

Charles County 2016 Citizen Survey

Please complete this questionnaire if you are the adult (age 18 or older) in the household who most recently had a birthday. The adult's year of birth does not matter. Please select the response (by circling the number or checking the box) that most closely represents your opinion for each question. Your responses are anonymous and will be reported in group form only.

1. Please rate each of the following aspects of quality of life in Charles County:

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
Charles County as a place to live.....	1	2	3	4	5
Your neighborhood as a place to live.....	1	2	3	4	5
Charles County as a place to raise children.....	1	2	3	4	5
Charles County as a place to work.....	1	2	3	4	5
Charles County as a place to visit.....	1	2	3	4	5
Charles County as a place to retire.....	1	2	3	4	5
The overall quality of life in Charles County.....	1	2	3	4	5

2. Please rate each of the following characteristics as they relate to Charles County as a whole:

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
Overall feeling of safety in Charles County.....	1	2	3	4	5
Overall ease of getting to the places you usually have to visit.....	1	2	3	4	5
Quality of overall natural environment in Charles County.....	1	2	3	4	5
Overall "built environment" of Charles County (including overall design, buildings, parks and transportation systems).....	1	2	3	4	5
Health and wellness opportunities in Charles County.....	1	2	3	4	5
Overall opportunities for education and enrichment.....	1	2	3	4	5
Overall economic health of Charles County.....	1	2	3	4	5
Sense of community.....	1	2	3	4	5
Overall image or reputation of Charles County.....	1	2	3	4	5

3. Please indicate how likely or unlikely you are to do each of the following:

	<i>Very likely</i>	<i>Somewhat likely</i>	<i>Somewhat unlikely</i>	<i>Very unlikely</i>	<i>Don't know</i>
Recommend living in Charles County to someone who asks.....	1	2	3	4	5
Remain in Charles County for the next five years.....	1	2	3	4	5

4. Please rate how safe or unsafe you feel:

	<i>Very safe</i>	<i>Somewhat safe</i>	<i>Neither safe nor unsafe</i>	<i>Somewhat unsafe</i>	<i>Very unsafe</i>	<i>Don't know</i>
In your neighborhood during the day.....	1	2	3	4	5	6
In Charles County's downtown/commercial area during the day.....	1	2	3	4	5	6

5. Please rate each of the following characteristics as they relate to Charles County as a whole:

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
Traffic flow on major streets.....	1	2	3	4	5
Ease of travel by car in Charles County.....	1	2	3	4	5
Ease of travel by public transportation in Charles County.....	1	2	3	4	5
Ease of travel by bicycle in Charles County.....	1	2	3	4	5
Ease of walking in Charles County.....	1	2	3	4	5
Availability of paths and walking trails.....	1	2	3	4	5
Air quality.....	1	2	3	4	5
Cleanliness of Charles County.....	1	2	3	4	5
Overall appearance of Charles County.....	1	2	3	4	5
Public places where people want to spend time.....	1	2	3	4	5
Variety of housing options.....	1	2	3	4	5
Availability of affordable quality housing.....	1	2	3	4	5
Fitness opportunities (including exercise classes and paths or trails, etc.).....	1	2	3	4	5
Recreational opportunities.....	1	2	3	4	5
Availability of affordable quality food.....	1	2	3	4	5
Availability of affordable quality health care.....	1	2	3	4	5
Availability of preventive health services.....	1	2	3	4	5
Availability of affordable quality mental health care.....	1	2	3	4	5

6. Please rate each of the following characteristics as they relate to Charles County as a whole:

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
Availability of affordable quality child care/preschool	1	2	3	4	5
K-12 education	1	2	3	4	5
Adult educational opportunities.....	1	2	3	4	5
Opportunities to attend cultural/arts/music activities	1	2	3	4	5
Employment opportunities	1	2	3	4	5
Shopping opportunities.....	1	2	3	4	5
Cost of living in Charles County.....	1	2	3	4	5
Overall quality of business and service establishments in Charles County.....	1	2	3	4	5
Vibrant downtown/commercial area	1	2	3	4	5
Overall quality of new development in Charles County.....	1	2	3	4	5
Opportunities to participate in social events and activities	1	2	3	4	5
Opportunities to volunteer.....	1	2	3	4	5
Opportunities to participate in community matters	1	2	3	4	5
Openness and acceptance of the community toward people of diverse backgrounds	1	2	3	4	5
Neighborliness of residents in Charles County	1	2	3	4	5

7. Please indicate whether or not you have done each of the following in the last 12 months.

	<i>No</i>	<i>Yes</i>
Made efforts to conserve water	1	2
Made efforts to make your home more energy efficient	1	2
Observed a code violation or other hazard in Charles County (weeds, abandoned buildings, etc.).....	1	2
Household member was a victim of a crime in Charles County	1	2
Reported a crime to the police in Charles County	1	2
Stocked supplies in preparation for an emergency	1	2
Campaigned or advocated for an issue, cause or candidate	1	2
Contacted Charles County (in-person, phone, email or web) for help or information.....	1	2
Contacted Charles County elected officials (in-person, phone, email or web) to express your opinion.....	1	2
Utilized the services of animal control or the Tri-County Animal Shelter	1	2

8. In the last 12 months, about how many times, if at all, have you or other household members done each of the following in Charles County?

	<i>2 times a week or more</i>	<i>2-4 times a month</i>	<i>Once a month or less</i>	<i>Not at all</i>
Used Charles County recreation centers or their services	1	2	3	4
Visited a neighborhood park or County park.....	1	2	3	4
Used Charles County public libraries or their services	1	2	3	4
Attended a County-sponsored event.....	1	2	3	4
Used bus, rail, subway or other public transportation instead of driving.....	1	2	3	4
Carpooled with other adults or children instead of driving alone.....	1	2	3	4
Walked or biked instead of driving	1	2	3	4
Volunteered your time to some group/activity in Charles County	1	2	3	4
Participated in a club	1	2	3	4
Talked to or visited with your immediate neighbors	1	2	3	4
Done a favor for a neighbor.....	1	2	3	4

9. Thinking about local public meetings (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.), in the last 12 months, about how many times, if at all, have you or other household members attended or watched a local public meeting?

	<i>2 times a week or more</i>	<i>2-4 times a month</i>	<i>Once a month or less</i>	<i>Not at all</i>
<u>Attended</u> a local public meeting	1	2	3	4
<u>Watched</u> (online or on television) a local public meeting.....	1	2	3	4

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10. Please rate the quality of each of the following services in Charles County:

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
Police/Sheriff services.....	1	2	3	4	5
Fire services.....	1	2	3	4	5
Ambulance or emergency medical services	1	2	3	4	5
Crime prevention.....	1	2	3	4	5
Fire prevention and education.....	1	2	3	4	5
Traffic enforcement	1	2	3	4	5
Street repair	1	2	3	4	5
Street cleaning	1	2	3	4	5
Street lighting.....	1	2	3	4	5
Snow removal	1	2	3	4	5
Sidewalk maintenance	1	2	3	4	5
Traffic signal timing.....	1	2	3	4	5
Bus or transit services.....	1	2	3	4	5
Garbage collection.....	1	2	3	4	5
Recycling	1	2	3	4	5
Yard waste pick-up	1	2	3	4	5
Storm drainage	1	2	3	4	5
Drinking water.....	1	2	3	4	5
Sewer services	1	2	3	4	5
Power (electric and/or gas) utility.....	1	2	3	4	5
Water and sewer utility billing	1	2	3	4	5
County parks.....	1	2	3	4	5
Recreation programs or classes.....	1	2	3	4	5
Recreation centers or facilities	1	2	3	4	5
Land use, planning and zoning.....	1	2	3	4	5
Code enforcement (weeds, abandoned buildings, etc.)	1	2	3	4	5
Animal control.....	1	2	3	4	5
Economic development	1	2	3	4	5
Health services	1	2	3	4	5
Public library services	1	2	3	4	5
Public information services	1	2	3	4	5
Cable television.....	1	2	3	4	5
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations).....	1	2	3	4	5
Preservation of natural areas such as open space, farmlands and greenbelts.....	1	2	3	4	5
Charles County open space	1	2	3	4	5
County-sponsored special events	1	2	3	4	5
Overall customer service by Charles County employees (police, receptionists, planners, etc.).....	1	2	3	4	5
Services and programs for seniors aged 55 and older.....	1	2	3	4	5

11. Overall, how would you rate the quality of the services provided by each of the following?

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
Charles County.....	1	2	3	4	5
The Federal Government	1	2	3	4	5

12. Please rate the following categories of Charles County government performance:

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
The value of services for the taxes paid to Charles County	1	2	3	4	5
The overall direction that Charles County is taking.....	1	2	3	4	5
The job Charles County government does at welcoming citizen involvement..	1	2	3	4	5
Overall confidence in Charles County government	1	2	3	4	5
Generally acting in the best interest of the community	1	2	3	4	5
Being honest.....	1	2	3	4	5
Treating all residents fairly	1	2	3	4	5

13. Please rate how important, if at all, you think it is for the Charles County community to focus on each of the following in the coming two years:

	<i>Essential</i>	<i>Very important</i>	<i>Somewhat important</i>	<i>Not at all important</i>
Overall feeling of safety in Charles County	1	2	3	4
Overall ease of getting to the places you usually have to visit	1	2	3	4
Quality of overall natural environment in Charles County	1	2	3	4
Overall “built environment” of Charles County (including overall design, buildings, parks and transportation systems)	1	2	3	4
Health and wellness opportunities in Charles County	1	2	3	4
Overall opportunities for education and enrichment.....	1	2	3	4
Overall economic health of Charles County.....	1	2	3	4
Sense of community.....	1	2	3	4

14. Traffic congestion is a problem in parts of Charles County. In your opinion, how important, if at all, is it for Charles County to invest in the following in order to relieve traffic congestion?

	<i>Essential</i>	<i>Very important</i>	<i>Somewhat important</i>	<i>Not at all important</i>
Bus transit	1	2	3	4
Rail transit	1	2	3	4
Sidewalks and bike trails	1	2	3	4
Road improvements.....	1	2	3	4

15. Please indicate your level of preference, if any, for each of the following current and potential future sources for receiving information and updates about Charles County Government meetings, events, and services:

	<i>Strongly prefer</i>	<i>Somewhat prefer</i>	<i>Do not prefer</i>
Social media (e.g., Facebook, Twitter or YouTube)	1	2	3
Charles County Government Television – CCGTV (Comcast channel 95 and Verizon channel 10)	1	2	3
Email (e-newsletters)	1	2	3
Mobile phone app (currently being considered for development by the County).....	1	2	3
County website (www.CharlesCountyMD.gov).....	1	2	3
Direct mail.....	1	2	3
Citizen Notification System (Everbridge).....	1	2	3

16. Have you had any in-person, phone, or email contact with a County employee within the last 12 months (including police, utility, receptionists, or any others)?

No → Go to Question 19 Yes → Go to Question 17

17. How did you reach the County employee(s) in your most recent contact?

Phone In person Email or online

18. What was your impression of the County employee(s) in your most recent contact? (Rate each characteristic below.)

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
Friendliness	1	2	3	4	5
Knowledge.....	1	2	3	4	5
Helpfulness.....	1	2	3	4	5
Overall impression.....	1	2	3	4	5

19. Would you prefer to receive County tax bills electronically?

Yes No No preference

20. Please indicate to what extent you agree or disagree with the following statements regarding the County website, www.charlescountymd.gov:

	<i>Strongly agree</i>	<i>Somewhat agree</i>	<i>Somewhat disagree</i>	<i>Strongly disagree</i>	<i>Don't know</i>
The website content is valuable	1	2	3	4	5
The website is user-friendly and easy to navigate	1	2	3	4	5
The website provides the services I need	1	2	3	4	5
I am able to find the information I need using the website search engine	1	2	3	4	5

21. Please rate how important each of the following capabilities are to you if you had to call 9-1-1:

	<i>Essential</i>	<i>Very important</i>	<i>Somewhat important</i>	<i>Not at all important</i>	<i>Don't know</i>
Increased Caller Location Accuracy	1	2	3	4	5
Text to 9-1-1	1	2	3	4	5
Pictures and Video to 9-1-1	1	2	3	4	5
Routing Calls to the correct Public Safety Answering Point.....	1	2	3	4	5
Automatic Crash Notification or Medical Information	1	2	3	4	5

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Our last questions are about you and your household. Again, all of your responses to this survey are completely anonymous and will be reported in group form only.

D1. How often, if at all, do you do each of the following, considering all of the times you could?

	<i>Never</i>	<i>Rarely</i>	<i>Sometimes</i>	<i>Usually</i>	<i>Always</i>
Recycle at home.....	1	2	3	4	5
Purchase goods or services from a business located in Charles County.....	1	2	3	4	5
Eat at least 5 portions of fruits and vegetables a day.....	1	2	3	4	5
Participate in moderate or vigorous physical activity.....	1	2	3	4	5
Read or watch local news (via television, paper, computer, etc.).....	1	2	3	4	5
Vote in local elections.....	1	2	3	4	5

D2. Would you say that in general your health is:

- Excellent Very good Good Fair Poor

D3. 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:

- Very positive Somewhat positive Neutral Somewhat negative Very negative

D4. What is your employment status?

- Working full time for pay
 Working part time for pay
 Unemployed, looking for paid work
 Unemployed, not looking for paid work
 Fully retired

D5. Do you work inside the boundaries of Charles County?

- Yes, outside the home
 Yes, from home
 No

D6. How many years have you lived in Charles County?

- Less than 2 years 11-20 years
 2-5 years More than 20 years
 6-10 years

D7. Which best describes the building you live in?

- One family house detached from any other houses
 Building with two or more homes (duplex, townhome, apartment or condominium)
 Mobile home
 Other

D8. Is this house, apartment or mobile home...

- Rented
 Owned

D9. About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance and homeowners' association (HOA) fees)?

- Less than \$300 per month
 \$300 to \$599 per month
 \$600 to \$999 per month
 \$1,000 to \$1,499 per month
 \$1,500 to \$2,499 per month
 \$2,500 or more per month

D10. Do any children 17 or under live in your household?

- No Yes

D11. Are you or any other members of your household aged 65 or older?

- No Yes

D12. How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)

- Less than \$25,000
 \$25,000 to \$49,999
 \$50,000 to \$99,999
 \$100,000 to \$149,999
 \$150,000 or more

Please respond to both questions D13 and D14:

D13. Are you Spanish, Hispanic or Latino?

- No, not Spanish, Hispanic or Latino
 Yes, I consider myself to be Spanish, Hispanic or Latino

D14. What is your race? (Mark one or more races to indicate what race you consider yourself to be.)

- American Indian or Alaskan Native
 Asian, Asian Indian or Pacific Islander
 Black or African American
 White
 Other

D15. In which category is your age?

- 18-24 years 55-64 years
 25-34 years 65-74 years
 35-44 years 75 years or older
 45-54 years

D16. What is your sex?

- Female Male

D17. Do you consider a cell phone or land line your primary telephone number?

- Cell Land line Both

Thank you for completing this survey. Please return the completed survey in the postage-paid envelope to: National Research Center, Inc., PO Box 549, Belle Mead, NJ 08502