

Chevy Chase Village Community Survey

November 2003

Results for all Respondents (N=420)

Part I. Funding For Chevy Chase Village Services

Because of the decline in income tax revenues from the state, it may be necessary to raise the annual property tax in Chevy Chase Village by as much as \$300 to \$400 per household, if the services now being offered by the Village are to remain at their current levels.

1. In general, which of the following would be your preference?

- 41.0%** Raise taxes sufficiently to maintain services at the current level.
- 11.0** Freeze taxes at the current level and reduce services to fit.
- 27.4** Freeze taxes at the current level and introduce user fees to pay for certain services (for example – house checks, special pick-ups and other personalized services).
- 4.3** Reduce the property tax rate by reducing service levels and/or introducing user fees.
- 16.4** No response

2. Following is a list of the major services offered to residents of Chevy Chase Village. Each is followed by a dollar figure representing the approximate current **Annual Average Net Cost Per Household** for that service.

Please indicate whether you would prefer budgets for these services be: **increased, kept at the current level, or reduced.**

	Increase	Stay the Same	Reduce	No Opinion*
a. 24/7 Police Presence: law enforcement, emergency response, and routine patrol (\$630)	15.7%	76.2%	4.5%	3.6%
b. Rear-Door Trash and Recycling Collections, Special and Hazardous Pickups (\$526)	6.4	63.3	25.0	5.2
c. 24/7 Personalized Security Services: house checks, home security surveys, lock-out assistance. (\$310)	6.9	80.0	7.1	6.0
d. Seasonal Services: snow removal, leaf collection, and maintenance of parks and public rights-of-way..... (\$308)	6.7	75.2	14.5	3.6
e. 24/7 Communications Center: serves as first point of contact for emergencies and Village services (\$292)	14.0	75.5	6.2	4.3
f. Tree Care Programs: Planting, pruning, fertilizing, and spraying of 2,800 trees (\$274)	10.5	83.6	3.1	2.9
g. Representation of Village Interests: zoning, development, traffic and utility issues, etc (\$258)	7.1	71.7	17.1	4.0
h. Permit Review and Code Compliance: Staff work with residents and contractors to ensure compliance..... (\$216)	3.8	36.2	51.4	8.6
i. Street and Sidewalk Maintenance (\$107)	4.8	56.4	30.2	8.6
j. Community Events: Holiday events and family entertainment (\$102)	9.3	71.0	14.3	5.5

* "No Opinion" includes those who did not respond to this question.

Part II. Chevy Chase Village Police Department and Communications Center

The Chevy Chase Village Police and Communications Center are committed to providing the highest level of service possible and to maintaining open lines of communication with the community we serve. By completing this part of the survey, you can help us by providing valuable insight into what services are important to the community and how we can better serve you. This survey is also required to maintain our accreditation status with the Commission on Accreditation of Law Enforcement Agencies.

1. Using a scale where 1 means "very unprofessional," and 5 means "very professional," circle the number below that best describes your overall impression of the professionalism of...

	Very Unprofessional				Very Professional	No Response
The Chevy Chase Village Police	2.1%	0.5%	3.1%	22.1%	70.2%	1.9%
The Village Communications Center Staff	1.4%	0.7%	5.0%	28.6%	60.2%	4.0%

2. Please check all the types of contacts you have had, if any, with the Chevy Chase Village Communications Center and/or the Police Department in the last 24 months. **12.1%.....If None,**

Check Here And Skip Directly To Question 4.

Please Mark All That Apply:

64.3% House Check	15.2% Code Enforcement
12.4% Victim of Crime	14.3% Assistance (e.g., auto or residence lockout)
4.5% Traffic Citation	24.5% Complainant (e.g., report suspicious activity)
2.6% Traffic Collision	15.7% Other: please explain:

3. Did the response time for your latest contact with Chevy Chase Village Police...

20.0% Exceed Your Expectations	53.6% Meet Your Expectations	3.1% Fall Short of Your Expectations	8.3% Not Applicable	15.0% No Response
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4. In your opinion, how serious a problem is each of the following in Chevy Chase Village?

	Serious Problem	Moderately Serious	Minor Problem	Not a Problem	Don't Know/ No Opinion
Violent Crime	2.1%	12.6%	33.6%	36.0%	15.7%
Robberies	6.7	34.0	39.8	7.6	11.9
Burglaries.....	8.3	38.1	36.4	6.0	11.2
Auto Theft	7.4	21.0	41.4	11.2	19.0
Petty Theft	3.1	18.6	43.3	12.4	22.6
Vandalism.....	1.0	9.8	43.3	26.9	19.0
Loud Parties/Noise	0.5	6.0	33.1	50.7	9.8
Code Violations	1.2	3.6	30.0	33.1	32.1
Traffic Violations	6.8	21.7	36.7	16.0	18.8

5. Currently, you can reach the Village Communications Center Staff and Police any time of day or night by dialing 301-654-7300 to report suspicious activity or to request Village services. You can receive emergency assistance at any time of the day or night, as well, by dialing 911 to reach the Montgomery County Emergency Center. The Emergency Center will then dispatch a Chevy Chase Village officer.

How important is it to you to be able to have direct, immediate contact with the Village Communications Center and Police on a 24-hour-a-day, seven-days-a week basis?

60.0% Very Important **26.0%** Somewhat Important **8.8%** Not Very Important **2.1%** Not At All Important **3.1%** No Response

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Please indicate the extent to which you agree or disagree with the following statements:

	Agree Strongly	Agree Somewhat	Disagree Somewhat	Disagree Strongly	No Response
6. I feel safe in my home at night.	82.6%	15.5%	0.7%	0.2%	1.0%
7. I feel safe walking the Village streets during daylight hours.	87.4	11.2	0.5	0.2	0.7
8. I feel safe walking the Village streets after dark.	36.0	42.9	13.6	5.7	1.9
9. I feel that school-age children are safe walking in the Village during daylight hours.	62.9	30.5	3.1	1.4	2.1
10. I feel that school-age children are safe walking in the Village after dark.	14.8	36.9	29.8	15.2	3.3
11. The Chevy Chase Village Police and Communications Center personnel do an excellent job of responding to the needs of the community.	79.5	14.8	1.7	0.0	4.0
12. The Village Police keep me informed in a timely manner regarding criminal activity in the Village.	68.1	21.9	5.0	1.4	3.6
13. In the past 12 months, has the level of criminal activity in your neighborhood...					
1.4% Decreased					
39.1 Remained unchanged, with little criminal activity					
11.0 Remained unchanged at a moderate level of criminal activity					
0.2 Remained unchanged at a high level of criminal activity					
13.6 Increased					
34.6 Don't Know/No Opinion					
14. If you could make one suggestion for improvement of the Chevy Chase Village Police Department and/or the Communications Center, what would it be?					

[SEE ACCOMPANYING FILE FOR RESPONSES TO THIS QUESTION]

Comments:

Please use the space below to share any comments, suggestions, or questions you may have regarding Village finances and services. In particular, it will be helpful for Village management to be informed as to any specific recommendations you may have regarding service priorities, delivery, or costs.

[SEE ACCOMPANYING FILE FOR RESPONSES TO THIS QUESTION]

To help us assess the geographic distribution of survey responses, please fill in the street and block number of your residence (e.g. 5500 Block of Grove Street). We neither need nor want your exact street address.

Block

Street

When you have completed the survey, please insert it into the enclosed pre-addressed, postage-paid envelope, to be returned for tabulation and analysis to:

DECISION DATA COLLECTION, INC.
ATTN CCV SURVEY
4300 PLANK ROAD
SUITE 190
FREDERICKSBURG VA 22407-0102

Thank you for your participation. Remember, in Chevy Chase Village,

YOUR OPINION COUNTS!