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SUMMARY

Throughout June, July, and August of 2018, the Town of South Windsor opened its online Citizen Survey to residents of the Town of South Windsor. The objective was to understand residents' satisfaction with the quality of life in Town as well as various Town services. Another goal was to find out if there were any additional services or investments that residents would like to see in Town.

The survey included thirteen sections. Some sections dealt with service delivery from the Police Department, Public Works, Human Services, Parks and Recreation, the Public Library, and South Windsor Public Schools. Other sections asked about land development practices and participation levels in various Town activities. The final section asked questions about personal characteristics.

This year's sampling structure was Town-wide. There were 9,543 postcards with unique GIS codes were mailed out to each household using the Assessor's GIS listing. Another 572 postcards were also sent to out-of-town mailing addresses in order to reach all taxpayers. The total amount of postcards mailed to households and out-of-town taxpayers came to 10,145.

The survey took approximately 35-45 minutes to complete and received 865 total responses. A response is defined by a respondent starting the survey and does not necessarily mean the survey was completed in full. There were also duplicate unique codes entered, so those duplicate responses needed to be manually removed from the results. Only the most recent or most "complete" response was counted when there were duplicate codes. Completeness was defined by which respondent answered more questions. If both duplicates answered all questions, only the most recent entry was counted. The total amount of unduplicated responses to the survey was 807.

The following pages contain the results of the questions asked. The percentages shown do not include missing data, which is defined by no response given to a question.

The following are this year's highlights:

- When asked about their overall quality of life, 85% responded with "very high" or "high". This is slightly lower than the 87% received in the 2006 survey. When rating the quality of their neighborhood, 71% responded that the quality of their neighborhood is "high or "very high" – compared to 75% in the 2006 survey.

- The satisfaction level with South Windsor as a place to live and raise children was high, with 90% choosing "satisfied" or "very satisfied". The response to this question has been consistently high in all previous surveys.

- When rating how important Town-provided services are to overall satisfaction with South Windsor as a place of residence, 97% of respondents indicated that services were either "extremely important", "very important", or "somewhat important."

- Thirty-one percent of respondents felt that the services they receive for the taxes they pay are "far above average" or "above average". Forty-seven percent felt they receive "average" services.

- The Board of Education received a rating of 63% "far above average" or "above average" for the South Windsor School System. They received 22% for "average".

- When rating the performance of the South Windsor school system in the use of their resources, 60% rated them "good" or "very good"; and 17% chose "neither good nor bad".

- Eighty-five percent of respondents were "satisfied" or "very satisfied" with the overall police services provided by the Town compared to 87% in 2006.

- For the sixth time, respondents would like to see the line held on taxes – 51% favor "no increase" in General Government spending and 40% favor "no increase" in the Board of Education spending.

- When asked how well the government operates, 45% felt government operated "far above average" or "above average", and 38% chose "average".

- Ninety-nine percent of respondents indicated they had Internet access in their home. As this was an online survey, this number is not surprising.

- Eighty-five percent of respondents think preserving open space land is important.

- When asked how satisfied they were with Evergreen Walk development, 65% are "satisfied" or "very satisfied.

- Sixty-seven percent of respondents favor port-a-potties in the parks, and 45% favor permanent bathroom facilities.

- Ninety-two percent of respondents indicated they put out recycling items for pick up on a bi-weekly basis. This figure increased from the 84% reporting they put out recycling weekly in the 2006 results.

- When asked if they would be willing to set aside funds annually for the purchase of open space land, 45% of respondents indicated they would be willing to set aside about ½% of the budget (about $565,000 in 2017) and 25% indicated they would be willing to set aside 1% (about $1,130,000 in 2017).

This year's survey also included many opportunities for respondents to provide written comments about many aspects of Town government and the services provided.

Quality of Life/Overall Satisfaction

This year's Citizen Survey once again asked questions to measure satisfaction for overall quality of life, as well as the overall quality of their neighborhood. It is evident from the results received that the respondents' satisfaction is at a high level.

The table below shows the distribution of responses to both questions. Twenty percent rated their quality of life as "very high" and 66% responded that it was "high", totaling 85%. This number is slightly lower than what was received in 2006.

As for the quality of their neighborhoods, again the rating was favorable. Seventy-one percent rated the quality of their neighborhoods as "high" or "very high" (compared to 75% in the 1998 survey). Less than 2% rated either their quality of life or quality of neighborhood as "very low" or "low".

How would you rate your overall quality of life in South Windsor?

	#	%
very high	161	20
high	523	65
neutral	110	14
low	4	1
very low	1	0.1

How would you rate the overall quality of your neighborhood in South Windsor?

	#	%
very high	152	19
high	413	52
neutral	214	27
low	11	1
very low	4	0.5

Other questions examined the levels of satisfaction with the Town, the importance of Town services to satisfaction, and the role of government in providing these services.

When asked how satisfied with South Windsor as a place to raise children, 90% of the respondents were "very satisfied" or "satisfied".

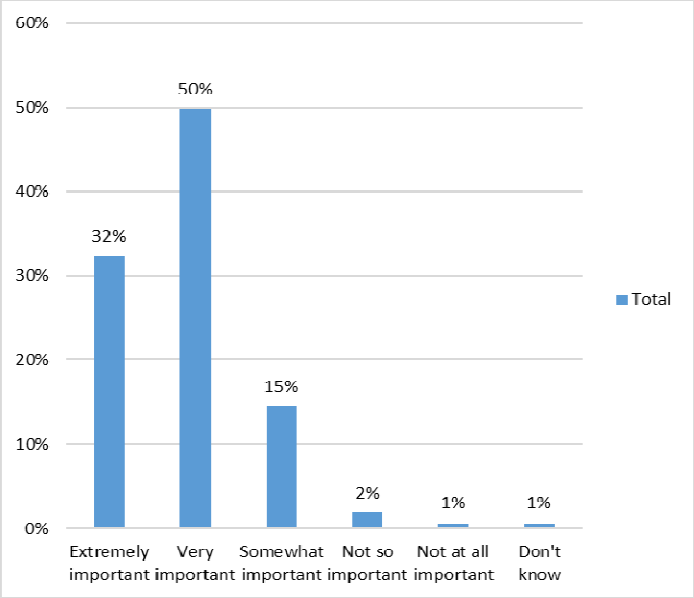
How satisfied are you with the Town as a place to live and/or raise children?

	#	%
very satisfied	359	46
satisfied	348	44
neither satisfied nor dissatisfied	45	6
dissatisfied	23	3
very dissatisfied	4	0.5
don't know	7	1

In response to the importance of services to satisfaction, the table below indicates that 97% of respondents felt that services are either "extremely important", "very important", or "somewhat important" to satisfaction with South Windsor as a place of residence.

How important are the services provided by the Town government to your overall satisfaction or dissatisfaction with the Town as your place of residence?

	#	%
Extremely important	255	32
Very important	393	50
Somewhat important	115	15
Not so important	15	2
Not at all important	5	1
Don't know	5	1



When asked to rate how government operates, sixty-seven percent of respondents chose "very well" or "well" as their choice, and less than 1% stated they felt government operated "very poorly".

The next series of questions were asked to gather importance levels for the council to provide certain services or make certain investments.

	very imp		important		neutral		un-important		very unimp.		don't know	
	#	%	#	%	#	%	#	%	#	%	#	%
Channel 16	30	4	95	12	248	32	220	29	159	21	18	2
Town beautification	91	12	431	57	183	24	36	5	9	1	1	0.1
Disaster preparedness	188	25	393	52	136	18	28	4	13	2	2	0.2
Lights at the HS football field	49	6	98	13	249	32	183	24	177	23	12	2
Lawrence Road walking trails	40	5	198	26	289	37	140	18	83	11	21	3
Sidewalks –on existing roads	137	18	292	38	161	21	102	13	75	10	5	1
Town newsletter	27	4	170	22	289	38	138	18	123	16	9	1
Community bulletin board – Wapping Center	16	2	84	11	303	40	204	27	142	19	17	2
Electronic sign- Four Corners	11	1	93	12	207	27	189	25	222	29	42	5
Trash pick up at the parks	147	19	453	59	133	17	23	3	14	2	2	0.3
Road paving	339	44	393	51	35	5	0	0	4	1	0	0
Public transportation	47	6	137	18	258	33	158	20	160	21	13	2

The items identified as "very important" or "important" include: road paving 95%; trash pick-up in the parks 78%; disaster preparedness 77%; Town beautification 69%; and sidewalks on existing roads 56%.

The council questioned whether or not the Town should go out for referendum on any of the following:

	Road/drainage/bridge improvements	
	#	%
Yes	476	59
	Town hall expansion	
Yes	101	13
	Indoor pool	
Yes	230	28

The results indicate that the respondents would prefer a road/drainage/bridge improvement referendum.

POLICE SERVICES

When asked about their overall satisfaction with the police department, 85% responded that they were "very satisfied" or "satisfied" with the service provided.

Overall, how satisfied are you with the Police Services provided by the Town?

	#	%
very satisfied	300	40
satisfied	337	45
neither satisfied nor dissatisfied	76	10
dissatisfied	22	3
very dissatisfied	3	0.4
don't know	15	2

The questions asked in the police services area focused on gathering information about the importance of certain police services. The services continuing to remain "very important"/"important" to residents were emergency medical services (97%), criminal investigations (95%), and dispatching services (93%).

	very imp.		important		neutral		un-important		very unimp.		don't know	
	#	%	#	%	#	%	#	%	#	%	#	%
Alarm	115	16	319	43	209	28	24	3	11	2	60	8
Animal control	131	18	445	60	146	20	11	1	9	1	5	1
Child safety seat inspections	173	23	337	45	167	22	44	6	24	3	7	1
Crime prevention program	234	31	385	51	101	13	14	2	5	1	14	1
Criminal investigations	415	55	300	40	31	4	3	0.4	2	0.3	2	0.3
Dispatching services	393	52	308	41	38	5	3	0.4	1	0.1	8	1
Emergency medical services	526	70	203	27	14	2	3	0.4	3	0.4	5	1
Motor vehicle accident	394	53	313	42	32	4	2	0.3	2	0.3	7	1
PACT Academy	49	7	140	19	283	38	28	4	22	3	217	29
Records management	108	14	300	40	268	36	20	3	6	1	45	6
School Resource Officer	275	37	301	40	118	16	21	3	17	2	18	2
Service programs-dept tours	41	5	144	19	342	46	122	16	60	8	40	5
Traffic law enforcement	201	27	385	51	125	17	29	4	8	1	4	1
Youth services	178	24	359	48	160	21	15	2	16	2	19	3

Other important services noted include: motor vehicle accidents 95%, crime prevention 82%, traffic law enforcement 78%, animal control 78%, and youth services 72%.

Thirty-nine percent indicated they had contact with the police over the past 12 months. The most common reason for contact was for "other" services (46%). When asked if the police officer's behavior changed their impression of the police, only 18% of the respondents said that it had. Twenty-seven percent (67) indicated that their contact changed their impression of the police for the "positive" and 11% (27) indicated that the change was for the "negative". Sixty-three percent (157) indicated that their impression was neither negatively nor positively changed.

Fifteen percent indicated they had contact with the Fire Department over the past 12 months. The most common reason for contact was for "other" services (50%). When asked if the Fire Department's response changed their impression of the Fire Department, only 15% of the respondents said that it had. Twenty-eight percent (47) indicated that their contact changed their impression of the Fire Department for the "positive" and 3% (5) indicated that the change was for the "negative". Sixty-nine percent (116) indicated that their impression was neither negatively nor positively changed.

Eleven percent indicated they had contact with Ambulance Service of Manchester (ASM) over the past 12 months. The most common reason for contact was for "medical call" (50%). When asked if ASM'S response changed their impression of ASM, only 15% of the respondents said that it had. Twenty-two percent (29) indicated that their contact changed their impression of ASM for the "positive" and 8% (10) indicated that the change was for the "negative". Seventy percent (91) indicated that their impression was neither negatively nor positively changed.

The general comments written in for police services were, for the most part, positive: many cited their professionalism as an asset. General comments about the Fire Department were also positive, with most people very satisfied with their operations. General comments about ASM were positive for the most part.

PUBLIC WORKS

As with previous surveys, respondents were asked to rate the quality of the services they received through the Public Works Department. The table below gives the responses received.

	very good		good		neutral		bad		very bad		don't know	
Cleanliness of streets	220	29	436	58	73	10	14	2	4	1	2	0.3
Road surface condition	45	6	334	45	187	25	140	19	40	5	1	0.1
Leaf collection	223	30	337	45	109	15	26	4	6		40	
Curbside recycling	372	49	324	43	38	5	7	1	2	0.3	8	1
Refuse collection	382	51	317	42	34	5	0	0	2	0.3	14	2
Snow plowing	232	31	372	50	83	11	35	5	15	2	12	2
Cleanliness of Town government buildings	208	28	342	46	114	15	1	0.1	1	0.1	83	11
Sanitary sewer service	153	21	340	46	124	17	5	1	3	0.4	121	16
Traffic sign maintenance	172	23	403	54	147	20	3	0.4	2	0.3	20	3
Electronic recycling	195	26	282	38	138	18	16	2	5	1	112	15
Hazardous waste drop-off	146	19	286	38	167	22	28	4	12	2	110	15

Cleanliness of streets, curbside recycling, refuse collection, and snow plowing services received an 80% or higher rating of "very good" or "good". Many of these same services have consistently received high ratings in previous surveys.

The Public Works Department took this opportunity to also find out the frequency of recycling and frequency of participation in the hazardous waste program.

How often do you put recyclables out on the curbside?

	#	%
Every other week	690	92
Once a month	26	3
Occasionally	25	3
Never	9	1

What other recyclables would you like the Town to collect (curbside) even if it meant additional program costs?

	#	%
Electronics	143	19
Ballasts	3	0.4
Brush	199	27
None	395	53

Have you ever participated in the hazardous waste collection program?

	#	%
once a year	117	16
every other year	35	5
occasionally	328	44
never	263	35

When asked what other recyclables the Town should consider picking up, the item respondents most often listed was the need for brush/lawn debris disposal service/location.

The Public Works Department also asked about the brochures that the Town produces as well as knowledge of the relatively new Public Works Connect South Windsor app. Seventy-six percent (572) respondents felt that the brochure was useful and meets their needs. A small amount of the respondents (18%) were aware of the Connect South Windsor app. Forty-five percent of respondents indicated they would like to receive information on program updates from the Town website.

Do the refuse, recycling and household hazardous waste brochures provide useful information that meets your needs?

	#	%
yes	572	76
no	42	6
don't know	140	19

Are you aware of the Public Works Connect South Windsor mobile information app?

	#	%
yes	137	18
no	573	76
don't know	42	6

How do you find out or want to receive information on program updates (example: delay in refuse collection)?

	#	%
Website	464	45
Everbridge	246	24
Call-line	103	10
Facebook	128	12
Twitter	23	2
Other	62	6

ECONOMIC DEVELOPMENT

With the opening of Evergreen Walk in October of 2004, the Council and Economic Development Commission wanted to find out how satisfied residents were with the development of Evergreen Walk. Sixty-five percent indicated they were "very satisfied" or "satisfied" with the development. Twenty-three percent were neutral towards the project.

Overall, how satisfied are you with the development of Evergreen Walk?

	#	%
very satisfied	164	22
satisfied	317	43
neither satisfied nor dissatisfied	172	23
dissatisfied	67	9
very dissatisfied	14	2
don't know	8	1

When asked how often respondents had used the services available at Evergreen Walk, the most popular activities selected included: shopping for clothing & specialty shops, with 16% indicating they shop "all the time", 60% indicating "sometimes". Eighteen percent responded they visit restaurants "all of the time" and 61% responded they "sometimes" go to restaurants. Only 14% of the respondents indicated they regularly visit the LA Fitness facility.

	all the time		some-times		neutral		rarely		never		don't know	
	#	%	#	%	#	%	#	%	#	%	#	%
Clothing, Specialty Shops	121	16	442	60	22	3	110	15	40	5	0	0
Restaurants	129	18	452	61	15	2	111	15	30	4	0	0
LA Fitness	40	6	54	8	11	2	32	5	548	80	2	0.3
ECHN Medical Offices	74	10	355	49	26	4	103	14	166	23	1	0.1

When asked about interest in a commuter bus service from South Windsor to Hartford, 77% of respondents indicated "no" and 10% responded "don't know".

When asked if they would like to see a satellite library branch, cultural arts center or entertainment venues at Evergreen Walk, 66% indicated they would "maybe" or "absolutely" like to see entertainment venues, and 46% indicated they would "maybe" or "absolutely" like to see a cultural arts center. Fifty-five percent indicated they would "maybe not" or "absolutely not" like to see a satellite library branch.

When asked what other types of shops, restaurants or entertainment they would like to see, the types of stores mentioned included Trader Joe's, Whole Foods, Costco, bookstores, coffee shops, toy stores, body bath stores, and hobby stores to name a few. Types of restaurants they would like to see: seafood restaurants, Plan B Burgers, pubs, sports bar, delicatessen, Greek food, Indian food, and locally owned restaurants. The entertainment suggested included live music, art, movie theatres, escape rooms, and coffee shops with music. Other suggestions of what respondents would like to see included a Bank of America branch, a hotel, upscale over-55 living, and a walking trail.

Environmental/Land Use Issues

Protection of Wetlands

The Town's Inland Wetlands Agency/Conservation Commission asked general questions relating to the importance of wetlands, the wetlands regulations and protection of the environment. Ninety-two percent of respondents indicated they felt it was important to protect the Town's wetlands.

How important do you feel it is to protect South Windsor's wetlands?

	#	%
extremely important	281	38
very important	239	33
somewhat important	154	21
not so important	37	5
not at all important	7	1
don't know	14	2

The following tables indicate how people answered questions about the awareness of the wetlands regulation and whether more should be done to protect the environment.

Are you aware there are wetlands and watercourses regulations?

	#	%
yes	569	77
no	126	17
don't know	40	5

Do you think more should be done to protect the environment?

	#	%
yes	465	63
no	122	17
don't know	146	20

Respondents were asked for suggestions on ways to protect the environment. Their comments included: limit development and preserve more open space, utilize existing buildings for development; educate the public about environmental issues – particularly alternative energy; reducing waste; and stricter enforcement of regulations.

When asked if they had visited the Wildlife Sanctuary on Barber Hill Road, 36% (262) of respondents indicated they had been to the site.

Farmland Preservation

South Windsor Agricultural Land Preservation Committee wanted to gauge how important the preservation of farmland was to respondents. Eighty-eight percent responded that it was "somewhat" or "very" important.

How important do you feel the preservation of farmland in South Windsor is?

	#	%
very important	410	56
somewhat important	233	32
neither important nor unimportant	57	8
somewhat unimportant	17	2
very unimportant	7	1
don't know	5	1

When asked if they would like purchase local farm products when available, 61% of respondents indicated they "often" would and 36% indicated "sometimes". When asked if the Town is doing enough to preserve the rural character, 37% responded yes, 43% said "no" and 20% indicated they did not know. When asked if they supported the State's Transfer of Development rights program, 48% indicated "yes", 17% "no" and 35% indicated they "don't know".

Town Owned Open Space

Respondents were asked questions about setting aside funds on an annual basis for the purchase of open space. The following chart illustrates that 46% are willing to set aside ½% and 22% indicated they would be willing to set aside 1%.

Should the Town set aside a percentage each year for the purchase of open space?

	#	%
no	154	22
½ % (about $565,000 in 2017)	324	44
1 % (about $1,130,000 in 2017)	179	25
other amount or percent	55	8

When asked if they would like more access to open space, 64% (467) indicated "yes". When asked about knowledge of the Town's open Space Master Plan, only 13% of respondents responded that they were aware of this document. Thirty-one percent of respondents were aware they could go to the Town's website to locate an open space property.

When asked about the Town hiring a park ranger, 39% (288) answered "yes" and 45% (305) answered "no" and 19% (143) "don't know".

When asked about how important it is for the Town to have dedicated open space properties, 85% of respondents indicated that it is "very important" or "somewhat important".

When asked what open space properties respondents visited, 525 indicated "Major Michael Donnelly Land Preserve", 478 indicated "Wapping Park", 189 indicated "Lawrence Road Park", and 258 indicated Frank Niederwerfer Wildlife Sanctuary.

Land Use

The Planning and Zoning Commission asked a series of questions about development.

There have been a number of age-restricted (senior) housing developments built over the last several years. Do you think there currently is:

	#	%
not enough senior housing	86	12
just the right amount of senior housing	278	38
too much senior housing	215	29
don't know	158	21

Responses indicated that 29% felt that there is "too much senior housing" and 38% indicated there is "just the right amount of senior housing". Forty-five percent of respondents also indicated that "no more housing stock is needed" when questioned if various types of housing needed in South Windsor.

The Commission also questioned the respondents about the construction of additional sidewalks as developments are proposed. The following chart of responses illustrates this.

When the Planning and Zoning Commission approves a new development, should it require:

	#	%
more public sidewalks	435	59
sidewalks only where there are already existing sidewalks along the street	137	19
fewer public sidewalks	52	7
don't know	112	15

The majority of respondents favor more public sidewalks be built with new developments. Respondents were split on whether investing in sidewalks should be a Town Council priority with 45% indicating "yes" and 42% "no" and 13% indicating "don't know". Most respondents would like to see new sidewalks surrounding public schools (293), connecting existing sections of sidewalks (251), and in residential neighborhoods (241).

When asked their opinion about open space within subdivisions, 48% (339) felt open space greatly enhances the quality of subdivisions. Thirty-two percent (226) of respondents felt that open space somewhat enhances the quality of subdivisions, with 17% (122) responding that "open space neither enhances nor detracts" from subdivisions.

When asked how well informed they felt they were about projects that the Planning and Zoning Commission processes, only 3% (23) felt they were "very well informed", 35% (256) felt they were "somewhat informed" and 53% (387) felt they were "not informed at all".

When asked if they would like to see the Town help provide for local public transportation, 25% (190) indicated "yes" and 51% (394) no and 25% (191) indicated "don't know". When asked if anyone in their

household would use local bus transportation if it were available, 14% (96) indicated “yes” and 65% (432) no and 20% (135).

General comments about land use included: more information should be put on the website and in the newspaper to inform residents about development proposals, limiting development, and requiring larger lot sizes.

PARKS & RECREATION

The Recreation Department was looking for information about how residents hear about local recreational opportunities. The following chart is a breakdown of responses.

	very imp.		imp.		neutral		unimp.		very unimp.		don't know	
Recreation Magazine	238	34	286	40	126	18	29	4	24	3	7	1
School flyers	67	10	152	23	181	27	71	11	89	13	111	17
Web site	193	28	317	46	134	20	9	1	15	2	15	2
Journal Inquirer	61	9	169	25	180	26	97	14	129	19	46	7
Hartford Courant	44	6	160	24	194	29	107	16	136	20	37	5
Other news releases	21	3	120	18	274	41	84	13	94	14	72	11
Cox Cable TV	20	3	98	15	213	32	118	18	163	24	56	8
Banner at Town center	52	8	201	30	216	32	85	13	80	12	41	6
Word of mouth	95	14	248	37	217	32	38	6	47	7	30	4
South Windsor Life newspaper	58	9	185	27	203	30	72	11	85	13	76	11

The most popular means for getting information were Recreation Magazine (74% "very important" or "important"), Parks and Recreation website (74%), and word of mouth (51%).

When asked if they were aware of the seasonal outdoor public swimming pool at Veteran's Memorial Park, 97% (691) indicated "yes". When asked if they (or other members of their family) used the pool, 55% indicated they did.

Respondents that did not use the pool were asked to comment on their reasons. 146 said they were not interested, 101 indicated they had their own pool, 41 said price and 9 indicated the lack of amenities. Respondents were also given the opportunity to write in responses, and the most frequently cited reason was that the park was "too crowded".

When asked what other recreational activities they would like to see the Town offer, a number of suggestions were made. The most common recurring suggestions were an indoor pool, more senior programs, outdoor skating rink, more biking and walking trails, expansion of the 4th R program, and exercise programs.

Respondents were asked if a crosstown trail for foot and bicycle traffic, connecting the Town from south to north with connections to parks, neighborhoods, and Town Center, would be an asset to the Town. Sixty-seven percent indicated "yes". Sixty-two percent also indicated that there should be more sidewalks and bicycle trails along busy roads in South Windsor.

The Town and the Park and Recreation Commission are currently evaluating the adopted long term Master Plan of Development for parks and recreation facilities and properties. In an effort to best assess the needs of the community, they asked respondents to rate the importance of the following activities.

Below is a chart that shows how respondents answered the questions.

	very imp.		imp.		neutral		unimp.		very unimp.		don't know	
	#	%	#	%	#	%	#	%	#	%	#	%
Development of existing unused park land	79	11	290	41	214	30	61	9	48	7	12	2
Investment in land for future parks	96	14	262	37	195	28	91	13	52	7	9	1
Outdoor sports fields (football, soccer, lacrosse, etc.)	72	10	230	33	240	34	86	12	66	9	11	2
Purchase of land for preservation/passive recreation	133	19	280	40	178	25	62	9	42	6	8	1
Handicap accessibility	156	22	343	49	166	24	15	2	12	2	10	1
Indoor swimming pool	85	12	111	16	166	24	123	17	210	30	10	1
Outdoor ice skating	55	8	206	29	224	32	93	13	117	17	9	1
Bicycle paths	115	16	333	47	172	25	41	6	35	5	6	1
Riverfront park	138	20	255	36	182	26	54	8	60	8	18	3
Improve present facilities	91	13	317	45	237	34	24	3	21	3	12	2
New indoor facilities (gym, etc)	60	9	118	17	238	34	127	18	140	20	19	3

Of the activities listed above, handicap accessibility received the highest "important" or "very important" rating with 71%, bicycle paths (66%), bicycle paths (63%), purchase of land for preservation/passive recreation (59%), improve present facilities (58%), and riverfront park (56%). Other important activities identified included: development of existing unused park land (52%), and investment in land for future parks (48%).

The Parks Division asked specific questions regarding how much time they should spend maintaining specific Town areas. The following table shows how people responded (Note: respondents could choose as many items as they wanted). Trail maintenance and parks were selected most often for more maintenance.

Should the Parks Division spend more time on maintenance on any of the following:

	#	%
grounds of buildings	60	7
athletic fields	71	8
trail maintenance	181	20
parks	179	20
tennis courts	74	8
don't know	318	36

Another question looked to find out whether the Town should be investing in bathroom facilities in the park areas or if port-a-potties are more desirable. There is support (67%) for port-a-potties, however no clear direction regarding permanent bathroom facilities with 45% in favor of permanent bathrooms and 35% opposed.

Should the Town have port-a-potties facilities in the parks?

	#	%
yes	478	67
no	132	19
don't know	99	14

Should the Town have more permanent bathroom facilities in the parks?

	#	%
yes	311	45
no	242	35
don't know	143	21

The most desired locations for port-a-potties were Nevers Road Park (37%) and Rye Street Park (30%). Permanent bathrooms were favored in Nevers Road Park (49%) and Rye Street Park (32%).

LIBRARY

The library personnel were interested in respondent's reasons for visiting the library. By far the primary reason for going to the library is to borrow items.

What do you usually use the Library for?

Response	#
Borrow an item	506
Read in the library	134
Ask question or get help	85
Research	126
Use computers/access internet	66
Genealogy	37
Attend a program	187
Socialize	69
School projects	60
Other	111

This question asked respondents to determine what aspects of the Library services were most important to them. The chart below give the responses.

	very imp.		imp.		neutral		unimp.		very unimp.		don't know	
	#	%	#	%	#	%	#	%	#	%	#	%
Assistance from librarians	139	21	338	52	118	18	28	4	14	2	17	3
Book Collections	182	28	280	43	132	20	27	4	12	2	19	3
Access to computers and internet	67	10	192	30	199	31	113	17	59	9	16	2
Wireless access for laptops	107	16	221	34	182	28	80	12	44	7	16	2
Electronic resources and databases accessible from home or office	160	25	224	34	164	25	52	8	27	4	23	4
Library Website	167	26	262	40	156	24	35	5	11	2	19	3
24/7 reference service	76	12	173	27	254	40	68	11	33	5	38	6
Inter-Library loan	204	31	242	37	145	22	30	5	16	2	22	3
Delivery of material to the homebound	97	15	264	41	205	32	35	5	14	2	33	5
Assistive technology to meet Special needs	97	15	264	40	223	34	28	4	13	2	28	4
Exhibits	39	6	185	28	298	46	78	12	29	5	21	3
Concerts	40	6	135	21	311	48	101	16	37	6	22	3
Programs for adults	59	9	215	33	287	44	51	8	20	3	18	3
Programs for teens	90	14	263	41	212	33	36	6	26	4	21	3
Programs for children	172	26	294	45	132	20	22	3	11	2	21	3

The items receiving the highest "important " or "very important" rating included: assistance from librarians with 73%, programs for children with 71%, book collections with 71%, inter-library loan with 68%, and Library Website with 66%.

The library looked for feedback on the staff's interaction with the public. The majority of respondents felt that the services were "good" or "very good"; however, a large number of people did not have much experience contacting personnel through email or on the phone. The table below gives responses to the question "How would you rate the Library's staff?"

	very good		good		neutral		bad		very bad		don't know	
	#	%	#	%	#	%	#	%	#	%	#	%
Knowledgeable	269	41	238	37	55	8	2	0.3	4	1	83	13
Friendly and courteous	276	42	226	34	63	10	21	3	9	1	64	10
Available when needed	243	37	249	38	83	13	9	1	4	1	72	11
Adequate assistance by telephone	137	21	142	22	98	15	6	1	3	0.4	269	41
Adequate assistance by email	94	14	86	13	122	19	1	0.1	2	0.3	348	53
Overall quality of staff service	250	38	251	38	73	11	14	2	6	1	62	9

The table below indicates how important respondents felt specific items were for the Library to have in their collection.

	very imp.		imp.		neutral		unimp.		very unimp.		don't know	
	#	%	#	%	#	%	#	%	#	%	#	%
Adult fiction	186	30	226	37	133	22	13	2	16	3	42	7
Adult non-fiction	166	27	236	39	141	23	15	2	8	1	42	7
Children's books	190	32	149	25	136	23	43	7	35	6	44	7
Young adult books	162	27	159	27	143	24	48	8	34	6	47	8
Reference materials	153	25	219	36	150	25	27	4	17	3	37	6
Newspapers and magazines	59	10	151	25	235	39	73	12	44	7	38	6
Online databases	144	24	184	31	176	29	31	5	22	4	43	7
Videos	68	11	178	30	227	38	51	8	41	7	37	6
Audio books	75	13	161	27	218	37	62	10	42	7	38	6
Downloadable audio books	92	15	148	25	217	36	56	9	42	7	44	7
Music	37	6	94	16	279	47	76	13	60	10	45	8
Local history materials	78	13	199	33	219	36	36	6	23	4	46	8
Large print material	64	11	139	23	254	42	55	9	39	7	49	8
Materials in other languages	27	5	60	10	243	41	95	16	107	18	60	10

The items in the collection considered "very important" or "important" were: adult fiction (67%), reference materials (61%) and adult non-fiction books (66%). Other items considered important were children's books, young adult books, and online databases with ratings of 49% and higher. Items with the least important rating included: newspapers and magazines (35%), large print material (34%), music (22%), and materials in other languages (15%).

The Library's next question was related to potential services the library might consider offering in the future asking respondents to rate how appealing they felt specific services/programs would be.

	very imp.		imp.		neutral		unimp.		very unimp.		don't know	
	#	%	#	%	#	%	#	%	#	%	#	%
After-school homework center	76	12	197	32	180	29	78	13	54	9	35	6
Job and career center	76	12	265	43	159	26	59	9	39	6	25	4
Business resource center	50	8	185	30	221	36	81	13	43	7	34	6
Club/organization resource center	37	6	205	33	232	38	72	12	34	6	34	6
Library facilitated on-line community	26	4	106	17	293	48	97	16	49	8	41	7
Listening/viewing center	16	3	96	16	301	49	98	16	57	9	47	8
Literacy program (instruction)	56	9	193	32	202	33	66	11	56	9	35	6
Library café or coffee shop	56	9	161	26	178	28	113	18	100	16	22	3
School-public library partnerships	99	16	243	39	168	27	47	8	33	5	29	5
Bookmobile or branch	26	4	105	17	262	43	104	17	75	12	36	6
More computers	32	5	102	17	286	47	84	14	69	11	39	6
Makerspace	15	3	43	7	242	40	65	11	46	8	189	32
Electronic notification of events	78	13	223	36	202	33	51	8	29	5	32	5
Additional hours	54	9	119	20	275	46	62	10	45	7	48	8

The item considered most appealing included both school-public library partnership and job career center service receiving a 55% "very important"/"important" rating followed by electronic notification of events at 49%, and a slightly lower rating for a homework center with a 44% rating.

PARTICIPATION AND COMMUNICATIONS

In this section of the survey questions are asked relating to certain activities in order to provide some information on participation rates.

Respondents were asked how often they or their family had done any of the following in the past 12 months:

	never		once or twice		3 to 12 times		13 to 26 times		27+ times	
	#	%	#	%	#	%	#	%	#	%
Participated in a recreation program	254	37	224	33	116	17	38	6	53	8
Visited a Town park	39	6	157	23	263	38	96	14	127	19
Bicycled on Town roads	364	54	111	16	114	17	46	7	39	6
Mountain biked on Rye Street Park trail or in other areas	592	87	48	7	31	5	3	0.4	3	0.4
Bicycled on a path in nearby towns	469	69	95	14	70	10	27	4	16	2
Attended a Town Council meeting	439	64	171	25	62	9	7	1	3	0.4
Attended a Board of Education meeting	576	85	79	12	19	3	4	1	1	0.1
Attended a public meeting regarding other matters	468	69	160	24	41	6	8	1	3	0.4
Watched a Council meeting on television	406	60	153	23	90	13	19	3	11	2
Watched a Board of Education meeting on television	520	77	108	16	38	6	6	1	5	1
Participated in a human services program	526	78	97	14	39	6	6	1	7	1
Visited the Town's website	46	7	158	23	310	45	114	17	56	8

The results indicate that visiting a Town park was the most popular activity with 33% of respondents indicating they had visited a park 13 or more times in the past year. The next most popular activity was visiting the Town's website with 25% indicating participation 13 or more times over the last year, followed by participation in a recreation program with 14% indicating participation 13 or more times over the last year.

When asked if the Town should have evening hours, 225 (33%) responded "yes", 289 (42%) responded "no" and 172 (25%) said "don't know", thus providing no clear mandate.

Internet Use

This section asked about access to the Internet; frequency of use; and reason for using the Internet. Ninety-nine percent (679) of respondents indicated that they had Internet access at home. Eighty percent (550) of those with internet at home indicated that their Internet service was fast enough.

When asked if they had used the website to communicate with a Town staff member, 337% (49) indicated that they had. When asked if they found the ability to do this useful, 79% (330) of respondents indicated "yes".

When asked what they would like to see added to the website, the write in results included: online payments for all services, ability to pay online without a service fee, various updated refuse and recycling schedules, clearer Board of Education information, and police reports.

Respondents were asked what their preferred way to receive information from the Town was. It should be noted that respondents could check as many as they wanted.

How do you prefer to receive information from the Town?	#
Town's website	487
Channel 16	42
email	447
phone (recorded message)	190
regular mail	308
newspaper	137
YouTube	13
social media	129

The most popular means of communication were: Town's website (487), email (447), and regular mail (308).

When asked if they wanted to see the Town's website expanded, i.e., e-mail links to Town officials, on-line surveys, registration, etc., 66% (450) of respondents indicated "yes", 9% (60) indicated "no", and 25% (169) stated they "don't know".

A follow up question asked what of the following services would they be interested in doing on-line. Respondents were allowed to check as many options as they wanted.

Please indicate the following services you would use the website for:	#
Pay taxes, permits, other Town fees on-line	464
Register for Town events/programs on-line	496
Request services, e.g. refuse collection	533
Other	39

HUMAN SERVICES

The Human Services Department questioned how many respondents were aware of programs offered through their department. Sixty percent of respondents (400) indicated they were aware. When asked how they became aware of these programs the following chart breaks down the responses.

If yes, how did you become aware of these programs? (check all that apply)

	#
Newspaper	124
Cable TV – Public service announcements	12
Department newsletter	197
Informational posters	181
Visited the department	105
Schools	87
Facebook	37

The most popular method of finding out about the programs were: department newsletters/posters (197) and the website (181).

The department also asked respondents to rate contact with the department and satisfaction with the department. Following are the responses:

	very good		good		neutral		bad		very bad		don't know	
	#	%	#	%	#	%	#	%	#	%	#	%
Courtesy	133	33	88	22	28	7	0	0	0	0	149	37
Helpfulness	124	31	88	22	33	8	1	0.2	0	0	151	38
Responsiveness	124	31	88	22	33	8	2	1	0	0	150	38
Understanding	122	31	84	21	32	8	4	1	0	0	151	38

Overall, how satisfied are you with the services provided by the Human Services?	#	%
very satisfied	106	22
satisfied	114	24
neither satisfied nor dissatisfied	61	13
dissatisfied	3	1
don't know	198	41

In the next section respondents were asked to rate the importance of the following services provided by the Human Services Department. The services were broken down by the different types of services within the department.

Youth and Family Services Division

	very imp.		imp.		neutral		unimp.		very unimp.		don't know	
	#	%	#	%	#	%	#	%	#	%	#	%
Parenting education and support	126	22	253	43	118	20	18	3	14	2	55	9
Support and counseling services	156	27	251	43	100	17	13	2	11	2	53	9
Teen center	143	24	261	45	104	18	14	2	12	2	49	8
Juvenile Review Board	75	13	171	30	169	29	23	4	15	3	122	21
Community service	128	22	276	48	100	17	7	1	8	1	60	10
Elementary age programs	147	25	234	40	114	20	15	3	15	3	58	10
Middle school age programs	137	23	263	45	101	17	11	2	16	3	57	10
High school age programs	134	23	245	42	121	21	15	3	15	3	57	10
Mentoring	121	21	252	43	124	21	9	2	19	3	59	10
Tutoring	128	22	257	44	110	19	11	2	20	3	55	9
Substance free lifestyle	158	27	231	40	108	19	8	1	17	3	57	10
Drugged/drunk driving	173	30	230	39	96	16	8	1	17	3	61	10
Communicable disease prevention	132	23	231	40	129	22	9	2	21	4	57	10
Health promotion programming	123	21	240	41	124	21	8	1	23	4	61	11

Support and counseling services tied with community service for the highest importance rating with 70% of respondents indicating it was "important" or "very important". All other services with the exception of the Juvenile Review Board (43%) received ratings over 60%. The Juvenile Review Board had a higher amount of "don't know" responses than the other services.

Senior Services

	very imp.		imp.		neutral		unimp.		very unimp.		don't know	
	#	%	#	%	#	%	#	%	#	%	#	%
Exercise programs	204	33	295	48	71	12	4	1	7	1	28	5
Lunch at the senior center	138	22	262	43	154	25	21	3	9	1	32	5
Wellness program	190	31	308	50	79	13	1	0.1	7	1	30	5
Trips –day/partial day or evening	146	24	306	49	117	19	13	2	7	1	32	5
Overnight trips	51	8	127	21	269	44	91	15	34	6	40	7
Recreation programs	148	24	347	56	86	14	2	0.3	7	1	29	5
Senior bus transportation	217	35	294	47	62	10	6	1	12	2	28	5
Social/educational groups	139	23	307	50	118	19	11	2	10	2	31	5
Special events	108	18	280	46	166	27	10	2	11	2	39	6
Heating utility assistance	180	29	247	40	120	19	22	4	14	2	34	6
Property tax/renter's relief	188	30	223	36	126	20	28	5	19	3	35	6
Help with Medicare part D	202	33	237	38	114	19	9	1	15	2	39	6
Meals on wheels	238	39	265	43	73	12	5	1	10	2	25	4
Caregiving support	204	33	275	45	85	14	9	1	13	2	28	5
Help with aging issues	180	29	298	48	87	14	5	1	11	2	34	6
Food and Fuel Bank	215	35	251	41	94	15	9	1	13	2	32	5
Communicable disease prevention	113	18	213	35	195	32	27	4	27	4	39	6
Health promotion programming	142	23	263	43	146	24	12	2	15	2	36	6
Enhanced health screenings	142	23	280	46	136	22	15	2	12	2	29	5

The most important service identified was senior bus transportation and exercise programs –both with 80% "important" or "very important" rating. Other services receiving a 74% or higher rating of "important' or "very important" were the wellness program (79%) and recreation programs (74%).

When asked if they know the Town had a Local Prevention Council (SWAFF), 7.5% (49) indicated they were aware of SWAFF.

BOARD OF EDUCATION

The Board of Education and Council asked respondents to rate how important the quality of the schools was to their choice of South Windsor as a place to live. Eighty-six percent of respondents indicating that the schools are "somewhat" or "very important". Below is a breakdown of responses.

How important is the quality of the schools to your overall satisfaction or dissatisfaction with South Windsor as your place of residence?	#	%
very important	431	65
somewhat important	141	21
neither important nor unimportant	47	7
somewhat unimportant	16	2
very unimportant	17	3
don't know	15	2

Respondents were also asked to what extent the importance of a high quality school system is to the overall success of a community. Ninety-six percent of respondents said it was "somewhat" or "very important".

Respondents were asked if the South Windsor Public School system was one of the primary reasons for their move to South Windsor. Sixty-one percent answered "yes".

The Board of Education also asked respondents to rate the overall quality of the school system. This question was broken down into three education areas – elementary schools, middle school and high school. The table below gives the results.

	very good		good		neutral		bad		very bad		don't know	
	#	%	#	%	#	%	#	%	#	%	#	%
Elementary schools	304	46	216	33	46	7	6	1	6	1	85	13
Middle schools	255	38	238	36	55	8	8	1	8	1	99	15
High school	207	31	230	35	72	11	17	3	12	2	123	19

When asked to rate the performance of the schools as it relates to resources expended, 60% of respondents felt they were doing a "good" or "very good" job. These results are consistent with previous results.

How would you rate the performance of the schools in relation to the resources expended by the schools?	#	%
very good	150	23
good	242	37
neither good nor bad	113	17
bad	41	6
very bad	17	3
don't know	99	15

Respondents were also asked if they had children in the school system. One hundred and seventy respondents (26%) indicated they had children in the public school system. Respondents were then asked which grade(s) their children were enrolled. They were able to check off any results that applied. Following is a table of the results:

If yes, which grade(s) is/are your child(ren) enrolled?

	#
K-5	81
6-8	66
9-12	74
Other	21

Respondents were asked about their satisfaction with the quality of education their children were receiving. Sixty-five percent said they were “satisfied” or “very satisfied”. Following is a breakdown of their responses.

To what degree are you satisfied with the quality of education your child(ren) receive(s)?

	#	%
very satisfied	134	31
satisfied	151	34
somewhat satisfied	30	7
neutral	38	9
not satisfied	18	4
don’t know	67	15

The table below indicates the responses to these questions that were answered by those respondents that had children in the school system. There was a significant amount of missing data due to the number of respondents without children in the school system.

	strongly agree		agree		neutral		disagree		strongly disagree		don't know	
	#	%	#	%	#	#	#	%	#	%	#	%
The school keeps me well-informed about my child's progress.	70	34	71	34	19	9	15	7	5	2	26	13
The school environment is caring and supportive.	68	33	71	34	24	12	10	5	6	3	27	13
I feel there is an opportunity to venue to share feedback regarding my child's school.	47	23	60	30	33	16	23	11	8	4	32	16
The school celebrates diversity and promotes culturally responsive classrooms.	55	27	75	37	27	13	4		5	2	33	16
The academic program is rigorous and challenges my child.	48	23	71	34	41	20	15	7	6	3	26	13
Access to a high quality athletics program is important to South Windsor students.	61	30	79	38	34	17	3	1	4	2	25	12
Access to high quality after-school clubs and activities is important for South Windsor students.	80	39	82	40	17	8	3	1	0	0	23	11
Access to high quality arts and music programs is important to South Windsor students.	85	42	66	33	24	12	5	2	1	0.5	11	11

General comments about the schools included: improvement in the foreign language departments, more AP courses, overcrowding, concerns about half-day Wednesdays, concerns about staff and program cuts, and overall satisfaction with the school system.

TOWN TAXES

One of the goals of the survey has been to find out how residents feel about the services they received based on the taxes they pay. Following is a breakdown of the results.

For the taxes you pay, do you think the services you receive from the Town are:

	#	%
far above average	20	3
above average	216	28
average	363	47
below average	133	17
far below average	28	4
don't know	13	2

For the taxes you pay, do you think the services you receive from the Town are:

	#	%
far above average	79	10
above average	407	53
average	173	22
below average	37	5
far below average	6	1
don't know	72	9

When asked the range of increase/decrease in property taxes respondents were willing to pay to maintain services currently provided by the Town, responses were:

General Government	#	%	**Board of Education**	#	%
above 5% increase	3	0.4	above 5% increase	8	1
3 – 5% increase	22	3	3 – 5% increase	69	9
1 – 2% increase	144	19	1 – 2% increase	190	25
no increase	392	51	no increase	307	40
1 – 2% decrease	72	9	1 – 2% decrease	58	7
more than 2% decrease	94	12	more than 2% decrease	104	13
don't know	45	6	don't know	38	5

RESIDENT CHARACTERISTICS

This year, the online survey was opened up to all South Windsor residents and property owners. The Personal Characteristics section would give the Town Council a general idea of respondent demographics.

It should be noted that eighty percent of the respondents were 45-60 years old or over 60 years old.

What is your age group?	#	'18 %	'06 %	'98 %	'95 %	'94 %	2010 Census
Under 30	7	1	2	2	5	4	11%
30 – 44 years old	129	19	26	35	38	38	25%
45 – 60 years old	259	38	41	36	32	34	35%
and over 60	277	42	29	27	26	23	29%

The gender breakdown received for this year's survey shown below demonstrates that more females answered the survey than is representative of our population (based on the 2010 Census).

What is your gender?	#	%	2010 Census
male	223	45	48%
female	335	55	52%

Respondents were then asked if they had children under and/or over 18 years old living in their household. The table below gives the results.

Do you have any children under 18 living with you?	#	%	'06 %	2010 Census
yes	199	30	40	35%
no	466	70	59	

Do you have any children over 18 living with you?	#	%	'06 %
yes	151	23	19
no	514	77	79

When asked how long respondents have lived in South Windsor, 70% indicated they have been in Town over 15 years.

How many years have you lived in South Windsor?	#	%
< 5 years	56	8
5 – 10 years	74	11
11 – 15 years	68	10
> 15 years	470	70

When comparing the types of residences of the survey respondents, it can be concluded that the sample is similar to the Town's population. Eighty-seven percent live in a detached single family house, .3% duplex, 11%, condominium or Townhouse, .2% mobile home, .3% apartment in a single family home. The chart below compares the results of all surveys.

The choice which best describes the kind of residence you live in?									2010
	#	%	'06%	98%	'95%	'94%	'93%	'92%	Census%
detached single family house	583	88	83	87	84	585	85	83	76
duplex	2	0.3	0.3	0.3	0.6	0.8	0.9	0.8	2
condominium or Townhouse	73	11	16	11	15	14	13	14	21
mobile home	1	0.2	0	0.2					
apartment in a single family home	6	1	0.3	0.3	0.3	0.7	0.6	0.1	1

The Town Council asked a specific question to find out the income range of veterans in South Windsor. Only 61 respondents indicated they were veterans. Six percent (14) indicated they made less than $32,000; 3% (7) indicated they made between $32,500 - $40,000; 5% (12) made between $40,001 - $55,000 and 85% (194) made over $55,000. Many respondents answered the income part of the question that were not veterans, so the results of the income question were not accurate.

One of the final questions asked respondents to indicate the Town in which they, as well as members in their household, worked.

	Adult 1	Adult 2	Adult 3
	#	#	#
South Windsor	117	42	8
East Hartford	50	17	3
Hartford	118	56	3
Enfield	13	4	2
Manchester	19	16	4
Retired	128	96	3
Other	287 total		

It should be noted that when reviewing this data, there is a significant number of missing responses under each adult category.

Respondents were asked what they liked most about the Town. Comments included: the small town reputation, rural character, nice neighborhoods, school system, services, parks, safety, open space, and location to Hartford and Bradley International Airport.

Respondents were asked what they liked the least about the Town. Comments included: high taxes, no budget referendum, lack of central downtown area, loss of small town feel, increased traffic, too much development, lack of restaurants,

Respondents were given many opportunities in the survey to write in comments relating to any concerns or comments they wanted to make in various areas throughout the survey. The following are some of the recurring responses that were received.

Some of the general comments received most often included that taxes are too high, too much development occurring, and increased traffic in Town.

We would like to once again thank everyone who helped make this survey possible, especially those residents that took the time to respond. The survey would not be possible without your input.