



Constant Contact Survey Results

Survey Name: Village of Martins Additions Annual Survey 2016

Response Status: Partial & Completed

Filter: None

10/26/2016 8:13 AM EDT

TextBlock:

The Village Council is seeking resident input on Village services and operations. We plan to use the resident feedback to inform decision-making and priority setting. The survey should take less than 10 minutes to complete. So, please participate! Please submit the survey only once for each household. The survey will be open for 2 weeks from September 19th, 2016 to October 3rd, 2016. Survey results will be shared in the October Council meeting and newsletter.

Overall, how satisfied are you with the Village operations?

| Answer | 0% | 100% | Number of Response(s) | Response Ratio |
|------------------------------------|----|------|-----------------------|----------------|
| Extremely satisfied | | | 58 | 33.1 % |
| Somewhat satisfied | | | 62 | 35.4 % |
| Neither satisfied nor dissatisfied | | | 22 | 12.5 % |
| Somewhat dissatisfied | | | 10 | 5.7 % |
| Extremely dissatisfied | | | 4 | 2.2 % |
| No Response(s) | | | 19 | 10.8 % |
| Totals | | | 175 | 100% |

If you selected somewhat dissatisfied or extremely dissatisfied in question 1, please describe your experience.

24 Response(s)

If you have contacted the Village office within the last year, how quickly did the Village office staff respond to your request?

| Answer | 0% | 100% | Number of Response(s) | Response Ratio |
|---------------------------|---|------|-----------------------|----------------|
| Within the same day |  | | 63 | 36.0 % |
| Within 3 business days |  | | 35 | 20.0 % |
| Within one week |  | | 7 | 4.0 % |
| Never received a response |  | | 5 | 2.8 % |
| N/A |  | | 41 | 23.4 % |
| No Response(s) |  | | 24 | 13.7 % |
| Totals | | | 175 | 100% |

If you have contacted anyone on the Village Council within the last year, how quickly did the Council Member(s) respond to your request?

| Answer | 0% | 100% | Number of Response(s) | Response Ratio |
|---------------------------|---|------|-----------------------|----------------|
| Within the same day |  | | 28 | 16.0 % |
| Within 3 business days |  | | 18 | 10.2 % |
| Within one week |  | | 7 | 4.0 % |
| Never received a response |  | | 5 | 2.8 % |
| N/A |  | | 93 | 53.1 % |
| No Response(s) |  | | 24 | 13.7 % |
| Totals | | | 175 | 100% |

Most of the Village budget is spent on providing our residents with services. Services listed below are an expansion of standard County services. Which services would you like the Village to continue to provide? Rank in order of importance to your family (1 being the most important and 5 being the least important). If you would like the Village to continue providing these services at their current levels, type "No Change" in the comment box.

1 = 5

| Answer | 1 | 2 | 3 | 4 | 5 | Number of Response(s) | Ranking Score* |
|--|---|---|---|---|---|-----------------------|----------------|
| Trash pick up twice per week from side or backyard (as opposed to once per week at the curb) | | | | | | 114 | 1.6 |
| Bulk trash pickup every other month | | | | | | 114 | 3.4 |
| Yard waste pick up once per week | | | | | | 114 | 3.1 |
| Police patrols (our current contract is with 2 Montgomery County police officers for combined 10 hours per week) | | | | | | 114 | 2.7 |
| Village sponsored community events (Halloween parade, etc.) | | | | | | 114 | 4.2 |

*The Ranking Score is the weighted average calculated by dividing the sum of all weighted rankings by the number of total responses.

Please indicate any additional services, if any, you are interested in receiving from the Village.

| Answer | 0% | 100% | Number of Response(s) | Response Ratio |
|--|----|------|-----------------------|----------------|
| Snow shoveling of sidewalks for elderly and disabled | | | 65 | 45.4 % |
| Additional police patrols (expansion of current service) | | | 61 | 42.6 % |
| I do not wish to add any services the Village currently provides | | | 40 | 27.9 % |
| Other | | | 15 | 10.4 % |
| Totals | | | 143 | 100% |

Please indicate any reductions to services you are interested in pursuing in order to decrease the Village budget.

| Answer | 0% | 100% | Number of Response(s) | Response Ratio |
|---|----|------|-----------------------|----------------|
| Reduce trash pick up to once per week | | | 17 | 12.3 % |
| Move trash pick up to the curb from the side/back of the house | | | 19 | 13.7 % |
| Eliminate additional police patrols | | | 7 | 5.0 % |
| I do not wish to reduce any services the Village currently provides | | | 101 | 73.1 % |
| Other | | | 9 | 6.5 % |
| Totals | | | 138 | 100% |

I believe the enforcement of the building codes has been fair and effective.

| Answer | 0% | 100% | Number of Response(s) | Response Ratio |
|----------------------------|----|------|-----------------------|----------------|
| Strongly agree | | | 15 | 8.5 % |
| Agree | | | 31 | 17.7 % |
| Neither agree nor disagree | | | 75 | 42.8 % |
| Disagree | | | 17 | 9.7 % |
| Strongly disagree | | | 4 | 2.2 % |
| No Response(s) | | | 33 | 18.8 % |
| Totals | | | 175 | 100% |

If you selected disagree or strongly disagree in question 8, please describe your experience.

30 Response(s)

What is the most effective method of communicating information to you? Please select all that apply.

| Answer | 0% | 100% | Number of Response(s) | Response Ratio |
|---|----|------|-----------------------|----------------|
| Email communications (for example, using Constant Contact, our current email service) | | | 125 | 85.6 % |
| Village website | | | 20 | 13.6 % |
| Village newsletter delivered to your home by US Mail | | | 40 | 27.3 % |
| Village newsletter delivered to you by email | | | 46 | 31.5 % |
| Totals | | | 146 | 100% |

What kind of information would you like to receive from the Village Office?

| Answer | 0% | 100% | Number of Response(s) | Response Ratio |
|---|----|------|-----------------------|----------------|
| Notice of upcoming events | | | 109 | 77.8 % |
| Notice of issues under consideration by the Council | | | 117 | 83.5 % |
| Other | | | 26 | 18.5 % |
| Totals | | | 140 | 100% |

Do you support replacing the lawn and leaf bag delivery with leaf vacuuming from the curb during the fall? The leaves would be vacuumed from the Right of Way and not the street itself. Weekly yard waste would not be affected by this change, however, residents would need to purchase their own leaf bags. The cost to VMA would be similar to the cost of leaf bag delivery.

| Answer | 0% | 100% | Number of Response(s) | Response Ratio |
|----------------|---|------|-----------------------|----------------|
| Yes |  | | 51 | 29.1 % |
| No |  | | 89 | 50.8 % |
| No Response(s) |  | | 35 | 20.0 % |
| Totals | | | 175 | 100% |

Do you believe the 2016 election was conducted in a fair and open manner? If you have any recommendations or comments, enter them in the comment box.

| Answer | 0% | 100% | Number of Response(s) | Response Ratio |
|----------------|---|------|-----------------------|----------------|
| Yes |  | | 108 | 61.7 % |
| No |  | | 12 | 6.8 % |
| No Response(s) |  | | 55 | 31.4 % |
| Totals | | | 175 | 100% |

Would you like to volunteer your time and expertise to the Village of Martin's Additions on a short-term or long-term basis? If so, please contact the Council directly at VMACouncil@googlegroups.com.

25 Response(s)

Do you have anything else you would like to share with the Village Council? For example, you could provide suggestions on what you would like to see more or less of in how we operate.

40 Response(s)

*Please select your street below.

| Answer | 0% | 100% | Number of Response(s) | Response Ratio |
|----------------|----|------|-----------------------|----------------|
| Bradley Ln | | | 18 | 10.2 % |
| Brookville Rd | | | 10 | 5.7 % |
| Chestnut St | | | 8 | 4.5 % |
| Cummings Ln | | | 8 | 4.5 % |
| Delfield St | | | 10 | 5.7 % |
| Melville Pl | | | 2 | 1.1 % |
| Oxford St | | | 3 | 1.7 % |
| Quincy St | | | 12 | 6.8 % |
| Raymond St | | | 19 | 10.8 % |
| Shepherd St | | | 12 | 6.8 % |
| Summit Ave | | | 11 | 6.2 % |
| Taylor St | | | 8 | 4.5 % |
| Turner Ln | | | 14 | 8.0 % |
| Thornapple St | | | 6 | 3.4 % |
| No Response(s) | | | 34 | 19.4 % |
| Totals | | | 175 | 100% |