



# Carmel Community Engagement Survey

Department Slides

**APRIL  
2024**

# **City Services and Processes**

# Lack of Familiarity with City Services

A number of city services had more than 10% of respondents reporting that they were not familiar with them.

1. Redevelopment Commission (25%)
2. Economic Development (16%)
3. Community Services (15%)
4. Fire Department (14%)
5. Engineering (11%)

# Satisfaction

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## Highest Rated

- Fire Department (98%)
- Parks Department (95%)
- Police Department (95%)
- Streets (95%)
- Community Relations & Events (94%)
- Utilities (93%)

## Lowest Rated

- Redevelopment Commission (61%)
- Community Services (70%)

# **Community Relations & Events**

# Community Relations & Events

**7%** of respondents were **not familiar** with Community Relations & Events

Of those who were familiar...

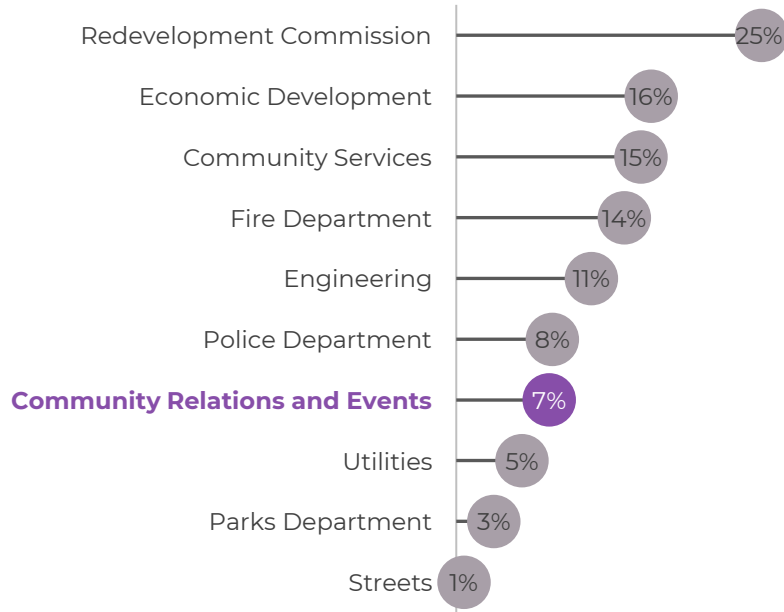
**94%** of respondents were **satisfied** with Community Relations & Events

## Breakdown of survey responses

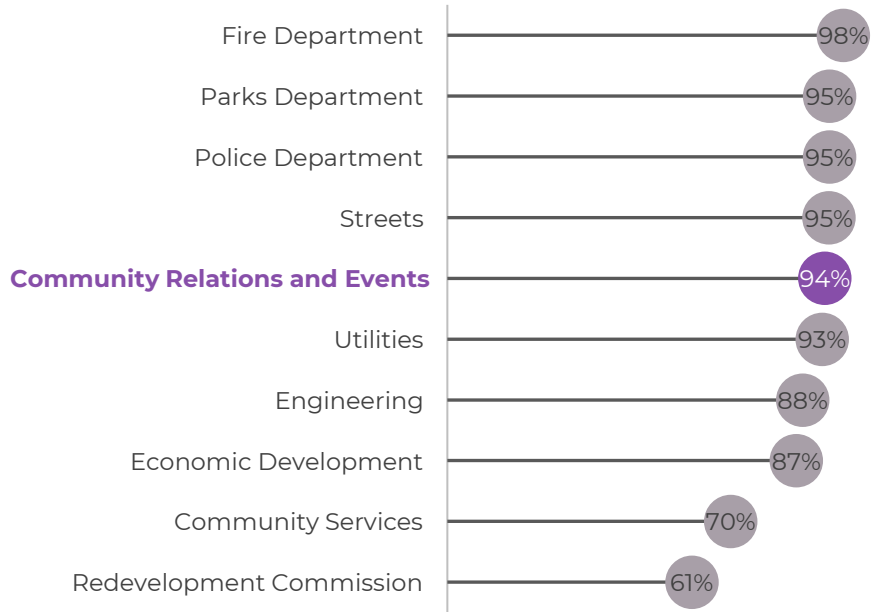


# Familiarity & Satisfaction

Percent of respondents who were **unfamiliar** with the Department



Percent of respondents who were **satisfied** with the Department



# Arts & Events

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**80%** of  
respondents  
**satisfied** with  
**events**  
featuring  
artists.

**83%** of  
respondents  
**satisfied** with  
Carmel's  
murals.

**66%** of  
respondents  
**satisfied** with  
**street**  
sculptures.

**65%** of  
respondents  
**satisfied** with  
**roundabout**  
sculptures.



# **Community Services**

# Community Services

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**15%** of respondents were **not familiar** with  
Community Services

**Of those who were familiar...**

**70%** of respondents were **satisfied** with  
Community Services

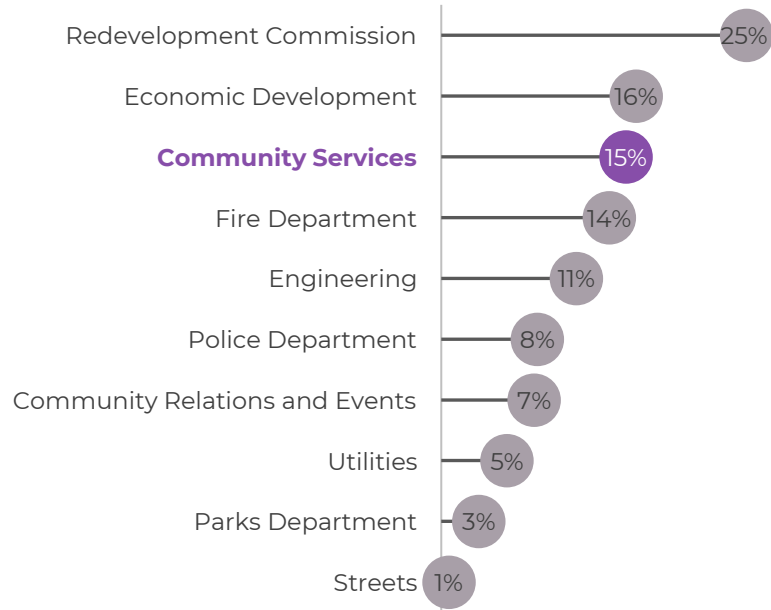
**Breakdown of survey responses**



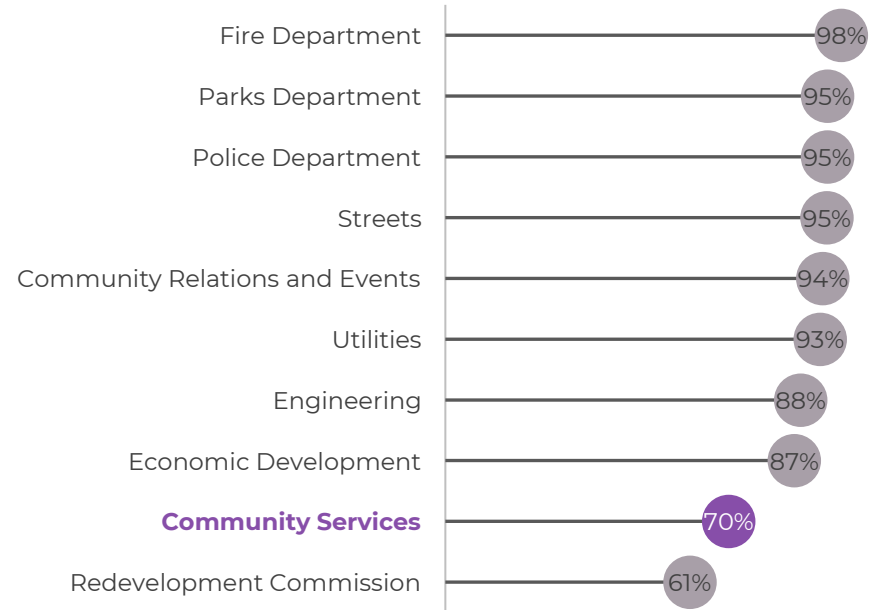
■ Very dissatisfied ■ Moderately dissatisfied ■ Slightly dissatisfied ■ Slightly satisfied ■ Moderately satisfied ■ Very satisfied

# Familiarity & Satisfaction

Percent of respondents who were **unfamiliar** with the Department



Percent of respondents who were **satisfied** with the Department



# Aging and Disability Services

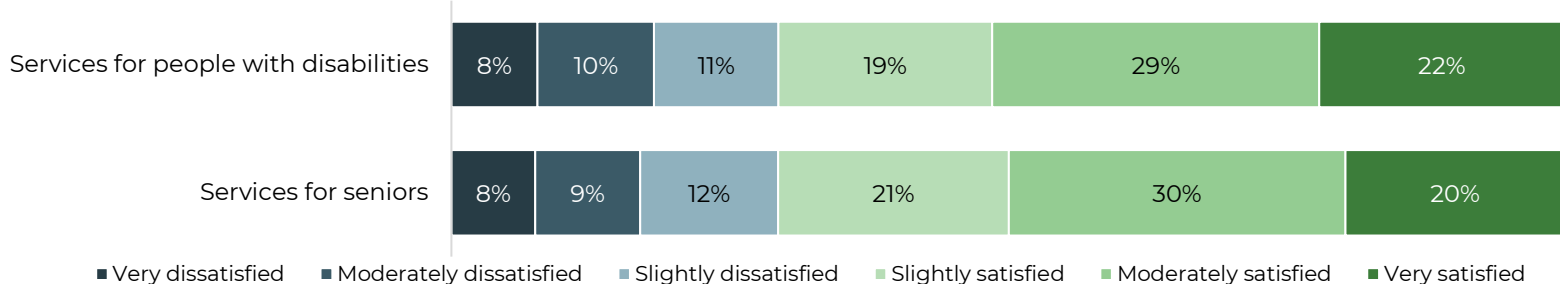
**59%** of respondents were **not familiar** with **services for people with disabilities**.

**39%** of respondents were **not familiar** with **services for seniors**.

Of those who were familiar...

**71%** of respondents were **satisfied** with **services for people with disabilities** and with **services for seniors**.

## Breakdown of survey responses



# **Economic Development**

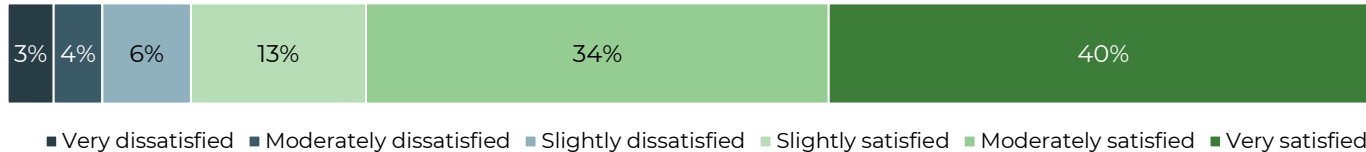
# Economic Development

**16%** of respondents were **not familiar** with Economic Development

Of those who were familiar...

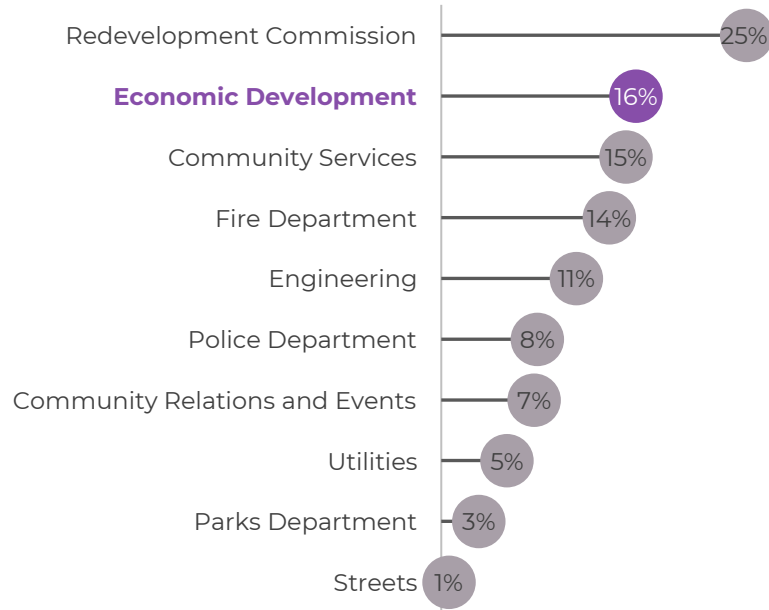
**87%** of respondents were **satisfied** with Economic Development

Breakdown of survey responses

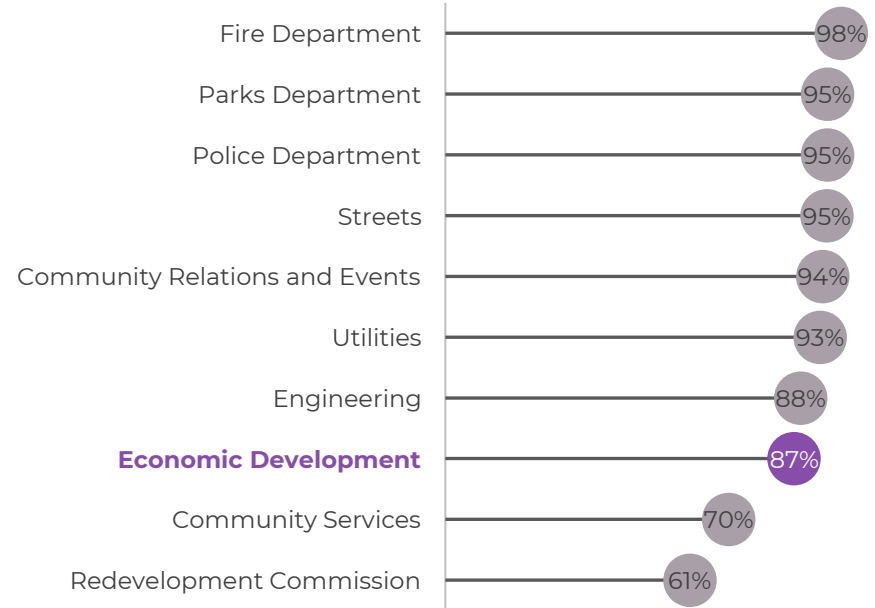


# Familiarity & Satisfaction

Percent of respondents who were **unfamiliar** with the Department



Percent of respondents who were **satisfied** with the Department



# **Engineering**



# Engineering

11% of respondents were **not familiar** with Engineering

Of those who were familiar...

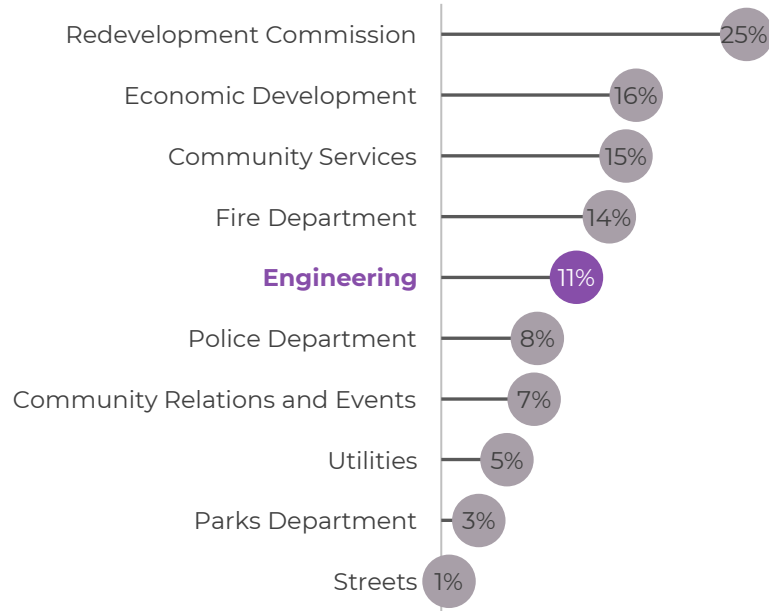
88% of respondents were **satisfied** with Engineering

Breakdown of survey responses

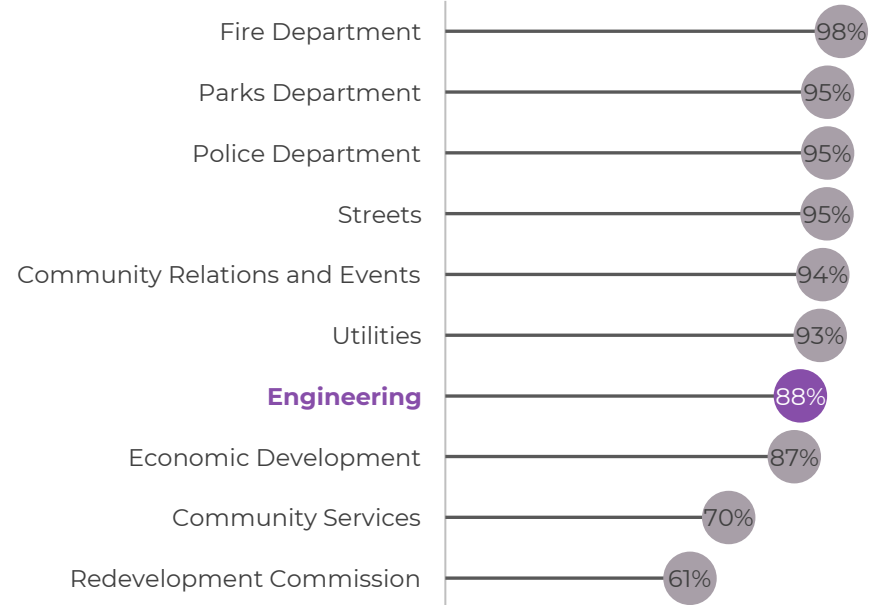


# Familiarity & Satisfaction

Percent of respondents who were **unfamiliar** with the Department



Percent of respondents who were **satisfied** with the Department



# **Fire Department**

# Fire Department

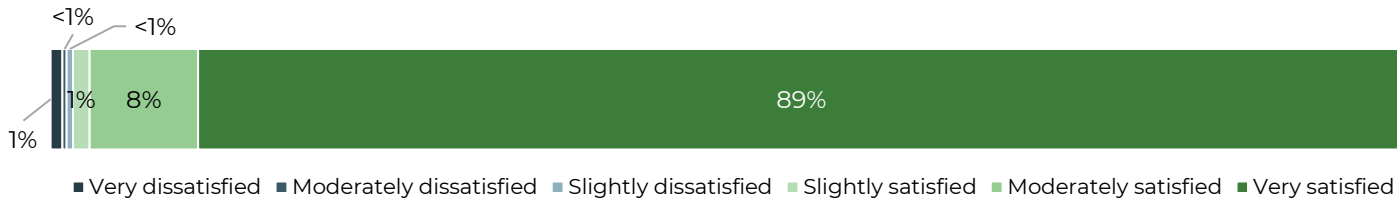
Respondents may have responded "not familiar" if they have not *utilized* Fire Dept. services.

14% of respondents were **not familiar** with the Fire Department

Of those who were familiar...

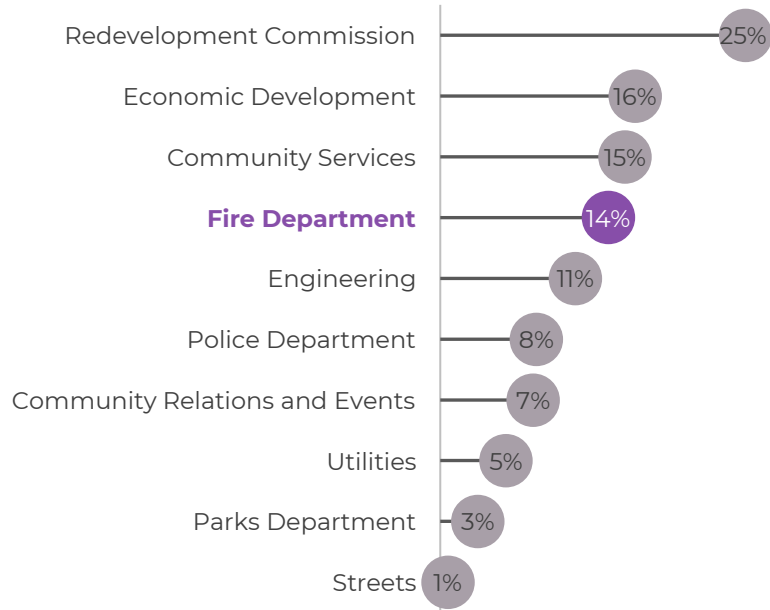
98% of respondents were **satisfied** with the Fire Department

## Breakdown of survey responses

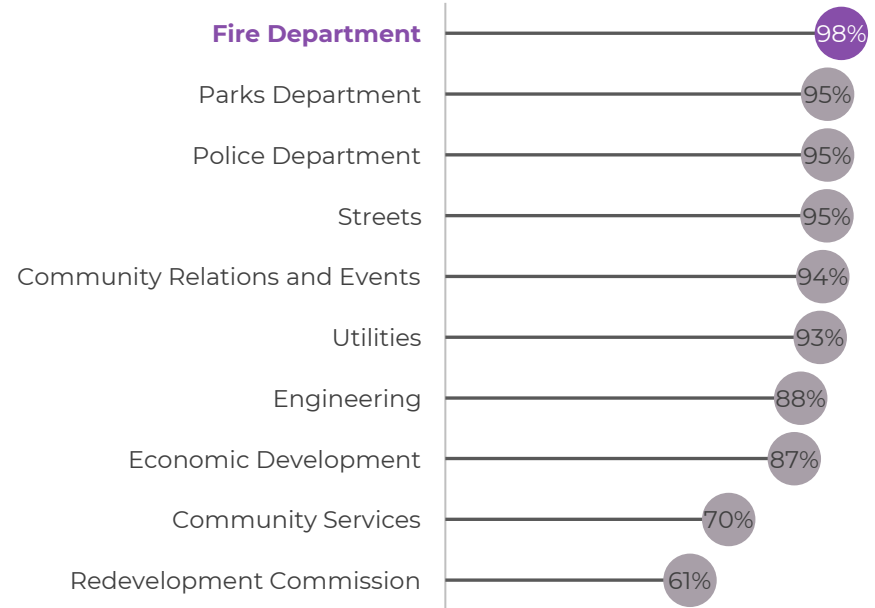


# Familiarity & Satisfaction

Percent of respondents who were **unfamiliar** with the Department



Percent of respondents who were **satisfied** with the Department



# **Parks Department**

# Parks Department

**3%** of respondents were **not familiar** with the Parks Department

Of those who were familiar...

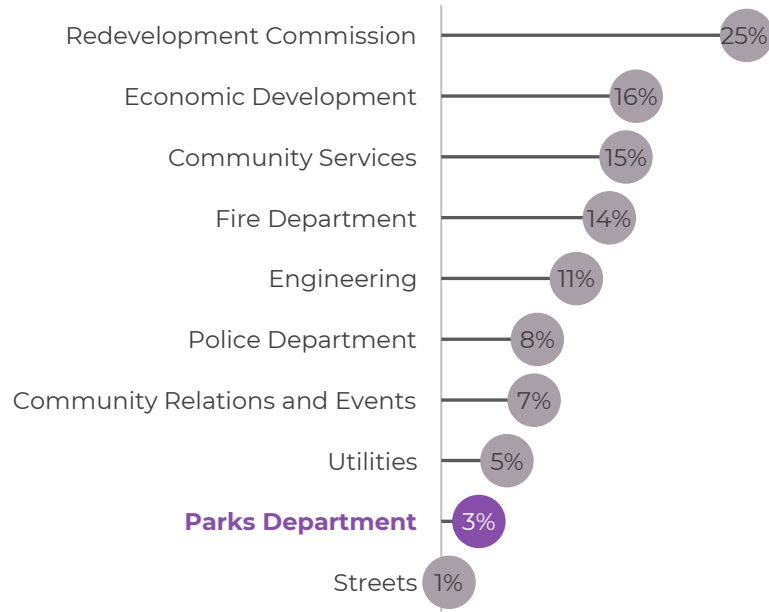
**95%** of respondents were **satisfied** with the Parks Department

## Breakdown of survey responses

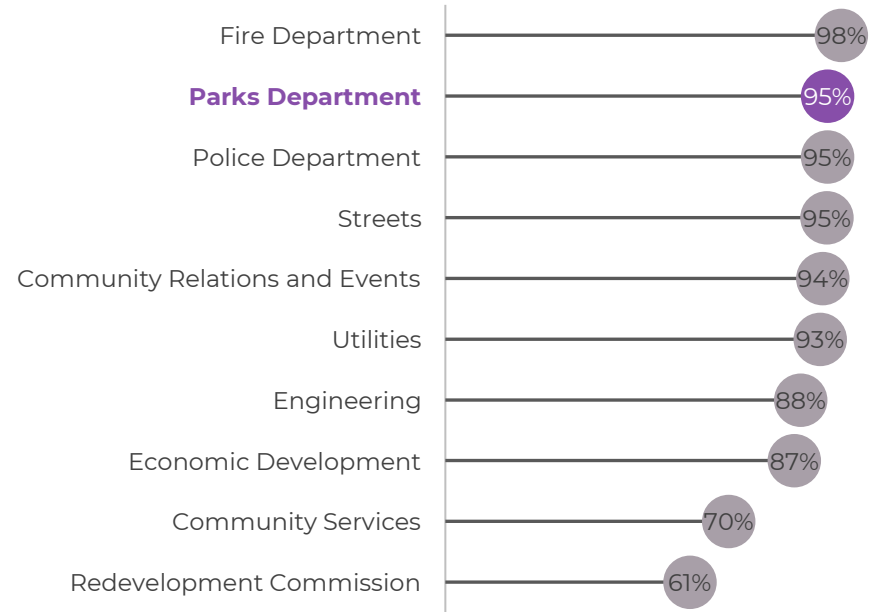


# Familiarity & Satisfaction

Percent of respondents who were **unfamiliar** with the Department



Percent of respondents who were **satisfied** with the Department





# **Police Department**

# Police Department

**8%** of respondents were **not familiar** with the Police Department

Of those who were familiar...

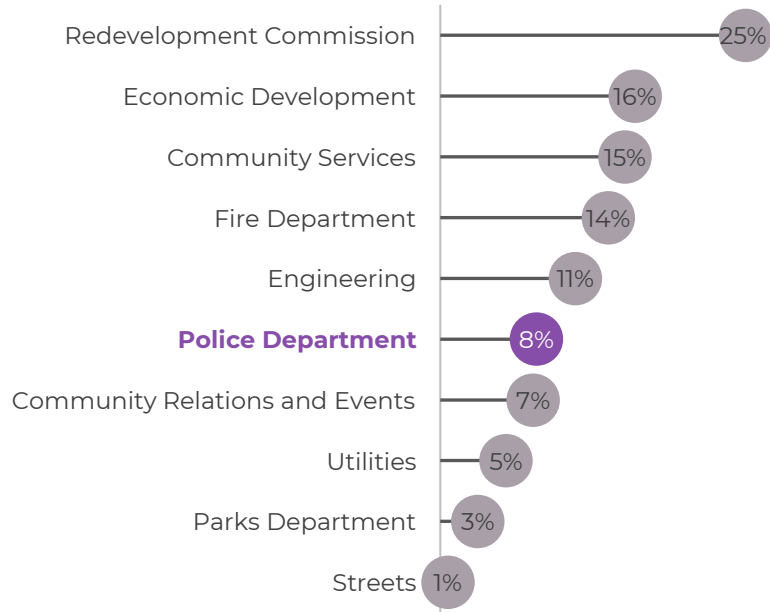
**95%** of respondents were **satisfied** with the Police Department

## Breakdown of survey responses

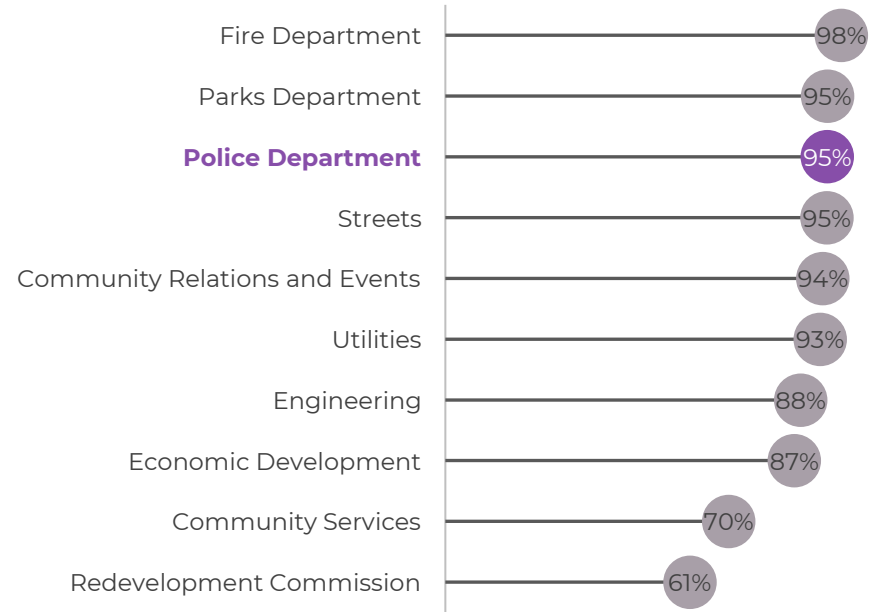


# Familiarity & Satisfaction

Percent of respondents who were **unfamiliar** with the Department



Percent of respondents who were **satisfied** with the Department



# **Redevelopment Commission**

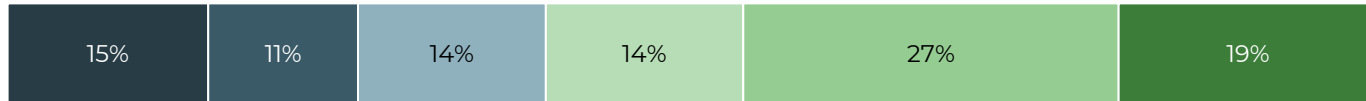
# Redevelopment Commission

**25%** of respondents were **not familiar** with the Redevelopment Commission

Of those who were familiar...

**61%** of respondents were **satisfied** with the Redevelopment Commission

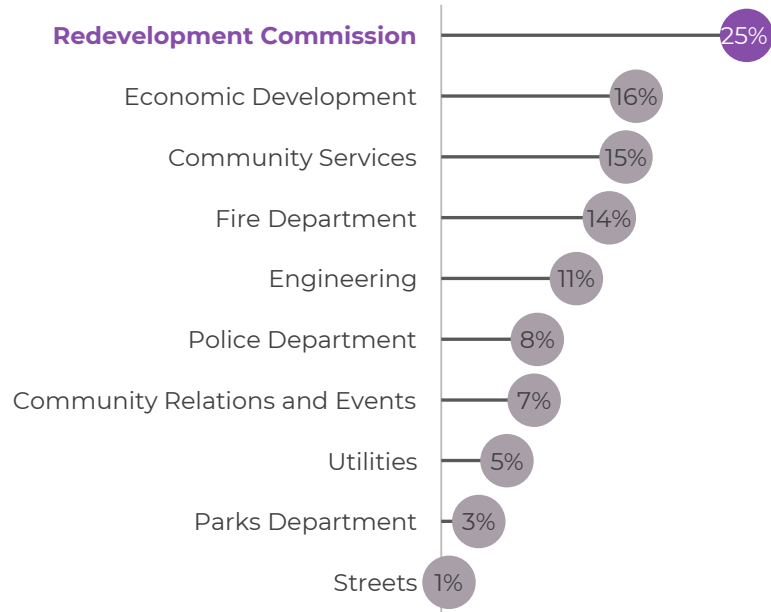
Breakdown of survey responses



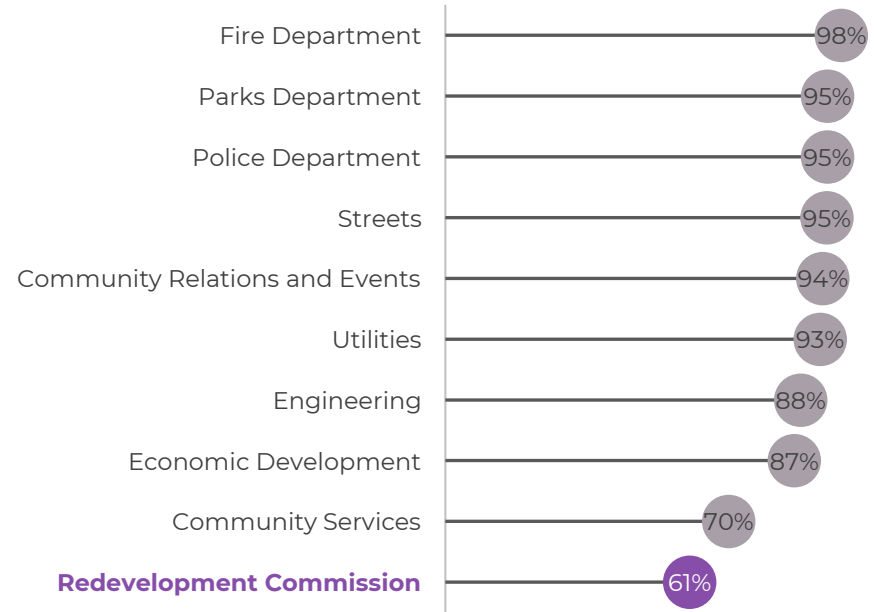
■ Very dissatisfied ■ Moderately dissatisfied ■ Slightly dissatisfied ■ Slightly satisfied ■ Moderately satisfied ■ Very satisfied

# Familiarity & Satisfaction

Percent of respondents who were **unfamiliar** with the Department



Percent of respondents who were **satisfied** with the Department



# Development & Land Use

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**52%** of respondents **satisfied** with **communication** about planning and zoning processes.

**58%** of respondents were **satisfied** with **development** and **land use**.

**63%** of respondents were **satisfied** with **housing variety**.

**Homeowners** and **renters** had similar satisfaction with development, land use, and housing variety.

**57%** of respondents were **satisfied** with **housing affordability**.

However, **59%** of **owners** were satisfied with **housing affordability**, compared to only **30%** of **renters**.

**Streets**



# Streets

1% of respondents were **not familiar** with Streets

Of those who were familiar...

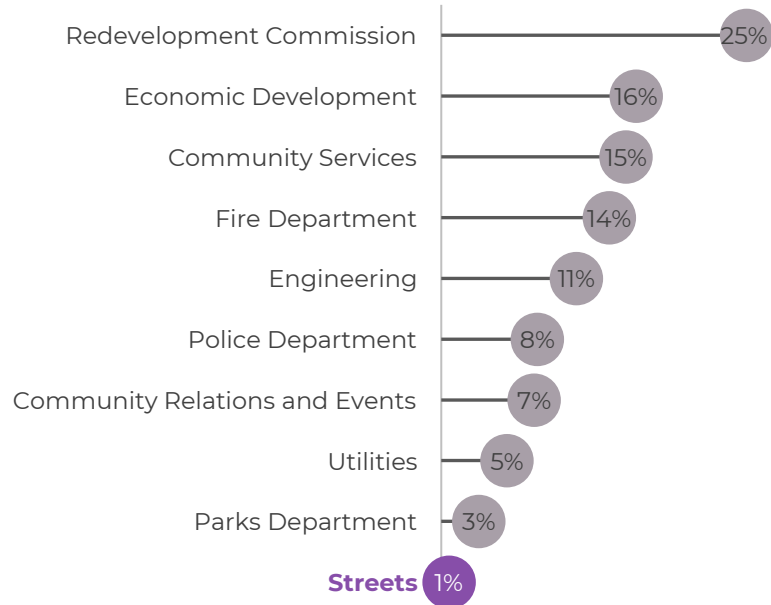
**95%** of respondents were **satisfied** with Streets

## Breakdown of survey responses

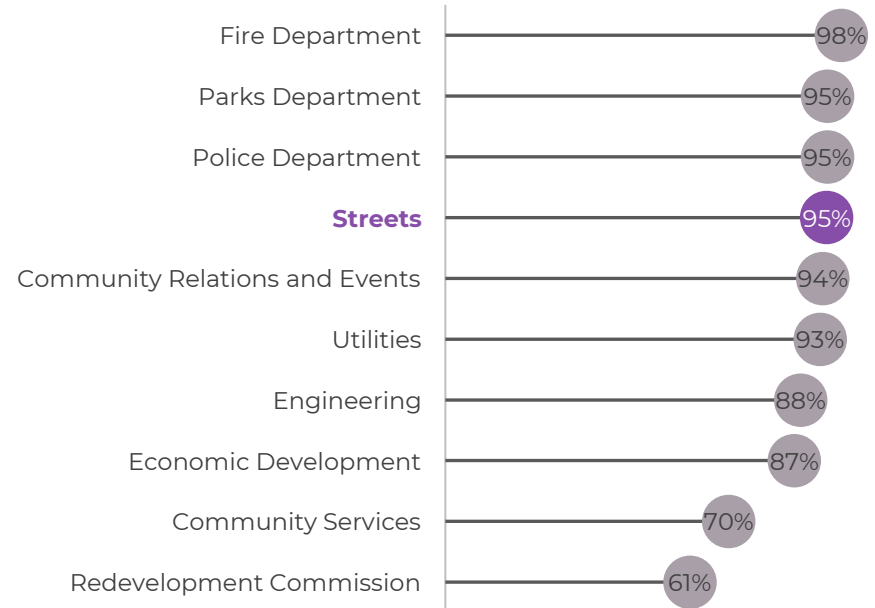


# Familiarity & Satisfaction

Percent of respondents who were **unfamiliar** with the Department

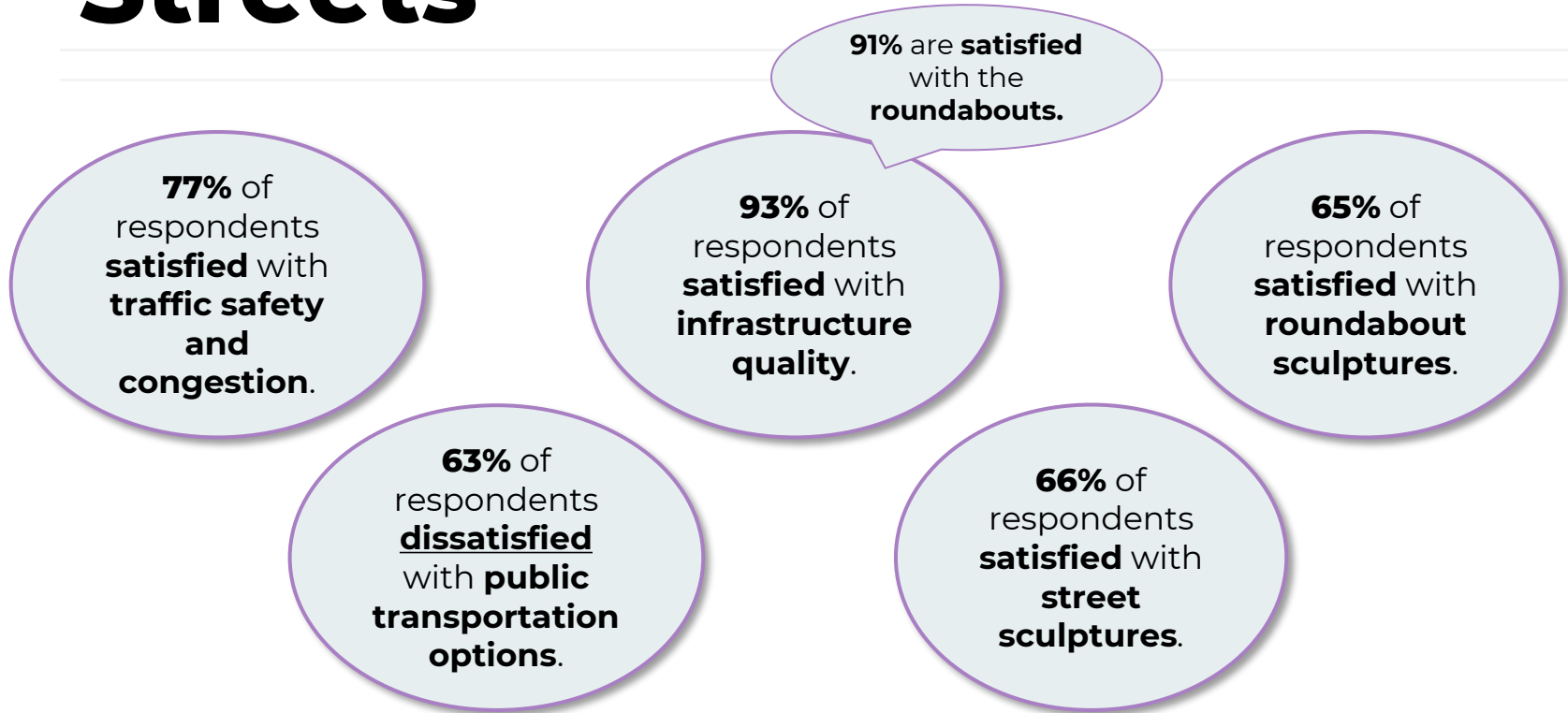


Percent of respondents who were **satisfied** with the Department



# Streets

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# Utilities

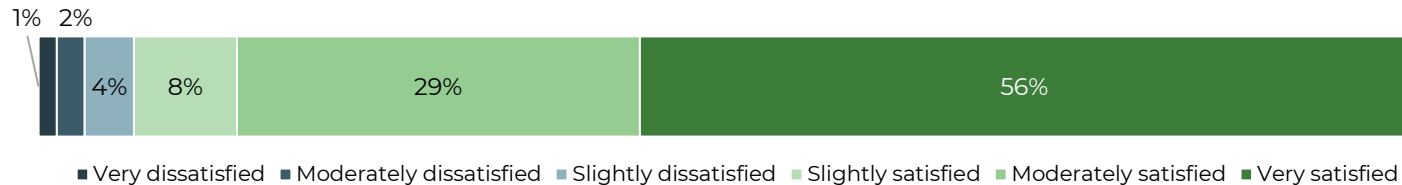
# Utilities

5% of respondents were **not familiar** with Utilities

Of those who were familiar...

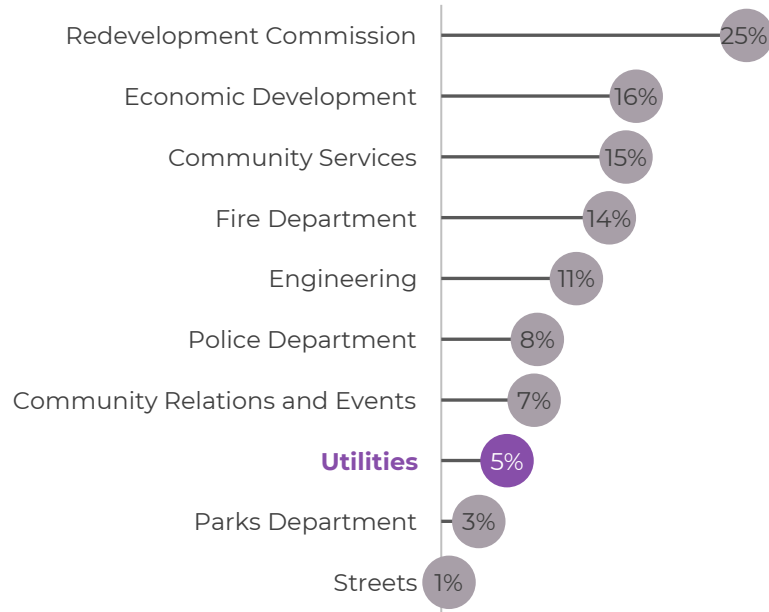
**93%** of respondents were **satisfied** with Utilities

## Breakdown of survey responses



# Familiarity & Satisfaction

Percent of respondents who were **unfamiliar** with the Department



Percent of respondents who were **satisfied** with the Department

