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# 2024 Huber Heights Community Survey Findings Report

Presented to the City of  
Huber Heights, OH  
February 2025



**ETC**  
INSTITUTE



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# Executive Summary

# 2024 Huber Heights Community Survey

## Executive Summary



### Purpose

During the fall of 2024, ETC Institute administered a community survey for the City of Huber Heights. The purpose of the survey was to assess resident satisfaction with the delivery of major City services and to help set priorities for the community.

### Methodology

The six-page survey, cover letter and postage-paid return envelope were mailed to a random sample of households in the City of Huber Heights. The cover letter explained the purpose of the survey and encouraged residents to either return their survey by mail or complete the survey online. At the end of the online survey, residents were asked to enter their home address; this was done to ensure that only responses from residents who were part of the random sample were included in the final survey database. After the surveys were mailed, residents who received the survey were contacted to encourage participation.

The goal was to receive 400 completed surveys. This goal was met, with 430 households completing the survey. The results for 430 households have a 95% level of confidence with a precision of at least +/-4.7%. There were no statistically significant differences in the results of the survey based on the method of administration (mail vs. online).

The percentage of “don’t know” responses has been excluded from many of the graphs and the benchmarking data shown in this report to facilitate valid comparisons between city services. Since the number of “don’t know” responses often reflects the utilization and awareness of city services, the percentage of “don’t know” responses has been provided in the tabular data section of this report.

This report contains:

- an executive summary of the methodology and major findings
- charts depicting the overall results of the survey
- benchmarking analysis that shows how the survey results compare to the U.S. average and the North Central average
- Importance-Satisfaction analysis that shows priorities for investment
- tabular data for all questions on the survey
- a copy of the survey instrument

# 2024 Huber Heights Community Survey

## Executive Summary



### Major Findings

**Perceptions of City.** Respondents were asked to rate their satisfaction with eight aspects regarding their perception of Huber Heights. Respondents were most satisfied (rating "good" or "excellent") with Huber Heights as a place to live (72%), as a place to call home (60%), and as a place to raise children (57%).

**Major Categories of City Services.** The three major categories respondents were most satisfied with (rating "satisfied" or "very satisfied") were the overall maintenance of City streets, sidewalks, and utilities (73%), overall quality of parks and recreation programs and facilities (70%), and overall quality of customer service you receive from City employees (64%). The three services respondents think should be the top priorities over the next two years were overall flow of traffic and congestion management (77%), maintenance of City streets, sidewalks, and utilities (53%), and enforcement of local codes and ordinances (40%).

**Perceptions of Community.** The three perceptions respondents feel most satisfied with were quality of life in Huber Heights (61%), quality of government services (53%), and appearance of City (52%).

**Economic Development.** Regarding economic development, respondents were most satisfied with the City's efforts to promote and assist small-owned businesses (47%).

**Public Safety Services.** Respondents were most satisfied with the 9-1-1 services provided by operators (81%), how quickly police respond to emergencies (77%), and the overall quality of City police protection (76%). How quickly fire services personnel respond (92%), overall quality of fire services (90%), and overall quality of ambulance/EMS (89%) were the three fire department services respondents felt most satisfied with. The three major categories of Public Safety Services respondents think should receive the most emphasis from City leaders over the next two years are visibility of police in neighborhoods and schools (42%), efforts by city government to prevent crime (35%), and enforcement of city traffic laws (30%).

**Perceptions of Safety.** Respondents feel most safe (rating "safe" or "very safe") in their neighborhood during the day (90%), in commercial/retail areas (74%), and in Huber Heights in general (70%).



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**Parks and Recreation.** Most respondents (77%) report visiting a Huber Heights park or recreational facility in the last year. The three cultural centers, parks, and recreation aspects respondents felt most satisfied with (rating "satisfied" or "very satisfied") were quality of natural areas/open spaces/trails (75%), maintenance of city parks (74%), and quality of recreation facilities (70%).

**Code Enforcement.** The three aspects related to code enforcement respondents felt most satisfied with were cleanliness in your neighborhood (62%), enforcing the mowing and cutting of weeds and grass on private property (56%), and enforcing the exterior maintenance of commercial/business property (47%). The three aspects that respondents think should receive the most emphasis over the next two years are enforcing the clean-up of junk and debris on private property (48%), enforcing the exterior maintenance of residential property (33%), and enforcing the mowing and cutting of weeds and grass on private property (28%).

**Water Utilities.** The water utilities respondents feel most satisfied with were water treatment services (69%), utility billing services (65%), and quality of drinking water (58%).

**Public Works Services.** The three public works services respondents felt most satisfied with were condition of street signs and traffic signals (82%), condition of street drainage/stormwater drainage (75%), and condition of pavement marking on streets (69%). The three major categories they think should receive the most emphasis over the next two years were management of traffic flow (49%), condition of major streets/roadways (31%), and bicycle infrastructure (18%).

**Public Information Services.** Respondents were most satisfied with the quality of the city website (51%), availability of information on city services and activities (51%), and quality of City's social media (49%).

**Communication Sources.** The highest percentage of respondents used the City Facebook (57%), City website (47%), or word of mouth/friends (45%) to get information about the City of Huber Heights. The five methods respondents most prefer were the City Facebook (53%), direct mail (49%), City website (45%), City newsletter (29%), and water bill inserts (28%).

**Reasons to Live in Huber Heights.** The three aspects respondents thought were the most important (rating "very important" or "somewhat important") in their decision to live in Huber Heights were safety and security (99%), types of housing (97%), and affordability of housing (96%).

# 2024 Huber Heights Community Survey

## Executive Summary



### How the City of Huber Heights Compares to Other Communities Nationally

Satisfaction ratings for the City of Huber Heights **rated at or above the national average in 40 of the 53 areas** that were assessed. The City rated significantly higher than the U.S. average (difference of 5% or more) in 33 of these areas. The tables below and on the following page shows how the City of Huber Heights compares to the U.S. average:

Service	Huber Heights	U.S.	Difference	Category
Maintenance of streets, sidewalks, and utilities	73%	41%	32%	Major City Services
Stormwater management and flood control	75%	50%	26%	Public Works Services
Quality of customer service from City employees	65%	39%	25%	Major City Services
Fire inspection programs in your community	70%	47%	24%	Fire Department
Quality of police protection	76%	53%	23%	Police Department
As a place to live	71%	49%	23%	Perception of City
Fire education programs in your community	69%	49%	21%	Fire Department
How quickly fire services respond	92%	72%	21%	Fire Department
Condition of streets in your neighborhood	69%	49%	20%	Public Works Services
Police safety education programs	57%	37%	20%	Police Department
Condition of pavement markings on streets	69%	50%	19%	Public Works Services
Condition of sidewalks	65%	47%	19%	Public Works Services
Condition of street signs and traffic signals	82%	63%	19%	Public Works Services
Quality of ambulance/EMS	89%	71%	18%	Fire Department
Effectiveness of communication with public	55%	37%	18%	Major City Services
Condition of major streets	68%	50%	17%	Public Works Services
Enforcement of local codes and ordinances	55%	40%	15%	Major City Services
Visibility of police in neighborhoods	67%	54%	13%	Police Department
Quality of fire services	89%	76%	13%	Fire Department
Cleanliness of streets and public areas	66%	53%	12%	Public Works Services
Accessibility of streets, sidewalks, & buildings for people with disabilities	63%	52%	12%	Public Works Services
In community parks	66%	55%	11%	Feeling of Safety
In retail areas	74%	64%	11%	Feeling of Safety
Value for City taxes/fees	43%	33%	10%	Satisfaction with Perceptions
Visibility of police in commercial and retail areas	61%	51%	10%	Police Department
Quality of City's social media	50%	39%	10%	Public Information Services
Enforcement of mowing and cutting of weeds on private property	56%	46%	10%	Code Enforcement
Usefulness of your city's website	51%	42%	9%	Public Information Services
In your neighborhood during the day	89%	81%	8%	Feeling of Safety

# 2024 Huber Heights Community Survey

## Executive Summary



Service	Huber Heights	U.S.	Difference	Category
Mowing and tree trimming along streets and public areas	63%	55%	8%	Public Works Services
Leadership of officials	46%	38%	7%	Satisfaction with Perceptions
Timeliness of information provided by your government	47%	43%	5%	Public Information Services
Quality of Government Services	54%	49%	5%	Satisfaction with Perceptions
Availability of information about services and activities	51%	46%	4%	Public Information Services
Overall feeling of safety in community	70%	66%	4%	Feeling of Safety
How well City plans for growth	42%	39%	3%	Satisfaction with Perceptions
Adequacy of street lighting in your community	61%	59%	3%	Public Works Services
Efforts by local government to keep you informed about local issues	45%	43%	2%	Public Information Services
Enforcement of exterior maintenance of commercial/business property	47%	46%	1%	Code Enforcement
Efforts to prevent crime	49%	49%	0%	Police Department
As a place to retire	51%	52%	-1%	Perception of City
Enforcement of local traffic laws	48%	50%	-2%	Police Department
Enforcement of sign regulations	43%	45%	-2%	Code Enforcement
Appearance of City	52%	55%	-3%	Satisfaction with Perceptions
Enforcement of exterior maintenance of residential property	40%	44%	-4%	Code Enforcement
As a place to raise children	57%	61%	-4%	Perception of City
The level of public involvement in local decision making	30%	34%	-4%	Public Information Services
Enforcement of clean-up of trash and debris on private property	37%	45%	-9%	Code Enforcement
In your neighborhood at night	52%	61%	-10%	Feeling of Safety
As a place to work	46%	57%	-11%	Perception of City
As a place to visit	46%	58%	-11%	Perception of City
Reputation of City	38%	53%	-15%	Satisfaction with Perceptions
Flow of traffic and congestion management	29%	45%	-16%	Major City Services



# 2024 Huber Heights Community Survey

## Executive Summary



### How the City of Huber Heights Compares to Communities in North Central Region

Satisfaction ratings for the City of Huber Heights **rated above the average for the North Central Region in 36 of the 53 areas** that were assessed. The City rated significantly higher than this average (difference of 5% or more) in 29 of these areas. The tables below and on the following page shows how the City of Huber Heights compares to the North Central average:

Service	Huber Heights	North Central	Difference	Category
Maintenance of streets, sidewalks, and utilities	73%	39%	34%	Major City Services
Stormwater management and flood control	75%	45%	31%	Public Works Services
As a place to live	71%	42%	29%	Perception of City
Fire inspection programs in your community	70%	41%	29%	Fire Department
Quality of customer service from City employees	65%	38%	27%	Major City Services
Police safety education programs	57%	37%	20%	Police Department
Effectiveness of communication with public	55%	35%	19%	Major City Services
Condition of sidewalks	65%	46%	19%	Public Works Services
Fire education programs in your community	69%	50%	19%	Fire Department
Condition of major streets	68%	51%	17%	Public Works Services
Quality of police protection	76%	60%	16%	Police Department
Quality of ambulance/EMS	89%	75%	14%	Fire Department
How quickly fire services respond	92%	79%	14%	Fire Department
Visibility of police in neighborhoods	67%	54%	14%	Police Department
Enforcement of local codes and ordinances	55%	42%	13%	Major City Services
Condition of streets in your neighborhood	69%	57%	12%	Public Works Services
Quality of fire services	89%	78%	12%	Fire Department
Usefulness of your city's website	51%	41%	10%	Public Information Services
Accessibility of streets, sidewalks, & buildings for people with disabilities	63%	53%	10%	Public Works Services
Condition of pavement markings on streets	69%	60%	10%	Public Works Services
Value for City taxes/fees	43%	34%	9%	Satisfaction with Perceptions
In retail areas	74%	66%	9%	Feeling of Safety
In community parks	66%	58%	8%	Feeling of Safety
Enforcement of mowing and cutting of weeds on private property	56%	48%	7%	Code Enforcement
Visibility of police in commercial and retail areas	61%	54%	7%	Police Department
Quality of City's social media	50%	43%	6%	Public Information Services
Quality of Government Services	54%	48%	6%	Satisfaction with Perceptions
Condition of street signs and traffic signals	82%	76%	6%	Public Works Services
Leadership of officials	46%	40%	6%	Satisfaction with Perceptions
In your neighborhood during the day	89%	86%	4%	Feeling of Safety

# 2024 Huber Heights Community Survey

## Executive Summary



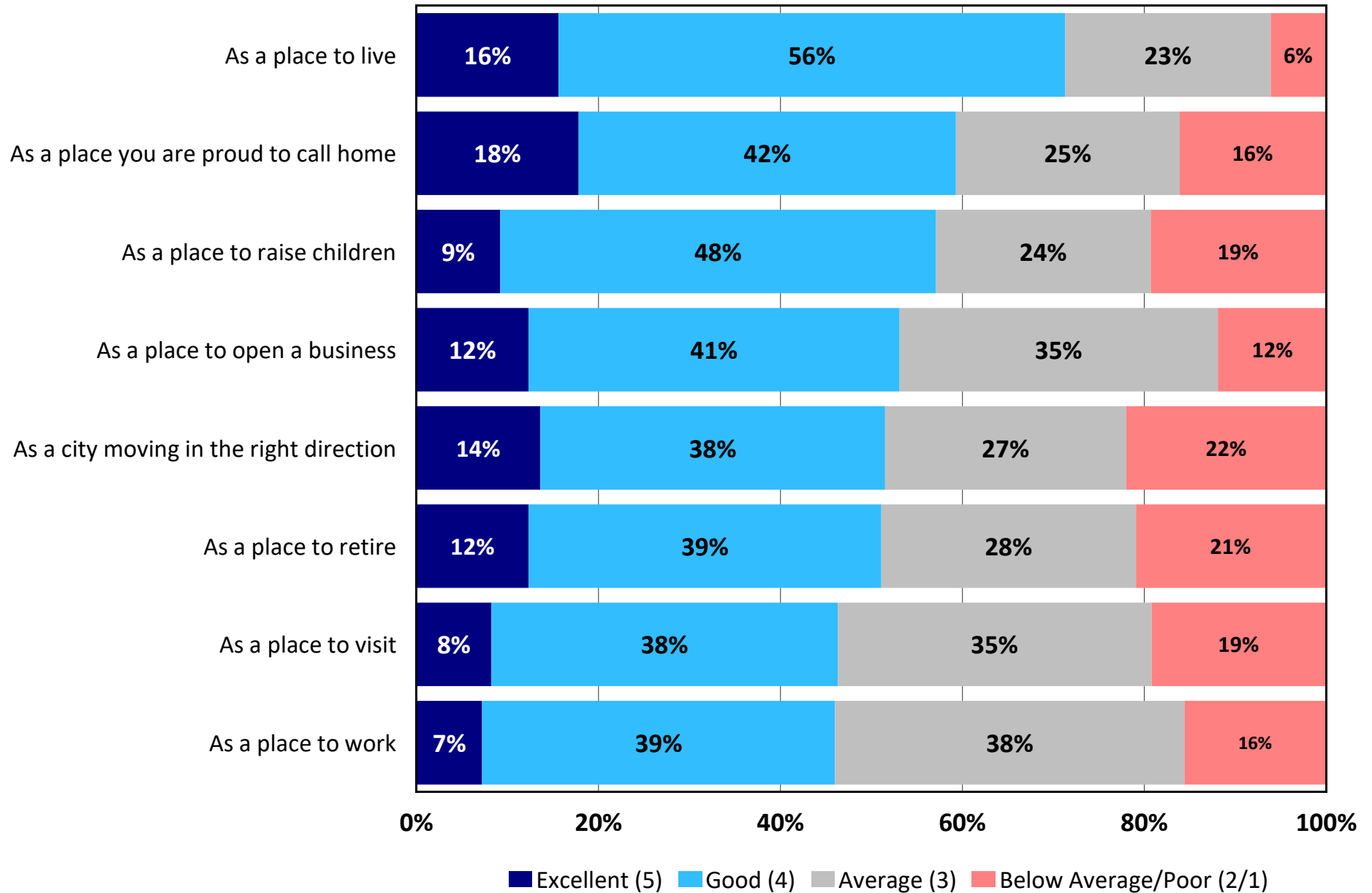
Service	Huber Heights	North Central	Difference	Category
Cleanliness of streets and public areas	66%	62%	4%	Public Works Services
Overall feeling of safety in community	70%	68%	3%	Feeling of Safety
Mowing and tree trimming along streets and public areas	63%	62%	1%	Public Works Services
Efforts to prevent crime	49%	48%	1%	Police Department
As a place to retire	51%	51%	0%	Perception of City
Timeliness of information provided by your government	47%	48%	0%	Public Information Services
Availability of information about services and activities	51%	51%	-1%	Public Information Services
Efforts by local government to keep you informed about local issues	45%	47%	-2%	Public Information Services
Appearance of City	52%	54%	-2%	Satisfaction with Perceptions
Enforcement of exterior maintenance of residential property	40%	43%	-2%	Code Enforcement
Enforcement of local traffic laws	48%	51%	-3%	Police Department
The level of public involvement in local decision making	30%	33%	-4%	Public Information Services
Enforcement of exterior maintenance of commercial/business property	47%	52%	-5%	Code Enforcement
How well City plans for growth	42%	48%	-6%	Satisfaction with Perceptions
Adequacy of street lighting in your community	61%	69%	-7%	Public Works Services
As a place to raise children	57%	65%	-8%	Perception of City
Enforcement of sign regulations	43%	52%	-9%	Code Enforcement
As a place to visit	46%	57%	-10%	Perception of City
As a place to work	46%	57%	-11%	Perception of City
Reputation of City	38%	49%	-11%	Satisfaction with Perceptions
Enforcement of clean-up of trash and debris on private property	37%	50%	-13%	Code Enforcement
In your neighborhood at night	52%	66%	-14%	Feeling of Safety
Flow of traffic and congestion management	29%	51%	-22%	Major City Services



# Charts and Graphs

# Q1. Perception of Huber Heights

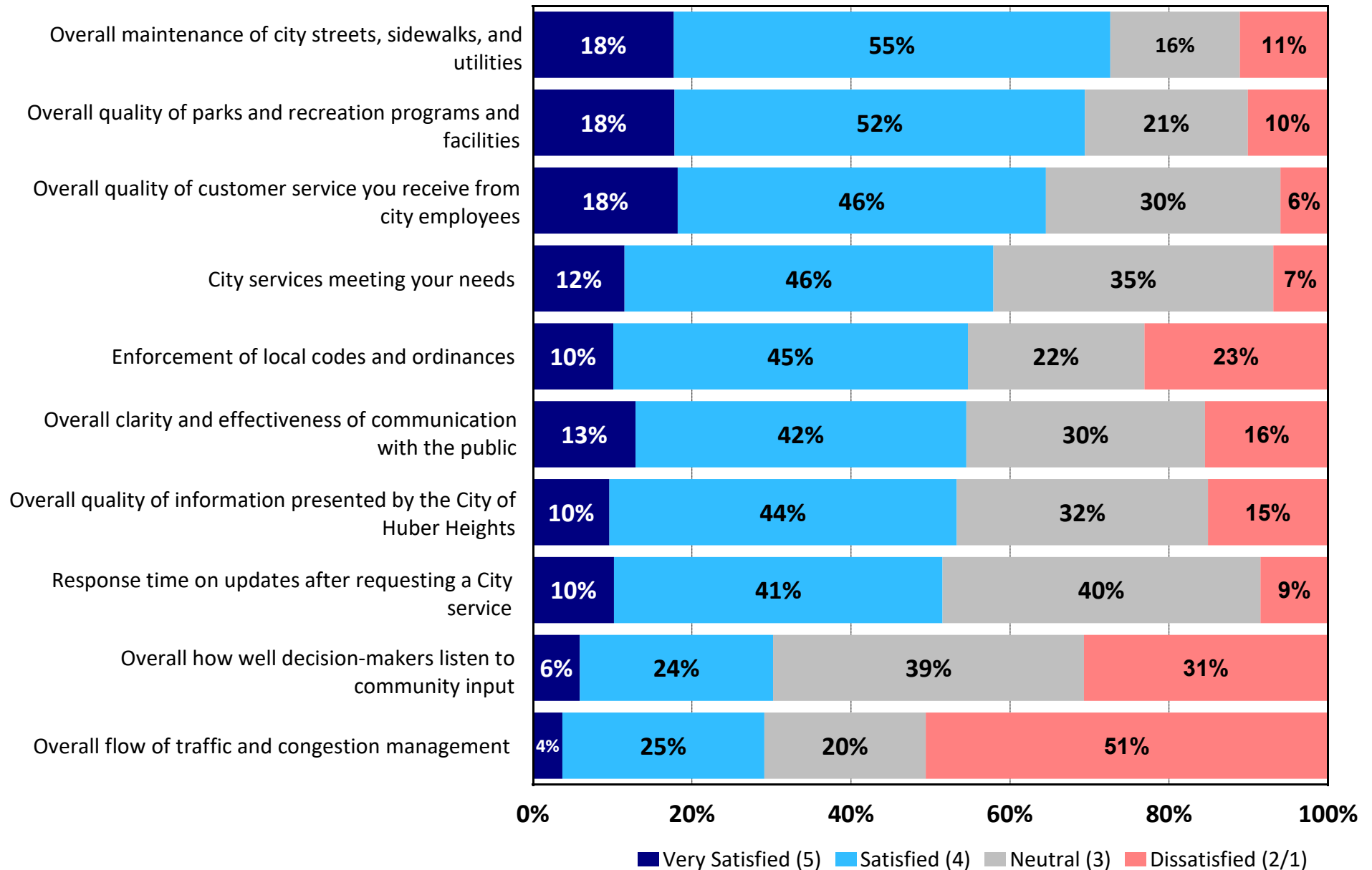
by percentage of respondents (excluding don't knows)





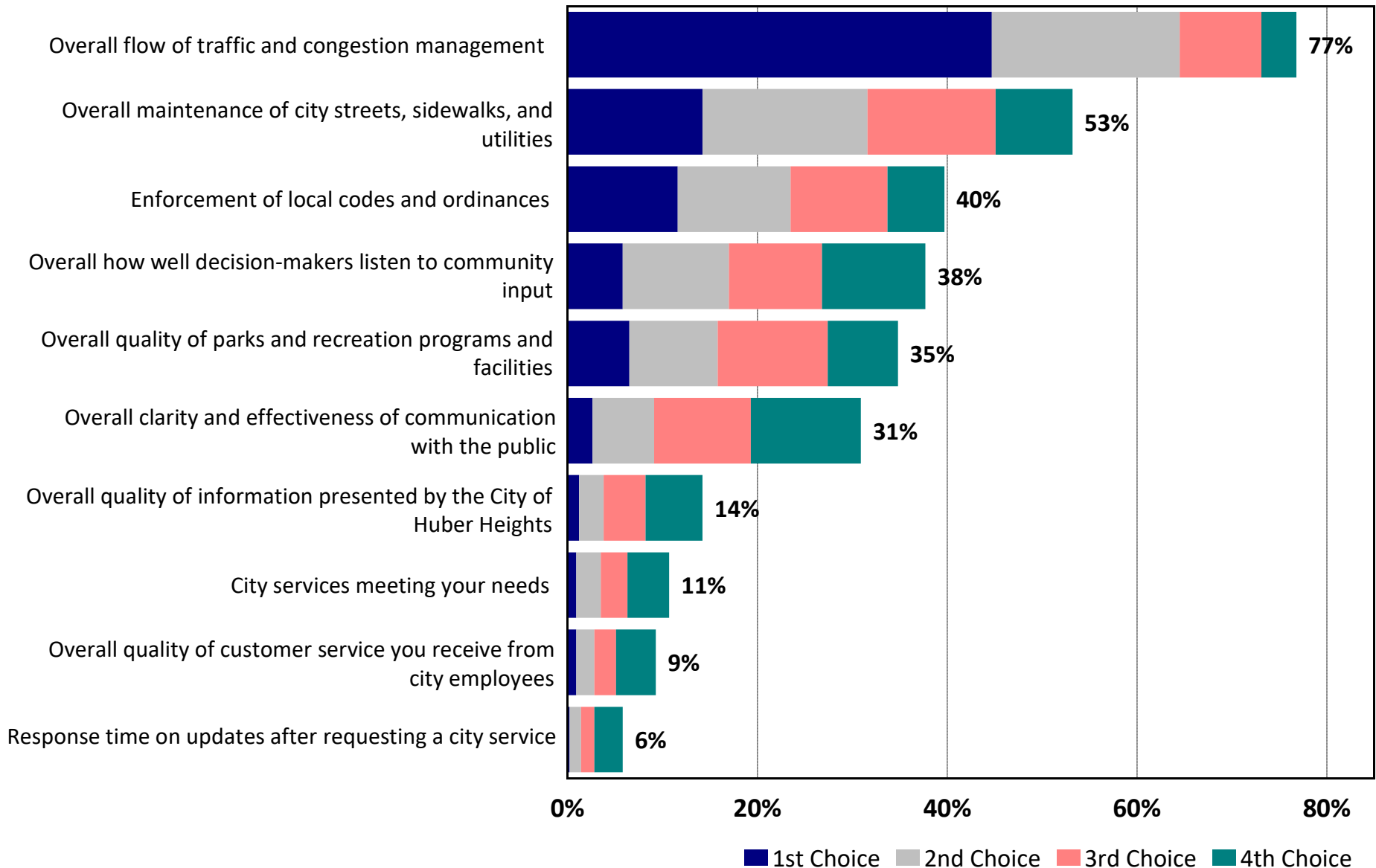
## Q2. Satisfaction with Major Categories of Services

by percentage of respondents (excluding don't knows)



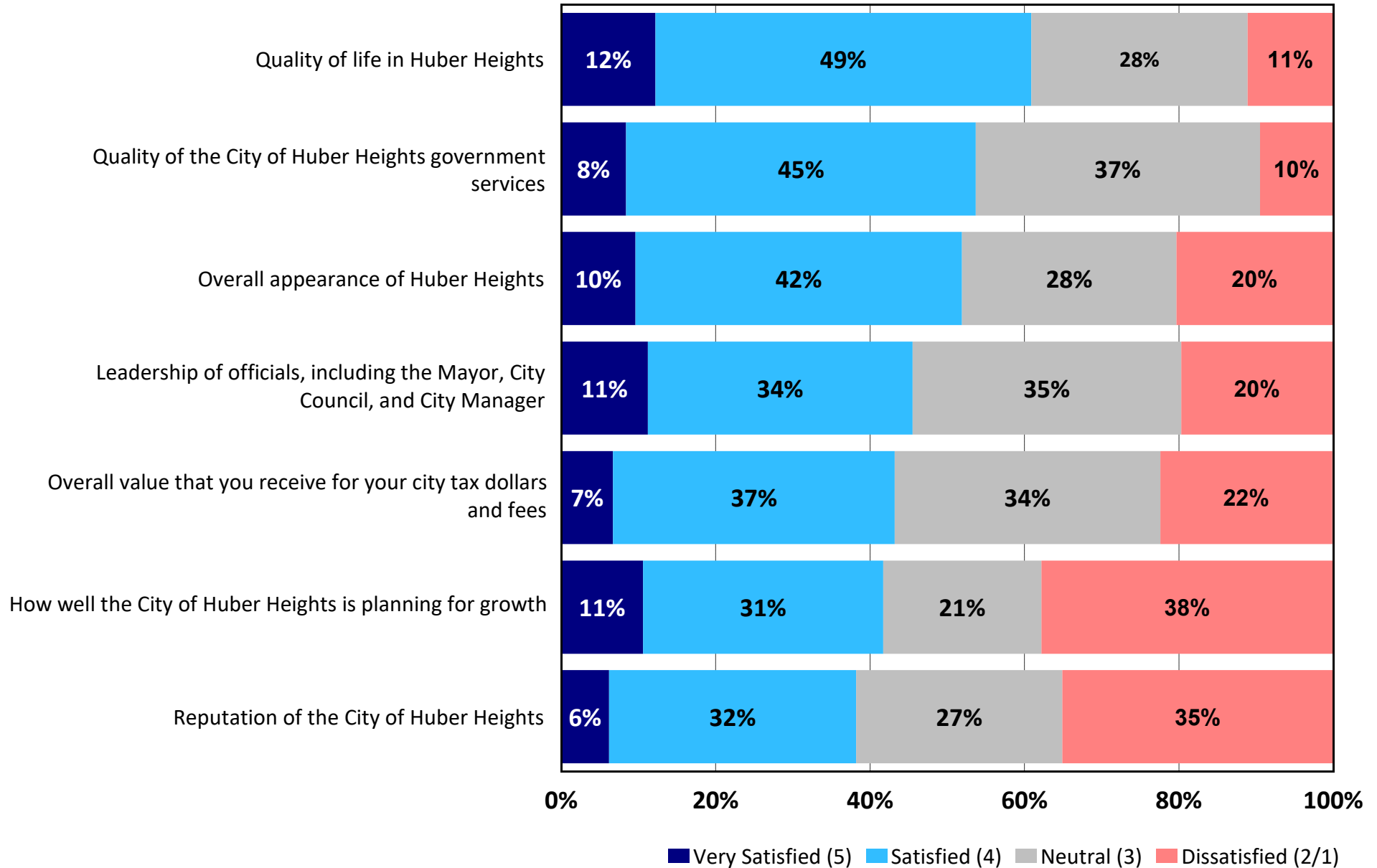
### Q3. Which FOUR of the major categories of City services do you think should receive the MOST FOCUS from city leaders over the next TWO years?

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



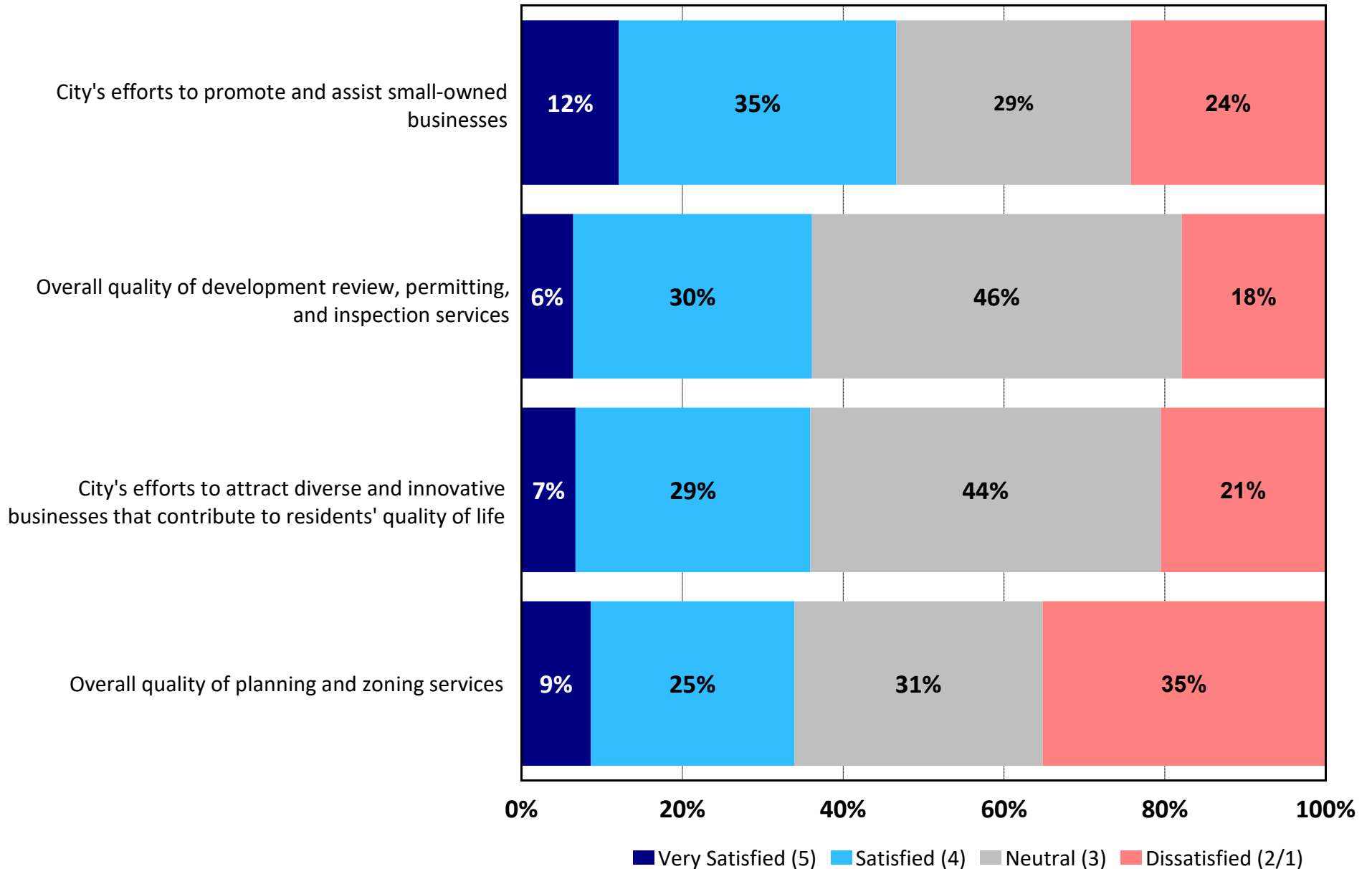
## Q4. Satisfaction with Perceptions of Huber Heights

by percentage of respondents (excluding don't knows)



## Q5. Economic Development

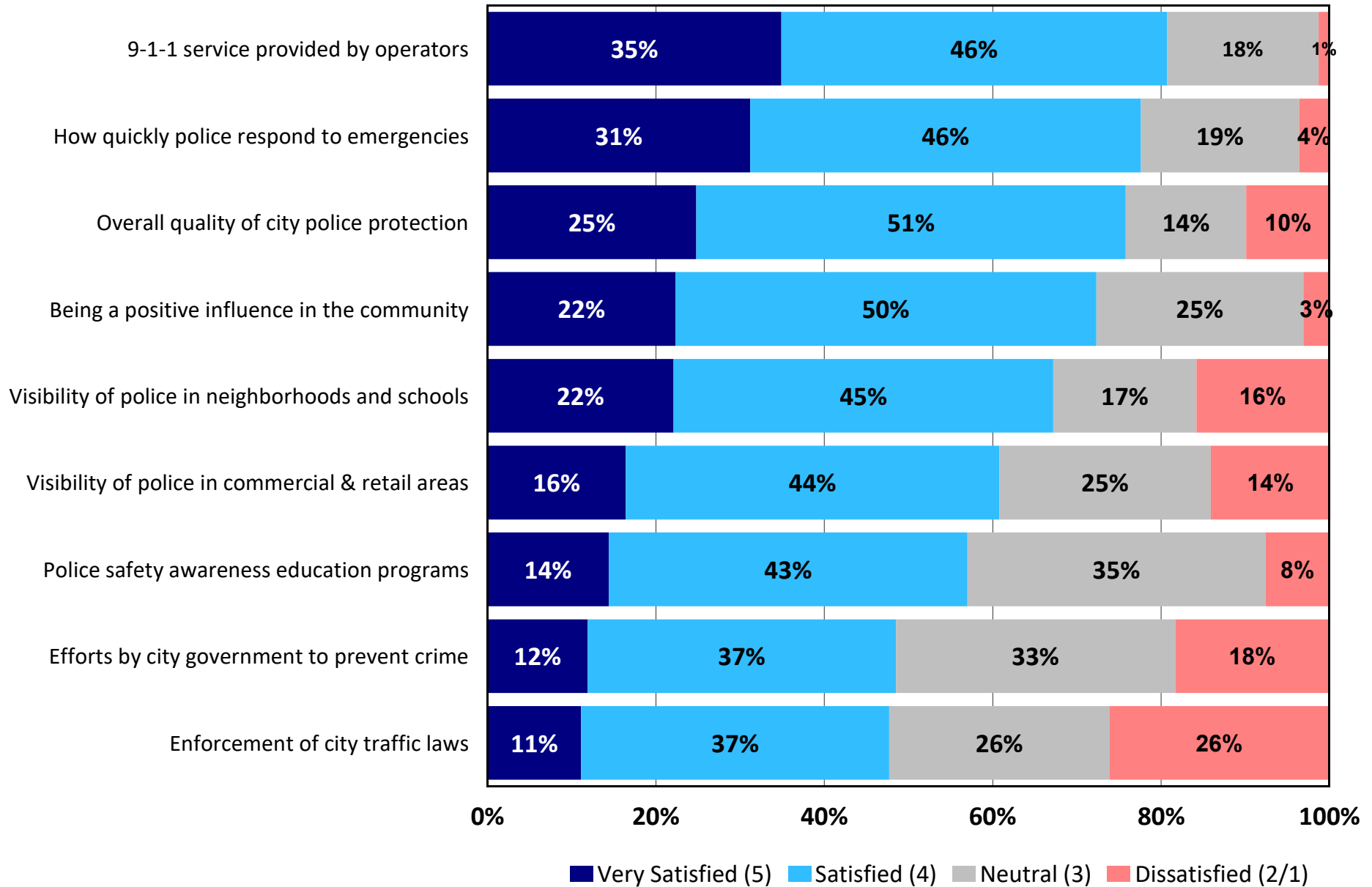
by percentage of respondents (excluding don't knows)





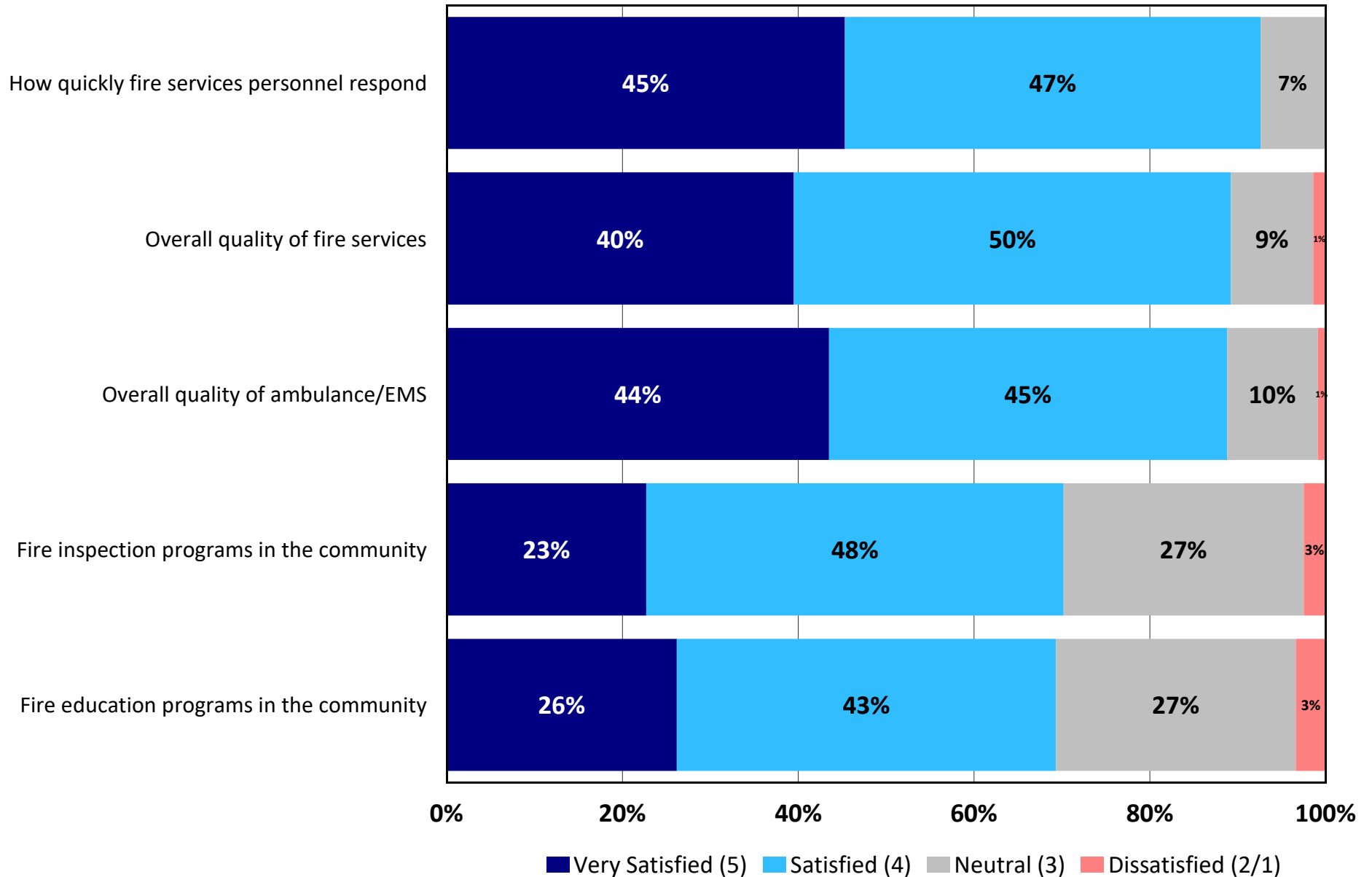
## Q6. Public Safety: Police Department Services

by percentage of respondents (excluding don't knows)



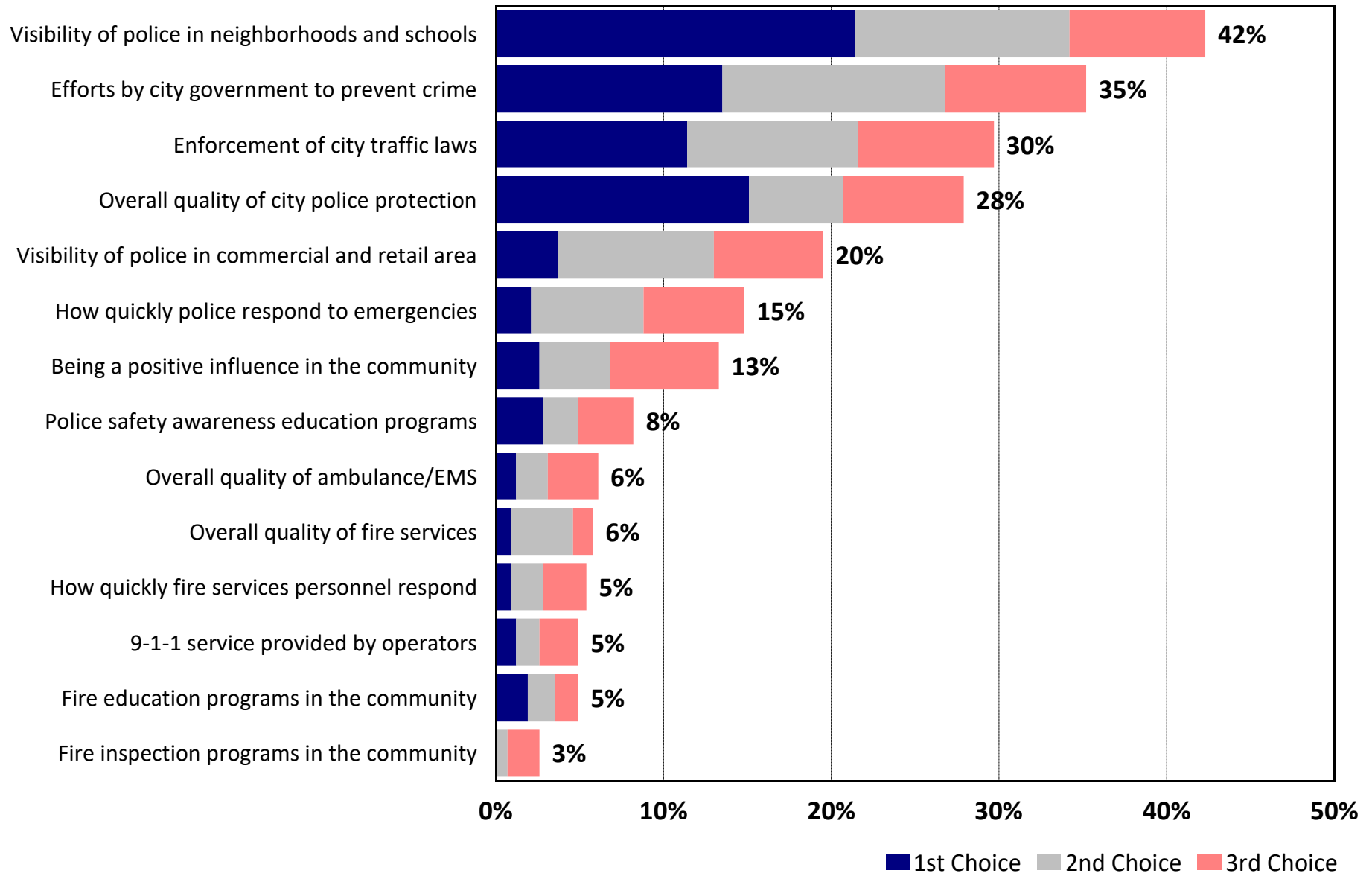
## Q6. Public Safety: Fire Department Services

by percentage of respondents (excluding don't knows)



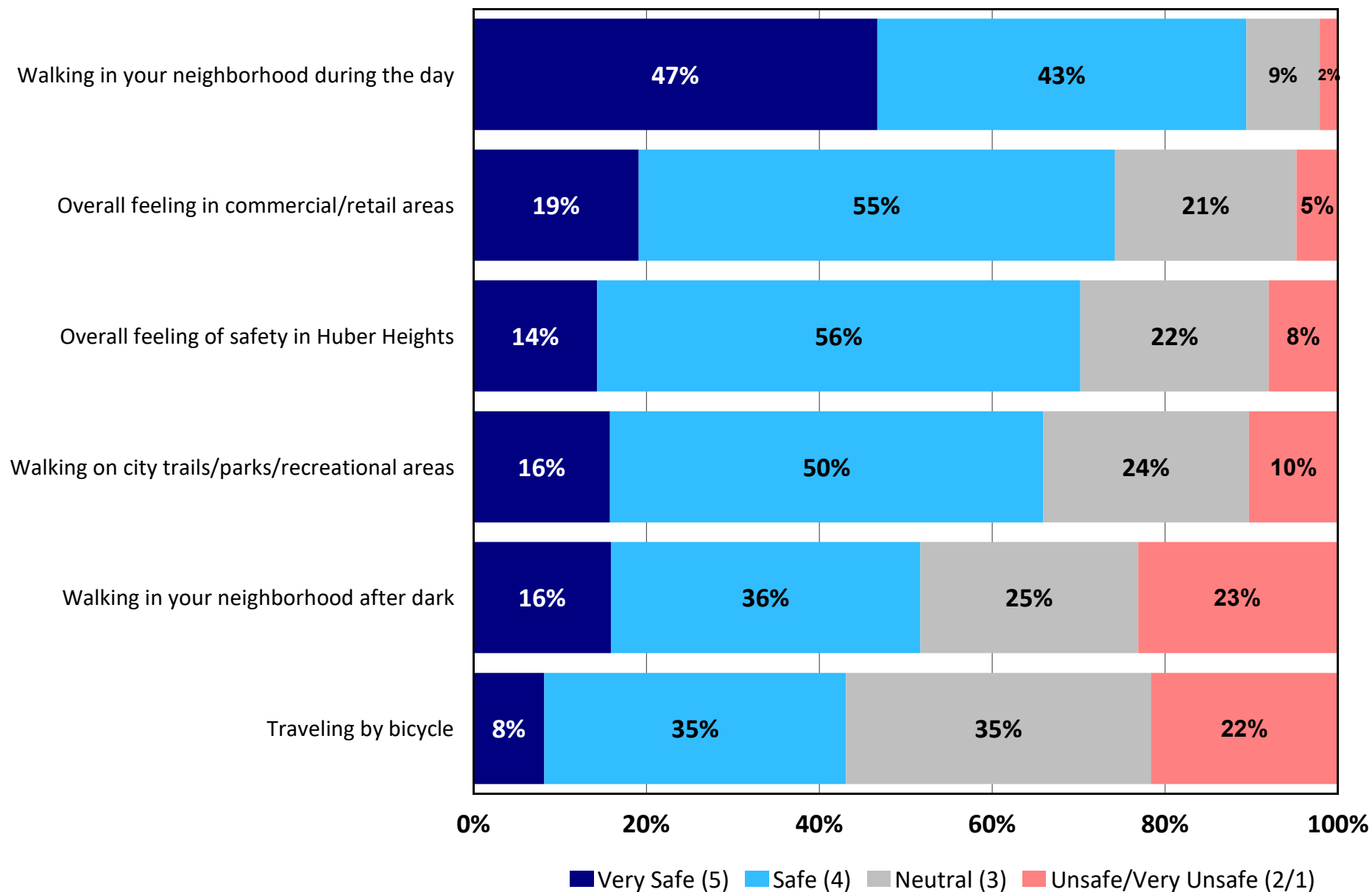
## Q7. Which **THREE** of the major categories of Public Safety Services do you think should receive the **MOST EMPHASIS** from city leaders over the next **TWO** years?

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



## Q8. Feeling of Safety

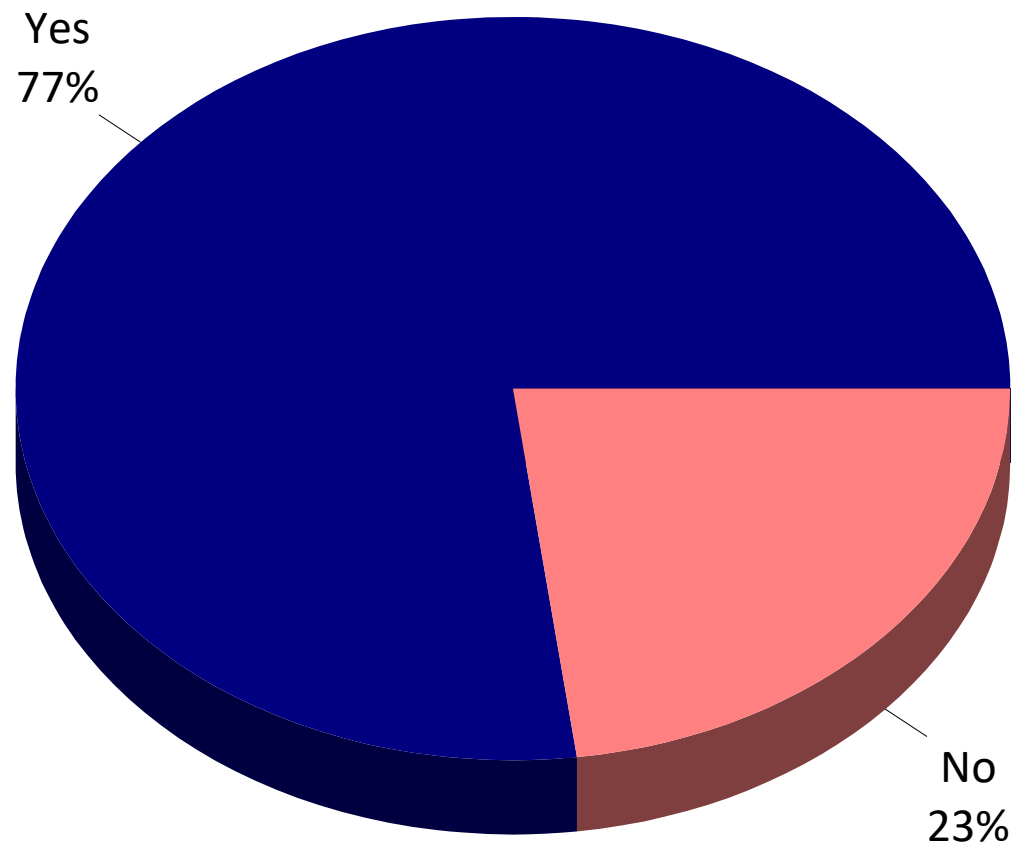
by percentage of respondents (excluding don't knows)





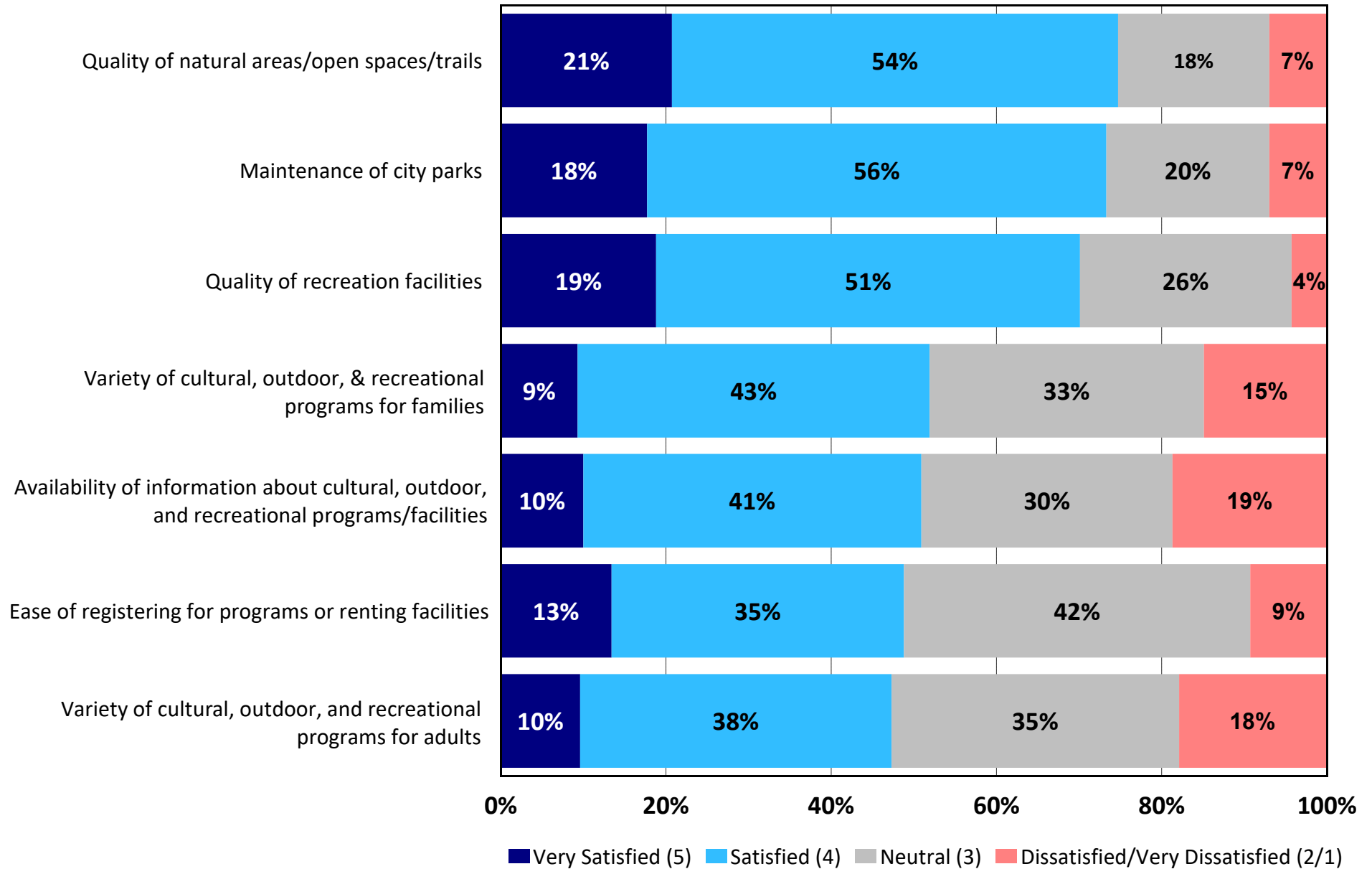
## Q9. Culture, Parks, and Recreation. Have you or a family member visited a City of Huber Heights park or recreational facility in the last 12 months?

by percentage of respondents (excluding "not provided")



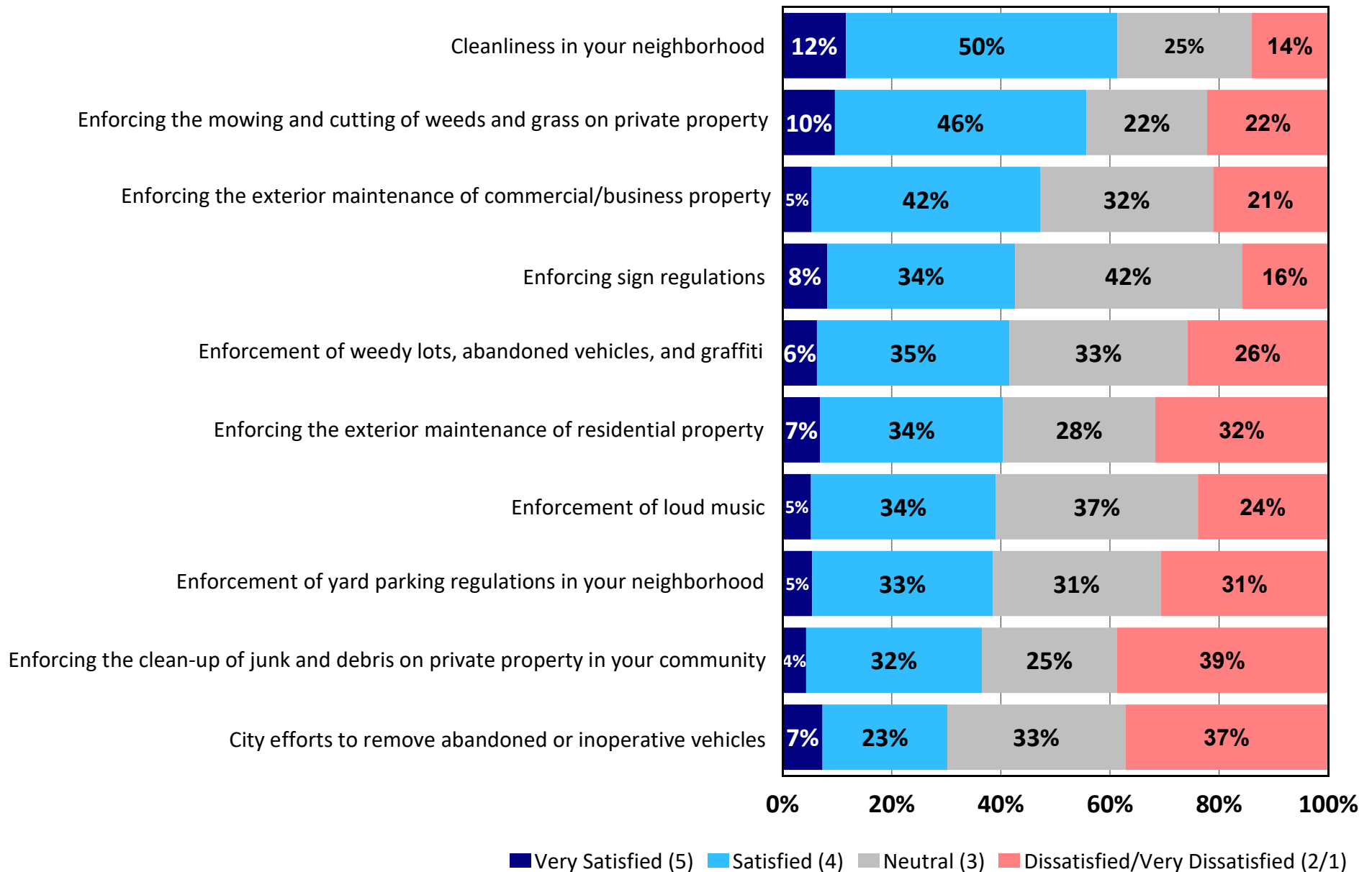
## Q10. Cultural Centers, Parks, and Recreation

by percentage of respondents (excluding don't knows)



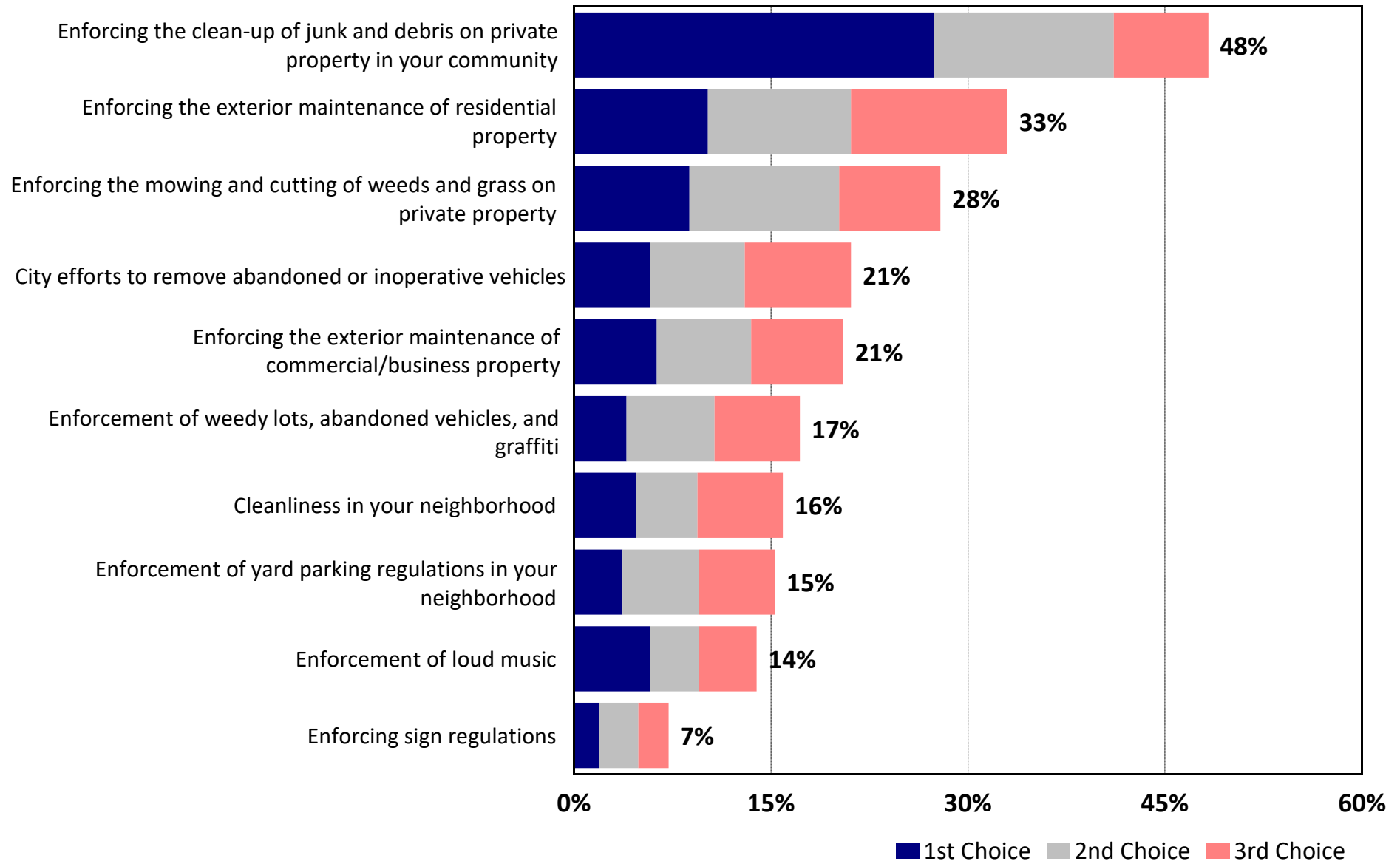
# Q11. Code Enforcement

by percentage of respondents (excluding don't knows)



## Q12. Which THREE of the major categories of Code Enforcement Services should receive the MOST EMPHASIS from City leaders over the next TWO years?

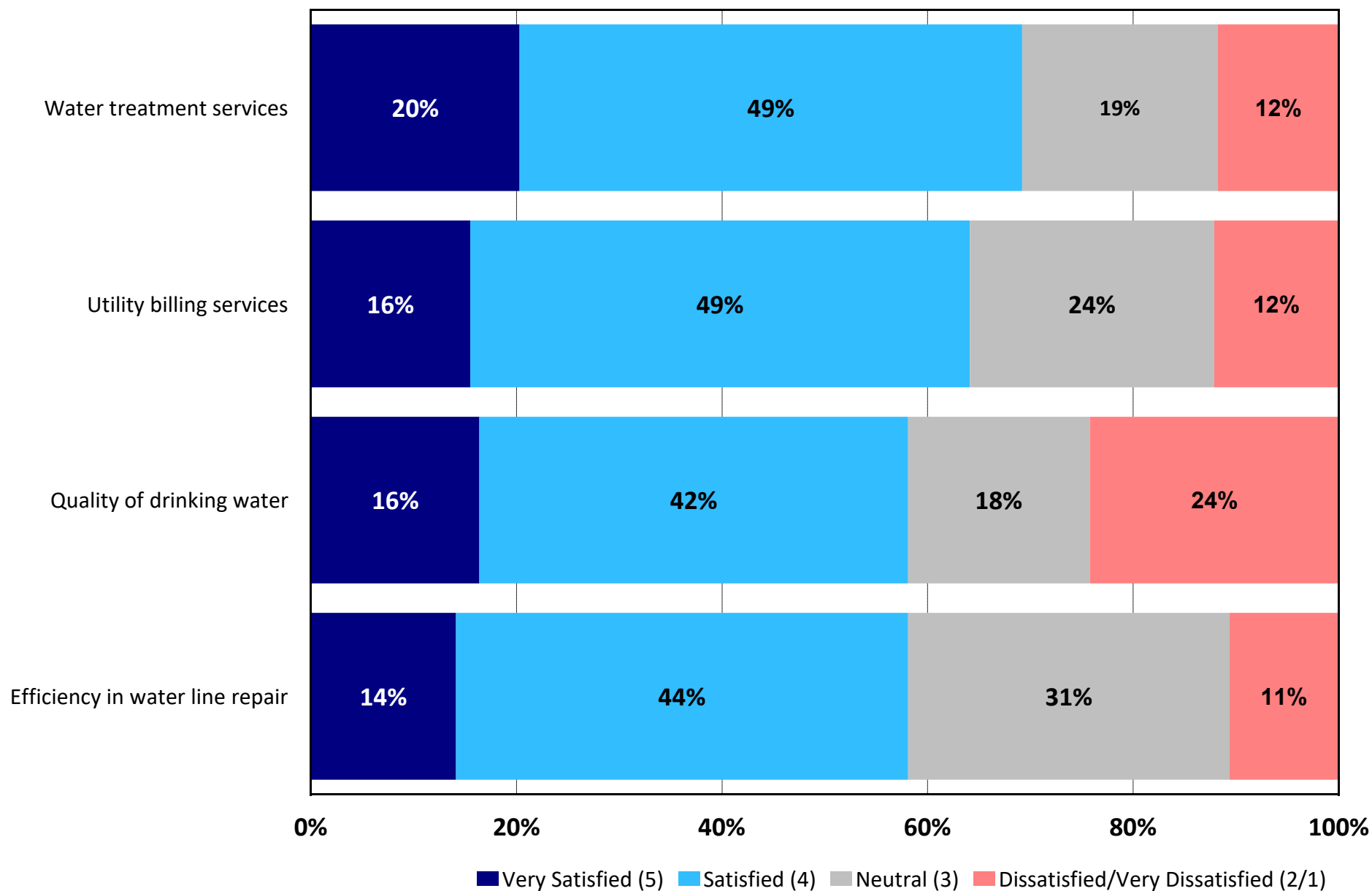
by percentage of respondents who selected the item as one of their top three choices





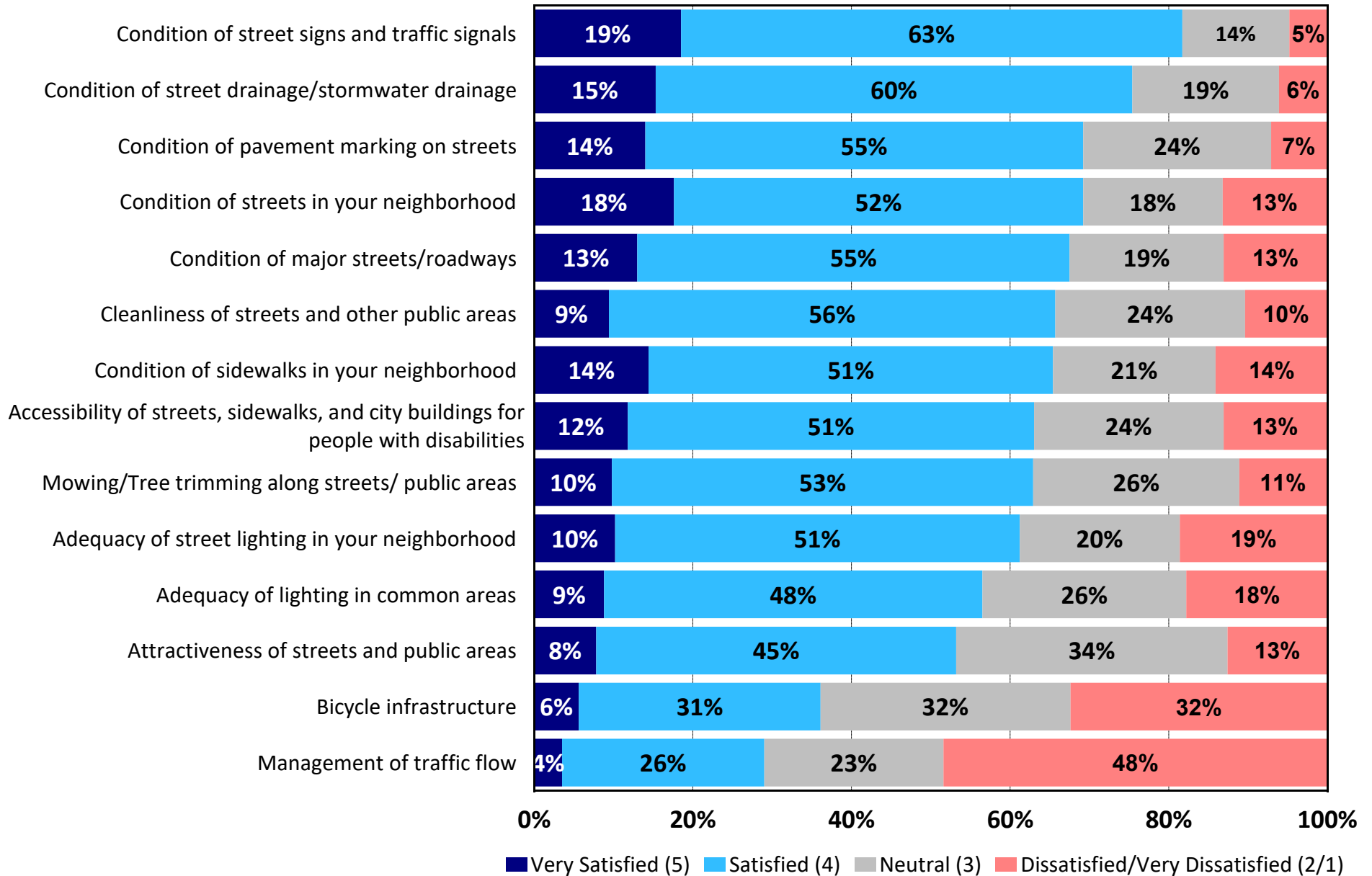
## Q13. Water Utilities

by percentage of respondents (excluding don't knows)



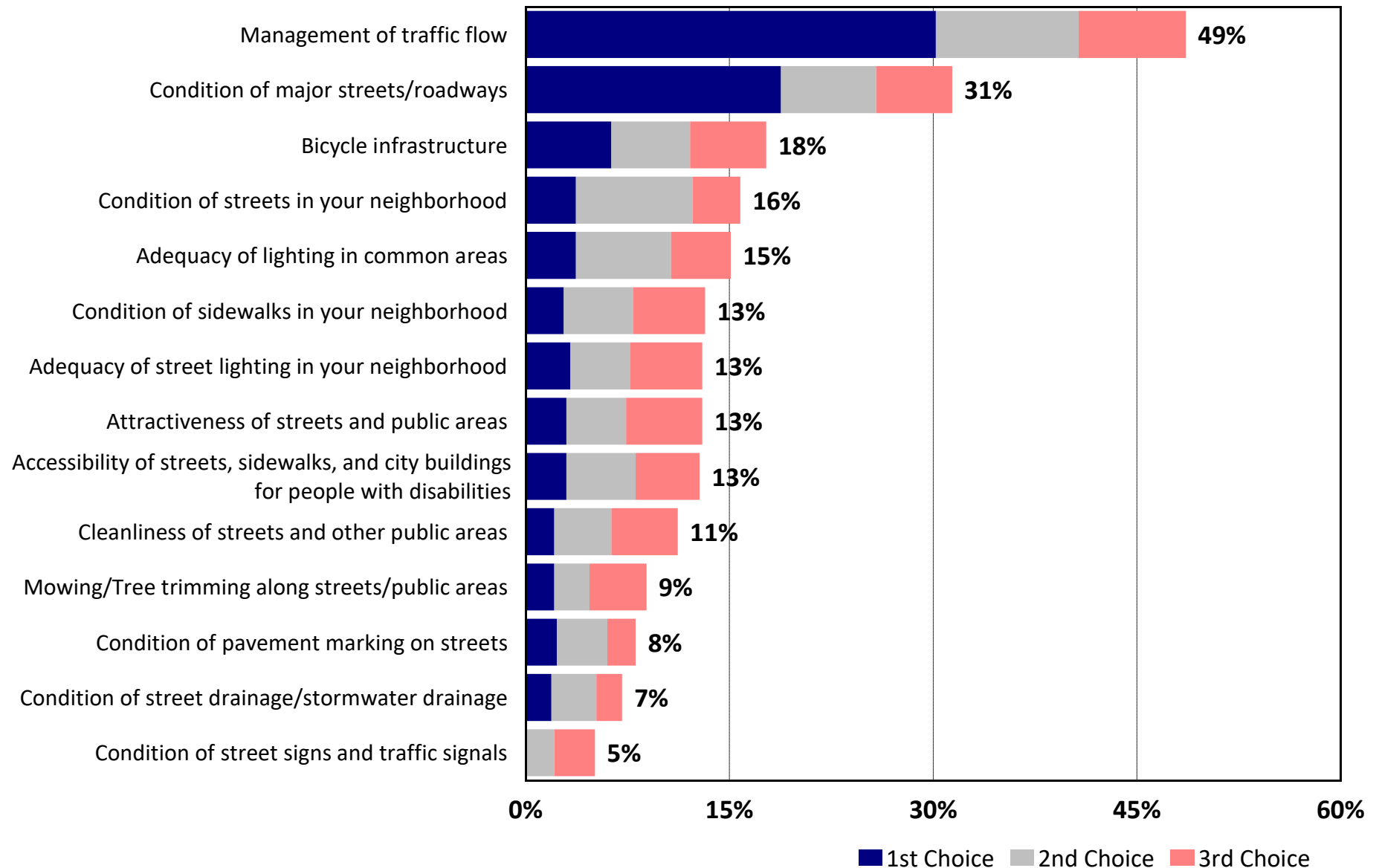
## Q14. Public Works Services

by percentage of respondents (excluding don't knows)



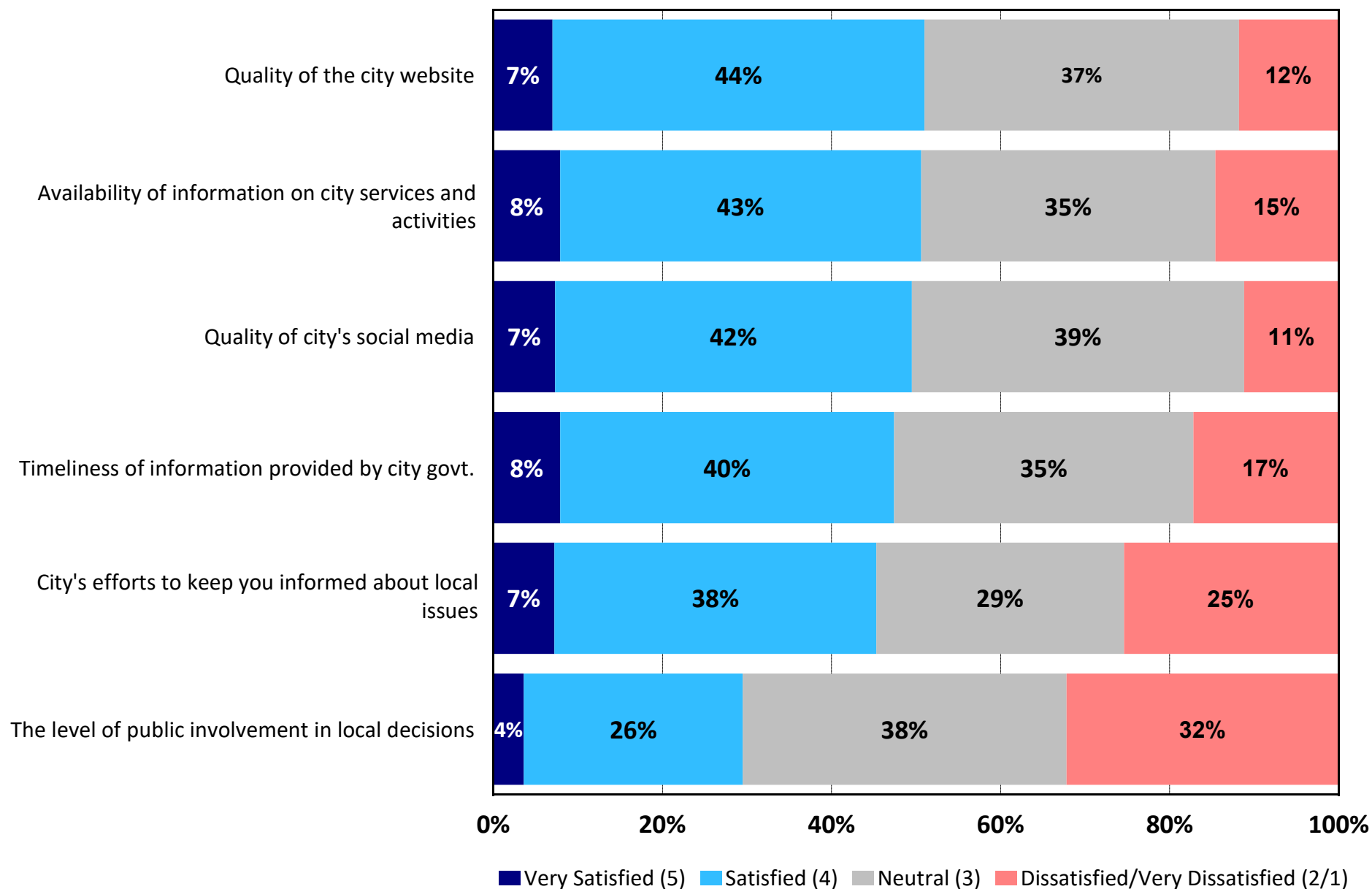
# Q15. Which THREE of the major categories of Public Works Services do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

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



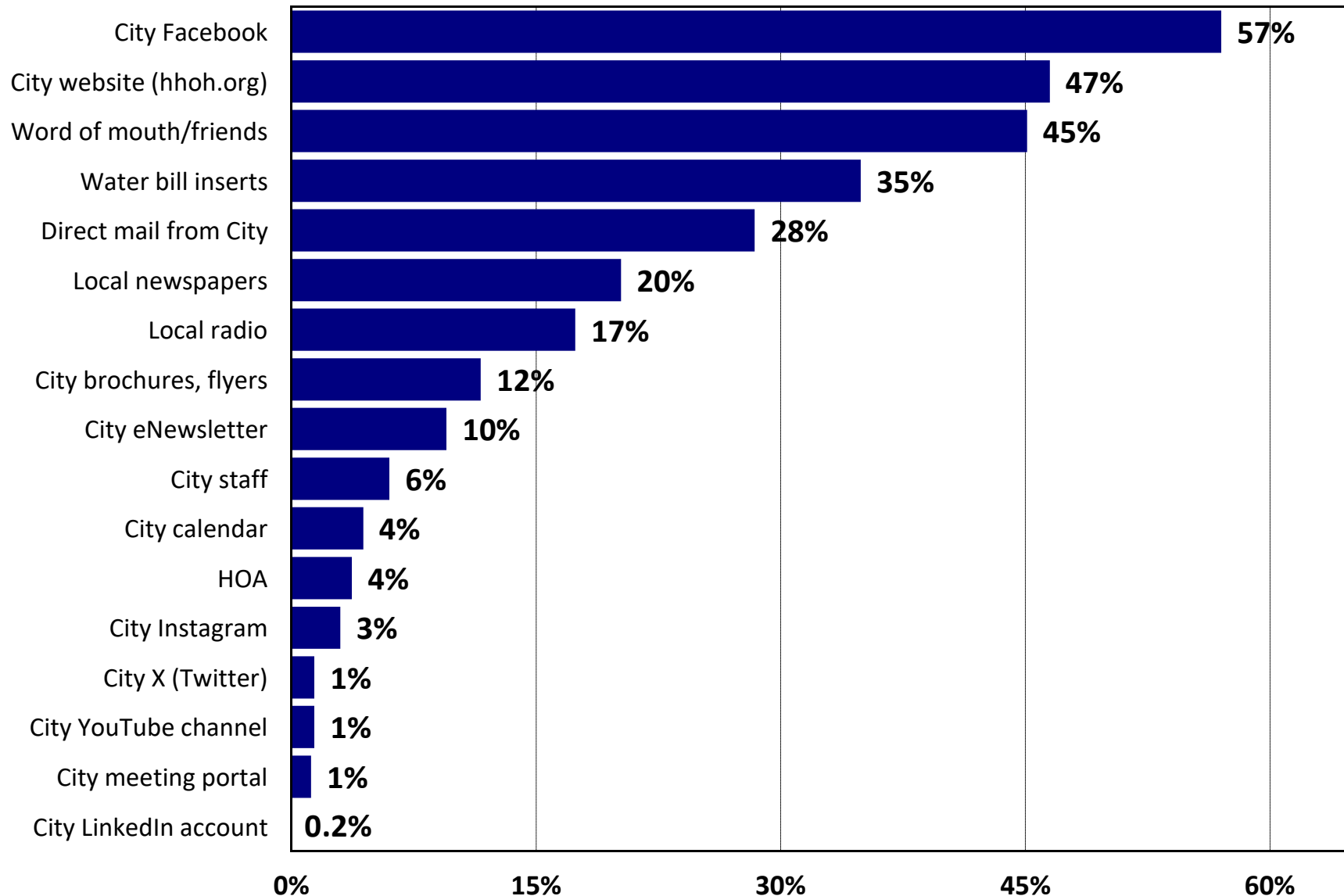
## Q16. Public Information Services

by percentage of respondents (excluding don't knows)



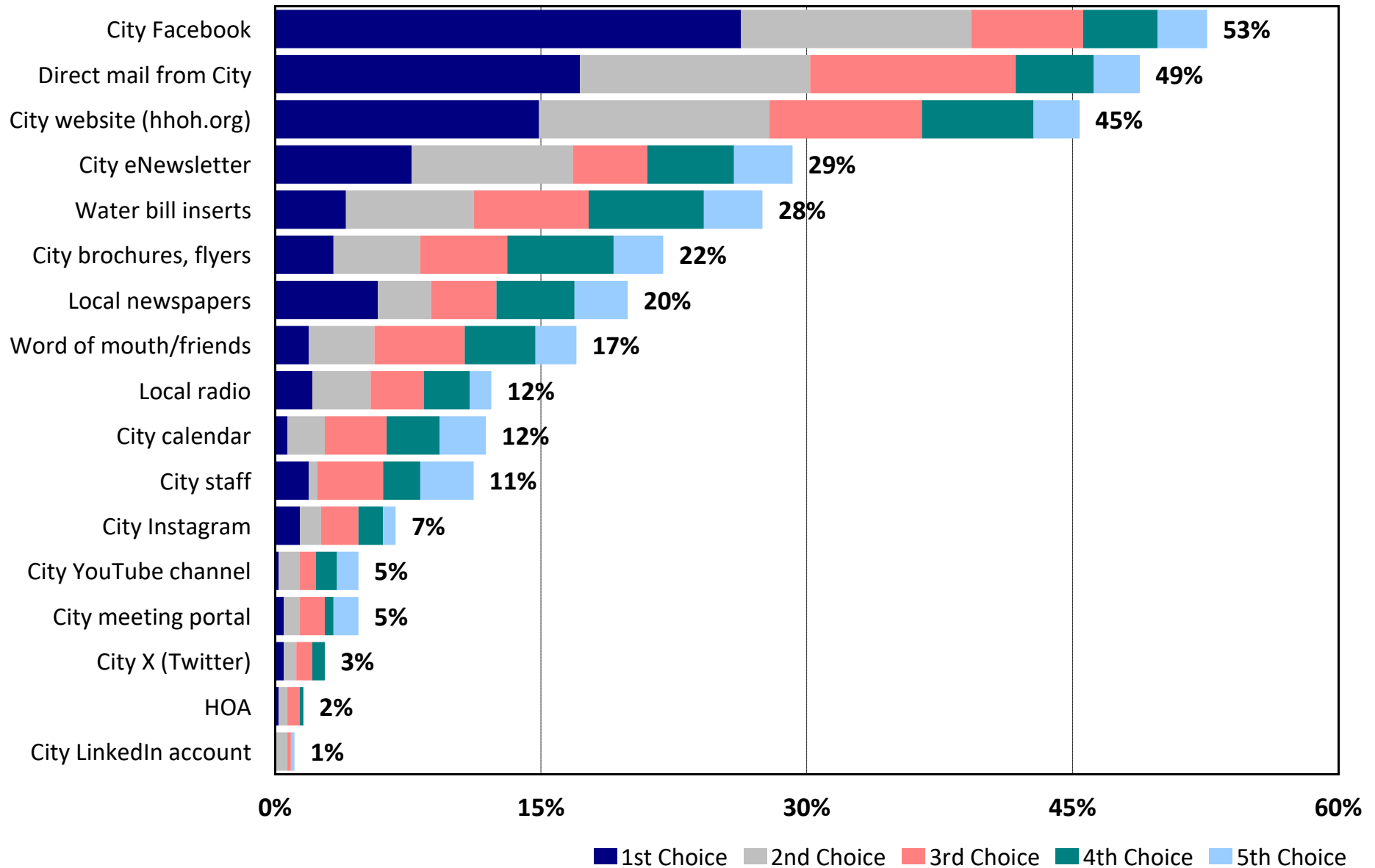
## Q17. From which of the following sources do you currently get information about the City of Huber Heights?

by percentage of respondents (multiple selections could be made)



## Q18. Please rank your preferred method to receive information from the City of Huber Heights.

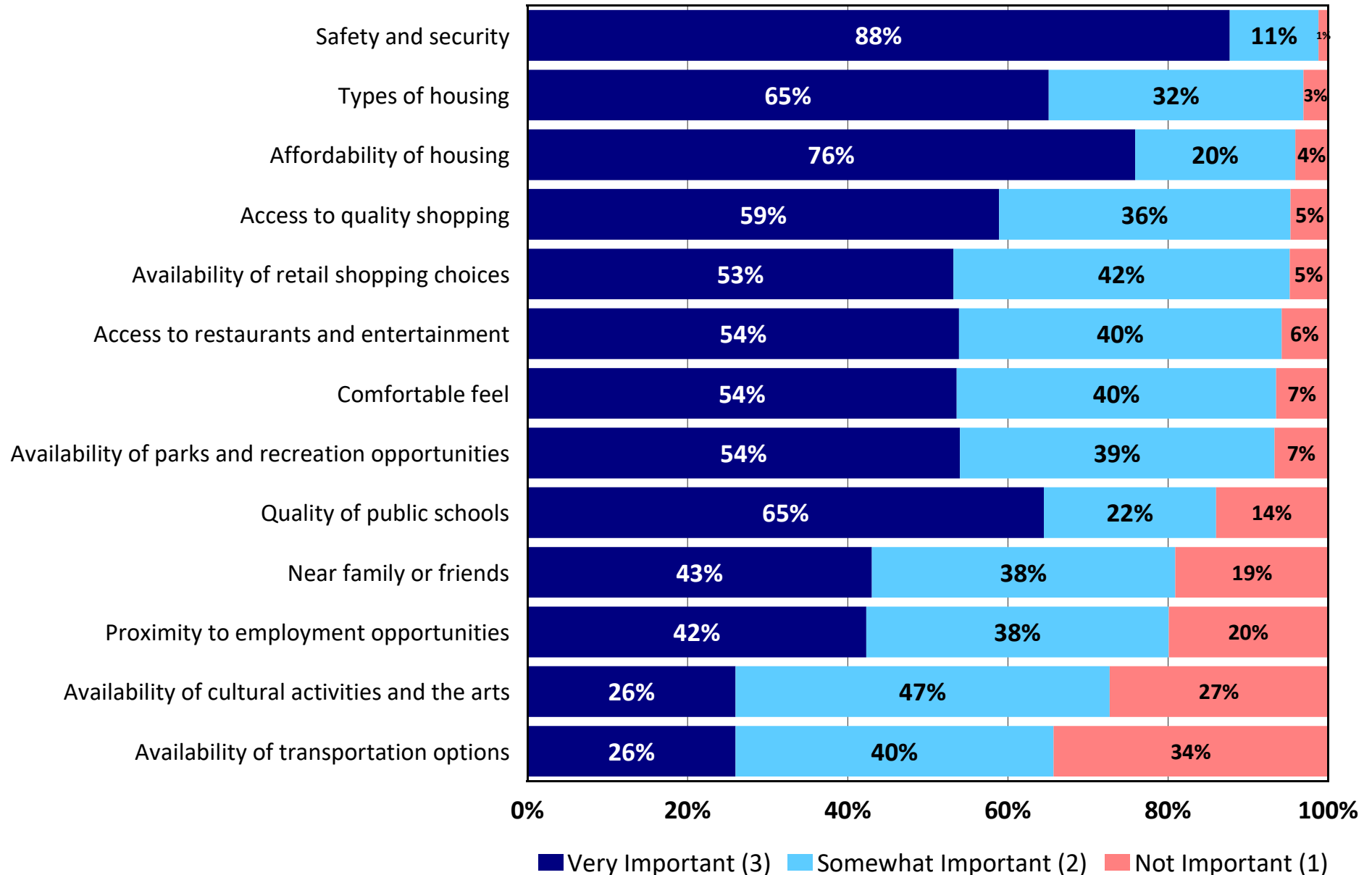
by percentage of respondents who selected the item as one of their top five choices





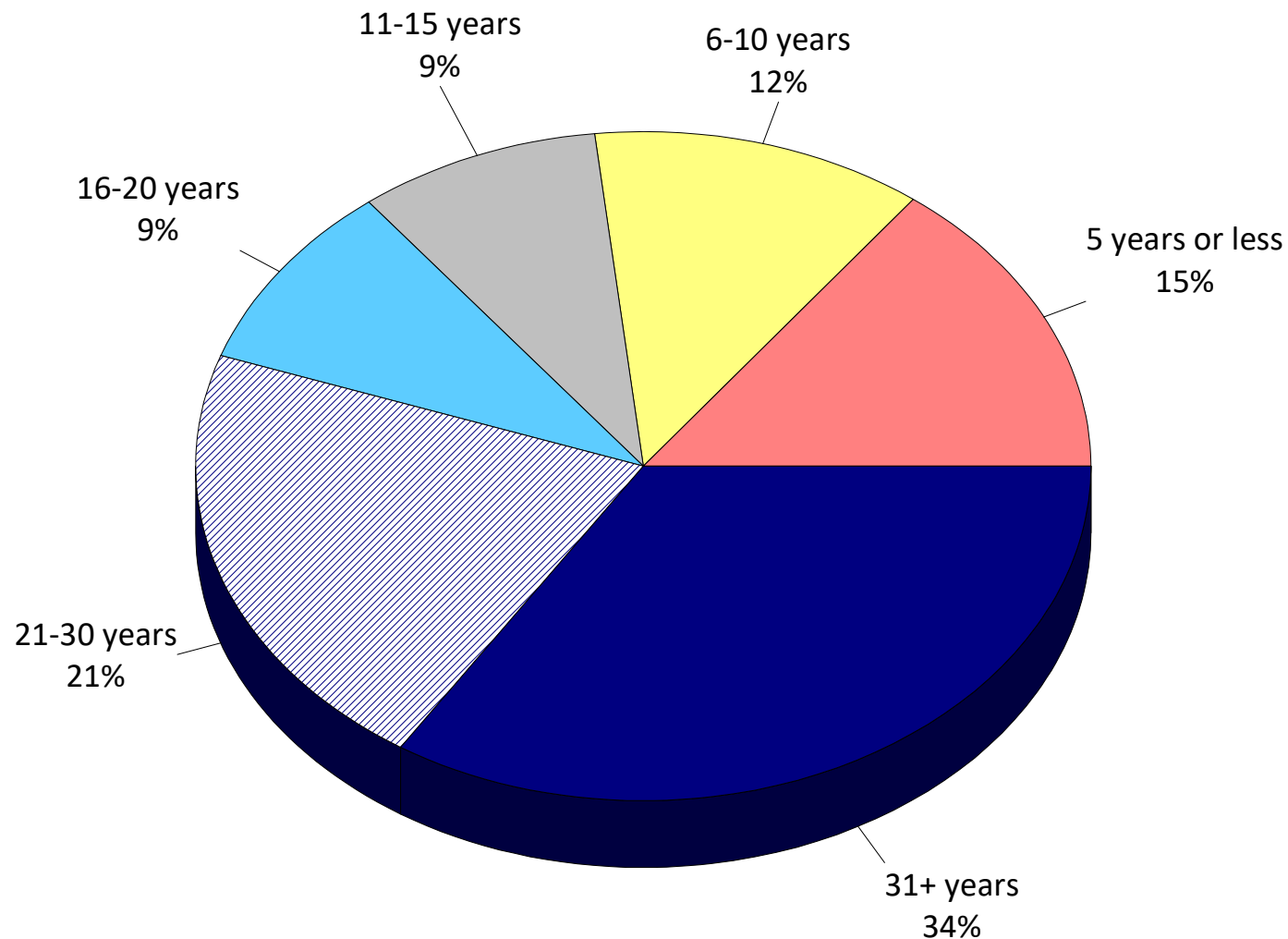
# Q19. Reason to Live in the City of Huber Heights

by percentage of respondents (excluding “not provided”)



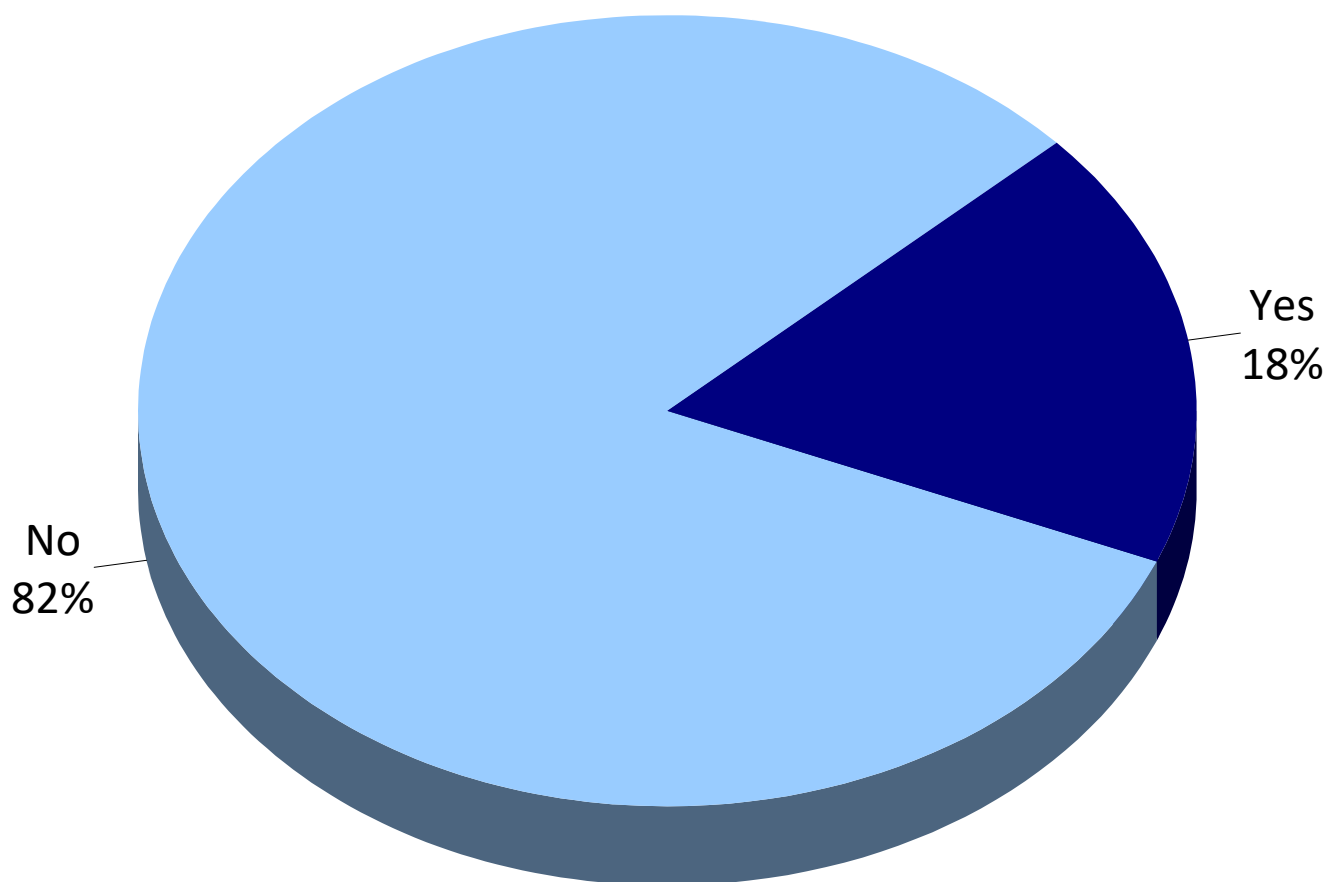
## Q21. Demographics: Number of Years Lived in Huber Heights

by percentage of respondents (excluding "not provided")



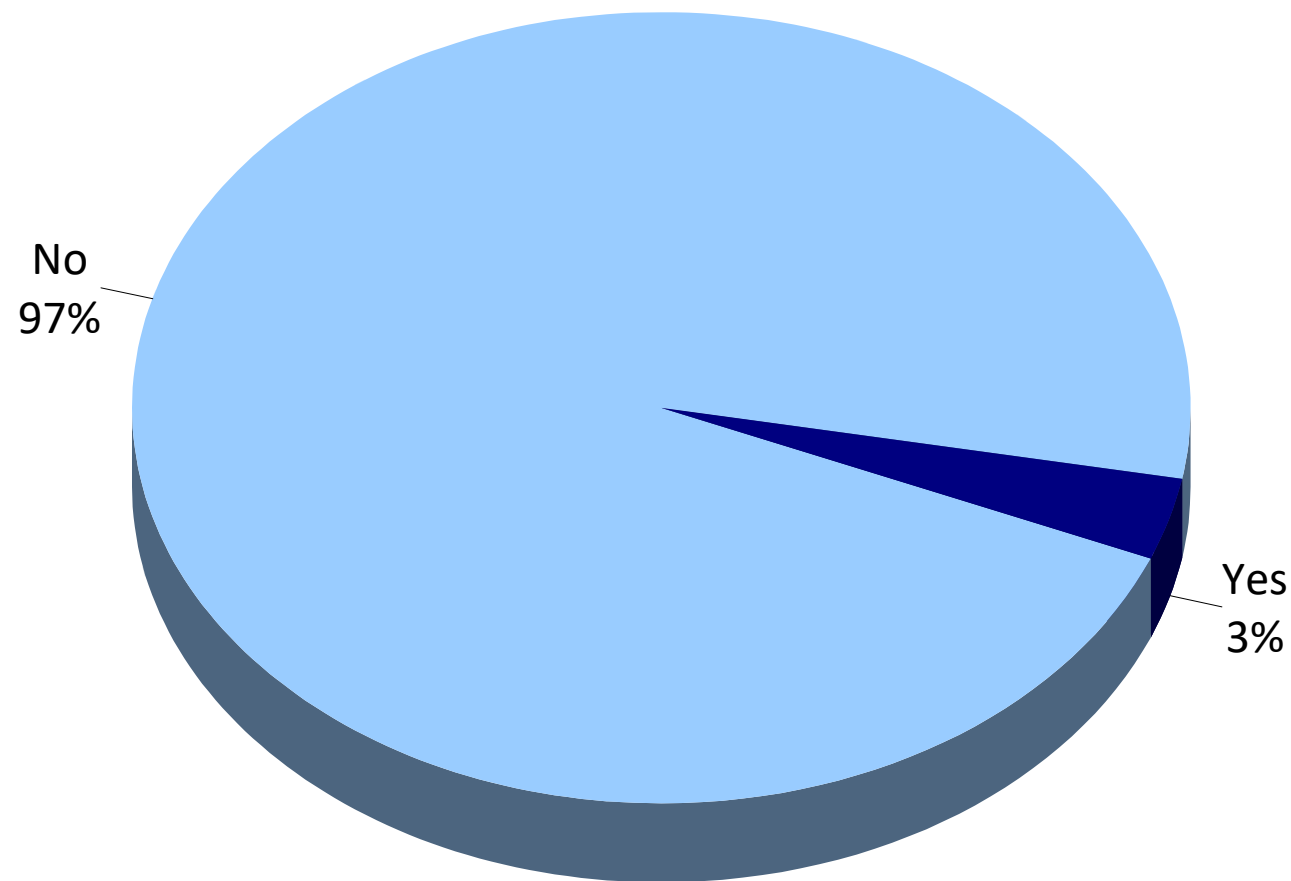
## Q22. Demographics: Do you work in Huber Heights?

by percentage of respondents (excluding “not provided”)



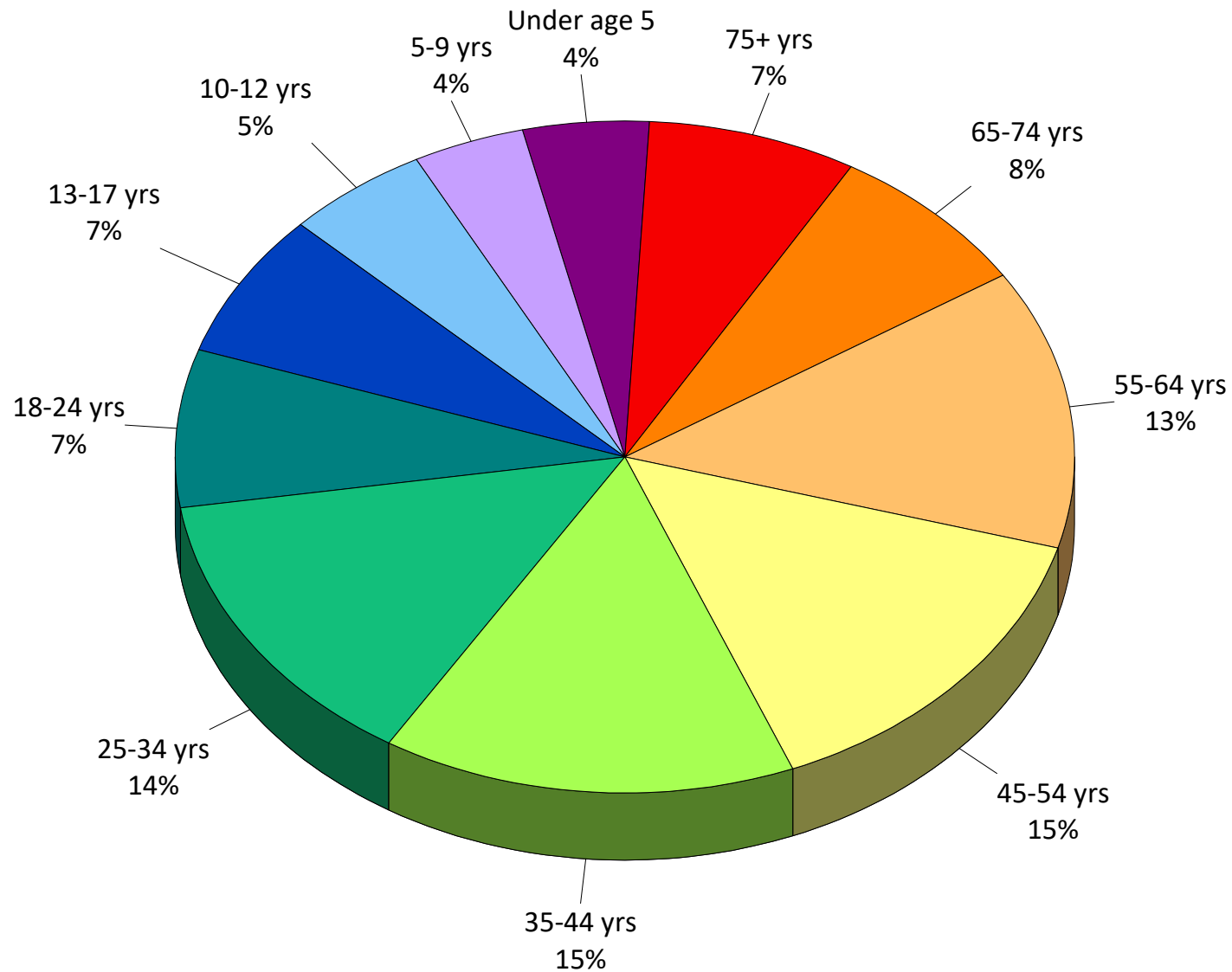
## Q23. Demographics: Do you own a business in Huber Heights?

by percentage of respondents (excluding “not provided”)



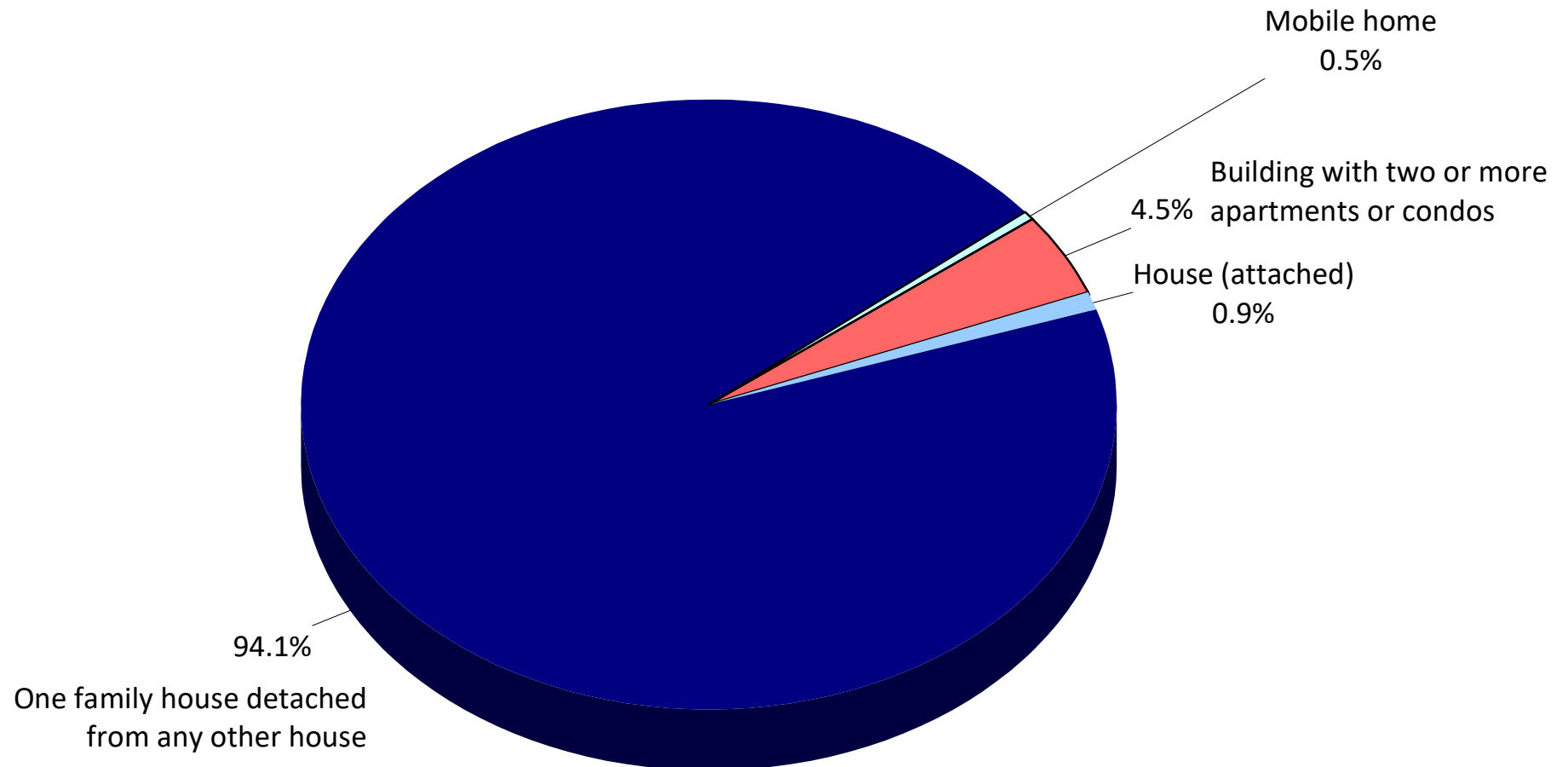
## Q24. Demographics: Including yourself, how many people in your household are...

by percentage of persons in household



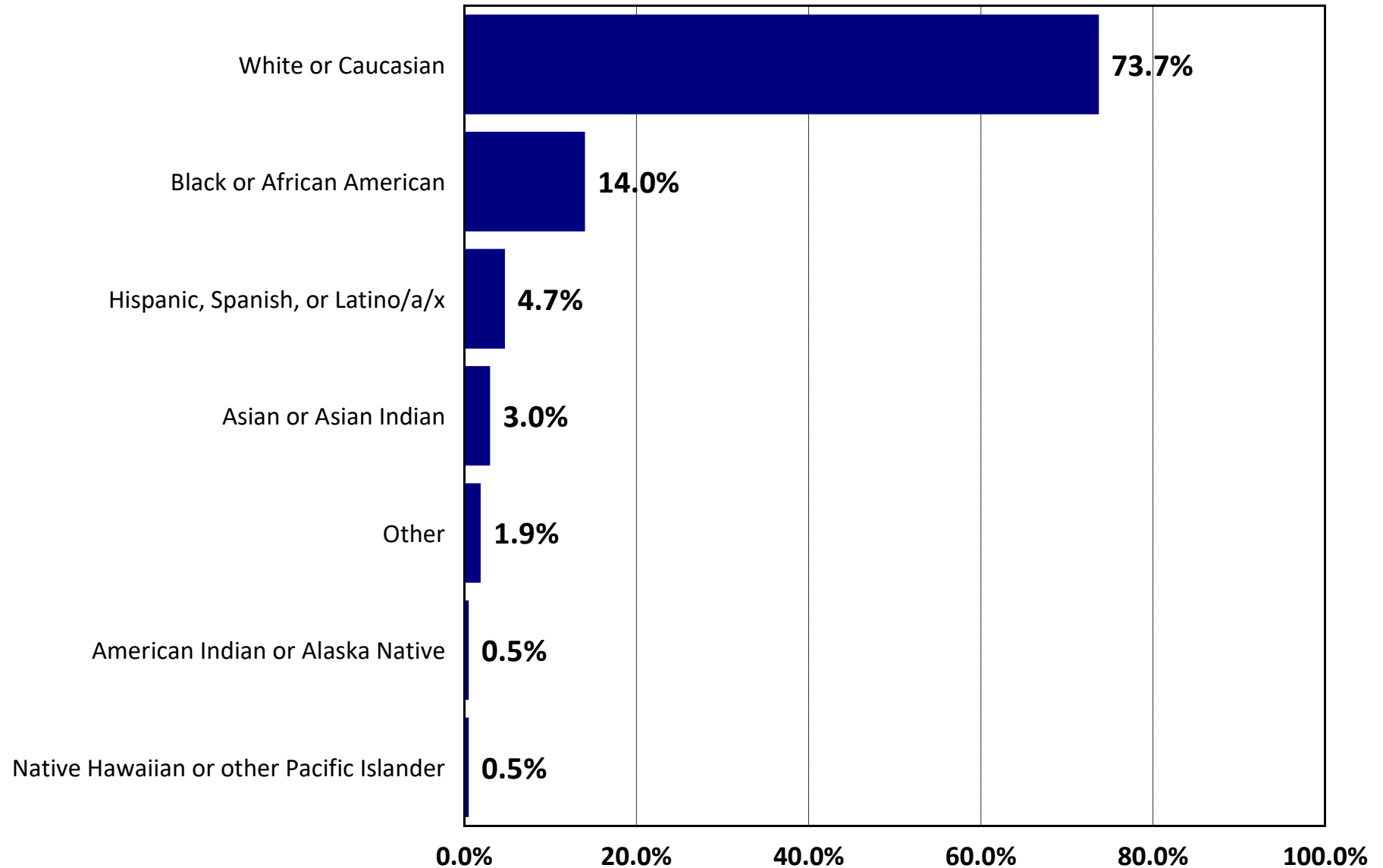
## Q26. Demographics: Which best describes the building you live in?

by percentage of respondents (excluding "not provided")



## Q27. Demographics: Race/Ethnicity

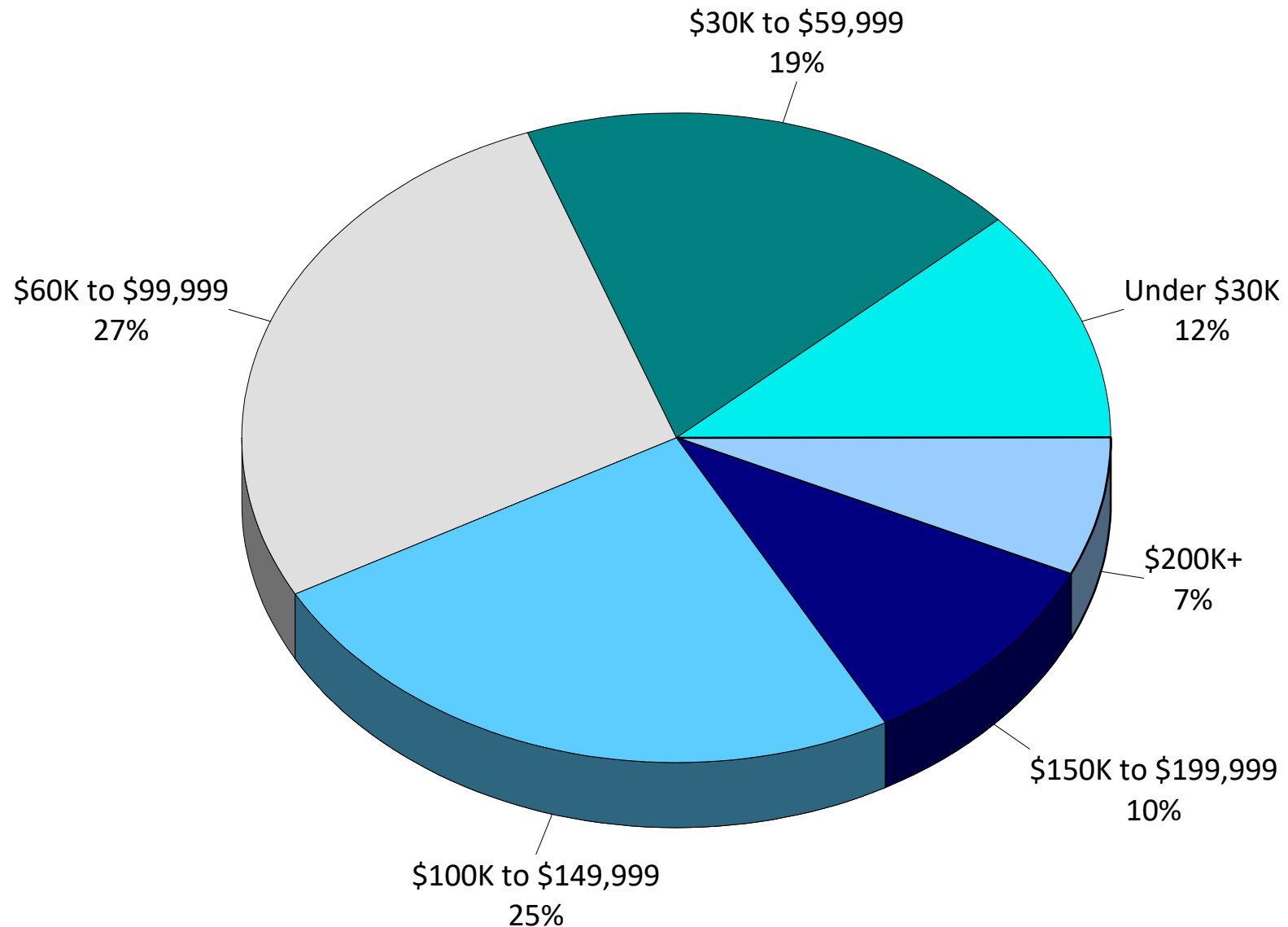
by percentage of respondents (multiple selections could be made)





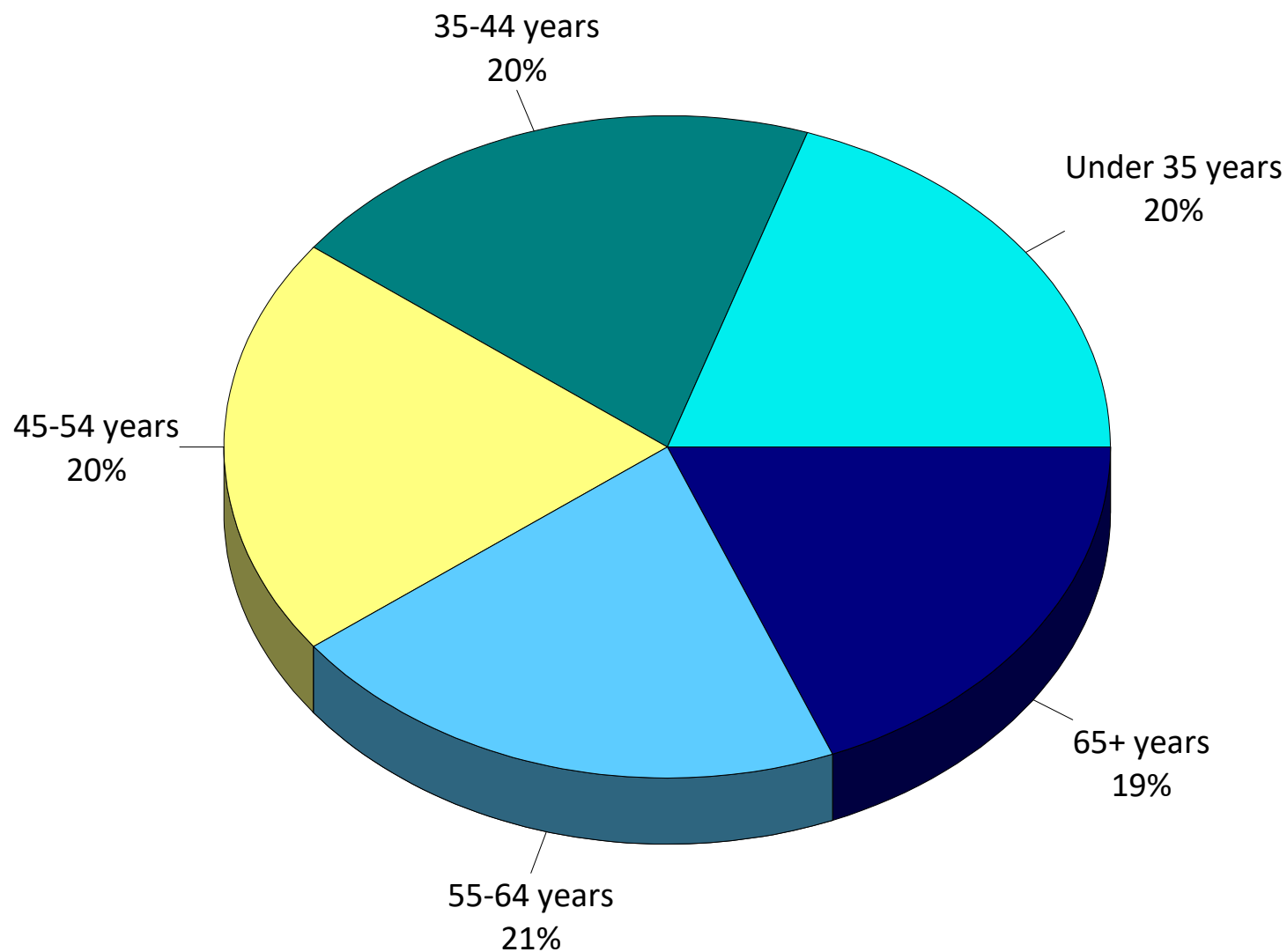
## Q28. Demographics: Household Income

by percentage of respondents (excluding "not provided")



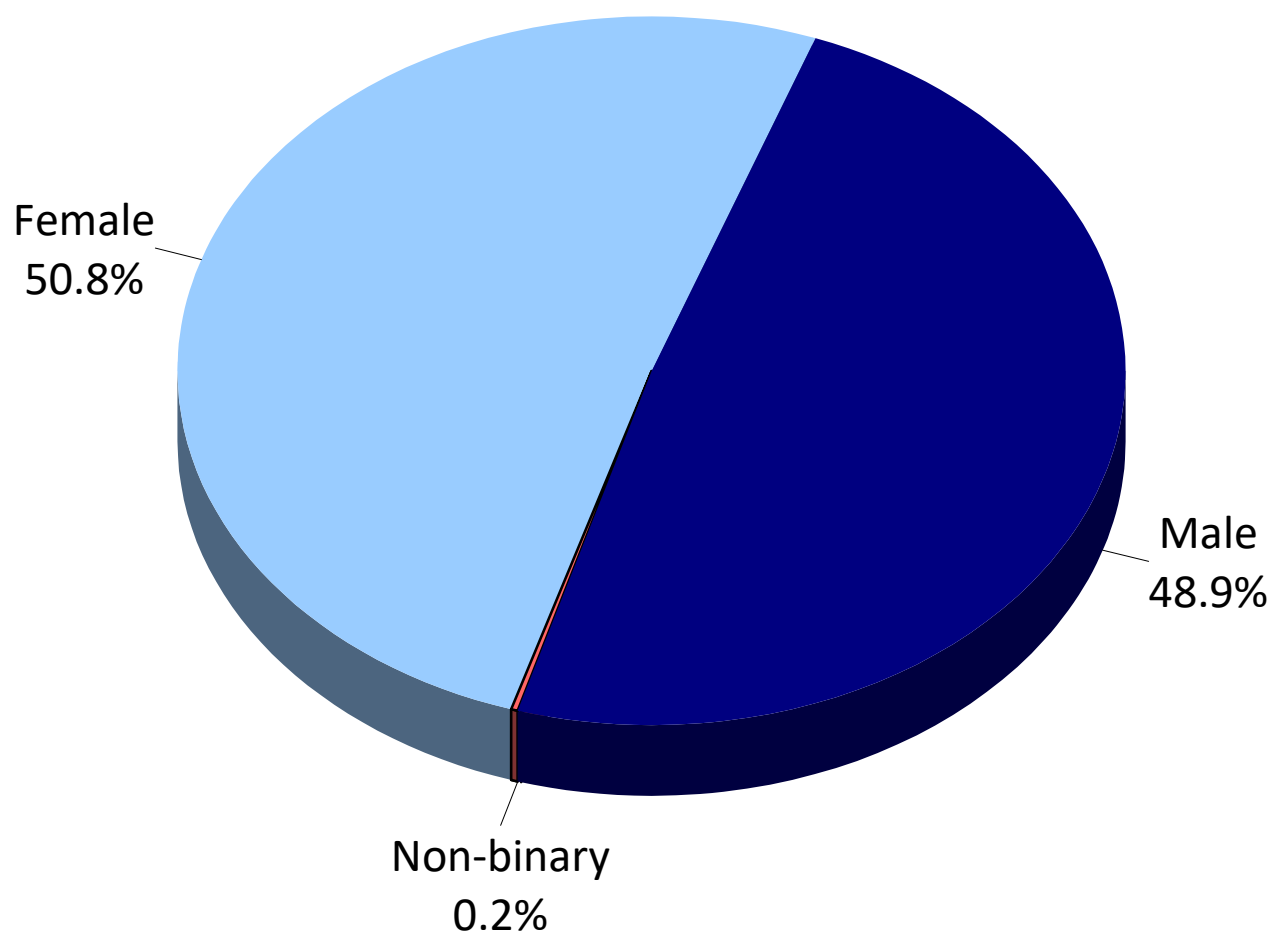
## Q29. Demographics: Age of Respondents

by percentage of respondents (excluding "not provided")



## Q30. Demographics: Gender

by percentage of respondents (excluding “not provided”)





## **Importance-Satisfaction Rating**

# Importance-Satisfaction Analysis



## Overview

Today, community leaders have limited resources which need to be targeted to activities that are of the most benefit to their citizens. Two of the most important criteria for decision making are (1) to target resources toward services of the highest importance to citizens; and (2) to target resources toward those services where citizens are the least satisfied.

The Importance-Satisfaction (I-S) rating is a unique tool that allows public officials to better understand both of these highly important decision-making criteria for each of the services they are providing. The Importance-Satisfaction (I-S) rating is based on the concept that public agencies will maximize overall customer satisfaction by emphasizing improvements in those areas where the level of satisfaction is relatively low, and the perceived importance of the service is relatively high.

The rating is calculated by summing the percentage of responses for items selected as the first, second, and third (and sometimes fourth) most important services for the City to emphasize over the next two years. The sum is then multiplied by 1 minus the percentage of respondents who indicated they were positively satisfied with the City's performance in the related area (the sum of the ratings of 4 and 5 on a 5-point scale excluding "don't know" responses). "Don't know" responses are excluded from the calculation to ensure the satisfaction ratings among service categories are comparable.

$$\text{I-S Rating} = \text{Importance} \times (1 - \text{Satisfaction})$$

## Example of the Calculation

Respondents were asked to identify the major categories of City services that were most important to emphasize over the next two years. Forty percent (40%) of the respondent households selected *"enforcement of local codes and ordinances"* as one of the most important services for the City to emphasize.

With regard to satisfaction, 55% of respondents surveyed rated *"enforcement of codes and ordinances"* as a "4" or "5" on a 5-point scale (where "5" means "Very Satisfied") excluding "don't know" responses. The I-S rating was calculated by multiplying the sum of the most important percentages by one minus the sum of the satisfaction percentages. In this example, 40% was multiplied by 45% (1-0.55). This calculation yielded an I-S rating of 0.1798, which ranked 3rd out of 10 categories of City services analyzed.

# Importance-Satisfaction Analysis



The maximum rating is 1.00 and would be achieved when 100% of the respondents select an item as one of their top two choices of importance and 0% indicate they are positively satisfied with the delivery of the service.

The lowest rating is 0.00 and could be achieved under either of the following two situations:

- If 100% of the respondents were positively satisfied with the delivery of the service
- If none (0%) of the respondents selected the service as one of the two most important areas.

## Interpreting the Ratings

Ratings that are greater than or equal to 0.20 identify areas that should receive significantly more emphasis over the next two years. Ratings from 0.10 to 0.20 identify service areas that should receive increased emphasis. Ratings less than 0.10 should continue to receive the current level of emphasis.

- Definitely Increase Emphasis (I-S > 0.20)
- Increase Current Emphasis (I-S = 0.10 - 0.20)
- Maintain Current Emphasis (I-S < 0.10)

A table showing the results for the City of Huber Heights is provided on the following page.

2024 Importance-Satisfaction Rating

City of Huber Heights

Major Categories of Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b>Very High Priority (IS &gt;.20)</b>						
Overall flow of traffic and congestion management on streets	77%	1	29%	10	0.5445	1
Overall how well decision-makers listen to community input	38%	4	30%	9	0.2631	2
<b>High Priority (IS .10-.20)</b>						
Enforcement of local codes and ordinances	40%	3	55%	5	0.1798	3
Overall maintenance of city streets, sidewalks, and utilities	53%	2	73%	1	0.1458	4
Overall clarity and effectiveness of communication with the public	31%	6	55%	6	0.1406	5
Overall quality of parks and recreation programs and facilities	35%	5	69%	2	0.1065	6
<b>Medium Priority (IS &lt;.10)</b>						
Overall quality of information presented by the City of Huber Heights	14%	7	53%	7	0.0663	7
City services meeting your needs	11%	8	58%	4	0.0450	8
Overall quality of customer service you receive from city employees	9%	9	65%	3	0.0330	9
Response time on updates after requesting a city service	6%	10	52%	8	0.0281	10

**Note:** The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

**Most Important %:**

The "Most Important" percentage represents the sum of the first, second, third, and fourth most important responses for each item. Respondents were asked to identify the items they thought should receive the most emphasis from City leaders over the next two years.

**Satisfaction %:**

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

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2024 Importance-Satisfaction Rating

City of Huber Heights

Public Safety Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b>High Priority (IS .10-.20)</b>						
Efforts by city government to prevent crime	35%	2	49%	13	0.1813	1
Enforcement of city traffic laws	30%	3	48%	14	0.1553	2
Visibility of police in neighborhoods and schools	42%	1	67%	10	0.1387	3
<b>Medium Priority (IS &lt;.10)</b>						
Visibility of police in commercial and retail areas	20%	5	61%	11	0.0764	4
Overall quality of city police protection	28%	4	76%	6	0.0675	5
Being a positive influence in the community	13%	7	72%	7	0.0368	6
Police safety awareness education programs	8%	8	57%	12	0.0353	7
How quickly police respond to emergencies	15%	6	78%	5	0.0332	8
Fire education programs in the community	5%	13	69%	9	0.0150	9
9-1-1 service provided by operators	5%	12	81%	4	0.0095	10
Fire inspection programs in the community	3%	14	70%	8	0.0077	11
Overall quality of ambulance/emergency medical services	6%	9	89%	3	0.0068	12
Overall quality of fire services	6%	10	89%	2	0.0063	13
How quickly fire services personnel respond	5%	11	92%	1	0.0042	14

**Note:** The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

**Most Important %:**

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought should receive the most emphasis from City leaders over the next two years.

**Satisfaction %:**

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

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2024 Importance-Satisfaction Rating

City of Huber Heights

Code Enforcement

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b>Very High Priority (IS &gt;.20)</b>						
Enforcing the clean-up of junk and debris on private property in your commu	48%	1	37%	9	0.3073	1
<b>High Priority (IS .10-.20)</b>						
Enforcing the exterior maintenance of residential property	33%	2	40%	6	0.1967	2
City efforts to remove abandoned or inoperative vehicles	21%	4	30%	10	0.1480	3
Enforcing the mowing and cutting of weeds and grass on private property	28%	3	56%	2	0.1236	4
<b>Medium Priority (IS &lt;.10)</b>						
Enforcing the exterior maintenance of commercial/business property	21%	5	47%	3	0.1082	5
Enforcement of weedy lots, abandoned vehicles, and graffiti	17%	6	42%	5	0.1004	6
Enforcement of yard parking regulations in your neighborhood	15%	8	39%	8	0.0941	7
Enforcement of loud music	14%	9	39%	7	0.0853	8
Cleanliness in your neighborhood	16%	7	61%	1	0.0610	9
Enforcing sign regulations	7%	10	43%	4	0.0413	10

**Note:** The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

**Most Important %:**

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought should receive the most emphasis from City leaders over the next two years.

**Satisfaction %:**

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

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2024 Importance-Satisfaction Rating  
City of Huber Heights  
Public Works Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b><u>Very High Priority (IS &gt;.20)</u></b>						
Management of traffic flow	49%	1	29%	14	0.3451	1
<b><u>High Priority (IS .10-.20)</u></b>						
Bicycle infrastructure (shared use paths, bike lanes/signs/share lane markin	18%	3	36%	13	0.1131	2
Condition of major streets/roadways in Huber Heights	31%	2	68%	5	0.1021	3
<b><u>Medium Priority (IS &lt;.10)</u></b>						
Adequacy of lighting in common areas in Huber Heights	15%	5	57%	11	0.0657	4
Attractiveness of streets and public areas	13%	8	53%	12	0.0608	5
Adequacy of street lighting in your neighborhood	13%	7	61%	10	0.0504	6
Condition of streets in your neighborhood	16%	4	69%	4	0.0487	7
Accessibility of streets, sidewalks, and city buildings for people with disabili	13%	9	63%	8	0.0474	8
Condition of sidewalks in your neighborhood	13%	6	65%	7	0.0460	9
Cleanliness of streets and other public areas	11%	10	66%	6	0.0384	10
Mowing/Tree trimming along streets and other public areas	9%	11	63%	9	0.0326	11
Condition of pavement marking on streets	8%	12	69%	3	0.0249	12
Condition of street drainage/stormwater drainage	7%	13	75%	2	0.0172	13
Condition of street signs and traffic signals	5%	14	82%	1	0.0093	14

**Note:** The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

**Most Important %:**

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought should receive the most emphasis from City leaders over the next two years.

**Satisfaction %:**

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

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# Benchmarks

# Benchmarking



## Overview

ETC Institute's *DirectionFinder*® program was originally developed in 1999 to help community leaders use statistically-valid community survey data as a tool for making better decisions. Since November 1999, the survey has been administered in more than 500 cities and counties in 49 states. Most participating communities conduct the survey on an annual or biennial basis.

This report contains benchmarking data from two sources: (1) a national survey that was administered by ETC Institute during the summer of 2023 to a random sample of over 10,000 residents in the continental United States and (2) a regional survey that was administered by ETC Institute during the summer of 2023 to a random sample of residents living in the North Central region of the United States. The North Central region includes the states of Indiana, Michigan, Ohio, and Pennsylvania.

The charts on the following pages show how the results for the City of Huber Heights compares to the national average and the North Central regional average. The blue bar shows the results for Huber Heights. The red bar shows the North Central regional average from communities that administered the *DirectionFinder*® survey during the summer of 2023. The yellow bar shows the results of a national survey that was administered by ETC Institute to a random sample of more than 10,000 U.S. residents during the summer of 2023.

*The charts on the following pages exclude the “don’t know” responses to aid in data comparison.*

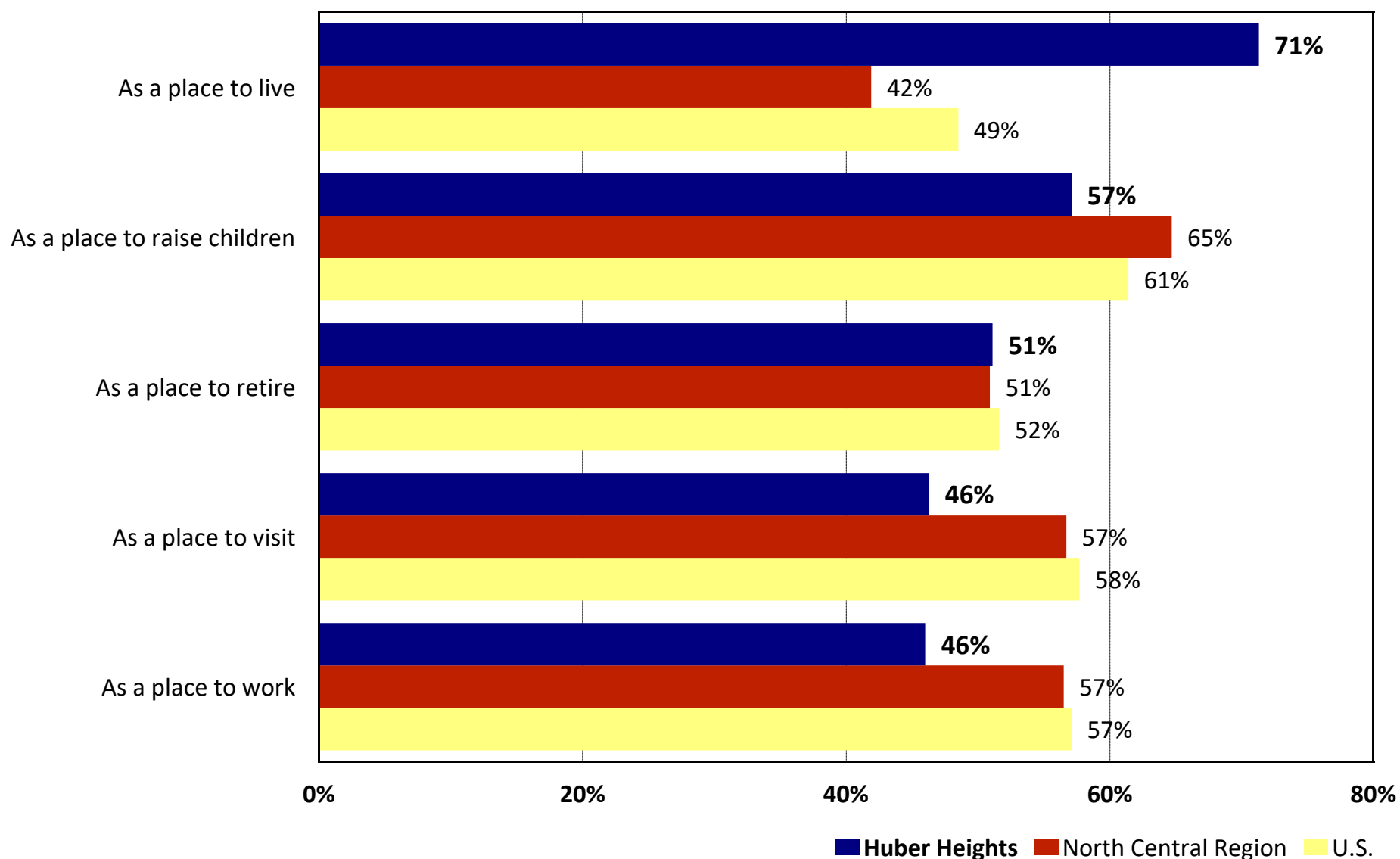
# National Benchmarks

**Note: The benchmarking data contained in this report is protected intellectual property. Any reproduction of the benchmarking information in this report by persons or organizations not directly affiliated with the City of Huber Heights is not authorized without written consent from ETC Institute.**

# Perceptions of City

## Huber Heights vs. North Central Region vs. the U.S.

by percentage of respondents who rated the item 4 or 5 on a 5-point scale  
where 5 was "excellent" and 1 was "poor" (excluding don't knows)

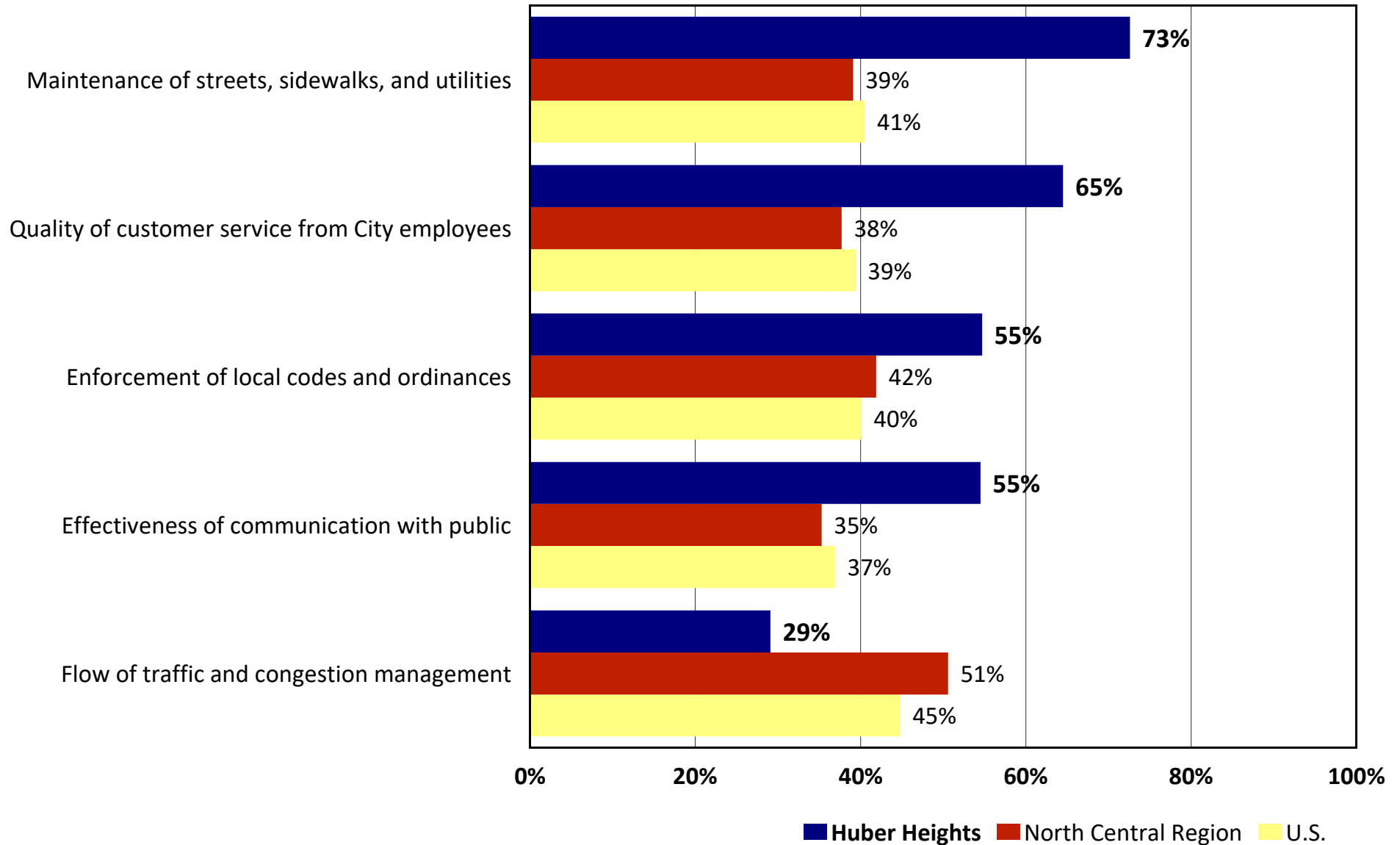




# Overall Satisfaction with Major Categories of City Services

## Huber Heights vs. North Central Region vs. the U.S.

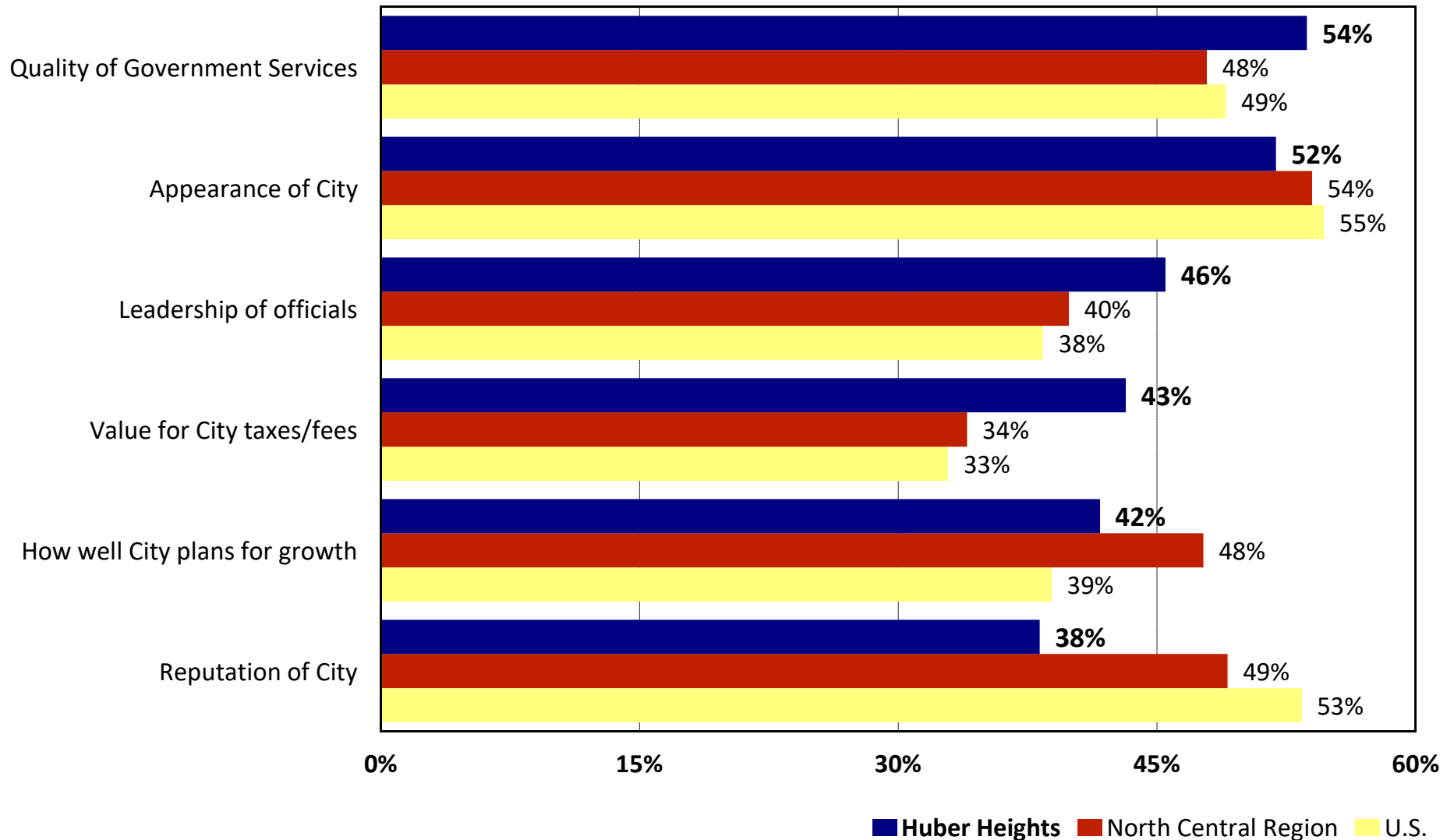
by percentage of respondents who rated the item 4 or 5 on a 5-point scale  
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



# Satisfaction with the Perceptions

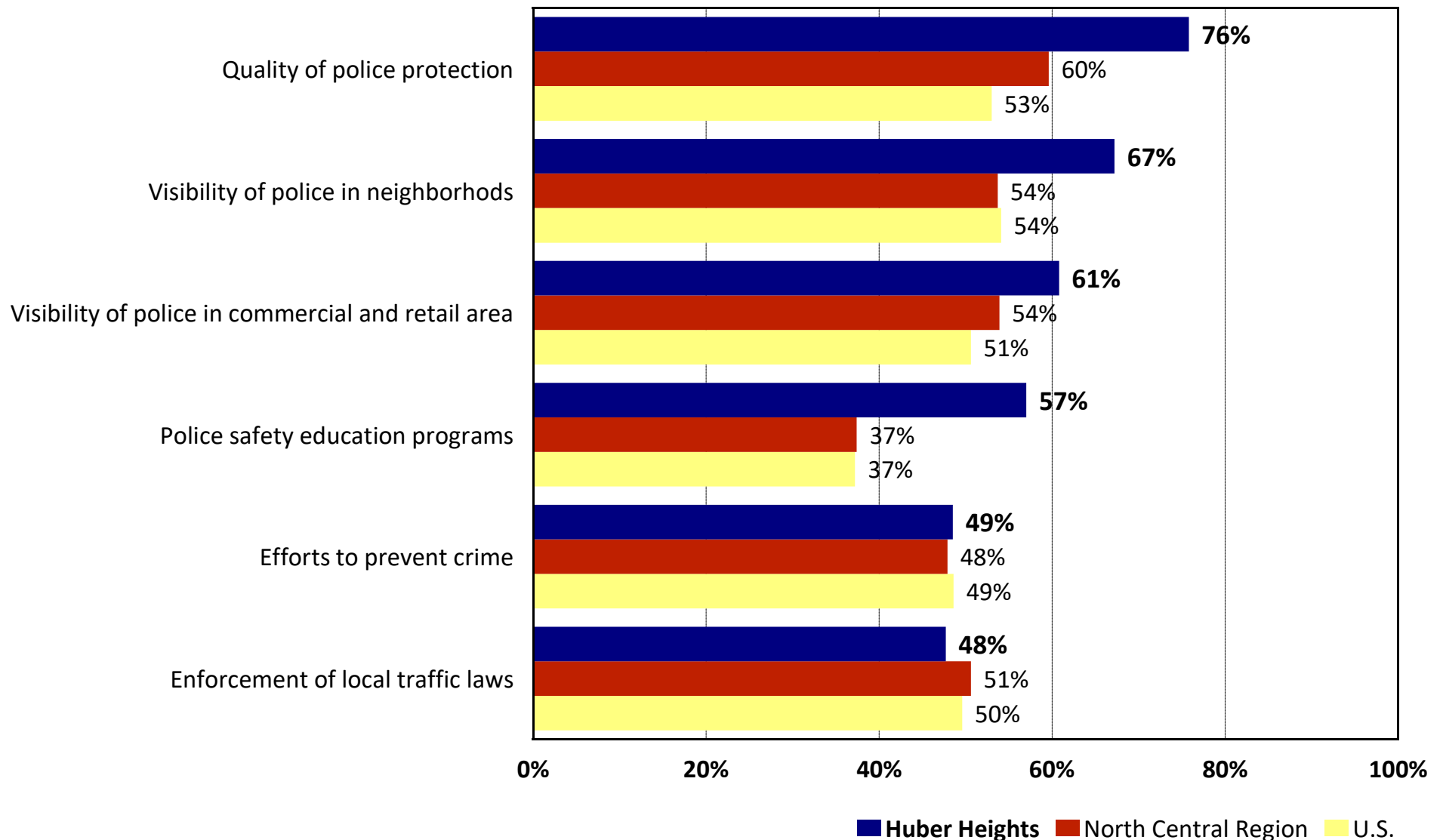
## Huber Heights vs. North Central Region vs. the U.S.

by percentage of respondents who rated the item 4 or 5 on a 5-point scale  
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



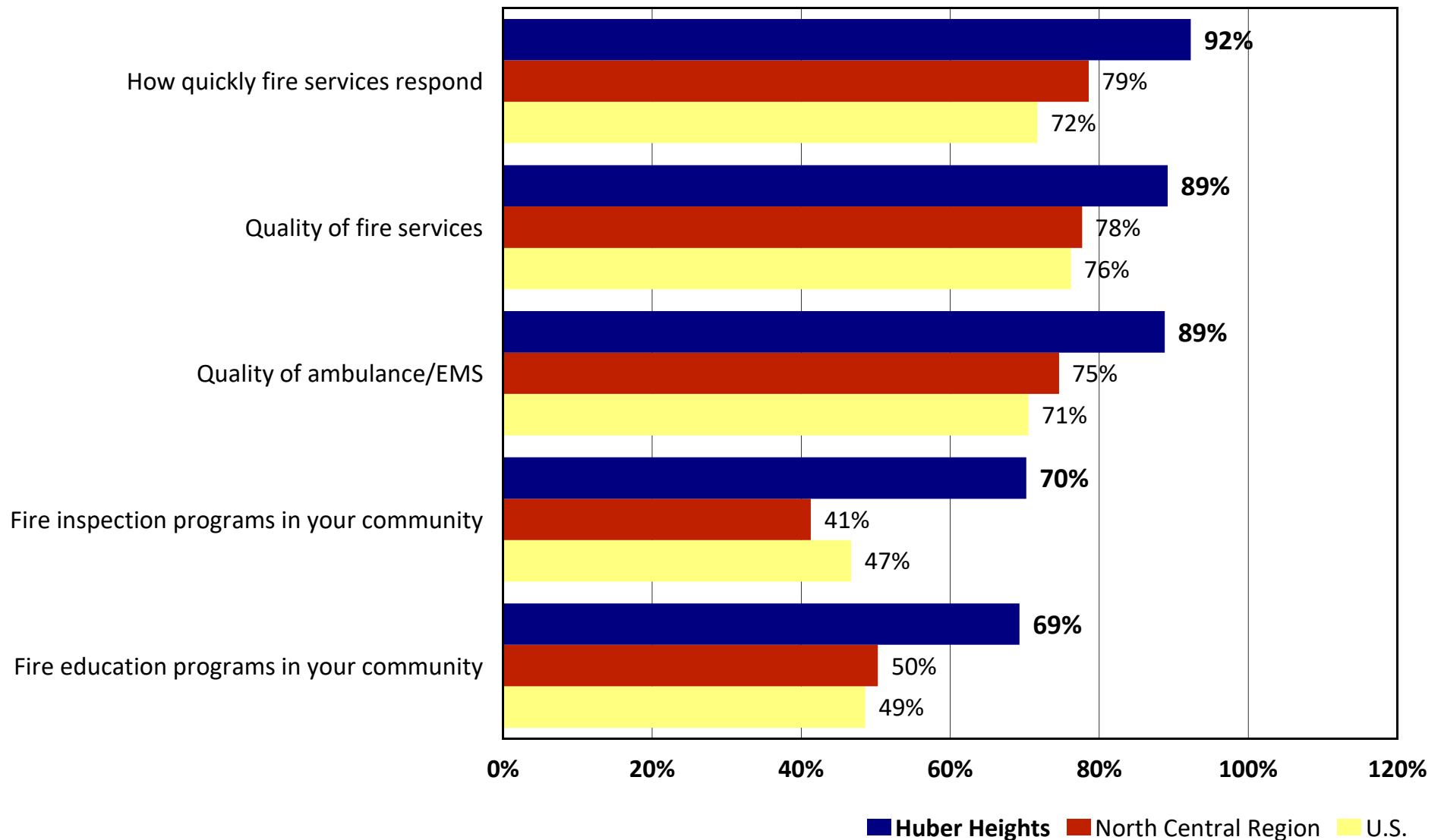
# Satisfaction with Public Safety: Police Department Huber Heights vs. North Central Region vs. the U.S.

by percentage of respondents who rated the item 4 or 5 on a 5-point scale  
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



# Satisfaction with Public Safety: Fire Department Huber Heights vs. North Central Region vs. the U.S.

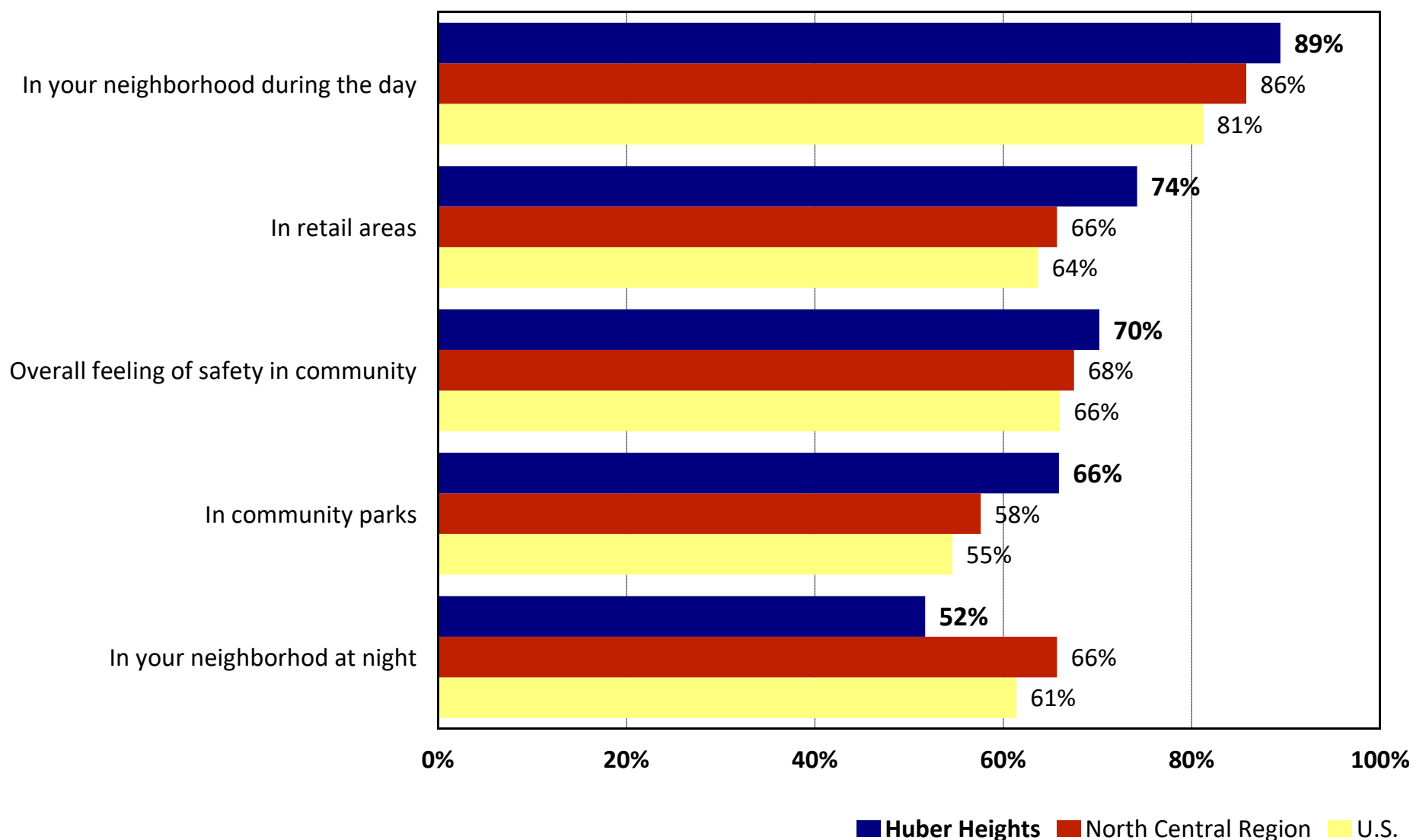
by percentage of respondents who rated the item 4 or 5 on a 5-point scale  
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



# Perceptions of Safety

## Huber Heights vs. North Central Region vs. the U.S.

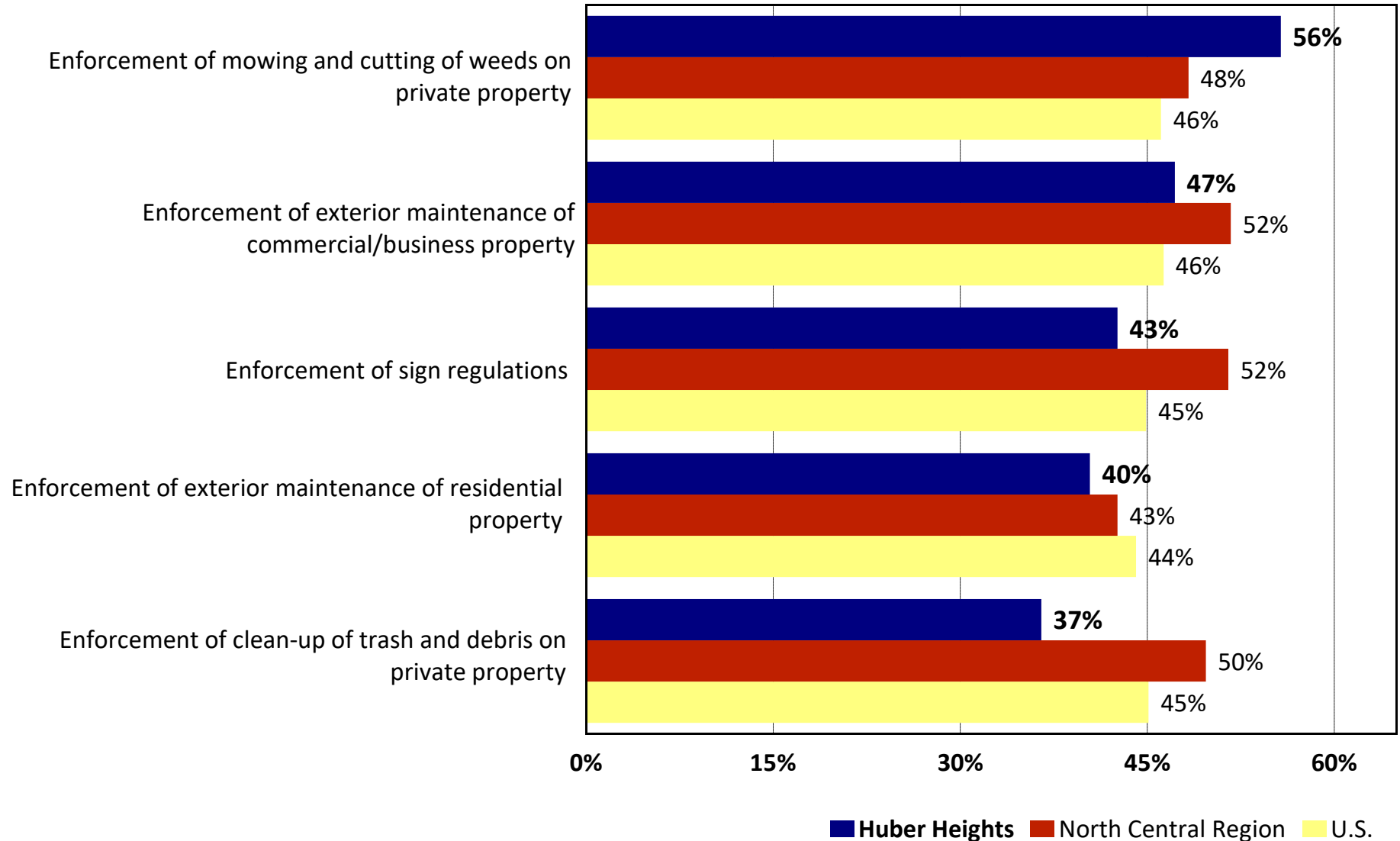
by percentage of respondents who rated the item 4 or 5 on a 5-point scale  
where 5 was "very safe" and 1 was "very unsafe" (excluding don't knows)



# Satisfaction with Code Enforcement

## Huber Heights vs. North Central Region vs. the U.S.

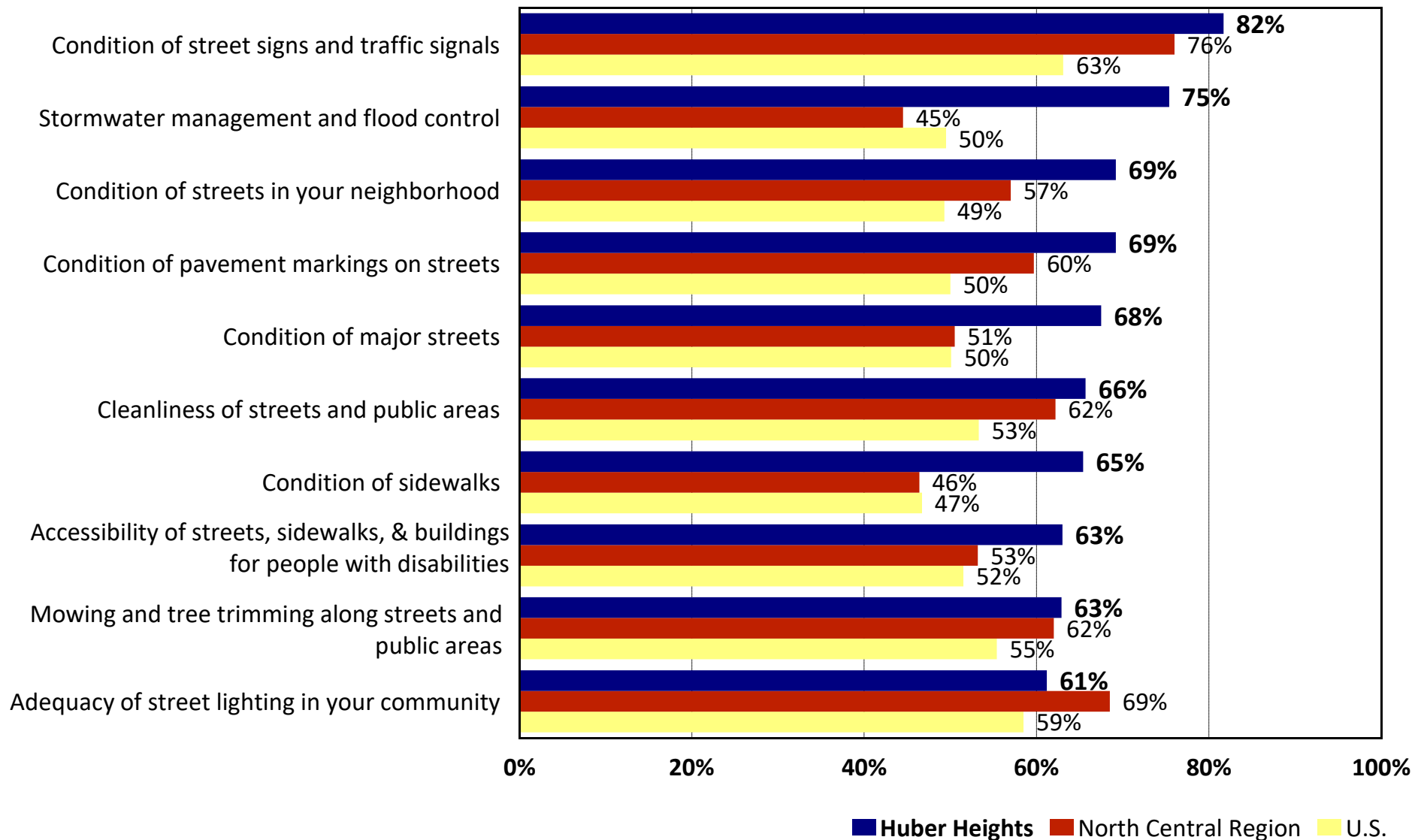
by percentage of respondents who rated the item 4 or 5 on a 5-point scale  
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



# Satisfaction with Public Works Services

## Huber Heights vs. North Central Region vs. the U.S.

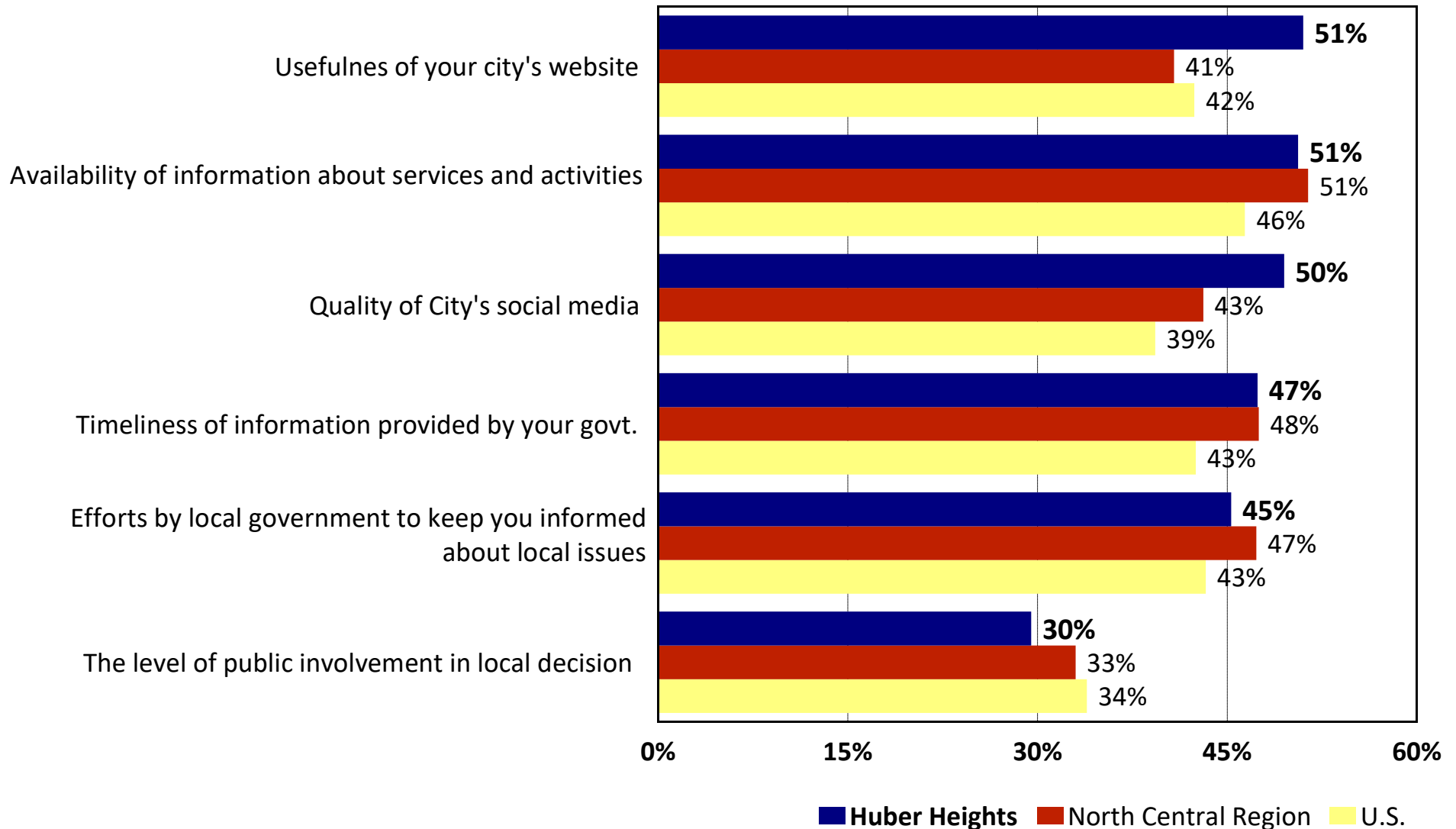
by percentage of respondents who rated the item 4 or 5 on a 5-point scale  
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



# Satisfaction with Public Information Services

## Huber Heights vs. North Central Region vs. the U.S.

by percentage of respondents who rated the item 4 or 5 on a 5-point scale  
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)





**5**

## **Tabular Data**

**Ward:**

Ward	Number	Percent
1	77	17.9 %
2	72	16.7 %
3	71	16.5 %
4	65	15.1 %
5	66	15.3 %
6	79	18.4 %
Total	430	100.0 %

**Q1. Perception of Huber Heights. Please rate Huber Heights with regard to each of the following.**

(N=430)

	Excellent	Good	Neutral	Below average	Poor	Don't know
Q1-1. As a place to live	15.6%	55.6%	22.6%	5.8%	0.2%	0.2%
Q1-2. As a place to raise children	8.4%	43.5%	21.4%	14.0%	3.5%	9.3%
Q1-3. As a place to work	5.3%	28.8%	28.6%	9.3%	2.3%	25.6%
Q1-4. As a place to retire	11.2%	35.1%	25.3%	13.0%	5.8%	9.5%
Q1-5. As a place to visit	7.9%	37.0%	33.5%	13.7%	4.9%	3.0%
Q1-6. As a place to open a business	9.3%	30.9%	26.5%	5.8%	3.3%	24.2%
Q1-7. As a City moving in the right direction	13.3%	37.0%	25.8%	15.6%	5.8%	2.6%
Q1-8. As a place you are proud to call home	17.7%	41.2%	24.4%	12.1%	3.7%	0.9%

**(WITHOUT "DON'T KNOW")****Q1. Perception of Huber Heights. Please rate Huber Heights with regard to each of the following.  
(without "don't know")**

(N=430)

	Excellent	Good	Neutral	Below average	Poor
Q1-1. As a place to live	15.6%	55.7%	22.6%	5.8%	0.2%
Q1-2. As a place to raise children	9.2%	47.9%	23.6%	15.4%	3.8%
Q1-3. As a place to work	7.2%	38.8%	38.4%	12.5%	3.1%
Q1-4. As a place to retire	12.3%	38.8%	28.0%	14.4%	6.4%
Q1-5. As a place to visit	8.2%	38.1%	34.5%	14.1%	5.0%
Q1-6. As a place to open a business	12.3%	40.8%	35.0%	7.7%	4.3%
Q1-7. As a City moving in the right direction	13.6%	37.9%	26.5%	16.0%	6.0%
Q1-8. As a place you are proud to call home	17.8%	41.5%	24.6%	12.2%	3.8%

**Q2. Please rate each of the following major categories of services provided by the City of Huber Heights.**

(N=430)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q2-1. Overall maintenance of City streets, sidewalks, & utilities	17.7%	54.9%	16.3%	10.0%	1.2%	0.0%
Q2-2. Enforcement of local codes & ordinances	9.5%	42.1%	20.9%	15.8%	6.0%	5.6%
Q2-3. Overall flow of traffic & congestion management on streets	3.7%	25.3%	20.2%	32.3%	18.1%	0.2%
Q2-4. Overall quality of parks & recreation programs & facilities	17.0%	49.1%	19.5%	8.8%	0.7%	4.9%
Q2-5. Overall quality of customer service you receive from City employees	14.9%	37.9%	24.2%	2.8%	2.1%	18.1%
Q2-6. Overall clarity & effectiveness of communication with the public	12.1%	39.1%	28.1%	11.4%	3.3%	6.0%
Q2-7. Overall quality of information presented by City of Huber Heights	9.1%	41.2%	29.8%	11.9%	2.3%	5.8%
Q2-8. Overall how well decision-makers listen to community input	4.9%	20.2%	32.6%	15.3%	10.2%	16.7%
Q2-9. Response time on updates after requesting a City service	7.2%	29.3%	28.4%	5.1%	0.9%	29.1%
Q2-10. City services meeting your needs	10.5%	42.3%	32.1%	5.1%	1.2%	8.8%

**(WITHOUT "DON'T KNOW")****Q2. Please rate each of the following major categories of services provided by the City of Huber Heights.  
(without "don't know")**

(N=430)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q2-1. Overall maintenance of City streets, sidewalks, & utilities	17.7%	54.9%	16.3%	10.0%	1.2%
Q2-2. Enforcement of local codes & ordinances	10.1%	44.6%	22.2%	16.7%	6.4%
Q2-3. Overall flow of traffic & congestion management on streets	3.7%	25.4%	20.3%	32.4%	18.2%
Q2-4. Overall quality of parks & recreation programs & facilities	17.8%	51.6%	20.5%	9.3%	0.7%
Q2-5. Overall quality of customer service you receive from City employees	18.2%	46.3%	29.5%	3.4%	2.6%
Q2-6. Overall clarity & effectiveness of communication with the public	12.9%	41.6%	30.0%	12.1%	3.5%
Q2-7. Overall quality of information presented by City of Huber Heights	9.6%	43.7%	31.6%	12.6%	2.5%
Q2-8. Overall how well decision-makers listen to community input	5.9%	24.3%	39.1%	18.4%	12.3%
Q2-9. Response time on updates after requesting a City service	10.2%	41.3%	40.0%	7.2%	1.3%
Q2-10. City services meeting your needs	11.5%	46.4%	35.2%	5.6%	1.3%

**Q3. 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?**

Q3. Top choice	Number	Percent
Overall maintenance of City streets, sidewalks, & utilities	61	14.2 %
Enforcement of local codes & ordinances	50	11.6 %
Overall flow of traffic & congestion management on streets	192	44.7 %
Overall quality of parks & recreation programs & facilities	28	6.5 %
Overall quality of customer service you receive from City employees	4	0.9 %
Overall clarity & effectiveness of communication with the public	11	2.6 %
Overall quality of information presented by City of Huber Heights	5	1.2 %
Overall how well decision-makers listen to community input	25	5.8 %
Response time on updates after requesting a City service	1	0.2 %
City services meeting your needs	4	0.9 %
None chosen	49	11.4 %
Total	430	100.0 %

**Q3. 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?**

Q3. 2nd choice	Number	Percent
Overall maintenance of City streets, sidewalks, & utilities	75	17.4 %
Enforcement of local codes & ordinances	51	11.9 %
Overall flow of traffic & congestion management on streets	85	19.8 %
Overall quality of parks & recreation programs & facilities	40	9.3 %
Overall quality of customer service you receive from City employees	8	1.9 %
Overall clarity & effectiveness of communication with the public	28	6.5 %
Overall quality of information presented by City of Huber Heights	11	2.6 %
Overall how well decision-makers listen to community input	48	11.2 %
Response time on updates after requesting a City service	5	1.2 %
City services meeting your needs	11	2.6 %
None chosen	68	15.8 %
Total	430	100.0 %

**Q3. 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?**

Q3. 3rd choice	Number	Percent
Overall maintenance of City streets, sidewalks, & utilities	58	13.5 %
Enforcement of local codes & ordinances	44	10.2 %
Overall flow of traffic & congestion management on streets	37	8.6 %
Overall quality of parks & recreation programs & facilities	50	11.6 %
Overall quality of customer service you receive from City employees	10	2.3 %
Overall clarity & effectiveness of communication with the public	44	10.2 %
Overall quality of information presented by City of Huber Heights	19	4.4 %
Overall how well decision-makers listen to community input	42	9.8 %
Response time on updates after requesting a City service	6	1.4 %
City services meeting your needs	12	2.8 %
None chosen	108	25.1 %
Total	430	100.0 %

**Q3. 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?**

Q3. 4th choice	Number	Percent
Overall maintenance of City streets, sidewalks, & utilities	35	8.1 %
Enforcement of local codes & ordinances	26	6.0 %
Overall flow of traffic & congestion management on streets	16	3.7 %
Overall quality of parks & recreation programs & facilities	32	7.4 %
Overall quality of customer service you receive from City employees	18	4.2 %
Overall clarity & effectiveness of communication with the public	50	11.6 %
Overall quality of information presented by City of Huber Heights	26	6.0 %
Overall how well decision-makers listen to community input	47	10.9 %
Response time on updates after requesting a City service	13	3.0 %
City services meeting your needs	19	4.4 %
None chosen	148	34.4 %
Total	430	100.0 %

**(SUM OF TOP 4 RESPONSES)****Q3. 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? (top 4)**

Q3. Top choice	Number	Percent
Overall maintenance of City streets, sidewalks, & utilities	229	53.3 %
Enforcement of local codes & ordinances	171	39.8 %
Overall flow of traffic & congestion management on streets	330	76.7 %
Overall quality of parks & recreation programs & facilities	150	34.9 %
Overall quality of customer service you receive from City employees	40	9.3 %
Overall clarity & effectiveness of communication with the public	133	30.9 %
Overall quality of information presented by City of Huber Heights	61	14.2 %
Overall how well decision-makers listen to community input	162	37.7 %
Response time on updates after requesting a City service	25	5.8 %
City services meeting your needs	46	10.7 %
None chosen	49	11.4 %
Total	1396	

**Q4. Please rate each of the following items that may influence your perception of Huber Heights.**

(N=430)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q4-1. Overall value that you receive for your City tax dollars & fees	6.5%	35.3%	33.3%	17.0%	4.7%	3.3%
Q4-2. Reputation of City of Huber Heights	6.0%	31.2%	26.0%	28.4%	5.8%	2.6%
Q4-3. Quality of City of Huber Heights government services	7.7%	41.2%	33.5%	7.4%	1.2%	9.1%
Q4-4. Quality of life in Huber Heights	12.1%	48.1%	27.7%	9.8%	1.2%	1.2%
Q4-5. How well City of Huber Heights is planning for growth	10.2%	30.0%	19.8%	24.0%	12.6%	3.5%
Q4-6. Overall appearance of Huber Heights	9.5%	42.1%	27.7%	15.8%	4.4%	0.5%
Q4-7. Leadership of officials, including Mayor, City Council, & City Manager	10.0%	30.7%	31.2%	12.6%	5.1%	10.5%



**(WITHOUT "DON'T KNOW")****Q4. Please rate each of the following items that may influence your perception of Huber Heights. (without "don't know")**

(N=430)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q4-1. Overall value that you receive for your City tax dollars & fees	6.7%	36.5%	34.4%	17.5%	4.8%
Q4-2. Reputation of City of Huber Heights	6.2%	32.0%	26.7%	29.1%	6.0%
Q4-3. Quality of City of Huber Heights government services	8.4%	45.3%	36.8%	8.2%	1.3%
Q4-4. Quality of life in Huber Heights	12.2%	48.7%	28.0%	9.9%	1.2%
Q4-5. How well City of Huber Heights is planning for growth	10.6%	31.1%	20.5%	24.8%	13.0%
Q4-6. Overall appearance of Huber Heights	9.6%	42.3%	27.8%	15.9%	4.4%
Q4-7. Leadership of officials, including Mayor, City Council, & City Manager	11.2%	34.3%	34.8%	14.0%	5.7%

**Q5. Economic Development. Please rate your level of satisfaction with the following aspects of economic development in Huber Heights.**

(N=430)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q5-1. City's efforts to attract diverse & innovative businesses that contribute to residents' quality of life	11.6%	33.3%	28.1%	16.0%	7.2%	3.7%
Q5-2. Overall quality of planning & zoning services (e.g., comprehensive plan, neighborhood/small area plans, zoning)	7.9%	23.3%	28.4%	22.8%	9.5%	8.1%
Q5-3. City's efforts to promote & assist small-owned businesses	4.9%	21.2%	31.6%	11.4%	3.5%	27.4%
Q5-4. Overall quality of development review, permitting, & inspection services	4.7%	21.6%	33.5%	8.4%	4.7%	27.2%

**(WITHOUT "DON'T KNOW")****Q5. Economic Development. Please rate your level of satisfaction with the following aspects of economic development in Huber Heights. (without "don't know")**

(N=430)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q5-1. City's efforts to attract diverse & innovative businesses that contribute to residents' quality of life	12.1%	34.5%	29.2%	16.7%	7.5%
Q5-2. Overall quality of planning & zoning services (e.g., comprehensive plan, neighborhood/small area plans, zoning)	8.6%	25.3%	30.9%	24.8%	10.4%
Q5-3. City's efforts to promote & assist small-owned businesses	6.7%	29.2%	43.6%	15.7%	4.8%
Q5-4. Overall quality of development review, permitting, & inspection services	6.4%	29.7%	46.0%	11.5%	6.4%

**Q6(1-9). Police Department Services: Please rate your level of satisfaction with public safety in Huber Heights.**

(N=430)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q6-1. Overall quality of City police protection	24.2%	49.8%	14.0%	7.9%	1.9%	2.3%
Q6-2. Visibility of police in neighborhoods & schools	21.2%	43.3%	16.3%	11.9%	3.3%	4.2%
Q6-3. Visibility of police in commercial & retail areas	15.3%	41.6%	23.5%	10.5%	2.8%	6.3%
Q6-4. How quickly police respond to emergencies	24.0%	35.6%	14.4%	2.3%	0.5%	23.3%
Q6-5. Efforts by City government to prevent crime	10.0%	30.7%	27.9%	12.1%	3.3%	16.0%
Q6-6. Enforcement of City traffic laws	10.5%	34.4%	24.7%	13.7%	10.7%	6.0%
Q6-7. Police safety awareness education programs	9.3%	27.4%	22.8%	4.2%	0.7%	35.6%
Q6-8. 9-1-1 service provided by operators	24.0%	31.4%	12.3%	0.7%	0.2%	31.4%
Q6-9. Being a positive influence in the community	19.8%	44.4%	21.9%	1.2%	1.6%	11.2%

**(WITHOUT "DON'T KNOW")****Q6(1-9). Police Department Services: Please rate your level of satisfaction with public safety in Huber Heights. (without "don't know")**

(N=430)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q6-1. Overall quality of City police protection	24.8%	51.0%	14.3%	8.1%	1.9%
Q6-2. Visibility of police in neighborhoods & schools	22.1%	45.1%	17.0%	12.4%	3.4%
Q6-3. Visibility of police in commercial & retail areas	16.4%	44.4%	25.1%	11.2%	3.0%
Q6-4. How quickly police respond to emergencies	31.2%	46.4%	18.8%	3.0%	0.6%
Q6-5. Efforts by City government to prevent crime	11.9%	36.6%	33.2%	14.4%	3.9%
Q6-6. Enforcement of City traffic laws	11.1%	36.6%	26.2%	14.6%	11.4%
Q6-7. Police safety awareness education programs	14.4%	42.6%	35.4%	6.5%	1.1%
Q6-8. 9-1-1 service provided by operators	34.9%	45.8%	18.0%	1.0%	0.3%
Q6-9. Being a positive influence in the community	22.3%	50.0%	24.6%	1.3%	1.8%

**Q6(10-14). Fire Department Services: Please rate your level of satisfaction with public safety in Huber Heights.**

(N=430)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q6-10. Overall quality of fire services	33.3%	41.9%	7.9%	0.7%	0.5%	15.8%
Q6-11. How quickly fire services personnel respond	32.8%	34.4%	5.3%	0.2%	0.0%	27.2%
Q6-12. Fire education programs in your community	16.3%	26.7%	17.0%	2.1%	0.0%	37.9%
Q6-13. Fire inspection programs in your community	12.8%	26.7%	15.3%	0.9%	0.5%	43.7%
Q6-14. Overall quality of ambulance/emergency medical services	33.5%	34.9%	7.9%	0.5%	0.2%	23.0%

**(WITHOUT "DON'T KNOW")****Q6(10-14). Fire Department Services: Please rate your level of satisfaction with public safety in Huber Heights. (without "don't know")**

(N=430)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q6-10. Overall quality of fire services	39.5%	49.7%	9.4%	0.8%	0.6%
Q6-11. How quickly fire services personnel respond	45.0%	47.3%	7.3%	0.3%	0.0%
Q6-12. Fire education programs in your community	26.2%	43.1%	27.3%	3.4%	0.0%
Q6-13. Fire inspection programs in your community	22.7%	47.5%	27.3%	1.7%	0.8%
Q6-14. Overall quality of ambulance/emergency medical services	43.5%	45.3%	10.3%	0.6%	0.3%

**Q7. 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?**

Q7. Top choice	Number	Percent
Overall quality of City police protection	65	15.1 %
Visibility of police in neighborhoods & schools	92	21.4 %
Visibility of police in commercial & retail areas	16	3.7 %
How quickly police respond to emergencies	9	2.1 %
Efforts by City government to prevent crime	58	13.5 %
Enforcement of City traffic laws	49	11.4 %
Police safety awareness education programs	12	2.8 %
9-1-1 service provided by operators	5	1.2 %
Being a positive influence in the community	11	2.6 %
Overall quality of fire services	4	0.9 %
How quickly fire services personnel respond	4	0.9 %
Fire education programs in your community	8	1.9 %
Overall quality of ambulance/emergency medical services	5	1.2 %
None chosen	92	21.4 %
Total	430	100.0 %

**Q7. 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?**

Q7. 2nd choice	Number	Percent
Overall quality of City police protection	24	5.6 %
Visibility of police in neighborhoods & schools	55	12.8 %
Visibility of police in commercial & retail areas	40	9.3 %
How quickly police respond to emergencies	29	6.7 %
Efforts by City government to prevent crime	57	13.3 %
Enforcement of City traffic laws	44	10.2 %
Police safety awareness education programs	9	2.1 %
9-1-1 service provided by operators	6	1.4 %
Being a positive influence in the community	18	4.2 %
Overall quality of fire services	16	3.7 %
How quickly fire services personnel respond	8	1.9 %
Fire education programs in your community	7	1.6 %
Fire inspection programs in your community	3	0.7 %
Overall quality of ambulance/emergency medical services	8	1.9 %
None chosen	106	24.7 %
Total	430	100.0 %

**Q7. 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?**

Q7. 3rd choice	Number	Percent
Overall quality of City police protection	31	7.2 %
Visibility of police in neighborhoods & schools	35	8.1 %
Visibility of police in commercial & retail areas	28	6.5 %
How quickly police respond to emergencies	26	6.0 %
Efforts by City government to prevent crime	36	8.4 %
Enforcement of City traffic laws	35	8.1 %
Police safety awareness education programs	14	3.3 %
9-1-1 service provided by operators	10	2.3 %
Being a positive influence in the community	28	6.5 %
Overall quality of fire services	5	1.2 %
How quickly fire services personnel respond	11	2.6 %
Fire education programs in your community	6	1.4 %
Fire inspection programs in your community	8	1.9 %
Overall quality of ambulance/emergency medical services	13	3.0 %
None chosen	144	33.5 %
Total	430	100.0 %

**Q7. 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? (top 3)**

Q7. Top choice	Number	Percent
Overall quality of City police protection	120	27.9 %
Visibility of police in neighborhoods & schools	182	42.3 %
Visibility of police in commercial & retail areas	84	19.5 %
How quickly police respond to emergencies	64	14.9 %
Efforts by City government to prevent crime	151	35.1 %
Enforcement of City traffic laws	128	29.8 %
Police safety awareness education programs	35	8.1 %
9-1-1 service provided by operators	21	4.9 %
Being a positive influence in the community	57	13.3 %
Overall quality of fire services	25	5.8 %
How quickly fire services personnel respond	23	5.3 %
Fire education programs in your community	21	4.9 %
Fire inspection programs in your community	11	2.6 %
Overall quality of ambulance/emergency medical services	26	6.0 %
None chosen	92	21.4 %
Total	1040	



**Q8. Please rate how safe you feel in the following situations.**

(N=430)

	Very safe	Safe	Neutral	Unsafe	Very unsafe	Don't know
Q8-1. Walking in your neighborhood during the day	45.8%	41.9%	8.4%	1.6%	0.5%	1.9%
Q8-2. Walking in your neighborhood after dark	15.1%	34.0%	24.0%	17.7%	4.2%	5.1%
Q8-3. Walking on City trails/parks/recreational areas	14.2%	45.1%	21.4%	5.8%	3.5%	10.0%
Q8-4. Overall feeling in commercial/retail areas	18.8%	54.2%	20.7%	4.2%	0.5%	1.6%
Q8-5. Traveling by bicycle	5.1%	21.9%	22.1%	10.2%	3.3%	37.4%
Q8-6. Overall feeling of safety in Huber Heights	14.2%	55.3%	21.6%	6.0%	1.9%	0.9%

**(WITHOUT "DON'T KNOW")****Q8. Please rate how safe you feel in the following situations. (without "don't know")**

(N=430)

	Very safe	Safe	Neutral	Unsafe	Very unsafe
Q8-1. Walking in your neighborhood during the day	46.7%	42.7%	8.5%	1.7%	0.5%
Q8-2. Walking in your neighborhood after dark	15.9%	35.8%	25.2%	18.6%	4.4%
Q8-3. Walking on City trails/parks/recreational areas	15.8%	50.1%	23.8%	6.5%	3.9%
Q8-4. Overall feeling in commercial/retail areas	19.1%	55.1%	21.0%	4.3%	0.5%
Q8-5. Traveling by bicycle	8.2%	34.9%	35.3%	16.4%	5.2%
Q8-6. Overall feeling of safety in Huber Heights	14.3%	55.9%	21.8%	6.1%	1.9%

**Q9. 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?**

Q9. Have you visited a City park or recreational facility in last 12 months	Number	Percent
Yes	331	77.0 %
No	99	23.0 %
Total	430	100.0 %

**Q10. Please rate your level of satisfaction with the cultural centers, parks, and recreation in Huber Heights.**

(N=430)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q10-1. Quality of natural areas/open spaces/trails	18.6%	48.6%	16.5%	5.3%	0.9%	10.0%
Q10-2. Maintenance of City parks	15.8%	49.8%	17.7%	5.6%	0.7%	10.5%
Q10-3. Quality of recreation facilities (Kroger Aquatic Center, Senior Center, etc.)	14.0%	38.1%	19.1%	2.8%	0.5%	25.6%
Q10-4. Availability of information about cultural, outdoor, & recreational programs/facilities	8.4%	34.2%	25.3%	13.3%	2.3%	16.5%
Q10-5. Variety of cultural, outdoor, & recreational programs for families	7.4%	34.0%	26.5%	10.0%	1.9%	20.2%
Q10-6. Variety of cultural, outdoor, & recreational programs for adults	7.7%	30.0%	27.7%	11.6%	2.6%	20.5%
Q10-7. Ease of registering for programs or renting facilities	7.7%	20.2%	24.0%	3.7%	1.6%	42.8%

**(WITHOUT "DON'T KNOW")****Q10. Please rate your level of satisfaction with the cultural centers, parks, and recreation in Huber Heights. (without "don't know")**

(N=430)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q10-1. Quality of natural areas/open spaces/trails	20.7%	54.0%	18.3%	5.9%	1.0%
Q10-2. Maintenance of City parks	17.7%	55.6%	19.7%	6.2%	0.8%
Q10-3. Quality of recreation facilities (Kroger Aquatic Center, Senior Center, etc.)	18.8%	51.3%	25.6%	3.8%	0.6%
Q10-4. Availability of information about cultural, outdoor, & recreational programs/facilities	10.0%	40.9%	30.4%	15.9%	2.8%
Q10-5. Variety of cultural, outdoor, & recreational programs for families	9.3%	42.6%	33.2%	12.5%	2.3%
Q10-6. Variety of cultural, outdoor, & recreational programs for adults	9.6%	37.7%	34.8%	14.6%	3.2%
Q10-7. Ease of registering for programs or renting facilities	13.4%	35.4%	41.9%	6.5%	2.8%

**Q11. Code Enforcement. Please rate each item regarding code enforcement in Huber Heights.**

(N=430)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q11-1. Enforcing cleanup of junk & debris on private property in your community	4.0%	29.3%	22.6%	23.7%	11.4%	9.1%
Q11-2. Enforcing mowing & cutting of weeds & grass on private property	9.1%	43.7%	20.9%	14.2%	7.0%	5.1%
Q11-3. Enforcing exterior maintenance of residential property	6.3%	30.5%	25.3%	20.7%	8.1%	9.1%
Q11-4. Enforcing exterior maintenance of commercial/business property	4.7%	36.5%	27.7%	14.7%	3.7%	12.8%
Q11-5. Enforcing sign regulations	6.0%	25.3%	30.7%	8.8%	2.8%	26.3%
Q11-6. Enforcement of yard parking regulations in your neighborhood	4.4%	27.2%	25.3%	17.9%	7.4%	17.7%
Q11-7. City efforts to remove abandoned or inoperative vehicles	5.6%	17.4%	24.9%	18.8%	9.5%	23.7%
Q11-8. Cleanliness in your neighborhood	11.4%	49.1%	24.2%	8.8%	5.1%	1.4%
Q11-9. Enforcement of weedy lots, abandoned vehicles, & graffiti	5.3%	30.0%	27.7%	13.7%	8.1%	15.1%
Q11-10. Enforcement of loud music	4.0%	25.8%	28.1%	11.2%	7.0%	24.0%

**(WITHOUT "DON'T KNOW")****Q11. Code Enforcement. Please rate each item regarding code enforcement in Huber Heights. (without "don't know")**

(N=430)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q11-1. Enforcing cleanup of junk & debris on private property in your community	4.3%	32.2%	24.8%	26.1%	12.5%
Q11-2. Enforcing mowing & cutting of weeds & grass on private property	9.6%	46.1%	22.1%	15.0%	7.4%
Q11-3. Enforcing exterior maintenance of residential property	6.9%	33.5%	27.9%	22.8%	9.0%
Q11-4. Enforcing exterior maintenance of commercial/business property	5.3%	41.9%	31.7%	16.8%	4.3%
Q11-5. Enforcing sign regulations	8.2%	34.4%	41.6%	12.0%	3.8%
Q11-6. Enforcement of yard parking regulations in your neighborhood	5.4%	33.1%	30.8%	21.8%	9.0%
Q11-7. City efforts to remove abandoned or inoperative vehicles	7.3%	22.9%	32.6%	24.7%	12.5%
Q11-8. Cleanliness in your neighborhood	11.6%	49.8%	24.5%	9.0%	5.2%
Q11-9. Enforcement of weedy lots, abandoned vehicles, & graffiti	6.3%	35.3%	32.6%	16.2%	9.6%
Q11-10. Enforcement of loud music	5.2%	33.9%	37.0%	14.7%	9.2%

**Q12. 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?**

Q12. Top choice	Number	Percent
Enforcing cleanup of junk & debris on private property in your community	118	27.4 %
Enforcing mowing & cutting of weeds & grass on private property	38	8.8 %
Enforcing exterior maintenance of residential property	44	10.2 %
Enforcing exterior maintenance of commercial/business property	27	6.3 %
Enforcing sign regulations	8	1.9 %
Enforcement of yard parking regulations in your neighborhood	16	3.7 %
City efforts to remove abandoned or inoperative vehicles	25	5.8 %
Cleanliness in your neighborhood	20	4.7 %
Enforcement of weedy lots, abandoned vehicles, & graffiti	17	4.0 %
Enforcement of loud music	25	5.8 %
None chosen	92	21.4 %
Total	430	100.0 %

**Q12. 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?**

Q12. 2nd choice	Number	Percent
Enforcing cleanup of junk & debris on private property in your community	59	13.7 %
Enforcing mowing & cutting of weeds & grass on private property	49	11.4 %
Enforcing exterior maintenance of residential property	47	10.9 %
Enforcing exterior maintenance of commercial/business property	31	7.2 %
Enforcing sign regulations	13	3.0 %
Enforcement of yard parking regulations in your neighborhood	25	5.8 %
City efforts to remove abandoned or inoperative vehicles	31	7.2 %
Cleanliness in your neighborhood	20	4.7 %
Enforcement of weedy lots, abandoned vehicles, & graffiti	29	6.7 %
Enforcement of loud music	16	3.7 %
None chosen	110	25.6 %
Total	430	100.0 %

**Q12. 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?**

Q12. 3rd choice	Number	Percent
Enforcing cleanup of junk & debris on private property in your community	31	7.2 %
Enforcing mowing & cutting of weeds & grass on private property	33	7.7 %
Enforcing exterior maintenance of residential property	51	11.9 %
Enforcing exterior maintenance of commercial/business property	30	7.0 %
Enforcing sign regulations	10	2.3 %
Enforcement of yard parking regulations in your neighborhood	25	5.8 %
City efforts to remove abandoned or inoperative vehicles	35	8.1 %
Cleanliness in your neighborhood	28	6.5 %
Enforcement of weedy lots, abandoned vehicles, & graffiti	28	6.5 %
Enforcement of loud music	19	4.4 %
None chosen	140	32.6 %
Total	430	100.0 %

**(SUM OF TOP 3 RESPONSES)**

**Q12. 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? (top 3)**

Q12. Top choice	Number	Percent
Enforcing cleanup of junk & debris on private property in your community	208	48.4 %
Enforcing mowing & cutting of weeds & grass on private property	120	27.9 %
Enforcing exterior maintenance of residential property	142	33.0 %
Enforcing exterior maintenance of commercial/business property	88	20.5 %
Enforcing sign regulations	31	7.2 %
Enforcement of yard parking regulations in your neighborhood	66	15.3 %
City efforts to remove abandoned or inoperative vehicles	91	21.2 %
Cleanliness in your neighborhood	68	15.8 %
Enforcement of weedy lots, abandoned vehicles, & graffiti	74	17.2 %
Enforcement of loud music	60	14.0 %
None chosen	92	21.4 %
Total	1040	

**Q13. Water Utilities. Please rate each item regarding water utilities.**

(N=430)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q13-1. Water treatment services	18.6%	44.9%	17.4%	7.9%	3.0%	8.1%
Q13-2. Quality of drinking water	15.1%	38.4%	16.3%	15.8%	6.5%	7.9%
Q13-3. Efficiency in water line repair	9.3%	29.1%	20.7%	4.9%	2.1%	34.0%
Q13-4. Utility billing services	14.4%	45.1%	22.1%	8.6%	2.6%	7.2%

**(WITHOUT "DON'T KNOW")****Q13. Water Utilities. Please rate each item regarding water utilities. (without "don't know")**

(N=430)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q13-1. Water treatment services	20.3%	48.9%	19.0%	8.6%	3.3%
Q13-2. Quality of drinking water	16.4%	41.7%	17.7%	17.2%	7.1%
Q13-3. Efficiency in water line repair	14.1%	44.0%	31.3%	7.4%	3.2%
Q13-4. Utility billing services	15.5%	48.6%	23.8%	9.3%	2.8%



**Q14. Public Works Services. Please rate your level of satisfaction with Public Works.**

(N=430)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q14-1. Condition of major streets/roadways in Huber Heights	12.8%	53.5%	19.1%	10.5%	2.3%	1.9%
Q14-2. Condition of streets in your neighborhood	17.4%	51.2%	17.4%	10.7%	2.3%	0.9%
Q14-3. Condition of sidewalks in your neighborhood	13.7%	48.6%	19.5%	10.9%	2.6%	4.7%
Q14-4. Condition of street drainage/stormwater drainage	14.4%	56.7%	17.4%	3.7%	2.1%	5.6%
Q14-5. Condition of street signs & traffic signals	18.1%	61.9%	13.3%	3.7%	0.9%	2.1%
Q14-6. Condition of pavement marking on streets	13.5%	53.0%	22.8%	5.6%	1.2%	4.0%
Q14-7. Accessibility of streets, sidewalks, & City buildings for people with disabilities	9.1%	39.3%	18.4%	7.4%	2.6%	23.3%
Q14-8. Bicycle infrastructure (shared use paths, bike lanes/ signs/share lane markings)	4.0%	21.4%	22.1%	15.8%	7.0%	29.8%
Q14-9. Adequacy of lighting in common areas in Huber Heights	8.4%	45.3%	24.4%	13.0%	4.0%	4.9%
Q14-10. Adequacy of street lighting in your neighborhood	9.8%	48.6%	19.3%	12.6%	5.1%	4.7%
Q14-11. Mowing/tree trimming along streets & other public areas	9.3%	50.2%	24.7%	7.7%	2.8%	5.3%
Q14-12. Cleanliness of streets & other public areas	9.1%	54.2%	23.0%	8.4%	1.6%	3.7%
Q14-13. Management of traffic flow	3.5%	25.1%	22.3%	30.9%	16.7%	1.4%
Q14-14. Attractiveness of streets & public areas	7.7%	44.4%	33.5%	9.5%	2.8%	2.1%

**(WITHOUT "DON'T KNOW")****Q14. Public Works Services. Please rate your level of satisfaction with Public Works. (without "don't know")**

(N=430)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q14-1. Condition of major streets/roadways in Huber Heights	13.0%	54.5%	19.4%	10.7%	2.4%
Q14-2. Condition of streets in your neighborhood	17.6%	51.6%	17.6%	10.8%	2.3%
Q14-3. Condition of sidewalks in your neighborhood	14.4%	51.0%	20.5%	11.5%	2.7%
Q14-4. Condition of street drainage/stormwater drainage	15.3%	60.1%	18.5%	3.9%	2.2%
Q14-5. Condition of street signs & traffic signals	18.5%	63.2%	13.5%	3.8%	1.0%
Q14-6. Condition of pavement marking on streets	14.0%	55.2%	23.7%	5.8%	1.2%
Q14-7. Accessibility of streets, sidewalks, & City buildings for people with disabilities	11.8%	51.2%	23.9%	9.7%	3.3%
Q14-8. Bicycle infrastructure (shared use paths, bike lanes/signs/ share lane markings)	5.6%	30.5%	31.5%	22.5%	9.9%
Q14-9. Adequacy of lighting in common areas in Huber Heights	8.8%	47.7%	25.7%	13.7%	4.2%
Q14-10. Adequacy of street lighting in your neighborhood	10.2%	51.0%	20.2%	13.2%	5.4%

**Q14. Public Works Services. Please rate your level of satisfaction with Public Works. (without "don't know")**

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q14-11. Mowing/tree trimming along streets & other public areas	9.8%	53.1%	26.0%	8.1%	2.9%
Q14-12. Cleanliness of streets & other public areas	9.4%	56.3%	23.9%	8.7%	1.7%
Q14-13. Management of traffic flow	3.5%	25.5%	22.6%	31.4%	17.0%
Q14-14. Attractiveness of streets & public areas	7.8%	45.4%	34.2%	9.7%	2.9%

**Q15. 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?**

Q15. Top choice	Number	Percent
Condition of major streets/roadways in Huber Heights	81	18.8 %
Condition of streets in your neighborhood	16	3.7 %
Condition of sidewalks in your neighborhood	12	2.8 %
Condition of street drainage/stormwater drainage	8	1.9 %
Condition of pavement marking on streets	10	2.3 %
Accessibility of streets, sidewalks, & City buildings for people with disabilities	13	3.0 %
Bicycle infrastructure (shared use paths, bike lanes/signs/ share lane markings)	27	6.3 %
Adequacy of lighting in common areas in Huber Heights	16	3.7 %
Adequacy of street lighting in your neighborhood	14	3.3 %
Mowing/tree trimming along streets & other public areas	9	2.1 %
Cleanliness of streets & other public areas	9	2.1 %
Management of traffic flow	130	30.2 %
Attractiveness of streets & public areas	13	3.0 %
None chosen	72	16.7 %
Total	430	100.0 %

**Q15. 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?**

Q15. 2nd choice	Number	Percent
Condition of major streets/roadways in Huber Heights	30	7.0 %
Condition of streets in your neighborhood	37	8.6 %
Condition of sidewalks in your neighborhood	22	5.1 %
Condition of street drainage/stormwater drainage	14	3.3 %
Condition of street signs & traffic signals	9	2.1 %
Condition of pavement marking on streets	16	3.7 %
Accessibility of streets, sidewalks, & City buildings for people with disabilities	22	5.1 %
Bicycle infrastructure (shared use paths, bike lanes/signs/ share lane markings)	25	5.8 %
Adequacy of lighting in common areas in Huber Heights	30	7.0 %
Adequacy of street lighting in your neighborhood	19	4.4 %
Mowing/tree trimming along streets & other public areas	11	2.6 %
Cleanliness of streets & other public areas	18	4.2 %
Management of traffic flow	45	10.5 %
Attractiveness of streets & public areas	19	4.4 %
None chosen	113	26.3 %
Total	430	100.0 %

**Q15. 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?**

Q15. 3rd choice	Number	Percent
Condition of major streets/roadways in Huber Heights	24	5.6 %
Condition of streets in your neighborhood	15	3.5 %
Condition of sidewalks in your neighborhood	23	5.3 %
Condition of street drainage/stormwater drainage	8	1.9 %
Condition of street signs & traffic signals	13	3.0 %
Condition of pavement marking on streets	9	2.1 %
Accessibility of streets, sidewalks, & City buildings for people with disabilities	20	4.7 %
Bicycle infrastructure (shared use paths, bike lanes/signs/ share lane markings)	24	5.6 %
Adequacy of lighting in common areas in Huber Heights	19	4.4 %
Adequacy of street lighting in your neighborhood	23	5.3 %
Mowing/tree trimming along streets & other public areas	18	4.2 %
Cleanliness of streets & other public areas	21	4.9 %
Management of traffic flow	34	7.9 %
Attractiveness of streets & public areas	24	5.6 %
None chosen	155	36.0 %
Total	430	100.0 %

**(SUM OF TOP 3 RESPONSES)**

**Q15. 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? (top 3)**

Q15. Top choice	Number	Percent
Condition of major streets/roadways in Huber Heights	135	31.4 %
Condition of streets in your neighborhood	68	15.8 %
Condition of sidewalks in your neighborhood	57	13.3 %
Condition of street drainage/stormwater drainage	30	7.0 %
Condition of street signs & traffic signals	22	5.1 %
Condition of pavement marking on streets	35	8.1 %
Accessibility of streets, sidewalks, & City buildings for people with disabilities	55	12.8 %
Bicycle infrastructure (shared use paths, bike lanes/signs/share lane markings)	76	17.7 %
Adequacy of lighting in common areas in Huber Heights	65	15.1 %
Adequacy of street lighting in your neighborhood	56	13.0 %
Mowing/tree trimming along streets & other public areas	38	8.8 %
Cleanliness of streets & other public areas	48	11.2 %
Management of traffic flow	209	48.6 %
Attractiveness of streets & public areas	56	13.0 %
None chosen	72	16.7 %
Total	1022	

**Q16. Public Information Services. Please rate your satisfaction with each of the following items.**

(N=430)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q16-1. Availability of information on City services & activities	7.0%	37.7%	30.7%	10.5%	2.3%	11.9%
Q16-2. Timeliness of information provided by City government	6.7%	33.7%	30.2%	11.6%	3.0%	14.7%
Q16-3. City's efforts to keep you informed about local issues	6.3%	33.3%	25.6%	17.4%	4.7%	12.8%
Q16-4. Quality of City website	5.6%	34.9%	29.5%	6.7%	2.6%	20.7%
Q16-5. Level of public involvement in local decisions	2.8%	20.0%	29.5%	19.3%	5.6%	22.8%
Q16-6. Quality of City's social media (e.g., Facebook, Twitter/X, Instagram, YouTube)	5.1%	29.8%	27.7%	6.0%	1.9%	29.5%

**(WITHOUT "DON'T KNOW")****Q16. Public Information Services. Please rate your satisfaction with each of the following items. (without "don't know")**

(N=430)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q16-1. Availability of information on City services & activities	7.9%	42.7%	34.8%	11.9%	2.6%
Q16-2. Timeliness of information provided by City government	7.9%	39.5%	35.4%	13.6%	3.5%
Q16-3. City's efforts to keep you informed about local issues	7.2%	38.1%	29.3%	20.0%	5.3%
Q16-4. Quality of City website	7.0%	44.0%	37.2%	8.5%	3.2%
Q16-5. Level of public involvement in local decisions	3.6%	25.9%	38.3%	25.0%	7.2%
Q16-6. Quality of City's social media (e.g., Facebook, Twitter/X, Instagram, YouTube)	7.3%	42.2%	39.3%	8.6%	2.6%

**Q17. From which of the following sources do you currently get information about the City of Huber Heights?**

Q17. From which sources do you currently get information about City of Huber Heights	Number	Percent
Local newspapers	87	20.2 %
Local radio	75	17.4 %
City website (hhoh.org)	200	46.5 %
City Facebook	245	57.0 %
City X (Twitter)	6	1.4 %
City meeting portal	5	1.2 %
Word of mouth/friends	194	45.1 %
City Instagram	13	3.0 %
City YouTube channel	6	1.4 %
City eNewsletter	41	9.5 %
City brochures, flyers	50	11.6 %
HOA	16	3.7 %
Direct mail from City	122	28.4 %
City calendar	19	4.4 %
City LinkedIn account	1	0.2 %
Water bill inserts	150	34.9 %
City staff (by phone, email, in-person)	26	6.0 %
Other	30	7.0 %
Total	1286	

**Q18. From the list in Question 17, please rank your preferred method to receive information from the City of Huber Heights.**

Q18. Top choice	Number	Percent
Local newspapers	25	5.8 %
Local radio	9	2.1 %
City website (hhoh.org)	64	14.9 %
City Facebook	113	26.3 %
City X (Twitter)	2	0.5 %
City meeting portal	2	0.5 %
Word of mouth/friends	8	1.9 %
City Instagram	6	1.4 %
City YouTube channel	1	0.2 %
City eNewsletter	33	7.7 %
City brochures, flyers	14	3.3 %
HOA	1	0.2 %
Direct mail from City	74	17.2 %
City calendar	3	0.7 %
Water bill inserts	17	4.0 %
City staff (by phone, email, in-person)	8	1.9 %
None chosen	50	11.6 %
Total	430	100.0 %

**Q18. From the list in Question 17, please rank your preferred method to receive information from the City of Huber Heights.**

Q18. 2nd choice	Number	Percent
Local newspapers	13	3.0 %
Local radio	14	3.3 %
City website (hhoh.org)	56	13.0 %
City Facebook	56	13.0 %
City X (Twitter)	3	0.7 %
City meeting portal	4	0.9 %
Word of mouth/friends	16	3.7 %
City Instagram	5	1.2 %
City YouTube channel	5	1.2 %
City eNewsletter	39	9.1 %
City brochures, flyers	21	4.9 %
HOA	2	0.5 %
Direct mail from City	56	13.0 %
City calendar	9	2.1 %
City LinkedIn account	3	0.7 %
Water bill inserts	31	7.2 %
City staff (by phone, email, in-person)	2	0.5 %
None chosen	95	22.1 %
Total	430	100.0 %

**Q18. From the list in Question 17, please rank your preferred method to receive information from the City of Huber Heights.**

Q18. 3rd choice	Number	Percent
Local newspapers	16	3.7 %
Local radio	13	3.0 %
City website (hhoh.org)	37	8.6 %
City Facebook	27	6.3 %
City X (Twitter)	4	0.9 %
City meeting portal	6	1.4 %
Word of mouth/friends	22	5.1 %
City Instagram	9	2.1 %
City YouTube channel	4	0.9 %
City eNewsletter	18	4.2 %
City brochures, flyers	21	4.9 %
HOA	3	0.7 %
Direct mail from City	50	11.6 %
City calendar	15	3.5 %
City LinkedIn account	1	0.2 %
Water bill inserts	28	6.5 %
City staff (by phone, email, in-person)	16	3.7 %
None chosen	140	32.6 %
Total	430	100.0 %

**Q18. From the list in Question 17, please rank your preferred method to receive information from the City of Huber Heights.**

Q18. 4th choice	Number	Percent
Local newspapers	19	4.4 %
Local radio	11	2.6 %
City website (hhoh.org)	27	6.3 %
City Facebook	18	4.2 %
City X (Twitter)	3	0.7 %
City meeting portal	2	0.5 %
Word of mouth/friends	17	4.0 %
City Instagram	6	1.4 %
City YouTube channel	5	1.2 %
City eNewsletter	21	4.9 %
City brochures, flyers	26	6.0 %
HOA	1	0.2 %
Direct mail from City	19	4.4 %
City calendar	13	3.0 %
Water bill inserts	28	6.5 %
City staff (by phone, email, in-person)	9	2.1 %
None chosen	205	47.7 %
Total	430	100.0 %



**Q18. From the list in Question 17, please rank your preferred method to receive information from the City of Huber Heights.**

Q18. 5th choice	Number	Percent
Local newspapers	13	3.0 %
Local radio	5	1.2 %
City website (hhoh.org)	11	2.6 %
City Facebook	12	2.8 %
City meeting portal	6	1.4 %
Word of mouth/friends	10	2.3 %
City Instagram	3	0.7 %
City YouTube channel	5	1.2 %
City eNewsletter	14	3.3 %
City brochures, flyers	12	2.8 %
Direct mail from City	11	2.6 %
City calendar	11	2.6 %
City LinkedIn account	1	0.2 %
Water bill inserts	14	3.3 %
City staff (by phone, email, in-person)	13	3.0 %
None chosen	289	67.2 %
Total	430	100.0 %

**(SUM OF TOP 5 RESPONSES)**

**Q18. From the list in Question 17, please rank your preferred method to receive information from the City of Huber Heights. (top 5)**

Q18. Top choice	Number	Percent
Local newspapers	86	20.0 %
Local radio	52	12.1 %
City website (hhoh.org)	195	45.3 %
City Facebook	226	52.6 %
City X (Twitter)	12	2.8 %
City meeting portal	20	4.7 %
Word of mouth/friends	73	17.0 %
City Instagram	29	6.7 %
City YouTube channel	20	4.7 %
City eNewsletter	125	29.1 %
City brochures, flyers	94	21.9 %
HOA	7	1.6 %
Direct mail from City	210	48.8 %
City calendar	51	11.9 %
City LinkedIn account	5	1.2 %
Water bill inserts	118	27.4 %
City staff (by phone, email, in-person)	48	11.2 %
None chosen	50	11.6 %
Total	1421	

**Q19. 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.**

(N=430)

	Very important	Somewhat important	Not important	Not provided
Q19-1. Comfortable feel (not too big, not too small)	51.6%	38.4%	6.3%	3.7%
Q19-2. Quality of public schools	61.4%	20.5%	13.3%	4.9%
Q19-3. Proximity to employment opportunities	40.0%	35.8%	18.8%	5.3%
Q19-4. Types of housing	62.8%	30.7%	3.0%	3.5%
Q19-5. Affordability of housing	74.0%	19.5%	4.0%	2.6%
Q19-6. Access to quality shopping	57.2%	35.3%	4.7%	2.8%
Q19-7. Availability of parks & recreation opportunities	52.1%	37.9%	6.5%	3.5%
Q19-8. Near family or friends	41.2%	36.3%	18.4%	4.2%
Q19-9. Safety & security	86.0%	10.9%	1.2%	1.9%
Q19-10. Availability of transportation options	24.9%	37.9%	32.8%	4.4%
Q19-11. Availability of cultural activities & the arts	24.7%	44.2%	25.8%	5.3%
Q19-12. Access to restaurants & entertainment	52.6%	39.3%	5.6%	2.6%
Q19-13. Availability of retail shopping choices	51.6%	40.7%	4.7%	3.0%

**(WITHOUT "NOT PROVIDED")****Q19. 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. (without "not provided")**

(N=430)

	Very important	Somewhat important	Not important
Q19-1. Comfortable feel (not too big, not too small)	53.6%	39.9%	6.5%
Q19-2. Quality of public schools	64.5%	21.5%	13.9%
Q19-3. Proximity to employment opportunities	42.3%	37.8%	19.9%
Q19-4. Types of housing	65.1%	31.8%	3.1%
Q19-5. Affordability of housing	75.9%	20.0%	4.1%
Q19-6. Access to quality shopping	58.9%	36.4%	4.8%
Q19-7. Availability of parks & recreation opportunities	54.0%	39.3%	6.7%
Q19-8. Near family or friends	43.0%	37.9%	19.2%
Q19-9. Safety & security	87.7%	11.1%	1.2%
Q19-10. Availability of transportation options	26.0%	39.7%	34.3%
Q19-11. Availability of cultural activities & the arts	26.0%	46.7%	27.3%
Q19-12. Access to restaurants & entertainment	53.9%	40.3%	5.7%
Q19-13. Availability of retail shopping choices	53.2%	42.0%	4.8%

**Q21. Approximately how many years have you lived in Huber Heights?**

Q21. How many years have you lived in Huber Heights

	Number	Percent
0-5	62	14.4 %
6-10	50	11.6 %
11-15	37	8.6 %
16-20	39	9.1 %
21-30	89	20.7 %
31+	143	33.3 %
Not provided	10	2.3 %
Total	430	100.0 %

**(WITHOUT "NOT PROVIDED")****Q21. Approximately how many years have you lived in Huber Heights? (without "not provided")**

Q21. How many years have you lived in Huber Heights

	Number	Percent
0-5	62	14.8 %
6-10	50	11.9 %
11-15	37	8.8 %
16-20	39	9.3 %
21-30	89	21.2 %
31+	143	34.0 %
Total	420	100.0 %

**Q22. Do you work in Huber Heights?**

Q22. Do you work in Huber Heights

	Number	Percent
Yes	75	17.4 %
No	343	79.8 %
Not provided	12	2.8 %
Total	430	100.0 %

**(WITHOUT "NOT PROVIDED")****Q22. Do you work in Huber Heights? (without "not provided")**

Q22. Do you work in Huber Heights

	Number	Percent
Yes	75	17.9 %
No	343	82.1 %
Total	418	100.0 %

**Q23. Do you own a business in Huber Heights?**

Q23. Do you own a business in Huber Heights

	Number	Percent
Yes	14	3.3 %
No	406	94.4 %
Not provided	10	2.3 %
Total	430	100.0 %

**(WITHOUT "NOT PROVIDED")****Q23. Do you own a business in Huber Heights? (without "not provided")**

Q23. Do you own a business in Huber Heights	Number	Percent
Yes	14	3.3 %
No	406	96.7 %
Total	420	100.0 %

**Q24. Including yourself, how many people in your household are...**

	Mean	Sum
number	2.6	1069
Under age 5	0.1	47
Ages 5-9	0.1	43
Ages 10-14	0.1	56
Ages 15-19	0.2	76
Ages 20-24	0.2	79
Ages 25-34	0.4	149
Ages 35-44	0.4	157
Ages 45-54	0.4	158
Ages 55-64	0.3	142
Ages 65-74	0.2	82
Ages 75+	0.2	80

**Q25. Do you own or rent your current residence?**

Q25. Do you own or rent your current residence	Number	Percent
Own	359	83.5 %
Rent	68	15.8 %
Not provided	3	0.7 %
Total	430	100.0 %

**(WITHOUT "NOT PROVIDED")****Q25. Do you own or rent your current residence? (without "not provided")**

Q25. Do you own or rent your current residence	Number	Percent
Own	359	84.1 %
Rent	68	15.9 %
Total	427	100.0 %

**Q26. Which best describes the building you live in?**

<u>Q26. Which best describes the building you live in</u>	<u>Number</u>	<u>Percent</u>
One family house detached from any other house	399	92.8 %
House attached to one or more houses (e.g., a duplex or townhome)	4	0.9 %
Building with two or more apartments or condos	19	4.4 %
Mobile home	2	0.5 %
Not provided	6	1.4 %
Total	430	100.0 %

**(WITHOUT "NOT PROVIDED")****Q26. Which best describes the building you live in? (without "not provided")**

<u>Q26. Which best describes the building you live in</u>	<u>Number</u>	<u>Percent</u>
One family house detached from any other house	399	94.1 %
House attached to one or more houses (e.g., a duplex or townhome)	4	0.9 %
Building with two or more apartments or condos	19	4.5 %
Mobile home	2	0.5 %
Total	424	100.0 %

**Q27. Which of the following best describes your race/ethnicity?**

<u>Q27. Your race/ethnicity</u>	<u>Number</u>	<u>Percent</u>
Asian or Asian Indian	13	3.0 %
Black or African American	60	14.0 %
American Indian or Alaska Native	2	0.5 %
White or Caucasian	317	73.7 %
Native Hawaiian or other Pacific Islander	2	0.5 %
Hispanic, Spanish, or Latino/a/x	20	4.7 %
Other	8	1.9 %
Total	422	

**Q27-7. Self-describe your race/ethnicity:**

<u>Q27-7. Self-describe your race/ethnicity</u>	<u>Number</u>	<u>Percent</u>
Mixed	2	25.0 %
Asian/Caucasian	1	12.5 %
Welsh English Russian Hungarian Caucasian	1	12.5 %
European American	1	12.5 %
Multiple races	1	12.5 %
Native American	1	12.5 %
Arabic	1	12.5 %
Total	8	100.0 %

**Q28. Would you say your total household income is...**

Q28. Your total household income	Number	Percent
Under \$30K	43	10.0 %
\$30K to \$59,999	69	16.0 %
\$60K to \$99,999	101	23.5 %
\$100K to \$149,999	92	21.4 %
\$150K to \$199,999	38	8.8 %
\$200K+	25	5.8 %
Not provided	62	14.4 %
Total	430	100.0 %

**(WITHOUT "NOT PROVIDED")****Q28. Would you say your total household income is... (without "not provided")**

Q28. Your total household income	Number	Percent
Under \$30K	43	11.7 %
\$30K to \$59,999	69	18.8 %
\$60K to \$99,999	101	27.4 %
\$100K to \$149,999	92	25.0 %
\$150K to \$199,999	38	10.3 %
\$200K+	25	6.8 %
Total	368	100.0 %

**Q29. What is your age?**

Q29. Your age	Number	Percent
18-34	82	19.1 %
35-44	81	18.8 %
45-54	84	19.5 %
55-64	85	19.8 %
65+	78	18.1 %
Not provided	20	4.7 %
Total	430	100.0 %

**(WITHOUT "NOT PROVIDED")****Q29. What is your age? (without "not provided")**

Q29. Your age	Number	Percent
18-34	82	20.0 %
35-44	81	19.8 %
45-54	84	20.5 %
55-64	85	20.7 %
65+	78	19.0 %
Total	410	100.0 %

**Q30. Your gender:**

Q30. Your gender	Number	Percent
Male	209	48.6 %
Female	217	50.5 %
Non-binary	1	0.2 %
Prefer not to answer	3	0.7 %
Total	430	100.0 %

**(WITHOUT "PREFER NOT TO ANSWER")**

**Q30. Your gender: (without "prefer not to answer")**

Q30. Your gender	Number	Percent
Male	209	48.9 %
Female	217	50.8 %
Non-binary	1	0.2 %
Total	427	100.0 %





# Open-Ended Responses

**Ward:**

Ward	Number	Percent
1	77	17.9 %
2	72	16.7 %
3	71	16.5 %
4	65	15.1 %
5	66	15.3 %
6	79	18.4 %
Total	430	100.0 %

**Q1. Perception of Huber Heights. Please rate Huber Heights with regard to each of the following.**

(N=430)

	Excellent	Good	Neutral	Below average	Poor	Don't know
Q1-1. As a place to live	15.6%	55.6%	22.6%	5.8%	0.2%	0.2%
Q1-2. As a place to raise children	8.4%	43.5%	21.4%	14.0%	3.5%	9.3%
Q1-3. As a place to work	5.3%	28.8%	28.6%	9.3%	2.3%	25.6%
Q1-4. As a place to retire	11.2%	35.1%	25.3%	13.0%	5.8%	9.5%
Q1-5. As a place to visit	7.9%	37.0%	33.5%	13.7%	4.9%	3.0%
Q1-6. As a place to open a business	9.3%	30.9%	26.5%	5.8%	3.3%	24.2%
Q1-7. As a City moving in the right direction	13.3%	37.0%	25.8%	15.6%	5.8%	2.6%
Q1-8. As a place you are proud to call home	17.7%	41.2%	24.4%	12.1%	3.7%	0.9%

**(WITHOUT "DON'T KNOW")****Q1. Perception of Huber Heights. Please rate Huber Heights with regard to each of the following.  
(without "don't know")**

(N=430)

	Excellent	Good	Neutral	Below average	Poor
Q1-1. As a place to live	15.6%	55.7%	22.6%	5.8%	0.2%
Q1-2. As a place to raise children	9.2%	47.9%	23.6%	15.4%	3.8%
Q1-3. As a place to work	7.2%	38.8%	38.4%	12.5%	3.1%
Q1-4. As a place to retire	12.3%	38.8%	28.0%	14.4%	6.4%
Q1-5. As a place to visit	8.2%	38.1%	34.5%	14.1%	5.0%
Q1-6. As a place to open a business	12.3%	40.8%	35.0%	7.7%	4.3%
Q1-7. As a City moving in the right direction	13.6%	37.9%	26.5%	16.0%	6.0%
Q1-8. As a place you are proud to call home	17.8%	41.5%	24.6%	12.2%	3.8%

**Q2. Please rate each of the following major categories of services provided by the City of Huber Heights.**

(N=430)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q2-1. Overall maintenance of City streets, sidewalks, & utilities	17.7%	54.9%	16.3%	10.0%	1.2%	0.0%
Q2-2. Enforcement of local codes & ordinances	9.5%	42.1%	20.9%	15.8%	6.0%	5.6%
Q2-3. Overall flow of traffic & congestion management on streets	3.7%	25.3%	20.2%	32.3%	18.1%	0.2%
Q2-4. Overall quality of parks & recreation programs & facilities	17.0%	49.1%	19.5%	8.8%	0.7%	4.9%
Q2-5. Overall quality of customer service you receive from City employees	14.9%	37.9%	24.2%	2.8%	2.1%	18.1%
Q2-6. Overall clarity & effectiveness of communication with the public	12.1%	39.1%	28.1%	11.4%	3.3%	6.0%
Q2-7. Overall quality of information presented by City of Huber Heights	9.1%	41.2%	29.8%	11.9%	2.3%	5.8%
Q2-8. Overall how well decision-makers listen to community input	4.9%	20.2%	32.6%	15.3%	10.2%	16.7%
Q2-9. Response time on updates after requesting a City service	7.2%	29.3%	28.4%	5.1%	0.9%	29.1%
Q2-10. City services meeting your needs	10.5%	42.3%	32.1%	5.1%	1.2%	8.8%

**(WITHOUT "DON'T KNOW")****Q2. Please rate each of the following major categories of services provided by the City of Huber Heights.  
(without "don't know")**

(N=430)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q2-1. Overall maintenance of City streets, sidewalks, & utilities	17.7%	54.9%	16.3%	10.0%	1.2%
Q2-2. Enforcement of local codes & ordinances	10.1%	44.6%	22.2%	16.7%	6.4%
Q2-3. Overall flow of traffic & congestion management on streets	3.7%	25.4%	20.3%	32.4%	18.2%
Q2-4. Overall quality of parks & recreation programs & facilities	17.8%	51.6%	20.5%	9.3%	0.7%
Q2-5. Overall quality of customer service you receive from City employees	18.2%	46.3%	29.5%	3.4%	2.6%
Q2-6. Overall clarity & effectiveness of communication with the public	12.9%	41.6%	30.0%	12.1%	3.5%
Q2-7. Overall quality of information presented by City of Huber Heights	9.6%	43.7%	31.6%	12.6%	2.5%
Q2-8. Overall how well decision-makers listen to community input	5.9%	24.3%	39.1%	18.4%	12.3%
Q2-9. Response time on updates after requesting a City service	10.2%	41.3%	40.0%	7.2%	1.3%
Q2-10. City services meeting your needs	11.5%	46.4%	35.2%	5.6%	1.3%

**Q3. 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?**

Q3. Top choice	Number	Percent
Overall maintenance of City streets, sidewalks, & utilities	61	14.2 %
Enforcement of local codes & ordinances	50	11.6 %
Overall flow of traffic & congestion management on streets	192	44.7 %
Overall quality of parks & recreation programs & facilities	28	6.5 %
Overall quality of customer service you receive from City employees	4	0.9 %
Overall clarity & effectiveness of communication with the public	11	2.6 %
Overall quality of information presented by City of Huber Heights	5	1.2 %
Overall how well decision-makers listen to community input	25	5.8 %
Response time on updates after requesting a City service	1	0.2 %
City services meeting your needs	4	0.9 %
None chosen	49	11.4 %
Total	430	100.0 %

**Q3. 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?**

Q3. 2nd choice	Number	Percent
Overall maintenance of City streets, sidewalks, & utilities	75	17.4 %
Enforcement of local codes & ordinances	51	11.9 %
Overall flow of traffic & congestion management on streets	85	19.8 %
Overall quality of parks & recreation programs & facilities	40	9.3 %
Overall quality of customer service you receive from City employees	8	1.9 %
Overall clarity & effectiveness of communication with the public	28	6.5 %
Overall quality of information presented by City of Huber Heights	11	2.6 %
Overall how well decision-makers listen to community input	48	11.2 %
Response time on updates after requesting a City service	5	1.2 %
City services meeting your needs	11	2.6 %
None chosen	68	15.8 %
Total	430	100.0 %

**Q3. 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?**

Q3. 3rd choice	Number	Percent
Overall maintenance of City streets, sidewalks, & utilities	58	13.5 %
Enforcement of local codes & ordinances	44	10.2 %
Overall flow of traffic & congestion management on streets	37	8.6 %
Overall quality of parks & recreation programs & facilities	50	11.6 %
Overall quality of customer service you receive from City employees	10	2.3 %
Overall clarity & effectiveness of communication with the public	44	10.2 %
Overall quality of information presented by City of Huber Heights	19	4.4 %
Overall how well decision-makers listen to community input	42	9.8 %
Response time on updates after requesting a City service	6	1.4 %
City services meeting your needs	12	2.8 %
None chosen	108	25.1 %
Total	430	100.0 %

**Q3. 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?**

Q3. 4th choice	Number	Percent
Overall maintenance of City streets, sidewalks, & utilities	35	8.1 %
Enforcement of local codes & ordinances	26	6.0 %
Overall flow of traffic & congestion management on streets	16	3.7 %
Overall quality of parks & recreation programs & facilities	32	7.4 %
Overall quality of customer service you receive from City employees	18	4.2 %
Overall clarity & effectiveness of communication with the public	50	11.6 %
Overall quality of information presented by City of Huber Heights	26	6.0 %
Overall how well decision-makers listen to community input	47	10.9 %
Response time on updates after requesting a City service	13	3.0 %
City services meeting your needs	19	4.4 %
None chosen	148	34.4 %
Total	430	100.0 %

**(SUM OF TOP 4 RESPONSES)****Q3. 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? (top 4)**

Q3. Top choice	Number	Percent
Overall maintenance of City streets, sidewalks, & utilities	229	53.3 %
Enforcement of local codes & ordinances	171	39.8 %
Overall flow of traffic & congestion management on streets	330	76.7 %
Overall quality of parks & recreation programs & facilities	150	34.9 %
Overall quality of customer service you receive from City employees	40	9.3 %
Overall clarity & effectiveness of communication with the public	133	30.9 %
Overall quality of information presented by City of Huber Heights	61	14.2 %
Overall how well decision-makers listen to community input	162	37.7 %
Response time on updates after requesting a City service	25	5.8 %
City services meeting your needs	46	10.7 %
None chosen	49	11.4 %
Total	1396	

**Q4. Please rate each of the following items that may influence your perception of Huber Heights.**

(N=430)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q4-1. Overall value that you receive for your City tax dollars & fees	6.5%	35.3%	33.3%	17.0%	4.7%	3.3%
Q4-2. Reputation of City of Huber Heights	6.0%	31.2%	26.0%	28.4%	5.8%	2.6%
Q4-3. Quality of City of Huber Heights government services	7.7%	41.2%	33.5%	7.4%	1.2%	9.1%
Q4-4. Quality of life in Huber Heights	12.1%	48.1%	27.7%	9.8%	1.2%	1.2%
Q4-5. How well City of Huber Heights is planning for growth	10.2%	30.0%	19.8%	24.0%	12.6%	3.5%
Q4-6. Overall appearance of Huber Heights	9.5%	42.1%	27.7%	15.8%	4.4%	0.5%
Q4-7. Leadership of officials, including Mayor, City Council, & City Manager	10.0%	30.7%	31.2%	12.6%	5.1%	10.5%



**(WITHOUT "DON'T KNOW")****Q4. Please rate each of the following items that may influence your perception of Huber Heights. (without "don't know")**

(N=430)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q4-1. Overall value that you receive for your City tax dollars & fees	6.7%	36.5%	34.4%	17.5%	4.8%
Q4-2. Reputation of City of Huber Heights	6.2%	32.0%	26.7%	29.1%	6.0%
Q4-3. Quality of City of Huber Heights government services	8.4%	45.3%	36.8%	8.2%	1.3%
Q4-4. Quality of life in Huber Heights	12.2%	48.7%	28.0%	9.9%	1.2%
Q4-5. How well City of Huber Heights is planning for growth	10.6%	31.1%	20.5%	24.8%	13.0%
Q4-6. Overall appearance of Huber Heights	9.6%	42.3%	27.8%	15.9%	4.4%
Q4-7. Leadership of officials, including Mayor, City Council, & City Manager	11.2%	34.3%	34.8%	14.0%	5.7%

**Q5. Economic Development. Please rate your level of satisfaction with the following aspects of economic development in Huber Heights.**

(N=430)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q5-1. City's efforts to attract diverse & innovative businesses that contribute to residents' quality of life	11.6%	33.3%	28.1%	16.0%	7.2%	3.7%
Q5-2. Overall quality of planning & zoning services (e.g., comprehensive plan, neighborhood/small area plans, zoning)	7.9%	23.3%	28.4%	22.8%	9.5%	8.1%
Q5-3. City's efforts to promote & assist small-owned businesses	4.9%	21.2%	31.6%	11.4%	3.5%	27.4%
Q5-4. Overall quality of development review, permitting, & inspection services	4.7%	21.6%	33.5%	8.4%	4.7%	27.2%

**(WITHOUT "DON'T KNOW")****Q5. Economic Development. Please rate your level of satisfaction with the following aspects of economic development in Huber Heights. (without "don't know")**

(N=430)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q5-1. City's efforts to attract diverse & innovative businesses that contribute to residents' quality of life	12.1%	34.5%	29.2%	16.7%	7.5%
Q5-2. Overall quality of planning & zoning services (e.g., comprehensive plan, neighborhood/small area plans, zoning)	8.6%	25.3%	30.9%	24.8%	10.4%
Q5-3. City's efforts to promote & assist small-owned businesses	6.7%	29.2%	43.6%	15.7%	4.8%
Q5-4. Overall quality of development review, permitting, & inspection services	6.4%	29.7%	46.0%	11.5%	6.4%

**Q6(1-9). Police Department Services: Please rate your level of satisfaction with public safety in Huber Heights.**

(N=430)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q6-1. Overall quality of City police protection	24.2%	49.8%	14.0%	7.9%	1.9%	2.3%
Q6-2. Visibility of police in neighborhoods & schools	21.2%	43.3%	16.3%	11.9%	3.3%	4.2%
Q6-3. Visibility of police in commercial & retail areas	15.3%	41.6%	23.5%	10.5%	2.8%	6.3%
Q6-4. How quickly police respond to emergencies	24.0%	35.6%	14.4%	2.3%	0.5%	23.3%
Q6-5. Efforts by City government to prevent crime	10.0%	30.7%	27.9%	12.1%	3.3%	16.0%
Q6-6. Enforcement of City traffic laws	10.5%	34.4%	24.7%	13.7%	10.7%	6.0%
Q6-7. Police safety awareness education programs	9.3%	27.4%	22.8%	4.2%	0.7%	35.6%
Q6-8. 9-1-1 service provided by operators	24.0%	31.4%	12.3%	0.7%	0.2%	31.4%
Q6-9. Being a positive influence in the community	19.8%	44.4%	21.9%	1.2%	1.6%	11.2%

**(WITHOUT "DON'T KNOW")****Q6(1-9). Police Department Services: Please rate your level of satisfaction with public safety in Huber Heights. (without "don't know")**

(N=430)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q6-1. Overall quality of City police protection	24.8%	51.0%	14.3%	8.1%	1.9%
Q6-2. Visibility of police in neighborhoods & schools	22.1%	45.1%	17.0%	12.4%	3.4%
Q6-3. Visibility of police in commercial & retail areas	16.4%	44.4%	25.1%	11.2%	3.0%
Q6-4. How quickly police respond to emergencies	31.2%	46.4%	18.8%	3.0%	0.6%
Q6-5. Efforts by City government to prevent crime	11.9%	36.6%	33.2%	14.4%	3.9%
Q6-6. Enforcement of City traffic laws	11.1%	36.6%	26.2%	14.6%	11.4%
Q6-7. Police safety awareness education programs	14.4%	42.6%	35.4%	6.5%	1.1%
Q6-8. 9-1-1 service provided by operators	34.9%	45.8%	18.0%	1.0%	0.3%
Q6-9. Being a positive influence in the community	22.3%	50.0%	24.6%	1.3%	1.8%

**Q6(10-14). Fire Department Services: Please rate your level of satisfaction with public safety in Huber Heights.**

(N=430)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q6-10. Overall quality of fire services	33.3%	41.9%	7.9%	0.7%	0.5%	15.8%
Q6-11. How quickly fire services personnel respond	32.8%	34.4%	5.3%	0.2%	0.0%	27.2%
Q6-12. Fire education programs in your community	16.3%	26.7%	17.0%	2.1%	0.0%	37.9%
Q6-13. Fire inspection programs in your community	12.8%	26.7%	15.3%	0.9%	0.5%	43.7%
Q6-14. Overall quality of ambulance/emergency medical services	33.5%	34.9%	7.9%	0.5%	0.2%	23.0%

**(WITHOUT "DON'T KNOW")****Q6(10-14). Fire Department Services: Please rate your level of satisfaction with public safety in Huber Heights. (without "don't know")**

(N=430)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q6-10. Overall quality of fire services	39.5%	49.7%	9.4%	0.8%	0.6%
Q6-11. How quickly fire services personnel respond	45.0%	47.3%	7.3%	0.3%	0.0%
Q6-12. Fire education programs in your community	26.2%	43.1%	27.3%	3.4%	0.0%
Q6-13. Fire inspection programs in your community	22.7%	47.5%	27.3%	1.7%	0.8%
Q6-14. Overall quality of ambulance/emergency medical services	43.5%	45.3%	10.3%	0.6%	0.3%

**Q7. 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?**

Q7. Top choice	Number	Percent
Overall quality of City police protection	65	15.1 %
Visibility of police in neighborhoods & schools	92	21.4 %
Visibility of police in commercial & retail areas	16	3.7 %
How quickly police respond to emergencies	9	2.1 %
Efforts by City government to prevent crime	58	13.5 %
Enforcement of City traffic laws	49	11.4 %
Police safety awareness education programs	12	2.8 %
9-1-1 service provided by operators	5	1.2 %
Being a positive influence in the community	11	2.6 %
Overall quality of fire services	4	0.9 %
How quickly fire services personnel respond	4	0.9 %
Fire education programs in your community	8	1.9 %
Overall quality of ambulance/emergency medical services	5	1.2 %
None chosen	92	21.4 %
Total	430	100.0 %

**Q7. 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?**

Q7. 2nd choice	Number	Percent
Overall quality of City police protection	24	5.6 %
Visibility of police in neighborhoods & schools	55	12.8 %
Visibility of police in commercial & retail areas	40	9.3 %
How quickly police respond to emergencies	29	6.7 %
Efforts by City government to prevent crime	57	13.3 %
Enforcement of City traffic laws	44	10.2 %
Police safety awareness education programs	9	2.1 %
9-1-1 service provided by operators	6	1.4 %
Being a positive influence in the community	18	4.2 %
Overall quality of fire services	16	3.7 %
How quickly fire services personnel respond	8	1.9 %
Fire education programs in your community	7	1.6 %
Fire inspection programs in your community	3	0.7 %
Overall quality of ambulance/emergency medical services	8	1.9 %
None chosen	106	24.7 %
Total	430	100.0 %

**Q7. 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?**

Q7. 3rd choice	Number	Percent
Overall quality of City police protection	31	7.2 %
Visibility of police in neighborhoods & schools	35	8.1 %
Visibility of police in commercial & retail areas	28	6.5 %
How quickly police respond to emergencies	26	6.0 %
Efforts by City government to prevent crime	36	8.4 %
Enforcement of City traffic laws	35	8.1 %
Police safety awareness education programs	14	3.3 %
9-1-1 service provided by operators	10	2.3 %
Being a positive influence in the community	28	6.5 %
Overall quality of fire services	5	1.2 %
How quickly fire services personnel respond	11	2.6 %
Fire education programs in your community	6	1.4 %
Fire inspection programs in your community	8	1.9 %
Overall quality of ambulance/emergency medical services	13	3.0 %
None chosen	144	33.5 %
Total	430	100.0 %

**Q7. 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? (top 3)**

Q7. Top choice	Number	Percent
Overall quality of City police protection	120	27.9 %
Visibility of police in neighborhoods & schools	182	42.3 %
Visibility of police in commercial & retail areas	84	19.5 %
How quickly police respond to emergencies	64	14.9 %
Efforts by City government to prevent crime	151	35.1 %
Enforcement of City traffic laws	128	29.8 %
Police safety awareness education programs	35	8.1 %
9-1-1 service provided by operators	21	4.9 %
Being a positive influence in the community	57	13.3 %
Overall quality of fire services	25	5.8 %
How quickly fire services personnel respond	23	5.3 %
Fire education programs in your community	21	4.9 %
Fire inspection programs in your community	11	2.6 %
Overall quality of ambulance/emergency medical services	26	6.0 %
None chosen	92	21.4 %
Total	1040	



**Q8. Please rate how safe you feel in the following situations.**

(N=430)

	Very safe	Safe	Neutral	Unsafe	Very unsafe	Don't know
Q8-1. Walking in your neighborhood during the day	45.8%	41.9%	8.4%	1.6%	0.5%	1.9%
Q8-2. Walking in your neighborhood after dark	15.1%	34.0%	24.0%	17.7%	4.2%	5.1%
Q8-3. Walking on City trails/parks/recreational areas	14.2%	45.1%	21.4%	5.8%	3.5%	10.0%
Q8-4. Overall feeling in commercial/retail areas	18.8%	54.2%	20.7%	4.2%	0.5%	1.6%
Q8-5. Traveling by bicycle	5.1%	21.9%	22.1%	10.2%	3.3%	37.4%
Q8-6. Overall feeling of safety in Huber Heights	14.2%	55.3%	21.6%	6.0%	1.9%	0.9%

**(WITHOUT "DON'T KNOW")****Q8. Please rate how safe you feel in the following situations. (without "don't know")**

(N=430)

	Very safe	Safe	Neutral	Unsafe	Very unsafe
Q8-1. Walking in your neighborhood during the day	46.7%	42.7%	8.5%	1.7%	0.5%
Q8-2. Walking in your neighborhood after dark	15.9%	35.8%	25.2%	18.6%	4.4%
Q8-3. Walking on City trails/parks/recreational areas	15.8%	50.1%	23.8%	6.5%	3.9%
Q8-4. Overall feeling in commercial/retail areas	19.1%	55.1%	21.0%	4.3%	0.5%
Q8-5. Traveling by bicycle	8.2%	34.9%	35.3%	16.4%	5.2%
Q8-6. Overall feeling of safety in Huber Heights	14.3%	55.9%	21.8%	6.1%	1.9%

**Q9. 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?**

Q9. Have you visited a City park or recreational facility in last 12 months	Number	Percent
Yes	331	77.0 %
No	99	23.0 %
Total	430	100.0 %

**Q10. Please rate your level of satisfaction with the cultural centers, parks, and recreation in Huber Heights.**

(N=430)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q10-1. Quality of natural areas/open spaces/trails	18.6%	48.6%	16.5%	5.3%	0.9%	10.0%
Q10-2. Maintenance of City parks	15.8%	49.8%	17.7%	5.6%	0.7%	10.5%
Q10-3. Quality of recreation facilities (Kroger Aquatic Center, Senior Center, etc.)	14.0%	38.1%	19.1%	2.8%	0.5%	25.6%
Q10-4. Availability of information about cultural, outdoor, & recreational programs/facilities	8.4%	34.2%	25.3%	13.3%	2.3%	16.5%
Q10-5. Variety of cultural, outdoor, & recreational programs for families	7.4%	34.0%	26.5%	10.0%	1.9%	20.2%
Q10-6. Variety of cultural, outdoor, & recreational programs for adults	7.7%	30.0%	27.7%	11.6%	2.6%	20.5%
Q10-7. Ease of registering for programs or renting facilities	7.7%	20.2%	24.0%	3.7%	1.6%	42.8%

**(WITHOUT "DON'T KNOW")****Q10. Please rate your level of satisfaction with the cultural centers, parks, and recreation in Huber Heights. (without "don't know")**

(N=430)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q10-1. Quality of natural areas/open spaces/trails	20.7%	54.0%	18.3%	5.9%	1.0%
Q10-2. Maintenance of City parks	17.7%	55.6%	19.7%	6.2%	0.8%
Q10-3. Quality of recreation facilities (Kroger Aquatic Center, Senior Center, etc.)	18.8%	51.3%	25.6%	3.8%	0.6%
Q10-4. Availability of information about cultural, outdoor, & recreational programs/facilities	10.0%	40.9%	30.4%	15.9%	2.8%
Q10-5. Variety of cultural, outdoor, & recreational programs for families	9.3%	42.6%	33.2%	12.5%	2.3%
Q10-6. Variety of cultural, outdoor, & recreational programs for adults	9.6%	37.7%	34.8%	14.6%	3.2%
Q10-7. Ease of registering for programs or renting facilities	13.4%	35.4%	41.9%	6.5%	2.8%

**Q11. Code Enforcement. Please rate each item regarding code enforcement in Huber Heights.**

(N=430)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q11-1. Enforcing cleanup of junk & debris on private property in your community	4.0%	29.3%	22.6%	23.7%	11.4%	9.1%
Q11-2. Enforcing mowing & cutting of weeds & grass on private property	9.1%	43.7%	20.9%	14.2%	7.0%	5.1%
Q11-3. Enforcing exterior maintenance of residential property	6.3%	30.5%	25.3%	20.7%	8.1%	9.1%
Q11-4. Enforcing exterior maintenance of commercial/business property	4.7%	36.5%	27.7%	14.7%	3.7%	12.8%
Q11-5. Enforcing sign regulations	6.0%	25.3%	30.7%	8.8%	2.8%	26.3%
Q11-6. Enforcement of yard parking regulations in your neighborhood	4.4%	27.2%	25.3%	17.9%	7.4%	17.7%
Q11-7. City efforts to remove abandoned or inoperative vehicles	5.6%	17.4%	24.9%	18.8%	9.5%	23.7%
Q11-8. Cleanliness in your neighborhood	11.4%	49.1%	24.2%	8.8%	5.1%	1.4%
Q11-9. Enforcement of weedy lots, abandoned vehicles, & graffiti	5.3%	30.0%	27.7%	13.7%	8.1%	15.1%
Q11-10. Enforcement of loud music	4.0%	25.8%	28.1%	11.2%	7.0%	24.0%

**(WITHOUT "DON'T KNOW")****Q11. Code Enforcement. Please rate each item regarding code enforcement in Huber Heights. (without "don't know")**

(N=430)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q11-1. Enforcing cleanup of junk & debris on private property in your community	4.3%	32.2%	24.8%	26.1%	12.5%
Q11-2. Enforcing mowing & cutting of weeds & grass on private property	9.6%	46.1%	22.1%	15.0%	7.4%
Q11-3. Enforcing exterior maintenance of residential property	6.9%	33.5%	27.9%	22.8%	9.0%
Q11-4. Enforcing exterior maintenance of commercial/business property	5.3%	41.9%	31.7%	16.8%	4.3%
Q11-5. Enforcing sign regulations	8.2%	34.4%	41.6%	12.0%	3.8%
Q11-6. Enforcement of yard parking regulations in your neighborhood	5.4%	33.1%	30.8%	21.8%	9.0%
Q11-7. City efforts to remove abandoned or inoperative vehicles	7.3%	22.9%	32.6%	24.7%	12.5%
Q11-8. Cleanliness in your neighborhood	11.6%	49.8%	24.5%	9.0%	5.2%
Q11-9. Enforcement of weedy lots, abandoned vehicles, & graffiti	6.3%	35.3%	32.6%	16.2%	9.6%
Q11-10. Enforcement of loud music	5.2%	33.9%	37.0%	14.7%	9.2%

**Q12. 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?**

Q12. Top choice	Number	Percent
Enforcing cleanup of junk & debris on private property in your community	118	27.4 %
Enforcing mowing & cutting of weeds & grass on private property	38	8.8 %
Enforcing exterior maintenance of residential property	44	10.2 %
Enforcing exterior maintenance of commercial/business property	27	6.3 %
Enforcing sign regulations	8	1.9 %
Enforcement of yard parking regulations in your neighborhood	16	3.7 %
City efforts to remove abandoned or inoperative vehicles	25	5.8 %
Cleanliness in your neighborhood	20	4.7 %
Enforcement of weedy lots, abandoned vehicles, & graffiti	17	4.0 %
Enforcement of loud music	25	5.8 %
None chosen	92	21.4 %
Total	430	100.0 %

**Q12. 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?**

Q12. 2nd choice	Number	Percent
Enforcing cleanup of junk & debris on private property in your community	59	13.7 %
Enforcing mowing & cutting of weeds & grass on private property	49	11.4 %
Enforcing exterior maintenance of residential property	47	10.9 %
Enforcing exterior maintenance of commercial/business property	31	7.2 %
Enforcing sign regulations	13	3.0 %
Enforcement of yard parking regulations in your neighborhood	25	5.8 %
City efforts to remove abandoned or inoperative vehicles	31	7.2 %
Cleanliness in your neighborhood	20	4.7 %
Enforcement of weedy lots, abandoned vehicles, & graffiti	29	6.7 %
Enforcement of loud music	16	3.7 %
None chosen	110	25.6 %
Total	430	100.0 %

**Q12. 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?**

Q12. 3rd choice	Number	Percent
Enforcing cleanup of junk & debris on private property in your community	31	7.2 %
Enforcing mowing & cutting of weeds & grass on private property	33	7.7 %
Enforcing exterior maintenance of residential property	51	11.9 %
Enforcing exterior maintenance of commercial/business property	30	7.0 %
Enforcing sign regulations	10	2.3 %
Enforcement of yard parking regulations in your neighborhood	25	5.8 %
City efforts to remove abandoned or inoperative vehicles	35	8.1 %
Cleanliness in your neighborhood	28	6.5 %
Enforcement of weedy lots, abandoned vehicles, & graffiti	28	6.5 %
Enforcement of loud music	19	4.4 %
None chosen	140	32.6 %
Total	430	100.0 %

**(SUM OF TOP 3 RESPONSES)**

**Q12. 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? (top 3)**

Q12. Top choice	Number	Percent
Enforcing cleanup of junk & debris on private property in your community	208	48.4 %
Enforcing mowing & cutting of weeds & grass on private property	120	27.9 %
Enforcing exterior maintenance of residential property	142	33.0 %
Enforcing exterior maintenance of commercial/business property	88	20.5 %
Enforcing sign regulations	31	7.2 %
Enforcement of yard parking regulations in your neighborhood	66	15.3 %
City efforts to remove abandoned or inoperative vehicles	91	21.2 %
Cleanliness in your neighborhood	68	15.8 %
Enforcement of weedy lots, abandoned vehicles, & graffiti	74	17.2 %
Enforcement of loud music	60	14.0 %
None chosen	92	21.4 %
Total	1040	

**Q13. Water Utilities. Please rate each item regarding water utilities.**

(N=430)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q13-1. Water treatment services	18.6%	44.9%	17.4%	7.9%	3.0%	8.1%
Q13-2. Quality of drinking water	15.1%	38.4%	16.3%	15.8%	6.5%	7.9%
Q13-3. Efficiency in water line repair	9.3%	29.1%	20.7%	4.9%	2.1%	34.0%
Q13-4. Utility billing services	14.4%	45.1%	22.1%	8.6%	2.6%	7.2%

**(WITHOUT "DON'T KNOW")****Q13. Water Utilities. Please rate each item regarding water utilities. (without "don't know")**

(N=430)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q13-1. Water treatment services	20.3%	48.9%	19.0%	8.6%	3.3%
Q13-2. Quality of drinking water	16.4%	41.7%	17.7%	17.2%	7.1%
Q13-3. Efficiency in water line repair	14.1%	44.0%	31.3%	7.4%	3.2%
Q13-4. Utility billing services	15.5%	48.6%	23.8%	9.3%	2.8%



**Q14. Public Works Services. Please rate your level of satisfaction with Public Works.**

(N=430)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q14-1. Condition of major streets/roadways in Huber Heights	12.8%	53.5%	19.1%	10.5%	2.3%	1.9%
Q14-2. Condition of streets in your neighborhood	17.4%	51.2%	17.4%	10.7%	2.3%	0.9%
Q14-3. Condition of sidewalks in your neighborhood	13.7%	48.6%	19.5%	10.9%	2.6%	4.7%
Q14-4. Condition of street drainage/stormwater drainage	14.4%	56.7%	17.4%	3.7%	2.1%	5.6%
Q14-5. Condition of street signs & traffic signals	18.1%	61.9%	13.3%	3.7%	0.9%	2.1%
Q14-6. Condition of pavement marking on streets	13.5%	53.0%	22.8%	5.6%	1.2%	4.0%
Q14-7. Accessibility of streets, sidewalks, & City buildings for people with disabilities	9.1%	39.3%	18.4%	7.4%	2.6%	23.3%
Q14-8. Bicycle infrastructure (shared use paths, bike lanes/ signs/share lane markings)	4.0%	21.4%	22.1%	15.8%	7.0%	29.8%
Q14-9. Adequacy of lighting in common areas in Huber Heights	8.4%	45.3%	24.4%	13.0%	4.0%	4.9%
Q14-10. Adequacy of street lighting in your neighborhood	9.8%	48.6%	19.3%	12.6%	5.1%	4.7%
Q14-11. Mowing/tree trimming along streets & other public areas	9.3%	50.2%	24.7%	7.7%	2.8%	5.3%
Q14-12. Cleanliness of streets & other public areas	9.1%	54.2%	23.0%	8.4%	1.6%	3.7%
Q14-13. Management of traffic flow	3.5%	25.1%	22.3%	30.9%	16.7%	1.4%
Q14-14. Attractiveness of streets & public areas	7.7%	44.4%	33.5%	9.5%	2.8%	2.1%

**(WITHOUT "DON'T KNOW")****Q14. Public Works Services. Please rate your level of satisfaction with Public Works. (without "don't know")**

(N=430)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q14-1. Condition of major streets/roadways in Huber Heights	13.0%	54.5%	19.4%	10.7%	2.4%
Q14-2. Condition of streets in your neighborhood	17.6%	51.6%	17.6%	10.8%	2.3%
Q14-3. Condition of sidewalks in your neighborhood	14.4%	51.0%	20.5%	11.5%	2.7%
Q14-4. Condition of street drainage/stormwater drainage	15.3%	60.1%	18.5%	3.9%	2.2%
Q14-5. Condition of street signs & traffic signals	18.5%	63.2%	13.5%	3.8%	1.0%
Q14-6. Condition of pavement marking on streets	14.0%	55.2%	23.7%	5.8%	1.2%
Q14-7. Accessibility of streets, sidewalks, & City buildings for people with disabilities	11.8%	51.2%	23.9%	9.7%	3.3%
Q14-8. Bicycle infrastructure (shared use paths, bike lanes/signs/ share lane markings)	5.6%	30.5%	31.5%	22.5%	9.9%
Q14-9. Adequacy of lighting in common areas in Huber Heights	8.8%	47.7%	25.7%	13.7%	4.2%
Q14-10. Adequacy of street lighting in your neighborhood	10.2%	51.0%	20.2%	13.2%	5.4%

**Q14. Public Works Services. Please rate your level of satisfaction with Public Works. (without "don't know")**

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q14-11. Mowing/tree trimming along streets & other public areas	9.8%	53.1%	26.0%	8.1%	2.9%
Q14-12. Cleanliness of streets & other public areas	9.4%	56.3%	23.9%	8.7%	1.7%
Q14-13. Management of traffic flow	3.5%	25.5%	22.6%	31.4%	17.0%
Q14-14. Attractiveness of streets & public areas	7.8%	45.4%	34.2%	9.7%	2.9%

**Q15. 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?**

Q15. Top choice	Number	Percent
Condition of major streets/roadways in Huber Heights	81	18.8 %
Condition of streets in your neighborhood	16	3.7 %
Condition of sidewalks in your neighborhood	12	2.8 %
Condition of street drainage/stormwater drainage	8	1.9 %
Condition of pavement marking on streets	10	2.3 %
Accessibility of streets, sidewalks, & City buildings for people with disabilities	13	3.0 %
Bicycle infrastructure (shared use paths, bike lanes/signs/ share lane markings)	27	6.3 %
Adequacy of lighting in common areas in Huber Heights	16	3.7 %
Adequacy of street lighting in your neighborhood	14	3.3 %
Mowing/tree trimming along streets & other public areas	9	2.1 %
Cleanliness of streets & other public areas	9	2.1 %
Management of traffic flow	130	30.2 %
Attractiveness of streets & public areas	13	3.0 %
None chosen	72	16.7 %
Total	430	100.0 %

**Q15. 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?**

Q15. 2nd choice	Number	Percent
Condition of major streets/roadways in Huber Heights	30	7.0 %
Condition of streets in your neighborhood	37	8.6 %
Condition of sidewalks in your neighborhood	22	5.1 %
Condition of street drainage/stormwater drainage	14	3.3 %
Condition of street signs & traffic signals	9	2.1 %
Condition of pavement marking on streets	16	3.7 %
Accessibility of streets, sidewalks, & City buildings for people with disabilities	22	5.1 %
Bicycle infrastructure (shared use paths, bike lanes/signs/ share lane markings)	25	5.8 %
Adequacy of lighting in common areas in Huber Heights	30	7.0 %
Adequacy of street lighting in your neighborhood	19	4.4 %
Mowing/tree trimming along streets & other public areas	11	2.6 %
Cleanliness of streets & other public areas	18	4.2 %
Management of traffic flow	45	10.5 %
Attractiveness of streets & public areas	19	4.4 %
None chosen	113	26.3 %
Total	430	100.0 %

**Q15. 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?**

Q15. 3rd choice	Number	Percent
Condition of major streets/roadways in Huber Heights	24	5.6 %
Condition of streets in your neighborhood	15	3.5 %
Condition of sidewalks in your neighborhood	23	5.3 %
Condition of street drainage/stormwater drainage	8	1.9 %
Condition of street signs & traffic signals	13	3.0 %
Condition of pavement marking on streets	9	2.1 %
Accessibility of streets, sidewalks, & City buildings for people with disabilities	20	4.7 %
Bicycle infrastructure (shared use paths, bike lanes/signs/ share lane markings)	24	5.6 %
Adequacy of lighting in common areas in Huber Heights	19	4.4 %
Adequacy of street lighting in your neighborhood	23	5.3 %
Mowing/tree trimming along streets & other public areas	18	4.2 %
Cleanliness of streets & other public areas	21	4.9 %
Management of traffic flow	34	7.9 %
Attractiveness of streets & public areas	24	5.6 %
None chosen	155	36.0 %
Total	430	100.0 %

**(SUM OF TOP 3 RESPONSES)**

**Q15. 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? (top 3)**

Q15. Top choice	Number	Percent
Condition of major streets/roadways in Huber Heights	135	31.4 %
Condition of streets in your neighborhood	68	15.8 %
Condition of sidewalks in your neighborhood	57	13.3 %
Condition of street drainage/stormwater drainage	30	7.0 %
Condition of street signs & traffic signals	22	5.1 %
Condition of pavement marking on streets	35	8.1 %
Accessibility of streets, sidewalks, & City buildings for people with disabilities	55	12.8 %
Bicycle infrastructure (shared use paths, bike lanes/signs/share lane markings)	76	17.7 %
Adequacy of lighting in common areas in Huber Heights	65	15.1 %
Adequacy of street lighting in your neighborhood	56	13.0 %
Mowing/tree trimming along streets & other public areas	38	8.8 %
Cleanliness of streets & other public areas	48	11.2 %
Management of traffic flow	209	48.6 %
Attractiveness of streets & public areas	56	13.0 %
None chosen	72	16.7 %
Total	1022	

**Q16. Public Information Services. Please rate your satisfaction with each of the following items.**

(N=430)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q16-1. Availability of information on City services & activities	7.0%	37.7%	30.7%	10.5%	2.3%	11.9%
Q16-2. Timeliness of information provided by City government	6.7%	33.7%	30.2%	11.6%	3.0%	14.7%
Q16-3. City's efforts to keep you informed about local issues	6.3%	33.3%	25.6%	17.4%	4.7%	12.8%
Q16-4. Quality of City website	5.6%	34.9%	29.5%	6.7%	2.6%	20.7%
Q16-5. Level of public involvement in local decisions	2.8%	20.0%	29.5%	19.3%	5.6%	22.8%
Q16-6. Quality of City's social media (e.g., Facebook, Twitter/X, Instagram, YouTube)	5.1%	29.8%	27.7%	6.0%	1.9%	29.5%

**(WITHOUT "DON'T KNOW")****Q16. Public Information Services. Please rate your satisfaction with each of the following items. (without "don't know")**

(N=430)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q16-1. Availability of information on City services & activities	7.9%	42.7%	34.8%	11.9%	2.6%
Q16-2. Timeliness of information provided by City government	7.9%	39.5%	35.4%	13.6%	3.5%
Q16-3. City's efforts to keep you informed about local issues	7.2%	38.1%	29.3%	20.0%	5.3%
Q16-4. Quality of City website	7.0%	44.0%	37.2%	8.5%	3.2%
Q16-5. Level of public involvement in local decisions	3.6%	25.9%	38.3%	25.0%	7.2%
Q16-6. Quality of City's social media (e.g., Facebook, Twitter/X, Instagram, YouTube)	7.3%	42.2%	39.3%	8.6%	2.6%

**Q17. From which of the following sources do you currently get information about the City of Huber Heights?**

Q17. From which sources do you currently get information about City of Huber Heights	Number	Percent
Local newspapers	87	20.2 %
Local radio	75	17.4 %
City website (hhoh.org)	200	46.5 %
City Facebook	245	57.0 %
City X (Twitter)	6	1.4 %
City meeting portal	5	1.2 %
Word of mouth/friends	194	45.1 %
City Instagram	13	3.0 %
City YouTube channel	6	1.4 %
City eNewsletter	41	9.5 %
City brochures, flyers	50	11.6 %
HOA	16	3.7 %
Direct mail from City	122	28.4 %
City calendar	19	4.4 %
City LinkedIn account	1	0.2 %
Water bill inserts	150	34.9 %
City staff (by phone, email, in-person)	26	6.0 %
Other	30	7.0 %
Total	1286	

**Q18. From the list in Question 17, please rank your preferred method to receive information from the City of Huber Heights.**

Q18. Top choice	Number	Percent
Local newspapers	25	5.8 %
Local radio	9	2.1 %
City website (hhoh.org)	64	14.9 %
City Facebook	113	26.3 %
City X (Twitter)	2	0.5 %
City meeting portal	2	0.5 %
Word of mouth/friends	8	1.9 %
City Instagram	6	1.4 %
City YouTube channel	1	0.2 %
City eNewsletter	33	7.7 %
City brochures, flyers	14	3.3 %
HOA	1	0.2 %
Direct mail from City	74	17.2 %
City calendar	3	0.7 %
Water bill inserts	17	4.0 %
City staff (by phone, email, in-person)	8	1.9 %
None chosen	50	11.6 %
Total	430	100.0 %

**Q18. From the list in Question 17, please rank your preferred method to receive information from the City of Huber Heights.**

Q18. 2nd choice	Number	Percent
Local newspapers	13	3.0 %
Local radio	14	3.3 %
City website (hhoh.org)	56	13.0 %
City Facebook	56	13.0 %
City X (Twitter)	3	0.7 %
City meeting portal	4	0.9 %
Word of mouth/friends	16	3.7 %
City Instagram	5	1.2 %
City YouTube channel	5	1.2 %
City eNewsletter	39	9.1 %
City brochures, flyers	21	4.9 %
HOA	2	0.5 %
Direct mail from City	56	13.0 %
City calendar	9	2.1 %
City LinkedIn account	3	0.7 %
Water bill inserts	31	7.2 %
City staff (by phone, email, in-person)	2	0.5 %
None chosen	95	22.1 %
Total	430	100.0 %

**Q18. From the list in Question 17, please rank your preferred method to receive information from the City of Huber Heights.**

Q18. 3rd choice	Number	Percent
Local newspapers	16	3.7 %
Local radio	13	3.0 %
City website (hhoh.org)	37	8.6 %
City Facebook	27	6.3 %
City X (Twitter)	4	0.9 %
City meeting portal	6	1.4 %
Word of mouth/friends	22	5.1 %
City Instagram	9	2.1 %
City YouTube channel	4	0.9 %
City eNewsletter	18	4.2 %
City brochures, flyers	21	4.9 %
HOA	3	0.7 %
Direct mail from City	50	11.6 %
City calendar	15	3.5 %
City LinkedIn account	1	0.2 %
Water bill inserts	28	6.5 %
City staff (by phone, email, in-person)	16	3.7 %
None chosen	140	32.6 %
Total	430	100.0 %

**Q18. From the list in Question 17, please rank your preferred method to receive information from the City of Huber Heights.**

Q18. 4th choice	Number	Percent
Local newspapers	19	4.4 %
Local radio	11	2.6 %
City website (hhoh.org)	27	6.3 %
City Facebook	18	4.2 %
City X (Twitter)	3	0.7 %
City meeting portal	2	0.5 %
Word of mouth/friends	17	4.0 %
City Instagram	6	1.4 %
City YouTube channel	5	1.2 %
City eNewsletter	21	4.9 %
City brochures, flyers	26	6.0 %
HOA	1	0.2 %
Direct mail from City	19	4.4 %
City calendar	13	3.0 %
Water bill inserts	28	6.5 %
City staff (by phone, email, in-person)	9	2.1 %
None chosen	205	47.7 %
Total	430	100.0 %



**Q18. From the list in Question 17, please rank your preferred method to receive information from the City of Huber Heights.**

Q18. 5th choice	Number	Percent
Local newspapers	13	3.0 %
Local radio	5	1.2 %
City website (hhoh.org)	11	2.6 %
City Facebook	12	2.8 %
City meeting portal	6	1.4 %
Word of mouth/friends	10	2.3 %
City Instagram	3	0.7 %
City YouTube channel	5	1.2 %
City eNewsletter	14	3.3 %
City brochures, flyers	12	2.8 %
Direct mail from City	11	2.6 %
City calendar	11	2.6 %
City LinkedIn account	1	0.2 %
Water bill inserts	14	3.3 %
City staff (by phone, email, in-person)	13	3.0 %
None chosen	289	67.2 %
Total	430	100.0 %

**(SUM OF TOP 5 RESPONSES)**

**Q18. From the list in Question 17, please rank your preferred method to receive information from the City of Huber Heights. (top 5)**

Q18. Top choice	Number	Percent
Local newspapers	86	20.0 %
Local radio	52	12.1 %
City website (hhoh.org)	195	45.3 %
City Facebook	226	52.6 %
City X (Twitter)	12	2.8 %
City meeting portal	20	4.7 %
Word of mouth/friends	73	17.0 %
City Instagram	29	6.7 %
City YouTube channel	20	4.7 %
City eNewsletter	125	29.1 %
City brochures, flyers	94	21.9 %
HOA	7	1.6 %
Direct mail from City	210	48.8 %
City calendar	51	11.9 %
City LinkedIn account	5	1.2 %
Water bill inserts	118	27.4 %
City staff (by phone, email, in-person)	48	11.2 %
None chosen	50	11.6 %
Total	1421	

**Q19. 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.**

(N=430)

	Very important	Somewhat important	Not important	Not provided
Q19-1. Comfortable feel (not too big, not too small)	51.6%	38.4%	6.3%	3.7%
Q19-2. Quality of public schools	61.4%	20.5%	13.3%	4.9%
Q19-3. Proximity to employment opportunities	40.0%	35.8%	18.8%	5.3%
Q19-4. Types of housing	62.8%	30.7%	3.0%	3.5%
Q19-5. Affordability of housing	74.0%	19.5%	4.0%	2.6%
Q19-6. Access to quality shopping	57.2%	35.3%	4.7%	2.8%
Q19-7. Availability of parks & recreation opportunities	52.1%	37.9%	6.5%	3.5%
Q19-8. Near family or friends	41.2%	36.3%	18.4%	4.2%
Q19-9. Safety & security	86.0%	10.9%	1.2%	1.9%
Q19-10. Availability of transportation options	24.9%	37.9%	32.8%	4.4%
Q19-11. Availability of cultural activities & the arts	24.7%	44.2%	25.8%	5.3%
Q19-12. Access to restaurants & entertainment	52.6%	39.3%	5.6%	2.6%
Q19-13. Availability of retail shopping choices	51.6%	40.7%	4.7%	3.0%

**(WITHOUT "NOT PROVIDED")****Q19. 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. (without "not provided")**

(N=430)

	Very important	Somewhat important	Not important
Q19-1. Comfortable feel (not too big, not too small)	53.6%	39.9%	6.5%
Q19-2. Quality of public schools	64.5%	21.5%	13.9%
Q19-3. Proximity to employment opportunities	42.3%	37.8%	19.9%
Q19-4. Types of housing	65.1%	31.8%	3.1%
Q19-5. Affordability of housing	75.9%	20.0%	4.1%
Q19-6. Access to quality shopping	58.9%	36.4%	4.8%
Q19-7. Availability of parks & recreation opportunities	54.0%	39.3%	6.7%
Q19-8. Near family or friends	43.0%	37.9%	19.2%
Q19-9. Safety & security	87.7%	11.1%	1.2%
Q19-10. Availability of transportation options	26.0%	39.7%	34.3%
Q19-11. Availability of cultural activities & the arts	26.0%	46.7%	27.3%
Q19-12. Access to restaurants & entertainment	53.9%	40.3%	5.7%
Q19-13. Availability of retail shopping choices	53.2%	42.0%	4.8%

**Q21. Approximately how many years have you lived in Huber Heights?**

Q21. How many years have you lived in Huber Heights

	Number	Percent
0-5	62	14.4 %
6-10	50	11.6 %
11-15	37	8.6 %
16-20	39	9.1 %
21-30	89	20.7 %
31+	143	33.3 %
Not provided	10	2.3 %
Total	430	100.0 %

**(WITHOUT "NOT PROVIDED")****Q21. Approximately how many years have you lived in Huber Heights? (without "not provided")**

Q21. How many years have you lived in Huber Heights

	Number	Percent
0-5	62	14.8 %
6-10	50	11.9 %
11-15	37	8.8 %
16-20	39	9.3 %
21-30	89	21.2 %
31+	143	34.0 %
Total	420	100.0 %

**Q22. Do you work in Huber Heights?**

Q22. Do you work in Huber Heights

	Number	Percent
Yes	75	17.4 %
No	343	79.8 %
Not provided	12	2.8 %
Total	430	100.0 %

**(WITHOUT "NOT PROVIDED")****Q22. Do you work in Huber Heights? (without "not provided")**

Q22. Do you work in Huber Heights

	Number	Percent
Yes	75	17.9 %
No	343	82.1 %
Total	418	100.0 %

**Q23. Do you own a business in Huber Heights?**

Q23. Do you own a business in Huber Heights

	Number	Percent
Yes	14	3.3 %
No	406	94.4 %
Not provided	10	2.3 %
Total	430	100.0 %

**(WITHOUT "NOT PROVIDED")****Q23. Do you own a business in Huber Heights? (without "not provided")**

Q23. Do you own a business in Huber Heights	Number	Percent
Yes	14	3.3 %
No	406	96.7 %
Total	420	100.0 %

**Q24. Including yourself, how many people in your household are...**

	Mean	Sum
number	2.6	1069
Under age 5	0.1	47
Ages 5-9	0.1	43
Ages 10-14	0.1	56
Ages 15-19	0.2	76
Ages 20-24	0.2	79
Ages 25-34	0.4	149
Ages 35-44	0.4	157
Ages 45-54	0.4	158
Ages 55-64	0.3	142
Ages 65-74	0.2	82
Ages 75+	0.2	80

**Q25. Do you own or rent your current residence?**

Q25. Do you own or rent your current residence	Number	Percent
Own	359	83.5 %
Rent	68	15.8 %
Not provided	3	0.7 %
Total	430	100.0 %

**(WITHOUT "NOT PROVIDED")****Q25. Do you own or rent your current residence? (without "not provided")**

Q25. Do you own or rent your current residence	Number	Percent
Own	359	84.1 %
Rent	68	15.9 %
Total	427	100.0 %

**Q26. Which best describes the building you live in?**

<u>Q26. Which best describes the building you live in</u>	<u>Number</u>	<u>Percent</u>
One family house detached from any other house	399	92.8 %
House attached to one or more houses (e.g., a duplex or townhome)	4	0.9 %
Building with two or more apartments or condos	19	4.4 %
Mobile home	2	0.5 %
Not provided	6	1.4 %
Total	430	100.0 %

**(WITHOUT "NOT PROVIDED")****Q26. Which best describes the building you live in? (without "not provided")**

<u>Q26. Which best describes the building you live in</u>	<u>Number</u>	<u>Percent</u>
One family house detached from any other house	399	94.1 %
House attached to one or more houses (e.g., a duplex or townhome)	4	0.9 %
Building with two or more apartments or condos	19	4.5 %
Mobile home	2	0.5 %
Total	424	100.0 %

**Q27. Which of the following best describes your race/ethnicity?**

<u>Q27. Your race/ethnicity</u>	<u>Number</u>	<u>Percent</u>
Asian or Asian Indian	13	3.0 %
Black or African American	60	14.0 %
American Indian or Alaska Native	2	0.5 %
White or Caucasian	317	73.7 %
Native Hawaiian or other Pacific Islander	2	0.5 %
Hispanic, Spanish, or Latino/a/x	20	4.7 %
Other	8	1.9 %
Total	422	

**Q27-7. Self-describe your race/ethnicity:**

<u>Q27-7. Self-describe your race/ethnicity</u>	<u>Number</u>	<u>Percent</u>
Mixed	2	25.0 %
Asian/Caucasian	1	12.5 %
Welsh English Russian Hungarian Caucasian	1	12.5 %
European American	1	12.5 %
Multiple races	1	12.5 %
Native American	1	12.5 %
Arabic	1	12.5 %
Total	8	100.0 %

**Q28. Would you say your total household income is...**

Q28. Your total household income	Number	Percent
Under \$30K	43	10.0 %
\$30K to \$59,999	69	16.0 %
\$60K to \$99,999	101	23.5 %
\$100K to \$149,999	92	21.4 %
\$150K to \$199,999	38	8.8 %
\$200K+	25	5.8 %
Not provided	62	14.4 %
Total	430	100.0 %

**(WITHOUT "NOT PROVIDED")****Q28. Would you say your total household income is... (without "not provided")**

Q28. Your total household income	Number	Percent
Under \$30K	43	11.7 %
\$30K to \$59,999	69	18.8 %
\$60K to \$99,999	101	27.4 %
\$100K to \$149,999	92	25.0 %
\$150K to \$199,999	38	10.3 %
\$200K+	25	6.8 %
Total	368	100.0 %

**Q29. What is your age?**

Q29. Your age	Number	Percent
18-34	82	19.1 %
35-44	81	18.8 %
45-54	84	19.5 %
55-64	85	19.8 %
65+	78	18.1 %
Not provided	20	4.7 %
Total	430	100.0 %

**(WITHOUT "NOT PROVIDED")****Q29. What is your age? (without "not provided")**

Q29. Your age	Number	Percent
18-34	82	20.0 %
35-44	81	19.8 %
45-54	84	20.5 %
55-64	85	20.7 %
65+	78	19.0 %
Total	410	100.0 %

**Q30. Your gender:**

Q30. Your gender	Number	Percent
Male	209	48.6 %
Female	217	50.5 %
Non-binary	1	0.2 %
Prefer not to answer	3	0.7 %
Total	430	100.0 %

**(WITHOUT "PREFER NOT TO ANSWER")**

**Q30. Your gender: (without "prefer not to answer")**

Q30. Your gender	Number	Percent
Male	209	48.9 %
Female	217	50.8 %
Non-binary	1	0.2 %
Total	427	100.0 %





# Survey Instrument



City of Huber Heights  
6131 Taylorsville Rd.  
Huber Heights, OH 45424

937.233.1423  
937.233.1272 fax

[www.hhoh.org](http://www.hhoh.org)

December 12, 2024

Dear Fellow Huber Heights Resident,

This letter requests your assistance in building an even better Huber Heights for future generations. Your input on the enclosed survey is extremely important.

My colleagues on the City Council and I are responsible for making decisions that affect City services, including Public Safety, Public Works, Parks and Recreation, Code Enforcement, Planning and Zoning, and others. The City needs to know what you think to ensure that the City's priorities align with the needs of Huber Heights residents.

I realize the survey takes time to complete, but every question is important. The time you invest in the survey will influence many decisions about the City's future. Please complete the enclosed questionnaire and return it in the provided postage-paid envelope within the next week. Your responses will remain confidential. If you prefer to take the survey online, please go to:

[huberheightssurvey.org](http://huberheightssurvey.org)

If you have any questions regarding this survey or would like to discuss the questions asked, please contact Ms. Sarah Williams, Communications Coordinator, at (937) 237-5820 or via email at [swilliams@hhoh.org](mailto:swilliams@hhoh.org).

Your input is extremely important. Thank you in advance for your commitment to Huber Heights and for completing the survey.

Sincerely,



Jeff Gore  
Mayor

## 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
<b>Police Department Services:</b>							
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
<b>Fire Department Services:</b>							
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.]**

- |   |   |
|---|---|
| <input type="checkbox"/> (01) Local newspapers        | <input type="checkbox"/> (10) City E-Newsletter                       |
| <input type="checkbox"/> (02) Local radio             | <input type="checkbox"/> (11) City brochures, flyers                  |
| <input type="checkbox"/> (03) City Website (hhoh.org) | <input type="checkbox"/> (12) HOA                                     |
| <input type="checkbox"/> (04) City Facebook           | <input type="checkbox"/> (13) Direct mail from the City               |
| <input type="checkbox"/> (05) City X (Twitter)        | <input type="checkbox"/> (14) City Calendar                           |
| <input type="checkbox"/> (06) City Meeting Portal     | <input type="checkbox"/> (15) City LinkedIn account                   |
| <input type="checkbox"/> (07) Word of mouth/friends   | <input type="checkbox"/> (16) Water bill inserts                      |
| <input type="checkbox"/> (08) City Instagram          | <input type="checkbox"/> (17) City staff (by phone, email, in-person) |
| <input type="checkbox"/> (09) City YouTube channel    | <input type="checkbox"/> (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: \_\_\_\_\_ Ages 15-19: \_\_\_\_\_ Ages 35-44: \_\_\_\_\_ Ages 65-74: \_\_\_\_\_  
 Ages 5-9: \_\_\_\_\_ Ages 20-24: \_\_\_\_\_ Ages 45-54: \_\_\_\_\_ Ages 75+: \_\_\_\_\_  
 Ages 10-14: \_\_\_\_\_ Ages 25-34: \_\_\_\_\_ Ages 55-64: \_\_\_\_\_

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: \_\_\_\_\_

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

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

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