

Citizen Satisfaction Survey

October 2015



Town of Enfield
Connecticut

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Executive Summary

Town of Enfield, Connecticut
Citizen Satisfaction Survey

October 2015

Purpose

The Town of Enfield conducted its first Citizen Satisfaction Survey in September and October of 2015. The intent of the survey was to assess citizen satisfaction with the quality of Town services, and gather information that will help Enfield establish budget priorities and refine policy decisions. Survey participants were asked to rate the quality of life in the town, the community's amenities and local government. The survey also included questions pertaining to current issues facing the community and demographic information.

Methodology

The survey was mailed to 4,000 households randomly selected from the Town of Enfield's Assessor's data base, with 1,000 addresses selected from each of the 4 districts. A press release was issued the week of September 2, 2015, and the surveys were mailed out the week of September 14th, 2015. Residents were asked to complete and return the surveys by October 31, 2015.

To obtain a scientifically random sample, the adult resident who most recently had a birthday was asked to complete the survey. Households selected were also given the option of taking the survey online. Additionally, the online version of the survey was accessible to all town residents through the Town's website.

The survey instrument consisted of 7 pages with 29 rating and ranking questions and 10 demographic questions. See Appendix A.

Response Rate

The survey response rate was 24% of the sample. Of the households that received the survey, 764 were completed by mail and 227 surveys were completed electronically. The results provide a 95% level of confidence with a precision of +/- 3.1%. In other words, we can say with 95% confidence that a percentage of the total Enfield population would be within plus or minus 3.1% of a percentage observed in the study. For example, a satisfaction level reported at 80% could actually vary between 77% and 83%. Additionally, because district samples are smaller, they do not maintain the same level of precision.

Calculations

Percentages for **rating questions** have been calculated as a fraction of the total response count for each particular question. Response counts exclude "don't know" responses. Percentages for **ranking questions** represent the sum of the first, second, and third "most emphasis" responses, as a fraction of the total number of surveys collected that responded to the respective question. For example, if 500 citizens responded to the question and 400 of those chose a particular item as their 1st, 2nd, or 3rd choice, then the percent of individuals who would like emphasis placed on that item is 80%. Additionally, all chart percentages have been rounded and are +/- 0.5%.

Major Findings Summary



Of citizens who called or visited Town Hall with a question:

83% felt Town employees were courteous and polite.

79% felt they received prompt, accurate and complete answers.

Citizens who felt very satisfied or satisfied with overall quality of **Police Services.**

76%



Citizens who felt very safe or somewhat safe in:

their neighborhoods 93%

Enfield overall 88%



84%

EMS

Very satisfied or satisfied

Citizens who are very satisfied or satisfied:



Public Libraries

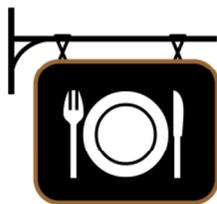
79%

77%

Seniors Programs & Services

Quality of **Special Events & Festivals**

70%



Town of Enfield was rated excellent or good by citizens:

64% as a place to live

69% as a place to shop for goods and services

63% as a place to dine



63%

Support shared bike lanes throughout town.

Very satisfied or satisfied with

85%
Overall
Trash and Recycling
Collection Services

69%
Maintenance
of
Town Grounds

64%
Overall
quality of **Town**
Facilities

65%
Overall
appearance of
Town Vehicles

66%
Snow Removal
on major Town
streets

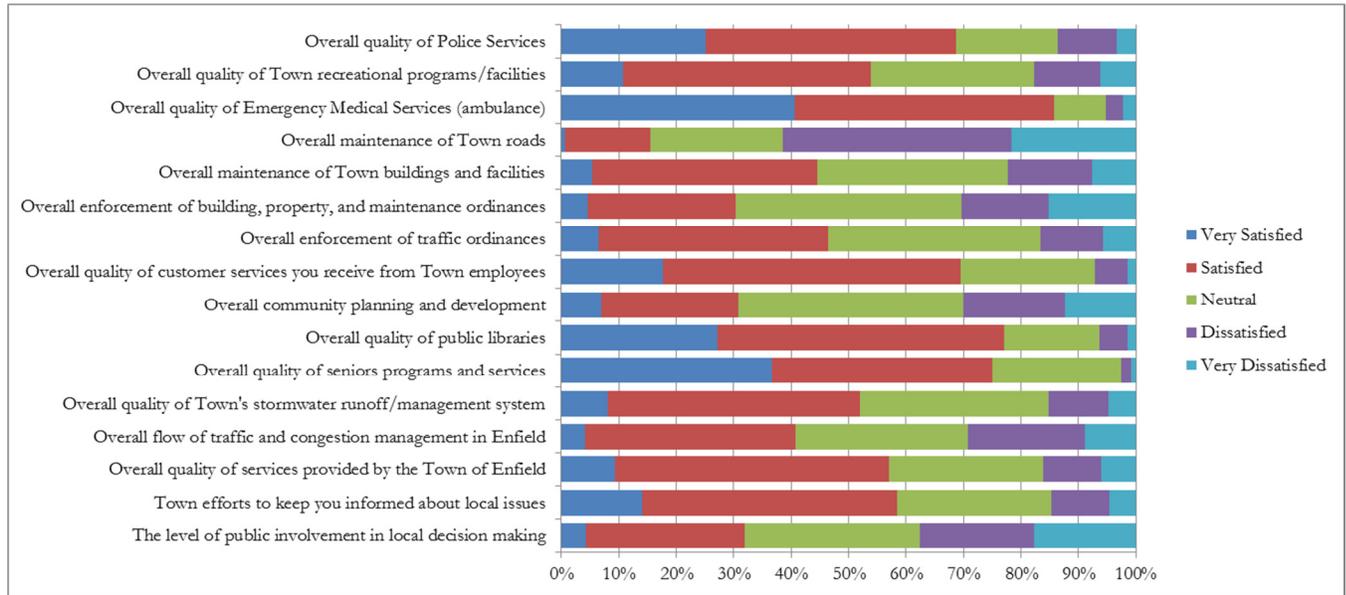
- **56%** were dissatisfied or very dissatisfied with overall maintenance of Town roads (23% were satisfied).
- **49%** felt the image of Enfield has declined over the past five year while 14% felt it has improved.
- **46%** rated the quality of business growth as below average or poor (21% were satisfied).
- **39%** were dissatisfied or very dissatisfied with enforcement of private property maintenance ordinances (28% were satisfied).

Results

Town of Enfield, Connecticut
Citizen Satisfaction Survey

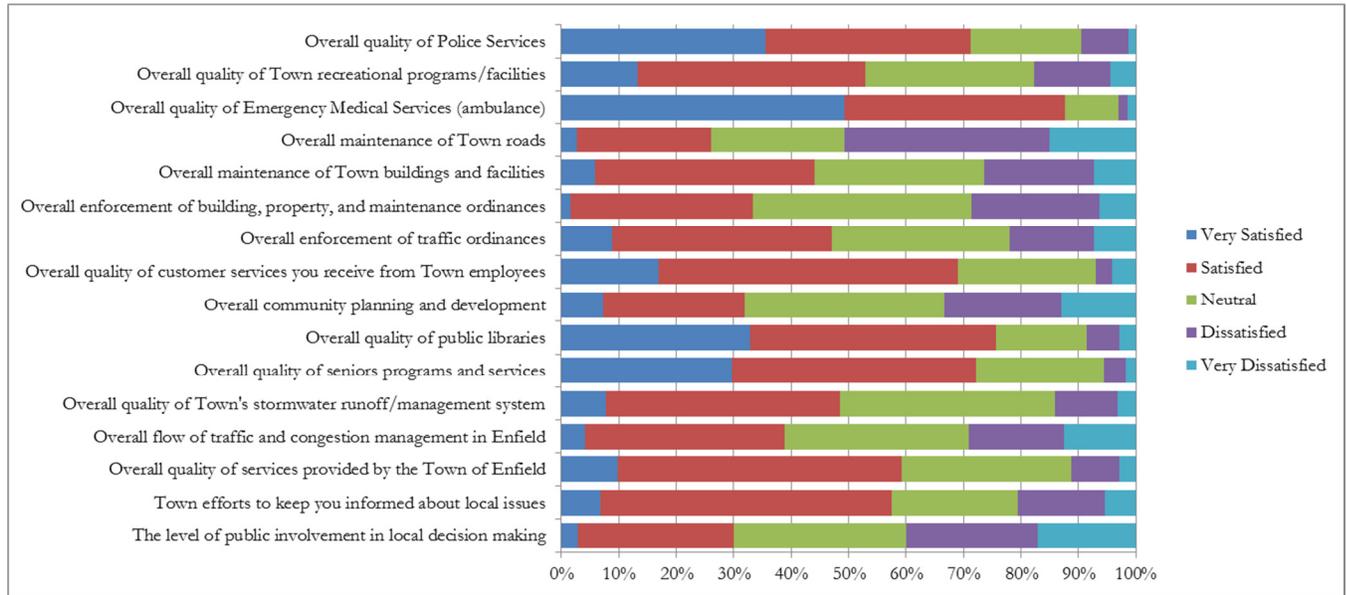
October 2015

OVERALL SATISFACTION DISTRICT 1



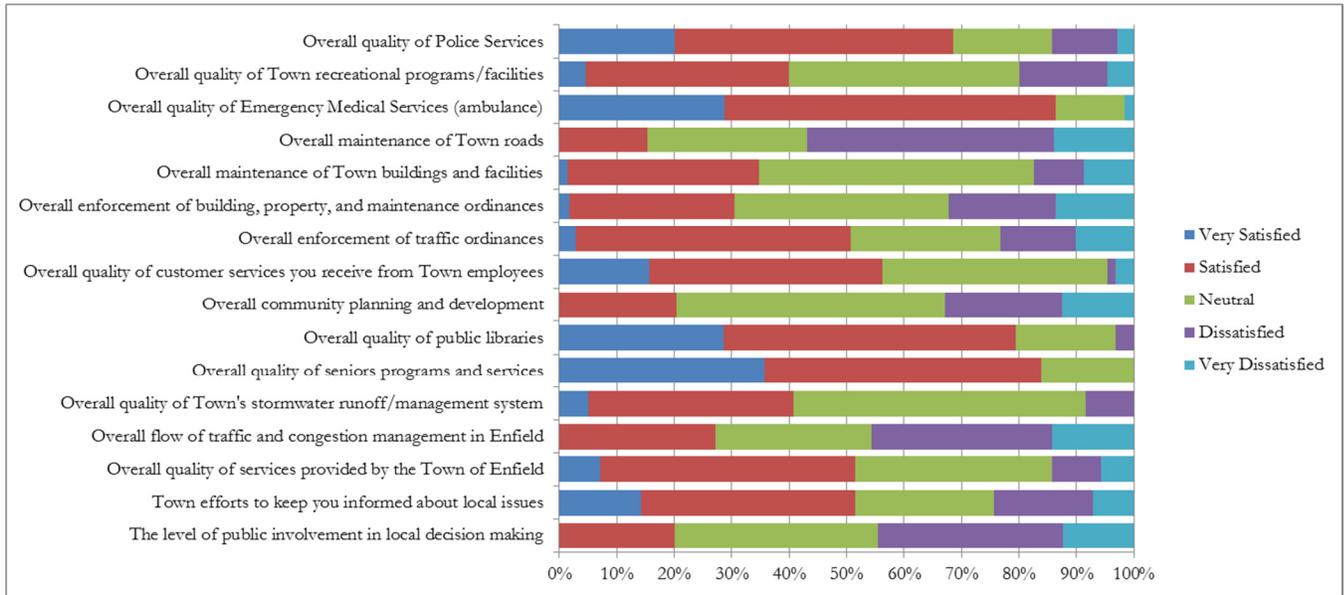
	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Response Count
Overall quality of Police Services	25%	44%	18%	10%	3%	147
Overall quality of Town recreational programs/facilities	11%	43%	28%	12%	6%	130
Overall quality of Emergency Medical Services (ambulance)	41%	45%	9%	3%	2%	133
Overall maintenance of Town roads	1%	15%	23%	40%	22%	148
Overall maintenance of Town buildings and facilities	5%	39%	33%	15%	8%	130
Overall enforcement of building, property, and maintenance ordinances	5%	26%	39%	15%	15%	132
Overall enforcement of traffic ordinances	7%	40%	37%	11%	6%	138
Overall quality of customer services you receive from Town employees	18%	52%	23%	6%	1%	141
Overall community planning and development	7%	24%	39%	18%	12%	130
Overall quality of public libraries	27%	50%	16%	5%	1%	140
Overall quality of seniors programs and services	37%	38%	23%	2%	1%	120
Overall quality of Town's stormwater runoff/management system	8%	44%	33%	10%	5%	125
Overall flow of traffic and congestion management in Enfield	4%	37%	30%	20%	9%	147
Overall quality of services provided by the Town of Enfield	9%	48%	27%	10%	6%	149
Town efforts to keep you informed about local issues	14%	44%	27%	10%	5%	149
The level of public involvement in local decision making	4%	28%	30%	20%	18%	141

OVERALL SATISFACTION DISTRICT 2



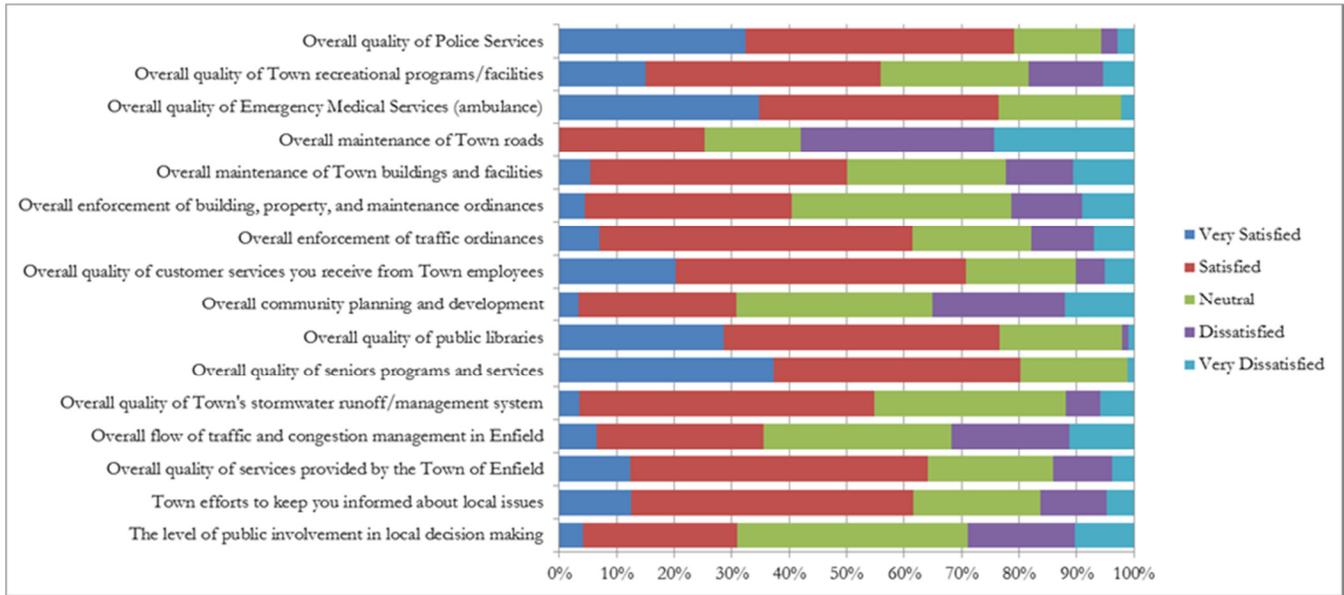
	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Response Count
Overall quality of police services	36%	36%	19%	8%	1%	73
Overall quality of Town recreation programs/facilities	13%	40%	29%	13%	4%	68
Overall quality of Emergency Medical Services (ambulance)	49%	38%	9%	2%	2%	65
Overall maintenance of Town roads	3%	23%	23%	36%	15%	73
Overall maintenance of Town buildings and facilities	6%	38%	29%	19%	7%	68
Overall enforcement of building, property, and maintenance ordinances	2%	32%	38%	22%	6%	63
Overall enforcement of traffic ordinances	9%	38%	31%	15%	7%	68
Overall quality of customer services you receive from Town employees	17%	52%	24%	3%	4%	71
Overall community planning and development	7%	25%	35%	20%	13%	69
Overall quality of public libraries	33%	43%	16%	6%	3%	70
Overall quality of senior citizen programs and services	30%	43%	22%	4%	2%	54
Overall quality of Town's stormwater runoff/management system	8%	41%	38%	11%	3%	64
Overall flow of traffic and congestion management in Enfield	4%	35%	32%	17%	13%	72
Overall quality of services provided by the Town of Enfield	10%	49%	30%	8%	3%	71
Town efforts to keep you informed about local issues	7%	51%	22%	15%	5%	73
The level of public involvement in local decision making	3%	27%	30%	23%	17%	70

OVERALL SATISFACTION DISTRICT 3



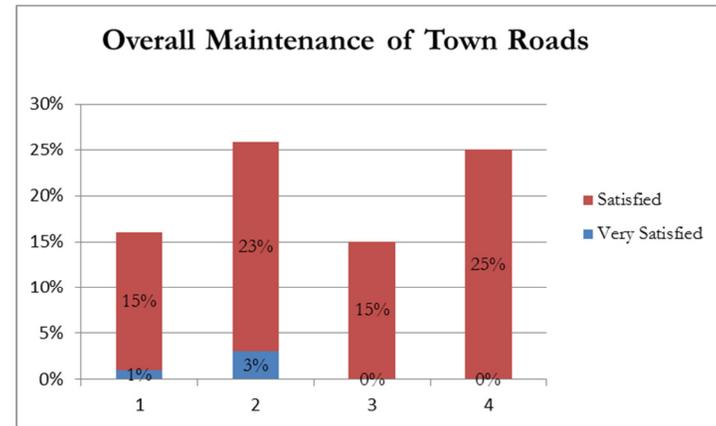
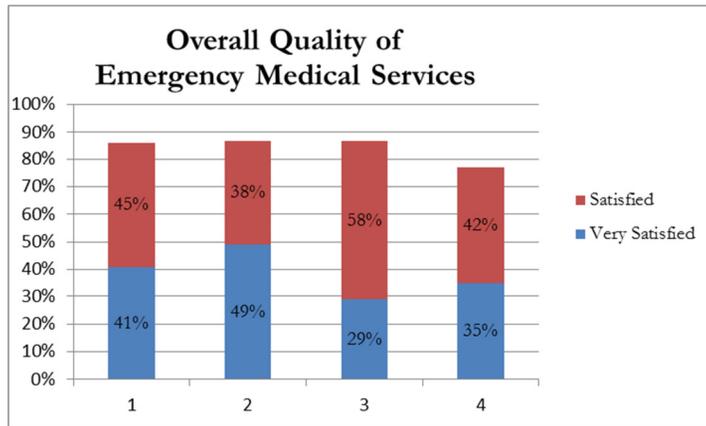
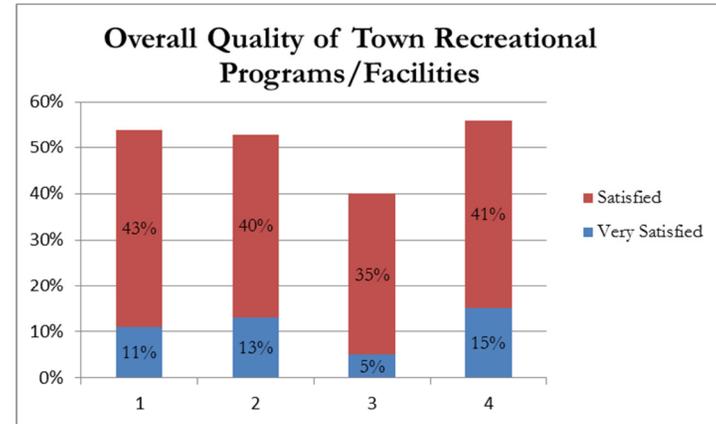
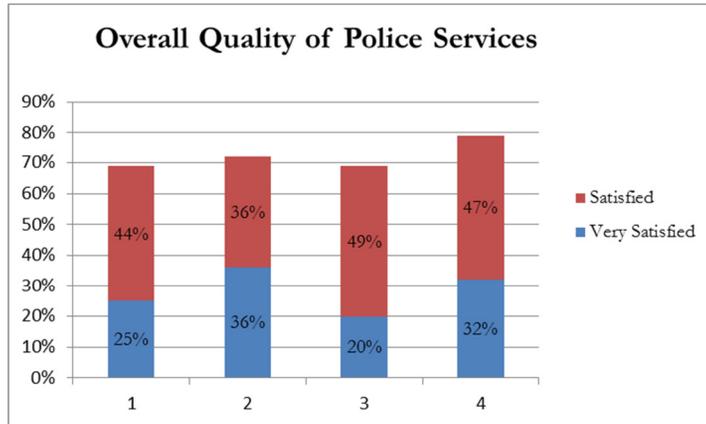
	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Response Count
Overall quality of Police Services	20%	49%	17%	11%	3%	70
Overall quality of Town recreational programs/facilities	5%	35%	40%	15%	5%	65
Overall quality of Emergency Medical Services (ambulance)	29%	58%	12%	0%	2%	59
Overall maintenance of Town roads	0%	15%	28%	43%	14%	72
Overall maintenance of Town buildings and facilities	1%	33%	48%	9%	9%	69
Overall enforcement of building, property, and maintenance ordinances	2%	29%	37%	19%	14%	59
Overall enforcement of traffic ordinances	3%	48%	26%	13%	10%	69
Overall quality of customer services you receive from Town employees	16%	41%	39%	2%	3%	64
Overall community planning and development	0%	20%	47%	20%	13%	64
Overall quality of public libraries	29%	51%	17%	3%	0%	63
Overall quality of seniors programs and services	36%	48%	16%	0%	0%	56
Overall quality of Town's stormwater runoff/management system	5%	36%	51%	8%	0%	59
Overall flow of traffic and congestion management in Enfield	0%	27%	27%	31%	14%	70
Overall quality of services provided by the Town of Enfield	7%	44%	34%	9%	6%	70
Town efforts to keep you informed about local issues	14%	37%	24%	17%	7%	70
The level of public involvement in local decision making	0%	20%	35%	32%	12%	65

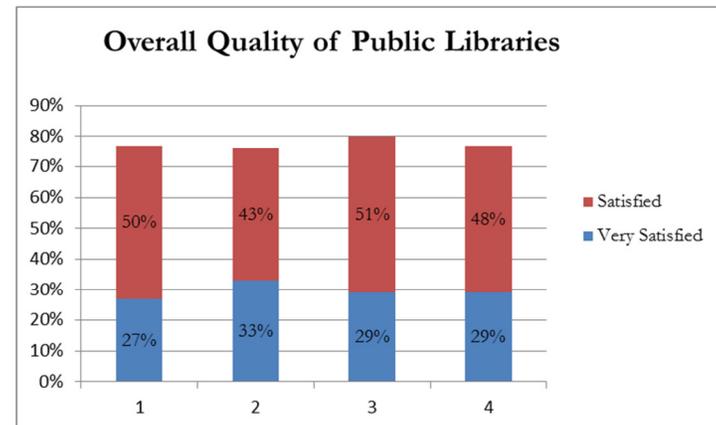
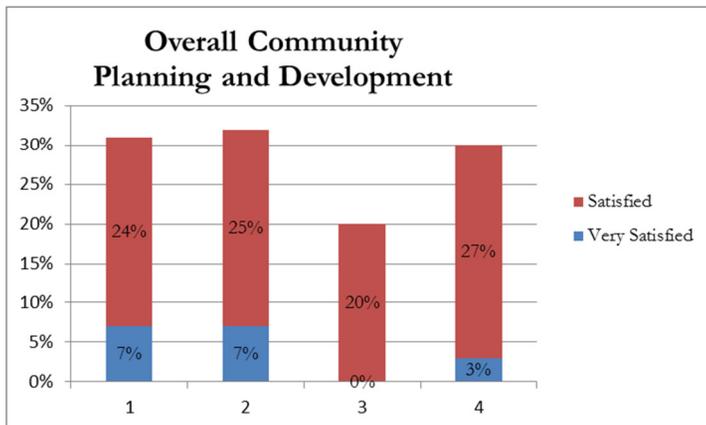
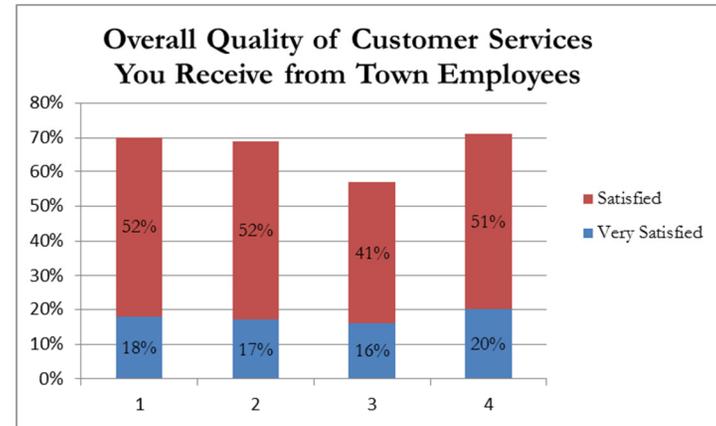
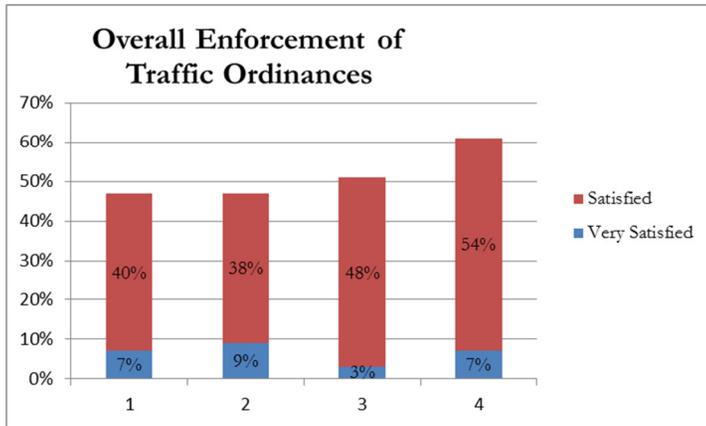
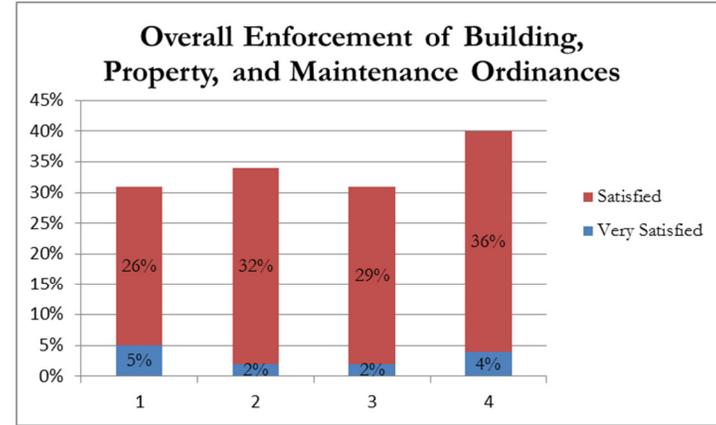
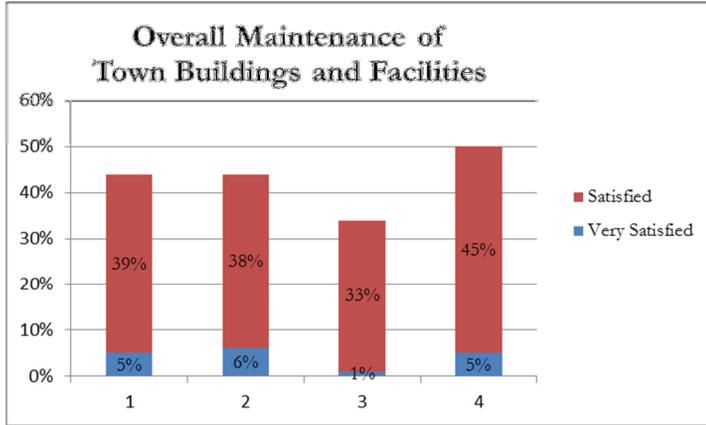
OVERALL SATISFACTION DISTRICT 4

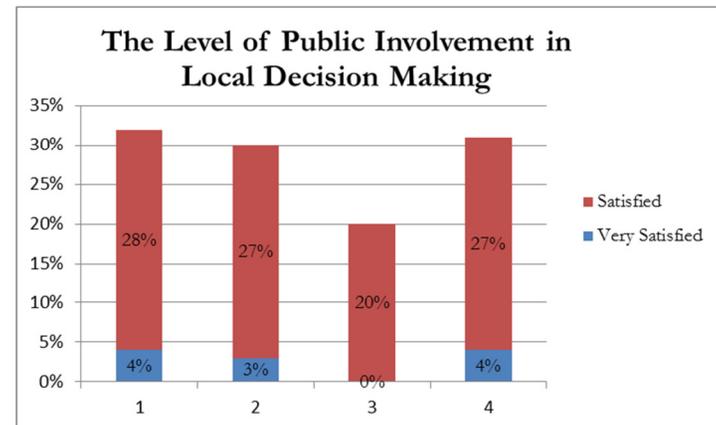
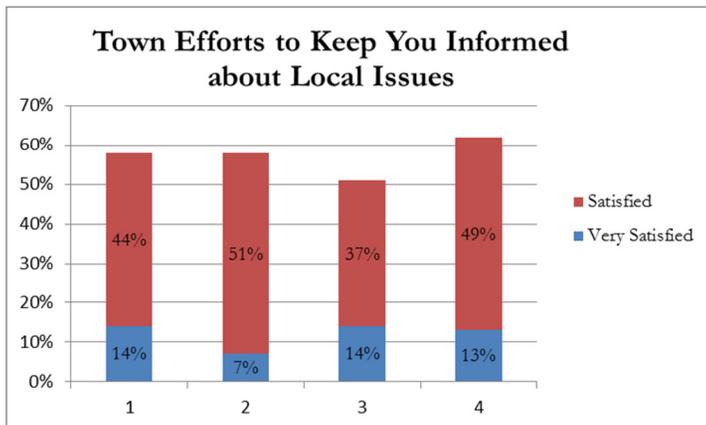
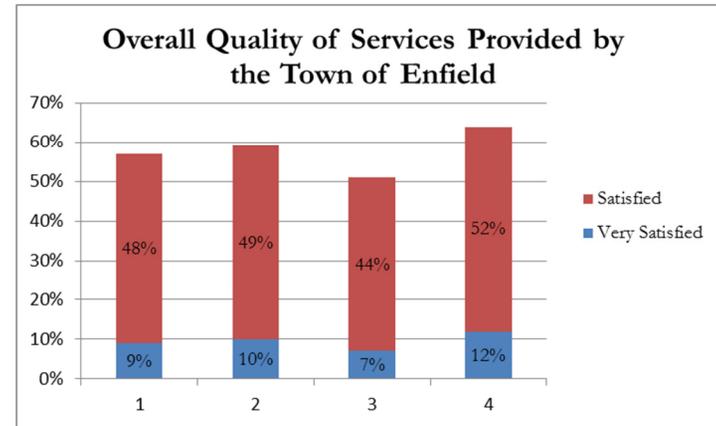
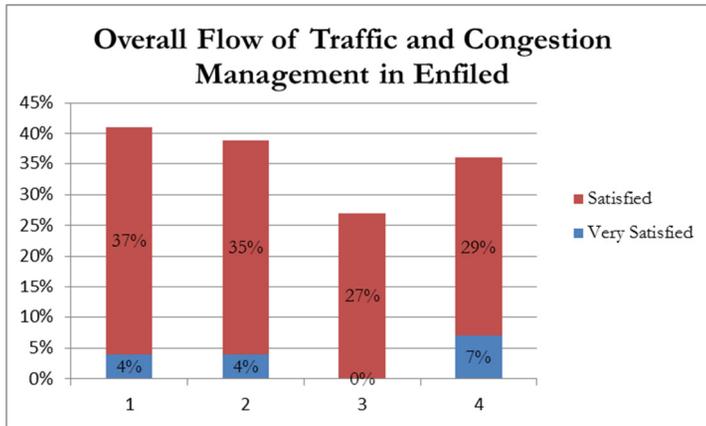
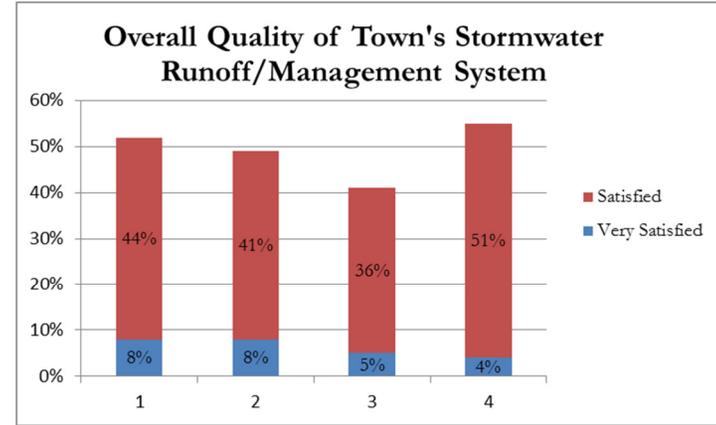
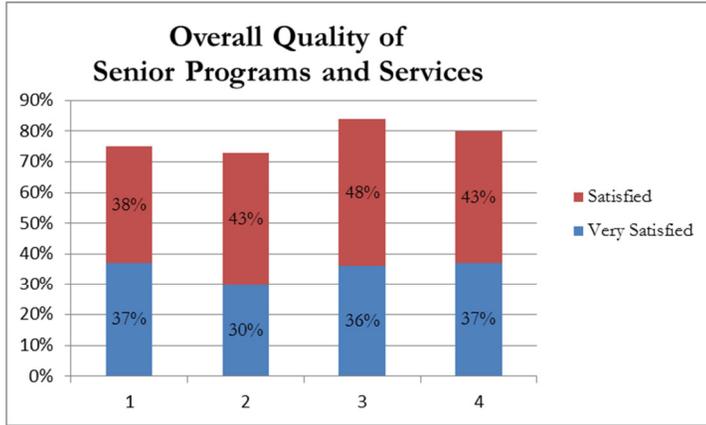


	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Response Count
Overall quality of Police Services	32%	47%	15%	3%	3%	105
Overall quality of Town recreational programs/facilities	15%	41%	26%	13%	5%	93
Overall quality of Emergency Medical Services (ambulance)	35%	42%	21%	0%	2%	89
Overall maintenance of Town roads	0%	25%	17%	34%	24%	107
Overall maintenance of Town buildings and facilities	5%	45%	28%	12%	11%	94
Overall enforcement of building, property, and maintenance ordinances	4%	36%	38%	12%	9%	89
Overall enforcement of traffic ordinances	7%	54%	21%	11%	7%	101
Overall quality of customer services you receive from Town employees	20%	51%	19%	5%	5%	99
Overall community planning and development	3%	27%	34%	23%	12%	91
Overall quality of public libraries	29%	48%	21%	1%	1%	98
Overall quality of seniors programs and services	37%	43%	19%	0%	1%	86
Overall quality of Town's stormwater runoff/management system	4%	51%	33%	6%	6%	84
Overall flow of traffic and congestion management in Enfield	7%	29%	33%	21%	11%	107
Overall quality of services provided by the Town of Enfield	12%	52%	22%	10%	4%	106
Town efforts to keep you informed about local issues	13%	49%	22%	12%	5%	104
The level of public involvement in local decision making	4%	27%	40%	19%	10%	97

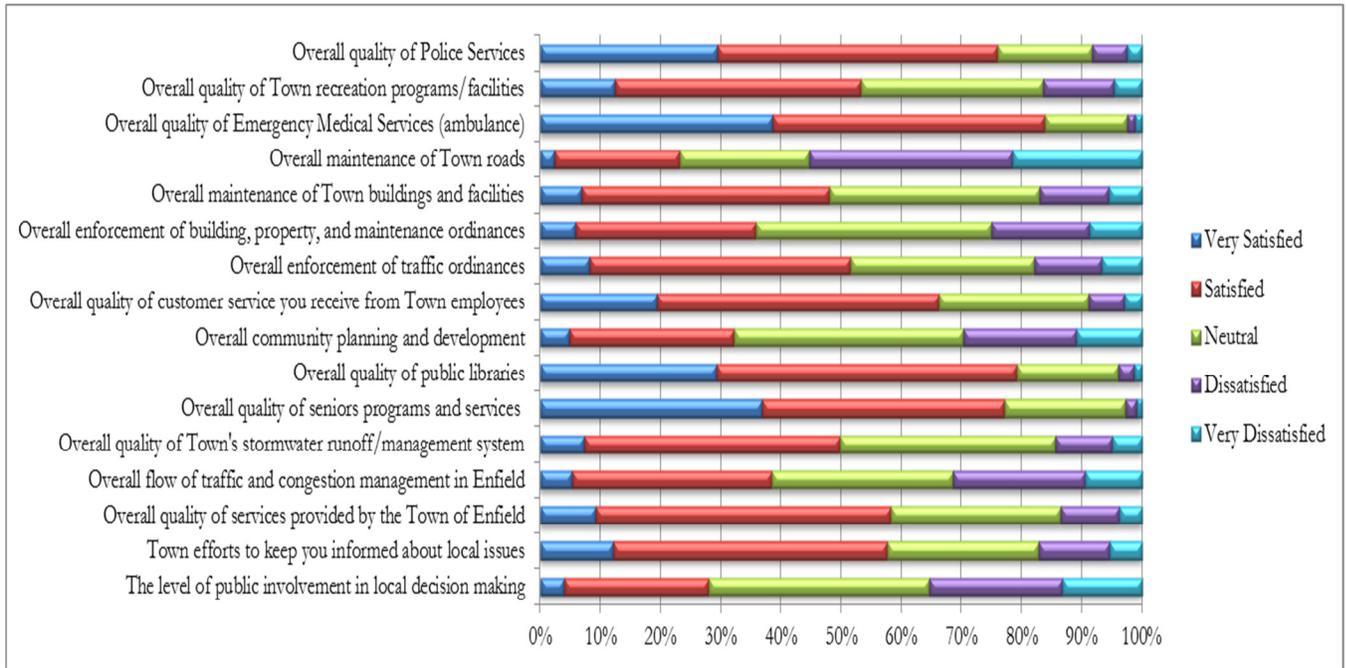
District Comparisons





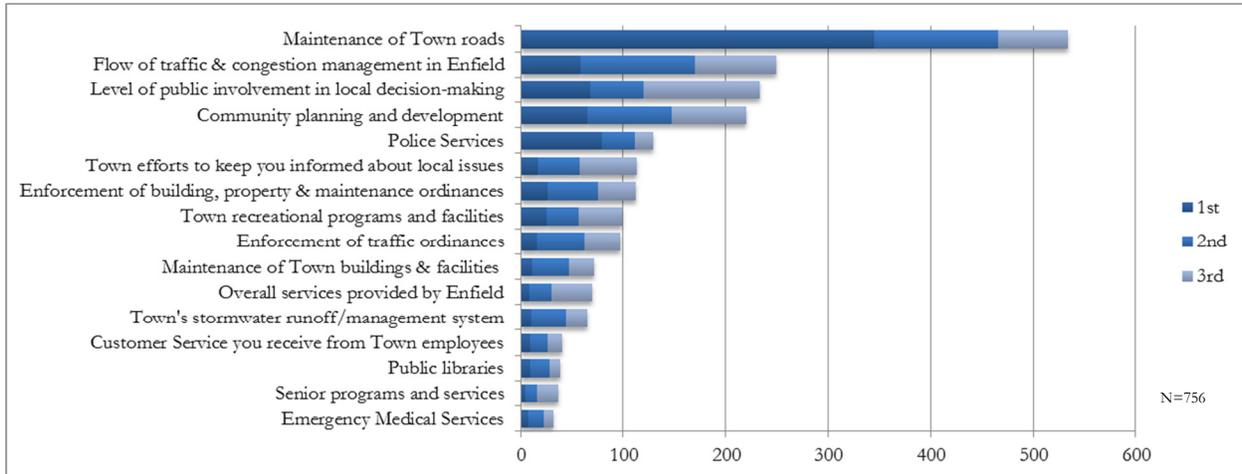


1. OVERALL SATISFACTION WITH MAJOR TOWN SERVICES



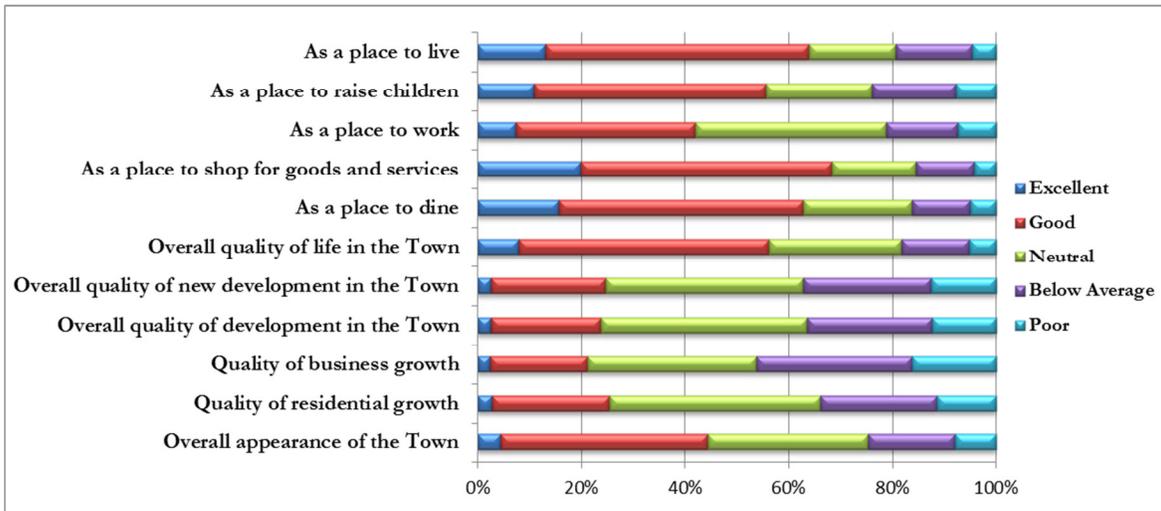
	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Response Count
Overall quality of Police Services	29%	47%	16%	6%	3%	945
Overall quality of Town recreation programs/ facilities	12%	41%	30%	12%	5%	849
Overall quality of Emergency Medical Services (ambulance)	39%	45%	14%	1%	1%	834
Overall maintenance of Town roads	2%	21%	22%	34%	22%	953
Overall maintenance of Town buildings and facilities	7%	41%	35%	11%	6%	863
Overall enforcement of building, property, and maintenance ordinances	6%	30%	39%	16%	9%	808
Overall enforcement of traffic ordinances	8%	43%	31%	11%	7%	885
Overall quality of customer service you receive from Town employees	19%	47%	25%	6%	3%	909
Overall community planning and development	5%	27%	38%	19%	11%	843
Overall quality of public libraries	29%	50%	17%	3%	1%	872
Overall quality of seniors programs and services	37%	40%	20%	2%	1%	754
Overall quality of Town's stormwater runoff/management system	7%	43%	36%	9%	5%	809
Overall flow of traffic and congestion management in Enfield	5%	33%	30%	22%	9%	950
Overall quality of services provided by the Town of Enfield	9%	49%	28%	10%	4%	937
Town efforts to keep you informed about local issues	12%	46%	25%	12%	5%	940
The level of public involvement in local decision making	4%	24%	37%	22%	13%	867

2. Which **THREE** items do you think should receive the **MOST** emphasis from Town leaders over the next **TWO** years?



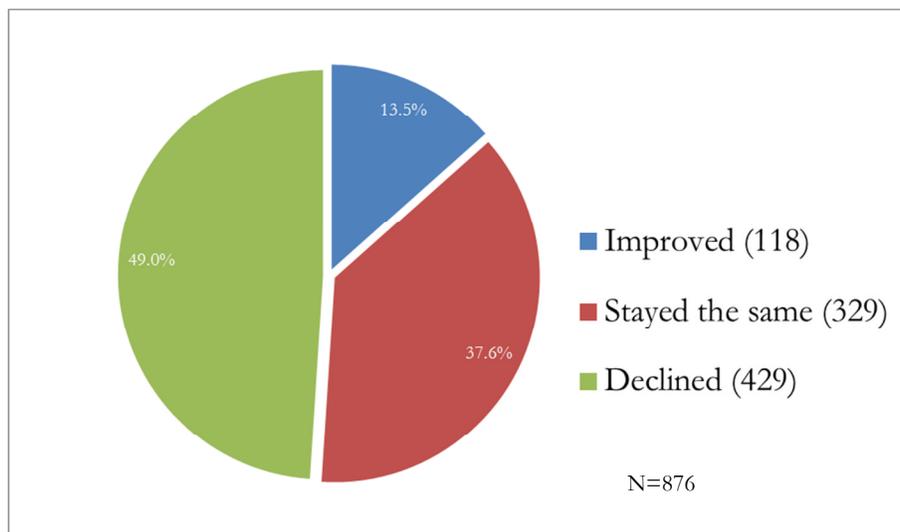
	1st	2nd	3rd	Total	%
Maintenance of Town roads	344	121	68	533	71%
Flow of traffic & congestion management in Enfield	58	112	79	249	33%
Level of public involvement in local decision-making	68	52	113	233	31%
Community planning and development	65	82	73	220	29%
Police Services	79	32	18	129	17%
Town efforts to keep you informed about local issues	17	40	56	113	15%
Enforcement of building, property & maintenance ordinances	26	49	37	112	15%
Town recreational programs and facilities	25	31	43	99	13%
Enforcement of traffic ordinances	16	46	35	97	13%
Maintenance of Town buildings & facilities	11	36	24	71	9%
Overall services provided by Enfield	8	22	39	69	9%
Town's stormwater runoff/management system	10	34	21	65	9%
Customer Service you receive from Town employees	9	17	14	40	5%
Public libraries	9	19	10	38	5%
Senior programs and services	4	12	20	36	5%
Emergency Medical Services	7	15	10	32	1%

3. OVERALL PERCEPTION OF THE TOWN

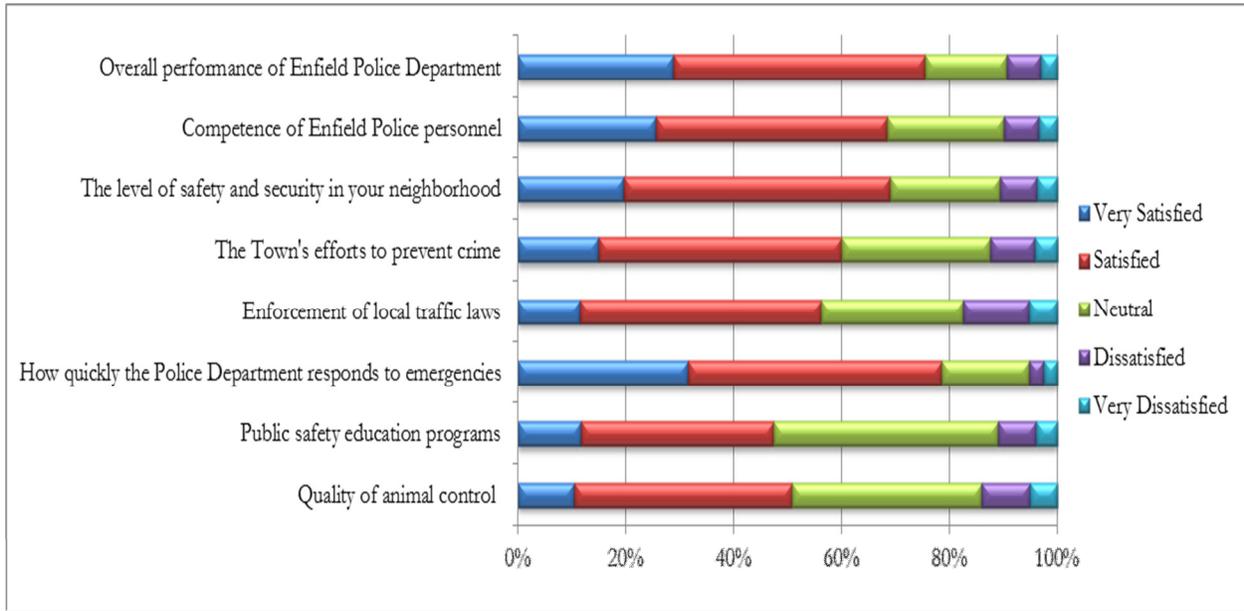


	Excellent	Good	Neutral	Below Average	Poor	Response Count
As a place to live	13%	51%	17%	15%	5%	964
As a place to raise children	11%	45%	21%	16%	8%	921
As a place to work	7%	35%	37%	14%	7%	820
As a place to shop for goods and services	20%	49%	16%	11%	4%	959
As a place to dine	16%	47%	21%	11%	5%	952
Overall quality of life in the Town	8%	48%	26%	13%	5%	950
Overall quality of new development in the Town	3%	22%	38%	25%	13%	889
Overall quality of development in the Town	3%	21%	40%	24%	12%	893
Quality of business growth	2%	19%	33%	30%	16%	890
Quality of residential growth	3%	23%	41%	23%	11%	886
Overall appearance of the Town	4%	40%	31%	17%	8%	957

3a. Over the PAST FIVE YEARS, do you feel the image of Enfield has:

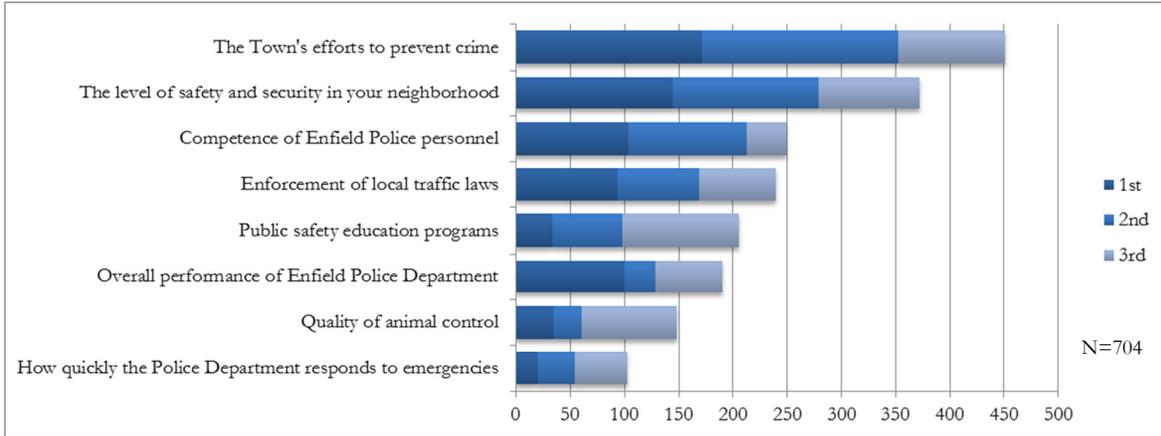


4. PUBLIC SAFETY AND SECURITY



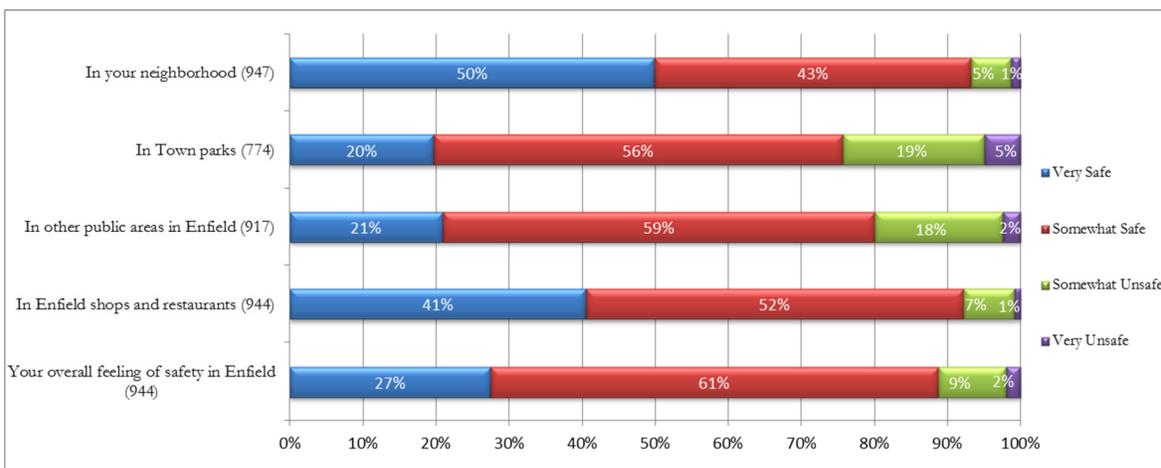
	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Response Count
Overall performance of Enfield Police Department	29%	47%	15%	6%	3%	923
Competence of Enfield Police personnel	26%	43%	22%	6%	3%	892
The level of safety and security in your neighborhood	20%	49%	20%	7%	4%	937
The Town's efforts to prevent crime	15%	45%	28%	8%	4%	870
Enforcement of local traffic laws	11%	45%	26%	12%	5%	912
How quickly the Police Department responds to emergencies	32%	47%	16%	3%	2%	808
Public safety education programs	12%	36%	42%	7%	4%	691
Quality of animal control	10%	40%	35%	9%	5%	764

5. Which THREE of the public safety items listed do you think should receive the most emphasis from Town leaders over the next TWO years?

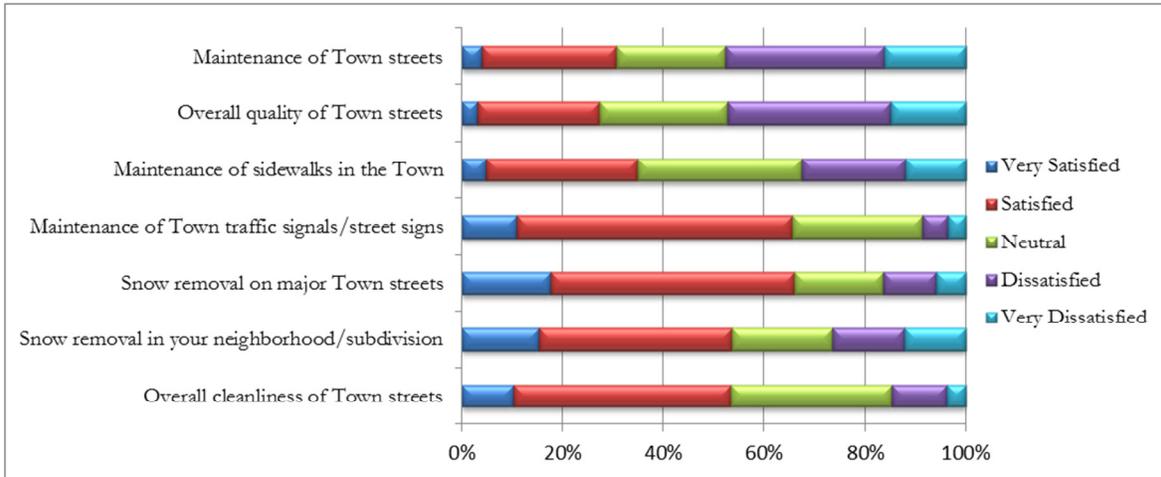


	1st	2nd	3rd	Total	%
The Town's efforts to prevent crime	172	181	98	451	64%
The level of safety and security in your neighborhood	145	134	93	372	53%
Competence of Enfield Police personnel	104	109	37	250	36%
Enforcement of local traffic laws	94	75	71	240	34%
Public safety education programs	34	64	108	206	29%
Overall performance of Enfield Police Department	100	29	62	191	27%
Quality of animal control	35	26	87	148	21%
How quickly the Police Department responds to emergencies	20	34	49	103	15%

6. How safe do you feel...

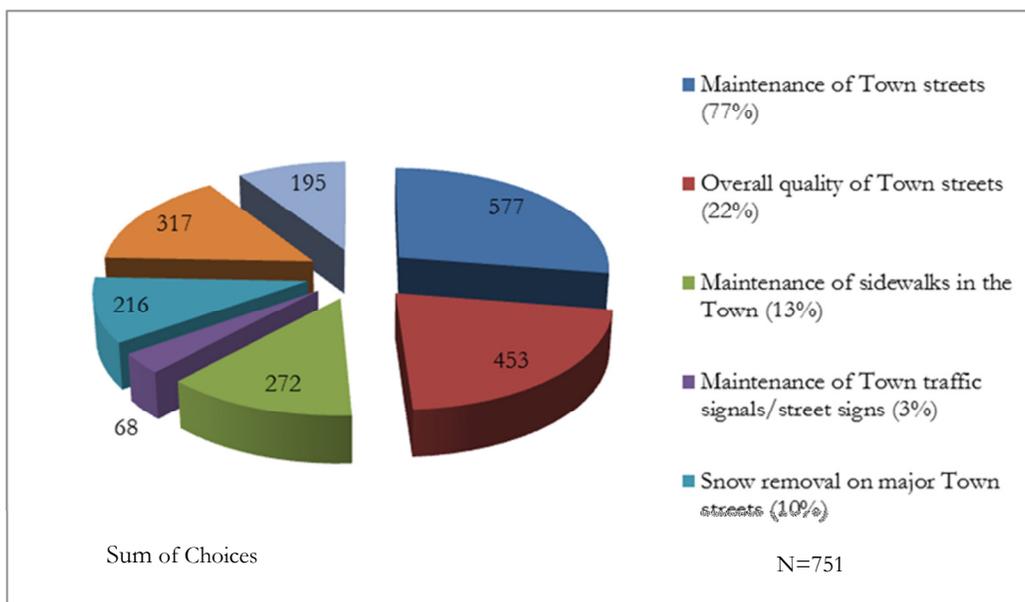


7. PUBLIC WORKS – HIGHWAYS

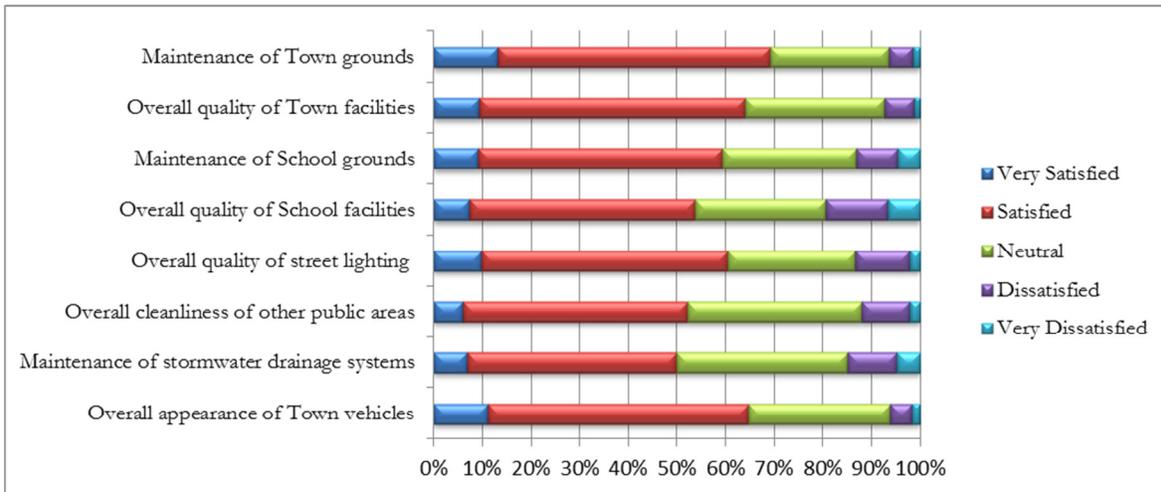


	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Response Count
Maintenance of Town streets	4%	27%	22%	31%	16%	951
Overall quality of Town streets	3%	24%	25%	32%	15%	948
Maintenance of sidewalks in the Town	5%	30%	32%	21%	12%	879
Maintenance of Town traffic signals/street signs	11%	55%	26%	5%	4%	937
Snow removal on major Town streets	18%	48%	18%	11%	6%	938
Snow removal in your neighborhood/subdivision	15%	38%	20%	14%	12%	939
Overall cleanliness of Town streets	10%	43%	32%	11%	4%	947

8. Which **THREE** of the highway items listed do you think should receive the most emphasis from Town leaders over the next **TWO** years?

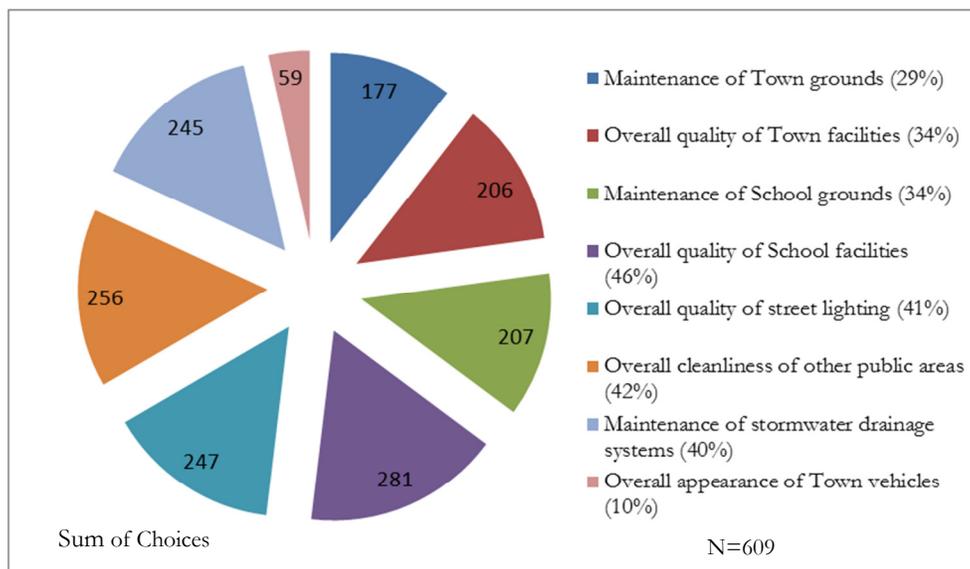


9. PUBLIC WORKS - BUILDINGS AND GROUNDS

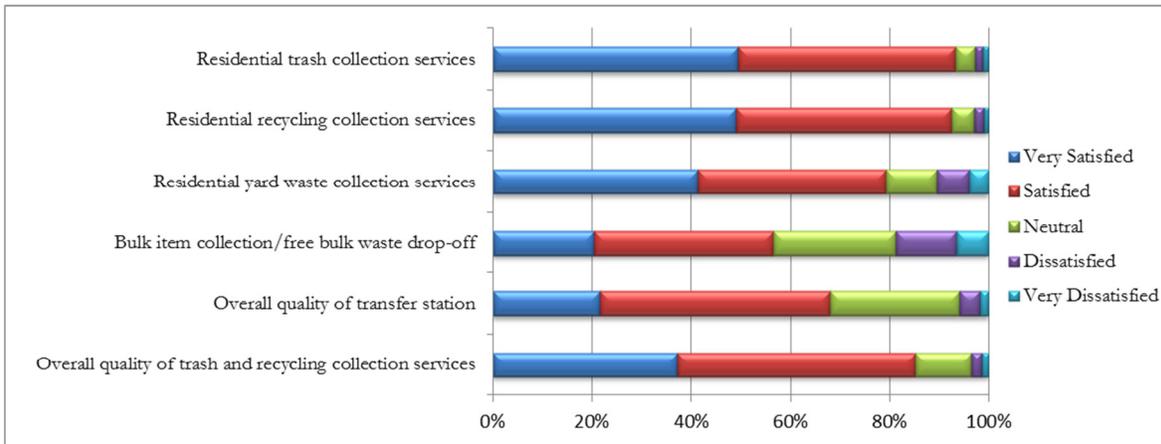


	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Response Count
Maintenance of Town grounds	13%	56%	24%	5%	1%	871
Overall quality of Town facilities	9%	55%	29%	6%	1%	854
Maintenance of School grounds	9%	50%	28%	9%	5%	792
Overall quality of School facilities	7%	46%	27%	13%	7%	761
Overall quality of street lighting	10%	51%	26%	11%	2%	908
Overall cleanliness of other public areas	6%	46%	36%	10%	2%	882
Maintenance of stormwater drainage systems	7%	43%	35%	10%	5%	814
Overall appearance of Town vehicles	11%	54%	29%	5%	2%	862

10. Which **THREE** of the buildings and grounds items listed do you think should receive the most emphasis from Town leaders over the next **TWO** years?

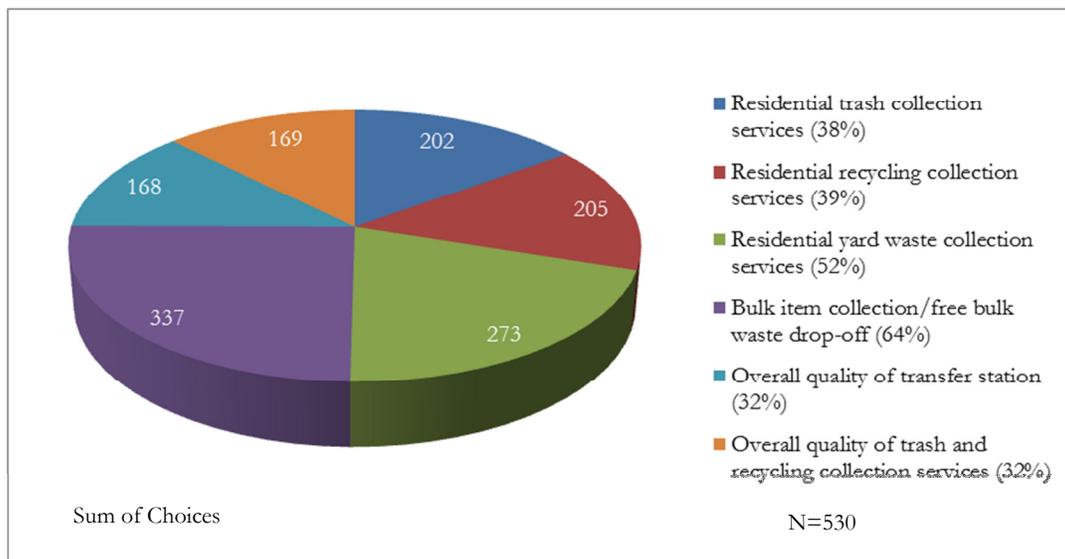


11. PUBLIC WORKS – TRASH AND RECYCLING

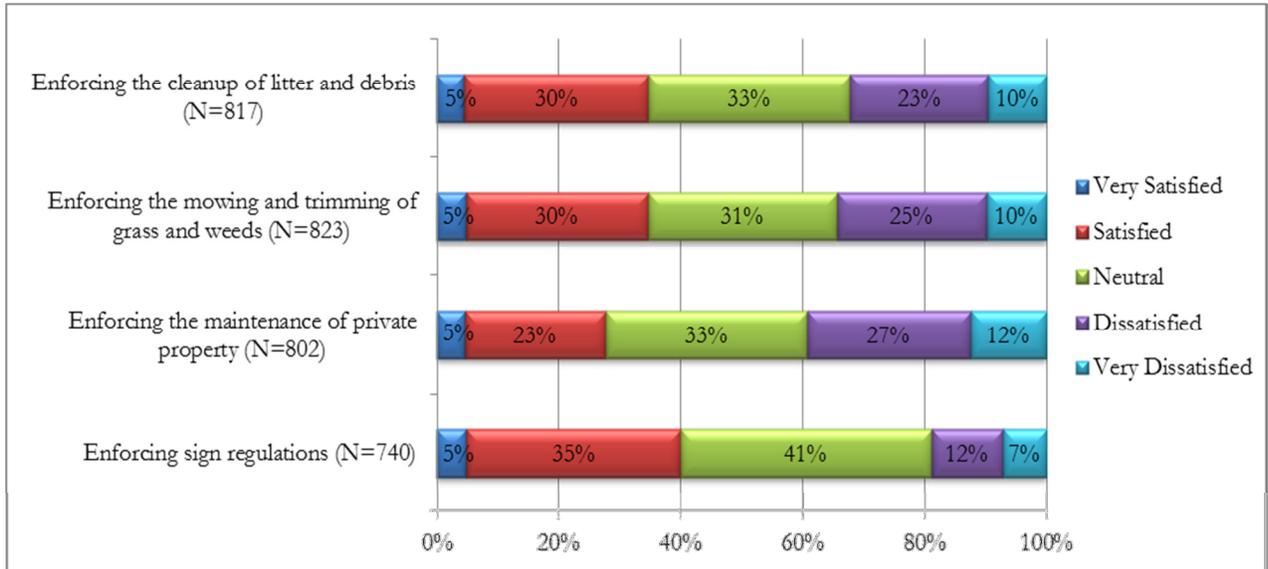


	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Response Count
Residential trash collection services	49%	44%	4%	2%	1%	936
Residential recycling collection services	49%	43%	5%	2%	1%	930
Residential yard waste collection services	41%	38%	10%	7%	4%	892
Bulk item collection/free bulk waste drop-off	20%	36%	25%	12%	6%	759
Overall quality of transfer station	22%	46%	26%	4%	2%	744
Overall quality of trash and recycling collection services	37%	48%	11%	2%	1%	915

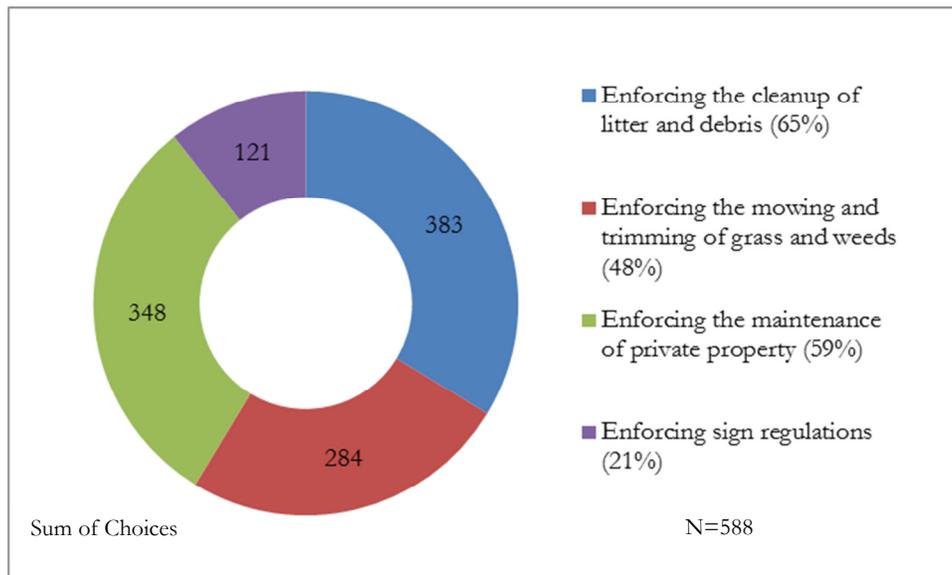
12. Which THREE of the trash and recycling items listed do you think should receive the most emphasis from Town leaders over the next TWO years?



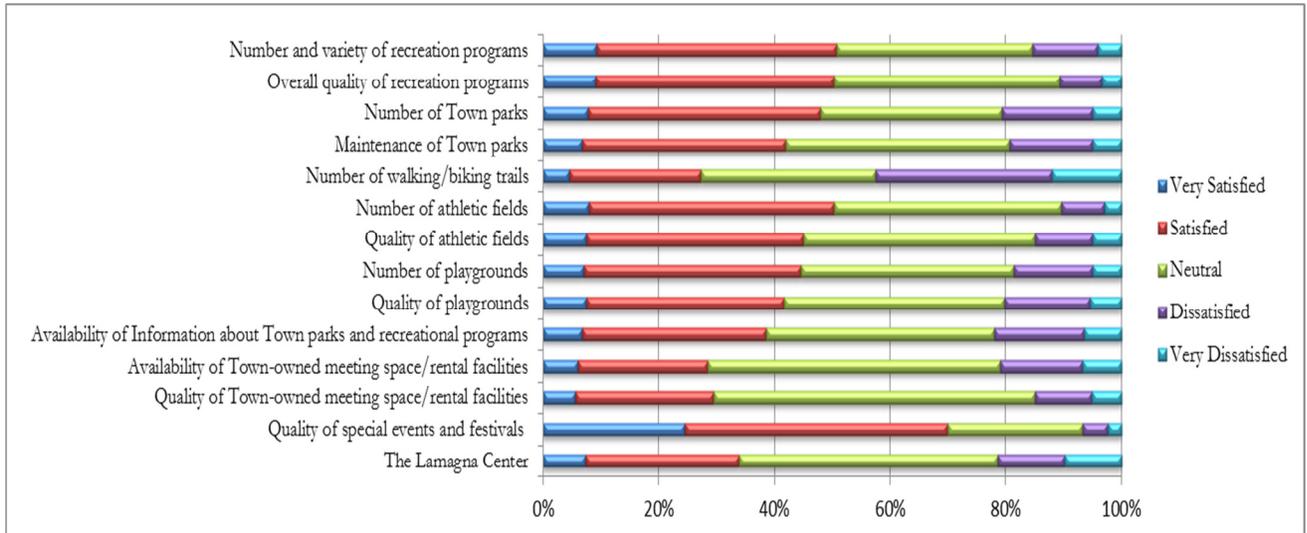
13. ENFORCEMENT OF CODES AND ORDINANCES



14. Which TWO of the codes and ordinance items listed do you think should receive the most emphasis from Town leaders over the next TWO years?

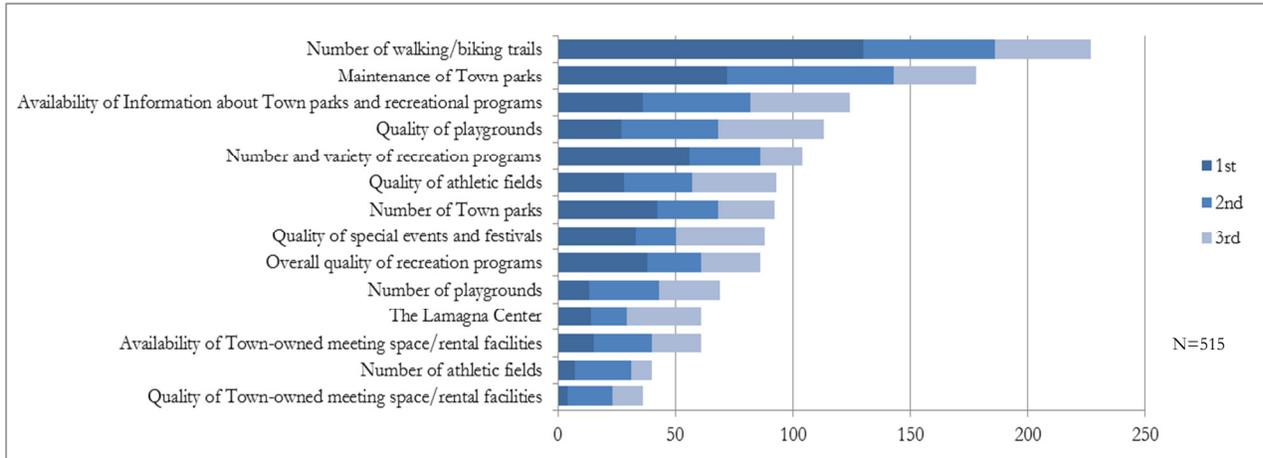


15. PARKS AND RECREATION



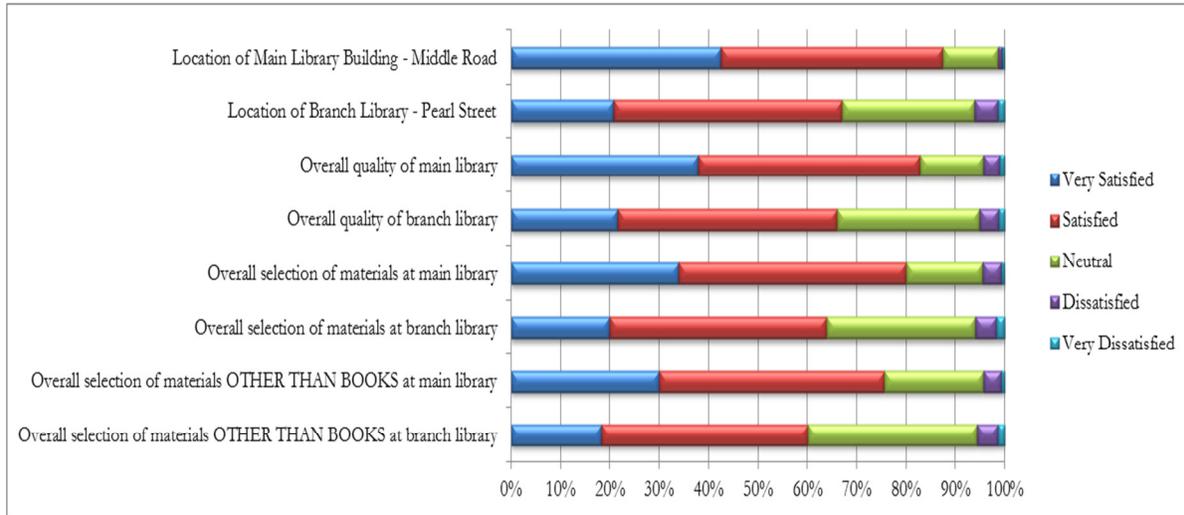
	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Response Count
Number and variety of recreation programs	9%	42%	34%	11%	4%	674
Overall quality of recreation programs	9%	41%	39%	7%	3%	661
Number of Town parks	8%	40%	31%	16%	5%	758
Maintenance of Town parks	7%	35%	39%	14%	5%	746
Number of walking/biking trails	5%	23%	30%	31%	12%	744
Number of athletic fields	8%	42%	39%	7%	3%	734
Quality of athletic fields	7%	38%	40%	10%	5%	712
Number of playgrounds	7%	38%	37%	14%	5%	697
Quality of playgrounds	8%	34%	38%	15%	5%	679
Availability of Information about Town parks and recreational programs	7%	32%	39%	16%	6%	730
Availability of Town-owned meeting space/rental facilities	6%	22%	51%	14%	7%	569
Quality of Town-owned meeting space/rental facilities	6%	24%	56%	10%	5%	549
Quality of special events and festivals	25%	45%	23%	4%	2%	835
The Lamagna Center	7%	27%	45%	12%	10%	520

16. Which THREE of the parks and recreation items listed do you think should receive the most emphasis from Town leaders over the next Two years?



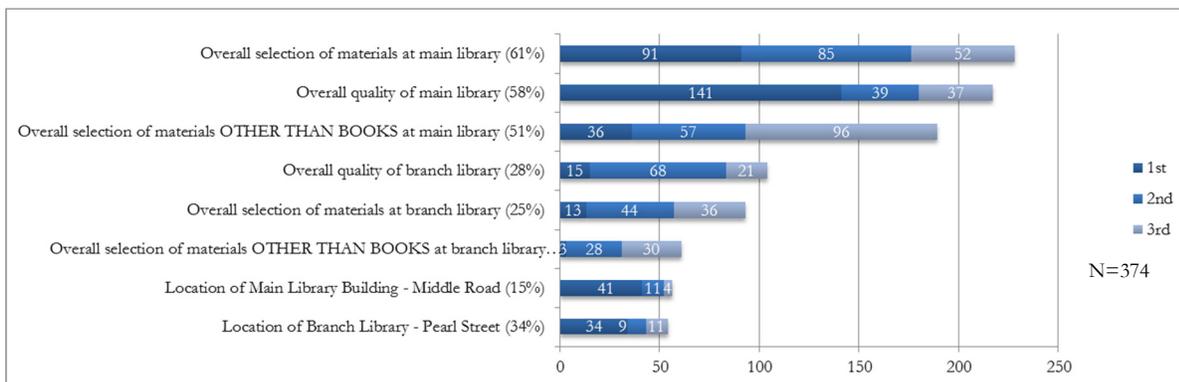
	1st	2nd	3rd	Total	%
Number of walking/biking trails	130	56	41	227	44%
Maintenance of Town parks	72	71	35	178	35%
Availability of Information about Town parks and recreational programs	36	46	42	124	24%
Quality of playgrounds	27	41	45	113	22%
Number and variety of recreation programs	56	30	18	104	20%
Quality of athletic fields	28	29	36	93	18%
Number of Town parks	42	26	24	92	18%
Quality of special events and festivals	33	17	38	88	17%
Overall quality of recreation programs	38	23	25	86	17%
Number of playgrounds	13	30	26	69	13%
Availability of Town-owned meeting space/rental facilities	15	25	21	61	12%
The Lamagna Center	14	15	32	61	12%
Number of athletic fields	7	24	9	40	8%
Quality of Town-owned meeting space/rental facilities	4	19	13	36	7%

17. LIBRARIES

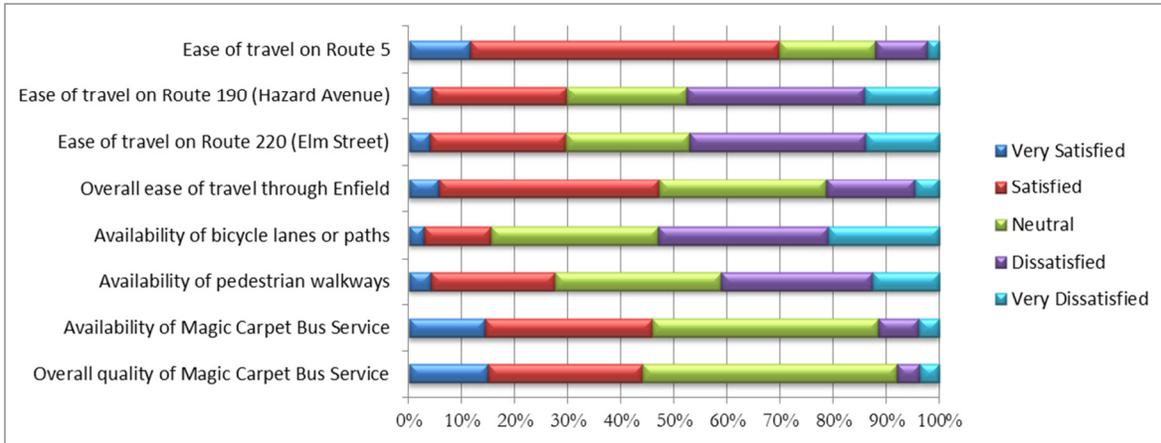


	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Response Count
Location of Main Library Building - Middle Road	42%	45%	11%	1%	0%	842
Location of Branch Library - Pearl Street	21%	46%	27%	5%	1%	738
Overall quality of main library	38%	45%	13%	3%	1%	810
Overall quality of branch library	22%	44%	29%	4%	1%	627
Overall selection of materials at main library	34%	46%	15%	4%	1%	783
Overall selection of materials at branch library	20%	44%	30%	4%	2%	592
Overall selection of materials OTHER THAN BOOKS at main library	30%	46%	20%	4%	1%	730
Overall selection of materials OTHER THAN BOOKS at branch library	18%	42%	34%	4%	1%	557

18. Which THREE of the library items listed do you think should receive the most emphasis from Town leaders over the next TWO years?

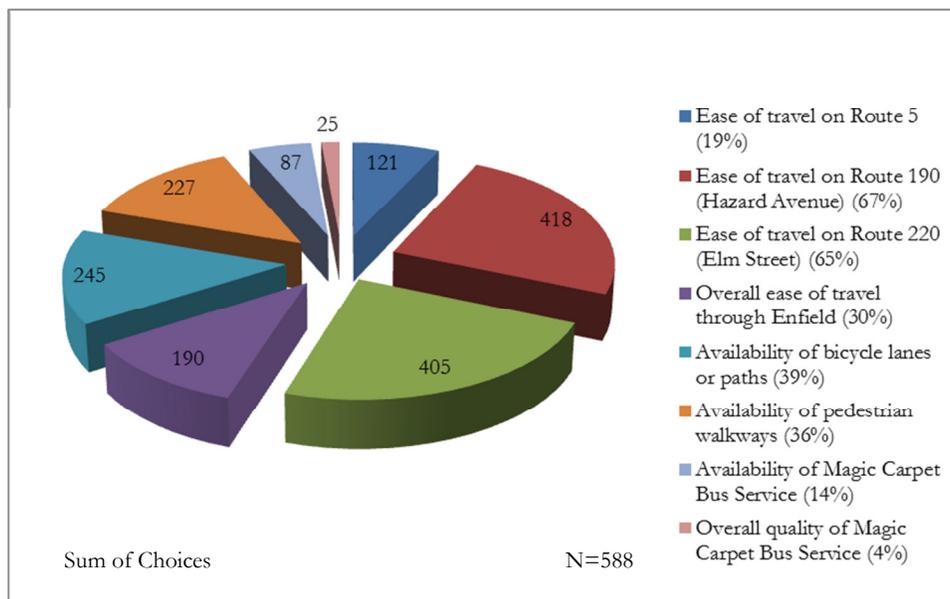


19. EASE OF TRAVEL THROUGH ENFIELD

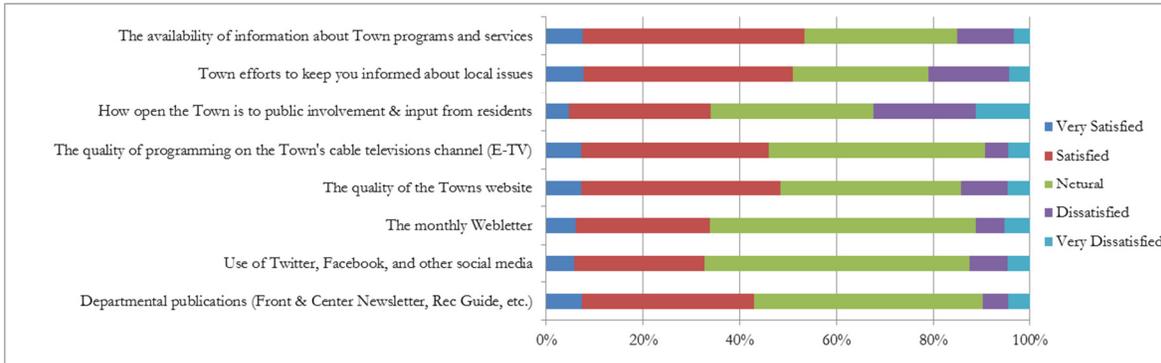


	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Response Count
Ease of travel on Route 5	11%	58%	18%	10%	2%	917
Ease of travel on Route 190 (Hazard Avenue)	4%	25%	23%	33%	14%	920
Ease of travel on Route 220 (Elm Street)	4%	26%	23%	33%	14%	917
Overall ease of travel through Enfield	6%	42%	31%	17%	5%	908
Availability of bicycle lanes or paths	3%	13%	31%	32%	21%	731
Availability of pedestrian walkways	4%	23%	31%	28%	13%	784
Availability of Magic Carpet Bus Service	14%	32%	43%	8%	4%	504
Overall quality of Magic Carpet Bus Service	15%	29%	48%	4%	4%	433

20. Which THREE of the transit items listed above do you think should receive the most emphasis from Town leaders over the next TWO years?

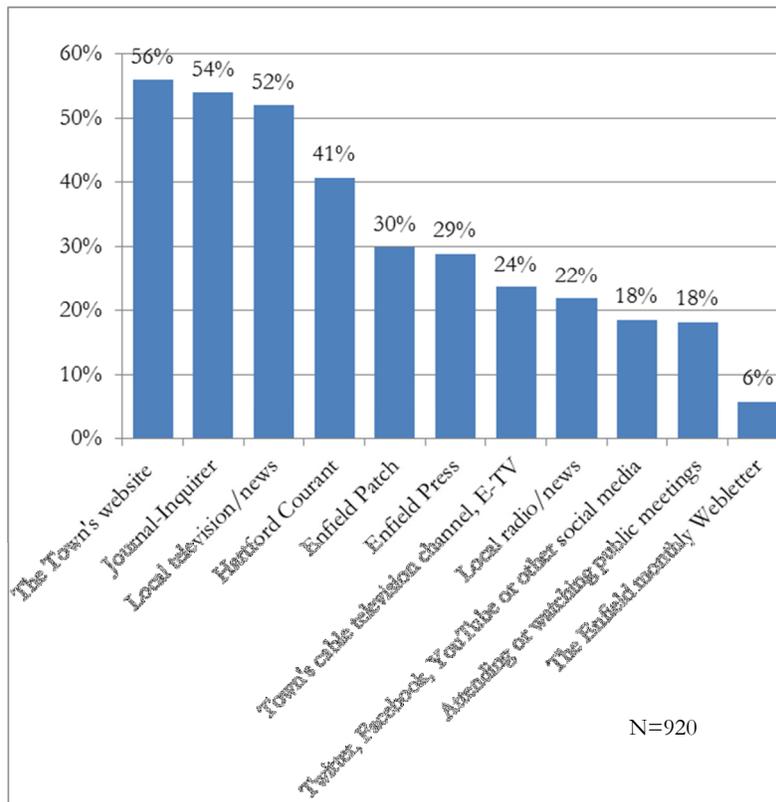


21. TOWN COMMUNICATION

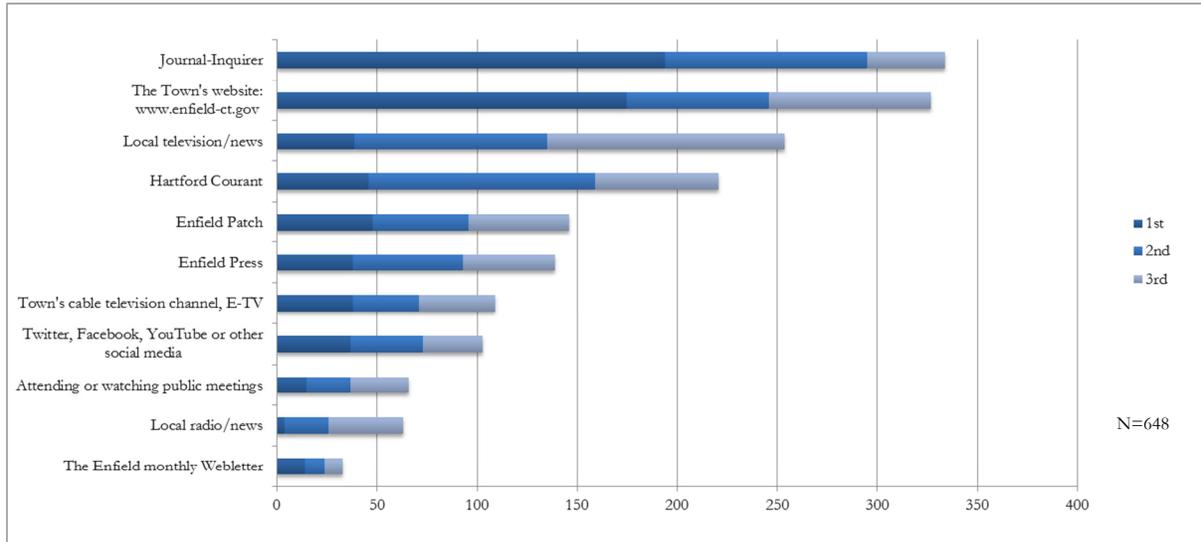


	Very Satisfied	Satisfied	Netural	Dissatisfied	Very Dissatisfied	Response Count
The availability of information about Town programs and services	8%	46%	32%	12%	3%	853
Town efforts to keep you informed about local issues	8%	43%	28%	17%	4%	874
How open the Town is to public involvement & input from residents	5%	29%	34%	21%	11%	800
The quality of programming on the Town's cable television channel (E-TV)	7%	39%	45%	5%	5%	600
The quality of the Town's website	7%	41%	37%	10%	5%	774
The monthly Webletter	6%	28%	55%	6%	5%	440
Use of Twitter, Facebook, and other social media	6%	27%	55%	8%	5%	470
Departmental publications (Front & Center Newsletter, Rec Guide, etc.)	7%	36%	47%	5%	4%	593

22. Which of the following do you use to get information about the Town of Enfield?

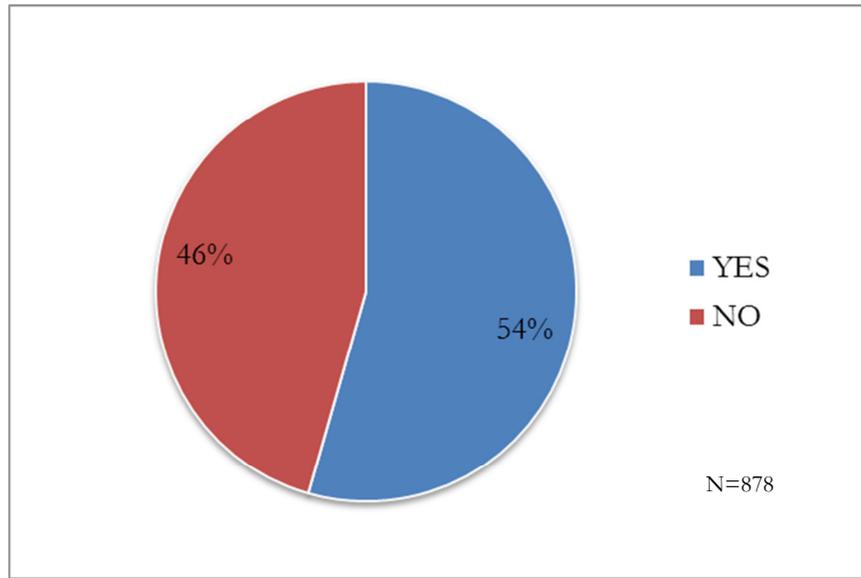


23. Please rank your top THREE sources of information regarding the Town of Enfield.

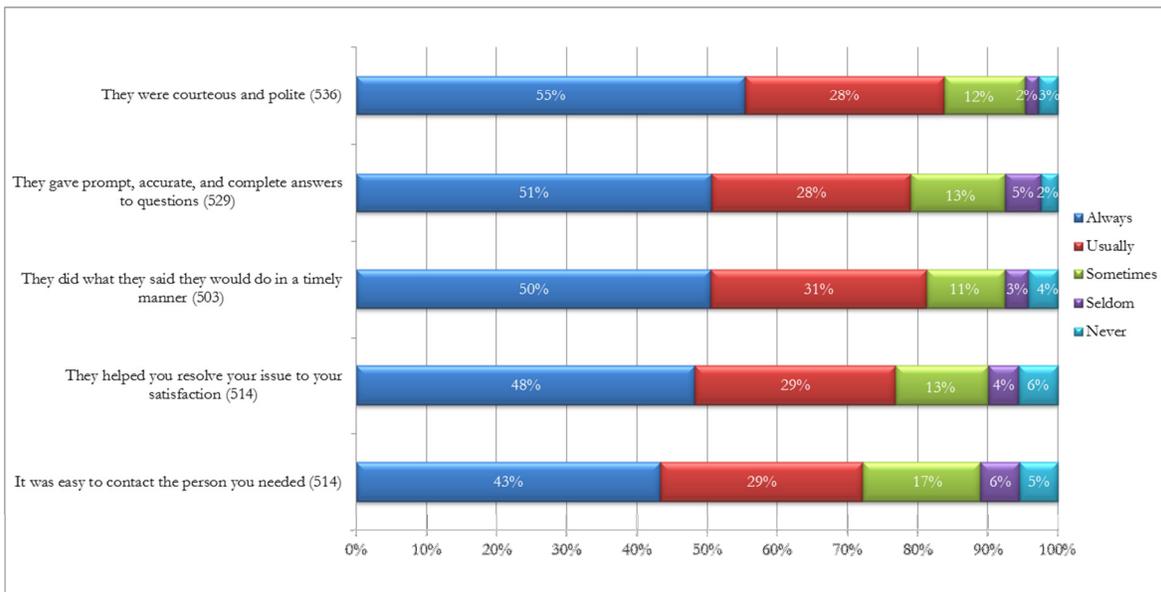


	1st	2nd	3rd	Total	%
Journal-Inquirer	194	101	39	334	52%
The Town's website: www.enfield-ct.gov	175	71	81	327	50%
Local television/ news	39	96	119	254	39%
Hartford Courant	46	113	62	221	34%
Enfield Patch	48	48	50	146	23%
Enfield Press	38	55	46	139	21%
Town's cable television channel, E-TV	38	33	38	109	17%
Twitter, Facebook, YouTube or other social media	37	36	30	103	16%
Attending or watching public meetings	15	22	29	66	10%
Local radio/news	4	22	37	63	10%
The Enfield monthly Webletter	14	10	9	33	5%

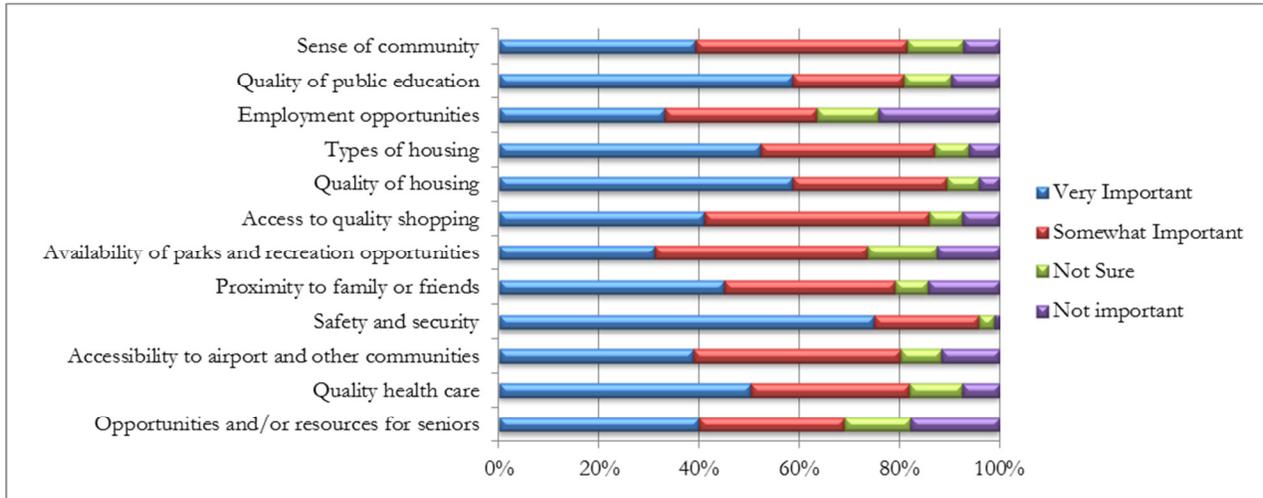
24. Have you called or visited the Enfield Town Hall with a question, problem, concern, or need for services during the past year?



25. Referring to the department you last contacted, please rate your satisfaction with Town employees (not elected officials) on the following behaviors:

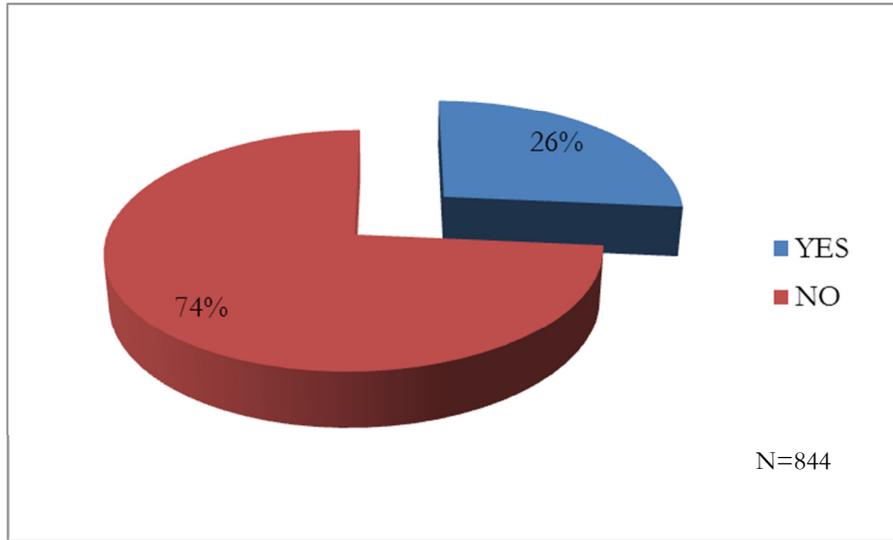


26. QUALITY OF LIFE Several reasons for deciding where to live are listed below. Please rate how important each reason was in your decision to live where you live. Then, please indicate if your needs are being met in Enfield.

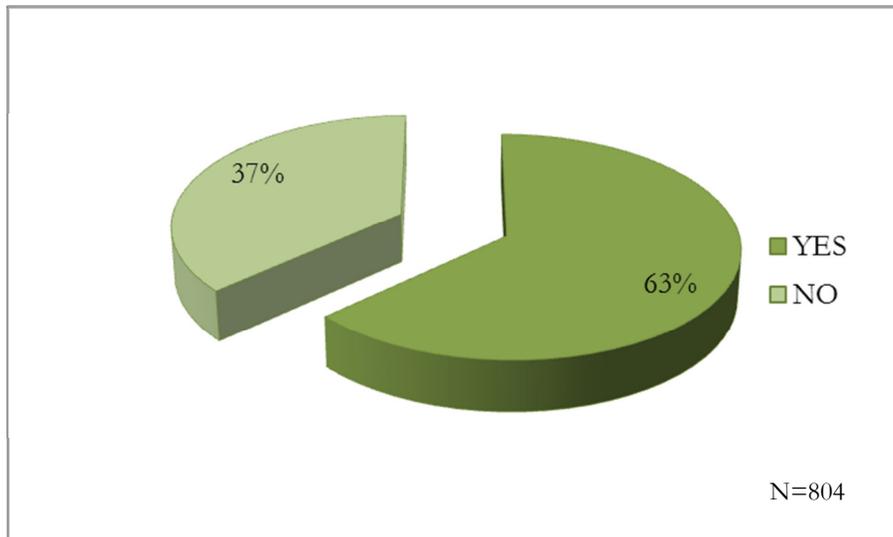


	Very Important	Somewhat Important	Not Sure	Not important	Response Count	YES - Needs are being met in Enfield	NO - Needs are not being met in
Sense of community	39%	42%	11%	7%	815	69%	31%
Quality of public education	59%	22%	9%	10%	814	61%	39%
Employment opportunities	33%	30%	12%	24%	807	59%	41%
Types of housing	52%	35%	7%	6%	820	85%	15%
Quality of housing	59%	31%	6%	4%	823	82%	18%
Access to quality shopping	41%	45%	7%	7%	829	82%	18%
Availability of parks and recreation opportunities	31%	43%	14%	13%	825	68%	32%
Proximity to family or friends	45%	34%	7%	14%	832	89%	11%
Safety and security	75%	21%	3%	1%	827	85%	15%
Accessibility to airport and other communities	39%	41%	8%	12%	825	96%	4%
Quality health care	50%	32%	11%	8%	825	87%	13%
Opportunities and/or resources for seniors	40%	29%	13%	18%	837	87%	13%

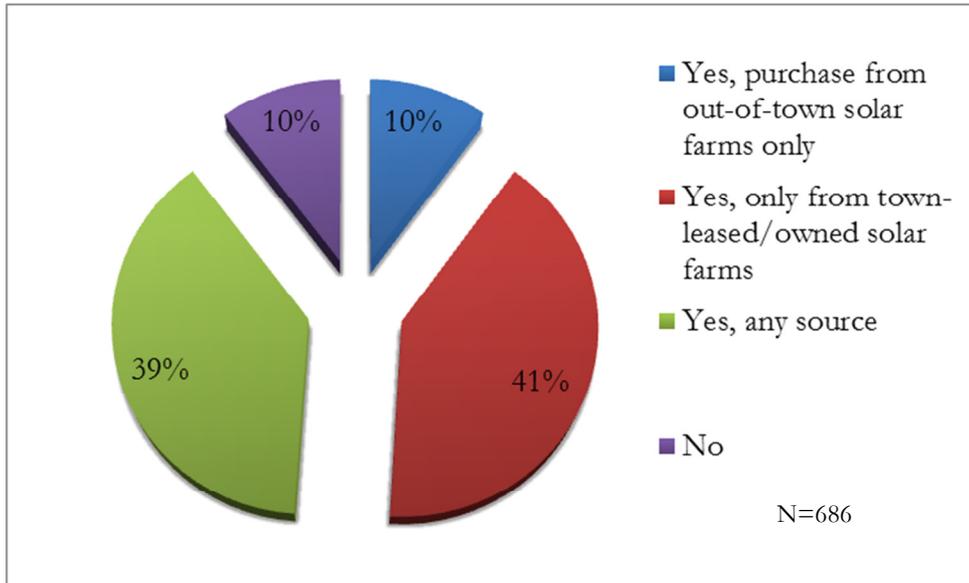
27. As you may have read in the newspaper or seen on television, the Town of Enfield is considering proposals for a casino to be developed in Town. While no decisions have been made to date, in your opinion, would you support a casino in the Town of Enfield?

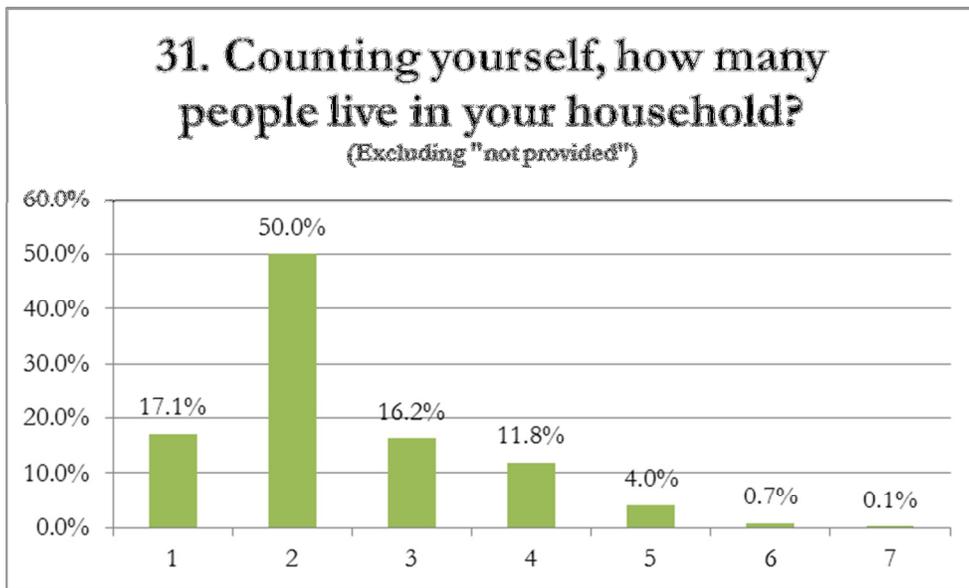
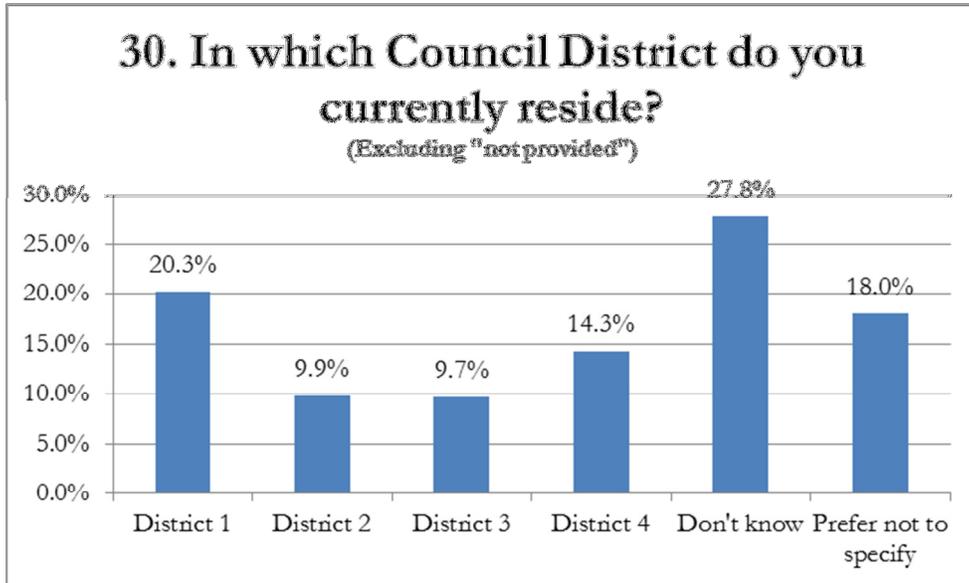


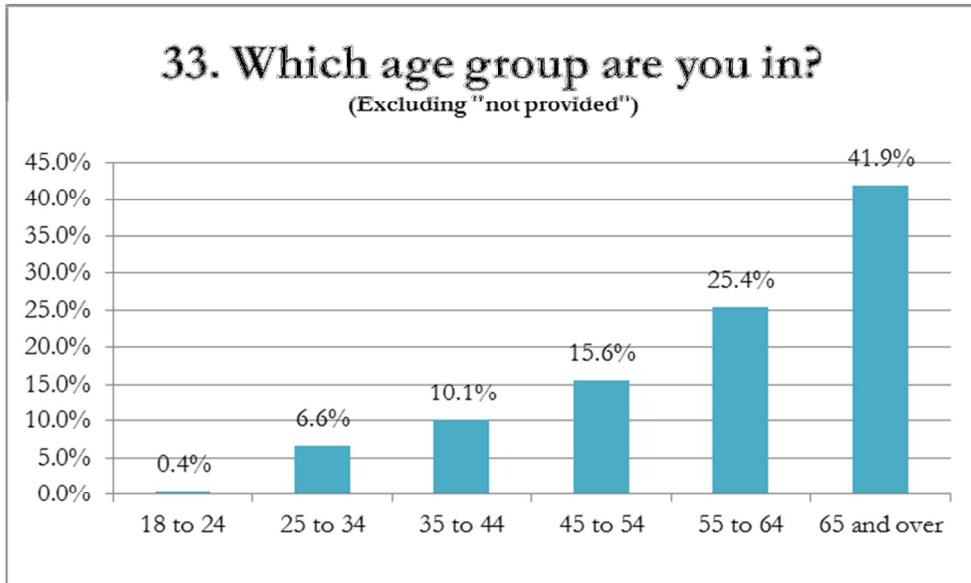
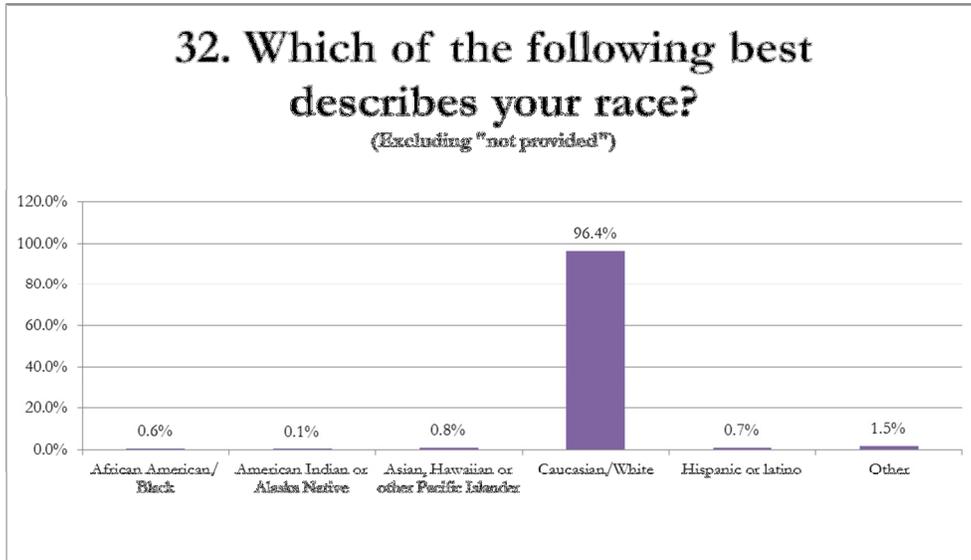
28. Enfield is considering more ways to be a health-conscious community. The Town has developed walking trails, bike ways, and improved park amenities. In your opinion, would you support more bike lanes throughout Town where sharing lanes with automobiles and bicycles would be necessary?

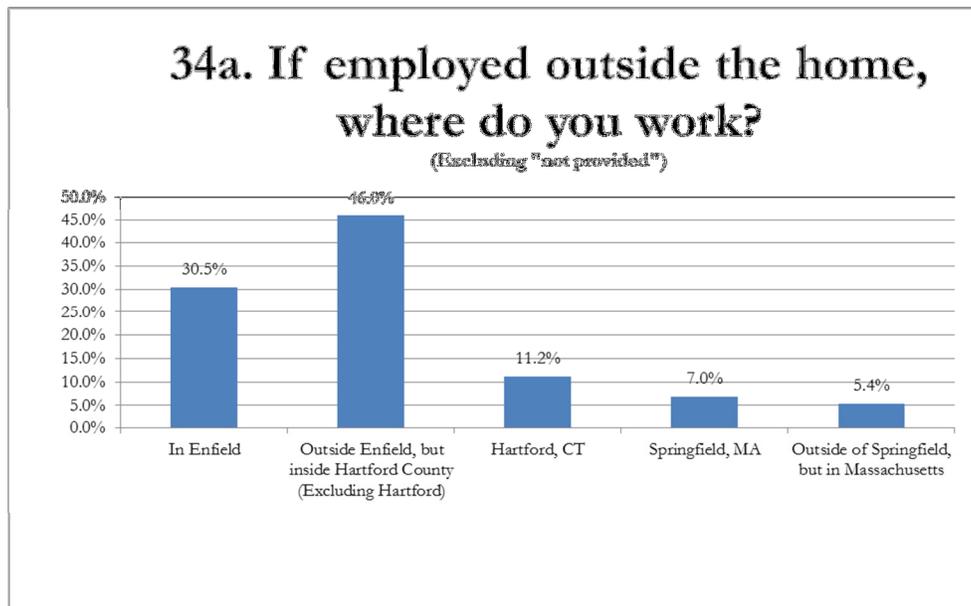
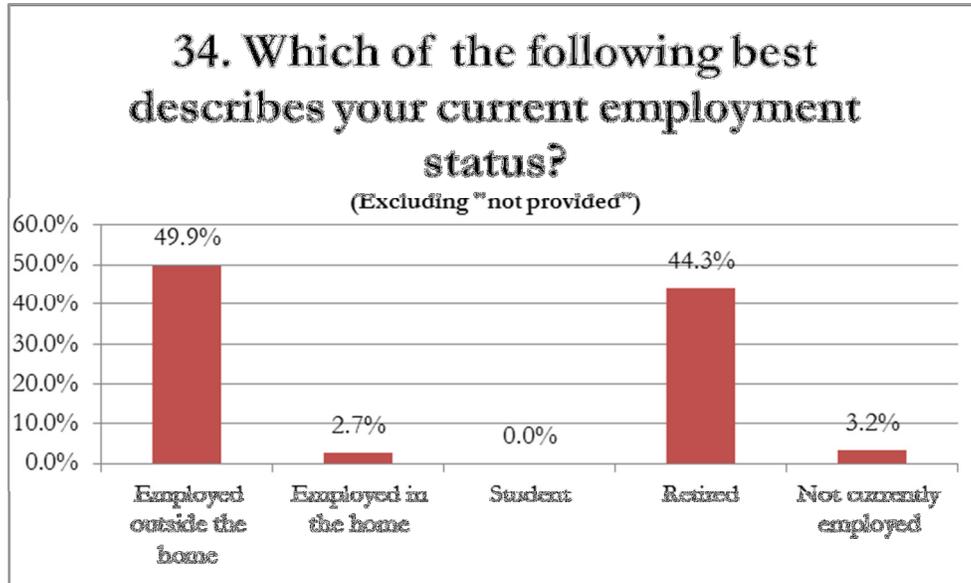


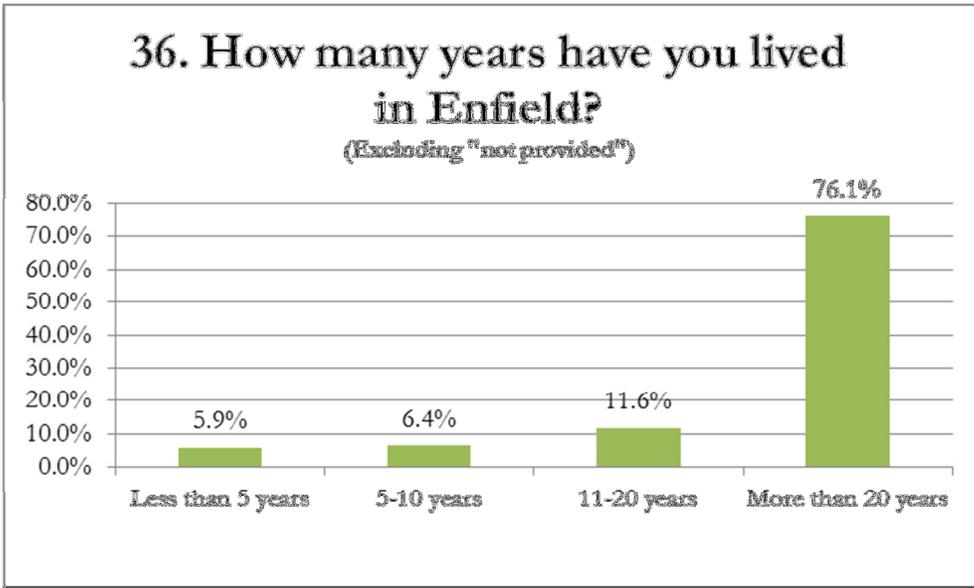
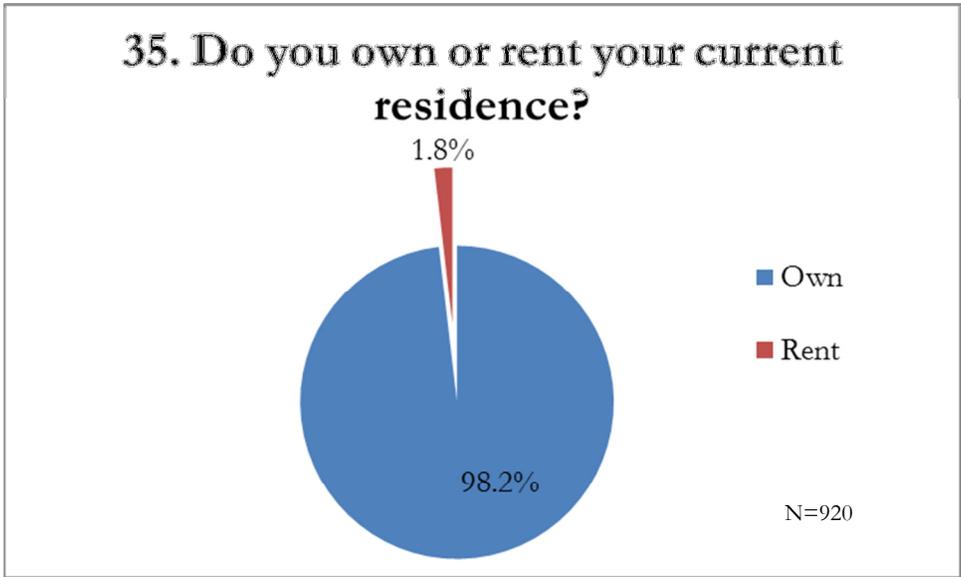
29. The Town is seeking ways to rely more on alternative energy sources to provide electricity to municipal and school facilities, offsetting the amount of tax-dollars that go towards the purchase of utilities. In your opinion, would you support the Town purchasing power from out-of-town solar farms or building solar farms to achieve this goal?





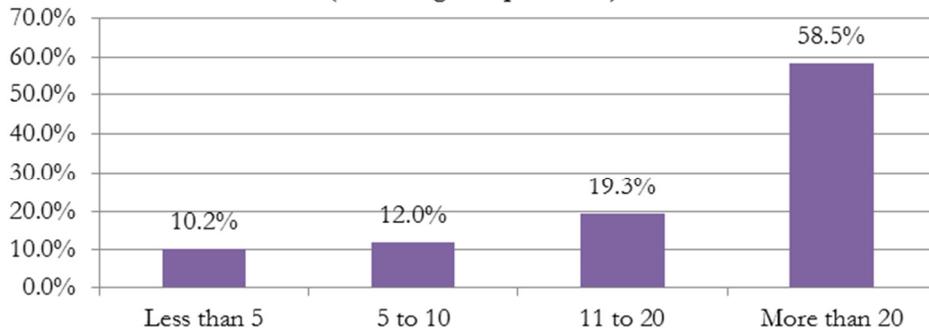






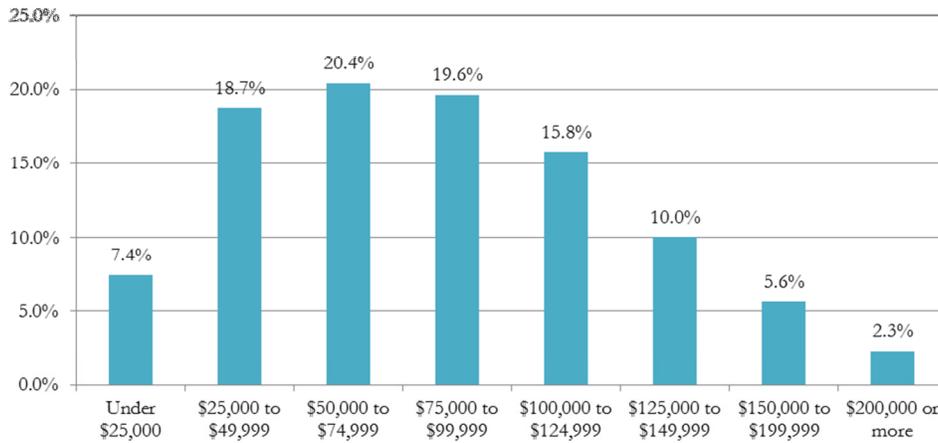
37. Approximately how many years have you lived at your current residence?

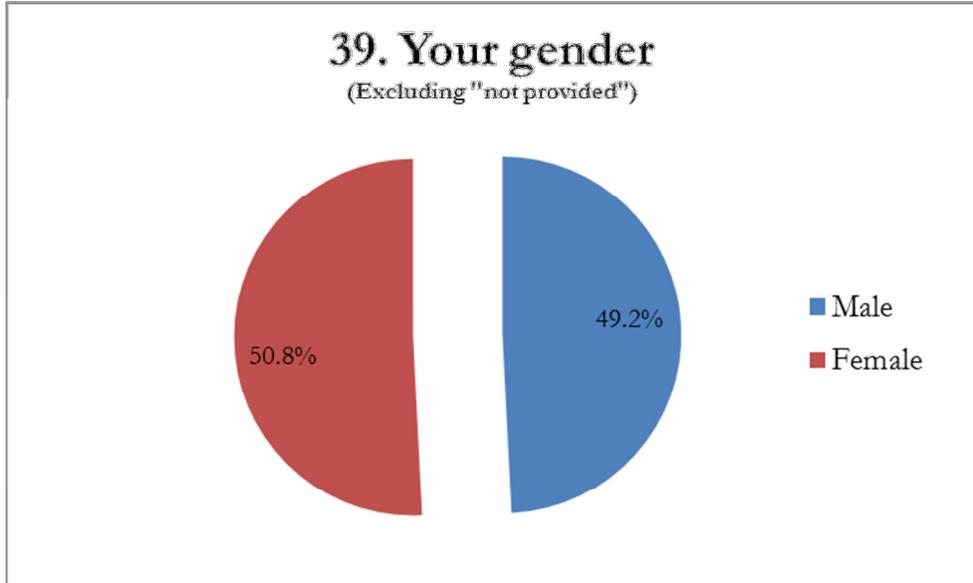
(Excluding "not provided")



38. In what range is your current total household income?

(Excluding "not provided")





Appendix A

Town of Enfield, Connecticut
Citizen Satisfaction Survey

October 2015

2015 Town of Enfield Community Survey



Please take a few minutes to complete this survey. Your input is an important part of the Town's ongoing effort to identify and respond to resident concerns. If you have questions, please contact the Town of Enfield's Assistant Town Manager via phone at (860) 253-6350.



1. OVERALL SATISFACTION WITH MAJOR TOWN SERVICES		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
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:							
A	Overall quality of Police Services	5	4	3	2	1	9
B	Overall quality of Town recreational programs and facilities	5	4	3	2	1	9
C	Overall quality of Emergency Medical Services (Ambulance)	5	4	3	2	1	9
D	Overall maintenance of Town roads	5	4	3	2	1	9
E	Overall maintenance of Town buildings and facilities	5	4	3	2	1	9
F	Overall enforcement of building, property, and maintenance ordinances	5	4	3	2	1	9
G	Overall enforcement of traffic ordinances	5	4	3	2	1	9
H	Overall quality of customer service you receive from Town employees	5	4	3	2	1	9
I	Overall community planning and development	5	4	3	2	1	9
J	Overall quality of public libraries	5	4	3	2	1	9
K	Overall quality of senior citizen programs and services	5	4	3	2	1	9
L	Overall quality of Town's stormwater runoff/stormwater management system	5	4	3	2	1	9
M	Overall flow of traffic and congestion management in Enfield	5	4	3	2	1	9
N	Overall quality of services provided by the Town of Enfield	5	4	3	2	1	9
O	Town efforts to keep you informed about local issues	5	4	3	2	1	9
P	The level of public involvement in local decision-making	5	4	3	2	1	9

2. Which THREE of the above items do you think should receive the MOST emphasis from Town leaders over the next TWO years? Write in the spaces below, the corresponding letter from the list in Question 1 above.

1st
2nd
3rd

3. OVERALL PERCEPTION OF THE TOWN		Excellent	Good	Neutral	Below Average	Poor	Don't Know
Using a scale of 1 to 5, where 5 means "Excellent" and 1 means "Poor," please rate the Town of Enfield with regard to the following:							
A	As a place to live	5	4	3	2	1	9
B	As a place to raise children	5	4	3	2	1	9
C	As a place to work	5	4	3	2	1	9
D	As a place to shop for goods and services	5	4	3	2	1	9
E	As a place to dine	5	4	3	2	1	9
F	Overall quality of life in the Town	5	4	3	2	1	9
G	Overall quality of new development in the Town	5	4	3	2	1	9
H	Overall quality of development in the Town	5	4	3	2	1	9
I	Quality of business growth	5	4	3	2	1	9
J	Quality of residential growth	5	4	3	2	1	9
K	Overall appearance of the Town	5	4	3	2	1	9

3a. Over the PAST FIVE YEARS, do you feel the image of Enfield has:

(1) Improved (3) Declined
 (2) Stayed the same (4) Don't Know

9. PUBLIC WORKS - BUILDINGS AND GROUNDS

For each of the items listed, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A	Maintenance of Town grounds	5	4	3	2	1	9
B	Overall quality of Town facilities	5	4	3	2	1	9
C	Maintenance of School grounds	5	4	3	2	1	9
D	Overall quality of School facilities	5	4	3	2	1	9
E	Overall quality of Street lighting	5	4	3	2	1	9
F	Overall cleanliness of other public areas	5	4	3	2	1	9
G	Maintenance of stormwater drainage systems	5	4	3	2	1	9
H	Overall appearance of Town vehicles	5	4	3	2	1	9

10. Which THREE of the buildings and grounds items listed above do you think should receive the most emphasis from Town leaders over the next TWO years? Write in the spaces below, the corresponding letter from the list in Question 9 above.

1st
2nd
3rd

11. PUBLIC WORKS - TRASH AND RECYCLING

For each of the items listed, please rate your satisfaction on a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A	Residential trash collection services	5	4	3	2	1	9
B	Residential recycling collection services	5	4	3	2	1	9
C	Residential yard waste collection services	5	4	3	2	1	9
D	Bulk item collection/free bulk waste drop-off	5	4	3	2	1	9
E	Overall quality of transfer station	5	4	3	2	1	9
F	Overall quality of trash and recycling collection services	5	4	3	2	1	9

12. Which THREE of the trash and recycling items listed above do you think should receive the most emphasis from Town leaders over the next TWO years? Write in the spaces below, the corresponding letter from the list in Question 11 above.

1st
2nd
3rd

13. ENFORCEMENT OF CODES AND ORDINANCES.

For each of the items listed, please rate your satisfaction on a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A	Enforcing the cleanup of litter and debris	5	4	3	2	1	9
B	Enforcing the mowing and trimming of grass and weeds	5	4	3	2	1	9
C	Enforcing the maintenance of private property	5	4	3	2	1	9
D	Enforcing sign regulations	5	4	3	2	1	9

14. Which TWO of the codes and ordinances items listed above do you think should receive the most emphasis from Town leaders over the next TWO years? Write in the spaces below, the corresponding letter from the list in Question 13 above.

1st
2nd

26. QUALITY OF LIFE

Several reasons for deciding where to live are listed below. On a scale from "1" to "4" where "4" is "Very Important" and "1" is "Unimportant," how important was each reason in your decision to live where you live? Then, please indicate if your needs are being met in Enfield. Please circle your answers.

		Very Important	Somewhat Important	Not Sure	Not Important	Are your needs in Enfield being met?	
						Yes	No
A	Sense of Community	4	3	2	1	Y	N
B	Quality of public education	4	3	2	1	Y	N
C	Employment opportunities	4	3	2	1	Y	N
D	Types of housing	4	3	2	1	Y	N
E	Quality of housing	4	3	2	1	Y	N
F	Access to quality shopping	4	3	2	1	Y	N
G	Availability of parks and recreation opportunities	4	3	2	1	Y	N
H	Proximity to family or friends	4	3	2	1	Y	N
I	Safety and security	4	3	2	1	Y	N
J	Accessibility to airport and other communities	4	3	2	1	Y	N
K	Quality health care	4	3	2	1	Y	N
L	Opportunities and/or resources for senior citizens	4	3	2	1	Y	N

OTHER ISSUES

27.

As you may have read in the newspaper or seen on t.v., the Town of Enfield is considering proposals for a casino to be developed in Town. While no decisions have been made to date, in your opinion, would you support a casino in the Town of Enfield?

_____ (1) Yes _____ (2) No _____ (3) Don't Know

28.

Enfield is considering more ways to be a health-conscious community. The Town has developed walking trails, bike ways, and improved park amenities. In your opinion, would you support more bike lanes throughout Town where sharing lanes with automobiles and bicycles would be necessary?

_____ (1) Yes _____ (2) No _____ (3) Don't Know

29.

The Town is seeking ways to rely more on alternative energy sources to provide electricity to municipal and school facilities, offsetting the amount of tax-dollars that go towards the purchase of utilities. In your opinion, would you support the Town purchasing power from out-of-town solar farms or building solar farms to achieve this goal?

- _____ (1) Yes, purchase from out-of-town solar farms only
- _____ (2) Yes, only from town-leased/owned solar farms
- _____ (3) Yes, any source
- _____ (4) No
- _____ (5) Don't Know

DEMOGRAPHICS

30. In which Council District do you currently reside? (see enclosed map for reference)
_____ (1) District 1 _____ (3) District 3 _____ (5) Don't know
_____ (2) District 2 _____ (4) District 4 _____ (6) Prefer not to specify
31. Counting yourself, how many people live in your household? _____
32. Which of the following best describes your race?
_____ (1) African American/Black _____ (4) Caucasian/White
_____ (2) American Indian or Alaska Native _____ (5) Hispanic or Latino
_____ (3) Asian, Hawaiian or other Pacific Islander _____ (6) Other: _____
33. Which age group are you in?
_____ (1) 18 to 24 _____ (4) 45 to 54
_____ (2) 25 to 34 _____ (5) 55 to 64
_____ (3) 35 to 44 _____ (6) 65 and over
34. Which of the following best describes your current employment statuses?
_____ (1) Employed outside the home
Where do you work?
_____ (a) In Enfield
_____ (b) Outside Enfield, but inside Hartford County (excluding Hartford)
_____ (c) Hartford, CT
_____ (d) Springfield, MA
_____ (e) Outside of Springfield, but in Massachusetts
_____ (2) Employed in the home
_____ (3) Student
_____ (4) Retired
_____ (5) Not currently employed outside the home
35. Do you own or rent your current residence?
_____ (1) Own _____ (2) Rent
36. How many years have you lived in Enfield?
_____ (1) Less than 5 years
_____ (2) 5-10 years
_____ (3) 11-20 years
_____ (4) More than 20 years
37. Approximately how many years have you lived at your current residence? _____ years
38. In what range is your current total household income?
_____ (1) Under \$25,000 _____ (5) \$100,000 to \$124,999
_____ (2) \$25,000 to \$49,999 _____ (6) \$125,000 to \$149,999
_____ (3) \$50,000 to \$74,999 _____ (7) \$150,000 to \$199,999
_____ (4) \$75,000 to \$99,999 _____ (8) \$200,000 or more
39. Your gender: _____ (1) Male _____ (2) Female

This concludes the survey. Thank you for your time!

**Please return your completed survey in the enclosed postage-paid envelope addressed to:
Enfield Town Hall, Town Manager's Office, 820 Enfield Street, Enfield, CT 06082**

Your responses will remain completely confidential. Upon receiving the completed surveys, the information will not be tied to any individual or address and personal information will not be able to be stored or shared in any way. Thank you.