

2013

# City of Kettering Public Opinion Survey



Prepared by:

Center for Urban & Public Affairs

Wright State University

3640 Colonel Glenn Hwy

Dayton, OH 45435

(937) 775-2941



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## CHAPTER ONE: INTRODUCTION

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Citizens are basically customers of City government services, and measuring customer opinions of services and satisfaction levels is good business practice.<sup>1</sup> As one means of tracking data about customer needs, the City provides the opportunity for citizens to share their opinions on City government and City services, and to assess citizen desires for the future of Kettering. In 2010 and in 2013, the Center for Urban and Public Affairs (CUPA) at Wright State University (WSU) conducted the public opinion survey for the City of Kettering.

This report summarizes the perceptions of Kettering's citizens, and studies differences in perceptions between groups of people. Survey questions have been grouped into topical areas, such as "General Public Sentiment" and "Community Relations," representing the chapters in this report. In each section, the results from the 2013 survey are described in detail, and statistical differences between 2010 and 2013 results are noted whenever applicable. The appendices provide additional detail.

### Study and Questionnaire Design

The 2013 public opinion 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 update the questionnaire. The questionnaire contains 75 questions and is presented in Appendix A. Detailed results are presented in table format in Appendix B. Open-ended responses can be found in Appendix B.

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<sup>1</sup> "Michigan's Quality Improvement Guidebook," 2008.

## CHAPTER TWO: DEMOGRAPHIC PROFILE

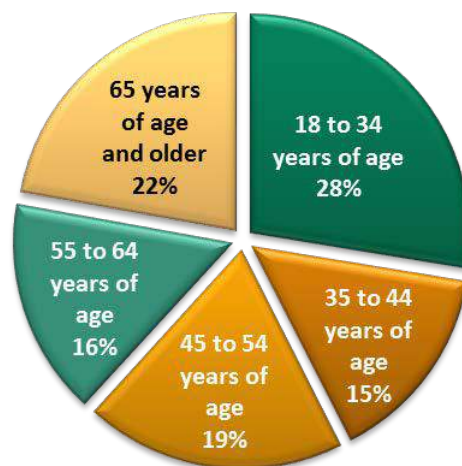
Sample demographics are presented to provide a snapshot of survey respondents and a context in which to interpret the findings of the survey. The following demographic characteristics were obtained from the survey: marital status, education, age, race, number of adults and children in the household,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

Survey data were weighted by age and gender, marital status, educational attainment, and tenure to accurately present the views of Kettering residents. Before the weighting of survey data, younger respondents and males were underrepresented in the sample. Weighted data reflects demographics according to estimates from the 2011 5-year estimates of the American Community Survey.

### Age

Respondents who are ages 18-34 represent the largest percentage of respondents (27.6 percent). The figure below details the age distribution of all survey respondents.

**Age Cohort**

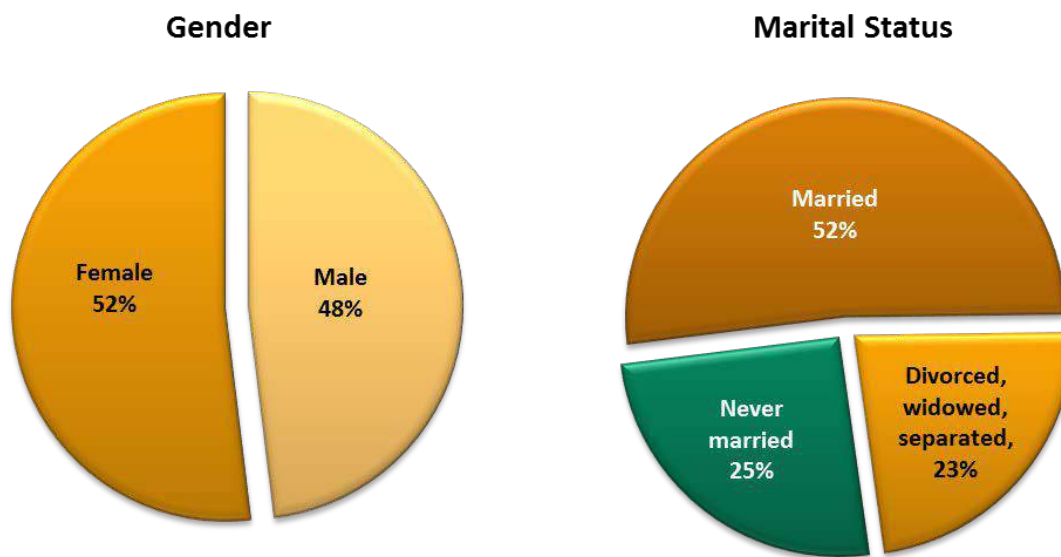


## Gender

Over half of survey respondents (51.9 percent) are female, while the remaining 48.1 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 (51.8 percent) are married, while 25.2 percent have never been married, and 23.0 percent are widowed, divorced, or separated.



## Race

The majority of respondents are Caucasian (96.5 percent versus 94.0 percent according to the Census estimate). The remaining 3.2 percent of Kettering respondents identified themselves as African-American (versus 3.0 percent according to the Census estimate), two or more races (0.3 percent), or Asian (0.1 percent).

## Home Ownership and Type of Dwelling

Two-thirds of respondents (65.6 percent) indicated that they own their home, while the remaining 34.4 percent of respondents rent. Most respondents (75.8 percent) indicated that they live in a single family home. Of the remaining respondents, 17.0 percent live in an apartment (including senior housing), 5.5 percent live in a multi-family dwelling/duplex, and 1.7 percent lives in a condo.

## Length of Residency

Less than half (43.8 percent) of respondents have lived in the City of Kettering for more than 20 years. Another 17.5 percent of respondents have lived in the City for 11-20 years, and 17.9 percent have lived in the City for 5-10 years.

## Household Composition

Respondents were also asked a series of questions pertaining to the composition of their household. Households ranged from one adult to five adults in a household, with over half of households (55.1 percent) containing two adults.

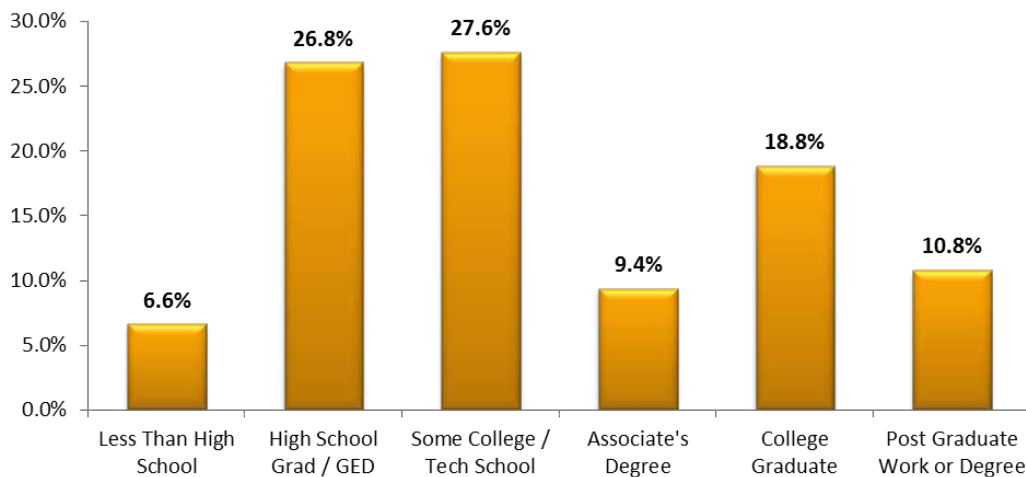
Almost one-third (31.5 percent) of respondents reported that they have a household with either one (20.1 percent) or two (11.4 percent) adults over the age of 65. Aligned with that finding, 37.1 percent of households have at least one member who is retired.

One-third of the households (33.8 percent) indicated that there are children under the age of 18 in their household. Most of those households (83.3 percent) have school-aged children in grades K through 12.

## Education

Most respondents have at least high school education (93.4 percent). More than one-quarter have a high school diploma or GED (26.8 percent) and some college/technical school (27.6 percent). Nearly one-third have an associate's degree, bachelor's degree, or more (29.6 percent) compared to 33.4 percent for Ohio overall.

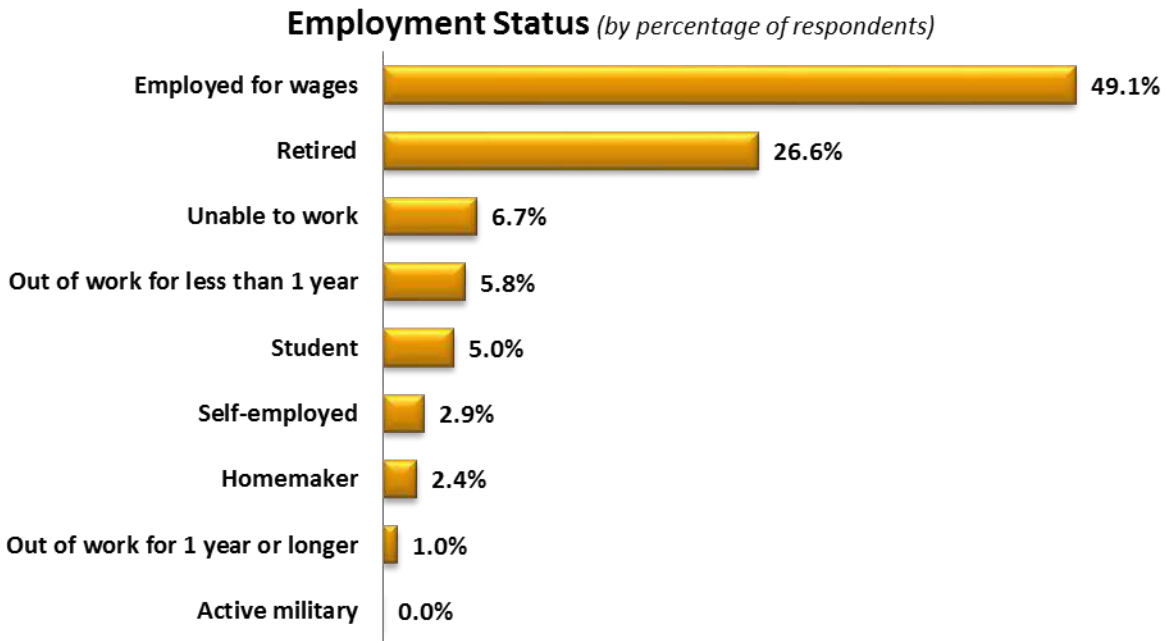
**What is the last grade of school you completed?**





## Employment

In the survey, respondents were asked if they are currently:

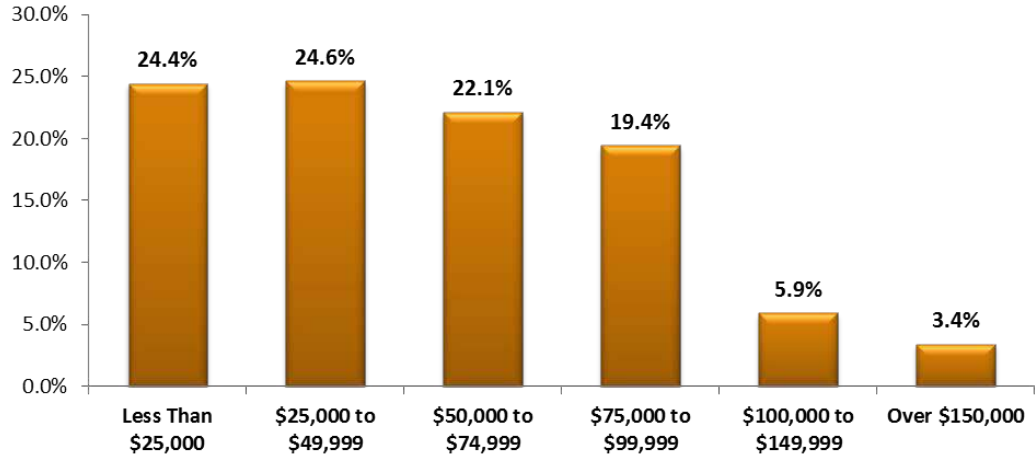


Of those employed outside of the home, 22.9 percent work in the City of Kettering. Among households, the most common pattern is to have either one or no one employed full-time outside the home (36.8 percent and 37.0 percent, respectively). Another 24.2 percent of households have two adults working full-time outside of the home. Two percent of households have three or more adults working full-time outside of the home. Just under one-quarter of households (24.1 percent) have an adult working part-time outside of the home.

## Income

Nearly one-quarter of survey respondents (24.4 percent) have an income of less than \$25,000 a year. And nearly 29 percent of respondents (28.7 percent) have an income of more than \$75,000 a year, including 3.4 percent of respondents reporting an income of more than \$150,000 a year.

**Total household income before taxes, including all members of your household and all sources of income**



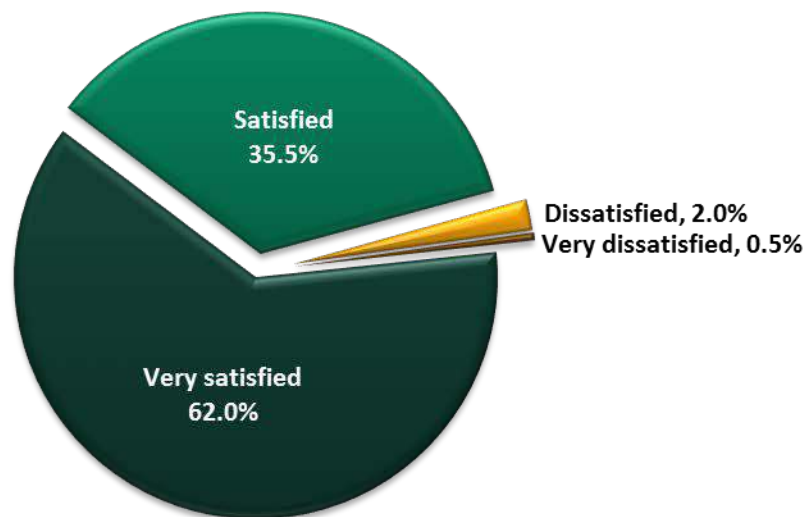
## CHAPTER THREE: GENERAL PUBLIC SENTIMENT

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, 97.4 percent of respondents indicated that they are very satisfied (62.0 percent) or satisfied (35.4 percent) with the City as a place to live.

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



The most common reason that respondents chose the City of Kettering as their City of residence is due to good schools (25.9 percent), while 20.9 percent said they chose to live in the City because they grew up in Kettering. The third most common reason, is a relatively distant third, and is that Kettering is a great place to raise children (10.6 percent).

Respondents were asked how likely they would be to recommend the City of Kettering to a friend or relative who is looking for a place to live. Over 90 percent of respondents (93.7 percent) indicated that they are very likely (58.9 percent) or likely (34.8 percent) to recommend Kettering to a friend or relative. Of the remaining respondents, 3.7 percent are unlikely to do so, while 2.6 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.

Ratings of the City's services continue a positive theme with the majority of respondents (90.3 percent) rating services excellent (44.0 percent) or good (46.3 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. More than two-thirds of respondents (69.0 percent) believe that services they receive from the City are about the same as they were five years ago. Of the remaining respondents, 22.1 percent believe that their services have improved, while 8.9 percent believe that their services have gotten worse.

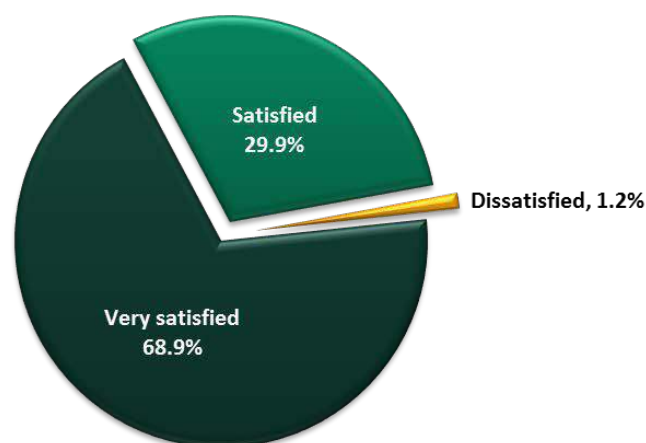
### City Service Use and Satisfaction

Respondents were asked to rate City services, and in most cases, ratings were sought whether the respondent had used the service in the past year or not. In some cases, respondents were asked to indicate if they have used a service and then answered a follow-on question.

#### Parks and Recreation

Respondents were asked to indicate their satisfaction with Parks, Recreation and Cultural Arts in the City of Kettering. Nearly ninety-five percent of respondents (94.9 percent) indicated that they are either very satisfied (60.4 percent) or satisfied (34.6 percent) with the Parks, Recreation and Cultural Arts in the City, while 4.1 percent of respondents are dissatisfied and 1.0 percent is very dissatisfied.

**How satisfied are you with the operation of the Kettering Recreation Complex?**



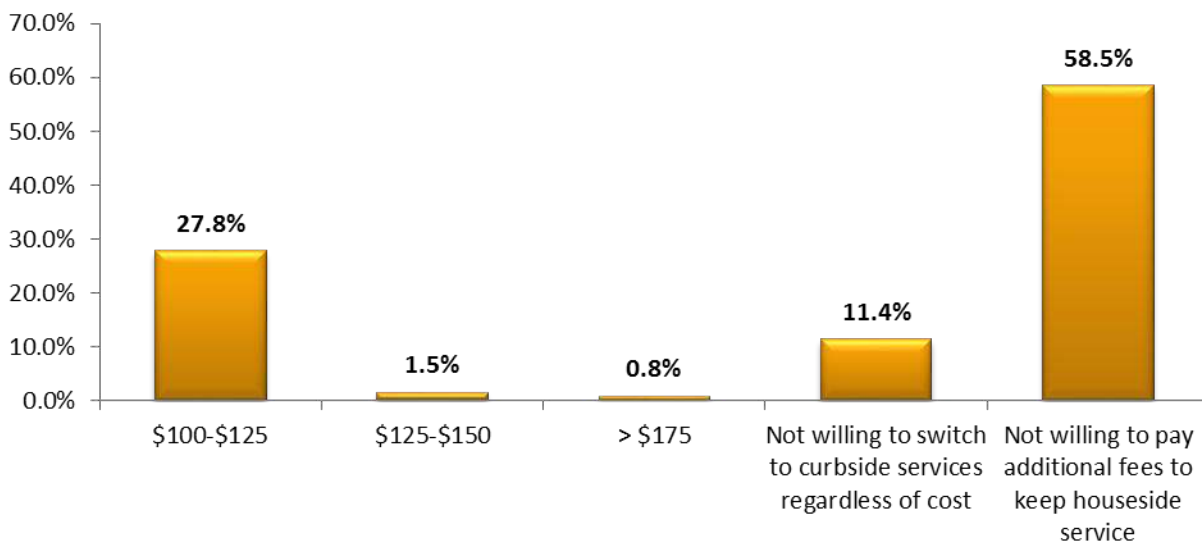
Satisfaction with the Kettering Recreation Complex Center approaches 100 percent, with only two respondents who have used the Complex expressing dissatisfaction. Nearly half of all respondents have used the Complex (48.1 percent).

This year, the survey assessed interest in a dog park in Kettering. Over three-fourths (77.5 percent) of respondents are in favor of a dog park. Of that percentage, 80.5 percent say that their support for a dog park includes allocating tax receipts for capital funds and annual operating funds to build and maintain the park.

### Waste Collection

More than four out of five respondents (91.7 percent) indicated some degree of satisfaction with weekly trash pick-up, with 47.4 percent indicating that they are very satisfied and 44.3 percent indicating that they are satisfied with weekly trash pickup. This year the survey included a question about house-side versus curbside trash services. A majority, or 58.5 percent, is not willing to pay additional fees to keep house-side services.

**To continue houseside services versus switching to curbside services, would you be willing to pay an additional annual cost of:**



### Street and Sidewalk Maintenance and Repair

Over 80 percent of respondents (82.4percent) are very satisfied (25.9 percent) or satisfied (56.6 percent) with street and sidewalk maintenance and repair in the City of Kettering.

### Snow and Ice Removal

Over three-fourths of respondents (76.7 percent) indicated that they are very satisfied (19.9 percent) or satisfied (56.8 percent) with snow and ice removal in the city of Kettering.

### Building and Inspection Services

Nearly half (44.3 percent) of respondents have never used building and inspection services, 51.2 percent are satisfied, and 4.5 are dissatisfied.

### Property Maintenance

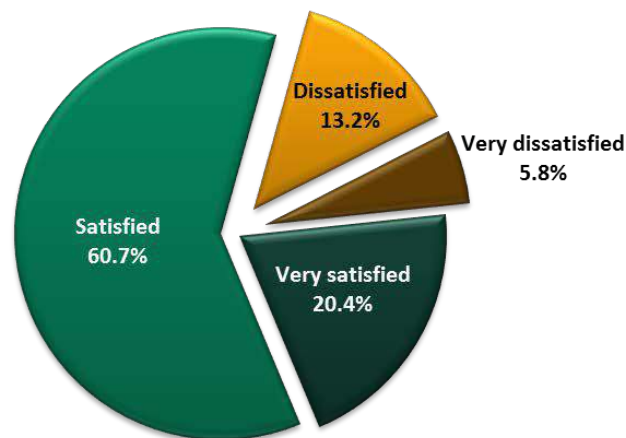
About one-third of respondents (31.1 percent) have been involved in a property maintenance matter with City property maintenance staff. Of those, three-fourths were satisfied with how they were treated by staff.

### Job and Business Attraction/Development

Four in five respondents (81.0 percent) are satisfied with the City's efforts to attract jobs and businesses to the City, with 20.4 percent being very satisfied and 60.7 percent being satisfied.

Three-fourths of respondents (75.8 percent) say they believe that the City has been active enough in improving the condition of vacant commercial and industrial sites.

**How satisfied are you with efforts to bring new jobs and businesses into the City of Kettering?**



### Senior Services

In 2013, respondents were asked if they are aware that the City has a senior services advocate who assists seniors and their families. Almost two-thirds (61.4 percent) are aware of the advocate.

### Emergency Medical Services

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

### *Fire Services*

Respondents were asked to indicate their satisfaction with 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 (99.5 percent) indicated that they are very satisfied (60.8 percent) or satisfied (38.7 percent) with the City's fire services.

### *Police Services*

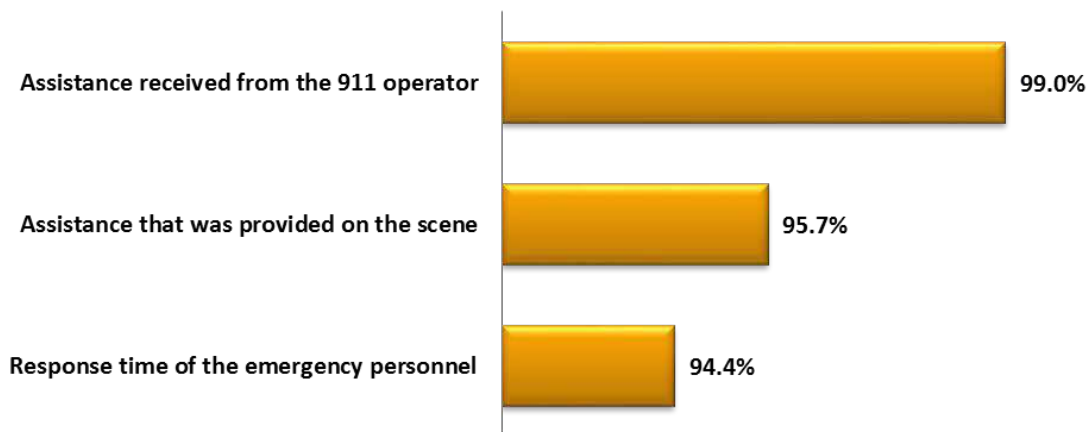
Almost all respondents (93.6 percent) indicated some level of satisfaction with police protection, with 52.2 percent indicating that they are very satisfied and 41.3 percent of respondents indicating that they are satisfied.

### *Contact with Emergency Personnel*

Respondents were asked a series of questions pertaining to contact with emergency medical services in Kettering. Compared to the 2010 survey, it appears that 911 calls have increased from 12.1 percent to 22.5 percent in 2013 indicating that they have dialed 911 in the past 12 months. Among those who had dialed 911 in the past year, in most instances the call was EMS related (78.5 percent), 16.5 percent called for the police, and 5.0 percent called regarding a fire.

Respondents were overwhelmingly satisfied with the response to their call. Specifically, 99.0 percent of all respondents indicated that they were very satisfied (90.9 percent) or satisfied (8.1 percent) with the assistance that they received from the 911 operator. Similarly, 94.4 percent of respondents were satisfied with the response time of emergency personnel and 95.7 percent were satisfied with the assistance that was provided on the scene, with four respondents indicating some degree of dissatisfaction.

**Very satisfied/satisfied with the:** *(by percentage of respondents)*



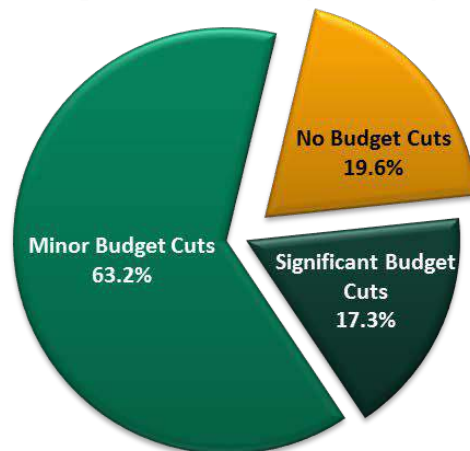
## CHAPTER FOUR: COMMUNITY RELATIONS

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

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 (63.2 percent) indicated that the city has made minor budget cuts. Another 19.6 percent of respondents indicated that the City has made no budget cuts, while 17.3 percent indicated that the city has made significant budget cuts.

**Residents who believe the City has made significant, minor, or no budget cuts over the past two years**



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 (83.9 percent) indicated they strongly agree (11.1 percent) or agree (72.8 percent) with this statement, while 11.1 percent indicated that they disagree and 5.0 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. One-third of respondents (32.8 percent) indicated that they have had contact with a City employee in the past year.



Those who have had contact with the City were asked if the employee they dealt with was helpful. More than nine out of ten respondents (92.7 percent) indicated that they last employee they dealt with was helpful. Almost all respondents who have had contact with a city employee (97.7 percent) indicate that the employee was courteous and 86.1 percent indicated the employee was responsive to their needs.

#### Forms of Communication

Respondents were asked a series of questions about other forms of communication utilized by the City of Kettering. Respondents were asked if they have ever watched any of the City of Kettering television programs produced for distribution on the local government access channel. These programs include: “Take Five with Kettering,” “Let’s Talk Kettering,” and “Kettering Daily.”

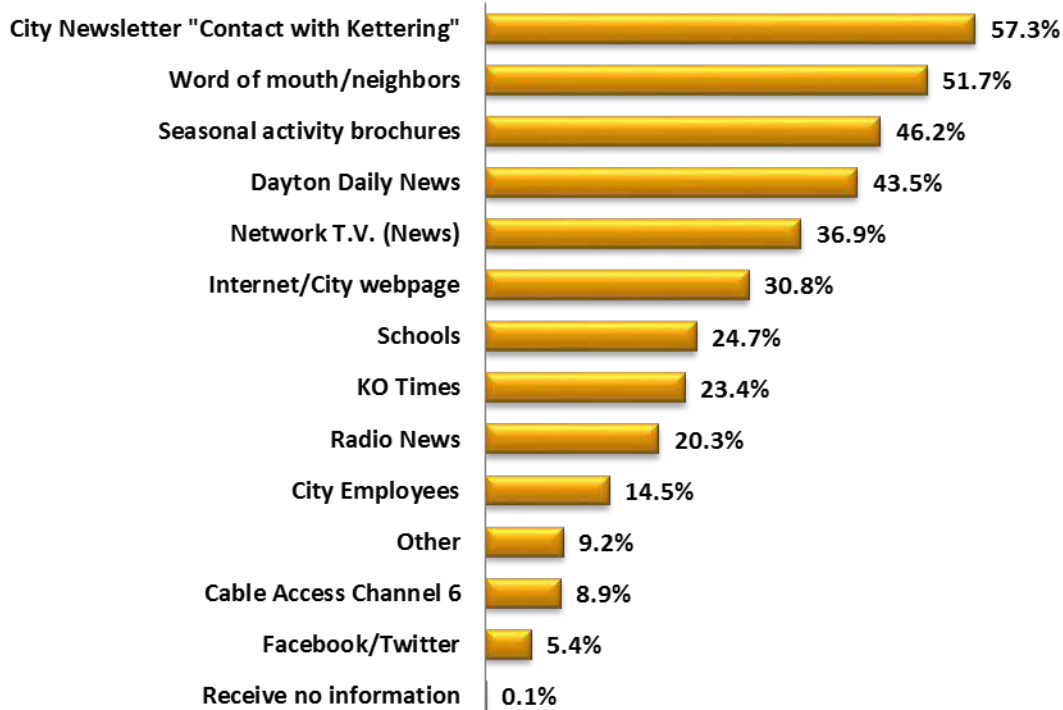
One-quarter of respondents (25.3 percent) indicated they have watched at least one of these programs at some point in their life. Respondents with an Associate’s degree or higher were significantly more likely than respondents with no college degree to have watched at least one of these programs.

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 said “once or twice” (47.4 percent) or “occasionally” (37.0 percent), while 15.5 percent (or 16 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. The table below presents all responses to this question.

## How do you receive most of your information about Kettering?

(by percentage of respondents)



### Internet Access

All respondents were asked if they Internet access in their household. Over 85 percent (85.3 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. Specifically, 100 percent of 18-44 year old respondents indicated that they have Internet access, compared to just 75.9 percent of respondents 65 and older.

More than half of all respondents (58.4 percent) have visited the City's website. Respondents between the ages of 18 and 44 were significantly more likely than other age groups to have visited the City's website. Respondents over the age of 65 (50.8 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. More respondents (32.8 percent) indicated visiting the website 2-3 times in the past year compared to any other response. About 19 percent (18.9 percent) of respondents visit the website monthly, 16.6 percent have visited the website once and 16.2 percent visit the

website weekly. Users of the city's website were asked if the information on the website was useful. Almost all respondents (97.5 percent, or all but 6 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 (49.9 percent) utilize social media sites; and 4.3 percent have used the City of Kettering's Facebook or Twitter sites.

#### Volunteerism

Finally, respondents were asked if they have ever volunteered with the City of Kettering. This year the survey included the question, have you ever volunteered with the City of Kettering? More than one in five respondents (22.1 percent) has volunteered.

## CHAPTER FIVE: NEIGHBORHOODS AND HOUSING

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“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).<sup>2</sup> The intent of this section is to measure the *overall satisfaction* with the features and characteristics of Kettering’s neighborhoods.

### 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 satisfaction<sup>3</sup> (e.g., Campbell et. al 1976).

More than 90 percent of Kettering residents (93.6 percent) indicated that they are very satisfied (44.2 percent) or satisfied (49.5 percent) with the overall appearance of their neighborhood. The remaining percent of respondents indicated they are dissatisfied (5.5 percent) or very dissatisfied (0.9 percent) with the overall appearance of their neighborhood.

### Neighborhood Safety

Perceptions regarding neighborhood safety have been found to be significant predictors of overall satisfaction<sup>4</sup> (Morrow-Jones, Wenning and Li, 2005, Spain 1988)<sup>5</sup>. Citizens were asked “How safe do you feel in your neighborhood during the day?” and “How safe do you feel in your neighborhood during evening hours?”

Almost all respondents (97.0 percent) indicate that they feel very safe (69.5 percent) or safe (27.4 percent) in their neighborhood during the day. Similarly, 93.3 percent of respondents indicate that they feel very safe (53.2 percent) or safe (40.1 percent) in their neighborhood in

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<sup>2</sup> Sirgy, Joseph M., Cornwell, T. 2002. How Neighborhood Features Affect Quality of Life. *Social Indicators Research* 59, 1: 79-114.

<sup>3</sup> Campbell, A, P.E. Converse and W.L. Rodgers. 1975. *The Quality of Life: Perceptions Evaluations and Satisfaction*. New York: Russell E. Sage Foundation.

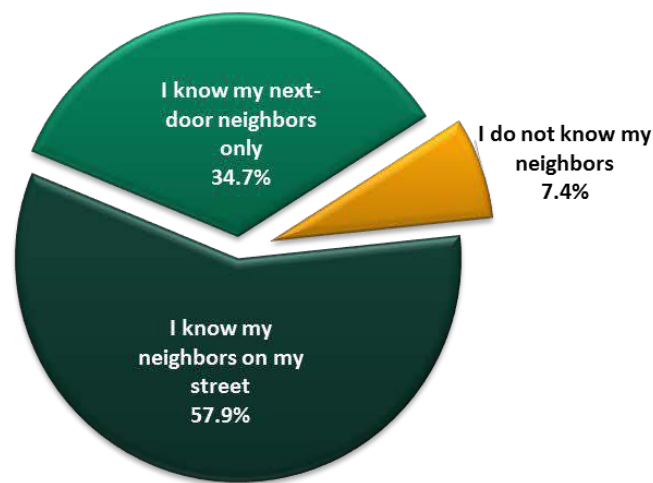
<sup>4</sup> Morrow-Jones, H., Wenning, M. and Li, Y. 2005. Neighborhood Satisfaction, Homeownership and Race: A Study of African American and White Homeowners in Franklin County, Ohio. *Journal of Planning Education and Research*.

<sup>5</sup> Spain, D. 1988. The Effect of Changing Households on Neighborhood Satisfaction. *Urban Affairs Quarterly* 24, 4: 561-600.

the evening. Crosstabs by demographic variables revealed that homeowners are significantly more likely than respondents who are renters to report feeling safe. Respondents who reported that they know their neighbors are also statistically more likely than those who do not to report feeling safe in their neighborhood.

Neighborhood relationships can contribute to feelings of safety. The majority of respondents (57.9 percent) say they know the neighbors on their street; and 34.7 percent know their next-door neighbors only. The remainder (7.4 percent) does not know their neighbors.

### How would you describe your neighborhood?



#### 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.

#### Road and Sidewalk Conditions

Seventy percent of respondents say there is no problem at all with the condition of roads and sidewalks in their neighborhood. Another 14.0 percent cite a small problem, 9.8 percent report somewhat of a problem, and 6.2 percent report a big problem with roads and sidewalks.

#### Speeding Cars

More than half of respondents report that speeding cars are a problem, at some level, in their neighborhood. Percentages for only a small problem, somewhat of a problem, and a big problem are 17.8 percent, 18.4 percent, and 16.6 percent, respectively.

## Snow Removal

A slim majority of respondents report a problem with the clearing of snow and ice from neighborhood roads in winter (50.3 percent). Of that percentage, 19.5 percent say it is only a small problem. About equal percentages cite somewhat of a problem and a big problem with snow and ice removal (15.2 percent and 15.6 percent).

## Housing

Three-fourths of respondents say that there is no problem at all with the condition of houses and yards in their neighborhood. Another 10.0 percent say there is only a small problem, leaving about 12.6 percent reporting somewhat of a problem or a big problem (3.3 percent) with the condition of houses and yards in their neighborhood. Regarding the condition of rental units, responses were very similar. For example, 73.7 percent say there is no problem at all with the condition of rental units in their neighborhood.

## CHAPTER SIX: KETTERING PUBLIC SCHOOLS

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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 are not aware 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.

One-third of the households (33.8 percent) indicated that there are children under the age of 18 in their household. Most of those households (83.3 percent) have school-aged children in grades K through 12. Of those households with school age children, 78.2 percent indicated that their children attend Kettering City Schools.

Respondents who do not have children old enough to attend school or do not have children under the age of 18 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 (87.6 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, 90.7 percent of respondents are very satisfied (60.0 percent) or satisfied (30.7 percent) with Kettering City Schools. Of the remaining respondents, 7.7 percent are dissatisfied and 1.5 percent are very dissatisfied.

## Appendix A: Survey Instrument

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### **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. 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

6. 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 / Quality Public Safety
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
10. Variety of Housing Options

***Next, I will be asking questions regarding city services.***

7. In the past 12 months, has anyone in your household used the Kettering Recreation Complex Center?

1. Yes
2. No (***Skip to Q. 9***)

8. How satisfied are you with the operation of the Kettering Recreation Complex? Are you:

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

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

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

10. Currently the city of Kettering offers house-side weekly refuse and recycling services utilizing our contractor, waste management. House-side services are more expensive than traditional curbside services. The city of Kettering will be negotiating a new contract for services in 24 months. To continue house-side services versus switching to curbside services, would you be willing to pay an additional annual cost of:

1. \$100 – \$125
2. \$125 - \$150
3. \$150 - \$175
4. > \$175
5. Not willing to switch to curbside services regardless of cost
6. Not willing to pay additional fees to keep house-side services

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

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 police protection? Are you:

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

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

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

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

1. Police
2. Fire
3. EMS

15. 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

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

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

17. 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.***

18. 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

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

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

20. 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

21. How satisfied are you with building and inspection services in the City of Kettering? Are you:  
*(Building and inspection services include the permit process for improvements to your home or business, and follow up inspections to ensure the work was done properly. Examples of types of permits: HVAC system, Water Heater, Electrical permit, Plumbing permit, Fences, Sheds, Garages, Room Additions, Swimming Pools)*

1. Very Satisfied
2. Satisfied
3. Dissatisfied
4. Very Dissatisfied
5. Don't know/Never used

22. The enforcement of Property Maintenance has been an emphasis in the City of Kettering for the last several years. If you have been involved in a property maintenance matter with our Property Maintenance Staff, were you satisfied with how you were treated by the staff?

1. Yes
2. No
3. N/A

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

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

24. Do you believe the City of Kettering has been active enough in improving the condition of vacant commercial and industrial sites in the City?

1. Yes
2. No

25. Are you aware that the City of Kettering has a Senior Services Advocate who assists seniors and their families?

1. Yes
2. No

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

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

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

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

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

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

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

29. How would you describe your neighborhood?

1. I know my neighbors on my street
2. I know my next door neighbor only
3. I do not know my neighbors

***For each of the following topics, please indicate if the topic is no problem at all, only a small problem, somewhat of a problem or a big problem in your neighborhood.***

30. The condition of rental units in your neighborhood.

1. No problem at all
2. Only a small problem
3. Somewhat of a problem
4. A big problem

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

1. No problem at all
2. Only a small problem
3. Somewhat of a problem
4. A big problem

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

1. No problem at all
2. Only a small problem
3. Somewhat of a problem
4. A big problem

33. Speeding cars in your neighborhood.

1. No problem at all
2. Only a small problem
3. Somewhat of a problem
4. A big problem

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

1. No problem at all
2. Only a small problem
3. Somewhat of a problem
4. A big problem

35. 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. 41***)

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

1. Yes
2. No

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

1. Yes
2. No

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

1. Yes
2. No

39. 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

40. The City of Kettering has on two occasions attempted to install a Dog Park in the City. Each time the proposed location was objected to during the community input process. Are you in favor of a Dog Park in Kettering?

1. Yes
2. No (**Skip to Q. 44**)

41. Does your support for a dog park include allocating tax receipts for capital funds and annual operating funds to build and maintain the park?

1. Yes
2. No

42. 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
12. Facebook/Twitter
13. Other (**Please specify**)
14. Receive no information

43. 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 any of these shows?

1. Yes
2. No (**Skip to Q. 47**)

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

1. Once or twice
2. Occasionally
3. Often
4. Don't Know

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

1. Yes
2. No

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

1. Yes
2. No (***Skip to Q. 51***)

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

1. Never (***Skip to Q. 51***)
2. Once
3. 2-3 times
4. Monthly
5. Weekly
6. Daily

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

1. Yes
2. No

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

1. Yes
2. No

50. Have you utilized the City of Kettering's Facebook & Twitter sites?

1. Yes
2. No



51. 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

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

1. Yes
2. No

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

1. Yes
2. No (***Skip to Q. 58***)

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

1. Yes
2. No (***Skip to Q. 58***)

55. Do these children attend Kettering City Schools?

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

56. (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

57. 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.***

58. Are you currently:

1. Never married
2. Member of an unmarried couple
3. Married
4. Divorced
5. Widowed
6. Separated

59. What is your age range? Are you:

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

60. 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. Associate degree
4. Bachelor's degree)
5. Post graduate work or degree

61. What race do you consider yourself to be?

1. Caucasian
2. African-American
3. American Indian or Alaskan native
4. Asian
5. Native Hawaiian or Pacific Islander
6. Two or more races
7. Other

62. 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

63. Do you own or rent your home?

1. Own
2. Rent
3. Other

64. 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. Other

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

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

67. Are you currently?

1. Employed for wages
2. Self-employed
3. Out of work for 1 year or longer (***Skip to Q. 72***)
4. Out of work for less than 1 year (***Skip to Q. 72***)
5. A Homemaker (***Skip to Q. 72***)
6. Active Military (***Skip to Q. 72***)
7. A Student (***Skip to Q. 72***)
8. Retired
9. Unable to work, or (***Skip to Q. 72***)
10. Something else (***Please specify***)

68. 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

69. Do you work in the City of Kettering?

1. Yes (**Skip to Q. 72**)
2. No

70. In what city or township do you work? (**Open-ended Question**)

71. And how many adults in your household are working part-time?

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

72. Are any members of your household retired?

1. Yes
2. No

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

- a. Less than \$24,999
- b. \$25,000 to 49,999
- c. \$50,000 to 74,999
- d. \$75,000 to 99,999
- e. \$100,000 to 149,999
- f. \$150,000+

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

1. Male
2. Female

75. 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).*

## Appendix B: Frequency Tables

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very satisfied	248	62.0	62.0	62.0
	Satisfied	142	35.4	35.4	97.5
	Dissatisfied	8	2.0	2.0	99.5
	Very dissatisfied	2	.5	.5	100.0
	Total	400	99.9	100.0	
Missing	Don't know	0	.1		
Total		400	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	176	43.9	44.0	44.0
	Good	185	46.1	46.3	90.3
	Fair	24	5.9	5.9	96.2
	Poor	12	2.9	2.9	99.2
	Very poor	3	.8	.8	100.0
	Total	399	99.7	100.0	
Missing	Don't know	1	.3		
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	83	20.7	22.1	22.1
	Stayed the same	258	64.4	69.0	91.1
	Gotten worse	33	8.3	8.9	100.0
	Total	374	93.4	100.0	
Missing	Don't know	26	6.4		
	Refused	1	.2		
	Total	26	6.6		
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?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very likely	234	58.4	58.9	58.9
	Likely	138	34.5	34.8	93.7
	Unlikely	15	3.7	3.7	97.4
	Very unlikely	10	2.6	2.6	100.0
	Total	397	99.2	100.0	
Missing	Don't know	3	.7		
	Refused	1	.2		
	Total	3	.8		
Total		400	100.0		

**Which of these options is the primary reason you chose the City of Kettering as a place to live?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Great place to raise children	42	10.5	10.6	10.6
	Friends and relatives live in the area	37	9.3	9.4	20.1
	Safe neighborhoods/quality public safety	39	9.7	9.9	29.9
	Grew up in Kettering	82	20.6	20.9	50.8
	Good price on housing	30	7.4	7.5	58.3
	Good/better schools	102	25.6	25.9	84.3
	Parks, recreation and cultural arts opportunities	13	3.1	3.2	87.5
	Neighborhood is convenient to job, shopping, transportation, etc.	30	7.5	7.6	95.1
	Positive image of the city	10	2.4	2.4	97.5
	Variety of housing options	10	2.4	2.5	100.0
	Total	394	98.6	100.0	
Missing	Don't know	4	1.1		
	Refused	1	.4		
	Total	6	1.4		
Total		400	100.0		

*Next, I will be asking questions regarding city services.*

**In the past 12 months, has anyone in your household used the Kettering Recreation Complex Center?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	192	48.1	48.1	48.1
	No	207	51.9	51.9	100.0
	Total	400	99.9	100.0	
Missing	Don't know	0	.1		
Total		400	100.0		

**How satisfied are you with the operation of the Kettering Recreation Complex?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very satisfied	132	33.0	68.9	68.9
	Satisfied	57	14.3	29.9	98.8
	Dissatisfied	2	.6	1.2	100.0
	Total	192	47.9	100.0	
Missing	Don't know	1	.2		
	System	208	51.9		
Total		208	52.1		
Total		400	100.0		

**How satisfied are you with weekly trash pick-up?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very satisfied	186	46.5	47.4	47.4
	Satisfied	174	43.5	44.3	91.7
	Dissatisfied	27	6.9	7.0	98.7
	Very dissatisfied	5	1.3	1.3	100.0
	Total	393	98.2	100.0	
Missing	Don't know	6	1.5		
	Refused	1	.3		
Total		7	1.8		
Total		400	100.0		



**To continue house-side services versus switching to curbside services, would you be willing to pay an additional annual cost of:**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	\$100-\$125	93	23.4	27.8
	\$125-\$150	5	1.3	29.3
	> \$175	3	.7	30.1
	Not willing to switch to curbside services regardless of cost	38	9.6	41.5
	Not willing to pay additional fees to keep house-side service	197	49.3	100.0
	Total	337	84.1	100.0
Missing	Don't know	44	10.9	
	Refused	20	5.0	
	Total	63	15.9	
Total		400	100.0	

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

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

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very satisfied	214	53.6	60.8
	Satisfied	136	34.1	99.5
	Dissatisfied	2	.5	100.0
	Total	353	88.2	100.0
Missing	Don't know	47	11.8	
Total		400	100.0	

**How satisfied are you with police protection?**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very satisfied	205	51.2	52.2
	Satisfied	162	40.5	93.6
	Dissatisfied	18	4.5	98.1
	Very dissatisfied	7	1.9	100.0
	Total	392	98.1	100.0
Missing	Don't know	8	1.9	
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	90	22.5	22.5	22.5
	No	310	77.4	77.5	100.0
	Total	400	99.9	100.0	
Missing	Don't know	0	.1		
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	14	3.6	16.5	16.5
	Fire	4	1.1	5.0	21.5
	EMS	69	17.2	78.5	100.0
	Total	87	21.9	100.0	
Missing	Don't know	3	.7		
	System	310	77.5		
Total	Total	313	78.1		
Total		400	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very satisfied	81	20.3	90.9	90.9
	Satisfied	7	1.8	8.1	99.0
	Dissatisfied	1	.2	1.0	100.0
	Total	89	22.3	100.0	
Missing	Don't know	1	.2		
	System	310	77.5		
Total	Total	311	77.7		
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	73	18.4	83.3	83.3
	Satisfied	10	2.4	11.1	94.4
	Dissatisfied	5	1.2	5.6	100.0
	Total	88	22.1	100.0	
Missing	Don't know	2	.5		
	System	310	77.5		
Total	Total	312	77.9		
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	72	18.1	83.2	83.2
	Satisfied	11	2.7	12.5	95.7
	Dissatisfied	1	.2	1.0	96.7
	Very dissatisfied	3	.7	3.3	100.0
	Total	87	21.7	100.0	
Missing	Don't know	3	.8		
	System	310	77.5		
	Total	313	78.3		
Total		400	100.0		

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

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very satisfied	226	56.5	60.4	60.4
	Satisfied	129	32.2	34.5	94.9
	Dissatisfied	15	3.8	4.1	99.0
	Very dissatisfied	4	.9	1.0	100.0
	Total	374	93.4	100.0	
Missing	Don't know	25	6.3		
	Refused	1	.2		
	Total	26	6.6		
Total		400	100.0		

**How satisfied are you with street and sidewalk maintenance and repair?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very satisfied	100	25.1	25.9	25.9
	Satisfied	220	54.9	56.6	82.4
	Dissatisfied	58	14.5	15.0	97.4
	Very dissatisfied	10	2.5	2.6	100.0
	Total	388	97.1	100.0	
Missing	Don't know	10	2.5		
	Refused	2	.4		
	Total	12	2.9		
Total		400	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very satisfied	79	19.8	19.9	19.9
	Satisfied	226	56.4	56.8	76.7
	Dissatisfied	64	16.1	16.2	92.9
	Very dissatisfied	28	7.1	7.1	100.0
	Total	397	99.3	100.0	
Missing	Don't know	3	.7		
Total		400	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very satisfied	58	14.6	15.6	15.6
	Satisfied	133	33.3	35.6	51.2
	Dissatisfied	12	3.0	3.2	54.4
	Very dissatisfied	5	1.2	1.3	55.7
	N/A or never used	166	41.4	44.3	100.0
	Total	374	93.6	100.0	
Missing	Don't know	25	6.4		
	Refused	0	.1		
Total	Total	26	6.4		
Total		400	100.0		

**If you have been involved in a property maintenance matter with our property maintenance staff, were you satisfied with how you were treated by the staff?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	96	24.1	24.2	24.2
	No	27	6.9	6.9	31.1
	N/A	275	68.6	68.9	100.0
	Total	399	99.6	100.0	
Missing	Don't know	1	.4		
Total		400	100.0		

**How satisfied are you with efforts to bring new jobs and businesses into the City of Kettering?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very satisfied	63	15.9	20.4	20.4
	Satisfied	189	47.3	60.7	81.0
	Dissatisfied	41	10.3	13.2	94.2
	Very dissatisfied	18	4.5	5.8	100.0
	Total	312	77.9	100.0	
Missing	Don't know	84	21.0		
	Refused	4	1.1		
	Total	88	22.1		
Total	400	100.0			

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	262	65.5	75.8	75.8
	No	84	20.9	24.2	100.0
	Total	346	86.4	100.0	
Missing	Don't know	54	13.4		
	Refused	1	.2		
	Total	54	13.6		
Total	400	100.0			

**Are you aware that the City of Kettering has a senior services advocate who assists seniors and their families?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	244	60.9	61.4	61.4
	No	153	38.4	38.6	100.0
	Total	397	99.3	100.0	
Missing	Don't know	3	.7		
Total		400	100.0		

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

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

	Frequency	Percent	Valid Percent	Cumulative Percent	
Valid	Very satisfied	177	44.2	44.2	44.2
	Satisfied	198	49.5	49.5	93.6
	Dissatisfied	22	5.5	5.5	99.1
	Very dissatisfied	3	.9	.9	100.0
	Total	400	100.0	100.0	

**How safe do you feel in your neighborhood during the day?**

	Frequency	Percent	Valid Percent	Cumulative Percent	
Valid	Very safe	278	69.5	69.5	69.5
	Safe	110	27.4	27.4	97.0
	Unsafe	5	1.3	1.3	98.3
	Very unsafe	7	1.7	1.7	100.0
	Total	400	99.9	100.0	
Missing	Don't know	0	.1		
Total	400	100.0			

**How safe do you feel in your neighborhood during the evening hours?**

	Frequency	Percent	Valid Percent	Cumulative Percent	
Valid	Very safe	212	53.1	53.2	53.2
	Safe	160	40.1	40.1	93.3
	Unsafe	26	6.5	6.5	99.9
	Very unsafe	1	.1	.1	100.0
	Total	399	99.9	100.0	
Missing	Don't know	1	.1		
Total	400	100.0			

**How would you describe your neighborhood?**

	Frequency	Percent	Valid Percent	Cumulative Percent	
Valid	I know my neighbors on my street	228	56.9	57.9	57.9
	I know my next-door neighbors only	137	34.1	34.7	92.6
	I do not know my neighbors	29	7.2	7.4	100.0
	Total	393	98.3	100.0	
Missing	Don't know	4	1.0		
	Refused	3	.7		
Total	7	1.7			
Total	400	100.0			

*For each of the following topics, please indicate if the topic is no problem at all, only a small problem, somewhat of a problem or a big problem in your neighborhood.*

**The condition of rental units in your neighborhood:**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No problem at all	272	68.1	73.7	73.7
	Only a small problem	44	11.0	11.9	85.6
	Somewhat of a problem	27	6.8	7.3	92.9
	A big problem	26	6.5	7.1	100.0
	Total	370	92.4	100.0	
Missing	Don't know	26	6.4		
	Refused	5	1.1		
	Total	30	7.6		
Total		400	100.0		

**The condition of houses and yards in your neighborhood**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No problem at all	309	77.3	77.4	77.4
	Only a small problem	40	10.0	10.0	87.4
	Somewhat of a problem	37	9.4	9.4	96.7
	A big problem	13	3.3	3.3	100.0
	Total	400	99.9	100.0	
Missing	Refused	0	.1		
Total		400	100.0		

**The condition of roads and sidewalks in your neighborhood**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No problem at all	279	69.8	70.0	70.0
	Only a small problem	56	13.9	14.0	84.0
	Somewhat of a problem	39	9.8	9.8	93.8
	A big problem	25	6.2	6.2	100.0
	Total	399	99.7	100.0	
Missing	Don't know	1	.3		
Total		400	100.0		

**Speeding cars in your neighborhood**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No problem at all	189	47.1	47.2	47.2
	Only a small problem	71	17.7	17.8	65.0
	Somewhat of a problem	74	18.4	18.4	83.4
	A big problem	66	16.5	16.6	100.0
	Total	399	99.8	100.0	
Missing	Don't know	1	.2		
Total		400	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No problem at all	197	49.3	49.7	49.7
	Only a small problem	77	19.3	19.5	69.2
	Somewhat of a problem	60	15.1	15.2	84.4
	A big problem	62	15.4	15.6	100.0
	Total	397	99.1	100.0	
Missing	Don't know	3	.7		
	Refused	1	.2		
Total		400	100.0		

**Have you been in contact with any city employee in the past 12 months?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	130	32.6	32.8	32.8
	No	267	66.9	67.2	100.0
	Total	398	99.5	100.0	
Missing	Don't know	2	.5		
Total		400	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	121	30.2	92.7	92.7
	No	10	2.4	7.3	100.0
	Total	130	32.6	100.0	
Missing	System	270	67.4		
Total		400	100.0		



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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	126	31.6	97.7	97.7
	No	3	.7	2.3	100.0
	Total	129	32.3	100.0	
Missing	Don't know	1	.3		
	System	270	67.4		
Total		271	67.7		
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	112	28.0	86.1	86.1
	No	18	4.5	13.9	100.0
	Total	130	32.5	100.0	
Missing	Don't know	0	.1		
	System	270	67.4		
Total		270	67.5		
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	39	9.8	17.3	17.3
	Minor Budget Cuts	143	35.6	63.2	80.4
	No Budget Cuts	44	11.0	19.6	100.0
	Total	226	56.4	100.0	
Missing	Don't Know	170	42.6		
	Refused	4	1.0		
Total		174	43.6		
Total		400	100.0		

**Are you in favor of a dog park in Kettering?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	277	69.3	77.5	77.5
	No	81	20.2	22.5	100.0
	Total	358	89.4	100.0	
Missing	Don't know	41	10.2		
	Refused	1	.3		
Total		42	10.6		
Total		400	100.0		

**Does your support for a dog park include allocating tax receipts for capital funds and annual operating funds to build and maintain the park?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	197	49.2	80.5	80.5
	No	48	11.9	19.5	100.0
	Total	244	61.1	100.0	
Missing	Don't know	32	8.0		
	Refused	1	.2		
	System	123	30.7		
	Total	156	38.9		
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	171	42.7	42.7	42.7
	Yes	229	57.3	57.3	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	252	63.1	63.1	63.1
	Yes	148	36.9	36.9	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	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: KO Times**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	306	76.6	76.6	76.6
	Yes	94	23.4	23.4	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	226	56.5	56.5	56.5
	Yes	174	43.5	43.5	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	364	91.1	91.1	91.1
	Yes	36	8.9	8.9	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	193	48.3	48.3	48.3
	Yes	207	51.7	51.7	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	215	53.8	53.8	53.8
	Yes	185	46.2	46.2	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	301	75.3	75.3	75.3
	Yes	99	24.7	24.7	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	342	85.5	85.5	85.5
	Yes	58	14.5	14.5	100.0
	Total	400	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	277	69.2	69.2	69.2
	Yes	123	30.8	30.8	100.0
	Total	400	100.0	100.0	

**How do you receive most of your information about Kettering: Facebook / Twitter**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	378	94.6	94.6	94.6
	Yes	22	5.4	5.4	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	363	90.8	90.8	90.8
	Yes	37	9.2	9.2	100.0
	Total	400	100.0	100.0	

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

- Bulletin
- City magazine
- Currently a volunteer with the City of Kettering.
- E-mail
- Experience
- I have lived here my whole life
- Kettering project
- Lathrem Senior Newsletter (2)
- Magazine, some people
- Mail/mailers (8)
- Newspaper (5)
- Observation (3)
- Telephone contact

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	399	99.9	99.9	99.9
	Yes	1	.1	.1	100.0
	Total	400	100.0	100.0	

**How do you receive most of your information about Kettering: Don't Know**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	399	99.6	99.6	99.6
	Yes	1	.4	.4	100.0
	Total	400	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	400	100.0	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 Da

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	101	25.2	25.3	25.3
	No	298	74.5	74.7	100.0
	Total	399	99.7	100.0	
Missing	Don't know	1	.3		
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	48	12.0	47.4	47.4
	Occasionally	37	9.3	37.0	84.5
	Often	16	3.9	15.5	100.0
	Total	101	25.2	100.0	
Missing	System	299	74.8		
Total		400	100.0		

**Do you have access to the internet at home?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	341	85.3	85.3	85.3
	No	59	14.7	14.7	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	232	57.9	58.4	58.4
	No	165	41.3	41.6	100.0
	Total	397	99.2	100.0	
Missing	Don't Know	3	.8		
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	7	1.8	3.0	3.0
	Once	38	9.6	16.6	19.6
	2 to 3 Times	76	18.9	32.8	52.4
	Monthly	44	11.0	18.9	71.3
	Weekly	37	9.3	16.2	87.5
	Other (please specify)	29	7.2	12.5	100.0
	Total	231	57.8	100.0	
Missing	Don't Know	1	.1		
Missing	System	168	42.1		
Total	Total	169	42.2		
Total		400	100.0		

**Other (please specify)**

- 3 or 4 times
- 4 times (6)
- 5 times (6)
- 5 or 6 times (3)
- 6 times (7)
- 8 times
- 10 times (4)
- Bi-weekly

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	218	54.6	97.5	97.5
	No	6	1.4	2.5	100.0
	Total	224	56.0	100.0	
Missing	Don't Know	1	.1		
Missing	System	175	43.9		
Total	Total	176	44.0		
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	199	49.7	49.9	49.9
	No	200	50.0	50.1	100.0
	Total	399	99.7	100.0	
Missing	Don't Know	1	.2		
	Refused	0	.1		
Total		1	.3		
Total		400	100.0		

**Have you utilized the City of Kettering's Facebook or Twitter sites?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	17	4.3	4.3	4.3
	No	380	95.1	95.7	100.0
	Total	398	99.4	100.0	
Missing	Don't Know	2	.5		
	Refused	0	.1		
Total		2	.6		
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	41	10.2	11.1	11.1
	Agree	266	66.5	72.8	83.9
	Disagree	41	10.2	11.1	95.0
	Strongly Disagree	18	4.5	5.0	100.0
	Total	365	91.3	100.0	
Missing	Don't Know	33	8.3		
	Refused	1	.3		
Total		35	8.7		
Total		400	100.0		

**Have you ever volunteered with the City of Kettering?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	88	21.9	22.1	22.1
	No	309	77.3	77.9	100.0
	Total	397	99.2	100.0	
Missing	Don't Know	2	.5		
	Refused	1	.2		
Total		3	.8		
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	135	33.8	33.8	33.8
	No	265	66.2	66.2	100.0
	Total	400	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	112	28.1	83.3	83.3
	No	23	5.6	16.7	100.0
	Total	135	33.8	100.0	
Missing	System	265	66.2		
Total		400	100.0		

**Do these children attend Kettering City Schools?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	88	22.0	78.2	78.2
	No	24	6.1	21.8	100.0
	Total	112	28.1	100.0	
Missing	System	288	71.9		
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	269	67.3	87.6	87.6
	No	38	9.5	12.4	100.0
	Total	307	76.7	100.0	
Missing	Don't Know	4	.9		
	Refused	1	.3		
	System	88	22.0		
Total	Total	93	23.3		
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	229	57.1	60.0	60.0
	Satisfied	117	29.2	30.7	90.7
	Dissatisfied	29	7.4	7.7	98.5
	Very Dissatisfied	6	1.5	1.5	100.0
	Total	381	95.2	100.0	
Missing	Don't Know	19	4.7		
	Refused	1	.2		
	Total	19	4.8		
Total		400	100.0		

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

**Age Cohort (recode)**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	18 to 34 years of age	110	27.6	27.6	27.6
	35 to 44 years of age	60	14.9	14.9	42.5
	45 to 54 years of age	77	19.3	19.3	61.8
	55 to 64 years of age	64	16.1	16.1	77.9
	65 years of age and older	89	22.1	22.1	100.0
	Total	400	100.0	100.0	

**Gender**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Male	192	48.1	48.1	48.1
	Female	208	51.9	51.9	100.0
	Total	400	100.0	100.0	

**Are you currently (recode):**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Never married	101	25.2	25.2	25.2
	Married	207	51.8	51.8	77.0
	Divorced, widowed, separated	92	23.0	23.0	100.0
	Total	400	100.0	100.0	

**What is the last grade of school you completed?**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid				
Less Than High School	26	6.6	6.6	6.6
High School Grad / GED	107	26.8	26.8	33.4
Some College / Tech School	110	27.6	27.6	61.0
Associate's Degree	37	9.4	9.4	70.4
College Graduate	75	18.8	18.8	89.2
Post Graduate Work or Degree	43	10.8	10.8	100.0
Total	400	100.0	100.0	

**What race do you consider yourself to be?**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid				
Caucasian	357	89.3	96.5	96.5
African-American	12	2.9	3.2	99.6
Asian	0	.1	.1	99.7
Two or more races	1	.3	.3	100.0
Total	370	92.6	100.0	
Missing				
Another Race (please specify)	27	6.7		
Refused	3	.7		
Total	30	7.4		
Total	400	100.0		

Another Race (please specify)

- American
- German-American
- Hispanic (4)
- Italian American

**How long have you lived in the City of Kettering?**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid				
Less Than 1 Year	1	.2	.2	.2
1 Year, But Less Than 2	16	4.0	4.0	4.2
2 to 5 Years	66	16.5	16.5	20.7
5 to 10 Years	72	17.9	17.9	38.6
11 to 20 Years	70	17.5	17.5	56.2
More Than 20 Years	175	43.8	43.8	100.0
Total	400	100.0	100.0	

**Do you own or rent your home?**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Own	262	65.6	65.6	65.6
Valid Rent	138	34.4	34.4	100.0
Total	400	100.0	100.0	

**In what type of home do you live?**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Single-Family Home	303	75.8	75.8	75.8
Valid Multi-Family Home / Duplex	22	5.5	5.5	81.3
Valid Apartment, Including Senior Housing	68	17.0	17.0	98.3
Valid Condo	7	1.7	1.7	100.0
Total	400	100.0	100.0	

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

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1	93	23.2	23.2	23.2
Valid 2	220	55.1	55.1	78.3
Valid 3	65	16.3	16.3	94.6
Valid 4	21	5.2	5.2	99.8
Valid 5	1	.2	.2	100.0
Total	400	100.0	100.0	

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

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 0	274	68.4	68.5	68.5
Valid 1	80	20.1	20.1	88.6
Valid 2	46	11.4	11.4	100.0
Total	400	99.9	100.0	
Missing 77	0	.1		
Total	400	100.0		

**Employed for wages**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No	204	50.9	50.9	50.9
Valid Yes	196	49.1	49.1	100.0
Total	400	100.0	100.0	

**Self-employed**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No	388	97.1	97.1	97.1
Valid Yes	12	2.9	2.9	100.0
Total	400	100.0	100.0	

**Out of work for 1 year or longer**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No	396	99.0	99.0	99.0
Valid Yes	4	1.0	1.0	100.0
Total	400	100.0	100.0	

**Out of work for less than 1 year**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No	377	94.2	94.2	94.2
Valid Yes	23	5.8	5.8	100.0
Total	400	100.0	100.0	

**Retired**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No	294	73.4	73.4	73.4
Valid Yes	106	26.6	26.6	100.0
Total	400	100.0	100.0	

**Unable to work**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No	373	93.3	93.3	93.3
Valid Yes	27	6.7	6.7	100.0
Total	400	100.0	100.0	

**Homemaker**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No	390	97.6	97.6	97.6
Valid Yes	10	2.4	2.4	100.0
Total	400	100.0	100.0	

**Student**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No	380	95.0	95.0	95.0
Valid Yes	20	5.0	5.0	100.0
Total	400	100.0	100.0	

**Active military**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No	400	100.0	100.0	100.0

**Other**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No	397	99.3	99.3	99.3
Valid Yes	3	.7	.7	100.0
Total	400	100.0	100.0	

**Other**

- I'm in the green card process right now.
- Never worked
- Substitute teacher

**Don't know**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No	397	99.3	99.3	99.3
Valid Yes	3	.7	.7	100.0
Total	400	100.0	100.0	

**Refused**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No	399	99.7	99.7	99.7
Valid Yes	1	.3	.3	100.0
Total	400	100.0	100.0	

**Do you work in the City of Kettering?**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Yes	49	12.3	22.9	22.9
Valid No	166	41.5	77.1	100.0
Total	215	53.8	100.0	
Missing Doesn't work outside the home	124	31.0		
Missing Refused	1	.1		
Missing System	60	15.0		
Total	185	46.2		
Total	400	100.0		

In what city or township do you work?

- Beavercreek (8)
- Bellbrook (1)
- Centerville (6)
- Cincinnati (2)
- Dayton (36)
- Evendale (1)
- Fairborn (3)
- Franklin (1)
- Hamilton (1)
- Harrison Township (2)
- Huber Heights (2)
- Lebanon (1)
- Lewisburg (1)
- Miami Township (5)
- Miamisburg (8)
- Moraine (4)
- Mount Sterling (1)
- Oakwood (1)
- Refused (8)
- Riverside (2)
- Sharonville (1)
- Springboro (4)
- Springfield (3)
- Sugarcreek Township (2)
- Trotwood (2)
- Vandalia (1)
- Washington Township (5)
- Waynesville (1)
- Wilmington (1)
- Wright-Patterson Air Force Base (10)
- Yellow Springs (1)

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

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	None	148	36.9	37.0
	One	147	36.8	73.8
	Two	97	24.1	98.0
	Three	7	1.8	99.8
	Four or More	1	.2	100.0
	Total	399	99.9	100.0
Missing	Refused	1	.1	
Total	400	100.0		

**And how many adults are working part-time?**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	None	303	75.8	75.9
	One	84	21.1	97.0
	Two	5	1.1	98.2
	Three	7	1.8	100.0
	Total	399	99.9	100.0
Missing	Refused	1	.1	
Total	400	100.0		

**Are any members of your household retired?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	148	37.0	37.1	37.1
	No	252	62.9	62.9	100.0
	Total	400	99.9	100.0	
Missing	Refused	0	.1		
Total		400	100.0		

**Income**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Less Than \$25,000	79	19.6	24.4	24.4
	\$25,000 to \$49,999	79	19.8	24.6	49.1
	\$50,000 to \$74,999	71	17.8	22.1	71.2
	\$75,000 to \$99,999	63	15.6	19.4	90.6
	\$100,000 to \$149,999	19	4.8	5.9	96.6
	Over \$150,000	11	2.8	3.4	100.0
	Total	322	80.4	100.0	
Missing	Don't Know	23	5.9		
	Refused	55	13.7		
	Total	78	19.6		
Total		400	100.0		

**Additional comments**

- As far as I understand, as tax payers we have to support our school but I'm not satisfied that the entire burden is put on the home owners. I feel that apartment owners should have to participate, for instance with a tax. Snow removal is not up-to-par with New England where I came from. The city seems to waste money on salt they put down when it doesn't even snow.
- At the parks, they need to address the geese that relieve themselves all over the sidewalk, you can hardly walk on the paths due to that at Lincoln and Delco Park specifically.
- Clean up some of the yards and houses.
- Don't move the trash to the curb. It will look trashy.
- I absolutely find Kettering a very good place to live.
- I called the police about this a few times, but there has been a man breaking into my home and stealing my valuables. They came by, but they won't check up in the attic, I think he is living up there. The police said they would drive by every night, but I've only seen them once.
- I don't get house-side service. I have to take mine out to the curb for them to pick it up. They also don't plow my street.
- I don't like how they changed the school calendar so we start so early in the summer, people speed through our little neighborhood, and I wish these surveys were online rather over the phone.
- I have a creek in my backyard. They will not come clean it, and critters come crawling into my backyard. The mosquitoes are bad. That is why I am against Kettering. I am mad at them. They will not do anything about it. We do have the best fire and paramedic services that I think anyone has.
- I love the city of Kettering, I've only had to call the police twice in 35 years

- if love the libraries
- I love the refuse drop over on Dorothy Lane. It's where you take your yard refuse and I use it all the time.
- I think the Frazee Pavilion and the way it's run for the citizens is worse, like how they have to make citizens pay to hear anything and how they blocked off the streets during concerts. It's loud and noisy because I can hear it from 2 miles away. They close some sidewalks when there is concerts. I'd rather they shut it down.
- I think the overall services are fine. The parks and recreation do a great job! The physical fitness center is exceptionally good...only thing I can see is being more aggressive on the maintenance of yards and upkeep on houses.
- I think they do a good job with the snow and ice removal, and that is one of my biggest concerns always. I think they keep the parks in good shape, and I really like the libraries.
- I thoroughly appreciate the Kettering superintendent as well as the previous ones for their cooperation and understanding of parents' role and their ability to choose their kids' education. I like that Kettering respects that. I like that the public is able to use their tax dollars in public buildings. For example, home schooling is offered in the Kettering Recreation Complex.
- I want the right to choose my trash contractor. I also shouldn't have to pay any more for the guy to walk an extra 20 feet, so I won't pay for house-side service. They take too long to pick up leaves in the fall and they block the road. The snow removal is really good on main drags, but they don't salt or plow the side streets near the schools.
- I would like the city of Kettering to put bike lanes on the city streets.
- I would like to know who I call about the yards in the back of me?
- I would like to see the police department put more emphasis on crime prevention and less emphasis on speed traps.
- I would like to see them look into a different trash service other than Waste Management.
- I'd like to know where to get rid of my paint cans at? I've had them for years.
- I'm concerned about the thievery in the neighborhood at night, I don't feel like the police are responsive to these.
- I'm dissatisfied with the electric. When we have electrical failure, we always go out and they never fix it right away. We always seem to go out, but across the street doesn't go out.
- I'm happy living in Kettering and always have been. It's a pretty good place to live.
- I'm not satisfied with their most recent design of the website. They need somebody who's going keep it up more on a daily basis on upcoming events. A lot of outdated information remains on there. They need to make the roads a priority in both the summer and the winter. I commend them on taking an initiative to contact the citizens. (See message box for additional comments)
- I'm very dissatisfied with the police. I want them to be cops and not traffic police.
- In my neighborhood, there are no sidewalks or curbs and was told that they would install them 40 years ago
- It really irks me that the city took over Waste Management. I used to have my own contract with Waste Management and I liked that much more.
- I've lived in this house for 17 years and snow removal and street repair have always been poor. I also would've liked to see them do something with the old Delco building, like put jobs or something in there. I know the city government is there but I don't know if it's being used enough because it's a nice complex.
- Kettering City Schools have the most amazing handicap programs in this area in my opinion. My youngest child is handicapped.



- Kettering has some of the most beautiful parks I have ever seen, but you can't use them, because they are so littered with geese. You can't even walk from your car to the track without stepping in goose poop and then you have to wash your shoes before you leave.
- Light in apartment complex and driveway.
- Look at another contract with Waste Management, because they are getting lax and they are too expensive.
- More money needs to be given to the schools and more porta-potties at the parks for the kids and adults...Ok with being contacted by telephone.
- Neighborhoods do not have sidewalks and causes concern for children.
- Our street does not get plowed in the winter.
- Rental unit yards had only been mowed twice this summer, I think this is something the city would keep track of
- Send this survey by mail so we can put comments. I like living here, they respond to our needs. I would not live anywhere else.
- Side Walk repairs from last summer at Stroop & Far Hills the brick used is already showing weeds growing through the brick and looks terrible. As well the new poles on Stroop & Far Hills already have paint chipping.
- Snow plow damaged driveway, and city employees were not permitted to fix it, so I have to pay for repairs caused by city's damage.
- Tell the police to patrol the parks and keep the riff raff and dogs out of there. People just open their car door and let the dogs run free. The police either need to fix this, or let citizens carry their shotguns around to shoot the dogs.
- The building inspection services are very slow. We've had a lot of break-ins and theft in our neighborhood and that's scary.
- The city is controlled by Republicans, and they don't know what they are doing.
- The city needs to start mowing on the other side of the wall on South Dixie Street. In the past 12 months, I've dialed 911 on two separate occasions. Once was for the police and the other time was for the EMS.
- The city refuses to service my street because they consider it a private drive somehow and it's really annoying. If it wasn't for my neighbor and his snow plow and truck, we wouldn't be able to get out in the winter.
- The electric and telephone wires along the main street/major roads need to be addressed.
- The facility to drop off yard debris off of E. Dorothy Lane is really great Off OF E. Strop is where you can get compost is really good Taking confidential papers to get shredded at government office was nice, wish that happened more and was advertise better
- The fact they do not plow our street in the winter.
- The Kettering 9-1-1 system cannot find me with my cell phone and can only get within a mile and a half of my home and that does me no good. Their system needs to be updated so they can find me at home even with my cell phone. That's dangerous, for anyone, and with so many people not having a home phone now, I think it's imperative to upgrade their system immediately. It's a high priority.
- The new people moving into Kettering aren't taking care of their properties.
- The people who come to inspect my home are officious, pompous, and obnoxious. They are downright bullies and completely uncooperative.
- The rider service for seniors provided by the Lathrem Senior Center is very good. The police have gotten to zealous. They pulled over a friend of mine for a dwb(driving while black) and that upset me.

- The trash pickup is a very sore spot. I even have the route manager for Waste Management in my cell phone and I have to call him frequently or give his number out to others a lot.
- There are a lot of speeding cars in the neighborhood and there are a lot of children that play around here.
- There's a couch sitting on the corner and it needs to be removed.
- There's a not so much traveled lane, a "no man's land," on the south side of Osage Street, and people dump their trash back there and a young man always smokes back there. Can the city do anything about this?
- There's too many dogs in my neighborhood, some people have 5 or 6 and there's constant barking.
- They need to fire the trash company. Waste Management stinks and they don't do what they're contracted to do. They should let us have a choice again. The recycling coordinator is irresponsible. She listens and then doesn't do anything.
- They need to make people clean up their backyards.
- They're doing a great job with the schools.
- Think about the citizens first instead of themselves, and spend money like it's their's, not someone else's
- Trash is real important to me, we could save money with curbside service and the yard waste disposal is confusing and allowable recycles there is no information on it on what can be recycled.
- Trash should be our own option
- we are very satisfied with the city of Kettering and we love it here
- We have a big problem with fireworks in our neighborhood. Our walls shake because of the fireworks.
- We have problems with the trash service, and I wish we had choices. They should institute something that picks up our brush.
- We live on a cul-de-sac and every year they don't plow our snow we are left with snow blocking the intersection and the end of our cul-de-sac.
- We love Kettering
- Why can't they offer a recycling service where you can recycle any type of paper, plastic, aluminum, etc.? Canton can do it so why can't Kettering? The intersection of Glenheath Dr. and Wilmington Pike has frequent car accidents so why don't we have a flashing light out there? And if they can't do that there needs to be better snow and ice removal at that intersection. (See comment box)
- Would like to be contacted about the creek in her backyard

## Appendix C: METHODOLOGY

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### Study and Questionnaire Design

The 2013 public opinion 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 update the questionnaire. The questionnaire contains 75 questions and is presented in Appendix A.

### Sampling Design

This study was a random listed telephone survey of homeowners in the City of Kettering. In a random listed sample, the study relies on a randomly selected listed sample. In such a study, any household with a listed number and standard telephone service has an equal opportunity to be interviewed. Results from the survey generally represent the opinions of the community with listed phone numbers. While researchers recognize the increasing reliance by households on cell phones, national companies are not yet able to provide cost effective cell phone samples for small geographies.

### 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 August 8, 2013 through September 17, 2013. Respondents were usually interviewed between the hours of 4:00 p.m. and 9:00 p.m. Monday through Friday, on Saturdays from 10:00 a.m. to 6:00 p.m. and Sundays from 3:00 p.m. to 8:00 p.m. Each potential respondent was re-called up to 10 times or until an interview was completed.

A total of 400 respondents were interviewed to obtain a response rate of 21.3%, 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 21.0. Two different types of analyses were performed on the data. First, frequencies and percentages are reported on all questions asked in 2013 for the City as a whole. Secondly, cross tabulations are reported for key demographic variables.