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## **AGENDA**

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# **Committee of the Whole**

**6:00 PM January 11, 2023**

**Council Members:**

**Andy Teater**

**Omar Tarazi**

**Les Carrier**

**Tina Cottone**

**Peggy Hale**

**Pete Marsh**

**Cynthia Vermillion**

**President**

**Vice President**

**Michelle Crandall, City Manager**

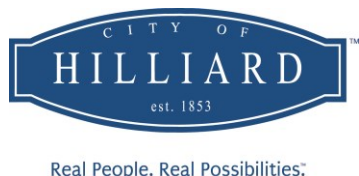
**Diane (Dee) Werbrich, Clerk of Council**

**City Hall, Council Chambers • 3800 Municipal Way, Hilliard, OH 43026**

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- I. Call to Order**
- II. Roll Call**
- III. Approval of Minutes**
  - A. December 12, 2022, Committee of the Whole
- IV. Business**
  - A. Polco/NCS Survey Results
- V. Items for Discussion**
- VI. Adjournment**



## CITY COUNCIL

### December 12, 2022 Committee of the Whole Minutes

#### CALL TO ORDER

The meeting was called to order by President Teater at 5:30 PM.

#### ROLL CALL

Attendee Name:	Title:	Status:
Andy Teater	President	Present
Omar Tarazi	Vice President	Late – Arrived at 5:33 PM
Les Carrier	Councilman	Present
Tina Cottone	Councilwoman	Present
Peggy Hale	Councilwoman	Late – Arrived at 5:33 PM
Pete Marsh	Councilman	Present
Cynthia Vermillion	Councilwoman	Present

**Staff Members Present:** City Manager Michelle Crandall, Law Director Phil Hartmann, Assistant City Manager Dan Ralley, Finance Director Dave Delande, Recreation and Parks Director Ed Merritt, Recreation and Parks Deputy Director Erin Duffee, Community Relations Director David Ball, City Planner John Talentino, Transportation and Mobility Director Letty Schamp and Clerk of Council Diane Werbrich

**Others Present:** Don McCarthy, McCarthy Consulting, Inc.

#### APPROVAL OF MINUTES

President Teater asked if there were any changes or corrections to the October 24, 2022, Committee of the Whole meeting minutes. Hearing none, the minutes were approved as submitted.

<b>STATUS:</b>	Accepted
<b>AYES:</b>	Teater, Tarazi, Carrier, Cottone, Hale, Marsh, Vermillion

#### BUSINESS

##### A. ATHLETIC COMPLEX PROJECT UPDATE

Mr. McCarthy presented an update on the Athletic Complex project. **(See attached)**

Mr. Marsh asked if the alternates are included in the \$15.1 million estimate. Mr. McCarthy stated the alternates are not included and would be over and above that cost.

Vice President Tarazi (inaudible). Mr. McCarthy replied either that or the bid results come in and create savings and at that point they would look to maximize those dollars. Vice President Tarazi asked if the community center is also over budget. Mr. McCarthy stated the community center is also over budget and he will review that shortly. Vice President Tarazi then asked how much the projects are over budget. Ms. Crandall replied the projects are approximately \$5 million over budget or about \$2.4 million on each project.

Mr. Carrier asked if Council needs to decide now if they want the alternative bids or can that decision wait until the bids come in. Mr. McCarthy explained that they are going to take the bids and the alternates are associated with those components, they will then gather that information and present it to Council in January 2023. Mr. Carrier then asked if there were other scenarios cut out of the athletic complex besides the one turf field and if that could be bid out as well. Mr. McCarthy replied that they do have a



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## City Council

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value for that work but it was taken out so there is technically no design for that. He noted they could duplicate the existing designs but he does not recall that number at this time.

Ms. Vermillion asked if the bids come back and some alternates can be added, is \$2,450,000.00 the absolute maximum that can be used. Ms. Crandall stated the City is at a point where some value engineering was done and feels if the City goes much over where the project is now, there will be funding challenges. She explained the City borrowed \$85 million on a \$100 million plus project and at some point in 2024 will have to look at either borrowing more, cash funding part of it or short-term notes, which Council will see during the community center presentation. Ms. Vermillion then asked if the alternates are ranked. Mr. McCarthy replied that they are not forced to rank alternates and can be picked in any order but noted that Recreation and Parks have a preferred order.

Vice President Tarazi asked for clarification on the storm water funding for the shortfall. Ms. Crandall replied that there is a portion of the project cost relating to storm water and can be funded with a portion of the storm water funds, which would allow up to \$500,000.00 to go towards this deficit. Vice President Tarazi then asked if this ties into the utility rate increase. Ms. Crandall replied funds would be taken from the storm water fund and some of that would be used to offset some of the increased costs. She noted part of the justification for increasing the storm water user fees is because there are other projects coming that will have significant storm water infrastructure needs like Old Hilliard. Mr. Carrier stated the City is asking the community to pay more for storm water utilities, but that money will be used for storm water on this project. Ms. Crandall replied the existing storm water fund is available for storm water related projects and there is a balance that would allow some of the funds now to be used towards this project. Mr. Carrier remarked because the City is doing that is one of the reasons for the request to raise storm water fees. Ms. Crandall disagreed and explained for projects like this, storm water management funds can be used which in turn helps the City realize projects. Mr. Carrier stated if the City did not use these funds and used the bonding money for the project, which he believes is what the community was told, then the City would have that money available for other projects and not necessarily dedicated to the community center. He added those funds would then be available for the Old Hilliard Project Ms. Crandall referenced. Ms. Crandall restated that the City borrowed \$85 million for this project overall and will have to figure out how to fund the rest through either the General Fund, Recreation and Parks or other available funds that are allowable uses. She noted if Council does not want to use the Storm Water Fund for this part of the project, then staff can look at another funding source and that it is just an available source for the gap in funding for this project. Mr. Carrier explained that in the first year the City will generate an estimated \$9 million from the .5 percent income tax increase and if the community center is not going to be built until 2025, there will be three years of revenue while the facility is not up and operating. Ms. Crandall reported the City will be paying down more than \$4.5 million each year on the borrowed money and then have to operate the Recreation and Parks operating budget and other capital needs. She added at the end of day, the revenue remaining from that fund is not enough to cover the cost. Mr. Carrier countered by saying money has been freed up from the General Fund that is not going to Recreation and Parks of approximately \$3 million/year. Ms. Crandall replied there were some funds freed up in the General Fund. Mr. Carrier reported the City has a surplus every year of approximately \$7 million this year over what was projected. He noted if that is put all together and the City knows we are losing BMW, so there will be a shortfall there and is trying to understand why the City would use storm water funds to backfill for what the City asked the community to use with income tax. Mr. Carrier commented that the communication he is hearing from staff is give is the .5 percent to build a community center but also the City is going to raise the fees so we can build a community center. Ms. Crandall replied that is not what staff is saying at all. The storm water funds is a usable fund for projects that include storm water and if this was Old Hilliard or another project, the City could use the storm water funds for that as well. Ms. Crandall reiterated that if Council is not comfortable with using that available funding source, then staff can find another source of funding. She noted that it is an allowable use and is not increasing the existing fees. Ms. Crandall continued that what will be presented later is that there are other projects like this that have significant storm water infrastructure needs that those funds can be used for so that the money is not taken from the General Fund. Mr. Carrier remarked that there is a new amount in the General Fund because of the .5 income tax increase and that additional money should be available for things that are needed for storm water management because it moved the .5 percent into

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Recreation and Parks whereas before they were in the General Fund. Ms. Crandall stated there are other things the City wants to do like sidewalk repair and more street repair, which are other uses for the General Fund. The General Fund is the only fund that is completely unrestricted and can help with other things in the City. She added this was an idea that staff thought was a good one since there are storm water related projects on the site of approximately \$2 million at least but if Council is not comfortable using an available source that is allowable, it can be switched to something else.

Ms. Vermillion asked if this project will have considerable storm water infrastructure needs. Mr. McCarthy replied that storm water for the site has been the single largest piece that they have had to figure out because of the area of disturbance, where they are, the restrictions and a whole series of things they have had to deal with. He added the City is paying a premium to build the athletic complex and community center on this site. Ms. Vermillion commented that she feels it is appropriate to use storm water funds because this project has a lot of required storm water infrastructure needs.

President Teater asked if the City is paying a premium for storm water on this site because of the Darby influence. Mr. McCarthy replied it is because of the influence of the Darby and because the site is flat and wet.

Vice President Tarazi asked for clarification on the difficulty with the way this is budgeted and asked if that is without adding an extra \$5 million or is that with adding an extra \$5 million that would push the City out of the comfort zone. He added if the City borrowed an additional \$5 million is that way outside of the comfort zone and right now it is difficult to accomplish as it is or is it that we are comfortable and could add the \$5 million but pushes outside the comfort zone with additional borrowing. Ms. Crandall replied staff is comfortable adding the additional \$5 million but not beyond that. Vice President Tarazi asked if that is from a borrowing perspective. Ms. Crandall stated from available resources, from ability to borrow and goes back to what are the challenges with the City's bond ratings and having balances in some funds to cover other expenses that may be coming. Vice President Tarazi asked if it is fair to understand that since some budgets are being moved around to accomplish this out of existing funds, that the City is going to borrow an additional \$2.5 million for the shortfall in the community center. Ms. Crandall replied that the City will need to borrow some additional funds for this entire project and that is yet to be determined because they have to see what the project comes in at. She noted that the City is carrying an owner's contingency that if all goes well throughout the whole project, the City could realize some of that money. Ms. Crandall explained that the City will not know what the fund balances are for recreation and parks or the General Fund at that point and might be able to use some of that to cash fund more of the project. There will be some point at the end of 2024 that the City will have to look at borrowing some additional funds. Vice President Tarazi asked if this is above and beyond the owner's contingency. Mr. McCarthy replied that the owner's contingency remains unchanged for the athletic complex (\$721,000.00). Vice President Tarazi asked if that would be captured back at the very end of the project. Mr. McCarthy replied that is a risk analysis and as they move through the project and as the percent of the complete project goes up, the risk comes down and is when they can decide to release those funds back to the owner or it could be used towards an alternate. Vice President Tarazi remarked that we are not assuming that money will come back as part of approving the money being used. Mr. McCarthy stated that the assumption would be that the City is going to maximize all of the dollars that have been allocated for this project. The owner's contingency either pays for unforeseen issues that may occur or things could be added that could not be afforded at the time the project was bid. Ms. Crandall reported that the community center has a \$3 million owner's contingency and if the City got through the project with minimal disturbances, some of that could be used towards funding the rest of the project as well. Mr. McCarthy explained that as they went through the budget analysis, one of the things they pointed out in July and August is that they were carrying a design and estimating market condition contingency within the construction estimate and as it gets closer to procurement, the variables associated with that are less so that number gets reduced. They were carrying \$670,000.00 in that contingency which has been reduced to \$360,000.00 because the bidding process has begun and the risk is less. Mr. McCarthy added that it is possible that when the bidding and procurement process is done it could be under budget and the \$360,000.00 becomes available.



**B. RECREATION & WELLNESS CENTER PROJECT UPDATE**

Mr. McCarthy presented an update on the Recreations and Wellness Center Project (**See attached**)

Ms. Vermillion asked if they are absolutely certain that the changes on the soil management did not weaken the structure. Mr. McCarthy replied that it did not weaken the structure and the Soils Engineer ran some calculations and he feels very comfortable with the type of soil classifications and with the amount of oversight there will be during the fill operation and the depth of the pool. He noted that one of the things the Soils Engineer did not realize because he assumed it was straight footings across the entire project, is that the pool is deeper and because it is deeper, it is in a different level of soil which, based on the soil borings is much more clay oriented. Those are all things that went into his evaluation.

Vice President Tarazi asked how much of the \$2.5 million extra is because of the HVAC system. Mr. McCarthy replied \$1.1 million. Vice President Tarazi asked if the system lasts longer or cools faster. Mr. McCarthy referenced the study of the pros and cons of each system in the appendix of the presentation.

Ms. Vermillion asked if there are grants available for placing solar panels on the roof. Mr. McCarthy replied that in the budget they are putting solar panels on the roof with an estimated cost of \$300,000.00. Ms. Vermillion asked where the solar panels would be placed. Mr. McCarthy replied that they have not been placed but there is a lot of southern facing gabled roofs and the thought is that they would go on the OSU southern portion of the roof. He noted that they have not figured out how many kilowatts that field would generate but it is a sizeable amount of solar panels. Mr. McCarthy said that there probably are grants or reimbursements for this because money is available for these types of things, but they have not gotten that far. Ms. Crandall noted that she has not seen solar grants in a few years but is something staff can research. Mr. McCarthy reported they plan on doing solar regardless because there is so much southerly facing roof area and it keeps with one of the themes for the project, which is sustainability and utilizing/reutilizing energy sources. He noted that one of the benefits of the chiller system is that it needs boiler systems to work, which is part of the cost factor but the heat generated by the boilers will be recovered and used to heat the pools. The DX system or the alternative system would need a separate heating system for the pool water.

Mr. Carrier asked what the cost of the new gymnasium space is. Mr. McCarthy replied \$1.35 million, which equates to \$325.00/square foot multiplied by approximately 3,690 square feet. Mr. Carrier then asked if that is budgeted. Mr. McCarthy replied that is in the deficit they are showing at the bottom. Mr. Carrier asked if Council approves to fill that gap would the gym go in. Mr. McCarthy replied that the gym would go in and the additional programming can be done to generate additional revenue.

Vice President Tarazi asked what if all of these things come in at ten percent for what they have in mind and if the City is going to borrow more money or where does that fit. Ms. Crandall asked if he was referring to the alternates. Vice President Tarazi agreed. Ms. Crandall replied that they hope the bids come in better so that some of the alternates can be included otherwise the alternates do not get done as part of the project. A couple are smaller like the outdoor patio area, which can be done later or the pergola but the larger cost items would not be part of the project. Vice President Tarazi inquired about the approximately \$2.5 to \$3 million owner's contingency because some of these things cannot be done later. Ms. Crandall replied that is part of the value engineering that is done with every project of this size and there are items you wished you had but cannot fit within the budget. Vice President Tarazi then asked when they can start using some of the owner's contingency. Mr. McCarthy replied that as the percent of completion moves forward, the risk profile changes. He added for this building, getting it enclosed so they can move forward with mechanical and electrical is the risk on this job and they want to get to that point as quickly as possible. At that point, they would assess the owner's contingency because by then they are over half way through the overall construction period and would evaluate that and put in the pergola or the patio. He noted some of these things are now or never items like the adventure track and there will come a point in time where they are either in or out.

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Mr. Carrier asked if the solar panels can be added later. Mr. McCarthy replied they can put the infrastructure in (conduit, wires, etc.) and mentioned lots of buildings are retrofitted to add solar panels. Mr. Carrier stated he likes the solar panels but if it was a choice between a patio for the seniors or a floored outdoor patio area or solar panels, he is choosing the patio because it is a direct quality of life decision versus putting \$400,000.00 worth of solar panels. He believes that is something Council should talk about as a group because functionality is important right now. Mr. Carrier asked if the solar panels can be an alternative and the two smaller projects put back in. Mr. McCarthy said that could be done. Mr. Carrier asked when Mr. McCarthy would need that decision. Mr. McCarthy replied that they have not seen the design on the solar panels yet and are expecting to see an update of the design documents for those kinds of components at the end of January or early February 2023. That would be the point where they would pivot. He noted they may leave the alternatives as alternatives because that is how the design team is working and would use the solar panels as an undefined alternative which would be handled at the scope review meetings with the sub-contractors.

Mr. McCarthy announced that Friday they take bids and will have the first comparison point. President Teater stated Friday is when the bids for the athletic fields are in and asked when the wellness center bids are projected. Mr. McCarthy replied on December 19, 2022, they get the site documents from the civil engineer for the recreation center and while they are scoping out the athletic field site contractor, they will hand the two to three low bidders the design documents for the recreation center and ask them what the impact is on their numbers for the athletic fields. He noted that is all part of Gross Maximum Pricing (GMP) 1 that he will present to Council in January 2023. President Teater asked when they will get to the bid process for the wellness center building. Mr. McCarthy replied that it will be on December 19, 2022, when they receive the documents but will use the bidders from the athletic complex which will be an addendum to the bidding. Ms. Crandall stated Council will see both when it comes back to them at the second meeting in January. Mr. McCarthy agreed. President Teater asked if that is when they will talk about alternatives. Mr. McCarthy replied yes for the athletic complex because they are not bidding the structure or roof with the GMP 1 right now. Mr. Marsh asked when that will be bid. Mr. McCarthy replied that the design team will have those documents to them in February, so possibly in March.

### C. UTILITY FEE REVIEW

Mr. Ralley updated Council on the adjustment of surcharges. **(See attached)**

Mr. Marsh asked if the line on the Storm Water Improvement page is the actual intake on the revenue side. Mr. Ralley replied it is what they utilized for Capital budgeting purposes this year from Mr. Delande, so what would be the available capital resources which is true for storm water and sewer. The water side also reflects what was available for this year.

Mr. Ralley continued with his presentation.

Mr. Carrier stated the increases assume that the City of Columbus does not raise their rates like they do every year. Mr. Ralley agreed and stated it was for the purposes of simplicity, but Mr. Carrier's point is well taken because the City of Columbus is likely to increase their rates on an annual basis. Mr. Carrier reported that on average the City of Columbus increased their rates at least 3 percent per year and in 2022 they increased by 4.5 percent. He asked if the City knows what their increases will be in the next five years. Mr. Ralley replied that the City does not know that information because the City of Columbus does not tell the City what they are going to do the following year until sometime in the fall. Mr. Carrier asked if the City is wanting to go from a \$7.00 surcharge per year to a \$30.00 surcharge per year on all of these utilities or over a 400 percent increase. Mr. Ralley replied that is not an accurate way to characterize it and is a \$30.00 increase over what the surcharge is generating. President Teater stated it goes to \$30.00 from \$17.16 on the annual bill.

Ms. Hale stated that, if adopted, the storm water fee would go from \$3.00 to \$6.00/month over 5 years so going from year 1 to year 5 would be \$36.00, and asked why the number presented is less than that. Mr. Ralley replied that the number for each year is the annual increase and storm water would be phased from \$3.00 to \$6.00 over essentially 5 years. Ms. Crandall added the last year is the cumulative cost.



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Vice President Tarazi asked if the 18 lift stations Mr. Ralley mentioned are storm water or sewer lift stations. Mr. Ralley stated they are sanitary lift stations. Vice President Tarazi stated that Mr. Ralley also mentioned an underwater storm water lift station and asked if that is the same thing or is one for storm and one for sewer. Mr. Ralley replied one is for storm and one for sewer. He noted the underpasses on Cemetery Road are just storm water but in many subdivisions there are sanitary lift stations. Vice President Tarazi asked if the storm water lift stations are more expensive to replace than the sewer lift stations or are they the same. Mr. Ralley replied that he does not have that information with him this evening but it depends on the size of the pumps and how much they have to pump. Vice President Tarazi asked if the 18 pumps are the total of both storm and sanitary lift stations. Mr. Ralley replied that is just sanitary lift stations.

Mr. Carrier asked how much revenue does Mr. Ralley expect to raise in these fee increases over the five year period. Mr. Ralley replied that Mr. Delande can provide that information. Mr. Carrier then remarked that if Council said no, what would not happen in the City because he does not see what the sacrifice would be if Council said no. He asked how would he explain this increase to a constituent especially with a \$7 million reserve fund and a \$7 million surplus in the General Fund projected this year. Mr. Ralley replied that there are two to three ways to answer that, one is philosophical because the utilities itself, to the extent possible, should be financially self-sustaining. Users are paying for the portion of the amount they are using and is true over time. If some of these fees are not built in, the users today are paying less than they should for the infrastructure that exists and the users of tomorrow will eventually have to pay that bill. Mr. Carrier countered that approach is regressive, for example, a retiree on a fixed income who pays little income tax, this fee applies to them. In his opinion, it is those seniors who are already getting hit with all of the expense drivers in the world. Mr. Carrier stated the counter to the philosophical side is residents pay income taxes for this and asked why these fees should be in addition to that. Mr. Ralley replied that he does not think it is regressive because they are graduated and residents are paying in proportion to their use and not necessarily paying more. The user fee is in proportion to the amount utilized in sewer and water regardless of wealth. Mr. Carrier stated for those on a fixed income whose pension may not keep up with inflation, this directly impacts them more significantly than someone who is living on an earned income. He again asked what the City would sacrifice if Council said no to this and allowed seniors and residents to take a breather on these fees. He noted that he is not saying to not do the fees, but feels it is the most inopportune time to take a look at this given the rate of inflation. Mr. Ralley stated that as Mr. Carrier mentioned, the City of Columbus's 2022 increase was 4.5 percent whereas in earlier years it was as low as 2 percent. That higher increase is most likely reflective of those increased expenses and the City is not immune from them. Those expenses go up and those obligations will be there year after year. Mr. Carrier stated the counter to that is that we are not Columbus.

President Teater stated the City is still trying to fund the sidewalk program and police officers and there is never a good time to raise rates. Mr. Carrier said they have not told Council how much revenue would be raised. Ms. Crandall stated they will get Council those numbers. The chart that was handed out clearly shows over the last few years in the Capital fund what has been subsidized in the General Capital Fund or other sources that could have come out of sewer water/storm water. If these were well funded then those utility infrastructure costs could have been paid out of these funds instead of coming out of the General Capital Fund, which could be used for other needs of the City. There are a lot of projects that fall off the sheet every year that could make the community a better place. She added that Hilliard is different than the City of Columbus in a lot of ways but the City of Columbus has planned each year for what their needs are going to be to keep up with their infrastructure costs. Ms. Crandall commented that the City has not looked into this since 2006 and with inflation, there are a lot of things being deferred, not being done or pushed off and at some point these things will become a critical need and the City will have to figure out how to fund it. Mr. Carrier replied that this was looked at in 2014 or 2015 and was turned down. He added that is the philosophical difference discussion because he believes when he pays income taxes that the money is spent on (water pumps, playgrounds, personnel, etc.) and reiterated his problem is that it is a tax on those who are on a fixed income and is a very difficult time to do this. Mr. Carrier stated he would like to understand what this will generate in total. Mr. Delande reported that roughly sewer rates would increase that fund by \$150,000.00/year, the increase in water would be \$10,000.00-\$20,000.00 per

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fund and storm would be approximately \$200,000.00 for a total of approximately \$370,000.00/year. He explained water and sewer can be combined and used in operations and those two funds have approximately a \$100,000.00 to \$200,000.00 remaining balance per year. Mr. Delande continued that the City is utilizing that entire revenue source through operations and that number is shrinking each year which is a concern for water and sewer. He noted the storm fund has been healthy and some of that is being used to cover some of the sanitary capital projects.

President Teater asked what the Capital Budget was this year. Mr. Delande replied it is approximately \$1 to \$1.2 million for storm and that fund has a projected \$1.2 million reserve and is why they are reviewing using \$500,000.00 to subsidize for the athletic fields. Mr. Carrier asked what is the City's true unencumbered balance versus the unencumbered balance being encumbered in the future, so Council can get the full picture from the revenue side because the expense side of budgeting is always the focus.

Mr. Marsh stated that Mr. Carrier's points are well taken but he looks at this like the construction inspection fees and that he would like to see anything that is a user generated fee be as self-sustaining as possible. He feels that the income tax items are things that improve the quality of life (better equipment, sidewalks, etc.). Mr. Marsh noted that anything that frees up \$370,000.00/year is very meaningful because that could mean another neighborhood gets new sidewalks that year. He believes it is a valid approach to look at it this way where the user fees cover the actual cost of the structures that are being used. Mr. Carrier reported that the City has pushed the user fees to commercial or new build and not the current residents. For example, the City has reduced some fees like for decks so that is not on the residents who are already paying income tax. Those heavy fees are designed for the most part for new builds and permitting that comes with construction. Mr. Carrier asked if \$1.4 to \$1.5 million moves the needle for what is needed in Old Hilliard. Ms. Crandall replied that the City needs to be able to cover the routine maintenance expenses but it would be great to be able to supplement some of the costs of the utilities. She asked what the combined total for water and sewer in Old Hilliard was. Mr. Ralley replied more than \$10 million. Mr. Carrier asked if some of that would be covered by someone who would want to infill and develop there. Mr. Ralley replied that many times with redevelopment those expenses for areas like Old Hilliard are produced by the development itself through mechanisms like TIFs. Redevelopment does require upsizing the lines.

Mr. Ralley concluded that it is staff's plan to come back to Council after the first of the year with legislation for Council to react to pending discussions with Ms. Crandall.

**ITEMS FOR DISCUSSION - None**  
**CITY MANAGER UPDATES - None**

Mr. Carrier, seconded by Ms. Vermillion, moved to adjourn the meeting by Voice Vote.

<b>MOVER:</b>	Les Carrier
<b>SECONDER:</b>	Cynthia Vermillion
<b>AYES:</b>	Teater, Tarazi, Carrier, Cottone, Hale, Marsh, Vermillion

**ADJOURNMENT – 7:04 PM**

\_\_\_\_\_  
Andy Teater, President  
Council Committee of the Whole

\_\_\_\_\_  
Diane Werbrich, MMC  
Clerk of Council

Approved: \_\_\_\_\_

## Council Memo: Information Only

**Subject:** Polco/NCS Survey Results  
**From:** Michelle Crandall, City Manager  
**Initiated by:** Kelly Clodfelder, Staff Attorney  
**Date:** January 11, 2023

### Summary

In September and October 2022, the City performed a resident satisfaction survey with the assistance of national research and polling firm Polco. The National Cities Survey (NCS) allows us to compare how our residents feel about a variety of topics to the feelings of residents in hundreds of other communities nationwide. This data also can serve as Hilliard's benchmark to compare our future progress in key areas.

This survey has a confidence interval rating of 95% (a margin of error of +/- 4%.)

There is a great deal of information contained in the NCS report. The most valuable information can be found in the "National Benchmark Tables" starting on page 27 of the document (page 28 in the PDF.). This section shows where Hilliard ranks compared to all other communities that answered the same questions and whether our performance is lower than, higher than, or similar to the benchmark. Without this benchmarking, the results to specific questions can lack context.

Overall, the survey results are very positive.

The four key findings from the survey are:

- Residents praise their overall quality of life, with strong ratings for Hilliard's inclusivity.
- The economy is a priority for Hilliard, with residents showing concern for general affordability and their own economic outlook.
- Residents value the City's utility infrastructure. Investments in city internet received strong support.
- Safety is seen as a community strength.

Here are a few sample numbers worth noting:

- 83% of respondents rated the vibrancy of Hilliard's downtown/commercial area as excellent or good (which is considered "much higher" than benchmarked communities)
- 96% say Hilliard is an excellent or good place to live.
- 95% would recommend living in the community to someone who asks.
- 94% said overall customer service by Hilliard employees is excellent or good.
- 93% say quality of life in the community is excellent/good.
- 92% plan to stay here at least five years.
- 89% say they feel safe in Hilliard.
- 84% say our parks and recreation opportunities are excellent or good.
- 83% say the overall economic health of the community is excellent or good.
- 80% say Hilliard's overall image/reputation is excellent or good.

Without getting too deep into the weeds of survey science, there were **evaluative** questions that asked respondents to how they feel about a certain topic and there are **participation** questions that addressed whether respondents had taken part in specific activities. In the **evaluative** categories, Hilliard received:

- more favorable ratings than other communities in 28 benchmarks;
- similar ratings in 94 benchmarks; and

- a lower rating in one benchmark category: “What impact respondents feel the economy will have on their family in the next 6 months.” (Note that Hilliard also received “lower than benchmark” ratings on two **participation** questions: whether they had taken public transportation rather than driving in the past 12 months and whether they had watched a public government meeting.)

Note that one should take care in making comparisons of results from one question to another, because not all benchmarks draw on the same pool of comparison communities. (For instance: Approximately 93% of respondents gave positive marks to Hilliard's quality of life. Our rank in this area is 89th out of 384 communities. At the same time, 96% of respondents give us positive marks for “Hilliard as a place to live,” but we ranked 125th out of 359 communities in that area.)

The goal moving forward will be to perform an NCS survey every two to three years to gauge progress based on this benchmark data.

### **Financial Impacts**

The cost of the survey was \$22,200, which was included in the 2022 Community Relations budget. This covered the survey distribution and data analysis, 12-month access to the Polco survey platform (which is now allowing us to perform the Aging in Place Committee’s January survey,) the Jan. 11 presentation of results to City Council, and a half page of custom questions.

### **Expected Benefits**

In addition to providing the City with data about the satisfaction levels our residents have about a variety of municipal services (which is helpful in identifying areas for improvement,) the NCS allows apples-to-apples comparison of resident opinions over time. This gives the City data on our progress and improvement from survey to survey. It also identifies many of our areas of strength, which we will share with our community in our ongoing communications.

### **Attachments**

- Copy of the survey results
- January 11<sup>th</sup> PowerPoint presentation to Council



# Hilliard, OH

## The National Community Survey

Report of Results  
2022

Report by:



Visit us online!  
[www.polco.us](http://www.polco.us)

## About The NCS™

The National Community Survey™ (The NCS™) report is about the “livability” of Hilliard. A livable community is a place that is not simply habitable, but that is desirable. It is not only where people do live, but where they want to live. The survey was developed by the experts from National Research Center at Polco.

Great communities are partnerships of the government, private sector, community-based organizations and residents, all geographically connected. The NCS captures residents’ opinions considering ten central facets of a community:

- Economy
- Mobility
- Community Design
- Utilities
- Safety
- Natural Environment
- Parks and Recreation
- Health and Wellness
- Education, Arts, and Culture
- Inclusivity and Engagement

The report provides the opinions of a representative sample of 492 residents of the City of Hilliard collected from September 7th, 2022 to October 26th, 2022. The margin of error around any reported percentage is 4% for all respondents and the response rate for the 2022 survey was 18%. Survey results were weighted so that the demographic profile of respondents was representative of the demographic profile of adults in Hilliard.

### How the results are reported

For the most part, the percentages presented in the following tabs represent the “percent positive.” Most commonly, the percent positive is the combination of the top two most positive response options (i.e., excellent/good, very safe/somewhat safe, etc.). On many of the questions in the survey respondents may answer “don’t know.” The proportion of respondents giving this reply is shown in the full set of responses included in the tab “Complete data.” However, these responses have been removed from the analyses presented in most of the tabs. In other words, the tables and graphs display the responses from respondents who had an opinion about a specific item.

### Comparisons to benchmarks

NRC’s database of comparative resident opinion is comprised of resident perspectives gathered in surveys from over 600 communities whose residents evaluated the same kinds of topics on The National Community Survey. The comparison evaluations are from the most recent survey completed in each community in the last five years. NRC adds the latest results quickly upon survey completion, keeping the benchmark data fresh and relevant. The communities in the database represent a wide geographic and population range. In each tab, Hilliard’s results are noted as being “higher” than the benchmark, “lower” than the benchmark, or “similar” to the benchmark, meaning that the average rating given by Hilliard residents is statistically similar to or different (greater or lesser) than the benchmark. Being rated as “higher” or “lower” than the benchmark means that Hilliard’s average rating for a particular item was more than 10 points different than the benchmark. If a rating was “much higher” or “much lower,” then Hilliard’s average rating was more than 20 points different when compared to the benchmark.

The survey was administered during the COVID-19 pandemic, a time of challenge for many local governments. While we provide comparisons to national benchmarks, it is important to note that much of the benchmark data was collected prior to the pandemic. This may impact how your City’s 2022 ratings compare to other communities’ ratings from the past five years.



## Methods

### Selecting survey recipients

All households within the City of Hilliard were eligible to participate in the survey. A list of all households within the zip codes serving Hilliard was purchased from Go-Dog Direct based on updated listings from the United States Postal Service. Since some of the zip codes that serve the City of Hilliard households may also serve addresses that lie outside of the community, the exact geographic location of each housing unit was compared to community boundaries using the most current municipal boundary file. Addresses located outside of the City of Hilliard boundaries were removed from the list of potential households to survey. Each address identified as being within city boundaries was further identified as being within one of the 5 wards. From that list, addresses were randomly selected as survey recipients, with multi-family housing units (defined as those with a unit number) sampled at a rate of 5:3 compared to single family housing units.

An individual within each household was selected using the birthday method. The birthday method selects a person within the household by asking the “person whose birthday has most recently passed” to complete the questionnaire. The underlying assumption in this method is that day of birth has no relationship to the way people respond to surveys. This instruction was contained in the introduction of the survey.

### Conducting the survey

The 2,800 randomly selected households received mailings beginning on September 7th, 2022 and the survey remained open for seven weeks. The first mailing was a postcard inviting the household to participate in the survey. The next mailing contained a cover letter with instructions, the survey questionnaire, and a postage-paid return envelope. All mailings included a web link to give residents the opportunity to respond to the survey online. All follow-up mailings asked those who had not completed the survey to do so and those who had already done so to refrain from completing the survey again.

About 3% of the 2,800 mailed invitations or surveys were returned because the household address was vacant or the postal service was unable to deliver the survey as addressed. Of the remaining 2,800 households that received the invitations to participate, 492 completed the survey, providing an overall response rate of 18%. The response rate was calculated using AAPOR’s response rate #2\* for mailed surveys of unnamed persons.

It is customary to describe the precision of estimates made from surveys by a “level of confidence” and accompanying “confidence interval” (or margin of error). A traditional level of confidence, and the one used here, is 95%. The 95% confidence interval can be any size and quantifies the sampling error or imprecision of the survey results because some residents’ opinions are relied on to estimate all residents’ opinions. The margin of error for the City of Hilliard survey is no greater than plus or minus four percentage points around any given percent reported for all respondents (492 completed surveys).

In addition to the randomly selected “probability sample” of households, a link to an online open participation survey was publicized by the City of Hilliard. The open participation survey was identical to the probability sample survey with two small updates; it included a map at the beginning asking where the respondent lives and a question about where they heard about the survey. The open participation survey was open to all city residents and became available on October 12th, 2022. The survey remained open for two weeks. The data presented in the following tabs exclude the open participation survey data, but a tab at the end provides the complete frequency of responses to questions by the open participation respondents.

### Analyzing the data

Responses from mailed surveys were entered into an electronic dataset using a “key and verify” method, where all responses are entered twice and compared to each other. Any discrepancies were resolved in comparison to the original survey form. Range checks as well as other forms of quality control were also performed. Responses from surveys completed on Polco were downloaded and merged with the mailed survey responses.

The demographics of the survey respondents were compared to those found in the 2010 Census and 2020 American Community Survey estimates for adults in the City of Hilliard. The primary objective of weighting survey data is to make the survey respondents reflective of the larger population of the community. The characteristics used for weighting were age, sex, race, Hispanic origin, housing type, housing tenure, and area. No adjustments were made for design effects. Weights were calculated using an iterative, multiplicative raking model known as the ANES Weighting Algorithm.\* The results of the weighting scheme for the probability sample are presented in the following table.

NRC aligns demographic labels with those used by the U.S. Census for reporting purposes, when possible. Some categories (e.g., age, race/Hispanic origin, housing type, and length of residency) are combined into smaller subgroups.

		Unweighted	Weighted	Target*
Age	18-34	10%	29%	29%
	35-54	33%	39%	39%
	55+	57%	32%	32%
Area	Area 1	15%	24%	24%
	Area 2	22%	19%	19%
	Area 3	22%	20%	20%
	Area 4	21%	18%	18%
	Area 5	19%	18%	18%
Hispanic origin	No, not Spanish, Hispanic, or Latino	98%	96%	96%
	Spanish, Hispanic, or Latino	2%	4%	4%
Housing tenure	Own	87%	71%	71%
	Rent	13%	29%	29%
Housing type	Attached	23%	32%	32%
	Detached	77%	68%	68%
Race & Hispanic origin	Not white alone	9%	15%	15%
	White alone, not Hispanic or Latino	91%	85%	85%
Sex	Man	44%	50%	50%
	Woman	56%	50%	50%
Sex/age	Man 18-34	4%	15%	15%
	Man 35-54	14%	19%	19%
	Man 55+	27%	15%	15%
	Woman 18-34	5%	13%	13%
	Woman 35-54	20%	20%	20%
	Woman 55+	30%	17%	17%

The survey datasets were analyzed using all or some of a combination of the Statistical Package for the Social Sciences (SPSS), R, Python, and Tableau. For the most part, the percentages presented in the reports represent the “percent positive.” The percent positive is the combination of the top two most positive response options (i.e., excellent/good, very safe/somewhat safe, essential/very important, etc.), or, in the case of resident behaviors/participation, the percent positive represents the proportion of respondents indicating “yes” or participating in an activity at least once a month.

On many of the questions in the survey respondents may answer “don’t know.” The proportion of respondents giving this reply is shown in the full set of responses included in the tab “Complete data”. However, these responses have been removed from the analyses presented in the reports. In other words, the tables and graphs display the responses from respondents who had an opinion about a specific item.

### Contact

The City of Hilliard funded this research. Please contact David Ball of the City of Hilliard at [dball@hilliardohio.gov](mailto:dball@hilliardohio.gov) if you have any questions about the survey.

### Survey Validity

See the Polco Knowledge Base article on survey validity at <https://info.polco.us/knowledge/statistical-vali>

\* See AAPOR’s Standard Definitions for more information at

<https://www.aapor.org/Publications-Media/AAPOR-Journals/Standard-Definitions.aspx>

\* Pasek, J. (2010). ANES Weighting Algorithm. Retrieved from

<https://web.stanford.edu/group/iriss/cgi-bin/anesrake/resources/RakingDescription.pdf>

\* Targets come from the 2010 Census and 2020 American Community Survey



## Highlights

### Hilliard residents praise their overall quality of life in the city, with strong ratings for the inclusivity of the community.

Nearly all residents gave excellent or good ratings to Hilliard as a place to live, while just over 9 in 10 positively reviewed the overall quality of life in the city and Hilliard as a place to raise children. A similar proportion would recommend living in Hilliard to someone who asks and are likely to remain in Hilliard for the next five years. About 80% applauded the city's overall image or reputation.

The feeling of belonging likely contributes to the high quality of life in Hilliard. About 8 in 10 survey participants positively rated the sense of community in the city and felt Hilliard did an excellent or good job of attracting people from diverse backgrounds, valuing/respecting residents from diverse backgrounds, and taking care of vulnerable residents. A slightly higher amount approved of the job Hilliard does at making all residents feel welcome (87%). These ratings tended to be higher than those given in other communities across the nation.

### The economy is a priority for Hilliard, and residents show concern about general affordability and their own economic outlook.

Residents offered high ratings of importance (92% essential or very important) to Hilliard's overall economic health, suggesting that this facet of livability may be an important focus area for the city. About 8 in 10 offered high marks to the overall quality of business establishments and the vibrancy of the downtown/commercial area, the latter of which was much higher than the national benchmark. The variety of business and service establishments received high marks from about 7 in 10 residents, while about 6 in 10 felt positively about shopping opportunities. When it came to the workforce, Hilliard as a place to work received praise from 70%. About two-thirds offered excellent or good ratings to employment opportunities, which was also higher than the nation average.

While most ratings related to Hilliard's economy were positive, results related to general affordability indicated the need for further attention in this area. The cost of living was rated positively by roughly half of respondents, on par with counterparts across the nation. Additionally, only 4 in 10 participants gave favorable marks to the availability of affordable quality housing. When asked what impact the economy would likely have on their family income in the next six months, only 12% anticipated that it would be very or somewhat positive. Building trend data for these aspects will aid in determining how best to focus on this topic moving forward.

### Residents value the city's utility infrastructure, and investments in the city's internet saw strong support.

Survey items relating to the city's utility infrastructure garnered universally favorable ratings from the community. Most residents gave high marks to sewer services (92% excellent or good), power utility (91%) and garbage collection (91%). Drinking water and storm water management were rated positively by nearly 9 in 10, and both scored higher than the national averages.

A strong majority, around 8 in 10, offered positive ratings to affordable high-speed internet. In a series of custom questions unique to Hilliard, the topic of reliable home internet was explored. Nearly all survey participants felt that the reliability and speed of their home internet were both very important or essential. About 9 in 10 reported that they somewhat support or strongly support Hilliard investing in infrastructure and partnerships with private sector companies to provide residential internet service.

### Safety is a community strength.

All survey items relating to safety in Hilliard received high praise, and ratings were either higher than or on par with national benchmarks. About 9 in 10 applauded the overall feeling of safety in the community. Nearly all respondents felt very safe or somewhat safe in Hilliard's downtown/commercial area during the day, in their neighborhood during the day, and from fire, flood or other natural disaster. Meanwhile, about 9 in 10 felt very safe or somewhat safe from violent crime and property crime.

Safety services in Hilliard also received overwhelmingly positive reviews. Fire services and ambulance or emergency medical services were praised by most respondents. Some safety-related services were higher than the national benchmark, including Police/Sheriff services (93% excellent or good) and animal control (87%). Ratings for crime prevention (84%), emergency preparedness (82%), and fire prevention and education (95%) were also higher than the national comparison communities.

## Facets of livability

Resident perceptions of quality and importance for each of the facets of community livability provide an overview of community strengths and challenges that are useful for planning, budgeting and performance evaluation. The charts below show the proportion of residents who rated the community facets positively for quality and the priority (importance) placed on each. Also displayed is whether local ratings were lower, similar, or higher than communities across the country (the national benchmark).

**Please rate each of the following characteristics as they relate to Hilliard as a whole.**  
(% excellent or good)

		vs. benchmark*
Overall economic health	83%	Similar
Overall quality of the transportation system	65%	Similar
Overall design or layout of residential and commercial areas	67%	Similar
Overall quality of the utility infrastructure	80%	Similar
Overall feeling of safety	89%	Similar
Overall quality of natural environment	78%	Similar
Overall quality of parks and recreation opportunities	84%	Similar
Overall health and wellness opportunities	78%	Similar
Overall opportunities for education, culture, and the arts	67%	Similar
Residents' connection and engagement with their community	68%	Similar

**Please rate how important, if at all, you think it is for the Hilliard community to focus on each of the following in the coming two years.**  
(% essential or very important)

Overall economic health	92%	Similar
Overall quality of the transportation system	74%	Similar
Overall design or layout of residential and commercial areas	84%	Similar
Overall quality of the utility infrastructure	85%	Similar
Overall feeling of safety	91%	Similar
Overall quality of natural environment	85%	Similar
Overall quality of parks and recreation opportunities	82%	Similar
Overall health and wellness opportunities	71%	Similar
Overall opportunities for education, culture, and the arts	70%	Similar
Residents' connection and engagement with their community	66%	Similar

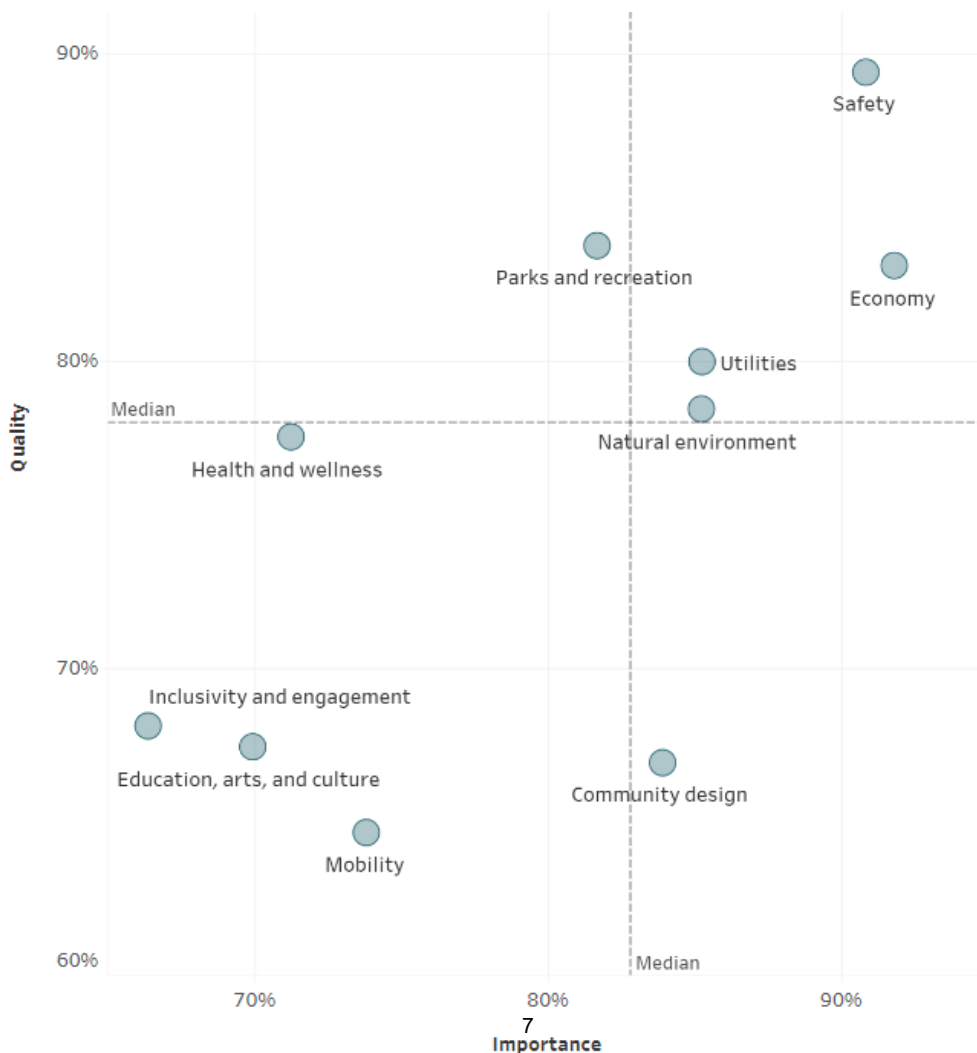
### Balancing performance and importance

Every jurisdiction must balance limited resources while meeting resident needs and striving to optimize community livability. To this end, it is helpful to know what aspects of the community are most important to residents and which they perceive as being of higher or lower quality. It is especially helpful to know when a facet of livability is considered of high importance but rated as lower quality, as this should be a top priority to address.

To help guide City staff and officials with decisions on future resource allocation, resident ratings of the importance of services were compared to their ratings of the quality of these services. To identify the services perceived by residents to have relatively lower quality at the same time as relatively higher importance, all services were ranked from highest perceived quality to lowest perceived quality and from highest perceived importance to lowest perceived importance. Some services were in the top half of both lists (higher quality and higher importance); some were in the top half of one list but the bottom half of the other (higher quality and lower importance or lower quality and higher importance); and some services were in the bottom half of both lists.

Services receiving quality ratings of excellent or good by 78% or more of respondents were considered of "higher quality" and those with ratings lower than 78% were considered to be of "lower quality." Services were classified as "more important" if they were rated as essential or very important by 83% or more of respondents. Services were rated as "less important" if they received a rating of less than 83%. This classification uses the median ratings for quality and importance to divide the services in half.

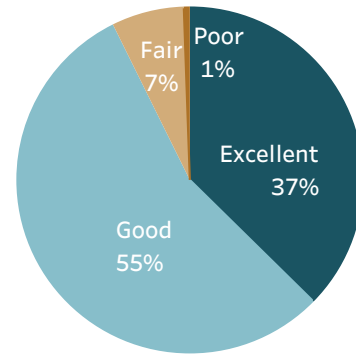
The quadrants in the figure below show which community facets were given higher or lower importance ratings (right-left) and which had higher or lower quality ratings (up-down). Facets of livability falling closer to a diagonal line from the lower left to the upper right are those where performance ratings are more commensurate with resident priorities. Facets scoring closest to the lower right hand corner of the matrix (higher in importance and lower in quality) are those that may warrant further investigation to see if changes to their delivery are necessary to improve their performance. This is the key part of this chart on which to focus. Facets falling in the top left hand corner of the chart (lower in importance but higher in quality) are areas where performance may outscore resident priorities, and may be a consideration for lower resource allocation.



## Quality of life

Measuring community livability starts with assessing the quality of life of those who live there, and ensuring that the community is attractive, accessible, and welcoming to all.

The overall quality of life in Hilliard



Please rate each of the following aspects of quality of life in Hilliard. (% excellent or good)

		vs. benchmark*
Hilliard as a place to live	96%	Similar
The overall quality of life	93%	Similar

Please indicate how likely or unlikely you are to do each of the following. (% very or somewhat likely)

Recommend living in Hilliard to someone who asks	95%	Higher
Remain in Hilliard for the next five years	92%	Similar

Please rate each of the following in the Hilliard community. (% excellent or good)

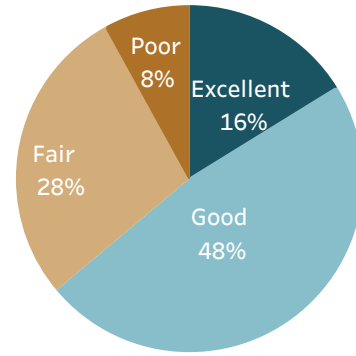
Overall image or reputation	80%	Similar
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\* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

## Governance

Strong local governments produce results that meet the needs of residents while making the best use of available resources, and are responsive to the present and future needs of the community as a whole.

Overall confidence in Hilliard government



Please rate the quality of each of the following services in Hilliard. (% excellent or good)

		vs. benchmark*
Overall customer service by Hilliard employees	94%	Higher
Public information services	78%	Similar

Please rate the following categories of Hilliard government performance. (% excellent or good)

Treating residents with respect	77%	Similar
Treating all residents fairly	72%	Similar
The overall direction that Hilliard is taking	70%	Higher
Being honest	66%	Similar
The value of services for the taxes paid to Hilliard	65%	Similar
Generally acting in the best interest of the community	65%	Similar
Overall confidence in Hilliard government	64%	Similar
Informing residents about issues facing the community	62%	Similar
The job Hilliard government does at welcoming resident involvement	62%	Similar
Being open and transparent to the public	62%	Similar

Overall, how would you rate the quality of the services provided by each of the following?  
(% excellent or good)

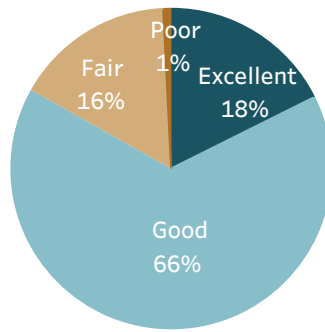
The City of Hilliard	81%	Similar
The Federal Government	36%	Similar

\* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

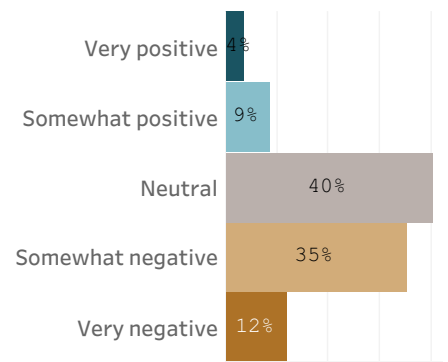
## Economy

Local governments work together with private and nonprofit businesses, and with the community at large, to foster sustainable growth, create jobs, and promote a thriving local economy.

Overall economic health of Hilliard



What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:



Please rate each of the following aspects of quality of life in Hilliard. (% excellent or good)

Aspect	Percentage	vs. benchmark*
Hilliard as a place to work	77%	Similar
Hilliard as a place to visit	70%	Similar

Please rate each of the following characteristics as they relate to Hilliard as a whole. (% excellent or good)

Characteristic	Percentage	vs. benchmark*
Overall economic health	83%	Similar

Please rate each of the following in the Hilliard community. (% excellent or good)

Characteristic	Percentage	Comparison
Vibrancy of downtown/commercial area	83%	Much higher
Overall quality of business and service establishments	82%	Similar
Variety of business and service establishments	69%	Similar
Employment opportunities	66%	Higher
Shopping opportunities	56%	Similar
Cost of living	47%	Similar

Please rate the quality of each of the following services in Hilliard. (% excellent or good)

Service	Percentage	Comparison
Economic development	68%	Similar

What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:

(% very or somewhat positive)

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What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:	12%	Lower
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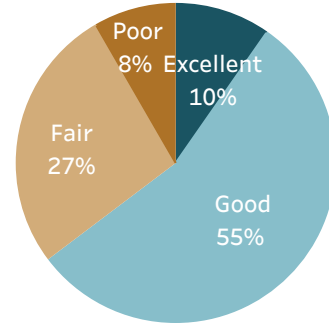
\* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.



## Mobility

The ease with which residents can move about their communities, whether for commuting, leisure, or recreation, plays a major role in the quality of life for all who live, work, and play in the community.

Overall quality of the transportation system in Hilliard



Please rate each of the following characteristics as they relate to Hilliard as a whole. (% excellent or good)

Characteristic	Percentage	vs. benchmark*
Overall quality of the transportation system	65%	Similar

Please also rate each of the following in the Hilliard community. (% excellent or good)

Ease of travel by car	81%	Similar
Ease of walking	70%	Similar
Ease of public parking	67%	Similar
Ease of travel by bicycle	57%	Similar
Traffic flow on major streets	54%	Similar
Ease of travel by public transportation	35%	Similar

Please indicate whether or not you have done each of the following in the last 12 months. (% yes)

Walked or biked instead of driving	65%	Similar
Carpooled with other adults or children instead of driving alone	40%	Similar
Used public transportation instead of driving	4%	Lower

Please rate the quality of each of the following services in Hilliard. (% excellent or good)

Street cleaning	82%	Similar
Street lighting	76%	Similar

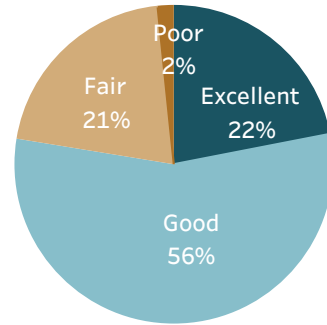
Snow removal	76%	Similar
Traffic enforcement	74%	Similar
Traffic signal timing	64%	Similar
Street repair	61%	Higher
Sidewalk maintenance	59%	Similar
Bus or transit services	56%	Similar

\* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

## Health and wellness

The characteristics of and amenities available in the communities in which people live has a direct impact on the health and wellness of residents, and thus, on their quality of life overall.

Overall health and wellness opportunities in Hilliard



Please rate each of the following characteristics as they relate to Hilliard as a whole.  
(% excellent or good)

		vs. benchmark*
Overall health and wellness opportunities	78%	Similar

Please also rate each of the following in the Hilliard community.  
(% excellent or good)

Availability of affordable quality health care	77%	Higher
Availability of preventive health services	76%	Similar
Availability of affordable quality food	74%	Similar
Availability of affordable quality mental health care	59%	Higher

Please rate the quality of each of the following services in Hilliard.  
(% excellent or good)

Health services	86%	Higher
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Please rate your overall health.  
(% excellent or very good)

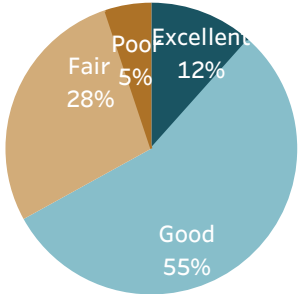
Please rate your overall health.	74%	Similar
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\* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

Overall design or layout of Hilliard’s residential and commercial areas

## Community design

A well-designed community enhances the quality of life for its residents by encouraging smart land use and zoning, ensuring that affordable housing is accessible to all, and providing access to parks and other green spaces.



Please rate each of the following aspects of quality of life in Hilliard.  
(% excellent or good)

		vs. benchmark*
Your neighborhood as a place to live	92%	Similar

Please rate each of the following characteristics as they relate to Hilliard as a whole.  
(% excellent or good)

Overall design or layout of residential and commercial areas	67%	Similar
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Please also rate each of the following in the Hilliard community.  
(% excellent or good)

Overall appearance	80%	Similar
Public places where people want to spend time	78%	Higher
Preservation of the historical or cultural character of the community	73%	Similar
Well-designed neighborhoods	68%	Similar
Variety of housing options	67%	Higher
Overall quality of new development	60%	Similar
Well-planned residential growth	47%	Similar
Well-planned commercial growth	45%	Similar
Availability of affordable quality housing	44%	Similar

Please rate the quality of each of the following services in Hilliard.  
(% excellent or good)

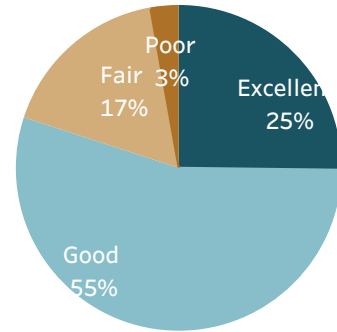
Code enforcement	60%	Similar
Land use, planning and zoning	48%	Similar

\* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

## Utilities

Services such as water, gas, electricity, and internet access play a vital role in ensuring the physical and economic health and well-being of the communities they serve.

Overall quality of the utility infrastructure in Hilliard



Please rate the quality of each of the following services in Hilliard. (% excellent or good)

Service	Percentage	vs. benchmark*
Sewer services	92%	Similar
Power (electric and/or gas) utility	91%	Similar
Garbage collection	91%	Similar
Drinking water	88%	Higher
Storm water management	88%	Higher
Utility billing	80%	Similar
Affordable high-speed internet access	67%	Higher

Please rate each of the following characteristics as they relate to Hilliard as a whole. (% excellent or good)

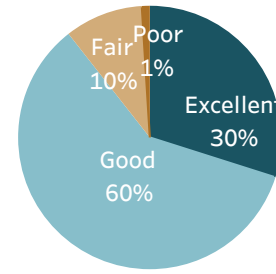
Overall quality of the utility infrastructure	80%	Similar
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\* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

## Safety

Public safety is often the most important task facing local governments. All residents should feel safe and secure in their neighborhoods and in the greater community, and providing robust safety-related services is essential to residents' quality of life.

Overall feeling of safety in Hilliard



Please rate each of the following characteristics as they relate to Hilliard as a whole.  
(% excellent or good)

		vs. benchmark*
Overall feeling of safety	89%	Similar

Please rate how safe or unsafe you feel:  
(% very or somewhat safe)

In your neighborhood during the day	99%	Similar
In Hilliard's downtown/commercial area during the day	96%	Similar
From fire, flood, or other natural disaster	95%	Higher
From violent crime	93%	Similar
From property crime	86%	Similar

Please rate the quality of each of the following services in Hilliard.  
(% excellent or good)

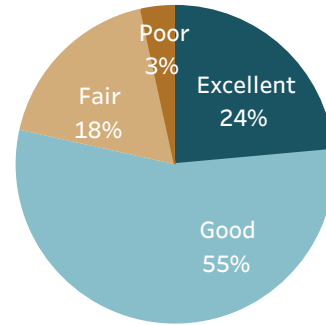
Fire services	98%	Similar
Ambulance or emergency medical services	96%	Similar
Fire prevention and education	95%	Higher
Police/Sheriff services	93%	Higher
Animal control	87%	Higher
Crime prevention	84%	Higher
Emergency preparedness	82%	Higher

\* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

## Natural environment

The natural environment plays a vital role in the health and well-being of residents. The natural spaces in which residents live and experience their communities has a direct and profound effect on quality of life.

Overall quality of natural environment in Hilliard



Please rate each of the following characteristics as they relate to Hilliard as a whole. (% excellent or good)

Characteristic	Percentage	vs. benchmark*
Overall quality of natural environment	78%	Similar

Please also rate each of the following in the Hilliard community. (% excellent or good)

Air quality	88%	Similar
Cleanliness	86%	Similar
Water resources	50%	Similar

Please rate the quality of each of the following services in Hilliard. (% excellent or good)

Yard waste pick-up	92%	Higher
Recycling	81%	Similar
Preservation of natural areas	64%	Similar
Hilliard open space	62%	Similar

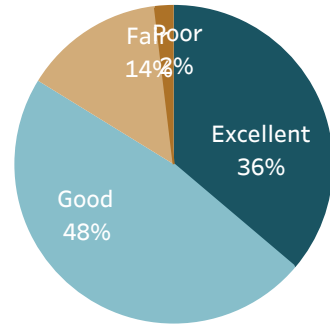
\* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

## Parks and recreation

“There are no communities that pride themselves on their quality of life, promote themselves as a desirable location for businesses to relocate, or maintain that they are environmental stewards of their natural resources, without such communities having a robust, active system of parks and recreation programs for public use and enjoyment.”

- National Recreation and Park Association

Overall quality of the parks and recreation opportunities



Please rate each of the following characteristics as they relate to Hilliard as a whole.  
(% excellent or good)

		vs. benchmark*
Overall quality of parks and recreation opportunities	84%	Similar

Please also rate each of the following in the Hilliard community.  
(% excellent or good)

Availability of paths and walking trails	80%	Similar
Recreational opportunities	77%	Similar
Fitness opportunities	76%	Similar

Please rate the quality of each of the following services in Hilliard.  
(% excellent or good)

City parks	86%	Similar
Recreation programs or classes	82%	Similar
Recreation centers or facilities	70%	Similar

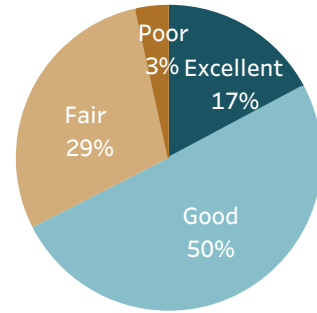
\* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.



## Education, arts, and culture

Participation in the arts, in educational opportunities, and in cultural activities is linked to increased civic engagement, greater social tolerance, and enhanced enjoyment of the local community.

Overall opportunities for education, culture and the arts



Please rate each of the following characteristics as they relate to Hilliard as a whole.  
(% excellent or good)

		vs. benchmark*
Overall opportunities for education, culture, and the arts	67%	Similar

Please also rate each of the following in the Hilliard community.  
(% excellent or good)

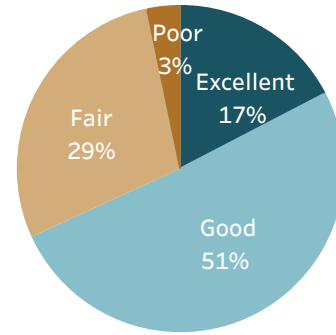
K-12 education	86%	Higher
Opportunities to attend special events and festivals	79%	Similar
Adult educational opportunities	64%	Similar
Community support for the arts	64%	Similar
Opportunities to attend cultural/arts/music activities	63%	Similar
Availability of affordable quality childcare/preschool	62%	Similar

Please rate the quality of each of the following services in Hilliard.  
(% excellent or good)

Public library services	96%	Higher
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\* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

Residents' connection and engagement with their community



## Inclusivity and engagement

Inclusivity refers to a cultural and environmental feeling of belonging; residents who feel invited to participate within their communities feel more included, involved, and engaged than those who do not.

Please rate each of the following aspects of quality of life in Hilliard.  
(% excellent or good)

		vs. benchmark*
Hilliard as a place to raise children	95%	Similar
Sense of community	79%	Similar
Hilliard as a place to retire	63%	Similar

Please rate each of the following characteristics as they relate to Hilliard as a whole.  
(% excellent or good)

Residents' connection and engagement with their community	68%	Similar
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Please rate the job you feel the Hilliard community does at each of the following.  
(% excellent or good)

Making all residents feel welcome	87%	Higher
Valuing/respecting residents from diverse backgrounds	84%	Higher
Attracting people from diverse backgrounds	79%	Higher
Taking care of vulnerable residents	78%	Higher

Please also rate each of the following in the Hilliard community.  
(% excellent or good)

Opportunities to volunteer	78%	Similar
Opportunities to participate in social events and activities	77%	Higher
Neighborliness of residents	76%	Similar

Openness and acceptance of the community toward people of diverse backgrounds	75%	Similar
Sense of civic/community pride	72%	Similar
Opportunities to participate in community matters	71%	Similar

\* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

## Residents' participation levels

Please indicate whether or not you have done each of the following in the last 12 months.  
(% yes)

		vs...
Voted in your most recent local election	76%	Similar
Contacted the City of Hilliard for help or information	45%	Similar
Volunteered your time to some group/activity	29%	Similar
Attended a local public meeting	13%	Similar
Contacted Hilliard elected officials to express your opinion	12%	Similar
Campaigned or advocated for a local issue, cause, or candidate	12%	Similar
Watched a local public meeting	11%	Lower

In general, how many times do you:  
(% a few times a week or more)

Use or check email	98%	Similar
Access the internet from your home	98%	Similar
Access the internet from your cell phone	96%	Similar
Visit social media sites	83%	Similar
Shop online	64%	Similar
Share your opinions online	23%	Similar

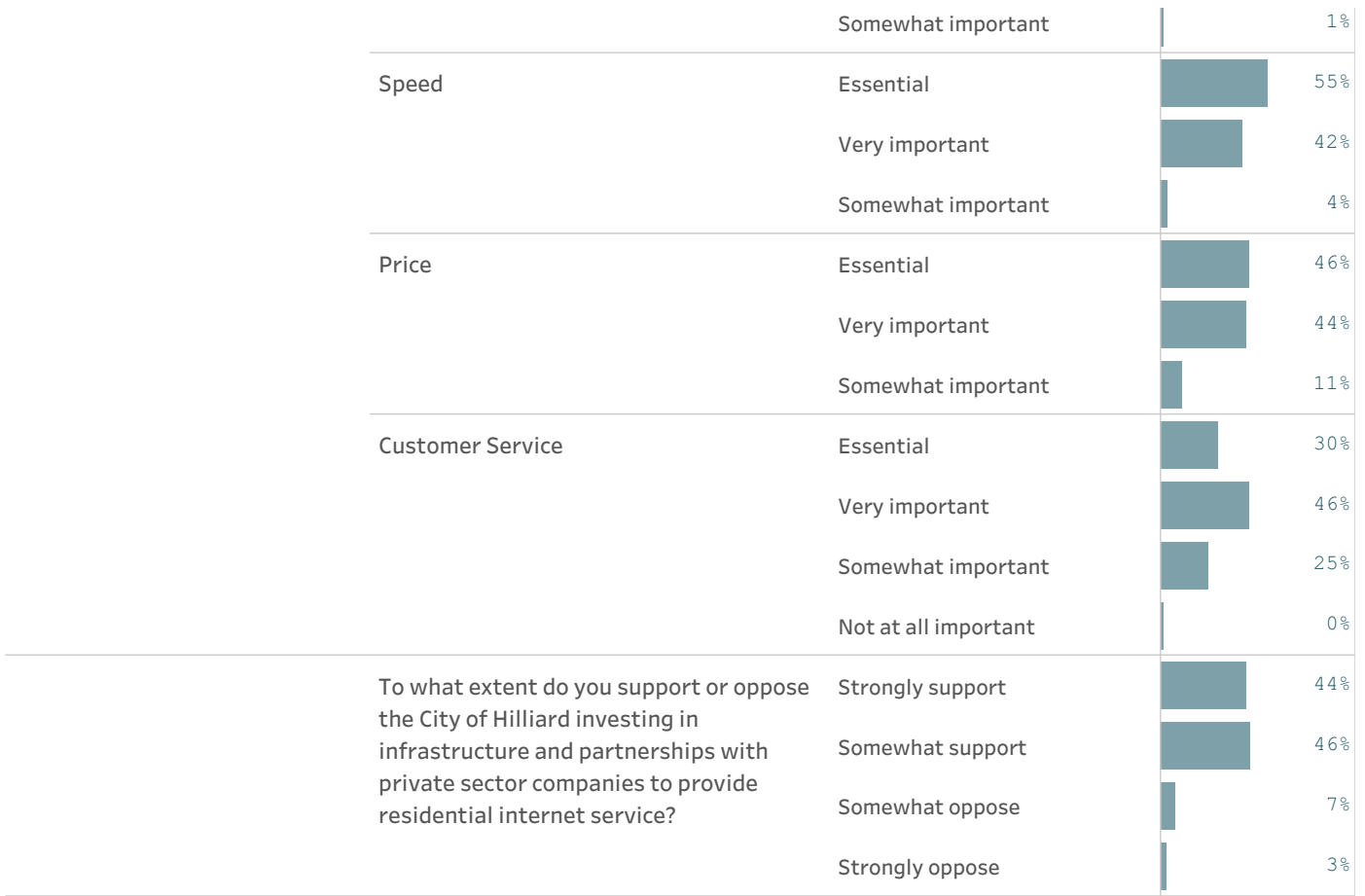
\* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

### Custom questions

Below are the complete set of responses to each custom question on the survey. By default, "don't know" responses are excluded, but may be added to the table using the response filter below.

		Include "don't know"	
		No	
Are you or any other members of your household currently employed?	Yes		82%
	No		18%
How many members of your household have a job or work for a company that allows them to work from home full-time?	None		45%
	1		40%
	2		14%
	3		1%
On average, approximately how many total hours per week do ALL members of your household work from home?	None		22%
	0-20		19%
	20-40		23%
	40-60		23%
	60-80		7%
	80 or more		6%
How reliable is your current home internet service?	Very reliable with few connecti..		56%
	Somewhat reliable with some i..		40%
	Not reliable with many interr..		4%
Overall, how would you rate the quality of each of the following?	The speed of your home internet service	Excellent	30%
		Good	52%
		Fair	15%
		Poor	2%
	Your internet provider's customer service	Excellent	17%
		Good	33%
		Fair	34%
		Poor	17%
Regarding your home internet service, how important are the following items are to you?	Reliability	Essential	82%
		Very important	17%

Attachment: The NCS Report - Hilliard, OH 2022 (2413 : Polco/NCS Survey Results)



## National benchmark tables

This table contains the comparisons of Hilliard’s results to those from other communities. The first column shows the comparison of Hilliard’s rating to the benchmark. Hilliard’s results are noted as being “higher”, “lower” or “similar” to the benchmark, meaning that the average rating given by Hilliard residents is statistically similar to or different than the benchmark. The second column is Hilliard’s “percent positive.” Most commonly, the percent positive is the combination of the top two most positive response options (i.e., excellent/good). The third column is the rank assigned to Hilliard’s rating among communities where a similar question was asked. The fourth column is the number of communities that asked a similar question. The fifth column shows the percentile for Hilliard’s result -- that is what percent of surveyed communities had a lower rating than Hilliard.

			% positive	Rank	Number of communities	Percentile
<b>Please rate each of the following aspects of quality of life in Hilliard.</b>	Hilliard as a place to live	Similar	96%	125	359	65
	Your neighborhood as a place to live	Similar	92%	59	311	81
	Hilliard as a place to raise children	Similar	95%	89	363	75
	Hilliard as a place to work	Similar	77%	85	354	76
	Hilliard as a place to visit	Similar	70%	142	312	54
	Hilliard as a place to retire	Similar	63%	212	359	41
	The overall quality of life	Similar	93%	89	384	77
	Sense of community	Similar	79%	41	311	87
<b>Please rate each of the following characteristics as they relate to Hilliard as a whole.</b>	Overall economic health	Similar	83%	78	299	74
	Overall quality of the transportation system	Similar	65%	64	193	67
	Overall design or layout of residential and commercial areas	Similar	67%	122	292	58
	Overall quality of the utility infrastructure	Similar	80%	42	188	78
	Overall feeling of safety	Similar	89%	145	349	58
	Overall quality of natural environment	Similar	78%	178	301	41
	Overall quality of parks and recreation opportunities	Similar	84%	82	193	58
	Overall health and wellness opportunities	Similar	78%	123	294	58
	Overall opportunities for education, culture, and the arts	Similar	67%	133	296	55
	Residents’ connection and engagement with their community	Similar	68%	33	190	83
<b>Please indicate how likely or unlikely you are to do each of the following.</b>	Recommend living in Hilliard to someone who asks	Higher	95%	31	303	90
	Remain in Hilliard for the next five years	Similar	92%	18	300	94
<b>Please rate how safe or unsafe you feel:</b>	In your neighborhood during the day	Similar	99%	40	330	88
	In Hilliard’s downtown/commercial area during the day	Similar	96%	56	314	82

<b>Please rate how safe or unsafe you feel:</b>	From property crime	Similar	86%	57	198	71
	From violent crime	Similar	93%	41	198	79
	From fire, flood, or other natural disaster	Higher	95%	4	188	98
<b>Please rate the job you feel the Hilliard community does at each of the following.</b>	Making all residents feel welcome	Higher	87%	13	196	93
	Attracting people from diverse backgrounds	Higher	79%	17	193	91
	Valuing/respecting residents from diverse backgrounds	Higher	84%	15	194	92
	Taking care of vulnerable residents	Higher	78%	16	190	92
<b>Please rate each of the following in the Hilliard community.</b>	Overall quality of business and service establishments	Similar	82%	82	300	73
	Variety of business and service establishments	Similar	69%	56	190	71
	Vibrancy of downtown/commercial area	Much higher	83%	25	280	91
	Employment opportunities	Higher	66%	43	315	86
	Shopping opportunities	Similar	56%	133	306	56
	Cost of living	Similar	47%	94	293	68
	Overall image or reputation	Similar	80%	135	354	62
<b>Please also rate each of the following in the Hilliard community.</b>	Traffic flow on major streets	Similar	54%	141	326	57
	Ease of public parking	Similar	67%	105	275	62
	Ease of travel by car	Similar	81%	92	314	71
	Ease of travel by public transportation	Similar	35%	138	275	50
	Ease of travel by bicycle	Similar	57%	133	316	58
	Ease of walking	Similar	70%	111	317	65
	Well-planned residential growth	Similar	47%	102	192	47
	Well-planned commercial growth	Similar	45%	70	192	64
	Well-designed neighborhoods	Similar	68%	58	189	69
	Preservation of the historical or cultural character of the community	Similar	73%	27	188	86
	Public places where people want to spend time	Higher	78%	35	287	88
	Variety of housing options	Higher	67%	50	299	83
	Availability of affordable quality housing	Similar	44%	85	321	73
	Overall quality of new development	Similar	60%	88	311	72
	Overall appearance	Similar	80%	125	333	62
	Cleanliness	Similar	86%	95	322	70
	Water resources	Similar	50%	128	173	26



<b>Please also rate each of the following in the Hilliard community.</b>	Air quality	Similar	88%	96	287	66
	Availability of paths and walking trails	Similar	80%	89	317	72
	Fitness opportunities	Similar	76%	114	287	60
	Recreational opportunities	Similar	77%	96	308	69
	Availability of affordable quality food	Similar	74%	71	282	75
	Availability of affordable quality health care	Higher	77%	54	291	81
	Availability of preventive health services	Similar	76%	57	277	79
	Availability of affordable quality mental health care	Higher	59%	27	278	90
	Opportunities to attend cultural/arts/music activities	Similar	63%	91	304	70
	Community support for the arts	Similar	64%	63	189	67
	Availability of affordable quality childcare/preschool	Similar	62%	71	289	75
	K-12 education	Higher	86%	60	291	79
	Adult educational opportunities	Similar	64%	76	284	73
	Sense of civic/community pride	Similar	72%	43	189	77
	Neighborliness of residents	Similar	76%	43	289	85
	Opportunities to participate in social events and activities	Higher	77%	31	296	89
	Opportunities to attend special events and festivals	Similar	79%	39	293	87
	Opportunities to volunteer	Similar	78%	55	292	81
	Opportunities to participate in community matters	Similar	71%	49	294	83
Openness and acceptance of the community toward people of diverse ..	Similar	75%	33	311	89	
<b>Please indicate whether or not you have done each of the following in the last 12 months.</b>	Contacted the City of Hilliard for help or information	Similar	45%	178	329	46
	Contacted Hilliard elected officials to express your opinion	Similar	12%	230	287	20
	Attended a local public meeting	Similar	13%	243	290	16
	Watched a local public meeting	Lower	11%	260	271	4
	Volunteered your time to some group/activity	Similar	29%	173	293	41
	Campaigned or advocated for a local issue, cause, or candidate	Similar	12%	249	282	12
	Voted in your most recent local election	Similar	76%	105	191	45
	Used public transportation instead of driving	Lower	4%	244	262	7
	Carpooled with other adults or children instead of driving alone	Similar	40%	161	284	43
	Walked or biked instead of driving	Similar	65%	83	288	71
<b>Please rate the quality of each of the following services in Hilliard.</b>	Public information services	Similar	78%	61	306	80

Please rate the quality of each of the following services in Hilliard.

Economic development	Similar	68%	65	300	78
Traffic enforcement	Similar	74%	62	348	82
Traffic signal timing	Similar	64%	58	292	80
Street repair	Higher	61%	62	342	82
Street cleaning	Similar	82%	61	306	80
Street lighting	Similar	76%	38	335	88
Snow removal	Similar	76%	78	255	69
Sidewalk maintenance	Similar	59%	143	302	52
Bus or transit services	Similar	56%	108	272	60
Land use, planning and zoning	Similar	48%	120	308	61
Code enforcement	Similar	60%	68	341	80
Affordable high-speed internet access	Higher	67%	11	186	94
Garbage collection	Similar	91%	25	325	92
Drinking water	Higher	88%	45	304	85
Sewer services	Similar	92%	24	307	92
Storm water management	Higher	88%	25	319	92
Power (electric and/or gas) utility	Similar	91%	35	248	86
Utility billing	Similar	80%	48	273	82
Police/Sheriff services	Higher	93%	24	375	93
Crime prevention	Higher	84%	56	347	84
Animal control	Higher	87%	30	318	90
Ambulance or emergency medical services	Similar	96%	48	313	84
Fire services	Similar	98%	49	338	85
Fire prevention and education	Higher	95%	4	303	99
Emergency preparedness	Higher	82%	14	302	95
Preservation of natural areas	Similar	64%	128	285	55
Hilliard open space	Similar	62%	127	277	54
Recycling	Similar	81%	80	327	75
Yard waste pick-up	Higher	92%	8	283	97
City parks	Similar	86%	100	320	69
Recreation programs or classes	Similar	82%	53	313	83

<b>Please rate the quality of each of the following services in Hilliard.</b>	Recreation centers or facilities	Similar	70%	117	296	60
	Health services	Higher	86%	25	272	91
	Public library services	Higher	96%	9	317	97
	Overall customer service by Hilliard employees	Higher	94%	29	363	92
<b>Please rate the following categories of Hilliard government performance.</b>	The value of services for the taxes paid to Hilliard	Similar	65%	84	367	77
	The overall direction that Hilliard is taking	Higher	70%	38	332	88
	The job Hilliard government does at welcoming resident involvement	Similar	62%	58	330	82
	Overall confidence in Hilliard government	Similar	64%	65	297	78
	Generally acting in the best interest of the community	Similar	65%	75	301	75
	Being honest	Similar	66%	83	292	71
	Being open and transparent to the public	Similar	62%	61	195	69
	Informing residents about issues facing the community	Similar	62%	42	200	79
	Treating all residents fairly	Similar	72%	43	298	85
	Treating residents with respect	Similar	77%	45	192	77
<b>Overall, how would you rate the quality of the services provided by each.</b>	The City of Hilliard	Similar	81%	89	359	75
	The Federal Government	Similar	36%	203	281	28
<b>Please rate how important, if at all, you think it is for the Hilliard community to focus on each of the following in the coming two years.</b>	Overall economic health	Similar	92%	50	275	82
	Overall quality of the transportation system	Similar	74%	71	188	62
	Overall design or layout of residential and commercial areas	Similar	84%	34	275	87
	Overall quality of the utility infrastructure	Similar	85%	71	187	62
	Overall feeling of safety	Similar	91%	96	275	65
	Overall quality of natural environment	Similar	85%	121	275	56
	Overall quality of parks and recreation opportunities	Similar	82%	70	188	63
	Overall health and wellness opportunities	Similar	71%	226	275	17
	Overall opportunities for education, culture, and the arts	Similar	70%	235	275	14
Residents' connection and engagement with their community	Similar	66%	205	275	25	
<b>In general, how many times do you:</b>	Access the internet from your home	Similar	98%	36	188	81
	Access the internet from your cell phone	Similar	96%	29	188	85
	Visit social media sites	Similar	83%	30	187	84
	Use or check email	Similar	98%	69	188	63
	Share your opinions online	Similar	23%	171	188	9
































<b>In general, how many times do you:</b>	Shop online	Similar	64%	33	188	82
	Please rate your overall health.	Similar	74%	59	283	79
	What impact, if any, do you think the economy will have on your family..	Lower	12%	270	285	5

### Complete set of frequencies

This dashboard contains a complete set of responses to each question on the survey. By default, "don't know" responses are excluded, but may be added to the table using the response filter to the right. In some tables, the percentages may not sum to 100%; this is either because the question permitted the respondent to "choose all that apply", or for a question that asked the respondent to select one answer, it is due to the customary practice of rounding values to the nearest whole number.

Please rate each of the following aspects of quality of life in Hilliard.	Hilliard as a place to live	Excellent	41%	
				N=203
		Good	54% N=266	
		Fair	4% N=21	
		Poor	0% N=1	
	Your neighborhood as a place to live	Excellent	53% N=256	
		Good	39% N=191	
		Fair	7% N=35	
		Poor	1% N=5	
	Hilliard as a place to raise children	Excellent	45% N=189	
		Good	50% N=209	
		Fair	5% N=19	
	Hilliard as a place to work	Excellent	29% N=79	
		Good	48% N=131	
		Fair	18% N=50	
		Poor	5% N=13	
	Hilliard as a place to visit	Excellent	16% N=76	
		Good	53% N=246	
		Fair	27% N=124	
		Poor	4% N=17	
	Hilliard as a place to retire	Excellent	26% N=92	
		Good	37% N=133	
		Fair	26% N=93	
		Poor	11% N=39	
	The overall quality of life	Excellent	37% N=182	
		Good	55% N=270	
		Fair	7% N=33	
		Poor	1% N=3	

Attachment: The NCS Report - Hilliard, OH 2022 (2413 : Polco/NCS Survey Results)

Please rate each of the following aspects of quality of life in Hilliard.	Sense of community	Excellent		25% N=119
		Good		54% N=255
		Fair		19% N=90
		Poor		2% N=11
Please rate each of the following characteristics as they relate to Hilliard as a whole.	Overall economic health	Excellent		18% N=78
		Good		66% N=290
		Fair		16% N=71
		Poor		1% N=3
	Overall quality of the transportation system	Excellent		10% N=46
		Good		55% N=264
		Fair		27% N=129
		Poor		8% N=40
	Overall design or layout of residential and commercial areas	Excellent		12% N=56
		Good		55% N=267
		Fair		28% N=135
		Poor		5% N=25
Overall quality of the utility infrastructure	Excellent		25% N=118	
	Good		55% N=258	
	Fair		17% N=81	
	Poor		3% N=13	
Overall feeling of safety	Excellent		30% N=145	
	Good		60% N=289	
	Fair		10% N=47	
	Poor		1% N=5	
Overall quality of natural environment	Excellent		24% N=114	
	Good		55% N=265	
	Fair		18% N=87	
	Poor		3% N=16	
Overall quality of parks and recreation opportunities	Excellent		36% N=174	
	Good		48% N=229	
	Fair		14% N=69	

Attachment: The NCS Report - Hilliard, OH 2022 (2413 : Polco/NCS Survey Results)

<b>Please rate each of the following characteristics as they relate to Hilliard as a whole.</b>	Overall quality of parks and recreation opportunities	Poor	2% N=9
	Overall health and wellness opportunities	Excellent	22% N=96
		Good	56% N=244
		Fair	21% N=91
		Poor	2% N=7
Overall opportunities for education, culture, and the arts	Excellent	17% N=78	
	Good	50% N=227	
	Fair	29% N=131	
	Poor	3% N=16	
Residents' connection and engagement with their community	Excellent	17% N=79	
	Good	51% N=231	
	Fair	29% N=130	
	Poor	3% N=15	
<b>Please indicate how likely or unlikely you are to do each of the following.</b>	Recommend living in Hilliard to someone who asks you to do each of the following.	Very likely	52% N=250
		Somewhat likely	44% N=211
		Somewhat unlikely	3% N=14
		Very unlikely	2% N=9
	Remain in Hilliard for the next five years	Very likely	63% N=302
		Somewhat likely	29% N=140
		Somewhat unlikely	5% N=25
		Very unlikely	3% N=13
<b>Please rate how safe or unsafe you feel:</b>	In your neighborhood during the day	Very safe	84% N=409
		Somewhat safe	15% N=71
		Neither safe nor unsafe	1% N=4
		Somewhat unsafe	0% N=2
	In Hilliard's downtown/commercial area during the day	Very safe	78% N=375
		Somewhat safe	18% N=87
		Neither safe nor unsafe	3% N=13
		Somewhat unsafe	1% N=6
		Very unsafe	0% N=1
	From property crime	Very safe	35% N=170

Attachment: The NCS Report - Hilliard, OH 2022 (2413 : Polco/NCS Survey Results)

Please rate how safe or unsafe you feel:	From property crime	Somewhat safe		51% N=244
		Neither safe nor unsafe		8% N=39
		Somewhat unsafe		6% N=28
		Very unsafe		0% N=
	From violent crime	Very safe		63% N=307
		Somewhat safe		29% N=143
		Neither safe nor unsafe		5% N=26
		Somewhat unsafe		2% N=8
	From fire, flood, or other natural disaster	Very safe		68% N=324
		Somewhat safe		27% N=127
		Neither safe nor unsafe		4% N=21
		Somewhat unsafe		1% N=2
Very unsafe			0% N=2	
Please rate the job you feel the Hilliard community does at each of the following.	Making all residents feel welcome	Excellent		30% N=138
		Good		57% N=265
		Fair		11% N=52
		Poor		2% N=9
	Attracting people from diverse backgrounds	Excellent		28% N=121
		Good		51% N=220
		Fair		17% N=75
		Poor		3% N=15
	Valuing/respecting residents from diverse backgrounds	Excellent		28% N=122
		Good		55% N=238
		Fair		13% N=55
		Poor		3% N=15
	Taking care of vulnerable residents	Excellent		25% N=79
		Good		53% N=173
		Fair		18% N=58
		Poor		4% N=13
Please rate each of the following in the Hilliard community.	Overall quality of business and service establishments	Excellent		20% N=93
		Good		62% N=298

Attachment: The NCS Report - Hilliard, OH 2022 (2413 : Polco/NCS Survey Results)



Please rate each of the following in the Hilliard community.					
Overall quality of business and service establishments	Fair		16%	N=76	
	Poor		2%	N=10	
Variety of business and service establishments	Excellent		21%	N=100	
	Good		48%	N=231	
	Fair		27%	N=130	
	Poor		4%	N=20	
Vibrancy of downtown/commercial area	Excellent		32%	N=153	
	Good		50%	N=240	
	Fair		16%	N=75	
	Poor		2%	N=7	
Employment opportunities	Excellent		18%	N=51	
	Good		48%	N=137	
	Fair		28%	N=79	
	Poor		6%	N=18	
Shopping opportunities	Excellent		17%	N=79	
	Good		39%	N=189	
	Fair		33%	N=159	
	Poor		11%	N=52	
Cost of living	Excellent		12%	N=58	
	Good		35%	N=166	
	Fair		41%	N=195	
	Poor		13%	N=60	
Overall image or reputation	Excellent		27%	N=129	
	Good		53%	N=251	
	Fair		18%	N=87	
	Poor		2%	N=8	
Please also rate each of the following in the Hilliard community.	Traffic flow on major streets	Excellent		11%	N=55
	Good		43%	N=206	
	Fair		32%	N=155	
	Poor		14%	N=67	
Ease of public parking	Excellent		16%	N=77	
































Attachment: The NCS Report - Hilliard, OH 2022 (2413 : Polco/NCS Survey Results)

Please also rate each of the following in the Hilliard community.

Ease of public parking	Good		51% N=241
	Fair		26% N=124
	Poor		7% N=34
Ease of travel by car	Excellent		27% N=132
	Good		53% N=255
	Fair		16% N=75
	Poor		4% N=18
Ease of travel by public transportation	Excellent		13% N=25
	Good		22% N=42
	Fair		27% N=51
	Poor		38% N=74
Ease of travel by bicycle	Excellent		16% N=58
	Good		41% N=148
	Fair		30% N=107
	Poor		13% N=46
Ease of walking	Excellent		25% N=116
	Good		45% N=212
	Fair		25% N=118
	Poor		5% N=22
Well-planned residential growth	Excellent		12% N=49
	Good		36% N=145
	Fair		30% N=123
	Poor		22% N=92
Well-planned commercial growth	Excellent		14% N=49
	Good		32% N=113
	Fair		36% N=130
	Poor		18% N=65
Well-designed neighborhoods	Excellent		15% N=69
	Good		53% N=239
	Fair		26% N=119
	Poor		5% N=25































Attachment: The NCS Report - Hilliard, OH 2022 (2413 : Polco/NCS Survey Results)

Please also rate each of the following in the Hilliard community.

Preservation of the historical or cultural character of the community	Excellent		25% N=99
	Good		48% N=193
	Fair		22% N=90
	Poor		5% N=18
Public places where people want to spend time	Excellent		32% N=152
	Good		46% N=217
	Fair		19% N=88
	Poor		3% N=14
Variety of housing options	Excellent		19% N=88
	Good		47% N=214
	Fair		24% N=109
	Poor		9% N=40
Availability of affordable quality housing	Excellent		10% N=40
	Good		34% N=133
	Fair		36% N=143
	Poor		20% N=78
Overall quality of new development	Excellent		15% N=62
	Good		45% N=184
	Fair		29% N=120
	Poor		10% N=42
Overall appearance	Excellent		24% N=117
	Good		56% N=271
	Fair		18% N=86
	Poor		2% N=10
Cleanliness	Excellent		33% N=161
	Good		53% N=255
	Fair		13% N=63
	Poor		1% N=4
Water resources	Excellent		13% N=52
	Good		37% N=151
	Fair		33% N=133

Attachment: The NCS Report - Hilliard, OH 2022 (2413 : Polco/NCS Survey Results)

Please also rate each of the following in the Hilliard community.

Water resources	Poor		17% N=69
Air quality	Excellent		33% N=152
	Good		55% N=251
	Fair		12% N=54
	Poor		0% N=
Availability of paths and walking trails	Excellent		38% N=179
	Good		42% N=198
	Fair		17% N=78
	Poor		4% N=17
Fitness opportunities	Excellent		29% N=129
	Good		47% N=210
	Fair		20% N=88
	Poor		4% N=16
Recreational opportunities	Excellent		27% N=122
	Good		51% N=231
	Fair		20% N=93
	Poor		2% N=11
Availability of affordable quality food	Excellent		23% N=108
	Good		51% N=238
	Fair		21% N=97
	Poor		6% N=27
Availability of affordable quality health care	Excellent		21% N=83
	Good		56% N=223
	Fair		22% N=87
	Poor		1% N=6
Availability of preventive health services	Excellent		22% N=85
	Good		54% N=208
	Fair		23% N=87
	Poor		1% N=5
Availability of affordable quality mental health care	Excellent		22% N=50
	Good		37% N=82

Please also rate each of the following in the Hilliard community.				
Availability of affordable quality mental health care	Fair		31%	N=68
	Poor		10%	N=23
Opportunities to attend cultural/arts/music activities	Excellent		22%	N=92
	Good		41%	N=173
	Fair		32%	N=136
	Poor		5%	N=20
Community support for the arts	Excellent		19%	N=72
	Good		45%	N=172
	Fair		32%	N=124
	Poor		4%	N=13
Availability of affordable quality childcare/preschool	Excellent		22%	N=57
	Good		40%	N=105
	Fair		22%	N=59
	Poor		16%	N=41
K-12 education	Excellent		40%	N=148
	Good		46%	N=169
	Fair		11%	N=41
	Poor		3%	N=10
Adult educational opportunities	Excellent		24%	N=52
	Good		40%	N=87
	Fair		26%	N=56
	Poor		10%	N=22
Sense of civic/community pride	Excellent		23%	N=101
	Good		49%	N=216
	Fair		24%	N=106
	Poor		4%	N=18
Neighborliness of residents	Excellent		23%	N=106
	Good		53%	N=248
	Fair		21%	N=100
	Poor		3%	N=15
Opportunities to participate in social events and activities	Excellent		25%	N=114

Attachment: The NCS Report - Hilliard, OH 2022 (2413 : Polco/NCS Survey Results)

<b>Please also rate each of the following in the Hilliard community.</b>	Opportunities to participate in social events and activities	Good		52% N=231
		Fair		21% N=95
		Poor		2% N=8
	Opportunities to attend special events and festivals	Excellent		28% N=129
		Good		52% N=242
		Fair		20% N=92
		Poor		1% N=4
	Opportunities to volunteer	Excellent		26% N=87
		Good		52% N=176
		Fair		19% N=65
		Poor		2% N=7
	Opportunities to participate in community matters	Excellent		20% N=72
		Good		51% N=179
		Fair		26% N=91
		Poor		3% N=11
	Openness and acceptance of the community toward people of diverse backgrounds	Excellent		22% N=85
		Good		53% N=211
		Fair		20% N=81
		Poor		5% N=19
<b>Please indicate whether or not you have done each of the following in the last 12 months.</b>	Contacted the City of Hilliard for help or information	No		55% N=269
		Yes		45% N=217
	Contacted Hilliard elected officials to express your opinion	No		88% N=428
		Yes		12% N=58
	Attended a local public meeting	No		87% N=421
		Yes		13% N=65
	Watched a local public meeting	No		89% N=432
		Yes		11% N=54
	Volunteered your time to some group/activity	No		71% N=341
		Yes		29% N=140
	Campaigned or advocated for a local issue, cause, or candidate	No		88% N=427
		Yes		12% N=59

Attachment: The NCS Report - Hilliard, OH 2022 (2413 : Polco/NCS Survey Results)

Please indicate whether or not you have done each of the following in the last 12 months.
































Voted in your most recent local election	No	24%	N=115
	Yes	76%	N=367
Used public transportation instead of driving	No	96%	N=465
	Yes	4%	N=20
Carpooled with other adults or children instead of driving alone	No	60%	N=293
	Yes	40%	N=193
Walked or biked instead of driving	No	35%	N=169
	Yes	65%	N=317

Please rate the quality of each of the following services in Hilliard.

Public information services	Excellent	20%	N=77
	Good	58%	N=230
	Fair	20%	N=77
	Poor	3%	N=10
Economic development	Excellent	15%	N=57
	Good	53%	N=201
	Fair	26%	N=98
	Poor	6%	N=22
Traffic enforcement	Excellent	17%	N=72
	Good	57%	N=242
	Fair	22%	N=92
	Poor	4%	N=15
Traffic signal timing	Excellent	15%	N=71
	Good	49%	N=223
	Fair	27%	N=122
	Poor	9%	N=43
Street repair	Excellent	17%	N=80
	Good	44%	N=205
	Fair	30%	N=138
	Poor	9%	N=44
Street cleaning	Excellent	22%	N=97
	Good	60%	N=268
	Fair	16%	N=71

Attachment: The NCS Report - Hilliard, OH 2022 (2413 : Polco/NCS Survey Results)

Please rate the quality of each of the following services in Hilliard.

Street cleaning	Poor		2% N=9
Street lighting	Excellent		23% N=108
	Good		53% N=247
	Fair		21% N=100
	Poor		2% N=11
Snow removal	Excellent		25% N=112
	Good		51% N=229
	Fair		19% N=86
	Poor		5% N=24
Sidewalk maintenance	Excellent		15% N=69
	Good		44% N=201
	Fair		29% N=131
	Poor		12% N=53
Bus or transit services	Excellent		17% N=29
	Good		39% N=66
	Fair		20% N=34
	Poor		23% N=39
Land use, planning and zoning	Excellent		13% N=47
	Good		36% N=129
	Fair		34% N=123
	Poor		18% N=64
Code enforcement	Excellent		18% N=60
	Good		42% N=143
	Fair		28% N=96
	Poor		12% N=39
Affordable high-speed internet access	Excellent		22% N=98
	Good		44% N=194
	Fair		26% N=114
	Poor		8% N=34
Garbage collection	Excellent		49% N=222
	Good		42% N=193

Attachment: The NCS Report - Hilliard, OH 2022 (2413 : Polco/NCS Survey Results)


































Please rate the quality of each of the following services in Hilliard.

Garbage collection	Fair		8% N=38
	Poor		1% N=4
Drinking water	Excellent		38% N=179
	Good		50% N=232
	Fair		10% N=45
	Poor		3% N=12
Sewer services	Excellent		39% N=174
	Good		54% N=239
	Fair		7% N=31
	Poor		1% N=2
Storm water management	Excellent		33% N=140
	Good		55% N=237
	Fair		9% N=40
	Poor		3% N=12
Power (electric and/or gas) utility	Excellent		32% N=149
	Good		59% N=278
	Fair		8% N=36
	Poor		1% N=6
Utility billing	Excellent		28% N=128
	Good		52% N=233
	Fair		15% N=69
	Poor		5% N=20
Police/Sheriff services	Excellent		49% N=219
	Good		44% N=195
	Fair		6% N=29
	Poor		1% N=5
Crime prevention	Excellent		34% N=146
	Good		51% N=219
	Fair		14% N=59
	Poor		2% N=9
Animal control	Excellent		28% N=87

Attachment: The NCS Report - Hilliard, OH 2022 (2413 : Polco/NCS Survey Results)

Please rate the quality of each of the following services in Hilliard.
































Animal control	Good		60% N=188
	Fair		9% N=28
	Poor		4% N=13
Ambulance or emergency medical services	Excellent		51% N=181
	Good		45% N=162
	Fair		4% N=15
Fire services	Excellent		55% N=206
	Good		43% N=161
	Fair		2% N=9
Fire prevention and education	Excellent		47% N=146
	Good		48% N=148
	Fair		5% N=15
	Poor		1% N=2
Emergency preparedness	Excellent		36% N=99
	Good		47% N=130
	Fair		14% N=39
	Poor		4% N=11
Preservation of natural areas	Excellent		23% N=93
	Good		41% N=169
	Fair		24% N=97
	Poor		12% N=48
Hilliard open space	Excellent		21% N=92
	Good		41% N=178
	Fair		32% N=137
	Poor		6% N=27
Recycling	Excellent		38% N=173
	Good		43% N=197
	Fair		13% N=61
	Poor		6% N=28
Yard waste pick-up	Excellent		46% N=188
	Good		46% N=189

Attachment: The NCS Report - Hilliard, OH 2022 (2413 : Polco/NCS Survey Results)
































Please rate the quality of each of the following services in Hilliard.			
Yard waste pick-up	Fair		7% N=28
	Poor		1% N=6
City parks	Excellent		38% N=174
	Good		48% N=223
	Fair		12% N=56
	Poor		2% N=7
Recreation programs or classes	Excellent		31% N=107
	Good		50% N=173
	Fair		16% N=56
	Poor		2% N=8
Recreation centers or facilities	Excellent		27% N=102
	Good		43% N=160
	Fair		24% N=90
	Poor		6% N=23
Health services	Excellent		29% N=93
	Good		58% N=188
	Fair		13% N=43
	Poor		0% N=1
Public library services	Excellent		64% N=268
	Good		33% N=137
	Fair		3% N=12
	Poor		1% N=3
Overall customer service by Hilliard employees	Excellent		39% N=158
	Good		55% N=224
	Fair		5% N=19
	Poor		2% N=7
Please rate the following categories of Hilliard government performance.	The value of services for the taxes paid to Hilliard	Excellent	
		Good	
		Fair	
		Poor	
	The overall direction that Hilliard is taking	Excellent	

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Please rate the following categories of Hilliard government performance.

The overall direction that Hilliard is taking	Good		47% N=212
	Fair		25% N=112
	Poor		6% N=25
The job Hilliard government does at welcoming resident involvement	Excellent		19% N=65
	Good		43% N=152
	Fair		28% N=100
	Poor		10% N=34
Overall confidence in Hilliard government	Excellent		16% N=68
	Good		48% N=201
	Fair		28% N=118
	Poor		8% N=34
Generally acting in the best interest of the community	Excellent		18% N=76
	Good		47% N=197
	Fair		26% N=110
	Poor		9% N=36
Being honest	Excellent		22% N=77
	Good		45% N=159
	Fair		24% N=84
	Poor		10% N=37
Being open and transparent to the public	Excellent		20% N=76
	Good		41% N=153
	Fair		26% N=94
	Poor		13% N=47
Informing residents about issues facing the community	Excellent		19% N=77
	Good		43% N=179
	Fair		28% N=117
	Poor		10% N=40
Treating all residents fairly	Excellent		23% N=81
	Good		49% N=172
	Fair		20% N=72
	Poor		8% N=27
































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Please rate the following categories of Hilliard government performance.	Treating residents with respect	Excellent		25% N=99
		Good		52% N=204
		Fair		19% N=76
		Poor		4% N=16
Overall, how would you rate the quality of the services provided by each of the following?	The City of Hilliard	Excellent		26% N=117
		Good		55% N=251
		Fair		17% N=77
		Poor		2% N=8
	The Federal Government	Excellent		7% N=31
		Good		29% N=127
		Fair		35% N=154
		Poor		29% N=131
Please rate how important, if at all, you think it is for the Hilliard community to focus on each of the following in the coming two years.	Overall economic health	Essential		54% N=246
		Very important		38% N=175
		Somewhat important		7% N=33
		Not at all important		1% N=5
	Overall quality of the transportation system	Essential		33% N=158
		Very important		41% N=194
		Somewhat important		25% N=117
		Not at all important		2% N=8
	Overall design or layout of residential and commercial areas	Essential		42% N=200
		Very important		42% N=200
		Somewhat important		15% N=72
		Not at all important		1% N=5
	Overall quality of the utility infrastructure	Essential		54% N=258
		Very important		31% N=149
		Somewhat important		15% N=70
	Overall feeling of safety	Essential		61% N=293
Very important			30% N=142	
Somewhat important			7% N=36	
Not at all important			2% N=8	

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Please rate how important, if at all, you think it is for the Hilliard community to focus on each of the following in the coming two years.

Overall quality of natural environment	Essential	37%	N=176
	Very important	49%	N=233
	Somewhat important	14%	N=65
	Not at all important	1%	N=5
Overall quality of parks and recreation opportunities	Essential	33%	N=156
	Very important	49%	N=229
	Somewhat important	17%	N=82
	Not at all important	1%	N=4
Overall health and wellness opportunities	Essential	23%	N=108
	Very important	48%	N=228
	Somewhat important	25%	N=118
	Not at all important	4%	N=17
Overall opportunities for education, culture, and the arts	Essential	26%	N=127
	Very important	44%	N=209
	Somewhat important	24%	N=117
	Not at all important	6%	N=27
Residents' connection and engagement with their community	Essential	22%	N=103
	Very important	45%	N=214
	Somewhat important	31%	N=150
	Not at all important	2%	N=11
Are you or any other members of your household currently employed?	Yes	82%	N=393
	No	18%	N=86
How many members of your household have a job or work for a company that allows them to work from home full-time?	None	45%	N=178
	1	40%	N=156
	2	14%	N=56
	3	1%	N=4
On average, approximately how many total hours per week do ALL members of your household work from home?	None	22%	N=87
	0-20	19%	N=73
	20-40	23%	N=89
	40-60	23%	N=91
	60-80	7%	N=27

	On average, approximately how many total hours per week do ALL members of your household work from home?	80 or more		6% N=23
	How reliable is your current home internet service?	Very reliable with few connection interruptions		56% N=268
		Somewhat reliable with some interruptions		40% N=193
		Not reliable with many interruptions		4% N=20
Overall, how would you rate the quality of each of the following?	The speed of your home internet service	Excellent		30% N=142
		Good		52% N=249
		Fair		15% N=73
		Poor		2% N=12
	Your internet provider's customer service	Excellent		17% N=74
		Good		33% N=149
		Fair		34% N=151
		Poor		17% N=75
Regarding your home internet service, how important are the following items to you?	Reliability	Essential		82% N=388
		Very important		17% N=78
		Somewhat important		1% N=5
	Speed	Essential		55% N=261
		Very important		42% N=200
		Somewhat important		4% N=17
	Price	Essential		46% N=218
		Very important		44% N=208
		Somewhat important		11% N=51
	Customer Service	Essential		30% N=140
		Very important		46% N=216
		Somewhat important		25% N=117
Not at all important			0% N=	
To what extent do you support or oppose the City of Hilliard investing in infrastructure and partnerships with private sector companies to provide residential internet service?	Strongly support		44% N=182	
	Somewhat support		46% N=193	
	Somewhat oppose		7% N=29	
	Strongly oppose		3% N=13	
In general, how many times do you:	Access the internet from your home	Several times a day		87% N=420
		Once a day		7% N=34

In general, how many times do you:	Access the internet from your home	A few times a week	4% N=18
		Every few weeks	1% N=5
		Less often or never	1% N=6
Access the internet from your cell phone	Several times a day	89% N=431	
	Once a day	5% N=25	
	A few times a week	2% N=10	
	Every few weeks	0% N=2	
	Less often or never	3% N=16	
	Visit social media sites	Several times a day	66% N=320
	Once a day	9% N=43	
	A few times a week	9% N=41	
	Every few weeks	3% N=14	
	Less often or never	14% N=68	
Use or check email	Several times a day	83% N=404	
	Once a day	12% N=58	
	A few times a week	3% N=13	
	Every few weeks	0% N=2	
	Less often or never	2% N=9	
Share your opinions online	Several times a day	9% N=41	
	Once a day	3% N=15	
	A few times a week	11% N=53	
	Every few weeks	18% N=86	
	Less often or never	59% N=279	
Shop online	Several times a day	15% N=72	
	Once a day	10% N=50	
	A few times a week	39% N=192	
	Every few weeks	27% N=131	
	Less often or never	9% N=42	
Please rate your overall health.	Excellent	32% N=156	
	Very good	43% N=209	
	Good	23% N=111	



Please rate your overall health.	Fair	3% N=14	
	Poor	0% N=1	
What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:	Very positive	4% N=17	
	Somewhat positive	9% N=42	
	Neutral	40% N=198	
	Somewhat negative	35% N=173	
	Very negative	12% N=60	
How many years have you lived in Hilliard?	Less than 2 years	16% N=76	
	2-5 years	22% N=108	
	6-10 years	18% N=88	
	11-20 years	18% N=86	
	More than 20 years	27% N=132	
Which best describes the building you live in?	One family house detached from any other houses	67% N=328	
	Building with two or more homes (duplex, townhome, apa..	32% N=157	
	Other	1% N=5	
Do you rent or own your home?	Rent	29% N=139	
	Own	71% N=349	
<b>About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance, and homeowners' association (HOA) fees)?</b>	About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance and homeowners' association (HOA) fees)?	Less than \$500	3% N=12
		\$500 to \$999	13% N=62
		\$1,000 to \$1,499	25% N=118
		\$1,500 to \$1,999	25% N=117
		\$2,000 to \$2,499	14% N=68
		\$2,500 to \$2,999	12% N=59
		\$3,000 to \$3,499	3% N=16
		\$3,500 or more	5% N=24
Do any children 17 or under live in your household?	No	58% N=281	
	Yes	42% N=205	
Are you or any other members of your household aged 65 or older?	No	76% N=371	
	Yes	24% N=118	
How much do you anticipate your household's total income before taxes will be for the current year?	Less than \$25,000	5% N=22	
	\$25,000 to \$49,999	10% N=47	

How much do you anticipate your household's total income before taxes will be for the current year?	\$50,000 to \$74,999	10% N=45
	\$75,000 to \$99,999	14% N=66
	\$100,000 to \$149,999	29% N=137
	\$150,000 or more	33% N=154
<b>Are you Spanish, Hispanic, or Latino?</b>	<b>Are you Spanish, Hispanic or Latino?</b>	
	No, not Spanish, Hispanic, or Latino	96% N=467
	Yes, I consider myself to be Spanish, Hispanic, or Latino	4% N=20
What is your race? (Mark one or more races to indicate what race you consider yourself to be.)	American Indian or Alaskan Native	1% N=3
	Asian, Asian Indian, or Pacific Islander	6% N=29
	Black or African American	2% N=12
	White	90% N=438
	Other	3% N=15
In which category is your age?	18-24 years	1% N=5
	25-34 years	28% N=137
	35-44 years	17% N=85
	45-54 years	22% N=106
	55-64 years	11% N=55
	65-74 years	12% N=60
	75 years or older	8% N=40
What is your gender?	Woman	50% N=245
	Man	49% N=241
	Identify in another way	1% N=3

## Methods (open participation)

As part of its participation in The National Community Survey™ (The NCST™), the City of Hilliard conducted a survey of 492 residents. Survey invitations were mailed to randomly selected households and data were collected from September 7th, 2022 to October 26th, 2022. The results from this main survey effort represent the most robust estimate of your residents' opinions.

After the above data collection period was underway, a link to an online open participation survey was publicized by the City of Hilliard. The open participation survey was identical to the probability sample survey with two small updates; it included a map at the beginning asking where the respondent lives and also a question about where they heard about the survey. The open participation survey was open to all city residents and became available on October 12th, 2022. The survey remained open for two weeks and there were 91 responses.





























The open participation survey data were not collected through a random sample and it is unknown who in the community was aware of the survey; therefore, a level of confidence in the representativeness of the sample cannot be estimated. However, to reduce bias where possible, these data were statistically weighted to match the demographic characteristics of the 2010 Census and 2020 American Community Survey estimates for adults in the City of Hilliard. The characteristics used for weighting were age, sex, race, Hispanic origin, housing type, housing tenure, and area. No adjustments were made for design effects. Weights were calculated using an iterative, multiplicative raking model known as the ANES Weighting Algorithm.\* The results of the weighting scheme for the open participation survey are presented in the following table.

\* Pasek, J. (2010). ANES Weighting Algorithm. Retrieved from <https://web.stanford.edu/group/iriss/cgi-bin/anesrake/resources/RakingDescription.pdf>

































		Unweighted	Weighted	Target*
Age	18-34	6%	24%	29%
	35-54	55%	42%	39%
	55+	39%	34%	32%
Area	Area 1	22%	27%	24%
	Area 2	15%	11%	19%
	Area 3	16%	22%	20%
	Area 4	26%	20%	18%
	Area 5	20%	20%	18%
Hispanic	No, not Spanish, Hispanic, or Latino	99%	96%	96%
	Yes, I consider myself to be Spanish, Hispa..	1%	4%	4%
Housing type	Attached	11%	32%	32%
	Detached	89%	68%	68%
race	Not white	7%	12%	12%
	White	93%	88%	88%
Race/ethnicity	Not white alone	7%	17%	15%
	White alone, not Hispanic or Latino	93%	83%	85%
Sex	Man	45%	44%	50%
	Woman	55%	56%	50%
Sex/age	Man 18-34	1%	6%	15%
	Man 35-54	26%	21%	19%
	Man 55+	17%	17%	15%
	Woman 18-34	4%	15%	13%
	Woman 35-54	29%	23%	20%
	Woman 55+	22%	19%	17%
Tenure	Own	95%	73%	71%
	Rent	5%	27%	29%

### Open participation survey results

This dashboard contains a complete set of responses to each question on the open participation survey. By default, "don't know" responses are excluded, but may be added to the table using the response filter to the right. In some tables, the percentages may not sum to 100%; this is either because the question permitted the respondent to "choose all that apply", or for a question that asked the respondent to select one answer, it is due to the customary practice of rounding values to the nearest whole number.

	In which ward of Hilliard do you live?	1		26% N=25
		2		11% N=10
		3		21% N=20
		4		20% N=18
		5		20% N=18
		None of these/I don't live in Hilliard		2% N=2
<b>Please rate each of the following aspects of quality of life in Hilliard.</b>	Hilliard as a place to live	Excellent		32% N=29
		Good		57% N=53
		Fair		11% N=11
	Your neighborhood as a place to live	Excellent		54% N=48
		Good		36% N=32
		Fair		4% N=4
		Poor		6% N=5
	Hilliard as a place to raise children	Excellent		35% N=29
		Good		42% N=34
		Fair		17% N=14
		Poor		6% N=5
	Hilliard as a place to work	Excellent		31% N=17
		Good		50% N=27
		Fair		9% N=5
		Poor		9% N=5
Hilliard as a place to visit	Excellent		23% N=19	
	Good		40% N=33	
	Fair		36% N=30	
	Poor		1% N=1	
Hilliard as a place to retire	Excellent		33% N=22	
	Good		38% N=25	
	Fair		7% N=5	

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Please rate each of the following aspects of quality of life in Hilliard.	Hilliard as a place to retire	Poor		23% N=15
	The overall quality of life	Excellent		25% N=23
		Good		56% N=52
		Fair		18% N=17
Sense of community	Excellent		31% N=28	
	Good		35% N=31	
	Fair		25% N=22	
	Poor		9% N=8	
Please rate each of the following characteristics as they relate to Hilliard as a whole.	Overall economic health	Excellent		8% N=7
		Good		66% N=55
		Fair		26% N=22
	Overall quality of the transportation system	Excellent		20% N=18
		Good		40% N=35
		Fair		23% N=21
		Poor		17% N=15
	Overall design or layout of residential and commercial areas	Excellent		6% N=6
		Good		52% N=49
		Fair		34% N=32
		Poor		7% N=7
	Overall quality of the utility infrastructure	Excellent		10% N=9
Good			63% N=58	
Fair			24% N=22	
Poor			3% N=3	
Overall feeling of safety	Excellent		43% N=40	
	Good		30% N=28	
	Fair		20% N=19	
	Poor		7% N=6	
Overall quality of natural environment	Excellent		22% N=21	
	Good		48% N=45	
	Fair		19% N=18	
	Poor		10% N=9	
Overall quality of parks and recreation opportunities	Excellent		39% N=34	
































Please rate each of the following characteristics as they relate to Hilliard as a whole.	Overall quality of parks and recreation opportunities	Good		39% N=34
		Fair		20% N=18
		Poor		2% N=2
	Overall health and wellness opportunities	Excellent		20% N=16
		Good		44% N=36
		Fair		28% N=23
		Poor		8% N=6
	Overall opportunities for education, culture, and the arts	Excellent		22% N=19
		Good		22% N=19
Fair			40% N=34	
Poor			16% N=14	
Residents' connection and engagement with their community	Excellent		22% N=20	
	Good		44% N=40	
	Fair		25% N=23	
	Poor		9% N=8	
Please indicate how likely or unlikely you are to do each of the following.	Recommend living in Hilliard to someone who asks	Very likely		40% N=37
		Somewhat likely		41% N=38
		Somewhat unlikely		12% N=11
		Very unlikely		6% N=6
	Remain in Hilliard for the next five years	Very likely		59% N=54
		Somewhat likely		30% N=27
		Somewhat unlikely		5% N=4
		Very unlikely		6% N=6
Please rate how safe or unsafe you feel:	In your neighborhood during the day	Very safe		79% N=73
		Somewhat safe		10% N=10
		Neither safe nor unsafe		5% N=5
		Very unsafe		5% N=5
	In Hilliard's downtown/commercial area during the day	Very safe		55% N=51
		Somewhat safe		44% N=40
		Neither safe nor unsafe		0% N=
		Somewhat unsafe		0% N=
From property crime	Very safe		27% N=25	

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Please rate how safe or unsafe you feel:	From property crime	Somewhat safe		46% N=42
		Neither safe nor unsafe		11% N=10
		Somewhat unsafe		10% N=9
		Very unsafe		5% N=5
	From violent crime	Very safe		54% N=49
		Somewhat safe		22% N=20
		Neither safe nor unsafe		12% N=11
		Somewhat unsafe		7% N=6
		Very unsafe		5% N=5
	From fire, flood, or other natural disaster	Very safe		61% N=56
		Somewhat safe		36% N=33
		Neither safe nor unsafe		3% N=3
Please rate the job you feel the Hilliard community does at each of the following.	Making all residents feel welcome	Excellent		35% N=29
		Good		32% N=26
		Fair		28% N=24
		Poor		5% N=4
	Attracting people from diverse backgrounds	Excellent		44% N=35
		Good		19% N=16
		Fair		27% N=22
		Poor		10% N=8
	Valuing/respecting residents from diverse backgrounds	Excellent		41% N=33
		Good		25% N=20
		Fair		31% N=25
		Poor		3% N=2
	Taking care of vulnerable residents	Excellent		29% N=20
		Good		34% N=24
		Fair		17% N=12
		Poor		20% N=14
Please rate each of the following in the Hilliard community.	Overall quality of business and service establishments	Excellent		22% N=19
		Good		46% N=38
		Fair		27% N=23
		Poor		5% N=4

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Please rate each of the following in the Hilliard community.

Variety of business and service establishments	Excellent	 20% N=17
	Good	 45% N=39
	Fair	 25% N=22
	Poor	 11% N=10
Vibrancy of downtown/commercial area	Excellent	 28% N=25
	Good	 45% N=39
	Fair	 17% N=15
	Poor	 10% N=9
Employment opportunities	Excellent	 13% N=7
	Good	 62% N=33
	Fair	 20% N=11
	Poor	 5% N=3
Shopping opportunities	Excellent	 12% N=10
	Good	 33% N=28
	Fair	 34% N=29
	Poor	 20% N=17
Cost of living	Excellent	 1% N=1
	Good	 42% N=39
	Fair	 27% N=25
	Poor	 30% N=28
Overall image or reputation	Excellent	 28% N=24
	Good	 41% N=36
	Fair	 26% N=23
	Poor	 4% N=4
Please also rate each of the following in the Hilliard community. Traffic flow on major streets	Excellent	 4% N=3
	Good	 44% N=39
	Fair	 25% N=22
	Poor	 26% N=23
Ease of public parking	Excellent	 20% N=18
	Good	 44% N=39
	Fair	 24% N=21
	Poor	 11% N=10

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Please also rate each of the following in the Hilliard community.

Ease of travel by car	Excellent		20% N=15
	Good		54% N=43
	Fair		23% N=18
	Poor		3% N=2
Ease of travel by public transportation	Excellent		10% N=5
	Good		33% N=16
	Fair		8% N=4
	Poor		50% N=25
Ease of travel by bicycle	Excellent		13% N=9
	Good		34% N=24
	Fair		33% N=24
	Poor		21% N=15
Ease of walking	Excellent		17% N=15
	Good		38% N=33
	Fair		28% N=24
	Poor		17% N=15
Well-planned residential growth	Excellent		13% N=11
	Good		29% N=23
	Fair		20% N=16
	Poor		38% N=30
Well-planned commercial growth	Excellent		12% N=8
	Good		21% N=15
	Fair		40% N=27
	Poor		27% N=18
Well-designed neighborhoods	Excellent		14% N=11
	Good		35% N=30
	Fair		29% N=24
	Poor		22% N=18
Preservation of the historical or cultural character of the community	Excellent		19% N=16
	Good		38% N=31
	Fair		29% N=24
	Poor		13% N=10





























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Please also rate each of the following in the Hilliard community.

Public places where people want to spend time	Excellent		29% N=24
	Good		38% N=31
	Fair		26% N=22
	Poor		7% N=6
Variety of housing options	Excellent		26% N=21
	Good		29% N=24
	Fair		18% N=15
	Poor		27% N=22
Availability of affordable quality housing	Excellent		5% N=4
	Good		32% N=23
	Fair		19% N=14
	Poor		44% N=31
Overall quality of new development	Excellent		16% N=15
	Good		44% N=40
	Fair		25% N=23
	Poor		15% N=13
Overall appearance	Excellent		26% N=24
	Good		45% N=42
	Fair		24% N=22
	Poor		4% N=4
Cleanliness	Excellent		24% N=21
	Good		58% N=51
	Fair		17% N=15
	Poor		1% N=1
Water resources	Excellent		7% N=6
	Good		18% N=14
	Fair		47% N=36
	Poor		28% N=21
Air quality	Excellent		40% N=31
	Good		44% N=34
	Fair		13% N=10
	Poor		3% N=3

































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Please also rate each of the following in the Hilliard community.

Availability of paths and walking trails	Excellent		38% N=33
	Good		44% N=39
	Fair		16% N=14
	Poor		2% N=2
Fitness opportunities	Excellent		17% N=11
	Good		59% N=41
	Fair		17% N=12
	Poor		7% N=5
Recreational opportunities	Excellent		27% N=21
	Good		36% N=29
	Fair		31% N=25
	Poor		6% N=5
Availability of affordable quality food	Excellent		17% N=15
	Good		56% N=50
	Fair		16% N=14
	Poor		10% N=9
Availability of affordable quality health care	Excellent		15% N=12
	Good		44% N=35
	Fair		26% N=21
	Poor		15% N=12
Availability of preventive health services	Excellent		31% N=22
	Good		50% N=37
	Fair		12% N=9
	Poor		7% N=5
Availability of affordable quality mental health care	Excellent		16% N=6
	Good		37% N=14
	Fair		14% N=5
	Poor		34% N=13
Opportunities to attend cultural/arts/music activities	Excellent		7% N=6
	Good		58% N=48
	Fair		26% N=22
	Poor		9% N=7

Attachment: The NCS Report - Hilliard, OH 2022 (2413 : Polco/NCS Survey Results)

































Please also rate each of the following in the Hilliard community.

Community support for the arts	Excellent		16% N=12
	Good		57% N=44
	Fair		18% N=14
	Poor		10% N=8
Availability of affordable quality childcare/preschool	Excellent		3% N=1
	Good		52% N=28
	Fair		21% N=11
	Poor		24% N=13
K-12 education	Excellent		42% N=30
	Good		29% N=21
	Fair		28% N=20
	Poor		1% N=1
Adult educational opportunities	Excellent		5% N=2
	Good		37% N=15
	Fair		16% N=6
	Poor		42% N=17
Sense of civic/community pride	Excellent		22% N=19
	Good		44% N=37
	Fair		22% N=19
	Poor		11% N=10
Neighborliness of residents	Excellent		6% N=5
	Good		60% N=53
	Fair		21% N=18
	Poor		14% N=12
Opportunities to participate in social events and activities	Excellent		24% N=19
	Good		51% N=41
	Fair		20% N=16
	Poor		5% N=4
Opportunities to attend special events and festivals	Excellent		19% N=16
	Good		67% N=56
	Fair		13% N=11
	Poor		1% N=1

Please also rate each of the following in the Hilliard community.

































Opportunities to volunteer	Excellent	21% N=15
	Good	38% N=27
	Fair	29% N=20
	Poor	12% N=9
Opportunities to participate in community matters	Excellent	6% N=4
	Good	50% N=36
	Fair	24% N=17
	Poor	20% N=14
Openness and acceptance of the community toward people of diverse backgrounds	Excellent	26% N=19
	Good	41% N=30
	Fair	30% N=22
	Poor	4% N=3
Please indicate whether or not you have done each of the following in the last 12 months.	Contacted the City of Hilliard for help or information	No 38% N=36
		Yes 62% N=57
Contacted Hilliard elected officials to express your opinion	No	78% N=73
	Yes	22% N=20
Attended a local public meeting	No	80% N=70
	Yes	20% N=17
Watched a local public meeting	No	61% N=53
	Yes	39% N=35
Volunteered your time to some group/activity	No	58% N=51
	Yes	42% N=36
Campaigned or advocated for a local issue, cause, or candidate	No	84% N=73
	Yes	16% N=14
Voted in your most recent local election	No	1% N=
	Yes	99% N=87
Used public transportation instead of driving	No	99% N=87
	Yes	1% N=1
Carpooled with other adults or children instead of driving alone	No	56% N=49
	Yes	44% N=39
Walked or biked instead of driving	No	41% N=36
	Yes	59% N=52

Please rate the quality of each of the following services in Hilliard.

































Public information services	Excellent		23% N=20
	Good		47% N=40
	Fair		25% N=21
	Poor		5% N=4
Economic development	Excellent		11% N=8
	Good		52% N=40
	Fair		23% N=18
	Poor		13% N=10
Traffic enforcement	Excellent		25% N=21
	Good		41% N=34
	Fair		26% N=22
	Poor		8% N=6
Traffic signal timing	Excellent		9% N=8
	Good		50% N=46
	Fair		32% N=30
	Poor		9% N=8
Street repair	Excellent		4% N=4
	Good		39% N=36
	Fair		33% N=31
	Poor		23% N=22
Street cleaning	Excellent		5% N=4
	Good		76% N=63
	Fair		14% N=11
	Poor		4% N=4
Street lighting	Excellent		10% N=9
	Good		43% N=40
	Fair		37% N=34
	Poor		10% N=9
Snow removal	Excellent		20% N=18
	Good		50% N=46
	Fair		22% N=20
	Poor		9% N=8

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Please rate the quality of each of the following services in Hilliard.

































Sidewalk maintenance	Excellent		9% N=8
	Good		55% N=49
	Fair		27% N=24
	Poor		8% N=7
Bus or transit services	Excellent		7% N=3
	Good		50% N=17
	Fair		9% N=3
	Poor		34% N=12
Land use, planning and zoning	Excellent		10% N=8
	Good		19% N=15
	Fair		44% N=35
	Poor		27% N=22
Code enforcement	Excellent		5% N=3
	Good		35% N=22
	Fair		36% N=23
	Poor		24% N=15
Affordable high-speed internet access	Excellent		16% N=14
	Good		32% N=28
	Fair		22% N=19
	Poor		30% N=26
Garbage collection	Excellent		48% N=44
	Good		51% N=48
	Fair		1% N=1
Drinking water	Excellent		30% N=28
	Good		56% N=52
	Fair		9% N=8
	Poor		6% N=5
Sewer services	Excellent		26% N=22
	Good		57% N=49
	Fair		11% N=10
	Poor		6% N=5
Storm water management	Excellent		33% N=27

































Please rate the quality of each of the following services in Hilliard.

Storm water management	Good		51% N=42
	Fair		14% N=11
	Poor		2% N=2
Power (electric and/or gas) utility	Excellent		26% N=24
	Good		57% N=52
	Fair		17% N=16
	Poor		1% N=1
Utility billing	Excellent		10% N=10
	Good		43% N=39
	Fair		35% N=32
	Poor		12% N=11
Police/Sheriff services	Excellent		44% N=36
	Good		39% N=31
	Fair		17% N=14
Crime prevention	Excellent		30% N=27
	Good		44% N=39
	Fair		23% N=21
	Poor		3% N=2
Animal control	Excellent		7% N=4
	Good		57% N=36
	Fair		28% N=17
	Poor		8% N=5
Ambulance or emergency medical services	Excellent		40% N=28
	Good		45% N=33
	Fair		7% N=5
	Poor		8% N=6
Fire services	Excellent		48% N=34
	Good		45% N=32
	Fair		0% N=
	Poor		7% N=5
Fire prevention and education	Excellent		57% N=33
	Good		38% N=22



































Please rate the quality of each of the following services in Hilliard.

Fire prevention and education	Fair		5% N=3
Emergency preparedness	Excellent		32% N=20
	Good		42% N=26
	Fair		17% N=11
	Poor		9% N=6
Preservation of natural areas	Excellent		17% N=14
	Good		40% N=34
	Fair		21% N=18
	Poor		22% N=19
Hilliard open space	Excellent		16% N=15
	Good		47% N=43
	Fair		21% N=19
	Poor		15% N=14
Recycling	Excellent		36% N=33
	Good		46% N=43
	Fair		13% N=12
	Poor		5% N=4
Yard waste pick-up	Excellent		45% N=40
	Good		48% N=42
	Fair		6% N=5
	Poor		0% N=
City parks	Excellent		43% N=40
	Good		46% N=42
	Fair		6% N=5
	Poor		5% N=4
Recreation programs or classes	Excellent		31% N=26
	Good		46% N=39
	Fair		17% N=15
	Poor		6% N=5
Recreation centers or facilities	Excellent		32% N=26
	Good		34% N=27
	Fair		19% N=16
































Please rate the quality of each of the following services in Hilliard.	Recreation centers or facilities	Poor		15% N=12
	Health services	Excellent		24% N=18
		Good		34% N=25
		Fair		27% N=20
		Poor		15% N=11
	Public library services	Excellent		75% N=63
		Good		25% N=21
		Fair		0% N=0
	Overall customer service by Hilliard employees	Excellent		35% N=25
		Good		34% N=25
Fair			17% N=12	
Poor			14% N=10	
Please rate the following categories of Hilliard government performance.	The value of services for the taxes paid to Hilliard	Excellent		4% N=4
		Good		44% N=41
		Fair		38% N=35
		Poor		13% N=12
	The overall direction that Hilliard is taking	Excellent		32% N=30
		Good		31% N=29
		Fair		21% N=19
		Poor		16% N=15
	The job Hilliard government does at welcoming resident involvement	Excellent		27% N=23
		Good		27% N=22
Fair			41% N=34	
Poor			6% N=5	
Overall confidence in Hilliard government	Excellent		2% N=2	
	Good		50% N=45	
	Fair		33% N=30	
	Poor		14% N=13	
Generally acting in the best interest of the community	Excellent		8% N=7	
	Good		49% N=43	
	Fair		23% N=20	
	Poor		21% N=18	
























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<b>Please rate the following categories of Hilliard government performance.</b>	Being honest	Excellent		17% N=12
		Good		39% N=28
		Fair		28% N=20
		Poor		16% N=11
	Being open and transparent to the public	Excellent		9% N=8
		Good		45% N=38
		Fair		26% N=22
		Poor		20% N=17
	Informing residents about issues facing the community	Excellent		8% N=7
		Good		39% N=33
		Fair		31% N=26
		Poor		22% N=19
	Treating all residents fairly	Excellent		7% N=5
		Good		48% N=33
		Fair		27% N=19
		Poor		18% N=13
	Treating residents with respect	Excellent		5% N=4
		Good		56% N=44
		Fair		30% N=24
		Poor		9% N=7
<b>Overall, how would you rate the quality of the services provided by each of the following?</b>	The City of Hilliard	Excellent		17% N=15
		Good		60% N=53
		Fair		21% N=19
		Poor		1% N=1
	The Federal Government	Excellent		12% N=10
		Good		23% N=19
		Fair		37% N=30
		Poor		28% N=23
<b>Please rate how important, if at all, you think it is for the Hilliard community to focus on each of the following in the coming two years.</b>	Overall economic health	Essential		52% N=48
		Very important		34% N=31
		Somewhat important		14% N=13
	Overall quality of the transportation system	Essential		43% N=40

































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Please rate how important, if at all, you think it is for the Hilliard community to focus on each of the following in the coming two years.



























Overall quality of the transportation system	Very important		25% N=23
	Somewhat important		30% N=27
	Not at all important		2% N=2
Overall design or layout of residential and commercial areas	Essential		62% N=58
	Very important		29% N=27
	Somewhat important		9% N=8
Overall quality of the utility infrastructure	Essential		60% N=55
	Very important		28% N=26
	Somewhat important		13% N=12
Overall feeling of safety	Essential		66% N=62
	Very important		24% N=22
	Somewhat important		9% N=9
Overall quality of natural environment	Essential		51% N=46
	Very important		35% N=31
	Somewhat important		11% N=10
	Not at all important		3% N=3
Overall quality of parks and recreation opportunities	Essential		48% N=43
	Very important		32% N=29
	Somewhat important		20% N=18
	Not at all important		0% N=0
Overall health and wellness opportunities	Essential		33% N=30
	Very important		34% N=32
	Somewhat important		30% N=27
	Not at all important		3% N=3
Overall opportunities for education, culture, and the arts	Essential		19% N=18
	Very important		53% N=49
	Somewhat important		24% N=22
	Not at all important		4% N=3
Residents' connection and engagement with their community	Essential		18% N=16
	Very important		51% N=46
	Somewhat important		19% N=17
	Not at all important		12% N=11

	Are you or any other members of your household currently employed?	Yes		81% N=75
		No		19% N=17
	How many members of your household have a job or work for a company that allows them to work from home full-time?	None		41% N=30
		1		26% N=19
		2		33% N=25
		4		0% N=
	On average, approximately how many total hours per week do ALL members of your household work from home?	None		29% N=22
		0-20		15% N=11
		20-40		15% N=11
		40-60		31% N=23
		60-80		1% N=1
		80 or more		8% N=6
	How reliable is your current home internet service?	Very reliable with few connection interruptions		50% N=46
		Somewhat reliable with some interruptions		45% N=42
		Not reliable with many interruptions		5% N=4
<b>Overall, how would you rate the quality of each of the following?</b>	The speed of your home internet service	Excellent		33% N=30
		Good		40% N=37
		Fair		25% N=23
		Poor		2% N=2
	Your internet provider's customer service	Excellent		10% N=9
		Good		19% N=16
		Fair		31% N=26
		Poor		40% N=35
<b>Regarding your home internet service, how important are the following items are to you?</b>	Reliability	Essential		79% N=73
		Very important		21% N=19
	Speed	Essential		48% N=45
		Very important		49% N=45
		Somewhat important		3% N=3
	Price	Essential		64% N=59
		Very important		32% N=30
		Somewhat important		4% N=3
	Customer Service	Essential		41% N=38

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<b>Regarding your home internet service, how important are the following items are to you?</b>	Customer Service	Very important		46% N=43
		Somewhat important		12% N=12
To what extent do you support or oppose the City of Hilliard investing in infrastructure and partnerships with private sector companies to provide residential internet service?		Strongly support		42% N=37
		Somewhat support		45% N=39
		Somewhat oppose		3% N=2
		Strongly oppose		10% N=9
<b>In general, how many times do you:</b>	Access the internet from your home	Several times a day		89% N=82
		Once a day		6% N=6
		A few times a week		2% N=2
		Less often or never		3% N=3
	Access the internet from your cell phone	Several times a day		94% N=87
		Once a day		6% N=5
		Less often or never		1% N=1
	Visit social media sites	Several times a day		77% N=68
		Once a day		6% N=6
		A few times a week		5% N=4
		Every few weeks		0% N=
		Less often or never		11% N=10
Use or check email	Several times a day		99% N=91	
	Once a day		1% N=1	
	A few times a week		1% N=	
Share your opinions online	Several times a day		18% N=16	
	Once a day		4% N=4	
	A few times a week		11% N=10	
	Every few weeks		16% N=14	
	Less often or never		51% N=47	
Shop online	Several times a day		18% N=16	
	Once a day		19% N=17	
	A few times a week		34% N=30	
	Every few weeks		22% N=19	
	Less often or never		7% N=6	
Please rate your overall health.	Excellent		28% N=26	

Please rate your overall health.	Very good		53% N=49
	Good		18% N=17
	Fair		1% N=1
What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:	Very positive		1% N=1
	Somewhat positive		14% N=13
	Neutral		52% N=48
	Somewhat negative		25% N=23
	Very negative		8% N=7
How many years have you lived in Hilliard?	Less than 2 years		6% N=5
	2-5 years		32% N=29
	6-10 years		11% N=11
	11-20 years		22% N=20
	More than 20 years		29% N=27
Which best describes the building you live in?	One family house detached from any other houses		68% N=63
	Building with two or more homes (duplex, townhome, apartment)		32% N=30
Do you rent or own your home?	Rent		27% N=25
	Own		73% N=68
<b>About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance, and homeowners' association (HOA) fees)?</b>	Less than \$500		7% N=6
	\$500 to \$999		14% N=12
	\$1,000 to \$1,499		22% N=20
	\$1,500 to \$1,999		20% N=18
	\$2,000 to \$2,499		30% N=28
	\$2,500 to \$2,999		5% N=5
	\$3,000 to \$3,499		2% N=1
	\$3,500 or more		0% N=
	Do any children 17 or under live in your household?	No	
Yes			47% N=44
Are you or any other members of your household aged 65 or older?	No		64% N=59
	Yes		36% N=34
How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)	Less than \$25,000		0% N=
	\$25,000 to \$49,999		16% N=15
	\$50,000 to \$74,999		15% N=14

	How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)	\$75,000 to \$99,999		23% N=21
		\$100,000 to \$149,999		16% N=14
		\$150,000 or more		29% N=26
<b>Are you Spanish, Hispanic, or Latino?</b>	Are you Spanish, Hispanic or Latino?	No, not Spanish, Hispanic, or Latino		96% N=89
		Yes, I consider myself to be Spanish, Hispanic, or Latino		4% N=4
	What is your race? (Mark one or more races to indicate what race you consider yourself to be.)	Asian, Asian Indian, or Pacific Islander		1% N=1
		Black or African American		0% N=
		White		88% N=81
		Other		11% N=10
	In which category is your age?	25-34 years		24% N=23
		35-44 years		22% N=20
		45-54 years		20% N=19
		55-64 years		11% N=11
		65-74 years		12% N=11
		75 years or older		11% N=10
	What is your gender?	Woman		56% N=49
		Man		44% N=39
	How did you hear about this survey? (Select all that apply.)	The City's website		10% N=10
		The City's social media (Facebook, Twitter, Instagram,...		40% N=37
		Received an email from the City		31% N=29
		In a City newsletter or utility bill		3% N=2
		Received a postcard or letter from the City		0% N=
		Nextdoor		2% N=2
		In my Facebook feed		13% N=12
		Heard about it from a family member, friend or neighbor		3% N=3
		Other		4% N=3



Please complete this survey if you are the adult (age 18 or older) in the household who most recently had a birthday (the year of birth does not matter). Your responses are confidential and no identifying information will be shared.

**1. Please rate each of the following aspects of quality of life in Hilliard.**

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Hilliard as a place to live.....	1	2	3	4	5
Your neighborhood as a place to live .....	1	2	3	4	5
Hilliard as a place to raise children.....	1	2	3	4	5
Hilliard as a place to work.....	1	2	3	4	5
Hilliard as a place to visit.....	1	2	3	4	5
Hilliard as a place to retire.....	1	2	3	4	5
The overall quality of life in Hilliard.....	1	2	3	4	5
Sense of community.....	1	2	3	4	5

**2. Please rate each of the following characteristics as they relate to Hilliard as a whole.**

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Overall economic health of Hilliard .....	1	2	3	4	5
Overall quality of the transportation system (auto, bicycle, foot, bus) in Hilliard .....	1	2	3	4	5
Overall design or layout of Hilliard's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.) .....	1	2	3	4	5
Overall quality of the utility infrastructure in Hilliard (water, sewer, storm water, electric/gas, broadband).....	1	2	3	4	5
Overall feeling of safety in Hilliard.....	1	2	3	4	5
Overall quality of natural environment in Hilliard.....	1	2	3	4	5
Overall quality of parks and recreation opportunities.....	1	2	3	4	5
Overall health and wellness opportunities in Hilliard.....	1	2	3	4	5
Overall opportunities for education, culture, and the arts.....	1	2	3	4	5
Residents' connection and engagement with their community .....	1	2	3	4	5

**3. Please indicate how likely or unlikely you are to do each of the following.**

	<u>Very likely</u>	<u>Somewhat likely</u>	<u>Somewhat unlikely</u>	<u>Very unlikely</u>	<u>Don't know</u>
Recommend living in Hilliard to someone who asks.....	1	2	3	4	5
Remain in Hilliard for the next five years.....	1	2	3	4	5

**4. Please rate how safe or unsafe you feel:**

	<u>Very safe</u>	<u>Somewhat safe</u>	<u>Neither safe nor unsafe</u>	<u>Somewhat unsafe</u>	<u>Very unsafe</u>	<u>Don't know</u>
In your neighborhood during the day.....	1	2	3	4	5	6
In Hilliard's downtown/commercial area during the day .....	1	2	3	4	5	6
From property crime.....	1	2	3	4	5	6
From violent crime.....	1	2	3	4	5	6
From fire, flood, or other natural disaster .....	1	2	3	4	5	6

**5. Please rate the job you feel the Hilliard community does at each of the following.**

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Making all residents feel welcome .....	1	2	3	4	5
Attracting people from diverse backgrounds.....	1	2	3	4	5
Valuing/respecting residents from diverse backgrounds.....	1	2	3	4	5
Taking care of vulnerable residents (elderly, disabled, homeless, etc.).....	1	2	3	4	5

**6. Please rate each of the following in the Hilliard community.**

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Overall quality of business and service establishments in Hilliard.....	1	2	3	4	5
Variety of business and service establishments in Hilliard.....	1	2	3	4	5
Vibrancy of downtown/commercial area .....	1	2	3	4	5
Employment opportunities .....	1	2	3	4	5
Shopping opportunities .....	1	2	3	4	5
Cost of living in Hilliard.....	1	2	3	4	5
Overall image or reputation of Hilliard.....	1	2	3	4	5

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**7. Please also rate each of the following in the Hilliard community.**

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Traffic flow on major streets.....	1	2	3	4	5
Ease of public parking.....	1	2	3	4	5
Ease of travel by car in Hilliard.....	1	2	3	4	5
Ease of travel by public transportation in Hilliard.....	1	2	3	4	5
Ease of travel by bicycle in Hilliard.....	1	2	3	4	5
Ease of walking in Hilliard.....	1	2	3	4	5
Well-planned residential growth.....	1	2	3	4	5
Well-planned commercial growth.....	1	2	3	4	5
Well-designed neighborhoods.....	1	2	3	4	5
Preservation of the historical or cultural character of the community.....	1	2	3	4	5
Public places where people want to spend time.....	1	2	3	4	5
Variety of housing options.....	1	2	3	4	5
Availability of affordable quality housing.....	1	2	3	4	5
Overall quality of new development in Hilliard.....	1	2	3	4	5
Overall appearance of Hilliard.....	1	2	3	4	5
Cleanliness of Hilliard.....	1	2	3	4	5
Water resources (beaches, lakes, ponds, riverways, etc.).....	1	2	3	4	5
Air quality.....	1	2	3	4	5
Availability of paths and walking trails.....	1	2	3	4	5
Fitness opportunities (including exercise classes and paths or trails, etc.)...	1	2	3	4	5
Recreational opportunities.....	1	2	3	4	5
Availability of affordable quality food.....	1	2	3	4	5
Availability of affordable quality health care.....	1	2	3	4	5
Availability of preventive health services.....	1	2	3	4	5
Availability of affordable quality mental health care.....	1	2	3	4	5
Opportunities to attend cultural/arts/music activities.....	1	2	3	4	5
Community support for the arts.....	1	2	3	4	5
Availability of affordable quality childcare/preschool.....	1	2	3	4	5
K-12 education.....	1	2	3	4	5
Adult educational opportunities.....	1	2	3	4	5
Sense of civic/community pride.....	1	2	3	4	5
Neighborliness of residents in Hilliard.....	1	2	3	4	5
Opportunities to participate in social events and activities.....	1	2	3	4	5
Opportunities to attend special events and festivals.....	1	2	3	4	5
Opportunities to volunteer.....	1	2	3	4	5
Opportunities to participate in community matters.....	1	2	3	4	5
Openness and acceptance of the community toward people of diverse backgrounds.....	1	2	3	4	5

**8. Please indicate whether or not you have done each of the following in the last 12 months.**

	<u>No</u>	<u>Yes</u>
Contacted the City of Hilliard (in-person, phone, email, or web) for help or information.....	1	2
Contacted Hilliard elected officials (in-person, phone, email, or web) to express your opinion.....	1	2
Attended a local public meeting (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.).....	1	2
Watched (online or on television) a local public meeting.....	1	2
Volunteered your time to some group/activity in Hilliard.....	1	2
Campaigned or advocated for a local issue, cause, or candidate.....	1	2
Voted in your most recent local election.....	1	2
Used bus, rail, subway, or other public transportation instead of driving.....	1	2
Carpooled with other adults or children instead of driving alone.....	1	2
Walked or biked instead of driving.....	1	2

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**9. Please rate the quality of each of the following services in Hilliard.**

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Public information services.....	1	2	3	4	5
Economic development.....	1	2	3	4	5
Traffic enforcement.....	1	2	3	4	5
Traffic signal timing.....	1	2	3	4	5
Street repair.....	1	2	3	4	5
Street cleaning.....	1	2	3	4	5
Street lighting.....	1	2	3	4	5
Snow removal.....	1	2	3	4	5
Sidewalk maintenance.....	1	2	3	4	5
Bus or transit services.....	1	2	3	4	5
Land use, planning, and zoning.....	1	2	3	4	5
Code enforcement (weeds, abandoned buildings, etc.).....	1	2	3	4	5
Affordable high-speed internet access.....	1	2	3	4	5
Garbage collection.....	1	2	3	4	5
Drinking water.....	1	2	3	4	5
Sewer services.....	1	2	3	4	5
Storm water management (storm drainage, dams, levees, etc.).....	1	2	3	4	5
Power (electric and/or gas) utility.....	1	2	3	4	5
Utility billing.....	1	2	3	4	5
Police services.....	1	2	3	4	5
Crime prevention.....	1	2	3	4	5
Animal control.....	1	2	3	4	5
Ambulance or emergency medical services.....	1	2	3	4	5
Fire services.....	1	2	3	4	5
Fire prevention and education.....	1	2	3	4	5
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations).....	1	2	3	4	5
Preservation of natural areas (open space, farmlands, and greenbelts).....	1	2	3	4	5
Hilliard open space.....	1	2	3	4	5
Recycling.....	1	2	3	4	5
Yard waste pick-up.....	1	2	3	4	5
City parks.....	1	2	3	4	5
Recreation programs or classes.....	1	2	3	4	5
Recreation centers or facilities.....	1	2	3	4	5
Health services.....	1	2	3	4	5
Public library services.....	1	2	3	4	5
Overall customer service by Hilliard employees (police, receptionists, planners, etc.).....	1	2	3	4	5

**10. Please rate the following categories of Hilliard government performance.**

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
The value of services for the taxes paid to Hilliard.....	1	2	3	4	5
The overall direction that Hilliard is taking.....	1	2	3	4	5
The job Hilliard government does at welcoming resident involvement.....	1	2	3	4	5
Overall confidence in Hilliard government.....	1	2	3	4	5
Generally acting in the best interest of the community.....	1	2	3	4	5
Being honest.....	1	2	3	4	5
Being open and transparent to the public.....	1	2	3	4	5
Informing residents about issues facing the community.....	1	2	3	4	5
Treating all residents fairly.....	1	2	3	4	5
Treating residents with respect.....	1	2	3	4	5

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**11. Overall, how would you rate the quality of the services provided by each of the following?**

	Excellent	Good	Fair	Poor	Don't know
The City of Hilliard .....	1	2	3	4	5
The Federal Government.....	1	2	3	4	5

**12. Please rate how important, if at all, you think it is for the Hilliard community to focus on each of the following in the coming two years.**

	Essential	Very important	Somewhat important	Not at all important
Overall economic health of Hilliard .....	1	2	3	4
Overall quality of the transportation system (auto, bicycle, foot, bus) in Hilliard .....	1	2	3	4
Overall design or layout of Hilliard's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.).....	1	2	3	4
Overall quality of the utility infrastructure in Hilliard (water, sewer, storm water, electric/gas, broadband) .....	1	2	3	4
Overall feeling of safety in Hilliard.....	1	2	3	4
Overall quality of natural environment in Hilliard.....	1	2	3	4
Overall quality of parks and recreation opportunities.....	1	2	3	4
Overall health and wellness opportunities in Hilliard.....	1	2	3	4
Overall opportunities for education, culture, and the arts.....	1	2	3	4
Residents' connection and engagement with their community .....	1	2	3	4

**13. Are you or any other members of your household currently employed?**

- Yes → go to question 14
- No → go to question 16

**14. How many members of your household have a job or work for a company that allows them to work from home full-time?**

- None
- 1
- 2
- 3
- 4
- 5 or more

**15. On average, approximately how many total hours per week do ALL members of your household work from home?**

- None
- 0-20
- 20-40
- 40-60
- 60-80
- 80 or more

**16. How reliable is your current home internet service?**

- Very reliable with few connection interruptions
- Somewhat reliable with some interruptions
- Not reliable with many interruptions
- I don't have internet in my home → skip to question 19
- Don't know

**17. Overall, how would you rate the quality of each of the following?**

	Excellent	Good	Fair	Poor	Don't know
The speed of your home internet service.....	1	2	3	4	5
Your internet provider's customer service.....	1	2	3	4	5

**18. Regarding your home internet service, how important are the following items are to you?**

	Essential	Very important	Somewhat important	Not at all important	Don't know
Reliability .....	1	2	3	4	5
Speed.....	1	2	3	4	5
Price.....	1	2	3	4	5
Customer service. ....	1	2	3	4	5

**19. To what extent do you support or oppose the City of Hilliard investing in infrastructure and partnerships with private sector companies to provide residential internet service?**

- Strongly support
- Somewhat support
- Somewhat oppose
- Strongly oppose
- Don't know

Attachment: The NCS Report - Hilliard, OH 2022 (2413 : Polco/NCS Survey Results)

Our last questions are about you and your household.  
 Again, all of your responses to this survey are confidential and no identifying information will be shared.

**D1. In general, how many times do you:**

	Several times a day	Once a day	A few times a week	Every few weeks	Less often or never	Don't know
Access the internet from your home using a computer, laptop, or tablet computer .....	1	2	3	4	5	6
Access the internet from your cell phone.....	1	2	3	4	5	6
Visit social media sites such as Facebook, Twitter, Nextdoor, etc. ....	1	2	3	4	5	6
Use or check email.....	1	2	3	4	5	6
Share your opinions online.....	1	2	3	4	5	6
Shop online.....	1	2	3	4	5	6

**D2. Please rate your overall health.**

- Excellent   
  Very good   
  Good   
  Fair   
  Poor

**D3. What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:**

- Very positive   
  Somewhat positive   
  Neutral   
  Somewhat negative   
  Very negative

**D4. How many years have you lived in Hilliard?**

- Less than 2 years  
 2-5 years  
 6-10 years  
 11-20 years  
 More than 20 years

**D5. Which best describes the building you live in?**

- One family house detached from any other houses  
 Building with two or more homes (duplex, townhome, apartment, or condominium)  
 Mobile home  
 Other

**D6. Do you rent or own your home?**

- Rent  
 Own

**D7. About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance, and homeowners' association (HOA) fees)?**

- Less than \$500             \$2,000 to \$2,499  
 \$500 to \$999             \$2,500 to \$2,999  
 \$1,000 to \$1,499        \$3,000 to \$3,499  
 \$1,500 to \$1,999        \$3,500 or more

**D8. Do any children 17 or under live in your household?**

- No     Yes

**D9. Are you or any other members of your household aged 65 or older?**

- No     Yes

**D10. How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)**

- Less than \$25,000     \$75,000 to \$99,999  
 \$25,000 to \$49,999    \$100,000 to \$149,999  
 \$50,000 to \$74,999    \$150,000 or more

**D11. Are you Spanish, Hispanic or Latino?**

- No, not Spanish, Hispanic, or Latino  
 Yes, I consider myself to be Spanish, Hispanic, or Latino

**D12. What is your race? (Mark one or more races to indicate what race you consider yourself to be.)**

- American Indian or Alaskan Native  
 Asian, Asian Indian, or Pacific Islander  
 Black or African American  
 White  
 Other

**D13. In which category is your age?**

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

**D14. What is your gender?**

- Female  
 Male  
 Identify in another way

**Thank you!** Please return the completed survey in the postage-paid envelope to:  
 National Research Center, Inc., PO Box 549, Belle Mead, NJ 08502

**THE NCS**<sup>TM</sup>

THE NATIONAL COMMUNITY SURVEY<sup>TM</sup>



# Results for the City of Hilliard

January 11<sup>th</sup>, 2023



## Civic Communication & Analytics Platform

Smarter, better connected communities. A civic surveying, policy polling, and constituent communication tech platform.



## Advanced Survey Science & Performance Analytics

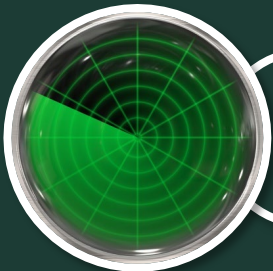
Data insights to help communities move forward. The premiere provider of professional civic surveys and performance benchmarking analyses.

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Visit [www.polco.us](http://www.polco.us) to learn more

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Monitor trends in resident opinion



Measure government performance



Inform budget, land use, strategic planning decisions



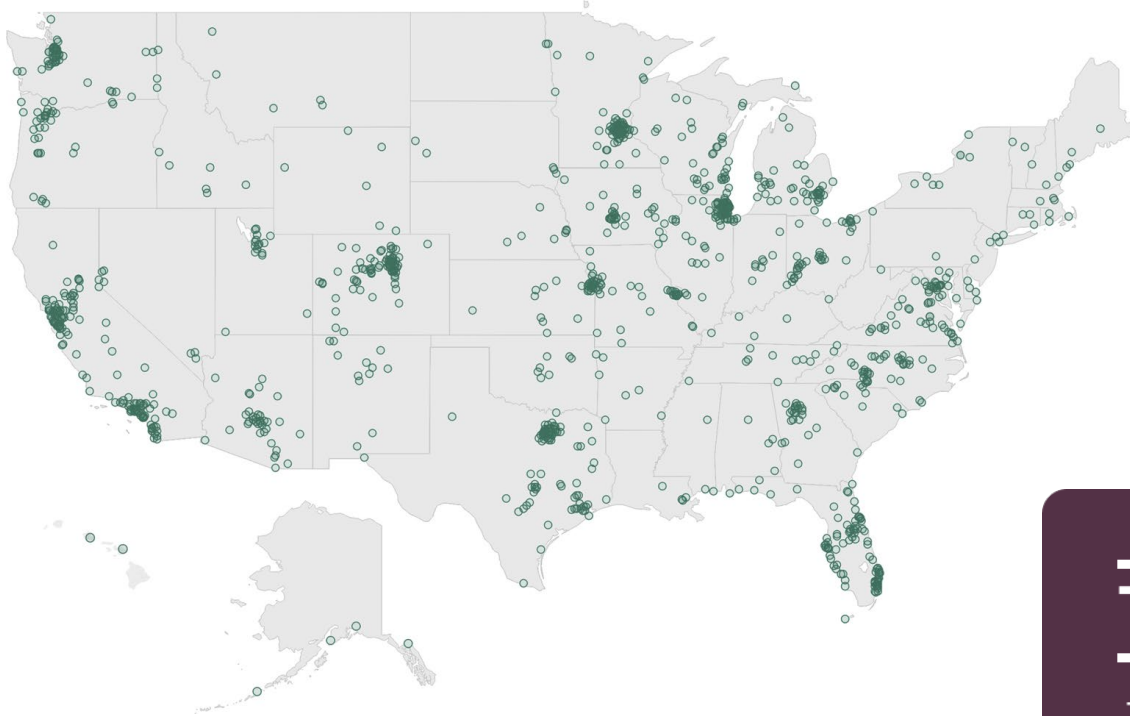
Benchmark service ratings





## The NCS™ for Hilliard, OH

- First time conducting The NCS
- Survey conducted from September 7<sup>th</sup>, 2022 to October 26<sup>th</sup>, 2022
- Probability-based sample of 2,800 households
  - 492 total responses received
  - 18% overall response rate
  - Non-probability, open-participation sample: 91 responses
- Results statistically weighted to reflect Hilliard overall
- 95% confidence interval with a +/- 4% margin of error



More than **500** comparison communities across the nation.

Representing the opinions of more than **50 million** residents

**THE NCS**<sup>TM</sup>

THE NATIONAL COMMUNITY SURVEY<sup>TM</sup>

# Overview of Survey Results

# Facets of Community Livability: Quality

Please rate each of the following characteristics as they relate to Hilliard as a whole. (% excellent or good)		vs. benchmark*
Overall economic health	83%	Similar
Overall quality of the transportation system	65%	Similar
Overall design or layout of residential and commercial areas	67%	Similar
Overall quality of the utility infrastructure	80%	Similar
Overall feeling of safety	89%	Similar
Overall quality of natural environment	78%	Similar
Overall quality of parks and recreation opportunities	84%	Similar
Overall health and wellness opportunities	78%	Similar
Overall opportunities for education, culture, and the arts	67%	Similar
Residents' connection and engagement with their community	68%	Similar

Please rate how important, if at all, you think it is for the Hilliard community to focus on each of the following in the coming two years.

(% essential or very important)

Overall economic health	92%	Similar
Overall quality of the transportation system	74%	Similar
Overall design or layout of residential and commercial areas	84%	Similar
Overall quality of the utility infrastructure	85%	Similar
Overall feeling of safety	91%	Similar
Overall quality of natural environment	85%	Similar
Overall quality of parks and recreation opportunities	82%	Similar
Overall health and wellness opportunities	71%	Similar
Overall opportunities for education, culture, and the arts	70%	Similar
Residents' connection and engagement with their community	66%	Similar

# Facets of Community Livability: Importance

# Balancing Quality and Importance

4.1.b



Attachment: The NCS Presentation Hilliard, OH 2022 (2413 :

# Comparisons to National Benchmarks





# Survey Key Findings

Key Finding #1:

**Hilliard residents praise their overall quality of life in the city, with strong ratings for the inclusivity of the community.**



# Overall Community Quality

The overall quality of life in Hilliard 4.1.b

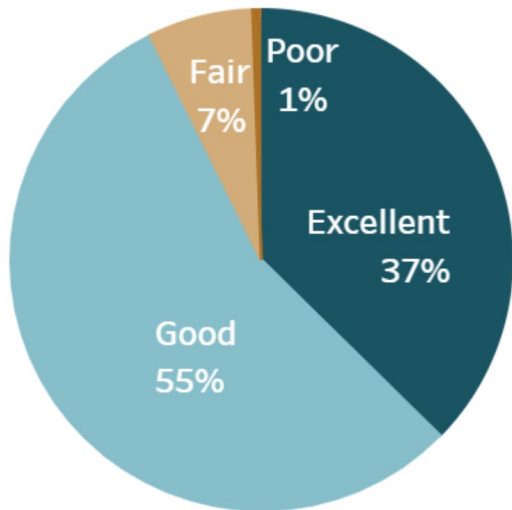


About

## 9 in 10

residents gave **excellent** or **good** ratings to:

- The overall quality of life in Hilliard
- The City as a place to raise children



**9 in 10 residents also:**

- Would recommend Hilliard as a place to live
- Plan to remain in Hilliard for next 5 years

# Overall Community Quality

Please rate each of the following aspects of quality of life in Hilliard.  
(% excellent or good)

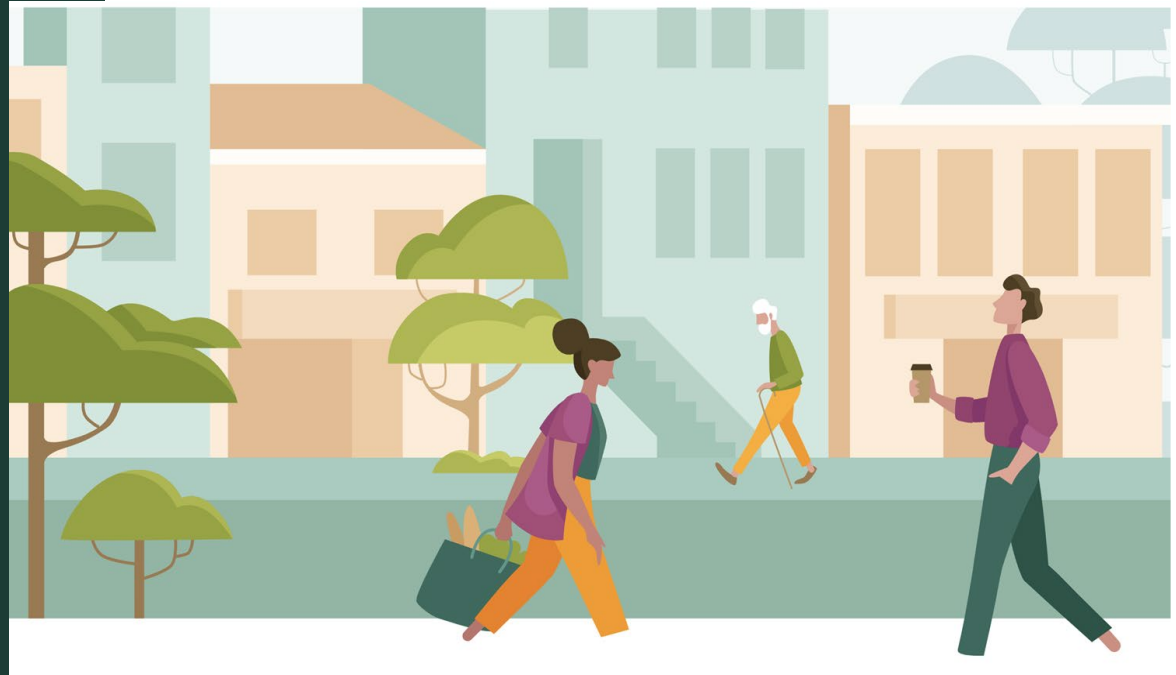
		vs. benchmark*
Hilliard as a place to raise children	95%	Similar
Sense of community	79%	Similar
Hilliard as a place to retire	63%	Similar

Please rate the job you feel the Hilliard community does at each of the following.  
(% excellent or good)

Making all residents feel welcome	87%	Higher
Valuing/respecting residents from diverse backgrounds	84%	Higher
Attracting people from diverse backgrounds	79%	Higher
Taking care of vulnerable residents	78%	Higher

## Key Finding #2:

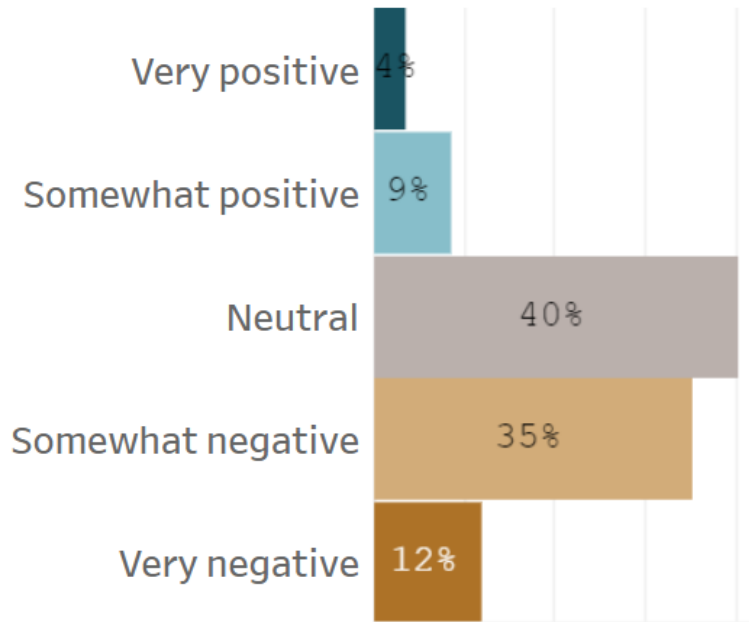
**The economy is a priority for Hilliard, and residents show concern about general affordability and their own economic outlook.**



# The Economy in Hilliard

4.1.b

What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:




Overall economic health of Hilliard



83% of residents rated Hilliard's overall economic health as excellent or good

# The Economy in Hilliard

 Higher than national benchmarks 4.1.b



**83%**

Vibrancy of downtown / commercial area



**82%**

Quality of business and service establishments



**77%**

Hilliard as a place to work



**69%**

Variety of business and service establishments



**66%**

Employment opportunities

Attachment: The NCS Presentation Hilliard, OH 2022 (2413 :

Percent excellent or good

### Key Finding #3:

**Residents value the city's utility infrastructure, and investments in the city's internet saw strong support.**





# Utilities in Hilliard

4.1.b

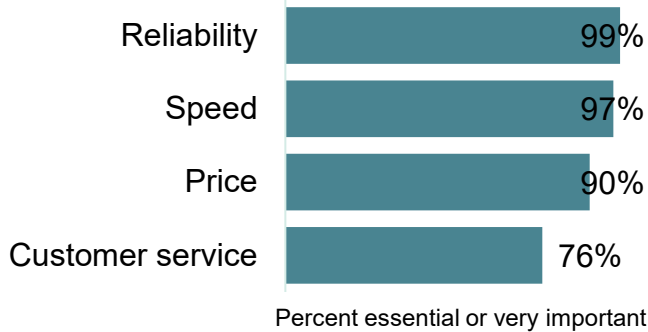
Overall quality of the utility infrastructure in Hilliard

Please rate the quality of each of the following services in Hilliard.  
(% excellent or good)

Sewer services	92%	Similar
Power (electric and/or gas) utility	91%	Similar
Garbage collection	91%	Similar
Drinking water	88%	Higher
Storm water management	88%	Higher
Utility billing	80%	Similar
Affordable high-speed internet access	67%	Higher



## Regarding your home internet service, how important are the following items are to you?



9 in 10 somewhat support or strongly support Hilliard investing in infrastructure and partnerships with private sector companies to provide residential internet service

13. Are you or any other members of your household currently employed?  
 Yes → go to question 14     No → go to question 16

14. How many members of your household have a job or work for a company that allows them to work from home full-time?  
 None     1     2     3     4     5 or more

15. On average, approximately how many total hours per week do ALL members of your household work from home?  
 None     0-20     20-40     40-60     60-80     80 or more

16. How reliable is your current home internet service?  
 Very reliable with few connection interruptions     I don't have internet in my home → skip to question 19  
 Somewhat reliable with some interruptions     Don't know  
 Not reliable with many interruptions

17. Overall, how would you rate the quality of each of the following?

	Excellent	Good	Fair	Poor	Don't know
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Your internet provider's customer service.....	1	2	3	4	5

18. Regarding your home internet service, how important are the following items are to you?

	Essential	Very important	Somewhat important	Not at all important	Don't know
Reliability.....	1	2	3	4	5
Speed.....	1	2	3	4	5
Price.....	1	2	3	4	5
Customer service.....	1	2	3	4	5

19. To what extent do you support or oppose the City of Hilliard investing in infrastructure and partnerships with private sector companies to provide residential internet service?  
 Strongly support     Somewhat support     Somewhat oppose     Strongly oppose     Don't know

Key Finding #4:

**Safety is a  
community  
strength.**



# Safety in Hilliard

Overall feeling of safety in Hilliard 4.1.b

Please rate how safe or unsafe you feel:  
(% very or somewhat safe)

In your neighborhood during the day	99%	Similar
In Hilliard's downtown/commercial area during the day	96%	Similar
From fire, flood, or other natural disaster	95%	Higher
From violent crime	93%	Similar
From property crime	86%	Similar



# Safety Services in Hilliard

Higher than national benchmarks 4.1.b



**98%**  
Fire services




**96%**  
Ambulance/  
Emergency  
medical  
services



**95%**  
Fire  
prevention/  
education



**93%**  
Police  
services



**87%**  
Animal  
control



**84%**  
Crime  
prevention



Percent excellent or good

Attachment: The NCS Presentation Hilliard, OH 2022 (2413 :

# Conclusions

1. Hilliard residents praise their overall quality of life in the city, with strong ratings for the inclusivity of the community.
2. The economy is a priority for Hilliard, and residents show concern about general affordability and their own economic outlook.
3. Residents value the city's utility infrastructure, and investments in the city's internet saw strong support.
4. Safety is a community strength.



Don't let the community input and dialogue conclude with the survey.



### Identify Sentiment Baselines and Trends

- Conduct annual surveys, performance metric checks, and other broadly-scoped questionnaires for feedback
- Establish a baseline understanding and discover new trends in sentiment

*"How satisfied are you with (parks, roads, transportation, economic development)?"*

*"How would you rank our community as a place to live?"*



### Crowdsource Concerns, Brainstorm Ideas

- Seek community input through structured discussions that uncover new ideas and solutions
- Tap individual perspectives and wisdom often unheard at town halls

*"What sort of amenities would you like to see more of downtown?"*

*"What events would you like to see more of being held on a Friday Night?"*



### Prioritize Initiatives and Alternatives

- Engage your constituents on fund allocation exercises and participatory budgeting projects
- Determine community priority areas that may require additional focus

*"How would you allocate next year's budget across the following initiatives?"*

*"Which of the following options for an aquatic center would you prefer?"*



### Collect Verified Input on Specific Proposals

- Receive citable input on hot topic issues that consume open listening sessions
- Gauge final community sentiment before beginning on costly, controversial projects

*"Would you be willing to pay \$3.18 a month more for bi-weekly curbside recycling?"*

*"Do you believe we should be using pesticides on public property?"*



Identify opportunities for improvement. Engage along the way to cultivate buy-in. Demonstrate progress. Repeat.



# It's Easy To Continue To Engage Your Panel

4.1.b

## Post

- Library of professional civic content
- Easily post custom surveys & polls

## Share



- Representative samples of households
- Accumulating residents on digital panels

## Analyze

- Maps, trendlines and dashboards
- Advanced benchmarking analyses

Attachment: The NCS Presentation Hilliard, OH 2022 (2413 :





# The Process To Deliver Great Outcomes



More participation



Good government



More informed participation



Data driven performance management

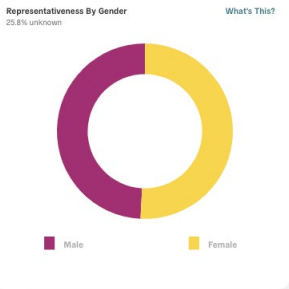
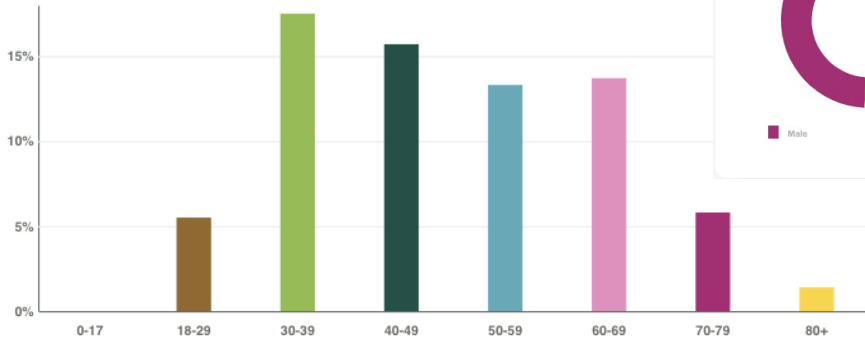


Better balanced participation

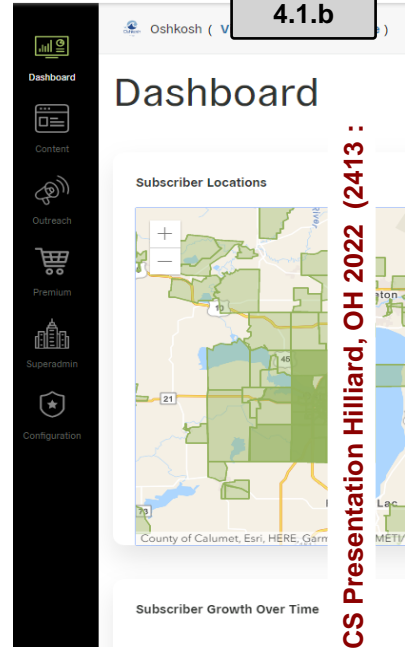
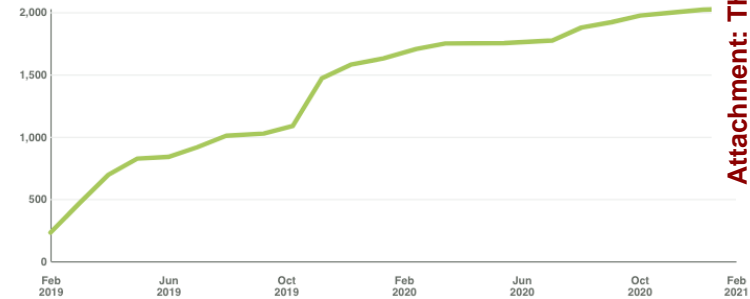


Save staff time and effort

Representativeness By Age  
27.2% unknown



Subscriber Growth Over Time (per month)



Attachment: The NCS Presentation Hilliard, OH 2022 (2413 :

# Questions?

# Thank you!

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brandon@polco.us

