



City of Westerville Resident Survey

Report of Findings

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Executive Summary

The 2023 City of Westerville Resident Survey is the eighth survey of community residents commissioned by the City since 2005. The Resident Survey seeks to evaluate residents' perception of City government, municipal services, community services, the City's economic status, and other aspects of community life. The 2023 survey retains many of the same items as the previous surveys (2005, 2009, 2012, 2014, 2016, 2018, and 2021), but also includes some new questions intended to investigate more recent areas of interest to the City.

The 2023 survey was accessible to residents online between February 27, 2023 and April 16, 2023, for a field period of 49 days; residents were invited to take the survey and were provided an access passcode via postcard. In total, 2,392 residents accessed the survey, with 2,372 residents answering at least one non-demographic survey question.

Residents' perceptions of Westerville, its government, and the various services and facilities it offers continue to be very positive overall. They most often describe Westerville as "family-friendly," "safe," and "comfortable." When asked to provide reasons why they live in Westerville and to indicate how important each is to them, respondents gave "overall safety of the community" the highest rating by a wide margin, followed by "the quality of City services" and "the family-friendly nature of the City." The aspects respondents liked least about living in Westerville were "property taxes" by a wide margin, followed by "too much development."

In terms of resident priorities, "public safety and emergency management" was chosen as the most important issue for the City of Westerville, ahead of "fiscal management and responsibility." In terms of citizens' priorities for safety, "maintaining emergency response times" was the most frequently mentioned item as in past years, followed by "routine patrol of residential areas."

Residents continue to be satisfied overall with issues related to land use, availability and pricing of housing, and management of economic growth, although the satisfaction has declined somewhat; in particular, satisfaction with variety of housing choices, traffic, and infrastructure.

Once again in 2023, residents expressed fairly high levels of perceived personal safety, whether in one's own home or neighborhood in the day or night. Residents' perceived safety is somewhat lower in City parks, bikeways, and leisure paths than in their own homes or neighborhoods; however, perceived levels of safety in these areas still equate to ratings of "safe."

Along similar lines, the relatively high levels of satisfaction with key customer service metrics expressed in previous years have largely held steady. Those that changed were largely declines, with Parks & Recreation Facilities and Public Works Services seeing several drops in ratings.

In terms of City communication and citizen input, City publications were once again the most commonly-cited source of information. Social media continued to increase as well. After a cycle of declining awareness, citizens indicated more awareness of the Tell Westerville app.

This year's "Current Events" section of the survey focused on several areas, including the City's strategic plan, social media engagement, community events, volunteerism, fiber-to-the-home, and in-person city services at City Hall and the 64 E. Walnut St. building. There were relatively low levels of awareness and

familiarity with City Boards and Commissions, along with the calls for service on those Boards and Commissions. A series of questions about City special events showed high levels of satisfaction with all events. Familiarity with, and participation in, various City components like volunteer opportunities, Citizens Academy, and watching public meetings were low. Questions about in-person business conducted at two City buildings showed moderate levels of participation, with strong support for a “one stop” service location. Finally, citizens were relatively supportive of a “fiber to the home” offering from the City, but a significant percentage indicated they did not know if they supported it or not.

Overview and Methodology

In order to better serve its constituents the City of Westerville commissions a public opinion survey of its residents on a regular basis. Strategic Research Group (SRG) has conducted this survey eight times between 2005 and 2023.

The 2023 web-based survey was available to residents between February 27, 2023 and April 16, 2023, for a field period of 49 days. A postcard was sent to all Westerville households with instructions on how to access the survey and a unique identifier to be used as a passcode for accessing the survey. A reminder postcard was sent out in late March. Additionally, the survey was promoted on the City's social media accounts and website.

A total of 2,392 Westerville households accessed the survey; of those, 2,372 answered at least one question beyond the initial demographics relating to their residence in Westerville.

The report is split into several sections that can be categorized into five overall themes:

- The first three sections deal with residents' overall opinions of Westerville and its City leaders and departments, as well as residents' perceptions about the issues facing the City, particularly with regard to safety.
- Sections 4-9 present the residents' responses to questions regarding City services and facilities, including parks and recreation, planning and development, public works, and utility services.
- Section 10, "Communication/Citizen Input Issues," looks at use of and opinions regarding the various information services that Westerville residents may use to gain information about their City.
- Section 11, "Current Events/Strategic Planning," is the section that assesses residents' opinions on several topics of interest to City administrators.
- Section 12 presents the respondents' demographic characteristics, which lends insight and context when interpreting the findings.

In each section, survey results are presented either as percentages or means (i.e., averages). Means can range from 1.00-4.00 (unless otherwise specified), and higher means always indicate a positive sentiment. In instances when mean findings are presented, percentage responses are provided in Appendix A.

It should be noted that, in cases where ratings involve responses such as "agree" and "strongly agree" or "disagree" and "strongly disagree," the percentages reported in the text refer to the two similar responses collectively as "agree" or "disagree" unless stated otherwise (i.e., if 10% indicated "agree" and 15% indicated "strongly agree," it is reported in the text as 25% agreement).

Along with the 2023 survey results, results from 2021 are presented where appropriate and any statistically significant differences in responses between 2021 and 2023 are reported.

In addition to computing frequencies and descriptive statistics for each of the survey items, SRG also ran appropriate statistical tests (e.g., chi-square, Analysis of Variance (ANOVA), and t-tests) to determine if the respondents' answers differed as a function of the following demographic variables:

- Years of residence in Westerville, coded into the following five categories: 1) one year or less, 2) 2-5 years, 3) 6-10 years, 4) 11-25 years, and 5) 26 years or more.
- Respondent age, coded into five categories: 1) 18-40, 2) 41-50, 3) 51-60, 4) 61-70, and 5) 71 or older.¹
- Whether the respondent owns or rents their home.
- Zone 1-5, which indicates the municipal zones that were provided by the City (see Appendix B for a map of the zone areas).

The frequency distributions for these four breakout variables are provided in Section 12, along with the other demographic information that was collected from respondents.

For both the cross-year analysis and the group differences analysis, only those differences for each item that were found to be statistically significant at the $p < .05$ level with a 95 percent confidence interval are reported. The term “statistically significant” means that the differences are highly unlikely to be obtained as a result of chance. Please also note that where results changed “significantly” from 2021 to 2023 or that there is a “significant” difference in response between two or more groups it does not indicate the magnitude of difference. Particularly as the number of respondents has increased, statistical significance becomes easier to achieve, even if it is a relatively small change in numbers. Finally, for both the cross-year analysis and the group differences analysis, responses of “don’t know” and “not applicable” were excluded unless they were appropriate or relevant to include.

Finally, it should be noted that the majority of open-ended comments gathered through the survey were provided verbatim and not used in an analytic fashion, except where noted in the report. As such, the information provided in those open-ended items did not affect survey results.

¹ When reviewing response differences by age groups, please keep in mind that the term “younger” is relative to others who participated in the survey and not the general language use of “young.”

Report Findings

1. General Perceptions of Westerville

This section provides the findings to questions soliciting residents' opinions on a number of general aspects of Westerville, such as commercial and residential land use, growth management, economic development, infrastructure, traffic, and City staff.

Residents were also given the opportunity to provide open-ended responses to two questions regarding their overall perceptions of Westerville. First, residents were asked, "What two words best describe Westerville?" Table 1.1 provides the categories as well as the percentage of respondents whose response fell into each category.

In 2023, "Family-friendly" and "Safe" were the most frequent responses; overall, the most common words stayed largely the same. The words chosen least often (by less than one percent of respondents) were "generous" and "leaders." Three percent of respondents gave an open-ended response to the question.

Table 1.1. What two words best describe Westerville?

Categorical Response	2023	2021	Categorical Response	2023	2021
Family-friendly	38.5%	37.6%	Prosperous	3.7%	3.0%
Safe	38.4%	36.6%	Inclusive	3.0%	3.3%
Comfortable	22.0%	22.3%	Accountable	2.2%	2.5%
Friendly	19.7%	20.2%	Innovative	1.6%	2.4%
Welcoming	15.2%	15.4%	Purposeful	1.5%	1.6%
Attractive	11.1%	11.4%	Trustworthy	1.4%	1.7%
Quality	10.1%	11.6%	Generous	0.7%	0.9%
Vibrant	6.2%	5.3%	Leaders	0.2%	0.4%
Diverse	6.2%	4.7%	<i>Other*</i>	3.0%	3.1%
Responsible	4.9%	4.6%			

**A list of "other" responses is provided verbatim in Appendix C*

Additionally, respondents were asked, “What do you like *least* about living in Westerville?” As seen in Table 1.2, property taxes were again cited most often by a wide margin (43%), while “too much development” was the second-most common response (14%).

Table 1.2. What do you like LEAST about living in Westerville?

Categorical Response	2023	2021
Property tax	43.1%	45.8%
Too much development	13.5%	14.6%
Traffic in general	10.3%	8.0%
Rush hour traffic	10.2%	7.4%
Traffic at intersections	4.3%	3.9%
Income tax	4.1%	3.0%
Not enough development	2.0%	1.3%
Construction traffic	1.5%	4.8%
<i>Other</i>	10.7%	10.9%

Due to a notable number of the “other” choices, those responses were coded into themes and are provided in Table 1.2a. While there were few consistent themes among the open-ended responses, the most common response (those making up at least five percent of the “other” responses) related generally to affordable housing and cost of living, the public school district, City staff or leaders, speeding or aggressive drivers, road conditions, and other residents.

Table 1.2a. What do you like LEAST about living in Westerville—Other?

Categorical Response	%	Categorical Response	%
Lack of affordable housing/high cost of living	14.6%	Utility-related problems (e.g., water quality; sewer issues; outages; costs)	1.7%
Quality of Schools; dissatisfaction with win-win; allowing Columbus students to attend Westerville schools	11.8%	Change in alcohol regulation	1.7%
City Staff or Leaders (e.g., unresponsive; does not represent residents)	8.4%	Noise	1.7%
Speeders/aggressive drivers; speed limits not enforced	7.3%	Complaints about police (harassment/questionable actions)	1.7%
Road conditions	6.2%	Bicycle lanes/bicycle traffic	1.7%
Residents (political leanings; inconsiderate; their racial/ethnic/socioeconomic background)	6.2%	Asphalt plant/industrial site nearby	1.7%
Lack of good/enough restaurants/bars in the area	4.5%	Too car-centric/too car-dependent/need a car to get around	1.7%
Crime	3.9%	Panhandling	1.1%
Cost of utilities/lack of utility options/issues with utilities	3.4%	Not enough dedicated/outdoor pickleball courts	1.1%
Poor conditions of/not enough sidewalks; City not pedestrian or bike friendly	3.4%	Animal complaints; Animal Enforcement	1.1%

Categorical Response	%	Categorical Response	%
Public works service problems (e.g., street cleaning; snow removal; leaf/refuse collection; recycling)	3.4%	Lack of arts center/art community/culture	1.1%
Not enough to do/lack of entertainment/social activities	3.4%	Walmart coming to town	0.6%
Parks/rec center/senior center	3.4%	Run-down/vacant residential properties; lack of upkeep to homes and yards (especially rental properties)	0.6%
Excessive rules/regulations	3.4%	R's family/friends don't live nearby	0.6%
Poor spending; overspending; how City prioritizes spending decisions	2.8%	Too many bars; establishments that now serve alcohol	0.6%
Inadequate parking	2.8%	Library	0.6%
Lack of public transportation	1.7%	Timing of traffic lights	0.6%
Streets with low speed limits	1.7%		

Figures 1.1 and 1.2 present respondents' opinions regarding the variety of housing choices and the mix of land use in Westerville. Respondents continue to believe Westerville has found a positive mix of land uses, with 90 percent agreeing that Westerville offers a good mix of commercial, office and residential land uses.

In addition to having a good land use mix, Westerville residents also generally believed the City offers a good variety of housing choices in terms of pricing and selection, with 71% of residents agreeing. This was, however, a statistically significant shift from 2021 (76%).

Figure 1.1. Westerville offers a good mix of commercial, office and residential land uses.

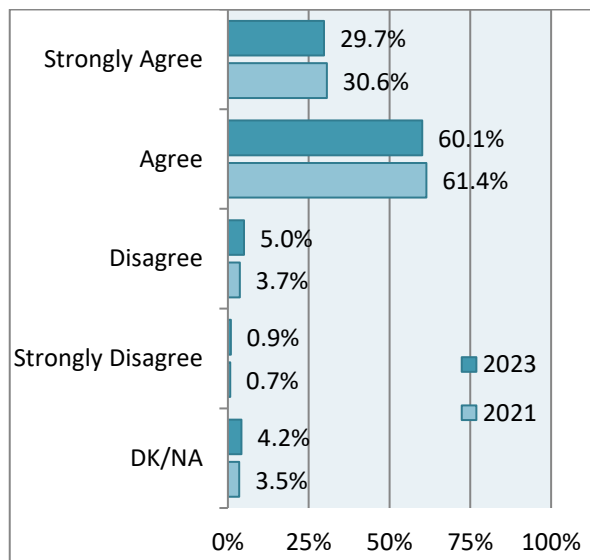
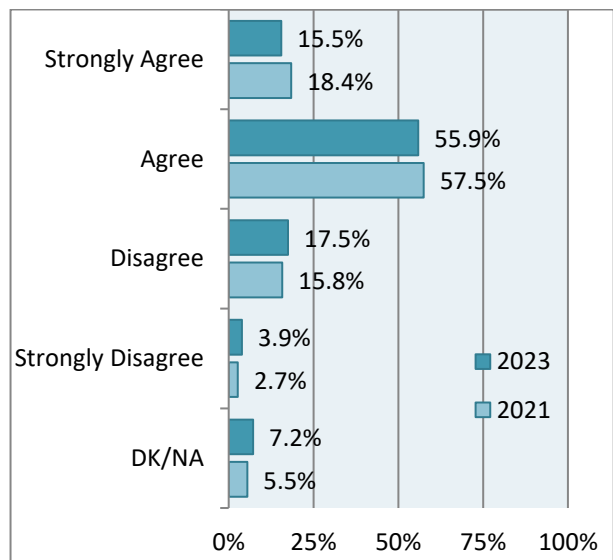


Figure 1.2. Westerville offers a good variety of housing choices in terms of pricing and selection.



Group Differences

Years of residence: No statistically significant differences.

Age: No statistically significant differences.

Rent or own home: Owners were more likely to agree that Westerville offers a good variety of housing choices than renters (79% versus 55%).

Zone: Zone 5 residents were more likely to disagree that Westerville offers a good variety of housing (42% versus 19-30% of other zones).

Figures 1.3 and 1.4 indicate that a strong majority of survey respondents continue to believe that the City is doing a good job of managing the growth of housing, retail, and business. Overall, about 69 percent agreed the City is doing a good job of managing housing growth. With regard to managing retail and business growth, 80 percent agreed that the City is doing a good job of managing retail and business growth. Neither result differed statistically significantly from 2021.

Figure 1.3. Westerville does a good job of managing housing growth.

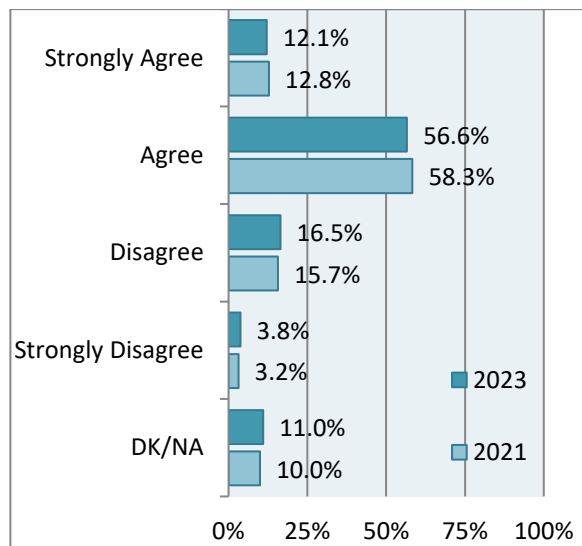
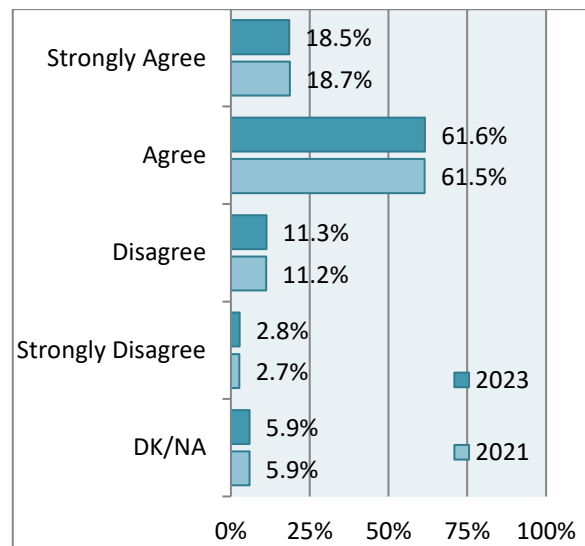


Figure 1.4. Westerville does a good job of managing retail and business growth.



Group Differences

Years of residence: Those who had lived in Westerville a year or less were more likely to agree that Westerville does a good job of managing housing growth (87% versus 74-83% of longer-term residents). Those who had lived in Westerville 11 or more years were less likely to agree Westerville does a good job of managing retail and business growth (81-85% versus 88-91% of newer residents).

Age: Residents 18-40 and residents 71 and older were more likely to agree Westerville does a good job of managing retail and business growth (88-89% versus 81-85% for other age categories).

Rent or own home: No statistically significant differences.

Zone: Zone 5 residents were more likely to disagree that Westerville does a good job of managing retail and business growth (25% versus 13-16% of other zones).

As seen in Figures 1.5 and 1.6, the majority of survey participants believed the City promotes a positive business environment and should use tax breaks and financial incentives to attract new business (with overall agreement of 81% and 54%, respectively). The item relating to tax breaks and incentives is a statistically significant difference relative to 2021.

Despite the overall agreement with the use of financial incentives, over a third (35%) disagreed with the use of tax breaks and incentives—of the items pertaining to economic development (Figures 1.1 through 1.6), this issue has continued to have the highest level of disagreement (which has been true since 2014).

Figure 1.5. The City of Westerville promotes a business friendly environment to foster economic development.

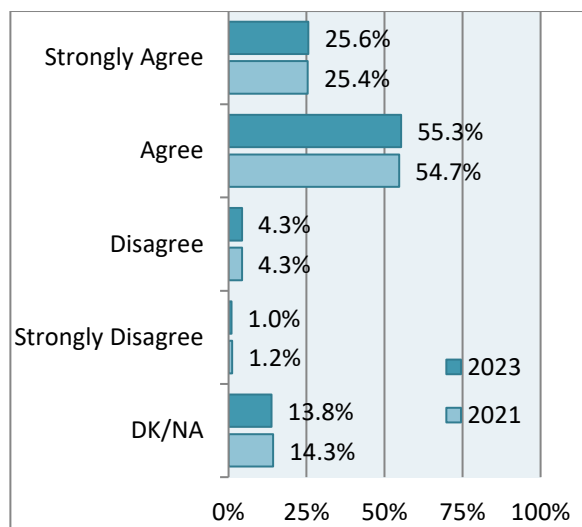
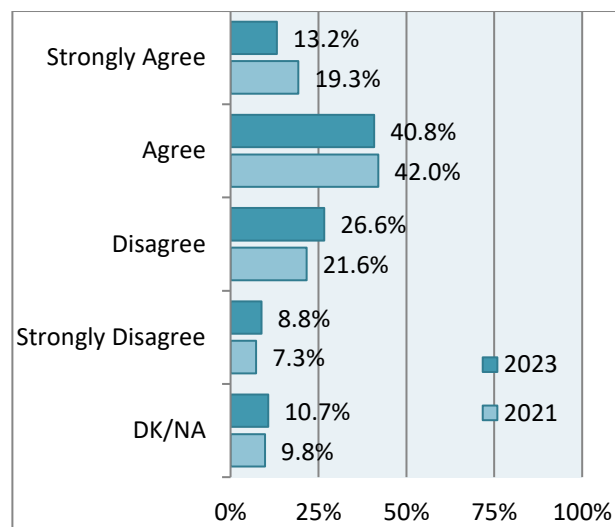


Figure 1.6. The City of Westerville should give tax breaks and other financial incentives to employers to bring new businesses into the City.



Group Differences

Years of residence: No statistically significant differences.

Age: No statistically significant differences.

Rent or own home: Renters were more likely to agree that the City should give tax breaks and other financial incentives to employers who are willing to bring new business, jobs, and investments to the city (72% versus 59% of owners).

Zone: Zone 5 residents were more likely to disagree the City promotes a business-friendly environment (11% versus 3-8% of other zones).

Figure 1.7 shows that, in 2023, a majority of residents (81%) agreed that Westerville traffic flows on main streets were at least as good as other Columbus suburbs, but this item saw a statistically significant shift from 2021. A slight majority of residents agreed that traffic flows on Westerville’s main arteries have improved in the last two years (Figure 1.8). About 51% of residents agreed with this item, which was statistically significantly different than the 2021 survey (68%). About 73% of residents agreed that the quality of the City’s infrastructure (in terms of roadways, alleys, and bridges) has improved in the last two years (Figure 1.9); this result was also statistically significantly different from 2021.

Figure 1.7. Westerville’s overall traffic flow on main streets is at least as good as traffic flow on main streets in other Central Ohio suburbs.

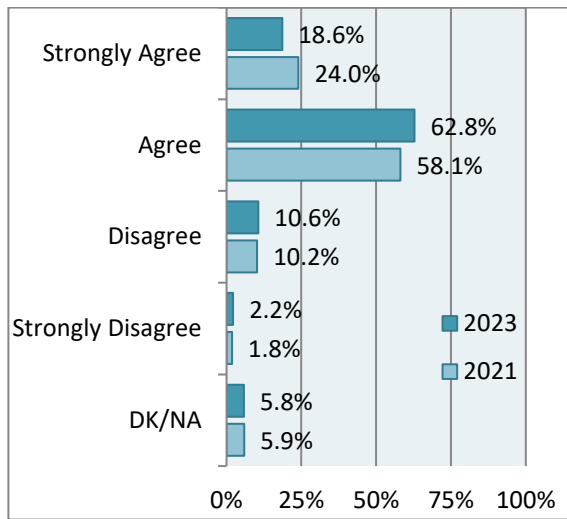


Figure 1.8. Traffic flows on Westerville’s main arteries have improved in the last two years.

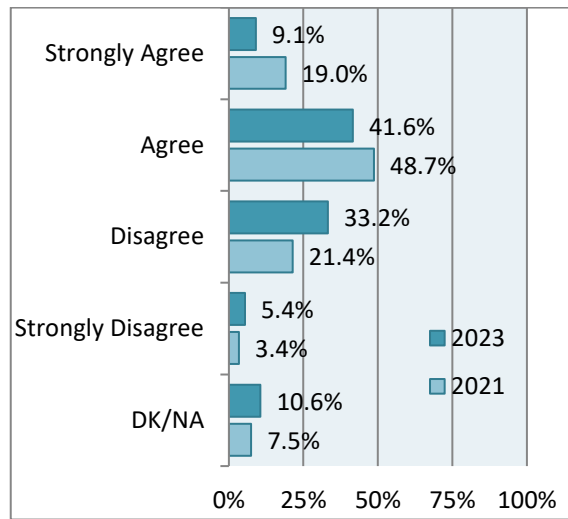
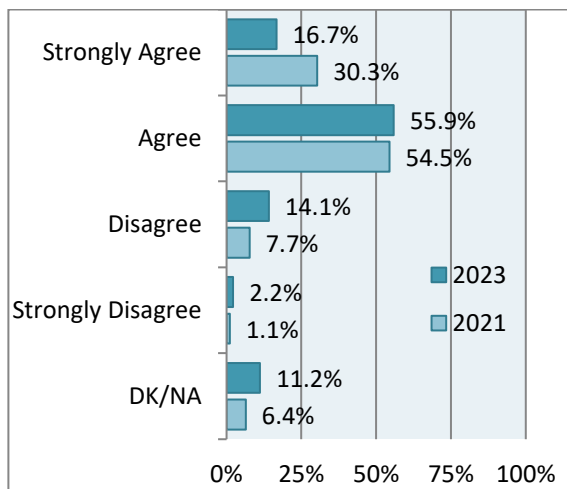


Figure 1.9. The quality of Westerville’s infrastructure (roadways, alleys, bridges) has improved in the last two years.



Group Differences

Years of residence: Residents who have lived in Westerville a year or less were more likely to agree that the City’s infrastructure has improved in the last two years (88%, versus 80-83%).

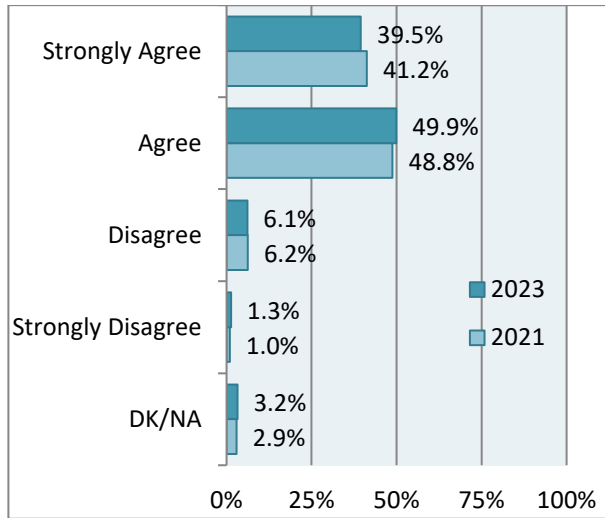
Age: No statistically significant differences.

Rent or own home: No statistically significant differences.

Zone: Zone 5 residents were more likely to disagree that traffic flows in Westerville are as good as other suburbs (23% versus 10-17% of other zones). They were also more likely to disagree that traffic flows on the City’s main arteries have improved in the last two years (58% versus 38-48% of other zones).

Respondents were also asked how the City does with promoting recycling and conservation. As seen in Figure 1.10, the vast majority of residents, 89%, agreed that the City of Westerville does a good job of promoting recycling and conservation, largely unchanged from 2021.

Figure 1.10. I believe the City of Westerville does a good job of promoting recycling and conservation.



Group Differences

Years of residence: No statistically significant differences.

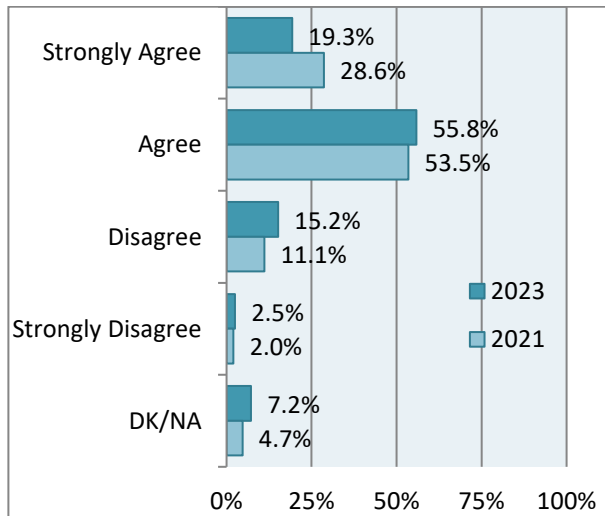
Age: Westerville residents ages 18-50 were least likely to say the City does a good job of promoting recycling (87-88%, versus 93-96% of other groups).

Rent or own home: Renters were less likely to agree that Westerville does a good job of promoting recycling and conservation than owners (85% versus 93%).

Zone: No statistically significant differences.

Figure 1.11 shows the results of a question asking residents about the City’s performance in communicating construction traffic information. Three-fourths of respondents agreed that the City has done a good job. These results were significantly different from 2021.

Figure 1.11. I believe the City of Westerville does a good job of communicating construction traffic information to the public.



Group Differences

Years of residence: No statistically significant differences.

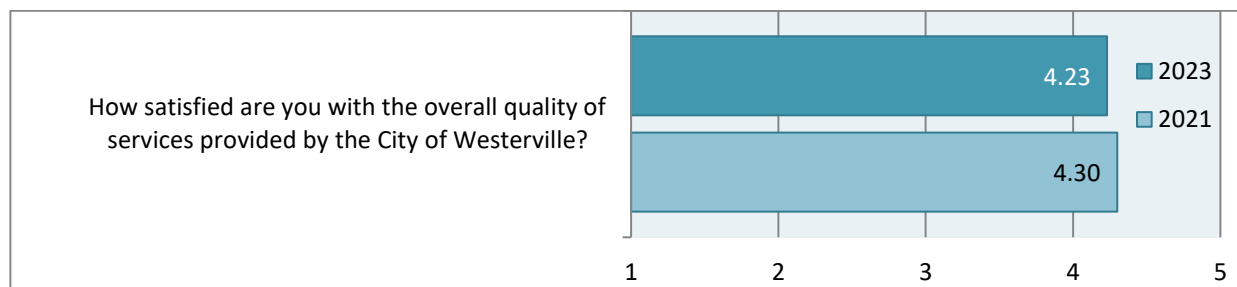
Age: No statistically significant differences.

Rent or own home: No statistically significant differences.

Zone: No statistically significant differences.

Figure 1.12 provides a mean rating for the item asking about overall satisfaction with the quality of services provided by the City. Overall, respondents indicated a high level of satisfaction, with a mean score of 4.23. Roughly 89% of respondents indicated they were satisfied or very satisfied with City services; only four percent indicated some level of dissatisfaction. However, the average score was statistically significantly lower than in 2021.

Figure 1.12. Mean Ratings for Overall Satisfaction



Group Differences

Years of residence: No statistically significant differences.

Age: No statistically significant differences.

Rent or own home: No statistically significant differences.

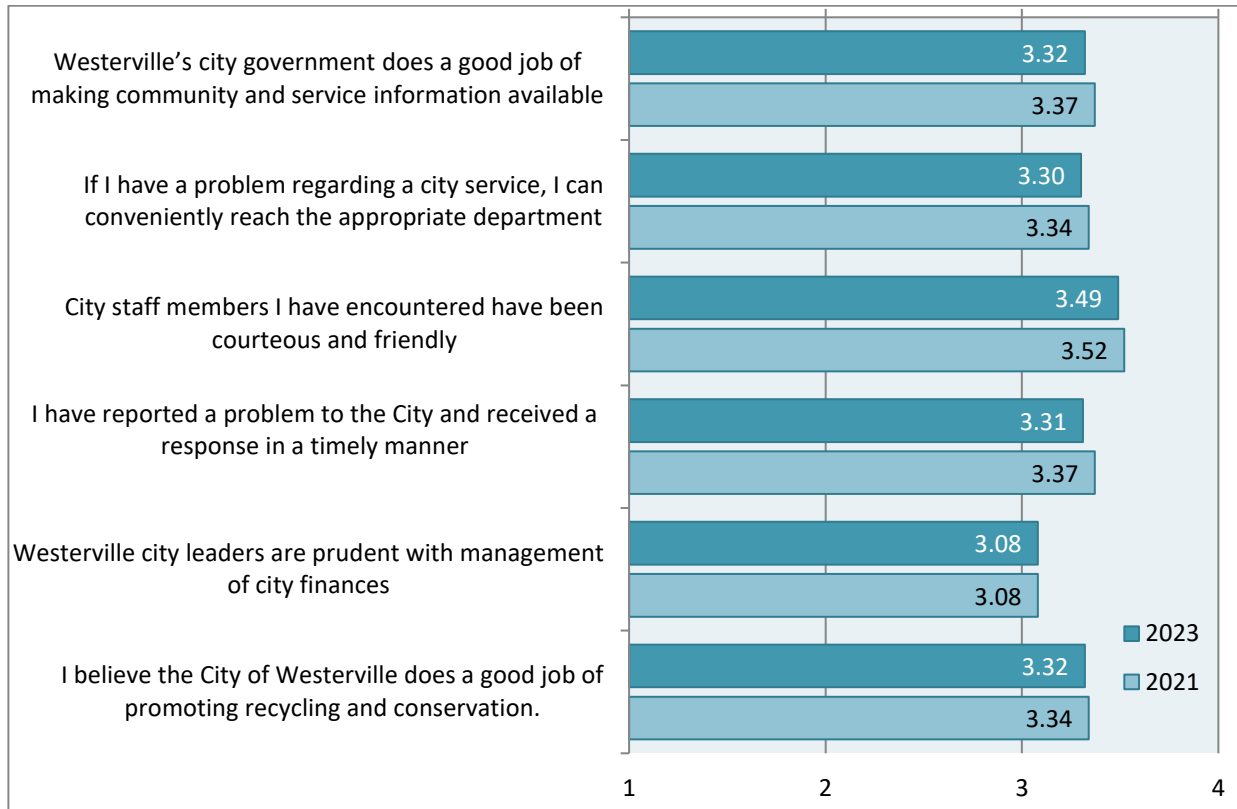
Zone: No statistically significant differences.

Figure 1.13 presents mean ratings for several items regarding City departments and staff. Responses could range from 1 indicating “strongly disagree” to 4 indicating “strongly agree.” All of the mean scores for 2021 were above 3.00, which indicates that respondents were generally satisfied with various issues pertaining to City departments and staff. The scores for three items were statistically significantly lower in 2023 than in 2021:

- Westerville’s city government does a good job of making community and service information available
- City staff members I have encountered have been courteous and friendly
- I have reported a problem to the City and received a response in a timely manner

As in years past, the lowest score was associated with “prudent management of finances,” which received a mean score of 3.08. Despite the comparatively low mean score, 87% of residents agreed that City leaders are prudent with their management of City finances (see Appendix A).

Figure 1.13. Mean Ratings for Departments and Staff



Group Differences

Years of residence: Residents living in Westerville for a year or less were more likely to agree that the City's government does a good job of making community and service information available than residents of 11 years or more.

Age: Residents ages 51-60 were more likely to agree they can reach the appropriate department if they have a City service problem than those ages 18-40. Residents ages 71 and older were more likely to feel City staff members they encountered were courteous and friendly than those ages 18-40. Those ages 71 and older were more likely to feel City leaders are prudent with finances than those ages 61-70. Respondents ages 71 and older were also more likely to feel the City does a good job of promoting recycling and conservation than any age category other than 51-60.

Rent or own home: Owners were more likely to indicate that the City does a good job of promoting recycling and conservation.

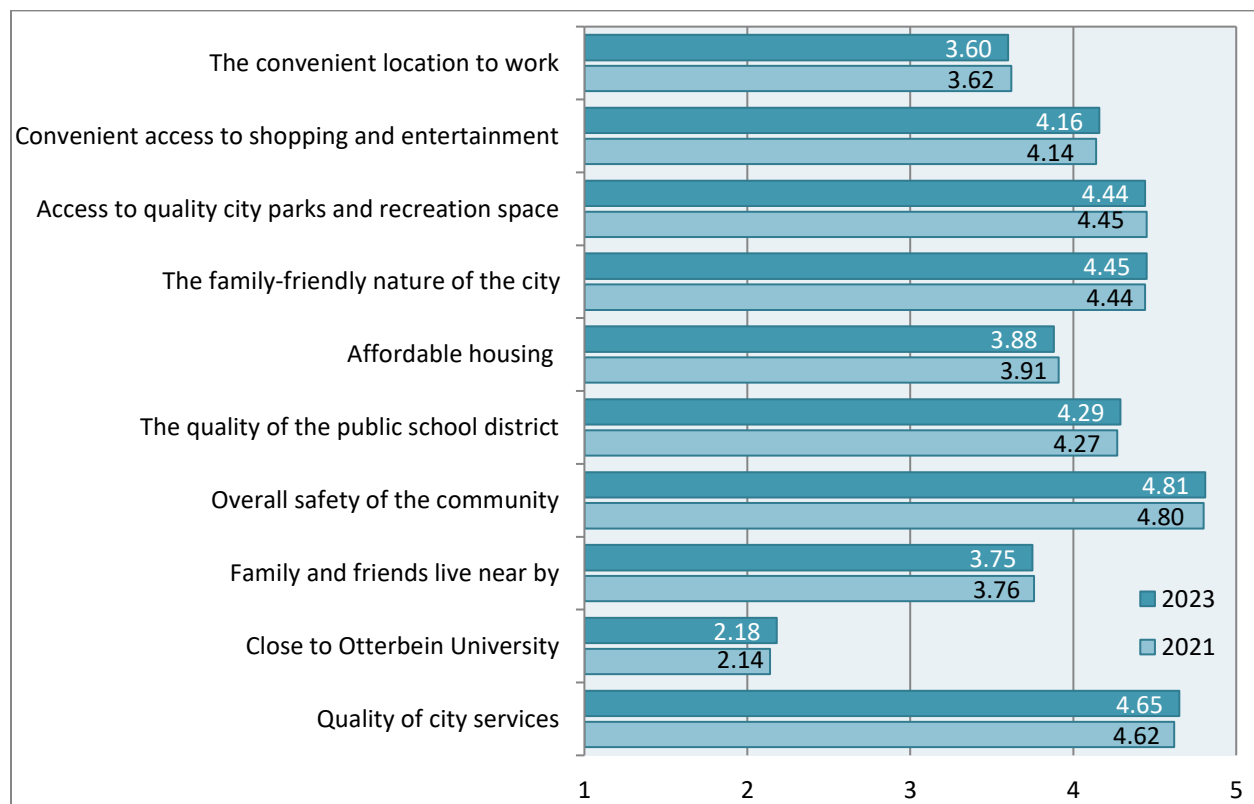
Zone: No statistically significant differences.

2. Community Priorities

Survey respondents were asked about a number of issues pertaining to their opinions on Westerville priorities, such as the reasons they chose Westerville as their home and their perceptions about the pressing issues facing the City.

First, they were presented a list of potential reasons why they live in Westerville, and were asked to indicate how important each is to them. Figure 2.1 presents the mean score for each item, on a scale from 1 indicating “not at all Important” to 5 indicating “extremely Important.” Just as in years past, “overall safety of the community” had the highest mean (4.81). Proximity to Otterbein University had the lowest rating (2.18). Only “quality of City services” saw a statistically significantly different importance rating in 2023 relative to 2021.

Figure 2.1. Please indicate how important each is to you when thinking about why you live in Westerville.



Group Differences

Years of residence: There were differences by years of residency for four items.

- Those who have lived in Westerville for 26 years or more were less likely to place importance on quality City parks and recreation space than residents of 10 years or less; residents of 11-25 years were less likely than those 6-10 years.
- Residents of Westerville who have lived there for 26 years or more were more likely to place importance on proximity to friends and family than those who have lived in Westerville 2-5 years or 11-25 years.
- The proximity to Otterbein University was more important to residents of 26 years or more than those of all other residents other than those 6-10 years.

- Quality of City services was of greater importance to longer-term residents; residents of 26 or more years rated them higher than residents of five or fewer years, while residents of 11-25 years rated them higher than residents of a year or less.

Age: There were age differences for several items.

- Residents 61 and older were less likely to place importance on proximity to work than those 41-60.
- Residents 71 and older were more likely to value access to shopping and entertainment than those 60 and under; respondents 61-70 were more likely to value access to shopping and entertainment than those 18-40.
- Those in the 18-40 age range valued access to parks and recreation space more than 51 and older; those in the 41-50 age group valued park and recreation space access more than the 71 and older group.
- Residents ages 71 and older placed greater importance on affordable housing than those 18-50; those ages 61-70 placed greater importance on affordable housing than those 18-40 .
- Residents ages 71 and older placed more importance on school district quality than those ages 61-70.
- Residents 61 and older value proximity to family and friends more than other age groups.
- Nearly all age groups differed in their valuing of proximity to Otterbein University, with younger residents valuing it less than older residents; only 41-50 and 51-60 saw no difference with each other.
- Residents ages 18-40 rated quality of City services as less important than every other age group.

Rent or own home: Residents who rent their homes placed greater importance on convenience to work and shopping and entertainment, housing affordability, and proximity to Otterbein; they placed less importance on the family friendly nature of the City.

Zone: There were zone differences for three items:

- Zone 4 residents placed greater importance on proximity to work than Zone 2.
- Zone 1 placed more importance on City parks and recreation space than Zone 2.
- Zone 2 residents placed more importance on quality of City services than Zone 3.

In order to understand which issues are viewed by residents as most important for Westerville, respondents were presented a list of various issues related to City services, such as general infrastructure and economic issues, and asked to indicate which three they felt were most important. As Table 2.1 shows, in 2023 “public safety and emergency management” continued to be a top priority for respondents.

Looking at the percentage of respondents who chose a given item as their first, second, or third choice, most items remained relatively stable from 2021 to 2023.

Table 2.1. Of the following potential issues, which is the MOST IMPORTANT issue for the City of Westerville?

	1 st Choice	1 st Choice	2 nd Choice	2 nd Choice	3 rd Choice	3 rd Choice
Response	2023	2021	2023	2021	2023	2021
Public safety and emergency management	25.1%	24.1%	16.7%	15.8%	9.9%	11.1%
Fiscal management and responsibility	16.5%	18.9%	10.9%	10.5%	13.4%	12.1%
Reliable and efficient utility services	15.0%	14.6%	23.8%	24.6%	14.8%	13.6%
Maintaining current safety services	14.5%	13.4%	12.2%	12.5%	9.0%	8.9%
Green space preservation	10.7%	10.8%	8.4%	10.2%	14.6%	16.1%
Infrastructure and roadway maintenance	4.3%	4.9%	12.0%	12.5%	15.1%	14.5%
Maintaining current City services that are not related to safety	4.3%	4.0%	5.6%	4.5%	8.8%	8.5%
Economic development and job creation	2.4%	2.7%	3.5%	3.8%	4.8%	5.4%
Communication of City information to residents	1.1%	1.4%	2.3%	1.4%	4.8%	4.7%
Other*	2.0%	1.4%	0.5%	0.4%	0.6%	0.8%

*A list of “other” responses is provided verbatim in Appendix C

Group Differences

Group difference analysis tested whether there were differences in the selection of “public safety and emergency management” at all (as a first, second, or third choice).

Years of residence: Residents of 11 years or more were more likely to select “public safety and emergency management” (36-40% versus 28-32% of other groups).

Age: Respondents ages 51 and up were more likely to select “public safety and emergency management” (36-41%, versus 29-31% of other groups).

Rent or own home: Renters were more likely to select “public safety and emergency management” (43% versus 35%).

Zone: No statistically significant differences.

A second item also asked respondents to select which safety issues facing the Westerville community they felt were most important (Table 2.2). In 2023, “maintaining emergency response times” was again the most commonly mentioned first-choice issue, followed by “routine patrol of residential areas.” Overall, the patterns of response in 2021 and 2023 were similar; there were notable declines in mentions of burglary and substance abuse and drug interdiction, but notable increases in mentions of traffic enforcement and youth issues.

Table 2.2. Which of the following safety issues facing the Westerville community is MOST IMPORTANT?

	1 st Choice	1 st Choice	2 nd Choice	2 nd Choice	3 rd Choice	3 rd Choice
Response	2023	2021	2023	2021	2023	2021
Maintaining emergency response times	26.7%	24.8%	16.7%	16.0%	9.2%	9.9%
Routine patrol of residential areas	23.2%	22.0%	23.8%	22.3%	13.2%	14.7%
Burglary	8.5%	12.2%	6.0%	7.2%	7.2%	6.9%
Distracted/impaired driving	8.5%	7.3%	9.0%	8.6%	8.6%	7.9%
Traffic enforcement	4.9%	3.0%	7.5%	5.4%	9.3%	7.8%
Substance abuse and drug interdiction	4.5%	6.1%	7.8%	8.7%	8.3%	9.8%
Youth issues	4.1%	2.8%	6.2%	4.3%	10.4%	5.9%
Domestic violence	3.8%	4.9%	4.1%	6.4%	5.2%	6.2%
Homeland security and crisis readiness	3.5%	2.8%	3.6%	4.2%	5.5%	6.0%
Community outreach programs	3.4%	4.1%	3.6%	4.8%	7.4%	8.9%
Vandalism	2.7%	2.7%	6.2%	5.7%	8.3%	8.5%
Other*	1.4%	1.9%	0.4%	0.6%	1.3%	1.1%

* A list of "other" responses is provided verbatim in Appendix C.

Group Differences

Group differences analysis tested whether there were differences in the selection of "maintaining emergency response times" at all (as a first, second, or third choice).

Years of residence: Residents of 2-10 years or more were less likely to select "maintaining emergency response times" (44-46%, versus 53-57% of other groups).

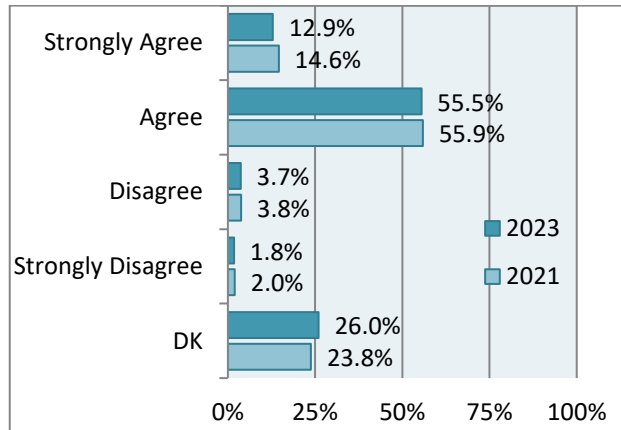
Age: Residents ages 50 and below were less likely to select "maintaining emergency response times" (43-48%, versus 53-63% of other age categories).

Rent or own home: Owners were more likely to select "maintaining emergency response times" (42% versus 53%).

Zone: No statistically significant differences.

Results in Figure 2.2 show that the majority of respondents (68%) agreed that local government agencies, community leaders, and civic organizations tell a consistent story about the City of Westerville. This was not a statistically significant shift from the responses in 2021.

Figure 2.2. Local government agencies, community leaders, and civic organizations tell a consistent story about the City of Westerville.



Group Differences

Years of residence: No statistically significant differences.

Age: No statistically significant differences.

Rent or own home: No statistically significant differences.

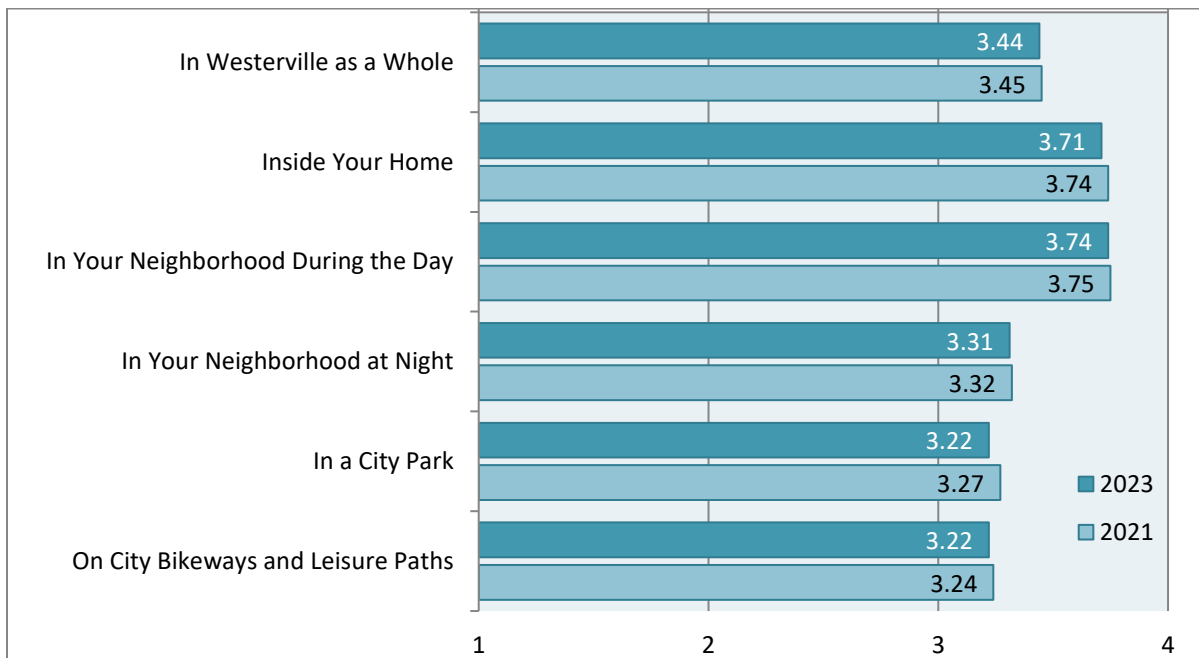
Zone: No statistically significant differences.

3. Safety

Respondents were asked to rate their perceived level of safety in different locations on a scale from 1 indicating “very unsafe” to 4 indicating “very safe.” Mean scores for each location are presented in Figure 3.1. All mean scores exceed 3.2, which indicates that, on average, residents feel at least “safe” in all of these various locations. Residents continued to feel most secure in their neighborhoods during the day and in their homes, and least secure on City bikeways and leisure paths, as well as in City parks. Two item scores dropped in statistically significant fashion from 2021 to 2023:

- Inside your home
- In a City park

Figure 3.1. Mean Ratings for Personal Safety



Group Differences

Years of residence: There were years of residence differences for a few items:

- Residents who have lived in Westerville for 26 years or more felt less safe in their neighborhood during the day than those who had been residents for 2-5 years.
- Residents who have lived in Westerville for 26 years or more felt less safe on City bikeways and leisure paths than residents of 2-10 years.
- Residents who have lived in Westerville for 26 years or more felt less safe in City parks than residents of five years or less.

Age: There were age differences for several items:

- Residents ages 71 and older felt less safe on City bikeways and leisure paths than all other age groups; those ages 61-70 felt less safe than those ages 41-60.
- Residents ages 61-70 felt less safe in their neighborhoods at night than those ages 41-50.
- Residents ages 61-70 felt less safe in their homes than those ages 41-50.
- Residents ages 61 and older felt less safe in City parks than other age groups.

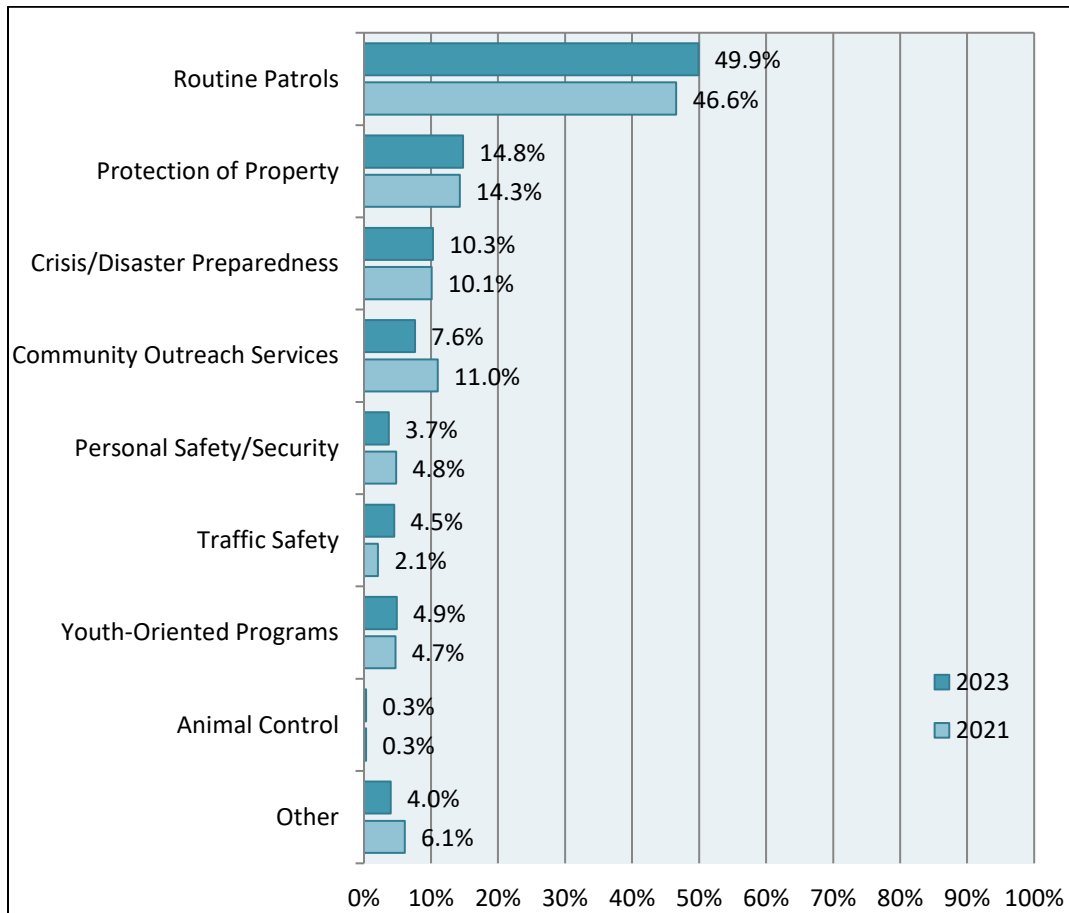
Rent or own home: Renters felt less safe in all areas than owners.

Zone: There were a few zone-based differences for these items:

- Zone 1 and 2 residents felt safer than Zone 3 residents in their neighborhood during the day.
- Residents of Zone 2 also felt safer on City bikeways and leisure trails, in their neighborhood at night, and inside their home than those in Zone 3.

Respondents were also asked to select from a list the one issue they felt is most important for Police Services. As can be seen in Figure 3.2, responses were similar between 2021 and 2023, with “routine patrols” being the most frequently-selected issue, and “animal control” being chosen the least. However, “routine patrols” were mentioned more often than in 2021, and community outreach services were mentioned less often.

Figure 3.2. Which of the following is the MOST IMPORTANT issue for Police Services?



* A list of “other” responses is provided verbatim in Appendix C.

Group Differences

Years of residence: Those who have lived in Westerville for 1-5 years were less interested in routine patrols than other groups (40-44% versus 50-53% of other groups). Conversely, they were more interested in community outreach (16% versus 5-12% of other groups).

Age: Similar to years of residence, routine patrols were least important to the 18-40 category (41%, versus 48-54% of other groups). Youth-oriented programs mattered more to the 18-40 group (9%, versus 3-5% for others), while community outreach mattered more to 18-40 and 41-50 age groups (12-

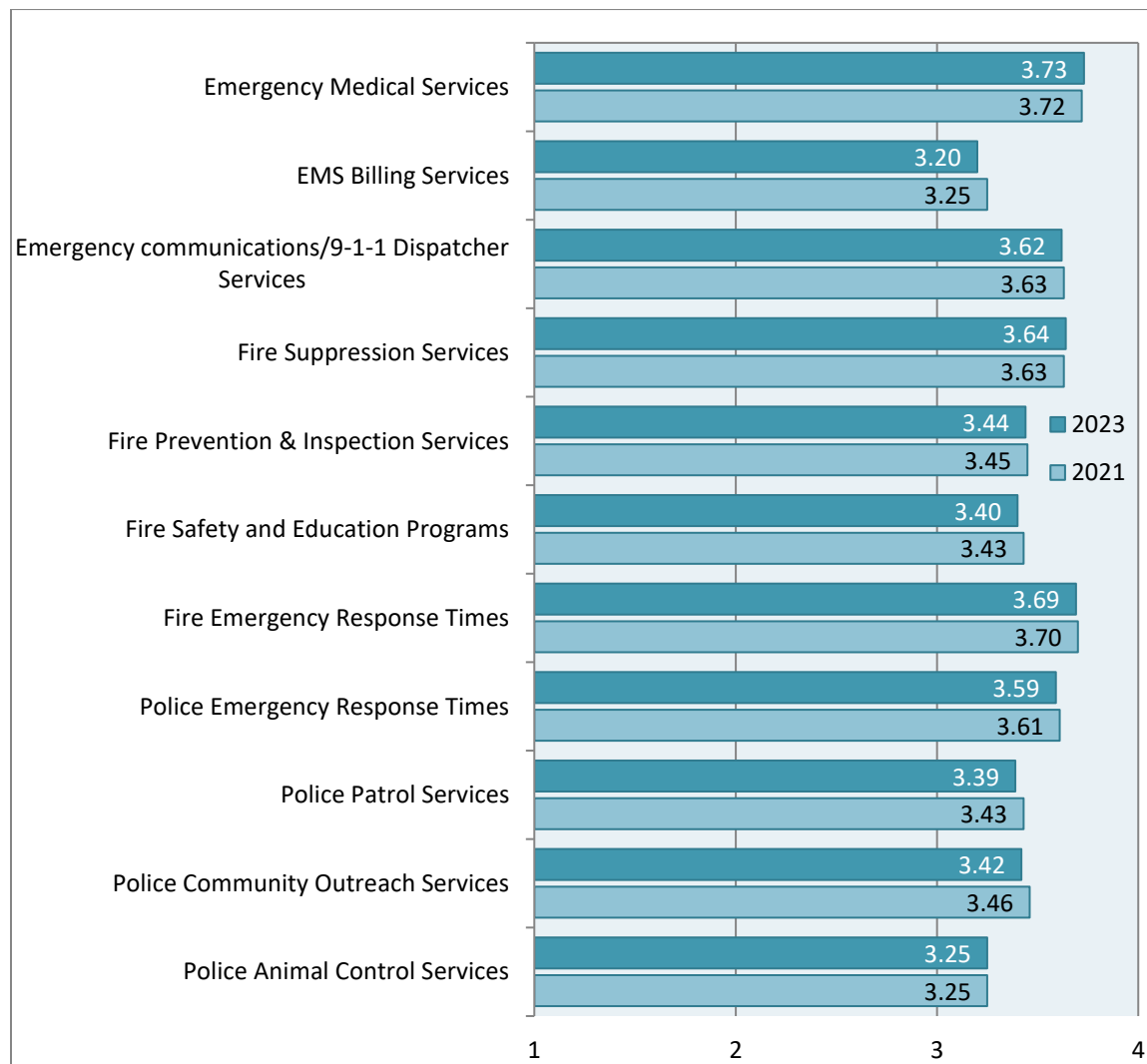
14%, versus 4-7% of others). Protection of property was a higher priority for ages 51 and up (16-17%) than younger groups (10-12%).

Rent or own home: Renters were more likely to prioritize crisis/disaster preparedness (16% versus 10%) while owners were more likely to prioritize routine patrols (51% versus 43%) and protection of property (15% versus 11%).

Zone: No statistically significant differences.

Figure 3.3 provides the mean ratings for each of Westerville’s public safety services. Survey participants were asked to rate each item on a scale from 1 indicating “very poor” to 4 indicating “excellent.” The pattern of responses in 2023 was similar to 2021; emergency medical services and fire emergency response times received the highest ratings, while EMS billing services and police animal control services received the lowest ratings. For these latter two services, it should be noted that a large percentage of respondents chose “Not applicable/No opinion/Not aware of this service” (70% for EMS billing services and 44% for animal control services). One importance rating statistically significantly declined from 2021 to 2023: police patrol services.

Figure 3.3. Mean Ratings for Public Safety Services



Group Differences

Years of residence:

- Residents who have lived in Westerville 26 years or more gave higher ratings to EMS services than all other residents; residents of 11-25 years rated EMS services higher than residents of five years or less.
- Residents who have lived in Westerville for 2-5 years rated emergency communications/911 dispatch services lower than those who have lived in Westerville for 25 years or more.
- Residents who have lived in Westerville for 11 years or more rated fire response times and police response times higher than those who have lived in Westerville for 2-5 years.
- Residents of 25 years or more rated police patrol services higher than residents of 2-5 years.
- 11-25 year residents rated police community outreach services higher than those of 2-5 years.

Age:

- Respondents 61-70 rated fire suppression services lower than the 51-60 category and the 71 and over category.
- Respondents ages 18-40 rated EMS services lower than all others; 61-70 year-olds rated them lower than those ages 71 and over.
- Residents ages 18-40 rated emergency communication/911 dispatch services and fire response times lower than respondents ages 71 and over.
- Residents ages 18-40 rated police patrol services lower than all other age categories.
- Respondents ages 18-40 and 61-70 rated police outreach lower than those ages 51-60.
- Residents ages 51-60 and 71 and over rated police response times higher than those ages 18-40.

Rent or own home: Owners rated fire suppression, EMS services, and police animal control services higher than renters.

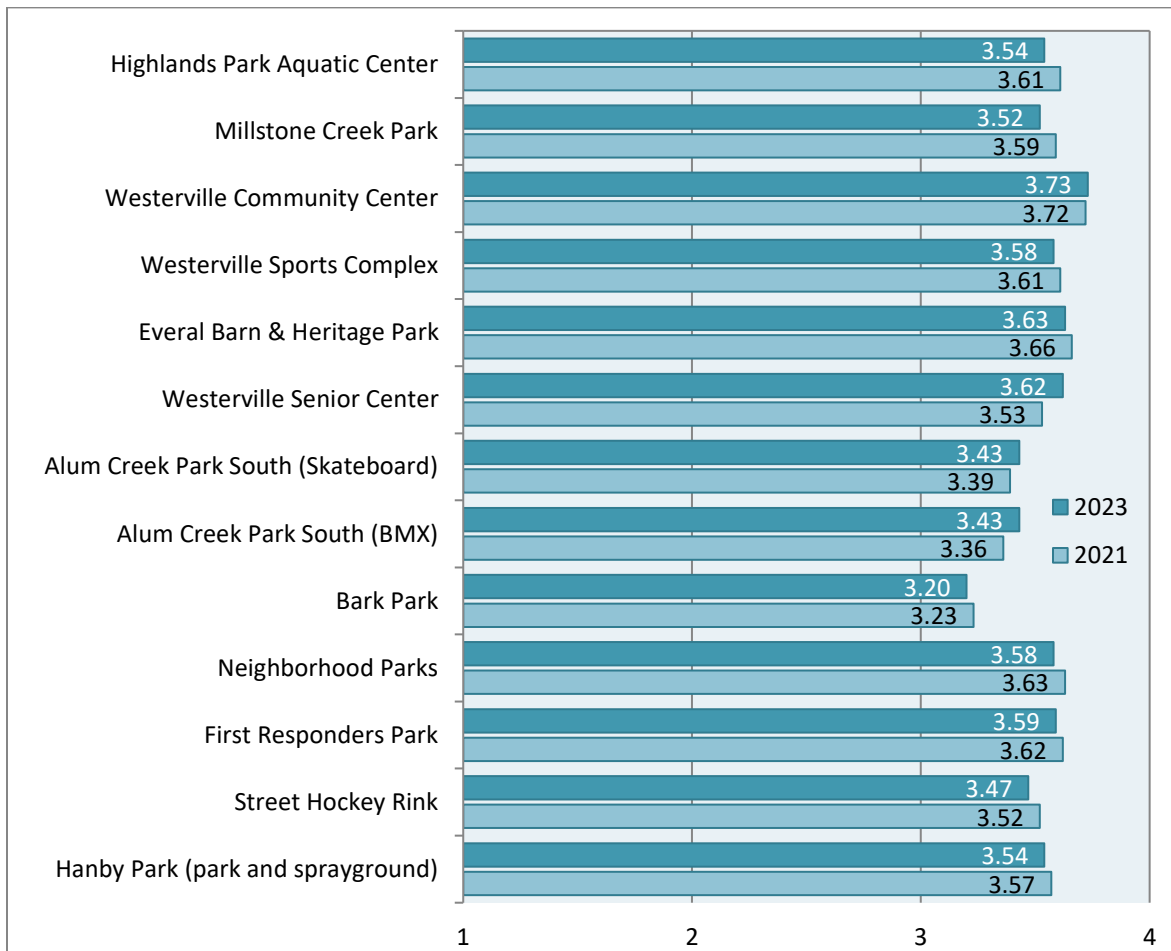
Zone: Zone 2 residents rated police community outreach services higher than Zone 1 residents.

4. Parks & Recreation Facilities

Figure 4.1 provides the mean ratings for each of Westerville’s park and recreation facilities. Survey participants were asked to rate each item on a scale ranging from 1 indicating “very poor” to 4 indicating “excellent.” All ratings were at least 3.2 on average. As in years past, the Westerville Community Center was rated highest, and Bark Park was rated lowest. Several scores changed in a statistically significant fashion from 2021 to 2023:

- Highlands Park Aquatic Center (lower)
- Millstone Creek Park (lower)
- Westerville Senior Center (higher)
- Alum Creek Park South (BMX) (higher)
- Neighborhood parks (lower)

Figure 4.1. Mean Ratings for Parks & Recreation Facilities



Group Differences

Years of residence: Residents of Westerville for 2-5 years rated the Millstone Creek Park higher than those who had lived in the City 11 years or more.

Age:

- Residents ages 71 and older rated the Highlands Park Aquatic Center higher than respondents ages 41-50.

- Residents ages 71 and older rated the Westerville Community Center higher than respondents ages 41-50 and 61-70.
- Residents ages 71 and older rated the Westerville Sports Complex higher than respondents ages 61-70.
- Residents ages 51-60 rated the Everal Barn and Heritage Park higher than respondents ages 61-70.
- Residents ages 51-60 rated neighborhood parks higher than respondents ages 41-50.

Rent or own home: No statistically significant differences.

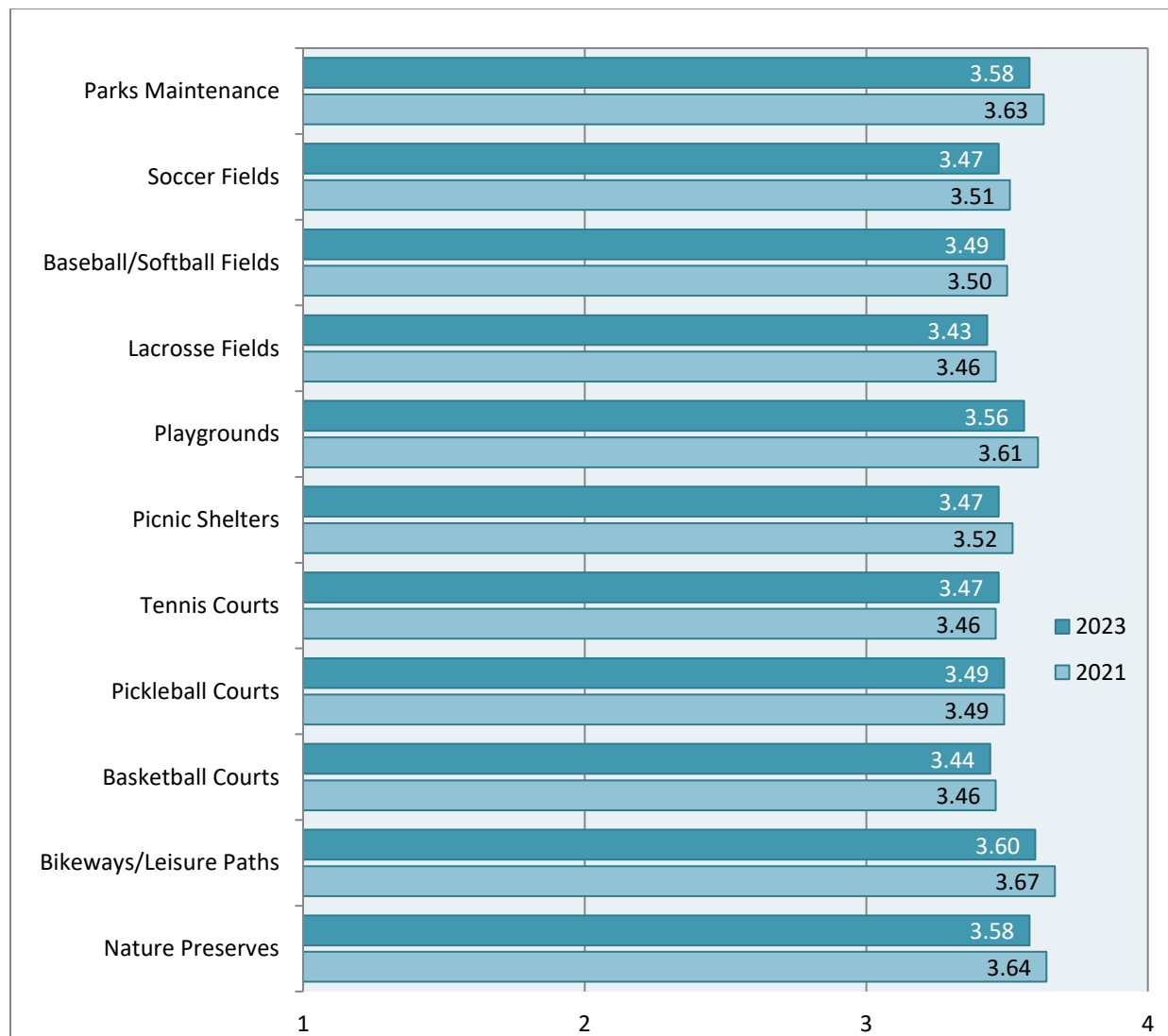
Zone: No statistically significant differences.

5. Parks Services

Figure 5.1 provides the mean ratings for each of Westerville’s park services. Survey participants were asked to rate each item on a scale ranging from 1 indicating “very poor” to 4 indicating “excellent.” All mean scores were above 3.4. Several items in this area were statistically significantly lower in 2021 than 2023:

- Parks maintenance
- Soccer fields
- Playgrounds
- Picnic shelters
- Bikeways/leisure paths
- Nature preserves

Figure 5.1. Mean Ratings for Park Services



Group Differences

Years of residence: No statistically significant differences.

Age: Respondents ages 71 and older rated parks maintenance higher than those 18-40; residents ages 51-60 rated nature preserves higher than those 18-40.

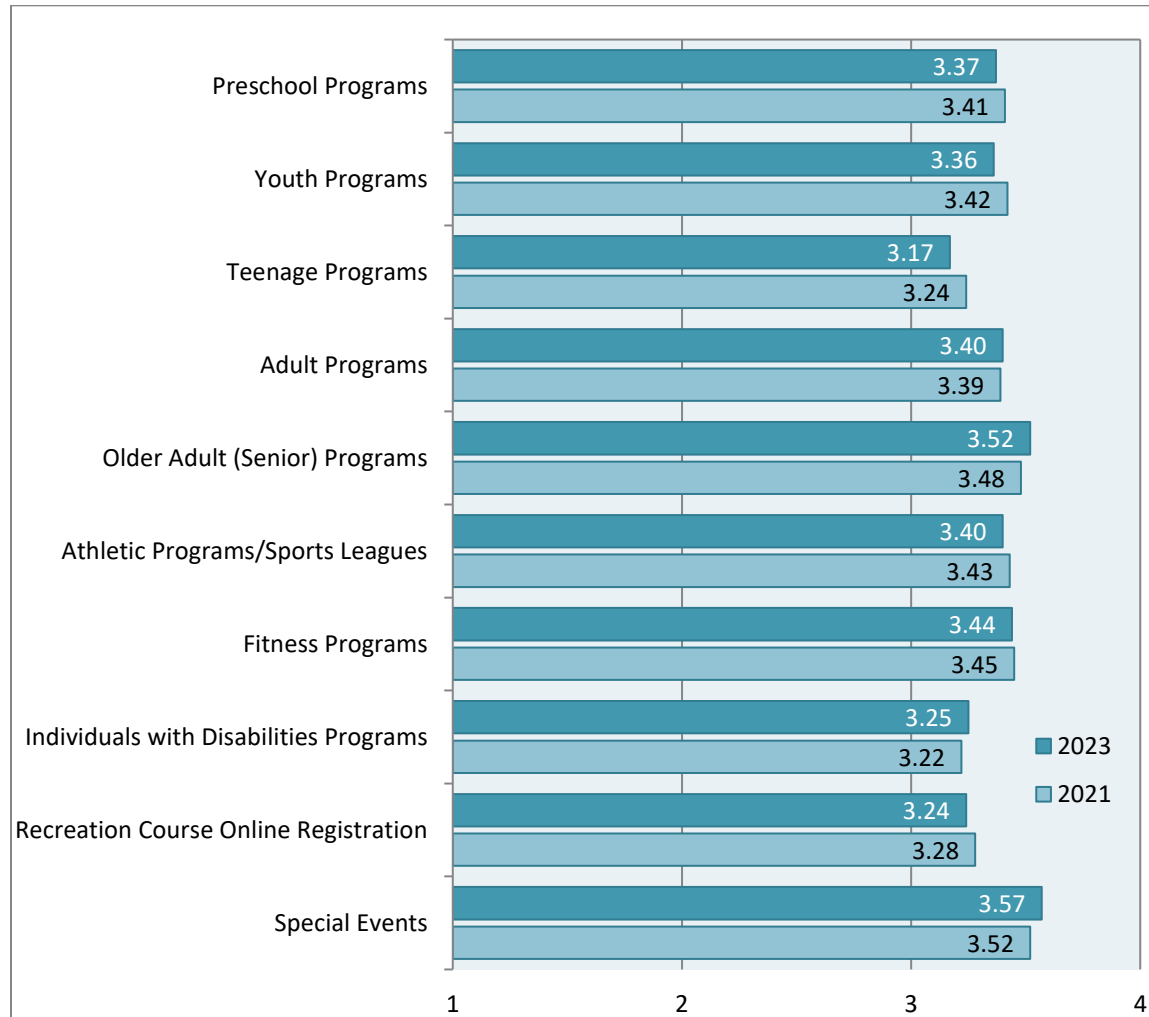
Rent or own home: No statistically significant differences.

Zone: No statistically significant differences.

6. Recreation Services

Figure 6.1 provides the mean ratings for each of Westerville’s recreation services. Survey participants were asked to rate each item on a scale ranging from 1 indicating “very poor” to 4 indicating “excellent.” Scores ranged from 3.17 to 3.57. Two items changed statistically significantly from 2021 to 2023: youth programs (lower) and special events (higher).

Figure 6.1. Mean Ratings for Recreation Services



Group Differences

Years of residence: Residents of 26 years or more rated adult programs higher than residents of 11-25 years.

Age: Several items showed differences, generally with older respondents giving higher ratings:

- Respondents 41-50 rated youth programs lower than those 51-60.
- Respondents age 41-50 rated teen programs lower than those 51-60 and 71 and over.
- Residents 18-50 rated adult programs lower than those 51 and over.
- Residents 71 and over rated older adult programs higher than those 61-70.
- Residents in the 51-60 and 71 and over categories rated athletic programs/sports leagues higher than those 18-50; those in the 61-70 category rated them higher than those 18-40.
- Residents in the 41-50 age range rated fitness programs lower than all other age groups.

- Residents 18-40 rated online recreation course registration lower than all other age categories; those 41-50 rated it lower than those 51-60 and 71 and over.

Rent or own home: No statistically significant differences.

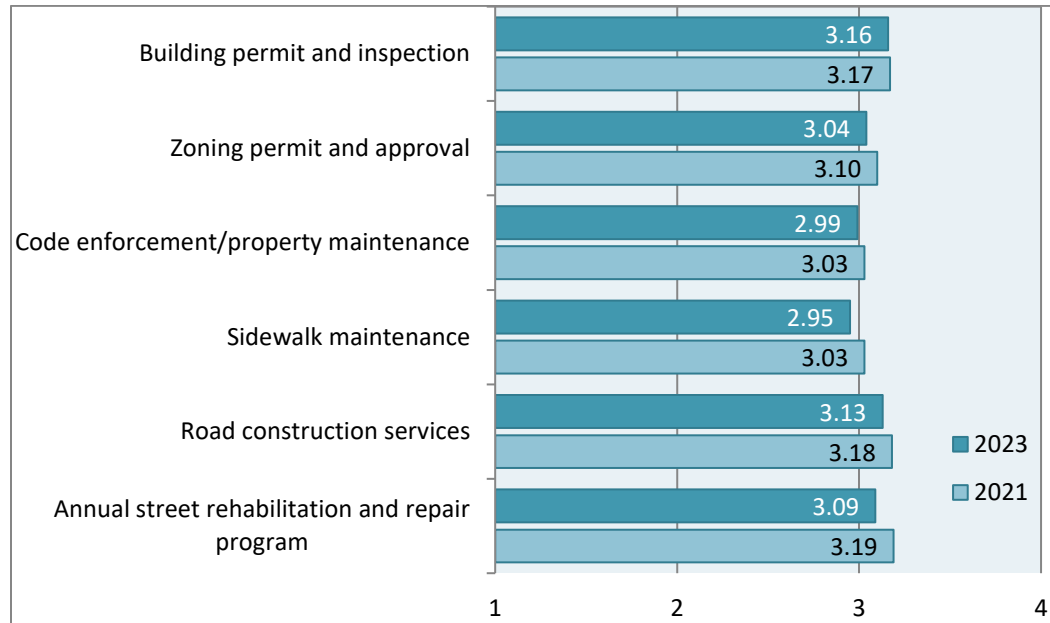
Zone: No statistically significant differences.

7. Planning & Development Services

Figure 7.1 provides the mean ratings for Westerville’s planning and development services on a scale ranging from 1 indicating “very poor” to 4 indicating “excellent.” Scores for these items ranged from 2.95 to 3.16. Scores for three of the services decreased statistically significantly from 2021 to 2023:

- Sidewalk maintenance
- Road construction services
- Annual street rehabilitation and repair program

Figure 7.1. Mean Ratings for Planning & Development Services



Group Differences

Years of residence: Residents of 26 years or more rated sidewalk maintenance lower than residents of 6-10 years.

Age: Residents ages 61-70 rated sidewalk maintenance lower than residents 71 and over; respondents 61-70 rated road construction services lower than those ages 51-60.

Rent or own home: Homeowners rated sidewalk maintenance lower than renters.

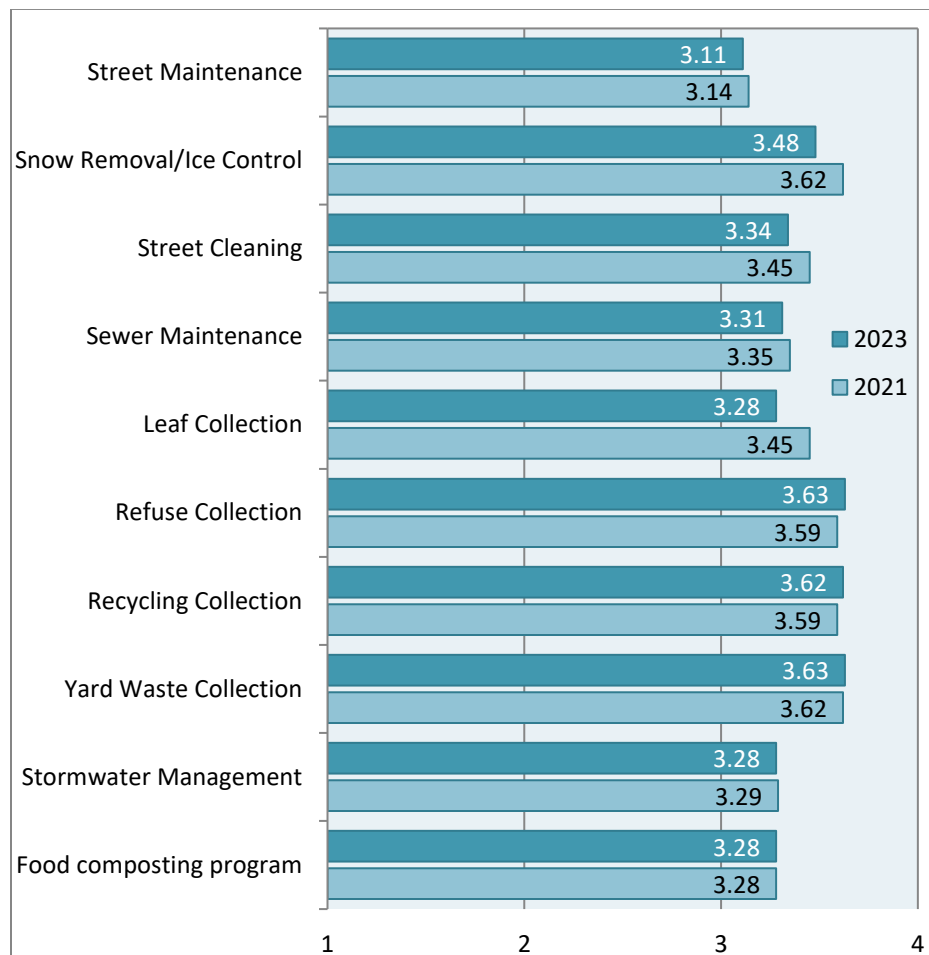
Zone: No statistically significant differences.

8. Public Works Services

Figure 8.1 provides the mean ratings for each of Westerville’s public works services. Survey participants were asked to rate each item on a scale ranging from 1 indicating “very poor” to 4 indicating “excellent.” All items had a mean score of at least 3.11. A number of services changed statistically significantly from 2021 to 2023:

- Street maintenance (lower)
- Snow removal/ice control (lower)
- Street cleaning (lower)
- Sewer maintenance (lower)
- Leaf collection (lower)
- Refuse collection (higher)

Figure 8.1. Mean Ratings for Public Works Services



Group Differences

Years of residence:

- Residents of Westerville for 11 years or more rated snow removal higher than those who have lived in the City for five years or fewer; residents of 6-10 rated snow removal higher than those of a year or less.

Age:

- Residents ages 51 and older rated snow removal higher than those 18-40; residents 71 and older also rated snow removal higher than the 41-50 age group.
- The 18-40 group rated leaf collection lower than all other age groups.
- Respondents ages 41-50 rated yard waste collection lower than those 71 and over.
- The 18-40 group rated stormwater management lower than the 51-60 group.

Rent or own home: Owners rated snow removal/ice control, trash collection, recycling collection, and yard waste collection higher than renters.

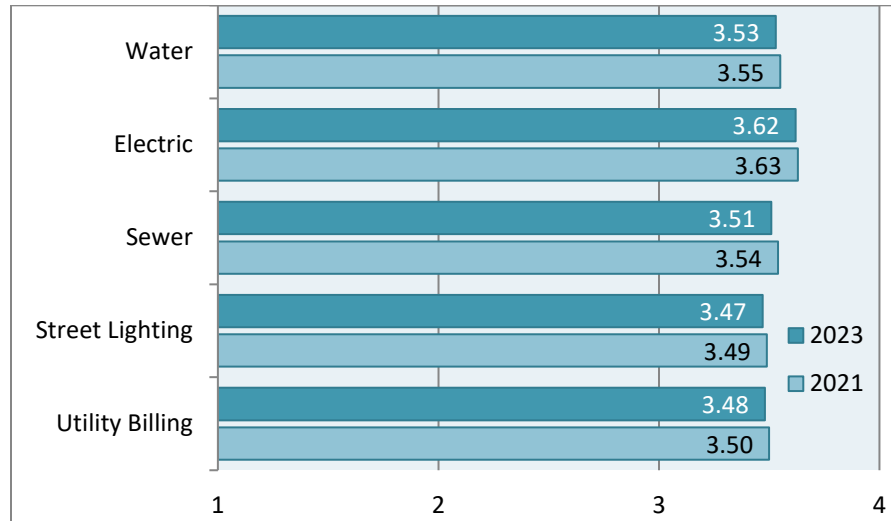
Zone:

- Zone 3 residents rated street maintenance higher than Zone 5 residents.
- Zone 4 residents rated snow removal/ice control higher than Zone 1 residents.
- Zone 2 residents rated leaf removal higher than Zone 1 residents.

9. Utility Services

Figure 9.1 provides the mean ratings for each of Westerville’s utilities services. Survey participants were asked to rate each item on a scale ranging from 1 indicating “very poor” to 4 indicating “excellent.” All mean scores were similar, ranging from 3.47 to 3.62. No scores changed statistically significantly from 2021.

Figure 9.1. Mean Rating for Utility Services



Group Differences

Years of residence: There were a number of statistically significant differences.

- Residents who have lived in Westerville 26 years or more rated water service higher than everyone except those who had been a resident for a year or less.
- Residents who have lived in Westerville 26 years or more rated electric service higher than all other groups except the 11-25 year residents; the 11-25 year group rated electric service higher than the 2-5 year residents.
- Residents of 26 or more years rated sewer service higher than the 2-5 year residents.
- Residents of 2-5 years rated utility billing lower than residents of 11 or more years.

Age:

- Residents ages 71 and older rated water service and street lighting higher than every group other than the 51-60 age group.
- Residents 18-40 rated electric service lower than all other age groups; the 41-50 age group rated it lower than the 71 and over group.
- Respondents ages 71 and over rated sewer service higher than those ages 18-50.
- The 18-40 group rated utility billing lower than all other age groups; the 41-50 and 61-70 groups rated it lower than the 71 and over group.

Rent or own home: Renters rated water service, electric service, sewer, and utility billing lower than homeowners.

Zone: No statistically significant differences.

10. Communications/Citizen Input Issues

Respondents were asked several questions about the most useful sources of information about City of Westerville issues and their level of use of and satisfaction with specific communication media. This section summarizes the findings from these questions.

As seen in Table 10.1, City publications are the most often chosen source of information about City issues (35%), followed by the City website. Not only do City publications continue to be the most selected, the percentage of people selecting them as an option continues to increase.

Table 10.1. What information source do you find MOST USEFUL/SECOND MOST USEFUL in staying informed of City related issues?

	1 st Choice	1 st Choice	2 nd Choice	2 nd Choice
Response	2023	2021	2023	2021
City Publications	35.1%	22.4%	20.9%	16.3%
City Website (www.westerville.org)	19.1%	20.8%	22.6%	18.1%
Social Media (e.g., Facebook, Twitter, YouTube)	14.1%	16.6%	13.4%	12.4%
Email newsletter	8.7%	8.6%	7.1%	7.2%
Broadcast (TV) News	6.8%	8.2%	4.9%	5.1%
Word of Mouth	4.1%	3.8%	14.5%	12.3%
Columbus Dispatch	2.0%	2.4%	3.4%	4.0%
Tell Westerville Mobile App	1.8%	1.5%	2.7%	2.6%
Public Meetings	0.4%	0.2%	1.0%	1.3%
Other*	0.7%	0.9%	1.3%	1.4%

* A list of "other" responses is provided verbatim in Appendix C.

Group Differences

Group differences analysis tested whether there were differences in the selection of City publications at all (as a first or second choice).

Years of residence: Residents of 2-5 years were most likely to select City publications (65%, versus 47-56% of others).

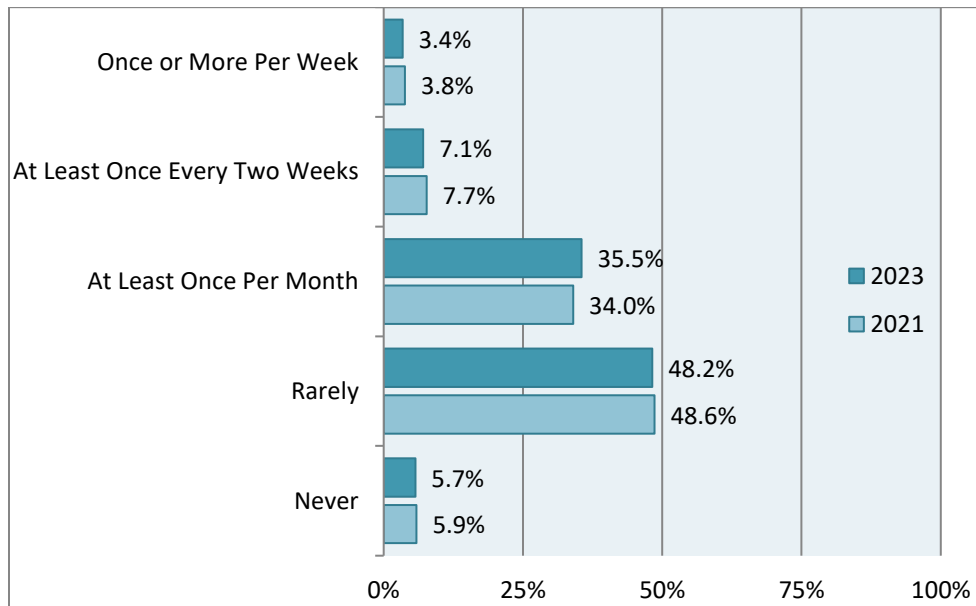
Age: Residents ages 51-60 were less likely to select City publications (51%, versus 59-63% of other age groups).

Rent or own home: Owners were more likely to select City publications (57% versus 38%).

Zone: No statistically significant differences.

Figure 10.1 shows that the vast majority of respondents, when asked, said they had visited the City website (94%). However, nearly half of respondents (49%) report only visiting the website “rarely.” The frequency of visiting the website did not change statistically significantly from 2021.

Figure 10.1. How often do you visit the Westerville website?



Group Differences

Years of residence: No statistically significant differences.

Age: Those ages 71 and older were most likely to not have visited the website (9% versus 4-5% of other groups).

Rent or own home: Renters were more likely to have not visited the website (13% versus 5%).

Zone: No statistically significant differences.

Respondents who reported that they visit the City website at least once a month or more were asked, “For what reason or reasons do you visit the City of Westerville website?” Responses were reviewed and coded into categorical themes. Table 10.3 provides the categories as well as the percentage of respondents whose response fell into each category. Note that, because up to two responses were coded for each respondent, the total percentage will exceed 100.

Respondents most often visited the City of Westerville website to find general information or updates (37%). The next most common reason (29%) was to get information about things to do or the calendar of events, followed by information about city services and programs (28%) and information about Parks & Recreation events or services (17%).

Table 10.2. For what reason or reasons do you visit the City of Westerville Website?

Categorical Response	%
General information, news, updates (no other detail), looking for answers to questions (unspecified)	37.4%
Calendar of events/info about activities, events, or festivals; things to do around town	28.6%
Information on services/programs in general; or specific service info (garbage collection, leaf collection, utilities)	27.6%
Information on Parks & Rec services/events/classes (including rec center info, classes/signing up for classes, community center, etc.)	16.5%
Bills/billing information	8.6%
Contact information/phone numbers	6.9%
Construction updates/street maintenance info/road projects/traffic	4.7%
Register/reservation/sign-up (type not specified, "events," "classes," "programs," etc.)	3.3%
Information about permits; regulations/policies/zoning/codes/laws/procedures	2.9%
Tax information/forms	2.7%
Info about City Council/meetings	2.0%
Job opportunities/openings	1.9%
Hours of operation for city services or businesses	1.8%
Senior info (e.g., Senior Golf League, Senior Center)	1.4%
City planning/initiatives/developments/projects/how tax money is being spent	1.2%
Information about meetings (type not specified)	1.2%
Weather or emergency-related information (e.g., emergency conditions, road conditions, closings, outages)	1.1%
Report issues/service request	1.1%
Info about other Boards and Commissions/meetings	0.8%
School information	0.5%
Schedules (type not specified)	0.5%
Information on COVID-19	0.1%
Submit complaint	0.1%

Respondents who reported that they visited the City website at least once a month or more also were asked a few follow-up questions regarding their opinions about the website. As shown in Figures 10.2 and 10.3, the vast majority of respondents agreed that the website is easy to navigate (88%) and

provides useful information (95%). The responses to both items changed statistically significantly from 2021 to 2023.

Figure 10.2. The Westerville website (www.westerville.org) is easy to navigate to the information I want.

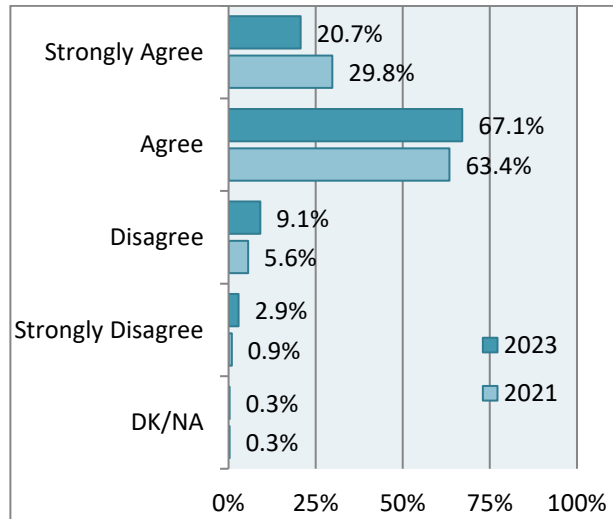
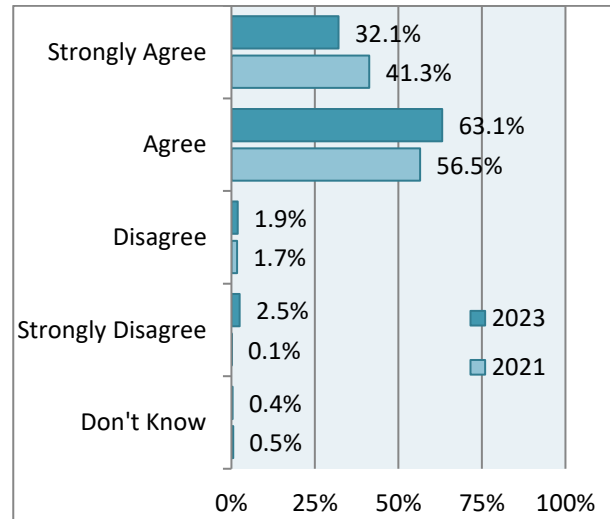


Figure 10.3. The Westerville website provides useful information.



Group Differences

Years of residence: No statistically significant differences.

Age: Those in the 18-40 range were less likely to agree that the website is easy to navigate (80% versus 88-91% of others); they were also less likely to strongly agree that the website provides useful information (28%, versus 31-38% of other groups).

Rent or own home: No statistically significant differences.

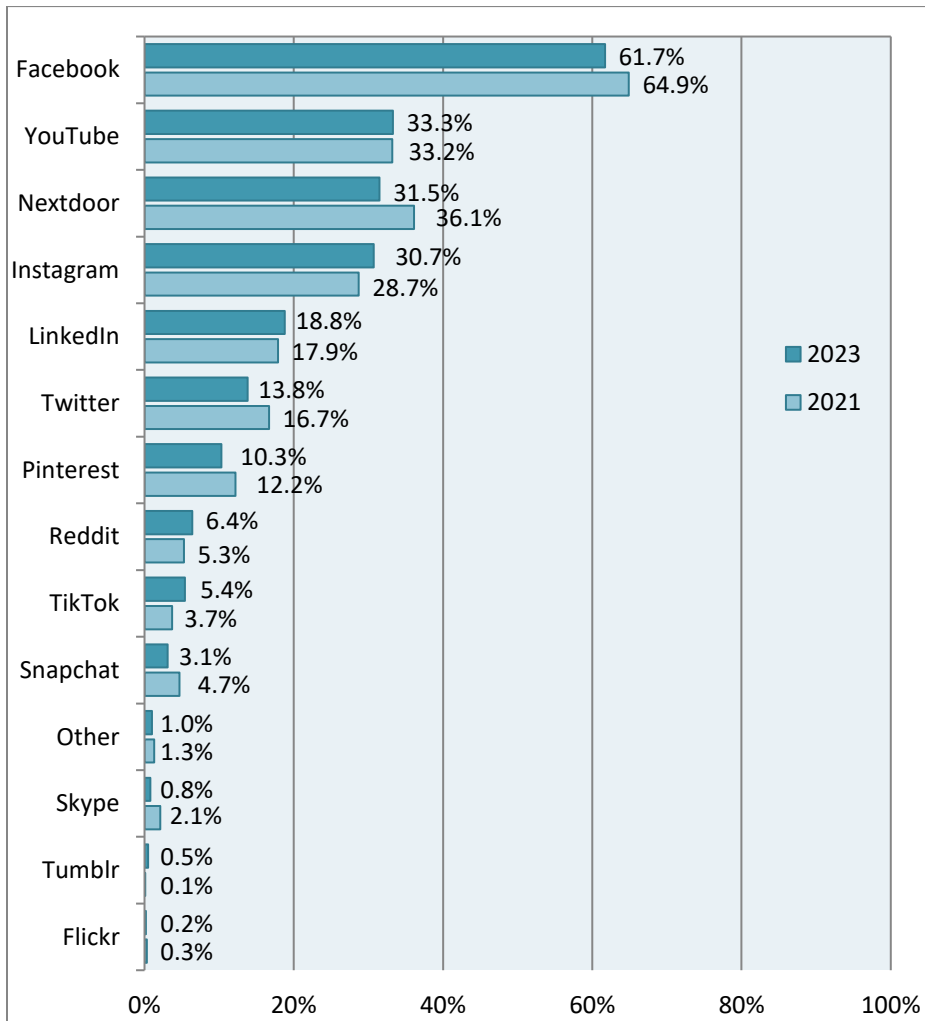
Zone: No statistically significant differences.

Respondents were asked which forms of social media they use most regularly. As in years past, Facebook is the most common response (62%). The use of YouTube became the second most common response following a decline in people who mentioned Nextdoor, the second most common response in 2021.

While TikTok saw a significant increase in mentions, several other social media platforms saw a statistically significant decline in use, including:

- Facebook
- Nextdoor
- Twitter
- Pinterest
- Snapchat
- Skype

Figure 10.4. Social Media Use



* A list of "other" responses is provided verbatim in Appendix C

Group Differences

Group differences analysis tested whether there were differences in the selection of "Facebook."

Years of residence: No statistically significant differences.

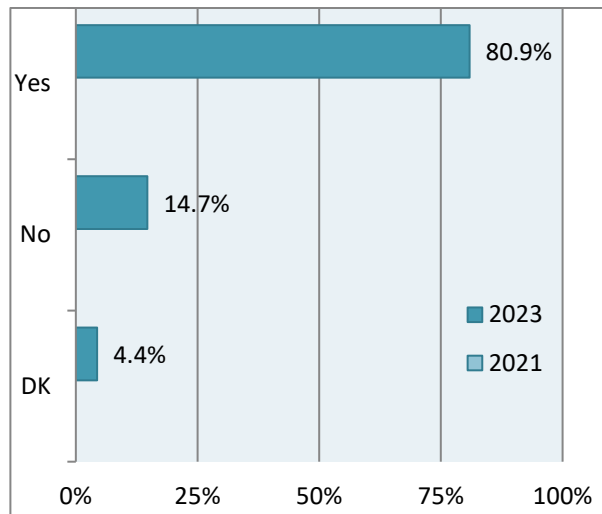
Age: Use of Facebook was highest among the 41-50 age group (70%) and lowest among the 18-40 group (61%) and the 71 and older group (54%).

Rent or own home: No statistically significant differences.

Zone: No statistically significant differences.

Figure 10.5 shows the results of a question asking whether the respondent read the City of Westerville Annual Report/Resident Guide; about 81% of respondents stated they had read the report. It should be noted this question was not included in the 2021 survey, so no comparison data are available.

Figure 10.5. Did you read the City of Westerville Annual Report/Resident Guide mailed to your home?



Group Differences

Years of residence: Residents of 2-10 years were more likely to have read the annual report (89-90% versus 82-84% of other groups).

Age: No statistically significant differences.

Rent or own home: Renters were less likely to read the annual report (68% versus 86%).

Zone: Zone 2 residents were more likely to have read the guide than those in Zones 3 and 5 (87% versus 79-80%).

In Figures 10.6 – 10.8, the results are shown for three questions asking about the Westerville Community Recreation Guide. Only respondents who said “yes” to the question about having read the guide were asked the two items about its usefulness and their use of the guide. About 92% of respondents indicated that they read the recreation guide, while 96% said they found the recreation guide useful regarding a community event, program, or service. In terms of using the recreation guide to register for classes with Westerville Parks & Recreation, about 59% of respondents stated that they had done so. None of these items varied significantly from the results in 2021.

Figure 10.6. Do you read the Westerville Community Recreation Guide (Parks & Recreation) that is mailed to your home each quarter?

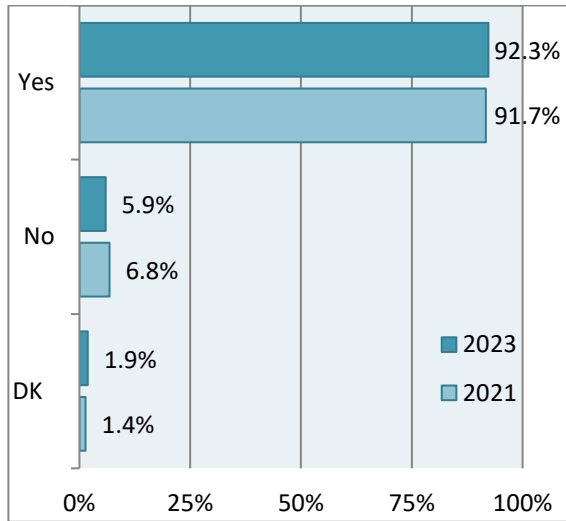


Figure 10.7. Have you found information in the Westerville Community Recreation Guide useful regarding a community event, program or service?

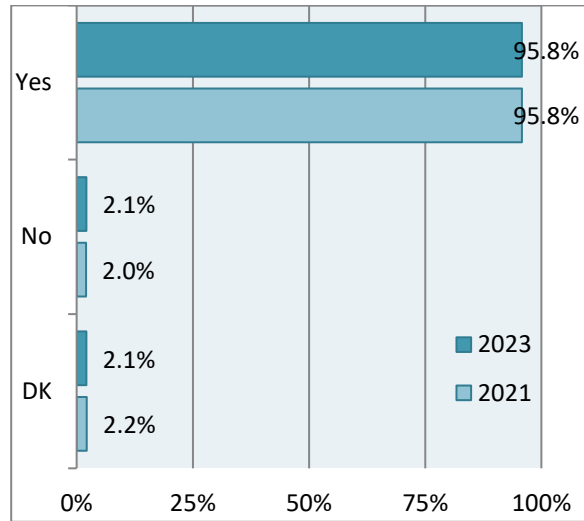
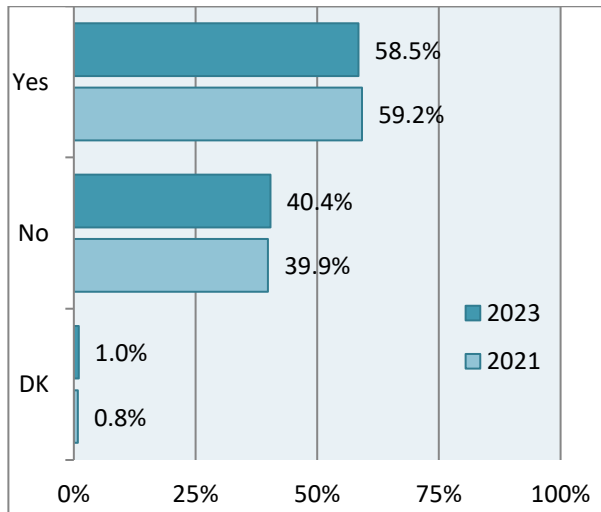


Figure 10.8. Have you used the Westerville Community Recreation Guide to register for a class with Westerville Parks & Recreation?



Group Differences

Years of residence: Residents of six or more years were more likely to have used the guide to register for a class (61-63% versus 41-49% of newer residents).

Age: Those ages 41-70 were more likely to have used it to register for classes (62-66% versus 53-77% of other groups).

Rent or own home: Renters were less likely to read the recreation guide than homeowners (82% versus 95%), as well as to have used it to register for classes (45% versus 60%).

Zone: Zone 3 residents were less likely to have read the guide (96% versus 97-99%).

Additionally, the section asked two questions regarding the City’s social media accounts. Figures 10.9 and 10.10 show the results of these two items. Over a third (36%) of respondents said they have visited, liked, or followed a City social media account within the past year. Among those who did, over 93% found the content useful and/or entertaining. It should be noted that similar questions in previous surveys only referenced Facebook; as such, comparison data for past years are not available for these items.

Figure 10.9. Have you visited, liked, or followed a City of Westerville social media account within the past 12 months?

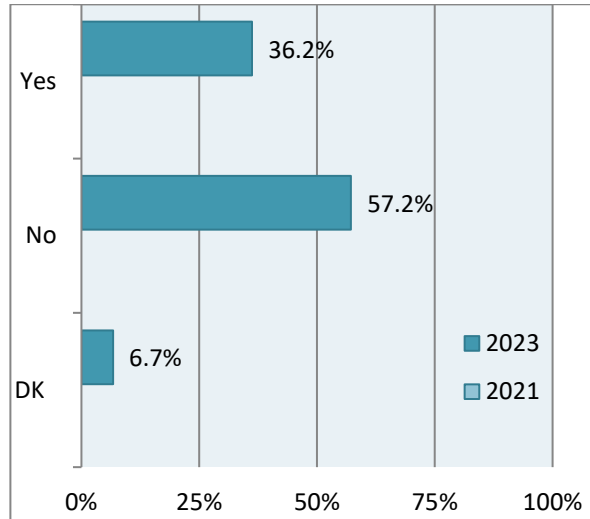
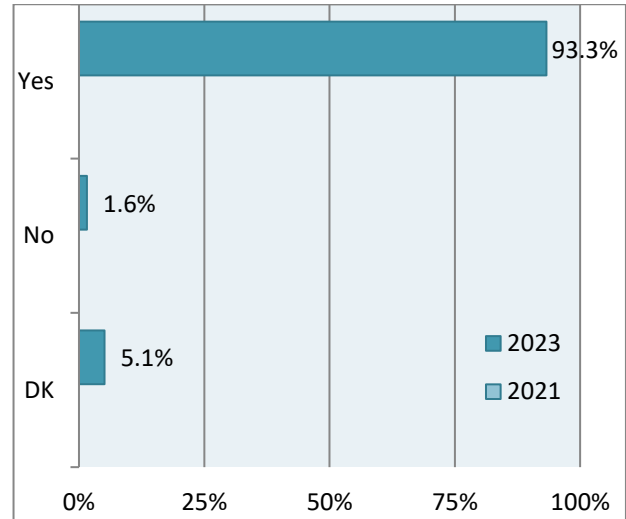


Figure 10.10. Have you found the information on any City of Westerville social media accounts useful and/or entertaining?



Group Differences

Years of residence: Residents of 11 years or more were less likely to have interacted with City social media (32-37%, versus 45-53% of newer residents).

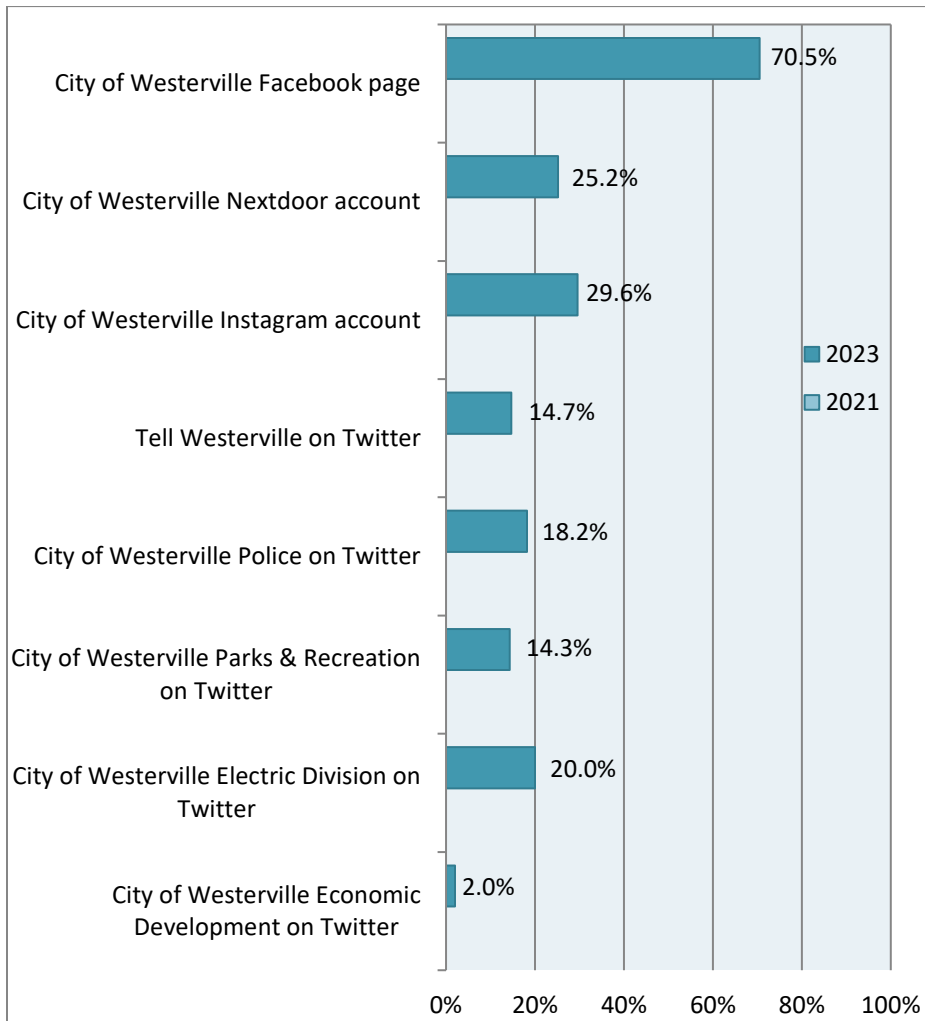
Age: The likelihood of interacting with City social media decreased as age increased, from 64 percent in the 18-40 group to just 21 percent in the 71 or older age group.

Rent or own home: No statistically significant differences.

Zone: No statistically significant differences.

Respondents were also asked which City accounts they had visited, liked, or followed within the past 12 months. Figure 10.10 shows the results of this question. Nearly 71% indicated the City Facebook page, about 30% mentioned the Instagram account, and 25% mentioned the Nextdoor account. Responses for various City Twitter accounts ranged from two to 20 percent.

Figure 10.10. Social Media Accounts



Group Differences

Group differences analysis tested whether there were differences in the selection of “City of Westerville Facebook page.”

Years of residence: As length of residence increased, so did the likelihood of selecting the City of Westerville Facebook page (from 57% of residents of a year or less to 77% of residents of 26 or more years).

Age: The 71 and older group and the 18-40 group were least likely to select the City of Westerville Facebook page (61-66% versus 72-82% of other age groups).

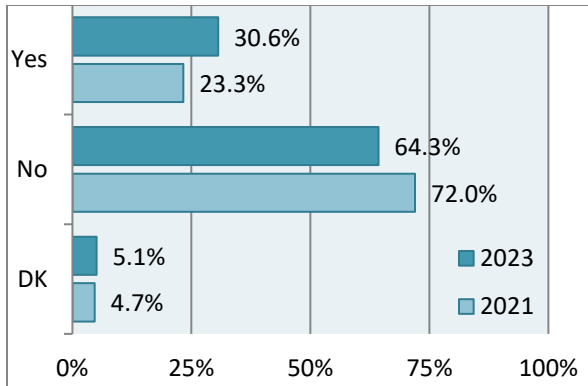
Rent or own home: No statistically significant differences.

Zone: No statistically significant differences.

Figure 10.11 shows the results of a question asking about respondents’ awareness of the City of Westerville’s mobile app. It should be noted that the app was previously called “My Westerville,” but

the name has changed to “Tell Westerville.” Familiarity with the app increased in a statistically significant fashion, with 31% of respondents in 2023 indicating they were aware of the app.

Figure 10.11. Are you aware that the City of Westerville has a mobile app, “Tell Westerville”?



Group Differences

Years of residence: Residents of one year or less were less likely to be aware of the app (23% versus 29-41% of others).

Age: Awareness of the app was lowest among those ages 71 and older (25%, versus 30-42% of other age groups).

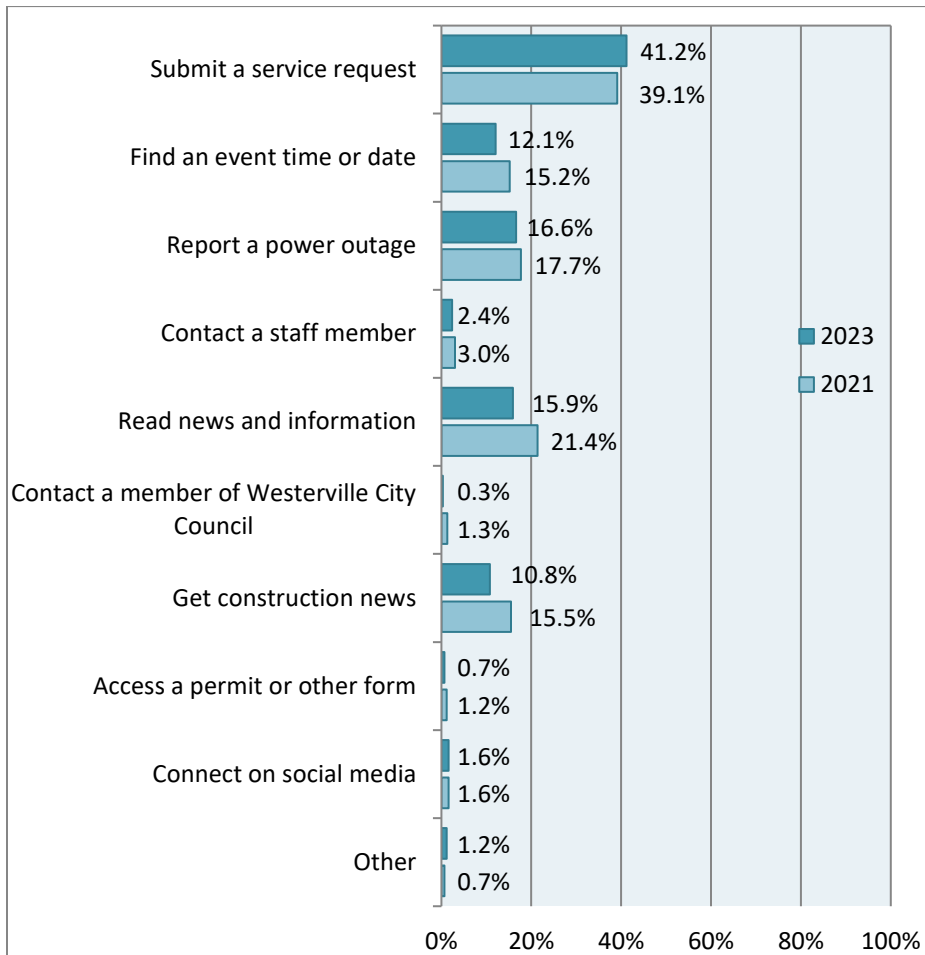
Rent or own home: Renters were less likely to be aware of the app (24%, versus 33% of owners).

Zone: No statistically significant differences.

The final question in this section asked those respondents who were aware of the “Tell Westerville” app what functions they may have used in the app. The most frequent response was submitting service requests (41%), while respondents were least likely to use it to contact a member of City Council or access a permit or other form (less than 1%). The following items were statistically significantly lower than they were in 2021:

- Read news and information
- Contact a member of Westerville City Council
- Get construction news

Figure 10.12. Functions used in Tell Westerville app



Group Differences

Group differences analysis tested whether there were differences in the selection of “submit a service request.”

Years of residence: No statistically significant differences.

Age: Likelihood to submit a request was lower for those ages 61 and older (31-33%, versus 45-57% of other age groups).

Rent or own home: Renters were less likely to have used the app to submit a service request (12% versus 43% of owners).

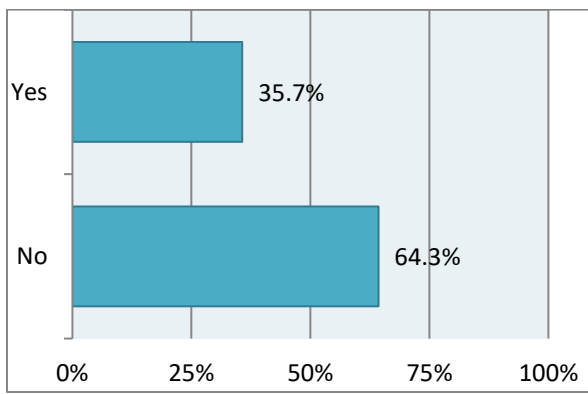
Zone: No statistically significant differences.

11. Current Events/Strategic Planning

Similar to past administrations of the City of Westerville Resident Survey, in 2023 a customized set of questions was included; this year's section was designed to assess residents' opinions on issues of interest to the City of Westerville. Because these items are intended to be "one-off" questions rather than being repeated, year-to-year comparisons are not included.

The section begins by asking respondents if they have noticed calls for Board and Commission service in social media, via postcards, or other communications from the City. Most (64%) had not noticed the calls.

Figure 11.1. Have you noticed annual calls for Board and Commission service on social media, via postcard or another source from the City of Westerville?



Group Differences

Years of residence: As length of residence increased, likelihood of noticing calls increased (15% for residents of one year or less to 41% for residents of 26 years or more).

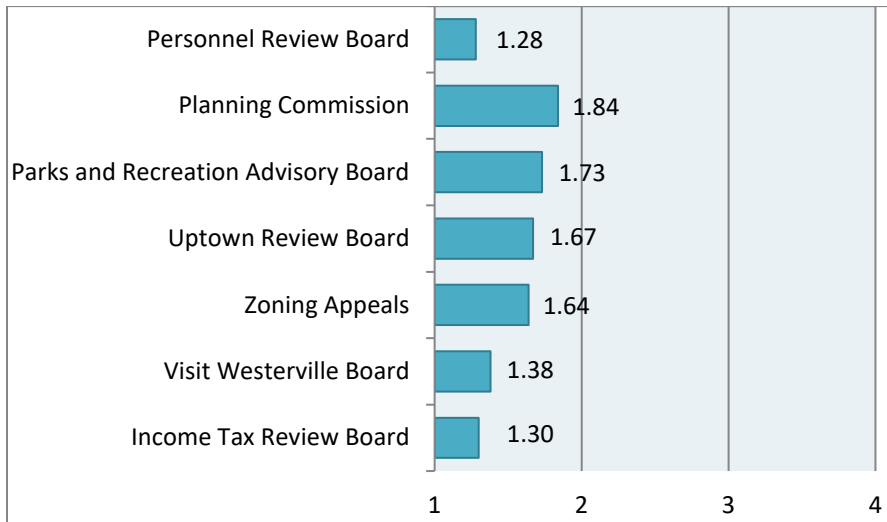
Age: As age increased, likelihood of noticing calls increased (24% for residents ages 18-40 to 41% for residents ages 71 and over).

Rent or own home: Renters were less likely to have noticed calls (21% versus 37% of owners).

Zone: No statistically significant differences.

All respondents were next asked about their familiarity with a number of City of Westerville Boards and Commissions on a 1-4 scale, with 1 indicating "not at all familiar" and 4 indicating "very familiar." As seen in Figure 11.2, familiarity with all boards and commissions was relatively low, with mean scores ranging from 1.28 (Personnel Review Board) to 1.84 (Planning Commission).

Figure 11.2. Familiarity with City Boards and Commissions



Group Differences

Years of residence: Generally speaking, familiarity with boards and commissions was greater for those who had been residents longer.

Age: In general, the 18-40 age group was less familiar with boards and commissions.

Rent or own home: Renters were less familiar with all boards and commissions except the Visit Westerville Board.

Zone:

- Zone 5 residents were more familiar with the Planning Commission than residents of other zones (36% versus 17-23% of other zones).
- Zone 5 residents were also more familiar with the Uptown Review Board (44% versus 14-20% of other zones).
- Zone 5 residents were more familiar with the Zoning Appeals Board (36% versus 12-15% of other zones).

Respondents were next asked whether they have ever posted a comment or question on the City’s social media accounts; those who had were asked whether they received a satisfactory response to their post. As can be seen in Figures 11.3 and 11.4, while the vast majority (97%) had not posted a question or comment, among those who had, only 10% said they did not receive a satisfactory response.

Figure 11.3. Have you posted a comment or a question on the City of Westerville on social media?

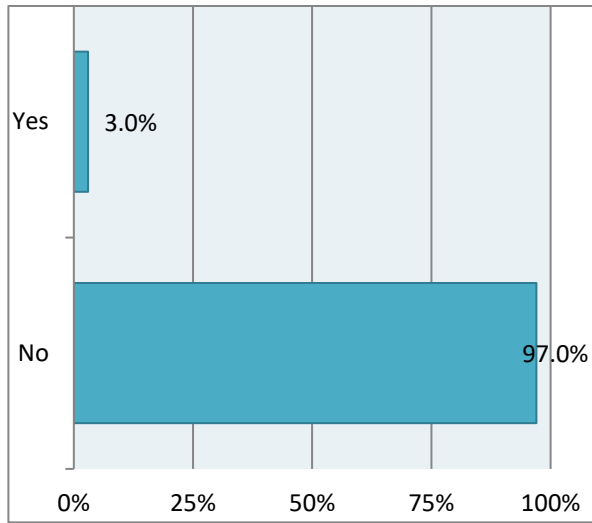
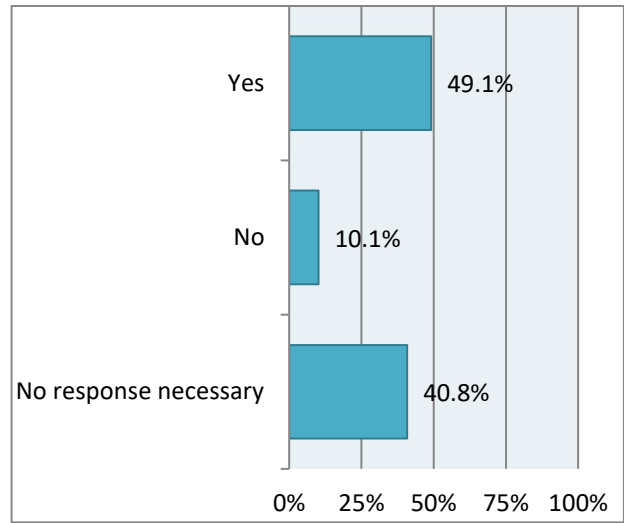


Figure 11.4. Did you receive a satisfactory response to your comment or question?



Group Differences

Years of residence: No statistically significant differences.

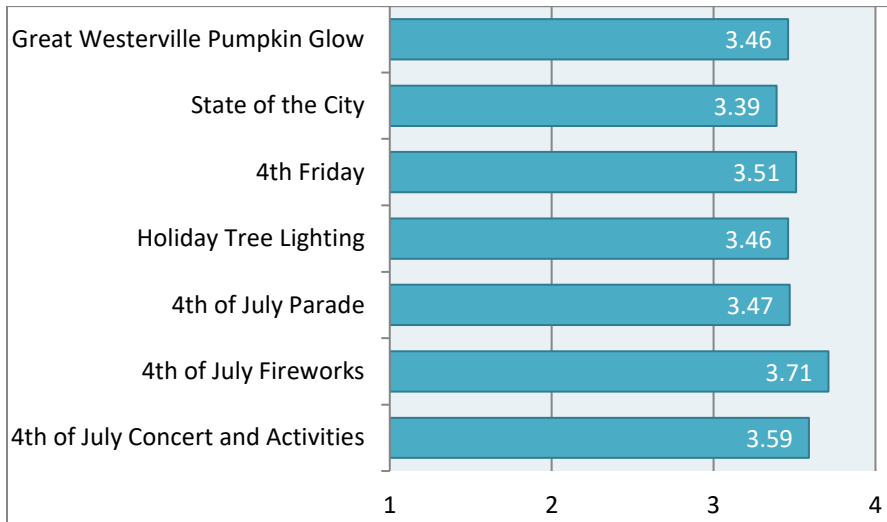
Age: As age increased, likelihood of having interacted with City social media decreased (from 14% of 18-40 to 3% of those 71 and older).

Rent or own home: No statistically significant differences.

Zone: No statistically significant differences.

For any special events they had attended, respondents were asked to rate their satisfaction with those events. Responses could range from 1 (not at all satisfied) to 4 (very satisfied). All ratings were at least 3.39, indicating high levels of satisfaction, as seen in Figure 11.5. The highest rated item was the 4th of July fireworks, and the lowest rated item was the State of the City.

Figure 11.5. How satisfied were you with the following event you attended?



Group Differences

Years of residence: No statistically significant differences.

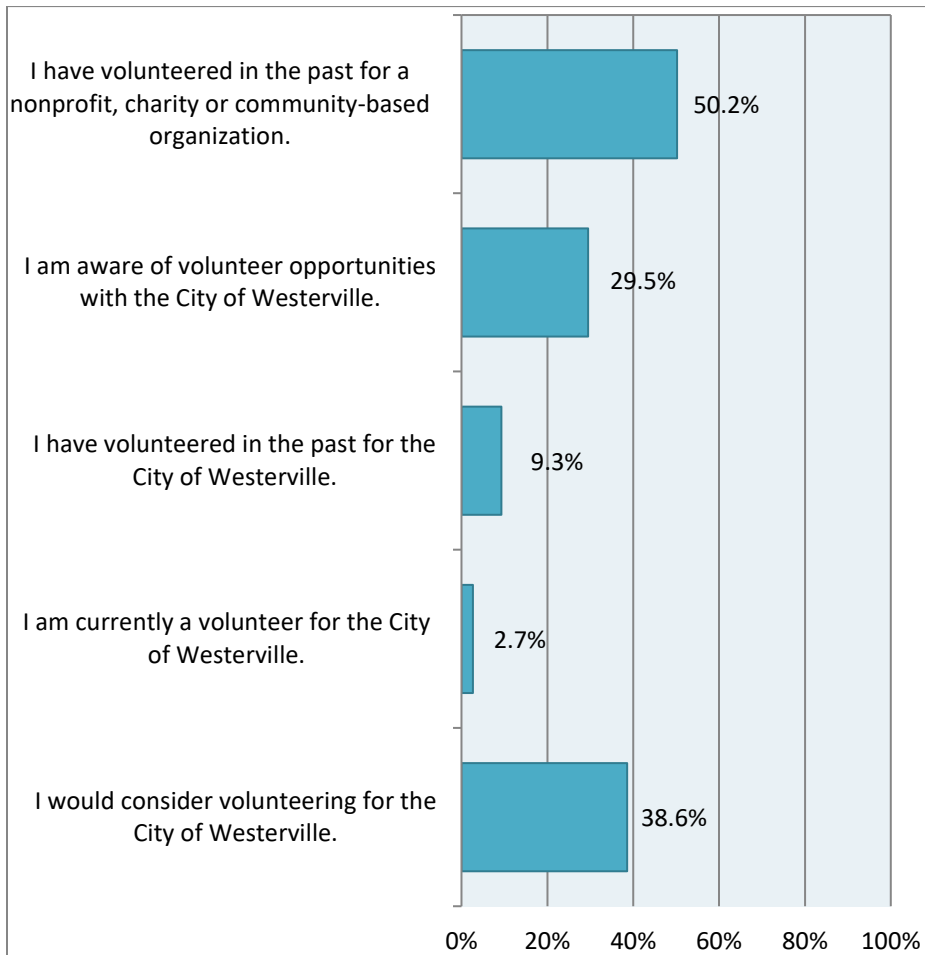
Age: Respondents ages 51-60 rated the Great Westerville Pumpkin Glow and the 4th of July concert and activities higher than those ages 18-40; in fact, respondents in the 51-60 category rated the 4th of July concert and activities higher than all other age groups.

Rent or own home: Renters rated the Great Westerville Pumpkin Glow higher than owners.

Zone: No statistically significant differences.

Next, respondents were given a series of statements relating to volunteering and asked whether those statements apply to them; Figure 11.6 shows the results. About half of respondents said they had volunteered in the past, and about 30 percent were aware of volunteer opportunities with the City. Nine percent said they had volunteered in the past for the City, and three percent said they currently volunteer with the City. About 39 percent said they would consider volunteering with the City.

Figure 11.6. The following statements relate to volunteering. Please select all that apply to you:



Group Differences

Years of residence: Several differences arose:

- Residents of five years or fewer were less likely to have volunteered at all in the past (42-45% versus 51-54% of other groups).
- As residency increased, awareness of City volunteer opportunities increased (15% of residents of one year or less to 34% of residents of 26 or more years).
- As residency increased, past participation in City volunteer opportunities increased (2% of residents of one year or less to 11% of residents of 26 or more years).
- As residency increased, consideration of volunteering for the City decreased (52% of residents of a year or less to 31% of residents of 26 or more years).

Age: Three differences were found:

- Residents 41-60 were more likely to have volunteered at all in the past (56-59% versus 45-49% of other age groups).
- As age increased, awareness of City volunteer opportunities increased (22% of 18-40 to 35% of 71 and older).

- As age increased, consideration of volunteering for the City decreased (52% of residents 18-40 to 26% of residents of 71 and older).

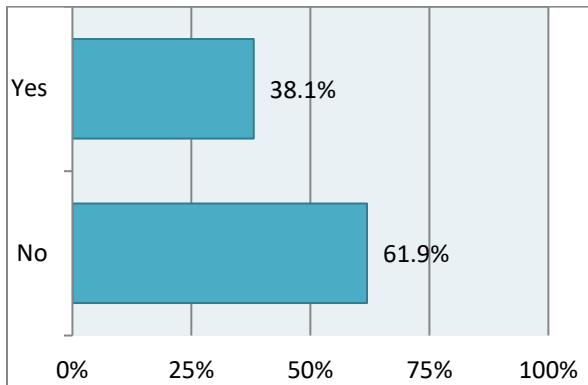
Rent or own home: Two differences were found:

- Renters were less likely to have volunteered (38% versus 51% of owners).
- Renters were less aware of City volunteer opportunities (22% versus 30% of owners).

Zone: Zone 3 residents were more likely to be current City volunteers than other zones (6% versus 2-3% of other zones); Zone 5 residents were more likely to say they would consider volunteering for the City (53% versus 37-44% of other zones).

The next question asked respondents if they are aware of the Westerville Citizen Academy. Figure 11.7 shows that over a third (38%) said they were aware of the Academy.

Figure 11.7. Are you aware of the Westerville Citizen Academy?



Group Differences

Years of residence: As residence increased, awareness increased (11% of residents of a year or less to 43% of residents of 26 years or more).

Age: Respondents in the 18-40 age range were less aware (28% versus 38-46% of other groups).

Rent or own home: Renters were less aware (24% versus 39% of owners).

Zone: Zone 5 residents were more aware of the Citizen Academy (61% versus 31-46% of other zones).

Respondents were also asked about their awareness of Westerville TV; those who indicated they were aware were asked if they had watched Westerville TV within the past 12 months. The results of these items can be seen in Figure 11.8 and 11.9. About a quarter said they were aware of Westerville TV; of those, a quarter had watched Westerville TV within the past twelve months.

Figure 11.8. Are you aware of Westerville TV?

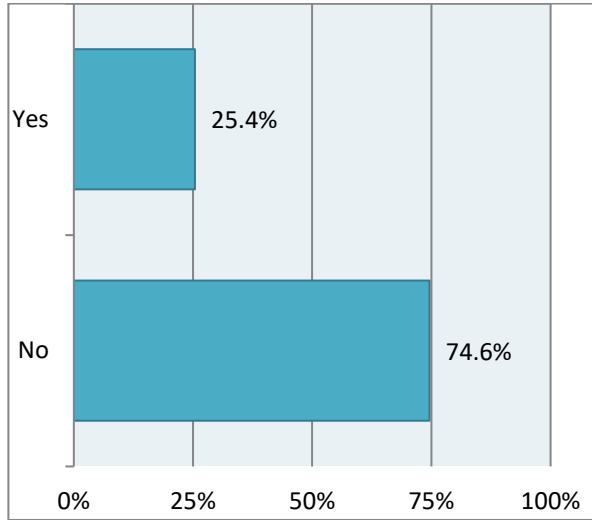
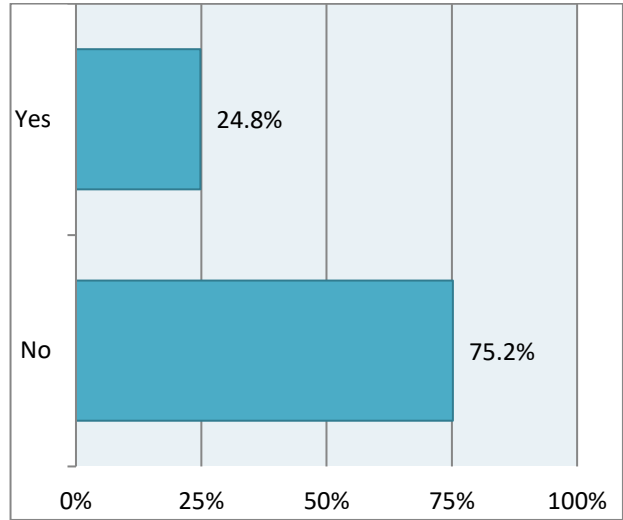


Figure 11.9. Have you watched Westerville TV within the past 12 months?



Group Differences

Years of residence: As length of residence increased, awareness increased (from 9% of residents of a year or less to 33% of residents of 26 or more years).

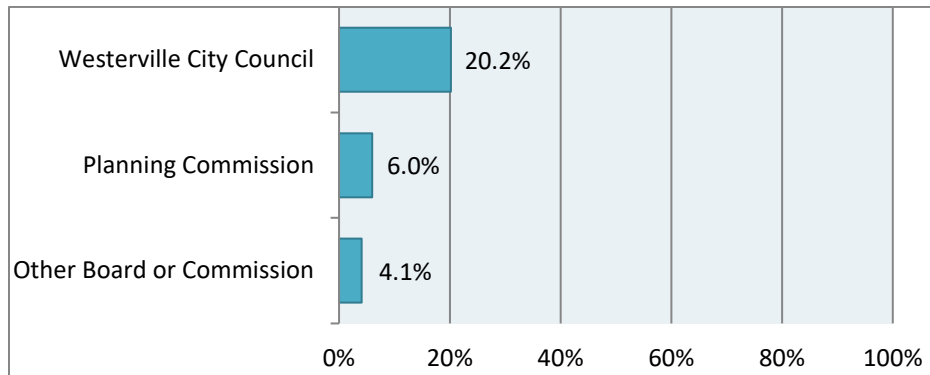
Age: As age increased, awareness increased (from 10% of residents 18-40 to 32% of residents 71 or older).

Rent or own home: No statistically significant differences.

Zone: No statistically significant differences.

Next, respondents were asked to indicate whether they had watched a number of council or commission meetings live or recorded. As can be seen in Figure 11.10, about one in five said they had watched a City Council meeting, while six percent said they had watched a Planning Commission meeting and just four percent said they had watched another board or commission meeting.

Figure 11.10. Please select all of the following that you have watched a live or recorded public meeting.



Group Differences

Years of residence: As length of residence increased, likelihood of having watched a City Council meeting increased (from 4% of residents of a year or less to 27% of residents of 26 or more years). Also, likelihood of watching a Planning Commission increased (from 1% of residents of a year or less to 8% of residents of 26 or more years).

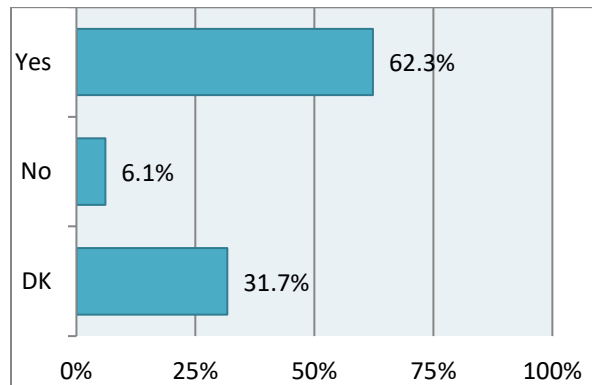
Age: As age increased, likelihood of having watched a City Council meeting increased (from 9% of residents ages 18-40 to 23% of residents 71 or older). Residents ages 71 and older were more likely to have watched a Planning Commission meeting (9% versus 3-6% of older age groups).

Rent or own home: Renters were less likely to have watched a City Council meeting (8% versus 21% of owners) or a Planning Commission meeting (1% versus 6% of owners).

Zone: Zone 5 residents were more likely to have watched a City Council meeting (37% versus 19-23% of other zones), Planning Commission meetings (12% versus 3-9% of other zones), and other Board or Commission meetings (14% versus 1-4% of other zones).

Residents were asked whether they would support the City offering Internet service via fiber-to-the-home (FTTH) expansion; Figure 11.11 provides the results. Only six percent said they would not support the FTTH expansion, but also nearly a third (32%) said they did not know.

Figure 11.11. Would you support City of Westerville-offered Internet service via a fiber-to-the-home (FTTH) expansion?



Group Differences

Years of residence: Residents who have lived in Westerville 26 years or more were less likely to support FTTH (56% versus 64-72% of other groups).

Age: As age increased, support for FTTH decreased (from 76% of those ages 18-40 to 53% of those ages 71 and older).

Rent or own home: No statistically significant differences.

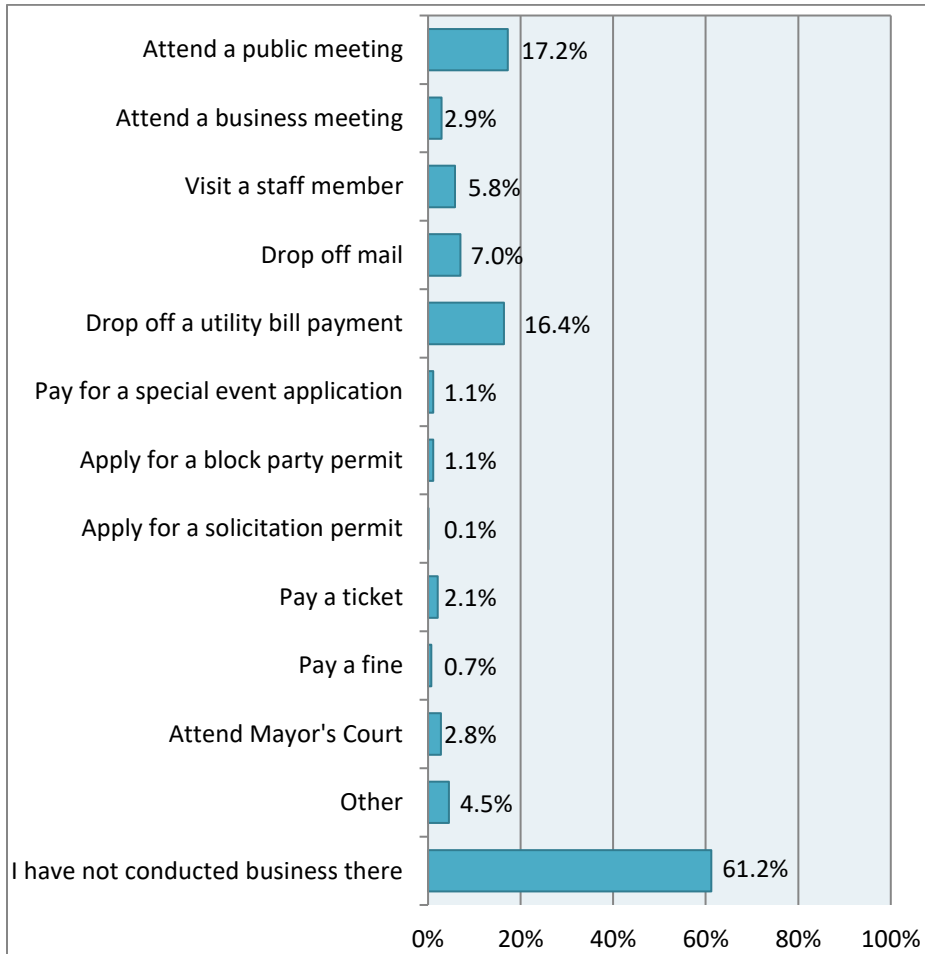
Zone: No statistically significant differences.

The next two questions asked respondents about whether they had conducted various types of in-person City business at two different locations: Westerville City Hall and the City building at 64 E. Walnut

St. The results for the City Hall question can be found in Figure 11.12, and the results for the E. Walnut St. location can be found in Figure 11.13.

Regarding City Hall, about 39 percent said they had conducted in-person business at City Hall. The most common reasons given were to attend a public meeting (17%) and to drop off a utility bill payment (16%).

Figure 11.12. Have you conducted business in-person at Westerville City Hall in the past for one or more of these reasons:



Group Differences

Years of residence: As length of residence increased, likelihood increased for:

- Attending a public meeting (from 4% to 23%)
- Visiting a staff member (from 1% to 9%)
- Dropping off mail (from 6% to 9%)
- Dropping off a utility payment (from 6% to 21%)
- Attending Mayor's Court (from 0% to 4%)
- Other (from 1% to 5%)

Age: As age increased, likelihood increased for:

- Attending a public meeting (from 8% to 22%)
- Visiting a staff member (from 3% to 9%)
- Dropping off a utility payment (from 9% to 21%)
- Other (from 1% to 6%)

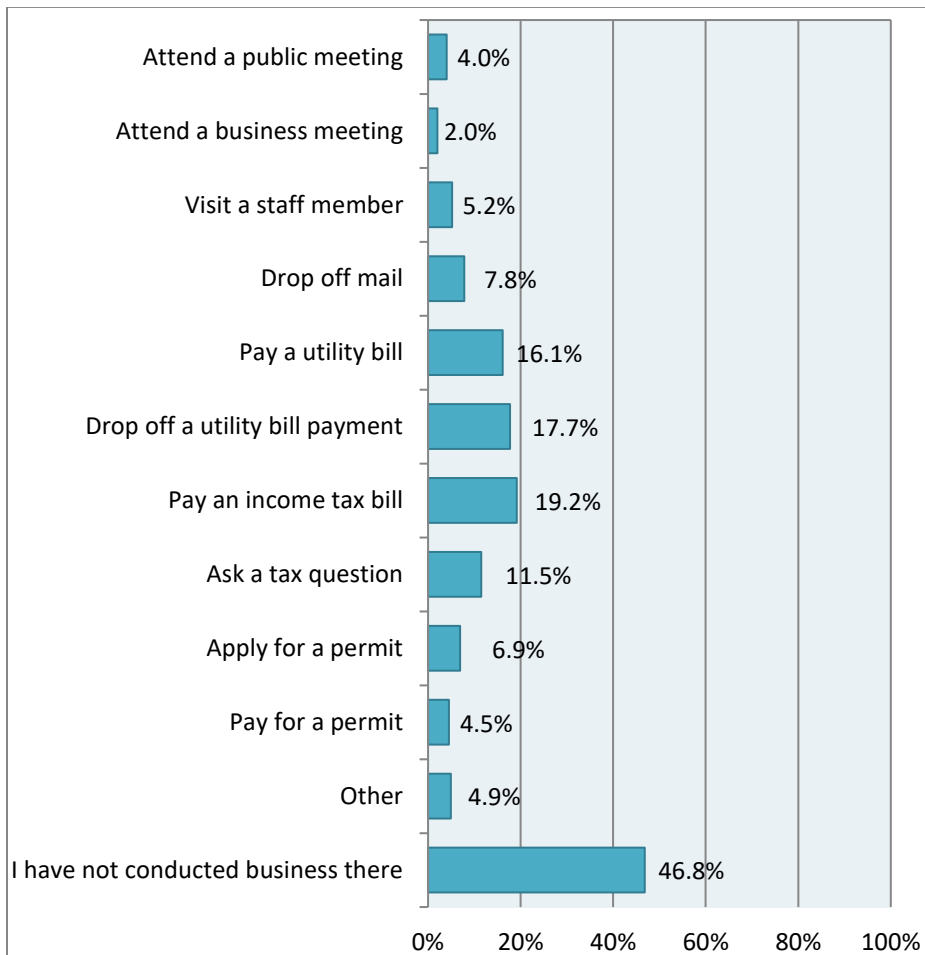
Rent or own home: Renters were less likely to attend a public meeting (5% versus 18% of owners) but more likely to pay a fine (3% versus 1% of owners).

Zone:

- Zone 5 residents were more likely to attend a public meeting (41% versus 15-22%)
- Zone 5 residents were more likely to have dropped off mail (25% versus 6-9%)

Respondents were also asked what business they have conducted in-person at the City building located at 64 E. Walnut St. About 53 percent of respondents indicated they had conducted business at that location; the most common responses were to pay an income tax bill (19%) and to drop off a utility bill payment (17.7%).

Figure 11.13. Have you conducted business in-person at the City building at 64 E. Walnut St. in the past for one or more of these reasons:



Group Differences

Years of residence: As years of residence increased, likelihood increased for:

- Attending a public meeting (0% to 6%)
- Visiting a staff member (2% to 8%)
- Dropping off mail (4% to 10%)
- Paying a utility bill (9% to 20%)
- Dropping off a utility bill payment (4% to 22%)
- Paying an income tax bill (4% to 21%)
- Asking a tax question (5% to 13%)
- Applying for a permit (3% to 9%)

Age: As age increased, likelihood increased for:

- Attending a public meeting (2% to 7%)
- Visiting a staff member (3% to 8%)
- Dropping off mail (4% to 8%)
- Paying a utility bill (9% to 17%)
- Dropping off a utility bill (10% to 20%)
- Paying an income tax bill (15% to 18%)
- Asking a tax question (8% to 13%)
- Other (2% to 6%)

Rent or own home: Renters were less likely to:

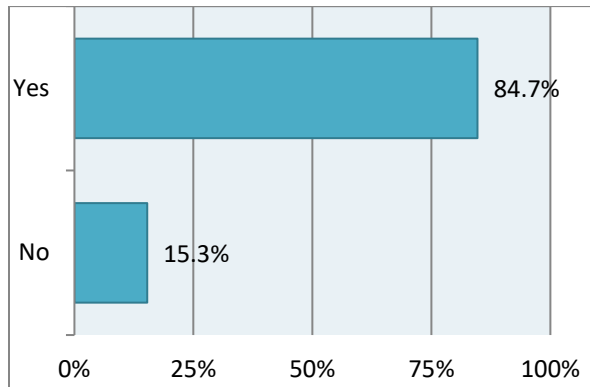
- Visit a staff member (0% versus 6% of owners)
- Drop off mail (3% versus 8% of owners)
- Pay an income tax bill (12% versus 20% of owners)
- Apply for a permit (0% versus 7% of owners)
- Pay for a permit (0% versus 5% of owners)

Zone:

- Zone 5 residents were more likely to attend a public meeting (12% versus 3-6%)
- Zone 5 residents were more likely to attend a business meeting (10% versus 1-2%)
- Zone 5 residents were more likely to visit a staff member (18% versus 3-6%)
- Zone 5 residents were more likely to pay a utility bill (31% versus 14-22%)
- Zone 5 residents were more likely to drop off a utility bill payment (37% versus 15-19%)
- Zone 3 residents were more likely to conduct other business (8% versus 2-7%)

Respondents were also asked whether they would support a “one-stop” location for all City-based business purposes. Nearly 85 percent of respondents said they would support such a location, as can be seen in Figure 11.14.

Figure 11.14. Would you support a “one-stop” location for all business purposes at one location?



Group Differences

Years of residence: As years of residence increased, support for a one-stop location decreased (from 91% to 83%).

Age: No statistically significant differences.

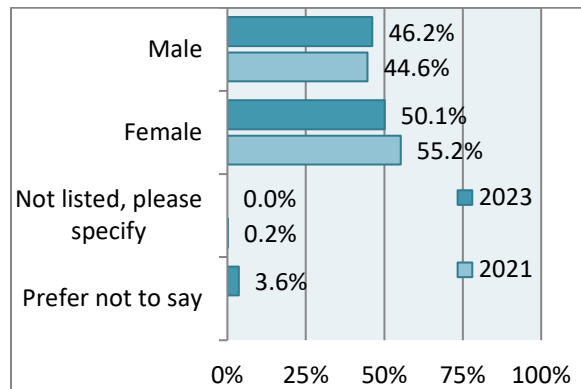
Rent or own home: No statistically significant differences.

Zone: No statistically significant differences.

12. Demographic Information

This section presents information regarding the demographic characteristics of survey respondents. Please note that, because respondents were not selected randomly from the population of eligible Westerville residents, these demographics describe only the pool of survey respondents and are not necessarily representative of all Westerville residents.

Figure 12.1. What is your gender?*



*In 2023, the “other” option from the previous survey was changed to “not listed” and the “prefer not to say” option was added.

Figure 12.2. What is your age? (Breakout Variable)

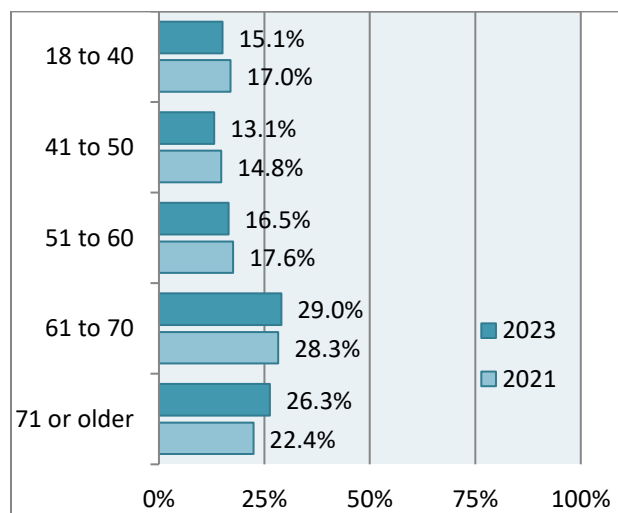


Figure 12.3. How many children under the age of 18 live at your residence?

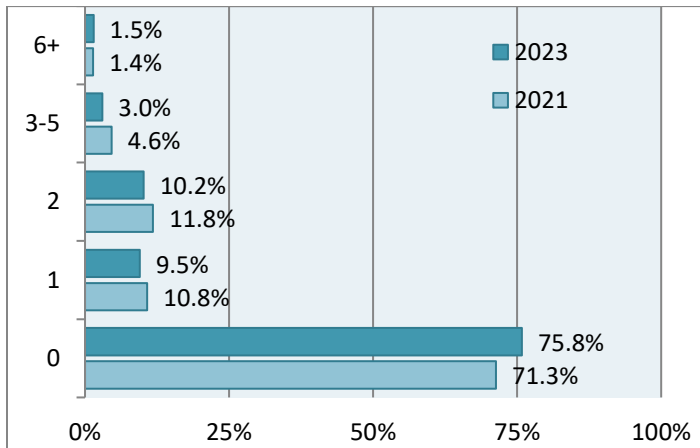


Figure 12.4. How many adults 18 or older live at your residence?

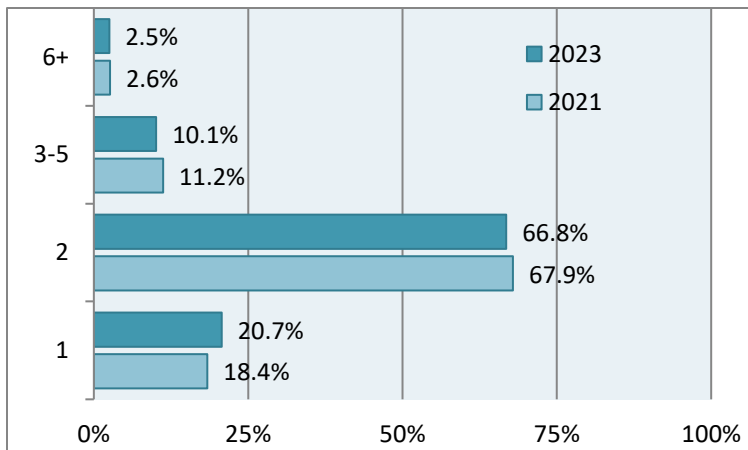


Figure 12.5. Relationship Status

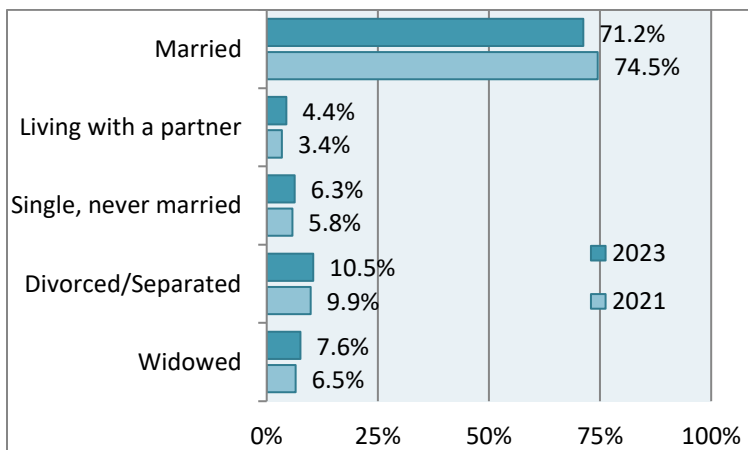
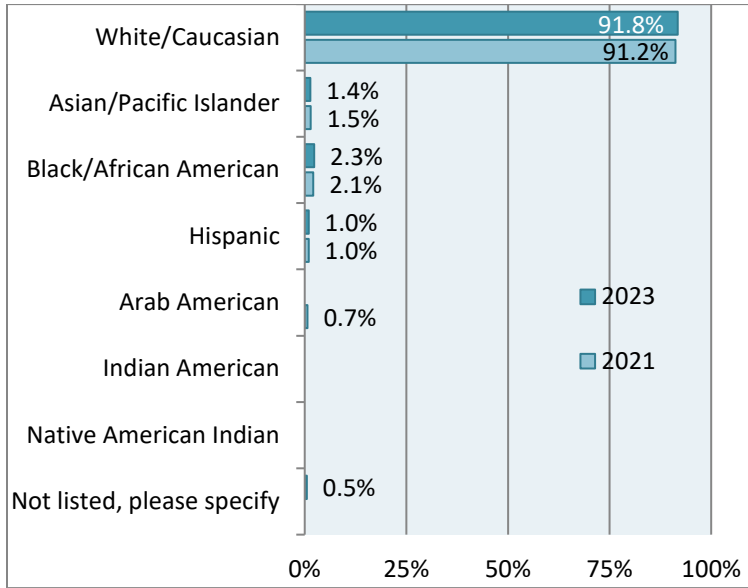


Figure 12.6. Race



* Arab American, Indian American, Native American Indian were provided as options for the first time in 2023

Figure 12.7. How long have you lived in Westerville? (Breakout Variable)

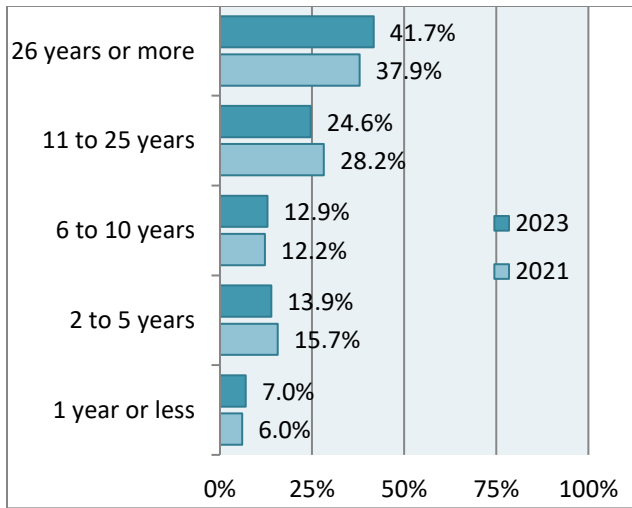


Figure 12.8. Do you rent or own your home? (Breakout Variable)

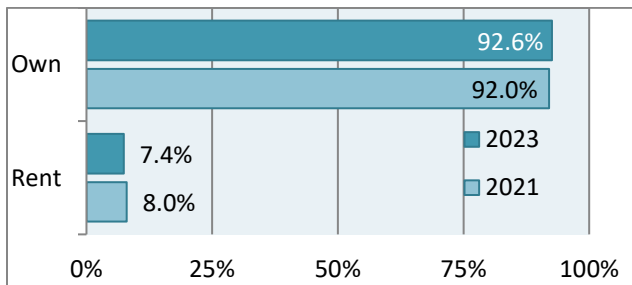


Figure 12.9. What is the last grade of school that you completed?

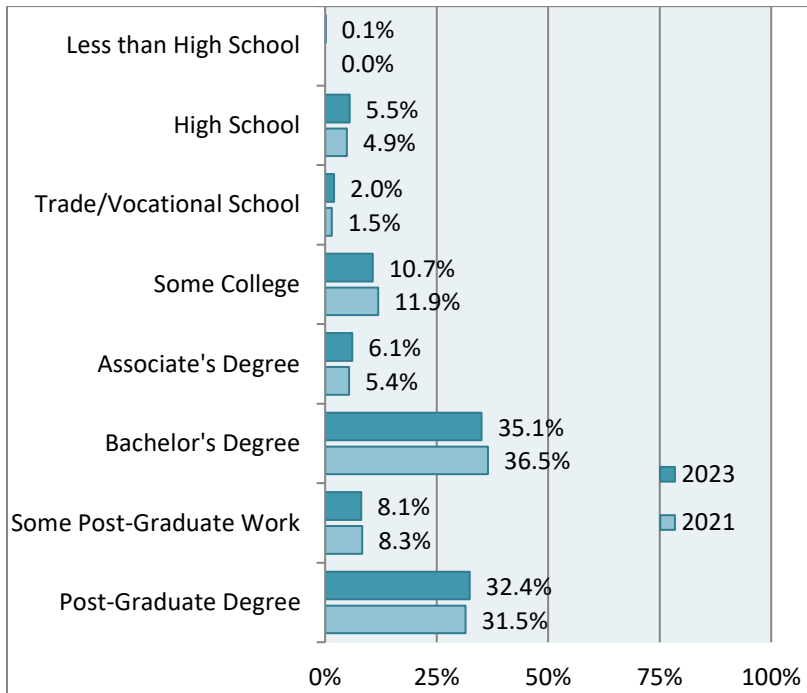
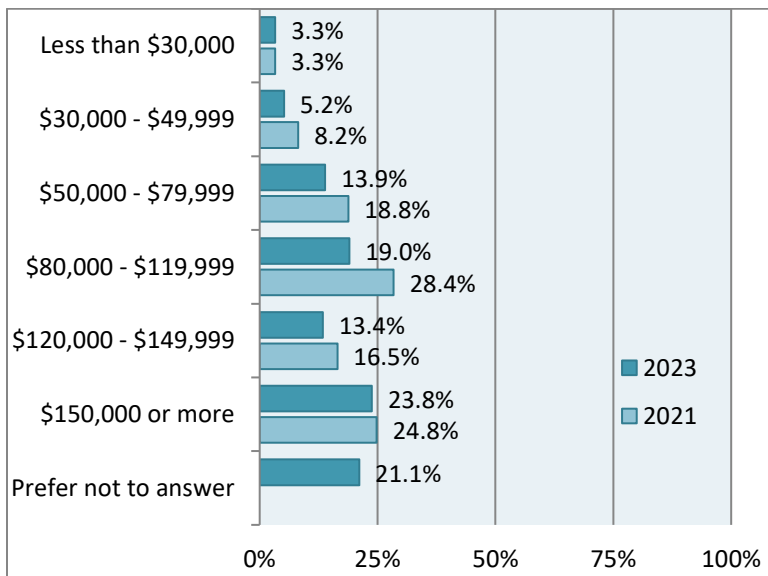


Figure 12.10. Which of the following best describes your household income?



*Prefer not to answer given as an option for the first time in 2023

Figure 12.11. Which of the following best describes your individual income?

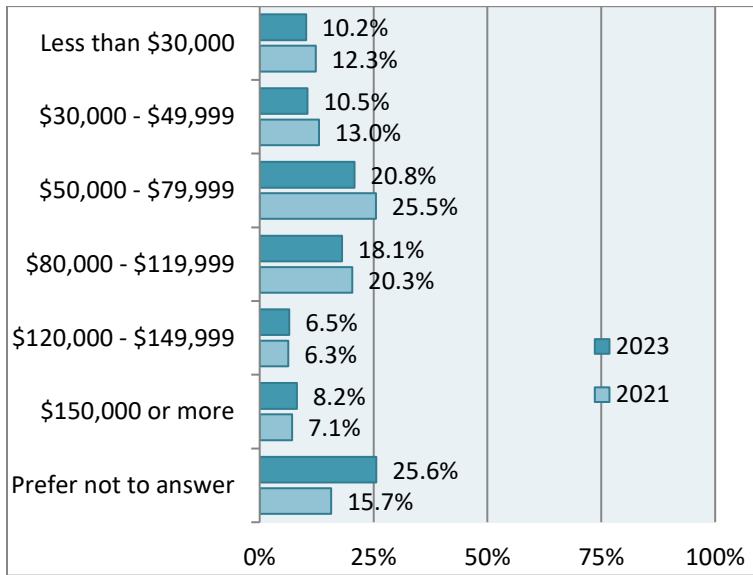


Figure 12.12. Are you currently employed?

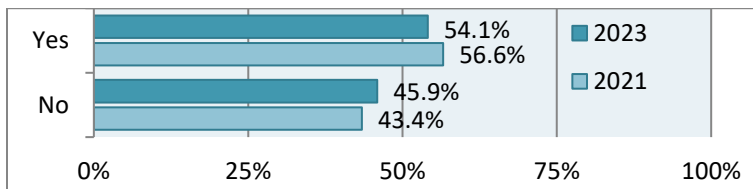
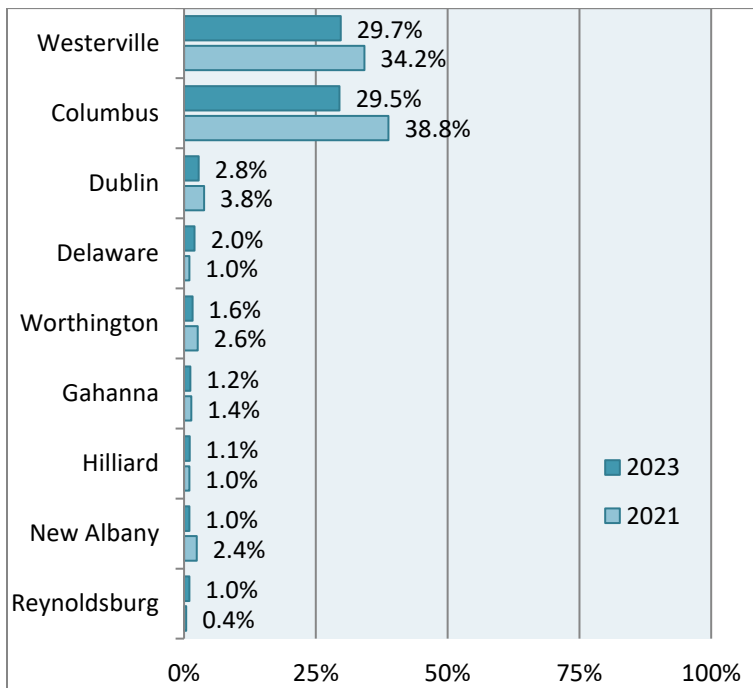


Figure 12.13. In which community do you primarily work?



Note: Only communities with a response of at least one percent are included.

Figure 12.14. Is there another wage earner in your household?

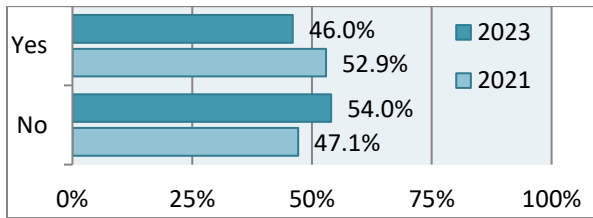
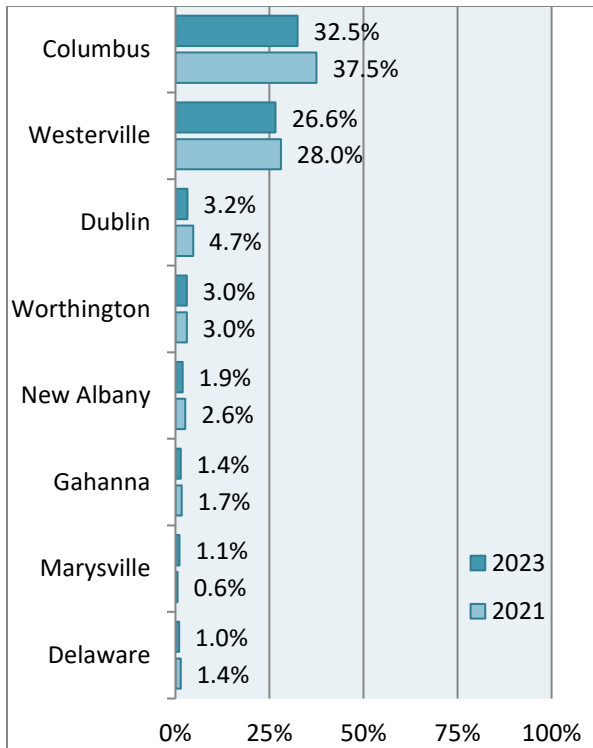
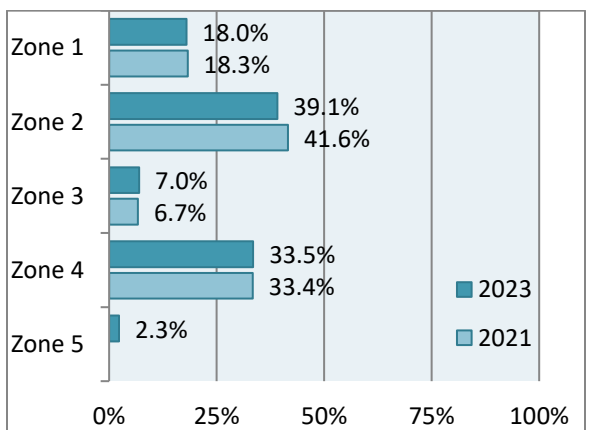


Figure 12.15. In which community does he/she primarily work?



*Note: Only communities with a response of at least one percent are included.

Figure 12.16. Resident Zone (Breakout Variable)



*In 2023, Zone 5 was added. As such, zones are not comparable to previous surveys.

13. Summary of Group Differences Results

This section provides a summary of the major trends that emerged from the group differences analysis.

Length of Residence

There were a number of differences that arose based on length of residence.

Those respondents who have lived in the City a longer time tended to have more positive views of many City services and functions, such as public works services and utilities. They tended to prioritize the proximity of friends and family and proximity to Otterbein University as reasons for living in Westerville. They tended to think Westerville is effectively managing growth. Public safety and emergency management was more important to them than more recent residents, and they tended to feel less safe in various areas of Westerville. Longer-term residents were less likely to interact with City social media overall, but more likely to use Facebook.

In the “Current Events” section, longer-term residents had higher awareness of various City features (boards and commissions, Citizens Academy, etc.) and communication efforts. Longer-term residents were more likely to have conducted business in-person at both City locations, and they were less supportive of potential service offerings like fiber-to-the-home service and a one-stop shop for City services.

On the other hand, more recent residents thought the City had better infrastructure quality, but were less impressed with the City’s management of housing growth. They tended to feel the City does a better job of providing information, but are also sometimes less aware of specific features such as the Tell Westerville app. They were less interested in routine police patrols and more interested in community outreach.

With the “Current Events” items, more recent residents were less likely to have volunteered in the past, both in general and with the City, but were more willing to consider volunteering with the City. They were also less likely to have watched City Council, board, or commission meetings.

Age

There were numerous age-related differences in survey responses overall.

Generally speaking, older respondents had more positive views of many City of Westerville services and functions than other groups. Older respondents placed a higher importance on proximity to friends and family, as well as Otterbein University; they also placed more value on proximity to shopping and entertainment, and found more value in affordable housing. They tended to feel less safe than younger residents, and were less interested in community- or youth-focused police efforts and in favor of property protection and routine patrols. They were less likely to use online City resources (website, social media, Tell Westerville) but were more likely to find them useful or entertaining when they did.

In the “Current Events” section, older respondents were more likely to have higher awareness of things like calls to participate in boards, the existence of boards, volunteer opportunities, and Westerville TV. They were more likely to have conducted in-person business at City locations and were more likely to have watched public meetings. They were less supportive of the FTTH offering.

Conversely, younger respondents were focused more on access to parks and recreation, the schools, and proximity to work and tended to feel safer in the various environments around the City. Younger residents were generally less satisfied with city services in a variety of areas. While they were more likely to use social media, they were less impressed with the City website than older respondents.

In the “Current Events” section, younger respondents tended to be less familiar with the topics in question. They were more likely to interact with City social media accounts, and were more likely in the abstract to volunteer with the City.

Ownership Status

Differences in responses based on home ownership status fell along lines that leaned towards services and stability for homeowners, versus convenience and affordability factors for renters.

Homeowners in Westerville tended to have perspectives that favor stability; they more often prioritized issues like routine patrols of residential areas and property protection. Overall, they were generally more satisfied with the services the City provides, and tended to read City publications more regularly (including the Recreation Guide) and to use or be aware of online resources like the City website and Tell Westerville.

Respondents who are renters prioritized convenience to work and affordability. They were more supportive of pro-business approaches from the City. They had more negative views of City recycling services and their promotion, and provided lower ratings of City services like snow removal and recycling. Renters also tended to feel less safe than owners.

In the “Current Events” section, renters were less familiar with City boards and commissions, were less aware of City volunteer opportunities (and less likely to have volunteered in the past), were less aware of the Citizens Academy, and were less likely to have watched public meetings. They were also less likely to conduct in-person business at the E. Walnut St. building.

Zones

Few consistent trends emerged by zone; there were a handful of statistically significant differences for some items, but there were not many notable patterns to be found.

Zone 1 residents were more focused on city parks, and rated some public works services lower.

Residents of Zone 2 were more interested in police community outreach efforts, and were more likely to read the annual report.

Residents of Zone 3 felt less safe in a number of areas in Westerville and were less likely to have read the recreation guide, but were more likely to be current City volunteers.

Those living in Zone 4 found greater importance in proximity to work.

Residents of Zone 5 had more negative opinions about Westerville’s housing variety, its traffic flows, and how the City manages retail growth and provides a business-friendly environment. They were also more aware of City boards and commissions, and were more likely to have watched their meetings.

They were more likely to have engaged in a number of in-person business transactions at the E. Walnut St. building.

14. Summary of Comparisons between 2021 and 2023 Survey Results

Statistically significant differences between the 2021 and 2023 survey responses have been discussed throughout the report. Those results are summarized below.

Section 1. General Perceptions of Westerville

From 2021 to 2023, there was a decrease in agreement for the following items:

- Westerville offers a good variety of housing choices in terms of pricing and selection.
- The City of Westerville should give tax breaks and other financial incentives to employers to bring new businesses into the City.
- Westerville’s overall traffic flow on main streets is at least as good as traffic flow on main streets in other Central Ohio suburbs.
- Traffic flows on Westerville’s main arteries have improved in the last two years.
- The quality of Westerville’s infrastructure (roadways, alleys, bridges) has improved in the last two years.
- I believe the City of Westerville does a good job of communicating construction traffic information to the public.

There was also a significant decrease in the mean scores for the following items:

- How satisfied are you with the overall quality of services provided by the City of Westerville?
- Westerville’s city government does a good job of making community and service information available.
- City staff members I have encountered have been courteous and friendly.
- I have reported a problem to the City and received a response in a timely manner.

Section 2. Community Priorities

There were no statistically significant shifts in results from this section between 2021 and 2023.

Section 3. Safety

Mean ratings decreased from 2021 to 2023 for:

- Feeling safe inside your home
- Feeling safe in a City park
- Police patrol services

Sections 4-9. City Services

There were changes in mean ratings from 2021 to 2023 for:

- **Parks & Recreation Facilities:** ratings for the Westerville Senior Center and Alum Creek Park South (BMX) increased, while ratings for Highlands Park Aquatic Center, Millstone Creek Park, and neighborhood parks decreased.
- **Recreation Services:** ratings decreased for:

- Parks maintenance
- Soccer fields
- Playgrounds
- Picnic shelters
- Bikeways/leisure paths
- Nature preserves
- **Recreation Services:** ratings increased for special events and decreased for youth programs
- **Planning & Development Services:** ratings for sidewalk maintenance, road construction services, and annual street rehabilitation and repair program all decreased.
- **Public Works Services:** ratings for refuse collection increased, but ratings for street maintenance, snow removal/ice control, street cleaning, sewer maintenance, and leaf collection all decreased.

Section 10. Communication/Citizen Input

A number of items in this section showed a significant change from 2021 to 2023. They included:

- Respondents saying the Westerville website is easy to navigate to the information they want and that the website provides useful information decreased.
- Familiarity with the My Westerville app increased.
- Use of three functions of the My Westerville app decreased:
 - Read news and information
 - Contact a member of Westerville City Council
 - Get construction news

Appendix A: Percentage and Number Response for Item Results Previously Presented as Means

Overall Quality of Services (Figure 1.12)

		Very Dissatisfied	Dissatisfied	Neither Dissatisfied nor Satisfied	Satisfied	Very Satisfied
How satisfied are you with the overall quality of services provided by the City of Westerville? (Reminder: school and library services are not part of the City's services.)	%	2.2	1.7	7.3	48.6	40.2
	N	51	39	170	1130	933

City Departments and Staff (Figure 1.13)

		Strongly Disagree	Disagree	Agree	Strongly Agree
Westerville's City government does a good job of making community and service information available.	%	0.7	4.9	55.8	38.6
	N	15	110	1245	863
If I have a problem regarding a City service, I can conveniently reach the appropriate department.	%	0.7	4.5	58.8	36.1
	N	14	96	1256	771
City staff members I have encountered have been courteous and friendly.	%	0.5	1.3	46.9	51.3
	N	11	26	952	1042
I have reported a problem to the City and received a response in a timely manner.	%	2.4	7.6	46.5	43.5
	N	38	122	742	694
Westerville City leaders are prudent with their management of City finances. (Reminder: school and library services are not part of the City's services.)	%	2.3	10.5	64.0	23.2
	N	43	197	1200	434
I believe the City of Westerville does a good job of promoting recycling and conservation	%	1.3	6.3	51.6	40.8
	N	29	142	1158	916

How important each is to you when thinking about why you live in Westerville (Figure 2.1)

		1 (Not at all important)	2	3	4	5 (Very important)
The convenient location to work	%	8.5	9.1	25.6	27.5	29.1
	N	130	139	390	419	443
Convenient access to shopping and entertainment	%	1.5	2.3	13.3	44.2	38.7
	N	34	53	311	1033	904
Access to quality City parks and recreation space	%	1.4	1.8	7.0	30.9	58.8
	N	33	43	164	721	1369
The family friendly nature of the City	%	1.5	1.9	7.1	29.0	60.5
	N	34	44	166	677	1411
Affordable housing	%	5.1	6.0	21.0	32.2	35.7
	N	112	133	466	714	792
The quality of the public school district	%	3.3	3.3	10.7	26.5	56.3
	N	69	70	224	556	1182
Overall safety of the community	%	0.7	0.3	1.3	12.6	65.1
	N	16	8	30	290	1958
Family and friends live near by	%	5.3	7.9	25.1	29.8	31.8
	N	118	175	556	660	704
Close to Otterbein University	%	46.0	14.0	23.4	9.6	7.0
	N	896	272	456	186	137

Personal Safety (Figure 3.1)

		Very unsafe	Unsafe	Safe	Very safe
In Westerville as a Whole	%	0.3	1.0	53.6	45.1
	N	6	24	1235	1039
Inside Your Home	%	0.1	0.5	27.8	71.6
	N	2	12	638	1640
In Your Neighborhood During the Day	%	0.1	0.4	24.7	74.8
	N	2	9	567	1718
In Your Neighborhood at Night	%	0.4	5.0	58.0	36.5
	N	10	115	1331	837
In a City Park	%	0.3	5.0	67.0	27.6
	N	7	115	1534	632
On City Bikeway and Leisure Paths	%	0.4	5.8	65.2	28.6
	N	10	131	1482	649

Public Safety Services (Figure 3.3)

		Very unsafe	Unsafe	Safe	Very safe
Emergency Medical Services	%	0.2	0.2	26.2	73.3
	N	4	4	466	1303
EMS Billing Services	%	2.6	5.6	60.6	31.2
	N	15	32	344	177
Emergency Communications/9-1-1 Dispatcher Services	%	0.3	0.6	35.3	63.7
	N	5	10	555	1001
Fire Suppression Services	%	0.2	0.3	34.9	64.6
	N	3	4	512	948
Fire Prevention & Inspection Services	%	0.4	1.5	51.5	46.6
	N	5	18	625	565
Fire Safety and Education Programs	%	0.3	2.2	55.0	42.6
	N	4	26	665	514
Fire Emergency Response Times	%	0.2	0.1	30.4	69.2
	N	3	2	436	993
Police Emergency Response Times	%	0.6	0.8	35.9	62.7
	N	2	9	442	1015
Police Patrol Services	%	0.9	4.4	49.6	45.2
	N	17	86	976	890
Police Community Outreach Services	%	0.9	1.8	52.1	45.2
	N	13	26	753	654
Police Animal Control Services	%	1.8	5.7	58.3	34.2
	N	21	68	693	407

Parks & Recreation Facilities (Figure 4.1)

		Very poor	Poor	Good	Excellent
Highlands Park Aquatic Center	%	0.8	2.8	37.4	58.9
	N	12	40	529	834
Millstone Creek Park	%	0.1	1.5	44.4	54.0
	N	1	14	416	505
Westerville Community Center	%	0.5	1.3	23.5	74.8
	N	10	25	466	1486
Westerville Sports Complex	%	0.8	1.6	36.2	61.5
	N	12	26	576	979
Everal Barn & Heritage Park	%	0.1	0.6	35.6	63.7
	N	2	10	620	1109
Westerville Senior Center	%	0.5	1.9	32.3	65.3
	N	6	21	356	720
Alum Creek Park South (Skateboard)	%	0.5	1.5	52.8	45.2
	N	3	9	314	269
Alum Creek Park South (BMX)	%	0.3	2.6	50.8	46.2
	N	2	15	291	265
Bark Park	%	2.8	7.6	56.1	33.5
	N	17	47	347	207
Neighborhood Parks	%	0.3	0.7	39.9	59.0
	N	7	15	804	1188
First Responders Park	%	0.5	0.9	37.7	60.8
	N	8	13	559	901
Street Hockey Rink	%	0.2	1.1	50.0	48.6
	N	1	5	219	213
Hanby Park/Sprayground	%	0.2	1.4	43.1	55.4
	N	2	14	440	566

Parks Services (Figure 5.1)

		Very poor	Poor	Good	Excellent
Parks Maintenance	%	0.1	1.0	40.1	58.9
	N	2	20	839	1232
Soccer Fields	%	0.6	1.9	47.8	49.7
	N	8	23	594	618
Baseball/Softball Fields	%	0.4	0.8	47.8	51.0
	N	5	9	563	600
Lacrosse Fields	%	0.7	1.0	52.8	45.5
	N	4	6	313	270
Playgrounds	%	0.1	1.1	41.6	57.2
	N	2	19	738	1015
Picnic Shelters	%	0.3	2.1	47.4	50.1
	N	6	38	844	893
Tennis Courts	%	0.7	2.3	46.8	50.3
	N	7	23	478	514
Pickleball Courts	%	1.1	2.4	42.9	53.7
	N	9	20	364	456
Basketball Courts	%	0.5	2.1	50.5	46.9
	N	5	21	511	475
Bikeways/Leisure Paths	%	0.5	1.3	36.3	61.9
	N	9	25	720	1227
Nature Preserves	%	0.4	1.6	37.2	60.7
	N	8	30	678	1105

Recreation Services (Figure 6.1)

		Very poor	Poor	Good	Excellent
Pre-School Programs	%	2.0	4.0	48.5	45.5
	N	10	20	241	226
Youth Programs	%	0.7	4.9	51.8	42.5
	N	5	33	351	288
Teenage Programs	%	1.8	11.7	53.9	32.7
	N	9	59	272	165
Adult Programs	%	0.6	4.1	50.3	44.9
	N	9	58	706	631
Older Adult (Senior) Programs	%	0.3	2.7	41.6	55.3
	N	4	33	506	673
Athletic Programs/Sports Leagues	%	0.2	3.7	51.9	44.2
	N	2	36	509	434
Fitness Programs	%	0.1	2.9	50.1	46.9
	N	1	37	633	592
Individuals with Disabilities Programs	%	1.7	8.8	52.7	36.8
	N	8	41	245	171
Recreation Course Online Registration	%	2.1	8.9	52.0	37.1
	N	26	111	650	464
Special Events	%	0.6	1.8	37.7	59.9
	N	10	30	622	987

Planning & Development Services (Figure 7.1)

		Very poor	Poor	Good	Excellent
Building permit and inspection	%	3.3	8.7	56.8	31.1
	N	31	81	526	288
Zoning permit and approval	%	4.5	11.7	59.0	24.9
	N	35	91	460	194
Code enforcement/property maintenance	%	4.8	14.0	58.6	22.6
	N	50	146	612	236
Sidewalk maintenance	%	3.3	17.1	60.8	18.8
	N	64	331	1178	364
Road construction services	%	1.9	6.5	68.0	23.5
	N	36	124	1289	446
Annual street rehabilitation and repair program	%	3.1	10.5	60.3	26.1
	N	60	200	1152	498

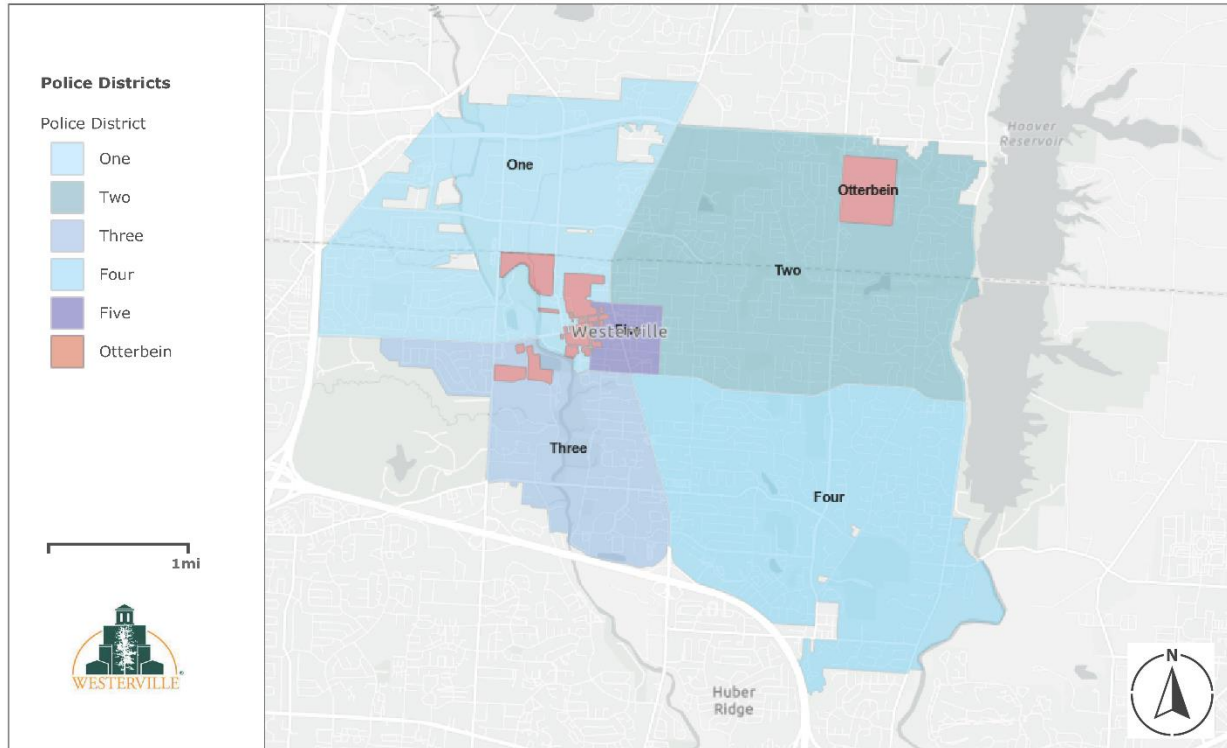
Public Works Services (Figures 8.1)

		Very poor	Poor	Good	Excellent
Street maintenance (pot holes)	%	2.3	9.5	63.6	24.7
	N	49	203	1366	530
Snow removal/ice control	%	1.2	4.4	39.2	55.2
	N	26	96	860	1212
Street cleaning	%	1.0	4.3	54.1	40.6
	N	20	91	1134	950
Sewer maintenance	%	1.2	3.6	58.6	36.6
	N	19	58	944	590
Leaf collection	%	2.5	8.7	47.2	41.5
	N	51	179	967	850
Refuse collection	%	0.4	1.3	33.5	64.8
	N	8	27	712	1377
Recycling collection	%	0.7	1.5	33.4	64.5
	N	14	31	704	1360
Yard waste collection	%	0.2	1.3	33.4	65.0
	N	5	27	680	1325
Stormwater management	%	1.4	6.0	56.0	36.5
	N	21	91	844	549
Food composting program	%	3.0	8.3	46.5	42.2
	N	24	66	368	334

Utility Services (Figures 9.1)

		Very poor	Poor	Good	Excellent
Water	%	0.5	2.2	41.2	56.2
	N	10	48	892	1217
Electric	%	0.5	1.5	33.6	34.4
	N	12	33	733	1406
Sewer	%	0.7	2.1	42.3	54.9
	N	14	45	889	1155
Street lighting	%	0.5	3.7	44.0	51.7
	N	12	82	946	1131
Utility billing	%	0.7	2.9	44.1	52.3
	N	15	63	957	1134

Appendix B: Westerville City Zone Map



Appendix C: Verbatim Open-Ended Responses

What two words best describe Westerville?

1. Accessible
2. Accessible
3. Active
4. Active
5. Average
6. Beautiful
7. Big Government
8. Boring
9. Centrally located to a variety of services
10. Changing rapidly
11. Changing too much
12. Conservative
13. convenient
14. Convenient
15. Convenient
16. Convenient
17. Convenient
18. Convenient
19. Convenient
20. cost prohibitive
21. Declining
22. Expensive
23. Expensive
24. expensive
25. Expensive
26. Expensive
27. Expensive
28. Expensive
29. Expensive
30. Expensive
31. Exspensive
32. Fake Failing
33. Fun
34. good location
35. good value
36. great location
37. Greedy
38. historical
39. horrible schools
40. inconstant
41. Loud Backward
42. not honest
43. Outdoors
44. over grown

45. Over priced
46. Over taxed (property taxes)
47. Overdeveloped
48. Overpopulated and increasingly less safe
49. parks
50. pedestrian-friendly
51. Petit-Bourgeois
52. Prioritizes Elderly population over all others
53. Public transportation
54. Recreation
55. roads cleaned in winter (I lived in COlumbus where it was never ever cleaned)
56. Small town feel
57. Small-town feeling
58. Stable
59. suburban
60. take good care of snow removal
61. Too white
62. Too woke
63. Traffic
64. trying
65. very expensive
66. Very Liberal
67. walkable
68. Walkable
69. Wasteful

In your opinion, what are the top three most important issues for the City of Westerville?

1. active transport infrastructure and making Westerville more walkable
2. Addressing resident requests promptly
3. Affordability issues
4. Affordable Housing
5. affordable housing
6. Affordable housing
7. Affordable housing
8. Affordable housing
9. Affordable Housing
10. Affordable housing
11. affordable housing
12. affordable housing
13. Affordable Housing in the Community. It is not even on your main list.
14. appropriate infill and redevelopment with housing options
15. Arts/Civic Building
16. Attainable/Affordable Housing
17. Banning open carry of guns
18. Becoming carbon neutral.
19. Better training and mental health services for the police. Encounters with them have proven they are not very trauma-informed and they are overly aggressive, Not very " community-like"

20. big increasing of property tax
21. connecting neighborhoods ,schools, parks, uptown, and other resources with safe multiuse paths .
22. Density of development without need for cars
23. Fix the public sewer overflow issues into basements.
24. fix the schools- ratings are horrible
25. I experience the city as unsafe due emergency management i.e. the intensity and frequency of sirens from emergency vehicles including at times of low-volume traffic (such as past midnight or early Sunday mornings.)
26. Improving bike infrastructure
27. Improving safety services NOT EMA
28. Inclusion of the disability community in activities
29. Inclusivity of residents
30. Internet services for residents
31. Lowering property taxes
32. Maintaining the speed limit on Main St, especially at Annehurst Elementary is non existent
33. Maintaining the Uptown area
34. Making sure affordable housing is available
35. Mixed-use development
36. More economically diverse housing options housing options to
37. more pickleball courts are needed
38. Municipal Broadband
39. need more police
40. parking
41. Parks, bike paths, pickleball court access
42. Pedestrian and bicycle infrastructure
43. Police accountability, civil rights, sustainability
44. Preserving our history
45. Property Tax
46. Property taxes
47. property taxes for seniors
48. Property Taxes Too High
49. Protecting citizens from discrimination
50. Public Transit Options
51. public transportation
52. Reducing car dependency
53. Removing the industrial site from Rt 3/270
54. Resisting the progressive leftist agenda that is cancerous to our society.
55. Retaining historic feel of uptown- lost major opportunity to preserve theater and permitted another restaurant in that space - yet invest in other projects???
56. Safer bicycle crosswalks
57. School Safety
58. Schools (1)
59. senior cent lacking a lot of advantages that the old one had that was on main st.
60. services 4 seniors
61. Smart growth

62. Stop DEI mandates in city agencies
63. Stop taking out debt
64. sustainability - balancing environmental, social, economic
65. Sustainability Issues
66. taxes too much, irresponsible spending
67. Ticket people for speeding
68. Traffic management
69. Understanding how automation will change our lives and looking for ways to promote and ease residents' transition into this change while maintaining city revenue.
70. Uptown parking
71. We need more LEO's and they need to BE ABLE TO DO THEIR JOB.
72. Your stray away from Godly morals & values.

In your opinion, what are the top three most important safety services issues facing the City of Westerville?

1. ACAB
2. Access to affordable housing
3. Addressing our officers top issues to improve their ability to deliver excellent service.
4. all felonies
5. anything related to the safety of residents
6. Auto theft (esp. Hyundai/Kia)
7. Break ins
8. Car break ins
9. Car Theft (Kia / Hyundai especially)
10. Car Thefts or break ins
11. Car thefts/breakins
12. Conflict De-escalation
13. Cops violating our rights
14. crime protection and patrol from nearby areas (Polaris)
15. de-escalation and cultural awareness development
16. Diversity & Inclusion
17. Diversity Training
18. Drivers running red lights
19. Drug addiction including adderol, etc. bought on the street..
20. Education and ability to practice ethical mitigation of (rather than escalation of) issues that arise
21. elder abuse and neglect
22. enforce curfews and noise ordinances
23. Enforcing laws that already exist
24. Engagement with Communities of Color/Minoritized Groups
25. Excessive speed on neighborhood streets, in particular Woodview Road..
26. gang violence
27. Gun ownership
28. Gun violence
29. heavy traffic in smaller neighborhoods, running stop signs
30. Home and car theft/breakins
31. Homelessness/Pandering

32. Identity based hate
33. I'm fortunate to live in what feels like a fairly safe area, but the increase in crime in surrounding areas is alarming. I'm concerned for my own safety (avoiding some shopping areas now) and for the well being of community members who live in these areas. I know that crime is up everywhere but don't want to see Westerville slide from what it has grown to be in the past decade or so.
34. Insuring Illegal Migrants are caught and transferred to BP/HS
35. leash law enforcement
36. Less Cop
37. Limiting panhandling/begging at intersections
38. Litter, trash enforcement
39. Maintaining positive reputation for police
40. making sure resources are available to help the mentally ill in potential conflict situations
41. Making sure the police are not involved in racist practices and harassing citizens
42. Mental health professionals partnered with officers
43. Militarized Police Force threatens community
44. More benches on walk paths
45. more Friendly officers
46. Organized Crime
47. People begging in traffic at shopping centers and intersections
48. People bringing a gun into a public space and shooting at bystanders
49. Personal safety of residents when out in the community.
50. Police accountability, Relationships with Columbus Police, Establishment of response alternatives
51. police are racists and bullies'
52. Progressives
53. quit overfunding police
54. Race and Gender Equity in enforcement of the law. I cannot believe that this item is not on your list
55. Retail crime - shoplifting and stealing personal property of customers in stores and parking lots
56. routine patrol of all areas
57. seems like a lot of time answering shoplifting calls
58. Services that address the root cause of why adults/ children are behaving the way they are with violence, drugs, burglary, vandalism
59. Shoplifting
60. Too many guns
61. too much crime in general
62. Training officers for peace/descalation strategies, disarming police where possible
63. Unnecessary use of force against citizens
64. unprovoked violent perpetrators in public spaces
65. unsafe street design
66. Vehicle theft
67. Violence due to mental illness and instability of younger people.
68. Wal- Mart is sketchy I don't shop in that area anymore.
69. Walmart
70. Walmart

Which of the following is the MOST important issue for Police Services?

1. Abolish the police
2. ACAB
3. Accountability
4. Aggressively pursuing criminals and protecting citizens
5. Being able to do their jobs as police officers. More enforcement is needed on city streets.
6. Being properly trained
7. BROKEN WINDOWS THEORY
8. citizen engagement on important issues
9. community citizens & their property's safety
10. community Engagement
11. COMMUNITY SAFETY
12. Conflict De-escalation
13. Control of Crime
14. crack down on speeding I see people flying past the new police station on Huber and Schrock and it makes me afraid to walk my dogs and never felt that way before
15. Creating and maintaining positive community relationships
16. Crime control in Westerville and neighboring communities. Gangs & criminals from outside Westerville are a danger to Westerville & quality of life.
17. Crime prevention
18. De-escalation techniques and community engagement
19. De-escalation training
20. Deescalation, mental health training
21. De-escalation,diversity, and mental health training
22. Defusing domestic violence with counselors instead of armed police
23. Don't always believe the perp regardless of whether or not they're wearing a Vietnam Vet hat. Narcissists are real good liars. We refuse to call again until improvements are made. We come from a military/LEO family.
24. Don't give people who are crossing within a crosswalk with the light and hit by a car a ticket.
25. Don't really know
26. Enforce laws, like ORC 4549.021 at the library parking lot
27. Enforce traffic laws
28. enforces the speed limits on Otterbein/Spring streets
29. Enforcing laws
30. Enforcing laws
31. ensure a safe community
32. Equity and Community Support
33. Fair policing and compassion for fringe population. Not making more money problems for people already living in poverty.
34. Gang Control
35. General safety
36. Having qualified officers/staff to deal with issues that arise and ethical conflict resolution abilities.
37. hope to add more cameras in stead of routine patrols in person
38. Identifying and resolving the root cause of the top issues facing the Police which could be a combination of several of these needs.

39. If Police Services could get out of their cars and in the community.
40. Inclusive and Equitable policing
41. Increasing other social service responders when called for in situations
42. Integrity and equal treatment of citizens
43. it seems speeding tickets so not sure.
44. Keeping community safe while keeping police officers safe too
45. Keeping community safe
46. keeping everyone safe
47. Keeping residents safe.
48. Less authority and more empathy. Mental health, de-escalation, not to see themselves as authority, but as part of the community
49. More training on how to interact more friendly with the general public
50. Only one? For the amount of taxes we pay, all should be exceptional. Police budget comes from the general fund and are NOT restricted like the fire budget.
51. Our personal safety
52. overall community safety
53. Population Safety
54. prompt response to emergencies
55. Proper deselection techniques, awareness of actions, proper community engagement , not doing things like DARE or school resource officers which have been proven not affective
56. Properly staffed force for police protection of persons AND property
57. Protect and serve
58. Protect our safety and property in a reliable and professional manner.
59. protecting residents
60. protection of citizens
61. Protection of life and property
62. Protection of people
63. Protection of people and property
64. Protection of police officers
65. Public safety, crime prevention
66. Public Safety/Protection of lives
67. Quick response time
68. Quick response time
69. quick response to calls for help
70. Quick response to emergencies
71. quick response/availability
72. Racial Equity in enforcement -
73. Racial Profiling
74. Racism
75. Rapid response
76. Respect for people and understanding of diversity in all its forms.
77. Responding to calls for help with compassion, professionalism, and lack of bias
78. Responsive to emergency dispatch requests
79. Safe, Community, more Training
80. safety of the community
81. safety response to community

82. Skilled officers ready to quickly respond to critical situations
83. Social workers to follow up after a resident has called for assistance
84. Staying out of sight except during situations where police are 100% required.
85. Successfully prosecuting cases against offenders.
86. Theft in the community at parks, parking lots and drug addiction on Otterbein campus.
87. Ticket people for speeding
88. To serve the people.
89. transparency and accountability
90. Unnecessary use of force against citizens

What are the top two information sources you find most useful in staying informed of city related issues?

1. 610 radiio
2. blurbs in utility bills
3. city employees are neighbors
4. DIRECT MAIL
5. Gary Gardner's Final Photo daily posts
6. government shares little on what they are doing for residents - makes me very suspicious - they want drug rehab places & the people that have made this city so desireable replaced with people who want to make it what they want 'woke' not what the residents want - safe secure place to live
7. I prefer mail.
8. internet search
9. local paper
10. Local TV News
11. Mail
12. News & Public Opinion
13. Nextdoor
14. Nextdoor App
15. NextDoor App
16. Nextdoor app
17. NextDoor App
18. Nextdoor Neighbor Site
19. no Westerville news paper needit backedit back
20. nothing
21. notices in the mail
22. Occasional emails
23. Online neighborhood
24. Online news media
25. Physically Mailed info
26. publications
27. Ring Community App
28. RIP This Week newspaper
29. Signage throughout city
30. signs and bulletains
31. The local newspaper

32. TV
33. TV
34. We have no idea what is going on in this City. We couldn't even find results to the elections in Westerville.
35. Website
36. Westerville Community Guide
37. Westerville magazine
38. WEsterville magazine
39. Westerville Magazine
40. Westerville Magazine
41. westerville magazine
42. Westerville.tv

Which social media networks or platforms do you most regularly use?

1. Apple Facetime
2. Discord
3. Discord
4. Discord
5. Discord / Slack /
6. Gab
7. Online neighborhood
8. Parler, Truth Social
9. Post
10. Ring
11. Ring
12. Rumble, GETTR, Truth Social
13. Spoutible
14. Truth social
15. Whats App
16. Zoom
17. zoom
18. Zoom

(Note: nearly all open-ended responses to this item were not valid responses. This includes responses like "none," email, text messaging, mentions of newspapers/tv/radio, or commentary of social media platforms. As such, they were not included in the verbatim list of responses.)

Have you used the mobile app to do any of the following?

1. I believe I did try if for a Highland Park wood wall issue, but now it is a rock wall. But I did not think it worked for me??
2. I reported a faulty sewer drain but it took over a year for someone to respond
3. Notify of a problem observed
4. parking
5. Parking app, parks and recreation
6. Report a problem. Same as a service request?
7. Trying to get information to have a section of my road shoveled

8. What social media platforms are available in westerville

Current Events Section

Business conducted in-person at Westerville City Hall in the past.

1. Addition to
2. Applied for a home security system permit
3. arrange change in electric service
4. Attended WCPAAA meeting
5. Background check
6. Building department
7. building permit
8. Building permit
9. Citizens Academy
10. Citizen's Academy
11. City tax prep
12. collect an award for senior center when on Main st.
13. construction permit
14. construction permit
15. Daughter's class presented in 3rd grade
16. dnation to the murdered policemen's families
17. drop of tax paperwork
18. drop off city tax payment
19. Drop off income tax
20. Drop off income tax
21. drop off old medications
22. drop off tax form
23. Drop off taxes
24. Drop off unused medications
25. dropped off medication for destruction
26. dropped off old meds
27. DRUG DROP OFF
28. expired drug drop box
29. File income tax forms and change method of payment on utilities
30. file report on an accident claim
31. Get something notarized
32. Get tax forms
33. GOT SENIOR CITIZEN DISCOUNT ON TRASH PICK-UP
34. Home alarm permit
35. Inc tax
36. Income tax assistance in the past
37. Income Tax Question
38. Job interview
39. Job interview
40. Lgbtq pride
41. Local Income Tax

42. met with chief of police for firearms permit
43. needed fingerprinting services
44. Notary
45. Notary services
46. obtain a permit
47. Obtain information on utilities
48. Paid my taxes. The ladies in the Walnut street office are quick and kind.
49. paid taxes
50. Participated in student field trips
51. pay taxes
52. Pay taxes
53. Permit related inquiry
54. pick up some fliers/info
55. Picked up a gift from an event
56. Planning Commission Meetings
57. Police (accident report)
58. Police Academy, Fire Academy
59. Police Accident Report
60. Pool permit
61. Question about tax form
62. Question for Police
63. Questions about City Tax
64. register as a senior citizen for Rumpke
65. report mail theft
66. reported a fraud event to the police
67. reserving amphitheatre for wedding
68. secured old prescription meds at police station drop off
69. short term rental issues
70. Sidewalk repair permit
71. speak to police officer
72. Talked with the police department
73. Tax abatement meeting
74. tax drop
75. tax matter with the city
76. Tax office
77. Tax Return
78. Tax review Board meetings
79. tax services
80. Tax Services
81. Taxes
82. taxes
83. TAXES
84. To handle a complaint against me. Snooping, unhappy elderly neighbors complained to code enforcement about something petty and trivial. Something that was UNATTACHED and temporary - WE RENT. He's just mad because of the way the landlord left the property in between tenants. We're not the issue. We cleaned it up! I've had to call the police on them and

advised them no more communication with me/us. Brand new residents and already being harassed by other residents. We keep to ourselves! Let alone the tax dept ALREADY mailing us requests for personal info while the lease is barely dry...

85. To make a police report. Or is this considered separate?
86. to request permit approval for a deck
87. URB meeting
88. Veteran honor flag application for our Navy Veteran son
89. WATER METER USE
90. Westerville Citizens Police Academy Alumni Assoc mtgs
91. where is city hall
92. WSVL tax return
93. zoning conflict
94. Zoning variance
95. Zoning Variance
96. Zoning variance meeting

Business conducted in-person at 64 E. Walnut St. in the past.

1. attended Yoga class
2. Adjust bill
3. Apply bury electric cable
4. apply for autopay
5. apply for senior discount
6. apply for senior refuse discount
7. apply for the tiny senior discount on trash collection
8. apply for zoning variance
9. Ask about direct bill pay
10. Ask about senior discounts
11. Ask about sidewalk/driveway repair
12. ask permit questions
13. Asked about senior discount on utility bill
14. attend a Parks & Rec class (Yoga and Tap classes)
15. Attend a yoga class
16. attend focus group
17. Attend Rec Class
18. Attended a class
19. Attended a recreation class
20. attended an exercise and choral class
21. attended classes there
22. attended event before community center was built
23. attended Silvertones
24. Backflow Testing
25. brought a water problem to their attention
26. check on wild animal control
27. City Tax form completion
28. Clay class was there long ago

29. Completion of city income tax return
30. couldn't find it when i went to drop something off. looked residential, needs to be labeled better
31. Dance class
32. Dance class
33. Did youth rec activities there long ago
34. Discuss sidewalk repair charges
35. drop off a tax return
36. Drop off batteries, light bulbs
37. Drop off Christmas lights
38. Drop off city income tax
39. drop off income tax documents
40. drop off income tax forms
41. Drop off tax filing
42. drop off tax for city to do
43. Drop off tax forms
44. Drop off tax return
45. Drop off tax return
46. Drop off tax return
47. drop off taxes
48. Dropped off income tax information to be processed
49. Dropped off tax information
50. Dropped off Westerville Income tax forms
51. DROPPED OFF YE TAX FORMS
52. EV home charger permit
53. exercise classes
54. File Income tax
55. File my income tax
56. Filed Taxes
57. filed taxes
58. fitness activity
59. Get a tax form
60. get sr refuse discount
61. Had Finance Department personnel calculate my city income taxes--thank you for that service!
62. Handle a complaint by code enforcement.
63. i don't remember!
64. Income tax assistance
65. Income tax form completion
66. Inquire about permits
67. Inquiry about fencing regulations
68. Meet Planning Commission Member
69. Obtain senior refuse discount
70. Our property
71. Parks & Rec program pmt.
72. Question a Utility Bill
73. QUESTION ON DEDUCT METER
74. Questioned zoning regulations

75. Questions regarding tree services
76. rec dept class
77. recycle bin
78. Recycling
79. register as a senior citizen for Rumpke
80. Request recycling discount
81. requested senior rate for trash rate
82. Self defense class
83. senior citizen discount
84. Senior discount from Refuge
85. Senior discount on utilities
86. Senior trash benefit
87. senior water discount
88. Set up autopay for utilities and also to pay for westerville electric to bury our line
89. Set up Utilities
90. Set up utility auto-pay
91. short term rental issues
92. Signed up for discount on utility bill
93. Signed up for utilities
94. Silvertonesvchoir
95. Staff did my city taxes
96. Taken a community class, dropped off my kid for summer camp
97. Tax returns
98. tax services
99. Taxes
100. To inquire why City of Westerville would not accept Humana Benefits paying my utility bill
101. to make sure westerville knows i do not need to pay city taxes
102. Trash discount application
103. Turned in Tax form
104. Went to a class there
105. Westerville helps
106. Zoning dept question. Also, picked up tabs to check for a water leak.