



CITY OF MONTPELIER, VT 2009

Report of Demographic Subgroup Comparisons

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SURVEY BACKGROUND

ABOUT THE NATIONAL CITIZEN SURVEY™

The National Citizen Survey™ (The NCS™) is a collaborative effort between National Research Center, Inc. (NRC) and the International City/County Management Association (ICMA).

The survey and its administration are standardized to assure high quality survey methods and comparable results across The National Citizen Survey™ jurisdictions. Participating households are selected at random and the household member who responds is selected without bias. Multiple mailings give each household more than one chance to participate with self-addressed and postage paid envelopes. Results are statistically weighted to reflect the proper demographic composition of the entire community.

The National Citizen Survey™ customized for this jurisdiction was developed in close cooperation with local jurisdiction staff. The City of Montpelier staff selected items from a menu of questions about services and community problems; they defined the jurisdiction boundaries NRC used for sampling; and they provided the appropriate letterhead and signatures for mailings. City of Montpelier staff also determined local interest in a variety of add-on options to The National Citizen Survey™ Basic Service.

One of the add-on options that Montpelier chose was to have crosstabulations of evaluative questions 1-18b by demographic questions D3 (length of residency in Montpelier), D5 (rent or own home), D7 (presence of children under 17 in the household), D8 (presence of adults 65 years of age or older in the household), D9 (annual household income), D12 (age of respondent), and D13 (gender of respondent).

UNDERSTANDING THE RESULTS

“DON’T KNOW” RESPONSES

On many of the questions in the survey respondents may answer “don’t know.” The proportion of respondents giving this reply is shown in the full set of responses included in Appendix A. However, these responses have been removed from the analyses presented in the body of the report. In other words, the tables and graphs display the responses from respondents who had an opinion about a specific item.

UNDERSTANDING THE TABLES

In this report, comparisons between demographic subgroups are shown. For most of the questions, we have shown only one number for each question. We have summarized responses to show only the proportion of respondents giving a certain answer; for example, the percent of respondents who rated the quality of life as “excellent” or “good”, or the percent of respondents who felt the rate of growth was “about right.”

ANOVA and chi-square tests of significance were applied to these comparisons of survey questions by demographic subgroups. A “p-value” of 0.05 or less indicates that there is less than a 5% probability that differences observed between subgroups are due to chance; or in other words, a greater than 95% probability that the differences observed are “real.” Where differences were statistically significant, they are marked in grey.

COMPARISONS

Cells shaded grey indicate statistically significant differences between subgroups.

Question 1: Quality of Life (Percent "excellent" or "good")									
Please rate each of the following aspects of quality of life in Montpelier:	Length of Residency			Rent or own		Children under 17 in Household		Adults over 65 in Household	
	Less than 5 years	6 to 20 years	More than 20 years	Rent	Own	No	Yes	No	Yes
Montpelier as a place to live	89%	93%	89%	90%	91%	91%	90%	91%	90%
Your neighborhood as a place to live	75%	84%	88%	72%	90%	84%	78%	81%	87%
Montpelier as a place to raise children	86%	92%	92%	86%	94%	92%	88%	91%	90%
Montpelier as a place to work	64%	72%	74%	69%	71%	73%	63%	69%	75%
Montpelier as a place to retire	64%	67%	56%	75%	52%	67%	51%	60%	69%
The overall quality of life in Montpelier	82%	88%	85%	81%	89%	86%	83%	86%	85%

Question 1: Quality of Life (Percent "excellent" or "good")									
Please rate each of the following aspects of quality of life in Montpelier:	Annual Household Income				Age			Gender	
	Less than \$24,999	\$25,000 to \$49,999	\$50,000 to \$149,999	\$100,000 or more	18-34	35-54	55+	Female	Male
Montpelier as a place to live	87%	92%	88%	98%	90%	93%	87%	94%	86%
Your neighborhood as a place to live	76%	79%	82%	96%	70%	85%	88%	84%	79%
Montpelier as a place to raise children	85%	90%	90%	99%	88%	92%	90%	92%	88%
Montpelier as a place to work	62%	72%	71%	78%	66%	73%	70%	74%	66%
Montpelier as a place to retire	74%	67%	53%	59%	61%	60%	64%	70%	53%
The overall quality of life in Montpelier	80%	86%	82%	98%	80%	88%	84%	89%	80%

Question 2: Community Characteristics (Percent "excellent" or "good")									
Please rate each of the following characteristics as they relate to Montpelier as a whole:	Length of Residency			Rent or own		Children under 17 in Household		Adults over 65 in Household	
	Less than 5 years	6 to 20 years	More than 20 years	Rent	Own	No	Yes	No	Yes
Sense of community	81%	79%	77%	77%	81%	79%	79%	79%	81%
Openness and acceptance of the community towards people of diverse backgrounds	77%	81%	80%	76%	81%	79%	79%	78%	82%
Overall appearance of Montpelier	81%	83%	84%	82%	83%	83%	82%	84%	79%
Cleanliness of Montpelier	87%	83%	83%	85%	84%	84%	86%	87%	78%
Overall quality of new development in Montpelier	59%	48%	37%	60%	38%	51%	41%	48%	45%
Variety of housing options	31%	27%	33%	34%	27%	32%	25%	29%	37%
Overall quality of business and service establishments in Montpelier	71%	72%	54%	69%	64%	64%	70%	67%	61%
Shopping opportunities	52%	49%	33%	49%	43%	43%	50%	46%	44%
Opportunities to attend cultural activities	61%	70%	74%	66%	70%	68%	69%	67%	73%
Recreational opportunities	77%	68%	72%	67%	77%	74%	68%	72%	71%
Employment opportunities	25%	18%	26%	24%	21%	24%	19%	20%	35%
Educational opportunities	55%	61%	68%	57%	64%	62%	60%	59%	68%
Opportunities to participate in social events and activities	72%	71%	75%	71%	74%	73%	71%	72%	76%
Opportunities to participate in religious or spiritual events and activities	79%	76%	89%	76%	86%	86%	69%	79%	90%
Opportunities to volunteer	76%	82%	88%	80%	84%	85%	76%	80%	88%
Opportunities to participate in community matters	79%	77%	82%	77%	81%	84%	70%	78%	85%
Ease of car travel in Montpelier	45%	49%	54%	46%	51%	50%	46%	49%	49%
Ease of bus travel in Montpelier	29%	29%	41%	36%	30%	36%	26%	31%	39%
Ease of bicycle travel in Montpelier	51%	56%	50%	57%	48%	52%	54%	52%	56%
Ease of walking in Montpelier	84%	80%	83%	84%	82%	84%	79%	85%	75%
Availability of paths and walking trails	79%	68%	72%	77%	70%	73%	73%	74%	68%
Traffic flow on major streets	29%	34%	39%	28%	38%	33%	33%	32%	40%
Amount of public parking	24%	23%	18%	20%	23%	23%	18%	22%	23%
Availability of affordable quality housing	20%	17%	21%	21%	17%	20%	18%	18%	23%

Question 2: Community Characteristics (Percent "excellent" or "good")									
Please rate each of the following characteristics as they relate to Montpelier as a whole:	Length of Residency			Rent or own		Children under 17 in Household		Adults over 65 in Household	
	Less than 5 years	6 to 20 years	More than 20 years	Rent	Own	No	Yes	No	Yes
Availability of affordable quality child care	24%	27%	36%	28%	27%	32%	26%	28%	37%
Availability of affordable quality health care	39%	45%	58%	45%	47%	49%	41%	43%	60%
Availability of affordable quality food	62%	59%	66%	57%	67%	65%	57%	61%	70%
Availability of preventive health services	46%	55%	57%	51%	53%	53%	51%	50%	60%
Air quality	85%	84%	84%	83%	87%	83%	89%	84%	87%
Quality of overall natural environment in Montpelier	88%	83%	81%	84%	85%	81%	91%	85%	83%
Overall image or reputation of Montpelier	85%	85%	82%	86%	84%	83%	86%	85%	83%

Question 2: Community Characteristics (Percent "excellent" or "good")									
Please rate each of the following characteristics as they relate to Montpelier as a whole:	Annual Household Income				Age			Gender	
	Less than \$24,999	\$25,000 to \$49,999	\$50,000 to \$149,999	\$100,000 or more	18-34	35-54	55+	Female	Male
Sense of community	76%	80%	78%	85%	79%	80%	80%	84%	74%
Openness and acceptance of the community towards people of diverse backgrounds	79%	78%	79%	82%	70%	83%	82%	82%	76%
Overall appearance of Montpelier	75%	86%	83%	85%	81%	86%	79%	86%	78%
Cleanliness of Montpelier	79%	84%	86%	94%	86%	86%	81%	88%	80%
Overall quality of new development in Montpelier	57%	50%	45%	42%	56%	45%	44%	52%	44%
Variety of housing options	37%	29%	28%	24%	33%	26%	33%	32%	27%
Overall quality of business and service establishments in Montpelier	68%	65%	65%	73%	74%	66%	60%	70%	61%
Shopping opportunities	56%	45%	42%	36%	60%	41%	39%	49%	42%
Opportunities to attend cultural activities	68%	64%	68%	75%	61%	68%	74%	70%	66%
Recreational opportunities	72%	70%	72%	82%	78%	71%	69%	72%	74%
Employment opportunities	32%	15%	24%	18%	25%	20%	25%	23%	22%
Educational opportunities	66%	59%	57%	67%	53%	64%	65%	65%	57%
Opportunities to participate in social events and activities	70%	72%	73%	78%	69%	74%	73%	75%	69%

Question 2: Community Characteristics (Percent "excellent" or "good")									
Please rate each of the following characteristics as they relate to Montpelier as a whole:	Annual Household Income				Age			Gender	
	Less than \$24,999	\$25,000 to \$49,999	\$50,000 to \$149,999	\$100,000 or more	18-34	35-54	55+	Female	Male
Opportunities to participate in religious or spiritual events and activities	84%	78%	83%	85%	74%	81%	86%	82%	80%
Opportunities to volunteer	81%	80%	84%	86%	74%	83%	86%	82%	82%
Opportunities to participate in community matters	76%	78%	79%	89%	73%	82%	82%	80%	79%
Ease of car travel in Montpelier	43%	46%	50%	67%	46%	50%	51%	54%	44%
Ease of bus travel in Montpelier	32%	43%	24%	37%	31%	31%	37%	37%	28%
Ease of bicycle travel in Montpelier	61%	46%	52%	55%	59%	49%	50%	56%	48%
Ease of walking in Montpelier	81%	79%	85%	92%	89%	82%	78%	81%	85%
Availability of paths and walking trails	73%	72%	73%	78%	81%	70%	70%	76%	71%
Traffic flow on major streets	33%	29%	34%	44%	25%	34%	41%	38%	29%
Amount of public parking	21%	17%	23%	26%	26%	19%	22%	23%	21%
Availability of affordable quality housing	28%	12%	19%	18%	21%	16%	21%	22%	16%
Availability of affordable quality child care	24%	24%	25%	48%	18%	31%	35%	30%	28%
Availability of affordable quality health care	44%	39%	47%	63%	38%	46%	55%	48%	46%
Availability of affordable quality food	56%	60%	64%	81%	60%	60%	68%	66%	58%
Availability of preventive health services	54%	47%	48%	72%	48%	52%	58%	56%	49%
Air quality	76%	85%	89%	91%	84%	86%	84%	85%	85%
Quality of overall natural environment in Montpelier	80%	85%	84%	91%	88%	83%	83%	88%	80%
Overall image or reputation of Montpelier	80%	83%	84%	95%	86%	85%	81%	89%	78%

Question 3: Growth (Percent "too fast")									
Please rate the speed of growth in the following categories in Montpelier over the past 2 years:	Length of Residency			Rent or own		Children under 17 in Household		Adults over 65 in Household	
	Less than 5 years	6 to 20 years	More than 20 years	Rent	Own	No	Yes	No	Yes
Population growth	14%	16%	8%	19%	9%	13%	13%	14%	9%
Retail growth (stores, restaurants, etc.)	3%	2%	5%	5%	2%	5%	0%	2%	7%
Jobs growth	2%	1%	2%	1%	1%	2%	0%	1%	4%

Question 3: Growth (Percent "too fast")									
Please rate the speed of growth in the following categories in Montpelier over the past 2 years:	Annual Household Income				Age			Gender	
	Less than \$24,999	\$25,000 to \$49,999	\$50,000 to \$149,999	\$100,000 or more	18-34	35-54	55+	Female	Male
Population growth	21%	15%	10%	8%	23%	8%	11%	13%	13%
Retail growth (stores, restaurants, etc.)	5%	3%	2%	2%	4%	1%	6%	5%	0%
Jobs growth	0%	2%	0%	1%	2%	0%	3%	2%	1%

Question 4: Code Enforcement (Percent at least a "minor" problem)									
To what degree, if at all, are run down buildings, weed lots or junk vehicles a problem in Montpelier?	Length of Residency			Rent or own		Children under 17 in Household		Adults over 65 in Household	
	Less than 5 years	6 to 20 years	More than 20 years	Rent	Own	No	Yes	No	Yes
To what degree, if at all, are run down buildings, weed lots or junk vehicles a problem in Montpelier?	86%	85%	89%	85%	88%	88%	85%	86%	90%

Question 4: Code Enforcement (Percent at least a "minor" problem)									
To what degree, if at all, are run down buildings, weed lots or junk vehicles a problem in Montpelier?	Annual Household Income				Age			Gender	
	Less than \$24,999	\$25,000 to \$49,999	\$50,000 to \$149,999	\$100,000 or more	18-34	35-54	55+	Female	Male
To what degree, if at all, are run down buildings, weed lots or junk vehicles a problem in Montpelier?	83%	87%	87%	95%	87%	85%	89%	85%	89%

Question 5: Community Safety (Percent "very" or "somewhat" safe)									
Please rate how safe or unsafe you feel from the following in Montpelier:	Length of Residency			Rent or own		Children under 17 in Household		Adults over 65 in Household	
	Less than 5 years	6 to 20 years	More than 20 years	Rent	Own	No	Yes	No	Yes
Violent crime (e.g., rape, assault, robbery)	92%	89%	89%	90%	91%	89%	92%	92%	83%
Property crimes (e.g., burglary, theft)	71%	71%	79%	69%	77%	75%	69%	74%	69%
Environmental hazards, including toxic waste	86%	79%	86%	84%	84%	83%	84%	84%	80%

Question 5: Community Safety (Percent "very" or "somewhat" safe)									
Please rate how safe or unsafe you feel from the following in Montpelier:	Annual Household Income				Age			Gender	
	Less than \$24,999	\$25,000 to \$49,999	\$50,000 to \$149,999	\$100,000 or more	18-34	35-54	55+	Female	Male
Violent crime (e.g., rape, assault, robbery)	82%	90%	95%	96%	92%	94%	85%	89%	92%
Property crimes (e.g., burglary, theft)	63%	74%	78%	85%	63%	80%	74%	72%	75%
Environmental hazards, including toxic waste	77%	81%	84%	96%	82%	85%	82%	84%	82%

Question 6: Personal Safety (Percent "very" or "somewhat" safe)									
Please rate how safe or unsafe you feel:	Length of Residency			Rent or own		Children under 17 in Household		Adults over 65 in Household	
	Less than 5 years	6 to 20 years	More than 20 years	Rent	Own	No	Yes	No	Yes
In your neighborhood during the day	97%	97%	97%	98%	97%	98%	96%	98%	95%
In your neighborhood after dark	86%	88%	86%	83%	91%	85%	91%	89%	81%
In Montpelier's downtown area during the day	99%	98%	97%	99%	97%	98%	99%	99%	95%
In Montpelier's downtown area after dark	83%	78%	79%	78%	82%	78%	84%	81%	76%

Question 6: Personal Safety (Percent "very" or "somewhat" safe)									
Please rate how safe or unsafe you feel:	Annual Household Income				Age			Gender	
	Less than \$24,999	\$25,000 to \$49,999	\$50,000 to \$149,999	\$100,000 or more	18-34	35-54	55+	Female	Male
In your neighborhood during the day	95%	99%	97%	98%	99%	97%	96%	97%	98%
In your neighborhood after dark	74%	84%	93%	97%	86%	91%	82%	84%	90%
In Montpelier's downtown area during the day	99%	98%	99%	99%	100%	98%	97%	98%	98%
In Montpelier's downtown area after dark	69%	78%	85%	92%	79%	84%	75%	77%	84%

Questions 7 and 8: Crime Victimization and Reporting (Percent "yes")									
	Length of Residency			Rent or own		Children under 17 in Household		Adults over 65 in Household	
	Less than 5 years	6 to 20 years	More than 20 years	Rent	Own	No	Yes	No	Yes
During the past twelve months, were you or anyone in your household the victim of any crime?	14%	13%	9%	13%	13%	9%	20%	13%	9%
If yes, was this crime (these crimes) reported to the police?	69%	79%	72%	73%	73%	77%	69%	75%	64%

Questions 7 and 8: Crime Victimization and Reporting (Percent "yes")									
	Annual Household Income				Age			Gender	
	Less than \$24,999	\$25,000 to \$49,999	\$50,000 to \$149,999	\$100,000 or more	18-34	35-54	55+	Female	Male
During the past twelve months, were you or anyone in your household the victim of any crime?	14%	13%	11%	13%	15%	13%	9%	10%	15%
If yes, was this crime (these crimes) reported to the police?	72%	85%	68%	64%	88%	65%	73%	85%	64%

Question 9: Resident Behaviors (Percent at least once in past 12 months)									
In the last 12 months, about how many times, if ever, have you or other household members participated in the following activities in Montpelier?	Length of Residency			Rent or own		Children under 17 in Household		Adults over 65 in Household	
	Less than 5 years	6 to 20 years	More than 20 years	Rent	Own	No	Yes	No	Yes
Used Montpelier public libraries or their services	86%	88%	75%	83%	84%	79%	92%	85%	74%
Used Montpelier recreation centers	61%	63%	56%	53%	66%	51%	79%	62%	48%
Participated in a recreation program or activity	49%	56%	45%	47%	53%	39%	74%	52%	40%
Visited a neighborhood park or City park	91%	91%	73%	85%	87%	81%	95%	90%	68%
Ridden a local bus within Montpelier	27%	26%	22%	31%	20%	24%	29%	27%	23%
Attended a meeting of local elected officials or other local public meeting	37%	55%	44%	34%	54%	44%	47%	46%	43%
Watched a meeting of local elected officials or other local public meeting on cable television	31%	46%	66%	42%	51%	50%	40%	43%	62%
Read the City Page in the Montpelier Bridge	80%	89%	91%	79%	94%	86%	88%	86%	95%
Visited the City of Montpelier Web site (at www.montpelier-vt.org)	69%	55%	42%	55%	58%	47%	74%	62%	31%
Recycled used paper, cans or bottles from your home	92%	98%	95%	94%	97%	96%	94%	95%	96%
Volunteered your time to some group or activity in Montpelier	57%	68%	65%	56%	69%	59%	72%	64%	60%
Participated in religious or spiritual activities in Montpelier	40%	42%	58%	41%	49%	49%	39%	42%	65%
Participated in a club or civic group in Montpelier	27%	46%	43%	28%	46%	37%	43%	37%	42%
Provided help to a friend or neighbor	95%	97%	95%	95%	97%	96%	95%	96%	94%

Question 9: Resident Behaviors (Percent at least once in past 12 months)									
In the last 12 months, about how many times, if ever, have you or other household members participated in the following activities in Montpelier?	Annual Household Income				Age			Gender	
	Less than \$24,999	\$25,000 to \$49,999	\$50,000 to \$149,999	\$100,000 or more	18-34	35-54	55+	Female	Male
Used Montpelier public libraries or their services	77%	84%	84%	91%	90%	85%	75%	84%	83%
Used Montpelier recreation centers	48%	61%	64%	71%	59%	69%	50%	58%	63%
Participated in a recreation program or activity	39%	51%	54%	60%	50%	61%	38%	56%	45%
Visited a neighborhood park or City park	78%	89%	90%	92%	95%	92%	71%	84%	88%
Ridden a local bus within Montpelier	37%	18%	23%	29%	24%	28%	23%	27%	25%
Attended a meeting of local elected officials or other local public meeting	43%	41%	45%	56%	38%	50%	45%	43%	49%
Watched a meeting of local elected officials or other local public meeting on cable television	50%	41%	48%	57%	31%	49%	59%	50%	44%
Read the City Page in the Montpelier Bridge	75%	91%	88%	97%	77%	91%	91%	88%	85%
Visited the City of Montpelier Web site (at www.montpelier-vt.org)	38%	58%	63%	69%	66%	66%	35%	54%	59%
Recycled used paper, cans or bottles from your home	94%	94%	96%	99%	93%	95%	96%	95%	95%
Volunteered your time to some group or activity in Montpelier	60%	60%	64%	75%	58%	69%	60%	61%	68%
Participated in religious or spiritual activities in Montpelier	51%	50%	38%	49%	31%	46%	59%	49%	42%
Participated in a club or civic group in Montpelier	31%	37%	40%	45%	26%	46%	40%	37%	41%
Provided help to a friend or neighbor	98%	94%	94%	99%	97%	95%	96%	96%	96%

Question 10: Neighborliness (Percent at least once per month)									
	Length of Residency			Rent or own		Children under 17 in Household		Adults over 65 in Household	
	Less than 5 years	6 to 20 years	More than 20 years	Rent	Own	No	Yes	No	Yes
About how often, if at all, do you talk to or visit with your immediate neighbors (people who live in the 10 or 20 households that are closest to you)?	85%	84%	86%	79%	90%	83%	89%	86%	84%

Question 10: Neighborliness (Percent at least once per month)									
	Annual Household Income				Age			Gender	
	Less than \$24,999	\$25,000 to \$49,999	\$50,000 to \$149,999	\$100,000 or more	18-34	35-54	55+	Female	Male
About how often, if at all, do you talk to or visit with your immediate neighbors (people who live in the 10 or 20 households that are closest to you)?	79%	86%	83%	96%	83%	89%	83%	87%	82%

Question 11: Service Quality (Percent "excellent" or "good")									
Please rate the quality of each of the following services in Montpelier:	Length of Residency			Rent or own		Children under 17 in Household		Adults over 65 in Household	
	Less than 5 years	6 to 20 years	More than 20 years	Rent	Own	No	Yes	No	Yes
Police services	87%	81%	85%	83%	86%	85%	84%	83%	91%
Fire services	96%	98%	96%	97%	97%	97%	95%	96%	97%
Ambulance or emergency medical services	94%	97%	96%	94%	98%	97%	93%	95%	96%
Crime prevention	86%	68%	81%	74%	82%	81%	73%	78%	79%
Fire prevention and education	79%	69%	85%	78%	78%	81%	71%	76%	86%
Traffic enforcement	64%	65%	56%	65%	60%	65%	55%	63%	60%
Street repair	27%	35%	34%	34%	30%	35%	24%	31%	35%
Street cleaning	69%	62%	61%	69%	60%	67%	58%	65%	61%
Street lighting	64%	65%	69%	62%	69%	69%	60%	65%	70%
Snow removal	68%	58%	64%	56%	68%	67%	56%	60%	75%
Sidewalk maintenance	45%	42%	44%	40%	47%	45%	40%	45%	41%
Traffic signal timing	57%	61%	68%	60%	64%	62%	60%	61%	64%
Bus or transit services	53%	49%	55%	51%	53%	51%	53%	51%	56%
Yard waste pick-up	55%	51%	58%	62%	45%	60%	44%	54%	60%
Storm drainage	56%	53%	62%	59%	56%	59%	53%	55%	65%
Drinking water	59%	56%	71%	55%	67%	64%	55%	60%	69%
Sewer services	77%	78%	83%	76%	83%	82%	74%	77%	89%
City parks	90%	88%	89%	91%	89%	90%	87%	90%	85%
Recreation programs or classes	80%	83%	85%	83%	84%	83%	82%	82%	83%
Recreation centers or facilities	73%	76%	71%	76%	71%	75%	70%	73%	73%
Land use, planning and zoning	49%	46%	46%	52%	44%	49%	43%	46%	54%
Code enforcement (weeds, abandoned buildings, etc)	48%	40%	43%	45%	43%	43%	43%	44%	40%
Animal control	56%	50%	56%	53%	56%	57%	46%	51%	64%
Economic development	38%	29%	32%	39%	28%	36%	28%	31%	41%
Health services	50%	58%	68%	56%	61%	60%	56%	55%	70%
Services to seniors	79%	74%	75%	77%	75%	75%	77%	75%	76%
Services to youth	72%	59%	61%	62%	63%	63%	64%	61%	69%

Question 11: Service Quality (Percent "excellent" or "good")									
Please rate the quality of each of the following services in Montpelier:	Length of Residency			Rent or own		Children under 17 in Household		Adults over 65 in Household	
	Less than 5 years	6 to 20 years	More than 20 years	Rent	Own	No	Yes	No	Yes
Services to low-income people	55%	54%	64%	54%	61%	59%	56%	54%	72%
Public library services	91%	90%	95%	90%	94%	92%	92%	90%	98%
Public information services	66%	70%	71%	68%	71%	70%	66%	67%	76%
Public schools	82%	79%	81%	79%	82%	82%	79%	79%	86%
Cable television	51%	53%	57%	51%	56%	56%	47%	53%	57%
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	57%	63%	70%	66%	63%	69%	54%	61%	75%
Preservation of natural areas such as open space, farmlands and greenbelts	74%	75%	72%	74%	75%	76%	70%	74%	74%

Question 11: Service Quality (Percent "excellent" or "good")									
Please rate the quality of each of the following services in Montpelier:	Annual Household Income				Age			Gender	
	Less than \$24,999	\$25,000 to \$49,999	\$50,000 to \$149,999	\$100,000 or more	18-34	35-54	55+	Female	Male
Police services	79%	88%	87%	84%	80%	83%	89%	87%	82%
Fire services	97%	100%	94%	100%	93%	97%	98%	97%	96%
Ambulance or emergency medical services	95%	98%	95%	100%	94%	97%	95%	96%	95%
Crime prevention	74%	80%	79%	80%	74%	80%	79%	77%	78%
Fire prevention and education	83%	76%	75%	82%	74%	75%	84%	80%	75%
Traffic enforcement	61%	65%	58%	66%	69%	58%	60%	64%	59%
Street repair	36%	37%	27%	27%	31%	29%	36%	35%	27%
Street cleaning	66%	64%	66%	56%	73%	59%	63%	66%	61%
Street lighting	64%	66%	63%	72%	62%	65%	70%	66%	65%
Snow removal	54%	69%	57%	74%	64%	58%	68%	65%	61%
Sidewalk maintenance	35%	46%	42%	53%	49%	44%	40%	46%	41%
Traffic signal timing	58%	59%	64%	69%	66%	60%	61%	67%	55%
Bus or transit services	51%	53%	46%	68%	49%	53%	53%	54%	50%

Question 11: Service Quality (Percent "excellent" or "good")									
Please rate the quality of each of the following services in Montpelier:	Annual Household Income				Age			Gender	
	Less than \$24,999	\$25,000 to \$49,999	\$50,000 to \$149,999	\$100,000 or more	18-34	35-54	55+	Female	Male
Yard waste pick-up	55%	64%	49%	50%	57%	47%	60%	60%	49%
Storm drainage	59%	63%	53%	50%	60%	51%	62%	58%	55%
Drinking water	54%	59%	67%	70%	54%	63%	67%	62%	61%
Sewer services	71%	75%	83%	90%	73%	78%	86%	78%	81%
City parks	87%	89%	91%	93%	91%	90%	87%	91%	88%
Recreation programs or classes	82%	88%	77%	88%	88%	80%	82%	83%	82%
Recreation centers or facilities	72%	79%	70%	75%	85%	69%	70%	75%	70%
Land use, planning and zoning	47%	51%	42%	52%	50%	43%	50%	51%	42%
Code enforcement (weeds, abandoned buildings, etc)	33%	47%	42%	51%	44%	45%	40%	45%	42%
Animal control	50%	50%	57%	64%	55%	49%	59%	58%	48%
Economic development	40%	31%	34%	26%	40%	26%	38%	42%	24%
Health services	50%	54%	64%	74%	52%	56%	67%	60%	58%
Services to seniors	72%	78%	72%	90%	78%	77%	75%	76%	76%
Services to youth	55%	70%	57%	76%	74%	57%	65%	65%	61%
Services to low-income people	55%	60%	54%	69%	50%	58%	65%	57%	59%
Public library services	90%	93%	92%	94%	90%	93%	91%	93%	90%
Public information services	67%	76%	61%	73%	68%	67%	72%	77%	59%
Public schools	77%	85%	76%	95%	85%	77%	83%	84%	77%
Cable television	47%	57%	50%	72%	53%	52%	57%	59%	47%
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	59%	74%	62%	55%	56%	65%	68%	65%	62%
Preservation of natural areas such as open space, farmlands and greenbelts	61%	80%	77%	78%	77%	73%	74%	73%	75%

Question 12: Government Services Overall (Percent "excellent" or "good")									
Overall, how would you rate the quality of the services provided by each of the following?	Length of Residency			Rent or own		Children under 17 in Household		Adults over 65 in Household	
	Less than 5 years	6 to 20 years	More than 20 years	Rent	Own	No	Yes	No	Yes
The City of Montpelier	79%	80%	80%	81%	80%	80%	79%	80%	81%
The Federal Government	36%	43%	50%	46%	39%	43%	42%	39%	59%
The State Government	54%	59%	60%	64%	53%	59%	53%	56%	65%
Washington County Government	53%	52%	59%	63%	45%	60%	42%	51%	69%

Question 12: Government Services Overall (Percent "excellent" or "good")									
Overall, how would you rate the quality of the services provided by each of the following?	Annual Household Income				Age			Gender	
	Less than \$24,999	\$25,000 to \$49,999	\$50,000 to \$149,999	\$100,000 or more	18-34	35-54	55+	Female	Male
The City of Montpelier	79%	82%	78%	84%	78%	80%	80%	83%	76%
The Federal Government	51%	35%	43%	44%	32%	44%	50%	42%	42%
The State Government	61%	58%	59%	50%	56%	57%	60%	63%	51%
Washington County Government	69%	57%	47%	39%	56%	47%	64%	61%	46%

Question 13: Contact with City Employees (Percent "yes")									
	Length of Residency			Rent or own		Children under 17 in Household		Adults over 65 in Household	
	Less than 5 years	6 to 20 years	More than 20 years	Rent	Own	No	Yes	No	Yes
Have you had any in-person or phone contact with an employee of the City of Montpelier within the last 12 months (including police, receptionists, planners or any others)?	62%	72%	72%	56%	81%	66%	75%	70%	64%

Question 13: Contact with City Employees (Percent "yes")									
	Annual Household Income				Age			Gender	
	Less than \$24,999	\$25,000 to \$49,999	\$50,000 to \$149,999	\$100,000 or more	18-34	35-54	55+	Female	Male
Have you had any in-person or phone contact with an employee of the City of Montpelier within the last 12 months (including police, receptionists, planners or any others)?	53%	62%	83%	86%	62%	74%	68%	65%	74%

Question 14: City Employees (Percent "excellent" or "good")									
What was your impression of the employee(s) of the City of Montpelier in your most recent contact?	Length of Residency			Rent or own		Children under 17 in Household		Adults over 65 in Household	
	Less than 5 years	6 to 20 years	More than 20 years	Rent	Own	No	Yes	No	Yes
Knowledge	90%	86%	88%	87%	89%	87%	89%	88%	88%
Responsiveness	82%	81%	86%	85%	82%	84%	81%	82%	85%
Courtesy	88%	90%	91%	88%	90%	89%	90%	89%	93%
Overall impression	85%	85%	86%	84%	87%	84%	88%	85%	88%

Question 14: City Employees (Percent "excellent" or "good")									
What was your impression of the employee(s) of the City of Montpelier in your most recent contact?	Annual Household Income				Age			Gender	
	Less than \$24,999	\$25,000 to \$49,999	\$50,000 to \$149,999	\$100,000 or more	18-34	35-54	55+	Female	Male
Knowledge	89%	87%	88%	88%	86%	89%	87%	90%	85%
Responsiveness	85%	87%	79%	85%	78%	84%	85%	85%	81%
Courtesy	93%	86%	90%	92%	86%	91%	90%	89%	90%
Overall impression	85%	82%	85%	92%	77%	89%	87%	87%	83%

Question 15: Government Performance (Percent "excellent" or "good")									
Please rate the following categories of Montpelier government performance:	Length of Residency			Rent or own		Children under 17 in Household		Adults over 65 in Household	
	Less than 5 years	6 to 20 years	More than 20 years	Rent	Own	No	Yes	No	Yes
The value of services for the taxes paid to Montpelier	43%	44%	53%	57%	40%	53%	36%	44%	59%
The overall direction that Montpelier is taking	53%	62%	52%	60%	53%	58%	51%	56%	58%
The job Montpelier government does at welcoming citizen involvement	58%	68%	65%	66%	63%	67%	59%	63%	71%
The job Montpelier government does at listening to citizens	56%	56%	59%	62%	54%	64%	45%	56%	63%

Question 15: Government Performance (Percent "excellent" or "good")									
Please rate the following categories of Montpelier government performance:	Annual Household Income				Age			Gender	
	Less than \$24,999	\$25,000 to \$49,999	\$50,000 to \$149,999	\$100,000 or more	18-34	35-54	55+	Female	Male
The value of services for the taxes paid to Montpelier	55%	52%	45%	36%	50%	40%	54%	55%	39%
The overall direction that Montpelier is taking	57%	60%	57%	51%	60%	52%	57%	65%	45%
The job Montpelier government does at welcoming citizen involvement	73%	63%	66%	59%	60%	65%	68%	67%	62%
The job Montpelier government does at listening to citizens	63%	65%	53%	50%	54%	57%	61%	58%	56%

Question 16: Recommendation and Longevity (Percent "somewhat" or "very" likely)									
Please indicate how likely or unlikely you are to do each of the following:	Length of Residency			Rent or own		Children under 17 in Household		Adults over 65 in Household	
	Less than 5 years	6 to 20 years	More than 20 years	Rent	Own	No	Yes	No	Yes
Recommend living in Montpelier to someone who asks	90%	86%	80%	89%	84%	85%	87%	87%	79%
Remain in Montpelier for the next five years	78%	80%	86%	76%	86%	82%	80%	79%	89%

Question 16: Recommendation and Longevity (Percent "somewhat" or "very" likely)									
Please indicate how likely or unlikely you are to do each of the following:	Annual Household Income				Age			Gender	
	Less than \$24,999	\$25,000 to \$49,999	\$50,000 to \$149,999	\$100,000 or more	18-34	35-54	55+	Female	Male
Recommend living in Montpelier to someone who asks	90%	84%	82%	92%	92%	86%	80%	90%	81%
Remain in Montpelier for the next five years	82%	75%	83%	89%	69%	86%	86%	86%	76%

Question 17: Impact of the Economy (Percent "somewhat" or "very" positive)									
	Length of Residency			Rent or own		Children under 17 in Household		Adults over 65 in Household	
	Less than 5 years	6 to 20 years	More than 20 years	Rent	Own	No	Yes	No	Yes
What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:	16%	8%	11%	16%	8%	13%	10%	11%	18%

Question 17: Impact of the Economy (Percent "somewhat" or "very" positive)									
	Annual Household Income				Age			Gender	
	Less than \$24,999	\$25,000 to \$49,999	\$50,000 to \$149,999	\$100,000 or more	18-34	35-54	55+	Female	Male
What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:	15%	18%	7%	7%	12%	9%	15%	11%	13%

Question 18a: Policy Question 1 (Percent "somewhat" or "strongly" agree)									
To what extent do you agree or disagree with the following statements?	Length of Residency			Rent or own		Children under 17 in Household		Adults over 65 in Household	
	Less than 5 years	6 to 20 years	More than 20 years	Rent	Own	No	Yes	No	Yes
The City should collect alternate revenues (e.g., sales tax, rooms/meals/alcohol tax) to reduce reliance on property taxes and bring in more funding from non-residents	79%	79%	72%	77%	77%	77%	76%	77%	76%
The City should consolidate municipal service (e.g., police, ambulance, dispatch, etc.) with neighboring communities even if it means a reduction in direct control of those services	44%	47%	55%	47%	49%	51%	43%	47%	56%
The City should add 500 new housing units within city limits (approximately 1,000 new residents) over the next 5-10 years	63%	61%	57%	65%	57%	60%	63%	63%	51%

Question 18a: Policy Question 1 (Percent "somewhat" or "strongly" agree)									
To what extent do you agree or disagree with the following statements?	Annual Household Income				Age			Gender	
	Less than \$24,999	\$25,000 to \$49,999	\$50,000 to \$149,999	\$100,000 or more	18-34	35-54	55+	Female	Male
The City should collect alternate revenues (e.g., sales tax, rooms/meals/alcohol tax) to reduce reliance on property taxes and bring in more funding from non-residents	65%	83%	76%	79%	83%	73%	77%	77%	75%
The City should consolidate municipal service (e.g., police, ambulance, dispatch, etc.) with neighboring communities even if it means a reduction in direct control of those services	51%	47%	43%	54%	45%	45%	54%	45%	52%
The City should add 500 new housing units within city limits (approximately 1,000 new residents) over the next 5-10 years	56%	65%	62%	62%	62%	66%	53%	54%	68%

Question 18b: Policy Question 2 (Percent "very important" or "essential")									
How important, if at all, is it for the City to maintain the following services at current levels	Length of Residency			Rent or own		Children under 17 in Household		Adults over 65 in Household	
	Less than 5 years	6 to 20 years	More than 20 years	Rent	Own	No	Yes	No	Yes
Police	82%	83%	80%	86%	78%	81%	85%	81%	87%
Dispatch	84%	83%	78%	89%	76%	82%	81%	81%	86%
Fire	85%	92%	85%	91%	85%	89%	86%	86%	95%
Ambulance	88%	93%	87%	93%	86%	90%	87%	88%	95%
Roads	83%	87%	88%	85%	86%	88%	82%	85%	89%
Sidewalks	80%	84%	85%	82%	84%	83%	84%	83%	86%
Water	89%	93%	93%	90%	92%	90%	94%	91%	93%
Sewer	86%	90%	92%	87%	91%	88%	92%	89%	92%
Schools	87%	87%	80%	90%	80%	82%	92%	86%	81%
Parks	76%	75%	62%	75%	69%	69%	77%	74%	63%
Recreation	67%	65%	66%	70%	62%	64%	71%	67%	65%
Senior Services	71%	74%	73%	79%	67%	72%	75%	72%	76%
Library	73%	79%	71%	75%	73%	73%	76%	72%	81%
Planning	75%	73%	67%	77%	67%	71%	72%	72%	69%
Community Justice Center	60%	67%	49%	66%	52%	58%	62%	57%	69%
Capital Projects (i.e., road construction, buildings, bridges, etc.)	83%	84%	74%	84%	78%	79%	85%	81%	80%
Downtown (i.e., events, promotions, etc.)	67%	68%	60%	67%	62%	63%	69%	64%	69%

Question 18b: Policy Question 2 (Percent "very important" or "essential")									
How important, if at all, is it for the City to maintain the following services at current levels	Annual Household Income				Age			Gender	
	Less than \$24,999	\$25,000 to \$49,999	\$50,000 to \$149,999	\$100,000 or more	18-34	35-54	55+	Female	Male
Police	82%	85%	82%	76%	76%	83%	85%	87%	76%
Dispatch	89%	84%	79%	76%	82%	79%	86%	86%	76%
Fire	95%	88%	85%	85%	85%	85%	94%	91%	84%
Ambulance	92%	92%	89%	84%	88%	85%	95%	92%	86%
Roads	84%	88%	84%	91%	81%	87%	89%	85%	87%
Sidewalks	88%	81%	82%	87%	78%	85%	85%	83%	83%
Water	88%	94%	93%	91%	87%	92%	94%	92%	90%
Sewer	87%	91%	90%	92%	84%	91%	92%	91%	87%
Schools	87%	86%	83%	91%	91%	83%	82%	88%	81%
Parks	71%	73%	74%	73%	74%	75%	66%	74%	69%
Recreation	68%	65%	66%	69%	65%	69%	64%	71%	61%
Senior Services	78%	72%	74%	66%	73%	71%	75%	77%	69%
Library	75%	74%	71%	79%	72%	73%	77%	80%	66%
Planning	73%	71%	75%	66%	75%	72%	68%	73%	70%
Community Justice Center	68%	54%	60%	51%	64%	56%	59%	64%	55%
Capital Projects (i.e., road construction, buildings, bridges, etc.)	81%	79%	82%	80%	78%	84%	79%	80%	82%
Downtown (i.e., events, promotions, etc.)	69%	63%	64%	68%	69%	64%	63%	64%	67%