

2022 Village of Bolivar Customer Satisfaction Survey

Please have an adult age 18 or older complete this survey. Your responses are anonymous and will be reported in group form only. Thank you for completing this survey!

1. Please rate the following aspects of life in Bolivar.

| | Excellent | Good | Fair | Poor | Don't know |
|---|-----------|------|------|------|------------|
| How would you rate Bolivar as a place to live? | 2 | 3 | 4 | 5 | |
| How would you rate Bolivar as a place to work? | 2 | 3 | 4 | 5 | |
| How would you rate Bolivar as a place to raise children? | 2 | 3 | 4 | 5 | |
| How would you rate Bolivar as a place to retire? | 2 | 3 | 4 | 5 | |
| How would you rate Bolivar as a place to shop? | 2 | 3 | 4 | 5 | |
| How would you rate your overall quality of life in Bolivar? | 2 | 3 | 4 | 5 | |

2. What are the three biggest challenges or problems Bolivar will have to face in the next 5 years?

1. _____
2. _____
3. _____

3. To what degree, if at all, are each of the following a problem in Bolivar?

| | Not a problem | Minor problem | Moderate problem | Major problem | Don't know |
|-----------------------------------|---------------|---------------|------------------|---------------|------------|
| Crime | 2 | 3 | 4 | 5 | |
| Drugs | 2 | 3 | 4 | 5 | |
| Too much growth | 2 | 3 | 4 | 5 | |
| Lack of growth | 2 | 3 | 4 | 5 | |
| Weeds | 2 | 3 | 4 | 5 | |
| Noise | 2 | 3 | 4 | 5 | |
| Trains sounding their horns | 2 | 3 | 4 | 5 | |
| Run-down buildings | 2 | 3 | 4 | 5 | |
| Junk vehicles | 2 | 3 | 4 | 5 | |
| Traffic congestion | 2 | 3 | 4 | 5 | |
| Unsupervised youth | 2 | 3 | 4 | 5 | |
| Home foreclosures | 2 | 3 | 4 | 5 | |
| Air quality | 2 | 3 | 4 | 5 | |

4. Please rate each of the following characteristics as they relate to the Village of Bolivar as a whole:

| | Excellent | Good | Fair | Poor | Don't know |
|---|-----------|------|------|------|------------|
| Sense of community | 2 | 3 | 4 | 5 | |
| Neighborliness of residents | 2 | 3 | 4 | 5 | |
| Openness and acceptance of the community towards people of diverse backgrounds | 2 | 3 | 4 | 5 | |
| Overall appearance | 2 | 3 | 4 | 5 | |
| Cleanliness | 2 | 3 | 4 | 5 | |
| Opportunities to attend cultural activities | 2 | 3 | 4 | 5 | |
| Overall quality of business and service establishments | 2 | 3 | 4 | 5 | |
| Shopping opportunities | 2 | 3 | 4 | 5 | |
| Air quality | 2 | 3 | 4 | 5 | |
| Recreational opportunities | 2 | 3 | 4 | 5 | |
| Availability of paths and walking trails | 2 | 3 | 4 | 5 | |
| Job opportunities | 2 | 3 | 4 | 5 | |
| Educational opportunities | 2 | 3 | 4 | 5 | |
| Access to affordable quality housing | 2 | 3 | 4 | 5 | |
| Access to affordable quality childcare | 2 | 3 | 4 | 5 | |
| Access to affordable quality health care | 2 | 3 | 4 | 5 | |
| Ease of car travel | 2 | 3 | 4 | 5 | |
| Ease of walking | 2 | 3 | 4 | 5 | |
| Ease of bicycle travel | 2 | 3 | 4 | 5 | |
| Amount of public parking | 2 | 3 | 4 | 5 | |
| Overall image or reputation | 2 | 3 | 4 | 5 | |
| Services to support aging in place (adult day care, money management, healthcare, etc.) | 2 | 3 | 4 | 5 | |

5. Please rate the quality of each of the following services in Bolivar.

| | Excellent | Good | Fair | Poor | Don't know |
|--|-----------|------|------|------|------------|
| Snow removal from major streets..... | 1 | 2 | 3 | 4 | 5 |
| Street repair and maintenance..... | 1 | 2 | 3 | 4 | 5 |
| Street cleaning..... | 1 | 2 | 3 | 4 | 5 |
| Street lighting..... | 1 | 2 | 3 | 4 | 5 |
| Traffic congestion..... | 1 | 2 | 3 | 4 | 5 |
| Tap water (quality of drinking water)..... | 1 | 2 | 3 | 4 | 5 |
| Sewer services..... | 1 | 2 | 3 | 4 | 5 |
| Utility billing..... | 1 | 2 | 3 | 4 | 5 |
| Weekly trash pick up..... | 1 | 2 | 3 | 4 | 5 |
| Twice a month recycling pick up..... | 1 | 2 | 3 | 4 | 5 |
| Weekly composting..... | 1 | 2 | 3 | 4 | 5 |
| Availability/access to parks and trails..... | 1 | 2 | 3 | 4 | 5 |
| Library services..... | 1 | 2 | 3 | 4 | 5 |
| Museum..... | 1 | 2 | 3 | 4 | 5 |
| Enforcing traffic laws..... | 1 | 2 | 3 | 4 | 5 |
| Crime prevention..... | 1 | 2 | 3 | 4 | 5 |
| Firefighting and rescue services..... | 1 | 2 | 3 | 4 | 5 |
| Fire inspection and fire safety education..... | 1 | 2 | 3 | 4 | 5 |
| Emergency police services..... | 1 | 2 | 3 | 4 | 5 |
| Emergency dispatch..... | 1 | 2 | 3 | 4 | 5 |
| Code enforcement(junk vehicles on private property, weed control, noise, trash and outside storage)..... | 1 | 2 | 3 | 4 | 5 |
| Building inspection..... | 1 | 2 | 3 | 4 | 5 |
| Animal control..... | 1 | 2 | 3 | 4 | 5 |
| Transportation planning (transit, bike, pedestrian)..... | 1 | 2 | 3 | 4 | 5 |
| Long range comprehensive planning..... | 1 | 2 | 3 | 4 | 5 |
| Maintenance of park grounds and facilities..... | 1 | 2 | 3 | 4 | 5 |
| Maintaining landscaping along the public right of way..... | 1 | 2 | 3 | 4 | 5 |

6. Please rate the overall quality of the Village services you receive.

- Excellent
- Good
- Fair
- Poor
- Don't know

6a. Why?

7. Have you contacted the Village of Bolivar to request service within the past 24 months (including police, fire, zoning, water department street department, or any others)?

- Yes [go to question 8]
- No [go to question 11]

8. For which service or services did you contact the Village within the past 24 months? (Check up to 3 services.)

- | | | |
|--|---|---|
| <input type="checkbox"/> Utility Billing (Water and Trash) | <input type="checkbox"/> Police | <input type="checkbox"/> Zoning, Permits, Etc |
| <input type="checkbox"/> Composting/ Leaf Pickup | <input type="checkbox"/> Fire | <input type="checkbox"/> Animal Control |
| <input type="checkbox"/> Streets/Snow Removal | <input type="checkbox"/> Code Enforcement | <input type="checkbox"/> Trash/Recycling |
| <input type="checkbox"/> Water pressure / Leaks | <input type="checkbox"/> Street Repair | <input type="checkbox"/> Trees |

9. For which service did you most recently contact the Village? (Check only one.)

- | | | |
|--|---|---|
| <input type="checkbox"/> Utility Billing (Water and Trash) | <input type="checkbox"/> Police | <input type="checkbox"/> Zoning, Permits, Etc |
| <input type="checkbox"/> Composting/ Leaf Pickup | <input type="checkbox"/> Fire | <input type="checkbox"/> Animal Control |
| <input type="checkbox"/> Streets/Snow Removal | <input type="checkbox"/> Code Enforcement | <input type="checkbox"/> Trash/Recycling |
| <input type="checkbox"/> Water pressure / Leaks | <input type="checkbox"/> Street Repair | <input type="checkbox"/> Trees |

10. What was your impression of employees of the Village of Bolivar in your most recent contact? (Rate each characteristic below.)

| | Excellent | Good | Fair | Poor | Don't know |
|--|-----------|------|------|------|------------|
| Knowledge of issue..... | 1 | 2 | 3 | 4 | 5 |
| Treated you with respect..... | 1 | 2 | 3 | 4 | 5 |
| Willingness to help or understand..... | 1 | 2 | 3 | 4 | 5 |
| How easy it was to get in touch with the employee..... | 1 | 2 | 3 | 4 | 5 |
| How quickly the issue was handled..... | 1 | 2 | 3 | 4 | 5 |
| Overall impression..... | 1 | 2 | 3 | 4 | 5 |

11. In your opinion, how easy or difficult is it to obtain information about the Village of Bolivar?

- Very easy
 Somewhat easy
 Somewhat difficult
 Very difficult
 Don't know

12. How often do you use the following sources to gain information about the Village of Bolivar?

| | Never | Very infrequently | Somewhat infrequently | Somewhat frequently | Very frequently |
|---|-------|-------------------|-----------------------|---------------------|-----------------|
| Attend a Village Council meeting..... | 1 | 2 | 3 | 4 | 5 |
| Listen to the Radio..... | 1 | 2 | 3 | 4 | 5 |
| Use the Bolivar website (www.villageofbolivar.com)..... | 1 | 2 | 3 | 4 | 5 |
| Read The Bargain Hunter..... | 1 | 2 | 3 | 4 | 5 |
| Read the Times Reporter..... | 1 | 2 | 3 | 4 | 5 |
| Read the quarterly Bolivar Newsletter..... | 1 | 2 | 3 | 4 | 5 |
| Use word of mouth/friends..... | 1 | 2 | 3 | 4 | 5 |
| The Best of Bolivar Facebook page..... | 1 | 2 | 3 | 4 | 5 |

13. Please indicate how likely or unlikely you are to do each of the following:

| | Very likely | Somewhat likely | Somewhat unlikely | Very unlikely | Don't know |
|--|-------------|-----------------|-------------------|---------------|------------|
| Recommend living in Bolivar to someone who asks..... | 1 | 2 | 3 | 4 | 5 |
| Remain in Bolivar for the next five years..... | 1 | 2 | 3 | 4 | 5 |

14. To what extent have you or members of your household worried about each of the following in the last 12 months:

| | A lot | A little | Not at all | Not applicable |
|---|-------|----------|------------|----------------|
| Making your housing cost payments, including rent/mortgage, utilities and taxes..... | 1 | 2 | 3 | 4 |
| Finding housing you can afford..... | 1 | 2 | 3 | 4 |
| Paying for health and dental care and insurance..... | 1 | 2 | 3 | 4 |
| Paying for food and groceries..... | 1 | 2 | 3 | 4 |
| Paying for transportation expenses, such as gasoline, car payments, or bus fare..... | 1 | 2 | 3 | 4 |
| Paying for legal assistance..... | 1 | 2 | 3 | 4 |
| Paying for unexpected costs, such as a car repair..... | 1 | 2 | 3 | 4 |
| Paying for childcare..... | 1 | 2 | 3 | 4 |
| Finding mental health or substance abuse treatment that you or a family member needs..... | 1 | 2 | 3 | 4 |
| Paying for educational expenses for you or your children..... | 1 | 2 | 3 | 4 |
| Addressing risky behaviors affecting your school-age children, such as truancy, bullying, substance abuse, or emotional issues..... | 1 | 2 | 3 | 4 |
| Finding a job or finding a better paying job..... | 1 | 2 | 3 | 4 |

15. Please tell us how safe you feel in each of the following areas in Bolivar.

| | Always safe | Usually safe | Sometimes safe | Usually unsafe | Always unsafe | No opinion |
|---------------------------------------|-------------|--------------|----------------|----------------|---------------|------------|
| Downtown Bolivar during the day..... | 1 | 2 | 3 | 4 | 5 | 6 |
| Downtown Bolivar at night..... | 1 | 2 | 3 | 4 | 5 | 6 |
| Your neighborhood during the day..... | 1 | 2 | 3 | 4 | 5 | 6 |
| Your neighborhood at night..... | 1 | 2 | 3 | 4 | 5 | 6 |
| Parks..... | 1 | 2 | 3 | 4 | 5 | 6 |
| Natural areas/open spaces..... | 1 | 2 | 3 | 4 | 5 | 6 |
| Recreation facilities..... | 1 | 2 | 3 | 4 | 5 | 6 |
| Trails..... | 1 | 2 | 3 | 4 | 5 | 6 |
| Bolivar overall during the day..... | 1 | 2 | 3 | 4 | 5 | 6 |
| Bolivar overall at night..... | 1 | 2 | 3 | 4 | 5 | 6 |

17. What are your favorite aspects about living in Bolivar? (Please check all that apply.)

- Sense of community
- Affordable cost of living
- Close to family/friends
- Schools
- Shopping
- Location
- Downtown Bolivar
- Close to work
- Natural environment
- My neighbors/neighborhood
- Quality of life in general
- Recreational opportunities
- Dining opportunities
- Other: _____

Our last questions are about you and your household. Again, all of your responses to this survey are completely anonymous and will be reported in group form only.

D1. About how many years have you lived in Bolivar? (If less than 6 months, enter "0.")

_____ Years

D2. What kind of housing unit do you live in?

- | | |
|--|--------------------------------------|
| <input type="checkbox"/> Single family house | <input type="checkbox"/> Townhouse |
| <input type="checkbox"/> Apartment | <input type="checkbox"/> Mobile home |
| <input type="checkbox"/> Condo | <input type="checkbox"/> Other |

D3. Do you rent or own your home?

- | | |
|-------------------------------|------------------------------|
| <input type="checkbox"/> Rent | <input type="checkbox"/> Own |
|-------------------------------|------------------------------|

D4. In what City do you work?

- | | |
|---|------------------------------------|
| <input type="checkbox"/> Bolivar | <input type="checkbox"/> Massillon |
| <input type="checkbox"/> Dover | <input type="checkbox"/> Canton |
| <input type="checkbox"/> New Philadelphia | <input type="checkbox"/> Green |
| <input type="checkbox"/> Uhrichsville/ Dennison | <input type="checkbox"/> Other |

D5. What is your race? (Mark one or more races to indicate what race you consider yourself to be.)

- American Indian or Alaskan native
- Asian or Pacific Islander
- Black/African American
- White/Caucasian
- Other

D6. In which category is your age?

- | | |
|--------------------------------------|--|
| <input type="checkbox"/> 18-24 years | <input type="checkbox"/> 55-64 years |
| <input type="checkbox"/> 25-34 years | <input type="checkbox"/> 65-74 years |
| <input type="checkbox"/> 35-44 years | <input type="checkbox"/> 75-84 years |
| <input type="checkbox"/> 45-54 years | <input type="checkbox"/> 85 years or older |

D7. What is your gender?

- | | |
|---------------------------------|-------------------------------|
| <input type="checkbox"/> Female | <input type="checkbox"/> Male |
|---------------------------------|-------------------------------|

D8. What is the highest degree or level of school you have completed? (Mark one box.)

- 12th grade or less, no diploma
- High school diploma
- Some college, no degree
- Associate's degree (e.g., AA, AS)
- Bachelor's degree (e.g., BA, AB, BS)
- Graduate degree or professional degree

D9. About how much was your household's total income before taxes for all of 2022? (Please include in your total income money from all sources for all persons living in your household.)

- Less than \$24,999
- \$25,000 to \$49,999
- \$50,000 to \$99,999
- \$100,000 to \$149,999
- \$150,000 to \$199,999
- \$200,000 or more

D10. Are you registered to vote in Bolivar?

- | | |
|---------------------------|--|
| <input type="radio"/> No | <input type="radio"/> Ineligible to vote |
| <input type="radio"/> Yes | <input type="radio"/> Don't know |

D11. How likely are you to vote in the 2022 Village of Bolivar municipal election?

- | | |
|---------------------------------------|---|
| <input type="radio"/> Very likely | <input type="radio"/> Somewhat unlikely |
| <input type="radio"/> Somewhat likely | <input type="radio"/> Very unlikely |

D12. In the future, if you are randomly selected to receive this survey, how would you prefer to fill it out?

- Same (mailed survey)
- Web survey
- Some other format
- No preference

Please return the completed survey to the drop box in front of Village Hall.
Thank you for your feedback.