

2014 City of Rockville 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.

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
Opportunities to be heard and have a say in what happens in Rockville.....	1	2	3	4	5
Opportunities to attend cultural or arts events.....	1	2	3	4	5
Health and wellness opportunities in Rockville.....	1	2	3	4	5
Openness and acceptance of the community toward people of diverse backgrounds ...	1	2	3	4	5
Overall quality of business and service establishments in Rockville.....	1	2	3	4	5
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.)

- | | | |
|----------------------------------------------------------------|---------------------------------------------|------------------------------------------------------------------------------|
| <input type="checkbox"/> Family lives here/born or raised here | <input type="checkbox"/> City services | <input type="checkbox"/> Amenities (community centers, parks, library, etc.) |
| <input type="checkbox"/> Job was here (or nearby) | <input type="checkbox"/> Safe community | <input type="checkbox"/> Diversity of people |
| <input type="checkbox"/> It's close to Washington D.C. | <input type="checkbox"/> Good neighborhoods | <input type="checkbox"/> Access to public transportation |
| <input type="checkbox"/> Family-friendly | <input type="checkbox"/> Good schools | <input type="checkbox"/> 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 (includes trail, playground, ball fields/courts).....	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., Hometown Holidays, Farmer's Market, July 4 th , Car Show).....	1	2	3	4	5	6

**(Glennview Mansion; F. Scott Fitzgerald Theatre; Rockville Swim and Fitness Center; Rockville Senior Center; Twinbrook, Lincoln Park, Montrose, Elwood Smith and Thomas Farm Community Centers; Pumphouse; Rockcrest Ballet Center; Croydon Creek Nature Center; Rockville SK8 Park)*

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

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 #5 for full list).....	1	2	3	4	5
Athletic fields (such as baseball/softball, soccer or football).....	1	2	3	4	5
Playgrounds (play 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 #5 for examples).....	1	2	3	4	5
Appearance of City parks.....	1	2	3	4	5
Residential property maintenance code enforcement.....	1	2	3	4	5
Commercial property maintenance code enforcement.....	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, 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.

	<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>
I receive good value for the City taxes I pay	1	2	3	4	5	6
I am pleased with the overall direction that the City government is taking.....	1	2	3	4	5	6
The City welcomes citizen involvement.....	1	2	3	4	5	6
The City budgeting process is open and understandable to residents.....	1	2	3	4	5	6
The City 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. 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.

	<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

13. 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>
<i>Rockville Reports</i> (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:

	<u>Essential</u>	<u>Very important</u>	<u>Somewhat important</u>	<u>Not at all important</u>	<u>Don't know</u>
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 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.)

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

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

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