

## Constant Contact Survey Results

Campaign Name Annual Survey 2021  
Survey Submits 124  
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1. Overall, how satisfied are you with the Village operations?

Answer Choice	Response Count	Response Percentage
Extremely satisfied	55	44%
Somewhat satisfied	50	40%
Neither satisfied nor dissatisfied	11	8%
Somewhat dissatisfied	5	4%
Extremely dissatisfied	2	1%
Total Responses	123	

2. If you would like to share your experience with the Village, please describe below.

Total Responses 32

3. If you have contacted the Village Office within the past six months, how quickly did the Village Office staff respond to your request?

Answer Choice	Response Count	Response Percentage
Within the same day	48	40%
Within 3 business days	26	22%
Within one week	3	2%
Never received a response	2	1%
N/A	39	33%
Total Responses	118	

4. If you have contacted anyone on the Village Council within the past six months, how quickly did the Council member(s) respond to your request?

Answer Choice	Response Count	Response Percentage
Within the same day	17	13%
Within 3 business days	12	9%
Within one week	3	2%
Never received a response	4	3%
N/A	86	70%
Total Responses	122	

5. Council and committee meetings have been held remotely since the start of the pandemic in March 2020. If you have remotely attended one or more Council meetings via Zoom, did you find the meetings effective?

Answer Choice	Response Count	Response Percentage
Yes	57	72%
No	22	27%
Total Responses	79	

Comment	
Total Responses	37

6. Most of the Village budget is spent on providing services to residents. These services, such as bi-weekly trash collection from the side yard, police patrols, and Village-sponsored events, often exceed what's provided by the County. Please indicate any changes in services you would like the Village Council to consider, keeping in mind any additional expenses the Village might incur.

Total Responses	85
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7. In particular, the composting program is a service that is facilitated by the Village, but the Village does not pay for it. Should this service be made available to all households at Village expense (approximately \$16 per household per month)?

Answer Choice	Response Count	Response Percentage
Yes	55	47%
No	62	52%
Total Responses	117	

8. The Village staff sends regular communications to residents about upcoming events, issues under consideration by the Council, and messages from local police. If you would like to receive additional information from the Village Office, please list it here.

Total Responses	35
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9. How informative do you find the current forms of Village communication, i.e, Martin's Edition monthly newsletter, Weekly Wrap-up and email alerts?

Answer Choice	Response Count	Response Percentage
Extremely Informative	24	19%
Informative	91	73%
Not Informative	5	4%
Extremely Not Informative	2	1%
N/A	1	0%
Total Responses	123	

10. Do you find the current Village website to be user-friendly?

Answer Choice	Response Count	Response Percentage
Yes	91	88%
No	12	11%
Total Responses	103	

Comment

Total Responses 20

11. Do you believe the 2021 Village election was conducted in a fair and open manner? If you have any recommendations or comments, enter them in the comment box.

Answer Choice	Response Count	Response Percentage
Yes	101	90%
No	11	9%
Total Responses	112	

Comment

Total Responses 29

12. Did you get the information you needed to make an informed decision in the 2021 Village election?

Answer Choice	Response Count	Response Percentage
Yes	104	90%
No	11	9%
Total Responses	115	

Comment  
Total Responses 20

13. The 2021 Village election was conducted entirely by mail. Was the process of voting by mail easy in the 2021 election?

Answer Choice	Response Count	Response Percentage
Yes	108	92%
No	9	7%
Total Responses	117	

Comment  
Total Responses 18

14. In which Village events have you participated in the past year? If you attended more than one event, please list the events in the comments below.

Answer Choice	Response Count	Response Percentage
Monthly Council Meeting	33	23%
Candidate Forum (April 2021)	28	20%
Shred Event (June 2021)	25	17%
Independence Day (July 2021)	14	10%
Movie Night (September 2021)	14	10%
I have not participated in any Village events	29	20%
Other, please comment below	0	0%
<b>Total Responses</b>	<b>143</b>	

Comment  
Total Responses 45

15. Please list other events, if any, that you would like the Village to organize or host. ☒

Total Responses 32

16. In general, community engagement is a priority for Village operations and the Council. Please share ideas on how the Village can strengthen community engagement.

Total Responses 37

17. 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.

Total Responses 42

18. Please select your street below.

Answer Choice	Response Count	Response Percentage
Bradley Ln	13	10%
Brookville Rd	3	2%
Chestnut St	10	8%
Cummings Ln	9	7%
Delfield St	3	2%
Melville Pl	5	4%
Oxford St	3	2%
Quincy St	12	9%
Raymond St	21	16%
Shepherd St	11	8%
Summit Ave	10	8%
Taylor St	3	2%
Thornapple St	6	4%
Turner Ln	15	12%
Total Responses	124	