



Constant Contact Survey Results

Survey Name: VMA Annual Survey 2020 Final

Response Status: Partial & Completed

Filter: None

10/12/2020 1:28 PM EDT

TextBlock:

The Village Council is seeking resident input on Village services and operations. We use the resident feedback to inform the Council's decision-making process and set Village priorities. The survey should take less than 10 minutes to complete. Please participate! Please submit the survey only once for each household. The survey will be open from Friday, September 25, 2020, at 5:00 PM until Sunday, October 11, 2020, at 11:59 PM. Survey results will be shared at the Thursday, October 15, 2020, VMA Council meeting.

Overall, how satisfied are you with the Village operations?

Answer	0%	100%	Number of Response(s)	Response Ratio
Extremely satisfied			48	34.2 %
Somewhat satisfied			50	35.7 %
Neither satisfied nor dissatisfied			18	12.8 %
Somewhat dissatisfied			9	6.4 %
Extremely dissatisfied			2	1.4 %
No Responses			2	1.4 %
No Response(s)			11	7.8 %
Totals			140	100%







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

30 Response(s)




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

Answer	0%	100%	Number of Response(s)	Response Ratio
Within the same day			48	34.2 %
Within 3 business days			17	12.1 %
Within one week			7	5.0 %
Never received a response			3	2.1 %
N/A			46	32.8 %
No Response(s)			19	13.5 %
Totals			140	100%

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

Answer	0%	100%	Number of Response(s)	Response Ratio
Within the same day			17	12.1 %
Within 3 business days			7	5.0 %
Within one week			2	1.4 %
Never received a response			6	4.2 %
N/A			86	61.4 %
No Response(s)			22	15.7 %
Totals			140	100%

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

Answer	0%	100%	Number of Response(s)	Response Ratio
Yes			30	21.4 %
No			13	9.2 %
No Response(s)			97	69.2 %
Totals			140	100%

Most of the Village budget is spent on providing our residents with services. These services often exceed what is provided by the County, such as bi-weekly trash collection from the side yard, police patrols, Village-sponsored events, and the composting program, which is a service the Village facilitates but does not pay for. Please indicate any changes in services you would like the Village Council to consider, keeping in mind the additional expense the Village would likely incur from providing additional services.

67 Response(s)

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.

29 Response(s)

Do you believe the 2020 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			87	62.1 %
No			5	3.5 %
No Response(s)			48	34.2 %
Totals			140	100%

Did you get the information you needed to make an informed decision in the 2020 election?

Answer	0%	100%	Number of Response(s)	Response Ratio
Yes			91	65.0 %
No			10	7.1 %
No Response(s)			39	27.8 %
Totals			140	100%

The 2020 election was conducted entirely by mail. Was the process of voting easy in the 2020 election?

Answer	0%	100%	Number of Response(s)	Response Ratio
Yes			98	70.0 %
No			3	2.1 %
No Response(s)			39	27.8 %
Totals			140	100%

In which Village events have you participated in the past year (select all that apply)?

Answer	0%	100%	Number of Response(s)	Response Ratio
Monthly Council meeting			29	27.1 %
Halloween (October 2019)			39	36.4 %
Adult Spring Fling at La Ferme (March 2020)			22	20.5 %
I have not participated in any Village events			36	33.6 %
Shred Event (June 2020)			15	14.0 %
Candidate Forum (April 2020)			21	19.6 %
Other			4	3.7 %
Totals			107	100%

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

25 Response(s)

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

33 Response(s)




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.

17 Response(s)















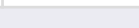
Do you have anything else you would like to share with the Village Council? For example, you could provide suggestions on what you would like to see more or less of in how we operate.

30 Response(s)

The composting program is a service that is facilitated by the Village but the Village does not pay for it. If you participated in the composting program, are you pleased with the service and would you like this service to continue?

Answer	0%	100%	Number of Response(s)	Response Ratio
Yes			36	25.7 %
No			4	2.8 %
No Response(s)			100	71.4 %
Totals			140	100%

*Please select your street below.

Answer	0%	100%	Number of Response(s)	Response Ratio
Bradley Ln			14	10.0 %
Brookville Rd			4	2.8 %
Chestnut St			6	4.2 %
Cummings Ln			9	6.4 %
Delfield St			7	5.0 %
Melville Pl			3	2.1 %
Oxford St			3	2.1 %
Quincy St			11	7.8 %
Raymond St			9	6.4 %
Shepherd St			7	5.0 %
Summit Ave			10	7.1 %
Taylor St			7	5.0 %
Turner Ln			16	11.4 %
Thornapple St			7	5.0 %
No Response(s)			27	19.2 %
Totals			140	100%