

**MOUNTAIN BROOK CITY COUNCIL
PRE-MEETING AGENDA**

**PRE-COUNCIL ROOM (A106) CITY HALL
56 CHURCH STREET
MOUNTAIN BROOK, AL 35213**

DECEMBER 9, 2013, 6:30 P.M.

1. Revised draft of the resident survey.
2. Dog droppings along walking trails – Betsy Dreher.



2014 City of Mountain Brook Citizen Survey—**DRAFT 5**

Please take a moment to complete this survey. Your input is an important part of the City's ongoing effort to involve citizens in long-range planning and investment decisions. If you have questions, please call Sam Gaston, City Manager, at (205) 802-3803, or gastons@mtnbrook.org.

1. **OVERALL SATISFACTION WITH CITY SERVICES.** Using a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied," please rate your satisfaction with each of the services listed below.

City Services	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A. Quality of the City's school system	5	4	3	2	1	9
B. Overall quality of public safety services (e.g., police, fire, ambulance)	5	4	3	2	1	9
C. Overall quality of City parks and recreation programs and facilities	5	4	3	2	1	9
D. Overall maintenance of City streets and facilities	5	4	3	2	1	9
E. Overall enforcement of City codes and ordinances	5	4	3	2	1	9
F. Overall quality of customer service you receive from City employees	5	4	3	2	1	9
G. Overall effectiveness of City communication with the public	5	4	3	2	1	9
H. Overall quality of public library facilities and services	5	4	3	2	1	9
I. Overall flow of traffic and congestion management in the City	5	4	3	2	1	9

2. Which **THREE** of these items do you think should receive the most emphasis from City leaders over the next **TWO** Years? [Write in the letters below using the letters from the list in Question 1 above.]

1st 2nd 3rd

3. Several items that may influence your perception of the City of Mountain Brook are listed below. Please rate your satisfaction with each item on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied."

How would you rate The City of Mountain Brook:	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A. Overall quality of services provided by the City of Mountain Brook	5	4	3	2	1	9
B. Overall value that you receive for your City tax dollars and fees	5	4	3	2	1	9
C. Overall image of the City	5	4	3	2	1	9
D. Overall quality of life in the City	5	4	3	2	1	9
E. Overall appearance of the City	5	4	3	2	1	9

4. Please rate the City of Mountain Brook with your satisfaction with each item on a scale of 1 to 5 where 5 means "excellent" and 1 means "poor."

How would you rate The City of Mountain Brook:		Excellent	Good	Neutral	Below Average	Poor	Don't Know
A.	As a place to live	5	4	3	2	1	9
B.	As a place to raise children	5	4	3	2	1	9
C.	As a place to educate your children	5	4	3	2	1	9
D.	As a place to play and for leisure	5	4	3	2	1	9

5. PUBLIC SAFETY. For each of the items listed, please rate your satisfaction on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied."

Public Safety		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A.	Overall quality of local police protection	5	4	3	2	1	9
B.	The visibility of police in neighborhoods	5	4	3	2	1	9
C.	The visibility of police in retail areas	5	4	3	2	1	9
D.	The City's efforts to prevent crime	5	4	3	2	1	9
E.	How quickly police respond to emergencies	5	4	3	2	1	9
F.	Enforcement of local traffic laws	5	4	3	2	1	9
G.	The attitude and behavior of Police Department personnel toward residents	5	4	3	2	1	9
H.	Overall quality of local Fire Protection Services	5	4	3	2	1	9
I.	Overall quality of Emergency Medical Services including Ambulance Service	5	4	3	2	1	9
J.	Emergency Preparedness/Emergency Management	5	4	3	2	1	9
K.	Fire safety you feel while in businesses, restaurants, and churches.	5	4	3	2	1	9
L.	Customer service professionalism exhibited/demonstrated by Fire Department personnel	5	4	3	2	1	9
M.	Fire, life safety and CPR educational programs.	5	4	3	2	1	9
N.	Quality of animal control	5	4	3	2	1	9
O.	Enforcement of speed limits in neighborhoods	5	4	3	2	1	9

6. Which THREE of the public safety items listed above do you think should receive the most emphasis from City leaders over the next TWO Years? [Write in the letters below using the letters from the list in Question 5 above.]

_____ 1st _____ 2nd _____ 3rd

7. Have you ever called the Mountain Brook Public Safety Call Center?

_____ (1) Yes (go to Q7a) _____ (2) No (go to Q8)

7a. If "yes" to Question 7, how was your service?

		YES	NO
A.	Was your call answered in a timely manner?	A	B
B.	Were you treated professionally?	A	B
C.	Did the call taker's action result in a satisfactory resolution?	A	B

8. Using a scale of 1 to 4 where 4 means "very safe" and 1 means "very unsafe," please rate how safe you feel in the following situations:

<i>How safe do you feel:</i>		<i>Very Safe</i>	<i>Somewhat Safe</i>	<i>Somewhat Unsafe</i>	<i>Very Unsafe</i>	<i>Don't Know</i>
A.	In your neighborhood during the day	4	3	2	1	9
B.	In your neighborhood at night	4	3	2	1	9
C.	In the City parks	4	3	2	1	9
D.	In commercial and retail areas	4	3	2	1	9
E.	Overall feeling of safety in Mountain Brook	4	3	2	1	9

9. **ENFORCEMENT OF CODES AND ORDINANCES** For each of the items listed, please rate your satisfaction on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied."

<i>Codes and Ordinances</i>		<i>Very Satisfied</i>	<i>Satisfied</i>	<i>Neutral</i>	<i>Dissatisfied</i>	<i>Very Dissatisfied</i>	<i>Don't Know</i>
A.	Enforcing the clean-up of litter and debris on private property	5	4	3	2	1	9
B.	Enforcing the mowing and trimming of private property	5	4	3	2	1	9
C.	Enforcing the maintenance of residential property (exterior of homes)	5	4	3	2	1	9
D.	Enforcing the maintenance of business property	5	4	3	2	1	9
E.	Enforcing codes designed to protect public safety	5	4	3	2	1	9
F.	Enforcing sign regulations	5	4	3	2	1	9

10. **CITY MAINTENANCE.** For each of the items listed, please rate your satisfaction on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied."

<i>City Maintenance</i>		<i>Very Satisfied</i>	<i>Satisfied</i>	<i>Neutral</i>	<i>Dissatisfied</i>	<i>Very Dissatisfied</i>	<i>Don't Know</i>
A.	Maintenance of major City streets	5	4	3	2	1	9
B.	Maintenance of sidewalks	5	4	3	2	1	9
C.	Maintenance of street signs	5	4	3	2	1	9
D.	Maintenance of traffic signals	5	4	3	2	1	9
E.	Maintenance of City buildings	5	4	3	2	1	9
F.	Mowing and trimming along streets and other public areas	5	4	3	2	1	9
G.	Adequacy of City street lighting	5	4	3	2	1	9
H.	Overall cleanliness of City streets/other public areas	5	4	3	2	1	9
I.	Maintenance of the Commercial Villages	5	4	3	2	1	9

11. Which THREE of the maintenance/public works items listed above do you think should receive the most emphasis from City leaders over the next TWO Years? [Write letters below using the letters from the list in Question 10]

_____ 1st _____ 2nd _____ 3rd

19. If you have used the City's website (www.mtnbrook.org) what information were you seeking? (check all that apply)

- (1) News/announcements
- (2) Meeting information
- (3) Contact information
- (4) Report a problem
- (5) Other _____

20. What information would you like to see added or improved on the website? _____

21. Do you have access to the Internet at home?

- (1) Yes (go to 21a & b)
- (2) No (go to Q22)

21a. If yes, do you have high speed internet access at your home?

- (1) Yes (go to Q21b)
- (2) No (go to Q22)
- (9) Don't know

21b. If yes, what do you have?

- (1) DSL modem
- (2) Cable modem
- (9) Not sure/Don't know

22. How often do you use public WiFi networks (anywhere)?

- (1) Weekly
- (2) Monthly
- (3) Seldom
- (4) Never

23. Have you used one of the City's new public WiFi networks (Crestline, Overton Park, MBHS and adjacent Athletic Complex)?

- (1) Yes
- (2) No

24. Have you contacted the City with a question, problem, or complaint during the past year?

- (1) Yes [go to Q24a-f]
- (2) No [go to Q25]

24a. Which City department did you contact most recently? _____

24b-f. Several factors that may influence your perception of the quality of customer service you receive from City employees are listed below. Using a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied", please rate your satisfaction with the customer service you received from the City department you listed in Q24a.

<i>Customer Service</i>		<i>Always</i>	<i>Usually</i>	<i>Sometim</i>	<i>Seldom</i>	<i>Never</i>	<i>Don't Know</i>
B.	They were easy to contact	5	4	3	2	1	9
C.	They were courteous and polite	5	4	3	2	1	9
D.	They gave prompt, accurate, & complete answers to questions	5	4	3	2	1	9
E.	They did what they said they would do in a timely manner	5	4	3	2	1	9
F.	They helped you resolve an issue to your satisfaction	5	4	3	2	1	9

25. **CITY LEADERSHIP.** For each of the items listed, please rate your satisfaction on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied."

<i>City Leadership</i>		<i>Very Satisfied</i>	<i>Satisfied</i>	<i>Neutral</i>	<i>Dissatisfied</i>	<i>Very Dissatisfied</i>	<i>Don't Know</i>
A.	Overall quality of leadership provided by the City's elected officials	5	4	3	2	1	9
B.	Overall effectiveness of appointed boards and commissions	5	4	3	2	1	9
C.	Overall effectiveness of the Department Heads and staff	5	4	3	2	1	9

26. What priority would you place on the following projects? [please indicate priority, with 1 being the HIGHEST priority and 6 being the LOWEST priority]

- (A) Expanded fire protection
- (B) Expanded police protection
- (C) Road resurfacing

- (D) Expanded recycling program
- (E) New parks and recreation fields
- (F) Expansion of trails and sidewalks

ECONOMIC DEVELOPMENT

27. Using a five-point scale where 5 means "much too slow" and 1 means "much too fast", please rate the City's current pace of development in each of the following areas.

Economic Development		Much Too Slow	Slow	Just Right	Fast	Much Too Fast	Don't Know
A.	Office development	5	4	3	2	1	9
B.	High density business development	5	4	3	2	1	9
C.	Mixed use development	5	4	3	2	1	9
D.	Single-family residential development	5	4	3	2	1	9
E.	Retail development	5	4	3	2	1	9

28. In general, how supportive are you of having the City use incentives to attract businesses?

- (1) Very supportive
- (2) Somewhat supportive
- (3) Not sure
- (4) Not supportive

29. How often do you typically go outside Mountain Brook city limits to shop?

- (1) Every day
- (2) A few times per week
- (3) At least once a week
- (4) A few times per month
- (5) A few times per year
- (6) Seldom or never

30. What area of the City do you feel most needs redevelopment?

- (1) English Village
- (2) Crestline Village
- (3) Mountain Brook Village
- (4) Overton Village

31. Of these Capital Improvements, which three would you select as the most important? (Check 3 only)

- (1) Storm water system improvements
- (2) Sidewalk extensions
- (3) Street Resurfacing
- (4) Parks & Playing Fields
- (5) Greenways

OTHER ISSUES

32. **TRASH SERVICES.** For each of the items listed, please rate your satisfaction on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied."

Trash Service		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A.	Residential Trash collection services	5	4	3	2	1	9
B.	Brush and bulky removal services	5	4	3	2	1	9
C.	Recycling programs	5	4	3	2	1	9
D.	Litter control along major streets	5	4	3	2	1	9
E.	Leaf Collection	5	4	3	2	1	9

33. How often do you recycle?

- (1) Weekly
- (2) Monthly
- (3) Seldom
- (4) Never