

*Town of Hanover*

2015

# Citizens Satisfaction Survey

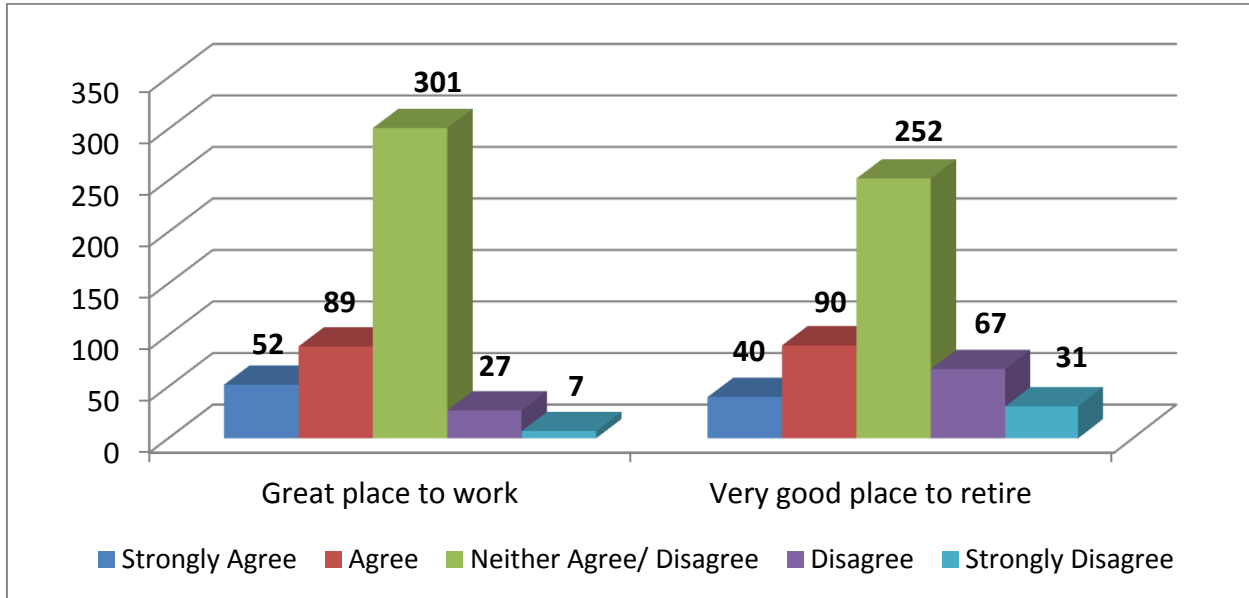
Supplemental

## TABLE OF CONTENTS

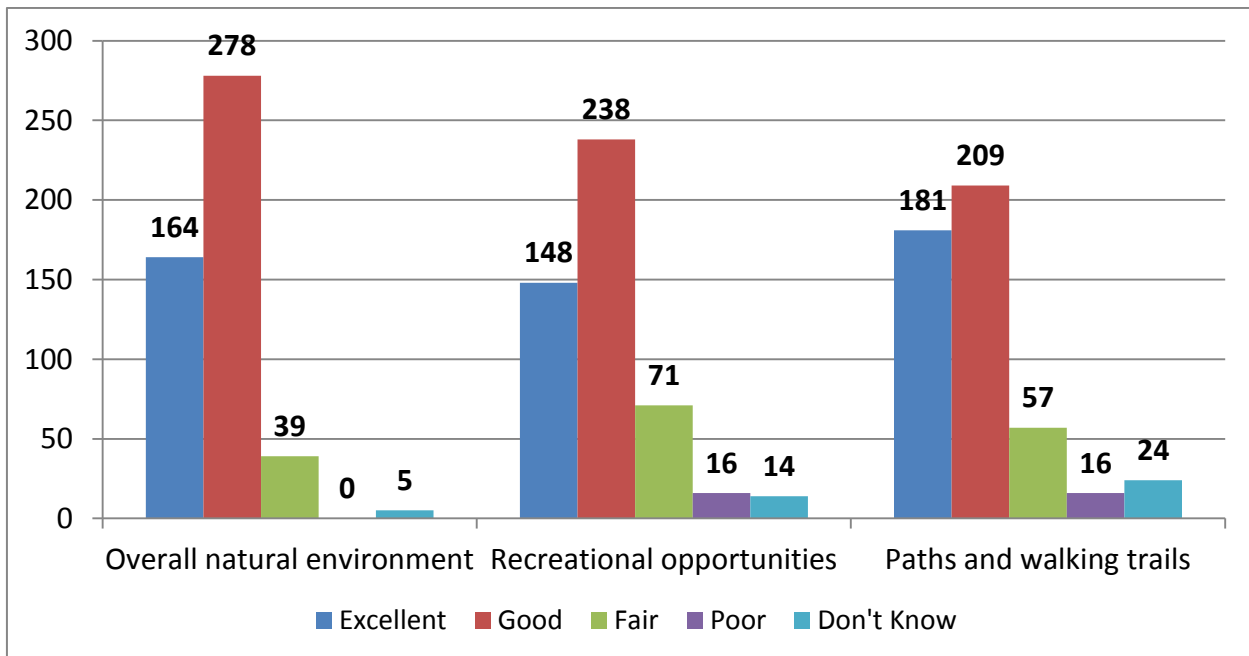
<b><u>SECTION</u></b>		<b><u>PAGE</u></b>
<b>Quality of Life</b>	Place to work / retire	<b>3</b>
	Environment, recreation, paths / trails	<b>3</b>
	Community / participation	<b>4</b>
<b>Communications</b>	Information about the Town	<b>4</b>
<b>Town Services</b>	Cultural Programs, Website, HCTV	<b>5</b>
	Streets, Fire Prevention, Land Use	<b>5</b>
<b>Government's Performance</b>	Treatment of Residents, Citizen's Involvement, Overall Direction	<b>6</b>
<b>General Question</b>	What one change would make you happier?	<b>6</b>
<b>Demographics</b>	How long have you resided in Hanover?	<b>7</b>
	Highest level of education you have completed?	<b>7</b>
	What is your gender?	<b>8</b>
	What is your age?	
<b>Survey Instruments</b>	Introductory Letter	<b>9</b>
	Citizen Survey	<b>10 &amp; 11</b>

## Quality of Life

### Place to work / retire

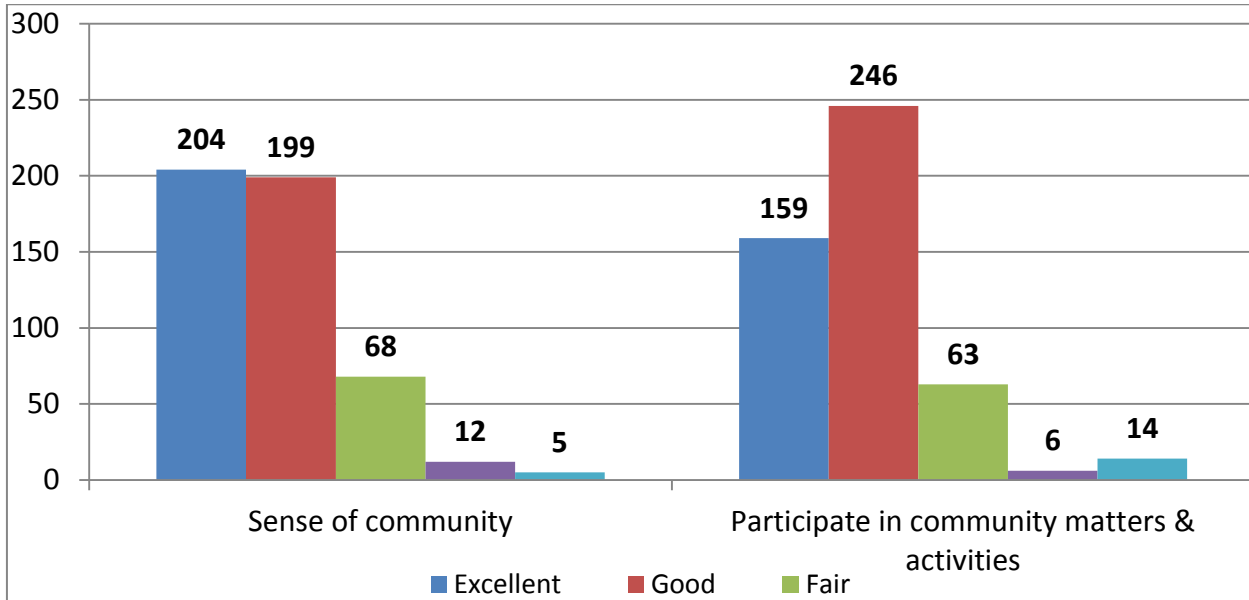


### Environment, recreation, paths / trails



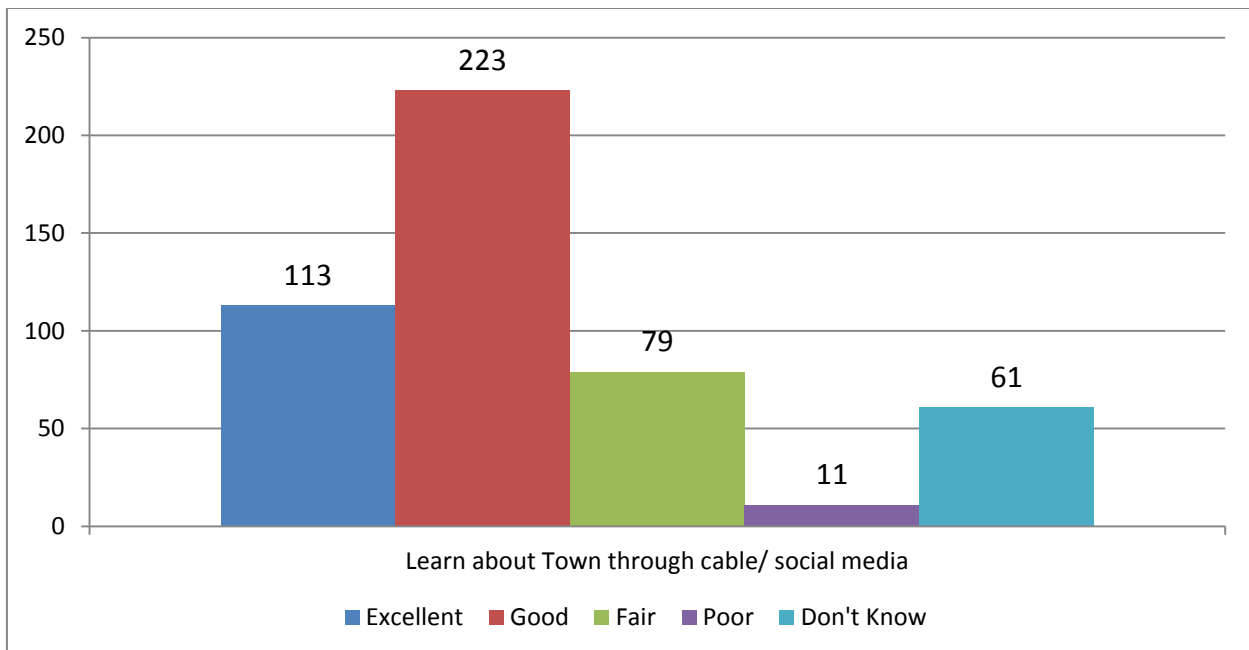
## Quality of Life

### Community / participation



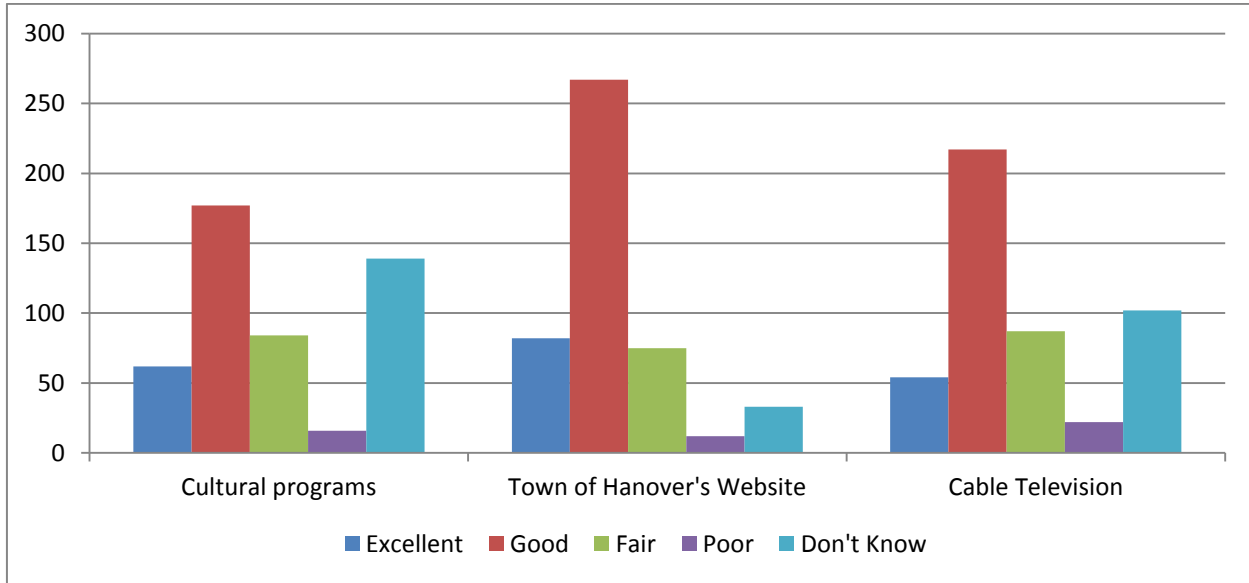
## Communications

### Information about the Town

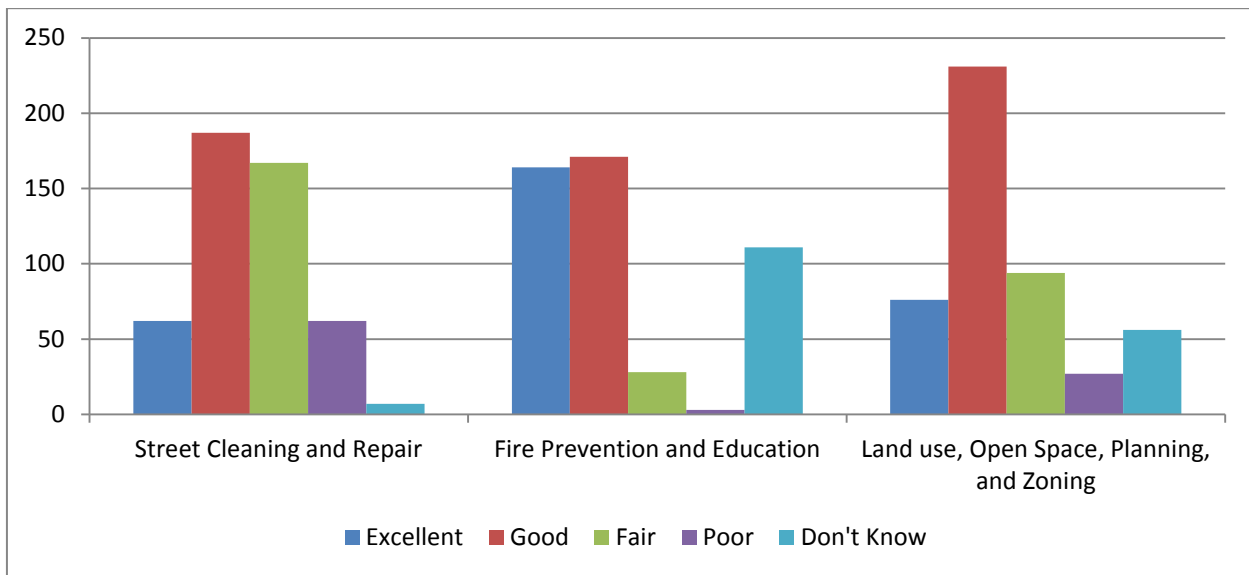


## Town Services

### Cultural Programs, Website, HCTV

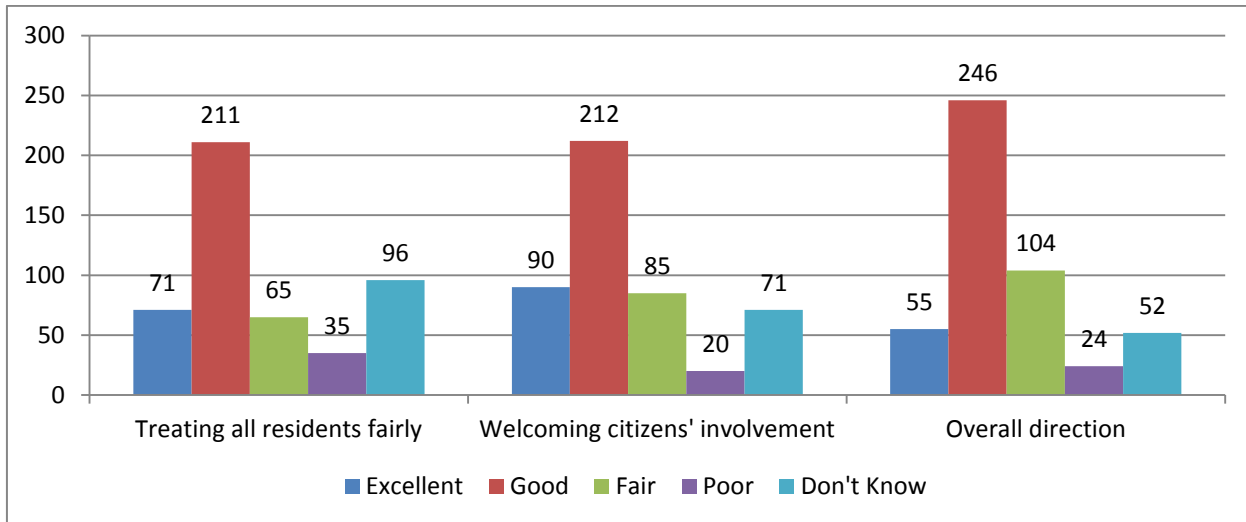


### Streets, Fire Prevention, Land Use



## Government's Performance

Treatment of Residents, Citizens' Involvement, Overall Direction



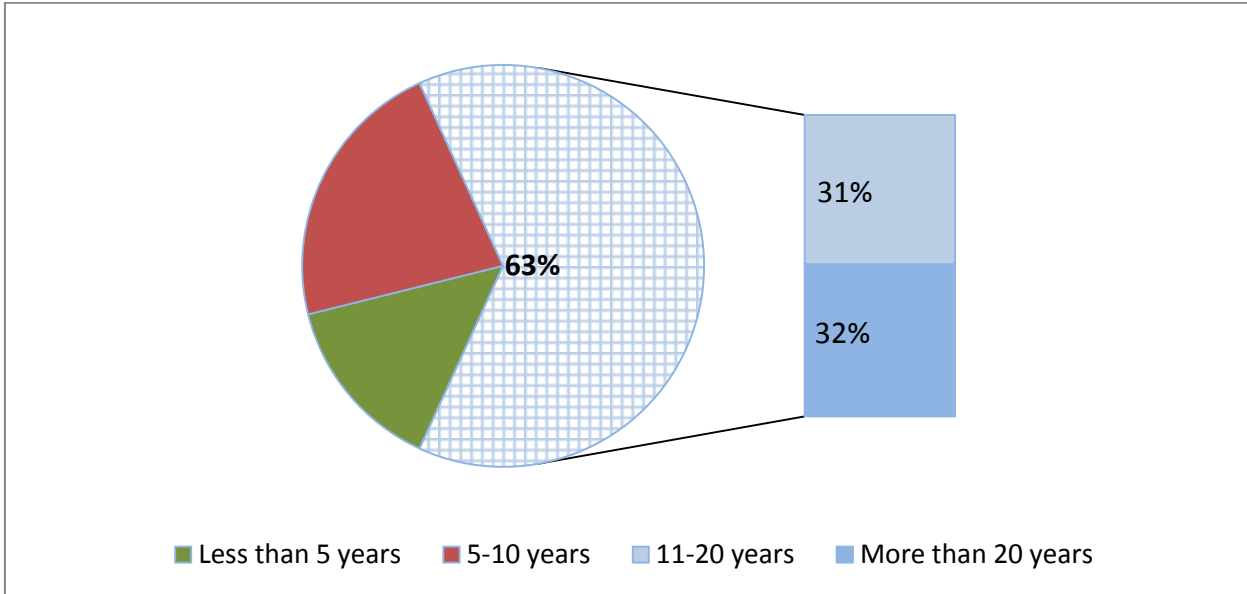
## General Questions

What one change would make you happier?

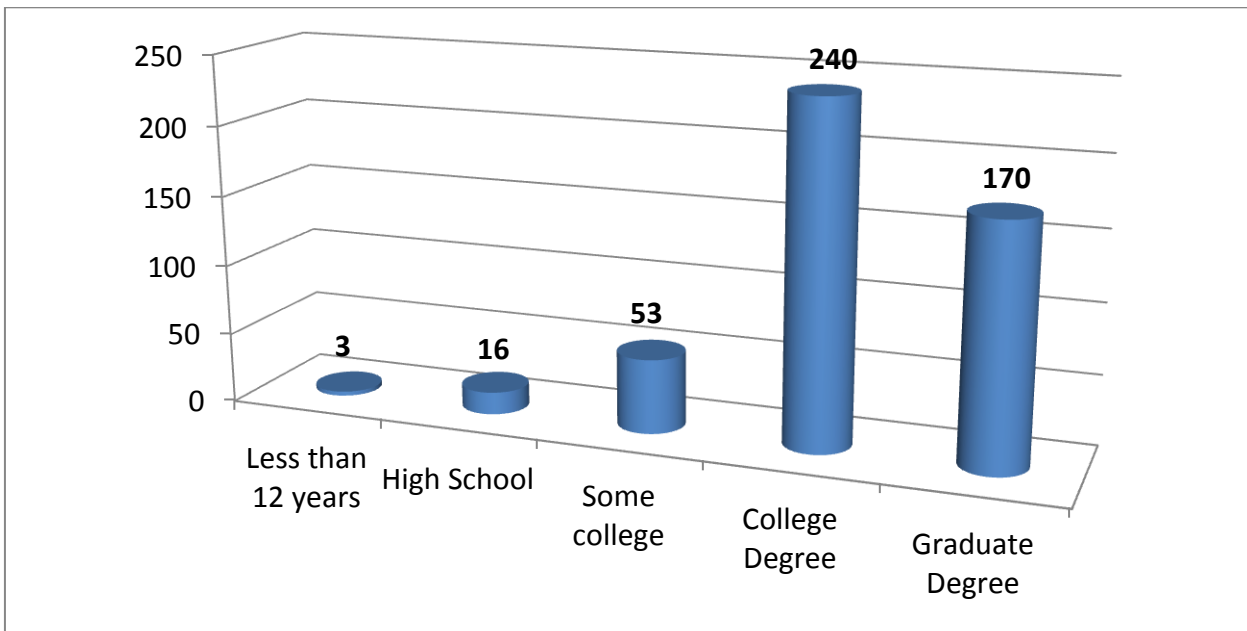
Subject	No. of Responses
Education / Schools	69
Business / Mall	63
Route 53	43
Taxes	43
Sidewalks	40
Transfer Station	16
Town Government	15
DPW / Roads	14
Dog Park	12
Downtown/Town Center	11
Housing	10
Trash Pick-up	10
Car Dealerships	6
Transparency	5
CPC	4
New Fire Station	3
Town Sewage	3

## Demographics

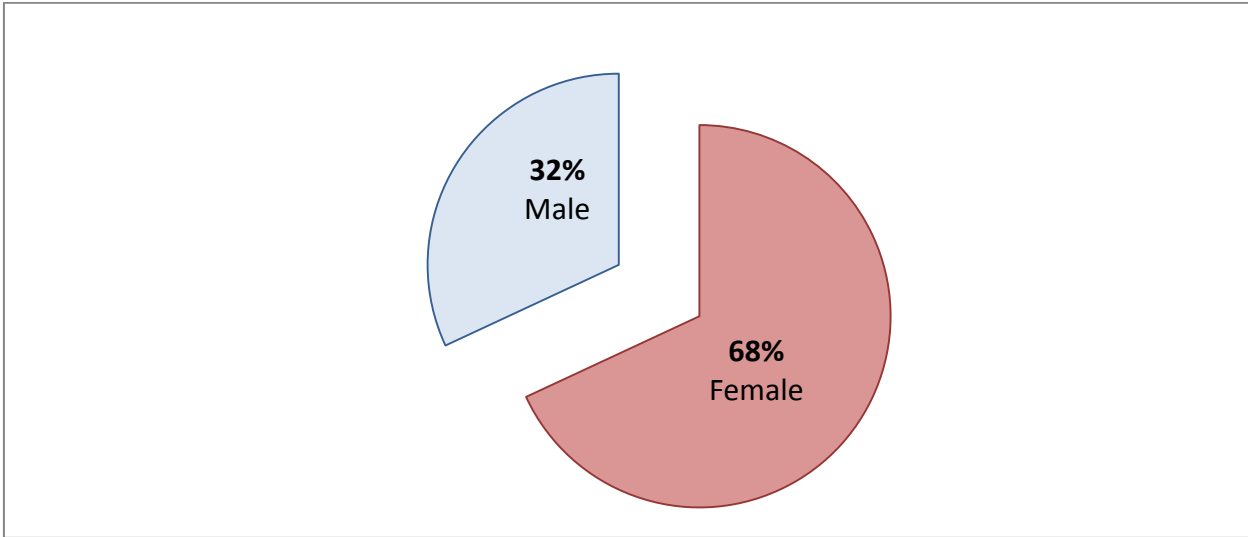
How long have you resided in Hanover?



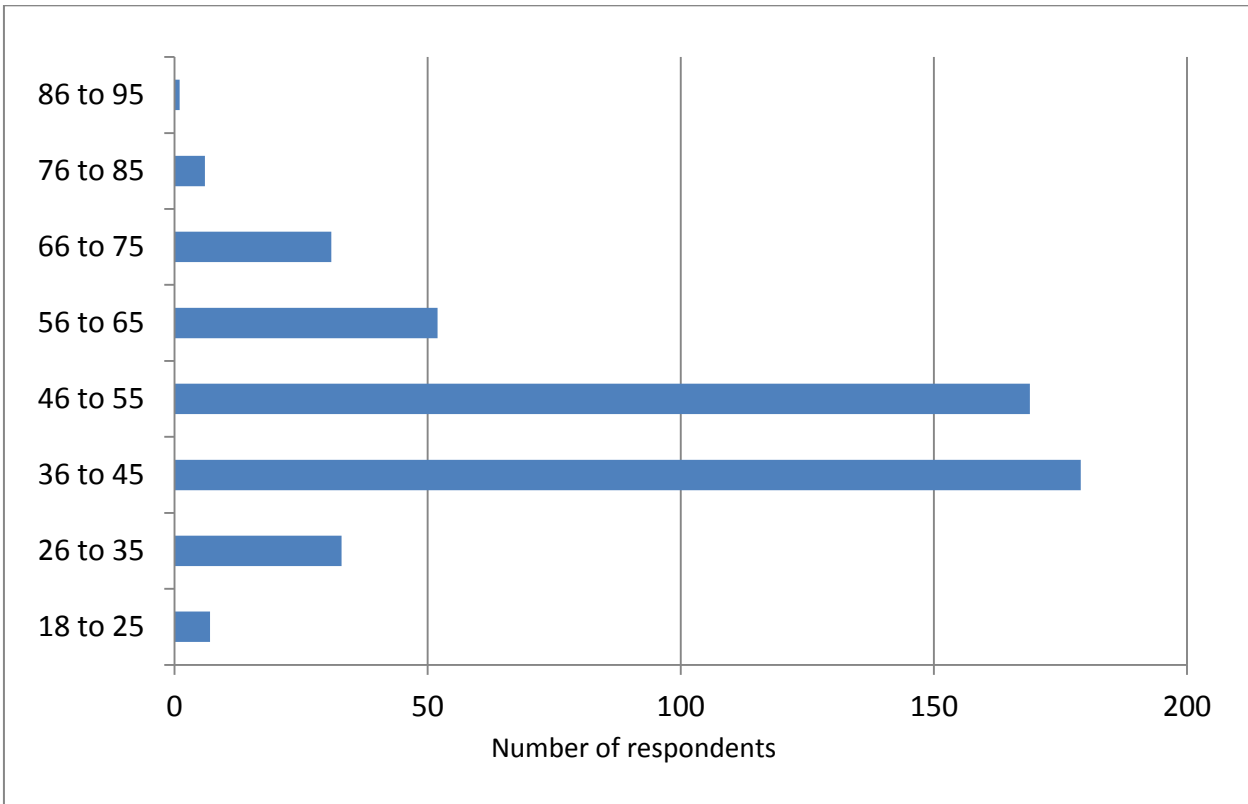
Highest level of education you have completed?



### What is your gender?



### What is your age?





## Introductory Letter



Please help us shape the future of Hanover.....

Customer service and community outreach is our priority. We encourage your feedback; please take a few minutes to fill out the on-line survey. This anonymous survey inquires about issues such as community priorities, municipal services, and customer service.

The results of this survey will provide us with a consumer report card for the Town by allowing residents the opportunity to rate the quality of life in Hanover and their satisfaction with community amenities and local government. The results will be compiled into a report that will be reviewed by the Board of Selectmen, Town Manager, and Department Heads. The report will also be posted on the Town’s website to serve as a benchmark for years to come.

If you have any questions about the survey please call my office 781-826-5000 ext. 1031.

Your participation in this survey is very important. Thank you for your time!

Please return all survey responses to the Board of Selectmen’s Office, by Friday, May 8, 2015.

Sincerely,

*Troy B. G. Clarkson*  
Town Manager

## Hanover Citizen Survey

<b>Please indicate your level of agreement regarding each of the following statements pertaining to quality of life in Hanover:</b>		Strongly Agree	Agree	Neither Agree / Disagree	Disagree	Strongly Disagree
<input type="checkbox"/>	Hanover is a great place to live					
<input type="checkbox"/>	Hanover is a great place to raise children					
<input type="checkbox"/>	Hanover as a good place to work					
<input type="checkbox"/>	Hanover as a very good Town to retire in					
<input type="checkbox"/>	Overall quality of life in Hanover is very good					

<b>Please rate the following characteristics of the Town of Hanover:</b>		Excellent	Good	Fair	Poor	Don't Know
<input type="checkbox"/>	Quality of overall natural environment					
<input type="checkbox"/>	Overall economic health of the Town					
<input type="checkbox"/>	Sense of community					
<input type="checkbox"/>	Overall image and reputation					
<input type="checkbox"/>	Availability of paths and walking trails					
<input type="checkbox"/>	Overall appearance of Hanover					
<input type="checkbox"/>	Recreational opportunities					
<input type="checkbox"/>	Overall quality of business and service establishments					
<input type="checkbox"/>	Opportunities to participate in community matters and activities					
<input type="checkbox"/>	Opportunities to learn about Town government through cable / social media					

<b>Please indicate your likelihood to do each of the following:</b>		Very likely	Somewhat likely	Don't know	Very unlikely	
<input type="checkbox"/>	Recommend living in Hanover to someone who asks					
<input type="checkbox"/>	Remain in Hanover for the next five years					

<b>Please indicate whether or not you have done each of the following in the last 12 months:</b>		No	Yes
<input type="checkbox"/>	Contacted a Town of Hanover employee (in-person, phone, e-mail or through Town's website ) for help or information		
<input type="checkbox"/>	Contacted a Hanover elected / appointed official (in-person, phone, e-mail or the Town's website) to express your opinion		

<b>Please rate the quality of each of the following Hanover services:</b>		Excellent	Good	Fair	Poor	Don't Know
<input type="checkbox"/>	Police Services/Crime Prevention					
<input type="checkbox"/>	Fire and Emergency Medical Services					
<input type="checkbox"/>	Fire prevention and education					
<input type="checkbox"/>	Street cleaning / repair					
<input type="checkbox"/>	Snow removal					
<input type="checkbox"/>	Transfer station, recycling, Yard Waste Facility					
<input type="checkbox"/>	Drinking water					
<input type="checkbox"/>	Land use, open space, planning, and zoning					
<input type="checkbox"/>	Economic Development					
<input type="checkbox"/>	Cable television					
<input type="checkbox"/>	Overall Town of Hanover customer service					
<input type="checkbox"/>	Cultural programs					
<input type="checkbox"/>	Town's website					

<b>Please rate the Town Government's performance in the following areas:</b>		Excellent	Good	Fair	Poor	Don't Know
<input type="checkbox"/>	Value of services for taxes paid					
<input type="checkbox"/>	Overall direction					
<input type="checkbox"/>	Welcoming citizens' involvement					
<input type="checkbox"/>	Overall confidence					
<input type="checkbox"/>	Transparency					
<input type="checkbox"/>	Treating all residents fairly					

**Where do you go for information on Town services / government:**

Check all that apply	
<input type="checkbox"/>	Newspaper
<input type="checkbox"/>	Hanover Cable
<input type="checkbox"/>	Website
<input type="checkbox"/>	Facebook
<input type="checkbox"/>	Twitter
<input type="checkbox"/>	Town official
<input type="checkbox"/>	Neighbor / friend

**Rate how important, if at all, you think it is for Hanover to focus on each of the following in the coming five years:**

	Essential	Very Important	Somewhat important	Not at all important
<input type="checkbox"/> Funding community preservation act (historical, recreation / open space, and housing) projects				
<input type="checkbox"/> Building a 2 <sup>nd</sup> (new) fire station				
<input type="checkbox"/> Building an addition to the Center School to incorporate students from Sylvester School				
<input type="checkbox"/> Building a new highway garage				

**On a scale of 1 to 10 how happy are you living in Hanover? Circle the number that applies.**

<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>7</b>	<b>8</b>	<b>9</b>	<b>10</b>
very unhappy					very happy				

**What one change could the Town implement that would make you happier?**

Voluntary demographic information:

What is your age? Please check the appropriate age range box:

- 18 to 25
- 26 to 35
- 36 to 45
- 46 to 55
- 56 to 65
- 66 to 75
- 76 to 85
- 86 to 95
- 95+

What is your gender?

- Female
- Male

What is the highest level of education you have completed? Please check the appropriate box:

- Less than 12 years of education
- High School Graduate or GED
- Some College
- College Degree
- Graduate Degree