

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=309)

	Very satisfied	Satisfied	Neutral	Dissatisfi- ed	Very dissatisfi- ed	Don't know
Q1-1. Overall quality of customer service you receive from Town employees	42.7%	33.3%	13.9%	3.6%	2.9%	3.6%
Q1-2. Overall effectiveness of communication with the community	17.8%	29.1%	26.2%	14.6%	5.5%	6.8%
Q1-3. Overall enforcement of Town codes & ordinances	10.4%	23.0%	27.5%	7.8%	10.7%	20.7%
Q1-4. Overall flow of traffic & ease of getting around within Town	3.9%	17.8%	15.2%	28.5%	33.7%	1.0%
Q1-5. Overall quality of library services	35.0%	22.0%	16.2%	2.3%	1.0%	23.6%
Q1-6. Overall maintenance of Town streets, sidewalks, & infrastructure	13.6%	33.3%	20.1%	19.4%	11.0%	2.6%
Q1-7. Overall quality of parks & recreation programs & facilities	22.0%	33.0%	21.7%	5.8%	3.2%	14.2%
Q1-8. Overall quality of public safety services (police, fire, EMS)	38.8%	39.2%	8.7%	4.5%	1.9%	6.8%
Q1-9. Overall quality of public transportation	3.2%	6.8%	25.6%	12.3%	9.4%	42.7%
Q1-10. Overall quality of public education	10.7%	25.6%	23.9%	6.8%	7.4%	25.6%
Q1-11. Overall quality of solid waste services (trash, recycling, yard waste)	23.3%	37.9%	16.8%	8.1%	3.2%	10.7%
Q1-12. Overall quality of stormwater management/flood control	12.9%	30.1%	23.0%	5.8%	3.6%	24.6%
Q1-13. Overall quality of public beaches & waterfront parks	26.2%	40.5%	15.9%	5.2%	2.6%	9.7%
Q1-14. Town Hall hours of operation	17.2%	35.3%	15.2%	17.5%	10.7%	4.2%

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=309)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q1-1. Overall quality of customer service you receive from Town employees	44.3%	34.6%	14.4%	3.7%	3.0%
Q1-2. Overall effectiveness of communication with the community	19.1%	31.3%	28.1%	15.6%	5.9%
Q1-3. Overall enforcement of Town codes & ordinances	13.1%	29.0%	34.7%	9.8%	13.5%
Q1-4. Overall flow of traffic & ease of getting around within Town	3.9%	18.0%	15.4%	28.8%	34.0%
Q1-5. Overall quality of library services	45.8%	28.8%	21.2%	3.0%	1.3%
Q1-6. Overall maintenance of Town streets, sidewalks, & infrastructure	14.0%	34.2%	20.6%	19.9%	11.3%
Q1-7. Overall quality of parks & recreation programs & facilities	25.7%	38.5%	25.3%	6.8%	3.8%
Q1-8. Overall quality of public safety services (police, fire, EMS)	41.7%	42.0%	9.4%	4.9%	2.1%
Q1-9. Overall quality of public transportation	5.6%	11.9%	44.6%	21.5%	16.4%
Q1-10. Overall quality of public education	14.3%	34.3%	32.2%	9.1%	10.0%
Q1-11. Overall quality of solid waste services (trash, recycling, yard waste)	26.1%	42.4%	18.8%	9.1%	3.6%
Q1-12. Overall quality of stormwater management/flood control	17.2%	39.9%	30.5%	7.7%	4.7%
Q1-13. Overall quality of public beaches & waterfront parks	29.0%	44.8%	17.6%	5.7%	2.9%
Q1-14. Town Hall hours of operation	17.9%	36.8%	15.9%	18.2%	11.1%

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. Top choice	Number	Percent
Overall quality of customer service you receive from Town employees	4	1.3 %
Overall effectiveness of communication with the community	23	7.4 %
Overall enforcement of Town codes & ordinances	15	4.9 %
Overall flow of traffic & ease of getting around within Town	138	44.7 %
Overall quality of library services	5	1.6 %
Overall maintenance of Town streets, sidewalks, & infrastructure	25	8.1 %
Overall quality of parks & recreation programs & facilities	5	1.6 %
Overall quality of public safety services (police, fire, EMS)	11	3.6 %
Overall quality of public transportation	3	1.0 %
Overall quality of public education	19	6.1 %
Overall quality of solid waste services (trash, recycling, yard waste)	6	1.9 %
Overall quality of stormwater management/flood control	12	3.9 %
Overall quality of public beaches & waterfront parks	8	2.6 %
Town Hall hours of operation	9	2.9 %
None chosen	26	8.4 %
Total	309	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. 2nd choice	Number	Percent
Overall quality of customer service you receive from Town employees	4	1.3 %
Overall effectiveness of communication with the community	22	7.1 %
Overall enforcement of Town codes & ordinances	15	4.9 %
Overall flow of traffic & ease of getting around within Town	47	15.2 %
Overall quality of library services	5	1.6 %
Overall maintenance of Town streets, sidewalks, & infrastructure	53	17.2 %
Overall quality of parks & recreation programs & facilities	15	4.9 %
Overall quality of public safety services (police, fire, EMS)	13	4.2 %
Overall quality of public transportation	17	5.5 %
Overall quality of public education	30	9.7 %
Overall quality of solid waste services (trash, recycling, yard waste)	11	3.6 %
Overall quality of stormwater management/flood control	13	4.2 %
Overall quality of public beaches & waterfront parks	10	3.2 %
Town Hall hours of operation	16	5.2 %
None chosen	38	12.3 %
Total	309	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	1.0 %
Overall effectiveness of communication with the community	25	8.1 %
Overall enforcement of Town codes & ordinances	25	8.1 %
Overall flow of traffic & ease of getting around within Town	27	8.7 %
Overall quality of library services	3	1.0 %
Overall maintenance of Town streets, sidewalks, & infrastructure	36	11.7 %
Overall quality of parks & recreation programs & facilities	13	4.2 %
Overall quality of public safety services (police, fire, EMS)	14	4.5 %
Overall quality of public transportation	19	6.1 %
Overall quality of public education	29	9.4 %
Overall quality of solid waste services (trash, recycling, yard waste)	10	3.2 %
Overall quality of stormwater management/flood control	10	3.2 %
Overall quality of public beaches & waterfront parks	17	5.5 %
Town Hall hours of operation	21	6.8 %
None chosen	57	18.4 %
Total	309	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	11	3.6 %
Overall effectiveness of communication with the community	70	22.7 %
Overall enforcement of Town codes & ordinances	55	17.8 %
Overall flow of traffic & ease of getting around within Town	212	68.6 %
Overall quality of library services	13	4.2 %
Overall maintenance of Town streets, sidewalks, & infrastructure	114	36.9 %
Overall quality of parks & recreation programs & facilities	33	10.7 %
Overall quality of public safety services (police, fire, EMS)	38	12.3 %
Overall quality of public transportation	39	12.6 %
Overall quality of public education	78	25.2 %
Overall quality of solid waste services (trash, recycling, yard waste)	27	8.7 %
Overall quality of stormwater management/flood control	35	11.3 %
Overall quality of public beaches & waterfront parks	35	11.3 %
Town Hall hours of operation	46	14.9 %
None chosen	26	8.4 %
Total	832	

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=309)

	Very satisfied	Satisfied	Neutral	Dissatisfi- ed	Very dissatisfi- ed	Don't know
Q3-1. Overall appearance of Town	14.2%	41.1%	21.0%	14.9%	5.8%	2.9%
Q3-2. How well Town is managing residential growth	1.0%	9.1%	13.3%	19.4%	52.8%	4.5%
Q3-3. Overall image of Scarborough	12.0%	31.1%	29.8%	13.9%	9.1%	4.2%
Q3-4. Overall quality of leadership provided by Town's elected officials	6.5%	21.7%	26.9%	19.4%	18.8%	6.8%
Q3-5. Overall quality of services provided by Town	11.7%	41.7%	23.6%	11.0%	5.2%	6.8%
Q3-6. Overall value received for Town of Scarborough tax dollars & fees	5.8%	18.4%	26.5%	22.3%	22.7%	4.2%
Q3-7. Overall quality of life in Scarborough	21.0%	38.2%	23.0%	8.4%	6.5%	2.9%
Q3-8. Overall efforts to promote diversity & inclusiveness in the community	7.1%	18.8%	34.6%	7.1%	4.2%	28.2%
Q3-9. Availability of affordable housing	3.6%	10.4%	22.0%	23.9%	25.9%	14.2%
Q3-10. Variety of housing options	4.2%	19.1%	31.7%	16.5%	14.9%	13.6%
Q3-11. Overall feeling of safety in Scarborough	21.0%	53.1%	16.8%	5.5%	1.0%	2.6%
Q3-12. Retail shopping, activities, entertainment	11.3%	37.5%	31.4%	11.7%	3.9%	4.2%

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=309)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q3-1. Overall appearance of Town	14.7%	42.3%	21.7%	15.3%	6.0%
Q3-2. How well Town is managing residential growth	1.0%	9.5%	13.9%	20.3%	55.3%
Q3-3. Overall image of Scarborough	12.5%	32.4%	31.1%	14.5%	9.5%
Q3-4. Overall quality of leadership provided by Town's elected officials	6.9%	23.3%	28.8%	20.8%	20.1%
Q3-5. Overall quality of services provided by Town	12.5%	44.8%	25.3%	11.8%	5.6%
Q3-6. Overall value received for Town of Scarborough tax dollars & fees	6.1%	19.3%	27.7%	23.3%	23.6%
Q3-7. Overall quality of life in Scarborough	21.7%	39.3%	23.7%	8.7%	6.7%
Q3-8. Overall efforts to promote diversity & inclusiveness in the community	9.9%	26.1%	48.2%	9.9%	5.9%
Q3-9. Availability of affordable housing	4.2%	12.1%	25.7%	27.9%	30.2%
Q3-10. Variety of housing options	4.9%	22.1%	36.7%	19.1%	17.2%
Q3-11. Overall feeling of safety in Scarborough	21.6%	54.5%	17.3%	5.6%	1.0%
Q3-12. Retail shopping, activities, entertainment	11.8%	39.2%	32.8%	12.2%	4.1%

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=309)

	Very satisfied	Satisfied	Neutral	Dissatisfi- ed	Very dissatisfi- ed	Don't know
Q4-1. Overall quality of local police protection	31.1%	44.3%	12.6%	3.2%	1.0%	7.8%
Q4-2. Town's efforts to prevent crime	19.1%	39.8%	18.8%	4.5%	1.0%	16.8%
Q4-3. Enforcement of local traffic laws	11.3%	34.0%	20.4%	15.9%	8.4%	10.0%
Q4-4. How quickly police respond to emergencies	24.6%	34.0%	15.9%	0.6%	0.3%	24.6%
Q4-5. Public safety educational outreach	6.8%	26.2%	29.4%	2.3%	0.6%	34.6%
Q4-6. Visibility of police in neighborhoods	9.1%	29.1%	33.0%	10.7%	4.9%	13.3%
Q4-7. Visibility of police in retail areas	8.1%	29.1%	32.0%	8.1%	2.9%	19.7%
Q4-8. Overall quality of fire protection	29.1%	41.7%	11.0%	1.3%	0.6%	16.2%
Q4-9. How quickly fire services responds to emergencies	29.1%	33.3%	10.4%	0.6%	0.6%	25.9%
Q4-10. Overall quality of emergency medical/ambulance services	35.6%	31.7%	10.0%	0.6%	0.0%	22.0%
Q4-11. Quality of service when calling 911 with an emergency	29.1%	25.6%	10.4%	1.0%	0.0%	34.0%
Q4-12. Quality of service when calling public safety for a non-emergency question or need	17.5%	33.3%	18.1%	1.9%	0.3%	28.8%
Q4-13. Quality of service from dispatch when you come to public safety building	11.7%	24.3%	15.2%	2.3%	1.0%	45.6%
Q4-14. How quickly emergency medical services responds to emergencies	31.1%	29.1%	7.8%	0.3%	0.6%	31.1%
Q4-15. Professionalism of police officers	26.9%	40.1%	12.6%	2.3%	1.3%	16.8%
Q4-16. Attitude & behavior of officers towards citizens in your neighborhood	23.0%	34.0%	13.3%	2.3%	1.6%	25.9%
Q4-17. Efforts to cooperate with the public to address their concerns	13.9%	31.1%	21.0%	5.2%	1.6%	27.2%

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=309)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q4-1. Overall quality of local police protection	33.7%	48.1%	13.7%	3.5%	1.1%
Q4-2. Town's efforts to prevent crime	23.0%	47.9%	22.6%	5.4%	1.2%
Q4-3. Enforcement of local traffic laws	12.6%	37.8%	22.7%	17.6%	9.4%
Q4-4. How quickly police respond to emergencies	32.6%	45.1%	21.0%	0.9%	0.4%
Q4-5. Public safety educational outreach	10.4%	40.1%	45.0%	3.5%	1.0%
Q4-6. Visibility of police in neighborhoods	10.4%	33.6%	38.1%	12.3%	5.6%
Q4-7. Visibility of police in retail areas	10.1%	36.3%	39.9%	10.1%	3.6%
Q4-8. Overall quality of fire protection	34.7%	49.8%	13.1%	1.5%	0.8%
Q4-9. How quickly fire services responds to emergencies	39.3%	45.0%	14.0%	0.9%	0.9%
Q4-10. Overall quality of emergency medical/ambulance services	45.6%	40.7%	12.9%	0.8%	0.0%
Q4-11. Quality of service when calling 911 with an emergency	44.1%	38.7%	15.7%	1.5%	0.0%
Q4-12. Quality of service when calling public safety for a non-emergency question or need	24.5%	46.8%	25.5%	2.7%	0.5%
Q4-13. Quality of service from dispatch when you come to public safety building	21.4%	44.6%	28.0%	4.2%	1.8%
Q4-14. How quickly emergency medical services responds to emergencies	45.1%	42.3%	11.3%	0.5%	0.9%
Q4-15. Professionalism of police officers	32.3%	48.2%	15.2%	2.7%	1.6%
Q4-16. Attitude & behavior of officers towards citizens in your neighborhood	31.0%	45.9%	17.9%	3.1%	2.2%
Q4-17. Efforts to cooperate with the public to address their concerns	19.1%	42.7%	28.9%	7.1%	2.2%

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	4.9 %
Town's efforts to prevent crime	34	11.0 %
Enforcement of local traffic laws	66	21.4 %
How quickly police respond to emergencies	8	2.6 %
Public safety educational outreach	11	3.6 %
Visibility of police in neighborhoods	31	10.0 %
Visibility of police in retail areas	8	2.6 %
Overall quality of fire protection	9	2.9 %
How quickly fire services responds to emergencies	4	1.3 %
Overall quality of emergency medical/ambulance services	4	1.3 %
Quality of service when calling 911 with an emergency	2	0.6 %
Quality of service when calling public safety for a non-emergency question or need	3	1.0 %
Quality of service from dispatch when you come to the public safety building	2	0.6 %
How quickly emergency medical services responds to emergencies	9	2.9 %
Professionalism of police officers	8	2.6 %
Attitude & behavior of officers towards citizens in your neighborhood	2	0.6 %
Efforts to cooperate with the public to address their concern	13	4.2 %
None chosen	80	25.9 %
Total	309	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. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Overall quality of local police protection	5	1.6 %
Town's efforts to prevent crime	16	5.2 %
Enforcement of local traffic laws	18	5.8 %
How quickly police respond to emergencies	8	2.6 %
Public safety educational outreach	18	5.8 %
Visibility of police in neighborhoods	35	11.3 %
Visibility of police in retail areas	22	7.1 %
Overall quality of fire protection	11	3.6 %
How quickly fire services responds to emergencies	10	3.2 %
Overall quality of emergency medical/ambulance services	4	1.3 %
Quality of service when calling 911 with an emergency	3	1.0 %
Quality of service when calling public safety for a non-emergency question or need	3	1.0 %
Quality of service from dispatch when you come to the public safety building	3	1.0 %
How quickly emergency medical services responds to emergencies	6	1.9 %
Professionalism of police officers	4	1.3 %
Attitude & behavior of officers towards citizens in your neighborhood	13	4.2 %
Efforts to cooperate with the public to address their concern	18	5.8 %
<u>None chosen</u>	<u>112</u>	<u>36.2 %</u>
Total	309	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	9	2.9 %
Town's efforts to prevent crime	16	5.2 %
Enforcement of local traffic laws	15	4.9 %
How quickly police respond to emergencies	8	2.6 %
Public safety educational outreach	8	2.6 %
Visibility of police in neighborhoods	13	4.2 %
Visibility of police in retail areas	20	6.5 %
Overall quality of fire protection	7	2.3 %
How quickly fire services responds to emergencies	7	2.3 %
Overall quality of emergency medical/ambulance services	15	4.9 %
Quality of service when calling 911 with an emergency	7	2.3 %
Quality of service when calling public safety for a non-emergency question or need	4	1.3 %
Quality of service from dispatch when you come to the public safety building	3	1.0 %
How quickly emergency medical services responds to emergencies	8	2.6 %
Professionalism of police officers	6	1.9 %
Attitude & behavior of officers towards citizens in your neighborhood	11	3.6 %
Efforts to cooperate with the public to address their concern	13	4.2 %
<u>None chosen</u>	<u>139</u>	<u>45.0 %</u>
Total	309	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	29	9.4 %
Town's efforts to prevent crime	66	21.4 %
Enforcement of local traffic laws	99	32.0 %
How quickly police respond to emergencies	24	7.8 %
Public safety educational outreach	37	12.0 %
Visibility of police in neighborhoods	79	25.6 %
Visibility of police in retail areas	50	16.2 %
Overall quality of fire protection	27	8.7 %
How quickly fire services responds to emergencies	21	6.8 %
Overall quality of emergency medical/ambulance services	23	7.4 %
Quality of service when calling 911 with an emergency	12	3.9 %
Quality of service when calling public safety for a non-emergency question or need	10	3.2 %
Quality of service from dispatch when you come to the public safety building	8	2.6 %
How quickly emergency medical services responds to emergencies	23	7.4 %
Professionalism of police officers	18	5.8 %
Attitude & behavior of officers towards citizens in your neighborhood	26	8.4 %
Efforts to cooperate with the public to address their concern	44	14.2 %
None chosen	80	25.9 %
Total	676	

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 your household members called 911 to request police, fire, or emergency medical/ambulance services in past 12 months

	Number	Percent
Yes	60	19.4 %
No	238	77.0 %
Not provided	11	3.6 %
Total	309	100.0 %

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 your household members called 911 to request police, fire, or emergency medical/ambulance services in past 12 months

	Number	Percent
Yes	60	20.1 %
No	238	79.9 %
Total	298	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	45	75.0 %
Satisfied	14	23.3 %
Neutral	1	1.7 %
Total	60	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=309)

	Very satisfied	Satisfied	Neutral	Dissatisfi- ed	Very dissatisfi- ed	Don't know
Q7-1. Overall quality of trash collection services	34.0%	40.8%	8.1%	4.2%	1.3%	11.7%
Q7-2. Curbside recycling services	35.3%	35.3%	9.4%	3.6%	1.6%	14.9%
Q7-3. Recycling services/drop-off centers	18.4%	24.9%	14.2%	14.2%	7.1%	21.0%

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=309)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q7-1. Overall quality of trash collection services	38.5%	46.2%	9.2%	4.8%	1.5%
Q7-2. Curbside recycling services	41.4%	41.4%	11.0%	4.2%	1.9%
Q7-3. Recycling services/drop-off centers	23.4%	31.6%	18.0%	18.0%	9.0%

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=309)

	Very satisfied	Satisfied	Neutral	Dissatisfi- ed	Very dissatisfi- ed	Don't know
Q8-1. Adequacy of street lighting	7.4%	43.7%	27.2%	11.7%	4.5%	5.5%
Q8-2. Cleanliness of streets & public areas	12.9%	56.0%	19.4%	7.4%	0.6%	3.6%
Q8-3. Quality of major Town streets	10.7%	44.7%	21.0%	14.6%	5.8%	3.2%
Q8-4. Quality of streets in your neighborhood	11.7%	45.6%	18.8%	12.6%	8.7%	2.6%
Q8-5. Quality of sidewalks	8.1%	26.5%	26.9%	14.2%	8.1%	16.2%
Q8-6. Quality of street signs & traffic signals	10.7%	43.0%	22.0%	14.2%	6.5%	3.6%
Q8-7. Maintenance of public buildings & facilities	19.4%	45.0%	19.4%	3.2%	0.3%	12.6%
Q8-8. Mowing & trimming along streets & public areas	15.5%	45.6%	19.4%	11.0%	3.9%	4.5%
Q8-9. Snow removal on Town streets	21.7%	46.3%	18.1%	8.4%	2.3%	3.2%
Q8-10. Snow removal on sidewalks	8.7%	27.8%	28.8%	9.4%	2.6%	22.7%
Q8-11. Quality of bike ways	6.8%	19.7%	29.4%	10.7%	5.5%	27.8%
Q8-12. Quantity of bike ways	7.1%	13.9%	29.1%	12.9%	8.7%	28.2%
Q8-13. Quality of sidewalks	7.1%	25.6%	35.9%	8.4%	4.2%	18.8%
Q8-14. Quantity of sidewalks	6.1%	19.1%	30.4%	18.8%	9.1%	16.5%
Q8-15. Landscaping along Town streets & other public areas	11.3%	36.2%	34.3%	8.7%	4.2%	5.2%

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=309)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q8-1. Adequacy of street lighting	7.9%	46.2%	28.8%	12.3%	4.8%
Q8-2. Cleanliness of streets & public areas	13.4%	58.1%	20.1%	7.7%	0.7%
Q8-3. Quality of major Town streets	11.0%	46.2%	21.7%	15.1%	6.0%
Q8-4. Quality of streets in your neighborhood	12.0%	46.8%	19.3%	13.0%	9.0%
Q8-5. Quality of sidewalks	9.7%	31.7%	32.0%	17.0%	9.7%
Q8-6. Quality of street signs & traffic signals	11.1%	44.6%	22.8%	14.8%	6.7%
Q8-7. Maintenance of public buildings & facilities	22.2%	51.5%	22.2%	3.7%	0.4%
Q8-8. Mowing & trimming along streets & public areas	16.3%	47.8%	20.3%	11.5%	4.1%
Q8-9. Snow removal on Town streets	22.4%	47.8%	18.7%	8.7%	2.3%
Q8-10. Snow removal on sidewalks	11.3%	36.0%	37.2%	12.1%	3.3%
Q8-11. Quality of bike ways	9.4%	27.4%	40.8%	14.8%	7.6%
Q8-12. Quantity of bike ways	9.9%	19.4%	40.5%	18.0%	12.2%
Q8-13. Quality of sidewalks	8.8%	31.5%	44.2%	10.4%	5.2%
Q8-14. Quantity of sidewalks	7.4%	22.9%	36.4%	22.5%	10.9%
Q8-15. Landscaping along Town streets & other public areas	11.9%	38.2%	36.2%	9.2%	4.4%

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	24	7.8 %
Cleanliness of streets & public areas	16	5.2 %
Quality of major Town streets	41	13.3 %
Quality of streets in your neighborhood	21	6.8 %
Quality of sidewalks	13	4.2 %
Quality of street signs & traffic signals	30	9.7 %
Maintenance of public buildings & facilities	3	1.0 %
Mowing & trimming along streets & public areas	16	5.2 %
Snow removal on Town streets	25	8.1 %
Snow removal on sidewalks	8	2.6 %
Quality of bike ways	2	0.6 %
Quantity of bike ways	24	7.8 %
Quality of sidewalks	3	1.0 %
Quantity of sidewalks	23	7.4 %
Landscaping along Town streets & other public areas	9	2.9 %
None chosen	51	16.5 %
Total	309	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	16	5.2 %
Cleanliness of streets & public areas	13	4.2 %
Quality of major Town streets	19	6.1 %
Quality of streets in your neighborhood	25	8.1 %
Quality of sidewalks	14	4.5 %
Quality of street signs & traffic signals	18	5.8 %
Maintenance of public buildings & facilities	7	2.3 %
Mowing & trimming along streets & public areas	9	2.9 %
Snow removal on Town streets	19	6.1 %
Snow removal on sidewalks	15	4.9 %
Quality of bike ways	16	5.2 %
Quantity of bike ways	18	5.8 %
Quality of sidewalks	7	2.3 %
Quantity of sidewalks	12	3.9 %
Landscaping along Town streets & other public areas	10	3.2 %
None chosen	91	29.4 %
Total	309	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	20	6.5 %
Cleanliness of streets & public areas	9	2.9 %
Quality of major Town streets	14	4.5 %
Quality of streets in your neighborhood	9	2.9 %
Quality of sidewalks	9	2.9 %
Quality of street signs & traffic signals	11	3.6 %
Maintenance of public buildings & facilities	11	3.6 %
Mowing & trimming along streets & public areas	12	3.9 %
Snow removal on Town streets	23	7.4 %
Snow removal on sidewalks	9	2.9 %
Quality of bike ways	9	2.9 %
Quantity of bike ways	9	2.9 %
Quality of sidewalks	4	1.3 %
Quantity of sidewalks	23	7.4 %
Landscaping along Town streets & other public areas	12	3.9 %
None chosen	125	40.5 %
Total	309	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	60	19.4 %
Cleanliness of streets & public areas	38	12.3 %
Quality of major Town streets	74	23.9 %
Quality of streets in your neighborhood	55	17.8 %
Quality of sidewalks	36	11.7 %
Quality of street signs & traffic signals	59	19.1 %
Maintenance of public buildings & facilities	21	6.8 %
Mowing & trimming along streets & public areas	37	12.0 %
Snow removal on Town streets	67	21.7 %
Snow removal on sidewalks	32	10.4 %
Quality of bike ways	27	8.7 %
Quantity of bike ways	51	16.5 %
Quality of sidewalks	14	4.5 %
Quantity of sidewalks	58	18.8 %
Landscaping along Town streets & other public areas	31	10.0 %
None chosen	51	16.5 %
Total	711	

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=309)

	Very satisfied	Satisfied	Neutral	Dissatisfi- ed	Very dissatisfi- ed	Don't know
Q10-1. Ease of getting around within Town of Scarborough	7.1%	30.1%	14.9%	25.2%	16.8%	5.8%
Q10-2. How well traffic signal system provides for efficient traffic flow	6.1%	22.7%	20.7%	25.6%	22.0%	2.9%
Q10-3. Availability of sidewalks	3.9%	22.7%	32.7%	19.4%	7.4%	13.9%
Q10-4. Availability of public parking	10.4%	37.2%	32.4%	5.8%	3.6%	10.7%
Q10-5. Ease of travel by bicycle in Scarborough	1.9%	10.7%	27.2%	18.8%	8.4%	33.0%
Q10-6. Ease of pedestrian travel in Scarborough	2.3%	16.5%	31.1%	18.4%	10.7%	21.0%
Q10-7. Availability of bikeways	2.6%	11.3%	28.2%	19.1%	7.8%	31.1%

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=309)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q10-1. Ease of getting around within Town of Scarborough	7.6%	32.0%	15.8%	26.8%	17.9%
Q10-2. How well traffic signal system provides for efficient traffic flow	6.3%	23.3%	21.3%	26.3%	22.7%
Q10-3. Availability of sidewalks	4.5%	26.3%	38.0%	22.6%	8.6%
Q10-4. Availability of public parking	11.6%	41.7%	36.2%	6.5%	4.0%
Q10-5. Ease of travel by bicycle in Scarborough	2.9%	15.9%	40.6%	28.0%	12.6%
Q10-6. Ease of pedestrian travel in Scarborough	2.9%	20.9%	39.3%	23.4%	13.5%
Q10-7. Availability of bikeways	3.8%	16.4%	40.8%	27.7%	11.3%

Q11. Growth and Development. Using a 5-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=309)

	Much too slow	Too slow	Just right	Too fast	Much too fast	Don't know
Q11-1. Single-family residential development (includes townhomes)	0.6%	5.2%	13.9%	23.3%	47.9%	9.1%
Q11-2. Multi-family residential development (apartments)	1.6%	7.8%	8.7%	18.1%	54.4%	9.4%
Q11-3. Income restricted affordable housing (e.g., 60-80% of Area Median Income)	9.7%	21.0%	15.5%	8.4%	25.2%	20.1%
Q11-4. Workforce housing (e.g., 80-120% of Area Median Income)	11.0%	18.4%	16.8%	7.1%	23.3%	23.3%
Q11-5. Retail & business development	3.9%	12.3%	42.1%	11.7%	17.5%	12.6%
Q11-6. Redevelopment of abandoned or under-utilized properties	7.8%	26.2%	18.1%	1.9%	10.4%	35.6%

WITHOUT DON'T KNOW

Q11. Growth and Development. Using a 5-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=309)

	Much too slow	Too slow	Just right	Too fast	Much too fast
Q11-1. Single-family residential development (includes townhomes)	0.7%	5.7%	15.3%	25.6%	52.7%
Q11-2. Multi-family residential development (apartments)	1.8%	8.6%	9.6%	20.0%	60.0%
Q11-3. Income restricted affordable housing (e.g., 60-80% of Area Median Income)	12.1%	26.3%	19.4%	10.5%	31.6%
Q11-4. Workforce housing (e.g., 80-120% of Area Median Income)	14.3%	24.1%	21.9%	9.3%	30.4%
Q11-5. Retail & business development	4.4%	14.1%	48.1%	13.3%	20.0%
Q11-6. Redevelopment of abandoned or under-utilized properties	12.1%	40.7%	28.1%	3.0%	16.1%

Q12. In the 2023 Community Survey, 74% of respondents felt that the pace of single-family residential development was too fast or much too fast, and 72% felt the pace of multi-family residential development was too fast or much too fast. 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=309)

	Very concerned	Concern- ed	Somewha- t concern- ed	Not concerned	Not concerned at all	Don't know
Q12-1. Increased travel or commute times	44.3%	23.6%	17.5%	7.8%	1.0%	5.8%
Q12-2. Increased impact on trails & conservation land	22.0%	23.3%	22.0%	17.8%	5.2%	9.7%
Q12-3. Increased demand for Town athletic facilities (e.g., courts, fields)	15.5%	21.4%	17.8%	25.6%	7.1%	12.6%
Q12-4. Increased demand for municipal beach parking & facilities	23.6%	26.9%	20.1%	18.1%	4.2%	7.1%
Q12-5. Increased calls for emergency services (police & EMS)	22.3%	27.8%	19.1%	13.3%	2.3%	15.2%
Q12-6. Increased impact to public infrastructure (e.g., roadways to be maintained, public sewer & water)	39.5%	26.5%	21.0%	5.2%	1.6%	6.1%
Q12-7. Increased student enrollment in school district	46.9%	18.8%	14.6%	7.8%	2.3%	9.7%
Q12-8. Increased municipal budget & property taxes	67.0%	14.9%	9.7%	3.2%	1.6%	3.6%
Q12-9. Increased competition for essential retail locations (e.g., grocery stores, gas stations, banks, restaurants)	14.6%	13.9%	26.9%	31.1%	4.5%	9.1%
Q12-10. Other	9.1%	0.0%	0.3%	0.0%	0.0%	90.6%

WITHOUT DON'T KNOW

Q12. In the 2023 Community Survey, 74% of respondents felt that the pace of single-family residential development was too fast or much too fast, and 72% felt the pace of multi-family residential development was too fast or much too fast. 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=309)

	Very concerned	Concerned	Somewhat concerned	Not concerned	Not concerned at all
Q12-1. Increased travel or commute times	47.1%	25.1%	18.6%	8.2%	1.0%
Q12-2. Increased impact on trails & conservation land	24.4%	25.8%	24.4%	19.7%	5.7%
Q12-3. Increased demand for Town athletic facilities (e.g., courts, fields)	17.8%	24.4%	20.4%	29.3%	8.1%
Q12-4. Increased demand for municipal beach parking & facilities	25.4%	28.9%	21.6%	19.5%	4.5%
Q12-5. Increased calls for emergency services (police & EMS)	26.3%	32.8%	22.5%	15.6%	2.7%
Q12-6. Increased impact to public infrastructure (e.g., roadways to be maintained, public sewer & water)	42.1%	28.3%	22.4%	5.5%	1.7%
Q12-7. Increased student enrollment in school district	52.0%	20.8%	16.1%	8.6%	2.5%
Q12-8. Increased municipal budget & property taxes	69.5%	15.4%	10.1%	3.4%	1.7%
Q12-9. Increased competition for essential retail locations (e.g., grocery stores, gas stations, banks, restaurants)	16.0%	15.3%	29.5%	34.2%	5.0%
Q12-10. Other	96.6%	0.0%	3.4%	0.0%	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?

<u>Q13. Top choice</u>	<u>Number</u>	<u>Percent</u>
Increased travel or commute times	75	24.3 %
Increased impact on trails & conservation land	15	4.9 %
Increased demand for Town athletic facilities (e.g., courts, fields)	1	0.3 %
Increased demand for municipal beach parking & facilities	16	5.2 %
Increased calls for emergency services (police & EMS)	13	4.2 %
Increased impact to public infrastructure (e.g., roadways to be maintained, public sewer & water)	25	8.1 %
Increased student enrollment in school district	30	9.7 %
Increased municipal budget & property taxes	99	32.0 %
Increased competition for essential retail locations (e.g., grocery stores, gas stations, banks, restaurants)	4	1.3 %
<u>None chosen</u>	<u>31</u>	<u>10.0 %</u>
Total	309	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?

<u>Q13. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Increased travel or commute times	32	10.4 %
Increased impact on trails & conservation land	15	4.9 %
Increased demand for Town athletic facilities (e.g., courts, fields)	3	1.0 %
Increased demand for municipal beach parking & facilities	20	6.5 %
Increased calls for emergency services (police & EMS)	25	8.1 %
Increased impact to public infrastructure (e.g., roadways to be maintained, public sewer & water)	55	17.8 %
Increased student enrollment in school district	55	17.8 %
Increased municipal budget & property taxes	49	15.9 %
Increased competition for essential retail locations (e.g., grocery stores, gas stations, banks, restaurants)	10	3.2 %
<u>None chosen</u>	<u>45</u>	<u>14.6 %</u>
Total	309	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	30	9.7 %
Increased impact on trails & conservation land	11	3.6 %
Increased demand for Town athletic facilities (e.g., courts, fields)	12	3.9 %
Increased demand for municipal beach parking & facilities	22	7.1 %
Increased calls for emergency services (police & EMS)	18	5.8 %
Increased impact to public infrastructure (e.g., roadways to be maintained, public sewer & water)	41	13.3 %
Increased student enrollment in school district	46	14.9 %
Increased municipal budget & property taxes	43	13.9 %
Increased competition for essential retail locations (e.g., grocery stores, gas stations, banks, restaurants)	9	2.9 %
None chosen	77	24.9 %
Total	309	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	137	44.3 %
Increased impact on trails & conservation land	41	13.3 %
Increased demand for Town athletic facilities (e.g., courts, fields)	16	5.2 %
Increased demand for municipal beach parking & facilities	58	18.8 %
Increased calls for emergency services (police & EMS)	56	18.1 %
Increased impact to public infrastructure (e.g., roadways to be maintained, public sewer & water)	121	39.2 %
Increased student enrollment in school district	131	42.4 %
Increased municipal budget & property taxes	191	61.8 %
Increased competition for essential retail locations (e.g., grocery stores, gas stations, banks, restaurants)	23	7.4 %
None chosen	31	10.0 %
Total	805	

Q14. Which THREE of the items perceived growth impacts listed in Question 12 do you believe you have been most impacted by?

<u>Q14. Top choice</u>	<u>Number</u>	<u>Percent</u>
Increased travel or commute times	85	27.5 %
Increased impact on trails & conservation land	8	2.6 %
Increased demand for Town athletic facilities (e.g., courts, fields)	3	1.0 %
Increased demand for municipal beach parking & facilities	21	6.8 %
Increased calls for emergency services (police & EMS)	9	2.9 %
Increased impact to public infrastructure (e.g., roadways to be maintained, public sewer & water)	9	2.9 %
Increased student enrollment in school district	16	5.2 %
Increased municipal budget & property taxes	109	35.3 %
Increased competition for essential retail locations (e.g., grocery stores, gas stations, banks, restaurants)	4	1.3 %
None chosen	45	14.6 %
Total	309	100.0 %

Q14. Which THREE of the items perceived growth impacts listed in Question 12 do you believe you have been most impacted by?

<u>Q14. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Increased travel or commute times	52	16.8 %
Increased impact on trails & conservation land	13	4.2 %
Increased demand for Town athletic facilities (e.g., courts, fields)	4	1.3 %
Increased demand for municipal beach parking & facilities	24	7.8 %
Increased calls for emergency services (police & EMS)	10	3.2 %
Increased impact to public infrastructure (e.g., roadways to be maintained, public sewer & water)	49	15.9 %
Increased student enrollment in school district	31	10.0 %
Increased municipal budget & property taxes	50	16.2 %
Increased competition for essential retail locations (e.g., grocery stores, gas stations, banks, restaurants)	5	1.6 %
None chosen	71	23.0 %
Total	309	100.0 %

Q14. Which THREE of the items perceived growth impacts listed in Question 12 do you believe you have been most impacted by?

Q14. 3rd choice	Number	Percent
Increased travel or commute times	26	8.4 %
Increased impact on trails & conservation land	15	4.9 %
Increased demand for Town athletic facilities (e.g., courts, fields)	5	1.6 %
Increased demand for municipal beach parking & facilities	23	7.4 %
Increased calls for emergency services (police & EMS)	9	2.9 %
Increased impact to public infrastructure (e.g., roadways to be maintained, public sewer & water)	46	14.9 %
Increased student enrollment in school district	35	11.3 %
Increased municipal budget & property taxes	34	11.0 %
Increased competition for essential retail locations (e.g., grocery stores, gas stations, banks, restaurants)	10	3.2 %
None chosen	106	34.3 %
Total	309	100.0 %

SUM OF TOP 3 CHOICES

Q14. Which THREE of the items perceived growth impacts listed in Question 12 do you believe you have been most impacted by? (top 3)

Q14. Sum of Top 3 Choices	Number	Percent
Increased travel or commute times	163	52.8 %
Increased impact on trails & conservation land	36	11.7 %
Increased demand for Town athletic facilities (e.g., courts, fields)	12	3.9 %
Increased demand for municipal beach parking & facilities	68	22.0 %
Increased calls for emergency services (police & EMS)	28	9.1 %
Increased impact to public infrastructure (e.g., roadways to be maintained, public sewer & water)	104	33.7 %
Increased student enrollment in school district	82	26.5 %
Increased municipal budget & property taxes	193	62.5 %
Increased competition for essential retail locations (e.g., grocery stores, gas stations, banks, restaurants)	19	6.1 %
None chosen	45	14.6 %
Total	750	

Q15. 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=309)

	Very satisfied	Satisfied	Neutral	Dissatisfi- ed	Very dissatisfi- ed	Don't know
Q15-1. Facilities for indoor recreation programs & classes	6.1%	16.5%	24.9%	14.2%	7.1%	31.1%
Q15-2. School gyms for recreational use	4.9%	14.6%	24.6%	9.7%	4.2%	42.1%
Q15-3. Outdoor athletic fields	9.1%	23.9%	26.9%	3.2%	2.3%	34.6%
Q15-4. Outdoor courts	6.8%	20.7%	28.5%	7.8%	1.9%	34.3%
Q15-5. Playgrounds	8.4%	20.4%	23.6%	5.2%	2.9%	39.5%
Q15-6. Walking & biking trails	11.0%	33.3%	22.7%	11.0%	6.1%	15.9%
Q15-7. Overall quality of beach facilities	11.0%	39.2%	22.3%	8.7%	2.3%	16.5%
Q15-8. Cleanliness of beach facilities	9.7%	36.2%	25.2%	6.8%	3.6%	18.4%
Q15-9. Adult athletic & recreation programs	3.6%	17.2%	24.9%	10.4%	5.5%	38.5%
Q15-10. Ease of registering for recreation programs	3.2%	19.4%	25.9%	3.9%	3.6%	44.0%
Q15-11. Fees charged for recreation programs	2.3%	17.5%	27.5%	4.2%	4.2%	44.3%
Q15-12. Overall quality of recreation programs	3.9%	16.5%	25.9%	6.8%	3.9%	43.0%
Q15-13. Senior recreation programs	2.9%	16.2%	21.4%	8.1%	6.8%	44.7%
Q15-14. Special events sponsored by local governments in your community	2.9%	19.1%	30.4%	5.2%	3.2%	39.2%
Q15-15. Youth athletic & recreation programs	5.8%	16.2%	23.0%	3.2%	1.9%	49.8%
Q15-16. Access & public parking for natural resources & parks (e. g., Eastern Trail, beaches)	5.8%	29.8%	25.6%	16.5%	5.8%	16.5%
Q15-17. Availability of open space	8.1%	24.6%	26.2%	13.6%	8.7%	18.8%
Q15-18. Effectiveness of beach Park Ranger program	6.5%	17.8%	23.3%	3.6%	4.2%	44.7%
Q15-19. Effectiveness of Town's beach management	7.8%	23.6%	25.6%	11.0%	3.9%	28.2%

WITHOUT DON'T KNOW

Q15. 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=309)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q15-1. Facilities for indoor recreation programs & classes	8.9%	23.9%	36.2%	20.7%	10.3%
Q15-2. School gyms for recreational use	8.4%	25.1%	42.5%	16.8%	7.3%
Q15-3. Outdoor athletic fields	13.9%	36.6%	41.1%	5.0%	3.5%
Q15-4. Outdoor courts	10.3%	31.5%	43.3%	11.8%	3.0%
Q15-5. Playgrounds	13.9%	33.7%	39.0%	8.6%	4.8%
Q15-6. Walking & biking trails	13.1%	39.6%	26.9%	13.1%	7.3%
Q15-7. Overall quality of beach facilities	13.2%	46.9%	26.7%	10.5%	2.7%
Q15-8. Cleanliness of beach facilities	11.9%	44.4%	31.0%	8.3%	4.4%
Q15-9. Adult athletic & recreation programs	5.8%	27.9%	40.5%	16.8%	8.9%
Q15-10. Ease of registering for recreation programs	5.8%	34.7%	46.2%	6.9%	6.4%
Q15-11. Fees charged for recreation programs	4.1%	31.4%	49.4%	7.6%	7.6%
Q15-12. Overall quality of recreation programs	6.8%	29.0%	45.5%	11.9%	6.8%
Q15-13. Senior recreation programs	5.3%	29.2%	38.6%	14.6%	12.3%
Q15-14. Special events sponsored by local governments in your community	4.8%	31.4%	50.0%	8.5%	5.3%
Q15-15. Youth athletic & recreation programs	11.6%	32.3%	45.8%	6.5%	3.9%
Q15-16. Access & public parking for natural resources & parks (e. g., Eastern Trail, beaches)	7.0%	35.7%	30.6%	19.8%	7.0%
Q15-17. Availability of open space	10.0%	30.3%	32.3%	16.7%	10.8%
Q15-18. Effectiveness of beach Park Ranger program	11.7%	32.2%	42.1%	6.4%	7.6%
Q15-19. Effectiveness of Town's beach management	10.8%	32.9%	35.6%	15.3%	5.4%

Q16. Which THREE of the community services items listed in Question 15 do you think should receive the MOST EMPHASIS from Town leaders over the next TWO years?

Q16. Top choice	Number	Percent
Facilities for indoor recreation programs & classes	30	9.7 %
School gyms for recreational use	4	1.3 %
Outdoor athletic fields	1	0.3 %
Outdoor courts	2	0.6 %
Playgrounds	5	1.6 %
Walking & biking trails	36	11.7 %
Overall quality of beach facilities	17	5.5 %
Cleanliness of beach facilities	13	4.2 %
Adult athletic & recreation programs	9	2.9 %
Ease of registering for recreation programs	2	0.6 %
Fees charged for recreation programs	5	1.6 %
Overall quality of recreation programs	3	1.0 %
Senior recreation programs	19	6.1 %
Youth athletic & recreation programs	6	1.9 %
Access & public parking for natural resources & parks (e.g., Eastern Trail, beaches)	23	7.4 %
Availability of open space	12	3.9 %
Effectiveness of beach Park Ranger program	6	1.9 %
Effectiveness of Town's beach management	15	4.9 %
None chosen	101	32.7 %
Total	309	100.0 %

Q16. Which THREE of the community services items listed in Question 15 do you think should receive the MOST EMPHASIS from Town leaders over the next TWO years?

Q16. 2nd choice	Number	Percent
Facilities for indoor recreation programs & classes	14	4.5 %
School gyms for recreational use	4	1.3 %
Outdoor athletic fields	5	1.6 %
Outdoor courts	5	1.6 %
Playgrounds	2	0.6 %
Walking & biking trails	23	7.4 %
Overall quality of beach facilities	15	4.9 %
Cleanliness of beach facilities	19	6.1 %
Adult athletic & recreation programs	10	3.2 %
Ease of registering for recreation programs	5	1.6 %
Fees charged for recreation programs	10	3.2 %
Overall quality of recreation programs	7	2.3 %
Senior recreation programs	11	3.6 %
Special events sponsored by local governments in your community	5	1.6 %
Youth athletic & recreation programs	2	0.6 %
Access & public parking for natural resources & parks (e.g., Eastern Trail, beaches)	18	5.8 %
Availability of open space	19	6.1 %
Effectiveness of beach Park Ranger program	3	1.0 %
Effectiveness of Town's beach management	9	2.9 %
None chosen	123	39.8 %
Total	309	100.0 %

Q16. Which THREE of the community services items listed in Question 15 do you think should receive the MOST EMPHASIS from Town leaders over the next TWO years?

Q16. 3rd choice	Number	Percent
Facilities for indoor recreation programs & classes	8	2.6 %
School gyms for recreational use	4	1.3 %
Outdoor athletic fields	1	0.3 %
Outdoor courts	5	1.6 %
Playgrounds	5	1.6 %
Walking & biking trails	8	2.6 %
Overall quality of beach facilities	12	3.9 %
Cleanliness of beach facilities	10	3.2 %
Adult athletic & recreation programs	7	2.3 %
Ease of registering for recreation programs	2	0.6 %
Fees charged for recreation programs	3	1.0 %
Overall quality of recreation programs	7	2.3 %
Senior recreation programs	26	8.4 %
Special events sponsored by local governments in your community	7	2.3 %
Youth athletic & recreation programs	3	1.0 %
Access & public parking for natural resources & parks (e.g., Eastern Trail, beaches)	24	7.8 %
Availability of open space	15	4.9 %
Effectiveness of beach Park Ranger program	1	0.3 %
Effectiveness of Town's beach management	7	2.3 %
None chosen	154	49.8 %
Total	309	100.0 %

SUM OF TOP 3 CHOICES

Q16. Which THREE of the community services items listed in Question 15 do you think should receive the MOST EMPHASIS from Town leaders over the next TWO years? (top 3)

<u>Q16. Sum of Top 3 Choices</u>	<u>Number</u>	<u>Percent</u>
Facilities for indoor recreation programs & classes	52	16.8 %
School gyms for recreational use	12	3.9 %
Outdoor athletic fields	7	2.3 %
Outdoor courts	12	3.9 %
Playgrounds	12	3.9 %
Walking & biking trails	67	21.7 %
Overall quality of beach facilities	44	14.2 %
Cleanliness of beach facilities	42	13.6 %
Adult athletic & recreation programs	26	8.4 %
Ease of registering for recreation programs	9	2.9 %
Fees charged for recreation programs	18	5.8 %
Overall quality of recreation programs	17	5.5 %
Senior recreation programs	56	18.1 %
Special events sponsored by local governments in your community	12	3.9 %
Youth athletic & recreation programs	11	3.6 %
Access & public parking for natural resources & parks (e.g., Eastern Trail, beaches)	65	21.0 %
Availability of open space	46	14.9 %
Effectiveness of beach Park Ranger program	10	3.2 %
Effectiveness of Town's beach management	31	10.0 %
None chosen	101	32.7 %
Total	650	

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

Q17. Have you contacted Town during past year	Number	Percent
Yes	166	53.7 %
No	129	41.7 %
Not provided	14	4.5 %
Total	309	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	166	56.3 %
No	129	43.7 %
Total	295	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=166)

	Always	Usually	Sometimes	Seldom	Never	Don't know
Q17a-1. It was easy to find someone to address my request	42.2%	37.3%	12.0%	4.8%	1.8%	1.8%
Q17a-2. Scarborough employee went extra mile	29.5%	28.9%	21.1%	6.6%	3.0%	10.8%
Q17a-3. Response time was reasonable	35.5%	36.1%	15.1%	6.6%	1.2%	5.4%
Q17a-4. I was able to get my question/concern resolved	41.6%	28.3%	16.3%	6.6%	4.2%	3.0%
Q17a-5. Scarborough employees are courteous/professional	55.4%	29.5%	10.8%	3.0%	0.0%	1.2%
Q17a-6. I was satisfied with my experience	40.4%	34.9%	15.1%	3.6%	3.6%	2.4%

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=166)

	Always	Usually	Sometimes	Seldom	Never
Q17a-1. It was easy to find someone to address my request	42.9%	38.0%	12.3%	4.9%	1.8%
Q17a-2. Scarborough employee went extra mile	33.1%	32.4%	23.6%	7.4%	3.4%
Q17a-3. Response time was reasonable	37.6%	38.2%	15.9%	7.0%	1.3%
Q17a-4. I was able to get my question/concern resolved	42.9%	29.2%	16.8%	6.8%	4.3%
Q17a-5. Scarborough employees are courteous/professional	56.1%	29.9%	11.0%	3.0%	0.0%
Q17a-6. I was satisfied with my experience	41.4%	35.8%	15.4%	3.7%	3.7%

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 Library or used
its online tools in last 12 months

	Number	Percent
At least once a week	38	12.3 %
About once a month	51	16.5 %
At least once every other month	18	5.8 %
A few times	55	17.8 %
Never	128	41.4 %
Not provided	19	6.1 %
Total	309	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 Library or used
its online tools in last 12 months

	Number	Percent
At least once a week	38	13.1 %
About once a month	51	17.6 %
At least once every other month	18	6.2 %
A few times	55	19.0 %
Never	128	44.1 %
Total	290	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=162)

	Very satisfied	Satisfied	Neutral	Dissatisfi- ed	Very dissatisfi- ed	Don't know
Q18a-1. Overall satisfaction with Scarborough Public Library	53.7%	32.1%	8.0%	3.7%	1.2%	1.2%
Q18a-2. Library hours of operation	42.6%	40.1%	12.3%	3.1%	0.0%	1.9%
Q18a-3. Current location	57.4%	35.8%	5.6%	0.6%	0.0%	0.6%
Q18a-4. Selection of materials for just about everyone	40.1%	36.4%	13.6%	3.1%	0.0%	6.8%
Q18a-5. Free computer resources/online services & databases	30.9%	30.9%	15.4%	0.6%	0.0%	22.2%
Q18a-6. Services & meeting rooms for area businesses	21.6%	21.6%	18.5%	6.2%	0.6%	31.5%
Q18a-7. Children's programs & services offered	15.4%	19.8%	16.0%	0.6%	0.6%	47.5%
Q18a-8. Young adult programs & services offered	12.3%	13.6%	19.8%	1.2%	0.0%	53.1%
Q18a-9. Adult programs & services offered	20.4%	35.2%	21.0%	0.0%	0.6%	22.8%
Q18a-10. Assistance & customer service provided by library staff (friendly, polite, & professional)	59.3%	28.4%	8.6%	0.6%	0.0%	3.1%
Q18a-11. Availability of public meeting rooms	14.2%	19.8%	18.5%	4.9%	2.5%	40.1%

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=162)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q18a-1. Overall satisfaction with Scarborough Public Library	54.4%	32.5%	8.1%	3.8%	1.3%
Q18a-2. Library hours of operation	43.4%	40.9%	12.6%	3.1%	0.0%
Q18a-3. Current location	57.8%	36.0%	5.6%	0.6%	0.0%
Q18a-4. Selection of materials for just about everyone	43.0%	39.1%	14.6%	3.3%	0.0%
Q18a-5. Free computer resources/online services & databases	39.7%	39.7%	19.8%	0.8%	0.0%
Q18a-6. Services & meeting rooms for area businesses	31.5%	31.5%	27.0%	9.0%	0.9%
Q18a-7. Children's programs & services offered	29.4%	37.6%	30.6%	1.2%	1.2%
Q18a-8. Young adult programs & services offered	26.3%	28.9%	42.1%	2.6%	0.0%
Q18a-9. Adult programs & services offered	26.4%	45.6%	27.2%	0.0%	0.8%
Q18a-10. Assistance & customer service provided by library staff (friendly, polite, & professional)	61.1%	29.3%	8.9%	0.6%	0.0%
Q18a-11. Availability of public meeting rooms	23.7%	33.0%	30.9%	8.2%	4.1%

Q18b. How do you use the library?

<u>Q18b. How do you use the library</u>	<u>Number</u>	<u>Percent</u>
Borrow materials	135	83.3 %
Use computers	14	8.6 %
Attend youth events & programs	15	9.3 %
Do research	38	23.5 %
My children attend the library after school	8	4.9 %
Other	35	21.6 %
Total	245	

Q18c. What, if anything, limits your usage of the library?

<u>Q18c. What limits your usage of the library</u>	<u>Number</u>	<u>Percent</u>
Hours of operation	19	11.7 %
Not enough programs	11	6.8 %
Not enough materials	13	8.0 %
Too crowded or noisy	20	12.3 %
Too far from my home	4	2.5 %
Other	22	13.6 %
Total	89	

Q18d. How would your use of the library change if there was a larger main library in its current location?

<u>Q18d. How would your use of the library change if there was a larger main library in its current location</u>	<u>Number</u>	<u>Percent</u>
I would stay in the building longer	28	17.3 %
Attend more adult programs	39	24.1 %
Children would attend more programs	9	5.6 %
Access more materials	32	19.8 %
Use meeting spaces for civic purposes	21	13.0 %
My usage would be the same-no change	92	56.8 %
Total	221	

Q18e. How would your use of the library change if there was a branch closer to your home?

Q18e. How would your use of the library change if there
was a branch closer to your home

	Number	Percent
Visit the branch more frequently	14	8.6 %
Same number of visits-no change	120	74.1 %
Not provided	28	17.3 %
Total	162	100.0 %

WITHOUT NOT PROVIDED**Q18e. How would your use of the library change if there was a branch closer to your home? (without "not provided")**

Q18e. How would your use of the library change if there
was a branch closer to your home

	Number	Percent
Visit the branch more frequently	14	10.4 %
Same number of visits-no change	120	89.6 %
Total	134	100.0 %

Q18f. Do you or someone in your household have a library card?

Q18f. Do you or someone in your household have a
library card

	Number	Percent
Yes	148	91.4 %
No	8	4.9 %
Not provided	6	3.7 %
Total	162	100.0 %

WITHOUT NOT PROVIDED**Q18f. Do you or someone in your household have a library card? (without "not provided")**

Q18f. Do you or someone in your household have a
library card

	Number	Percent
Yes	148	94.9 %
No	8	5.1 %
Total	156	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	19	6.1 %
No	268	86.7 %
Not provided	22	7.1 %
Total	309	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	19	6.6 %
No	268	93.4 %
Total	287	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=19)

	Very satisfied	Satisfied	Neutral	Dissatisfi- ed	Very dissatisfi- ed	Don't know
Q19a-1. Administration (school level)	10.5%	31.6%	21.1%	21.1%	5.3%	10.5%
Q19a-2. Administration (district level)	5.3%	26.3%	26.3%	10.5%	15.8%	15.8%
Q19a-3. Class size or student-teacher ratio	0.0%	47.4%	36.8%	0.0%	5.3%	10.5%
Q19a-4. Quality of curriculum	0.0%	42.1%	26.3%	15.8%	5.3%	10.5%
Q19a-5. Qualifications & performance of teachers	15.8%	42.1%	21.1%	5.3%	5.3%	10.5%
Q19a-6. Overall education that my child is receiving/received	10.5%	31.6%	21.1%	15.8%	5.3%	15.8%
Q19a-7. Athletics	5.3%	31.6%	31.6%	5.3%	5.3%	21.1%
Q19a-8. Other extracurricular activities	0.0%	42.1%	26.3%	10.5%	5.3%	15.8%
Q19a-9. Quality of communication between schools & home	0.0%	36.8%	36.8%	10.5%	5.3%	10.5%
Q19a-10. Quality of food service	5.3%	31.6%	21.1%	26.3%	5.3%	10.5%
Q19a-11. Quality of school transportation	10.5%	26.3%	26.3%	15.8%	5.3%	15.8%

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=19)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q19a-1. Administration (school level)	11.8%	35.3%	23.5%	23.5%	5.9%
Q19a-2. Administration (district level)	6.3%	31.3%	31.3%	12.5%	18.8%
Q19a-3. Class size or student-teacher ratio	0.0%	52.9%	41.2%	0.0%	5.9%
Q19a-4. Quality of curriculum	0.0%	47.1%	29.4%	17.6%	5.9%
Q19a-5. Qualifications & performance of teachers	17.6%	47.1%	23.5%	5.9%	5.9%
Q19a-6. Overall education that my child is receiving/received	12.5%	37.5%	25.0%	18.8%	6.3%
Q19a-7. Athletics	6.7%	40.0%	40.0%	6.7%	6.7%
Q19a-8. Other extracurricular activities	0.0%	50.0%	31.3%	12.5%	6.3%
Q19a-9. Quality of communication between schools & home	0.0%	41.2%	41.2%	11.8%	5.9%
Q19a-10. Quality of food service	5.9%	35.3%	23.5%	29.4%	5.9%
Q19a-11. Quality of school transportation	12.5%	31.3%	31.3%	18.8%	6.3%

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	147	47.6 %
No	142	46.0 %
Not provided	20	6.5 %
Total	309	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	147	50.9 %
No	142	49.1 %
Total	289	100.0 %

Q22. Please indicate how often you and members of your household use the following in Scarborough.

(N=309)

	Daily	Weekly	Monthly	A few times a year	Never use	Not provided
Q22-1. Beaches (Summer)	13.6%	34.3%	12.6%	22.3%	11.7%	5.5%
Q22-2. Beaches (Fall-Spring)	9.7%	22.3%	19.1%	28.2%	14.6%	6.1%
Q22-3. Eastern Trail	6.1%	14.2%	15.9%	33.0%	24.3%	6.5%
Q22-4. Memorial Park	1.6%	11.7%	8.4%	34.3%	35.6%	8.4%
Q22-5. Other Town Parks (e.g., Willey, Springbrook)	1.9%	3.6%	5.8%	14.6%	63.4%	10.7%
Q22-6. Scarborough Land Trust Properties	2.6%	9.1%	11.7%	29.8%	37.9%	9.1%
Q22-7. Sidewalks	14.6%	13.3%	7.4%	20.1%	35.9%	8.7%

WITHOUT NOT PROVIDED**Q22. Please indicate how often you and members of your household use the following in Scarborough.
(without "not provided")**

(N=309)

	Daily	Weekly	Monthly	A few times a year	Never use
Q22-1. Beaches (Summer)	14.4%	36.3%	13.4%	23.6%	12.3%
Q22-2. Beaches (Fall-Spring)	10.3%	23.8%	20.3%	30.0%	15.5%
Q22-3. Eastern Trail	6.6%	15.2%	17.0%	35.3%	26.0%
Q22-4. Memorial Park	1.8%	12.7%	9.2%	37.5%	38.9%
Q22-5. Other Town Parks (e.g., Willey, Springbrook)	2.2%	4.0%	6.5%	16.3%	71.0%
Q22-6. Scarborough Land Trust Properties	2.8%	10.0%	12.8%	32.7%	41.6%
Q22-7. Sidewalks	16.0%	14.5%	8.2%	22.0%	39.4%

Q23. What are the THREE most significant issues you think Scarborough will face over the next five years?

Q23. Top choice	Number	Percent
Public safety	7	2.3 %
Affordability of Town services (property taxes)	150	48.5 %
Transportation	5	1.6 %
Environmental protection	8	2.6 %
Pace of community growth/expansion	92	29.8 %
Public education	5	1.6 %
Social justice/equity/inclusivity	1	0.3 %
Affordable housing	20	6.5 %
Climate change adaptation	9	2.9 %
Other	3	1.0 %
None chosen	9	2.9 %
Total	309	100.0 %

Q23. What are the THREE most significant issues you think Scarborough will face over the next five years?

Q23. 2nd choice	Number	Percent
Public safety	13	4.2 %
Affordability of Town services (property taxes)	55	17.8 %
Transportation	21	6.8 %
Environmental protection	13	4.2 %
Pace of community growth/expansion	108	35.0 %
Public education	22	7.1 %
Job opportunities	5	1.6 %
Social justice/equity/inclusivity	7	2.3 %
Affordable housing	37	12.0 %
Climate change adaptation	13	4.2 %
None chosen	15	4.9 %
Total	309	100.0 %

Q23. What are the THREE most significant issues you think Scarborough will face over the next five years?

Q23. 3rd choice	Number	Percent
Public safety	24	7.8 %
Affordability of Town services (property taxes)	34	11.0 %
Transportation	22	7.1 %
Environmental protection	25	8.1 %
Pace of community growth/expansion	34	11.0 %
Public education	32	10.4 %
Job opportunities	6	1.9 %
Social justice/equity/inclusivity	5	1.6 %
Affordable housing	63	20.4 %
Climate change adaptation	29	9.4 %
Other	6	1.9 %
None chosen	29	9.4 %
Total	309	100.0 %

SUM OF TOP 3 CHOICES**Q23. What are the THREE most significant issues you think Scarborough will face over the next five years?
(top 3)**

Q23. Sum of Top 3 Choices	Number	Percent
Public safety	44	14.2 %
Affordability of Town services (property taxes)	239	77.3 %
Transportation	48	15.5 %
Environmental protection	46	14.9 %
Pace of community growth/expansion	234	75.7 %
Public education	59	19.1 %
Job opportunities	11	3.6 %
Social justice/equity/inclusivity	13	4.2 %
Affordable housing	120	38.8 %
Climate change adaptation	51	16.5 %
Other	9	2.9 %
None chosen	9	2.9 %
Total	883	

Q24. 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=309)

	Very satisfied	Satisfied	Neutral	Dissatisfi- ed	Very dissatisfi- ed	Don't know
Q24-1. Availability of information about Town programs & services	13.3%	35.0%	25.9%	11.0%	4.5%	10.4%
Q24-2. Town efforts to keep you informed about local issues	10.7%	31.4%	24.6%	15.2%	7.8%	10.4%
Q24-3. Level of public involvement in local decision making	5.8%	17.5%	28.5%	20.1%	15.9%	12.3%
Q24-4. Timeliness of information provided by Town	8.1%	20.1%	35.6%	14.6%	8.1%	13.6%
Q24-5. Usefulness of information on Town's website	8.7%	32.4%	29.8%	10.0%	4.2%	14.9%
Q24-6. Town's cable television channel (SCTV)	2.9%	11.7%	21.4%	5.8%	3.2%	55.0%
Q24-7. Town's use of social media	3.2%	22.3%	29.4%	5.5%	3.9%	35.6%
Q24-8. Town's use of modern technology (e.g., YouTube, Zoom)	4.9%	18.1%	26.2%	3.2%	1.6%	46.0%
Q24-9. Virtual Town Council meetings	7.1%	18.4%	30.1%	4.5%	2.3%	37.5%

WITHOUT DON'T KNOW

Q24. 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=309)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q24-1. Availability of information about Town programs & services	14.8%	39.0%	28.9%	12.3%	5.1%
Q24-2. Town efforts to keep you informed about local issues	11.9%	35.0%	27.4%	17.0%	8.7%
Q24-3. Level of public involvement in local decision making	6.6%	19.9%	32.5%	22.9%	18.1%
Q24-4. Timeliness of information provided by Town	9.4%	23.2%	41.2%	16.9%	9.4%
Q24-5. Usefulness of information on Town's website	10.3%	38.0%	35.0%	11.8%	4.9%
Q24-6. Town's cable television channel (SCTV)	6.5%	25.9%	47.5%	12.9%	7.2%
Q24-7. Town's use of social media	5.0%	34.7%	45.7%	8.5%	6.0%
Q24-8. Town's use of modern technology (e.g., YouTube, Zoom)	9.0%	33.5%	48.5%	6.0%	3.0%
Q24-9. Virtual Town Council meetings	11.4%	29.5%	48.2%	7.3%	3.6%

Q25. Which of the following are your primary sources of information about Town issues, services, and events?

Q25. Your primary sources of information about Town
issues, services, & events

	Number	Percent
Town's website	161	52.1 %
Town eNewsletter	127	41.1 %
Town local access channel	19	6.1 %
Town Hall	46	14.9 %
Town Instagram	12	3.9 %
Town Facebook Page	102	33.0 %
Facebook (Non-Town Sources)	58	18.8 %
Community interest group	39	12.6 %
Neighborhood association outreach	29	9.4 %
Television	47	15.2 %
Radio	13	4.2 %
News website	17	5.5 %
Press Herald	63	20.4 %
Scarborough Leader (online version)	72	23.3 %
Scarborough Living magazine	26	8.4 %
Word of mouth	118	38.2 %
Other	11	3.6 %
Total	960	

Q26. Which THREE sources of information listed in Question 25 are your most PREFERRED methods of receiving information about the Town?

Q26. Top choice	Number	Percent
Town's website	69	22.3 %
Town eNewsletter	86	27.8 %
Town Hall	6	1.9 %
Town Instagram	3	1.0 %
Town Facebook Page	24	7.8 %
Facebook (Non-Town Sources)	12	3.9 %
Community interest group	6	1.9 %
Neighborhood association outreach	4	1.3 %
Television	8	2.6 %
News website	1	0.3 %
Press Herald	9	2.9 %
Scarborough Leader (online version)	9	2.9 %
Scarborough Living magazine	3	1.0 %
Word of mouth	4	1.3 %
None chosen	65	21.0 %
Total	309	100.0 %

Q26. Which THREE sources of information listed in Question 25 are your most PREFERRED methods of receiving information about the Town?

Q26. 2nd choice	Number	Percent
Town's website	44	14.2 %
Town eNewsletter	36	11.7 %
Town local access channel	9	2.9 %
Town Hall	2	0.6 %
Town Instagram	2	0.6 %
Town Facebook Page	34	11.0 %
Facebook (Non-Town Sources)	11	3.6 %
Community interest group	13	4.2 %
Neighborhood association outreach	2	0.6 %
Television	14	4.5 %
Radio	3	1.0 %
News website	4	1.3 %
Press Herald	10	3.2 %
Scarborough Leader (online version)	16	5.2 %
Scarborough Living magazine	4	1.3 %
Word of mouth	9	2.9 %
None chosen	96	31.1 %
Total	309	100.0 %

Q26. Which THREE sources of information listed in Question 25 are your most PREFERRED methods of receiving information about the Town?

Q26. 3rd choice	Number	Percent
Town's website	22	7.1 %
Town eNewsletter	10	3.2 %
Town local access channel	10	3.2 %
Town Hall	10	3.2 %
Town Instagram	7	2.3 %
Town Facebook Page	14	4.5 %
Facebook (Non-Town Sources)	7	2.3 %
Community interest group	6	1.9 %
Neighborhood association outreach	7	2.3 %
Television	11	3.6 %
Radio	2	0.6 %
News website	4	1.3 %
Press Herald	15	4.9 %
Scarborough Leader (online version)	17	5.5 %
Scarborough Living magazine	4	1.3 %
Word of mouth	20	6.5 %
None chosen	143	46.3 %
Total	309	100.0 %

SUM OF TOP 3 CHOICES

Q26. Which THREE sources of information listed in Question 25 are your most PREFERRED methods of receiving information about the Town? (top 3)

Q26. Sum of Top 3 Choices	Number	Percent
Town's website	135	43.7 %
Town eNewsletter	132	42.7 %
Town local access channel	19	6.1 %
Town Hall	18	5.8 %
Town Instagram	12	3.9 %
Town Facebook Page	72	23.3 %
Facebook (Non-Town Sources)	30	9.7 %
Community interest group	25	8.1 %
Neighborhood association outreach	13	4.2 %
Television	33	10.7 %
Radio	5	1.6 %
News website	9	2.9 %
Press Herald	34	11.0 %
Scarborough Leader (online version)	42	13.6 %
Scarborough Living magazine	11	3.6 %
Word of mouth	33	10.7 %
None chosen	65	21.0 %
Total	688	

Q27. Did you know the Town of Scarborough has an email newsletter (sent twice monthly)?

Q27. Did you know Town of Scarborough has an email newsletter

	Number	Percent
Yes	167	54.0 %
No	120	38.8 %
Not provided	22	7.1 %
Total	309	100.0 %

WITHOUT NOT PROVIDED**Q27. Did you know the Town of Scarborough has an email newsletter (sent twice monthly)? (without "not provided")**

Q27. Did you know Town of Scarborough has an email newsletter

	Number	Percent
Yes	167	58.2 %
No	120	41.8 %
Total	287	100.0 %

Q28. Are you subscribed to the Town Newsletter?

Q28. Are you subscribed to Town Newsletter

	Number	Percent
Yes	145	46.9 %
No	142	46.0 %
Not provided	22	7.1 %
Total	309	100.0 %

WITHOUT NOT PROVIDED**Q28. Are you subscribed to the Town Newsletter? (without "not provided")**

Q28. Are you subscribed to Town Newsletter

	Number	Percent
Yes	145	50.5 %
No	142	49.5 %
Total	287	100.0 %

Q28a. Why are you not subscribed to the Town Newsletter?

<u>Q28a. Why are you not subscribed to Town Newsletter</u>	<u>Number</u>	<u>Percent</u>
I'm not interested	9	6.3 %
I receive too many emails	21	14.8 %
I don't regularly use email	17	12.0 %
I didn't realize there was a Town Newsletter	93	65.5 %
The newsletters are too frequent	2	1.4 %
Other	3	2.1 %
Total	145	

Q28a-6. Other:

<u>Q28a-6. Other</u>	<u>Number</u>	<u>Percent</u>
I subscribed but never received	1	33.3 %
Have no computer	1	33.3 %
<u>I need to sign up</u>	<u>1</u>	<u>33.3 %</u>
Total	3	100.0 %

Q29. What is your preferred frequency for the Town email newsletter?

<u>Q29. Your preferred frequency for Town email newsletter</u>	<u>Number</u>	<u>Percent</u>
Every other week (as it is now)	137	44.3 %
Every week	45	14.6 %
Every month	56	18.1 %
Other	2	0.6 %
Not provided	69	22.3 %
Total	309	100.0 %

WITHOUT NOT PROVIDED**Q29. What is your preferred frequency for the Town email newsletter? (without "not provided")**

<u>Q29. Your preferred frequency for Town email newsletter</u>	<u>Number</u>	<u>Percent</u>
Every other week (as it is now)	137	57.1 %
Every week	45	18.8 %
Every month	56	23.3 %
Other	2	0.8 %
Total	240	100.0 %

Q29-4 Other:

<u>Q29-4. Other</u>	<u>Number</u>	<u>Percent</u>
As needed when there is important info like road closures, road work disrupting traffic, etc.	1	50.0 %
I would like daily updates	1	50.0 %
Total	2	100.0 %

Q30. Would you be interested in a printed option of the email newsletter if it was available?

Q30. Would you be interested in a printed option of
email newsletter if it was available

	Number	Percent
Yes	111	35.9 %
No	119	38.5 %
Maybe	54	17.5 %
Not provided	25	8.1 %
Total	309	100.0 %

WITHOUT NOT PROVIDED**Q30. Would you be interested in a printed option of the email newsletter if it was available? (without "not provided")**

Q30. Would you be interested in a printed option of
email newsletter if it was available

	Number	Percent
Yes	111	39.1 %
No	119	41.9 %
Maybe	54	19.0 %
Total	284	100.0 %

Q31. More than 10 years ago, the Town adopted revisions to the Animal Control Ordinance that were designed as a compromise for dog access on beaches. These revisions outline shared access to Town beaches, with specific provisions for when dogs may be on-leash, off-leash, or not allowed, depending on the season and time of day. Which of the following best reflects your opinion on the current ordinance?

Q31. Which following best reflects your opinion on current Animal Control Ordinance	Number	Percent
Current ordinance is reasonable & should remain as is	148	47.9 %
Ordinance should be revised to allow more dog access to the beach	47	15.2 %
Ordinance should be revised to allow less dog access to the beach	40	12.9 %
I have no opinion on the current ordinance	52	16.8 %
Not provided	22	7.1 %
Total	309	100.0 %

WITHOUT NOT PROVIDED

Q31. More than 10 years ago, the Town adopted revisions to the Animal Control Ordinance that were designed as a compromise for dog access on beaches. These revisions outline shared access to Town beaches, with specific provisions for when dogs may be on-leash, off-leash, or not allowed, depending on the season and time of day. Which of the following best reflects your opinion on the current ordinance? (without "not provided")

Q31. Which following best reflects your opinion on current Animal Control Ordinance	Number	Percent
Current ordinance is reasonable & should remain as is	148	51.6 %
Ordinance should be revised to allow more dog access to the beach	47	16.4 %
Ordinance should be revised to allow less dog access to the beach	40	13.9 %
I have no opinion on the current ordinance	52	18.1 %
Total	287	100.0 %

Q32. Approximately how many years have you lived in the Town of Scarborough?

Q32. How many years have you lived in Town of

Scarborough	Number	Percent
Less than 5 years	18	5.8 %
5-10 years	60	19.4 %
11-20 years	48	15.5 %
20+ years	176	57.0 %
Not provided	7	2.3 %
Total	309	100.0 %

WITHOUT NOT PROVIDED**Q32. Approximately how many years have you lived in the Town of Scarborough? (without "not provided")**

Q32. How many years have you lived in Town of

Scarborough	Number	Percent
Less than 5 years	18	6.0 %
5-10 years	60	19.9 %
11-20 years	48	15.9 %
20+ years	176	58.3 %
Total	302	100.0 %

Q33. Including yourself, how many persons from each age group are currently living in your household?

	Mean	Sum
number	2.1	627
5 & under	0.1	22
6 to 19	0.1	42
20 to 44	0.4	109
45 to 64	0.6	186
65 to 74	0.4	113
75 & over	0.5	155

Q34. In what type of residence do you live?

<u>Q34. In what type of residence do you live</u>	<u>Number</u>	<u>Percent</u>
Single family home	250	80.9 %
Townhome	4	1.3 %
Apartment or condominium	34	11.0 %
Other	10	3.2 %
Not provided	11	3.6 %
Total	309	100.0 %

WITHOUT NOT PROVIDED**Q34. In what type of residence do you live? (without "not provided")**

<u>Q34. In what type of residence do you live</u>	<u>Number</u>	<u>Percent</u>
Single family home	250	83.9 %
Townhome	4	1.3 %
Apartment or condominium	34	11.4 %
Other	10	3.4 %
Total	298	100.0 %

Q34-4. Other:

<u>Q34-4. Other</u>	<u>Number</u>	<u>Percent</u>
Retirement community	5	50.0 %
Manufactured home	2	20.0 %
Family home with in-law apartment	1	10.0 %
Farm business homestead compound	1	10.0 %
Residential community	1	10.0 %
Total	10	100.0 %

Q35. Do you own or rent your current residence?

Q35. Do you own or rent your current residence	Number	Percent
Own	273	88.3 %
Rent	25	8.1 %
Not provided	11	3.6 %
Total	309	100.0 %

WITHOUT NOT PROVIDED**Q35. Do you own or rent your current residence? (without "not provided")**

Q35. Do you own or rent your current residence	Number	Percent
Own	273	91.6 %
Rent	25	8.4 %
Total	298	100.0 %

Q36. What is your age?

Q36. Your age	Number	Percent
18-34	16	5.2 %
35-44	18	5.8 %
45-54	24	7.8 %
55-64	59	19.1 %
65+	136	44.0 %
Not provided	56	18.1 %
Total	309	100.0 %

WITHOUT NOT PROVIDED**Q36. What is your age? (without "not provided")**

Q36. Your age	Number	Percent
18-34	16	6.3 %
35-44	18	7.1 %
45-54	24	9.5 %
55-64	59	23.3 %
65+	136	53.8 %
Total	253	100.0 %

Q37. Which of the following best describes your race/ethnicity?

<u>Q37. Your race/ethnicity</u>	<u>Number</u>	<u>Percent</u>
Asian or Asian Indian	1	0.3 %
Black or African American	2	0.6 %
American Indian or Alaska Native	1	0.3 %
White	266	86.1 %
Hispanic or Latino	2	0.6 %
Other	7	2.3 %
Total	279	

Q37-7. Self-describe your race/ethnicity:

<u>Q37-7. Self-describe your race/ethnicity</u>	<u>Number</u>	<u>Percent</u>
Mixed	1	50.0 %
West Indian American	1	50.0 %
Total	2	100.0 %

Q38. Your gender:

Q38. Your gender	Number	Percent
Male	123	39.8 %
Female	149	48.2 %
Non-binary	1	0.3 %
Not provided	36	11.7 %
Total	309	100.0 %

WITHOUT NOT PROVIDED**Q38. Your gender: (without "not provided")**

Q38. Your gender	Number	Percent
Male	123	45.1 %
Female	149	54.6 %
Non-binary	1	0.4 %
Total	273	100.0 %

Q39. Would you say your total household income is...

Q39. Your total household income	Number	Percent
Under \$30K	15	4.9 %
\$30K to \$59,999	35	11.3 %
\$60K to \$99,999	65	21.0 %
\$100K to \$129,999	43	13.9 %
\$130K+	75	24.3 %
Not provided	76	24.6 %
Total	309	100.0 %

WITHOUT NOT PROVIDED**Q39. Would you say your total household income is... (without "not provided")**

Q39. Your total household income	Number	Percent
Under \$30K	15	6.4 %
\$30K to \$59,999	35	15.0 %
\$60K to \$99,999	65	27.9 %
\$100K to \$129,999	43	18.5 %
\$130K+	75	32.2 %
Total	233	100.0 %

Q40. Which of the following best describes your current employment status?

Q40. Your current employment status	Number	Percent
Employed outside the home	80	25.9 %
Employed in the home/have a home-based business	18	5.8 %
Student	1	0.3 %
Retired	175	56.6 %
Not currently employed outside the home	4	1.3 %
Not provided	31	10.0 %
Total	309	100.0 %

WITHOUT NOT PROVIDED**Q40. Which of the following best describes your current employment status? (without "not provided")**

Q40. Your current employment status	Number	Percent
Employed outside the home	80	28.8 %
Employed in the home/have a home-based business	18	6.5 %
Student	1	0.4 %
Retired	175	62.9 %
Not currently employed outside the home	4	1.4 %
Total	278	100.0 %