

IMPROVING TOWN SERVICES

Town of Chevy Chase Community Survey 2010

For each item below, please check the box that best shows your level or satisfaction. Please also consider adding comments or suggestions.

I. Community Relations & Public Information

Indicate your satisfaction with...		Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	No Opinion/No Answer
a)	The Town's newsletter, <i>Forecast</i>	0.6%	1.1%	6.0%	39.1%	53.1%	13
b)	The Town's website (www.townofchevyCHASE.org)	0.7%	3.1%	10.8%	51.4%	33.9%	77
c)	The Town's listserv, <i>Town Crier</i>	0.8%	2.1%	14.7%	41.6%	40.8%	125
d)	Town-sponsored activities and events (e.g. <i>July 4 picnic/parade, Progressive Dinner, concerts, etc.</i>)	1.0%	0.3%	17.3%	32.9%	48.4%	74
e)	Town efforts to encourage a sense of community (e.g. <i>volunteer participation and activities</i>)	0.9%	2.5%	14.5%	40.0%	42.2%	38
f)	Overall service from the Town	0.9%	1.5%	2.9%	40.8%	53.9%	20

How do you prefer to receive information from the Town?: (check all that apply)

Website 29.2% Newsletter (Forecast) 70.0% Postcard 28.7% E-Mail (Town Crier) 56.7%

II. Public Safety

Indicate your satisfaction with...		Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	No Opinion/No Answer
a)	Your sense of personal safety in Town	0.6%	3.6%	8.4%	48.5%	38.9%	6
b)	Police visibility in Town <i>by day</i>	1.3%	6.9%	17.6%	45.0%	29.2%	45
c)	Police visibility in Town <i>at night</i>	2.6%	9.9%	30.0%	39.3%	18.2%	60
d)	Enforcement of Town traffic laws	4.5%	12.1%	16.4%	44.8%	22.1%	33
e)	Pedestrian safety in Town	2.0%	10.3%	9.5%	48.1%	30.1%	14
f)	The sidewalk network in Town	2.1%	10.7%	13.9%	43.6%	29.7%	26
g)	Lighting on Town streets	4.5%	23.4%	14.4%	37.0%	20.6%	9
h)	Signage on Town streets	0.9%	2.0%	10.8%	49.7%	36.6%	19

III. Permitting & Code Enforcement

Indicate your satisfaction with...		Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	No Opinion/No Answer
a)	The Town's building permit process	7.6%	18.1%	38.7%	27.7%	8.0%	125
b)	The Town's building variance process	7.6%	21.5%	38.6%	24.7%	7.6%	140
c)	Enforcement of Town building regulations	6.6%	21.6%	38.6%	26.1%	7.1%	122
d)	Enforcement of Town fence, wall and hedge regulations	8.6%	17.2%	37.8%	30.9%	5.6%	130

IV. Streets & Sidewalks

Indicate your satisfaction with...		Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	No Opinion/No Answer
a)	Maintenance of Town streets	0.8%	3.1%	4.5%	52.2%	39.3%	7
b)	Maintenance of Town sidewalks	2.3%	5.6%	9.0%	48.7%	34.4%	8
c)	Snow removal from Town streets	1.7%	3.4%	5.1%	39.9%	49.9%	10
d)	Snow removal from Town sidewalks	3.5%	9.0%	10.8%	39.7%	37.0%	20

V. Trash & Recycling

Indicate your satisfaction with...		Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	No Opinion/No Answer
a)	Backdoor trash collection	0.6%	0.3%	1.7%	22.7%	74.7%	15
b)	Curbside recycling	1.1%	3.9%	1.9%	25.3%	67.8%	3
c)	Yard waste collection	1.1%	1.7%	2.3%	29.1%	65.7%	13
d)	Leaf collection	0.9%	1.1%	3.4%	34.4%	60.2%	11
e)	Trash and Treasures	1.7%	1.4%	3.4%	24.3%	69.3%	5

VI. Parks, Trees & Environment

Indicate your satisfaction with...		Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	No Opinion/No Answer
a)	Maintenance of Town parks, paths and entryways	2.9%	2.9%	6.7%	42.0%	45.5%	18
b)	Planting and maintenance of public trees in Town	2.0%	6.9%	4.6%	42.8%	43.7%	15
c)	The Consulting Arborist Program	3.5%	3.5%	17.1%	37.8%	38.1%	77

VII. Planning Ahead

Would you support...		Support	Do Not Support	No opinion/No Answer
a)	Once a week household trash collection (currently twice per week)	35.3%	64.7%	12
b)	Once a week yard trash collection year round (currently twice per week)	65.0%	35.0%	14
c)	Once a week yard trash collection from December through March (currently twice per week)	88.9%	11.1%	13
d)	Placing all recyclables in one container rather than separating them at the curb	66.4%	33.6%	33
e)	Using large (65 gallon) wheeled carts for trash and/or recycling collection	53.9%	46.1%	33
f)	Receiving the Forecast newsletter electronically	53.1%	46.9%	24