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# **2010 City of Montgomery Survey of Residents**

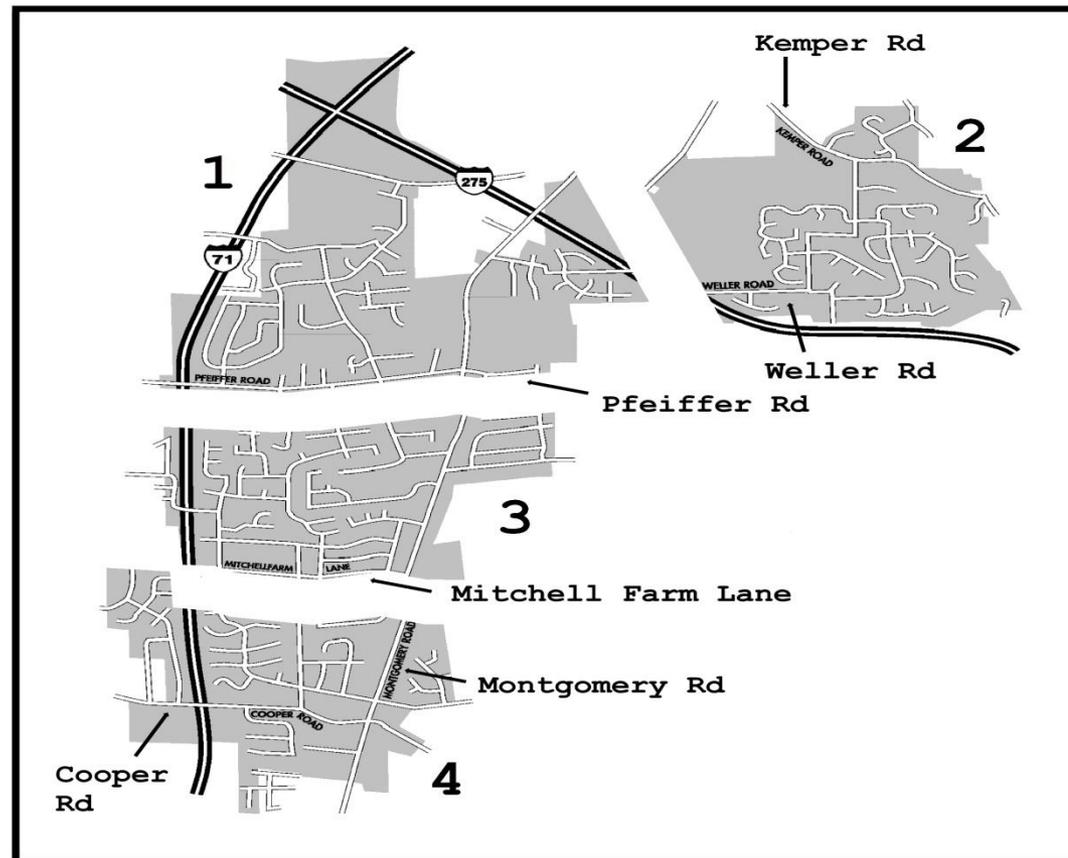
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Co-Director, Institute for Policy Research

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## Methodology

- **World Wide Web and Mail Survey**
- **Number of Invitations Sent: 3,873**
- **Number of Survey Responses: 1,598 (133 mail)**
- **Response Rate: 41.3%**
- **Dates: April 1 – April 30, 2010**
- **Margin of Error:  $\pm 2.5\%$**

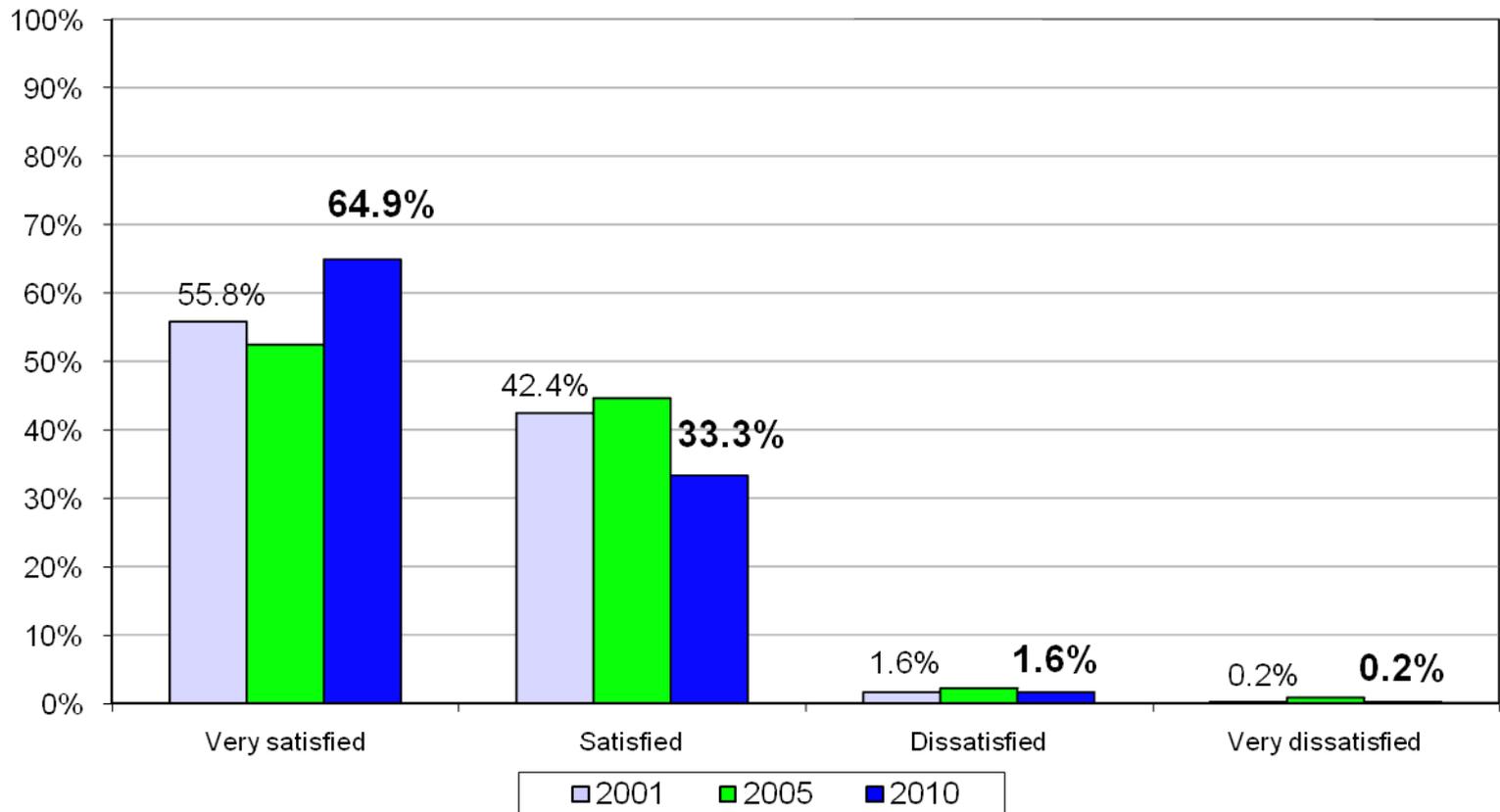
Figure 1. Geographic Sections of the City of Montgomery



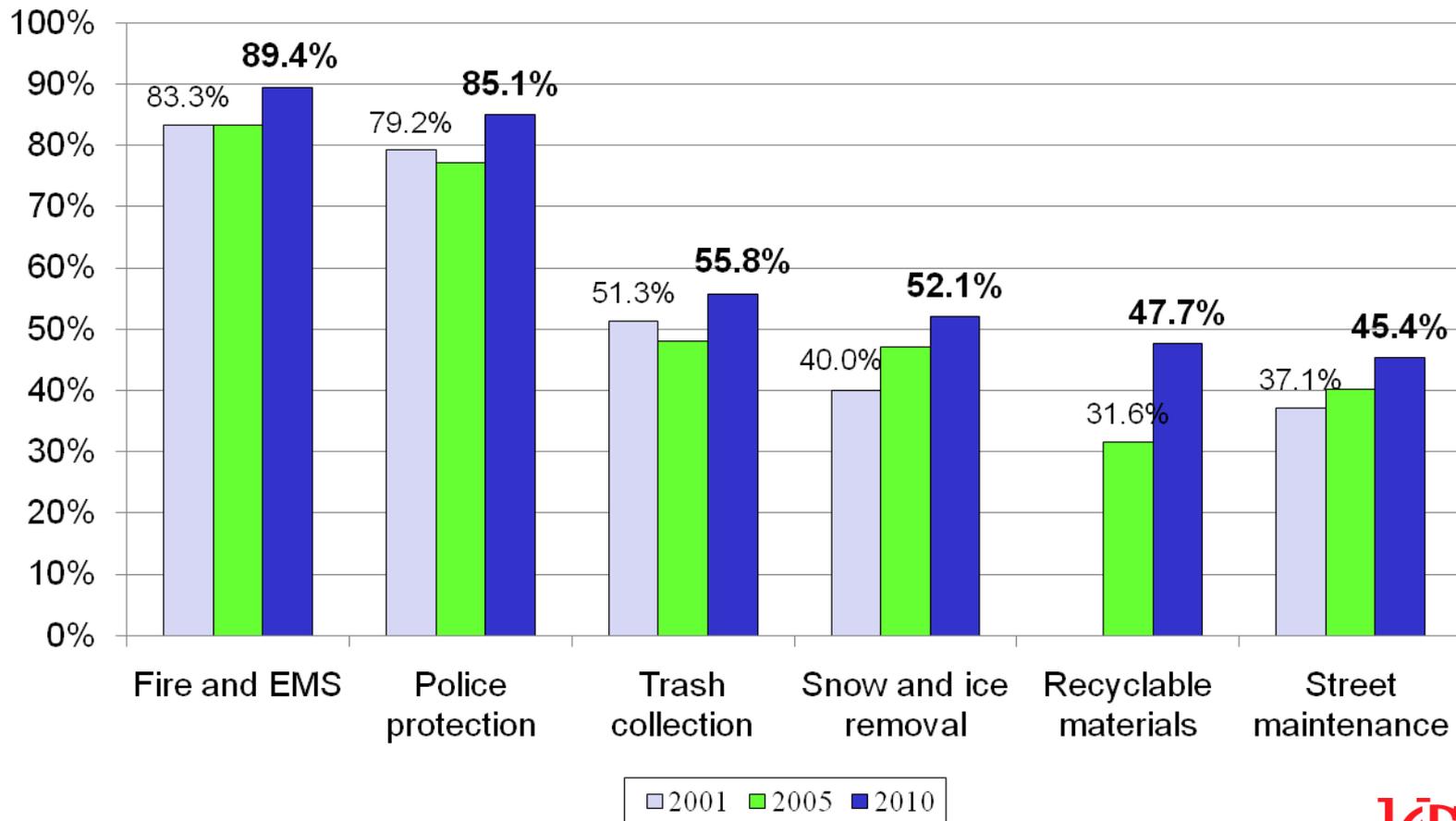
## Geographic Sections of the City of Montgomery

	2005	2010
<b>Section 1</b>	27.5%	27.0%
<b>Section 2</b>	20.2%	20.2%
<b>Section 3</b>	25.3%	26.2%
<b>Section 4</b>	27.3%	26.6%

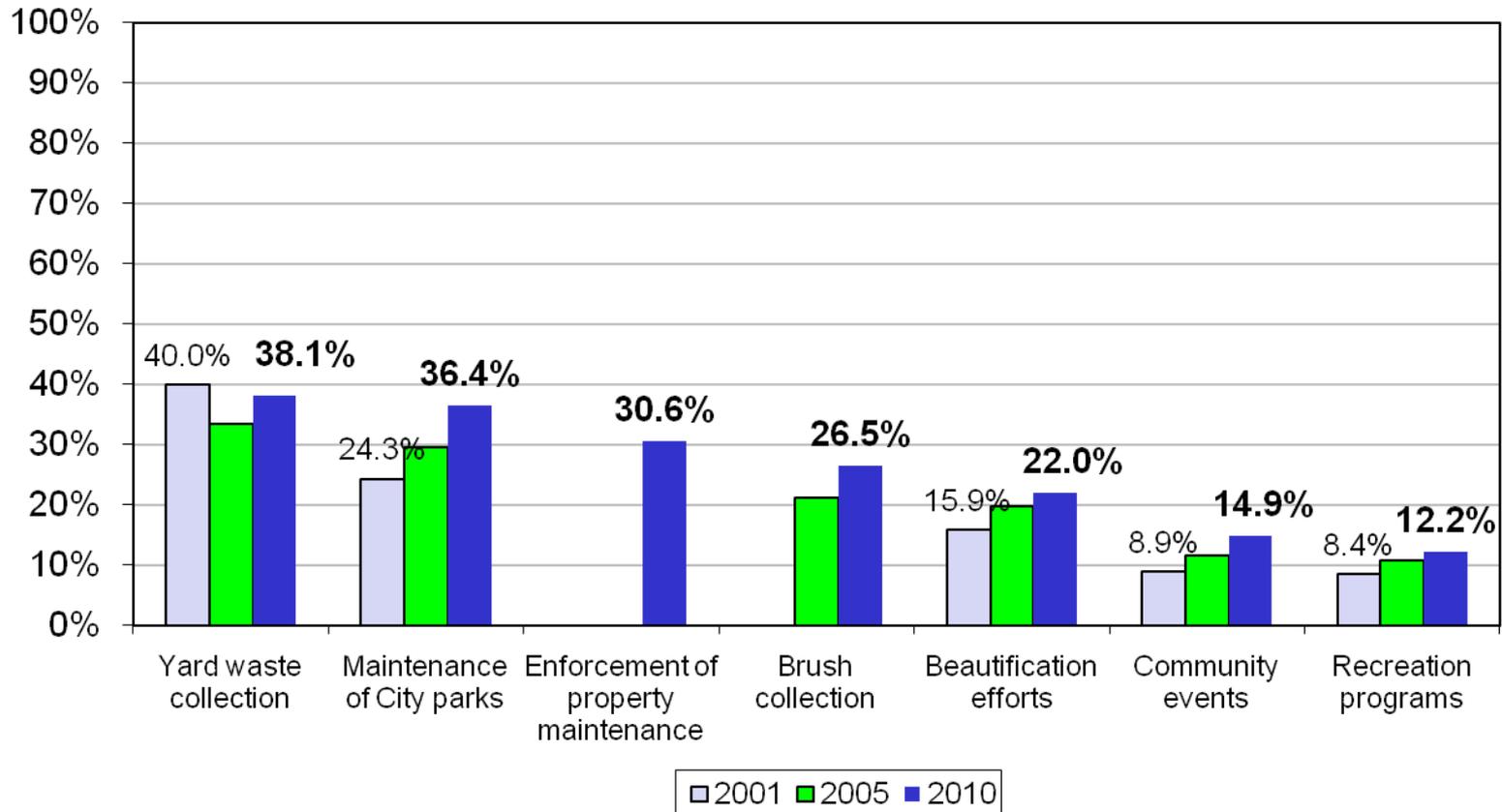
# “All things considered, how satisfied are you with the quality of life in the City of Montgomery?”



## Importance of City Services (Percent “Extremely Important”; Chart 1 of 2)



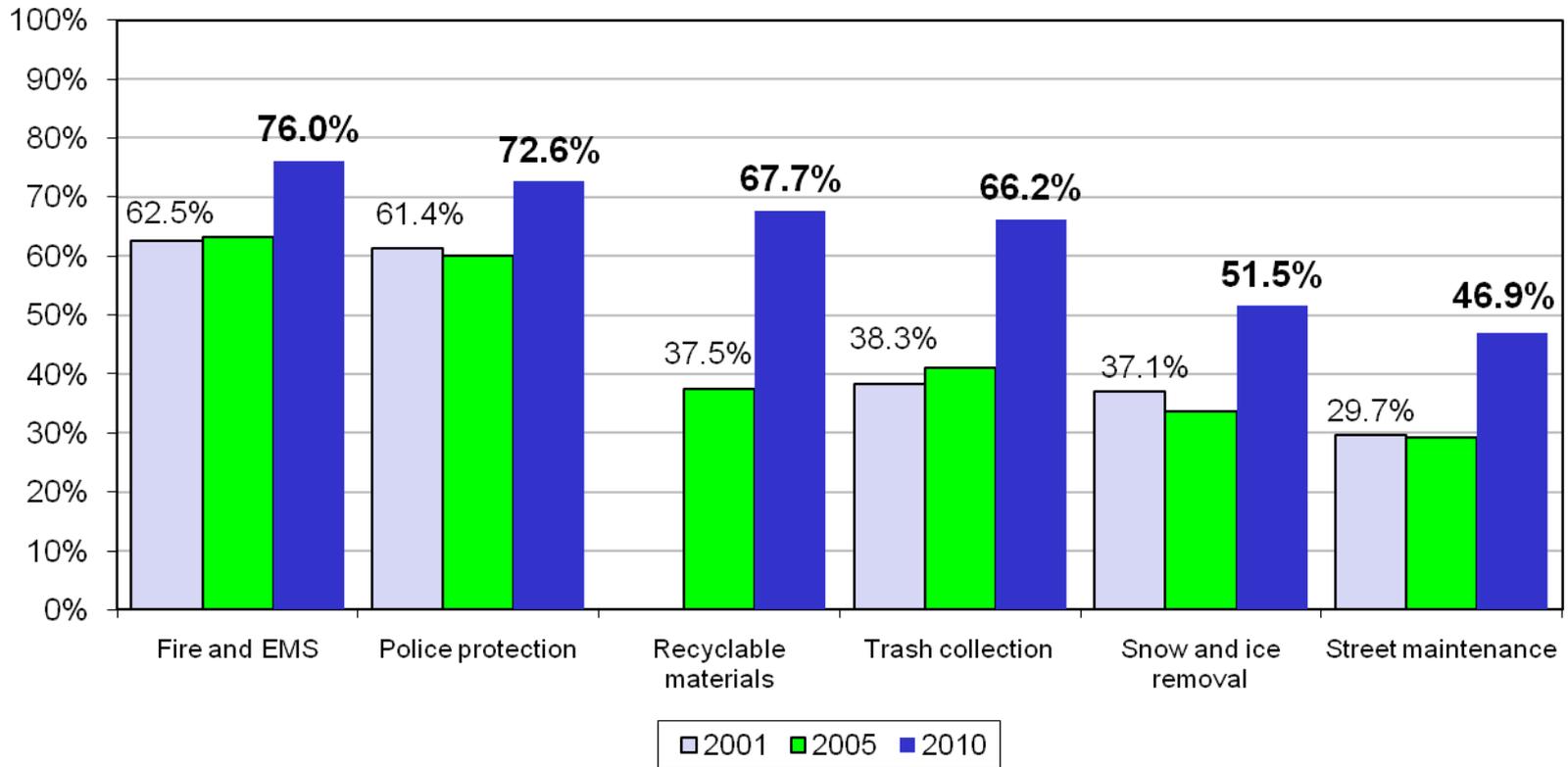
## Importance of City Services (Percent “Extremely Important”; Chart 2 of 2)



## Overall Satisfaction and Dissatisfaction with Selected City Services

	Satisfaction	Dissatisfaction	Difference
<b>Fire and EMS</b>	96.3	0.2	+ 96.1
<b>Trash collection</b>	95.5	0.8	+ 94.7
<b>Police protection</b>	95.8	1.4	+ 94.4
<b>Recyclable materials</b>	93.3	1.4	+ 91.9
<b>Snow and ice removal</b>	91.2	3.4	+ 87.8
<b>Street maintenance</b>	88.0	4.0	+ 84.0

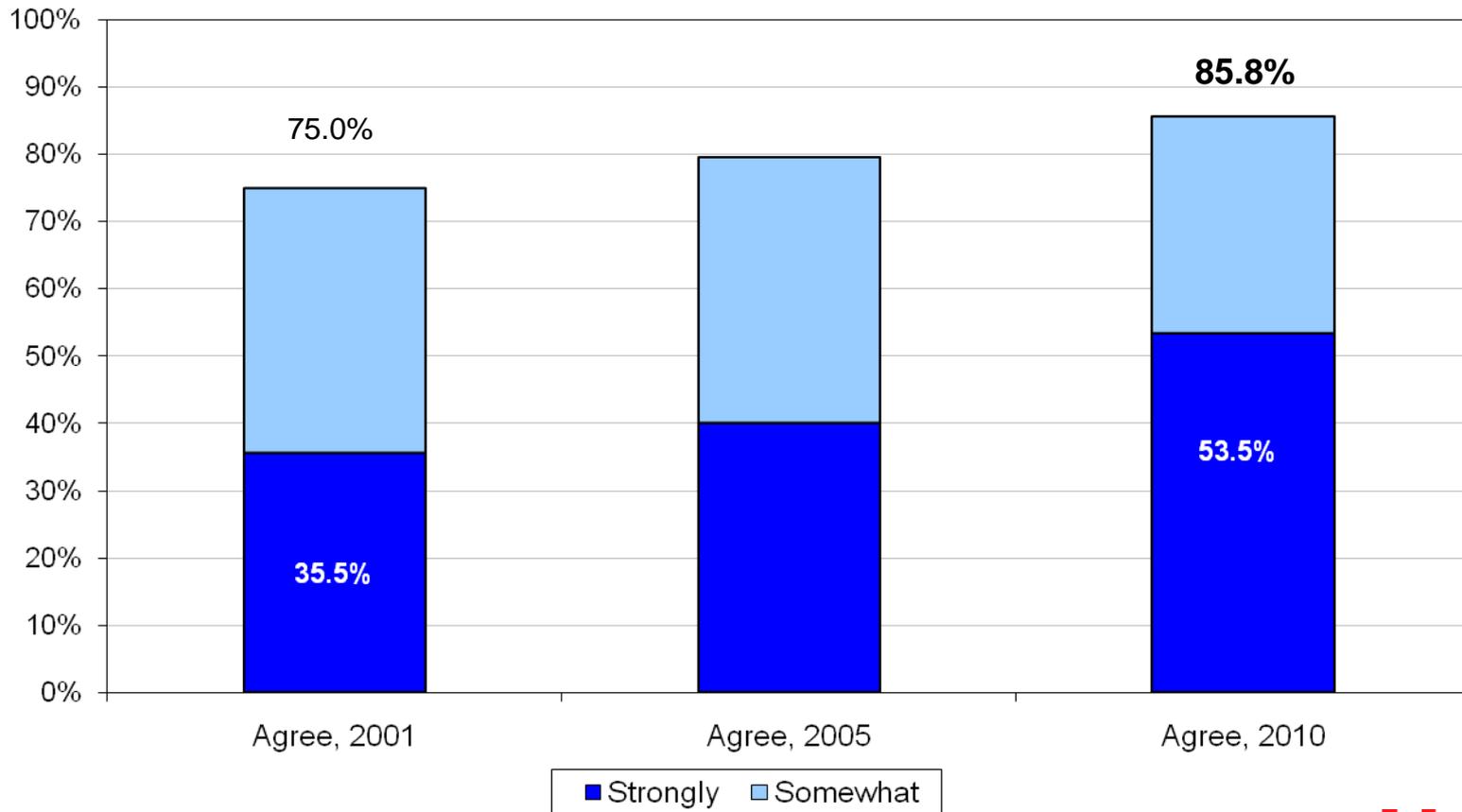
## Satisfaction with Selected City Services (Percent “Very Satisfied”)



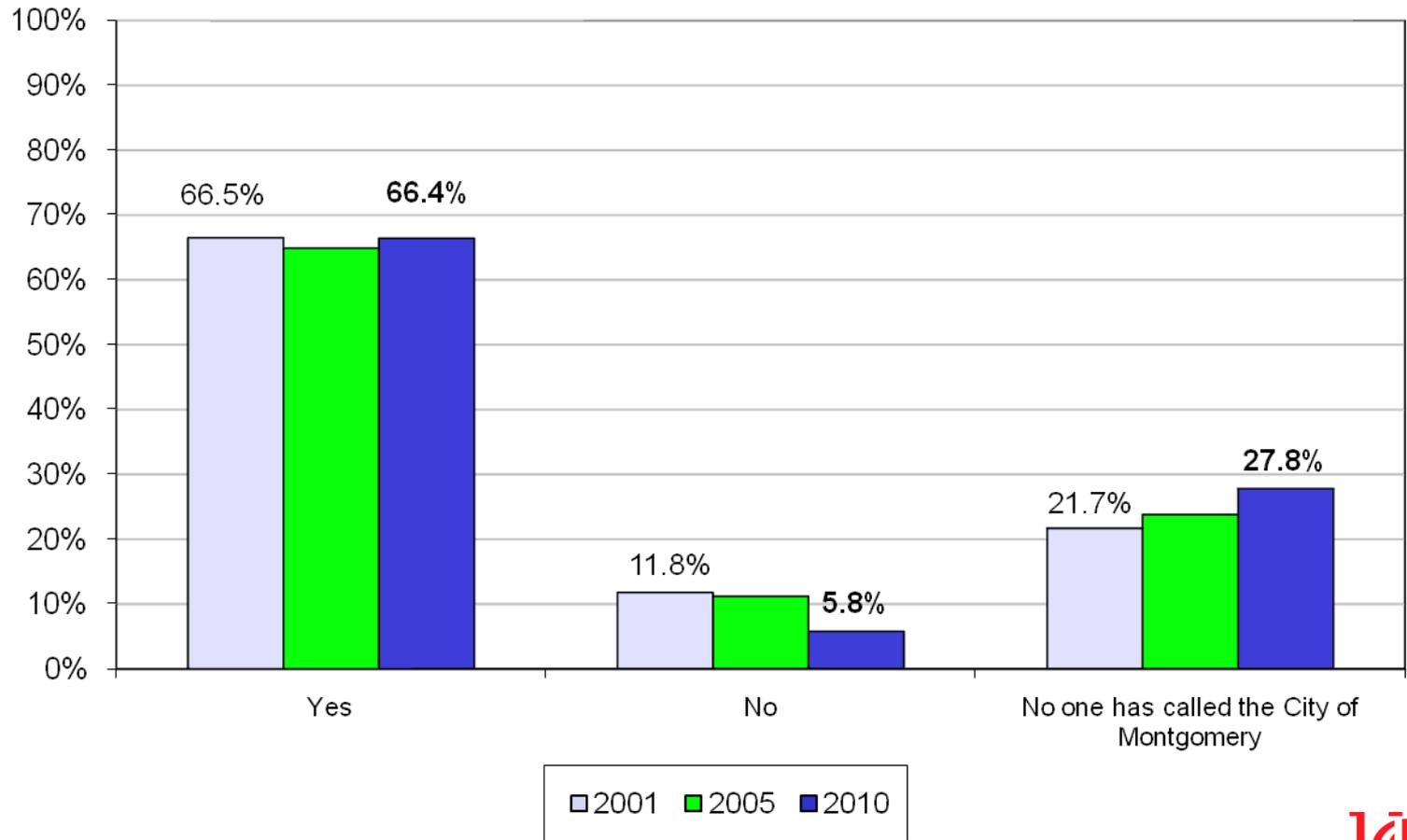
## Overall Satisfaction and Dissatisfaction with Selected City Services

	Satisfaction	Dissatisfaction	Difference
<b>Maintenance of City parks</b>	91.6	1.7	+ <b>89.9</b>
<b>Beautification efforts</b>	88.4	1.7	+ <b>86.7</b>
<b>Yard waste collection</b>	81.2	4.0	+ <b>77.2</b>
<b>Community events</b>	74.7	1.9	+ <b>72.8</b>
<b>Brush collection</b>	75.2	4.2	+ <b>71.0</b>
<b>Enforcement of property maintenance</b>	68.6	6.4	+ <b>62.2</b>
<b>Recreation programs</b>	56.4	4.1	+ <b>52.3</b>

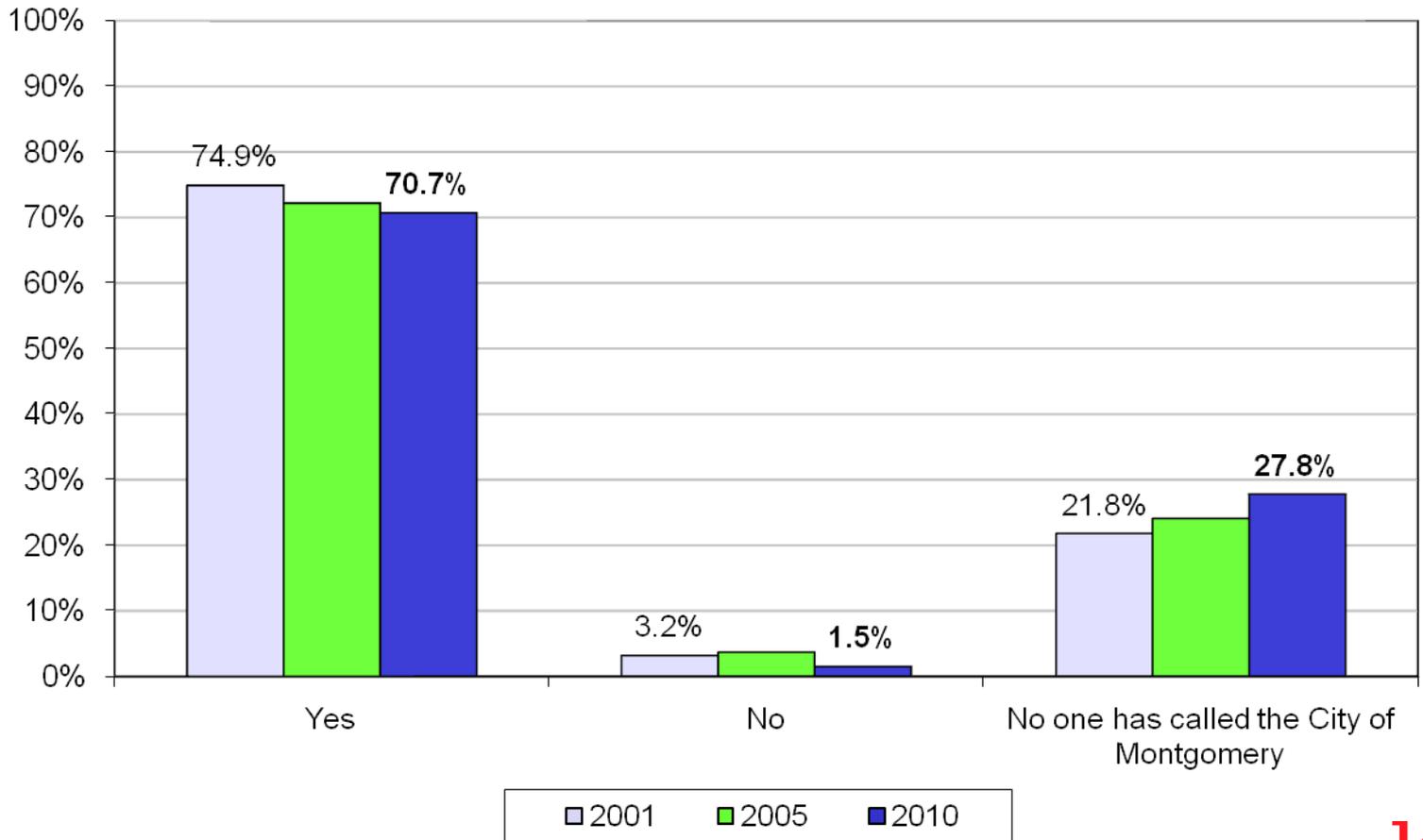
**“Do you agree or disagree with the following statement . . .  
The municipal services provided to my household are a good  
value for the property tax dollars I/we pay?”**



**“Thinking about the most recent time a member of your household called the City with a request for service or assistance . . . Do you feel that the City was responsive to your request?”**



**“Thinking about the most recent time a member of your household called the City with a request for service or assistance . . . Was that member of your household treated courteously?”**



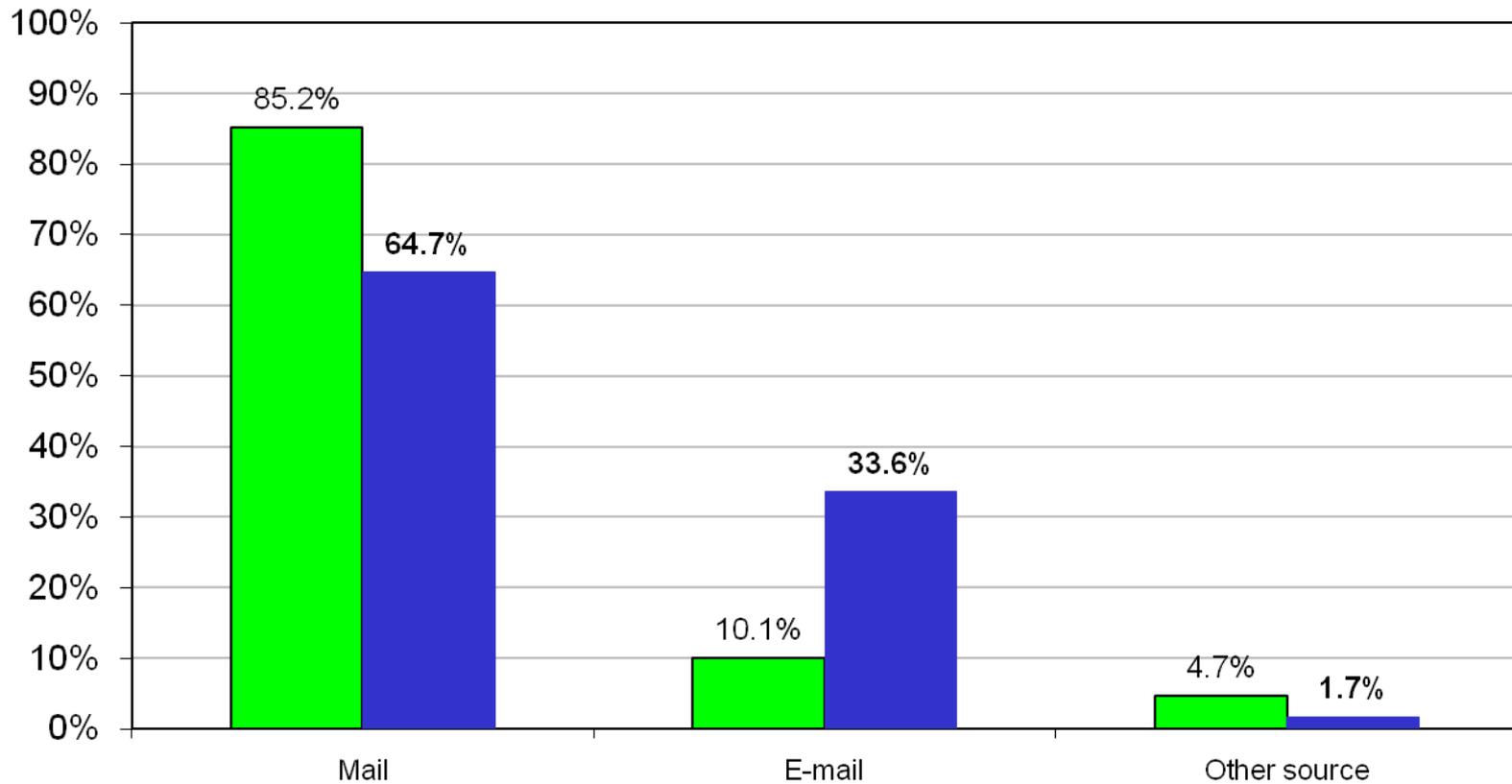
## Top Sources of Information About City of Montgomery Services, Projects or Events (Up to 2 Responses)

	Percentage
<b>Montgomery Bulletin</b>	<b>97.3</b>
<b>Newspaper</b>	33.5
<b>Other City Mailings</b>	26.6
<b>City of Montgomery Web Site</b>	24.6

## “Usefulness” of Sources of Information About City of Montgomery

	Very Useful	Somewhat Useful
Montgomery Bulletin	85.6	13.2
CodeRED	46.4	23.5
City of Montgomery Web Site	28.3	41.5
Other City Communications (e.g. postcards, brochures)	19.4	51.2
Bulletin Boards/Special Event Signs	12.0	45.5
Email Communications	9.8	20.7
Social Media	1.4	7.1

## Best Way to Provide Information to Household



## Percent Favoring City Involvement in Development

City purchasing property in the Heritage District to ensure future development consistent with District character

69.0%

Enhancing public space in the Heritage District (Parrot Alley, Neuilly-Plaisance Square)

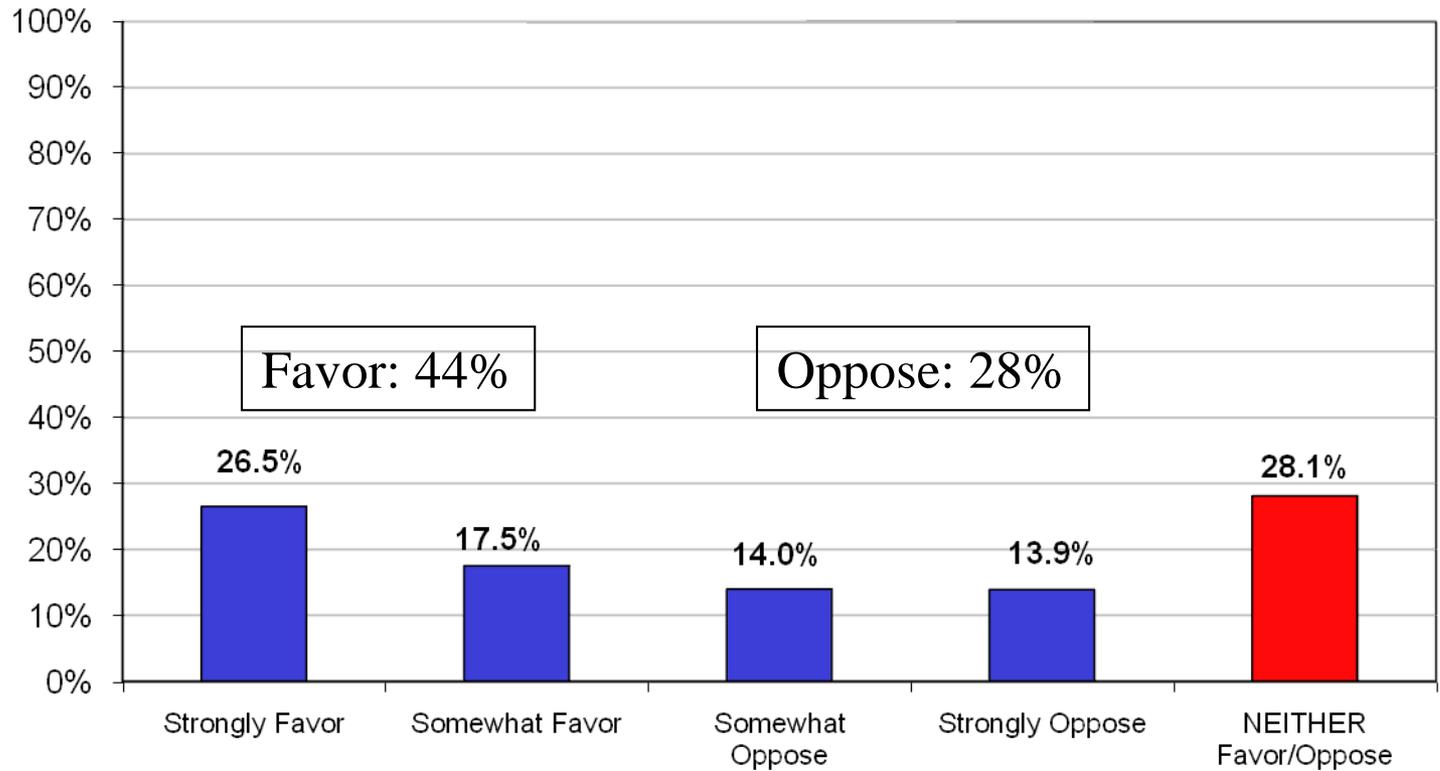
67.5%

Encouraging residential development in and around the Heritage District

61.5%

0% 20% 40% 60% 80% 100%

## Favor or Oppose City Continuing REWARDS POINTS aspect of the RecycleBank Program



# Volunteerism in The City of Montgomery

## We asked a variety of questions regarding volunteer activity

Most residents are not volunteering their on a weekly basis

Volunteering for a church or religious group is the most frequent regular volunteer activity

86% of residents say they have not volunteered for a local government commission or committee in the past year

27% of residents say they are either very (4%) or somewhat (23%) in volunteering for a City of Montgomery local government commission, committee, or special project/event