

Survey of Resident Attitudes Toward the City of Bexley

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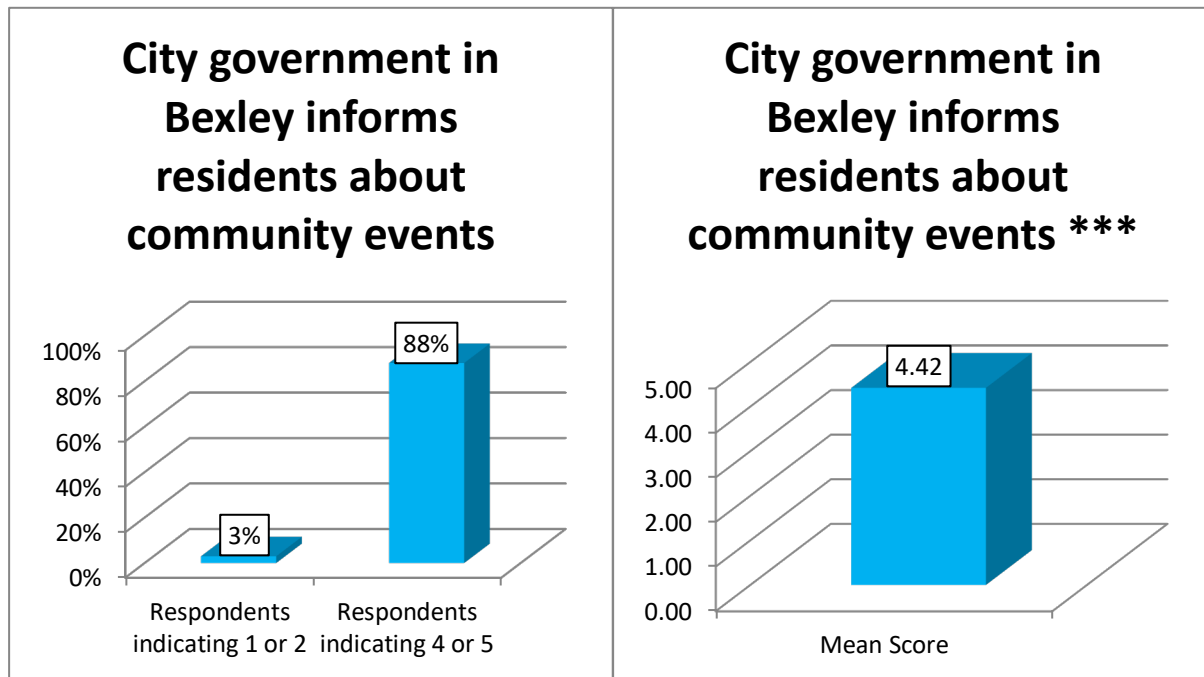
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Executive Summary

- **800** surveys were mailed to a random selection of Bexley residents. 206 were completed and returned, providing a response rate of **26%**.
- There was roughly **equal representation** of respondents based upon where they live, how long they have lived in Bexley, households with zero children under the age of 18 living at home, and their age. **There may be overrepresentation** based on income, although this representation may mirror the demographics of Bexley generally.
- The **highest four mean scores** (on a scale of 1-5, with 5 indicating the respondent strongly agrees) of how respondents feel about the City of Bexley were that the city **has an effective police department** (4.65), **informs residents about community events** (4.42), **has an effective recreation department** (4.42), and **the City of Bexley meets my needs** (4.37).
- The **lowest four mean scores** (on a scale of 1-5, with 5 indicating the respondent strongly agrees) of how respondents feel about the City of Bexley were that the city **effectively enforces building codes** (3.85), **is transparent** (3.92), **is safe** (4.20), and **is working to improve commercial opportunities** (4.21).
- All areas of evaluation showed statistically significant positive improvement from the 2012 survey EXCEPT for having an **effective police department** (NSD) and **Bexley is safe** (NSD).
- The largest mean score improvements can be seen in **transparency** (+1.02), **working to improve commercial opportunities** (+.62), **providing leadership needed to create a strong sense of community** (+.60), and **encouraging input from residents** (+.59).
- The **respondents feel they are receiving value for the taxes paid** (86% feel they receive value).
- Regarding the prioritization of recreation activities, respondents indicated that **youth sports** was the top priority (24%), followed by the **swimming pool** (19%), **summer camp** (13%), **early childhood programming** (12%), **education programming** (11%), **senior programming** (8%), **adult programming** (7%), and **fitness programming** (6%). The highest participation rates can be seen in the **swimming pool** (100 respondents), **youth sports** (92 respondents), and **summer camp** (61 respondents).
- Regarding the prioritization of Bexley sponsored events, the **4th of July celebration** was listed by respondents as the most important activity (52%), followed by the **Main Event** (22%), and **Labor Day** (13%).
- Respondents indicated that they felt that the City of Bexley could improve the delivery of certain city services. Specifically, significant differences exist between the importance of a city service and the effectiveness of delivery with regard to **leaf pickup, code enforcement, building department, police department, and the approachability of workers at City Hall**.
- Based upon the response of survey participants, the following emerged as **consistent themes** throughout the survey:
 - Residents appreciate the city using **various channels for communicating with residents**. Residents cited the Bexley Blast and various forms of social media as a way that they receive information. In the future, it will be important to **adopt new social media platforms as resident preferences in social media platforms evolve**.
 - **Community aesthetics are a concern** for a number of respondents, and some a number of residents expressing concern with regard to **code enforcement and alleys**.
 - Although many of the respondents indicated support and participation in **youth and youth-oriented recreation**, there is some interest in **increasing recreational offerings geared towards adults/seniors**.

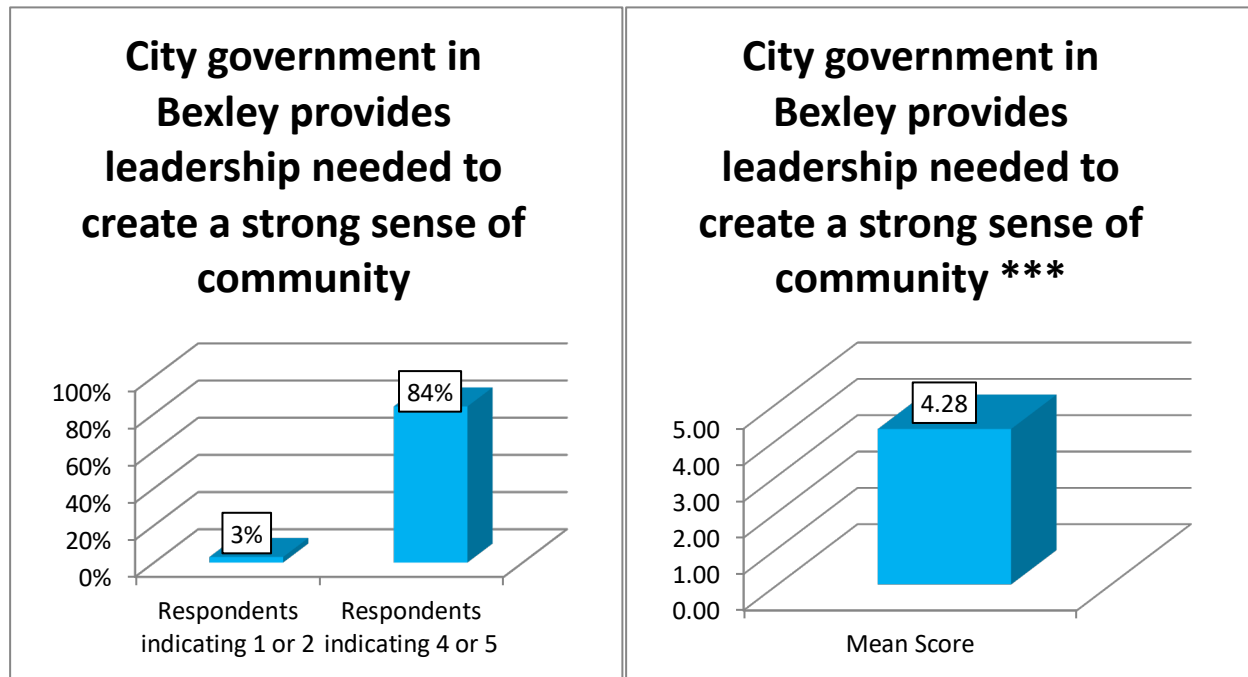
- **Maintain and seek to improve personal safety for residents.** Respondents generally appreciate the work of the police department, and want to make sure that the City of Bexley continues to be a safe place to live.
- Because **many residents are satisfied with their experience of living in Bexley, carefully manage any changes made.** The survey revealed that 98% of the respondents indicated that living in Bexley has met or exceeded their expectations and 86% feel they are receiving value for the taxes paid.



*** Significant positive improvement when compared to the results from the 2012 survey.

Verbatim Comments:

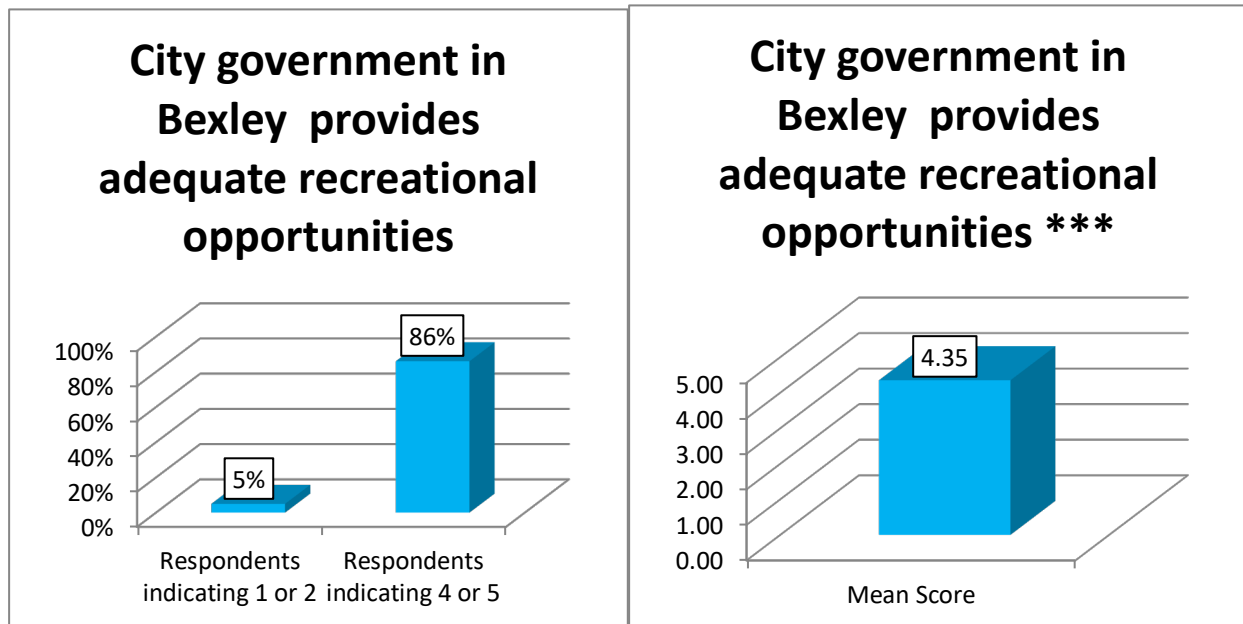
- So long as you register to receive email blast, otherwise only quarterly w/ water bill
- Not sure of format
- I do not receive any info
- Home delivery of all news and printed publications was discontinued. A vacuum of info.
- Capital has more power than Bexley



*** Significant positive improvement when compared to the results from the 2012 survey.

Verbatim comments:

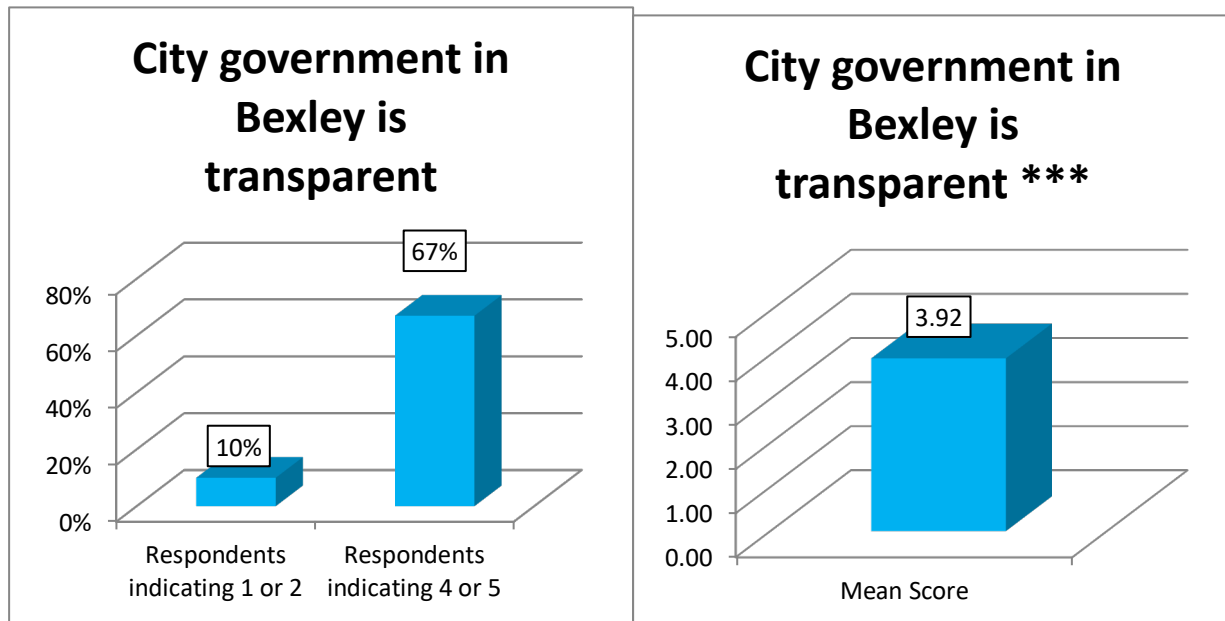
- Needs to be diverse
- Leadership is good as long as freedoms are not taken away



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Verbatim comments:

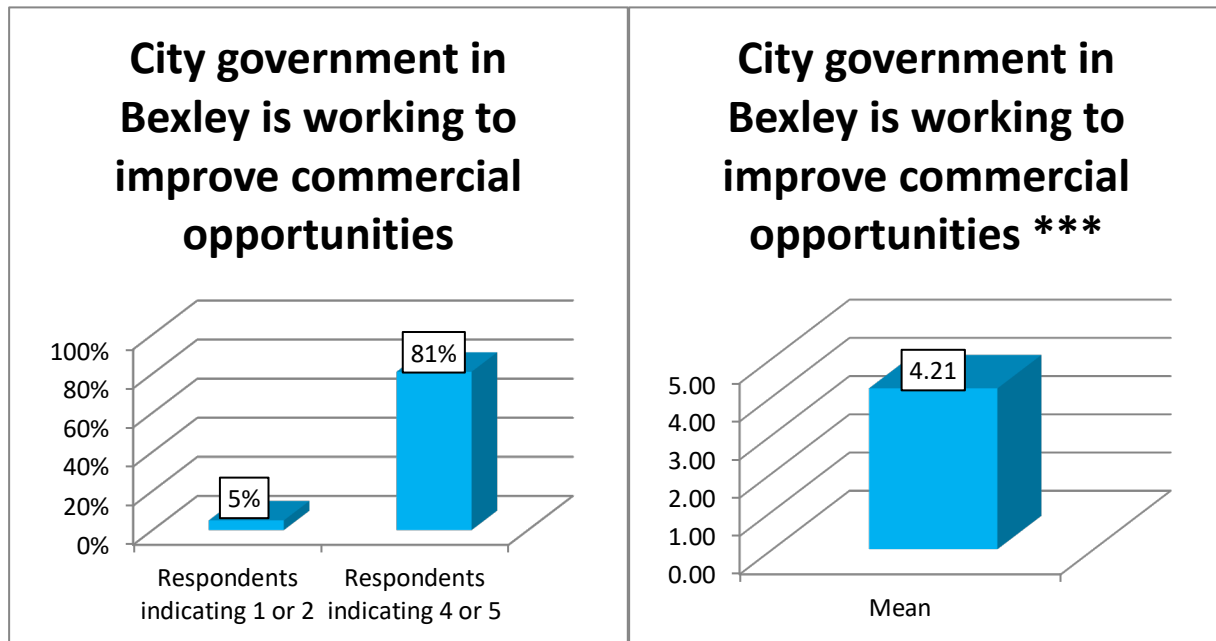
- Like to see mailings move frequently and opportunities for empty nesters
- Excellent youth programs but lacking adult options
- Need more adult exercise
- No early childhood daytime recreation - I must go to Columbus
- As someone < 55 without kids - there is not much to do
- Offer more art programs
- I wish there was more for teens and not just little kids.
- Only seems available in the a.m.
- Not for seniors
- Need more slots, always full
- Need rec center like Westerville & Worthington



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Verbatim comments:

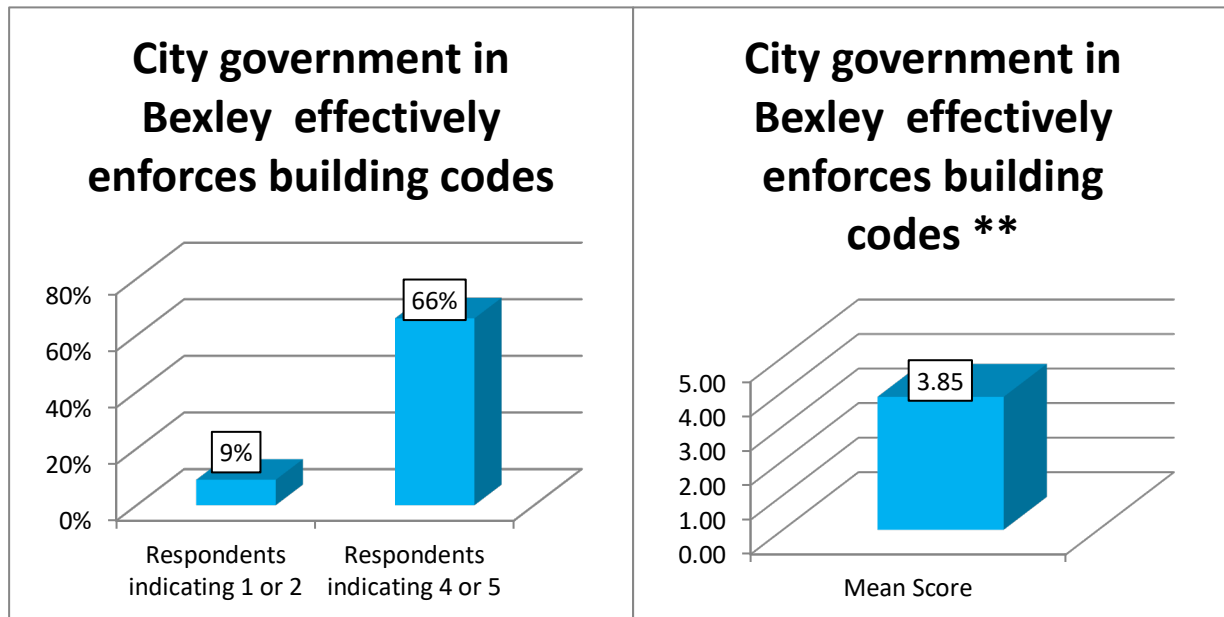
- Don't get much info outside of council meetings.
- They don't know what this means
- City council made itself semi-judicial + no one even realizes this
- How does one know?
- Bexley landfill issue off of Livingston
- No idea
- Gramercy Building
- They follow their own agenda
- Feeling: decisions are made before community feedback is requested
- Power & money talks & a boys' club mentality @ work



*** Significant positive improvement when compared to the results from the 2012 survey.

Verbatim comments:

- All we see are TIF's to condo owners
- Don't have knowledge about this
- Don't know
- Don't know
- Very little evidence of this
- No idea
- Cassady N should be developed
- We're headed toward a "Grandview" heave traffic, major parking issues, Quality of Bexley life intimate community sense without it doesn't erode
- Development seems to take forever

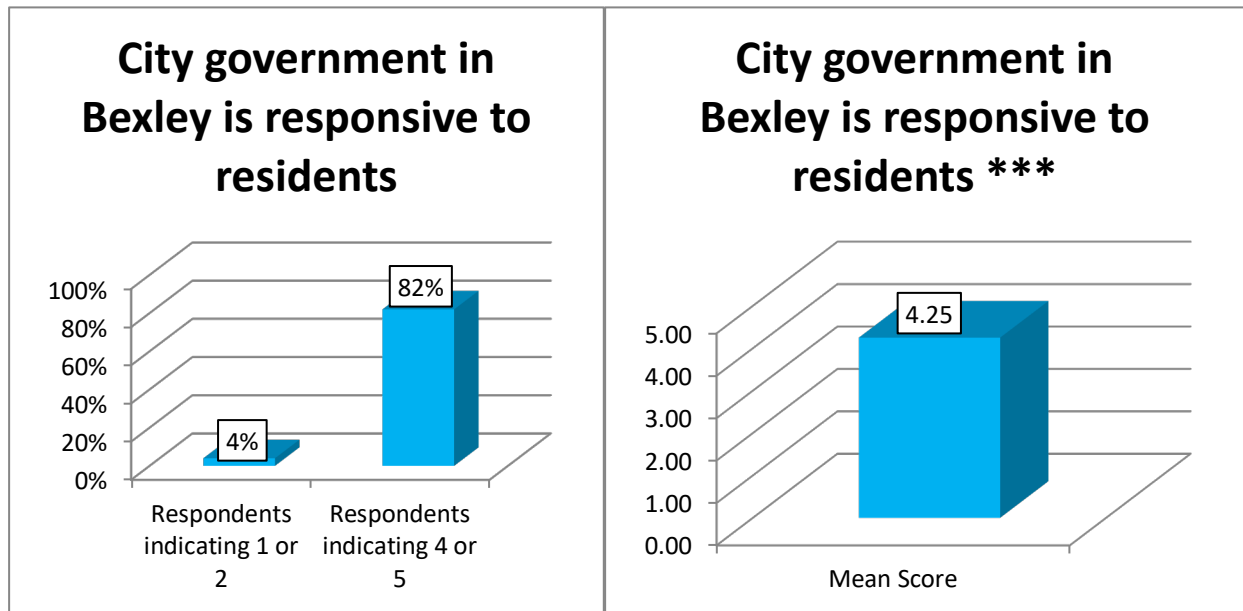


** Significant positive improvement when compared to the results from the 2012 survey.

Verbatim comments:

- Don't know
- I don't know
- Not sure
- Don't have knowledge about this
- Don't know
- Not sure of theory
- Don't know
- Too many parking exceptions for commercial. Tax breaks for new commercial on main too lenient
- I am not sure I want more enforcement, but I expected more
- Issues w/ building across from CVS for several years
- No idea
- Overzealous and rude code-enforcement police officer
- My neighbor's home on S. Roosevelt needs code enforcement
- High profile Bexley, Residents get variances - not necessarily to its community members advantage greatly
- Years of run-down neighbors alley
- Many on our street put yard waste on street 4-5 before pick up
- No idea
- I see a lot of unkempt yards and alleyways!!
- Walking up alley's in south Bexley
- There should be a time limit for completing exterior renovations on homes.
- Unknown

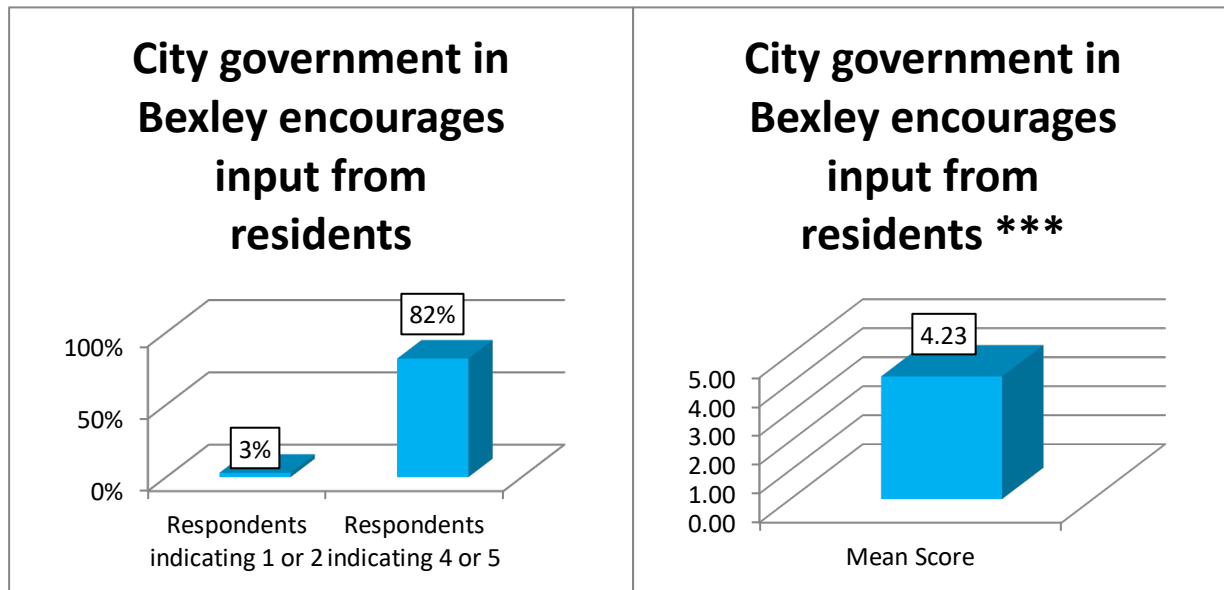
- I have no idea what the city is doing with bldg code enforcement
- Not uniform
- Alley full of weeds
- Too picky



*** Significant positive improvement when compared to the results from the 2012 survey.

Verbatim comments:

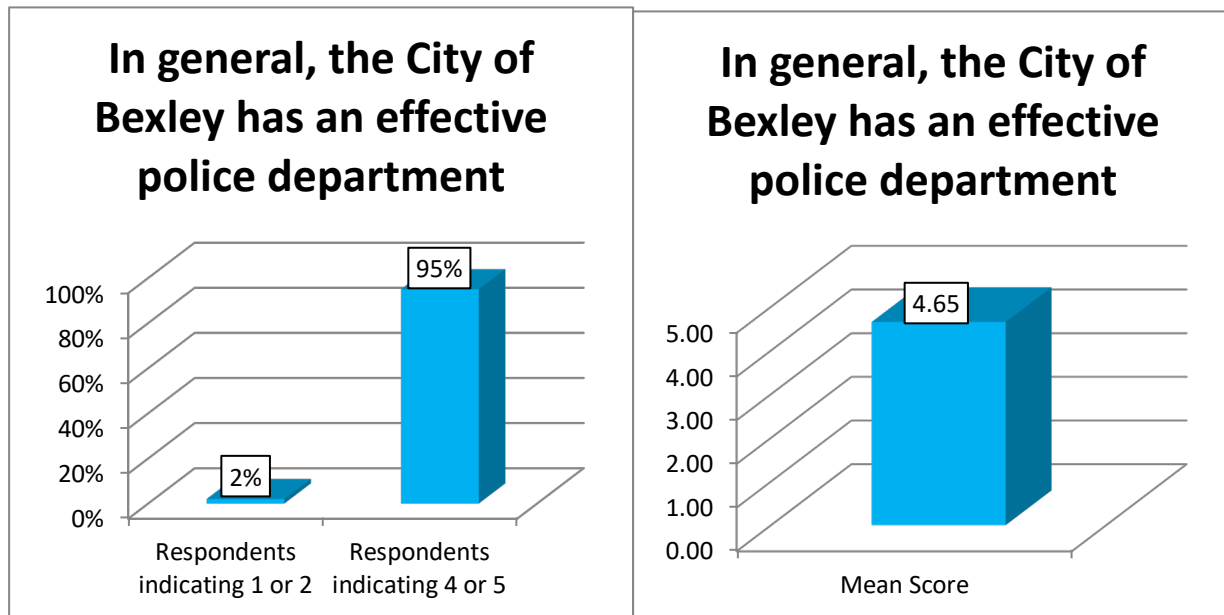
- I've never taken an issue. Don't know
- Not sure
- Easily swayed by larger developers to provide whatever they want
- Difficult to reach; have been working on a parking/street issue for almost 4 yrs.
- They listen and then tell you why it is. Listening does not equal response.
- Wanted new stop sign



*** Significant positive improvement when compared to the results from the 2012 survey.

Verbatim comments:

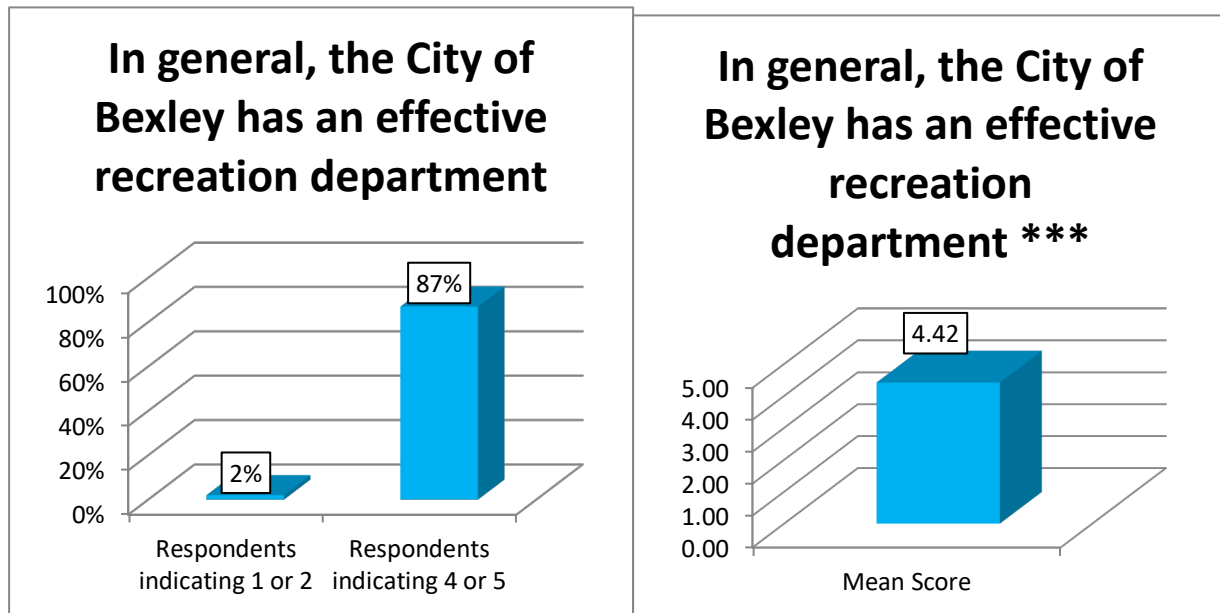
- Feel I haven't been asked
- Seems to?
- Needs to be respect from city leaders council
- Only if visible
- Facebook does not equal participation.



No significant difference when compared to 2012 results.

Verbatim comments:

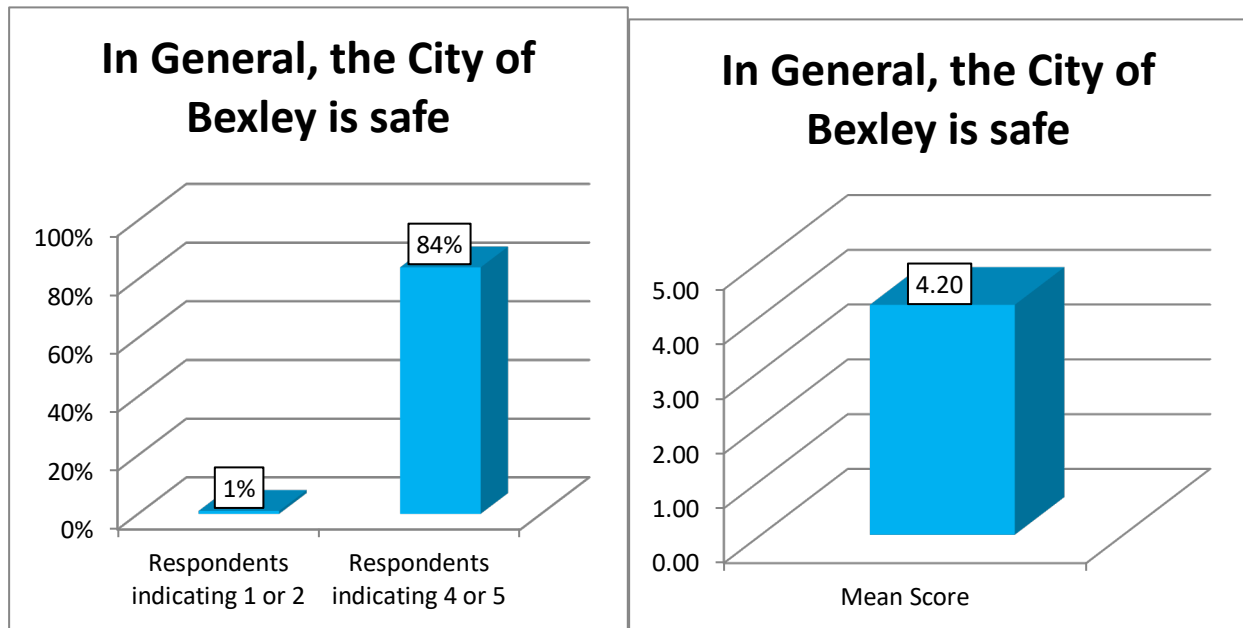
- I guess so?
- no idea
- Best in America!
- Several friends
- They are the best, a community asset.
- Too many drugs in Bexley and police reports sent on email to block watch is incomplete and misleading



*** Significant positive improvement when compared to the results from the 2012 survey.

Verbatim comments:

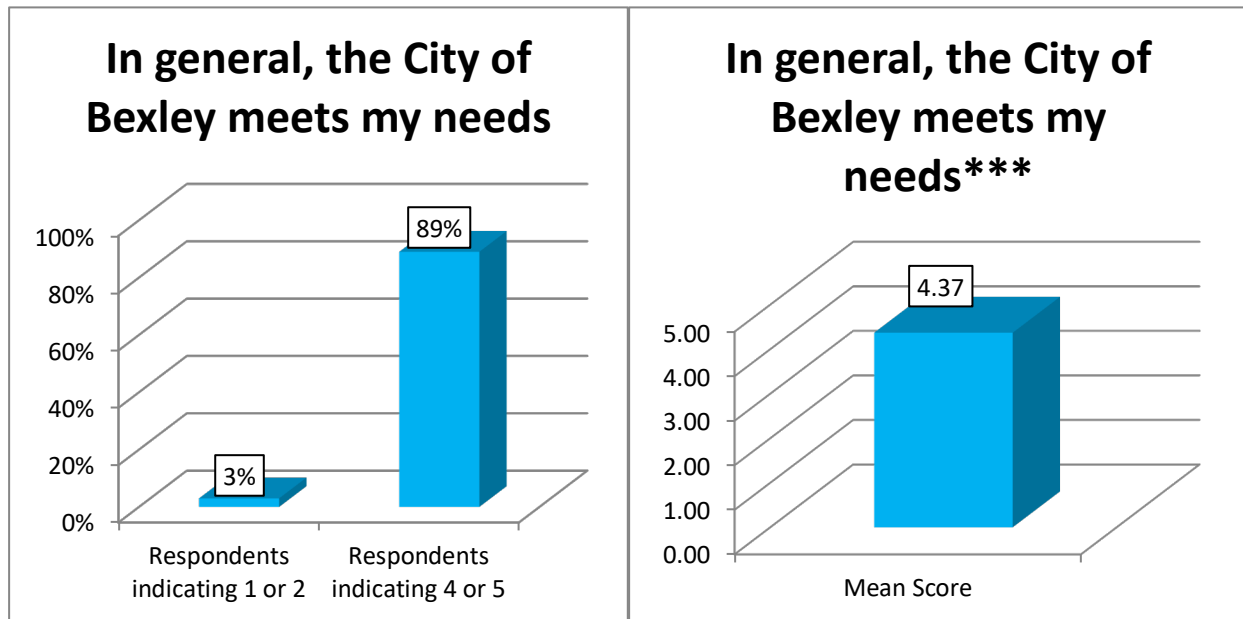
- Popular classes fill up w/in minutes. Wish there were more sections
- Unknown
- If you have sleep problems and can't leave in the a.m. you're left
- Spotty Not for Seniors- Lacks (unintelligible)
- Need better facilities



No significant difference when compared to 2012 results.

Verbatim comments:

- Safer than most areas
- Have had some auto vandalism
- Considering some challenges.
- Too many drugs

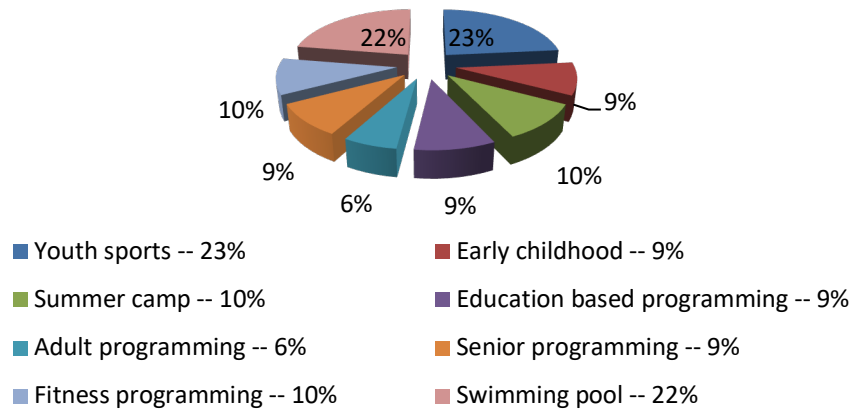


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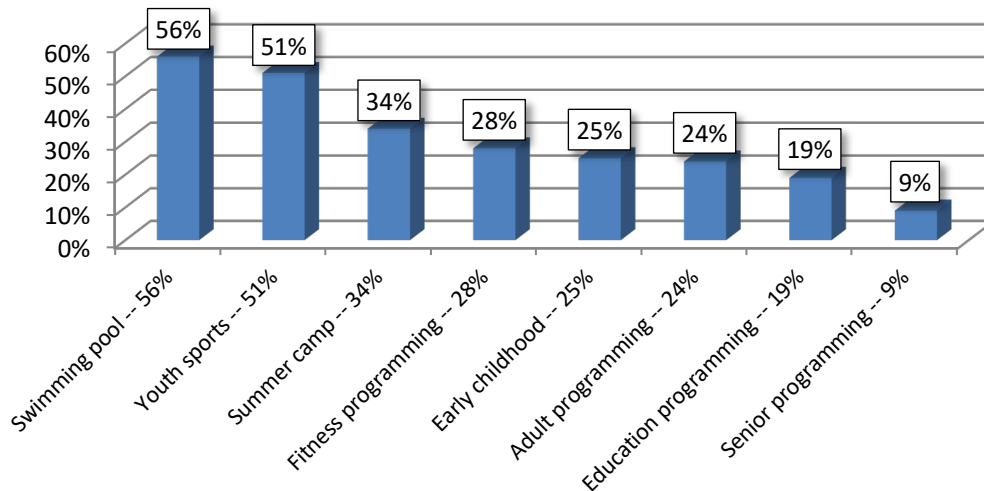
Verbatim comments:

- See adequate rec opps
- Can't go to all of the events
- My needs - the things
- Too high taxes

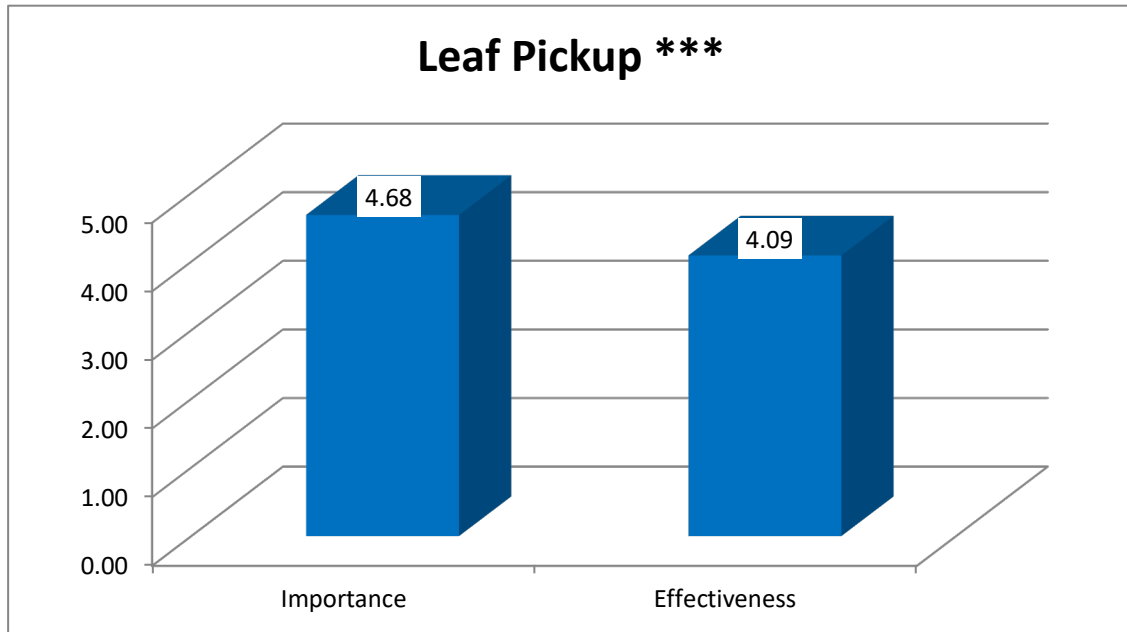
Percent of respondents who ranked the recreation activity as the most important for city to sponsor



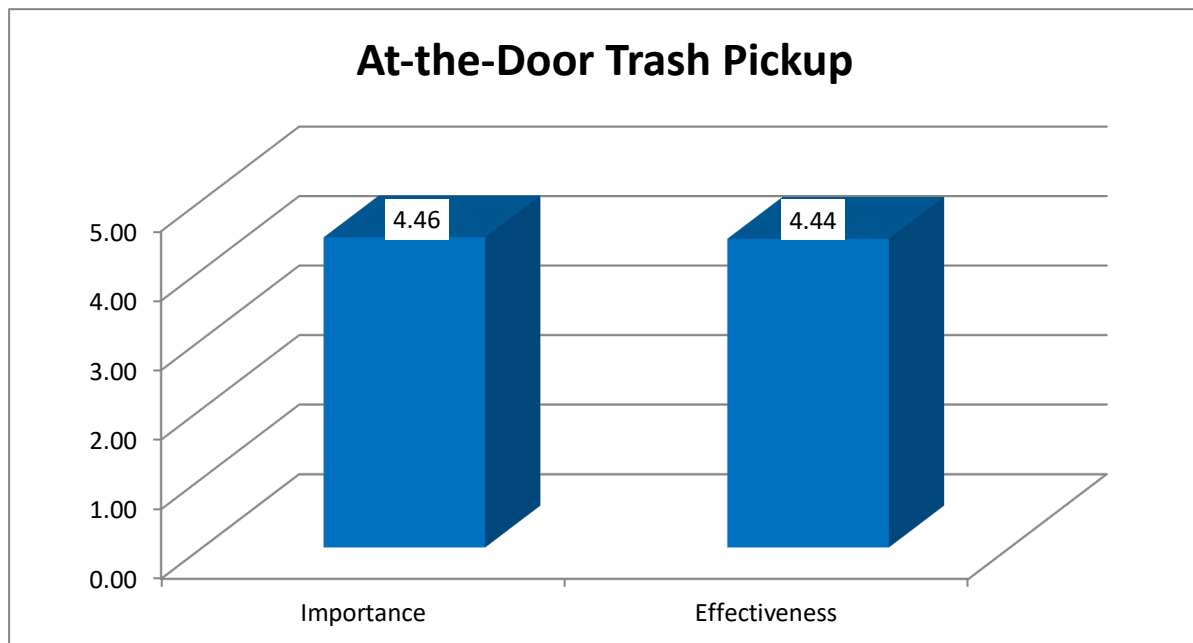
Percent of respondents who participate in various recreation opportunities

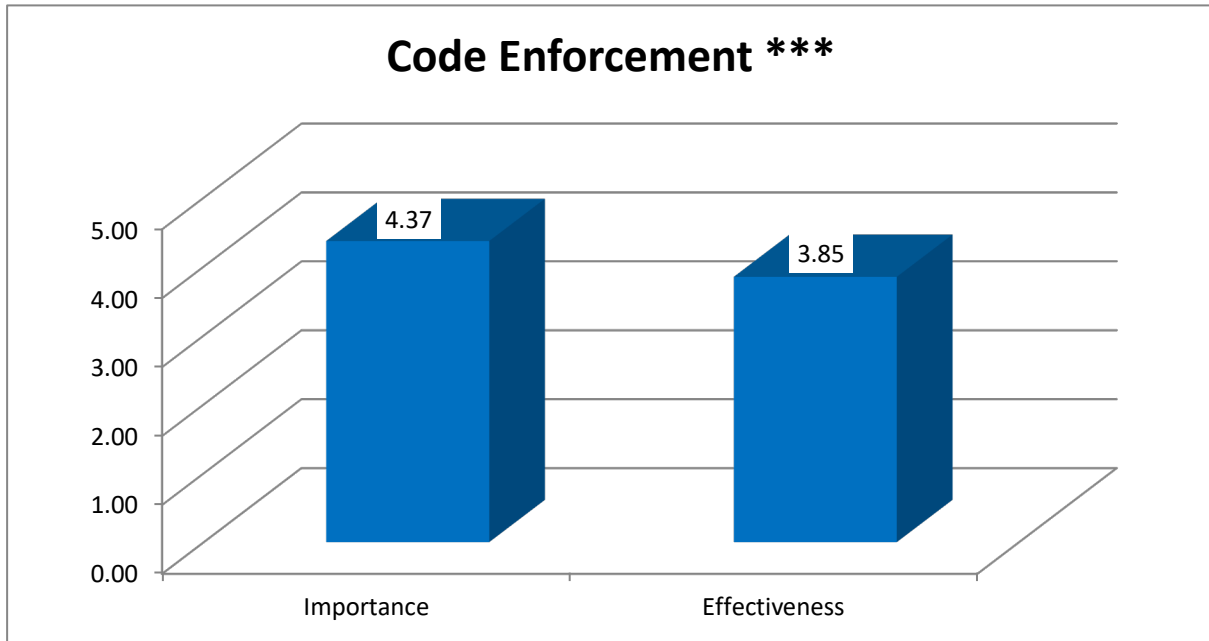


Gap Analysis

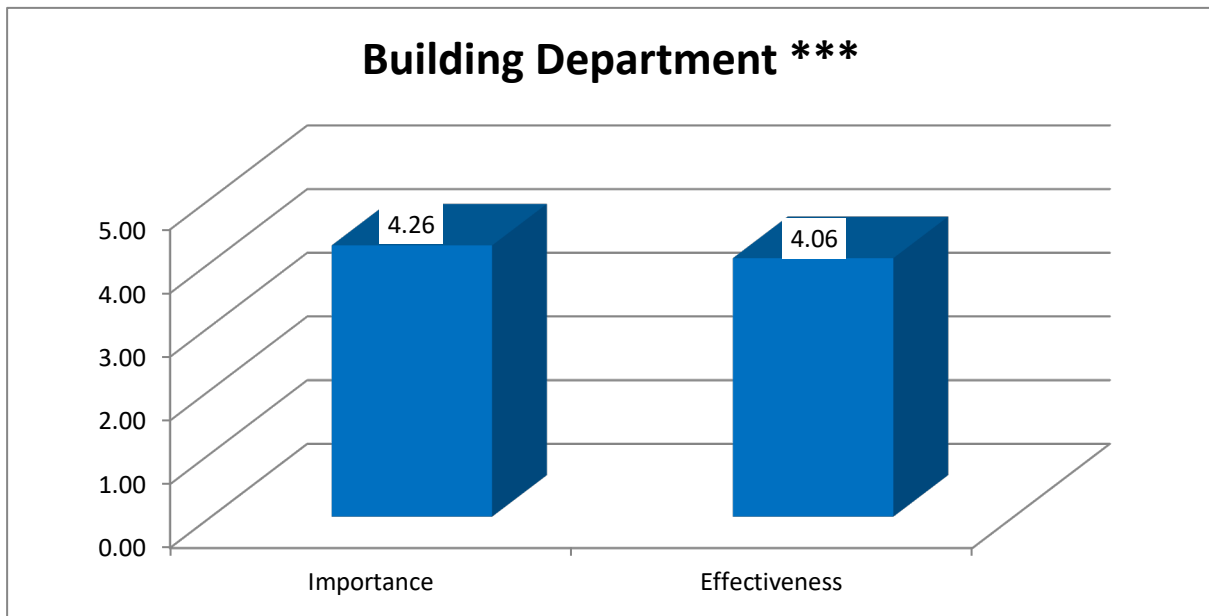


*** Significant difference between importance and effectiveness

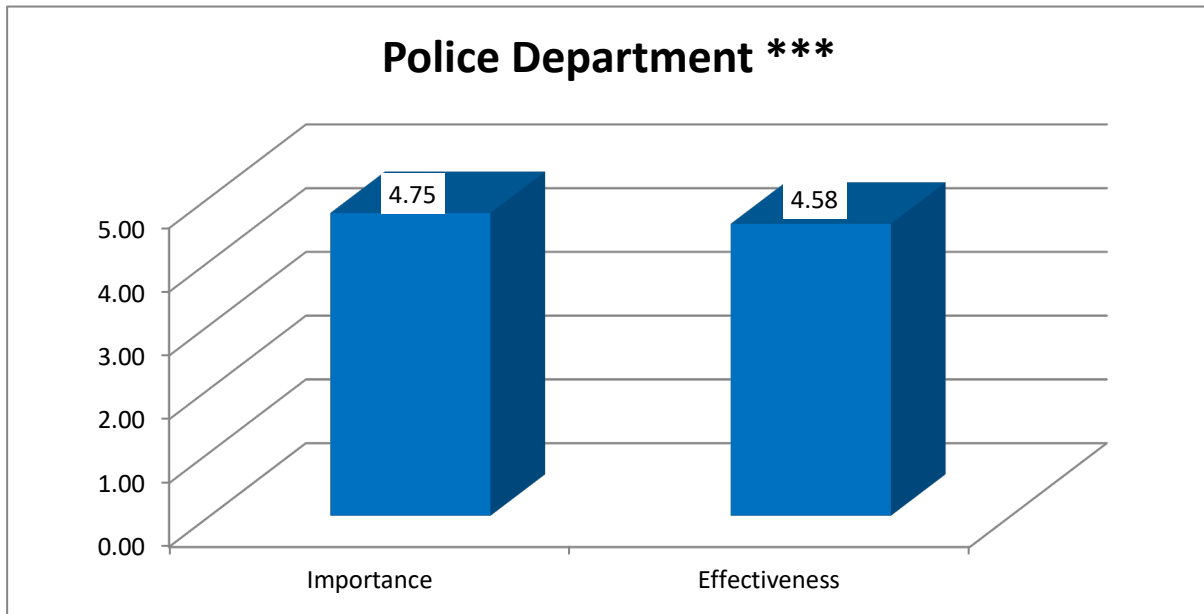




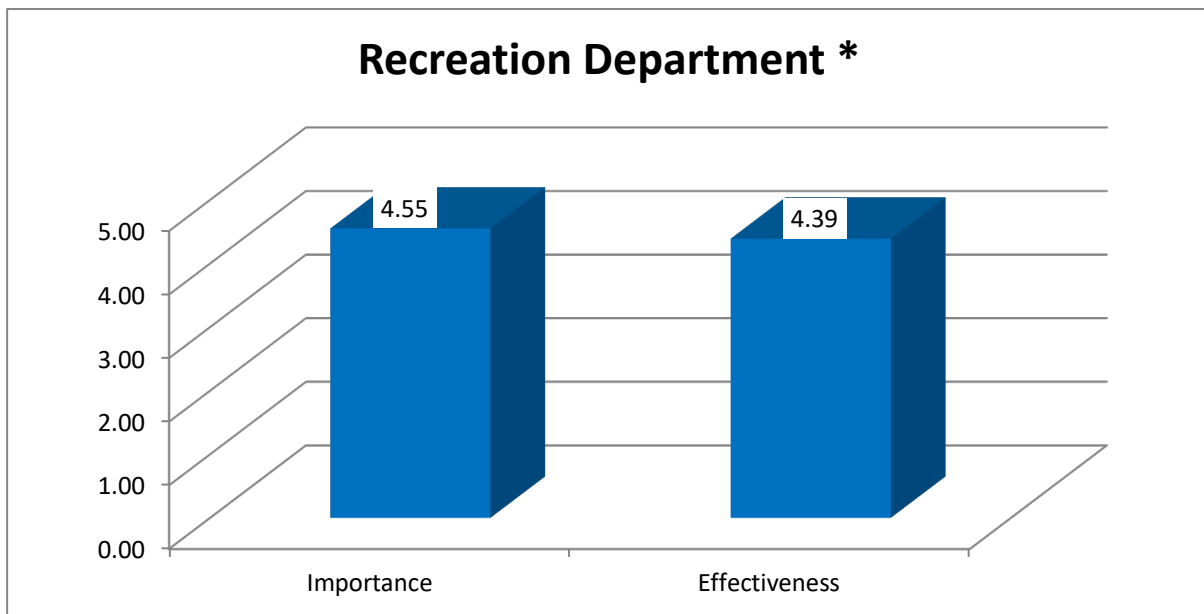
*** Significant difference between importance and effectiveness



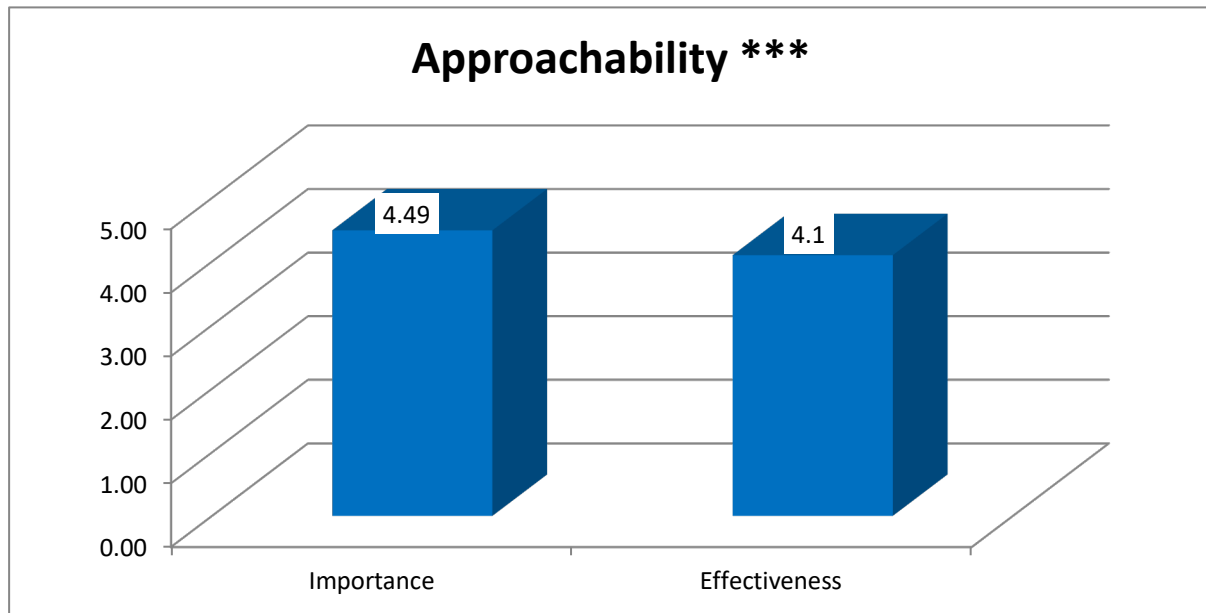
*** Significant difference between importance and effectiveness



*** Significant difference between importance and effectiveness



* Significant difference between importance and effectiveness

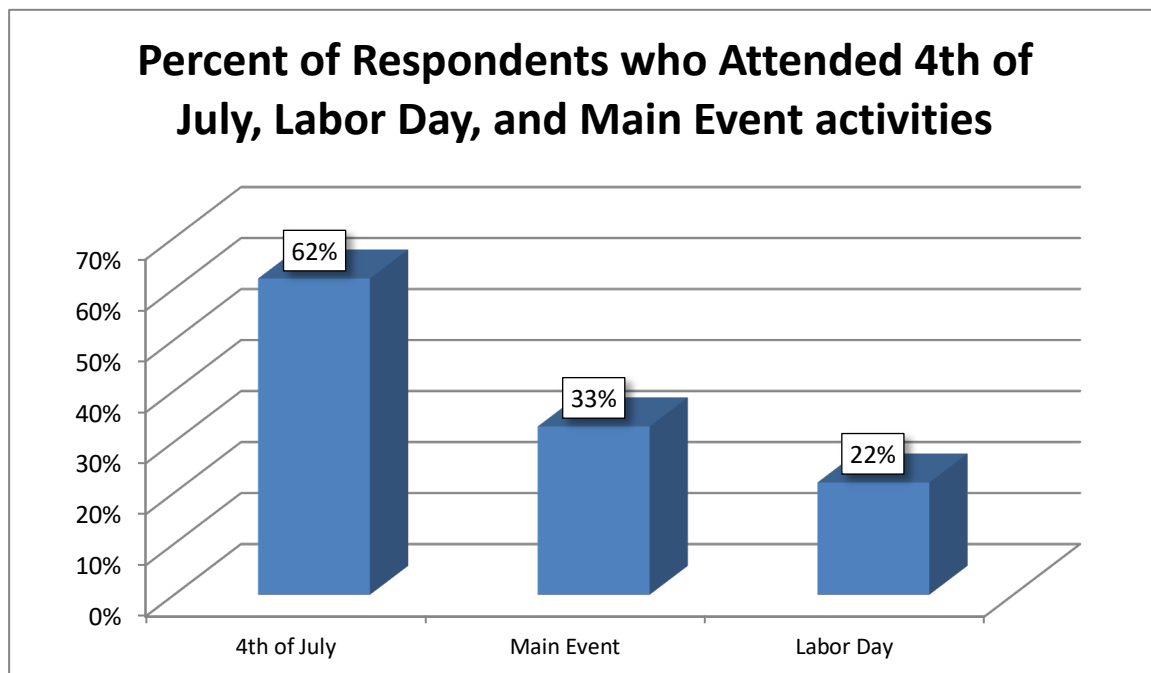


*** Significant difference between importance and effectiveness

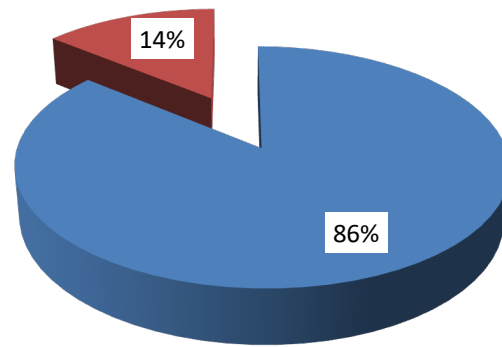
Respondents who ranked city-sponsored community activities as top priority



Percent of respondents who attended city-sponsored community activities (can add to more than 100% because respondents could attend more than one event).



Percent of respondents who feel they are receiving value for the taxes paid

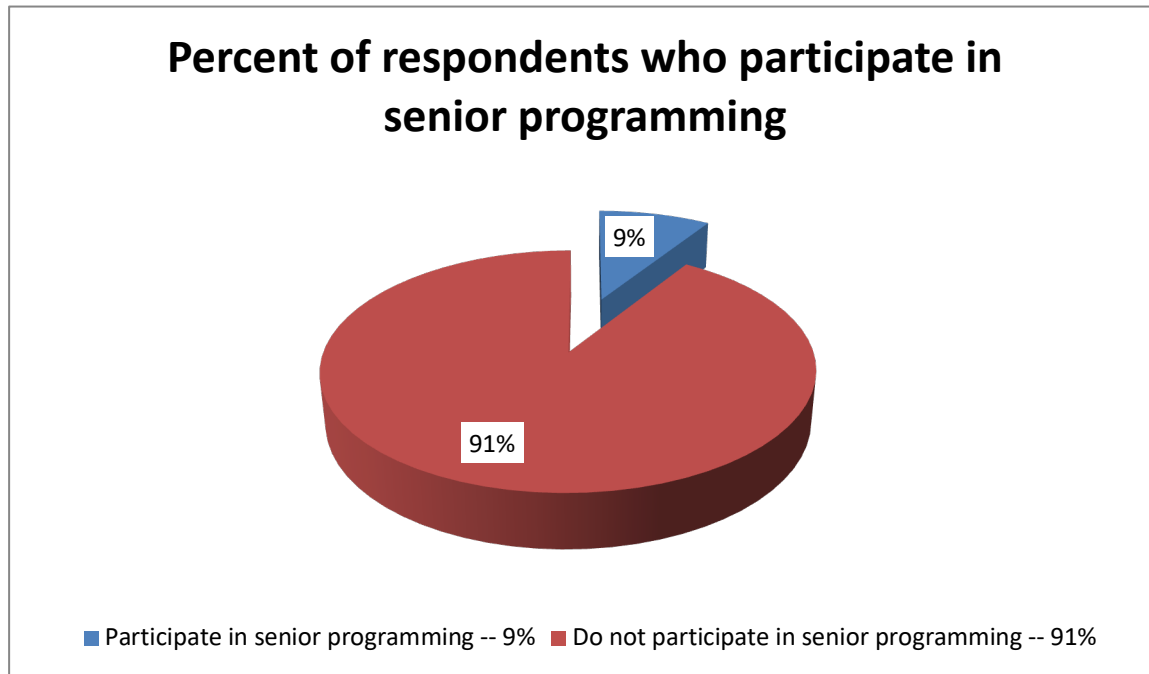


■ Are receiving value -- 86% ■ Are not receiving value -- 14%

Verbatim comments:

- But the leaf pickup never works for us.
- Taxes way too high for the amount of crime/danger
- Clean up Bexley properties
- Hard to answer-a LOT goes to schools!
- Somewhat
- Still expensive
- Don't use schools
- Too soon to say
- Taxes are extremely high. School, City Hall only know how to spend money, not save
- Need better leaf pick-up
- Compared to other cities, our taxes are disproportionately far higher.
- They are extremely high compared to other similar areas!
- This is a loaded question. Bexley is great but we pay a lot in taxes.
- We don't have kids school tax too high for us.
- SCHOOLS
- Tax base to high- for those not using schools-
- Very high (percent sign) and do not use schools
- Not sure break down of how \$ spent
- I feel my taxes are put to use
- Costs too much
- Value in police/ fire ser. & leaf/collection but to much for trash (one person household); code enforcement (esp. in alleys) is extremely lax; sidewalk repair should be city responsibility
- Not completely. No kids in school

Senior Programming participation graph



Senior programming respondents would like:

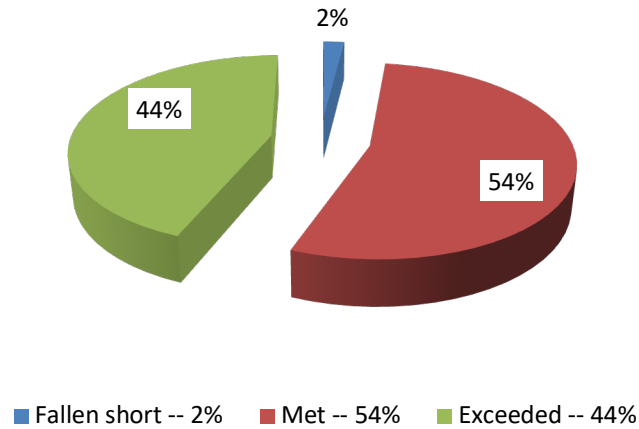
- Fitness classes variety
- Educational/social/cultural
- Summer programs and activities
- Zumba Gold, weights, stretching, core exercises, Tai Chi
- Providing connectedness with seniors besides shopping and eating out
- More info mailings and on emails
- Programming lends itself to singles and non-drivers, not yet ready
- Medicare & social security education
- Community work/programs
- Need to develop a fitness program for seniors who are in need of some form of workout; light weights, cardio
- Previous want to programs choices have not been good
- Have something in the afternoon. Most programs are for early risers.
- Laps in pool. Social conversation Social gathering space
- Game room for Mahjongg
- Some place for seniors to meet
- Meet for Coffee at Starbucks
- Transportation. More access to shop or travel - free of charge
- Lectures
- Include programs for disabled like Worthington has

- Respect historic properties
- Lower taxes
- Offer trash pick-up fees on a per-bag basis
- Put out a letter and crack down on people putting in vapor (mercury) lights on homes, really devalues neighborhoods
- Need state of the art rec center. Including indoor pool and ice rink.
- Have a racially diverse police force, city council etc. this is 2017
- Affordable housing for seniors, a senior community center
- More timely leaf pickup
- Should post clearer signage regarding the cell phone law. Should enforce parking laws. Should consider parking issues when approving projects on Main Street.
- Jeffrey Mansion is lovely but we need a more user-friendly building.
- Better response time when I call to report unmowed grass or lack of construction activity for vacant houses.
- Review school (number eighty-five) and compensation for a board of businessmen
- Continue to develop downtown commercial
- Deal w/ building across from CVS
- Collect email addresses. push 1/4ly news letter. Create Bexley Blog to share in depth stories
- Sometimes it feels like South Bex is not considered important
- More responsive/customized website
- Work to remove the stereotypes of North vs Central vs South Bexley
- Publicize sporting/music events
- Better street traffic flow maybe a parking garage
- Medians on Broad Street
- Leaf pickup every week from street so no need to pay - fix/pave S Gould Rd
- Better Alley Lighting
- Bring more business. Focus on North entry.
- Recreation brochures no longer delivered to home and date of issue not publicized. Bexley and community news no longer delivered at home.
- Be thinking about future parking concerns
- Leaf pick-up. Traffic control on Drexel - it's like an expressway.
- I think our streets; mostly residential need to be re-paved more often
- Keep recycle & yard waste off the curb until Sunday afternoon
- Lower taxes period. Bring in a better selection of sit-down restaurants. No more sub-shops!
- Have the residents clean their yards and alleys. Cut down over-growth and neaten their yards!
- Think about adding paddle tennis courts to Jeffrey
- Livingston/college corridor improved
- Keep sidewalks repaired to help with walking. Enforce codes on shoveling sidewalks and picking up dog poo.
- Continue to provide its kind and considerate attitude at City Hall and in its police force.
- Pay attention to streets after fall - salt
- Enforce snow removal on sidewalks

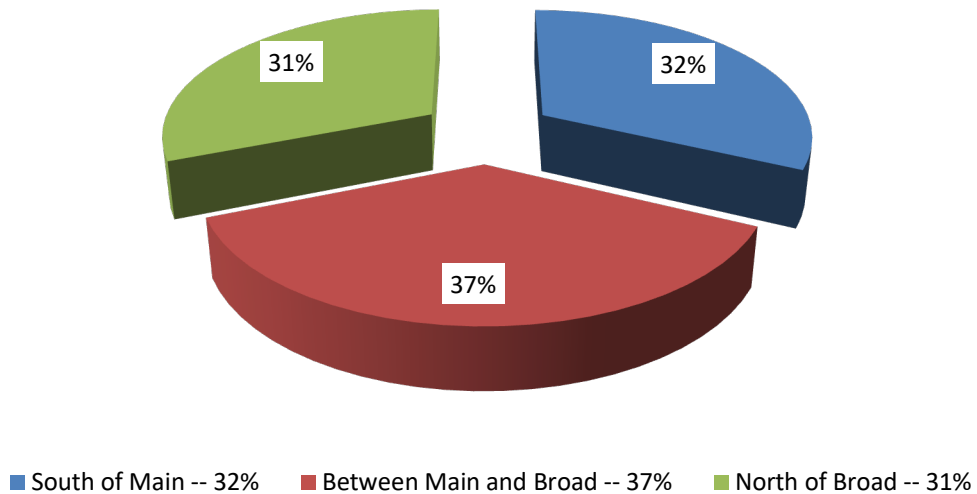
- Continue to listen to residents opinions.
- Make Livingston safer for pedestrians
- Take down the sweet gum tree the city planted in front of my house. It's a messy tree!!
- More economic development
- More welcoming to non-Bex residents - particularly our police force and their response to people of color. The police are not actually targeting p.o.c. then they have some work to do with pullover rates because it certainly seems like p.o.c. are targeted and that's unacceptable.
- Clean up the SW area of the city.
- For code enforcement maybe have a list of people who can help improve the problem
- Promote public transportation options. For example, there is currently no north-south bus route through Bexley. Consider asking COTA for a Cassady Ave bus with connections to Easton.
- Work more closely w/ Bex. City Schools to acknowledge drug problem at BMS and BHS.
- Be more aggressive with code enforcement. Takes way too much time to have problems resolved!!!
- Patrol Livingston Avenue, if permitted. Offer safety awareness class for women.
- Encourage people of different ages, races, religions to get together
- I wish there were more opportunities for teens. Summits, activities, team building, city participation, etc.
- Spend less money, listen to its citizens. Have a backbone vs. developers, rich Bexley citizens
- Grow trees 2) encourage restaurant and retail on Main 3) re-use lumber/wood from fallen trees
- Address their seniors more
- I feel this type of "coordinating" open communication is a great start...(1) forecasting city planning (2) better transparency with financial planning
- Not Sure
- Faster leaf pickup (leaves left so long on curb this year I have to re-sod my grass in the spring :())
- More creative ways to encourage walking. Not signs or police enforcement, but a community commitment to fewer cars & more walking. Sidewalks cleared, volunteer crossing guards, walking 'school buses' no parking zones around schools. Things that encourage walking.
- Code enforcement i.e. still political signs up
- Catch more speeders on our streets, enforce stop signs or take them out. People run them constantly
- Community building dialogue
- Maintain roads and roadway better
- Too many cars driving residential streets too fast. Add bike patrol w/radio receiver to catch. Or just patrol cars for 15-min "monitoring" times.
- Designated Gathering Space with Parking
- Code enforcement overall cleanup of exterior properties/homes
- Improve leaf pickup, I don't think they came by us more than once last year and it was after we bagged them all
- We cannot think of anything!
- Not be such a pain in the ass about permits for construction
- College Ave & Sheridan improve student behavior and trash
- Street Repair, make one side parking
- Continue commercial development
- Improve code enforcement in alleys

- Improve Livingston allow parking on only 1 side of residential streets
- COTA bus service on Cassady- the walk is too far for me to 5th or broad.
- Develop the area/ parking lot and/or grass lot at the end of Main St by Kroger to "cap off" the Main St. corridor.
- Do something about the former gas station on N. Cassady. Add sidewalks to Ruhl and Caroline. Add trash cans to North Bexley. There are trash cans all over central Bexley, but very few in North.
- Continue to develop Main Street
- Get rid of leaf pickup
- Consistency of leaf pickup and updating status on website.
- More assistance and rec programs for the disabled and lower taxes.
- Hang out space for teens. No place to "gather" safely.
- Make Livingston safer for pedestrians
- Freeze property taxes on residents over 10 and 30 years as a Bexley resident
- Code enforcement for all residents

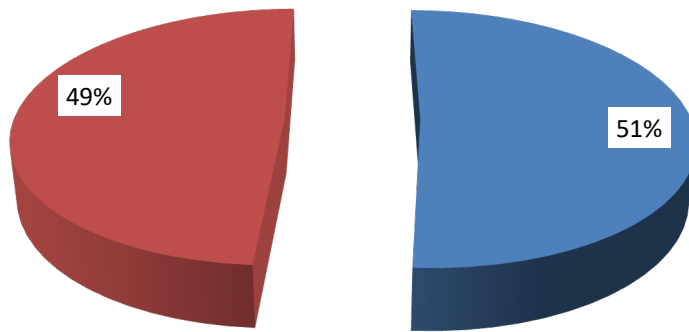
Percent of respondents who indicated that living in Bexley has fallen short, met, or exceeded their expectations



Where the respondents live

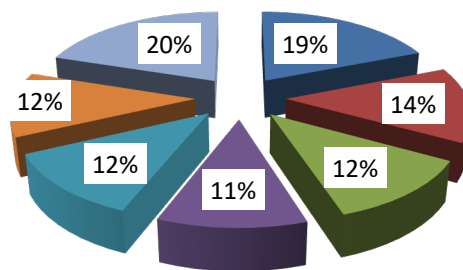


Do You Have Children Living At Home



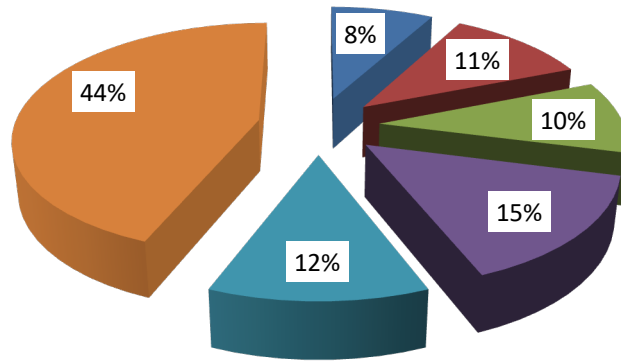
■ Yes -- 51% ■ No -- 49%

How long the respondents had lived in Bexley



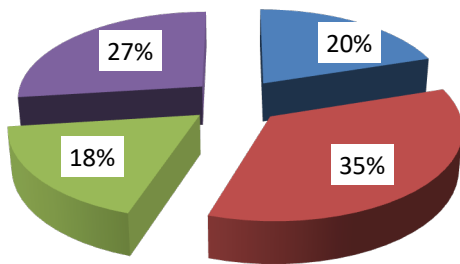
■ 1-5 years -- 19% ■ 6-10 years -- 14% ■ 11-15 years -- 12%
■ 16-20 years -- 12% ■ 21-25 years -- 12% ■ 26-35 years -- 12%
■ More than 36 years -- 20%

Respondent household income



- Less than \$50,000 ■ \$50,001-75,000 ■ \$75,001-100,000
- \$100,001-125,000 ■ \$125,001-150,000 ■ More than \$150,000

Age of respondent



- 25-40 -- 20% ■ 41-55 -- 35%
- 56-65 -- 18% ■ Over 65 -- 27%

Age of Respondent

