

City of Montgomery
Survey of Residents
June 2015

Institute for Policy Research
University of Cincinnati

Household Survey of 4025 City Residents

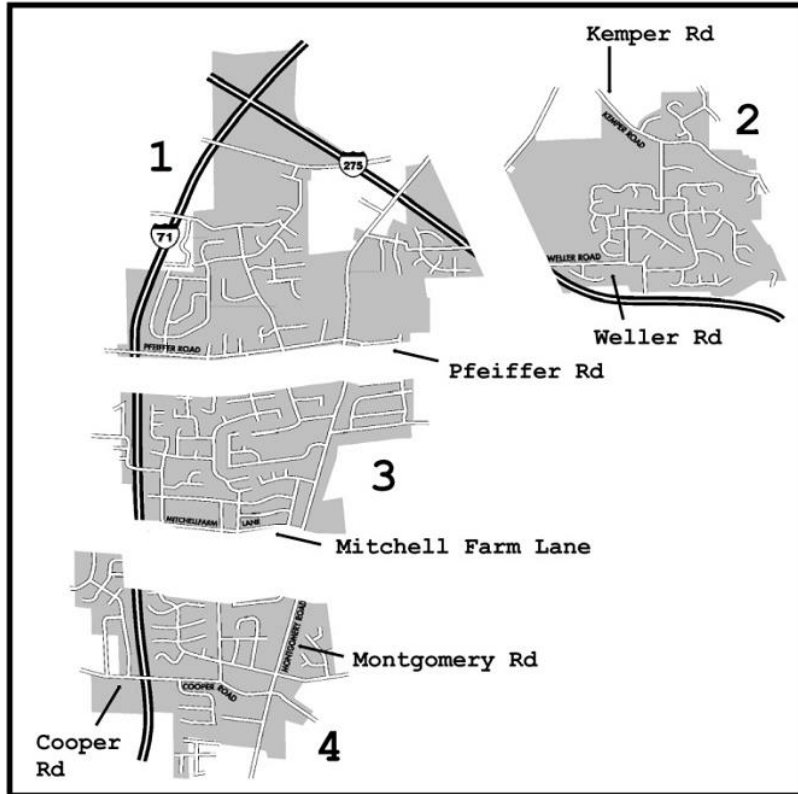
April 27 – May 15, 2015

Mail Invitations, Responses by Mail and Web

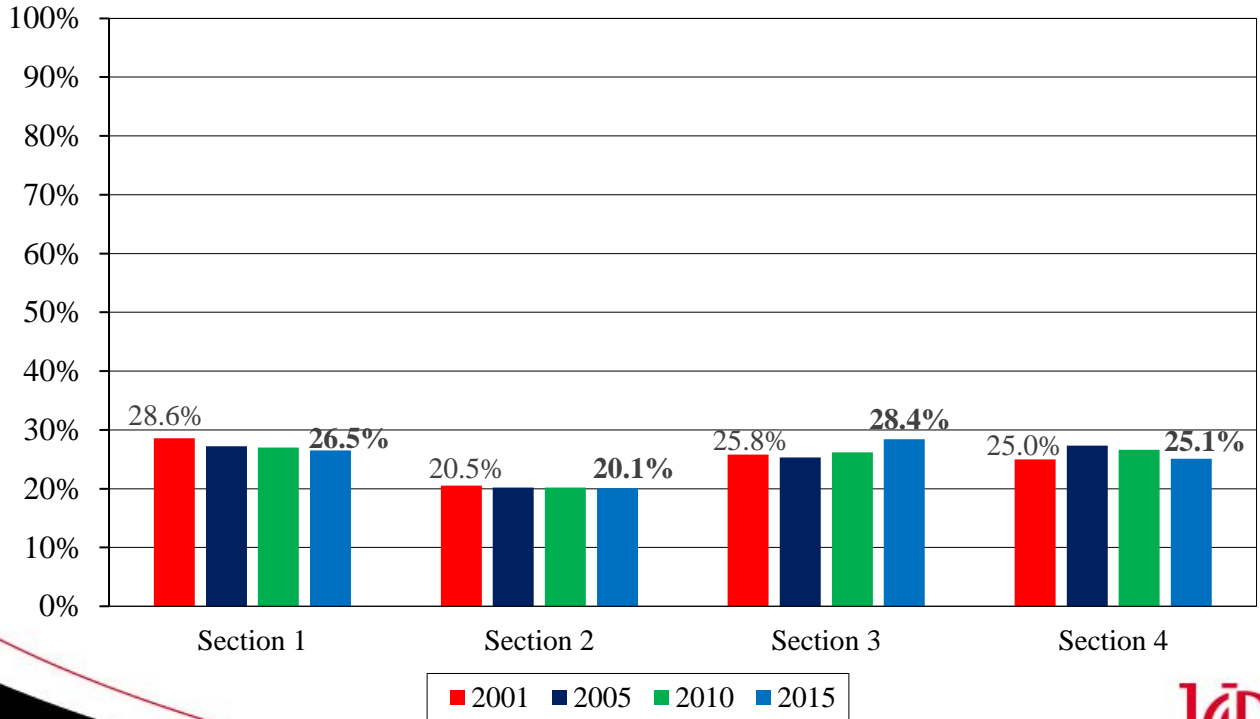
911 City Residents Responded

Response Rate: 23%

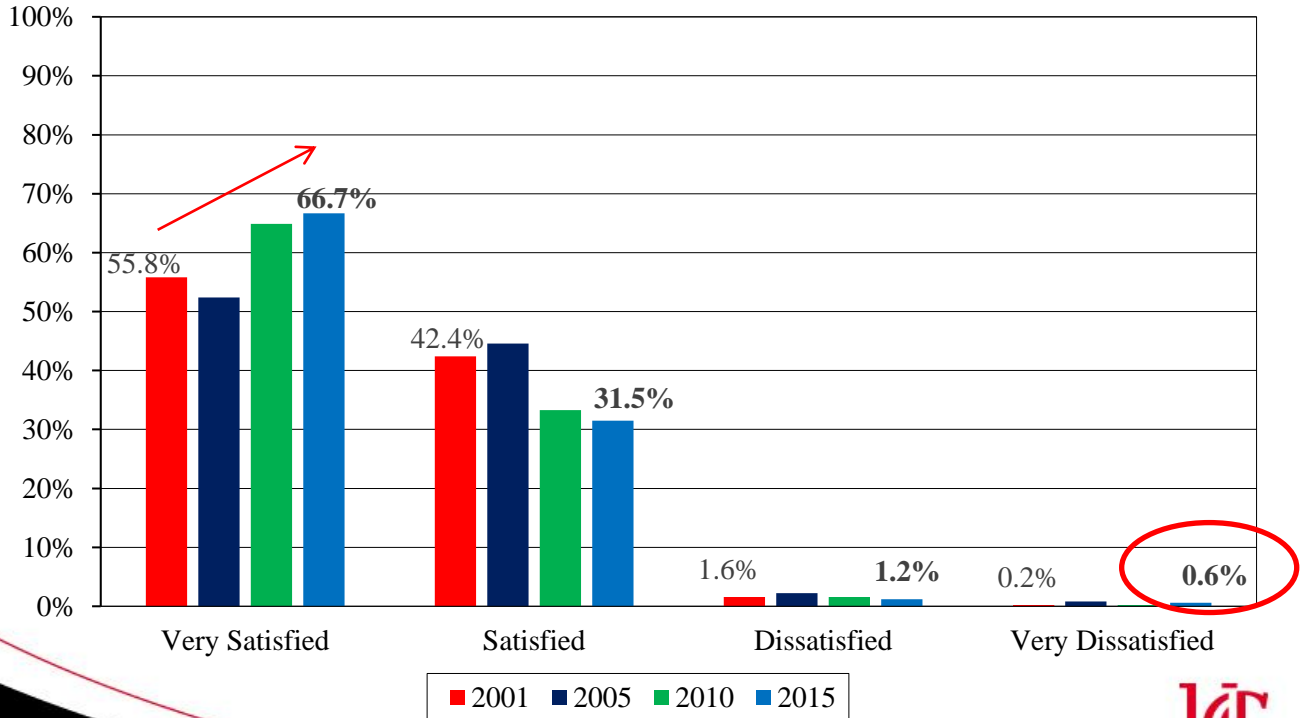
Geographic Sections of the City of Montgomery



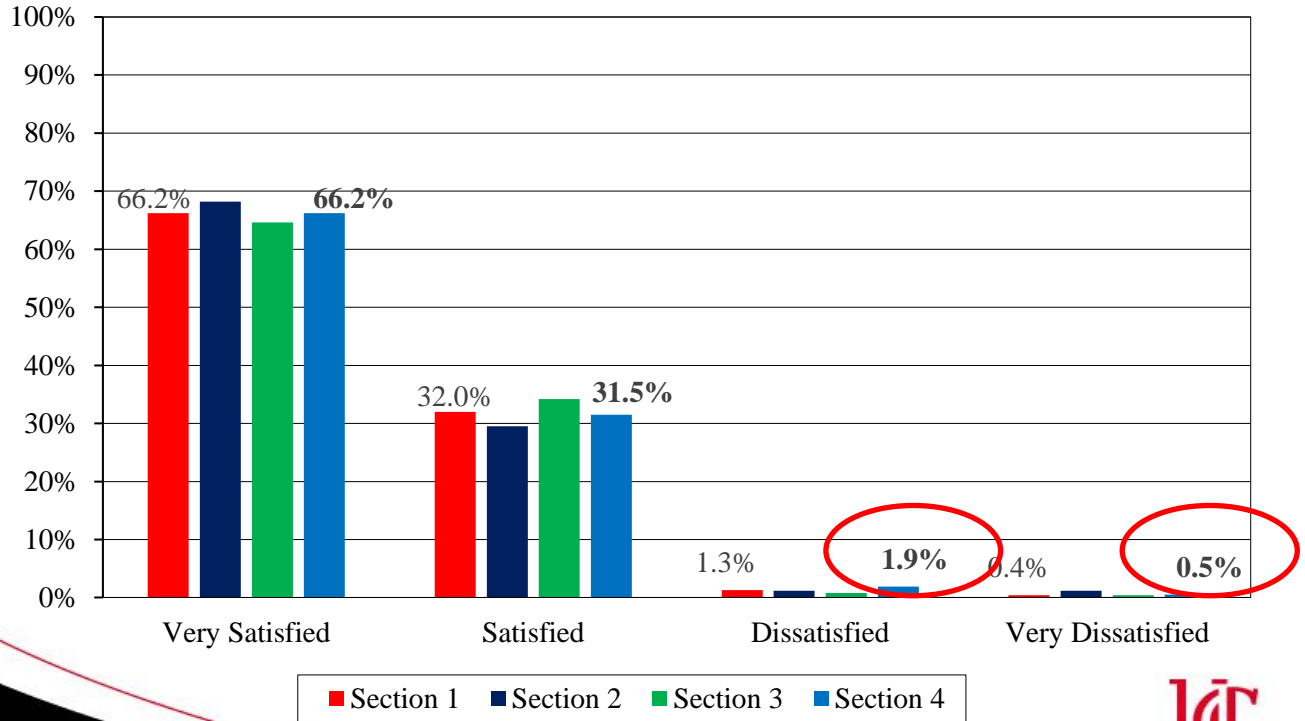
Distribution of Survey Respondents Among City of Montgomery Geographic Sections



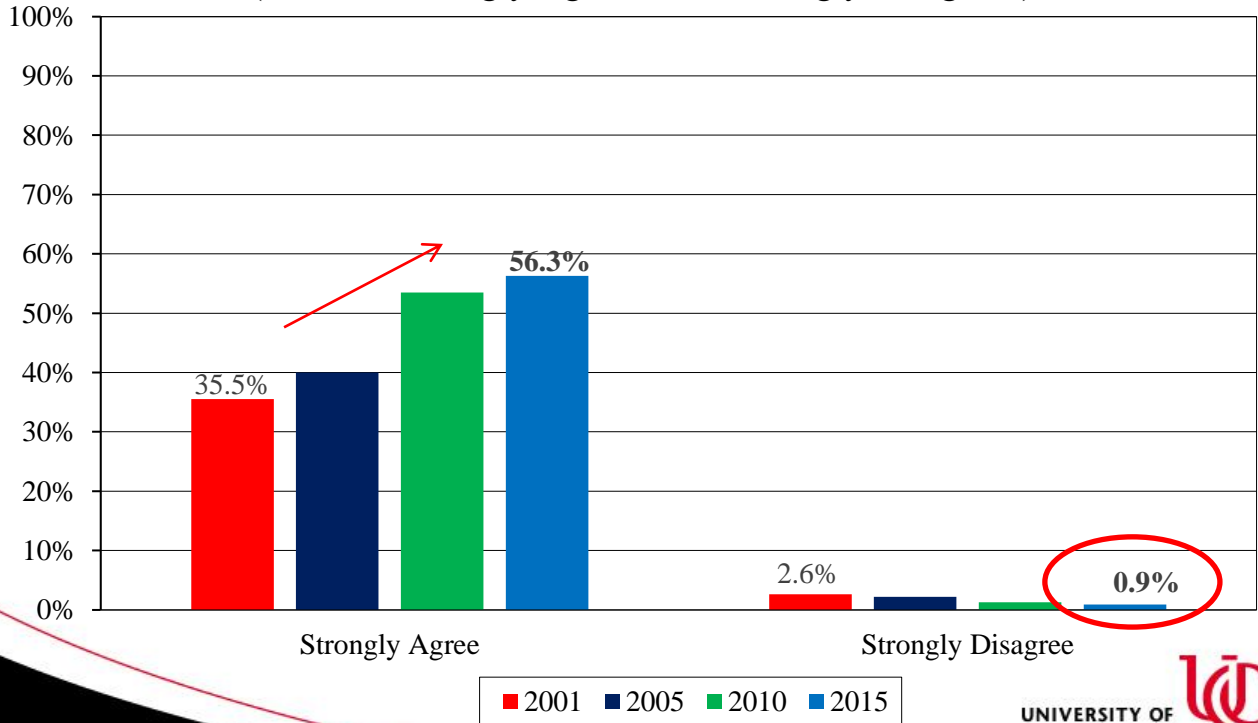
“All things considered, how satisfied are you with the quality of life in the City of Montgomery?”



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



“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?’”
(Percent “Strongly Agree” and “Strongly Disagree”)



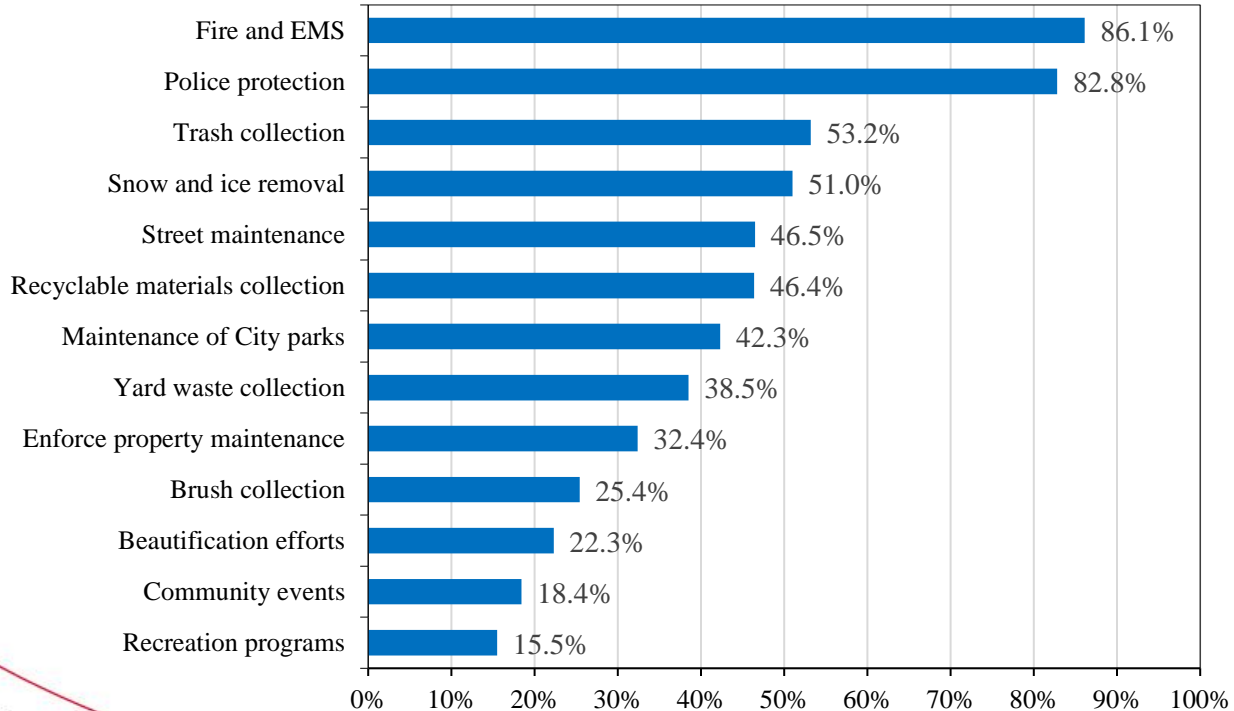
Consistent Satisfaction with Quality of Life in Montgomery

Consistently Low Dissatisfaction

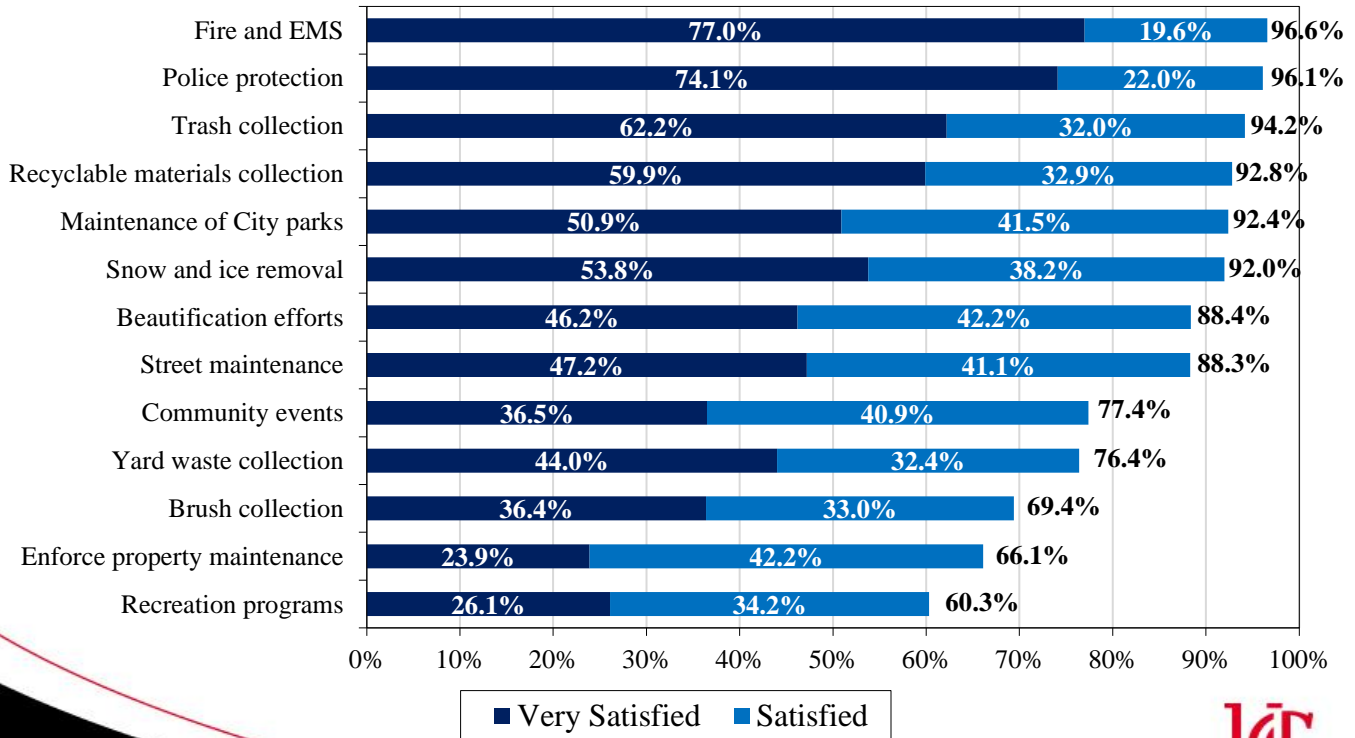
Increasingly Strong Agreement with Statement:

‘The municipal services provided to my household are a good value for the property tax dollars I/we pay?’

Importance of City Services (Percent “Extremely Important”)



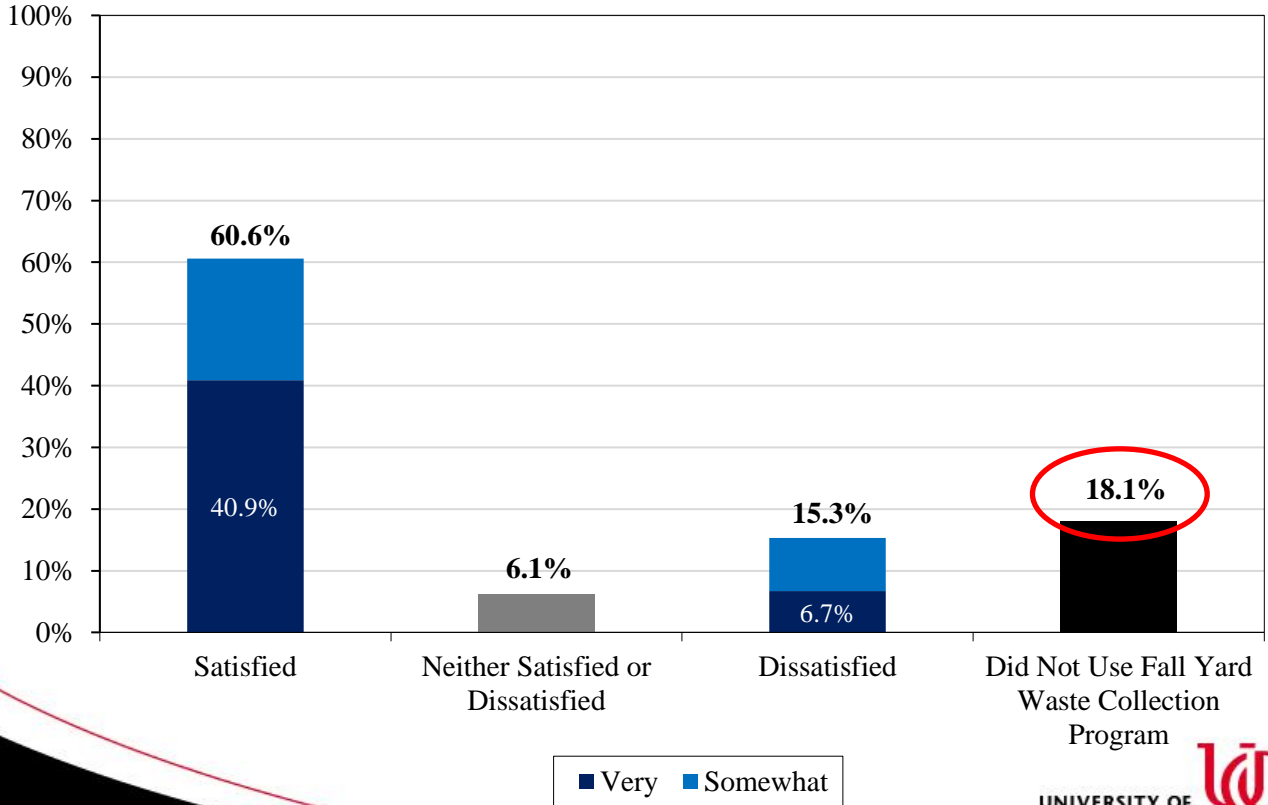
Satisfaction with City Services (Percent “Very Satisfied” or “Satisfied”)



High Levels of Satisfaction with City Services

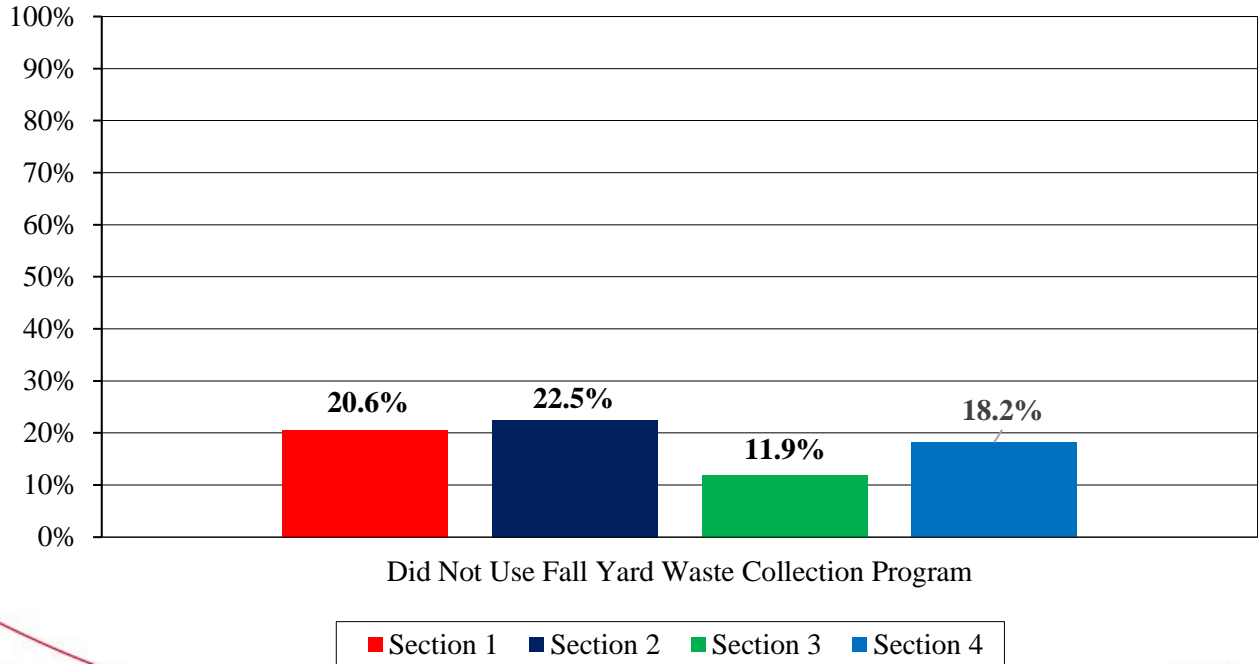
High Levels of Satisfaction with “Extremely Important” Services

“How satisfied would you say you are with the City of Montgomery’s unlimited fall yard waste collection program?”

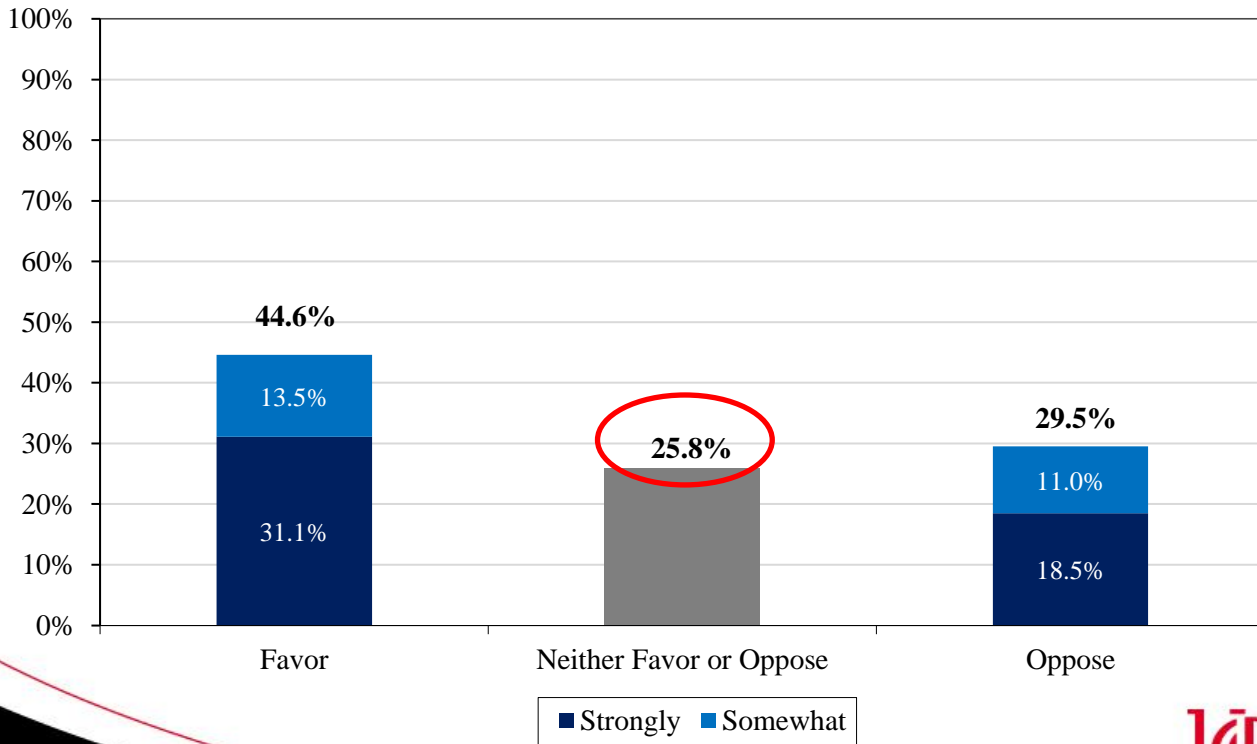


“How satisfied would you say you are with the City of Montgomery’s unlimited fall yard waste collection program?”

(Percent “**Did not use** fall yard waste collection program”)

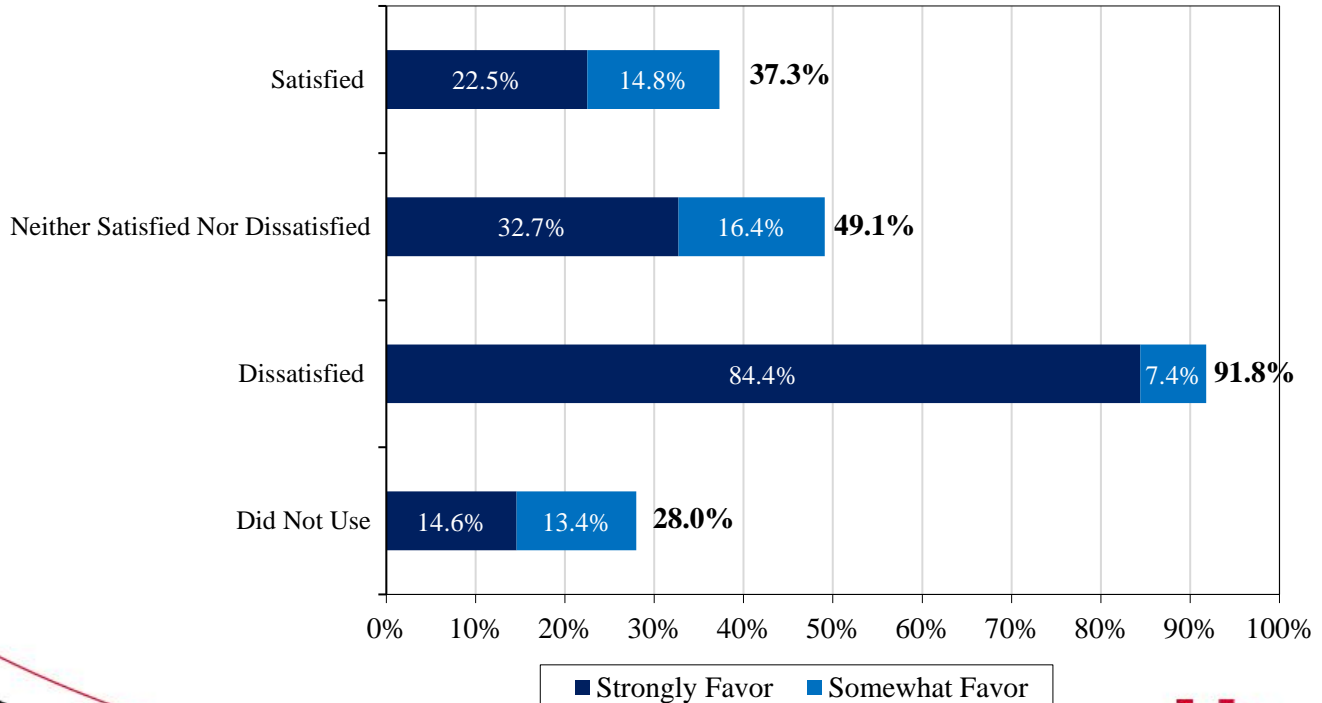


“Would your household favor or oppose replacing the current leaf collection program with a leaf vacuuming service?”

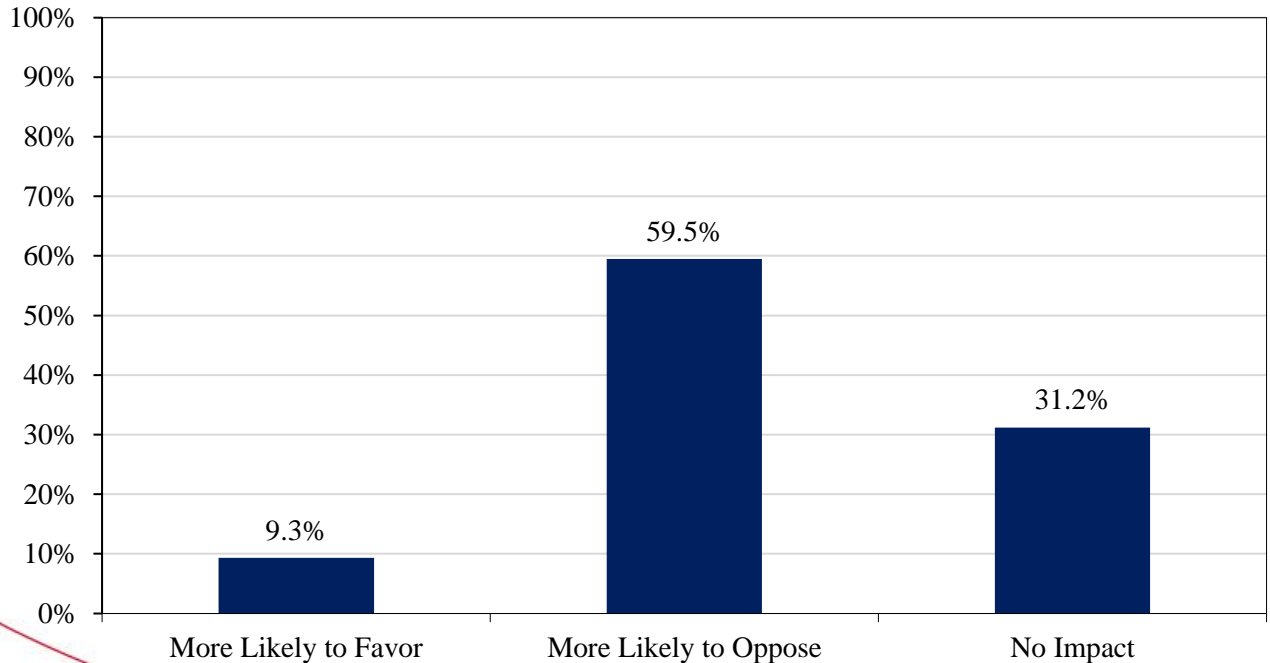


“Would your household favor or oppose replacing the current leaf collection program with a leaf vacuuming service?”
(Percent “Strongly Favor” and “Somewhat Favor”)

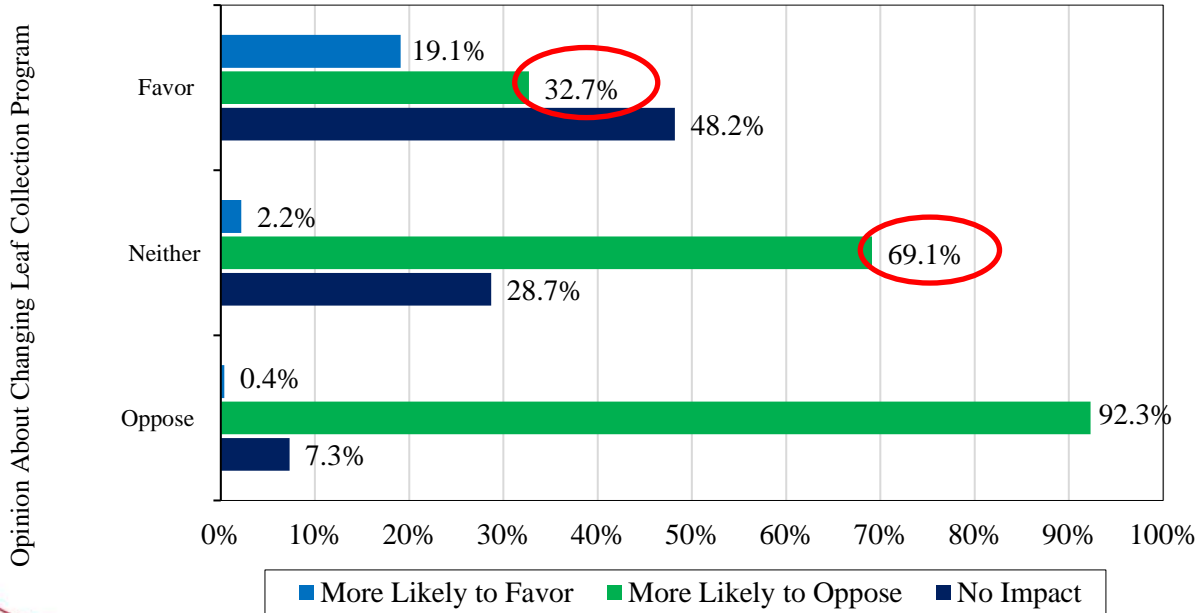
Satisfaction with Current Leaf Collection



“If the City of Montgomery were to replace the current leaf collection program with a curbside leaf vacuuming service, each Montgomery household may be assessed a fee for leaf collection due to the increase in service costs.” Does this information make you ...



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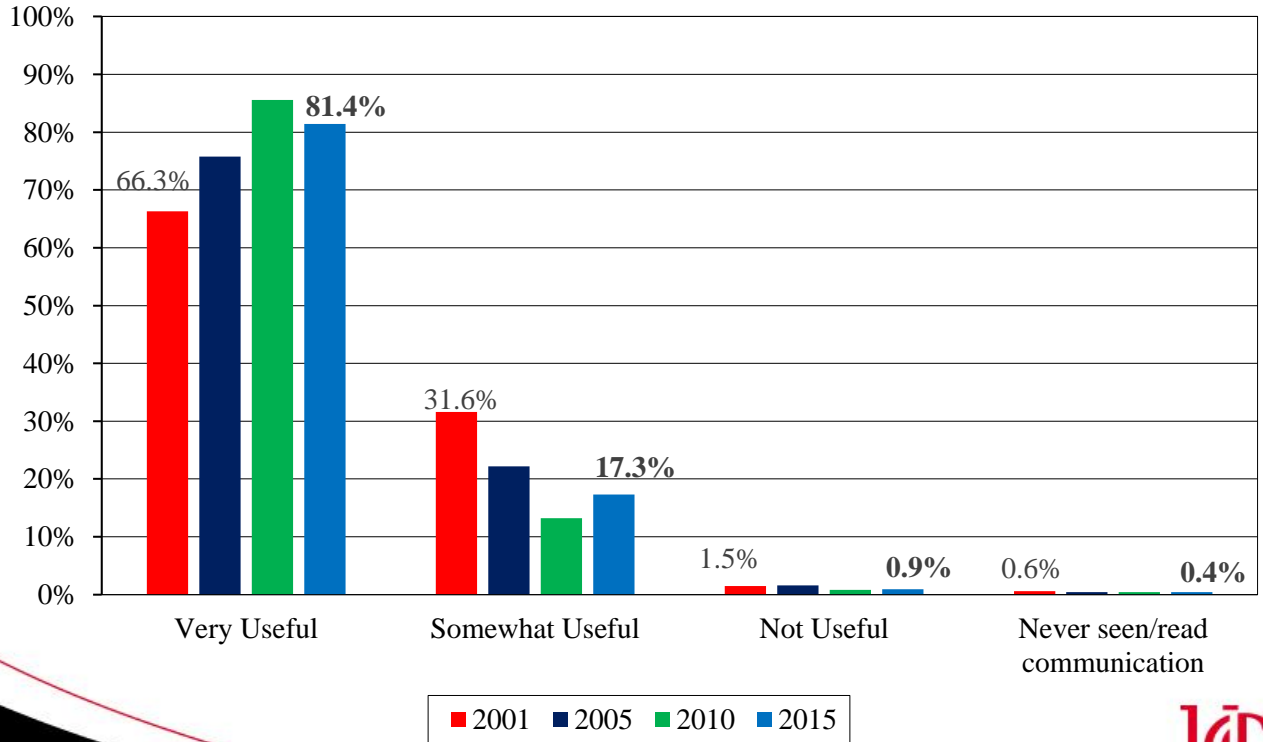
Most *who use* Current Leaf System are
“Satisfied” with System

About 1 in 5 Do Not Use Current System

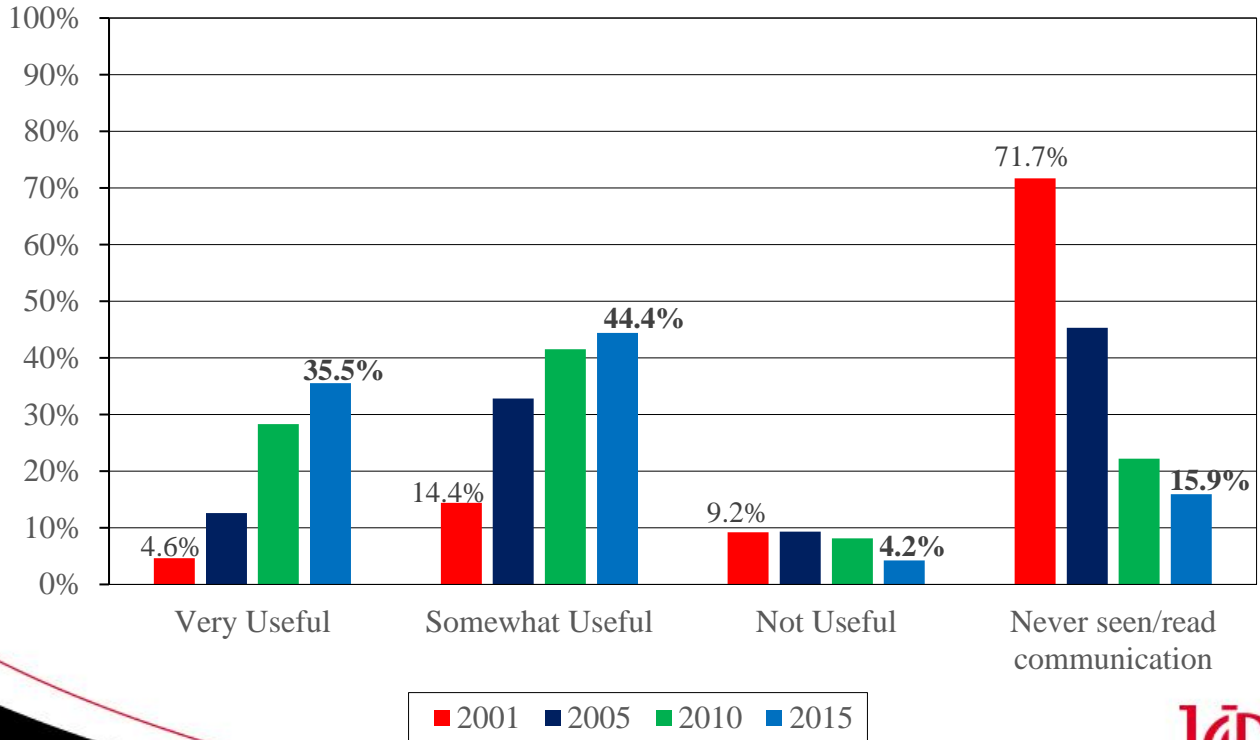
More Residents Favor *than* Oppose Changing System,
with *High Percentage of “Don’t Know” Responses*

These Questions Cannot be used as a Proxy
for Opinion about a Specific System or Specific Fee, and
Suggest Additional Policy Discussion between
Citizens and City may be Necessary

Usefulness of Monthly City of Montgomery Newsletter



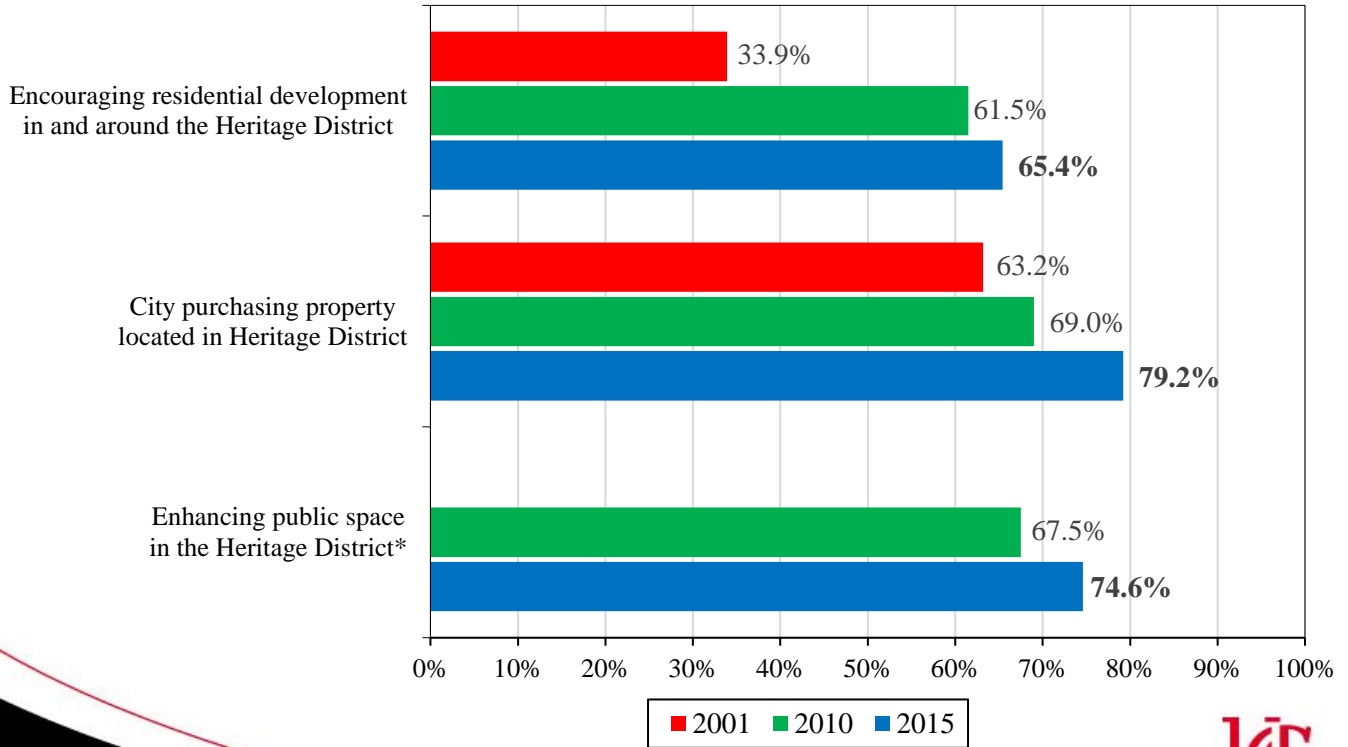
Usefulness of Montgomery Web Site



Key Montgomery Communication Tools Continue to Be Seen As Useful

Growing Familiarity with Montgomery Website

Percent Favoring Heritage District Development Options (Percent Favor Either “Strongly” or “Somewhat”)



*Question not asked in 2001

Residents Continue to Favor:

Enhancing public space in the Heritage District

City purchasing property located
in the Heritage District

Encouraging residential development in and around the
Heritage District

SURVEY RESEARCH and STRATEGIC PLANNING

Survey Research is One Important Part of an Information Gathering “Puzzle”

Survey Research Results Should be used to Inform Decision-making but not *“Drive”* or *Make* Decisions



Questions

