









# Community Needs Citizen Survey

# General

	Survey name	Community Needs Citizen Survey
	Author	Adrian Ackerman
	Survey language	 English
	Survey URL	<a href="https://www.surveio.com/survey/d/H5P2G2K5J1T6W3X6V">https://www.surveio.com/survey/d/H5P2G2K5J1T6W3X6V</a>
	First response	10/18/2021
	Last response	12/17/2021
	Duration	61 days

# Survey visits

506

Total visits

202

Total completed

0

Total unfinished

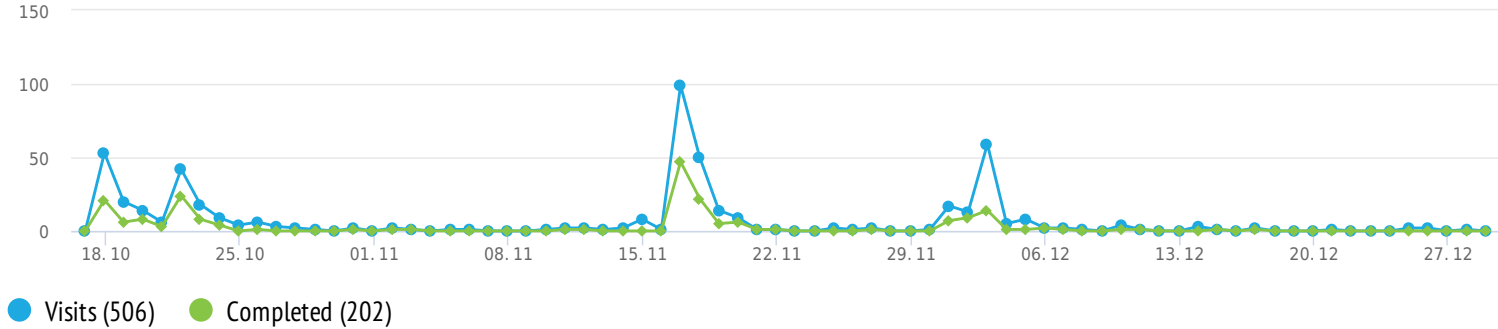
304

Displayed only

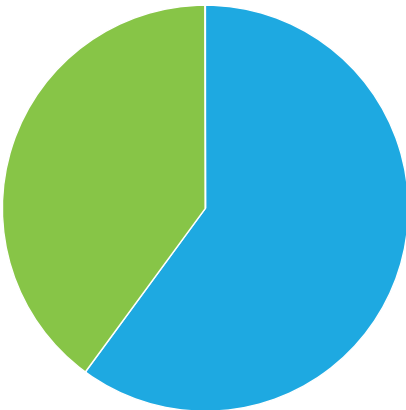
39.9%

Overall completion rate

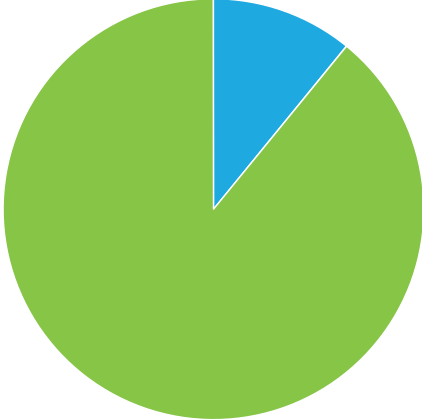
## Visit History (10/18/2021 – 12/17/2021)



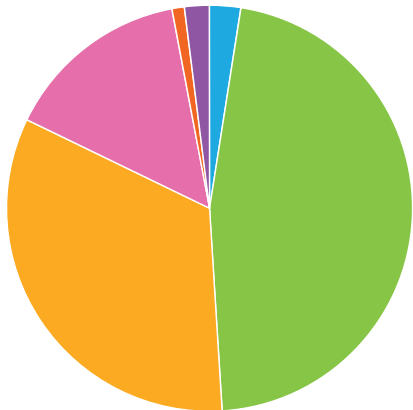
Total Hits



Visit Sources



Average Time of Completion



- Displayed only (60.1 %)
- Completed (39.9 %)
- Unfinished (0.0 %)

- Button (10.9 %)
- Direct link (89.1 %)

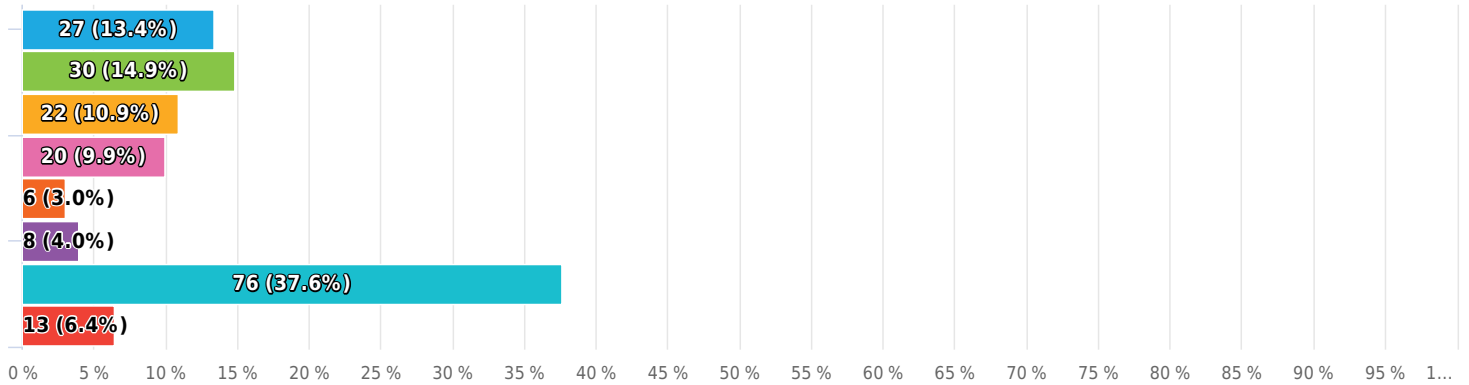
- 1-2 min. (2.5 %)
- 2-5 min. (46.5 %)
- 5-10 min. (33.2 %)
- 10-30 min. (14.9 %)
- 30-60 min. (1.0 %)
- >60 min. (2.0 %)

# Results

## 1 Which City of Mansfield Ward do you live in?

Single choice , answers 202 x, unanswered 0 x

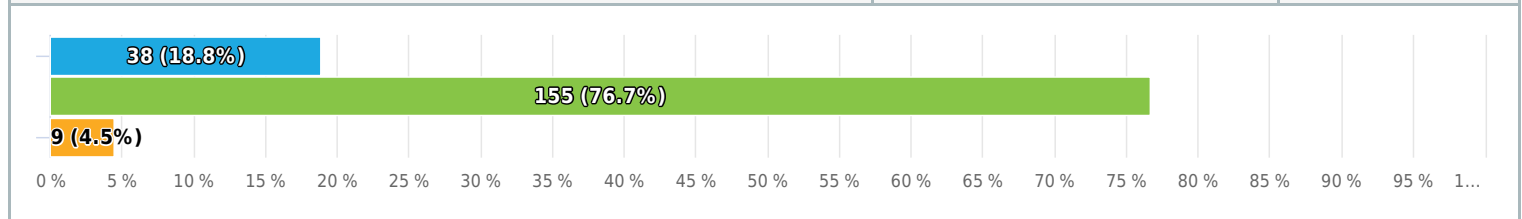
Answer Choices	Responses	Ratio
● Ward 1	27	13.4%
● Ward 2	30	14.9%
● Ward 3	22	10.9%
● Ward 4	20	9.9%
● Ward 5	6	3.0%
● Ward 6	8	4.0%
● I'm not sure	76	37.6%
● I do not live in the City of Mansfield	13	6.4%



## 2 For housing, I currently:

Single choice , answers 202 x, unanswered 0 x

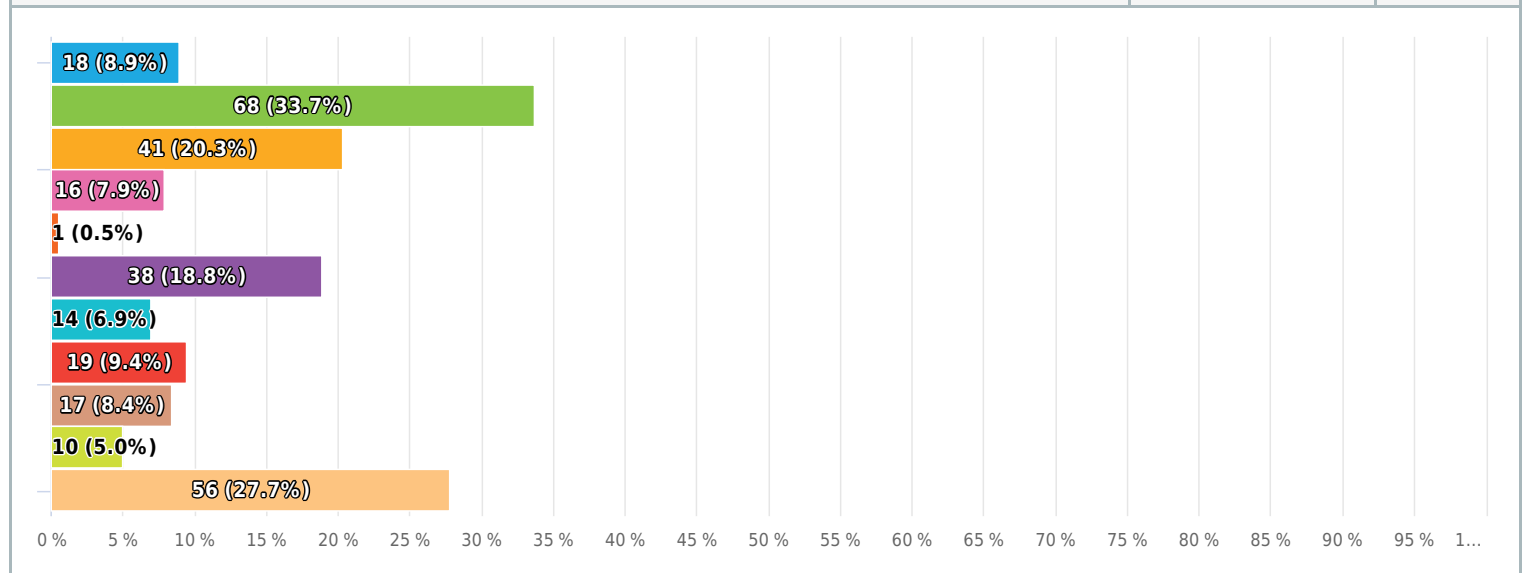
Answer Choices	Responses	Ratio
<span style="color: blue;">●</span> Rent	38	18.8%
<span style="color: green;">●</span> Own	155	76.7%
<span style="color: orange;">●</span> Live with Family/Friends	9	4.5%



### 3 Please select all that apply:

Multiple choice , answers 202 x, unanswered 0 x

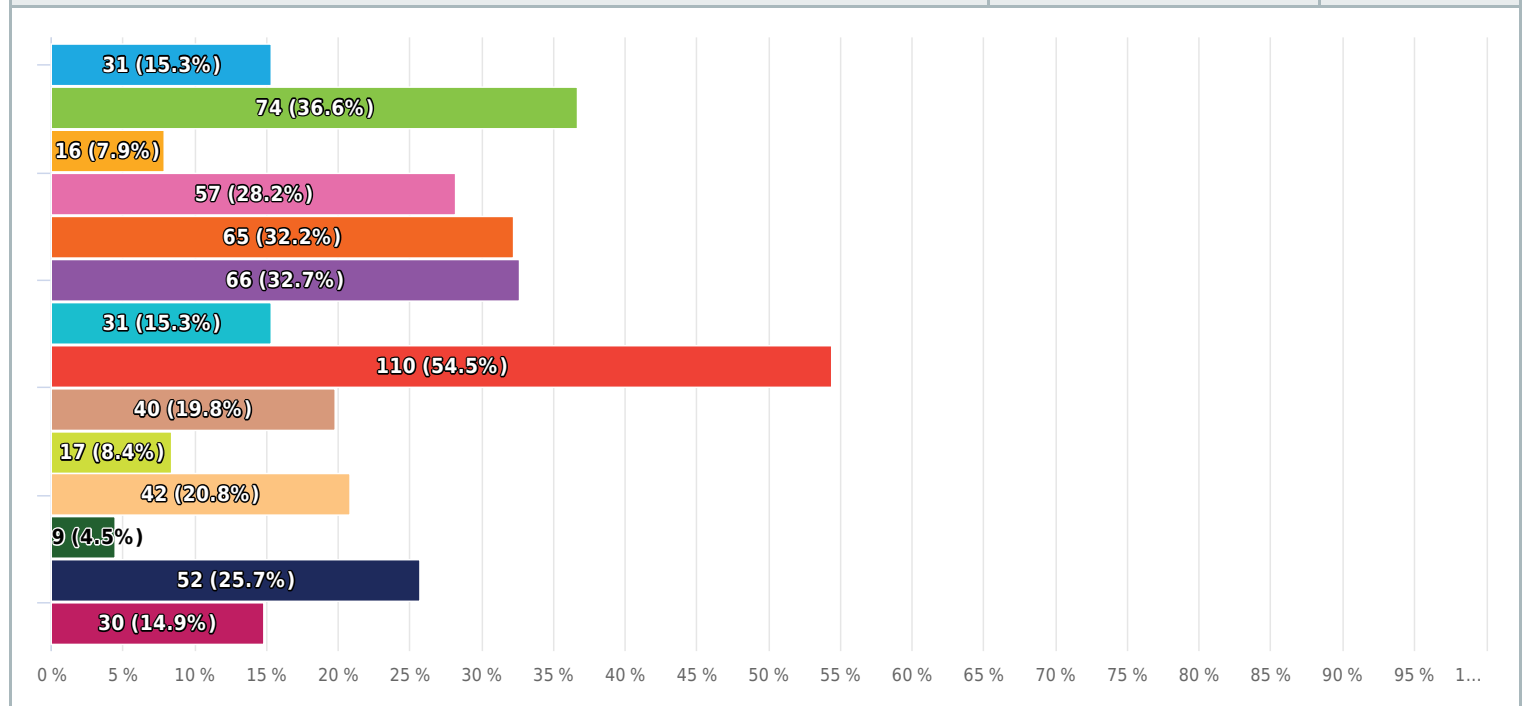
Answer Choices	Responses	Ratio
5 or more persons live in my home	18	8.9%
There are children in my home	68	33.7%
I am elderly	41	20.3%
I am disabled	16	7.9%
I live in subsidized housing (metro or other rental assistance)	1	0.5%
I live in a female headed household	38	18.8%
I use forms of public assistance (excluding rental assistance)	14	6.9%
Someone living in my home is elderly	19	9.4%
Someone living in my home is disabled	17	8.4%
Someone in my home uses a form of public assistance	10	5.0%
None apply to me	56	27.7%



## 4 Please select the top 5 concerns you have for your immediate neighborhood.

Multiple choice , answers 202 x, unanswered 0 x

Answer Choices	Responses	Ratio
Vacant Housing	31	15.3%
Deteriorating Housing	74	36.6%
Vacant Lots	16	7.9%
Street Lighting	57	28.2%
Sidewalks	65	32.2%
Litter	66	32.7%
Accessibility to public transportation	31	15.3%
Crime/ Public Safety	110	54.5%
Code Violations	40	19.8%
Parking	17	8.4%
Absentee Landlords	42	20.8%
Accessibility	9	4.5%
Traffic Enforcement	52	25.7%
Other...	30	14.9%

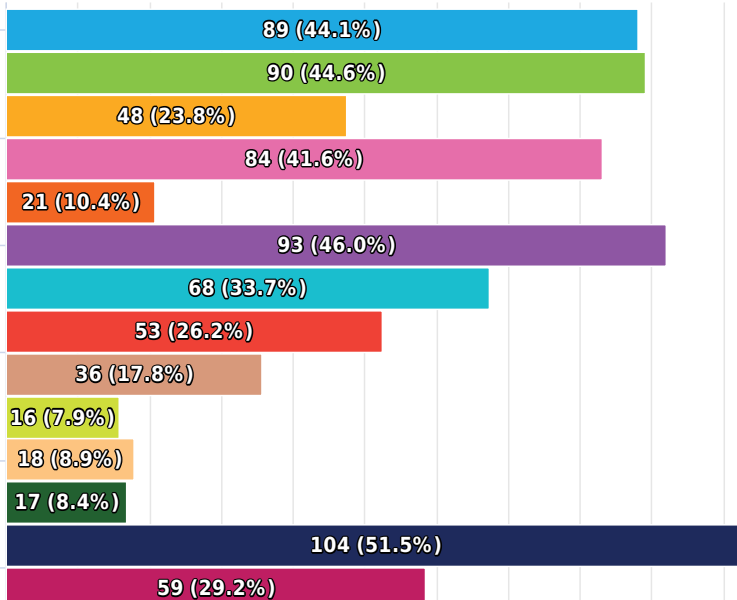




5 Please select the the top 5 programs, as related to housing, you believe have the most need.

Multiple choice , answers 202 x, unanswered 0 x

Answer Choices	Responses	Ratio
Homeowner Rehabilitation	89	44.1%
Emergency Home Repair	90	44.6%
Historic Preservation	48	23.8%
Homeownership Assistance	84	41.6%
Multi-family Housing Rehabilitation	21	10.4%
Affordable/Attainable Rental Housing	93	46.0%
Senior Housing	68	33.7%
Housing for disabled persons	53	26.2%
Single Family New Construction	36	17.8%
Multi- Family New Construction	16	7.9%
Lead Abatement	18	8.9%
Asbestos Abatement	17	8.4%
Energy Efficiency Improvements	104	51.5%
Homeownership/ Financial Counseling	59	29.2%

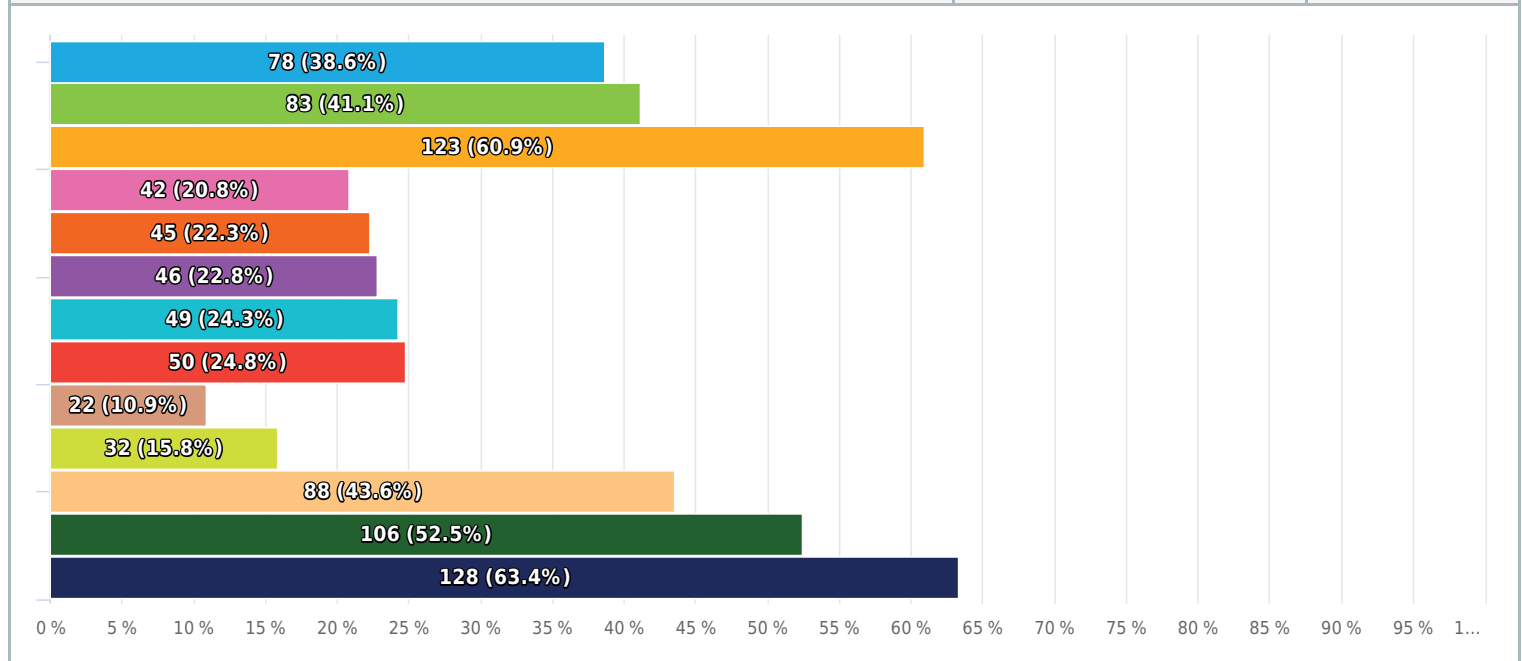


0 % 5 % 10 % 15 % 20 % 25 % 30 % 35 % 40 % 45 % 50 % 55 % 60 % 65 % 70 % 75 % 80 % 85 % 90 % 95 % 100 %

## 6 Select the top 5 Community/ Public Services you believe have the most need.

Multiple choice , answers 202 x, unanswered 0 x

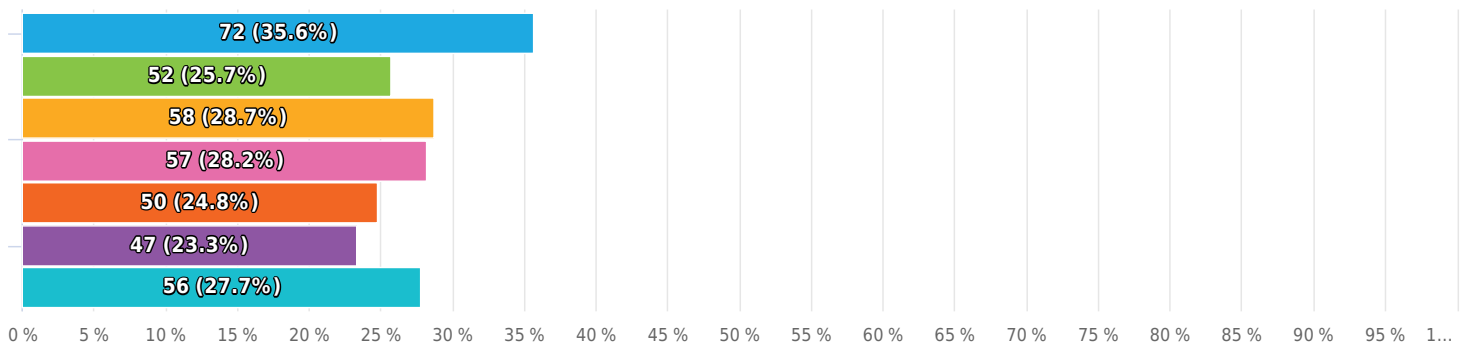
Answer Choices	Responses	Ratio
Child Care Centers	78	38.6%
Community Centers	83	41.1%
Parks/ Recreation	123	60.9%
Health Care Facilities	42	20.8%
Learning Centers/ Libraries	45	22.3%
Landlord/ Tenant Services	46	22.8%
Transportation	49	24.3%
Community Gardens	50	24.8%
Graffiti Removal	22	10.9%
ADA/ Accessibility Improvements	32	15.8%
Domestic Violence Services	88	43.6%
Substance Abuse Services	106	52.5%
Mental Health Services	128	63.4%



## 7 Select the top 2 Public Improvement/ Infrastructure needs within your community.

Multiple choice , answers 202 x, unanswered 0 x

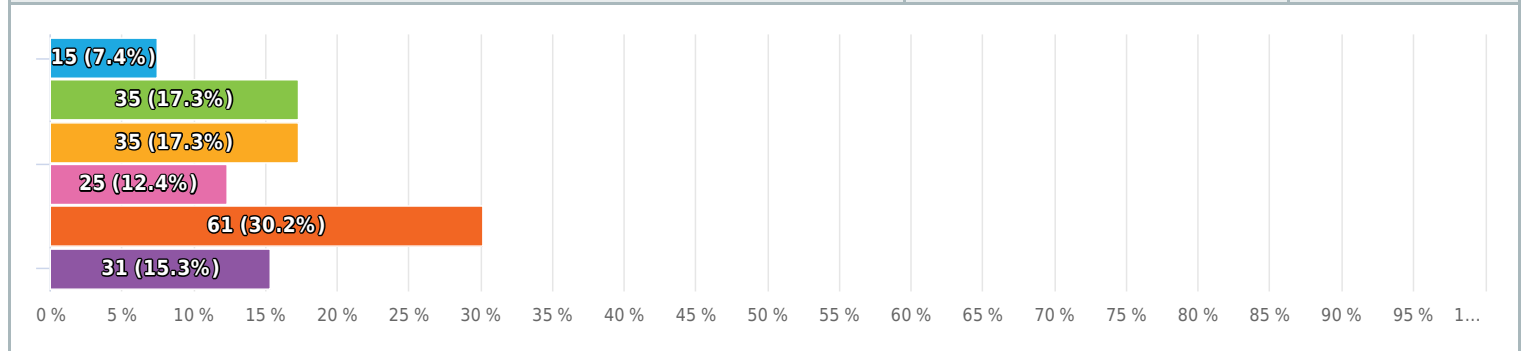
Answer Choices	Responses	Ratio
<span style="color: #00AEEF;">●</span> Sidewalks	72	35.6%
<span style="color: #76B82A;">●</span> Streets	52	25.7%
<span style="color: #FFC000;">●</span> Drainage	58	28.7%
<span style="color: #E91E63;">●</span> Water/Sewer	57	28.2%
<span style="color: #FF7F0E;">●</span> Street Lighting	50	24.8%
<span style="color: #9467BD;">●</span> Environmental Clean-up	47	23.3%
<span style="color: #17BECF;">●</span> Energy Efficiency Improvements	56	27.7%



## 8 Please select your approximate annual gross household income.

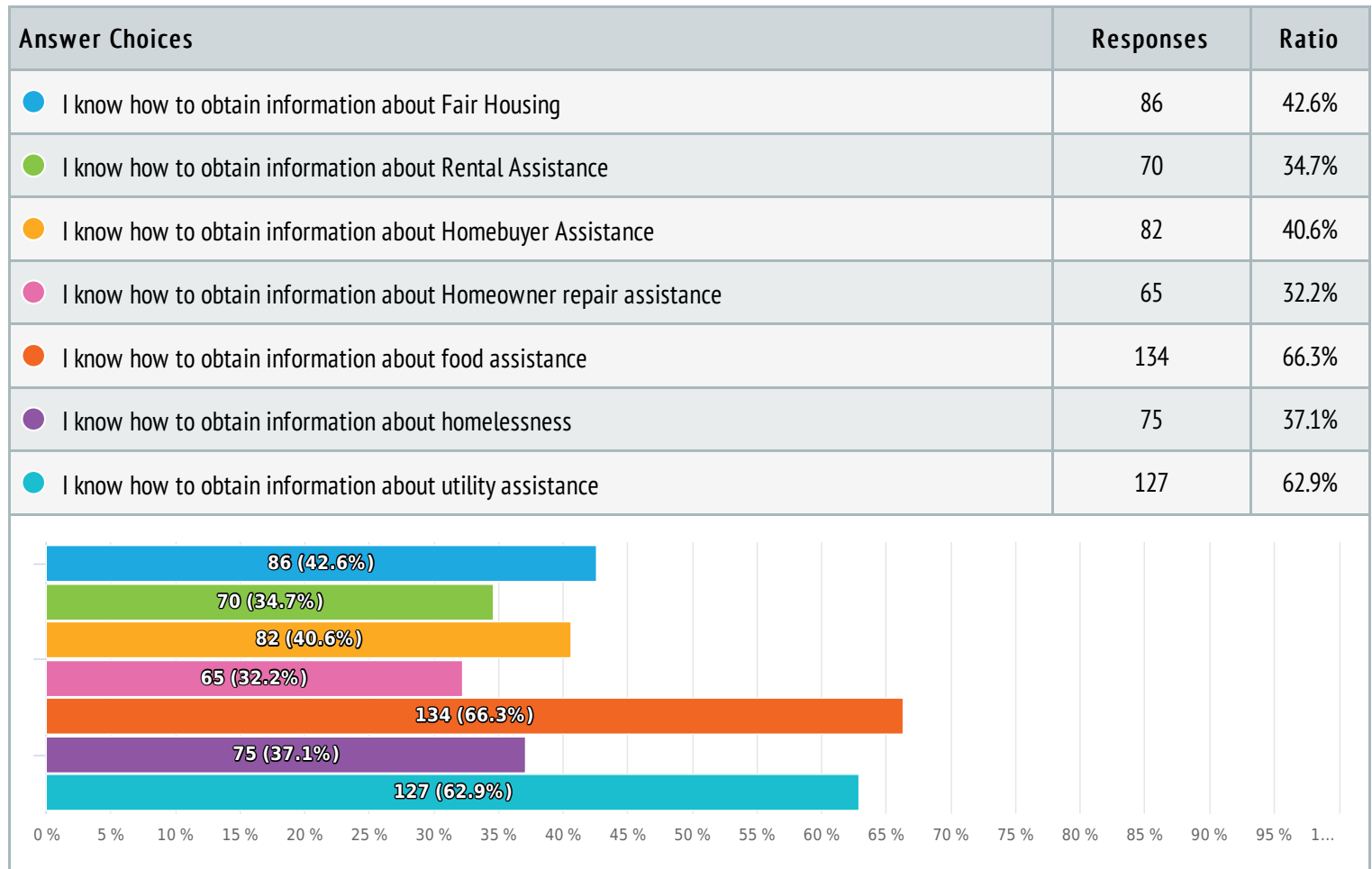
Single choice , answers 202 x, unanswered 0 x

Answer Choices	Responses	Ratio
● Less than \$20,000 per year	15	7.4%
● \$20,001-\$35,000 per year	35	17.3%
● \$35,001-\$50,000 per year	35	17.3%
● \$50,001-\$65,000 per year	25	12.4%
● More than \$65,001 per year	61	30.2%
● Prefer not to answer	31	15.3%



## 9 Select all that apply:

Multiple choice , answers 202 x, unanswered 0 x



## 10 Please share any other community needs that you feel are not being addressed.

Text answer , answers 202 x, unanswered 0 x

- (93x)
- 
- A
- Accessibility to recreation activities. Alternative modes of transportation.
- Access to affordable broadband services
- addiction and mental health treatments that are effective.
- Affordable Housing
- Areas for disposal of hazardous waste. For instance, when the annual hazardous waste collection was held on Newman street. Also, shouldn't have to pay to have yard waste disposal. I have been taking mine to Lexington, as I cannot afford to pay
- As a housing case manager, it is very apparent that the cost of rentals has increased to an average of \$650 per month, which prices the low-income tenants out of the rental market.
- Assistant home improvement
- Business development is terrible in Mansfield. Too many businesses are going to Ontario and Lexington.
- City needs to improve its image by mowing roadsides and curb lawns along major arterial streets and especially major entrances to the city and collect trash from roadsides and vacant lots.

- Clean up abandoned or owned not maintained buildings. Just take a ride from Ashland hill through town via Park Avenue to Ontario. Or Most of 4th street and the town looks trashy. We can't get businesses to come here with a town that is getting to look awful.
- clean up our parks
- Codes need enforced. Parking on lawns and junk accumulation detract from neighborhoods..
- Communication with all people...handicapped accessible bathrooms...green spaces...much cleaner intersection and maybe clean up the Black Fork River green space and make it part of the city instead of just part of the mess. Make Mansfield a clean, safe, family oriented town...not just certain neighborhoods. Thank you. Good luck. Mansfield was a reputable city when I was young...really has changed now. So much potential...hope the young people can bring it back.
- Continual employment opportunities to keep people and bring new people to Mansfield. Social and recreational activities for all ages, children, adults and seniors.
- Crime
- Crime and gangs
- Curb Appeal
- Diversity and inclusion by talking to those really impacted, rather than white people who want Richland County to stay conservative and white (coded language)
- Doing leaf pick up later in the year. Also, with all the trash everywhere, a spring or fall clean up for free (out of all the city taxes we pay) once or twice a year will have Mansfield looking great! Some people don't even use a trash service. I have two neighbors that literally pile their trash and broken furniture in their backyard. So many animals and rodents everywhere. I even live in a decent area! They're absolutely disgusting and when she lost her job last year is when she start
- Drug dealers in the neighborhood. Trash and litter .
- Drugs on and around my home. Need more patrol in this area.
- Focus more on actual crime that is harmful. Look into landlords in Mansfield they are violating many codes and harassment.
- Garbage collection should be the city's responsibility and bulk collection. They get more than enough taxes to handle it
- Homelessness
- Homelessness and mental health are not being adequately addressed in Mansfield.
- Homelessness. I am homeless and couch surf after leaving a domestic violence situation. I was in the shelter and am approved for rental assistance, but with the lack of subsidized housing and increasing rent costs in Mansfield I haven't been able to get housing.
- Homelessness is a problem that can be solved by asking the people if I could buy it what they need. Not putting up anti-homeless architecture and talking to the richest businesses in town. The mayor should be ashamed of how he has been handling this issue
- How does one address the lack of care being taken on rental properties by both the Landlord & the renters? Property values have been affected in our area because of this. When rentals are left empty with no attempt to fix up or rent then we have vandalism.
- I believe we need a city recycling program, or more recycling options. Recycling will help cut down on the city's trash problem. I believe we need to continue improving our downtown, and making sure our streets are plowed and potholes are being fixed. I think we need to hire more diverse individuals for our police and fire, and encourage younger folks to be involved in local politics and community organizations.
- I feel that the city needs to focus on improving infrastructure especially water lines. I also strongly believe that they should prioritize improving city services many departments are understaffed including street dept fire and police I think bringing these departments back to the pre-fiscal emergency staffing numbers will improve service and make the city a more desirable place to live and work in
- I feel there needs to be more being done for the homeless , I understand they could get jobs some don't want to and some do but it's hard when you don't have access to proper housing or clothing things like that really needs looked into
- I challenge any public official who believes in the values they stand for to run for office without joining a political party.
- I left Mansfield just this year because it is terrible. The entire city is simply one big ghetto. I still work in Mansfield and feel saddened every day driving in. It's just full of trashy rental properties owned by a handful of slumlords. Between the crime, low property values, and storm drains backing up into my basement, I couldn't stand living here.
- Illegal Trash Hauling, Run down house's, trash and junk in some properties around town, and impassable sidewalks overgrown with vegetation
- Inclusive and diversity space for meetings
- Instead of messing with people over minor stuff maybe the police should be going after the people selling the hard drugs. Maybe then the crime rate will drop. Quit giving them a pat on the hand for drug charges. I'm tired of hearing about rehab programs they don't seem to be working.

- In the last 5 years I can list 11 people who have moved away from this area. Why did they leave? Job opportunities, crime, failing schools, deteriorating neighborhoods, poverty and depression. My family plans on leaving in 2023. The thought of my kids being stuck here is nauseating. People look for houses based on schools & crime. Clean up Mansfield city schools & attract jobs that pay middle income wages otherwise you'll keep losing residents/tax base.
- I see many people walking down Lexington Ave and down town Mansfield who need clothing appropriate to the weather. Especially, in winter.
- I would like to see street lights on a city streets within the Mansfield city limits.
- Job that provide living wages
- Landlords need to care more about their tenants and the way they live.
- Leaf pick up and snow removal
- Litter, Crime
- Made many complaints regarding abandoned properties and code violation with no resolution.
- More business
- More diversity in public and social service jobs
- ... more info and contacts from officials ...
- More police pressents
- More stoplights not stop signs
- My biggest concern is that landlords are not being held accountable for the condition of their rental properties. There has been a condemned property behind my \$250,000 home for 3 years now.
- Need close restaurants more activities
- Need more police patrols in areas of high drug use, crime, and enforcement of traffic laws
- need more Raquetball
- need places for the young kids to go, and fix up the Ocie Hill center for after school activities.
- No
- No city assistance with population control on stray cats. Forgotten Felines of Richland County,Ohio has taken on this job in our community for the last 7 years often paying for sterilizations out of pocket. Everyone complains that the cats are a problem but very few take on this issue head on.
- No one stops at our stop signs
- Not
- Not enough police officers hired
- One
- Our city needs to expand the budget of our safety departments. We, as a community, expect A+ work when they have a C- budget. We are getting what we are paying for, which is squat! The amount of crime for a city of this size is abhorrent. We have mental health and addiction/drug services (and courts) and yet it continues to get worse, not better! We also need more pathways to success for recently released paroles to reduce recidivism rates locally.
- People parking on the front lawn.
- People speed down are road all the time we are on the back side of malabar school on Elmridge rd we have kids walking home from school kids playing neiboors walking there is no need for them to drive that fast
- Possibly downtown shopping like grocery stores.
- PROPERTY MAINTENANCE AND RESTORATION
- Public Safety. Hard to stay when crime is so high. Our home was burglarized when we were home at night and they stil haven't caught the person nor really investigated. It happened to quite a few houses in our area. Don't know how much worse it can get without someone being killed. :-)
- Raise taxes and reinvest in this community or there won't be a community to invest in! Hold slumlords accountable!
- Red Light violations are rampant (all over the country.) However, I also realize that the police already have their hands full with drug & violence.)
- Rehab parks. Their are no beautiful parks in Mansfield. Almost all of them are run down
- Safe community centers for kid and families
- Senior citizens center
- sewer back up and vacant houses that are causing bugs to come in my home and the wild animals that come out of the houses
- Snow plow and leaf pick up , water bills are astronomical keep going up

- Snow removal seems to be a problem every year in certain areas of the city, so I would love to see more improvement on that.
- Speeding throughout the neighborhood and running stop signs is an issue. Especially since there are a lot of families with small children.
- Sterkle park can have a few easy interim fixes: two new swings, security camera, painted tables. Break-ins have been more of an issue over the last 2 months in the Hollywood/rustic lane/winding way area. People speed on Hollywood as a cut through and there are many families with children on that road. Perhaps speed bumps? Or children at play signs? Water issues- drainage have been an issue as well.
- Street lighting is a huge concern in the area
- Street racing on park Ave.
- T
- Take care of existing parks
- Tax abatement to keep businesses here.
- teen center, mentor programs
- The city only cares about downtown and its imagination district. Most of us can't afford to do anything there anyway. It caters to out of towners at the expense of local citizens.
- (2x) The homeless
- The need for affordable housing and homeowner repairs
- There is drug dealing on our dead end street random cars constantly go up and down the apartments. We've called police for people being attacked and beaten screaming for their life because someone "wants their money" and it took 2 calls for 911 and 2 hours before 1 police car would even slowly drive by and never left vehicle to assess. We have children, teachers, elderly, family dogs on this road. These people need to be monitored & apprehended & apartments need to be held responsible as well.
- There needs to be more programs for low income workers w no children. We pay taxes to support other programs. Struggled and raised children. Now we are finding ourselves 2 or 3 paychecks from being homeless. Every program requires a disability. A child living at home. Requires you to be on social security. There are no programs for us. Just keep working and paying taxes for everyone to indulge in other programs. Keep doing without. Someday it might get fixed, like your car or home.
- there seems to be a leaf collection and street snow removal problem city wide. these basic needs have to be addressed before we worry about other problems.
- The roads need plaited in a timely manner. It's literally that and leaf pickup that matter.
- The sidewalks on fourth street leading to downtown and leading to the high school are atrocious!
- The vacant business buildings and dilapidated conditions for several years, at the West Park Shopping Center located on Park Avenue West.
- This community is in desperate need for appropriate recreational activities for teenagers. Without properly supervised activity they are left to their own devices while parents are working. Convert some of the vacant commercial real estate to recreational facilities and after school assistance with educational needs.
- Traffic control particularly with speed limits and turning on red
- Trash
- Trucks & construction type trailers parked in residential street
- Upkeep on property.
- Vacant buildings
- We need a better system of salted roads. It gets precarious to travel anywhere with bad roads in the winter
- We need a park police officer.
- We need more citizens to step up and help with their city.
- We need more safety nets for the vulnerable members of our community.
- We need park police!!!
- We need safe places for our kids to gather.
- Would love to see more sidewalks & accessibility within the city.
- Would really like to see the river system cleaned up through town and a pump system put in the viaduct.
- Youth sports



## Survey settings



Allow multiple submissions?

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Allow return to previous questions?



Display question numbers?



Receive response notifications by e-mail?

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Password protection?

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IP restriction?

# Appendix: Survey

## Community Needs Citizen Survey

Dear Sir or Madam,

Please take a few minutes of your time to complete  
the following questionnaire.

### 1 Which City of Mansfield Ward do you live in?

Question instructions: *Select one answer*

- Ward 1       Ward 2       Ward 3       Ward 4       Ward 5       Ward 6  
 I'm not sure       I do not live in the City of Mansfield

### 2 For housing, I currently:

Question instructions: *Select one answer*

- Rent       Own       Live with Family/Friends

### 3 Please select all that apply:

- |  |  |   |   |
|--|--|---|---|
| <input type="checkbox"/> 5 or more persons live in my home                               | <input type="checkbox"/> There are children in my home                       | <input type="checkbox"/> I am elderly   | <input type="checkbox"/> I am disabled                        |
| <input type="checkbox"/> I live in subsidized housing (metro or other rental assistance) | <input type="checkbox"/> I live in a female headed household                 | <input type="checkbox"/> I use forms of public assistance (excluding rental assistance) | <input type="checkbox"/> Someone living in my home is elderly |
| <input type="checkbox"/> Someone living in my home is disabled                           | <input type="checkbox"/> Someone in my home uses a form of public assistance | <input type="checkbox"/> None apply to me   |   |

#### 4 Please select the top 5 concerns you have for your immediate neighborhood.

Question instructions: *Select up to 5*

- |   |   |   |  |                                    |
|---|---|---|--|------------------------------------|
| <input type="checkbox"/> Vacant Housing     | <input type="checkbox"/> Deteriorating Housing                  | <input type="checkbox"/> Vacant Lots          | <input type="checkbox"/> Street Lighting | <input type="checkbox"/> Sidewalks |
| <input type="checkbox"/> Litter             | <input type="checkbox"/> Accessibility to public transportation | <input type="checkbox"/> Crime/ Public Safety | <input type="checkbox"/> Code Violations | <input type="checkbox"/> Parking   |
| <input type="checkbox"/> Absentee Landlords | <input type="checkbox"/> Accessibility                          | <input type="checkbox"/> Traffic Enforcement  |  |                                    |
| <input type="checkbox"/> Other...           | <input type="text"/>  |   |  |                                    |

#### 5 Please select the the top 5 programs, as related to housing, you believe have the most need.

Question instructions: *Select up to 5*

- |  |   |  |   |
|--|---|--|---|
| <input type="checkbox"/> Homeowner Rehabilitation            | <input type="checkbox"/> Emergency Home Repair                | <input type="checkbox"/> Historic Preservation | <input type="checkbox"/> Homeownership Assistance     |
| <input type="checkbox"/> Multi-family Housing Rehabilitation | <input type="checkbox"/> Affordable/Attainable Rental Housing | <input type="checkbox"/> Senior Housing        | <input type="checkbox"/> Housing for disabled persons |
| <input type="checkbox"/> Single Family New Construction      | <input type="checkbox"/> Multi- Family New Construction       | <input type="checkbox"/> Lead Abatement        | <input type="checkbox"/> Asbestos Abatement           |
| <input type="checkbox"/> Energy Efficiency Improvements      | <input type="checkbox"/> Homeownership/ Financial Counseling  |  |   |

#### 6 Select the top 5 Community/ Public Services you believe have the most need.

Question instructions: *Select up to 5*

- |   |   |   |   |  |
|---|---|---|---|--|
| <input type="checkbox"/> Child Care Centers         | <input type="checkbox"/> Community Centers        | <input type="checkbox"/> Parks/ Recreation      | <input type="checkbox"/> Health Care Facilities | <input type="checkbox"/> Learning Centers/ Libraries     |
| <input type="checkbox"/> Landlord/ Tenant Services  | <input type="checkbox"/> Transportation           | <input type="checkbox"/> Community Gardens      | <input type="checkbox"/> Graffiti Removal       | <input type="checkbox"/> ADA/ Accessibility Improvements |
| <input type="checkbox"/> Domestic Violence Services | <input type="checkbox"/> Substance Abuse Services | <input type="checkbox"/> Mental Health Services |   |  |

#### 7 Select the top 2 Public Improvement/ Infrastructure needs within your community.

Question instructions: *Select up to 2*

- |   |   |                                   |                                      |  |
|---|---|-----------------------------------|--------------------------------------|--|
| <input type="checkbox"/> Sidewalks              | <input type="checkbox"/> Streets                        | <input type="checkbox"/> Drainage | <input type="checkbox"/> Water/Sewer | <input type="checkbox"/> Street Lighting |
| <input type="checkbox"/> Environmental Clean-up | <input type="checkbox"/> Energy Efficiency Improvements |                                   |                                      |  |

### 8 Please select your approximate annual gross household income.

Question instructions: *Select one*

- Less than \$20,000 per year   
  \$20,001-\$35,000 per year   
  \$35,001-\$50,000 per year   
  \$50,001-\$65,000 per year  
 More than \$65,001 per year   
  Prefer not to answer

### 9 Select all that apply:

Question instructions: *Select all that apply*

- |   |   |  |   |
|---|---|--|---|
| <input type="checkbox"/> I know how to obtain information about Fair Housing    | <input type="checkbox"/> I know how to obtain information about Rental Assistance | <input type="checkbox"/> I know how to obtain information about Homebuyer Assistance | <input type="checkbox"/> I know how to obtain information about Homeowner repair assistance |
| <input type="checkbox"/> I know how to obtain information about food assistance | <input type="checkbox"/> I know how to obtain information about homelessness      | <input type="checkbox"/> I know how to obtain information about utility assistance   |   |

### 10 Please share any other community needs that you feel are not being addressed.

Question instructions: *PLEASE NOTE: Responses with profanity, vulgarity, responses that target a particular business or individual, or any inappropriate comments will be removed from results.*