



Constant Contact Survey Results

Survey Name: Village of Martins Additions Annual Survey 2016

Response Status: Partial & Completed







Filter: None

4/1/2020 6:21 PM 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%