



City of Annapolis 2013 Citizen Survey

Report of Findings

Conducted by

OPINIONWORKS
PUBLIC SPIRITED RESEARCH

706 Giddings Avenue • Suite 2C • Annapolis • Maryland 21401
(410) 280-2000 • fax: (410) 280-3400 • www.OpinionWorks.com

February 18, 2014

Ms. Virginia Burke
Acting City Manager
City of Annapolis
160 Duke of Gloucester
Annapolis, MD, 21401

Dear Virginia:

I am pleased to transit the attached final report for the 2013 Annapolis Citizen Survey. As a long-time Annapolis resident and business owner, it was a privilege to undertake this work for my home town.

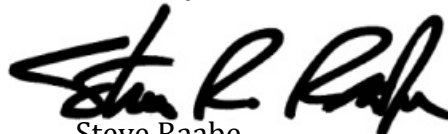
OpinionWorks conducts public surveys for state and local jurisdictions across the country. We have worked recently for the cities of St. Petersburg, Florida; Portland, Maine; and the District of Columbia; and for the counties surrounding Portland, Oregon; Salt Lake City, Utah; Cincinnati, Ohio; and Syracuse, New York; as well as extensively for jurisdictions within this region.

A carefully-conducted survey of this nature can help local jurisdictions make sound, well-informed public policy decisions. As a complement to public meetings which attract the most engaged citizens, a scientific public survey has an important role in creating an objective picture of residents' perspectives and opinions.

Over six weeks, a representative sampling of residents was collected for this survey. Randomly-selected residents were invited to participate through the mail, online, and by telephone, in both English and Spanish. The subject matter of this survey is comprehensive in scope, assessing a broad array of City services and interactions, and measuring attitudes and perceptions that impact the experience residents have living in the City of Annapolis.

It has been a pleasure to undertake this work. I hope the City of Annapolis finds it helpful in helping to guide decision-making through the coming year.

Sincerely,



Steve Raabe
President

Executive Summary

This representative survey of residents creates a comprehensive picture of citizen satisfaction, preferences, and perceptions for the City of Annapolis. It will serve as a useful resource to help inform decision-making in the coming year. This survey is thorough, creating a wide-ranging diagnostic of citizen attitudes about City services, amenities, growth and planning, and broader measures of quality of life.

Households were selected to participate through a careful randomized process. Selected households were mailed a notification post card followed several days later by a printed survey packet. They were given the option of mailing back a questionnaire postage-page, or logging on to a secure website and taking the survey online. Both English and Spanish questionnaires were available. Non-responders were called to remind them about the survey and encourage participation. In all, a total of 416 households participated in the survey between November 2013 and January 2014, producing a margin of sampling error no greater than $\pm 4.8\%$ for the overall results. A detailed methodology statement is found at the conclusion of this report.

These are the major findings:

Broad Satisfaction and Defining Characteristics

Residents indicated that they are broadly satisfied with living in Annapolis:

- Eighty-three percent are likely to recommend living in Annapolis to someone who asks, including 46 percent who said they are “very likely” to recommend it.
- Eighty percent are likely to remain living in Annapolis for at least the next five years, with 61 percent “very likely” to remain.
- Three-quarters or more of residents offer ratings of “excellent” or “good” for Annapolis as a place to live, for their neighborhood as a place to live, and for the overall quality of life in Annapolis.

Annapolis received its most positive ratings for these defining characteristics:

- Seventy-one percent rated the diversity of shopping opportunities as “excellent” or “good.” This was the most positively-rated characteristic among 13 items measured on the survey.
- Three other items scored at or near 70 percent: recreational opportunities (69 percent “excellent” or “good”), ease of walking in Annapolis (67 percent), and cleanliness of Annapolis (70 percent).
- Rounding out the top five characteristics, 57 percent rated Annapolis “excellent” or “good” for openness and acceptance of people of diverse backgrounds. This characteristic has in fact shown modest improvement since the 2012 survey.

(continued)

Rating City Services

Residents gave high performance ratings to a number of critical City services, particular those related to public safety. Among a list of 29 City services rated by residents for their quality, these eight comprised the top quartile, starting with the highest-rated. The average or mean rating is listed in parentheses, on a scale where “excellent”=1, “good”=2, “fair”=3, and “poor”=4:

1. Ambulance or EMS (1.60)
2. Fire services (1.67)
3. “Pip” Moyer Recreation Center (1.83)
4. Variety of materials recycled (1.92)
5. Drinking water (2.01)
6. Fire prevention and education (2.04)
7. Sewer services (2.08)
8. Police services (2.10)

Residents feel very good about their contact with City employees. Of the 63 percent of residents who have been in contact with a City employee over the last few months, the experience was overwhelmingly positive. Eighty-seven percent rated the employee “excellent” or “good” for being friendly, 86 percent for being knowledgeable, and 81 percent for the contact overall.

Of those who tried to contact the City by telephone over the past few months, 71 percent said the ease of reaching the person they needed was “excellent” or “good,” while 29 percent said it was only “fair” or “poor.”

Annapolis residents tend to feel safe both downtown and in their own neighborhoods during the day.

- Eighty-seven percent feel safe downtown during the day and only one percent feel unsafe, with the rest unsure or having no feelings either way. In their own neighborhoods, 87 percent feel safe and seven percent unsafe during the day.
- At night those numbers drop somewhat, with 63 percent of residents feeling safe downtown and 16 percent unsafe; 68 percent feel safe in their own neighborhoods after dark compared to 21 percent who feel unsafe.

As a municipal priority, residents place great importance on emergency preparedness. Nearly all residents (98 percent) said it is important that the City invest in preparing for natural disasters and other emergency situations, with 37 percent calling the City’s emergency preparedness “essential,” 41 percent “very important,” and 20 percent “somewhat important.”

(continued)

Challenges

Despite all those strengths, there are some challenges. The survey identifies a need to build better connections between residents and the City government. Through three broad attitudinal measures, residents expressed a significant feeling of detachment:

- Only 28 percent feel positive about the value of City services they receive for the taxes they pay (rating the value as “excellent” or “good”), while 70 percent feel negative (rating it “fair” or “poor”).
- Only 27 percent rate positively the overall direction the City is taking, while 58 percent see the City’s direction negatively.
- Similarly, only 28 percent give the City a positive rating for welcoming citizen input, while 50 percent feel negative about that.

Fifty-eight percent said they know how to express their views to the Annapolis City government, while 42 percent said they would not know how or were not sure. Though somewhat more positive than the previous ratings, this question nonetheless identifies a significant minority of residents who may be somewhat disconnected from City government.

In terms of specifics, residents identified these as the characteristics of Annapolis that they would most like to see improved:

- More than two-thirds of residents (69 percent) rated the availability of parking downtown negatively (“fair” or “poor”) compared to only 27 percent who rated downtown parking more positively (“excellent” or “good”).
- Sixty-six percent rated Annapolis negatively for having housing that people of all backgrounds can afford. Only 23 percent rated that characteristic as “excellent” or “good.”
- Sixty percent rated the City negatively for having good-paying jobs, while 14 percent were more positive about that.
- A 52 percent majority rated the City’s hiker-biker trails negatively, while only 24 percent offered a more positive rating. A similar 50 percent are negative about the ease of bicycle travel in Annapolis while 24 percent are more positive.

Among the full list of 29 City services that were tested, residents placed the quality of the following services in the lowest quartile, and therefore in greatest need for improvement. Keep in mind that on this scale, any rating below 2.50 is negative. The full list of City services and their ratings are found in the detailed survey report that follows.

23. City utility and payment (2.64)
24. Snow removal (2.64)
25. Preservation of natural areas (2.78)
26. Sidewalk maintenance (2.95)
27. Street repair (2.97)
28. Services for low-income people (2.98)
29. Obtaining a building permit (3.04)

Almost one-third of residents (31 percent) would consider rundown buildings, weed lots, or junk vehicles to be either a “major problem” or a “moderate problem” in Annapolis. Another 42 percent would consider them to be a “minor problem.”

Downtown and Economic Issues

The downtown area is heavily used by residents, with 93 percent having gone downtown at least once in the past 12 months. Three-quarters of residents (77 percent) frequently or occasionally go downtown “with just your family or yourself,” while 68 percent take out-of-town guests. Residents are most frequently using downtown to stroll or walk, or to go out to eat. Seventy-three percent agree with the statement, “The City Dock area reflects what is best about Annapolis.”

There is a great deal of interest in a range of specific possible enhancements to the City Dock area in particular, led by the 74 percent who think there should be a more diverse mix of businesses, and 72 percent who think the public spaces should be more interesting and lively. Of the nearly one-half of City residents who said they have visited the Market House since it reopened, 57 percent give it a rating of “excellent” or “good.”

The maritime industry is considered important by 91 percent of City residents, with 24 percent calling it “critical,” 40 percent “very important,” and 27 percent “moderately important.”

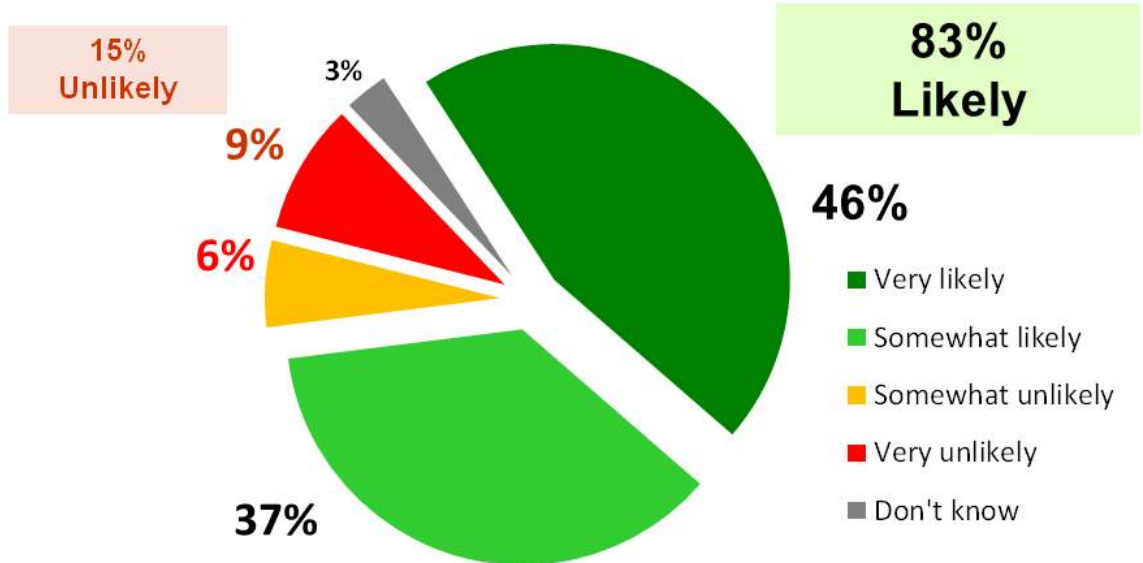
Residents are divided in their views on new development, with 55 percent saying new development is a positive means of growing the City’s tax base, and 45 percent saying it is not a positive means of doing that.

Conclusion

Overall, the 2013 Annapolis Citizen Survey provides a comprehensive assessment of public attitudes and preferences. It has been a privilege to develop and conduct this survey for our City.

OpinionWorks, LLC
Annapolis, Maryland
February 2014

Annapolis Citizen Survey Recommend Living in Annapolis



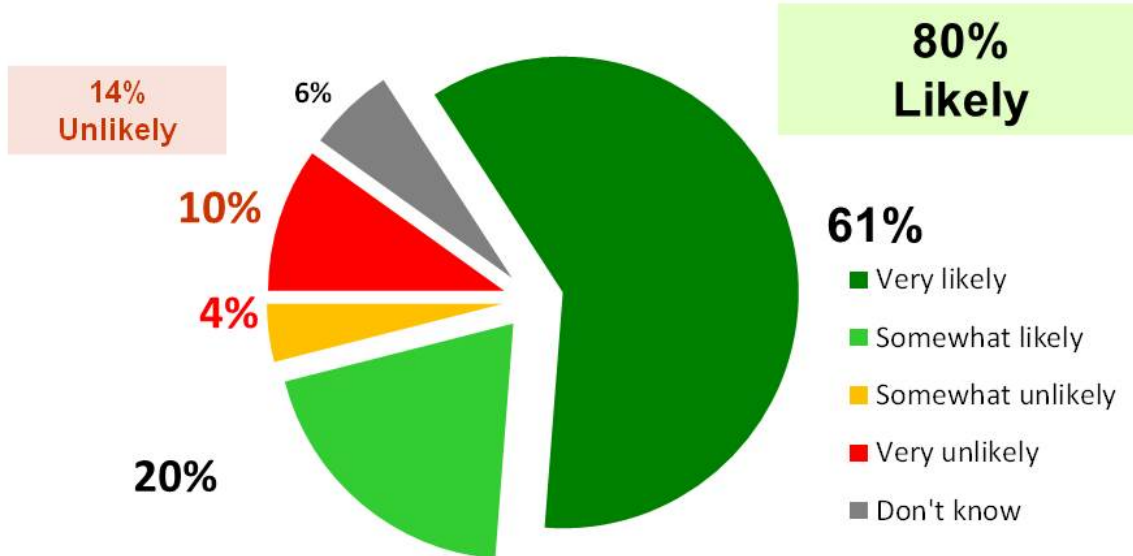
"How likely or unlikely are you to...recommend living in Annapolis to someone who asks?"

OPINIONWORKS
PUBLIC SPIRITED RESEARCH

In a broad sense, residents feel good about living in the City of Annapolis. More than four out of five Annapolis residents would recommend living here. Forty-six percent are "very likely" to do so, and another 37 percent are "somewhat likely."

Only 15 percent are unlikely to recommend living in Annapolis, with 6 percent "somewhat unlikely" and 9% "very unlikely" to do so.

Annapolis Citizen Survey Remain Living in Annapolis



“How likely or unlikely are you to...remain in Annapolis for the next five years?”

Percentages may not always appear to add correctly due to rounding.

OPINIONWORKS
PUBLIC SPIRITED RESEARCH

Overwhelmingly, City residents intend to remain living in Annapolis for the foreseeable future. Eighty percent of residents said they are likely to remain in Annapolis for the next five years. Of those, a large majority (61 percent) said they are “very likely” to remain living in the City for the next five years, and another 20% said they are “somewhat likely” to do so.

Fourteen percent see themselves as unlikely to remain living in Annapolis, with 4 percent “somewhat unlikely” and 10% “very unlikely” to do so.

Annapolis Citizen Survey
Quality of Life Measures

“Please rate each of the following aspects of quality of life in Annapolis.”



The survey asked residents to give several quality of life ratings to living in Annapolis. These broad indicators were measured:

- Annapolis as a place to live
- Your neighborhood as a place to live
- Annapolis as a place to raise children
- Annapolis as a place to work
- Annapolis as a place to retire
- The overall quality of life in Annapolis
- Annapolis as a place to educate your children

Not every indicator on this list describes a service delivery function of the City of Annapolis government. For example, the public schools are administered by Anne Arundel County, not the City. But each of these indicators helps describe a broader sense of well-being and satisfaction that residents may feel when it comes to living in Annapolis.

Annapolis Citizen Survey Quality of Life Measures

	Excellent	Good	Top 2	Fair	Poor	Don't know
Annapolis as a place to live	35%	49%	84%	15%	1%	*%
Overall quality of life	20%	57%	77%	18%	3%	2%
Neighborhood as a place to live	31%	43%	75%	20%	6%	*%
Place to raise children	20%	43%	62%	26%	3%	9%
Place to work	17%	33%	50%	20%	13%	16%
Place to retire	17%	31%	48%	25%	15%	12%
Place to educate your children	12%	27%	40%	26%	18%	15%

Top 2=Excellent+ Good

"Please rate each of the following aspects of quality of life in Annapolis."



Residents rated the quality of life indicators on a four-point scale: Excellent, Good, Fair, or Poor. Adding together the top two measures on that scale provides a useful summary and stratification of these quality of life indicators.

- Top-rated is the overarching concept "Annapolis as a place to live." Thirty-five percent rate that "excellent" and 49 percent "good," for a total of 84 percent.
- "The overall quality of life in Annapolis" is rated 20 percent "excellent" and 57 percent "good" for a total of 77 percent.
- "Your neighborhood as a place to live" is 31% "excellent" and 43% "good" for a total of 75 percent.
- Next-highest and still strongly positive is the rating for "Annapolis as a place to raise children," with 20 percent saying "excellent" and 43 percent "good," totaling 62 percent.
- In a somewhat lower tier are "Annapolis as a place to work" (50 percent "excellent" or "good"), and "Annapolis as a place to retire" (48 percent).
- Lowest-rated is "Annapolis as a place to educate your children," which is rated "excellent" or "good" by only 40 percent.
- Note that 12 to 16 percent of residents did not feel they knew enough to rate Annapolis as a place to work, retire, or raise children.

Annapolis Citizen Survey Quality of Life Measures

	Top 2	Bottom 2	Mean
Annapolis as a place to live	84%	16%	1.83
Overall quality of life	77%	21%	2.04
Neighborhood as a place to live	75%	26%	2.00
Place to raise children	62%	29%	2.13
Place to work	50%	33%	2.35
Place to retire	48%	40%	2.44
Place to educate your children	40%	44%	2.60

Table does not reflect "don't know" responses.

**Top 2=Excellent+ Good; Bottom 2=Fair+ Poor
Mean: Excellent=1, Good=2, Fair=3, Poor=4**

"Please rate each of the following aspects of quality of life in Annapolis."

OPINIONWORKS
PUBLIC SPIRITED RESEARCH

The quality of life measures can be converted to a numerical score where "Excellent" is assigned a value of 1, "Good" is 2, "Fair" is 3, and "Poor" is 4. The average or mean of these values provides another meaningful method of evaluating these measures.

Keeping in mind that this survey of residents represents a random sampling of the public, and therefore there is a reasonable confidence interval around all of the numbers in the survey, the three measures highlighted in the table above can be seen together to represent a top tier.

Annapolis Citizen Survey
Attitudes and Perceptions

“How much do you agree or disagree with each of these questions?”



The survey measured agreement or disagreement with a series of ideas touching on a number of different topics:

- The City Dock area reflects what is best about Annapolis.
- The City Dock area could be improved to better serve residents.
- I know how to express my views to the Annapolis City government.
- My neighborhood includes people of backgrounds different from my own.
- The local economy provides enough opportunities for people like me.
- There are enough trees in my neighborhood.
- Compared to a few years ago, it is easier to get around Annapolis.

Annapolis Citizen Survey Attitudes and Perceptions

	Agree	Disagree	Net
There are enough trees in my neighborhood.	83%	16%	+67%
The City Dock area could be improved to better serve residents.	79%	12%	+67%
My neighborhood includes people of backgrounds different from my own.	79%	19%	+60%
The City Dock area reflects what is best about Annapolis.	73%	20%	+53%
I know how to express my views to the Annapolis City government.	58%	25%	+33%
The local economy provides enough opportunities for people like me.	50%	38%	+12%
Compared to a few years ago, it is easier to get around Annapolis.	42%	43%	-1%

Table does not reflect "don't know" responses.

"How much do you agree or disagree with each of these questions?"



Residents appreciate the fact that there are trees in their neighborhoods. Eighty-three percent agree that "there are enough trees in my neighborhood." One resident in six (16 percent) disagree with that idea and would like to see more trees in their neighborhoods.

With regard to the City Dock area, overwhelming numbers of residents agree with the idea that "the City Dock area represents what is best about Annapolis," (73 percent agree), as well as the idea that "the City Dock area could be improved to better serve residents" (79 percent agree).

Four out of five residents (79 percent) agree with the statement "My neighborhood includes people of backgrounds different from my own."

Though still a sizeable majority, somewhat fewer (58 percent) agree that "I know how to express my views to the Annapolis City government. One-quarter of residents (25 percent) disagree with this idea.

Much lower on the scale of agreement is the idea that "the local economy provides enough opportunities for people like me." Fifty percent agree and 38 percent disagree with this idea.

The community is split on their perception on the trend in mobility around Annapolis. Forty-two percent agree that "compare to a few years ago, it is easier to get around Annapolis," while 43 percent disagree that it is easier.

Annapolis Citizen Survey
Characteristics of Annapolis

“Please rate each of the following characteristics as they relate to Annapolis as a whole.”



Residents rated thirteen characteristics of the City as a whole on the scale “Excellent,” “Good,” “Fair,” or “Poor.”

- Openness and acceptance of people of diverse backgrounds
- Cleanliness of Annapolis
- Diversity of shopping opportunities
- Recreational opportunities
- Ease of car travel in Annapolis
- Ease of bus travel in Annapolis
- Ease of bicycle travel in Annapolis
- Ease of walking in Annapolis
- The availability of parking downtown
- Public access to the water
- Access to good-paying jobs in the City
- Housing that people of all backgrounds can afford
- Hiker-biker trails

Annapolis Citizen Survey Characteristics of Annapolis

	Excellent	Good	Top 2	Fair	Poor	Don't know
Openness and acceptance of people of diverse backgrounds	12%	45%	57%	31%	7%	5%
Cleanliness of Annapolis	12%	58%	70%	25%	4%	*%
Diversity of shopping opportunities	31%	40%	71%	20%	8%	*%
Recreational opportunities	21%	49%	69%	19%	6%	5%
Ease of car travel in Annapolis	11%	34%	44%	37%	18%	1%
Ease of bus travel in Annapolis	4%	17%	21%	23%	11%	45%
Ease of bicycle travel in Annapolis	5%	19%	24%	26%	24%	27%

Top 2=Excellent+ Good

"Please rate each of the following characteristics as they relate to Annapolis as a whole."

OPINIONWORKS
PUBLIC SPIRITED RESEARCH

This table, and the one on the following page, details the ratings offered by residents. Combining "Excellent" and "Good" produces the "Top 2" score that is reported in the table.

- Strongly positive scores are earned for "openness and acceptance of people of diverse backgrounds," "cleanliness of Annapolis," and "recreational opportunities."
- "Diversity of shopping opportunities" performs very strongly and earns the highest rating of "Excellent."
- "Ease of car travel in Annapolis" earns ratings towards the middle of the scale, while "ease of bicycle travel in Annapolis" is relatively poorly-rated.
- "Ease of bus travel in Annapolis" is an unknown for nearly half of residents.

Annapolis Citizen Survey

Characteristics of Annapolis

	Excellent	Good	Top 2	Fair	Poor	Don't know
Ease of walking in Annapolis	23%	44%	67%	23%	7%	3%
The availability of parking downtown	3%	24%	27%	36%	33%	4%
Public access to the water	9%	28%	36%	32%	22%	9%
Access to good-paying jobs in City	3%	11%	14%	33%	27%	27%
Housing that people of all backgrounds can afford	4%	20%	23%	30%	36%	11%
Hiker-biker trails	4%	19%	24%	35%	17%	25%

Top 2=Excellent + Good

"Please rate each of the following characteristics as they relate to Annapolis as a whole."

OPINIONWORKS
PUBLIC SPIRITED RESEARCH

"Ease of walking in Annapolis" is positively-rated, earning a Top 2 score from 67% of residents.

The remaining indicators on this list, as illustrated above, are poorly-rated. In each case, a majority rates these characteristics negatively.

Annapolis Citizen Survey Top Performers

	Top 2	Bottom 2	Mean
1. Diversity of shopping opportunities	71%	28%	2.06
2. Recreational opportunities	69%	25%	2.11
3. Ease of walking in Annapolis	67%	30%	2.14
4. Cleanliness of Annapolis	70%	29%	2.21
5. Openness and acceptance of people of diverse backgrounds	57%	38%	2.35

Table does not reflect "don't know" responses.

**Top 2=Excellent+ Good; Bottom 2=Fair+ Poor
Mean: Excellent=1, Good=2, Fair=3, Poor=4**

"Please rate each of the following characteristics as they relate to Annapolis as a whole."



These indicators can be summarized as a mean, where "Excellent" equals 1, "Good" is 2, "Fair" is 3, and "Poor" is 4.

- By this measure, "diversity of shopping opportunities" is the highest-rated characteristic of Annapolis as a whole among the 13 items measured, earning a score of 2.06.
- "Recreational opportunities" (2.11) and "ease of walking in Annapolis" (2.14) receive top-tier ratings, as well.
- "Cleanliness of Annapolis" (2.21) and "openness and acceptance of people of diverse backgrounds" (2.35) round out the top five performers.

Annapolis Citizen Survey Medium Performers

	Top 2	Bottom 2	Mean
6. Ease of car travel in Annapolis	44%	55%	2.62
7. Public access to the water	36%	54%	2.75
8. Ease of bus travel in Annapolis	21%	34%	2.75

Table does not reflect "don't know" responses.

**Top 2=Excellent+ Good; Bottom 2=Fair+ Poor
Mean: Excellent=1, Good=2, Fair=3, Poor=4**

"Please rate each of the following characteristics as they relate to Annapolis as a whole."



Three characteristics perform around the median of the list. On balance, all three of these characteristics are slightly negatively rated.

- "Ease of car travel in Annapolis" is given a positive (Top 2) score by 44% and a negative (Bottom 2) score by 55%, for a mean of 2.62.
- "Public access to the water" and "ease of bus travel in Annapolis" both earn a mean of 2.75. But far fewer residents feel that they knew enough about bus travel to rate it.

Annapolis Citizen Survey Bottom Performers

	Top 2	Bottom 2	Mean
9. Hiker-biker trails	24%	52%	2.85
10. Ease of bicycle travel in Annapolis	24%	50%	2.93
11. The availability of parking downtown	27%	69%	3.03
12. Housing that people of all backgrounds can afford	23%	66%	3.10
13. Access to good-paying jobs in City	14%	60%	3.13

Table does not reflect "don't know" responses.

**Top 2=Excellent + Good; Bottom 2=Fair + Poor
Mean: Excellent=1, Good=2, Fair=3, Poor=4**

"Please rate each of the following characteristics as they relate to Annapolis as a whole."

OPINIONWORKS
PUBLIC SPIRITED RESEARCH

These are the five lowest-rated characteristics out of the 13 tested: "hiker-biker trails," "ease of bicycle travel in Annapolis," "the availability of parking downtown," "housing that people of all backgrounds can afford," and "access to good-paying jobs in the City." A majority of residents rate each of these characteristics negatively. The ratings of these lower performing characteristics are negative by a ratio of at least two-to-one.

Annapolis Citizen Survey
Performance of City Government

**“Please rate the performance of the
Annapolis City government.”**



Three broad indicators of the City government’s performance were measured:

- The value of services for the taxes paid to the City of Annapolis
- The overall direction that the City is taking
- The job the Annapolis government does welcoming citizen involvement

Citizens assessed each of these on the four-part scale ranging from “Excellent” to “Poor.”

Annapolis Citizen Survey

Performance of City Government

	Excellent	Good	Top 2	Fair	Poor	Don't know
The job Annapolis government does welcoming citizen involvement	3%	26%	28%	33%	17%	22%
The value of services for the taxes paid to the City of Annapolis	1%	26%	28%	42%	28%	3%
The overall direction that the City is taking	4%	23%	27%	34%	24%	15%

Top 2=Excellent + Good

“Please rate the performance of the Annapolis City government.”



Ratings are poor for all three of these performance measures, with only 27 or 28 percent in each case offering a rating of “Excellent” or “Good.”

Nearly all residents expressed a view on “the value of services for the taxes paid to the City of Annapolis” (97 percent), while nearly one in four (22 percent) did not feel they could comment on “the job the Annapolis government does welcoming citizen involvement.” Fifteen percent had no view on “the overall direction that the City is taking.”

Annapolis Citizen Survey Performance of City Government

	Top 2	Bottom 2	Mean
Welcoming citizen involvement	28%	50%	2.81
Overall direction the City is taking	27%	58%	2.91
Value of services for taxes paid	28%	70%	2.99

Table does not reflect "don't know" responses.

**Top 2=Excellent+ Good; Bottom 2=Fair+ Poor
Mean: Excellent=1, Good=2, Fair=3, Poor=4**

Lack of connection between citizens and their government.

"Please rate the performance of the Annapolis City government."

OPINIONWORKS
PUBLIC SPIRITED RESEARCH

Converting the verbal rating scale to a numerical mean where "Excellent" equals 1 and "Poor" equals 4, all three ratings are well below the mid-point of that scale (2.50).

All three ratings, each measuring a distinct concept about citizens' relationship with the City, earn very similar and strongly negative ratings. This suggests a broader motif of a general disconnect between residents and their City, rather than a specific indictment on any one of these performance indicators.

Annapolis Citizen Survey
Performance of City Government

“In the past 12 months, about how many times, if ever, have you or other household members participated in the following activities in Annapolis?”



As a measure of engagement with City services and amenities, the survey captured the frequency with which residents participated in an array of activities in Annapolis:

- Attended a meeting of local elected officials or another local public meeting
- Participated in a (City-sponsored) recreation program or activity
- Ridden a commuter bus to or from Annapolis
- Ridden an Annapolis Public Transit Bus
- Ridden the free Circulator trolley
- Talked to or visited with your immediate neighbors
- Used the City’s “Report It!” system on the website to report a problem
- Used the “Pip” Moyer Recreation Center
- Used the Stanton Community Center
- Visited a neighborhood park or City park
- Visited Main Street, Maryland Avenue, or City Dock
- Visited the City website (www.Annapolis.gov)
- Watched a local public meeting on cable TV or the Internet

Annapolis Citizen Survey Frequency of Activities

	At least once	Score	Score: Never=1 1-2 times=2 3-12 times=3 13-26 times=4 27+=5
Talked to or visited with your immediate neighbors	94%	3.98	
Visited Main Street, Maryland Avenue, or City Dock	93%	3.71	
Visited a neighborhood park or City park	85%	3.02	
Visited the City website (www.Annapolis.gov)	78%	2.57	
Participated in a (City-sponsored) recreation program or activity	57%	1.90	
Used the "Pip" Moyer Recreation Center	38%	1.83	
Watched a local public meeting on cable TV or the Internet	42%	1.65	

"In the past 12 months, about how many times, if ever, have you or other household members participated in the following activities in Annapolis?"



The survey measured participation in these 13 activities over the prior 12 months on a categorical scale of "Never," "1 to 2 times," "3 to 12 times," "13 to 26 times," or "More than 26 times."

The table above summarizes the percentage of residents who had participated in each activity at least once over the past year. It also converts the categorical scale to a numerical score as indicated above to give a sense of frequency.

- Most frequent by far are the activities "talked to or visited with your immediate neighbors" and "visited Main Street, Maryland Avenue, or City Dock." Well over 90 percent have participated in each of those activities.
- Eighty-five percent have visited a neighborhood or city park.
- More than three-quarters (78 percent) of residents have visited the City's website, reporting relatively frequent visitation.
- Fifty-seven percent have "participated in a (City-sponsored) recreation program or activity, and 38 percent have used the "Pip" Moyer Recreation Center specifically over the past year.
- An impressive 42 percent of residents said they have "watched a local public meeting on cable TV or the Internet," although the frequency of viewing is quite low.

Annapolis Citizen Survey

Frequency of Activities: Lower Tier

	At least once	Score
Ridden the free Circulator trolley	34%	1.63
Attended a meeting of local elected officials or another local public meeting	45%	1.62
Ridden an Annapolis Public Transit Bus	26%	1.52
Ridden a commuter bus to or from Annapolis	23%	1.50
Used the Stanton Community Center	19%	1.35
Used the City's "ReportIt!" system on the website to report a problem	17%	1.24

Score:
Never=1
1-2 times=2
3-13 times=3
13-26 times=4
27+=5

"In the past 12 months, about how many times, if ever, have you or other household members participated in the following activities in Annapolis?"



These six activities are in a lower tier of usage:

- One-third of residents (34 percent) have "ridden the free Circulator trolley."
- Nearly one-half (45%) have "attended a meeting of local elected officials or another local public meeting."
- One-quarter (26 percent) have "ridden an Annapolis Public Transit bus."
- A similar number (23 percent) have "ridden a commuter bus to or from Annapolis."
- One in five (19 percent) have used the Stanton Community Center over the past year.
- Seventeen percent said they have "used the City's 'ReportIt!' system on the website to report a problem. Note that some residents may be blending into this rating other types of problem-related visits to the City website, as the ReportIt! usage reported is higher than actual usage of this website feature would suggest.

Annapolis Citizen Survey
Rating the Quality of City Services

**“Please rate the quality
of each of the following services
in Annapolis.”**



A total of 29 City services were rated on the survey using the scale “Excellent,” “Good,” “Fair,” or “Poor.”

Annapolis Citizen Survey Rating the Quality of City Services

Top Performers	Top 2	Bottom 2	Mean
Ambulance or EMS	71%	3%	1.60
Fire services	77%	5%	1.67
“Pip” Moyer Recreation Center	46%	9%	1.83
Variety of materials recycled	72%	19%	1.92
Drinking water	73%	20%	2.01
Fire prevention and education	43%	13%	2.04
Sewer services	66%	17%	2.08
Police services	66%	25%	2.10

Table does not reflect “don’t know” responses.

Top 2=Excellent + Good; Bottom 2=Fair + Poor
Mean: Excellent =1, Good=2, Fair=3, Poor=4

“Please rate the quality of each of the following services in Annapolis.”



These eight City services are the top performers as measured by the mean, or average, score. The mean is calculated as it is throughout this report by converting the verbal rating “Excellent” to 1 “Good” to 2, “Fair” to 3, and “Poor” to 4.

“Top 2” in the table above combines the percentage of residents who said “Excellent” or “Good.” “Bottom 2” combines those who said “Fair” or “Poor.”

- Emergency services are prominently displayed among the top-performing services in the eyes of citizens. Ambulance or EMS, fire, and police services all appear on this list of top performers.
- The “Pip” Moyer Recreation Center, though rated by fewer residents than some other services, receives a very high score from those who did rate it – placing it third-highest among all 29 City services measured on the survey. (As a percentage it appears to rank lower due to the fact that fewer residents have experienced it. The mean more accurately reflects its ranking based on those who have familiarity with it.)
- The variety of materials recycled is fourth-rated.
- Both drinking water and sewer services appear on the top-performer list.
- “Fire prevention and education,” though rated by fewer residents, is also a top performer.

Annapolis Citizen Survey

Rating the Quality of City Services

2 nd Tier	Top 2	Bottom 2	Mean
Recycling collection	66%	29%	2.16
Recreation programs and classes	43%	16%	2.18
Parks and playgrounds	60%	27%	2.21
Trash collection	59%	38%	2.27
The City's website	51%	22%	2.29
Yard waste collection	53%	31%	2.30
Stanton Community Center	22%	11%	2.30

Table does not reflect "don't know" responses.

Top 2=Excellent + Good; Bottom 2=Fair + Poor
Mean: Excellent=1, Good=2, Fair=3, Poor=4

"Please rate the quality of each of the following services in Annapolis."



All of the services appearing on this second-tier list score well above the mid-point of the scale, which is 2.50. While not top performers, these are all well-regarded City services.

- Recycling collection (2.16), trash collection (2.27), and yard waste collection (2.30) all appear here.
- Recreation programs and classes (2.18) and parks and playgrounds (2.21) are both strong performers.
- The City's website performs relatively well (2.29).
- Though rated by far fewer, the Stanton Community Center also earns a positive score (2.30).

Annapolis Citizen Survey

Rating the Quality of City Services

3 rd Tier	Top 2	Bottom 2	Mean
"eTRAKiT" Online Permit Tracking	10%	9%	2.41
Emergency preparedness	33%	26%	2.50
Bus or transit services	26%	25%	2.53
Traffic enforcement	45%	45%	2.54
Storm drainage	43%	37%	2.54
Street lighting	51%	48%	2.56
Street cleaning	50%	48%	2.58

Table does not reflect "don't know" responses.

Top 2=Excellent + Good; Bottom 2=Fair + Poor
Mean: Excellent=1, Good=2, Fair=3, Poor=4

"Please rate the quality of each of the following services in Annapolis."



This third-tier list represents City services that are performing near or just below the mid-point of the scale. The table above illustrates both the aggregate positive (Top 2) and negative (Bottom 2) rating for each service, as well as calibrating for the intensity of opinion all across the four-point scale through the mean.

Some services on this third-tier list, such as street lighting and street cleaning, are broadly familiar to most residents. Others touch far fewer residents.

Annapolis Citizen Survey

Rating the Quality of City Services

Lowest Performers	Top 2	Bottom 2	Mean
City utility billing and payment	44%	46%	2.64
Snow removal	39%	52%	2.64
Preservation of natural areas	29%	50%	2.78
Sidewalk maintenance	28%	66%	2.95
Street repair	29%	49%	2.97
Services for low-income people	13%	25%	2.98
Obtaining a building permit	12%	30%	3.04

Table does not reflect "don't know" responses.

Top 2=Excellent + Good; Bottom 2=Fair + Poor
Mean: Excellent=1, Good=2, Fair=3, Poor=4

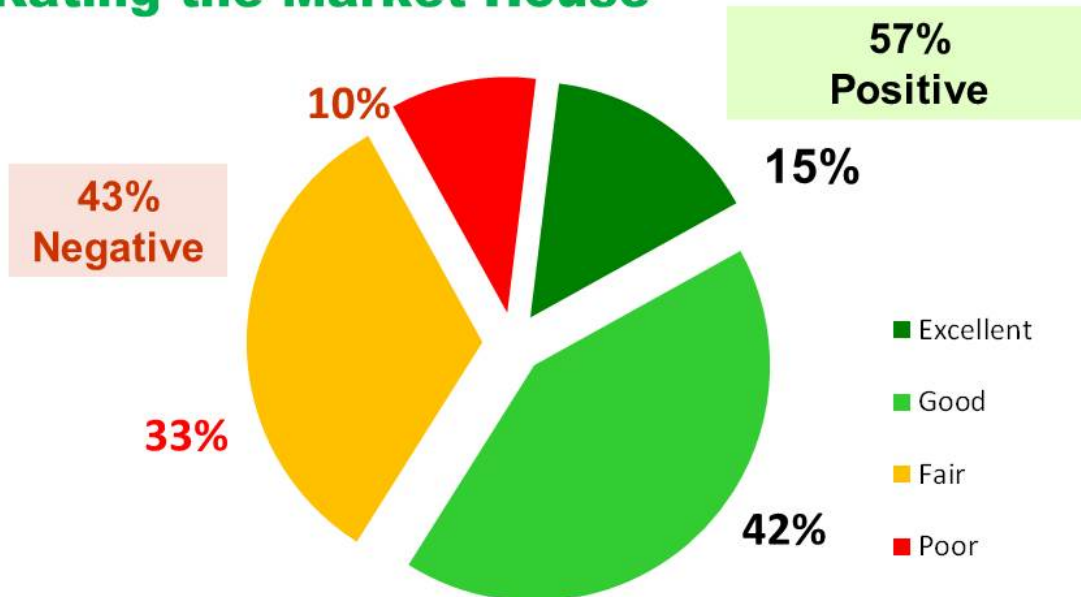
"Please rate the quality of each of the following services in Annapolis."



These lowest-performing City services earn net negative scores:

- City utility billing and payment appears in this bottom tier.
- Snow removal, sidewalk maintenance, and street repair all receive poor scores. In the case of sidewalk maintenance, two-thirds of residents rate it negatively.
- Preservation of natural areas is negatively-rated by almost two-to-one.
- At the very bottom of the list are services for low-income people and obtaining a building permit, both performing poorly by a ratio of two-to-one or worse.

Annapolis Citizen Survey Rating the Market House



(If visited since reopened): "How would you rate the Market House?"

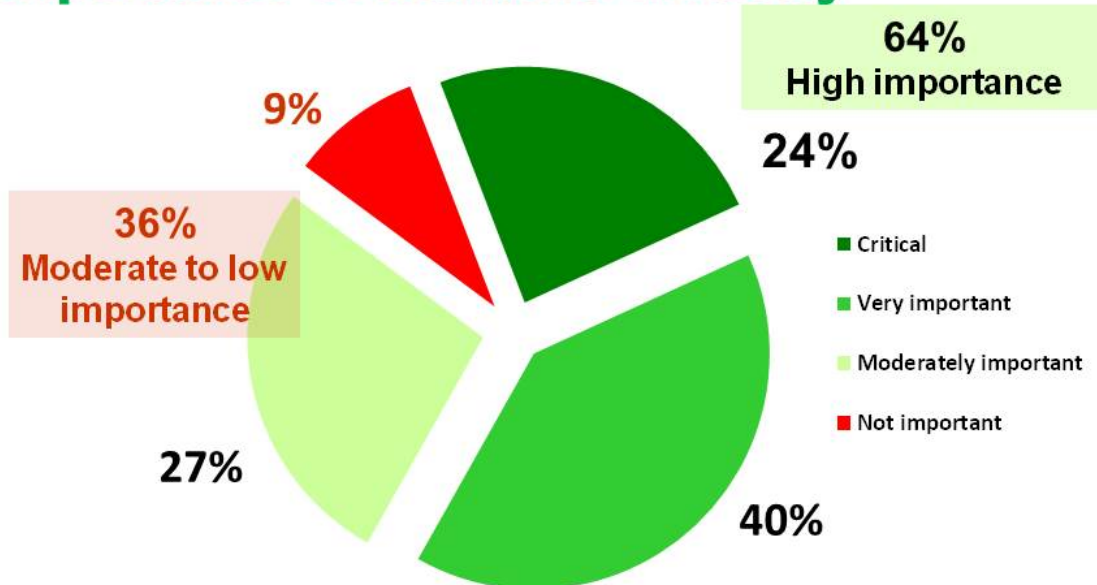
OPINIONWORKS
PUBLIC SPIRITED RESEARCH

Nearly one-half (48 percent) of City residents said they have visited the Market House since it reopened. Fifty-two percent said they have not visited.

Of those who have visited, as illustrated above, 57 percent rate the Market House positively, with 15 percent saying "Excellent" and 42 percent saying "Good."

Forty-three percent rate the Market House more negatively; of those, 33 percent would rate it as "Fair" and 10 percent "Poor."

Annapolis Citizen Survey Importance of Maritime Industry



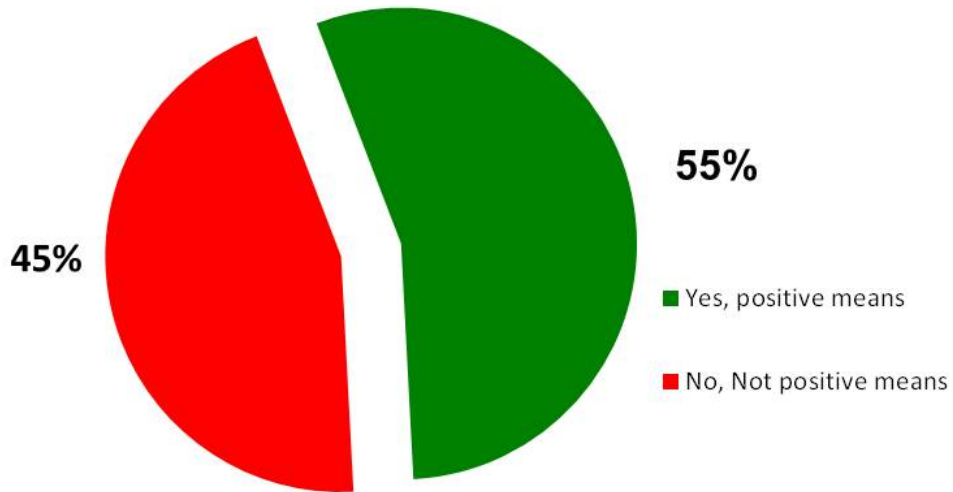
“What is your opinion of the importance of the maritime industry to the City of Annapolis?”

OPINIONWORKS
PUBLIC SPIRITED RESEARCH

Nearly two-thirds of residents place high importance on the maritime industry. One-quarter (24 percent) call the maritime industry “critical” to the City of Annapolis. Forty percent consider it “very important.”

Another 27 percent consider the maritime industry “moderately important,” while only 9 percent would call it “not important.”

Annapolis Citizen Survey
Development and Tax Base

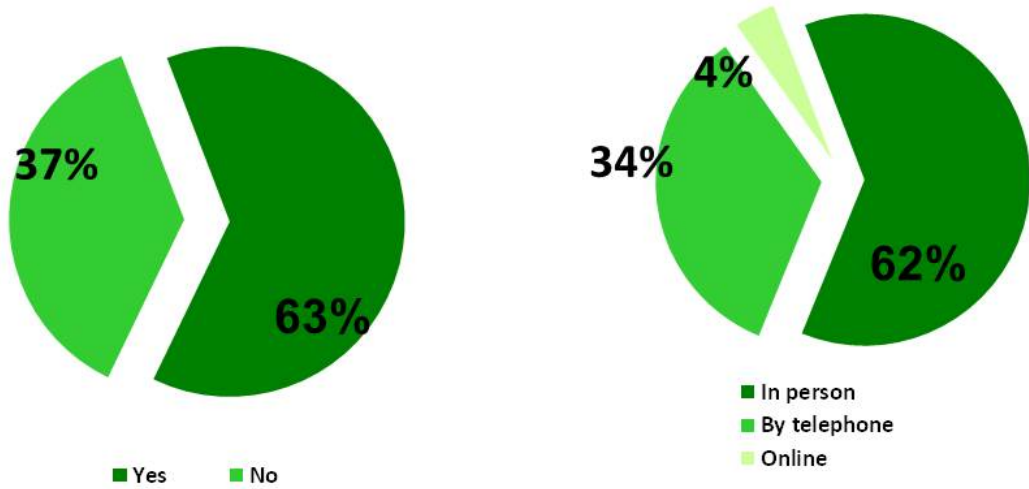


"Do you believe new development is a positive means of growing the City's tax base?"



Residents are divided in their views of new development as a means of growing the City's tax base. Fifty-five percent see new development as a positive means of growing the City's tax base, while 45 percent do not see development as a positive means of doing that.

Annapolis Citizen Survey Contact with City Employee



"Have you been in contact with a City employee in the last few months? How?"

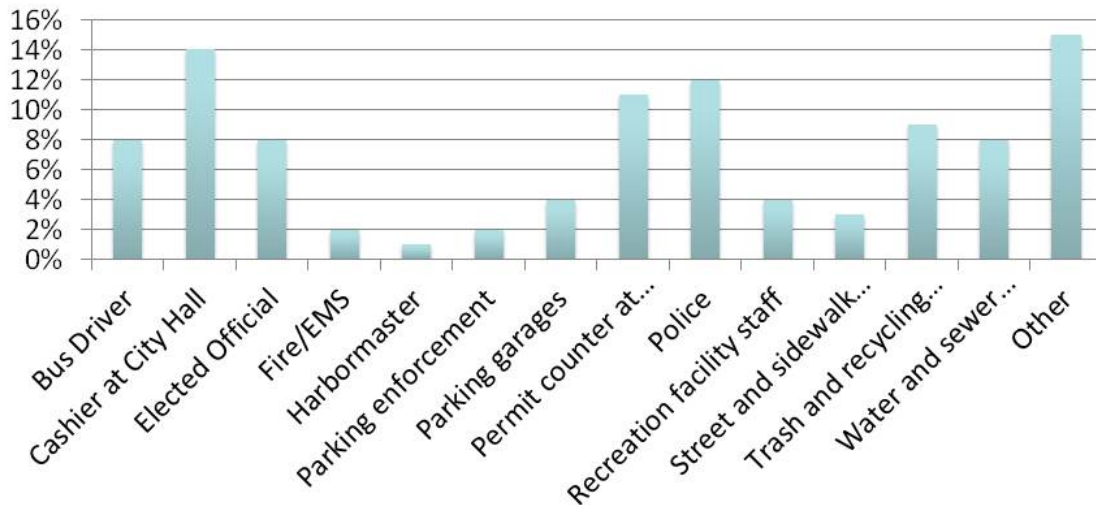


Nearly two-thirds of residents (63 percent) said they had been in contact with a City employee in the last few months.

Of those, most of the contacts (62 percent) were in-person. One-third (34 percent) were by telephone, and 4 percent were through an online means.

Annapolis Citizen Survey Contact with City Employee

Department or Function of City employee contacted



The graph summarizes the department of function of the employees with whom the public *most recently* interacted. This is the detail, rank-ordered by frequency of contact:

Cashier at City Hall.....	14%
Police	12%
Permit Counter at City offices on Gorman Street.....	11%
Trash and recycling pickup	9%
Bus driver	8%
Elected official	8%
Water and sewer repair	8%
Parking garages	4%
Recreation facility staff	4%
Street and sidewalk cleaning and maintenance	3%
Fire/EMS	2%
Parking enforcement	2%
Harbormaster	1%
Other or Not sure.....	15%

Annapolis Citizen Survey

Contact with City Employee

	Excellent	Good	Top 2	Fair	Poor
How friendly was the City employee?	53%	35%	87%	8%	5%
How knowledgeable was the employee?	50%	36%	86%	7%	7%
How did you feel about the contact overall?	44%	37%	81%	10%	9%

Top 2=Excellent+ Good

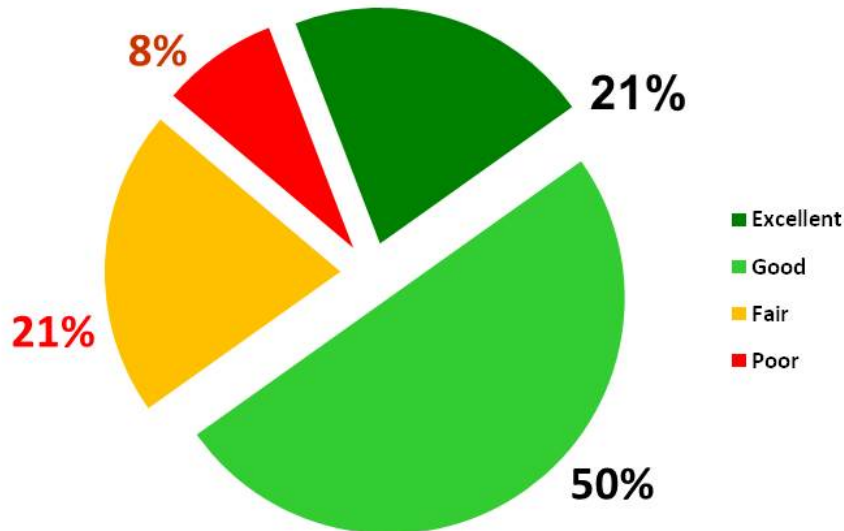
“How did you feel about your interaction with the City employee?”



City employees across-the-board received very positive scores for being friendly and knowledgeable, and for the overall impression they left with City residents.

- Eighty-seven percent would rate the employee “Excellent” or “Good” for being friendly.
- Eighty-six percent would rate them “Excellent” or “Good” for being knowledgeable.
- Forty-four percent of residents felt “Excellent” about the contact overall, and 37% felt “Good,” for a total positive overall rating of 81 percent.

Annapolis Citizen Survey Calling the City



“For those who have tried to call the City for any reason over the last few months, how easy was it to reach the person you needed?”

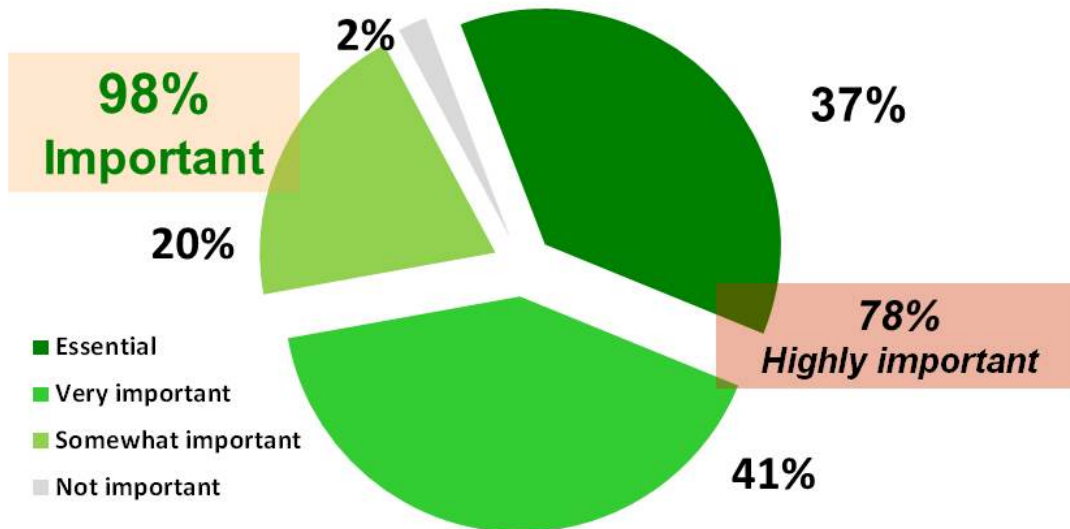
OPINIONWORKS
PUBLIC SPIRITED RESEARCH

One-third (34 percent) of residents said they have called the City over the past few months.

Of those, 71 percent feel positive about “how easy it was to reach the person you needed,” with 21 percent rating that “Excellent” and 50 percent saying “Good.”

Twenty-one percent would give only a “Fair” rating to how easy it was, and 8 percent would say “Poor.”

Annapolis Citizen Survey Importance of Emergency Preparedness

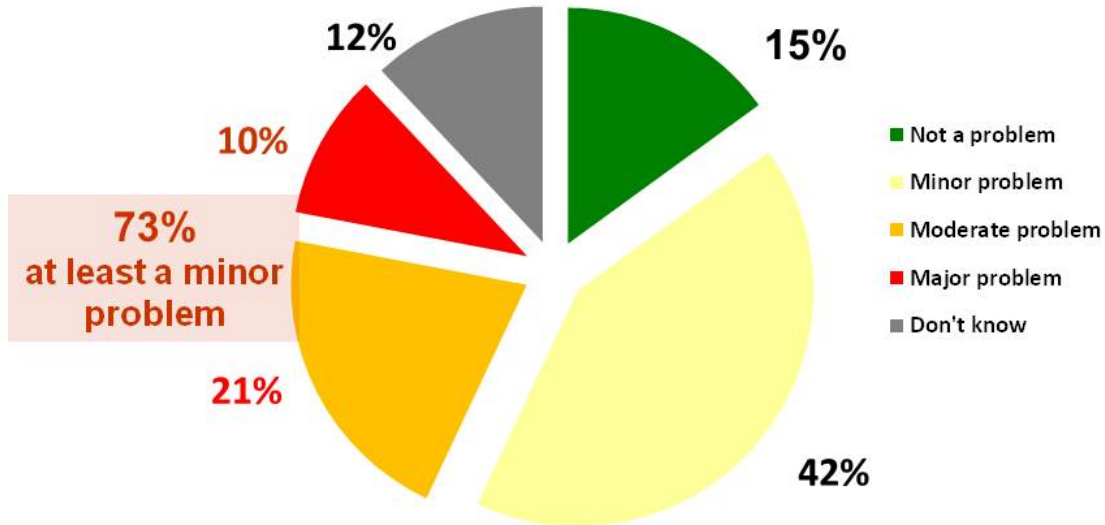


"How important is it that the City invest in preparing for natural disasters and other emergency situations?"

OPINIONWORKS
PUBLIC SPIRITED RESEARCH

Ninety-eight percent of City residents feel that it is important for the City to "invest in preparing for natural disasters and other emergency situations." More than three-quarters of residents (78 percent) consider it *highly* important, with 37 percent calling emergency preparedness "essential," and 41 percent considering it "very important." Twenty percent who consider it "somewhat important."

Annapolis Citizen Survey Urban Decay



"To what degree, if at all, are rundown buildings, weed lots, or junk vehicles a problem in Annapolis?"

OPINIONWORKS
PUBLIC SPIRITED RESEARCH

Three-quarters of residents (73 percent) consider "rundown buildings, weed lots, or junk vehicles" to be a problem in Annapolis. Of those, 42 percent consider this to be only a "minor problem," while 21 percent would consider it a "moderate problem" and 10 percent a "major problem."

Annapolis Citizen Survey Perception of Safety

	Very Safe	Somewhat Safe	<i>Top 2</i>	Neither safe nor unsafe	Somewhat unsafe	Very unsafe	Don't know
In Annapolis' downtown area during the day	64%	23%	87%	4%	1%	*%	7%
In your neighborhood during the day	59%	28%	87%	6%	5%	2%	*%
In Annapolis' downtown area after dark	23%	40%	63%	12%	12%	4%	8%
In your neighborhood after dark	27%	41%	68%	11%	14%	7%	*%

Top 2=Very safe + Somewhat safe

"Please rate how safe you feel..."



A very high percentage of residents (87 percent) feel safe both downtown and in their own neighborhoods during the day. Nearly two-thirds of residents (64 percent) feel "very safe" downtown, and 59 percent feel very safe in their own neighborhoods during the day.

Only one percent feel *unsafe* downtown and seven percent feel unsafe in their own neighborhoods during the day.

After dark the numbers are significantly different. Sixteen percent of City residents feel unsafe downtown after dark, with four percent feeling "very unsafe." Twenty-one percent of residents feel unsafe in their own neighborhoods after dark, with seven percent saying they feel very unsafe.

Annapolis Citizen Survey

Downtown Annapolis Usage

	Frequently	Occasionally	Top 2	Seldom	Never
Go downtown with just your family or yourself	47%	30%	77%	13%	10%
Stroll or walk downtown	44%	32%	76%	13%	11%
Go out to eat	33%	38%	71%	20%	10%
Take out-of-town guests	32%	36%	68%	15%	16%
Shop	25%	38%	63%	23%	15%
Listen to live music or attend live community theater	14%	27%	41%	27%	32%
Visit museums, walking tours, or boat tours	5%	21%	26%	42%	31%

Top 2=Frequently + Occasionally

“How often do you do any of these activities in the Main Street, Maryland Avenue, and City Dock area?”



Residents heavily use Annapolis’ downtown, defined as the Main Street, Maryland Avenue, and City Dock area. Three-quarters of residents (77 percent) “frequently” or “occasionally” “go downtown with just your family or yourself.” Sixty-eight percent frequently or occasionally take out-of-town guests downtown.

Residents are most likely to go downtown to stroll or walk (76 percent frequently or occasionally), go out to eat (71 percent) or shop (63 percent).

A smaller but still sizeable percentage of residents (41 percent) go downtown frequently or occasionally to “listen to live music or attend live community theater.” Twenty-six percent “visit museums, walking tours, or boat tours.”

Annapolis Citizen Survey Preferences for City Dock

	Strongly agree	Somewhat agree	Total Agree	Somewhat disagree	Strongly disagree	Don't know
There should be a more diverse mix of businesses	41%	33%	74%	12%	3%	10%
The public spaces should be more interesting and lively	28%	44%	72%	13%	7%	8%
There should be more fun things to do	30%	39%	69%	17%	6%	8%
The ability to walk along the water's edge should be improved and extended	39%	28%	67%	15%	5%	12%
Architecture from all stages of City's history should be reflected downtown	32%	35%	67%	14%	6%	12%
It should be less dominated by automobiles	29%	34%	63%	18%	10%	9%
Outdoor public art should be enhanced	23%	37%	60%	20%	10%	10%
There should be more shade and shelter from the elements	22%	37%	59%	19%	11%	10%

"Through a public input process, citizens have suggested many ways to improve the City Dock area. How much do you agree or disagree with each of these observations about City Dock?"

OPINIONWORKS
PUBLIC SPIRITED RESEARCH

Residents would welcome any number of enhancements to the City Dock area, as illustrated in the table above. Eight specific ideas that had emerged through a public input process were tested, and agreement with any one of them ranged from 59 percent up to 74 percent. Strong agreement ranged from 22 percent to 41 percent.

The most sought-after enhancement to the City Dock area would be "a more diverse mix of businesses," with 74 percent agreeing that should be a priority, and 41 percent agreeing *strongly*.

In rough descending order of agreement, the public supports these additional enhancements to the City Dock area:

- "The public spaces should be more interesting and lively." (72 percent agree, 28 percent strongly)
- "There should be more fun things to do." (69 percent agree, 30 percent strongly)
- "The ability to walk along the water's edge should be improved and extended." (67 percent agree, 39 percent strongly)
- "Architecture from all stages of the City's history should be reflected downtown." (67 percent agree, 32 percent strongly)
- "It should be less dominated by automobiles." (63 percent agree, 29 percent strongly)
- "Outdoor public art should be enhanced." (60 percent agree, 23 percent strongly)
- "There should be more shade and shelter from the elements." (59 percent agree, 22 percent strongly)

Survey Methodology

Overview

The 2013 Annapolis Citizen Survey includes the views of 416 randomly-selected residents living within the City of Annapolis. A sample of this size produces a possible margin of sampling error of $\pm 4.8\%$ at the 95 percent confidence level. In other words, according to the principles of random sampling, 95 percent of the time the survey results would vary from the actual results by no more than this margin if every City resident had been interviewed.

The final survey results were weighted to bring the demographic characteristics into close conformity with the latest available population estimates for the City from the U.S. Census Bureau. The sample was weighted for gender, age, race/ethnicity, and household income.

Questionnaire Design

Design and administration of the survey were undertaken by OpinionWorks, LLC, an Annapolis-based opinion research firm. OpinionWorks consulted closely with the City Manager's office throughout the development and implementation of the Citizen Survey. Survey topics were selected by City staff, and where possible, questions were repeated from the 2012 National Citizen Survey that was conducted in the City of Annapolis. The structure and wording of questions for the 2013 Annapolis Citizen Survey were recommended by OpinionWorks, with review by City staff.

As a final step in the questionnaire design process, the survey was user tested with several residents to ensure that all questions were clearly understood, and that the question flow was logical and smooth for respondents.

Timing and Distribution

Design and development of this survey project took place from August through October 2013. Distribution of the survey questionnaire occurred during November (following the municipal general election) and December 2013. Survey distribution occurred in two successive waves to ensure that a target response of at least 400 households was reached. Each distribution wave was a separate random sampling of households across the City to ensure that the survey remained representative throughout the process.

Households were selected at random to participate in this survey. Both owner-occupied and rental units were included in the random selection, in proportion to their distribution across the City.

The survey was administered through a printed, mailed questionnaire that could be returned in an enclosed postage-paid envelope. As an alternative for those who preferred it, residents were encouraged throughout the survey process to take the survey online at www.AnnapolisSurvey.org. The full survey was also available in Spanish, both in printed form and online.

To prevent households from taking the survey more than once, each household was issued a unique, 5-digit PIN, which was required for the online survey and keyed in by OpinionWorks personnel when the mailed survey responses were recorded.

Within households, it was suggested that the adult household member with the most recent birthday should take the survey, in order to help achieve a good cross-section by both gender and age.

The survey distribution followed these steps:

1. The selected households were mailed a post card announcing that they had been randomly selected to participate in the Annapolis Citizen Survey. The post card asked them to be on the lookout in several days for the full survey packet, and invited them to take the survey immediately online.

This is the post card text:

Dear Annapolis Resident,

Your household has been randomly selected to participate in the 2013 Annapolis Citizen Survey. By taking part, you will represent your neighbors and help set the City's direction for the next 12 months.

You will receive a copy of the survey by mail next week with instructions for completing and returning it. Please be on the lookout for your survey packet.

To save time and the expense of mailing, you may take the survey now at www.AnnapolisSurvey.org. Or use the QR code below with your tablet computer. Your household's PIN is {PIN}

Thank you in advance for helping with this important project!

2. Within several days, if they had not already completed the survey online, households received a full survey packet containing a cover letter, printed questionnaire, and postage-paid reply envelope.

This is the letter text:

Dear City Resident,

Enclosed please find your copy of the 2013 City of Annapolis Citizen Survey. Please take the time within the next few days to complete and return it. If you have already responded online at AnnapolisSurvey.org, please disregard this mailing.

Your participation in the survey is very important. Not everyone has been selected to take part. Your household has been selected randomly, and your responses will be combined with about 400 others from across the City to evaluate public services and priorities, helping to set the direction for the City over the next year.

To get a representative sample of Annapolis residents, the adult (anyone 18 years or older) in your household who most recently had a birthday should complete this survey. Year of birth of the adult does not matter.

Please spend a few minutes to answer all the questions and return the survey in the enclosed postage-paid envelope. Or if you would find it easier, please visit www.AnnapolisSurvey.org and take the survey online.

We have included PIN numbers so that we can be sure we have received responses from all corners of the City, and to remind those who have not responded. But your individual responses will not be tied back to you personally.

Your survey PIN is: {PIN}

These results will be shared with the new Mayor and City Council, and will be shared with the public in early 2014. Please help us shape the future of Annapolis. Thank you for your time and participation.

3. Several days later, households who had not responded to the survey and for whom a telephone number was available received a call from the OpinionWorks office reminding them about the survey and asking them to take part.

This is the telephone script:

This is _____ calling from OpinionWorks on behalf of the City of Annapolis. In the past several days, you were mailed both a post card and a survey questionnaire for the 2013 Annapolis Citizen Survey.

(If a live person answers): Do you remember receiving them?

(All): This call is a reminder to please look for that form and return it by {deadline} in the postage-paid envelope. You may also take the survey online at AnnapolisSurvey.org, using your household PIN {read digits}. Your household was randomly selected to represent your neighbors, and participation is very important to help set the direction for City services over the next year.

If you have any questions, please call our offices here in Annapolis at 410-280-2000 and ask for Thuli. Thank you and have a good day.

Results were collected beginning November 29, 2013. The survey was closed January 9, 2014 after the target response had been reached.

Sample materials that were used throughout the outreach process are found on the following pages.

Thank you for taking part in this important survey that will help chart the course for City services over the next year. Your household has been selected at random to represent others in your neighborhood, so your participation is very important.

Please complete this survey if you are the adult (age 18 or older) in the household *who most recently had a birthday*. Please circle the number 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 Annapolis...
 - a. Annapolis as a place to live
 - b. Your neighborhood as a place to live
 - c. Annapolis as a place to raise children
 - d. Annapolis as a place to work
 - e. Annapolis as a place to retire
 - f. The overall quality of life in Annapolis
 - g. Annapolis as a place to educate your children

	Excellent	Good	Top 2	Fair	Poor	Don't know
a. Annapolis as a place to live	35%	49%	84%	15%	1%	*%
b. Neighborhood as a place to live	31%	43%	75%	20%	6%	*%
c. Place to raise children	20%	43%	62%	26%	3%	9%
d. Place to work	17%	33%	50%	20%	13%	16%
e. Place to retire	17%	31%	48%	25%	15%	12%
f. Overall quality of life	20%	57%	77%	18%	3%	2%
g. Place to educate your children	12%	28%	40%	26%	18%	15%

2. Please rate each of the following characteristics as they relate to Annapolis as a whole...
 - a. Openness and acceptance of people of diverse backgrounds
 - b. Cleanliness of Annapolis
 - c. Diversity of shopping opportunities
 - d. Recreational opportunities
 - e. Ease of car travel in Annapolis
 - f. Ease of bus travel in Annapolis
 - g. Ease of bicycle travel in Annapolis
 - h. Ease of walking in Annapolis
 - i. The availability of parking downtown
 - j. Public access to the water
 - k. Access to good-paying jobs in the City

- l. Housing that people of all backgrounds can afford
- m. Hiker-biker trails

	Excellent	Good	Top 2	Fair	Poor	Don't know
a. Openness and acceptance of people of diverse backgrounds	*%	45%	45%	31%	7%	5%
b. Cleanliness of Annapolis	12%	58%	71%	25%	4%	*%
c. Diversity of shopping opportunities	31%	40%	71%	20%	8%	*%
d. Recreational opportunities	21%	49%	69%	19%	6%	5%
e. Ease of car travel in Annapolis	11%	34%	44%	37%	18%	1%
f. Ease of bus travel in Annapolis	4%	17%	21%	23%	11%	45%
g. Ease of bicycle travel in Annapolis	5%	19%	24%	26%	24%	27%
h. Ease of walking in Annapolis	23%	44%	67%	23%	7%	3%
i. The availability of parking downtown	3%	24%	27%	36%	33%	4%
j. Public access to the water	9%	28%	36%	32%	22%	9%
k. Access to good-paying jobs in City	3%	11%	14%	33%	27%	27%
l. Housing that people of all backgrounds can afford	4%	20%	23%	30%	36%	11%
m. Hiker-biker trails	4%	19%	24%	35%	17%	25%

3. Please rate the performance of the Annapolis City government...
- a. The value of services for the taxes paid to the City of Annapolis
 - b. The overall direction that the City is taking
 - c. The job the Annapolis government does welcoming citizen involvement

	Excellent	Good	Top 2	Fair	Poor	Don't know
a. The value of services for the taxes paid to the City of Annapolis	1%	26%	28%	42%	28%	3%
b. The overall direction that the City is taking	4%	23%	27%	34%	24%	15%
c. The job Annapolis government does welcoming citizen involvement	3%	26%	28%	33%	17%	22%

4. In the past 12 months, about how many times, if ever, have you or other household members participated in the following activities in Annapolis?
- a. Attended a meeting of local elected officials or another local public meeting
 - b. Participated in a (City-sponsored) recreation program or activity
 - c. Ridden a commuter bus to or from Annapolis
 - d. Ridden an Annapolis Public Transit Bus
 - e. Ridden the free Circulator trolley
 - f. Talked to or visited with your immediate neighbors
 - g. Used the City's "Report It!" system on the website to report a problem
 - h. Used the "Pip" Moyer Recreation Center
 - i. Used the Stanton Community Center
 - j. Visited a neighborhood park or City park
 - k. Visited Main Street, Maryland Avenue, or City Dock
 - l. Visited the City website (www.Annapolis.gov)
 - m. Watched a local public meeting on cable TV or the Internet

	Never	At least once	1 to 2 times	3 to 12 times	13 to 26 times	>26 times	Score
a. Attended meeting of elected officials or another local public meeting	55%	45%	32%	10%	3%	*%	1.62
b. Participated in a (City-sponsored) recreation program or activity	43%	57%	34%	16%	4%	3%	1.90
c. Ridden a commuter bus to or from Annapolis	77%	23%	9%	7%	2%	5%	1.50
d. Ridden an Annapolis Public Transit Bus	74%	26%	13%	6%	2%	5%	1.52
e. Ridden the free Circulator trolley	66%	34%	17%	10%	2%	5%	1.63
f. Talked to or visited with your immediate neighbors	6%	94%	7%	21%	15%	51%	3.98
g. Used the City's "ReportIt!" system on the website to report a problem	83%	17%	10%	6%	*%	*%	1.24
h. Used the "Pip" Moyer Recreation Center	62%	38%	15%	10%	4%	9%	1.83
i. Used the Stanton Community Center	81%	19%	10%	4%	3%	2%	1.35
j. Visited a neighborhood park or City park	15%	85%	19%	31%	19%	16%	3.02
k. Visited Main Street, Maryland Avenue, or City Dock	7%	93%	12%	21%	24%	36%	3.71
l. Visited the City website (www.Annapolis.gov)	22%	78%	23%	37%	10%	7%	2.57
m. Watched a local public meeting on cable TV or the Internet	58%	42%	23%	16%	2%	1%	1.65

5. Please rate the quality of each of the following services in Annapolis...
- a. Police services
 - b. Fire services
 - c. Ambulance or emergency medical services (EMS)
 - d. Fire prevention and education
 - e. Traffic enforcement
 - f. Street repair
 - g. Street cleaning
 - h. Street lighting
 - i. Snow removal
 - j. Sidewalk maintenance
 - k. Bus or transit services
 - l. Trash collection
 - m. Recycling collection
 - n. The variety of materials that can be recycled
 - o. Yard waste collection
 - p. Storm drainage
 - q. Drinking water
 - r. Sewer services
 - s. Parks and playgrounds
 - t. Recreation programs or classes
 - u. "Pip" Moyer Recreation Center
 - v. Stanton Community Center
 - w. The City's website
 - x. Obtaining a building permit
 - y. "eTRAKiT" Online Permit Tracking
 - z. Services for low-income people
 - aa. Emergency preparedness (services that prepare the community for natural disasters and other emergency situations)
 - bb. Preservation of natural areas such as open space
 - cc. City utility billing and payment

	Excellent	Good	Top 2	Fair	Poor	Don't know
a. Police services	21%	44%	66%	20%	5%	9%
b. Fire services	34%	43%	77%	4%	1%	18%
c. Ambulance or EMS	33%	38%	71%	3%	*%	26%
d. Fire prevention and education	14%	28%	43%	10%	3%	44%
e. Traffic enforcement	8%	37%	45%	34%	11%	10%
f. Street repair	5%	24%	29%	38%	31%	2%
g. Street cleaning	5%	44%	50%	35%	13%	2%
h. Street lighting	6%	44%	51%	34%	14%	1%
i. Snow removal	6%	33%	39%	39%	13%	8%
j. Sidewalk maintenance	4%	24%	28%	39%	27%	7%
k. Bus or transit services	5%	21%	26%	18%	7%	49%
l. Trash collection	24%	35%	59%	25%	13%	4%
m. Recycling collection	26%	40%	66%	18%	11%	5%
n. Variety of materials recycled	32%	40%	72%	15%	5%	8%
o. Yard waste collection	15%	38%	53%	22%	9%	16%
p. Storm drainage	6%	37%	43%	25%	12%	19%
q. Drinking water	22%	51%	73%	17%	3%	6%
r. Sewer services	15%	51%	66%	13%	4%	17%
s. Parks and playgrounds	12%	47%	60%	24%	3%	14%
t. Recreation programs and classes	9%	34%	43%	12%	4%	40%
u. "Pip" Moyer Recreation Center	20%	26%	46%	7%	2%	45%
v. Stanton Community Center	4%	17%	22%	9%	2%	67%
w. The City's website	6%	46%	51%	18%	4%	26%
x. Obtaining a building permit	2%	9%	12%	14%	16%	59%
y. "eTRAKiT" Online Permit Tracking	2%	8%	10%	8%	1%	81%
z. Services for low-income people	4%	9%	13%	9%	16%	62%
aa. Emergency preparedness	5%	28%	33%	18%	8%	41%
bb. Preservation of natural areas	4%	25%	29%	34%	16%	22%
cc. City utility billing and payment	5%	40%	44%	29%	17%	10%

6. Please rate how safe or unsafe you feel...
- a. In your neighborhood during the day
 - b. In your neighborhood after dark
 - c. In Annapolis' downtown area during the day
 - d. In Annapolis' downtown area after dark

	Very safe	Somewhat safe	Top 2	Neither safe nor unsafe	Somewhat unsafe	Very unsafe	Don't know
a. In your neighborhood during the day	59%	28%	87%	6%	5%	2%	*%
b. In your neighborhood after dark	27%	41%	68%	11%	14%	7%	*%
c. In Annapolis' downtown area during the day	64%	23%	87%	4%	1%	*%	7%
d. In Annapolis' downtown area after dark	23%	40%	63%	12%	12%	4%	8%

7. To what degree, if at all, are rundown buildings, weed lots, or junk vehicles a problem in Annapolis?

Not a problem 15%
 Minor problem 42%
 Moderate problem 21%
 Major problem 10%
 Don't know 12%

8. How important is it that the City invest in preparing for natural disasters and other emergency situations?

Essential 37%
 Very important 41%
 Somewhat important 20%
 Not important 2%

9. Have you been in contact with a City of Annapolis employee in the last several months?

Yes (Go to Q10A.) 63%
 No (Go to Q11.) 37%

10. (If "Yes" in Q9): Thinking only about the last employee you spoke with...

- 10A. Was the contact in-person, by telephone, or online?

In-person 62%
 By telephone 34%
 Online 4%

10B. What was their department or function?

Cashier at City Hall	14%
Police	12%
Permit Counter at City offices on Gorman Street	11%
Trash and recycling pickup	9%
Bus driver	8%
Elected official.....	8%
Water and sewer repair.....	8%
Parking garages.....	4%
Recreation facility staff.....	4%
Street and sidewalk cleaning and maintenance	3%
Fire/EMS	2%
Parking enforcement.....	2%
Harbormaster	1%
Other (<i>Specify.</i>).....	15%

10C. How friendly was the City employee?

10D. How knowledgeable was the employee?

10E. How did you feel about that contact overall?

	Excellent	Good	Top 2	Fair	Poor
c. How friendly was the City employee?	53%	35%	87%	8%	5%
d. How knowledgeable was the employee?	50%	36%	86%	7%	7%
e. How did you feel about the contact overall?	44%	37%	81%	10%	9%

11. Have you tried to call the City for any reason over the last several months?

Yes.....	34%
No	66%

11A. (If “Yes” in Q11): Rate how easy it was to reach the person you needed.

Excellent	21%
Good.....	50%
Top 2	71%
Fair.....	21%
Poor	8%

12. How much do you agree or disagree with each of these questions?

- a. The City Dock area reflects what is best about Annapolis.
- b. The City Dock area could be improved to better serve residents.
- c. I know how to express my views to the Annapolis City government.
- d. My neighborhood includes people of backgrounds different from my own.
- e. The local economy provides enough opportunities for people like me.
- f. There are enough trees in my neighborhood.
- g. Compared to a few years ago, it is easier to get around Annapolis.

	Strongly disagree	Somewhat disagree	Somewhat agree	Strongly agree	Don't know
a. The City Dock area reflects what is best about Annapolis	9%	12%	46%	27%	6%
b. The City Dock area could be improved to better serve residents	4%	8%	34%	45%	9%
c. I know how to express my views to the Annapolis City government	7%	18%	32%	25%	18%
d. My neighborhood includes people of backgrounds different from my own	6%	13%	33%	46%	2%
e. The local economy provides enough opportunities for people like me	18%	22%	36%	14%	10%
f. There are enough trees in my neighborhood	6%	10%	35%	48%	1%
g. Compared to a few years ago, it is easier to get around Annapolis	20%	23%	30%	12%	15%

13. How often do you do any of these activities in the Main Street, Maryland Avenue, and City Dock area? (Frequently, Occasionally, Seldom, Never)

- a. Shop
- b. Go out to eat
- c. Visit museums, walking tours, or boat tours
- d. Stroll or walk around downtown
- e. Listen to live music or attend live community theater
- f. Take out-of-town guests
- g. Go downtown with just your family or yourself

	Frequently	Occasionally	Seldom	Never
a. Shop	25%	38%	23%	15%
b. Go out to eat	33%	38%	20%	10%
c. Visit museums, walking tours, or boat tours	5%	21%	42%	31%
d. Stroll or walk around downtown	44%	32%	13%	11%
e. Listen to live music or attend live community theater	14%	27%	27%	32%
f. Take out-of-town guests	32%	36%	15%	16%
g. Go downtown with just your family or yourself	47%	30%	13%	10%

14. Through a public input process, citizens have suggested many ways to improve the City Dock area. How much do you agree or disagree with each of these observations about City Dock? (Strongly disagree, Somewhat disagree, Somewhat agree, Strongly agree, Don't know)

- a. There should be a more diverse mix of businesses.
- b. The ability to walk along the water's edge should be improved and extended.
- c. It should be less dominated by automobiles.

- d. There should be more shade and shelter from the elements.
- e. There should be more fun things to do.
- f. The public spaces should be more interesting and lively.
- g. Outdoor public art should be enhanced.
- h. Architecture from all stages of the City's history should be reflected downtown.

	Strongly disagree	Somewhat disagree	Somewhat agree	Strongly agree	Don't know
a. There should be a more diverse mix of businesses	3%	12%	33%	41%	10%
b. The ability to walk along the water's edge should be improved and extended	5%	15%	28%	39%	12%
c. It should be less dominated by automobiles	10%	18%	34%	29%	9%
d. There should be more shade and shelter from the elements	11%	19%	37%	22%	10%
e. There should be more fun things to do	6%	17%	39%	30%	8%
f. The public spaces should be more interesting and lively	7%	13%	44%	28%	8%
g. Outdoor public art should be enhanced	10%	20%	37%	23%	10%
h. Architecture from all stages of City's history should be reflected downtown	6%	14%	35%	32%	12%

15. Have you visited Market House since it reopened?

- Yes (Go to Q16.) 48%
- No (Go to Q17.) 52%

16. (If "Yes" in Q15): How would you rate the Market house?

- Excellent 15%
- Good 42%
- Fair 33%
- Poor 10%

17. What is your opinion of the importance of the maritime industry to the City of Annapolis?

- Critical 24%
- Very important 40%
- Moderately important 27%
- Not important 9%

18. Do you believe new development is a positive means of growing the City's tax base?

- Yes 55%
- No 45%

19. Summing up, do you have any comments you would like to make about living in the City of Annapolis? (Open-ended; see verbatim responses at end of Questionnaire.)

20. How likely or unlikely are you to do each of the following?
- a. Recommend living in Annapolis to someone who asks
 - b. Remain in Annapolis for the next five years

	Very likely	Somewhat likely	Somewhat unlikely	Very unlikely	Don't know
a. Recommend living in Annapolis to someone who asks	46%	37%	6%	9%	3%
b. Remain in Annapolis for the next five years	61%	20%	4%	10%	6%

Demographics

To ensure all people in the City are well represented in the survey, 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.

- A. Are you currently employed for pay?
- Yes.....67%
 - No33%
- B. (If yes): What is your typical commuting distance?
- Within the City of Annapolis.....37%
 - Within 10 miles of the City of Annapolis15%
 - 11 to 24 miles8%
 - 25 miles or farther.....41%
- C. How many years have you lived in Annapolis?
- Less than 2 years5%
 - 2-5 years.....12%
 - 6-10 years.....13%
 - 11-20 years.....20%
 - More than 20 years.....51%
- D. Is your home...rented or owned?
- Owned82%
 - Rented18%
- E. Do any children 17 or under live in your household?
- Yes.....25%
 - No75%
- F. Are you or any members of your household aged 65 or older?
- Yes.....34%
 - No66%

G. 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 everyone living in your household.) (Less than \$25,000, \$25,000 to \$49,999, \$50,000 to \$74,999, \$75,000 to \$99,999, \$100,000 to \$149,999, \$150,000 or more)

Less than \$25,000	16%
\$25,000 to \$49,999.....	17%
\$50,000 to \$74,999.....	17%
\$75,000 to \$99,999.....	15%
\$100,000 to \$149,999.....	17%
\$150,000 or more	18%

H. Are you Hispanic or Latino?

Yes.....	8%
No	92%

I. What is your race? (Mark one or more.)

Asian, Asian Indian, or Pacific Islander	3%
Black or African-American	27%
Native American	1%
White.....	65%
Other.....	7%

J. In which category is your age?

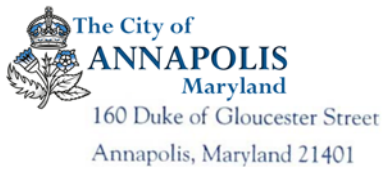
18 to 24.....	1%
25 to 34.....	20%
35 to 44.....	15%
45 to 54.....	19%
55 to 64.....	17%
65 to 74.....	15%
75 or older.....	12%

K. What is your gender?

Female.....	56%
Male	44%

L. What kind of telephone do you have at home?

Both landline and cell phone	62%
Cell phone only.....	34%
Landline only	4%
No telephone	*%



ACEVEDO JOSE R
908 BELLWEATHER CT
ANNAPOLIS, MD 21401



ACTON WILLIAM B
7 WOODWARD CT
ANNAPOLIS, MD 21403

Dear Annapolis Resident,

Your household has been randomly selected to participate in the 2013 Annapolis Citizen Survey. By taking part, you will represent your neighbors and help set the City's direction for the next 12 months.

You will receive a copy of the survey by mail next week with instructions for completing and returning it. Please be on the lookout for your survey packet.

To save time and the expense of mailing, you may take the survey now at www.AnnapolisSurvey.org. Or use the QR code below with your tablet computer. Your household's PIN is **16015**

Thank you in advance for helping with this important project!



Michael D. Mallinoff, Esq., ICMA-CM
City Manager

Puede usted hacer esta encuesta en Español por www.annapolissurvey.org.
Su Número de Identificación: **16015**

Dear Annapolis Resident,

Your household has been randomly selected to participate in the 2013 Annapolis Citizen Survey. By taking part, you will represent your neighbors and help set the City's direction for the next 12 months.

You will receive a copy of the survey by mail next week with instructions for completing and returning it. Please be on the lookout for your survey packet.

To save time and the expense of mailing, you may take the survey now at www.AnnapolisSurvey.org. Or use the QR code below with your tablet computer. Your household's PIN is **16653**

Thank you in advance for helping with this important project!



Michael D. Mallinoff, Esq., ICMA-CM
City Manager

Puede usted hacer esta encuesta en Español por www.annapolissurvey.org.
Su Número de Identificación: **16653**



December 27, 2013

City Resident
933 EDGEWOOD RD 201
ANNAPOLIS, MD 21403

Survey PIN: 68773

Dear City Resident,

Enclosed please find your copy of the 2013 City of Annapolis Citizen Survey. Please take the time within the next few days to complete and return it. If you have already responded online at AnnapolisSurvey.org, please disregard this mailing.

Your participation in the survey is very important. Not everyone has been selected to take part. Your household has been selected *randomly*, and your responses will be combined with about 400 others from across the City to evaluate public services and priorities, helping to set the direction for the City over the next year.

To get a representative sample of Annapolis residents, the adult (anyone 18 years or older) in your household who most recently had a birthday should complete this survey. Year of birth of the adult does not matter.

Please spend a few minutes to answer all the questions and return the survey in the enclosed postage-paid envelope. **Or if you would find it easier, please visit www.AnnapolisSurvey.org and take the survey online.**

We have included PIN numbers so that we can be sure we have received responses from all corners of the City, and to remind those who have not responded. But your individual responses will not be tied back to you personally.

Your survey PIN is: 68773

These results will be shared with the Mayor and City Council, and will be shared with the public in early 2014. Please help us shape the future of Annapolis. Thank you for your time and participation.

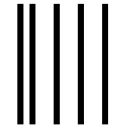
Quisiera usted hacer esta encuesta en Español? Por favor llamar al 240-704-2151.

Sincerely,

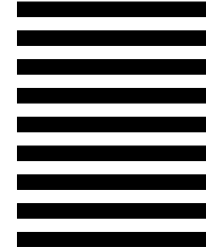
A handwritten signature in cursive script, appearing to read "Michael D. Mallinoff".

Michael D. Mallinoff, Esq., ICMA-CM
City Manager

IMPORTANT: DO NOT ENLARGE, REDUCE OR MOVE the FIM and barcodes. They are only valid as printed!
Special care must be taken to ensure FIM and barcode are actual size AND placed properly on the mail piece to meet both USPS regulations and automation compatibility standards.



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES



BUSINESS REPLY MAIL
FIRST-CLASS MAIL PERMIT NO: 38 ANNAPOLIS MD

POSTAGE WILL BE PAID BY ADDRESSEE

OPINION WORKS
706 GIDDINGS AVE STE 2C
ANNAPOLIS MD 21401-9720



Artwork for Envelope, Business, #9, 3 7/8 x 8 7/8 in (3.875" x 8.875")
Layout: #BRM 1oz with IMB.lyt
November 14, 2013

Produced by DAZzle, Version 12.2.02
(c) 1993-2012, DYMO Endicia, www.Endicia.com
Authorized User, Serial #

The City of Annapolis 2013 Citizen Survey: Please respond by Sunday, January 5

Please complete this survey if you are the adult (age 18 or older) in the household *who most recently had a birthday*.
 Please circle the number that most closely represents your opinion for each question.
 Your responses are anonymous and will be reported in group form only.
You may also take this survey online at www.annapolissurvey.org

1. Please rate each of the following aspects of quality of life in Annapolis...

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
a. Annapolis as a place to live	1	2	3	4	5
b. Your neighborhood as a place to live	1	2	3	4	5
c. Annapolis as a place to raise children	1	2	3	4	5
d. Annapolis as a place to work	1	2	3	4	5
e. Annapolis as a place to retire	1	2	3	4	5
f. The overall quality of life in Annapolis	1	2	3	4	5
g. Annapolis as a place to educate your children	1	2	3	4	5

2. Please rate each of the following characteristics as they relate to Annapolis as a whole...

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
a. Openness and acceptance of people of diverse backgrounds	1	2	3	4	5
b. Cleanliness of Annapolis	1	2	3	4	5
c. Diversity of shopping opportunities	1	2	3	4	5
d. Recreational opportunities	1	2	3	4	5
e. Ease of car travel in Annapolis	1	2	3	4	5
f. Ease of bus travel in Annapolis	1	2	3	4	5
g. Ease of bicycle travel in Annapolis	1	2	3	4	5
h. Ease of walking in Annapolis	1	2	3	4	5
i. The availability of parking downtown	1	2	3	4	5
j. Public access to the water	1	2	3	4	5
k. Access to good-paying jobs in the City	1	2	3	4	5
l. Housing that people of all backgrounds can afford	1	2	3	4	5
m. Hiker-biker trails	1	2	3	4	5

3. Please rate the performance of the Annapolis City government...

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
a. The value of services for the taxes paid to the City of Annapolis	1	2	3	4	5
b. The overall direction that the City is taking	1	2	3	4	5
c. The job Annapolis government does welcoming citizen involvement	1	2	3	4	5

4. In the past 12 months, about how many times, if ever, have you or other household members participated in the following activities in Annapolis?

	<i>Never</i>	<i>Once or twice</i>	<i>3 to 12 times</i>	<i>13 to 26 times</i>	<i>More than 26 times</i>
a. Attended a meeting of local elected officials or another local public meeting	1	2	3	4	5
b. Participated in a (City-sponsored) recreation program or activity	1	2	3	4	5
c. Ridden a commuter bus to or from Annapolis	1	2	3	4	5
d. Ridden an Annapolis Public Transit Bus	1	2	3	4	5
e. Ridden the free Circulator trolley	1	2	3	4	5
f. Talked to or visited with your immediate neighbors	1	2	3	4	5
g. Used the City's "Report It!" system on the website to report a problem	1	2	3	4	5
h. Used the "Pip" Moyer Recreation Center	1	2	3	4	5
i. Used the Stanton Community Center	1	2	3	4	5
j. Visited a neighborhood park or City park	1	2	3	4	5
k. Visited Main Street, Maryland Avenue, or City Dock	1	2	3	4	5
l. Visited the City website (www.Annapolis.gov)	1	2	3	4	5
m. Watched a local public meeting on cable TV or the Internet	1	2	3	4	5

(If “Yes” in Q9): Still thinking only about the last employee you spoke with... (continuation of Q10)

- 10C. How friendly was the City employee?** Excellent Good Fair Poor
- 10D. How knowledgeable was the employee?** Excellent Good Fair Poor
- 10E. How did you feel about that contact overall?** Excellent Good Fair Poor

11. Have you tried to call the City for any reason in the last several months? Yes ➔ **Go to Q 11A** No ➔ **Go to Q 12**

11A. (If “Yes” in Q11) Rate how easy it was to reach the person you needed: Excellent Good Fair Poor

12. How much do you agree or disagree with each of these questions?

	<i>Strongly agree</i>	<i>Somewhat agree</i>	<i>Somewhat disagree</i>	<i>Strongly disagree</i>	<i>Don't know</i>
a. The City Dock area reflects what is best about Annapolis.	1	2	3	4	5
b. The City Dock area could be improved to better serve residents.	1	2	3	4	5
c. I know how to express my views to the Annapolis City government.	1	2	3	4	5
d. My neighborhood includes people of backgrounds different from my own.	1	2	3	4	5
e. The local economy provides enough opportunities for people like me.	1	2	3	4	5
f. There are enough trees in my neighborhood.	1	2	3	4	5
g. Compared to a few years ago, it is easier to get around Annapolis.	1	2	3	4	5

13. How often do you do any of these activities in the Main Street, Maryland Avenue, and City Dock area?

	<i>Frequently</i>	<i>Occasionally</i>	<i>Seldom</i>	<i>Never</i>
a. Shop	1	2	3	4
b. Go out to eat	1	2	3	4
c. Visit museums, walking tours, or boat tours	1	2	3	4
d. Stroll or walk around downtown	1	2	3	4
e. Listen to live music or attend live community theater	1	2	3	4
f. Take out-of-town guests	1	2	3	4
g. Go downtown with just your family or yourself	1	2	3	4

14. Through a public input process, citizens have suggested many ways to improve the City Dock area. How much do you agree or disagree with each of these observations about City Dock?

	<i>Strongly agree</i>	<i>Somewhat agree</i>	<i>Somewhat disagree</i>	<i>Strongly disagree</i>	<i>Don't know</i>
a. There should be a more diverse mix of businesses.	1	2	3	4	5
b. The ability to walk along the water’s edge should be improved and extended.	1	2	3	4	5
c. It should be less dominated by automobiles.	1	2	3	4	5
d. There should be more shade and shelter from the elements.	1	2	3	4	5
e. There should be more fun things to do.	1	2	3	4	5
f. The public spaces should be more interesting and lively.	1	2	3	4	5
g. Outdoor public art should be enhanced.	1	2	3	4	5
h. Architecture from all stages of the City’s history should be reflected downtown.	1	2	3	4	5

15. Have you visited the Market House since it reopened? Yes ➔ **Go to Q 16** No ➔ **Go to Q 17**

16. (If “Yes” in Q15): How would you rate the Market House? Excellent Good Fair Poor

17. What is your opinion of the importance of the maritime industry to the City of Annapolis?
 Critical Very important Moderately important Not important

18. Do you believe new development is a positive means of growing the City’s tax base? Yes No

19. Summing up, do you have any comments you would like to make about living in the City of Annapolis?

20. How likely or unlikely are you 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>
a. Recommend living in Annapolis to someone who asks	1	2	3	4	5
b. Remain in Annapolis for the next five years	1	2	3	4	5

To ensure all people in the City are well represented in the survey, 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.

- A. Are you currently employed for pay?** Yes ➔ **Go to Question B** No ➔ **Go to Question C**
- B. (If "Yes" in Question A) What is your typical commuting distance?**
 Within the City of Annapolis Within 10 miles of the City of Annapolis 11 to 24 miles 25 miles or farther
- C. How many years have you lived in Annapolis?**
 Less than 2 years 6—10 years More than 20 years
 2—5 years 11—20 years
- D. Is your home rented or owned?**
 Rented Owned
- E. Do any children 17 or under live in your household?**
 Yes No
- F. Are you or any members of your household aged 65 or older?**
 Yes No
- G. 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 everyone living in your household.)**
 Less than \$25,000 \$75,000 to \$99,999
 \$25,000 to \$49,999 \$100,000 to \$149,999
 \$50,000 to \$74,999 \$150,000 or more
- H. Are you Hispanic or Latino?**
 Yes No
- I. What is your race? (Mark one or more)**
 Asian, Asian Indian, or Pacific Islander Native American Other
 Black or African-American White
- J. In which category is your age?**
 18 to 24 35 to 44 55 to 64 75 or older
 25 to 34 45 to 54 65 to 74
- K. What is your gender?**
 Female Male
- L. What kind of telephone do you have at home?**
 Landline only Cell phone only Both landline and cell phone No telephone

Thank you for completing the survey. Please return the completed survey in the postage-paid envelope to:
 OpinionWorks, 706 Giddings Ave., Suite 2C, Annapolis, MD 21401

Ciudad de Annapolis Encuesta de Ciudadanos 2013: Por favor responder antes del Viernes, 13 de Diciembre.

Por favor complete la encuesta si usted es en su hogar, el adulto (18 años de edad o más) que ha cumplido años más recientemente. Marque con un círculo el número que mejor represente su opinión para cada pregunta. Sus respuestas son anónimas y se reportarán únicamente en forma de grupo. Usted también puede tomar la encuesta en línea en www.annapolisurvey.org

1. Por favor califique cada uno de los siguientes aspectos sobre la calidad de vida en Annapolis ...

	<i>Excelente</i>	<i>Bien</i>	<i>Normal</i>	<i>Mal</i>	<i>No se</i>
a. Annapolis como un sitio para vivir	1	2	3	4	5
b. Su urbanización como un sitio para vivir	1	2	3	4	5
c. Annapolis como un sitio para criar a sus hijos	1	2	3	4	5
d. Annapolis como un sitio para trabajar	1	2	3	4	5
e. Annapolis como un sitio para jubilarse	1	2	3	4	5
f. La calidad de vida en Annapolis	1	2	3	4	5
g. Annapolis como un sitio para educar a sus hijos	1	2	3	4	5

2. Por favor califique cada una de las siguientes características sobre Annapolis...

	<i>Excelente</i>	<i>Bien</i>	<i>Normal</i>	<i>Mal</i>	<i>No se</i>
a. Aceptación hacia personas de diversos entornos	1	2	3	4	5
b. Limpieza de la ciudad de Annapolis	1	2	3	4	5
c. Diversidad de sitios para hacer compras	1	2	3	4	5
d. Oportunidades para el entretenimiento	1	2	3	4	5
e. Comodidad para manejar en Annapolis	1	2	3	4	5
f. Accesibilidad del transporte público en Annapolis	1	2	3	4	5
g. Comodidad para montar en bicicleta en Annapolis	1	2	3	4	5
h. Comodidad para caminar en Annapolis	1	2	3	4	5
i. Disponibilidad de parqueo en el centro de Annapolis	1	2	3	4	5
j. Acceso público frente al mar	1	2	3	4	5
k. Acceso a empleos bien pagados en la Ciudad	1	2	3	4	5
l. Acceso a viviendas que toda la gente pueda pagar	1	2	3	4	5
m. Caminos para montar en bicicleta y hacer excursiones	1	2	3	4	5

3. Por favor califique el desempeño del Gobierno de la Ciudad de Annapolis en sus respectivas funciones ...

	<i>Excelente</i>	<i>Bien</i>	<i>Normal</i>	<i>Mal</i>	<i>No se</i>
a. Valor de los servicios en la Ciudad de Annapolis con respecto a los impuestos que se pagan	1	2	3	4	5
b. La manera en como esta encaminada la Ciudad	1	2	3	4	5
c. Las oportunidades que el gobierno de la Ciudad de Annapolis ofrece a los ciudadanos para que se involucren	1	2	3	4	5

4. En los últimos 12 meses, cuántas veces ha participado usted o alguno de los miembros de su hogar en las siguientes actividades en Annapolis?

	<i>Nunca</i>	<i>Un par de veces</i>	<i>3 a 12 veces</i>	<i>13 a 26 veces</i>	<i>Más de 26 veces</i>
a. Asistir a algunas de las reuniones de los funcionarios locales o alguna otra reunión pública	1	2	3	4	5
b. Ha participado en algún programa o actividad recreacional patrocinado por la Ciudad?	1	2	3	4	5
c. Viajado en algún autobús de empleados fuera de la Ciudad de Annapolis	1	2	3	4	5
d. Viajado en algún transporte público de Annapolis	1	2	3	4	5
e. Viajado en el tranvía gratuito de la Ciudad	1	2	3	4	5
f. Ha hablado o visitado alguno de sus vecinos?	1	2	3	4	5
g. Ha usado en nuestra página Web el sistema "Report It!" para reportar algún problema	1	2	3	4	5
h. Visitado el Centro Recreacional "Pip" Moyer	1	2	3	4	5
i. Visitado el Centro Comunitario Stanton	1	2	3	4	5
j. Visitado algún parque público	1	2	3	4	5

4. (continuado) En los últimos 12 meses, cuántas veces ha participado usted o alguno de los miembros de su hogar en las siguientes actividades en Annapolis?

	<i>Nunca</i>	<i>Un par de veces</i>	<i>3 a 12 veces</i>	<i>13 a 26 veces</i>	<i>Más de 26 veces</i>
k. Visitado las zonas de "Main Street", "Maryland Avenue" o "City Dock"	1	2	3	4	5
l. Visitado nuestra página de Internet (www.Annapolis.gov)	1	2	3	4	5
m. Visto alguna de las reuniones públicas en televisión por cable o por la Internet	1	2	3	4	5

5. Por favor califique cada uno de los siguientes servicios en Annapolis

	<i>Excelente</i>	<i>Bien</i>	<i>Normal</i>	<i>Mal</i>	<i>No se</i>
a. Policía	1	2	3	4	5
b. Bomberos	1	2	3	4	5
c. Servicios Médicos de Emergencia y Ambulancias	1	2	3	4	5
d. Educación y prevención de Incendios	1	2	3	4	5
e. Fiscales de Tránsito	1	2	3	4	5
f. Reparación de las calles	1	2	3	4	5
g. Limpieza de las calles	1	2	3	4	5
h. Iluminación en las calles	1	2	3	4	5
i. Paleadores de Nieve	1	2	3	4	5
j. Mantenimiento de las aceras	1	2	3	4	5
k. Servicios de Autobús y transporte público	1	2	3	4	5
l. Recolección de Basura	1	2	3	4	5
m. Recolección de Reciclaje	1	2	3	4	5
n. La variedad de materiales que pueden ser reciclados	1	2	3	4	5
o. Recolección de desechos de jardinería	1	2	3	4	5
p. Drenajes de agua	1	2	3	4	5
q. Agua para beber	1	2	3	4	5
r. Servicios de cloacas	1	2	3	4	5
s. Parques y zonas de recreación	1	2	3	4	5
t. Clases y programas recreacionales	1	2	3	4	5
u. Centro de Recreación "Pip" Moyer	1	2	3	4	5
v. Centro Comunitario Stanton	1	2	3	4	5
w. La página de Internet de la Ciudad de Annapolis	1	2	3	4	5
x. Acceso para obtener Permisos de Construcción, Reparación, etc.	1	2	3	4	5
y. Servicio en línea para rastrear permisos "eTRAKit"	1	2	3	4	5
z. Servicios para familias de pocos recursos	1	2	3	4	5
aa. Preparación para situaciones de Emergencia (servicios que ayudan a la comunidad para prepararse para desastres naturales o alguna otra emergencia)	1	2	3	4	5
bb. Preservación de áreas naturales al aire libre	1	2	3	4	5
cc. Facturación y pago de los servicios públicos	1	2	3	4	5

6. Por favor califique cuan seguro o inseguro de siente ...

	<i>Muy seguro</i>	<i>Seguro</i>	<i>Ni seguro ni inseguro</i>	<i>Inseguro</i>	<i>Muy inseguro</i>	<i>No se</i>
a. En su urbanización durante el día	1	2	3	4	5	6
b. En su urbanización de noche	1	2	3	4	5	6
c. En el centro de Annapolis durante el día	1	2	3	4	5	6
d. En el centro de Annapolis de noche	1	2	3	4	5	6

7. Los edificios dilapidados, áreas de maleza o vehículos abandonado representan algún problema en Annapolis?

- No hay ningún problema Un poco de problema Problema Gran problema No se

8. Que tan importante es que la Ciudad invierta en preparaciones para desastres naturales y otras situaciones de emergencia?

- Esencial Muy Importante Importante No tan importante

9. Ha estado usted en contacto con algún empleado de la Ciudad de Annapolis en los últimos meses?

Si **➡ Ir a la Pregunta 10A**

No **➡ Ir a la Pregunta 11**

(Si su respuesta es "Si" en Pregunta 9): Pensando únicamente en el último empleado con el que usted hablo...

10A. El contacto fue en persona, por teléfono o por la Internet? En persona Por teléfono Por la Internet

10B. En cual departamento o cual función esa persona desempeña?

- Chofer de Autobús Asistente de Muelles Policías Empleados que reparan el agua y las cloacas
- Cajero en la Municipalidad Fiscales de Tránsito Empleados de los centros recreacionales Otro (Por favor especifique :)
- Funcionarios electos Estacionamientos Empleados de mantenimiento de las calles y aceras
- Bomberos/Servicios Médicos de Emergencia y Ambulancias Taquilla de permisos en la calle Gorman Empleados de recolección de basura y reciclaje

10C. Que tan amigable fue éste empleado? Excelente Bien Normal Mal

10D. Sabia hacer su trabajo éste empleado? Excelente Bien Normal Mal

10E. Como se sintió con el trato de ésta persona? Excelente Bien Normal Mal

11. Ha tratado usted de llamar por alguna razón a la Ciudad en los últimos meses? Si **➡ Ir a la Pregunta 11A** No **➡ Ir a la Pregunta 12**

11A. (Si su respuesta es "Si" en Pregunta 11): Por favor califique cuan fácil fue comunicarse con la persona que usted necesitaba?

- Excelente Bien Normal Mal

12. Está usted en acuerdo o desacuerdo con las siguientes preguntas?

	Completo Acuerdo	Acuerdo	Desacuerdo	Completo desacuerdo	No se
a. El área del Muelle (City Dock) representa lo mejor de Annapolis.	1	2	3	4	5
b. El área del Muelle (City Dock) podría ser mejorado para servir mejor a los residentes .	1	2	3	4	5
c. Se como expresar mi punto de vista al gobierno de la Ciudad de Annapolis .	1	2	3	4	5
d. Mi urbanización incluye personas de diferentes entornos que el mío .	1	2	3	4	5
e. La economía local ofrece suficientes oportunidades para personas como yo.	1	2	3	4	5
f. Hay suficientes árboles en mi urbanización .	1	2	3	4	5
g. En comparación con algunos años atrás, es más fácil transitar en Annapolis .	1	2	3	4	5

13. Cuantas veces realiza usted alguna de estas actividades en las zonas de "Main Street", "Maryland Avenue" y el "City Dock" ?

	<i>Frecuente-mente</i>	<i>Ocasional-mente</i>	<i>Esporádica-mente</i>	<i>Nunca</i>
a. Ir de Compras	1	2	3	4
b. Ir a Comer	1	2	3	4
c. Visitar los museos, paseos turísticos en bote	1	2	3	4
d. Pasear o caminar en el área del centro de la ciudad	1	2	3	4
e. Conciertos o espectáculos teatrales en vivo	1	2	3	4
f. Pasear con familiares o amigos que vienen de visita a Annapolis	1	2	3	4
g. Visitar el centro de la ciudad de Annapolis con su familia o usted solamente	1	2	3	4

14. Algunos ciudadanos han sugerido muchas maneras de mejorar el área del "City Dock". Que tan en acuerdo o desacuerdo está usted con cada una de las siguientes observaciones acerca del Muelle?

	<i>Muy en acuerdo</i>	<i>Acuerdo</i>	<i>Desacuerdo</i>	<i>Muy en desacuerdo</i>	<i>No se</i>
a. Debería de haber más diversidad de negocios.	1	2	3	4	5
b. El paseo alrededor del agua debería de ser mejorado y extendido.	1	2	3	4	5
c. Debería de haber menos carros transitando.	1	2	3	4	5
d. Debería de haber más sombra y sitios para resguardarse del mal tiempo (lluvia, nieve, etc.)..	1	2	3	4	5
e. Deberían de haber más cosas divertidas que hacer .	1	2	3	4	5
f. Los lugares públicos deberían de estar más animados..	1	2	3	4	5
g. Los objetos artísticos públicos (por ejemplo estatuas, etc.) deberían de ser mejorados.	1	2	3	4	5
h. Los diseños de arquitectura en el centro de Annapolis deberían reflejar mejor todas las etapas de la historia de la Ciudad	1	2	3	4	5

15. Ha visitado usted el "Market House" desde su reapertura?

Si ➔ **Ir a la Pregunta 16**

No ➔ **Ir a la Pregunta 17**

16. (Si su respuesta es "Si" en Pregunta 15): Como calificaría el "Market House"?

- Excelente Blen Normal Mal

17. Cual es su opinión sobre la importancia de la industria marítima en Annapolis?

- Critica Muy importante Importante Sin importancia

18. Cree usted que un mayor desarrollo de infraestructura y negocios es una manera positiva de aumentar la base de impuestos de la Ciudad?

- Si No

19. Tiene usted algún comentario que quisiera agregar acerca de la vida en Annapolis?

20. Cual es la probabilidad de que usted haga lo siguiente?

	<i>Muy probable</i>	<i>Probable</i>	<i>Improbable</i>	<i>Muy Improbable</i>	<i>No se</i>
a. Recomendarle a alguien vivir en Annapolis	1	2	3	4	5
b. Continuar viviendo en Annapolis por los próximos cinco años	1	2	3	4	5

Para asegurarnos que toda la población de la Ciudad este bien representada en esta encuesta, las últimas preguntas son acerca de su persona y su hogar. Queremos reiterar que todas las respuestas de esta encuesta son confidenciales y serán presentadas en conjunto únicamente.

A. Esta usted empleado actualmente? Sí **➡ Ir a la Pregunta B** No **➡ Ir a la Pregunta C**

B. (Si su respuesta es "Si" en Pregunta A) Cual es la distancia aproximada hasta su trabajo?

En la Ciudad de Annapolis A 10 millas de la Ciudad de Annapolis 11 a 24 millas 25 millas o más

C. Cuantos años tiene viviendo en Annapolis?

Menos de 2 años 6—10 años Más de 20 años
 2—5 años 11—20 años

D. Su casa es alquilada o propia?

Alquilada Propia

E. Hay niños menores de 17 años viviendo en su hogar?

Si No

F. Es usted, o alguno de los miembros de su hogar 65 años de edad o más?

Si No

G. Aproximadamente, cuanto cree usted que será el salario de su hogar antes de pagar impuestos durante este año? (Por favor incluya el salario total de todos los miembros de su hogar)

Menos de \$25,000 dólares \$75,000 a \$99,999
 \$25,000 a \$49,999 \$100,000 a \$149,999
 \$50,000 a \$74,999 Más de \$150,000

H. Es usted Hispano o Latino?

Si No

I. Cual es su raza? (Por favor marque todas las que aplican)

Asiático Nativo Americano Otro
 Afro-Americano Caucásico/Blanco

J. En que categoría se encuentra usted con respecto a su edad?

18 a 24 años 35 a 44 años 55 a 64 años Más de 75 años
 25 a 34 años 45 a 54 años 65 a 74 años

K. Sexo?

Femenino Masculino

L. Cual tipo de teléfono tiene usted en su casa?

Teléfono fijo únicamente Celular únicamente Teléfono fijo y celular No tengo teléfono

Gracias por participar en esta encuesta de la Ciudad de Annapolis.
Por favor, devuelva la encuesta completada en el sobre con franqueo pagado a:
OpinionWorks, 706 Giddings Ave., Suite 2C, Annapolis, MD 21401