



## Constant Contact Survey Results

**Survey Name:** VMA Annual Survey 2015

**Response Status:** Completed

**Filter:** None

10/10/2015 5:43 PM EDT

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### 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 15th, 2015 to September 30th, 2015. Survey results will be shared in the October Council meeting and newsletter.

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### Overall, how satisfied are you with the Village operations?







Answer	0%	100%	Number of Response(s)	Response Ratio
Extremely satisfied			32	29.6 %
Somewhat satisfied			44	40.7 %
Neither satisfied nor dissatisfied			14	12.9 %
Somewhat dissatisfied			8	7.4 %
Extremely dissatisfied			3	2.7 %
No Response(s)			7	6.4 %
<b>Totals</b>			<b>108</b>	<b>100%</b>

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

29 Response(s)

If you have contacted the Village office since July 1st, how quickly did the Village office staff respond to your request?

Answer	0%	100%	Number of Response(s)	Response Ratio
Within the same day			26	24.0 %
Within 3 business days			7	6.4 %
Within one week			4	3.7 %
Never received a response			2	1.8 %
N/A			64	59.2 %
No Response(s)			5	4.6 %
<b>Totals</b>			<b>108</b>	<b>100%</b>

If you have contacted anyone on the Village Council since July 1st (the day new Council took office), how quickly did the Council Member(s) respond to your request?

Answer	0%	100%	Number of Response(s)	Response Ratio
Within the same day			9	8.3 %
Within 3 business days			4	3.7 %
Within one week			1	<1 %
Never received a response			1	<1 %
N/A			86	79.6 %
No Response(s)			7	6.4 %
<b>Totals</b>			<b>108</b>	<b>100%</b>

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).

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)						101	1.8
Bulk trash pickup every other month						101	3.3
Yard waste pick up once per week						101	2.9
Police patrols (our current contract is with 2 Montgomery County police officers for combined 10 hours per week)						101	2.8
Village sponsored community events (Halloween parade, etc)						101	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 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			51	50.4 %
Fall leaf vacuuming from the street			47	46.5 %
Additional police patrols (expansion of current service)			48	47.5 %
I do not wish to change any services the Village currently provides			13	12.8 %
Other			18	17.8 %
<b>Totals</b>			<b>101</b>	<b>100%</b>

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.			20	38.4 %
Move trash pick up to the curb from the side/back of the house.			17	32.6 %
Eliminate additional police patrols.			5	9.6 %
Other			20	38.4 %
<b>Totals</b>			<b>52</b>	<b>100%</b>

I believe the Village's building codes have been effective in maintaining the aesthetic character of the Village.

Answer	0%	100%	Number of Response(s)	Response Ratio
Strongly agree			12	11.1 %
Agree			33	30.5 %
Neither agree nor disagree			34	31.4 %
Disagree			14	12.9 %
Strongly disagree			9	8.3 %
No Response(s)			6	5.5 %
<b>Totals</b>			<b>108</b>	<b>100%</b>




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

Answer	0%	100%	Number of Response(s)	Response Ratio
Strongly agree			11	10.1 %
Agree			22	20.3 %
Neither agree nor disagree			49	45.3 %
Disagree			15	13.8 %
Strongly disagree			4	3.7 %
No Response(s)			7	6.4 %
<b>Totals</b>			<b>108</b>	<b>100%</b>

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)			95	92.2 %
Village website			25	24.2 %
Village newsletter delivered to your home by US Mail			33	32.0 %
Village newsletter delivered to you by email			32	31.0 %
<b>Totals</b>			<b>103</b>	<b>100%</b>

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			88	88.0 %
Notice of issues under consideration by the Council			87	87.0 %
Other			23	23.0 %
<b>Totals</b>			<b>100</b>	<b>100%</b>















The greatest resource the Village has is it's residents. Many of you are experts in your respective fields. Would you be willing to offer your expertise to the Village on short-term or long-term basis? Enter the area of expertise below and the best way to contact you. Alternatively, you may send this information to the Council directly at [VMACouncil@googlegroups.com](mailto:VMACouncil@googlegroups.com). The Village Council may reach out to you, as needed, to get your input on major decisions affecting the Village.

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.

47 Response(s)

\*Please select your street below.

Answer	0%	100%	Number of Response(s)	Response Ratio
Bradley Ln			8	7.4 %
Brookville Rd			8	7.4 %
Chestnut St			9	8.3 %
Cummings Ln			10	9.2 %
Delfield St			8	7.4 %
Melville Pl			2	1.8 %
Oxford St			3	2.7 %
Quincy St			7	6.4 %
Raymond St			13	12.0 %
Shepherd St			9	8.3 %
Summit Ave			9	8.3 %
Taylor St			4	3.7 %
Turner Ln			12	11.1 %
Thornapple St			6	5.5 %
No Response(s)			0	0.0 %
<b>Totals</b>			<b>108</b>	<b>100%</b>