

Public Opinion Survey
Registered Voters in the City of Rochester Hills

Results

June 2013

Table of Contents

Purpose	1
Background	1
Methodology	2
Acknowledgements	2
Demographics	3
Section 1: Aggregate Results	4
Part 1. Contact with City Officials & Employees	5
Part 2. Streets	9
Part 3. Travelling the City	15
Part 4. Police, Fire, EMS	20
Part 5. Parks & Recreation	24
Part 6. Other City Services	29
Part 7. Problems & Solutions	39
Part 8. Please Tell Us About Yourself	44
Section 2: Crosstabulations	54
Section 3: Longitudinal Results	65
Appendix A: Comments	83
Appendix B: Survey Instrument	93

Purpose

This final report presents the findings of an omnibus public opinion survey of Rochester Hills registered voters, conducted during the spring of 2013. Its purpose was to assess citizen perceptions of existing services and programs, possible future services and programs, and program funding.

This is the ninth such survey that PARL has conducted for the city. The first was in 1990; our last such snapshot was obtained two years ago in 2011. The general intent of this project was to update those numbers for use in the city's budget process. Having experienced a 30% reduction in revenues since 2008, only now is the impact beginning to level out, reversing the declining trend. Gauging what, if any, changes in public priorities have occurred was thus warranted.

The survey results are reported as follows:

- **Section 1** presents the findings for the entire sample.
- **Section 2** contains selected crosstabulations by sex, age, and years of residence.
- **Section 3** compares responses to questions posed in this survey and across all (or some) of the eight previous time points.
- Comments found on the survey are reported in **Appendix A**.
- A copy of the survey instrument employed appears in **Appendix B**.

Background

Input was solicited from members of city council, the mayor, and city staff using our previous instrument as a starting point. Mr. Ed Anzek, Director of Planning and Development, facilitated from the city side.

Consistent with PARL's educational mission, OU students participated in various stages of the process, particularly in coding and cleaning the incoming data.

Methodology

For a variety of reasons PARL uses mail surveys most of the time, as we did in this instance. Given a July 2012 SEMCOG population estimate of 73,185, we required a sample of 382 persons to achieve a 95% level of confidence and a $\pm 5\%$ margin of error. Our practice is to oversample by a factor of two and/or to augment that number by 10% for bad addresses. This time around we merely multiplied our target by 2 and rounded up: 800 residents were contacted.

As a cost saving measure, the city’s GIS manager pulled the sample for us from voter registration rolls. He did this by generating a random number for each entry and then selecting the first 800. He then (a) plotted the addresses on a physical map, and (b) counted the numbers for each precinct to verify random selection. Both tests provided reassurance that the sampling process worked as intended.

The city provides us with three sets of mailing labels, one for each wave of our survey, i.e., an initial mailing and two follow-ups. There was no master list provided, nor does any ID number used in the tracking process appear in our final report. The implication is that while the link between respondent and completed survey is *confidential* during data collection, the data become *anonymous* once the final set of labels go out in the last wave (i.e., the link between the two is broken). Note also that a new/clean questionnaire was included in each mailing.

The diagnostics:

<u>Surveys Mailed</u>	<u>Undeliverable/ refused (rate)</u>	<u>Surveys Returned</u>	<u>Response Rate</u>
800	24 (3%)	316	41%

This is a respectable response rate of a magnitude consistent with our last several projects in the metro Detroit area. Because this return is slightly lower than our 50% estimate of nonresponse, the resulting margin of error rises to 5.5%, i.e., any difference between figures must exceed 11% to be considered real.

Respondent demographics appear on the next page.

Acknowledgements

Ms. Alyssa Clark and Mr. Brian D’Annunzio handled mail prep, data coding, and data cleaning.

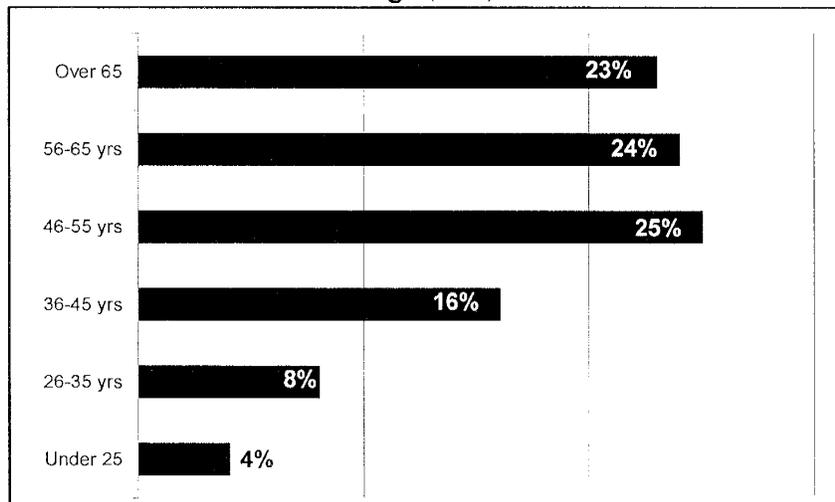
J.P. Piskulich, PARL Director, managed the process, the analysis, and the preparation of this report.

Demographics

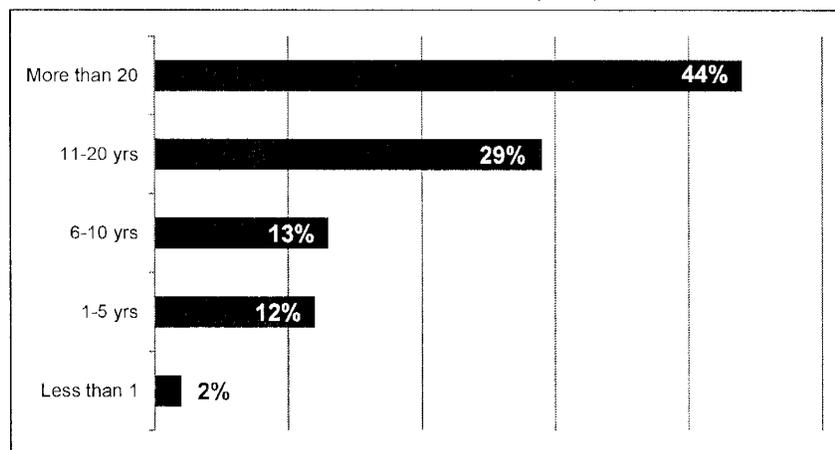
Sex (n=310)



Age (n=310)



Years of Residence (n=309)



Note: Throughout this report, percentages may not total 100% due to rounding. Not all tables contain the same number of cases (n) because some respondents do not answer every question.

Section 1: Aggregate Results

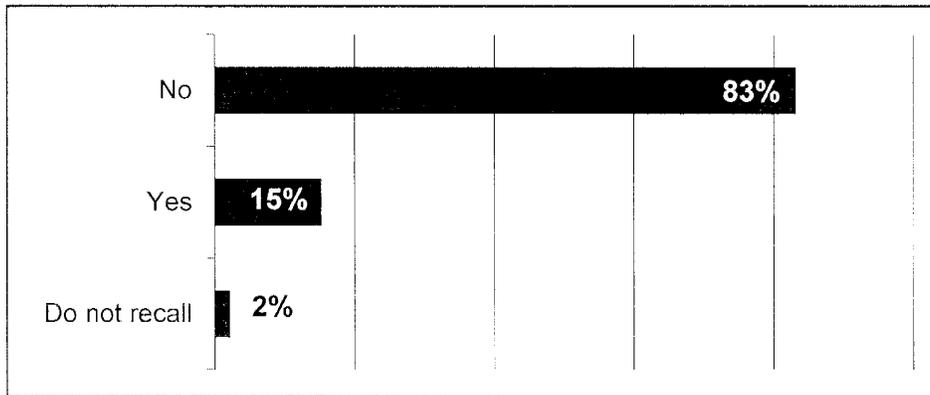
Part 1: Contact with City Officials & Employees

Only 15% of respondents report having had contact with one or more of the city's elected officials. But said contact was positive: a combined 80% rated that experience as satisfactory (30%) or very much so (50%). Only 9% were dissatisfied (7%) or very dissatisfied (2%).

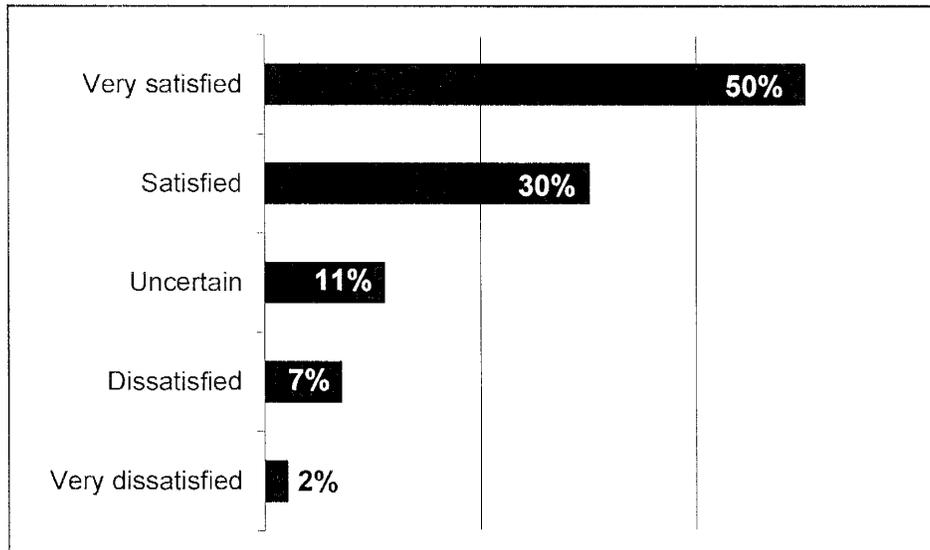
In contrast, nearly half of those responding (47%) had direct contact with a Rochester Hills employee. The combined very/satisfied figure is 97% when asked whether the employees encountered conducted themselves in a professional manner.

Satisfaction rates by city department were elicited via Question 3. Those disaggregated figures appear on page 8.

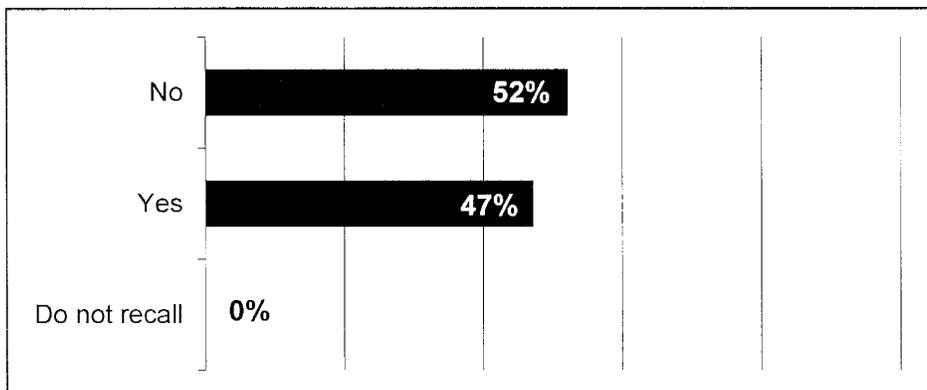
1. Have you had contact with one or more Rochester Hills elected officials (i.e., mayor, council member) in the past 12 months? (n=307)



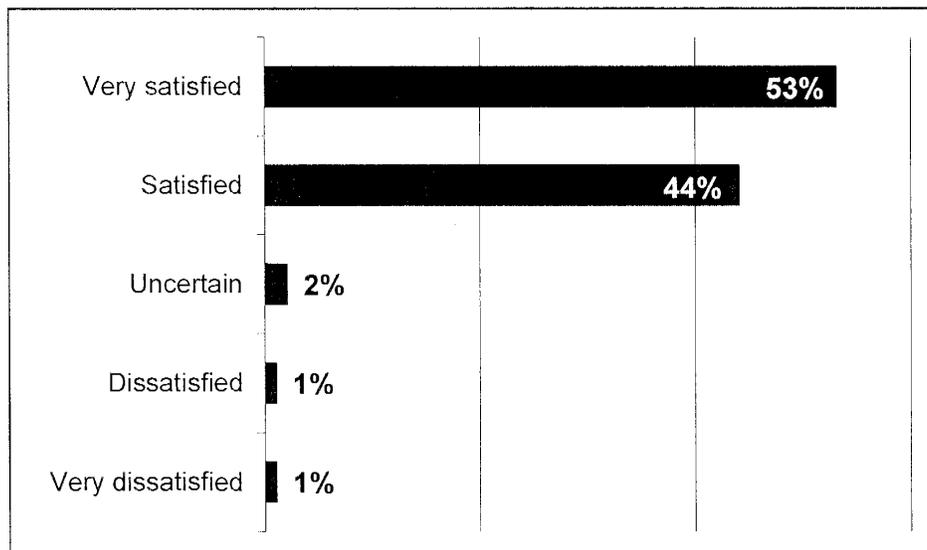
If Yes, how would you rate your contact with those elected officials? (n=44)



2. Have you visited City Hall, or have you had direct contact with a Rochester Hills employee, in the past 12 months? (n=306)



If Yes, have Rochester Hills employees with whom you've had contact conducted themselves in a professional manner? (n=144)



3. How would you rate your contact, if any, with each of the following city departments?

	% rptg contact	Very satisfied	Satisfied	Uncertain	Dissatisfied	Very dissatisfied	n
Assessing	12%	30%	41%	22%	5%	3%	37
Building & Ordinance	16%	33%	35%	16%	8%	8%	51
City Clerk	33%	41%	50%	7%	1%	1%	105
Public Service/Engineering	13%	31%	45%	14%	5%	5%	42
Fire/EMS	16%	59%	31%	8%	2%	--	49
Fiscal/Purchasing/Acctg	7%	48%	26%	26%	--	--	23
Human Resources	3%	27%	36%	27%	--	9%	11
Mayor's Office	13%	48%	28%	18%	8%	--	40
Museum	12%	50%	37%	11%	--	3%	38
Parks & Forestry	18%	55%	38%	5%	2%	--	56
Planning & Development	7%	26%	35%	30%	4%	4%	23
Police/OCSD	36%	44%	38%	8%	8%	2%	113
Treasury/Cashier	33%	48%	44%	4%	4%	1%	105

Part 2: Streets

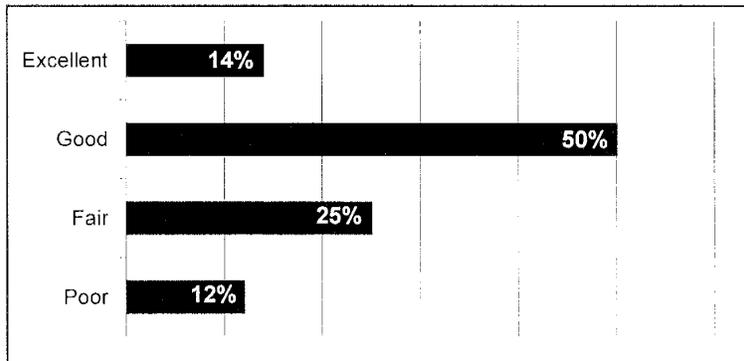
Identical to the combined figure in the last survey, 64% of respondents are willing to rate the condition of their street as good (50%) or excellent (14%). A weaker majority (54%) is willing to say the same about streets in their neighborhood or subdivision. In contrast, the majority is at the other end of the continuum with respect to the condition of major roads in the city: 57% rate them as fair (40%) or poor (17%).

Forty-nine percent say they are very/satisfied with routine maintenance on neighborhood and subdivision streets; 25% say they are very/dissatisfied on that count. Two thirds of those in the sample are very/satisfied with snow and ice removal.

Respondents prefer a road millage to special assessments for funding road improvements, by a wide margin, and 85% are willing to pay some incremental addition to their property tax bill in return for better roads.

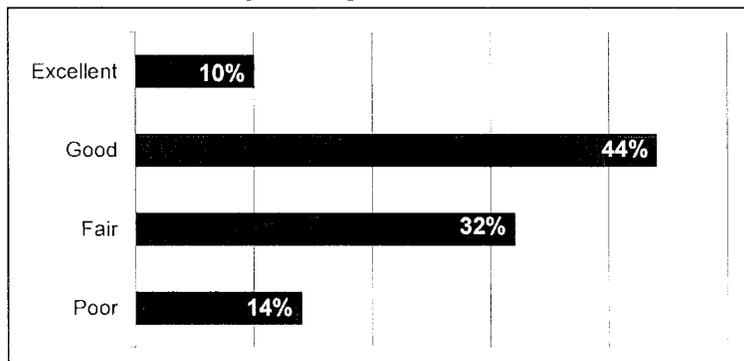
4. How would you rate the condition of the following?

a. The street in front of your home or apartment complex?



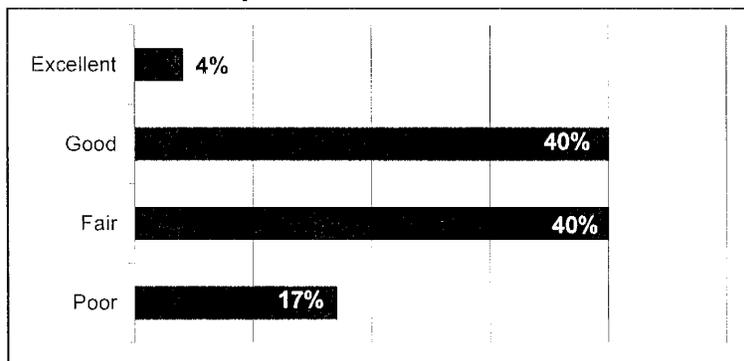
(n=309)

b. Streets in your neighborhood or subdivision?



(n=308)

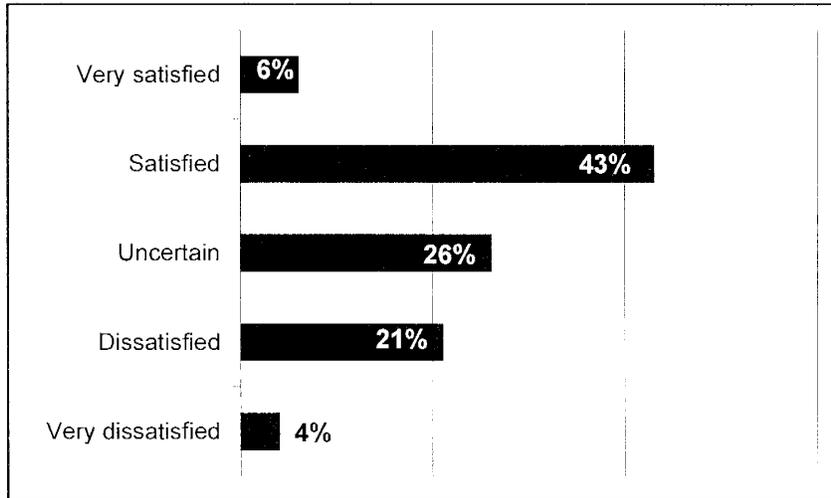
c. Major roads in Rochester Hills?



(n=306)

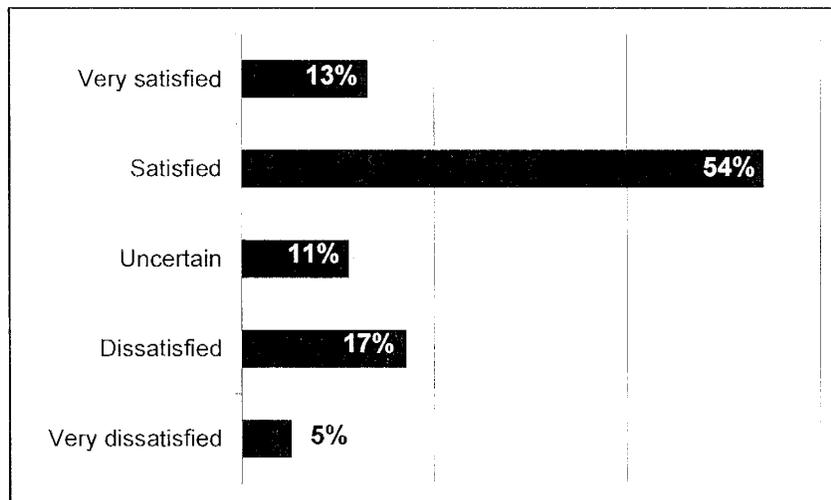
5. How would you rate routine maintenance on neighborhood and subdivision streets in the city?

(n=310)



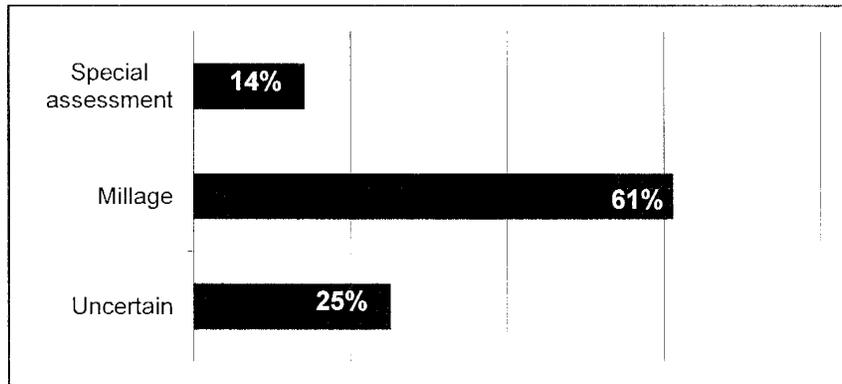
6. How would you rate snow and ice removal on neighborhood and subdivision streets in the city?

(n=311)



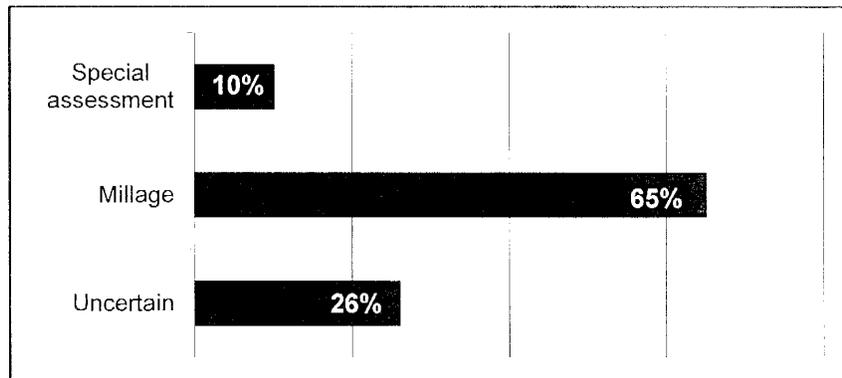
7. How should the following road improvements be funded?

a. Reconstruction of paved streets



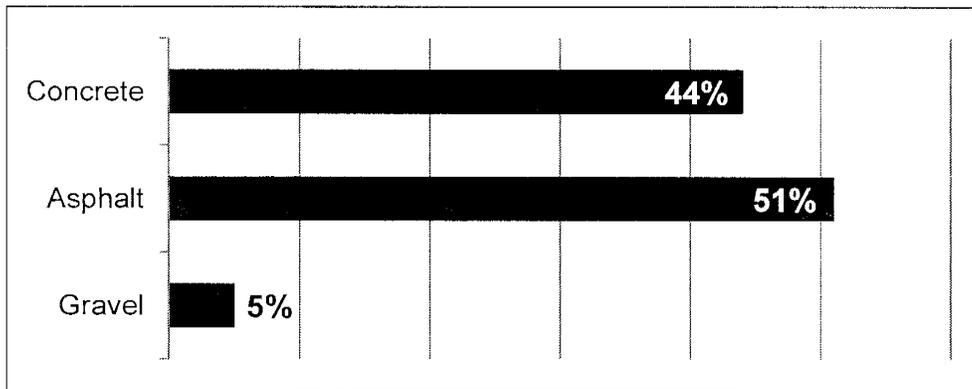
(n=302)

b. Long-term maintenance projects



(n=302)

8. The surface of my street is currently:



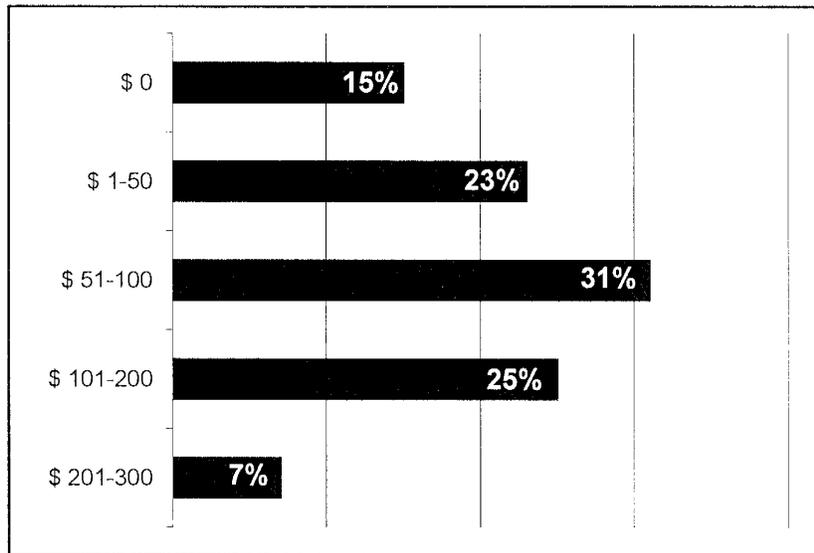
(n=308)

If my street were to be reconstructed:

Current Surface	Fine as is	Concrete preferred	Asphalt preferred	Asphalt acceptable	Uncertain
Concrete	39%	46%	5%	5%	5%
Asphalt	35%	17%	15%	23%	11%
Gravel	27%	27%	7%	33%	7%

(n=296)

9. What is the maximum addition to your annual property tax bill you would be willing to pay to fund road improvements?



(n=291)

10. Willingness to pay by property value

Est. market value of home:	Maximum annual addition to property tax:		
	% saying \$0	Median \$ increase	<i>n</i>
Under \$200K	16%	\$75	94
\$200-350K	13%	\$100	160
\$350-500K	18%	\$100	28
Over \$500K	17%	\$188	6

Part 3: Travelling the City

Sixty-five percent of those returning a questionnaire agree (49%) or strongly agree (16%) that there is a traffic congestion problem in the city.

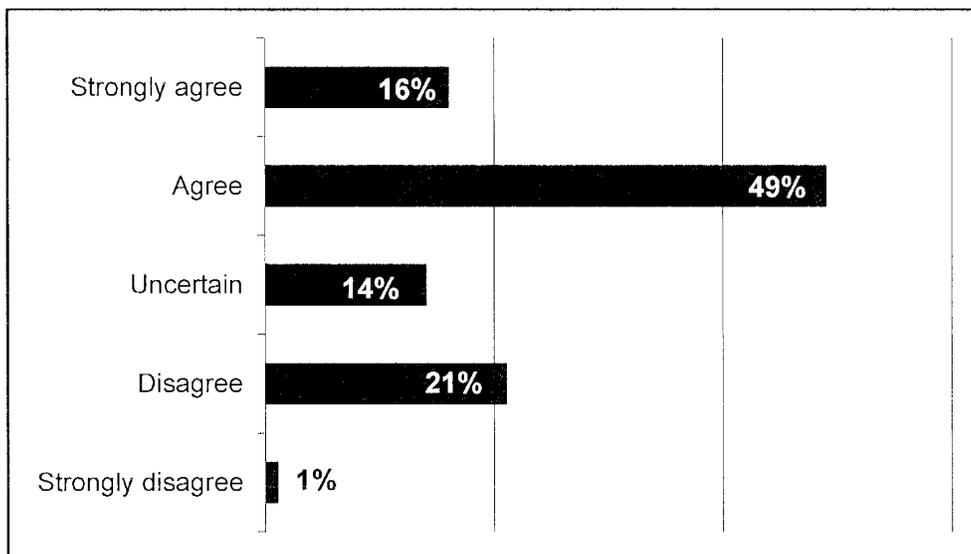
When asked how much time they spend stuck in traffic on city roads, about two-thirds of those polled estimate a delay of 10 minutes or less.

Fifty-five percent believe that selected major roads should be widened, with Tienken, Livernois, and Adams ranked as the top three candidates, respectively.

On the issue of roundabouts, three times as many respondents (51%) say they like them as compared to those who say they do not like them (17%).

Pathways are considered somewhat or very important to a very strong 84% majority. However, respondents are split on the issue of whether road funding should be used to construct bicycle lanes adjacent to major roads.

11. Do you feel there is a traffic congestion problem in the city? (n=311)

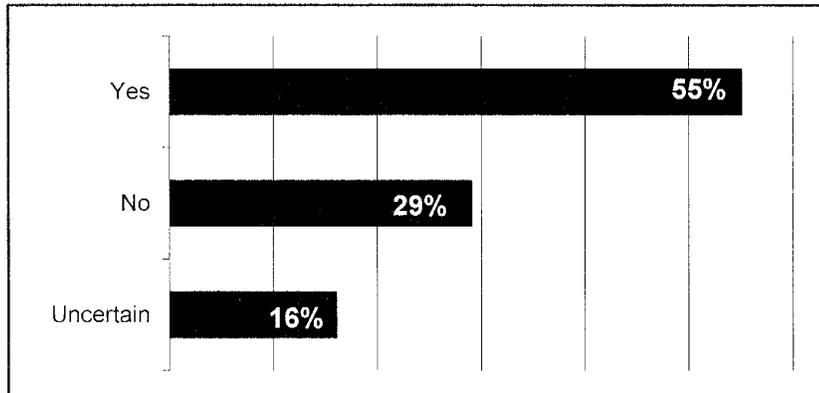


12. On a normal day, how many minutes would you estimate that you spend stuck in traffic due to congestion on roads in Rochester Hills? (n=307)

	%	Cum. %
No delay	7%	7%
1-5 minutes	24%	34%
6-10 minutes	34%	68%
11-15 minutes	14%	82%
16-20 minutes	12%	94%
21-30 minutes	6%	100%

median = 10 minutes
 mean = 10 minutes
 std dev = 7 minutes

13. Should selected major roads in the city be widened to relieve traffic congestion? (n=306)



If Yes, which one major road would you say is most in need of widening? (n= 162)

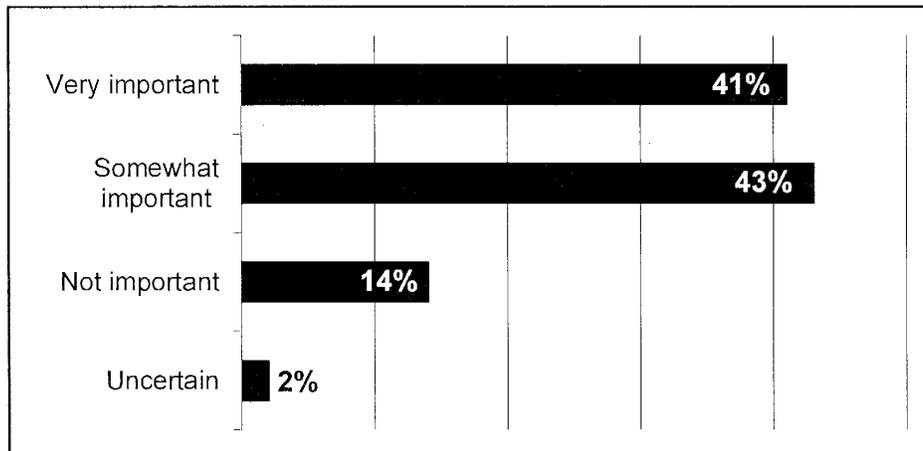
Tienken	36%	<u>Intersections cited:</u> Hamlin & Rochester = 2x Tienken & Livernois = 2x Tienken & Adams Livernois & Auburn Avon & Dequindre
Livernois	19%	
Adams	15%	
Rochester	9%	
Auburn	4%	
Avon	4%	
Hamlin	3%	
John R	3%	
Crooks	1x	
Dequindre	1x	
South	1x	
Squirrel	1x	
I-75 to Detroit	1x	

- Comments:
- Properly timed lights would achieve the same result at less expense.
 - Tienken, not widened, there isn't space. Intersection expansion and re-engineering for optimal traffic flow within space constraints.
 - Stop this widening b.s. Our roads are not raceways, people can wait.
 - Livernois -- bridge over M-59, no pedestrian walkway, unsafe for non-motorized traffic.

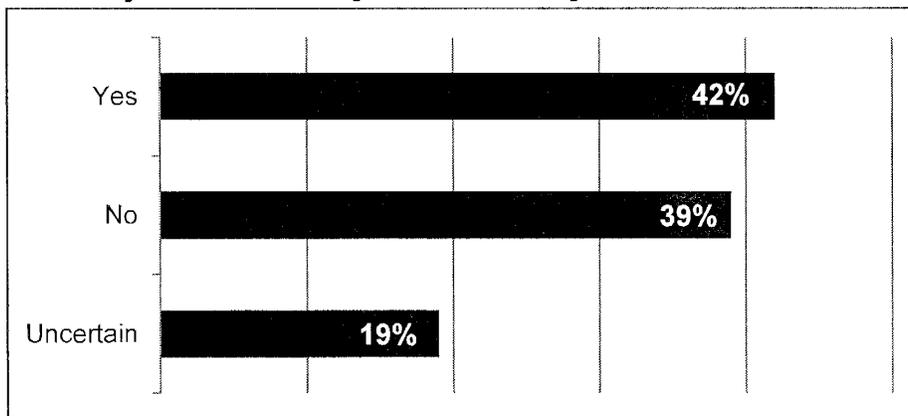
14. Now that the Livernois/Hamilin roundabout has been open for nearly 3 years, which of the following match your feelings on roundabouts in general? *(n=310)*

I like them	51%
They seem to move traffic safely through	45%
They are easy to navigate	40%
They confused me the first time, but I am comfortable driving them now	25%
I do not like them	17%
They seem to be a traffic hazard	17%
They still confuse me, and I remain uncomfortable driving them	8%
They are difficult to navigate	7%

15. How important are pathways to you? (n=301)



16. Should road funding be used to construct bicycle lanes adjacent to major roads? (n=305)



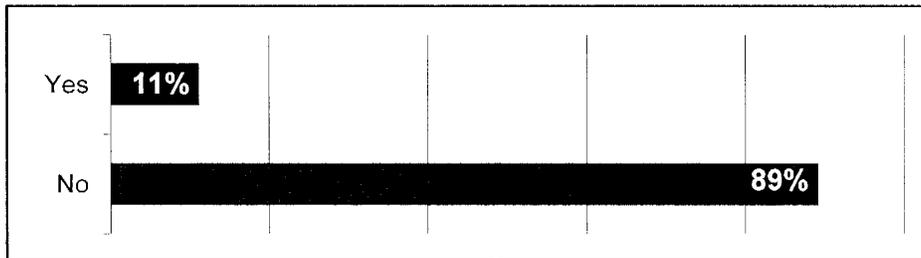
Part 4: Police, Fire, EMS

A majority of those polled (58%) believes that Rochester Hills has sufficient police officers on patrol in the city. Personal safety is a non-issue given the self-reports generated by Question 19.

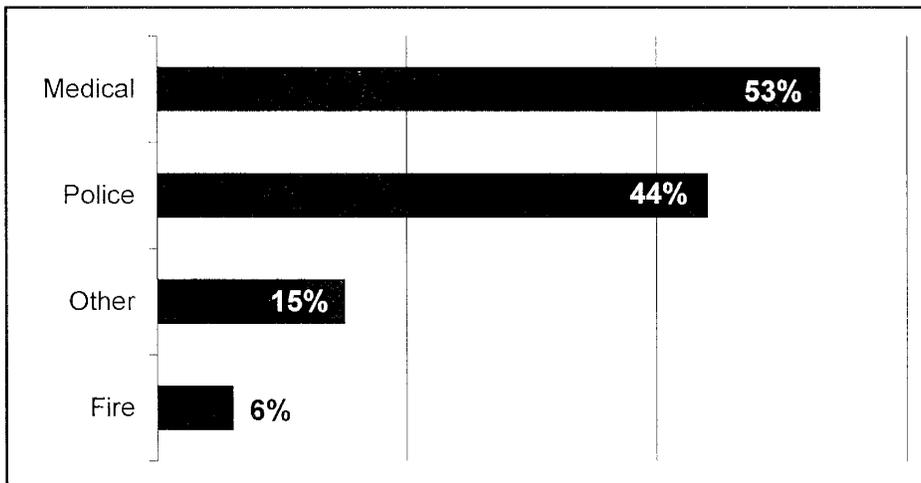
The signal of Question 20 is that voters are willing to support increasing the fire millage in order to maintain current service levels. But they are evenly split on the issue of increasing it in order to improve response time and staffing.

17. Have you had to dial 911 during the past year?

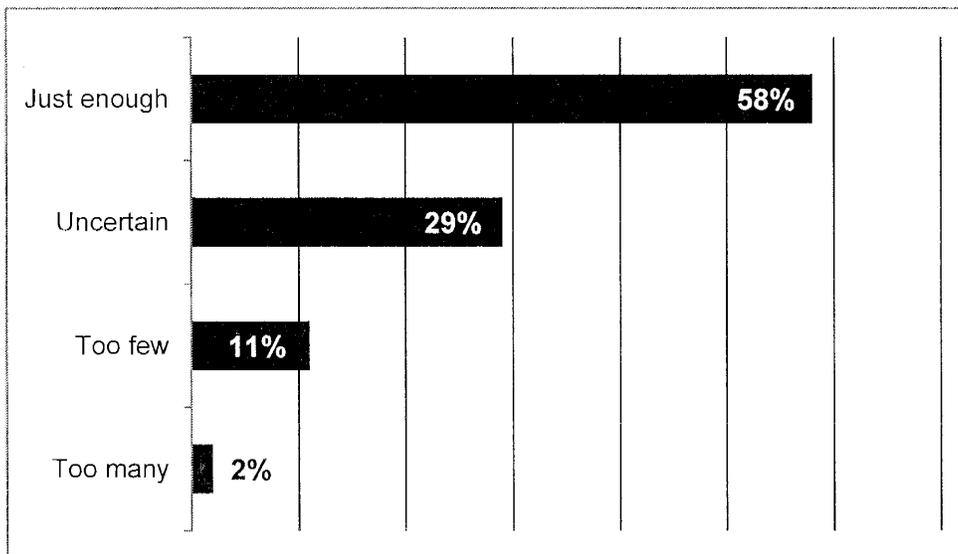
(n=309)



If Yes, for which of these reasons? (n=280)



18. Would you say that Rochester Hills has just enough, too many, or too few police officers on patrol in the city? (n=309)

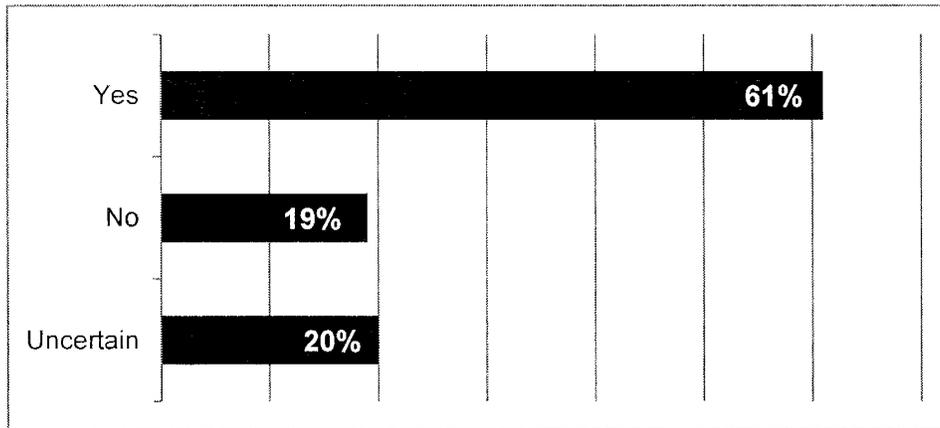


19. How safe do you feel...

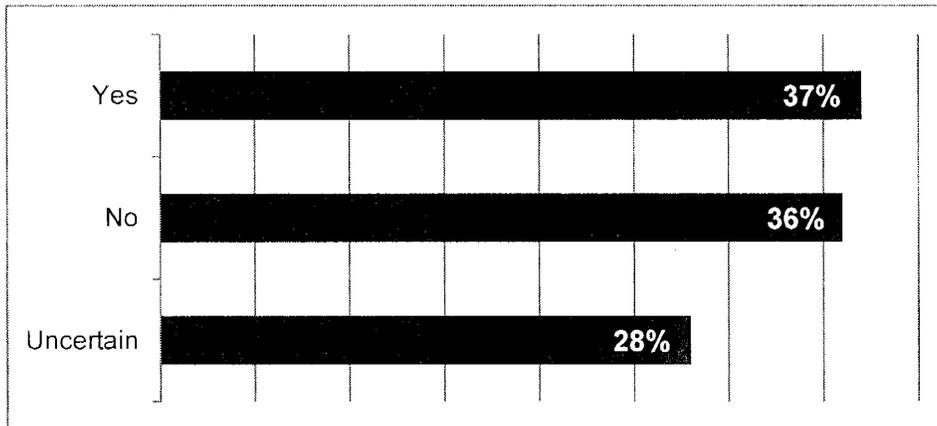
	Very safe	Safe	Uncertain	Unsafe	Very unsafe
...in your home?	45%	54%	1%	--	--
...in your neighborhood?	40%	56%	4%	1%	--
...in the city?	35%	60%	5%	--	--

(n=309)

20. I would support increasing our fire millage in order to maintain fire and EMS service levels, i.e., response time & staffing. (n=309)



21. I would support increasing our fire millage in order to improve fire and EMS service levels, i.e., response time & staffing. (n=307)



Part 5: Parks & Recreation

The Paint Creek Trail continues to be the most popular park or trail in the city system: 55% of respondents report having used it at least once during the past year. The Clinton River Trail (47%) and Borden Park (37%) round out the top three. All parks and trails are highly rated by those who use them.

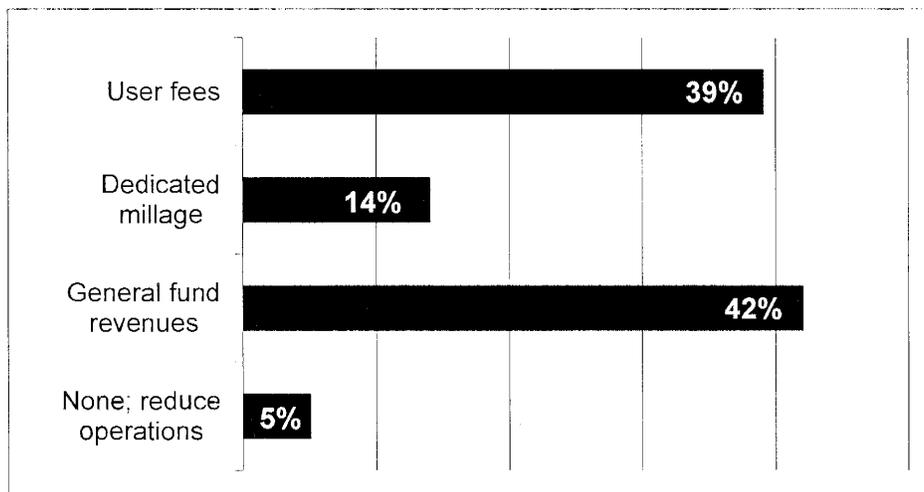
As to financing, respondents are split between using the general fund (42% in favor) versus user fees (39% in favor) to support current operations.

Question 24 yielded a multitude of suggestions for improvement once again this iteration.

22. Please indicate below which city parks or trails you visited during the past year. (n=316)

	Visited in past year?	Est. # of visits?	How would you rate the quality of this park or trail?					n
	Yes	Median	Excellent	Good	Fair	Poor		
Paint Creek Trail	55%	6	56%	42%	2%	1%	175	
Clinton River Trail	47%	5	41%	54%	5%	1%	147	
Borden Park	37%	3	49%	49%	2%	1%	116	
Bloomer Park	32%	2	37%	58%	5%	-	102	
Yates Park	24%	2	32%	56%	11%	1%	75	
RH Museum at VH Farm	24%	1	50%	50%	-	-	75	
Spencer Park	22%	3	36%	49%	12%	4%	70	
Veterans' Memorial Pointe	19%	2	71%	27%	2%	-	61	
City Hall/Avon Nature Area	15%	2	40%	48%	2%	-	46	
Pine Trace Golf Course	12%	2	54%	41%	-	5%	37	
Avondale Park	6%	2	21%	53%	26%	-	20	
Wabash Park	2%	2	20%	40%	40%	-	6	
Helen Allen Park	1%	-	-	50%	-	50%	2	

23. What method of financing would you favor to support current operations at park facilities? *(n=297)*



24. Can you recommend a facility or improvement to any city park or trail that you would use regularly?

- Pave/improve/maintain trail surfaces = 10
- Restrooms on trails = 8
- Safer crossings at main streets = 3
- Better control/rules/signs over bikers – vis-a-vis joggers & walkers = 2
- More drinking fountains = 2
- More benches = 2
- Paint Creek Trail: cut trees = 2
- More trash receptacles – for dog waste
- More parking @ trail entrance off Dutton Rd.
- Keep bushes trimmed back near library. More awareness to drivers about crosswalks, especially near 2nd St. to CRT

- Dog park = 4
- Water/splash/spray park = 3
- Good/great now = 3
- Public/community pool = 2

- More electric motors @ Spencer Park for fishing
- Spencer should be improved based on fee charged. “Free” parks are better maintained than Spencer which you have to pay to get into.
- Ducks/geese out of Spencer, they mess trails & water.
- We would love to get a pass to Spencer Park but have a management lease vehicle. Our registration shows Dearborn. Our driver’s license should be sufficient ID.

- Bloomer Park. Chop out the tree roots on paths – too much tripping while walking.
- Bloomer Park. More bike route markings.
- Bathrooms at Bloomer Park.

- Fix tennis courts at Borden Park.
- The surface of the tennis courts @ Borden are not good for tennis. Repurpose these courts for other recreation and pick another area for tennis – if there is a need. Most play @ the high schools but those get busy with the school functions and lessons. But – only if there is a real need, do we need to add a tennis area.

- Lower green fees at Pine Trace. \$65 is ridiculous!
- Pine Trace GC – not being maintained – club house example.

- Yates – traffic congestion/parking

- Running/biking trails at Nowicki Park

- Add some outdoor pickle ball courts

24. *(continued)*

- All of us that use them should keep them up – stop dumping trash – pick up after dogs!
- Updated restrooms at parks
- Continue sidewalk along Orion Rd to Dutton. We have no safe bike route to PCT. Our neighborhood used to access it through an empty lot that has now been developed. Still 1 more lot that is empty that trailways could purchase?
- Clinton River Canoe Launches. A light under Rochester Road that lights up the river. River improvements will bring more kayakers and canoes.
- Rochester Hills residents pay same dog fee as Rochester residents for park pass.

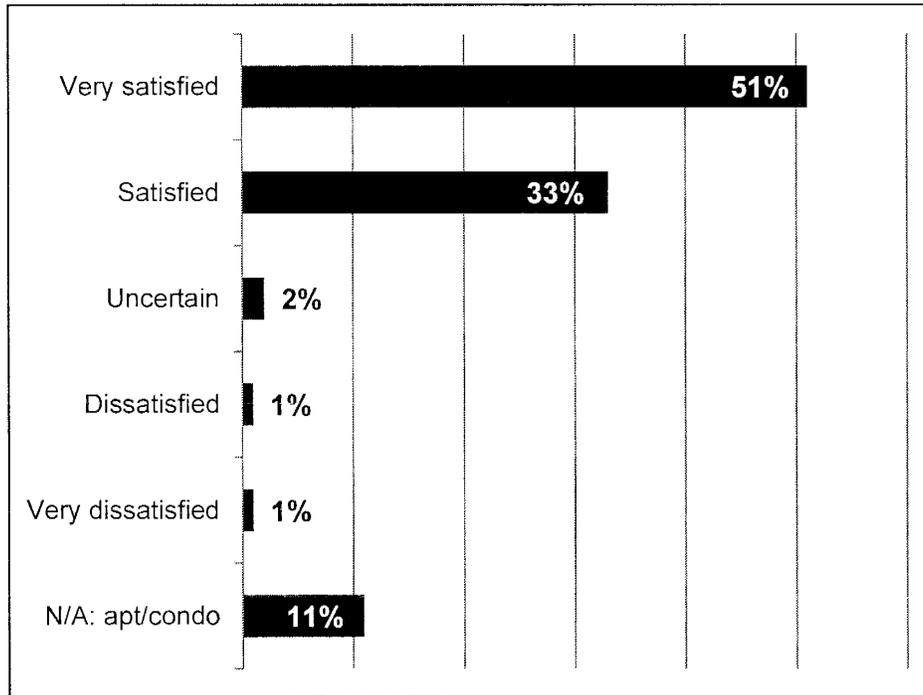
Part 6: Other City Services

The city's single hauler system for solid waste and recycling remains hugely popular: a combined 96% of those covered by the program say they are very/satisfied. A plurality (45%) reports having benefitted from the Recycling Rewards program.

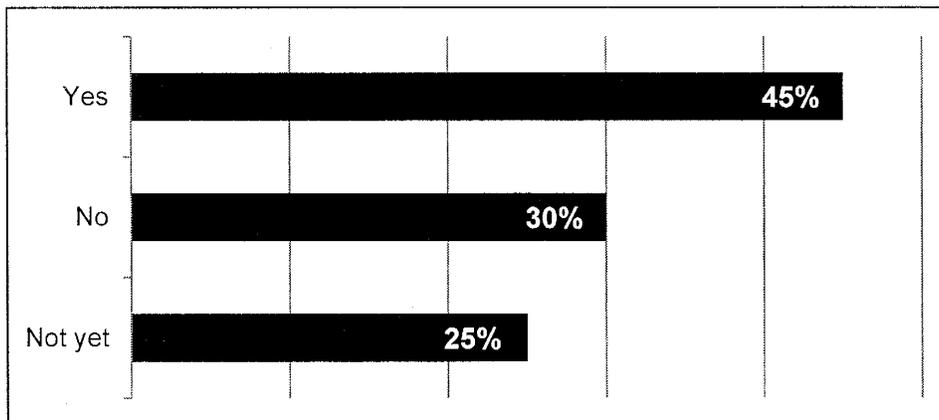
Local newspapers are reported to be the primary means by which residents stay informed about what's happening in the community.

Twenty-nine percent of those polled say they have watched the city on cable at least once in the past six months, and a combined 56% indicate they have visited the city's website. Having undergone a recent makeover, 71% of those who have visited the latter now rate it as good (60%) or excellent (11%). "Property Tax Lookup" and "Report a Concern" are the features used most frequently.

25. How would you rate Rochester Hills' single hauler solid waste & RecycleBank program? (n= 311)



26. Have you benefitted from the Recycling Rewards program? (n=281)



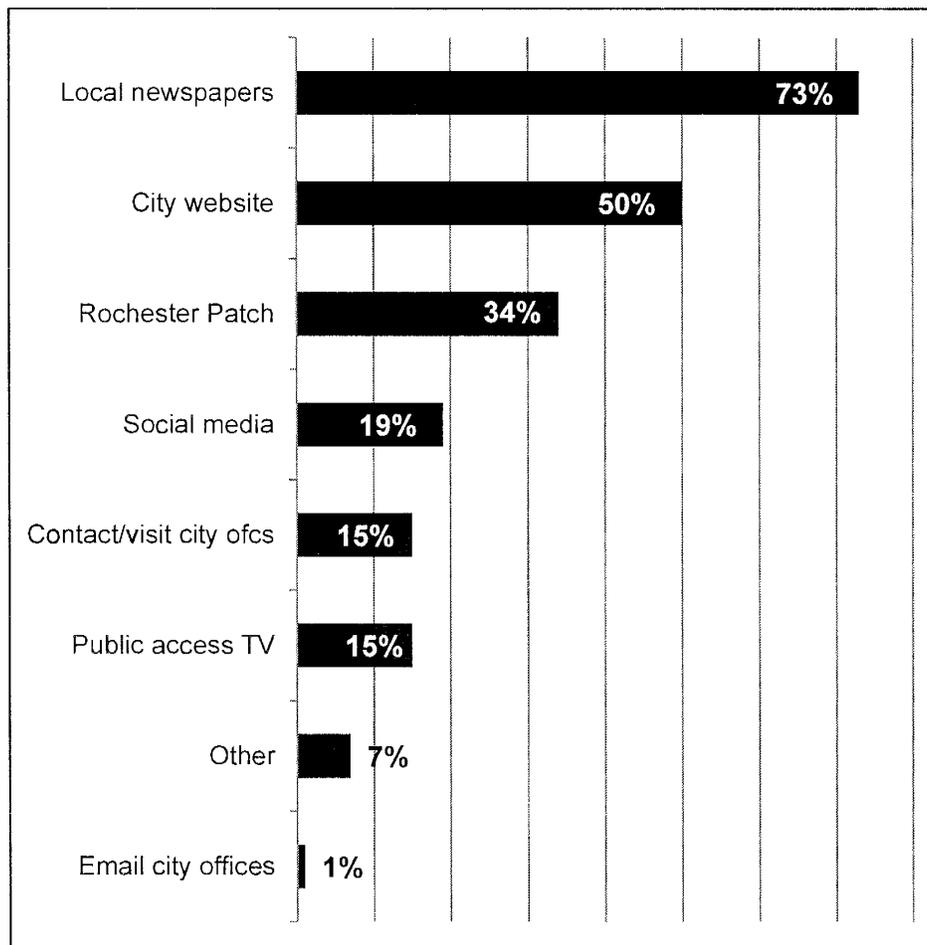
27. Can you recommend one improvement to the solid waste or recycling components of this program?

- Larger recycle bin/switch sizes of bins = 13
- More/better/useful rewards = 9
- Make it easier/more user friendly to claim points for recycling/update residents on procedure = 4
- What rewards program? = 2
- Offer more options to redeem rewards or get rid of program and Reduce our cost
- Make rewards automatic – shouldn't have to sign up for
- Love the recycling program – can I donate the points to our parks?
- Take recycling rewards off bills
- I don't always believe they accurately measure recycle had same points for many weeks. Despite difference in recycle material.
- Don't change/satisfied = 8
- Add hazardous waste drop-off points/more pickups = 7
- Not requiring payment for NOHAZ recycling
- Haulers careless with empty cans/placement, damaged = 5
- Allow more large/special pickup items = 4
- Smaller containers = 2
- Accept more items = 2
- Snowbirds allowed only 6 week credit; why not each week of non-use? = 2
- Need more/larger containers in our condo complex.
- Not to have to carry out heavy recycle container, but just mark it "Recycle" instead.
- Recycle pickup should be weekly instead of bi-weekly
- Would like a "how to" recycle pamphlet
- Pick up recycling every other week – less wear on roads.
- Twice a month rather than four (to reduce cost).
- Not having to separate recycling items
- Track recycling on an individual basis
- Limitations on excess recycling or waste. Meaning if it doesn't fit, they won't take.
- Recycle in condos!
- Make extra containers available for families who need them
- Add grass clippings
- It cost more when change was made to single hauler – our assn. had a less costly carrier.
- Let the people hire their own or make it part of the city services paid for with our property taxes.
- Information on how to dispose of logs.
- A clear schedule of holidays
- Private hauler, now way to control higher costs. Not fair to older folks who don't have much trash.

27. *(continued)*

- Enforce not allowing container storage in front/side yards
- Too many items need a call prior to being picked up
- I am concerned with the condition of the trucks. There is plenty of evidence of leaky oil & overloading or bad brakes – skid marks. This can be a significant safety hazard.
- Helps teach the next generation to be wise about recycling and supporting the communities.
- This is a joke
- Apt complex does not participate – I wish they did

28. How do you find information about your community?

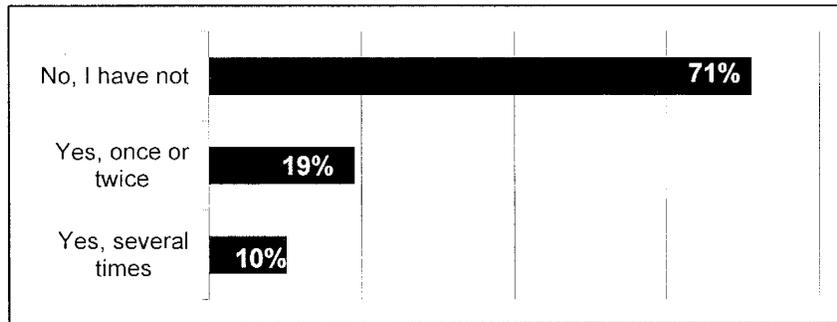


(n=313)

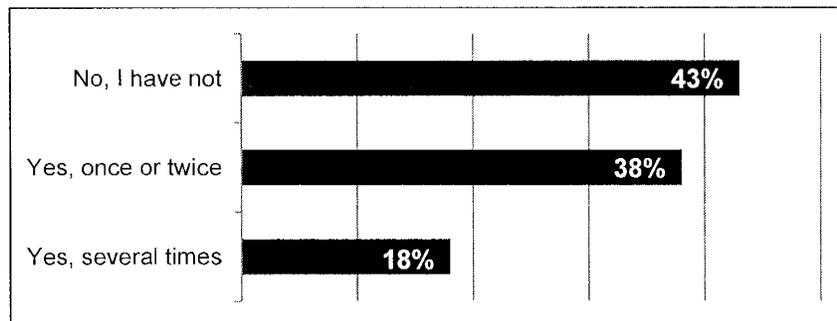
28. Other means by which respondents find information about their community:

- Friends/neighbors/family = 7
- RARA mailer
- Homeowner Assn forums
- Library
- OPC
- Clubs
- Direct mailers
- Email from city
- Google
- AOL previews
- Letters regarding zoning issues or home improvements that may affect my property – usually arrive too late or not at all.

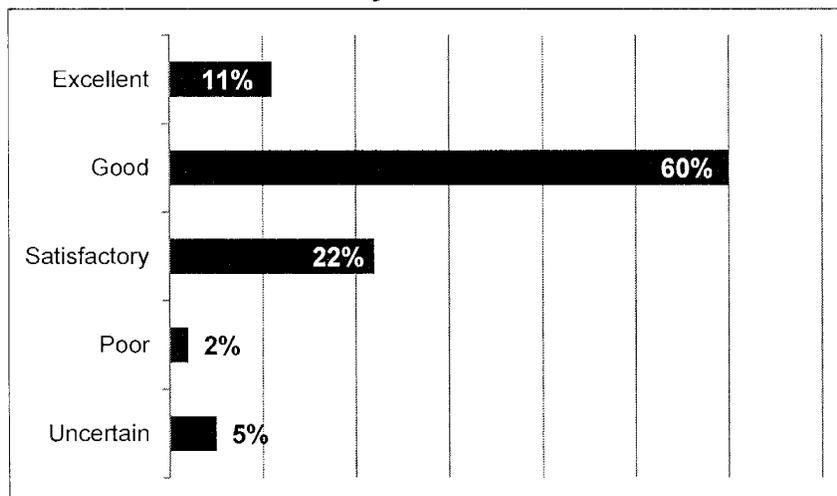
29. Have you watched Rochester Hills via cable television during the past six months? (n=309)



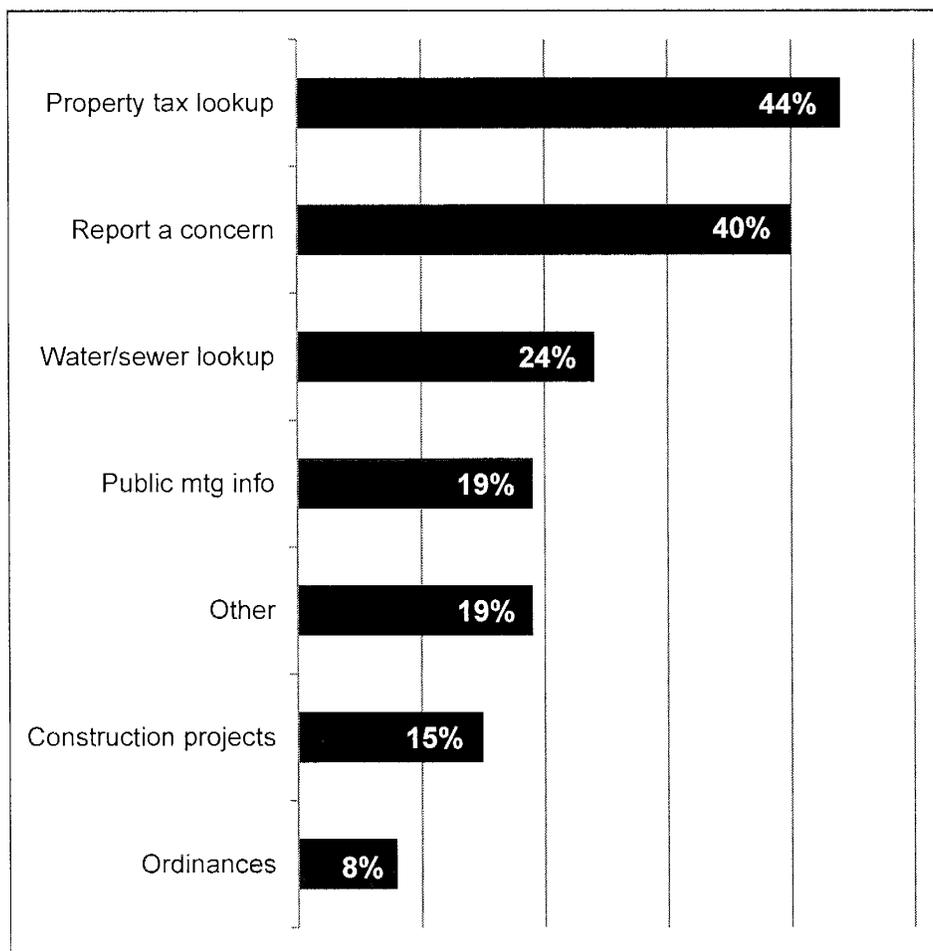
30. Have you visited the city's website during the past six months? (n=310)



30a. If Yes, how would you rate it compared to others you use? (n=179)



30b. If Yes, what features did you find most useful?



(n=164)

30. Other features of the new website that respondents find most useful:

- Voting/ballot info = 4
- Election results
- Info on volunteering for elections

- General information = 4
- Trash holiday schedule/waste pickup = 2
- Info on celebrations/events = 2

- Search feature
- Dog license information
- Used it often when thinking of moving here for gen. info.
- Road repairs
- Maps, park locations
- Information on coyote concerns
- Garden information
- Property boundaries
- Needs better camera work

31. Can you recommend one additional improvement to our website that you would find useful?

- Make easier to navigate/search = 2
- Better search results
- Make it easier to find building codes. The state LARA site requires a PhD in data mining!
- Better info on ordinances
- More recycling info, as to what & how. (Do products need to be washed or crushed). Is tin foil ok, plastic bags? Light bulbs?
- Continue to make updates. Good information.
- Update the dragdown lists, esp under “what’s happening” which still lists X-mas tree recycling (as of May 15).
- Update to remove completed projects
- A “new to Michigan/town” checklist that explains the garbage/recycle program & the “Michigan left” and service provider lists and everything – I found that to be very confusing and if there is one, I didn’t stumble across it.
- Hours of offices – more easy to find.
- Highlight a park or activity each month
- Access to land/property surveys; and NOT having to pay for viewing property tax records – these should be Free to residents!
- New businesses coming to city
- A link to take advantage of the park rangers giving presentations to kids. I was able to attend he maple syrup presentation this spring, and it was great.
- The font-face is awkward looking
- Borden Park batting cage hours, conditions & weather closings
- Set up auto pay for water/sewer
- Add scrolling news feed (local news)
- Eliminate the ‘pop up’ advertisements. Eliminate the duplicate ‘item columns’ on the left side of the screen – ‘property tax lookup’ page.
- Mayor’s Corner – his concerns, info, etc.

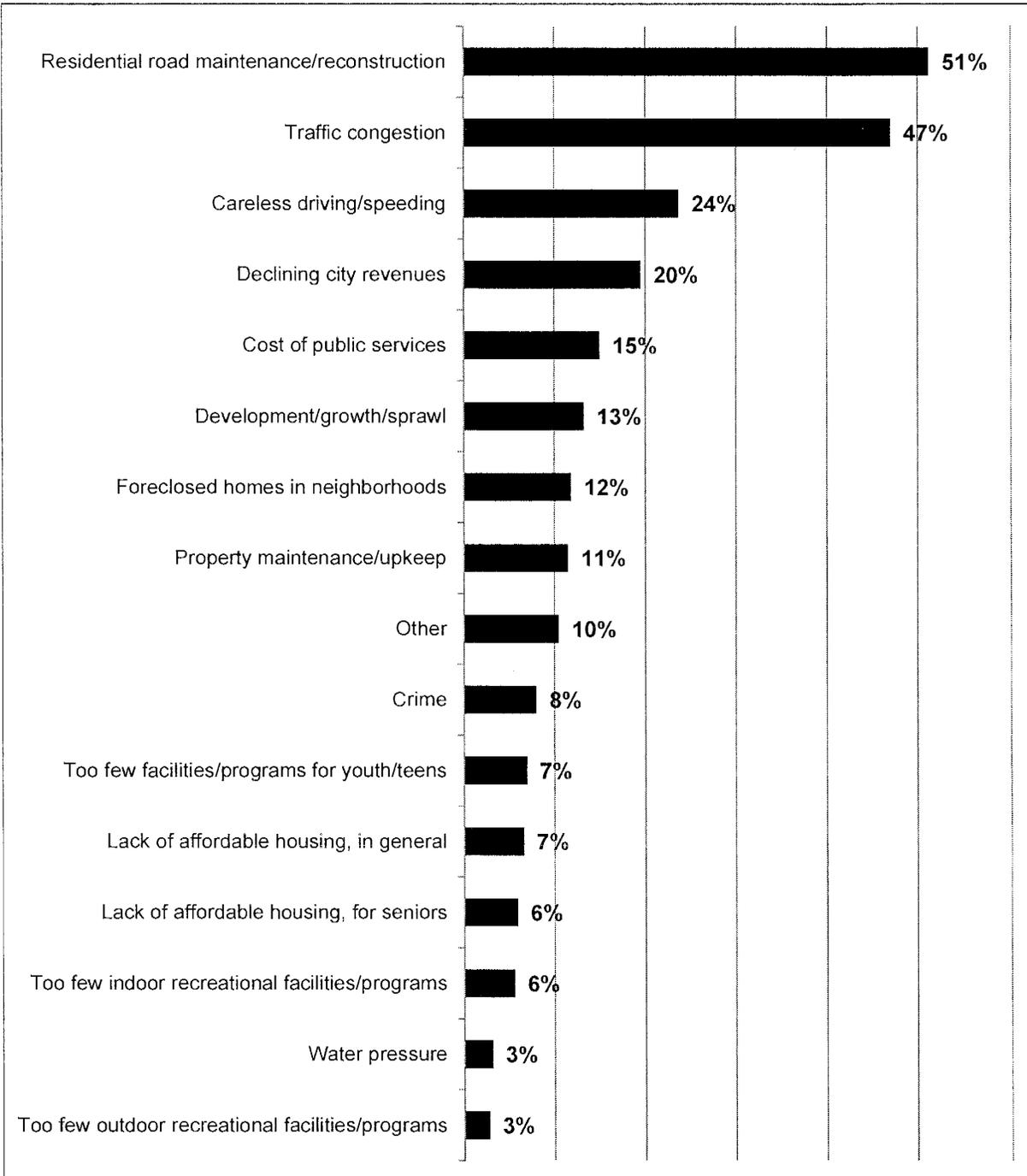
Part 7: Problems & Solutions

Residential road maintenance and reconstruction is considered the most serious problem facing the city today. Traffic congestion and careless driving/speeding round out the top three.

Respondents are split when asked if deer are a problem in the city, and only ten percent consider coyotes to be an issue.

Consistent with the 2011 snapshot, respondents participate in the local economy in substantial proportions; only in search of entertainment do they report leaving the Rochester/Hills area more than half the time.

32. What would you say are the three most serious problems facing the city today? (n=287)



32. Other most serious problems facing the City today

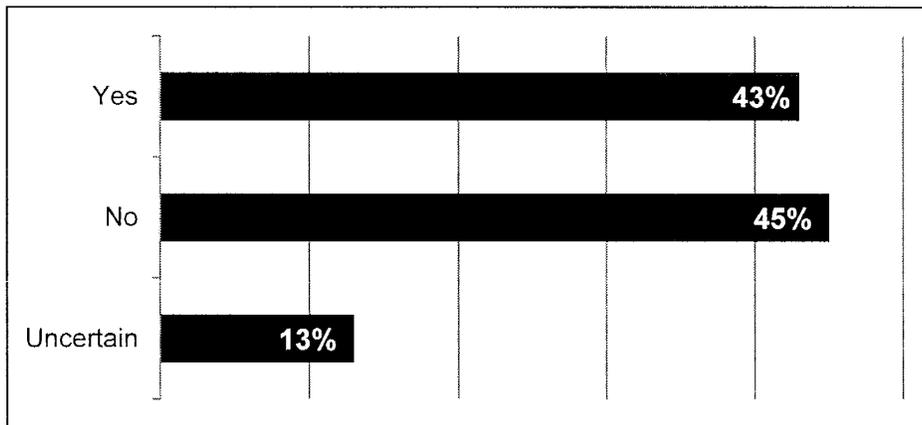
- Water rates = 7
- Major road maintenance & reconstruction = 5
- Deer population = 2

- Turning left onto Rochester Road.
- Rochester Rd at Auburn needs to be a blvd. Very dangerous area!!
- Tienken – widen & repave (near Adams especially)
- Turn lights are programmed at turns to go green, yellow, red, blinking yellow. When you come up on a blinking yellow you think you are going to get the green and get stuck in the intersection.
- People driving thru/stopping vehicles in crosswalks
- Not driving the speed limit is worse than speeding

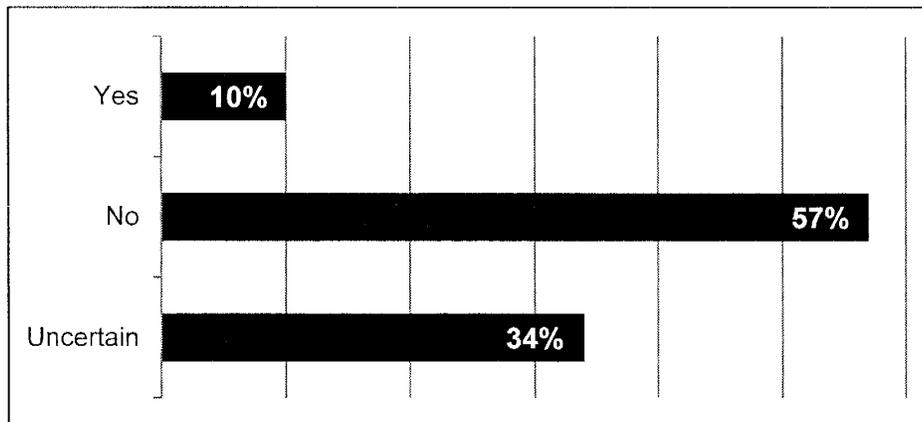
- Terrible dirt roads (Dutton Rd!!) This road is unsafe and damaging to vehicles.
- Dust control on dirt roads

- High taxes
- More undeveloped parks – buy the 10 acres by Adams for a bigger park.
- Not enough ‘free’ assistance to needy seniors.
- Declining Pontiac – crime spreading here.
- Spending on unnecessary things
- Empty commercial properties. Many longterm.
- Lack of affordable rental housing
- The city needs a public swimming pool.
- We are in need of affordable detached condos for people downsizing or starting out.
- Public schools offering School of Choice – this reduces property value
- OCSD instead of RH police force
- Stagnant commercial + industrial growth + jobs
- Lack of ordinance for LGBT community. Many times this community feels left out.

33. Would you say that deer are a problem in the city? (n=310)



34. Would you say that coyotes are a problem in the city? (n=311)



35. How much of each activity listed below would you estimate that you do in the City of Rochester Hills?

	<i>n</i>	0%	25%	50%	75%	100%
Shopping, grocery	307	1%	4%	13%	35%	47%
Shopping, retail	302	3%	16%	35%	35%	12%
Car-related: sales & service	302	17%	18%	14%	23%	28%
Services (e.g., dry cleaning, insurance)	299	13%	19%	21%	26%	20%
Dining out	304	2%	25%	34%	34%	6%
Recreation	292	11%	24%	32%	27%	6%
Entertainment	285	16%	37%	27%	17%	3%

Part 8: Please Tell Us About Yourself

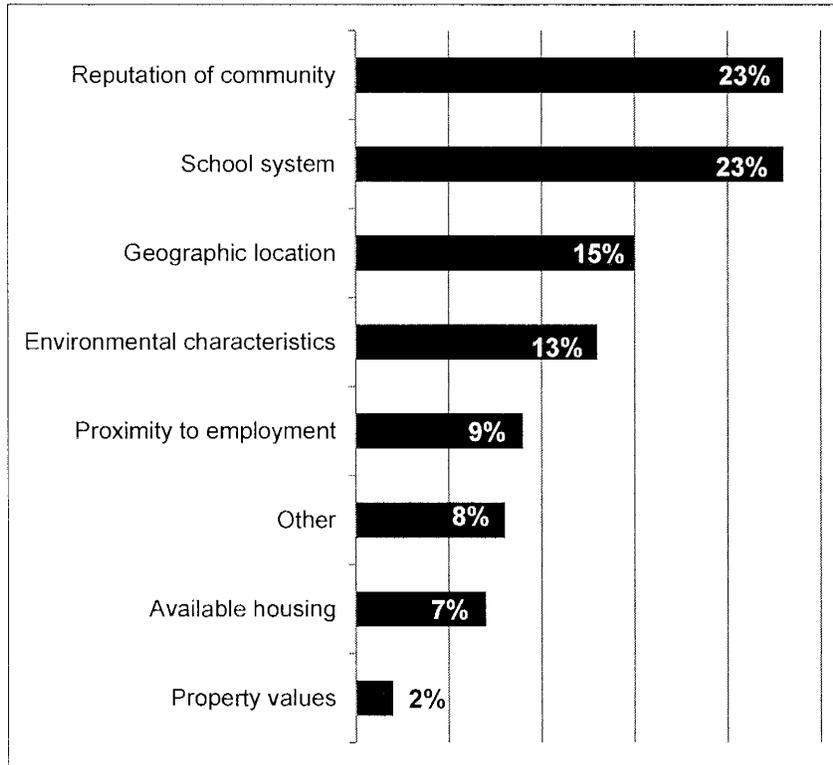
Historically, survey respondents have time and again reported the “environmental characteristics of the community” to be the primary reason they decided to live in Rochester Hills. Upon restructuring the question this year, however, it is the reputation of the community and the school system that tied for first place among the varied reasons that folks decided to live here.

Ninety-nine percent of those polled say they are very/satisfied with Rochester Hills as a place to live. Respondents came up with a long and flattering list when asked for the “one best thing” about living in the city. At the other end of the continuum, roads and streets are the “one thing” that members of our sample would most like to see improved.

Only six percent are considering a move away from the Hills during the next six months. One in five indicate that they work inside the city limits, and two-thirds say they work within a twenty mile radius.

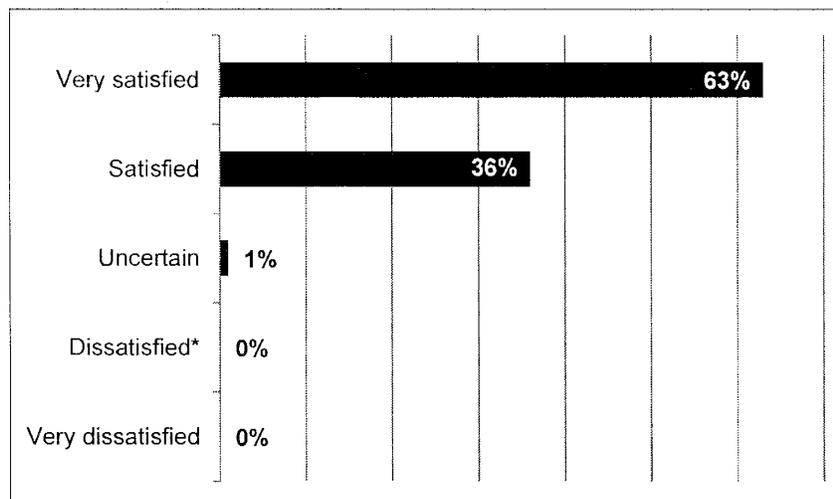
39. What would you say was the most important reason that you decided to live in Rochester Hills?

(n=266)



40. Overall, how would you rate your satisfaction with Rochester Hills as a place to live?

(n=309)



*Rounds to zero. One respondent this category.

39. Other reasons that respondents decided to live in Rochester Hills:

- Family/marriage/born here = 11
- Family friendly = 2
- Friends

- Lower property taxes than comparable locations
- Cheaper than Troy
- Sterling Heights got too crowded

- Sub
- Rural characteristics in urban community
- Proximity to private schools
- All of the above

41. What is the one best thing about living in Rochester Hills?

- Parks/trails/recreation = 24
- Schools = 18
- Feel safe/low crime = 17
- Convenience/proximity to amenities = 14
- Beautiful/natural beauty of area/aesthetics = 13
- Environment/quality of life/atmosphere/everything = 12
 - “It’s the combination of people, housing, outdoor facilities – (access to trails) and the downtown.”
- Geographic/location = 11
- The downtown area/Rochester = 10
- Community/sense of/involvement = 10
- Family friendly/great place to raise = 9
- Proximity to shopping = 9
- Close to grocery stores
- Country setting/in the city = 9
- Green space/dedicated open spaces = 8
- The people/friendly = 7
- My house/sub/neighbors/neighborhood = 7
- Library = 3
- Peace/quiet = 3
- Nice area = 3
- Small town feel = 3
- Trees/“arboreal” nature = 3
- Diversity = 3
- Access to expressways = 2
- Feel at/feels like home = 2
- Large lots, i.e., Christian Hills = 2
- I love the land I am on.
- Trees & plants in neighborhoods
- Good city services
- Good but low cost local government
- That our local government cares enough to mail surveys to everyone. It’s a nice place to raise a family too!
- Residential/industrial are not mixed
- The housing is more upscale and so is the shopping than in other nearby cities.
- Access to Paint Creek, Clinton River.
- I like that it is a relatively clean, low crime area relatively close to Detroit yet far enough away and its reputation is that it’s a clean, classy, northern suburb.
- Close to natural parks & animals. Deer, turkeys, foxes, birds.
- Some areas are still wild & wildlife abounds
- My family lives here
- Access to a lot of community services: library, OU, PCCA, OPC, Avon Players, Downtown
- Reputation of community
- Demographics – good mix

41. *(continued)*

- Having green spaces but also near to shopping & medical facilities.
- Great selection of restaurants, shopping, and recreation.
- Very classy clean city, great downtown
- Uncertain at this time.
- Just a great place to live: shopping, restaurants, safe environment...
- Medical availability
- As close as you can get to feeling up north
- OPC
- The Village & downtown Rochester
- I can't think of only one thing! I am lucky to live here!
- It's away from the problems of big cities like Detroit
- The fact that it's not an ugly concrete sprawling mess although we are very disappointed in the Tienken/Roch Rd development. It could have visually looked so much nicer. Coordinating architecture on all four corners making it look like a more friendly, planned, pretty mini city center. A round about would also have been preferable. Shelby Twp and Auburn Hills has been more successful aesthetically in new developments. Esp AH. The City of Rochester which we use everyday recently failed in this area with its revamp which looks poor.
- Walk different places
- Knapp's Donuts
- Close to family
- Property values
- Available & safe housing

42. What is the one thing you would like to see improved in Rochester Hills?

- Roads/streets = 66
- Traffic congestion = 25
- Fix Tienken Rd = 3
- Neighborhood speeding/more speed bumps in subdivisions = 2
- South Blvd surfacing
- Livernois needs resurfacing
- Widen Rochester Rd
- Would like to see traffic slowed on Rochester Road. It is difficult getting in and out of our neighborhood safely. We have to go around shopping areas just to make it to a light so we don't have to turn left onto Rochester Rd.
- Traffic on Rochester Road!
- Adams Road wider
- Traffic lights
- Noise wall along M-59. Too loud!
- Better coordination of road projects. It is tough enough to get around, but near impossible when every road has construction.
- Close Greenwood to thru traffic
- Widening Auburn Road between John R & Dequindre. The strip has 18 cross streets or 36 left hand turn areas where people are rear ended or get passed on the no pass shoulder side. No law enforcement.
- Traffic on I75 commute to RH from downtown Detroit. Freeway too congested.
- Widening of border county roads bordering Macomb County
- Would like to see bike lanes on the roads.
- Slow down speeding & ignoring red lights
- Teenager reckless driving
- The congestion and the use of law enforcement around churches.
- Get rid of roundabouts

- Lower water rates = 6
- Control of deer population = 5
- Pave dirt roads = 3
- Better/quicker snow/ice removal = 3
- Vacant commercial properties in strip malls = 3
- More entertainment = 3
- An nice jazz club, more musical entertainment
- Nothing/satisfied = 3
- Addition of a dog/bark park = 3
- More affordable housing/more smaller homes = 3
- Sidewalks in our sub/neighborhood = 2
- Lower property/taxes = 2
- Activities for youth = 2
- Clean up/clean appearance for city = 2
- Need public transportation = 2

42. (continued)

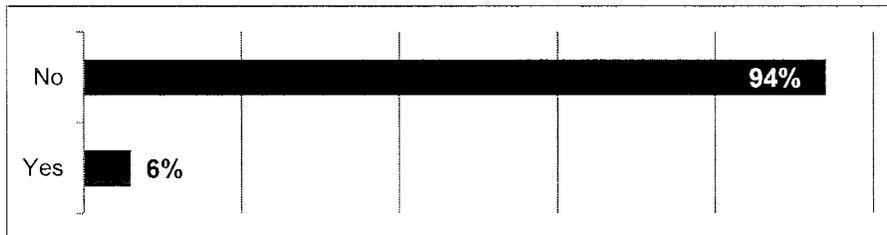
- The schools – though highly rated have poor curriculums – esp. language arts – not enough great lit.
- Attitude of school administration – very arrogant.
- No School of Choice
- School system more amenable to assist “in need” students
- Improvement in school system. Increasing the level of challenge at elementary level so students are better prepared for middle & high school
- School zoning – my particular subdivision is divided between Rochester and Avondale in a way that makes no sense.

- This is a great bedroom community for metro Detroit. We need to temper the need to grow too much and spoil what makes Rochester so special.
- OPC activities cheaper.
- Less construction
- Work to make the Clinton River a world class river for kayaking and canoeing.
- Community center for families. Or set family hours at OPC.
- Crabby police when dealing with non-criminals
- Get rid of OCSO and get own police department.
- Feral cat populations – really becoming a HUGE problem.
- More retail options
- Public pool that doesn't cost a fortune
- Do NOT kill Dears!
- Less emphasis on almighty automotive industry – more educated people – less arrogance and racist (entire S.E. Michigan in general) – !
- Fewer churches. Stronger business base.
- City gov. representatives do not seem to address concerns expressed by RH residents.
- Let's keep our small town atmosphere – No High Rises!
- More universal design/access in housing market.
- Sidewalk added on west side of Adams from Hamlin North to at least Quail Ridge – preferably Butler Road. Adams is so busy and residents crossing dangerous.
- Dirt road dust control
- Trail rules
- Create a paved walkway from Livernois to Old Perch on Avon – it does not go all the way through.
- Control commercial expansion – keep proper balance of residential.
- I am against the density of Blossom Ridge project & projected 3-story development as it stands now (Roads!!)
- Breakfast places like The Pancake House, Applebee's, Denny's
- Believe it is a mistake to approve Boulevard Nursing Home expansion – building too high for surrounding area.
- Less building up of every inch of space – a return to the country atmosphere
- Barking dogs addressed
- We need a WhiteCastle
- Bike paths/sidewalks
- Crime on S/E side

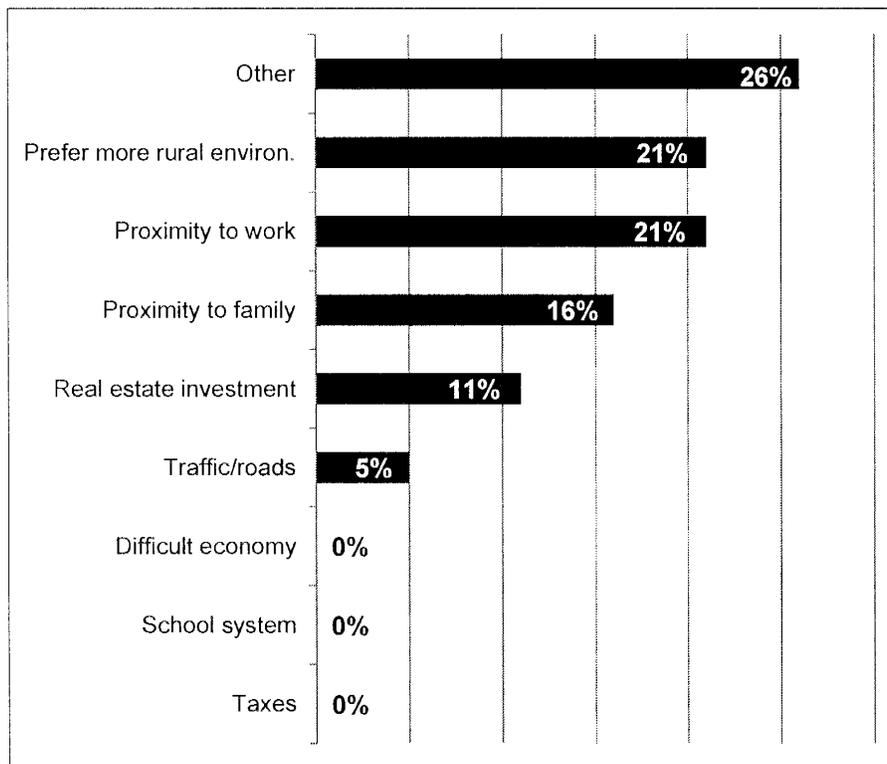
42. *(continued)*

- City government
- The weather
- Improve things when housing recovers!
- Stop building strip malls!
- I would like more diversity for the LGBT community.
- School children walking in middle of street.
- Tear down the boarded up home on Crooks Road
- More trees downtown

43. Are you thinking about moving away from Rochester Hills during the next six months? (n= 309)



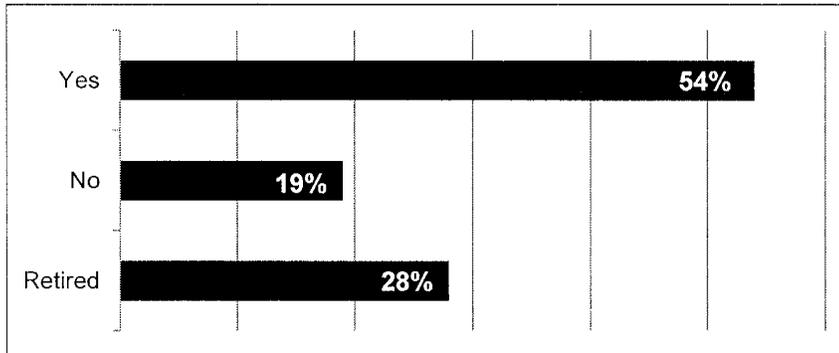
If Yes, which of these reasons would you say matters most to your decision? (n=19)



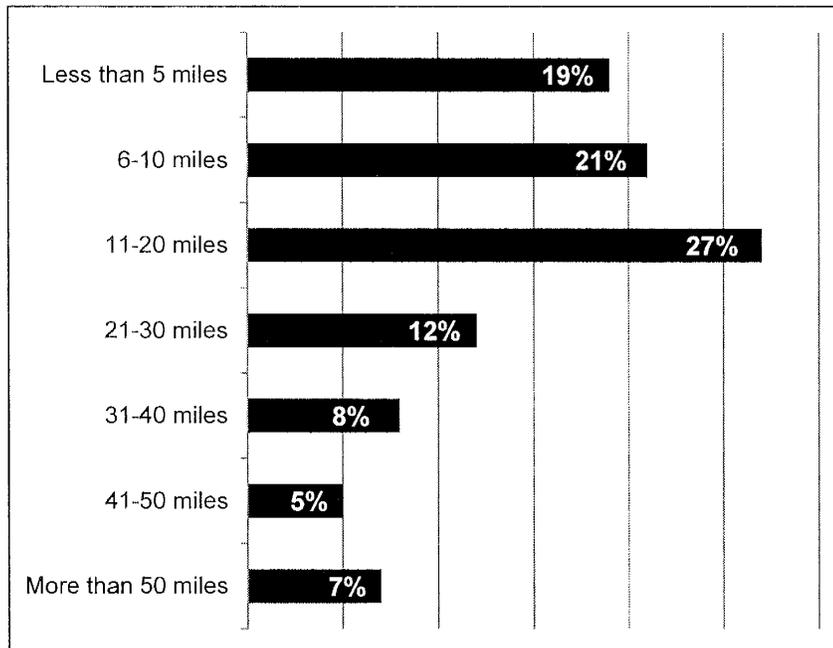
Other reasons:

- waterfront property
- weather – possible move to Florida
- downsizing
- prefer a less conservative, less selfish community

44. Do you work outside the City of Rochester Hills? (n=313)



45. Approximately how many miles do you travel to work each day, round-trip? (n=225)



Section 2: Crosstabulations

4. How would you rate the condition of the following?

a. The street in front of your home or apartment complex?

Years of Residence	Poor	Fair	Good	Excellent
Less than 1 Year	14%	29%	43%	14%
1-5 Years	11%	27%	40%	22%
6-10 Years	13%	13%	51%	23%
11-20 Years	3%	28%	51%	17%
More than 20 Years	17%	23%	53%	8%

note: n=7

n=303

Age	Poor	Fair	Good	Excellent
Under 25	15%	8%	46%	31%
26-35	13%	17%	33%	37%
36-45	16%	24%	40%	20%
46-55	8%	34%	46%	12%
56-65	12%	20%	60%	8%
Over 65	11%	24%	58%	8%

note: n=13

n=304

Sex	Poor	Fair	Good	Excellent
Male	12%	25%	47%	15%
Female	11%	23%	53%	13%

n=304

Note: Throughout these tables we have very few respondents who have resided in RH less than one year or are under the age of 25, i.e., only 2% and 4% of the total return, respectively.

Small denominators make the percentages quite unstable. Thus it is likely that the patterns of response on these two rows will look dissimilar to the others on that basis alone.

Please interpret with this caution in mind.

4. How would you rate the condition of the following?

b. Streets in your neighborhood or subdivision?

Years of Residence	Poor	Fair	Good	Excellent
Less than 1 Year	-	57%	43%	-
1-5 Years	14%	30%	40%	16%
6-10 Years	13%	32%	39%	16%
11-20 Years	9%	33%	45%	13%
More than 20 Years	17%	30%	46%	7%

n=301

Age	Poor	Fair	Good	Excellent
Under 25	15%	8%	62%	15%
26-35	21%	25%	33%	21%
36-45	16%	34%	38%	12%
46-55	9%	41%	40%	10%
56-65	14%	28%	50%	8%
Over 65	14%	31%	48%	8%

n=302

Sex	Poor	Fair	Good	Excellent
Male	13%	33%	42%	11%
Female	14%	30%	46%	10%

n=302

4. How would you rate the condition of the following?

c. Major roads in Rochester Hills?

Years of Residence	Poor	Fair	Good	Excellent
Less than 1 Year	-	29%	57%	14%
1-5 Years	11%	31%	42%	17%
6-10 Years	13%	36%	46%	5%
11-20 Years	20%	38%	41%	1%
More than 20 Years	18%	44%	37%	1%

n=300

Age	Poor	Fair	Good	Excellent
Under 25	31%	39%	15%	15%
26-35	13%	42%	33%	12%
36-45	22%	34%	40%	4%
46-55	15%	44%	38%	3%
56-65	10%	38%	50%	3%
Over 65	21%	40%	40%	-

n=301

Sex	Poor	Fair	Good	Excellent
Male	15%	43%	38%	4%
Female	18%	36%	42%	3%

n=301

5. How would you rate routine maintenance on neighborhood and subdivision streets in the city?

Years of Residence	Very				Very Satisfied
	Dissatisfied	Dissatisfied	Uncertain	Satisfied	
Less than 1 Year	-	-	29%	57%	14%
1-5 Years	3%	22%	27%	38%	11%
6-10 Years	8%	10%	8%	61%	13%
11-20 Years	2%	23%	26%	44%	5%
More than 20 Years	5%	22%	29%	41%	4%

n=303

Age	Very				Very Satisfied
	Dissatisfied	Dissatisfied	Uncertain	Satisfied	
Under 25	15%	8%	15%	54%	8%
26-35	4%	21%	25%	42%	8%
36-45	4%	26%	12%	54%	4%
46-55	1%	27%	28%	37%	7%
56-65	5%	16%	25%	47%	7%
Over 65	3%	19%	33%	39%	6%

n=304

Sex	Very				Very Satisfied
	Dissatisfied	Dissatisfied	Uncertain	Satisfied	
Male	4%	20%	24%	45%	7%
Female	4%	21%	26%	43%	6%

n=304

11. Do you feel there is a traffic congestion problem in the city?

Years of Residence	Strongly Disagree	Disagree	Uncertain	Agree	Strongly Agree
Less than 1 Year	-	-	-	71%	29%
1-5 Years	-	19%	16%	51%	14%
6-10 Years	-	25%	8%	59%	8%
11-20 Years	-	26%	17%	41%	15%
More than 20 Years	2%	16%	14%	49%	18%

n=306

Age	Strongly Disagree	Disagree	Uncertain	Agree	Strongly Agree
Under 25	-	8%	23%	54%	15%
26-35	-	17%	17%	54%	12%
36-45	-	22%	14%	51%	12%
46-55	3%	26%	12%	48%	12%
56-65	1%	24%	10%	42%	23%
Over 65	-	13%	17%	53%	17%

n=307

Sex	Strongly Disagree	Disagree	Uncertain	Agree	Strongly Agree
Male	1%	22%	16%	48%	14%
Female	1%	18%	12%	50%	18%

n=307

14. ...Which of the following match your feelings on roundabouts?

Years of Residence	Positive response	Negative response	<i>n</i>
Less than 1 Year	86%	43%	7
1-5 Years	78%	27%	37
6-10 Years	82%	28%	39
11-20 Years	80%	26%	89
More than 20 Years	71%	35%	137

Age	Positive response	Negative response	<i>n</i>
Under 25	69%	46%	13
26-35	88%	13%	24
36-45	82%	30%	50
46-55	81%	27%	77
56-65	72%	33%	75
Over 65	70%	35%	71

Sex	Positive response	Negative response	<i>n</i>
Male	81%	22%	154
Female	72%	39%	156

*Note: Positive response = Checked any bubble in lefthand column
 Negative response = Checked any bubble in righthand column*

16. Should road funding be used to construct bicycle lanes adjacent to maor roads?

Years of Residence	Yes	No	Uncertain
Less than 1 Year	57%	14%	29%
1-5 Years	42%	31%	28%
6-10 Years	46%	33%	21%
11-20 Years	48%	38%	14%
More than 20 Years	36%	45%	19%

n=301

Age	Yes	No	Uncertain
Under 25	31%	54%	15%
26-35	30%	39%	30%
36-45	43%	31%	26%
46-55	52%	39%	9%
56-65	42%	37%	21%
Over 65	38%	43%	19%

n=302

Sex	Yes	No	Uncertain
Male	47%	40%	13%
Female	37%	37%	25%

n=302

20. I would support increasing our fire millage in order to maintain fire and EMS service levels...

Years of Residence	Yes	No	Uncertain
Less than 1 Year	57%	14%	29%
1-5 Years	59%	11%	30%
6-10 Years	71%	18%	11%
11-20 Years	56%	20%	24%
More than 20 Years	60%	22%	17%

n=303

Age	Yes	No	Uncertain
Under 25	69%	15%	15%
26-35	54%	25%	21%
36-45	68%	18%	14%
46-55	59%	21%	20%
56-65	55%	19%	26%
Over 65	64%	18%	18%

n=304

Sex	Yes	No	Uncertain
Male	55%	27%	18%
Female	67%	12%	21%

n=304

21. I would support increasing our fire millage in order to improve fire and EMS service levels...

Years of Residence	Yes	No	Uncertain
Less than 1 Year	14%	43%	43%
1-5 Years	39%	28%	33%
6-10 Years	45%	29%	26%
11-20 Years	33%	38%	29%
More than 20 Years	38%	36%	26%

n=301

Age	Yes	No	Uncertain
Under 25	31%	46%	23%
26-35	42%	38%	21%
36-45	38%	30%	32%
46-55	32%	45%	24%
56-65	38%	32%	30%
Over 65	39%	30%	30%

n=302

Sex	Yes	No	Uncertain
Male	31%	44%	25%
Female	42%	27%	31%

n=302

23. What method of financing would you favor to support current operations at park facilities?

Years of Residence	General fund revenues	User fees	Dedicated millage	None; reduce operations
Less than 1 Year	86%	-	-	14%
1-5 Years	51%	27%	14%	8%
6-10 Years	62%	27%	8%	3%
11-20 Years	46%	37%	14%	2%
More than 20 Years	28%	51%	16%	5%

n=292

Age	General fund revenues	User fees	Dedicated millage	None; reduce operations
Under 25	46%	31%	23%	-
26-35	52%	17%	22%	9%
36-45	67%	26%	4%	2%
46-55	37%	45%	10%	8%
56-65	30%	53%	16%	1%
Over 65	37%	40%	17%	6%

n=293

Sex	General fund revenues	User fees	Dedicated millage	None; reduce operations
Male	42%	40%	12%	6%
Female	41%	40%	15%	3%

n=293

Section 3: Longitudinal Results

1. How would you rate your contact with...elected officials?

	2007	2009	2011	2013
Very satisfied	33%	41%	37%	50%
Satisfied	46%	41%	42%	30%
Uncertain	3%	6%	9%	11%
Dissatisfied	15%	12%	9%	7%
Very dissatisfied	3%	-	3%	2%

2. Have Rochester Hills employees...conducted themselves in a professional manner?

	2007	2009	2011	2013
Very satisfied	42%	38%	40%	53%
Satisfied	49%	54%	49%	44%
Uncertain	3%	4%	7%	2%
Dissatisfied	5%	3%	3%	1%
Very dissatisfied	1%	1%	1%	1%

4. How would you rate the condition of...

...the street in front of your home or apartment complex?

	2003	2007	2009	2011	2013
Excellent	24%	15%	20%	18%	14%
Good	44%	42%	45%	46%	50%
Fair	20%	24%	19%	22%	25%
Poor	12%	19%	15%	14%	12%

...streets in your neighborhood or subdivision?

	2003	2007	2009	2011	2013
Excellent	19%	11%	14%	14%	10%
Good	42%	42%	41%	40%	44%
Fair	24%	28%	30%	34%	32%
Poor	15%	19%	15%	12%	14%

...major roads in Rochester Hills?

	2003	2007	2009	2011	2013
Excellent	6%	1%	2%	3%	4%
Good	43%	43%	38%	25%	40%
Fair	34%	41%	44%	47%	40%
Poor	17%	15%	16%	25%	17%

5. How would you rate routine maintenance on neighborhood and subdivision streets in the city?

	1990	1991	1992	1993	1997	2007	2009	2011	2013
Very satisfied	7%	5%	6%	6%	5%	3%	7%	7%	6%
Satisfied	31%	51%	53%	59%	44%	46%	45%	47%	43%
Uncertain	15%	18%	13%	14%	20%	24%	25%	25%	26%
Dissatisfied	29%	21%	22%	17%	22%	21%	19%	17%	21%
Very dissatisfied	17%	4%	6%	3%	10%	7%	4%	4%	4%

6. How would you rate snow and ice removal on neighborhood and subdivision streets in the city?

	2003	2007	2009	2011	2013
Very satisfied	10%	7%	10%	15%	13%
Satisfied	59%	53%	58%	57%	54%
Uncertain	9%	10%	12%	10%	11%
Dissatisfied	15%	21%	16%	15%	17%
Very dissatisfied	7%	8%	4%	3%	5%

7. How should the following road improvements be funded?

a. Reconstruction of paved streets

	1997	2007	2009	2011	2013
Special assessment	28%	17%	15%	15%	14%
Millage	45%	55%	55%	56%	61%
Uncertain	27%	28%	30%	29%	25%

b. Long-term maintenance projects

	1997	2007	2009	2011	2013
Special assessment	14%	9%	8%	15%	10%
Millage	57%	63%	64%	56%	65%
Uncertain	29%	28%	28%	29%	26%

9. What is the maximum addition to your property tax bill you would be willing to pay to fund road improvements?

	2007	2009	2011	2013
\$0	20%	17%	12%	15%
\$1-50	27%	28%	11%	23%
\$51-100	27%	30%	49%	31%
\$101-200	20%	18%	22%	25%
\$201-300	7%	7%	6%	7%

10. Willingness to pay by property value

Est. market value of home:	2007		2009		2011		2013	
	% saying \$0	Median \$ increase						
Under \$200K	24%	\$50	23%	\$50	11%	\$90	16%	\$75
\$200-350K	17%	\$75	10%	\$100	11%	\$100	13%	\$100
\$350-500K	19%	\$100	17%	\$100	25%	\$100	18%	\$100
Over \$500K	11%	\$100	29%	\$100	17%	\$137	17%	\$188

11. Do you feel there is a traffic congestion problem in the city?*

	1990	1991	1992	1993	1997	2007	2009	2011	2013
Very satisfied	1%	1%	2%	-	-	4%	2%	4%	16%
Satisfied	9%	24%	24%	21%	33%	36%	47%	38%	49%
Uncertain	19%	23%	29%	27%	19%	22%	26%	21%	14%
Dissatisfied	29%	34%	35%	35%	32%	29%	20%	30%	21%
Very dissatisfied	42%	18%	10%	17%	13%	9%	5%	7%	1%

*Question changed from "city's handling of" same in past surveys.

13. Should selected major roads in the city be widened to relieve traffic congestion?

	1990	1991	1992	1993	1997	2007	2009	2011	2013
Yes	79%	74%	72%	75%	81%	66%	54%	53%	55%
No	12%	15%	18%	15%	10%	20%	29%	28%	29%
Uncertain	9%	11%	10%	10%	9%	14%	17%	19%	16%

12. On a normal day, how many minutes would you estimate that you spend stuck in traffic...?

	2007	2009	2011	2013
No delay	7%	10%	4%	7%
1-5 minutes	21%	29%	19%	24%
6-10 minutes	30%	28%	32%	34%
11-15 minutes	21%	17%	21%	14%
16-20 minutes	12%	10%	12%	12%
21-30 minutes	10%	7%	12%	6%

13. Which one major road would you say is most in need of widening?

2007	2009	2011	2013
1. Adams	1. Tienken	1. Tienken	1. Tienken
2. Crooks	2. Adams	2. Livernois	2. Livernois
3. Tienken	3. Livernois	3. Adams	3. Adams
4. Livernois	4. Crooks	4. Crooks	4. Rochester
5. Hamlin	5. Avon	5. Avon	5. Auburn, Avon

15. How important are...pathways to you?

	2007	2009	2011	2013
Very important	38%	42%	36%	41%
Somewhat important	36%	38%	38%	43%
Not important	24%	17%	24%	14%
Uncertain	2%	3%	2%	2%

14. ...Which of the following match your feelings on roundabouts?

	2009	2011	2013
I like them	32%	47%	51%
They seem to move traffic safely through	31%	39%	45%
They are easy to navigate	31%	31%	40%
They confused me the first time, but I am comfortable now	23%	24%	25%
I do not like them	26%	17%	17%
They seem to be a traffic hazard	18%	16%	17%
They are difficult to navigate	12%	10%	7%
They still confuse me, and I remain uncomfortable	12%	10%	8%

18. Would you say that Rochester Hills has just enough, too many, or too few police officers on patrol in the city?

	2011	2013
Just enough	46%	58%
Too many	38%	29%
Too few	11%	11%
Uncertain	5%	2%

20. Would you support increasing our fire millage in order to maintain fire and EMS service levels?

	2011	2013
Yes	43%	61%
No	27%	19%
Uncertain	30%	20%

22. Have you visited a City park or trail during the past year?*

	1990	1991	1992	1993	1997	2003	2007	2009	2011 [#]	2013
Yes	68%	68%	74%	73%	77%	78%	84%	72%	72%	77%
No	32%	32%	26%	26%	23%	22%	16%	28%	28%	23%

**Parks and trails named individually in beginning 2007; comparability threatened.*

[#] Pine Trace and Veterans Memorial Pointe added to this question 2011; excluded here for comparability purposes.

23. What method of financing would you favor to support current operations at park facilities?*

	1997	2007	2009	2011	2013
User fees	65%	44%	39%	49%	39%
Dedicated millage	7%	15%	18%	15%	14%
General fund tax revenues	19%	33%	36%	28%	42%
None of the above	9%	8%	7%	8%	5%

**1997 stem asked about "improvement and operation" of park facilities.*

25. How would you rate Rochester Hills' single hauler solid waste & RecycleBank program?

	2009	2011*	2013
Very satisfied	51%	53%	51%
Satisfied	31%	22%	33%
Uncertain	14%	3%	2%
Dissatisfied	2%	3%	1%
Very dissatisfied	2%	1%	1%

**Does not total 100% because excludes those living in condos/ apts beginning 2011.*

29. Have you watched Rochester Hills via cable television during the past six months?

	1997		2007	2009	2011	2013
No	76%	No, I have not	66%	66%	60%	71%
Yes	24%	Yes, once or twice	19%	24%	24%	19%
		Yes, several times	14%	10%	16%	10%

30. Have you visited the city's website during the past six months?

	1997		2007	2009	2011	2013
No	96%	No, I have not	65%	56%	51%	43%
Yes	4%	Yes, once or twice	26%	31%	33%	38%
		Yes, several times	9%	13%	16%	18%

32. What would you say are the three most serious problems facing the city today?

	1997
1. Traffic congestion	30%
2. Subdivision road maintenance	14%
3. Lack of indoor rec. facilities & programs	11%

	2007
1. Traffic congestion	60%
2. Residential street maintenance/reconst.	42%
3. Development/growth/sprawl	41%

	2009
1. Declining city revenues	41%
2. Residential road maintenance/reconst.	40%
3. Traffic congestion	36%

	2011
1. Traffic congestion	48%
2. Residential road maintenance/reconst.	47%
3. Declining city revenues	45%

	2011
1. Residential road maintenance/reconst.	51%
2. Traffic congestion	47%
3. Careless driving/speeding	24%

Note: Menu of alternatives differs across years; comparability threatened

33. Would you say that deer are a problem in the City?

	2007	2009	2011	2013
Yes	31%	50%	46%	43%
No	57%	39%	44%	45%
Uncertain	12%	11%	10%	13%

34. Would you say that coyotes are a problem in the City?

	2011	2013
Yes	12%	10%
No	57%	57%
Uncertain	31%	34%

40. Overall, how would you rate your satisfaction with Rochester Hills as a place to live?

	1997	2007	2009	2011	2013
Very satisfied	31%	43%	54%	51%	63%
Satisfied	60%	50%	41%	45%	36%
Uncertain	5%	3%	3%	2%	1%
Dissatisfied	3%	3%	2%	2%	0%
Very dissatisfied	1%	1%	0%	0%	0%

43. Are you thinking about moving away from Rochester Hills during the next six months?

	2007	2009	2011	2013
Yes	14%	15%	8%	6%
No	86%	85%	92%	94%

If Yes, which of these reasons would you say matters most to your decision?

	1997	2007	2009	2011	2013
<i>Other</i>	19%	38%	39%	37%	26%
Prefer more rural environ.**	25%	18%		8%	21%
Proximity to work	14%	14%	13%	17%	21%
Proximity to family	5%	2%	2%	0%	16%
Real estate investment	8%	8%	4%	13%	11%
Traffic/roads	12%	6%	7%	4%	5%
Difficult local/MI economy*			24%	17%	0%
School system	6%	4%	2%	4%	0%
Taxes	8%	10%	4%	0%	0%

*New in 2009

**Omitted in 2009

44. Do you work outside the City of Rochester Hills?

	1997	2007	2009	2011	2013
Yes	81%	62%	53%	52%	54%
No	19%	38%	47%	48%	19%
Retired					28%

45. Approximately how many miles do you travel to work each day, round-trip?

	1997	2007	2009	2011	2013
Less than 5 miles	14%	22%	29%	26%	19%
6-10 miles	23%	24%	13%	20%	21%
11-20 miles	29%	19%	20%	22%	27%
21-30 miles	13%	16%	16%	11%	12%
31-40 miles	9%	8%	8%	9%	8%
41-50 miles	6%	4%	4%	5%	5%
More than 50 miles	6%	6%	10%	6%	7%

Appendix A: Comments

Comments *(verbatim)*

- I believe our mayor and local government are doing a nice job. Continue with the green space efforts, and the park improvements. Buy the 10 acres to expand the park by Tienken on Adams. We have upgraded major roads and bridges in recent years. The neighborhood roads need attention. Two complaints the water bills are very high – The OPC budget fiasco last year should not have been approved. They should have 401Ks/IRA with the Hills. Land is mostly so developed what is left be sure it is single family & nice neighborhoods we have much to much low cost rental & condos in town. Good job on attracting new business.
- We ride our bikes a lot on Paint Creek Trail. We live at Auburn & Livernois & so getting to the trail is kind of a bummer because there is no bike land or sidewalk on Livernois when it goes over M59. We usually need to go out of our way to get to the trail. Also, sidewalks on the major roads like Auburn & Livernois seem to end a lot & so we have to go back out on the street which isn't a very safe thing to do.
- I think you guys do a great job. You are proactive but I also understand that there are limited resources. I live in the southwest corner of RH, and the only issue I have is actually with our neighbor, Auburn Hills. There is a piece of Butler Road between Adams and Squirrel that is dirt. It is easier for my commute to head west on Squirrel than to take Adams, which can be crowded. The dirt section of Butler I believe is in Auburn Hills. Since only RH residence drivers use this piece of road, I can see why this is not a priority for Auburn Hills.. But it's time to pave this strip of road. I am certain a special assessment would pass, but this would take the co-operation of the City of Auburn Hills and Rochester Hills. Thank you.
- 1. The city park and the Paint Creek Trail are hidden treasures! 2. Why can't someone (not Atallah apparently) develop the plaza area near Mama Mia restaurant. Great site/lousy utilage.
- I love living here in Rochester Hills. I have seen the changes RH/Avon Twp has gone through in the last 55 years. This city isn't "in the country" any more and the roads need to change with the demand for better traffic flow. It can be done with widening the roads with beautiful medians and lighting with the same care to details that was given to Rochester Main Street renovations. I have watched and appreciated what Troy has done to improve their roads and how Auburn Hills has enhanced their entrance to the city from Squirrel Road. Past City council decisions now to widen M-59 and closing Tienken Rd at Squirrel paralyzed our City. The fear of increased traffic by non-Rochester City drivers was and is irresponsible thinking. Rochester City needs to continue being the "in place" to live by improving the roads and making the experience in the city more enjoyable. Thanks for taking the time to listen to what we have to say. It's a step in the right direction.
- Lost my home on Culbertson four years ago. I believe it could have been avoided (also bankruptcy) if there had been some company to help more (attorney, in my opinion, was just interested in earning money as a representative). Filled out papers with mortgage company affiliate & with Genesis Credit Union two times in six months. After foreclosure and move out never received any info from Genesis regarding selling price or any other info. Next door neighbor purchased the house and renovated it. He's in hospital now with heart attack. Ran into his wife while picking up my daughter-in-law after a two week stay. When I visited the house during renovation he said he couldn't understand why house hadn't

burned down due to bad electrical wiring. This is a complaint by me of investigator/s who approved condition of house before I purchased it Ten years earlier. (Also furnace!)

- Please re-consider a noise pollution wall on the north side of M-59, between John R & Roch. Rd. The noise from the new road construction is miserable!
- Would love to see the community have a pool similar to Troy's aquatic center. Would love to see Dutton Road between Adams and Brewster paved. It causes a lot of cut-thru traffic in my sub-division of drivers that do not want to take the dirt roads. Very dangerous for children playing in the sub as most of these drivers do not obey the speed limits.
- Thank you for asking!
- Please look into putting a light under the Rochester Road bridge going over the Clinton River. This would stop vandalism. The rapid under the bridge is known throughout the kayaking community as an A+ practice spot. People come from all over to surf that wave. But sometimes it is hard to see.
- We are very happy with the City of Rochester Hills. We have enjoyed living here for 35 years. It is a great place to live.
- Clarification needs to happen re: proper driving directions for the roundabout @ Livernois & Hamlin. People just don't understand where/when to exit the roundabout. An accident is waiting to happen -- if it hasn't already.
- I've lived in RH off and on since 1987 (permanent since 1997). The development in that time has been dramatic yet not over-bearing. The area continues to have a reputation of class. I'm generally in favor of anything that supports upkeep of roads, parks, trails. I personally believe all citizens should be accountable for community-use areas. Yet there should be more consequences for folks who do not abide by local property upkeep rules/standards. I would like to see an increase in law enforcement presence and I would like to see school zoning better defined in perimeter communities (i.e., Whispering Willows Subdivision).
- I do not like seeing Mayor Bryan Barnett nameplates attached to park signs!!! To egotistic. Reminded me of Detroit mayor's name on everything. No value to this for the residents.
- This survey did not have any importance and was a waste of time and paper. And if confidential I do not like the ID – Do not trust Mayor or City Council.
- Our city officials should be commended for the way they have handled the recent economic trials this area has gone through the past 5 years, services have continued to be excellent. City officials have sought ways to save money without much sacrifice.
- I live in Ann Arbor for a big chunk of the week; so my experiences may not represent that of a Rochester Hills denizen.

- City officials seem to be trying – I like the single garbage pick up/recycling & rewards.
- I hate to “beat a drum” but the condition of the roads is unacceptable, particularly Dutton Road. The fact that the dirt roads are county roads has been the excuse that RH has given for being powerless to improve. I am confident that our city govt could do more to make these improvements happen. The deer problem is getting worse. They are multiplying like crazy and the “don’t veer for deer” signs are not the answer. The deer population needs to be controlled. My heartfelt thanks to RH employees and elected. Your efforts have made RH a wonderful place to live. Thank you for inviting the community’s comments. [Initialed].
- We already pay taxes, which should be more than sufficient to pay for improvements. No more millage is needed. [On roundabouts] There were no pamphlets or flyers or notices to assist/instruct drivers. I think we were just expected to figure it out. [On bicycle lanes] If you widen a road, make sure there is some space for pedestrians.
- Please improve the quality of our streets without making them feel like “Woodward Ave” in RH. Require Oakland Twp to take responsibility for their population. Pave major gravel streets. Do not replace 2 lane streets with 5 lane highways. It will impact the feel and quality of RH. Two lanes remind people they are in a town and not on a highway.
- I like the area, safety, city water, trees. I worry about keeping the budget balanced, no overspending or spending on non-essentials.
- Auburn Rd to fast between Livernois and Squirrel. There is a retirement community and a retirement home. 50 is to fast.
- Rochester Hills is a great place to live that is why many people do that is why traffic is bad. Roads like Tienken, Adams and parts of Crooks need to be widen to handle the extra load.
- I enjoy my life in Roch Hills. I hope property values continue to climb.
- Downtown is very pleasant.
- I would like to see RH get on board with mass transit. With the \$ in this county we should have bus service everywhere!
- Please fix Tienken between Livernois & Adams
- Pine Trace Sub has no sidewalks. Not best for kids and walking pets... Cars travel fast on Greenwood. Can the street be blocked at dirt road?
- We are really looking forward to exploring the trails & parks once we get the outside yard area cleaned up around our house. A public pool would be a nice addition.

- Great place to live. Plenty of resources. Great services. Must work on improving bad streets esp. Falcon and other streets. Univ. is a real mess.
- The road off S. Blvd (Michelson) has been left unpaved. I realize this is also a Troy road (how much I am not sure). The cost of grading and spraying over the last few years would have paid for it to be paved by now. Why hasn't it been paved. Also, there is a home on Eastlawn that has had piles of debris and building material in their yard for at least a year and nothing has been done about it. What can I do about a neighbor that will not fix his fence that is falling over into my yard? (Wooden fence) His back yard is overgrown and the chain link fence has trees grown in it.
- Of course you know – I'm looking for a public pool to take the family even in the winter – with options like kiddie area, slides, wave pool, etc. Also, wish we had a larger mall area. The Village is nice – but very limited. Love Partridge Creek & of course Somerset.
- Our mayor is doing a fine job.
- Survey is too vague regarding some questions, re: roads and maintenance and funding.
- We love the options available for education, shopping, dining, recreation, EVERYTHING. There are so many family oriented options available & many community events to choose from. The city is very clean and beautiful. Our one & only complaint is Tienken Road. It needs a center turn lane and resurfacing from Adams to Rochester. We look forward to the roundabout at Livernois & Tienken & we know the funding is trying to be obtained for resurfacing & widening. When that is complete in years to come, we hopefully won't have any complaints or concerns. We enjoy our community very much!!
- For the most part I love RH. We have a great home, lots of trees, easy access to many shops/stores. I want our city officials to run our city in an efficient way. Hopefully our pension & healthcare costs are funded. The deer population is out of control. Our neighbors are feeding the deer which makes the problem even worse. We've reported them but nothing happens, except that the deer now feed from the bird feeders. WILD ANIMALS SHOULD NOT BE FED! We plan to remain in RH until we move permanently to our 2nd home in Gaylord.
- Driving through the city is frustrating because of poorly coordinated traffic signals. Traveling five miles down any road in the city will find you stopping at least 50-75% of lights. There is no flow. This is true even on weekends and evenings when volumes are low. It leads to wasted time, wasted gas, and increased occurrences of people running red lights, turning in front of people, road rage, and other aggressive behavior. There is room for improvement!
- Having young drivers, I want them safe. Rochester & Auburn area is very busy & very dangerous. This needs to be a boulevard!!
- Water bills are ridiculously high...can anything be done about that. Also, the trees were cut without notice & it isn't an easement it's on the lawn. Some conversation would be nice.

- Mayor and council work for the city more effectively than surrounding communities. Keep up the good work.
- We have loved living here since 1982. We transferred here due to employment...never looked back.
- Really excited about the new park planned at Adams and Hamlin. We would really like to see our neighborhood streets improved! (Quail Ridge)
- Your biggest challenge is to maintain/improve the city without increasing property taxes. It can be done! Do not let the size of city government grow. Ditto cost. Do not overpay city employees. Many people would love to work for the city. There is a lot of competition for city jobs. City employee compensation (pay/benefits/retirement package) should reflect this.
- I would love to see our road (Viewland) paved. We have an ongoing water problem for our neighborhood. There are always potholes at the apron where the asphalt and gravel meet at Ravenhill and Avon. It is disappointing to see other neighborhood roads repaired and/or replaced when their "deteriorated" roads are in better shape than our gravel roads. All seasons are disappointing on a gravel road. Spring muddy, summer dusty or muddy or tracked into drive and garage after road treatment put down, winter slippery, icy nightmare. That plowing doesn't do much to solve. Plowing has piled up gravel all over the traffic island & our and our neighbors lawns. When it rains, water doesn't go into swales. It either washes out ruts on the slopes or creates ponding where drainage is blocked. I Love, Love, Love living here! I Hate, Hate, Hate our gravel road! Thanks for letting me vent.
- Great place to live! And raise a family. Lots of things to do with the kids. But maybe consider more advertising/social media to announce the events.
- They are paid way too much. Each engineer & vp should take a 25% cut in wages & take the funds to pay park personnel & not have park fees like promised in the beginning. Our famous council needs to stop screwing the residents. Example – the last millage increase on the ballot. Those funds were already paid for but was not indicated on the ballot. It is the council's responsibility to see the truth be shown and not swindle people. Typical Democrats. [Phone number supplied] Any Time.
- As long as the city has dirt roads, grading and dust control should be linked on the same day. We have been choking on dust after grading, with no dust control applied. Please do the jobs together. As mentioned, pave the dirt roads without requirement for addition of curbing and storm sewers. These make paving a dirt residential road unaffordable. A paved road without expense of curbing and storm sewers is far better than a dirt road, which lacks curbing and storm sewers as well.
- 1. Reduce administrative costs. Hire individuals who have or can develop multi-tasking skills. 2. Make use or more use of national or regional computer education programs to help students & parents grades 1-12. Emphasize this! Thru PR and list sources. 3. Attract more light industry. Write federal grants & seek money from state. Account for monies received. 4. Repave Livernois ½ mile N & S of Walton.
- We love it here! The trails, the shopping (Whole Foods), close proximity to other communities, the open areas, safety. Sometimes you do not appreciate what you have until you leave it. We are so grateful to

be back. I do have a concern about traffic circle proposed at Tienken & Livernois with all the traffic a.m. & p.m., it creating a safety concern. Thank you!

- The OPC is one of a kind and I hope the 3 municipalities continue to fund and assure operations for the future.
- Sorry not your fault that this community is full of Tea Party Conservatives. I can't wait to move when I retire. Good luck in your beautiful community in the future.
- Why have newer subdivisions gotten full replacement of roads while Cumberland Hills is older & continues to get useless patch jobs? We need our roads fixed!!
- No to Boulevard nursing home expansion as it is now planned.
- I would like to see less government intrusion in our lives and less government spending. I think paver lined roundabouts is a major waste of taxpayer money as is mayor trip to Washington and overseas. Our roads are an embarrassment. The city needs to pare down what it will be responsible for and work within the budget it has. The shortfall of money coming into the city should not be on the shoulder of those homeowners struggling to keep their homes.
- More communication with city officials, events in the city. I receive the free local papers – the information is sometimes outdated and events are already completed. (I don't watch much TV & my computer use is mostly emails).
- Snow & ice removal is excellent except it doesn't need removal if only 1-2" deep. Intersections could be just salted at these times. Builders clear acres of land of trees and all bushes then deal falls apart & land is vacant not able to support the animals that were displaced. Clearing should not be done until building is done. Builders come in and create more traffic on small subdivision streets. The older streets do NOT have sidewalks & speeding cars make it hazardous to walk on street. My wife, dog & me in my wheelchair have been close to getting hit several times. Wildlife crossing the roads in our subdivision do not have a chance on our street. When we first moved in our water pressure allowed us to use a hose and sprinkler to water our front yard from 3 spots. Now we need to move it 5x. Water pressure has seriously dropped & more homes on our street won't help.
- We are disappointed that Avon Rd. still does not have continuous sidewalks for pedestrians and bikers. Many homeowners who reside in subdivisions between Rochester Rd and John R Rd share safety concerns, as well as inconvenience, because the sidewalks are not contiguous. Light pollution is now a reality. When we moved into Rochester Hills over 20 years ago, we bragged about being able to appreciate the night sky and stars. Please take this into account when subdivisions are being developed. Builders are being allowed to put huge streetlights at the entrances of their communities. Consider renting out some city hall space!
- Deer removal!!! Do not build rental properties. Don't want Tienken roundabout.

- I wish this survey could have been completed online! The biggest problem affecting my quality of life is my neighbors' barking dogs. They wake me up in the morning, keep me up at night, and disturb my peace when I'm outside. Perhaps there could be more done to promote the awareness of the RH Code 14-42? Or more sheriffs could patrol and enforce and give violations to overly obnoxious dog owners who allow this to continue? Allowing construction on two main parallel roads at the same time was a nightmare! (Downtown Rochester and the bridge on Livernois). The intersections on Adams going south at the University and Avon need a left turn only lane labeled, to prevent people from cutting people off in confusion. Tienken needs repaved and widened. Putting in a roundabout on Livernois would be a hot mess during rush hour. The traffic is backed up due to the light at Rochester Road (or further east). How would anyone get through a roundabout when it's backed up?
- We live on Kingsview Ave and would love to have our road paved. We do not want to pay for it but we would be willing to pay up to \$300 in additional taxes per year to have this done.
- Expansion of Farmers Market
- We live in a private community in Rochester Hills and already pay for the maintenance of our residential streets. Though we would be willing to contribute some to the maintenance of major thoroughfares, we are not interested in contributing to the upkeep of other subdivisions. Whatever has happened to the portion of money that was to come from the City's general fund to be used to repair roads? Per our vote. The condition of Tienken Road is horrendous with potholes and patches that make the road a bumpy mess!!
- Please do not raise tax!
- I am happy living in Rochester Hills. It is people oriented & always looking to the future. I ask that our city officials conduct themselves fairly and honestly, and equitably. ☺
- Road maintenance is pretty poor. The dirt roads in RH are unacceptable. The paved ones could do with some upkeep, too.
- Get our school system back to the way it was. Stop privatization. Some of the people they have brought in to work near our children are really rough/scary, i.e., janitors. Fix major roads right the first time.
- 1. Our Hawthorn sub installed 9-10 speed humps a few years ago which basically did not curtail speeders, cut-throughs and school mom high volumes at all we need more law enforcement visibility. 2. Once again, deer over-population is a much greater problem than ever before. Why can't the culling process begin again with the sheriff's dept. It is a win-win-win situation. Makes for safer roads, venison donated to food banks and at no cost to taxpayers. 3. My wife & I love Mayor Barnett and all he has accomplished.
- Pros: shopping, entertainment, parks, schools, city events
- Lack of yard upkeep due to rental properties is a problem. Snow removal on Rolling Green Cir S. is horrible.

- The RH Building and Permit Dept. has a reputation of being the hardest to deal with in the county. I agree with this!
- We have lived here for nearly 20 years. When the city paved our streets & brought in water & sewers they let us down & cost us literally thousands of dollars by not providing water hook up in the closest location of our property even though the pipe ran right through it to go to neighbors homes. This was after we even provided a detailed drawing to the city (we, husband & wife are engineer & product designer). We are pretty low maintenance residents so its always been disappointing that the only time that we had a request, that would cost the city nothing, they let us down. Still like the area but loyalty has waned.
- Just correct the speed on local streets with pass through traffic to major road. Congestion at lights.
- Leave the deer alone. Keep maintaining the parks. More green space less brick & mortar.
- We frequently utilize the sidewalks along the roads (South Blvd, Crooks & Adams). We wish there was a sidewalk along South Blvd from our neighborhood west to Adams. There is a short distance of pavement from nursing facility next to our sub but ends well before Adams. This makes it unsafe to travel by foot or bike to Adams. [Sub is Pine Trace Village; sketch provided].
- Love the community – thank you!
- Millage for streets unless dead-end, resident only usage. OCS are a bunch of vindictive, unfair and biased a__h____. They lie in court and do not enforce the law equally and impartially. They are arrogant and view all as lower than themselves. Bet you don't print this in your report! [Name and phone number supplied].
- Love the library and all of its amenities – but Tienken Rd. is a mess!
- My family moved here for two reasons: 1. The family atmosphere (parks, activities, family activities), 2. The school system.
- We sometimes get local news/paper after the event. More communication with citizens.
- I would like to see a public service announcement encouraging drivers to use more caution when approaching crosswalks and making right turns on red. A video could be produced by a local high school (or college) and shown on the city website/youtube/city cable channel/public + corporate meetings....A good location for shooting this video would be Avon Rd & Rochester Road – near the Leader Dog Training Facility. [Right turns going north and south onto Rochester Road]. This type of project could be produced as a class project/school competition/corporate or organization project. Thank you, [initialed].
- Nice job! Keep up the good work.

- Teenagers walking the streets at night – making noise. Neighbors burning trash – bad for asthma sufferers. Trash thrown out of cars – children screaming – teenagers using swear words loudly after getting off buses – Sales people knocking at your door. Writings on cement walls.
- I wished the “smart traffic light system” worked better, more consistent, & as they were advertised in the beginning. Check Avon @ Rochester Rd. & Crooks @ Avon.
- We have an abundance of impatient drivers.
- [Re deer] Please neuter them like Long Island, NY. (Do your research)! I had 40 deer in my back yard 1 day – and I live in a subdivision! We can’t plant flowers – they eat them! In winter, the deer are starving to death. Let’s do something now to help the deer & us!
- Hickory Lawn between Rochester Rd & Livernois is a major cut through & dangerous to the Twelve kids on the street. Rochester Rd. is so backed up our street is more of a racetrack. This street needs to be blocked on Livernois side or No Turn signs (Left on Rochester, Right on Livernois) should be in place. How much can a No Left Turn sign and a No Right Turn sign cost? We get many cars in ditch, I hope there is never a child in the wrong place at wrong time. If you ever pave this street it would only be more of a cut through. Faster speeds & more dangerous.
- We love our community – appreciate & thank all city staff who make this a great place to live in!

Appendix B: Instrument



City of Rochester Hills Public Opinion Survey

Spring 2013

Dear Madam or Sir:

The attitudes, concerns, and values of local residents are very important considerations in carrying out the responsibilities of government. In order to recognize and to reflect your views, the City of Rochester Hills has authorized the Public Affairs Research Laboratory (PARL) at Oakland University to conduct a public opinion survey of its residents.

Your name has been randomly selected for this survey from the pool of all registered voters in the city. Completing the survey should take about 10-15 minutes. Please return it to us in the postage-paid envelope provided. **Participation is voluntary and all answers are confidential.** The ID number below is used solely to remove your name from our mailing list once we receive your response.

Over the past several years Rochester Hills has experienced a 30% reduction in revenues due to the decline in property values. Only now is the impact on city revenues beginning to level out, reversing the declining trend. This pattern has impacted all services provided by the city. It is important to note that questions asking about millages come from past surveys, thereby allowing us to track resident attitudes over time. The results of this year's effort will assist the city in prioritizing services and programs, improving existing services and programs, and planning for future services and programs.

Copies of the survey results will be made available online, at the city's website. Questions? Contact PARL at (248) 370-2454.

Thanks very much for your assistance with this project!

Bryan K. Barnett
Mayor
City of Rochester Hills

J.P. Piskulich
Director, PARL
Oakland University

ID: _____

PART 1: CONTACT WITH CITY OFFICIALS & EMPLOYEES

1. Have you had contact with one or more Rochester Hills elected officials (i.e., mayor, council member) in the past 12 months? *(Please ✓ one)*

- Yes
 No
 Do not recall

↳ ***If Yes,*** how would you rate your contact with those elected officials?

- Very Satisfied
 Satisfied
 Uncertain
 Dissatisfied
 Very Dissatisfied

2. Have you visited city hall, or have you had direct contact with a Rochester Hills employee, in the past 12 months?

- Yes
 No
 Do not recall

↳ ***If Yes,*** have Rochester Hills employees with whom you've had contact conducted themselves in a professional manner?

- Very Satisfied
 Satisfied
 Uncertain
 Dissatisfied
 Very Dissatisfied

3. How would you rate your contact, if any, with each of the following city departments? *(Please circle one number for each)*

	Very Satisfied	Satisfied	Uncertain	Dissatisfied	Very Dissatisfied	No Contact
Assessing	5	4	3	2	1	NC
Building & Ordinance	5	4	3	2	1	NC
City Clerk	5	4	3	2	1	NC
Dept. of Public Service/ Engineering	5	4	3	2	1	NC
Fire/EMS	5	4	3	2	1	NC
Fiscal/Purchasing/ Accounting	5	4	3	2	1	NC
Human Resources	5	4	3	2	1	NC
Mayor's Office	5	4	3	2	1	NC
Museum	5	4	3	2	1	NC
Parks & Forestry	5	4	3	2	1	NC
Planning & Development	5	4	3	2	1	NC

3. continued

	Very Satisfied	Satisfied	Uncertain	Dissatisfied	Very Dissatisfied	No Contact
Police/Oakland County Sheriff's Department	5	4	3	2	1	NC
Treasury/Cashier	5	4	3	2	1	NC

PART 2: STREETS

4. How would you rate the condition of the following?

a. The street in front of your home or apartment complex?

- Excellent Good Fair Poor

b. Streets in your neighborhood or subdivision?

- Excellent Good Fair Poor

c. Major roads in Rochester Hills?

- Excellent Good Fair Poor

5. How would you rate routine maintenance on neighborhood and subdivision streets in the city?

- Very Satisfied Satisfied Uncertain Dissatisfied Very Dissatisfied

6. How would you rate snow and ice removal on neighborhood and subdivision streets in the city?

- Very Satisfied Satisfied Uncertain Dissatisfied Very Dissatisfied

Improvements to local streets and roads can be paid for in one of two ways: (a) by special assessment, whereby affected property owners pay the cost, or (b) by millage, as part of everyone's property tax bill.

7. How should the following road improvements be funded?

a. Reconstruction/repair of paved streets:

- Special assessment Millage Uncertain

b. Long-term maintenance:

- Special assessment Millage Uncertain

8. The surface of my street is currently:

- Concrete Asphalt Gravel

↳ **If my street were to be reconstructed:**

- Do not change surface; fine as is Asphalt surface preferred
 Concrete surface preferred Asphalt surface acceptable
 Uncertain

9. What is the maximum addition to your annual property tax bill you would be willing to pay to fund road improvements? (Please place an **X on the scale below)**

\$0-----\$50-----**\$100**-----\$150-----\$200-----\$250-----\$300

10. I estimate the market value of my home to be:

- Under \$200,000 \$200,000-350,000 \$350,000-500,000 Over \$500,000

PART 3: TRAVELLING THE CITY

11. Do you feel there is a traffic congestion problem in the city?

- Strongly Agree Agree Uncertain Disagree Strongly Disagree

12. On a normal day, how many minutes would you estimate that you spend stuck in traffic due to congestion on roads in Rochester Hills?

0-----5-----**10**-----15-----20-----25-----30+ *minutes*

13. Should selected major roads in the city be widened to relieve traffic congestion?

- Yes No Uncertain

↳ ***If Yes***, which one major road would you say is most in need of widening? *Please specify:*

14. Now that the Livernois/Hamlin roundabout intersection has been open for nearly 3 years, which of the following match your feelings toward roundabouts in general? (Please ✓ all that apply)

- I like them
- They are easy to navigate
- They confused me the first time, but I am comfortable driving them now
- They seem to move traffic safely through
- I do not like them
- They are difficult to navigate
- They still confuse me, and I remain uncomfortable driving them
- They seem to be a traffic hazard

15. Past practice is to construct a pathway on one or both sides of each major road in the city. How important are these pathways to you?

- Very Important
- Somewhat Important
- Not Important
- Uncertain

16. Should road funding be used to construct bicycle lanes adjacent to major roads?

- Yes
- No
- Uncertain

PART 4: POLICE, FIRE, EMS

17. Have you had to dial 911 during the past year?

- Yes
- No

If Yes, for which of these reasons? (Please ✓ all that apply)

- Police matter
- Fire
- Medical emergency (ambulance)
- Other situation

18. Would you say that Rochester Hills has just enough, too many, or too few police officers on patrol in the city?

- Just enough
- Too many
- Too few
- Uncertain

19. How safe do you feel...

a. ...in your home?

- Very Safe
- Safe
- Uncertain
- Unsafe
- Very Unsafe

b. ...in your neighborhood?

- Very Safe
- Safe
- Uncertain
- Unsafe
- Very Unsafe

c. ...in the city?

- Very Safe
- Safe
- Uncertain
- Unsafe
- Very Unsafe

20. I would support increasing our fire millage in order to maintain fire and EMS service levels, i.e., response times & staffing.

- Yes No Uncertain

21. I would support increasing our fire millage in order to improve fire and EMS service levels, i.e, response times & staffing.

- Yes No Uncertain

PART 5: PARKS & RECREATION

22. Please indicate below which city parks, trails, and facilities you visited during the past year. We also would like to know how frequently visited and how you would rate the quality of those you used.

	Visited in past year?		Est. # of visits?	How would you rate the quality of this park or trail? <i>(please circle one for each)</i>			
	Yes	No		Excellent	Good	Fair	Poor
City Hall/Avon Nature Area			<input type="text"/>	Excellent	Good	Fair	Poor
Avondale Park			<input type="text"/>	Excellent	Good	Fair	Poor
Bloomer Park			<input type="text"/>	Excellent	Good	Fair	Poor
Borden Park			<input type="text"/>	Excellent	Good	Fair	Poor
Clinton River Trail			<input type="text"/>	Excellent	Good	Fair	Poor
Helen Allen Park			<input type="text"/>	Excellent	Good	Fair	Poor
Paint Creek Trail			<input type="text"/>	Excellent	Good	Fair	Poor
Spencer Park			<input type="text"/>	Excellent	Good	Fair	Poor
Wabash Park			<input type="text"/>	Excellent	Good	Fair	Poor
Yates Park			<input type="text"/>	Excellent	Good	Fair	Poor
Pine Trace Golf Course			<input type="text"/>	Excellent	Good	Fair	Poor
Rochester Hills Museum at Van Hoosen Farm			<input type="text"/>	Excellent	Good	Fair	Poor
Veterans' Memorial Pointe			<input type="text"/>	Excellent	Good	Fair	Poor

23. What method of financing would you favor to support current operations at park facilities? *(Please ✓ one)*

- User fees
- General fund tax revenues
- Dedicated millage
- None of the above; reduce park operations

24. Can you recommend a facility or improvement to any city park or trail that you would use regularly?

Please specify:

PART 6: OTHER CITY SERVICES

25. How would you rate Rochester Hills' single hauler solid waste & RecycleBank program?

- Very Satisfied
 - Satisfied
 - Uncertain
 - Dissatisfied
 - Very Dissatisfied
 - Not applicable; I live in an apartment, condo, or other multi-unit complex
- ↳ Please skip to Question 28*

26. Have you benefitted from the Recycling Rewards program?

- Yes
- No
- Not yet

27. Can you recommend one improvement to the solid waste or recycling components of this program?

Please specify:

28. How do you find information about your community? *(Please ✓ all that apply)*

- Contact/visit city offices
- Public Access Television
- Email city offices
- City website
- Local newspapers
- Social media
- Rochester Patch
- Other: _____

Residents can gain access to information about what's happening in the City of Rochester Hills via these cable television channels: 10 (WOW), 20 (Comcast), and AT&T U-verse.

29. Have you watched one of these channels during the past six months?

- No, I have not Yes, once or twice Yes, several times

Residents can gain access to the City of Rochester Hills on the web at www.rochesterhills.org.

30. Have you visited the city's new website?

- No, I have not Yes, once or twice Yes, several times

 ***If Yes,***

a. How would you rate it compared to others you use?

Excellent Good Satisfactory Poor Uncertain

b. What features did you find most useful? (Please ✓ all that apply)

<input type="radio"/> Property Tax "Look-Up"	<input type="radio"/> Construction Projects
<input type="radio"/> Water and Sewer "Look-Up"	<input type="radio"/> Report a Concern
<input type="radio"/> Public Meeting Information	<input type="radio"/> Ordinances, Plans, and Studies
<input type="radio"/> Other: _____	

31. Can you recommend one additional improvement to our website that you would find useful?

Please specify:

PART 7: PROBLEMS & SOLUTIONS

32. What would you say are the three most serious problems facing the City today? *(Please ✓ up to three)*

- | | |
|---|--|
| <input type="radio"/> Careless driving/speeding | <input type="radio"/> Property maintenance/upkeep |
| <input type="radio"/> Cost of public services | <input type="radio"/> Residential road maintenance/reconstruction |
| <input type="radio"/> Crime | <input type="radio"/> Too few indoor recreational facilities/programs |
| <input type="radio"/> Declining city revenues | <input type="radio"/> Too few outdoor recreational facilities/programs |
| <input type="radio"/> Development/growth/sprawl | <input type="radio"/> Too few facilities & programs for youth/teens |
| <input type="radio"/> Foreclosed homes in neighborhoods | <input type="radio"/> Traffic congestion |
| <input type="radio"/> Lack of affordable housing, in general | <input type="radio"/> Water pressure |
| <input type="radio"/> Lack of affordable housing, for seniors | <input type="radio"/> Other: _____ |

33. Would you say that deer are a problem in the City?

- Yes No Uncertain

34. Would you say that coyotes are a problem in the City?

- Yes No Uncertain

35. How much of each activity listed below would you estimate that you do in the City of Rochester Hills? *(Please circle the closest % for each)*

Dining out	0%	25%	50%	75%	100%
Entertainment	0%	25%	50%	75%	100%
Recreation	0%	25%	50%	75%	100%
Shopping, grocery	0%	25%	50%	75%	100%
Shopping, retail	0%	25%	50%	75%	100%
Services (e.g., dry cleaning, insurance)	0%	25%	50%	75%	100%
Car-related: sales & service	0%	25%	50%	75%	100%

PART 8: PLEASE TELL US ABOUT YOURSELF

36. Please indicate your sex: Male Female

37. Please indicate your age: Under 25 46-55
 26-35 56-65
 36-45 Over 65

38. How many years have you lived in Rochester Hills/Avon Township?

Less than 1 year 1-5 6-10 11-20 More than 20 years

39. What would you say was the most important reason that you decided to live in Rochester Hills? *(Please ✓ one)*

- Available housing
- Environmental characteristics of the community
- Geographic location
- School system
- Place of/proximity to employment
- Property values
- Reputation of community
- Other: _____

40. Overall, how would you rate your satisfaction with Rochester Hills as a place to live?

Very Satisfied Satisfied Uncertain Dissatisfied Very Dissatisfied

41. What is the one thing you like best about living in Rochester Hills?

Please specify:

42. What is the one thing you would like to see improved in Rochester Hills?

Please specify:

43. Are you thinking about moving away from Rochester Hills during the next six months?

- Yes No

 ***If Yes***, which of these reasons would you say matters most to your decision? *(Please ✓ one)*

- | | |
|---|---|
| <input type="radio"/> Proximity to work | <input type="radio"/> Traffic/roads |
| <input type="radio"/> Proximity to family | <input type="radio"/> Prefer more rural environment |
| <input type="radio"/> School system | <input type="radio"/> Real estate (i.e., buying up, downsizing) |
| <input type="radio"/> Taxes | <input type="radio"/> Difficult local/Michigan economy |
| <input type="radio"/> Other: _____ | |

44. Do you work outside of Rochester Hills?

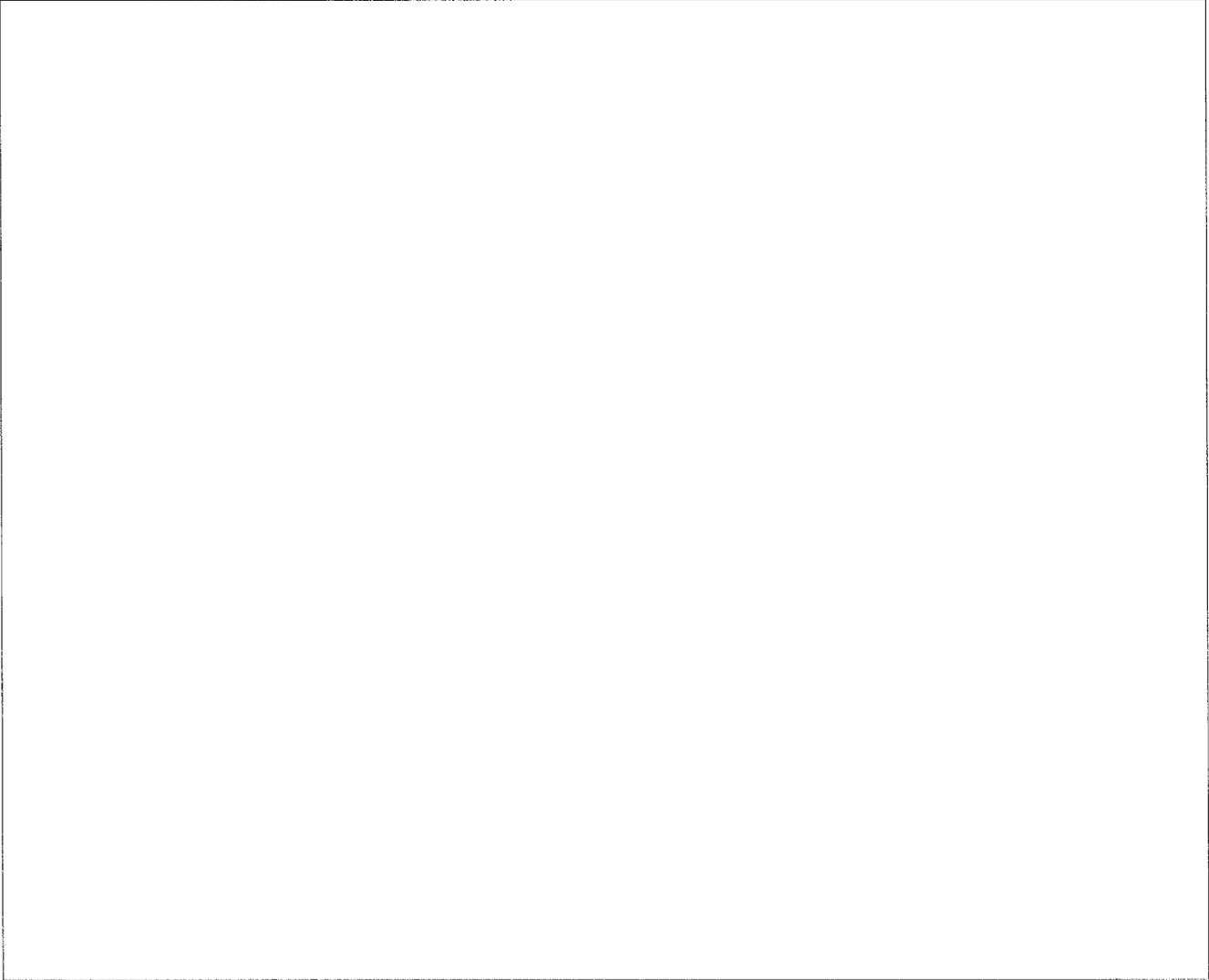
- Yes No Retired

45. Approximately how many miles do you travel to work each day, round-trip?

- | | |
|---|--|
| <input type="radio"/> Less than 5 miles | <input type="radio"/> 31-40 miles |
| <input type="radio"/> 6-10 miles | <input type="radio"/> 41-50 miles |
| <input type="radio"/> 11-20 miles | <input type="radio"/> More than 50 miles |
| <input type="radio"/> 21-30 miles | |

 *please continue to last page*

Comments? *Please use the space below to share any additional thoughts with City officials.*



Your Survey is Complete. Thank You!