

2024 City of Huber Heights Community Survey

Please take a few minutes to complete this resident satisfaction survey. Your input is an important part of the city's ongoing effort to involve Huber Heights residents in long-range planning and decisions. Your responses are confidential and are reported in group form only.

1. Perception of Huber Heights. Please rate Huber Heights with regard to each of the following.

	How would you rate your city...	Excellent	Good	Average	Below Average	Poor	Don't Know
1	As a place to live	5	4	3	2	1	9
2	As a place to raise children	5	4	3	2	1	9
3	As a place to work	5	4	3	2	1	9
4	As a place to retire	5	4	3	2	1	9
5	As a place to visit	5	4	3	2	1	9
6	As a place to open a business	5	4	3	2	1	9
7	As a city moving in the right direction	5	4	3	2	1	9
8	As a place you are proud to call home	5	4	3	2	1	9

2. Please rate each of the following major categories of services provided by the City of Huber Heights.

	How satisfied are you with the...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01	Overall maintenance of city streets, sidewalks, and utilities	5	4	3	2	1	9
02	Enforcement of local codes and ordinances	5	4	3	2	1	9
03	Overall flow of traffic and congestion management on streets	5	4	3	2	1	9
04	Overall quality of parks and recreation programs and facilities	5	4	3	2	1	9
05	Overall quality of customer service you receive from city employees	5	4	3	2	1	9
06	Overall clarity and effectiveness of communication with the public	5	4	3	2	1	9
07	Overall quality of information presented by the City of Huber Heights	5	4	3	2	1	9
08	Overall how well decision-makers listen to community input	5	4	3	2	1	9
09	Response time on updates after requesting a city service	5	4	3	2	1	9
10	City services meeting your needs	5	4	3	2	1	9

3. From the list of items in Question 2, which FOUR of the major categories of city services do you think should receive the MOST FOCUS from city leaders over the next TWO years? [Write in your answers below using the numbers from the list in Question 2, or circle "NONE."]

1st: _____ 2nd: _____ 3rd: _____ 4th: _____ NONE

4. Please rate each of the following items that may influence your perception of Huber Heights.

	How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	Overall value that you receive for your city tax dollars and fees	5	4	3	2	1	9
2.	Reputation of the City of Huber Heights	5	4	3	2	1	9
3.	Quality of the City of Huber Heights government services	5	4	3	2	1	9
4.	Quality of life in Huber Heights	5	4	3	2	1	9
5.	How well the City of Huber Heights is planning for growth	5	4	3	2	1	9
6.	Overall appearance of Huber Heights	5	4	3	2	1	9
7.	Leadership of officials, including the Mayor, City Council, and City Manager	5	4	3	2	1	9

5. Economic Development. Please rate your level of satisfaction with the following aspects of economic development in Huber Heights.

	How satisfied are you with the...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1	City's efforts to attract diverse and innovative businesses that contribute to residents' quality of life	5	4	3	2	1	9
2	Overall quality of planning and zoning services (e.g., comprehensive plan, neighborhood/small area plans, zoning)	5	4	3	2	1	9
3	City's efforts to promote and assist small-owned businesses	5	4	3	2	1	9
4	Overall quality of development review, permitting, and inspection services	5	4	3	2	1	9

6. Public Safety. Please rate your level of satisfaction with public safety in Huber Heights.

	How satisfied are you with the...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Police Department Services:							
01	Overall quality of city police protection	5	4	3	2	1	9
02	Visibility of police in neighborhoods and schools	5	4	3	2	1	9
03	Visibility of police in commercial and retail areas	5	4	3	2	1	9
04	How quickly police respond to emergencies	5	4	3	2	1	9
05	Efforts by city government to prevent crime	5	4	3	2	1	9
06	Enforcement of city traffic laws	5	4	3	2	1	9
07	Police safety awareness education programs	5	4	3	2	1	9
08	9-1-1 service provided by operators	5	4	3	2	1	9
09	Being a positive influence in the community	5	4	3	2	1	9
Fire Department Services:							
10	Overall quality of fire services	5	4	3	2	1	9
11	How quickly fire services personnel respond	5	4	3	2	1	9
12	Fire education programs in the community	5	4	3	2	1	9
13	Fire inspection programs in the community	5	4	3	2	1	9
14	Overall quality of ambulance/emergency medical services	5	4	3	2	1	9

7. From the list of items in Question 6, which THREE of the major categories of Public Safety Services do you think should receive the MOST EMPHASIS from city leaders over the next TWO years? [Write in your answers below using the numbers from the lists in Question 6, or circle "NONE."]

1st: _____ 2nd: _____ 3rd: _____ NONE

8. Please rate how safe you feel in the following situations.

	How safe do you feel...	Very Safe	Safe	Neutral	Unsafe	Very Unsafe	Don't Know
1	Walking in your neighborhood during the day	5	4	3	2	1	9
2	Walking in your neighborhood after dark	5	4	3	2	1	9
3	Walking on city trails/parks/recreational areas	5	4	3	2	1	9
4	Overall feeling in commercial/retail areas	5	4	3	2	1	9
5	Traveling by bicycle	5	4	3	2	1	9
6	Overall feeling of safety in Huber Heights	5	4	3	2	1	9

9. **Culture, Parks, and Recreation. Have you or a family member visited a City of Huber Heights park or recreational facility in the last 12 months?**

____(1) Yes ____ (2) No

10. Please rate your level of satisfaction with the cultural centers, parks, and recreation in Huber Heights.

	How satisfied are you with the...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	Quality of natural areas/open spaces/trails	5	4	3	2	1	9
2.	Maintenance of city parks	5	4	3	2	1	9
3.	Quality of recreation facilities (Kroger Aquatic Center, Senior Center, etc.)	5	4	3	2	1	9
4.	Availability of information about cultural, outdoor, and recreational programs/facilities	5	4	3	2	1	9
5.	Variety of cultural, outdoor, and recreational programs for families	5	4	3	2	1	9
6.	Variety of cultural, outdoor, and recreational programs for adults	5	4	3	2	1	9
7.	Ease of registering for programs or renting facilities	5	4	3	2	1	9

11. Code Enforcement. Please rate each item regarding code enforcement in Huber Heights.

	How satisfied are you with the...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01.	Enforcing the clean-up of junk and debris on private property in your community	5	4	3	2	1	9
02.	Enforcing the mowing and cutting of weeds and grass on private property	5	4	3	2	1	9
03.	Enforcing the exterior maintenance of residential property	5	4	3	2	1	9
04.	Enforcing the exterior maintenance of commercial/business property	5	4	3	2	1	9
05.	Enforcing sign regulations	5	4	3	2	1	9
06.	Enforcement of yard parking regulations in your neighborhood	5	4	3	2	1	9
07.	City efforts to remove abandoned or inoperative vehicles	5	4	3	2	1	9
08.	Cleanliness in your neighborhood	5	4	3	2	1	9
09.	Enforcement of weedy lots, abandoned vehicles, and graffiti	5	4	3	2	1	9
10.	Enforcement of loud music	5	4	3	2	1	9

12. From the list of items in Question 11, which THREE of the major categories of Code Enforcement Services do you think should receive the MOST EMPHASIS from city leaders over the next TWO years? [Write in your answers below using the numbers from the list in Question 11, or circle "NONE."]

1st: ____ 2nd: ____ 3rd: ____ NONE

13. Water Utilities. Please rate each item regarding water utilities.

	How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	Water treatment services	5	4	3	2	1	9
2.	Quality of drinking water	5	4	3	2	1	9

3.	Efficiency in water line repair	5	4	3	2	1	9
4.	Utility billing services	5	4	3	2	1	9

14. Public Works Services. Please rate your level of satisfaction with Public Works.

	How satisfied are you with the...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01	Condition of major streets/roadways in Huber Heights	5	4	3	2	1	9
02	Condition of streets in your neighborhood	5	4	3	2	1	9
03	Condition of sidewalks in your neighborhood	5	4	3	2	1	9
04	Condition of street drainage/stormwater drainage	5	4	3	2	1	9
05	Condition of street signs and traffic signals	5	4	3	2	1	9
06	Condition of pavement marking on streets	5	4	3	2	1	9
07	Accessibility of streets, sidewalks, and city buildings for people with disabilities	5	4	3	2	1	9
08	Bicycle infrastructure (shared use paths, bike lanes/signs/share lane markings)	5	4	3	2	1	9
09	Adequacy of lighting in common areas in Huber Heights	5	4	3	2	1	9
10	Adequacy of street lighting in your neighborhood	5	4	3	2	1	9
11	Mowing/Tree trimming along streets and other public areas	5	4	3	2	1	9
12	Cleanliness of streets and other public areas	5	4	3	2	1	9
13	Management of traffic flow	5	4	3	2	1	9
14	Attractiveness of streets and public areas	5	4	3	2	1	9

15. From the list of items in Question 14, which THREE of the major categories of Public Works Services do you think should receive the MOST EMPHASIS from city leaders over the next TWO years? [Write in your answers below using the numbers from the list in Question 12, or circle "NONE."]

1st: _____ 2nd: _____ 3rd: _____ NONE

16. Public Information Services. Please rate your satisfaction with each of the following items.

	How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1	Availability of information on city services and activities	5	4	3	2	1	9
2	Timeliness of information provided by city government	5	4	3	2	1	9
3	City's efforts to keep you informed about local issues	5	4	3	2	1	9
4	Quality of the city website	5	4	3	2	1	9
5	The level of public involvement in local decisions	5	4	3	2	1	9
6	Quality of city's social media (e.g., Facebook, Twitter/X, Instagram, YouTube,)	5	4	3	2	1	9

17. **From which of the following sources do you currently get information about the City of Huber Heights?** *[Check all that apply.]*

____(01) Local newspapers

____(02) Local radio

____(03) City Website (hhoh.org)

____(04) City Facebook

____(05) City X (Twitter)

- ____(06) City Meeting Portal
- ____(07) Word of mouth/friends
- ____(08) City Instagram
- ____(09) City YouTube channel
- ____(10) City E-Newsletter
- ____(11) City brochures, flyers
- ____(12) HOA
- ____(13) Direct mail from the City
- ____(14) City Calendar
- ____(15) City LinkedIn account

- ____(16) Water bill inserts
 - ____(17) City staff (by phone, email, in-person)
 - ____(18) Other::
-

18. From the list in Question 17, please rank your preferred method to receive information from the City of Huber Heights. [Write in your answers using the numbers above.]

1st: ____ 2nd: ____ 3rd: ____ 4th: ____ 5th: ____

19. **Reasons to Live in the City of Huber Heights.** Using a scale of 1 to 3, with 3 being "Very Important" and 1 being "Not Important," please rate how important each reason is to your decision to live in Huber Heights.

Reasons for deciding to live in Huber Heights		Very Important	Somewhat Important	Not Important
01	Comfortable feel (not too big, not too small)	3	2	1
02	Quality of public schools	3	2	1
03	Proximity to employment opportunities	3	2	1
04	Types of housing	3	2	1
05	Affordability of housing	3	2	1
06	Access to quality shopping	3	2	1
07	Availability of parks and recreation opportunities	3	2	1
08	Near family or friends	3	2	1
09	Safety and security	3	2	1
10	Availability of transportation options	3	2	1
11	Availability of cultural activities and the arts	3	2	1
12	Access to restaurants and entertainment	3	2	1
13	Availability of retail shopping choices	3	2	1

20. **Describe Huber Heights in THREE words.**

Demographics

21. **Approximately how many years have you lived in Huber Heights?** _____ years
22. **Do you work in Huber Heights?** _____(1) Yes _____(2) No
23. **Do you own a business in Huber Heights?** _____(1) Yes _____(2) No
24. **Including yourself, how many people in your household are...**

Under age 5:

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—

Ages 5-9:

—

—

Ages 10-14:

—

—

Ages 15-19: _____

Ages 20-24: _____

Ages 25-34: ____
Ages 35-44: ____
Ages 45-54: ____
Ages 55-64: ____
Ages 65-74: ____
Ages 75+: ____

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

26. Which best describes the building you live in?

- ____ (1) One family house detached from any other house
____ (2) House attached to one or more houses (e.g., a duplex or townhome)
____ (3) Building with two or more apartments or condos
____ (4) Mobile home
____ (5) Other: _____
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27. Which of the following best describes your race/ethnicity? [Check all that apply.]

- ____ (01) Asian or Asian Indian ____ (99) Other: _____
____ (02) Black or African American
____ (03) American Indian or Alaska Native
____ (04) White or Caucasian
____ (05) Native Hawaiian or other Pacific Islander
____ (06) Hispanic, Spanish, or Latino/a/x

28. Would you say your total household income is...

- ☐ (1) Under \$30,000
- ☐ (2) \$30,000 to
\$59,999
- ☐ (3) \$60,000 to \$99,999
- ☐ (4) \$100,000 to \$149,999
- ☐ (5) \$150,000 to \$199,999
- ☐ (6) \$200,000 or more

29. What is your age? _____ years

30. Your gender:

____(1) Male ____ (2) Female ____ (3) Non-binary ____ (4) Prefer not to answer

This concludes the survey. Thank you for your time!

Please return your completed survey in the enclosed postage-paid envelope addressed to:
ETC Institute, 725 W. Frontier Circle, Olathe, KS 66061