



Constant Contact Survey Results

Survey Name: Village of Martins Additions Annual Survey 2017

Response Status: Partial & Completed







Filter: None

4/1/2020 6:22 PM EDT

TextBlock:

The Village Council is seeking resident input on Village services and operations. We plan to use the resident feedback to inform the decision-making process and set Village priorities. 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 29th, 2017 to October 13th, 2017. Survey results will be shared in the October Council meeting and subsequent newsletter.







Overall, how satisfied are you with the Village operations?

Answer	0%	100%	Number of Response(s)	Response Ratio
Extremely satisfied			54	42.5 %
Somewhat satisfied			47	37.0 %
Neither satisfied nor dissatisfied			9	7.0 %
Somewhat dissatisfied			4	3.1 %
Extremely dissatisfied			2	1.5 %
No Response(s)			11	8.6 %
Totals			127	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 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			57	44.8 %
Within 3 business days			22	17.3 %
Within one week			3	2.3 %
Never received a response			4	3.1 %
N/A			24	18.8 %
No Response(s)			17	13.3 %
Totals			127	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			15	11.8 %
Within 3 business days			8	6.2 %
Within one week			2	1.5 %
Never received a response			2	1.5 %
N/A			83	65.3 %
No Response(s)			17	13.3 %
Totals			127	100%

Most of the Village budget is spent on providing our residents with services. Services listed below are an expansion of standard County services. 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)						94	1.5
Bulk trash pickup every other month						94	3.3
Yard waste pick up once per week						94	3.2
Police patrols (our current contract is with 2 Montgomery County police officers for combined 10 hours per week)						94	2.8
Village sponsored community events (Halloween parade, etc.)						94	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 changes in services you would like the Village Council to consider.

36 Response(s)





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

Answer	0%	100%	Number of Response(s)	Response Ratio
Strongly agree			8	6.2 %
Agree			33	25.9 %
Neither agree nor disagree			49	38.5 %
Disagree			8	6.2 %
Strongly disagree			3	2.3 %
No Response(s)			26	20.4 %
Totals			127	100%





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

17 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)			97	92.3 %
Village website			12	11.4 %
Village newsletter delivered to your home by US Mail			23	21.9 %
Village newsletter delivered to you by email			36	34.2 %
Totals			105	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			92	87.6 %
Notice of issues under consideration by the Council			100	95.2 %
Police communications and crime reports			86	81.9 %
Other			8	7.6 %
Totals			105	100%

Do you believe the 2017 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			90	70.8 %
No			4	3.1 %
No Response(s)			33	25.9 %
Totals			127	100%

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

Answer	0%	100%	Number of Response(s)	Response Ratio
Halloween			36	34.9 %
Independence Day/4th of July			23	22.3 %
Wine Tasting			17	16.5 %
Celebration on the Sidewalk/Election			60	58.2 %
I have not participated in any Village events			25	24.2 %
Other			3	2.9 %
Totals			103	100%

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

14 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 directly at VMACouncil@googlegroups.com.

7 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.

24 Response(s)

*Please select your street below.

Answer	0%	100%	Number of Response(s)	Response Ratio
Bradley Ln			14	11.0 %
Brookville Rd			5	3.9 %
Chestnut St			5	3.9 %
Cummings Ln			5	3.9 %
Delfield St			7	5.5 %
Melville Pl			2	1.5 %
Oxford St			3	2.3 %
Quincy St			8	6.2 %
Raymond St			14	11.0 %
Shepherd St			7	5.5 %
Summit Ave			7	5.5 %
Taylor St			8	6.2 %
Turner Ln			11	8.6 %
Thornapple St			9	7.0 %
No Response(s)			22	17.3 %
Totals			127	100%