

City of Cincinnati, Ohio 2025 City of Cincinnati Resident Survey Findings Report

Submitted to the City of Cincinnati, Ohio by:

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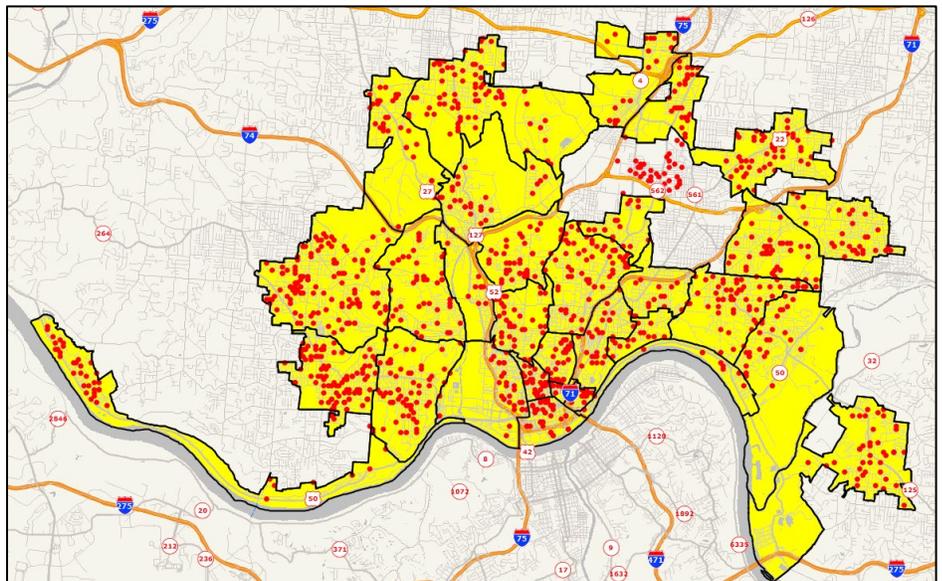
Purpose and Methodology

ETC Institute administered a survey to residents of Cincinnati, OH during the winter of 2025. The purpose of this survey was to help the City strategically plan for the future as they continue to grow and meet new challenges. The survey will assist elected officials, as well as the City administrators, in making critical decisions about prioritizing resources and helping guide the direction for the future of the community.

Administration of the Survey

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

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



To further boost participation, ETC Institute conducted follow-up outreach to sampled households and promoted the survey through targeted social media advertisements on platforms such as Facebook and Instagram. At the

conclusion of the online survey, respondents were asked to provide their home address. This step was necessary to verify that only individuals from the original random sample were included in the final dataset. ETC Institute cross-referenced these addresses with the sample list to confirm eligibility. Responses without a matching address were separated from the main database to maintain the integrity of the sample.

ETC Institute developed a sampling plan, based on the goal of completing a total of 1,200 surveys, by first ensuring all addresses within the City's boundaries had an equal chance of being selected for the random sample. The goal of 1,200 completed surveys was met, with a total of 1,234 residents completing the survey. The overall residents for the sample of 1,234 households have a precision of at least +/-2.78% at the 95% level of confidence.

Notes on Reporting:

The combination of top two box responses such as "very satisfied" or "satisfied" has been used to represent results for the purpose of this executive summary and throughout this report.

The percentage of "don't know" responses has been excluded from many of the graphs shown in this report to facilitate valid comparisons of the results from Cincinnati with the results from other communities in ETC Institute's *DirectionFinder*® database. Since the number of "don't know" responses often reflect the utilization and awareness of City services, the percentage of "don't know" responses have been provided in the tabular data section of this report.



This report contains:

- Executive summary of the survey methodology and major findings.
- Charts showing the overall results of the survey.
- Trend analysis comparing this year’s survey results to the results from 2023 and 2021.
- Benchmark analysis showing how the City of Cincinnati compares to U.S. communities nationally.
- 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

Part 1: A Citywide Shift in Perceptions

The 2025 City of Cincinnati Resident Survey provides City leadership with important insights into resident perceptions, priorities, and satisfaction with City services. Overall, the 2025 survey results indicate a notable decline in satisfaction across many measures when compared to prior survey years. A closer review of the data, including trend analysis, benchmarking, and Importance-Satisfaction (I-S) Analysis, suggests that these declines are best understood as a citywide shift in resident perceptions rather than the result of isolated service failures within individual departments.

A Citywide Shift in Perceptions. The largest declines between 2023 and 2025 occurred in broad, perception-based measures that historically reflect cumulative sentiment over time rather than short-term operational changes. These measures include the overall image of the City, overall quality of services provided by the City, and rating the City as a place to live, work, raise children, and the overall feeling of welcomeness in the City. While these indicators remained relatively stable between 2021 and 2023, the sharper decline observed in 2025 suggests a broader change in resident mood and confidence rather than a sudden decline in City performance.

The table below shows the year-over-year trends for the big-picture measures that reinforce the broader citywide perception shift.

Question	2025	2023	2021
Overall image of the City	42%	65%	57%
As a place to live	64%	81%	79%
As a place to raise children	53%	70%	67%
As a place to work	60%	77%	75%
Overall quality of life in the City	48%	65%	65%
Overall quality of services provided by the City	45%	61%	60%
As a place where I feel welcome	58%	74%	67%
Overall value you receive for your City tax dollars and fees	31%	41%	38%
Overall feeling of safety in the City	32%	40%	42%

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Further reviews of response distributions show that the 2025 shift was not limited to residents moving from satisfied to neutral. In many cases, neutral responses increased alongside increases in dissatisfied responses. This pattern indicates growing uncertainty and reduced confidence among residents, which helps explain why the 2025 results feel more pronounced than in prior survey cycles.

Benchmarking results further reinforce this interpretation. While overall satisfaction declined in 2025, Cincinnati continues to outperform the average U.S. city with a population of 250,000 or more in several core service areas, including parks and recreation, fire and emergency medical services, trash and recycling services, and customer service from City employees. These findings suggest that the decline in overall satisfaction is not solely driven by service performance, but by broader perceptions related to safety, infrastructure, and quality-of-life expectations in large urban communities.

Part 2: Importance-Satisfaction Gaps and Persistent Pressure Points

The Importance-Satisfaction Analysis provides important context for understanding why overall perceptions declined. In 2025, the services most strongly associated with overall satisfaction were also those with the largest gaps between importance and satisfaction. The maintenance of city streets, sidewalks, and infrastructure ranked as the most important service but received the lowest satisfaction rating among the services evaluated. Police services ranked second in importance but also fell in the lower tier of satisfaction.

The table below shows the 2025 I-S Ratings for Major City Services.

2025 Importance-Satisfaction Rating Major City Services				
Category of Service	Most Important Rank	Satisfaction Rank	I-S Rating	I-S Rating Rank
Very High Priority (IS >.20)				
Maintenance of City streets, sidewalks, & infrastructure	1	13	0.5326	1
Police services	2	9	0.3399	2
Code enforcement	3	12	0.2365	3
High Priority (IS .10-.20)				
Overall effectiveness of City communication with the public	4	11	0.1554	4
Medium Priority (IS <.10)				
Health Department services	7	7	0.0779	5
The City's stormwater runoff/stormwater management system	10	10	0.0607	6
City water utilities	8	5	0.0587	7
City parks & recreation programs/facilities	6	2	0.0530	8
Fire & ambulance services	5	1	0.0437	9
Trash, recycling, bulky item, leaf, & brush collection	9	3	0.0397	10
Customer service you receive from City employees	11	8	0.0371	11
City's Customer Service Call Center (311)	13	6	0.0243	12
City's 911 Call Center	12	4	0.0239	13

These same service areas; street maintenance, police services, and neighborhood services/code enforcement, have consistently appeared in the high-importance/low-satisfaction quadrant in each of the past three survey cycles (2025, 2023, and 2021).

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Benchmark comparisons help explain why these services continue to exert outsized influence on overall satisfaction. Compared to other large U.S. cities, respondents in Cincinnati reported significantly lower satisfaction with street and sidewalk conditions, neighborhood safety, crime prevention, and code enforcement services which are precisely the service areas ranked most important in the I-S Analysis. These gaps indicate that performance in these areas is not only falling short of resident expectations, but also lagging behind peer communities, further amplifying dissatisfaction.

The table below shows the year-over-year I-S Ratings trends for Major City Services in Cincinnati.

Legend	Definition	Interpretation
	Very High Priority (I-S > .20)	Significantly Increase Emphasis
	High Priority (I-S .10 to .20)	Increase Emphasis
	Medium Priority (I-S < .10)	Maintain Current Emphasis

Category of Service	I-S Ratings		
	2025	2023	2021
Maintenance of City streets, sidewalks, & infrastructure	0.53	0.58	0.55
Police Services	0.34	0.25	0.23
Code enforcement/neighborhood services	0.24	0.22	0.22
Overall effectiveness of City communication with the public	0.16	0.13	0.10
Health Department services	0.08	0.06	0.06
City's stormwater runoff/stormwater management system	0.06	0.07	0.09
City water utilities	0.06	0.03	0.04
City parks & recreation programs/facilities	0.05	0.06	0.04
Fire & ambulance services	0.04	0.03	0.03
Trash, recycling, bulky item, leaf, & brush collection	0.04	0.05	n/a
Customer service you receive from City employees	0.04	0.02	0.02
City's Customer Service Call Center (311)	0.02	0.01	0.01

The persistence of these gaps suggests that while investments may be occurring, residents are either not seeing tangible outcomes or are not connecting those investments to improvements in their daily experiences.

Part 3: Public Safety as a Key Driver of Overall Sentiment

Public Safety perceptions continue to play a central role in shaping overall satisfaction. Since 2021, the importance residents place on the City's efforts to prevent crime has steadily increased, while satisfaction with those efforts has declined. In 2021, 59% of respondents selected "the City's overall efforts to prevent crime" as the most important public safety item to emphasize over the next two years, this figure increased to 67% in 2023 and rose to 71% in 2025.



The below shows the year-over-year Importance-Satisfaction Ratings trends for the highest priority items in the Public Safety section of the survey.

Category of Service	I-S Ratings		
	2025	2023	2021
The City's overall efforts to prevent crime	● 0.53	● 0.48	● 0.41
Effectiveness of local police protection	● 0.38	● 0.24	● 0.19
How quickly police respond to emergencies	● 0.29	● 0.17	● 0.11
Overall police performance in your neighborhood	● 0.26	● 0.16	● 0.11

Over this same period, satisfaction with “the City’s overall efforts to prevent crime” based on the sum of “very satisfied” and “satisfied” responses went from 30% in 2021, to 28% in 2023, to 25% in 2025. This growing divergence suggests rising expectations coupled with diminishing confidence in real outcomes related to the feeling of neighborhood safety and crime prevention throughout the City.

Part 4: Communication and Visibility of City’s Efforts

Communication-related measures continue to show large and consistent gaps between satisfaction ratings and levels of importance. Three key areas: efforts to support a dialogue with City residents and opportunities to engage and provide input on decisions made by both elected officials and City Administration have consistently been top priorities in the Communication section of the survey.

The table below shows the year-over-year Importance-Satisfaction Ratings trends for the highest priority items related to Communication.

Category of Service	I-S Ratings		
	2025	2023	2021
Elected officials' efforts to support a dialogue with City residents	● 0.33	● 0.28	● 0.38
Opportunity to engage/provide input into decisions made by elected officials	● 0.28	● 0.24	● 0.29
Opportunity to engage/provide input regarding City operations in public engagement opportunities provided by the City Administration	● 0.23	● 0.17	● 0.19
City government efforts to keep you informed about City services, issues, events, & programs	● 0.22	● 0.24	n/a

The City of Cincinnati has an opportunity to strengthen perceptions by continuing to elevate resident voices in the decision-making process and more clearly communicating the most compelling stories about investments, progress, and outcomes across the community. While meaningful resident engagement is an important goal, survey results reflect residents’ *perceptions* of how well the City listens, communicates, and incorporates public input into decision making.

In practice, most residents do not regularly attend City meetings, and when they do, participation is often tied to a specific issue or concern. The higher Importance-Satisfaction analysis items in this section suggest residents would like to feel as though they have more opportunities to engage and provide input, even if achieving sustained, direct engagement with a large share of the population is inherently challenging.



Because perceptions are shaped less by actual participation and more by what residents see, hear, and understand, the City can make meaningful progress by focusing on storytelling in the communication channels residents rely on most. Local TV news remains the dominant source, with 72% of respondents selecting it as a preferred way to get City information in 2025. Other key channels include the City website, email, City social media, and local newspapers, each cited by 35–45% of respondents.

By consistently highlighting stories that demonstrate how resident input is gathered, considered, and reflected in City decisions, and ensuring those stories reach residents across the community, the City of Cincinnati can significantly improve perceptions related to communication and engagement. Over time, this approach has the potential to turn this area into a clear strength in future survey cycles.

Part 5: Concentration of Volatility in Perception-Based Measures

An analysis of year-over-year volatility further supports the conclusion that the 2025 results reflect a perception-driven shift of attitudes. Items with the largest declines from 2023 to 2025, each dropping more than 15 percentage points, were overwhelmingly related to overall perceptions rather than specific service delivery metrics. This pattern reinforces the finding that 2025's decline in overall satisfaction is rooted in broader confidence and sentiment concerns rather than any one operational issue.

The table below shows the most volatile changes between the 2023 and 2025 survey results.

Question	2025	2023	Difference
Overall image of the City	42%	65%	-23%
As a place to live	64%	81%	-17%
Snow removal on major City streets	39%	56%	-17%
As a place to raise children	53%	70%	-17%
As a place to work	60%	77%	-17%
Overall quality of life in the City	48%	65%	-17%
Overall quality of services provided by the City	45%	61%	-16%
As a place where I feel welcome	58%	74%	-15%

The table above indicates the items that saw the sharpest declines in overall satisfaction from 2023 to 2025. These declines are concentrated in perception-based measures, not service-related ones, which continues to support the idea that the volatility in responses is driven less by a specific service-related problem and more by perceptions and attitudes related to the City overall.

Part 6: Benchmarking and Normative Comparisons to Contextualize Results

Despite overall satisfaction trending downward, Cincinnati is still outperforming large-city peers in several high-visibility and high resident-touch areas. While many core services are included in the areas where Cincinnati outperforms large-city peers, there are also core perception related items, such as rating the City as a place to live, where Cincinnati's rating was 15 percentage points higher than the large-city benchmark.

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The table below shows how the City of Cincinnati's 2025 survey results compared with a large-city benchmark (250,000+ population).

Question	Cincinnati 2025	Large-City Benchmark (250k+ pop.)	Difference
Overall quality of curbside recycling services	71%	44%	27%
City parks and recreation programs/facilities	68%	45%	23%
Overall quality of bulky item pick-up services	61%	42%	19%
Overall quality of trash collection services	68%	53%	15%
As a place to live	64%	49%	15%
Trash, recycling, bulky items, leaf, and brush collection	66%	51%	15%
Overall quality of local fire protection and rescue services	78%	63%	15%
How quickly emergency medical personnel respond to emergencies	75%	60%	15%
Quality of local emergency medical service	76%	62%	14%
How quickly fire and rescue personnel respond to emergencies	79%	65%	14%
Overall quality of leaf and brush pick-up services	57%	43%	14%
Overall quality of recycling drop-off centers	52%	39%	13%
Fire and ambulance services	76%	63%	13%

If overall satisfaction was driven purely by service delivery, these benchmarking comparisons would not look like the table on the previous page.

Areas where the City of Cincinnati underperforms against large-city peers align almost perfectly with Importance-Satisfaction Analysis pressure points. Cincinnati's relative performance is strong in several service categories, but expectations in large cities are higher, particularly for safety, infrastructure, and neighborhood conditions.

The table below shows the largest negative gaps compared to a large-city benchmark (250,000+ population).

Question	Cincinnati 2025	Large-City Benchmark (250k+ pop.)	Difference
Condition of sidewalks in the City (broken, cracked, uneven, etc.)	18%	41%	-23%
Condition of city streets (potholes)	12%	35%	-23%
Overall feeling of safety in the City	32%	53%	-21%
How safe you feel in your neighborhood	50%	70%	-20%
Condition of streets in your neighborhood (potholes)	19%	37%	-19%
The City's overall efforts to prevent crime	25%	41%	-16%
Fees for water services	27%	42%	-15%
Enforcing the exterior maintenance of residential, commercial, and business property (e.g., condition of buildings)	27%	40%	-13%
Overall cleanliness of City streets and other public areas	28%	40%	-12%
Snow removal on residential streets	24%	36%	-12%
Adequacy of city street lighting	40%	52%	-12%



The benchmarking comparisons confirm that Cincinnati’s greatest challenges are also the service areas most strongly tied to overall satisfaction, as identified through the Importance–Satisfaction Analysis. Together, these findings help explain why overall perceptions of City performance are lower than expected.

2025 Top Priorities Based on the Importance–Satisfaction Analysis:

1. Maintenance of city streets, sidewalks, and infrastructure
2. Police services
3. Code enforcement

These priorities closely align with the areas where Cincinnati performed significantly below large-city benchmark averages. Respondents are not evaluating Cincinnati in isolation or relative to its past performance, instead they are judging the City against their expectations of what Cincinnati’s size should be delivering.

In large cities, residents tend to place especially high expectations on visible, everyday services, such as the condition of streets and sidewalks, feelings of safety and police presence, and consistent code enforcement. When performance in these core service areas falls short of those expectations, it has a disproportionate impact on overall satisfaction. As a result, gaps in these high-importance services contribute directly to lower perceptions across multiple dimensions of City performance, helping explain the broader decline in overall satisfaction.

Part 7: Key Takeaways for Decision Makers

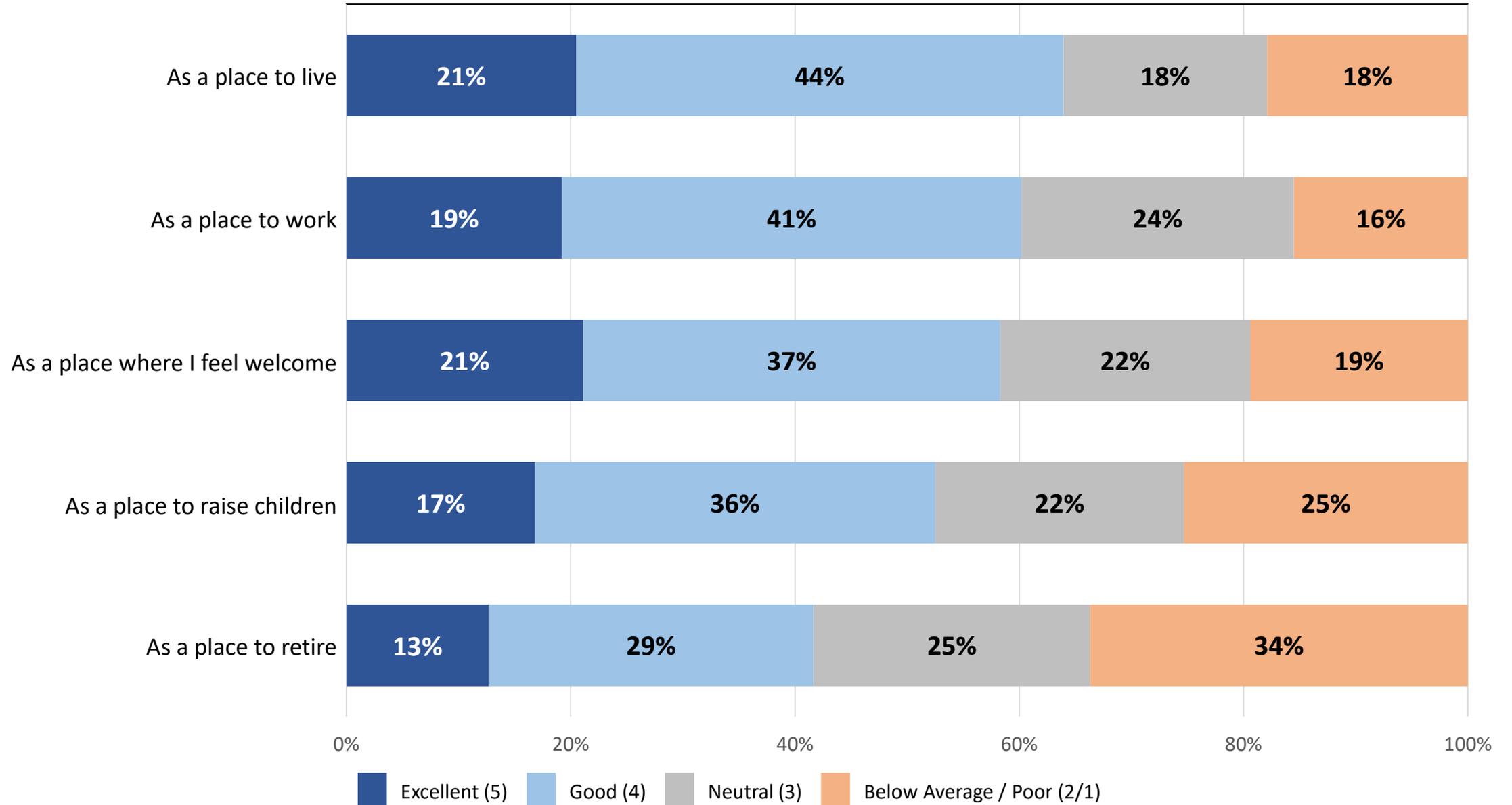
Taken together, the 2025 survey results indicate that improving resident satisfaction will require both a continued investment in high-priority services, with a particular focus on public safety and infrastructure, as well as increased visibility of those efforts – by encouraging improvements in communication. Benchmarking results further contextualize the declines and indicate that Cincinnati’s challenges are not unique among large cities; however, they are most pronounced in service areas residents consider essential to their daily quality of life: public safety, streets and sidewalks, neighborhood conditions and code enforcement, and the perceived value of City taxes and fees. At the same time, Cincinnati performs at or above peer averages in many core operational services: parks, fire, emergency medical services, and solid waste services. Improving overall satisfaction will require a continued investment in high-priority areas as well as greater visibility of progress and clearer communication connecting City investments to tangible outcomes respondents will see in their daily lives.



Charts and Graphs

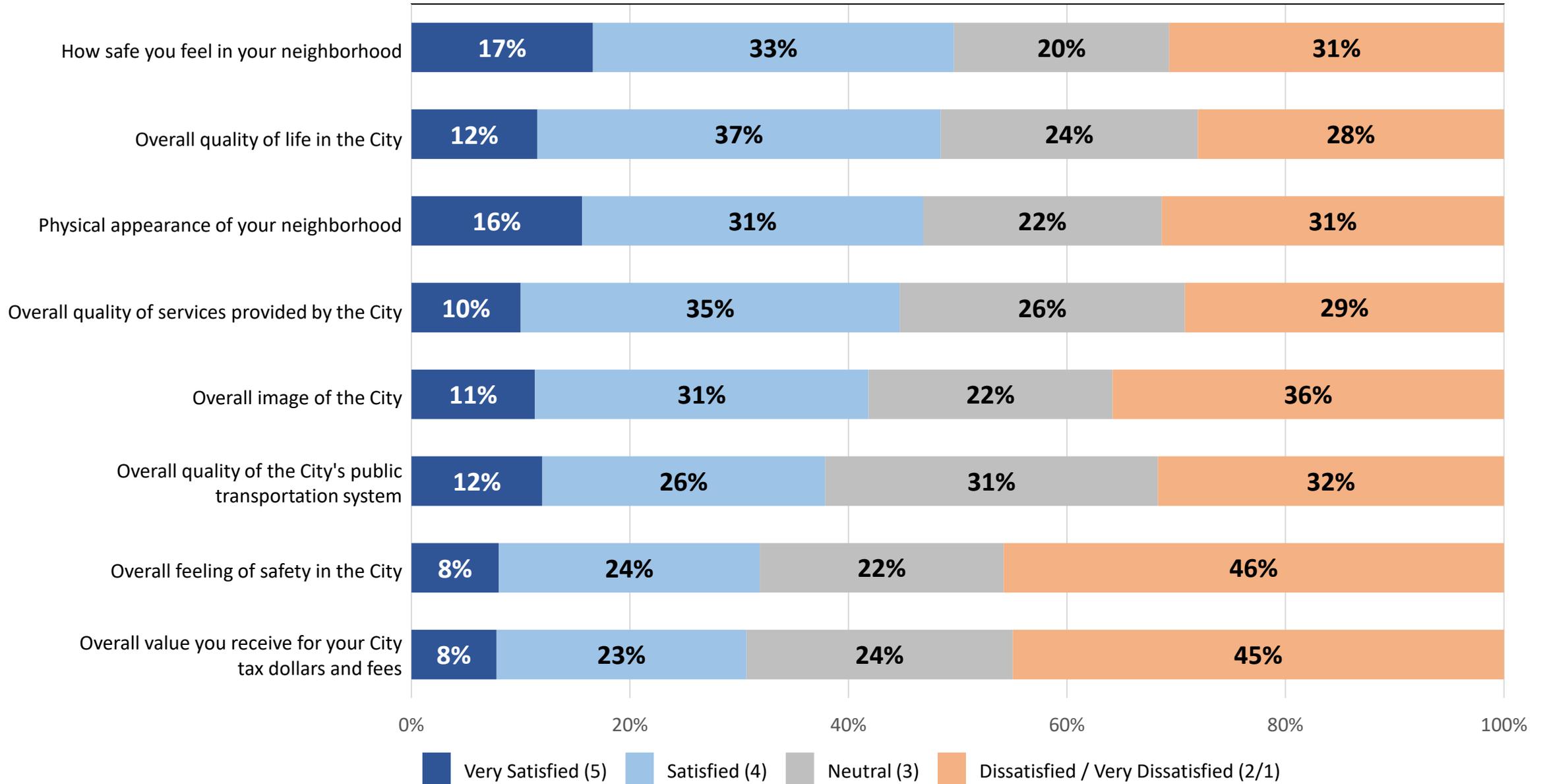
Q1. How Would You Rate Cincinnati

by percentage of respondents (excluding don't know)



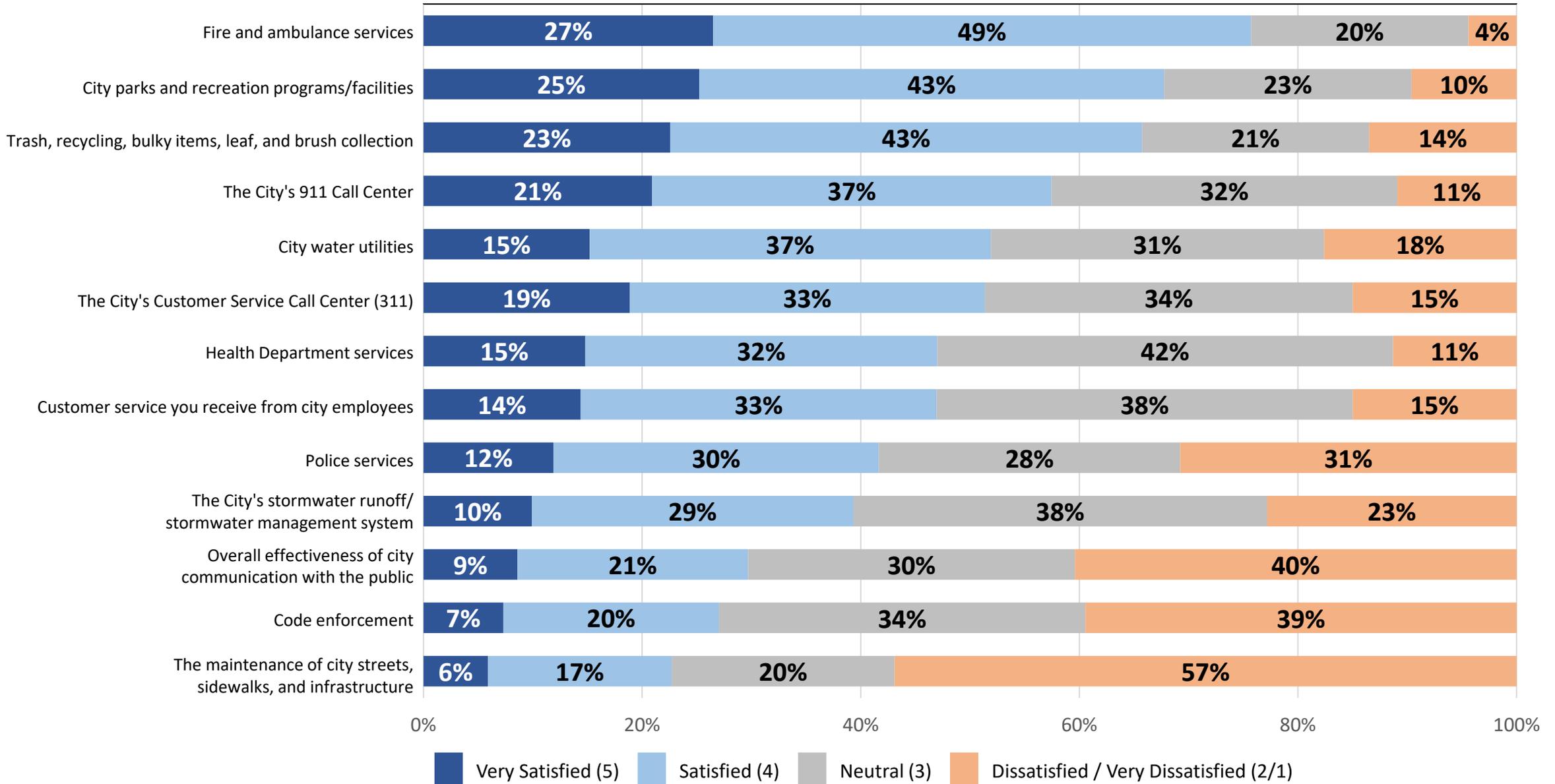
Q2. Perceptions Of The Community

by percentage of respondents (excluding don't know)



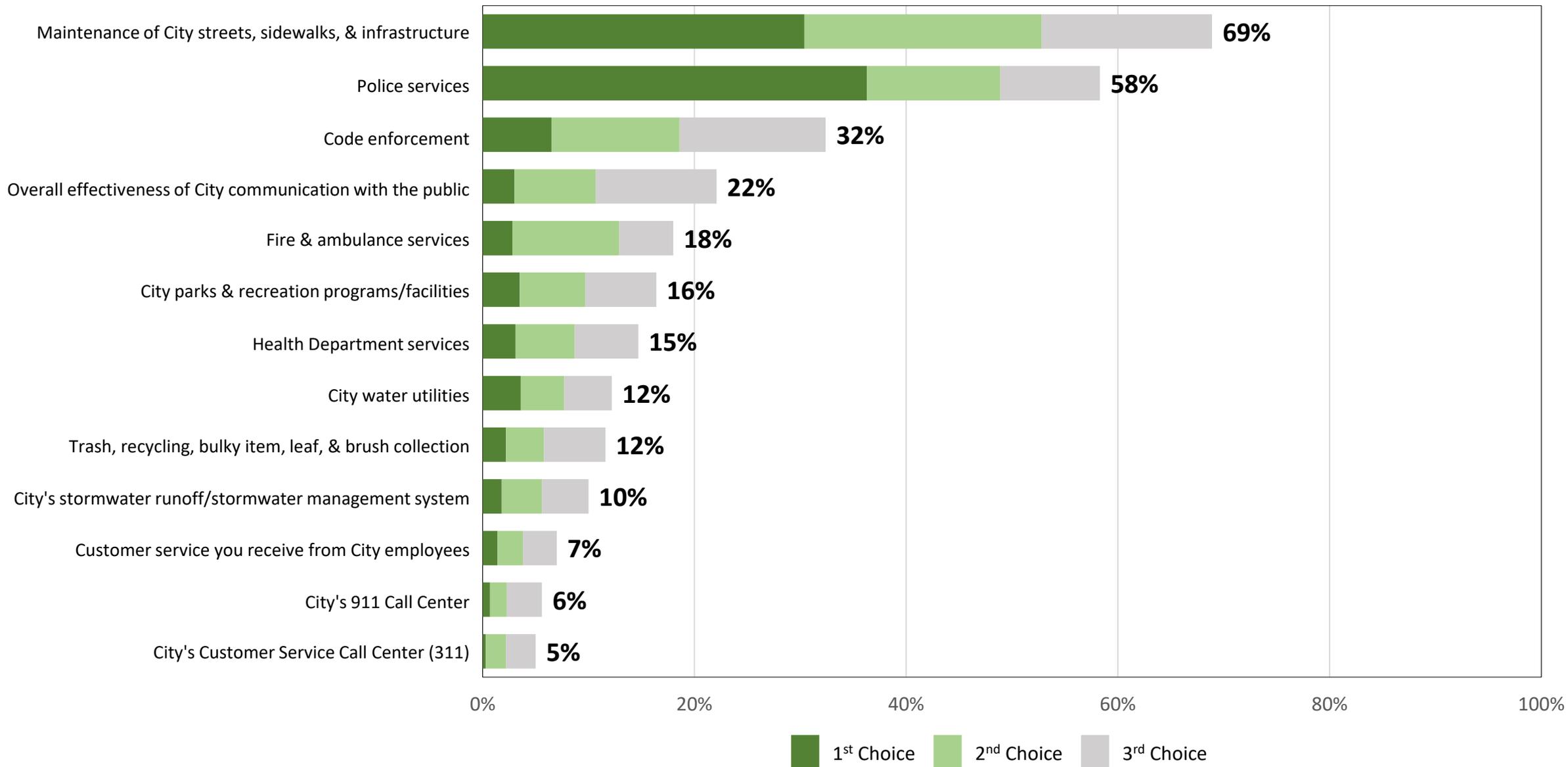
Q3. Quality Of Major City Services

by percentage of respondents (excluding don't know)



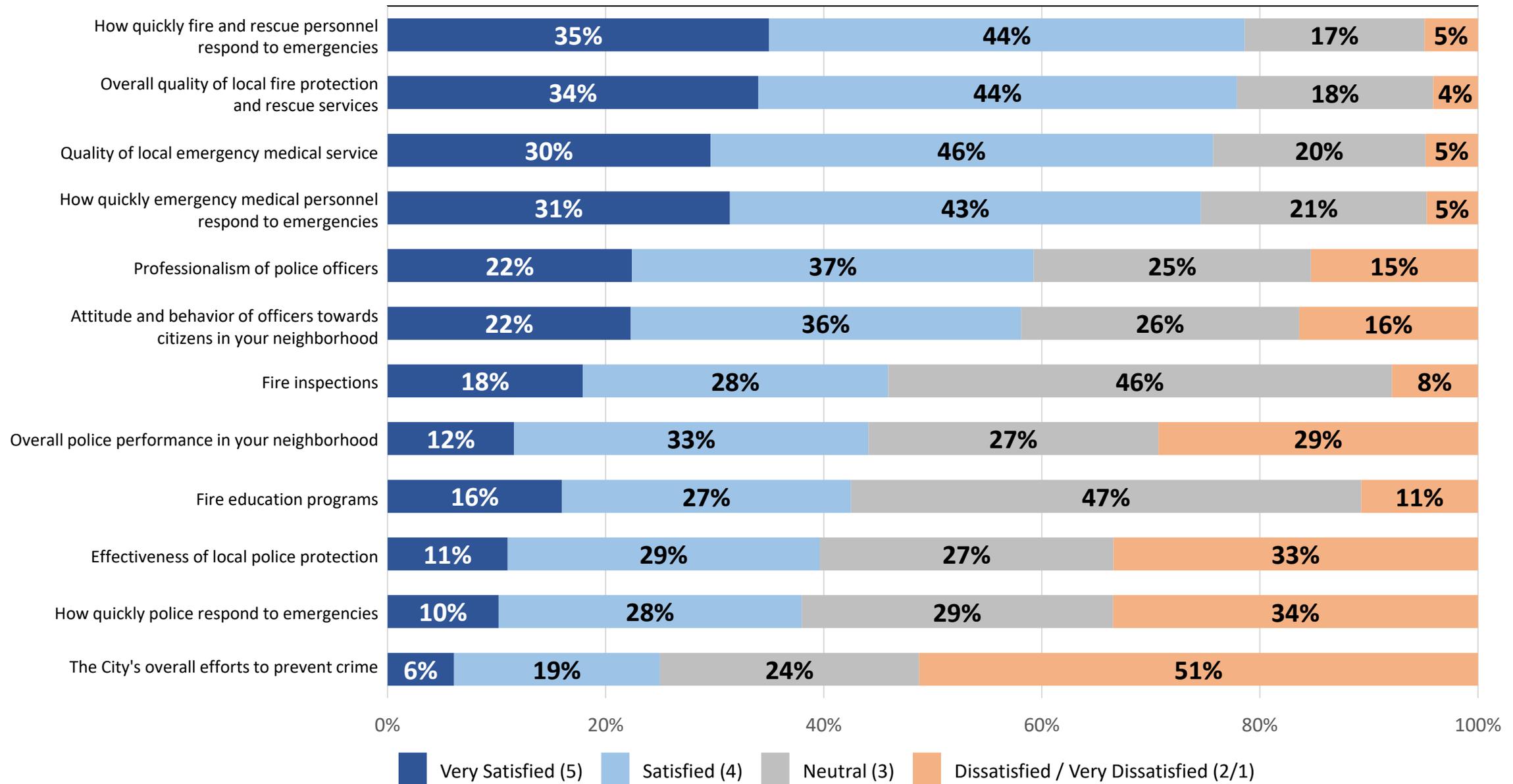
Q4. Major City Services That Should Receive The Most Emphasis From The City Over The Next Two Years

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



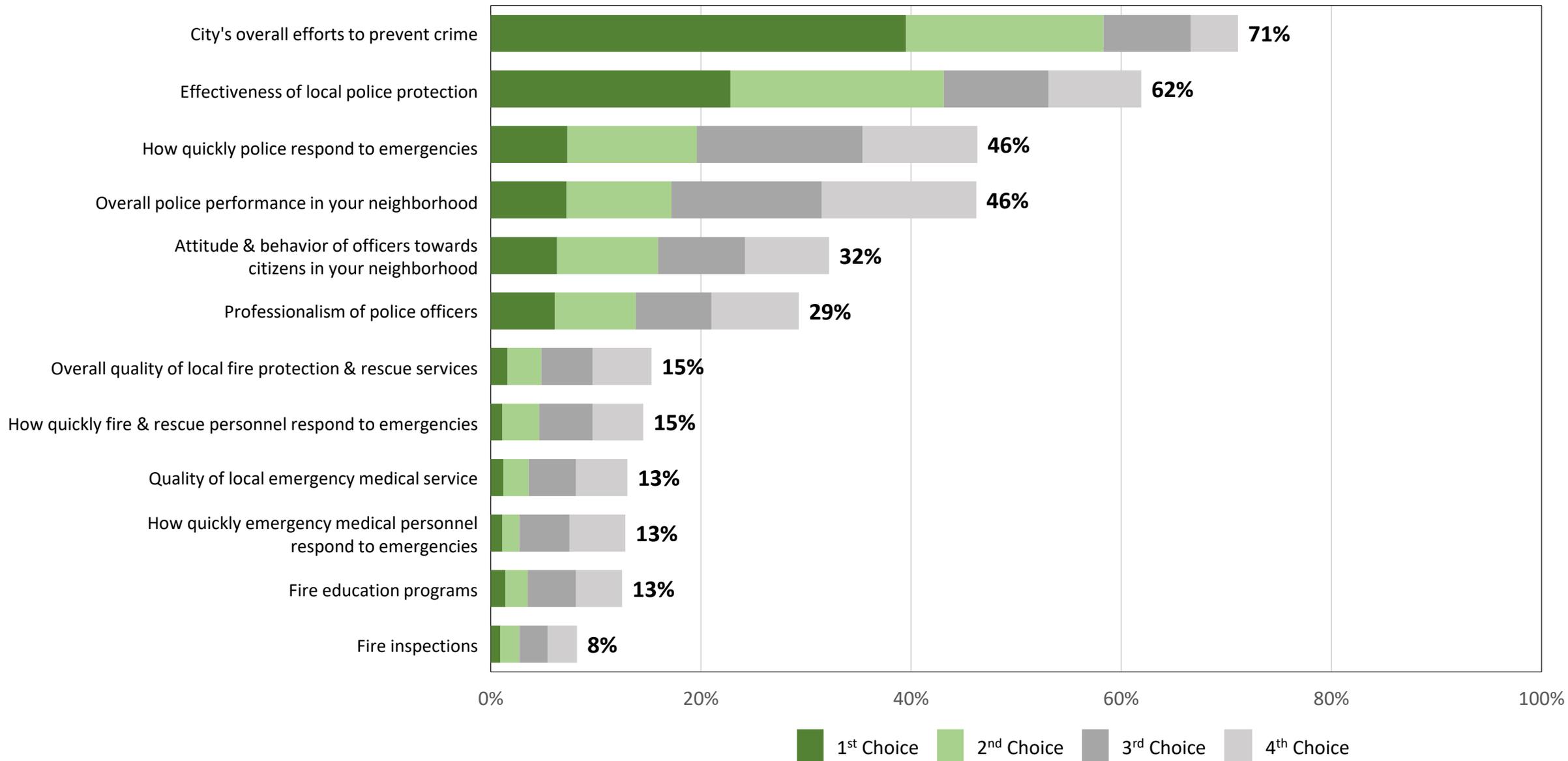
Q5. Public Safety Perceptions

by percentage of respondents (excluding don't know)

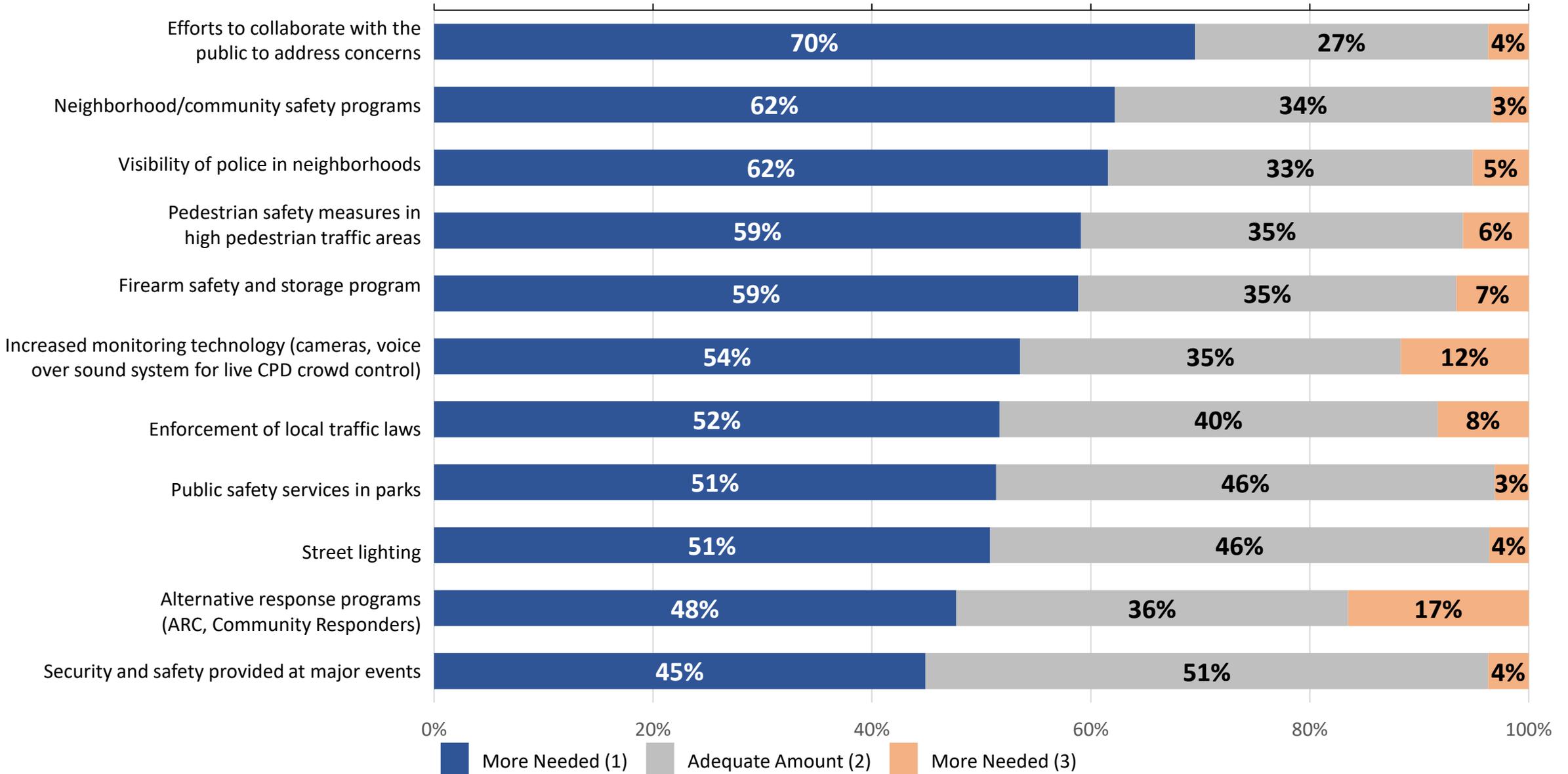


Q6. Public Safety Services That Should Receive The Most Emphasis From The City Over The Next Two Years

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

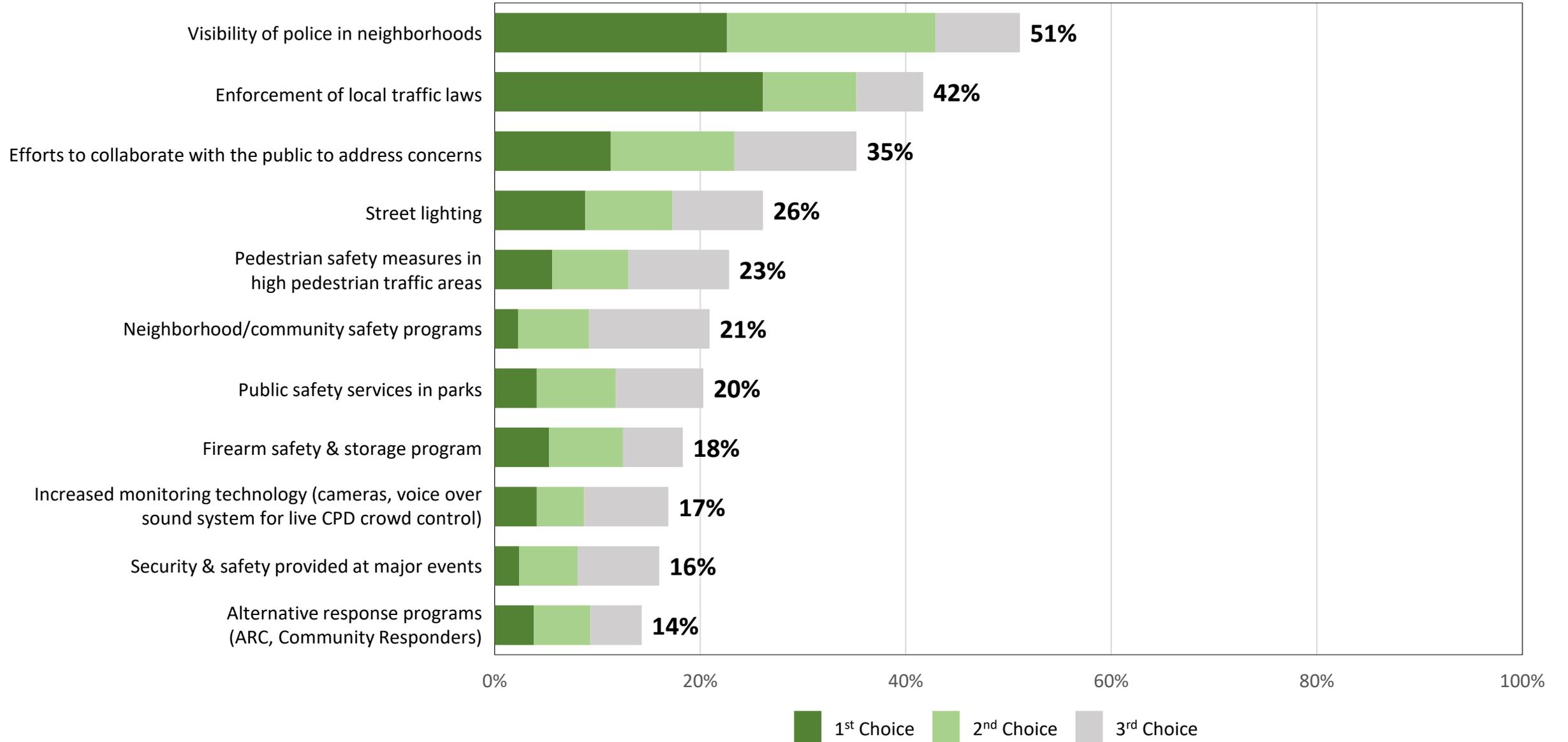


Q7. Rate Each Of The Following: by percentage of respondents (excluding don't know)



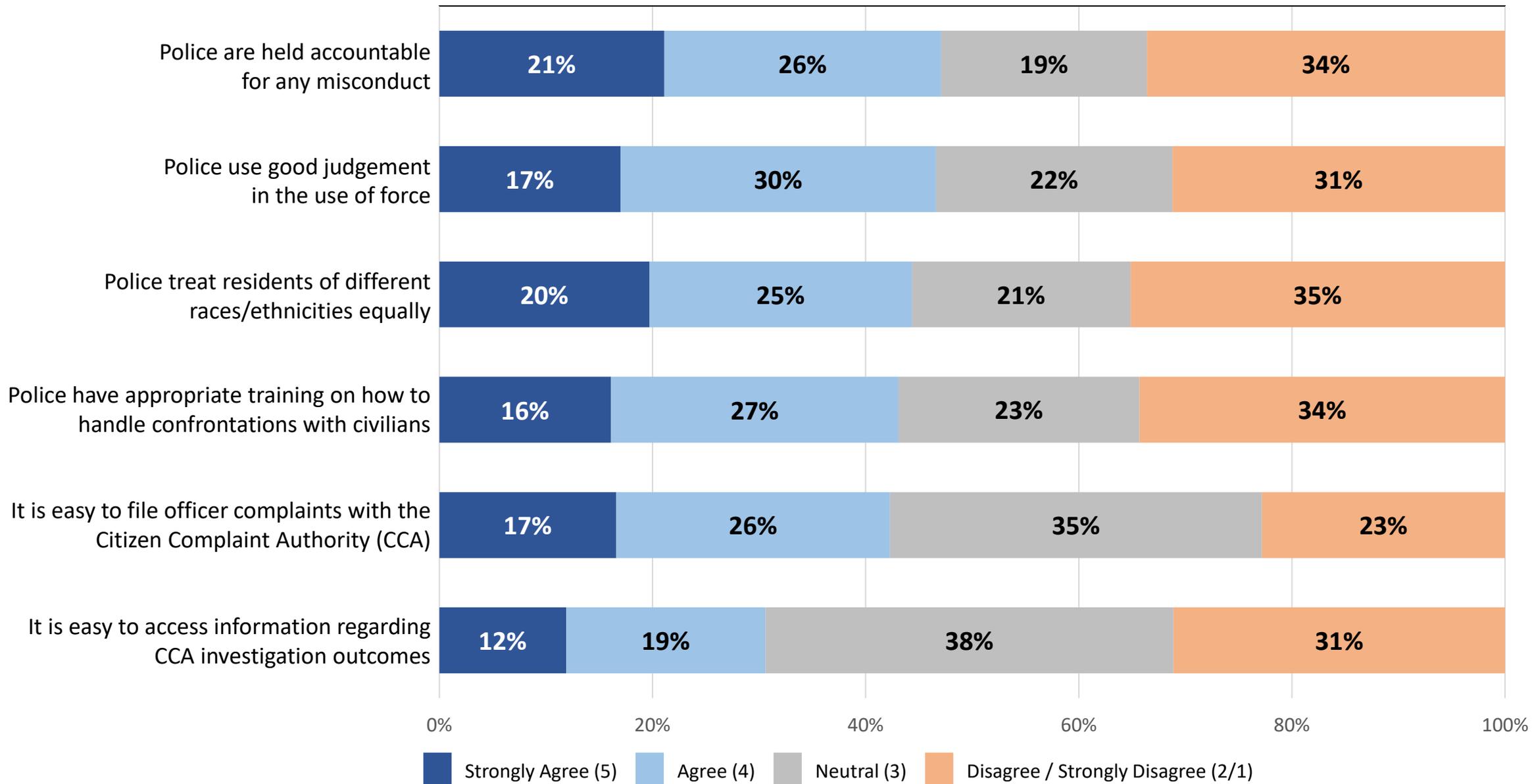
Q8. Public Safety Activities You Think Should Receive The Most Emphasis From The City Over The Next Two Years

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



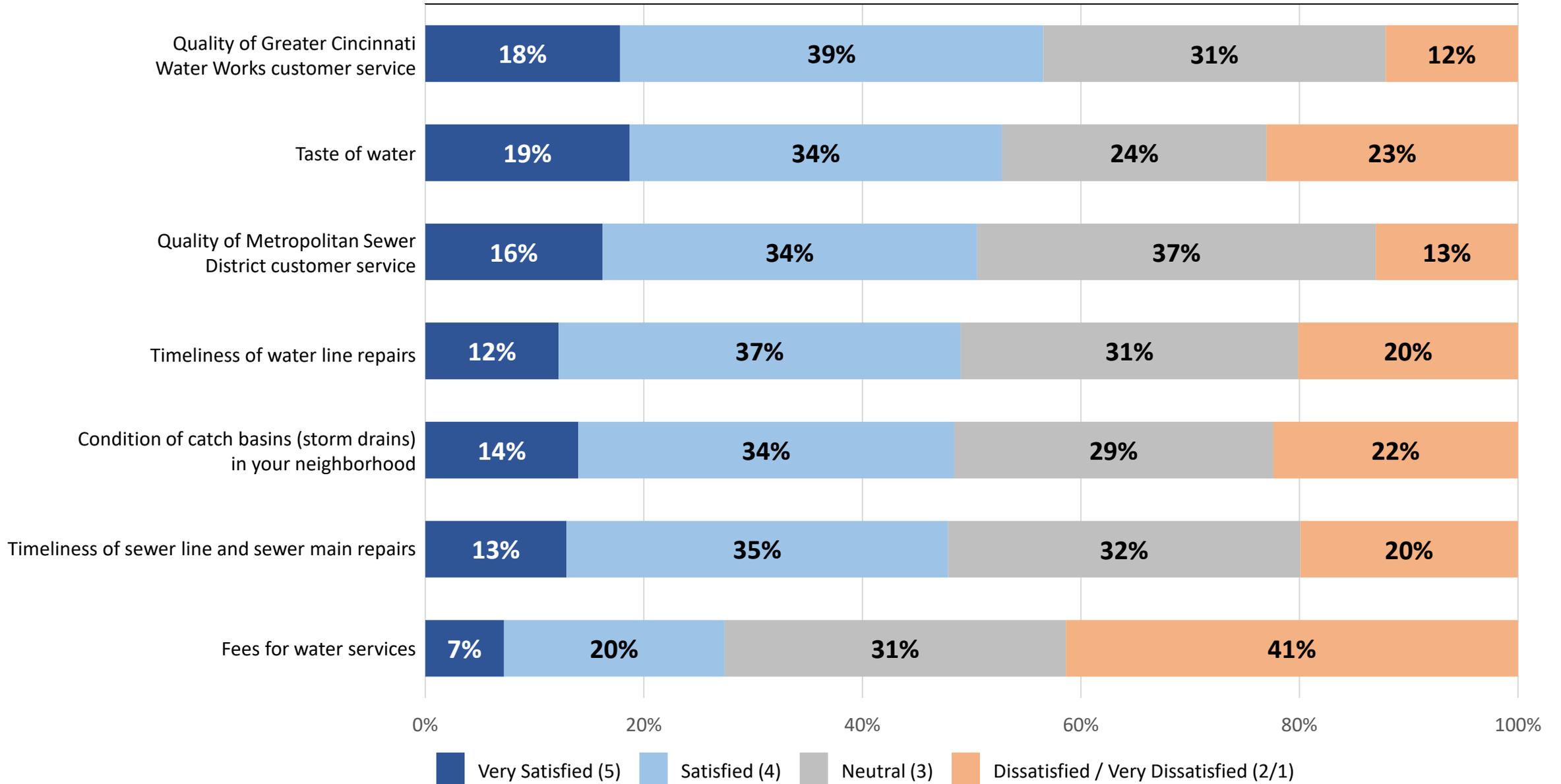
Q9. Agreement With The Following Statements:

by percentage of respondents (excluding don't know)



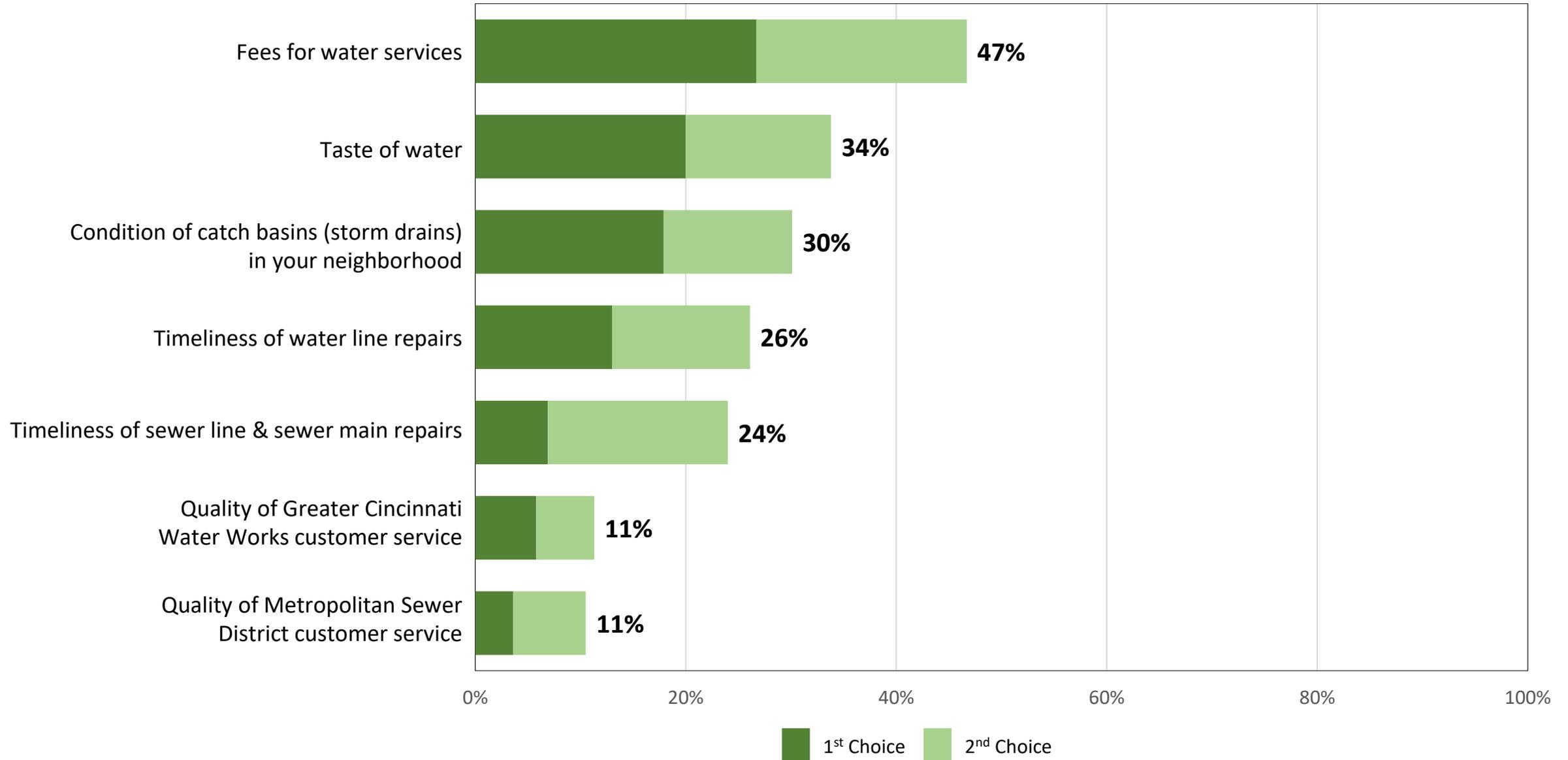
Q10. Water And Wastewater Services

by percentage of respondents (excluding don't know)



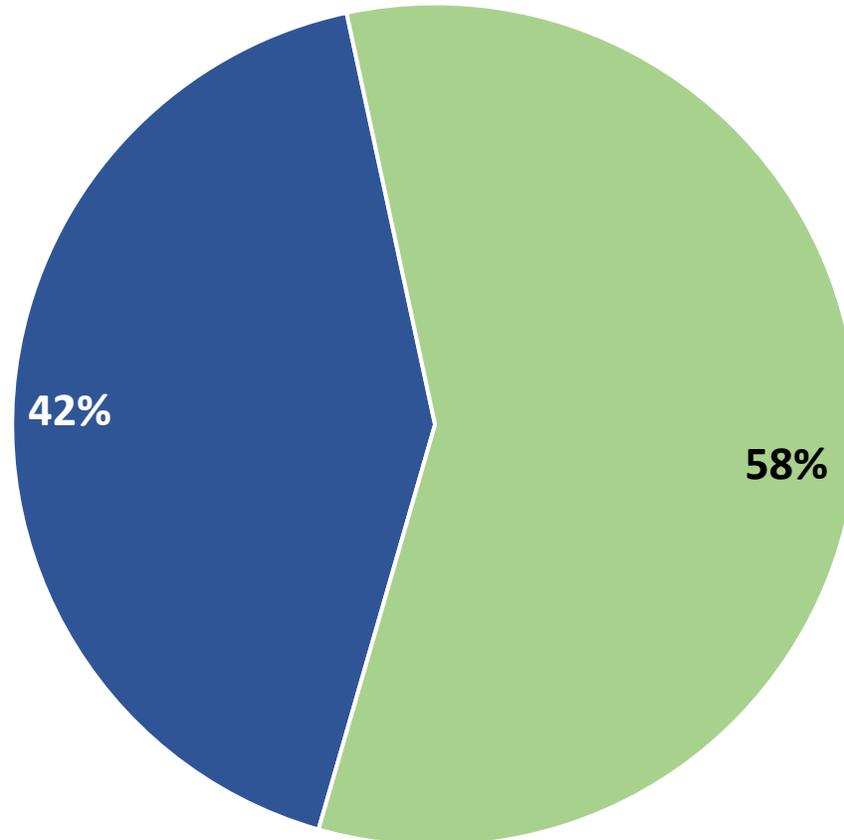
Q11. Water And Wastewater Services That Should Receive The Most Emphasis From The City Over The Next Two Years

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



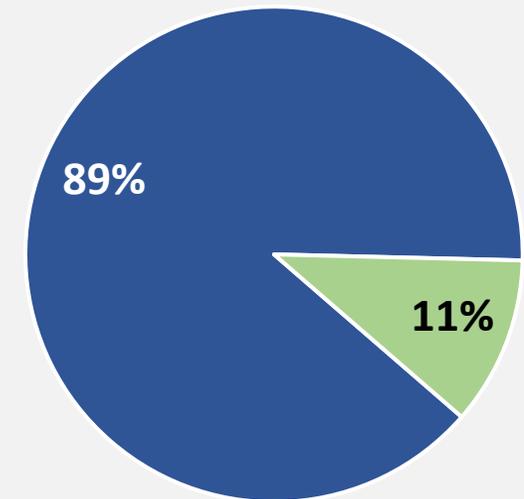
Q12. Are You Aware That GCWW Provides A Cost-free Program To Replace Existing Lead Pipes On Private Property Within The City?

by percentage of respondents (excluding don't know)



■ Yes ■ No

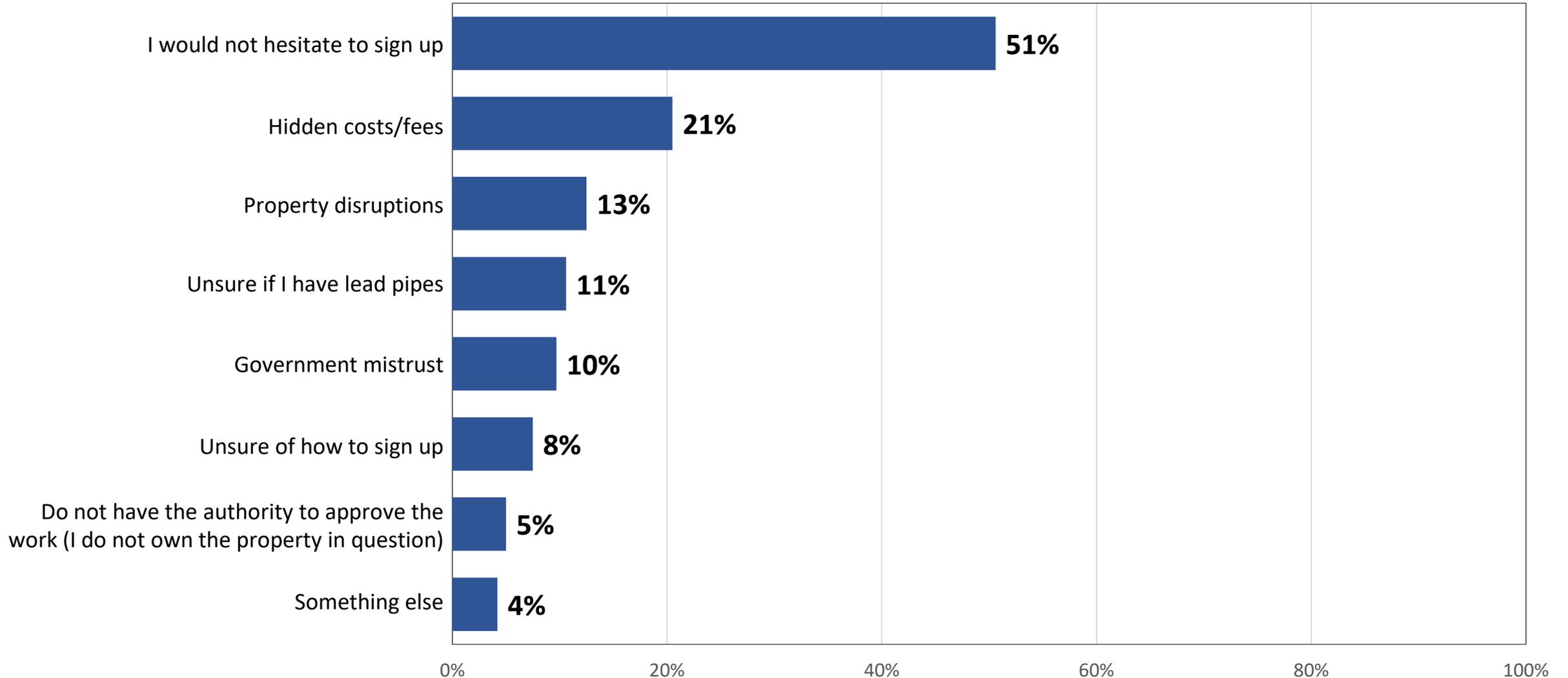
Q12a. If You Have A Private Lead Line, Would You Sign Up For The Program?



■ Yes ■ No

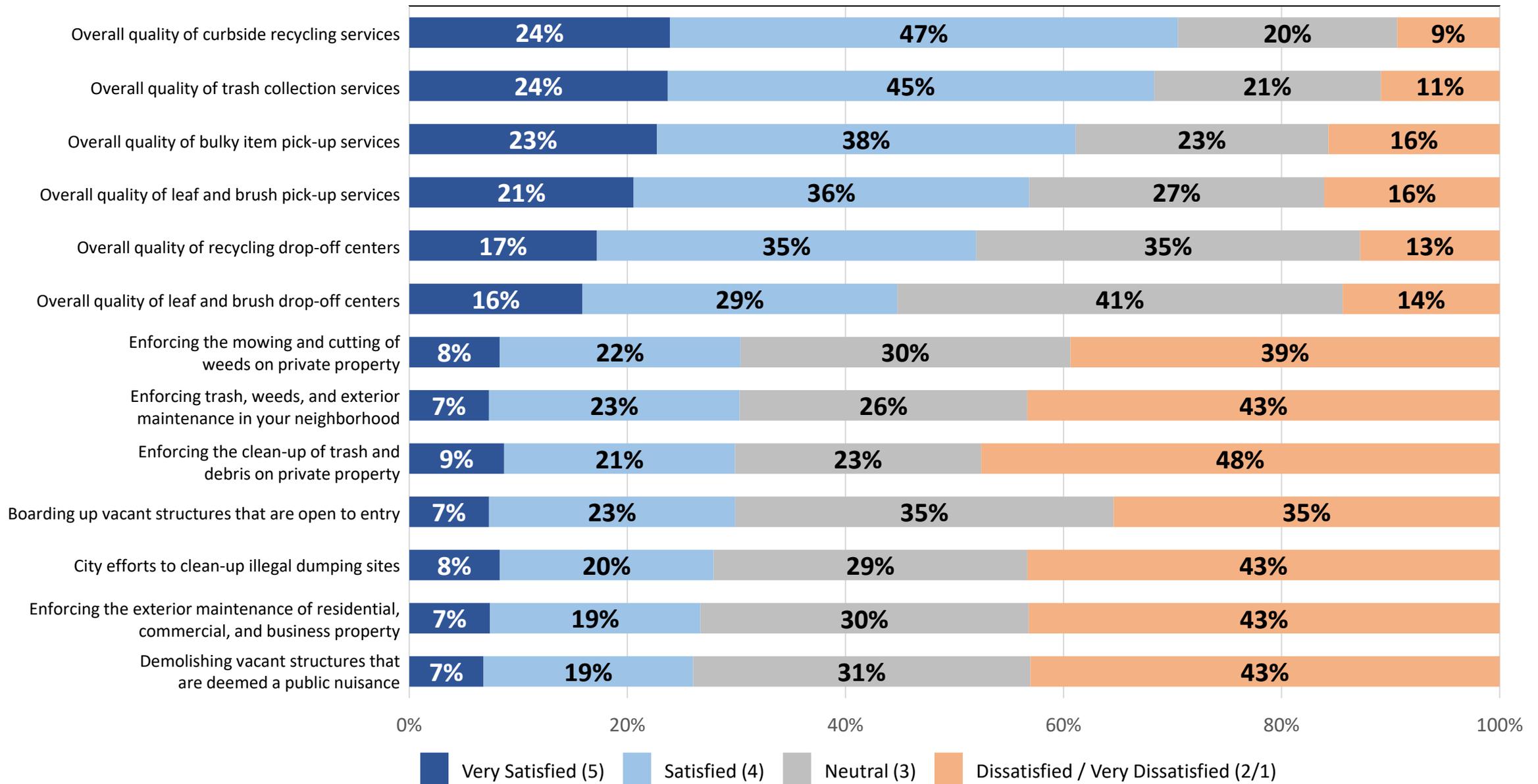
Q12b. Please Select All The Reasons You Would Be Hesitant To Take Part In The Private Line Lead Replacement Program, Assuming You Have The Need For The Service.

by percentage of respondents (multiple selections could be made)



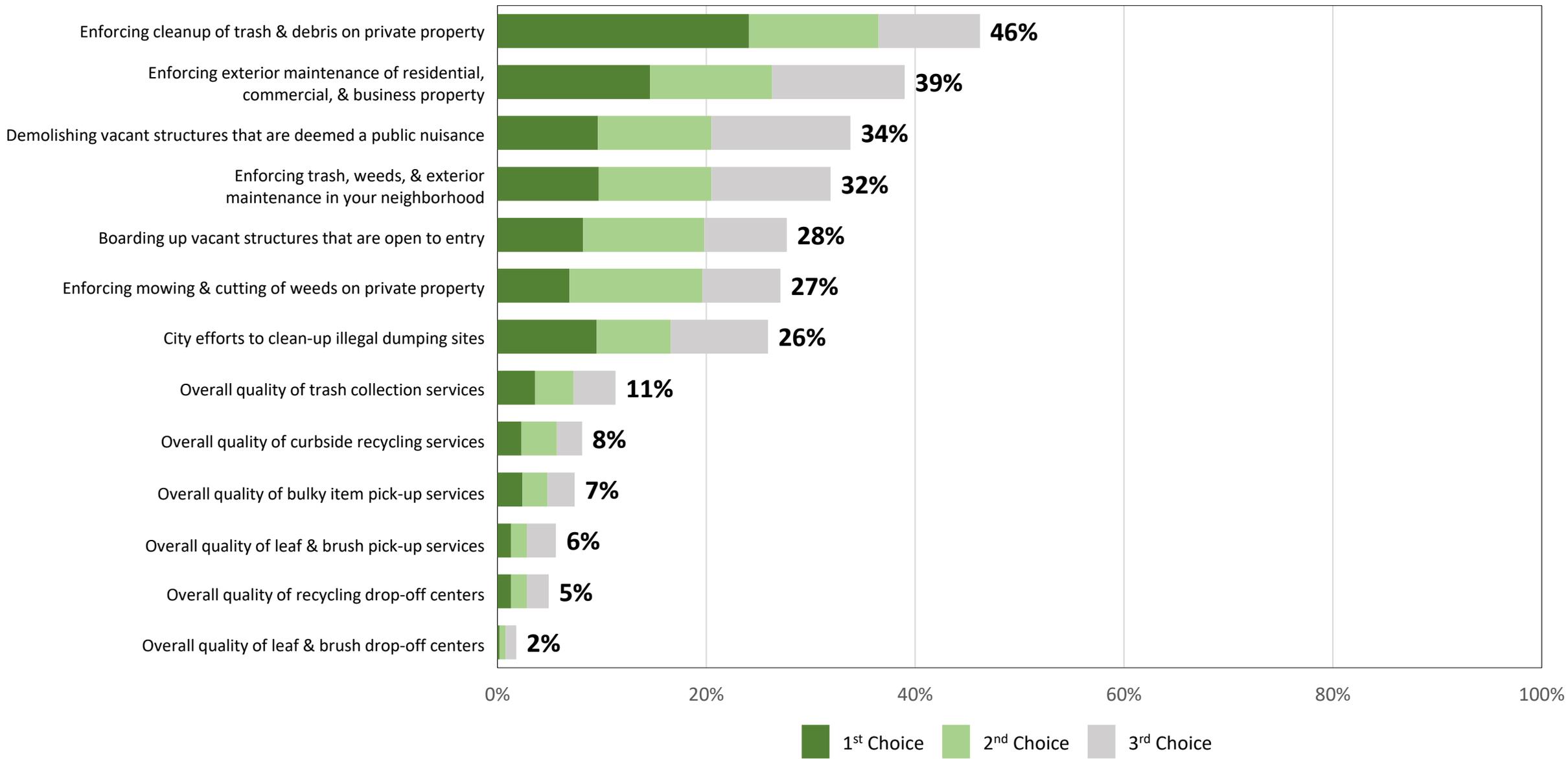
Q13. Neighborhood Cleanliness And Appearance

by percentage of respondents (excluding don't know)



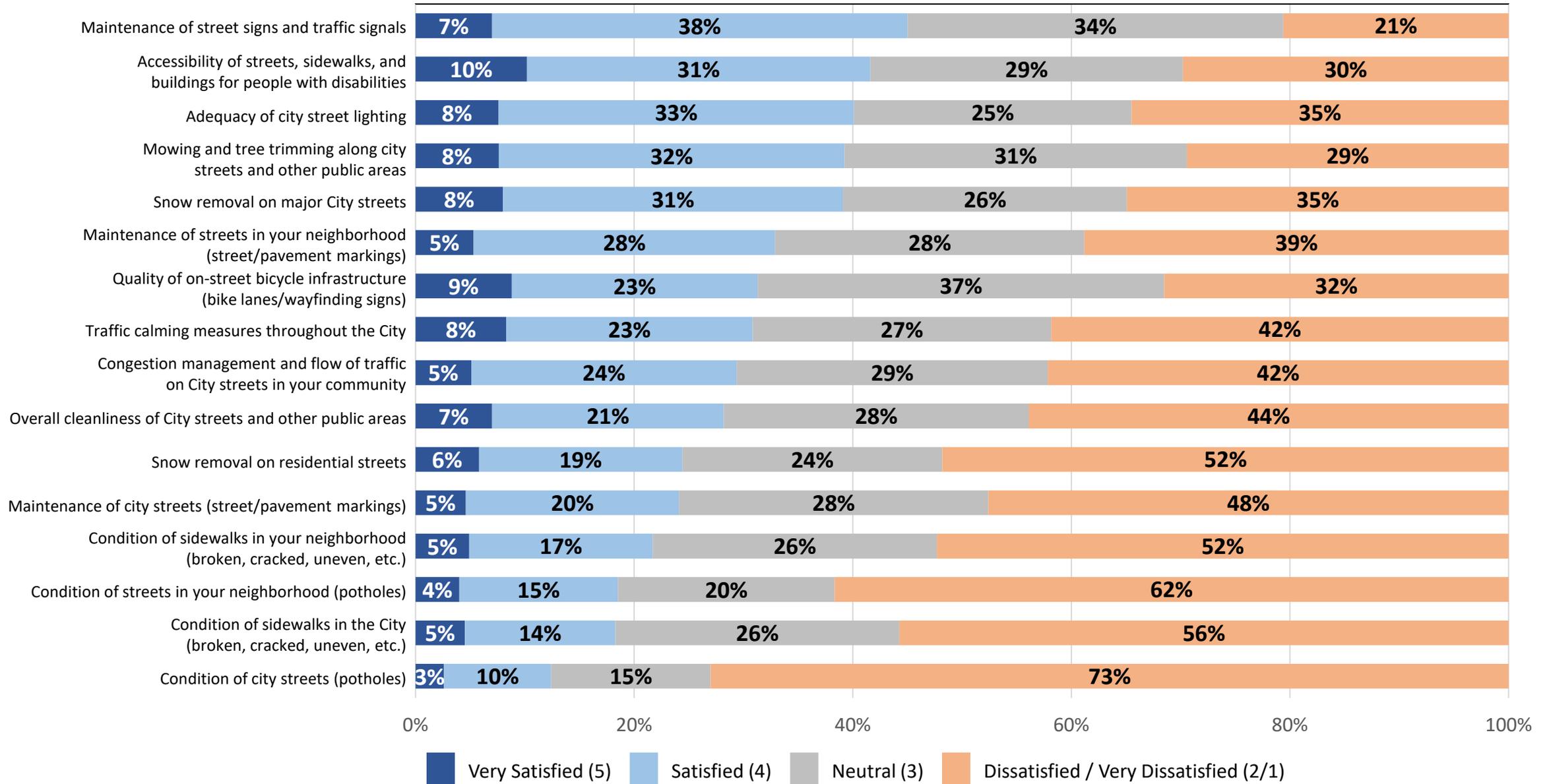
Q14. Neighborhood Cleanliness And Appearance Services That Should Receive The Most Emphasis From The City Over The Next Two Years

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



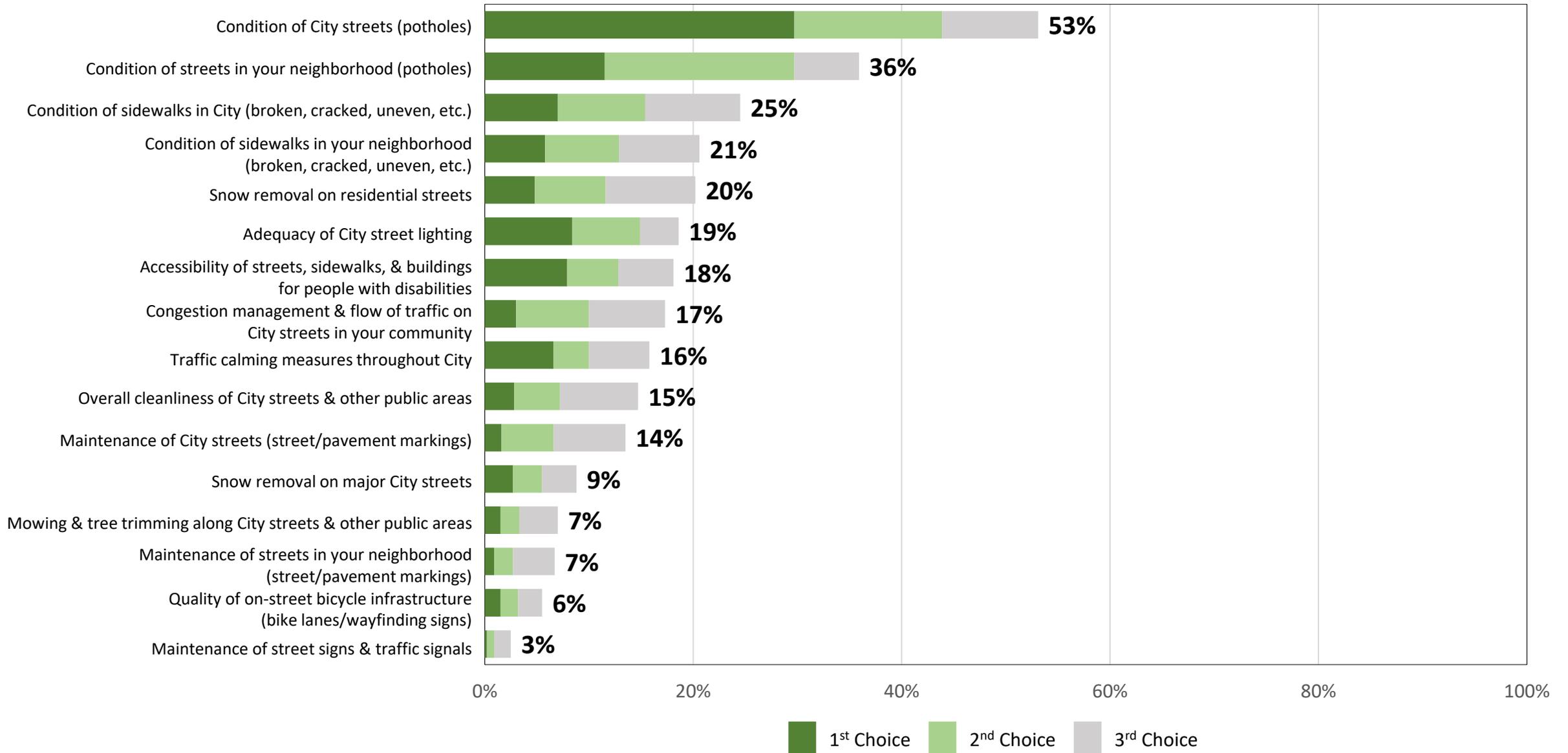
Q15. Streets, Sidewalks, And Infrastructure

by percentage of respondents (excluding don't know)



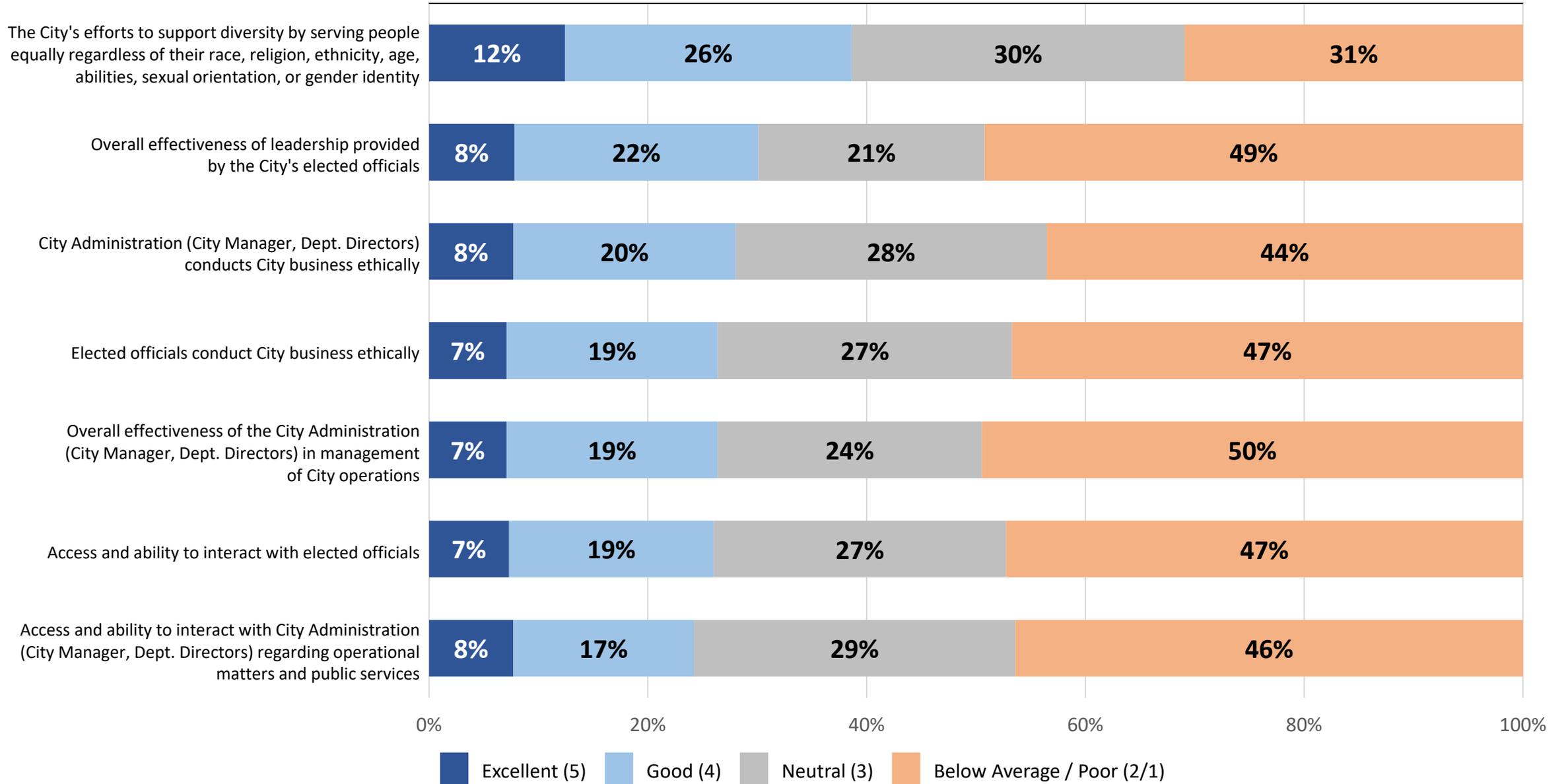
Q16. Streets, Sidewalks, And Infrastructure Services That Should Receive The Most Emphasis From The City Over The Next Two Years

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



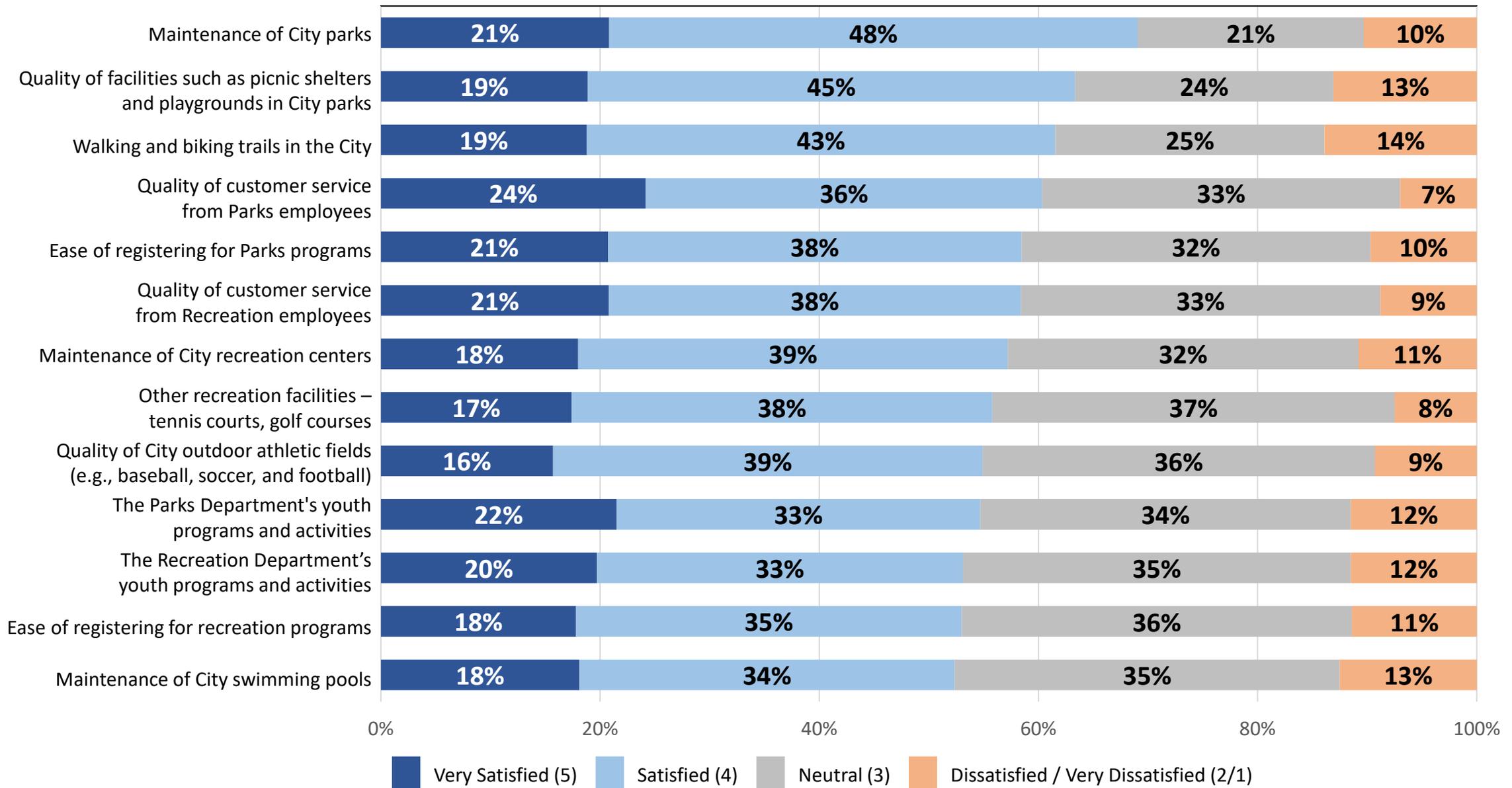
Q17. Leadership

by percentage of respondents (excluding don't know)



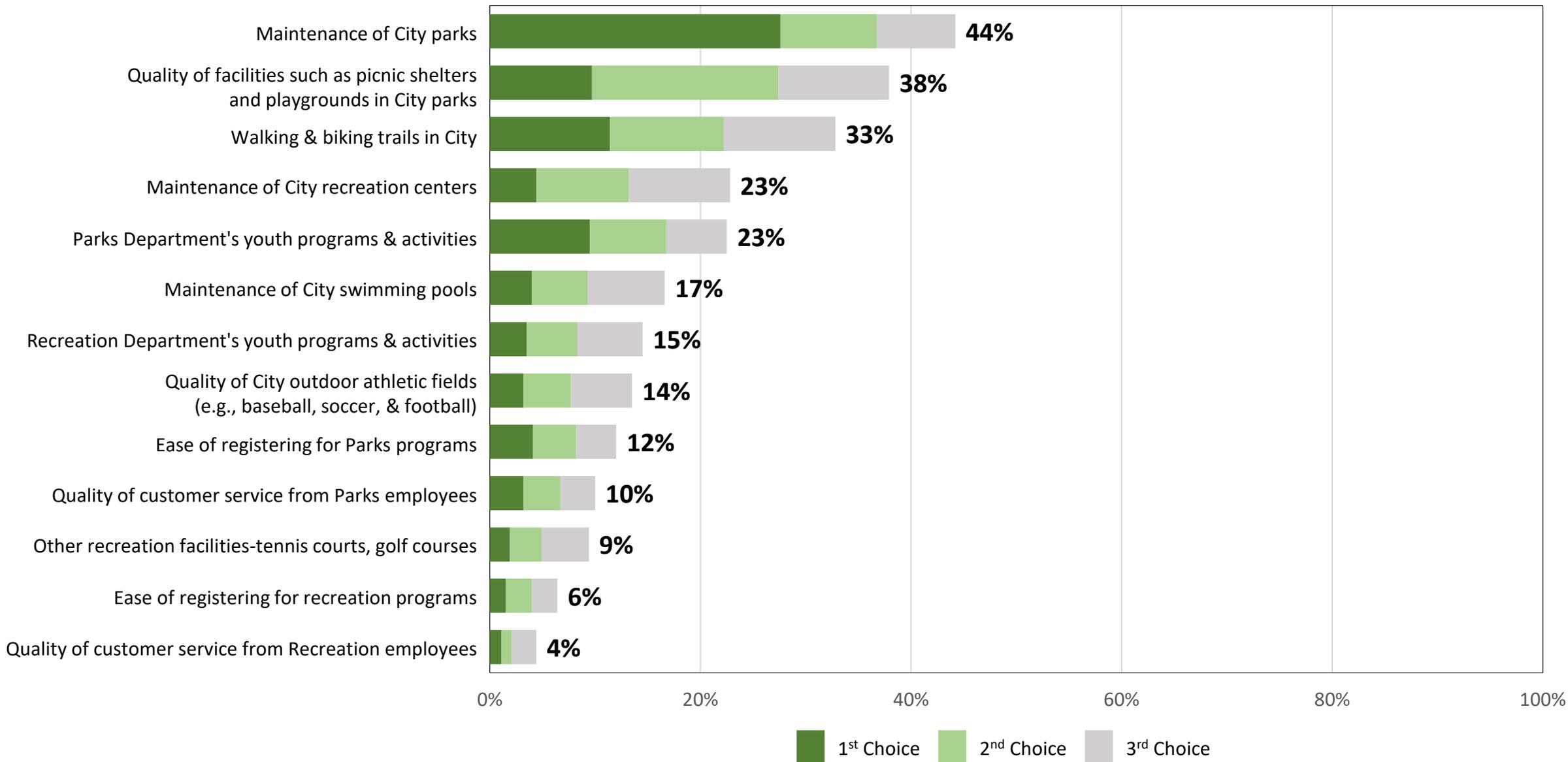
Q18. Parks And Recreation

by percentage of respondents (excluding don't know)



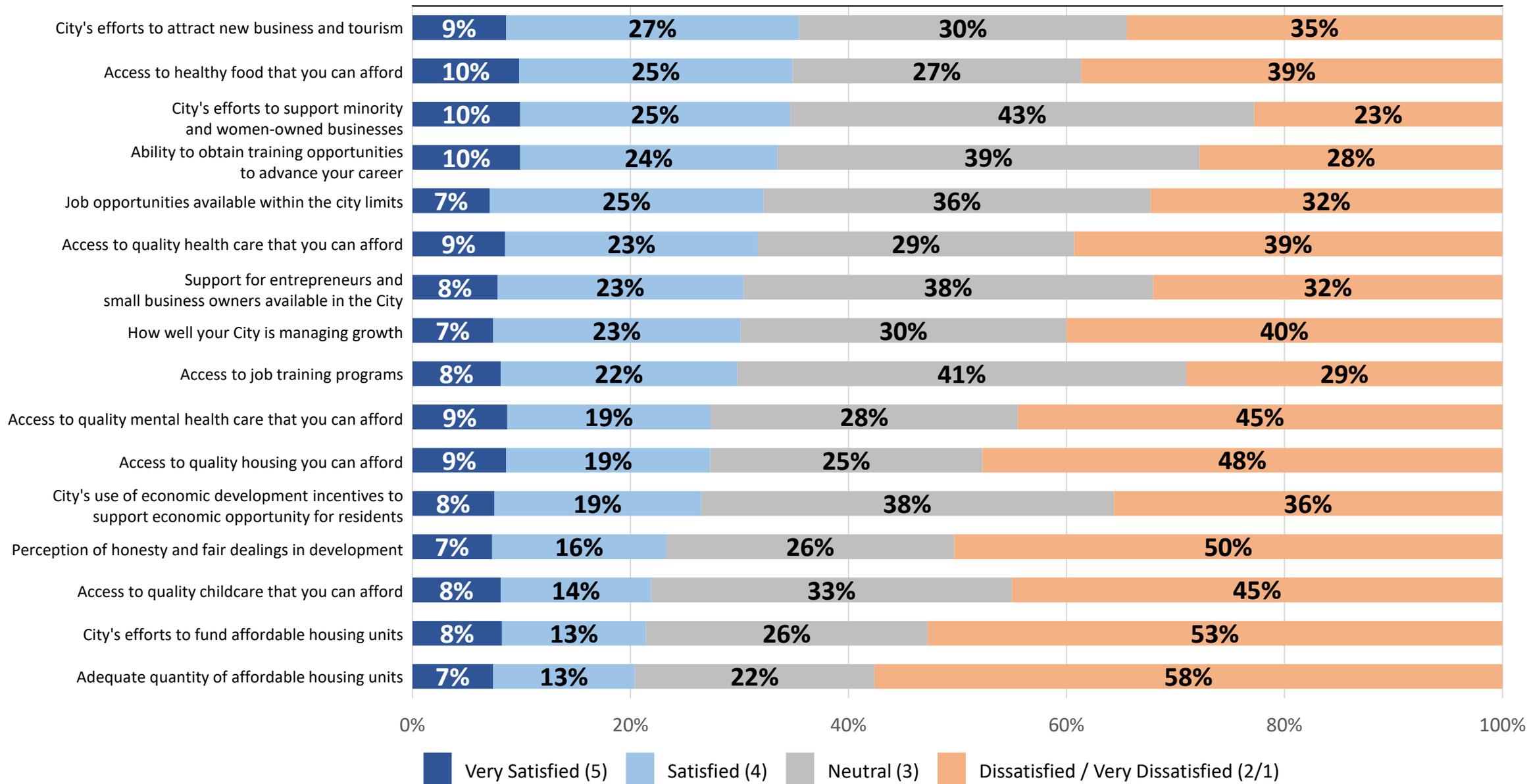
Q19. Parks And Recreation Services That Should Receive The Most Emphasis From The City Over The Next Two Years

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



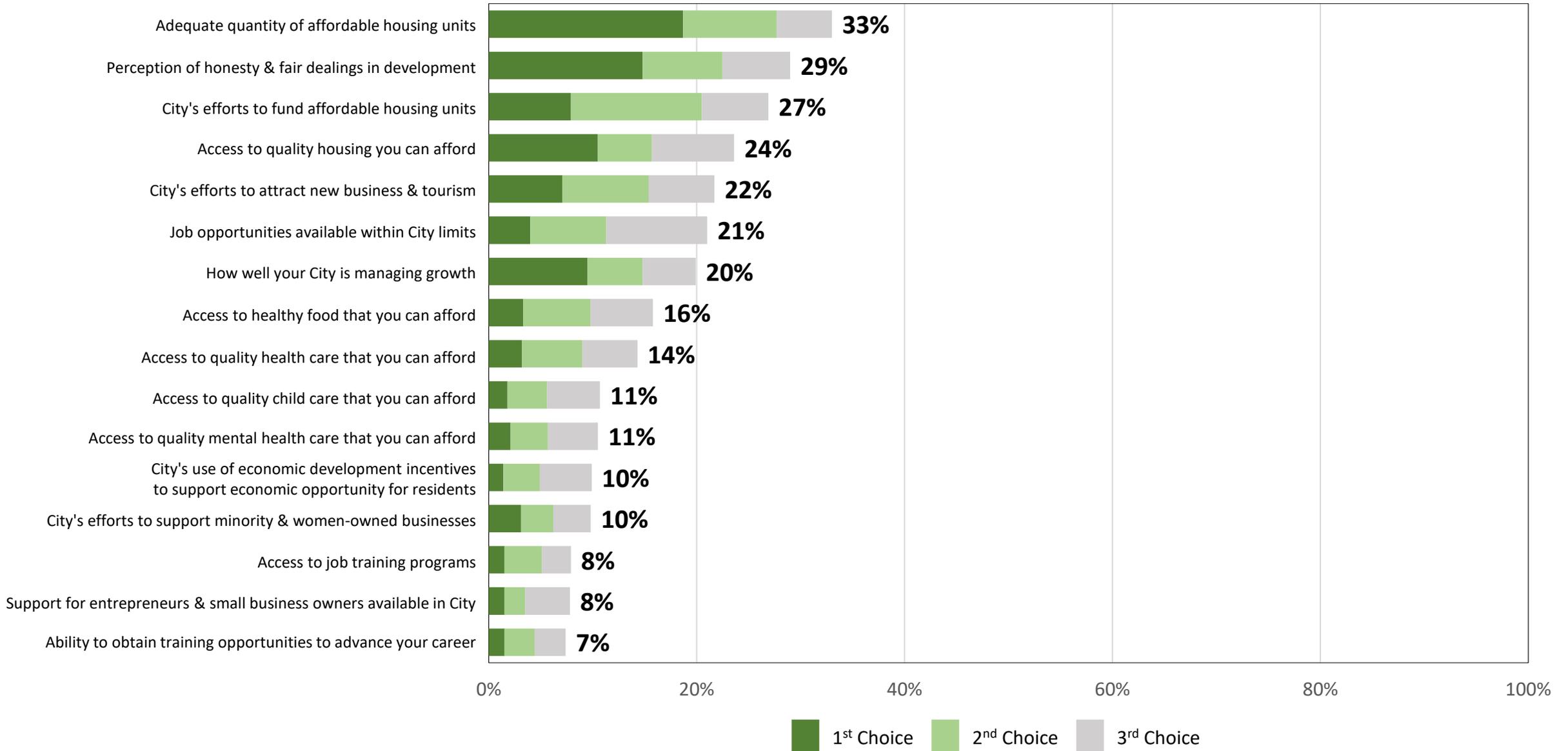
Q20. Economic Opportunity

by percentage of respondents (excluding don't know)



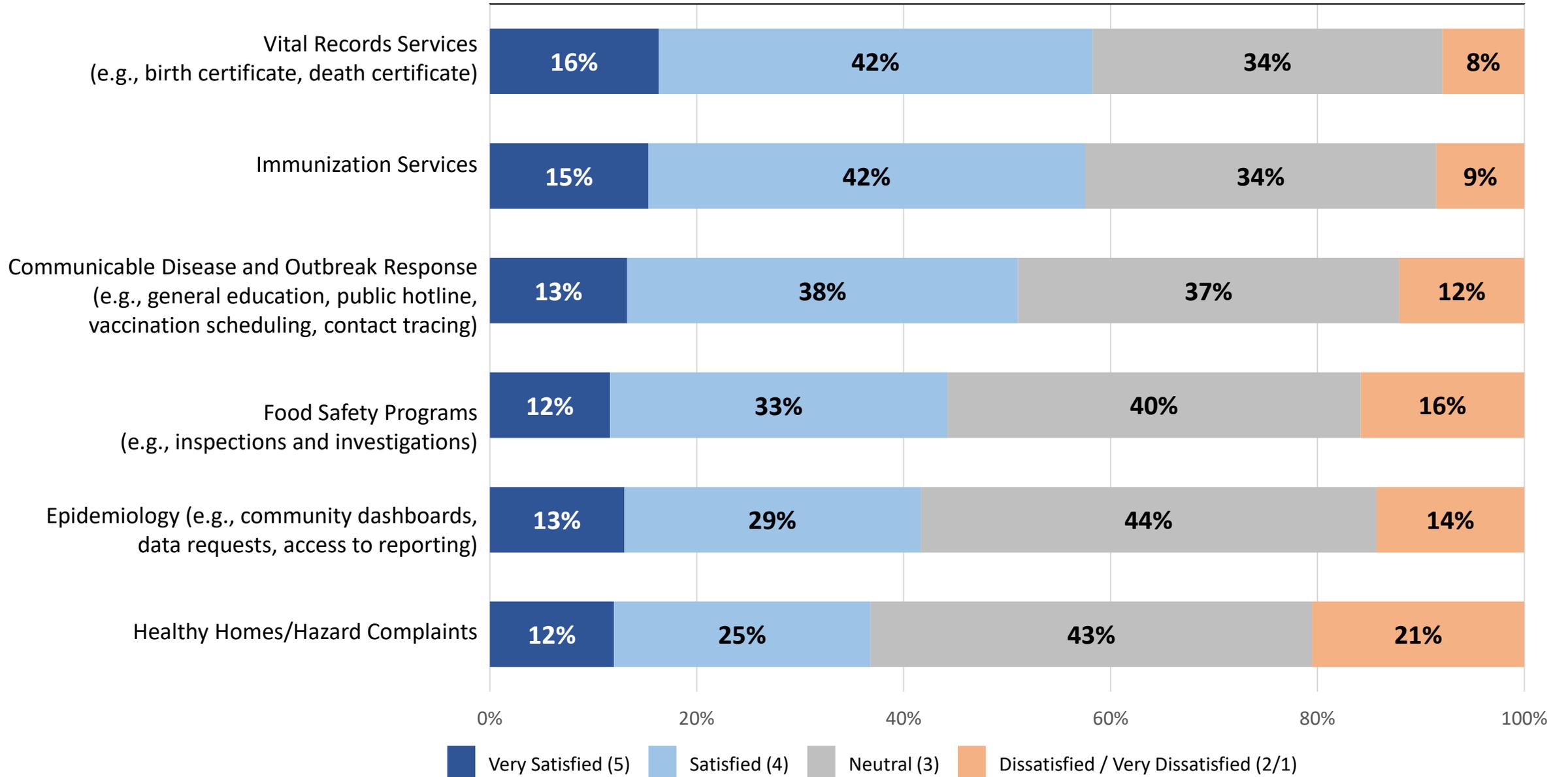
Q21. Jobs And Development Services That Should Receive The Most Emphasis From The City Over The Next Two Years

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



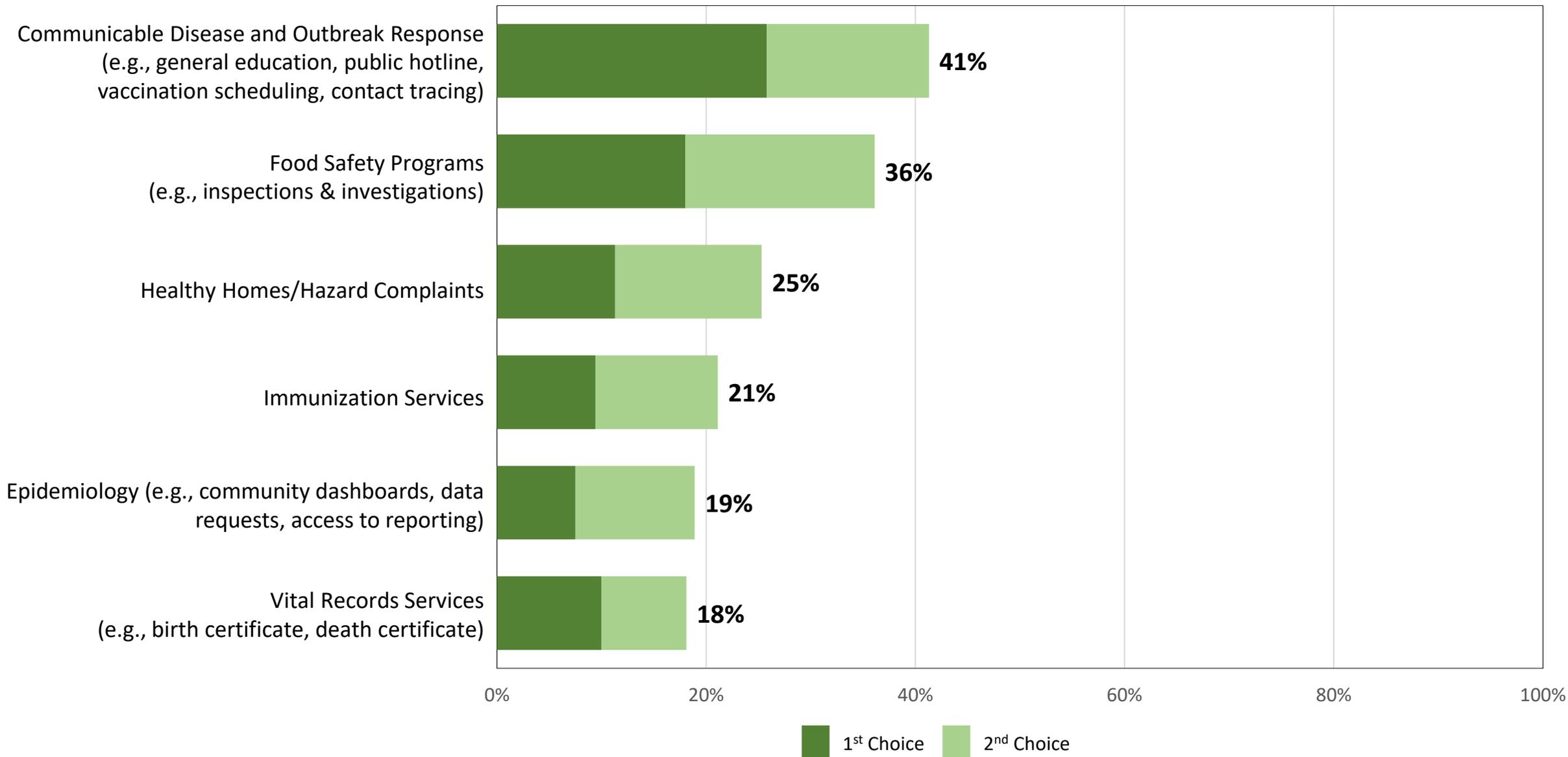
Q22. Public Health Services

by percentage of respondents (excluding don't know)



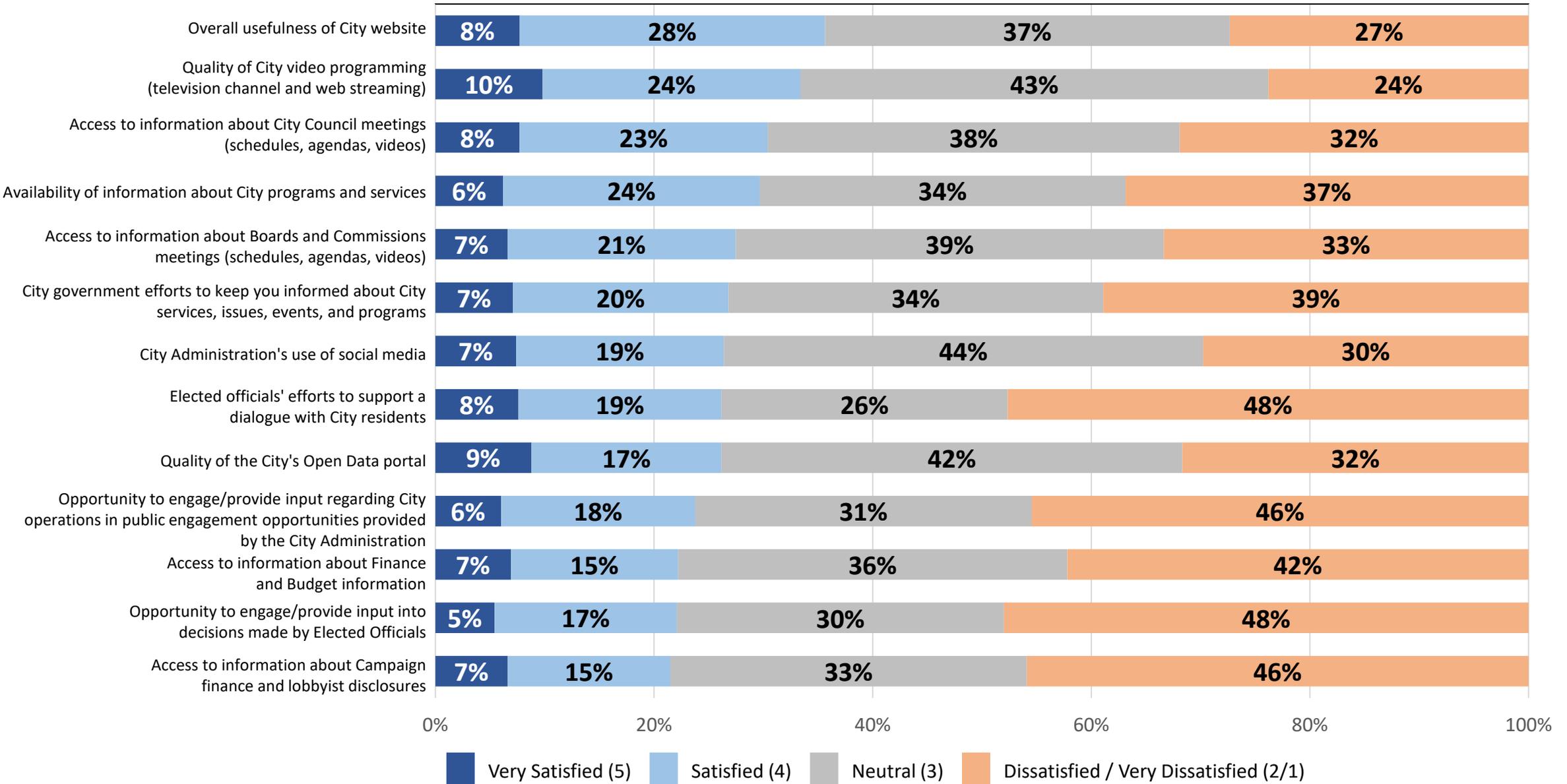
Q23. Public Health Services That Should Receive The Most Emphasis From The City Over The Next Two Years

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



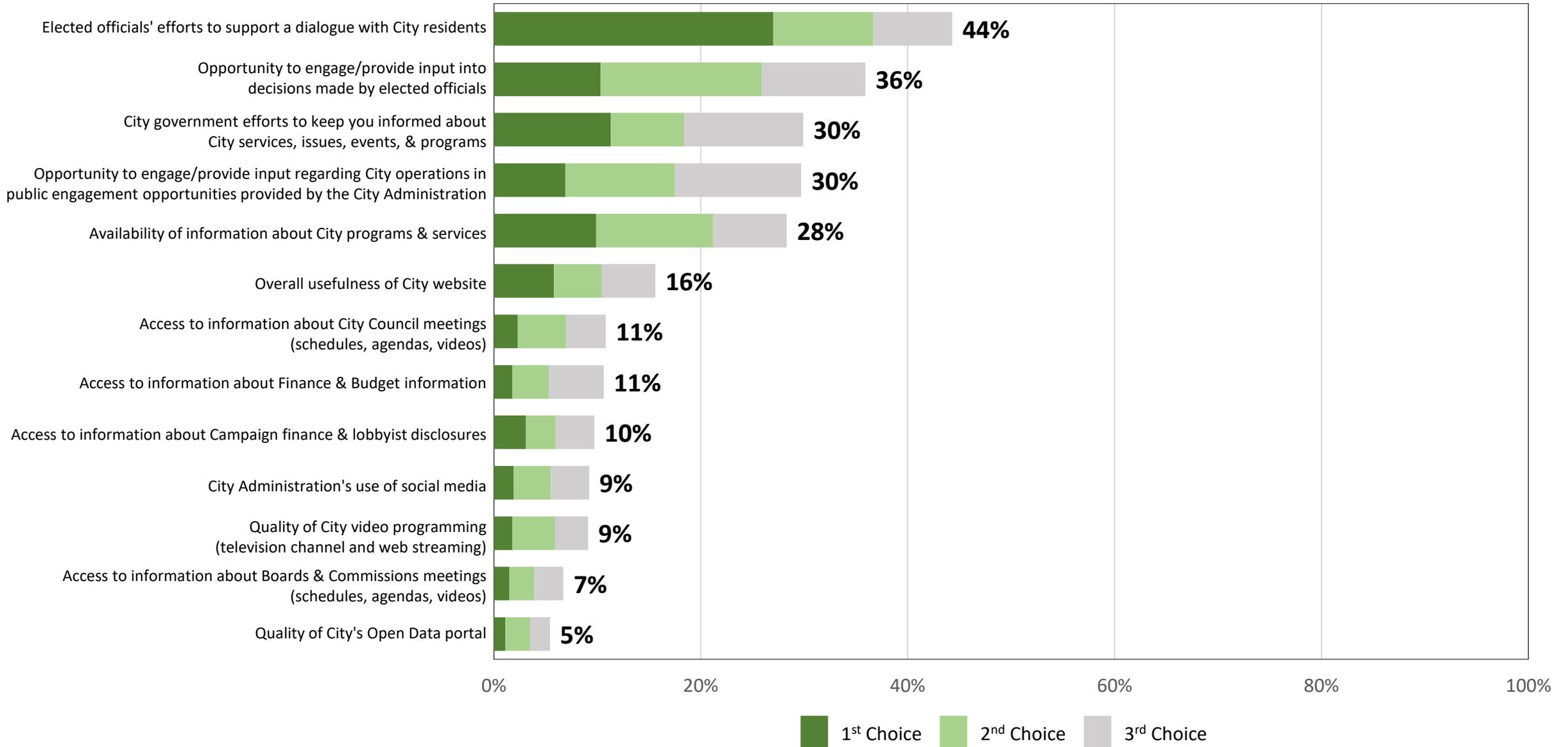
Q24. Communication And Community Engagement

by percentage of respondents (excluding don't know)



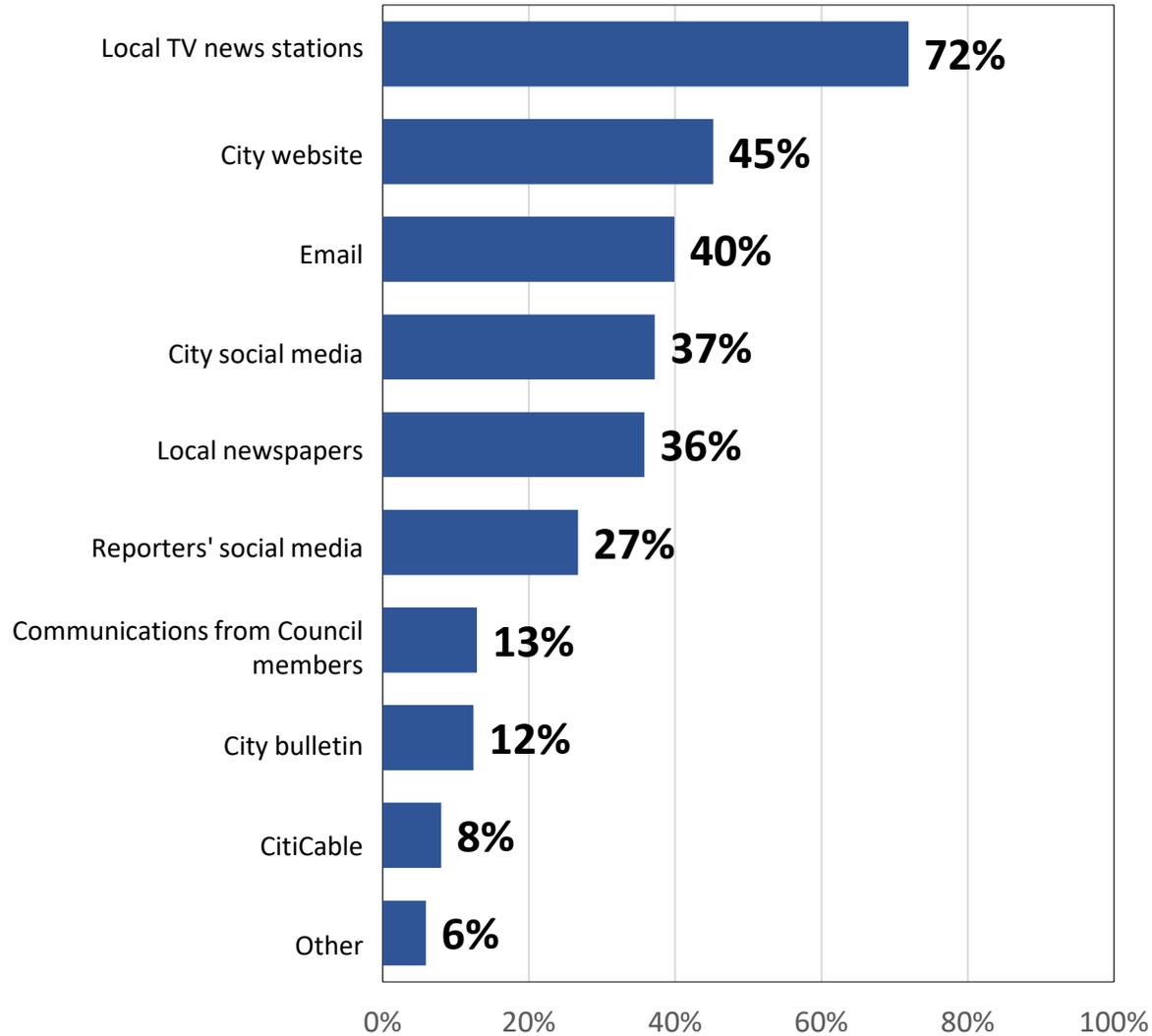
Q25. Communication And Community Engagement Services That Should Receive The Most Emphasis From The City Over The Next Two Years

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

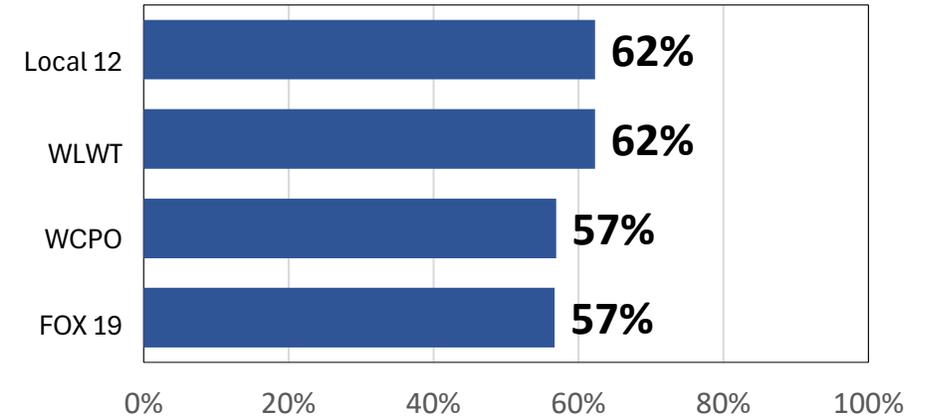


Q26. Please Check All Of The Sources You Use To Get Information About The City Of Cincinnati.

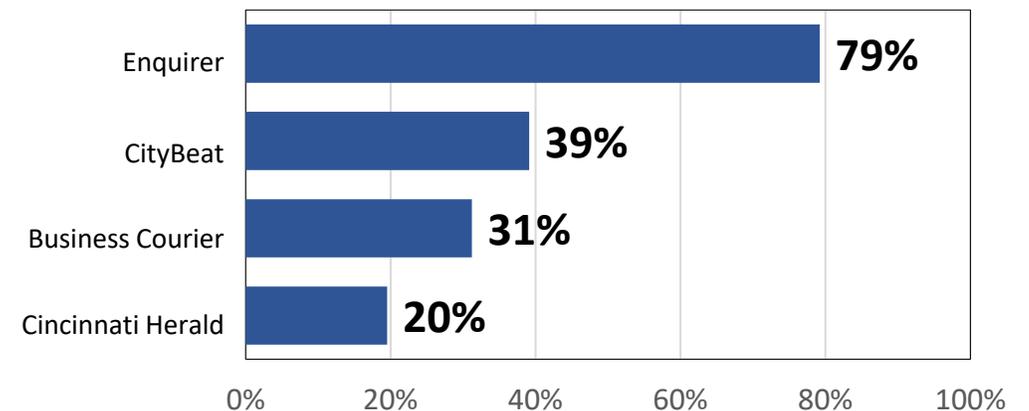
by percentage of respondents (multiple selections could be made)



Q26a. Which Local TV News Station(s)?

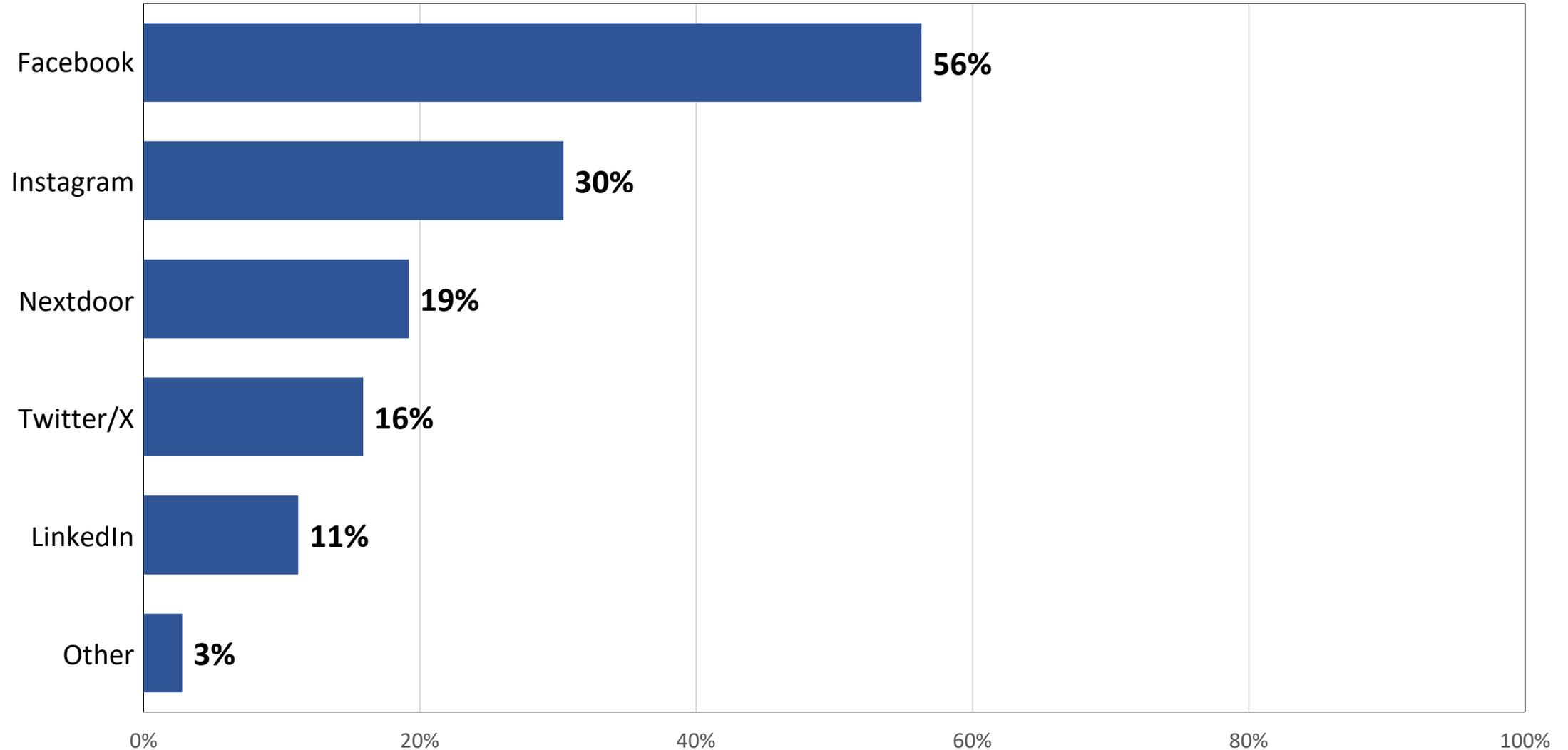


Q26b. Which Local Newspaper(s)?



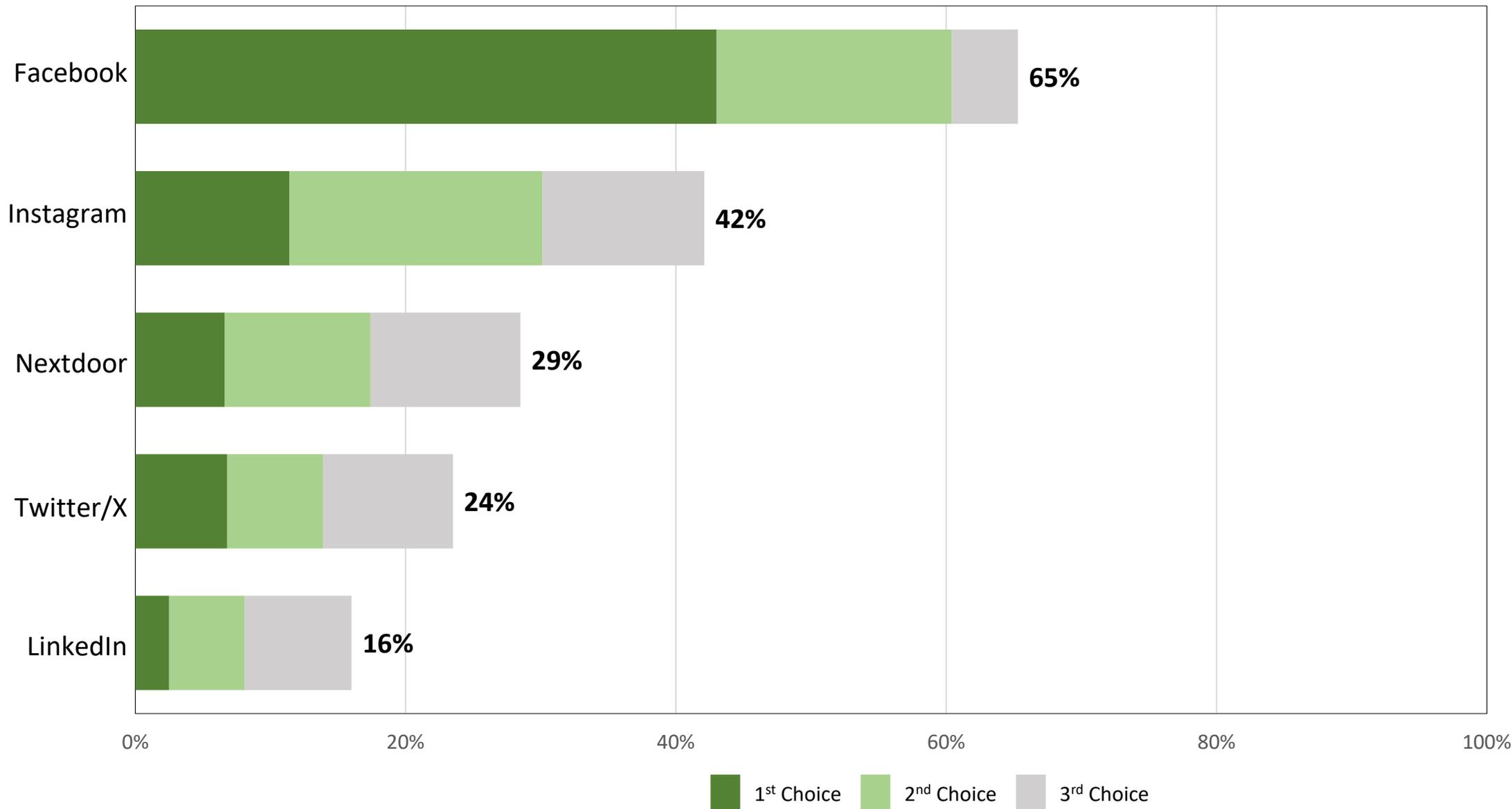
Q27. Please Check All Of The City's Social Media Accounts That You Follow.

by percentage of respondents (multiple selections could be made)



Q28. Which Three Of The Sources From Question 27 Do You Most Prefer To Use To Get Information About The City Of Cincinnati?

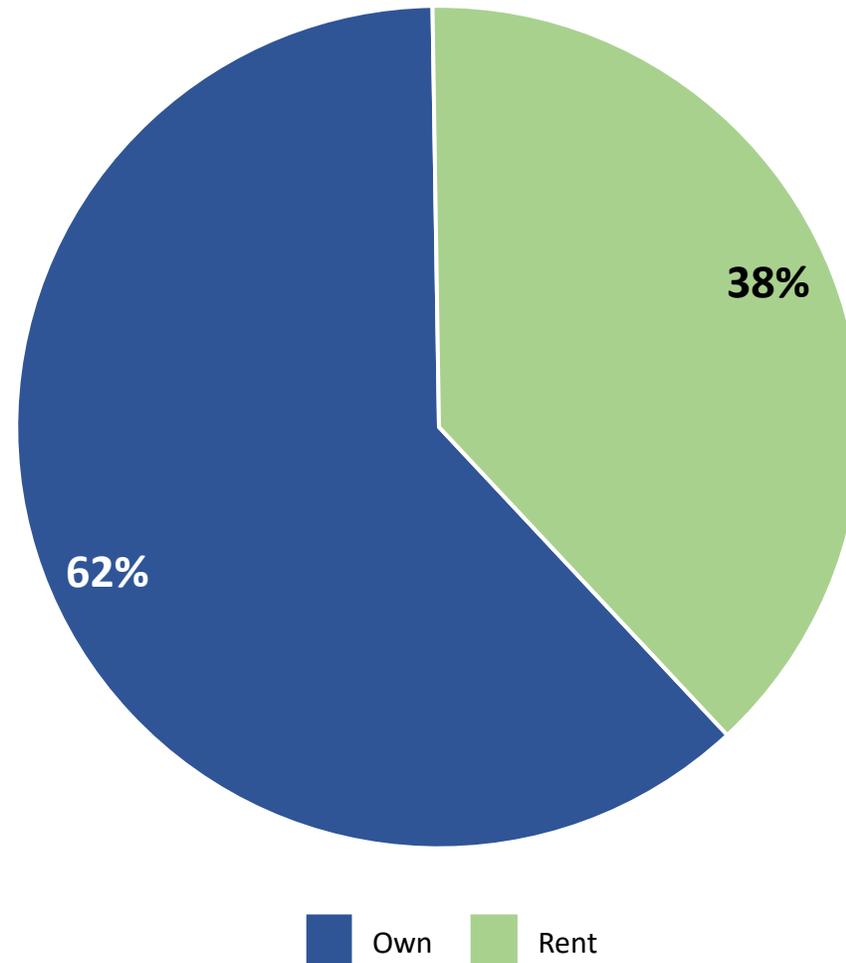
by percentage of respondents who selected the item as one of their top three choices



Demographics

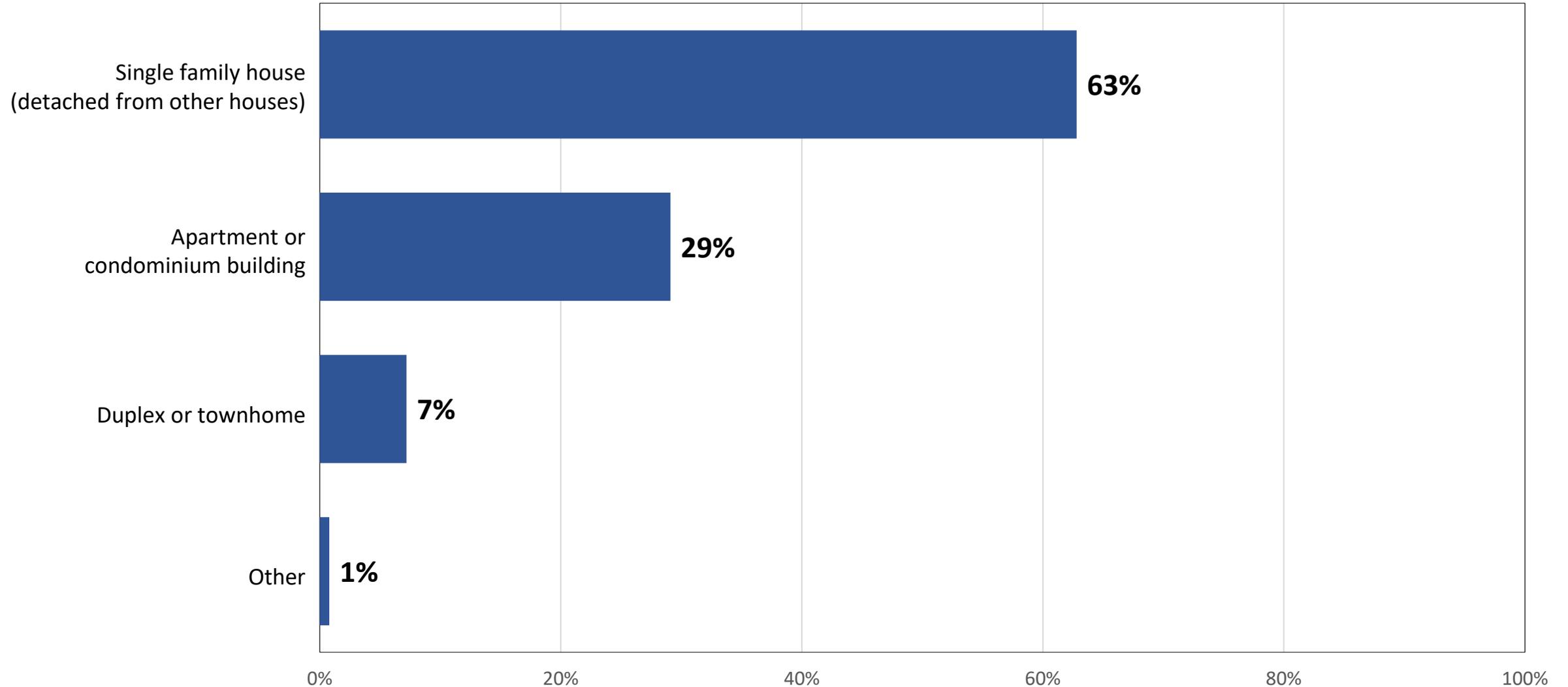
Q29. Do You Own Or Rent Your Current Residence?

by percentage of respondents (excluding not provided)



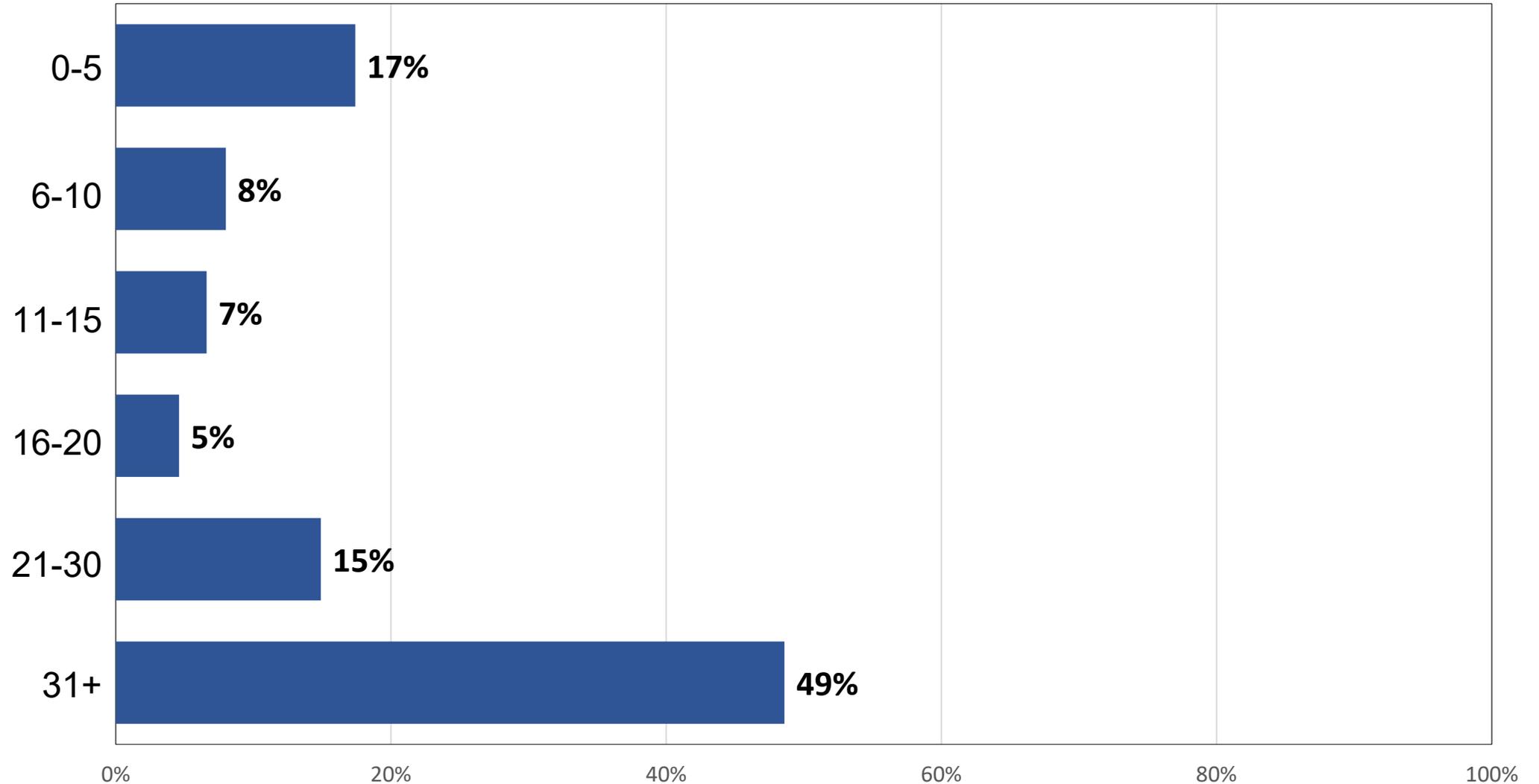
Q30. What Type Of Dwelling Do You Live In?

by percentage of respondents (excluding not provided)



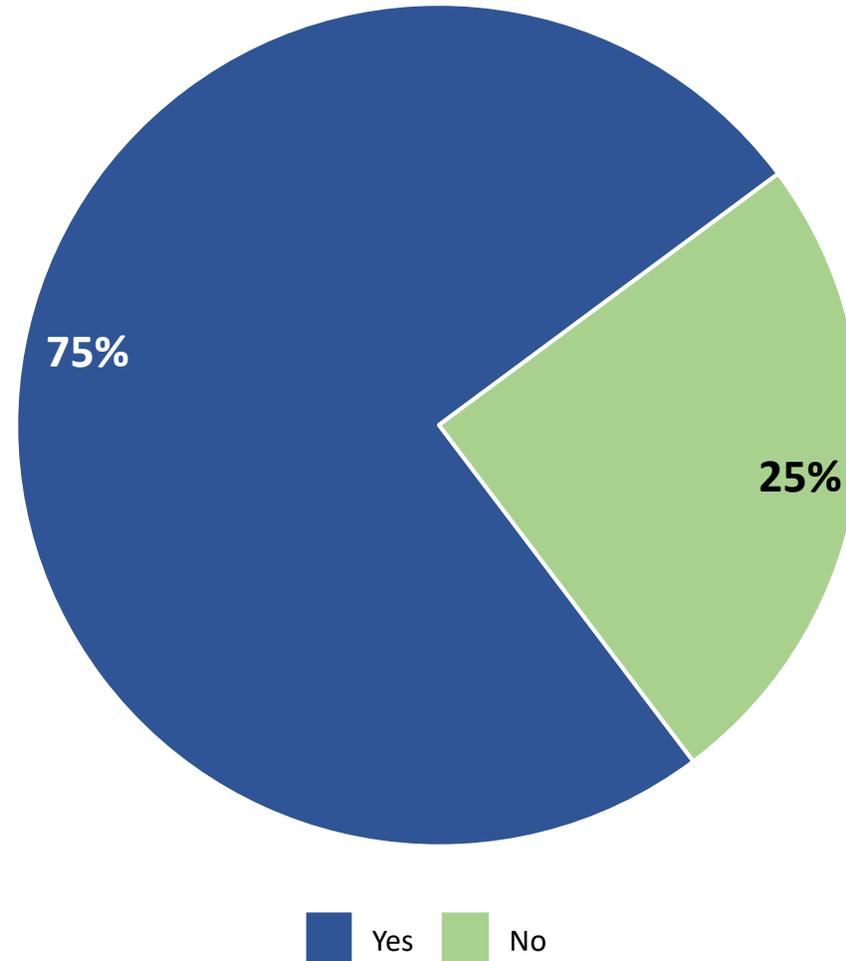
Q31. Approximately How Many Years Have You Lived In Cincinnati, Ohio?

by percentage of respondents (excluding “not provided”)



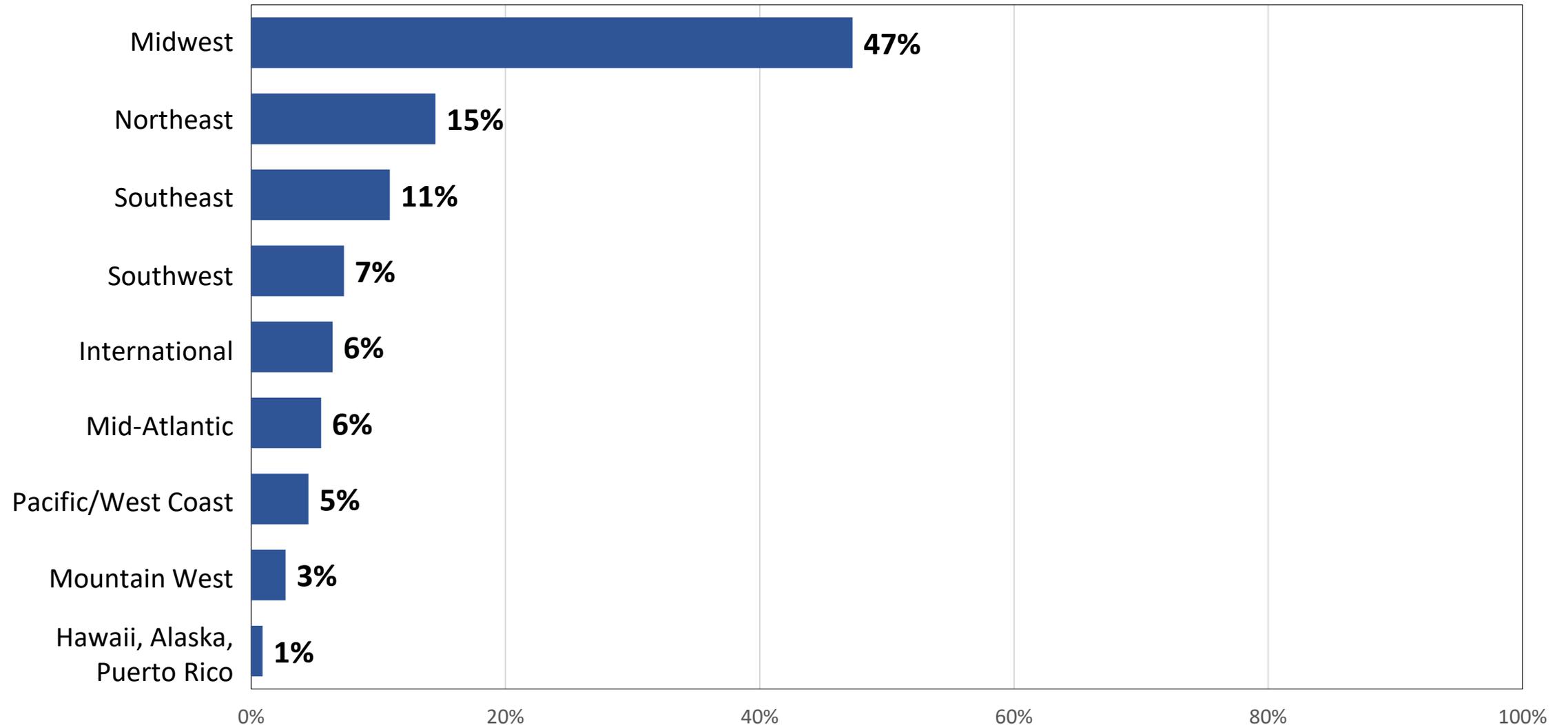
Q32. Do You Think You Will Be Living In Cincinnati, Ohio, Five Years From Now?

by percentage of respondents (excluding not provided)



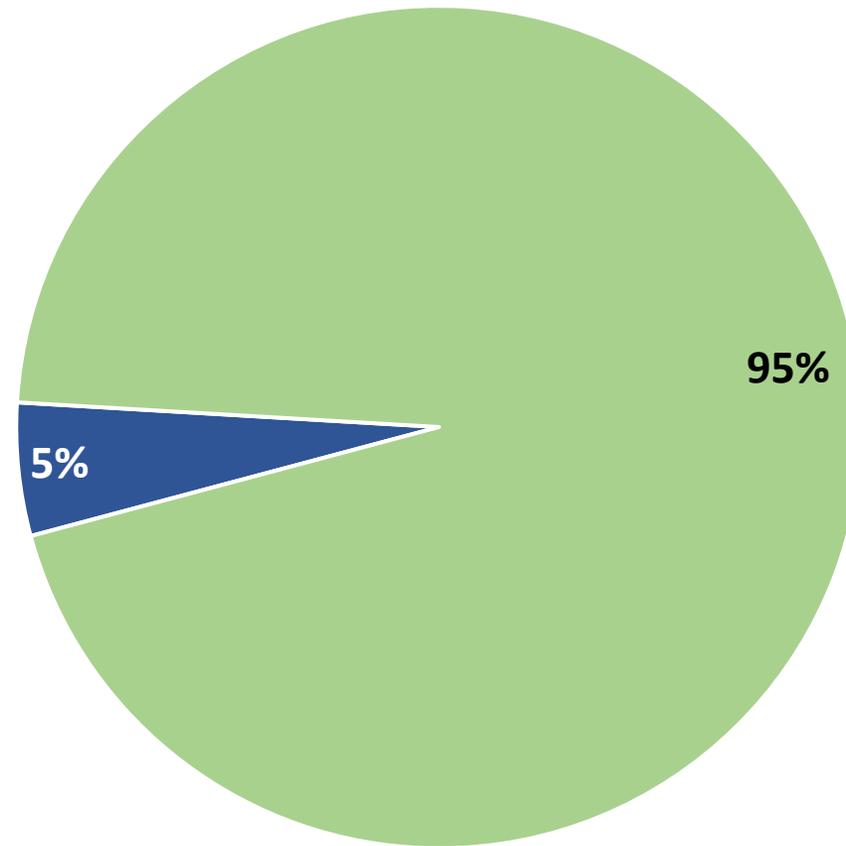
Q33. If You Moved To Cincinnati Within The Last 3 Years, What Region Did You Move From?

by percentage of respondents



Q34. Are You Of Hispanic Or Latino Ancestry?

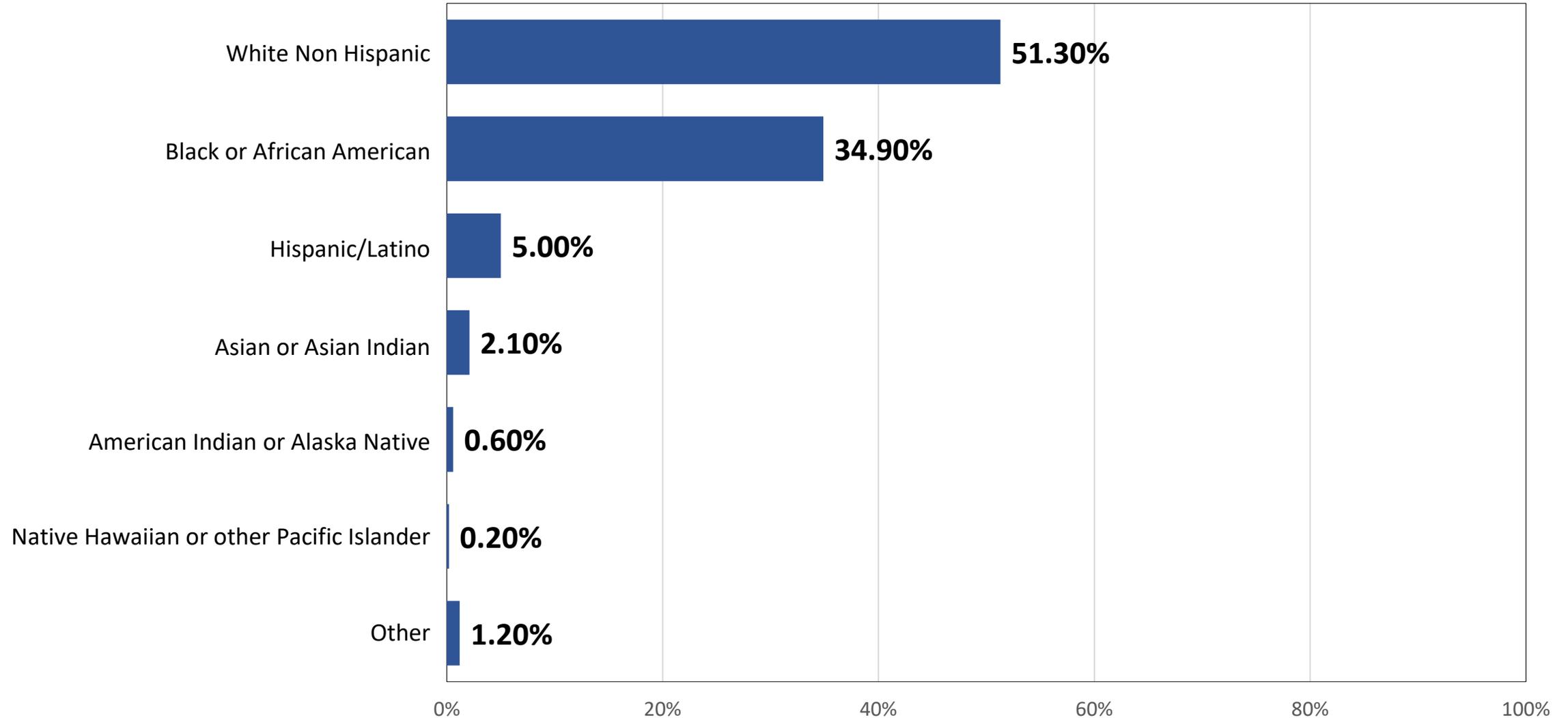
by percentage of respondents (excluding not provided)



■ Yes ■ No

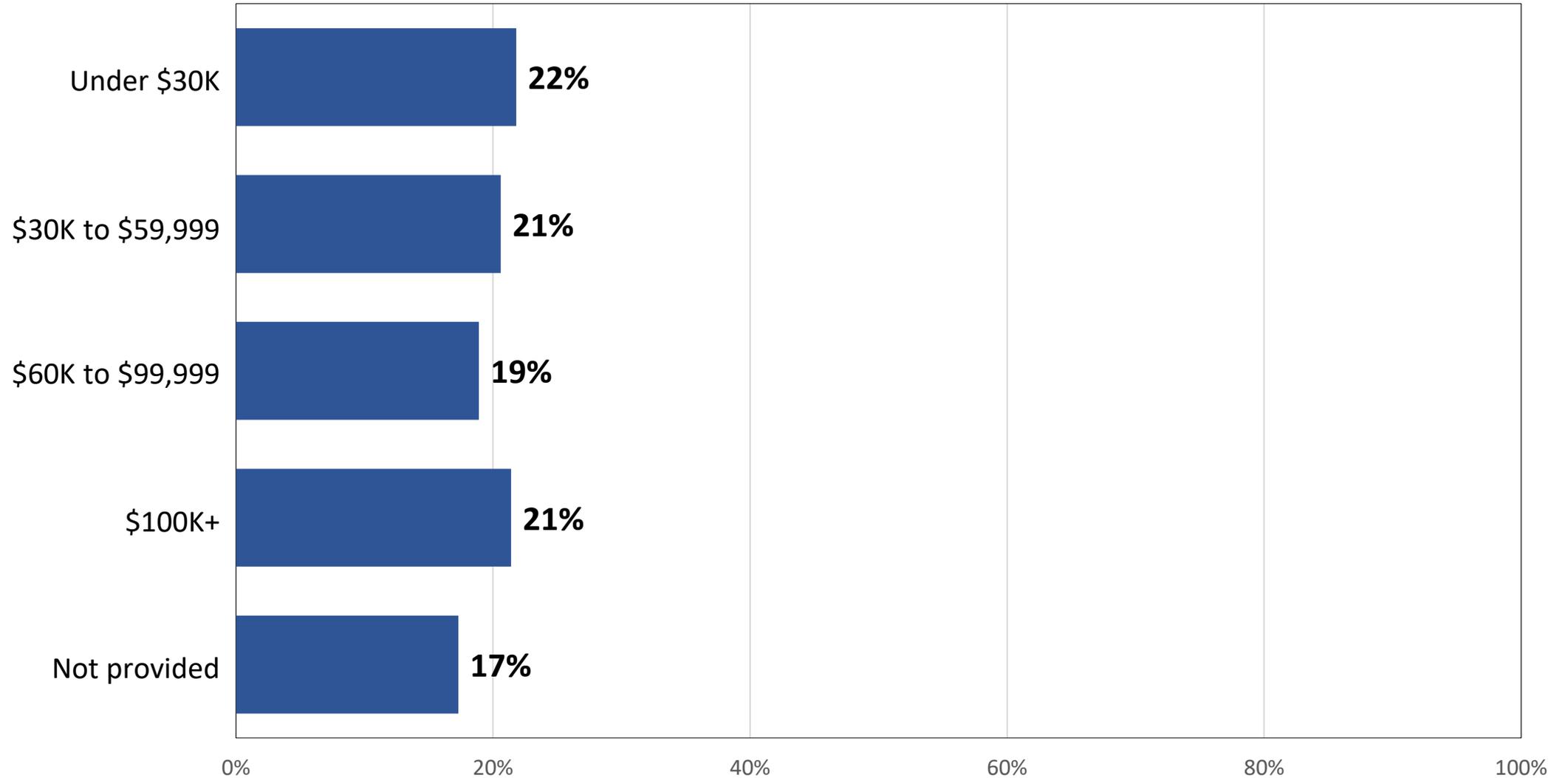
Q35. Which Of The Following Best Describes Your Race/Ethnicity?

by percentage of respondents



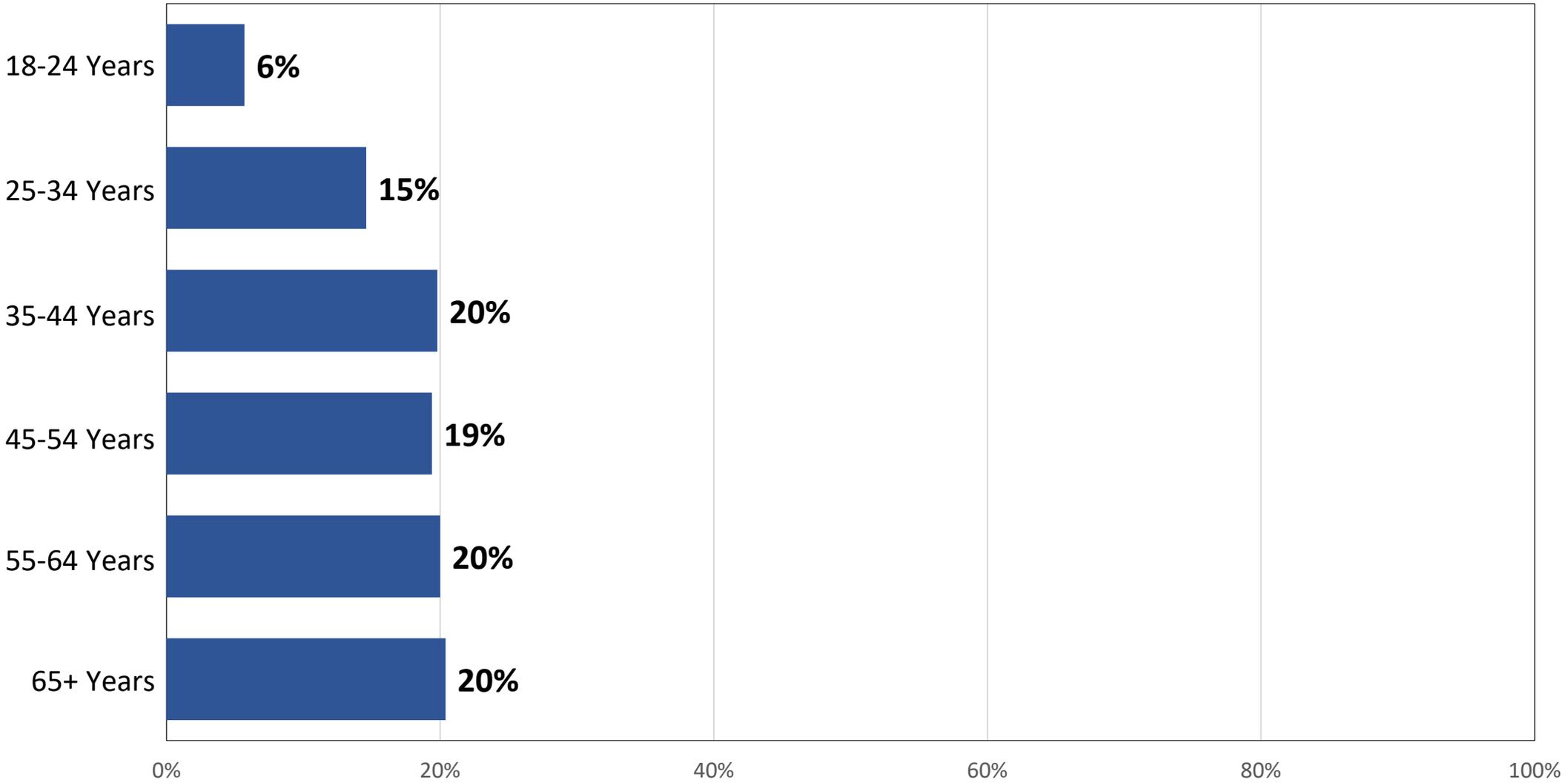
Q36. Would You Say Your Total Annual Household Income Is...

by percentage of respondents



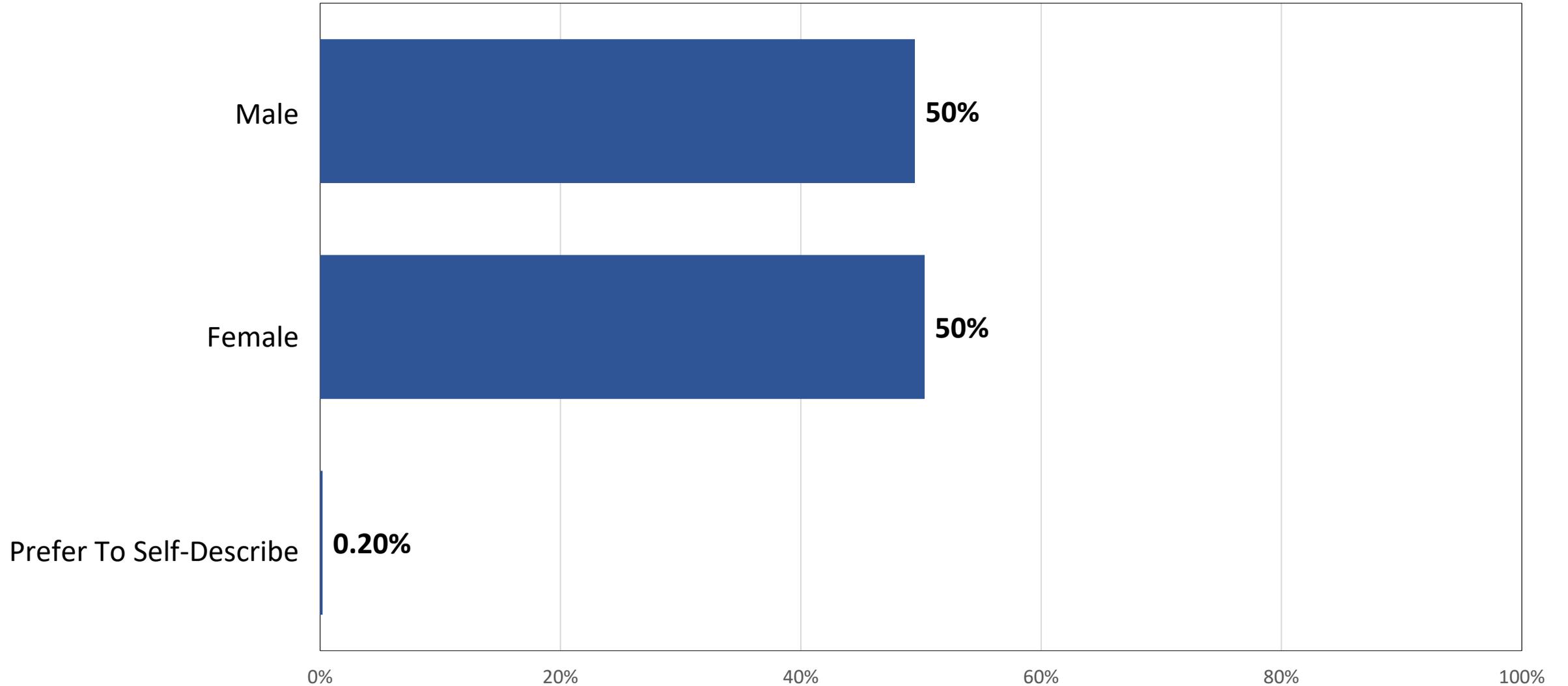
Q37. What Is Your Age?

by percentage of respondents (excluding “not provided”)



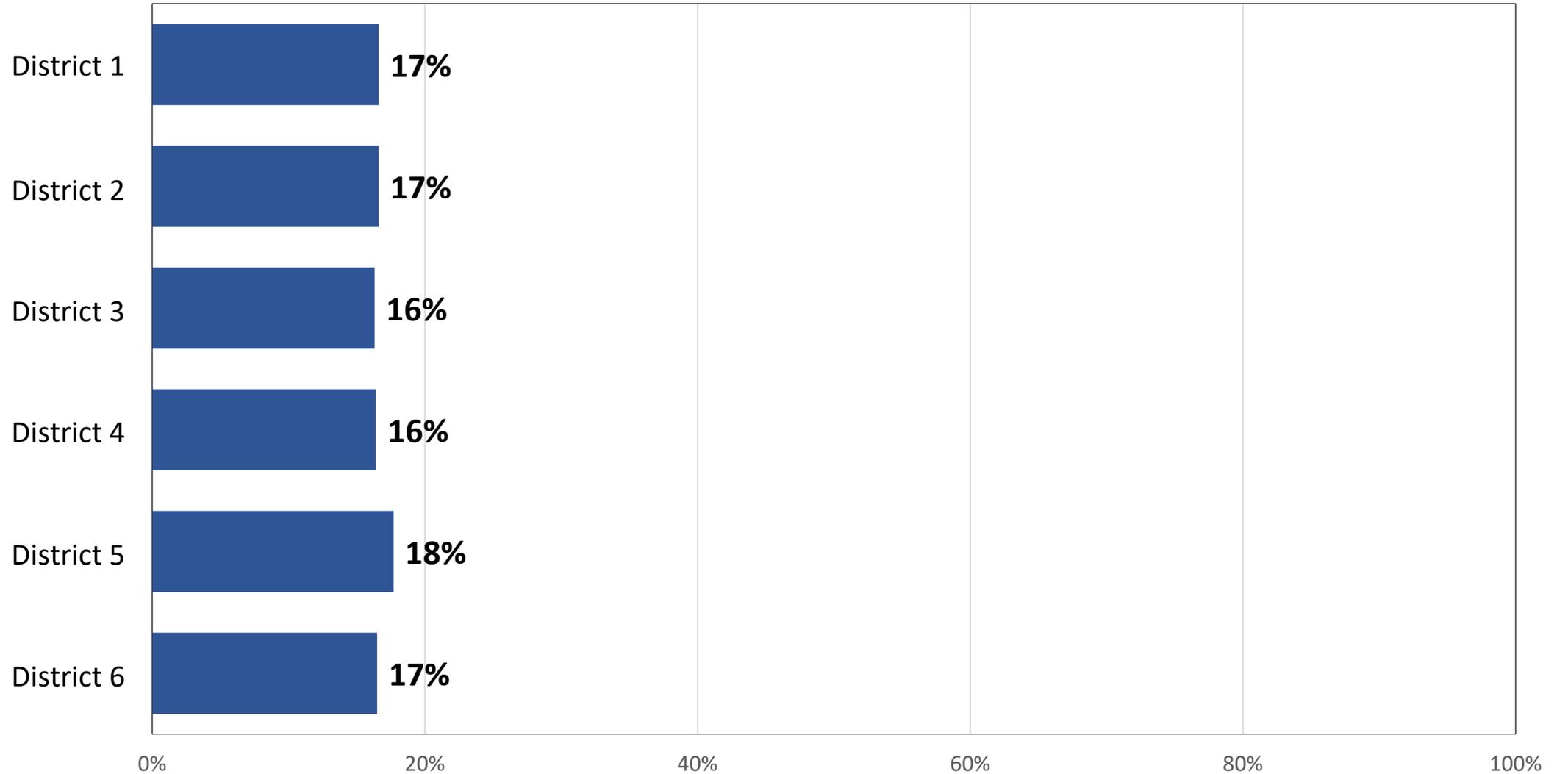
Q38. What Is Your Gender Identity:

by percentage of respondents (excluding “not provided”)



District:

by percentage of respondents



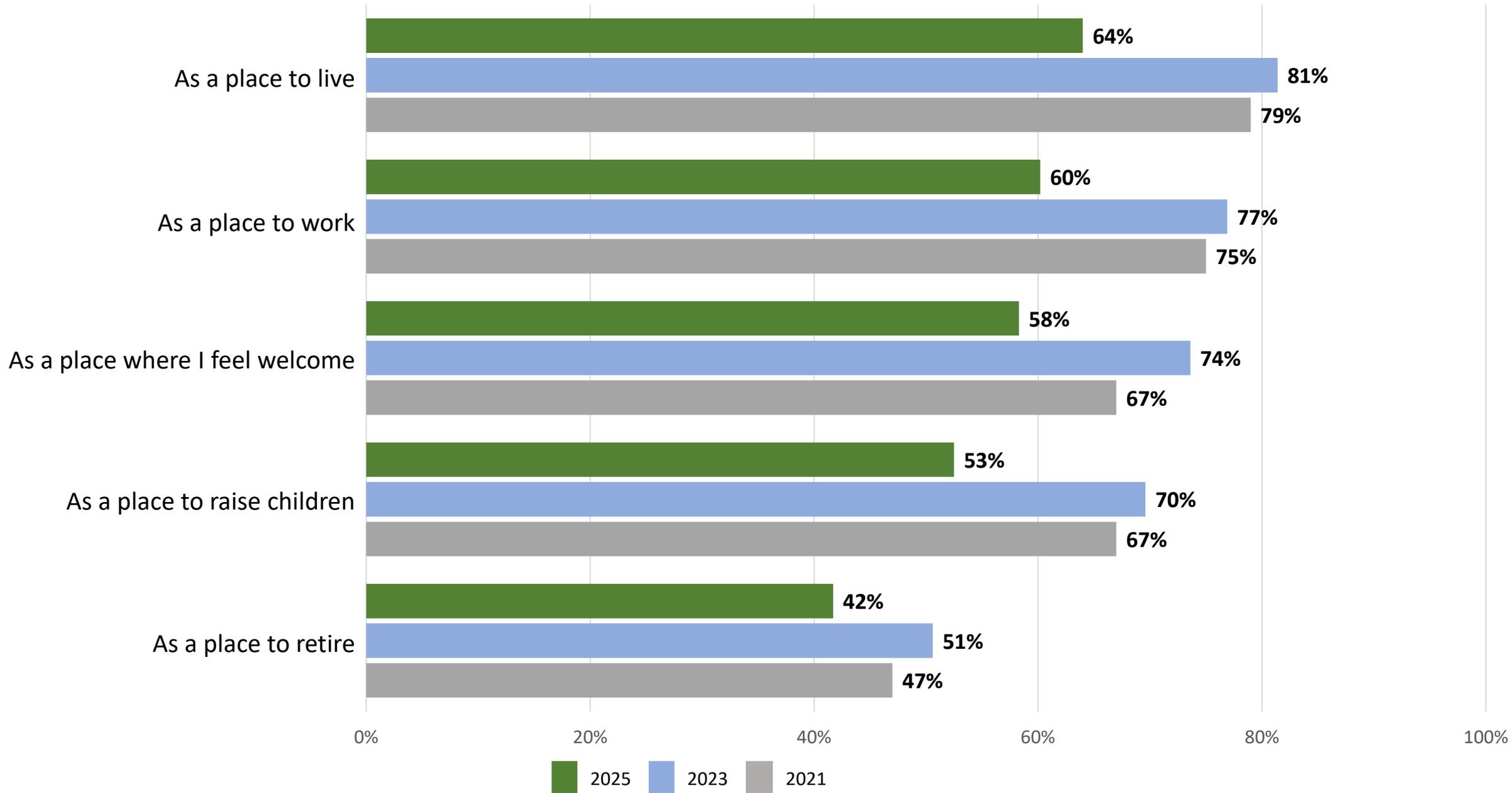


2

Trends Analysis

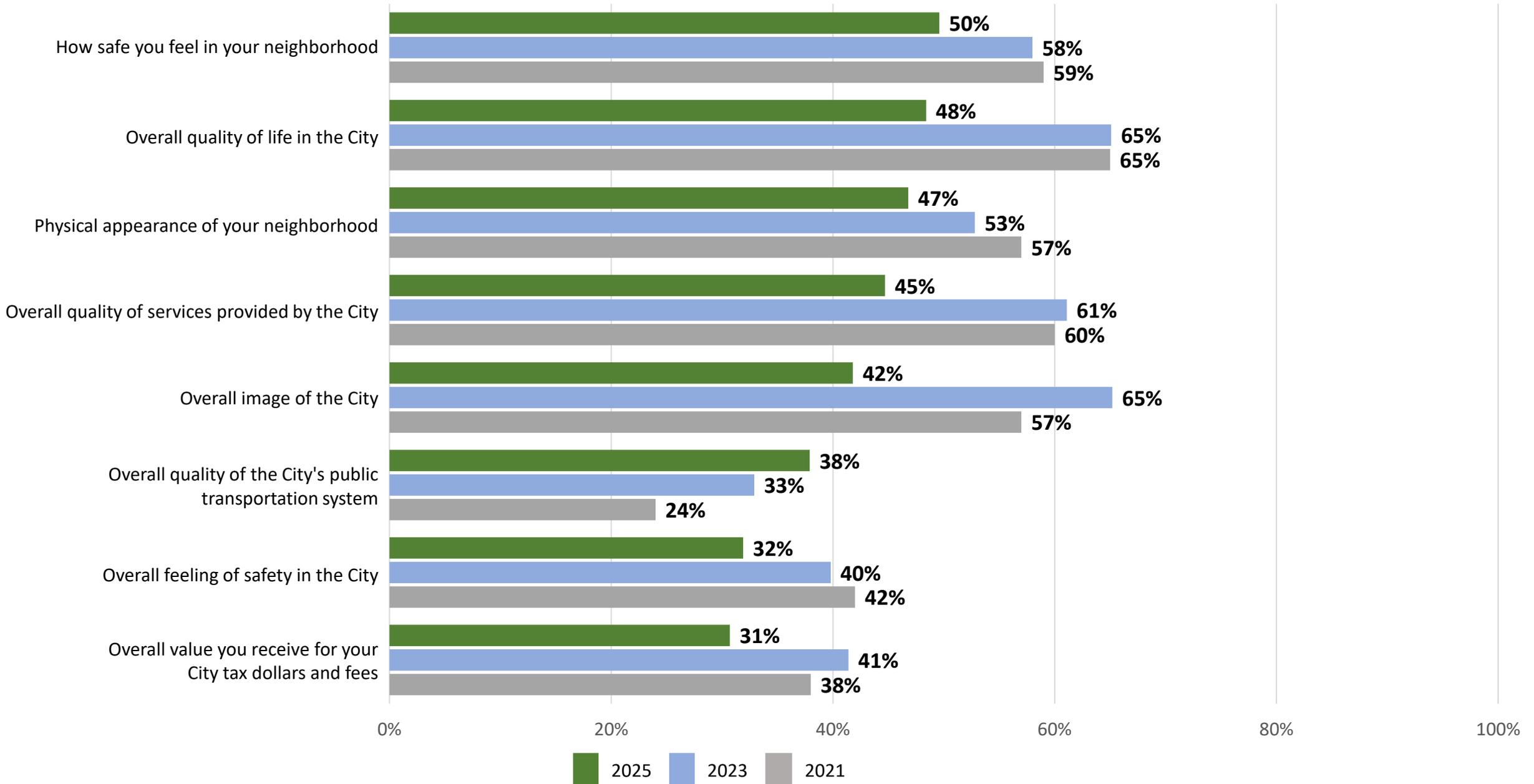
Q1. How Would You Rate Cincinnati

Cincinnati 2025 vs. 2023 vs. 2021



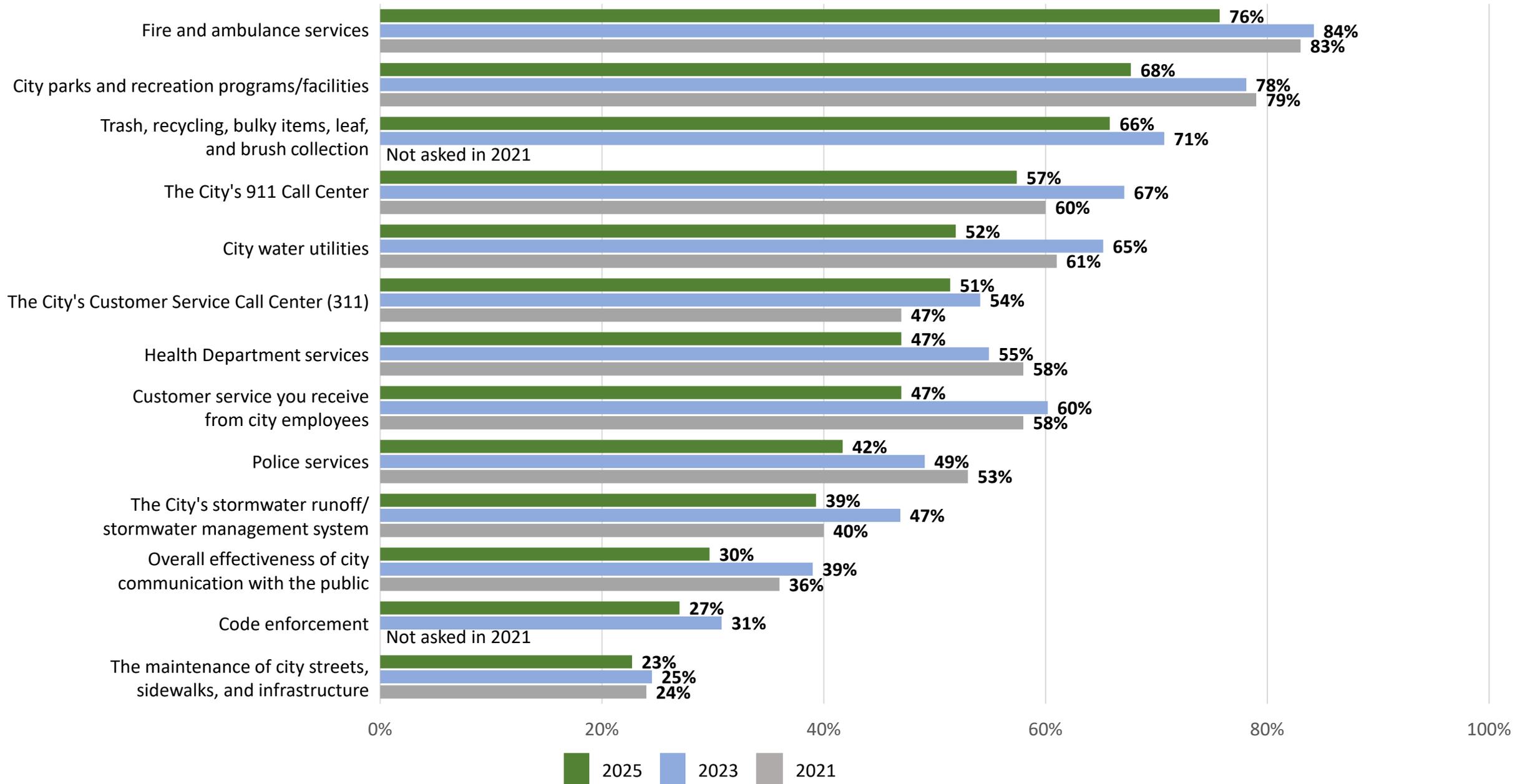
Q2. Perceptions Of The Community

Cincinnati 2025 vs. 2023 vs. 2021



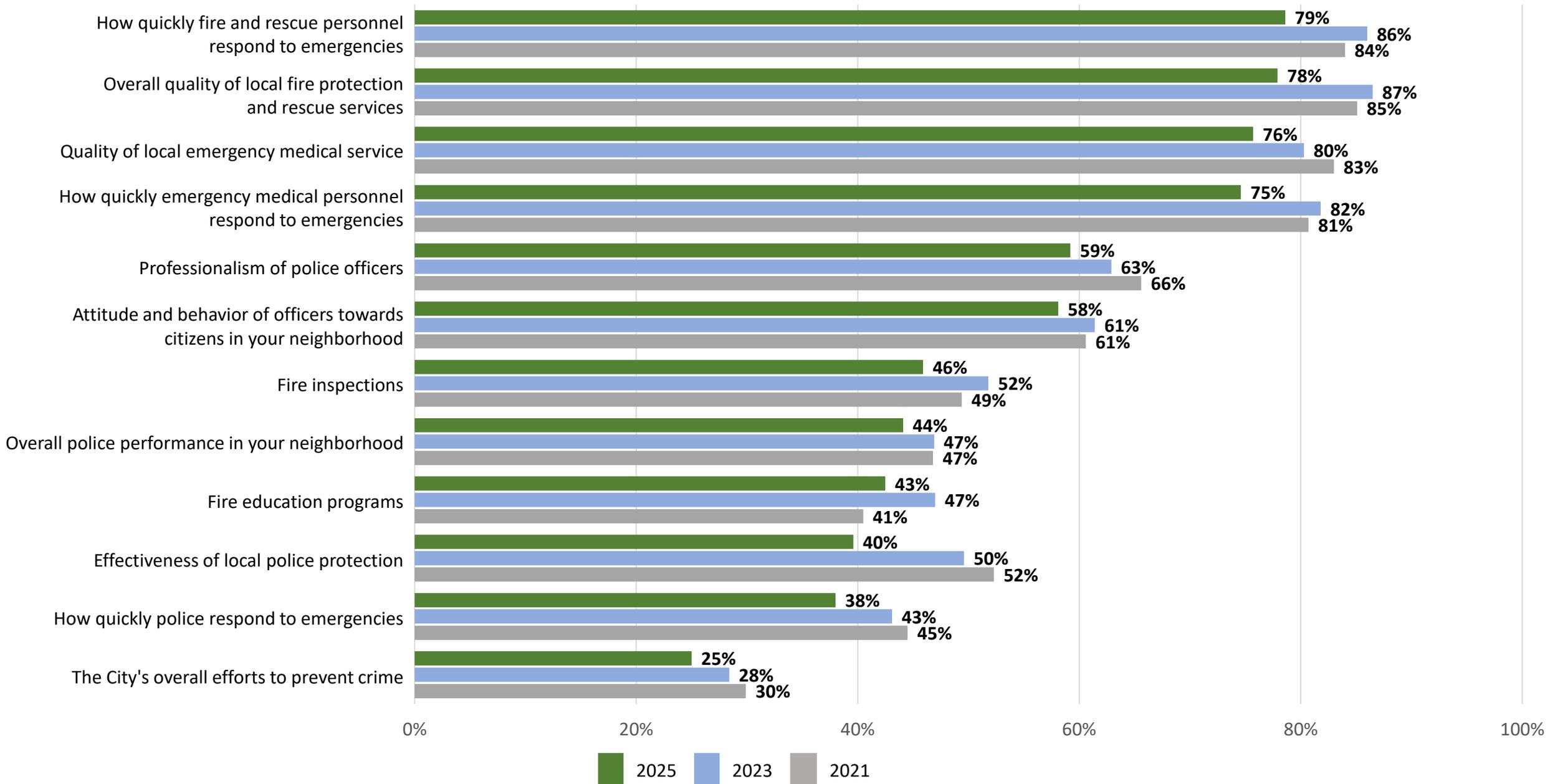
Q3. Quality Of Major City Services

Cincinnati 2025 vs. 2023 vs. 2021



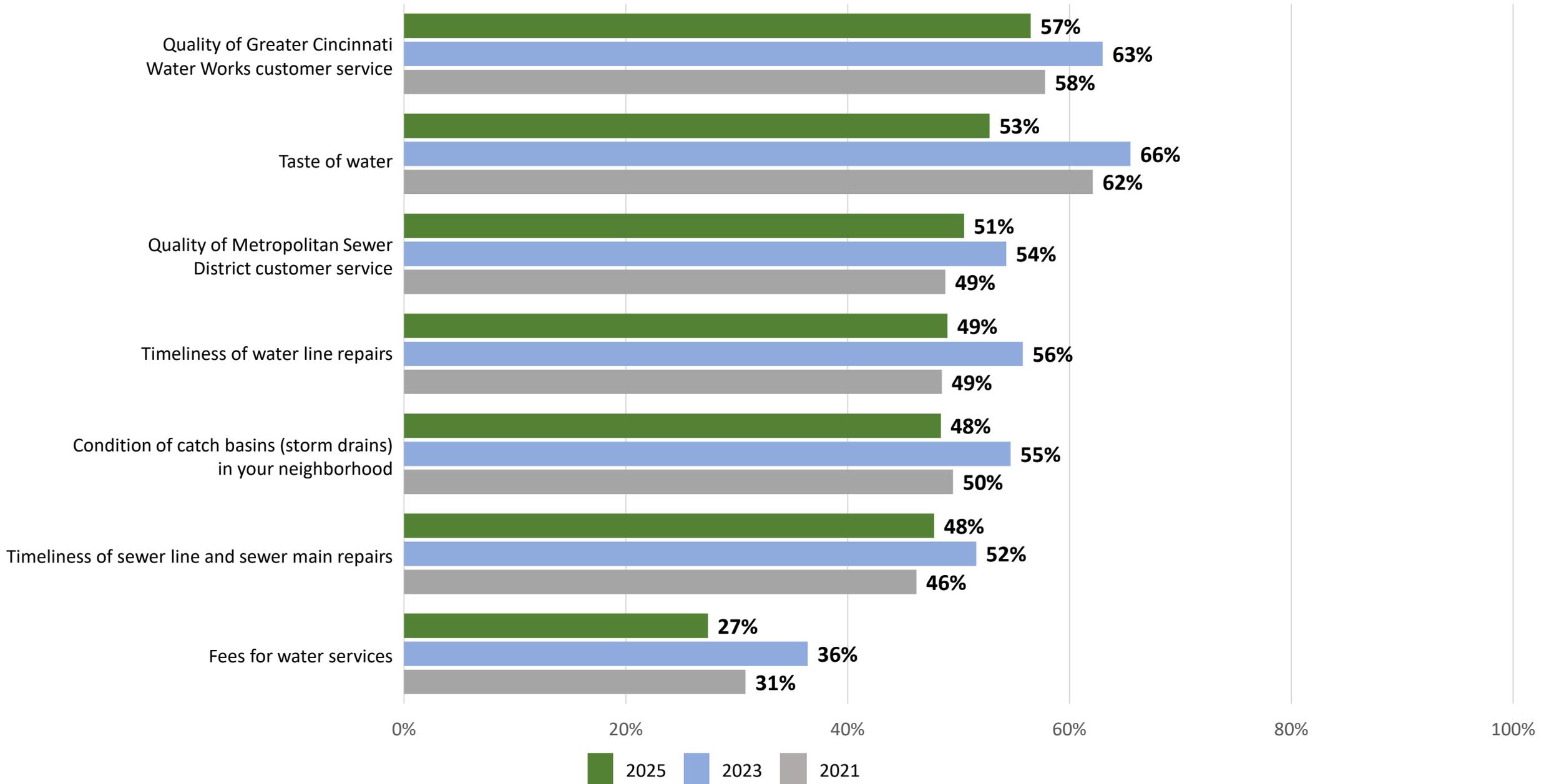
Q5. Public Safety Perceptions

Cincinnati 2025 vs. 2023 vs. 2021



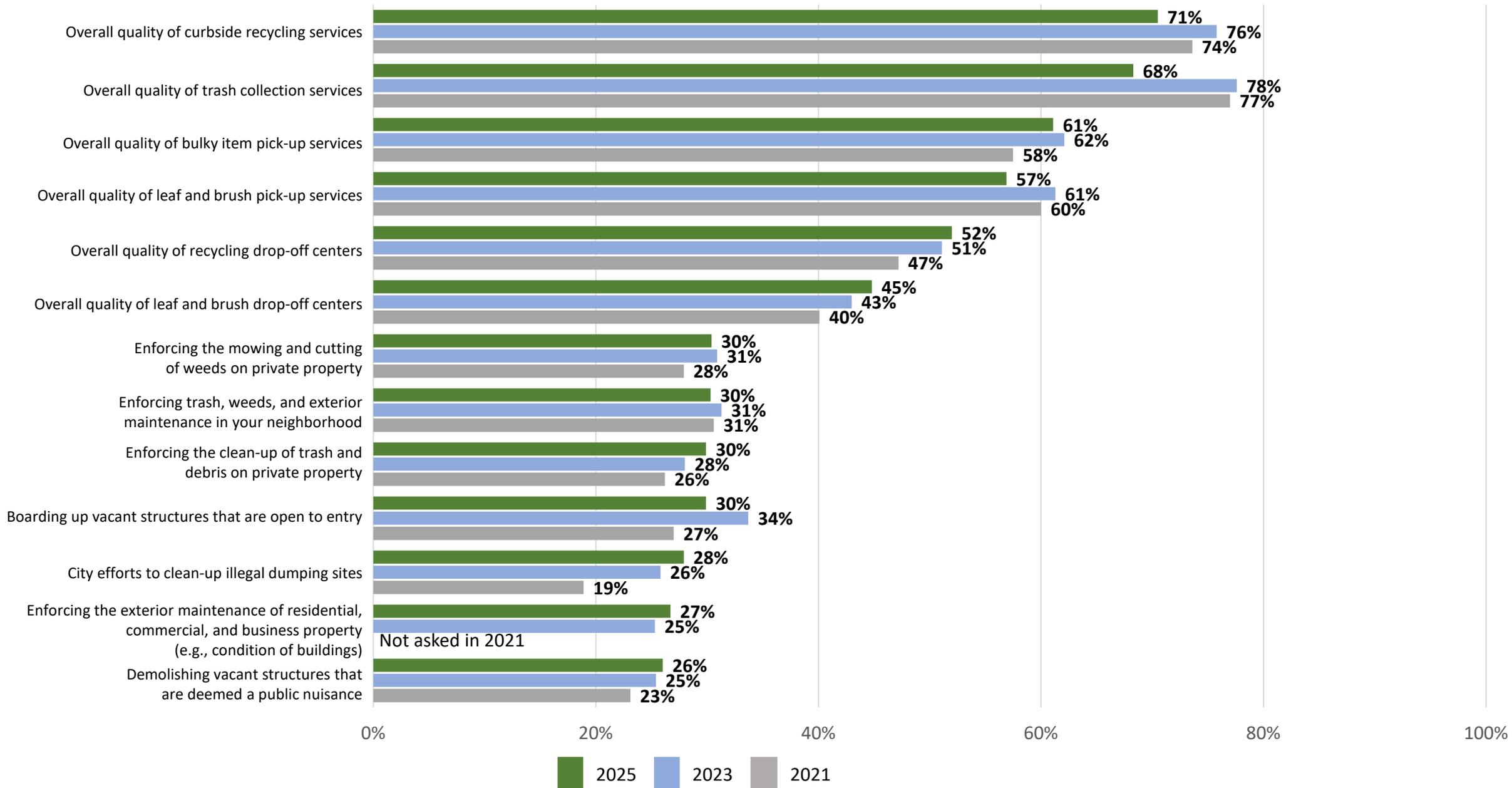
Q10. Water And Wastewater Services

Cincinnati 2025 vs. 2023 vs. 2021



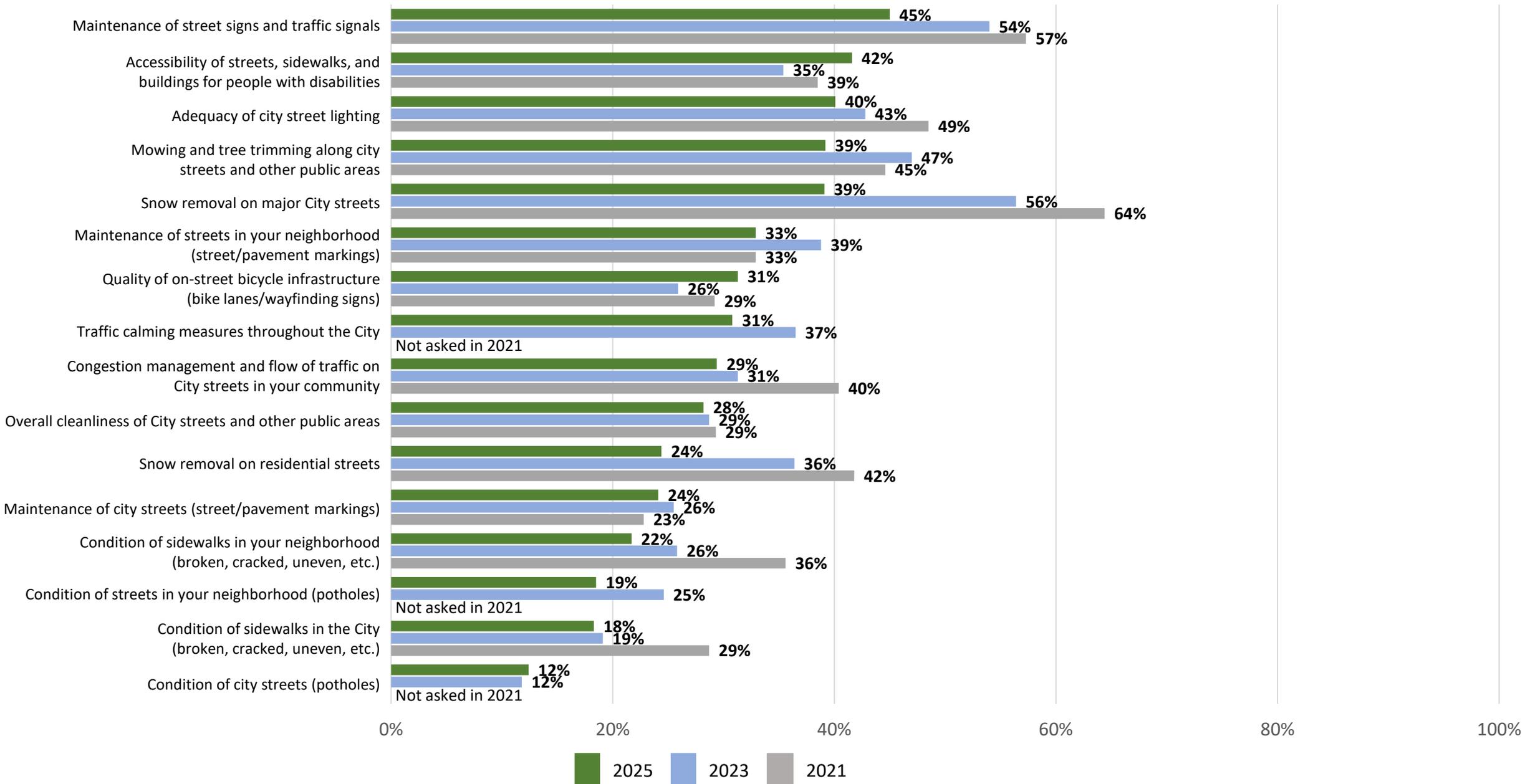
Q13. Neighborhood Cleanliness and Appearance.

Cincinnati 2025 vs. 2023 vs. 2021



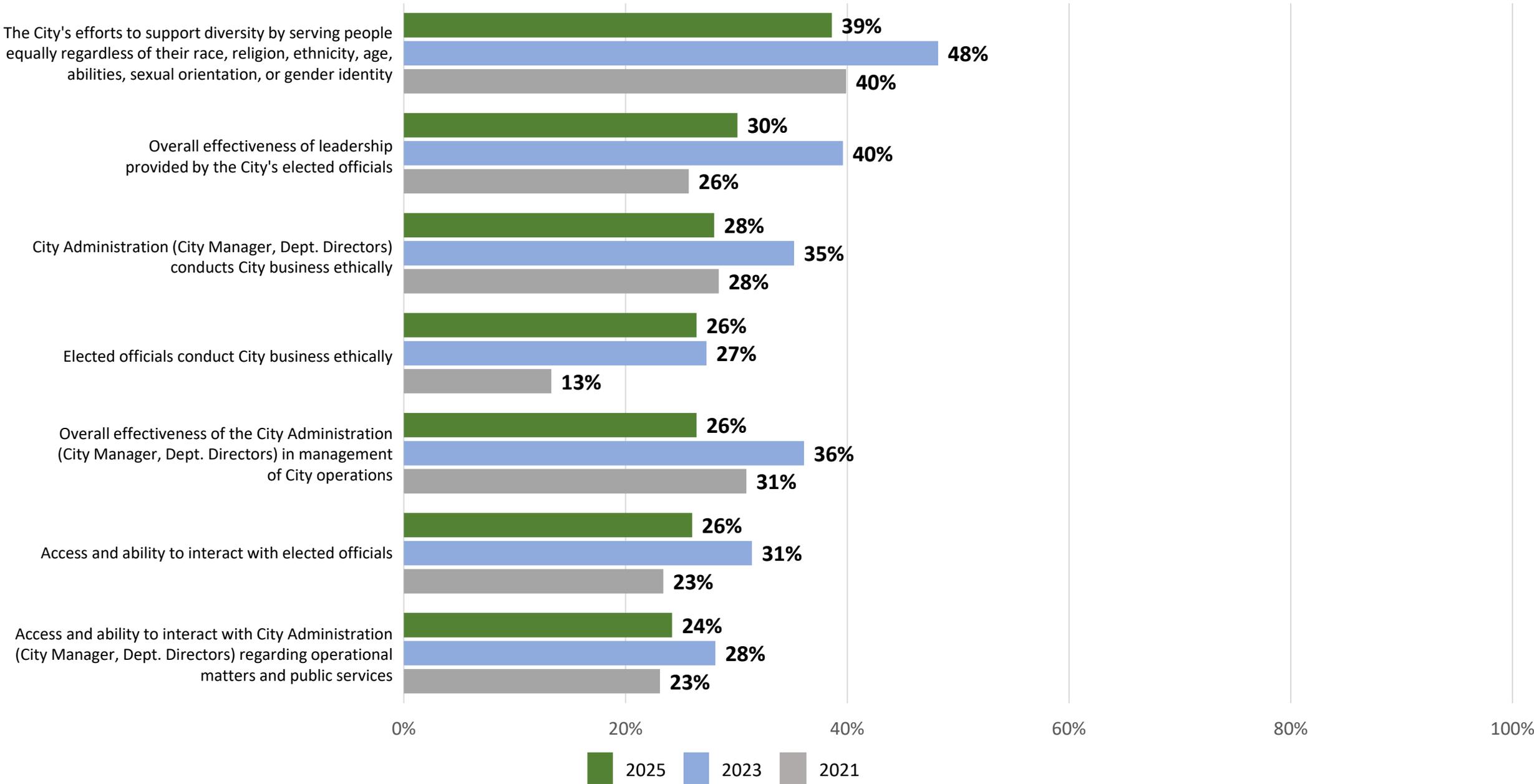
Q15. Streets, Sidewalks, And Infrastructure

Cincinnati 2025 vs. 2023 vs. 2021



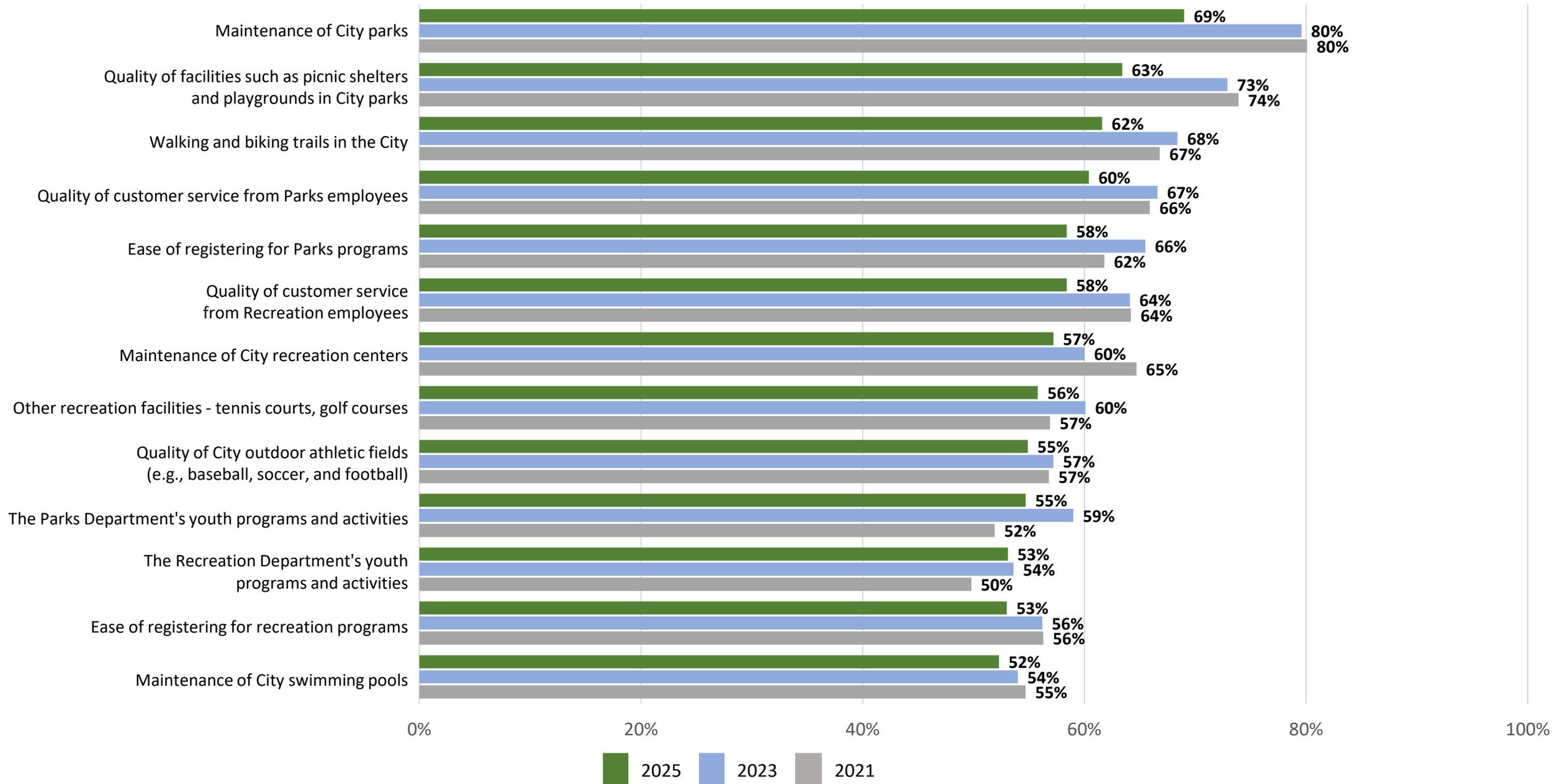
Q17. Leadership

Cincinnati 2025 vs. 2023 vs. 2021



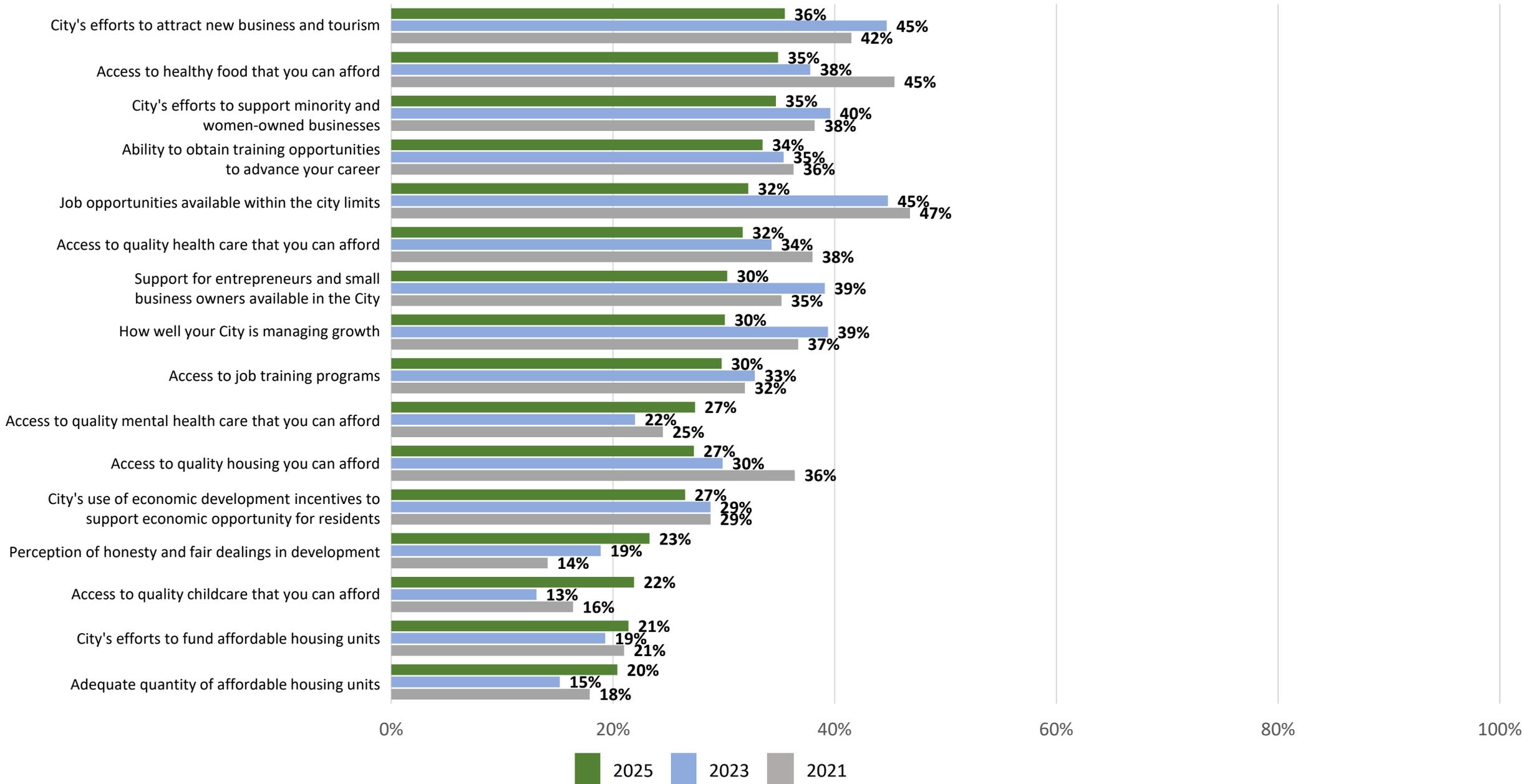
Q18. Parks And Recreation

Cincinnati 2025 vs. 2023 vs. 2021



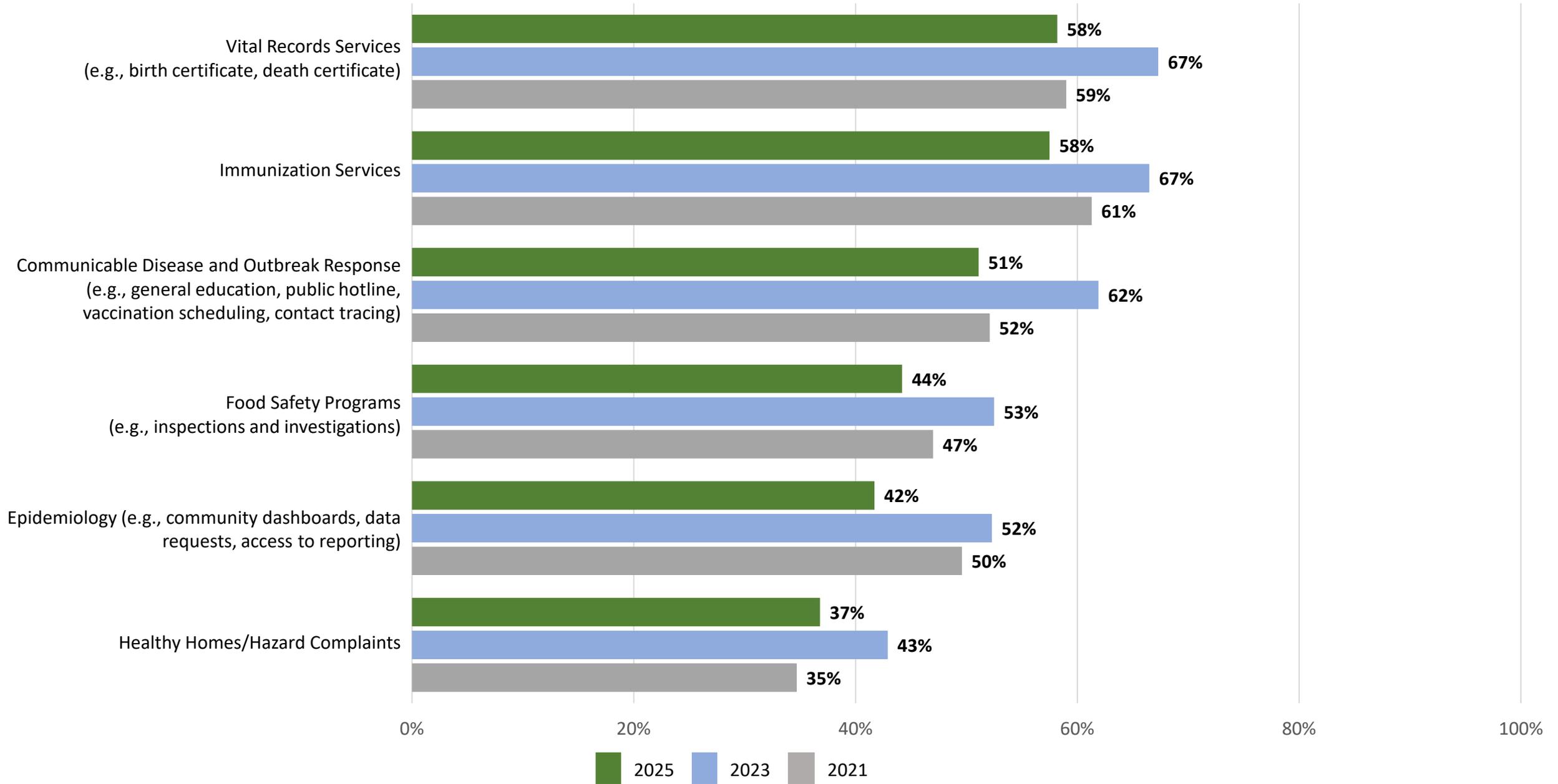
Q20. Economic Opportunity

Cincinnati 2025 vs. 2023 vs. 2021



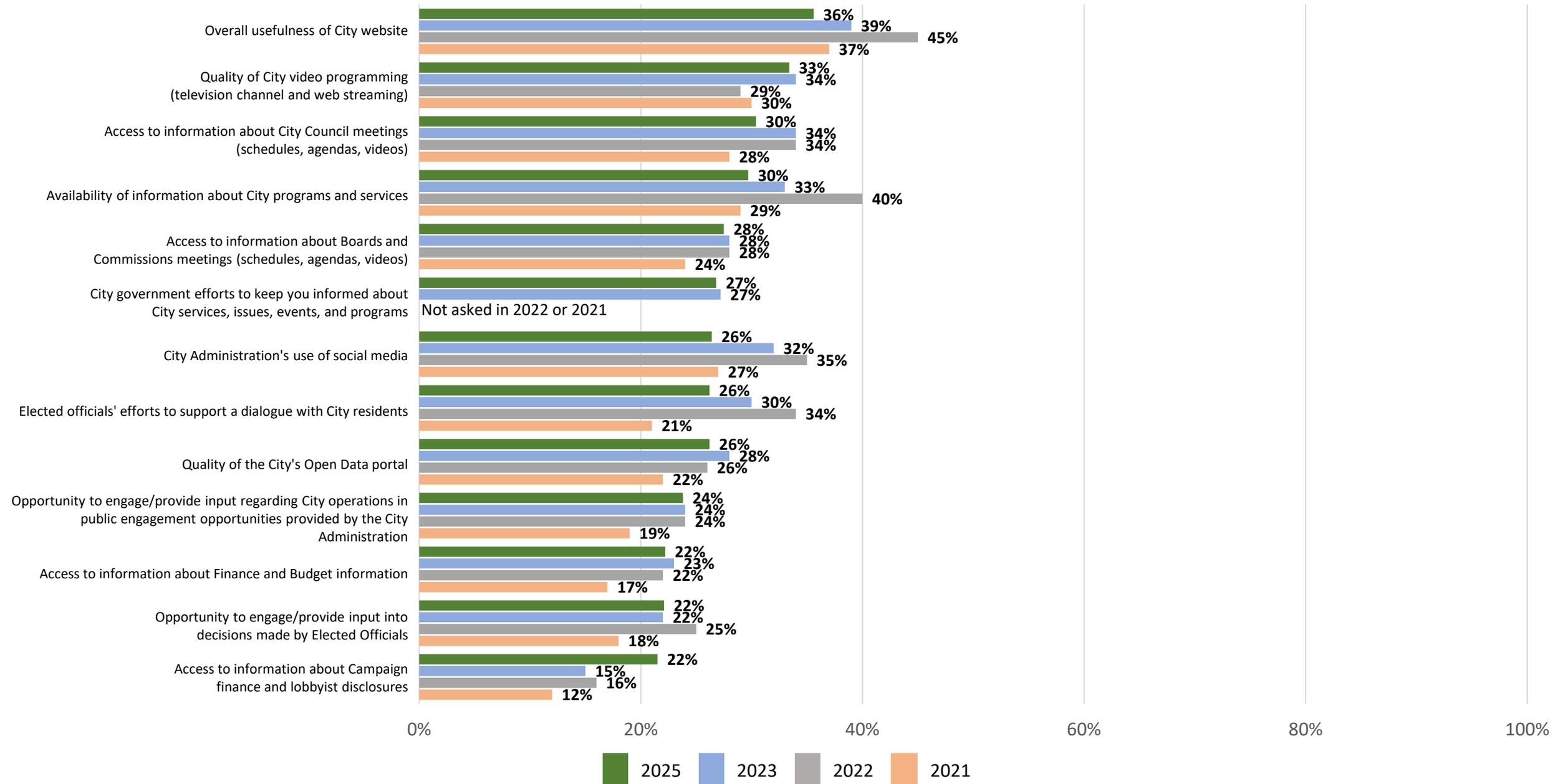
Q22. Public Health Services

Cincinnati 2025 vs. 2023 vs. 2021



Q24. Communication And Community Engagement

Cincinnati 2025 vs. 2023 vs. 2022 vs. 2021



A graphic consisting of a dark blue horizontal bar. On the left side of the bar is a white circle with a dark blue outline, containing the number '3' in a dark blue, bold, sans-serif font. To the right of the circle, the text 'Benchmarking Analysis' is written in a white, bold, sans-serif font.

3 Benchmarking Analysis

Benchmarking Summary



Overview

ETC Institute's *DirectionFinder*[®] program was originally developed in 1999 to help community leaders use statistically valid community survey data as a tool for making better decisions. Since November 1999, the survey has been administered in more than 300 cities and counties in 49 states. Most participating communities conduct the survey on an annual or biennial basis.

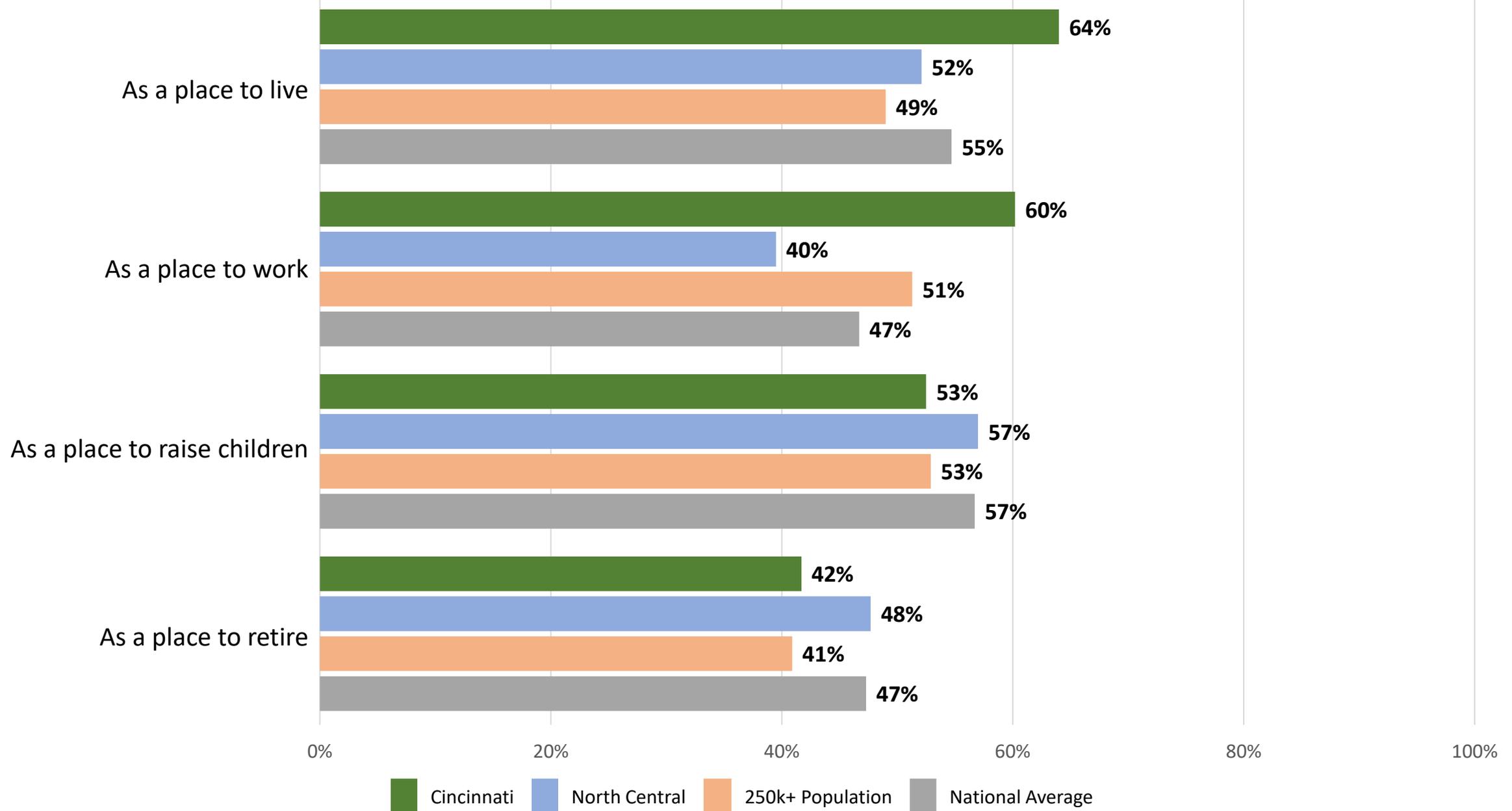
This report contains benchmarking data from three sources: (1) a national survey that was administered by ETC Institute during the summer of 2025 to a random sample of more than 5,000 residents in the continental United States, (2) from this national survey, a regional average from the states in the North Central Average and (3) An average from City's with a population greater than 250,000.

The charts on the following pages show how the results for the City of Cincinnati compare to the national average, the regional average, and the >250,000 population average. The green bar shows the results for the City of Cincinnati. The blue bar shows the North Central regional average. The orange bar shows the 250,000+ population average. The gray bar shows the results of a national survey that was administered by ETC Institute to a random sample of more than 5,000 U.S. residents during the summer of 2025.

ETC Institute does not maintain benchmarking data for all of the items that were included in the City's 2025 survey. Only items that ETC Institute maintains benchmarking data for are included in this section.

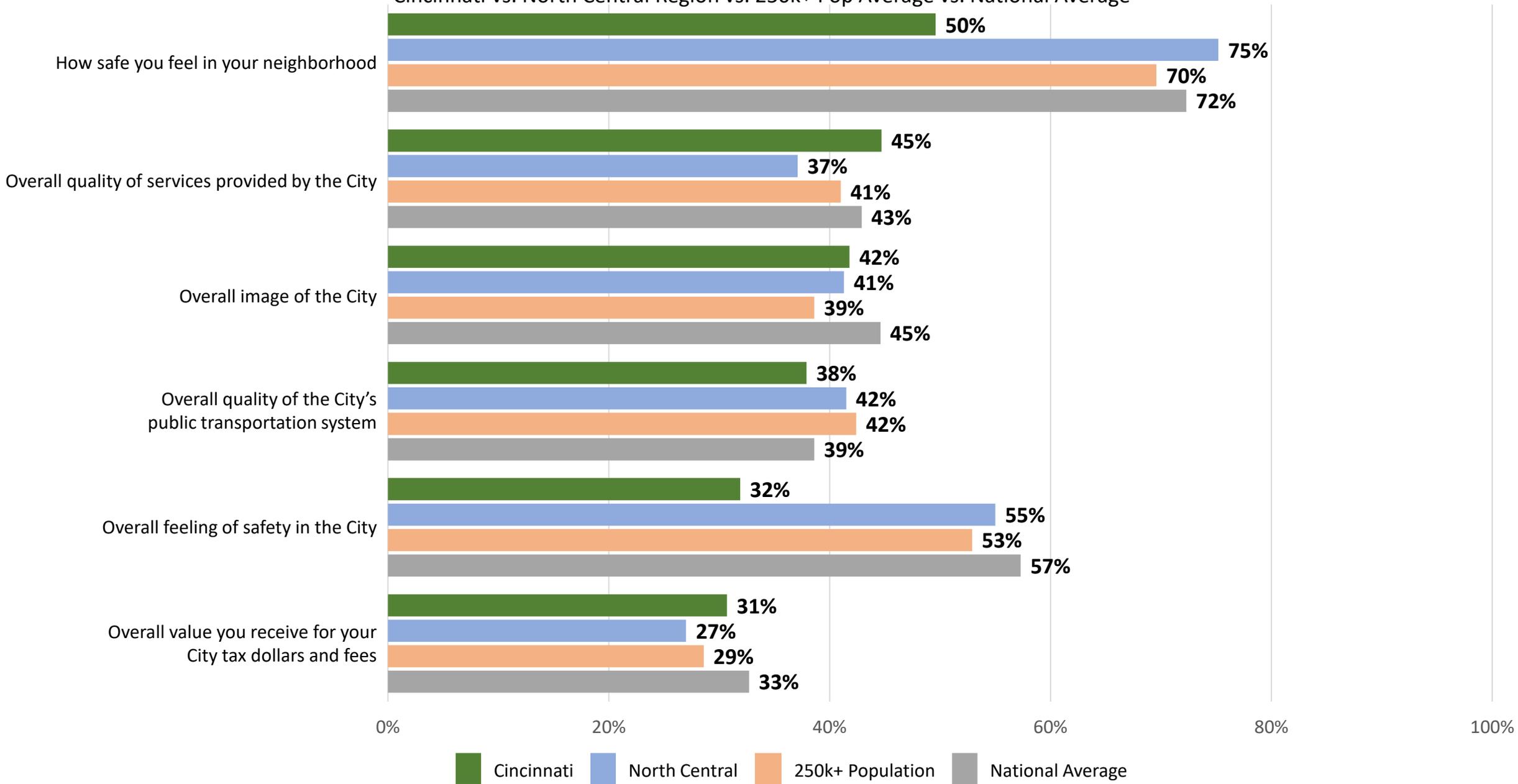
Q1. How Would You Rate Cincinnati

Cincinnati vs. North Central Region vs. 250k+ Pop Average vs. National Average



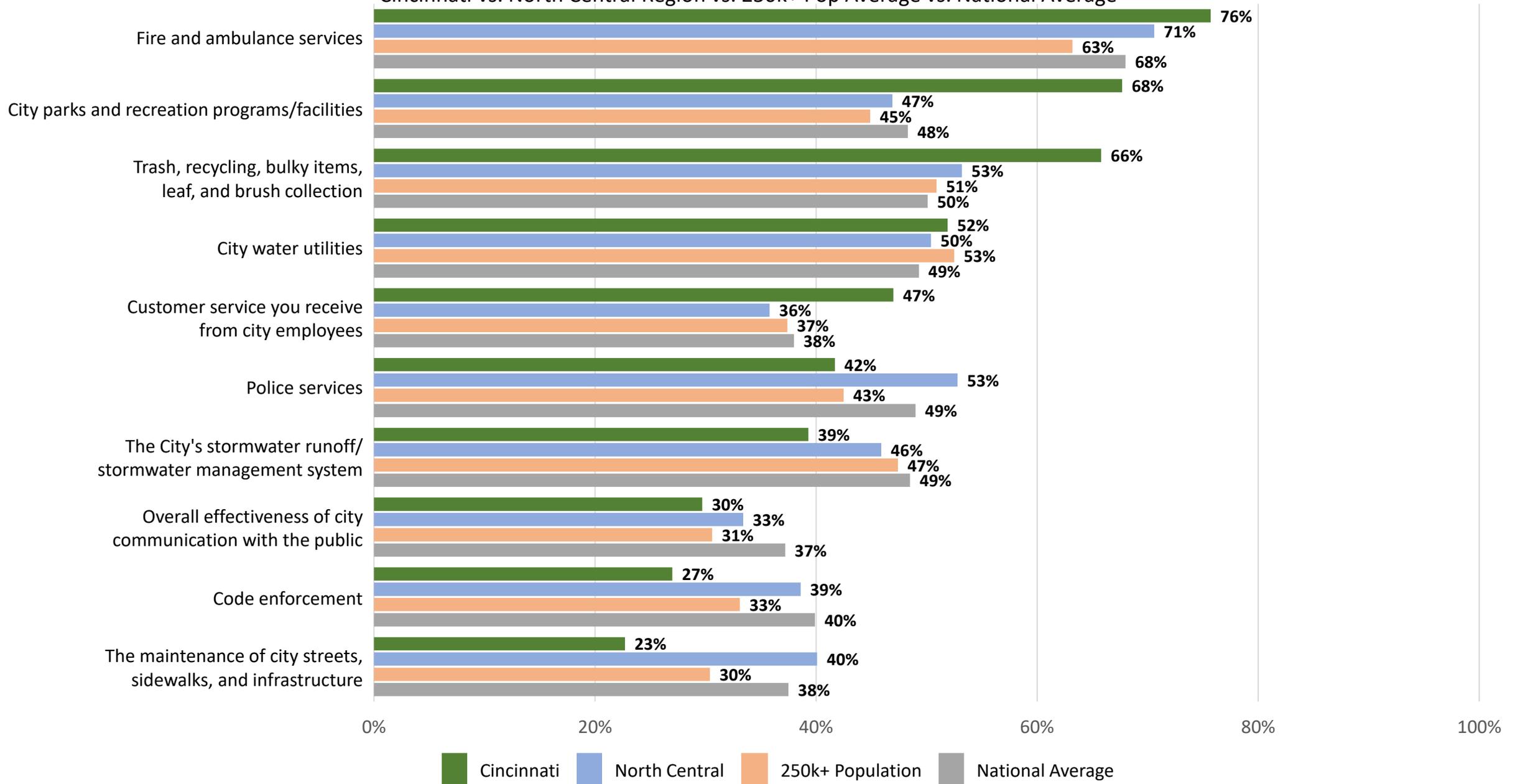
Q2. Perceptions Of The Community

Cincinnati vs. North Central Region vs. 250k+ Pop Average vs. National Average



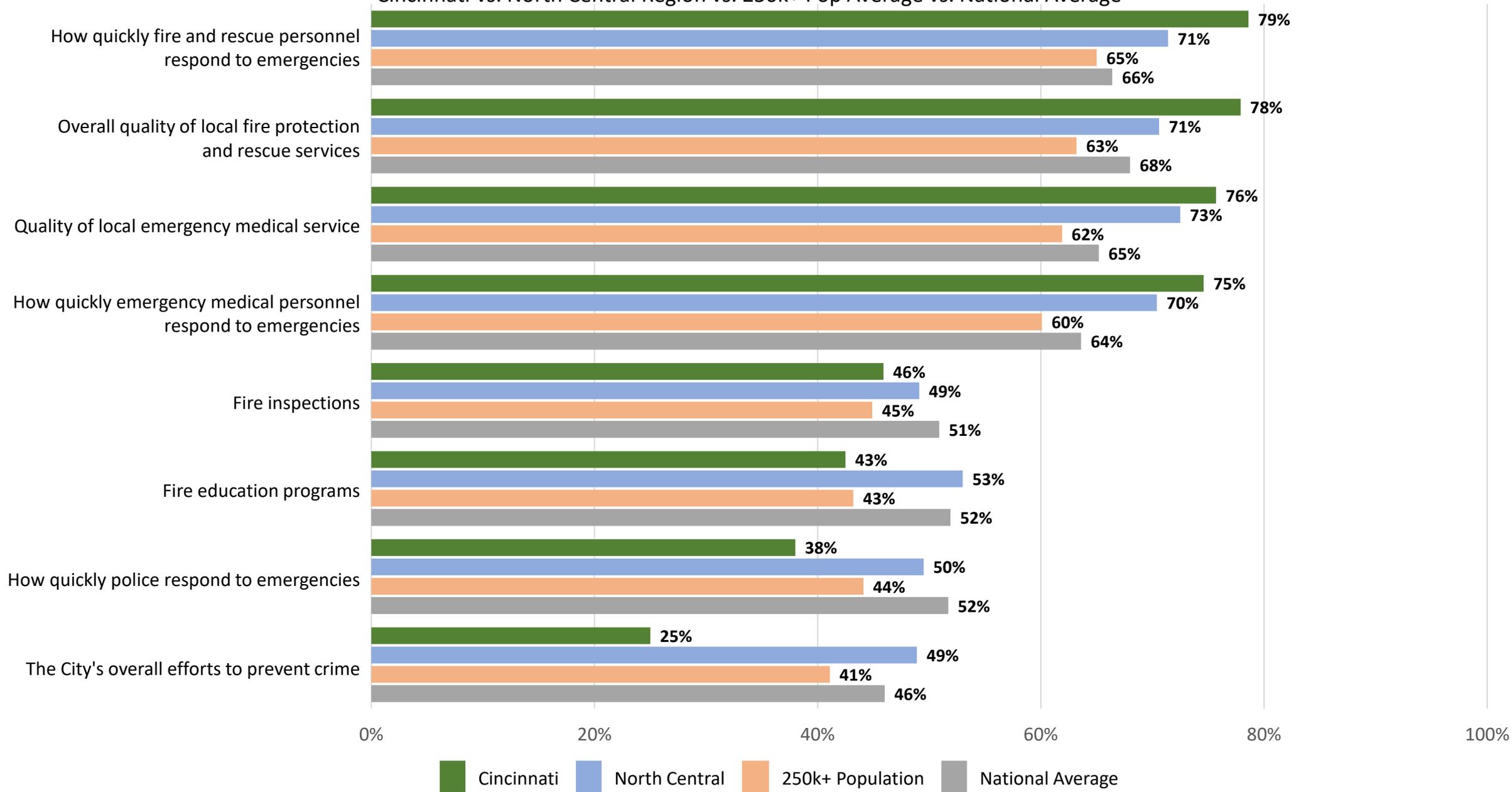
Q3. Quality Of Major City Services

Cincinnati vs. North Central Region vs. 250k+ Pop Average vs. National Average



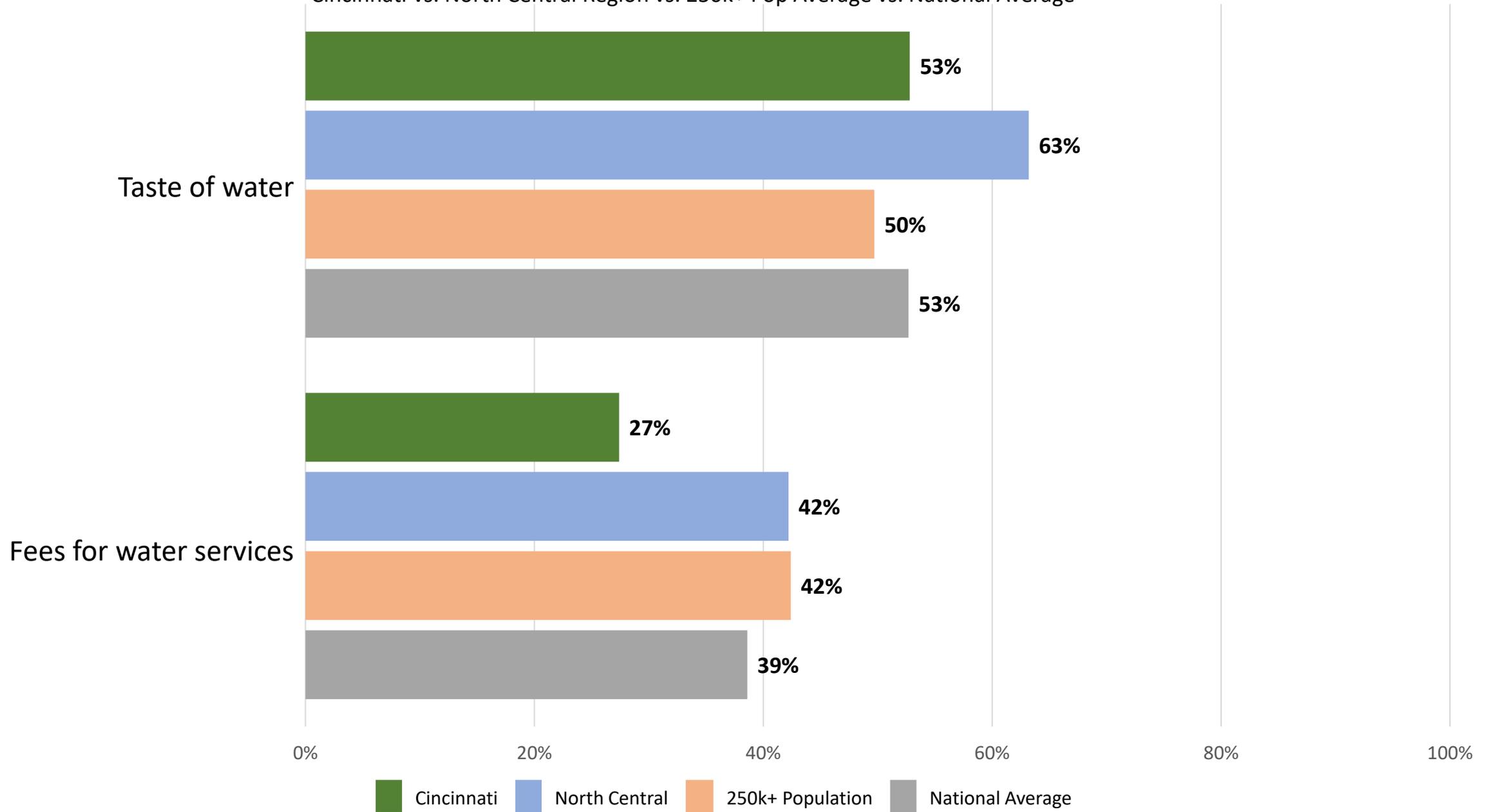
Q5. Public Safety Perceptions

Cincinnati vs. North Central Region vs. 250k+ Pop Average vs. National Average



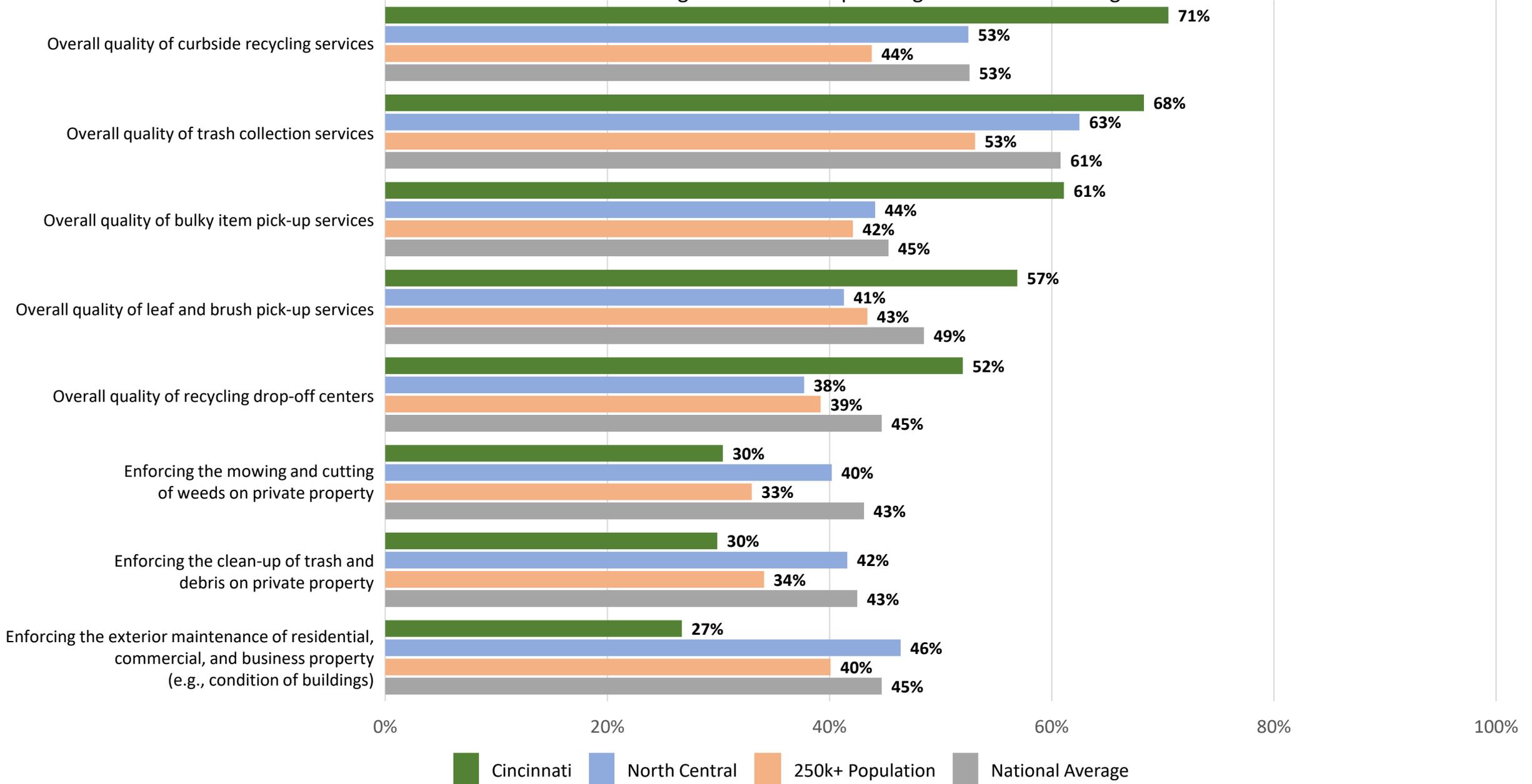
Q10. Water And Wastewater Services

Cincinnati vs. North Central Region vs. 250k+ Pop Average vs. National Average



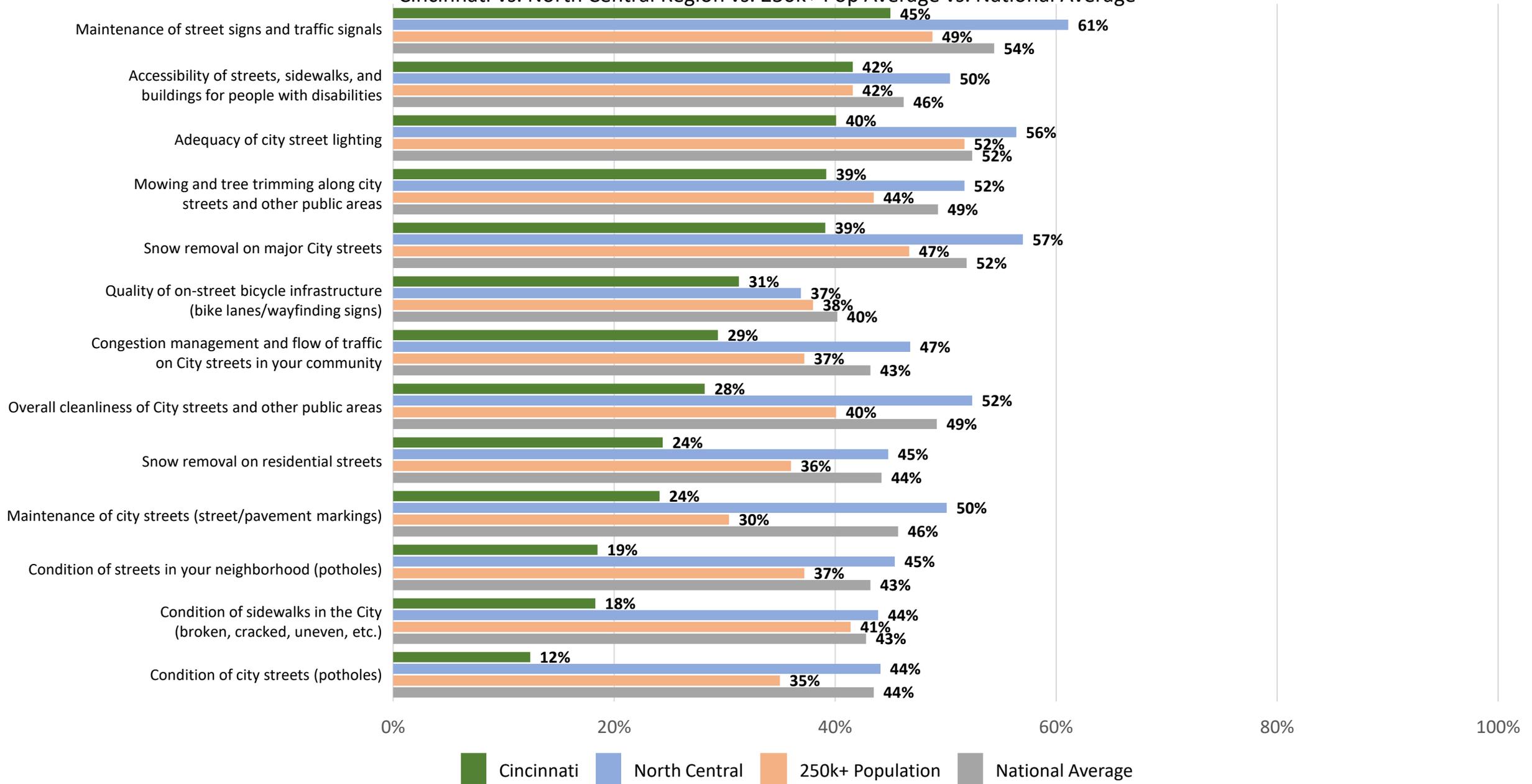
Q13. Neighborhood Cleanliness And Appearance

Cincinnati vs. North Central Region vs. 250k+ Pop Average vs. National Average



Q15. Streets, Sidewalks, And Infrastructure

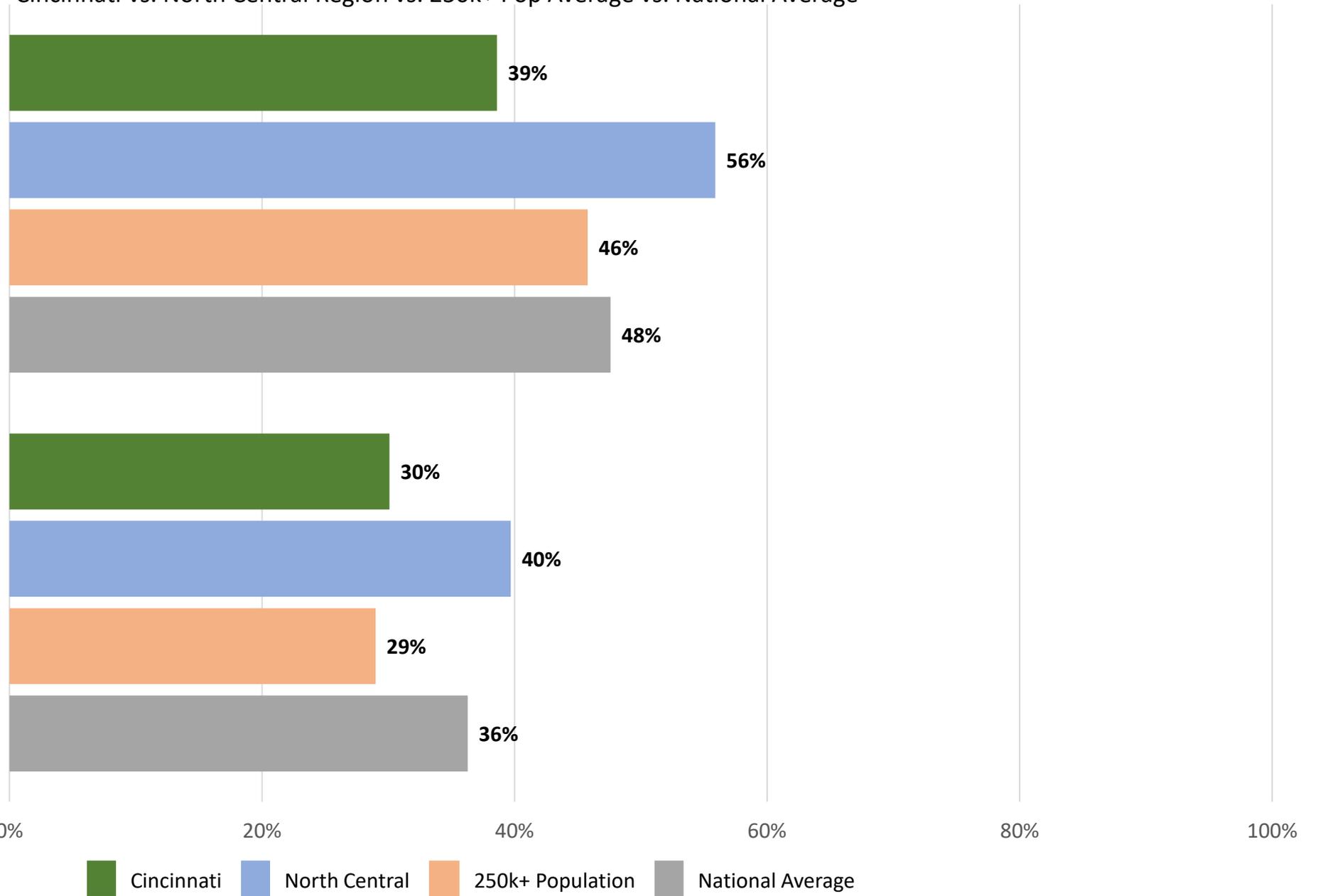
Cincinnati vs. North Central Region vs. 250k+ Pop Average vs. National Average



Q17. Leadership

Cincinnati vs. North Central Region vs. 250k+ Pop Average vs. National Average

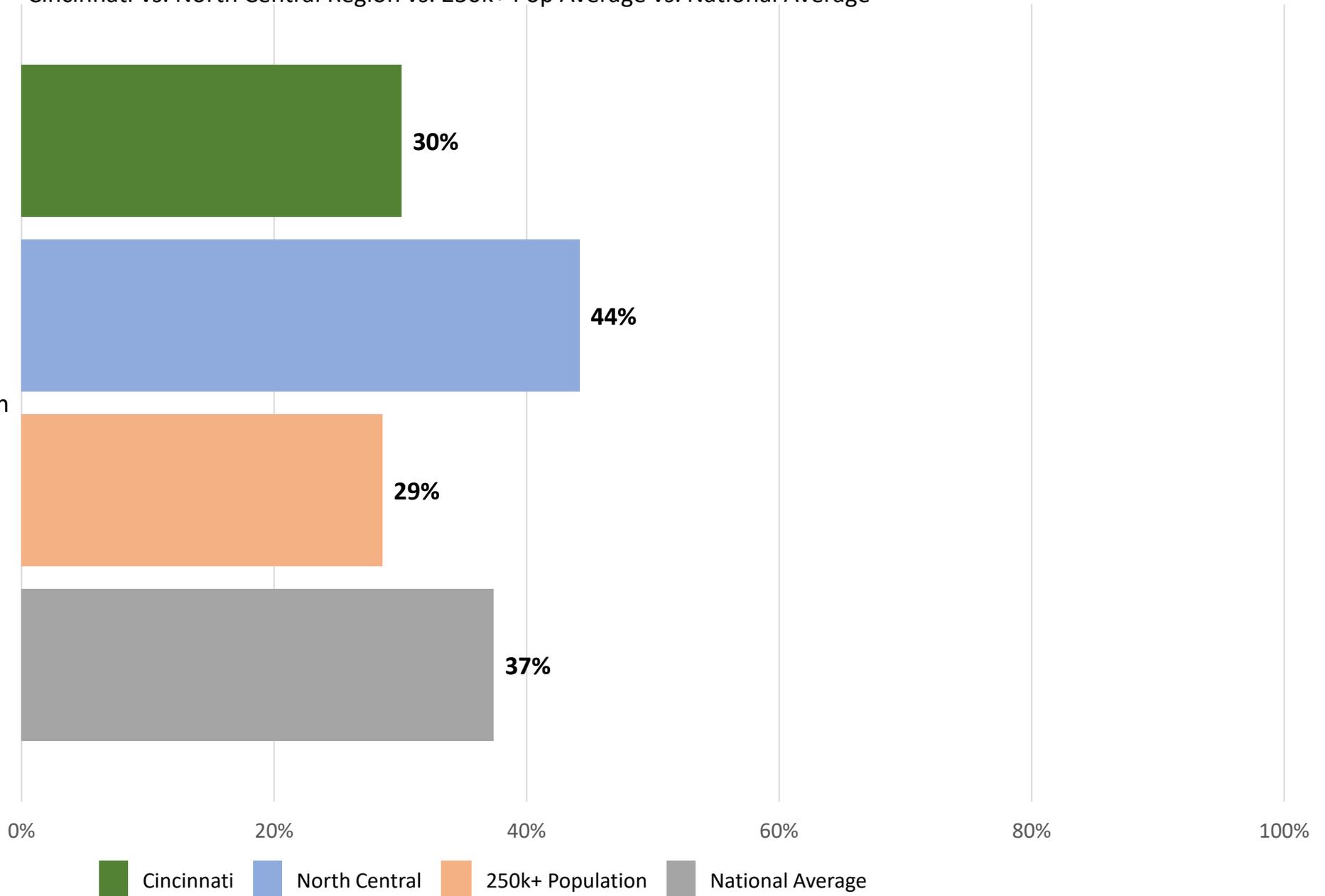
The City's efforts to support diversity by serving people equally regardless of their race, religion, ethnicity, age, abilities, sexual orientation, or gender identity



Q20. Economic Opportunity

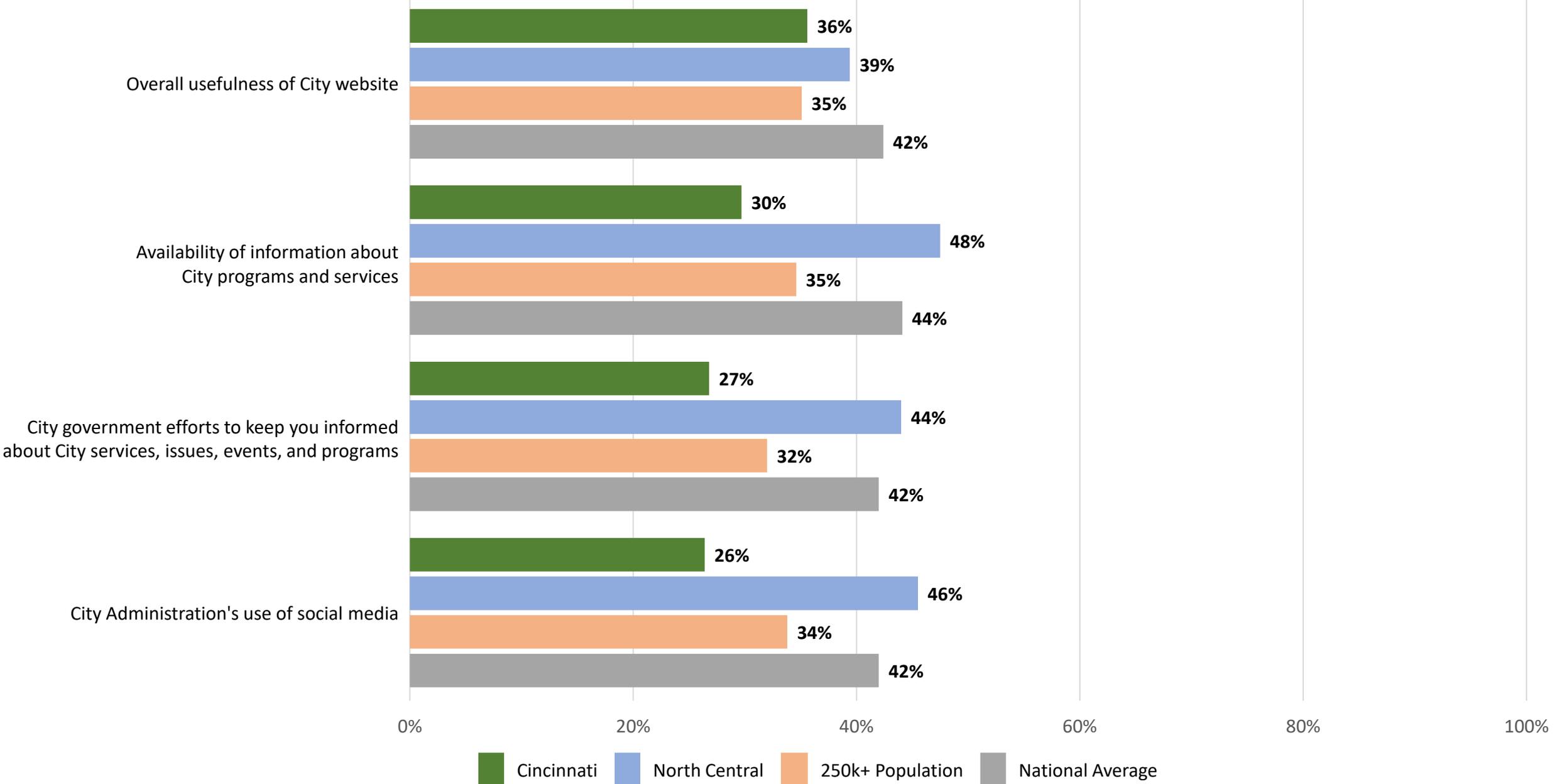
Cincinnati vs. North Central Region vs. 250k+ Pop Average vs. National Average

How well your City is managing growth



Q24. Communication And Community Engagement

Cincinnati vs. North Central Region vs. 250k+ Pop Average vs. National Average





4

ETC's Importance-Satisfaction Analysis

Importance-Satisfaction Analysis



Importance-Satisfaction Overview

Today, City officials have limited resources which need to be targeted to activities 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 (IS) 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 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.

Methodology

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.

[IS=Importance x (1-Satisfaction)]

Example of the Calculation: Respondents were asked to identify the major City services they think are most important for the City to provide. Fifty-eight percent (58.3%) of respondents selected police services as the most important service for the City to provide.

Regarding satisfaction, twenty-three percent (22.7%) of respondents surveyed rated police services as a "4" or "5" on a 5-point scale (where "5" means "Very Satisfied") excluding "Don't Know" responses. The I-S rating for police services was calculated by multiplying the sum of the most important percentages by 1 minus the sum of the satisfaction percentages. In this example 58.3% was multiplied by 77.3% (1-0.227). This calculation yielded an I-S rating of 0.4507 which ranked first out of thirteen services.

Example: Police Services

$$\mathbf{[58.3\% \times (1-22.7\%)] = 0.4507}$$

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 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 of the 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.

- Very High Priority / Significantly Increase Emphasis ($IS \geq 0.20$)
- High Priority / Increase Emphasis ($0.10 \leq IS < 0.20$)
- Medium Priority / Maintain Current Emphasis ($IS < 0.10$)

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

2025 Importance-Satisfaction Rating Cincinnati, Ohio Major 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)						
The maintenance of city streets, sidewalks, and infrastructure	69%	1	23%	13	0.5326	1
Police services	58%	2	42%	9	0.3399	2
Code enforcement	32%	3	27%	12	0.2365	3
High Priority (IS .10-.20)						
Overall effectiveness of City communication with the public	22%	4	30%	11	0.1554	4
Medium Priority (IS <.10)						
Health Department services	15%	7	47%	7	0.0779	5
The City's stormwater runoff/stormwater management system	10%	10	39%	10	0.0607	6
City water utilities	12%	8	52%	5	0.0587	7
City parks & recreation programs/facilities	16%	6	68%	2	0.0530	8
Fire & ambulance services	18%	5	76%	1	0.0437	9
Trash, recycling, bulky item, leaf, & brush collection	12%	9	66%	3	0.0397	10
Customer service you receive from City employees	7%	11	47%	8	0.0371	11
The City's Customer Service Call Center (311)	5%	13	51%	6	0.0243	12
The City's 911 Call Center	6%	12	57%	4	0.0239	13

Most Important %:

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

Satisfaction %:

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

2025 Importance-Satisfaction Rating Cincinnati, Ohio Public Safety Perceptions



Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (IS >.20)						
The City's overall efforts to prevent crime	71%	1	25%	12	0.5333	1
Effectiveness of local police protection	62%	2	40%	10	0.3739	2
How quickly police respond to emergencies	46%	3	38%	11	0.2871	3
Overall police performance in your neighborhood	46%	4	44%	8	0.2583	4
High Priority (IS .10-.20)						
Attitude & behavior of officers towards citizens in your neighborhood	32%	5	58%	6	0.1349	5
Professionalism of police officers	29%	6	59%	5	0.1195	6
Medium Priority (IS <.10)						
Fire education programs	13%	11	43%	9	0.0719	7
Fire inspections	8%	12	46%	7	0.0444	8
Overall quality of local fire protection & rescue services	15%	7	78%	2	0.0338	9
How quickly emergency medical personnel respond to emergencies	13%	10	75%	4	0.0325	10
Quality of local emergency medical service	13%	9	76%	3	0.0316	11
How quickly fire & rescue personnel respond to emergencies	15%	8	79%	1	0.0310	12

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 be the City's top priorities.

Satisfaction %:

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

2025 Importance-Satisfaction Rating Cincinnati, Ohio Water And Wastewater Services						
						
Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (IS >.20)						
Fees for water services	47%	1	27%	7	0.3390	1
High Priority (IS .10-.20)						
Taste of water	34%	2	53%	2	0.1595	2
Condition of catch basins (storm drains) in your neighborhood	30%	3	48%	5	0.1553	3
Timeliness of water line repairs	26%	4	49%	4	0.1331	4
Timeliness of sewer line & sewer main repairs	24%	5	48%	6	0.1253	5
Medium Priority (IS <.10)						
Quality of Metropolitan Sewer District customer service	11%	7	51%	3	0.0520	6
Quality of Greater Cincinnati Water Works customer service	11%	6	57%	1	0.0492	7

Most Important %:

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

Satisfaction %:

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

2025 Importance-Satisfaction Rating Cincinnati, Ohio Neighborhood Cleanliness And Appearance



Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (IS >.20)						
Enforcing cleanup of trash & debris on private property	46%	1	30%	9	0.3239	1
Enforcing exterior maintenance of residential, commercial, & business property	39%	2	27%	12	0.2859	2
Demolishing vacant structures that are deemed a public nuisance	34%	3	26%	13	0.2501	3
Enforcing trash, weeds, & exterior maintenance in your neighborhood	32%	4	30%	8	0.2223	4
High Priority (IS .10-.20)						
Boarding up vacant structures that are open to entry	28%	5	30%	10	0.1942	5
Enforcing mowing & cutting of weeds on private property	27%	6	30%	7	0.1886	6
City efforts to clean-up illegal dumping sites	26%	7	28%	11	0.1867	7
Medium Priority (IS <.10)						
Overall quality of trash collection services	11%	8	68%	2	0.0358	8
Overall quality of bulky item pick-up services	7%	10	61%	3	0.0288	9
Overall quality of leaf & brush pick-up services	6%	11	57%	4	0.0241	10
Overall quality of curbside recycling services	8%	9	71%	1	0.0239	11
Overall quality of recycling drop-off centers	5%	12	52%	5	0.0235	12
Overall quality of leaf & brush drop-off centers	2%	13	45%	6	0.0099	13

Most Important %:

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

Satisfaction %:

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

2025 Importance-Satisfaction Rating Cincinnati, Ohio Streets, Sidewalks, And Infrastructure



Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (IS >.20)						
Condition of City streets (potholes)	53%	1	12%	16	0.4652	1
Condition of streets in your neighborhood (potholes)	36%	2	19%	14	0.2926	2
Condition of sidewalks in City (broken, cracked, uneven, etc.)	25%	3	18%	15	0.2002	3
High Priority (IS .10-.20)						
Condition of sidewalks in your neighborhood (broken, cracked, uneven, etc.)	21%	4	22%	13	0.1613	4
Snow removal on residential streets	20%	5	24%	11	0.1527	5
Congestion management & flow of traffic on City streets in your community	17%	8	29%	9	0.1221	6
Adequacy of City street lighting	19%	6	40%	3	0.1114	7
Traffic calming measures throughout City	16%	9	31%	8	0.1093	8
Accessibility of streets, sidewalks, & buildings for people with disabilities	18%	7	42%	2	0.1057	9
Overall cleanliness of City streets & other public areas	15%	10	28%	10	0.1055	10
Maintenance of City streets (street/pavement markings)	14%	11	24%	12	0.1025	11
Medium Priority (IS <.10)						
Snow removal on major City streets	9%	12	39%	5	0.0536	12
Maintenance of streets in your neighborhood (street/pavement markings)	7%	14	33%	6	0.0450	13
Mowing & tree trimming along City streets & other public areas	7%	13	39%	4	0.0426	14
Quality of on-street bicycle infrastructure (bike lanes/wayfinding signs)	6%	15	31%	7	0.0378	15
Maintenance of street signs & traffic signals	3%	16	45%	1	0.0138	16

Most Important %:

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

Satisfaction %:

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

2025 Importance-Satisfaction Rating Cincinnati, Ohio Parks and Recreation



Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (IS .10-.20)						
Quality of facilities such as picnic shelters & playgrounds in City parks	38%	2	63%	2	0.1387	1
Maintenance of City parks	44%	1	69%	1	0.1370	2
Walking & biking trails in City	33%	3	62%	3	0.1260	3
The Parks Department's youth programs & activities	23%	5	55%	10	0.1019	4
Medium Priority (IS <.10)						
Maintenance of City recreation centers	23%	4	57%	7	0.0976	5
Maintenance of City swimming pools	17%	6	52%	13	0.0792	6
The Recreation Department's youth programs & activities	15%	7	53%	11	0.0680	7
Quality of City outdoor athletic fields (e.g., baseball, soccer, & football)	14%	8	55%	9	0.0609	8
Ease of registering for Parks programs	12%	9	58%	5	0.0499	9
Other recreation facilities-tennis courts, golf courses	9%	11	56%	8	0.0415	10
Quality of customer service from Parks employees	10%	10	60%	4	0.0396	11
Ease of registering for recreation programs	6%	12	53%	12	0.0301	12
Quality of customer service from Recreation employees	4%	13	58%	6	0.0183	13

Most Important %:

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

Satisfaction %:

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

2025 Importance-Satisfaction Rating Cincinnati, Ohio Economic Opportunity



Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (IS >.20)						
Adequate quantity of affordable housing units	33%	1	20%	16	0.2627	1
Perception of honesty & fair dealings in development	29%	2	23%	13	0.2224	2
City's efforts to fund affordable housing units	27%	3	21%	15	0.2114	3
High Priority (IS .10-.20)						
Access to quality housing you can afford	24%	4	27%	11	0.1716	4
Job opportunities available within City limits	21%	6	32%	5	0.1424	5
City's efforts to attract new business & tourism	22%	5	36%	1	0.1400	6
How well your City is managing growth	20%	7	30%	8	0.1391	7
Access to healthy food that you can afford	16%	8	35%	2	0.1029	8
Medium Priority (IS <.10)						
Access to quality health care that you can afford	14%	9	32%	6	0.0977	9
Access to quality child care that you can afford	11%	10	22%	14	0.0836	10
Access to quality mental health care that you can afford	11%	11	27%	10	0.0762	11
City's use of economic development incentives to support economic opportunity for residents	10%	12	27%	12	0.0728	12
City's efforts to support minority & women-owned businesses	10%	13	35%	3	0.0640	13
Access to job training programs	8%	14	30%	9	0.0555	14
Support for entrepreneurs & small business owners available in City	8%	15	30%	7	0.0544	15
Ability to obtain training opportunities to advance your career	7%	16	34%	4	0.0492	16

Most Important %:

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

Satisfaction %:

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

2025 Importance-Satisfaction Rating Cincinnati, Ohio Public Health Services						
						
Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (IS >.20)						
Communicable Disease and Outbreak Response	41%	1	51%	3	0.2020	1
Food Safety Programs (e.g., inspections & investigations)	36%	2	44%	4	0.2014	2
High Priority (IS .10-.20)						
Healthy Homes/Hazard Complaints	25%	3	37%	6	0.1599	3
Epidemiology (e.g., community dashboards, data requests, access to reporting)	19%	5	42%	5	0.1102	4
Medium Priority (IS <.10)						
Immunization Services	21%	4	58%	2	0.0897	5
Vital Records Services (e.g., birth certificate, death certificate)	18%	6	58%	1	0.0757	6

Most Important %:

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

Satisfaction %:

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

2025 Importance-Satisfaction Rating Cincinnati, Ohio Communication And Community Engagement						
						
Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (IS >.20)						
Elected officials' efforts to support a dialogue with City residents	44%	1	26%	8	0.3269	1
Opportunity to engage/provide input into decisions made by elected officials	36%	2	22%	12	0.2797	2
Opportunity to engage/provide input regarding City operations in public engagement opportunities provided by the City Administration	30%	4	24%	10	0.2263	3
City government efforts to keep you informed about City services, issues, events, & programs	30%	3	27%	6	0.2189	4
High Priority (IS .10-.20)						
Availability of information about City programs & services	28%	5	30%	4	0.1989	5
Overall usefulness of City website	16%	6	36%	1	0.1005	6
Medium Priority (IS <.10)						
Access to information about Finance & Budget information	11%	8	22%	11	0.0825	7
Access to information about Campaign finance & lobbyist disclosures	10%	9	22%	13	0.0761	8
Access to information about City Council meetings (schedules, agendas, videos)	11%	7	30%	3	0.0752	9
City Administration's use of social media	9%	10	26%	7	0.0677	10
Quality of City video programming (television channel and web streaming)	9%	11	33%	2	0.0606	11
Access to information about Boards & Commissions meetings (schedules, agendas, videos)	7%	12	28%	5	0.0486	12
Quality of City's Open Data portal	5%	13	26%	9	0.0399	13

Most Important %:

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

Satisfaction %:

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



5

Tabular Data

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=1234)

	Excellent	Good	Neutral	Below average	Poor	Don't know
Q1-1. As a place to live	20.3%	43.3%	18.1%	11.1%	6.6%	0.6%
Q1-2. As a place to raise children	15.6%	33.1%	20.6%	14.7%	8.7%	7.4%
Q1-3. As a place to work	18.6%	39.7%	23.5%	10.2%	4.8%	3.2%
Q1-4. As a place to retire	11.7%	26.7%	22.8%	17.5%	13.5%	7.8%
Q1-5. As a place where I feel welcome	20.9%	36.9%	22.0%	10.4%	8.8%	1.0%

WITHOUT "DON'T KNOW"

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

(N=1234)

	Excellent	Good	Neutral	Below average	Poor
Q1-1. As a place to live	20.5%	43.5%	18.2%	11.2%	6.7%
Q1-2. As a place to raise children	16.8%	35.7%	22.2%	15.9%	9.4%
Q1-3. As a place to work	19.2%	41.0%	24.3%	10.6%	4.9%
Q1-4. As a place to retire	12.7%	29.0%	24.7%	19.0%	14.7%
Q1-5. As a place where I feel welcome	21.1%	37.2%	22.3%	10.5%	8.9%

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=1234)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q2-1. Overall quality of services provided by City	9.9%	34.3%	25.8%	18.5%	10.4%	1.2%
Q2-2. Overall value you receive for your City tax dollars & fees	7.5%	22.2%	23.7%	24.4%	19.4%	2.8%
Q2-3. Overall image of City	11.2%	30.1%	22.0%	21.5%	13.9%	1.3%
Q2-4. Overall quality of life in City	11.4%	36.5%	23.3%	18.3%	9.4%	1.1%
Q2-5. Overall feeling of safety in City	7.9%	23.8%	22.2%	19.3%	26.3%	0.5%
Q2-6. How safe you feel in your neighborhood	16.4%	32.6%	19.4%	17.2%	13.0%	1.4%
Q2-7. Physical appearance of your neighborhood	15.5%	30.9%	21.6%	17.7%	13.3%	1.0%
Q2-8. Overall quality of City's public transportation system	10.3%	22.3%	26.2%	16.5%	10.7%	14.1%

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

(N=1234)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q2-1. Overall quality of services provided by City	10.0%	34.7%	26.1%	18.7%	10.5%
Q2-2. Overall value you receive for your City tax dollars & fees	7.8%	22.9%	24.4%	25.1%	19.9%
Q2-3. Overall image of City	11.3%	30.5%	22.3%	21.8%	14.0%
Q2-4. Overall quality of life in City	11.5%	36.9%	23.5%	18.5%	9.5%
Q2-5. Overall feeling of safety in City	8.0%	23.9%	22.3%	19.4%	26.4%
Q2-6. How safe you feel in your neighborhood	16.6%	33.0%	19.7%	17.4%	13.2%
Q2-7. Physical appearance of your neighborhood	15.6%	31.2%	21.8%	17.9%	13.4%
Q2-8. Overall quality of City's public transportation system	12.0%	25.9%	30.5%	19.2%	12.5%

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=1234)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q3-1. Police services	11.5%	28.8%	26.7%	18.7%	11.0%	3.3%
Q3-2. Fire & ambulance services	24.6%	45.7%	18.5%	2.9%	1.2%	7.1%
Q3-3. Maintenance of City streets, sidewalks, & infrastructure	5.8%	16.7%	20.3%	29.9%	26.7%	0.6%
Q3-4. City water utilities	14.8%	35.7%	29.7%	10.7%	6.4%	2.7%
Q3-5. Code enforcement (enforcing condition standards of residential, commercial, & business property in City)	6.7%	18.1%	30.7%	22.0%	14.3%	8.3%
Q3-6. City parks & recreation programs/ facilities	24.6%	41.4%	22.0%	6.5%	2.8%	2.7%
Q3-7. Health Department services	11.7%	25.4%	32.9%	5.8%	3.2%	21.2%
Q3-8. City's Customer Service Call Center (311)	14.3%	24.6%	25.4%	7.1%	4.3%	24.4%
Q3-9. City's 911 Call Center	16.5%	28.7%	24.8%	6.2%	2.4%	21.5%
Q3-10. Customer service you receive from City employees	12.7%	28.8%	33.7%	8.1%	5.2%	11.4%
Q3-11. Overall effectiveness of City communication with the public	8.3%	20.2%	28.6%	22.1%	16.6%	4.2%
Q3-12. City's stormwater runoff/stormwater management system	8.7%	25.7%	33.1%	13.5%	6.5%	12.6%
Q3-13. Trash, recycling, bulky items, leaf, & brush collection	21.9%	41.8%	20.1%	9.2%	3.9%	3.2%

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

(N=1234)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q3-1. Police services	11.9%	29.8%	27.6%	19.4%	11.4%
Q3-2. Fire & ambulance services	26.5%	49.2%	19.9%	3.1%	1.3%
Q3-3. Maintenance of City streets, sidewalks, & infrastructure	5.9%	16.8%	20.4%	30.1%	26.8%
Q3-4. City water utilities	15.2%	36.7%	30.5%	11.0%	6.6%
Q3-5. Code enforcement (enforcing condition standards of residential, commercial, & business property in City)	7.3%	19.7%	33.5%	23.9%	15.5%
Q3-6. City parks & recreation programs/facilities	25.2%	42.5%	22.6%	6.7%	2.9%
Q3-7. Health Department services	14.8%	32.2%	41.7%	7.3%	4.0%
Q3-8. City's Customer Service Call Center (311)	18.9%	32.5%	33.7%	9.3%	5.7%
Q3-9. City's 911 Call Center	20.9%	36.5%	31.6%	7.8%	3.1%
Q3-10. Customer service you receive from City employees	14.4%	32.6%	38.1%	9.1%	5.9%
Q3-11. Overall effectiveness of City communication with the public	8.6%	21.1%	29.9%	23.1%	17.3%
Q3-12. City's stormwater runoff/stormwater management system	9.9%	29.4%	37.8%	15.4%	7.4%
Q3-13. Trash, recycling, bulky items, leaf, & brush collection	22.6%	43.2%	20.8%	9.5%	4.0%

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

<u>Q4. Top choice</u>	<u>Number</u>	<u>Percent</u>
Police services	448	36.3 %
Fire & ambulance services	34	2.8 %
Maintenance of City streets, sidewalks, & infrastructure	375	30.4 %
City water utilities	44	3.6 %
Code enforcement (enforcing condition standards of residential, commercial, & business property in City)	80	6.5 %
City parks & recreation programs/facilities	43	3.5 %
Health Department services	38	3.1 %
City's Customer Service Call Center (311)	4	0.3 %
City's 911 Call Center	9	0.7 %
Customer service you receive from City employees	17	1.4 %
Overall effectiveness of City communication with the public	37	3.0 %
City's stormwater runoff/stormwater management system	22	1.8 %
Trash, recycling, bulky item, leaf, & brush collection	27	2.2 %
None chosen	56	4.5 %
Total	1234	100.0 %

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

<u>Q4. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Police services	156	12.6 %
Fire & ambulance services	125	10.1 %
Maintenance of City streets, sidewalks, & infrastructure	276	22.4 %
City water utilities	50	4.1 %
Code enforcement (enforcing condition standards of residential, commercial, & business property in City)	149	12.1 %
City parks & recreation programs/facilities	77	6.2 %
Health Department services	69	5.6 %
City's Customer Service Call Center (311)	23	1.9 %
City's 911 Call Center	20	1.6 %
Customer service you receive from City employees	30	2.4 %
Overall effectiveness of City communication with the public	95	7.7 %
City's stormwater runoff/stormwater management system	47	3.8 %
Trash, recycling, bulky item, leaf, & brush collection	45	3.6 %
None chosen	72	5.8 %
Total	1234	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	116	9.4 %
Fire & ambulance services	63	5.1 %
Maintenance of City streets, sidewalks, & infrastructure	199	16.1 %
City water utilities	55	4.5 %
Code enforcement (enforcing condition standards of residential, commercial, & business property in City)	170	13.8 %
City parks & recreation programs/facilities	83	6.7 %
Health Department services	74	6.0 %
City's Customer Service Call Center (311)	35	2.8 %
City's 911 Call Center	41	3.3 %
Customer service you receive from City employees	40	3.2 %
Overall effectiveness of City communication with the public	141	11.4 %
City's stormwater runoff/stormwater management system	54	4.4 %
Trash, recycling, bulky item, leaf, & brush collection	71	5.8 %
None chosen	92	7.5 %
Total	1234	100.0 %

SUM OF 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)

Q4. Top choice	Number	Percent
Police services	720	58.3 %
Fire & ambulance services	222	18.0 %
Maintenance of City streets, sidewalks, & infrastructure	850	68.9 %
City water utilities	149	12.1 %
Code enforcement (enforcing condition standards of residential, commercial, & business property in City)	399	32.3 %
City parks & recreation programs/facilities	203	16.5 %
Health Department services	181	14.7 %
City's Customer Service Call Center (311)	62	5.0 %
City's 911 Call Center	70	5.7 %
Customer service you receive from City employees	87	7.1 %
Overall effectiveness of City communication with the public	273	22.1 %
City's stormwater runoff/stormwater management system	123	10.0 %
Trash, recycling, bulky item, leaf, & brush collection	143	11.6 %
None chosen	56	4.5 %
Total	3538	

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

(N=1234)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q5-1. Effectiveness of local police protection	10.7%	27.8%	26.2%	20.9%	11.6%	2.8%
Q5-2. City's overall efforts to prevent crime	5.9%	18.4%	23.2%	23.3%	26.7%	2.4%
Q5-3. How quickly police respond to emergencies	9.0%	24.5%	25.2%	18.3%	11.2%	11.8%
Q5-4. Overall police performance in your neighborhood	11.0%	31.0%	25.3%	16.5%	11.3%	4.9%
Q5-5. Professionalism of police officers	20.8%	34.3%	23.7%	7.9%	6.4%	7.0%
Q5-6. Attitude & behavior of officers towards citizens in your neighborhood	20.3%	32.7%	23.3%	8.8%	6.2%	8.8%
Q5-7. Overall quality of local fire protection & rescue services	31.1%	40.3%	16.5%	2.4%	1.3%	8.3%
Q5-8. How quickly fire & rescue personnel respond to emergencies	30.6%	38.1%	14.4%	3.5%	0.8%	12.6%
Q5-9. Quality of local emergency medical service	25.6%	39.8%	16.9%	3.0%	1.1%	13.6%
Q5-10. How quickly emergency medical personnel respond to emergencies	26.5%	36.5%	17.5%	2.7%	1.3%	15.5%
Q5-11. Fire inspections	11.7%	18.2%	30.1%	3.5%	1.7%	34.8%
Q5-12. Fire education programs	10.0%	16.6%	29.4%	4.5%	2.2%	37.2%

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

(N=1234)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q5-1. Effectiveness of local police protection	11.0%	28.6%	26.9%	21.5%	11.9%
Q5-2. City's overall efforts to prevent crime	6.1%	18.9%	23.8%	23.9%	27.4%
Q5-3. How quickly police respond to emergencies	10.2%	27.8%	28.6%	20.8%	12.7%
Q5-4. Overall police performance in your neighborhood	11.6%	32.5%	26.6%	17.4%	11.9%
Q5-5. Professionalism of police officers	22.4%	36.8%	25.4%	8.4%	6.9%
Q5-6. Attitude & behavior of officers towards citizens in your neighborhood	22.3%	35.8%	25.5%	9.6%	6.8%
Q5-7. Overall quality of local fire protection & rescue services	34.0%	43.9%	18.0%	2.7%	1.4%
Q5-8. How quickly fire & rescue personnel respond to emergencies	35.0%	43.6%	16.5%	4.0%	0.9%
Q5-9. Quality of local emergency medical service	29.6%	46.1%	19.5%	3.5%	1.3%
Q5-10. How quickly emergency medical personnel respond to emergencies	31.4%	43.2%	20.7%	3.2%	1.5%
Q5-11. Fire inspections	17.9%	28.0%	46.2%	5.3%	2.6%
Q5-12. Fire education programs	16.0%	26.5%	46.8%	7.2%	3.5%

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

<u>Q6. Top choice</u>	<u>Number</u>	<u>Percent</u>
Effectiveness of local police protection	281	22.8 %
City's overall efforts to prevent crime	487	39.5 %
How quickly police respond to emergencies	90	7.3 %
Overall police performance in your neighborhood	89	7.2 %
Professionalism of police officers	75	6.1 %
Attitude & behavior of officers towards citizens in your neighborhood	78	6.3 %
Overall quality of local fire protection & rescue services	20	1.6 %
How quickly fire & rescue personnel respond to emergencies	13	1.1 %
Quality of local emergency medical service	15	1.2 %
How quickly emergency medical personnel respond to emergencies	13	1.1 %
Fire inspections	11	0.9 %
Fire education programs	17	1.4 %
None chosen	45	3.6 %
Total	1234	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	251	20.3 %
City's overall efforts to prevent crime	232	18.8 %
How quickly police respond to emergencies	152	12.3 %
Overall police performance in your neighborhood	123	10.0 %
Professionalism of police officers	95	7.7 %
Attitude & behavior of officers towards citizens in your neighborhood	118	9.6 %
Overall quality of local fire protection & rescue services	40	3.2 %
How quickly fire & rescue personnel respond to emergencies	43	3.5 %
Quality of local emergency medical service	30	2.4 %
How quickly emergency medical personnel respond to emergencies	20	1.6 %
Fire inspections	22	1.8 %
Fire education programs	26	2.1 %
None chosen	82	6.6 %
Total	1234	100.0 %

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

<u>Q6. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Effectiveness of local police protection	124	10.0 %
City's overall efforts to prevent crime	103	8.3 %
How quickly police respond to emergencies	195	15.8 %
Overall police performance in your neighborhood	177	14.3 %
Professionalism of police officers	89	7.2 %
Attitude & behavior of officers towards citizens in your neighborhood	103	8.3 %
Overall quality of local fire protection & rescue services	61	4.9 %
How quickly fire & rescue personnel respond to emergencies	63	5.1 %
Quality of local emergency medical service	56	4.5 %
How quickly emergency medical personnel respond to emergencies	59	4.8 %
Fire inspections	33	2.7 %
Fire education programs	57	4.6 %
None chosen	114	9.2 %
Total	1234	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	108	8.8 %
City's overall efforts to prevent crime	55	4.5 %
How quickly police respond to emergencies	134	10.9 %
Overall police performance in your neighborhood	182	14.7 %
Professionalism of police officers	103	8.3 %
Attitude & behavior of officers towards citizens in your neighborhood	99	8.0 %
Overall quality of local fire protection & rescue services	69	5.6 %
How quickly fire & rescue personnel respond to emergencies	59	4.8 %
Quality of local emergency medical service	60	4.9 %
How quickly emergency medical personnel respond to emergencies	66	5.3 %
Fire inspections	35	2.8 %
Fire education programs	54	4.4 %
None chosen	210	17.0 %
Total	1234	100.0 %

SUM OF 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)

<u>Q6. Top choice</u>	<u>Number</u>	<u>Percent</u>
Effectiveness of local police protection	764	61.9 %
City's overall efforts to prevent crime	877	71.1 %
How quickly police respond to emergencies	571	46.3 %
Overall police performance in your neighborhood	571	46.3 %
Professionalism of police officers	362	29.3 %
Attitude & behavior of officers towards citizens in your neighborhood	398	32.3 %
Overall quality of local fire protection & rescue services	190	15.4 %
How quickly fire & rescue personnel respond to emergencies	178	14.4 %
Quality of local emergency medical service	161	13.0 %
How quickly emergency medical personnel respond to emergencies	158	12.8 %
Fire inspections	101	8.2 %
Fire education programs	154	12.5 %
None chosen	45	3.6 %
Total	4530	

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

(N=1234)

	Too much	Adequate amount	More needed	Don't know
Q7-1. Enforcement of local traffic laws	7.8%	37.4%	48.3%	6.5%
Q7-2. Visibility of police in neighborhoods	4.9%	32.1%	59.2%	3.7%
Q7-3. Public safety services in parks	2.5%	37.5%	42.3%	17.7%
Q7-4. Efforts to collaborate with the public to address concerns	3.2%	23.6%	61.2%	12.0%
Q7-5. Street lighting	3.4%	43.1%	48.0%	5.5%
Q7-6. Firearm safety & storage program	4.7%	24.6%	41.8%	28.9%
Q7-7. Alternative response programs (ARC, Community Responders)	11.2%	24.2%	32.3%	32.3%
Q7-8. Security & safety provided at major events	3.2%	44.7%	39.1%	13.0%
Q7-9. Neighborhood/community safety programs	2.7%	27.5%	49.7%	20.2%
Q7-10. Pedestrian safety measures in high pedestrian traffic areas	5.5%	32.2%	54.5%	7.9%
Q7-11. Increased monitoring technology (cameras, voice over sound system for live CPD crowd control)	9.4%	28.0%	43.2%	19.4%

WITHOUT "DON'T KNOW"

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

(N=1234)

	Too much	Adequate amount	More needed
Q7-1. Enforcement of local traffic laws	8.3%	40.0%	51.6%
Q7-2. Visibility of police in neighborhoods	5.1%	33.3%	61.5%
Q7-3. Public safety services in parks	3.1%	45.6%	51.4%
Q7-4. Efforts to collaborate with the public to address concerns	3.7%	26.8%	69.5%
Q7-5. Street lighting	3.6%	45.6%	50.8%
Q7-6. Firearm safety & storage program	6.6%	34.5%	58.8%
Q7-7. Alternative response programs (ARC, Community Responders)	16.5%	35.8%	47.7%
Q7-8. Security & safety provided at major events	3.7%	51.4%	44.9%
Q7-9. Neighborhood/community safety programs	3.4%	34.4%	62.2%
Q7-10. Pedestrian safety measures in high pedestrian traffic areas	6.0%	34.9%	59.1%
Q7-11. Increased monitoring technology (cameras, voice over sound system for live CPD crowd control)	11.7%	34.8%	53.6%

Q8. Which THREE of the public safety activities listed in Question 7 do you think should receive the MOST EMPHASIS from the City over the next TWO years?

<u>Q8. Top choice</u>	<u>Number</u>	<u>Percent</u>
Enforcement of local traffic laws	322	26.1 %
Visibility of police in neighborhoods	279	22.6 %
Public safety services in parks	51	4.1 %
Efforts to collaborate with the public to address concerns	139	11.3 %
Street lighting	108	8.8 %
Firearm safety & storage program	66	5.3 %
Alternative response programs (ARC, Community Responders)	47	3.8 %
Security & safety provided at major events	30	2.4 %
Neighborhood/community safety programs	28	2.3 %
Pedestrian safety measures in high pedestrian traffic areas	69	5.6 %
Increased monitoring technology (cameras, voice over sound system for live CPD crowd control)	51	4.1 %
None chosen	44	3.6 %
Total	1234	100.0 %

Q8. Which THREE of the public safety activities listed in Question 7 do you think should receive the MOST EMPHASIS from the City over the next TWO years?

<u>Q8. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Enforcement of local traffic laws	112	9.1 %
Visibility of police in neighborhoods	250	20.3 %
Public safety services in parks	95	7.7 %
Efforts to collaborate with the public to address concerns	148	12.0 %
Street lighting	105	8.5 %
Firearm safety & storage program	89	7.2 %
Alternative response programs (ARC, Community Responders)	68	5.5 %
Security & safety provided at major events	70	5.7 %
Neighborhood/community safety programs	85	6.9 %
Pedestrian safety measures in high pedestrian traffic areas	91	7.4 %
Increased monitoring technology (cameras, voice over sound system for live CPD crowd control)	57	4.6 %
None chosen	64	5.2 %
Total	1234	100.0 %

Q8. Which THREE of the public safety activities listed in Question 7 do you think should receive the MOST EMPHASIS from the City over the next TWO years?

Q8. 3rd choice	Number	Percent
Enforcement of local traffic laws	80	6.5 %
Visibility of police in neighborhoods	101	8.2 %
Public safety services in parks	105	8.5 %
Efforts to collaborate with the public to address concerns	147	11.9 %
Street lighting	108	8.8 %
Firearm safety & storage program	71	5.8 %
Alternative response programs (ARC, Community Responders)	62	5.0 %
Security & safety provided at major events	97	7.9 %
Neighborhood/community safety programs	144	11.7 %
Pedestrian safety measures in high pedestrian traffic areas	121	9.8 %
Increased monitoring technology (cameras, voice over sound system for live CPD crowd control)	101	8.2 %
None chosen	97	7.9 %
Total	1234	100.0 %

SUM OF TOP THREE CHOICES

Q8. Which THREE of the public safety activities listed in Question 7 do you think should receive the MOST EMPHASIS from the City over the next TWO years? (top 3)

Q8. Top choice	Number	Percent
Enforcement of local traffic laws	514	41.7 %
Visibility of police in neighborhoods	630	51.1 %
Public safety services in parks	251	20.3 %
Efforts to collaborate with the public to address concerns	434	35.2 %
Street lighting	321	26.0 %
Firearm safety & storage program	226	18.3 %
Alternative response programs (ARC, Community Responders)	177	14.3 %
Security & safety provided at major events	197	16.0 %
Neighborhood/community safety programs	257	20.8 %
Pedestrian safety measures in high pedestrian traffic areas	281	22.8 %
Increased monitoring technology (cameras, voice over sound system for live CPD crowd control)	209	16.9 %
None chosen	44	3.6 %
Total	3541	

Q9. Please rate your agreement with each of the following statements related to the public safety services provided by the City of Cincinnati, Ohio.

(N=1234)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Don't know
Q9-1. Police are held accountable for any misconduct	19.0%	23.4%	17.3%	16.9%	13.5%	10.0%
Q9-2. Police treat residents of different races/ethnicities equally	17.9%	22.4%	18.6%	18.0%	13.9%	9.2%
Q9-3. Police have appropriate training on how to handle confrontations with civilians	13.9%	23.3%	19.5%	18.1%	11.6%	13.5%
Q9-4. Police use good judgement in the use of force	15.1%	26.3%	19.8%	16.7%	11.0%	11.1%
Q9-5. It is easy to file officer complaints with the Citizen Complaint Authority (CCA)	8.6%	13.3%	18.1%	6.3%	5.5%	48.2%
Q9-6. It is easy to access information regarding CCA investigation outcomes	6.2%	9.6%	19.8%	8.3%	7.8%	48.4%

WITHOUT "DON'T KNOW"**Q9. 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=1234)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
Q9-1. Police are held accountable for any misconduct	21.1%	26.0%	19.3%	18.7%	14.9%
Q9-2. Police treat residents of different races/ethnicities equally	19.7%	24.6%	20.5%	19.8%	15.3%
Q9-3. Police have appropriate training on how to handle confrontations with civilians	16.1%	27.0%	22.6%	20.9%	13.4%
Q9-4. Police use good judgement in the use of force	17.0%	29.6%	22.2%	18.8%	12.4%
Q9-5. It is easy to file officer complaints with the Citizen Complaint Authority (CCA)	16.6%	25.7%	34.9%	12.2%	10.6%
Q9-6. It is easy to access information regarding CCA investigation outcomes	11.9%	18.7%	38.3%	16.0%	15.1%

Q10. Water and Wastewater Services. Please rate your satisfaction with the following services provided by the City of Cincinnati, Ohio.

(N=1234)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q10-1. Condition of catch basins (storm drains) in your neighborhood	12.2%	29.7%	25.3%	13.3%	6.1%	13.5%
Q10-2. Timeliness of water line repairs	9.3%	28.0%	23.5%	10.7%	4.5%	23.9%
Q10-3. Timeliness of sewer line & sewer main repairs	9.6%	25.9%	23.9%	10.0%	4.8%	25.8%
Q10-4. Quality of Greater Cincinnati Water Works customer service	14.3%	31.0%	25.1%	6.9%	2.8%	19.9%
Q10-5. Quality of Metropolitan Sewer District customer service	11.8%	25.0%	26.6%	6.4%	3.1%	27.1%
Q10-6. Taste of water	17.8%	32.6%	23.1%	14.2%	7.8%	4.5%
Q10-7. Fees for water services	6.5%	18.2%	28.2%	21.8%	15.5%	9.8%

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

(N=1234)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q10-1. Condition of catch basins (storm drains) in your neighborhood	14.0%	34.4%	29.2%	15.4%	7.0%
Q10-2. Timeliness of water line repairs	12.2%	36.8%	30.9%	14.1%	6.0%
Q10-3. Timeliness of sewer line & sewer main repairs	12.9%	34.9%	32.2%	13.5%	6.4%
Q10-4. Quality of Greater Cincinnati Water Works customer service	17.8%	38.7%	31.3%	8.6%	3.5%
Q10-5. Quality of Metropolitan Sewer District customer service	16.2%	34.3%	36.5%	8.8%	4.2%
Q10-6. Taste of water	18.7%	34.1%	24.2%	14.9%	8.1%
Q10-7. Fees for water services	7.2%	20.2%	31.3%	24.2%	17.2%

Q11. Which TWO of the water and wastewater services listed in Question 10 do you think should receive the MOST EMPHASIS from the City over the next TWO years?

Q11. Top choice	Number	Percent
Condition of catch basins (storm drains) in your neighborhood	221	17.9 %
Timeliness of water line repairs	161	13.0 %
Timeliness of sewer line & sewer main repairs	85	6.9 %
Quality of Greater Cincinnati Water Works customer service	71	5.8 %
Quality of Metropolitan Sewer District customer service	45	3.6 %
Taste of water	247	20.0 %
Fees for water services	329	26.7 %
None chosen	75	6.1 %
Total	1234	100.0 %

Q11. Which TWO of the water and wastewater services listed in Question 10 do you think should receive the MOST EMPHASIS from the City over the next TWO years?

Q11. 2nd choice	Number	Percent
Condition of catch basins (storm drains) in your neighborhood	151	12.2 %
Timeliness of water line repairs	162	13.1 %
Timeliness of sewer line & sewer main repairs	211	17.1 %
Quality of Greater Cincinnati Water Works customer service	68	5.5 %
Quality of Metropolitan Sewer District customer service	85	6.9 %
Taste of water	170	13.8 %
Fees for water services	247	20.0 %
None chosen	140	11.3 %
Total	1234	100.0 %

SUM OF TOP TWO CHOICES

Q11. Which TWO of the water and wastewater services listed in Question 10 do you think should receive the MOST EMPHASIS from the City over the next TWO years? (top 2)

Q11. Top choice	Number	Percent
Condition of catch basins (storm drains) in your neighborhood	372	30.1 %
Timeliness of water line repairs	323	26.2 %
Timeliness of sewer line & sewer main repairs	296	24.0 %
Quality of Greater Cincinnati Water Works customer service	139	11.3 %
Quality of Metropolitan Sewer District customer service	130	10.5 %
Taste of water	417	33.8 %
Fees for water services	576	46.7 %
None chosen	75	6.1 %
Total	2328	

Q12. Are you aware that GCWW provides a cost-free program to replace existing lead pipes on private property within the City?

Q12. Are you aware that GCWW provides a cost-free program to replace existing lead pipes on private property within City

	Number	Percent
Yes	518	42.0 %
No	709	57.5 %
Not provided	7	0.6 %
Total	1234	100.0 %

WITHOUT "NOT PROVIDED"**Q12. Are you aware that GCWW provides a cost-free program to replace existing lead pipes on private property within the City? (without "not provided")**

Q12. Are you aware that GCWW provides a cost-free program to replace existing lead pipes on private property within City

	Number	Percent
Yes	518	42.2 %
No	709	57.8 %
Total	1227	100.0 %

Q12a. If you have a private lead line, would you sign up for the program?

Q12a. Would you sign up for the program	Number	Percent
Yes	403	77.8 %
No	50	9.7 %
Not provided	65	12.5 %
Total	518	100.0 %

WITHOUT "NOT PROVIDED"**Q12a. If you have a private lead line, would you sign up for the program? (without "not provided")**

Q12a. Would you sign up for the program	Number	Percent
Yes	403	89.0 %
No	50	11.0 %
Total	453	100.0 %

Q12b. Please select ALL the reasons you would be hesitant to take part in the private line lead replacement program, assuming you have the need for the service.

Q12b. Reasons you would be hesitant to take part in private line lead replacement program	Number	Percent
I would not hesitate to sign up	262	50.6 %
Hidden costs/fees	106	20.5 %
Government mistrust	50	9.7 %
Property disruptions	65	12.5 %
Unsure if I have lead pipes	55	10.6 %
Do not have the authority to approve the work (I do not own the property in question)	26	5.0 %
Unsure of how to sign up	39	7.5 %
Something else	22	4.2 %
Total	625	

Q13. Neighborhood Cleanliness and Appearance. Please rate your satisfaction with the following services provided by the City of Cincinnati, Ohio.

(N=1234)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q13-1. Enforcing cleanup of trash & debris on private property	8.2%	19.9%	21.2%	27.1%	17.7%	5.9%
Q13-2. Enforcing mowing & cutting of weeds on private property	7.6%	20.3%	28.0%	21.3%	15.0%	7.8%
Q13-3. Enforcing exterior maintenance of residential, commercial, & business property (e.g., condition of buildings)	6.8%	17.7%	27.7%	24.8%	14.9%	8.0%
Q13-4. Enforcing trash, weeds, & exterior maintenance in your neighborhood	6.7%	21.3%	24.5%	23.3%	16.9%	7.4%
Q13-5. Boarding up vacant structures that are open to entry	6.1%	19.0%	29.1%	17.4%	12.2%	16.2%
Q13-6. Demolishing vacant structures that are deemed a public nuisance	5.6%	15.7%	25.3%	20.0%	15.2%	18.2%
Q13-7. Overall quality of trash collection services	23.0%	43.3%	20.2%	6.3%	4.3%	2.9%
Q13-8. Overall quality of curbside recycling services	22.8%	44.4%	19.1%	5.8%	3.2%	4.7%
Q13-9. Overall quality of recycling drop-off centers	11.3%	22.8%	23.0%	6.0%	2.4%	34.6%
Q13-10. Overall quality of bulky item pick-up services	19.0%	32.2%	19.4%	8.2%	4.9%	16.3%
Q13-11. Overall quality of leaf & brush pick-up services	17.1%	30.1%	22.5%	8.8%	4.5%	16.9%
Q13-12. Overall quality of leaf & brush drop-off centers	9.2%	16.9%	23.8%	5.8%	2.6%	41.7%
Q13-13. City efforts to clean-up illegal dumping sites	6.0%	14.2%	20.9%	19.4%	12.0%	27.5%

WITHOUT "DON'T KNOW"**Q13. Neighborhood Cleanliness and Appearance. Please rate your satisfaction with the following services provided by the City of Cincinnati, Ohio. (without "don't know")**

(N=1234)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q13-1. Enforcing cleanup of trash & debris on private property	8.7%	21.2%	22.6%	28.8%	18.8%
Q13-2. Enforcing mowing & cutting of weeds on private property	8.3%	22.1%	30.3%	23.1%	16.3%
Q13-3. Enforcing exterior maintenance of residential, commercial, & business property (e.g. , condition of buildings)	7.4%	19.3%	30.1%	27.0%	16.2%
Q13-4. Enforcing trash, weeds, & exterior maintenance in your neighborhood	7.3%	23.0%	26.4%	25.1%	18.2%
Q13-5. Boarding up vacant structures that are open to entry	7.3%	22.6%	34.7%	20.8%	14.6%
Q13-6. Demolishing vacant structures that are deemed a public nuisance	6.8%	19.2%	30.9%	24.5%	18.5%
Q13-7. Overall quality of trash collection services	23.7%	44.6%	20.8%	6.5%	4.4%
Q13-8. Overall quality of curbside recycling services	23.9%	46.6%	20.1%	6.1%	3.3%
Q13-9. Overall quality of recycling drop-off centers	17.2%	34.8%	35.2%	9.2%	3.6%
Q13-10. Overall quality of bulky item pick-up services	22.7%	38.4%	23.2%	9.8%	5.9%

WITHOUT "DON'T KNOW"**Q13. Neighborhood Cleanliness and Appearance. Please rate your satisfaction with the following services provided by the City of Cincinnati, Ohio. (without "don't know")**

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q13-11. Overall quality of leaf & brush pick-up services	20.6%	36.3%	27.1%	10.6%	5.5%
Q13-12. Overall quality of leaf & brush drop-off centers	15.9%	28.9%	40.9%	9.9%	4.5%
Q13-13. City efforts to clean-up illegal dumping sites	8.3%	19.6%	28.8%	26.8%	16.5%

Q14. Which THREE of the neighborhood services listed in Question 13 do you think should receive the MOST EMPHASIS from the City over the next TWO years?

<u>Q14. Top choice</u>	<u>Number</u>	<u>Percent</u>
Enforcing cleanup of trash & debris on private property	298	24.1 %
Enforcing mowing & cutting of weeds on private property	85	6.9 %
Enforcing exterior maintenance of residential, commercial, & business property (e.g., condition of buildings)	180	14.6 %
Enforcing trash, weeds, & exterior maintenance in your neighborhood	120	9.7 %
Boarding up vacant structures that are open to entry	101	8.2 %
Demolishing vacant structures that are deemed a public nuisance	118	9.6 %
Overall quality of trash collection services	44	3.6 %
Overall quality of curbside recycling services	28	2.3 %
Overall quality of recycling drop-off centers	16	1.3 %
Overall quality of bulky item pick-up services	30	2.4 %
Overall quality of leaf & brush pick-up services	16	1.3 %
Overall quality of leaf & brush drop-off centers	3	0.2 %
City efforts to clean-up illegal dumping sites	117	9.5 %
None chosen	78	6.3 %
Total	1234	100.0 %

Q14. Which THREE of the neighborhood services listed in Question 13 do you think should receive the MOST EMPHASIS from the City over the next TWO years?

<u>Q14. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Enforcing clean-up of trash & debris on private property	153	12.4 %
Enforcing mowing & cutting of weeds on private property	157	12.7 %
Enforcing exterior maintenance of residential, commercial, & business property (e.g., condition of buildings)]	144	11.7 %
Enforcing trash, weeds, & exterior maintenance in your neighborhood	133	10.8 %
Boarding up vacant structures that are open to entry	143	11.6 %
Demolishing vacant structures that are deemed a public nuisance	134	10.9 %
Overall quality of trash collection services	46	3.7 %
Overall quality of curbside recycling services	42	3.4 %
Overall quality of recycling drop-off centers	18	1.5 %
Overall quality of bulky item pick-up services	30	2.4 %
Overall quality of leaf & brush pick-up services	19	1.5 %
Overall quality of leaf & brush drop-off centers	8	0.6 %
City efforts to clean-up illegal dumping sites	87	7.1 %
None chosen	120	9.7 %
Total	1234	100.0 %

Q14. Which THREE of the neighborhood services listed in Question 13 do you think should receive the MOST EMPHASIS from the City over the next TWO years?

Q14. 3rd choice	Number	Percent
Enforcing clean-up of trash & debris on private property	120	9.7 %
Enforcing mowing & cutting of weeds on private property	93	7.5 %
Enforcing exterior maintenance of residential, commercial, & business property (e.g., condition of buildings)]	157	12.7 %
Enforcing trash, weeds, & exterior maintenance in your neighborhood	141	11.4 %
Boarding up vacant structures that are open to entry	98	7.9 %
Demolishing vacant structures that are deemed a public nuisance	164	13.3 %
Overall quality of trash collection services	49	4.0 %
Overall quality of curbside recycling services	30	2.4 %
Overall quality of recycling drop-off centers	26	2.1 %
Overall quality of bulky item pick-up services	32	2.6 %
Overall quality of leaf & brush pick-up services	34	2.8 %
Overall quality of leaf & brush drop-off centers	12	1.0 %
City efforts to clean-up illegal dumping sites	115	9.3 %
None chosen	163	13.2 %
Total	1234	100.0 %

SUM OF TOP THREE CHOICES

Q14. Which THREE of the neighborhood services listed in Question 13 do you think should receive the MOST EMPHASIS from the City over the next TWO years? (top 3)

Q14. Top choice	Number	Percent
Enforcing cleanup of trash & debris on private property	571	46.3 %
Enforcing mowing & cutting of weeds on private property	335	27.1 %
Enforcing exterior maintenance of residential, commercial, & business property (e.g., condition of buildings)	481	39.0 %
Enforcing trash, weeds, & exterior maintenance in your neighborhood	394	31.9 %
Boarding up vacant structures that are open to entry	342	27.7 %
Demolishing vacant structures that are deemed a public nuisance	416	33.7 %
Overall quality of trash collection services	139	11.3 %
Overall quality of curbside recycling services	100	8.1 %
Overall quality of recycling drop-off centers	60	4.9 %
Overall quality of bulky item pick-up services	92	7.5 %
Overall quality of leaf & brush pick-up services	69	5.6 %
Overall quality of leaf & brush drop-off centers	23	1.9 %
City efforts to clean-up illegal dumping sites	319	25.9 %
None chosen	78	6.3 %
Total	3419	

Q15. Streets, Sidewalks, and Infrastructure. Please rate your satisfaction with the following services provided by the City of Cincinnati, Ohio.

(N=1234)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q15-1. Accessibility of streets, sidewalks, & buildings for people with disabilities	9.0%	27.6%	25.1%	18.3%	7.8%	12.2%
Q15-2. Adequacy of City street lighting	7.3%	31.4%	24.6%	25.0%	8.3%	3.4%
Q15-3. Condition of City streets (potholes)	2.6%	9.6%	14.3%	32.8%	38.7%	1.9%
Q15-4. Condition of streets in your neighborhood (potholes)	4.0%	14.3%	19.4%	29.7%	30.8%	1.9%
Q15-5. Condition of sidewalks in City (broken, cracked, uneven, etc.)	4.3%	13.2%	25.0%	32.9%	20.7%	4.0%
Q15-6. Condition of sidewalks in your neighborhood (broken, cracked, uneven, etc.)	4.7%	16.3%	25.1%	30.3%	20.3%	3.3%
Q15-7. Congestion management & flow of traffic on City streets in your community	4.9%	23.7%	27.8%	23.7%	17.5%	2.4%
Q15-8. Maintenance of City streets (street/pavement markings)	4.5%	19.0%	27.6%	27.3%	19.3%	2.3%
Q15-9. Maintenance of street signs & traffic signals	6.7%	36.7%	33.2%	12.2%	7.6%	3.5%
Q15-10. Maintenance of streets in your neighborhood (street/pavement markings)	5.2%	26.8%	27.5%	21.7%	16.0%	2.8%
Q15-11. Mowing & tree trimming along City streets & other public areas	7.3%	30.2%	29.9%	16.2%	12.0%	4.4%

Q15. 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
Q15-12. Overall cleanliness of City streets & other public areas	6.8%	20.7%	27.2%	24.9%	18.0%	2.4%
Q15-13. Quality of on-street bicycle infrastructure (bike lanes/wayfinding signs)	7.4%	19.0%	31.4%	15.2%	11.3%	15.8%
Q15-14. Snow removal on major City streets	7.7%	30.0%	25.0%	16.4%	17.3%	3.6%
Q15-15. Snow removal on residential streets	5.6%	17.9%	22.9%	22.8%	27.1%	3.8%
Q15-16. Traffic calming measures throughout City (speed cushions/humps, raised intersections/crosswalks, dedicated on-street parking, etc.)	8.0%	21.8%	26.4%	16.9%	23.5%	3.3%

WITHOUT "DON'T KNOW"**Q15. Streets, Sidewalks, and Infrastructure. Please rate your satisfaction with the following services provided by the City of Cincinnati, Ohio. (without "don't know")**

(N=1234)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q15-1. Accessibility of streets, sidewalks, & buildings for people with disabilities	10.2%	31.4%	28.6%	20.9%	8.9%
Q15-2. Adequacy of City street lighting	7.6%	32.5%	25.4%	25.9%	8.6%
Q15-3. Condition of City streets (potholes)	2.6%	9.8%	14.6%	33.5%	39.5%
Q15-4. Condition of streets in your neighborhood (potholes)	4.0%	14.5%	19.8%	30.2%	31.4%
Q15-5. Condition of sidewalks in City (broken, cracked, uneven, etc.)	4.5%	13.8%	26.0%	34.3%	21.5%
Q15-6. Condition of sidewalks in your neighborhood (broken, cracked, uneven, etc.)	4.9%	16.8%	26.0%	31.3%	21.0%
Q15-7. Congestion management & flow of traffic on City streets in your community	5.1%	24.3%	28.5%	24.3%	17.9%
Q15-8. Maintenance of City streets (street/pavement markings)	4.6%	19.5%	28.3%	27.9%	19.7%
Q15-9. Maintenance of street signs & traffic signals	7.0%	38.0%	34.4%	12.7%	7.9%
Q15-10. Maintenance of streets in your neighborhood (street/pavement markings)	5.3%	27.6%	28.3%	22.4%	16.4%

WITHOUT "DON'T KNOW"**Q15. Streets, Sidewalks, and Infrastructure. Please rate your satisfaction with the following services provided by the City of Cincinnati, Ohio. (without "don't know")**

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q15-11. Mowing & tree trimming along City streets & other public areas	7.6%	31.6%	31.3%	16.9%	12.5%
Q15-12. Overall cleanliness of City streets & other public areas	7.0%	21.2%	27.9%	25.5%	18.4%
Q15-13. Quality of on-street bicycle infrastructure (bike lanes/wayfinding signs)	8.8%	22.5%	37.2%	18.0%	13.5%
Q15-14. Snow removal on major City streets	8.0%	31.1%	26.0%	17.0%	17.9%
Q15-15. Snow removal on residential streets	5.8%	18.6%	23.8%	23.7%	28.1%
Q15-16. Traffic calming measures throughout City (speed cushions/humps, raised intersections/crosswalks, dedicated on-street parking, etc.)	8.3%	22.5%	27.3%	17.5%	24.3%

Q16. Which THREE of the streets, sidewalks, and infrastructure services listed in Question 15 do you think should receive the MOST EMPHASIS from the City over the next TWO years?

<u>Q16. Top choice</u>	<u>Number</u>	<u>Percent</u>
Accessibility of streets, sidewalks, & buildings for people with disabilities	98	7.9 %
Adequacy of City street lighting	104	8.4 %
Condition of City streets (potholes)	366	29.7 %
Condition of streets in your neighborhood (potholes)	142	11.5 %
Condition of sidewalks in City (broken, cracked, uneven, etc.)	86	7.0 %
Condition of sidewalks in your neighborhood (broken, cracked, uneven, etc.)	71	5.8 %
Congestion management & flow of traffic on City streets in your community	37	3.0 %
Maintenance of City streets (street/pavement markings)	20	1.6 %
Maintenance of street signs & traffic signals	2	0.2 %
Maintenance of streets in your neighborhood (street/pavement markings)	11	0.9 %
Mowing & tree trimming along City streets & other public areas	19	1.5 %
Overall cleanliness of City streets & other public areas	35	2.8 %
Quality of on-street bicycle infrastructure (bike lanes/wayfinding signs)	19	1.5 %
Snow removal on major City streets	33	2.7 %
Snow removal on residential streets	59	4.8 %
Traffic calming measures throughout City (speed cushions/humps, raised intersections/crosswalks, dedicated on-street parking, etc.)	82	6.6 %
<u>None chosen</u>	<u>50</u>	<u>4.1 %</u>
Total	1234	100.0 %

Q16. Which THREE of the streets, sidewalks, and infrastructure services listed in Question 15 do you think should receive the MOST EMPHASIS from the City over the next TWO years?

<u>Q16. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Accessibility of streets, sidewalks, & buildings for people with disabilities	60	4.9 %
Adequacy of City street lighting	80	6.5 %
Condition of City streets (potholes)	175	14.2 %
Condition of streets in your neighborhood (potholes)	224	18.2 %
Condition of sidewalks in City (broken, cracked, uneven, etc.)	104	8.4 %
Condition of sidewalks in your neighborhood (broken, cracked, uneven, etc.)	88	7.1 %
Congestion management & flow of traffic on City streets in your community	86	7.0 %
Maintenance of City streets (street/pavement markings)	62	5.0 %
Maintenance of street signs & traffic signals	9	0.7 %
Maintenance of streets in your neighborhood (street/pavement markings)	22	1.8 %
Mowing & tree trimming along City streets & other public areas	22	1.8 %
Overall cleanliness of City streets & other public areas	54	4.4 %
Quality of on-street bicycle infrastructure (bike lanes/wayfinding signs)	21	1.7 %
Snow removal on major City streets	35	2.8 %
Snow removal on residential streets	84	6.8 %
Traffic calming measures throughout City (speed cushions/humps, raised intersections/crosswalks, dedicated on-street parking, etc.)	42	3.4 %
<u>None chosen</u>	<u>66</u>	<u>5.3 %</u>
Total	1234	100.0 %

Q16. Which THREE of the streets, sidewalks, and infrastructure services listed in Question 15 do you think should receive the MOST EMPHASIS from the City over the next TWO years?

<u>Q16. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Accessibility of streets, sidewalks, & buildings for people with disabilities	66	5.3 %
Adequacy of City street lighting	46	3.7 %
Condition of City streets (potholes)	113	9.2 %
Condition of streets in your neighborhood (potholes)	77	6.2 %
Condition of sidewalks in City (broken, cracked, uneven, etc.)	112	9.1 %
Condition of sidewalks in your neighborhood (broken, cracked, uneven, etc.)	95	7.7 %
Congestion management & flow of traffic on City streets in your community	90	7.3 %
Maintenance of City streets (street/pavement markings)	85	6.9 %
Maintenance of street signs & traffic signals	20	1.6 %
Maintenance of streets in your neighborhood (street/pavement markings)	49	4.0 %
Mowing & tree trimming along City streets & other public areas	46	3.7 %
Overall cleanliness of City streets & other public areas	93	7.5 %
Quality of on-street bicycle infrastructure (bike lanes/wayfinding signs)	28	2.3 %
Snow removal on major City streets	41	3.3 %
Snow removal on residential streets	106	8.6 %
Traffic calming measures throughout City (speed cushions/humps, raised intersections/crosswalks, dedicated on-street parking, etc.)	71	5.8 %
None chosen	96	7.8 %
Total	1234	100.0 %

SUM OF TOP THREE CHOICES

Q16. Which THREE of the streets, sidewalks, and infrastructure services listed in Question 15 do you think should receive the MOST EMPHASIS from the City over the next TWO years? (top 3)

<u>Q16. Top choice</u>	<u>Number</u>	<u>Percent</u>
Accessibility of streets, sidewalks, & buildings for people with disabilities	224	18.2 %
Adequacy of City street lighting	230	18.6 %
Condition of City streets (potholes)	654	53.0 %
Condition of streets in your neighborhood (potholes)	443	35.9 %
Condition of sidewalks in City (broken, cracked, uneven, etc.)	302	24.5 %
Condition of sidewalks in your neighborhood (broken, cracked, uneven, etc.)	254	20.6 %
Congestion management & flow of traffic on City streets in your community	213	17.3 %
Maintenance of City streets (street/pavement markings)	167	13.5 %
Maintenance of street signs & traffic signals	31	2.5 %
Maintenance of streets in your neighborhood (street/pavement markings)	82	6.6 %
Mowing & tree trimming along City streets & other public areas	87	7.1 %
Overall cleanliness of City streets & other public areas	182	14.7 %
Quality of on-street bicycle infrastructure (bike lanes/wayfinding signs)	68	5.5 %
Snow removal on major City streets	109	8.8 %
Snow removal on residential streets	249	20.2 %
Traffic calming measures throughout City (speed cushions/humps, raised intersections/crosswalks, dedicated on-street parking, etc.)	195	15.8 %
None chosen	50	4.1 %
Total	3540	

Q17. 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=1234)

	Excellent	Good	Neutral	Below average	Poor	Don't know
Q17-1. Overall effectiveness of leadership provided by City's elected officials	7.4%	21.0%	19.4%	17.7%	28.6%	5.9%
Q17-2. Access & ability to interact with elected officials	6.1%	15.6%	22.4%	17.3%	22.3%	16.4%
Q17-3. Elected officials conduct City business ethically	6.2%	16.9%	23.7%	16.2%	24.9%	12.1%
Q17-4. City's efforts to support diversity by serving people equally regardless of their race, religion, ethnicity, age, abilities, sexual orientation, or gender identity	10.8%	22.8%	26.4%	11.9%	14.9%	13.2%
Q17-5. Overall effectiveness of City Administration (City Manager, Dept. Directors) in management of City operations	6.3%	17.3%	21.6%	16.5%	27.8%	10.5%
Q17-6. City Administration (City Manager, Dept. Directors) conducts City business ethically	6.6%	17.3%	24.1%	13.4%	23.6%	15.1%
Q17-7. Access & ability to interact with City Administration (City Manager, Dept. Directors) regarding operational matters & public services	6.0%	12.8%	22.8%	15.4%	20.5%	22.5%

WITHOUT "DON'T KNOW"

Q17. 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=1234)

	Excellent	Good	Neutral	Below average	Poor
Q17-1. Overall effectiveness of leadership provided by City's elected officials	7.8%	22.3%	20.7%	18.8%	30.4%
Q17-2. Access & ability to interact with elected officials	7.3%	18.7%	26.7%	20.6%	26.6%
Q17-3. Elected officials conduct City business ethically	7.1%	19.3%	26.9%	18.4%	28.3%
Q17-4. City's efforts to support diversity by serving people equally regardless of their race, religion, ethnicity, age, abilities, sexual orientation, or gender identity	12.4%	26.2%	30.4%	13.7%	17.2%
Q17-5. Overall effectiveness of City Administration (City Manager, Dept. Directors) in management of City operations	7.1%	19.3%	24.2%	18.5%	31.0%
Q17-6. City Administration (City Manager, Dept. Directors) conducts City business ethically	7.7%	20.3%	28.4%	15.7%	27.8%
Q17-7. Access & ability to interact with City Administration (City Manager, Dept. Directors) regarding operational matters & public services	7.7%	16.5%	29.4%	19.9%	26.5%

Q18. Parks and Recreation. Please rate your satisfaction with the following services provided by the City of Cincinnati, Ohio.

(N=1234)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q18-1. Maintenance of City parks	19.6%	45.4%	19.4%	7.4%	2.4%	5.9%
Q18-2. Quality of facilities such as picnic shelters & playgrounds in City parks	17.4%	41.0%	21.7%	9.4%	2.7%	7.8%
Q18-3. Walking & biking trails in City	16.9%	38.7%	22.2%	9.8%	2.7%	9.7%
Q18-4. Ease of registering for Parks programs	14.3%	25.9%	21.9%	4.8%	1.9%	31.2%
Q18-5. Parks Department's youth programs & activities	13.1%	20.3%	20.7%	4.8%	2.3%	38.8%
Q18-6. Quality of customer service from Parks employees	16.6%	24.9%	22.4%	3.1%	1.7%	31.3%
Q18-7. Maintenance of City recreation centers	13.7%	29.7%	24.3%	5.8%	2.4%	24.1%
Q18-8. Maintenance of City swimming pools	11.8%	22.4%	22.9%	5.2%	3.0%	34.7%
Q18-9. Other recreation facilities-tennis courts, golf courses	12.0%	26.4%	25.3%	3.7%	1.5%	31.1%
Q18-10. Ease of registering for recreation programs	11.3%	22.3%	22.5%	5.2%	2.0%	36.7%
Q18-11. Recreation Department's youth programs & activities	11.3%	19.1%	20.3%	4.3%	2.3%	42.8%
Q18-12. Quality of customer service from Recreation employees	13.7%	24.8%	21.6%	3.9%	1.9%	34.0%
Q18-13. Quality of City outdoor athletic fields (e. g., baseball, soccer, & football)	11.3%	28.1%	25.7%	4.4%	2.3%	28.3%

WITHOUT "DON'T KNOW"**Q18. Parks and Recreation. Please rate your satisfaction with the following services provided by the City of Cincinnati, Ohio.
(without "don't know")**

(N=1234)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q18-1. Maintenance of City parks	20.8%	48.2%	20.6%	7.8%	2.5%
Q18-2. Quality of facilities such as picnic shelters & playgrounds in City parks	18.9%	44.5%	23.6%	10.2%	2.9%
Q18-3. Walking & biking trails in City	18.8%	42.8%	24.6%	10.9%	3.0%
Q18-4. Ease of registering for Parks programs	20.7%	37.7%	31.8%	6.9%	2.8%
Q18-5. Parks Department's youth programs & activities	21.5%	33.2%	33.8%	7.8%	3.7%
Q18-6. Quality of customer service from Parks employees	24.2%	36.2%	32.7%	4.5%	2.5%
Q18-7. Maintenance of City recreation centers	18.0%	39.2%	32.0%	7.7%	3.1%
Q18-8. Maintenance of City swimming pools	18.1%	34.2%	35.1%	7.9%	4.6%
Q18-9. Other recreation facilities-tennis courts, golf courses	17.4%	38.4%	36.7%	5.4%	2.1%
Q18-10. Ease of registering for recreation programs	17.8%	35.2%	35.6%	8.2%	3.2%
Q18-11. Recreation Department's youth programs & activities	19.7%	33.4%	35.4%	7.5%	4.0%
Q18-12. Quality of customer service from Recreation employees	20.8%	37.6%	32.8%	5.9%	2.9%
Q18-13. Quality of City outdoor athletic fields (e.g., baseball, soccer, & football)	15.7%	39.2%	35.8%	6.1%	3.2%

Q19. Which THREE of the parks and recreation services listed in Question 18 do you think should receive the MOST EMPHASIS from the City over the next TWO years?

<u>Q19. Top choice</u>	<u>Number</u>	<u>Percent</u>
Maintenance of City parks	341	27.6 %
Quality of facilities such as picnic shelters & playgrounds in City parks	120	9.7 %
Walking & biking trails in City	141	11.4 %
Ease of registering for Parks programs	50	4.1 %
Parks Department's youth programs & activities	117	9.5 %
Quality of customer service from Parks employees	40	3.2 %
Maintenance of City recreation centers	54	4.4 %
Maintenance of City swimming pools	49	4.0 %
Other recreation facilities-tennis courts, golf courses	24	1.9 %
Ease of registering for recreation programs	19	1.5 %
Recreation Department's youth programs & activities	43	3.5 %
Quality of customer service from Recreation employees	14	1.1 %
Quality of City outdoor athletic fields (e.g., baseball, soccer, & football)	39	3.2 %
None chosen	183	14.8 %
Total	1234	100.0 %

Q19. Which THREE of the parks and recreation services listed in Question 18 do you think should receive the MOST EMPHASIS from the City over the next TWO years?

<u>Q19. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Maintenance of City parks	113	9.2 %
Quality of facilities such as picnic shelters & playgrounds in City parks	219	17.7 %
Walking & biking trails in City	133	10.8 %
Ease of registering for Parks programs	51	4.1 %
Parks Department's youth programs & activities	90	7.3 %
Quality of customer service from Parks employees	43	3.5 %
Maintenance of City recreation centers	109	8.8 %
Maintenance of City swimming pools	65	5.3 %
Other recreation facilities-tennis courts, golf courses	37	3.0 %
Ease of registering for recreation programs	31	2.5 %
Recreation Department's youth programs & activities	59	4.8 %
Quality of customer service from Recreation employees	12	1.0 %
Quality of City outdoor athletic fields (e.g., baseball, soccer, & football)	55	4.5 %
None chosen	217	17.6 %
Total	1234	100.0 %

Q19. Which THREE of the parks and recreation services listed in Question 18 do you think should receive the MOST EMPHASIS from the City over the next TWO years?

<u>Q19. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Maintenance of City parks	91	7.4 %
Quality of facilities such as picnic shelters & playgrounds in City parks	130	10.5 %
Walking & biking trails in City	131	10.6 %
Ease of registering for Parks programs	47	3.8 %
Parks Department's youth programs & activities	70	5.7 %
Quality of customer service from Parks employees	41	3.3 %
Maintenance of City recreation centers	119	9.6 %
Maintenance of City swimming pools	90	7.3 %
Other recreation facilities-tennis courts, golf courses	56	4.5 %
Ease of registering for recreation programs	30	2.4 %
Recreation Department's youth programs & activities	77	6.2 %
Quality of customer service from Recreation employees	28	2.3 %
Quality of City outdoor athletic fields (e.g., baseball, soccer, & football)	72	5.8 %
None chosen	252	20.4 %
Total	1234	100.0 %

SUM OF TOP THREE CHOICES

Q19. Which THREE of the parks and recreation services listed in Question 18 do you think should receive the MOST EMPHASIS from the City over the next TWO years? (top 3)

<u>Q19. Top choice</u>	<u>Number</u>	<u>Percent</u>
Maintenance of City parks	545	44.2 %
Quality of facilities such as picnic shelters & playgrounds in City parks	469	38.0 %
Walking & biking trails in City	405	32.8 %
Ease of registering for Parks programs	148	12.0 %
Parks Department's youth programs & activities	277	22.4 %
Quality of customer service from Parks employees	124	10.0 %
Maintenance of City recreation centers	282	22.9 %
Maintenance of City swimming pools	204	16.5 %
Other recreation facilities-tennis courts, golf courses	117	9.5 %
Ease of registering for recreation programs	80	6.5 %
Recreation Department's youth programs & activities	179	14.5 %
Quality of customer service from Recreation employees	54	4.4 %
Quality of City outdoor athletic fields (e.g., baseball, soccer, & football)	166	13.5 %
None chosen	183	14.8 %
Total	3233	

Q20. Economic Opportunity. Please rate your satisfaction with the following areas.

(N=1234)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q20-1. How well your City is managing growth	6.7%	20.5%	27.1%	21.1%	15.1%	9.6%
Q20-2. Perception of honesty & fair dealings in development	6.5%	14.1%	23.3%	22.9%	21.5%	11.8%
Q20-3. Adequate quantity of affordable housing units	6.6%	11.7%	19.8%	24.1%	27.6%	10.2%
Q20-4. City's efforts to fund affordable housing units	7.0%	11.3%	22.0%	21.5%	23.4%	14.9%
Q20-5. City's efforts to attract new business & tourism	7.6%	23.8%	26.7%	15.1%	15.5%	11.3%
Q20-6. City's efforts to support minority & women-owned businesses	7.6%	19.1%	32.8%	10.3%	7.2%	22.9%
Q20-7. Job opportunities available within City limits	5.9%	20.9%	29.6%	16.8%	10.1%	16.7%
Q20-8. Ability to obtain training opportunities to advance your career	7.0%	16.6%	27.3%	11.2%	8.3%	29.6%
Q20-9. City's use of economic development incentives to support economic opportunity for residents	5.4%	13.9%	27.6%	14.8%	11.1%	27.2%
Q20-10. Support for entrepreneurs & small business owners available in City	5.7%	16.3%	27.2%	14.3%	8.9%	27.6%
Q20-11. Access to job training programs	5.2%	13.9%	26.3%	11.7%	6.8%	36.1%
Q20-12. Access to quality childcare that you can afford	5.0%	8.5%	20.4%	14.3%	13.5%	38.2%

Q20. Economic Opportunity. Please rate your satisfaction with the following areas.

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q20-13. Access to quality health care that you can afford	6.8%	18.6%	23.2%	17.6%	13.9%	20.0%
Q20-14. Access to quality mental health care that you can afford	6.5%	13.9%	21.1%	17.7%	15.5%	25.3%
Q20-15. Access to healthy food that you can afford	8.5%	21.8%	23.0%	18.2%	15.5%	13.0%
Q20-16. Access to quality housing you can afford	7.3%	16.0%	21.3%	19.9%	20.7%	14.8%

WITHOUT "DON'T KNOW"**Q20. Economic Opportunity. Please rate your satisfaction with the following areas. (without "don't know")**

(N=1234)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q20-1. How well your City is managing growth	7.4%	22.7%	29.9%	23.3%	16.7%
Q20-2. Perception of honesty & fair dealings in development	7.3%	16.0%	26.4%	26.0%	24.3%
Q20-3. Adequate quantity of affordable housing units	7.4%	13.0%	22.0%	26.9%	30.7%
Q20-4. City's efforts to fund affordable housing units	8.2%	13.2%	25.8%	25.2%	27.5%
Q20-5. City's efforts to attract new business & tourism	8.6%	26.9%	30.1%	17.0%	17.5%
Q20-6. City's efforts to support minority & women-owned businesses	9.9%	24.8%	42.6%	13.4%	9.4%
Q20-7. Job opportunities available within City limits	7.1%	25.1%	35.5%	20.1%	12.2%
Q20-8. Ability to obtain training opportunities to advance your career	9.9%	23.6%	38.8%	15.9%	11.9%
Q20-9. City's use of economic development incentives to support economic opportunity for residents	7.5%	19.0%	37.9%	20.4%	15.3%
Q20-10. Support for entrepreneurs & small business owners available in City	7.8%	22.5%	37.6%	19.7%	12.3%
Q20-11. Access to job training programs	8.1%	21.7%	41.2%	18.3%	10.7%

WITHOUT "DON'T KNOW"**Q20. Economic Opportunity. Please rate your satisfaction with the following areas. (without "don't know")**

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q20-12. Access to quality childcare that you can afford	8.1%	13.8%	33.1%	23.1%	21.9%
Q20-13. Access to quality health care that you can afford	8.5%	23.2%	29.0%	22.0%	17.3%
Q20-14. Access to quality mental health care that you can afford	8.7%	18.7%	28.2%	23.8%	20.7%
Q20-15. Access to healthy food that you can afford	9.8%	25.1%	26.5%	20.9%	17.8%
Q20-16. Access to quality housing you can afford	8.6%	18.7%	25.0%	23.3%	24.4%

Q21. Which THREE of the jobs and development services listed in Question 20 do you think should receive the MOST EMPHASIS from the City over the next TWO years?

<u>Q21. Top choice</u>	<u>Number</u>	<u>Percent</u>
How well your City is managing growth	117	9.5 %
Perception of honesty & fair dealings in development	183	14.8 %
Adequate quantity of affordable housing units	231	18.7 %
City's efforts to fund affordable housing units	97	7.9 %
City's efforts to attract new business & tourism	88	7.1 %
City's efforts to support minority & women-owned businesses	38	3.1 %
Job opportunities available within City limits	49	4.0 %
Ability to obtain training opportunities to advance your career	18	1.5 %
City's use of economic development incentives to support economic opportunity for residents	17	1.4 %
Support for entrepreneurs & small business owners available in City	19	1.5 %
Access to job training programs	19	1.5 %
Access to quality child care that you can afford	22	1.8 %
Access to quality health care that you can afford	39	3.2 %
Access to quality mental health care that you can afford	26	2.1 %
Access to healthy food that you can afford	41	3.3 %
Access to quality housing you can afford	130	10.5 %
<u>None chosen</u>	<u>100</u>	<u>8.1 %</u>
Total	1234	100.0 %

Q21. Which THREE of the jobs and development services listed in Question 20 do you think should receive the MOST EMPHASIS from the City over the next TWO years?

<u>Q21. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
How well your City is managing growth	65	5.3 %
Perception of honesty & fair dealings in development	95	7.7 %
Adequate quantity of affordable housing units	111	9.0 %
City's efforts to fund affordable housing units	156	12.6 %
City's efforts to attract new business & tourism	103	8.3 %
City's efforts to support minority & women-owned businesses	38	3.1 %
Job opportunities available within City limits	90	7.3 %
Ability to obtain training opportunities to advance your career	36	2.9 %
City's use of economic development incentives to support economic opportunity for residents	43	3.5 %
Support for entrepreneurs & small business owners available in City	25	2.0 %
Access to job training programs	44	3.6 %
Access to quality child care that you can afford	47	3.8 %
Access to quality health care that you can afford	72	5.8 %
Access to quality mental health care that you can afford	44	3.6 %
Access to healthy food that you can afford	80	6.5 %
Access to quality housing you can afford	64	5.2 %
<u>None chosen</u>	<u>121</u>	<u>9.8 %</u>
Total	1234	100.0 %

Q21. Which THREE of the jobs and development services listed in Question 20 do you think should receive the MOST EMPHASIS from the City over the next TWO years?

<u>Q21. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
How well your City is managing growth	63	5.1 %
Perception of honesty & fair dealings in development	80	6.5 %
Adequate quantity of affordable housing units	66	5.3 %
City's efforts to fund affordable housing units	79	6.4 %
City's efforts to attract new business & tourism	78	6.3 %
City's efforts to support minority & women-owned businesses	44	3.6 %
Job opportunities available within City limits	120	9.7 %
Ability to obtain training opportunities to advance your career	37	3.0 %
City's use of economic development incentives to support economic opportunity for residents	62	5.0 %
Support for entrepreneurs & small business owners available in City	53	4.3 %
Access to job training programs	34	2.8 %
Access to quality child care that you can afford	63	5.1 %
Access to quality health care that you can afford	66	5.3 %
Access to quality mental health care that you can afford	59	4.8 %
Access to healthy food that you can afford	74	6.0 %
Access to quality housing you can afford	98	7.9 %
<u>None chosen</u>	<u>158</u>	<u>12.8 %</u>
Total	1234	100.0 %

SUM OF TOP THREE CHOICES

Q21. Which THREE of the jobs and development services listed in Question 20 do you think should receive the MOST EMPHASIS from the City over the next TWO years? (top 3)

<u>Q21. Top choice</u>	<u>Number</u>	<u>Percent</u>
How well your City is managing growth	245	19.9 %
Perception of honesty & fair dealings in development	358	29.0 %
Adequate quantity of affordable housing units	408	33.1 %
City's efforts to fund affordable housing units	332	26.9 %
City's efforts to attract new business & tourism	269	21.8 %
City's efforts to support minority & women-owned businesses	120	9.7 %
Job opportunities available within City limits	259	21.0 %
Ability to obtain training opportunities to advance your career	91	7.4 %
City's use of economic development incentives to support economic opportunity for residents	122	9.9 %
Support for entrepreneurs & small business owners available in City	97	7.9 %
Access to job training programs	97	7.9 %
Access to quality child care that you can afford	132	10.7 %
Access to quality health care that you can afford	177	14.3 %
Access to quality mental health care that you can afford	129	10.5 %
Access to healthy food that you can afford	195	15.8 %
Access to quality housing you can afford	292	23.7 %
<u>None chosen</u>	<u>100</u>	<u>8.1 %</u>
Total	3423	

Q22. Public Health Services. Please rate your satisfaction with the following services provided by the City of Cincinnati, Ohio.

(N=1234)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q22-1. Communicable Disease & Outbreak Response (e.g., general education, public hotline, vaccination scheduling, contact tracing)	9.5%	26.9%	26.3%	5.1%	3.5%	28.8%
Q22-2. Epidemiology (e.g., community dashboards, data requests, access to reporting)	8.0%	17.7%	27.3%	5.7%	3.2%	38.1%
Q22-3. Vital Records Services (e.g., birth certificate, death certificate)	12.0%	30.8%	24.9%	4.1%	1.8%	26.5%
Q22-4. Immunization Services	10.9%	30.1%	24.2%	4.3%	1.8%	28.6%
Q22-5. Food Safety Programs (e.g., inspections & investigations)	7.8%	21.8%	26.7%	6.6%	4.0%	33.1%
Q22-6. Healthy Homes/Hazard Complaints	7.0%	14.3%	24.7%	8.2%	3.7%	42.1%

WITHOUT "DON'T KNOW"**Q22. Public Health Services. Please rate your satisfaction with the following services provided by the City of Cincinnati, Ohio. (without "don't know")**

(N=1234)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q22-1. Communicable Disease & Outbreak Response (e.g., general education, public hotline, vaccination scheduling, contact tracing)	13.3%	37.8%	36.9%	7.2%	4.9%
Q22-2. Epidemiology (e.g., community dashboards, data requests, access to reporting)	13.0%	28.7%	44.1%	9.2%	5.1%
Q22-3. Vital Records Services (e.g., birth certificate, death certificate)	16.3%	41.9%	33.8%	5.5%	2.4%
Q22-4. Immunization Services	15.3%	42.2%	33.9%	6.0%	2.5%
Q22-5. Food Safety Programs (e.g., inspections & investigations)	11.6%	32.6%	39.9%	9.9%	5.9%
Q22-6. Healthy Homes/Hazard Complaints	12.0%	24.8%	42.7%	14.1%	6.4%

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

Q23. Top choice	Number	Percent
Communicable Disease & Outbreak Response (e.g., general education, public hotline, vaccination scheduling, contact tracing)	318	25.8 %
Epidemiology (e.g., community dashboards, data requests, access to reporting)	93	7.5 %
Vital Records Services (e.g., birth certificate, death certificate)	124	10.0 %
Immunization Services	116	9.4 %
Food Safety Programs (e.g., inspections & investigations)	222	18.0 %
Healthy Homes/Hazard Complaints	140	11.3 %
None chosen	221	17.9 %
Total	1234	100.0 %

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

Q23. 2nd choice	Number	Percent
Communicable Disease & Outbreak Response (e.g., general education, public hotline, vaccination scheduling, contact tracing)	191	15.5 %
Epidemiology (e.g., community dashboards, data requests, access to reporting)	141	11.4 %
Vital Records Services (e.g., birth certificate, death certificate)	100	8.1 %
Immunization Services	144	11.7 %
Food Safety Programs (e.g., inspections & investigations)	223	18.1 %
Healthy Homes/Hazard Complaints	173	14.0 %
None chosen	262	21.2 %
Total	1234	100.0 %

SUM OF TOP TWO CHOICES**Q23. Which TWO of the public health services listed in Question 22 do you think should receive the MOST EMPHASIS from the City over the next TWO years? (top 2)**

Q23. Top choice	Number	Percent
Communicable Disease & Outbreak Response (e.g., general education, public hotline, vaccination scheduling, contact tracing)	509	41.2 %
Epidemiology (e.g., community dashboards, data requests, access to reporting)	234	19.0 %
Vital Records Services (e.g., birth certificate, death certificate)	224	18.2 %
Immunization Services	260	21.1 %
Food Safety Programs (e.g., inspections & investigations)	445	36.1 %
Healthy Homes/Hazard Complaints	313	25.4 %
None chosen	221	17.9 %
Total	2206	

Q24. Communication and Community Engagement. Please rate your satisfaction with the following services provided by the City of Cincinnati, Ohio.

(N=1234)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q24-1. Elected officials' efforts to support a dialogue with City residents	6.8%	16.6%	23.4%	19.8%	22.9%	10.5%
Q24-2. Availability of information about City programs & services	5.4%	20.7%	29.5%	20.3%	12.2%	11.9%
Q24-3. Overall usefulness of City website	6.3%	22.9%	30.3%	14.0%	8.3%	18.2%
Q24-4. Opportunity to engage/provide input into decisions made by Elected Officials	4.5%	13.9%	25.0%	19.9%	20.2%	16.5%
Q24-5. Opportunity to engage/provide input regarding City operations in public engagement opportunities provided by City Administration	4.8%	14.3%	24.7%	18.2%	18.4%	19.7%
Q24-6. Quality of City video programming (television channel & web streaming)	6.3%	15.2%	27.6%	8.8%	6.5%	35.7%
Q24-7. City Administration's use of social media	5.2%	13.4%	30.9%	11.5%	9.4%	29.7%
Q24-8. Access to information about City Council meetings (schedules, agendas, videos)	5.9%	17.5%	29.0%	14.3%	10.2%	23.0%
Q24-9. Access to information about Boards & Commissions meetings (schedules, agendas, videos)	4.9%	15.5%	29.0%	15.2%	9.6%	25.9%

Q24. 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
Q24-10. Access to information about Campaign finance & lobbyist disclosures	4.5%	10.0%	22.0%	15.5%	15.6%	32.4%
Q24-11. Access to information about Finance & Budget information	4.9%	10.9%	25.4%	15.3%	14.7%	28.7%
Q24-12. Quality of City's Open Data portal	5.3%	10.5%	25.6%	9.6%	9.6%	39.3%
Q24-13. City government efforts to keep you informed about City services, issues, events, & programs	5.8%	16.2%	28.3%	17.2%	14.9%	17.6%

WITHOUT "DON'T KNOW"**Q24. Communication and Community Engagement. Please rate your satisfaction with the following services provided by the City of Cincinnati, Ohio. (without "don't know")**

(N=1234)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q24-1. Elected officials' efforts to support a dialogue with City residents	7.6%	18.6%	26.2%	22.1%	25.6%
Q24-2. Availability of information about City programs & services	6.2%	23.5%	33.5%	23.1%	13.8%
Q24-3. Overall usefulness of City website	7.7%	27.9%	37.0%	17.1%	10.2%
Q24-4. Opportunity to engage/provide input into decisions made by Elected Officials	5.4%	16.7%	29.9%	23.8%	24.2%
Q24-5. Opportunity to engage/provide input regarding City operations in public engagement opportunities provided by City Administration	6.0%	17.8%	30.8%	22.6%	22.9%
Q24-6. Quality of City video programming (television channel & web streaming)	9.8%	23.6%	42.8%	13.7%	10.1%
Q24-7. City Administration's use of social media	7.4%	19.0%	43.9%	16.4%	13.4%
Q24-8. Access to information about City Council meetings (schedules, agendas, videos)	7.7%	22.7%	37.7%	18.6%	13.3%
Q24-9. Access to information about Boards & Commissions meetings (schedules, agendas, videos)	6.6%	20.9%	39.2%	20.5%	12.9%

WITHOUT "DON'T KNOW"**Q24. Communication and Community Engagement. Please rate your satisfaction with the following services provided by the City of Cincinnati, Ohio. (without "don't know")**

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q24-10. Access to information about Campaign finance & lobbyist disclosures	6.6%	14.9%	32.6%	22.9%	23.0%
Q24-11. Access to information about Finance & Budget information	6.9%	15.3%	35.6%	21.5%	20.7%
Q24-12. Quality of City's Open Data portal	8.8%	17.4%	42.2%	15.9%	15.8%
Q24-13. City government efforts to keep you informed about City services, issues, events, & programs	7.1%	19.7%	34.3%	20.8%	18.1%

Q25. Which THREE of the communication and community engagement services listed in Question 24 do you think should receive the MOST EMPHASIS from the City over the next TWO years?

<u>Q25. Top choice</u>	<u>Number</u>	<u>Percent</u>
Elected officials' efforts to support a dialogue with City residents	333	27.0 %
Availability of information about City programs & services	122	9.9 %
Overall usefulness of City website	71	5.8 %
Opportunity to engage/provide input into decisions made by elected officials	127	10.3 %
Opportunity to engage/provide input regarding City operations in public engagement opportunities provided by City Administration	85	6.9 %
Quality of City video programming (television channel & web streaming)	22	1.8 %
City Administration's use of social media	24	1.9 %
Access to information about City Council meetings (schedules, agendas, videos)	28	2.3 %
Access to information about Boards & Commissions meetings (schedules, agendas, videos)	19	1.5 %
Access to information about Campaign finance & lobbyist disclosures	38	3.1 %
Access to information about Finance & Budget information	22	1.8 %
Quality of City's Open Data portal	14	1.1 %
City government efforts to keep you informed about City services, issues, events, & programs	140	11.3 %
<u>None chosen</u>	<u>189</u>	<u>15.3 %</u>
Total	1234	100.0 %

Q25. Which THREE of the communication and community engagement services listed in Question 24 do you think should receive the MOST EMPHASIS from the City over the next TWO years?

<u>Q25. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Elected officials' efforts to support a dialogue with City residents	120	9.7 %
Availability of information about City programs & services	140	11.3 %
Overall usefulness of City website	57	4.6 %
Opportunity to engage/provide input into decisions made by elected officials	192	15.6 %
Opportunity to engage/provide input regarding City operations in public engagement opportunities provided by City Administration	131	10.6 %
Quality of City video programming (television channel & web streaming)	50	4.1 %
City Administration's use of social media	44	3.6 %
Access to information about City Council meetings (schedules, agendas, videos)	58	4.7 %
Access to information about Boards & Commissions meetings (schedules, agendas, videos)	29	2.4 %
Access to information about campaign finance & lobbyist disclosures	36	2.9 %
Access to information about Finance & Budget information	43	3.5 %
Quality of City's Open Data portal	30	2.4 %
City government efforts to keep you informed about City services, issues, events, & programs	88	7.1 %
<u>None chosen</u>	<u>216</u>	<u>17.5 %</u>
Total	1234	100.0 %

Q25. Which THREE of the communication and community engagement services listed in Question 24 do you think should receive the MOST EMPHASIS from the City over the next TWO years?

Q25. 3rd choice	Number	Percent
Elected officials' efforts to support a dialogue with City residents	94	7.6 %
Availability of information about City programs & services	88	7.1 %
Overall usefulness of City website	64	5.2 %
Opportunity to engage/provide input into decisions made by elected officials	123	10.0 %
Opportunity to engage/provide input regarding City operations in public engagement opportunities provided by City Administration	151	12.2 %
Quality of City video programming (television channel & web streaming)	39	3.2 %
City Administration's use of social media	46	3.7 %
Access to information about City Council meetings (schedules, agendas, videos)	47	3.8 %
Access to information about Boards & Commissions meetings (schedules, agendas, videos)	35	2.8 %
Access to information about campaign finance & lobbyist disclosures	46	3.7 %
Access to information about Finance & Budget information	65	5.3 %
Quality of City's Open Data portal	24	1.9 %
City government efforts to keep you informed about City services, issues, events, & programs	142	11.5 %
None chosen	270	21.9 %
Total	1234	100.0 %

SUM OF TOP THREE CHOICES

Q25. Which THREE of the communication and community engagement services listed in Question 24 do you think should receive the MOST EMPHASIS from the City over the next TWO years? (top 3)

Q25. Top choice	Number	Percent
Elected officials' efforts to support a dialogue with City residents	547	44.3 %
Availability of information about City programs & services	350	28.4 %
Overall usefulness of City website	192	15.6 %
Opportunity to engage/provide input into decisions made by elected officials	442	35.8 %
Opportunity to engage/provide input regarding City operations in public engagement opportunities provided by City Administration	367	29.7 %
Quality of City video programming (television channel & web streaming)	111	9.0 %
City Administration's use of social media	114	9.2 %
Access to information about City Council meetings (schedules, agendas, videos)	133	10.8 %
Access to information about Boards & Commissions meetings (schedules, agendas, videos)	83	6.7 %
Access to information about Campaign finance & lobbyist disclosures	120	9.7 %
Access to information about Finance & Budget information	130	10.5 %
Quality of City's Open Data portal	68	5.5 %
City government efforts to keep you informed about City services, issues, events, & programs	370	30.0 %
None chosen	189	15.3 %
Total	3216	

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

Q26. Sources you use to get information about City of Cincinnati	Number	Percent
Email	492	39.9 %
City bulletin	153	12.4 %
CitiCable	99	8.0 %
City social media	459	37.2 %
City website	558	45.2 %
Communications from Council members	159	12.9 %
Local TV news stations	887	71.9 %
Local newspapers	442	35.8 %
Reporters' social media	330	26.7 %
Other	73	5.9 %
Total	3652	

Q26a. Which local TV news station(s)?

Q26a. Which local TV news stations	Number	Percent
WCPO	505	56.9 %
Local 12	553	62.3 %
FOX 19	503	56.7 %
WLWT	553	62.3 %
Total	2114	

Q26b. Which local newspaper(s)?

Q26b. Which local newspapers	Number	Percent
Enquirer	350	79.2 %
Business Courier	138	31.2 %
Cincinnati Herald	86	19.5 %
CityBeat	173	39.1 %
Total	747	

Q27. Please CHECK ALL of the City's social media accounts that you follow.

Q27. City's social media accounts you follow	Number	Percent
Twitter/X	196	15.9 %
Facebook	695	56.3 %
Instagram	375	30.4 %
LinkedIn	138	11.2 %
Nextdoor	237	19.2 %
Other	35	2.8 %
Total	1676	

Q28. Which THREE of the sources from Question 27 do you MOST PREFER to use to get information about the City of Cincinnati?

Q28. Top choice	Number	Percent
Twitter/X	84	6.8 %
Facebook	531	43.0 %
Instagram	141	11.4 %
LinkedIn	31	2.5 %
Nextdoor	82	6.6 %
Other	129	10.5 %
None chosen	236	19.1 %
Total	1234	100.0 %

Q28. Which THREE of the sources from Question 27 do you MOST PREFER to use to get information about the City of Cincinnati?

Q28. 2nd choice	Number	Percent
Twitter/X	88	7.1 %
Facebook	215	17.4 %
Instagram	231	18.7 %
LinkedIn	69	5.6 %
Nextdoor	133	10.8 %
Other	131	10.6 %
None chosen	367	29.7 %
Total	1234	100.0 %

Q28. Which THREE of the sources from Question 27 do you MOST PREFER to use to get information about the City of Cincinnati?

Q28. 3rd choice	Number	Percent
Twitter/X	119	9.6 %
Facebook	61	4.9 %
Instagram	148	12.0 %
LinkedIn	97	7.9 %
Nextdoor	137	11.1 %
Other	172	13.9 %
None chosen	500	40.5 %
Total	1234	100.0 %

SUM OF TOP THREE CHOICES**Q28. Which THREE of the sources from Question 27 do you MOST PREFER to use to get information about the City of Cincinnati?****(top 3)**

Q28. Top choice	Number	Percent
Twitter/X	291	23.6 %
Facebook	807	65.4 %
Instagram	520	42.1 %
LinkedIn	197	16.0 %
Nextdoor	352	28.5 %
Other	432	35.0 %
None chosen	236	19.1 %
Total	2835	

Q29. Do you own or rent your current residence?

Q29. Do you own or rent your current residence	Number	Percent
Own	722	58.5 %
Rent	449	36.4 %
Not provided	63	5.1 %
Total	1234	100.0 %

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

Q29. Do you own or rent your current residence	Number	Percent
Own	722	61.7 %
Rent	449	38.3 %
Total	1171	100.0 %

Q30. What type of dwelling do you live in?

Q30. What type of dwelling do you live in	Number	Percent
Single family house (detached from other houses)	748	60.6 %
Duplex or townhome	86	7.0 %
Apartment or condominium building	347	28.1 %
Other	10	0.8 %
Not provided	43	3.5 %
Total	1234	100.0 %

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

Q30. What type of dwelling do you live in	Number	Percent
Single family house (detached from other houses)	748	62.8 %
Duplex or townhome	86	7.2 %
Apartment or condominium building	347	29.1 %
Other	10	0.8 %
Total	1191	100.0 %

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

Q31. How many years have you lived in Cincinnati, Ohio	Number	Percent
0-5	205	16.6 %
6-10	94	7.6 %
11-15	78	6.3 %
16-20	54	4.4 %
21-30	175	14.2 %
31+	572	46.4 %
Not provided	56	4.5 %
Total	1234	100.0 %

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

Q31. How many years have you lived in Cincinnati, Ohio	Number	Percent
0-5	205	17.4 %
6-10	94	8.0 %
11-15	78	6.6 %
16-20	54	4.6 %
21-30	175	14.9 %
31+	572	48.6 %
Total	1178	100.0 %

Q32. Do you think you will be living in Cincinnati, Ohio, five years from now?

Q32. Do you think you will be living in Cincinnati, Ohio, five years from now	Number	Percent
Yes	865	70.1 %
No	287	23.3 %
Not provided	82	6.6 %
Total	1234	100.0 %

WITHOUT "NOT PROVIDED"**Q32. Do you think you will be living in Cincinnati, Ohio, five years from now? (without "not provided")**

Q32. Do you think you will be living in Cincinnati, Ohio, five years from now	Number	Percent
Yes	865	75.1 %
No	287	24.9 %
Total	1152	100.0 %

Q33. If you moved to Cincinnati within the last 3 years, what region did you move from?

Q33. What region did you move from	Number	Percent
Northeast	16	14.5 %
Mid-Atlantic	6	5.5 %
Midwest	52	47.3 %
Southeast	12	10.9 %
Southwest	8	7.3 %
Mountain West	3	2.7 %
Pacific/West Coast	5	4.5 %
Hawaii, Alaska, Puerto Rico	1	0.9 %
International	7	6.4 %
Total	110	100.0 %

Q34. Are you of Hispanic or Latino ancestry?

Q34. Are you of Hispanic or Latino ancestry	Number	Percent
Yes	62	5.0 %
No	1159	93.9 %
Not provided	13	1.1 %
Total	1234	100.0 %

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

Q34. Are you of Hispanic or Latino ancestry	Number	Percent
Yes	62	5.1 %
No	1159	94.9 %
Total	1221	100.0 %

Missing Cases = 13

Response Percent = 98.9 %

Q35. Which of the following best describes your race/ethnicity?

<u>Q35. Your race/ethnicity</u>	<u>Number</u>	<u>Percent</u>
Asian or Asian Indian	26	2.1 %
Black or African American	431	34.9 %
American Indian or Alaska Native	7	0.6 %
White Non Hispanic	633	51.3 %
Native Hawaiian or other Pacific Islander	2	0.2 %
Hispanic/Latino	62	5.0 %
Other	15	1.2 %
Total	1176	

Q35-7. Self-describe your race/ethnicity:

<u>Q35-7. Self-describe your race/ethnicity</u>	<u>Number</u>	<u>Percent</u>
Biracial	3	20.0 %
European	2	13.3 %
Mixed	2	13.3 %
Western European	1	6.7 %
Native American/Black	1	6.7 %
Indigenous	1	6.7 %
Northern European	1	6.7 %
Italian	1	6.7 %
Multiracial	1	6.7 %
Greek	1	6.7 %
Caribbean	1	6.7 %
Total	15	100.0 %

Q36. Would you say your total annual household income is...

Q36. Your total annual household income	Number	Percent
Under \$30K	269	21.8 %
\$30K to \$59,999	254	20.6 %
\$60K to \$99,999	233	18.9 %
\$100K+	264	21.4 %
Not provided	214	17.3 %
Total	1234	100.0 %

WITHOUT "NOT PROVIDED"**Q36. Would you say your total annual household income is... (without "not provided")**

Q36. Your total annual household income	Number	Percent
Under \$30K	269	26.4 %
\$30K to \$59,999	254	24.9 %
\$60K to \$99,999	233	22.8 %
\$100K+	264	25.9 %
Total	1020	100.0 %

Q37. What is your age?

Q37. Your age	Number	Percent
18-24	67	5.4 %
25-34	171	13.9 %
35-44	232	18.8 %
45-54	227	18.4 %
55-64	234	19.0 %
65+	239	19.4 %
Not provided	64	5.2 %
Total	1234	100.0 %

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

Q37. Your age	Number	Percent
18-24	67	5.7 %
25-34	171	14.6 %
35-44	232	19.8 %
45-54	227	19.4 %
55-64	234	20.0 %
65+	239	20.4 %
Total	1170	100.0 %

Q38. What is your gender identity?

Q38. Your gender	Number	Percent
Male	603	48.9 %
Female	613	49.7 %
Prefer to self-describe	3	0.2 %
Not provided	15	1.2 %
Total	1234	100.0 %

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

Q38. Your gender	Number	Percent
Male	603	49.5 %
Female	613	50.3 %
Prefer to self-describe	3	0.2 %
Total	1219	100.0 %

Q38-3. Self-describe your gender identity:

Q38-3. Self-describe your gender	Number	Percent
Transmale	1	33.3 %
Non-binary	1	33.3 %
Gender fluid	1	33.3 %
Total	3	100.0 %

District:

District	Number	Percent
1	205	16.6 %
2	205	16.6 %
3	201	16.3 %
4	202	16.4 %
5	218	17.7 %
6	203	16.5 %
Total	1234	100.0 %



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 partnering with a vendor to conduct a survey to gather information about the quality of City services and your priorities for the City. The feedback we receive from your participation will be an important part of budgeting decisions and service delivery improvements.

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

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

At the end of this survey you will have an opportunity to opt-in for a chance to win one (1) \$500 prepaid Visa gift card for fully completing your survey. The gift card will be sent via email and is limited to one entry per household.

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

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

Sincerely,

Sheryl M. M. Long
City Manager





2025 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. **At the end of this survey you will have an opportunity to opt-in for a chance to win one (1) \$500 prepaid Visa gift card for fully completing your survey. The gift card will be sent via email and is limited to one entry per household.** We appreciate your time and value your feedback.

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

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

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

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

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

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

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

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

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

How satisfied are you with the overall quality of...		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01.	Effectiveness of local police protection	5	4	3	2	1	9
02.	The City's overall efforts to prevent crime	5	4	3	2	1	9
03.	How quickly police respond to emergencies	5	4	3	2	1	9
04.	Overall police performance in your neighborhood	5	4	3	2	1	9
05.	Professionalism of police officers	5	4	3	2	1	9
06.	Attitude and behavior of officers towards citizens in your neighborhood	5	4	3	2	1	9
07.	Overall quality of local fire protection and rescue services	5	4	3	2	1	9
08.	How quickly fire and rescue personnel respond to emergencies	5	4	3	2	1	9
09.	Quality of local emergency medical service	5	4	3	2	1	9
10.	How quickly emergency medical personnel respond to emergencies	5	4	3	2	1	9
11.	Fire inspections	5	4	3	2	1	9
12.	Fire education programs	5	4	3	2	1	9

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

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

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

Rate each of the following.		Too Much	Adequate Amount	More Needed	Don't Know
01.	Enforcement of local traffic laws	3	2	1	9
02.	Visibility of police in neighborhoods	3	2	1	9
03.	Public safety services in parks	3	2	1	9
04.	Efforts to collaborate with the public to address concerns	3	2	1	9
05.	Street lighting	3	2	1	9
06.	Firearm safety and storage program	3	2	1	9
07.	Alternative response programs (ARC, Community Responders)	3	2	1	9
08.	Security and safety provided at major events	3	2	1	9
09.	Neighborhood/community safety programs	3	2	1	9
10.	Pedestrian safety measures in high pedestrian traffic areas	3	2	1	9
11.	Increased monitoring technology (cameras, voice over sound system for live CPD crowd control)	3	2	1	9

8. Which THREE of the public safety activities 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 7.]

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

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

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

10. 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

11. Which TWO of the water and wastewater services listed in Question 10 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: ____

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

____(1) Yes ____ (2) No

12a. If you have a private lead line, would you sign up for the program?

____(1) Yes ____ (2) No

12b. Select ALL the reasons you would be hesitant to take part in the private line lead replacement program, assuming you have the need for the service. [Check ALL that apply.]

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

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

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

14. 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 13.]

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

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

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

16. 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 15.]

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

17. 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

18. 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

19. 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 18.]

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

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

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

21. 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 20.]

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

22. 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

23. 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 22.]

1st: ____ 2nd: ____

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

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

25. 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 24.]

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

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

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

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

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

26b. Which local newspaper(s)?

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

27. 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: _____

28. Which THREE of the sources from Question 27 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 27.]

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

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

30. What type of dwelling do you live in?

____ (1) Single family house (detached from other houses) ____ (3) Apartment or condominium building
____ (2) Duplex or townhome ____ (4) Other: _____

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

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

33. If you moved to Cincinnati within the last 3 years, what region did you move from? [Leave blank if you are not new to Cincinnati within the last 3 years.]

____ (1) Northeast ____ (4) Southeast ____ (7) Pacific/West Coast
____ (2) Mid-Atlantic ____ (5) Southwest ____ (8) Hawaii, Alaska, Puerto Rico
____ (3) Midwest ____ (6) Mountain West ____ (9) International

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

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

____ (01) Asian or Asian Indian ____ (04) White
____ (02) Black or African American ____ (05) Native Hawaiian or other Pacific Islander
____ (03) American Indian or Alaska Native ____ (99) Other: _____

36. 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

37. What is your age?

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

38. What is your gender identity? ____ (1) Male ____ (2) Female ____ (3) Prefer to self-describe: _____

39. Would you like to opt-in to a drawing for a chance to win one (1) \$500 prepaid Visa gift card for fully completing your survey? (Limited to one per household. Sent via email.)

____ (1) Yes [Answer Q39a.] ____ (2) No

39a. Please provide your contact information.

Name: _____ Phone Number: _____

Email Address: _____

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