

# City of Moraine



## Citizen Perception Survey 2008

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## **CHAPTER I- INTRODUCTION**

In 2008, the City of Moraine contacted Wright State University's Center for Urban and Public Affairs (CUPA) regarding a survey of Moraine residents and businesses. The purpose of the survey was twofold, first to assess resident satisfaction with postal service in the City of Moraine, and second to assess satisfaction with other city services.

The survey provided all individuals and businesses in the City of Moraine an equal opportunity to voice their opinions and views about satisfaction with city. The following paragraphs will further explain the objectives of the survey, provide an overview of the report, and discuss the methodology and limitations of the survey.

### **Objectives**

The main objective of this survey was to determine if residents and businesses in the City of Moraine are satisfied with postal service and other city services in Moraine.

### **Methodology**

#### **Questionnaire Design**

The survey instrument was designed by Wright State University's Center for Urban and Public Affairs in conjunction with the City of Moraine. The survey was finalized with the approval of the City of Moraine.

#### **Sampling Design**

The residential portion of this study was a random digit dialed (RDD) telephone survey of residents living in Moraine. In an RDD study, any household with standard telephone service has an equal opportunity to be interviewed. Therefore, since each household has an equal chance of being selected, results from the survey generally represent the opinions of the community as a whole. Because RDD includes both listed and unlisted telephone numbers, random digit dialing is preferred over other sampling methods. A sample of random digit dial telephone numbers was purchased from Marketing Systems Group, a national company that generates telephone numbers, and respondents were pre-screened to assure that they reside in the City of Moraine.

The business portion of the survey used two databases to identify businesses in Moraine. First, CUPA utilized the PowerFinder database to identify businesses located within the City. As this database did not identify as many businesses as the City of Moraine believed were in the City, this database was supplemented with another database provided by the City of Moraine Finance Department.

### Survey Implementation

Interviews were conducted from Wednesday, April 16, 2008 through Wednesday, May 7, 2008, usually between the hours of 4:00 p.m. and 9:00 p.m. for the residential survey, and from Monday, June 16, 2008 through Monday, July 21, 2008 between the hours of 10:00 a.m. and 5:00 p.m. for the business survey. Interviewers utilized a Computer Aided Telephone Interviewing (CATI) software program that displayed the questionnaire on a computer screen and allowed the interviewers to enter the responses directly into the computer. Such a system helped to minimize errors in data collection.

A total of 300 residents and 180 businesses were interviewed to obtain a 95 percent confidence and a plus or minus 5.4 percent sampling error for the residential survey and a 5.8 percent sampling error for the business survey.

### Data Analysis

Primarily, descriptive statistics were utilized to analyze and interpret the survey findings. Additionally, a chi-square test was used to measure the statistical significance of differences among responses of various groups, such as the differences between responses of two age groups. Statistically significant differences among demographics, where applicable, will be discussed throughout the report.

### Limitations

The survey has several limitations. As with every telephone survey, the primary limitation is that it excludes households that do not have telephones. It is estimated that about ten to twelve percent of households nationally do not have telephones. These households are more likely to be low income or to be composed of younger individuals who have abandoned the traditional landline telephone for a cell phone. Since survey calls were not made to cell phones, these individuals were excluded from the sample.

A second limitation of the study is that it is based on self-reported information. Attempts were made to include more than one question on important topics to test for internal consistency.

## **CHAPTER 2- RESIDENT DEMOGRAPHICS**

The following data provide demographics of the residents who participated in this survey.

### **Age**

Because all residents of Moraine were surveyed on a household level, survey respondents were not quota sampled by age. Therefore, the age of survey respondents skewed older. The highest percentage of respondents were 45-54 (24.7 percent), 55-64 (20.7 percent), 65-74 (16.1 percent), and 75 or older (13.0 percent) each. Younger respondents make up a smaller percentage of the sample- specifically, 35-44 year olds comprise 12.7 percent, 25-34 year olds comprise 10.0 percent and 18-24 year olds comprise 2.7 percent.

### **Gender**

A slightly higher percentage of females (60.7 percent) completed the survey than males (39.3 percent).

### **Marital Status**

Over half (56.8 percent) of survey respondents were married, while 20.3 percent were single, 12.2 percent were divorced, and 9.1 percent were widowed.

### **Length of Residency**

More than half of survey respondents (54.7 percent) have lived in the City of Moraine for 16 years or more. Of the remaining respondents, 11.4 percent have lived in the City for 11-15 years, 15.4 percent have lived in the City for 7-10 years, 10.7 percent have lived in the City for 4-6 years and 7.7 percent have lived in the City for three years or less.

### **Zip Code**

The majority of respondents (74.2 percent) identified their zip code as 45439, while 20.5 percent identified their zip code as 45418.

### **Education**

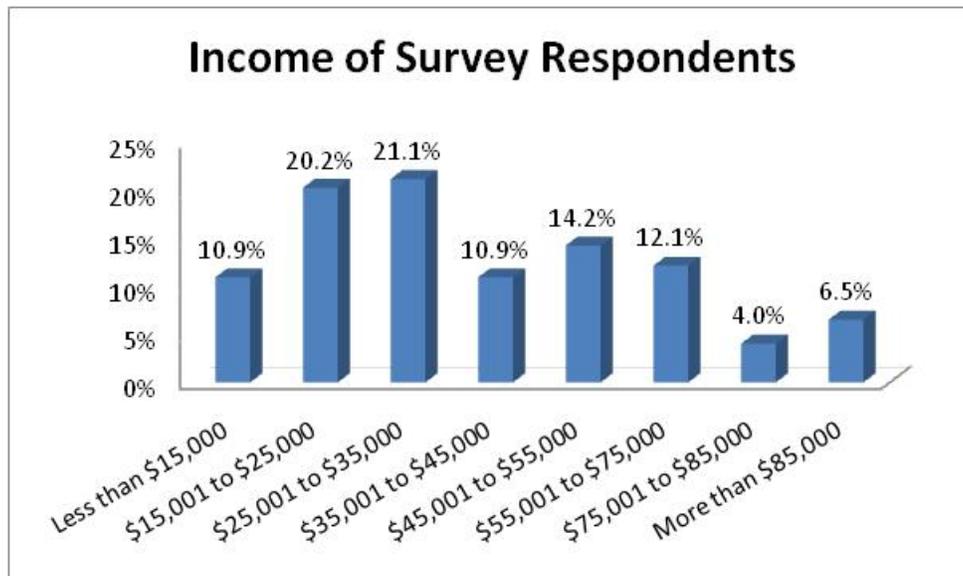
More than forty percent of survey respondents have some education after high school. Specifically, 27.9 percent of respondents have some college or technical school experience, 9.1 percent have a college degree and 4.0 percent have post graduate work. Of the remaining respondents, 13.4 percent do not have a high school diploma and 45.6 percent have a high school degree or GED.

### **Race and Ethnicity**

The vast majority of survey respondents were Caucasian (93.1 percent), while 4.1 percent were African-American and 2.8 percent were some other race.

### **Income**

When respondents were asked to state their income, responses varied considerably. The highest percentage of respondents (21.1 percent) make between \$25,000 and \$35,000 annually, followed by those making \$15,001 and \$25,000 (20.2 percent) and \$45,001 to \$55,000 (14.2 percent). The figure below details all survey responses.

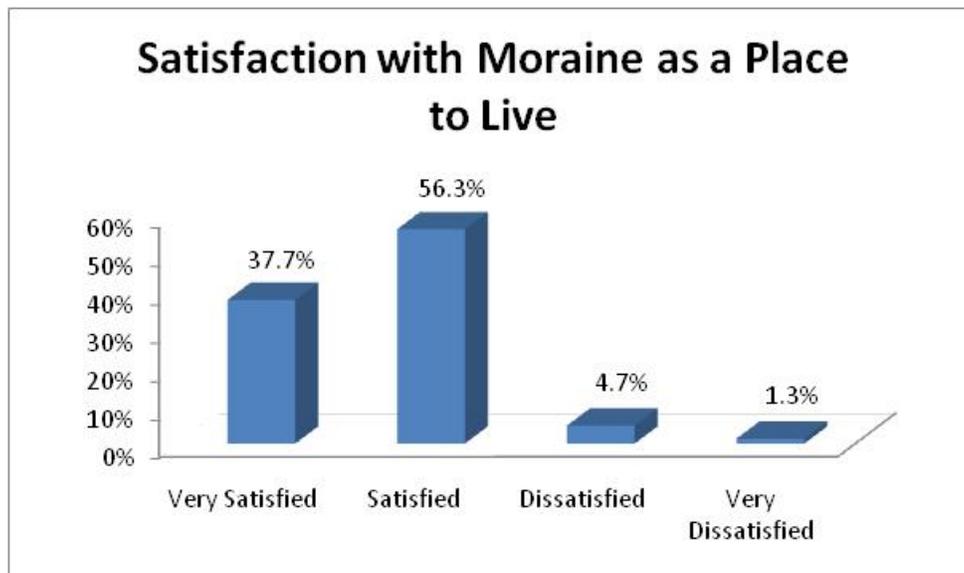


## **CHAPTER 3- RESIDENTIAL PERCEPTION OF MORAINE**

All respondents were asked a series of questions pertaining to living in the City of Moraine. These questions address satisfaction with City services, interaction with city staff and general perceptions of city government. This chapter will address responses to these questions.

### **Satisfaction with the City as a Place to Live**

Overall, 94.0 percent of respondents are very satisfied (37.7 percent) or satisfied (56.3 percent) with the City of Moraine as a place to live. Of the remaining respondents, 4.7 percent are dissatisfied and 1.3 percent are very dissatisfied.



### **Perception of City Services**

Next, respondents were asked a series of questions pertaining to their use of and satisfaction with some Moraine city services.

#### **Emergency Medical Services**

More than fifteen percent of respondents (15.8 percent) indicated that they have used more paramedic services in the past year, while 5.7 percent of respondents indicated that they have used fire services.

When asked to state their satisfaction with emergency medical services, almost all respondents were satisfied. Specifically, 99.6 percent of respondents (or, all but 1 respondent with an opinion) are satisfied with fire services while 99.3 percent of respondents (or, all but 2 respondents with an opinion) are satisfied with paramedic services.

### **Police Services**

More than one in five respondents (22.7 percent) indicated that they have used police services in the past twelve months.

All respondents were asked to indicate how satisfied they are with police services in Moraine. More than ninety-four percent of respondents (94.1 percent) are satisfied with Moraine police services. When asked more specifically about police officer response time to a crime in progress, 96.7 percent of respondents indicated that they are very satisfied or satisfied.

Finally, respondents were asked to indicate their level of satisfaction with how often they see Moraine officers on the street. In this instance, 92.5 percent of respondents indicated that they are very satisfied or satisfied.

### **Public Works**

Next, respondents were asked questions pertaining to roads in Moraine. Almost ninety percent of respondents (87.8 percent) indicated that they are satisfied with street repair and maintenance in Moraine. A higher percentage of respondents (91.5 percent) are satisfied with snow removal in Moraine.



### **Contact with City Employees**

Next, respondents were asked if they have had any contact with Moraine city employees in the past 12 months, excluding police, fire, paramedics, or friends and family who work for the City. Almost half of respondents (46.4 percent) indicated that they have had such contact.

Those respondents who indicated that they have had contact with a Moraine city employee were asked if that employee treated them with respect. Almost all respondents (97.0 percent, or 131 of 135 respondents) indicated that this employee did treat them with respect.

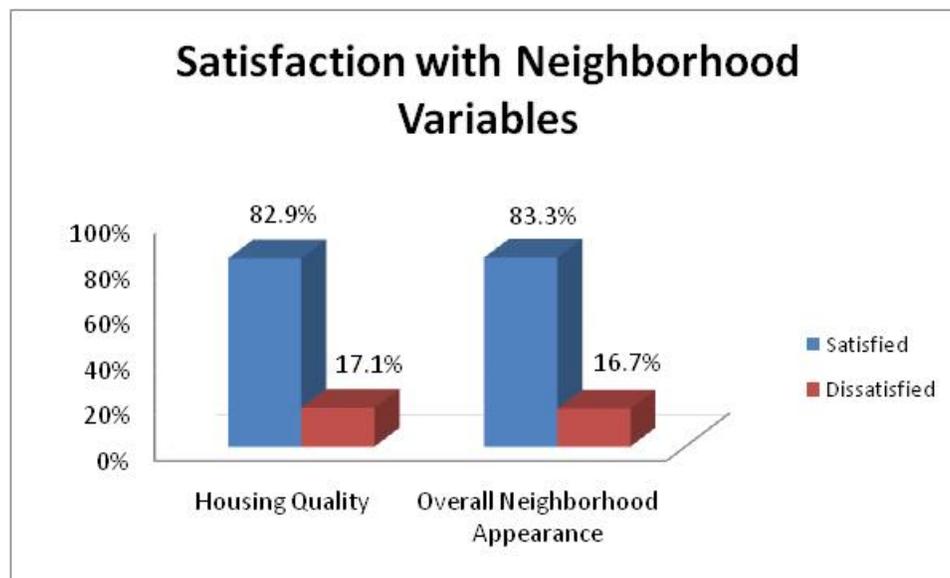
### **Satisfaction with Neighborhood**

Next, respondents were asked a series of questions pertaining specifically to their neighborhoods.

First, respondents were asked if they believe their neighborhood is an excellent, good, fair or poor place to raise children. More than four in five respondents (81.5 percent) ranked their neighborhood as an excellent (28.0 percent) or good (53.5 percent) place to raise children. A follow-up question asked respondents why they rated their neighborhood the way they did. Responses to these follow-up questions were diverse, and varied significantly by respondent. A complete list of all open-ended comments can be found in Appendix B.

Respondents who indicated that their neighborhood is an excellent or good place to raise children indicated that their neighborhoods are safe, peaceful, neighbors look out for one another and that they never have any problems. Respondents who indicated that their neighborhood is a fair or poor place to raise children discussed parents not supervising their children or concerns about neighbors.

Respondents were also asked to rate the housing quality in their neighborhood. More than four in five respondents (82.9 percent) are very satisfied (25.8 percent) or satisfied (57.1 percent) with the housing quality in their neighborhood. When asked to discuss the overall appearance of their neighborhood, 83.3 percent of respondents indicated that they are satisfied.



Finally, respondents were asked to indicate how safe they feel in their neighborhood during evening hours. Almost all respondents (94.3 percent) indicated that they feel very safe (48.3 percent) or safe (45.9 percent) during evening hours. The remaining respondents feel unsafe (5.1 percent) or very unsafe (0.7 percent, or 2 respondents).

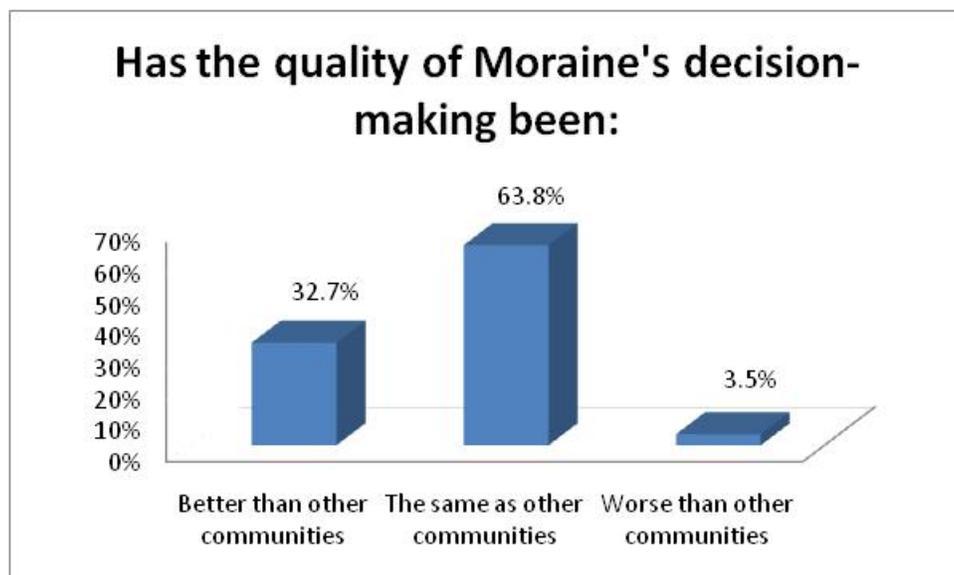
### **General Perceptions of Government**

Next, respondents were asked a series of questions pertaining to their general perceptions of Moraine city government.

First, respondents were asked if they believe they have a great deal, some, or no opportunity to participate in discussions that affect their community. The highest percentage of respondents (48.6 percent) indicated that they have some opportunity to participate in decision making in Moraine. Another 41.7 percent of respondents indicated that they have a great deal of opportunity, while just 9.7 percent of respondents indicated that they have no opportunity to participate.

Next, respondents were presented with the following statement: “Across the state and throughout the country, state and local governments have been under financial pressure for the past several years. Every government has to make its own decision on how to deal with financial challenges. Do you believe the quality of Moraine’s decision making has been better than most other communities, about the same as most other communities or worse than most other communities?”

Almost two-thirds of respondents (63.8 percent) indicated that the quality of Moraine’s decision making has been about the same as most other communities. One third of respondents (32.7 percent) rated Moraine as better than most other communities, while 3.5 percent described Moraine’s decision making as worse than most other communities.



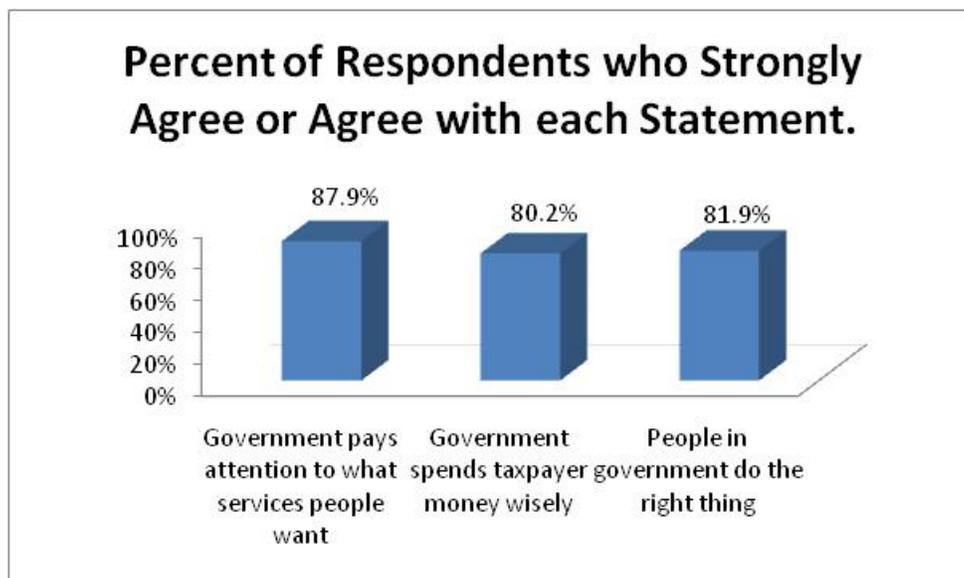
When asked to describe the challenges the City of Moraine has been facing, almost three quarters of respondents (73.6 percent) described these challenges as regional in nature, while 20.8 percent described them as specific to the City of Moraine.

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Next, respondents were asked to state their level of agreement (on a scale of strongly agree, agree, disagree, or strongly disagree) with three statements:

- The Moraine city government pays a great deal of attention to what service people want
- The Moraine city government spends taxpayer money wisely
- The people in city government generally do the right thing.

On each of these three topics, respondents replied very favorably in regards to the City, with more than 80 percent of respondents indicating that they “strongly agree” or “agree” with each statement. The figure below profiles responses to this question.



### **City of Moraine’s Website**

Finally, respondents were asked a series of questions pertaining to Internet access and the City of Moraine’s website.

Two-thirds of respondents (68.0 percent) indicated that they have internet access in their household. Please note that survey respondents tending to be slightly older than the population of Moraine as a whole, so the percentage of residents who have Internet access may be higher than the reported percentage.

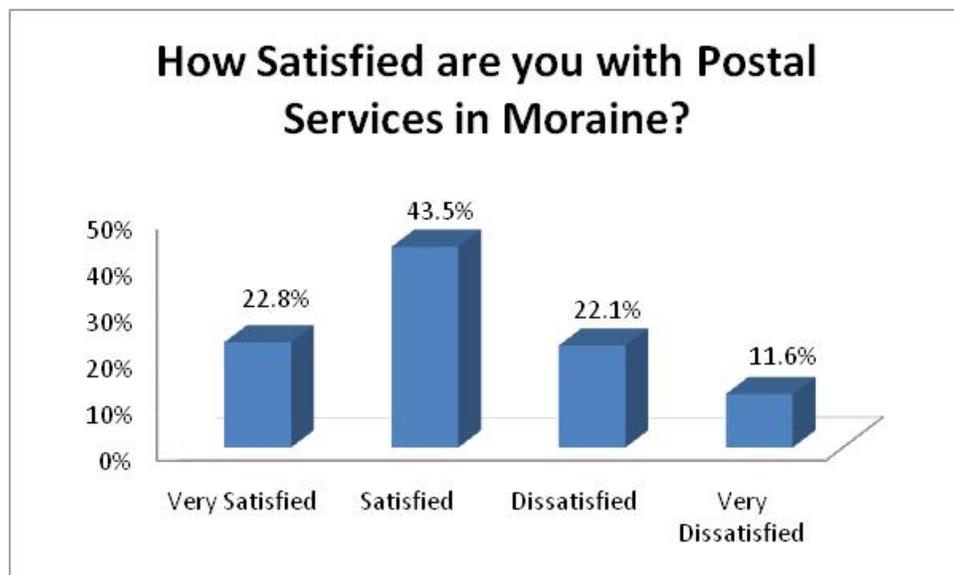
More than one in four residents (28.1 percent) has visited the City of Moraine’s website. When asked what additional services they would like to see offered on the city’s website, many respondents did not have an opinion. Common themes among those with opinions included recreation center updates, information about city meetings, and information about how tax money is being spent. A complete list of all open-ended responses can be found in Appendix B.

## **CHAPTER 4- RESIDENTIAL POSTAL SERVICE**

The City of Moraine has received numerous citizen complaints over the past several years pertaining to postal service. With this in mind, a series of questions were asked pertaining to mail delivery in Moraine.

### **Satisfaction with Postal Service**

First, respondents were asked if they are satisfied with postal service in the City of Moraine. Two-thirds of respondents (66.3 percent) indicated that they are either very satisfied (22.8 percent) or satisfied (43.5 percent) with postal delivery. Of the remaining respondents, 22.1 percent are dissatisfied with postal delivery and 11.6 percent of respondents are very dissatisfied.



Just prior to the beginning of data collection, an article appeared in the *Dayton Daily News* discussing postal service in the City and indicating that there was a problem with postal service. Researchers hypothesized that this article might affect the way that some respondents would answer questions pertaining to postal service. With this in mind, all respondents were asked if they had read the *Dayton Daily News* article pertaining to postal service in Moraine. More than two in five respondents (41.3 percent) indicated that they had read this article.

To determine the effect that the article had on respondent opinions, a crosstab was run comparing the responses of respondents who had read the article versus those who had not.

When considering respondents who indicated that they had read the *Dayton Daily News* article, 54.6 percent indicated that they are very satisfied or satisfied with postal delivery. However, when examining those who had not read the article, 74.6 percent indicated that they are

satisfied with postal service in Moraine. The difference between the subgroups is statistically significant.

While this indicates that some dissatisfaction with postal service was caused by the article that appeared in the *Dayton Daily News*, more than one-quarter of those who did not read the article indicated their dissatisfaction with the service- a higher rate of dissatisfaction than was seen with any of the municipal variables that were studied.

### **Other Postal Service Issues**

Respondents were also asked several other questions pertaining to postal service in Moraine. First, respondents were asked if they have a post office box. Less than five percent of respondents (4.3 percent) indicated that they had a post office box.

Next, respondents were asked about service issues related to postal delivery. More than one-third of respondents (38.9 percent) indicated that they have had mail delivered late within the past twelve months. More than one in five respondents (22.1 percent) indicated that they have had mail that was not delivered at all.

All respondents were asked if they have filed a complaint with the United States Postal Service or the City of Moraine pertaining to their mail delivery. More than fifteen percent of respondents (15.7 percent) indicated that they have done so; however, less than one-third of those respondents (32.4 percent) indicated that their complaint had been handled in a satisfactory manner.

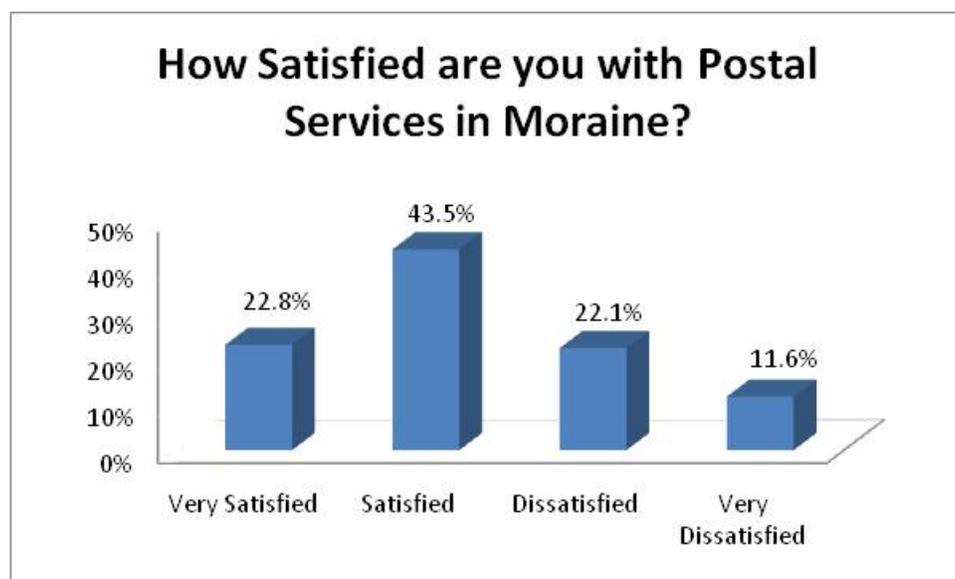
Finally, respondents were asked if they would like to see all residents and businesses in Moraine have the same zip code. More than half of respondents (50.7 percent) said yes, while 45.9 percent of respondents had no preference. The remaining 3.4 percent of respondents indicated that they would not like to see all businesses and residents have the same zip code.

## **CHAPTER 5- BUSINESS PERCEPTION OF MORAINE**

As discussed in the introduction to this report, 180 businesses were also surveyed to obtain their opinion of the City of Moraine. In each case, an owner or manager was invited to participate in the survey. Most questions posed of Moraine business leaders were identical to questions posed to Moraine residents. This chapter will address responses from these business surveys.

### **Satisfaction with the City as a Place to Do Business**

First, all businesses respondents were asked to state their level of satisfaction with Moraine as a place to do business. Almost all respondents (95.6 percent) indicated that they are very satisfied (32.8 percent) or satisfied (62.8 percent) with Moraine as a place to do business. Of the remaining respondents, 3.9 percent were dissatisfied and 0.6 percent (or 1 respondent) was very dissatisfied.



### **Perception of City Services**

First, respondents were asked if their company has used any Moraine police services in the past year. Almost half of respondents (47.5 percent) indicated that they have used Moraine police services. When asked to state their level of satisfaction with police services, almost all respondents (98.8 percent) indicated that they are very satisfied (56.4 percent) or satisfied (42.3 percent) with police services.

Next, respondents were asked to state their level of satisfaction with street repair and maintenance in Moraine. More than ninety percent of respondents (90.3 percent) indicated that they are very satisfied (22.7 percent) or satisfied (67.6 percent) with street repair and

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maintenance in the city. When asked about their satisfaction with snow removal, 92.7 percent of respondents were either very satisfied or satisfied.

Almost ninety percent of respondents (88.1 percent) are satisfied with building and zoning regulations in the city.



### **Contact with City Employees**

Next, respondents were asked if they have had any contact with Moraine city employees in the past 12 months, excluding police, fire, paramedics, or friends and family who work for the City. One third of respondents (33.3 percent) indicated that they have had such contact.

When asked if the employee that they last dealt with treated them with respect, 98.3 percent of respondents (or all but 1 respondent with an opinion) indicated that they were treated with respect. When asked if the last employee they dealt with was helpful, 87.7 percent of respondents answered in the affirmative.

### **General Perceptions of Government**

Next, respondents were asked a series of questions pertaining to their general perceptions of Moraine city government.

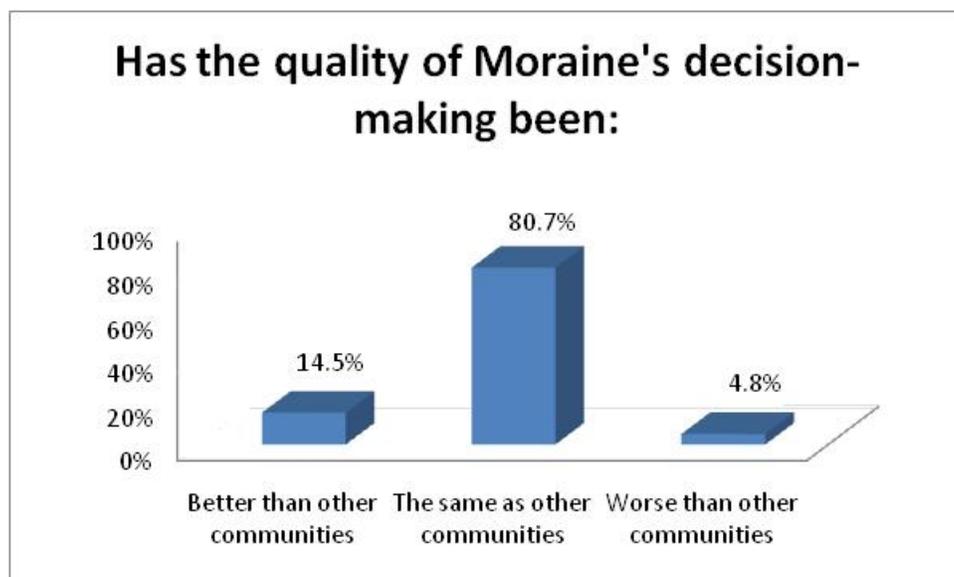
First, respondents were provided with two statements and were asked to state whether they strongly agree, agree, disagree, or strongly disagree with each statement. These statements read:

- The Moraine city government pays a great deal of attention to what service people want
- The Moraine city government spends taxpayer money wisely

As was the case with residents, more than 80 percent of respondents strongly agree or agree with each statement. Specifically, 88.1 percent of respondents strongly agree or agree that Moraine city government pays a great deal of attention to what services people want, while 85.7 percent believe that city government spends tax money wisely.

Finally, respondents were read the statement “Across the state and throughout the country, state and local governments have been under financial pressure for the past several years. Every government has to make its own decision on how to deal with financial challenges. Do you believe the quality of Moraine’s decision making has been better than most other communities, about the same as most other communities or worse than most other communities?”

More than four in five respondents (80.7 percent) indicated that Moraine’s decision making is about the same as other communities. Another 14.5 percent of respondents described Moraine’s decision making as better than other communities, while 4.8 percent described it as worse.



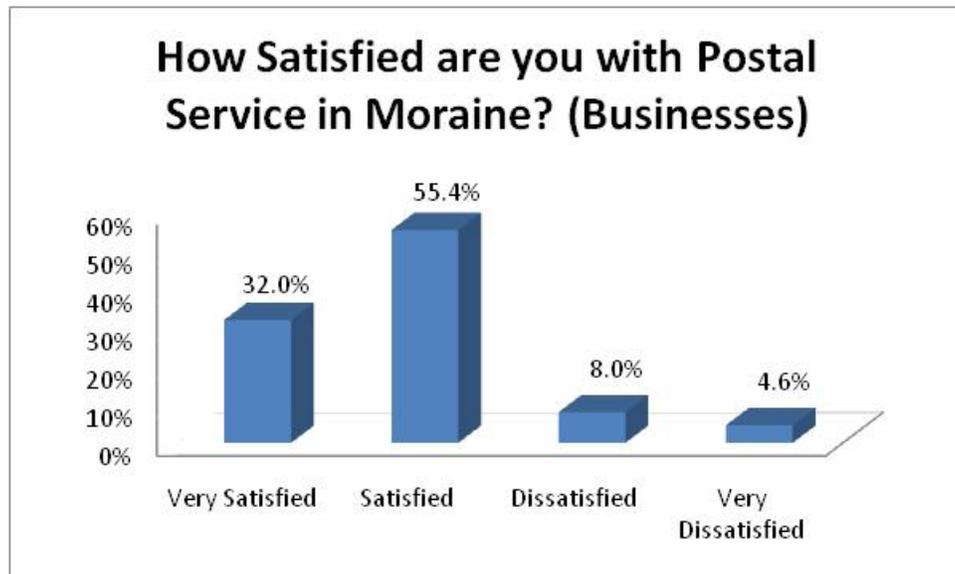
### **City of Moraine’s Website**

Next, respondents were asked if they have visited the City of Moraine’s website in the past twelve months. Less than one in five respondents (16.8 percent) indicated that they have visited the website. When asked what they would like to see added to the city’s website, most respondents did not have an opinion. Those who had an opinion discussed information and news about businesses in Moraine and recreational activities in the area. A complete list of open-ended comments can be found in Appendix B.

### **Postal Service in Moraine**

Business leaders were asked to state their level of satisfaction with postal service in the City of Moraine. Respondents were significantly more likely than residential respondents (87.4 percent)

to indicate that they were very satisfied (32.0 percent) or satisfied (55.4 percent) with postal delivery.



Respondents were also asked whether they had read the *Dayton Daily News* article about postal delivery in Moraine. Less than ten percent of respondents (9.4 percent) had read this article. As such, there were no statistically significant differences between those who had read the article and those who had not in terms of satisfaction with postal service in Moraine.

Next, respondents were asked about any issues with mail delivery over the past twelve months. More than ten percent of respondents (12.7 percent) indicated that they have received mail, such as magazines, bills, or payments late, while 9.9 percent of respondents indicated that they had some mail not delivered at all.

All respondents were also asked if they have filed a complaint with the United States Postal Service or the City of Moraine pertaining to postal service. Ten respondents (5.6 percent) indicated that they have filed a complaint in the past year. These respondents were asked if their complaint was resolved in a satisfactory manner. Nine of the ten respondents indicated that their complaint had not been resolved in a satisfactory manner, while the other respondent did not know whether the complaint had been resolved.

Finally, respondents were asked if they would like to see all residents and businesses in Moraine have the same zip code. Almost three-quarters of respondents (74.3 percent) had no preference, while 24.6 percent said yes and 1.1 percent (or 2 respondents) said no.

## **CHAPTER 6- CONCLUSION**

This survey studied the opinions of Moraine residents and businesses about various issues regarding living and working in Moraine. Generally, responses between the residential and business surveys were similar (on questions that were asked on both instruments).

Overall, responses to most questions were very favorable, with over 95 percent of business leaders indicating that they are satisfied with Moraine as a place to do business and 94 percent of residents indicating satisfaction with Moraine as a place to live.

Looking more narrowly, most residents and business leaders indicated that they are satisfied with Moraine city services, including police, fire, paramedic, streets, and snow removal. Almost all respondents who have had contact with a Moraine city employee indicated that they were treated with respect, and 87 percent of business leaders who contacted the City indicated that their employee they interacted with was helpful.

When asked to discuss their neighborhoods, many residents were satisfied; with over 80 percent indicating their neighborhood is an excellent or good place to raise children, 83 percent indicating that they are satisfied with the housing quality and appearance of their neighborhood, and 94 percent indicating that they feel safe in their neighborhood during evening hours.

When asked to discuss postal service in Moraine, responses were different between the two surveys. Two-thirds of residents and 87 percent of businesses indicated that they are satisfied with postal delivery in the City. While some residents and business leaders discussed specific complaints, analysis revealed some of the dissatisfaction (in the residential survey) to be related to perception created by the *Dayton Daily News* article regarding postal service in the City. However, open-ended comments (which can be seen in Appendices B and E) reveal that some respondents had very specific complaints regarding postal delivery in the City.

In conclusion, Moraine residents and business leaders are generally satisfied with their City as a place to live, as well as the quality of many services that were discussed. While some areas of discontent were identified, most responses were favorable and presented a positive view of the City of Moraine.

## Appendix A: Residential Survey Frequencies

**Are you 18 years of age or older and live in the City of Moraine?**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Yes	300	100.0	100.0	100.0

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

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Very Satisfied	113	37.7	37.7	37.7
Satisfied	169	56.3	56.3	94.0
Dissatisfied	14	4.7	4.7	98.7
Very Dissatisfied	4	1.3	1.3	100.0
Total	300	100.0	100.0	

**In the last 12 months, has anyone in your household used any paramedic services?**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Yes	47	15.7	15.8	15.8
No	251	83.7	84.2	100.0
Total	298	99.3	100.0	
Missing Don't Know	2	.7		
Total	300	100.0		

**In the last 12 months, has anyone in your household used any fire services?**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Yes	17	5.7	5.7	5.7
No	283	94.3	94.3	100.0
Total	300	100.0	100.0	

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

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Yes	68	22.7	22.7	22.7
No	232	77.3	77.3	100.0
Total	300	100.0	100.0	

**How satisfied are you with paramedic services?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	160	53.3	59.0	59.0
	Satisfied	109	36.3	40.2	99.3
	Dissatisfied	2	.7	.7	100.0
	Total	271	90.3	100.0	
Missing	Don't Know	29	9.7		
Total		300	100.0		

**How satisfied are you with fire services?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	134	44.7	51.9	51.9
	Satisfied	123	41.0	47.7	99.6
	Dissatisfied	1	.3	.4	100.0
	Total	258	86.0	100.0	
Missing	Don't Know	42	14.0		
Total		300	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	96	32.0	32.5	32.5
	Satisfied	163	54.3	55.3	87.8
	Dissatisfied	30	10.0	10.2	98.0
	Very Dissatisfied	6	2.0	2.0	100.0
	Total	295	98.3	100.0	
Missing	Don't Know	4	1.3		
	Refused	1	.3		
	Total	5	1.7		
Total		300	100.0		

**How satisfied are you with snow removal in Moraine?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	127	42.3	43.1	43.1
	Satisfied	143	47.7	48.5	91.5
	Dissatisfied	22	7.3	7.5	99.0
	Very Dissatisfied	3	1.0	1.0	100.0
	Total	295	98.3	100.0	
Missing	Don't Know	5	1.7		
Total		300	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	133	44.3	45.9	45.9
	Satisfied	140	46.7	48.3	94.1
	Dissatisfied	15	5.0	5.2	99.3
	Very Dissatisfied	2	.7	.7	100.0
	Total	290	96.7	100.0	
Missing	Don't Know	10	3.3		
Total		300	100.0		

**How satisfied are you with the response time of police officers to a crime in progress?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	104	34.7	49.1	49.1
	Satisfied	101	33.7	47.6	96.7
	Dissatisfied	4	1.3	1.9	98.6
	Very Dissatisfied	3	1.0	1.4	100.0
	Total	212	70.7	100.0	
Missing	Don't Know	85	28.3		
	Refused	3	1.0		
	Total	88	29.3		
Total		300	100.0		

**How satisfied are you with how often you see police officers on the street?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	126	42.0	42.9	42.9
	Satisfied	146	48.7	49.7	92.5
	Dissatisfied	20	6.7	6.8	99.3
	Very Dissatisfied	2	.7	.7	100.0
	Total	294	98.0	100.0	
Missing	Don't Know	5	1.7		
	Refused	1	.3		
	Total	6	2.0		
Total		300	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	135	45.0	46.4	46.4
	No	156	52.0	53.6	100.0
	Total	291	97.0	100.0	
Missing	Don't Know	6	2.0		
	Refused	3	1.0		
	Total	9	3.0		
Total		300	100.0		

**Did the employee you last dealt with treat you with respect?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	131	43.7	97.0	97.0
	No	4	1.3	3.0	100.0
	Total	135	45.0	100.0	
Missing	System	165	55.0		
Total		300	100.0		

**Do you believe you have a great deal, some or no opportunity to participate in discussions that affect you and your community?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Great Deal	116	38.7	41.7	41.7
	Some	135	45.0	48.6	90.3
	No Opportunity	27	9.0	9.7	100.0
	Total	278	92.7	100.0	
Missing	Don't Know	19	6.3		
	Refused	3	1.0		
	Total	22	7.3		
Total		300	100.0		

**How satisfied are you with postal services in the City of Moraine?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	67	22.3	22.8	22.8
	Satisfied	128	42.7	43.5	66.3
	Dissatisfied	65	21.7	22.1	88.4
	Very Dissatisfied	34	11.3	11.6	100.0
	Total	294	98.0	100.0	
Missing	Don't Know	6	2.0		
Total		300	100.0		

**Do you have a post office box?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	13	4.3	4.3	4.3
	No	287	95.7	95.7	100.0
	Total	300	100.0	100.0	

**In the past 12 months, have you had any mail, such as magazines, bills or advertisements delivered late?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	112	37.3	38.9	38.9
	No	176	58.7	61.1	100.0
	Total	288	96.0	100.0	
Missing	Don't Know	11	3.7		
	Refused	1	.3		
	Total	12	4.0		
Total		300	100.0		

**In the past 12 months, have you had any mail, such as magazines, bills or advertisements not delivered at all?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	62	20.7	22.1	22.1
	No	218	72.7	77.9	100.0
	Total	280	93.3	100.0	
Missing	Don't Know	20	6.7		
Total		300	100.0		

**In the past 12 months, have you filed a complaint with the US Postal Service or the City of Moraine regarding your postal service?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	47	15.7	15.7	15.7
	No	252	84.0	84.3	100.0
	Total	299	99.7	100.0	
Missing	Don't Know	1	.3		
Total		300	100.0		

**Was your complaint resolved in a satisfactory manner?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	12	4.0	32.4	32.4
	No	25	8.3	67.6	100.0
	Total	37	12.3	100.0	
Missing	Don't Know	10	3.3		
	System	253	84.3		
Total		263	87.7		
Total		300	100.0		

**The city government pays a great deal of attention to what services people want.**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	59	19.7	20.9	20.9
	Agree	189	63.0	67.0	87.9
	Disagree	29	9.7	10.3	98.2
	Strongly Disagree	5	1.7	1.8	100.0
	Total	282	94.0	100.0	
Missing	Don't Know	16	5.3		
	Refused	2	.7		
	Total	18	6.0		
Total		300	100.0		

**The city government spends taxpayer money wisely.**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	27	9.0	10.5	10.5
	Agree	179	59.7	69.6	80.2
	Disagree	44	14.7	17.1	97.3
	Strongly Disagree	7	2.3	2.7	100.0
	Total	257	85.7	100.0	
Missing	Don't Know	40	13.3		
	Refused	3	1.0		
	Total	43	14.3		
Total		300	100.0		

**The people in the city government generally do the right thing.**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	16	5.3	6.0	6.0
	Agree	201	67.0	75.8	81.9
	Disagree	43	14.3	16.2	98.1
	Strongly Disagree	5	1.7	1.9	100.0
	Total	265	88.3	100.0	
Missing	Don't Know	27	9.0		
	Refused	8	2.7		
	Total	35	11.7		
Total		300	100.0		

**Do you feel your neighborhood is an excellent, good, fair or poor place to raise children?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	80	26.7	28.0	28.0
	Good	153	51.0	53.5	81.5
	Fair	44	14.7	15.4	96.9
	Poor	9	3.0	3.1	100.0
	Total	286	95.3	100.0	
Missing	Don't Know	13	4.3		
	Refused	1	.3		
	Total	14	4.7		
Total		300	100.0		

**Why do you feel that way?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Schools	19	6.3	8.5	8.5
	Living in neighborhood a long time	37	12.3	16.6	25.1
	Neighborhood is diverse	2	.7	.9	26.0
	Other	165	55.0	74.0	100.0
	Total	223	74.3	100.0	
Missing	Don't Know	9	3.0		
	Refused	1	.3		
	System	67	22.3		
Total		77	25.7		
Total		300	100.0		

**Why do you feel that way?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Schools	4	1.3	8.2	8.2
	Crime/drugs	4	1.3	8.2	16.3
	Safety Issues	7	2.3	14.3	30.6
	Rundown Housing	8	2.7	16.3	46.9
	Lack of activities for the children	3	1.0	6.1	53.1
	Other	23	7.7	46.9	100.0
	Total	49	16.3	100.0	
Missing	Don't Know	4	1.3		
	System	247	82.3		
Total		251	83.7		
Total		300	100.0		

**How satisfied are you with the housing quality of your neighborhood?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	77	25.7	25.8	25.8
	Satisfied	171	57.0	57.2	82.9
	Dissatisfied	42	14.0	14.0	97.0
	Very Dissatisfied	9	3.0	3.0	100.0
	Total	299	99.7	100.0	
Missing	Don't Know	1	.3		
Total		300	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	66	22.0	22.0	22.0
	Satisfied	184	61.3	61.3	83.3
	Dissatisfied	45	15.0	15.0	98.3
	Very Dissatisfied	5	1.7	1.7	100.0
	Total	300	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Safe	143	47.7	48.3	48.3
	Safe	136	45.3	45.9	94.3
	Unsafe	15	5.0	5.1	99.3
	Very Unsafe	2	.7	.7	100.0
	Total	296	98.7	100.0	
Missing	Don't Know	4	1.3		
Total		300	100.0		

**Has the quality of Moraine's decision aking to deal with issues been:**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Better than most other communities	84	28.0	32.7	32.7
	About the same as most other communities	164	54.7	63.8	96.5
	Worse than most other communities	9	3.0	3.5	100.0
	Total	257	85.7	100.0	
Missing	Don't Know	41	13.7		
	Refused	2	.7		
	Total	43	14.3		
Total		300	100.0		

**Do you believe that the challenges our community is facing are specific to the City of Moraine or are they regional problems?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	City wide	55	18.3	20.8	20.8
	Regional	195	65.0	73.6	94.3
	Other	15	5.0	5.7	100.0
	Total	265	88.3	100.0	
Missing	Don't Know	32	10.7		
	Refused	3	1.0		
	Total	35	11.7		
Total		300	100.0		

**Have you accessed the City of Moraine's website in the past 12 months?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	84	28.0	28.1	28.1
	No	215	71.7	71.9	100.0
	Total	299	99.7	100.0	
Missing	Refused	1	.3		
Total		300	100.0		

**Do you have internet access in your household?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	204	68.0	68.0	68.0
	No	96	32.0	32.0	100.0
	Total	300	100.0	100.0	

**Did you read a recent Dayton Daily News article discussing mail delivery in the City of Moraine?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	123	41.0	41.3	41.3
	No	175	58.3	58.7	100.0
	Total	298	99.3	100.0	
Missing	Don't Know	2	.7		
Total		300	100.0		

**Are you currently:**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Married	168	56.0	56.8	56.8
	Partnered	2	.7	.7	57.4
	Single	60	20.0	20.3	77.7
	Divorced	36	12.0	12.2	89.9
	Seperated	3	1.0	1.0	90.9
	Widowed	27	9.0	9.1	100.0
	Total	296	98.7	100.0	
Missing	Refused	4	1.3		
Total		300	100.0		

**Please stop me when I reach your age.**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	18 - 24	8	2.7	2.7	2.7
	25 - 34	30	10.0	10.0	12.7
	35 - 44	38	12.7	12.7	25.4
	45 - 54	74	24.7	24.7	50.2
	55 - 64	62	20.7	20.7	70.9
	65 - 74	48	16.0	16.1	87.0
	75 or older	39	13.0	13.0	100.0
	Total	299	99.7	100.0	
Missing	Refused	1	.3		
Total		300	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Less than high school	40	13.3	13.4	13.4
	High school grade/ GED	136	45.3	45.6	59.1
	Some college/ tech school	83	27.7	27.9	86.9
	College graduate	27	9.0	9.1	96.0
	Post graduate work or degree	12	4.0	4.0	100.0
	Total	298	99.3	100.0	
Missing	Refused	2	.7		
Total		300	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Caucasian	270	90.0	93.1	93.1
	African-American	12	4.0	4.1	97.2
	American Indian or Alaskan Native	1	.3	.3	97.6
	Biracial	2	.7	.7	98.3
	Other	5	1.7	1.7	100.0
	Total	290	96.7	100.0	
Missing	Refused	10	3.3		
Total		300	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Less than 1 year	1	.3	.3	.3
	1 year but less than 2	1	.3	.3	.7
	2 to 3 years	21	7.0	7.0	7.7
	4 to 6 years	32	10.7	10.7	18.5
	7 to 10 years	46	15.3	15.4	33.9
	11 to 15 years	34	11.3	11.4	45.3
	16 years or more	163	54.3	54.7	100.0
	Total	298	99.3	100.0	
Missing	Refused	2	.7		
Total		300	100.0		

**What is your zip code?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	45342	15	5.0	5.0	5.0
	45418	61	20.3	20.5	25.5
	45439	221	73.7	74.2	99.7
	45449	1	.3	.3	100.0
	Total	298	99.3	100.0	
Missing	Refused	2	.7		
Total		300	100.0		

**Would you like to see all businesses and residences in the City of Moraine have the same zip code?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	150	50.0	50.7	50.7
	No	10	3.3	3.4	54.1
	No Preference	136	45.3	45.9	100.0
	Total	296	98.7	100.0	
Missing	Don't Know	3	1.0		
	Refused	1	.3		
	Total	4	1.3		
Total		300	100.0		

**Please stop me when I reach your total household income before taxes.**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Less than \$15,000	27	9.0	10.9	10.9
	\$15,001 to \$25,000	50	16.7	20.2	31.2
	\$25,001 to \$35,000	52	17.3	21.1	52.2
	\$35,001 to \$45,000	27	9.0	10.9	63.2
	\$45,001 to \$55,000	35	11.7	14.2	77.3
	\$55,001 to \$75,000	30	10.0	12.1	89.5
	\$75,001 to \$85,000	10	3.3	4.0	93.5
	Over \$85,000	16	5.3	6.5	100.0
	Total	247	82.3	100.0	
Missing	Don't Know	12	4.0		
	Refused	41	13.7		
	Total	53	17.7		
Total		300	100.0		

**Gender:**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Male	118	39.3	39.3	39.3
	Female	182	60.7	60.7	100.0
	Total	300	100.0	100.0	

## Appendix C: Residential Survey Instrument

### Introduction I

Hello, my name is \_\_\_\_\_ and I'm calling on behalf of the City of Moraine. We're conducting a short survey regarding issues that are important to residents of Moraine. May I speak to an adult who is 18 years of age or older? Would you have 3-5 minutes to speak with me today?

### Introduction II

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

**1. First, how satisfied are you with the City of Moraine as a place to live? Are you:**

1. Very Satisfied
2. Satisfied
3. Dissatisfied
4. Very Dissatisfied
  
7. Don't know
9. Refused

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

**2. In the last 12 months, has anyone in your household used any paramedic services?**

1. Yes
2. No
  
7. Don't know
9. Refused

**3. In the last 12 months, has anyone in your household used any fire services?**

1. Yes
2. No
  
7. Don't know
9. Refused

**4. In the last 12 months, has anyone in your household used any police services?**

1. Yes
2. No
  
7. Don't know
9. Refused

**5. How satisfied are you with paramedic services? Are you:**

1. Very Satisfied
2. Satisfied
3. Dissatisfied
4. Very Dissatisfied
  
7. Don't know
9. Refused

**6. How satisfied are you with fire services? Are you:**

1. Very Satisfied
2. Satisfied
3. Dissatisfied
4. Very Dissatisfied
  
7. Don't know
9. Refused

**7. How satisfied are you with street repair and maintenance? Are you:**

1. Very Satisfied
2. Satisfied
3. Dissatisfied
4. Very Dissatisfied
  
7. Don't know
9. Refused

**8. How satisfied are you with snow removal in Moraine? Are you:**

1. Very Satisfied
2. Satisfied
3. Dissatisfied
4. Very Dissatisfied
  
7. Don't know
9. Refused

**9. How satisfied are you with police services? Are you:**

1. Very Satisfied
2. Satisfied
3. Dissatisfied
4. Very Dissatisfied
  
7. Don't know
9. Refused

**10. How satisfied are you with the response time of police officers to a crime in progress?**

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

7. Don't know
9. Refused

**11. How satisfied are you with how often you see police officers on the street?**

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

7. Don't know
9. Refused

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

1. Yes
2. No

7. Don't Know
9. Refused

**13. Did the employee you last dealt with treat you with respect?**

1. Yes
2. No

7. Don't Know
9. Refused

**14. Do you believe you have a great deal, some, or no opportunity to participate in discussions that affect you and your community?**

1. Great Deal
2. Some
3. No Opportunity

7. Don't Know
9. Refused

**15. How satisfied are you with Postal Service in the City of Moraine?**

1. Very Satisfied (*Skip to Question #17*)
2. Satisfied (*Skip to Question #17*)
3. Dissatisfied
4. Very Dissatisfied
  
7. Don't know (*Skip to Question #17*)
9. Refused (*Skip to Question #17*)

**16. Why are you dissatisfied with Postal Service in Moraine? (*Open-ended Question*)**

**17. Do you have a post office box?**

1. Yes
2. No
  
7. Don't Know
9. Refused

**18. In the past twelve months, have you had any mail, such as magazines, bills, or advertisements delivered late?**

1. Yes
2. No
  
7. Don't Know
9. Refused

**19. In the past twelve months, have you had any mail, such as magazines, bills, or advertisements not delivered at all?**

1. Yes
2. No
  
7. Don't Know
9. Refused

**20. In the past twelve months, have you filed a complaint with the US Postal Service or the City of Moraine regarding your postal service?**

1. Yes
2. No (*Skip to Question #23*)
  
7. Don't Know (*Skip to Question #23*)
9. Refused (*Skip to Question #23*)

**21. What was the nature of this complaint? (*Open-ended Question*)**

**22. Was your complaint resolved in a satisfactory manner?**

1. Yes
2. No
  
7. Don't Know
9. Refused

**As I read the following statements please tell me if you strongly agree, agree, disagree or strongly disagree with each one.**

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

1. Strongly Agree (*skip to question #25*)
2. Agree (*skip to question #25*)
3. Disagree
4. Strongly Disagree
  
7. Don't know (*skip to question #25*)
9. Refused (*skip to question #25*)

**24. Why do you believe that city government does not pay a great deal of attention to what services people want? (Open-ended question)**

**25. The city government spends taxpayer money wisely. Do you:**

1. Strongly Agree (*skip to question #27*)
2. Agree (*skip to question #27*)
3. Disagree
4. Strongly Disagree
  
7. Don't Know (*skip to question #27*)
9. Refused (*skip to question #27*)

**26. Why do you believe that the city government does not spend taxpayer money wisely? (Open-ended question)**

**27. The people in the city government generally do the right thing. Do you:**

1. Strongly Agree
2. Agree
3. Disagree
4. Strongly Disagree
  
7. Don't Know
9. Refused

**28. Do you feel your neighborhood is an excellent, good, fair or poor place to raise children?**

1. Excellent
2. Good
3. Fair (*Skip to #30*)
4. Poor (*Skip to #30*)
  
7. Don't know (*Skip to #31*)
9. Refused (*Skip to #31*)

**29. Why do you feel that way? (Do not read responses)**

1. Schools (*Skip to #31*)
2. Lived in neighborhood a long time (*Skip to #31*)
3. Neighborhood is diverse (*Skip to #31*)
4. Other (specify) (*Skip to #31*)
  
7. Don't Know (*Skip to #31*)
9. Refused (*Skip to #31*)

**30. Why do you feel that way? (Do not read responses)**

1. Schools
2. Crime/Drugs
3. Safety issues
4. Rundown housing
5. Lack of activities for the children
6. Other (Specify)
  
7. Don't know
9. Refused

**31. How satisfied are you with the housing quality of your neighborhood? Are you:**

1. Very Satisfied
2. Satisfied
3. Dissatisfied
4. Very Satisfied
  
7. Don't Know
9. Refused

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

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

7. Don't Know
9. Refused

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

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

7. Don't Know
9. Refused

**34. Across the state and throughout the country, state and local governments have been under financial pressure for the past several years. Every government has to make its own decision on how to deal with financial challenges. Has the quality of Moraine's decision making to deal with these issues been:**

1. Better than most other communities
2. About the same as most other communities
3. Worse than most other communities

7. Don't Know
9. Refused

**35. Do you believe that the challenges our community is facing are specific to the City of Moraine, or are they regional problems?**

1. City-wide
2. Regional
3. Other (Please specify)

7. Don't Know
9. Refused

**36. Have you accessed the City of Moraine's website in the past 12 months?**

1. Yes
2. No

7. Don't know
9. Refused

**37. Do you have internet access in your household?**

1. Yes
2. No
  
7. Don't Know
9. Refused

**38. What, if anything, would you like to see offered on your city's website? (Open-ended question)**

**39. Did you read a recent Dayton Daily News article discussing mail delivery in the City of Moraine?**

1. Yes
2. No
  
7. Don't Know
9. Refused

**Now I just have a few final questions.**

**40. Are you currently:**

1. Married
2. Partnered
3. A member of an unmarried couple
4. Single
5. Divorced
6. Separated
7. Widowed
  
9. Refused

**41. Please stop me when I reach your age:**

1. 18-24
2. 25-34
3. 35-44
4. 45-54
5. 55-64
6. 65-74
7. 75 or older
  
9. Refused

**42. What was the last grade of school you completed?**

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

9. Refused

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

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

7. Don't Know

9. Refused

**44. How long have you lived in the City of Moraine?**

1. Less than 1 year
2. 1 year, but less than 2
3. 2 to 3 years
4. 4 to 6 years
5. 7 to 10 years
6. 11 to 15 years
7. 16 years or more

9. Refused

**45. What is your zip code? (*Open-ended Question*)**

**46. Would you like to see all businesses and residences in the City of Moraine have the same zip code?**

1. Yes
2. No
3. No preference

7. Don't Know

9. Refused

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

1. Less than 15,000
2. 15,000 TO 25,000
3. 25,001 TO 35,000
4. 35,001 TO 45,000
5. 45,001 TO 55,000
6. 55,001 TO 75,000
7. 75,001 TO 85,000
8. OR OVER 85,000
9. Refused

**48. Determine by voice, was respondent male or female?**

**Do Not Read**

1. Male
2. Female

**49. Those are all of the questions I have for you today I really appreciate your taking the time to talk with me. Do you have any additional comments or questions? Thank you, good bye.**

## Appendix D: Business Survey Frequencies

**Overall, how satisfied are you with the city or Moraine as a place to do business?**

**Are you:**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	59	32.8	32.8	32.8
	Satisfied	113	62.8	62.8	95.6
	Dissatisfied	7	3.9	3.9	99.4
	Very Dissatisfied	1	.6	.6	100.0
	Total	180	100.0	100.0	

**In the last 12 months, has your company used any Moraine police services?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	84	46.7	47.5	47.5
	No	93	51.7	52.5	100.0
	Total	177	98.3	100.0	
Missing	Don't Know	3	1.7		
Total		180	100.0		

**How satisfied are you with police services in Moraine? Are you:**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	92	51.1	56.4	56.4
	Satisfied	69	38.3	42.3	98.8
	Dissatisfied	2	1.1	1.2	100.0
	Total	163	90.6	100.0	
Missing	Don't Know	17	9.4		
Total		180	100.0		

**How satisfied are you with street repair and maintenance in Moraine? Are you:**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	40	22.2	22.7	22.7
	Satisfied	119	66.1	67.6	90.3
	Dissatisfied	14	7.8	8.0	98.3
	Very Dissatisfied	3	1.7	1.7	100.0
	Total	176	97.8	100.0	
Missing	Don't Know	4	2.2		
Total		180	100.0		

**How satisfied are you now with snow removal in Moraine? Are you:**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	46	25.6	28.0	28.0
	Satisfied	106	58.9	64.6	92.7
	Dissatisfied	10	5.6	6.1	98.8
	Very Dissatisfied	2	1.1	1.2	100.0
	Total	164	91.1	100.0	
Missing	Don't Know	16	8.9		
Total		180	100.0		

**How satisfied are you with building and zoning regulations in the city of Moraine? Are you:**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	25	13.9	18.5	18.5
	Satisfied	94	52.2	69.6	88.1
	Dissatisfied	12	6.7	8.9	97.0
	Very Dissatisfied	4	2.2	3.0	100.0
	Total	135	75.0	100.0	
Missing	Don't Know	45	25.0		
Total		180	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	60	33.3	33.3	33.3
	No	120	66.7	66.7	100.0
	Total	180	100.0	100.0	

**Did the employee you last dealt with treat you with respect?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	58	32.2	98.3	98.3
	No	1	.6	1.7	100.0
	Total	59	32.8	100.0	
Missing	Refused	1	.6		
	System	120	66.7		
Total		121	67.2		
Total		180	100.0		

**Was the employee that you last dealt with helpful?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	50	27.8	87.7	87.7
	No	7	3.9	12.3	100.0
	Total	57	31.7	100.0	
Missing	Don't Know	1	.6		
	Refused	2	1.1		
	System	120	66.7		
Total		123	68.3		
Total		180	100.0		

**How satisfied are you with postal service in the city of Moraine?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	56	31.1	32.0	32.0
	Satisfied	97	53.9	55.4	87.4
	Dissatisfied	14	7.8	8.0	95.4
	Very Dissatisfied	8	4.4	4.6	100.0
	Total	175	97.2	100.0	
Missing	Don't Know	5	2.8		
Total		180	100.0		

**Does your company have a post office box?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	23	12.8	12.8	12.8
	No	157	87.2	87.2	100.0
	Total	180	100.0	100.0	

**In the past 12 months, have you had any mail, such as magazines, bills, or payments delivered late?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	22	12.2	12.7	12.7
	No	151	83.9	87.3	100.0
	Total	173	96.1	100.0	
Missing	Don't Know	7	3.9		
Total		180	100.0		

**In the past 12 months, have you had any mail, such as magazines, bills, or advertisements not delivered at all?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	17	9.4	9.9	9.9
	No	155	86.1	90.1	100.0
	Total	172	95.6	100.0	
Missing	Don't Know	8	4.4		
Total		180	100.0		

**In the past 12 months, have you filed a complaint with the US postal service or the city of Moraine regarding your postal service?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	10	5.6	5.6	5.6
	No	170	94.4	94.4	100.0
	Total	180	100.0	100.0	

**Was your complaint resolved in a satisfactory manner?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	9	5.0	100.0	100.0
Missing	Don't Know	1	.6		
	System	170	94.4		
	Total	171	95.0		
Total		180	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	20	11.1	12.5	12.5
	Agree	121	67.2	75.6	88.1
	Disagree	18	10.0	11.3	99.4
	Strongly Disagree	1	.6	.6	100.0
	Total	160	88.9	100.0	
Missing	Don't Know	17	9.4		
	Refused	3	1.7		
	Total	20	11.1		
Total		180	100.0		

**The city government spends tax money wisely. Do you:**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	8	4.4	6.3	6.3
	Agree	100	55.6	79.4	85.7
	Disagree	16	8.9	12.7	98.4
	Strongly Disagree	2	1.1	1.6	100.0
	Total	126	70.0	100.0	
Missing	Don't Know	51	28.3		
	Refused	3	1.7		
	Total	54	30.0		
Total		180	100.0		

**Across the state and throughout the country, state and local governments have been under financial pressure for the past several years. Every government has to make its own decision on how to deal with financial challenges. Has the quality of Moraine's decision making to deal with these issues been:**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Better than most other communities	21	11.7	14.5	14.5
	About the same as most other communities	117	65.0	80.7	95.2
	Worse than most other communities	7	3.9	4.8	100.0
	Total	145	80.6	100.0	
Missing	Don't Know	33	18.3		
	Refused	2	1.1		
	Total	35	19.4		
Total		180	100.0		

**Have you accessed the city of Moraine's website in the past 12 months?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	30	16.7	16.8	16.8
	No	149	82.8	83.2	100.0
	Total	179	99.4	100.0	
Missing	Refused	1	.6		
Total		180	100.0		

**Did you read a recent Dayton Daily News article discussing mail delivery in the city of Moraine?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	17	9.4	9.4	9.4
	No	163	90.6	90.6	100.0
	Total	180	100.0	100.0	

**What is your company's zip code?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	45342	2	1.1	1.1	1.1
	45343	1	.6	.6	1.7
	45409	5	2.8	2.8	4.4
	45418	5	2.8	2.8	7.2
	45438	1	.6	.6	7.8
	45439	155	86.1	86.1	93.9
	45449	10	5.6	5.6	99.4
	45459	1	.6	.6	100.0
	Total	180	100.0	100.0	

**Would you like to see all business and residences in the city of Moraine have the same zip code?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	44	24.4	24.6	24.6
	No	2	1.1	1.1	25.7
	No Preference	133	73.9	74.3	100.0
	Total	179	99.4	100.0	
Missing	Don't Know	1	.6		
Total		180	100.0		

**Determine by voice, was respondent male or female?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Male	101	56.1	56.1	56.1
	Female	79	43.9	43.9	100.0
	Total	180	100.0	100.0	

## Appendix F: Business Survey Instrument

### Introduction I

Hello, my name is \_\_\_\_\_ and I'm calling on behalf of the City of Moraine. We're conducting a short survey with business in the City of Moraine. May I speak to the person who makes decisions for this location? Would you have 3-5 minutes to speak with me today?

### Introduction II

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

**1. First, how satisfied are you with the City of Moraine as a place to do business? Are you:**

1. Very Satisfied
2. Satisfied
3. Dissatisfied
4. Very Dissatisfied
  
7. Don't know
9. Refused

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

**2. In the last 12 months, has your company used any Moraine police services?**

1. Yes
2. No
  
7. Don't know
9. Refused

**3. How satisfied are you with police services in Moraine? Are you:**

1. Very Satisfied
2. Satisfied
3. Dissatisfied
4. Very Dissatisfied
  
7. Don't know
9. Refused

**4. How satisfied are you with street repair and maintenance in Moraine? Are you:**

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

- 7. Don't know
- 9. Refused

**5. How satisfied are you with snow removal in Moraine? Are you:**

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

- 7. Don't know
- 9. Refused

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

- 1. Yes
- 2. No

- 7. Don't Know
- 9. Refused

**7. Did the employee you last dealt with treat you with respect?**

- 1. Yes
- 2. No

- 7. Don't Know
- 9. Refused

**8. Was the employee you last dealt with helpful?**

- 1. Yes
- 2. No

- 7. Don't Know
- 9. Refused

**9. How satisfied are you with Postal Service in the City of Moraine?**

- 1. Very Satisfied (*Skip to Question #11*)
- 2. Satisfied (*Skip to Question #11*)
- 3. Dissatisfied
- 4. Very Dissatisfied

- 7. Don't know (*Skip to Question #11*)
- 9. Refused (*Skip to Question #11*)

**10. Why are you dissatisfied with Postal Service in Moraine? (*Open-ended Question*)**

**11. Does your company have a post office box?**

- 1. Yes
- 2. No
  
- 7. Don't Know
- 9. Refused

**12. In the past twelve months, have you had any mail, such as magazines, bills, or payments delivered late?**

- 1. Yes
- 2. No
  
- 7. Don't Know
- 9. Refused

**13. In the past twelve months, have you had any mail, such as magazines, bills, or payments not delivered at all?**

- 1. Yes
- 2. No
  
- 7. Don't Know
- 9. Refused

**14. In the past twelve months, have you filed a complaint with the US Postal Service or the City of Moraine regarding your postal service?**

- 1. Yes
- 2. No (*Skip to Question #17*)
  
- 7. Don't Know (*Skip to Question #17*)
- 9. Refused (*Skip to Question #17*)

**15. What was the nature of this complaint? (*Open-ended Question*)**

**16. Was your complaint resolved in a satisfactory manner?**

- 1. Yes
- 2. No
  
- 7. Don't Know
- 9. Refused

**As I read the following statements please tell me if you strongly agree, agree, disagree or strongly disagree with each one.**

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

1. Strongly Agree (*skip to question #19*)
2. Agree (*skip to question #19*)
3. Disagree
4. Strongly Disagree
  
7. Don't know (*skip to question #19*)
9. Refused (*skip to question #19*)

**18. Why do you believe that city government does not pay a great deal of attention to what services people want? (Open-ended question)**

**19. The city government spends tax money wisely. Do you:**

1. Strongly Agree (*skip to question #21*)
2. Agree (*skip to question #21*)
3. Disagree
4. Strongly Disagree
  
7. Don't Know (*skip to question #21*)
9. Refused (*skip to question #21*)

**20. Why do you believe that the city government does not spend taxpayer money wisely? (Open-ended question)**

**21. Across the state and throughout the country, state and local governments have been under financial pressure for the past several years. Every government has to make its own decision on how to deal with financial challenges. Has the quality of Moraine's decision making to deal with these issues been:**

1. Better than most other communities
2. About the same as most other communities
3. Worse than most other communities
  
7. Don't Know
9. Refused

**22. Have you accessed the City of Moraine's website in the past 12 months?**

1. Yes
2. No
  
7. Don't know
9. Refused

**23. What, if anything, would you like to see offered on your city's website? (Open-ended question)**

**24. Did you read a recent Dayton Daily News article discussing mail delivery in the City of Moraine?**

- 1. Yes
- 2. No
  
- 7. Don't Know
- 9. Refused

**Now I just have a few final questions.**

**25. What is your company's zip code? (*Open-ended Question*)**

**26. Would you like to see all businesses and residences in the City of Moraine have the same zip code?**

- 1. Yes
- 2. No
- 3. No preference
  
- 7. Don't Know
- 9. Refused

**27. Determine by voice, was respondent male or female?**

**Do Not Read**

- 1. Male
- 2. Female

**28. Those are all of the questions I have for you today I really appreciate your taking the time to talk with me. Do you have any additional comments or questions? Thank you, good bye.**