

Q1. Overall Satisfaction with Town Services. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the services listed below.

(N=251)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q1-1. Overall quality of customer service you receive from Town employees	50.2%	37.5%	6.4%	2.8%	0.8%	2.4%
Q1-2. Overall effectiveness of communication with the community	19.9%	38.6%	23.5%	9.6%	4.4%	4.0%
Q1-3. Overall enforcement of Town codes & ordinances	10.4%	29.5%	25.9%	12.4%	6.8%	15.1%
Q1-4. Overall flow of traffic & ease of getting around within Town	4.8%	30.3%	24.3%	28.7%	10.4%	1.6%
Q1-5. Overall quality of library services	35.9%	27.9%	9.2%	0.0%	0.4%	26.7%
Q1-6. Overall maintenance of Town streets, sidewalks, & infrastructure	13.5%	51.0%	21.9%	10.0%	2.0%	1.6%
Q1-7. Overall quality of parks & recreation programs & facilities	22.7%	40.6%	16.7%	9.2%	1.6%	9.2%
Q1-8. Overall quality of public safety services (police, fire, EMS)	42.6%	41.8%	9.2%	2.0%	0.4%	4.0%
Q1-9. Overall quality of public transportation	3.2%	7.6%	26.7%	11.2%	5.6%	45.8%
Q1-10. Overall quality of public education	18.7%	34.7%	17.5%	4.8%	2.0%	22.3%
Q1-11. Overall quality of solid waste services (trash, recycling, yard waste)	25.1%	50.2%	9.2%	6.8%	2.0%	6.8%
Q1-12. Overall quality of stormwater management/ flood control	12.7%	37.1%	23.1%	4.0%	1.2%	21.9%
Q1-13. Overall quality of public beaches & waterfront parks	29.5%	46.2%	10.8%	6.8%	1.2%	5.6%

WITHOUT DON'T KNOW

Q1. Overall Satisfaction with Town Services. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the services listed below. (without "don't know")

(N=251)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q1-1. Overall quality of customer service you receive from Town employees	51.4%	38.4%	6.5%	2.9%	0.8%
Q1-2. Overall effectiveness of communication with the community	20.7%	40.2%	24.5%	10.0%	4.6%
Q1-3. Overall enforcement of Town codes & ordinances	12.2%	34.7%	30.5%	14.6%	8.0%
Q1-4. Overall flow of traffic & ease of getting around within Town	4.9%	30.8%	24.7%	29.1%	10.5%
Q1-5. Overall quality of library services	48.9%	38.0%	12.5%	0.0%	0.5%
Q1-6. Overall maintenance of Town streets, sidewalks, & infrastructure	13.8%	51.8%	22.3%	10.1%	2.0%
Q1-7. Overall quality of parks & recreation programs & facilities	25.0%	44.7%	18.4%	10.1%	1.8%
Q1-8. Overall quality of public safety services (police, fire, EMS)	44.4%	43.6%	9.5%	2.1%	0.4%
Q1-9. Overall quality of public transportation	5.9%	14.0%	49.3%	20.6%	10.3%
Q1-10. Overall quality of public education	24.1%	44.6%	22.6%	6.2%	2.6%
Q1-11. Overall quality of solid waste services (trash, recycling, yard waste)	26.9%	53.8%	9.8%	7.3%	2.1%
Q1-12. Overall quality of stormwater management/ flood control	16.3%	47.4%	29.6%	5.1%	1.5%
Q1-13. Overall quality of public beaches & waterfront parks	31.2%	48.9%	11.4%	7.2%	1.3%

Q2. Which THREE of the items listed in Question 1 do you think should receive the MOST EMPHASIS from Town leaders over the next TWO years?

<u>Q2. Top choice</u>	<u>Number</u>	<u>Percent</u>
Overall quality of customer service you receive from Town employees	4	1.6 %
Overall effectiveness of communication with the community	20	8.0 %
Overall enforcement of Town codes & ordinances	25	10.0 %
Overall flow of traffic & ease of getting around within Town	74	29.5 %
Overall quality of library services	5	2.0 %
Overall maintenance of Town streets, sidewalks, & infrastructure	21	8.4 %
Overall quality of parks & recreation programs & facilities	12	4.8 %
Overall quality of public safety services (police, fire, EMS)	15	6.0 %
Overall quality of public transportation	7	2.8 %
Overall quality of public education	33	13.1 %
Overall quality of solid waste services (trash, recycling, yard waste)	14	5.6 %
Overall quality of stormwater management/flood control	3	1.2 %
Overall quality of public beaches & waterfront parks	11	4.4 %
None chosen	7	2.8 %
Total	251	100.0 %

Q2. Which THREE of the items listed in Question 1 do you think should receive the MOST EMPHASIS from Town leaders over the next TWO years?

<u>Q2. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Overall quality of customer service you receive from Town employees	4	1.6 %
Overall effectiveness of communication with the community	28	11.2 %
Overall enforcement of Town codes & ordinances	23	9.2 %
Overall flow of traffic & ease of getting around within Town	36	14.3 %
Overall quality of library services	6	2.4 %
Overall maintenance of Town streets, sidewalks, & infrastructure	32	12.7 %
Overall quality of parks & recreation programs & facilities	17	6.8 %
Overall quality of public safety services (police, fire, EMS)	13	5.2 %
Overall quality of public transportation	20	8.0 %
Overall quality of public education	24	9.6 %
Overall quality of solid waste services (trash, recycling, yard waste)	11	4.4 %
Overall quality of stormwater management/flood control	11	4.4 %
Overall quality of public beaches & waterfront parks	12	4.8 %
None chosen	14	5.6 %
Total	251	100.0 %

Q2. Which THREE of the items listed in Question 1 do you think should receive the MOST EMPHASIS from Town leaders over the next TWO years?

Q2. 3rd choice	Number	Percent
Overall quality of customer service you receive from Town employees	3	1.2 %
Overall effectiveness of communication with the community	23	9.2 %
Overall enforcement of Town codes & ordinances	14	5.6 %
Overall flow of traffic & ease of getting around within Town	34	13.5 %
Overall quality of library services	5	2.0 %
Overall maintenance of Town streets, sidewalks, & infrastructure	33	13.1 %
Overall quality of parks & recreation programs & facilities	15	6.0 %
Overall quality of public safety services (police, fire, EMS)	10	4.0 %
Overall quality of public transportation	15	6.0 %
Overall quality of public education	25	10.0 %
Overall quality of solid waste services (trash, recycling, yard waste)	9	3.6 %
Overall quality of stormwater management/flood control	11	4.4 %
Overall quality of public beaches & waterfront parks	27	10.8 %
None chosen	27	10.8 %
Total	251	100.0 %

SUM OF TOP 3 CHOICES

Q2. Which THREE of the items listed in Question 1 do you think should receive the MOST EMPHASIS from Town leaders over the next TWO years? (top 3)

Q2. Sum of 3 Choices	Number	Percent
Overall quality of customer service you receive from Town employees	11	4.4 %
Overall effectiveness of communication with the community	71	28.3 %
Overall enforcement of Town codes & ordinances	62	24.7 %
Overall flow of traffic & ease of getting around within Town	144	57.4 %
Overall quality of library services	16	6.4 %
Overall maintenance of Town streets, sidewalks, & infrastructure	86	34.3 %
Overall quality of parks & recreation programs & facilities	44	17.5 %
Overall quality of public safety services (police, fire, EMS)	38	15.1 %
Overall quality of public transportation	42	16.7 %
Overall quality of public education	82	32.7 %
Overall quality of solid waste services (trash, recycling, yard waste)	34	13.5 %
Overall quality of stormwater management/flood control	25	10.0 %
Overall quality of public beaches & waterfront parks	50	19.9 %
None chosen	7	2.8 %
Total	712	

Q3. Perception of the Community. Several items that may influence your perception of the Town of Scarborough as a community are listed below. Please rate your satisfaction with each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=251)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q3-1. Overall appearance of Town	15.5%	51.8%	17.5%	11.2%	1.6%	2.4%
Q3-2. How well Town is managing residential growth	4.4%	14.7%	21.5%	27.1%	29.1%	3.2%
Q3-3. Overall image of Scarborough	10.4%	45.4%	23.1%	14.3%	3.2%	3.6%
Q3-4. Overall quality of leadership provided by Town's elected officials	8.4%	29.9%	32.7%	11.6%	9.6%	8.0%
Q3-5. Overall quality of services provided by Town	13.9%	50.6%	24.3%	5.2%	0.8%	5.2%
Q3-6. Overall value received for Town of Scarborough tax dollars & fees	7.2%	31.9%	23.5%	21.9%	10.4%	5.2%
Q3-7. Overall quality of life in Scarborough	20.7%	58.2%	12.7%	6.0%	0.8%	1.6%
Q3-8. Overall efforts to promote diversity & inclusiveness in the community	9.6%	20.7%	30.3%	11.2%	4.8%	23.5%
Q3-9. Availability of affordable housing	5.6%	11.2%	21.9%	27.5%	14.3%	19.5%
Q3-10. Variety of housing options	7.2%	21.5%	30.7%	21.1%	6.8%	12.7%
Q3-11. Overall feeling of safety in Scarborough	33.9%	54.6%	8.4%	1.2%	0.8%	1.2%

WITHOUT DON'T KNOW

Q3. Perception of the Community. Several items that may influence your perception of the Town of Scarborough as a community are listed below. Please rate your satisfaction with each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

(N=251)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q3-1. Overall appearance of Town	15.9%	53.1%	18.0%	11.4%	1.6%
Q3-2. How well Town is managing residential growth	4.5%	15.2%	22.2%	28.0%	30.0%
Q3-3. Overall image of Scarborough	10.7%	47.1%	24.0%	14.9%	3.3%
Q3-4. Overall quality of leadership provided by Town's elected officials	9.1%	32.5%	35.5%	12.6%	10.4%
Q3-5. Overall quality of services provided by Town	14.7%	53.4%	25.6%	5.5%	0.8%
Q3-6. Overall value received for Town of Scarborough tax dollars & fees	7.6%	33.6%	24.8%	23.1%	10.9%
Q3-7. Overall quality of life in Scarborough	21.1%	59.1%	13.0%	6.1%	0.8%
Q3-8. Overall efforts to promote diversity & inclusiveness in the community	12.5%	27.1%	39.6%	14.6%	6.3%
Q3-9. Availability of affordable housing	6.9%	13.9%	27.2%	34.2%	17.8%
Q3-10. Variety of housing options	8.2%	24.7%	35.2%	24.2%	7.8%
Q3-11. Overall feeling of safety in Scarborough	34.3%	55.2%	8.5%	1.2%	0.8%

Q4. Public Safety. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the services listed below.

(N=251)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q4-1. Overall quality of local police protection	34.3%	49.8%	8.0%	2.8%	0.8%	4.4%
Q4-2. Town's efforts to prevent crime	22.7%	49.4%	12.7%	0.8%	0.4%	13.9%
Q4-3. Enforcement of local traffic laws	20.3%	42.2%	13.9%	12.0%	3.2%	8.4%
Q4-4. How quickly police respond to emergencies	28.7%	35.5%	8.4%	1.2%	0.0%	26.3%
Q4-5. Public safety educational outreach	15.5%	32.7%	21.5%	2.8%	0.4%	27.1%
Q4-6. Visibility of police in neighborhoods	13.9%	41.4%	25.5%	8.0%	1.6%	9.6%
Q4-7. Visibility of police in retail areas	11.6%	35.1%	25.9%	7.2%	0.8%	19.5%
Q4-8. Overall quality of fire protection	32.3%	47.0%	7.6%	0.8%	0.4%	12.0%
Q4-9. How quickly fire services responds to emergencies	35.1%	33.5%	6.0%	0.4%	0.0%	25.1%
Q4-10. Overall quality of emergency medical/ ambulance services	33.9%	36.3%	8.4%	0.4%	0.0%	21.1%
Q4-11. Overall quality of dispatch services	27.1%	38.2%	5.6%	0.8%	0.0%	28.3%
Q4-12. How quickly emergency medical services responds to emergencies	33.1%	30.7%	6.0%	0.8%	0.0%	29.5%
Q4-13. Professionalism of police officers	37.1%	42.6%	8.0%	1.2%	1.6%	9.6%
Q4-14. Attitude & behavior of officers towards citizens in your neighborhood	35.5%	34.7%	10.0%	1.2%	2.0%	16.7%
Q4-15. Efforts to cooperate with the public to address their concerns	23.5%	33.9%	15.9%	2.8%	2.0%	21.9%

WITHOUT DON'T KNOW

Q4. Public Safety. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the services listed below. (without "don't know")

(N=251)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q4-1. Overall quality of local police protection	35.8%	52.1%	8.3%	2.9%	0.8%
Q4-2. Town's efforts to prevent crime	26.4%	57.4%	14.8%	0.9%	0.5%
Q4-3. Enforcement of local traffic laws	22.2%	46.1%	15.2%	13.0%	3.5%
Q4-4. How quickly police respond to emergencies	38.9%	48.1%	11.4%	1.6%	0.0%
Q4-5. Public safety educational outreach	21.3%	44.8%	29.5%	3.8%	0.5%
Q4-6. Visibility of police in neighborhoods	15.4%	45.8%	28.2%	8.8%	1.8%
Q4-7. Visibility of police in retail areas	14.4%	43.6%	32.2%	8.9%	1.0%
Q4-8. Overall quality of fire protection	36.7%	53.4%	8.6%	0.9%	0.5%
Q4-9. How quickly fire services responds to emergencies	46.8%	44.7%	8.0%	0.5%	0.0%
Q4-10. Overall quality of emergency medical/ ambulance services	42.9%	46.0%	10.6%	0.5%	0.0%
Q4-11. Overall quality of dispatch services	37.8%	53.3%	7.8%	1.1%	0.0%
Q4-12. How quickly emergency medical services responds to emergencies	46.9%	43.5%	8.5%	1.1%	0.0%
Q4-13. Professionalism of police officers	41.0%	47.1%	8.8%	1.3%	1.8%
Q4-14. Attitude & behavior of officers towards citizens in your neighborhood	42.6%	41.6%	12.0%	1.4%	2.4%
Q4-15. Efforts to cooperate with the public to address their concerns	30.1%	43.4%	20.4%	3.6%	2.6%

Q5. Which THREE of the public safety items listed in Question 4 do you think should receive the MOST EMPHASIS from Town leaders over the next TWO years?

Q5. Top choice	Number	Percent
Overall quality of local police protection	23	9.2 %
Town's efforts to prevent crime	24	9.6 %
Enforcement of local traffic laws	34	13.5 %
How quickly police respond to emergencies	6	2.4 %
Public safety educational outreach	29	11.6 %
Visibility of police in neighborhoods	30	12.0 %
Visibility of police in retail areas	10	4.0 %
Overall quality of fire protection	3	1.2 %
How quickly fire services responds to emergencies	4	1.6 %
Overall quality of emergency medical/ambulance services	9	3.6 %
Overall quality of dispatch services	1	0.4 %
How quickly emergency medical services responds to emergencies	8	3.2 %
Professionalism of police officers	1	0.4 %
Attitude & behavior of officers towards citizens in your neighborhood	7	2.8 %
Efforts to cooperate with the public to address their concerns	18	7.2 %
None chosen	44	17.5 %
Total	251	100.0 %

Q5. Which THREE of the public safety items listed in Question 4 do you think should receive the MOST EMPHASIS from Town leaders over the next TWO years?

Q5. 2nd choice	Number	Percent
Overall quality of local police protection	12	4.8 %
Town's efforts to prevent crime	32	12.7 %
Enforcement of local traffic laws	12	4.8 %
How quickly police respond to emergencies	4	1.6 %
Public safety educational outreach	19	7.6 %
Visibility of police in neighborhoods	31	12.4 %
Visibility of police in retail areas	11	4.4 %
Overall quality of fire protection	11	4.4 %
How quickly fire services responds to emergencies	7	2.8 %
Overall quality of emergency medical/ambulance services	8	3.2 %
Overall quality of dispatch services	1	0.4 %
How quickly emergency medical services responds to emergencies	9	3.6 %
Professionalism of police officers	13	5.2 %
Attitude & behavior of officers towards citizens in your neighborhood	9	3.6 %
Efforts to cooperate with the public to address their concerns	16	6.4 %
None chosen	56	22.3 %
Total	251	100.0 %

Q5. Which THREE of the public safety items listed in Question 4 do you think should receive the MOST EMPHASIS from Town leaders over the next TWO years?

<u>Q5. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Overall quality of local police protection	13	5.2 %
Town's efforts to prevent crime	13	5.2 %
Enforcement of local traffic laws	14	5.6 %
How quickly police respond to emergencies	10	4.0 %
Public safety educational outreach	20	8.0 %
Visibility of police in neighborhoods	9	3.6 %
Visibility of police in retail areas	14	5.6 %
Overall quality of fire protection	5	2.0 %
How quickly fire services responds to emergencies	7	2.8 %
Overall quality of emergency medical/ambulance services	15	6.0 %
Overall quality of dispatch services	3	1.2 %
How quickly emergency medical services responds to emergencies	8	3.2 %
Professionalism of police officers	7	2.8 %
Attitude & behavior of officers towards citizens in your neighborhood	8	3.2 %
Efforts to cooperate with the public to address their concerns	29	11.6 %
None chosen	76	30.3 %
Total	251	100.0 %

SUM OF TOP 3 CHOICES

Q5. Which THREE of the public safety items listed in Question 4 do you think should receive the MOST EMPHASIS from Town leaders over the next TWO years? (top 3)

Q5. Sum of Top 3 Choices	Number	Percent
Overall quality of local police protection	48	19.1 %
Town's efforts to prevent crime	69	27.5 %
Enforcement of local traffic laws	60	23.9 %
How quickly police respond to emergencies	20	8.0 %
Public safety educational outreach	68	27.1 %
Visibility of police in neighborhoods	70	27.9 %
Visibility of police in retail areas	35	13.9 %
Overall quality of fire protection	19	7.6 %
How quickly fire services responds to emergencies	18	7.2 %
Overall quality of emergency medical/ambulance services	32	12.7 %
Overall quality of dispatch services	5	2.0 %
How quickly emergency medical services responds to emergencies	25	10.0 %
Professionalism of police officers	21	8.4 %
Attitude & behavior of officers towards citizens in your neighborhood	24	9.6 %
Efforts to cooperate with the public to address their concerns	63	25.1 %
None chosen	44	17.5 %
Total	621	

Q6. In the past 12 months, have you or any member of your household called 911 to request police, fire, or emergency medical/ambulance services?

Q6. Have you called 911 to request police, fire, or emergency medical/ambulance services in past 12 months

	Number	Percent
Yes	45	17.9 %
No	197	78.5 %
Not provided	9	3.6 %
Total	251	100.0 %

WITHOUT NOT PROVIDED

Q6. In the past 12 months, have you or any member of your household called 911 to request police, fire, or emergency medical/ambulance services? (without "not provided")

Q6. Have you called 911 to request police, fire, or emergency medical/ambulance services in past 12 months

	Number	Percent
Yes	45	18.6 %
No	197	81.4 %
Total	242	100.0 %

Q6a. How satisfied were you with the assistance you received from the person who took your 911 call?

Q6a. How satisfied were you with the assistance you received	Number	Percent
Very satisfied	33	73.3 %
Satisfied	9	20.0 %
Neutral	2	4.4 %
Don't know	1	2.2 %
Total	45	100.0 %

WITHOUT NOT PROVIDED

Q6a. How satisfied were you with the assistance you received from the person who took your 911 call? (without "don't know")

Q6a. How satisfied were you with the assistance you received	Number	Percent
Very satisfied	33	75.0 %
Satisfied	9	20.5 %
Neutral	2	4.5 %
Total	44	100.0 %

Q7. Infrastructure. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the services listed below.

(N=251)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q7-1. Adequacy of street lighting	10.8%	41.0%	24.3%	16.7%	2.4%	4.8%
Q7-2. Cleanliness of streets & public areas	16.3%	59.0%	13.5%	5.2%	2.0%	4.0%
Q7-3. Condition of major Town streets	14.3%	54.6%	15.5%	11.2%	0.8%	3.6%
Q7-4. Condition of streets in your neighborhood	12.4%	51.0%	13.5%	15.5%	3.2%	4.4%
Q7-5. Condition of sidewalks	9.6%	32.3%	22.7%	16.3%	4.4%	14.7%
Q7-6. Condition of street signs & traffic signals	14.3%	59.8%	13.5%	8.0%	1.2%	3.2%
Q7-7. Maintenance of public buildings & facilities	26.7%	56.2%	8.8%	0.8%	0.4%	7.2%
Q7-8. Mowing & trimming along streets & public areas	18.3%	54.6%	15.5%	5.6%	0.8%	5.2%
Q7-9. Snow removal on Town streets	21.1%	49.4%	15.9%	5.6%	1.6%	6.4%
Q7-10. Snow removal on sidewalks	10.8%	29.5%	20.3%	10.8%	4.0%	24.7%

WITHOUT DON'T KNOW

Q7. Infrastructure. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the services listed below. (without "don't know")

(N=251)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q7-1. Adequacy of street lighting	11.3%	43.1%	25.5%	17.6%	2.5%
Q7-2. Cleanliness of streets & public areas	17.0%	61.4%	14.1%	5.4%	2.1%
Q7-3. Condition of major Town streets	14.9%	56.6%	16.1%	11.6%	0.8%
Q7-4. Condition of streets in your neighborhood	12.9%	53.3%	14.2%	16.3%	3.3%
Q7-5. Condition of sidewalks	11.2%	37.9%	26.6%	19.2%	5.1%
Q7-6. Condition of street signs & traffic signals	14.8%	61.7%	14.0%	8.2%	1.2%
Q7-7. Maintenance of public buildings & facilities	28.8%	60.5%	9.4%	0.9%	0.4%
Q7-8. Mowing & trimming along streets & public areas	19.3%	57.6%	16.4%	5.9%	0.8%
Q7-9. Snow removal on Town streets	22.6%	52.8%	17.0%	6.0%	1.7%
Q7-10. Snow removal on sidewalks	14.3%	39.2%	27.0%	14.3%	5.3%

Q8. Which THREE of the infrastructure items listed in Question 7 do you think should receive the MOST EMPHASIS from Town leaders over the next TWO years?

<u>Q8. Top choice</u>	<u>Number</u>	<u>Percent</u>
Adequacy of street lighting	37	14.7 %
Cleanliness of streets & public areas	23	9.2 %
Condition of major Town streets	38	15.1 %
Condition of streets in your neighborhood	26	10.4 %
Condition of sidewalks	20	8.0 %
Condition of street signs & traffic signals	10	4.0 %
Maintenance of public buildings & facilities	6	2.4 %
Mowing & trimming along streets & public areas	7	2.8 %
Snow removal on Town streets	34	13.5 %
Snow removal on sidewalks	10	4.0 %
None chosen	40	15.9 %
Total	251	100.0 %

Q8. Which THREE of the infrastructure items listed in Question 7 do you think should receive the MOST EMPHASIS from Town leaders over the next TWO years?

<u>Q8. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Adequacy of street lighting	18	7.2 %
Cleanliness of streets & public areas	14	5.6 %
Condition of major Town streets	31	12.4 %
Condition of streets in your neighborhood	21	8.4 %
Condition of sidewalks	19	7.6 %
Condition of street signs & traffic signals	18	7.2 %
Maintenance of public buildings & facilities	8	3.2 %
Mowing & trimming along streets & public areas	9	3.6 %
Snow removal on Town streets	31	12.4 %
Snow removal on sidewalks	27	10.8 %
None chosen	55	21.9 %
Total	251	100.0 %

Q8. Which THREE of the infrastructure items listed in Question 7 do you think should receive the MOST EMPHASIS from Town leaders over the next TWO years?

Q8. 3rd choice	Number	Percent
Adequacy of street lighting	22	8.8 %
Cleanliness of streets & public areas	22	8.8 %
Condition of major Town streets	22	8.8 %
Condition of streets in your neighborhood	18	7.2 %
Condition of sidewalks	15	6.0 %
Condition of street signs & traffic signals	16	6.4 %
Maintenance of public buildings & facilities	8	3.2 %
Mowing & trimming along streets & public areas	17	6.8 %
Snow removal on Town streets	14	5.6 %
Snow removal on sidewalks	22	8.8 %
None chosen	75	29.9 %
Total	251	100.0 %

SUM OF TOP 3 CHOICES

Q8. Which THREE of the infrastructure items listed in Question 7 do you think should receive the MOST EMPHASIS from Town leaders over the next TWO years? (top 3)

Q8. Sum of Top 3 Choices	Number	Percent
Adequacy of street lighting	77	30.7 %
Cleanliness of streets & public areas	59	23.5 %
Condition of major Town streets	91	36.3 %
Condition of streets in your neighborhood	65	25.9 %
Condition of sidewalks	54	21.5 %
Condition of street signs & traffic signals	44	17.5 %
Maintenance of public buildings & facilities	22	8.8 %
Mowing & trimming along streets & public areas	33	13.1 %
Snow removal on Town streets	79	31.5 %
Snow removal on sidewalks	59	23.5 %
None chosen	40	15.9 %
Total	623	

Q9. Transportation and Mobility. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the services listed below.

(N=251)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q9-1. Ease of getting around within Town of Scarborough	9.6%	40.2%	22.7%	15.5%	7.2%	4.8%
Q9-2. How well traffic signal system provides for efficient traffic flow	6.4%	35.9%	24.7%	25.1%	6.0%	2.0%
Q9-3. Availability of sidewalks	6.8%	19.9%	30.3%	25.1%	10.0%	8.0%
Q9-4. Availability of public parking	10.8%	47.8%	27.1%	6.8%	1.6%	6.0%
Q9-5. Ease of travel by bicycle in Scarborough	5.2%	13.5%	17.5%	26.7%	13.9%	23.1%
Q9-6. Ease of pedestrian travel in Scarborough	5.2%	14.7%	29.1%	25.5%	12.0%	13.5%

WITHOUT DON'T KNOW

Q9. Transportation and Mobility. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the services listed below. (without "don't know")

(N=251)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q9-1. Ease of getting around within Town of Scarborough	10.0%	42.3%	23.8%	16.3%	7.5%
Q9-2. How well traffic signal system provides for efficient traffic flow	6.5%	36.6%	25.2%	25.6%	6.1%
Q9-3. Availability of sidewalks	7.4%	21.6%	32.9%	27.3%	10.8%
Q9-4. Availability of public parking	11.4%	50.8%	28.8%	7.2%	1.7%
Q9-5. Ease of travel by bicycle in Scarborough	6.7%	17.6%	22.8%	34.7%	18.1%
Q9-6. Ease of pedestrian travel in Scarborough	6.0%	17.1%	33.6%	29.5%	13.8%

Q10. Growth and Development. Using a five-point scale, where 5 means "Much Too Slow" and 1 means "Much Too Fast," please rate the Town's current pace of development in each of the following areas.

(N=251)

	Much too slow	Too slow	Just right	Too fast	Much too fast	Don't know
Q10-1. Single-family residential development (includes townhomes)	1.6%	3.2%	19.1%	30.7%	36.7%	8.8%
Q10-2. Multi-family residential development (apartments)	2.4%	8.4%	16.7%	23.1%	36.7%	12.7%
Q10-3. Income restricted affordable housing	9.6%	28.7%	15.5%	7.6%	14.3%	24.3%
Q10-4. Workforce housing options	8.4%	18.7%	14.7%	6.0%	10.4%	41.8%
Q10-5. Retail & business development	4.8%	12.4%	39.8%	15.5%	13.9%	13.5%
Q10-6. Redevelopment of abandoned or under-utilized properties	12.0%	27.9%	17.1%	4.4%	5.6%	33.1%

WITHOUT DON'T KNOW

Q10. Growth and Development. Using a five-point scale, where 5 means "Much Too Slow" and 1 means "Much Too Fast," please rate the Town's current pace of development in each of the following areas. (without "don't know")

(N=251)

	Much too slow	Too slow	Just right	Too fast	Much too fast
Q10-1. Single-family residential development (includes townhomes)	1.7%	3.5%	21.0%	33.6%	40.2%
Q10-2. Multi-family residential development (apartments)	2.7%	9.6%	19.2%	26.5%	42.0%
Q10-3. Income restricted affordable housing	12.6%	37.9%	20.5%	10.0%	18.9%
Q10-4. Workforce housing options	14.4%	32.2%	25.3%	10.3%	17.8%
Q10-5. Retail & business development	5.5%	14.3%	46.1%	18.0%	16.1%
Q10-6. Redevelopment of abandoned or under-utilized properties	17.9%	41.7%	25.6%	6.5%	8.3%

Q11. Community Services. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the services listed below.

(N=251)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q11-1. Facilities for indoor recreation programs & classes	9.6%	15.1%	21.9%	18.3%	9.6%	25.5%
Q11-2. School gyms for recreational use	8.4%	16.7%	21.9%	13.5%	6.0%	33.5%
Q11-3. Outdoor athletic fields	10.8%	33.5%	20.3%	7.6%	4.0%	23.9%
Q11-4. Outdoor courts	8.8%	34.3%	20.7%	8.4%	2.4%	25.5%
Q11-5. Playgrounds	11.2%	35.1%	20.7%	6.4%	1.6%	25.1%
Q11-6. Walking & biking trails	14.3%	41.4%	20.7%	10.4%	3.2%	10.0%
Q11-7. Overall quality of beach facilities	21.5%	44.6%	12.0%	7.6%	4.4%	10.0%
Q11-8. Cleanliness of beach facilities	18.7%	43.0%	14.3%	9.6%	2.8%	11.6%
Q11-9. Adult athletic & recreation programs	6.4%	17.1%	23.1%	13.9%	4.8%	34.7%
Q11-10. Ease of registering for recreation programs	8.8%	28.7%	20.3%	5.6%	2.4%	34.3%
Q11-11. Fees charged for recreation programs	8.4%	27.9%	23.5%	4.4%	1.2%	34.7%
Q11-12. Overall quality of recreation programs	8.8%	24.3%	21.5%	6.4%	2.0%	37.1%
Q11-13. Senior recreation programs	4.8%	16.7%	17.1%	5.2%	2.0%	54.2%
Q11-14. Special events sponsored by local governments in your community	5.6%	22.3%	26.7%	4.0%	0.4%	41.0%
Q11-15. Youth athletic & recreation programs	12.0%	27.9%	15.1%	5.2%	2.4%	37.5%
Q11-16. Access & public parking for natural resources & parks (e.g., Eastern Trail, beaches)	8.4%	37.1%	21.9%	17.1%	3.2%	12.4%
Q11-17. Availability of open space	12.7%	32.7%	21.5%	15.5%	5.6%	12.0%

WITHOUT DON'T KNOW

Q11. Community Services. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the services listed below. (without "don't know")

(N=251)

	Very satisfied	Satisfied	Neutral	Dissatisfi- ed	Very dissatisfi- ed
Q11-1. Facilities for indoor recreation programs & classes	12.8%	20.3%	29.4%	24.6%	12.8%
Q11-2. School gyms for recreational use	12.6%	25.1%	32.9%	20.4%	9.0%
Q11-3. Outdoor athletic fields	14.1%	44.0%	26.7%	9.9%	5.2%
Q11-4. Outdoor courts	11.8%	46.0%	27.8%	11.2%	3.2%
Q11-5. Playgrounds	14.9%	46.8%	27.7%	8.5%	2.1%
Q11-6. Walking & biking trails	15.9%	46.0%	23.0%	11.5%	3.5%
Q11-7. Overall quality of beach facilities	23.9%	49.6%	13.3%	8.4%	4.9%
Q11-8. Cleanliness of beach facilities	21.2%	48.6%	16.2%	10.8%	3.2%
Q11-9. Adult athletic & recreation programs	9.8%	26.2%	35.4%	21.3%	7.3%
Q11-10. Ease of registering for recreation programs	13.3%	43.6%	30.9%	8.5%	3.6%
Q11-11. Fees charged for recreation programs	12.8%	42.7%	36.0%	6.7%	1.8%
Q11-12. Overall quality of recreation programs	13.9%	38.6%	34.2%	10.1%	3.2%
Q11-13. Senior recreation programs	10.4%	36.5%	37.4%	11.3%	4.3%
Q11-14. Special events sponsored by local governments in your community	9.5%	37.8%	45.3%	6.8%	0.7%
Q11-15. Youth athletic & recreation programs	19.1%	44.6%	24.2%	8.3%	3.8%
Q11-16. Access & public parking for natural resources & parks (e.g., Eastern Trail, beaches)	9.5%	42.3%	25.0%	19.5%	3.6%
Q11-17. Availability of open space	14.5%	37.1%	24.4%	17.6%	6.3%

Q12. Which THREE of the community services items listed in Question 11 do you think should receive the MOST EMPHASIS from Town leaders over the next TWO years?

<u>Q12. Top choice</u>	<u>Number</u>	<u>Percent</u>
Facilities for indoor recreation programs & classes	43	17.1 %
School gyms for recreational use	6	2.4 %
Outdoor athletic fields	7	2.8 %
Outdoor courts	3	1.2 %
Playgrounds	5	2.0 %
Walking & biking trails	33	13.1 %
Overall quality of beach facilities	11	4.4 %
Cleanliness of beach facilities	16	6.4 %
Adult athletic & recreation programs	5	2.0 %
Ease of registering for recreation programs	1	0.4 %
Fees charged for recreation programs	1	0.4 %
Overall quality of recreation programs	3	1.2 %
Senior recreation programs	20	8.0 %
Special events sponsored by local governments in your community	4	1.6 %
Youth athletic & recreation programs	7	2.8 %
Access & public parking for natural resources & parks (e.g., Eastern Trail, beaches)	24	9.6 %
Availability of open space	26	10.4 %
None chosen	36	14.3 %
Total	251	100.0 %

Q12. Which THREE of the community services items listed in Question 11 do you think should receive the MOST EMPHASIS from Town leaders over the next TWO years?

<u>Q12. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Facilities for indoor recreation programs & classes	8	3.2 %
School gyms for recreational use	7	2.8 %
Outdoor athletic fields	3	1.2 %
Outdoor courts	6	2.4 %
Playgrounds	9	3.6 %
Walking & biking trails	21	8.4 %
Overall quality of beach facilities	20	8.0 %
Cleanliness of beach facilities	15	6.0 %
Adult athletic & recreation programs	15	6.0 %
Ease of registering for recreation programs	5	2.0 %
Fees charged for recreation programs	7	2.8 %
Overall quality of recreation programs	5	2.0 %
Senior recreation programs	13	5.2 %
Special events sponsored by local governments in your community	7	2.8 %
Youth athletic & recreation programs	11	4.4 %
Access & public parking for natural resources & parks (e.g., Eastern Trail, beaches)	31	12.4 %
Availability of open space	18	7.2 %
None chosen	50	19.9 %
Total	251	100.0 %

Q12. Which THREE of the community services items listed in Question 11 do you think should receive the MOST EMPHASIS from Town leaders over the next TWO years?

<u>Q12. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Facilities for indoor recreation programs & classes	7	2.8 %
School gyms for recreational use	5	2.0 %
Outdoor athletic fields	8	3.2 %
Outdoor courts	9	3.6 %
Playgrounds	10	4.0 %
Walking & biking trails	22	8.8 %
Overall quality of beach facilities	5	2.0 %
Cleanliness of beach facilities	6	2.4 %
Adult athletic & recreation programs	8	3.2 %
Ease of registering for recreation programs	6	2.4 %
Fees charged for recreation programs	4	1.6 %
Overall quality of recreation programs	8	3.2 %
Senior recreation programs	18	7.2 %
Special events sponsored by local governments in your community	11	4.4 %
Youth athletic & recreation programs	11	4.4 %
Access & public parking for natural resources & parks (e.g., Eastern Trail, beaches)	22	8.8 %
Availability of open space	26	10.4 %
None chosen	65	25.9 %
Total	251	100.0 %

SUM OF TOP 3 CHOICES

Q12. Which THREE of the community services items listed in Question 11 do you think should receive the MOST EMPHASIS from Town leaders over the next TWO years? (top 3)

Q12. Sum of Top 3 Choices	Number	Percent
Facilities for indoor recreation programs & classes	58	23.1 %
School gyms for recreational use	18	7.2 %
Outdoor athletic fields	18	7.2 %
Outdoor courts	18	7.2 %
Playgrounds	24	9.6 %
Walking & biking trails	76	30.3 %
Overall quality of beach facilities	36	14.3 %
Cleanliness of beach facilities	37	14.7 %
Adult athletic & recreation programs	28	11.2 %
Ease of registering for recreation programs	12	4.8 %
Fees charged for recreation programs	12	4.8 %
Overall quality of recreation programs	16	6.4 %
Senior recreation programs	51	20.3 %
Special events sponsored by local governments in your community	22	8.8 %
Youth athletic & recreation programs	29	11.6 %
Access & public parking for natural resources & parks (e.g., Eastern Trail, beaches)	77	30.7 %
Availability of open space	70	27.9 %
None chosen	36	14.3 %
Total	638	

Q13. Trash and Recycling. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the services listed below.

(N=251)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q13-1. Overall quality of trash collection services	37.8%	41.0%	6.8%	2.8%	0.0%	11.6%
Q13-2. Curbside recycling services	39.4%	35.9%	7.6%	2.0%	0.8%	14.3%
Q13-3. Recycling services/drop-off centers	18.7%	29.1%	13.1%	14.3%	8.8%	15.9%

WITHOUT DON'T KNOW

Q13. Trash and Recycling. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the services listed below. (without "don't know")

(N=251)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q13-1. Overall quality of trash collection services	42.8%	46.4%	7.7%	3.2%	0.0%
Q13-2. Curbside recycling services	46.0%	41.9%	8.8%	2.3%	0.9%
Q13-3. Recycling services/drop-off centers	22.3%	34.6%	15.6%	17.1%	10.4%

Q14. Communication. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the services listed below.

(N=251)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q14-1. Availability of information about Town programs & services	12.4%	37.8%	26.7%	10.8%	2.8%	9.6%
Q14-2. Town efforts to keep you informed about local issues	10.8%	35.1%	21.5%	17.9%	5.6%	9.2%
Q14-3. Level of public involvement in local decision making	4.4%	21.5%	31.1%	17.9%	12.7%	12.4%
Q14-4. Timeliness of information provided by Town	7.6%	29.1%	27.5%	15.5%	6.0%	14.3%
Q14-5. Usefulness of information on Town's website	10.0%	39.0%	25.5%	11.6%	2.4%	11.6%
Q14-6. Town's cable television channel (SCTV)	4.4%	13.5%	23.5%	4.4%	1.6%	52.6%
Q14-7. Town's use of social media	6.0%	21.9%	27.9%	8.4%	2.0%	33.9%
Q14-8. Town's use of modern technology (e.g., YouTube, Zoom)	6.4%	23.9%	24.7%	5.6%	1.6%	37.8%
Q14-9. Virtual Town Council meetings	6.4%	23.5%	27.9%	4.0%	4.0%	34.3%

WITHOUT DON'T KNOW

Q14. Communication. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the services listed below. (without "don't know")

(N=251)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q14-1. Availability of information about Town programs & services	13.7%	41.9%	29.5%	11.9%	3.1%
Q14-2. Town efforts to keep you informed about local issues	11.8%	38.6%	23.7%	19.7%	6.1%
Q14-3. Level of public involvement in local decision making	5.0%	24.5%	35.5%	20.5%	14.5%
Q14-4. Timeliness of information provided by Town	8.8%	34.0%	32.1%	18.1%	7.0%
Q14-5. Usefulness of information on Town's website	11.3%	44.1%	28.8%	13.1%	2.7%
Q14-6. Town's cable television channel (SCTV)	9.2%	28.6%	49.6%	9.2%	3.4%
Q14-7. Town's use of social media	9.0%	33.1%	42.2%	12.7%	3.0%
Q14-8. Town's use of modern technology (e.g., YouTube, Zoom)	10.3%	38.5%	39.7%	9.0%	2.6%
Q14-9. Virtual Town Council meetings	9.7%	35.8%	42.4%	6.1%	6.1%

Q15. Which of the following are your primary sources of information about Town issues, services, and events?

Q15. Which following are your primary sources of information about Town issues, services, & events	Number	Percent
Town's website	140	55.8 %
Email subscription (eNewsletter)	103	41.0 %
Town local access channel	22	8.8 %
Town Hall	32	12.7 %
Instagram	10	4.0 %
Facebook	69	27.5 %
Television	22	8.8 %
Radio	5	2.0 %
Newspaper-Scarborough Leader	172	68.5 %
Other	25	10.0 %
Total	600	

Q15-10. Other

<u>Q15-10. Other</u>	<u>Number</u>	<u>Percent</u>
Banner	1	4.2 %
COFFEE SHOP	1	4.2 %
Community watchdog groups	1	4.2 %
Community/neighbors	1	4.2 %
Emails from concerned community members	1	4.2 %
Facebook	1	4.2 %
Facebook Mom’s Group	1	4.2 %
Forecaster Newspaper	1	4.2 %
Friends, neighbors, community organizers	1	4.2 %
Friends, word of mouth	1	4.2 %
Higgins Beach Newsletter	1	4.2 %
Local news	1	4.2 %
Mailings	1	4.2 %
Neighbors	2	8.3 %
NextDoor	1	4.2 %
Portland Press Herald	1	4.2 %
Press Herald	1	4.2 %
SMARTaxes, Concerned Taxpayers of Scarborough	1	4.2 %
Twitter	1	4.2 %
Twitter, Press Herald	1	4.2 %
Word of mouth	2	8.3 %
YouTube Livestrong	1	4.2 %
Total	24	100.0 %

Q16. Which THREE sources of information listed in Question 15 are your most PREFERRED methods of receiving information about the Town?

Q16. Top choice	Number	Percent
Town's website	60	23.9 %
Email subscription (eNewsletter)	78	31.1 %
Town local access channel	2	0.8 %
Town Hall	3	1.2 %
Instagram	6	2.4 %
Facebook	23	9.2 %
Television	1	0.4 %
Newspaper-Scarborough Leader	32	12.7 %
Other	8	3.2 %
None chosen	38	15.1 %
Total	251	100.0 %

Q16. Which THREE sources of information listed in Question 15 are your most PREFERRED methods of receiving information about the Town?

Q16. 2nd choice	Number	Percent
Town's website	53	21.1 %
Email subscription (eNewsletter)	38	15.1 %
Town local access channel	4	1.6 %
Town Hall	7	2.8 %
Instagram	9	3.6 %
Facebook	25	10.0 %
Television	6	2.4 %
Radio	3	1.2 %
Newspaper-Scarborough Leader	57	22.7 %
Other	5	2.0 %
None chosen	44	17.5 %
Total	251	100.0 %

Q16. Which THREE sources of information listed in Question 15 are your most PREFERRED methods of receiving information about the Town?

Q16. 3rd choice	Number	Percent
Town's website	38	15.1 %
Email subscription (eNewsletter)	22	8.8 %
Town local access channel	5	2.0 %
Town Hall	13	5.2 %
Instagram	2	0.8 %
Facebook	25	10.0 %
Television	6	2.4 %
Radio	6	2.4 %
Newspaper-Scarborough Leader	48	19.1 %
Other	8	3.2 %
None chosen	78	31.1 %
Total	251	100.0 %

SUM OF TOP 3 CHOICES

Q16. Which THREE sources of information listed in Question 15 are your most PREFERRED methods of receiving information about the Town? (top 3)

Q16. Sum of Top 3 Choices	Number	Percent
Town's website	151	60.2 %
Email subscription (eNewsletter)	138	55.0 %
Town local access channel	11	4.4 %
Town Hall	23	9.2 %
Instagram	17	6.8 %
Facebook	73	29.1 %
Television	13	5.2 %
Radio	9	3.6 %
Newspaper-Scarborough Leader	137	54.6 %
Other	21	8.4 %
None chosen	38	15.1 %
Total	631	

Q17. Customer Service. Have you contacted the Town during the past year?

<u>Q17. Have you contacted Town during past year</u>	<u>Number</u>	<u>Percent</u>
Yes	150	59.8 %
No	87	34.7 %
Not provided	14	5.6 %
Total	251	100.0 %

WITHOUT NOT PROVIDED

Q17. Customer Service. Have you contacted the Town during the past year? (without "not provided")

<u>Q17. Have you contacted Town during past year</u>	<u>Number</u>	<u>Percent</u>
Yes	150	63.3 %
No	87	36.7 %
Total	237	100.0 %

Q17a. Using a 5-point scale, where 5 means "Always" and 1 means "Never," please rate your satisfaction with Town employees on the following behaviors.

(N=150)

	Always	Usually	Somet- imes	Seldom	Never	Don't know
Q17a-1. It was easy to find someone to address my request	48.7%	38.7%	7.3%	2.7%	1.3%	1.3%
Q17a-2. Scarborough employee went the extra mile	38.0%	28.0%	14.0%	5.3%	5.3%	9.3%
Q17a-3. Response time was reasonable	44.0%	38.0%	12.7%	2.0%	1.3%	2.0%
Q17a-4. I was able to get my question/concern resolved	45.3%	34.0%	13.3%	2.0%	4.0%	1.3%
Q17a-5. Scarborough employees are courteous/ professional	69.3%	21.3%	6.7%	0.7%	0.7%	1.3%
Q17a-6. I was satisfied with my experience	52.7%	31.3%	8.7%	3.3%	2.7%	1.3%

WITHOUT DON'T KNOW

Q17a. Using a 5-point scale, where 5 means "Always" and 1 means "Never," please rate your satisfaction with Town employees on the following behaviors. (without "don't know")

(N=150)

	Always	Usually	Sometim- es	Seldom	Never
Q17a-1. It was easy to find someone to address my request	49.3%	39.2%	7.4%	2.7%	1.4%
Q17a-2. Scarborough employee went the extra mile	41.9%	30.9%	15.4%	5.9%	5.9%
Q17a-3. Response time was reasonable	44.9%	38.8%	12.9%	2.0%	1.4%
Q17a-4. I was able to get my question/concern resolved	45.9%	34.5%	13.5%	2.0%	4.1%
Q17a-5. Scarborough employees are courteous/ professional	70.3%	21.6%	6.8%	0.7%	0.7%
Q17a-6. I was satisfied with my experience	53.4%	31.8%	8.8%	3.4%	2.7%

Q18. Library Services. Before COVID-19, how often per year did you use any services or facilities of the Scarborough Public Library?

Q18. How often per year did you use any services or facilities of Scarborough Public Library before

COVID-19	Number	Percent
At least once a week	39	15.5 %
About once a month	52	20.7 %
About once every other month	17	6.8 %
A few times	57	22.7 %
Never	68	27.1 %
Not provided	18	7.2 %
Total	251	100.0 %

Q18a. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the library services listed below.

(N=165)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q18a-1. Overall satisfaction with Scarborough Public Library	51.5%	33.9%	9.1%	1.2%	0.6%	3.6%
Q18a-2. Library hours of operation	34.5%	46.7%	11.5%	1.8%	0.0%	5.5%
Q18a-3. Current location	49.1%	44.2%	3.0%	0.0%	0.0%	3.6%
Q18a-4. Selection of materials for just about everyone	37.0%	48.5%	7.3%	0.6%	0.0%	6.7%
Q18a-5. Free computer resources/online services & databases	30.9%	36.4%	9.7%	0.0%	0.0%	23.0%
Q18a-6. Services & meeting rooms for area businesses	16.4%	27.3%	15.2%	2.4%	0.0%	38.8%
Q18a-7. Children's programs & services offered	18.2%	28.5%	13.9%	3.6%	0.6%	35.2%
Q18a-8. Young adult programs & services offered	12.7%	20.0%	18.2%	1.2%	0.0%	47.9%
Q18a-9. Adult programs & services offered	14.5%	35.2%	18.2%	0.0%	0.0%	32.1%
Q18a-10. Assistance & customer service provided by library staff (friendly, polite, & professional)	55.8%	26.7%	7.9%	1.2%	1.2%	7.3%
Q18a-11. Availability of public meeting rooms	10.9%	21.2%	20.0%	4.2%	0.0%	43.6%
Q18a-12. Accessibility to services & facilities	25.5%	41.2%	13.3%	0.0%	0.6%	19.4%

WITHOUT DON'T KNOW

Q18a. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the library services listed below. (without "don't know")

(N=165)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q18a-1. Overall satisfaction with Scarborough Public Library	53.5%	35.2%	9.4%	1.3%	0.6%
Q18a-2. Library hours of operation	36.5%	49.4%	12.2%	1.9%	0.0%
Q18a-3. Current location	50.9%	45.9%	3.1%	0.0%	0.0%
Q18a-4. Selection of materials for just about everyone	39.6%	51.9%	7.8%	0.6%	0.0%
Q18a-5. Free computer resources/online services & databases	40.2%	47.2%	12.6%	0.0%	0.0%
Q18a-6. Services & meeting rooms for area businesses	26.7%	44.6%	24.8%	4.0%	0.0%
Q18a-7. Children's programs & services offered	28.0%	43.9%	21.5%	5.6%	0.9%
Q18a-8. Young adult programs & services offered	24.4%	38.4%	34.9%	2.3%	0.0%
Q18a-9. Adult programs & services offered	21.4%	51.8%	26.8%	0.0%	0.0%
Q18a-10. Assistance & customer service provided by library staff (friendly, polite, & professional)	60.1%	28.8%	8.5%	1.3%	1.3%
Q18a-11. Availability of public meeting rooms	19.4%	37.6%	35.5%	7.5%	0.0%
Q18a-12. Accessibility to services & facilities	31.6%	51.1%	16.5%	0.0%	0.8%

Q18b. Which ONE of the following most closely describes why you have not used the Public Library recently?

Q18b. What most closely describes why you have not used Public Library recently	Number	Percent
I am not familiar with the services	20	29.4 %
I enjoy other recreational activities instead of reading	11	16.2 %
I don't have time to read or go to free events	4	5.9 %
Concerns about COVID	6	8.8 %
Other	18	26.5 %
I've used Public Library recently	4	5.9 %
Not provided	5	7.4 %
Total	68	100.0 %

WITHOUT NOT PROVIDED

Q18b. Which ONE of the following most closely describes why you have not used the Public Library recently? (without "not provided")

Q18b. What most closely describes why you have not used Public Library recently	Number	Percent
I am not familiar with the services	20	31.7 %
I enjoy other recreational activities instead of reading	11	17.5 %
I don't have time to read or go to free events	4	6.3 %
Concerns about COVID	6	9.5 %
Other	18	28.6 %
I've used Public Library recently	4	6.3 %
Total	63	100.0 %

Q19. Public Education. Do you currently have any children in your household that attend Scarborough public school?

Q19. Do you currently have any children in your household that attend Scarborough public school	Number	Percent
Yes	65	25.9 %
No	174	69.3 %
Not provided	12	4.8 %
Total	251	100.0 %

WITHOUT NOT PROVIDED

Q19. Public Education. Do you currently have any children in your household that attend Scarborough public school? (without "not provided")

Q19. Do you currently have any children in your household that attend Scarborough public school	Number	Percent
Yes	65	27.2 %
No	174	72.8 %
Total	239	100.0 %

Q19a. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the following aspects of Scarborough public schools.

(N=65)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q19a-1. Administration (school level)	23.1%	49.2%	13.8%	9.2%	1.5%	3.1%
Q19a-2. Administration (district level)	16.9%	47.7%	21.5%	7.7%	3.1%	3.1%
Q19a-3. Class size or student-teacher ratio	23.1%	55.4%	12.3%	7.7%	0.0%	1.5%
Q19a-4. Quality of school facilities	23.1%	49.2%	10.8%	12.3%	3.1%	1.5%
Q19a-5. Quality of curriculum	18.5%	44.6%	15.4%	16.9%	3.1%	1.5%
Q19a-6. Qualifications & performance of teachers	27.7%	52.3%	15.4%	3.1%	0.0%	1.5%
Q19a-7. Overall education that my child is receiving/ received	26.2%	44.6%	15.4%	9.2%	3.1%	1.5%
Q19a-8. Athletics	20.0%	35.4%	15.4%	9.2%	1.5%	18.5%
Q19a-9. Other extracurricular activities	18.5%	29.2%	15.4%	13.8%	1.5%	21.5%
Q19a-10. Quality of communication between schools & home	27.7%	55.4%	4.6%	7.7%	3.1%	1.5%
Q19a-11. Quality of food service	9.2%	41.5%	15.4%	15.4%	12.3%	6.2%
Q19a-12. Quality of school transportation	12.3%	36.9%	9.2%	12.3%	7.7%	21.5%

WITHOUT DON'T KNOW

Q19a. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the following aspects of Scarborough public schools. (without "don't know")

(N=65)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q19a-1. Administration (school level)	23.8%	50.8%	14.3%	9.5%	1.6%
Q19a-2. Administration (district level)	17.5%	49.2%	22.2%	7.9%	3.2%
Q19a-3. Class size or student-teacher ratio	23.4%	56.3%	12.5%	7.8%	0.0%
Q19a-4. Quality of school facilities	23.4%	50.0%	10.9%	12.5%	3.1%
Q19a-5. Quality of curriculum	18.8%	45.3%	15.6%	17.2%	3.1%
Q19a-6. Qualifications & performance of teachers	28.1%	53.1%	15.6%	3.1%	0.0%
Q19a-7. Overall education that my child is receiving/ received	26.6%	45.3%	15.6%	9.4%	3.1%
Q19a-8. Athletics	24.5%	43.4%	18.9%	11.3%	1.9%
Q19a-9. Other extracurricular activities	23.5%	37.3%	19.6%	17.6%	2.0%
Q19a-10. Quality of communication between schools & home	28.1%	56.3%	4.7%	7.8%	3.1%
Q19a-11. Quality of food service	9.8%	44.3%	16.4%	16.4%	13.1%
Q19a-12. Quality of school transportation	15.7%	47.1%	11.8%	15.7%	9.8%

Q20. Have you ever had any children in your household that attended Scarborough public schools?

Q20. Have you had any children in your household that attended Scarborough public schools	Number	Percent
Yes	120	47.8 %
No	118	47.0 %
Not provided	13	5.2 %
Total	251	100.0 %

WITHOUT DON'T KNOW

Q20. Have you ever had any children in your household that attended Scarborough public schools? (without "not provided")

Q20. Have you had any children in your household that attended Scarborough public schools	Number	Percent
Yes	120	50.4 %
No	118	49.6 %
Total	238	100.0 %

Q22. What are the THREE most significant issues you think Scarborough will face over the next five years?

Q22. What are the most significant issues Scarborough will face over next five years	Number	Percent
Public safety	31	12.4 %
Affordability of Town services (property taxes)	153	61.0 %
Transportation	29	11.6 %
Environmental protection	54	21.5 %
Pace of community growth/expansion	188	74.9 %
Public education	65	25.9 %
Job opportunities	9	3.6 %
Social justice/equity/inclusivity	17	6.8 %
Affordable housing	86	34.3 %
Climate change adaptation	60	23.9 %
Other	7	2.8 %
Total	699	

Q23. Capital Improvement Projects. Please indicate your level of support for the following potential capital improvements projects using a scale of 1 to 5, where 5 means "Very Supportive" and 1 means "Not at All Supportive."

(N=251)

	Very support-ive	Support-ive	Neutral	Not support-ive	Not at all support-ive	Don't know
Q23-1. Library expansion	25.5%	19.5%	21.1%	12.4%	13.1%	8.4%
Q23-2. Consolidated school	15.1%	16.3%	23.9%	15.5%	13.1%	15.9%
Q23-3. Community center	35.1%	24.3%	16.7%	5.6%	10.8%	7.6%
Q23-4. Pine Point (Hurd Park) improvements	16.3%	25.5%	19.5%	7.6%	9.6%	21.5%
Q23-5. Track/turf project	22.7%	17.9%	18.3%	11.2%	17.1%	12.7%

WITHOUT DON'T KNOW

Q23. Capital Improvement Projects. Please indicate your level of support for the following potential capital improvements projects using a scale of 1 to 5, where 5 means "Very Supportive" and 1 means "Not at All Supportive." (without "don't know")

(N=251)

	Very supportive	Supportive	Neutral	Not supportive	Not at all supportive
Q23-1. Library expansion	27.8%	21.3%	23.0%	13.5%	14.3%
Q23-2. Consolidated school	18.0%	19.4%	28.4%	18.5%	15.6%
Q23-3. Community center	37.9%	26.3%	18.1%	6.0%	11.6%
Q23-4. Pine Point (Hurd Park) improvements	20.8%	32.5%	24.9%	9.6%	12.2%
Q23-5. Track/turf project	26.0%	20.5%	21.0%	12.8%	19.6%

Q24. Which TWO of the projects listed in Question 23 do you think should receive the highest priorities for investment?

Q24. Top choice	Number	Percent
Library expansion	44	17.5 %
Consolidated school	36	14.3 %
Community center	85	33.9 %
Pine Point (Hurd Park) improvements	25	10.0 %
Track/turf project	27	10.8 %
None chosen	34	13.5 %
Total	251	100.0 %

Q24. Which TWO of the projects listed in Question 23 do you think should receive the highest priorities for investment?

Q24. 2nd choice	Number	Percent
Library expansion	34	13.5 %
Consolidated school	27	10.8 %
Community center	56	22.3 %
Pine Point (Hurd Park) improvements	41	16.3 %
Track/turf project	32	12.7 %
None chosen	61	24.3 %
Total	251	100.0 %

SUM OF TOP 2 CHOICES

Q24. Which TWO of the projects listed in Question 23 do you think should receive the highest priorities for investment? (top 2)

Q24. Sum of Top 2 Choices	Number	Percent
Library expansion	78	31.1 %
Consolidated school	63	25.1 %
Community center	141	56.2 %
Pine Point (Hurd Park) improvements	66	26.3 %
Track/turf project	59	23.5 %
None chosen	34	13.5 %
Total	441	

Q25. COVID-19 Response. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with the following aspects of the Town's response to COVID-19.

(N=251)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	N/A
Q25-1. Communication with the public	19.9%	41.4%	19.1%	5.2%	2.4%	12.0%
Q25-2. Support for businesses	14.7%	29.5%	23.9%	3.2%	2.0%	26.7%
Q25-3. Town Hall protocols	19.5%	41.8%	19.1%	3.2%	0.8%	15.5%
Q25-4. Overall Town response to COVID-19	19.9%	45.8%	17.1%	2.8%	1.6%	12.7%

WITHOUT DON'T KNOW

Q25. COVID-19 Response. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with the following aspects of the Town's response to COVID-19. (without "N/A")

(N=251)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q25-1. Communication with the public	22.6%	47.1%	21.7%	5.9%	2.7%
Q25-2. Support for businesses	20.1%	40.2%	32.6%	4.3%	2.7%
Q25-3. Town Hall protocols	23.1%	49.5%	22.6%	3.8%	0.9%
Q25-4. Overall Town response to COVID-19	22.8%	52.5%	19.6%	3.2%	1.8%

Q26. Approximately how many years have you lived in the Town of Scarborough?

Q26. How many years have you lived in Town of Scarborough

	Number	Percent
Less than 5 years	50	19.9 %
5-10 years	36	14.3 %
11-20 years	59	23.5 %
20+ years	101	40.2 %
Not provided	5	2.0 %
Total	251	100.0 %

WITHOUT NOT PROVIDED

Q26. Approximately how many years have you lived in the Town of Scarborough? (without "not provided")

Q26. How many years have you lived in Town of Scarborough

	Number	Percent
Less than 5 years	50	20.3 %
5-10 years	36	14.6 %
11-20 years	59	24.0 %
20+ years	101	41.1 %
Total	246	100.0 %

Q27. Including yourself, how many persons from each age group are currently living in your household?

	Mean	Sum
number	2.68	652
5 & under	0.15	37
6-19	0.53	129
20-44	0.54	131
45-64	0.71	173
65-74	0.46	111
75+	0.29	71

Q28. In what type of residence do you live?

Q28. In what type of residence do you live	Number	Percent
Single family home	210	83.7 %
Townhome	6	2.4 %
Apartment or condominium	27	10.8 %
Other	2	0.8 %
Not provided	6	2.4 %
Total	251	100.0 %

WITHOUT NOT PROVIDED

Q28. In what type of residence do you live? (without "not provided")

Q28. In what type of residence do you live	Number	Percent
Single family home	210	85.7 %
Townhome	6	2.4 %
Apartment or condominium	27	11.0 %
Other	2	0.8 %
Total	245	100.0 %

Q28-4. Other

Q28-4. Other	Number	Percent
Hillcrest	1	50.0 %
Manufactured housing	1	50.0 %
Total	2	100.0 %

Q29. Do you own or rent your current residence?

Q29. Do you own or rent your current residence	Number	Percent
Own	227	90.4 %
Rent	16	6.4 %
Not provided	8	3.2 %
Total	251	100.0 %

WITHOUT NOT PROVIDED

Q29. Do you own or rent your current residence? (without "not provided")

Q29. Do you own or rent your current residence	Number	Percent
Own	227	93.4 %
Rent	16	6.6 %
Total	243	100.0 %

Q30. What is your age?

Q30. Your age	Number	Percent
18-34	5	2.0 %
35-44	42	16.7 %
45-54	41	16.3 %
55-64	54	21.5 %
65+	95	37.8 %
Not provided	14	5.6 %
Total	251	100.0 %

WITHOUT NOT PROVIDED

Q30. What is your age? (without "not provided")

Q30. Your age	Number	Percent
18-34	5	2.1 %
35-44	42	17.7 %
45-54	41	17.3 %
55-64	54	22.8 %
65+	95	40.1 %
Total	237	100.0 %

Q31. Which of the following best describes your race?

Q31. Which best describes your race	Number	Percent
Asian/Pacific Islander	3	1.2 %
Black/African American	1	0.4 %
Native American	1	0.4 %
White/Caucasian	228	90.8 %
Hispanic/Latino	1	0.4 %
Other	5	2.0 %
Total	239	

Q31-6. Other

Q31-6. Other	Number	Percent
German/Danish	1	100.0 %
Total	1	100.0 %

Q32. Your gender:

Q32. Your gender	Number	Percent
Male	94	37.5 %
Female	143	57.0 %
Prefer to self-describe	1	0.4 %
Not provided	13	5.2 %
Total	251	100.0 %

WITHOUT NOT PROVIDED

Q32. Your gender: (without "not provided")

Q32. Your gender	Number	Percent
Male	94	39.5 %
Female	143	60.1 %
Prefer to self-describe	1	0.4 %
Total	238	100.0 %

Q33. Would you say your total household income is...

Q33. Your total household income	Number	Percent
Under \$30K	16	6.4 %
\$30K to \$59,999	27	10.8 %
\$60K to \$99,999	53	21.1 %
\$100K to \$129,999	23	9.2 %
\$130K+	82	32.7 %
Not provided	50	19.9 %
Total	251	100.0 %

WITHOUT NOT PROVIDED

Q33. Would you say your total household income is... (without "not provided")

Q33. Your total household income	Number	Percent
Under \$30K	16	8.0 %
\$30K to \$59,999	27	13.4 %
\$60K to \$99,999	53	26.4 %
\$100K to \$129,999	23	11.4 %
\$130K+	82	40.8 %
Total	201	100.0 %

Q34. Which of the following best describes your current employment status?

Q34. Which following best describes your current employment status

	Number	Percent
Employed outside the home	107	42.6 %
Employed in the home/have a home-based business	27	10.8 %
Retired	97	38.6 %
Not currently employed outside the home	9	3.6 %
Not provided	11	4.4 %
Total	251	100.0 %

WITHOUT NOT PROVIDED

Q34. Which of the following best describes your current employment status? (without "not provided")

Q34. Which following best describes your current employment status

	Number	Percent
Employed outside the home	107	44.6 %
Employed in the home/have a home-based business	27	11.3 %
Retired	97	40.4 %
Not currently employed outside the home	9	3.8 %
Total	240	100.0 %