

# *Town of Hanover*

2015

## Citizens Satisfaction Survey

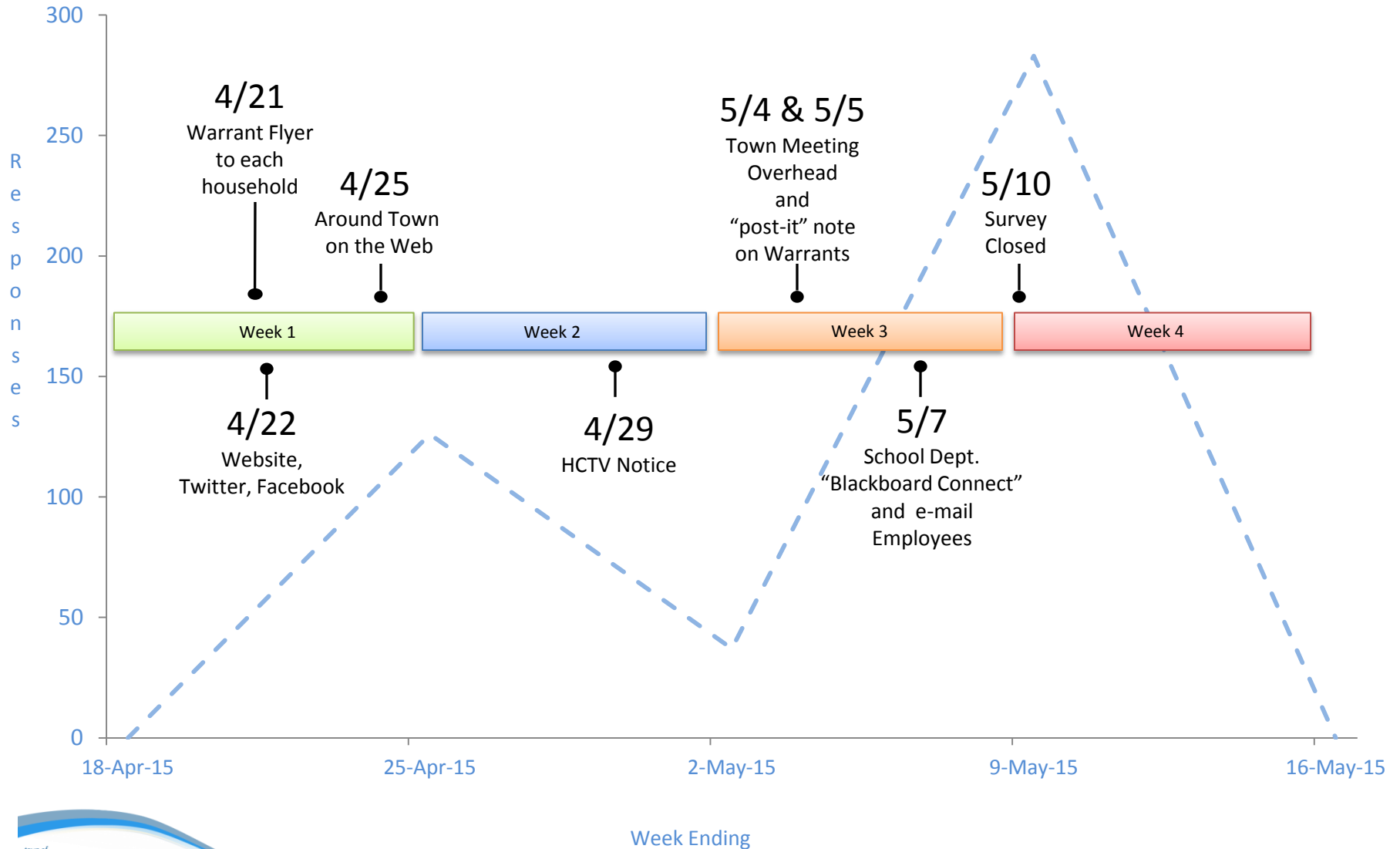
# About the survey .....

- Web based survey
  - Introductory letter
  - Five Sections
    - Quality of Life, Communications, Town Services, Government Performance, General / Demographics
- Timeframe: 3 Weeks (April 21 to May 10)
- Target: all households
- ✓ 496 respondents
- ✓ 11.5% response rate
- ✓ 5% error rate

# Demographics of respondents

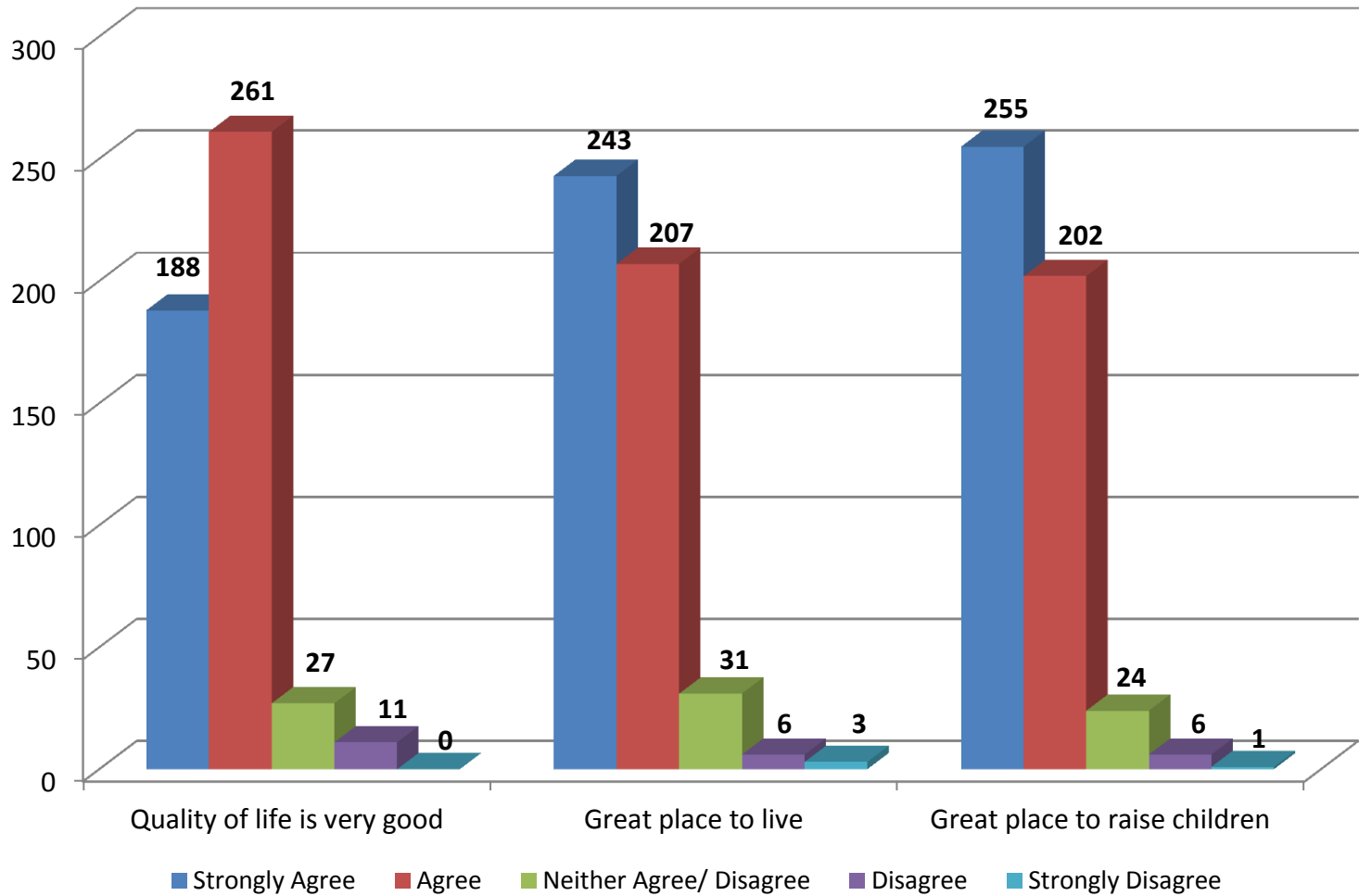
- Length of Residency: 63% more than 10 years
- Education Level: 85% had a college degree
- Age: 75% were 35 to 55 years old
- Gender Ratio: 68% female, 32% male

# Getting the word out .....



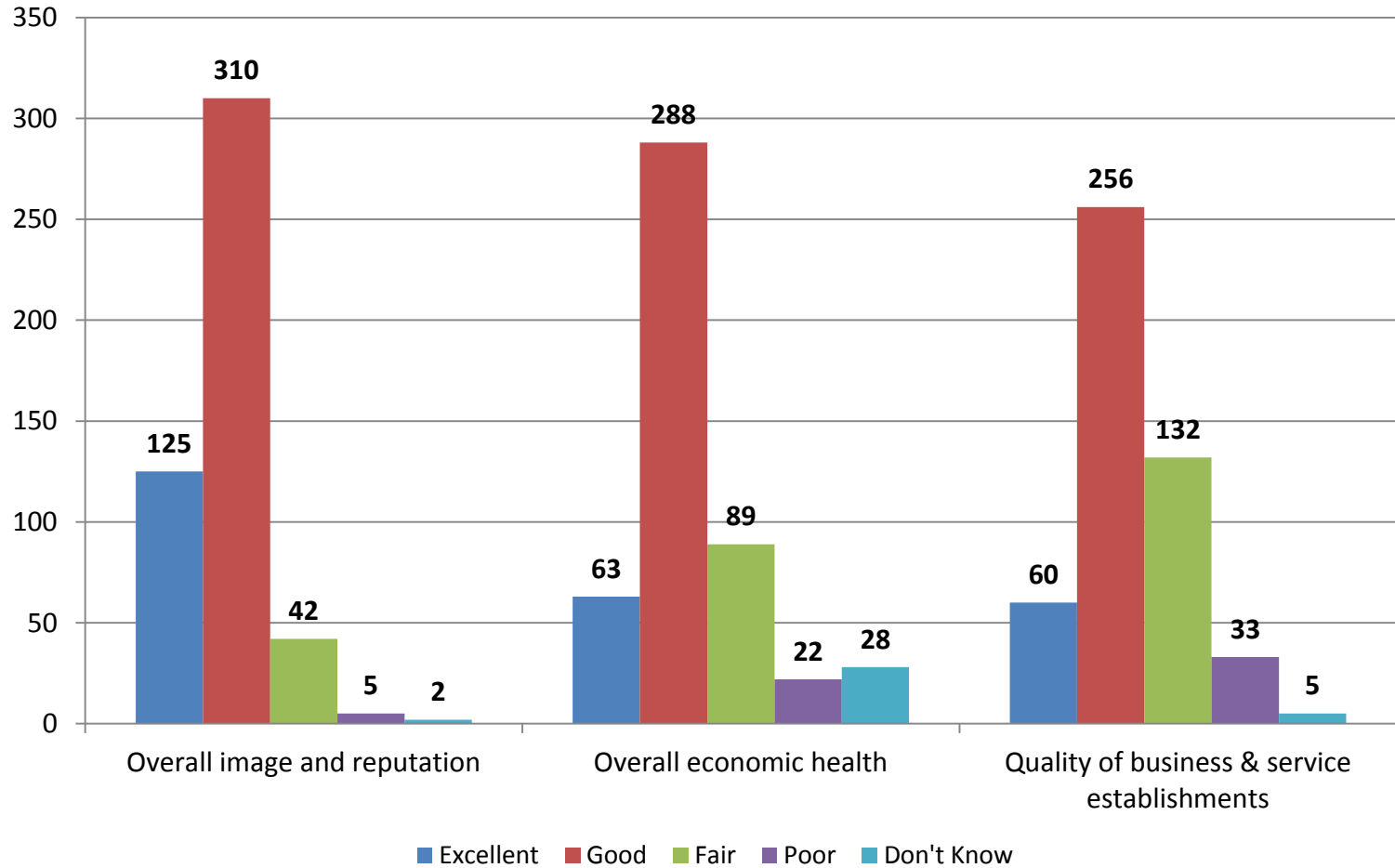
# Quality of Life

Level of agreement .....



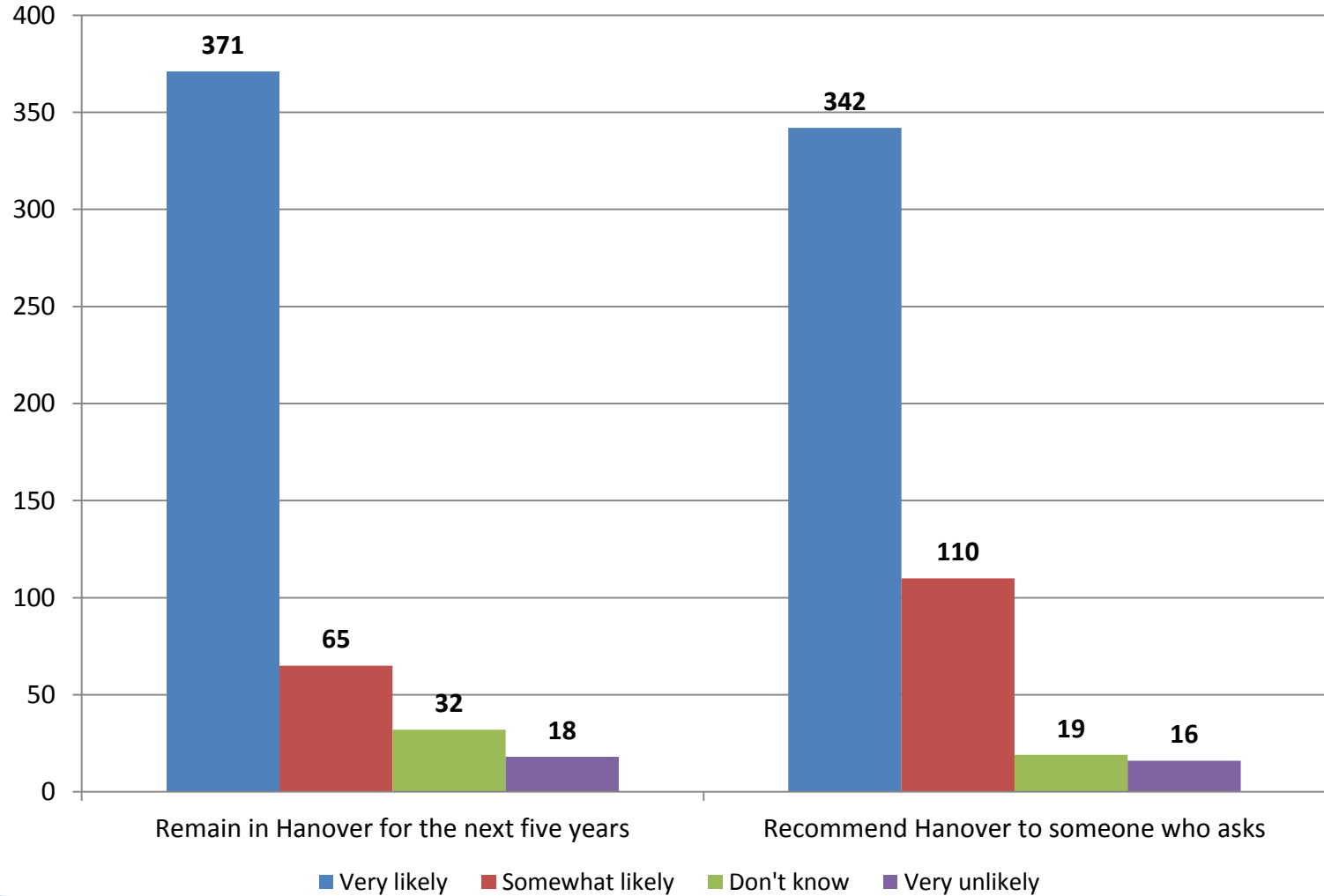
# Quality of Life

Hanover's characteristics .....



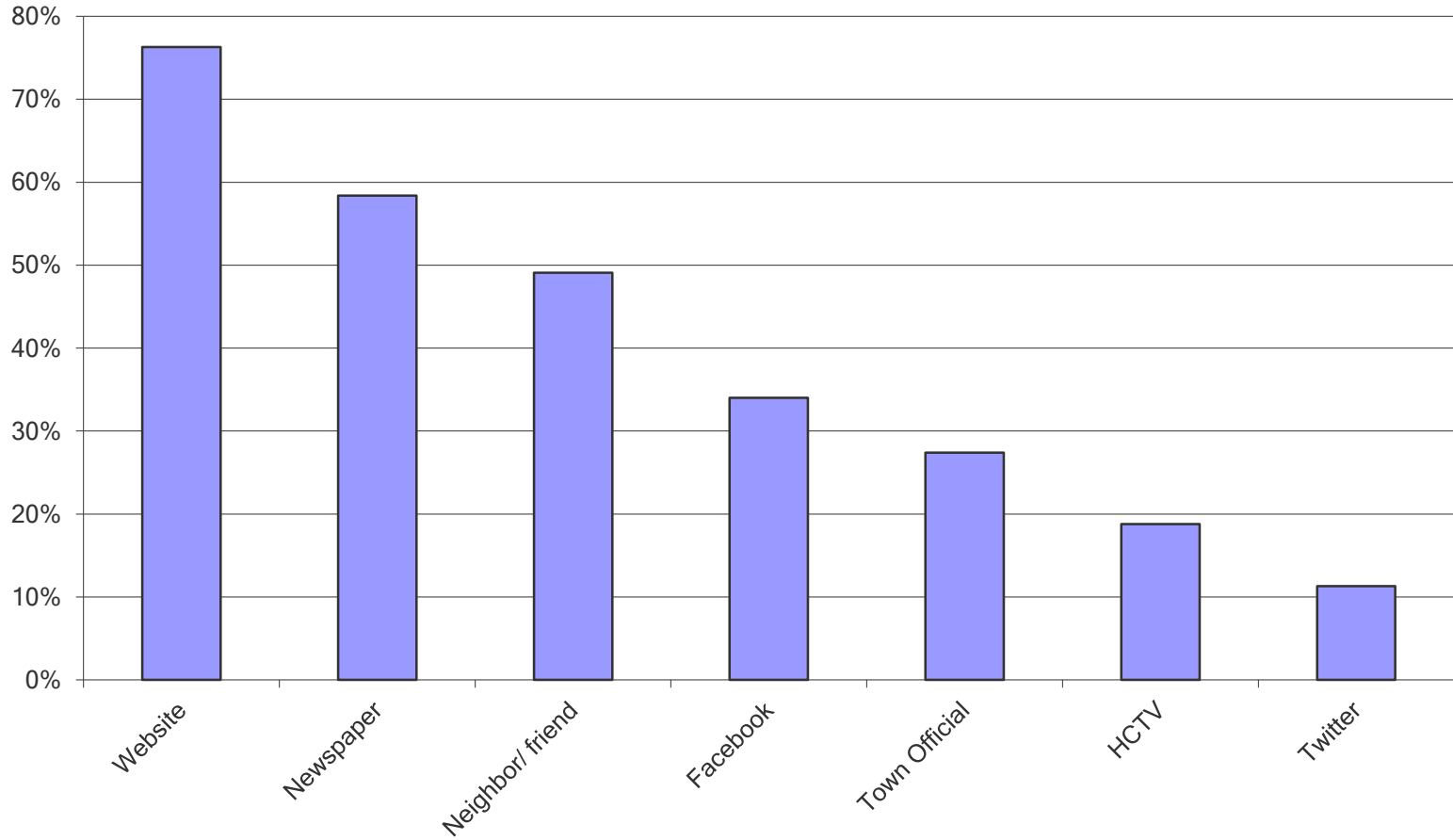
# Quality of Life

Likelihood to .....



# Communications

Where do you go for Town information .....

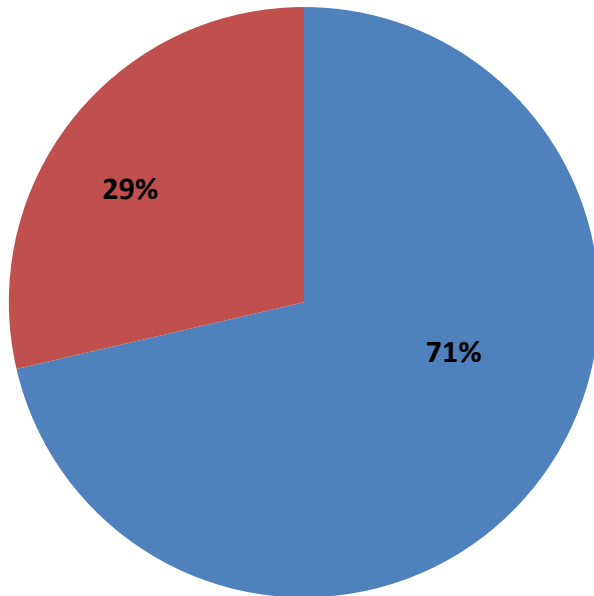




# Communications

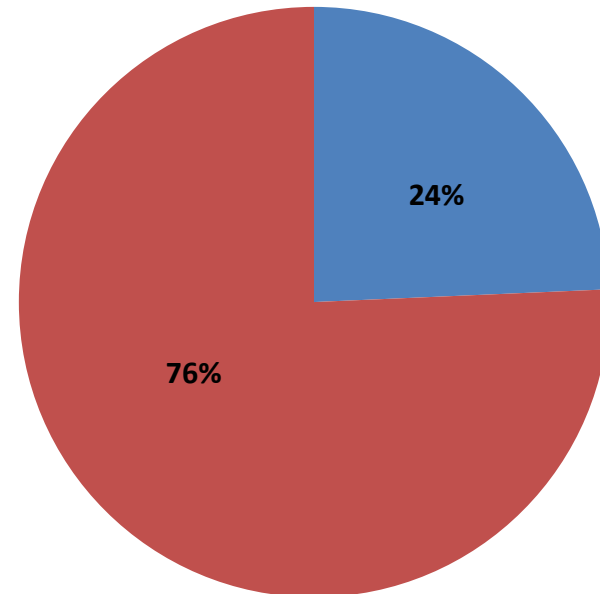
In the last 12 months have you contacted .....

**A Town Employee for help or information**



■ Yes ■ No

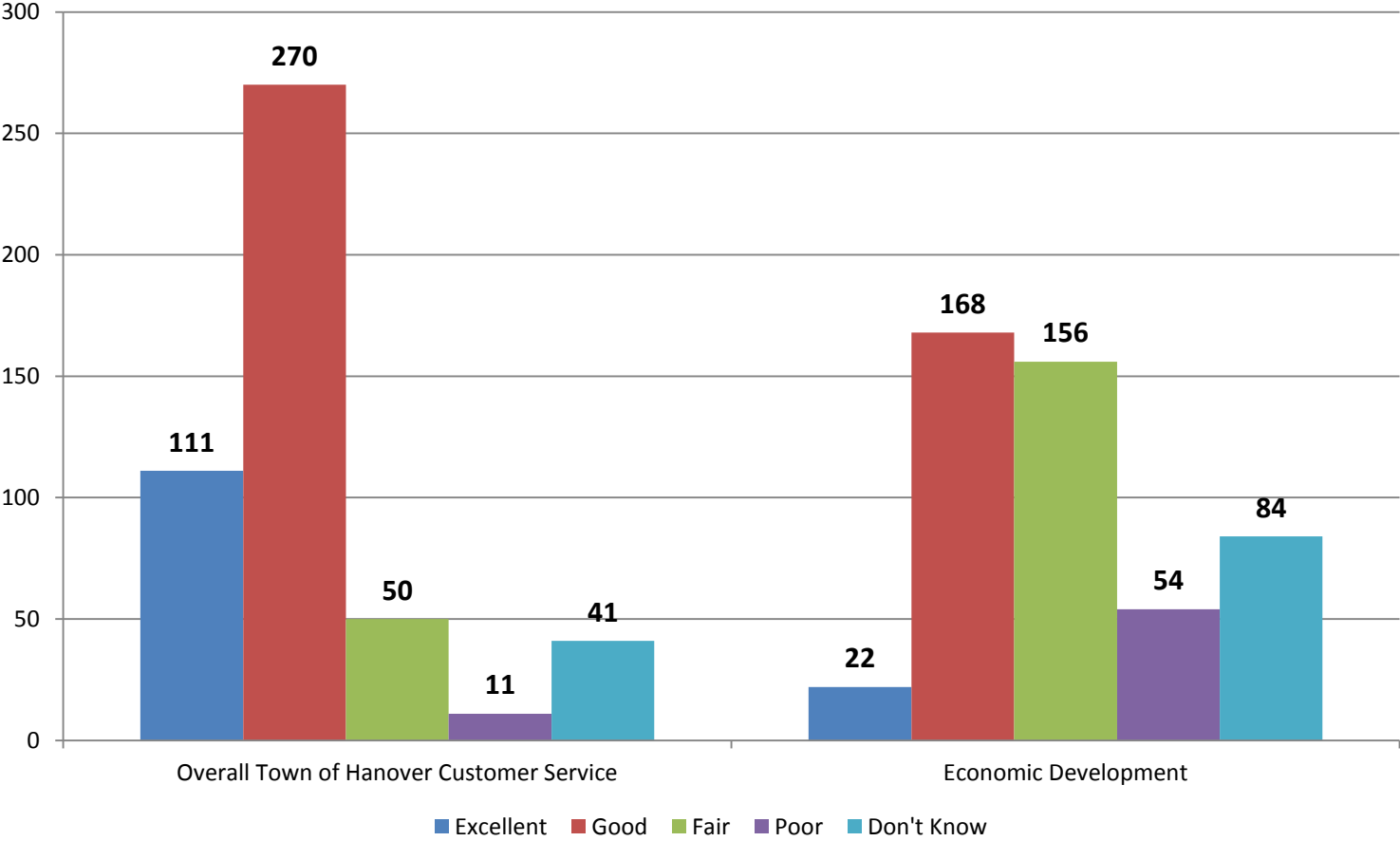
**An elected / appointed official to express an opinion**



■ Yes ■ No

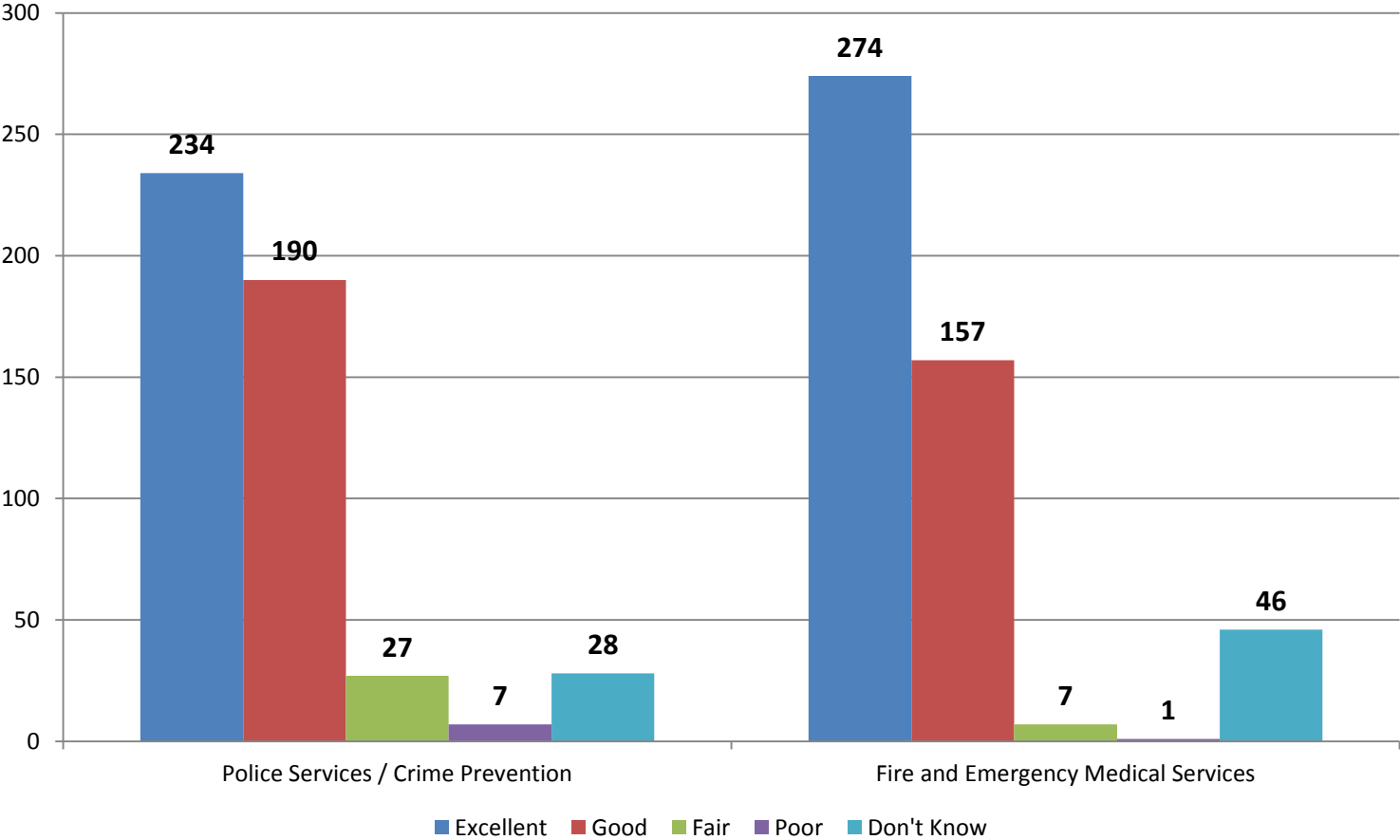
# Town Services

Quality of service provided .....



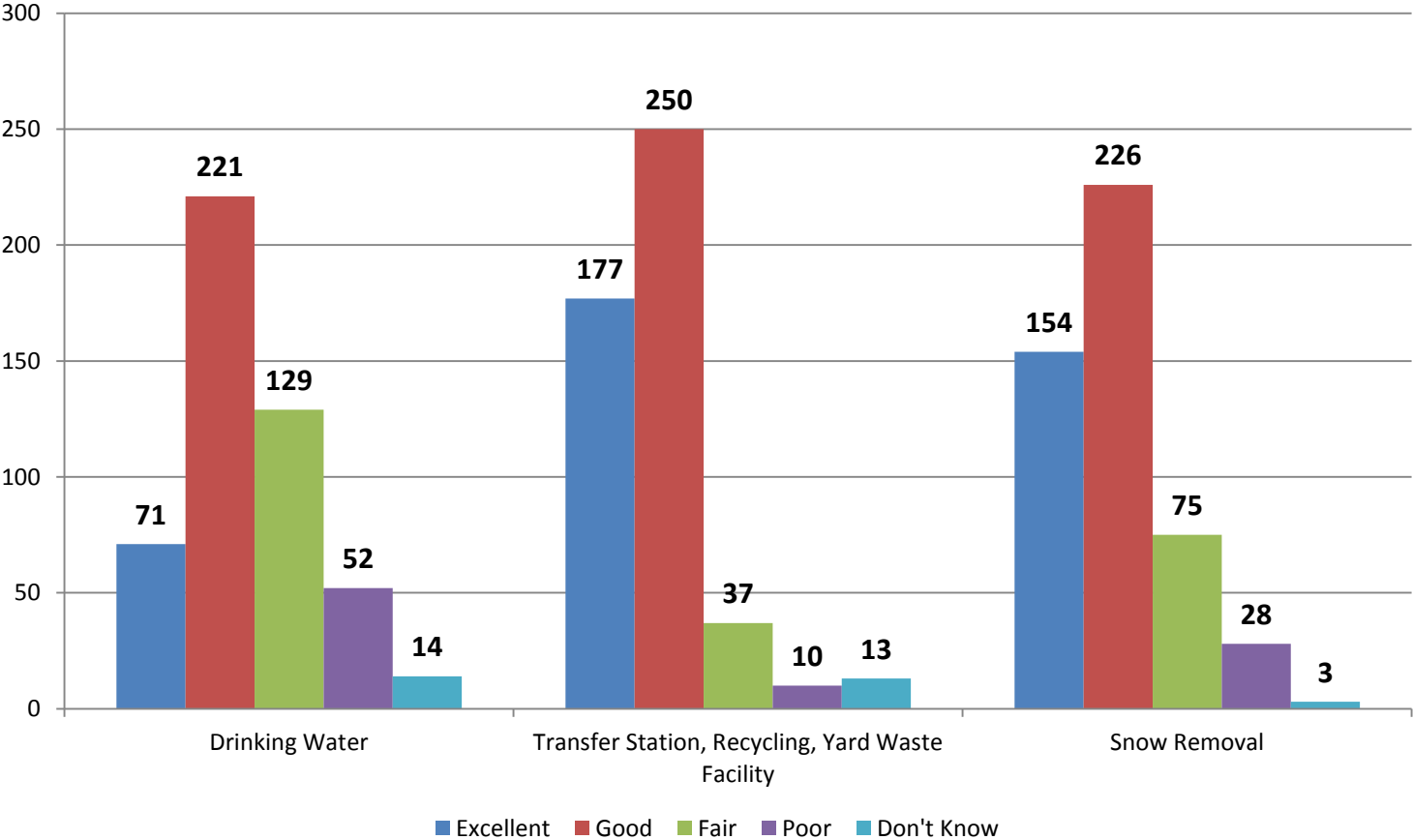
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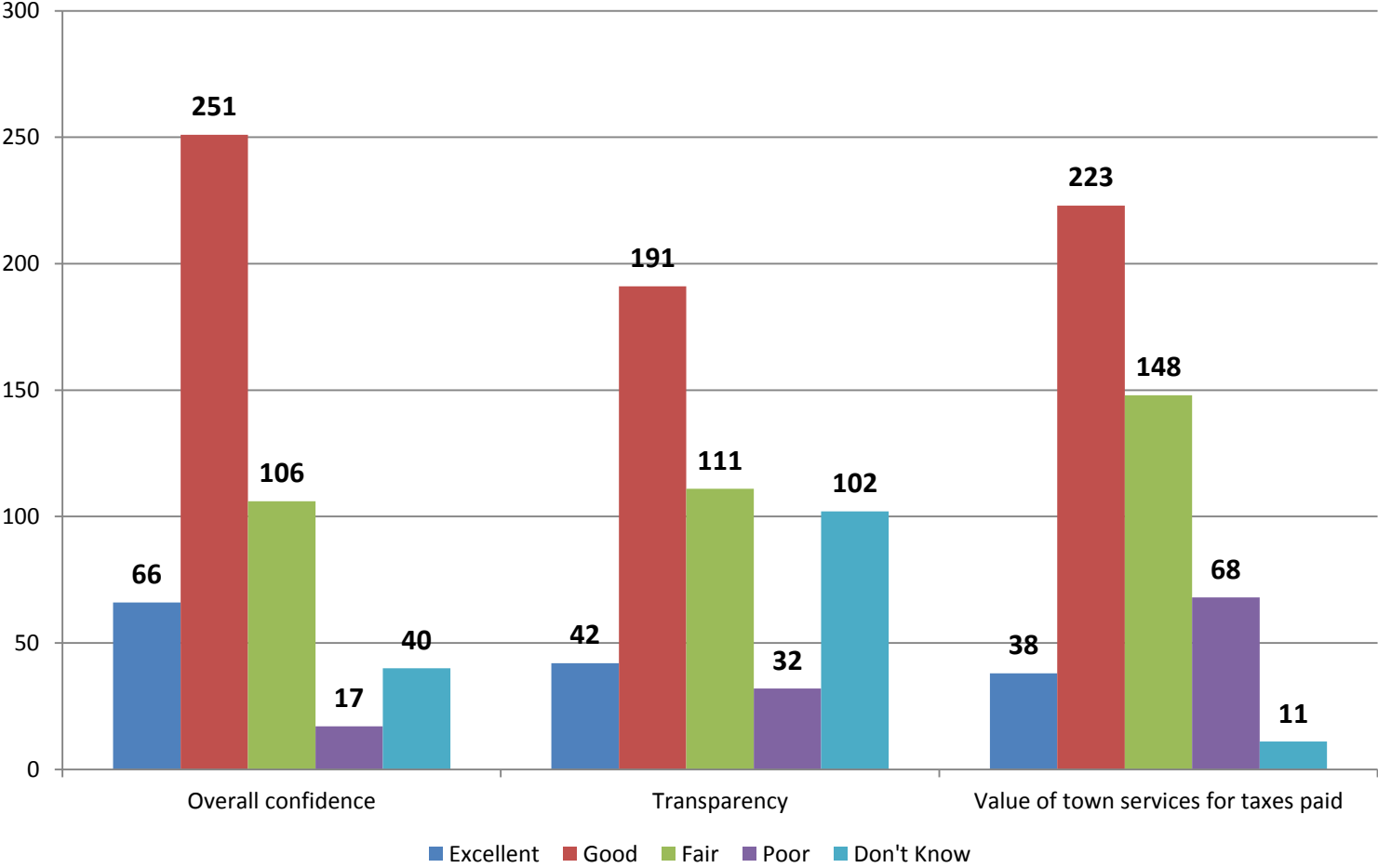
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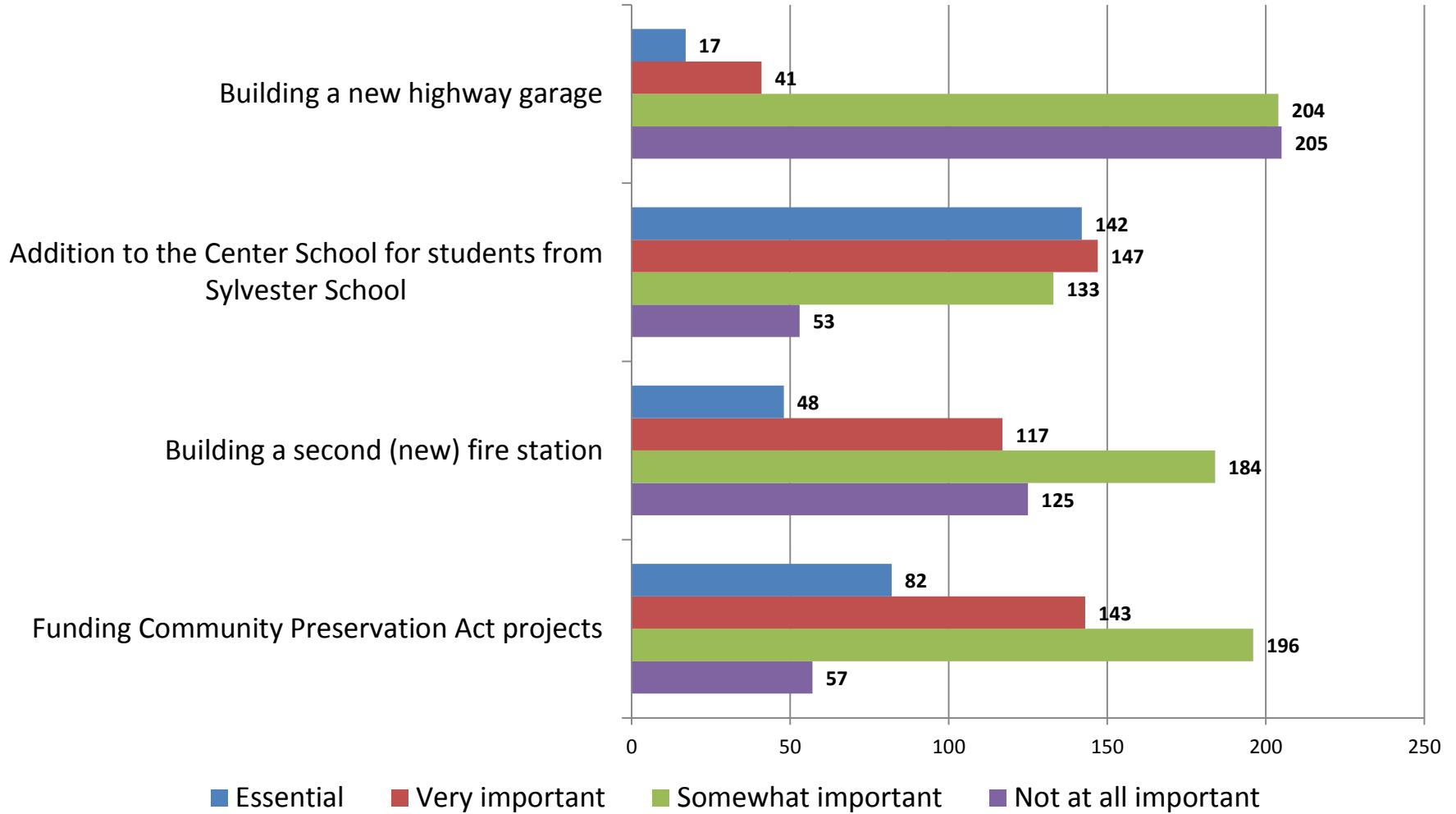
# Government

Performance in the following area .....



# General Questions

## Major Issues



# General Questions

One change that would make you happier .....

Building **New Business** Transfer Station **Mall**

Car Dealerships **Streets** Housing **DPW** Downtown

Fire **Taxes** Restaurants **RT. 53** Trash Pickup Water

Police **School / Education**

Government Sidewalks Dog Park

# General Questions

How happy are you living in Hanover .....

