

Hilliard, OH

The National Community Survey

Report of Results
2022

Report by:



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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 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

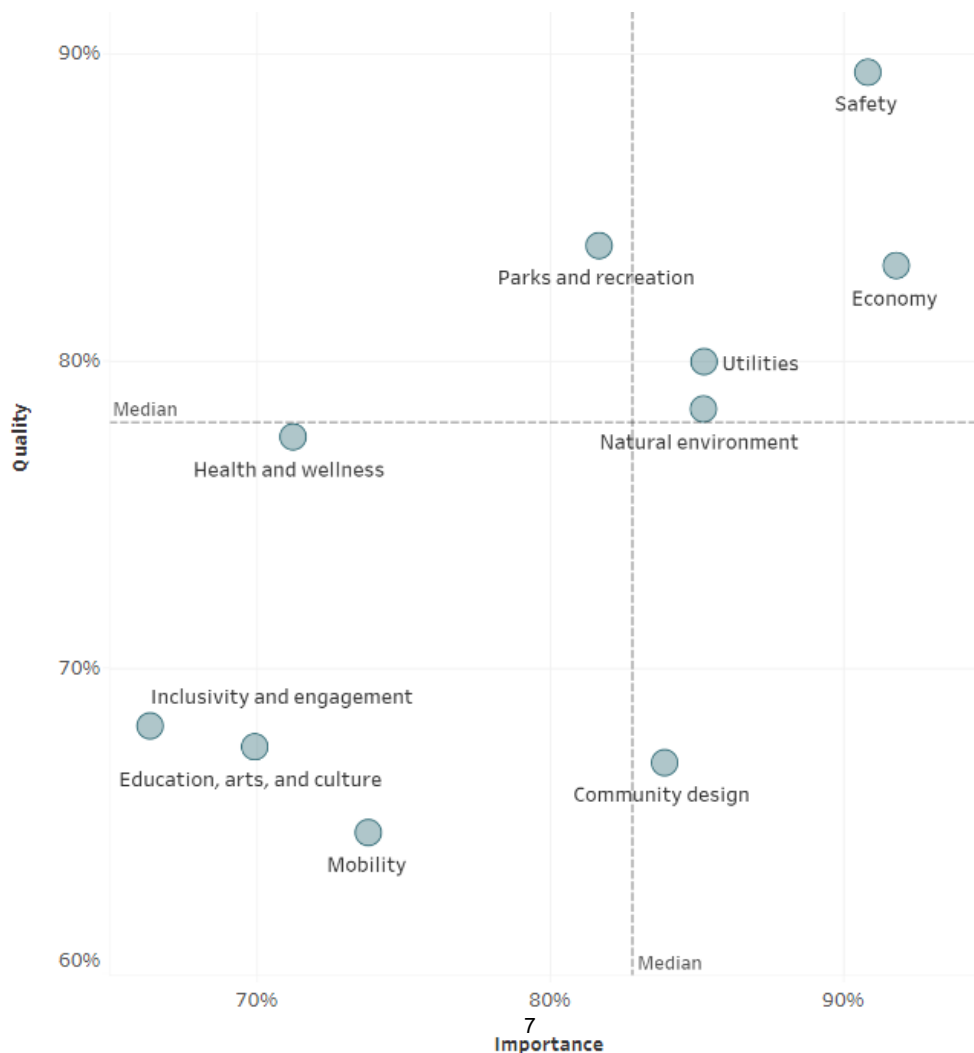
Balancing performance and importance

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)

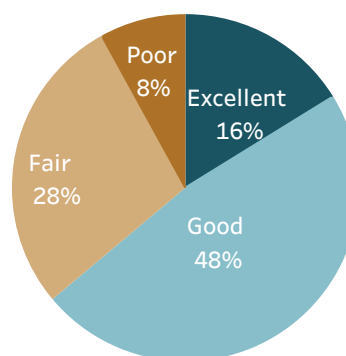
Overall image or reputation	80%	Similar
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* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

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)

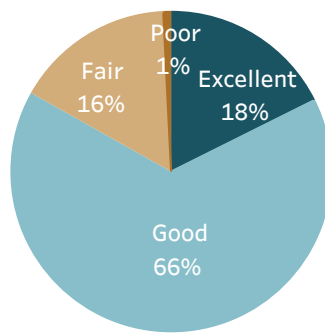
The City of Hilliard	81%	Similar
The Federal Government	36%	Similar

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

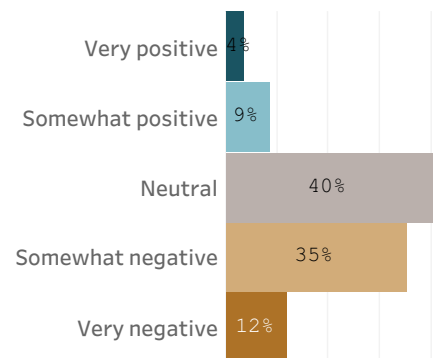
Economy

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)

		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)

Overall economic health	83%	Similar
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Please rate each of the following in the Hilliard community.
(% excellent or good)

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)

Economic development	68%	Similar
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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:
(% very or somewhat positive)

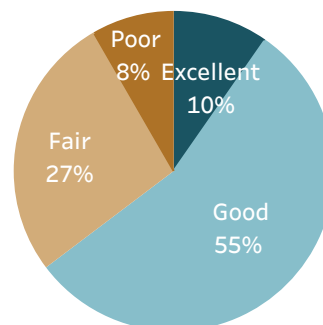
What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:	12%	Lower
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* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

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)

		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

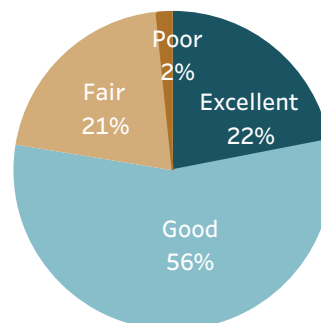
Snow removal	76%	Similar
Traffic enforcement	74%	Similar
Traffic signal timing	64%	Similar
Street repair	61%	Higher
Sidewalk maintenance	59%	Similar
Bus or transit services	56%	Similar

* 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)

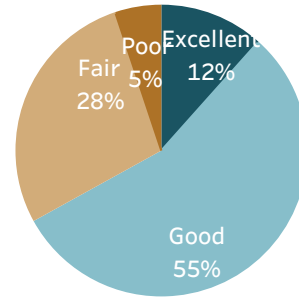
Health services	86%	Higher
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Please rate your overall health.
(% excellent or very good)

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)

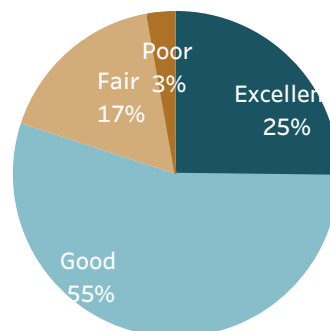
Code enforcement	60%	Similar
Land use, planning and zoning	48%	Similar

* 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)

		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)

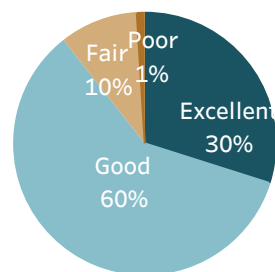
Overall quality of the utility infrastructure	80%	Similar
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* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

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)

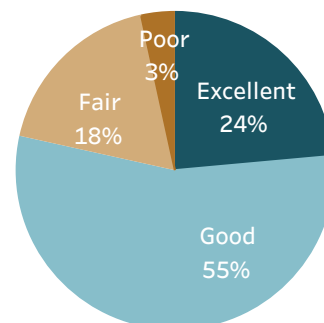
Fire services	98%	Similar
Ambulance or emergency medical services	96%	Similar
Fire prevention and education	95%	Higher
Police/Sheriff services	93%	Higher
Animal control	87%	Higher
Crime prevention	84%	Higher
Emergency preparedness	82%	Higher

* 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)

		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

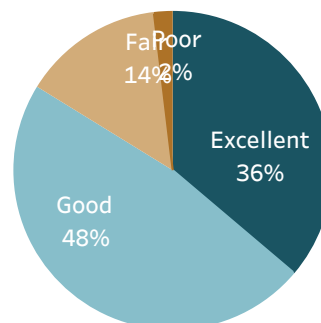
* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

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)

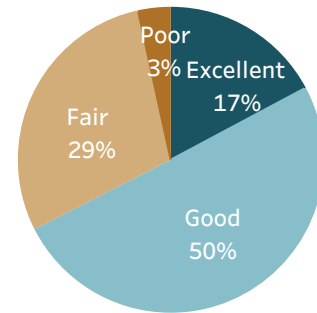
City parks	86%	Similar
Recreation programs or classes	82%	Similar
Recreation centers or facilities	70%	Similar

* 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)

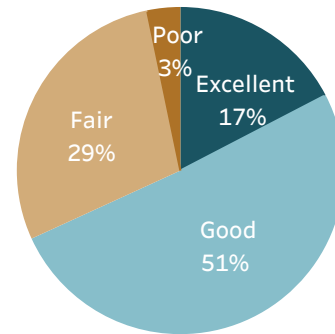
Public library services	96%	Higher
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* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

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.

Residents' connection and engagement with their community



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
-----------------------------------------------------------	-----	---------

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%

	Somewhat important		1%
Speed	Essential		55%
	Very important		42%
	Somewhat important		4%
Price	Essential		46%
	Very important		44%
	Somewhat important		11%
Customer Service	Essential		30%
	Very important		46%
	Somewhat important		25%
	Not at all important		0%
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%
	Somewhat support		46%
	Somewhat oppose		7%
	Strongly oppose		3%

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
Please rate each of the following aspects of quality of life in Hilliard.	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
Please rate each of the following characteristics as they relate to Hilliard as a whole.	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
Please indicate how likely or unlikely you are to do each of the following.	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
Please rate how safe or unsafe you feel:	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

Please rate how safe or unsafe you feel:	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
Please rate the job you feel the Hilliard community does at each of the following.	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
Please rate each of the following in the Hilliard community.	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
Please also rate each of the following in the Hilliard community.	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

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
































Please rate the quality of each of the following services in Hilliard.	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
Please rate the following categories of Hilliard government performance.	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
Overall, how would you rate the quality of the services provided by each.	The City of Hilliard	Similar	81%	89	359	75
	The Federal Government	Similar	36%	203	281	28
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	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
In general, how many times do you:	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
































In general, how many times do you:	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
































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

Please rate each of the following characteristics as they relate to Hilliard as a whole.	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
Please indicate how likely or unlikely you are to do each of the following.	Recommend living in Hilliard to someone who asks	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
Please rate how safe or unsafe you feel:	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
































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
































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
































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
































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

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

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
































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
Please rate the quality of each of the following services in Hilliard.	Walked or biked instead of driving	No		35% N=169
		Yes		65% N=317
	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
































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
































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

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
































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		18% N=79
		Good		47% N=209
		Fair		23% N=103
		Poor		11% N=49
	The overall direction that Hilliard is taking	Excellent		23% N=103
































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

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






















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 are 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	<div><div></div></div>	3% N=14	
	Poor	<div><div></div></div>	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	<div><div></div></div>	4% N=17	
	Somewhat positive	<div><div></div></div>	9% N=42	
	Neutral	<div><div></div></div>	40% N=198	
	Somewhat negative	<div><div></div></div>	35% N=173	
	Very negative	<div><div></div></div>	12% N=60	
How many years have you lived in Hilliard?	Less than 2 years	<div><div></div></div>	16% N=76	
	2-5 years	<div><div></div></div>	22% N=108	
	6-10 years	<div><div></div></div>	18% N=88	
	11-20 years	<div><div></div></div>	18% N=86	
	More than 20 years	<div><div></div></div>	27% N=132	
Which best describes the building you live in?	One family house detached from any other houses	<div><div></div></div>	67% N=328	
	Building with two or more homes (duplex, townhome, apa..	<div><div></div></div>	32% N=157	
	Other	<div><div></div></div>	1% N=5	
Do you rent or own your home?	Rent	<div><div></div></div>	29% N=139	
	Own	<div><div></div></div>	71% N=349	
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)?	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	<div><div></div></div>	3% N=12
		\$500 to \$999	<div><div></div></div>	13% N=62
		\$1,000 to \$1,499	<div><div></div></div>	25% N=118
		\$1,500 to \$1,999	<div><div></div></div>	25% N=117
		\$2,000 to \$2,499	<div><div></div></div>	14% N=68
		\$2,500 to \$2,999	<div><div></div></div>	12% N=59
		\$3,000 to \$3,499	<div><div></div></div>	3% N=16
		\$3,500 or more	<div><div></div></div>	5% N=24
	Do any children 17 or under live in your household?	No	<div><div></div></div>	58% N=281
Yes		<div><div></div></div>	42% N=205	
Are you or any other members of your household aged 65 or older?	No	<div><div></div></div>	76% N=371	
	Yes	<div><div></div></div>	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	<div><div></div></div>	5% N=22	
	\$25,000 to \$49,999	<div><div></div></div>	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
Are you Spanish, Hispanic, or Latino?	Are you Spanish, Hispanic or Latino?	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
Please rate each of the following aspects of quality of life in Hilliard.	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

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

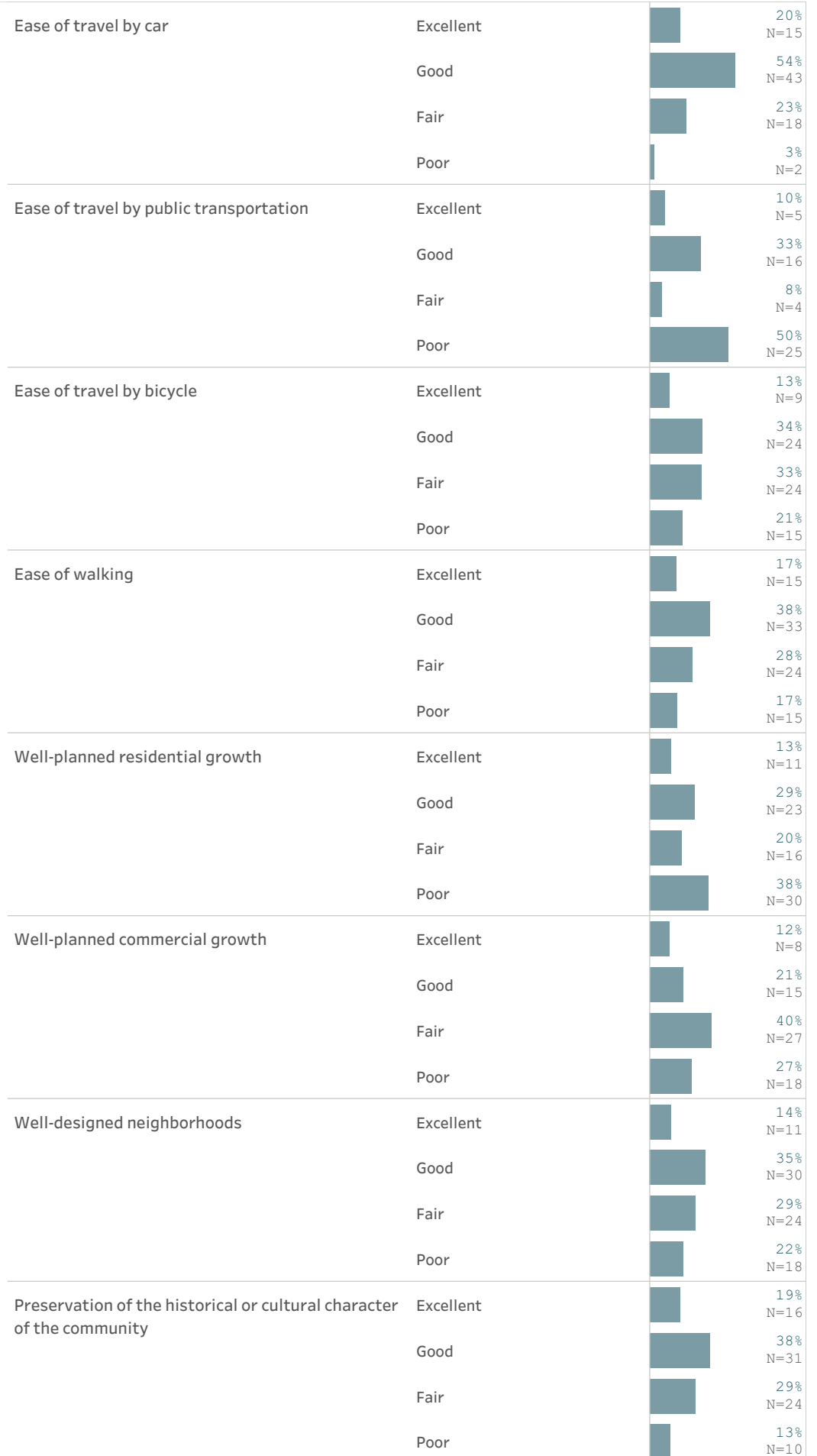
Please rate each of the following characteristics as they relate to Hilliard as a whole.	Overall quality of parks and recreation opportunities	Good		39% N=34
		Fair		20% N=18
		Poor		2% N=2
	Overall health and wellness opportunities	Excellent		20% N=16
		Good		44% N=36
		Fair		28% N=23
		Poor		8% N=6
	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

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
































Please rate each of the following in the Hilliard community.

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

































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



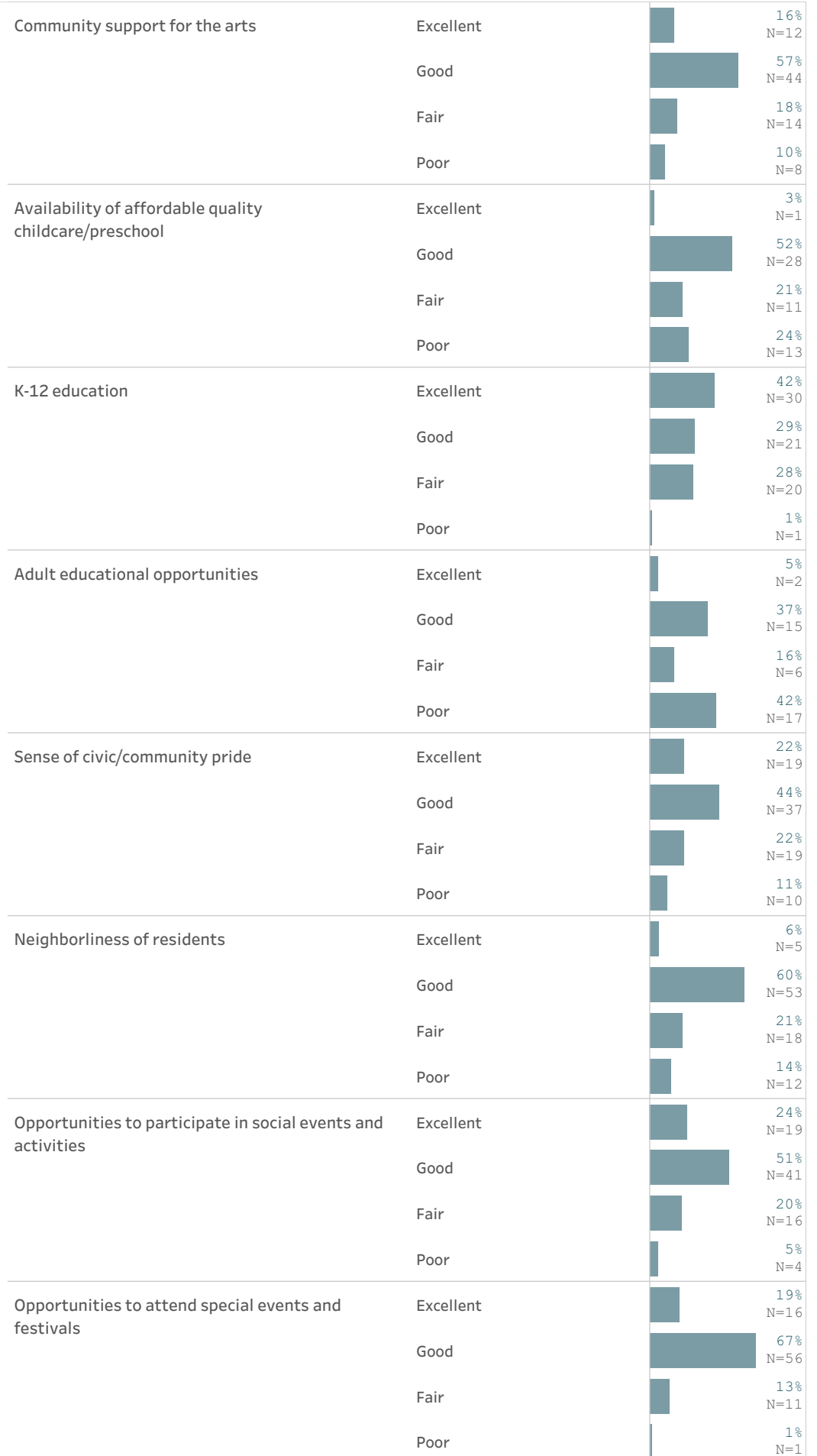
Please also rate each of the following in the Hilliard community.































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

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

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



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
































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








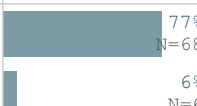











Please rate the quality of each of the following services in Hilliard.	Recreation centers or facilities	Poor		15% N=12
	Health services	Excellent		24% N=18
		Good		34% N=25
		Fair		27% N=20
		Poor		15% N=11
	Public library services	Excellent		75% N=63
		Good		25% N=21
		Fair		0% N=
	Overall customer 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

Please rate the following categories of Hilliard government performance.	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
Overall, how would you rate the quality of the services provided by each of the following?	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
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		52% N=48
		Very important		34% N=31
		Somewhat important		14% N=13
	Overall quality of the transportation system	Essential		43% N=40



























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=
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
Overall, how would you rate the quality of each of the following?	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
Regarding your home internet service, how important are the following items are to you?	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

Regarding your home internet service, how important are the following items to you?	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
In general, how many times do you:	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	<div><div></div></div>	53% N=49	
	Good	<div><div></div></div>	18% N=17	
	Fair	<div><div></div></div>	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	<div><div></div></div>	1% N=1	
	Somewhat positive	<div><div></div></div>	14% N=13	
	Neutral	<div><div></div></div>	52% N=48	
	Somewhat negative	<div><div></div></div>	25% N=23	
	Very negative	<div><div></div></div>	8% N=7	
How many years have you lived in Hilliard?	Less than 2 years	<div><div></div></div>	6% N=5	
	2-5 years	<div><div></div></div>	32% N=29	
	6-10 years	<div><div></div></div>	11% N=11	
	11-20 years	<div><div></div></div>	22% N=20	
	More than 20 years	<div><div></div></div>	29% N=27	
Which best describes the building you live in?	One family house detached from any other houses	<div><div></div></div>	68% N=63	
	Building with two or more homes (duplex, townhome, apa..	<div><div></div></div>	32% N=30	
Do you rent or own your home?	Rent	<div><div></div></div>	27% N=25	
	Own	<div><div></div></div>	73% N=68	
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)?	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	<div><div></div></div>	7% N=6
		\$500 to \$999	<div><div></div></div>	14% N=12
		\$1,000 to \$1,499	<div><div></div></div>	22% N=20
		\$1,500 to \$1,999	<div><div></div></div>	20% N=18
		\$2,000 to \$2,499	<div><div></div></div>	30% N=28
		\$2,500 to \$2,999	<div><div></div></div>	5% N=5
		\$3,000 to \$3,499	<div><div></div></div>	2% N=1
		\$3,500 or more	<div><div></div></div>	0% N=
	Do any children 17 or under live in your household?	No	<div><div></div></div>	53% N=49
Yes		<div><div></div></div>	47% N=44	
Are you or any other members of your household aged 65 or older?	No	<div><div></div></div>	64% N=59	
	Yes	<div><div></div></div>	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	<div><div></div></div>	0% N=	
	\$25,000 to \$49,999	<div><div></div></div>	16% N=15	
	\$50,000 to \$74,999	<div><div></div></div>	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
Are you Spanish, Hispanic, or Latino?	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

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

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

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

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
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.

	<u>Essential</u>	<u>Very important</u>	<u>Somewhat important</u>	<u>Not at all important</u>
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 ☐ 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?

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
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?

	<u>Essential</u>	<u>Very important</u>	<u>Somewhat important</u>	<u>Not at all important</u>	<u>Don't know</u>
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

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