

2014 City of Rockville ~~Citizen~~-Community 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>
Overall, how would you describe the quality of life in the City of Rockville?	1	2	3	4	5
How do you rate the overall quality of your neighborhood?	1	2	3	4	5
How do you rate Rockville as a place to raise children?	1	2	3	4	5
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>
Sense of community	1	2	3	4	5
Overall appearance of Rockville	1	2	3	4	5
<u>Opportunities to be heard and have a say in what happens in Rockville.....</u>	<u>1</u>	<u>2</u>	<u>3</u>	<u>4</u>	<u>5</u>
Opportunities to attend cultural or arts events	1	2	3	4	5
<u>Health and wellness opportunities in Rockville</u>	<u>1</u>	<u>2</u>	<u>3</u>	<u>4</u>	<u>5</u>
Openness and acceptance of the community toward people of diverse backgrounds .	1	2	3	4	5
<u>Overall quality of business and service establishments in Rockville.....</u>	<u>1</u>	<u>2</u>	<u>3</u>	<u>4</u>	<u>5</u>
Availability of affordable housing.....	1	2	3	4	5
Ease of travel in Rockville by bicycle.....	1	2	3	4	5
Ease of travel in Rockville by walking.....	1	2	3	4	5
Ease of travel in Rockville by transit	1	2	3	4	5
Ease of travel in Rockville by car	1	2	3	4	5
Quality of new residential development.....	1	2	3	4	5
Quality of new commercial development	1	2	3	4	5
Drinking water quality.....	1	2	3	4	5
Rockville's natural environment	1	2	3	4	5

3. Why do you choose to live in Rockville? (Please check all that apply.)

- Family lives here/born or raised here
- City services
- Amenities (community centers, parks, library, etc.)
- Job was here (or nearby)
- Safe community
- Diversity of people
- It's close to Washington D.C.
- Good neighborhoods
- Access to public transportation
- Family-friendly
- Good schools
- Other:

4. 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>
Crossing the street in Rockville	1	2	3	4	5	6
In your neighborhood during the day.....	1	2	3	4	5	6
In your neighborhood after dark	1	2	3	4	5	6
In business areas in Rockville during the day.....	1	2	3	4	5	6
In business areas in Rockville after dark	1	2	3	4	5	6

5. 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>
Used a Rockville park <u>(includes trail, playground, ball fields/courts)</u>	1	2	3	4	5	6
Used a Rockville recreation center*	1	2	3	4	5	6

Participated in a Rockville recreation program	1	2	3	4	5	6
Attended a City-sponsored special event (e.g., such as Farmer's Market, July 4th fireworks, Hometown Holidays, Science Day, Uncorked, Rotary Twilight Runfest or Car Show, Hometown Holidays, Farmer's Market, July 4th, 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

~~*(Glennview Mansion; F. Scott Fitzgerald Theatre; Municipal Swim Center Rockville Swim and Fitness Center; Red Gate Golf Course; Rockville Senior Center; Twinbrook Recreation Center; Lincoln Park Community Center; Montrose Community Center; Elwood Smith Community Center and Thomas Farm Community Centers; Pumphouse; Rockcrest Ballet Center; Croydon Creek Nature Center; Rockville SK8 Park; Rockville Climbing Gym; Thomas Farm Community Center)~~

City Employees

6. 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 8
- Yes

7. 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>
Knowledge.....	1	2	3	4	5	6
Courtesy.....	1	2	3	4	5	6
Responsiveness.....	1	2	3	4	5	6
Follow-up (got back to you or took action if needed).....	1	2	3	4	5	6
Overall customer service.....	1	2	3	4	5	6

City Services

8. 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>
Refuse collection.....	1	2	3	4	5
Recycling services.....	1	2	3	4	5
Yard waste collection.....	1	2	3	4	5
Leaf pick-up.....	1	2	3	4	5
Street repairs and maintenance.....	1	2	3	4	5
Snow and ice removal.....	1	2	3	4	5
Street sweeping.....	1	2	3	4	5
Adequacy of street lighting in your neighborhood.....	1	2	3	4	5
Street light maintenance.....	1	2	3	4	5
Street tree maintenance.....	1	2	3	4	5
Sidewalk maintenance.....	1	2	3	4	5
Water and sewer services.....	1	2	3	4	5
City of Rockville utility billing.....	1	2	3	4	5
Building permit process.....	1	2	3	4	5
Providing planning and zoning information.....	1	2	3	4	5
Recreational programs.....	1	2	3	4	5
Recreation centers (see note on question #4-5 for full list).....	1	2	3	4	5
Athletic fields (such as baseball/softball, soccer or football).....	1	2	3	4	5
Playgrounds (tot lotsplay equipment).....	1	2	3	4	5
Range of activities available in parks and recreation centers and facilities.....	1	2	3	4	5
City-sponsored special events (see question #4-5 for full listexamples).....	1	2	3	4	5
Appearance of City parks.....	1	2	3	4	5
Residential property maintenance code enforcement (conducted by the Community Enhancement and Code Enforcement Division).....	1	2	3	4	5
Commercial property maintenance code enforcement (conducted by the Community Enhancement and Code Enforcement Division).....	1	2	3	4	5
Enforcement of traffic laws by Rockville Police Department.....	1	2	3	4	5
Crime prevention efforts.....	1	2	3	4	5
Overall City of Rockville police services.....	1	2	3	4	5
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations).....	1	2	3	4	5
Environmental protection and sustainability initiatives.....	1	2	3	4	5
Senior citizen programs and services.....	1	2	3	4	5
Services to youth (summer camps/playgrounds, after school programs,					

Attachment A

childcare, teen activities, swim classes, sports, etc.).....	1	2	3	4	5
The Rockville Channel (Cable Channel 11) programming.....	1	2	3	4	5
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>
9. Overall, how would you rate the quality of services in Rockville?	1	2	3	4	5

10. Please rate to what extent you agree or disagree with each of the following statements about the City of Rockville Government.

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

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

	Much too slow	Somewhat too slow	Right amount	Somewhat too fast	Much too fast	Don't know
Population growth	1	2	3	4	5	6
Retail growth (stores, restaurants, etc.)	1	2	3	4	5	6
Jobs growth	1	2	3	4	5	6
Housing	1	2	3	4	5	6

12. 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?

	Never	Less than once a month	1 to 3 times a month	Once a week or more	Don't know
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

11. Have you used the City's website (www.rockvillemd.gov) in the last 12 months?

- No → go to question 13 Yes

12. 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>
Current information.....	1	2	3	4	5
Appearance.....	1	2	3	4	5
Online services offered.....	1	2	3	4	5
Ease of navigation.....	1	2	3	4	5
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?

	Never	Less than once a month	1 to 3 times a month	Once a week or more	Don't know
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

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?

	More than enough	Enough	Not enough
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.

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know
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

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

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

14. Please rate how important, if at all, each of the following is for Rockville to address in the next two years:

Very Somewhat Not at all Don't

	Essential	important	important	important	know
Crime	1	2	3	4	5
Growth and development.....	1	2	3	4	5
Transportation and traffic congestion	1	2	3	4	5
Increase quality and amount of opportunities to eat healthy	1	2	3	4	5
Increase quality and amount of opportunities to be active	1	2	3	4	5
Increase quality and amount of bike lanes	1	2	3	4	5
Job creation	1	2	3	4	5
Services for seniors and the aging population	1	2	3	4	5
Services for youth	1	2	3	4	5
Services to provide effective and timely communication to citizens	1	2	3	4	5
Be prepared for unforeseen or natural disasters.....	1	2	3	4	5
Implement changes in service delivery to reduce the tax rate.....	1	2	3	4	5
Increase quality and availability of online services on the City's website	1	2	3	4	5
Maintain public infrastructure (such as roads, bridges, public buildings, etc.)	1	2	3	4	5

15. In the last 12 months, about how many times, if at all, have you or another household member ridden a bicycle...

	2 times a week or more	2 to 4 times a month	Once a month or less	Not at all
To shop, get a meal, or run errands	1	2	3	4
For commuting.....	1	2	3	4
For fun or exercise.....	1	2	3	4

16. 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. Do you have any other comments about the services provided by the City or about the job that the City of Rockville is doing? (Please continue onto the back of this 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?~~

~~No Yes~~

~~Cable television service.....~~

~~Satellite service.....~~

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

~~No Yes~~

~~recreation or exercise.....~~

~~commuting to school.....~~

~~commuting to work.....~~

~~transportation for other kinds of trips.....~~

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 2013?

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

~~_____ No _____ Yes~~

~~D15. Do any children 12 or under live in your household? _____ _____~~

~~D16. Do any teenagers aged between 13 and 17 live in your household? _____ _____~~

~~D17. Are you or any other members of your household aged 60 or older? _____ _____~~

~~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