



## *Community Strategic Plan Citizen Survey - 2022*

### **Summary of Comment Trends**

(452 surveys)

The following is offered as an overview of general trends only and is not meant to capture every comment. Note: Questions 1 - 5, 12, and 13 were straightforward and did not generate significant comment

#### **Question 6: Are Public Services appropriate for a community our size – 79% responded Yes**

Comments were fairly broad and generally supportive of the Town. Several comments indicated that service levels are adequate now, but will need to increase as the Town grows. It was also noted that general satisfaction is greater off season when there is not as much demand for services. However, the two most common comments were:

- Desire to develop better recycling options in town (23 responses)
- More town staff is needed to keep up with demand (17 responses)

#### **Question 7: Is the quality of Town Public Services Satisfactory – 83% responded Yes**

Comments here were also very supportive of the Town, with similar sentiments to those in question 6. While there was an overall satisfaction with the quality of public services, the two most common comments regarding dissatisfaction were:

- Water quality (16 responses)
- Better beach maintenance (8 responses)

#### **Question 8: Has the Town maintained its small-town character – 87% responded Yes**

This question generated a wide range of opinions. Most felt that we have maintained or improved this character, while some felt that we have, or are about to, lose this character. Focusing too much on tourism was a general concern, but the single most common threat to our small-town character mentioned in the comments was the number of short-term rentals in town (17 responses)

#### **Question 9: Prioritize Town workload (time spent)**

Of the choices offered, the top priorities were as follows:

1. Develop beachfront master plan
2. Develop harbor/railroad area master plan
3. Develop short-term rental regulations
4. Develop parking strategies

Interestingly however, if only the surveys from full-time residents are referenced, developing short-term rental regulations moves to the top priority as follows:

1. Develop short-term rental regulations
2. Develop beachfront master plan
3. Develop harbor/railroad area master plan
4. Develop parking strategies

Regarding the “Other” category, there were many broad ideas offered, though little consensus, with many not being town functions. However, ideas offered with the most consensus were:\*

- Develop workforce housing (14 responses)
- Develop better restrooms (5 responses)
- Develop new townhall (4 responses)

\*Note: The Town is already moving forward with all three of these

#### **Question 10: Do you agree with the Council’s view regarding Economic Diversity – 88% responded Yes**

Most comments indicated a very strong support for the Council’s position. However, among the pushback offered was the following:

- Disagreed with the premise that tourism/residential related development would hurt a working harbor (11 responses)
- Agreed generally, but expressed caution that future development in support of a working harbor must also be compatible with existing residential and tourism related uses (9 responses)

#### **Question 11: Prioritize Town Capital Projects (dollars spent)**

This question was similar to question 9 and may have resulted in some confusion. Some comments offered under question 9 would have been better suited here, while some of the comment here would have been better suited under question 9. That said, overall priority of the choices offered were as follows:

1. Renovate the beachfront/Bay Avenue
2. Assist with sidewalk infill
3. Install new harbor amenities
4. Create a new recreational park

Note: the priority does not change when referencing only full-time resident surveys

Regarding the “Other” category, there were again many broad ideas offered, with little consensus. However, the ideas with the most consensus were:

- Develop additional parking (7 responses)
- Develop better restrooms (3 responses)
- Improve appearance of entrance corridor - Stone Road (3 responses)
- Develop a dog park (3 responses)

**Note: All comments have been provided verbatim to the Mayor and Town Council**