

2016 Town of Vienna, VA Community Survey

Final Report

Submitted by:

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Section 1

Executive Summary



Town of Vienna, VA

Community Interest and Opinion Survey

Executive Summary Report

Overview of the Methodology

ETC partnered with the Town of Vienna to conduct a statistically valid Community Interest and Opinion Survey to determine community priorities and opinion about the quality of Town programs and services. The survey was designed to obtain statistically valid results from households throughout the Town of Vienna.

ETC worked extensively with Town of Vienna officials in development of the survey questionnaire. This work allowed the survey to be tailored to issues of strategic importance and to help understand and establish priorities for the community.

A five-page survey was mailed to a random sample of 4,000 households within the Town of Vienna. The survey was administered by mail and web. The goal was to obtain a total of at least 300 completed surveys. The goal was exceeded with 897 surveys completed (100 of those online). There was an excellent response rate of 22%. The results of the random sample of 897 households have a 95% level of confidence with a precision rate of at least +/-%3.3.

The following pages summarize major survey findings. Significant increases or decreases are designated by an increase or decrease of +/-5%.

Survey Findings

- **Respondent Household Overall Opinion of the Town:** Ninety-eight percent (98%) of respondent households rated the Town of Vienna as an excellent or good *place to raise and educate children*. Other similar excellent/good ratings include: as a place to live (97%), as a place for play, recreation, and leisure (88%), overall direction in which the Town is moving (74%).

Trends: Vienna has slightly increased excellent/good ratings since the 2014 survey (1) as a place to raise children, (2) as a place to live, and (3) as a place for play, recreation, & leisure. Positive ratings have decreased significantly since 2014 for Vienna as a place to retire.

- **Respondent Household Overall Satisfaction with the Quality of Life in Vienna:** Based on the percentage of respondent households who were either “very satisfied” or “satisfied,” (94%) are satisfied with the *feeling of safety in Vienna*. Other similar satisfaction levels include: quality of life in Vienna (94%), image and reputation of



Vienna (93%), quality of Town services (89%), and sense of community in Vienna (88%).

Trends: Satisfaction with emergency preparedness and the value of Town services provided for taxes paid to the Town of Vienna have increased by 10% or more since the 2014 survey.

- **Likelihood of Respondent Household to Recommend Living in Vienna:** Ninety-six percent (96%) were either *very likely* or *somewhat likely* to recommend living in Vienna to someone whom asks.
- **Respondent Household Satisfaction with Public Communication and Outreach:** Based on the percentage of respondent households who were either “very satisfied” or “satisfied” with public communication and outreach, 87% were satisfied with the *overall quality of public information efforts*. Other similar levels of satisfaction include: availability of information about services (87%), overall effectiveness of communications with the community (83%), and accessibility and responsiveness of mayor and council (69%).

Trends: Satisfaction has increased significantly with (1) overall quality of public information efforts, (2) overall effectiveness of Town communications, and (3) accessibility and responsiveness of mayor and council since the 2014 survey.

- **Satisfaction with Ways Respondent Households Receive Information About Town Issues, Services and Events:** Ninety-one percent (91%) of respondent households were either “very satisfied” or “satisfied” with the *Town newsletter*. Other similar levels of satisfaction include: Town website (81%), Town calendar (76%), and Vienna alerts (69%).

Trends: Satisfaction has significantly increased with the website and the Town’s local access channel since the 2014 survey.

- **Respondents’ Preference to Receive the Newsletter by Mail or Online:** Seventy-nine percent (79%) of respondents prefer to receive the newsletter by mail. Twenty-one percent (21%) prefer to receive the newsletter by online means.

Trends: Preference to receive the newsletter via online has increased 3% since the 2014 survey.



- **Respondent Household Participation in Activities Over the Past 12 Months:** Ninety-six percent (96%) of households indicated they had read the Town newsletter over the past 12 months. Other household participation in activities include: visited a Town of Vienna park (87%), attended a Town of Vienna community event (70%), obtained information about events and programs from Town website or social media post (69%), and contacted the Town of Vienna (67%).
- **Respondent Household Satisfaction with Town Employees:** Based on the percentage of respondent households who have contacted the Town within the past year and were either “very satisfied” or “satisfied” with the service, 87% were satisfied with *Vienna employees’ courteousness and professionalism*. Other similar satisfaction levels include: ease of contacting someone (86%), accuracy of information and assistance provided (83%), how quickly staff responded to requests (82%), and how well the issue was handled (77%).
- **Respondent Household Perceptions of Safety:** Based on the percentage of respondent households who felt either “very safe” or “somewhat safe,” 97% feel safe *walking in their neighborhood during the day*. Other respondent feelings related to safety in different areas include: in commercial/business areas during the day (97%) and in Town parks (89%).

Trends: Satisfaction has increased significantly with the feeling of safety on the Town of Vienna section of the W&OD trail since the 2014 survey.

- **Respondent Household Satisfaction With Public Safety and Police Services:** Based on the percentage of respondent households who were either “very satisfied” or “satisfied,” 89% were satisfied with *overall quality of police services in Vienna*. Other similar satisfaction levels include: professionalism of police employees (88%) and how quickly police respond to 911 emergencies (86%).

Trends: The top three items respondents are most satisfied with regarding public safety and police services are the same items as in the 2014 survey. Satisfaction has significantly increased with (1) the Town of Vienna’s efforts to prevent crime and (2) visibility of police in commercial and retail areas.

- **Respondent Household Satisfaction with Enforcement of Town Regulations:** Based on the percentage of respondent households who were either “very satisfied” or “satisfied,” 70% are satisfied with regulation of signs in *public right-of-way areas*. Other similar satisfaction levels include: ensuring maintenance of commercial property (67%), enforcing sign regulations (64%), and cleanup of litter and debris on private property (64%).



Trends: Satisfaction has increased in every area since the 2014 survey. Satisfaction increased significantly in 5 out of the 8 areas tested.

- **Respondent Household Satisfaction with Planning, Zoning, and Transportation:** Based on the percentage of respondent households who were either “very satisfied” or “satisfied,” 81% are satisfied with the *safety and ease of walking in the Town of Vienna*. Other similar satisfaction levels include: safety and ease of biking in the Town of Vienna (70%), availability of public transportation options (60%), and traffic flow on neighborhood roads (58%).

Trends: Satisfaction has increased significantly in every area comparable since the 2014 survey.

- **Respondent Household Satisfaction with Parks and Recreation Facilities and Services:** Based on the percentage of respondent households who were either “very satisfied” or “satisfied,” 89% are satisfied with *the quality of Town parks and recreation facilities*. Other similar satisfaction levels include: community events and festivals (89%), maintenance of parks and landscaping (88%), and quality of Town/community outdoor athletic fields (88%).

Trends: Satisfaction has increased significantly with (1) the quality of parks and recreation facilities, (2) ease of registering for parks and recreation programs, (3) variety of programs offered, (4) programs for adults, and (5) programs for mature adults offered by the Town. Satisfaction has decreased significantly in children’s program offerings.

- **Reasons for Bicycle Riding:** Fifty-seven percent (57%) of households indicated that they ride a bicycle for *recreation purposes*. Other reasons for households riding a bicycle include: exercise (49%), tasks (17%), riding to and from work (14%), riding to and from school (13%), and for other reasons (2%).
- **Respondent Household Satisfaction with Public Works Programs:** Based on the percentage of respondent households who were either “very satisfied” or “satisfied,” 90% are satisfied with *overall cleanliness of Town of Vienna*. Other similar levels of satisfaction include: residential trash collection (90%), removal of large bulk items (89%), yard waste removal (89%), leaf collection (88%), residential recycling services (87%), and overall water and sewer services (84%).

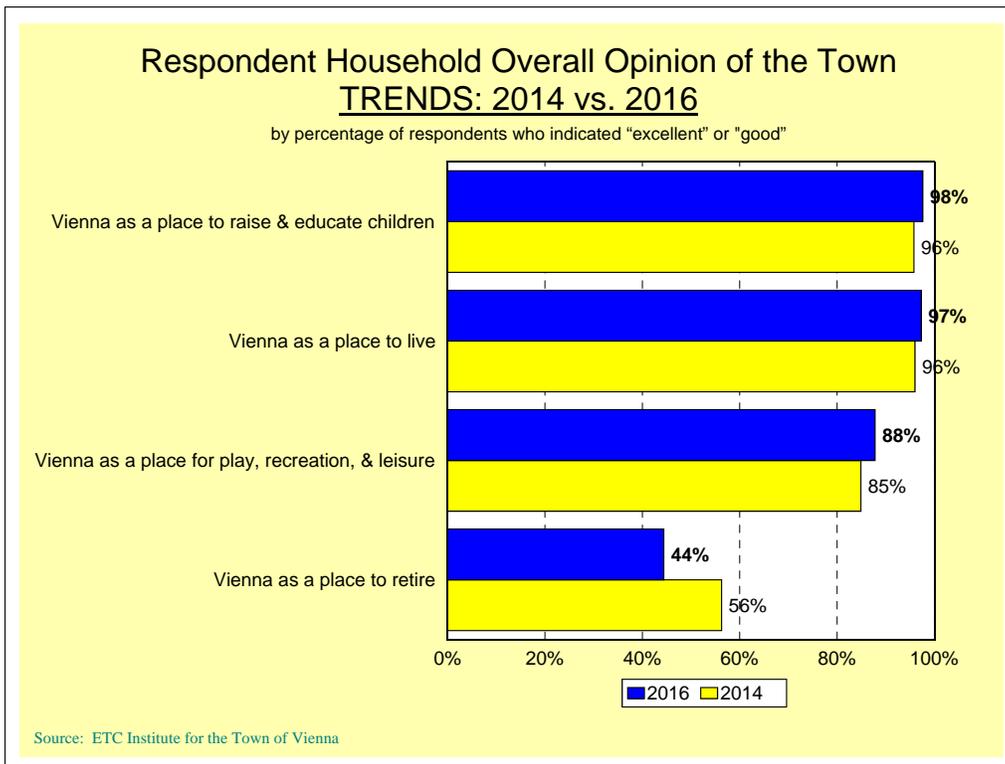
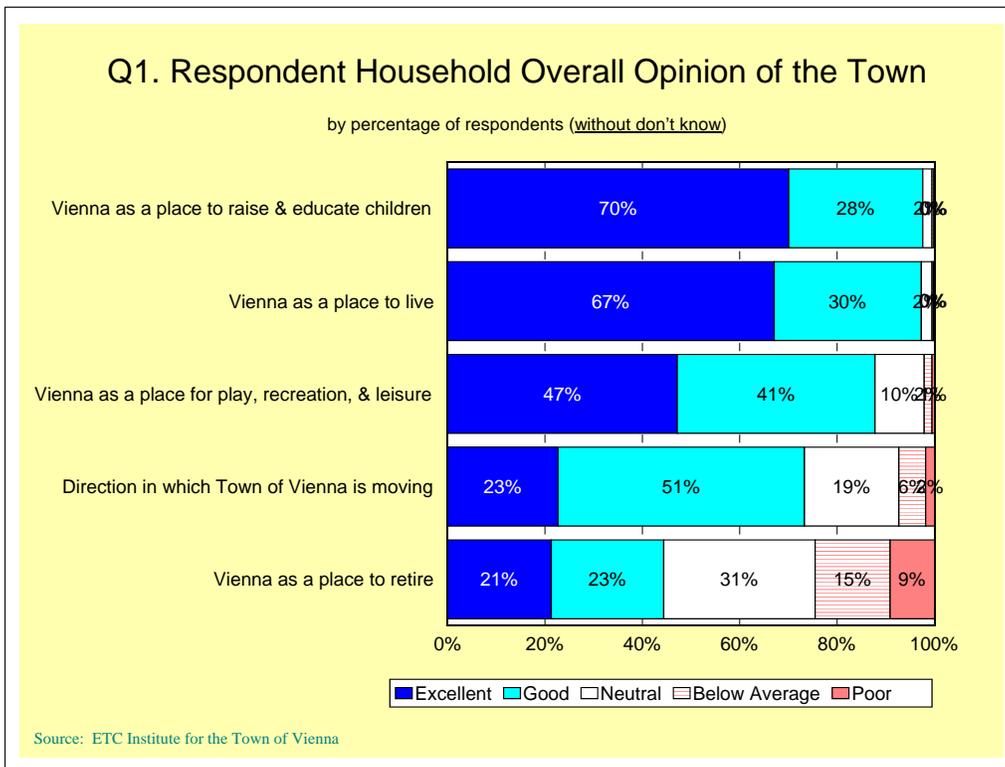
Trends: Satisfaction has increased significantly with (1) removal of large bulk items, (2) overall maintenance of streets in Town, and (3) maintenance of streets in neighborhoods. There were no significant decreases since the 2014 survey.

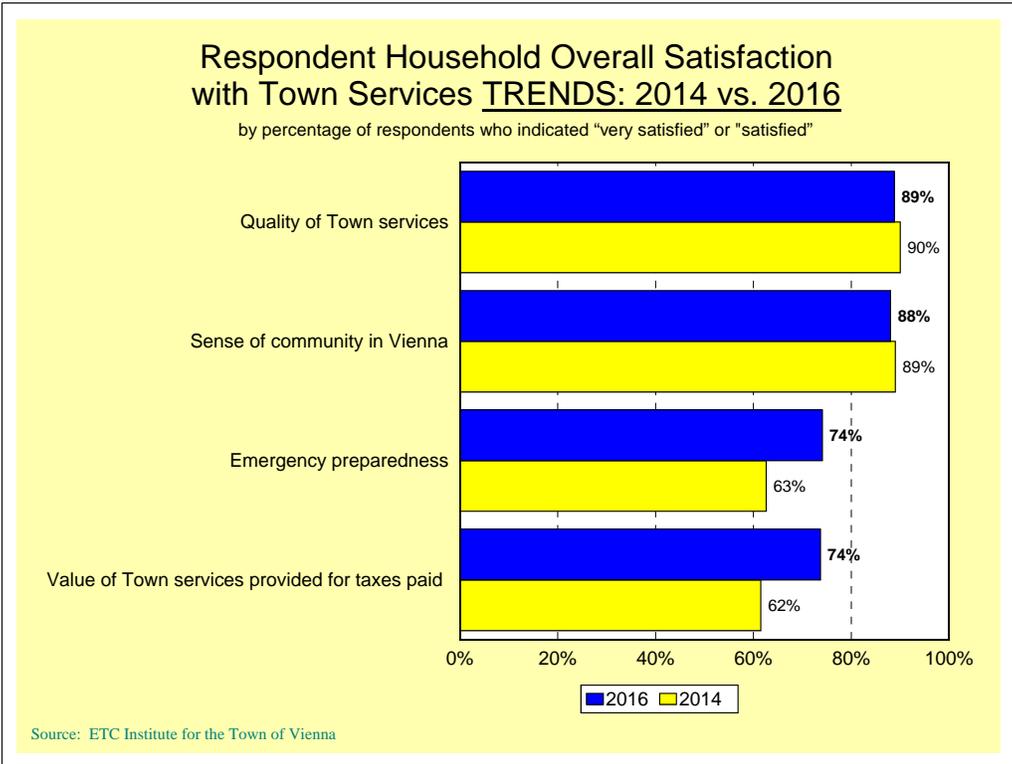
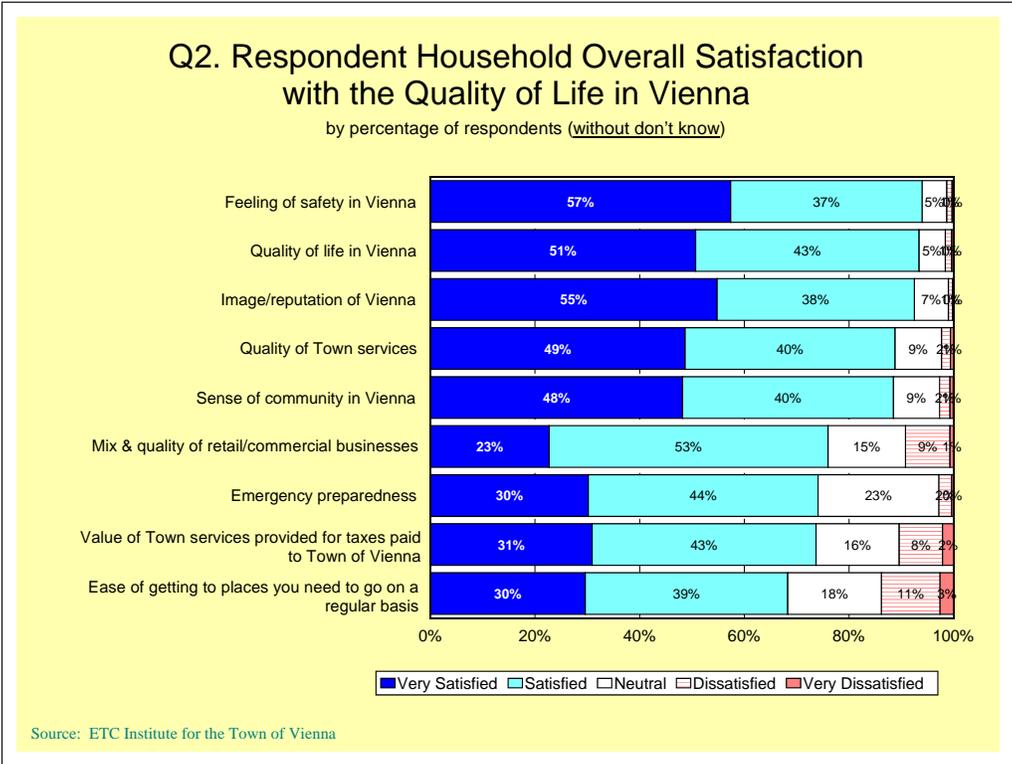


- **Initiatives Most Important for the Town to Address Over the Next Five Years:** Based on the sum of respondent households who indicated the item as either “extremely important” or “somewhat important,” 89% indicated it was important for the Town to adopt economic development strategies to sustain/enhance downtown retail/commercial areas. Other initiatives important to residents include: add sidewalks and trails to better connect the community (87%) and enhance park facilities and recreation programming (86%). Lower rated priorities were encouraging mixed-use on Maple Avenue (75%), create Town Brand (65%), encourage more affordable housing (58%), and enhance facilities through public art (57%).

Section 2

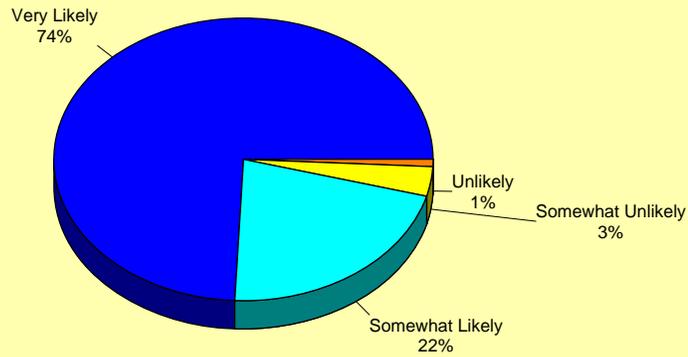
Charts and Graphs





Q3. Likelihood of Respondents to Recommend Living in the Town of Vienna to Someone Whom Asks

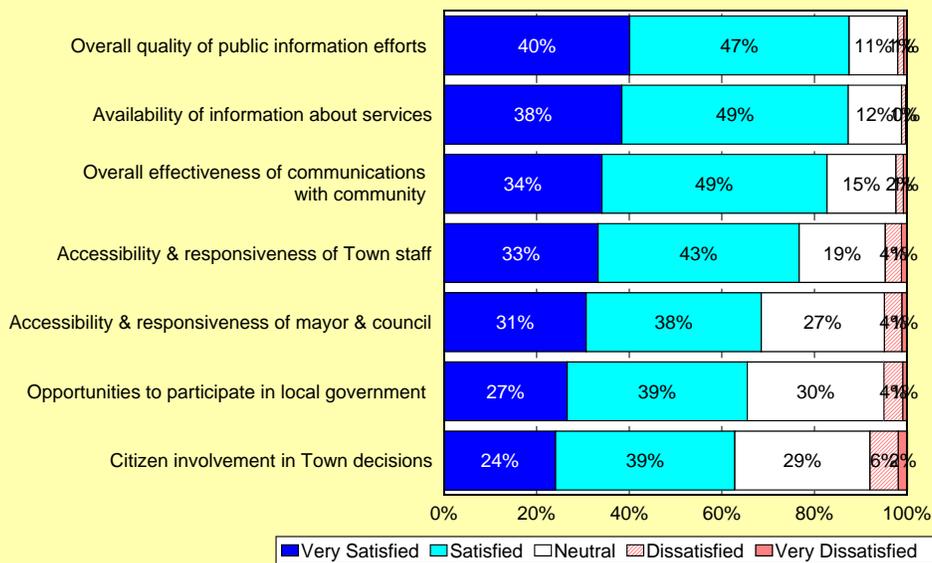
by percentage of respondents (without don't know)



Source: ETC Institute for the Town of Vienna

Q4. Respondent Household Satisfaction with Public Communication and Outreach

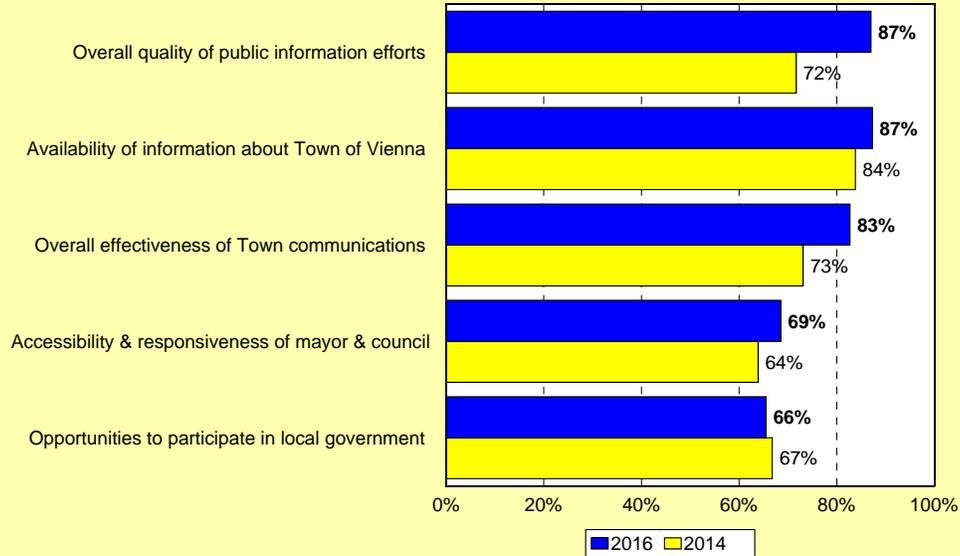
by percentage of respondents (without don't know)



Source: ETC Institute for the Town of Vienna

Respondent Household Satisfaction with Public Communication and Outreach TRENDS: 2014 vs. 2016

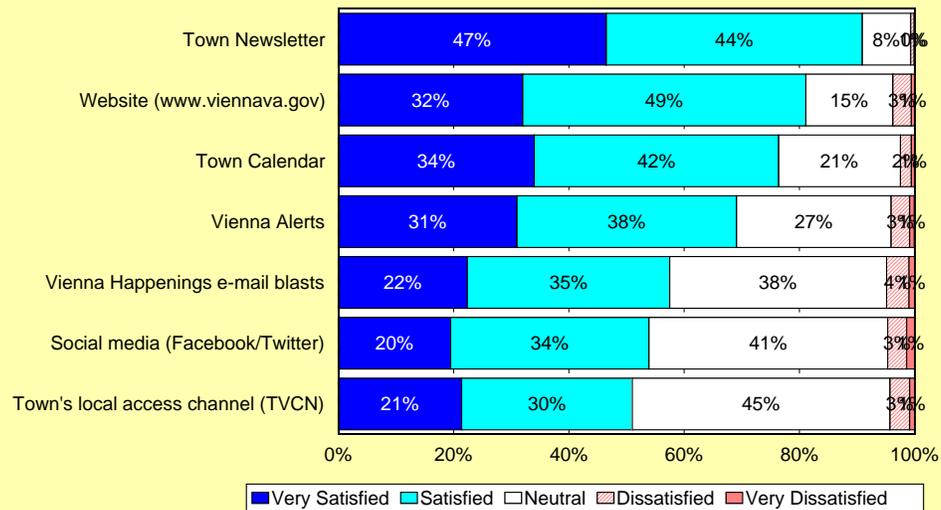
by percentage of respondents who indicated "very satisfied" or "satisfied"



Source: ETC Institute for the Town of Vienna

Q5. Respondent Household Satisfaction with Sources of Info about Town Issues and Services

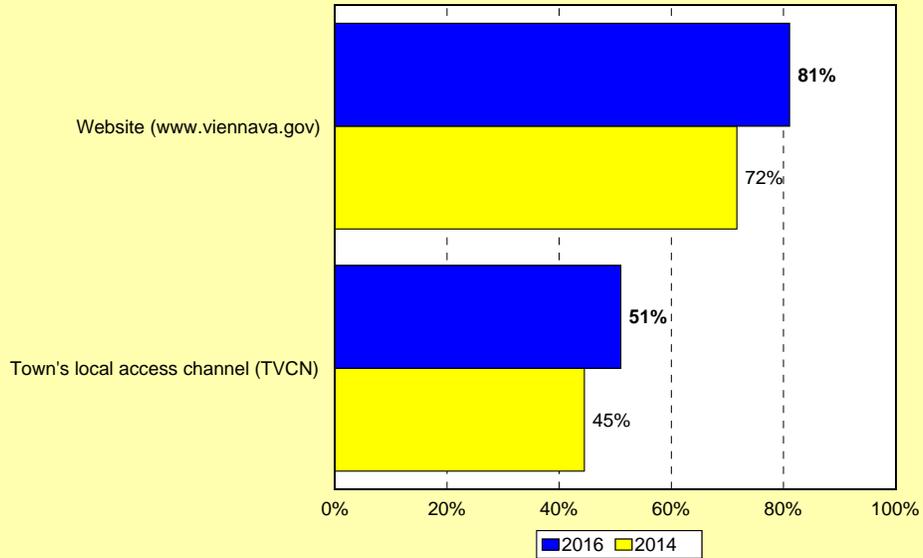
by percentage of respondents (without don't know)



Source: ETC Institute for the Town of Vienna

Respondent Household Satisfaction with Sources of Info About Towns Issues and Services TRENDS: 2014 vs. 2016

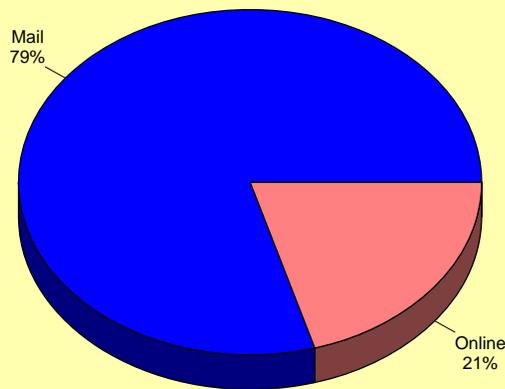
by percentage of respondents who indicated "very satisfied" or "satisfied"



Source: ETC Institute for the Town of Vienna

Q6. Respondents Preference to Receive Newsletter by Mail or Online

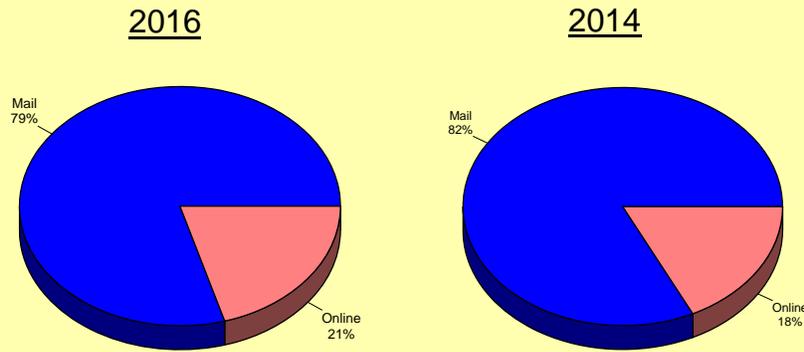
by percentage of respondents (without don't know)



Source: ETC Institute for the Town of Vienna

Respondents Preference to Receive Newsletter by Mail or Online TRENDS: 2014 vs. 2016

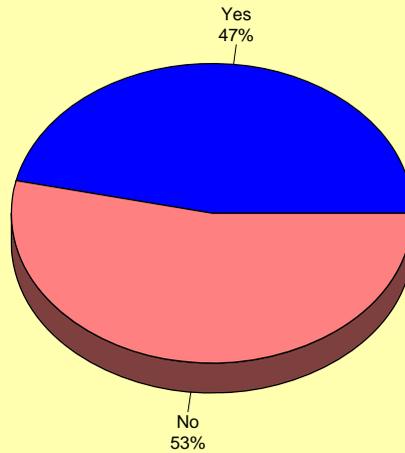
by percentage of respondents (without don't know)



Source: ETC Institute for the Town of Vienna

Q7. Respondents Interest in Using a Town of Vienna Mobile App

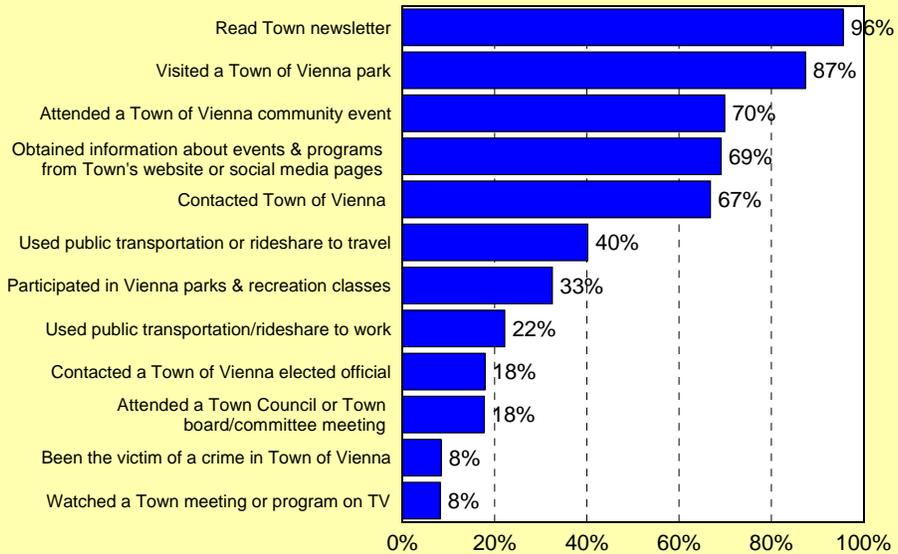
by percentage of respondents (without don't know)



Source: ETC Institute for the Town of Vienna

Q8. Participation in Activities Over the Past 12 Months

by percentage of respondents

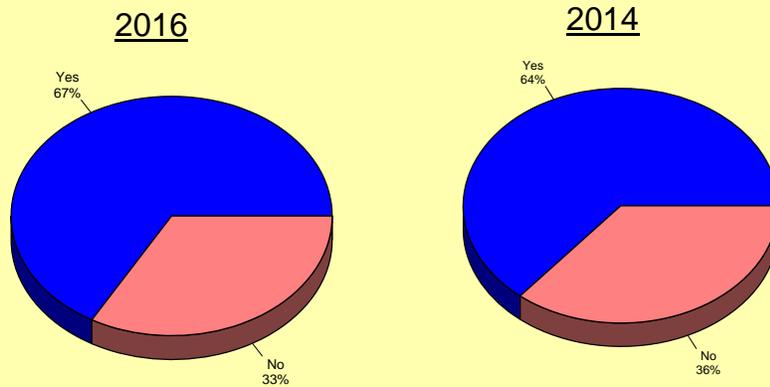


Source: ETC Institute for the Town of Vienna

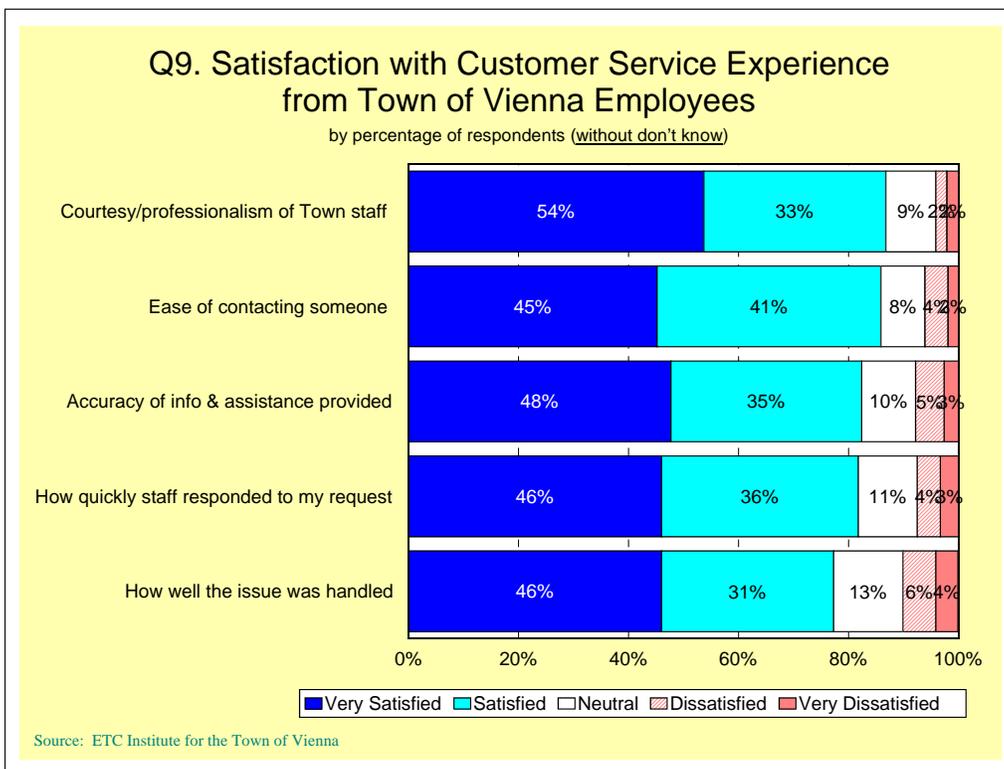
Contact with the Town of Vienna Over the Past Year

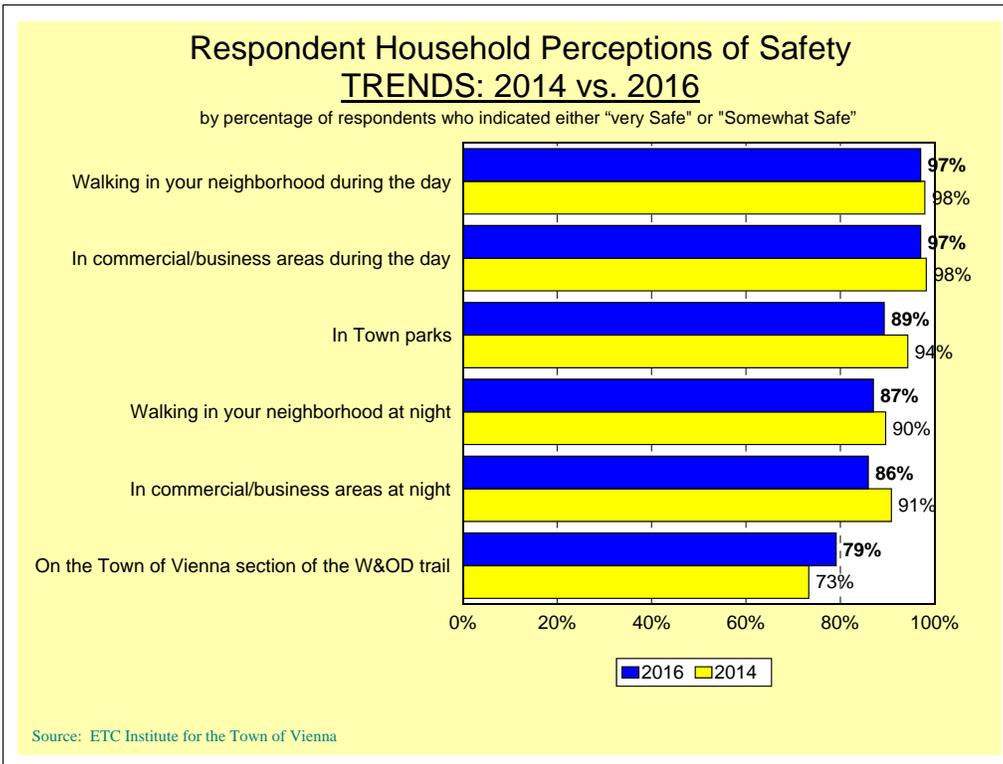
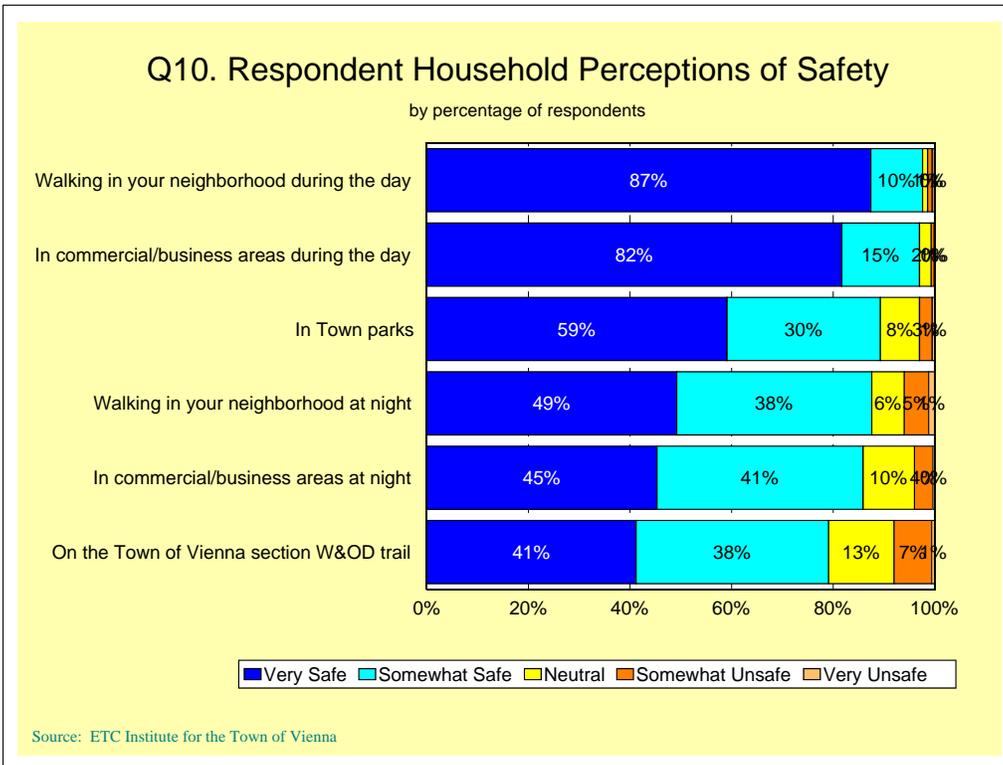
TRENDS: 2014 vs. 2016

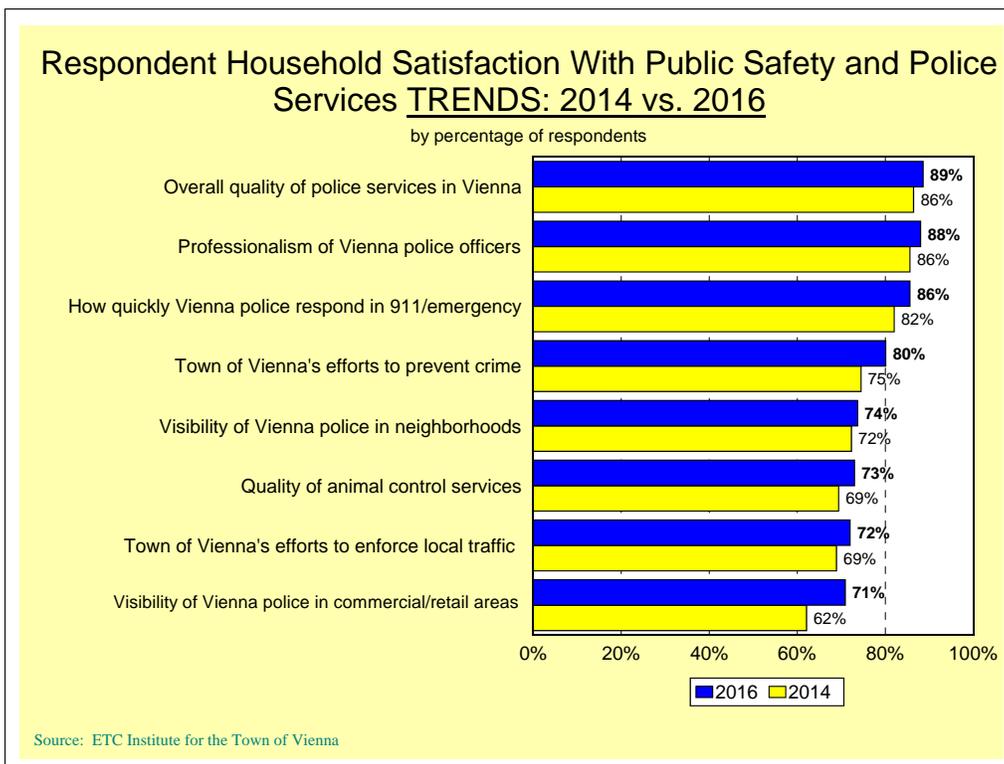
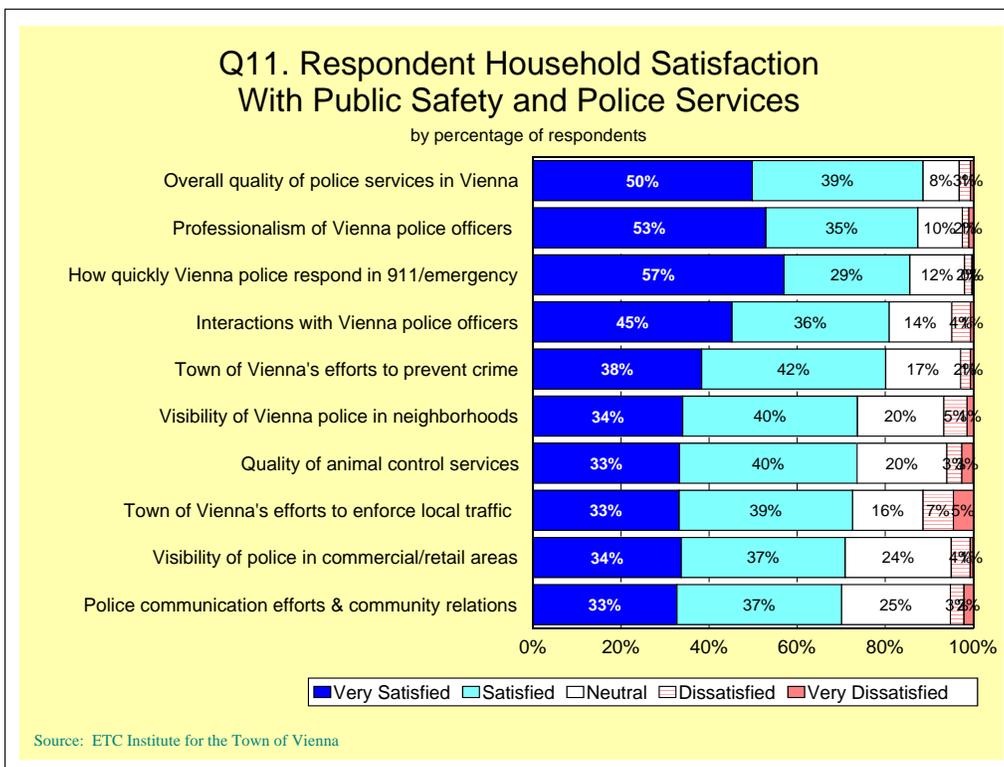
by percentage of respondents (without don't know)

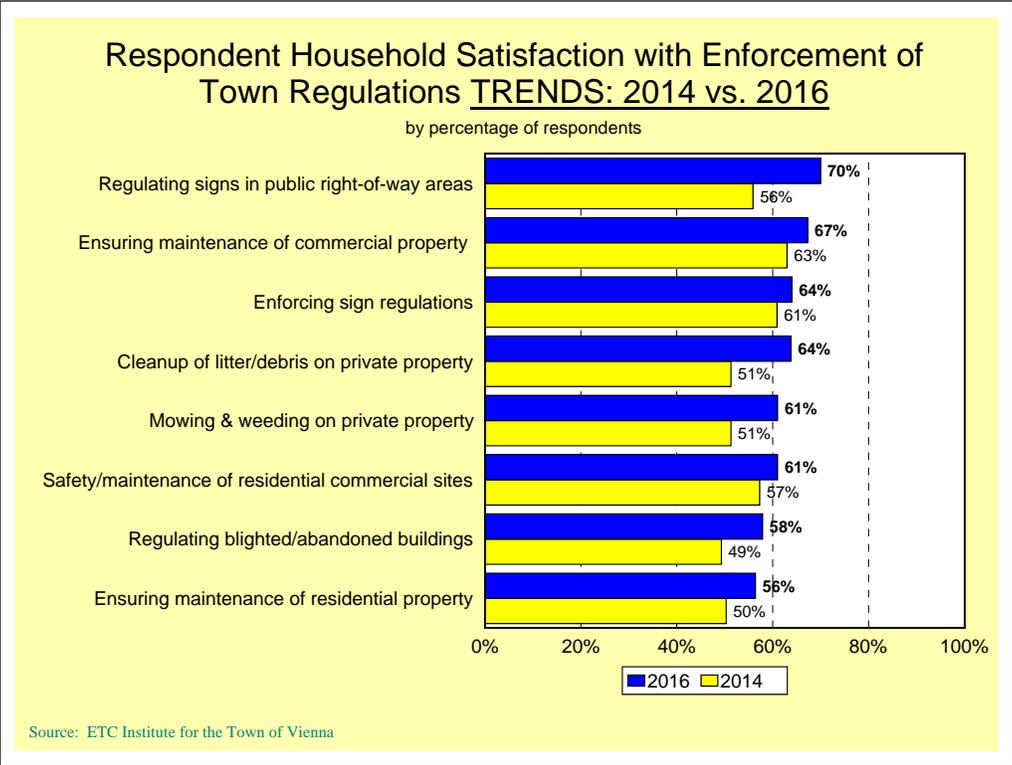
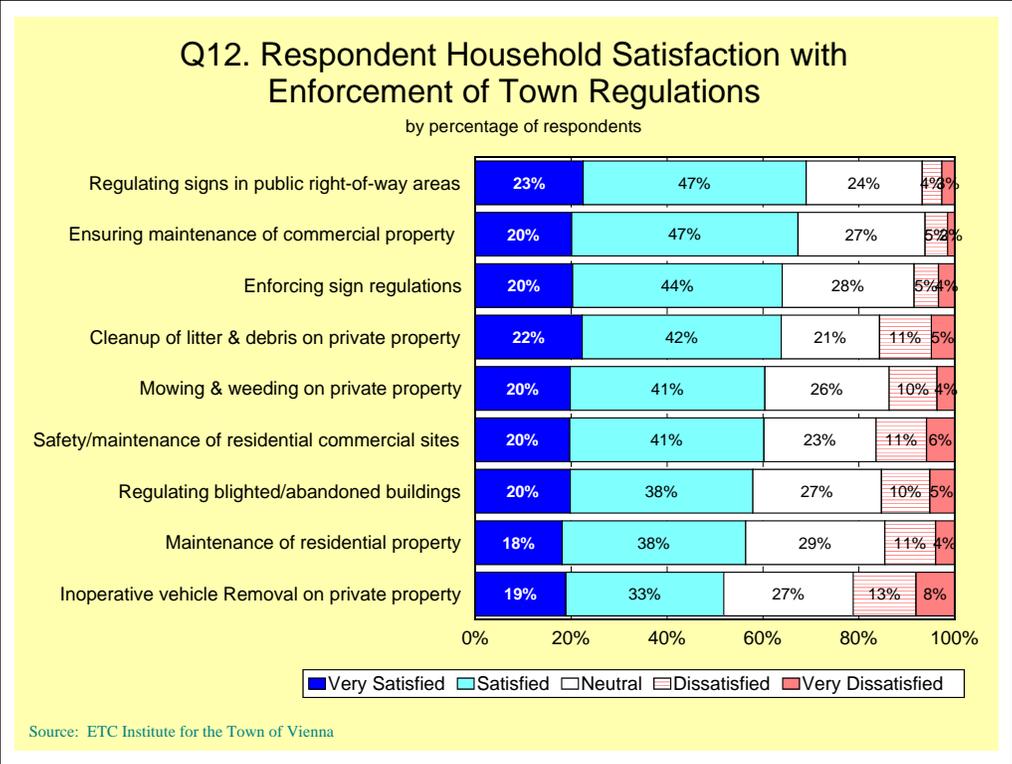


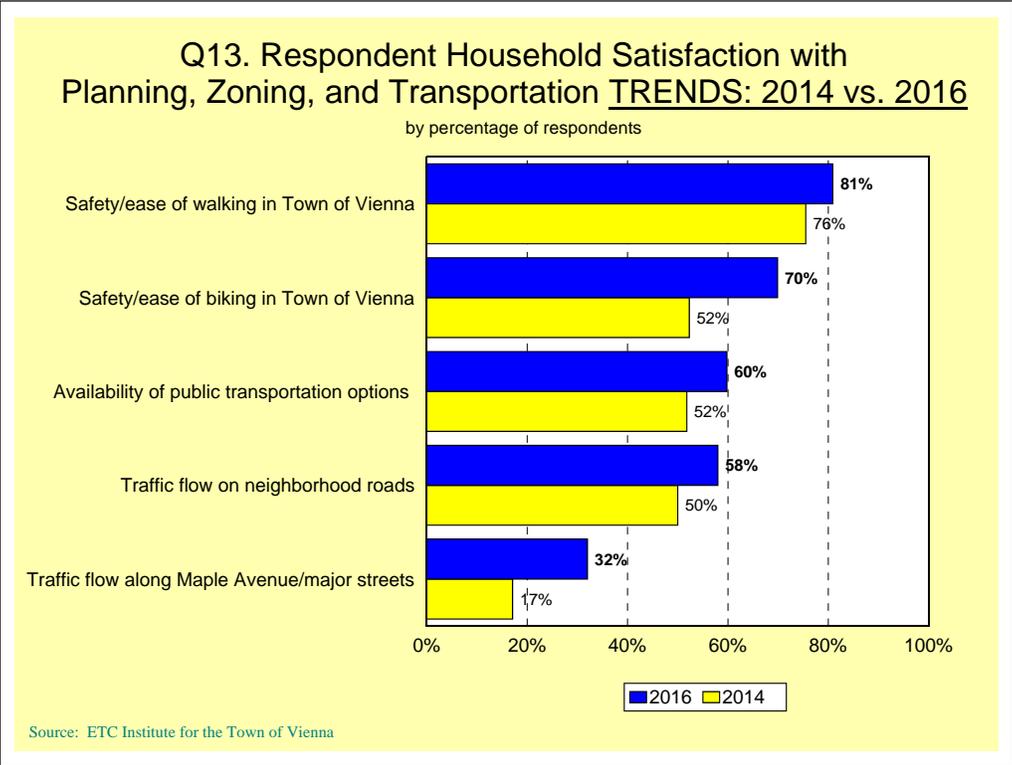
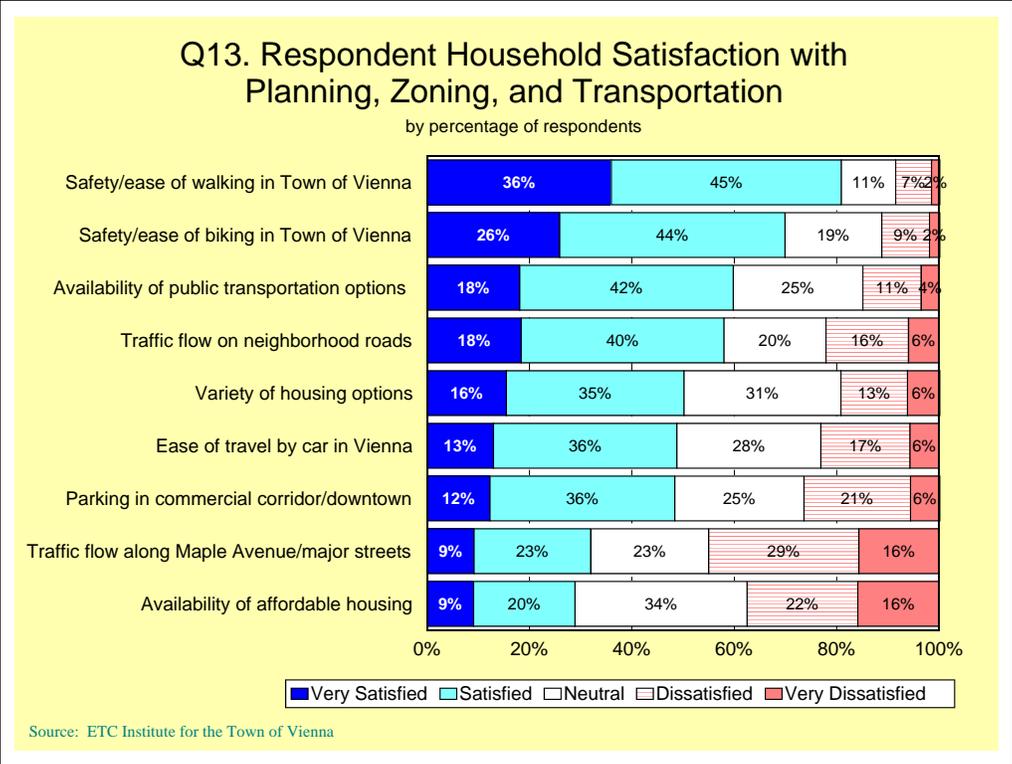
Source: ETC Institute for the Town of Vienna

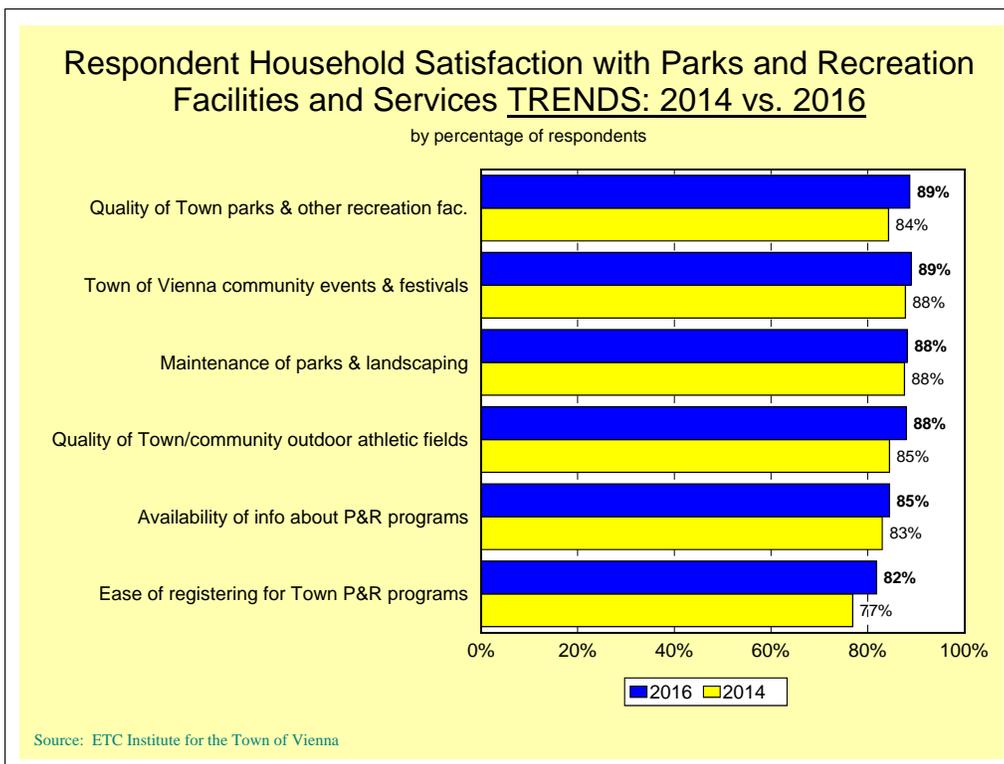
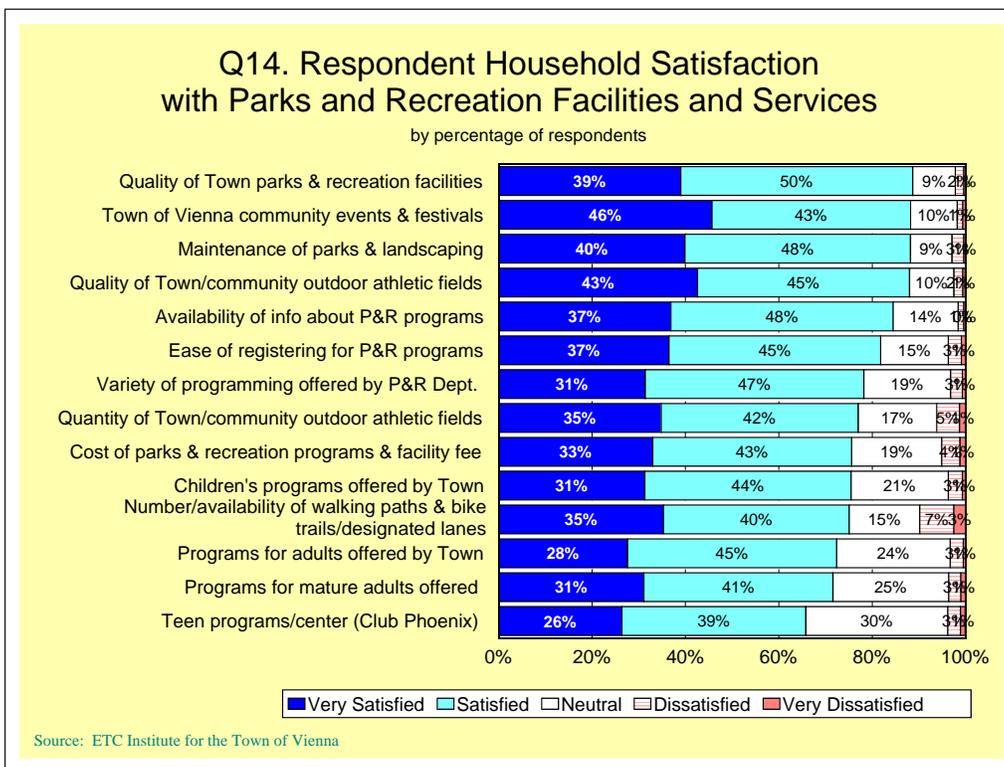






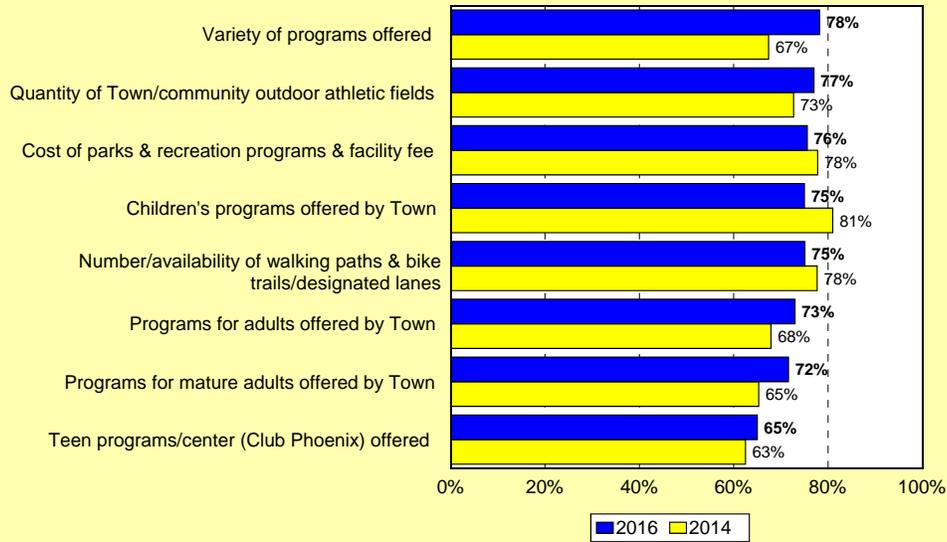






Respondent Household Satisfaction with Parks and Recreation Facilities and Services TRENDS: 2014 vs. 2016 Cont.

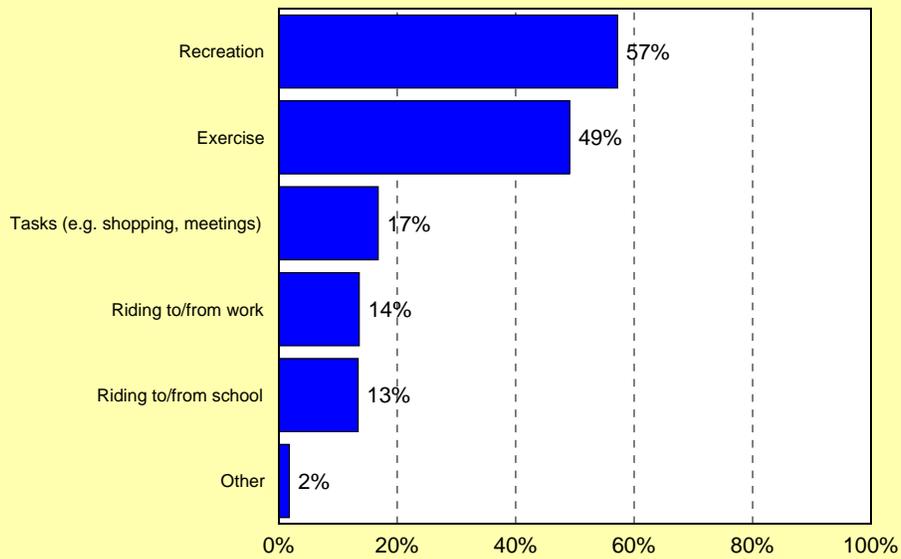
by percentage of respondents



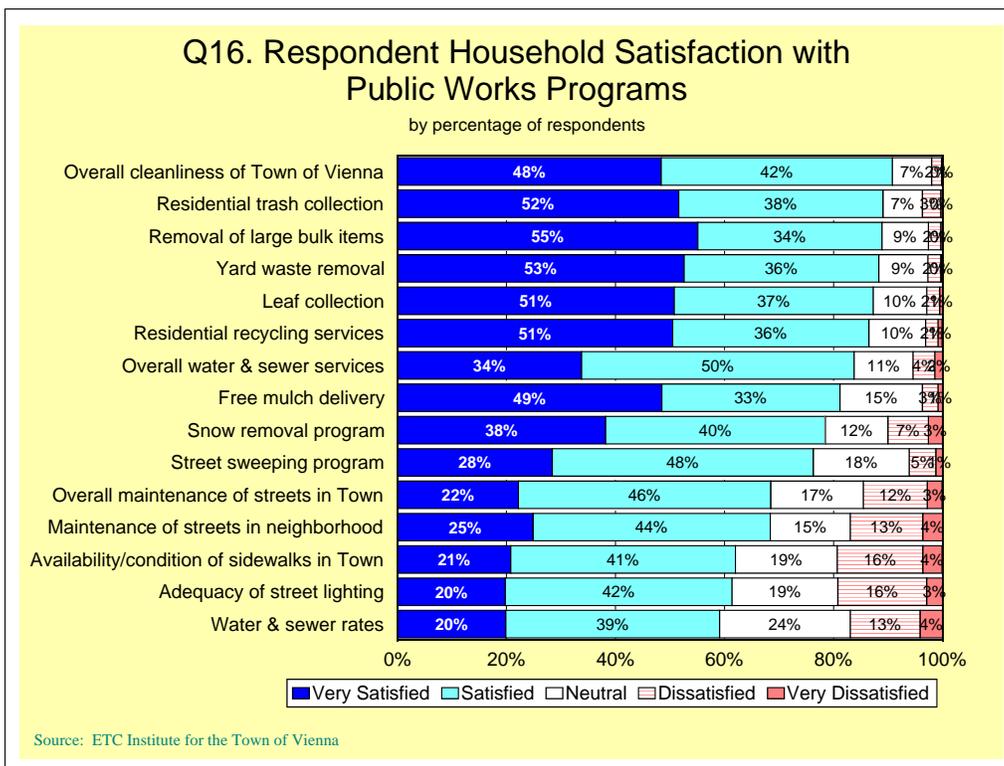
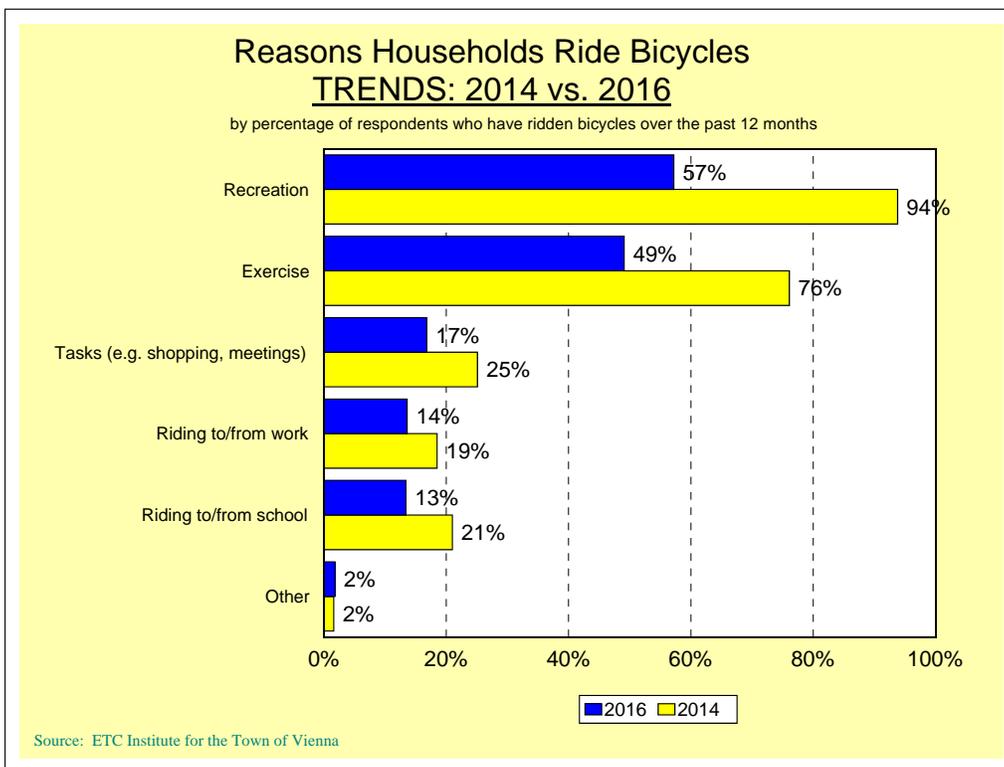
Source: ETC Institute for the Town of Vienna

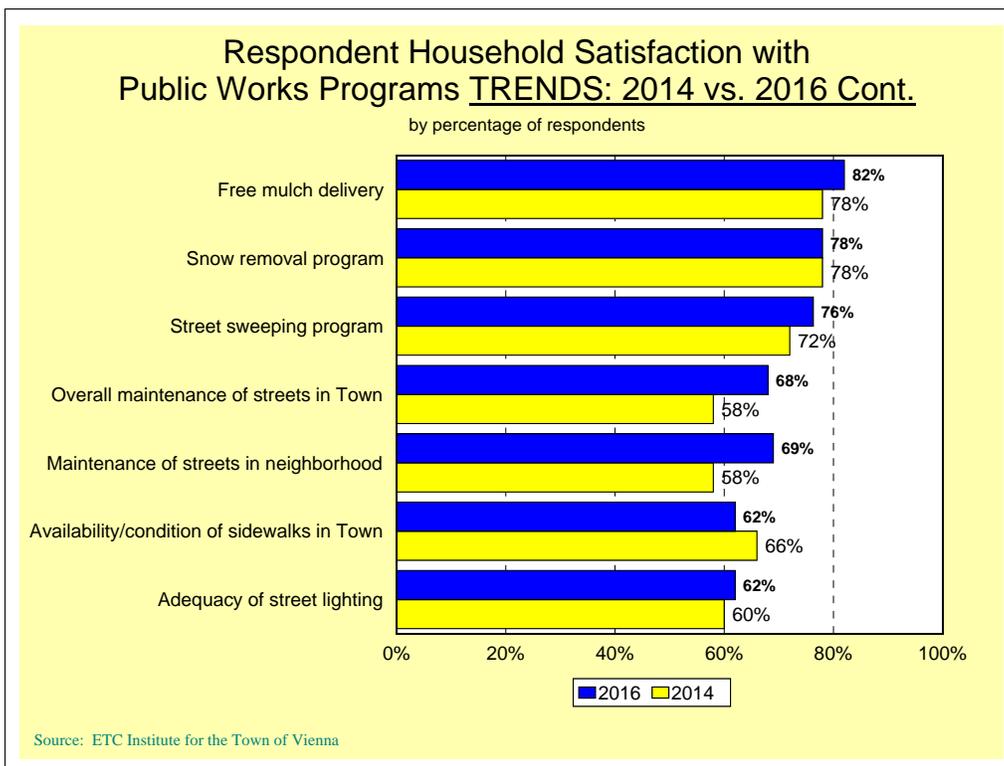
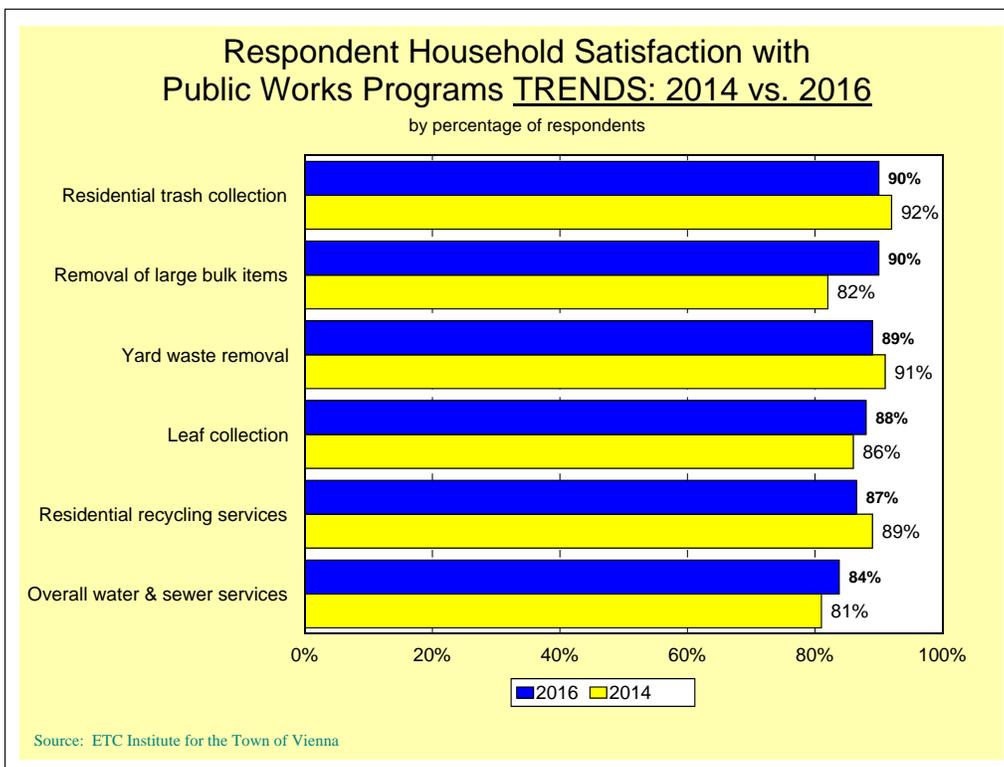
Q15. Reasons Households Ride Bicycles

by percentage of respondents who have ridden bicycles over the past 12 months



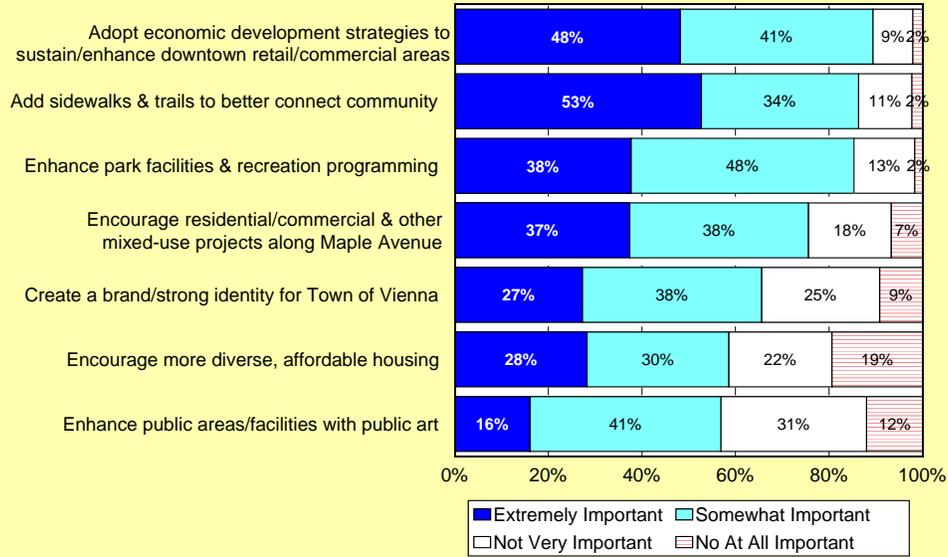
Source: ETC Institute for the Town of Vienna





Q17. Importance Placed on the Following Initiatives for the Town to Address Over the Next Five Years

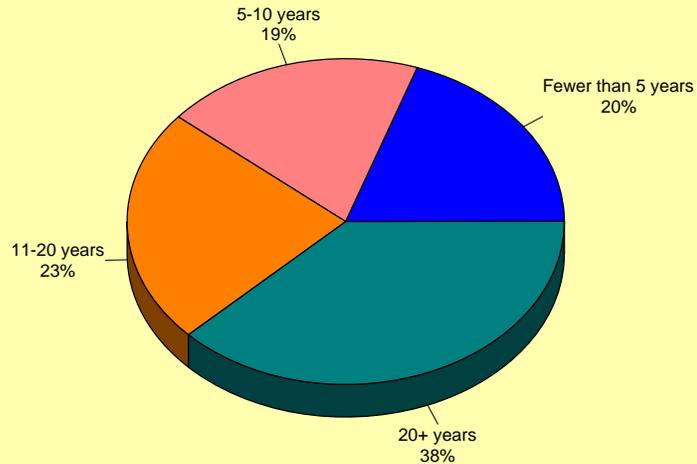
by percentage of respondents



Source: ETC Institute for the Town of Vienna

Q18. Demographics: How Many Years Have You Lived in the Town of Vienna?

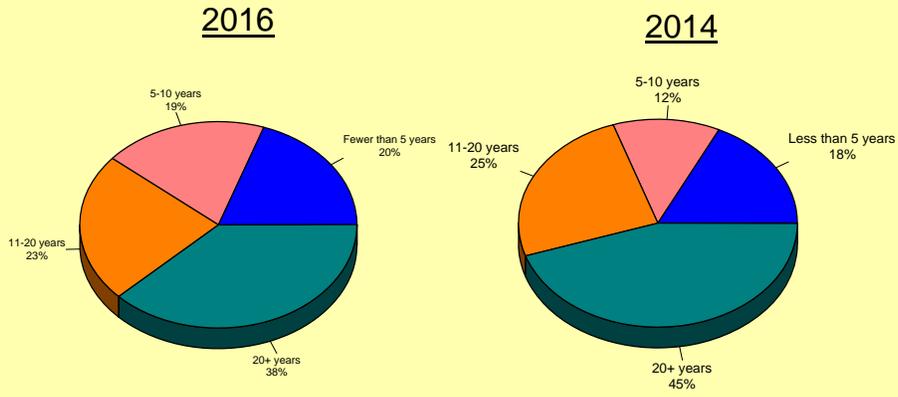
by percentage of respondents



Source: ETC Institute for the Town of Vienna

Demographics: How Many Years Have You Lived in the Town of Vienna? TRENDS: 2014 vs. 2016

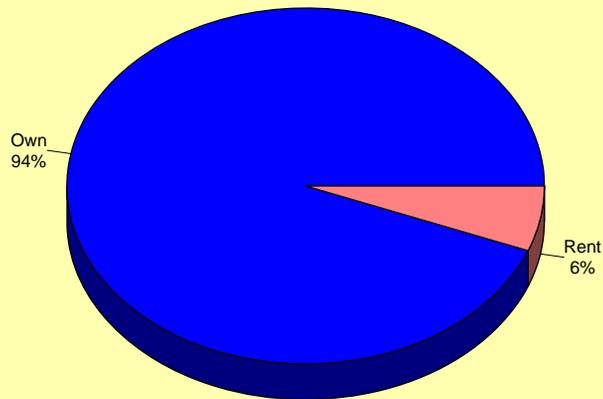
by percentage of respondents



Source: ETC Institute for the Town of Vienna

Q19. Demographics: Do You Rent or Own Your Residence?

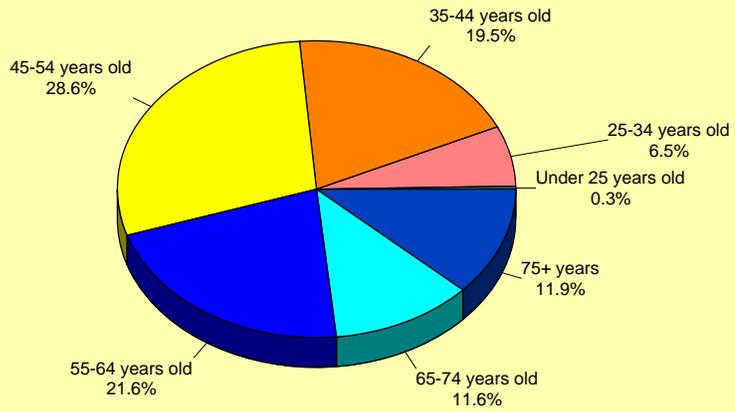
by percentage of respondents (excluding not provided)



Source: ETC Institute for the Town of Vienna

Q20. Demographics: Respondent Age

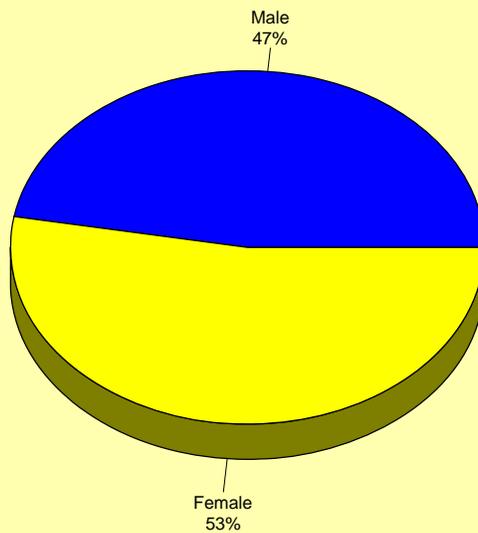
by percentage of respondents (excluding not provided)



Source: ETC Institute for the Town of Vienna

Q21. Demographics: Gender

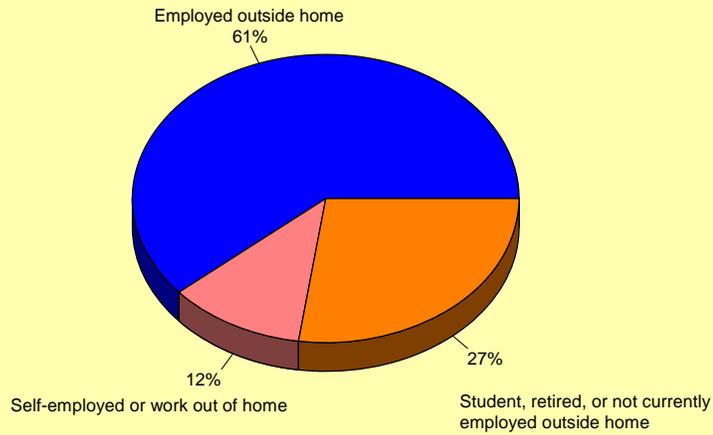
by percentage of respondents (excluding not provided)



Source: ETC Institute for the Town of Vienna

Q22. Demographics: Statement that Best Describes Your Employment Status

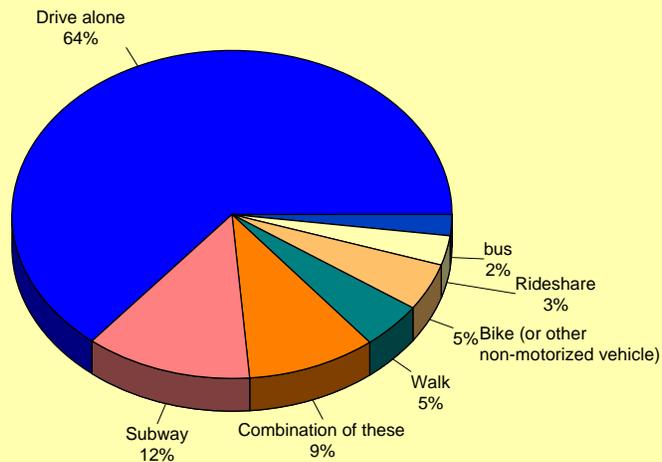
by percentage of respondents (excluding not provided)



Source: ETC Institute for the Town of Vienna

Q23. Demographics: How Respondent Travels to Work

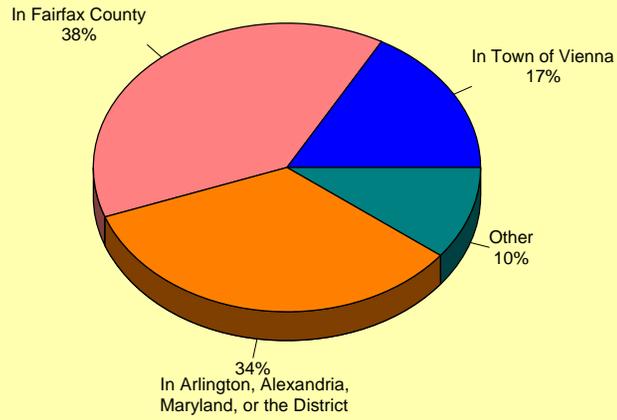
by percentage of respondents who work outside the home (excluding not provided)



Source: ETC Institute for the Town of Vienna

Q24. Demographics: Where Respondent Works

by percentage of respondents who work (excluding not provided)



Source: ETC Institute for the Town of Vienna

Section 3

Benchmarking



DirectionFinder® Survey

ETC Institute's *DirectionFinder*® program was originally developed in 1999 to help community leaders across the United States use statistically valid community survey data as a tool for making better decisions. Since November 1999, the survey has been administered in more than 210 cities and counties in 43 states. Most participating communities conduct the survey on an annual or biennial basis.

This report contains benchmarking data from a national survey that was administered by ETC Institute during the summer of 2013 to a random sample of 4,088 residents in the continental United States. From the national database a total of 531 responses were obtained from the Mid-Atlantic region of the United States which includes the states of Virginia, Pennsylvania, New Jersey, Maryland, Delaware, and Washington, D.C.

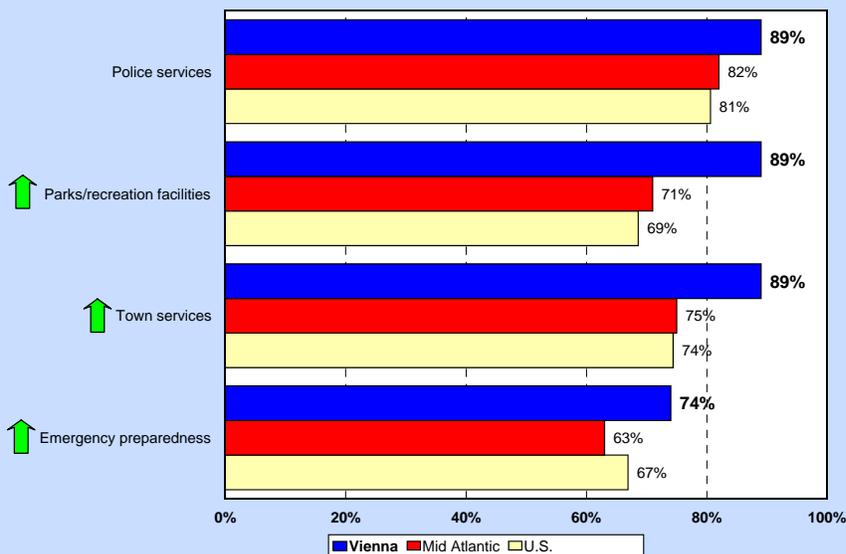
National Benchmarks

Note: The benchmarking data contained in this report is protected intellectual property. Any reproduction of the benchmarking information in this report by persons or organizations not directly affiliated with the City of Vienna, Virginia is not authorized without written consent from ETC Institute.

Significant Differences Are Noted As +/-10% Above  or Below  National and Regional Averages

Overall Satisfaction with Various City Services Vienna vs. Mid Atlantic vs. the U.S

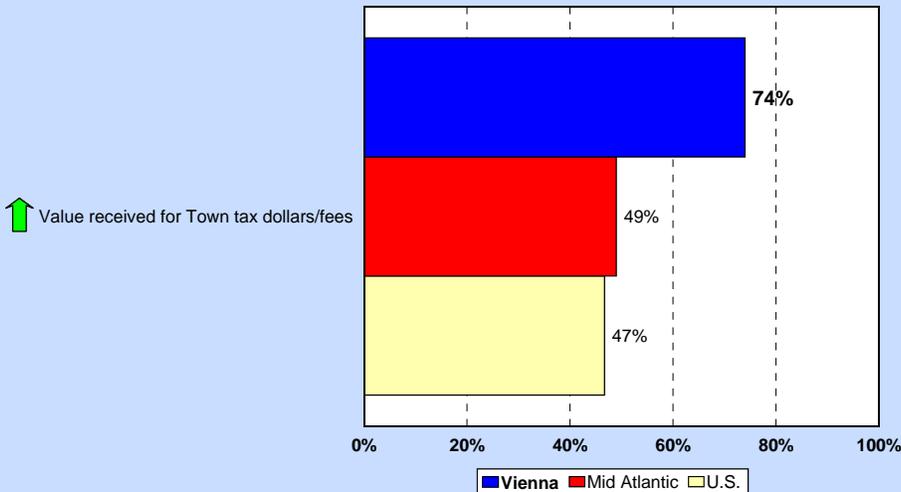
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Source: 2016 ETC Institute

Overall Satisfaction with the Quality of Life in Vienna Vienna vs. Mid Atlantic vs. the U.S

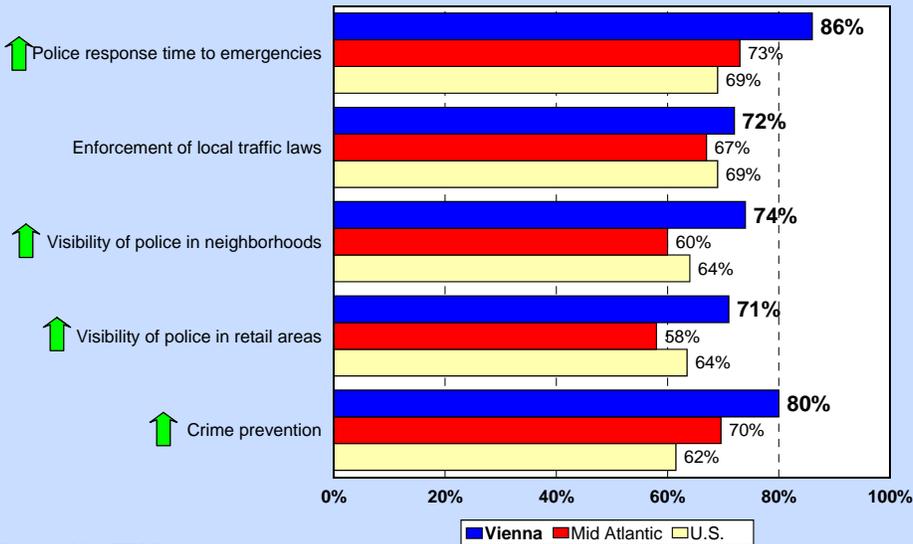
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



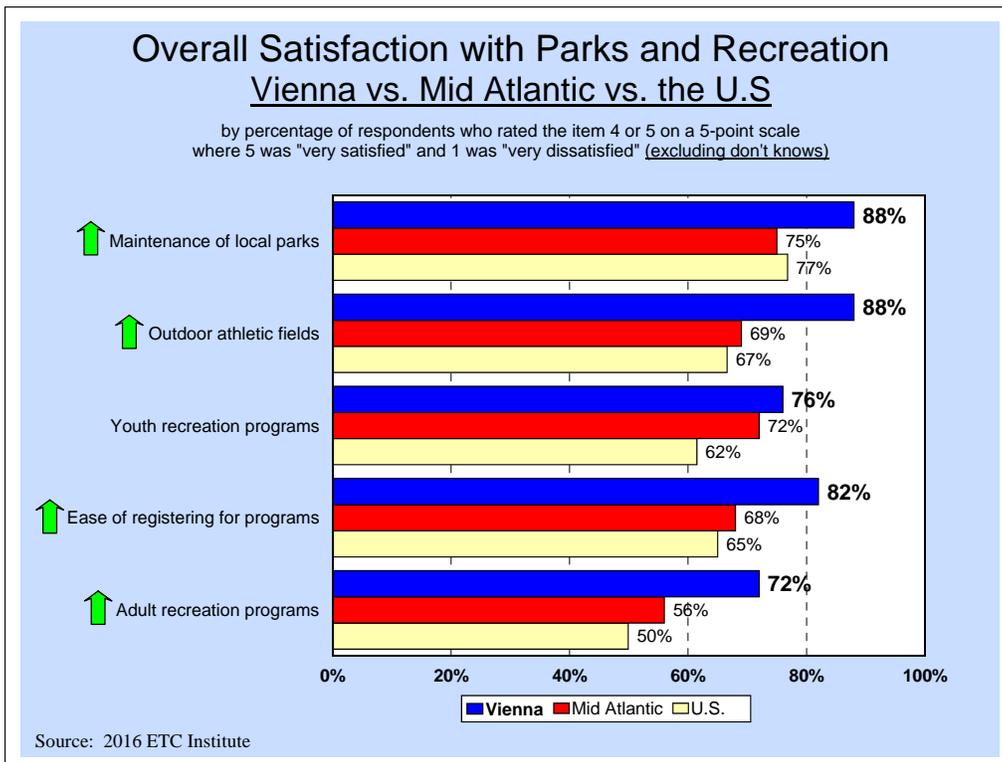
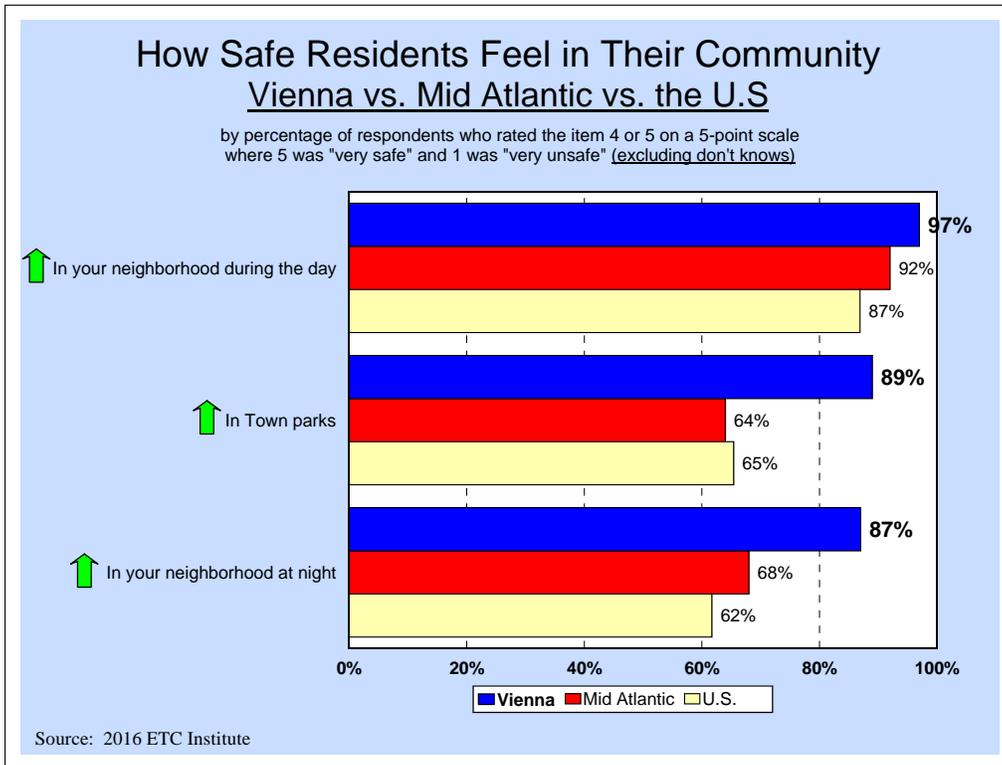
Source: 2016 ETC Institute

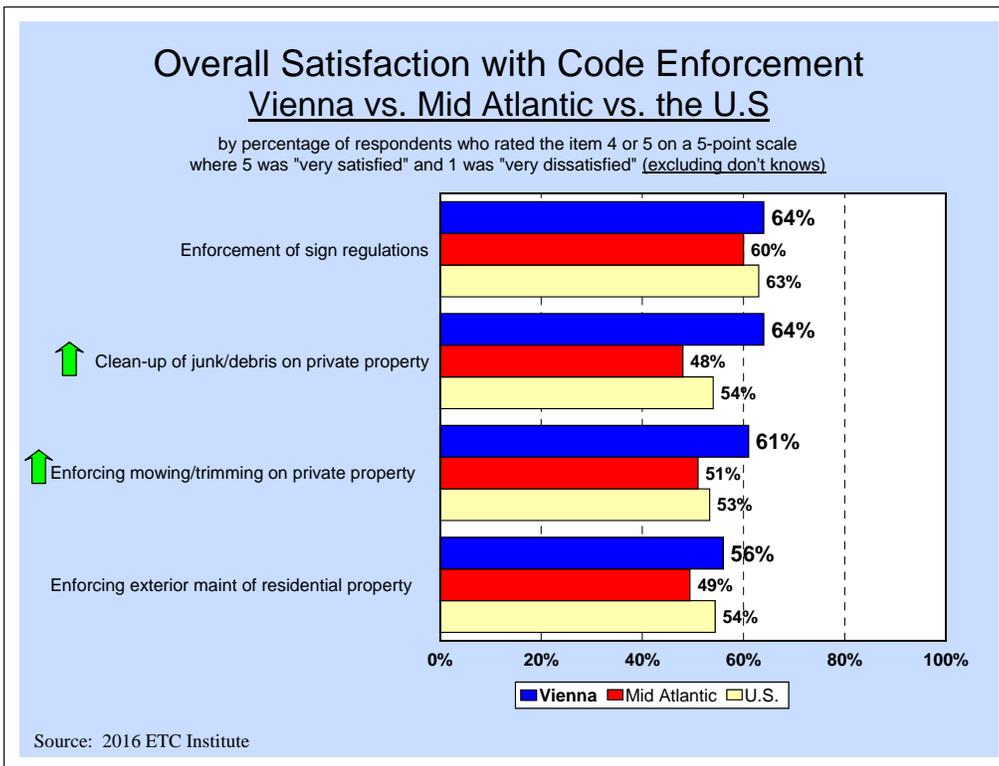
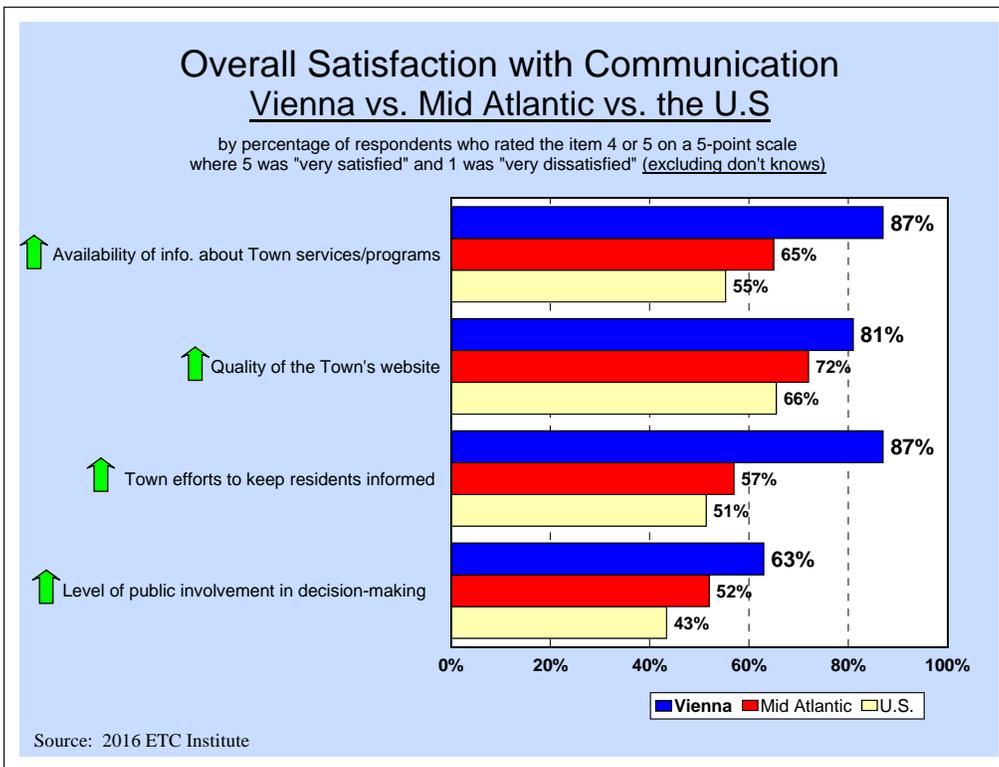
Overall Satisfaction with Public Safety and Police Services Vienna vs. Mid Atlantic vs. the U.S

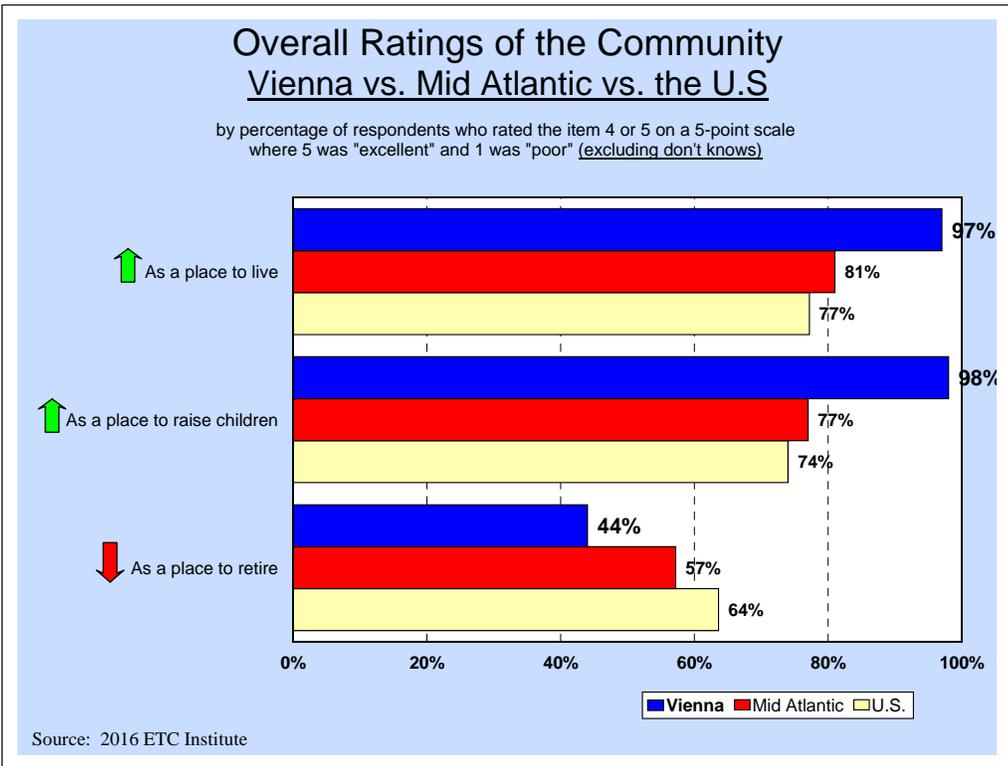
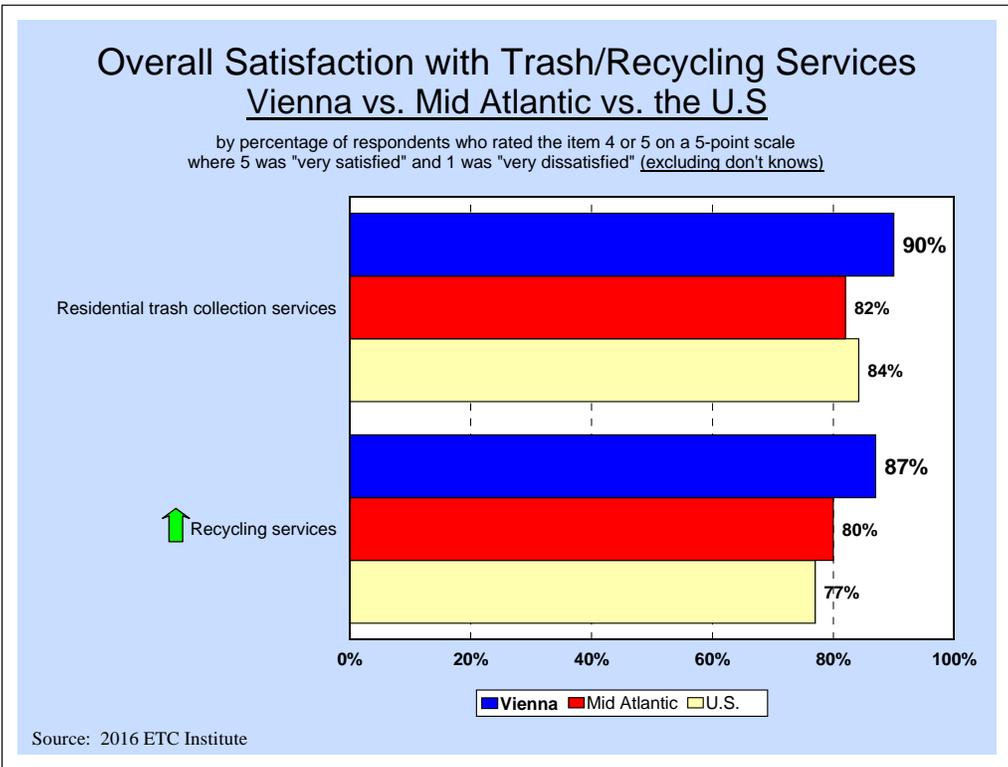
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Source: 2016 ETC Institute







Section 4

Survey Instrument



"The ear of the leader must ring with the voices of the people." – Woodrow Wilson

Dear Town of Vienna Resident:

We're so fortunate to live in a nation where government is "of the people, by the people, for the people." And here's an easy but important "by the people" opportunity, a chance for you to engage with your local government, the Town of Vienna, and share your insights and thoughts about our community. Your feedback is so important and will help the Town of Vienna plan, manage, and improve services and programs. **Please take the 10-15 minutes necessary to complete the enclosed five-page survey;** Town Councilmembers, staff, and I really want to hear what our citizens think.

Your household was one of a limited number in Town to be randomly selected to receive the 2016 Town of Vienna Citizen Survey. It's very important that *you* participate in the survey and respond to each of the questions. The time that you invest can help make Vienna an even better community.

The Town has partnered with ETC Institute of Olathe, Kansas, to administer this survey and compile the results. Let me assure you that your responses are confidential and will be reported to the Town only as collective data. Please return the survey within the next two weeks to ETC in the self-addressed, postage-paid envelope provided. If you prefer, you can take the survey online at www.2016TownofViennaSurvey.org. Please do not return surveys to the Town of Vienna.

Data from the survey will allow the Town to gauge how well our community is doing compared to 2014 (when the last citizen survey was administered) and to other communities around the region. The data will provide invaluable information about citizen satisfaction and help Town Councilmembers and staff better plan, prioritize, and improve services and programs.

If you have any questions about the 2016 Town of Vienna Citizen Survey, please call the public information office at 703-255-6330 or email lynne.dewilde@viennava.gov. Thank you for taking a few minutes to let your voice be heard in order to help shape a better Vienna.

Best regards,

Laurie A. DiRocco, Mayor

2016 Town of Vienna Community Survey

Thank you for taking 10-15 minutes to complete this survey. Your household was randomly selected, and your responses are anonymous and will be reported in group form only. The survey should be completed by an individual adult (someone 18 or older) who lives in the household.

Overall Opinion of the Town of Vienna

1. Please rate the Town of Vienna in the following quality-of-life categories:		Excellent	Good	Neutral	Below Average	Poor	Don't Know
1.	Vienna as a place to live	5	4	3	2	1	9
2.	Vienna as a place to raise and educate children	5	4	3	2	1	9
3.	Vienna as a place for play, recreation, and leisure	5	4	3	2	1	9
4.	Vienna as a place to retire	5	4	3	2	1	9
5.	Overall direction in which the Town of Vienna is moving	5	4	3	2	1	9

Overall Satisfaction with Quality of Life

2. Please rate your overall satisfaction level with the Town of Vienna in the following areas:		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	Mix and quality of retail/commercial businesses	5	4	3	2	1	9
2.	Sense of community in Vienna	5	4	3	2	1	9
3.	Quality of life in Vienna	5	4	3	2	1	9
4.	Quality of Town services	5	4	3	2	1	9
5.	Feeling of safety in Vienna	5	4	3	2	1	9
6.	Ease of getting to places you need to go on a regular basis	5	4	3	2	1	9
7.	Image/reputation of Vienna	5	4	3	2	1	9
8.	Value of Town services provided for taxes paid to the Town of Vienna	5	4	3	2	1	9
9.	Vienna's efforts to ensure that the community is prepared for emergencies	5	4	3	2	1	9

3. How likely would you be to recommend living in the Town of Vienna to someone who asks?
 ____ (4) Very Likely ____ (3) Somewhat Likely ____ (2) Somewhat Unlikely ____ (1) Unlikely

Communication and Public Outreach

4. Please rate your satisfaction with each of the areas noted below:		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	Availability of information about Town of Vienna services	5	4	3	2	1	9
2.	Overall quality of public information efforts (<i>newsletter, website, social media, TVCN</i>)	5	4	3	2	1	9
3.	Overall effectiveness of Town communications with the community	5	4	3	2	1	9
4.	Opportunities to participate in local government (<i>advisory boards, volunteering, input on decisions and initiatives</i>)	5	4	3	2	1	9
5.	Accessibility and responsiveness of mayor and councilmembers	5	4	3	2	1	9
6.	Accessibility and responsiveness of Town staff	5	4	3	2	1	9
7.	Opportunities for citizens to be involved in Town of Vienna decisions	5	4	3	2	1	9

5. Please rate your level of satisfaction with each of the items listed below as a source of information about Town issues, services, and events:		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	Town Newsletter	5	4	3	2	1	9
2.	Website (www.viennava.gov)	5	4	3	2	1	9
3.	Social media (Facebook/Twitter)	5	4	3	2	1	9
4.	Vienna Alerts	5	4	3	2	1	9
5.	Town Calendar	5	4	3	2	1	9
6.	Town's local access channel (TVCN) Cox 27 or Fios 38	5	4	3	2	1	9
7.	Vienna Happenings email blasts	5	4	3	2	1	9

6. Do you prefer to receive the Town newsletter by mail or online? ___(1) Mail ___(2) Online

7. Would you be interested in using a Town of Vienna mobile app? ___(1) Yes ___(2) No

8. Please indicate whether you or any member of your household has participated in the following activities in the past 12 months:		Yes	No
01.	Contacted Town of Vienna with a question or for assistance (<i>in person or by phone or email</i>)	1	2
02.	Contacted a Town of Vienna elected official	1	2
03.	Attended a Town of Vienna community event	1	2
04.	Participated in Vienna parks and recreation classes	1	2
05.	Visited a Town of Vienna park	1	2
06.	Attended a Town Council or Town board/committee meeting	1	2
07.	Been the victim of a crime in the Town of Vienna	1	2
08.	Used public transportation or rideshare to commute to work	1	2
09.	Used public transportation or rideshare to travel to a destination in the metro area	1	2
10.	Obtained information about events and programs from Town's website or social media pages	1	2
11.	Read the Town newsletter	1	2
12.	Watched a Town meeting or program on cable access channel Cox 27 or Fios 38	1	2

9. If a household member has contacted a Town of Vienna employee in the past 12 months, please rate how satisfied you were with your experience:		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	Ease of contacting someone who could address my request	5	4	3	2	1	9
2.	How quickly staff responded to my request	5	4	3	2	1	9
3.	The courtesy/professionalism of Town staff member	5	4	3	2	1	9
4.	Accuracy of information and assistance provided	5	4	3	2	1	9
5.	How well the issue was handled	5	4	3	2	1	9

Perception of Safety

10. Please rate how safe or unsafe you feel in the following situations:		Very Safe	Somewhat Safe	Neutral	Somewhat Unsafe	Very Unsafe	Don't Know
1.	Walking in your neighborhood during the day	5	4	3	2	1	9
2.	Walking in your neighborhood at night	5	4	3	2	1	9
3.	In commercial/business areas during the day	5	4	3	2	1	9
4.	In commercial/business areas at night	5	4	3	2	1	9
5.	In Town parks	5	4	3	2	1	9
6.	On the Town of Vienna section of the W&OD trail	5	4	3	2	1	9

Public Safety – Police Services

11. Place rate your satisfaction with each of the public safety areas listed below:		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01.	Overall quality of police services in Vienna	5	4	3	2	1	9
02.	Interactions with Vienna police officers	5	4	3	2	1	9
03.	Professionalism of Vienna police officers responding to emergencies	5	4	3	2	1	9
04.	How quickly Vienna police respond in 911/emergency situations	5	4	3	2	1	9
05.	Visibility of Vienna police in neighborhoods	5	4	3	2	1	9
06.	Visibility of Vienna police in commercial/retail areas	5	4	3	2	1	9
07.	Town of Vienna's efforts to prevent crime	5	4	3	2	1	9
08.	Town of Vienna's efforts to enforce local traffic laws	5	4	3	2	1	9
09.	Quality of animal control services	5	4	3	2	1	9
10.	Police communication efforts and community relations/education programs	5	4	3	2	1	9

Enforcement of Town Code Regulations

12. Please rate how satisfied you are with how well the Town enforces compliance with code requirements:		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	Ensuring compliance with cleanup of litter and debris on private property	5	4	3	2	1	9
2.	Ensuring compliance with mowing and weeding on private property	5	4	3	2	1	9
3.	Ensuring maintenance of residential property (<i>exterior of homes</i>)	5	4	3	2	1	9
4.	Ensuring maintenance of commercial property (<i>exterior of businesses</i>)	5	4	3	2	1	9
5.	Enforcing removal of inoperative vehicles from private property	5	4	3	2	1	9
6.	Enforcing sign regulations	5	4	3	2	1	9
7.	Regulating blighted/abandoned buildings	5	4	3	2	1	9
8.	Regulating signs in public right-of-way areas	5	4	3	2	1	9
9.	Enforcing start/end work times, monitoring litter, and maintaining accessible roadways at residential construction sites	5	4	3	2	1	9

Planning, Zoning, and Transportation

13. Please rate how satisfied you are with the Town's services and planning efforts to address:		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	Safety/ease of walking in the Town of Vienna	5	4	3	2	1	9
2.	Safety/ease of biking in the Town of Vienna	5	4	3	2	1	9
3.	Traffic flow on neighborhood roads	5	4	3	2	1	9
4.	Traffic flow along Maple Avenue and other major streets	5	4	3	2	1	9
5.	Availability of parking in the commercial corridor/downtown	5	4	3	2	1	9
6.	Ease of travel by car in Vienna	5	4	3	2	1	9
7.	Availability of public transportation options in and around Vienna	5	4	3	2	1	9
8.	Variety of housing options	5	4	3	2	1	9
9.	Availability of affordable housing	5	4	3	2	1	9

Parks and Recreation

14. The Town's community center is currently being renovated. Please rate your level of satisfaction with regard to each of these other parks and recreation areas:

		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01.	Quality of Town parks and other recreation facilities	5	4	3	2	1	9
02.	Maintenance of parks and landscaping	5	4	3	2	1	9
03.	QUALITY of Town/community outdoor athletic fields	5	4	3	2	1	9
04.	QUANTITY of Town/community outdoor athletic fields	5	4	3	2	1	9
05.	Availability of information about Town parks and recreation programs	5	4	3	2	1	9
06.	Ease of registering for Town parks and recreation programs	5	4	3	2	1	9
07.	Cost of parks and recreation programs and facility fees	5	4	3	2	1	9
08.	Children's programs offered by the Town	5	4	3	2	1	9
09.	Teen programs/center (<i>Club Phoenix</i>) offered by the Town	5	4	3	2	1	9
10.	Programs for adults offered by the Town	5	4	3	2	1	9
11.	Programs for mature adults offered by the Town	5	4	3	2	1	9
12.	Variety of programming offered through Vienna parks and recreation	5	4	3	2	1	9
13.	Town of Vienna community events and festivals	5	4	3	2	1	9
14.	Number/availability of walking paths and bike trails/designated lanes	5	4	3	2	1	9

15. If someone in your household has ridden a bicycle in the past 12 months, please check ALL of the purposes for which a bicycle was used:

- (1) Recreation (3) Tasks (e.g., shopping, meetings) (5) Riding to/from work
 (2) Riding to/from school (4) Exercise (6) Other: _____

Public Works

16. Please rate your satisfaction with the following public works services:

		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01.	Maintenance of streets in your neighborhood	5	4	3	2	1	9
02.	Overall maintenance of streets throughout Town	5	4	3	2	1	9
03.	Availability/condition of sidewalks throughout Town	5	4	3	2	1	9
04.	Adequacy of street lighting	5	4	3	2	1	9
05.	Street sweeping program	5	4	3	2	1	9
06.	Snow removal program	5	4	3	2	1	9
07.	Overall water and sewer services	5	4	3	2	1	9
08.	Water and sewer rates	5	4	3	2	1	9
09.	Residential trash collection	5	4	3	2	1	9
10.	Yard waste removal	5	4	3	2	1	9
11.	Leaf collection	5	4	3	2	1	9
12.	Free mulch delivery	5	4	3	2	1	9
13.	Residential recycling services	5	4	3	2	1	9
14.	Removal of large bulk items	5	4	3	2	1	9
15.	Overall cleanliness of Town of Vienna	5	4	3	2	1	9

17. How important is it to you that the Town addresses the following initiatives over the next five years?		Extremely Important	Somewhat Important	Not Very Important	Not at All Important	Don't Know
1.	Encourage residential/commercial and other mixed-use projects along Maple Avenue	4	3	2	1	9
2.	Enhance public locations/facilities through public art	4	3	2	1	9
3.	Create a brand/strong identity for the Town of Vienna	4	3	2	1	9
4.	Encourage more diverse, affordable housing	4	3	2	1	9
5.	Enhance park facilities and recreation programming	4	3	2	1	9
6.	Adopt economic development strategies to sustain/enhance downtown retail/commercial areas	4	3	2	1	9
7.	Add sidewalks and trails to better connect the community	4	3	2	1	9

Demographics

18. Approximately how many years have you lived in the Town of Vienna?

___(1) Fewer than 5 years ___(2) 5-10 years ___(3) 11-20 years ___(4) More than 20 years

19. Do you own or rent your current residence? ___(1) Own ___(2) Rent

20. What is your age?

___(1) Under 25 years old ___(2) 25-34 years old ___(3) 35-44 years old ___(4) 45-54 years old ___(5) 55-64 years old ___(6) 65-74 years old ___(7) 75 years or older

21. Your gender: ___(1) Male ___(2) Female

22. Which of the following best describes your employment status?

___(1) Employed outside the home
 ___(2) Self-employed or work from home
 ___(3) Student, retired, or not currently employed outside the home

23. If you travel to work, how do you get there?

___(1) Drive alone ___(2) Rideshare ___(3) Subway/train ___(4) Bus ___(5) Walk ___(6) Bike (or other non-motorized vehicle) ___(7) Combination of these

24. Which of the following best describes where you work?

___(1) In the Town of Vienna ___(2) In Fairfax County ___(3) In Arlington, Alexandria, Maryland, or the District ___(4) Other: _____

Thank you for completing the 2016 Town of Vienna Citizen Survey!

Please return your completed survey in the enclosed postage-paid envelope to:
 ETC Institute, 725 W. Frontier Circle, Olathe, KS 66061
Do not return to the Town of Vienna.

Your responses will remain completely confidential and will be used to help guide improvements in Town services, allowing us to serve you better. The information to the right will ONLY be used to help identify the level of satisfaction with Town services in your area.