

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=160)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q1-1. Overall quality of customer service you receive from Town employees	35.6%	41.3%	14.4%	5.0%	1.3%	2.5%
Q1-2. Overall effectiveness of communication with the community	15.6%	29.4%	20.0%	20.0%	11.9%	3.1%
Q1-3. Overall enforcement of Town codes & ordinances	2.5%	27.5%	30.6%	13.8%	10.0%	15.6%
Q1-4. Overall flow of traffic & ease of getting around within Town	3.1%	24.4%	14.4%	31.3%	25.6%	1.3%
Q1-5. Overall quality of library services	30.0%	30.0%	17.5%	3.8%	0.6%	18.1%
Q1-6. Overall maintenance of Town streets, sidewalks, & infrastructure	10.6%	41.3%	21.9%	20.0%	4.4%	1.9%
Q1-7. Overall quality of parks & recreation programs & facilities	15.6%	38.8%	19.4%	10.6%	3.1%	12.5%
Q1-8. Overall quality of public safety services (police, fire, EMS)	36.3%	45.6%	9.4%	1.3%	0.6%	6.9%
Q1-9. Overall quality of public transportation	1.3%	2.5%	35.6%	13.1%	6.9%	40.6%
Q1-10. Overall quality of public education	17.5%	39.4%	15.0%	7.5%	2.5%	18.1%
Q1-11. Overall quality of solid waste services (trash, recycling, yard waste)	25.6%	45.6%	12.5%	6.3%	3.8%	6.3%
Q1-12. Overall quality of stormwater management/ flood control	10.0%	40.0%	22.5%	7.5%	1.9%	18.1%
Q1-13. Overall quality of public beaches & waterfront parks	28.1%	46.9%	9.4%	8.8%	1.9%	5.0%
Q1-14. Town Hall hours of operation	15.0%	40.6%	11.9%	16.9%	11.3%	4.4%

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=160)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q1-1. Overall quality of customer service you receive from Town employees	36.5%	42.3%	14.7%	5.1%	1.3%
Q1-2. Overall effectiveness of communication with the community	16.1%	30.3%	20.6%	20.6%	12.3%
Q1-3. Overall enforcement of Town codes & ordinances	3.0%	32.6%	36.3%	16.3%	11.9%
Q1-4. Overall flow of traffic & ease of getting around within Town	3.2%	24.7%	14.6%	31.6%	25.9%
Q1-5. Overall quality of library services	36.6%	36.6%	21.4%	4.6%	0.8%
Q1-6. Overall maintenance of Town streets, sidewalks, & infrastructure	10.8%	42.0%	22.3%	20.4%	4.5%
Q1-7. Overall quality of parks & recreation programs & facilities	17.9%	44.3%	22.1%	12.1%	3.6%
Q1-8. Overall quality of public safety services (police, fire, EMS)	38.9%	49.0%	10.1%	1.3%	0.7%
Q1-9. Overall quality of public transportation	2.1%	4.2%	60.0%	22.1%	11.6%
Q1-10. Overall quality of public education	21.4%	48.1%	18.3%	9.2%	3.1%
Q1-11. Overall quality of solid waste services (trash, recycling, yard waste)	27.3%	48.7%	13.3%	6.7%	4.0%
Q1-12. Overall quality of stormwater management/ flood control	12.2%	48.9%	27.5%	9.2%	2.3%
Q1-13. Overall quality of public beaches & waterfront parks	29.6%	49.3%	9.9%	9.2%	2.0%
Q1-14. Town Hall hours of operation	15.7%	42.5%	12.4%	17.6%	11.8%

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	1	0.6 %
Overall effectiveness of communication with the community	28	17.5 %
Overall enforcement of Town codes & ordinances	7	4.4 %
Overall flow of traffic & ease of getting around within Town	55	34.4 %
Overall quality of library services	2	1.3 %
Overall maintenance of Town streets, sidewalks, & infrastructure	11	6.9 %
Overall quality of parks & recreation programs & facilities	8	5.0 %
Overall quality of public safety services (police, fire, EMS)	3	1.9 %
Overall quality of public transportation	3	1.9 %
Overall quality of public education	20	12.5 %
Overall quality of solid waste services (trash, recycling, yard waste)	1	0.6 %
Overall quality of stormwater management/flood control	4	2.5 %
Overall quality of public beaches & waterfront parks	3	1.9 %
Town Hall hours of operation	5	3.1 %
<u>None chosen</u>	<u>9</u>	<u>5.6 %</u>
Total	160	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 effectiveness of communication with the community	16	10.0 %
Overall enforcement of Town codes & ordinances	17	10.6 %
Overall flow of traffic & ease of getting around within Town	22	13.8 %
Overall quality of library services	2	1.3 %
Overall maintenance of Town streets, sidewalks, & infrastructure	29	18.1 %
Overall quality of parks & recreation programs & facilities	7	4.4 %
Overall quality of public safety services (police, fire, EMS)	4	2.5 %
Overall quality of public transportation	4	2.5 %
Overall quality of public education	19	11.9 %
Overall quality of solid waste services (trash, recycling, yard waste)	10	6.3 %
Overall quality of stormwater management/flood control	7	4.4 %
Overall quality of public beaches & waterfront parks	5	3.1 %
Town Hall hours of operation	5	3.1 %
None chosen	13	8.1 %
Total	160	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. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Overall quality of customer service you receive from Town employees	4	2.5 %
Overall effectiveness of communication with the community	18	11.3 %
Overall enforcement of Town codes & ordinances	14	8.8 %
Overall flow of traffic & ease of getting around within Town	22	13.8 %
Overall quality of library services	4	2.5 %
Overall maintenance of Town streets, sidewalks, & infrastructure	19	11.9 %
Overall quality of parks & recreation programs & facilities	8	5.0 %
Overall quality of public safety services (police, fire, EMS)	4	2.5 %
Overall quality of public transportation	8	5.0 %
Overall quality of public education	7	4.4 %
Overall quality of solid waste services (trash, recycling, yard waste)	5	3.1 %
Overall quality of stormwater management/flood control	8	5.0 %
Overall quality of public beaches & waterfront parks	14	8.8 %
Town Hall hours of operation	5	3.1 %
None chosen	20	12.5 %
Total	160	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 Top 3 Choices	Number	Percent
Overall quality of customer service you receive from Town employees	5	3.1 %
Overall effectiveness of communication with the community	62	38.8 %
Overall enforcement of Town codes & ordinances	38	23.8 %
Overall flow of traffic & ease of getting around within Town	99	61.9 %
Overall quality of library services	8	5.0 %
Overall maintenance of Town streets, sidewalks, & infrastructure	59	36.9 %
Overall quality of parks & recreation programs & facilities	23	14.4 %
Overall quality of public safety services (police, fire, EMS)	11	6.9 %
Overall quality of public transportation	15	9.4 %
Overall quality of public education	46	28.8 %
Overall quality of solid waste services (trash, recycling, yard waste)	16	10.0 %
Overall quality of stormwater management/flood control	19	11.9 %
Overall quality of public beaches & waterfront parks	22	13.8 %
Town Hall hours of operation	15	9.4 %
None chosen	9	5.6 %
Total	447	

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=160)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q3-1. Overall appearance of Town	8.8%	53.1%	12.5%	18.1%	5.6%	1.9%
Q3-2. How well Town is managing residential growth	1.9%	10.6%	14.4%	16.3%	54.4%	2.5%
Q3-3. Overall image of Scarborough	5.6%	38.1%	24.4%	21.3%	8.1%	2.5%
Q3-4. Overall quality of leadership provided by Town's elected officials	6.3%	20.0%	15.6%	17.5%	33.8%	6.9%
Q3-5. Overall quality of services provided by Town	11.3%	46.3%	28.1%	11.3%	1.9%	1.3%
Q3-6. Overall value received for Town of Scarborough tax dollars & fees	6.9%	23.8%	20.0%	23.1%	22.5%	3.8%
Q3-7. Overall quality of life in Scarborough	16.9%	51.3%	15.0%	10.0%	5.0%	1.9%
Q3-8. Overall efforts to promote diversity & inclusiveness in the community	8.1%	23.8%	37.5%	5.6%	5.0%	20.0%
Q3-9. Availability of affordable housing	6.3%	9.4%	30.6%	26.3%	12.5%	15.0%
Q3-10. Variety of housing options	6.3%	18.8%	32.5%	16.3%	11.9%	14.4%
Q3-11. Overall feeling of safety in Scarborough	23.8%	54.4%	13.1%	6.9%	0.0%	1.9%

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=160)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q3-1. Overall appearance of Town	8.9%	54.1%	12.7%	18.5%	5.7%
Q3-2. How well Town is managing residential growth	1.9%	10.9%	14.7%	16.7%	55.8%
Q3-3. Overall image of Scarborough	5.8%	39.1%	25.0%	21.8%	8.3%
Q3-4. Overall quality of leadership provided by Town's elected officials	6.7%	21.5%	16.8%	18.8%	36.2%
Q3-5. Overall quality of services provided by Town	11.4%	46.8%	28.5%	11.4%	1.9%
Q3-6. Overall value received for Town of Scarborough tax dollars & fees	7.1%	24.7%	20.8%	24.0%	23.4%
Q3-7. Overall quality of life in Scarborough	17.2%	52.2%	15.3%	10.2%	5.1%
Q3-8. Overall efforts to promote diversity & inclusiveness in the community	10.2%	29.7%	46.9%	7.0%	6.3%
Q3-9. Availability of affordable housing	7.4%	11.0%	36.0%	30.9%	14.7%
Q3-10. Variety of housing options	7.3%	21.9%	38.0%	19.0%	13.9%
Q3-11. Overall feeling of safety in Scarborough	24.2%	55.4%	13.4%	7.0%	0.0%

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=160)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q4-1. Overall quality of local police protection	34.4%	49.4%	8.1%	2.5%	0.6%	5.0%
Q4-2. Town's efforts to prevent crime	21.3%	48.8%	15.0%	1.9%	1.3%	11.9%
Q4-3. Enforcement of local traffic laws	14.4%	41.3%	16.9%	16.9%	5.0%	5.6%
Q4-4. How quickly police respond to emergencies	21.3%	41.9%	11.9%	1.3%	0.6%	23.1%
Q4-5. Public safety educational outreach	10.0%	38.1%	27.5%	3.8%	0.6%	20.0%
Q4-6. Visibility of police in neighborhoods	10.6%	43.1%	22.5%	11.3%	3.8%	8.8%
Q4-7. Visibility of police in retail areas	6.9%	37.5%	32.5%	6.9%	2.5%	13.8%
Q4-8. Overall quality of fire protection	31.9%	44.4%	9.4%	0.6%	0.0%	13.8%
Q4-9. How quickly fire services responds to emergencies	28.1%	31.9%	10.0%	1.9%	0.0%	28.1%
Q4-10. Overall quality of emergency medical/ ambulance services	34.4%	30.0%	11.3%	1.9%	0.6%	21.9%
Q4-11. Quality of service when calling 911 with an emergency	23.8%	23.1%	10.0%	1.9%	0.6%	40.6%
Q4-12. Quality of service when calling public safety for a non-emergency question or need	19.4%	32.5%	10.6%	1.3%	1.3%	35.0%
Q4-13. Quality of service from dispatch when you come to the public safety building	9.4%	24.4%	10.6%	1.3%	0.6%	53.8%
Q4-14. How quickly emergency medical services responds to emergencies	22.5%	30.6%	10.0%	0.6%	0.6%	35.6%
Q4-15. Professionalism of police officers	31.3%	41.9%	8.1%	1.3%	0.6%	16.9%
Q4-16. Attitude & behavior of officers towards citizens in your neighborhood	28.1%	41.3%	5.6%	1.9%	0.6%	22.5%
Q4-17. Efforts to cooperate with the public to address their concern	14.4%	38.8%	16.3%	1.9%	1.3%	27.5%

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=160)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q4-1. Overall quality of local police protection	36.2%	52.0%	8.6%	2.6%	0.7%
Q4-2. Town's efforts to prevent crime	24.1%	55.3%	17.0%	2.1%	1.4%
Q4-3. Enforcement of local traffic laws	15.2%	43.7%	17.9%	17.9%	5.3%
Q4-4. How quickly police respond to emergencies	27.6%	54.5%	15.4%	1.6%	0.8%
Q4-5. Public safety educational outreach	12.5%	47.7%	34.4%	4.7%	0.8%
Q4-6. Visibility of police in neighborhoods	11.6%	47.3%	24.7%	12.3%	4.1%
Q4-7. Visibility of police in retail areas	8.0%	43.5%	37.7%	8.0%	2.9%
Q4-8. Overall quality of fire protection	37.0%	51.4%	10.9%	0.7%	0.0%
Q4-9. How quickly fire services responds to emergencies	39.1%	44.3%	13.9%	2.6%	0.0%
Q4-10. Overall quality of emergency medical/ ambulance services	44.0%	38.4%	14.4%	2.4%	0.8%
Q4-11. Quality of service when calling 911 with an emergency	40.0%	38.9%	16.8%	3.2%	1.1%
Q4-12. Quality of service when calling public safety for a non-emergency question or need	29.8%	50.0%	16.3%	1.9%	1.9%
Q4-13. Quality of service from dispatch when you come to the public safety building	20.3%	52.7%	23.0%	2.7%	1.4%
Q4-14. How quickly emergency medical services responds to emergencies	35.0%	47.6%	15.5%	1.0%	1.0%
Q4-15. Professionalism of police officers	37.6%	50.4%	9.8%	1.5%	0.8%
Q4-16. Attitude & behavior of officers towards citizens in your neighborhood	36.3%	53.2%	7.3%	2.4%	0.8%
Q4-17. Efforts to cooperate with the public to address their concern	19.8%	53.4%	22.4%	2.6%	1.7%

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	15	9.4 %
Town's efforts to prevent crime	31	19.4 %
Enforcement of local traffic laws	26	16.3 %
How quickly police respond to emergencies	5	3.1 %
Public safety educational outreach	7	4.4 %
Visibility of police in neighborhoods	11	6.9 %
Visibility of police in retail areas	7	4.4 %
Overall quality of fire protection	2	1.3 %
How quickly fire services responds to emergencies	1	0.6 %
Overall quality of emergency medical/ambulance services	3	1.9 %
Quality of service when calling 911 with an emergency	2	1.3 %
Quality of service when calling public safety for a non-emergency question or need	3	1.9 %
How quickly emergency medical services responds to emergencies	2	1.3 %
Professionalism of police officers	4	2.5 %
Attitude & behavior of officers towards citizens in your neighborhood	2	1.3 %
Efforts to cooperate with the public to address their concern	11	6.9 %
None chosen	28	17.5 %
Total	160	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	4	2.5 %
Town's efforts to prevent crime	22	13.8 %
Enforcement of local traffic laws	11	6.9 %
How quickly police respond to emergencies	6	3.8 %
Public safety educational outreach	9	5.6 %
Visibility of police in neighborhoods	19	11.9 %
Visibility of police in retail areas	11	6.9 %
Overall quality of fire protection	1	0.6 %
How quickly fire services responds to emergencies	5	3.1 %
Overall quality of emergency medical/ambulance services	4	2.5 %
Quality of service when calling 911 with an emergency	2	1.3 %
Quality of service when calling public safety for a non-emergency question or need	1	0.6 %
Quality of service from dispatch when you come to the public safety building	2	1.3 %
How quickly emergency medical services responds to emergencies	4	2.5 %
Professionalism of police officers	4	2.5 %
Attitude & behavior of officers towards citizens in your neighborhood	9	5.6 %
Efforts to cooperate with the public to address their concern	6	3.8 %
None chosen	40	25.0 %
Total	160	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. 3rd choice	Number	Percent
Overall quality of local police protection	6	3.8 %
Town's efforts to prevent crime	7	4.4 %
Enforcement of local traffic laws	14	8.8 %
How quickly police respond to emergencies	5	3.1 %
Public safety educational outreach	13	8.1 %
Visibility of police in neighborhoods	17	10.6 %
Visibility of police in retail areas	5	3.1 %
Overall quality of fire protection	4	2.5 %
How quickly fire services responds to emergencies	5	3.1 %
Overall quality of emergency medical/ambulance services	4	2.5 %
Quality of service when calling 911 with an emergency	2	1.3 %
Quality of service from dispatch when you come to the public safety building	2	1.3 %
How quickly emergency medical services responds to emergencies	2	1.3 %
Professionalism of police officers	1	0.6 %
Attitude & behavior of officers towards citizens in your neighborhood	5	3.1 %
Efforts to cooperate with the public to address their concern	20	12.5 %
None chosen	48	30.0 %
Total	160	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	25	15.6 %
Town's efforts to prevent crime	60	37.5 %
Enforcement of local traffic laws	51	31.9 %
How quickly police respond to emergencies	16	10.0 %
Public safety educational outreach	29	18.1 %
Visibility of police in neighborhoods	47	29.4 %
Visibility of police in retail areas	23	14.4 %
Overall quality of fire protection	7	4.4 %
How quickly fire services responds to emergencies	11	6.9 %
Overall quality of emergency medical/ambulance services	11	6.9 %
Quality of service when calling 911 with an emergency	6	3.8 %
Quality of service when calling public safety for a non-emergency question or need	4	2.5 %
Quality of service from dispatch when you come to the public safety building	4	2.5 %
How quickly emergency medical services responds to emergencies	8	5.0 %
Professionalism of police officers	9	5.6 %
Attitude & behavior of officers towards citizens in your neighborhood	16	10.0 %
Efforts to cooperate with the public to address their concern	37	23.1 %
None chosen	28	17.5 %
Total	392	

Q6. In the past 12 months, have you or any members 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	27	16.9 %
No	129	80.6 %
Not provided	4	2.5 %
Total	160	100.0 %

WITHOUT NOT PROVIDED

Q6. In the past 12 months, have you or any members 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	27	17.3 %
No	129	82.7 %
Total	156	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 from the person who took your 911 call

	Number	Percent
Very satisfied	17	63.0 %
Satisfied	7	25.9 %
Neutral	2	7.4 %
Dissatisfied	1	3.7 %
Total	27	100.0 %

Q7. 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=160)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q7-1. Overall quality of trash collection services	43.1%	44.4%	4.4%	1.9%	0.6%	5.6%
Q7-2. Curbside recycling services	43.1%	39.4%	5.6%	3.1%	1.3%	7.5%
Q7-3. Recycling services/drop-off centers	17.5%	26.9%	18.8%	10.0%	8.8%	18.1%

WITHOUT DON'T KNOW

Q7. 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=160)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q7-1. Overall quality of trash collection services	45.7%	47.0%	4.6%	2.0%	0.7%
Q7-2. Curbside recycling services	46.6%	42.6%	6.1%	3.4%	1.4%
Q7-3. Recycling services/drop-off centers	21.4%	32.8%	22.9%	12.2%	10.7%

Q8. 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=160)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q8-1. Adequacy of street lighting	8.8%	48.1%	21.3%	15.6%	3.1%	3.1%
Q8-2. Cleanliness of streets & public areas	13.8%	59.4%	16.9%	5.0%	2.5%	2.5%
Q8-3. Quality of major Town streets	10.0%	51.3%	23.1%	11.9%	1.3%	2.5%
Q8-4. Quality of streets in your neighborhood	11.9%	45.6%	20.6%	14.4%	5.6%	1.9%
Q8-5. Quality of sidewalks	6.9%	30.0%	24.4%	16.3%	15.6%	6.9%
Q8-6. Quality of street signs & traffic signals	9.4%	59.4%	15.0%	11.3%	3.1%	1.9%
Q8-7. Maintenance of public buildings & facilities	15.0%	61.3%	13.8%	2.5%	1.3%	6.3%
Q8-8. Mowing & trimming along streets & public areas	17.5%	50.0%	15.0%	10.0%	3.8%	3.8%
Q8-9. Snow removal on Town streets	16.9%	55.0%	13.1%	9.4%	3.1%	2.5%
Q8-10. Snow removal on sidewalks	6.9%	31.3%	21.9%	15.0%	5.6%	19.4%
Q8-11. Quality of bike ways	5.6%	30.6%	21.9%	10.6%	9.4%	21.9%
Q8-12. Quantity of bike ways	6.3%	23.8%	17.5%	15.6%	15.6%	21.3%
Q8-13. Quality of sidewalks	7.5%	33.8%	29.4%	10.6%	6.3%	12.5%
Q8-14. Quantity of sidewalks	6.9%	19.4%	24.4%	21.9%	17.5%	10.0%

WITHOUT DON'T KNOW

Q8. 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=160)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q8-1. Adequacy of street lighting	9.0%	49.7%	21.9%	16.1%	3.2%
Q8-2. Cleanliness of streets & public areas	14.1%	60.9%	17.3%	5.1%	2.6%
Q8-3. Quality of major Town streets	10.3%	52.6%	23.7%	12.2%	1.3%
Q8-4. Quality of streets in your neighborhood	12.1%	46.5%	21.0%	14.6%	5.7%
Q8-5. Quality of sidewalks	7.4%	32.2%	26.2%	17.4%	16.8%
Q8-6. Quality of street signs & traffic signals	9.6%	60.5%	15.3%	11.5%	3.2%
Q8-7. Maintenance of public buildings & facilities	16.0%	65.3%	14.7%	2.7%	1.3%
Q8-8. Mowing & trimming along streets & public areas	18.2%	51.9%	15.6%	10.4%	3.9%
Q8-9. Snow removal on Town streets	17.3%	56.4%	13.5%	9.6%	3.2%
Q8-10. Snow removal on sidewalks	8.5%	38.8%	27.1%	18.6%	7.0%
Q8-11. Quality of bike ways	7.2%	39.2%	28.0%	13.6%	12.0%
Q8-12. Quantity of bike ways	7.9%	30.2%	22.2%	19.8%	19.8%
Q8-13. Quality of sidewalks	8.6%	38.6%	33.6%	12.1%	7.1%
Q8-14. Quantity of sidewalks	7.6%	21.5%	27.1%	24.3%	19.4%

Q9. Which THREE of the infrastructure items listed in Question 8 do you think should receive the MOST EMPHASIS from Town leaders over the next TWO years?

Q9. Top choice	Number	Percent
Adequacy of street lighting	15	9.4 %
Cleanliness of streets & public areas	11	6.9 %
Quality of major Town streets	18	11.3 %
Quality of streets in your neighborhood	16	10.0 %
Quality of sidewalks	9	5.6 %
Quality of street signs & traffic signals	10	6.3 %
Maintenance of public buildings & facilities	3	1.9 %
Mowing & trimming along streets & public areas	4	2.5 %
Snow removal on Town streets	12	7.5 %
Snow removal on sidewalks	3	1.9 %
Quality of bike ways	1	0.6 %
Quantity of bike ways	12	7.5 %
Quality of sidewalks	4	2.5 %
Quantity of sidewalks	22	13.8 %
None chosen	20	12.5 %
Total	160	100.0 %

Q9. Which THREE of the infrastructure items listed in Question 8 do you think should receive the MOST EMPHASIS from Town leaders over the next TWO years?

Q9. 2nd choice	Number	Percent
Adequacy of street lighting	15	9.4 %
Cleanliness of streets & public areas	4	2.5 %
Quality of major Town streets	9	5.6 %
Quality of streets in your neighborhood	10	6.3 %
Quality of sidewalks	8	5.0 %
Quality of street signs & traffic signals	12	7.5 %
Maintenance of public buildings & facilities	3	1.9 %
Mowing & trimming along streets & public areas	4	2.5 %
Snow removal on Town streets	11	6.9 %
Snow removal on sidewalks	11	6.9 %
Quality of bike ways	9	5.6 %
Quantity of bike ways	19	11.9 %
Quality of sidewalks	2	1.3 %
Quantity of sidewalks	16	10.0 %
None chosen	27	16.9 %
Total	160	100.0 %

Q9. Which THREE of the infrastructure items listed in Question 8 do you think should receive the MOST EMPHASIS from Town leaders over the next TWO years?

Q9. 3rd choice	Number	Percent
Adequacy of street lighting	10	6.3 %
Cleanliness of streets & public areas	10	6.3 %
Quality of major Town streets	13	8.1 %
Quality of streets in your neighborhood	8	5.0 %
Quality of sidewalks	3	1.9 %
Quality of street signs & traffic signals	9	5.6 %
Maintenance of public buildings & facilities	7	4.4 %
Mowing & trimming along streets & public areas	5	3.1 %
Snow removal on Town streets	12	7.5 %
Snow removal on sidewalks	6	3.8 %
Quality of bike ways	6	3.8 %
Quantity of bike ways	8	5.0 %
Quality of sidewalks	5	3.1 %
Quantity of sidewalks	13	8.1 %
None chosen	45	28.1 %
Total	160	100.0 %

SUM OF TOP 3 CHOICES

Q9. Which THREE of the infrastructure items listed in Question 8 do you think should receive the MOST EMPHASIS from Town leaders over the next TWO years? (top 3)

Q9. Sum of Top 3 Choices	Number	Percent
Adequacy of street lighting	40	25.0 %
Cleanliness of streets & public areas	25	15.6 %
Quality of major Town streets	40	25.0 %
Quality of streets in your neighborhood	34	21.3 %
Quality of sidewalks	20	12.5 %
Quality of street signs & traffic signals	31	19.4 %
Maintenance of public buildings & facilities	13	8.1 %
Mowing & trimming along streets & public areas	13	8.1 %
Snow removal on Town streets	35	21.9 %
Snow removal on sidewalks	20	12.5 %
Quality of bike ways	16	10.0 %
Quantity of bike ways	39	24.4 %
Quality of sidewalks	11	6.9 %
Quantity of sidewalks	51	31.9 %
None chosen	20	12.5 %
Total	408	

Q10. 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=160)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q10-1. Ease of getting around within Town of Scarborough	4.4%	38.8%	16.3%	25.0%	13.8%	1.9%
Q10-2. How well traffic signal system provides for efficient traffic flow	5.6%	32.5%	18.1%	28.8%	14.4%	0.6%
Q10-3. Availability of sidewalks	3.1%	26.9%	19.4%	30.0%	13.1%	7.5%
Q10-4. Availability of public parking	10.6%	46.9%	25.6%	7.5%	1.9%	7.5%
Q10-5. Ease of travel by bicycle in Scarborough	3.1%	15.6%	20.0%	20.6%	14.4%	26.3%
Q10-6. Ease of pedestrian travel in Scarborough	2.5%	15.6%	26.9%	24.4%	15.6%	15.0%
Q10-7. Availability of bikeways	3.8%	16.3%	20.0%	20.6%	14.4%	25.0%

WITHOUT DON'T KNOW

Q10. 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=160)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q10-1. Ease of getting around within Town of Scarborough	4.5%	39.5%	16.6%	25.5%	14.0%
Q10-2. How well traffic signal system provides for efficient traffic flow	5.7%	32.7%	18.2%	28.9%	14.5%
Q10-3. Availability of sidewalks	3.4%	29.1%	20.9%	32.4%	14.2%
Q10-4. Availability of public parking	11.5%	50.7%	27.7%	8.1%	2.0%
Q10-5. Ease of travel by bicycle in Scarborough	4.2%	21.2%	27.1%	28.0%	19.5%
Q10-6. Ease of pedestrian travel in Scarborough	2.9%	18.4%	31.6%	28.7%	18.4%
Q10-7. Availability of bikeways	5.0%	21.7%	26.7%	27.5%	19.2%

Q11. 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=160)

	Much too slow	Too slow	Just right	Too fast	Much too fast	Don't know
Q11-1. Single-family residential development (includes townhomes)	1.9%	6.3%	15.6%	23.8%	45.0%	7.5%
Q11-2. Multi-family residential development (apartments)	1.9%	7.5%	10.0%	17.5%	55.6%	7.5%
Q11-3. Income restricted affordable housing	9.4%	18.8%	10.6%	10.6%	25.0%	25.6%
Q11-4. Workforce housing options	8.8%	25.0%	11.9%	6.3%	17.5%	30.6%
Q11-5. Retail & business development	3.1%	10.6%	30.6%	20.0%	22.5%	13.1%
Q11-6. Redevelopment of abandoned or under-utilized properties	10.6%	25.6%	17.5%	10.6%	6.3%	29.4%

WITHOUT DON'T KNOW

Q11. 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=160)

	Much too slow	Too slow	Just right	Too fast	Much too fast
Q11-1. Single-family residential development (includes townhomes)	2.0%	6.8%	16.9%	25.7%	48.6%
Q11-2. Multi-family residential development (apartments)	2.0%	8.1%	10.8%	18.9%	60.1%
Q11-3. Income restricted affordable housing	12.6%	25.2%	14.3%	14.3%	33.6%
Q11-4. Workforce housing options	12.6%	36.0%	17.1%	9.0%	25.2%
Q11-5. Retail & business development	3.6%	12.2%	35.3%	23.0%	25.9%
Q11-6. Redevelopment of abandoned or under-utilized properties	15.0%	36.3%	24.8%	15.0%	8.8%

Q12. In the 2021 Community Survey, 52% of residents were either dissatisfied or very dissatisfied with how well the Town is managing residential growth. Of the issues listed below that are regularly cited and perceived to be attributable to an increase in residential growth, using a scale of 1 to 5, where 5 means "Very Concerned" and 1 means "Not Concerned at All," please rate your level of concern for each of the following.

(N=160)

	Very concern- ed	Concern- ed	Somew- hat concern- ed	Not concern- ed	Not concern- ed at all	Don't know
Q12-1. Increased travel or commute times	37.5%	26.9%	19.4%	10.0%	2.5%	3.8%
Q12-2. Increased impact on trails & conservation land	24.4%	23.1%	18.8%	25.0%	4.4%	4.4%
Q12-3. Increased demand for Town athletic facilities (e.g., courts, fields)	23.1%	18.8%	14.4%	22.5%	8.8%	12.5%
Q12-4. Increased demand for municipal beach parking & facilities	28.8%	27.5%	21.3%	12.5%	6.3%	3.8%
Q12-5. Increased calls for emergency services (police & EMS)	19.4%	35.6%	16.9%	14.4%	3.1%	10.6%
Q12-6. Increased impact to public infrastructure (e.g., roadways to be maintained, public sewer & water)	35.0%	35.0%	12.5%	10.0%	1.9%	5.6%
Q12-7. Increased student enrollment in school district	47.5%	19.4%	14.4%	10.0%	3.1%	5.6%
Q12-8. Increased municipal budget & property taxes	62.5%	16.9%	7.5%	6.3%	3.1%	3.8%
Q12-9. Increased competition for essential retail locations (e.g., grocery stores, gas stations, banks, restaurants)	13.8%	18.8%	21.9%	31.9%	6.3%	7.5%
Q12-10. Other	12.5%	3.8%	0.6%	1.9%	0.0%	81.3%

WITHOUT DON'T KNOW

Q12. In the 2021 Community Survey, 52% of residents were either dissatisfied or very dissatisfied with how well the Town is managing residential growth. Of the issues listed below that are regularly cited and perceived to be attributable to an increase in residential growth, using a scale of 1 to 5, where 5 means "Very Concerned" and 1 means "Not Concerned at All," please rate your level of concern for each of the following. (without "don't know")

(N=160)

	Very concerned	Concerned	Somewhat concerned	Not concerned	Not concerned at all
Q12-1. Increased travel or commute times	39.0%	27.9%	20.1%	10.4%	2.6%
Q12-2. Increased impact on trails & conservation land	25.5%	24.2%	19.6%	26.1%	4.6%
Q12-3. Increased demand for Town athletic facilities (e.g., courts, fields)	26.4%	21.4%	16.4%	25.7%	10.0%
Q12-4. Increased demand for municipal beach parking & facilities	29.9%	28.6%	22.1%	13.0%	6.5%
Q12-5. Increased calls for emergency services (police & EMS)	21.7%	39.9%	18.9%	16.1%	3.5%
Q12-6. Increased impact to public infrastructure (e.g., roadways to be maintained, public sewer & water)	37.1%	37.1%	13.2%	10.6%	2.0%
Q12-7. Increased student enrollment in school district	50.3%	20.5%	15.2%	10.6%	3.3%
Q12-8. Increased municipal budget & property taxes	64.9%	17.5%	7.8%	6.5%	3.2%
Q12-9. Increased competition for essential retail locations (e.g., grocery stores, gas stations, banks, restaurants)	14.9%	20.3%	23.6%	34.5%	6.8%
Q12-10. Other	66.7%	20.0%	3.3%	10.0%	0.0%

Q13. Which THREE of the items perceived growth impacts listed in Question 12 do you think should receive the MOST EMPHASIS from Town leaders over the next TWO years?

Q13. Top choice	Number	Percent
Increased travel or commute times	21	13.1 %
Increased impact on trails & conservation land	8	5.0 %
Increased demand for Town athletic facilities (e.g., courts, fields)	4	2.5 %
Increased demand for municipal beach parking & facilities	10	6.3 %
Increased calls for emergency services (police & EMS)	1	0.6 %
Increased impact to public infrastructure (e.g., roadways to be maintained, public sewer & water)	16	10.0 %
Increased student enrollment in school district	32	20.0 %
Increased municipal budget & property taxes	52	32.5 %
Other	3	1.9 %
None chosen	13	8.1 %
Total	160	100.0 %

Q13. Which THREE of the items perceived growth impacts listed in Question 12 do you think should receive the MOST EMPHASIS from Town leaders over the next TWO years?

Q13. 2nd choice	Number	Percent
Increased travel or commute times	19	11.9 %
Increased impact on trails & conservation land	7	4.4 %
Increased demand for Town athletic facilities (e.g., courts, fields)	12	7.5 %
Increased demand for municipal beach parking & facilities	11	6.9 %
Increased calls for emergency services (police & EMS)	9	5.6 %
Increased impact to public infrastructure (e.g., roadways to be maintained, public sewer & water)	25	15.6 %
Increased student enrollment in school district	25	15.6 %
Increased municipal budget & property taxes	27	16.9 %
Increased competition for essential retail locations (e.g., grocery stores, gas stations, banks, restaurants)	3	1.9 %
None chosen	22	13.8 %
Total	160	100.0 %

Q13. Which THREE of the items perceived growth impacts listed in Question 12 do you think should receive the MOST EMPHASIS from Town leaders over the next TWO years?

Q13. 3rd choice	Number	Percent
Increased travel or commute times	20	12.5 %
Increased impact on trails & conservation land	3	1.9 %
Increased demand for Town athletic facilities (e.g., courts, fields)	7	4.4 %
Increased demand for municipal beach parking & facilities	9	5.6 %
Increased calls for emergency services (police & EMS)	15	9.4 %
Increased impact to public infrastructure (e.g., roadways to be maintained, public sewer & water)	38	23.8 %
Increased student enrollment in school district	12	7.5 %
Increased municipal budget & property taxes	20	12.5 %
Increased competition for essential retail locations (e.g., grocery stores, gas stations, banks, restaurants)	3	1.9 %
Other	5	3.1 %
None chosen	28	17.5 %
Total	160	100.0 %

SUM OF TOP 3 CHOICES

Q13. Which THREE of the items perceived growth impacts listed in Question 12 do you think should receive the MOST EMPHASIS from Town leaders over the next TWO years? (top 3)

Q13. Sum of Top 3 Choices	Number	Percent
Increased travel or commute times	60	37.5 %
Increased impact on trails & conservation land	18	11.3 %
Increased demand for Town athletic facilities (e.g., courts, fields)	23	14.4 %
Increased demand for municipal beach parking & facilities	30	18.8 %
Increased calls for emergency services (police & EMS)	25	15.6 %
Increased impact to public infrastructure (e.g., roadways to be maintained, public sewer & water)	79	49.4 %
Increased student enrollment in school district	69	43.1 %
Increased municipal budget & property taxes	99	61.9 %
Increased competition for essential retail locations (e.g., grocery stores, gas stations, banks, restaurants)	6	3.8 %
Other	8	5.0 %
None chosen	13	8.1 %
Total	430	

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=160)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q14-1. Availability of information about Town programs & services	16.3%	41.9%	22.5%	15.0%	3.1%	1.3%
Q14-2. Town efforts to keep you informed about local issues	14.4%	30.6%	18.1%	23.8%	10.6%	2.5%
Q14-3. Level of public involvement in local decision making	4.4%	20.0%	14.4%	30.0%	26.9%	4.4%
Q14-4. Timeliness of information provided by Town	8.8%	23.1%	20.0%	23.1%	20.0%	5.0%
Q14-5. Usefulness of information on Town's website	9.4%	33.8%	31.9%	15.6%	4.4%	5.0%
Q14-6. Town's cable television channel (SCTV)	1.3%	16.3%	26.3%	5.6%	1.9%	48.8%
Q14-7. Town's use of social media	3.8%	23.8%	31.9%	10.6%	2.5%	27.5%
Q14-8. Town's use of modern technology (e.g., YouTube, Zoom)	5.0%	29.4%	28.1%	6.3%	1.3%	30.0%
Q14-9. Virtual Town Council meetings	7.5%	31.9%	30.6%	4.4%	3.1%	22.5%

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=160)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q14-1. Availability of information about Town programs & services	16.5%	42.4%	22.8%	15.2%	3.2%
Q14-2. Town efforts to keep you informed about local issues	14.7%	31.4%	18.6%	24.4%	10.9%
Q14-3. Level of public involvement in local decision making	4.6%	20.9%	15.0%	31.4%	28.1%
Q14-4. Timeliness of information provided by Town	9.2%	24.3%	21.1%	24.3%	21.1%
Q14-5. Usefulness of information on Town's website	9.9%	35.5%	33.6%	16.4%	4.6%
Q14-6. Town's cable television channel (SCTV)	2.4%	31.7%	51.2%	11.0%	3.7%
Q14-7. Town's use of social media	5.2%	32.8%	44.0%	14.7%	3.4%
Q14-8. Town's use of modern technology (e.g., YouTube, Zoom)	7.1%	42.0%	40.2%	8.9%	1.8%
Q14-9. Virtual Town Council meetings	9.7%	41.1%	39.5%	5.6%	4.0%

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

Q15. Your primary sources of information about
Town issues, services, & events

	Number	Percent
Town's website	98	61.3 %
Email subscription (eNewsletter)	92	57.5 %
Town local access channel	11	6.9 %
Town Hall	14	8.8 %
Instagram	10	6.3 %
Facebook	59	36.9 %
Television	16	10.0 %
Radio	3	1.9 %
Newspaper-Scarborough Leader	109	68.1 %
Other	9	5.6 %
Total	421	

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	28	17.5 %
Email subscription (eNewsletter)	64	40.0 %
Town local access channel	2	1.3 %
Instagram	2	1.3 %
Facebook	16	10.0 %
Television	2	1.3 %
Newspaper-Scarborough Leader	27	16.9 %
Other	2	1.3 %
None chosen	17	10.6 %
Total	160	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	32	20.0 %
Email subscription (eNewsletter)	24	15.0 %
Town local access channel	5	3.1 %
Town Hall	3	1.9 %
Instagram	6	3.8 %
Facebook	20	12.5 %
Television	4	2.5 %
Radio	1	0.6 %
Newspaper-Scarborough Leader	38	23.8 %
None chosen	27	16.9 %
Total	160	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	36	22.5 %
Email subscription (eNewsletter)	12	7.5 %
Town local access channel	2	1.3 %
Town Hall	4	2.5 %
Instagram	3	1.9 %
Facebook	11	6.9 %
Television	5	3.1 %
Radio	2	1.3 %
Newspaper-Scarborough Leader	33	20.6 %
Other	5	3.1 %
None chosen	47	29.4 %
Total	160	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	96	60.0 %
Email subscription (eNewsletter)	100	62.5 %
Town local access channel	9	5.6 %
Town Hall	7	4.4 %
Instagram	11	6.9 %
Facebook	47	29.4 %
Television	11	6.9 %
Radio	3	1.9 %
Newspaper-Scarborough Leader	98	61.3 %
Other	7	4.4 %
None chosen	17	10.6 %
Total	406	

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

Q17. Have you contacted Town during past year	Number	Percent
Yes	93	58.1 %
No	63	39.4 %
Not provided	4	2.5 %
Total	160	100.0 %

WITHOUT NOT PROVIDED

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

Q17. Have you contacted Town during past year	Number	Percent
Yes	93	59.6 %
No	63	40.4 %
Total	156	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=93)

	Always	Usually	Someti- mes	Seldom	Never	Don't know
Q17a-1. It was easy to find someone to address my request	45.2%	38.7%	12.9%	1.1%	2.2%	0.0%
Q17a-2. Scarborough employee went the extra mile	38.9%	25.6%	22.2%	5.6%	4.4%	3.3%
Q17a-3. Response time was reasonable	40.7%	34.1%	17.6%	3.3%	4.4%	0.0%
Q17a-4. I was able to get my question/concern resolved	42.9%	33.0%	13.2%	3.3%	7.7%	0.0%
Q17a-5. Scarborough employees are courteous/ professional	55.9%	34.4%	6.5%	1.1%	2.2%	0.0%
Q17a-6. I was satisfied with my experience	44.1%	34.4%	14.0%	3.2%	4.3%	0.0%

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=93)

	Always	Usually	Sometimes	Seldom	Never
Q17a-1. It was easy to find someone to address my request	45.2%	38.7%	12.9%	1.1%	2.2%
Q17a-2. Scarborough employee went the extra mile	40.2%	26.4%	23.0%	5.7%	4.6%
Q17a-3. Response time was reasonable	40.7%	34.1%	17.6%	3.3%	4.4%
Q17a-4. I was able to get my question/concern resolved	42.9%	33.0%	13.2%	3.3%	7.7%
Q17a-5. Scarborough employees are courteous/ professional	55.9%	34.4%	6.5%	1.1%	2.2%
Q17a-6. I was satisfied with my experience	44.1%	34.4%	14.0%	3.2%	4.3%

Q18. Library Services. In the last 12 months, how many times have you visited the Library or used its online tools?

Q18. How many times have you visited the Library or used its online tools in last 12 months	Number	Percent
At least once a week	24	15.0 %
About once a month	30	18.8 %
At least once every other month	12	7.5 %
A few times	35	21.9 %
Never	53	33.1 %
Not provided	6	3.8 %
Total	160	100.0 %

WITHOUT NOT PROVIDED

Q18. Library Services. In the last 12 months, how many times have you visited the Library or used its online tools? (without "not provided")

Q18. How many times have you visited the Library or used its online tools in last 12 months	Number	Percent
At least once a week	24	15.6 %
About once a month	30	19.5 %
At least once every other month	12	7.8 %
A few times	35	22.7 %
Never	53	34.4 %
Total	154	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=101)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q18a-1. Overall satisfaction with Scarborough Public Library	51.0%	37.0%	9.0%	1.0%	1.0%	1.0%
Q18a-2. Library hours of operation	37.0%	44.0%	11.0%	6.0%	1.0%	1.0%
Q18a-3. The current location	52.0%	43.0%	3.0%	2.0%	0.0%	0.0%
Q18a-4. Selection of materials for just about everyone	42.0%	43.0%	10.0%	2.0%	0.0%	3.0%
Q18a-5. Free computer resources/online services & databases	33.3%	34.4%	14.6%	1.0%	0.0%	16.7%
Q18a-6. Services & meeting rooms for area businesses	16.7%	26.0%	19.8%	9.4%	2.1%	26.0%
Q18a-7. Children's programs & services offered	21.4%	23.5%	18.4%	4.1%	0.0%	32.7%
Q18a-8. Young adult programs & services offered	15.6%	15.6%	21.9%	3.1%	0.0%	43.8%
Q18a-9. Adult programs & services offered	19.8%	31.3%	22.9%	3.1%	0.0%	22.9%
Q18a-10. Assistance & customer service provided by library staff (friendly, polite, & professional)	61.6%	27.3%	8.1%	0.0%	0.0%	3.0%
Q18a-11. Availability of public meeting rooms	11.6%	25.3%	25.3%	5.3%	3.2%	29.5%
Q18a-12. Accessibility to services & facilities	30.6%	39.8%	14.3%	1.0%	0.0%	14.3%

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=101)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q18a-1. Overall satisfaction with Scarborough Public Library	51.5%	37.4%	9.1%	1.0%	1.0%
Q18a-2. Library hours of operation	37.4%	44.4%	11.1%	6.1%	1.0%
Q18a-3. The current location	52.0%	43.0%	3.0%	2.0%	0.0%
Q18a-4. Selection of materials for just about everyone	43.3%	44.3%	10.3%	2.1%	0.0%
Q18a-5. Free computer resources/online services & databases	40.0%	41.3%	17.5%	1.3%	0.0%
Q18a-6. Services & meeting rooms for area businesses	22.5%	35.2%	26.8%	12.7%	2.8%
Q18a-7. Children's programs & services offered	31.8%	34.8%	27.3%	6.1%	0.0%
Q18a-8. Young adult programs & services offered	27.8%	27.8%	38.9%	5.6%	0.0%
Q18a-9. Adult programs & services offered	25.7%	40.5%	29.7%	4.1%	0.0%
Q18a-10. Assistance & customer service provided by library staff (friendly, polite, & professional)	63.5%	28.1%	8.3%	0.0%	0.0%
Q18a-11. Availability of public meeting rooms	16.4%	35.8%	35.8%	7.5%	4.5%
Q18a-12. Accessibility to services & facilities	35.7%	46.4%	16.7%	1.2%	0.0%

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	2	3.8 %
I enjoy other recreational activities instead of reading	12	22.6 %
I don't have time to read or go to free events	4	7.5 %
Concerns about COVID	1	1.9 %
Other	21	39.6 %
Not provided	13	24.5 %
Total	53	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	2	5.0 %
I enjoy other recreational activities instead of reading	12	30.0 %
I don't have time to read or go to free events	4	10.0 %
Concerns about COVID	1	2.5 %
Other	21	52.5 %
Total	40	100.0 %

Q18c. Do you or someone in your household have a library card?

Q18c. Do you or someone in your household have a library card	Number	Percent
Yes	117	73.1 %
No	37	23.1 %
Not provided	6	3.8 %
Total	160	100.0 %

WITHOUT NOT PROVIDED

Q18c. Do you or someone in your household have a library card? (without "not provided")

Q18c. Do you or someone in your household have a library card	Number	Percent
Yes	117	76.0 %
No	37	24.0 %
Total	154	100.0 %

Q18d. The Library serves our community in a wide range of areas, but Scarborough has grown significantly since the last expansion project in the early 1990s. Which, if any, of the following areas do you think require expansion given Scarborough's changing population and needs?

Q18d. Which areas do you think require expansion given Scarborough's changing population & needs	Number	Percent
Children's programs & services	41	25.6 %
Young adult programs & services	40	25.0 %
Adult & senior programs & services	43	26.9 %
An additional meeting room for community groups & public events	32	20.0 %
Expanded free computer resources/online services & databases	26	16.3 %
Expanded selection of books & other materials	29	18.1 %
A collaborative work space for creative projects using tools & technology that may not be readily accessible or affordable (for example, 3-D printers, audio & video capture & editing, arts & crafts, digital preservation)	33	20.6 %
Adequate working/office space for library staff	35	21.9 %
Expanded services for people with disabilities & those unable to easily travel to the Library	28	17.5 %
Other	6	3.8 %
No expansion required-the existing facility is more than adequate to meet Scarborough's community needs	64	40.0 %
Total	377	

Q18e. The Town rejected a \$13 million bond issue last fall to expand the Library. Regardless of how you voted in November, would you support a future bond issue to enable expansion?

Q18e. Would you support a future bond issue to enable expansion	Number	Percent
Yes, in any reasonable size	39	24.4 %
Yes, but significantly smaller than the prior bond issue request	15	9.4 %
Yes, but only after school construction has been completed & final costs known	16	10.0 %
Yes, but only after other community services needs, including a community center with fitness facilities, have been given appropriate resources	11	6.9 %
No, but if private donors could raise funds for building expansion, I would support an appropriate increase in the Library's operational budget	28	17.5 %
No, under no circumstances would I support additional Town resources for the Library-the existing service level is more than sufficient	44	27.5 %
Not provided	7	4.4 %
Total	160	100.0 %

WITHOUT NOT PROVIDED

Q18e. The Town rejected a \$13 million bond issue last fall to expand the Library. Regardless of how you voted in November, would you support a future bond issue to enable expansion? (without "not provided")

Q18e. Would you support a future bond issue to enable expansion	Number	Percent
Yes, in any reasonable size	39	25.5 %
Yes, but significantly smaller than the prior bond issue request	15	9.8 %
Yes, but only after school construction has been completed & final costs known	16	10.5 %
Yes, but only after other community services needs, including a community center with fitness facilities, have been given appropriate resources	11	7.2 %
No, but if private donors could raise funds for building expansion, I would support an appropriate increase in the Library's operational budget	28	18.3 %
No, under no circumstances would I support additional Town resources for the Library-the existing service level is more than sufficient	44	28.8 %
Total	153	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	43	26.9 %
No	114	71.3 %
Not provided	3	1.9 %
Total	160	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	43	27.4 %
No	114	72.6 %
Total	157	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=43)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q19a-1. Administration (school level)	32.6%	34.9%	16.3%	9.3%	7.0%	0.0%
Q19a-2. Administration (district level)	18.6%	39.5%	18.6%	9.3%	14.0%	0.0%
Q19a-3. Class size or student-teacher ratio	14.0%	46.5%	18.6%	16.3%	4.7%	0.0%
Q19a-4. Quality of curriculum	18.6%	41.9%	18.6%	14.0%	7.0%	0.0%
Q19a-5. Qualifications & performance of the teachers	34.9%	34.9%	18.6%	4.7%	4.7%	2.3%
Q19a-6. Overall education that my child is receiving/ received	27.9%	34.9%	20.9%	14.0%	2.3%	0.0%
Q19a-7. Athletics	11.6%	44.2%	25.6%	11.6%	2.3%	4.7%
Q19a-8. Other extracurricular activities	9.5%	38.1%	31.0%	9.5%	0.0%	11.9%
Q19a-9. Quality of communication between schools & home	32.6%	32.6%	14.0%	14.0%	7.0%	0.0%
Q19a-10. Quality of food service	14.0%	30.2%	20.9%	23.3%	7.0%	4.7%
Q19a-11. Quality of school transportation	23.8%	31.0%	16.7%	14.3%	7.1%	7.1%

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=43)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q19a-1. Administration (school level)	32.6%	34.9%	16.3%	9.3%	7.0%
Q19a-2. Administration (district level)	18.6%	39.5%	18.6%	9.3%	14.0%
Q19a-3. Class size or student-teacher ratio	14.0%	46.5%	18.6%	16.3%	4.7%
Q19a-4. Quality of curriculum	18.6%	41.9%	18.6%	14.0%	7.0%
Q19a-5. Qualifications & performance of the teachers	35.7%	35.7%	19.0%	4.8%	4.8%
Q19a-6. Overall education that my child is receiving/ received	27.9%	34.9%	20.9%	14.0%	2.3%
Q19a-7. Athletics	12.2%	46.3%	26.8%	12.2%	2.4%
Q19a-8. Other extracurricular activities	10.8%	43.2%	35.1%	10.8%	0.0%
Q19a-9. Quality of communication between schools & home	32.6%	32.6%	14.0%	14.0%	7.0%
Q19a-10. Quality of food service	14.6%	31.7%	22.0%	24.4%	7.3%
Q19a-11. Quality of school transportation	25.6%	33.3%	17.9%	15.4%	7.7%

Q20. Have you ever had any children in your household that attended Scarborough Public Schools?

Q20. Have you ever had any children in your household that attended Scarborough Public Schools

	Number	Percent
Yes	97	60.6 %
No	61	38.1 %
Not provided	2	1.3 %
Total	160	100.0 %

WITHOUT NOT PROVIDED

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

Q20. Have you ever had any children in your household that attended Scarborough Public Schools

	Number	Percent
Yes	97	61.4 %
No	61	38.6 %
Total	158	100.0 %

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

Q22. Most significant issues will Scarborough face over next five years

	Number	Percent
Pace of community growth/expansion	125	78.1 %
Affordability of Town services (property taxes)	112	70.0 %
Public education	61	38.1 %
Affordable housing	47	29.4 %
Climate change adaptation	29	18.1 %
Transportation	26	16.3 %
Environmental protection	20	12.5 %
Public safety	20	12.5 %
Social justice/equity/inclusivity	7	4.4 %
Other	5	3.1 %
Job opportunities	2	1.3 %
Total	454	

Q23. Approximately how many years have you lived in the Town of Scarborough?

Q23. How many years have you lived in Town of Scarborough

	Number	Percent
Less than 5 years	30	18.8 %
5-10 years	29	18.1 %
11-20 years	27	16.9 %
20+ years	72	45.0 %
Not provided	2	1.3 %
Total	160	100.0 %

WITHOUT NOT PROVIDED

Q23. Approximately how many years have you lived in the Town of Scarborough? (without "not provided")

Q23. How many years have you lived in Town of Scarborough

	Number	Percent
Less than 5 years	30	19.0 %
5-10 years	29	18.4 %
11-20 years	27	17.1 %
20+ years	72	45.6 %
Total	158	100.0 %

Q24. Including yourself, how many persons from each age group are currently living in your household?

	Mean	Sum
number	2.77	430
5 & under	0.14	21
6 to 19	0.50	78
20 to 44	0.54	83
45 to 64	0.94	145
65 to 74	0.46	72
75 & over	0.20	31

Q25. In what type of residence do you live?

Q25. In what type of residence do you live	Number	Percent
Single family home	138	86.3 %
Townhome	2	1.3 %
Apartment or condominium	13	8.1 %
Other	6	3.8 %
Not provided	1	0.6 %
Total	160	100.0 %

WITHOUT NOT PROVIDED

Q25. In what type of residence do you live? (without "not provided")

Q25. In what type of residence do you live	Number	Percent
Single family home	138	86.8 %
Townhome	2	1.3 %
Apartment or condominium	13	8.2 %
Other	6	3.8 %
Total	159	100.0 %

Q25-4. Other:

Q25-4. Other	Number	Percent
Retirement Community	1	16.7 %
Multi family	1	16.7 %
Home attached to business	1	16.7 %
I live in Piper Shores, a CCRC	1	16.7 %
Lifecare community	1	16.7 %
Single Family with ADU	1	16.7 %
Total	6	100.0 %

Q26. Do you own or rent your current residence?

Q26. Do you own or rent your current residence	Number	Percent
Own	153	95.6 %
Rent	6	3.8 %
Not provided	1	0.6 %
Total	160	100.0 %

WITHOUT NOT PROVIDED

Q26. Do you own or rent your current residence? (without "not provided")

Q26. Do you own or rent your current residence	Number	Percent
Own	153	96.2 %
Rent	6	3.8 %
Total	159	100.0 %

Q27. What is your age?

Q27. Your age	Number	Percent
18-34	8	5.0 %
35-44	17	10.6 %
45-54	31	19.4 %
55-64	40	25.0 %
65+	52	32.5 %
Not provided	12	7.5 %
Total	160	100.0 %

WITHOUT NOT PROVIDED

Q27. What is your age? (without "not provided")

Q27. Your age	Number	Percent
18-34	8	5.4 %
35-44	17	11.5 %
45-54	31	20.9 %
55-64	40	27.0 %
65+	52	35.1 %
Total	148	100.0 %

Q28. Which of the following best describes your race/ethnicity?

Q28. Your race/ethnicity	Number	Percent
American Indian or Alaska Native	2	1.3 %
White or Caucasian	143	89.4 %
Hispanic, Spanish, or Latino/a/x	1	0.6 %
Other	7	4.4 %
Total	153	

Q29. Your gender:

Q29. Your gender	Number	Percent
Male	63	39.4 %
Female	87	54.4 %
Not provided	10	6.3 %
Total	160	100.0 %

WITHOUT NOT PROVIDED

Q29. Your gender: (without "not provided")

Q29. Your gender	Number	Percent
Male	63	42.0 %
Female	87	58.0 %
Total	150	100.0 %

Q30. Would you say your total household income is...

Q30. Your total household income	Number	Percent
Under \$30K	2	1.3 %
\$30K to \$59,999	13	8.1 %
\$60K to \$99,999	21	13.1 %
\$100K to \$129,999	26	16.3 %
\$130K+	64	40.0 %
Not provided	34	21.3 %
Total	160	100.0 %

WITHOUT NOT PROVIDED

Q30. Would you say your total household income is... (without "not provided")

Q30. Your total household income	Number	Percent
Under \$30K	2	1.6 %
\$30K to \$59,999	13	10.3 %
\$60K to \$99,999	21	16.7 %
\$100K to \$129,999	26	20.6 %
\$130K+	64	50.8 %
Total	126	100.0 %

Q31. Which of the following best describes your current employment status?

<u>Q31. Your current employment status</u>	<u>Number</u>	<u>Percent</u>
Employed outside the home	72	45.0 %
Employed in the home/have a home-based business	15	9.4 %
Student	1	0.6 %
Retired	56	35.0 %
Not currently employed outside the home	4	2.5 %
Not provided	12	7.5 %
Total	160	100.0 %

WITHOUT NOT PROVIDED

Q31. Which of the following best describes your current employment status? (without "not provided")

<u>Q31. Your current employment status</u>	<u>Number</u>	<u>Percent</u>
Employed outside the home	72	48.6 %
Employed in the home/have a home-based business	15	10.1 %
Student	1	0.7 %
Retired	56	37.8 %
Not currently employed outside the home	4	2.7 %
Total	148	100.0 %

Q31-1. What is the zip code where you work?

Q31-1. Zip code where you work	Number	Percent
4074	22	33.8 %
4101	10	15.4 %
4106	8	12.3 %
4005	4	6.2 %
4102	3	4.6 %
4103	3	4.6 %
4032	1	1.5 %
2135	1	1.5 %
4090	1	1.5 %
4075	1	1.5 %
4122	1	1.5 %
4030	1	1.5 %
4064	1	1.5 %
4072	1	1.5 %
4084	1	1.5 %
2128	1	1.5 %
4105	1	1.5 %
4011	1	1.5 %
3801	1	1.5 %
4530	1	1.5 %
Total	64	100.0 %