



City of Lebanon Survey Results 2006

1. General city services

Response	Frequency	Percent	0	20	40	60	80	100
Very Satisfied	126	16.4%						
Satisfied	576	74.9%						
Dissatisfied	29	3.8%						
Very Dissatisfied	11	1.4%						
No Opinion	27	3.5%						

2. City government decision-making

Response	Frequency	Percent	0	20	40	60	80	100
Very Satisfied	42	5.5%						
Satisfied	405	52.7%						
Dissatisfied	157	20.4%						
Very Dissatisfied	41	5.3%						
No Opinion	124	16.1%						

3. Police protection

Response	Frequency	Percent	0	20	40	60	80	100
Very Satisfied	235	30.1%						
Satisfied	451	57.8%						
Dissatisfied	40	5.1%						
Very Dissatisfied	10	1.3%						
No Opinion	44	5.6%						

4. 911 emergency dispatch

Response	Frequency	Percent	0	20	40	60	80	100
Very Satisfied	215	27.5%						
Satisfied	311	39.8%						
Dissatisfied	5	0.6%						
Very Dissatisfied	1	0.1%						
No Opinion	249	31.9%						

5. Fire protection

Response	Frequency	Percent	0	20	40	60	80	100
Very Satisfied	218	27.9%						
Satisfied	378	48.4%						
Dissatisfied	7	0.9%						
Very Dissatisfied	3	0.4%						
No Opinion	175	22.4%						

6. Paramedic service

Response	Frequency	Percent	0	20	40	60	80	100
Very Satisfied	228	29.4%						
Satisfied	324	41.8%						
Dissatisfied	7	0.9%						
Very Dissatisfied	5	0.6%						
No Opinion	212	27.3%						

7. General community appearance

Response	Frequency	Percent	0	20	40	60	80	100
Very Satisfied	157	20.3%						
Satisfied	488	63.2%						
Dissatisfied	92	11.9%						
Very Dissatisfied	27	3.5%						
No Opinion	8	1.0%						



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8. Snow and ice removal

Response	Frequency	Percent	0	20	40	60	80	100
Very Satisfied	142	18.2%						
Satisfied	473	60.5%						
Dissatisfied	111	14.2%						
Very Dissatisfied	29	3.7%						
No Opinion	27	3.5%						

9. Leaf pick-up

Response	Frequency	Percent	0	20	40	60	80	100
Very Satisfied	102	13.2%						
Satisfied	399	51.6%						
Dissatisfied	37	4.8%						
Very Dissatisfied	8	1.0%						
No Opinion	228	29.5%						

10. Trash pick-up

Response	Frequency	Percent	0	20	40	60	80	100
Very Satisfied	241	31.1%						
Satisfied	456	58.8%						
Dissatisfied	40	5.2%						
Very Dissatisfied	12	1.5%						
No Opinion	27	3.5%						

11. Street pavement conditions

Response	Frequency	Percent	0	20	40	60	80	100
Very Satisfied	28	3.6%						
Satisfied	264	33.8%						
Dissatisfied	261	33.5%						
Very Dissatisfied	209	26.8%						
No Opinion	18	2.3%						

12. Cleanliness of streets

Response	Frequency	Percent	0	20	40	60	80	100
Very Satisfied	103	13.2%						
Satisfied	530	68.0%						
Dissatisfied	97	12.5%						
Very Dissatisfied	30	3.9%						
No Opinion	19	2.4%						

13. Traffic signage

Response	Frequency	Percent	0	20	40	60	80	100
Very Satisfied	101	12.9%						
Satisfied	558	71.2%						
Dissatisfied	76	9.7%						
Very Dissatisfied	25	3.2%						
No Opinion	24	3.1%						

14. Availability of downtown parking

Response	Frequency	Percent	0	20	40	60	80	100
Very Satisfied	86	11.1%						
Satisfied	496	63.9%						
Dissatisfied	126	16.2%						
Very Dissatisfied	19	2.4%						
No Opinion	49	6.3%						



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15. Traffic flow

Response	Frequency	Percent	0	20	40	60	80	100
Very Satisfied	55	7.1%						
Satisfied	528	67.7%						
Dissatisfied	130	16.7%						
Very Dissatisfied	49	6.3%						
No Opinion	18	2.3%						

16. Sidewalks and sidewalk repair

Response	Frequency	Percent	0	20	40	60	80	100
Very Satisfied	66	8.5%						
Satisfied	512	66.2%						
Dissatisfied	105	13.6%						
Very Dissatisfied	40	5.2%						
No Opinion	50	6.5%						

17. Availability of city parks

Response	Frequency	Percent	0	20	40	60	80	100
Very Satisfied	141	18.1%						
Satisfied	506	64.9%						
Dissatisfied	47	6.0%						
Very Dissatisfied	14	1.8%						
No Opinion	72	9.2%						

18. Condition of city parks

Response	Frequency	Percent	0	20	40	60	80	100
Very Satisfied	121	15.5%						
Satisfied	489	62.8%						
Dissatisfied	55	7.1%						
Very Dissatisfied	10	1.3%						
No Opinion	104	13.4%						

19. Recreation Programs

Response	Frequency	Percent	0	20	40	60	80	100
Very Satisfied	69	8.9%						
Satisfied	310	39.8%						
Dissatisfied	52	6.7%						
Very Dissatisfied	15	1.9%						
No Opinion	332	42.7%						

20. Independence Day celebration

Response	Frequency	Percent	0	20	40	60	80	100
Very Satisfied	134	17.2%						
Satisfied	336	43.2%						
Dissatisfied	29	3.7%						
Very Dissatisfied	1	0.1%						
No Opinion	278	35.7%						

21. Festivals

Response	Frequency	Percent	0	20	40	60	80	100
Very Satisfied	179	23.0%						
Satisfied	445	57.1%						
Dissatisfied	32	4.1%						
Very Dissatisfied	7	0.9%						
No Opinion	116	14.9%						



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22. City of Lebanon newsletter

Response	Frequency	Percent	0	20	40	60	80	100
Very Satisfied	191	24.9%						
Satisfied	479	62.5%						
Dissatisfied	8	1.0%						
Very Dissatisfied	3	0.4%						
No Opinion	85	11.1%						

23. City of Lebanon website

Response	Frequency	Percent	0	20	40	60	80	100
Very Satisfied	86	11.6%						
Satisfied	305	41.0%						
Dissatisfied	29	3.9%						
Very Dissatisfied	5	0.7%						
No Opinion	319	42.9%						

24. Utility billing statements

Response	Frequency	Percent	0	20	40	60	80	100
Very Satisfied	118	15.5%						
Satisfied	572	75.3%						
Dissatisfied	36	4.7%						
Very Dissatisfied	9	1.2%						
No Opinion	25	3.3%						

25. Utility rates

Response	Frequency	Percent	0	20	40	60	80	100
Very Satisfied	30	4.0%						
Satisfied	379	50.3%						
Dissatisfied	231	30.6%						
Very Dissatisfied	70	9.3%						
No Opinion	44	5.8%						

26. Responsiveness of Customer Service department

Response	Frequency	Percent	0	20	40	60	80	100
Very Satisfied	105	13.8%						
Satisfied	423	55.6%						
Dissatisfied	65	8.5%						
Very Dissatisfied	15	2.0%						
No Opinion	153	20.1%						

27. Zoning enforcement

Response	Frequency	Percent	0	20	40	60	80	100
Very Satisfied	30	4.0%						
Satisfied	283	37.5%						
Dissatisfied	87	11.5%						
Very Dissatisfied	21	2.8%						
No Opinion	333	44.2%						

28. Economic development

Response	Frequency	Percent	0	20	40	60	80	100
Very Satisfied	30	4.0%						
Satisfied	357	47.5%						
Dissatisfied	144	19.1%						
Very Dissatisfied	50	6.6%						
No Opinion	171	22.7%						



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29. Water service quality

Response	Frequency	Percent	0	20	40	60	80	100
Very Satisfied	65	8.6%						
Satisfied	505	66.4%						
Dissatisfied	97	12.8%						
Very Dissatisfied	57	7.5%						
No Opinion	36	4.7%						

30. Sewer service quality

Response	Frequency	Percent	0	20	40	60	80	100
Very Satisfied	67	8.8%						
Satisfied	579	75.8%						
Dissatisfied	31	4.1%						
Very Dissatisfied	18	2.4%						
No Opinion	69	9.0%						

31. Electric service quality

Response	Frequency	Percent	0	20	40	60	80	100
Very Satisfied	95	12.6%						
Satisfied	571	75.6%						
Dissatisfied	46	6.1%						
Very Dissatisfied	10	1.3%						
No Opinion	33	4.4%						

32. City cable television service quality

Response	Frequency	Percent	0	20	40	60	80	100
Very Satisfied	88	11.7%						
Satisfied	291	38.7%						
Dissatisfied	66	8.8%						
Very Dissatisfied	36	4.8%						
No Opinion	271	36.0%						

33. Lebanon cable "Channel 6"

Response	Frequency	Percent	0	20	40	60	80	100
Very Satisfied	74	9.9%						
Satisfied	282	37.5%						
Dissatisfied	24	3.2%						
Very Dissatisfied	15	2.0%						
No Opinion	356	47.4%						

34. City phone service quality

Response	Frequency	Percent	0	20	40	60	80	100
Very Satisfied	85	11.2%						
Satisfied	325	42.8%						
Dissatisfied	35	4.6%						
Very Dissatisfied	13	1.7%						
No Opinion	301	39.7%						

35. City Internet service quality

Response	Frequency	Percent	0	20	40	60	80	100
Very Satisfied	76	10.1%						
Satisfied	211	28.1%						
Dissatisfied	36	4.8%						
Very Dissatisfied	14	1.9%						
No Opinion	413	55.1%						



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36. Have you watched a Lebanon City Council meeting on "Channel 6" offered on the City's Telecommunications System?

Response	Frequency	Percent	0	20	40	60	80	100
Yes	302	39.6%						
No	461	60.4%						

37. Have you watched other programming on "Channel 6"?

Response	Frequency	Percent	0	20	40	60	80	100
Yes	383	50.4%						
No	377	49.6%						

38. Have you attended a City Council meeting?

Response	Frequency	Percent	0	20	40	60	80	100
Yes	155	20.4%						
No	604	79.6%						

39. Do you have access to a computer for personal use?

Response	Frequency	Percent	0	20	40	60	80	100
Yes	620	81.2%						
No	144	18.8%						

40. Do you use the Internet? (If you answer no, skip to question 43).

Response	Frequency	Percent	0	20	40	60	80	100
Yes	589	80.4%						
No	144	19.6%						

41. Do you subscribe to The City of Lebanon Telecommunications High Speed Internet?

Response	Frequency	Percent	0	20	40	60	80	100
Yes	239	36.4%						
No	418	63.6%						

42. Have you visited the City's Internet web site at www.lebanonohio.ws?

Response	Frequency	Percent	0	20	40	60	80	100
Yes	343	52.0%						
No	317	48.0%						

43. Town Hall News - City of Lebanon newsletter

Response	Frequency	Percent	0	20	40	60	80	100
Frequently	276	36.0%						
Occasionally	336	43.9%						
Rarely	96	12.5%						
Never	58	7.6%						

44. Town Hall NewsBriefs - utility bill inserts

Response	Frequency	Percent	0	20	40	60	80	100
Frequently	221	28.9%						
Occasionally	313	41.0%						
Rarely	150	19.6%						
Never	80	10.5%						

45. City's Annual Report

Response	Frequency	Percent	0	20	40	60	80	100
Frequently	138	18.2%						
Occasionally	268	35.3%						
Rarely	223	29.4%						
Never	130	17.1%						



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46. The Western Star newspaper

Response	Frequency	Percent	0	20	40	60	80	100
Frequently	471	62.1%						
Occasionally	173	22.8%						
Rarely	64	8.4%						
Never	50	6.6%						

47. Lebanon Cable television, "Channel 6"

Response	Frequency	Percent	0	20	40	60	80	100
Frequently	106	14.1%						
Occasionally	219	29.0%						
Rarely	108	14.3%						
Never	321	42.6%						

48. Attending or watching City Council meetings on Lebanon cable television "Channel 6"

Response	Frequency	Percent	0	20	40	60	80	100
Frequently	41	5.4%						
Occasionally	147	19.4%						
Rarely	167	22.1%						
Never	401	53.0%						

49. Direct contact with municipal employees

Response	Frequency	Percent	0	20	40	60	80	100
Frequently	41	5.4%						
Occasionally	206	27.2%						
Rarely	256	33.8%						
Never	255	33.6%						

50. Direct contact with City Council members

Response	Frequency	Percent	0	20	40	60	80	100
Frequently	23	3.0%						
Occasionally	102	13.4%						
Rarely	235	30.9%						
Never	401	52.7%						

51. Radio

Response	Frequency	Percent	0	20	40	60	80	100
Frequently	87	11.6%						
Occasionally	128	17.0%						
Rarely	186	24.7%						
Never	351	46.7%						

52. Word of Mouth

Response	Frequency	Percent	0	20	40	60	80	100
Frequently	125	16.5%						
Occasionally	322	42.6%						
Rarely	181	23.9%						
Never	128	16.9%						

53. City of Lebanon programs and services

Response	Frequency	Percent	0	20	40	60	80	100
Well Informed	134	17.6%						
Somewhat Informed	492	64.7%						
Poorly Informed	100	13.2%						
Not At All Informed	34	4.5%						



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54. City Council goals and objectives

Response	Frequency	Percent	0	20	40	60	80	100
Well Informed	54	7.1%						
Somewhat Informed	366	48.2%						
Poorly Informed	254	33.5%						
Not At All Informed	85	11.2%						

55. Financial condition of the city

Response	Frequency	Percent	0	20	40	60	80	100
Well Informed	61	8.0%						
Somewhat Informed	381	50.0%						
Poorly Informed	225	29.5%						
Not At All Informed	95	12.5%						

56. City Council decisions

Response	Frequency	Percent	0	20	40	60	80	100
Well Informed	55	7.3%						
Somewhat Informed	372	49.1%						
Poorly Informed	237	31.3%						
Not At All Informed	94	12.4%						

57. Road closings

Response	Frequency	Percent	0	20	40	60	80	100
Well Informed	147	19.4%						
Somewhat Informed	363	47.8%						
Poorly Informed	184	24.2%						
Not At All Informed	65	8.6%						

58. Changes in utility policies and procedures

Response	Frequency	Percent	0	20	40	60	80	100
Well Informed	94	12.4%						
Somewhat Informed	386	51.0%						
Poorly Informed	198	26.2%						
Not At All Informed	79	10.4%						

59. Interruption of utility service (e.g. boil alerts)

Response	Frequency	Percent	0	20	40	60	80	100
Well Informed	135	17.7%						
Somewhat Informed	340	44.7%						
Poorly Informed	199	26.1%						
Not At All Informed	87	11.4%						

60. Which City of Lebanon Telecommunications services do you subscribe to?

Response	Frequency	Percent	0	20	40	60	80	100
Cable television	71	17.4%						
Telephone service	59	14.5%						
Internet service	6	1.5%						
None	271	66.6%						

61. If you are not a City of Lebanon Telecommunications customer, please indicate why (mark all that apply)

Response	Frequency	Percent	0	20	40	60	80	100
Unfamiliar with service	42	13.0%						
Satisfied with present supplier	214	66.3%						
Price	95	29.4%						
Unsatisfactory experience	46	14.2%						



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62. To what degree has the availability of the city-operated Telecommunication services enhanced the quality of life in our community?

Response	Frequency	Percent	0	20	40	60	80	100
Greatly Enhanced	123	18.2%						
Somewhat Enhanced	251	37.1%						
Not At All Enhanced	98	14.5%						
No Opinion	205	30.3%						

63. Age of respondent

Response	Frequency	Percent	0	20	40	60	80	100
18-25	14	1.8%						
26-35	121	15.7%						
36-45	170	22.0%						
46-55	171	22.1%						
56-75	226	29.2%						
Over 75	71	9.2%						

64. How many adults in the household are employed full or part-time?

Response	Frequency	Percent	0	20	40	60	80	100
None	145	18.7%						
One	229	29.6%						
Two	372	48.1%						
Three or More	28	3.6%						

65. Are you or anyone in this household retired?

Response	Frequency	Percent	0	20	40	60	80	100
Yes	251	32.3%						
No	526	67.7%						

66. Are there any children, under the age of 18, living in your household?

Response	Frequency	Percent	0	20	40	60	80	100
Yes	305	39.2%						
No	474	60.8%						

67. Do you own your home, or do you rent?

Response	Frequency	Percent	0	20	40	60	80	100
Own	650	83.3%						
Rent	130	16.7%						

68. In what type of housing do you live?

Response	Frequency	Percent	0	20	40	60	80	100
Single family home	584	74.9%						
Duplex	58	7.4%						
Apartment	76	9.7%						
Condominium	58	7.4%						
Other	4	0.5%						

69. Race of respondent:

Response	Frequency	Percent	0	20	40	60	80	100
White	752	97.4%						
African-American	9	1.2%						
Other	11	1.4%						

70. Gender of respondent:

Response	Frequency	Percent	0	20	40	60	80	100
Male	329	42.6%						
Female	443	57.4%						



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71. Marital status:

Response	Frequency	Percent	0	20	40	60	80	100
Single	238	31.0%						
Married	529	69.0%						

72. Highest education completed:

Response	Frequency	Percent	0	20	40	60	80	100
Less than High School Diploma	23	3.0%						
High School Diploma	187	24.5%						
Some college, no degree	163	21.4%						
Associate's Degree	72	9.4%						
Bachelor's Degree	205	26.9%						
Master's Degree	86	11.3%						
Doctorate	26	3.4%						

73. How long have you lived in Lebanon?

Response	Frequency	Percent	0	20	40	60	80	100
Less than 1 year	50	6.4%						
1-4 years	166	21.3%						
5-9 years	151	19.4%						
10-14 years	95	12.2%						
15-19 years	40	5.1%						
20-24 years	38	4.9%						
25-29 years	37	4.8%						
30-34 years	32	4.1%						
More than 34 years	169	21.7%						

74. Do you belong to the Countryside YMCA?

Response	Frequency	Percent	0	20	40	60	80	100
Yes	295	38.8%						
No	465	61.2%						