



City of Kettering

Public Opinion Survey

2010

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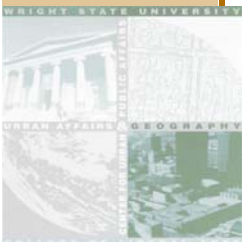


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CHAPTER ONE: INTRODUCTION

A public opinion survey—in this case a survey of the residents of the City of Kettering, Ohio—provides citizens within a community an opportunity to voice their opinions and views on city government, resources and services, and quality of life in Kettering. In 2010, the Center for Urban and Public Affairs (CUPA) at Wright State University (WSU) conducted a public opinion survey for the City of Kettering via a telephone interview. The survey questions are designed to measure quality of life, to quantify perceptions of the City government and City services, and to assess citizen desires for the future of Kettering.

The results of the public opinion survey arm city officials with information to evaluate trends in satisfaction levels over time (through successive surveys) and to measure support for new policies or projects.

The current report attempts to summarize the perceptions of Kettering's citizens, and to qualify, when necessary, the differences in perceptions between groups of people. To this end, the survey questions have been grouped into topical areas, such as "General Public Sentiment" and "Community Relations". In each section, the results from the 2010 survey are described in detail. Please refer to the appendices to view any information not provided in the narrative of this report, particularly when viewing open-ended responses to qualitative questions.

Methodology

Study and Questionnaire Design

The 2010 citizen perception survey was conducted as a telephone survey of 400 individuals living within the Kettering City limits. Staff from CUPA worked in conjunction with the City of Kettering to identify and develop questions pertinent to the City using survey instruments conducted by CUPA in neighboring communities as well as survey instruments conducted in the past by the City of Kettering. Customized questions on current topics of interest, such as support for marked bike paths on Kettering roads and viewership of Kettering public access television were included. The questionnaire contains 88 questions and is presented in Appendix C.

Sampling Design

This study was a random digit dialed (RDD) telephone survey of homeowners in the City of Kettering. In an RDD study, any household with standard telephone service has an equal opportunity to be interviewed. Therefore, since each household has an equal chance of being selected, results from the survey generally represent the opinions of the community as a whole. Because RDD includes both listed and unlisted telephone numbers, random digit dialing is preferred over other sampling methods. The sample was also supplemented with cell phone numbers to capture the growing percentage of the population who is "cell-phone only" or

“cell-phone mostly”. The sample was generated by Marketing Systems Group, a national company specializing in providing random digit dial telephone numbers for survey research.

Survey Implementation

Interviews were conducted by trained telephone interviewers from Wright State University using a Windows Computer Automated Telephone Interviewing (WinCATI) system. The questionnaire is read directly off of the computer screen and allows the interviewer to enter the response directly into the computer. Such a system helps minimize errors in gathering data. Interviews were conducted from Monday, November 15, 2010 through Wednesday, January 5, 2011. Respondents were usually interviewed between the hours of 4:00 p.m. and 9:00 p.m. Monday through Thursday, on Saturdays from 12:00 p.m. to 4:00 p.m. and Sundays from 3:00 p.m. to 8:00 p.m. Some additional telephoning was completed during weekdays. Each potential respondent was re-called up to ten times or until an interview was completed.

A total of 400 respondents were interviewed to obtain a response rate of 44 percent, with a 95.0 percent confidence level and a plus or minus 5 percent sampling error for the City as a whole.

Analysis

Data were managed and analyzed using SPSS 17.0. Two different types of analyses were performed on the data.

First, frequencies and percentages are reported on all questions asked in 2010 for the City as a whole. Frequencies and percentages are provided in Appendix A.

Second, Chi square analysis was performed on certain questions where additional analysis further informed the data. Chi square analysis helps to determine if there is a statistically significant relationship (i.e. a real difference as opposed to a difference that could be explained by the survey’s margin of error) between groups that answered a question. For example, were users of a given service more likely to be satisfied with that service than those who are not users, or are males more likely than females to be satisfied with a given service? This analysis will be used in each chapter, where applicable, to explain differences.

Finally, the report contains a vast, rich qualitative analysis that accompanies the primary quantitative analysis previously discussed. Open ended responses have been combined and themed by topic to provide the reader with an additional, extensive source of information. References to this qualitative data will be made throughout the report, where applicable. A complete list of all open ended responses can be found in Appendix B.

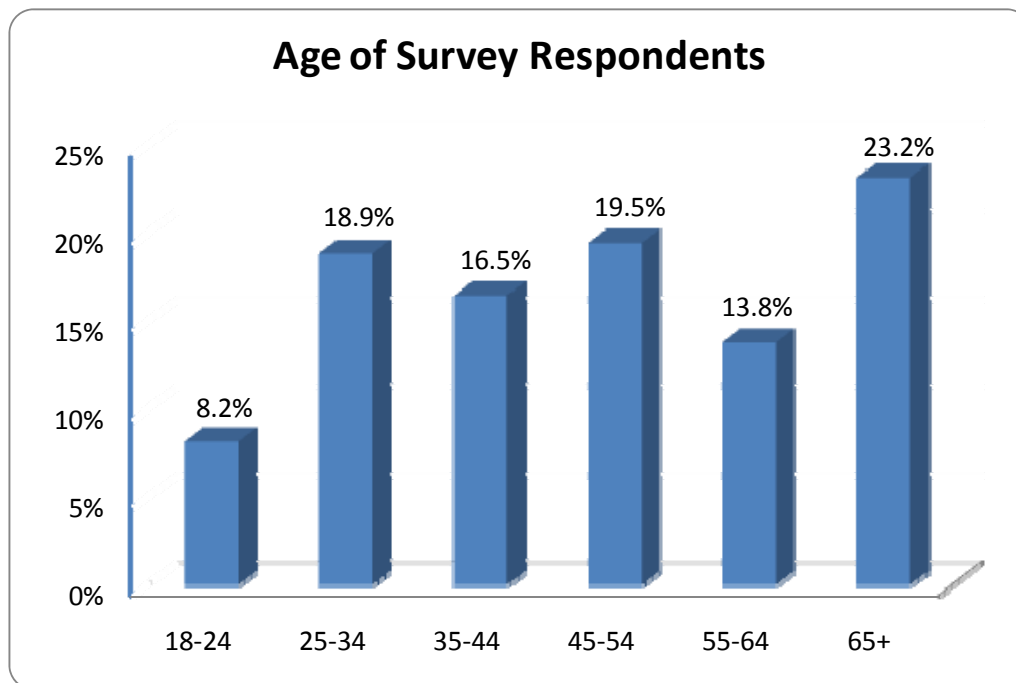
CHAPTER TWO: DEMOGRAPHIC PROFILE

Sample demographics are presented to provide a snapshot of survey respondents and a context in which to interpret the findings of the survey. The following demographic characteristics were obtained from the survey: marital status, education, age, race, owner/renter status, type of residence, number of adults and children in the household, employment status, income, length of residency in the city of Kettering and gender. City of Kettering residents represent a diversity of ages and socioeconomic backgrounds. The paragraphs below will present the demographics of survey participants.

Survey data were weighted by age and gender to accurately present the views of Kettering residents. Before the weighting of survey data, younger respondents and males were slightly underrepresented in the sample. Weighted data reflects the age and gender demographics according to estimates from the American Community Survey.

Age

Respondents over the age of 65 make up the largest percentage of the weighted sample (23.2 percent). The figure below details the age distribution of all survey respondents.



Gender

Over half of survey respondents (52.6 percent) are female, while the remaining 47.4 percent are male. Since survey responses were weighted by age and gender, these percentages roughly represent the gender distribution of Kettering residents over the age of 18.

Marital Status

More than half of survey respondents (62.4 percent) are married, while 21.8 percent are single, 7.5 percent are widowed, 7.8 percent are divorced, 0.2 percent are separated and 0.2 are partnered with someone of the opposite sex.

Education

Kettering residents have a wide range of educational attainment. More than ninety-seven percent of respondents (97.4 percent) have at least a high school degree. Of those with a high school degree or higher, 20.2 percent have a high school degree / GED, 31.9 percent have some college or technical school, 27.6 percent are college graduates and 17.7 percent have some sort of post graduate degree, either a Master's degree or a Ph.D.

Race

The majority of respondents are Caucasian (94.2 percent). The remaining 5.8 percent of Kettering residents identified themselves as African-American (2.3 percent), American Indian or Alaskan Native (1.6 percent), Biracial (0.7 percent), or another race (1.1 percent).

Home Ownership and Type of Dwelling

Next, respondents were asked to identify if they own or rent their home. More than four in five respondents (87.5 percent) indicated that they own their home, while the remaining 12.5 percent of respondents rent.

Most respondents (89.6 percent) indicated that they live in a single family home. Of the remaining respondents, 5.4 percent live in an apartment, 3.3 percent live in a condo, and 1.7 percent live in a multi-family dwelling/duplex.

Household Composition

Respondents were also asked a series of questions pertaining to the composition of their household. First, respondents were asked to indicate the number of adults over the age of 18 who live in their household. Households ranged from one adult to four adults in their household, with almost two-thirds of households (62.5 percent) containing two adults.

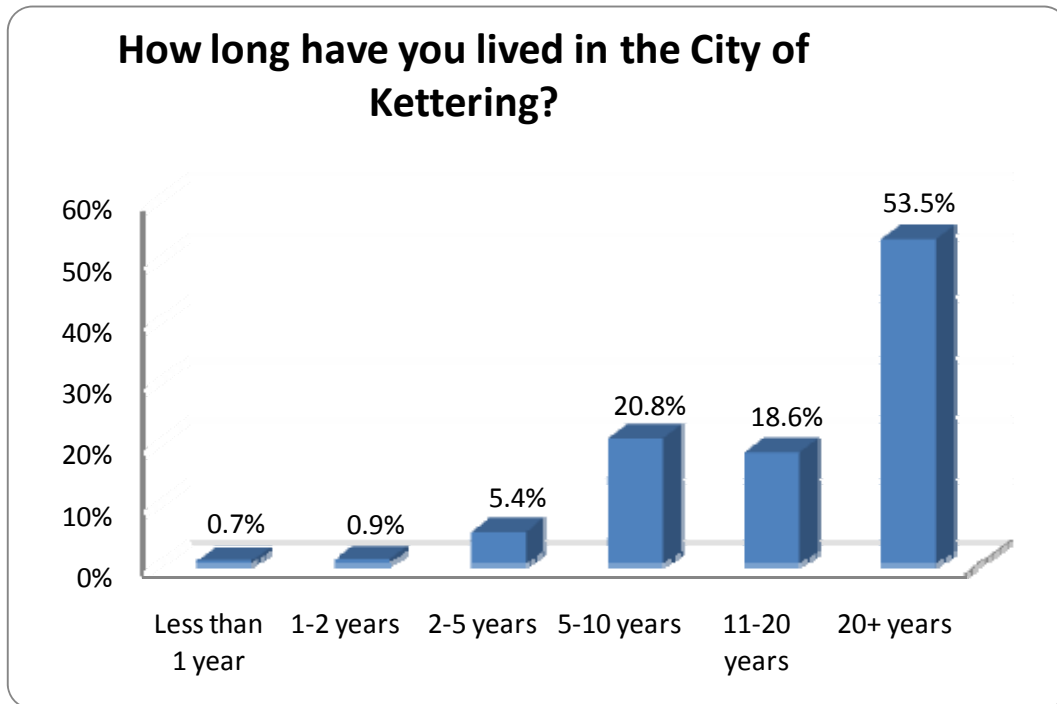
Almost forty percent of respondents (38.2 percent) indicated that there are children under the age of 18 in their household. Just over one-quarter of respondents (26.2 percent) indicated that there are adults over the age of 65 in their household.

Income

Over one-quarter of survey respondents (25.8 percent) have an income of less than \$35,000 a year, with 13.6 percent reporting an income of less than \$25,000 a year. More than a third of respondents (35.5 percent) have an income of more than \$75,000 a year, including 6.3 percent of respondents reporting an income of more than \$150,000 a year.

Length of Residency

Respondents were also asked to indicate how long they have lived in the City of Kettering. More than half of respondents (53.5 percent) have lived in the City of Kettering for more than 20 years. Another 20.8 percent of respondents have lived in the City for 5-10 years. A complete distribution of responses to this question is provided in the figure below.



One in five respondents (18.1 percent) indicated that they anticipate moving from Kettering within the next five years. Those who anticipate moving were asked why they plan to move. Responses varied, but common reasons included reasons related to jobs, schools, or the level of taxation. See Appendix B for a complete list of all open-ended responses.

Employment Status

Almost half of survey respondents (44.5 percent) indicated that they are employed for wages. Another 26.8 percent are retired, while 5.1 percent are self-employed and 9.9 percent are out of work. Of the remaining respondents, 6.5 percent identified themselves as a homemaker, 4.1 percent are students, and 2.8 percent are disabled or otherwise unable to work.

Nearly forty percent of respondents (37.1 percent) indicated that one adult in the household is working full-time outside the home, 27.4 percent stated two or more adults, and 33.4 percent of respondents stated no one in the household is working outside of the home full time. (This is not surprising given that 23.2 percent of respondents are 65 or older). Twenty-three percent of respondents (23.1 percent) indicated that one or more adults in the household are working

part time. Less than ten percent of respondents (9.5 percent) indicated that there was another member of the household other than themselves who is retired. As might be expected, respondents over the age of 65 who are themselves not retired were significantly more likely than other age groups to indicate that another member of their household is retired.

One-third of respondents who indicated that they are currently employed (32.7 percent) indicated that they work in the City of Kettering. Those who do not work within the City of Kettering were asked in what city or township they work in. Frequent responses included Dayton (37), Centerville (14), Washington Township (9), as well as cities or townships in Greene County. See Appendix B for a complete list of open-ended responses, which include the city or township in which all respondents are employed.

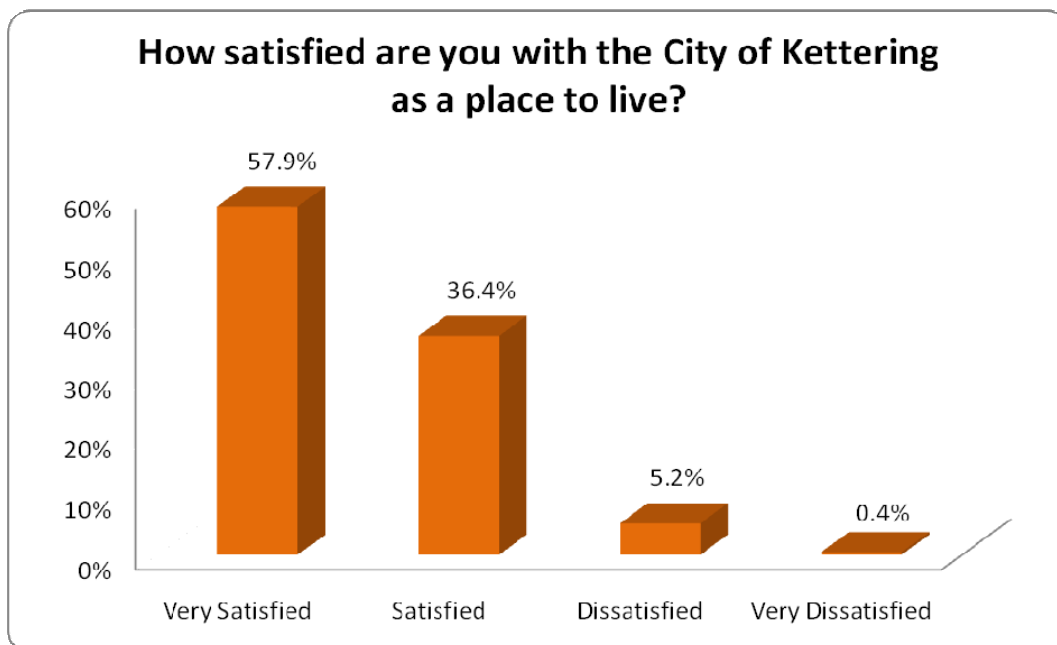
CHAPTER THREE: GENERAL PUBLIC SENTIMENT

“Quality of life” is a broad term that encompasses “all of the dimensions of life that contribute to its richness.” Perceptions of quality of life are affected by the degree of importance and satisfaction that an individual ascribes to these “dimensions of life.” The City of Kettering affects important qualities, both directly and indirectly, via the services it provides and the support and infrastructure in which it invests so that businesses and nonprofit organizations can provide services.

This chapter will examine the qualities that impact overall satisfaction with the City as well as satisfaction with particular services provided by the City.

Satisfaction with the City as a Place to Live

The first question asked respondents to indicate how satisfied they are with the City of Kettering as a place to live. Overall, 94.3 percent of respondents indicated that they are very satisfied (57.9 percent) or satisfied (36.4 percent) with the City as a place to live.



Satisfaction with the City of Kettering compared to other Miami Valley communities surveyed by CUPA within the past three years is displayed in the bullet points below, and shows that resident satisfaction with the City compares very favorably to other Miami Valley communities.

- Kettering (2010): 94.3 percent
- Beavercreek (2007): 94.2 percent
- Moraine (2008): 94.0 percent

- Franklin (2007): 93.6 percent
- Huber Heights (2009): 92.3 percent
- Urbana (2007): 90.5 percent
- Xenia (2009): 85.0 percent
- Dayton (2010): 75.3 percent
- Trotwood (2009): 70.3 percent

Respondents were then asked to indicate if the services provided by the City of Kettering are excellent, good, fair, poor, or very poor. The majority of respondents (97.9 percent) indicated the services are excellent (46.1 percent), good (44.8 percent), or fair (7.0 percent). Just over two percent of respondents indicated the services to be poor (1.7 percent) or very poor (0.4 percent).

Respondents were also asked if they believe that the services provided by the City of Kettering have improved, stayed the same, or gotten worse in the past five years. Almost two-thirds of respondents (65.1 percent) believe that services they receive from the City are about the same as they were five years ago. Of the remaining respondents, 24.2 percent believe that their services have improved, while 10.7 percent believe that their services have gotten worse. Interestingly, respondents who have lived in the City for 20 years or more were significantly less likely to indicate that the City has stayed the same, with 27.8 percent believing that the City has improved and 10.5 percent indicating that the City has gotten worse.

All respondents were asked to describe why they answered the previous question the way they did. In all cases, responses varied considerably, and a complete list of all open-ended responses can be found in Appendix B.

Those respondents who stated that services are about the same generally indicated that they have not seen any major improvements or declines in the City or that nothing has changed over the past 5 years. The respondents who feel that improvements have been made to the services generally cited improvements made within the City. Areas mentioned by respondents in terms of improvements include parks and recreation, street repairs, garbage collection and general upgrades by the City. The remaining respondents who feel that the services have gotten worse cited topics such as higher taxes, street repair and maintenance, snow removal and the contracting out of waste collection services.

City Service Use and Satisfaction

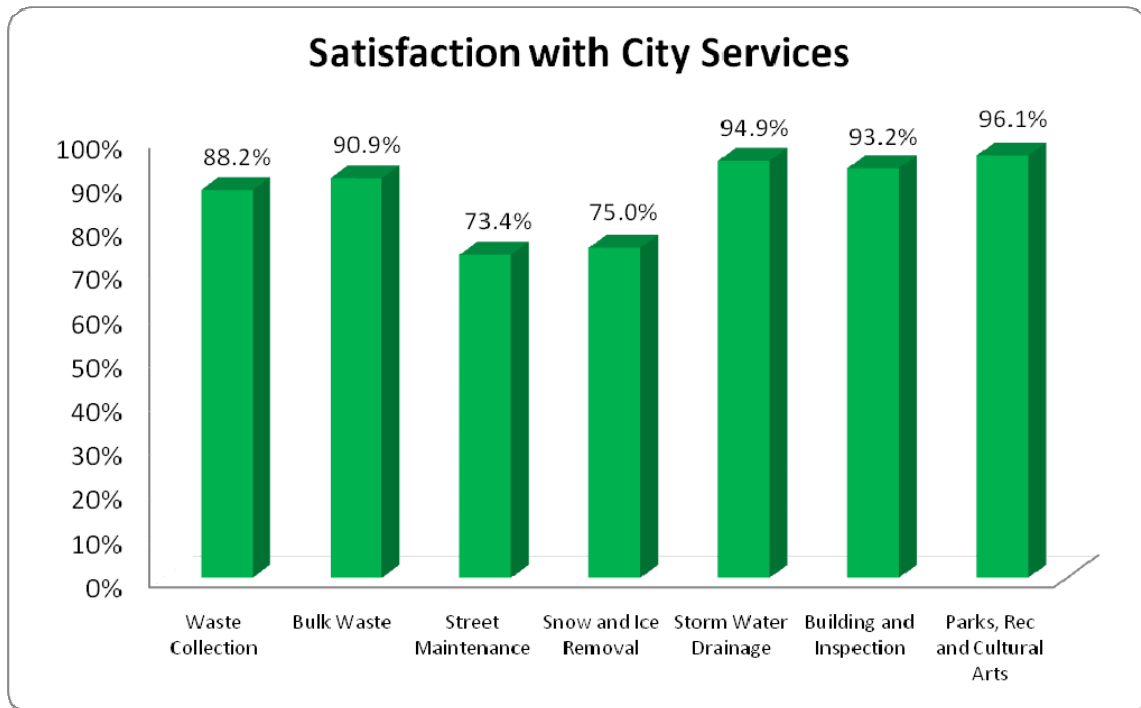
In the next section of the survey, respondents were provided with a list of Kettering city services and were asked to indicate their level of satisfaction with that given service. Since this is a perception survey, respondents were asked to rate each of the city services whether they have used the given service in the past year or not. In some cases, respondents were asked to indicate if they have used a given service in order to assess differences in opinions between users and non-users of a service.

Waste Collection

Respondents were asked to state their level of satisfaction with weekly trash pickup in the City of Kettering. More than four out of five respondents (88.2 percent) indicated some degree of satisfaction with weekly trash pick-up, with 37.9 percent indicating that they are very satisfied and 50.4 percent indicating that they are satisfied with weekly trash pickup. Similarly, 90.9 percent indicated being very satisfied (39.3 percent) or satisfied (51.7 percent) with bulk waste pickup.

Street and Sidewalk Maintenance and Repair

Nearly three-quarters of respondents (73.4 percent) are very satisfied (20.1 percent) or satisfied (53.2 percent) with street and sidewalk maintenance and repair in the City of Kettering.



Snow and Ice Removal

Seventy-five percent of respondents (75.0 percent) indicated that they are very satisfied (18.3 percent) or satisfied (56.7 percent) with snow and ice removal in the city of Kettering.

Storm Water Drainage

Ninety-five percent of respondents (94.9 percent) are very satisfied (22.9 percent) or satisfied (72.0 percent) with storm water drainage in the City of Kettering.

Building and Inspection Services

More than ninety-three percent (93.2 percent) of respondents indicated that they are satisfied with building and inspection services. Specifically, 24.3 percent are very satisfied while 68.9 percent of respondents are satisfied.

Parks and Recreation

Respondents were asked to indicate their satisfaction with Parks, Recreation and Cultural Arts in the City of Kettering. Over ninety-five percent of respondents (96.1 percent) indicated that they are either very satisfied (58.5 percent) or satisfied (37.6 percent) with the Parks, Recreation and Cultural Arts available, while 2.4 percent of respondents are dissatisfied and 1.5 percent are very dissatisfied.

Senior Services

Next, respondents were asked if anyone in their household has used the Charles I. Lathrem Senior Center in the past 12 months. More than thirteen percent (13.1 percent) of respondents indicated that someone in their home has used the Center within the past year.

Almost all respondents (96.8 percent) who have used the Charles I. Lathrem Senior Center in the past 12 months are satisfied with its operation. Specifically, 64.2 percent are very satisfied, while 32.6 percent are satisfied. Of the remaining respondents, 3.2 percent (or 2 respondents) were dissatisfied and no one stated they were very dissatisfied with the Lathrem Senior Center.

All respondents were asked if they believe additional activities for senior citizens are needed in Kettering. Of those respondents who could offer an opinion, 34.2 percent indicated that additional activities for seniors are needed in Kettering. Interestingly, respondents over the age of 65 were the age group least likely to indicate that additional activities are needed for seniors, with just 26.2 percent of respondents 65 and older indicating that additional activities for seniors are needed.

Those respondents who indicated that additional activities for seniors are needed suggested activities such as group activities or classes, fitness programs and transportation services to better serve senior citizens in Kettering. A complete list of all open-ended responses can be found in Appendix B.

Senior Services

Respondents were asked if additional activities for youth are needed in Kettering. Nearly 40 percent (39.8 percent) of all respondents believe more youth activities are needed in the City. When asked what additional youth activities they would like to see in Kettering, responses included more afterschool activities, more intramural sports, and more youth activities at the Recreation Center. See Appendix B for a complete list of open-ended responses.

Bike Paths

Next, respondents were asked two questions regarding their level of support for marked bike paths on residential streets and thoroughfares. The majority of respondents (85.2 percent) indicated they strongly support (33.6 percent) or support (51.6 percent) the installation of marked bike paths on residential streets. The remaining 14.8 percent of respondents either oppose (12.3 percent) or strongly oppose (2.5 percent) marked bike paths on residential streets in Kettering.

Despite the strong level of support for marked bike paths on residential streets, slightly fewer respondents (73.5 percent) support marked bike paths on thoroughfares such as Dorothy Lane and Wilmington Pike. Specifically, 31.2 percent of respondents strongly support placing bike paths on thoroughfares, while 42.3 percent support, 21.0 percent oppose, and 5.6 strongly oppose the development of marked bike paths on thoroughfares such as Dorothy Lane and Wilmington Pike.

Analysis of responses by demographic variables reveals that younger respondents (those under the age of 45) were significantly more likely to support bike paths on residential streets and major thoroughfares than were older respondents. In fact, the likelihood of support for bike paths on Kettering streets decreases in each successive age group as age increases.

Emergency Medical Services

The next series of questions asked respondents about satisfaction with and use of emergency services, including police, fire and paramedic services.

Paramedic and Fire Services

First, respondents were asked to indicate their satisfaction with paramedic and fire services in Kettering. Generally, satisfaction with public safety services receives one of the highest ratings on public opinion surveys, and the same is true in the City of Kettering.

Almost all respondents with an opinion (98.8 percent) indicated that they are very satisfied (49.9 percent) or satisfied (48.9 percent) with paramedic services in the City of Kettering. Similarly, 99.2 percent of respondents indicated that they are very satisfied (50.9 percent) or satisfied (48.3 percent) with the City's fire services.

Police Services

Next, respondents were asked how satisfied they are with police protection in Kettering. Almost all respondents (95.1 percent) indicated some level of satisfaction with police services, with 46.7 percent indicating that they are very satisfied and 48.4 percent of respondents indicating that they are satisfied. More than fifteen percent of respondents (15.3 percent) indicated that they have used police services in the past twelve months.

Contact with Emergency Personnel

Next, respondents were asked a series of questions pertaining to contact with emergency medical services in Kettering. First, all respondents were asked if they have had to dial 911 for any reason over the past 12 months. More than ten percent of respondents (12.1 percent) indicated that they have dialed 911 in the past 12 months. Crosstabs by age revealed no statistically significant differences, despite the fact that respondents over the age of 65 were slightly more likely to have called 911 (18.5 percent).

Those respondents who indicated that they have called 911 within the past year were asked a series of questions pertaining to their call. More than half of respondents (59.4 percent) indicated that the call was EMS related. Another 38.9 percent indicated that they were calling the police while 1.6 percent indicated that the purpose of their call was fire related.

Respondents were overwhelmingly satisfied with the response to their call. Specifically, 100 percent of all respondents indicated that they were very satisfied (74.4 percent) or satisfied (25.6 percent) with the assistance that they received from the 911 operator. Similarly, 100 percent of respondents were satisfied with the response time of emergency personnel and 98.3 percent were satisfied with the assistance that was provided on the scene, with just one respondent indicating some degree of dissatisfaction.

Overall Perceptions of Kettering

Respondents were also asked a series of questions pertaining to their general views of the City of Kettering.

Likelihood to Recommend Kettering

Respondents were asked how likely they would be to recommend the City of Kettering to a friend or relative who was looking for a place to live. Over 90 percent of respondents (93.2 percent) indicated that they are very likely (56.1 percent) or likely (37.1 percent) to recommend Kettering to a friend or relative. Of the remaining respondents, 4.0 percent are unlikely to do so, while 2.8 percent are very unlikely.

Not surprisingly, respondents who are very satisfied or satisfied with the City as a place to live were significantly more likely than those who are not to indicate that they would recommend the City to a friend or relative.

Kettering as a Place to Live

Citizens have many reasons for selecting a community in which to live. Kettering residents were provided with a series of options and were asked to indicate the primary reason that they chose the City of Kettering as a place to live. The most common response was good/better schools (21.6 percent), followed by great place to raise children (18.0 percent), grew up in Kettering (14.6 percent) and neighborhood is convenient to job, shopping, transportation and

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other amenities (14.6 percent). The table below presents the options given to respondents and the percentage of respondents that chose each option.

Reason for Choosing Kettering	Percentage of Respondents
Good/better schools	21.6%
Great Place to Raise Children	18.0%
Grew up in Kettering	14.9%
Neighborhood is convenient to job and amenities	14.6%
Friends/Relatives Live in the Area	9.8%
Safe Neighborhoods	8.4%
Good price on housing	7.2%
Positive Image of the City	3.9%
Parks, Recreation and Cultural Arts Opportunities	1.8%

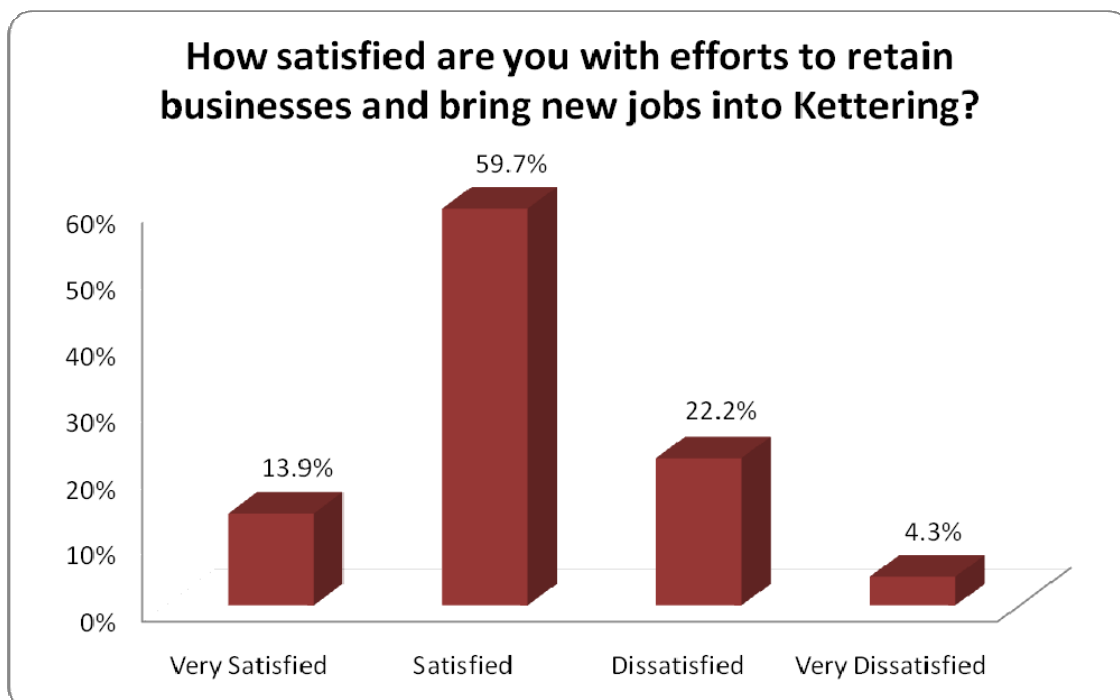
CHAPTER FOUR: COMMUNITY RELATIONS

Citizen support for and satisfaction with City government is rooted in trust, which is built through communication. This chapter will address general citizen perceptions of Kettering City government, as well as methods of communication, including the City's website and contact with City of Kettering employees.

Knowledge of City Government

First, respondents were asked if they believe that the City has made significant budget cuts, minor budget cuts, or no budget cuts over the past two years. The highest percentage of respondents (52.8 percent) indicated that the city has made minor budget cuts. Another 24.2 percent of respondents indicated that the City has made no budget cuts, while 23.0 percent indicated that the city has made major budget cuts.

Next, respondents were asked if they were aware that the City has a position that is responsible for business retention and new business creation. Just over one-third of respondents (36.0 percent) were aware this position existed. When asked to indicate their level of satisfaction with the City's efforts to retain businesses and current jobs and bring new jobs and businesses into the City of Kettering, 73.6 percent of respondents indicated that they are very satisfied (13.9 percent) or satisfied (59.7 percent). Slightly fewer respondents (66.7 percent) believe that the City of Kettering has been active enough in the redevelopment of vacant and industrial sites in the City.



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Respondents were also asked to indicate their level of agreement with the statement “People in City government generally do the right thing”. More than four in five respondents (86.6 percent) indicated they strongly agree (15.6 percent) or agree (71.0 percent) with this statement, while 12.4 percent indicated that they disagree and 1.0 percent strongly disagree.

City Employee Contact

All respondents were asked if they have had contact with any City employee in the past 12 months, not including police, fire or friends or family who work for the City. More than one-third of respondents (38.2 percent) indicated that they have had contact with a City employee in the past year.

More than four in five respondents (89.1 percent) indicated that the last employee they dealt with was helpful. Almost all respondents who have had contact with a city employee (97.1 percent) indicate that the employee was courteous and 87.4 percent indicated the employee was responsive to their needs.

Forms of Communication

Next, respondents were asked a series of questions about other forms of communication utilized by the City of Kettering.

Respondents were first asked if they have ever watched any of the City of Kettering television programs on produced for distribution on the local government access channel. These programs include: “Take Five with Kettering”, “Let’s Talk Kettering”, and “Kettering Daily”.

Less than 20 percent of respondents (19.5 percent) indicated they have watched at least one of these programs at some point in their life. Crosstabs by demographics revealed that respondents over the age of 35 were significantly more likely than younger respondents to have watched one of these programs, while males (23.7 percent) were significantly more likely than females (15.7 percent) to have done so.

Those respondents who indicated that they have watched at least one of these programs were asked to indicate the frequency at which they watch. When asked how often they watch any of these programs, respondents most frequently cited occasionally (45.1 percent) or once or twice (44.3 percent), while 10.6 percent (or 8 respondents) indicated that they watch these programs often.

Respondents were also provided with a list of sources of information, and were asked to indicate how they receive most of their information about Kettering. Despite efforts by the City to get information out to residents, word of mouth/neighbors (72.3 percent) is the most common source of information among Kettering residents. However, City produces materials “Contact with Kettering” (71.9 percent) and the Seasonal Activities Brochure (68.3 percent) were more common sources of information than external sources. The table below presents all responses to this question.

<u>Method of Receiving Information</u>	<u>Percentage</u>
Word of mouth / neighbors	72.3%
The City Newsletter "Contact with Kettering"	71.9%
Kettering Seasonal Activities Brochure	68.3%
Dayton Daily News	66.8%
KO Times	50.6%
Schools	49.4%
Network television (news)	43.7%
Internet / city website	38.8%
Radio news	33.7%
City employees	20.3%
Cable Access Channel 6	19.6%
Other sources	1.6%
Receive no information	1.5%

Internet Access

All respondents were asked if they Internet access in their household. Eighty-seven percent (87.0 percent) of Kettering residents surveyed indicate that they have Internet access in their household. Crosstabs by age reveal that as age increases, the likelihood of household Internet access decreases (with the exception of 18-24 year old respondents). Specifically, 94.7 percent of 25-34 year old respondents indicated that they have Internet access, compared to just 66.7 percent of respondents 65 and older.

More than half of all respondents (54.9 percent) have visited the City's website. Respondents between the ages of 25 and 54 were significantly more likely than other age groups to have visited the City's website. Respondents under the age of 24 (34.4 percent) and those over the age of 65 (16.1 percent) were least likely to have visited the City's website.

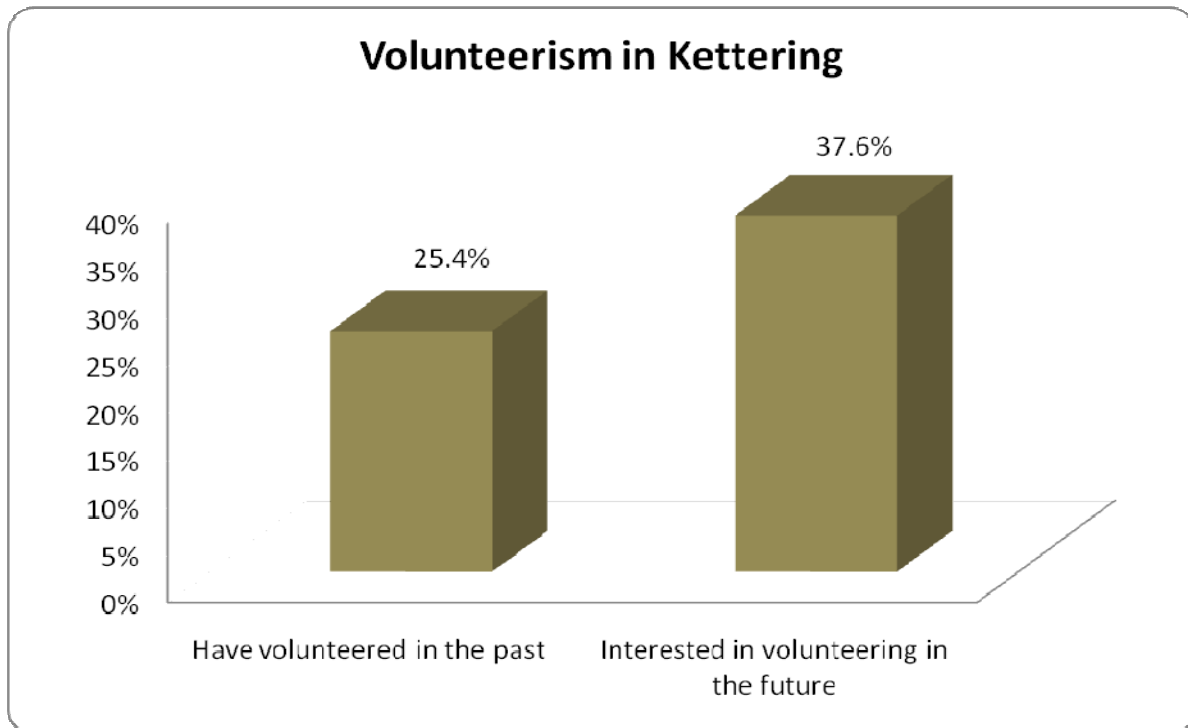
Those who have visited the website before were asked how many times they have done so in the past year. The majority of respondents (47.6 percent) indicated visiting the website 2-3 times in the past year, while 20.4 percent of respondents visit the website monthly, 17.0 percent have visited the website once and 3.2 percent visit the website weekly or more frequently. Users of the city's website were asked if the information on the website was useful. Almost all respondents (96.9 percent, or all but 7 respondents) indicated that the website was useful.

All respondents were then asked if they use any social media sites such as Facebook, MySpace, or Twitter. Slightly less than half of all respondents (46.1 percent) utilize social media sites. Crosstabs by age revealed significant differences, as 87.9 percent of respondents 18-24 and 69.7 percent of respondents 25-34 use social networking sites, compared to just 14.0 percent of respondents 65 and older.

One-third of all respondents (36.8 percent) indicated they would get information about the City from a social networking site if the City of Kettering has a Facebook page or Twitter account. Over half of respondents 25-34 (58.6 percent) indicated that they would get information from social networking sites if they were offered by the City. While the percentage of respondents who would use such sites decreases with each successive age group, this does represent a good source of information for younger respondents who may not use more traditional forms of information.

Volunteerism

Finally, respondents were asked if they have ever volunteered with the City of Kettering. One-quarter of respondents (25.4 percent) indicated that they have volunteered with the City at some time in their lives. All respondents were also asked if they would be interested in volunteering with the City in the future. More than one-third of respondents (37.6 percent, or 146 respondents) indicated that they would be interested in volunteering with the City in the future. (Contact information of 58 respondents who are interested in volunteering will be provided to the City in a separate document).



One promising aspect is that the majority of respondents who indicated that they are interested in volunteering are young. Specifically, 59.4 percent of respondents 18-24 and 27.8 percent of respondents 25-34 indicated that they are interested in volunteer opportunities with the City.

CHAPTER FIVE: NEIGHBORHOODS AND HOUSING

“Neighborhood” is a broad term that hypothesizes a cohesive relationship between the physical, social, and economic features of a limited geographic area and these features affect citizens’ satisfaction with the neighborhood. Satisfaction with the neighborhood social features, crime in the community, and outdoor play space contributes significantly to one’s overall feelings about the community (community satisfaction)¹. The intent of this section is to measure the *overall satisfaction* with the features and characteristics of Kettering’s neighborhoods.

Many factors affect resident satisfaction with their neighborhood as a place to live. Neighborhood satisfaction is measured by examining residents’ perception of neighborhood-level data covering topics such as safety, appearance (vacant lots), travel characteristics (street repair and cleanliness, snow removal) and residential satisfaction.

Neighborhood Physical Features

Research suggests that the assumption in the survey is that “satisfaction with the social features of a neighborhood plays a role in satisfaction with the neighborhood and community” (Sirgy, et al, 2002, 79) and the neighborhood’s appearance, nuisances and crime affect the perception of neighborhood quality or satisfaction² (e.g., Campbell et. al 1976).

More than 90 percent of Kettering residents (93.6 percent) indicated that they are very satisfied (36.4 percent) or satisfied (57.2 percent) with the overall appearance of their neighborhood. The remaining percent of respondents indicated they are dissatisfied (4.8 percent) or very dissatisfied (1.6 percent) with the overall appearance of their neighborhood.

Next, respondents were asked to rate the enforcement of housing codes in the City of Kettering. More than half of respondents (67.4 percent) believe that housing codes in Kettering are about right, while 21.5 percent indicated that they are not strict enough. Just 11.1 percent of respondents indicated that housing codes are too strict.

Neighborhood Safety

Perceptions regarding neighborhood safety have been found to be significant predictors of overall satisfaction³ (Morrow-Jones, Wenning and Li, 2005, Spain 1988)⁴. Citizens were asked

¹ Sirgy, Joseph M., Cornwell, T. 2002. How Neighborhood Features Affect Quality of Life. *Social Indicators Research* 59, 1: 79-114.

² Campbell, A, P.E. Converse and W.L. Rodgers. 1975. *The Quality of Life: Perceptions Evaluations and Satisfaction*. New York: Russell E. Sage Foundation.

³ Morrow-Jones, H., Wenning, M. and Li, Y. 2005. Neighborhood Satisfaction, Homeownership and Race: A Study of African American and White Homeowners in Franklin County, Ohio. *Journal of Planning Education and Research*.

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“How safe do you feel in your neighborhood during daytime hours?” and “How safe do you feel in your neighborhood during evening hours?”

Almost all respondents (98.3 percent) indicate that they feel very safe (66.3 percent) or safe (32.0 percent) in their neighborhood during daytime hours. Similarly, 93.9 percent of respondents indicate that they feel very safe (51.9 percent) or safe (42.0 percent) in their neighborhood in the evening. Crosstabs by demographic variables revealed no significant differences, likely due to the high percentage of respondents who report feeling safe.

Those respondents who indicated feeling unsafe or very unsafe in their neighborhood were asked why they feel unsafe. One common response related to recent thefts and break-ins in the neighborhood of the respondent. Appendix B contains a complete list of all open-ended responses in relation to this topic.

Neighborhood Maintenance and Cleanliness

Respondents were also asked a series of questions about neighborhood maintenance services, such as condition of housing and yards, road and sidewalk, and snow removal in their neighborhood.

Housing

Over 90 percent of respondents (92.9 percent) indicated that they are very satisfied (31.2 percent) or satisfied (61.7 percent) with the condition of houses and yards in their neighborhood. Respondents are slightly less satisfied with the condition of rental units in their neighborhood. Eighty-one percent of respondents (80.8 percent) are very satisfied (14.9 percent) or satisfied (66.0 percent) with the condition of rental units in their neighborhood.

Respondents were also asked if there are any vacant lots on their street. Forty-two percent (42.0 percent) indicated there are vacant lots on the street on which they live.

Road and Sidewalk Conditions

More than four in five respondents (82.8 percent) are very satisfied (22.1 percent) or satisfied (60.7 percent) with the condition of the roads and sidewalks in their neighborhood. Fewer respondents (74.6 percent) are very satisfied (14.6 percent) or satisfied (60.0 percent) with the speed of traffic in their neighborhood.

⁴ Spain, D. 1988. The Effect of Changing Households on Neighborhood Satisfaction. *Urban Affairs Quarterly* 24, 4: 561-600.

Snow Removal

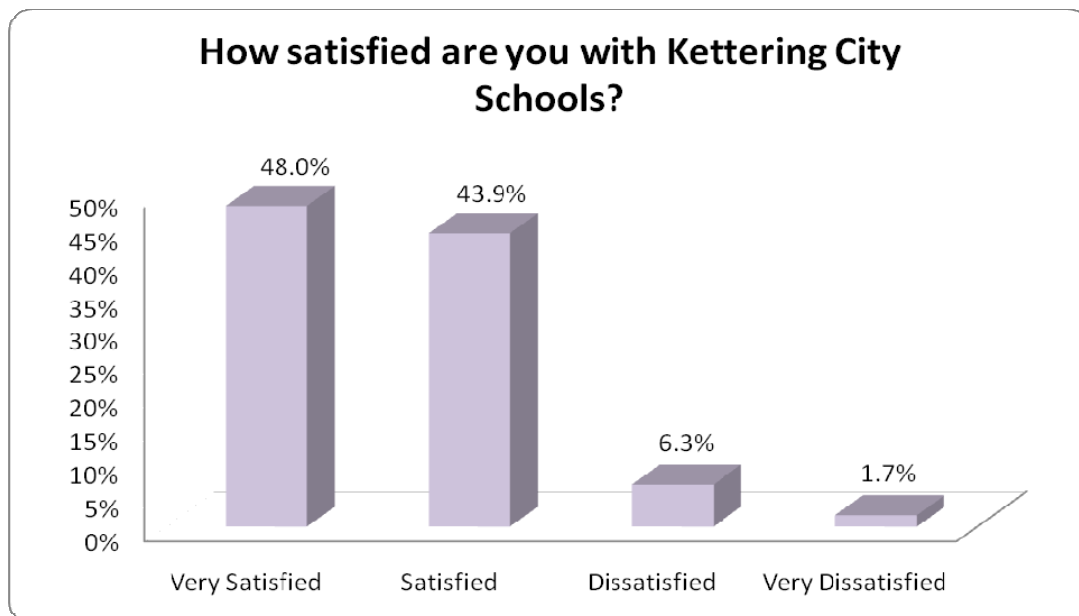
Less than two-thirds of respondents (63.4 percent) indicated that they are very satisfied (14.5 percent) or satisfied (48.9 percent) with snow and ice removal from neighborhood roads in the winter.

CHAPTER SIX: KETTERING PUBLIC SCHOOLS

Research conducted by Wright State University's Center for Urban and Public Affairs has shown that one of the biggest factors influencing overall satisfaction with municipalities is satisfaction with the public school system. Many citizens mistakenly group public school systems with city services, and many are unaware that municipalities do not directly fund the operations of public school districts. By examining reasons for satisfaction, and more importantly, dissatisfaction with public schools, we are better able to see what shapes the opinions of residents towards the city as a whole.

More than one-third of respondents (38.2 percent) have children in their homes that are under the age of 18 and 87.4 percent of these respondents have children old enough to attend school, grades K-12. Of those households with school age children, 79.1 percent indicated that their children attend Kettering City Schools. Those respondents who have school age children that do not attend Kettering City Schools were asked why they do not attend the school district. Common responses included sending their child to private/parochial schools or homeschooling of their children. Appendix B provides a complete list of all open-ended responses.

Respondents who do not have children old enough to attend school (4.8 percent) or do not have children under the age of 18 (61.8 percent) were asked if they would send their children to Kettering City Schools if they had school age children, based upon what they have seen or heard. Most respondents (87.8 percent) indicated that they would send their child to Kettering City Schools.



Finally, all respondents were asked to indicate their level of satisfaction with Kettering City Schools, regardless of whether they have school age children or not. Overall, 92.0 percent of respondents are very satisfied (48.0 percent) or satisfied (43.9 percent) with Kettering City Schools. Of the remaining respondents, 6.3 percent are dissatisfied and 1.7 percent are very dissatisfied. Respondents with school aged children attending Kettering City Schools (97.2 percent) were significantly more likely to be satisfied than respondents who choose to send their children to another school (80.8 percent).

Appendix A: Survey Frequencies

Overall, how satisfied are you with the City of Kettering as a place to live:

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	232	57.9	57.9	57.9
	Satisfied	146	36.4	36.4	94.4
	Dissatisfied	21	5.2	5.2	99.6
	Very Dissatisfied	2	.4	.4	100.0
	Total	400	100.0	100.0	

In general, would you say that the services that the City of Kettering provides are excellent, good, fair, poor, or very poor?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	183	45.8	46.1	46.1
	Good	178	44.5	44.8	90.9
	Fair	28	6.9	7.0	97.9
	Poor	7	1.7	1.7	99.6
	Very Poor	2	.4	.4	100.0
	Total	398	99.4	100.0	
Missing	Don't Know	2	.6		
Total		400	100.0		

During the past 5 years, would you say the services provided by the City of Kettering have improved, stayed the same, or gotten worse?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Improved	93	23.4	24.2	24.2
	Stayed the Same	251	62.7	65.1	89.3
	Gotten Worse	41	10.3	10.7	100.0
	Total	386	96.4	100.0	
Missing	Don't Know	14	3.4		
	Refused	1	.2		
	Total	14	3.6		
Total		400	100.0		

How likely would you be to recommend the City of Kettering to a friend or relative who was looking for a place to live? Would you say:

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Likely	224	56.1	56.1	56.1
	Likely	149	37.1	37.1	93.2
	Unlikely	16	4.0	4.0	97.2
	Very Unlikely	11	2.8	2.8	100.0
	Total	400	100.0	100.0	

Next, I am going to read you a list of reasons why someone might choose Kettering as a place to live. Please tell me which of these options is the primary reason that you chose the City of

Kettering as a place to live:

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Great Place to Raise Children	71	17.8	18.0	18.0
	Friends and Relatives Live in the Area	39	9.7	9.8	27.8
	Safe Neighborhoods	33	8.3	8.4	36.1
	Grew Up in Kettering	59	14.7	14.9	51.0
	Good Price on Housing	28	7.1	7.2	58.2
	Good/Better Schools	86	21.4	21.6	79.8
	Parks, Recreation and Cultural Arts Opportunities	7	1.8	1.8	81.6
	Neighborhood is Convenient to Job, Shopping, Transportation, Etc.	58	14.4	14.6	96.1
	Positive Image of the City	15	3.8	3.9	100.0
	Total	396	99.0	100.0	
Missing	Don't Know	4	1.0		
Total		400	100.0		

In the past 12 months, has anyone in your household used any police services?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	61	15.3	15.3	15.3
	No	339	84.7	84.7	100.0
	Total	400	100.0	100.0	

In the past 12 months, has anyone in your household used the Charles I. Lathrem Senior Center?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	52	13.1	13.1	13.1
	No	348	86.9	86.9	100.0
	Total	400	100.0	100.0	

How satisfied are you with the operation of the Kettering Senior Center? Are you:

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	32	8.1	64.2	64.2
	Satisfied	16	4.1	32.6	96.8
	Dissatisfied	2	.4	3.2	100.0
	Total	51	12.6	100.0	
Missing	Don't Know	2	.4		
	System	348	86.9		
	Total	349	87.4		
Total		400	100.0		

How satisfied are you with the City of Kettering paramedic services? Are you:

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	149	37.3	49.9	49.9
	Satisfied	146	36.6	48.9	98.8
	Dissatisfied	4	.9	1.2	100.0
	Total	299	74.8	100.0	
Missing	Don't Know	98	24.6		
	Refused	2	.6		
	Total	101	25.2		
Total		400	100.0		

How satisfied are you with the city's fire services? Are you:

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	162	40.4	50.9	50.9
	Satisfied	154	38.4	48.3	99.2
	Dissatisfied	2	.6	.8	100.0
	Total	318	79.4	100.0	
Missing	Don't Know	81	20.4		
	Refused	1	.2		
	Total	82	20.6		
Total		400	100.0		

How satisfied are you with weekly trash pickup? Are you:

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	149	37.2	37.9	37.9
	Satisfied	198	49.4	50.4	88.2
	Dissatisfied	30	7.6	7.7	96.0
	Very Dissatisfied	16	4.0	4.0	100.0
	Total	393	98.2	100.0	
Missing	Don't Know	7	1.6		
	Refused	1	.2		
	Total	7	1.8		
Total		400	100.0		

How satisfied are you with bulk waste pickup? Are you:

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	136	34.0	39.3	39.3
	Satisfied	179	44.7	51.7	90.9
	Dissatisfied	24	6.0	7.0	97.9
	Very Dissatisfied	7	1.8	2.1	100.0
	Total	347	86.6	100.0	
Missing	Don't Know	52	13.0		
	Refused	2	.4		
	Total	53	13.4		
Total		400	100.0		

How satisfied are you with police protection? Are you:

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	182	45.5	46.7	46.7
	Satisfied	189	47.2	48.4	95.1
	Dissatisfied	16	4.1	4.2	99.4
	Very Dissatisfied	2	.6	.6	100.0
	Total	390	97.4	100.0	
Missing	Don't Know	9	2.4		
	Refused	1	.2		
	Total	10	2.6		
Total		400	100.0		

In the past 12 months, have you had to dial 911 for any reason?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	48	12.1	12.1	12.1
	No	351	87.7	87.9	100.0
	Total	399	99.8	100.0	
Missing	Don't Know	1	.2		
Total		400	100.0		

Was the purpose of your call for police, fire, or emergency medical services?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Police	19	4.7	38.9	38.9
	Fire	1	.2	1.6	40.6
	EMS	29	7.2	59.4	100.0
	Total	48	12.1	100.0	
Missing	System	352	87.9		
Total		400	100.0		

How satisfied were you with assistance you received from the 911 operator? Were you:

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	36	9.0	74.4	74.4
	Satisfied	12	3.1	25.6	100.0
	Total	48	12.1	100.0	
Missing	System	352	87.9		
Total		400	100.0		

How satisfied are you with the response time of the emergency personnel?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	35	8.7	72.0	72.0
	Satisfied	14	3.4	28.0	100.0
	Total	48	12.1	100.0	
Missing	System	352	87.9		
Total		400	100.0		

How satisfied are you with the assistance that was provided on the scene?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	29	7.3	60.1	60.1
	Satisfied	18	4.6	38.2	98.3
	Dissatisfied	1	.2	1.7	100.0
	Total	48	12.1	100.0	
Missing	System	352	87.9		
Total		400	100.0		

How satisfied are you with the parks, recreation and cultural arts in the City of

Kettering? Are you:

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	230	57.6	58.5	58.5
	Satisfied	148	37.0	37.6	96.1
	Dissatisfied	9	2.3	2.4	98.5
	Very Dissatisfied	6	1.5	1.5	100.0
	Total	393	98.4	100.0	
Missing	Don't Know	6	1.4		
	Refused	1	.2		
	Total	7	1.6		
Total		400	100.0		

Please state your level of support for marked bike paths on residential streets. Would you say you:

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Support	127	31.8	33.6	33.6
	Support	196	49.0	51.6	85.2
	Oppose	47	11.7	12.3	97.5
	Strongly Oppose	9	2.4	2.5	100.0
	Total	379	94.8	100.0	
Missing	Don't Know	15	3.7		
	Refused	6	1.5		
	Total	21	5.2		
Total		400	100.0		

Please state your level of support for marked bike paths on thoroughfares such as Dorothy Lane and Wilmington Pike. Would you say you:

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Support	119	29.7	31.2	31.2
	Support	161	40.3	42.3	73.5
	Oppose	80	20.0	21.0	94.4
	Strongly Oppose	21	5.3	5.6	100.0
	Total	381	95.2	100.0	
Missing	Don't Know	13	3.2		
	Refused	6	1.5		
	Total	19	4.8		
Total		400	100.0		

How satisfied are you with street and sidewalk maintenance and repair? Are you:

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	80	19.9	20.1	20.1
	Satisfied	211	52.7	53.2	73.4
	Dissatisfied	89	22.3	22.5	95.9
	Very Dissatisfied	16	4.1	4.1	100.0
	Total	396	99.0	100.0	
Missing	Don't Know	2	.6		
	Refused	2	.4		
	Total	4	1.0		
Total		400	100.0		

How satisfied are you with snow and ice removal in the City of Kettering? Are you:

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	73	18.2	18.3	18.3
	Satisfied	226	56.6	56.7	75.0
	Dissatisfied	83	20.7	20.8	95.7
	Very Dissatisfied	17	4.3	4.3	100.0
	Total	399	99.8	100.0	
Missing	Don't Know	1	.2		
Total		400	100.0		

How satisfied are you with storm water drainage in the City of Kettering? Are you:

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	89	22.2	22.9	22.9
	Satisfied	279	69.8	72.0	94.9
	Dissatisfied	16	4.1	4.2	99.2
	Very Dissatisfied	3	.8	.8	100.0
	Total	388	96.9	100.0	
Missing	Don't Know	11	2.7		
	Refused	2	.4		
	Total	12	3.1		
Total		400	100.0		

How satisfied are you with building and inspection services in the City of Kettering? Are you:

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	71	17.8	24.3	24.3
	Satisfied	202	50.5	68.9	93.2
	Dissatisfied	15	3.8	5.2	98.4
	Very Dissatisfied	5	1.2	1.6	100.0
	Total	293	73.3	100.0	
Missing	Don't Know	106	26.5		
	Refused	1	.2		
	Total	107	26.7		
Total		400	100.0		

How would you rate the enforcement of property maintenance in the City of Kettering? Is it:

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Too Strict	42	10.4	11.1	11.1
	Not Strict Enough	81	20.2	21.5	32.6
	About Right	254	63.5	67.4	100.0
	Total	377	94.2	100.0	
Missing	Don't Know	21	5.3		
	Refused	2	.5		
	Total	23	5.8		
Total		400	100.0		

Are you aware that the city has a position that responsible for business retention and new business creation?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	142	35.6	36.0	36.0
	No	253	63.3	64.0	100.0
	Total	395	98.9	100.0	
Missing	Don't Know	3	.7		
	Refused	2	.4		
	Total	5	1.1		
Total		400	100.0		

How satisfied are you with efforts to retain businesses and current jobs and bring new jobs and businesses into the City of Kettering? Are you:

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	47	11.7	13.9	13.9
	Satisfied	202	50.4	59.7	73.6
	Dissatisfied	75	18.7	22.2	95.7
	Very Dissatisfied	14	3.6	4.3	100.0
	Total	338	84.4	100.0	
Missing	Don't Know	60	15.0		
	Refused	2	.6		
	Total	62	15.6		
Total		400	100.0		

Do you believe the City of Kettering has been active enough in the redevelopment of vacant commercial and industrial sites in the city?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	229	57.3	66.7	66.7
	No	115	28.6	33.3	100.0
	Total	344	86.0	100.0	
Missing	Don't Know	54	13.4		
	Refused	3	.6		
	Total	56	14.0		
Total		400	100.0		

How satisfied are you with the overall appearance of your neighborhood? Are you:

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	145	36.4	36.4	36.4
	Satisfied	229	57.2	57.2	93.6
	Dissatisfied	19	4.8	4.8	98.4
	Very Dissatisfied	6	1.6	1.6	100.0
	Total	400	100.0	100.0	

How safe do you feel in your neighborhood during the day? Would you say:

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Safe	265	66.2	66.3	66.3
	Safe	128	31.9	32.0	98.3
	Unsafe	4	1.0	1.0	99.3
	Very unsafe	3	.7	.7	100.0
	Total	399	99.8	100.0	
Missing	Don't Know	1	.2		
Total		400	100.0		

How safe do you feel in your neighborhood during the evening hours? Would you say:

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Safe	207	51.6	51.9	51.9
	Safe	167	41.7	42.0	93.9
	Unsafe	18	4.4	4.5	98.4
	Very Unsafe	6	1.6	1.6	100.0
	Total	398	99.4	100.0	
Missing	Don't Know	2	.4		
	Refused	1	.2		
	Total	2	.6		
Total		400	100.0		

Are there any vacant houses on your street?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	163	40.9	42.0	42.0
	No	226	56.4	58.0	100.0
	Total	389	97.2	100.0	
Missing	Don't Know	11	2.8		
Total		400	100.0		

The condition of rental units in your neighborhood.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	44	10.9	14.9	14.9
	Satisfied	194	48.4	66.0	80.8
	Dissatisfied	40	10.1	13.8	94.6
	Very Dissatisfied	16	3.9	5.4	100.0
	Total	293	73.3	100.0	
Missing	Don't Know	94	23.5		
	Refused	13	3.1		
	Total	107	26.7		
Total		400	100.0		

The condition of houses and yards in your neighborhood.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	124	31.0	31.2	31.2
	Satisfied	244	61.1	61.7	92.9
	Dissatisfied	27	6.8	6.9	99.8
	Very Dissatisfied	1	.2	.2	100.0
	Total	396	99.1	100.0	
Missing	Refused	4	.9		
Total		400	100.0		

The condition of roads and sidewalks in your neighborhood.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	87	21.8	22.1	22.1
	Satisfied	239	59.8	60.7	82.8
	Dissatisfied	58	14.5	14.7	97.6
	Very Dissatisfied	9	2.4	2.4	100.0
	Total	394	98.4	100.0	
Missing	Don't Know	3	.6		
	Refused	4	.9		
	Total	6	1.6		
Total		400	100.0		

Speed of traffic in your neighborhood.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	58	14.4	14.6	14.6
	Satisfied	237	59.3	60.0	74.6
	Dissatisfied	86	21.4	21.6	96.2
	Very Dissatisfied	15	3.7	3.8	100.0
	Total	395	98.8	100.0	
Missing	Don't Know	1	.2		
	Refused	4	.9		
	Total	5	1.2		
Total		400	100.0		

The clearing of snow and ice from your neighborhood roads in the winter.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	57	14.2	14.5	14.5
	Satisfied	192	48.0	48.9	63.4
	Dissatisfied	109	27.2	27.7	91.1
	Very Dissatisfied	35	8.7	8.9	100.0
	Total	392	98.0	100.0	
Missing	Don't Know	2	.6		
	Refused	5	1.3		
	Total	8	2.0		
Total		400	100.0		

Not including police, fire, and paramedics, or friends and family who work for the city, have you been in contact with any city employee in the past 12 months?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	152	38.1	38.2	38.2
	No	247	61.7	61.8	100.0
	Total	399	99.8	100.0	
Missing	Don't Know	1	.2		
Total		400	100.0		

Was the City of Kettering employee you last dealt with helpful?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	136	33.9	89.1	89.1
	No	17	4.1	10.9	100.0
	Total	152	38.1	100.0	
Missing	System	248	61.9		
Total		400	100.0		

Was the City of Kettering employee you last dealt with courteous?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	147	36.8	97.1	97.1
	No	4	1.1	2.9	100.0
	Total	152	37.9	100.0	
Missing	Don't Know	1	.2		
	System	248	61.9		
	Total	248	62.1		
Total		400	100.0		

Was the City of Kettering employee you last dealt with responsive to your needs?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	132	32.9	87.4	87.4
	No	19	4.7	12.6	100.0
	Total	151	37.7	100.0	
Missing	Don't Know	2	.4		
	System	248	61.9		
	Total	249	62.3		
Total		400	100.0		

Over the past two years, do you believe the City of Kettering has made significant budget cuts, minor budget cuts, or no budget cuts?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Significant Budget Cuts	64	16.0	23.0	23.0
	Minor Budget Cuts	147	36.7	52.8	75.8
	No Budget Cuts	67	16.8	24.2	100.0
	Total	278	69.6	100.0	
Missing	Don't Know	122	30.4		
Total		400	100.0		

How do you receive most of your information about Kettering: The City Newsletter "Contact with Kettering"

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	112	28.1	28.1	28.1
	Yes	288	71.9	71.9	100.0
	Total	400	100.0	100.0	

How do you receive most of your information about Kettering: Network T.V. (News)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	225	56.3	56.3	56.3
	Yes	175	43.7	43.7	100.0
	Total	400	100.0	100.0	

How do you receive most of your information about Kettering: Radio News

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	265	66.3	66.3	66.3
	Yes	135	33.7	33.7	100.0
	Total	400	100.0	100.0	

How do you receive most of your information about Kettering: KO Times

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	198	49.4	49.4	49.4
	Yes	202	50.6	50.6	100.0
	Total	400	100.0	100.0	

How do you receive most of your information about Kettering: Dayton

Daily News

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	133	33.2	33.2	33.2
	Yes	267	66.8	66.8	100.0
	Total	400	100.0	100.0	

How do you receive most of your information about Kettering: Cable

Access Channel 6

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	322	80.4	80.4	80.4
	Yes	78	19.6	19.6	100.0
	Total	400	100.0	100.0	

How do you receive most of your information about Kettering: Word of

Mouth / Neighbors

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	111	27.7	27.7	27.7
	Yes	289	72.3	72.3	100.0
	Total	400	100.0	100.0	

**How do you receive most of your information about Kettering: Seasonal
Activities Brochure (Parks, Recreation & Cultural Arts)**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	127	31.7	31.7	31.7
	Yes	273	68.3	68.3	100.0
	Total	400	100.0	100.0	

**How do you receive most of your information about Kettering: The
Schools**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	202	50.6	50.6	50.6
	Yes	198	49.4	49.4	100.0
	Total	400	100.0	100.0	

**How do you receive most of your information about Kettering: City
Employees**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	319	79.7	79.7	79.7
	Yes	81	20.3	20.3	100.0
	Total	400	100.0	100.0	

**How do you receive most of your information about Kettering: Internet /
City Web Page / Website**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	245	61.2	61.2	61.2
	Yes	155	38.8	38.8	100.0
	Total	400	100.0	100.0	

**How do you receive most of your information about Kettering: Other
(please specify)**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	394	98.4	98.4	98.4
	Yes	6	1.6	1.6	100.0
	Total	400	100.0	100.0	

**How do you receive most of your information about Kettering: Receive No
Information**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	394	98.5	98.5	98.5
	Yes	6	1.5	1.5	100.0
	Total	400	100.0	100.0	

The City of Kettering produces several programs on cable television. One is a 5-minute television show on the government access channel called "Take Five with Kettering." Another is "Let's Talk Kettering" a monthly call-in show and a third is "Kettering...."

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	78	19.4	19.5	19.5
	No	321	80.4	80.5	100.0
	Total	399	99.8	100.0	
Missing	Don't Know	1	.2		
Total		400	100.0		

Would you say you have watched any of these shows, in whole or part once or twice, occasionally, or often?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Once or Twice	34	8.6	44.3	44.3
	Occasionally	35	8.7	45.1	89.4
	Often	8	2.1	10.6	100.0
	Total	78	19.4	100.0	
Missing	System	322	80.6		
Total		400	100.0		

Do you have access to the internet at home?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	348	87.0	87.0	87.0
	No	52	13.0	13.0	100.0
Total		400	100.0	100.0	

Have you ever visited the City of Kettering's website?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	219	54.8	54.9	54.9
	No	180	45.0	45.1	100.0
	Total	399	99.8	100.0	
Missing	Don't Know	1	.2		
Total		400	100.0		

How often have you visited the City of Kettering's website in the past year?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Never	8	2.1	3.8	3.8
	Once	37	9.3	17.0	20.7
	2 to 3 Times	104	26.1	47.6	68.3
	Monthly	45	11.2	20.4	88.6
	Weekly	6	1.5	2.8	91.4
	Daily	1	.2	.4	91.8
	Other (please specify)	18	4.5	8.2	100.0
	Total	219	54.8	100.0	
Missing	System	181	45.2		
Total		400	100.0		

Was the information you found on the City of Kettering's website useful?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	204	50.9	96.9	96.9
	No	7	1.6	3.1	100.0
	Total	210	52.5	100.0	
Missing	Don't Know	1	.2		
	System	189	47.3		
	Total	190	47.5		
Total		400	100.0		

Do you use any social media sites, such as Facebook, MySpace, or Twitter?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	185	46.1	46.1	46.1
	No	215	53.9	53.9	100.0
	Total	400	100.0	100.0	
Missing	Refused	0	.0		
Total		400	100.0		

If the City of Kettering had a Facebook page or Twitter account, would you visit these sites to get information about the city?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	143	35.7	36.8	36.8
	No	246	61.5	63.2	100.0
	Total	389	97.2	100.0	
Missing	Don't Know	11	2.8		
Total		400	100.0		

Please state your level of agreement with the following statement: people in city government generally do the right thing. Do you:

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	60	15.1	15.6	15.6
	Agree	274	68.6	71.0	86.6
	Disagree	48	12.0	12.4	99.0
	Strongly Disagree	4	1.0	1.0	100.0
	Total	387	96.6	100.0	
Missing	Don't Know	10	2.4		
	Refused	4	.9		
	Total	13	3.4		
Total		400	100.0		

Have you ever volunteered with the City of Kettering?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	100	25.1	25.4	25.4
	No	294	73.6	74.6	100.0
	Total	395	98.7	100.0	
Missing	Don't Know	5	1.3		
Total		400	100.0		

Would you be interested in volunteering with the City of Kettering in the future?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	146	36.5	37.6	37.6
	No	242	60.6	62.4	100.0
	Total	388	97.1	100.0	
Missing	Don't Know	12	2.9		
Total		400	100.0		

Would you like us to pass your contact information along to the City of Kettering so that you may be contacted regarding volunteer opportunities? Your contact information will not be attached to any of your survey responses, but rather, will be provided i

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes (collect information)	58	14.5	39.9	39.9
	No	88	21.9	60.1	100.0
	Total	146	36.5	100.0	
Missing	System	254	63.5		
Total		400	100.0		

Do you believe that additional activities for seniors are need in Kettering?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	104	26.0	34.2	34.2
	No	200	50.0	65.8	100.0
	Total	304	76.1	100.0	
Missing	Don't Know	95	23.7		
	Refused	1	.2		
	Total	96	23.9		
Total		400	100.0		

Do you believe that additional activities for youth are need in Kettering?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	140	35.1	39.8	39.8
	No	213	53.2	60.2	100.0
	Total	353	88.3	100.0	
Missing	Don't Know	46	11.5		
	Refused	1	.2		
	Total	47	11.7		
Total		400	100.0		

Do you have any children in your household under the age of 18?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	153	38.2	38.2	38.2
	No	247	61.8	61.8	100.0
	Total	400	100.0	100.0	
Missing	Refused	0	.0		
Total		400	100.0		

Do you have any children old enough to go to school grades K-12?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	134	33.4	87.4	87.4
	No	19	4.8	12.6	100.0
	Total	153	38.2	100.0	
Missing	System	247	61.8		
Total		400	100.0		

Do these children attend Kettering City Schools?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	106	26.4	79.1	79.1
	No	28	7.0	20.9	100.0
	Total	134	33.4	100.0	
Missing	System	266	66.6		
Total		400	100.0		

**From what you have seen or heard, would you send your children to the Kettering
City Schools if you had school age children?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	232	58.0	87.8	87.8
	No	32	8.0	12.2	100.0
	Total	264	66.0	100.0	
Missing	Don't Know	2	.6		
	System	134	33.4		
	Total	136	34.0		
Total		400	100.0		

**Overall, based upon what you have seen or heard, how satisfied are you with Kettering
City Schools? Are you:**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	186	46.6	48.0	48.0
	Satisfied	170	42.6	43.9	92.0
	Dissatisfied	24	6.1	6.3	98.3
	Very Dissatisfied	7	1.7	1.7	100.0
	Total	388	97.0	100.0	
Missing	Don't Know	11	2.8		
	Refused	1	.2		
	Total	12	3.0		
Total		400	100.0		

Are you currently:

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Married	247	61.7	62.4	62.4
	Partnered	1	.2	.2	62.6
	Single	86	21.6	21.8	84.4
	Divorced	31	7.8	7.8	92.3
	Separated	1	.2	.2	92.5
	Widowed	30	7.4	7.5	100.0
	Total	395	98.9	100.0	
Missing	Don't Know	4	.9		
	Refused	1	.2		
	Total	5	1.1		
Total		400	100.0		

Is your partner of the same or opposite sex?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Opposite Sex	1	.2	100.0	100.0
Missing	System	399	99.8		
Total		400	100.0		

What is your age? Are you:

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	18-24	33	8.2	8.2	8.2
	25-34	76	18.9	18.9	27.1
	35-44	66	16.5	16.5	43.6
	45-54	78	19.5	19.5	63.0
	55-64	55	13.8	13.8	76.8
	65 or older	93	23.2	23.2	100.0
	Total	400	100.0	100.0	
Missing	Refused	0	.0		
Total		400	100.0		

What is the last grade of school you completed?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Less Than High School	10	2.6	2.6	2.6
	High School Grad / GED	81	20.2	20.2	22.8
	Some College / Tech School	128	31.9	31.9	54.7
	College Graduate	110	27.6	27.6	82.3
	Post Graduate Work or Degree	71	17.7	17.7	100.0
	Total	400	100.0	100.0	

What race do you consider yourself to be?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Caucasian	376	94.1	94.2	94.2
	African-American	9	2.3	2.3	96.5
	American Indian or Alaskan Native	7	1.6	1.6	98.2
	Biracial	3	.7	.7	98.9
	Another Race (please specify)	4	1.1	1.1	100.0
	Total	399	99.8	100.0	
Missing	Refused	1	.2		
Total		400	100.0		

How long have you lived in the City of Kettering?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Less Than 1 Year	3	.7	.7	.7
	1 Year, But Less Than 2	4	.9	.9	1.6
	2 to 5 Years	22	5.4	5.4	7.1
	5 to 10 Years	83	20.8	20.8	27.9
	11 to 20 Years	74	18.6	18.6	46.5
	More Than 20 Years	214	53.5	53.5	100.0
	Total	400	100.0	100.0	

Do you own or rent your home?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Own	347	86.7	87.5	87.5
	Rent	50	12.4	12.5	100.0
	Total	396	99.1	100.0	
Missing	Don't Know	4	.9		
	Refused	0	.0		
	Total	4	.9		
Total		400	100.0		

In what type of home do you live?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Single-Family Home	358	89.6	89.6	89.6
	Multi-Family Home / Duplex	7	1.7	1.7	91.3
	Apartment, Including Senior Housing	22	5.4	5.4	96.7
	Condo	13	3.3	3.3	100.0
	Total	400	100.0	100.0	
	Missing	Refused	0	.0	
Total		400	100.0		

How many adults over the age of 18 live in your household?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	73	18.2	18.5	18.5
	2	250	62.5	63.6	82.1
	3	51	12.7	12.9	95.0
	4	20	4.9	5.0	100.0
	Total	393	98.3	100.0	
Missing	77	4	.9		
	99	3	.8		
	Total	7	1.7		
Total		400	100.0		

How many of these adults are over the age of 65?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0	294	73.4	73.8	73.8
	1	57	14.3	14.4	88.2
	2	47	11.7	11.8	100.0
	Total	398	99.4	100.0	
Missing	99	2	.6		
Total		400	100.0		

Do you anticipate moving from Kettering in the next five years?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	69	17.3	18.1	18.1
	No	313	78.4	81.9	100.0
	Total	383	95.6	100.0	
Missing	Don't Know	17	4.4		
Total		400	100.0		

Are you currently:

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Employed for Wages	176	44.0	44.5	44.5
	Self-Employed	20	5.0	5.1	49.6
	Out of Work for 1 Year or Longer	17	4.3	4.4	54.0
	Out of Work for Less Than 1 Year	22	5.5	5.5	59.5
	Homemaker	26	6.5	6.5	66.1
	Student	16	4.1	4.1	70.2
	Retired	106	26.5	26.8	97.0
	Unable to Work	11	2.7	2.8	99.8
	Something Else (please specify)	1	.2	.2	100.0
	Total	395	98.9	100.0	
	Missing	Don't Know	4	.9	
Refused		1	.2		
Total		5	1.1		
Total	400	100.0			

Do you work in the City of Kettering ?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	64	16.0	32.7	32.7
	No	131	32.9	67.3	100.0
	Total	195	48.9	100.0	
Missing	Refused	1	.2		
	System	204	50.9		
	Total	205	51.1		
Total	400	100.0			

How many adults in your household are working full time outside the house?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	None	132	32.9	33.4	33.4
	One	146	36.6	37.1	70.5
	Two	108	27.0	27.4	97.9
	Three	8	1.9	1.9	99.8
	Four or More	1	.2	.2	100.0
	Total	395	98.7	100.0	
Missing	Don't Know	4	.9		
	Refused	2	.4		
	Total	5	1.3		
Total		400	100.0		

And how many adults are working part time?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	None	302	75.6	76.6	76.6
	One	86	21.6	21.8	98.5
	Two	5	1.3	1.3	99.8
	Three	1	.2	.2	100.0
	Total	395	98.7	100.0	
Missing	Don't Know	4	.9		
	Refused	2	.4		
	Total	5	1.3		
Total		400	100.0		

Are any members of your household retired?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	27	6.9	9.5	9.5
	No	263	65.7	90.5	100.0
	Total	290	72.5	100.0	
Missing	Don't Know	4	.9		
	Refused	0	.0		
	System	106	26.5		
	Total	110	27.5		
Total		400	100.0		

Please stop me when I reach your total household income before taxes, including all members of your household and all sources of income.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Less Than \$25,000	43	10.7	13.6	13.6
	\$25,001 to \$35,000	38	9.6	12.2	25.8
	\$35,001 to \$50,000	49	12.3	15.5	41.3
	\$50,000 to \$75,000	73	18.3	23.2	64.5
	\$75,001 to \$100,000	55	13.8	17.6	82.1
	\$100,001 to \$150,000	37	9.2	11.6	93.7
	Or Over \$150,000	20	5.0	6.3	100.0
	Total	316	78.9	100.0	
Missing	Don't Know	19	4.7		
	Refused	66	16.4		
	Total	84	21.1		
Total		400	100.0		

Interviewer: Please record: Was the respondent

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Male	189	47.4	47.4	47.4
	Female	211	52.6	52.6	100.0
	Total	400	100.0	100.0	

Appendix B: Open-Ended Responses

5a. *Why do you feel that the City of Kettering has improved?*

- A lot of stuff in the city is nicer like the hospital, and Fairmont High School.
- Because of the services they provide. I take all the residue out of my garden and they pick up the leaves out front. They do lots of things and they're very receptive. If you have a problem you can just call them and they'll help you out.
- Because of the upgrades to the streets and things like that.
- Because of them redoing the parks and their community center.
- Because they redid some of the streets, sidewalks, and parks.
- First of all they did things such as doing city garbage collection instead of having everyone have one provider and that's the biggest thing for me. It's much easier for me to negotiate my terms with the trash collection people now.
- For me personally we have had bad streets and sidewalks and they were just redone. Now there are actually sidewalks to walk on.
- I am thinking that the police force is part of the services you are talking about, so they have been great. Anytime we have called them they have been here right away. The reason I picked them specifically is because I think the police force always gets negative feedback and they have been great for me.
- I can't think of anything that would make me say they have improved.
- I don't get out much, but when I do get out it seems like they are trying to improve the city and the services.
- I don't remember.
- I feel they've improved because they've been upgrading different things like parks and recreation areas. (2)
- I feel this way because we enjoy the Kettering Recreation Center. They also have excellent leaf care service and our street has been shoveled more quickly lately.
- I feel this way just because I use things more often to know about them, like the recycling center and the Kettering Recreation Center.
- I guess it just has, I don't really know how.
- I guess it seems like things have been looking up in terms of the services here. They are catering more towards the people because we are hurting with the economy.
- I had a water leak outside of my house and as soon as I called, they fixed it for me.
- I have just seen more advancements in the city.
- I have seen work that they have been doing in the parks, recreation center, and the streets.
- I have taken advantage of the services a lot of more because I have younger kids and I am more involved in the city. There are a lot of things to do and the parks are wonderful. I just started using the recreation center and I like the classes there. They have started doing some new construction there and I like what they are trying to do with the recreation center.
- I just think the schools are better and the education is just great.
- I see them coming around picking up my leaves, maintaining the streets, police patrolling, fire department checking out streets and those are all good things. I think they do a great job with the parades, there are good people working for Kettering.

- I think that the residential snow removal happens earlier. I have especially noticed that this year.
- I think that the services for senior citizens, as far as transportation are excellent and they're low cost compared to other forms of transportation. The leaf pick up is good and I haven't had to call the fire department or the police but I assume they're doing well.
- I think the City of Kettering is great. I have had to call 911 for my husband 3 times now. Their response time is great and they kept me on the phone.
- I think they shoveled our cul-de-sac better.
- I'm a disabled senior citizen and they supplied me with a ramp for my power chair, and told me about things for my trash pickup. They have helped me a lot with my services.
- In our neighborhood, there were a lot of vacated houses and in the last year or so, the city has started remodeling and fixing up the homes. They have been trying to keep up the positive image of the neighborhood.
- It just seems like there's a lot going on in Kettering and everything is improving.
- It seems like the roads have improved, and there has been a lot of activity.
- It seems quieter like they are protecting us better. Things just seem to be more organized with repairs and having more jobs in the area.
- It seems that they are doing the right things, when you call them they respond.
- It's been great for years and year as far as I can remember. I don't know why I feel they've improved, I've just been satisfied.
- I've seen Dayton improve and if Dayton improves then I would hope Kettering improves as well.
- I've used them more.
- Just because there are more services available and they're making improvements to the parks.
- Just different things that have gone on.
- My dad and brother both work for the city. The services we use such as garbage and leaf pick up have gotten better since last year.
- Refused
- Some of the services seem to have improved, like the garbage service and snow removal. The change is just visible to me.
- The fire department seems like it's very good and their response time is very good. The police have been very good as well. The street maintenance has improved and they're doing something with the Dorothy Lane-Wilmington Pike area.
- The garbage service is better and our streets are always plowed. We're probably only lived here ten years and I think in the last five years the services have gotten better.
- The one example that I can think of is the snow plowing. A lot of times they wouldn't get to plow the street until a lot later in the day, but recently they get to our road sooner.
- The parks have gotten better. They are updating the recreation center. The leaf pickup has stayed the same and they seem to be keeping up with the roads.
- The response time is better for police. They are doing great things like repairing road signs when they are plowed over by trucks.
- The road system has improved like the potholes are being fixed.
- The services that the school provides have improved and so have the leaf removal and keeping the roads and sidewalks nice.

- The snow trucks came out earlier this year. Also, leaf collection was more consistent.
- The trash pickup and the street maintenance are better.
- The trash pickup is better.
- The trash services that they switched to are much better. And for seniors in the area they are excellent.
- There are just very caring for older people. They have done so much stuff for me. They shovel my driveway because my son can't get to it.
- There are more services available now.
- There are more things available. They are more attentive to the tax payers and they are on top of what needs to be done to make people happy.
- There has been a good amount of communication with certain programs like the leaf pick-up. I just like the way they have been telling me when they are coming or not.
- There has been maintenance done in parks and on sidewalks, and I know the recreation center is being improved.
- There is new equipment being added to the parks and they are expanding the recreation center.
- There are more people in Kettering now and they have hired more people to fix the city up, and the city is slowly growing.
- They are adding more and updating everything.
- They are concerned for the people in general and it seems like it should be.
- They are doing a lot more for the kids and adults and offering more programs. The schools are doing great. The orchestra is really great as well. They are good about picking up my leaves and I have no problem with them.
- They are repairing the streets and making them wider.
- They are usually out there right away to fix things, and they are always fixing the street. It seems that they are fixing things that need done.
- They built that new recreation center in Fairmont.
- They did a bunch of improvements to the Kettering Recreation center. They seem to be on top of things.
- They give more services to more people now.
- They have continued with all projects and all of their renewals have been made for school levies. The parks are cleanest in town. When my grandkids play on them, I can't believe how clean they are. The snow removal and trash service are still good.
- They have just improved, I don't know of any specifics.
- They just offer all the things that are important to me and everything is being updated. It's just a great place to live.
- They offer more services and the athletic facilities are much better than they were.
- They opened Trent Arena.
- They're offering more services for the special population.
- They're trying to make a difference with the parks.
- They've done some more things like opening that Trent Area so people can exercise and they have free concerts for people, so they've done pretty well I think.
- They've improved the parks, and that's really what my kids like.
- They've just improved in general.

- They've negotiated with our trash pickup provider to cut down on the traffic in the communities. I think they're better equipped with the fire departments; they keep up with the fire plugs being flushed and things, just general maintenance I suppose.
- They've redone the roads in front of our house. They've been good at getting the leaves picked up when they say they're coming. They're starting to work on the water system. The thing that's not good is the trash pickup has changed; they still have waste management, but that's changed as well. Before the city took over, the trash pickup was much better.
- We are doing all this renovation for the parks and the streets.
- We have outstanding parks and the city has improved its services overall.
- We like the school system.

5b. Why do you feel that the City of Kettering has stayed the same?

- A lot of times they don't get to putting salt on the streets right away when it's slippery out.
- All the services I have are identical to what they were before.
- All the services I use have stayed the same. (3)
- As far as I personally am concerned I haven't noticed any difference.
- As far as trash and leaf pickup, it's about the same. And all my kids and grandkids go to school here and it's a good school.
- Because as I see it they have stayed the same, they're all up to par.
- Because I can't tell that the services have gotten any worse.
- Because I can't think of anything outstanding. We're been very satisfied with the services provided since we moved here.
- Because I don't see any real difference in the things going on.
- Because I really haven't seen any improvement in the services. (2)
- Because I've lived here for a long time and the quality of the services has always been good.
- Because of the snow removal I guess. They are very good at getting the snow off the main thoroughfares but on any of the flat streets that aren't thoroughfares; other cities are clear their flat streets long before Kettering does.
- Because the services have been the same since I've lived here.
- Because the services haven't gotten noticeably better. The quality is fairly consistent but they're slow to move on things like street repair and housing issues.
- Because we've called about street repairs and things like that and nothing has happened. We noticed closer to the Fraze the street repairs get done a lot quicker.
- Certain things I think they should do, they don't.
- Everything has been great; the services haven't gotten worse and I don't know how it could get any better.
- Everything has been pretty consistent.
- Everything has stayed the same; I haven't noticed a decrease in the quality of the resources that are available to us.
- Everything we need is at our fingertips.
- For me, law enforcement has gotten better but some things like leaf pickup have decreased. So, overall, it has averaged out to be about the same.
- From my point of view the services have just stayed the same.

- I always thought they were very good, all the services like police and fire, and I don't think its any better but it's still very good.
- I am trying to think of all the services that I use and I really don't use that much. I guess the ones that I don't use I wouldn't know if they have gotten better or not.
- I can't answer that I just don't know.
- I can't point out any differences in the services I use.
- I can't recall of any drastic difference either for good or for bad.
- I can't think of anything that has changed with their services.
- I can't think of anything that's changed. (24)
- I can't think of anything to say that it has improved.
- I didn't see anything new.
- I don't know. There have been no changes I guess.
- I don't get out as much as I used to, so I wouldn't see any changes
- I don't know (4)
- I don't know all of the things they do.
- I don't know of any differences in their programs.
- I don't know of anything new that they have added.
- I don't know they just haven't improved or gotten worse.
- I don't know, I think my fiancé got fined a few times for a shingle out of place or something ridiculous. I've lived in southern California and if you wanted to paint your house purple you could. To me, fining someone for a shingle out of place is ridiculous.
- I don't know, it is not something I look for.
- I don't know, it's just that nothing big has changed except for they are doing all that road construction which is a total inconvenience and it's just taking too long.
- I don't know. I guess there have been no major changes that I have noticed.
- I don't know. I haven't had any problems or anything with anybody.
- I don't know. There have been no changes that I have seen.
- I don't know. There's nothing that stands out in my mind that has changed from what it was three or four years ago.
- I don't notice any difference in the services. (6)
- I don't notice any problems.
- I don't participate in many services provided by the city so I wouldn't know
- I don't really know of anything that has changed.
- I don't recall anything that has changed.
- I don't see a great deal of change, maybe I'm just one of those people that change doesn't affect; but we still get all the services that are important to me.
- I don't see a lot of changes.
- I don't see any big improvements expect in parks and recreation, but nothing that directly effects me has changed that much.
- I don't see any big improvements. Everything has stayed the same.
- I don't see any difference. (11)
- I don't see any downfall in them so I think they have stayed the same.
- I don't see any improvement. I don't think they've really helped in recycling the leaf pick up isn't any better.

- I don't see any noticeable difference between what they provide now and what they provided five years ago.
- I don't see it getting any worse.
- I don't see much difference expect the school levies keep getting higher.
- I don't think anything has changed; the schools, the roads- everything is the same.
- I don't think there are enough cops on Dorothy Lane, they used to sit at the church but now they don't track speeders at all.
- I don't use a lot of the services. So, I may not know if there is anything that has improved or stayed the same.
- I don't use a lot the services except for maybe like street repair or leaf collection and nothing has changed with those.
- I feel this way because for the most part everything we've been doing is still available to us.
- I feel this way because I go to the recreation center and it's under construction so it will be better when it's finished.
- I feel this way because I haven't seen any improvements or any increase in services.
- I feel this way because I haven't seen any significant changes, although I know that changes are coming with the facilities.
- I feel this way because I haven't seen anything new.
- I feel this way because there are levies passed all the time for the schools, and even though they say the money is going to schools it does not end up going there. I've lived here all my life and I don't like how the city is ran. I have went to board meetings in the past to say my peace and they don't really seem to care what anyone has to say.
- I feel this way because they have stayed the same.
- I feel this way because they haven't done any improvements. They are building things now but they're not any better. There haven't really been any changes and they don't offer anything new.
- I feel this way because they just stayed the same and there have been no changes.
- I guess because I'm retired and I'm stuck in the house, I don't go anywhere.
- I guess I was disappointed when our taxes went up and there wasn't improvements done on our roads.
- I guess I've just always been satisfied living here, I can't say anything they've done anything differently. They're always working on the Recreation center and the roads. Whenever we contact the police they've always done a good job.
- I guess they are just staying the same because of the economy and how everything is just kind of stopped.
- I have been here twenty five years and I am still looking at the same crappy houses. The rental homes aren't held to the same standard that the home owners are.
- I have no idea. That's just my guess.
- I have not noticed a difference in the services they provide.
- I have noticed any changes.
- I have seen improvements made but any great ones.
- I haven't had any trouble.
- I haven't heard of a whole lot of new programs, but maybe that's just because I haven't taken part in them.

- I haven't looked around enough to see changes and the services I use have stayed same.
- I haven't noticed a difference in the services and if there were a change it would stand out a little bit more.
- I haven't noticed any differences in the services I use. (3)
- I haven't noticed any improvements in the last few years. (2)
- I haven't noticed any improvements or anything like that with the services. (5)
- I haven't noticed any kinds of improvements that have really stuck out for me.
- I haven't noticed any services that have jumped out at me because they have changed.
- I haven't noticed anything different and I have been in Kettering for a long time.
- I haven't noticed anything new and I'm not dissatisfied with anything; it's just a good place to live.
- I haven't noticed anything that has changed with the services I have used.
- I haven't really noticed any decline in anything. There's been a lot of tree trimming and things like that but I think that's mostly provided by secondary sources.
- I haven't really seen a whole lot of improvement anywhere.
- I haven't really seen too much difference in our life as result of the services from the city. The only thing we're not happy about is the price of trash collection.
- I haven't seen any changes to any of the services to either make them better or worse.
- I haven't seen any changes. I can't think of anything that's different.
- I haven't seen any difference in my life or in my neighbors.
- I haven't seen any differences, good or bad.
- I haven't seen any huge improvements; I have seen a few but not much.
- I haven't seen any noticeable change; the services seem to have been pretty consistent.
- I haven't seen any real improvement, but there has been no decline either.
- I haven't seen anything changed, and when I attended a neighborhood meeting I felt that we were given opportunities to express ourselves but nothing was done about it.
- I haven't seen anything new happening. It's just been the same.
- I haven't seen much change. They're still doing everything they were. They haven't taken anything away that I'm aware of.
- I haven't used anything differently than I have in the past, so there have been no changes for me.
- I honestly haven't needed a lot of the services and I haven't seen any changes that would impact me.
- I just can't think of anything that has changed either for the worse or for the better.
- I just don't believe they have improved. I have no evidence that they have.
- I just don't see any changes, certainly not for bad. But I can't tell if anything has improved either.
- I just don't think there has been much progress; I haven't really noticed any changes.
- I just don't think they're doing any better and I don't think they're doing any worse.
- I just feel like I haven't seen any change but the services are good.
- I just haven't really seen any changes. The services of snow removal and leaf pickup are same.
- I just haven't seen a lot of change, I guess.

- I just haven't seen any change in road repair and maintenance and police patrol where I am.
- I just haven't seen any changes, it seems like everything's pretty much stayed the same.
- I just haven't seen any improvement in the services that the city of Kettering provides.
- I just moved here a year ago so I wouldn't know.
- I just really haven't seen any changes in anything that I've needed to have done
- I know there are improvements coming, like dog parks and an upgrade to the recreation center, but they are not there yet.
- I know times are tough but the snow removal isn't good on the east side of Kettering. The west side gets it first because it has more hills.
- I live on this side of East Kettering not the West side so we get the leftover services.
- I personally haven't noticed a difference.
- I really don't use a whole lot of the services and I don't notice anything that has been better or worse.
- I really haven't noticed any major differences in the services that they provide.
- I really haven't seen a lot more services in the past five years; I haven't really seen anything greater.
- I really haven't seen any changes that I can think of.
- I still get leaf pick up and that hasn't changed. I don't take advantage of things like the Recreation center or anything so if they did anything there it wouldn't affect me. Things like the Fraise; I've gone less so over the years. I think overall the services have stayed the same.
- I think that some have gotten better, and some have gotten worse.
- I think the services are good but they haven't improved or gotten worse.
- I think there has been nothing improved in the services.
- I think they are making do with money issues that every community has. They are doing the best they can.
- I think they could do better, for example with our trash pickup. I know the surrounding cities are cheaper. It's disappointing that they couldn't find a cheaper trash collection provider.
- I was a lot younger when we moved to Kettering but I haven't seen anything different, in which if there is a water leak people come to that spot and fix it. Also, if there was a tree down, they would come pick it up so it has always been constant but in a good way.
- I would have expected them to go down, because of the economy, but they haven't.
- I would say that the services has disproved or slacked but not gotten worse.
- I would say they haven't been any better or worse.
- .
- If they have changed something, it's not something that affects me because I haven't noticed any changes.
- I'm not aware of anything new that they are providing.
- I'm not sure what you mean, but I'm assuming you're talking about things like the snow removal services, and they haven't gotten better.
- I'm satisfied and I haven't noticed any changes.
- I'm sure they have changed some stuff, but nothing has been noticeable to me.
- Improvements could be made with street maintenance and garbage collection.

- It hasn't been bad and it hasn't gotten worse either.
- It just seems like everything is run pretty much the same way.
- It's just the status quo. I haven't really paid attention to how things are going.
- It's only been a few years that I have lived here so I don't really know.
- It's quiet here besides the lady that lives 3 houses down and she falls a lot, and the services she receives are good.
- I've just always been very satisfied with the services.
- I've lived here for about eight years. They were good when I got here and I don't see that they've deteriorated any; when they get money, I usually see that they're building something or renovating a park or something. I usually see evidence of it when they get money.
- I've lived in Kettering over 40 years and it just doesn't seem to be changing much.
- I've never been disappointed, but I haven't seen any changes.
- I've never used the services so I have nothing to compare them to.
- I've seen improvements in the parks but there are some other things that they've neglected.
- Just because they've provided the leaf pick up and things. There's really not a need for them to get better at things like that.
- Mainly the leaf pick up has improved. Two years in a row they didn't get to some of the streets. The leaves were falling and they froze over so it made the streets a little hazardous.
- No comment
- None of the services that I know of have changed but I don't know all the services they offer.
- Nothing drastic has changed.
- Nothing really stands out. Nothing awful or amazing has happened. Nobody is shoveling my driveway though.
- Some things have gotten worse and some things are better. The Recreation center has moved really to older people which makes me sad but the parks have been moved up. I just feel like the Recreation center is focused on the seniors now and not the children.
- The city has forced me to do things and I've had difficulties with doing them when they're on my bill. They squander money. They pay too much for research and then they don't have any money for the projects. They don't think ahead.
- The economy has been really bad so it's been hard for a lot of cities to improve their services.
- The lack of capital investment on Kettering's part.
- The only service I've used is trash and it has stayed the same.
- The only thing I can complain about is I live on a street that gets plowed very last. We've been here seventeen years and raised my son here; everything has been good.
- The roads aren't getting fixed and they are taking way too long to get the things fixed that they are working on now.
- The roads have been an aggravation; they've let the roads go to pot and they haven't maintained them like they should.
- The services are good but I don't know of any new programs. They've developed the schools and parks nearby but everything is about the same.

- The services have improved but they haven't deteriorated either; it's stable.
- The services haven't gone down and I think that overall I haven't seen any dramatic changes.
- The services haven't gone downhill and they haven't gotten better; but the services are excellent.
- The services now are the way they were about five years ago.
- The services, including leaf pickup and street maintenance, haven't gotten better or worse
- The snow gets so bad sometimes we can't get out and they don't do anything about it.
- The trash pickup has gotten worse.
- There are certain things that seem to me like they could do a better job on.
- There are some things that I would like to see improve that hasn't.
- There has been nothing that stands out that has changed. I do have to remind the snow removal to come down my street sometimes, but it is fine.
- There has only been roadwork done that I know of, but I think most of that is contributed to state and federal government contributions. I'm not sure how much the city cares.
- There have been declines in some areas and advancements in others.
- There have been no changes at least that have affected me.
- There have been no changes that I can think of.
- There have been no changes that I have noticed. They would have to do something pretty big in order for me to notice like hire more on the police force or repair the roads faster.
- There have been no changes that I have seen. I really don't pay much attention to the services outside of the trash collection.
- There have been no major changes that I can think of.
- There have been no significant changes that I have noticed, but I have been pretty out of the loop because I don't use a lot of the services.
- There is a creek behind my house and I have had problems with the massive amounts of trees and where they are growing. I have called the city multiple times and I don't know if they aren't answering because they are useless or if it is because they are not the ones that are supposed to solve the problem.
- There really have been no major changes that I have seen in the services. We are really not very active with the people in the government or any of the services like police or fire, so I have nothing to compare it to.
- There's a lot that hasn't changed. The changes that have been made are small.
- They appear to be the same.
- They do a beautiful job on our neighborhood and the on roads. I just think they couldn't get better than they have been.
- They do a good job picking up the leaves and they keep the streets real clean, and they don't have much money to play with but they do a good job.
- They do a good job with the street repair and utilities. I guess my only thing I don't like is that they lock you into one waste company and you can't choose your own- they won't allow another contractor into the city limits.
- They don't ever treat our street or remove snow from our street.
- They haven't changed at all.
- They haven't done anything spectacular that I have noticed.
- They haven't gotten any better or worse from what I have noticed.

- They keep spending money on stupid stuff and taxes keep going up for the schools.
- They seem to be doing everything I would expect but they aren't going above and beyond what a city could do. I think they are doing a good job with some of their services but it's not spectacular.
- They seem to have always provided the same services.
- They were good to start with when we first moved here, and they have maintained the services very well.
- They're still working on the road construction. There are still areas like on Dorothy Lane and Wilmington Pike that need work.
- They've always had good services.
- They've always had good services. I don't use 911 and the fire department or things like that but they seem to be ok.
- They've always provided good services.
- They've been good and they've stayed consistent over the past five years.
- We are in a hook separated by Kettering, we are have no representation of the city
- We have an issue with the street clean up. We have leaves but our street doesn't get plowed. It seems like they used to pick up the leaves more often.
- We just have some good people in the city and they're doing a fine job. As far as the police, the EMS and fire, they've stayed about the same.
- We live on a very side street that always gets the snow taken off last so we don't expect it to be great, but they do get the main roads cleared off as quickly as they can but Dayton does a better job. Leaf removal is very good.
- We never get our roads cleared and that has never improved. Every back road is always full of snow and you go to the next town over and it is very clear. It has never gotten worse, but it has always just stayed terrible.
- Well I don't see any improvements and I don't see any detriments. I'm not happy that whoever the powers that be are trying to make Kettering the same as Dayton. If I wanted to move to Dayton I would have. I don't think we need all the Section 8's in Kettering. I like Kettering the way it is. They don't need to be getting involved in all those social services things with Section 8's.
- Well I don't use their services too much, mainly leaf pick-up and things like that. The services seem to be just fine.
- Well I have been satisfied with their services in the past and I have not seen a decrease in the services. I thought the services were excellent.
- Well I haven't seen any change.
- Well I still get the same trash pickup, I still get my streets clean, and the open spaces are kept neat.
- Well the cops aren't out as much as they used to be and people don't stop at stop signs as much as they should.
- When we call the ambulance they report right away and the police is very responsive, just like it's always been. The leaf pickup is good.

5c. Why do you feel that the City of Kettering has gotten worse?

- Because the trash collector makes it mandatory that you have to use a certain company and you can't take your own trash any more, they force you. If you don't use their services they bill you anyway.
- Because they contracted out the trash pickup in the city and the price has steadily risen. We were much better before. The city has the worst roads in all of Montgomery County.
- Because they do not provide leaf pick up quickly enough in my area (I live by the Frazee). I'm also very dissatisfied with the snow plowing in my neighborhood.
- From what I hear, things are being cut back, like the fire department and the police, which are both very essential. Other than that, the services are pretty good.
- I am paying tax money for seniors that aren't paying the tax dollars. Then I am not getting any of the services that my taxes supposedly pay for.
- I feel they've gotten worse because we're paying extra for the trash pickup.
- I feel this way because of personal experiences.
- I feel this way because there is more crime in our neighborhoods. Someone just tried to break into our neighbor's house. People also cut through our side street and fly down the street. They did a study and only one out of about 85 were going the speed limit. They had the cop at the corner in plain sight.
- I feel this way because they spent all this money on the skate park, but all the kids go to the school now because police are parked at the skate park 70 percent of time. I just feel like they are worried about the wrong things.
- I guess for what I pay in taxes, I feel I don't get back in services.
- I have an issue with a strip of property behind my land that used to be maintained by the city but it's not taken care of anymore. Awhile back I guess the machine was broken and couldn't justify the repair bill to get it fixed. None of the brush or weeds has been cut, but if it was my property I would get reported and fined, and no one takes responsibility for the property.
- I know that the leaf pick up doesn't happen as often as they used to and having the leaves sitting on the streets makes the neighborhood unattractive. We also had to redo our driveway and I noticed that some of my other neighbors didn't have to, even though their drive-ways look worse than ours.
- I think that since the money crunch and with the economy the way it is, they just haven't been doing as much with the services.
- I think the lights are not on as much as they used to at night, the taxes have gone crazy and things have just got worse and for the money you are paying it just has got worse.
- I think the streets need a lot of repair and the parks are not as good as they used to be.
- I would point to the snow remove because it seems like it takes them longer in a snow storm to get to my street than others. Also, they have come less often for the leaves.
- It feels like the money is being stretched a little bit thin at this point. Some of the parks and recreation programs are not as strong.
- It just seems like snow removal isn't as fast, and there should be a lot more road work. A lot of infrastructure stuff needs done, which they probably don't have the money for right now.
- It seems like it is harder to get help.

- The property taxes have been a problem with the homes going down in value and homeowners are the only ones paying the school taxes, for the low-income people can't do that.
- The services have gotten worse because we pay higher taxes.
- The taxes keep going up. I don't like how they pass things to require that I have trash service and that I have to go with a certain trash pickup service.
- The trash service has gotten worse. Now we can't choose who picks up our trash. They do a poor job, and we have no choice.
- The trash service is worse. We can't pick who we want to do our trash because now it's dictated by the city.
- The worst service they have has to be the trash service. There is no excuse for how terrible the trash is because anyone could pick up trash and take it to the dump. It definitely has gotten worse over the last few years.
- There aren't as many jobs available.
- There is nothing getting done with the street repairs or maintenance in my area. That service has been going down slowly and I wish they would get back to where they used to be.
- There's less money to do things.
- They aren't providing the services they used to. They hardly plowed any streets this year.
- They don't get out here and get the leaves picked up or scrape the streets like they should.
- They don't pick up the leaves as much as they used to, there aren't as many services available, and taxes have went up.
- They don't seem to be on top of their own city codes that they have chosen for themselves. Street services like leaf pickup aren't what they used to be. Leaves are all over the city.
- They still haven't done anything to my street. It's a sheet of ice. They are asking for pay raises and income tax raises but they froze the teacher's salaries. My pay is frozen too, and I work for Wright Patterson Air Force Base. The only thing the mayor cares about is senior citizens.
- They're making our decisions for us. Their selection of trash hauling with one carrier is a problem for me because I have trash in my yard and on the street everyday when they pick it up and it's costing me more money. The way they do security at the Frazee is a problem. I wasn't allowed out of the park one night with my grandson in an electrical storm because I wasn't using the right exit.
- They've gotten worse because the streets and roads haven't been kept up and the leaf collection is poor.
- We had all of our leaves out before Thanksgiving. We had to call them, and they finally picked them up last week. The leaves made all kinds of problems for the streets. A couple of the side streets still need maintenance. We have passed new levies, and they raised income taxes and property taxes and nothing has improved.
- Well our streets are in sad disrepair and if you look at my neighborhood we're working class people and guess what? Our streets are dogs. If I got out into the high class areas they have nice streets and plenty of services. The city is working out there and taking care of the public lawns. In my area there aren't any services.

- We're supposed to get three leaf pickups a year. Now we've only had two and there's a huge pile of leaves rotting in my street now. I live in a neighborhood with a lot of trees and they should come three times a year.
- We've lived in this neighborhood for 30 years and it seems like they're letting things slide that they didn't used to like property maintenance and things like that.

34. Why do you feel unsafe in your neighborhood?

- A lady who lives a block away recently had a break in. Neighbors have also had stuff stolen from their car at night.
- Because I just had a tank of gas stolen out of my car while it was sitting in the driveway at night, and I live next-door to a street light and I had the porch light on too.
- Because we have a lot of new folks living here from Section 8 housing. There's a lot of crime and a lot of strangers walking around the neighborhood.
- Due to the vandalism and the attitude of the police towards the vandalism. We don't have any sidewalks or street lights and that's just asking for trouble. I've had repeated break ins and the police have just laughed them off. These break ins have even included shooting. They just blame it on neighborhood kids. My insurance has put me at high risk because of my car being shot at.
- I am home by myself, and I am elderly, so it just makes me nervous that people will take advantage of that.
- I feel unsafe because different people are breaking into cars for change. They also break windows and get into people's houses. My neighbor came home one day and someone was in their house and then jumped into their car and took all their stuff. There is a volunteer who sends out instances so we know where and when break-ins have occurred.
- I feel unsafe because we were robbed. There are also apartment buildings near us that have a lot of ethnic people that I don't trust.
- I have heard of several robberies in the neighborhood but not on my street like break-ins. I have heard of those just in the last month.
- I live close to a couple different apartment complexes that have had issues with firearm use.
- It's just that when we moved here there wasn't any Section 8 housing. They've put some of that in the area recently. During the summer there are some young men, black and white, who roam the streets; everyone's laughing and throwing pop bottles in my yard and saying the F bomb; it just gets a little ridiculous.
- Mostly because it's right on the corner and there tends to be some difficulty with drivers being able to differentiate, especially at night. There are people who will just wander streets at night fairly close to where I live, and there are some fairly menacing-looking teenagers.
- Refused
- Some of the streetlights don't work, and we don't have very many of them. There are some at one end of street and none of them at the other end of the street. Also, we live close to the skate park which is not monitored after dark. I can hear them after 11 o'clock at night, and then they come rolling through the neighborhood.
- Sometimes when I watch TV I see people that have got broken into.
- The neighborhood has changed a lot in a bad way. I have a home alarm system to help

- There are sexual offenders in our neighborhood. We got a notice passed out and since then I haven't gone out walking alone.
- There have been break-ins, and typical little acts of theft.
- There have been several robberies in my neighborhood.
- There is not enough life, there aren't enough streetlights. They aren't bright enough and they are too far apart.
- We have cars racing up and down the street and I found cans and paper cups on my front yard in the morning. My dogs bark at night when there is someone walking in my yard or driveway because I have no sidewalks out in front of my house or on my side of the street.
- We live next to the busiest fire house in the city and there are false alarms all the time. The people living there roam the area, and they just aren't good citizens.
- You never know who will come into the neighborhood.

46. How do you receive most of your information about Kettering? (Other)

- Billboards
- A brochure that the city sends us saying the number you can call to get your leafs picked up along with a number of other services for the next few months
- Through E-mail
- Observation
- Call the city for information
- Kettering sends us a letter to home owners
- Election promotion mail
- Council Meetings

51. How often have you visited the City of Kettering's website in the past year?

- 10 times
- 20 times
- 4 times
- 5 or 6 times a year
- 5-10 times
- 5-6 times (3)
- 6 times (4)
- Approximately 10 times
- Bi-weekly
- Half a dozen
- Half a dozen times

60. What additional activities for seniors would you like to see?

- A midsummer picnic
- A place to have group meetings or dinners.
- Activities on the West side of Kettering. Everything is on the East side which is almost on the County Line.
- Anything for seniors that can go but I can't go because I don't have transportation. Maybe offer free transportation to get to places because the transportation now is expensive.

- Anything they can do for seniors would be good.
- Bridge, cards, more exercises, book club, bird watching club, community help club that picks up litter, gardening, public safety group
- Educational programs
- Free activities for them so people with a budget can also participate.
- I am not real sure but almost anything for seniors would be good.
- I am not sure but maybe they could do some more things with the recreation center since it is so convenient to the community.
- I can't think of anything (4)
- I can't think of anything right now but there's always more to be done.
- I don't know because I don't know what they are offering right now for activities.
- I don't know what all they offer now, I think they just need more activities for them.
- I don't know what types of things they need, but I am sure they could use some more.
- I don't know, not sure (15)
- I don't know. I just like to see more stuff.
- I don't know; just something different.
- I don't really know what they offer but they need more help with senior citizens, especially my neighbor across the street.
- I don't really know what's available.
- I don't really know. I don't know many seniors so I couldn't tell you.
- I don't see any activities for them. I've seen them playing bingo in the recreation center before. What they do in California, our seniors are not the same as what your seniors are, there they do senior patrols with the ocean side police and they volunteer at hospitals and the recreation centers. So the seniors here really need something to occupy their time.
- I feel anything would be good because I know a lot of people and I feel bad asking what they are doing and they say nothing so anything for them to do would be good.
- I guess anything that will get them out of the house and has a low cost.
- I guess anything to get them outside. They could do tours of the neighborhood.
- I just know that my mother is a senior and some of the services they have aren't good for her. She can't go on some of the field trips because she is in a wheel chair. They need to have activities for people like her.
- I know my grandparents won't be driving much longer, so maybe they can provide more transportation for seniors.
- I know that there are a lot of programs for seniors through the Kettering adult's school and things like that. I don't know what I would like to see particularly.
- I know the senior center is handy but it's far from West Kettering, if they could expand the activities in Kettering it would be great.
- I know they have a lot of services already that they are doing, but they can always use more to keep the seniors happy.
- I think there needs to be more home visiting and recreational activities in general.
- I think there should be more understanding of the older people, and maybe have higher quality Meals on Wheels meals.
- I think they deserve some kind of in home activities, for the people who can't get out of the house. I think it would be great if some youngsters could get together and help out some seniors.

- I think they need to revisit the transportation policies for seniors. They have started increasing rides to the senior center, but in turn they have cancelled more rides out into the community. They need to have that available if seniors need to go to the pharmacy or just going to the grocery store.
- I would like for the seniors to be able to go dancing. I would like them to play games because it's good for their mind. I would like for little children to visit seniors. I would like to provide them with little animals like kitties and things like that.
- I would like to see a longer bike path for seniors.
- I would like to see bus trips for seniors.
- I would like to see more assistance for seniors.
- I would like to see more social activities.
- I would like to see some more interactive activities. It just needs to be an activity that gets them up and out of the house.
- I would like to see things like maybe book clubs and hobby clubs, things during the day that would pertain to interests and hobbies of senior citizens. We especially need activities for what I call "young seniors". Most of the groups are geared toward people in their 70's and there's a big difference between their energy level and mine since I'm in my early 60's.
- I would like to see Zumba class for seniors.
- I'd have to think about that for a while.
- I'd like for them to be able to allow me to practice golf in some of the open fields. I live near the Lathrem center and they have several open fields around there but all the signs say no golf.
- I'd like to see more fitness-type things.
- I'd like to see them get more involved in things so they don't get lonely or worry about their problems and just have something to do.
- I'm looking for more programs for widowers; that seems to be a big problem.
- I'm not sure, but maybe more activities.
- I'm not sure. I can't think of anything.
- I'm not sure. Since I'm not a senior, I wouldn't know what they need.
- I'm really only interested in playing golf and maybe bowling too.
- It seems like all the activities for seniors are centered in East Kettering and I'm in the West so there are no activities for seniors where I live.
- Just more programs for them to be involved in.
- Maybe bowling
- Maybe more trips. I understand that they've cut back on their senior trips and I think that we need more of those.
- More bike paths and an upgrade on the senior center to expand for more activities
- More educational programs.
- More help for seniors to do chores, like clearing the snow on their driveway in the winter.
- More physical activities definitely, the elderly definitely need it; hiking, elderly swim meets and jazzercises.
- More restaurants should have menus with food that is cheaper for senior citizens
- More sports programs
- More volunteer opportunities for them.

- My mom has recently moved to a retirement community. I'm not sure what they need but we need to keep them involved in the community.
- Some kind of recreation
- Some kind of transportation to the shopping centers and around town.
- Some way to get seniors to meet each other, other than the senior citizens center.
- The Kettering Recreation Center needs to offer more aquatic activities for them.
- The schools can do more for the seniors.
- The senior center is excellent and they have things for everyone. Everything that seniors do, we can do at the senior center. I would like to see senior transportation that is available past 5pm that goes downtown. The car services around here stop too early and I can't drive at night because I can't see well enough at night to drive, and I would like to be able to go downtown at night.
- The senior center is wonderful, but there are not enough activities there for them.
- There is nothing specific; I just think the seniors always need something to do instead of just sitting in their houses and wasting away.
- They have things where they can all get together and it is nice. But the problem is that there are a lot of seniors that can't get out of their homes. They could maybe have more people that went and visited people that were stuck in their homes or somehow take them to go shopping or something.
- They just need access to exercise and social activities while still being safe about it.
- They need more entertainment. They should have more movie nights and game nights with card playing. I'm a senior and I love to play cards and I wish they had more card games.
- They should list the things that are available for seniors in the newspaper so we know what there is to do. I think they should list the activities throughout the year so they know what is available rather than just at certain times. There should be more government programs.
- Using the walking paths would be a good idea for them. But I know the parks and senior center are adequate, and they really enjoy the indoor swimming there.
- We do a great job with exercise. They just need to do some more stuff with computer and internet training.
- We have an excellent senior center, but I wish they had more group activities. They need to stop having so many trips because people can't afford them. I want different kinds of get-togethers in general where we could make new friends or just talk to people.
- We have the senior center but I think they should provide us with a way to get there to enjoy the center. I would like to join the recreation center but I can't drive and if I had a way to get there I would join.
- We need anything to help these poor, bored old people, like adult bingo or something.
- We should have more activities for seniors at places other than the senior center.
- Where they can get out and meet and do things, more social activities.

62. *What additional activities for youth would you like to see?*

- A church group so they have a place where you can have drama clubs, sports, and study groups.

- A lot of the youth around here have no idea what to do with themselves when they're out of school. They need to have some kind of program for the kids to get involved in after school.
- Activities at the libraries with people there to help teach them to read and write.
- Activities that keep kids off the street while improving the community. I can't think of anything specifically.
- After school programs; just making sure we get kids active in the schools.
- After school study groups or more after school care so that moms and dads can work later in the evening.
- Anything that keeps them busy.
- Anything that keeps them occupied and off the streets.
- Baseball and softball groups and more swimming available.
- Evening activities, but I don't know what specifically. I don't know if they could run movies or what their liabilities are or what spaces they have.
- For special needs children.
- I am not aware of the activities but just anything for them.
- I cannot think of any at this time. (6)
- I can't think of any they just need more for them to do.
- I can't think of anything specifically, but it's always a good thing to have stuff for kids to do in order to keep them out of trouble.
- I don't know, I just think kids need some activities to be able to go to after school or in the evening. I just don't know what specifically that might be.
- I don't have any suggestions.
- I don't have kids in school, so I don't really know.
- I don't know any specific activities, but I would support or pay for any new activities.
- I don't know anything in particular, but they always need more things to do.
- I don't know anything specifically.
- I don't know because I don't know what they offer but the more is better.
- I don't know just more programs (2)
- I don't know they just need something for them to do so they aren't running around being hooligans. They need to be kept busy so they aren't in trouble.
- I don't know what activities there could be but there are a whole lot of teenagers with nothing to do around here.
- I don't know, I've never thought about what specific things I'd like to see.
- I don't know, no idea, not sure (9)
- I have no idea but it wouldn't hurt to have additional activities, the more they have the better it is.
- I have small children, and anything more for them would always be good. The parks around here are good but they could always add more stuff to play on.
- I haven't really given much thought to it, off the top of my head I can't think of any that would be good to dad.
- I know the recreation center has an open gym and courses they can take, but I don't know if that is the only location in Kettering that offers those kinds of things. Kettering is a fairly large area and I don't know if there is a similar facility in the western part of the city that the youth could attend.

- I know when I was growing up; we had a lot more outdoor activities. I have a nephew and niece and they spend most of their time on the computer. They need more activities for youth besides the skate park, that was the worst thing they have ever done in the city.
- I know you can put them out there but the problem is to get them out there. I can't think of anything that they can improve on but just more activities.
- I like the idea of having counseling services. I love what they are doing in their feeding programs already, but maybe they could add to that.
- I really like that skateboard park and there needs to be more events around that. There should be events during the summer to give the kids something to do and give them a chance to get together.
- I think more activities at the park like during the summer time.
- I think there should be more sports like football, baseball, and basketball. I would say just more intramural sports.
- I think there should be more understanding of the youth, and have those who are more willing to work with them. They could also use more social activities.
- I think they could have a bible study, playing, singing, or something wholesome.
- I think they do a good job with the younger kids. They need more programs for the kids but I can't really think of anything.
- I think they might need some more sports or a community center where they can hang out.
- I think they need to open up the recreation center more to youth organizations, especially the basketball facilities.
- I think they should have a place for the teens to go and socialize to keep them off the streets.
- I would just like to see some after school activities for the kids so they have a place to be if their parents work late.
- I would like for the youth to work with the disabled and see that they get to the places they need to be; like Project Mobility.
- I would like to see a science club. We have basketball and soccer clubs, I think we need that too.
- I would like to see a stronger park system. When I was a kid growing up in Kettering there was always something to do in the summers. They don't have that anymore.
- I would like to see any kind of entertainment activities. There are companies that have parties at the recreation center, but not a whole lot. They always need more things to do.
- I would like to see anything that would get them off the street or get them off the couch to do something besides playing games. There needs to be something that is affordable for them because there are a lot of things now that are expensive.
- I would like to see bike paths, and better uses for parks and facilities.
- I would like to see more after school and summer programs.
- I would like to see more after school programs or clubs for kids.
- I would like to see more after school programs provided by the city and not the churches.
- I would like to see more areas in the neighborhood where they could play.
- I would like to see more bike paths on roads. (2)
- I would like to see more mentoring and more activities for the youth.

- I would like to see more physical activities like a bike rally to get youth out doing things. More intramural sports would be nice also. They could have more outdoor concerts at the Frazee but not rock concerts. Something like the school band performing or more family friendly groups.
- I would like to see more places in the parks for kids to hang out. I think there needs to be more police in the parks because of drugs and other bad things that go on there. We just need to make it safer for our kids to play in.
- I would like to see more seasonal activities, like hayrides, ice rinks, and gardens in the spring. I would like to have the return of arts in the park in the summer time.
- I would like to see more sports and athletics, like baseball leagues.
- I would like to see more sports.
- I would like to see more supervised activities at local parks.
- I would like to see more things geared towards kids, not just the elderly.
- I would like to see some city sports for the kids. Also I want to see some city functions that involve kids and teenagers.
- I would like to see some more music related activities for kids. There are not a lot of theater and music things that kids can get involved in unless they are doing it at the schools. There needs to be more community interaction.
- I would say not an activity but supervision but I don't know if that is through the schools since parents seem to be working.
- I'd like the parks to have some counselors give kids things to do like arts and crafts in the summer time.
- I'd like to see a continuation of more programs at the recreation center.
- I'd like to see more after school programs.
- I'd like to see more exercise opportunities; maybe more structured activities in the parks- something to help fight childhood obesity.
- I'd like to see more playground activities where they pull in neighborhood kids and not charge for everything.
- If Kettering had an ice rink like Dayton does or a water park, that would be great
- I'm not quite sure but I think if they had some kind of things to do then they wouldn't be on the streets. Parents need to encourage their children to do stuff. Also, activities should be affordable because people don't have much money anymore.
- I'm not sure because I'm not around youth very much.
- I'm not sure, but I think it's a good idea.
- I'm not sure, I just think youth in general need more activities.
- I'm not sure. I just know they need stuff to do.
- It would be good for them to learn how things work.
- It would be nice to see more after school clubs.
- It's not that they need more activities; they just need to get the word out there that there are activities. I used to go to the park all the time. They had free movies when I was a kid, and now they don't.
- Just have more activities for the youth. I really don't know specifically what those would be. Maybe safer parks.
- Just more sports-related stuff, physical activity. I'd like to see them utilizing the parks more instead of them just sitting there. That's what they're there for.

- Maybe little theater groups, teen sports, and anything that keeps them busy.
- Maybe more uses for the water park; they could add stuff to it in the summer.
- Maybe reading programs and programs to help with learning.
- Maybe something more added to the skate park.
- More activities for teens in general, to keep them out of trouble.
- More activities in the parks.
- More activities on the West side of town.
- More after school activities in general would be helpful.
- More art and music for elementary schools.
- More band activities and art programs. More youth things at the Rosewood Art Center would be good. They have some programs but they need more youth oriented things. They could also use some more young adult programs.
- More basketball courts so they can play basketball until two in the morning. Maybe some kind of a little league thing for athletes who are not good enough to compete at the high school league level. More soccer and other kinds of athletic events.
- More coffee houses for them to hang out at.
- More open gyms and unorganized sporting events.
- More organizations to get the kids together outside of school.
- More organized little league teams.
- More organized local playground activities.
- More people exercising; riding bikes, going to gyms and stuff like that
- More programs or league sports for them to do.
- More sports activities, youth groups, and maybe Christian activities to keep them off the streets and out of trouble.
- More sports leagues and an expansion on the recreation center so they have more to do than just a swimming pool.
- Something structured, maybe at the parks, just anything to keep them occupied and out of mischief.
- Sometimes it seems like they are getting into trouble so anything for them that they would be interested in.
- Somewhere for youth to go after school that's supervised instead of going home to an empty house to watch TV.
- Sports, academic activities after school, fieldtrips, weekend academic activities, science club.
- The activities should do with community involvement. People in the community should help out.
- The city could offer space and resources to the high schools to help them with things that the kids would like to do. The city should be more proactive in getting teens into productive entertainment.
- The kids need something to do instead of just running around. Maybe something could be provided for them in the evenings and on the weekends.
- The neighborhoods should reach out to the youth and the youth should reach out to the neighborhoods. The same goes with senior citizens. I just think it's a good learning experience to be involved with all age groups and when they do that the youth and the elderly would be enriched; we all learn from each other.

- The skating park and the recreation center are good for the youth. Maybe more Friday night movies for the kids, and make pool more attractive for the kids.
- There could be more summer camps.
- There need to be activities for lower income children. Not everyone in Kettering lives in a four hundred thousand dollar house. I feel that if my kids would have had opportunities when they were kids they would have benefited from it.
- There needs to be more after school programs.
- There's a place here called the Attic, it's like a nightclub for teens. I would like to see more supervised activities at the school on the weekend for the kids to do like dances, live bands, and food. It would keep them out of trouble and give them something fun to do.
- They could have some kind of involvement with maintaining parks so they can get outdoors and not watch TV and play video games so much. There could be more youth oriented programs.
- They have the activities for youth but I think they need better advertisement or any way to get those activities to have an increase in participation.
- They need more after school programs. I am not sure what the programs would be, but I know they need more.
- They need more indoor activity centers, like indoor playgrounds.
- They need more organized sports. If they don't already have a boys and girls club that would be good.
- They need more recreational programs and activity where the kids are visibly helping community. They could start a mentor a program where older kids could help the younger kids.
- They need more stuff at the Rosewood Recreation Center. They should do more arts and crafts there because there isn't a big variety.
- They need to have more activities to keep them away from the drugs and alcohol.
- Things that teach them self efficiency or enrichment, camping or computer skills, groups that clean parks, things that bring groups to interact with each other
- We need more places for the kids to go.
- We need things for all ages for small kids to teenagers, like a Chuck E Cheese and a teenage dance place.
- We should have remote happenings at the parks and neighborhoods so the youth can ride their bikes to the parks and be involved in some kind of program without their parents having to drive them.
- We would like to see more outdoor recreational activities. (2)

66. Why do these children not attend Kettering City Schools?

- Because at Fairmont High School there are too many people in one grade at one time.
- For religious and educational reasons
- For religious reasons, my children go to a Catholic school. (5)
- He has attended Kettering City Schools but he's at Altar right now because all of his siblings graduated from Altar.
- I have them at a private school. I would like to see Kettering schools get better.
- I teach in Bellbrook and so they go there.

- It is my brother and he is home-schooled.
- My children attend my church's school.
- My parents put him in a religious school to have the religion classes that they don't have in the public schools.
- My wife came from a religious family and wanted them in Catholic school.
- She goes to private school. She started at our church school and she likes it. She's already settled in there so we kept her in it.
- The schools aren't good enough. I like to send them to a private school. It's absolutely better for them to go there.
- There are problems in the schools.
- They are homeschooled. (2)
- They attend parochial schools. (2)
- They go to a private school because they are a foreign exchange student in a program at that school.
- They go to a private school.
- They go to St. Charles which is a private school.
- They live with their mother 50% of the time and they go to Beaver creek.
- We don't have anything against Kettering City Schools; we just want them to go to a Catholic school. We wouldn't have a problem with sending them to Kettering schools.
- We home school because we had been doing Catholic school so now we do a Catholic home school program, so it's sort of a religious thing.
- We just preferred a faith based education.
- We've made a commitment to take them to Catholic schools. We aren't against the Kettering schools though.

73. *What is your race? (Other)*

- Hispanic (2)
- Human
- Hungarian
- Mediterranean

80. *Why do you plan to move from the City of Kettering in the next five years?*

- Because I live on a major thoroughfare and they plow the snow in my driveways, they won't deliver the KO times, I'm tired of the school levies, I want more acres of land, and I live close to Dayton so my area will be the inner city very soon.
- Because of the tax base and the services you get in return.
- For a new job.
- For work purposes.
- I am getting older so I would move to be close to my children.
- I am moving soon because I found a lower rental rate right outside the City of Kettering.
- I don't know (2)
- I don't like to live in the same place very long.
- I have no use for Kettering. I'm entirely dissatisfied with the city and the sooner I get out the better.

- I have not been happy with the way the city has gone down in terms of their services, so if I can sell my house I will move some place where my tax dollars will actually be put to work.
- I just graduated from college, so I plan to go overseas for a few years and get myself established there.
- I just want to travel and go to different places to experience different cultures.
- I need a better job situation.
- I plan to move to be closer to school.
- I took an absolute beating when I sold my home. I sold it for the same price I bought it. I don't blame Kettering for that but I'm not satisfied at all. I don't like where I'm living currently and I don't want to buy another home in the city so I'm moving somewhere else.
- I want to live in a town where there is a downtown and I want to be near my grandchildren.
- I want to move closer to my grandchildren.
- I will be moving because of college.
- If I don't get a job, I will move.
- If the taxes keep going up I'll move.
- I'm looking for a nicer neighborhood.
- I'm moving because I want a cheaper place to live; there are too many taxes here
- I'm moving to a different state.
- I'm not too thrilled with Kettering. I lived in Centerville and I liked that.
- I'm relocating out of state.
- It is too expensive with the taxes in general. I pay the same as my dad who lives in Beavercreek with a 190,000 house and I have an 80,000 house.
- Job relocation
- Our children are grown up and we just want to go somewhere new.
- Professional job transfer
- Retirement
- Retiring and moving out of state with family.
- So we can retire and move to somewhere warmer.
- Taxes; I work in Centerville and taxes taken out for Centerville are 1.25% and Kettering is 2.25%, so I have to make up that whole 1% that I don't pay every year.
- The city maintenance in Kettering is horrible, the rent and cost of living is too high. I am moving somewhere where they have better maintenance on the city and the schooling is better
- The property taxes are too high here.
- The taxes are too high. City income tax and property tax assessments.
- To be closer to family (2)
- To start my career outside of Ohio
- We may move close to Oakwood.
- We may move closer to family. We are not from the area.
- We plan to buy a condominium.
- We want a large property. (2)

- We want to buy a farm and expand. I grew up and Centerville and the schools were always better there. We might look for a better school.
- We want to get away from the city and there is a possibility that we might move to the country.
- We want to move to be closer to our families.
- We're looking for a better school district. (2)
- We've been looking for one story condo units to live in. Kettering doesn't seem to have those.
- Yes, but it depends on if my daughter gets a job in Holland, Michigan and then we would move to our lake house in Michigan.

81. Are you currently? (Employment status)

- Caretaker for my parents

83. In what City or Township do you work?

- Beavercreek (8)
- Bellbrook (2)
- Centerville (14)
- Centerville or Oakwood. I work back and forth between those two cities.
- Cincinnati
- Columbus (3)
- Dayton (37)
- Dayton and Oakwood
- Dayton/Beavercreek
- Dayton/Columbus area
- Evendale (2)
- Fairborn (7)
- Greene County
- Hamilton, Indiana
- Huber Heights (3)
- I travel all over
- I work all over the place, because I am in sales.
- I work at Wright Patterson Air force Base. It is a federal entity and therefore it's not in a certain city.
- I work throughout the state of Ohio.
- I'm a realtor so I work all over.
- Jacksonville, North Carolina
- Lebanon (2)
- Lexington, Kentucky
- Mason
- Miamisburg (5)
- Moraine (5)
- Oakwood
- Riverside (2)

- Springboro and online
- Springfield
- Sugarcreek Township
- Tipp City
- Trotwood
- Troy
- Urbana
- Vandalia
- Various cities. There isn't just one place that I go because I have a traveling job. They are all around the Miami Valley though.
- Washington Township (9)
- West Carrollton (3)
- West Jefferson
- Wright Patterson Air Force Base (4)

89. Do you have any additional questions or comments?

- Everybody should be paying taxes, not just the people who are working.
- Forrer Avenue is horrible. There are so many potholes.
- Honestly, we moved here because of how safe this place is and there have been no changes. I would not have wanted my children to grow up in any place besides here because of how great the schools are and how nice the neighborhoods are.
- I am concerned about the school levy that just passed. I was already paying into the school system, but now with everything that just passed, I am paying more. I have two grandkids in the school system, and I will gladly pay for them, but I don't want to pay for anyone else.
- I am extremely upset with the people that pick up the trash. They don't pick it up weekly like they should. They charge me extra for the amount of gas they use. My neighbor is elderly and they can't even put his garbage can up by his house and he has to walk out and get it
- I am very uncomfortable with the Kettering Schools fundraising. I'm for the schools but against how they are raising money. I'm concerned about the changing economic demographics here. It seems like Kettering is getting less wealthy and the city needs to do something or give us a plan
- I don't understand why the city starts projects if they don't have money. They tore up my yard to access a culvert and they ran out of money so they left me with a torn up yard. They tore up my driveway and I couldn't use it in the winter, it took me 3 years to fix it and now water is building up in the street because of it. The schools squander money and the taxes are out of control.
- I feel like there should have been a "medium" option for the survey. I wasn't able to answer all the questions right because some of the questions were just hit or miss. On some of them, I didn't exactly agree or disagree.
- I have been not very happy with the Fraze in the last year. We used to take family trips to the Fraze and sit in the commons and just listen to the music. People would bring lawn chairs and food, but now it is blocked off so we just boycotted going to the Fraze in general. It was a nice thing to do, and now that experience is ruined for us.

- I just wanted to add that when I called the EMS, it was during a blizzard and they came right away. I took a chance calling them because I didn't think they would come with the weather conditions, but they showed up very fast and I really appreciated that. Off of Isaac Pugh, they never plow our roads. This is like an assisted living area, so we should be the first on the list to plow.
- I live on East Dr. and this road dead ends into a set of apartments. I notice that when the snow plows come down this road most of the time they never have their blades down. That is not doing us any good in fact that is wasting the tax payer's money. I understand they cannot always have the blade down, but I think it will help people if they actually cleared the streets.
- I think that Kettering City schools are the best. I can't think of one bad thing to say about J.E. Pass Elementary. I have had the best experience with them
- I think the city schools are good, but I feel like they treat kids that do well in school great, and kids that don't do that well they don't get any help and they aren't treated as well as the kids that get good grades. I would like to see that change within the school system
- I think the Trent area and the Trent fitness center are two of the gems of the city that have been added in the last few years
- I used to rent for many years, but now that I am a homeowner, I understand how much of a problem the renters have been. They don't take care of the properties and it reflects on the neighborhood. We have a renter next to us and they get mad at us if we suggest trying to improve anything. It's also hard because the owners of the properties live out of state and don't do anything.
- I will support the schools, but I hate when they pass these levies and cut things like the teacher's salaries and teachers themselves. I know sports are important to the schools, but academics comes first and maybe they should start cutting the sports programs so they don't have to let so many teachers go.
- I wish the police would catch those who are speeding very fast through the neighborhoods instead of those who are only going slightly over. I know people that have been pulled over going 5 over the limit, but I am sure there are people that have gone over worse going through this neighborhood
- I would like to see more affordable housing for the seniors in Kettering
- I would really like to volunteer with the fire department or the EMS services.
- I'm dissatisfied with Kettering because of the amount of property taxes and city taxes you have to pay in the city. If you're going to have a survey you need to address that. When I talk to people in Kettering, the taxes are always the reason they are dissatisfied with the city. They charge so much in taxes and they just throw the money away
- I'm mostly satisfied except for the leaf and snow removal. I worked at the fire department and the snow made it difficult to get to work sometimes, and we'd have to stay overnight in the fire house. They started projects with widening the streets and never repaired the old ones. I know a lot of other neighborhoods say the same thing too.
- Indianola plat feels like we are neglected because we pay such high taxes, but we never get anything done here like snow plowed or added sidewalks.
- It seems to me that there aren't enough services for seniors and they have trouble finding transportation and information
- Just that they take an inconsistent approach to road and sidewalk repair. They had a curb repair program and some people had to replace their whole curb. The jobs were done by

different contractors so some are falling apart and some are good. It just looks kind of patchy. In these economic times I don't think they need to be spending money on bushes and such that block the view of traffic.

- My street is never repaired, and is always the very last street to get plowed or salted.
- On my street (Garrison Ave.) we are the last to have the snow removed, so I have to call and ask for it to be scheduled. It is a short street and there are people that are working and elderly that need to get out. Also they should have more publicity for cost control for the schools. It was advertised for public meetings during the election, but not anymore.
- Sometimes its two days before they clean the snow off our street. The snow plow always pushes the snow into our driveways. There has to be a better way to get rid of the snow. I live next to the Kettering bus maintenance facility and water comes downhill for two blocks during rainstorms, we need gutters or something to keep the water off of our lawns.
- The City of Kettering needs to be safer and they need to upgrade their streets and their properties. If they don't start to make their properties excellent like the schools are, then we're going to become the slums very soon. Also, please fix Forrer Blvd.
- The snowmobile shovels all the snow by my driveway on Ackermann. The snow blowers destroy parts of the street gutter and it has to be re-cemented. The city says you should have called when it happens to have it fixed, but you can't tell in the winter because of the snow. I can't find where they have the dates of leaf pick up. They should make those dates more obvious
- They need to keep track of the vacant homes in this area because there are more and more every day. I don't want our neighborhood to look bad only because of vacant homes.
- This survey needs to allow a middle or neutral ground answer/option
- We are very dissatisfied that they have made the Frazee less accessible to the neighborhood. They put restrictions on the park so we can't watch anything from there any more
- We just moved here in the last year, and we now are paying for a homeowner's association so they do a lot of things for us like the trash and keeping up the streets. I wish that we didn't have to pay extra for that but just have the city of Kettering do that for us. I used to be unhappy with my services in our old neighborhood, so I am glad we moved.
- We live on a dead end street and the city never bothers to remove snow or ice here. They need to take care of that. Also, our neighbor's yard really got out of hand this summer. There were weeds everywhere and it devalues the homes here. The city needs to monitor the yards in Kettering
- We need to have leaf pickup a little more frequently when the leaves start falling.

Appendix C: Survey Instrument

Introduction I

Hello, my name is _____ and I'm calling from Wright State University on behalf of the City of Kettering. We are conducting a survey pertaining to your views on services provided by the City of Kettering. The survey will take approximately 10 minutes to complete. May I speak to an adult who is 18 years of age or older?

Introduction II

Before we begin, I want to assure you that your participation is anonymous and your answers will be kept completely confidential. No information that identifies you will ever be used. Also, if you do not feel comfortable answering any of the questions, just ask me to go on. I really appreciate your time.

1. Are you 18 years of age or older and live in the city limits of Kettering?

1. Yes
2. No (*Does not qualify for survey*)

2. Overall, how satisfied are you with the City of Kettering as a place to live? Are you:

1. Very Satisfied
2. Satisfied
3. Dissatisfied
4. Very Dissatisfied

3. In general, would you say that the services that the City of Kettering provides are excellent, good, fair, poor, or very poor?

1. Excellent
2. Good
3. Fair
4. Poor
5. Very poor

4. During the past 5 years would you say the services provided by the City of Kettering have improved, stayed the same or gotten worse?

1. Improved
2. Stayed the same
3. Gotten worse

5. Why do you feel that way? (*Open-ended Question*) (*Interviewer: probe deeply for responses*)

6. How likely would you be to recommend the City of Kettering to a friend or relative who was looking for a place to live? Would you say:

1. Very Likely
2. Likely
3. Unlikely
4. Very unlikely

7. Next, I am going to read you a list of reasons why someone might choose Kettering as a place to live. Please tell me which of these options is the primary reason that you chose the City of Kettering as a place to live:

1. Great place to raise children
2. Friends and relatives live in the area
3. Safe neighborhoods
4. Grew up in Kettering
5. Good price on housing
6. Good / better schools
7. Parks, Recreation and Cultural Arts opportunities
8. Neighborhood is convenient to job, shopping, transportation, etc.
9. Positive image of the City

Next, I will be asking questions regarding city services.

8. In the past 12 months, has anyone in your household used the Charles I. Lathrem Senior Center?

1. Yes
2. No (*Skip to Q. 10*)

9. How satisfied are you with the operation of the Kettering Senior Center? Are you:

1. Very Satisfied
2. Satisfied
3. Dissatisfied
4. Very Dissatisfied

10. How satisfied are you with the City of Kettering paramedic services? Are you:

1. Very Satisfied
2. Satisfied
3. Dissatisfied
4. Very Dissatisfied

11. How satisfied are you with the City's fire services? Are you:

1. Very Satisfied
2. Satisfied
3. Dissatisfied
4. Very Dissatisfied

12. How satisfied are you with weekly trash pick-up? Are you:

1. Very Satisfied
2. Satisfied
3. Dissatisfied
4. Very Dissatisfied

13. How satisfied are you with bulk waste pickup? Are you:

1. Very Satisfied
2. Satisfied
3. Dissatisfied
4. Very Dissatisfied

14. How satisfied are you with police protection? Are you:

1. Very Satisfied
2. Satisfied
3. Dissatisfied
4. Very Dissatisfied

The next set of questions will ask about emergency services in the City of Kettering.

15. In the past 12 months, have you had to dial 911 for any reason?

1. Yes
2. No (***Skip to Q. 20***)

16. Was the purpose of your call for police, fire or emergency medical services?

1. Police
2. Fire
3. EMS

17. How satisfied were you with the assistance you received from the 911 operator. Were you:

1. Very Satisfied
2. Satisfied
3. Dissatisfied
4. Very Dissatisfied

18. How satisfied are you with the response time of the emergency personnel?

1. Very Satisfied
2. Satisfied
3. Dissatisfied
4. Very Dissatisfied

19. How satisfied are you with the assistance that was provided on the scene?

1. Very Satisfied
2. Satisfied
3. Dissatisfied
4. Very Dissatisfied

The next series of questions will ask about your satisfaction with other services that are provided by the City of Kettering.

20. How satisfied are you with Parks, Recreation and Cultural Arts in the City of Kettering? Are you:

1. Very Satisfied
2. Satisfied
3. Dissatisfied
4. Very Dissatisfied

21. Please state your level of support for marked bike paths on residential streets. Would you say you:

1. Strongly Support
2. Support
3. Oppose
4. Strongly Oppose

22. Please state your level of support for marked bike paths on thoroughfares such as Dorothy Lane and Wilmington Pike. Would you say you:

1. Strongly Support
2. Support
3. Oppose
4. Strongly Oppose

23. How satisfied are you with street and sidewalk maintenance and repair? Are you:

1. Very Satisfied
2. Satisfied
3. Dissatisfied
4. Very Dissatisfied

24. How satisfied are you with snow and ice removal in the City of Kettering? Are you:

1. Very Satisfied
2. Satisfied
3. Dissatisfied
4. Very Dissatisfied

25. How satisfied are you with storm water drainage in the City of Kettering? Are you:

1. Very Satisfied
2. Satisfied
3. Dissatisfied
4. Very Dissatisfied

26. How satisfied are you with building and inspection services in the City of Kettering? Are you:

1. Very Satisfied
2. Satisfied
3. Dissatisfied
4. Very Dissatisfied

27. How would you rate the enforcement of property maintenance in the City of Kettering? Is it:

1. Too strict
2. Not strict enough
3. About right

28. Are you aware that the City has a position that is responsible for business retention and new business creation?

1. Yes
2. No

29. How satisfied are you with efforts to retain businesses and current jobs and bring new jobs and businesses into the City of Kettering? Are you:

1. Very Satisfied
2. Satisfied
3. Dissatisfied
4. Very Dissatisfied

30. Do you believe the City of Kettering has been active enough in the redevelopment of vacant commercial and industrial sites in the City?

1. Yes
2. No

The next series of questions will ask about your neighborhood in particular.

31. How satisfied are you with the overall appearance of your neighborhood? Are you:

1. Very Satisfied
2. Satisfied
3. Dissatisfied
4. Very Dissatisfied

32. How safe do you feel in your neighborhood during the day? Would you say:

1. Very Safe
2. Safe
3. Unsafe
4. Very Unsafe

33. How safe do you feel in your neighborhood during evening hours? Would you say:

1. Very Safe
2. Safe
3. Unsafe
4. Very Unsafe

34. (If unsafe to either) Why do you feel unsafe in your neighborhood? (***Open-ended Question***)

35. Are there any vacant houses on your street?

1. Yes
2. No

The next series of questions will ask about specific aspects of your neighborhood. Please indicate your level of satisfaction with the following:

36. The condition of rental units in your neighborhood.

1. Very Satisfied
2. Satisfied
3. Dissatisfied
4. Very Dissatisfied

37. The condition of houses and yards in your neighborhood.

1. Very Satisfied
2. Satisfied
3. Dissatisfied
4. Very Dissatisfied

38. The condition of roads and sidewalks in your neighborhood.

1. Very Satisfied
2. Satisfied
3. Dissatisfied
4. Very Dissatisfied

39. Speeding cars in your neighborhood.

1. Very Satisfied
2. Satisfied
3. Dissatisfied
4. Very Dissatisfied

40. The clearing of snow and ice from neighborhood roads in the winter.

1. Very Satisfied
2. Satisfied
3. Dissatisfied
4. Very Dissatisfied

41. Not including police, fire, and paramedics, or friends and family who work for the city, have you been in contact with any city employee in the past 12 months?

1. Yes
2. No (*Skip to Q. 45*)

42. Was the City of Kettering employee you last dealt with helpful?

1. Yes
2. No

43. Was the City of Kettering employee you last dealt with courteous?

1. Yes
2. No

44. Was the City of Kettering employee you last dealt with responsive to your needs?

1. Yes
2. No

45. Over the past two years, do you believe the City of Kettering has made significant budget cuts, minor budget cuts, or no budget cuts?

1. Significant budget cuts
2. Minor budget cuts
3. No budget cuts

46. How do you receive most of your information about Kettering? (*Select all that apply*)

1. The City newsletter Contact with Kettering
2. Network T.V. (news)
3. Radio news
4. KO Times
5. Dayton Daily News
6. Cable access channel 6
7. Word of mouth/neighbors
8. Seasonal activities brochure (from Parks, Recreation and Cultural Arts)
9. The schools
10. City employees
11. Internet/city web page/website
12. Other (*Please specify*)
13. Receive no information

47. The City of Kettering produces several programs on Cable television. One is a five-minute television show on the government access channel called "Take Five with Kettering." Another is "Let's Talk Kettering", a monthly call-in show and a third is "Kettering Daily" which is on each weekday. Have you ever watched either of these shows?

1. Yes
2. No (*Skip to Q. 49*)

48. Would you say you have watched any of these shows, in whole or in part, once or twice, occasionally, or often?

1. Whole or in part
2. Once or twice
3. Occasionally
4. Often
5. Not sure/no answer

49. Do you have access to the internet at home?

1. Yes
2. No

50. Have you ever visited the City of Kettering's website?

1. Yes
2. No (*Skip to Q. 53*)

51. How often have you visited the City of Kettering's website in the past year?

1. Never (*Skip to Q. 53*)
2. Once
3. 2-3 times
4. Monthly
5. Weekly
6. Daily
7. Other (*Please specify*)

52. Was the information you found on the City of Kettering's website useful?

1. Yes
2. No

53. Do you use any social media sites, such as Facebook, MySpace, or Twitter?

1. Yes
2. No

54. If the City of Kettering had a Facebook page or Twitter account, would you visit these sites to get information about the City?

1. Yes
2. No

55. Please state your level of agreement with the following statement: People in City government generally do the right thing. Do you:

1. Strongly Agree
2. Agree
3. Disagree
4. Strongly Disagree

56. Have you ever volunteered with the City of Kettering?

1. Yes
2. No

57. Would you be interested in volunteering with the City of Kettering in the future?

1. Yes
2. No (*Skip to Q. 59*)

58. Would you like us to pass your contact information along to the City of Kettering so that you may be contacted regarding volunteer opportunities? Your contact information will not be attached to any of your survey responses, but rather, will be provided in a separate database.

1. Yes (*collect contact information*)
2. No

59. Do you believe that additional activities for seniors are needed in Kettering?

1. Yes
2. No (*Skip to Q. 61*)

60. What additional activities for seniors would you like to see? (*Open-ended question*)

61. Do you believe that additional activities for youth are needed in Kettering?

1. Yes
2. No (*Skip to Q. 63*)

62. What additional activities for youth would you like to see? (*Open-ended question*)

63. Do you have any children in your household under the age of 18?

1. Yes
2. No (*Skip to Q. 67*)

64. Do you have any children old enough to go to school grades K-12?

1. Yes
2. No (*Skip to Q. 67*)

65. Do these children attend Kettering City Schools?

1. Yes (*Skip to Q. 68*)
2. No

66. Why do these children not attend Kettering City Schools? (*Open-ended Question*) (*Skip to Q. 68*)

67. (*If no children in Kettering City Schools*) From what you have seen or heard, would you send your children to the Kettering City Schools if you had school age children?

1. Yes
2. No

68. Overall, based upon what you have seen or heard, how satisfied are you with Kettering City Schools? Are you:

1. Very Satisfied
2. Satisfied
3. Dissatisfied
4. Very Dissatisfied

Finally, I have a few demographic questions to ensure that we are representing all people fairly.

69. Are you currently:

1. Married (*Skip to Q. 70*)
2. Partnered
3. Single (*Skip to Q. 70*)
4. Divorced (*Skip to Q. 70*)
5. Separated (*Skip to Q. 70*)
6. Widowed (*Skip to Q. 70*)

70. Is your partner of the same or opposite sex?

1. Same sex
2. Opposite sex

71. What is your age? Are you:

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

72. What was the last grade of school you completed?

1. Less than high school
2. High school grad/GED
3. Some college/tech school
4. College graduate
5. Post graduate work or degree

73. What race do you consider yourself to be?

1. Caucasian
2. African-American
3. American Indian or Alaskan native
4. Asian or Pacific Islander, or
5. Biracial
6. Another (*Please specify*)

74. How long have you lived in the City of Kettering?

1. Less than 1 year
2. 1 year, but less than 2
3. 2 to 5 years
4. 5 to 10 years
5. 11 to 20 years
6. More than 20 years

75. Do you own or rent your home?

1. Own
2. Rent
3. Other (*Please specify*)

76. In what type of home do you live?

1. Single-family home
2. Multi-family home / duplex
3. Apartment, including senior housing
4. Condo
5. Mobile home / trailer
6. Other (*Please specify*)

77. How many adults over the age of 18 live in your household?

78. How many of these adults are over the age of 65?

79. Do you anticipate moving from Kettering in the next five years?

1. Yes
2. No (*Skip to Q. 81*)

80. Why do you plan to move from the City of Kettering in the next five years? (*Open-ended Question*)

81. Are you currently:

1. Employed for wages
2. Self-employed
3. Out of work for 1 year or longer (*Skip to Q. 84*)
4. Out of work for less than 1 year (*Skip to Q. 84*)
5. A Homemaker (*Skip to Q. 84*)
6. Active military (*Skip to Q. 84*)
7. A Student (*Skip to Q. 84*)
8. Retired, or (*Skip to Q. 84*)
9. Unable to work, or (*Skip to Q. 84*)
10. Something else (*Please specify*)

82. Do you work in the City of Kettering?

1. Yes (*Skip to Q. 84*)
2. No

83. In what city or township do you work? (*Open-ended Question*) (*We will code appropriately*)

84. How many adults in your household are working full time outside the home?

1. None
2. One
3. Two
4. Three
5. Four or more

85. And how many adults are working part time?

1. None
2. One
3. Two
4. Three
5. Four or more

86. (*If not retired in Q. 81*) Are any members of your household retired?

1. Yes
2. No

87. Please stop me when I reach your total household income before taxes, including all members of your household and all sources of income.

1. Less than 25,000
2. 25,001 to 35,000
3. 35,001 to 50,000
4. 50,001 to 75,000
5. 75,001 to 100,000
6. 100,001 to 150,000
7. Or over 150,000

88. Determine by voice, was respondent male or female? (*Do Not Read*)

1. Male
2. Female

89. Those are all of the questions I have for you today I really appreciate your taking the time to talk with me. Do you have any additional concerns that you would like the City to respond to? (If so, please provide contact information- contact information will not be attached to survey responses).