

Results of the Village of Hastings-on-Hudson Department of Public Works Resident Survey

Report Completed November 4, 2016

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Methodologies

The following methodologies were available to the public, along with dates of availability and response rates:

Method	Dates of Availability	Surveys released	Total Responses	Validated Responses (excluding blanks and non-residents)	Response rate
[1] Resident Emailed Survey	July 25 – Aug 15	3,286	1,264	1,078	32.81%
[2] Paper Copies of Survey	July 25 - Aug 15	90	16	15	16.67%
[3] Mailed Surveys	July 28 - Aug 5*	151	43	41	27.15%
Combined Residential Survey [1+2+3]	July 25 – Aug 15	3,527	1,323	1,134	32.15%
Business Emailed Survey	July 28 - Aug 15	62	46	28	46.77%

*Mailed surveys were accepted until August 15. A date of August 5th was stated in order to have residents complete and send surveys back in a timely manner.

The Resident Emailed Survey was sent to the list of emails of residents signed up for the Village of Hastings-on-Hudson NY Village News & Announcements Email Alerts. If there were responses from emails believed to belong to the same individual, one of the responses was erased. There were 21 responses with those instances, with 11 responses deleted (1 response was a duplicate of a paper copy response). In addition, 10 other responses were reported from streets East of the Saw Mill River parkway, in which the addresses are located within the Village but DPW services are controlled by the Town of Greenburgh, and therefore some responses (such as collections) cannot be integrated into the results, but other responses (such as conditions and maintenance) can be integrated. The Paper Copies were made available in three locations: the Village Clerk's office in the Municipal Building, the Public Library's front desk, and the Community Center's front desk and lobby. 30 copies were distributed in each of the locations. 12 paper copies were filled out and submitted back to the Village Clerk's office, and 2 were submitted to the Public Library. The Paper Copies were intended for additional access to responding to the survey for residents who preferred to fill the survey out by hard copy or for residents who did not receive an emailed survey but would have the access to the survey from a public location. The Mailed Surveys were sent to 151 randomly selected addresses from the Village property list. The mailed surveys method was implemented in order to have a sample that included possible residents who are not on the Village email list or who would not have known otherwise that there was a survey.

The Business Emailed Survey was sent to the list of emails from two sources: Downtown Advocate Barbara Prisament, the liaison between the Village and the businesses and organizations in the downtown area, and Lieutenant David Dosin, who sends out email alerts to local businesses. 12 responses from the business emailed survey were identified as possible duplicates, and 6 were removed.

The Resident Emailed Survey, Paper Copies, and Mailed Surveys have all been combined to produce a Combined Residential Survey. This is because all three surveys represent the active residents of the population. The business survey is analyzed separately due to their different perspective from the residents of the Village. All four surveys asked the same questions, had the same prompts for answer choices to multiple choice questions, and had the same opportunities for elaboration and comment.

Combined Residential Survey Results

The following numbers represent the satisfaction ratings that respondents selected from:

“5” – “Very Satisfied” “4” – “Satisfied” “3” – “Neutral” “2” – “Dissatisfied” “1” – “Very Dissatisfied”

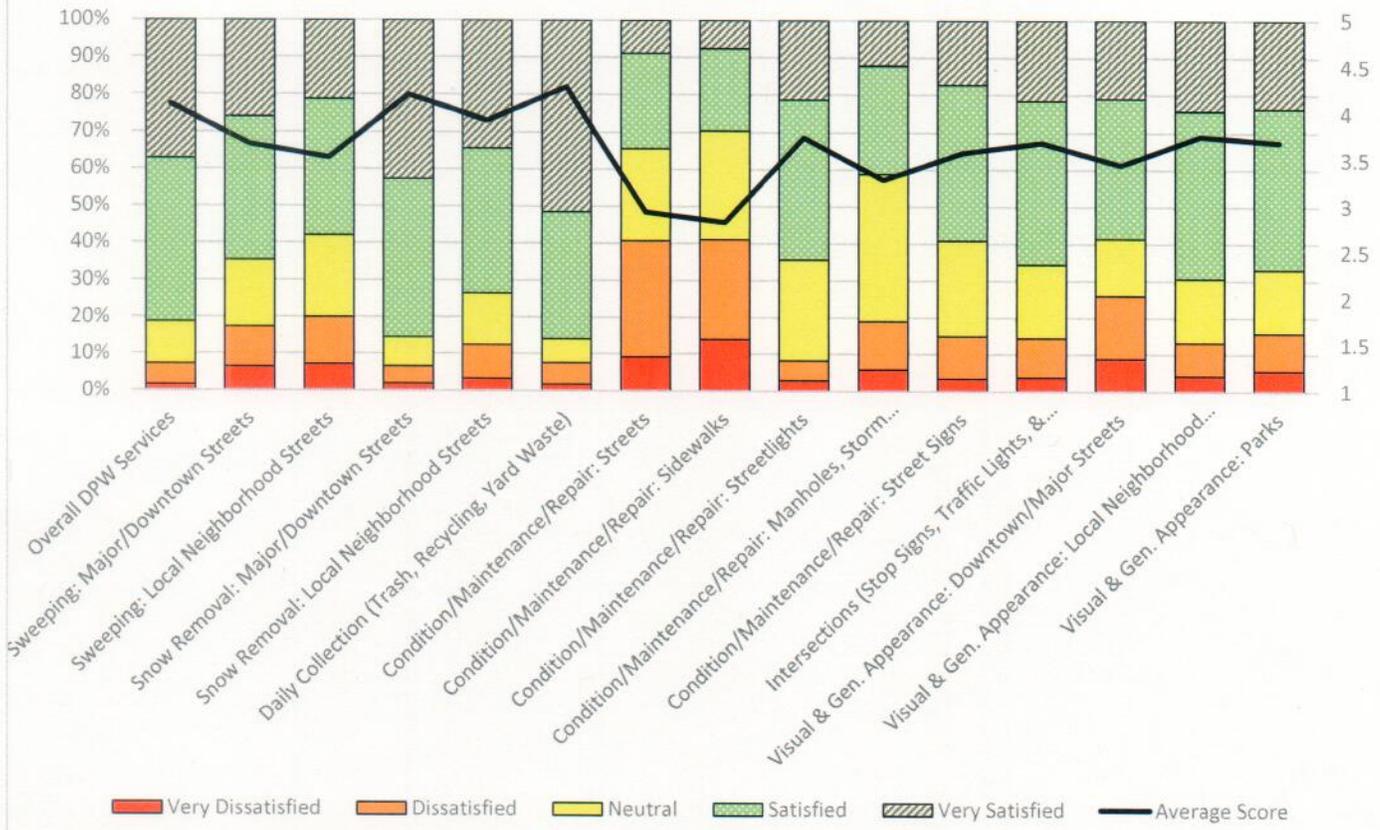
The results of the combined residential surveys show an overall approval of most DPW services:

- 3 of the 15 DPW services had an average satisfaction score above 4.01.
- 8 of the 15 DPW services had an average satisfaction score between 3.51 and 4.00.
- 2 of the 15 DPW services had an average satisfaction score between 3.01 and 3.51.
- 2 of the 15 DPW services had an average satisfaction score between 2.51 and 3.00.
- Satisfaction questions asking about Major/Downtown Streets usually ranked higher than categories asking about Local Neighborhood Streets.

	Streetsweeping	Snow Removal	Visual and General Appearance
Major/Downtown	3.67	4.20	3.45
Local Neighborhood	3.52	3.92	3.76

- Among all categories of services, “Snow Removal” received the highest mean score when averaging all services within each category. “Condition, Repair, and Maintenance” received the lowest mean score:
 - **Snow Removal Services:** **4.060**
 - Visual & General Appearance Services: 3.633
 - Streetsweeping Services: 3.595
 - **Condition, Repair, and Maintenance Services:** **3.343**
 - *Uncategorized Services (Overall and Daily Collection):* 4.185
- “Daily Collection” received the highest score with 4.28, but it also received a significant portion of the negative comments. “Daily Collection” also received the most number of “Very Satisfied” ratings compared to any other service. “Condition, Repair, and Maintenance of Sidewalks” received the lowest score with 2.82.
- “Overall DPW Services” scored 4.09.
- The mean score for all satisfaction ratings is 3.643.
- The mean score for all satisfaction ratings excluding “Overall DPW Services” is 3.611.

Residential Results: Percentage of DPW Service Satisfaction Responses and Average Score*

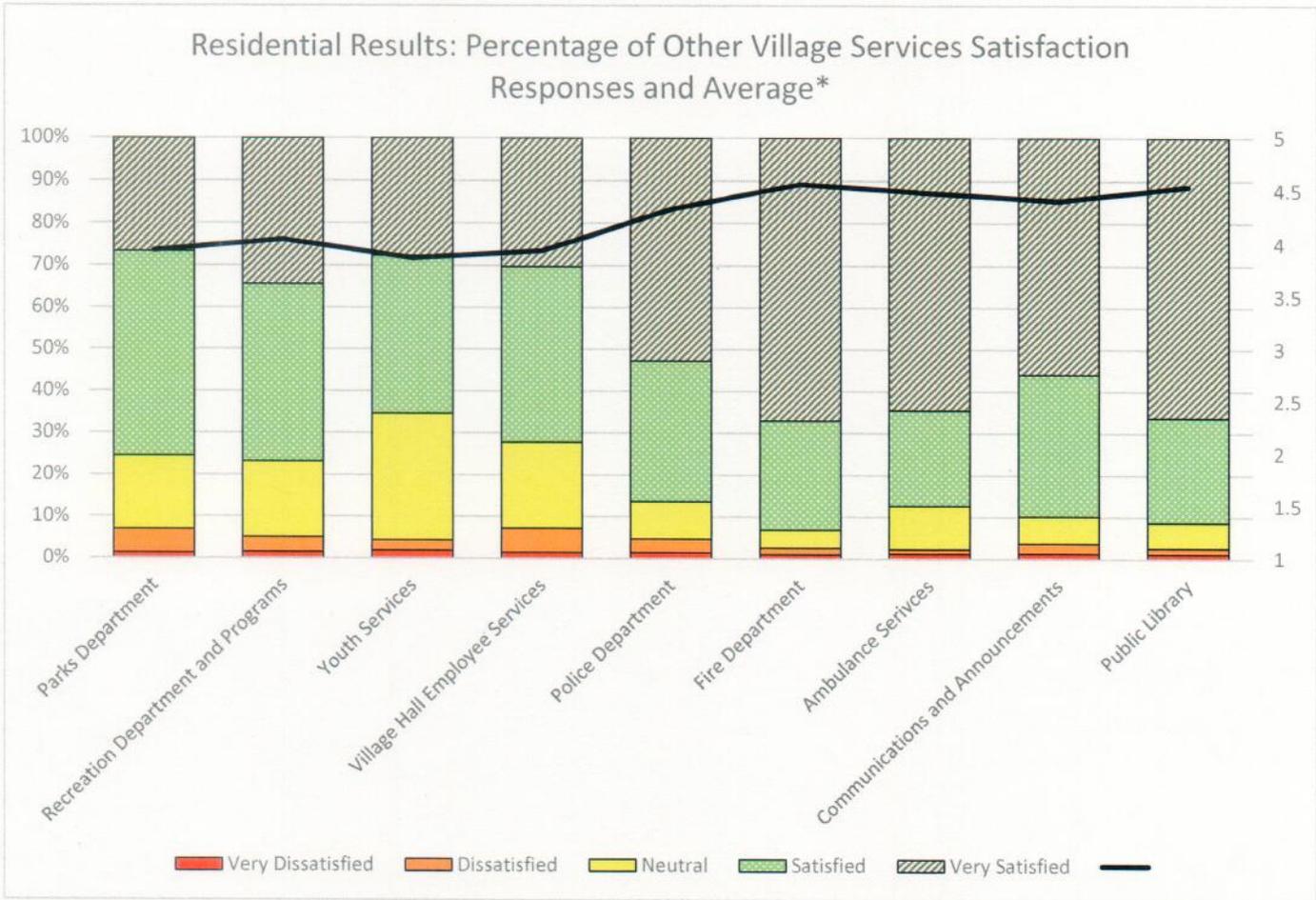


*Does not include "Don't Know" and all-blank responses; number of responses for each service ranges from 896 to 1,123.

Residential Results: Average Scores of Services (Scale of 1 (Very Dissatisfied) to 5 (Very Satisfied))	
Overall DPW Services	4.09
Sweeping: Major/Downtown Streets	3.67
Sweeping: Local Neighborhood Streets	3.52
Snow Removal: Major/Downtown Streets	4.20
Snow Removal: Local Neighborhood Streets	3.92
Daily Collection (Trash, Recycling, Yard Waste)	4.28
Condition/Maintenance/Repair: Streets	2.94
Condition/Maintenance/Repair: Sidewalks	2.82
Condition/Maintenance/Repair: Streetlights	3.74
Condition/Maintenance/Repair: Manholes, Storm Drains	3.29
Condition/Maintenance/Repair: Street Signs	3.58
Condition/Maintenance/Repair: Intersections (Stop Signs, Traffic Lights, & Crosswalks)	3.69
Visual & Gen. Appearance: Downtown/Major Streets	3.45
Visual & Gen. Appearance: Local Neighborhood Streets	3.76
Visual & Gen. Appearance: Parks	3.69

The results of the combined residential surveys show an overall approval of most DPW services:

- 2 of the 9 Other Village Services had an average satisfaction score above 4.51.
- 4 of the 9 Other Village Services had an average satisfaction score between 4.01 and 4.50.
- 3 of the 9 Other Village Services had an average satisfaction score between 3.51 and 4.00.
- All “Other Village Services” can be distributed into three separate categories:
 - Emergency Services (“Police Department”, “Fire Department”, and “Ambulance Services”)
 - Recreation Services (“Parks Department”, “Recreation Department and Programs”, “Youth Services”, and “Public Library”)
 - Administrative Services (“Village Hall Employee Services” and “Communications and Announcements”)
- Among all categories of services, Emergency Services received the highest mean score when averaging all services, while Recreation Services received the lowest mean score:
 - Emergency Services: 4.460
 - Administrative Services: 4.175
 - Recreation Services: 4.100
- “Fire Department” received the highest score of 4.57.
- “Youth Services” received the lowest scores with 3.87.
- The mean score for Other Village Services satisfaction ratings is 4.237.
- The mean score for all Village Services satisfaction ratings (including the 9 Other Village Services and the mean score for all DPW Services) is 4.177.



*Does not include "Don't Know" and all-blank responses; number of responses for each service ranges from 896 to 1,123.

Residential Results: Average Scores of Services (Scale of 1 (Very Dissatisfied) to 5 (Very Satisfied))	
Parks Department	3.94
Recreation Department and Programs	4.05
Youth Services	3.87
Village Hall Employee Services	3.94
Police Department	4.33
Fire Department	4.57
Ambulance Services	4.48
Communication and Announcements	4.41
Public Library	4.54

Street Size Category: Street-size category was included for two reasons: First, in order to analyze if there is any disparity between representation of the community's residents living on streets in the Village between the major streets (such as Warburton and Broadway) and minor, local, neighborhood streets. The list of streets included in each category is included in Appendix B. The Residential survey results show that over half of respondents report to be living on "Local" streets, while 12.17 percent report to be living on "Major" streets and one-quarter of respondents live on "Medium"-sized streets. Additionally, 5.29 percent report to live in the Downtown area.

Street Truck Route: The street truck route measurement also uses respondents' answers to the name of the street that they are reporting to live on, as well as information from the Village DPW on which parts of the Village are received by which truck routes. As shown by the results, 50.62 percent of respondents are reported to be in a section of the Village that would receive collection services on Mondays, while 47.88 percent receive collection services on Tuesdays.

Years of Residency: These are the results based on answers to the question asking about how long respondents have lived in the Village. The most numerous category is of respondents who reported to have lived in the Village between 1 and 5 years (with 20.72 percent). The next largest categories are those who have lived within the Village between 6 and 10 years (13.76 percent), 16 and 20 years (13.05 percent), and at least 41 years (12.08 percent). All other year ranges reported less than 10 percent each.

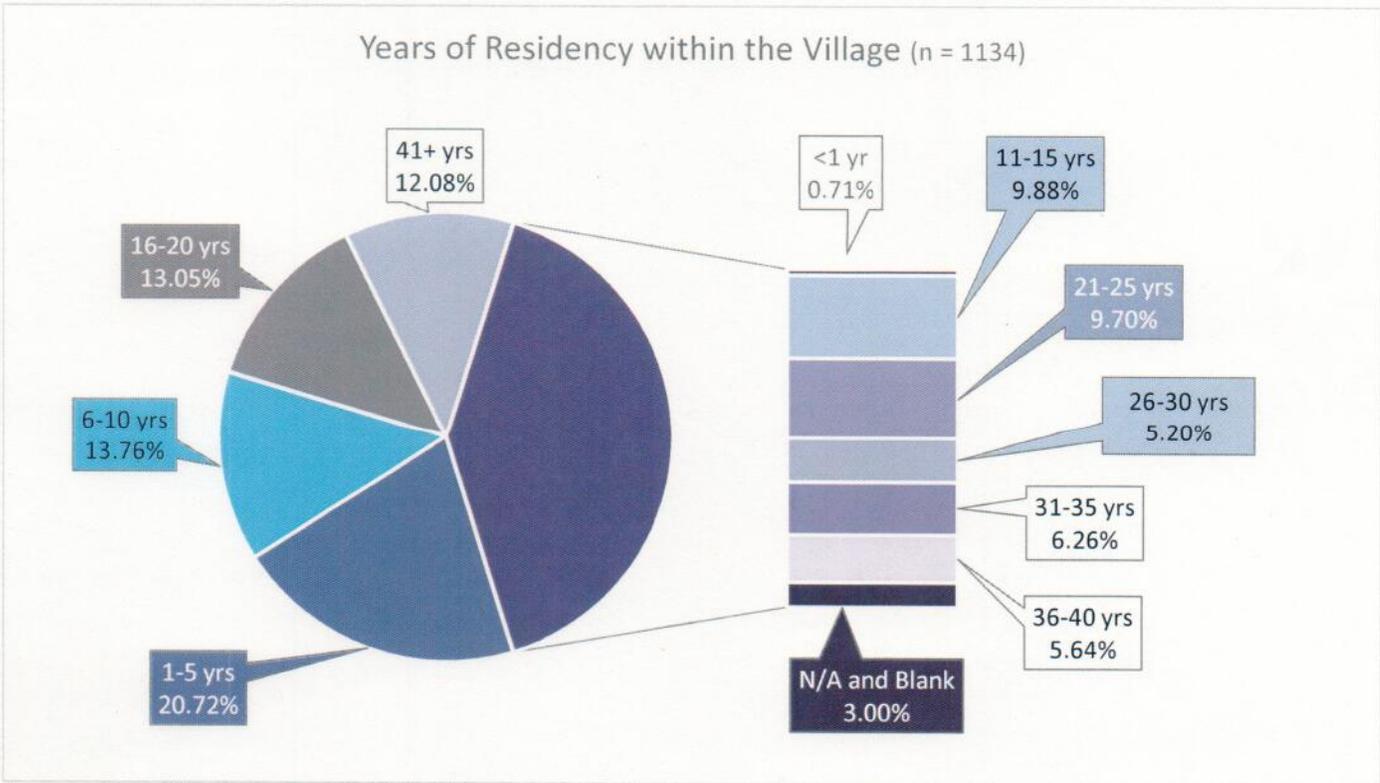
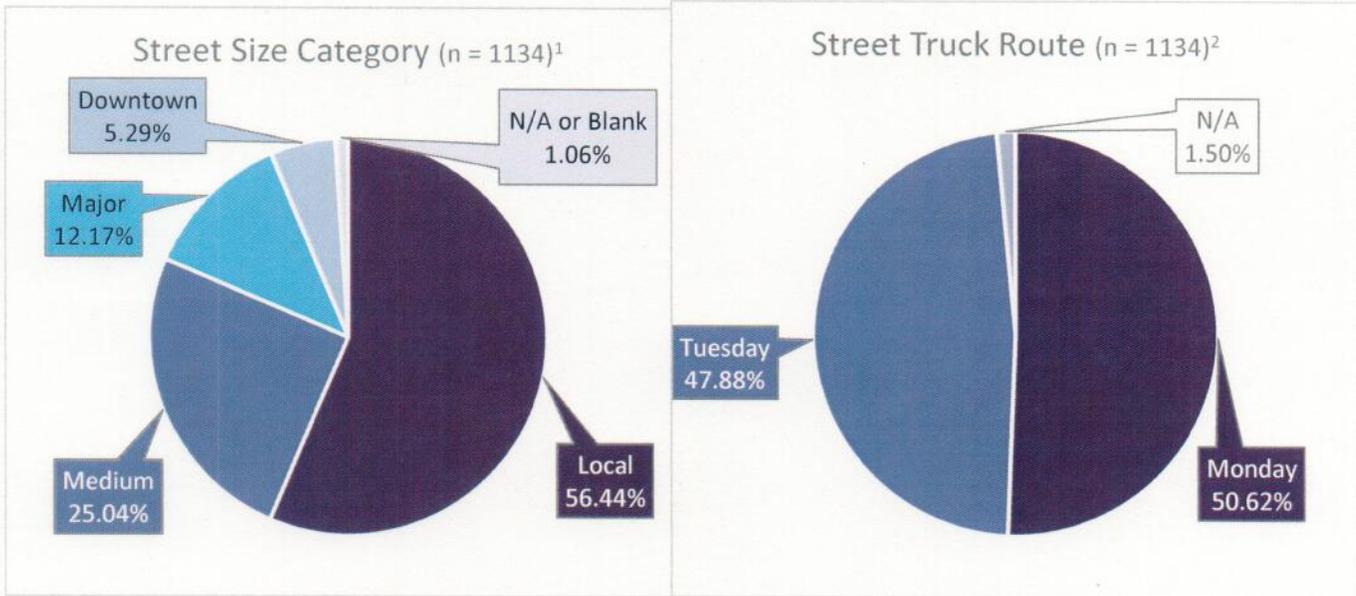
Work Location/Status: The results of work location are shown in this chart. The purpose of asking this question is to infer how much time is spent driving on Village roads and spending time around the Village, as well as if respondents might infer their satisfaction answers from their familiarity with neighboring municipalities from having to drive outside the Village on a daily basis. As shown, the most numerous categories are those who work in New York City (38.36 percent), Westchester County (outside the Village) (17.9 percent), and within the Village (14.55 percent). One option not included in the survey but that many respondents answered was "Retired", and that accounted for 13.05 percent. This number may be hired in reality because there was no "Retired" option included, and respondents had to write "Retired" in when they may have decided not to answer the question or to answer with the location that they used to work in.

Homeownership Status: Homeownership status asked if respondents either rent or own their home. As the results show, 88.71 percent reported to own their place of living, while 8.29 percent reported to be renting their place of living.

Respondents with School-Aged Children: Similar to the "Work Location/Status" question, this measurement is used to determine the frequency with which respondents spend time within the Village as well as the frequency with which they are driving on Village streets to transport their children to school or to community/youth services. The resident results show that 46.47 percent of respondents reported to have children under the age of 18, while 51.5 percent reported not to have children.

Gender: Gender will help determine the composition of respondents and their representation of those most involved in the Village (since most respondents had to be on the Village Email List in order to take the survey), as well as determining the gender composition in relation to patterns with satisfaction. The results show that 57.32 percent of respondents reported being female, while 39.68 percent reported to be male.

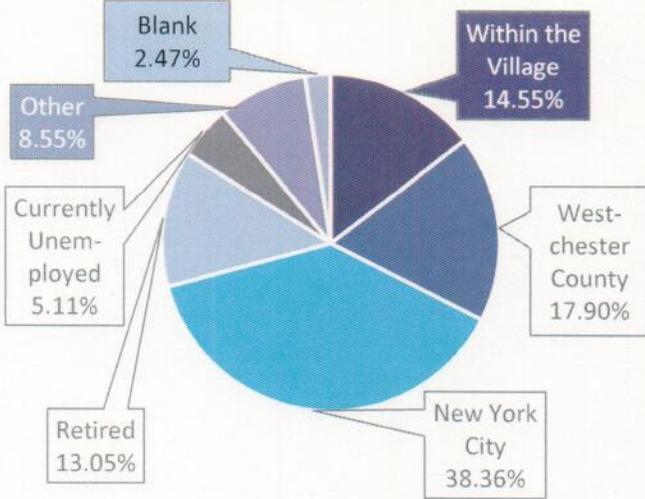
Ages: Along with gender, age is an important determinant of the composition of those on the Village Email List who responded to the survey, as well as determining the age composition in relation to patterns with satisfaction. The two most numerous categories (both at about 26 percent) are 45-54 and 55-64 year olds. Older respondents (age 65-74, 75-84, and at least 85 years old) accounted for 23.91 percent of respondents. Those aged between 16 and 44 make up 21.69 percent of respondents.



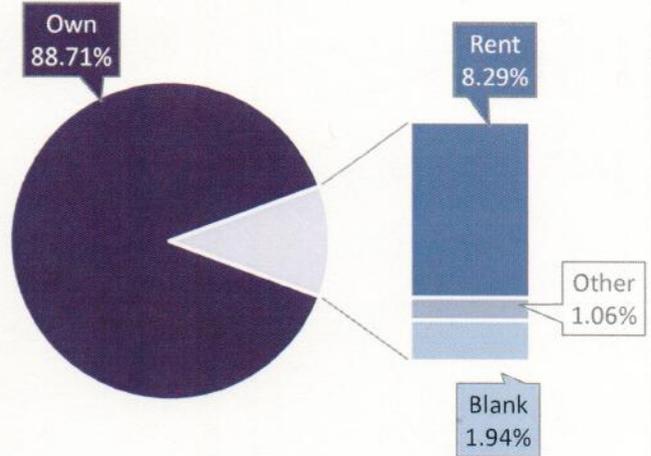
¹ Street Size Category was validated based on respondent's answer for the name of the street at which the respondent resides. A guide to which streets fall under which category appears in Appendix B: Street Size Categories.

² Street Truck Route was validated based on respondent's answer for the name of the street at which the respondent resides. The streets were then divided by trash collection route according to Village DPW records.

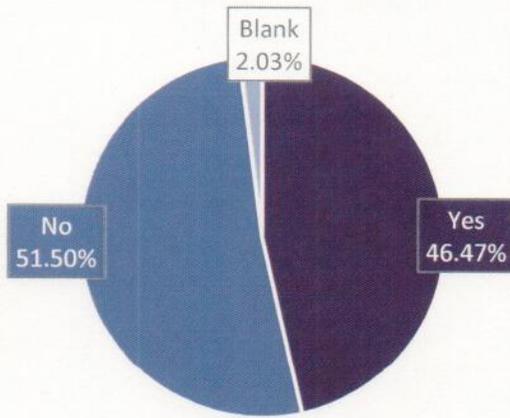
Work Location/Status (n = 1,134)



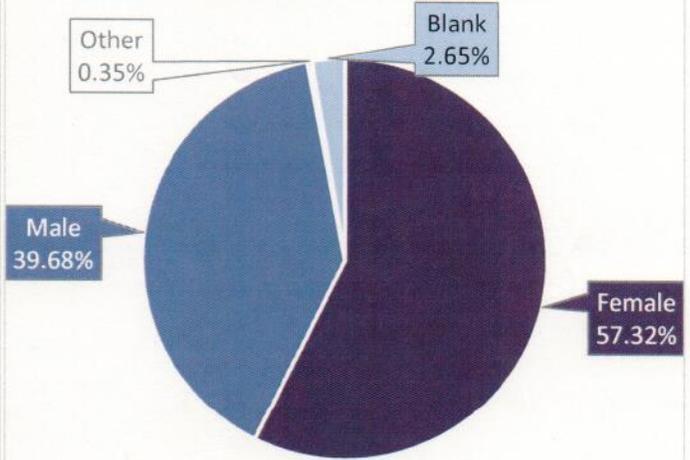
Homeownership Status (n = 1134)



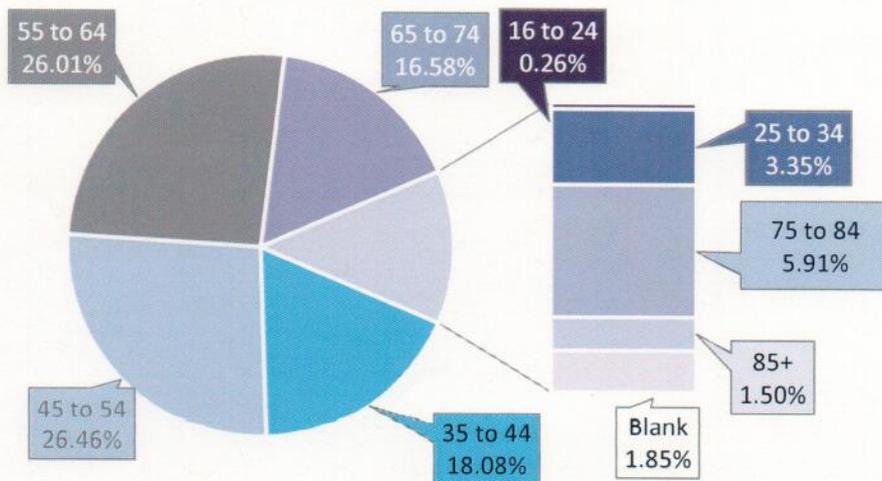
Respondents with School-Aged Children (n = 1134)



Respondent Gender (n = 1134)



Respondent Ages (n = 1134)



Business Emailed Survey

The following numbers represent the satisfaction ratings that respondents selected from:

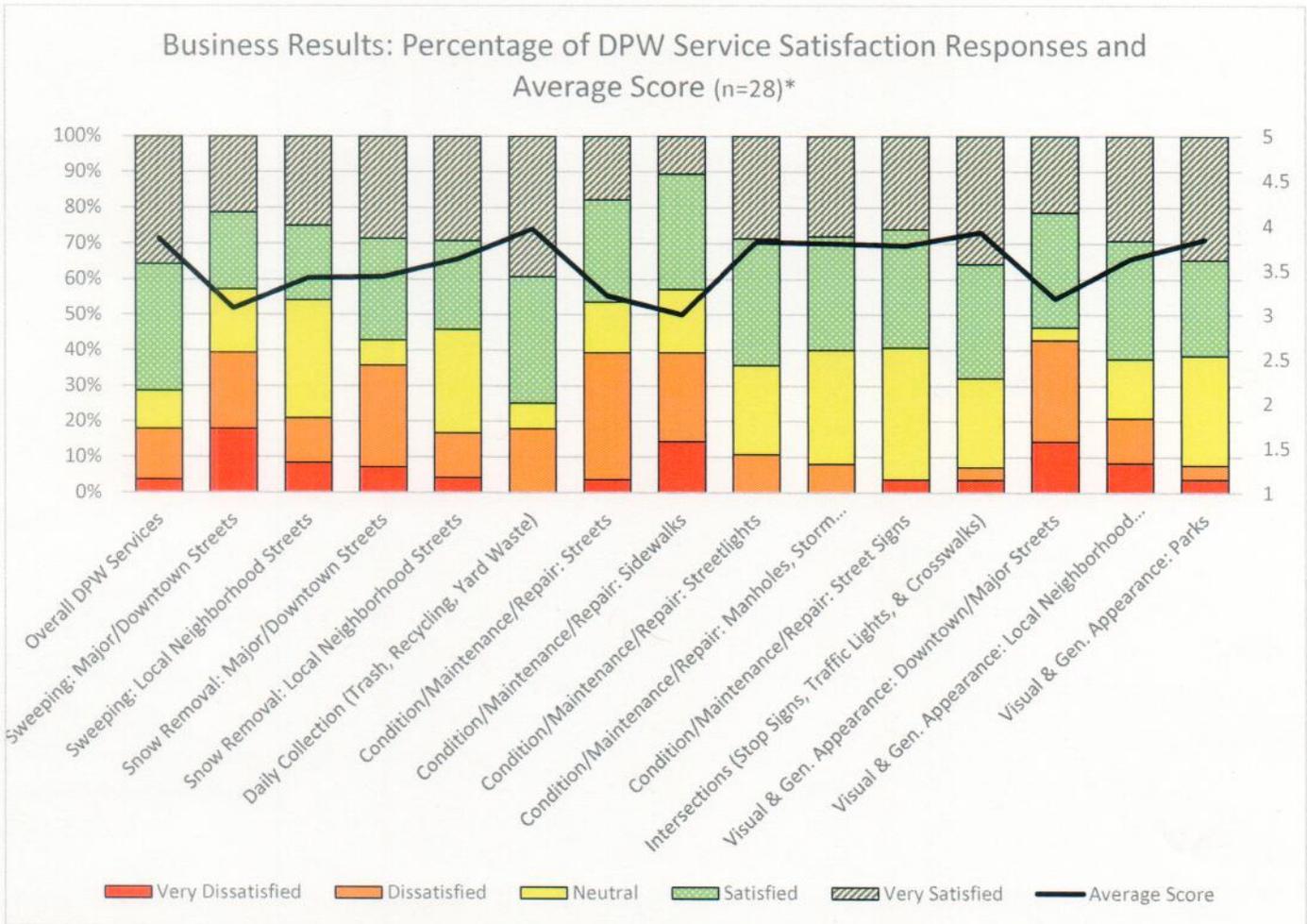
“5” – “Very Satisfied” “4” – “Satisfied” “3” – “Neutral” “2” – “Dissatisfied” “1” – “Very Dissatisfied”

The results of the business emailed survey show an overall approval of most DPW services:

- None of the 15 DPW services had an average satisfaction score above 4.01.
- 9 of the 15 DPW services had an average satisfaction score between 3.51 and 4.00.
- 5 of the 15 DPW services had an average satisfaction score between 3.01 and 3.50.
- 1 of the 15 DPW services had an average satisfaction score between 2.51 and 3.00.
- Satisfaction questions asking about Major/Downtown Streets were all ranked with lower satisfaction than Local Neighborhood Streets, which is the opposite of the results from the Residential survey.

	Streetsweeping	Snow Removal	Visual and General Appearance
Major/Downtown	3.07	3.43	3.18
Local Neighborhood	3.42	3.63	3.63

- Among all categories of services, “Snow Removal” received the highest mean score when averaging all services within each category. “Condition, Repair, and Maintenance” received the lowest mean score:
 - **Condition, Repair, and Maintenance Services:** **3.590**
 - Visual & General Appearance Services: 3.553
 - Snow Removal Services: 3.530
 - **Streetsweeping Services:** **3.245**
 - *Uncategorized Services (Overall and Daily Collection):* 3.910
- “Daily Collection” received the highest score with 3.96, while “Condition, Repair, and Maintenance of Sidewalks” received the lowest score with 3.00.
- “Overall DPW Services” scored 3.86.
- The mean score for all satisfaction ratings is 3.571.
- The mean score for all satisfaction ratings excluding “Overall DPW Services” is 3.551.



*Does not include "Don't Know" and all-blank responses; 28 responses total after removing 15 mostly blank duplicates and 3 additional "no residency" responses

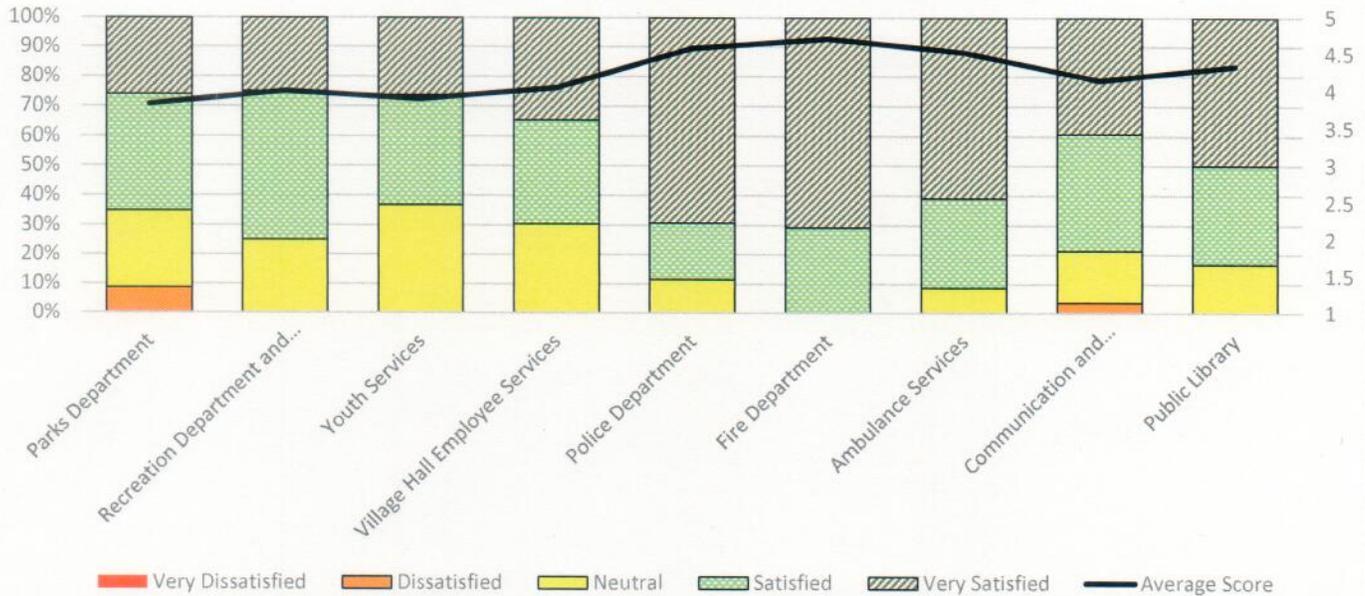
Business Results: Average Scores of Services (Scale of 1 (Very Dissatisfied) to 5 (Very Satisfied))	
Overall DPW Services	3.86
Sweeping: Major/Downtown Streets	3.07
Sweeping: Local Neighborhood Streets	3.42
Snow Removal: Major/Downtown Streets	3.43
Snow Removal: Local Neighborhood Streets	3.63
Daily Collection (Trash, Recycling, Yard Waste)	3.96
Condition/Maintenance/Repair: Streets	3.21
Condition/Maintenance/Repair: Sidewalks	3.00
Condition/Maintenance/Repair: Streetlights	3.82
Condition/Maintenance/Repair: Manholes, Storm Drains	3.80
Condition/Maintenance/Repair: Street Signs	3.78
Condition/Maintenance/Repair: Intersections (Stop Signs, Traffic Lights, & Crosswalks)	3.93
Visual & Gen. Appearance: Downtown/Major Streets	3.18
Visual & Gen. Appearance: Local Neighborhood Streets	3.63
Visual & Gen. Appearance: Parks	3.85

The results of the business emailed survey show an overall approval of most DPW services:

- 3 of the 9 Other Village Services had an average satisfaction score above 4.50.
- 4 of the 9 Other Village Services had an average satisfaction score between 4.00 and 4.50.
- 2 of the 9 Other Village Services had an average satisfaction score between 3.50 and 4.00.
- Among all categories of services, Emergency Services received the highest mean score when averaging all services, while Recreation Services received the lowest mean score:
 - Emergency Services: 4.603
 - Administrative Services: 4.090
 - Recreation Services: 4.013
- “Fire Department” received the highest score of 4.57. “Parks Department” received the lowest score with 3.83.
- The mean score for Other Village Services satisfaction ratings is 4.227.
- The mean score for all Village Services satisfaction ratings (including the 9 Other Village Services and the mean score for all DPW Services) is 4.161.

All Demographic results for the business survey show what is expected for the business community. Nearly all (96.43 percent) respondents reported to have their work location “Within the Village”, and those that did not were blank. 46.43 percent of respondents were female, compared to 42.86 percent reporting as male. Because the Downtown and Commercial area of the Village is taken care of on Mondays, this appears to be reflected as 71.43 percent reported to be on streets in the areas of Monday garbage collections, and in how 65.0 percent of respondents reported to be on streets considered either Downtown or Major. Interestingly, there is diversity both in how long business owners have resided within the Village and their age.

Business Results: Percentage of Other Village Services Satisfaction Responses and Average Score (n=28)*

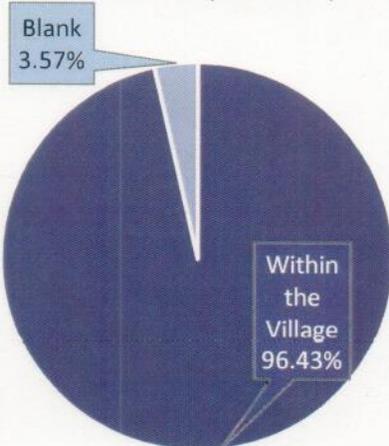


**Does not include "Don't Know" and all-blank responses; 28 responses total after removing 15 mostly blank duplicates and 3 additional "no residency" responses; responses per service vary between 19 and 28.

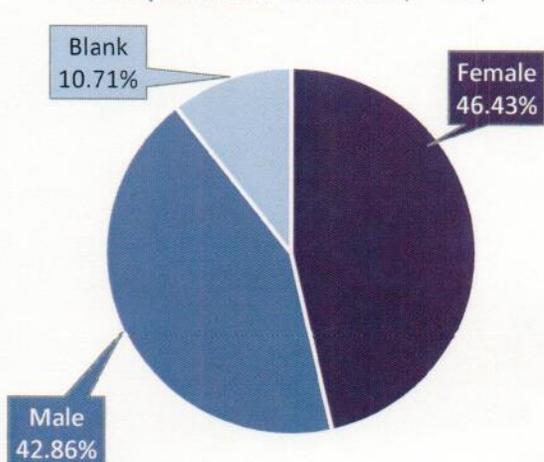
Business Results: Average Scores of Services (Scale of 1 (Very Dissatisfied) to 5 (Very Satisfied))

Parks Department	3.83
Recreation Department and Programs	4.00
Youth Services	3.89
Village Hall Employee Services	4.04
Police Department	4.58
Fire Department	4.71
Ambulance Services	4.52
Communication and Announcements	4.14
Public Library	4.33

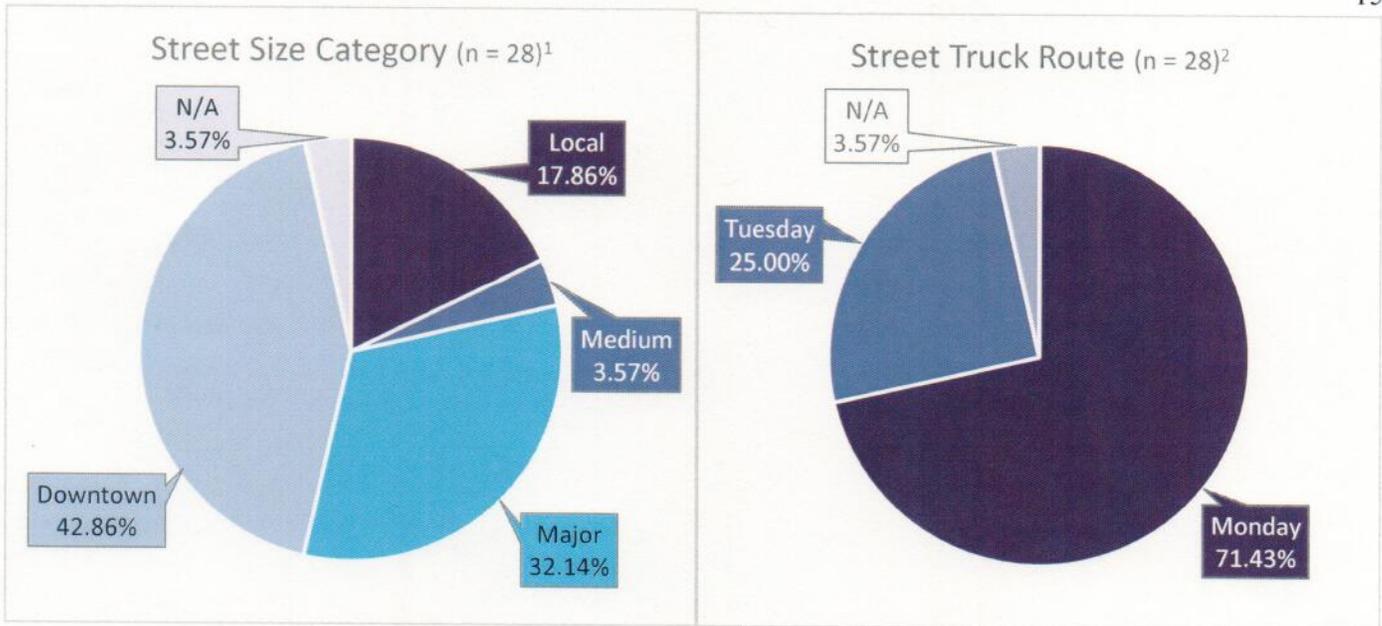
Work Location/Status (n = 28)



Respondent Gender (n = 28)



1
Street
Size



¹ Category was validated based on respondent's answer for the name of the street at which the respondent resides. A guide to which streets fall under which category appears in Appendix B: Street Size Categories.

² Street Truck Route was validated based on respondent's answer for the name of the street at which the respondent resides. The streets were then divided by trash collection route according to Village DPW records.

