

Overview of 2017 Community Questionnaire Results

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Key Points

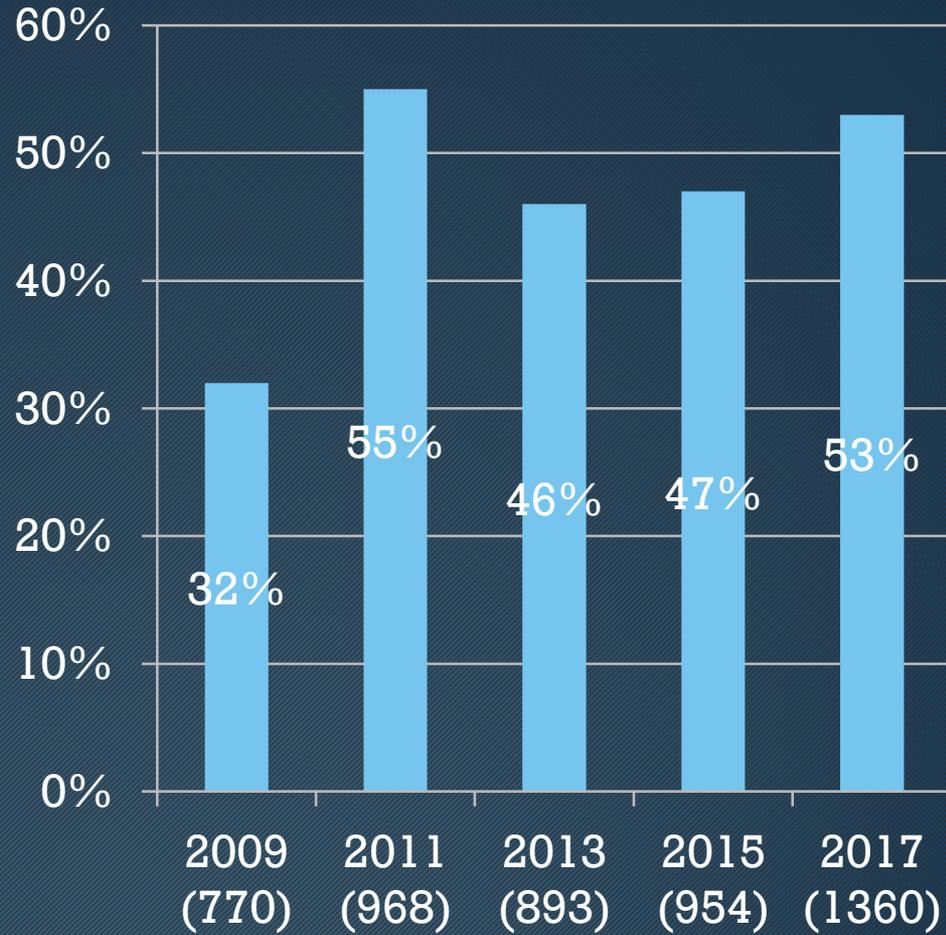
- 1,360 responses or 53% of voters. The largest number of responses since 1991.
- Overall City Services score well.
- Not every respondent answered every question. (N=number of respondents who answered that particular question.)
- The questionnaire was tabulated by the University of Maryland Institute for Governmental Service and Research (IGSR).

Submission Breakdown

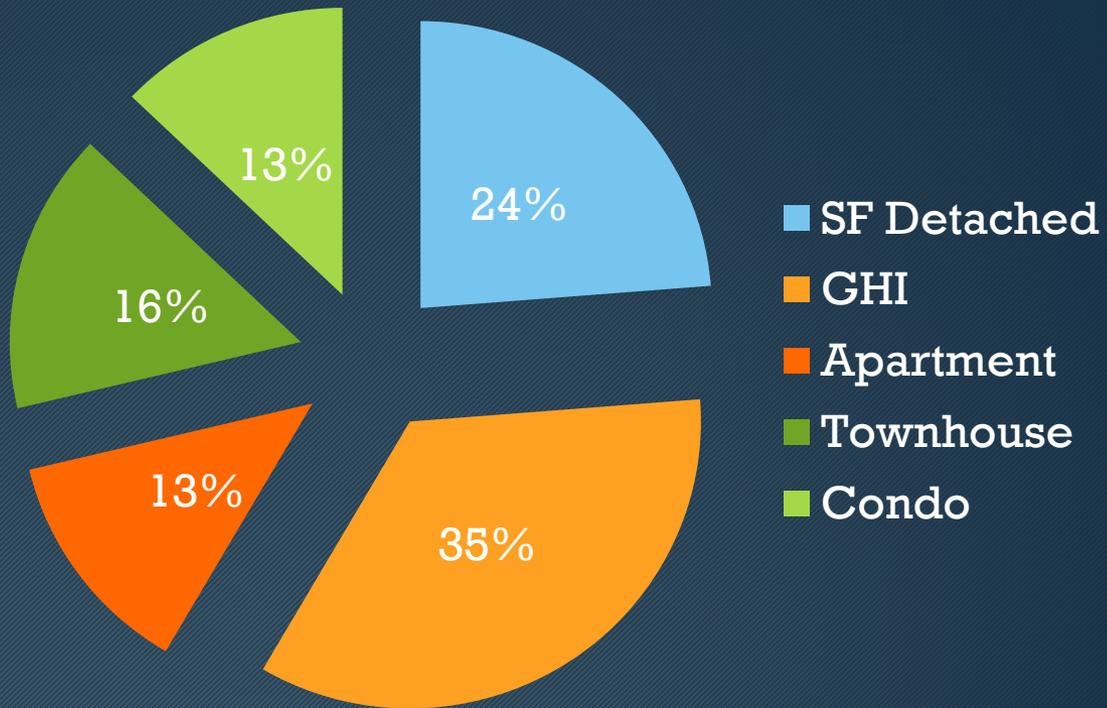
Where/how survey was submitted	Number (N)	Percent (%)
Precinct 3	362	26%
Precinct 6	178	13%
Precinct 8	107	8%
Precinct 13	141	10%
Precinct 18	76	6%
Early Voting	213	16%
Mailed/Delivered	43	3%
Online	<u>240</u>	<u>18%</u>
TOTAL	1,360	100%

Response Rate: Last 5 Questionnaires

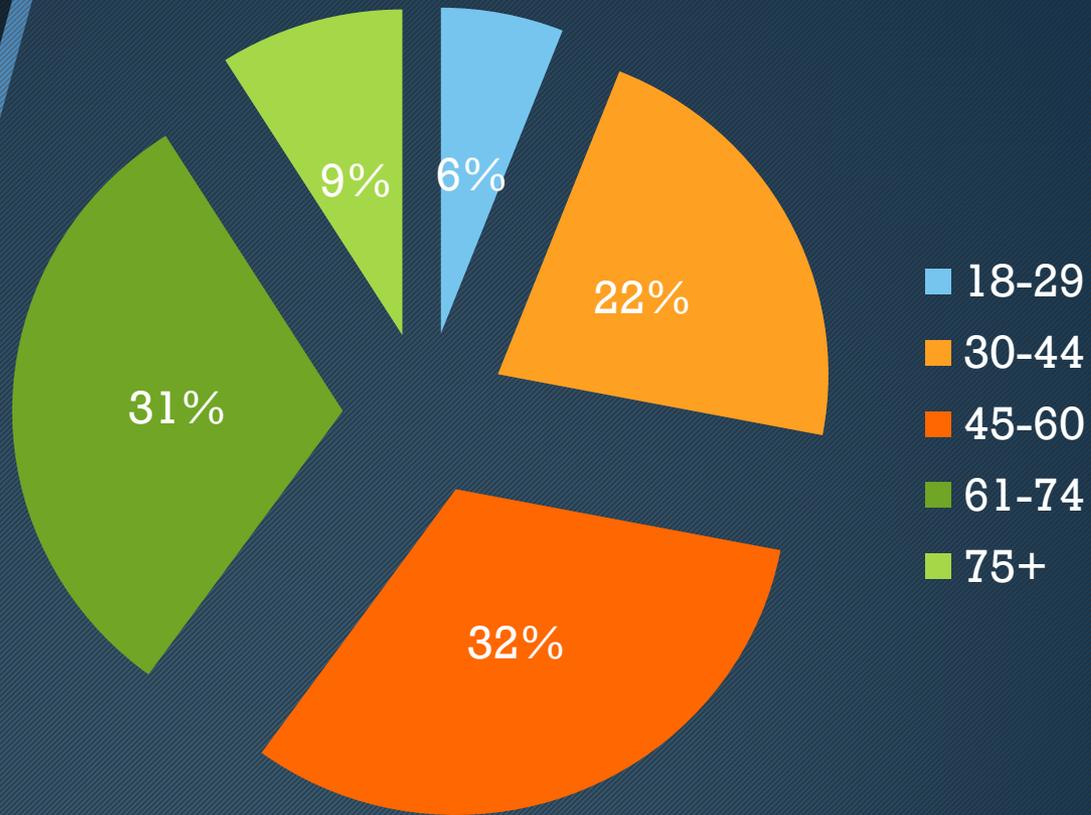
% of Voters Responding



Housing Type (N=1360)

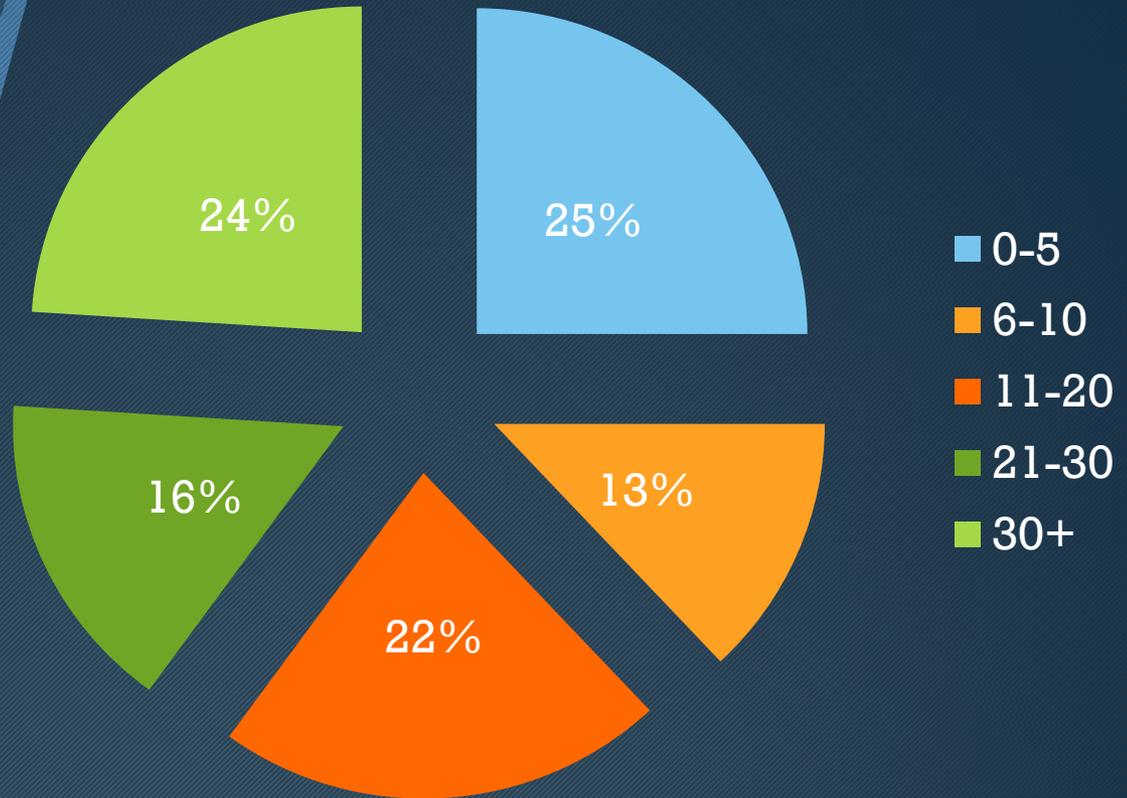


Respondent's Age (N=1347)



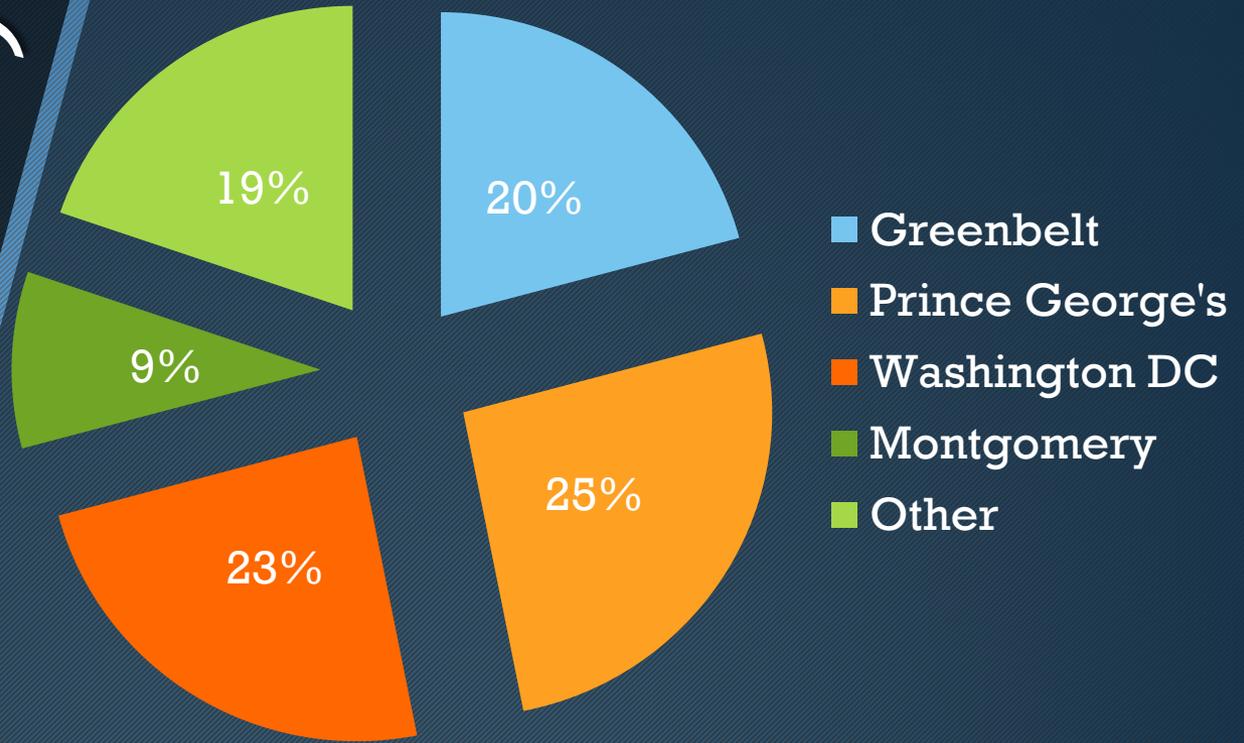
72% of respondents are over age 45

Years Lived in Greenbelt (N=1355)



40% of respondents have lived here more than 20 years.

Work Location (N=979)



68% of respondents work in the City, County or DC

Prioritize Top Transportation Modes

- Personal Auto was the top priority (55%)
- Metrorail was the top 2nd (18%) and 3rd (16%) priority.
- Bicycling/walking was also rated as a 2nd (11%) and 3rd (8%) priority.

Rating System

All of the rating questions use the following scale.

5=Excellent

4=Good

3=Average

2=Fair

1=Poor

Overall Scores

- In the 3 largest service categories (Public Safety, Public Works & Recreation), 34 of the 44 service questions scored 4.00 or higher.

Comparison to 2015 Scores

- 31 scores decreased while 13 increased.
- Most Public Safety and Public Works scores decreased by 2% or less.
- This is the second questionnaire where scores decreased from the prior year.
- Scores had generally increased from 2007 to 2013.

The Highs

- Special Events (4.54)
- Performing Arts Programs (4.54)
- Other Activities (4.53)
- Fitness Classes (4.47)
- Parks (4.42)

The LOWs

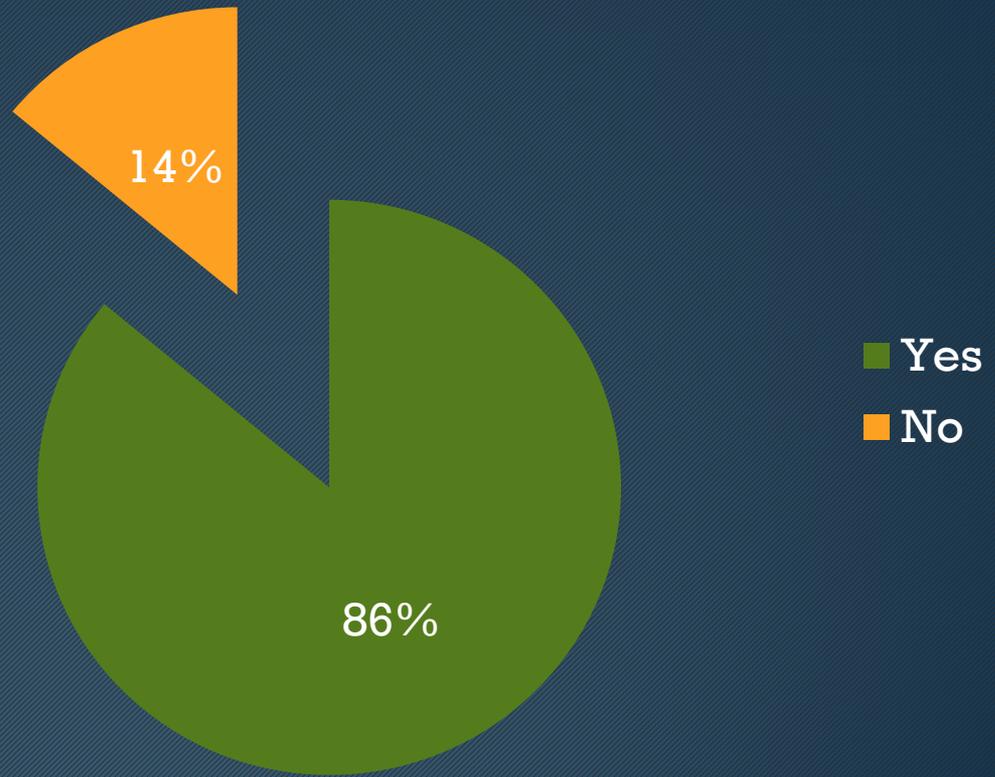
- Parking Enforcement (3.64)
- Springhill Lake Recreation Center (3.67)
- Dog Park (3.69)
- Traffic Control (3.77)
- Bike Lanes (3.82)

Current Questions

- 67% of respondents did not support changing the Council Term to 4 years. (N=1274)
- 59% of respondents indicated non-US citizens should not be allowed to vote in City Elections (N=1304)
- 62% did not favor widening the B-W Parkway to six lanes (N=1319)
- 70% did not favor widening the Beltway to allow express toll lanes (N=1296).

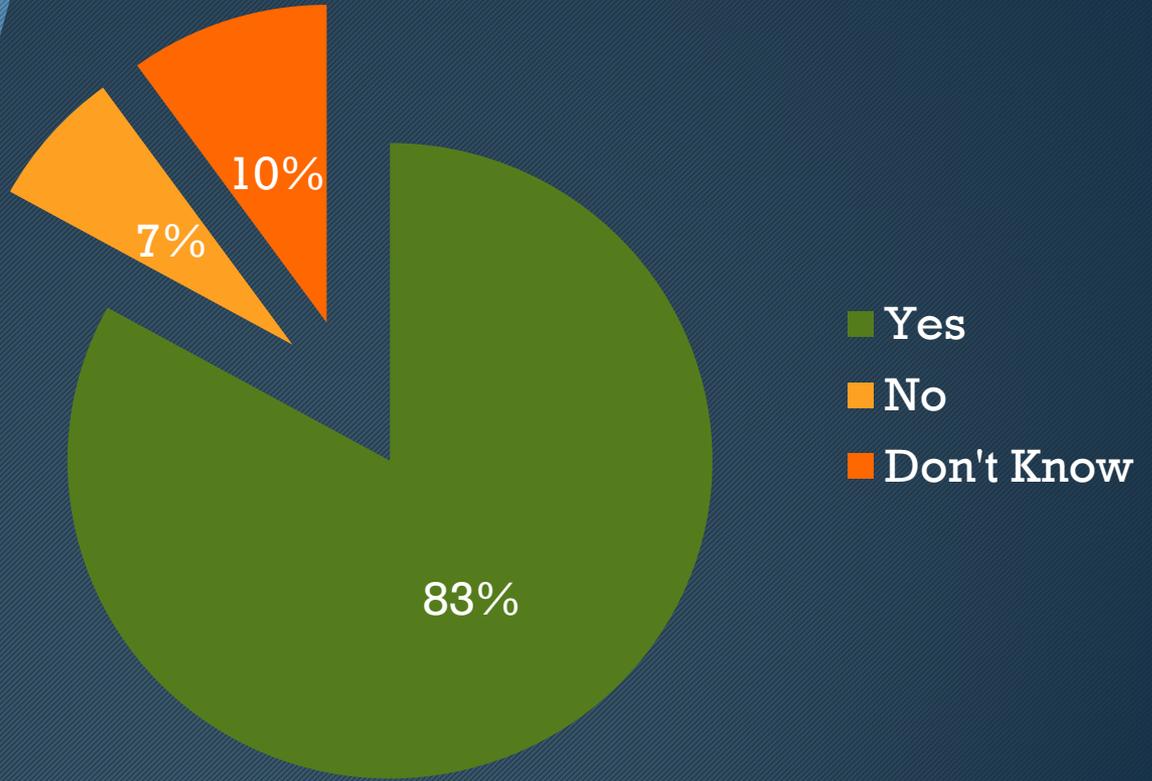
Police Department

Was the employee polite & courteous? (N=792)



Police Department

Were you assisted satisfactorily? (N=757)

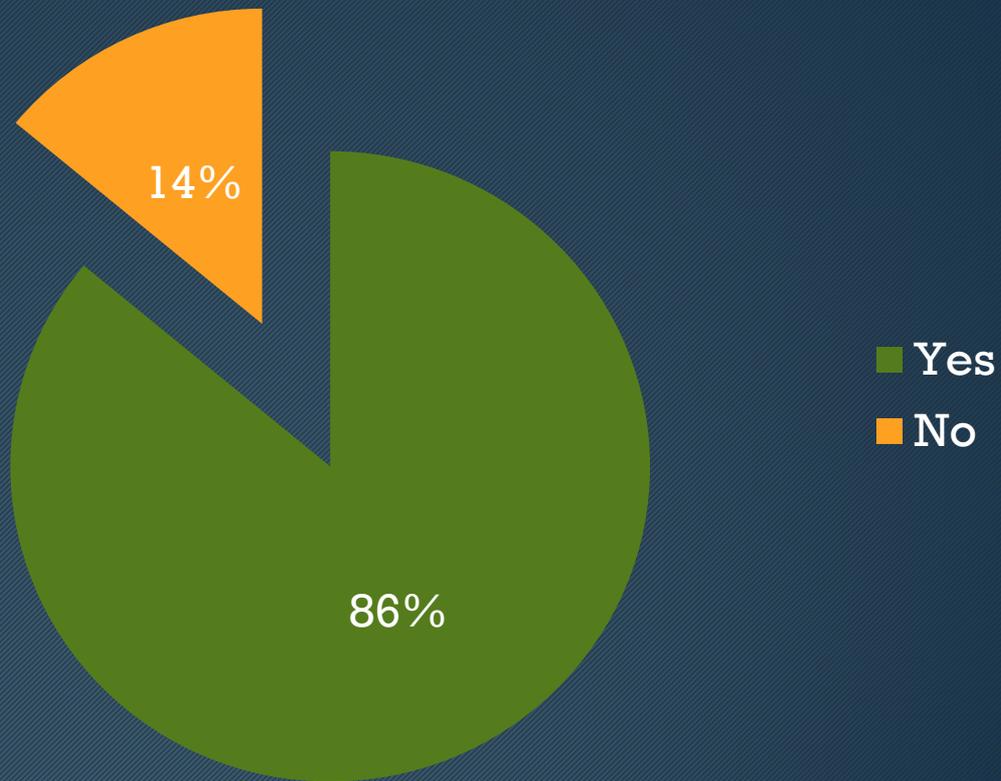


Police Department Satisfaction with Dispatcher? (N=850)

- 3.81 in 2007
- 4.00 in 2009
- 4.00 in 2011
- 4.14 in 2013
- 4.13 in 2015
- 4.07 in 2017

Public Works Department

Was the employee polite and
courteous? (N=766)

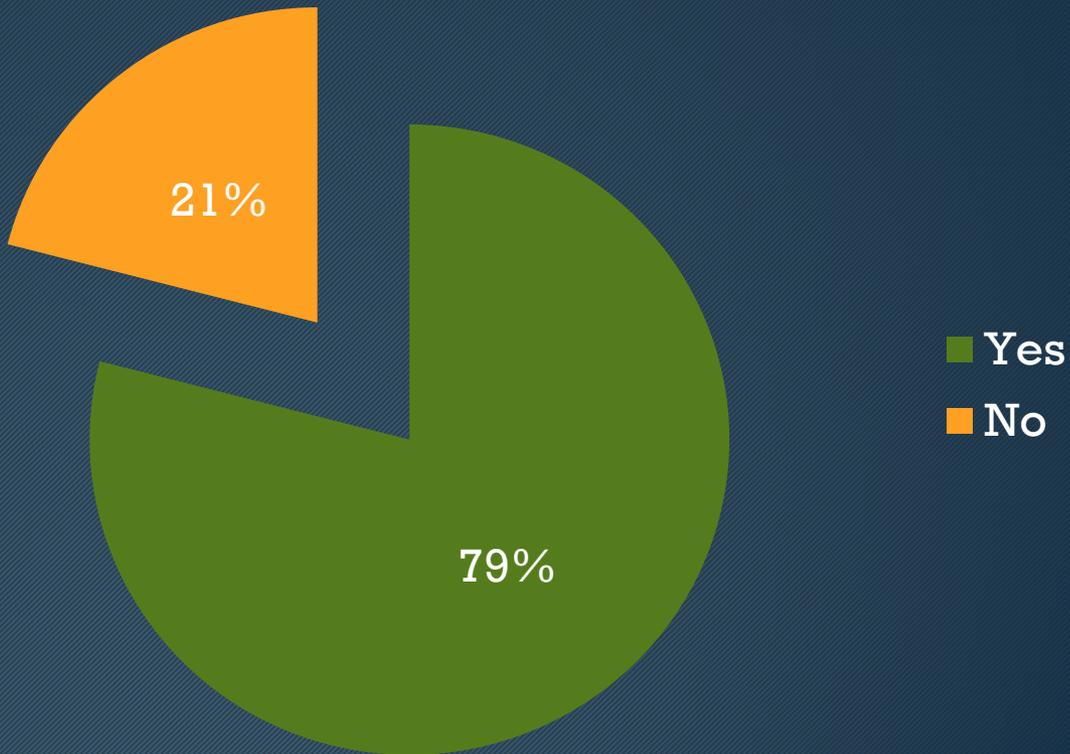


CARES/GAIL/ Social Services

- 159 respondents indicated they had used these services in the past 2 years. (N=1143)
- 614 respondents knew about these services but 514 did not. (N=1153)
- When asked what services residents need as they age in place
 - home modifications
 - online advice & support
 - first floor bathroomwere the top three.

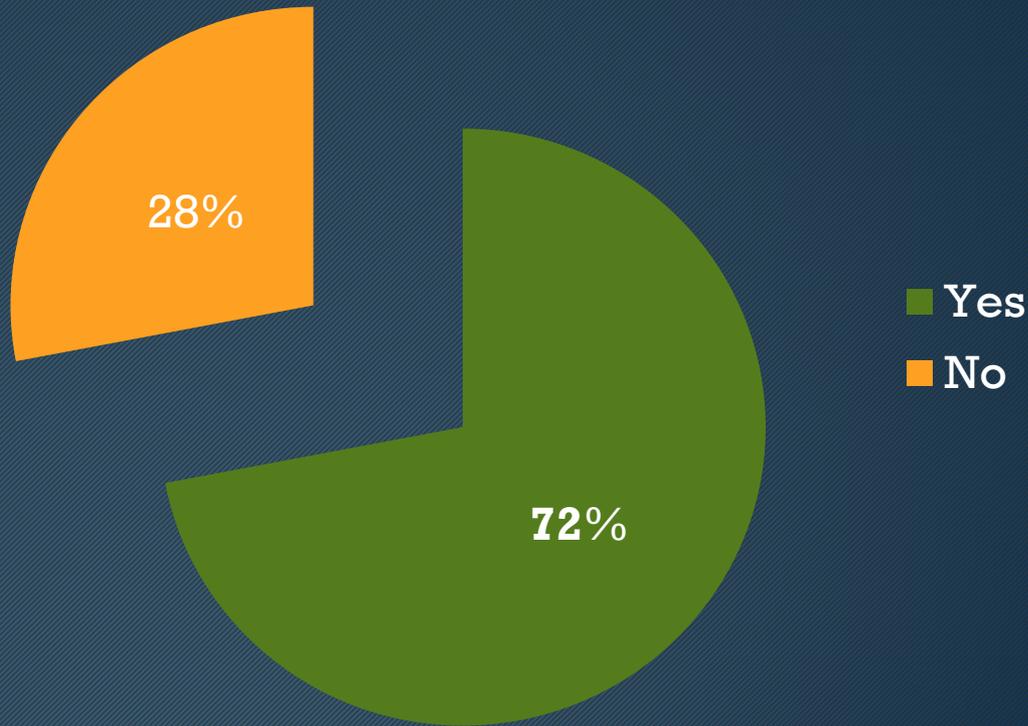
Community Development/ Code Enforcement

Was the employee polite &
courteous? (N=268)



Community Development/ Code Enforcement

Were you assisted
satisfactorily? (N=252)



Recreation Department

- All Recreation Activities scored 4.22 or higher.
- Which programs are you likely to attend in the next 2 years? (N=989)
 - Special Events 81%
 - Adult Classes or Leagues 60%
 - Senior Activities 40%
 - Family Activities (weekends) 29%
 - Drop-In Activities 26%

Public Information Questions

- When asked to prioritize preferences to receive City information.
 - 1st News Review
 - 2nd Email
 - 3rd City Newsletter
- 65% indicated they use the City website (N=1175).
- Only 28% indicated they had watched the Municipal Access Channel (N=1097).

City Services & Taxes

- Rate the value of City services and programs for your tax dollar. (N=1076)
- 4.04 in 2017
- 4.01 in 2015
- 4.10 in 2013
- 4.21 in 2011
- 4.06 in 2009
- 4.04 in 2007

City Services & Taxes

- Would you support a tax increase in order to:
 - Maintain current services & programs?
Yes=62% No=19%
No Response=19%
 - Increase City services/programs?
Yes=45% No=33%
No Response=22%
 - Provide fair employee compensation
Yes=66% No=14%
No Response=20%
 - Participate in Green Initiatives?
Yes=60% No=18%
No Response=21%

City Services & Taxes

- In general should City Services be (choose one): [N=1155]
- Kept at same level 55%
- Reduced 3%
- Increased 27%
- No Response 15%

School System Rating

The County School System overall received a rating of 2.80 (N=448). While low, this rating has improved since we first asked this question in 2005.



General Comments

- There are 153 pages of responses to the “open-ended” and “General Comments” questions.
- The comments are varied and interesting to read.

Conclusions

While there is always room for improvement, overall the results are positive.

Congratulations to the citizens, City Council and employees of **Greenbelt** for a job well done!