

Please note:

Column "A" represents the total percentage, including no responses

Column "B" represents the percentage, minus no responses, but including not applicable answers

Column "C" represents percentage, minus both no responses and minus not applicable answers

Overall, how satisfied are you with Village operations?

	2015			2016			2017			2018		
		A	B		A	B		A	B	A	B	
Extremely satisfied	32	25.4%	30.2%	58	33.1%	37.2%	54	42.5%	46.6%	96	57.1%	61.5%
Somewhat satisfied	46	36.5%	43.4%	62	35.4%	39.7%	47	37.0%	40.5%	43	25.6%	27.6%
neither satisfied nor dissatisfied	15	11.9%	14.2%	22	12.6%	14.1%	9	7.1%	7.8%	13	7.7%	8.3%
somewhat dissatisfied	10	7.9%	9.4%	10	5.7%	6.4%	4	3.1%	3.4%	4	2.4%	2.6%
extremely dissatisfied	3	2.4%	2.8%	4	2.3%	2.6%	2	1.6%	1.7%	0	0.0%	0.0%
no response	20	15.9%		19	10.9%		11	8.7%		12	7.1%	
TOTAL	126			175			127			168		

If you have contacted the Village office within the last year, how quickly did the Village office staff respond?

	2015				2016				2017				2018			
		A	B	C		A	B	C		A	B	C		A	B	C
Within the same day	26	20.6%	24.5%	66.7%	63	35.8%	41.7%	57.3%	57	44.9%	51.8%	66.3%	86	51.2%	57.7%	70.5%
Within 3 business days	7	5.6%	6.6%	17.9%	35	19.9%	23.2%	31.8%	22	17.3%	20.0%	25.6%	31	18.5%	20.8%	25.4%
Within one week	4	3.2%	3.8%	10.3%	7	4.0%	4.6%	6.4%	3	2.4%	2.7%	3.5%	2	1.2%	1.3%	1.6%
Never received a response	2	1.6%	1.9%	5.1%	5	2.8%	3.3%	4.5%	4	3.1%	3.6%	4.7%	3	1.8%	2.0%	2.5%
n/a	67	53.2%	63.2%		41	23.3%	27.2%		24	18.9%	21.8%		27	16.1%	18.1%	
no response	20	15.9%			25	14.2%			17	13.4%			19	11.3%		
TOTAL	126				176				127				168			

If you have contacted anyone on the Village Council within the last year, how quickly did the Council Member(s) respond to your request?

	2015			2016			2017			2018						
	A	B	C	A	B	C	A	B	C	A	B	C				
Within the same day	9	7.1%	8.7%	56.3%	28	16.0%	18.5%	48.3%	15	11.8%	13.6%	55.6%	21	12.5%	14.1%	51.2%
Within 3 business days	4	3.2%	3.8%	25.0%	18	10.3%	11.9%	31.0%	8	6.3%	7.3%	29.6%	13	7.7%	8.7%	31.7%
Within one week	1	0.8%	1.0%	6.3%	7	4.0%	4.6%	12.1%	2	1.6%	1.8%	7.4%	3	1.8%	2.0%	7.3%
Never received a response	2	1.6%	1.9%	12.5%	5	2.9%	3.3%	8.6%	2	1.6%	1.8%	7.4%	4	2.4%	2.7%	9.8%
n/a	88	69.8%	84.6%		93	53.1%	61.6%		83	65.4%	75.5%		108	64.3%	72.5%	
no response	22	17.5%			24	13.7%			17	13.4%			19	11.3%		
TOTAL	126				175				127				168			

Most of the Village budget is spent on providing our residents with services. Services listed below are an expansion of standard County services. Which services would you like the Village to continue to provide. Rank in order of importance to your family.

	2015 mean ranking	2016 mean ranking	2017 mean ranking
Trash pickup twice per week from side or back yard (as opposed to once per week at curb)	1.8	1.6	1.5
Bulk trash pickup every other month	3.3	3.4	3.3
Yard waste pickup once per week	2.9	3.1	3.2
Police patrols	2.8	2.7	2.8
Village sponsored community events	4.3	4.2	4.2

I believe the enforcement of the building codes has been fair and effective

	2015			2016			2017			2018		
	A	B	C	A	B	C	A	B	C	A	B	C
Strongly agree	11	8.7%	10.7%	21.2%	15	8.6%	10.6%	22.4%	8	6.3%	7.9%	15.4%
agree	22	17.5%	21.4%	42.3%	31	17.7%	21.8%	46.3%	33	26.0%	32.7%	63.5%
neither agree nor disagree	51	40.5%	49.5%		75	42.9%	52.8%		49	38.6%	48.5%	
disagree	15	11.9%	14.6%	28.8%	17	9.7%	12.0%	25.4%	8	6.3%	7.9%	15.4%
strongly disagree	4	3.2%	3.9%	7.7%	4	2.3%	2.8%	6.0%	3	2.4%	3.0%	5.8%
no reponse	23	18.3%			33	18.9%			26	20.5%		
TOTAL	126				175				127			

If the Village added resident email addresses to the directory, would you make your email address available for this purpose?

	2018	
	A	B
Yes	104	61.9%
No	30	17.9%
No Response	34	20.2%
TOTAL	168	

Do you believe the election was conducted in a fair and open manner?

	2015		2016		2017		2018	
	A	B	A	B	A	B	A	B
Yes	n/a		108	61.7%	90.0%	90	70.9%	95.7%
No	n/a		12	6.9%	10.0%	4	3.1%	4.3%
no response	n/a		55	31.4%		33	26.0%	
TOTAL			175			127		

The Village is exploring composting as a new service to residents. If the service is approved, a Request for Proposals would be put out by the Village, ensuring the chosen contractor utilized best practices for our environment. The cost of such a program would depend on participation rates, but would be roughly \$20 - \$35 per (participating) household per month. For additional information on composting, please visit the EPA or State of Maryland Department of Environment websites. Please select the option that best matches your interest in such a program.

	2018	
	A	B
I support Village funds being used for the service, and would participate in the program.	60	35.7% 47.2%
I support Village funds being used for the service, but would not participate in the program.	19	11.3% 15.0%
I do not support Village funds being used for the service, but would participate in the program.	13	7.7% 10.2%
I do not support Village funds being used for the service, and would not participate in the program.	35	20.8% 27.6%
No Response	41	24.4%
TOTAL	168	

Do you support installing sidewalks at the north end of the Village on Thornapple Street and Delfield Street?

	2018	
	A	B
Yes	85	50.6% 71.4%
No	34	20.2% 28.6%
No Response	49	29.2%
TOTAL	168	

What Village events have you participated in the past year (select all that apply)

	2015	2016	2017	2018
			A	A
Monthly Council Meeting*				29 17.3%
Halloween	n/a	n/a	36 35.0%	48 28.6%
Independence Day/4th of July	n/a	n/a	23 22.3%	39 23.2%
Valentine's/Wine Tasting	n/a	n/a	17 16.5%	37 22.0%
Celebration on the Sidewalk/Election	n/a	n/a	60 58.3%	73 43.5%
Movie Night in the Park*				16 9.5%
I have not participated in any Village events	n/a	n/a	25 24.3%	31 18.5%
Other	n/a	n/a	3 2.9%	11 6.5%
TOTAL			103	284

Please select your street below	2015			2016			2017			2018		
		A	B		A	B		A	B	A	B	
Bradley	8	6.3%	7.4%	18	10.3%	12.8%	14	11.0%	13.3%	9	5.4%	6.9%
Brookville	8	6.3%	7.4%	10	5.7%	7.1%	5	3.9%	4.8%	2	1.2%	1.5%
Chestnut	9	7.1%	8.3%	8	4.6%	5.7%	5	3.9%	4.8%	10	6.0%	7.7%
Cummings	10	7.9%	9.3%	8	4.6%	5.7%	5	3.9%	4.8%	15	8.9%	11.5%
Delfield	8	6.3%	7.4%	10	5.7%	7.1%	7	5.5%	6.7%	10	6.0%	7.7%
Melville	2	1.6%	1.9%	2	1.1%	1.4%	2	1.6%	1.9%	2	1.2%	1.5%
Oxford	3	2.4%	2.8%	3	1.7%	2.1%	3	2.4%	2.9%	2	1.2%	1.5%
Quincy	7	5.6%	6.5%	12	6.9%	8.5%	8	6.3%	7.6%	10	6.0%	7.7%
Raymond	13	10.3%	12.0%	19	10.9%	13.5%	14	11.0%	13.3%	16	9.5%	12.3%
Shepherd	9	7.1%	8.3%	12	6.9%	8.5%	7	5.5%	6.7%	6	3.6%	4.6%
Summit	9	7.1%	8.3%	11	6.3%	7.8%	7	5.5%	6.7%	15	8.9%	11.5%
Taylor	4	3.2%	3.7%	8	4.6%	5.7%	8	6.3%	7.6%	6	3.6%	4.6%
Turner	12	9.5%	11.1%	14	8.0%	9.9%	11	8.7%	10.5%	15	8.9%	11.5%
Thornapple	6	4.8%	5.6%	6	3.4%	4.3%	9	7.1%	8.6%	12	7.1%	9.2%
no response	18	14.3%		34	19.4%		22	17.3%		38	22.6%	
TOTAL	126			175			127			168		