



2024 City of Springfield Community Survey Findings Report

Presented to the City of
Springfield, OH

November 2024



Contents

Executive Summary	i
Section 1: Charts and Graphs	1
Section 2: Benchmarking Analysis	23
Section 3: Importance-Satisfaction Analysis	30
Section 4: Tabular Data	37
Section 5: Survey Instrument	65



Executive Summary

2024 City of Springfield Community Survey

Executive Summary



Purpose

ETC Institute administered a community survey for the City of Springfield, Ohio during the fall of 2024. The survey was conducted as part of the City's effort to gather resident opinions and feedback on programs and services. The results of the survey will be used to help the City improve and expand existing programs and determine future needs of residents in the City. This is the first community survey ETC Institute has administered for the City of Springfield.

Methodology

A four-page survey was mailed to a random sample of households throughout the City of Springfield. The mailed survey included a postage-paid return envelope and a cover letter. The cover letter explained the purpose of the survey, encouraged residents to return their surveys in the mail, and provided a link to an online survey for those who preferred to complete the survey over the internet. Approximately 10 days after the surveys were mailed, residents who were part of the random sample received a follow-up message to encourage participation.

To prevent people who were not residents of Springfield 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 from 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.

The goal was to receive at least 400 completed surveys. This goal was met, with a total of 434 households responding to the survey. The results for the random sample of 434 households have a 95% level of confidence with a precision of at least +/- 4.7%.

Interpretation of "Don't Know" Responses. The percentage of "don't know" responses has been excluded from many of the graphs in this report to assess satisfaction with residents who had used City services and to facilitate valid comparisons with other communities in the benchmarking analysis. Since the number of "don't know" responses often reflects the utilization and awareness of City services, the percentage of "don't know" responses has been included in the tabular data in Section 4 of this report. When the "don't know" responses have been excluded, the text of this report will indicate that the responses have been excluded with the phrase "who had an opinion."

This report contains the following:

- a summary of the methodology for administering the survey and major findings
- charts showing the overall results of the survey (Section 1)

2024 City of Springfield Community Survey

Executive Summary



- benchmarking data that show how the results for the City of Springfield compare to results in other communities in the North Central Region and across the U.S. (Section 2)
- Importance-Satisfaction analysis that identifies priorities for investment (Section 3)
- tabular data showing the overall results for all questions on the survey (Section 4)
- a copy of the cover letter and survey instrument (Section 5)

Overall Satisfaction with City Services

The categories of City services that had the highest levels of satisfaction, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: quality of fire services (72%), parks and recreation facilities and programs (57%), emergency medical services (55%), and water/wastewater/sewer services (49%).

Based on the sum of their top three choices, the City services that residents thought should receive the most emphasis over the next two years were: 1) condition of streets, pavement, and sidewalks, 2) effectiveness of City communication with the public, and 3) police services.

Perceptions of the City

Forty-one percent (51%) of the residents surveyed, *who had an opinion*, are either “very satisfied” or “satisfied” with the quality of life in their neighborhood; 24% were satisfied with the quality of services provided by the City, and 23% are satisfied with the City as a place to live.

Satisfaction with Specific City Services

Public Safety. The highest levels of satisfaction with public safety services, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: how quickly fire and emergency medical services respond to emergencies (56%), how quickly police respond to emergencies (27%), and visibility of police in commercial and retail areas (21%).

Based on the sum of their top two choices, the public safety services that residents thought should receive the most emphasis over the next two years were: 1) the City’s efforts to prevent crime, 2) enforcement of local traffic laws.

Service Department. The highest levels of satisfaction with the enforcement of codes and ordinances, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: traffic signal timing (38%), traffic flow on major City streets (37%), and adequacy of street lighting (33%).

2024 City of Springfield Community Survey

Executive Summary



Based on the sum of their top two choices, the service department services that residents thought should receive the most emphasis over the next two years were: 1) maintenance and condition of major City streets and 2) maintenance and condition of neighborhood streets.

Parks and Recreation. The highest levels of satisfaction with parks and recreation services, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: availability of parks and sports fields (55%), maintenance of City parks and sports fields (54%), availability of walking and biking trails (53%), and maintenance of City recreation facilities (50%).

Based on the sum of their top three choices, the parks and recreation services that residents thought should receive the most emphasis over the next two years were: 1) maintenance of City parks and sports fields, 2) quality of youth sports and recreation programs, and 3) maintenance of City recreation facilities.

Other Findings

- Based on the sum of their top three choices, the sources *most preferred* by residents to find out about City news, information, and programming are: 1) Facebook, 2) the City’s website (springfieldohio.gov), and 3) City Commission meetings – on Channel 5 or YouTube.
- Residents were asked how informed they believe they are regarding various topics in the City. Based on the combined percentage of respondents who felt they are “well informed” or “somewhat informed,” the top results were: City of Springfield programs and services (69%), and road closures (68%), new industrial and retail growth (57%). Sixty percent (60%) of residents indicated they were “not at all informed” about the financial condition and priorities of the City.
- Based on the sum of their top two choices, the development focus areas that residents believe should receive the most emphasis were: 1) neighborhood revitalization efforts and 2) new shopping and dining options.

2024 City of Springfield Community Survey

Executive Summary



Investment Priorities

Recommended Priorities for the Next Two Years. In order to help the City identify investment priorities for the next two years, ETC Institute conducted an Importance-Satisfaction (I-S) analysis. This analysis examined the importance that residents placed on each City service and the level of satisfaction with each service. By identifying services of high importance and low satisfaction, the analysis identified which services will have the most impact on overall satisfaction with City services over the next two years. If the City wants to improve its overall satisfaction rating, the City should prioritize investments in services with the highest Importance Satisfaction (I-S) ratings. Details regarding the methodology for the analysis are provided in the Section 3 of this report.

Overall Priorities for the City by Major Category. This analysis reviewed the importance of and satisfaction with major categories of City services. This analysis was conducted to help set the overall priorities for the City. Based on the results of this analysis, the major services that are recommended as the top priorities for investment over the next two years in order to raise the City's overall satisfaction rating are listed below:

- Condition of streets, pavement, and sidewalks (I-S Rating = 0.5648)
- Effectiveness of communication with the public (I-S Rating = 0.4531)
- Enforcement of City codes and ordinances (I-S Rating = 0.3902)
- Police services (I-S Rating = 0.3516)

The table below shows the importance-satisfaction rating for all 10 categories of City services that were rated.

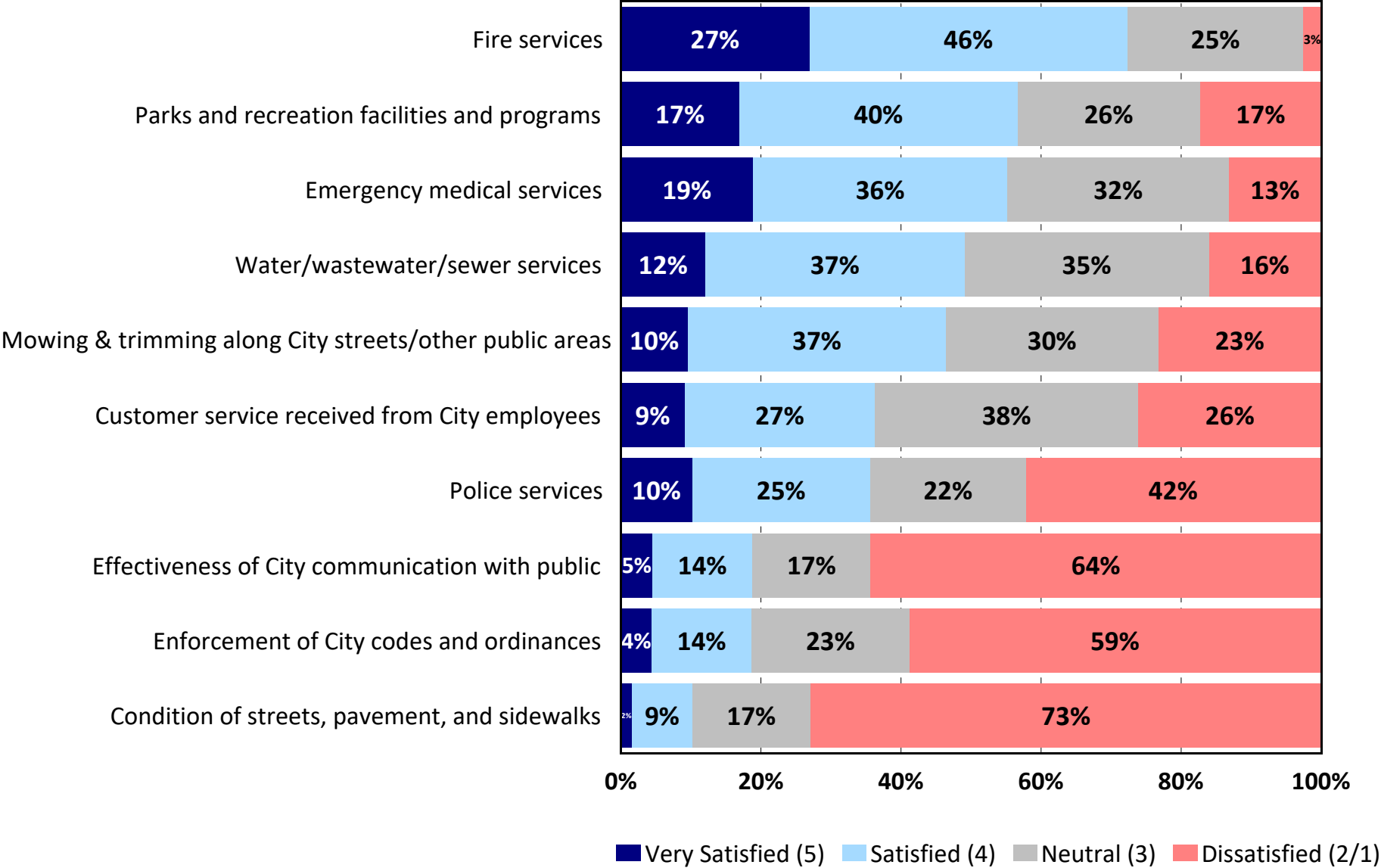
2024 Importance-Satisfaction Rating						
City of Springfield, Ohio						
Overall City Services						
Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (IS >.20)						
Condition of streets, pavement, and sidewalks	63%	1	10%	10	0.5648	1
Effectiveness of City communication with public	56%	2	19%	8	0.4531	2
Enforcement of City codes and ordinances	48%	4	19%	9	0.3902	3
Police services	55%	3	36%	7	0.3516	4
Medium Priority (IS <.10)						
Customer service received from City employees	12%	6	36%	6	0.0733	5
Emergency medical services	15%	5	55%	3	0.0650	6
Mowing & trimming along City streets/other public areas	11%	7	46%	5	0.0568	7
Parks and recreation facilities and programs	10%	8	57%	2	0.0411	8
Water/wastewater/sewer services	8%	9	49%	4	0.0387	9
Fire services	6%	10	72%	1	0.0174	10



Charts and Graphs

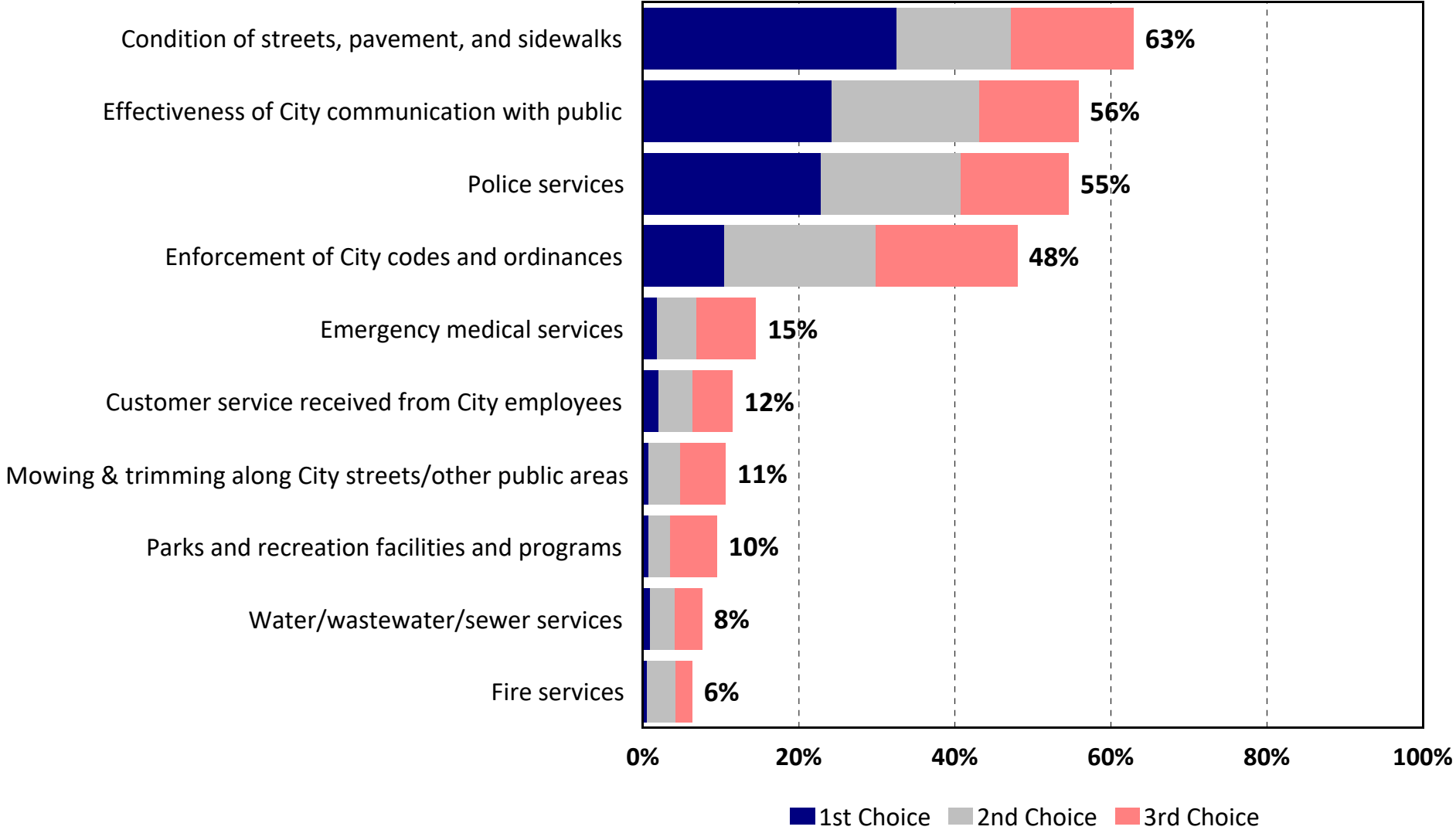
Q1. Overall Satisfaction with City Services

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



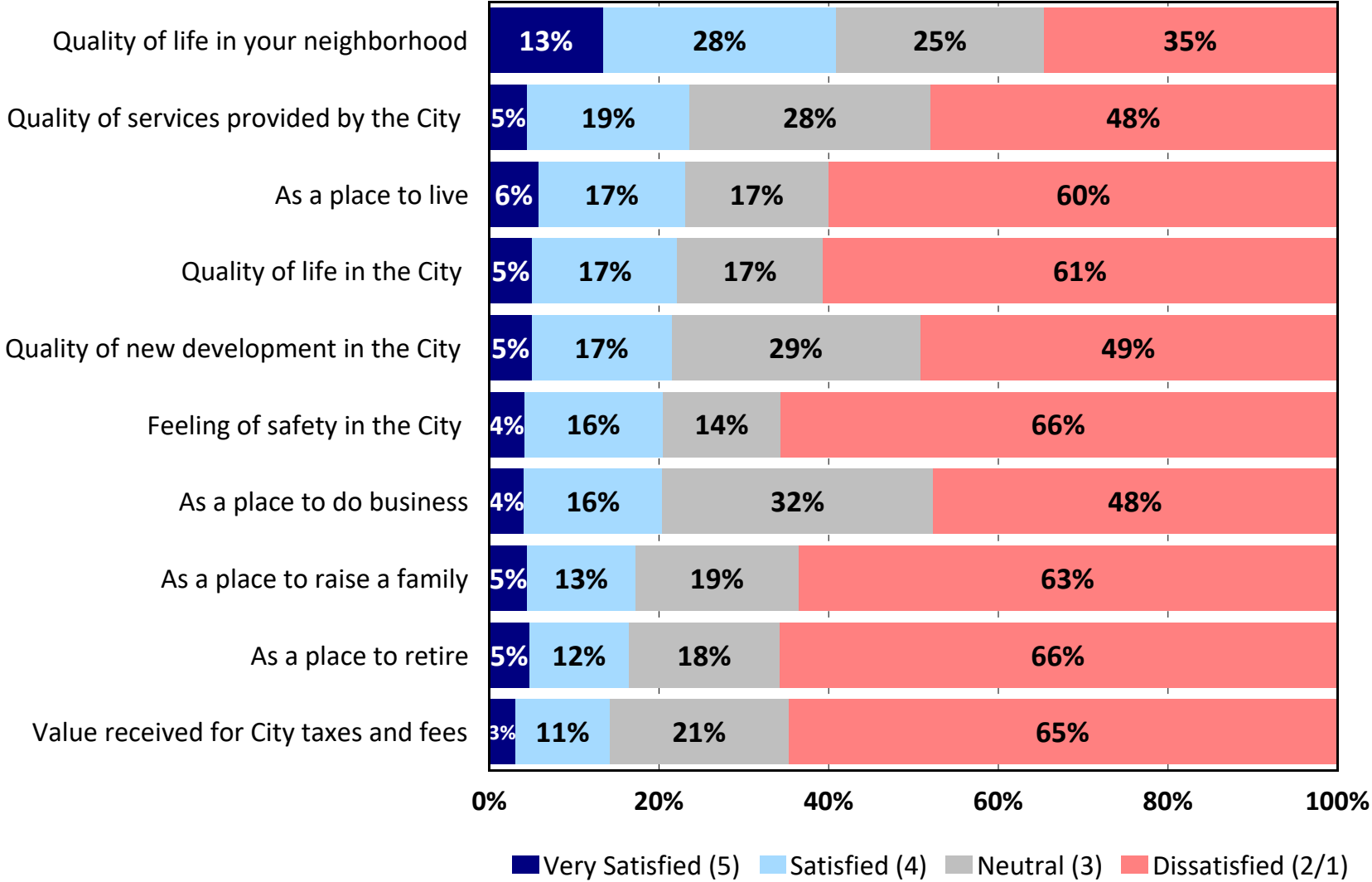
Q2. City Services That Should Receive the Most Emphasis Over the Next Two Years

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



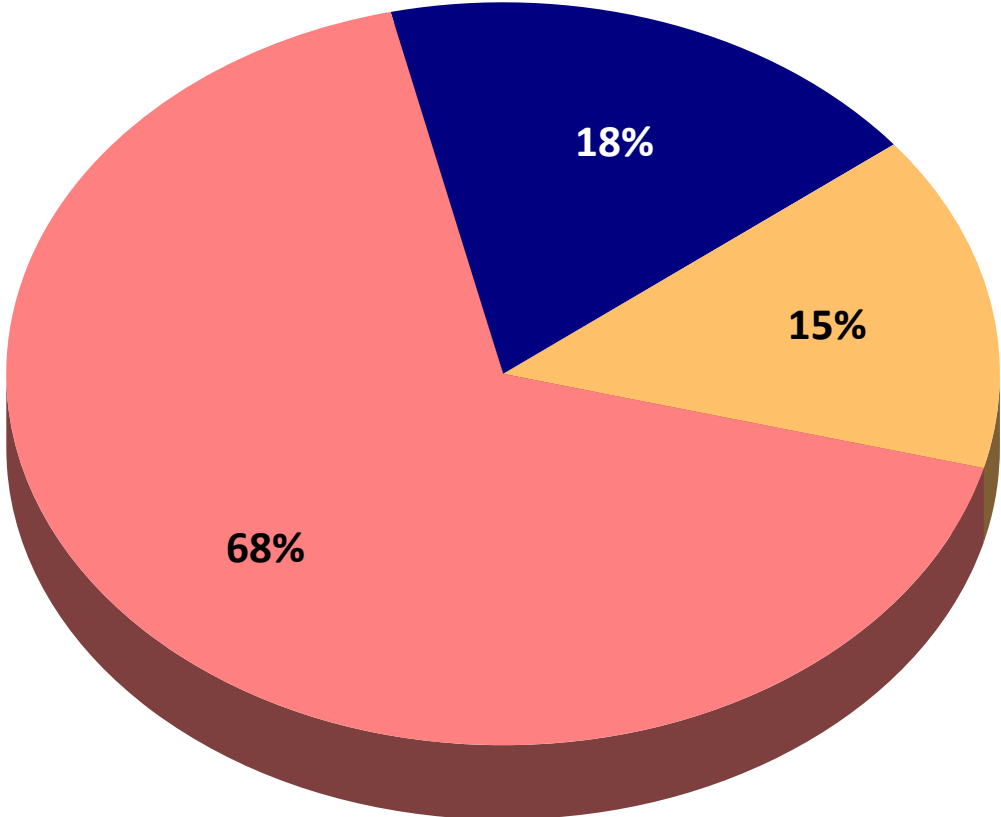
Q3. Satisfaction with Items That Influence Perceptions of the City

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Q4. Do you feel that things in the City of Springfield are generally headed in the right direction?

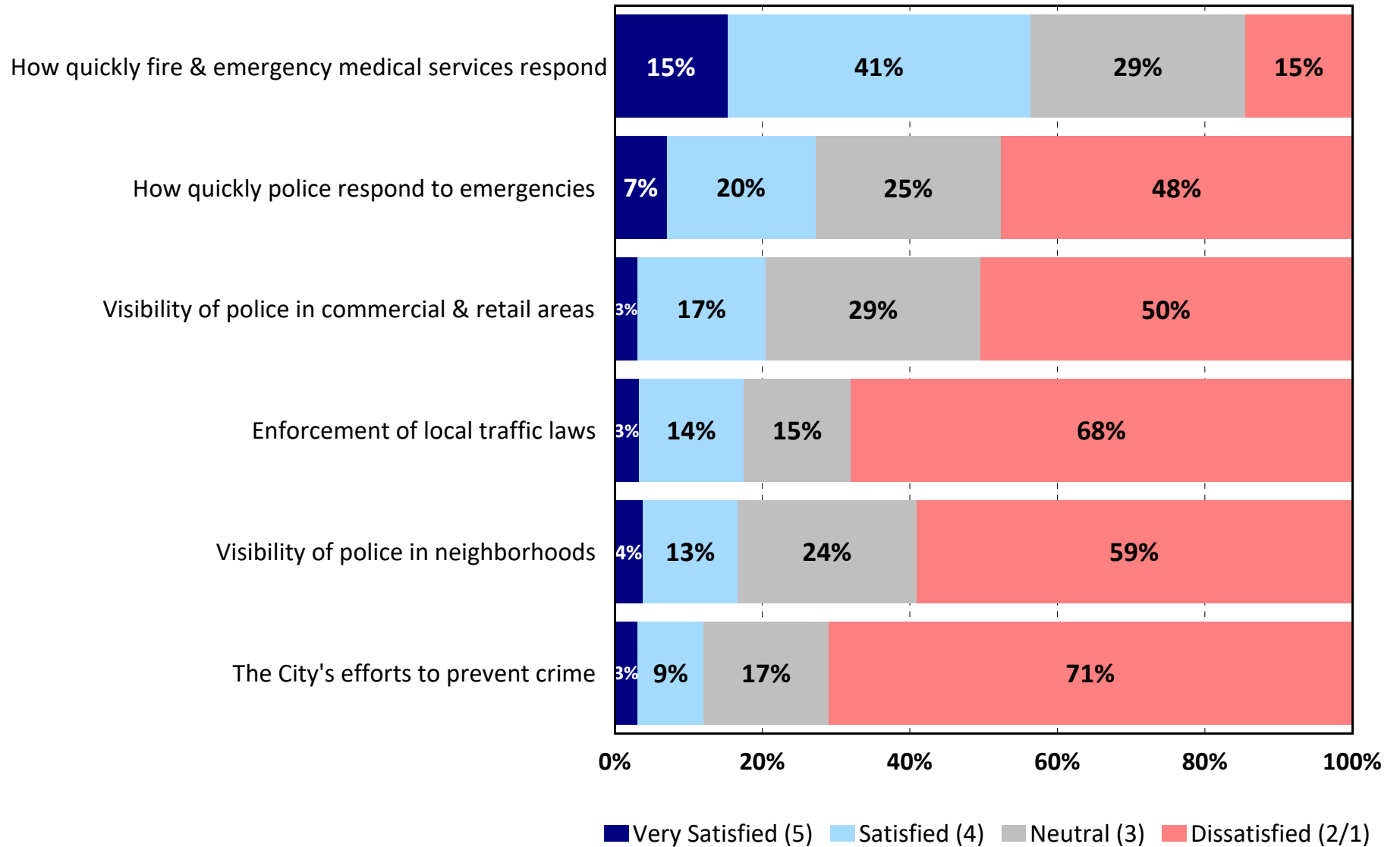
by percentage of respondents



■ Yes ■ No ■ Don't know/not sure

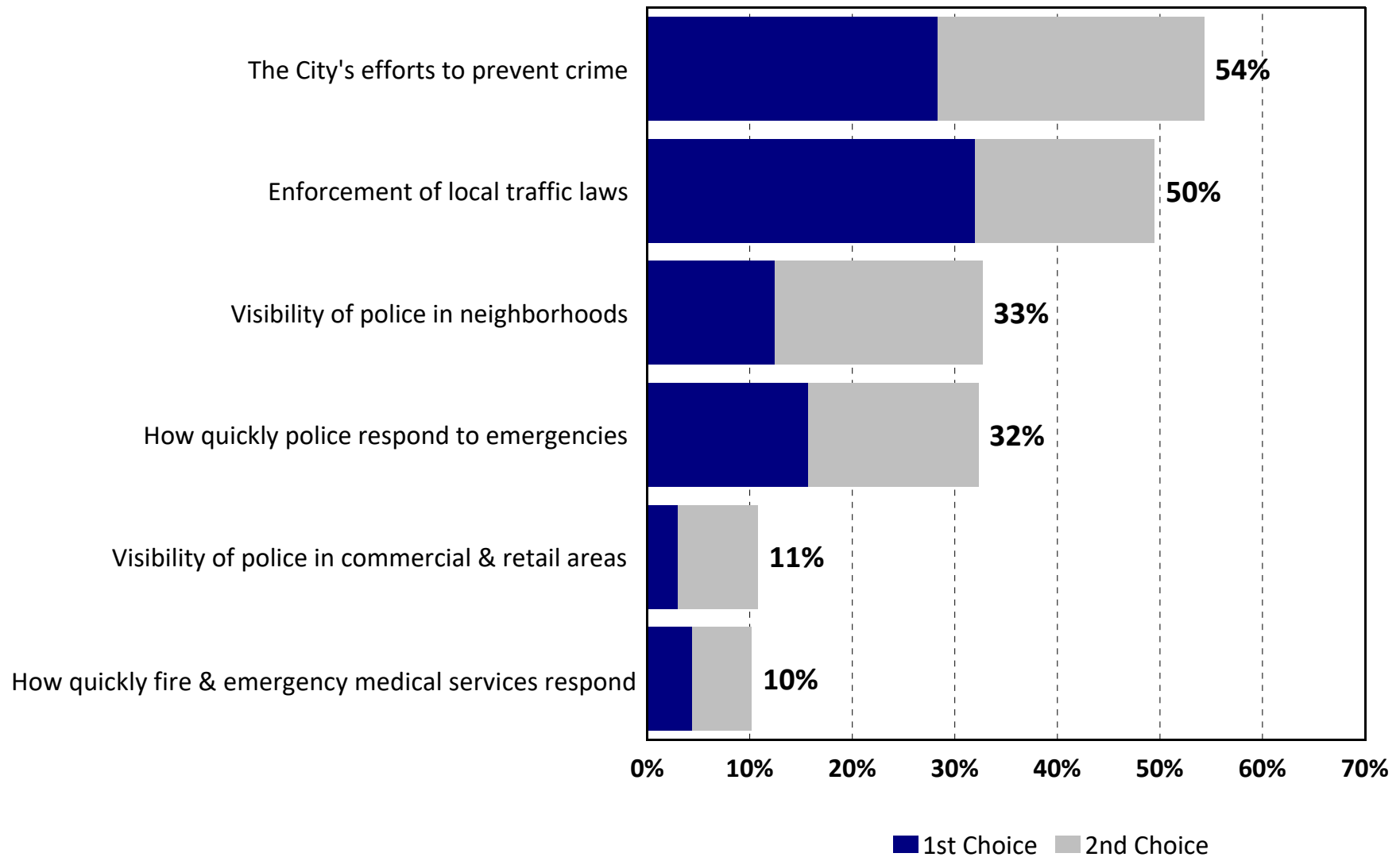
Q5. Satisfaction With Public Safety Services

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



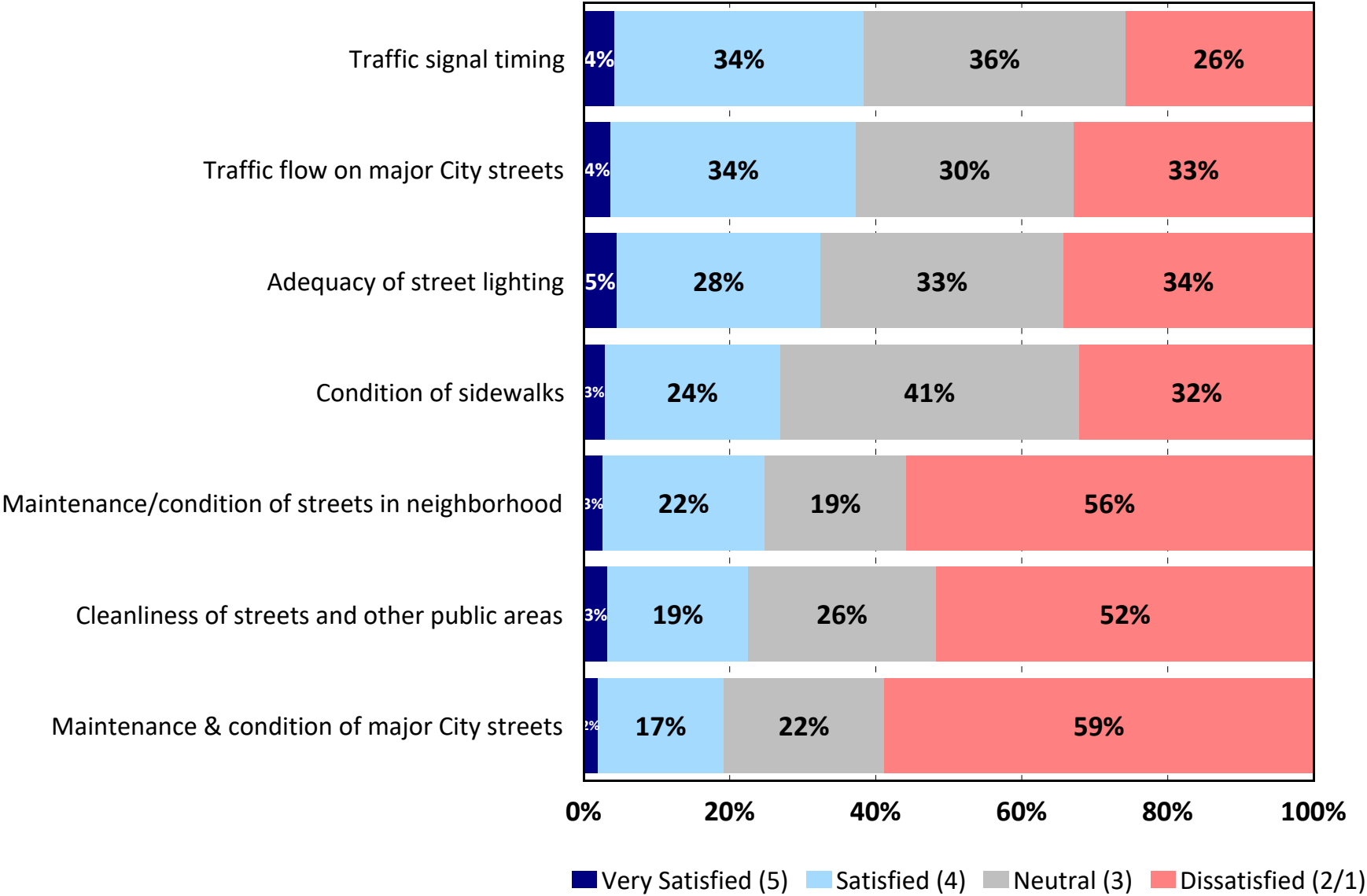
Q6. Public Safety Services That Should Receive the Most Emphasis Over the Next Two Years

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



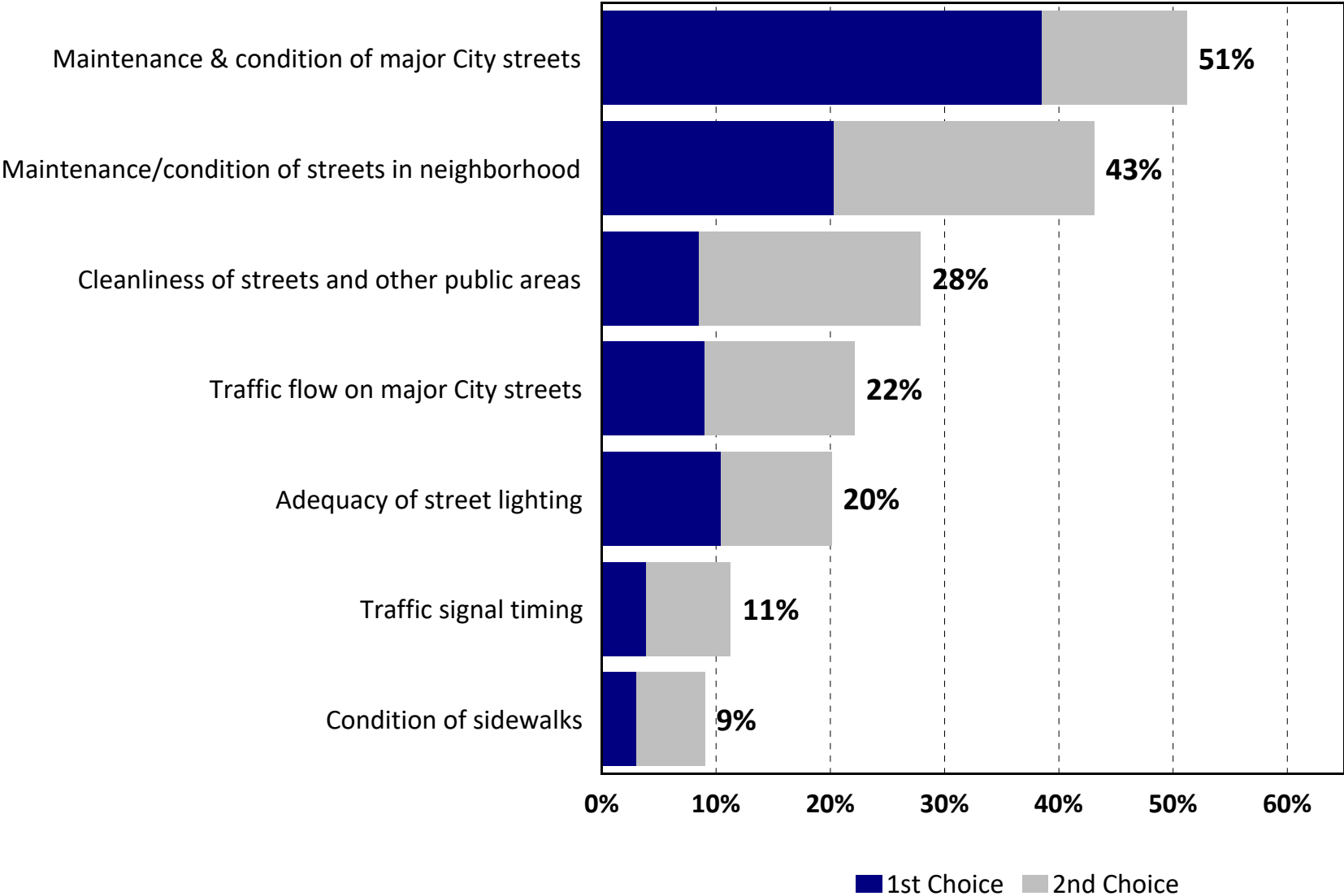
Q7. Satisfaction with Service Department Services

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



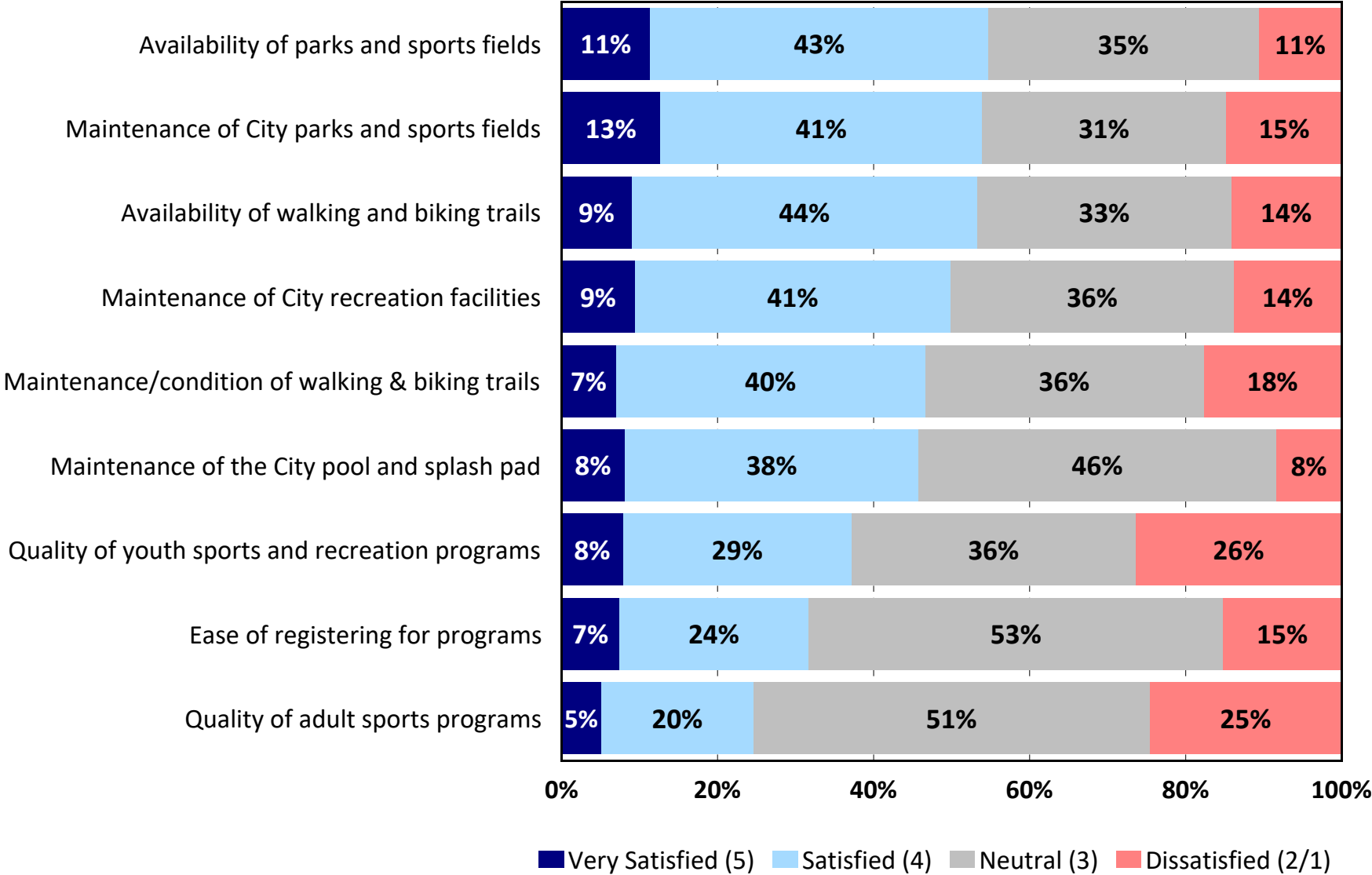
Q8. Service Department Services That Should Receive the Most Emphasis Over the Next Two Years

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



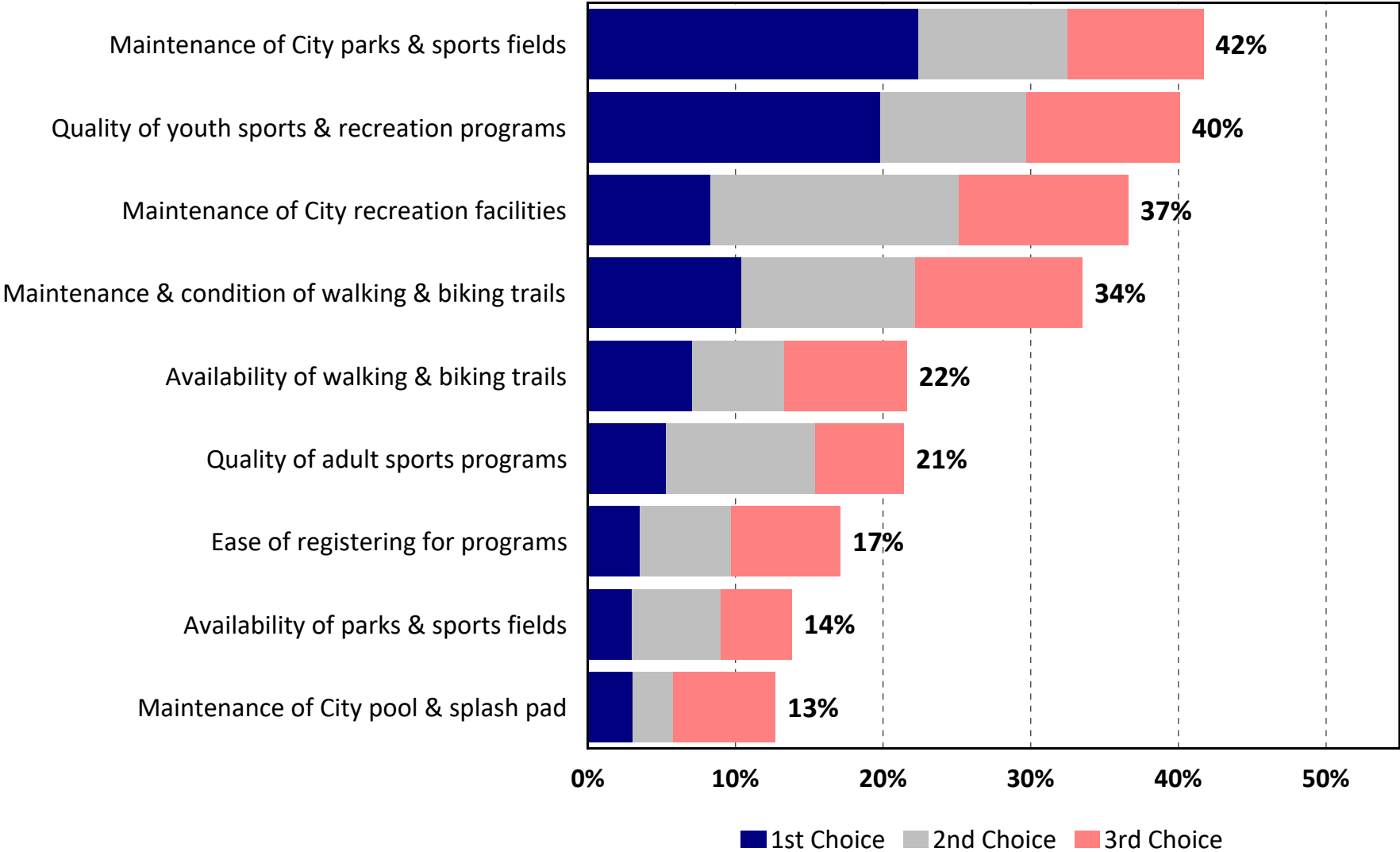
Q9. Satisfaction with Parks and Recreation Services

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



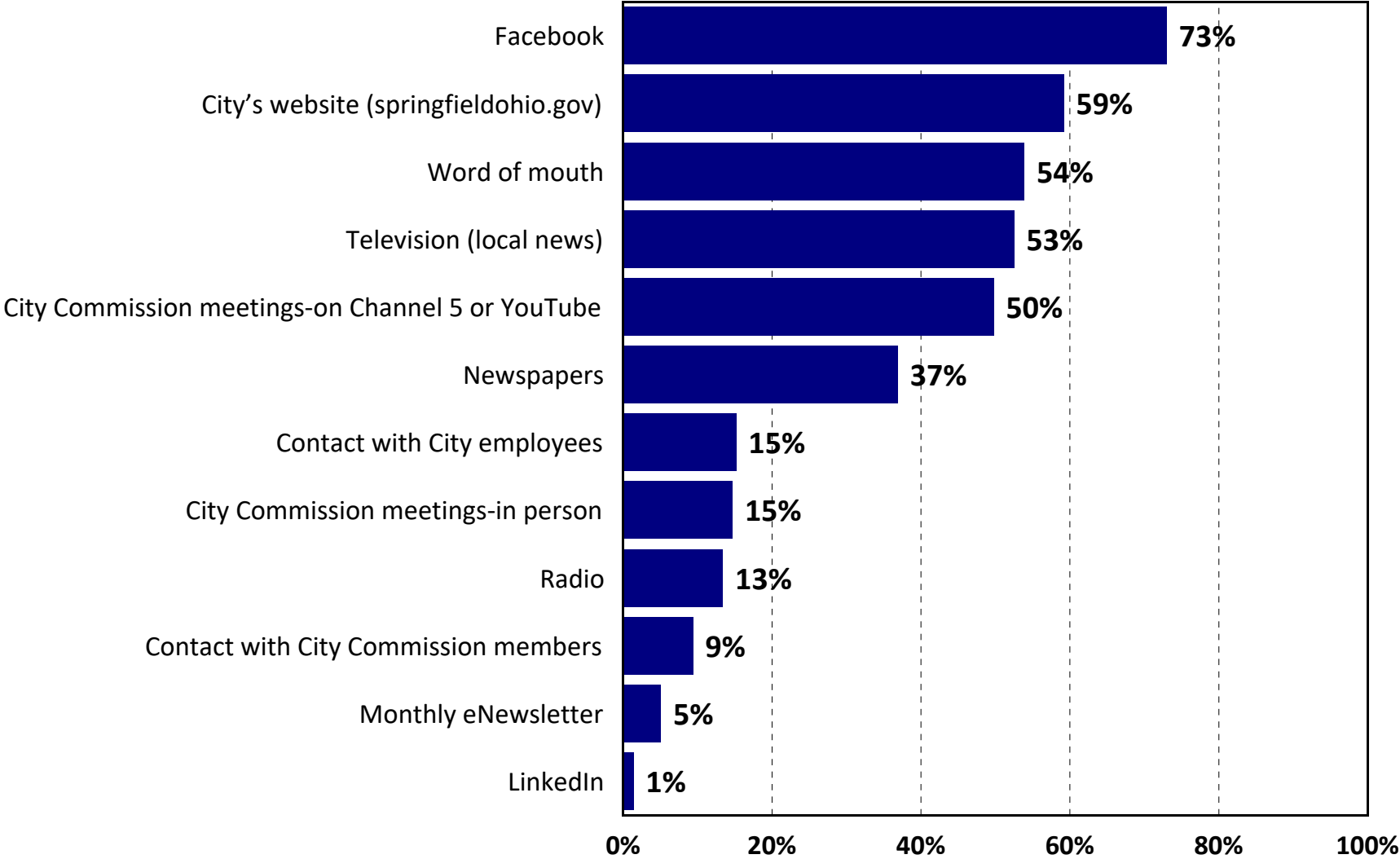
Q10. Parks and Recreation Services That Should Receive the Most Emphasis Over the Next Two Years

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



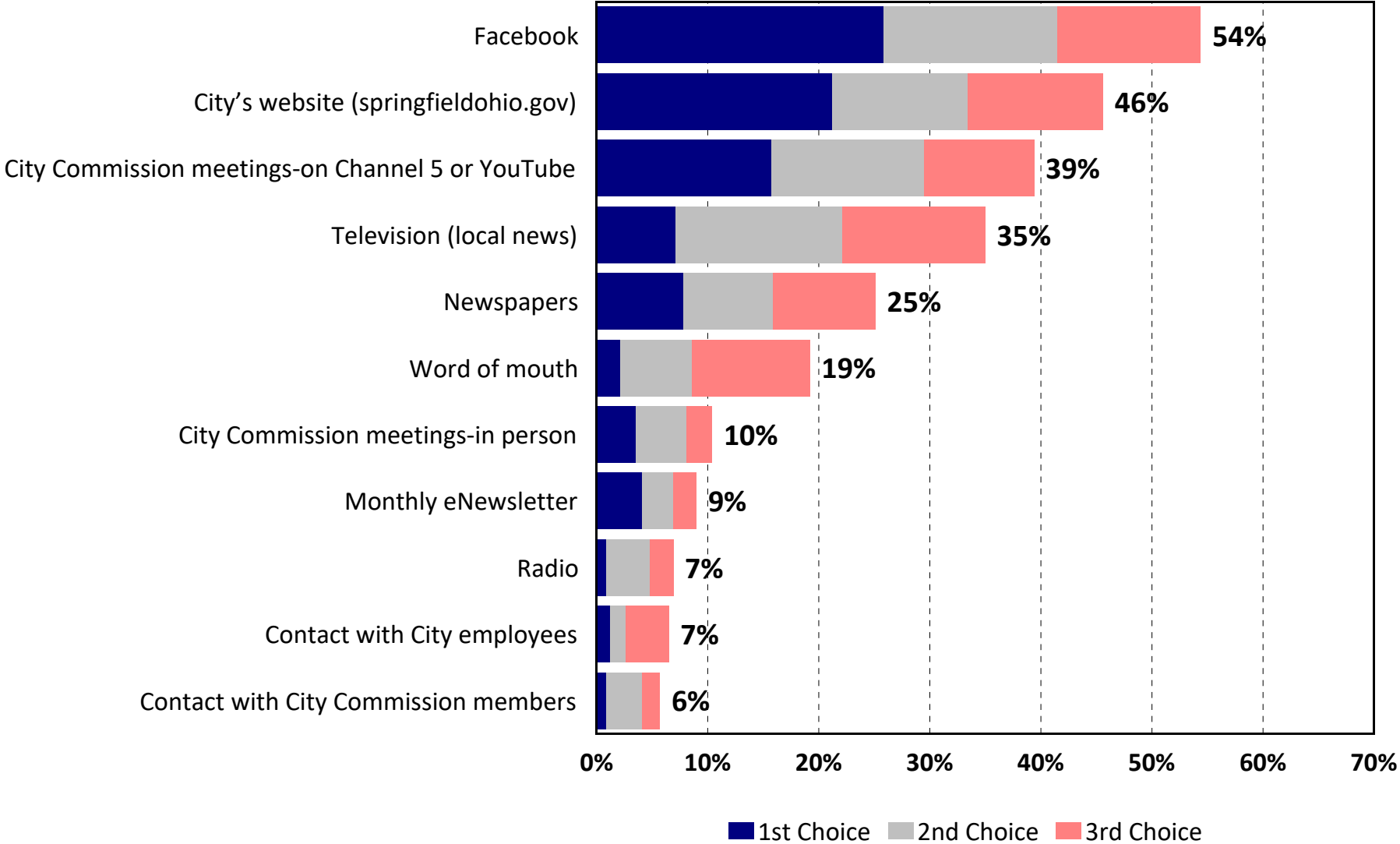
Q11. Sources Used to Find Out About City of Springfield News, Information, and Programming

by percentage of respondents (multiple choices could be made)



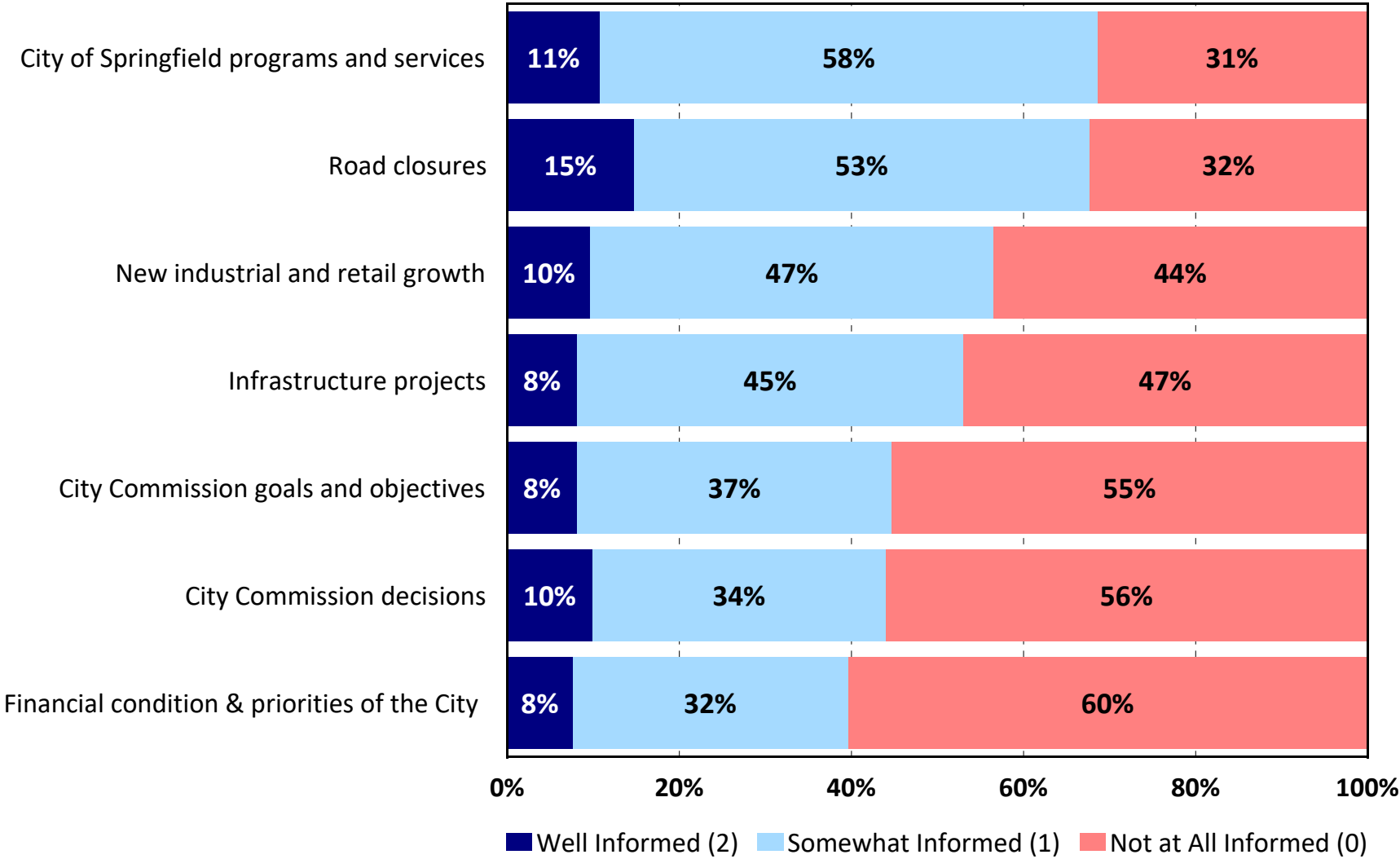
Q12. Most Preferred Sources to Find Out About City of Springfield News, Information, and Programming

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



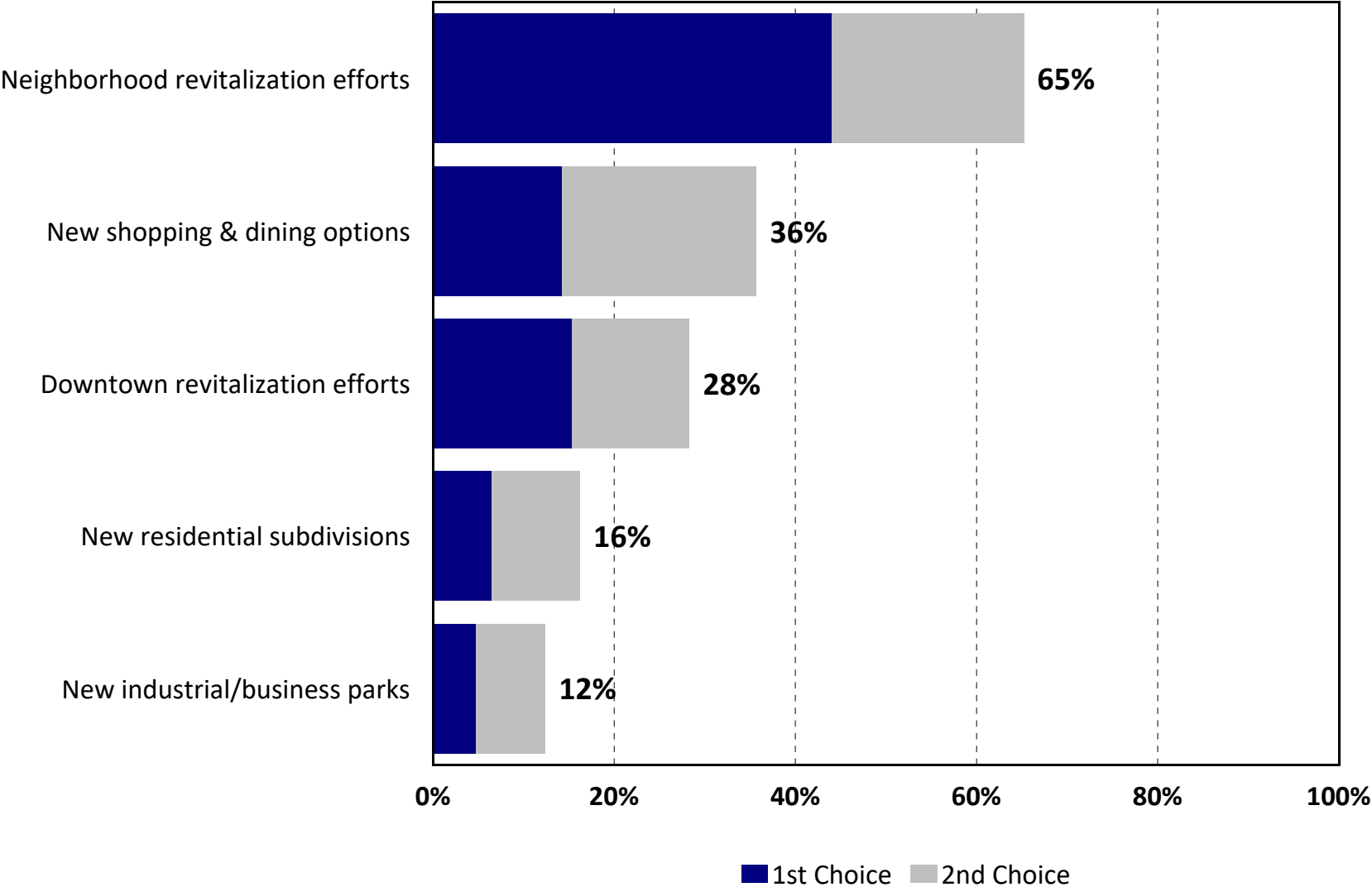
Q13. How Informed Households Believe They Are About Each of the Following Topics in the City

by percentage of respondents



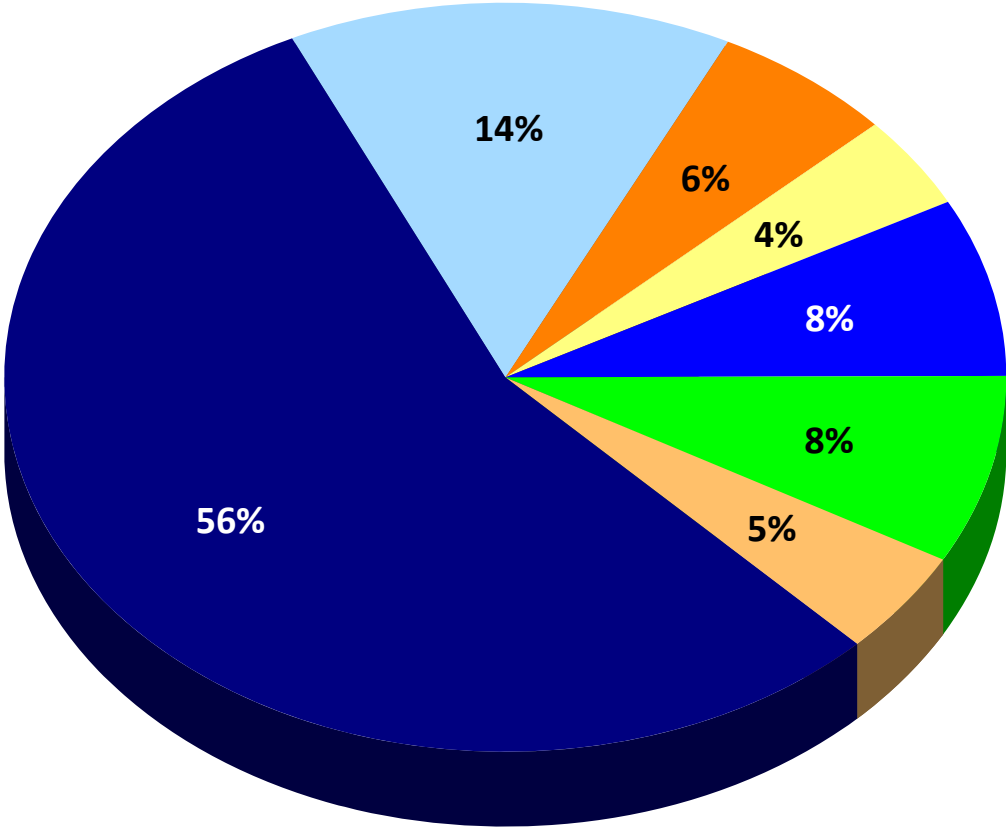
Q14. Development Focus Areas That Residents Believe Should Receive the Most Emphasis

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



Q15. Demographics: How long have you lived in the City of Springfield?

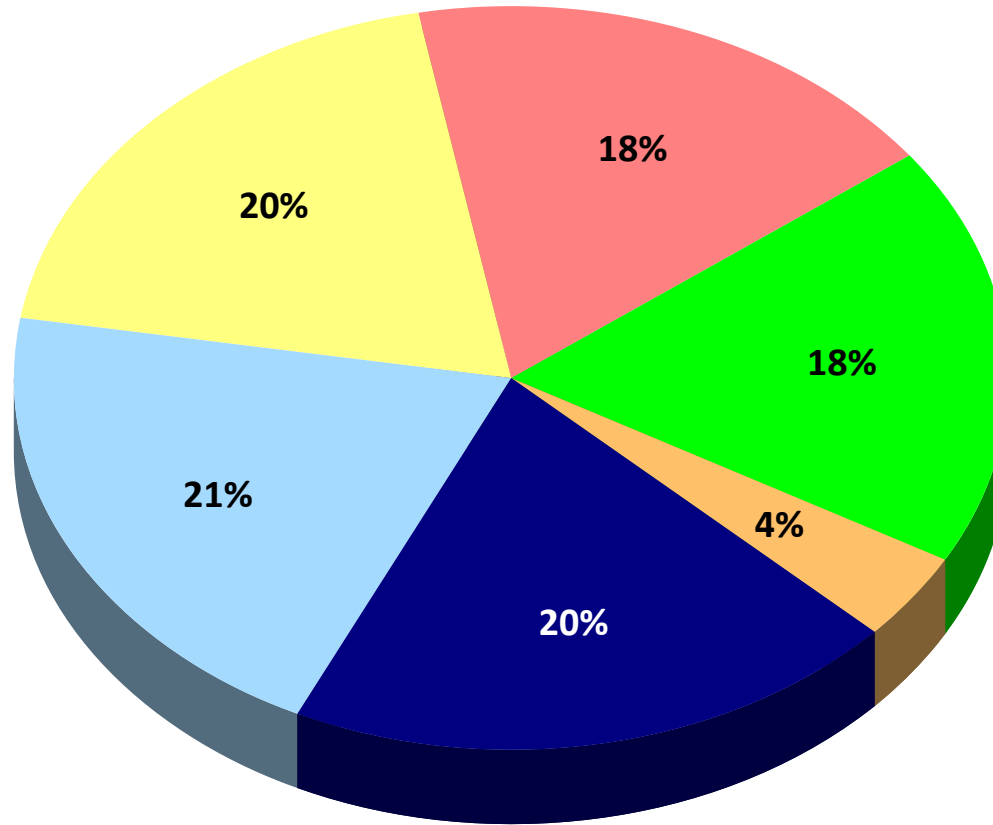
by percentage of respondents



■ 5 years or less ■ 6-10 years ■ 11-15 years ■ 16-20 years ■ 21-30 years ■ 31+ years ■ Not provided

Q16. Demographics: What is your age?

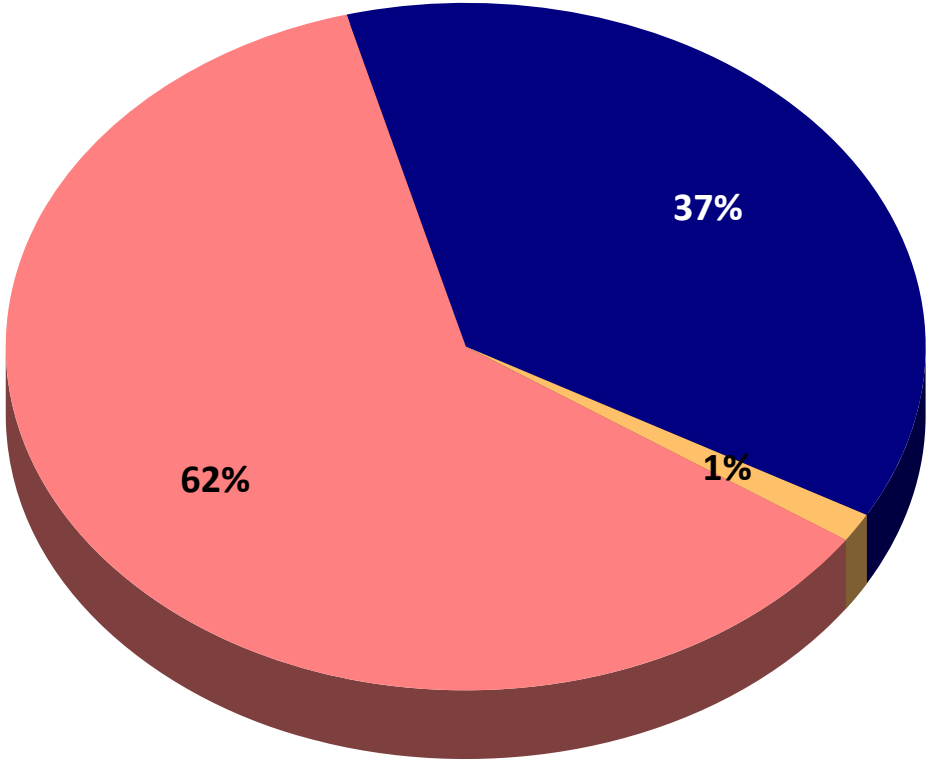
by percentage of respondents



■ Under 35 ■ 35 to 44 ■ 45 to 54 ■ 55 to 64 ■ 65+ ■ Not provided

Q17. Demographics: Do you have anyone under the age of 18 living in your home?

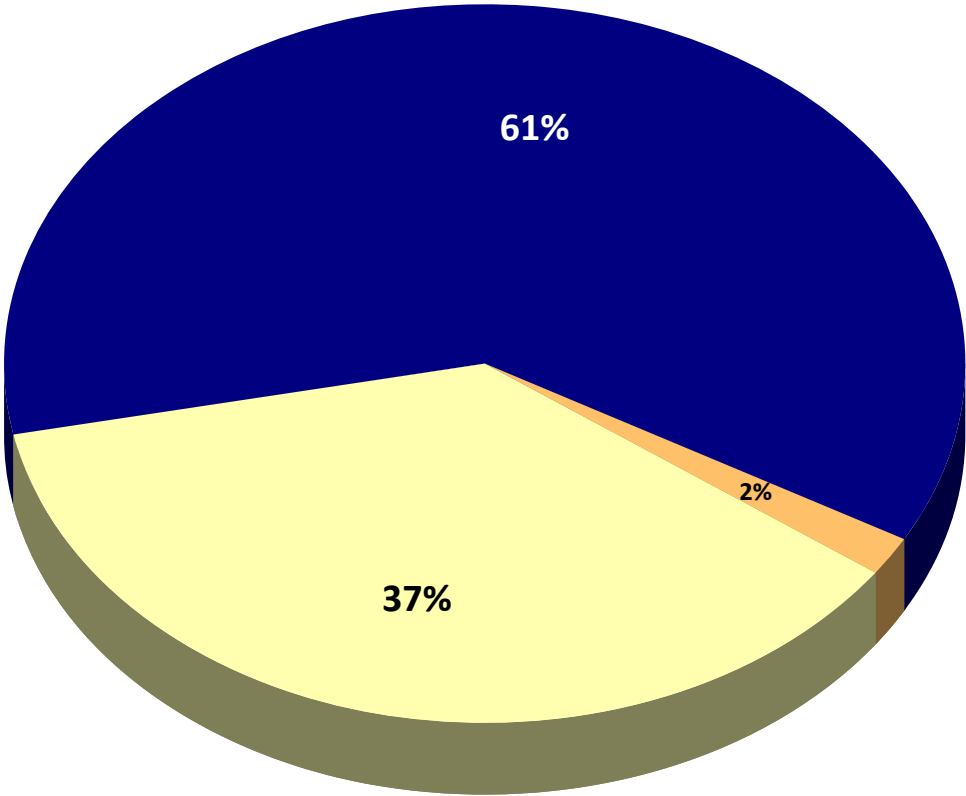
by percentage of respondents



■ Yes ■ No ■ Not provided

Q18. Demographics: Do you own or rent your home?

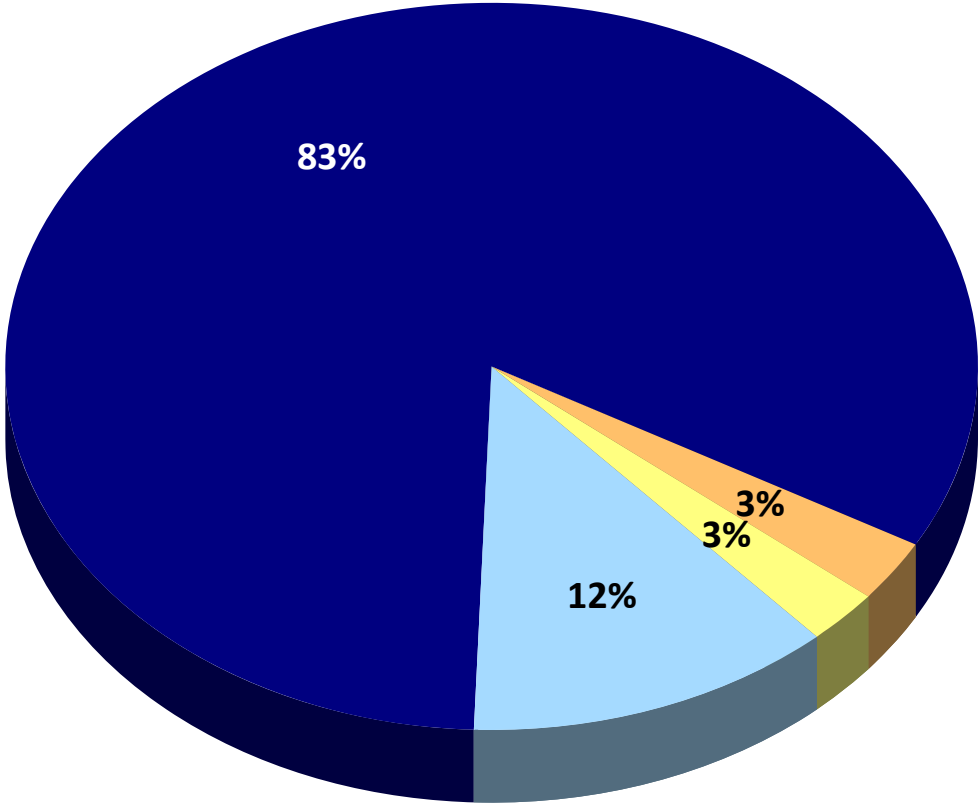
by percentage of respondents



■ Own ■ Rent ■ Not provided

Q19. Demographics: What type of housing unit do you live in?

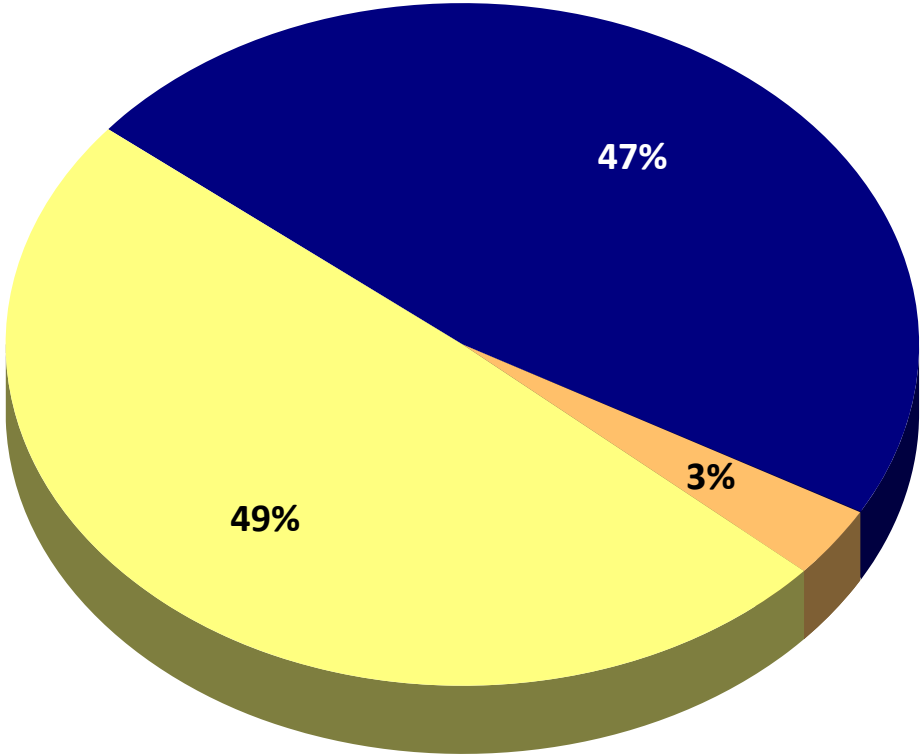
by percentage of respondents



■ Single family or detached house ■ Apartment or condominium ■ Other ■ Not provided

Q20. Demographics: How do you identify yourself?

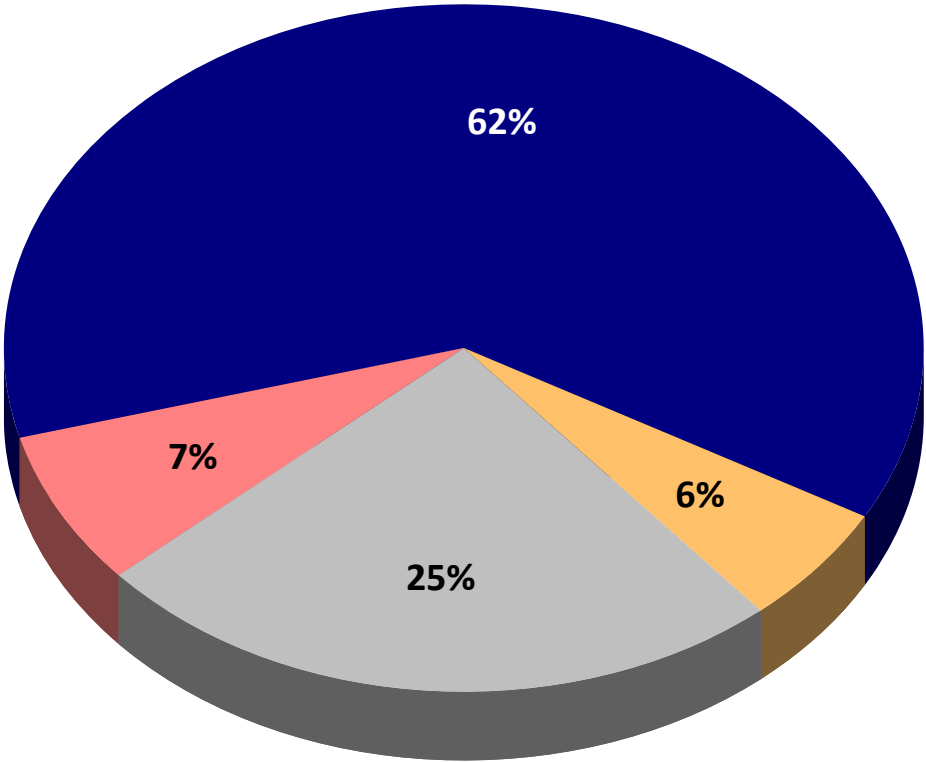
by percentage of respondents



■ Male ■ Female ■ Not provided

Q21. Demographics: Which of the following best describes your employment status?

by percentage of respondents



■ Employed ■ Not employed ■ Retired ■ Not provided



2

Benchmarking Analysis

Benchmarking Analysis



Overview

ETC Institute's *DirectionFinder*® program was originally developed in 1999 to help community leaders across the United States use statistically valid community survey data as a tool for making better decisions. Since November 1999, the survey has been administered in more than 1,000 cities and counties in 49 states.

This report contains benchmarking data from two sources. The first source is from a national survey that was administered by ETC Institute during the summer of 2023 to a random sample of more than 10,000 residents in the continental United States. The second source is from a regional survey administered to a random sample of residents in the North Central Region of the United States during the summer of 2023. The states that make up the North Central Region are Ohio, Indiana, Michigan, and Pennsylvania.

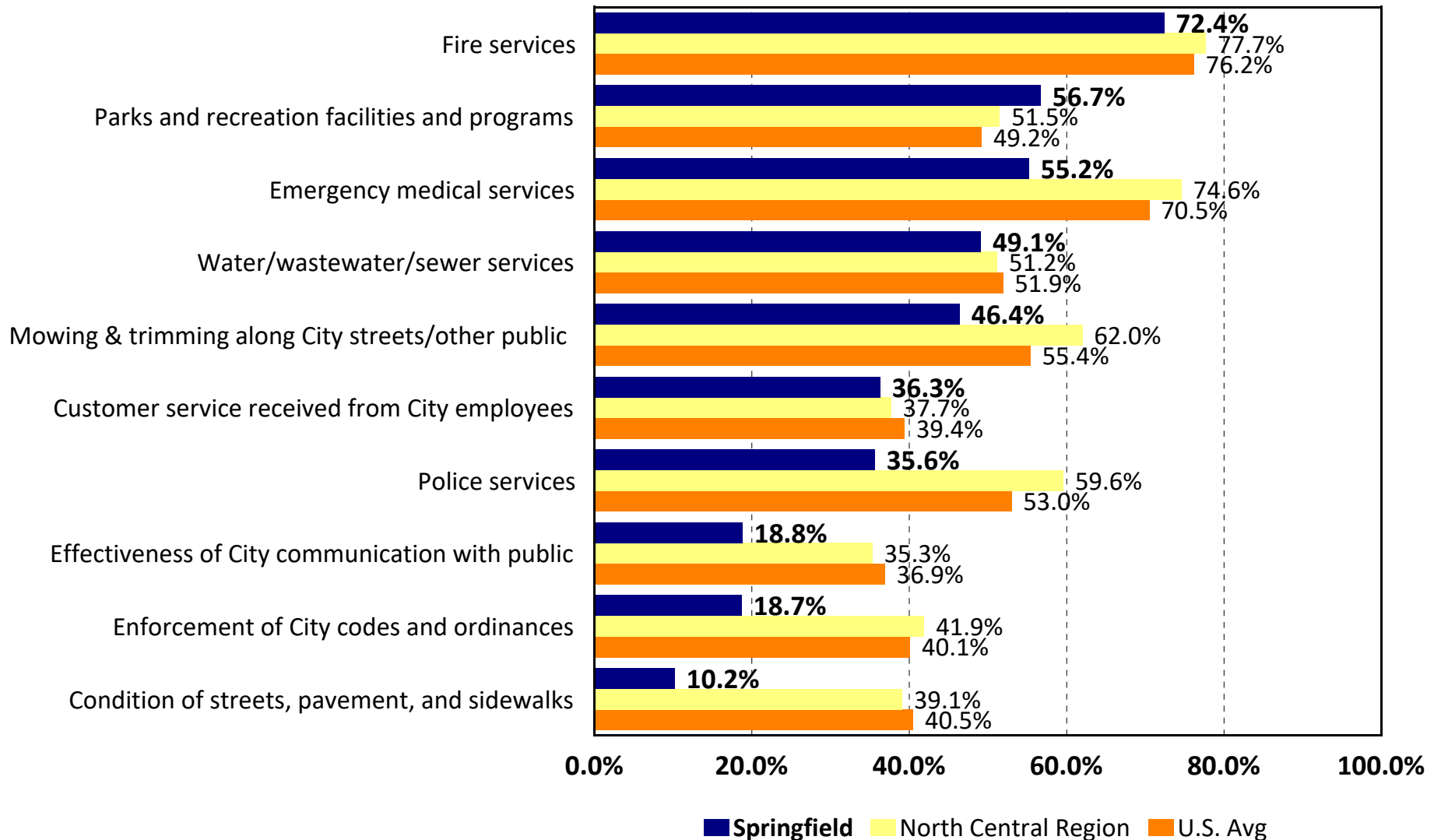
The “U.S. Average” shown in the charts reflects the overall results of ETC Institute’s national survey of more than 10,000 residents; the “North Central Regional Average” shown in the charts reflects the results of the regional survey of residents in the North Central Region.

National Benchmarks

Note: The benchmarking data contained in this report is protected intellectual property. Any reproduction of the benchmarking information in this report by persons or organizations not directly affiliated with the City of Springfield, OH is not authorized without written consent from ETC Institute.

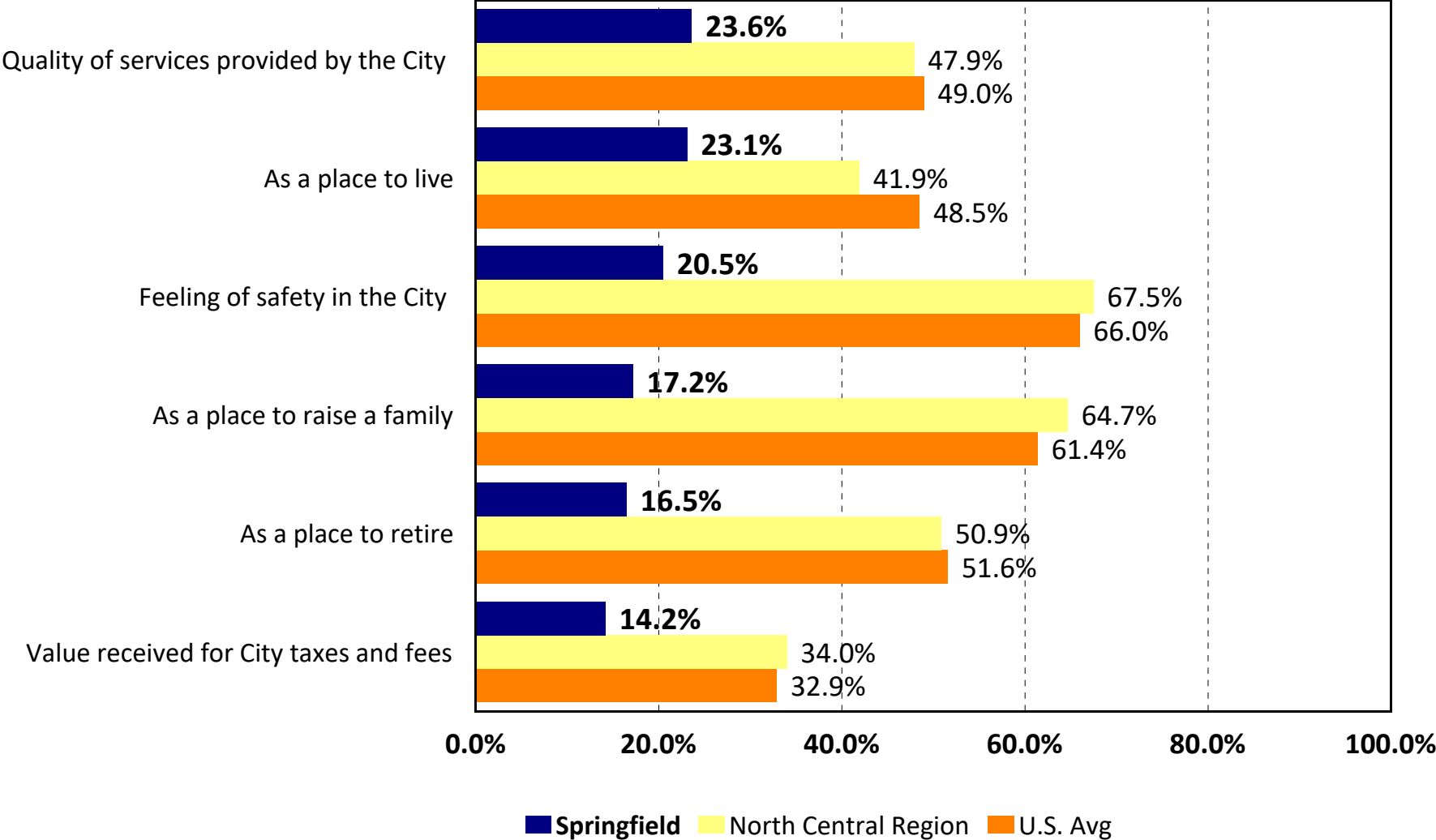
Overall Satisfaction with City Services Springfield vs. North Central Region vs. U.S.

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



Items That Influence Perceptions of the City Springfield vs. North Central Region vs. U.S.

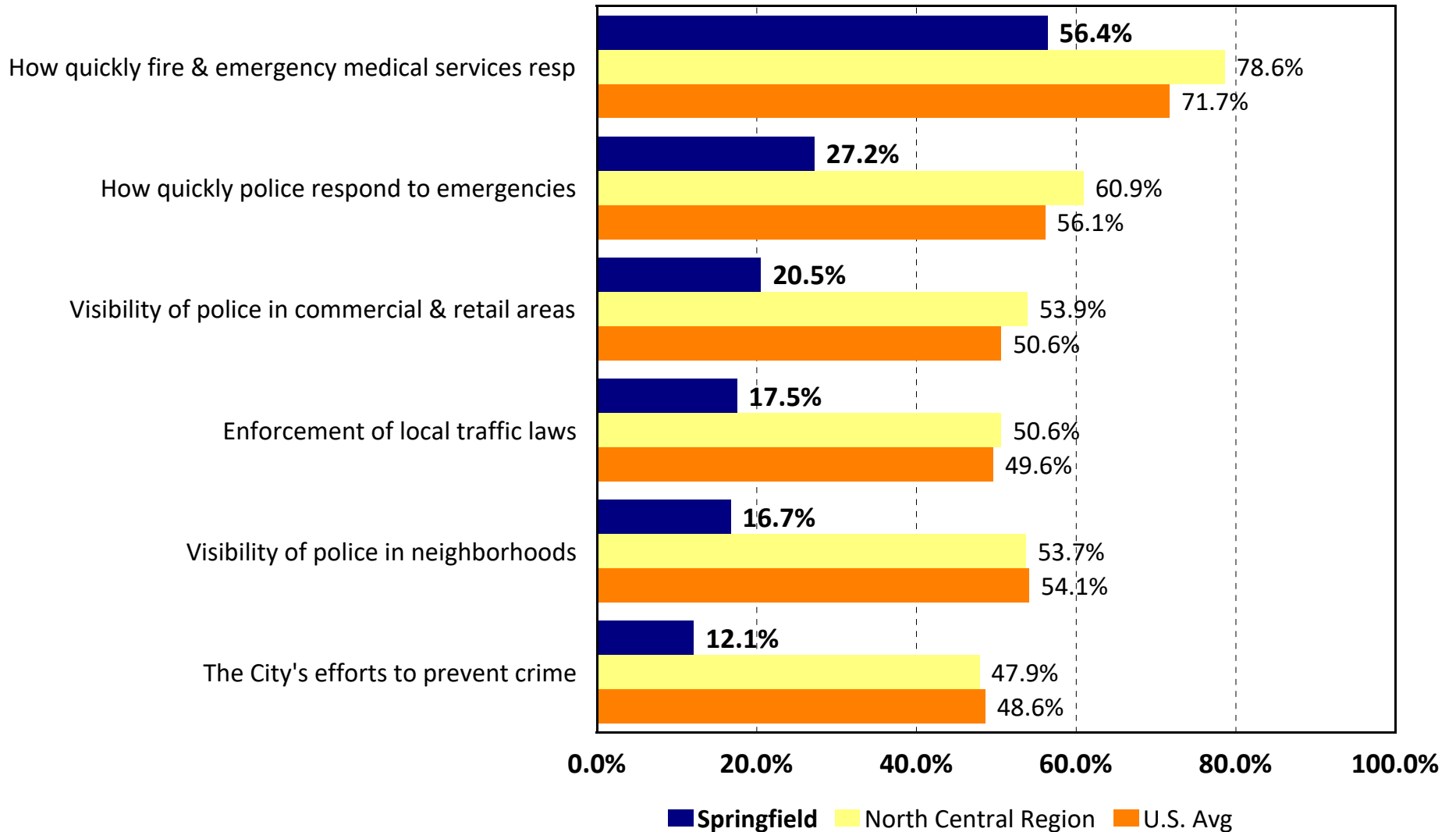
by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was “very satisfied” and 1 was “very dissatisfied” (excluding don’t knows)



Satisfaction with Public Safety

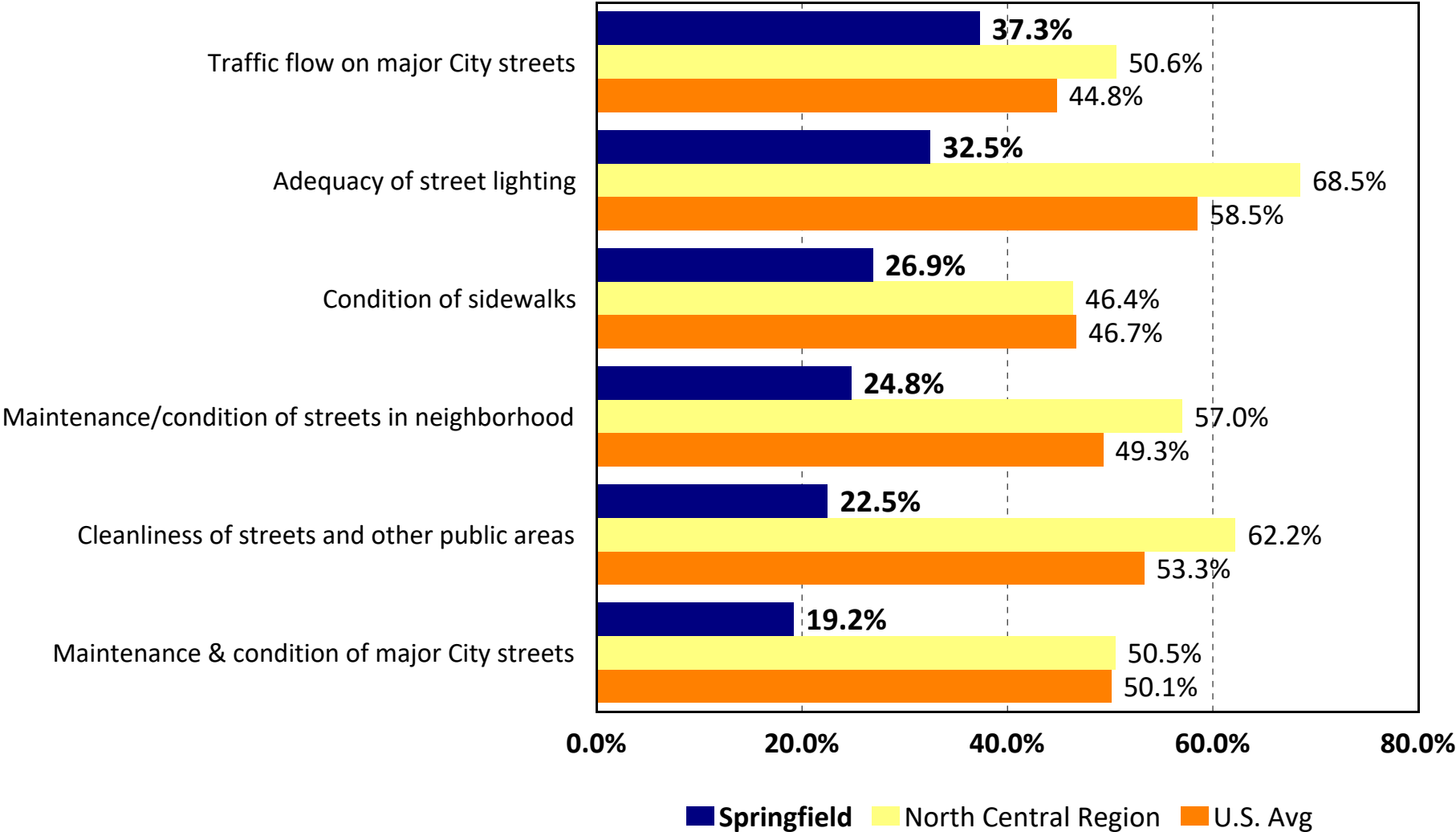
Springfield vs. North Central Region vs. U.S.

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



Satisfaction with Service Department Services Springfield vs. North Central Region vs. U.S.

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





3 Importance-Satisfaction Analysis

Importance-Satisfaction Analysis



Overview

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

The Importance-Satisfaction (I-S) rating is a unique tool that allows public officials to better understand both of these highly important decision-making criteria for each of the services they are providing. The Importance-Satisfaction (I-S) rating is based on the concept that public agencies will maximize overall customer satisfaction by emphasizing improvements in those areas where the level of satisfaction is relatively low, and the perceived importance of the service is relatively high.

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

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

Example of the Calculation

Respondents were asked to identify the major City services that should receive the most emphasis over the next two years. Nearly half (48%) of the respondent households selected "*enforcement of City codes and ordinances*" as one of the services that should receive the most emphasis over the next two years.

With regard to satisfaction, 18.7% of respondents surveyed rated "*enforcement of City codes and ordinances*" as a "4" or "5" on a 5-point scale (where "5" means "Very Satisfied") excluding "don't know" responses. The I-S rating was calculated by multiplying the sum of the most important percentages by one minus the sum of the satisfaction percentages. In this example, 48% was multiplied by 81.3% (1-0.187). This calculation yielded an I-S rating of 0.3902, which ranked third out of ten categories of City services analyzed.

Importance-Satisfaction Analysis



The maximum rating is 1.00 and would be achieved when 100% of the respondents select an item as one of their top three choices of importance and 0% indicate they are positively satisfied with the delivery of the service.

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

- If 100% of the respondents were positively satisfied with the delivery of the service
- If none (0%) of the respondents selected the service as one of the most important areas.

Interpreting the Ratings

Ratings that are greater than or equal to 0.20 identify areas that should receive significantly more emphasis. Ratings from 0.10 to 0.20 identify service areas that should receive increased emphasis. Ratings less than 0.10 should continue to receive the current level of emphasis.

- Definitely Increase Emphasis (I-S > 0.20)
- Increase Current Emphasis (I-S = 0.10 - 0.20)
- Maintain Current Emphasis (I-S < 0.10)

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

2024 Importance-Satisfaction Rating

City of Springfield, Ohio

Overall City Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (IS >.20)						
Condition of streets, pavement, and sidewalks	63%	1	10%	10	0.5648	1
Effectiveness of City communication with public	56%	2	19%	8	0.4531	2
Enforcement of City codes and ordinances	48%	4	19%	9	0.3902	3
Police services	55%	3	36%	7	0.3516	4
Medium Priority (IS <.10)						
Customer service received from City employees	12%	6	36%	6	0.0733	5
Emergency medical services	15%	5	55%	3	0.0650	6
Mowing & trimming along City streets/other public areas	11%	7	46%	5	0.0568	7
Parks and recreation facilities and programs	10%	8	57%	2	0.0411	8
Water/wastewater/sewer services	8%	9	49%	4	0.0387	9
Fire services	6%	10	72%	1	0.0174	10

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

Most Important %:

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought were most important for the City to emphasize 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.

© 2024 ETC Institute

2024 Importance-Satisfaction Rating

City of Springfield, Ohio

Public Safety

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (IS >.20)						
The City's efforts to prevent crime	54%	1	12%	6	0.4773	1
Enforcement of local traffic laws	50%	2	18%	4	0.4084	2
Visibility of police in neighborhoods	33%	3	17%	5	0.2724	3
How quickly police respond to emergencies	32%	4	27%	2	0.2351	4
Medium Priority (IS <.10)						
Visibility of police in commercial & retail areas	11%	5	21%	3	0.0859	5
How quickly fire & emergency medical services respond	10%	6	56%	1	0.0445	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 were most important for the City to emphasize 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.

© 2024 ETC Institute

2024 Importance-Satisfaction Rating

City of Springfield, Ohio

Service Department Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (IS >.20)						
Maintenance & condition of major City streets	51%	1	19%	7	0.4137	1
Maintenance/condition of streets in neighborhood	43%	2	25%	5	0.3241	2
Cleanliness of streets and other public areas	28%	3	23%	6	0.2162	3
High Priority (IS = .10-.20)						
Traffic flow on major City streets	22%	4	37%	2	0.1386	4
Adequacy of street lighting	20%	5	33%	3	0.1357	5
Medium Priority (IS <.10)						
Traffic signal timing	11%	6	38%	1	0.0696	6
Condition of sidewalks	9%	7	27%	4	0.0658	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 were most important for the City to emphasize 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.

© 2024 ETC Institute

2024 Importance-Satisfaction Rating

City of Springfield, Ohio

Parks and Recreation

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (IS >.20)						
Quality of youth sports and recreation programs	40%	2	37%	7	0.2518	1
High Priority (IS = .10-.20)						
Maintenance of City parks and sports fields	42%	1	54%	2	0.1922	2
Maintenance of City recreation facilities	37%	3	50%	4	0.1834	3
Maintenance/condition of walking & biking trails	34%	4	47%	5	0.1789	4
Quality of adult sports programs	21%	6	25%	9	0.1614	5
Ease of registering for programs	17%	7	32%	8	0.1168	6
Availability of walking and biking trails	22%	5	53%	3	0.1009	7
Medium Priority (IS <.10)						
Maintenance of the City pool and splash pad	13%	9	46%	6	0.0688	8
Availability of parks and sports fields	14%	8	55%	1	0.0625	9

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 were most important for the City to emphasize 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.

© 2024 ETC Institute



4

Tabular Data

Q1. Overall Satisfaction with City Services. Please rate your satisfaction with each of the following items using a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=434)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q1-1. Condition of streets, pavement, & sidewalks in Springfield	1.6%	8.5%	16.8%	38.5%	34.1%	0.5%
Q1-2. Customer service received from City employees	8.1%	24.2%	33.4%	12.9%	10.4%	11.1%
Q1-3. Effectiveness of City communication with the public	4.4%	14.1%	16.6%	23.0%	40.1%	1.8%
Q1-4. Emergency medical services	17.3%	33.2%	29.0%	8.1%	3.9%	8.5%
Q1-5. Enforcement of City codes & ordinances	4.1%	13.4%	21.0%	22.6%	32.3%	6.7%
Q1-6. Fire services	24.2%	41.0%	22.6%	1.8%	0.5%	9.9%
Q1-7. Mowing & trimming along City streets & other public areas	9.4%	36.2%	30.0%	12.7%	10.1%	1.6%
Q1-8. Parks & recreation facilities & programs	16.4%	38.5%	25.1%	12.4%	4.4%	3.2%
Q1-9. Police services	9.9%	24.7%	21.7%	22.8%	18.0%	3.0%
Q1-10. Water/wastewater/sewer services	11.5%	35.3%	33.2%	9.7%	5.5%	4.8%

WITHOUT "DON'T KNOW"

Q1. Overall Satisfaction with City Services. Please rate your satisfaction with each of the following items using a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

(N=434)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q1-1. Condition of streets, pavement, & sidewalks in Springfield	1.6%	8.6%	16.9%	38.7%	34.3%
Q1-2. Customer service received from City employees	9.1%	27.2%	37.6%	14.5%	11.7%
Q1-3. Effectiveness of City communication with the public	4.5%	14.3%	16.9%	23.5%	40.8%
Q1-4. Emergency medical services	18.9%	36.3%	31.7%	8.8%	4.3%
Q1-5. Enforcement of City codes & ordinances	4.4%	14.3%	22.5%	24.2%	34.6%
Q1-6. Fire services	26.9%	45.5%	25.1%	2.0%	0.5%
Q1-7. Mowing & trimming along City streets & other public areas	9.6%	36.8%	30.4%	12.9%	10.3%
Q1-8. Parks & recreation facilities & programs	16.9%	39.8%	26.0%	12.9%	4.5%
Q1-9. Police services	10.2%	25.4%	22.3%	23.5%	18.5%
Q1-10. Water/wastewater/sewer services	12.1%	37.0%	34.9%	10.2%	5.8%

Q2. Which THREE of the items listed in Question 1 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

<u>Q2. Top choice</u>	<u>Number</u>	<u>Percent</u>
Condition of streets, pavement, & sidewalks in Springfield	141	32.5 %
Customer service received from City employees	9	2.1 %
Effectiveness of City communication with the public	105	24.2 %
Emergency medical services	8	1.8 %
Enforcement of City codes & ordinances	45	10.4 %
Fire services	2	0.5 %
Mowing & trimming along City streets & other public areas	3	0.7 %
Parks & recreation facilities & programs	3	0.7 %
Police services	99	22.8 %
Water/wastewater/sewer services	4	0.9 %
None chosen	15	3.5 %
Total	434	100.0 %

Q2. Which THREE of the items listed in Question 1 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

<u>Q2. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Condition of streets, pavement, & sidewalks in Springfield	64	14.7 %
Customer service received from City employees	19	4.4 %
Effectiveness of City communication with the public	82	18.9 %
Emergency medical services	22	5.1 %
Enforcement of City codes & ordinances	84	19.4 %
Fire services	16	3.7 %
Mowing & trimming along City streets & other public areas	18	4.1 %
Parks & recreation facilities & programs	12	2.8 %
Police services	78	18.0 %
Water/wastewater/sewer services	14	3.2 %
None chosen	25	5.8 %
Total	434	100.0 %

Q2. Which THREE of the items listed in Question 1 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

<u>Q2. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Condition of streets, pavement, & sidewalks in Springfield	68	15.7 %
Customer service received from City employees	22	5.1 %
Effectiveness of City communication with the public	55	12.7 %
Emergency medical services	33	7.6 %
Enforcement of City codes & ordinances	79	18.2 %
Fire services	9	2.1 %
Mowing & trimming along City streets & other public areas	25	5.8 %
Parks & recreation facilities & programs	26	6.0 %
Police services	60	13.8 %
Water/wastewater/sewer services	15	3.5 %
None chosen	42	9.7 %
Total	434	100.0 %

SUM OF TOP 3 CHOICES

Q2. Which THREE of the items listed in Question 1 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 3)

<u>Q2. Sum of top 3 choices</u>	<u>Number</u>	<u>Percent</u>
Condition of streets, pavement, & sidewalks in Springfield	273	62.9 %
Customer service received from City employees	50	11.5 %
Effectiveness of City communication with the public	242	55.8 %
Emergency medical services	63	14.5 %
Enforcement of City codes & ordinances	208	47.9 %
Fire services	27	6.2 %
Mowing & trimming along City streets & other public areas	46	10.6 %
Parks & recreation facilities & programs	41	9.4 %
Police services	237	54.6 %
Water/wastewater/sewer services	33	7.6 %
None chosen	15	3.5 %
Total	1235	

Q3. Please rate your satisfaction with each of the following items that may influence your perception of Springfield as a community using a 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=434)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q3-1. Overall feeling of safety in City of Springfield	4.1%	16.4%	13.8%	22.1%	43.5%	0.0%
Q3-2. Overall quality of life in City of Springfield	5.1%	17.1%	17.1%	29.0%	31.3%	0.5%
Q3-3. Overall quality of life in your neighborhood	13.4%	27.4%	24.4%	17.7%	16.6%	0.5%
Q3-4. Overall quality of new development in City of Springfield	4.8%	16.1%	28.6%	23.0%	24.9%	2.5%
Q3-5. Overall quality of services provided by City of Springfield	4.4%	18.7%	27.6%	23.0%	23.7%	2.5%
Q3-6. Overall value you receive for City of Springfield taxes & fees	3.0%	10.6%	20.0%	28.1%	33.4%	4.8%
Q3-7. City of Springfield as a place to do business	3.9%	15.4%	30.2%	20.7%	24.4%	5.3%
Q3-8. City of Springfield as a place to live	5.8%	17.3%	16.8%	25.1%	34.8%	0.2%
Q3-9. City of Springfield as a place to raise a family	4.4%	12.4%	18.9%	22.6%	39.4%	2.3%
Q3-10. City of Springfield as a place to retire	4.6%	11.5%	17.3%	22.1%	41.9%	2.5%

WITHOUT "DON'T KNOW"

Q3. Please rate your satisfaction with each of the following items that may influence your perception of Springfield as a community using a 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

(N=434)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q3-1. Overall feeling of safety in City of Springfield	4.1%	16.4%	13.8%	22.1%	43.5%
Q3-2. Overall quality of life in City of Springfield	5.1%	17.1%	17.1%	29.2%	31.5%
Q3-3. Overall quality of life in your neighborhood	13.4%	27.5%	24.5%	17.8%	16.7%
Q3-4. Overall quality of new development in City of Springfield	5.0%	16.5%	29.3%	23.6%	25.5%
Q3-5. Overall quality of services provided by City of Springfield	4.5%	19.1%	28.4%	23.6%	24.3%
Q3-6. Overall value you receive for City of Springfield taxes & fees	3.1%	11.1%	21.1%	29.5%	35.1%
Q3-7. City of Springfield as a place to do business	4.1%	16.3%	31.9%	21.9%	25.8%
Q3-8. City of Springfield as a place to live	5.8%	17.3%	16.9%	25.2%	34.9%
Q3-9. City of Springfield as a place to raise a family	4.5%	12.7%	19.3%	23.1%	40.3%
Q3-10. City of Springfield as a place to retire	4.7%	11.8%	17.7%	22.7%	43.0%

Q4. Do you feel that things in the City of Springfield are generally headed in the right direction?

Q4. Are things in City of Springfield generally headed in the right direction	Number	Percent
Yes	78	18.0 %
No	293	67.5 %
Don't know/not sure	63	14.5 %
Total	434	100.0 %

WITHOUT "DON'T KNOW/NOT SURE"**Q4. Do you feel that things in the City of Springfield are generally headed in the right direction? (without "don't know/not sure")**

Q4. Are things in City of Springfield generally headed in the right direction	Number	Percent
Yes	78	21.0 %
No	293	79.0 %
Total	371	100.0 %

Q5. Public Safety Services. Please rate your satisfaction with each of the following items using a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=434)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q5-1. Enforcement of local traffic laws	3.2%	13.8%	14.1%	23.0%	43.1%	2.8%
Q5-2. How quickly fire & emergency medical services personnel respond to emergencies	13.8%	37.1%	26.3%	9.0%	4.1%	9.7%
Q5-3. How quickly police respond to emergencies	6.5%	18.2%	22.8%	19.6%	23.5%	9.4%
Q5-4. City's efforts to prevent crime	3.0%	8.8%	16.4%	24.2%	44.7%	3.0%
Q5-5. Visibility of police in commercial & retail areas	3.0%	16.8%	28.1%	24.7%	24.0%	3.5%
Q5-6. Visibility of police in neighborhoods	3.7%	12.4%	23.3%	29.7%	27.2%	3.7%

WITHOUT "DON'T KNOW"**Q5. Public Safety Services. Please rate your satisfaction with each of the following items using a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

(N=434)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q5-1. Enforcement of local traffic laws	3.3%	14.2%	14.5%	23.7%	44.3%
Q5-2. How quickly fire & emergency medical services personnel respond to emergencies	15.3%	41.1%	29.1%	9.9%	4.6%
Q5-3. How quickly police respond to emergencies	7.1%	20.1%	25.2%	21.6%	26.0%
Q5-4. City's efforts to prevent crime	3.1%	9.0%	16.9%	24.9%	46.1%
Q5-5. Visibility of police in commercial & retail areas	3.1%	17.4%	29.1%	25.5%	24.8%
Q5-6. Visibility of police in neighborhoods	3.8%	12.9%	24.2%	30.9%	28.2%

Q6. Which TWO of the items listed in Question 5 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

<u>Q6. Top choice</u>	<u>Number</u>	<u>Percent</u>
Enforcement of local traffic laws	139	32.0 %
How quickly fire & emergency medical services personnel respond to emergencies	19	4.4 %
How quickly police respond to emergencies	68	15.7 %
City's efforts to prevent crime	123	28.3 %
Visibility of police in commercial & retail areas	13	3.0 %
Visibility of police in neighborhoods	54	12.4 %
None chosen	18	4.1 %
Total	434	100.0 %

Q6. Which TWO of the items listed in Question 5 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

<u>Q6. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Enforcement of local traffic laws	76	17.5 %
How quickly fire & emergency medical services personnel respond to emergencies	25	5.8 %
How quickly police respond to emergencies	72	16.6 %
City's efforts to prevent crime	113	26.0 %
Visibility of police in commercial & retail areas	34	7.8 %
Visibility of police in neighborhoods	88	20.3 %
None chosen	26	6.0 %
Total	434	100.0 %

SUM OF TOP 2 CHOICES

Q6. Which TWO of the items listed in Question 5 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 2)

<u>Q6. Sum of top 2 choices</u>	<u>Number</u>	<u>Percent</u>
Enforcement of local traffic laws	215	49.5 %
How quickly fire & emergency medical services personnel respond to emergencies	44	10.1 %
How quickly police respond to emergencies	140	32.3 %
City's efforts to prevent crime	236	54.4 %
Visibility of police in commercial & retail areas	47	10.8 %
Visibility of police in neighborhoods	142	32.7 %
None chosen	18	4.1 %
Total	842	

Q7. Service Department Services. Please rate your satisfaction with each of the following items using a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=434)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q7-1. Maintenance & condition of major City streets	1.8%	17.1%	21.7%	31.1%	26.7%	1.6%
Q7-2. Maintenance & condition of streets in your neighborhood	2.5%	21.9%	19.1%	27.9%	27.0%	1.6%
Q7-3. Cleanliness of streets & other public areas	3.2%	18.9%	25.3%	31.6%	19.4%	1.6%
Q7-4. Adequacy of street lighting	4.4%	27.2%	32.3%	24.4%	9.0%	2.8%
Q7-5. Condition of sidewalks	2.8%	23.3%	39.6%	19.8%	11.3%	3.2%
Q7-6. Traffic signal timing	4.1%	33.4%	35.0%	17.7%	7.4%	2.3%
Q7-7. Traffic flow on major City streets	3.7%	33.2%	29.5%	20.0%	12.4%	1.2%

WITHOUT "DON'T KNOW"**Q7. Service Department Services. Please rate your satisfaction with each of the following items using a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

(N=434)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q7-1. Maintenance & condition of major City streets	1.9%	17.3%	22.0%	31.6%	27.2%
Q7-2. Maintenance & condition of streets in your neighborhood	2.6%	22.2%	19.4%	28.3%	27.4%
Q7-3. Cleanliness of streets & other public areas	3.3%	19.2%	25.8%	32.1%	19.7%
Q7-4. Adequacy of street lighting	4.5%	28.0%	33.2%	25.1%	9.2%
Q7-5. Condition of sidewalks	2.9%	24.0%	41.0%	20.5%	11.7%
Q7-6. Traffic signal timing	4.2%	34.2%	35.8%	18.2%	7.5%
Q7-7. Traffic flow on major City streets	3.7%	33.6%	29.8%	20.3%	12.6%

Q8. Which TWO of the items listed in Question 7 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q8. Top choice	Number	Percent
Maintenance & condition of major City streets	167	38.5 %
Maintenance & condition of streets in your neighborhood	88	20.3 %
Cleanliness of streets & other public areas	37	8.5 %
Adequacy of street lighting	45	10.4 %
Condition of sidewalks	13	3.0 %
Traffic signal timing	17	3.9 %
Traffic flow on major City streets	39	9.0 %
None chosen	28	6.5 %
Total	434	100.0 %

Q8. Which TWO of the items listed in Question 7 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q8. 2nd choice	Number	Percent
Maintenance & condition of major City streets	55	12.7 %
Maintenance & condition of streets in your neighborhood	99	22.8 %
Cleanliness of streets & other public areas	84	19.4 %
Adequacy of street lighting	42	9.7 %
Condition of sidewalks	26	6.0 %
Traffic signal timing	32	7.4 %
Traffic flow on major City streets	57	13.1 %
None chosen	39	9.0 %
Total	434	100.0 %

SUM OF TOP 2 CHOICES

Q8. Which TWO of the items listed in Question 7 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 2)

Q8. Sum of top 2 choices	Number	Percent
Maintenance & condition of major City streets	222	51.2 %
Maintenance & condition of streets in your neighborhood	187	43.1 %
Cleanliness of streets & other public areas	121	27.9 %
Adequacy of street lighting	87	20.0 %
Condition of sidewalks	39	9.0 %
Traffic signal timing	49	11.3 %
Traffic flow on major City streets	96	22.1 %
None chosen	28	6.5 %
Total	829	

Q9. Parks and Recreation Services. Please rate your satisfaction with each of the following items using a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=434)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q9-1. Maintenance of City parks & sports fields	11.8%	38.2%	29.0%	9.2%	4.6%	7.1%
Q9-2. Maintenance of City recreation facilities	8.3%	35.7%	32.0%	8.1%	4.1%	11.8%
Q9-3. Maintenance of City pool & splash pad	5.5%	25.8%	31.3%	4.6%	1.2%	31.6%
Q9-4. Maintenance & condition of walking & biking trails	5.8%	32.5%	29.3%	10.1%	4.4%	18.0%
Q9-5. Availability of walking & biking trails	7.8%	38.5%	28.3%	9.0%	3.2%	13.1%
Q9-6. Availability of parks & sports fields	10.1%	38.5%	30.9%	7.4%	2.1%	11.1%
Q9-7. Quality of youth sports & recreation programs	6.2%	23.0%	28.6%	13.6%	7.1%	21.4%
Q9-8. Quality of adult sports programs	3.7%	14.1%	36.6%	12.2%	5.5%	27.9%
Q9-9. Ease of registering for programs	5.3%	17.3%	37.8%	7.1%	3.7%	28.8%

WITHOUT "DON'T KNOW"**Q9. Parks and Recreation Services. Please rate your satisfaction with each of the following items using a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

(N=434)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q9-1. Maintenance of City parks & sports fields	12.7%	41.2%	31.3%	9.9%	5.0%
Q9-2. Maintenance of City recreation facilities	9.4%	40.5%	36.3%	9.1%	4.7%
Q9-3. Maintenance of City pool & splash pad	8.1%	37.7%	45.8%	6.7%	1.7%
Q9-4. Maintenance & condition of walking & biking trails	7.0%	39.6%	35.7%	12.4%	5.3%
Q9-5. Availability of walking & biking trails	9.0%	44.3%	32.6%	10.3%	3.7%
Q9-6. Availability of parks & sports fields	11.4%	43.3%	34.7%	8.3%	2.3%
Q9-7. Quality of youth sports & recreation programs	7.9%	29.3%	36.4%	17.3%	9.1%
Q9-8. Quality of adult sports programs	5.1%	19.5%	50.8%	16.9%	7.7%
Q9-9. Ease of registering for programs	7.4%	24.3%	53.1%	10.0%	5.2%

Q10. Which THREE of the items listed in Question 9 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

<u>Q10. Top choice</u>	<u>Number</u>	<u>Percent</u>
Maintenance of City parks & sports fields	97	22.4 %
Maintenance of City recreation facilities	36	8.3 %
Maintenance of City pool & splash pad	13	3.0 %
Maintenance & condition of walking & biking trails	45	10.4 %
Availability of walking & biking trails	31	7.1 %
Availability of parks & sports fields	13	3.0 %
Quality of youth sports & recreation programs	86	19.8 %
Quality of adult sports programs	23	5.3 %
Ease of registering for programs	15	3.5 %
None chosen	75	17.3 %
Total	434	100.0 %

Q10. Which THREE of the items listed in Question 9 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

<u>Q10. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Maintenance of City parks & sports fields	44	10.1 %
Maintenance of City recreation facilities	73	16.8 %
Maintenance of City pool & splash pad	12	2.8 %
Maintenance & condition of walking & biking trails	51	11.8 %
Availability of walking & biking trails	27	6.2 %
Availability of parks & sports fields	26	6.0 %
Quality of youth sports & recreation programs	43	9.9 %
Quality of adult sports programs	44	10.1 %
Ease of registering for programs	27	6.2 %
None chosen	87	20.0 %
Total	434	100.0 %

Q10. Which THREE of the items listed in Question 9 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

<u>Q10. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Maintenance of City parks & sports fields	40	9.2 %
Maintenance of City recreation facilities	50	11.5 %
Maintenance of City pool & splash pad	30	6.9 %
Maintenance & condition of walking & biking trails	49	11.3 %
Availability of walking & biking trails	36	8.3 %
Availability of parks & sports fields	21	4.8 %
Quality of youth sports & recreation programs	45	10.4 %
Quality of adult sports programs	26	6.0 %
Ease of registering for programs	32	7.4 %
None chosen	105	24.2 %
Total	434	100.0 %

SUM OF TOP 3 CHOICES

Q10. Which THREE of the items listed in Question 9 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 3)

<u>Q10. Sum of top 3 choices</u>	<u>Number</u>	<u>Percent</u>
Maintenance of City parks & sports fields	181	41.7 %
Maintenance of City recreation facilities	159	36.6 %
Maintenance of City pool & splash pad	55	12.7 %
Maintenance & condition of walking & biking trails	145	33.4 %
Availability of walking & biking trails	94	21.7 %
Availability of parks & sports fields	60	13.8 %
Quality of youth sports & recreation programs	174	40.1 %
Quality of adult sports programs	93	21.4 %
Ease of registering for programs	74	17.1 %
None chosen	75	17.3 %
Total	1110	

Q11. City Communication. Please check ALL of the information sources listed below you use to find out about City of Springfield news, information, and programming.

Q11. Information sources you use to find out about City news, information, & programming	Number	Percent
City's website (springfieldohio.gov)	257	59.2 %
City Commission meetings-in person	64	14.7 %
City Commission meetings-on Channel 5 or YouTube	216	49.8 %
Facebook	317	73.0 %
LinkedIn	6	1.4 %
Monthly eNewsletter	22	5.1 %
Contact with City employees	66	15.2 %
Contact with City Commission members	41	9.4 %
Newspapers	160	36.9 %
Television (local news)	228	52.5 %
Radio	58	13.4 %
Word of mouth	234	53.9 %
Other	16	3.7 %
Total	1685	

Q11-13. Other:

Q11-13. Other	Number	Percent
Nextdoor app	2	16.7 %
Google	2	16.7 %
TikTok	1	8.3 %
Journalists	1	8.3 %
Cable news	1	8.3 %
Broadcast app	1	8.3 %
People who run don't care about nothing but their own pockets	1	8.3 %
By mail	1	8.3 %
Personal experiences	1	8.3 %
News Break online app	1	8.3 %
Total	12	100.0 %

Q12. Which THREE of the sources of information listed in Question 11 do you MOST PREFER to use to find out about City of Springfield news, information, and programming?

<u>Q12. Top choice</u>	<u>Number</u>	<u>Percent</u>
City's website (springfieldohio.gov)	92	21.2 %
City Commission meetings-in person	15	3.5 %
City Commission meetings-on Channel 5 or YouTube	68	15.7 %
Facebook	112	25.8 %
Monthly eNewsletter	18	4.1 %
Contact with City employees	5	1.2 %
Contact with City Commission members	4	0.9 %
Newspapers	34	7.8 %
Television (local news)	31	7.1 %
Radio	4	0.9 %
Word of mouth	9	2.1 %
Other	9	2.1 %
None chosen	33	7.6 %
Total	434	100.0 %

Q12. Which THREE of the sources of information listed in Question 11 do you MOST PREFER to use to find out about City of Springfield news, information, and programming?

<u>Q12. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
City's website (springfieldohio.gov)	53	12.2 %
City Commission meetings-in person	20	4.6 %
City Commission meetings-on Channel 5 or YouTube	60	13.8 %
Facebook	68	15.7 %
Monthly eNewsletter	12	2.8 %
Contact with City employees	6	1.4 %
Contact with City Commission members	14	3.2 %
Newspapers	35	8.1 %
Television (local news)	65	15.0 %
Radio	17	3.9 %
Word of mouth	28	6.5 %
Other	3	0.7 %
None chosen	53	12.2 %
Total	434	100.0 %

Q12. Which THREE of the sources of information listed in Question 11 do you MOST PREFER to use to find out about City of Springfield news, information, and programming?

<u>Q12. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
City's website (springfieldohio.gov)	53	12.2 %
City Commission meetings-in person	10	2.3 %
City Commission meetings-on Channel 5 or YouTube	43	9.9 %
Facebook	56	12.9 %
Monthly eNewsletter	9	2.1 %
Contact with City employees	17	3.9 %
Contact with City Commission members	7	1.6 %
Newspapers	40	9.2 %
Television (local news)	56	12.9 %
Radio	9	2.1 %
Word of mouth	46	10.6 %
Other	6	1.4 %
None chosen	82	18.9 %
Total	434	100.0 %

SUM OF TOP 3 CHOICES

Q12. Which THREE of the sources of information listed in Question 11 do you MOST PREFER to use to find out about City of Springfield news, information, and programming? (top 3)

<u>Q12. Sum of top 3 choices</u>	<u>Number</u>	<u>Percent</u>
City's website (springfieldohio.gov)	198	45.6 %
City Commission meetings-in person	45	10.4 %
City Commission meetings-on Channel 5 or YouTube	171	39.4 %
Facebook	236	54.4 %
Monthly eNewsletter	39	9.0 %
Contact with City employees	28	6.5 %
Contact with City Commission members	25	5.8 %
Newspapers	109	25.1 %
Television (local news)	152	35.0 %
Radio	30	6.9 %
Word of mouth	83	19.1 %
Other	18	4.1 %
None chosen	33	7.6 %
Total	1167	

Q13. Informed on City Issues. Please rate how informed you believe you and the members of your household are about each of the following topics in the City of Springfield using a 3 to 1 scale, where 3 means you are "Well Informed," and 1 means you "Not at all Informed" on the issue.

(N=434)

	Well informed	Somewhat informed	Not at all informed
Q13-1. City of Springfield programs & services	10.8%	57.8%	31.3%
Q13-2. City Commission goals & objectives	8.1%	36.6%	55.3%
Q13-3. City Commission decisions	9.9%	34.1%	56.0%
Q13-4. Financial condition & priorities of City of Springfield	7.6%	32.0%	60.4%
Q13-5. Road closures	14.7%	53.0%	32.3%
Q13-6. Infrastructure projects	8.1%	44.9%	47.0%
Q13-7. New industrial & retail growth	9.7%	46.8%	43.5%

WITHOUT "NOT AT ALL INFORMED"

Q13. Informed on City Issues. Please rate how informed you believe you and the members of your household are about each of the following topics in the City of Springfield using a 3 to 1 scale, where 3 means you are "Well Informed," and 1 means you "Not at all Informed" on the issue. (without "not at all informed")

(N=434)

	Well informed	Somewhat informed
Q13-1. City of Springfield programs & services	15.8%	84.2%
Q13-2. City Commission goals & objectives	18.0%	82.0%
Q13-3. City Commission decisions	22.5%	77.5%
Q13-4. Financial condition & priorities of City of Springfield	19.2%	80.8%
Q13-5. Road closures	21.8%	78.2%
Q13-6. Infrastructure projects	15.2%	84.8%
Q13-7. New industrial & retail growth	17.1%	82.9%

Q14. Development Focus Areas. Below are some development focus areas the City would like your input on. Which TWO of the focus areas listed below do you believe should receive the MOST EMPHASIS from City leaders?

Q14. Top choice	Number	Percent
Downtown revitalization efforts	67	15.4 %
Neighborhood revitalization efforts	191	44.0 %
New residential subdivisions	28	6.5 %
New shopping & dining options	62	14.3 %
New industrial/business parks	21	4.8 %
Other	21	4.8 %
None chosen	44	10.1 %
Total	434	100.0 %

Q14. Development Focus Areas. Below are some development focus areas the City would like your input on. Which TWO of the focus areas listed below do you believe should receive the MOST EMPHASIS from City leaders?

Q14. 2nd choice	Number	Percent
Downtown revitalization efforts	56	12.9 %
Neighborhood revitalization efforts	92	21.2 %
New residential subdivisions	42	9.7 %
New shopping & dining options	93	21.4 %
New industrial/business parks	33	7.6 %
Other	21	4.8 %
None chosen	97	22.4 %
Total	434	100.0 %

SUM OF TOP 2 CHOICES

Q14. Development Focus Areas. Below are some development focus areas the City would like your input on. Which TWO of the focus areas listed below do you believe should receive the MOST EMPHASIS from City leaders? (top 2)

Q14. Sum of top 2 choices	Number	Percent
Downtown revitalization efforts	123	28.3 %
Neighborhood revitalization efforts	283	65.2 %
New residential subdivisions	70	16.1 %
New shopping & dining options	155	35.7 %
New industrial/business parks	54	12.4 %
Other	42	9.7 %
None chosen	44	10.1 %
Total	771	

Q14-6. Other

- Activities more available for youth
- Affordable housing for all and not just the Haitian population
- AFFORDABLE HOUSING FOR LOW INCOME BASED PEOPLE INCLUDING PEOPLE WITH DISABILITY.
- AFFORDABLE HOUSING THAT IS NOT \$1500 for a 2 bedroom APARTMENT
- Availability of housing.
- Businesses in low income areas.
- Crime prevention
- Department stores
- Different dining places.
- Diversifying retail and business locations; EVERYTHING is on Bechtle Ave. There needs to be more retail options on the east and north sides of Springfield!
- Focus on advanced tech companies that support Wright Patterson AF Base, Data Warehousing, and companies that support the new Intel Chip Manufacturing in Ohio.
- Homeless population resources/shelter/program
- Homes available based on income.
- Immigrants
- Immigration and police.
- immigration issues
- Jobs that pay an great rate for you to live in Springfield and not have to go work out of town just to make the ends meet
- Low income housing
- Neighborhoods look like a 3rd world country.
- new business on east side. It is now to packed.
- Our youth need something to keep them busy instead of having idle time to get in trouble. There are very few things for youth to do in this city.
- Put comments back on government page & let us hear police calls again where the mayor eliminated it for citizens. Our Mayor doesn't want us to know anything going on in our city
- Recreation centers
- Safety & resources for Springfield citizens.
- Someplace for kids to do something other than an ice rink.
- Something for the kids to do.
- Streets
- The City Commissioners has got to get a handle on this immigration issue. They sit up there acting like they had no clue, but they knew & did not care. It doesn't negatively effect them.
- The city has made it a priority to bring in Haitians when we don't have the resources or space to do so. The cost of living in Springfield is outrageous, especially rent. Citizens that have been here for years are being pushed out of their rentals and having trouble finding new homes. The amount of accidents in this town are ridiculous. I'm terrified to take my daughter anywhere because of it. People don't want slow down and Haitians aren't being fully taught to drive before they're given to go ahead to be on the streets. I genuinely don't want to live in Springfield any more because I don't feel safe.
- The number of illegal immigrants is overtaking all of the new and old residential properties, making it harder for Americans to find housing as well as the increase in traffic violations and wrecks, making it very unsafe in Springfield to work and live
- update code/zoning to make the city more friendly to urban food production such as recent changes to Columbus City code to allow urban farms to set up temporary sales stands, allow keeping of chickens w/o roosters in residential areas, more public promotion of the mow to own program, etc.
- We need a nice rec center for the community.
- YOUTH CENTERS

Q15. How long have you lived in the City of Springfield?

Q15. How long have you lived in City of Springfield	Number	Percent
0-5	35	8.1 %
6-10	33	7.6 %
11-15	18	4.1 %
16-20	26	6.0 %
21-30	61	14.1 %
31+	241	55.5 %
Not provided	20	4.6 %
Total	434	100.0 %

WITHOUT "NOT PROVIDED"**Q15. How long have you lived in the City of Springfield? (without "not provided")**

Q15. How long have you lived in City of Springfield	Number	Percent
0-5	35	8.5 %
6-10	33	8.0 %
11-15	18	4.3 %
16-20	26	6.3 %
21-30	61	14.7 %
31+	241	58.2 %
Total	414	100.0 %

Q16. What is your age?

Q16. Your age	Number	Percent
18-34	79	18.2 %
35-44	77	17.7 %
45-54	85	19.6 %
55-64	89	20.5 %
65+	87	20.0 %
Not provided	17	3.9 %
Total	434	100.0 %

WITHOUT "NOT PROVIDED"**Q16. What is your age? (without "not provided")**

Q16. Your age	Number	Percent
18-34	79	18.9 %
35-44	77	18.5 %
45-54	85	20.4 %
55-64	89	21.3 %
65+	87	20.9 %
Total	417	100.0 %

Q17. Do you have anyone under the age of 18 living in your home?

Q17. Do you have anyone under 18 living in your home	Number	Percent
Yes	161	37.1 %
No	267	61.5 %
Not provided	6	1.4 %
Total	434	100.0 %

WITHOUT "NOT PROVIDED"**Q17. Do you have anyone under the age of 18 living in your home? (without "not provided")**

Q17. Do you have anyone under 18 living in your home	Number	Percent
Yes	161	37.6 %
No	267	62.4 %
Total	428	100.0 %

Q18. Do you own or rent your home?

Q18. Do you own or rent your home	Number	Percent
Own	265	61.1 %
Rent	161	37.1 %
Not provided	8	1.8 %
Total	434	100.0 %

WITHOUT "NOT PROVIDED"**Q18. Do you own or rent your home? (without "not provided")**

Q18. Do you own or rent your home	Number	Percent
Own	265	62.2 %
Rent	161	37.8 %
Total	426	100.0 %

Q19. What type of housing unit do you live in?

<u>Q19. What type of housing unit do you live in</u>	<u>Number</u>	<u>Percent</u>
Single family or detached house	358	82.5 %
Apartment or condominium	53	12.2 %
Other	11	2.5 %
Not provided	12	2.8 %
Total	434	100.0 %

WITHOUT "NOT PROVIDED"**Q19. What type of housing unit do you live in? (without "not provided")**

<u>Q19. What type of housing unit do you live in</u>	<u>Number</u>	<u>Percent</u>
Single family or detached house	358	84.8 %
Apartment or condominium	53	12.6 %
Other	11	2.6 %
Total	422	100.0 %

Q19-3. Other:

<u>Q19-3. Other</u>	<u>Number</u>	<u>Percent</u>
Duplex	5	45.5 %
Double home	3	27.3 %
Share with other family	1	9.1 %
Shared unit	1	9.1 %
Live with parents	1	9.1 %
Total	11	100.0 %

Q20. How do you identify yourself?

<u>Q20. How do you identify yourself</u>	<u>Number</u>	<u>Percent</u>
Male	205	47.2 %
Female	214	49.3 %
Not provided	15	3.5 %
Total	434	100.0 %

WITHOUT "NOT PROVIDED"**Q20. How do you identify yourself? (without "not provided")**

<u>Q20. How do you identify yourself</u>	<u>Number</u>	<u>Percent</u>
Male	205	48.9 %
Female	214	51.1 %
Total	419	100.0 %

Q21. Which of the following best describes your employment status?

<u>Q21. Your employment status</u>	<u>Number</u>	<u>Percent</u>
Employed	270	62.2 %
Not employed	32	7.4 %
Retired	107	24.7 %
Not provided	25	5.8 %
Total	434	100.0 %

WITHOUT "NOT PROVIDED"**Q21. Which of the following best describes your employment status? (without "not provided")**

<u>Q21. Your employment status</u>	<u>Number</u>	<u>Percent</u>
Employed	270	66.0 %
Not employed	32	7.8 %
Retired	107	26.2 %
Total	409	100.0 %



5

Survey Instrument



OFFICE OF THE CITY MANAGER

Dear Springfield Resident:

On behalf of City Administration and the City Commission, I invite your participation in a survey designed to gather resident input and feedback on City programs and services. The information you provide in this survey will be used to improve existing programs and services and help determine long-range planning and investment decisions.

For your convenience, the enclosed survey includes a postage-paid envelope to ETC Institute, the survey research firm conducting this survey. If you prefer to complete the survey online, please visit SpringfieldOHSurvey.org.

ETC Institute is one of the nation's leading local government research firms. It is important to note your individual survey responses will remain confidential. ETC Institute will present the survey results to the City Administration and City Commission after they have been compiled and analyzed. The survey results will also be made available on the City website. ETC administers these types of surveys nationwide, providing us the opportunity to compare our results regionally and nationally.

As a way to say thank you for fully completing your survey, you will have the opportunity to opt-in for a chance to win one \$500 prepaid Visa gift card at the end of this survey.

We greatly appreciate you taking time out of your schedule to complete this survey. The time you invest in this survey will help us understand the needs of our community and influence numerous decisions about the future of Springfield.

Please feel free to contact Ryan Murray, Assistant Director of Community Research, at 913-254-4598 or email him at ryan.murray@etcinstitute.com if you have any questions or require additional assistance.

Sincerely,

A handwritten signature in black ink, appearing to read "Bryan Heck".

Bryan Heck
City Manager

2024 City of Springfield Community Survey

Please take a few minutes to complete this survey. Your input is an important part of the City's on-going effort to take a resident-driven approach to decision-making. You may also complete your survey online at SpringfieldOHSurvey.org or call 888-801-5368. **As a way to say thank you for fully completing your survey, you will have the opportunity to opt-in for a chance to win one \$500 prepaid Visa gift card at the end of this survey.**

1. Overall Satisfaction with City Services. Please rate your satisfaction with each of the following items using a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

Overall Quality of Services Provided by the City		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01.	Condition of streets, pavement, and sidewalks in Springfield	5	4	3	2	1	9
02.	Customer service received from City employees	5	4	3	2	1	9
03.	Effectiveness of City communication with the public	5	4	3	2	1	9
04.	Emergency medical services	5	4	3	2	1	9
05.	Enforcement of City codes and ordinances	5	4	3	2	1	9
06.	Fire services	5	4	3	2	1	9
07.	Mowing and trimming along City streets and other public areas	5	4	3	2	1	9
08.	Parks and recreation facilities and programs	5	4	3	2	1	9
09.	Police services	5	4	3	2	1	9
10.	Water/wastewater/sewer services	5	4	3	2	1	9

2. Which THREE of the items listed in Question 1 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? [Write in your answers below using the numbers from the list in Question 1.]

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

3. Please rate your satisfaction with each of the following items that may influence your perception of Springfield as a community using a 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

Perceptions of the City		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01.	Overall feeling of safety in the City of Springfield	5	4	3	2	1	9
02.	Overall quality of life in the City of Springfield	5	4	3	2	1	9
03.	Overall quality of life in your neighborhood	5	4	3	2	1	9
04.	Overall quality of new development in the City of Springfield	5	4	3	2	1	9
05.	Overall quality of services provided by the City of Springfield	5	4	3	2	1	9
06.	Overall value you receive for City of Springfield taxes and fees	5	4	3	2	1	9
07.	The City of Springfield as a place to do business	5	4	3	2	1	9
08.	The City of Springfield as a place to live	5	4	3	2	1	9
09.	The City of Springfield as a place to raise a family	5	4	3	2	1	9
10.	The City of Springfield as a place to retire	5	4	3	2	1	9

4. Do you feel that things in the City of Springfield are generally headed in the right direction?

____(1) Yes ____ (2) No ____ (9) Don't know/Not sure

5. **Public Safety Services.** Please rate your satisfaction with each of the following items using a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

Overall Quality of Public Safety Services		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	Enforcement of local traffic laws	5	4	3	2	1	9
2.	How quickly fire and emergency medical services personnel respond to emergencies	5	4	3	2	1	9
3.	How quickly police respond to emergencies	5	4	3	2	1	9
4.	The City's efforts to prevent crime	5	4	3	2	1	9
5.	Visibility of police in commercial and retail areas	5	4	3	2	1	9
6.	Visibility of police in neighborhoods	5	4	3	2	1	9

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

1st: ____ 2nd: ____

7. **Service Department Services.** Please rate your satisfaction with each of the following items using a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

Service Department		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	Maintenance and condition of major City streets	5	4	3	2	1	9
2.	Maintenance and condition of streets in your neighborhood	5	4	3	2	1	9
3.	Cleanliness of streets and other public areas	5	4	3	2	1	9
4.	Adequacy of street lighting	5	4	3	2	1	9
5.	Condition of sidewalks	5	4	3	2	1	9
6.	Traffic signal timing	5	4	3	2	1	9
7.	Traffic flow on major City streets	5	4	3	2	1	9

8. Which TWO of the items listed in Question 7 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? [Write in your answers below using the numbers from the list in Question 7.]

1st: ____ 2nd: ____

9. **Parks and Recreation Services.** Please rate your satisfaction with each of the following items using a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

Parks and Recreation		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	Maintenance of City parks and sports fields	5	4	3	2	1	9
2.	Maintenance of City recreation facilities	5	4	3	2	1	9
3.	Maintenance of the City pool and splash pad	5	4	3	2	1	9
4.	Maintenance and condition of walking and biking trails	5	4	3	2	1	9
5.	Availability of walking and biking trails	5	4	3	2	1	9
6.	Availability of parks and sports fields	5	4	3	2	1	9
7.	Quality of youth sports and recreation programs	5	4	3	2	1	9
8.	Quality of adult sports programs	5	4	3	2	1	9
9.	Ease of registering for programs	5	4	3	2	1	9

10. Which THREE of the items listed in Question 9 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? [Write in your answers below using the numbers from the list in Question 9.]

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

11. City Communication. Please check ALL of the information sources listed below you use to find out about City of Springfield news, information, and programming.

- | | |
|--|--|
| <input type="checkbox"/> (01) City's website (springfieldohio.gov) | <input type="checkbox"/> (08) Contact with City Commission members |
| <input type="checkbox"/> (02) City Commission meetings - in person | <input type="checkbox"/> (09) Newspapers |
| <input type="checkbox"/> (03) City Commission meetings - on Channel 5 or YouTube | <input type="checkbox"/> (10) Television (local news) |
| <input type="checkbox"/> (04) Facebook | <input type="checkbox"/> (11) Radio |
| <input type="checkbox"/> (05) LinkedIn | <input type="checkbox"/> (12) Word of mouth |
| <input type="checkbox"/> (06) Monthly e-newsletter | <input type="checkbox"/> (13) Other: _____ |
| <input type="checkbox"/> (07) Contact with City employees | |

12. Which THREE of the sources of information listed in Question 11 do you MOST PREFER to use to find out about City of Springfield news, information, and programming? [Write in your answers below using the numbers from the list in Question 11.]

1st: _____ 2nd: _____ 3rd: _____

13. Informed on City Issues. Please rate how informed you believe you and the members of your household are about each of the following topics in the City of Springfield using a 3 to 1 scale, where 3 means you are "Well Informed," and 1 means you "Not at all Informed" on the issue.

City Issues	Well Informed	Somewhat Informed	Not at all Informed
1. City of Springfield programs and services	2	1	9
2. City Commission goals and objectives	2	1	9
3. City Commission decisions	2	1	9
4. Financial condition and priorities of the City of Springfield	2	1	9
5. Road closures	2	1	9
6. Infrastructure projects	2	1	9
7. New industrial and retail growth	2	1	9

14. Development Focus Areas. Below are some development focus areas the City would like your input on. Which TWO of the focus areas listed below do you believe should receive the MOST EMPHASIS from City leaders? [Write in your answers below using the numbers from the list in Question 14, or select "NONE."]

- | | |
|--|------------------------------------|
| 1. Downtown revitalization efforts | 4. New shopping and dining options |
| 2. Neighborhood revitalization efforts | 5. New industrial/business parks |
| 3. New residential subdivisions | 6. Other: _____ |

1st: _____ 2nd: _____ NONE

Demographics

15. How long have you lived in the City of Springfield? _____ years

16. What is your age? _____ years

17. Do you have anyone under the age of 18 living in your home? ____ (1) Yes ____ (2) No

18. Do you own or rent your home? ____ (1) Own ____ (2) Rent

19. What type of housing unit do you live in?

- (1) Single family or detached house
 (2) Apartment or condominium
 (3) Other: _____

20. How do you identify yourself? ____ (1) Male ____ (2) Female

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

____(1) Employed ____ (2) Not employed ____ (3) Retired

22. Would you like to be entered into a drawing for a chance to win one (1) \$500 Visa gift card for fully completing your survey? [Gift cards are sent via email and limited to one entry per household.]

____(1) Yes [*Answer Q22a.*] ____ (2) No [*End Survey.*]

22a. Please provide your contact information.

Name: _____ Phone: _____

Email: _____

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

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