



PLEASE COMPLETE THIS SURVEY—YOUR OPINION COUNTS!!

You can take this survey online at
When asked, please provide the Survey Code above to enter the online survey.
All survey responses and comments are completely confidential.

If you have any suggestions or comments that you would like to make as you read through the questionnaire, please use the Comments section on the last page of this survey.

Part I. Public Safety

1. Please mark the types of contact you have had with the Chevy Chase Village Police Department and/or the Chevy Chase Village Communications Center in the past 24 months. **(Please select all responses that apply.)**

- 15% None **(Skip to Question 3)**
- 66% House check
- 13% Victim of crime
- 4% Traffic citation
- 18% Complainant (e.g., report suspicious activity)
- 3% Traffic collision
- 12% Call for assistance (e.g., auto or residence lockout)
- 8% Code enforcement
- 15% Other (please describe)

2. Did the response time for your latest contact with the Chevy Chase Village Police... **(Please select only one response.)**

- 34% Exceed your expectations
- 53% Meet your expectations
- 1% Fall short of your expectations
- 12% Not applicable

3. How satisfied are you with the visibility of police officers patrolling the Village? **(Please select only one response.)**

- 66% Very satisfied
- 27% Somewhat satisfied
- 4% Not very satisfied
- 0% Not at all satisfied
- 3% No opinion

4. How concerned are you with each of the following in Chevy Chase Village? **(Please select only one response per row.)**

	Very Concerned	Somewhat Concerned	Not Very Concerned	Not at all Concerned	No Opinion
a. Violent crimes (assault, robbery, etc.)	16%	32%	40%	11%	1%
b. Property crimes (burglary, theft, etc.)	30%	51%	15%	3%	1%
c. Criminal mischief (vandalism, graffiti, etc.)	14%	33%	41%	11%	1%
d. Traffic offenses (speeding, stop sign and parking violations, etc.)	20%	36%	33%	9%	1%
e. Noise disturbances	8%	18%	45%	25%	2%

5. Which item in the previous question is of the greatest concern to you? **(Please select only one response.)**

(You may use the Comments section on the last page of this survey to elaborate on your answer.)

- 24% Violent crimes
- 47% Property crimes
- 4% Criminal mischief
- 15% Traffic offenses
- 9% Noise disturbances

6. Please rate the services provided by the Chevy Chase Village Police Department: **(Please select only one response per row.)**

	Excellent	Good	Fair	Poor	No Opinion
a. Overall service	75%	22%	1%	0%	2%
b. Police visibility	55%	34%	8%	1%	1%
c. Traffic enforcement	48%	32%	9%	2%	10%

7. Please indicate the extent to which you agree or disagree with each of the following statements. **(Please select only one response per row.)**

	Agree Strongly	Agree Somewhat	Disagree Somewhat	Disagree Strongly	No Opinion
a. I feel safe in my home at night	69%	29%	1%	0%	0%
b. I feel safe walking the Village streets during daylight hours	89%	10%	0%	0%	1%
c. I feel safe walking the Village streets after dark	29%	47%	17%	5%	2%
d. The Village Police do an excellent job of responding to the needs of the community	78%	16%	1%	0%	4%
e. The Village Police keep me informed in a timely manner regarding criminal activity in the Village	68%	20%	4%	1%	6%

8. In the past 12 months, do you feel the level of safety in your neighborhood has... **(Please select only one response.)**

12% Decreased 6% Increased 67% Remained unchanged 15% Don't know/Not sure

Part II. Village Services and Costs

9. **Village Services:** Below is a list of services provided by Chevy Chase Village, along with an estimate of the average cost per household for each. The amounts shown are costs paid from (a) the allocation from the County income tax granted to the Village (50+% of revenues); (b) property taxes assessed by the Village (30% of revenues) together with (c) other revenues and, in FY '10, an anticipated draw on Village reserves.. The numbers exclude capital outlays, special one-time projects, and expenses met through fees, grants in aid, and traffic camera revenue. Recognizing the potential linkage between budgets and Village tax rates, please indicate whether you'd prefer that budgets for these services be increased, reduced or kept at current levels. **(Please select only one response per row.)**

	FY '10 Cost Per Household	Increase	Stay the Same	Reduce	No Opinion
a. 24/7 Police Presence: Patrol, house checks, traffic, parking, and code enforcement, emergency response, and investigations	\$1,397	15%	75%	5%	5%
b. 24/7 Communications: Resident first point of contact for Village Services, police dispatch, and coordination of response	\$533	5%	87%	4%	4%
c. Refuse and Trash Collection: recycling, leaf/brush, and special pickups	\$1,034	2%	89%	4%	4%
d. Street and Sidewalk Maintenance: lighting, drainage, and snow removal (cost is net of state and county grants-in-aid)	\$139	22%	72%	3%	3%
e. Parks and Greenspace: parks, buffer area and right-of-way maintenance, and tree care	\$555	14%	73%	10%	4%
f. Community Events: holiday events and family entertainment	\$144	3%	61%	28%	8%
g. Administrative Support: administrative, legal, and other unallocated expenses of Village governance and representation of Village interests	\$777	2%	69%	21%	9%
Total	\$4,579				

10. **Village Property Taxes:** The FY'10 budget assumes that approximately \$2500 of the \$4570 per household cost of the FY'10 budget will come from the Village income tax allocation. The remaining \$2000+ of the per household cost will come from property taxes assessed by the Village and a draw-down from Village reserves. (The FY'10 property tax is set at 9.6 cents per \$100 so that a residence assessed at \$1 million will pay \$960, an amount included in the County's annual consolidated tax bill.) The Village reserve fund has grown and the Village will continue to draw from it to bring it down to appropriate 'rainy day' levels. If, in the future, costs continue to rise without a commensurate increase in revenues and the surplus is maxed out, some adjustment might be needed either in service levels or tax rates. If that were to happen, would your preference be: **(Please select only one response.)**

30% Reduce services and costs 12% Increase property taxes 38% Some of both 19% Don't know/Not sure

Part III. Capital Improvements and Public Works

11. Over the past two-plus years, the Village *SafeSpeed* program has generated several million dollars in traffic citation revenues which state legislation provides must be reinvested in new public safety initiatives. The Brookville Road sidewalk project is to be financed from this source. Additionally, some \$2.5 to 3.0 million is available for other public safety projects, but, after June 30, 2010, any uncommitted balances in the *SafeSpeed* account will revert to the state. Projects that can be undertaken with these funds are listed below. Please rank the priority you would give to each by entering a number in the space provided: **(Please rank each project from 1 to 6, being careful to not use the same number twice.)**

Shown: % 1 or 2

53% Rebuild damaged sidewalks	34% Build new sidewalks where none now exist	20% Install security cameras at key locations
45% Enhance street lighting	35% Install crossing light on Connecticut Ave.	9% Other, please identify_____

12. **Sidewalks:** Please answer only the question below that pertains to your street:

A. If your street has a sidewalk:

Do you feel the sidewalks should be rebuilt along your street? **(Please select only one response.)**

42% Yes 58% No

B. If your street DOES NOT have a sidewalk:

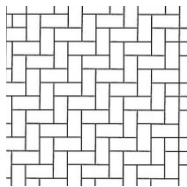
Would you support the installation of new sidewalks along your street? **(Please select only one response.)**

40% Yes 60% No

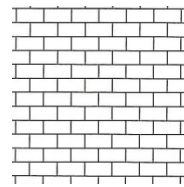
13. Samples of 10 different types of brick being considered for use in Village sidewalk reconstruction have been installed along Connecticut Avenue at Newlands Park (7 samples numbered 1 to 7) and behind the Village Hall in the Laurel Parkway/West Kirke Street Triangle Park (3 samples numbered 8 to 10). Please inspect these samples and note your preferences below. (If you have not inspected the samples or have no opinion, please leave this question blank).

_____ 1st Choice _____ 2nd Choice _____ 3rd Choice

14. Which of the following two layout patterns do you prefer for sidewalks? **(Please select only one response.)**



56% 90° Herringbone as pictured here



44% Running Bond layout as pictured here

15. **Street Lights:** New bulbs for the Village’s present streetlights are no longer available. As they burn out, Pepco will replace them with sodium vapor lights (which emit an orange-tinted light). Alternatively, the Village, using *SafeSpeed* funds, has the option of installing more energy efficient induction light fixtures that emit a clearer white light. It might also use *SafeSpeed* funds to install additional fixtures where poles are available and lighting is now inadequate. (The option of underground wiring has been abandoned as too costly).

Do you endorse using *SafeSpeed* funds to install induction light fixtures throughout the Village? 92% Yes 8% No

16. Do you feel that additional lighting should be installed along your street or in your area of the Village? **(Please select only one response.)**

10% Yes, my street 15% Yes, my area of the Village 36% Yes, both my street and my area of the Village 38% No, neither

17. **Connecticut Avenue Crossing Light:** If such a light were available, how frequently do you estimate you or a member of your family would use it in **any given month** to cross the Avenue? **(Please select only one response.)**

13% 20 or more times 12% 10 to 19 times 14% 5 to 9 times 31% 1 to 4 times 30% Never

18. **Security Cameras:** Please indicate which of the following best reflects your opinion regarding such devices. **(Please select only one response.)**

- 59% Security monitoring devices are an important public safety tool and should be used insofar as efficient and affordable.
- 31% Security monitoring devices should be used sparingly if at all.
- 10% Security monitoring devices are an unacceptable intrusion on privacy.

19. **Traffic Monitoring Cameras (stop sign, one way street, and no exit enforcement):** Please indicate which of the following best reflects your opinion regarding such devices. **(Please select only one response.)**

- 63% Traffic monitoring devices are an important public safety tool and should be used insofar as efficient and affordable.
- 29% Traffic monitoring devices should be used sparingly if at all.
- 7% Traffic monitoring devices are an unacceptable intrusion on privacy.

Part IV. Village Administration

20. For each of the departments of Village government listed below, please indicate your level of satisfaction. **(Please select only one response per row.)**

	Very Satisfied	Somewhat Satisfied	Not Very Satisfied	Not At All Satisfied	Have Had No Contact
a. The Administrative/Permitting Staff	63%	16%	4%	2%	15%
b. The Public Works Staff	72%	15%	2%	0%	11%
c. The Communications Center Staff	80%	11%	1%	0%	8%

21. How useful do you find the information that you receive from the following sources: **(Please select only one response per row.)**

	Very Useful	Somewhat Useful	Not Very Useful	Not At All Useful	Do Not Use It
a. Chevy Chase Village newsletter, <i>The Crier</i>	55%	39%	4%	0%	1%
b. Chevy Chase Village website, www.ccvillage.org	22%	32%	5%	1%	40%
c. Chief Gordon's "Crime Alert" emails (sign up at www.ccvillage.org)	50%	20%	2%	0%	28%

22. How would you prefer to receive the Village Crier? **(Please select only one response.)**

- 64% In my mailbox
- 33% Electronically via email
- 3% On the website

23. Are you aware that routine requests (house checks, tree removal applications, etc.) can be made online through the Village website, www.ccvillage.org? 39% Yes 61% No

24. Have you used the Village website for a service request? 10% Yes 90% No

Environment and Energy:

25. Would you support having the Village Hall serve as a model of energy conservation? 59% Yes 15% No 26% No opinion

26. Do you participate in the Village Recycling Program? 95% Yes 3% No 2% Not sure

27. How important is it to you that green-space and a canopy of mature trees be maintained in the Village?

- 78% Very important
- 19% Somewhat important
- 2% Not very important
- 1% Not at all important

Part V. Village Regulations

28. Please indicate if you have interacted with the Village regarding any of the following regulations? **(Please select all that apply.)**

32% None **(Skip to Question 31)** 52% Village Building Regulations 50% Tree Regulations 11% Noise Regulations

29. Please indicate how easy or difficult you found the process to be for each. **(Please select only one response per row.)**

	Very Easy	Somewhat Easy	Somewhat Difficult	Very Difficult	No Experience
a. Building Regulations	23%	34%	23%	18%	1%
b. Tree Regulations	28%	30%	29%	14%	1%
c. Noise Regulations	29%	29%	27%	12%	2%

30. How satisfied were you with the level of information you received from the Village regarding the process for each? **(Please select only one response per row.)**

	Very Satisfied	Somewhat Satisfied	Not Very Satisfied	Not At All Satisfied	Had No Contact
a. Building Regulations	51%	31%	11%	7%	1%
b. Tree Regulations	43%	34%	15%	6%	2%
c. Noise Regulations	41%	27%	24%	7%	0%

31. How concerned are you about noise pollution in the Village (e.g., from small engine equipment or construction)? **(Please select only one response.)**

17% Very concerned 29% Somewhat concerned 37% Not very concerned 15% Not at all concerned 2% No opinion

32. **If you are very concerned or somewhat concerned**, which is closer to your view? **(Please select only one response.)**

24% I think regulations should be more stringent 73% I think we need better monitoring and/or enforcement of current regulations

Part VI. Parks and Amenities

33. The Village is considering a proposal for a small playground in one of the Village parks. Please choose the response that best reflects your opinion. **(Please select only one response.)**

45% I support the installation of a playground. 19% I do not support the installation of a playground. 36% My opinion would depend on factors such as design, location, and landscaping.

Part VII. Community Involvement

34. How interested are you in participating in the following Village activities? **(Please select only one response per row.)**

	Very Interested	Somewhat Interested	Not Very Interested	Not At All Interested	No Opinion
a. Classes held at the Village Hall	12%	40%	26%	17%	5%
b. Concerts sponsored by the Village	14%	39%	29%	15%	4%
c. Art Shows sponsored by the Village	14%	41%	26%	14%	5%
d. Family events such as Parents' Night Out and Movie Night	14%	18%	28%	31%	10%
e. Events sponsored by the Committee for Seniors, such as lectures and teas	10%	25%	28%	26%	11%
f. Village Holiday festivities	28%	31%	20%	15%	5%

35. If you are interested in additional classes or other activities at the Village Hall, please indicate what classes or activities you

