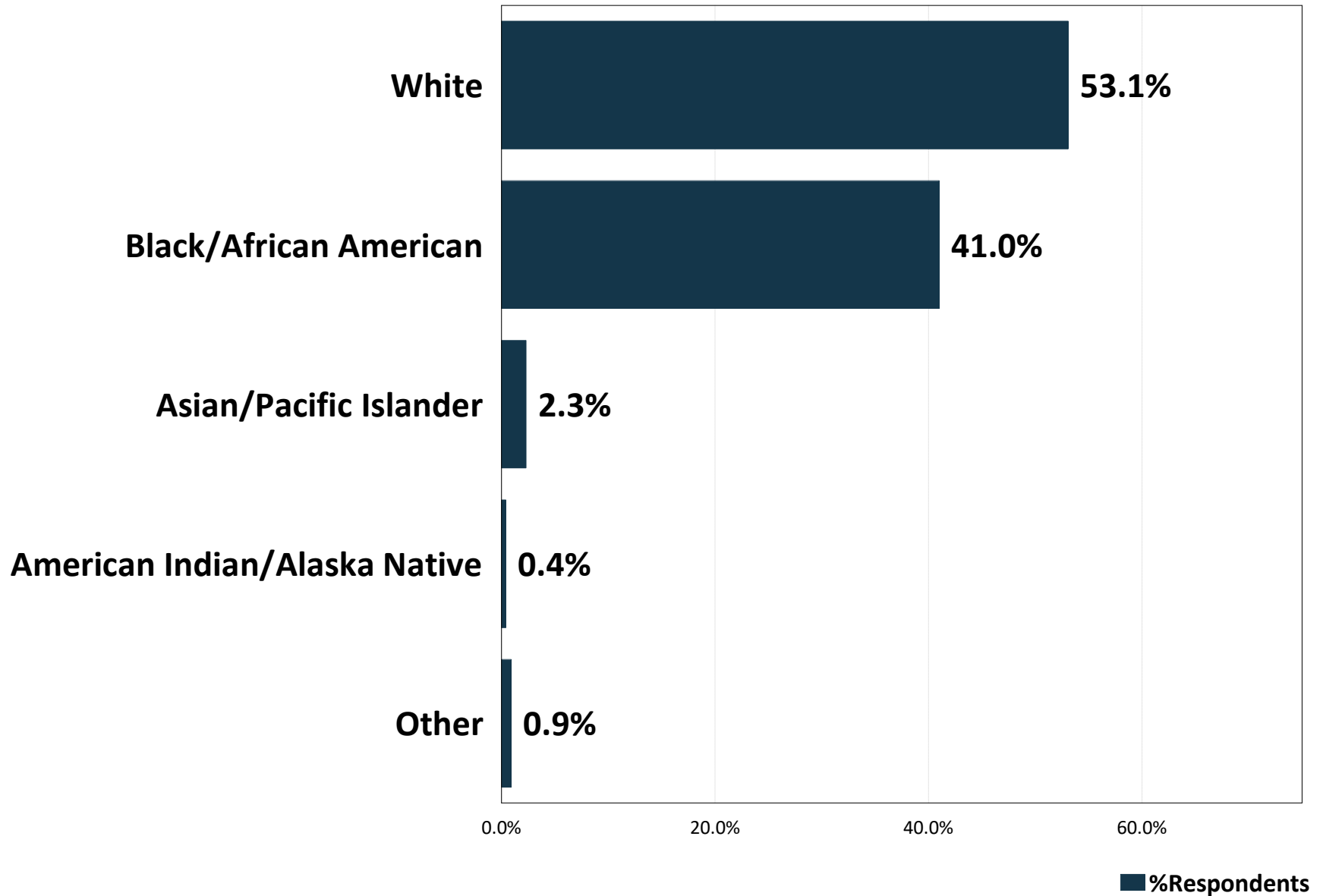
Q30. Please answer the following questions... (Continued)

by the percentage of respondents that responded with *yes* (excluding *not provided* responses)



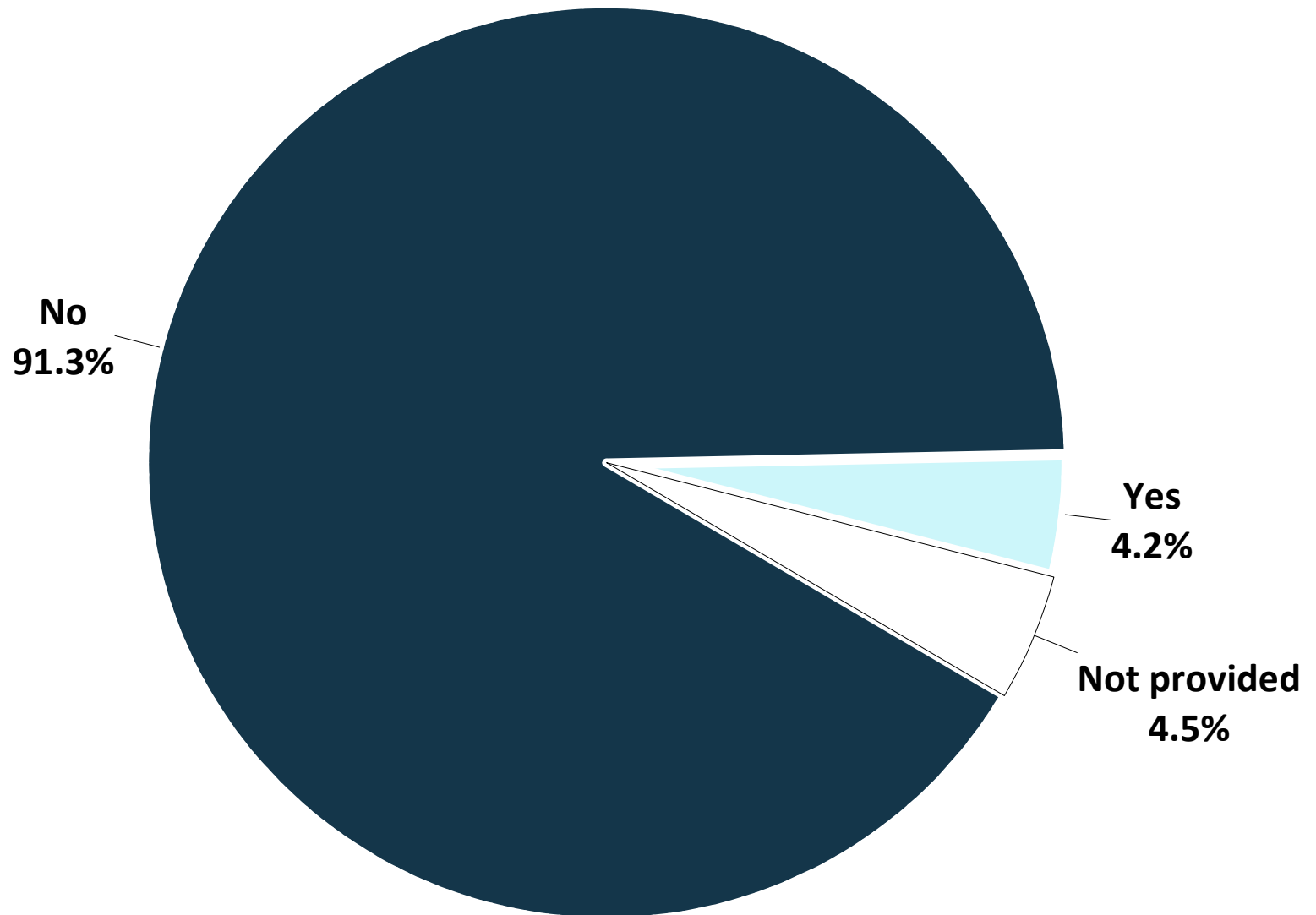
Q31. Which of the following best describes your race/ethnicity?

by the percentage of respondents (multiple choices could be selected)



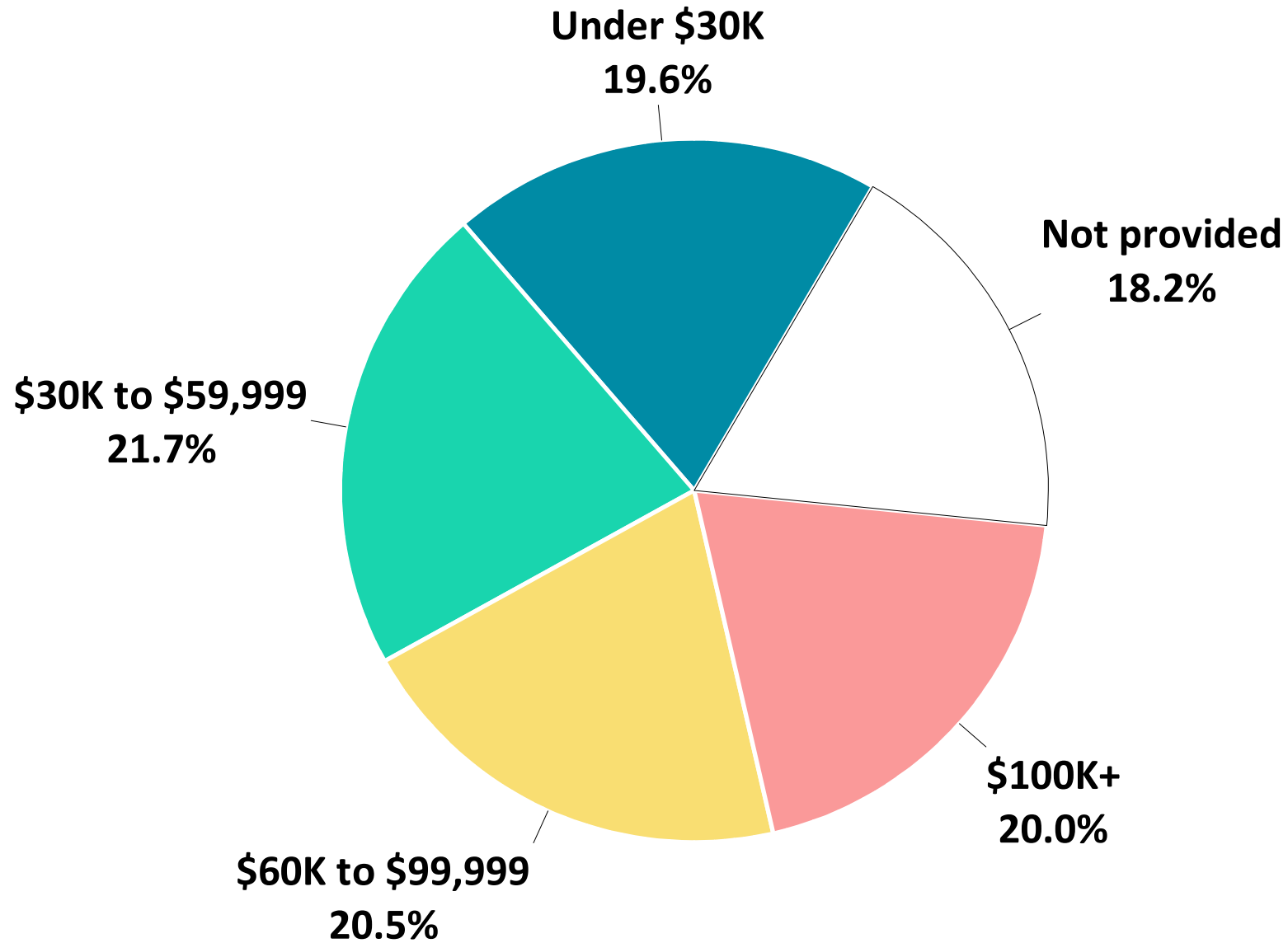
Q32. Are you of Hispanic, Latino, or other Spanish ancestry?

by percentage of respondents



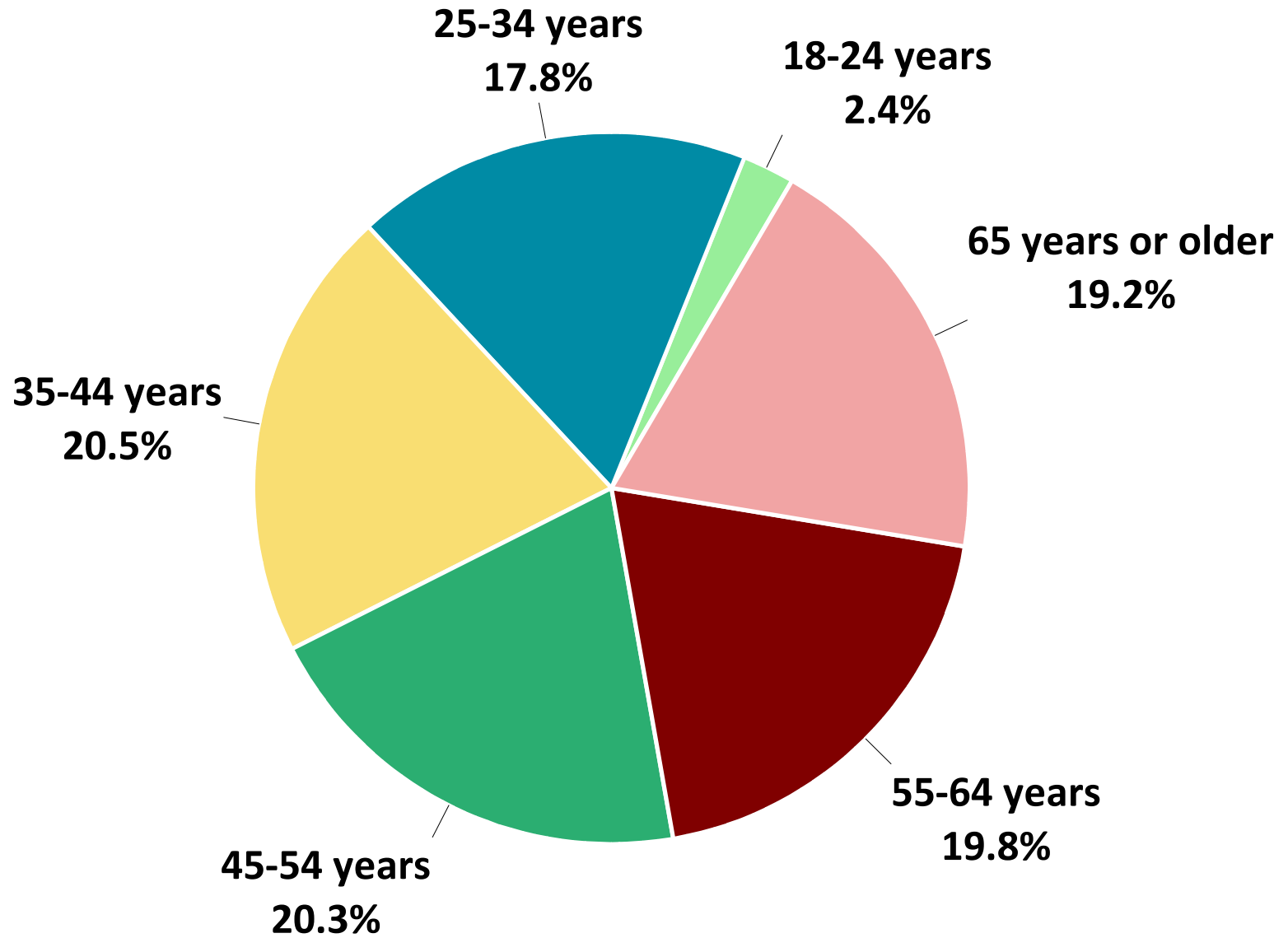
Q33. Would you say your total annual household income is...

by percentage of respondents



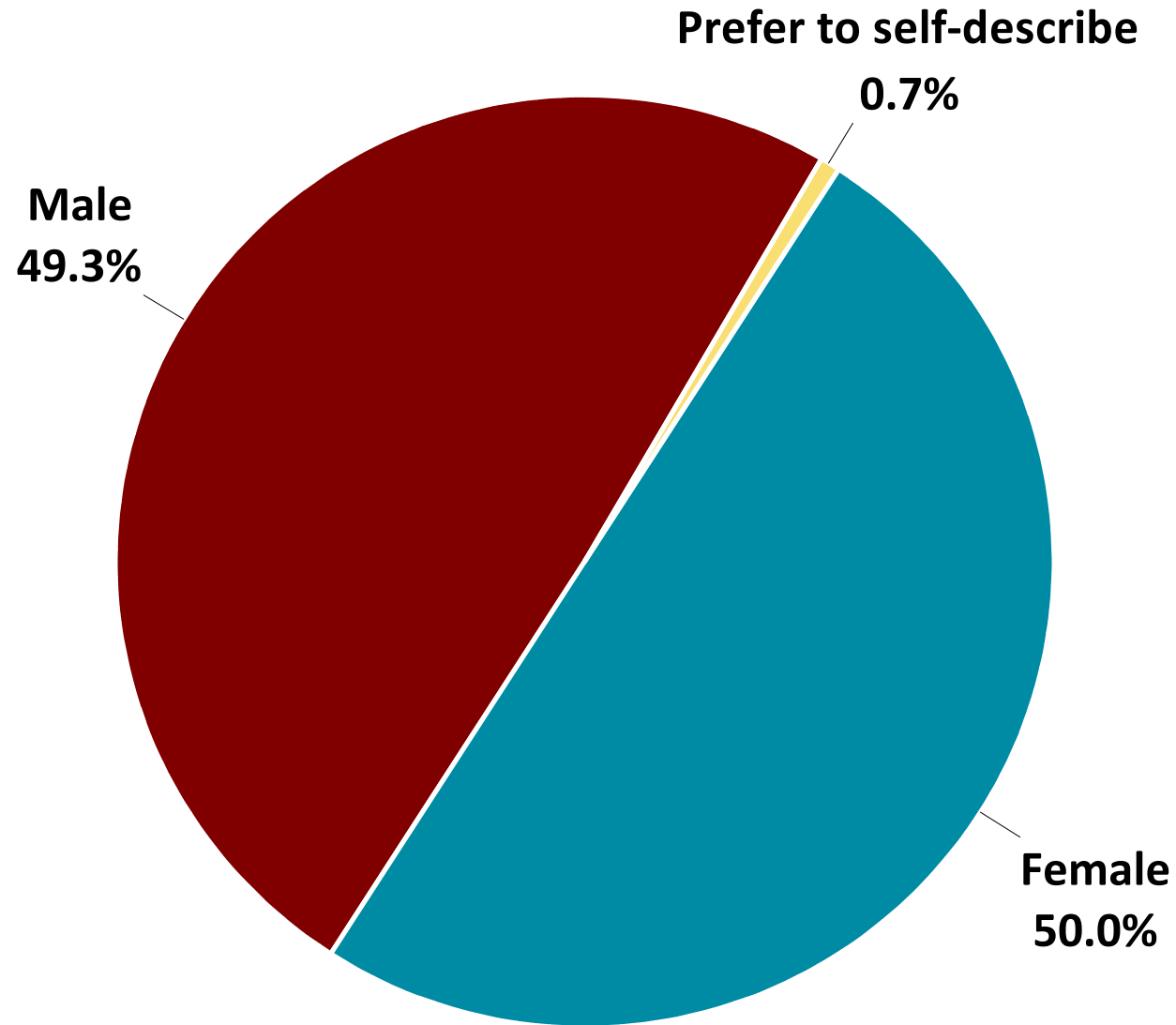
Q34. What is your age?

by percentage of respondents (excluding *not provided* responses)



Q35. What is your gender identity?

by percentage of respondents (excluding *not provided* responses)



Section 3: Benchmarking Analysis

Benchmark Analysis

Overview

ETC Institute's DirectionFinder® Survey program was originally developed in 1999 to help community leaders across the United States use statistically valid community survey data as a tool for making data driven decisions. Since November 1999, the survey has been administered in more than 1,000 cities and counties in 43 states.

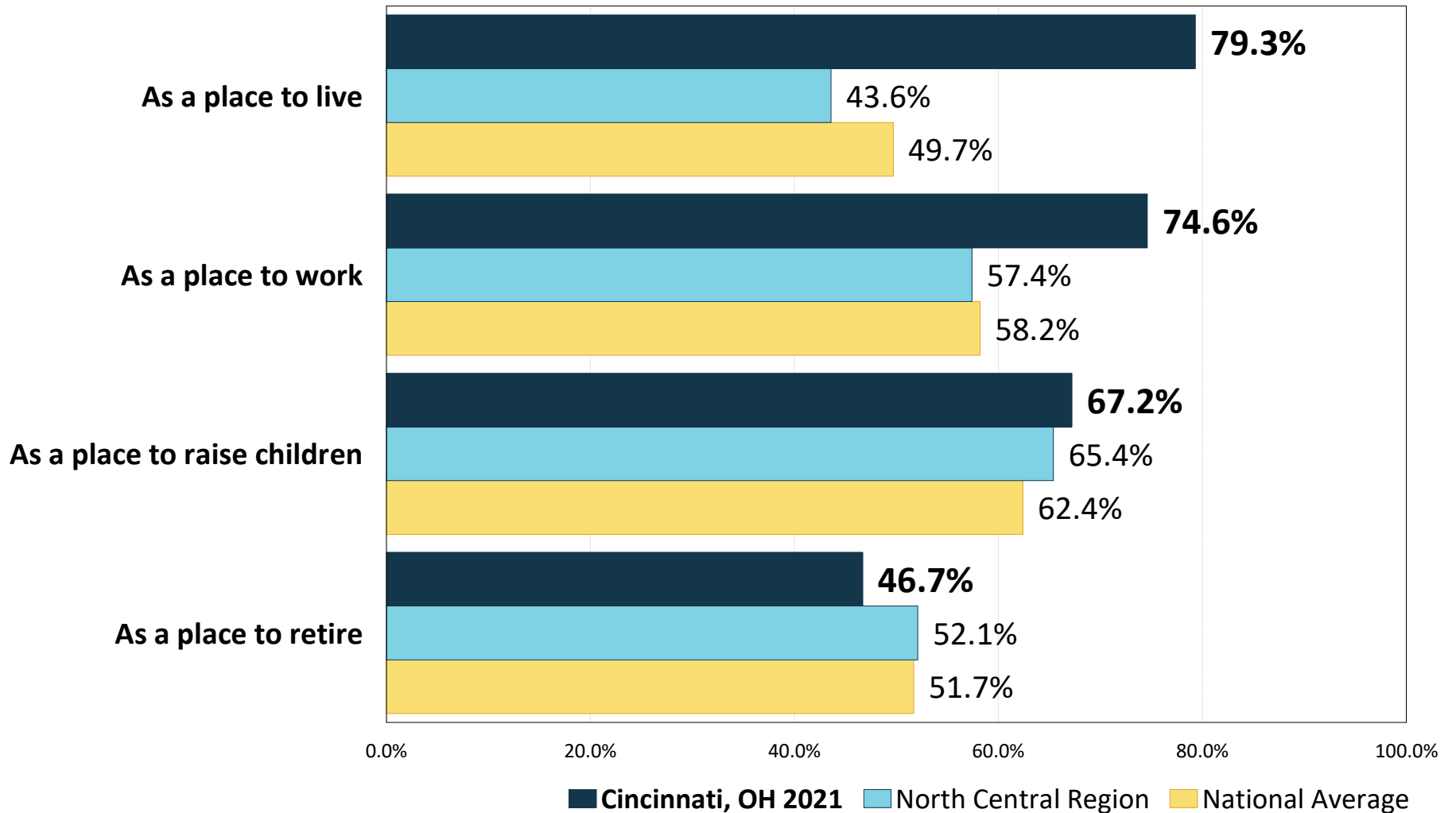
This report contains benchmarking data from a national survey that was administered by ETC Institute during the winter of 2022 to a random sample of more than 5,000 residents living in the United States. In addition to collecting data nationally, ETC Institute collected data regionally. In the national survey, recently conducted, ETC Institute collected over 1,000 surveys from U.S. communities in the North Central Region.

In this report, the City of Cincinnati is compared to the national average (gold bar) of these communities surveyed and communities in the North Central Region (light blue bar) of the United States.

Benchmarks: Cincinnati, OH v. North Central Region & National Averages

Ratings of the City

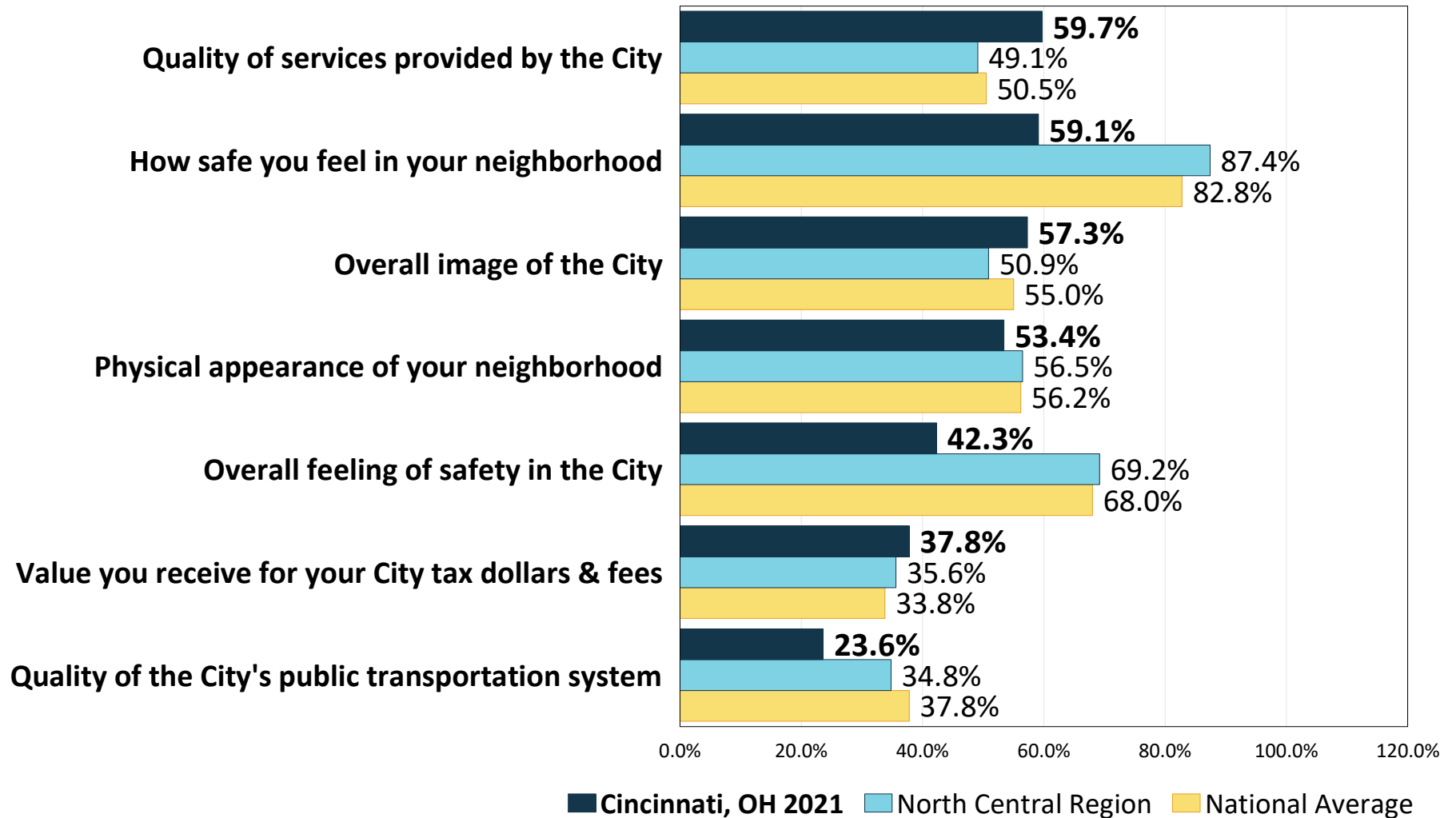
by the sum percentage of respondents that rated their community, in regards to the following, as either *excellent* or *good* (excluding *don't know* responses)



Benchmarks: Cincinnati, OH v. North Central Region & National Averages

Items That Could Influence Perceptions of the Community

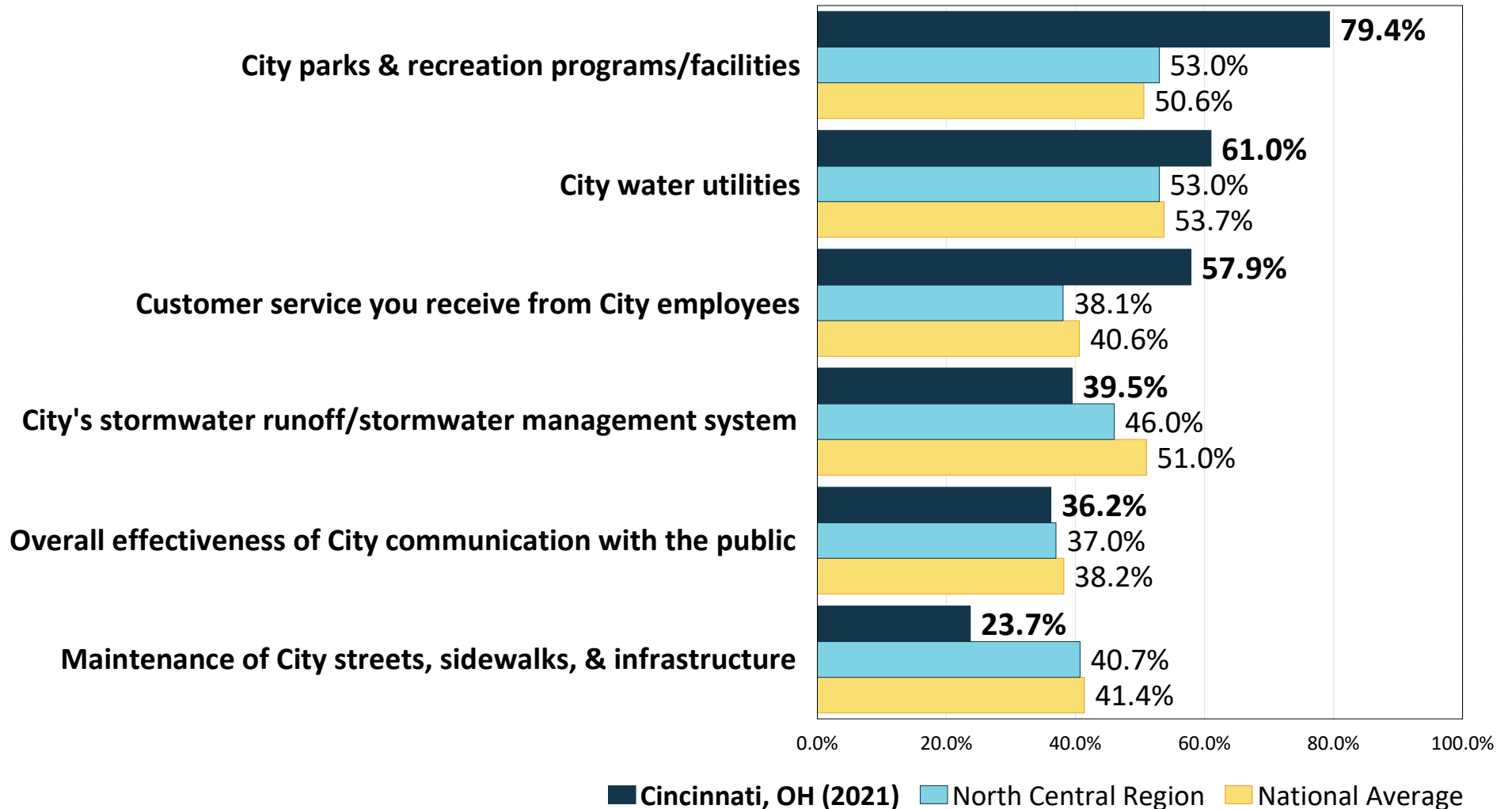
by the sum percentage of respondents that were either *very satisfied* or *satisfied* with the service (excluding *don't know* responses)



Benchmarks: Cincinnati, OH v. North Central Region & National Averages

Major Categories of Services Provided by the City

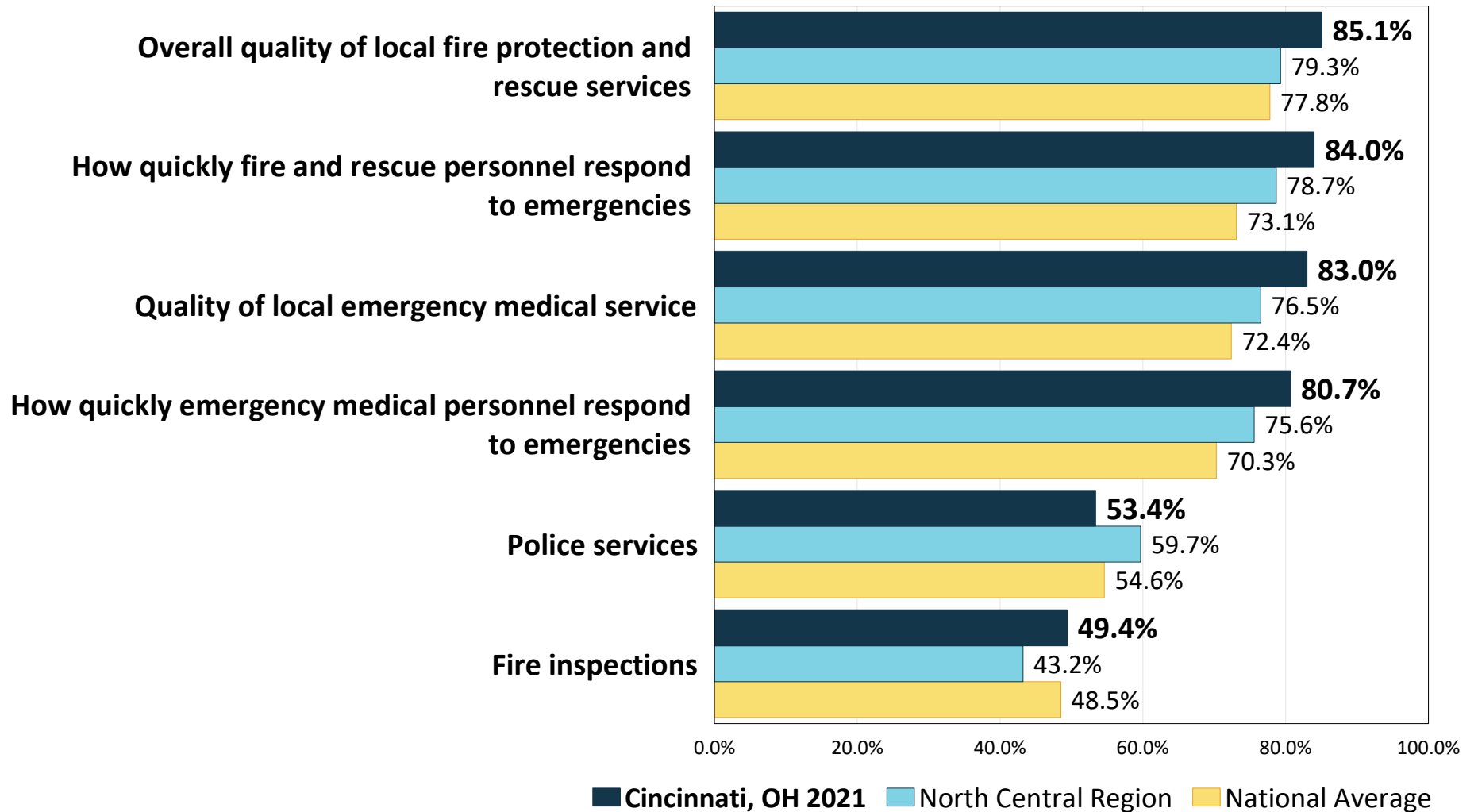
by the sum percentage of respondents that were either *very satisfied* or *satisfied* with the service (excluding *don't know* responses)



Benchmarks: Cincinnati, OH v. North Central Region & National Averages

Public Safety Perceptions

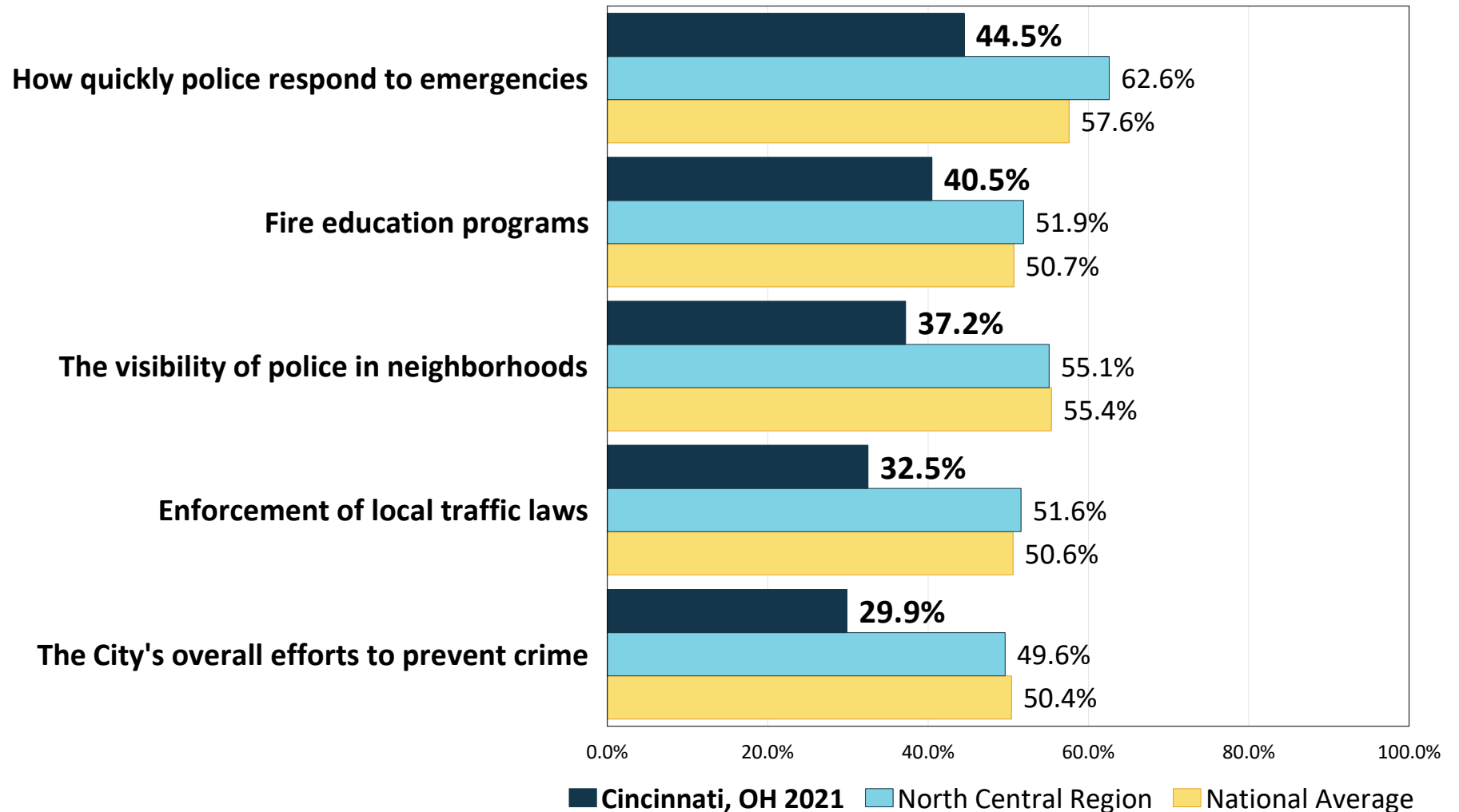
by the sum percentage of respondents that were either *very satisfied* or *satisfied* with the service (excluding *don't know* responses)



Benchmarks: Cincinnati, OH v. North Central Region & National Averages

Public Safety Perceptions (Continued)

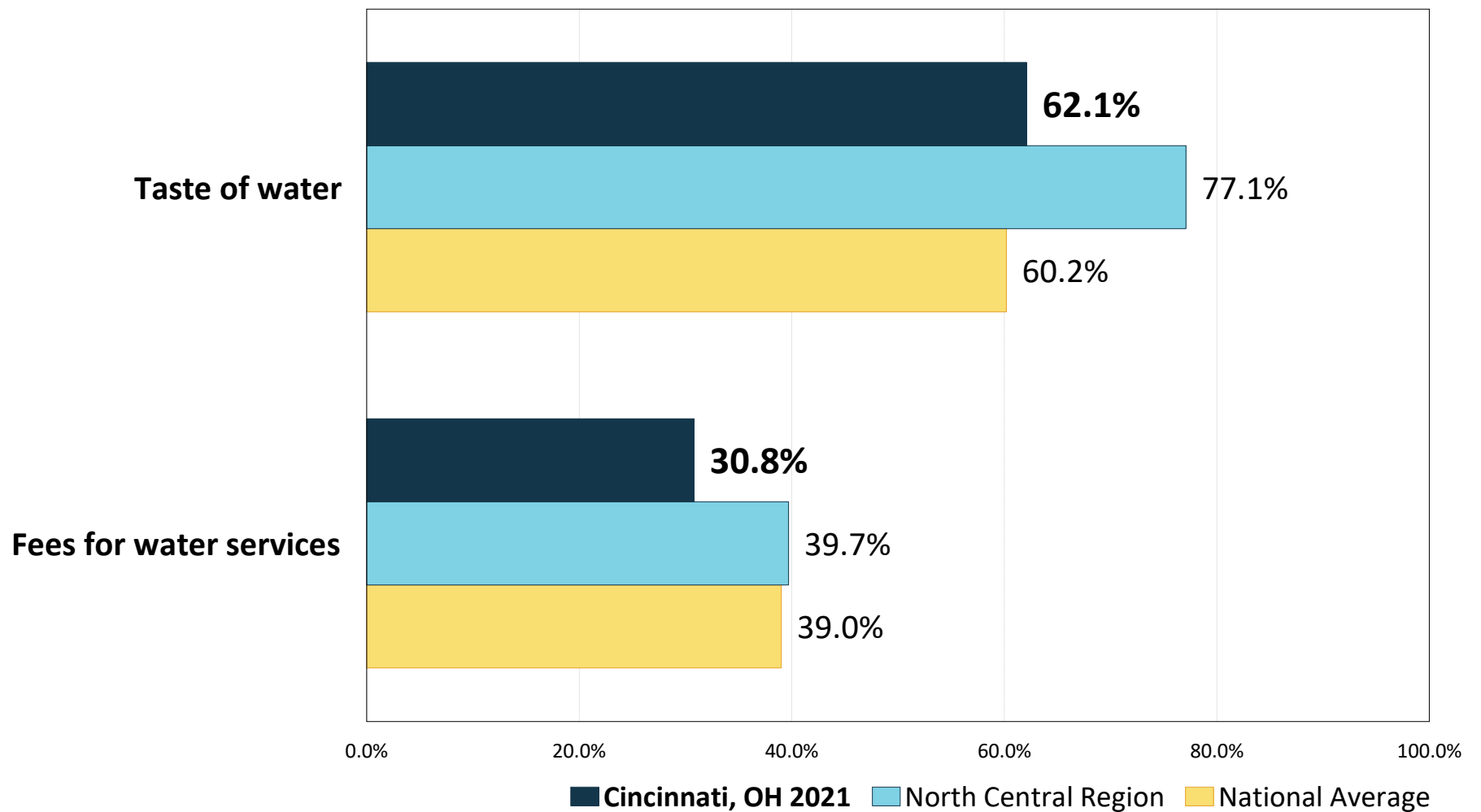
by the sum percentage of respondents that were either *very satisfied* or *satisfied* with the service (excluding *don't know* responses)



Benchmarks: Cincinnati, OH v. North Central Region & National Averages

Water & Wastewater Services

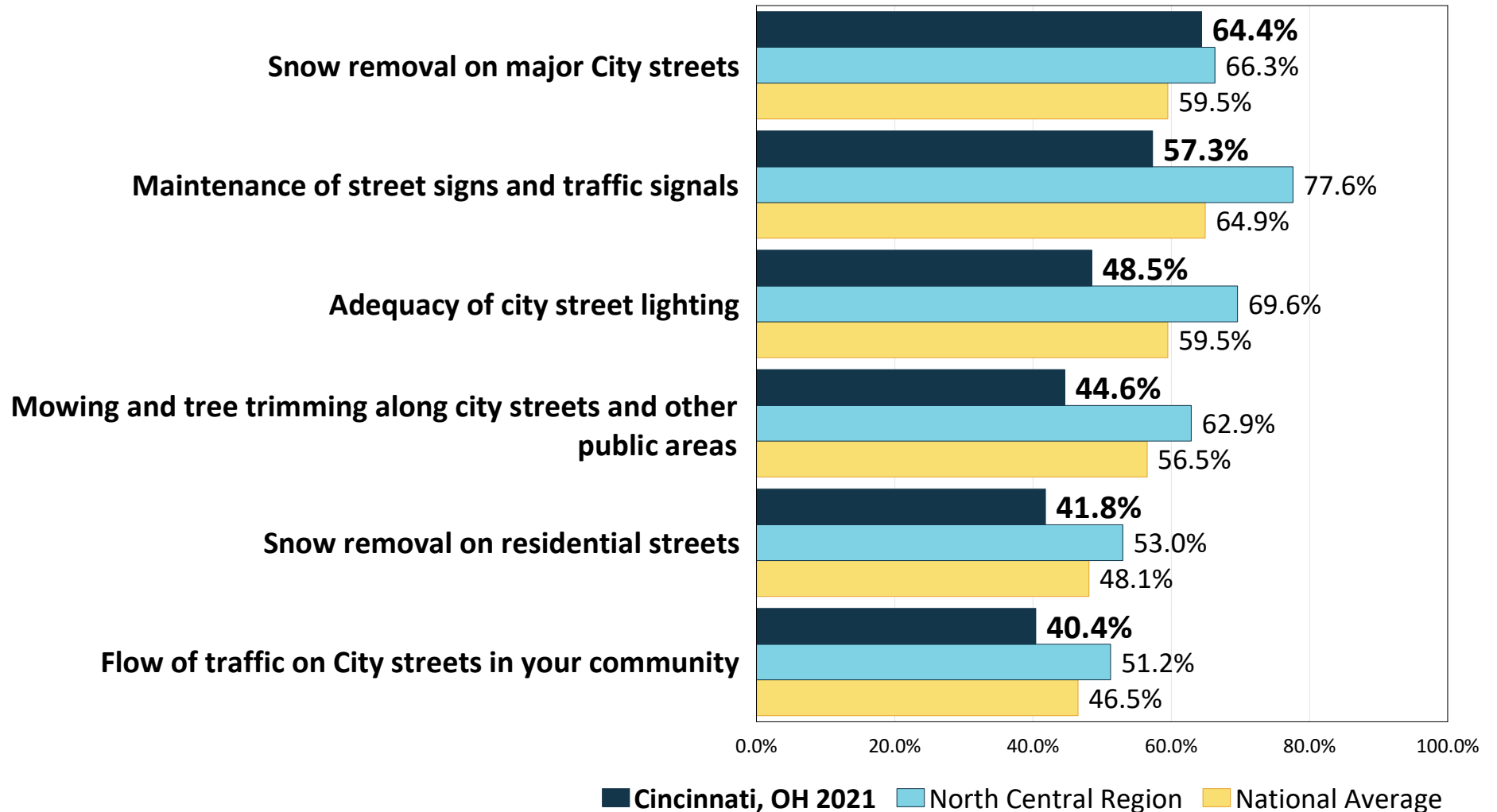
by the sum percentage of respondents that were either *very satisfied* or *satisfied* with the service (excluding *don't know* responses)



Benchmarks: Cincinnati, OH v. North Central Region & National Averages

Streets, Sidewalks, & Infrastructure

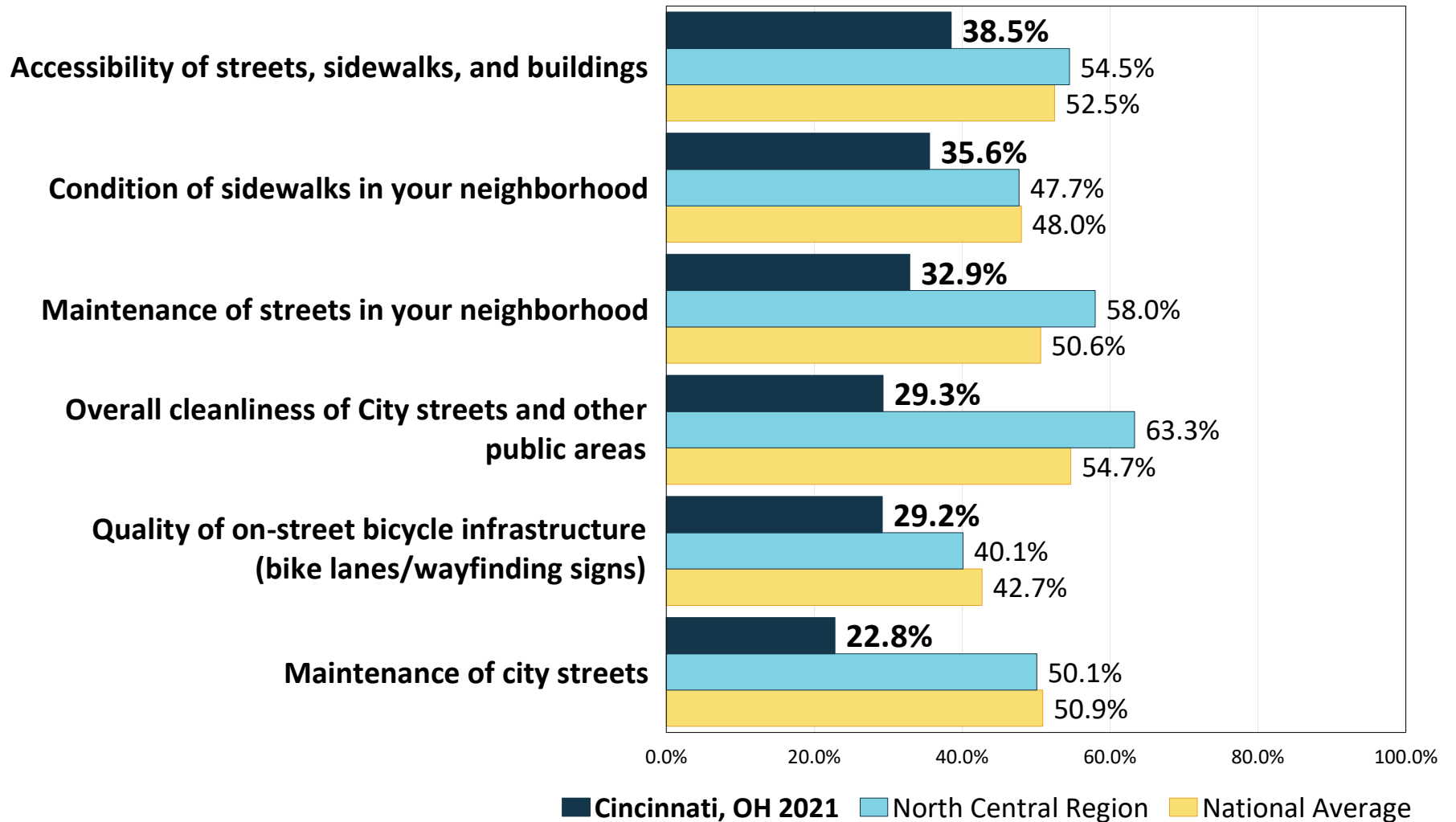
by the sum percentage of respondents that were either *very satisfied* or *satisfied* with the service (excluding *don't know* responses)



Benchmarks: Cincinnati, OH v. North Central Region & National Averages

Streets, Sidewalks, & Infrastructure (Continued)

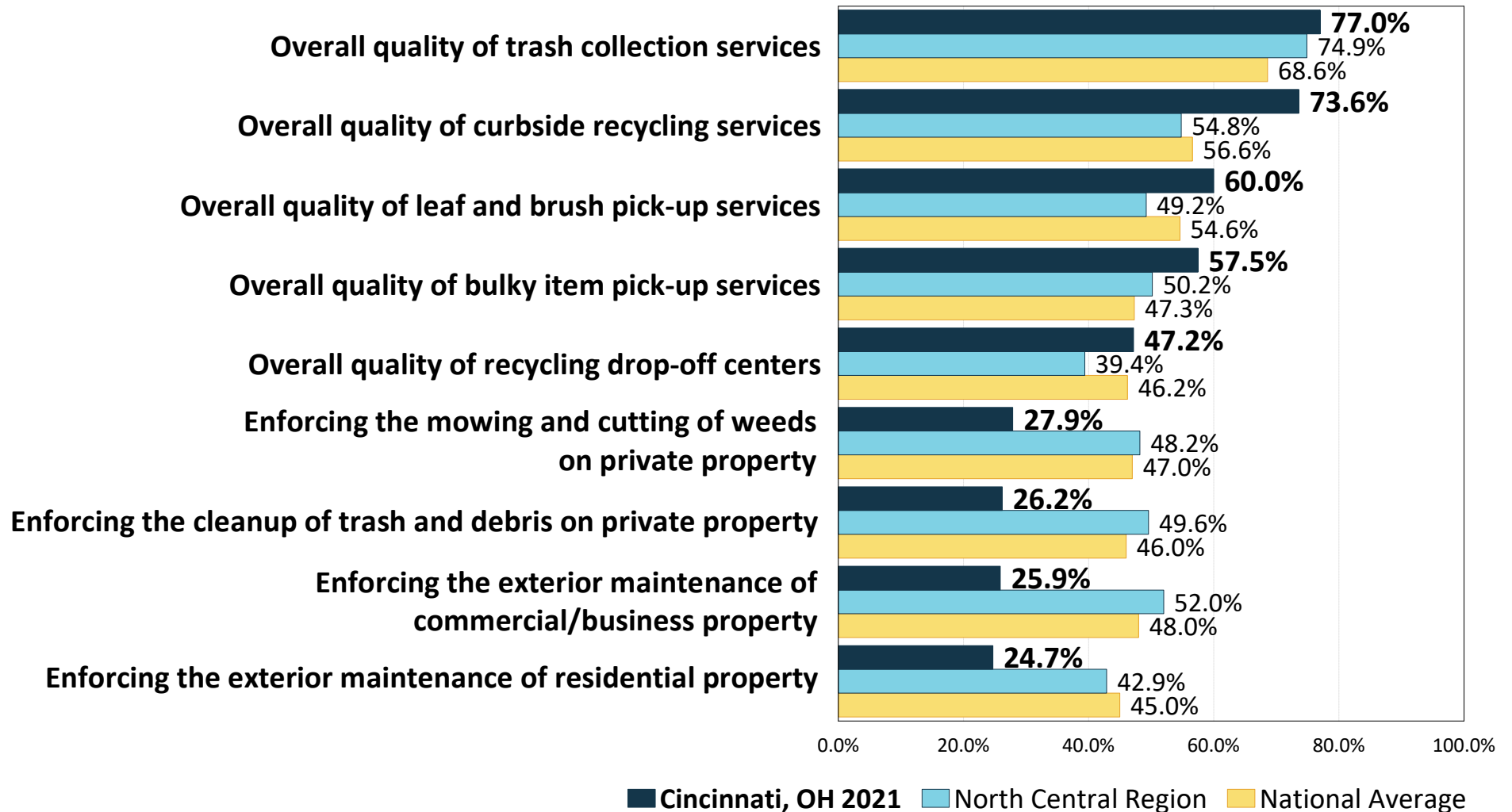
by the sum percentage of respondents that were either *very satisfied* or *satisfied* with the service (excluding *don't know* responses)



Benchmarks: Cincinnati, OH v. North Central Region & National Averages

Neighborhood Cleanliness & Appearance

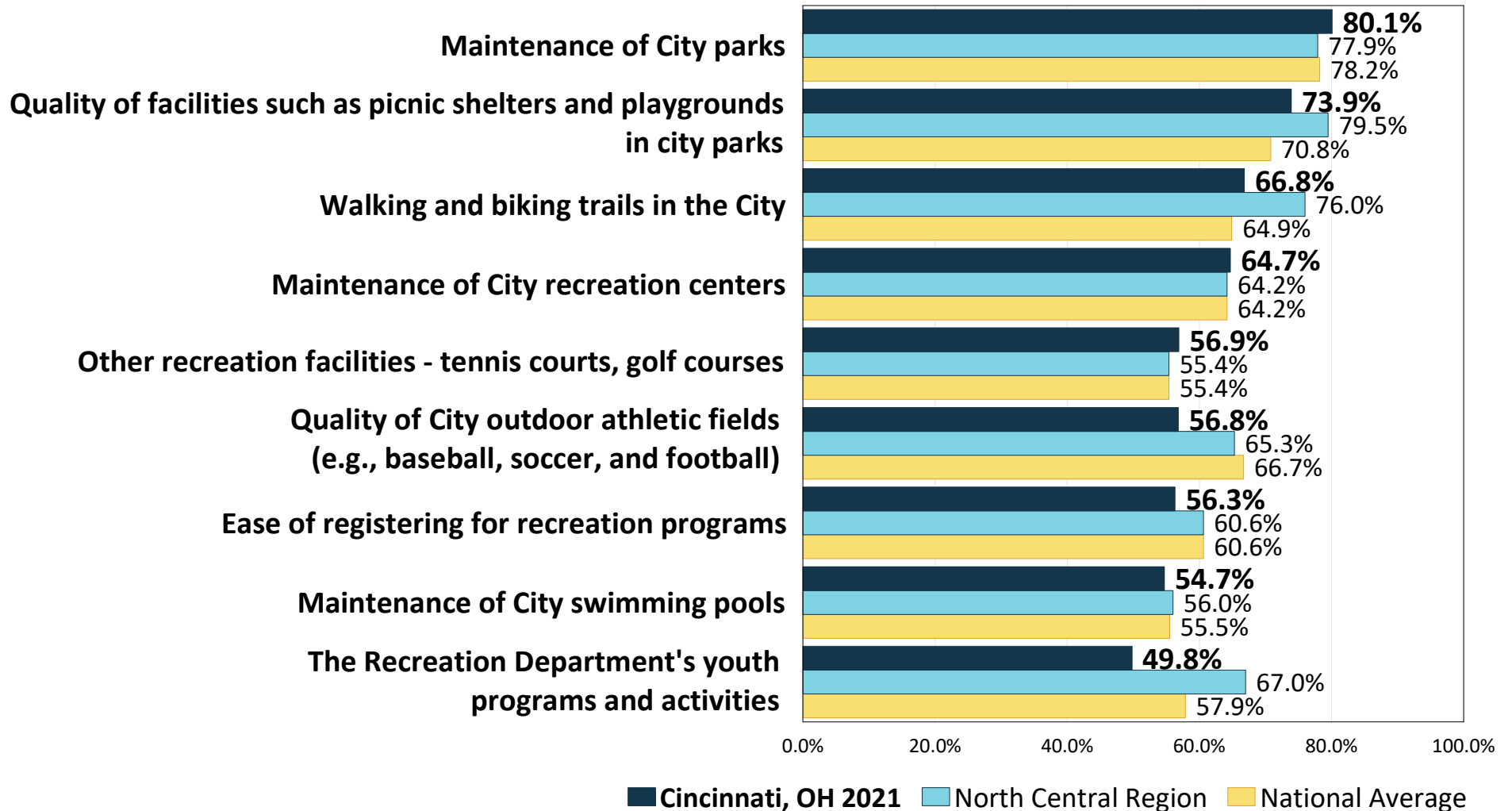
by the sum percentage of respondents that were either *very satisfied* or *satisfied* with the service (excluding *don't know* responses)



Benchmarks: Cincinnati, OH v. North Central Region & National Averages

Parks & Recreation Services

by the sum percentage of respondents that were either *very satisfied* or *satisfied* with the service (excluding *don't know* responses)

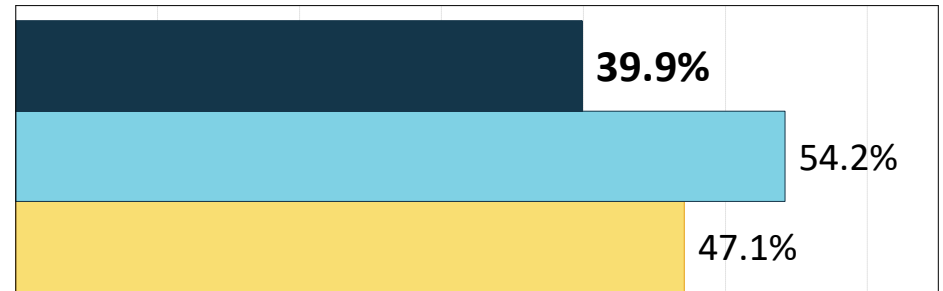


Benchmarks: Cincinnati, OH v. North Central Region & National Averages

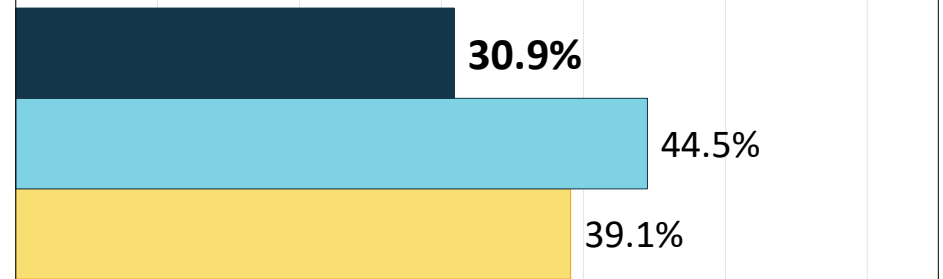
City's Leadership

by the sum percentage of respondents that were either *very satisfied* or *satisfied* with the service (excluding *don't know* responses)

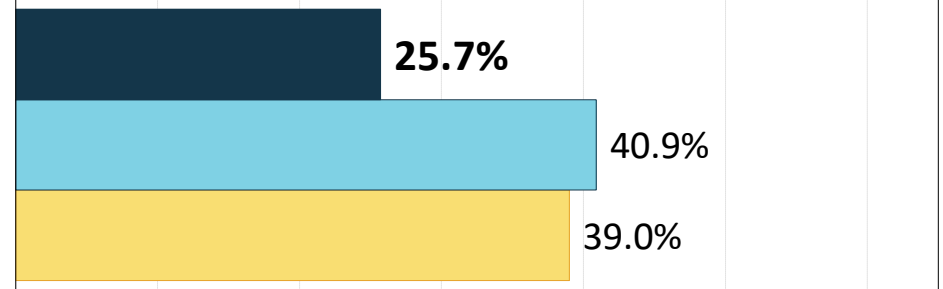
The City's efforts to support diversity by serving people equally regardless of their race, religion, ethnicity, age, abilities, sexual orientation, or gender identity



Overall effectiveness of the City Administration (City Manager, Dept. Directors) in management of City operations



Overall effectiveness of leadership provided by the City's elected officials



0.0% 10.0% 20.0% 30.0% 40.0% 50.0% 60.0%

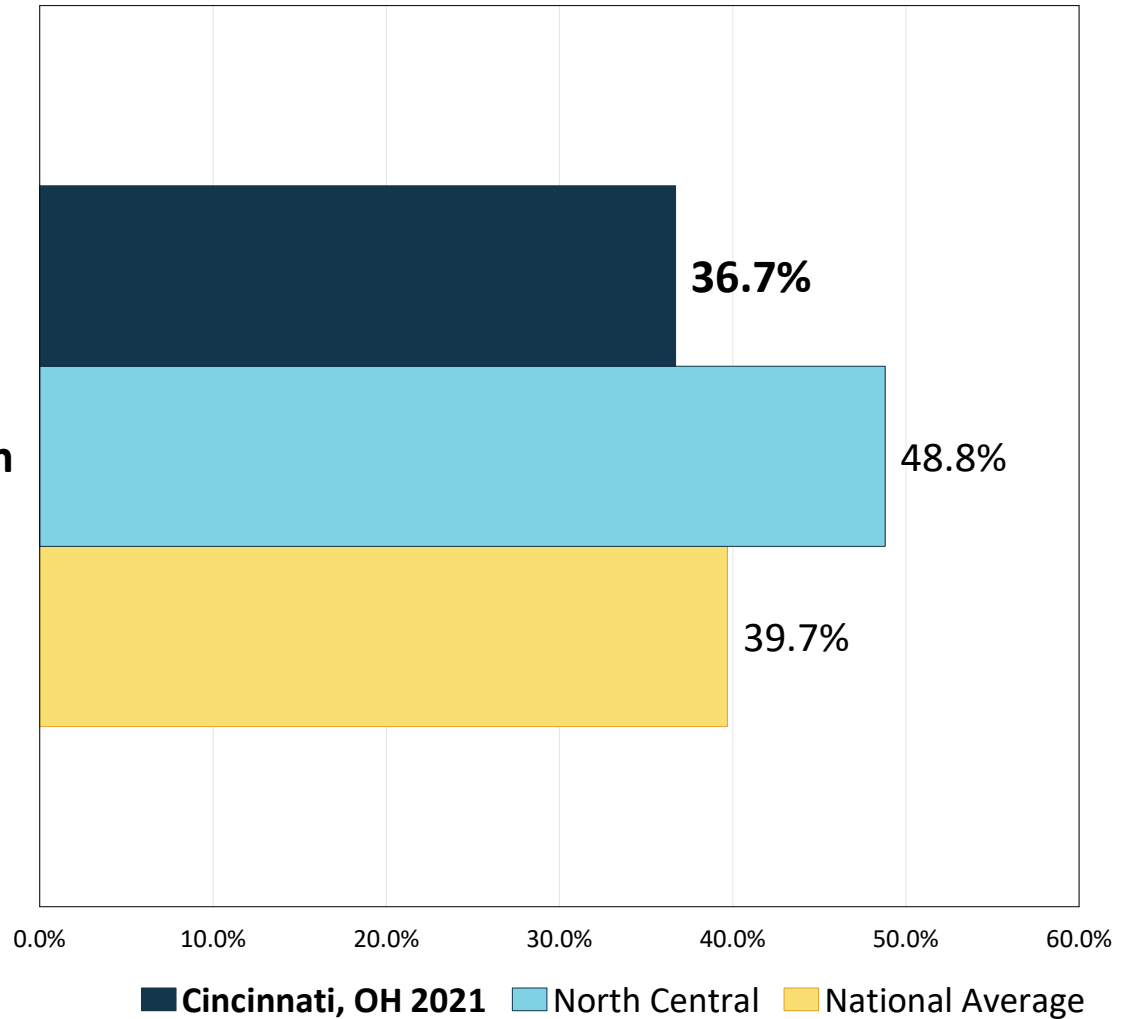
■ Cincinnati, OH 2021 ■ North Central Region ■ National Average

Benchmarks: Cincinnati, OH v. North Central Region & National Averages

Economic Opportunities

by the sum percentage of respondents that were either *very satisfied* or *satisfied* with the service (excluding *don't know* responses)

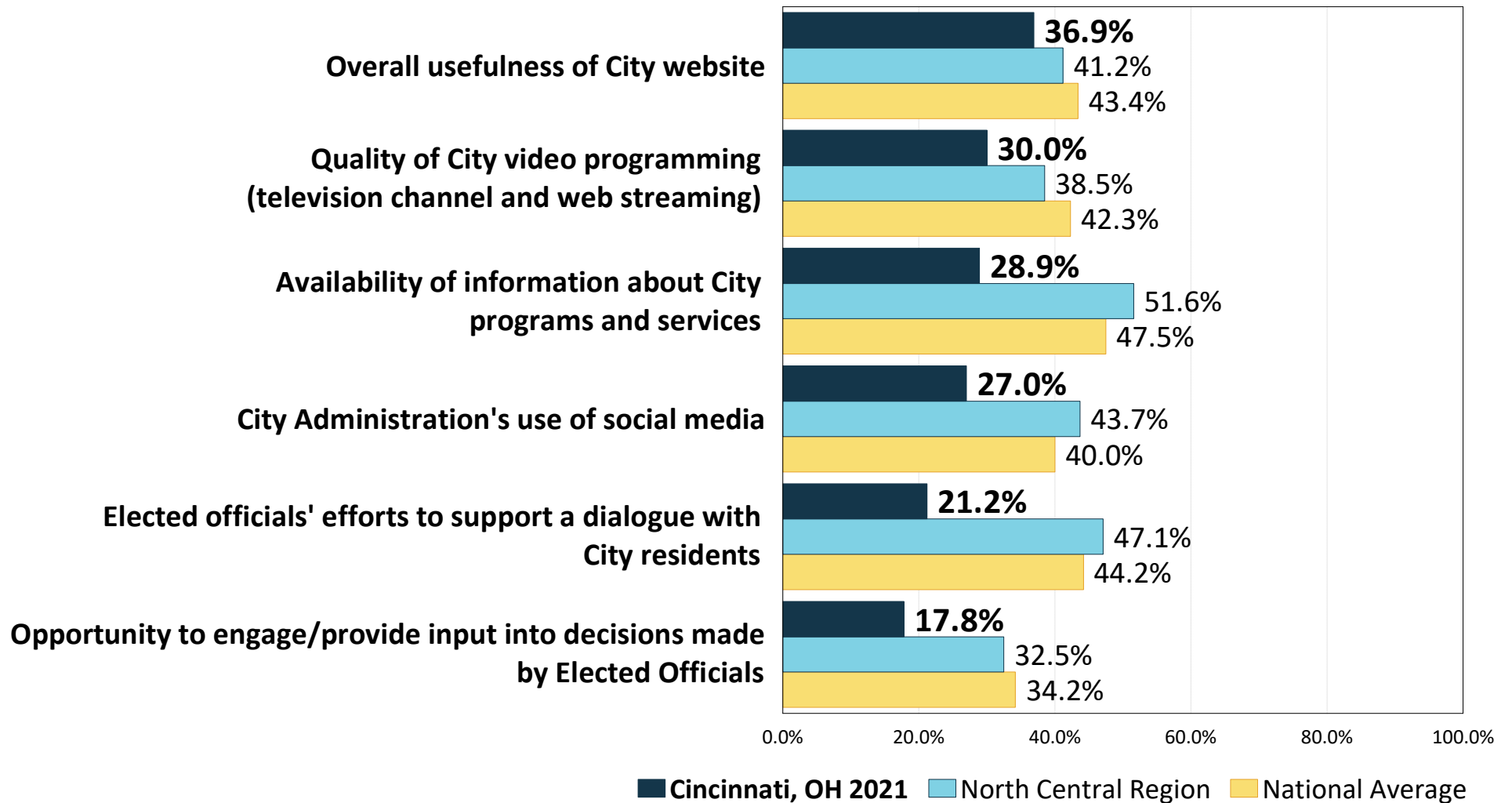
How well your City is managing growth



Benchmarks: Cincinnati, OH v. North Central Region & National Averages

City Communication & Community Engagement

by the sum percentage of respondents that were either *very satisfied* or *satisfied* with the service (excluding *don't know* responses)



Section 4: Importance-Satisfaction Analysis

Importance-Satisfaction Analysis

Overview

Today, City officials have limited resources which need to be targeted to services that are of the most benefit to their residents. Two of the most important criteria for decision making are;

1. to target resources toward services of the highest importance to residents and
2. to target resources toward those services where residents are the least satisfied.

The Importance-Satisfaction (I-S) rating is a unique tool that allows public officials to better understand both 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 resident satisfaction by emphasizing improvements in those areas where the level of satisfaction is relatively low, and the perceived importance of the service is relatively high.

The rating is calculated by summing the percentage of responses for items selected as the first, second, and third most important services for the City to provide. The sum is then multiplied by 1 minus the percentage of respondents who indicated they were positively satisfied with the City's performance in the related area (the sum of the ratings of 4 and 5 on a 5-point scale excluding "don't know" responses). "don't know" responses are excluded from the calculation to ensure the satisfaction ratings among service categories are comparable.

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

Example of the Calculation

Respondents were asked to identify major categories of services provided by the City that they think are most important for the City to provide. Seventy-two percent (72.1%) of respondents selected the *maintenance of City streets, sidewalks, and infrastructure*, as one of the most important major services for the City to provide.

Regarding satisfaction, 23.7% of respondents rated the City's overall performance regarding the maintenance of City streets, sidewalks, and infrastructure, as a "4" or "5" on a 5-point scale (where "5" means "very satisfied") excluding "don't know" responses.

Importance-Satisfaction Analysis (Continued)

The I-S rating for the *maintenance of City streets, sidewalks, and infrastructure*, is calculated by multiplying the sum of the most important percentages by one minus the sum of the satisfaction percentages.

In this example, 72.1% was multiplied by 76.3% (1-0.237). This calculation yielded an I-S rating of 0.5501 which ranked first out of the thirteen (13) services, provided by the City, that were analyzed.

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 to emphasize over the next two years and 0% indicate they are positively satisfied with the delivery of the service.

The lowest rating is 0.00 and could be achieved under either of the following two situations:

- If 100% of the respondents were positively satisfied with the delivery of the service
- If none (0%) of the respondents selected the service as one for the two or three most important areas for the City to emphasize over the next two years.

Interpreting the Ratings

Ratings that are greater than or equal to 0.20 identify areas that should receive significantly more emphasis over the next two years. 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 (IS \geq 0.20)
- Increase Current Emphasis (0.10 \leq IS < 0.20)
- Maintain Current Emphasis (IS < 0.10)

The results for the City of Cincinnati are provided on the following pages.

Importance-Satisfaction Analysis Ratings

2021 City of Cincinnati, Ohio Resident Survey

Major Categories of City Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (I-S > 0.20)						
Maintenance of City streets, sidewalks, & infrastructure	72%	1	24%	13	0.5501	1
Police services	50%	2	53%	7	0.2335	2
Neighborhood services	44%	3	51%	8	0.2154	3
High Priority (I-S = 0.10-0.20)						
City Planning, Buildings, & Development services	20%	5	33%	12	0.1345	4
Medium Priority (I-S < 0.10)						
Overall effectiveness of City communication with the public	15%	9	36%	11	0.0963	5
City's stormwater runoff/stormwater management system	15%	7	40%	10	0.0932	6
Health Department services	15%	8	58%	5	0.0633	7
City parks & recreation programs/facilities	21%	4	79%	2	0.0422	8
City water utilities	10%	10	61%	3	0.0382	9
Fire & ambulance services	16%	6	83%	1	0.0275	10
City's 911 Call Center	6%	11	60%	4	0.0221	11
Customer service you receive from City employees	5%	12	58%	6	0.0202	12
City's Customer Service Call Center	3%	13	47%	9	0.0149	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 items they thought should receive the most emphasis over the next two years.

Satisfaction %:

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

Importance-Satisfaction Analysis Ratings

2021 City of Cincinnati, Ohio Resident Survey

Public Safety Perceptions

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (I-S > 0.20)						
The City's overall efforts to prevent crime	59%	1	30%	18	0.4108	1
The visibility of police in neighborhoods	47%	2	37%	15	0.2945	2
Enforcement of local traffic laws	32%	5	33%	17	0.2180	3
Efforts to collaborate with the public to address concerns	33%	4	39%	14	0.2015	4
High Priority (I-S = 0.10-0.20)						
Effectiveness of local police protection	39%	3	52%	8	0.1875	5
Police outreach programs/services	18%	10	35%	16	0.1169	6
Overall police performance in your neighborhood	20%	7	47%	11	0.1080	7
How quickly police respond to emergencies	19%	8	45%	12	0.1077	8
Medium Priority (I-S < 0.10)						
Attitude and behavior of officers towards citizens in your neighborhood	25%	6	61%	6	0.0989	9
Public safety services in public parks	16%	11	48%	10	0.0833	10
Professionalism of police officers	18%	9	66%	5	0.0616	11
Quality of dispatch/911 services	10%	12	57%	7	0.0418	12
Fire education programs	7%	14	41%	13	0.0405	13
Fire inspections	4%	18	49%	9	0.0218	14
Overall quality of local fire protection and rescue services	7%	13	85%	1	0.0106	15
Quality of local emergency medical service	6%	15	83%	3	0.0104	16
How quickly emergency medical personnel respond to emergencies	5%	16	81%	4	0.0102	17
How quickly fire and rescue personnel respond to emergencies	5%	17	84%	2	0.0083	18

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 items they thought should receive the most emphasis over the next two years.

Satisfaction %:

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

Importance-Satisfaction Analysis Ratings

2021 City of Cincinnati, Ohio Resident Survey

Water & Wastewater Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (I-S > 0.20)						
Fees for water services	47%	1	31%	7	0.3225	1
Condition of catch basins (storm drains) in your neighborhood	40%	2	50%	3	0.2025	2
High Priority (I-S = 0.10-0.20)						
Timeliness of sewer line and sewer main repairs	30%	3	46%	6	0.1625	3
Timeliness of water line repairs	26%	4	49%	5	0.1329	4
Medium Priority (I-S < 0.10)						
Taste of water	24%	5	62%	1	0.0898	5
Quality of Metropolitan Sewer District customer service	8%	7	49%	4	0.0389	6
Quality of Greater Cincinnati Water Works customer service	9%	6	58%	2	0.0384	7

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

Most Important %:

The "Most Important" percentage represents the sum of the first and second most important responses for each item. Respondents were asked to identify the items they thought should receive the most emphasis over the next two years.

Satisfaction %:

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

Importance-Satisfaction Analysis Ratings

2021 City of Cincinnati, Ohio Resident Survey

Streets, Sidewalks, & Infrastructure Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (I-S > 0.20)						
Maintenance of city streets	54%	1	23%	13	0.4130	1
Maintenance of streets in your neighborhood	35%	2	33%	9	0.2335	2
Overall cleanliness of City streets and other public areas	32%	3	29%	10	0.2291	3
High Priority (I-S = 0.10-0.20)						
Condition of sidewalks in the City	20%	5	29%	12	0.1419	4
Condition of sidewalks in your neighborhood	20%	6	36%	8	0.1275	5
Quality of on-street bicycle infrastructure (bike lanes/wayfinding signs)	18%	8	29%	11	0.1246	6
Snow removal on residential streets	21%	4	42%	5	0.1211	7
Flow of traffic on City streets in your community	19%	7	40%	6	0.1103	8
Accessibility of streets, sidewalks, and buildings for people with disabilities	16%	9	39%	7	0.1009	9
Medium Priority (I-S < 0.10)						
Adequacy of city street lighting	16%	10	49%	3	0.0834	10
Mowing and tree trimming along city streets and other public areas	14%	11	45%	4	0.0759	11
Maintenance of street signs and traffic signals	10%	12	57%	2	0.0431	12
Snow removal on major City streets	9%	13	64%	1	0.0335	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 items they thought should receive the most emphasis over the next two years.

Satisfaction %:

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

Importance-Satisfaction Analysis Ratings

2021 City of Cincinnati, Ohio Resident Survey

Neighborhood Cleanliness & Appearance

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (I-S > 0.20)						
Enforcing the clean-up of trash and debris on private property	47%	1	26%	10	0.3483	1
City efforts to clean-up illegal dumping sites	33%	2	19%	14	0.2701	2
Demolishing vacant structures that are deemed a public nuisance	30%	3	23%	13	0.2315	3
Enforcing the exterior maintenance of residential property	28%	4	25%	12	0.2123	4
High Priority (I-S = 0.10-0.20)						
Enforcing trash, weeds, and exterior maintenance in your neighborhood	24%	5	31%	7	0.1659	5
Enforcing the exterior maintenance of commercial/business property	22%	6	26%	11	0.1593	6
Enforcing the mowing and cutting of weeds on private property	21%	7	28%	8	0.1478	7
Boarding up vacant structures that are open to entry	19%	8	27%	9	0.1380	8
Medium Priority (I-S < 0.10)						
Overall quality of curbside recycling services	14%	9	74%	2	0.0359	9
Overall quality of bulky item pick-up services	8%	11	58%	4	0.0340	10
Overall quality of recycling drop-off centers	6%	13	47%	5	0.0306	11
Overall quality of leaf and brush pick-up services	7%	12	60%	3	0.0268	12
Overall quality of trash collection services	10%	10	77%	1	0.0235	13
Overall quality of leaf and brush drop-off centers	2%	14	40%	6	0.0108	14

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

Most Important %:

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought should receive the most emphasis over the next two years.

Satisfaction %:

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

Importance-Satisfaction Analysis Ratings

2021 City of Cincinnati, Ohio Resident Survey

Parks & Recreation Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (I-S = 0.10-0.20)						
Walking and biking trails in the City	42%	2	67%	3	0.1398	1
Maintenance of City parks	55%	1	80%	1	0.1095	2
Medium Priority (I-S < 0.10)						
Quality of facilities such as picnic shelters and playgrounds in city parks	38%	3	74%	2	0.0997	3
The Parks Department's youth programs and activities	19%	5	52%	12	0.0924	4
The Recreation Department's youth programs and activities	17%	7	50%	13	0.0848	5
Maintenance of City swimming pools	17%	6	55%	11	0.0766	6
Maintenance of City recreation centers	20%	4	65%	5	0.0713	7
Quality of City outdoor athletic fields (e.g., baseball, soccer, and football)	15%	8	57%	9	0.0661	8
Other recreation facilities - tennis courts, golf courses	8%	9	57%	8	0.0349	9
Ease of registering for recreation programs	6%	10	56%	10	0.0262	10
Ease of registering for Parks programs	6%	11	62%	7	0.0218	11
Quality of customer service from Parks employees	5%	12	66%	4	0.0167	12
Quality of customer service from Recreation employees	3%	13	64%	6	0.0122	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 items they thought should receive the most emphasis over the next two years.

Satisfaction %:

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

Importance-Satisfaction Analysis Ratings

2021 City of Cincinnati, Ohio Resident Survey

Public Health Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (I-S > 0.20)						
Communicable Disease and Outbreak Response	59%	1	52%	3	0.2817	1
High Priority (I-S = 0.10-0.20)						
Food Safety Programs	28%	3	47%	5	0.1479	2
Healthy Homes/Hazard Complaints	22%	4	35%	6	0.1450	3
Immunization Services	28%	2	61%	1	0.1084	4
Epidemiology	21%	5	50%	4	0.1063	5
Medium Priority (I-S < 0.10)						
Vital Records Services	12%	6	59%	2	0.0488	6

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

Most Important %:

The "Most Important" percentage represents the sum of the first and second most important responses for each item. Respondents were asked to identify the items they thought should receive the most emphasis over the next two years.

Satisfaction %:

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

Importance-Satisfaction Analysis Ratings

2021 City of Cincinnati, Ohio Resident Survey

Economic Opportunity

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (I-S > 0.20)						
Perception of honesty and fair dealings in development	34%	1	14%	16	0.2912	1
Adequate quantity of affordable housing units	34%	2	18%	14	0.2783	2
High Priority (I-S = 0.10-0.20)						
City's efforts to fund affordable housing units	19%	5	21%	13	0.1525	3
How well your City is managing growth	22%	4	37%	6	0.1380	4
City's efforts to attract new business and tourism	24%	3	42%	3	0.1375	5
Access to quality child care that you can afford	15%	8	16%	15	0.1229	6
Access to quality mental health care that you can afford	14%	10	25%	12	0.1019	7
Access to quality housing you can afford	16%	7	36%	7	0.1005	8
Medium Priority (I-S < 0.10)						
City's use of economic development incentives to support economic opportunity for residents	14%	9	29%	11	0.0975	9
Job opportunities available within the city limits	16%	6	47%	1	0.0841	10
City's efforts to support minority and women-owned businesses	12%	12	38%	4	0.0760	11
Support for entrepreneurs and small business owners available in the City	11%	13	35%	9	0.0739	12
Access to quality health care that you can afford	11%	14	38%	5	0.0694	13
Access to healthy food that you can afford	12%	11	45%	2	0.0677	14
Access to job training programs	6%	15	32%	10	0.0422	15
Ability to obtain training opportunities to advance your career	5%	16	36%	8	0.0344	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 items they thought should receive the most emphasis over the next two years.

Satisfaction %:

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

Importance-Satisfaction Analysis Ratings

2021 City of Cincinnati, Ohio Resident Survey

Communication & Community Engagement

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (I-S > 0.20)						
Elected officials' efforts to support a dialogue with City residents	49%	1	21%	8	0.3830	1
Opportunity to engage/provide input into decisions made by Elected Officials	36%	3	18%	10	0.2935	2
Availability of information about City programs and services	36%	2	29%	3	0.2545	3
High Priority (I-S = 0.10-0.20)						
Opportunity to engage/provide input regarding City operations in public engagement opportunities provided by the City Administration	23%	4	19%	9	0.1893	4
Access to information about Campaign finance and lobbyist disclosures	16%	6	11%	12	0.1419	5
Overall usefulness of City website	22%	5	37%	1	0.1407	6
Access to information about Finance and Budget information	16%	8	17%	11	0.1316	7
Access to information about City Council meetings (schedules, agendas, videos)	16%	7	28%	4	0.1142	8
Medium Priority (I-S < 0.10)						
Quality of the City's Open Data portal	7%	9	22%	7	0.0576	9
Access to information about Boards and Commissions meetings (schedules, agendas, videos)	7%	10	24%	6	0.0554	10
City Administration's use of social media	6%	11	27%	5	0.0467	11
Quality of City video programming (television channel and web streaming)	3%	12	30%	2	0.0224	12

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

Most Important %:

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought should receive the most emphasis over the next two years.

Satisfaction %:

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

Section 5: Tabular Data

District

District	Number	Percent
1	209	14.8 %
2	213	15.1 %
3	206	14.6 %
4	275	19.5 %
5	220	15.6 %
6	285	20.2 %
Total	1408	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=1408)

	Excellent	Good	Neutral	Below average	Poor	Don't know
Q1-1. As a place to live	21.9%	57.0%	11.5%	7.1%	2.0%	0.4%
Q1-2. As a place to raise children	17.0%	41.7%	16.1%	8.4%	4.2%	12.7%
Q1-3. As a place to work	20.0%	52.4%	16.3%	6.6%	1.7%	2.9%
Q1-4. As a place to retire	8.7%	32.5%	25.7%	13.2%	8.0%	12.0%
Q1-5. As a place where I feel welcome	19.4%	46.8%	19.4%	9.6%	4.0%	0.8%

WITHOUT "DON'T KNOW" RESPONSES**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=1408)

	Excellent	Good	Neutral	Below average	Poor
Q1-1. As a place to live	22.0%	57.3%	11.6%	7.1%	2.0%
Q1-2. As a place to raise children	19.4%	47.8%	18.4%	9.6%	4.8%
Q1-3. As a place to work	20.6%	54.0%	16.8%	6.8%	1.8%
Q1-4. As a place to retire	9.8%	36.9%	29.2%	15.0%	9.0%
Q1-5. As a place where I feel welcome	19.5%	47.2%	19.5%	9.7%	4.1%

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=1408)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q2-1. Overall quality of services provided by City	9.2%	49.8%	21.5%	14.6%	3.8%	1.1%
Q2-2. Overall value you receive for your City tax dollars & fees	5.5%	31.6%	26.3%	23.4%	11.3%	1.9%
Q2-3. Overall image of City	10.4%	46.6%	24.5%	14.7%	3.3%	0.6%
Q2-4. Overall quality of life in City	13.6%	51.1%	20.0%	11.4%	3.1%	0.7%
Q2-5. Overall feeling of safety in City	5.8%	36.2%	25.8%	21.5%	10.1%	0.6%
Q2-6. How safe you feel in your neighborhood	21.0%	37.7%	19.1%	14.2%	7.3%	0.7%
Q2-7. Physical appearance of your neighborhood	16.1%	36.9%	18.0%	19.0%	9.1%	0.9%
Q2-8. Overall quality of City's public transportation system	2.9%	15.8%	25.9%	20.0%	14.8%	20.6%

WITHOUT "DON'T KNOW" RESPONSES**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=1408)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q2-1. Overall quality of services provided by City	9.3%	50.4%	21.8%	14.8%	3.8%
Q2-2. Overall value you receive for your City tax dollars & fees	5.6%	32.2%	26.8%	23.8%	11.5%
Q2-3. Overall image of City	10.4%	46.9%	24.6%	14.8%	3.3%
Q2-4. Overall quality of life in City	13.7%	51.5%	20.1%	11.5%	3.1%
Q2-5. Overall feeling of safety in City	5.8%	36.5%	25.9%	21.7%	10.2%
Q2-6. How safe you feel in your neighborhood	21.1%	38.0%	19.2%	14.3%	7.4%
Q2-7. Physical appearance of your neighborhood	16.2%	37.2%	18.2%	19.2%	9.2%
Q2-8. Overall quality of City's public transportation system	3.7%	19.9%	32.6%	25.1%	18.6%

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=1408)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q3-1. Police services	13.2%	38.6%	23.4%	13.4%	8.5%	3.0%
Q3-2. Fire & ambulance services	26.9%	47.1%	12.8%	1.9%	0.6%	10.7%
Q3-3. Maintenance of City streets, sidewalks, & infrastructure	3.0%	20.5%	21.4%	33.2%	21.2%	0.6%
Q3-4. City water utilities	14.2%	44.8%	20.2%	11.7%	5.8%	3.3%
Q3-5. Neighborhood services (e.g., code enforcement, property preservation, trash/recycling collection)	9.9%	39.6%	21.5%	17.2%	9.6%	2.2%
Q3-6. City parks & recreation programs/facilities	33.5%	44.5%	14.3%	4.5%	1.4%	1.8%
Q3-7. Health Department services	10.1%	33.0%	24.3%	4.5%	2.2%	25.9%
Q3-8. City's Customer Service Call Center	6.0%	19.0%	19.5%	5.0%	3.7%	46.9%
Q3-9. City's 911 Call Center	10.2%	25.2%	18.2%	3.8%	1.6%	41.0%
Q3-10. Customer service you receive from City employees	10.8%	35.8%	23.4%	7.3%	3.1%	19.5%
Q3-11. Overall effectiveness of City communication with the public	5.2%	28.8%	34.0%	18.3%	7.5%	6.3%

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.

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q3-12. City's stormwater runoff/ stormwater management system	5.5%	27.8%	26.2%	15.5%	9.3%	15.7%
Q3-13. City Planning, Buildings, & Development services (e.g., issuing permits)	3.4%	19.7%	25.1%	12.1%	8.8%	30.8%

WITHOUT "DON'T KNOW" RESPONSES**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=1408)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q3-1. Police services	13.6%	39.8%	24.1%	13.8%	8.8%
Q3-2. Fire & ambulance services	30.1%	52.7%	14.3%	2.1%	0.7%
Q3-3. Maintenance of City streets, sidewalks, & infrastructure	3.0%	20.7%	21.6%	33.4%	21.4%
Q3-4. City water utilities	14.7%	46.3%	20.9%	12.1%	6.0%
Q3-5. Neighborhood services (e.g., code enforcement, property preservation, trash/recycling collection)	10.2%	40.5%	22.0%	17.6%	9.8%
Q3-6. City parks & recreation programs/facilities	34.1%	45.3%	14.6%	4.6%	1.4%
Q3-7. Health Department services	13.6%	44.5%	32.8%	6.1%	3.0%
Q3-8. City's Customer Service Call Center	11.2%	35.7%	36.6%	9.5%	7.0%
Q3-9. City's 911 Call Center	17.2%	42.7%	30.8%	6.5%	2.8%
Q3-10. Customer service you receive from City employees	13.4%	44.5%	29.1%	9.1%	3.9%
Q3-11. Overall effectiveness of City communication with the public	5.5%	30.7%	36.3%	19.5%	8.0%
Q3-12. City's stormwater runoff/stormwater management system	6.6%	32.9%	31.1%	18.4%	11.0%
Q3-13. City Planning, Buildings, & Development services (e.g., issuing permits)	4.9%	28.5%	36.3%	17.5%	12.7%

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?

Q4. Top choice	Number	Percent
Police services	391	27.8 %
Fire & ambulance services	34	2.4 %
Maintenance of City streets, sidewalks, & infrastructure	493	35.0 %
City water utilities	30	2.1 %
Neighborhood services (e.g., code enforcement, property preservation, trash/recycling collection)	144	10.2 %
City parks & recreation programs/facilities	49	3.5 %
Health Department services	49	3.5 %
City's Customer Service Call Center	4	0.3 %
City's 911 Call Center	19	1.3 %
Customer service you receive from City employees	12	0.9 %
Overall effectiveness of City communication with the public	37	2.6 %
City's stormwater runoff/stormwater management system	54	3.8 %
City Planning, Buildings, & Development services (e.g., issuing permits)	66	4.7 %
None chosen	26	1.8 %
Total	1408	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?

Q4. 2nd choice	Number	Percent
Police services	175	12.4 %
Fire & ambulance services	129	9.2 %
Maintenance of City streets, sidewalks, & infrastructure	317	22.5 %
City water utilities	52	3.7 %
Neighborhood services (e.g., code enforcement, property preservation, trash/recycling collection)	245	17.4 %
City parks & recreation programs/facilities	100	7.1 %
Health Department services	65	4.6 %
City's Customer Service Call Center	7	0.5 %
City's 911 Call Center	26	1.8 %
Customer service you receive from City employees	18	1.3 %
Overall effectiveness of City communication with the public	68	4.8 %
City's stormwater runoff/stormwater management system	82	5.8 %
City Planning, Buildings, & Development services (e.g., issuing permits)	86	6.1 %
None chosen	38	2.7 %
Total	1408	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?

Q4. 3rd choice	Number	Percent
Police services	139	9.9 %
Fire & ambulance services	62	4.4 %
Maintenance of City streets, sidewalks, & infrastructure	206	14.6 %
City water utilities	57	4.0 %
Neighborhood services (e.g., code enforcement, property preservation, trash/recycling collection)	226	16.1 %
City parks & recreation programs/facilities	140	9.9 %
Health Department services	99	7.0 %
City's Customer Service Call Center	28	2.0 %
City's 911 Call Center	34	2.4 %
Customer service you receive from City employees	36	2.6 %
Overall effectiveness of City communication with the public	108	7.7 %
City's stormwater runoff/stormwater management system	82	5.8 %
City Planning, Buildings, & Development services (e.g., issuing permits)	133	9.4 %
None chosen	58	4.1 %
Total	1408	100.0 %

SUM OF THE TOP THREE CHOICES

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)

Sum of the top three choices	Number	Percent
Police services	705	50.1 %
Fire & ambulance services	225	16.0 %
Maintenance of City streets, sidewalks, & infrastructure	1016	72.2 %
City water utilities	139	9.9 %
Neighborhood services (e.g., code enforcement, property preservation, trash/recycling collection)	615	43.7 %
City parks & recreation programs/facilities	289	20.5 %
Health Department services	213	15.1 %
City's Customer Service Call Center	39	2.8 %
City's 911 Call Center	79	5.6 %
Customer service you receive from City employees	66	4.7 %
Overall effectiveness of City communication with the public	213	15.1 %
City's stormwater runoff/stormwater management system	218	15.5 %
City Planning, Buildings, & Development services (e.g., issuing permits)	285	20.2 %
None chosen	26	1.8 %
Total	4128	

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

(N=1408)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q5-1. Effectiveness of local police protection	10.3%	39.7%	25.2%	13.1%	7.2%	4.4%
Q5-2. Visibility of police in neighborhoods	6.5%	29.2%	28.3%	22.6%	9.4%	3.9%
Q5-3. City's overall efforts to prevent crime	4.1%	24.1%	29.5%	24.6%	11.9%	5.8%
Q5-4. Enforcement of local traffic laws	4.9%	25.9%	24.3%	20.8%	19.0%	5.0%
Q5-5. Public safety services in public parks	6.6%	33.6%	29.8%	10.7%	3.7%	15.6%
Q5-6. How quickly police respond to emergencies	7.5%	25.4%	21.4%	11.4%	8.4%	25.9%
Q5-7. Overall police performance in your neighborhood	10.5%	32.0%	25.1%	13.8%	9.4%	9.0%
Q5-8. Professionalism of police officers	21.2%	37.8%	17.6%	7.7%	5.7%	9.9%
Q5-9. Attitude & behavior of officers towards citizens in your neighborhood	19.4%	32.4%	18.2%	9.4%	6.2%	14.5%
Q5-10. Efforts to collaborate with the public to address concerns	8.7%	23.5%	24.4%	17.0%	8.4%	18.0%
Q5-11. Police outreach programs/services	5.0%	17.0%	24.3%	11.0%	6.3%	36.3%
Q5-12. Quality of dispatch/911 services	9.9%	25.7%	20.1%	5.3%	2.1%	36.9%

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
Q5-13. Overall quality of local fire protection & rescue services	24.4%	45.4%	10.8%	0.8%	0.7%	17.9%
Q5-14. How quickly fire & rescue personnel respond to emergencies	24.4%	37.5%	10.2%	1.1%	0.4%	26.3%
Q5-15. Quality of local emergency medical service	21.2%	38.3%	10.6%	1.1%	0.5%	28.3%
Q5-16. How quickly emergency medical personnel respond to emergencies	20.0%	36.1%	11.4%	1.4%	0.5%	30.5%
Q5-17. Fire inspections	6.0%	16.4%	19.5%	2.8%	0.7%	54.7%
Q5-18. Fire education programs	3.8%	14.0%	20.7%	4.1%	1.3%	56.1%

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

(N=1408)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q5-1. Effectiveness of local police protection	10.8%	41.5%	26.4%	13.7%	7.6%
Q5-2. Visibility of police in neighborhoods	6.8%	30.4%	29.5%	23.5%	9.8%
Q5-3. City's overall efforts to prevent crime	4.4%	25.5%	31.3%	26.1%	12.6%
Q5-4. Enforcement of local traffic laws	5.2%	27.3%	25.6%	21.9%	20.0%
Q5-5. Public safety services in public parks	7.8%	39.8%	35.3%	12.7%	4.4%
Q5-6. How quickly police respond to emergencies	10.2%	34.3%	28.8%	15.4%	11.3%
Q5-7. Overall police performance in your neighborhood	11.6%	35.2%	27.6%	15.2%	10.4%
Q5-8. Professionalism of police officers	23.6%	42.0%	19.6%	8.6%	6.3%
Q5-9. Attitude & behavior of officers towards citizens in your neighborhood	22.7%	37.9%	21.3%	11.0%	7.2%
Q5-10. Efforts to collaborate with the public to address concerns	10.6%	28.7%	29.8%	20.7%	10.2%
Q5-11. Police outreach programs/ services	7.9%	26.8%	38.1%	17.3%	9.9%
Q5-12. Quality of dispatch/911 services	15.7%	40.8%	31.9%	8.3%	3.4%
Q5-13. Overall quality of local fire protection & rescue services	29.8%	55.3%	13.1%	1.0%	0.9%
Q5-14. How quickly fire & rescue personnel respond to emergencies	33.1%	50.9%	13.9%	1.5%	0.6%

WITHOUT "DON'T KNOW" RESPONSES**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
Q5-15. Quality of local emergency medical service	29.6%	53.4%	14.8%	1.5%	0.7%
Q5-16. How quickly emergency medical personnel respond to emergencies	28.8%	51.9%	16.5%	2.0%	0.7%
Q5-17. Fire inspections	13.2%	36.2%	42.9%	6.1%	1.6%
Q5-18. Fire education programs	8.6%	31.9%	47.1%	9.4%	3.1%

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	208	14.8 %
Visibility of police in neighborhoods	247	17.5 %
City's overall efforts to prevent crime	344	24.4 %
Enforcement of local traffic laws	147	10.4 %
Public safety services in public parks	22	1.6 %
How quickly police respond to emergencies	39	2.8 %
Overall police performance in your neighborhood	32	2.3 %
Professionalism of police officers	44	3.1 %
Attitude & behavior of officers towards citizens in your neighborhood	92	6.5 %
Efforts to collaborate with the public to address concerns	75	5.3 %
Police outreach programs/services	25	1.8 %
Quality of dispatch/911 services	19	1.3 %
Overall quality of local fire protection & rescue services	11	0.8 %
How quickly fire & rescue personnel respond to emergencies	10	0.7 %
Quality of local emergency medical service	9	0.6 %
How quickly emergency medical personnel respond to emergencies	9	0.6 %
Fire inspections	5	0.4 %
Fire education programs	11	0.8 %
None chosen	59	4.2 %
Total	1408	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	119	8.5 %
Visibility of police in neighborhoods	218	15.5 %
City's overall efforts to prevent crime	220	15.6 %
Enforcement of local traffic laws	126	8.9 %
Public safety services in public parks	39	2.8 %
How quickly police respond to emergencies	65	4.6 %
Overall police performance in your neighborhood	66	4.7 %
Professionalism of police officers	74	5.3 %
Attitude & behavior of officers towards citizens in your neighborhood	97	6.9 %
Efforts to collaborate with the public to address concerns	120	8.5 %
Police outreach programs/services	61	4.3 %
Quality of dispatch/911 services	28	2.0 %
Overall quality of local fire protection & rescue services	18	1.3 %
How quickly fire & rescue personnel respond to emergencies	21	1.5 %
Quality of local emergency medical service	14	1.0 %
How quickly emergency medical personnel respond to emergencies	11	0.8 %
Fire inspections	8	0.6 %
Fire education programs	21	1.5 %
None chosen	82	5.8 %
Total	1408	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. 3rd choice	Number	Percent
Effectiveness of local police protection	114	8.1 %
Visibility of police in neighborhoods	126	8.9 %
City's overall efforts to prevent crime	173	12.3 %
Enforcement of local traffic laws	94	6.7 %
Public safety services in public parks	84	6.0 %
How quickly police respond to emergencies	75	5.3 %
Overall police performance in your neighborhood	94	6.7 %
Professionalism of police officers	63	4.5 %
Attitude & behavior of officers towards citizens in your neighborhood	77	5.5 %
Efforts to collaborate with the public to address concerns	130	9.2 %
Police outreach programs/services	74	5.3 %
Quality of dispatch/911 services	50	3.6 %
Overall quality of local fire protection & rescue services	31	2.2 %
How quickly fire & rescue personnel respond to emergencies	19	1.3 %
Quality of local emergency medical service	26	1.8 %
How quickly emergency medical personnel respond to emergencies	24	1.7 %
Fire inspections	20	1.4 %
Fire education programs	19	1.3 %
None chosen	115	8.2 %
Total	1408	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. 4th choice</u>	<u>Number</u>	<u>Percent</u>
Effectiveness of local police protection	111	7.9 %
Visibility of police in neighborhoods	70	5.0 %
City's overall efforts to prevent crime	88	6.3 %
Enforcement of local traffic laws	88	6.3 %
Public safety services in public parks	77	5.5 %
How quickly police respond to emergencies	94	6.7 %
Overall police performance in your neighborhood	93	6.6 %
Professionalism of police officers	71	5.0 %
Attitude & behavior of officers towards citizens in your neighborhood	87	6.2 %
Efforts to collaborate with the public to address concerns	144	10.2 %
Police outreach programs/services	91	6.5 %
Quality of dispatch/911 services	38	2.7 %
Overall quality of local fire protection & rescue services	40	2.8 %
How quickly fire & rescue personnel respond to emergencies	24	1.7 %
Quality of local emergency medical service	38	2.7 %
How quickly emergency medical personnel respond to emergencies	31	2.2 %
Fire inspections	27	1.9 %
Fire education programs	45	3.2 %
None chosen	151	10.7 %
Total	1408	100.0 %

SUM OF THE TOP FOUR CHOICES**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)**

Sum of the top four choices	Number	Percent
Effectiveness of local police protection	552	39.2 %
Visibility of police in neighborhoods	661	46.9 %
City's overall efforts to prevent crime	825	58.6 %
Enforcement of local traffic laws	455	32.3 %
Public safety services in public parks	222	15.8 %
How quickly police respond to emergencies	273	19.4 %
Overall police performance in your neighborhood	285	20.2 %
Professionalism of police officers	252	17.9 %
Attitude & behavior of officers towards citizens in your neighborhood	353	25.1 %
Efforts to collaborate with the public to address concerns	469	33.3 %
Police outreach programs/services	251	17.8 %
Quality of dispatch/911 services	135	9.6 %
Overall quality of local fire protection & rescue services	100	7.1 %
How quickly fire & rescue personnel respond to emergencies	74	5.3 %
Quality of local emergency medical service	87	6.2 %
How quickly emergency medical personnel respond to emergencies	75	5.3 %
Fire inspections	60	4.3 %
Fire education programs	96	6.8 %
None chosen	59	4.2 %
Total	5284	

Q7. Please rate your agreement with each of the following statements related to the public safety services provided by the City of Cincinnati, Ohio.

(N=1408)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Don't know
Q7-1. Police are held accountable for any misconduct	13.2%	25.9%	17.0%	17.7%	12.1%	14.1%
Q7-2. Police treat residents of different races/ethnicities equally	15.1%	18.7%	14.5%	19.7%	16.3%	15.7%
Q7-3. Police have appropriate training on how to handle confrontations with civilians	11.2%	19.6%	16.6%	18.7%	12.5%	21.4%
Q7-4. Police use good judgement in the use of force	13.6%	22.7%	21.9%	15.6%	10.5%	15.8%
Q7-5. Ease in filing officer complaints with Citizen Complaint Authority (CCA)	5.3%	7.6%	14.6%	4.8%	5.8%	62.0%
Q7-6. Access to information regarding CCA investigation outcomes	4.8%	6.5%	15.5%	7.0%	6.4%	59.9%

WITHOUT "DON'T KNOW" RESPONSES

Q7. 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=1408)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
Q7-1. Police are held accountable for any misconduct	15.4%	30.2%	19.8%	20.6%	14.0%
Q7-2. Police treat residents of different races/ethnicities equally	17.9%	22.2%	17.2%	23.3%	19.4%
Q7-3. Police have appropriate training on how to handle confrontations with civilians	14.3%	24.9%	21.1%	23.8%	15.9%
Q7-4. Police use good judgement in the use of force	16.1%	26.9%	26.0%	18.5%	12.5%
Q7-5. Ease in filing officer complaints with Citizen Complaint Authority (CCA)	13.8%	20.0%	38.3%	12.5%	15.3%
Q7-6. Access to information regarding CCA investigation outcomes	11.9%	16.3%	38.6%	17.3%	15.9%

Q8. Water and Wastewater Services. Please rate your satisfaction with the following services provided by the City of Cincinnati, Ohio.

(N=1408)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q8-1. Condition of catch basins (storm drains) in your neighborhood	7.2%	35.7%	19.5%	17.2%	7.0%	13.4%
Q8-2. Timeliness of water line repairs	6.0%	27.0%	19.0%	11.5%	4.5%	31.9%
Q8-3. Timeliness of sewer line & sewer main repairs	5.5%	25.0%	20.2%	10.0%	5.3%	33.9%
Q8-4. Quality of Greater Cincinnati Water Works customer service	9.8%	33.0%	21.1%	6.7%	3.4%	26.0%
Q8-5. Quality of Metropolitan Sewer District customer service	7.0%	25.1%	22.9%	6.2%	4.7%	34.0%
Q8-6. Taste of water	19.5%	39.9%	20.0%	12.0%	4.3%	4.3%
Q8-7. Fees for water services	4.4%	23.8%	25.9%	21.7%	15.6%	8.6%

WITHOUT "DON'T KNOW" RESPONSES**Q8. Water and Wastewater Services. Please rate your satisfaction with the following services provided by the City of Cincinnati, Ohio. (without "don't know")**

(N=1408)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q8-1. Condition of catch basins (storm drains) in your neighborhood	8.4%	41.1%	22.5%	19.8%	8.1%
Q8-2. Timeliness of water line repairs	8.9%	39.6%	27.9%	16.9%	6.7%
Q8-3. Timeliness of sewer line & sewer main repairs	8.4%	37.8%	30.5%	15.2%	8.1%
Q8-4. Quality of Greater Cincinnati Water Works customer service	13.2%	44.6%	28.5%	9.0%	4.6%
Q8-5. Quality of Metropolitan Sewer District customer service	10.7%	38.1%	34.8%	9.4%	7.1%
Q8-6. Taste of water	20.4%	41.7%	20.8%	12.5%	4.5%
Q8-7. Fees for water services	4.8%	26.0%	28.4%	23.8%	17.0%

Q9. Which TWO of the water and wastewater services listed in Question 8 do you think should receive the MOST EMPHASIS from the City over the next TWO years?

<u>Q9. Top choice</u>	<u>Number</u>	<u>Percent</u>
Condition of catch basins (storm drains) in your neighborhood	352	25.0 %
Timeliness of water line repairs	158	11.2 %
Timeliness of sewer line & sewer main repairs	139	9.9 %
Quality of Greater Cincinnati Water Works customer service	63	4.5 %
Quality of Metropolitan Sewer District customer service	32	2.3 %
Taste of water	179	12.7 %
Fees for water services	398	28.3 %
None chosen	87	6.2 %
Total	1408	100.0 %

Q9. Which TWO of the water and wastewater services listed in Question 8 do you think should receive the MOST EMPHASIS from the City over the next TWO years?

<u>Q9. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Condition of catch basins (storm drains) in your neighborhood	213	15.1 %
Timeliness of water line repairs	205	14.6 %
Timeliness of sewer line & sewer main repairs	286	20.3 %
Quality of Greater Cincinnati Water Works customer service	65	4.6 %
Quality of Metropolitan Sewer District customer service	75	5.3 %
Taste of water	155	11.0 %
Fees for water services	257	18.3 %
None chosen	152	10.8 %
Total	1408	100.0 %

SUM OF THE TOP TWO CHOICES**Q9. Which TWO of the water and wastewater services listed in Question 8 do you think should receive the MOST EMPHASIS from the City over the next TWO years? (Top 2)**

<u>Sum of the top two choices</u>	<u>Number</u>	<u>Percent</u>
Condition of catch basins (storm drains) in your neighborhood	565	40.1 %
Timeliness of water line repairs	363	25.8 %
Timeliness of sewer line & sewer main repairs	425	30.2 %
Quality of Greater Cincinnati Water Works customer service	128	9.1 %
Quality of Metropolitan Sewer District customer service	107	7.6 %
Taste of water	334	23.7 %
Fees for water services	655	46.5 %
None chosen	87	6.2 %
Total	2664	

Q10. Streets, Sidewalks, and Infrastructure. Please rate your satisfaction with the following services provided by the City of Cincinnati, Ohio.

(N=1408)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q10-1. Maintenance of City streets	2.7%	19.4%	19.8%	36.0%	18.9%	3.2%
Q10-2. Maintenance of streets in your neighborhood	5.4%	26.5%	18.1%	27.8%	19.0%	3.1%
Q10-3. Condition of sidewalks in City	2.7%	24.7%	28.0%	28.1%	12.1%	4.4%
Q10-4. Condition of sidewalks in your neighborhood	5.8%	28.1%	20.5%	27.4%	13.5%	4.6%
Q10-5. Maintenance of street signs & traffic signals	7.6%	47.2%	23.4%	12.5%	5.0%	4.3%
Q10-6. Snow removal on major City streets	9.7%	51.8%	19.8%	9.3%	4.8%	4.5%
Q10-7. Snow removal on residential streets	4.9%	34.6%	24.1%	20.0%	10.9%	5.5%
Q10-8. Adequacy of City street lighting	5.8%	40.8%	24.4%	20.0%	5.3%	3.8%
Q10-9. Accessibility of streets, sidewalks, & buildings for people with disabilities	4.3%	23.2%	21.2%	15.6%	7.0%	28.8%
Q10-10. Quality of on-street bicycle infrastructure (bike lanes/wayfinding signs)	5.1%	18.6%	27.1%	19.2%	11.4%	18.6%
Q10-11. Flow of traffic on City streets in your community	4.4%	34.3%	25.0%	21.7%	10.4%	4.2%

Q10. 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
Q10-12. Overall cleanliness of City streets & other public areas	2.8%	25.5%	22.0%	26.6%	19.6%	3.5%
Q10-13. Mowing & tree trimming along City streets & other public areas	4.2%	37.5%	23.9%	18.0%	9.9%	6.5%

WITHOUT "DON'T KNOW" RESPONSES**Q10. Streets, Sidewalks, and Infrastructure. Please rate your satisfaction with the following services provided by the City of Cincinnati, Ohio. (without "don't know")**

(N=1408)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q10-1. Maintenance of City streets	2.8%	20.0%	20.5%	37.2%	19.5%
Q10-2. Maintenance of streets in your neighborhood	5.6%	27.3%	18.7%	28.7%	19.6%
Q10-3. Condition of sidewalks in City	2.8%	25.9%	29.3%	29.4%	12.6%
Q10-4. Condition of sidewalks in your neighborhood	6.1%	29.5%	21.5%	28.7%	14.1%
Q10-5. Maintenance of street signs & traffic signals	7.9%	49.4%	24.4%	13.1%	5.2%
Q10-6. Snow removal on major City streets	10.1%	54.3%	20.8%	9.7%	5.1%
Q10-7. Snow removal on residential streets	5.2%	36.6%	25.5%	21.2%	11.6%
Q10-8. Adequacy of City street lighting	6.1%	42.4%	25.3%	20.7%	5.5%
Q10-9. Accessibility of streets, sidewalks, & buildings for people with disabilities	6.0%	32.5%	29.7%	22.0%	9.8%
Q10-10. Quality of on-street bicycle infrastructure (bike lanes/wayfinding signs)	6.3%	22.9%	33.2%	23.6%	14.0%
Q10-11. Flow of traffic on City streets in your community	4.6%	35.8%	26.1%	22.7%	10.8%
Q10-12. Overall cleanliness of City streets & other public areas	2.9%	26.4%	22.8%	27.5%	20.3%
Q10-13. Mowing & tree trimming along City streets & other public areas	4.5%	40.1%	25.5%	19.2%	10.6%

Q11. Which THREE of the street, sidewalk, and infrastructure services listed in Question 10 do you think should receive the MOST EMPHASIS from the City over the next TWO years?

<u>Q11. Top choice</u>	<u>Number</u>	<u>Percent</u>
Maintenance of City streets	461	32.7 %
Maintenance of streets in your neighborhood	214	15.2 %
Condition of sidewalks in City	71	5.0 %
Condition of sidewalks in your neighborhood	66	4.7 %
Maintenance of street signs & traffic signals	26	1.8 %
Snow removal on major City streets	24	1.7 %
Snow removal on residential streets	71	5.0 %
Adequacy of City street lighting	44	3.1 %
Accessibility of streets, sidewalks, & buildings for people with disabilities	64	4.5 %
Quality of on-street bicycle infrastructure (bike lanes/wayfinding signs)	91	6.5 %
Flow of traffic on City streets in your community	60	4.3 %
Overall cleanliness of City streets & other public areas	120	8.5 %
Mowing & tree trimming along City streets & other public areas	33	2.3 %
None chosen	63	4.5 %
Total	1408	100.0 %

Q11. Which THREE of the street, sidewalk, and infrastructure services listed in Question 10 do you think should receive the MOST EMPHASIS from the City over the next TWO years?

<u>Q11. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Maintenance of City streets	179	12.7 %
Maintenance of streets in your neighborhood	190	13.5 %
Condition of sidewalks in City	128	9.1 %
Condition of sidewalks in your neighborhood	128	9.1 %
Maintenance of street signs & traffic signals	50	3.6 %
Snow removal on major City streets	61	4.3 %
Snow removal on residential streets	117	8.3 %
Adequacy of City street lighting	72	5.1 %
Accessibility of streets, sidewalks, & buildings for people with disabilities	79	5.6 %
Quality of on-street bicycle infrastructure (bike lanes/wayfinding signs)	79	5.6 %
Flow of traffic on City streets in your community	69	4.9 %
Overall cleanliness of City streets & other public areas	131	9.3 %
Mowing & tree trimming along City streets & other public areas	50	3.6 %
None chosen	75	5.3 %
Total	1408	100.0 %

Q11. Which THREE of the street, sidewalk, and infrastructure services listed in Question 10 do you think should receive the MOST EMPHASIS from the City over the next TWO years?

<u>Q11. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Maintenance of City streets	114	8.1 %
Maintenance of streets in your neighborhood	86	6.1 %
Condition of sidewalks in City	82	5.8 %
Condition of sidewalks in your neighborhood	85	6.0 %
Maintenance of street signs & traffic signals	66	4.7 %
Snow removal on major City streets	48	3.4 %
Snow removal on residential streets	106	7.5 %
Adequacy of City street lighting	112	8.0 %
Accessibility of streets, sidewalks, & buildings for people with disabilities	89	6.3 %
Quality of on-street bicycle infrastructure (bike lanes/ wayfinding signs)	77	5.5 %
Flow of traffic on City streets in your community	131	9.3 %
Overall cleanliness of City streets & other public areas	205	14.6 %
Mowing & tree trimming along City streets & other public areas	110	7.8 %
None chosen	97	6.9 %
Total	1408	100.0 %

SUM OF THE TOP THREE CHOICES

Q11. Which THREE of the street, sidewalk, and infrastructure services listed in Question 10 do you think should receive the MOST EMPHASIS from the City over the next TWO years? (Top 3)

<u>Sum of the top three choices</u>	<u>Number</u>	<u>Percent</u>
Maintenance of City streets	754	53.6 %
Maintenance of streets in your neighborhood	490	34.8 %
Condition of sidewalks in City	281	20.0 %
Condition of sidewalks in your neighborhood	279	19.8 %
Maintenance of street signs & traffic signals	142	10.1 %
Snow removal on major City streets	133	9.4 %
Snow removal on residential streets	294	20.9 %
Adequacy of City street lighting	228	16.2 %
Accessibility of streets, sidewalks, & buildings for people with disabilities	232	16.5 %
Quality of on-street bicycle infrastructure (bike lanes/ wayfinding signs)	247	17.5 %
Flow of traffic on City streets in your community	260	18.5 %
Overall cleanliness of City streets & other public areas	456	32.4 %
Mowing & tree trimming along City streets & other public areas	193	13.7 %
None chosen	63	4.5 %
Total	4052	

Q12. Neighborhood Cleanliness and Appearance. Please rate your satisfaction with the following services provided by the City of Cincinnati, Ohio.

(N=1408)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q12-1. Enforcing clean-up of trash & debris on private property	3.1%	19.0%	22.8%	24.0%	15.3%	15.8%
Q12-2. Enforcing mowing & cutting of weeds on private property	2.9%	20.1%	25.9%	21.7%	11.6%	17.7%
Q12-3. Enforcing exterior maintenance of residential property (e.g., condition of buildings)	2.8%	17.9%	28.6%	22.2%	12.1%	16.3%
Q12-4. Enforcing exterior maintenance of commercial/ business property (e.g., condition of buildings)	2.5%	18.8%	30.7%	21.2%	9.1%	17.7%
Q12-5. Enforcing trash, weeds, & exterior maintenance in your neighborhood	3.8%	22.8%	24.6%	21.0%	14.6%	13.1%
Q12-6. Boarding up vacant structures that are open to entry	2.5%	16.7%	29.0%	14.0%	8.7%	29.1%
Q12-7. Demolishing vacant structures that are deemed a public nuisance	2.1%	14.2%	24.2%	18.9%	11.2%	29.4%
Q12-8. Overall quality of trash collection services	24.9%	47.3%	12.9%	5.7%	3.1%	6.2%

Q12. 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
Q12-9. Overall quality of curbside recycling services	24.4%	43.3%	13.6%	7.8%	2.8%	8.2%
Q12-10. Overall quality of recycling drop-off centers	6.5%	17.6%	18.0%	5.7%	3.4%	48.8%
Q12-11. Overall quality of bulky item pick-up services	13.3%	30.3%	15.9%	11.2%	5.1%	24.2%
Q12-12. Overall quality of leaf & brush pick-up services	13.2%	32.4%	16.8%	9.2%	4.4%	23.9%
Q12-13. Overall quality of leaf & brush drop-off centers	4.4%	11.8%	17.3%	4.3%	2.7%	59.6%
Q12-14. City efforts to clean-up illegal dumping sites	1.9%	9.4%	18.3%	18.0%	12.4%	39.9%

WITHOUT "DON'T KNOW" RESPONSES**Q12. Neighborhood Cleanliness and Appearance. Please rate your satisfaction with the following services provided by the City of Cincinnati, Ohio. (without "don't know")**

(N=1408)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q12-1. Enforcing clean-up of trash & debris on private property	3.6%	22.6%	27.1%	28.5%	18.2%
Q12-2. Enforcing mowing & cutting of weeds on private property	3.5%	24.4%	31.5%	26.4%	14.2%
Q12-3. Enforcing exterior maintenance of residential property (e.g., condition of buildings)	3.3%	21.4%	34.2%	26.6%	14.5%
Q12-4. Enforcing exterior maintenance of commercial/business property (e.g., condition of buildings)	3.0%	22.9%	37.3%	25.8%	11.0%
Q12-5. Enforcing trash, weeds, & exterior maintenance in your neighborhood	4.4%	26.2%	28.4%	24.2%	16.8%
Q12-6. Boarding up vacant structures that are open to entry	3.5%	23.5%	41.0%	19.7%	12.2%
Q12-7. Demolishing vacant structures that are deemed a public nuisance	3.0%	20.1%	34.3%	26.8%	15.8%
Q12-8. Overall quality of trash collection services	26.6%	50.4%	13.7%	6.1%	3.3%
Q12-9. Overall quality of curbside recycling services	26.5%	47.1%	14.8%	8.5%	3.0%
Q12-10. Overall quality of recycling drop-off centers	12.8%	34.4%	35.1%	11.1%	6.7%
Q12-11. Overall quality of bulky item pick-up services	17.5%	40.0%	21.0%	14.7%	6.7%
Q12-12. Overall quality of leaf & brush pick-up services	17.4%	42.6%	22.1%	12.1%	5.8%
Q12-13. Overall quality of leaf & brush drop-off centers	10.9%	29.2%	42.7%	10.5%	6.7%
Q12-14. City efforts to clean-up illegal dumping sites	3.2%	15.7%	30.5%	29.9%	20.7%

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

<u>Q13. Top choice</u>	<u>Number</u>	<u>Percent</u>
Enforcing clean-up of trash & debris on private property	376	26.7 %
Enforcing mowing & cutting of weeds on private property	55	3.9 %
Enforcing exterior maintenance of residential property (e.g., condition of buildings)	103	7.3 %
Enforcing exterior maintenance of commercial/business property (e.g., condition of buildings)	79	5.6 %
Enforcing trash, weeds, & exterior maintenance in your neighborhood	93	6.6 %
Boarding up vacant structures that are open to entry	77	5.5 %
Demolishing vacant structures that are deemed a public nuisance	125	8.9 %
Overall quality of trash collection services	73	5.2 %
Overall quality of curbside recycling services	69	4.9 %
Overall quality of recycling drop-off centers	17	1.2 %
Overall quality of bulky item pick-up services	37	2.6 %
Overall quality of leaf & brush pick-up services	21	1.5 %
Overall quality of leaf & brush drop-off centers	2	0.1 %
City efforts to clean-up illegal dumping sites	177	12.6 %
None chosen	104	7.4 %
Total	1408	100.0 %

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

<u>Q13. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Enforcing clean-up of trash & debris on private property	166	11.8 %
Enforcing mowing & cutting of weeds on private property	153	10.9 %
Enforcing exterior maintenance of residential property (e.g., condition of buildings)	150	10.7 %
Enforcing exterior maintenance of commercial/business property (e.g., condition of buildings)	98	7.0 %
Enforcing trash, weeds, & exterior maintenance in your neighborhood	118	8.4 %
Boarding up vacant structures that are open to entry	97	6.9 %
Demolishing vacant structures that are deemed a public nuisance	143	10.2 %
Overall quality of trash collection services	34	2.4 %
Overall quality of curbside recycling services	70	5.0 %
Overall quality of recycling drop-off centers	39	2.8 %
Overall quality of bulky item pick-up services	34	2.4 %
Overall quality of leaf & brush pick-up services	33	2.3 %
Overall quality of leaf & brush drop-off centers	8	0.6 %
City efforts to clean-up illegal dumping sites	124	8.8 %
None chosen	141	10.0 %
Total	1408	100.0 %

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

<u>Q13. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Enforcing clean-up of trash & debris on private property	122	8.7 %
Enforcing mowing & cutting of weeds on private property	80	5.7 %
Enforcing exterior maintenance of residential property (e.g., condition of buildings)	143	10.2 %
Enforcing exterior maintenance of commercial/business property (e.g., condition of buildings)	126	8.9 %
Enforcing trash, weeds, & exterior maintenance in your neighborhood	126	8.9 %
Boarding up vacant structures that are open to entry	91	6.5 %
Demolishing vacant structures that are deemed a public nuisance	155	11.0 %
Overall quality of trash collection services	36	2.6 %
Overall quality of curbside recycling services	52	3.7 %
Overall quality of recycling drop-off centers	26	1.8 %
Overall quality of bulky item pick-up services	42	3.0 %
Overall quality of leaf & brush pick-up services	41	2.9 %
Overall quality of leaf & brush drop-off centers	16	1.1 %
City efforts to clean-up illegal dumping sites	168	11.9 %
None chosen	184	13.1 %
Total	1408	100.0 %

SUM OF THE TOP THREE CHOICES

Q13. Which THREE of the neighborhood services listed in Question 12 do you think should receive the MOST EMPHASIS from the City over the next TWO years? (Top 3)

<u>Sum of the top three choices</u>	<u>Number</u>	<u>Percent</u>
Enforcing clean-up of trash & debris on private property	664	47.2 %
Enforcing mowing & cutting of weeds on private property	288	20.5 %
Enforcing exterior maintenance of residential property (e.g., condition of buildings)	396	28.1 %
Enforcing exterior maintenance of commercial/business property (e.g., condition of buildings)	303	21.5 %
Enforcing trash, weeds, & exterior maintenance in your neighborhood	337	23.9 %
Boarding up vacant structures that are open to entry	265	18.8 %
Demolishing vacant structures that are deemed a public nuisance	423	30.0 %
Overall quality of trash collection services	143	10.2 %
Overall quality of curbside recycling services	191	13.6 %
Overall quality of recycling drop-off centers	82	5.8 %
Overall quality of bulky item pick-up services	113	8.0 %
Overall quality of leaf & brush pick-up services	95	6.7 %
Overall quality of leaf & brush drop-off centers	26	1.8 %
City efforts to clean-up illegal dumping sites	469	33.3 %
None chosen	104	7.4 %
Total	3899	

Q14. Parks and Recreation. Please rate your satisfaction with the following services provided by the City of Cincinnati, Ohio.

(N=1408)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q14-1. Maintenance of City parks	28.1%	45.5%	12.7%	4.4%	1.1%	8.2%
Q14-2. Quality of facilities such as picnic shelters & playgrounds in City parks	21.4%	45.5%	15.4%	6.7%	1.6%	9.4%
Q14-3. Walking & biking trails in City	19.7%	39.0%	17.5%	8.7%	2.9%	12.1%
Q14-4. Ease of registering for parks programs	10.8%	23.7%	17.1%	2.8%	1.4%	44.2%
Q14-5. Parks Department's youth programs & activities	8.0%	14.7%	14.8%	4.4%	1.8%	56.3%
Q14-6. Quality of customer service from Parks employees	13.4%	24.9%	16.7%	2.0%	1.1%	42.0%
Q14-7. Maintenance of City recreation centers	10.5%	30.3%	17.3%	3.9%	1.0%	37.0%
Q14-8. Maintenance of City swimming pools	6.5%	21.2%	16.3%	4.6%	2.1%	49.4%
Q14-9. Other recreation facilities- tennis courts, golf courses	7.0%	24.6%	18.8%	3.8%	1.3%	44.5%
Q14-10. Ease of registering for recreation programs	6.6%	18.4%	15.3%	2.8%	1.3%	55.6%
Q14-11. Recreation Department's youth programs & activities	6.2%	13.9%	14.7%	4.1%	1.4%	59.7%

Q14. 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
Q14-12. Quality of customer service from Recreation employees	10.9%	22.2%	16.1%	1.6%	0.7%	48.4%
Q14-13. Quality of City outdoor athletic fields (e.g., baseball, soccer, & football)	7.7%	25.5%	18.2%	5.3%	1.8%	41.5%

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

(N=1408)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q14-1. Maintenance of City parks	30.6%	49.5%	13.8%	4.8%	1.2%
Q14-2. Quality of facilities such as picnic shelters & playgrounds in City parks	23.6%	50.3%	17.0%	7.4%	1.7%
Q14-3. Walking & biking trails in City	22.4%	44.4%	20.0%	9.9%	3.3%
Q14-4. Ease of registering for parks programs	19.4%	42.4%	30.7%	5.0%	2.5%
Q14-5. Parks Department's youth programs & activities	18.2%	33.7%	34.0%	10.1%	4.1%
Q14-6. Quality of customer service from Parks employees	23.1%	42.8%	28.8%	3.4%	1.8%
Q14-7. Maintenance of City recreation centers	16.7%	48.0%	27.5%	6.2%	1.6%
Q14-8. Maintenance of City swimming pools	12.8%	41.9%	32.1%	9.1%	4.1%
Q14-9. Other recreation facilities- tennis courts, golf courses	12.5%	44.4%	33.8%	6.9%	2.3%
Q14-10. Ease of registering for recreation programs	14.9%	41.4%	34.4%	6.4%	2.9%
Q14-11. Recreation Department's youth programs & activities	15.3%	34.5%	36.4%	10.2%	3.5%
Q14-12. Quality of customer service from Recreation employees	21.2%	43.0%	31.3%	3.2%	1.4%
Q14-13. Quality of City outdoor athletic fields (e.g., baseball, soccer, & football)	13.2%	43.6%	31.1%	9.0%	3.0%

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

<u>Q15. Top choice</u>	<u>Number</u>	<u>Percent</u>
Maintenance of City parks	477	33.9 %
Quality of facilities such as picnic shelters & playgrounds in City parks	136	9.7 %
Walking & biking trails in City	246	17.5 %
Ease of registering for parks programs	22	1.6 %
Parks Department's youth programs & activities	77	5.5 %
Quality of customer service from Parks employees	9	0.6 %
Maintenance of City recreation centers	42	3.0 %
Maintenance of City swimming pools	45	3.2 %
Other recreation facilities-tennis courts, golf courses	26	1.8 %
Ease of registering for recreation programs	14	1.0 %
Recreation Department's youth programs & activities	66	4.7 %
Quality of customer service from Recreation employees	9	0.6 %
Quality of City outdoor athletic fields (e.g., baseball, soccer, & football)	54	3.8 %
None chosen	185	13.1 %
Total	1408	100.0 %

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

<u>Q15. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Maintenance of City parks	187	13.3 %
Quality of facilities such as picnic shelters & playgrounds in City parks	255	18.1 %
Walking & biking trails in City	189	13.4 %
Ease of registering for parks programs	25	1.8 %
Parks Department's youth programs & activities	91	6.5 %
Quality of customer service from Parks employees	30	2.1 %
Maintenance of City recreation centers	110	7.8 %
Maintenance of City swimming pools	78	5.5 %
Other recreation facilities-tennis courts, golf courses	39	2.8 %
Ease of registering for recreation programs	42	3.0 %
Recreation Department's youth programs & activities	66	4.7 %
Quality of customer service from Recreation employees	12	0.9 %
Quality of City outdoor athletic fields (e.g., baseball, soccer, & football)	56	4.0 %
None chosen	228	16.2 %
Total	1408	100.0 %

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

<u>Q15. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Maintenance of City parks	110	7.8 %
Quality of facilities such as picnic shelters & playgrounds in City parks	147	10.4 %
Walking & biking trails in City	157	11.2 %
Ease of registering for parks programs	32	2.3 %
Parks Department's youth programs & activities	102	7.2 %
Quality of customer service from Parks employees	31	2.2 %
Maintenance of City recreation centers	133	9.4 %
Maintenance of City swimming pools	115	8.2 %
Other recreation facilities-tennis courts, golf courses	49	3.5 %
Ease of registering for recreation programs	28	2.0 %
Recreation Department's youth programs & activities	105	7.5 %
Quality of customer service from Recreation employees	27	1.9 %
Quality of City outdoor athletic fields (e.g., baseball, soccer, & football)	106	7.5 %
None chosen	266	18.9 %
Total	1408	100.0 %

SUM OF THE TOP THREE CHOICES

Q15. Which THREE of the parks and recreation services listed in Question 14 do you think should receive the MOST EMPHASIS from the City over the next TWO years? (top 3)

<u>Sum of the top three choices</u>	<u>Number</u>	<u>Percent</u>
Maintenance of City parks	774	55.0 %
Quality of facilities such as picnic shelters & playgrounds in City parks	538	38.2 %
Walking & biking trails in City	592	42.0 %
Ease of registering for parks programs	79	5.6 %
Parks Department's youth programs & activities	270	19.2 %
Quality of customer service from Parks employees	70	5.0 %
Maintenance of City recreation centers	285	20.2 %
Maintenance of City swimming pools	238	16.9 %
Other recreation facilities-tennis courts, golf courses	114	8.1 %
Ease of registering for recreation programs	84	6.0 %
Recreation Department's youth programs & activities	237	16.8 %
Quality of customer service from Recreation employees	48	3.4 %
Quality of City outdoor athletic fields (e.g., baseball, soccer, & football)	216	15.3 %
None chosen	185	13.1 %
Total	3730	

Q16. 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=1408)

	Excellent	Good	Neutral	Below average	Poor	Don't know
Q16-1. Overall effectiveness of leadership provided by City's elected officials	2.2%	20.8%	24.6%	25.1%	16.8%	10.4%
Q16-2. Access & ability to interact with elected officials	2.7%	14.7%	25.0%	18.7%	13.4%	25.6%
Q16-3. Elected officials conduct City business ethically	1.6%	9.9%	19.6%	28.0%	27.8%	13.1%
Q16-4. City's efforts to support diversity by serving people equally regardless of their race, religion, ethnicity, age, abilities, sexual orientation, or gender identity	7.9%	24.1%	22.9%	14.8%	10.4%	20.0%
Q16-5. Overall effectiveness of City Administration (City Manager, Dept. Directors) in management of City operations	3.3%	21.7%	27.9%	15.6%	12.4%	19.2%
Q16-6. City Administration (City Manager, Dept. Directors) conducts City business ethically	3.8%	18.3%	25.0%	17.0%	13.7%	22.2%
Q16-7. Access & ability to interact with City Administration (City Manager, Dept. Directors) regarding operational matters & public services	2.3%	12.0%	21.8%	14.9%	11.2%	37.7%

WITHOUT "DON'T KNOW" RESPONSES

Q16. 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=1408)

	Excellent	Good	Neutral	Below average	Poor
Q16-1. Overall effectiveness of leadership provided by City's elected officials	2.5%	23.2%	27.5%	28.0%	18.8%
Q16-2. Access & ability to interact with elected officials	3.6%	19.8%	33.6%	25.1%	17.9%
Q16-3. Elected officials conduct City business ethically	1.9%	11.4%	22.6%	32.2%	32.0%
Q16-4. City's efforts to support diversity by serving people equally regardless of their race, religion, ethnicity, age, abilities, sexual orientation, or gender identity	9.8%	30.1%	28.6%	18.5%	13.0%
Q16-5. Overall effectiveness of City Administration (City Manager, Dept. Directors) in management of City operations	4.1%	26.8%	34.5%	19.2%	15.3%
Q16-6. City Administration (City Manager, Dept. Directors) conducts City business ethically	4.8%	23.6%	32.1%	21.8%	17.6%
Q16-7. Access & ability to interact with City Administration (City Manager, Dept. Directors) regarding operational matters & public services	3.8%	19.3%	35.0%	23.9%	18.0%

Q17. Public Health Services. Please rate your satisfaction with the following services provided by the City of Cincinnati, Ohio.

(N=1408)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q17-1. Communicable Disease & Outbreak Response (e.g., general education, public hotline, vaccination scheduling, contact tracing)	8.7%	32.7%	21.4%	11.5%	5.0%	20.6%
Q17-2. Epidemiology (e.g., community dashboards, data requests, access to reporting)	6.5%	26.7%	22.8%	7.5%	3.5%	33.0%
Q17-3. Vital Records Services (e.g., birth certificate, death certificate)	7.2%	29.4%	20.0%	3.8%	1.6%	37.9%
Q17-4. Immunization Services	11.4%	31.3%	19.1%	5.2%	2.7%	30.3%
Q17-5. Food Safety Programs (e.g., inspections & investigations)	4.5%	19.5%	18.5%	6.1%	2.5%	48.8%
Q17-6. Healthy Homes/Hazard Complaints	2.8%	11.3%	18.3%	5.8%	2.6%	59.2%

WITHOUT "DON'T KNOW" RESPONSES**Q17. Public Health Services. Please rate your satisfaction with the following services provided by the City of Cincinnati, Ohio. (without "don't know")**

(N=1408)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q17-1. Communicable Disease & Outbreak Response (e.g., general education, public hotline, vaccination scheduling, contact tracing)	10.9%	41.2%	27.0%	14.5%	6.4%
Q17-2. Epidemiology (e.g., community dashboards, data requests, access to reporting)	9.7%	39.9%	34.0%	11.2%	5.2%
Q17-3. Vital Records Services (e.g., birth certificate, death certificate)	11.6%	47.4%	32.3%	6.2%	2.6%
Q17-4. Immunization Services	16.4%	44.9%	27.4%	7.4%	3.9%
Q17-5. Food Safety Programs (e.g., inspections & investigations)	8.9%	38.1%	36.2%	11.9%	4.9%
Q17-6. Healthy Homes/Hazard Complaints	7.0%	27.7%	44.7%	14.3%	6.4%

Q18. Which TWO of the public health services listed in Question 17 do you think should receive the MOST EMPHASIS from the City over the next TWO years?

<u>Q18. Top choice</u>	<u>Number</u>	<u>Percent</u>
Communicable Disease & Outbreak Response (e.g., general education, public hotline, vaccination scheduling, contact tracing)	637	45.2 %
Epidemiology (e.g., community dashboards, data requests, access to reporting)	64	4.5 %
Vital Records Services (e.g., birth certificate, death certificate)	80	5.7 %
Immunization Services	137	9.7 %
Food Safety Programs (e.g., inspections & investigations)	161	11.4 %
Healthy Homes/Hazard Complaints	144	10.2 %
None chosen	185	13.1 %
Total	1408	100.0 %

Q18. Which TWO of the public health services listed in Question 17 do you think should receive the MOST EMPHASIS from the City over the next TWO years?

<u>Q18. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Communicable Disease & Outbreak Response (e.g., general education, public hotline, vaccination scheduling, contact tracing)	192	13.6 %
Epidemiology (e.g., community dashboards, data requests, access to reporting)	234	16.6 %
Vital Records Services (e.g., birth certificate, death certificate)	87	6.2 %
Immunization Services	258	18.3 %
Food Safety Programs (e.g., inspections & investigations)	233	16.5 %
Healthy Homes/Hazard Complaints	169	12.0 %
None chosen	235	16.7 %
Total	1408	100.0 %

SUM OF THE TOP TWO CHOICES**Q18. Which TWO of the public health services listed in Question 17 do you think should receive the MOST EMPHASIS from the City over the next TWO years? (Top 2)**

<u>Q18. Top choice</u>	<u>Number</u>	<u>Percent</u>
Communicable Disease & Outbreak Response (e.g., general education, public hotline, vaccination scheduling, contact tracing)	829	58.9 %
Epidemiology (e.g., community dashboards, data requests, access to reporting)	298	21.2 %
Vital Records Services (e.g., birth certificate, death certificate)	167	11.9 %
Immunization Services	395	28.1 %
Food Safety Programs (e.g., inspections & investigations)	394	28.0 %
Healthy Homes/Hazard Complaints	313	22.2 %
None chosen	185	13.1 %
Total	2581	

Q19. Economic Opportunity. Please rate your satisfaction with the following areas.

(N=1408)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q19-1. How well your City is managing growth	3.3%	28.8%	26.1%	21.4%	7.8%	12.6%
Q19-2. Perception of honesty & fair dealings in development	1.2%	10.8%	21.0%	29.4%	22.9%	14.8%
Q19-3. Adequate quantity of affordable housing units	4.8%	10.2%	18.5%	26.3%	24.4%	15.8%
Q19-4. City's efforts to fund affordable housing units	4.6%	11.9%	20.2%	23.5%	18.5%	21.3%
Q19-5. City's efforts to attract new business & tourism	4.5%	30.8%	26.3%	15.7%	7.8%	14.8%
Q19-6. City's efforts to support minority & women-owned businesses	7.4%	21.3%	25.6%	12.6%	8.1%	24.9%
Q19-7. Job opportunities available within City limits	6.1%	30.4%	23.2%	11.9%	6.3%	22.1%
Q19-8. Ability to obtain training opportunities to advance your career	3.9%	16.8%	21.8%	8.9%	5.6%	42.9%
Q19-9. City's use of economic development incentives to support economic opportunity for residents	3.3%	14.5%	21.0%	13.8%	9.2%	38.1%

Q19. Economic Opportunity. Please rate your satisfaction with the following areas.

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q19-10. Support for entrepreneurs & small business owners available in City	4.1%	18.0%	20.7%	12.3%	7.7%	37.1%
Q19-11. Access to job training programs	2.8%	13.2%	20.0%	9.4%	4.7%	49.9%
Q19-12. Access to quality childcare that you can afford	1.9%	6.4%	13.6%	16.8%	12.2%	49.1%
Q19-13. Access to quality health care that you can afford	6.0%	22.0%	19.1%	15.7%	10.8%	26.4%
Q19-14. Access to quality mental health care that you can afford	3.2%	12.6%	14.8%	18.8%	15.2%	35.4%
Q19-15. Access to healthy food that you can afford	9.3%	28.5%	18.5%	16.1%	11.1%	16.6%
Q19-16. Access to quality housing you can afford	7.1%	22.2%	19.2%	18.8%	13.4%	19.3%

WITHOUT "DON'T KNOW" RESPONSES**Q19. Economic Opportunity. Please rate your satisfaction with the following areas. (without "don't know")**

(N=1408)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q19-1. How well your City is managing growth	3.7%	33.0%	29.9%	24.5%	8.9%
Q19-2. Perception of honesty & fair dealings in development	1.4%	12.7%	24.6%	34.5%	26.8%
Q19-3. Adequate quantity of affordable housing units	5.7%	12.2%	21.9%	31.2%	28.9%
Q19-4. City's efforts to fund affordable housing units	5.9%	15.1%	25.6%	29.9%	23.6%
Q19-5. City's efforts to attract new business & tourism	5.3%	36.2%	30.9%	18.4%	9.2%
Q19-6. City's efforts to support minority & women-owned businesses	9.8%	28.4%	34.2%	16.8%	10.8%
Q19-7. Job opportunities available within City limits	7.8%	39.0%	29.7%	15.3%	8.1%
Q19-8. Ability to obtain training opportunities to advance your career	6.8%	29.5%	38.2%	15.7%	9.8%
Q19-9. City's use of economic development incentives to support economic opportunity for residents	5.4%	23.4%	33.9%	22.4%	14.9%
Q19-10. Support for entrepreneurs & small business owners available in City	6.5%	28.7%	33.0%	19.5%	12.3%
Q19-11. Access to job training programs	5.5%	26.4%	40.0%	18.7%	9.4%
Q19-12. Access to quality childcare that you can afford	3.8%	12.6%	26.6%	33.1%	24.0%
Q19-13. Access to quality health care that you can afford	8.1%	29.9%	26.0%	21.3%	14.7%
Q19-14. Access to quality mental health care that you can afford	5.0%	19.5%	23.0%	29.0%	23.5%

WITHOUT "DON'T KNOW" RESPONSES**Q19. Economic Opportunity. Please rate your satisfaction with the following areas. (without "don't know")**

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q19-15. Access to healthy food that you can afford	11.2%	34.2%	22.1%	19.3%	13.3%
Q19-16. Access to quality housing you can afford	8.8%	27.6%	23.9%	23.2%	16.5%

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

<u>Q20. Top choice</u>	<u>Number</u>	<u>Percent</u>
How well your City is managing growth	151	10.7 %
Perception of honesty & fair dealings in development	284	20.2 %
Adequate quantity of affordable housing units	285	20.2 %
City's efforts to fund affordable housing units	75	5.3 %
City's efforts to attract new business & tourism	100	7.1 %
City's efforts to support minority & women-owned businesses	39	2.8 %
Job opportunities available within City limits	39	2.8 %
Ability to obtain training opportunities to advance your career	9	0.6 %
City's use of economic development incentives to support economic opportunity for residents	24	1.7 %
Support for entrepreneurs & small business owners available in City	20	1.4 %
Access to job training programs	7	0.5 %
Access to quality childcare that you can afford	46	3.3 %
Access to quality health care that you can afford	35	2.5 %
Access to quality mental health care that you can afford	46	3.3 %
Access to healthy food that you can afford	33	2.3 %
Access to quality housing you can afford	78	5.5 %
None chosen	137	9.7 %
Total	1408	100.0 %

Q20. Which THREE of the jobs and development 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>
How well your City is managing growth	86	6.1 %
Perception of honesty & fair dealings in development	120	8.5 %
Adequate quantity of affordable housing units	133	9.4 %
City's efforts to fund affordable housing units	141	10.0 %
City's efforts to attract new business & tourism	127	9.0 %
City's efforts to support minority & women-owned businesses	65	4.6 %
Job opportunities available within City limits	84	6.0 %
Ability to obtain training opportunities to advance your career	29	2.1 %
City's use of economic development incentives to support economic opportunity for residents	57	4.0 %
Support for entrepreneurs & small business owners available in City	58	4.1 %
Access to job training programs	29	2.1 %
Access to quality childcare that you can afford	71	5.0 %
Access to quality health care that you can afford	63	4.5 %
Access to quality mental health care that you can afford	67	4.8 %
Access to healthy food that you can afford	52	3.7 %
Access to quality housing you can afford	62	4.4 %
None chosen	164	11.6 %
Total	1408	100.0 %

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

<u>Q20. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
How well your City is managing growth	70	5.0 %
Perception of honesty & fair dealings in development	73	5.2 %
Adequate quantity of affordable housing units	61	4.3 %
City's efforts to fund affordable housing units	57	4.0 %
City's efforts to attract new business & tourism	104	7.4 %
City's efforts to support minority & women-owned businesses	69	4.9 %
Job opportunities available within City limits	99	7.0 %
Ability to obtain training opportunities to advance your career	38	2.7 %
City's use of economic development incentives to support economic opportunity for residents	113	8.0 %
Support for entrepreneurs & small business owners available in City	83	5.9 %
Access to job training programs	51	3.6 %
Access to quality childcare that you can afford	90	6.4 %
Access to quality health care that you can afford	59	4.2 %
Access to quality mental health care that you can afford	76	5.4 %
Access to healthy food that you can afford	90	6.4 %
Access to quality housing you can afford	83	5.9 %
None chosen	192	13.6 %
Total	1408	100.0 %

SUM OF THE TOP THREE CHOICES**Q20. Which THREE of the jobs and development services listed in Question 19 do you think should receive the MOST EMPHASIS from the City over the next TWO years? (Top 3)**

Sum of the top three choices	Number	Percent
How well your City is managing growth	307	21.8 %
Perception of honesty & fair dealings in development	477	33.9 %
Adequate quantity of affordable housing units	479	34.0 %
City's efforts to fund affordable housing units	273	19.4 %
City's efforts to attract new business & tourism	331	23.5 %
City's efforts to support minority & women-owned businesses	173	12.3 %
Job opportunities available within City limits	222	15.8 %
Ability to obtain training opportunities to advance your career	76	5.4 %
City's use of economic development incentives to support economic opportunity for residents	194	13.8 %
Support for entrepreneurs & small business owners available in City	161	11.4 %
Access to job training programs	87	6.2 %
Access to quality childcare that you can afford	207	14.7 %
Access to quality health care that you can afford	157	11.2 %
Access to quality mental health care that you can afford	189	13.4 %
Access to healthy food that you can afford	175	12.4 %
Access to quality housing you can afford	223	15.8 %
None chosen	137	9.7 %
Total	3868	

Q21. Communication and Community Engagement. Please rate your satisfaction with the following services provided by the City of Cincinnati, Ohio.

(N=1408)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q21-1. Elected officials' efforts to support a dialogue with City residents	2.3%	14.2%	27.1%	21.5%	12.9%	21.9%
Q21-2. Availability of information about City programs & services	3.2%	20.3%	28.0%	21.4%	8.3%	18.8%
Q21-3. Overall usefulness of City website	3.9%	23.4%	27.2%	13.5%	5.9%	26.1%
Q21-4. Opportunity to engage/provide input into decisions made by elected officials	1.8%	11.2%	25.1%	21.1%	13.6%	27.1%
Q21-5. Opportunity to engage/provide input regarding City operations in public engagement opportunities provided by City Administration	1.6%	11.4%	24.6%	19.5%	10.7%	32.4%
Q21-6. Quality of City video programming (television channel & web streaming)	2.5%	12.4%	22.7%	7.6%	4.5%	50.3%
Q21-7. City Administration's use of social media	2.0%	12.6%	26.4%	9.2%	3.8%	46.0%
Q21-8. Access to information about City Council meetings (schedules, agendas, videos)	2.2%	16.5%	26.7%	15.1%	5.8%	33.7%

Q21. 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
Q21-9. Access to information about Boards & Commissions meetings (schedules, agendas, videos)	1.7%	13.1%	25.1%	15.0%	6.4%	38.8%
Q21-10. Access to information about campaign finance & lobbyist disclosures	0.9%	5.6%	17.0%	18.9%	15.3%	42.3%
Q21-11. Access to information about Finance & Budget information	1.3%	8.6%	22.2%	16.8%	10.6%	40.6%
Q21-12. Quality of City's Open Data portal	1.6%	8.0%	20.7%	7.6%	5.3%	56.7%

WITHOUT "DON'T KNOW" RESPONSES**Q21. Communication and Community Engagement. Please rate your satisfaction with the following services provided by the City of Cincinnati, Ohio. (without "don't know")**

(N=1408)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q21-1. Elected officials' efforts to support a dialogue with City residents	3.0%	18.2%	34.7%	27.5%	16.5%
Q21-2. Availability of information about City programs & services	3.9%	25.0%	34.4%	26.4%	10.2%
Q21-3. Overall usefulness of City website	5.3%	31.6%	36.8%	18.3%	8.0%
Q21-4. Opportunity to engage/provide input into decisions made by elected officials	2.5%	15.3%	34.5%	28.9%	18.7%
Q21-5. Opportunity to engage/provide input regarding City operations in public engagement opportunities provided by City Administration	2.3%	16.8%	36.3%	28.8%	15.8%
Q21-6. Quality of City video programming (television channel & web streaming)	5.0%	25.0%	45.6%	15.3%	9.1%
Q21-7. City Administration's use of social media	3.7%	23.3%	48.9%	17.1%	7.0%
Q21-8. Access to information about City Council meetings (schedules, agendas, videos)	3.3%	24.9%	40.3%	22.7%	8.8%
Q21-9. Access to information about Boards & Commissions meetings (schedules, agendas, videos)	2.8%	21.3%	41.0%	24.5%	10.4%
Q21-10. Access to information about campaign finance & lobbyist disclosures	1.6%	9.7%	29.4%	32.7%	26.6%
Q21-11. Access to information about Finance & Budget information	2.2%	14.5%	37.4%	28.2%	17.8%
Q21-12. Quality of City's Open Data portal	3.8%	18.4%	47.9%	17.6%	12.3%

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

<u>Q22. Top choice</u>	<u>Number</u>	<u>Percent</u>
Elected officials' efforts to support a dialogue with City residents	490	34.8 %
Availability of information about City programs & services	191	13.6 %
Overall usefulness of City website	95	6.7 %
Opportunity to engage/provide input into decisions made by elected officials	148	10.5 %
Opportunity to engage/provide input regarding City operations in public engagement opportunities provided by City Administration	43	3.1 %
Quality of City video programming (television channel & web streaming)	7	0.5 %
City Administration's use of social media	17	1.2 %
Access to information about City Council meetings (schedules, agendas, videos)	36	2.6 %
Access to information about Boards & Commissions meetings (schedules, agendas, videos)	12	0.9 %
Access to information about campaign finance & lobbyist disclosures	61	4.3 %
Access to information about Finance & Budget information	28	2.0 %
Quality of City's Open Data portal	23	1.6 %
None chosen	257	18.3 %
Total	1408	100.0 %

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

<u>Q22. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Elected officials' efforts to support a dialogue with City residents	124	8.8 %
Availability of information about City programs & services	206	14.6 %
Overall usefulness of City website	106	7.5 %
Opportunity to engage/provide input into decisions made by elected officials	205	14.6 %
Opportunity to engage/provide input regarding City operations in public engagement opportunities provided by City Administration	140	9.9 %
Quality of City video programming (television channel & web streaming)	12	0.9 %
City Administration's use of social media	44	3.1 %
Access to information about City Council meetings (schedules, agendas, videos)	81	5.8 %
Access to information about Boards & Commissions meetings (schedules, agendas, videos)	29	2.1 %
Access to information about campaign finance & lobbyist disclosures	64	4.5 %
Access to information about Finance & Budget information	74	5.3 %
Quality of City's Open Data portal	29	2.1 %
None chosen	294	20.9 %
Total	1408	100.0 %

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

<u>Q22. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Elected officials' efforts to support a dialogue with City residents	71	5.0 %
Availability of information about City programs & services	107	7.6 %
Overall usefulness of City website	114	8.1 %
Opportunity to engage/provide input into decisions made by elected officials	149	10.6 %
Opportunity to engage/provide input regarding City operations in public engagement opportunities provided by City Administration	147	10.4 %
Quality of City video programming (television channel & web streaming)	25	1.8 %
City Administration's use of social media	30	2.1 %
Access to information about City Council meetings (schedules, agendas, videos)	105	7.5 %
Access to information about Boards & Commissions meetings (schedules, agendas, videos)	60	4.3 %
Access to information about campaign finance & lobbyist disclosures	101	7.2 %
Access to information about Finance & Budget information	120	8.5 %
Quality of City's Open Data portal	52	3.7 %
None chosen	327	23.2 %
Total	1408	100.0 %

SUM OF THE TOP THREE CHOICES

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

Sum of the top three choices	Number	Percent
Elected officials' efforts to support a dialogue with City residents	685	48.7 %
Availability of information about City programs & services	504	35.8 %
Overall usefulness of City website	315	22.4 %
Opportunity to engage/provide input into decisions made by elected officials	502	35.7 %
Opportunity to engage/provide input regarding City operations in public engagement opportunities provided by City Administration	330	23.4 %
Quality of City video programming (television channel & web streaming)	44	3.1 %
City Administration's use of social media	91	6.5 %
Access to information about City Council meetings (schedules, agendas, videos)	222	15.8 %
Access to information about Boards & Commissions meetings (schedules, agendas, videos)	101	7.2 %
Access to information about campaign finance & lobbyist disclosures	226	16.1 %
Access to information about Finance & Budget information	222	15.8 %
Quality of City's Open Data portal	104	7.4 %
None chosen	257	18.3 %
Total	3603	

Q23. Please CHECK ALL of the City's social media accounts that you follow.

Q23. What are City's social media accounts that you follow	Number	Percent
Twitter	231	16.4 %
Facebook	485	34.4 %
Instagram	176	12.5 %
LinkedIn	143	10.2 %
Nextdoor	378	26.8 %
Other	13	0.9 %
Total	1426	

Q23-6. Other

Q23-6. Other	Number	Percent
YouTube	4	30.8 %
Reddit	3	23.1 %
TikTok	2	15.4 %
Legacy media	1	7.7 %
Reddit, Pinterest, TikTok, YouTube	1	7.7 %
Mewe	1	7.7 %
Indeed	1	7.7 %
Total	13	100.0 %

Q24. Please CHECK ALL of the sources you use to get information about the City of Cincinnati.

Q24. What are all the sources you use to get information about City

	Number	Percent
Email	469	33.3 %
City bulletin	100	7.1 %
CitiCable	76	5.4 %
City social media	299	21.2 %
City website	602	42.8 %
Communications from Council members	180	12.8 %
Local TV news stations	975	69.2 %
Local newspapers	405	28.8 %
Reporters' social media	211	15.0 %
Other	122	8.7 %
Total	3439	

Q24-10. Other

Q24-10. Other	Number	Percent
WVXU	13	14.1 %
Word of mouth	7	7.6 %
Radio	6	6.5 %
Friends	4	4.3 %
NextDoor	4	4.3 %
Public radio	4	4.3 %
NPR	3	3.3 %
Reddit	2	2.2 %
FixItCincy app	2	2.2 %
Facebook	2	2.2 %
Local radio WVXU	2	2.2 %
Council member reports at board meetings, discussion with City employees	1	1.1 %
CHAMBER	1	1.1 %
Smart news on iPhone	1	1.1 %
Reports/information from other citizens on web discussion forums	1	1.1 %
cincinnati.com	1	1.1 %
BUSINESS JOURNAL	1	1.1 %
Community Council	1	1.1 %
I received a text to take this survey	1	1.1 %
News break on my phone	1	1.1 %
Family	1	1.1 %
Radio, PBS	1	1.1 %
Radio, WVXU	1	1.1 %
Neighborhood council meeting	1	1.1 %
Public radio, WVXU	1	1.1 %
NewsBreak, NPR	1	1.1 %
Friends and neighbors, community activists	1	1.1 %
Television & Radio	1	1.1 %
wcpo.com	1	1.1 %
Local YouTube blogs	1	1.1 %

Q24-10. Other

Q24-10. Other	Number	Percent
Cincinnati edition radio	1	1.1 %
Local news websites	1	1.1 %
Area council and redevelopment foundation	1	1.1 %
Reddit.com/r/cincinnati	1	1.1 %
Online local news	1	1.1 %
Internet need articles	1	1.1 %
Social media	1	1.1 %
Local news stations online platforms	1	1.1 %
Through job	1	1.1 %
Online news aggregators	1	1.1 %
CityMatters (employee portal) and WVXU	1	1.1 %
Asking father-in-law about stuff	1	1.1 %
Local radio programs	1	1.1 %
Friends sharing information	1	1.1 %
Talk radio	1	1.1 %
r/cincinnati subreddit	1	1.1 %
WKRQ Q102	1	1.1 %
Radio WLW	1	1.1 %
Newspapers	1	1.1 %
Web search	1	1.1 %
Podcast	1	1.1 %
Town council meetings	1	1.1 %
Online news	1	1.1 %
Internet	1	1.1 %
Total	92	100.0 %

Q24a. Which local TV news station(s)?

Q24a. Which local TV news station(s)	Number	Percent
WCPO	665	68.2 %
Local 12	648	66.5 %
FOX 19	426	43.7 %
Total	1739	

Q24b. Which local newspaper(s)?

Q24b. Which local newspaper(s)	Number	Percent
Enquirer	359	88.6 %
Business Courier	160	39.5 %
Cincinnati Herald	52	12.8 %
CityBeat	176	43.5 %
Total	747	

Q25. Which THREE of the sources from Question 24 do you MOST PREFER to use to get information about the City of Cincinnati?

<u>Q25. Top choice</u>	<u>Number</u>	<u>Percent</u>
Email	196	13.9 %
City bulletin	27	1.9 %
CitiCable	8	0.6 %
City social media	134	9.5 %
City website	181	12.9 %
Communications from Council members	48	3.4 %
Local TV news stations	424	30.1 %
Local newspapers	114	8.1 %
Reporters' social media	31	2.2 %
Other	45	3.2 %
None chosen	200	14.2 %
Total	1408	100.0 %

Q25. Which THREE of the sources from Question 24 do you MOST PREFER to use to get information about the City of Cincinnati?

<u>Q25. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Email	163	11.6 %
City bulletin	48	3.4 %
CitiCable	24	1.7 %
City social media	130	9.2 %
City website	193	13.7 %
Communications from Council members	88	6.3 %
Local TV news stations	242	17.2 %
Local newspapers	117	8.3 %
Reporters' social media	63	4.5 %
Other	61	4.3 %
None chosen	279	19.8 %
Total	1408	100.0 %

Q25. Which THREE of the sources from Question 24 do you MOST PREFER to use to get information about the City of Cincinnati?

<u>Q25. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Email	103	7.3 %
City bulletin	42	3.0 %
CitiCable	14	1.0 %
City social media	100	7.1 %
City website	153	10.9 %
Communications from Council members	102	7.2 %
Local TV news stations	144	10.2 %
Local newspapers	51	3.6 %
Reporters' social media	51	3.6 %
Other	81	5.8 %
None chosen	567	40.3 %
Total	1408	100.0 %

SUM OF THE TOP THREE CHOICES**Q25. Which THREE of the sources from Question 24 do you MOST PREFER to use to get information about the City of Cincinnati? (Top 3)**

<u>Sum of the top three choices</u>	<u>Number</u>	<u>Percent</u>
Email	462	32.8 %
City bulletin	117	8.3 %
CitiCable	46	3.3 %
City social media	364	25.9 %
City website	527	37.4 %
Communications from Council members	238	16.9 %
Local TV news stations	810	57.5 %
Local newspapers	282	20.0 %
Reporters' social media	145	10.3 %
Other	187	13.3 %
None chosen	200	14.2 %
Total	3378	

Q26. Do you think you will be living in Cincinnati, Ohio, five years from now?

Q26. Will you be living in Cincinnati five years from now	Number	Percent
Yes	1050	74.6 %
No	262	18.6 %
I don't know	96	6.8 %
Total	1408	100.0 %

WITHOUT "I DON'T KNOW" RESPONSES**Q26. Do you think you will be living in Cincinnati, Ohio, five years from now? (without "I don't know")**

Q26. Will you be living in Cincinnati five years from now	Number	Percent
Yes	1050	80.0 %
No	262	20.0 %
Total	1312	100.0 %

Q27. Do you own or rent your current residence?

Q27. Do you own or rent your current residence	Number	Percent
Own	1073	76.2 %
Rent	325	23.1 %
Not provided	10	0.7 %
Total	1408	100.0 %

WITHOUT "NOT PROVIDED" RESPONSES**Q27. Do you own or rent your current residence? (without "not provided")**

Q27. Do you own or rent your current residence	Number	Percent
Own	1073	76.8 %
Rent	325	23.2 %
Total	1398	100.0 %

Q28. What type of dwelling do you live in?

Q28. What type of dwelling do you live in	Number	Percent
Single family house (detached from other houses)	1050	74.6 %
Duplex or townhome	85	6.0 %
Apartment or condominium building	242	17.2 %
Other	6	0.4 %
Not provided	25	1.8 %
Total	1408	100.0 %

WITHOUT "NOT PROVIDED" RESPONSES**Q28. What type of dwelling do you live in? (without "not provided")**

Q28. What type of dwelling do you live in	Number	Percent
Single family house (detached from other houses)	1050	75.9 %
Duplex or townhome	85	6.1 %
Apartment or condominium building	242	17.5 %
Other	6	0.4 %
Total	1383	100.0 %

Q28-3. Other

Q28-4. Other	Number	Percent
House with other people	1	33.3 %
Warehouse	1	33.3 %
Converted firehouse	1	33.3 %
Total	3	100.0 %

Q29. Approximately how many years have you lived in Cincinnati, Ohio?

Q29. How many years have you lived in Cincinnati	Number	Percent
0-5	127	9.0 %
6-10	135	9.6 %
11-15	100	7.1 %
16-20	106	7.5 %
21-30	212	15.1 %
31+	705	50.1 %
Not provided	23	1.6 %
Total	1408	100.0 %

WITHOUT "NOT PROVIDED" RESPONSES**Q29. Approximately how many years have you lived in Cincinnati, Ohio? (without "not provided")**

Q29. How many years have you lived in Cincinnati	Number	Percent
0-5	127	9.2 %
6-10	135	9.7 %
11-15	100	7.2 %
16-20	106	7.7 %
21-30	212	15.3 %
31+	705	50.9 %
Total	1385	100.0 %

Q30. Please answer the following questions by circling "Yes" or "No."

(N=1408)

	Yes	No	Not provided
Q30-1. Were you or anyone in your household the victim of any crime in Cincinnati, OH during last year	16.1%	81.5%	2.5%
Q30-2. Have you had contact with a CPD police officer during last year	47.3%	50.4%	2.3%
Q30-3. Have any members of your household used Cincinnati, OH, ambulance service in last year	12.6%	84.9%	2.6%
Q30-4. Have you or anyone in your household contacted City's Customer Service Call Center in last year	35.4%	61.4%	3.1%
Q30-5. Have you visited City's website (cincinnati-oh.gov) in last year	70.9%	26.1%	3.1%
Q30-6. Have you used bulky item pick-up service in last year	39.1%	58.2%	2.7%
Q30-7. Have you or anyone in your household visited a Cincinnati, Ohio community center in last year	35.4%	61.4%	3.2%
Q30-8. Have any members of your household visited any parks in Cincinnati, OH in last year	90.6%	7.0%	2.5%
Q30-9. Have you used Metro bus system in last year	22.2%	75.2%	2.6%
Q30-10. Have you used Cincinnati Bell Connector (Streetcar) in last year	34.8%	62.9%	2.3%
Q30-11. Do you have regular access to internet at home	96.0%	1.8%	2.3%
Q30-12. Have you paid a City of Cincinnati parking ticket online in last year	13.5%	83.7%	2.8%

Q30. Please answer the following questions by circling "Yes" or "No."

	Yes	No	Not provided
Q30-13. Have you contacted Greater Cincinnati Water Works regarding your account in last year	33.0%	63.1%	3.9%
Q30-14. Have you ridden a bicycle on City streets or trails in last year	36.1%	61.0%	2.9%
Q30-15. Have you or anyone in your household called 911 while in Cincinnati, OH in last year	27.1%	69.9%	3.1%

WITHOUT "NOT PROVIDED" RESPONSES**Q30. Please answer the following questions by circling "Yes" or "No." (without "not provided")**

(N=1408)

	Yes	No
Q30-1. Were you or anyone in your household the victim of any crime in Cincinnati, OH during last year	16.5%	83.5%
Q30-2. Have you had contact with a CPD police officer during last year	48.4%	51.6%
Q30-3. Have any members of your household used Cincinnati, OH, ambulance service in last year	12.9%	87.1%
Q30-4. Have you or anyone in your household contacted City's Customer Service Call Center in last year	36.6%	63.4%
Q30-5. Have you visited City's website (cincinnati-oh.gov) in last year	73.1%	26.9%
Q30-6. Have you used bulky item pick-up service in last year	40.1%	59.9%
Q30-7. Have you or anyone in your household visited a Cincinnati, Ohio community center in last year	36.6%	63.4%
Q30-8. Have any members of your household visited any parks in Cincinnati, OH in last year	92.9%	7.1%
Q30-9. Have you used Metro bus system in last year	22.8%	77.2%
Q30-10. Have you used Cincinnati Bell Connector (Streetcar) in last year	35.6%	64.4%
Q30-11. Do you have regular access to internet at home	98.2%	1.8%
Q30-12. Have you paid a City of Cincinnati parking ticket online in last year	13.9%	86.1%

WITHOUT "NOT PROVIDED" RESPONSES**Q30. Please answer the following questions by circling "Yes" or "No." (without "not provided")**

	Yes	No
Q30-13. Have you contacted Greater Cincinnati Water Works regarding your account in last year	34.3%	65.7%
Q30-14. Have you ridden a bicycle on City streets or trails in last year	37.2%	62.8%
Q30-15. Have you or anyone in your household called 911 while in Cincinnati, OH in last year	27.9%	72.1%

Q31. Which of the following best describes your race/ethnicity?

Q31. Which following best describes your race/ ethnicity	Number	Percent
Asian/Pacific Islander	32	2.3 %
White	747	53.1 %
American Indian/Eskimo	5	0.4 %
Black/African American	577	41.0 %
Other	12	0.9 %
Total	1373	

Q31-5. Self-describe your race/ethnicity:

Q31-5. Other	Number	Percent
Hispanic	3	25.0 %
Mixed	3	25.0 %
Multi-race	2	16.7 %
European American	1	8.3 %
Puerto Rican	1	8.3 %
Italian	1	8.3 %
German American	1	8.3 %
Total	12	100.0 %

Q32. Are you of Hispanic, Latino, or other Spanish ancestry?

Q32. Are you of Hispanic, Latino, or other Spanish ancestry	Number	Percent
Yes	59	4.2 %
No	1285	91.3 %
Not provided	64	4.5 %
Total	1408	100.0 %

WITHOUT "NOT PROVIDED" RESPONSES**Q32. Are you of Hispanic, Latino, or other Spanish ancestry? (without "not provided")**

Q32. Are you of Hispanic, Latino, or other Spanish ancestry	Number	Percent
Yes	59	4.4 %
No	1285	95.6 %
Total	1344	100.0 %

Q33. Would you say your total annual household income is...

Q33. What is your total annual household income	Number	Percent
Under \$30K	276	19.6 %
\$30K to \$59,999	306	21.7 %
\$60K to \$99,999	288	20.5 %
\$100K+	282	20.0 %
Not provided	256	18.2 %
Total	1408	100.0 %

WITHOUT "NOT PROVIDED" RESPONSES**Q33. Would you say your total annual household income is... (without "not provided")**

Q33. What is your total annual household income	Number	Percent
Under \$30K	276	24.0 %
\$30K to \$59,999	306	26.6 %
\$60K to \$99,999	288	25.0 %
\$100K+	282	24.5 %
Total	1152	100.0 %

Q34. What is your age?

Q34. What is your age	Number	Percent
18-24	33	2.3 %
25-34	241	17.1 %
35-44	278	19.7 %
45-54	275	19.5 %
55-64	268	19.0 %
65+	261	18.5 %
Not provided	52	3.7 %
Total	1408	100.0 %

WITHOUT "NOT PROVIDED" RESPONSES**Q34. What is your age? (without "not provided")**

Q34. What is your age	Number	Percent
18-24	33	2.4 %
25-34	241	17.8 %
35-44	278	20.5 %
45-54	275	20.3 %
55-64	268	19.8 %
65+	261	19.2 %
Total	1356	100.0 %

Q35. What is your gender identity?

Q35. What is your gender identity	Number	Percent
Male	691	49.1 %
Female	702	49.9 %
Prefer to self-describe	10	0.7 %
Not provided	5	0.4 %
Total	1408	100.0 %

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

Q35. What is your gender identity	Number	Percent
Male	691	49.3 %
Female	702	50.0 %
Prefer to self-describe	10	0.7 %
Total	1403	100.0 %

Q35-3. Self-describe your gender identity:

Q35-3. Self-describe your gender identity	Number	Percent
Non-binary	5	62.5 %
Fluid	2	25.0 %
Queer	1	12.5 %
Total	8	100.0 %

Section 6: 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 conducting a survey to gather information about the quality of City services and your priorities for the City. 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 call the Office of Performance and Data Analytics at (513) 352-5368 or email us at Cincystat@cincinnati-oh.gov.

Sincerely,

A handwritten signature in blue ink that reads "Paula Boggs Muething".

Paula Boggs Muething
City Manager



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. Neighborhood services (e.g., code enforcement, property preservation, trash/recycling collection)	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	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. City Planning, Buildings, and Development services (e.g., issuing permits)	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 visibility of police in neighborhoods	5	4	3	2	1	9
03. The City's overall efforts to prevent crime	5	4	3	2	1	9
04. Enforcement of local traffic laws	5	4	3	2	1	9
05. Public safety services in public parks	5	4	3	2	1	9
06. How quickly police respond to emergencies	5	4	3	2	1	9
07. Overall police performance in your neighborhood	5	4	3	2	1	9
08. Professionalism of police officers	5	4	3	2	1	9
09. Attitude and behavior of officers towards citizens in your neighborhood	5	4	3	2	1	9
10. Efforts to collaborate with the public to address concerns	5	4	3	2	1	9
11. Police outreach programs/services	5	4	3	2	1	9
12. Quality of dispatch/911 services	5	4	3	2	1	9
13. Overall quality of local fire protection and rescue services	5	4	3	2	1	9
14. How quickly fire and rescue personnel respond to emergencies	5	4	3	2	1	9
15. Quality of local emergency medical service	5	4	3	2	1	9
16. How quickly emergency medical personnel respond to emergencies	5	4	3	2	1	9
17. Fire inspections	5	4	3	2	1	9
18. 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 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. Ease in filing 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

8. 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

9. Which TWO of the water and wastewater 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 8.]*

1st: ____ 2nd: ____

10. 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.	Maintenance of city streets	5	4	3	2	1	9
02.	Maintenance of streets in your neighborhood	5	4	3	2	1	9
03.	Condition of sidewalks in the City	5	4	3	2	1	9
04.	Condition of sidewalks in your neighborhood	5	4	3	2	1	9
05.	Maintenance of street signs and traffic signals	5	4	3	2	1	9
06.	Snow removal on major City streets	5	4	3	2	1	9
07.	Snow removal on residential streets	5	4	3	2	1	9
08.	Adequacy of city street lighting	5	4	3	2	1	9
09.	Accessibility of streets, sidewalks, and buildings for people with disabilities	5	4	3	2	1	9
10.	Quality of on-street bicycle infrastructure (bike lanes/wayfinding signs)	5	4	3	2	1	9
11.	Flow of traffic on City streets in your community	5	4	3	2	1	9
12.	Overall cleanliness of City streets and other public areas	5	4	3	2	1	9
13.	Mowing and tree trimming along city streets and other public areas	5	4	3	2	1	9

11. 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 10.]

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

12. 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 property (e.g., condition of buildings)	5	4	3	2	1	9
04.	Enforcing the exterior maintenance of commercial/business property (e.g., condition of buildings)	5	4	3	2	1	9
05.	Enforcing trash, weeds, and exterior maintenance in your neighborhood	5	4	3	2	1	9
06.	Boarding up vacant structures that are open to entry	5	4	3	2	1	9
07.	Demolishing vacant structures that are deemed a public nuisance	5	4	3	2	1	9
08.	Overall quality of trash collection services	5	4	3	2	1	9
09.	Overall quality of curbside recycling services	5	4	3	2	1	9
10.	Overall quality of recycling drop-off centers	5	4	3	2	1	9
11.	Overall quality of bulky item pick-up services	5	4	3	2	1	9
12.	Overall quality of leaf and brush pick-up services	5	4	3	2	1	9
13.	Overall quality of leaf and brush drop-off centers	5	4	3	2	1	9
14.	City efforts to clean-up illegal dumping sites	5	4	3	2	1	9

13. 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 12.]

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

14. 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

15. 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 14.]

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

16. 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

17. 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

18. 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 17.]

1st: ____ 2nd: ____

19. 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 child care 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

20. 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 19.]

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

21. 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

22. 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 21.]

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

23. 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: _____

24. 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 Q24a.]
 ____ (03) CitiCable ____ (08) Local Newspapers [Answer Q24b.]
 ____ (04) City Social Media ____ (09) Reporters' Social Media
 ____ (05) City Website ____ (10) Other: _____

24a. Which local TV news station(s)? ____ (1) WCPO ____ (2) Local 12 ____ (3) Fox 19

24b. Which local newspaper(s)?
 ____ (1) Enquirer ____ (2) Business Courier ____ (3) Cincinnati Herald ____ (4) CityBeat

25. Which THREE of the sources from Question 24 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 24.]

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

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

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

28. 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: _____

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

30. 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 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

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

(1) Asian/Pacific Islander (3) American Indian/Eskimo (5) Other: _____
 (2) White (4) Black/African American

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

33. 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

34. What is your age?

(1) 18-24 (2) 25-34 (3) 35-44 (4) 45-54 (5) 55-64 (6) 65+

35. What is your gender identity?

(1) Male (2) Female (3) Prefer to self-describe: _____

36. 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 Q36a.] (2) No

36a. Please provide your contact information.

Name: _____ Phone: _____

Email: _____

The information shown to the right will ONLY be used to help ensure the survey results are statistically representative of residents in the area. Thank you.

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