

## Summary of Results from the CEDO Community Engagement Survey, March 2012

This survey was conducted between March 9<sup>th</sup> and April 9<sup>th</sup>, 2012. It was distributed through Front Porch Forum posts, through the Neighborhood BUZZ newsletters, through emails to service providers and community partners, on CEDO's facebook and twitter pages, on the front page of the city's website, at Neighborhood Planning Assembly meetings, and through postings on community bulletin boards in each of the city's wards. Respondents had the option of filling out the survey online through surveymonkey, or filling out a paper copy of the survey which was available at the CEDO office and was mailed upon request to 24 people. The 32 paper copies we received were inputted manually into the surveymonkey system.

We received 588 responses to the survey and, as illustrated in the answer to the first question, wards 3 and 5 had the most responses, though all were represented.

1. Which ward do you live in?		Response Percent	Response Count
1		8.3%	49
2		10.2%	60
3		18.2%	107
4		10.5%	62
5		21.4%	126
6		13.4%	79
7		9.5%	56
Don't Know		8.3%	49
		<b>answered question</b>	<b>588</b>
		<b>skipped question</b>	<b>0</b>

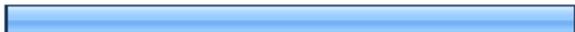
## 2. Do you know who your city councilors are?

		Response Percent	Response Count
Yes		77.3%	452
No		22.7%	133
		answered question	585
		skipped question	3

## 3. How often have you had contact with your city councilors in the last year?

		Response Percent	Response Count
Never		43.9%	257
Once		20.0%	117
Every couple of months		23.4%	137
Monthly		9.9%	58
Weekly		2.7%	16
		answered question	585
		skipped question	3

## 4. Have you heard of Neighborhood Planning Assembly (NPA) meetings?

		Response Percent	Response Count
Yes		85.6%	450
No		14.4%	76
		answered question	526
		skipped question	62

### 5. How often have you attended Neighborhood Planning Assembly (NPA) meetings in your ward?

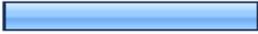
		Response Percent	Response Count
Never		57.0%	300
Only when a topic interests me		19.2%	101
Once a year		4.8%	25
A few times a year		12.0%	63
Monthly		7.0%	37
<b>answered question</b>			<b>526</b>
<b>skipped question</b>			<b>62</b>

### 6. If you do not attend NPA meetings, why not?

		Response Percent	Response Count
Time		46.3%	163
Location		4.0%	14
Transportation		2.0%	7
Childcare		12.2%	43
Nothing Happens		16.2%	57
Watch it on Channel 17		8.5%	30
End of a long day		57.7%	203
Other (please specify)			84
<b>answered question</b>			<b>352</b>
<b>skipped question</b>			<b>236</b>

- Hadn't heard of them – 29
- Low/no interest – 20
- Conflict of schedule – 14
- Do not feel welcome – 9
- Not addressing topics of concern – 7
- Dislike for the way meetings are run – 3
- Mobility issues that prevent attendance – 2

## 7. How did you first find out about your NPA?

		Response Percent	Response Count
Word of Mouth		22.1%	109
Newspaper article		4.1%	20
Newspaper insert		0.6%	3
Mailing received at home		1.2%	6
City councilor		1.8%	9
TV		1.8%	9
<b>Front Porch Forum</b>		<b>37.9%</b>	<b>187</b>
Email		3.0%	15
Neighborhood Buzz		4.5%	22
Other (please specify)		22.9%	113
		<b>answered question</b>	<b>493</b>
		<b>skipped question</b>	<b>95</b>

- This survey - 25
- Signage - 24
- Doesn't know – 19
- Through work or volunteering - 12
- Through website or social media – 9
- Friend or family member - 8
- Participated in their creation - 4
- Location - 3
- Info at a polling place - 2
- Flyer – 1

## 8. Atmosphere/Process/Content of NPA Meetings

	Poor	Average	Excellent	Not Applicable	Response Count
Do you feel welcomed when you arrive?	3.0% (13)	21.2% (92)	22.6% (98)	<b>53.1% (230)</b>	433
Is there good facilitation of the meeting?	3.2% (14)	21.3% (92)	24.6% (106)	<b>50.8% (219)</b>	431
Do you feel that you can participate in a meaningful way?	7.2% (31)	20.4% (88)	20.9% (90)	<b>51.5% (222)</b>	431
Is there a clear way to provide feedback to the facilitator?	7.0% (30)	23.3% (100)	17.4% (75)	<b>52.3% (225)</b>	430
Are the agendas relevant to your concerns?	5.6% (24)	28.8% (124)	16.2% (70)	<b>49.4% (213)</b>	431
How well does the NPA keep you informed about City Government?	6.3% (27)	26.9% (116)	18.3% (79)	<b>48.5% (209)</b>	431
Do you receive valuable information about City Government?	8.1% (35)	23.0% (99)	20.5% (88)	<b>48.4% (208)</b>	430
Overall, I find the atmosphere at the NPA Meeting to be:	5.0% (21)	24.6% (103)	18.9% (79)	<b>51.4% (215)</b>	418
				Comments	95
				<b>answered question</b>	<b>436</b>
				<b>skipped question</b>	<b>152</b>

Does not seem like an effective use of time – 23

Do not attend/Don't know what NPAs are – 10

Feels too partisan – 7

Difficult to find info on meetings, locations – 7

Attendees are not representative of neighborhood – need more diverse attendees – 6

Feel unwelcome to the point that they no longer attend – 4

Quality of meetings vary – 2

Watch on Channel 17 – 2

## 9. What do you think is the most important role the NPAs play in your community?

	Response Count
	268
answered question	268
skipped question	320

Exchange of information between neighborhoods and government – 101  
Discussion of neighborhood concerns/problem solving – 70  
Do not know – 32  
Chance to meet neighbors face to face/build community – 24  
Funding decisions on neighborhood block grants - 2

## 10. How can the NPAs change to work better for you?

	Response Count
	233
answered question	233
skipped question	355

Better outreach – 37  
More action/follow through from meetings - 29  
Not sure – 27  
More relevant agenda items – 22  
Vary times/locations of meetings – 18  
More opportunity for participation/rotate leadership – 17  
Diversify attendees – 13  
More information online – 9  
Offer food and child care - 5  
More small group discussion and more time for discussion - 4  
Disband NPAs – 3

### 11. How do you get to the NPA meetings?

		Response Percent	Response Count
Car		42.3%	118
Bus		2.9%	8
Walk		65.6%	183
Bike		18.3%	51
answered question			279
skipped question			309

### 12. Are you a registered voter?

		Response Percent	Response Count
Yes		95.1%	466
No		4.1%	20
Not sure		0.8%	4
answered question			490
skipped question			98

### 13. Do you know where your polling place (the place where you vote) is?

		Response Percent	Response Count
Yes		96.5%	473
No		3.5%	17
answered question			490
skipped question			98

#### 14. How often do you vote in city-wide elections?

		Response Percent	Response Count
Every time		81.6%	400
Sometimes		10.8%	53
Rarely		1.6%	8
Never		5.9%	29
answered question			490
skipped question			98

#### 15. What determines whether or not you will vote in an election?

	Response Count
	261
answered question	261
skipped question	327

- Always vote – 143
- Knowledge of issues and candidates – 56
- Personal schedule on day of vote - 22
- Citizenship status – 5
- Don't know where/how to register & vote – 4
- Not registered – 3
- Availability of Absentee ballots - 2
- Child Care – 2
- ADA accessibility – 1
- Under voting age – 1
- Transportation – 1

**16. Have you ever served on a City of Burlington committee, commission, and/or board, or held elected office?**

		Response Percent	Response Count
Yes		20.6%	101
No		79.4%	389
answered question			490
skipped question			98

**17. Do you know the steps necessary to run for elected office in Burlington?**

		Response Percent	Response Count
Yes		31.6%	155
No		68.4%	335
answered question			490
skipped question			98

**18. Do you know the steps necessary to get an item on an election ballot?**

		Response Percent	Response Count
Yes		24.2%	118
No		75.8%	370
answered question			488
skipped question			100

**19. Do you know how long the mayor's term of office is?**

		Response Percent	Response Count
Yes		80.4%	389
No		19.6%	95
answered question			484
skipped question			104

**20. Do you know how long city council terms are?**

		Response Percent	Response Count
Yes		57.9%	279
No		42.1%	203
answered question			482
skipped question			106

**21. Please rate the following on a scale of 1 - 5, with 5 as the highest response:**

	1	2	3	4	5	Response Count
How connected do you feel to your neighbors?	9.8% (48)	17.2% (84)	26.0% (127)	<b>31.5% (154)</b>	15.5% (76)	489
How connected do you feel to your community?	2.9% (14)	14.2% (69)	31.8% (155)	<b>38.6% (188)</b>	12.5% (61)	487
How connected do you feel to your city government?	19.7% (96)	25.9% (126)	<b>29.0% (141)</b>	19.3% (94)	6.2% (30)	487
answered question						490
skipped question						98

## 22. How long have you lived in Burlington?

Response  
Count

473

answered question

473

skipped question

115

less than 1 year	12
1-5 years	124
6-10 years	86
11-15 years	67
16-20 years	48
21-25 years	35
26-30 years	27
31-.35 years	16
36-40 years	18
40+ years	22

## 23. What street do you live on?

Response  
Count

459

answered question

459

skipped question

129

Adams Court	3
Adsit Court	1
Alder	1
Alfred	1
Alfred terrace	1
Appletree Point Lane	2
Austin Dr	11
Ave c	1
Avenue B	1
Bank Street	1
Barrett Street	1
Bayview	2
Bennington Ct.	1
Bilodeau parkway	2
Birchwood	1
Bittersweet Lane	2
Blodgett	4

Bradley	2
Brookes Ave	2
Buell St.	1
Caroline	3
case Parkway	1
Catherine	5
Cayuga Ct	1
Cedar	4
Central Ave	1
Champlain	1
Charles	1
Charlotte	5
Chase	4
Cherry St.	1
Chittenden Drive	2
Church St.	2
Clarke St.	1
Cliff	2
Clymer	1
Colchester	2
College	9
Colonial Square	1
Conger Ave	7
Conger Ave.	1
Conger Ave.	1
Crescent Road	3
Crombie	3
Cross Pkwy	1
Crowley st	2
Cumberland Rd	2
Curtis Ave.	1
Dale Rd.	1
DeForest Heights	3
Dodds Ct.	1
East Ave	1
East Village Drive	3
Eastman Farm Rd	1
Edgemoor dr	6
Elmwood Ave	3
Ethan Allen Parkway	2
Fairmount St	2
Farrington Parkway	1
Ferguson Ave	4
Flynn	9
Front	3
Gazo Ave.	1
George.	1
Grant	1
green acres drive	1
Greene St	1
Grey Meadow Dr.	3
Grove St	2
Harrington Terrace	1
Harrison Ave	3
Haswell	1
Hayward	4

Heineberg Road	1
Henderson Terrace	2
Henry St	3
Hickok	1
High Grove Court	1
Hildred Dr	1
Holly Lane	1
Home Ave.	1
Hoover	2
Hope Street	1
Howard St	5
Hyde	1
Intervale Ave.	3
Ivy Lane	1
James Ave	1
Killarney Drive...	1
King St.	2
Kingsland Terrace	3
Lafayette Place	1
Lafountain St.	3
Lakeside Ave	1
Lakeview Terrace	4
Lakewood Parkway	1
Ledge Rd.	3
Ledgemere Street	4
Leonard St	2
Linden Terrace	1
Locust Street	1
Locust Terrace	1
Loomis Street	5
Lopes ave	1
Lori Lane	1
Lyman Ave	11
Main St.	3
Manhattan Dr	3
Mansfield Ave	2
Maple St.	4
Marble Ave	4
Monroe St	2
Morse pl	1
Myrtle Street	1
N. Champlain St.	12
N. Prospect St.	2
Nash Place	1
North Ave	10
North Cove Road	2
North St	5
North Union Street	1
North Willard	2
North Winooski Ave	9
Northgate Rd	2
Northshore Drive	2
Nottingham Lane	2
Oak St.	3
Oakcrest	1
Oakland terrace	1

Orchard Terrace	2
Park St.	9
Pearl St	3
Perrotta Place	1
Peru St.	2
Pine St.	5
Pitkin St.	5
Plattsburg Ave.	1
Prospect Hill	1
Prospect Parkway	1
Richardson Street	1
Rivermount Terrace	2
Riverside Avenue	1
Robinson Parkway	1
Rose St.	4
Roseade pkwy	1
Russell St.	2
S Champlain St	1
S. Willard	5
S. Prospect	9
S. Union	8
S. Winooski	8
Saint Paul	6
Saratoga ave	1
Scarff Ave.	4
School Street	2
Shelburne Rd.	3
Shore Road	2
sky drive	1
south cove road	1
south crest drive	1
Spruce	2
St Louis	3
Staniford Road	2
Stirling Place	1
Strong St.	5
Summit Ridge	1
Summit St	1
Sunset Dr	1
Tracy Drive	1
Union	2
Van Patten Pkwy	1
Vine	1
Walnut St.	5
Ward St.	2
Washington Street	3
Wells St	2
Western Av	1
Wilson	2
Woodbury Rd.	3
Woodcrest lane	1
Woodlawn Rd	1
Woods street	1

## 24. What do you like about your neighborhood?

	Response Count
	490
answered question	490
skipped question	98

Proximity to amenities (including downtown, UVM, bike path, parks, shopping, schools, jobs, beach/lake) - 257  
Friendly neighbors/strong sense of community in neighborhood - 216  
Diversity (age, socio-economic status, and ethnicity) - 74  
Quiet - 83  
Family Friendly - 28  
Safety - 30  
Green Spaces & gardens – 23  
Attractive/Housing and landscaping are well maintained – 49  
Affordable - 11

## 25. What would you change about your neighborhood?

	Response Count
	490
answered question	490
skipped question	98

Less traffic and speeding – 64  
Nothing - 55  
More connection to neighbors – 47  
Less Noise - 40  
Less Crime - 36  
Less trash - 33  
Better mix of owner occupied homes and rentals - 33  
Better maintenance of homes and green spaces – 28  
Better maintenance of streets and sidewalks – 23  
More affordability – 21  
More dog parks/less dog waste on streets - 11  
Safer bicycle and pedestrian routes – 10

## 26. What do you like about living in Burlington?

	Response Count
	490
answered question	490
skipped question	98

Lake Champlain & waterfront – 147  
Bicycle and pedestrian friendly - 141  
Lots of activities - 113  
Community - 108  
Beauty of and access to natural environment - 105  
Size of the city - 82  
Diversity - 52  
Progressive values - 43  
Location - 39  
Emphasis on supporting local businesses and agriculture – 38  
Vibrant art and music scene - 31  
Family friendly – 28  
Vibrant food scene & great restaurants - 24

## 27. What would you change about Burlington?

	Response Count
	490
answered question	490
skipped question	98

More affordable housing / lower cost of living – 92  
Increase bike lanes, create safer ways to travel by food and bike – 68  
Better city-wide public transportation – 50  
Focus on thoughtful, community driven development of downtown and waterfront – 30  
Address substance abuse, crime, and vandalism – 27  
More and better managed parking - 22  
Better mix of owner occupied and rental properties – 22  
Nothing - 20  
More community building between students and residents - 19  
Continue discussion on diversity and equity issues - 18  
More accessible and easy to understand zoning regulations – 17  
More amenities in the hearts of neighborhoods – 16

- More local and small business development – 9
- More transportation options to reach other metropolitan areas – 8
- More transparency in government – 8
- Faster repair of streets and sidewalks – 7
- More public areas to meet and congregate - 4

## 28. What newspapers do you read regularly?

		Response Percent	Response Count
None		6.5%	31
Burlington Free Press		64.1%	307
VT Cynic		3.5%	17
<b>Seven Days</b>		<b>80.4%</b>	<b>385</b>
North Avenue News		29.9%	143

Other (please specify) 88

answered question 479

skipped question 109

Albany Times Union	1
Barons	1
Boston globe	4
Christian Science Monitor	1
Guardian	1
Hometown	1
Huffington Post	1
KidsVT	1
Local Banquet	1
New York Times	46
S. Burlington's 'Other Paper'	1
The Economist	1
USA Today	2
Vermont Digger	12
VT Commons	2
VT Kids paper	1
VT Woman	1
Wall Street Journal	3
Washington Post	4

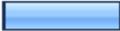
### 29. Are you subscribed to Front Porch Forum?

		Response Percent	Response Count
Yes		92.6%	450
No		7.4%	36
answered question			486
skipped question			102

### 30. Are you subscribed to CEDO's Neighborhood BUZZ newsletter?

		Response Percent	Response Count
Yes		31.3%	151
No		68.7%	332
answered question			483
skipped question			105

### 31. Which Social Media outlets do you use?

		Response Percent	Response Count
Facebook		68.9%	335
Google +		17.1%	83
Twitter		20.6%	100
<b>Email</b>		<b>92.2%</b>	<b>448</b>
YouTube		32.9%	160
None		3.5%	17
	Other (please specify)		19
<b>answered question</b>			<b>486</b>
<b>skipped question</b>			<b>102</b>

LinkedIn	7
Reddit	2
blogs	1
Care2	1
foursquare	1
Pinterest	1
RSS feeds	1
RSS feeds through Google Reader	1

### 32. How do you access the internet?

		Response Percent	Response Count
At home		97.3%	475
At work		63.1%	308
At school		9.4%	46
At an internet café		8.8%	43
At the library		8.4%	41
On a smart phone		37.9%	185
I do not have internet access		0.6%	3
	Other (please specify)		4
<b>answered question</b>			<b>488</b>
<b>skipped question</b>			<b>100</b>

iPad - 2

### 33. Have you accessed the city's website at [www.burlingtonvt.gov](http://www.burlingtonvt.gov)

		Response Percent	Response Count
Yes		81.8%	395
No		18.2%	88
<b>answered question</b>			<b>483</b>
<b>skipped question</b>			<b>105</b>

### 34. If so, were you able to find what you were looking for?

		Response Percent	Response Count
Yes		82.0%	327
No		18.0%	72
answered question			399
skipped question			189

### 35. Are there any services or information you'd like to see available on the city's website, or other ways you'd like to see technology improve city services?

	Response Count
	225
answered question	225
skipped question	363

#### Website requests:

- Improved navigation and search functions - 16
- Online reporting system for DPW and ways to check on projects' progress – 12
- More voter information (including candidate and ballot info, ability to change voter address online, better map of wards and polls) - 8
- Searchable databases (including crime reports, available retail space, properties for sale, rentals) - 7
- Directory of all city employees with link to email online – 5
- More robust and interactive calendar of events – 5
- Parking Ban info availability – 4
- Ability to pay bills online including as a consolidated bill – 3
- Better system for applying and monitoring permits online – 3
- More info on city rules and regulations -3
- Ability to register dogs online – 2
- More timely posting of meeting minutes – 2
- List of available meeting spaces - 2
- Online Code Enforcement reporting – 1

#### City-wide Technology Improvement Requests:

- More wi-fi access throughout the city – 5
- Ability to check public transportation schedules online or w/ smart phones – 3
- Ability to pay for parking meters with credit cards and/or smart phone – 2

### 36. What languages are spoken in your household?

	Response Count
	465
answered question	465
skipped question	123

English	462
French	27
Spanish	20
German	7
Italian	5
American Sign Language	3
Russian	3
Dutch	2
Arabic	2
Greek	2
Japanese	1
Khmer	1
Thai	1
Polish	1
Melanesian Pidgin	1
Mohawk	1
Nepalese	1
Yiddish	1
Swedish	1

### 37. Do you rent or own your housing?

		Response Percent	Response Count
Rent		29.5%	141
Own		70.5%	337
	answered question		478
	skipped question		110

### 38. How many adults (18 years of age and older) are in your household?

Response  
Count

474

answered question

474

skipped question

114

1	97
2	313
3	42
4	13
5	5
6	1
7	1

### 39. How many children under the age of 18 are in your household?

Response  
Count

465

answered question

465

skipped question

123

0	318
1	65
2	63
3	10
4	5

#### 40. Which category below includes your age?

		Response Percent	Response Count
Under 18		0.8%	4
18-29		18.0%	86
<b>30-44</b>		<b>33.5%</b>	<b>160</b>
45-61		32.1%	153
62- 74		12.8%	61
75+		2.7%	13
<b>answered question</b>			<b>477</b>
<b>skipped question</b>			<b>111</b>

#### 41. How did you receive or find out about this survey?

		Response Percent	Response Count
<b>Front Porch Forum</b>		<b>82.6%</b>	<b>333</b>
Neighborhood BUZZ		11.7%	47
Business		0.2%	1
Service Provider		0.7%	3
Neighborhood Planning Assembly		4.7%	19
Other (please specify)			77
<b>answered question</b>			<b>403</b>
<b>skipped question</b>			<b>185</b>

Facebook	13
Twitter	3
Email	11
Bulletin Board	9
Friend/Coworker	18

City Website 10  
 Community Group 10

## 42. What is your employment status?

		Response Percent	Response Count
I am a full time student		5.8%	26
<b>I currently work full time</b>		<b>61.6%</b>	<b>278</b>
I currently work part time		16.6%	75
I am retired		12.0%	54
I am unemployed		4.0%	18
	Other (please specify)		45
<b>answered question</b>			<b>451</b>
<b>skipped question</b>			<b>137</b>

Self employed 9  
 Disabled 7  
 More than 1 job 6  
 Attending School and Working 4  
 Stay-at-home parent 3  
 Part-time student 2  
 on 'sabbatical' 1

### 43. What is your annual household income?

		Response Percent	Response Count
Less than \$20,000	<input type="checkbox"/>	13.4%	57
\$20,000 to \$30,000	<input type="checkbox"/>	12.4%	53
\$30,000 to \$40,000	<input type="checkbox"/>	10.3%	44
\$40,000 to \$50,000	<input type="checkbox"/>	9.9%	42
\$50,000 to \$65,000	<input type="checkbox"/>	14.3%	61
\$65,000 to \$80,000	<input type="checkbox"/>	9.4%	40
\$80,000 to \$100,000	<input type="checkbox"/>	15.0%	64
<b>Over \$100,000</b>	<input type="checkbox"/>	<b>15.3%</b>	<b>65</b>
<b>answered question</b>			<b>426</b>
<b>skipped question</b>			<b>162</b>