

2012 City of Rockville Citizen Survey

Please complete this questionnaire if you are the adult (age 18 or older) in the household who most recently had a birthday. The adult's year of birth does not matter. Your responses are anonymous and will be reported in group form only. Results are tabulated by a company independent of the City. Thank you.

Quality of Community

1. Please rate your quality of life in Rockville.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
a. Overall, how would you describe the quality of life in the City of Rockville?	1	2	3	4	5
b. How do you rate the overall quality of your neighborhood?	1	2	3	4	5
c. How do you rate Rockville as a place to raise children?	1	2	3	4	5
d. How do you rate Rockville as a place to retire?	1	2	3	4	5

2. Please rate each of the following characteristics of Rockville.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
a. Sense of community	1	2	3	4	5
b. Overall appearance of Rockville.....	1	2	3	4	5
c. Opportunities to attend cultural or arts events	1	2	3	4	5
d. Openness and acceptance of the community toward people of diverse backgrounds....	1	2	3	4	5
e. Availability of affordable housing.....	1	2	3	4	5
f. Ease of travel in Rockville by bicycle	1	2	3	4	5
g. Ease of travel in Rockville by walking.....	1	2	3	4	5
h. Ease of travel in Rockville by transit.....	1	2	3	4	5
i. Ease of travel in Rockville by car	1	2	3	4	5
j. Quality of new residential development.....	1	2	3	4	5
k. Quality of new commercial development.....	1	2	3	4	5
l. Drinking water quality.....	1	2	3	4	5
m. Rockville's natural environment.....	1	2	3	4	5

3. How safe do you feel . . .

	<u>Very safe</u>	<u>Reasonably safe</u>	<u>Somewhat safe</u>	<u>Somewhat unsafe</u>	<u>Very unsafe</u>	<u>Don't know</u>
a. Crossing the street in Rockville.....	1	2	3	4	5	6
b. In your neighborhood during the day	1	2	3	4	5	6
c. In your neighborhood after dark	1	2	3	4	5	6
d. In business areas in Rockville during the day	1	2	3	4	5	6
e. In business areas in Rockville after dark	1	2	3	4	5	6

4. In the last 12 months, about how many times have you, a family member in your home or other household member done the following things:

	<u>Never</u>	<u>Once or twice</u>	<u>3 to 12 times</u>	<u>13 to 26 times</u>	<u>More than 26 times</u>	<u>Don't know</u>
a. Used a Rockville park.....	1	2	3	4	5	6
b. Used a Rockville recreation center*	1	2	3	4	5	6
c. Participated in a Rockville recreation program	1	2	3	4	5	6
d. Attended a City-sponsored special event (such as Farmer's Market, July 4th fireworks, Hometown Holidays, Science Day, Uncorked, Rotary Twilight Runfest or Car Show).....	1	2	3	4	5	6
e. Visited Rockville Town Center.....	1	2	3	4	5	6
f. Watched or attended a Rockville Mayor and Council meeting ...	1	2	3	4	5	6

*(Glenview Mansion, F. Scott Fitzgerald Theatre, Municipal Swim Center, RedGate Golf Course, Rockville Senior Center, Twinbrook Recreation Center, Lincoln Park Community Center, Montrose Community Center, Ekwood Smith Community Center, Pumphouse, Rockcrest Ballet Center, Crolydon Creek Nature Center, Rockville SK8 Park, Rockville Climbing Gym, Thomas Farm Community Center)

City Employees

5. Have you had phone, in-person or e-mail contact with a City of Rockville government employee within the last 12 months (including receptionists, inspectors, police, planners, administrators, or any others)?

No → GO TO QUESTION 7 Yes

6. What was your impression of City government employees in your most recent contact?

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>	<u>Not applicable</u>
a. Knowledge	1	2	3	4	5	6
b. Courtesy	1	2	3	4	5	6
c. Responsiveness	1	2	3	4	5	6
d. Follow-up (got back to you or took action if needed)	1	2	3	4	5	6
e. Overall customer service	1	2	3	4	5	6

City Services

7. Please rate the quality of each of the following City of Rockville government services.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
a. Refuse collection	1	2	3	4	5
b. Recycling services	1	2	3	4	5
c. Yard waste collection	1	2	3	4	5
d. Leaf pick-up.....	1	2	3	4	5
e. Street repairs and maintenance	1	2	3	4	5
f. Snow and ice removal.....	1	2	3	4	5
g. Street sweeping.....	1	2	3	4	5
h. Adequacy of street lighting in your neighborhood	1	2	3	4	5
i. Street light maintenance.....	1	2	3	4	5
j. Street tree maintenance.....	1	2	3	4	5
k. Sidewalk maintenance	1	2	3	4	5
l. Water and sewer services.....	1	2	3	4	5
m. Building permit process	1	2	3	4	5
n. Providing planning and zoning information	1	2	3	4	5
o. Recreational programs	1	2	3	4	5
p. Recreation centers (see note on question #4 for full list).....	1	2	3	4	5
q. Athletic fields (such as baseball/softball, soccer or football).....	1	2	3	4	5
r. Playgrounds (tot lots).....	1	2	3	4	5
s. Range of activities available in parks and recreation centers and facilities.....	1	2	3	4	5
t. City-sponsored special events (see question #4d for full list)	1	2	3	4	5
u. Appearance of City parks	1	2	3	4	5
v. Residential property maintenance code enforcement (conducted by the Community Enhancement and Code Enforcement Division)	1	2	3	4	5
w. Commercial property maintenance code enforcement (conducted by the Community Enhancement and Code Enforcement Division)	1	2	3	4	5
x. Enforcement of traffic laws by Rockville Police Department.....	1	2	3	4	5
y. Crime prevention efforts.....	1	2	3	4	5
z. Overall City of Rockville police services	1	2	3	4	5
aa. Emergency preparedness (services that prepare the community for natural disasters or other emergency situations).....	1	2	3	4	5
bb. Environmental protection and sustainability initiatives.....	1	2	3	4	5
cc. Senior citizen programs and services	1	2	3	4	5
dd. Services to youth (summer camps/playgrounds, after school programs, childcare, teen activities, swim classes, sports, etc.).....	1	2	3	4	5
ee. The Rockville Channel (Cable Channel 11) programming	1	2	3	4	5
ff. The City of Rockville's website (www.rockvillemd.gov).....	1	2	3	4	5

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
8. Overall, how would you rate the quality of services in Rockville?	1	2	3	4	5

9. Please rate to what extent you agree or disagree with each of the following statements.

	<u>Strongly agree</u>	<u>Agree</u>	<u>Neither agree nor disagree</u>	<u>Disagree</u>	<u>Strongly disagree</u>	<u>Don't know</u>
a. I receive good value for the City of Rockville government taxes I pay	1	2	3	4	5	6
b. I am pleased with the overall direction that the City of Rockville government is taking.....	1	2	3	4	5	6
c. The City of Rockville government welcomes citizen involvement..	1	2	3	4	5	6
d. The City of Rockville budgeting process is open and understandable to residents	1	2	3	4	5	6
e. The City of Rockville government listens to its residents.....	1	2	3	4	5	6
f. I am pleased with the overall performance of the City of Rockville Mayor and Council.....	1	2	3	4	5	6

10. Please rate the speed of growth in the following categories in Rockville over the past 2 years:

	<u>Much too slow</u>	<u>Somewhat too slow</u>	<u>Right amount</u>	<u>Somewhat too fast</u>	<u>Much too fast</u>	<u>Don't know</u>
a. Population growth	1	2	3	4	5	6
b. Retail growth (stores, restaurants, etc.).....	1	2	3	4	5	6
c. Jobs growth.....	1	2	3	4	5	6
d. Housing.....	1	2	3	4	5	6

11. How effective, if at all, are the programs, services and facilities provided by the City's Recreation and Parks Department at improving the health and wellness of its users?

- Very effective Somewhat effective Not at all effective Don't know/not a user

12. Which of the following organizations provides your household's water and sewer services?

- The City of Rockville Washington Suburban Sanitary Commission (WSSC) Don't know

13. City revenues have decreased, and may continue to decrease, due to declining property values. As a result, the City may have to either raise taxes or reduce service levels. Which of the following options best indicates your preferences? (Please select only one.)

- Strongly support increasing taxes to maintain existing levels of service
 Somewhat support increasing taxes to maintain existing levels of service
 Somewhat support reducing levels of services and not raising taxes
 Strongly support reducing levels of services and not raising taxes
 Don't know

Communication With Citizens

14. In the last 12 months, about how many times, if ever, have you done the following?

	<u>Never</u>	<u>Less than once a month</u>	<u>1 to 3 times a month</u>	<u>Once a week or more</u>	<u>Don't know</u>
a. Visited the City of Rockville's website (www.rockvillemd.gov).....	1	2	3	4	5
b. Watched Rockville Channel 11	1	2	3	4	5

15. If you used the City's website in the last 12 months, please rate the following aspects. Circle the number that best represents your opinion.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
a. Current information	1	2	3	4	5
b. Appearance	1	2	3	4	5
c. Online services offered	1	2	3	4	5
d. Ease of navigation	1	2	3	4	5
e. Search function	1	2	3	4	5

16. If you watched Rockville Channel 11 in the last 12 months, please rate the following aspects. Circle the number that best represents your opinion.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
a. Variety of programming	1	2	3	4	5
b. Quality of information	1	2	3	4	5

17. In the last 12 months, about how many times, if ever, have you done the following?*

	<u>Never</u>	<u>Less than once a month</u>	<u>1 to 3 times a month</u>	<u>Once a week or more</u>	<u>Don't know</u>
a. Used free wireless Internet (WiFi) at a City facility	1	2	3	4	5
b. Accessed the Internet using a mobile device (tablet, smartphone, etc.).....	1	2	3	4	5
c. Accessed the City's website using a mobile device (tablet, smartphone, etc.)..	1	2	3	4	5

18. Please rate your preference for receiving information about the Rockville City government from each of the following City sources.

	<u>Strongly prefer</u>	<u>Somewhat prefer</u>	<u>Not at all prefer</u>
a. <i>Rockville Reports</i> (the City's monthly newsletter).....	1	2	3
b. The Rockville Channel (Cable Channel 11 or Video On Demand)	1	2	3
c. City of Rockville's website (www.rockvillemd.gov)	1	2	3
d. Public meetings.....	1	2	3
e. Printed materials (e.g. fliers, postcards, brochures).....	1	2	3
f. Email notifications	1	2	3
g. A civic association/homeowner association newsletter or listserve.....	1	2	3
h. Social networking (e.g. Facebook, Twitter, etc.).....	1	2	3

19. When thinking about the amount of information you receive about each of the City of Rockville government functions or activities listed below, do you feel you receive more than enough information, enough information or not enough information?

	<u>More than enough</u>	<u>Enough</u>	<u>Not enough</u>
a. Mayor and Council actions	1	2	3
b. Environmental initiatives.....	1	2	3
c. Special events (see question #4d for full list).....	1	2	3
d. Recreation and Parks activities	1	2	3
e. Arts and cultural events.....	1	2	3
f. Future development in Rockville	1	2	3
g. City Construction projects (e.g. infrastructure, sidewalks, etc.).....	1	2	3
h. Opportunities to participate in public processes.....	1	2	3
i. Boards and Commissions.....	1	2	3
j. Historic preservation.....	1	2	3
k. Public safety (e.g. neighborhood safety concerns, crime reports).....	1	2	3
l. Volunteer opportunities.....	1	2	3
m. City of Rockville budget.....	1	2	3
n. Bike and pedestrian initiatives.....	1	2	3

20. How do you typically get information during power outages caused by storms? (Please check all that apply.)

- On a mobile device (e.g. tablet/smartphone)
- At a public facility (e.g. mall, community center, City Hall)
- Radio
- Word of mouth
- I don't look for information
- Other

21. Many people do not vote in the local elections for Mayor and City Council. Please indicate the extent to which you agree or disagree that each of following reasons may be why people choose not to vote in local elections.

	<u>Strongly agree</u>	<u>Agree</u>	<u>Neither agree nor disagree</u>	<u>Disagree</u>	<u>Strongly disagree</u>	<u>Don't know</u>
a. Too busy/no time.....	1	2	3	4	5	6
b. Just don't care about local politics.....	1	2	3	4	5	6
c. Don't have enough information about the candidates/issues.....	1	2	3	4	5	6
d. Don't have a way to get to the polls	1	2	3	4	5	6
e. Don't know whom to vote for	1	2	3	4	5	6
f. Feel their opinions don't matter	1	2	3	4	5	6
g. Intimidated/overwhelmed by the process.....	1	2	3	4	5	6
h. Local elections are not held with general elections.....	1	2	3	4	5	6

22. Do you have any additional comments or suggestions that you would like to make regarding the City of Rockville and/or the City government's services and performance (attach a page if more space is needed)?

About You and Your Household

These last questions are about you and your household. Again, all of your responses to this survey are completely anonymous and will be reported in group form only.

D1. How many years have you lived in Rockville?

_____ years

D2. What best describes your home? Is it a . . .

- One family house detached from any other houses
 A duplex or townhouse
 A building with three or more units
 Other

D3. Do you rent or own your home?

- Rent Own

D4. About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance and homeowners' association (HOA) fees)?

- Less than \$599 per month
 \$600 to \$999 per month
 \$1,000 to \$1,499 per month
 \$1,500 to \$2,499 per month
 \$2,500 to \$2,999 per month
 \$3,000 or more per month

D5. Do you have access to the Internet at home, work or school?

- No Yes

D6. Does your household subscribe to one of the following television services?

- | | <u>No</u> | <u>Yes</u> |
|----------------------------------|--------------------------|--------------------------|
| a. Cable television service..... | <input type="checkbox"/> | <input type="checkbox"/> |
| b. Satellite service..... | <input type="checkbox"/> | <input type="checkbox"/> |

D7. Do you or other household members use a bike for:

- | | <u>No</u> | <u>Yes</u> |
|---|--------------------------|--------------------------|
| a. recreation or exercise..... | <input type="checkbox"/> | <input type="checkbox"/> |
| b. commuting to school..... | <input type="checkbox"/> | <input type="checkbox"/> |
| c. commuting to work..... | <input type="checkbox"/> | <input type="checkbox"/> |
| d. transportation for other kinds of trips..... | <input type="checkbox"/> | <input type="checkbox"/> |

D8. Are you Spanish/Hispanic/Latino?

- No Yes

D9. What is your race? (Please check all that apply.)

- American Indian or Alaskan native
 Asian or Pacific Islander
 Black or African American
 White/Caucasian
 Other

D10. Do you speak a language other than English at home?

- No, English only → GO TO QUESTION D12
 Yes → **which language?**
 Persian/Farsi Spanish Chinese Korean
 Vietnamese Russian Other

D11. How well do you speak English?

- Very well Well Not well Not at all

D12. What is your sex?

- Male Female

D13. In which category is your age?

- 18-24 years 55-64 years
 25-34 years 65-74 years
 35-44 years 75 years or older
 45-54 years

D14. What was your household's total annual income in 2011?

- Less than \$25,000 \$100,000 - \$149,999
 \$25,000 - \$49,999 \$150,000 - \$199,999
 \$50,000 - \$99,999 \$200,000 or more

	<u>No</u>	<u>Yes</u>
D15. Do any children 12 or under live in your household?	<input type="checkbox"/>	<input type="checkbox"/>

D16. Do any teenagers aged between 13 and 17 live in your household?	<input type="checkbox"/>	<input type="checkbox"/>
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D17. Are you or any other members of your household aged 60 or older?	<input type="checkbox"/>	<input type="checkbox"/>
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D18. Did you vote in the November 2011 City of Rockville Mayor and Council election?

- No
 Yes
 Ineligible to vote
 Don't know

Thank you very much for completing this survey. Your opinions and feedback are appreciated.

Please return this survey in the enclosed postage-paid envelope to:

City of Rockville
111 Maryland Avenue
Rockville, MD 20850