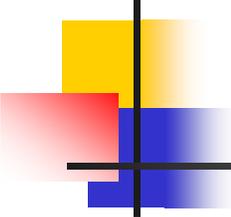


Overview of 2013 Community Questionnaire Results

David E. Moran
Assistant City Manager

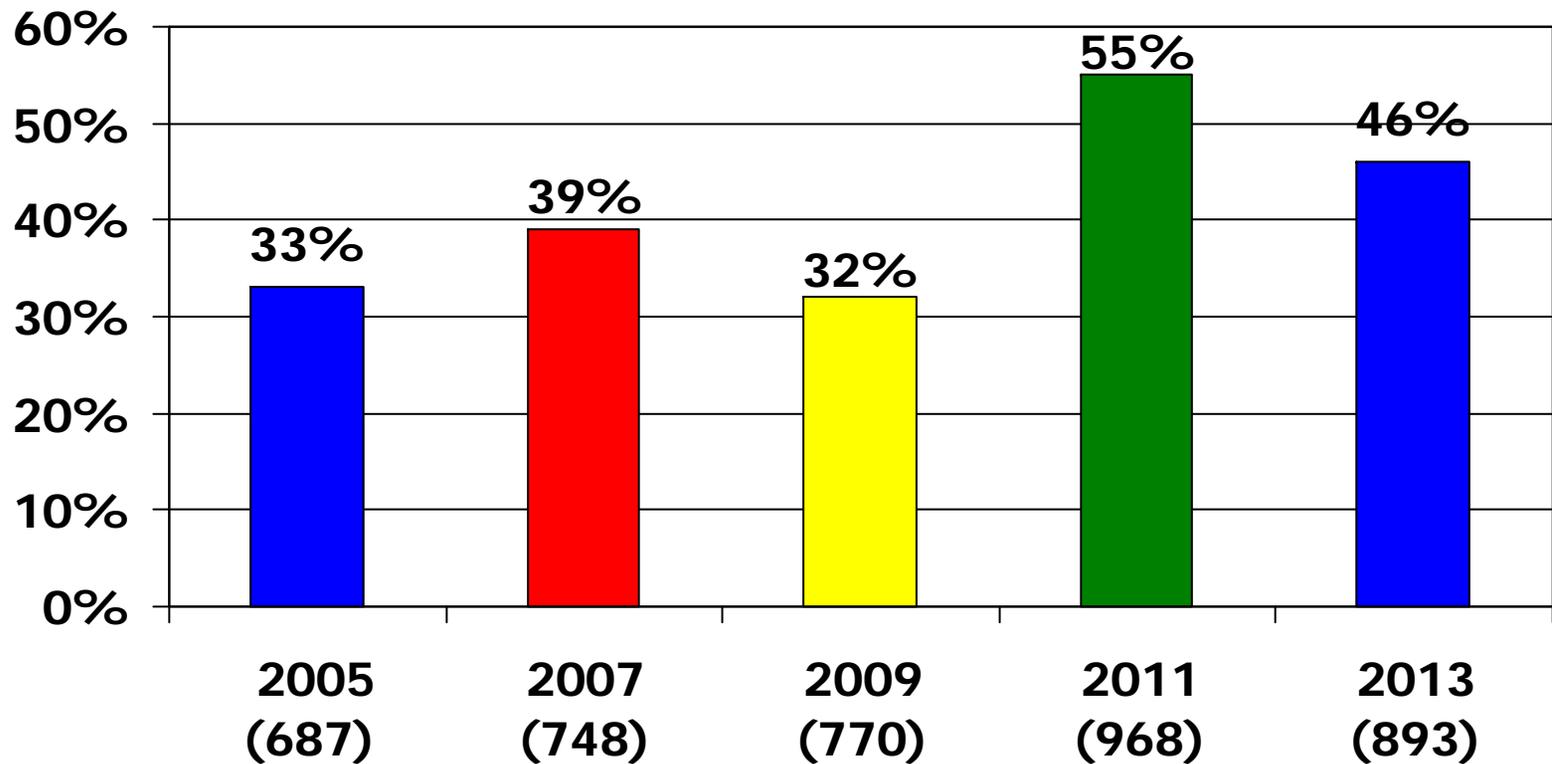


Summary

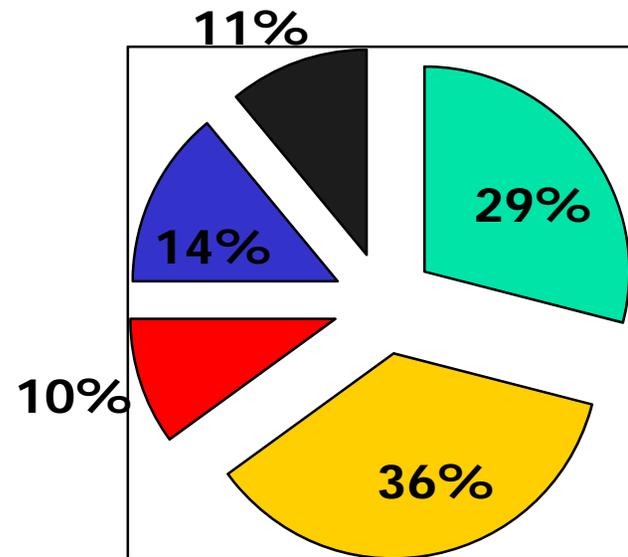
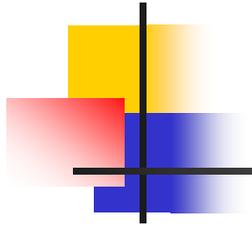
- 893 responses or 46% of voters.
- Not every respondent answered every question. (N=number of respondents who answered that particular question.)
- Overall City Services score well.
- 21% (187) of the questionnaires were submitted online and 20% (178) were completed during early voting.

Response Rate: Last 5 Surveys

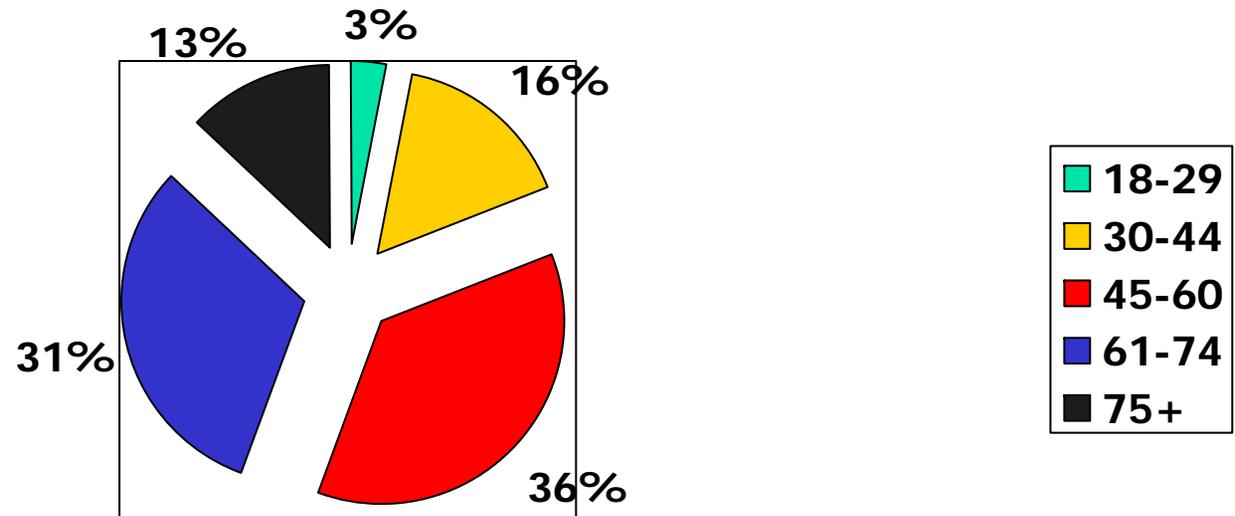
(41% Average Response Rate)



Housing Type (N=862)

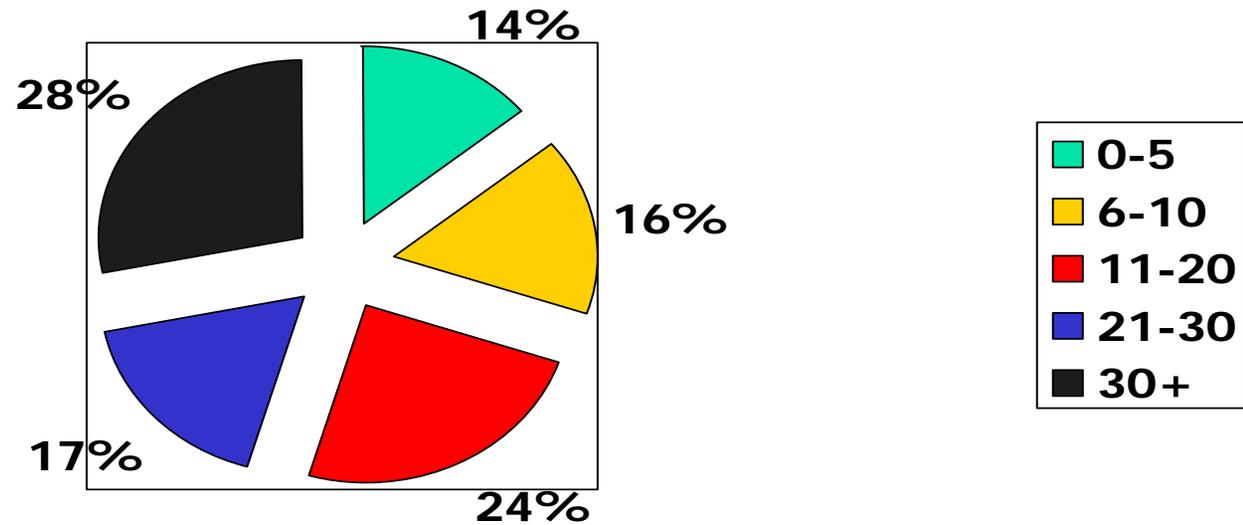


Respondent's Age (N=959)



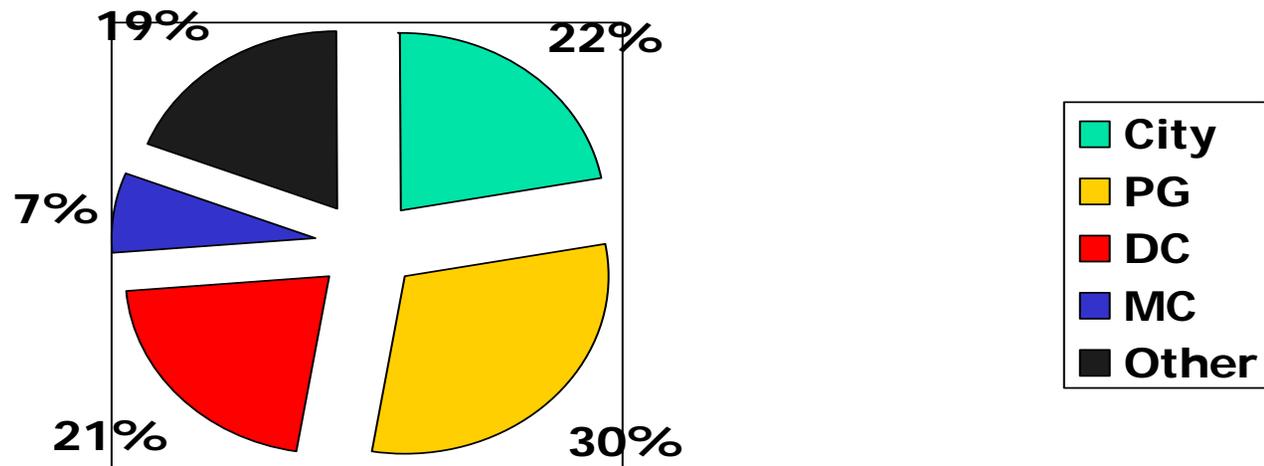
76% of respondents are over age 45.

Years Lived in Greenbelt (N=961)



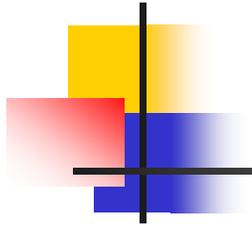
45% of respondents have lived here more than 20 years!

Work Location (N=646)

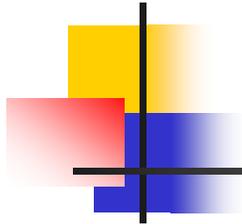


73% of respondents work in the City, County or DC.

Prioritize Top Transportation Modes



Please prioritize (1-3) your top three modes of transportation										
	1st priority		2nd priority		3rd priority		No response		Total	
	N	%	N	%	N	%	N	%	N	%
Personal automobile	708	73%	124	13%	48	5%	88	9%	968	100%
Carpool/vanpool	17	2%	26	3%	27	3%	898	93%	968	100%
Metrorail	100	10%	229	24%	201	21%	438	45%	968	100%
Bicycling/walking	80	8%	245	25%	138	14%	505	52%	968	100%
MetroBus	33	3%	66	7%	117	12%	752	78%	968	100%
TheBus	10	1%	28	3%	37	4%	893	92%	968	100%
Taxi	4	0%	19	2%	25	3%	920	95%	968	100%
Other	13	1%	15	2%	28	3%	912	94%	968	100%



Rating System

All of the rating questions use the following scale.

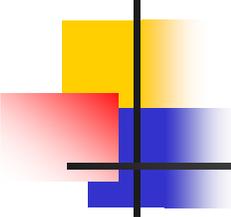
5=Excellent

4=Good

3=Average

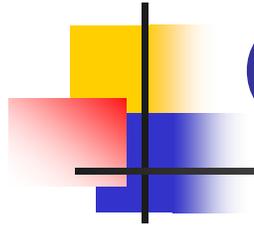
2=Fair

1=Poor

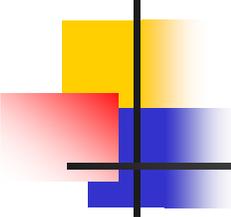


Overall Scores

- In the 3 largest service categories (Public Safety, Public Works & Recreation), 36 of the 44 rating items scored 4.00 or better.
- Compared with 2011 scores, 26 ratings increased while 6 decreased and 1 remained the same.

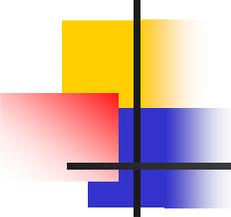


Comparison to 2011 Results



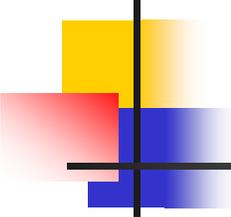
The Highs

- Senior Programs (4.57)
- Camp Programs (4.57)
- Visual Art Programs (4.55)
- Special Events (4.53)
- Pre-School Classes (4.52)



The Lows

- Parking Enforcement (3.75)
- Dog Park (3.78)
- SHL Recreation Center (3.83)
- Bike Lanes (3.85)
- Animal Control (3.87)

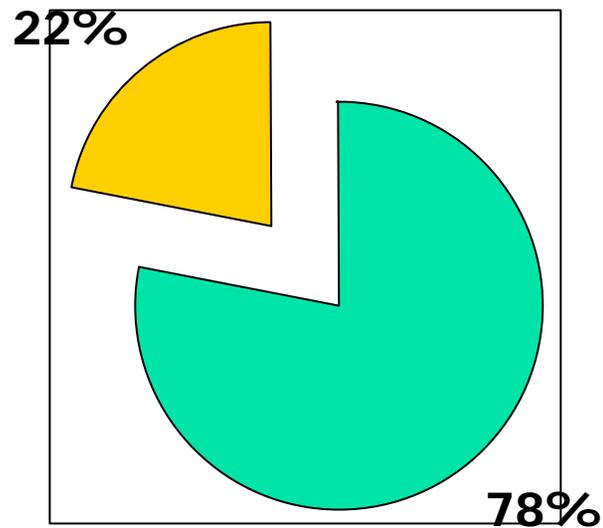


Overall Average Score (by Precinct)

	<u>2011</u>	<u>2013</u>
■ Precinct 3	4.25	4.29
■ Precinct 6	4.18	4.27
■ Precinct 8	3.49	3.76
■ Precinct 13	3.94	4.12
■ Precinct 18	3.94	4.14

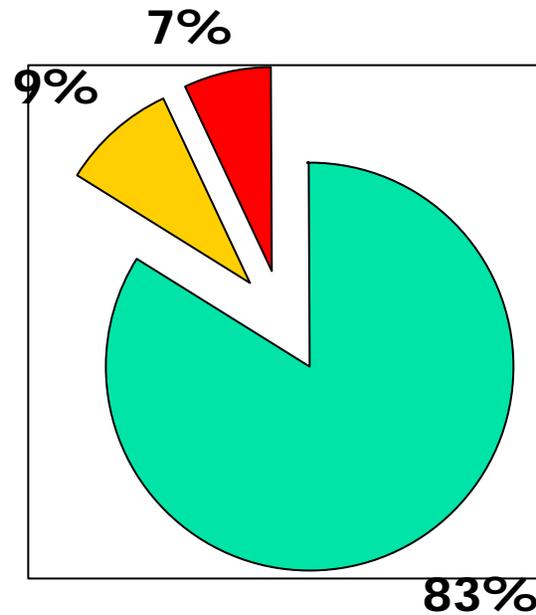
Police Department

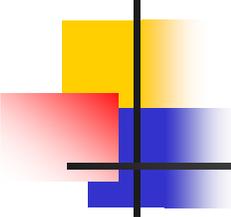
Was the employee polite & courteous? (N=606)



Police Department

Were you assisted satisfactorily? (N=530)



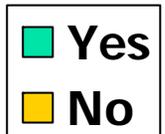
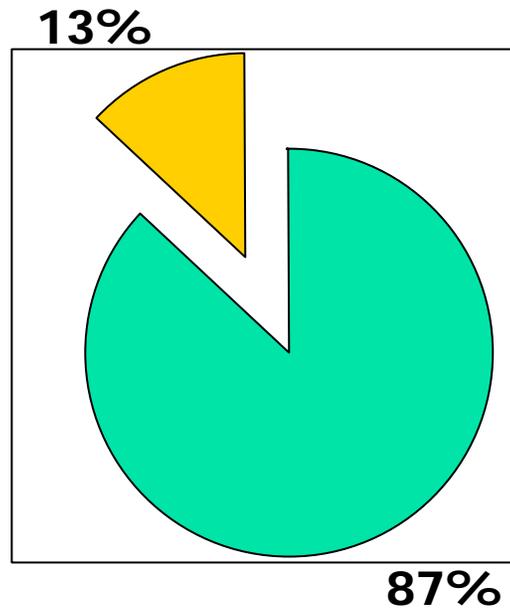


Police Department

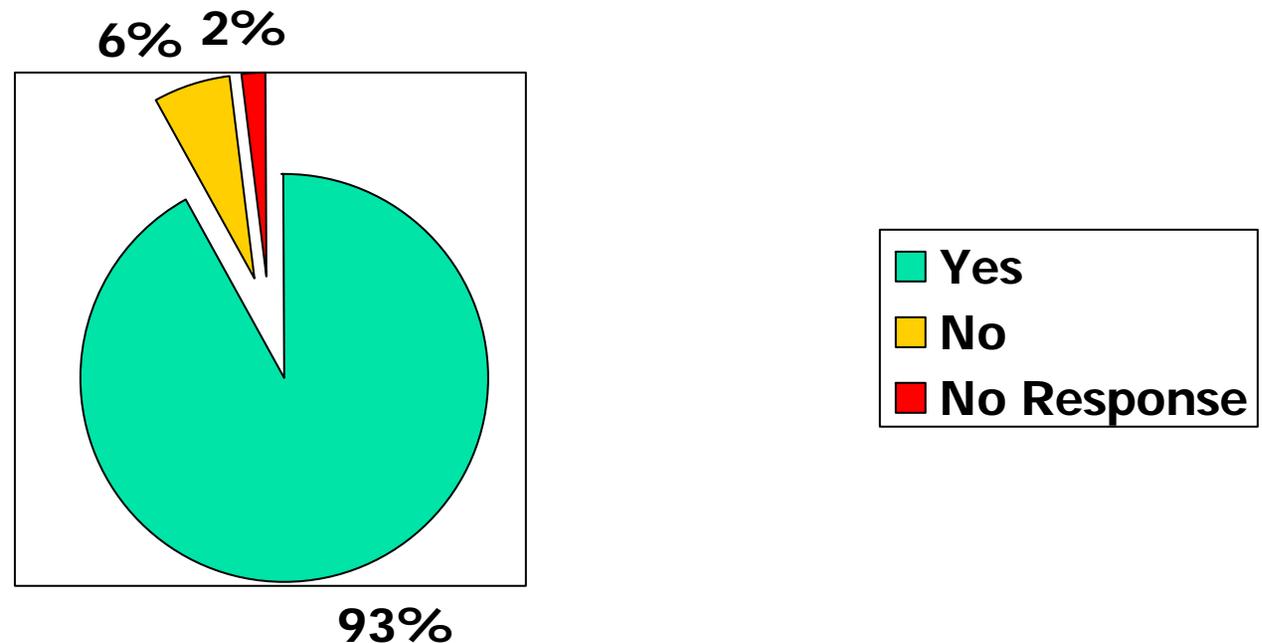
- Satisfaction with dispatcher responsiveness was added in 2007 (N=572)
 - 3.81 in 2007
 - 4.00 in 2009
 - 4.00 in 2011

Public Works

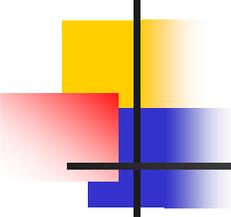
Was the employee polite & courteous? (N=537)



Do you routinely recycle? (N=950)



When asked why not, several respondents indicated that recycling wasn't available at their apartment complex.

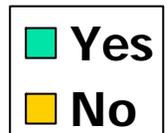
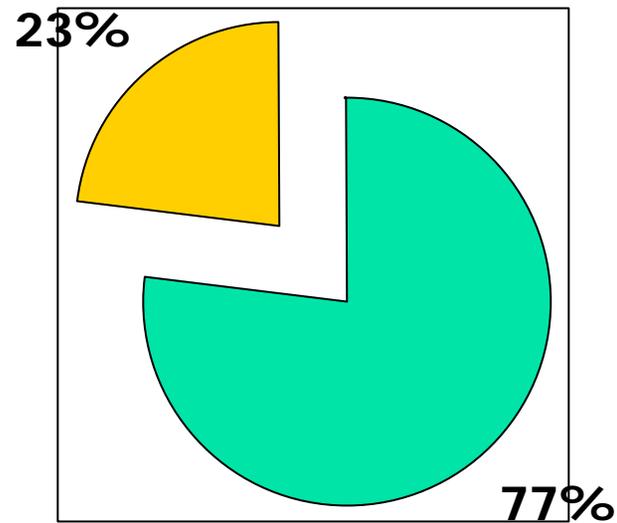


CARES/Social Services

- 115 respondents (13%) indicated they had utilized these services in the past 2 years. (N=884)
- When asked what services were needed as you age in place, **home modifications, online advice & support** and **1st floor bathroom** were the top three. (N=545)

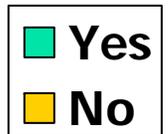
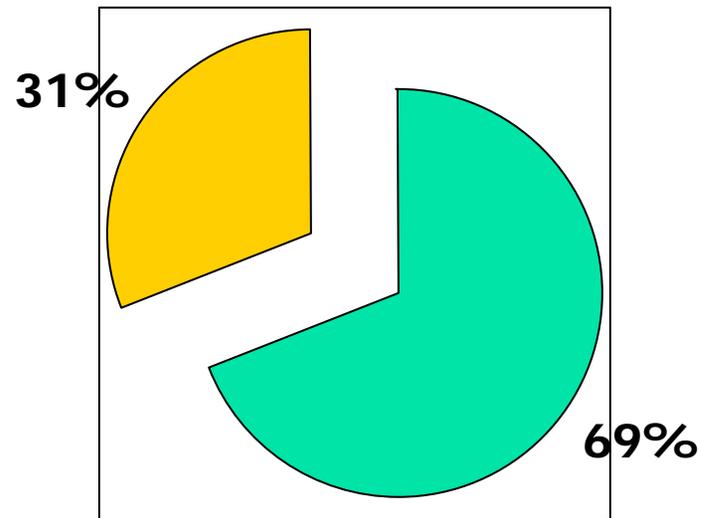
Community Dev./Code Enforcement

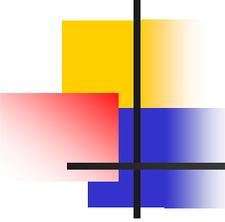
Was the employee polite & courteous? (N=168)



Community Dev./Code Enforcement

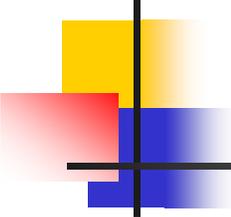
Were you assisted satisfactorily? (N=162)





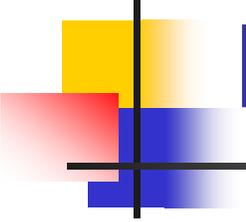
Election of Council Questions

- 55% of respondents favored term limits (N=865) and retention of 2-year terms (N=855)
- 69% of respondents desired a recall process (N=827)
- 63% of respondents did not want a separate election of Mayor (N=859)



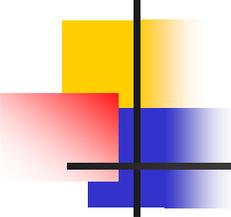
Recreation Department

- All Recreation activities scored 4.16 or higher.
- Which programs are you likely to attend in the next 2 years? (N=646)
 - Special Events 73%
 - Adult Classes or Leagues 62%
 - Senior Activities 40%
 - Home/School Enrichment Activities 27%
 - Family Recreation Activities – Weekends 26%



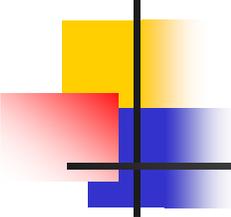
Election Outreach/Publicity Preferences (N=845)

- News Review Ads 66%
- City Newsletter 58%
- Sample Ballots 35%
- Posters & Fliers 29%
- Candidate Forums 25%
- Signs 24%
- Greenbelt Patch 21%
- City Website 21%



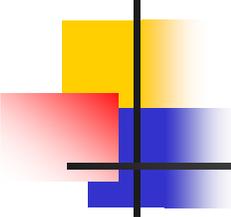
Public Information Questions

- 28% have watched programming on Municipal Access Channels. (Note: 43% can't receive these channels.) [N=777]
- 68% visited the City's website. [N=865]
- When asked to prioritize preferences to receive City information, the News Review [N=671] was the top choice and City Newsletter [N=470] was the second.



City Services & Taxes

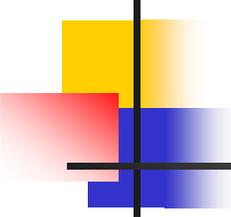
- Rate the value of City services and programs for your tax dollar. (N=757)
 - 4.10 out of 5.00 in 2013
 - 4.21 out of 5.00 in 2011
 - 4.06 out of 5.00 in 2009
 - 4.04 out of 5.00 in 2007
- In 2013, 239 choose excellent, 386 selected good, 99 marked average, 22 picked fair and 8 indicated poor.



City Services & Taxes

Would you support a tax increase in order to:

- Maintain current services? (N=776)
Yes=58% No=22% NR=20%
- Increase City services? (N=715)
Yes=36% No=38% NR=26%
- Provide fair employee compensation? (N=724)
Yes=54% No=21% NR=25%



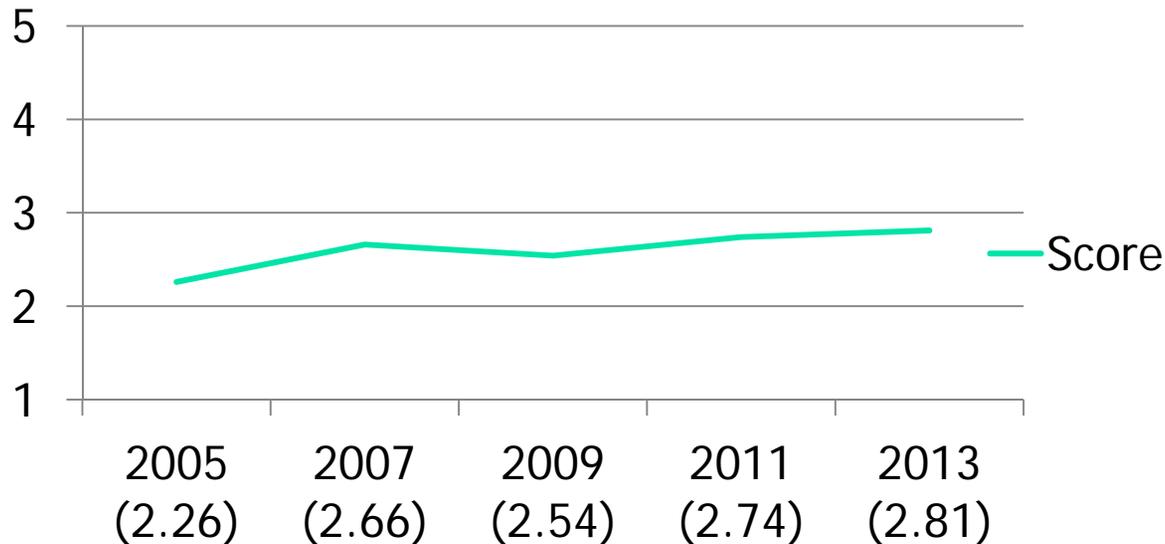
City Services & Taxes

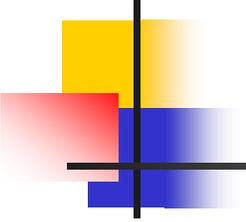
In general should City services be
(choose one): [N=819]

- Kept at same level 64%
- Reduced 6%
- Increased 15%
- No Response 15%

School System Rating

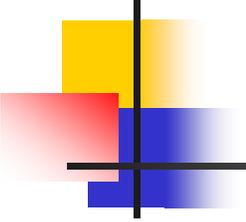
The School System overall received a rating of 2.81 (N=318). While low, this rating has shown steady improvement since 2005.





General Comments

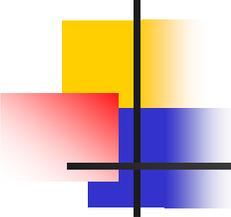
- There are 124 pages of responses to the “open-ended” and “General Comments” questions.
- Our vendor grouped these answers by topic and they are provided in the detailed report which will be posted on the City website.



General Comments

Most frequent answers

- Like most about Greenbelt? 33% wrote "sense of community" or similar
- Like least about Greenbelt? 6% indicated "crime/safety"; 6% indicated "location & neighborhood"; 6% indicated "city services" or similar
- Suggested improvements? 8% listed "citizen services" or similar



Conclusion

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

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