

Chevy Chase Village Resident Survey 2006
Results for all Respondents (N=387)

Part I. Public Safety

1. Please mark all 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.

5.4 % **IF NONE, CHECK HERE [] AND GO DIRECTLY TO QUESTION 3.**

- | | | | |
|-------|-------------------|-------|---|
| 43.9% | House check | 5.9% | Code enforcement |
| 4.9% | Victim of crime | 8.0% | Call for assistance (e.g., auto or residence lockout) |
| 2.5% | Traffic citation | 12.5% | Complainant (e.g., report suspicious activity) |
| 2.2% | Traffic collision | 14.6% | Other: Please explain _____ |

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

- | | | | | | | | |
|-------|--------------------------|-------|------------------------|------|---------------------------------|------|----------------|
| 35.5% | Exceed your Expectations | 56.1% | Meet your Expectations | 1.2% | Fall short of your Expectations | 7.3% | Not Applicable |
|-------|--------------------------|-------|------------------------|------|---------------------------------|------|----------------|

3. How satisfied are you with the visibility of police officers patrolling the Village?

- | | | | | | | | | | |
|-------|----------------|-------|--------------------|------|--------------------|------|----------------------|------|------------|
| 68.3% | Very satisfied | 28.0% | Somewhat satisfied | 2.4% | Not very satisfied | 0.0% | Not at all satisfied | 1.3% | No opinion |
|-------|----------------|-------|--------------------|------|--------------------|------|----------------------|------|------------|

4. At current staffing levels, there is always one Village police officer on duty in the Village at any given time, 24/7, and on some shifts there are two Village officers on duty. The Village Communications Center staff is also available 24/7 and emergency backup is available from the County Police at all times. Which of the following best describes how you feel about police staffing in the Village?

- | | |
|-------|--|
| 77.2% | Continue with the current staffing, with one or two Village officers on duty per shift |
| 18.0% | Increase staffing to two Village officers on every shift, at an added cost to the Village of about \$575.00 per household per year |
| 4.8% | Other (please describe) _____ |

5. How concerned are you, if at all, with each of the following in Chevy Chase Village?

<u>Q 6</u>		<u>Not at all concerned</u>	<u>Not very concerned</u>	<u>Somewhat concerned</u>	<u>Very concerned</u>	<u>No opinion</u>
7.9%	a. Violent crime	12.8%	38.0%	32.7%	15.2%	1.3%
9.2	b. Robberies	3.7	19.3	46.0	30.5	0.5
40.7	c. Home break-ins	2.4	13.6	46.5	36.5	1.0
0.3	d. Auto theft	9.0	37.5	38.8	13.8	0.8
1.6	e. Auto break-ins	7.2	31.1	43.1	17.8	0.8
1.6	f. Vandalism	10.9	33.7	37.9	17.0	0.5
20.7	g. Speeding	5.8	23.0	35.6	34.0	1.6
4.6	h. Stop sign violations	8.9	27.0	34.6	28.3	1.0
1.3	i. Parking violations	23.1	43.1	22.3	9.8	1.6
2.3	j. Building code violations	19.5	43.9	23.3	10.4	2.9
4.9	k. Noise disturbances	18.8	43.5	24.1	11.4	2.1
3.3	l. Street lighting	19.0	37.2	27.2	15.6	1.1
1.6	m. Unleashed dogs	23.7	37.1	23.9	13.9	1.3

6. Which item in the previous question is of the greatest concern to you? *You may use the Comments section on the last page of this survey to elaborate on your answer.*

The area of greatest concern to me is: (see margin column previous page)

7. On a scale of 1 to 5, where 1 means “poor” and 5 means “excellent,” how would you rate the Chevy Chase Village Police Department on...

	Poor			Excellent	No opinion
a. Enforcing the law	0.3%	0.6%	3.9%	22.9%	48.9% 23.5%
b. Investigating crimes	0.8	1.1	3.8	14.0	31.0 49.2
c. Police patrol in general	0.0	0.8	8.6	35.9	49.1 5.6
d. Crime prevention	0.3	2.2	10.5	30.1	36.7 20.2
e. Creating a sense of safety	0.0	1.1	7.0	32.0	55.9 4.0
f. Dealing effectively with the issue at hand	0.5	1.1	4.4	21.6	45.2 27.1
g. Concern for your needs	0.3	1.1	4.3	23.7	59.0 11.6
h. Assisting victims of crime	0.3	0.5	2.7	10.4	30.7 55.3
i. Helpfulness/courtesy	0.3	0.3	2.1	17.1	75.5 4.8
j. Professional appearance	0.0	0.0	0.8	15.2	79.7 4.3

8. Please indicate the extent to which you agree or disagree with each of the following statements.

	Disagree Strongly	Disagree Somewhat	Agree Somewhat	Agree Strongly	No Opinion
a. I feel safe in my home at night	0.3%	1.9%	20.4%	77.2%	0.3%
b. I feel safe walking the Village streets during daylight hours	0.3	0.5	8.5	90.5	0.3
c. I feel safe walking the Village streets after dark	4.5	17.1	46.7	29.9	1.9
d. The Chevy Chase Village Police do an excellent job of responding to the needs of the community	0.3	1.3	14.9	73.1	10.4
e. The Village Police keep me informed in a timely manner regarding criminal activity in the Village	1.3	4.8	15.5	70.1	8.3

9. In the past 12 months, has the level of crime in your neighborhood...

- 1.3% Decreased
- 48.0% Remained unchanged with little criminal activity
- 12.7% Remained unchanged at a moderate level of criminal activity
- 0.0% Remained unchanged at a high level of criminal activity
- 12.5% Increased
- 25.5% Don't know/Not sure

If you have any suggestions for improving the effectiveness of the Chevy Chase Village Police Department and/or the Village Communications Center, please use the Comments section on the last page of this survey to describe them.

Part II. Village Services and Costs

1. **Village Services:** Here is a list of services provided by Chevy Chase Village. Each is followed by an estimate of the Average Annual Net FY '07 Cost per Household for that service, net of expenses for special projects and of recoveries from fees and grants-in-aid. Please indicate whether you'd prefer that budgets for these services be increased, reduced, or kept at current levels.

	Current Cost Per Household	Increase	Stay the Same	Reduce	No Opinion
a. 24/7 Police Presence: law enforcement, emergency response, patrol, house checks, investigations traffic, parking, code compliance	(\$1,004)	21.4%	74.3%	3.2%	1.1%
b. 24/7 Communications Center: first point of contact for police and other Village services and coordination of response	(\$435)	4.8	90.9	2.4	1.9
c. Refuse: Rear-door trash collection, recycling, leaf/brush and special pickup	(\$878)	4.3	91.4	3.8	0.5
d. Greenspace: Tree, park, buffer area and right-of- way maintenance.....	(\$441)	14.2	80.1	4.4	1.4
e. Community Events, Holiday events and family entertainment	(\$124)	4.3	62.5	22.6	10.5
f. Street and Sidewalk: Maintenance, drainage, snow removal and lighting (cost is net of state and county street maintenance grants-in-aid)	(\$132)	17.5	80.6	1.1	0.8

NOTE : In addition to the above, general administration and management, permitting activities, representation of Village interests, grants and memberships add \$644 of costs to bring total per household expense for current operations to \$3658.

2. **Property Taxes:** The FY'07 Chevy Chase Village real estate property tax rate is 12.3 cents per \$100 of assessed value. Montgomery County includes this charge on behalf of the Village in its July 1 consolidated tax bill. Thus, Villagers with homes assessed at \$750 thousand will pay a Village real property tax of \$922; those with \$1.5 million assessments, \$1844 etc. (before application of any credits). This property tax generates about 35% of the Village's general purpose revenue (income tax revenues make up most of the rest) but is the principal revenue source that the Village can directly control. Please indicate which of the following statements comes closer to your feelings:

- 13.8% I would like services expanded and, if needed, would accept an increase in the Village property tax level to do so.
- 76.7% I am comfortable with the Village property tax level required to maintain the current level of services.
- 9.5% I appreciate the services, but the Village property tax level required to maintain them is more than I am comfortable with.

You are encouraged to write any comments or questions you may have as to costs, services, tax policy and/or budget procedures in the Comments section on the final page of this survey.

Part III. Home Expansion Issues

1. Recently there has been a trend toward enlarging current residences or tearing down old homes and replacing them with larger ones. Are you...

11.1% Not at all concerned 18.7% Not very concerned 40.4% Somewhat concerned 29.8% Very concerned

2. Which, if any, of the following changes in zoning regulations affecting building and remodeling projects within Chevy Chase Village would you like to see?

- a. more restrictive requirements for setbacks from property lines.....41.3% Yes 38.9% No..... 19.8% No opinion
- b. more restrictive limits on building height54.6 Yes 29.0 No..... 16.4 No opinion
- c. more restrictive limit on the proportion of a lot that can be occupied by a structure59.5 Yes 27.5 No..... 13.0 No opinion

3. Have you personally experienced a problem due to the expansion of a house or garage near you?

16.8% Yes 83.2% No

4. Would your own plans for expansion be affected by changes such as those listed in Question 2a through 2c (above)?

5.8% Yes 64.1% No 30.1% Not sure/Depends on changes

Part IV. Parks and Amenities

1. How concerned are you, if at all, with each of the following in the Village parks?

	Not at all concerned	Not very concerned	Somewhat concerned	Very concerned	No opinion
a. Excessive noise.....	53.9%	21.1%	6.1%	2.1%	16.8%
b. Trash left by park users	30.9	26.9	18.9	5.6	17.6
c. Park maintenance and upkeep	37.7	25.9	16.0	5.6	14.7
d. Any other park issues? (Please describe) _____					

2. Would you like to see the following in the Chevy Chase Village parks?

a. Additional plantings.....12.7% Yes35.4% No 51.9% No opinion

IF YES, which park(s) _____

b. Additional benches..... 16.9 Yes36.5 No 46.6 No opinion

IF YES, which park(s) _____

c. Play equipment.....16.4 Yes39.7 No 43.9 No opinion

IF YES, which park(s) _____

3. How far is it from your home to the Village park nearest you?

39.1% One block 36.0% 2-3 blocks 13.6% 4-6 blocks 5.5% More than 6 blocks 5.8% Not sure

Part V. Community Involvement

1. How often do you or other members of your family, including children, attend or participate in...

	Never	Rarely	Occasionally	Often
a. classes held at the Village Hall.....	64.6%	20.2%	11.5%	3.7%
b. concerts sponsored by the Village.....	62.6	23.2	12.1	2.1
c. art shows sponsored by the Village	54.1	23.0	18.2	4.7
d. events sponsored by the Children, Youth and Families Committee, such as Parents' Night Out and Movie Night	4.7	16.1	12.1	4.7
e. Village holiday festivities.....	32.0	21.4	24.3	22.2

2. Are you aware of the facilities available for residents' use at the Village Hall 91.2% Yes 2.9% No 6.0% Not sure

3. For each of the departments of Village government listed below, please indicate your level of satisfaction with their performance using a scale where 1 means "not at all satisfied" and 5 means "very satisfied." If you have had no recent interaction with a particular department, circle the 6.

	Not at all Satisfied	Very Satisfied	No contact
a. The Village Manager..	1.0%.....0.8%	6.6%..... 13.6%.....	53.0%..... 24.9%
b. The Public Works staff.....	0.5..... .0.3	6.0.....14.7.....	65.2.....13.4
c. The Communications Center.....	0.0..... 0.0	5.8.....12.9.....	73.8..... 7.6
d. The Permitting staff.....	0.8.....1.3	6.8.....12.9.....	56.2.....22.0

4. Are you familiar with the current members of the Village Board of Managers?

55.9% Yes 44.1% No

5. There are a number of committees that are advisory to the Village Board of Managers, including the Budget, Buildings and Facilities, Children, Youth and Families, Parks, Personnel, Public Safety, and Public Works Committees, and the Local Advisory Panel (LAP) to the Historic Preservation Commission. Were you aware that Village residents are invited to serve on these committees?

81.8% Yes 18.2% No

6. How often do you read the Chevy Chase Village newsletter, *The Village Crier*?

- 80.5% I read every issue
- 16.1% I read it often, but not always
- 2.1% I read it occasionally, but not often
- 0.8% I read it rarely, if ever
- 0.5% I don't know what it is /Never heard of it

7. How would you rate the usefulness of the information you get from *The Village Crier*? Is it...

- 0.0% Not at all useful
- 1.0% Not very useful
- 33.6% Somewhat useful
- 64.1% Very useful
- 1.3% Not Applicable

8. How often have you visited the official Chevy Chase Village website, www.ccvillage.org, in the past 60 days?

- 56.4% Never
- 34.7% Once or twice
- 7.0% Three or four times
- 1.0% Between five and ten times
- 0.8% More than 10 times

9. Overall, how would you rate the usefulness of the information you get from the Village website? Is it...

- 0.3% Not at all useful
- 2.5% Not very useful
- 19.3% Somewhat useful
- 25.2% Very useful
- 52.7% Not applicable

10. Do you currently receive Police Chief Roy Gordon's "Crime Alert" notices by email?
(You may sign up to receive these emails on the Village's website at www.ccvillage.org.)

- 58.8% Yes
- 41.2% No

Part VII. Household Questions

1. How long have you lived in Chevy Chase Village?

- 2.1% Less than 1 year
- 14.3% 1 to 5 years
- 13.2% 6 to 10 years
- 22.9% 10 to 20 years
- 47.5% More than 20 years

2. How much longer do you anticipate living in the Village?

- 2.1% Less than 1 year
- 10.3% 1 to 5 years
- 12.4% 6 to 10 years
- 34.6% 10 to 20 years
- 24.0% More than 20 years
- 16.6% Not sure

3. When you were house-hunting, did you know at the time which of the houses you were looking at were within the boundaries of Chevy Chase Village?

- 74.0% Yes
- 19.4% No
- 6.6% Don't recall

4. When you were house-hunting, did you know at the time that Chevy Chase Village is a municipality with its own local government?

- 67.3% Yes
- 25.7% No
- 7.1% Don't recall

5. How much of a role did each of the following play in your decision to move here?

	No role whatsoever	I consid- ered it	Major role	I don't recall
a. Loved the house.....	4.4%	17.2%	77.7%	0.8%
b. Proximity to Metro.....	30.3	25.4	41.4	2.9
c. Location inside the Beltway	11.8	10.7	74.4	3.1
d. Grew up in Chevy Chase area.....	79.0	2.6	16.7	1.7
e. Quality of the public schools.....	33.1	26.7	38.7	1.4
f. Availability of private schools.....	49.4	26.0	22.3	2.3
g. The Village has its own police department.....	28.7	36.5	28.7	6.2
h. The Village has its own com- munity government.....	37.3	31.8	24.8	6.1
i. Architectural variety in the Village.....	20.8	33.3	43.6	2.2
j. The large trees in the Village.....	10.6	37.2	50.0	2.2
k. The Village parks and green space.....	18.1	42.3	35.7	3.8

6. What is the composition of your household?

Number of adults _____

Number of children in middle school _____

Number of pre-school-age children _____

Number of children in high school _____

Number of children in elementary school _____

7. Please circle the number that corresponds to the area where you live within the Village, as shown on the enclosed map.

Zone 1	Zone 2	Zone 3	Zone 4
16.2%	17.8%	24.9%	41.1%

The survey continues on the following page.

Comments

Please use the space below to share any comments, suggestions or questions you may have regarding the operations, staffing, or effectiveness of the Chevy Chase Village government, or any other issue pertaining to life in the Village that you would like to bring to the attention of the Village Board or Manager. Any recommendations you might have regarding service priorities, service delivery, or the cost of services will be appreciated.

When you have completed the survey, please place it in the enclosed Business Reply Envelope, to be returned for tabulation and analysis. If you do not have the Business Reply Envelope, the completed survey may be mailed directly 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!