

2015

City of West Carrollton



Public Opinion Survey



CENTER FOR URBAN
& PUBLIC AFFAIRS

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Introduction

A public opinion survey—in this case a survey of the residents of the City of West Carrollton, 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 West Carrollton. In 2015, the Center for Urban and Public Affairs (CUPA) at Wright State University (WSU) conducted an online public opinion survey for the City of West Carrollton and via a telephone interview for residents who wished to participate, but could not because they did not have access to the survey instrument via the internet. The survey questions are designed to measure quality of life, and to quantify perceptions of the City government and City services.

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 summarizes the perceptions of West Carrollton citizens, and qualifies 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”, “Planning for the Future” and “Civic Involvement”. In each section, the results from the 2015 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.

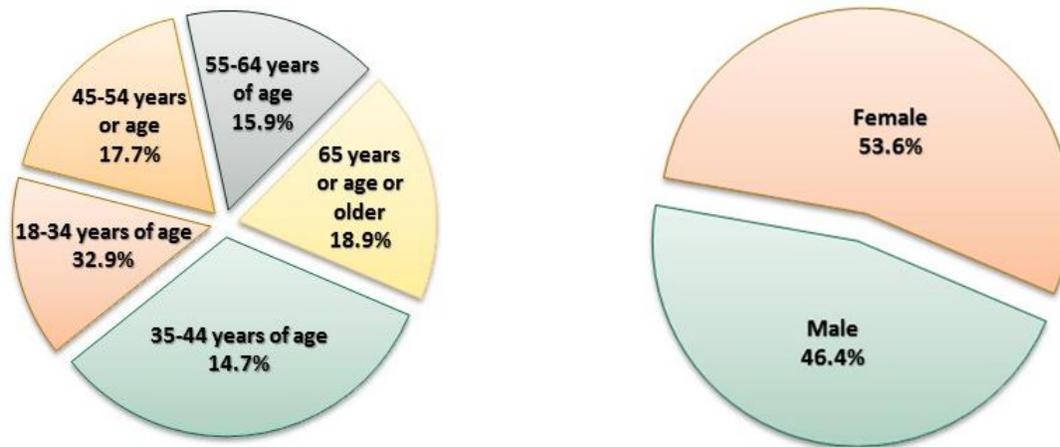
Demographic Profile

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, employment status, age, race, owner/renter status, type of residence, number of adults living in the household, income, length of residency in the city of West Carrollton and gender.

The following presents a demographic profile of survey respondents. The data were weighted by age, race, and gender to provide more accurate estimates and to adjust the distribution of the sample data to reflect the demographics of the adult population of the City. By weighting the data, the responses of persons in various subgroups are adjusted to compensate for the over-representation or under-representation of these persons in the survey sample.

Just over half of the respondents are female. About one-third of respondents (32.9%) are between the ages of 18 and 34. All other respondents are nearly equally distributed - 14.7% are 35-44, 17.7% are 45-54, 15.9% are 55-64 and 18.9% are 65 or older.

Figure 1: Age Cohort and Gender



Household Composition

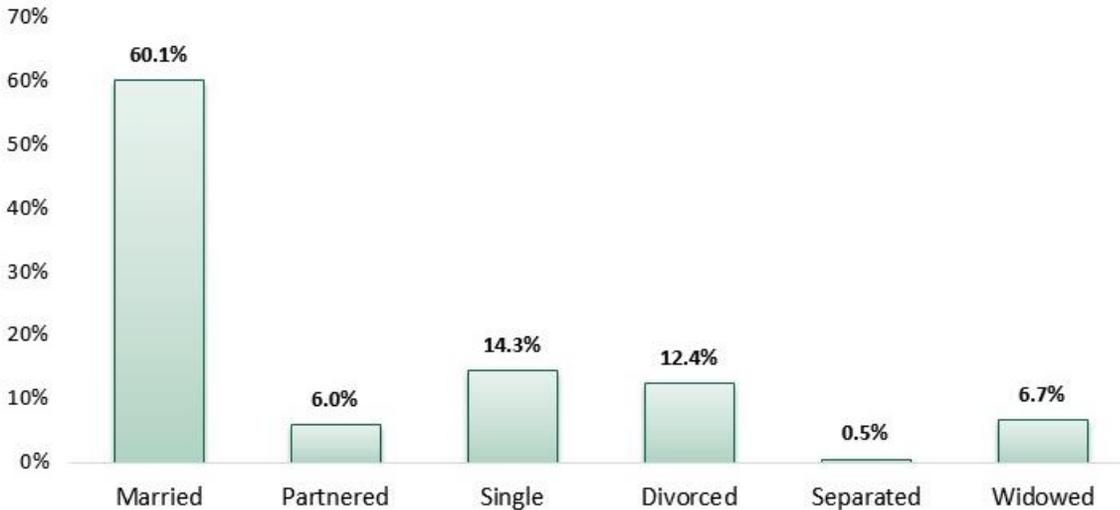
More than half of households surveyed (64.6%) indicated that there are two residents 18 years of age or older living in the household. Another 26.1% of residences have 1 resident over the age of 18, and the remaining 9.3% have three or more adults in the household.

Nearly three-quarters of respondents (71.5%) do not have children living in their household old enough to attend West Carrollton City Schools. Nearly one-quarter of respondents (22.9%) report that 1-2 children live in the household, while 5.4% of household respondents have 3 or more children living in the household. Of the households reporting children living in their home old enough to attend West Carrollton City Schools, ninety percent of households send their children to West Carrollton City Schools.

Marital Status

About three in five respondents (60.1%) are married, while 14.3% are single. Of the remaining respondents, 12.4% are divorced, 6.7% are widowed, 6.0% are partnered, and 0.5% are separated.

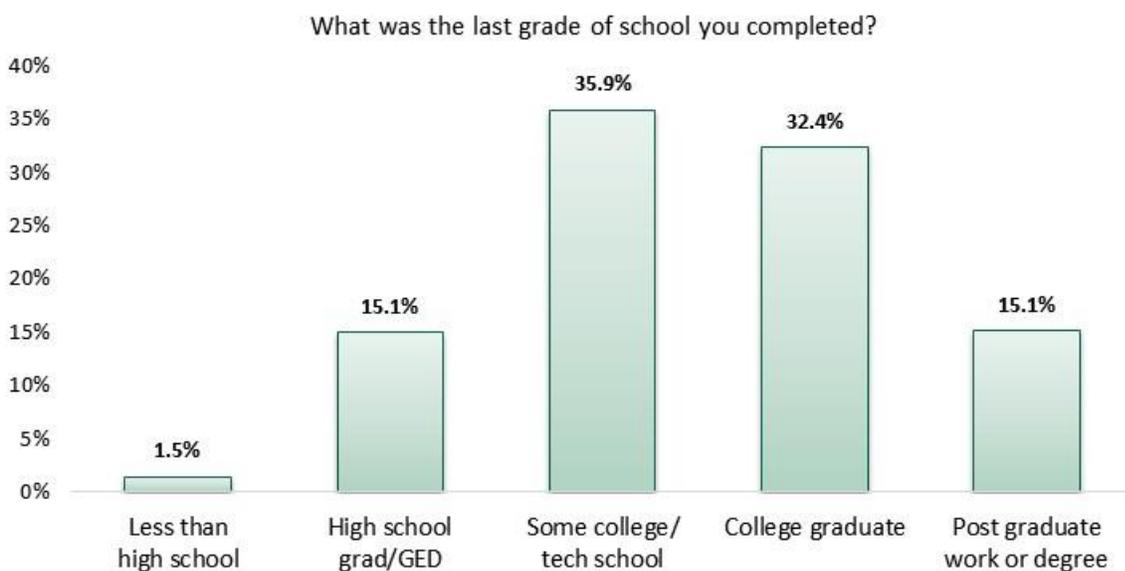
Figure 2: Respondent Marital Status



Educational Attainment

West Carrollton residents have a wide range of educational attainment. Most (98.5%) have at least a high school degree. Over two-thirds have educational attainment above a high school degree – 35.9% have some college or technical school, 32.4% are college graduates and 15.1% have some sort of post graduate degree, either a Master’s degree or a Ph.D.

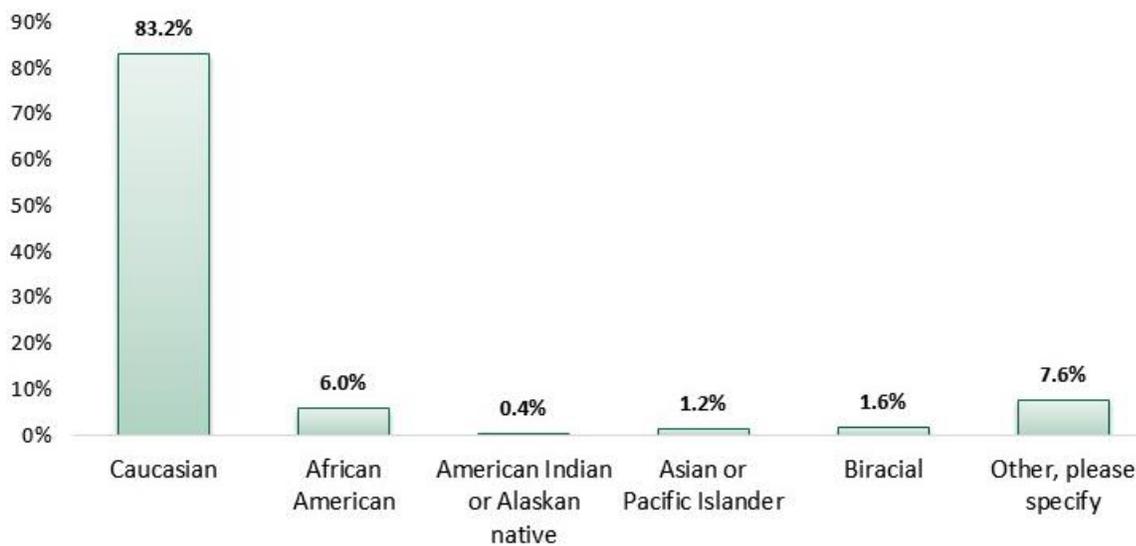
Figure 3: Respondent Educational Attainment



Race

The majority of respondents to the survey are Caucasian (83.2%) and racial minorities make up 16.8% of the respondents – identifying themselves as African-American (6.0%), Biracial (1.6%), Asian or Pacific Islander (1.2%), American Indian or Alaskan Native (0.4%), or another race (7.6%). According to the U.S. Census Bureau, 2009-2013 5-Year American Community Survey, African-American respondents are under-represented by about 6.8 percent, while other minorities are over-represented to the same degree.

Figure 4: Respondents by Race



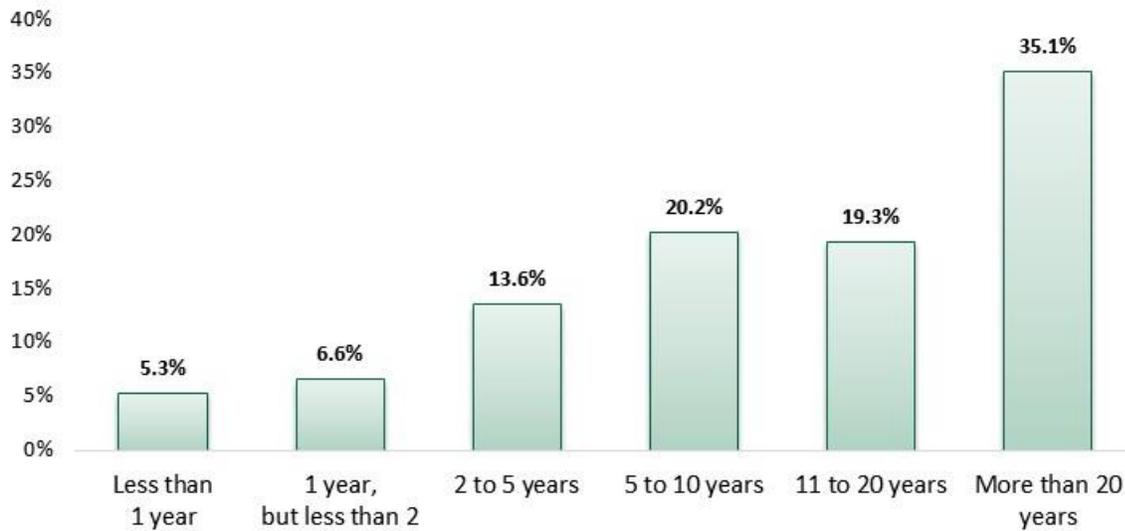
Homeownership in West Carrollton

Most survey respondents (87.4%) own their home, while 11.6% of respondents are renters. The remaining 1.0% indicated some another status (living with relatives, etc.). However according to the American Community Survey, 45.4% of the respondents, if the response set was representative of housing tenure in West Carrollton, would be renters.

Length of Residency

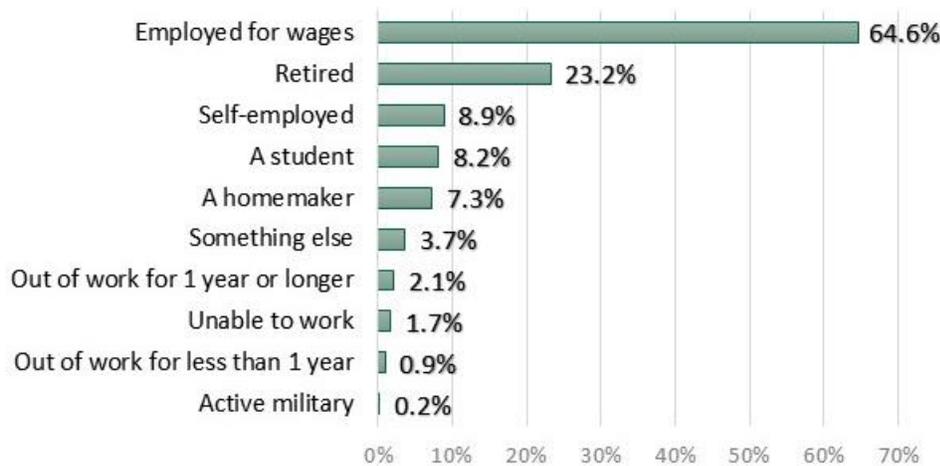
Slightly over one-third of respondents (35.1%) have lived in the City of West Carrollton for 20 years or more. Another 25.4% of survey respondents have lived in the city for five years or less. A complete distribution of responses to this question is provided in the figure below. Sixty percent of respondents to the survey also indicate that they have no intention of moving from West Carrollton in the five years.

Figure 5: Length of Residency



Employment Status

Almost two-thirds of survey respondents (64.6%) are employed for wages outside of their home. Another 23.2% of respondents are retired, while 8.9% are self-employed, 8.2% are students, 7.3% are homemakers, 3.0% are out of work, 1.7% are unable to work, and 0.2% are active military. One of eight respondents who are employed for wages (11.8%) work in the City of West Carrollton.



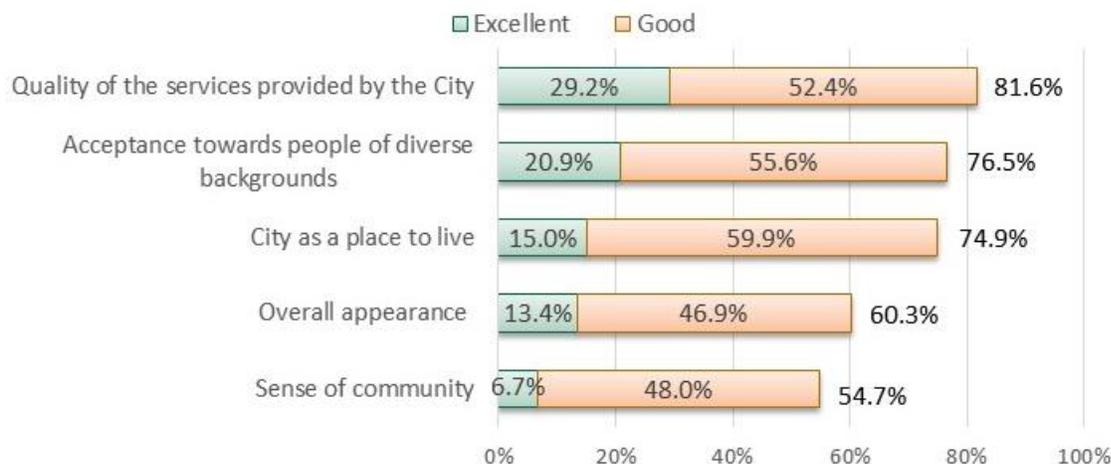
General Public Sentiment

This section summarizes the perceptions of West Carrollton residents, and studies differences in perceptions between groups of people. Survey questions have been grouped into topical areas, such as “General Public Sentiment”, (satisfaction with) “City Services,” and “Planning for the Future” representing the sections in this report. The appendices provide additional detail.

Satisfaction with the City as a Place to Live

The survey first established how respondents feel about living in the City of West Carrollton. Three quarters of respondents (74.9%) indicated that they would rate the City as an excellent (15.0 %) or good (59.9 %) place to live. Eight out of ten respondents indicated that the services provided by the City are good (52.4%) or excellent (29.2%) and six out of ten respondents also indicated that the overall appearance of the city was a good or excellent (60.3%). Two-thirds of respondents believe that the sense of community in West Carrollton is good (48.0%) or excellent (14.6%) and three-quarters (76.5%) of respondents also feel that the City’s residents are open and accepting towards people of diverse backgrounds. Finally, three-quarters of respondents are likely (47.3%) or very likely (29.5%) to recommend the City of West Carrollton to a friend or relative.

Figure 6: General Public Sentiment about the City of West Carrollton as a Place to Live



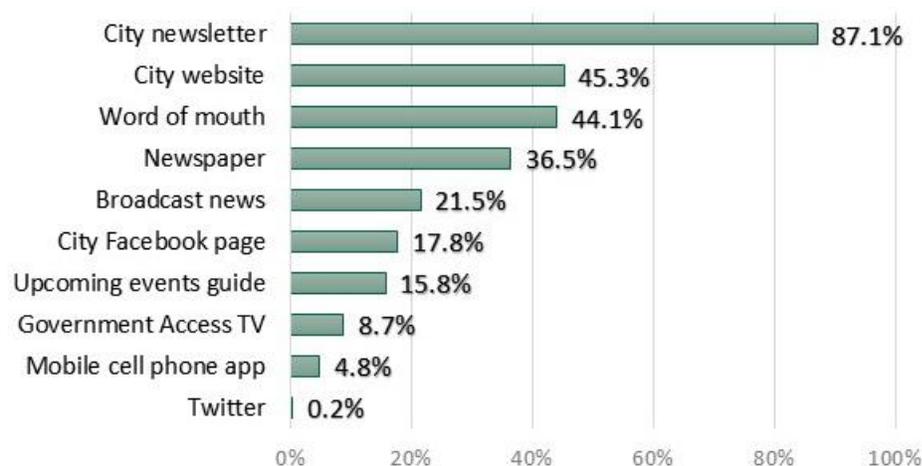
Crosstabs by age revealed that respondents over the age of 65 (74.1%) were significantly more likely than younger respondents to rate the City’s appearance as excellent or good. Respondents between the ages of 35 and 44 are less likely to recommend the City (36.5%), and this finding is also significant.

Minority respondents are significantly more likely than Caucasian respondents to indicate that the City of West Carrollton was a Fair/Poor place to live, 32.0% vs. 22.7%, respectively. Similarly, minorities are also more likely to report dissatisfaction with City service quality and the community’s openness and acceptance towards people of diverse backgrounds.

Sources of News about the City

Governments communicate with their citizens in many ways and respondents were asked where they got their information about the City services, events, and other information. When asked what sources they use to get information about the City of West Carrollton, most respondents (87.1%) indicated that the city newsletter was a source of information about the city, while less than half of respondents indicated that they referenced other sources of communication about the City. Forty-five percent indicated they accessed the city website or 17.8% the city Facebook page. One-third of respondents indicated that they get their information about the city from the local newspaper, one of five respondents from broadcast news, and only 8.7% indicated that they look to Government Access TV for information about the City. For a complete breakdown by media, refer to the following figure.

Figure 7: Sources of News about the City



Respondents between the age of 18 and 54 years of age more likely than their older cohorts to access information through the City's website as are minorities. Females are more likely than males to refer to the Upcoming Events Guide. Likelihood to use the Upcoming Events Guide also increases with age – seniors over the age of 55 are more likely than their younger counterparts.

Respondents were asked if they, or anyone in their household, have watched a meeting of local elected officials or other city-sponsored public meeting on cable television, internet, or other media in the past 12 months. Three-quarters of respondents (75.2%) indicated that they have not. Respondents were also asked about their viewership of Cable Government Access Channels. Just over one-fifth of respondents (21.0%) indicated that they watch Cable Government Access Channels. When asked what they watched, 81.4% of viewers indicated that they watched city council meetings, 28.2% indicated special event city-related programs, 27.4% watched the Weekly Focus Talk Show, and least watched was the *Take a Closer Look Newsmagazine Show* (18.4%). Viewership likelihood increases as age cohort also increases – seniors are the most likely to watch a broadcasted event. Minorities are also less likely than Caucasians to watch a broadcasted public meeting, while males are more likely than females to watch Government Access Channels.

Figure 8: City Sponsored Public Meeting Viewership

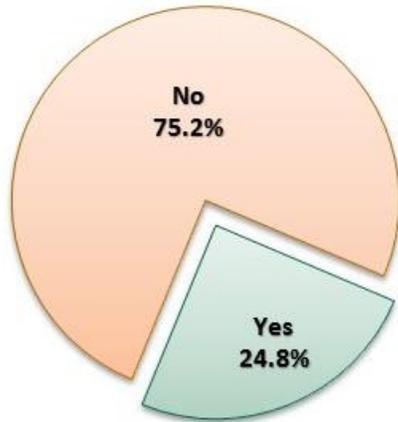


Figure 9: Cable Government Access Channel(s) Viewership

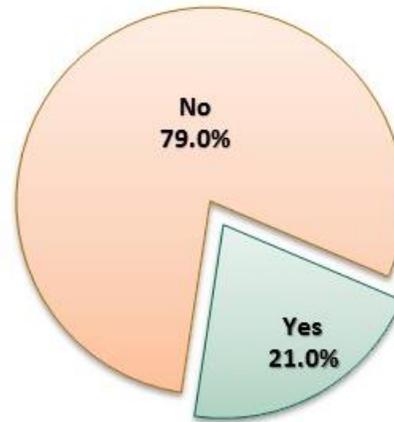
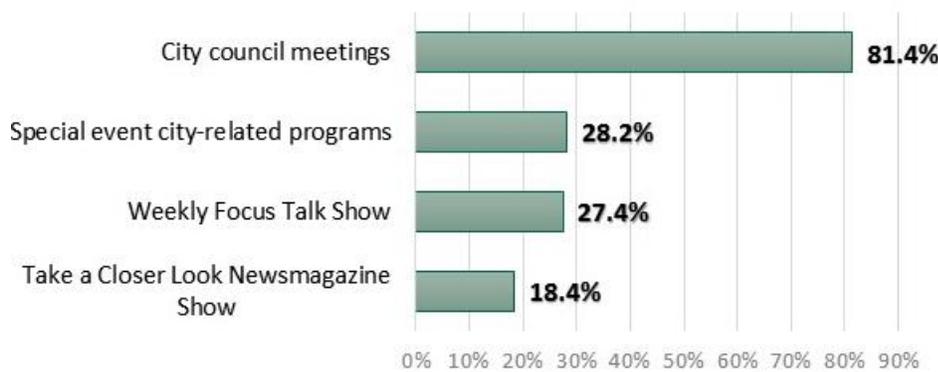


Figure 10: Programming Watched on Cable Government Access Channels



City Governance

Respondents were asked several questions about their perceptions of city governance. CUPA generally asks these questions on public opinion surveys to gauge general perceptions of government, as well as to test for consistency of responses (i.e., Is someone who is dissatisfied with services also skeptical of government altogether?).

First, respondents were asked if they believe that the city government pays a great deal of attention to what services people want. About four in five respondents (81.0%) indicated that the city does pay attention to services that people want. Next, respondents were asked if they believe the West Carrollton government spends money wisely. Slightly less than three-fourths of respondents (71.8%) indicated that they strongly agree or agree that the City does spend money wisely. When examining responses of respondents who indicated that the City does not pay attention to services that people want, and those who believe that the City does not spend money wisely, these respondents are significantly more likely

to rate the City as fair or poor in the initial survey question. Minorities are also more likely to agree that the City to pays a great deal of attention to what services residents want.

Figure 11: Does the City Spend Money Wisely

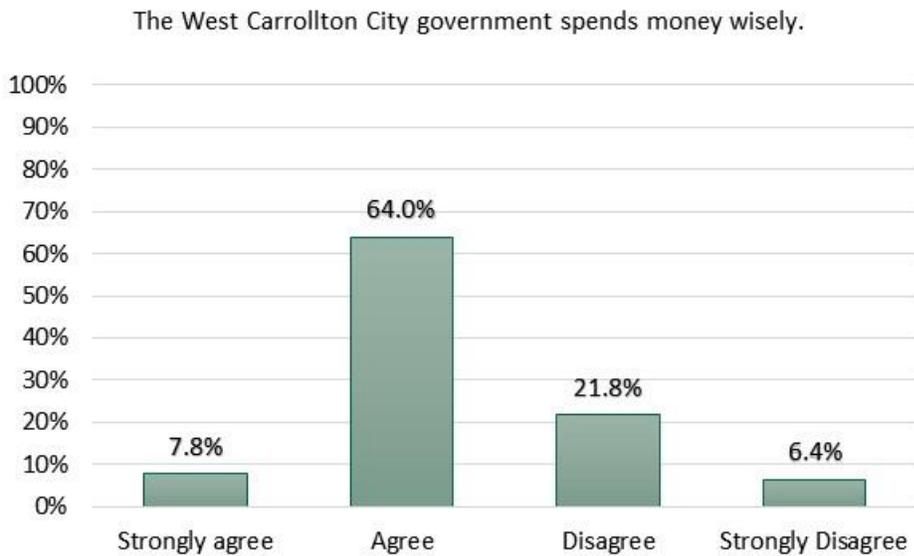
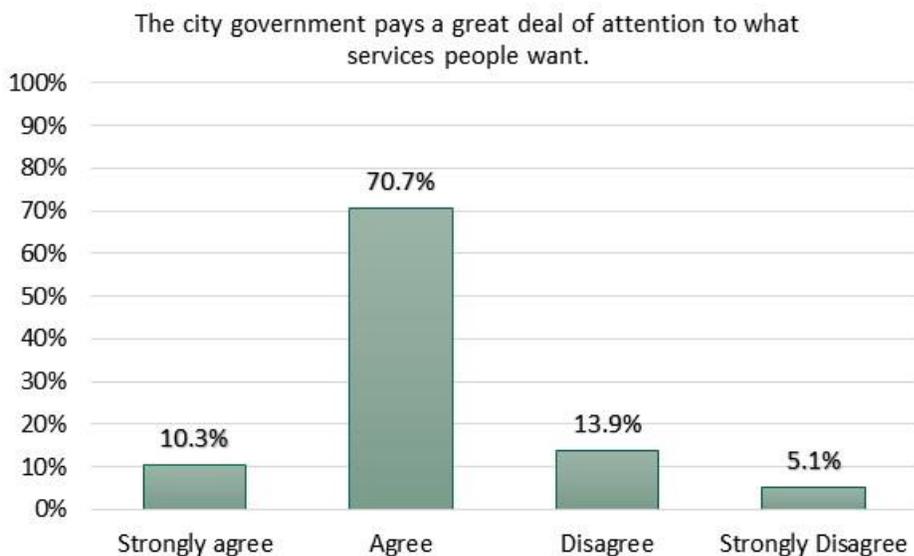


Figure 12: Government Pays Attention to What Services People Want



City Service Satisfaction

Residents are customers of government services, and measuring customer opinions of services and satisfaction levels is good business practice. This survey is one means of assessing data about customer usage and satisfaction with the services provided by the City. The City provides the opportunity for citizens to share their opinions on government and services, and to assess citizen satisfaction with provided services and these opinions are detailed in the following section of the report.

As previously mentioned, three quarters of respondents (74.9%) indicated that they would rate the City as an excellent (15.0 %) or good (59.9 %) place to live. Eight out of ten respondents indicated that the services provided by the City are good (52.4%) or excellent (29.2%). and six out of ten respondents also indicated that the overall appearance of the city was a good or excellent (60.3%). Two-thirds of respondents believe that the sense of community in West Carrollton is good (48.0%) or excellent (14.6%) and three-quarters (76.5%) of respondents also feel that the City's residents are open and accepting towards people of diverse backgrounds. Finally, three-quarters of respondents are likely (47.3%) or very likely (29.5%) to recommend the City of West Carrollton to a friend or relative.

City Employee Contact

Over half of respondents (57.6%) have been in contact with a city employee in the past twelve months, excluding police, fire, paramedics, and friends/family who work for the city. Of those respondents, almost ninety percent feel that the employee they last dealt with was responsive to their needs (89.4%).

Paramedic and Fire Services

Nearly all respondents who answered this question (99.0%) indicated that they are very satisfied or satisfied with paramedic services in the community. Similarly, 99.6% of respondents indicated that they are very satisfied or satisfied with fire services in West Carrollton. When asked if they have utilized either fire or paramedic services in the past year, 11.2% of respondents indicated that they have done so.

Police Services

Overall, the majority of respondents (89.3%) are very satisfied or satisfied with the performance of West Carrollton Police Department. The majority of respondents (91.5%) also believe that police officers act with professionalism indicating that police were very professional 38.6% of the time and professional 52.9% of the time.

Figure 13: Overall Performance of the Police Department

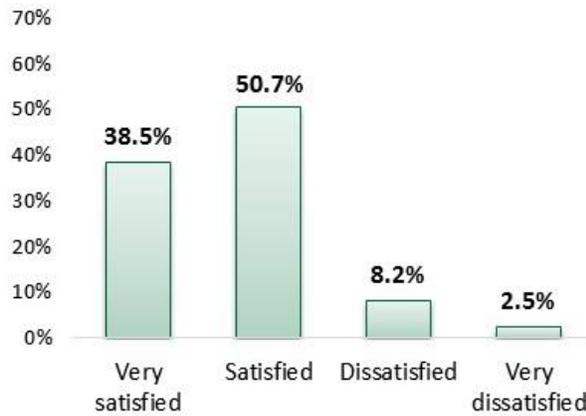
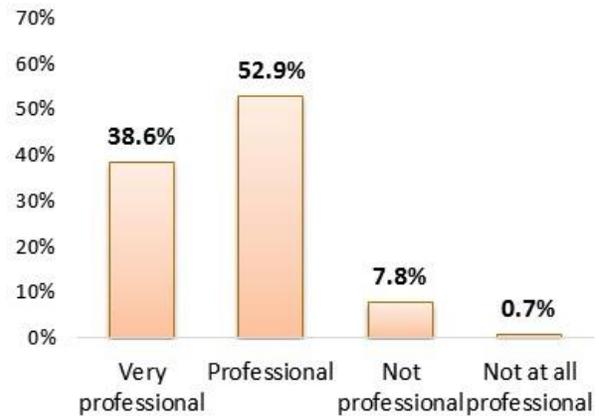


Figure 14: Attitudes & Behavior of Police Officers



In relation to police services respondents were asked how safe they feel in their neighborhood, the majority of respondents (90.5%) indicated that they feel very safe (29.0%) or safe (61.4%) in their neighborhood. Nearly half (45.8%) of respondents indicated that property crimes, such as burglary or theft, were a major problem (11.7%) or moderate problem (34.1%) in their neighborhood, while one-quarter (23.6%) of respondents indicated that they felt that violent crime was a major/moderate problem in their neighborhood. Eighteen percent of respondents (18.1%) indicated that someone in their household has been the victim of a crime. Of these respondents, 79.0% indicated that they reported the crime to the police. Respondents who indicated that they reported a crime to the police were asked to indicate their level of satisfaction with their interaction with the police regarding the incident. Most respondents (87.7%) indicated that they were very satisfied or satisfied, while 12.4% indicated they were dissatisfied.

Finally, all respondents were presented with an open-ended question in which they were asked what suggestions they would offer, if any, to improve the quality of policing in West Carrollton. While many respondents did not offer any suggestions, the most common responses, among those with an opinion, included additional officers, additional patrols, and increased traffic monitoring. A complete list of all open-ended responses can be found in Appendix B.

Planning and Code Enforcement Services

In order to have a successful plan that is supported by the community, it is crucial to invite participation representative of the whole community. *Physical planning is concerned with the general pattern of land-use, the character and location of public buildings and structures, the design of streets, the location and development of transit and transportation systems, and all other physical facilities which are necessary or desirable to promote the economic betterment, comfort, convenience, and the general welfare.*¹ Code enforcement deals with property issues and enforces statutes or ordinances regulating public health,

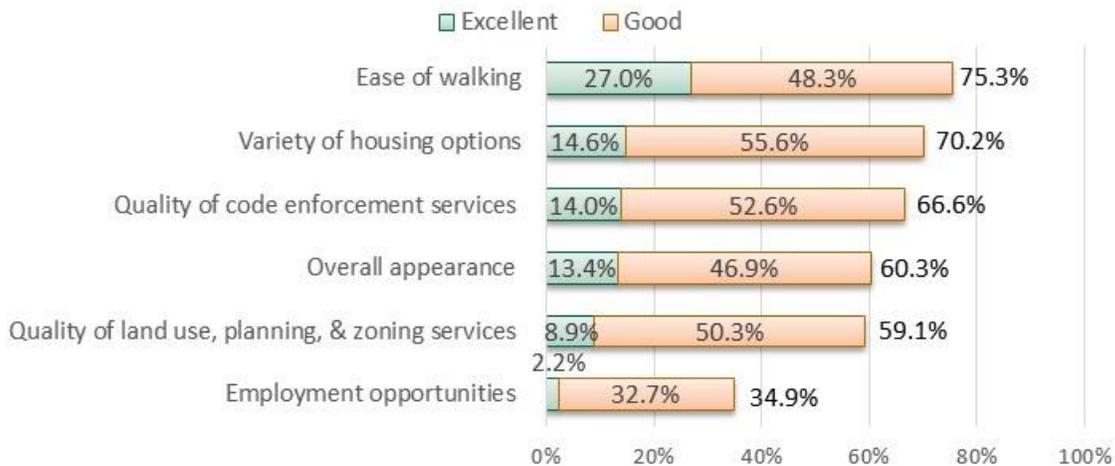
¹ (Webster, 1958)

safety, appearance, building standards, and business activities and is a critical element in fighting vacant and abandoned housing. The public opinion survey provided an opportunity for the public to provide their opinions on various planning and economic development topics and issues, and code enforcement issues such as housing, quality of life, community appearance.

As mentioned earlier, three-quarters of respondents (74.9%) indicated that they would rate the City as an excellent (15.0 %) or good (59.9 %) place to live and the majority (60.3%) of residential respondents believe overall appearance of the city was a good or excellent. Two-thirds of respondents (66.6%) rated the quality of code enforcement services in the City as excellent (14.0%) or good (52.6%) and when asked to rate the quality of land use, planning, and zoning services in the City, 59.1% of respondents rated these services as excellent (8.9%) or good (50.3%). However, less than two-thirds of respondents are satisfied with efforts to bring new jobs and business into the City of West Carrollton.

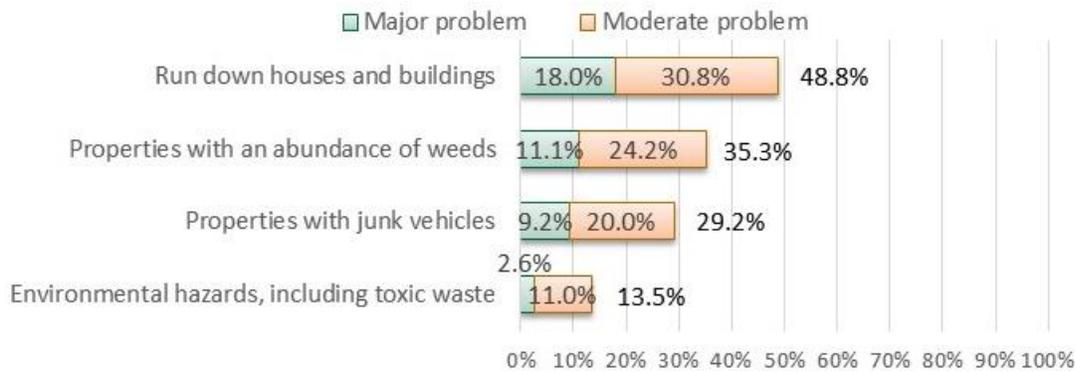
Overall, respondents believe that the variety of housing options in the City is excellent (14.6%) or good (55.6%). With ease of walking to destinations in the city in mind, respondents were asked how they felt about walking in West Carrollton, including bike and walking trails and sidewalks. Three-quarters of respondents indicated that ease of walking in West Carrollton was excellent (27.0%) or good (48.3%).

Figure 15: Planning and Code Enforcement Services



However, the most common problem identified by respondents as a major or moderate problem was run down houses and buildings (48.8%). Approximately one-third of respondents (35.3%) indicated that properties with an abundance of weeds, and properties with junk vehicles (29.2%) were also a major or moderate problem in West Carrollton. Finally, one in eight respondents felt that there are environmental hazards that pose a major or moderate problem in their neighborhood. Similarly, when asked to rate employment opportunities in the City, ratings were significantly lower than other characteristics mentioned in the previous paragraph, with two-thirds of respondents rating employment opportunities as fair (45.3%), while 19.8% of respondents indicated that they are poor. Similarly, 27.6% of respondents indicating that they are dissatisfied and 10.9% very dissatisfied with the City’s efforts to bring new businesses into the City of West Carrollton.

Figure 16: Planning and Code Enforcement Problems



Public Works

Respondents were also asked a series of questions pertaining to their satisfaction with streets, sidewalks, and snow removal in the City of West Carrollton. When asked to state their level of satisfaction with street repair and maintenance in West Carrollton, 77.2% of respondents indicated that they are either very satisfied (23.6%) or satisfied (53.7%). Respondents had similar levels of satisfaction with sidewalk repair and maintenance with 82.4% of respondent saying they were very satisfied (24.8%) or satisfied (57.6%). Finally, 87.4% of respondents indicated that they were very satisfied (42.4%) or satisfied (45.0%) with snow removal.

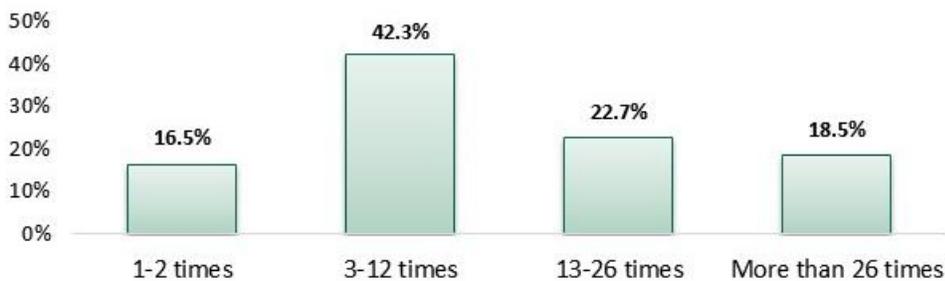
Waste Collection

Almost all respondents (96.8%) are very satisfied (56.2%) or satisfied (40.6%) with weekly trash pick-up in West Carrollton. Over two-thirds of respondents (68.7%) indicated that they recycle in their home. No significant difference were witnessed by age, gender, or race.

Parks and Recreation

Four out of five respondents (82.5%) indicated that they or someone in their household has visited a City of West Carrollton park in the past year. Of those respondents who have visited a City park, the largest percentage (42.3%) have visited a park 3-12 times in the past year.

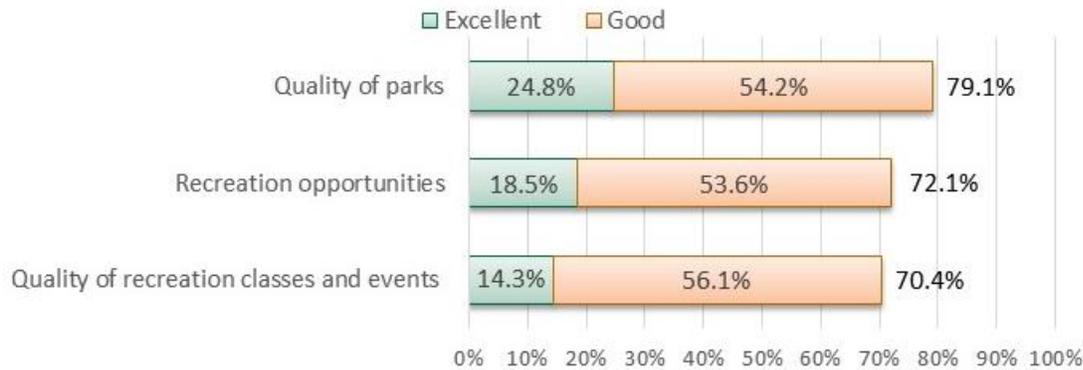
Figure 17: Number of Visits to a West Carrollton City Park in the Last Year



Almost all respondents (94.1%) indicated that they are very satisfied (41.3%) or satisfied (52.8%) with parks and recreation in West Carrollton. Recall that when asked to rate the quality of parks in West

Carrollton, 79.1% of respondents indicated that the quality of city parks are excellent (24.8%) or good (54.2%).

Figure 18: Quality of Recreation & Recreational Services



Library Services

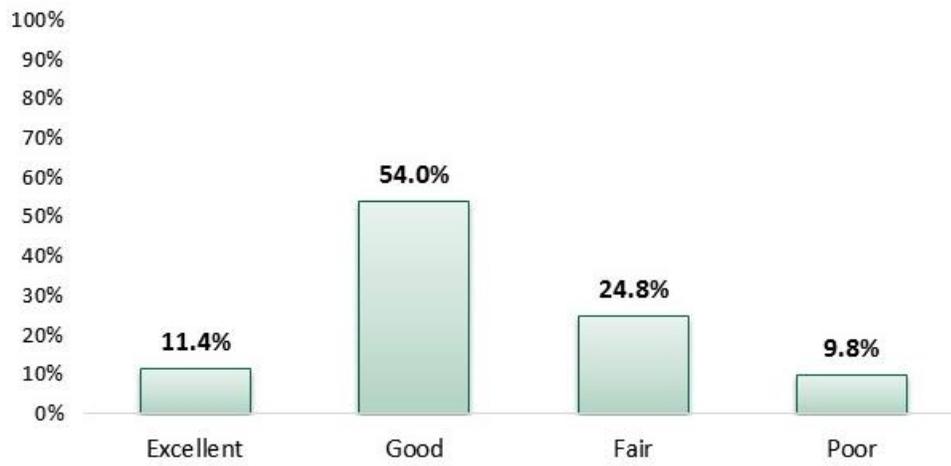
Library services are provided to city residents by the Dayton Metro Library System. Although library services are not provided by the City, respondents were asked how often they visit the West Carrollton Branch Library located at the Civic Center, 72.3% of respondents indicated that they visit the library at least once a year, with 42.6% indicating that they visit the library at least monthly. Female respondents indicate that they are significantly more likely to visit the library than male respondents, while respondents between the ages of 18 and 34 indicate that they are less likely than the older age cohorts to visit the West Carrollton Branch Library. All respondents were also asked if they were aware that the library offers free programs for children, teens, and adults. Over three-fourths of respondents (76.3%) indicated that they were aware of these programs and no significant difference were witnessed by age, gender, or race.

West Carrollton Schools

Local public education is often a primary factor determining satisfaction with local government, and is oftentimes a reason that someone chooses to live (or not live) in a community. Additionally, many residents often mistakenly believe that local governments fund public schools, a fact noted in several public opinion surveys conducted by CUPA in neighboring communities. With this in mind, respondents were asked about satisfaction with West Carrollton City Schools.

All respondents were asked to rate the quality of West Carrollton Schools as excellent, good, fair or poor. Almost two-thirds of respondents (65.4%) indicated that West Carrollton Schools are excellent (11.4%) or good (54.0%). Not surprisingly, crosstabs by respondents with and without children attending West Carrollton Schools revealed significant differences in opinion than those without children in the district, as only 21.9% of respondents without students attending the school district rated it good and none rating it as excellent.

Figure 19: Quality of West Carrollton Schools

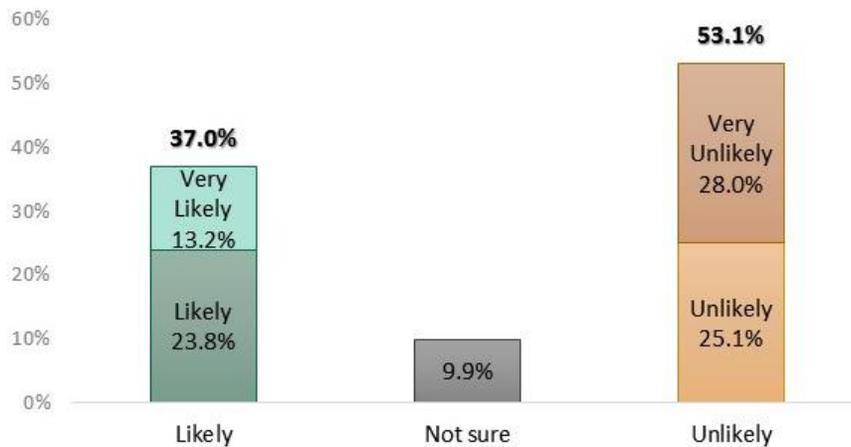


Planning for the Future

Respondents were asked if they were familiar with any of the changes made in 2014 at the state legislature that would reduce funding to local governments. Just under half of respondents (44.5%) indicated that they were familiar with the changes. Respondents were also asked of their awareness of the State of Ohio's cuts equaling nearly \$1 million in losses to the city's general fund since 2011. Just over half of respondents (53.2%) indicated that they were aware of these cuts.

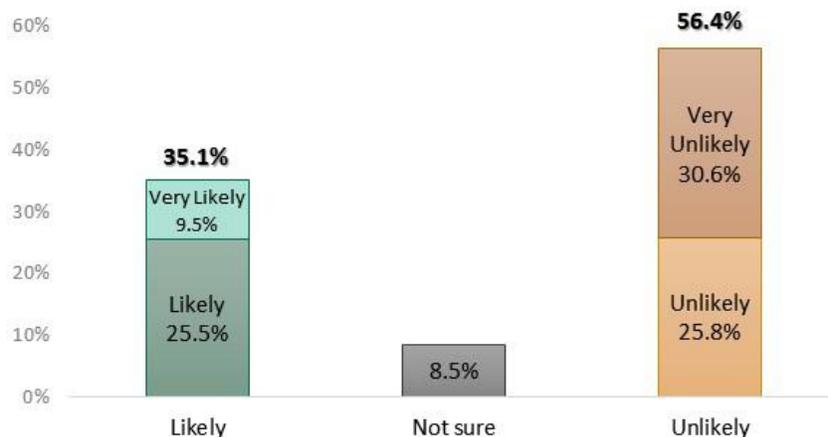
Respondents were then asked if, in planning for the future, how likely they would be to support a property tax increase in the range of \$75 to \$100 per year in the City to balance the budget and maintain services. A minority of respondents (37.0%) indicated that they would be very likely (13.2%) or likely (23.8%) to support this kind of property tax increase.

Figure 20: Likelihood to Support \$75 to \$100 Property Tax Increase



Finally, respondents were asked how likely they would be to support a ¼ percent income tax increase to balance the budget and maintain services. Again, a minority of respondents (35.1%) indicated that they would be very likely (9.5%) or likely (25.5%) to support such an increase.

Figure 21: Likelihood to Support ¼ Percent Income Tax Increase



Conclusion

Survey results reveal many areas in which the City of West Carrollton is doing well. Three quarters of respondents (74.9%) rated the City as an excellent or good place to live, and almost all respondents are satisfied with the quality of fire and paramedic services in the city. Respondents were also generally satisfied with other services that were discussed, including parks and recreation, waste collection, and street repair and maintenance.

When asked general questions pertaining to city government, respondents were again favorable toward the City. Most respondents (81.0%) believe that government pays attention to what services people want, while three-quarters (71.8%) believe that city government spends money wisely.

In conclusion, respondents were generally satisfied with most topics that were discussed in the survey. However, responses do reveal some areas that respondents would like to see addressed, such as run down houses and buildings, more aggressive weed control enforcement, and additional police officers/patrols.

Citizens believe the government pays attention to what they want, spends money wisely and are generally satisfied with city services. However, based on survey responses, residents may be facing cuts in service as additional tax support, if needed to maintain the current level service provided to residents, may be difficult to garner.

Appendix A: Survey Instrument

Survey Introduction

We are conducting a survey pertaining to your views on services provided by the City of West Carrollton. The survey will take approximately 10 minutes to complete. Before you begin, we 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 go on. We really appreciate your time.

1. Are you 18 years of age or older and live or operate a business in the city limits of West Carrollton?
 - Yes
 - No

If No Is Selected, Then Skip to End of Survey

2. How would you rate West Carrollton as a place to live? Is it:
 - Excellent
 - Good
 - Fair
 - Poor
3. Overall, how would you rate the quality of city services in West Carrollton? Are they:
 - Excellent
 - Good
 - Fair
 - Poor
4. How likely would you be to recommend the City of West Carrollton to a friend or relative who was looking for a place to live? Would you say:
 - Very Likely
 - Likely
 - Unlikely
 - Very unlikely

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	Excellent	Good	Fair	Poor
5. The sense of community in West Carrollton?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. West Carrollton as it pertains to openness and acceptance towards people of diverse backgrounds?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. The overall appearance of West Carrollton?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8. The variety of housing options in West Carrollton?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9. The recreation opportunities in West Carrollton?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
10. The quality of recreation classes and events in West Carrollton?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
11. The quality of parks in West Carrollton?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
12. Employment opportunities in West Carrollton?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
13. The ease of walking in West Carrollton, including bike and walking trails and sidewalks?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
14. The quality of code enforcement services in West Carrollton?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
15. The quality of land use, planning, and zoning services in West Carrollton?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

16. How often do you visit the West Carrollton Branch Library located at the Civic Center?

- Weekly
- Monthly
- Yearly
- Never

17. Are you aware that the West Carrollton Branch Library offers free programs for children, teens, and adults?

- Yes
- No

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Please indicate for each item on the following list if you believe each is a major problem, moderate problem, minor problem, or no problem at all in West Carrollton.

	Major problem	Moderate problem	Minor problem	No problem at all
18. Run down houses and buildings	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
19. Properties with an abundance of weeds	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
20. Properties with junk vehicles	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
21. Violent crime, such as rape, robbery or assault	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
22. Property crimes, such as burglary or theft	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
23. Environmental hazards, including toxic waste	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

24. How safe do you feel in your neighborhood? Would you say:

- Very safe
- Safe
- Unsafe
- Very unsafe

25. During the past 12 months, were you or anyone in your household the victim of a crime?

- Yes
- No

If Yes Is Not Selected, then skip to 28. When thinking about the overall performance of the West Carrollton Police Department, are you:

26. Was this crime reported to the police?

- Yes
- No

If Yes Is Not Selected, then skip to 28. When thinking about the overall performance of the West Carrollton Police Department, are you:

27. How satisfied are you with your interaction with the police regarding this incident? Are you:

- Very satisfied
- Satisfied
- Dissatisfied
- Very Dissatisfied

28. When thinking about the overall performance of the West Carrollton Police Department, are you:

- Very satisfied
- Satisfied
- Dissatisfied
- Very dissatisfied

29. When thinking about the attitudes and behavior of West Carrollton police officers, do you believe that the officers are:

- Very professional
- Professional
- Not professional
- Not at all professional

30. What specific suggestions, if any, would you offer to improve the quality of policing in West Carrollton?

31. 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?

- Yes
- No

If Yes Is Not Selected, then skip to 33. Has anyone in your household visited a City of West Carrollton park in the past year?

32. Was the City of West Carrollton employee you last dealt with responsive to your needs?

- Yes
- No

33. Has anyone in your household visited a City of West Carrollton park in the past year?

- Yes
- No

If Yes Is Not Selected, the skip to 35. Have you utilized paramedic or fire services in the past year?

34. How many times have you (or anyone in your household) visited a West Carrollton park in the past year?

- 1-2 times
- 3-12 times
- 13-26 times
- More than 26 times

35. Have you utilized paramedic or fire services in the past year?

- Yes
- No

36. In general, how satisfied are you with paramedic services? Are you:

- Very satisfied
- Satisfied
- Dissatisfied
- Very dissatisfied

How satisfied are you with:

	Very satisfied	Satisfied	Dissatisfied	Very dissatisfied
37. Fire services?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
38. Weekly trash pick-up?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
39. Parks and recreation?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
40. Street repair and maintenance?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
41. Snow removal in West Carrollton?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
42. Sidewalk maintenance and repair?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
43. Efforts to bring new jobs and businesses into the City of West Carrollton?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

44. Have you or anyone in your household watched a meeting of local elected officials or other West Carrollton-sponsored public meeting in person, on cable television, the Internet or other media in the past year?

- Yes
- No

45. What sources do you use most often to get your information about the City of West Carrollton? *Select all that apply.*

- City newsletter
- City website
- City Facebook page
- Twitter
- Government Access TV
- Broadcast news
- Newspaper
- Mobile cell phone app
- Upcoming events guide
- Word of mouth

46. Do you watch any programming on Cable Government Access Channels?

- Yes
- No

If Yes Is Not Selected, then skip to 48. Do you use the city-sponsored recycling service at your home?

47. What programs do you watch on Government Access Television? *Select all that apply.*

- City council meetings
- Weekly Focus Talk Show
- Take a Closer Look Newsmagazine Show
- Special event city-related programs

48. Do you use the city-sponsored recycling service at your home?

- Yes
- No

For the following statements please select whether you strongly agree, somewhat agree, somewhat disagree or strongly disagree with each one.

49. The city government pays a great deal of attention to what services people want. Do you:
- Strongly agree
 - Agree
 - Disagree
 - Strongly Disagree
50. The West Carrollton City government spends money wisely. Do you:
- Strongly agree
 - Agree
 - Disagree
 - Strongly Disagree
51. Are you familiar with any of the changes made in 2014 at the state legislature that will reduce funding to local governments?
- Yes
 - No
52. Are you aware that the State of Ohio has made cuts equaling nearly \$1 million in losses to the city's general fund since 2011?
- Yes
 - No
53. In planning for the future, how likely are you to support a property tax increase, in the range of \$75 to \$100 per year, in the City of West Carrollton to balance the budget and maintain services?
- Very Likely
 - Likely
 - Unlikely
 - Very Unlikely
 - Not sure

53a. Similarly, how likely are you to support a ¼ percent income tax increase in the City of West Carrollton to balance the budget and maintain services?

- Very Likely
- Likely
- Unlikely
- Very Unlikely
- Not sure

54. How many children live in your household that are old enough to go to school, grades K – 12?

- 0
- 1
- 2
- 3
- 4
- 5
- 6
- 7
- 8 or more

If 0 Is Selected, then skip to 56 Would you rate the quality of West Carrollton Public Schools as

55. How many of these children attend West Carrollton Public Schools?

- 0
- 1
- 2
- 3
- 4
- 5
- 6
- 7
- 8 or more

56. Would you rate the quality of West Carrollton Public Schools as:

- Excellent
- Good
- Fair
- Poor

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

57. Are you currently:

- Married
- Partnered
- Single
- Divorced
- Separated
- Widowed

58. Please provide your age:

If Please provide your age: Is Not Empty, then skip to 59. What was the last grade of school you completed?

58a. Please provide you age range.

- 18-24 years of age
- 25-34 years of age
- 35-44 years of age
- 45-54 years of age
- 55-64 years of age
- 65-74 years of age
- 75 years of age or older

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

- Less than high school
- High school grad / GED
- Some college / tech school
- College graduate
- Post graduate work or degree

60. What race do you consider yourself to be?

- Caucasian
- African-American
- American Indian or Alaskan native
- Asian or Pacific Islander
- Biracial
- Other, *please specify* _____

61. How long have you lived in the City of West Carrollton?

- Less than 1 year
- 1 year, but less than 2
- 2 to 5 years
- 5 to 10 years
- 11 to 20 years
- More than 20 years

62. Do you own or rent your home?

- Own
- Rent
- Other, please specify _____

63. How many adults (including yourself) over the age of 18 live in your household?

If How many adults over the age of 18 is Equal to 1, then skip to 65. Do you anticipate moving from West Carrollton in the next five years?

64. How many of these adults (including yourself) are over the age of 65?

65. Do you anticipate moving from West Carrollton in the next five years?

- Yes
- No

66. Are you currently? *Select all that apply.*

- Employed for wages
- Self-employed
- Out of work for 1 year or longer, *skip question 67*
- Out of work for less than 1 year, *skip question 67*
- A homemaker, *skip question 67*
- Active military, *skip question 67*
- A student, *skip question 67*
- Retired, *skip question 67*
- Unable to work, *skip question 67*
- Something else, please specify _____, *skip question 67*

67. Do you work in the City of West Carrollton?

- Yes
- No

68. Are you a registered voter?

- Yes
- No

69. Are you:

- Male
- Female

70. Those are all of the questions we have for you today. We really appreciate your taking the time to complete the survey. 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

How would you rate West Carrollton as a place to live? Is it:

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	87	15.0	15.0	15.0
	Good	346	59.9	59.9	74.9
	Fair	136	23.5	23.5	98.3
	Poor	10	1.7	1.7	100.0
	Total	578	100.0	100.0	

Overall, how would you rate the quality of city services in West Carrollton? Are they:

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	169	29.2	29.2	29.2
	Good	303	52.4	52.4	81.6
	Fair	92	15.9	15.9	97.5
	Poor	14	2.5	2.5	100.0
	Total	578	99.9	100.0	
Missing	Refused	0	.1		
Total		578	100.0		

How likely would you be to recommend the City of West Carrollton to a friend or relative who was...

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Likely	170	29.3	29.5	29.5
	Likely	272	47.0	47.3	76.7
	Unlikely	98	16.9	17.0	93.8
	Very unlikely	36	6.2	6.2	100.0
	Total	575	99.5	100.0	
Missing	Refused	3	.5		
Total		578	100.0		

How would you rate:-The sense of community in West Carrollton?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	84	14.5	14.6	14.6
	Good	275	47.7	48.0	62.6
	Fair	176	30.4	30.7	93.3
	Poor	39	6.7	6.7	100.0
	Total	573	99.2	100.0	
Missing	Refused	5	.8		
Total		578	100.0		

How would you rate:-West Carrollton as it pertains to openness and acceptance towards people of diverse backgrounds?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	120	20.7	20.9	20.9
	Good	318	55.0	55.6	76.5
	Fair	117	20.3	20.5	97.0
	Poor	17	3.0	3.0	100.0
	Total	572	98.9	100.0	
Missing	Refused	6	1.1		
Total		578	100.0		

How would you rate:-The overall appearance of West Carrollton?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	77	13.4	13.4	13.4
	Good	271	46.8	46.9	60.3
	Fair	196	33.9	34.0	94.3
	Poor	33	5.7	5.7	100.0
	Total	577	99.8	100.0	
Missing	Refused	1	.2		
Total		578	100.0		

How would you rate:-The variety of housing options in West Carrollton?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	83	14.4	14.6	14.6
	Good	316	54.6	55.6	70.2
	Fair	128	22.2	22.6	92.8
	Poor	41	7.1	7.2	100.0
	Total	568	98.3	100.0	
Missing	Refused	10	1.7		
Total		578	100.0		

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How would you rate:-The recreation opportunities in West Carrollton?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	105	18.2	18.5	18.5
	Good	306	52.9	53.6	72.1
	Fair	118	20.5	20.8	92.9
	Poor	41	7.0	7.1	100.0
	Total	570	98.7	100.0	
Missing	Refused	8	1.3		
Total		578	100.0		

How would you rate:-The quality of recreation classes and events in West Carrollton?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	79	13.7	14.3	14.3
	Good	311	53.8	56.1	70.4
	Fair	125	21.7	22.6	93.1
	Poor	39	6.7	6.9	100.0
	Total	554	95.9	100.0	
Missing	Refused	24	4.1		
Total		578	100.0		

How would you rate:-The quality of parks in West Carrollton?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	142	24.6	24.8	24.8
	Good	311	53.9	54.2	79.1
	Fair	102	17.7	17.9	96.9
	Poor	18	3.1	3.1	100.0
	Total	574	99.3	100.0	
Missing	Refused	4	.7		
Total		578	100.0		

How would you rate:-Employment opportunities in West Carrollton?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	12	2.1	2.2	2.2
	Good	179	30.9	32.7	34.9
	Fair	247	42.8	45.3	80.2
	Poor	108	18.7	19.8	100.0
	Total	547	94.6	100.0	
Missing	Refused	31	5.4		
Total		578	100.0		

How would you rate:-The ease of walking in West Carrollton, including bike and walking trails and sidewalks?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	156	27.0	27.0	27.0
	Good	278	48.2	48.3	75.3
	Fair	97	16.8	16.9	92.2
	Poor	45	7.8	7.8	100.0
	Total	577	99.7	100.0	
Missing	Refused	1	.3		
Total		578	100.0		

How would you rate:-The quality of code enforcement services in West Carrollton?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	79	13.7	14.0	14.0
	Good	297	51.5	52.6	66.6
	Fair	134	23.2	23.7	90.3
	Poor	55	9.5	9.7	100.0
	Total	566	97.9	100.0	
Missing	Refused	12	2.1		
Total		578	100.0		

How would you rate:-The quality of land use, planning, and zoning services in West Carrollton?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	50	8.6	8.9	8.9
	Good	282	48.7	50.3	59.1
	Fair	163	28.2	29.1	88.3
	Poor	66	11.4	11.7	100.0
	Total	560	96.9	100.0	
Missing	Refused	18	3.1		
Total		578	100.0		

How often do you visit the West Carrollton Branch Library located at the Civic Center?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Weekly	80	13.8	13.9	13.9
	Monthly	166	28.7	28.7	42.6
	Yearly	171	29.6	29.7	72.3
	Never	160	27.7	27.7	100.0
	Total	577	99.8	100.0	
Missing	Refused	1	.2		
Total		578	100.0		

Are you aware that the West Carrollton Branch Library offers free programs for children, teens, and adults?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	440	76.2	76.3	76.3
	No	137	23.7	23.7	100.0
	Total	577	99.9	100.0	
Missing	Refused	1	.1		
Total		578	100.0		

Please indicate for each item on the following list if you believe each is a major problem, moder...-**Run down houses and buildings**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Major problem	103	17.9	18.0	18.0
	Moderate problem	177	30.6	30.8	48.8
	Minor problem	247	42.7	42.9	91.7
	No problem at all	48	8.3	8.3	100.0
	Total	575	99.5	100.0	
Missing	Refused	3	.5		
Total		578	100.0		

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Please indicate for each item on the following list if you believe each is a major problem, moder...-
Properties with an abundance of weeds

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Major problem	64	11.0	11.1	11.1
	Moderate problem	139	24.0	24.2	35.3
	Minor problem	300	51.9	52.4	87.7
	No problem at all	71	12.2	12.3	100.0
	Total	573	99.1	100.0	
Missing	Refused	5	.9		
Total		578	100.0		

Please indicate for each item on the following list if you believe each is a major problem, moder...-
Properties with junk vehicles

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Major problem	53	9.1	9.2	9.2
	Moderate problem	114	19.8	20.0	29.2
	Minor problem	302	52.3	52.7	81.9
	No problem at all	104	17.9	18.1	100.0
	Total	573	99.1	100.0	
Missing	Refused	5	.9		
Total		578	100.0		

Please indicate for each item on the following list if you believe each is a major problem, moder...-
Violent crime, such as rape, robbery or assault

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Major problem	16	2.7	2.8	2.8
	Moderate problem	117	20.2	20.8	23.5
	Minor problem	317	54.8	56.2	79.8
	No problem at all	114	19.7	20.2	100.0
	Total	563	97.4	100.0	
Missing	Refused	15	2.6		
Total		578	100.0		

2015 Public Opinion Survey

Please indicate for each item on the following list if you believe each is a major problem, moder...-
Property crimes, such as burglary or theft

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Major problem	67	11.5	11.7	11.7
	Moderate problem	193	33.4	34.1	45.8
	Minor problem	248	43.0	43.8	89.6
	No problem at all	59	10.2	10.4	100.0
	Total	567	98.1	100.0	
Missing	Refused	11	1.9		
Total		578	100.0		

Please indicate for each item on the following list if you believe each is a major problem, moder...-
Environmental hazards, including toxic waste

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Major problem	14	2.5	2.6	2.6
	Moderate problem	62	10.7	11.0	13.5
	Minor problem	253	43.8	45.0	58.5
	No problem at all	234	40.4	41.5	100.0
	Total	563	97.4	100.0	
Missing	Refused	15	2.6		
Total		578	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very safe	168	29.0	29.0	29.0
	Safe	355	61.4	61.4	90.5
	Unsafe	53	9.2	9.2	99.6
	Very unsafe	2	.4	.4	100.0
	Total	578	100.0	100.0	

During the past 12 months, were you or anyone in your household the victim of a crime?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	105	18.1	18.1	18.1
	No	473	81.9	81.9	100.0
	Total	578	100.0	100.0	

2015 Public Opinion Survey

Was this crime reported to the police?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	83	14.3	79.0	79.0
	No	22	3.8	21.0	100.0
	Total	105	18.1	100.0	
Missing	System	473	81.9		
Total		578	100.0		

How satisfied are you with your interaction with the police regarding this incident? Are you:

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very satisfied	22	3.8	26.8	26.8
	Satisfied	50	8.7	60.8	87.7
	Dissatisfied	10	1.7	11.6	99.2
	Very Dissatisfied	1	.1	.8	100.0
	Total	83	14.3	100.0	
Missing	System	495	85.7		
Total		578	100.0		

When thinking about the overall performance of the West Carrollton Police Department, are you:

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very satisfied	222	38.3	38.5	38.5
	Satisfied	292	50.5	50.7	89.3
	Dissatisfied	47	8.2	8.2	97.5
	Very dissatisfied	14	2.5	2.5	100.0
	Total	575	99.5	100.0	
Missing	Refused	3	.5		
Total		578	100.0		

When thinking about the attitudes and behavior of West Carrollton police officers, do you believe...

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very professional	221	38.2	38.6	38.6
	Professional	303	52.5	52.9	91.5
	Not professional	45	7.8	7.8	99.3
	Not at all professional	4	.7	.7	100.0
	Total	573	99.1	100.0	
Missing	Refused	5	.9		
Total		578	100.0		

What specific suggestions, if any, would you offer to improve the quality of policing in West Carrollton

- Actually deal with disturbance calls instead of giving constant warnings.
- Actually enforce the law, more frequent patrols of neighborhoods that aren't adjacent to Wilson Park
- Add a column in that says you have not had any inter action w/Police in West Carrollton.
- Address the issue of loose dogs when called rather than suggesting that I deal with a loose pit-bull myself when neighbor sets it loose on our kids.
- An open house, I would like a forum where I can thank the officers and comment directly to management/command of the officers on how pleased I am with how they do their jobs.
- Areas around schools need more policing
- AS seems to be the norm in all police departments, West Carrollton police tend to "pre-judge" people (men) with long hair and/or tattoos as being "criminal types". My son and all three of my daughters have tattoos, and none are criminals (only my son lives here) but before my son cut his (waist length) hair off to the nape of his neck, he was regarded as being "unruly and an undesirable" person who was stopped and checked just for his appearance. Other than this seemingly nation-wide flaw in law enforcement, the West Carrollton PD shows great concern and true commitment to their duties to protect our citizens and make us feel safe and valued.
- At the scene of a motor vehicle crash, the officer should gather all the details of the incident at the time of the crash. This would enable him to issue a citation to the driver who caused the rear end collision- at the time it occurred! I was a victim, & should not have needed to go to the officer to amend his original report. An accurate report of the incident, is essential in obtaining reimbursement for physical injuries sustained at the time of the accident, and to get my vehicle repaired. A rear end collision should never be dismissed as a minor event, & the officer should have suggested that I seek medical attention. I was in shock, & did not realize I was injured at the time.
- Better attitudes
- Citizens should behave better.
- City needs to implement a Nuisance Abatement Law to eliminate landlords who lease to drug dealers, prostitutes, etc.
- Communications
- Completely satisfied
- Continue community outreach like National Night Out, etc.
- Continue on as is
- Continue to keep local dispatch services. However I understand this no longer an option. In lieu of this keep local dispatch for non-emergency calls. This allows for a sense of community. Continue a presence like in parades, national night out and Halloween.
- Do away with the cameras at intersections. Income generator for a company that is NOT based in our community.
- Do their jobs instead of just sitting in their cruisers
- Don't judge, don't lie, and don't push your limits. I have been wronged.
- Enforce speeding where needed, avoid changing speed limits to lower speeds in highway areas, compare speed limits of exit ramps to other cities, consider increasing speed limits to match those areas, consider a satellite office near the Red Bluff area. Consider a satellite office near the Springboro Pike and Cobblegate Drive areas
- Enforce the speed in our neighborhood better and have their presence better known so as to cut back on some of the shenanigans seen recently.
- Enforcing all rules adopted by the city. That includes the dog rules.
- Enforcing the ordinance of vehicles, and trailers parked in the yard. A house on Sheffield Rd has a trailer parked between two houses. This trailer has propane tanks. If lightening was to hit one of those tanks,

the houses could catch on fire or can cause damage. These folks also park their car/cars in the yard during the weekend.

- Excessive speeding on 25 MPH residential streets.
- First of all they need more training and better community relations. They need to get out and talk to people, not just drive around and talk on their cellphones.
- Follow up on complaints and enforce the law, especially when complaints of drug activity that can be verified is reported. Not to tell homeowners who live in associations that it's private property and they can't do anything. Happened numerous times.
- For the most part, I feel the police officers are professional and caring, however the one time I did contact them, I was put off a little by the lack of concern they appeared to have. We contacted them with a minor problem though, (that would have more likely have been aggressively handled in a nicer city) and they seemed somewhat overwhelmed and unconcerned.
- From what I have seen and experienced West Carrollton police are mostly pleasant. They seem to care about the kids and the wellbeing of the community. Most of them smile, say hello and seem to try to make a positive impression. West Carrollton seems to be pretty diverse so I think that especially during this time we are in the police attitude in the community really makes a difference and they are doing a good job in our city. (This coming from a mixed family) good job!!
- Get rid of big brother photo stop light enforcements
- Get rid of the traffic cameras and give the police more man power
- Get rid of traffic cameras
- Go back to local 911 service!
- Greater visibility in the community.
- Hard to say, plenty of small crimes go unsolved and some major ones take a while, not confidence inspiring. Turn the red-light cameras back on, was the best measure to improve crazy driving ever implemented.
- Have the police officers walk around instead of drive around. When they're in their cars they are invisible and intimidating. When they talk civil and polite and friendly to you while walking around you learn to trust them more. Some of the officers seems really nice. Others seem like they don't want you to talk to them otherwise you'll be thrown in jail. All in all I consider them unapproachable.
- Hire as many West Carrollton citizens as possible. Local people are familiar with the area.
- Hire extra cop to take care of businesses in our city that serve alcohol so other cops can protect and serve our community
- Hiring of more police officers to keep the community safe instead of using electronic cameras to do the job.
- I am ok with the way it works.
- I am opposed to red light cameras and I resent my tax dollars being used for this. I think the police in West Carrollton are great and cameras are fundraisers that exploit people.
- I believe our police department does an excellent job. There are a few cranky police officers but retirement is in the near future. I do think that setting up radar on the top of Elm Street coming from Gibbons or from King Richard is ridiculous, my 4 cy car needs to pick up speed once a car stops in the middle of the hill, I received a ticket after a car stopping and I could not make it up the hill going 25 mph. Office showed no compassion and was a jerk. Other than that our police force does an excellent job.
- I do not feel qualified to offer suggestions. However, I am concerned regarding the dispatch leaving the city! What will this do for our response from police and fire emergencies?
- I don't have an opinion since I have not had to interface with the police for many years.
- I don't have any problems therefore don't use them often
- I don't have any that I could think of it looks like they have mostly what they need at their reach that I can say

- I feel they need to drive down the streets in the developments more often. Sometimes we don't see them for weeks. There are two cars in our neighborhood that have been sitting on the street for two and maybe 5 years. They need to be junked!!
- I had an officer "pull me over" saying I had run a stop sign (which I had not, I had actually sat at the stop sign for a minute asking the children in the car where they wanted to eat) but as I rolled my window down he just shouted at me as he drove by. Incredibly unprofessional and inappropriate which the children though was rude and made them want to not talk to West Carrollton police officers.
- I had an officer come to my home for me to file report for an attempted car break in. He was a jerk and seemed to be proud to be a jerk. He didn't seem to believe us regarding our report and seemed surprised we bought our car brand new. He stood in the street and blocked traffic for no reason, forcing my neighbors to drive around him.
- I had multiple items stolen. The police took down a list of the items but it was disheartening because they said there was nothing they could do and since neighbors did not see anything, my stuff was gone. I had stuff stolen that were with me for 20 plus years and of value for me. I have no way of getting my stuff back and it just sucks!!
- I have 2 incidents with West Carrollton police and times they acted as if it was my fault they broke in to my garage and home. They need to follow up. They act as though it's a bother to come to your home to investigate.
- I have had interaction with 2 West Carrollton police officers and both were rude and unhelpful
- I have had numerous items stolen from my front and back porch. Police didn't take a report but said they would patrol the area more often. I have not noticed any police patrols in this neighborhood. Police need to spend more time patrolling area neighborhoods instead of writing traffic tickets for minor traffic violations.
- I have lived in West Carrollton for many years in the past, I was born there. My family and I have had a few problems with police acting like they were above the law. Just yesterday I witnessed an officer roll through a stop sign in the Lindburgh neighborhood. I started to follow him and confront him about it, but I know that would just be asking for them to harass me every chance they got. I think the officers try to bully people in to what they want done, or behaviors they want from people. I also witnessed an officer be a total ass to my brother over something that my brother was not even involved in. I think they need to be more professional when it comes to their dealings with the public. They also need to respect the same laws and rules they expect the rest of us to follow. Police officers are there to protect and serve the people of the community, not harass them and be total jerks to who they want. They also need to follow the law, just as everyone else is expected to.
- I have never had an issue with the police department. They have always responded quickly and respectfully.
- I have no issue with the police.
- I have only had a couple of opportunities to interact with West Carrollton Police. On both occasions they were arrogant, rude and kept interrupting me when I was trying to speak. They need to take classes on professionalism and learn how to treat the victim with respect instead of blowing them off.
- I know it's hard because of budget but I think they need to be out in the community more, being a force, but also a "friendly" face in the community. I have heard people say bad things about the police, but I think they would say those things about ANY police. Any dealings I've had with them have been good.
- I like seeing the bicycle patrol officers in the residential areas, weather permitting of course. I think it is a very good opportunity for the officers to interact with the people in the neighborhoods. Also a good way to stealthily survey any potential crimes.
- I like that I often see police cruisers in my neighborhood.
- I think being more people friendly would be a good step.

- I think there should have been a follow-up story to the officer who ran his car into a house close to Alex Road. This one had definitely been swept under the rug. Is he still on the force? I can guarantee I would have been charged with a crime if I had done that? Why is he any different than the average citizen? I also think it would be nice when officers are on general patrol that if they see someone out in the neighborhood such as walking the dog that they strike up a conversation if them. Things like how are things in your neighborhood, anything going on that would be important for the police to know, etc.
- I think they need to limit racial and age profiling during traffic patrol. I believe that is harassment and I find it disturbing when officers will tail their "suspected" law offenders and pull them over for ridiculous reasons. This is what gives the West Carrollton police department a bad reputation.
- I understand the need for officer safety and for them to control a situation, but their attitudes and abrasiveness need toned down. I have never had a citation, nor have I been arrested. For an officer to have an encounter with a citizen, and then go and bad mouth that citizen to another (different city department) employee is unacceptable. It really is a small community.
- I would like to see them patrolling my neighborhood more.
- I would like to see more officers driving through the neighborhoods on a regular basis to keep eyes on suspicious behavior and speed limits.
- I would like to see more police cars passing through Donington Dr. Or at least more often and something should be done to fix the fence between Donington Park and the Creek. I strongly suspect that the many teens that go through there are using drugs. Also, many times at night, (after 10:00 or 11:00 PM there are kids in and around the park.
- I would like to see officers sitting on Primrose just off Rose at times as these two streets are used as a cut thru and speeding is a major problem.
- I would suggest that the police officers familiarize themselves with Ohio Revised Code, and respect citizens' rights to make decisions that are within the law, even if it's not a decision the officers would make for their own families. 5 years ago, the police dept. handled a case of a law abiding family having a homebirth (which is legal) in a very bad way, had them prosecuted and even falsified a police report. This is not how they should treat their citizens. People shouldn't be terrorized by police when they call for help.
- I've never had the opportunity to have a run in with the police. And I don't want to.
- I've seen many obese officers. At least one who is alarmingly obese. One day a police vehicle was parked behind the fire station, and I watched the officer struggle to squeeze himself in and out from behind the wheel. If there was a real emergency where he had to run, or pursue, even if he had to get out of his vehicle fast, he would be in trouble. There really should be a stronger level of fitness required.
- If pulling a vehicle over would be nice if they would let the vehicle pull onto a side street or parking lot versus pulling them over in middle of road or blocking a whole lane of traffic on main roads. Very frequently I see cars pulled over in middle of street or blocking lanes on main roads when there is a parking lot or side street within 5-10 feet. Very hazardous not only for officers and the people in the vehicle but hazardous for the other drivers on the road.
- If we can afford to pay to have more officers. We need more officers and red light cameras.
- Improved response time
- In August of 2011, I had an EXTREMELY traumatic experience that involved West Carrollton's code enforcement officer, **** professional duties very well; however, the police officer who accompanied **** on the initial day of contact with me was an absolute worthless asshole. I will never forgive his words which included basically calling my deceased mother a liar! **** told me if I knew this jerk under different circumstances, I'd see he's a great guy. I don't buy it. In my opinion, he demonstrated the typical stereotype of a "fat pig," EXACTLY what police departments everywhere are plagued with these days. I'm sure you can find his name. My life was brutalized and traumatized by West Carrollton and ****
**** who is the despicable manager of the Montgomery County Animal Resource Center. Even though

my vet could show through records on file, and his personally written letter, that I gave excellent care to my pets. All but 4 were murdered in less than a week, and I was NOT allowed to keep 3 as **** promised me I would be! So, ask me again how I like West Carrollton. Understand, my pets WERE ALL INDOOR PETS. They NEVER went outside! I will never recover from the loss of 'my family' at the hands of West Carrollton. Of course, I realize, too, that the management and president of the board at this condo complex were the ones who initiated the problem against me. On a scale of 1 to 10 as a desirable West Carrollton residence, this condo complex and the "authoritative" persons here rate a minus 1000! I would leave West Carrollton in a NYC second if I didn't struggle monthly with keeping my head above water financially.

- In the past 2 years I have seen a major improvement in the police department and their willingness to help solve drug issues, theft etc. In the community
- Increase traffic enforcement
- Inforce speed and red light infractions with REAL police officers. ELIMINATE THE CAMERAS!
- Inform the people of the crimes (Burglaries) so we can watch for each other.
- Install a second stop sign northbound on Elm St. At Shannon Ave. At left corner. That would give drivers a better notice coming around that corner. Everyday someone runs that stop sign. When there is an event, it is ran at least 10 times. No exaggeration!
- It may become necessary for our officers to wear body cameras at some point. To that end, it may be appropriate to plan ahead for funding and related policy.
- Just keep up the good job.
- Keep 911 local police officer to have better communication after ticketing such as smiling and saying, "Have a good day!" Stop pulling over for unapparent reasons
- Keep talking "on the street" with whoever you encounter - I don't mean only when there is some violation type issue or emergency situation, but also when a ball game score needs to be discussed, or the weather analyzed - the casual every day sort of things that provide good background to the more serious situations that need to be dealt with.
- Keep them white and hire locals!
- Keep up the good work.
- Make eliminating drug problems in this city a high priority. Drugs are a major problem in West Carrollton. Please strictly enforce punishment towards drug and theft offenders. Please drive through neighborhoods at night more frequently and investigate suspicious activity.
- Make sure that off-duty cops are properly disciplined for reckless behavior, i.e. Off-duty officer Rolando who was responsible for the high speed crash into a house at corner of Astor and Alex Rd. Last year and other past incidents from Rolando, his employment should be terminated for all of his multiple reckless incidents
- Make sure that the police officers are well informed of the city laws and ordinances
- Make the water drinkable. Taste and smells bad from tap. Decrease the cost of water and or the sewage. Make renters feel welcome.
- Maybe if they could patrol more in the outskirts of West Carrollton. Like in the country area.
- Maybe more of a presence in neighborhoods like mine in old downtown.
- Maybe not pulling someone over for "Not checking for Pedestrians" when pulling out of a business even though there were no pedestrians in sight and then continue to be a real jerk. Yeah, and that cost us over \$100.00. Absurd.
- Meet and greet in neighborhoods
- More active presence in school zones during start and end of the school day.
- More bike patrol, for the community.
- More diversity
- More diversity. I do not know of one African-American police officer

- More driving around neighborhoods. People speeding in residential neighborhoods where limit is 25.
- More enforcement on run down properties
- Friendlier mingling with the citizens of West Carrollton.
- More interaction. My wife and I have been out walking and have talked to an officer, cocky and not very friendly. But I have been out with my grandson and the officer took extra time talking to him and showed himself very friendly
- More neighborhood presence especially around vacant homes and the parks and especially shopping areas. I want to feel comfortable if walking alone or shopping alone.
- More of a police presence in the neighborhoods - potentially walking in the neighborhoods.
- More of a presence in the neighborhoods
- More officers
- More opportunities for youth subsidies if needed
- More patrol at night to stop the thugs going thru cars
- More patrol officers on the streets!
- More patrolling in every neighborhood. Addressing illegal drug issues when reported
- More police cars in neighborhoods and on the streets
- More presence around the Meijer area and Alex Bell Rd.
- More presence in the neighborhood
- More visibility without "obvious" radar detection. Need to be more citizen friendly out in the public.
- More visibility
- More visibility on side streets/neighborhoods
- More
- Need more officers
- Need to do more to protect our most vulnerable citizens, the elderly and those with special needs like my son.
- Need to get rid of the big head, power attitude. Treat others with respect and consideration so that there could be mutual respect. Most police have the GOD power attitude so most residents do not anticipate anything different.
- Refused
- No issues
- No suggestions. I think they work very hard and I'm grateful for their service.
- No (suggestions)/None/Nothing (21)
- None - Police are excellent.
- None. They appear to be doing a fine job of enforcement.
- None. Every office I have dealt with is wonderful. They show up quickly and are helpful.
- None. They are vigilant and keep our streets safe.
- Not enough police, to catch the people running the red lights.
- Nothing. They do a great job of making themselves seen around the area, which makes me as a home owner feel safer especially being a stay-at-home mom.
- Now that the red light cameras have been banned I see a lot more officers now patrolling the streets. When the red light cameras were active, you very rarely seen police vehicles on the road.
- Officers could drive slower.
- On 2/04/2013, my husband and I filed a missing person report with the police for my 21-year-old son who had been missing since the previous day. My son had a history of substance abuse issues. Due to recent activities in my son's life, I was EXTREMELY concerned for his safety. One of the officers who took the report was very professional and non-judgmental. The other officer made several comments that made me think the report was not being taken seriously. For example, something similar to "I'm sure he's just passed out at somebody's house. When he wakes up and makes his way home, just let us know so we can

close this report and when I tried to explain how out of character it was for him to stay out of contact for so long by explaining how frequently he had been in contact from jail a few months before, I got the reply. "Yeah, they all are when they're locked up" or something along those lines. I understand that some things are "routine" for certain jobs, but my missing 21-year-old son was not routine for me. As his mother, I KNEW in my heart that something was VERY WRONG, and was very upset by what I felt was this officer being condescending to me about the situation. My son's body was found the next day by a friend of mine who was taking her son to school. He had died exactly how I had feared, on an air conditioning unit while trying to get high. Something that was taught to him at the age of 13-14 by a "friend." Anyway, my suggestion would be. PLEASE don't be condescending to parents who are in fear for their child's life. It may be routine to the officers, but it's NOT routine to the parents who are trying everything they can think of to keep their child alive. Thank you!

- Open house day a chance to meet the officers,
- Our police department is outstanding. Their Police Academy program is excellent and the police are visible and accessible.
- Our street, Savoy Avenue, could use extra patrol or something to keep so many people from speeding from Gibbons to the Windsor stop sign. Most of these people are the same ones that are cutting off Gibbons onto Windsor to Savoy to miss the light at Gibbon and Alex.
- Patrol neighborhood streets regularly. It's very reassuring when we see a patrol car, daytime and evening, driving through the neighborhood.
- Patrol our alleys more often and note the number of vehicles with expired licenses.
- Patrol residential streets on periodic basis for speeders through the week.
- Patrol the housing projects off of Alex and nearby areas more
- Patrol the streets more
- Pay attention to drug deals/loitering near the Ameristop/Donatos area on Alex. .it's getting to where you don't feel safe going there.
- Periodic visits to neighborhoods where requests for police attention is the highest.
- Pick up speeders on 725 and Alex Rd.
- PLEASE DO SOMETHING WITH THE LIME SCALE IN THE WATER I AM ON MY SECOND WATER HEATER
- Police community involvement
- POLICE DEPARTMENT ONLY FAIR, FOR BEING NATIONALLY ACCREDITED. I HAVE OWNED MY HOUSE FOR 37 YEARS. NOTHING SPECIAL ABOUT THE POLICE, IN FACT DISAPPOINTING MANY TIMES. AVERAGE AT BEST.
- Put Nuisance Abatement Law on the books at West Carrollton, as Dayton has. This will be an easier way to get rid of prostitution, tier III sexual offenders and drug dealers in Indian Creek Condominiums in West Carrollton, OH. No waiting period and things like this can be taken care of immediately, instead of months!
- Quit trying to bully and threaten people. People don't say anything because they are afraid of jail.
- Regular patrols of neighborhood streets.
- Remove all speed and red light cameras. The public disapproves of these measures, clearly. Add a bike patrol to the Miami River Bike Trail. I walk there almost every other day and have never seen any police presence on the trails.
- Remove the red lights cameras, I know people that won't drive thru West Carrollton because of them and that hurts business
- Response time far too slow. Can't seem to do anything about drug, youth bad behavior and noise. Answer is always if the police didn't see it they can't do anything about it. But with their slow response time they don't see it. Constant problem!

- Return dispatching to West Carrollton. I've retired from a local police department and we sent our dispatch to the county. I feel the citizens lose that personal touch with their local law enforcement and no matter what certain reports may show, you do lose valuable response time.
- RIGHT NOW NO ISSUE, SO NO SUGGESTION
- Seeing the police MORE in the neighborhoods, especially in the old section, 24 hours. Patrolling for speeders on the streets in the old section along with people running stop signs.
- Seeing them on foot in higher crime targeted areas
- Some of the officers have negative attitudes and are not very friendly when dealing with the public.
- Speed and traffic fines are ridiculous
- Speed limit enforcement on the residential streets, especially Elm and King Richard.
- Stop all of the drug trafficking at Cambridge commons and Ameristop
- Stop people from being stop at green lights talking on their phone
- STOP PULLING OVER THE PEOPLE THAT ARE GOING TO WORK IN THE MORNINGS.
- Stop requiring officers to write specific number of tickets; get to know the residents better;
- Take down the traffic cameras would make me like this town again
- Take tips seriously. Patrol the neighborhoods near West Central much more heavily.
- That there is a more proactive approach to ending drug problems in the area (even if it is only marijuana); officers need to be more friendly (such as wave when they go by when you wave); more conscious of following traffic laws such as using turn signals, complete stops at signs, etc.; acknowledge a citizen when she/he has helped the police or fire in some way
- The city needs to explore contracting out the police service to the county or nearby PD. The city has a major budget problem and is talking about increasing taxes. You need to look at cutting cost. As the PD is the largest expense, you should at least explore contracting out this service to see if this expense might be reduced. Washington Township seems to be happy with the law enforcement by the county. Times have changed and the city's tax base has greatly declined, it is time to look at new ways to cut cost, rather than ask for more money. You need open minds that are willing to look at new ideas as the tax base will not be restored any time soon, if ever. Look at the 2014 W-2 forms for each PD employee and ask can we really afford to pay the cost for or own PD. At least explore options, but willing to have open discussions and open minds on doing things differently than in the past. West Carrollton no longer has a strong tax base as in the past.
- The focus should be placed on doing more community based activities and less traffic law enforcement. We have a large number of children playing in the high traffic areas. Some afternoon and evening monitoring would be helpful.
- The officers should not jump to conclusions and be a little more compassionate and understanding.
- The police department needs to have more transparency with the types of people they hire for enforcement. Also, the dept. needs to have a more comprehensive minority outreach for the purpose of tolerance and compassion.
- The Police in most communities and the residents seem to be on opposite sides in today's environment. Police and residents used to wave and smile at one another. Now it is them against us and vice versa. When I was a kid I knew the names of the Moraine police, I've lived in West Carrollton 23 years and can't name one cop. I get an occasional glare but that's about it. Seems like more military then policing a normal middle class American city.
- The police officers should have to live in the city limits. They do not care. I have been told to move if I didn't like "the hood" I have been told there is nothing they could do about a passed out drug abuser who was bloody in my drive way, I even had to throw away her syringes and bloody gear. They just don't care.
- The policing is fine as far as it goes - drugs are a major issue in the city, as well as a way out of proportion number of apartments and rental properties. Those of us who actually own the homes feel it is a losing battle to stay here.

- The vacant houses and buildings bring down neighborhoods.
- They could probably use more officers
- They do a great job, quality is excellent
- They do a great job!
- They do an outstanding job.
- They need more money.
- They need more patrols.
- They need to be more friendly
- They need to be more visible to the public and friendlier to the public. Need to be friendlier to the elderly and children.
- They need to be patrolling elm street King Richard parkway. People are constantly flying up and down these streets. People with bigger dogs need to be reminded to have them on leashes. That has been a problem the last 3 years I've lived in this city. If the dog is not in a fenced in yard it should be on a leash no exceptions. They don't enforce this enough. And I constantly have to keep an eye out on other dogs when walking my own through the neighborhood
- They need to patrol areas more, have more of a preference. We ask them to patrol our neighborhood by the railroad tracks and the highway and I never see them drive by. It's to the point that since they aren't helping, we have an alarm and are thinking about moving.
- They should be given the authority to help all neighborhoods, no matter if they have a community board or not (in condos). They need to have someone above the board because they are doing nothing to help us. I was told by an officer that I need a lawyer to change anything in by community. The residents can only meet with them once a year, and then we aren't allowed to say anything. There is so much theft and nothing is being done to stop it.
- To patrol the neighborhoods more often
- Too hardnosed too much attitude on ordinary traffic stops
- Try to be polite and not so aggressive and overly authoritative.
- Try to drive the neighborhood streets more often, if possible, as you did when I first moved here (1980) IN SPITE of budget cuts. Gas prices are down you know.
- Use the bicycle meet the city and walk around meet younger kids would go a long way in the future.
- We do not see the police very often in our neighborhood, only when something happens.
- We have had a MAJOR issue with people speeding down our street. Complaints have been made and requests for help from the police department to sit on our street has been very dissatisfying. I have a toddler and young teenager whom loves to be outside but I am always worried about their safety! My husband and I like to take walks with our children and dogs and should not have to worry about being hit because people do not follow the speed limit. Something needs to be done. Now. It is getting warmer and speeding up and down our street has become worse.
- Wear more distinctive clothing at night when handling an incident on the roads. More training in directing traffic in a very unambiguous way - waving a flashlight about in no recognized signal or yelling at a closed vehicle's driver are counter-productive. (Check out the lady traffic police in the Bahamas as a good example.)
- When responding to a call of a problem in an alley, DON'T drive down the street shining the beacon light looking for the house number. The thieving/disturbance is occurring in the alley & you have just given the thieves the high sign to run or hide!
- When school is in session, kids running across the street from the Middle School to the library can be hazardous. Some suspicious people hang around the Ameristop on Alex Bell Road. This area is starting to look a little ghetto along with the Krogers, even though this might be considered Miami Twp.,
- While I was walking the dog on the sidewalk along south Alex Road within the last several years, an African-American lady driver, who was lost, stopped her car to ask me directions to the courthouse in

Miamisburg. While I was attempting to give her good directions, we were interrupted by a West Carrollton police officer who, in a very condescending tone, told her to move along because she was not allowed to stop there. She tried to explain herself, but the police officer would not listen to her and would not help her. He just wanted her to move along and get out of there. It is probably the worst example of policing I have personally witnessed in my 64 years. I was afraid to report it at the time, though I was appalled by it, because I was afraid I would be targeted by the police. I feel that the police officer should have listened to the lady driver and told her to move to the fire department parking lot or a side street, where he could have legitimately helped her. Isn't that what police officers are supposed to do - help?!? Another issue of concern is that the West Carrollton police regularly speed up and down south Alex Road without their flashing lights or sirens on; so fast that if an old or feeble person was crossing south Alex Road in the crosswalk at south Alex Road and King Richard Parkway/Orchard Hill Drive, I do not believe the police would be able to avoid hitting them. It is a tragedy waiting to happen.

- Would like to see patrolling then parking running radar.

2015 Public Opinion Survey

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	333	57.6	57.6	57.6
	No	245	42.4	42.4	100.0
	Total	578	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	298	51.6	89.4	89.4
	No	35	6.1	10.6	100.0
	Total	333	57.6	100.0	
Missing	System	245	42.4		
Total		578	100.0		

Has anyone in your household visited a City of West Carrollton park in the past year?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	476	82.4	82.5	82.5
	No	101	17.5	17.5	100.0
	Total	577	99.9	100.0	
Missing	Refused	1	.1		
Total		578	100.0		

How many times have you (or anyone in your household) visited a West Carrollton park in the past year?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1-2 times	79	13.6	16.5	16.5
	3-12 times	201	34.9	42.3	58.8
	13-26 times	108	18.7	22.7	81.5
	More than 26 times	88	15.2	18.5	100.0
	Total	476	82.3	100.0	
Missing	Refused	0	.1		
	System	102	17.6		
	Total	102	17.7		
Total		578	100.0		

2015 Public Opinion Survey

Have you utilized paramedic or fire services in the past year?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	65	11.2	11.2	11.2
	No	513	88.8	88.8	100.0
	Total	578	100.0	100.0	

In general, how satisfied are you with paramedic services? Are you:

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very satisfied	221	38.2	45.2	45.2
	Satisfied	263	45.5	53.8	99.0
	Dissatisfied	2	.3	.4	99.3
	Very dissatisfied	3	.6	.7	100.0
	Total	489	84.6	100.0	
Missing	Refused	89	15.4		
Total		578	100.0		

How satisfied are you with:-Fire services?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very satisfied	277	48.0	51.8	51.8
	Satisfied	256	44.2	47.8	99.6
	Dissatisfied	1	.1	.1	99.7
	Very dissatisfied	2	.3	.3	100.0
	Total	535	92.6	100.0	
Missing	Refused	43	7.4		
Total		578	100.0		

How satisfied are you with:-Parks and recreation?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very satisfied	234	40.4	41.3	41.3
	Satisfied	299	51.7	52.8	94.1
	Dissatisfied	29	5.0	5.2	99.3
	Very dissatisfied	4	.7	.7	100.0
	Total	566	97.9	100.0	
Missing	Refused	12	2.1		
Total		578	100.0		

2015 Public Opinion Survey

How satisfied are you with:-Street repair and maintenance?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very satisfied	135	23.4	23.6	23.6
	Satisfied	308	53.4	53.7	77.2
	Dissatisfied	99	17.2	17.3	94.5
	Very dissatisfied	32	5.5	5.5	100.0
	Total	574	99.4	100.0	
Missing	Refused	4	.6		
Total		578	100.0		

How satisfied are you with:-Snow removal in West Carrollton?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very satisfied	244	42.2	42.4	42.4
	Satisfied	259	44.8	45.0	87.4
	Dissatisfied	61	10.5	10.5	97.9
	Very dissatisfied	12	2.0	2.1	100.0
	Total	575	99.6	100.0	
Missing	Refused	3	.4		
Total		578	100.0		

How satisfied are you with:-Sidewalk maintenance and repair?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very satisfied	141	24.3	24.8	24.8
	Satisfied	327	56.5	57.6	82.4
	Dissatisfied	76	13.2	13.5	95.8
	Very dissatisfied	24	4.1	4.2	100.0
	Total	567	98.1	100.0	
Missing	Refused	11	1.9		
Total		578	100.0		

2015 Public Opinion Survey

How satisfied are you with:-Efforts to bring new jobs and businesses into the City of West Carrollton?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very satisfied	47	8.1	8.5	8.5
	Satisfied	292	50.5	53.0	61.5
	Dissatisfied	152	26.2	27.6	89.1
	Very dissatisfied	60	10.4	10.9	100.0
	Total	551	95.3	100.0	
Missing	Refused	27	4.7		
Total		578	100.0		

How satisfied are you with:-Weekly trash pick-up?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very satisfied	324	56.1	56.2	56.2
	Satisfied	234	40.5	40.6	96.8
	Dissatisfied	13	2.3	2.3	99.1
	Very dissatisfied	5	.9	.9	100.0
	Total	577	99.8	100.0	
Missing	Refused	1	.2		
Total		578	100.0		

Have you or anyone in your household watched a meeting of local elected officials?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	143	24.8	24.8	24.8
	No	434	75.1	75.2	100.0
	Total	578	99.9	100.0	
Missing	Refused	0	.1		
Total		578	100.0		

What sources do you use most often to get your information about the City of West Carrollton? - City newsletter

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not selected	74	12.8	12.9	12.9
	Selected	500	86.6	87.1	100.0
	Total	574	99.4	100.0	
Missing	Refused	4	.6		
Total		578	100.0		

What sources do you use most often to get your information about the City of West Carrollton? -City website

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not selected	314	54.4	54.7	54.7
	Selected	260	45.0	45.3	100.0
	Total	574	99.4	100.0	
Missing	Refused	4	.6		
Total		578	100.0		

What sources do you use most often to get your information about the City of West Carrollton? -City Facebook page

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not selected	472	81.6	82.2	82.2
	Selected	103	17.7	17.8	100.0
	Total	574	99.4	100.0	
Missing	Refused	4	.6		
Total		578	100.0		

What sources do you use most often to get your information about the City of West Carrollton? -Twitter

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not selected	573	99.2	99.8	99.8
	Selected	1	.2	.2	100.0
	Total	574	99.4	100.0	
Missing	Refused	4	.6		
Total		578	100.0		

What sources do you use most often to get your information about the City of West Carrollton? -Government Access TV

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not selected	525	90.8	91.3	91.3
	Selected	50	8.6	8.7	100.0
	Total	574	99.4	100.0	
Missing	Refused	4	.6		
Total		578	100.0		

What sources do you use most often to get your information about the City of West Carrollton? -Broadcast news

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not selected	451	78.0	78.5	78.5
	Selected	123	21.3	21.5	100.0
	Total	574	99.4	100.0	
Missing	Refused	4	.6		
Total		578	100.0		

What sources do you use most often to get your information about the City of West Carrollton? -Newspaper

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not selected	365	63.1	63.5	63.5
	Selected	210	36.3	36.5	100.0
	Total	574	99.4	100.0	
Missing	Refused	4	.6		
Total		578	100.0		

What sources do you use most often to get your information about the City of West Carrollton? -Mobile cell phone app

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not selected	547	94.6	95.2	95.2
	Selected	28	4.8	4.8	100.0
	Total	574	99.4	100.0	
Missing	Refused	4	.6		
Total		578	100.0		

What sources do you use most often to get your information about the City of West Carrollton? -Upcoming events guide

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not selected	484	83.7	84.2	84.2
	Selected	91	15.7	15.8	100.0
	Total	574	99.4	100.0	
Missing	Refused	4	.6		
Total		578	100.0		

What sources do you use most often to get your information about the City of West Carrollton? -Word of mouth

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not selected	321	55.6	55.9	55.9
	Selected	253	43.8	44.1	100.0
	Total	574	99.4	100.0	
Missing	Refused	4	.6		
Total		578	100.0		

Do you watch any programming on Cable Government Access Channels?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	122	21.0	21.0	21.0
	No	456	79.0	79.0	100.0
	Total	578	100.0	100.0	

What programs do you watch on Government Access Television? Select all that apply.-City council meetings

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not selected	22	3.9	18.6	18.6
	Selected	97	16.9	81.4	100.0
	Total	120	20.7	100.0	
Missing	Refused	2	.3		
	System	456	79.0		
	Total	458	79.3		
Total		578	100.0		

What programs do you watch on Government Access Television? Select all that apply.-Weekly Focus Talk Show

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not selected	87	15.0	72.6	72.6
	Selected	33	5.7	27.4	100.0
	Total	120	20.7	100.0	
Missing	Refused	2	.3		
	System	456	79.0		
	Total	458	79.3		
Total		578	100.0		

What programs do you watch on Government Access Television? Select all that apply.-Take a Closer Look Newsmagazine Show

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not selected	98	16.9	81.6	81.6
	Selected	22	3.8	18.4	100.0
	Total	120	20.7	100.0	
Missing	Refused	2	.3		
	System	456	79.0		
	Total	458	79.3		
Total		578	100.0		

What programs do you watch on Government Access Television? Select all that apply.-Special event city-related programs

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not selected	86	14.9	71.8	71.8
	Selected	34	5.8	28.2	100.0
	Total	120	20.7	100.0	
Missing	Refused	2	.3		
	System	456	79.0		
	Total	458	79.3		
Total		578	100.0		

2015 Public Opinion Survey

Do you use the city-sponsored recycling service at your home?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	397	68.7	68.7	68.7
	No	180	31.2	31.3	100.0
	Total	577	99.9	100.0	
Missing	Refused	1	.1		
Total		578	100.0		

For the following statements please select whether you strongly agree, somewhat agree, somewhat disagree, or strongly disagree.

The city government pays a great deal of attention to what services people want. Do you:

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly agree	58	10.1	10.3	10.3
	Agree	398	68.9	70.7	81.1
	Disagree	78	13.5	13.9	94.9
	Strongly Disagree	29	5.0	5.1	100.0
	Total	563	97.4	100.0	
Missing	Refused	15	2.6		
Total		578	100.0		

The West Carrollton City government spends money wisely. Do you:

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly agree	43	7.5	7.8	7.8
	Agree	357	61.8	64.0	71.8
	Disagree	122	21.1	21.8	93.6
	Strongly Disagree	36	6.2	6.4	100.0
	Total	558	96.6	100.0	
Missing	Refused	20	3.4		
Total		578	100.0		

Are you familiar with any of the changes made in 2014 at the state legislature that will reduce funding to local governments?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	257	44.4	44.5	44.5
	No	320	55.4	55.5	100.0
	Total	577	99.8	100.0	
Missing	Refused	1	.2		
Total		578	100.0		

Are you aware that the State of Ohio has made cuts equaling nearly \$1 million in losses to the city's general fund since 2011?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	307	53.1	53.2	53.2
	No	270	46.7	46.8	100.0
	Total	577	99.7	100.0	
Missing	Refused	1	.3		
Total		578	100.0		

In planning for the future, how likely are you to support a property tax increase, in the range of \$75 to \$100 per year in the City of West Carrollton to balance the budget and maintain services?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Likely	76	13.1	13.2	13.2
	Likely	137	23.7	23.8	37.0
	Unlikely	144	25.0	25.1	62.1
	Very Unlikely	161	27.9	28.0	90.1
	Not sure	57	9.9	9.9	100.0
Total		575	99.6	100.0	
Missing	Refused	3	.4		
Total		578	100.0		

Similarly, how likely are you to support a ¼ percent income tax increase in the City of West Carrollton to balance the budget and maintain services?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Likely	51	8.9	9.5	9.5
	Likely	138	23.9	25.5	35.1
	Unlikely	139	24.1	25.8	60.8
	Very Unlikely	166	28.7	30.6	91.5
	Not sure	46	8.0	8.5	100.0
Total		541	93.5	100.0	
Missing	Refused	4	.7		
	System	33	5.7		
Total		37	6.5		
Total		578	100.0		

2015 Public Opinion Survey

How many children live in your household that are old enough to go to school, grades K – 12?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0	413	71.5	71.6	71.6
	1	81	14.0	14.0	85.6
	2	52	8.9	8.9	94.6
	3	18	3.0	3.0	97.6
	4	14	2.4	2.4	100.0
	Total	577	99.8	100.0	
Missing	Refused	1	.2		
Total		578	100.0		

How many of these children attend West Carrollton Public Schools?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0	32	5.5	19.3	19.3
	1	63	10.9	38.4	57.7
	2	43	7.5	26.4	84.1
	3	16	2.9	10.1	94.2
	4	9	1.6	5.8	100.0
	Total	164	28.3	100.0	
Missing	System	414	71.7		
Total		578	100.0		

Would you rate the quality of West Carrollton Public Schools as:

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	63	11.0	11.4	11.4
	Good	301	52.1	54.0	65.4
	Fair	138	23.9	24.8	90.2
	Poor	55	9.5	9.8	100.0
	Total	557	96.4	100.0	
Missing	Refused	21	3.6		
Total		578	100.0		

2015 Public Opinion Survey

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

Are you:

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Male	268	46.4	46.4	46.4
	Female	310	53.6	53.6	100.0
	Total	578	100.0	100.0	

Age Cohort

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	18-34 years of age	190	32.9	32.9	32.9
	35-44 years of age	85	14.7	14.7	47.6
	45-54 years of age	102	17.7	17.7	65.2
	55-64 years of age	92	15.9	15.9	81.1
	65 years of age or older	109	18.9	18.9	100.0
	Total	578	100.0	100.0	

Are you currently:

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Married	346	59.9	60.1	60.1
	Partnered	34	5.9	6.0	66.1
	Single	83	14.3	14.3	80.4
	Divorced	71	12.4	12.4	92.8
	Separated	3	.5	.5	93.3
	Widowed	39	6.7	6.7	100.0
	Total	576	99.6	100.0	
Missing	Refused	2	.4		
Total		578	100.0		

2015 Public Opinion Survey

What was the last grade of school you completed?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Less than high school	9	1.5	1.5	1.5
	High school grad / GED	87	15.1	15.1	16.6
	Some college / tech school	208	35.9	35.9	52.5
	College graduate	187	32.4	32.4	84.9
	Post graduate work or degree	87	15.1	15.1	100.0
	Total	578	100.0	100.0	

Race

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Caucasian or White	481	83.2	83.2	83.2
	All minority races	97	16.8	16.8	100.0
	Total	578	100.0	100.0	

How long have you lived in the City of West Carrollton?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Less than 1 year	30	5.3	5.3	5.3
	1 year, but less than 2	38	6.5	6.6	11.8
	2 to 5 years	78	13.5	13.6	25.4
	5 to 10 years	117	20.2	20.2	45.6
	11 to 20 years	112	19.3	19.3	64.9
	More than 20 years	202	35.0	35.1	100.0
	Total	577	99.8	100.0	
Missing	System	1	.2		
Total		578	100.0		

Do you own or rent your home?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Own	504	87.2	87.4	87.4
	Rent	67	11.5	11.6	99.0
	Other	6	1.0	1.0	100.0
	Total	577	99.8	100.0	
Missing	System	1	.2		
Total		578	100.0		

2015 Public Opinion Survey

Do you own or rent your home? Other, Specify

- Live in mom's home alone
- Relatives

How many adults (including yourself) over the age of 18 live in your household?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1.00	147	25.4	26.1	26.1
	2.00	363	62.7	64.6	90.7
	3.00	37	6.4	6.6	97.3
	4.00	13	2.3	2.3	99.6
	5.00	2	.4	.4	100.0
	Total	562	97.2	100.0	
Missing System		16	2.8		
Total		578	100.0		

How many of these adults (including yourself) are over the age of 65?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	.00	318	55.0	79.4	79.4
	1.00	31	5.4	7.7	87.2
	2.00	49	8.6	12.4	99.5
	3.00	1	.2	.2	99.8
	46.00	1	.2	.2	100.0
	Total	400	69.2	100.0	
Missing System		178	30.8		
Total		578	100.0		

Do you anticipate moving from West Carrollton in the next five years?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	226	39.2	39.8	39.8
	No	342	59.2	60.2	100.0
	Total	569	98.4	100.0	
Missing System	Refused	8	1.3		
	System	2	.3		
	Total	9	1.6		
Total		578	100.0		

2015 Public Opinion Survey

Are you currently? Select all that apply.-Employed for wages

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not selected	204	35.3	35.4	35.4
	Selected	372	64.4	64.6	100.0
	Total	576	99.7	100.0	
Missing	System	2	.3		
Total		578	100.0		

Are you currently? Select all that apply.-Self-employed

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not selected	525	90.9	91.1	91.1
	Selected	51	8.8	8.9	100.0
	Total	576	99.7	100.0	
Missing	System	2	.3		
Total		578	100.0		

Are you currently? Select all that apply.-Out of work for 1 year or longer

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not selected	564	97.6	97.9	97.9
	Selected	12	2.1	2.1	100.0
	Total	576	99.7	100.0	
Missing	System	2	.3		
Total		578	100.0		

Are you currently? Select all that apply.-Out of work for less than 1 year

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not selected	571	98.8	99.1	99.1
	Selected	5	.9	.9	100.0
	Total	576	99.7	100.0	
Missing	System	2	.3		
Total		578	100.0		

Are you currently? Select all that apply.-A homemaker

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not selected	534	92.4	92.7	92.7
	Selected	42	7.3	7.3	100.0
	Total	576	99.7	100.0	
Missing	System	2	.3		
Total		578	100.0		

2015 Public Opinion Survey

Are you currently? Select all that apply.-Active military

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not selected	575	99.5	99.8	99.8
	Selected	1	.2	.2	100.0
	Total	576	99.7	100.0	
Missing	System	2	.3		
Total		578	100.0		

Are you currently? Select all that apply.-A student

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not selected	529	91.5	91.8	91.8
	Selected	47	8.2	8.2	100.0
	Total	576	99.7	100.0	
Missing	System	2	.3		
Total		578	100.0		

Are you currently? Select all that apply.-Retired

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not selected	442	76.5	76.8	76.8
	Selected	134	23.2	23.2	100.0
	Total	576	99.7	100.0	
Missing	System	2	.3		
Total		578	100.0		

Are you currently? Select all that apply.-Unable to work

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not selected	566	98.0	98.3	98.3
	Selected	10	1.7	1.7	100.0
	Total	576	99.7	100.0	
Missing	System	2	.3		
Total		578	100.0		

Are you currently? Select all that apply.-Something else

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not selected	555	96.0	96.3	96.3
	Selected	21	3.7	3.7	100.0
	Total	576	99.7	100.0	
Missing	System	2	.3		
Total		578	100.0		

Are you currently? Select all that apply, something else:

- Avid gardener
- Columnist, Commentator & Writer
- Direct Sales also
- Disabled (2)
- Looking for an administrative assistant job
- Looking for employment
- No job
- Semi-retired
- Social security
- Volunteer (somewhat compensated by the school system)
- Volunteer work at Kettering Health Network
- Working part-time (3)
- Working part time with former employer

Do you work in the City of West Carrollton?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	48	8.2	11.8	11.8
	No	355	61.5	88.2	100.0
	Total	403	69.7	100.0	
Missing	System	175	30.3		
Total		578	100.0		

Are you a registered voter?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	538	93.1	93.7	93.7
	No	36	6.2	6.3	100.0
	Total	574	99.4	100.0	
Missing	Refused	2	.3		
	System	2	.4		
	Total	4	.6		
Total		578	100.0		

Those are all of the questions we have for you today. We really appreciate your taking the time to speak with us. Do you have any additional comments or questions?

- Trash pickup of recyclables. Ours are not picked up every time. Never know during holidays what day they are coming. We put out then they skip our street.
- Any chance there would be changes to the trash/recycling program? In Columbus their trash tote is scanned when trash is picked up and they are charged per scan. Since we recycle far more than we put in the landfill I am curious if this would be an option for the residents of West Carrollton. We are a tree community and active in recycling so why not?
- As a business owner in the city for more than 30 years, I'm appalled the city would spend the time, paper and postage to leverage a late fee on a water bill they considered late. The check was written and mailed the day before it was due, but with a weekend and mail holiday, they received it a few days late. An appeal upheld their decision to leverage the penalty. This does not communicate to our company that we are a valued member of their community. We will find it very hard to promote or support the city and their endeavors to silicate funding.
- As I live in a condo, my water bill is paid through my condo fees and I do not have a water bill account. Please make sure that West Carrollton hears about putting a Nuisance Abatement into Law.
- Bring administrators from successful schools such as oak wood, Centerville, Miamisburg into our schools to observe our policies and practices. Allow them to recommend changes they feel would improve our schools then implement those changes our schools have struggled for many years and our poor reputation dissuades people from wanting to live in this district. Good schools will help the community exponentially to be a better, more prosperous community. The police, fire and street services are exemplary.
- Bulk trash- the neighbors put out their trash for weeks. I don't know if they are aware when they pick up bulk trash.
- Bus services have created a problem in the Sherwood Forest Residential Area, we have signed petitions to have them removed as most are waiting to catch other buses and do not live in our area. It brings in dangerous and unwanted pedestrians. More businesses are needed in the city. Many unsightly properties need updated.
- City could recycle more products (# 6 7 etc.) The development of the 75 interchange has been a disappointment.
- City has spent money (over \$750,000) for stone walls unnecessarily since the I-75 interchange was built. City put in a fence along Gibbons road that was not a safety factor but done for looks. As I remember the city donated the land for the Y, which was quite a lot of money. It would seem that City would not have to keep asking for more money if what that have was spent more wisely on things that are really needed. City make property owners pay for curbs, which as far as I know is either part of the road r sewer systems. I do appreciate the leaf pick up and snow removal provided. At one time we had the lowest water costs in area and anyone who wanted soft water all they had to do was purchase a water softener. City upgrades water and now we have one of the highest rates. City needs to start living within its means especially with the reduction in state funds.
- City needs to consider getting better people in office. And they need to get police officers and firefighters who will actually do their job.
- Code enforcement seem to focus on minor temporary issues while ignoring the great big issues. Why worry about temporary, neatly stacked bricks in someone's side yard when the house across the street is falling apart & the owner is making no effort to fix the outside?
- Concerned about the safety of the water after it leaves the purification plant and travels through old water pipes -we see red mold growing after a couple days in the water left standing in container; need to notify West Carrollton residents that water will be muddy because of water main break and repair, (we find out when water runs out of tap dirty); rail road tracks need proper maintenance at crossings - Alex

did not get repaired when notified that it would on 2 occasions; when will last bridge on Elm & Gibbon be updated like other bridges along Gibbons - non-updated causing back flooding in area

- Developing the marina area for recreation, restaurants.
- Due to current real estate value of West Carrollton continual decline and lack of interest by purchasers you simply can't sell your home. Miamisburg and other communities are increasing in value while West Carrollton continues to decline. That tells you a lot about the opinion of people considering buying a home. The perception of West Carrollton is very poor!
- Due to my comments about the police officer who responded with **** to my home in regards to zoning issues (8/6/11), who I will ALWAYS BELIEVE should be terminated, I will give you my contact info. Also, I do NOT approve of the trash company that West Carrollton has chosen because their rates are excessively high, in my opinion, and increase FAR TOO OFTEN! (Note: Officer ** **** is an excellent representative for West Carrollton. I was involved two night ago in an auto accident at Alex-Bell and So. Dixie -the other driver ran a red light and I hit him. Officer *** responded to the scene and his kindness, patience and knowledge helped me tremendously as this was the first time in my life that I've been involved in a vehicular accident. He is the example of what ALL officers of the law should and can be, NOT like the slob who accompanied ****!)
- Ever since the increase in section 8 / government housing (including Miami Twp. and Moraine) the quality of the city has dropped, notice a lot more trash on streets/yards, graffiti on buildings, etc. Same for the schools since they offer open enrollment, grades have dropped, very little parent participation. That's why so many people move further south to at least Miamisburg if not Springboro or Centerville. If I was financially able to move I would ASAP but with the value of my property dropping from \$15,000 to \$78,900 in 10 years I don't see it happening.
- falling property values, inability to attract new employers to West Carrollton
- For many years the city objected to any drive-ins or automotive related business. Now the city has lost most of their big businesses & they would love to have any business. We don't have qualified people to bring business into the city. All the council and staff can do now is to raise some of the residents and business taxes!!!
- Get rid of the housing projects off of Alex road they bring crime and drugs and lower nearby property values
- Get rid of the red light / speed cameras. Return Central to 35 MPH. Stop cutting down trees in Wilson Park. Forcing home owners to foot the bill for city mandated sidewalks is unreasonable.
- Get rid of the Robert's buildings
- Get West Carrollton out of the real estate speculation!
- I am concerned about the future of this city. We need to bring in top quality jobs. I am seeing a lot of vacant houses. I didn't approve of the open enrollment policy the school system agreed upon. I think this is causing some residents to move. Not good for our city! More needs to be done to the river area to attract new businesses and revenue to our city. I heard low income housing was being placed in the old paper mill area. I hope not because our city cannot afford the upkeep of low income housing. Areas at top of Alex Road and areas over by the Krogers are starting to look ghetto and the city needs to work on these issues. The school system really needs a good overall from the top down. This is one reason why I do not know if I would recommend someone moving here because of the continuing declining school system. I wouldn't have said this 10 years ago but problems continue to go on and not fixed, just ignored and the open enrollment policy is not good for the residents here!! It was all about generating income and that is not fair to the citizens that live here. I also do not agree with the 911 system being contracted out to Centerville. That should have been voted on by the residents, not fair to do this to the residents that live here!! This city needs to go back to the basics of what makes a good city before the city continues to decline. And can anything be done about the smell coming from the landfill in Moraine? I have mentioned this on all of these surveys and I have never heard anything from the city concerning. Thank-You.

- I am very concerned about the decrease in dedicated home owners, the increase in rental properties, the number of individuals parking multiple cars in their front yards, and the increased numbers of individuals walking the streets at night because they do not own transportation. In addition, the truck stop next to the railroad tracks is very concerning too. I am afraid that it draws transient individuals & potential crime (drugs/prostitution) to the area. This area is not safe for our children or elderly individuals to walk past, especially after dark (It is not well lighted or marked). Another issue that I am very concerned about, is that West Carrollton does not seem to be able to draw reputable businesses to our city which can increase our jobs and tax revenues. This is so important to the survival of our community. We do not need for West Carrollton to punish home owners with increased property taxes. We need more home owners, not more renters!! I wish that West Carrollton could become a community like Centerville. The new I-75 interchange, welcome sign, & trees are nice; but West Carrollton has become a city of fast food places & temporary housing! The revenues used for cosmetic improvements will not bring in business or home owners!
- I believe the city and its employees need to be more open to the residents' needs and wants. Anytime anyone ever wants to improve their property the city makes it difficult to get approval, permits, etc. And the city offices need to have later hours as working people cannot come in during the day for assistance. I want to build a shed and cannot get cooperation from the city on the phone and due to working I am unable to come in during normal hours.
- I believe West Carrollton has good places to live and some that are not so good. I think the "rental" properties, commercial as well as single families should have strict up-keep rules, with fines and penalties involved. Nothing brings down the neighborhood than rental properties not maintained.
- I do not appreciate you putting my utility account number on the envelope. Unhappy that homeowners are responsible for costly maintenance and curbing repair.
- I do not like the red light cameras. I work right next to one of them. Ever since they were installed I hear people slamming on their brakes to avoid going through on yellow. Also, the lights do not change at the same time in correspondence with the timer on the walk/do not walk sign. At times when the counter reaches zero the light turns yellow immediately and at other times the counter reaches zero and it stays green. Seems to me they are trying to confuse people and raise revenue. If the city is going to enforce the cameras, they should at least operate consistently.
- I do not support an increase in property tax when the value of my home dropped \$22,000 in one year. Furthermore, I do not support a city tax increase when this little town that used to be a great place to live is thriving with crime and thugs and is very overrated. The price we pay to live in this town is not worth the extra money we pay to live here, period.
- I do not think we should raise the income tax. That takes money from the people who work in West Carrollton, not from those who live in West Carrollton. I think the credit for income tax paid to another city should be reduced so that each West Carrollton working resident pays at least a 1/2 percent city income tax to our city. We are the ones using and getting the city services and we should be the ones paying for it. It is hard enough to get new businesses into the city now, raising the income tax to match the highest level of any city in the area will not help.
- I do worry about many of the foreclosed house being bought for rental. I know there is nothing we can really do, but we have now at least 4 rental homes in a 10 house radius and new renters every 6 months, which makes it hard for a community
- I don't agree with a lot of the government spending. There are a lot of things that they should focus on first. The water tower wasn't necessary. It's pretty but doesn't help anybody.
- I don't like how the trash service is handled. I don't use that much and I have to pay the same amount regardless. It isn't right. Also they need someone above the condo community board because they are being left unchecked. My neighbor has a factory and nobody will do anything about it.
- I don't like section 8 in our city, also we've had a couple of really nice residential neighbors that have moved out of the city due to the open schooling.

- I don't need to be contacted. West Carrollton is a dead town. It has turned into a speed trap. This city was once a beautiful city as I have family born and raised here for over 93 years. There is nothing around to bring in revenue to keep West Carrollton financially sound so it has been set up as a speed trap. Miamisburg has reinvented itself and is flourishing and West Carrollton needs to investigate this action.
- I don't think the city cares about homeowners. People in my neighborhood either can't afford to keep up their houses or they just don't. There needs to be code enforcement to make people keep their houses and yards nice; that's why people move away and no on new moves here. They spend a bunch of money on a big new sign and yet the roads are full of holes that are never fixed.
- I don't feel that the police force is adequately staffed to deal with the influx of people who either don't have or can't find work. There are more and more people here who aren't employed which brings more problems and they just don't have enough people to deal with it, they need more funding and more staffing.
- I feel West Carrollton should put more office jobs in the area to replace some of the empty buildings in the city.
- I grew up here. This isn't the same city I grew up in. I went to the parks all the times with friends when we were about ten or even younger. At this point there is no way I would let my kids go anywhere in this city without me or my wife. I have heard people on multiple occasions refer to the city as "little Dayton" even a police officer for your city said that. That is scary. I see drug deals constantly. Random people that do not live near walking through my neighborhood in people's yards staring intently into houses. I can't drive up Alex without having to slam on my brakes for some idiot walking in the street coming from Cambridge commons to go buy his blunt wraps at Ameristop. I beep my horn, only to have them stop and approach my car yelling curse word and racial words. This is the reason I am moving. I can't raise my kids next to this. It is a public nuisance and needs to be removed from this city.
- I have 2 concerns, first the quality of the streets is very poor in many places, Elm at Central, the lower part of Maplehill, the section where Henicke changes to Golfwood, and there is a huge hole on Wilson Park Dr. where a sewer cover is sinking into the street, worry about it getting bigger. The second one is the snow removal this past winter. It was awful. I know that there was supposed to be a salt shortage, but West Carrollton has always had good snow removal, and it was shocking to go from West Carrollton to Miamisburg and have their roads be better than ours. It has always been something I'd tell people about, how good our streets were in the winter. Maplehill was terrible this year, and it is the major route of getting out of the neighborhood where Cherry Blossom, Grantwood etc. are.
- I have a neighbor that uses illegal drugs and would like it to stop
- I have had an overall good experience living in West Carrollton. Seeing as how I just got my water/sewage bill today, my only complaint would be it has went up 10 dollars in the last year!
- I have had good experiences with all city employees I have encountered. I appreciate the law enforcement, fire, waste management, snow removal, and income tax assistance especially.
- I have no issue in supporting a tax increase. However, prior to doing so, I would like to see city management review the habits of clerical personnel, specifically those who promote their personal business via Facebook on city time (Pink Zebra-Alicia's Sprinkles)
- I have to set up the trash can located in Donington Park and pick up the trash that has blown out of it to keep our neighborhood clean. I suspect that the kids at the park at night are turning it over. Something needs to be done to close the fence between Donington Park and the creek. The creek at the area has a very deep concrete drop-off where someone is going to get hurt if they fall off.
- I hope the development of the riverfront recreation area will be able to proceed soon. It was one of the most attractive things we found about the area, along with the big park, the close connection to the walking paths, and the library when we moved here. Also West Carrollton is a good location for getting to other places in the area - downtown Dayton, the interstate south, other areas in the metro region and the many other parks and recreation areas in the region.

- I left a message for road supervisor about snow removal due to elderly family living next to me. I am confused about why alleys are not done when I have been told by the city that they are owned by the city and cannot be governed as private. If they are city, they need to be at least plowed so that people can get out of the driveways to go to work and elderly can get out to appointments if needed. The road supervisor never returned the phone call.
- I like being able to do this on-line
- I realize that repaving streets is very expensive but Alex Rd. is in great need of being repaved, the top of S Elm St. between Wilson Park Dr. and Orchard Hill Dr. needs work too
- I suppose the city leaders are doing the best they can but it still seems not stellar. We have a great water system, great library, parks are going downhill, and schools are great with what they have to work with and the high proportion of poorer students, what can be expected. It seems like West Carrollton is becoming one of those inner-ring decaying suburbs in a transition from working/middle class to working/poor. It is sad. We take progressively more steps to secure our property and home. One more break-in or break-in attempt and we are out of here. We'll probably head to Oakwood: excellent city services, high taxes but worth it, top-level schools, safe, and good property values. Why can't we have that here?
- I think that better landscaping along the major roads in and out of the city would be a big improvement. in the overall appearance of the city
- I think the present city management does a great job - considering the number of problems they face due to lack of planning and foresight many years ago. West Carrollton has changed from a community of privately owned homes (who took pride in, and maintained their properties) into a large area of rentals - I see torn up yards, trash blowing around, no sidewalks shoveled, people who do not often cut grass, nor rake their yards - they figure they pay their rent, and everything else is the landlord's problem I am not sure this is a fixable problem - I see semi-trucks using residential streets, little compliance with traffic regulations - running stop signs is now very common, as is blowing through traffic lights. Problem is, we can't afford a cop on every lock (that is what it would take). I am certain my house is now depreciating, not appreciating - and it is getting worse.
- I think there should be stricter rules concerning junk cars remaining in driveways and parked on our streets
- I think they do the best they can but my house is losing worth so I might sell and move away even though I've lived here since 1968. I hope they can add new businesses to revive it, it's all pizza places, and they need more dependable businesses for new graduates to get the young kids to move here.
- I think they need to work on the trash services, and I do not understand how they are running the recycling program. The recycling service is very confusing to deal with, and they need to do a better job of educating people. They need a light at the corner of Greenport and Ridgepress, children unload and load there. They also need to do something about the dogs crapping in everybody's yard, older people have difficulty cleaning all that mess up.
- I wish they would get really hard on these absentee and homeowners. The condition of the housing has gone down. Too many rentals and the owners aren't keeping up with them. In the older section of town, it used to be beautiful, but now it's run way down. Hey are never going to get people to come here if it looks bad.
- I wish we could request a large recycling bin. We fill ours up very fast and end up throwing away a lot of recycled items because there is no room in our bin
- I work out of the city and I am very happy with the snow removal of our city. Also, my refuge workers are very professional and do a wonderful job.
- I would like an opportunity to share a few extra thoughts.
- I would like have housing for ages 55 and over so the senior can stay in the city.

- I would like to discuss the flood insurance requirements in West Carrollton. I feel the flood retainer wall (?) and canal system should have taken my property off the risk level (I was only 1/2 inch over level via FEMA last year). In the 2 1/2 years I've been here, the severe rains have never flooded even streets out front of my home, and my house is on a slight hill, so it really stays dry. This year my flood insurance more than doubled for this, and my mortgage went up by more than \$200 a month, supposedly because of tax increases. Can you explain this?
- I would like to know if the riverfront project is still ongoing and what new updates there will be from that? I would also like to recognize all the city workers for the great job in making sure that the roads were cleaned off when we were hit with snow his past winter. Keeping the roads clear and free from ice when possible helped aide in the people of the city to be able to get to work as well as make deliveries where needed. I would also like to thank the men and women in uniform for our city for all hat they do for us whether it be saving someone's life or just being a presence at community functions.
- I would really like to see more city beautification as the budget may allow. When a place is clean and pretty to come home to each day you know you made the right choice to live there. I like what was done on Dixie at the interstate. I would love to see sidewalks along all roads and color of flowers, etc.
- I'd love to have larger recycling bins!
- I've always supported levies for the school and the city because I believe it will help the city grow. My support for the city is wavering because of the red light cameras. I am reluctant to vote to have my property taxes increased to support a city with red light cameras. I've lived in this city for 18 years and I drive down Alex to get to the freeway (the location of all the cameras). I've never seen an accident related to someone 'running' the light. If accidents have decreased by 50%, then maybe we had two accidents in 2013 and only one in 2014. Was it really because of the cameras? Call the cameras what they are--fundraisers at the expense of the taxpayer. The sad part is that an independent company outside the state of Ohio gets profits from this exploitation.
- In regards to recycling, I would be happy to recycle if we were provided with appropriate containers. The containers provided are not large enough nor are they covered. I do not want trash sitting in the garage or house and if you leave the recycle container outside it fills up with rain or the contents will blow away. We need to have a larger container that has a lid, similar to what we use for trash only smaller. If I had that, I would recycle. It seems expense for that would be minimal and would also reduce the trash at the dumps.
- In regards whether the City pays a great deal of attention. Respondent generally agrees, but Building Inspections needs to do a better job of enforcing building and neighborhood codes. Respondent has made repeated complaints over the past year and issues aver not been addressed.
- It didn't take my number at the beginning of the survey. My account # is *****
- It is absolutely ludicrous that income taxes are due well before the year is up and before the federal tax filing deadline. Like most citizens we live paycheck to paycheck and rely on our federal income tax return to help subsidize the payment of our West Carrollton income taxes. For that reason alone only 2 years after we purchased our home we are considering selling and moving back to Washington Township where that is not the case.
- It is very concerning the city of West Carrollton acknowledges budget cuts to its general fund by the state in 2011 in this survey but yet still purchased an empty lot of a former McDonalds for over 250k and now wants to raise taxes on West Carrollton citizens? If those official knew of the budget reduction, the question is: really? You want to raise taxes when the money you are responsible for is irresponsibly spent? So, I have an idea, let's raise taxes and spend more money on a riverfront entertainment project. Again, really?
- It would be great if the park shelter reservations could be made online or even over the phone. Every summer, I hold a picnic in memory of my son, and it is very difficult for me to get to the city building during the open hours to make the reservation. I tried last year, and was told that it has to be done in

person. So I went to Miami Township and made the reservation in about 2 minutes online with no issues. Very convenient!

- It would be nice if the recycling was picked up biweekly and if we had one larger tote instead of bins to put the recycling in. The red bins allow the items inside to blow down the street and items get soaked in the rain, which causes paper to adhere to the bins.
- Keep the Debris off of the Elm Street Sidewalk going down toward Gibbons as I walk that hill about every day for exercise and a lot of logs and wood laying on the sidewalk
- keep working on the roads -thanks
- Lifetime resident in the city of West Carrollton. Have seen a lot of changes in the city and not for the best. I used to be PROUD to say I live in West Carrollton. Now I'm embarrassed to say I live here. If could I would have no problem moving to another city that's more attractive, livelier, and a council that is not stuck of ridiculous ordinance codes that shun people and business away. Furthermore, the city likes to drive and provide city vehicles to where we look like a rich money city, but in reality are a government cheese community.
- Like living here. Potholes on Williams St, need repair. Some of houses in the lower end of the historic district could use some paint, but love the area.
- Making me pay my "estimated" taxes is uncalled for. I'm an honest hard working person, and just because West Carrollton. Cant "budget" as I was told at the tax office, shouldn't be my problem.
- More diversity in the fire department.
- More needs to be done with code enforcement in my neighborhood things look really run down. We have been working really hard on our home. A home next to ours leaves their trash can out on the sidewalk never bringing their can up. This person does this because they don't want anyone on THEIR sidewalk. This home also leaves beer cans and pop cans in their yard. This home also has plastic on their windows that is peeling off and I find all over my yard. There is a home across from Wendy's that used to be a beautiful home and now it's so run down its sad to see as you come in to West Carrollton. I have seen dogs hanging out of the windows of the 2nd floor of this home just looks really beat up and run down and looks like a junk yard with all the junk sitting around it. Snow removal and salt for side streets was awful this year. We still have to get our kids out from side streets to go to school it needs to be done a lot better. Definitely needs to be a big improvement in code enforcement. We are also upset as homeowners at something we feel really makes no sense on the city's part. We are working to improve our property. One of those things we wanted to do was enclose our carport we had a contractor willing to do this for us for \$2,000. This was going to be an improvement a big help to our family to be able to store tools, lawnmower, a vehicle. It would have added to the curb side appeal of our home. Our neighbor on the driveway side of our home thought it was a great idea and said build away. The city on the other hand said nope you have to be 8 ft. off the property line to close that in. Build one in your yard out back. Well for us that is a lot more expensive than closing in our carport. So we are looking at selling our home in the coming year because we can't do what we want to do with our home. Too many rules in West Carrollton. When you buy a home you should be able to make improvements to your home that you want.
- My concern is the lack of growth in our city, we have nothing that would attract anyone to our community. We appear to be a very poor community and I believe we could offer more services, businesses than we do. Look how Miamisburg has grown there is lad here that we could restore/use. Our city officials need to do something to bring the city on the map. Add service signs on I-75 to show what we do have, there are none. Adding outdoor theatre along the river would be great, have city festivals (not sponsored by the church of the Nazarene) offer local bands to come to the community festival, numerous vendors, beer trucks, block off Central Ave and have a celebration. When I was a child we had games, rides at Wagner park an ice cream social, something needs to put us on the map we have NOTHING. I would even be willing to help plan an event.

- My husband and I work in different cities around the Dayton area and do not understand why every year we have to pay more income taxes to West Carrollton. The cities we work in have a lower income tax rate and I work in a city that has a school district that has better schools than West Carrollton but the taxes are lower. That does not make sense. My husband and I are very disappointed with the school rating in West Carrollton on how it has gone down since we moved here. I am very concerned about sending my daughter to these school system once she is old enough. If things do not improve we may put her in a different school system.
- My main complaint is the water bill is normally scheduled on 4/15 every month as far as I can remember. This quarter it was scheduled on 4/10 and I was assessed a late fee. Virtually every bill in my 20 some years of living in West Carrollton has been paid timely so I am irritated that ***** would not grant a waiver of the exorbitant \$18 late fee. Funny how this happened during around the same time as the time that traffic cameras was ruled unconstitutional by the state of Ohio.
- My negative response was cause when they repaved street any I had to replace driveway approach at my expense now when it rains the water at the end of my drive gets like 6 inches and the city say they can't fix it didn't do it till they repaved
- My only issue with West Carrollton is that we pay a standard fee for water usage. I am the only member in my household and am sure that use less than the minimum quarterly amount. I would prefer to be charged for what I use rather than a minimum fee for gallons charged that I don't use.
- My thoughts are that West Carrollton is landlocked. This causes property values to become stagnant. What sort of things are in the works to keep our property values from declining any further than what the economy had caused? No need to reach out to me. Thank you.
- N/A at this time thank you!
- Never received a recycling bin and would recycle if one was delivered to her house.
- No
- No concerns, but as a mother I would love the parks to be updates and up-kept more regularly. I would also love if you could replace the wood chips with rubber as that is much safer for children to play on. I love the parks, but some of the smaller ones could use a little improvement. Grantwood Park is awesome and right on my street, but the picnic area, swings, walkways, and basketball courts need updated and fixed ASAP. It could be so much better if a little more effort was put into it.
- No questions at this time
- No.
- none
- None at this time.
- None of the business that come in seem to stay. We need to check into it. Miamisburg has a lot more shops and businesses. They also have a lot more summer activities for people to do.
- Not at this time.
- One big issue that hinders West Carrollton is the smell in the city (water treatment, incinerator?) sometimes is horrible. Even in my neighborhood sewer gas is horrible at times. Also would like to see Alex road repaved.
- One issue I've had since living in West Carrollton is trying to understand why is property tax high, when property values are so low? This is the biggest reason why I am trying to find some other city to live in. Also with so many forecloses in the area it makes it had to sell a house without a loss!
- One problem I've heard many people talk about is the junk cars/repair on the corner of Alex Rd. & Central across from Wendy's & Speedway. It's an unsightly corner. You can't help but see it when you're driving through town. If we residents see it, imagine what people travelling through West Carrollton think. Also, during the summer, why not beautify the city a little bit. The only flowers I found were buried deep in weeds at the government center. You travel to Miamisburg, Farmersville and even New Lebanon and

they all have flowers along their streets. Make the city look like it really cares not like a ghost town it's becoming.

- Only enforcing the ordinance of parking vehicles in yards. (Especially on weekends).
- Opinion - the money spent on the sign coming into West Carrollton was wasteful and will continue to waste money on the electric to run and maintain it.
- Our city council finds more ways to discourage businesses from staying here; Robert's buildings, Motorman building have been empty. I also have issue with zoning and code enforcement departments; nothing is done about slob in the neighborhoods. Many of these are rentals and slum lords are allowed to slide. We've had a sidewalk caved in for three years with a warning cone but it's been there for three years and nothing's been done. Our councilwomen walks around and does nothing. We tried to sell our house a couple years ago but people just came and shook their heads; it drives property values down.
- Our city officials need to reevaluate how money is allocated to different projects in the city. We need to make do with less because people are really hurting right now because of our national and local economic situation. We might want to have it and need to have it but if we don't have the money to have it we should leave it alone!
- Our concerns are many but some that stand out are as follows. The City of West Carrollton has some of the highest city taxes in all of Dayton. We don't feel that the city puts enough back into the community to elevate our property values. Property values continue to decline and good taxpaying people would rather live where the home will increase in value and the city taxes are reasonable. Given the current tax structure if this were Miamisburg where there is a downtown full of family fun activities at least that would help a home owner feel better about the tax base. The police presence in West Carrollton over the past few years has dwindled and crime risen. A few of the officers suggested that we move if we want a more safe community. If the officers would have to live in this community they might enforce the law differently. When the residents of your city know where the meth home labs are located and the police either don't know or don't care. That is a huge problem. We are very dissatisfied with the way that West Carrollton has transpired into a less than desirable place to live. It is tough for a third generation West Carrolltonian to be faced with the realization that for the betterment of our family leaving is a necessity.
- Our only complaint with the city is property code enforcement. We live in an area of the city where there are a number of rentals that are not maintained. The houses are in terrible shape and there's junk in the yard. Now we have a next door neighbor with a very large food trailer parked in the yard. We've contacted the city several times over the last 2 years and they've been very responsive, but only part of the required work gets completed and there does not seem to be follow-up.
- Our sidewalks are in total disrepair, in fact so bad that, children dart out in traffic to avoid hitting the gaps in the sidewalk. It is a very dangerous situation. It is hard to walk in the neighborhood, so many people do not trim their trees and again you must walk out in the street. We live in the old part of town.
- People are not neighbors like they once were. People do not help each other anymore.
- Please get flood zone updated so we are not required to pay on our homes.
- Please keep up with street repairs
- Large pot holes in front of my house and the poor condition of the property at *** William St. (Used tires, trash, domestic violence, child abuse, barking dogs,) the place is a dump. There is also a very large tree hanging over my property that is next to an electric transformer (fire or death) this tree is located on 108 Robert St. Please help with this tree! No one will take responsibility for this tree! It's dead and could cause death to my family or distraction of my house.
- Rather than blame the state government for your illegal red-light cameras, take the initiative to balance the budget, court new companies, and get the younger population active in city government. It's poor form to blame your personal missteps and inadequacies on others.
- Request that the old car Wash be deemed unfit and leveled, condemned. That place is a total eye sore and we could use a nice Walgreen's or CVS. The old days of Reed Drug Pharmacy are gone, we have no

direct CVS or Walgreen's and would be a hit. Same as above with the vacant Red Rock Restaurant vacant and an eyesore. These buildings have sat vacant and falling apart. Have rats and the local kids go in and play in them. Tear all those vacant building down and plant some trees make a park or build a new pharmacy

- School has not kept up the standard that city services have. This is our reason for wanting to leave the city.
- Several homes in the immediate area of our home have old junk trucks, cars, boats, trailers sitting in back yards or on the street in front of their homes. I would like the city to address this issue better than just notifying the homeowner and NO FOLLOWTHROUGH TO ELIMINATE THE "EYE SORES". Thank you.
- Stop light cameras were a bad idea. Get rid of them. Less enforcement emphasis on traffic.
- Street sweeper.
- Strongly need some business in the downtown and river area. I have lived here since 1988 and no real improvement since we have been here. For instance, look at the parking lot behind the senior citizens building. . It looks terrible and I am ashamed of it. Why do you allow semis and old trailers to be parked there???? For some reason they are not allowed to park in the store and lock across the street. I know we are not Miamisburg, but just look at what they have done to their city in the 10 years. Work in Miamisburg and they done wonderful things and they are proud of their city. Let's get some growth in OUR city and utilize our assets. I would like to go to dinner in West Carrollton, but no restaurants downtown, so I go to Miamisburg. I would rather spend my money in our own city.
- The best way for the city of West Carrollton to save money would be to out-source ALL its services. Do the math -- you'd save tons of money. Outsource garbage collection, park maintenance, road maintenance, custodial services, police, and fire services - all these could be done by private companies. Put it out to bid. The lowest bidder gets the 1-year contract but needs to re-bid for the contract every year. With competition the price stays low and the quality stays high. The trick is not to let cronies get automatic contracts and renewals. Make it a legitimate competition for the contracts. You watch how satisfied the residents will be with the improvements of road repairs and police responses. (You don't need to hire police officers. There's a suburb of Houston with a population of 60,000 that replaced their police force with retired military servicemen for hire. The first year crime went down by 67 percent and people's satisfaction improved.) Learn to think outside the box. Be smart about how you spend your money. The only employees that the city needs to keep on hand are those who keep track of the money and pay the contractors. Don't let Ohio's union mentality be our un-doing. Think creatively to get out of this fiscal hole without raising our taxes or skimping on services. All I ask is that you keep an open mind and give it some serious consideration.
- the city is very dirty with trash in alleys along side streets it is sad also the taxes are so high where is the money going and people yards, street lights out all the time I think they should clean this place up kind of embarrassing people are like wow you live in West Carrollton must be poor sad but true!
- The city needs to attract more businesses to have a better tax base. The downtown looks nice, but is not traffic friendly. I have friends who avoid driving through downtown West Carrollton. The traffic flow is horrible. I appreciate all the efforts to beautify it though. We live in the Sherwood Forest area, and we have had one break-in and one attempted break-in (someone attempted to kick in our front and back doors), but entry was not made. So, although I feel safe enough, there are problems. I know of two neighbors who have been robbed, although it was around the time the AT&T had contractors out to solicit business for the U-Verse. The parks here are fantastic.
- The city needs to cut expenses, not raise taxes to offset deficits from State and Federal funding. Perhaps serving in the public sector with free health care, pensions and other so called perks should not be eliminated; but take a 15% pay cut and keep the health care across the board would offset the \$1mm issue. Most people in the private sector either lost their jobs and unemployment at 13 week intervals only pays 65% thereabouts of what the original pay and still have to pay taxes on that. How about making a 15% pay cut and keeping your jobs.

- The city of West Carrollton removed trees at Wilson Park and the swimming pool. We were wondering why they left the trees in the pool area that have spikes on them that fall all over the ground. It makes the whole area of the pool unable to be used. We thought these trees should have been removed years ago but they removed trees on the other side of the pool. We are hoping they still plan on removing these trees that drop the spike things before the pool opens this year.
- The city should look into developing municipal fiber optic internet. With the new FCC rulings regarding net neutrality and the illegality of state legislature to outlaw municipal broadband it is an excellent opportunity to drive growth within the community and encourage new business development. It would also be a great driving factor in bringing in and retaining a young demographic that would boost the city economy. It would also be a great opportunity for job development if the city provided its own support and maintenance of the network. There is absolutely no downside to development of municipal broadband.
- The decaying of our neighborhood is quite concerning. You call the city about conditions of neighbors' homes example falling gutters, broken windows, shutter hanging half on. I got no response. Moved here 25 years ago beautiful neighborhood (Sherwood Forest) now it's a disgrace.
- The only wish for the city is that apartments and condos are reduced and replaced with housing. Too many people are transient because of apartments. Definitely no more section 8 housing.
- The overgrown and weeded areas in the allies.
- The police have done a great job in crowd control and safety. My daughter no longer get hassled by the mobs at local convenience stores because they are not there congregating and a level of respect and decency has returned due to the policing efforts. It is sad that a few bad apples ruin it for the people trying to change their life for the better. The city has become more multi-cultural and I am OK with that as I have great neighbors. The farmers market is a nice touch. I would like to see bocce courts put in at the parks and suggest that West Carrollton focus on economic development through the logistics/transportation industry for growth. The staff at the city offices has always been professional and helpful.
- The quality of West Carrollton has changed since 1985 when I moved here. The new government assistance residence do not have the same goals as the longtime homeowners. I have seen the city and the attitudes change since I moved here, and not all positive. There are a lot of new West Carrolltoners who do not appreciate the quality of life that was enjoyed here. I am afraid of this becoming another Trotwood, losing business and property values.
- The scent of sewage wafting over much of downtown, especially on warm and windy days, is pretty revolting. There's usually "the smell of home" when entering off the expressway from the east side of town.
- The schools are the problem. I am not in favor of open enrollment.
- The snow removal this year was terrible. I have lived in West Carrollton for over 30 years and have seen a lot of bad weather. This was the worst job you have done on the roads that I've seen in all the years I've lived here!
- The upkeep of the neighborhood, including abandoned houses. Staggering water on streets curbs due to uneven streets, causing rotting of tires, no one does anything about it even when they have been notified Not willing to work with residents on payment of city taxes, adding high amounts of fees
- The website could be more engaging
- The West Carrollton high school is "ghetto;" it's horrible. I talked to teachers and counselors about my daughter's performance and they offered no help. There were fights and gangs. I have no complaints with the junior high school though. Academically, they just pushed her through, whether the kids get it or not, they are going to graduate you because the school gets funds for graduating a certain percentage of school. She now goes to MVCTC and she gets As and Bs now compared to Ds and Fs.

- There are certain people that rarely cut their grass, don't rake their leaves and never clear snow from their sidewalks. Also, people have their trash bins in full view from the street instead of in the garage or behind the house. I have to look at trash bins all the time. Aren't there codes or laws that can be enforced about these slackers? I also think the city could save a little by not over doing the salting of streets. I have seen the salt truck come through after the street is sufficiently salted.
- There are two cars in the neighborhood that have been sitting for years that need to be removed.
- They need to have some property owner clean and take care of their yards better. Some of the street could use quite a bit of maintenance. The pride of the city just isn't what it used to be.
- To increase recycling why not use a bigger wheeled container like waste management and the city of Huber Heights uses. The small red bin is far too small that I've stopped using it.
- Try to get those inter-neighborhood drives and lanes re-paved please. Miamisburg is putting you to shame! Don't tell me they have more money on hand as they don't but they are managing things MUCH better evidently. Miamisburg!! Gees?
- VERY HAPPY RESIDING IN West Carrollton
- Water Pressure at my house at *** ***** (very weak)
- Water/Sewer/Refuse charges are extremely high when compared to other communities in Dayton.
- We have had heavy snow falls for the last 2 winters and there is an ordinance that people must clean their sidewalks if 2 inches or more of snow falls. This is never done around Wilson Park area. Never enforced. This is the reason I rated the sidewalk maintenance low. I wish the city of West Carrollton would enforce this policy. I would be out walking my dog if I could get down the sidewalks instead of trying to traipse through 7 inches of snow on the sidewalk, over a foot at the driveways (because those are always cleaned and piled on the sidewalk). I do NOT want to walk in the street to walk my dog to the park or around the neighborhood. Junk cars parked in the neighborhood with flat tires, broken out windows, and expired tags aren't dealt with in a timely manner in my opinion. I complained about the first one the neighbors had after a year of snow and animals in it, and it was finally removed. The second one didn't make it a year, but it was over 6 months before anything was done about it. They park in their yard because the parking spot is taken by a vehicle that doesn't run. Aggravating.
- We have to live within our budget, the City of West Carrollton should too.
- We just moved out of an apartment in West Carrollton and now we own a home. We were very skeptical about buying in West Carrollton. We were skeptical because of our experience in the apartment. There is a lot more crime along the bus line. We have enjoyed our home in the community so much but it is away from the buses. Something needs to be done to help lower or reduce the crime on the bus line. Everyone thinks Centerville is the nicest place around to live. I would like to see that change and West Carrollton get noticed because it is an absolutely lovely town and community.
- We need to improve our city center and get a good coffee shop and restaurants that aren't fried fast food. Get some good utilization of the flea market bldg. where the DMV is. We need to make the city look sharp when you drive through it on the main drag
- We need to take advantage of all regionalization and cooperative opportunities. Without knowing the details, it seems we should have joined the county regional dispatch since we just ended up doing it with Centerville at a later date. Any merger or centralized services with other jurisdictions should be looked at seriously since no one seems politically willing to propose needed new tax revenue in our current anti-tax environment. We can't continue to selfishly protect West Carrollton's own private interests as a city when our citizens would benefit from pooling of governmental resources.
- We really love what the city is doing to improve itself; however, our actual neighborhood is filled with unemployed young adults living with their parents, so we do plan on moving as soon as we can.
- West Carrollton has an excellent library, services, and programs. I would like to see some new businesses brought in. I would like to see additional development on the bikeway - extending the bikeway through West Carrollton. I believe there are code enforcement violations that need to be addressed that would

improve the image of the City. There are many land use, and planning and zoning possibilities that would enhance the City. West Carrollton is an important juncture outside a major city. I would like to see the City move away from the arena development and try to entice different businesses to come to the City. West Carrollton is doing some positive things - tearing out old rundown housing structures. I like the redevelopment efforts of the old housing units and would like to see some new development on these lots.

- West Carrollton is a great place to live.
- West Carrollton needs to get rid of this entertainment district idea. The city really needs to focus on providing for the residents before we have a bunch of outsiders coming, getting drunk, and causing unsafe conditions in the city. The city also needs to work on getting a couple "chain" restaurants in town - Frisch's, Bob Evans, etc. There is no place to eat in this town unless you go to Moraine or Miamisburg unless you want pizza or fast food.
- West Carrollton's "Doggy Dive" is a very successful event every year. It seems like a dog park would be a nice addition for the city.
- When entering the city from the Central and 75 interchange the several closed businesses and vacant large buildings are not an appealing sight.
- While I appreciate recycling, a number of times the pickup person will spill items on to the street and not pick them up. Also, recycling bins tend to be thrown around and land anywhere rather than be set down. As to the 1/4% proposed income tax, doing o after just raising the income tax by 1/4% is detrimental to the community profile and wage earners as it raises income tax above surrounding communities on the backs of those actually working (as opposed to those retired). The letter sent in 2013 prior to the election telling voters that the increase would not impact retirees but those working was an insult.
- Would like to see city council members traveling the neighborhoods to report yards overgrown, business trailers full of construction equipment stored in driveways. Create a group of people who gather together one day a month to go out and pick up trash in specific areas. It seems that even in neighborhoods, that people are throwing trash everywhere. I go up and down our street regularly and pick up trash on the streets. Is there some way we can get the orange newspaper bags that are dropped to be discounted at locations where they are not picked up. Today, going around our block, there were 22 visible bags that do not get picked up in 48 hours.
- Would love the opportunity to get the large, rolling recycling containers. We create more recycling than trash.
- Yes please do something about the water we have here too much lime and sediment
- Yes, I would like to know if the city has ever entertained the idea of bar code trash pickup. This would only charge the resident by how many times the employee would have to stop at our city provided trash tote to empty. We recycle far more than we put in the landfill. Curious as to if this had ever been addressed. What happens to all the funds from recycling? Do we receive them or is this just a service to the community?
- Yes, since, I have to in effect pay for the sex aka the village children of my fellow and female citizens, they ought to at least buy and pay for mine without whining; or at least let me look at active attractive young MLFs and teenaged daughters without calling the store managers and cops to get me to stop.
- Yes, what is my ID? I tried my name and I tried my account number and neither worked.
- Yes, why do you continue to charge so much for water, sewer, and garbage when a person is away for an extended period to time? We pay the same for our water, sewer and garbage when we are gone as we do when we are home. I believe you should look into reducing the fees even further when someone is gone a month or more. When we are staying at our trailer all summer we still have to pay for everything even if we do not use it. It gets very expensive for seniors who spend summer or winter elsewhere to have to pay for both places. The place you use and all the services you do not use as a citizen of West Carrollton. When I questioned the city about this, I was rudely informed that was the way it was and if I didn't like it I could always move! I know the city has expenses to meet, however, making seniors pay for

water, sewer and garbage that they don't use needs to be readdressed and looked into. Perhaps I will be forced to make a decision to move to another city that respects senior citizens. Than you.

- Young families do not want to live in West Carrollton as the school system does not have a good reputation. West Carrollton is becoming known as a city for low income. There are too many low income apartments. The whole city has changed and definitely not for the better. There were break-ins this past year on my street. It is a shame the way this city is changing, and using the lack of state funds is not an excuse for poor planning from city officials past and present.

Appendix C: Methodology

Study and Questionnaire Design

The 2015 public opinion survey was conducted as a internet survey of 578 individuals living within the West Carrollton City limits. Staff from CUPA worked in conjunction with the City of West Carrollton to identify and develop questions pertinent to the City, utilizing similar surveys conducted by CUPA in the region as well the Previous West Carrollton surveys. The questionnaire contains 75 questions and is presented in Appendix A.

Survey Implementation

This study was conducted over a period of six weeks (March 17, 2015 to April 30, 2015). The City of West Carrollton mailed out invitations to participate in the survey to every property (residential or business) in the customer database. Two attempts were made to reach each city customer. However, using this methodology limited communication to renter households where the invitation to take the survey was delivered to the property holder and not the resident. The invitation to participate in the survey was also posted to the City website and Facebook page, rental community websites and social media pages, and the local newspaper.

Interviews were also conducted by trained telephone interviewers with residents who requested this service. Multiple attempts were made to reach every resident who left a valid phone number. The questionnaire was 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 also conducted from March 17, 2015 through April 30, 2015. Respondents were usually interviewed between the hours of 9:00 a.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. Each potential respondent was re-called up to ten times or until an interview was completed.

Analysis

Three different types of analyses were performed on the data. First, the distribution of frequencies and percentages are reported on all questions asked in 2015 for the City as a whole. Frequencies and percentages are provided in Appendix B. Second, the report is divided into topical sections. Questions in each section are also analyzed to identify differences in responses by demographic characteristics. Third, 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 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 also be found in Appendix B.