



2001 Citizen Survey

Conducted by Dr. Evan Berman

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City of Maitland, OMB

Citizen Survey Summary

This Presentation

- **Describes the methodology used to conduct the survey**
- **Displays the highlights of the 2001 Citizen Survey**
- **Provides General Conclusions**



Why a survey?

Provides the City with citizen perception of community conditions and municipal services that can be used for strengthening existing programs and developing new efforts.



How Survey was conducted

- Survey was developed with input from city government staff
- Some items based on the 1996 survey (comparison)
- Data were collected through telephone interviews
- Random dialing was used to ensure a valid sample (representative) of City of Maitland residents
- Sample size is 330



Survey Methodology

<u>Age</u>	<u>Population</u>	<u>Sample</u>	<u>Race</u>	<u>Population</u>	<u>Sample</u>
18-24	8.9%	6.1%	Caucasian	79.2%	80.4%
25-44	39.3%	22.6%	African-Am.	9.7%	8.6%
45-54	15.4%	22.6%	Hispanic	6.0%	7.4%
55-64	14.7%	13.1%	Other	5.1%	3.7%
65-74	12.0%	19.8%	<u>Gender</u>	<u>Population</u>	<u>Sample</u>
75+	9.6%	15.8%	Male	47.6%	47.3%
			Female	52.4%	52.7%

<u>District</u>	<u>Sample</u>
West of 17-92	49.5%
East of 17-92 & North of Horatio Ave.	28.1%
East of 17-92 & South of Horatio Ave.	22.4%

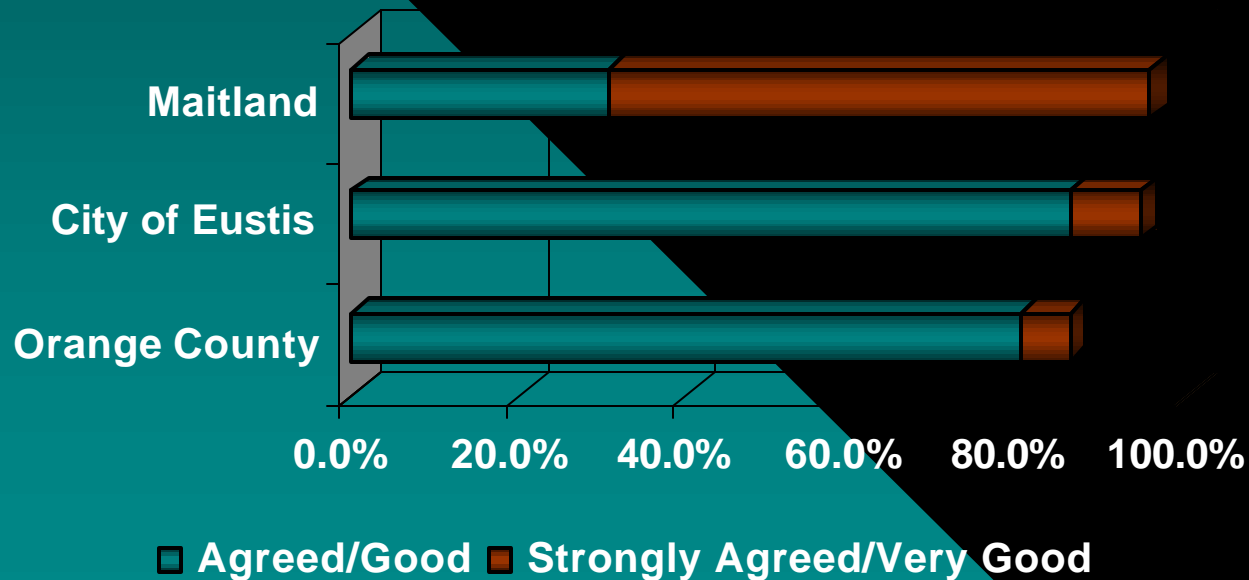
Note: Preliminary 2000 census data for population and race data. No census data exists regarding distribution of residents in different districts.

Quality of Life in Maitland

95.5%

Residents feel the quality of life in Maitland is very good or good

Nearly identical with the 1996 survey

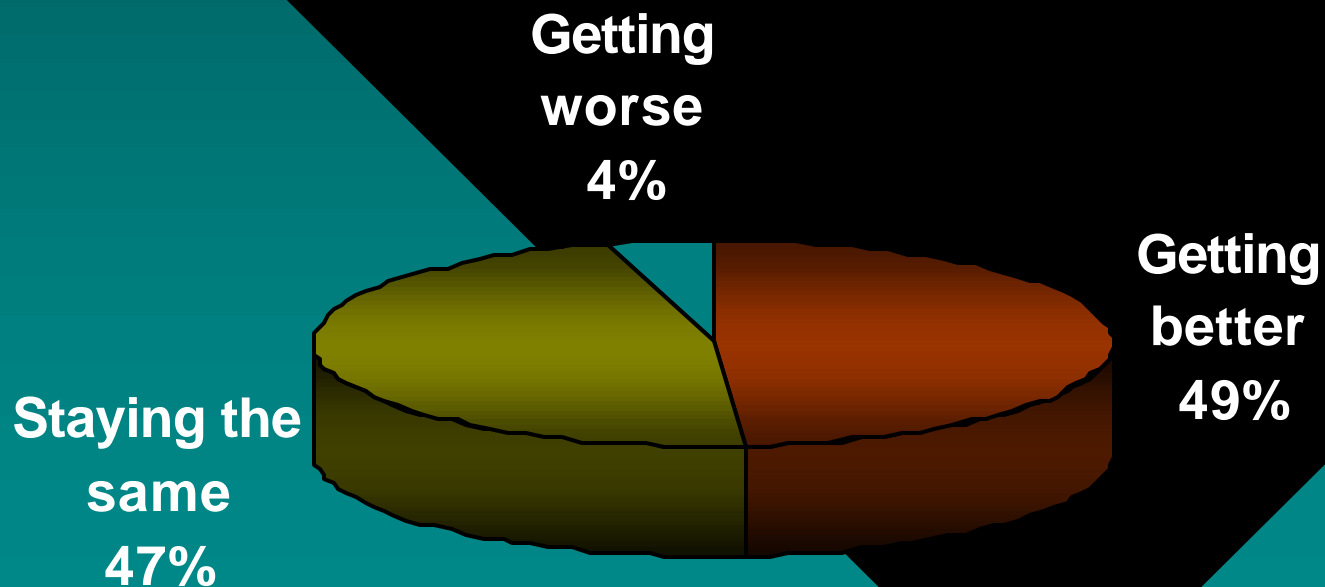


1999 Orange County and 2000 City of Eustis Survey asked how much citizens agreed with the statement "the quality of life in Orange County/City of Eustis is good."

Data based on respondents who have an opinion

Maitland as a whole

Nearly half of the residents response to how they feel “The City of Maitland as a whole is” **getting better**.

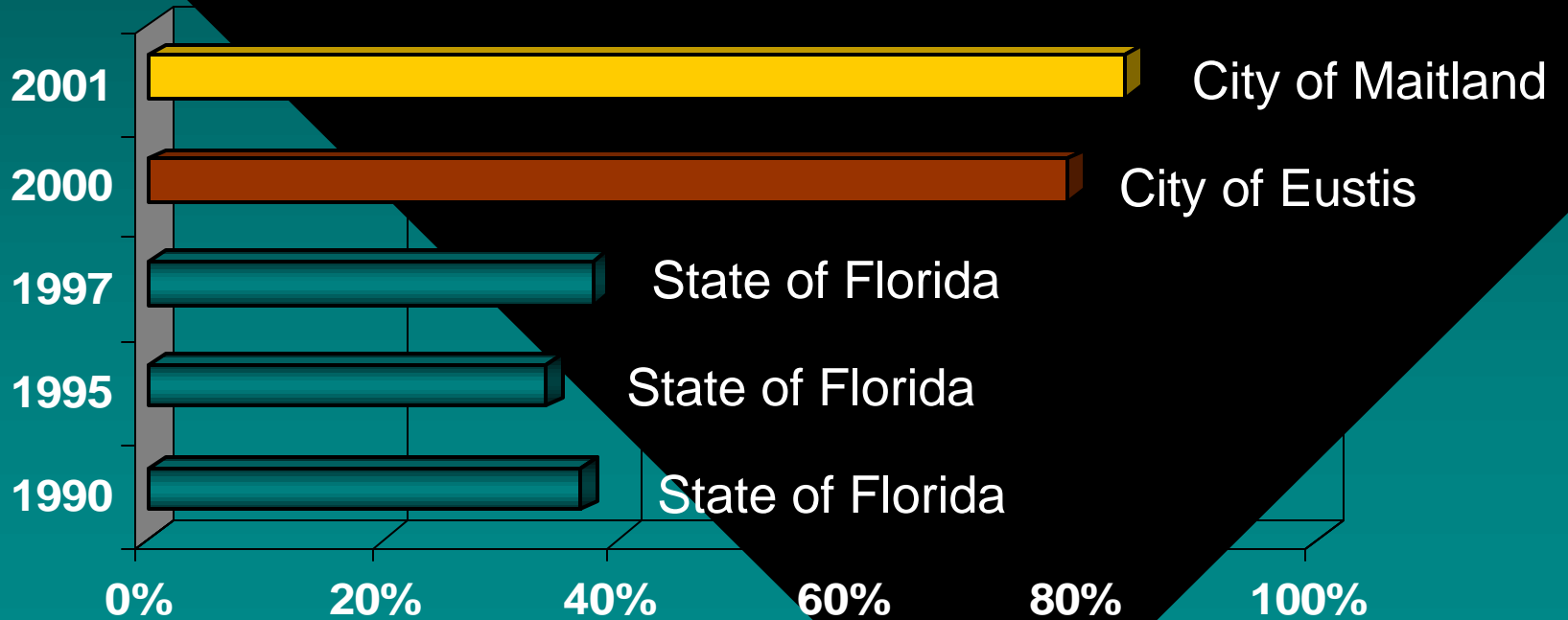


City Government

Residents trust city government to do what is right most of the time

83.7%

Trust in Maitland Government Comparison



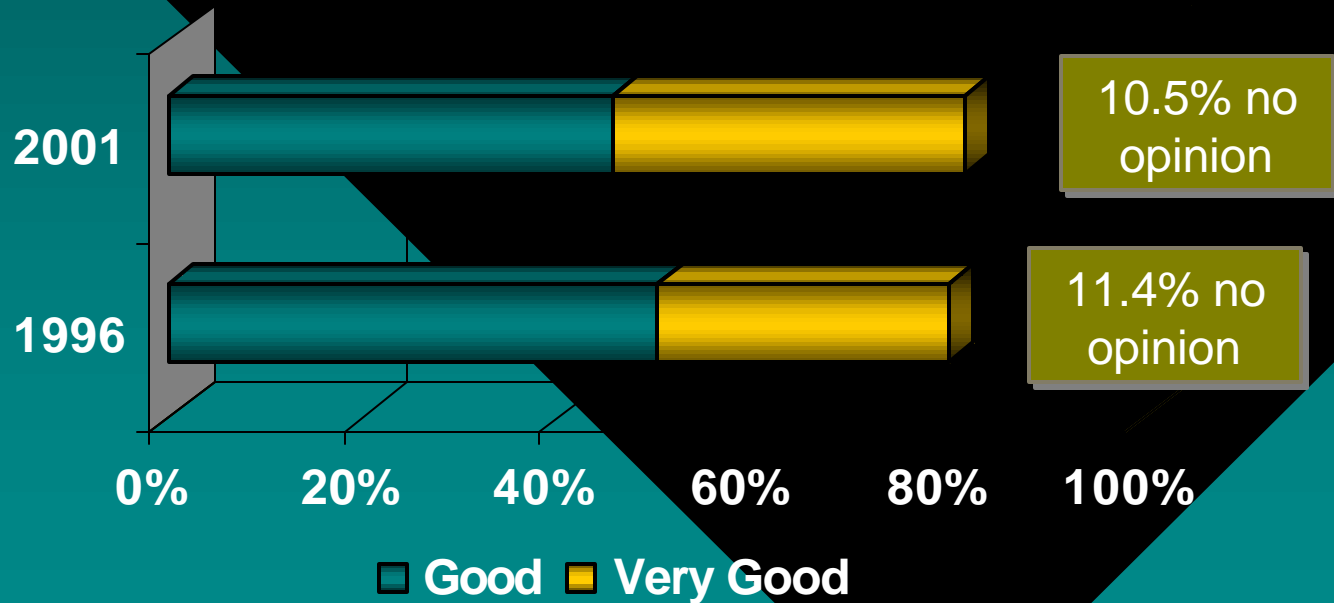
City of Eustis respondents to question with "strongly agree and agree".

City Government

85.5%

Feel the City is well-managed

How well does the City Government operate



Data based on respondents who have an opinion

City Services – Public Safety

99.6%

Rate overall quality of Fire/EMS services good or very good

Rate overall quality of Police services good or very good

91.2%

91.8%

State that they feel safe or very safe in the City of Maitland

1996 survey Fire/EMS 100%, Police 94.3%, Felt safe 92%.
Data based on respondents who have an opinion

City Services – Parks

95.6%

Rate the appearance of Maitland Parks as good or very good

92.3% rated the quality of Maitland Parks as good or very good in 1996

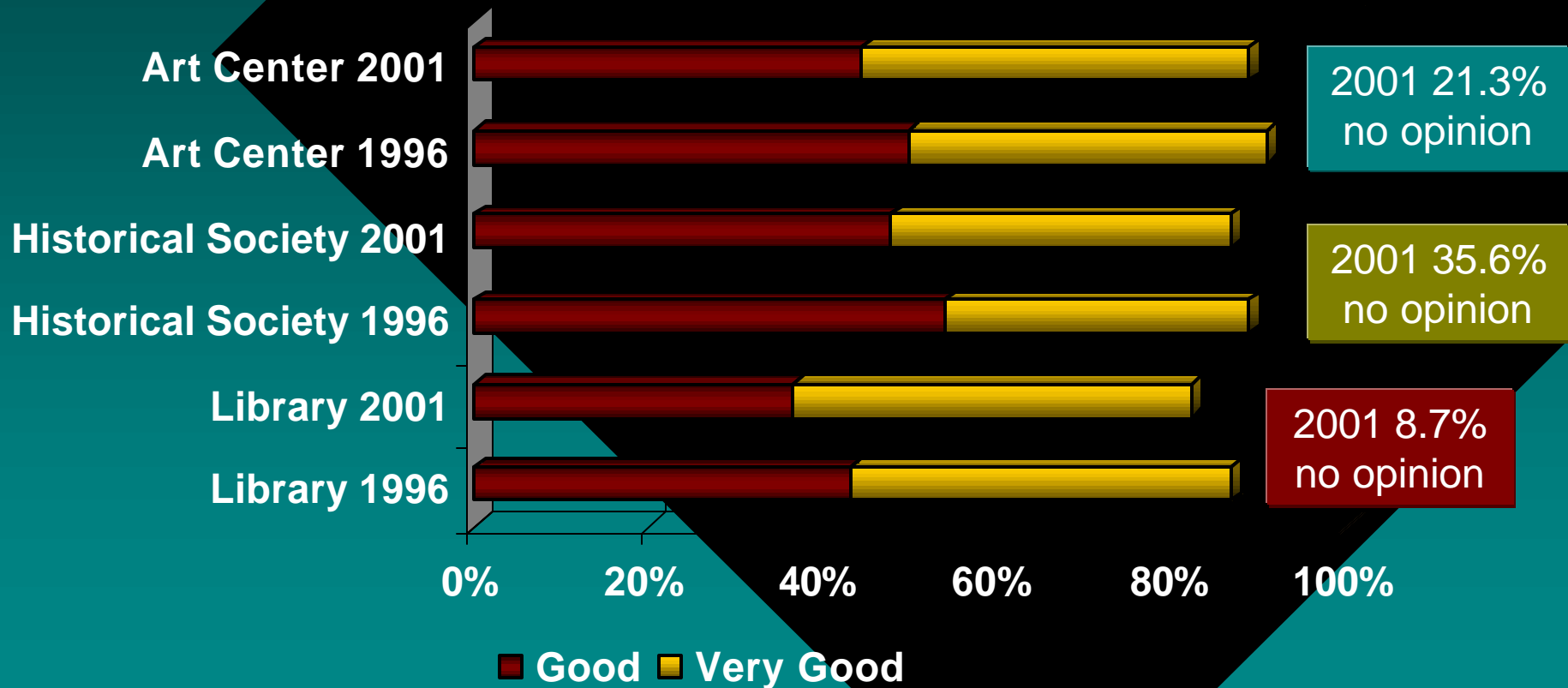


- More survey results to be discussed later

Data based on respondents who have an opinion

City Services - Cultural

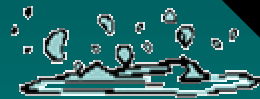
Cultural Groups Satisfaction Comparison



Data based on respondents who have an opinion

City Services - Water

Residents rate the quality of their drinking water



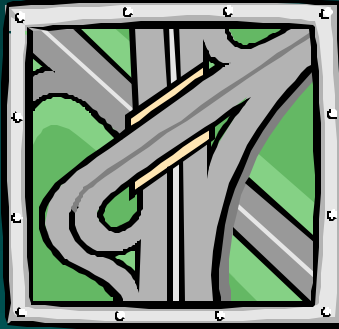
	2001	1996
Very Good	18.8%	9.5%
Good	41.1%	44.9%
Poor/Very Poor	15.3%	19.8%

Residents rate the quality of Maitland lakes

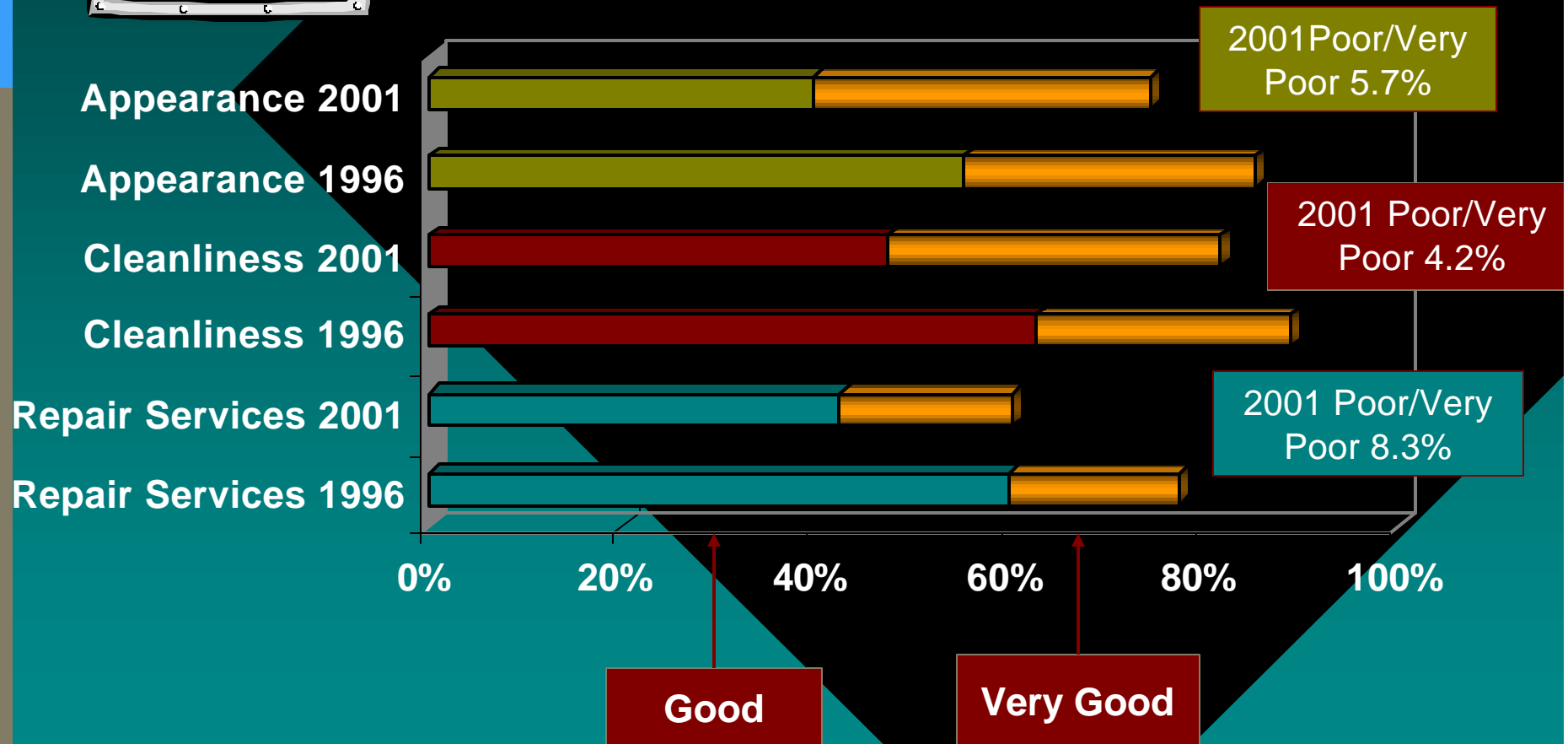
2001	1996	
14.5%	13.2%	Very Good
47.7%	38.8%	Good
12.7%	14.8%	Poor/Very Poor

No opinion
2001 14.5% ,1996 25.8%

Data based on respondents who have an opinion



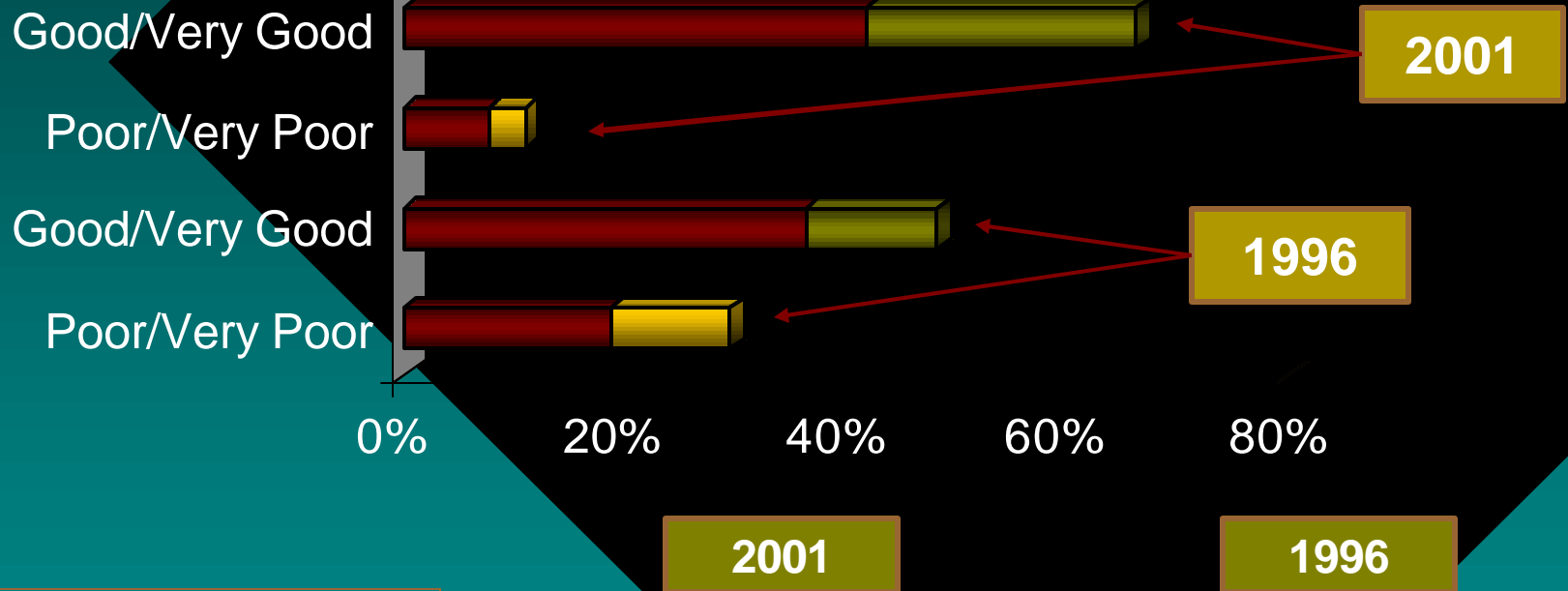
City Services - Streets



Data based on respondents who have an opinion

Electric Reliability and Undergrounding

Reliability of Electricity



Support to bury utility lines throughout city

Yes 70.7% No 18.9%

Yes 65% No 19%

Support if it meant an increase in taxes

Yes 55.6% No 32.1%

Yes 53% No 16%

Top 5 Municipal Initiatives

75.6%

1. A program to improve the quality of lakes

68.8%

2. Burying power lines throughout the city

62.3%

3. More recreational programs for youth between 12 and 18 years of age

60.2%

4. Improvements to the 17-92 corridor

58.8%

5. More recreational programs for children between 6 and 11 years of age

Next 5 Municipal Initiatives

58.5%

6. Improve the appearance of Downtown Maitland

54.4%

7. Adding new sidewalks where none currently exists

53.6%

8. Improving existing sidewalks

57.2%

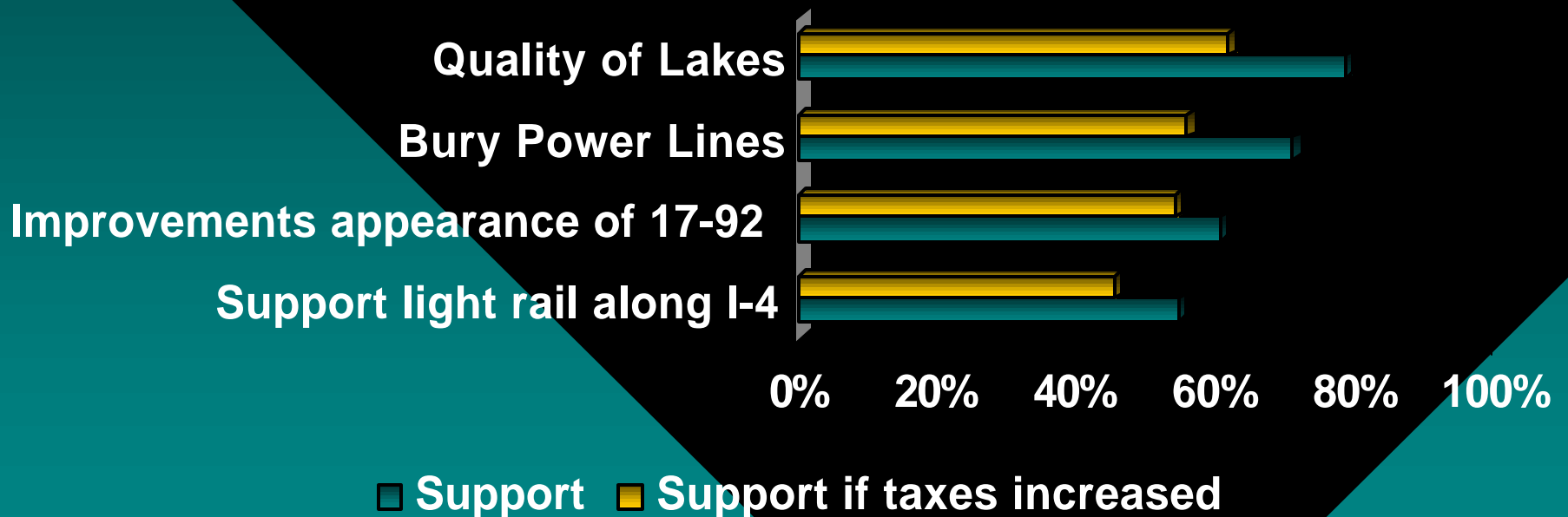
9. Increased City of Maitland involvement in regional transportation

49.4%

10. Expanding the Library to increase holdings

Support for Municipal Initiatives

Support for Municipal Initiatives compared to support if taxes were to increase



Improving appearance of 17-92 through landscaping/medians/sidewalks was asked using the following scale: very important/important/somewhat important/not important/can't say. All other items based on: yes/no/can't say

Communication

64.1% of residents have had contact with the City within the last 6 months

82.3%

Rate the courtesy of City of Maitland employees as very good or good

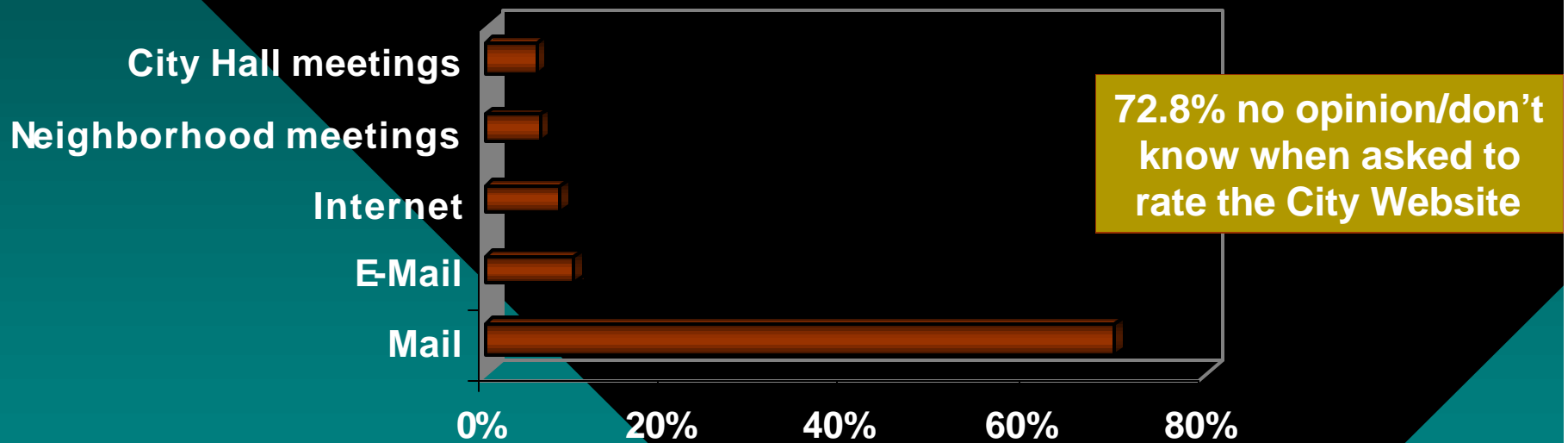
Rate the helpfulness of City of Maitland employees as very good or good

85.9%

60.6% resident had contact with the City in person, 30.3% by phone, 3% e-mail, 3.5% mail, 2.6% other

Communication

Residents preference on method of communication to learn about the city



65.4%

Rate the Tempo, the City's newsletter as very good or good.

21.5% of respondents have no opinion regarding the Tempo



The End