



Town of Meredith

CITIZEN PERCEPTION STUDY

October 2007

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PROCEDURAL INFORMATION

Methodology

This study was originally developed in 2005 and conducted by Wittenberg University, with the data collection accomplished via telephone interviews. The study was updated in 2007, with the 2007 data collected via mail surveys. The surveys were distributed to 600 citizens, who were randomly selected from the registered voter list. Following a return of 240 surveys, the results were tabulated by the Town's Executive Department and verified by Wittenberg University.

Response Statistics

Confidence Interval and Confidence Level

The Confidence Interval is the plus-or-minus figure usually reported in newspaper or television poll results. For example, if you use a confidence interval (margin of error) of 5.2%, which is the number used in this survey, and if 47% of the sample group answered "Yes" to a Yes/No question, you can be 90% confident that the true percentage of those who would answer Yes in the entire population lies between 41.8% (47 minus 5.2) and 52.2% (47 plus 5.2).

The Confidence Level indicates how sure you can be. It is expressed as a percentage, and represents how often the true percentage of the population would select an answer that lies within the confidence interval. A 90% Confidence Level means that you can be 90% certain.

When you put the confidence level and the confidence interval together, you can say that you are 90% sure that the true percentage of the population is between 41.8% and 52.2%.

Calculation:

Registered Voter Population	=	4,442
Confidence Interval	=	5.2%
Confidence Level	=	90.0%
Validated Sample Size	=	240

EXECUTIVE SUMMARY

The Citizen Perception Study was conducted from July 12 through August 31, 2007. Six hundred randomly-selected voters received a survey and were asked to rate their opinion about various Town services and characteristics. This is the second time such a survey has been conducted; the first was in 2005. Two hundred and forty (240) survey responses were received and the data has been tabulated and analyzed. This report discusses the survey, citing some specific findings.

The first section of opinions reflect a fairly even sampling of citizens residing in Meredith 11 to 41+ years, which represents 64.59% of those surveyed. This group indicated that over the past few years 57.09% think the Town government has stayed the same or become better, and 52.92% believe it is managed “good to excellent”. Of those surveyed, 56% receive municipal water and/or sewer.

Each respondent was asked about their satisfaction with 28 services or characteristics of the Town of Meredith using a five point scale, with 1 being “Very Satisfied”, 2 being “Satisfied”, 3 being “Dissatisfied”, 4 being “Very Dissatisfied”, and 5 being “Not Sure”. Answers that were not responded to were also tabulated.

The ten highest-rated (Satisfied and Very Satisfied) services/characteristics were:

1. Cleanliness of Town Streets, Facilities and Buildings	97.09%
2. The Service You Receive When Paying Real Estate Tax, Water Bill, Vehicle Decal	93.75%
3. Courtesy of Town Employees	92.50%
4. Availability and Location of Parks	91.67%
5. Town Employees Work Performance	91.67%
6. Police Protection	90.41%
7. Fire Protection	89.16%
8. The Library System	87.08%
9. Transfer and Recycling Station	85.84%
10. Snow Removal from Streets	81.67%

General questions about living in the Town of Meredith included a rating scale, with 1 being “Excellent”, 2 being “Good”, 3 being “Fair”, 4 being “Poor”, and 5 being “Not Sure”. The highest rating of Good or Excellent was the Overall Quality of Life at 86.66%. This supports a primary conclusion of why people live in the Meredith community.

A continuing noticeable response of a “Poor” rating of 33.33% regarding Affordable Housing in Meredith is actually an improvement from 2005, however still a concern.

Citizens were asked to respond to questions comparing some items in Meredith with other towns in the Lakes Region. This section was difficult for most to answer, however the following areas were rated as the same or better:

- Overall Quality of Life 84.17%
- Availability and Location of Parks 81.67%
- Police Protection 79.16%
- Fire Protection 76.67%

A variety of individual responses were received from question 8: “Knowing what you do about Meredith, what is the one most important aspect you would change about Meredith to make it a better place to live?” Only 38% responded to this question and answers were varied, with no dominant response. However, several did indicate concerns with traffic and taxes/spending.

The last section of the survey pertained to the viewing of the Town’s cable show “Experience the Magic of Meredith” and televising of Selectmen meetings, along with the use of computer access to the Town website and desire for online registration.

The study showed an increase in cable viewers over the past two years, as follows:

<u>Program</u>	<u>Increase (2007 vs. 2005)</u>	<u>% of Viewers</u>
Magic of Meredith	102%	34.16%
Selectmen Meetings	135%	44.17%

Regarding online access to the Town website, there has been an increase from 25.35% to 50.42% utilization. Online registrations would be utilized by 52.08%.

Lastly, brief summaries were listed that expressed citizen’s additional comments from 32% of the respondents. Again, there was no strong sentiment from this small number. Some expressed issues associated with individuals or departments; some comments expressed frustration with the new roundabout or other changes, and several expressed positive comments associated with the community as a whole. This section, of course, provided an opportunity to express views and vent any frustrations.

The analysis of the survey did reflect an overall theme that the citizens are, on the whole, pleased with Town services and employees, and have concerns with traffic, development, spending and taxes. The survey is just one more tool and measurement to assist the Meredith town government with moving further in our efforts to provide citizens with the best service while being cost effective.

RESULTS

Town of Meredith
Citizen Perception Study 2007

Please be assured that all information collected through this survey process will be kept confidential and will only be published in a final report as part of an aggregate, overall analysis, to ensure all confidentiality and anonymity.

*** Are you, or is any member of your household, an employee of the town of Meredith?**

Yes	No	No answer
10	225	5
4.17%	93.75%	2.08%

1. How many years have you lived in Meredith?

1year or less	2 yrs	3 yrs	4 yrs	5 yrs	6-10 yrs	11-15 yrs	16-20 yrs	21-30 yrs	31-40 yrs
1	4	9	13	9	47	26	25	48	19
0.42%	1.67%	3.75%	5.42%	3.75%	19.58%	10.83%	10.42%	20.00%	7.92%

41 yrs or more	No Answer
37	2
15.42%	0.83%

2. Over the past several years, do you think the Meredith Town Government has Become Better / Stayed the Same / Become Worse / Not Sure?

Better	Same	Worse	Not Sure	No Answer
52	85	54	36	13
21.67%	35.42%	22.50%	15.00%	5.42%

3. Overall, would you rate the way Meredith is managed as Excellent / Good / Fair / Poor / Not Sure?

Excellent	Good	Fair	Poor	Not Sure	No Answer
18	109	70	23	9	11
7.50%	45.42%	29.17%	9.58%	3.75%	4.58%

4. Do you receive municipal water and/or sewer?

Yes	No	Not Sure	No Answer
84	150	3	3
35.00%	62.50%	1.25%	1.25%

We would like to know how you feel about some of the services offered by the Town of Meredith.

5. For the following services, would you say that you are Very Satisfied, Satisfied, Dissatisfied, Very Dissatisfied, or Not Sure?

Service:	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Not Sure	No Answer
Municipal Water Services	20	46	17	13	57	87
	8.33%	19.17%	7.08%	5.42%	23.75%	36.25%
Police Protection in your neighborhood	86	131	11	3	3	6
	35.83%	54.58%	4.58%	1.25%	1.25%	2.50%
Fire Protection	83	131	1	2	21	2
	34.58%	54.58%	0.42%	0.83%	8.75%	0.83%
Ambulance Service	83	100	2	1	43	11
	34.58%	41.67%	0.83%	0.42%	17.92%	4.58%
Transfer and Recycling Station	106	100	14	3	15	2
	44.17%	41.67%	5.83%	1.25%	6.25%	0.83%
Traffic Control	21	114	57	32	9	7
	8.75%	47.50%	23.75%	13.33%	3.75%	2.92%
Public Schools	42	101	18	7	52	20
	17.50%	42.08%	7.50%	2.92%	21.67%	8.33%
Public Transit	11	38	22	17	115	37
	4.58%	15.83%	9.17%	7.08%	47.92%	15.42%
Snow Removal from Streets	75	121	21	9	8	6
	31.25%	50.42%	8.75%	3.75%	3.33%	2.50%
Maintenance of Streets	42	142	37	10	6	3
	17.50%	59.17%	15.42%	4.17%	2.50%	1.25%
Flow of Traffic on Streets	6	105	76	39	12	2
	2.50%	43.75%	31.67%	16.25%	5.00%	0.83%
Adequacy of Rain Water Drainage on Town Streets / Drain System	22	151	13	12	34	8
	9.17%	62.92%	5.42%	5.00%	14.17%	3.33%
Municipal Sewer System	23	68	10	1	105	33
	9.58%	28.33%	4.17%	0.42%	43.75%	13.75%

<i>Service:</i>	<i>Very Satisfied</i>	<i>Satisfied</i>	<i>Dissatisfied</i>	<i>Very Dissatisfied</i>	<i>Not Sure</i>	<i>No Answer</i>
Cleanliness of Town Streets, Facilities and Buildings	100	133	2	1	3	1
	41.67%	55.42%	0.83%	0.42%	1.25%	0.42%
Health Care Facilities	39	101	19	4	64	13
	16.25%	42.08%	7.92%	1.67%	26.67%	5.42%
Availability and Location of Parks	60	160	5	5	7	3
	25.00%	66.67%	2.08%	2.08%	2.92%	1.25%
Number of Youth Sports Activities	36	94	9	1	85	15
	15.00%	39.17%	3.75%	0.42%	35.42%	6.25%
Number of Adult Recreation Activities	22	101	19	1	83	14
	9.17%	42.08%	7.92%	0.42%	34.58%	5.83%
Entertainment and Activities at Hesky Park	46	135	4	0	48	7
	19.17%	56.25%	1.67%	0.00%	20.00%	2.92%
Number of Cultural/Arts	28	108	27	2	65	10
	11.67%	45.00%	11.25%	0.83%	27.08%	4.17%
Type of Cultural and Arts Programs	23	105	28	1	68	15
	9.58%	43.75%	11.67%	0.42%	28.33%	6.25%
Metrocast Cablevision Channels, Service and Online Cable	29	108	44	24	28	7
	12.08%	45.00%	18.33%	10.00%	11.67%	2.92%
The Library System	101	108	5	0	21	5
	42.08%	45.00%	2.08%	0.00%	8.75%	2.08%
Availability of Social Service Programs	27	91	3	0	103	16
	11.25%	37.92%	1.25%	0.00%	42.92%	6.67%
Information Available on Town Services: upcoming events, meetings, etc.	41	138	20	4	32	5
	17.08%	57.50%	8.33%	1.67%	13.33%	2.08%
Courtesy of Town Employees	108	114	12	2	1	3
	45.00%	47.50%	5.00%	0.83%	0.42%	1.25%
The Service You Receive When Paying your Real Estate Tax, Water Bill, Purchasing a Vehicle Decal	131	94	5	1	6	3
	54.58%	39.17%	2.08%	0.42%	2.50%	1.25%
Overall, how do you rate the work performance of Town employees?	91	129	10	0	4	6
	37.92%	53.75%	4.17%	0.00%	1.67%	2.50%

We would like you to evaluate some general things about living in the town of Meredith.

6. Using a scale of Excellent, Good, Fair, Poor, or Not Sure, how would you rate the following?

<i>Criteria:</i>	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Not Sure</i>	<i>No Answer</i>
Health Care Facilities	29	101	31	16	54	9
	12.08%	42.08%	12.92%	6.67%	22.50%	3.75%
Number of Leisure Time Activities	44	104	38	7	38	9
	18.33%	43.33%	15.83%	2.92%	15.83%	3.75%
Overall Quality of Life in Meredith	74	134	21	3	2	6
	30.83%	55.83%	8.75%	1.25%	0.83%	2.50%
Economic Outlook in Meredith over the next 5 years	34	106	52	16	23	9
	14.17%	44.17%	21.67%	6.67%	9.58%	3.75%
Current Job Opportunities in Meredith	9	36	77	45	68	5
	3.75%	15.00%	32.08%	18.75%	28.33%	2.08%
Job Opportunities in 15 years	8	33	52	37	100	10
	3.33%	13.75%	21.67%	15.42%	41.67%	4.17%
Affordable Housing in Meredith	4	31	66	80	54	5
	1.67%	12.92%	27.50%	33.33%	22.50%	2.08%

Next, we would like you to compare some of the items evaluated earlier with other towns in the Lakes Region.

7. Compared to other towns in the Lakes Region, would you say that the following services in Meredith are Better, the Same, Worse, or are you Not Sure?

<i>Criteria:</i>	<i>Better</i>	<i>Same</i>	<i>Worse</i>	<i>Not Sure</i>	<i>No Answer</i>
Police Protection	80	110	5	41	4
	33.33%	45.83%	2.08%	17.08%	1.67%
Fire Protection	66	118	5	30	21
	27.50%	49.17%	2.08%	12.50%	8.75%
Public Transit	11	55	58	101	15
	4.58%	22.92%	24.17%	42.08%	6.25%
Traffic Control	27	91	72	42	8
	11.25%	37.92%	30.00%	17.50%	3.33%
Public School System	80	79	14	56	11
	33.33%	32.92%	5.83%	23.33%	4.58%
Street Maintenance	88	102	18	25	7
	36.67%	42.50%	7.50%	10.42%	2.92%

<i>Criteria:</i>	<i>Better</i>	<i>Same</i>	<i>Worse</i>	<i>Not Sure</i>	<i>No Answer</i>
Drain System	46	98	15	69	12
	19.17%	40.83%	6.25%	28.75%	5.00%
Water Treatment	24	69	20	114	13
	10.00%	28.75%	8.33%	47.50%	5.42%
Water Distribution to Homes	18	57	24	125	16
	7.50%	23.75%	10.00%	52.08%	6.67%
Sewer System	23	69	9	120	19
	9.58%	28.75%	3.75%	50.00%	7.92%
Availability and Location of Parks	96	100	4	32	8
	40.00%	41.67%	1.67%	13.33%	3.33%
Number of Youth Sports Activities	48	78	7	94	13
	20.00%	32.50%	2.92%	39.17%	5.42%
Number of Adult Recreation Activities	40	81	13	96	10
	16.67%	33.75%	5.42%	40.00%	4.17%
Number of Cultural and Arts Programs	42	83	25	77	13
	17.50%	34.58%	10.42%	32.08%	5.42%
Type of Cultural and Arts Programs	37	83	21	87	12
	15.42%	34.58%	8.75%	36.25%	5.00%
Health Care Facilities	27	101	34	70	8
	11.25%	42.08%	14.17%	29.17%	3.33%
Overall Quality of Life	117	85	7	20	11
	48.75%	35.42%	2.92%	8.33%	4.58%
Economic Outlook in next 5 years	51	82	28	66	13
	21.25%	34.17%	11.67%	27.50%	5.42%
Current Job Opportunities	15	81	52	83	9
	6.25%	33.75%	21.67%	34.58%	3.75%
Responsiveness of Town Government to Residents' Concerns	46	93	33	58	10
	19.17%	38.75%	13.75%	24.17%	4.17%
Property Tax Rates	31	95	70	36	8
	12.92%	39.58%	29.17%	15.00%	3.33%

8. Knowing what you do about Meredith, what is the one most important aspect you would change about Meredith to make it a better place to live?

- Keep taxes from getting any higher, slow down development of town facilities
- Pave dirt roads serving 5 or more residents
- Control spending, taxes cannot go any higher
- Traffic - Worst traffic congestion in lakes region, current changes have only made it worse (i.e. roundabout). People will go elsewhere due to traffic issues
- Accountability and professionalism of town government

- More shopping
- Better protection/conservation of untouched places like the islands of Wicwas or just Wicwas herself
- Provide more services outside the immediate "Village" area
- Traffic control, especially during summer months, both Rt. 25 and Rt. 3 - congestion
- Less building - Keep the beauty of tranquility
- Better shopping services
- Traffic through town during summer months
- Another grocery store
- Stop building all new town facilities
- Stop allowing new buildings especially around the lake
- Lessen traffic congestion
- Better planning for town growth
- Traffic control on Waukegan Street
- Lower taxes
- Reroute through traffic
- Reduce tourists
- Add foot bridge on Rt. 3 near the town docks to keep traffic moving
- Heavily traveled dirt roads need to be paved
- Improve traffic on Rt. 3 & 20
- Better service for the elderly
- Stop stupid improvements like the rotary
- Some lake access for residents only
- Curtail loitering downtown
- Make Selectboard 3 people again
- Town manager should leave
- Limit building in town
- New town manager that wants to preserve the town for what it is
- Have local food and drug stores do deliveries for elders
- Change traffic control lights on Rt. 3/25
- Water and sewer on Pinnacle Park Road
- Better control of capital expenditures
- Conservative spending to lower taxes
- New supermarket
- Water Dept. management
- Elementary foreign language program
- Cheaper places to stay for visitors
- Build 1 floor condos for the elders with 2 car garage that are affordable
- Re-evaluate the quality of teachers at junior high school

- Replace town manager that works for the town people and not the developers
- More parks with recreational facilities
- Traffic in summer and weekends
- Too many hotels
- Lower property taxes
- More parking
- Quicker snow removal
- New town manager
- Real estate tax / assessment procedure
- Improve quality of education
- Improve appearance of town
- More adult activities
- Slow spending
- Replace current govt.
- Better cable TV
- Traffic around post office should be one way
- Elderly cannot get their own mail especially with the hills
- More year round business for job stability
- Spending too much on new buildings
- Traffic
- Plowing in winter
- Return to 3-person Board
- Stricter residential re-zoning building codes
- Affordable senior housing
- Better utilize town resources - police, fire needs before community center
- Fair taxes
- Preserve some land
- Protect water quality
- Take out roundabout and put in traffic lights
- Affordable housing
- Stop growth
- Rt. 25 bypass
- Drive thru mail boxes

- Fiscal control of town and schools
- Better paying jobs for young kids
- Stop spending like flatlanders and remember this is NH
- Enforce noise pollution laws
- Trash pick ups at homes
- More parking at post office
- Citizen involvement in govt.
- Slow new developments
- Parking
- Better school systems
- White collar jobs
- Eliminate motorcycle week
- Limit town spending
- Traffic / overdevelopment
- Watch the bottom line, avoid property tax increases
- Municipal spending

9. Do you have cable T.V.?

<i>Yes</i>	<i>No</i>	<i>No Answer</i>
192	38	10
80.00%	15.83%	4.17%

10. Do you watch “Experience the Magic of Meredith”, a locally produced cable show on Meredith Community issues?

<i>Frequently</i>	<i>Sometimes</i>	<i>Never</i>	<i>No Answer</i>
5	77	143	15
2.08%	32.08%	59.58%	6.25%

11. Overall how would you rate “Experience the Magic of Meredith”?

<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Not Sure</i>	<i>Skipped</i>	<i>No Answer</i>
5	41	25	10	18	121	20
2.08%	17.08%	10.42%	4.17%	7.50%	50.42%	8.33%

12. Do you watch the televised Board of Selectmen meetings on cable TV?

<i>Frequently</i>	<i>Sometimes</i>	<i>Never</i>	<i>No Answer</i>
9	97	117	17
3.75%	40.42%	48.75%	7.08%

13. Would you like to see anything else televised, such as planning, zoning, or the conservation commission?

<i>Yes</i>	<i>No</i>	<i>7 = Not Sure</i>	<i>No answer</i>
79	61	83	17
32.92%	25.42%	34.58%	7.08%

14. Do you use a computer to access information on town services via the town website?

<i>Yes</i>	<i>No</i>	<i>No Answer</i>
121	106	13
50.42%	44.17%	5.42%

15. Would you use a computer to register online for things such as Recreation Programs or Automobile Registration?

<i>Yes</i>	<i>No</i>	<i>Not Sure</i>	<i>No Answer</i>
125	76	19	20
52.08%	31.67%	7.92%	8.33%

16. The hours of operation at Town Hall and the Town Hall Annex are currently 8:00 a.m. to 5:00 p.m. Is this satisfactory?

<i>Yes</i>	<i>No</i>	<i>If No: Other hours preferred?</i>
204	36	<ul style="list-style-type: none"> <input type="radio"/> 8:00 a.m. – 4:00 p.m. <input type="radio"/> 7:30 a.m. – 5:00 p.m. <input type="radio"/> 8:00 a.m. – 5:30 p.m. <input type="radio"/> 8:30 a.m. – 6:30 p.m. <input type="radio"/> Open at 7:00 a.m. one day per week <input type="radio"/> Open until noon every other Saturday <input type="radio"/> Provide a drop off slot
85.00%	15.00%	

DEMOGRAPHICS

Our final three questions will help us get a better sense of the number of residents that we are serving. However, you may refuse to answer these questions, if you'd like.

17. Including yourself, how many adults live in your household?

1 Adult	2 Adults	3 Adults	4 Adults
53	157	19	8
22.36%	66.24%	8.02%	3.38%

18. How many children under 18?

No Children	1 Child	2 Children	3 Children	4 Children
203	19	9	5	1
85.65%	8.02%	3.80%	2.11%	0.42%

19. Total number of people in household:

1 Person	2 People	3 People	4 People	5 People	6 People
38	140	33	18	5	3
16.03%	59.07%	13.92%	7.59%	2.11%	1.27%

20. Are you a year round or seasonal resident?

Year Round	Seasonal
226	11
95.36%	4.64%

This concludes our questionnaire. Thank you for participating. Your input is greatly appreciated!

- **240 people responded to Question * through Question 16**
- **237 people responded to Question 17 through Question 20**

ADDITIONAL COMMENTS

- Town is not a City; we don't need all these new buildings
- Too much development; roadways not sufficient to handle traffic; overall, this is not the town we moved to 7-8 years ago
- Water department problems need to be resolved; don't pay consultant to do department head job; expansion of town facilities needs to be curtailed as costs will send taxes sky high as they become annual expenses
- I moved to NH over 20 years ago because of natural beauty and diverse small businesses; since then development is short-sided; I see residue from boats and find glass on our town beach; I'm worried about what Meredith will be like in 2017
- We need a town finance committee to review/set spending priorities before the town bankrupts itself
- We are rightly concerned with the appearance of the village area of town; encourage owners of Aubuchon/Pizza building to renovate
- We think the governing body is trying to build a "new Meredith"; would like to see a slower, more judicious prioritization of projects and easing of the huge financial burden placed on the residents
- I find it disturbing to hear that new buildings will not boost Meredith's labor cost; why not be honest up front
- Moved here from N.VA and will never go back - only to visit our children who still live there
- Either make Hesky Park a dog park or a people park, having both is disgusting; create a dog park somewhere else, no one "picks it up" and they are locals, not tourists; impose restrictions on truck traffic and keep them out of residential areas
- Very concerned with Selectman Flanders being motivated by personal interests; school board is taking us backwards, no out of classroom experiences; very happy with performance and attitude of town employees; concerned recent Vision appraisals were completed at the real estate peak
- Traffic problems for summer months have to be addressed; do not recall recent reports or progress
- Residents outside of the town water/sewer service area bear an unreasonable portion of the cost to support water/sewer users; assess impact fees
- Did the new police station pass tests for asbestos, radon, etc and will this be done for fire station
- The roundabout is excellent; explore circle at Route 3 & 104; the fire station should be moved; stop charging for disposal at transfer station

- Meredith is a beautiful place to live; would like bike trails; parking is limited; some buildings on Route 3 North are unsightly; too many lawn ornaments at Dockside, is an eyesore; missed not having the Chowder Fest
- Proud of our town
- Meredith is turning into a more senior community – would like to see more growth & depth of senior center; don't give up on the 5 member Board; would like Planning & Zoning boards to be more consistent; town and businesses have done great job making Meredith beautiful; don't take park property for wider roads
- Reduce spending
- The health and welfare of our year round residents need to receive top priority
- Our road crews are the best; thank you
- Waterfront property owners appear to be source of money to be spent on the community center, police station and fire station that adds to taxes for both capital cost and annual operating costs; these projects could have been done for much less or not at all
- When looking for ways to save money start looking at other ways besides always cutting employee benefits; we have good loyal town people, time our selectmen realize that Town growth not always positive; too many people creating air pollution; need more enforcement of laws regarding littering
- Fix Main Street; do we need to pay for 2 parking enforcement officer; why is town water so nasty; better street clean up in winter; most towns clean up at night not 5 days later; code enforcement knowing their facts before call and harass residents; fire horn is not needed and will give some elderly person a heart attack
- Stop spending tax payer's money foolishly; wait until one bond issue is paid for before getting another for another project; don't see why I should pay for a new water & sewer project when I'm not on the system; hold town meetings but give voters chance to vote on all money expenditures at the polls; town manager knows how to spend money but not cut costs and tax rates
- Recycle station – glad to have Kelly there, only polite worker; cemetery crew is wonderful, caring, polite, they work for their pay
- Traffic control is a job; Parade Road roundabout doesn't work; try doing some planning to ensure the town becomes a sustainable community not catering to second homeowners and tourists; survey is lame
- The Library lawn flower bed is unnecessary and waste of taxpayer's money; floatation devices and water toys should be permitted at all town beaches; the ocean is more dangerous and water activities are allowed there

- The maintenance of the numerous dirt roads in Meredith is horrible, the last 5 years they are going the grading differently causing ruts
- Town should do more to enhance areas such as Leavitt Beach since it is not used by tourists it receives little priority; more budget restraint
- Glad to see Police Department upgrade; Community Center wonderful; would like full time fire department and town ambulance; would like to see old Ben Franklin plaza filled (grocery store and shop like Ben Franklin); stop the madness – no more condo-complexes
- Spending must be indexed to cola/population growth; public schools poorly managed (loose financial controls with little accountability, irrelevant curriculum) town spending out of control (liberal comp and benefits, unnecessary capital spending, poorly managed projects, loose budgeting, excessive overhead staffing); no economic long term plan (only addresses spending, no plan for tax base broadening or long term economic development for town or residents)
- Keys for future: protecting Lake Waukegan, traffic through town, managing growth, creating core shopping (groceries); densify/not sprawl
- Having restrictions on water use is crazy, we pay for it but can't use it; don't keep building so many places; traffic is a nightmare
- Please remove the ugly sign at the new roundabout
- Saturday am to Sunday pm traffic on Rt. 25/3 is horrendous; when will we have a bypass; roundabout is too small should be twice as large ; taxes continue to rise out of sight on the neck; in 5 years all the neck will be millionaires from Mass, is that what the Board wants
- Would be helpful to have a drop off slot at town office for payments; concerned about all the growth, animals forced out of their habitat and we have water shortage; summer traffic is a problem
- Faster action on new supermarkets; do not like the fact that tourists have priority; need to have choice of cable providers; more speed control on Waukegan and Pleasant Streets
- Many dead trees along the road side, have marked the trees and told Public Works but told they don't have the money; the town now has a liability issue if one of the marked trees come down
- My only beef with town employees lie with the Town Planner and the Chairman of the Board of Selectmen
- Something has to be done about moving traffic downtown; it is ridiculous to close down Main Street for street fairs and arts festivals

- Suggest the Town Manager take greater control over the types of signs to be erected by businesses to avoid the town looking like a tinsel town; the town should assure that all advertising & business signs enhance and fit with the character of the town; in the future the town needs to study suggestions from the state regarding our roadways and ensure suggestions are a workable solution; hopefully this would avoid the confusing mess installed on Route 3 and Parade Road from being done in any other part of town
- There should be a difference in taxes for Meredith Center vs. Meredith; too much development is making Meredith too busy, too big, too dirty; stop thinking only about money, what about the quality of life
- I think the town has to sit back and take a look at what this town wants to be in the future instead of piece meal; town should hold its tax rate steady and should be fair to everyone not only to special interest
- Public Works services are excellent and reflect appropriate level of planning and good use of resources; existing water & sewer infrastructure would benefit from educational campaign to assist taxpayers in understanding costs associated with improvements; expenditures & planning for police/fire were long overdue
- The town never planned for future needs i.e. more water uses, this is a resort town; needs for sewer also must be evaluated; the drainage problem is severe in many areas; it is time to hire top quality engineers for water, sewer and road maintenance – the taxes pay for a false “shine” on downtown – fix all the roads, provide all services with the knowledge it is the best we can give for our money
- In general Meredith is doing a very good job; the problems that exist are very evident but not easily solved i.e. traffic downtown 3 & 25; not sure what anyone can do without hurting downtown
- Overall good/great job by all town employees
- I like living in Meredith, but going to the post office is an abortion – why not New Hampton like?
- Concerns with town officials; complaints are ignored; need improved professionalism to the citizens; Meredith owns too much private land and has gone overboard with purchasing parks and empty lots; Meredith has more parks than many cities and is a town not a city; also own land, buildings that could earn taxes if sold
- Go back to 3 person selectmen board; pay of town employees should be in line with other towns; roads, plowing are excellent; police need to enforce speed on Pleasant Street; water rates should be increased for people who use more; Encourage Nash Realty to plant flowers and landscape in front of office
- Remove roundabout; add 2 full time firemen; put better boat ramp in original location with more parking; remove Hesky park; pave Hatch Corner Road, Wall Street, Keyser road and Old Center Harbor Road

- Aside from and more importantly than the preservation of Lake Wicwas, the ditching on the roads is absolutely absurd; the 100 year old stone walls on our back roads are falling into the ditch; the best improvement to our town would be a road agent that knows what he is doing
- We've lived here a long time and have seen many changes good and bad; it's hard to see Meredith grow so we don't know anyone but its progress that must be if a town is to develop; we've seen the taxes go up but have seen many more services for everyone; personally we are well satisfied with everything about the town
- I have to admit the employees of the town are what makes Meredith; my mom has a house in Belmont and every time we go there for assistance we are growled at; it makes me appreciate the people we have working in Meredith more and more
- Look hard at ways to reduce spending; maybe put DPW in old police building and get rid of lease
- It must be hard to run a town; I certainly couldn't do the job; good luck, you'll never please everyone
- Not enough winter activities; I was very disappointed we didn't put in a swimming pool instead of another gym; a pool could support itself with swim teams; all children are not physically sport interested, most kids like and can swim; also the elderly can keep fit during school hours and evenings
- I have heard that although we work to separate our trash, it is all tossed/crushed into one, is this true?
- I think the Town Manager should be fired; I think someone ought to teach people skills to all employees at the town dump, they are awful; the same goes for the Assistant Town Clerk, she has zero people skills; someday this town will build an over-the road stairwell and the traffic would return to normal; having 2 teenagers who have no idea to move traffic is a joke
- In dealing with department of Community Development they are responsive and helpful as well as public works; water/sewer is slow to return calls if returned
- Town management being paid higher salaries compared to similar size towns
- I'm expressing frustration of our visitors helping the economy as I don't feel or enjoy any advantages when I'm stuck in traffic or find noisy crowds in a favorite getaway spot; I'm glad when the season is over and we can have our real hometown back; does the fact that we locals are not out spending vacation dollars make us less likely to be treated with consideration – keep up the good work
- This questionnaire has made me aware of "The Magic of Meredith" and the Selectmen meetings which I will now try to watch. Also, I'll access info on town services on the computer

- We have a government that is self-centered and dishonest. I think the public is tired of lies and being robbed, time for a change
- Sorry to say I do not like the roundabout on Route 3 and 106
- Dave's Dockside is very unattractive – too many things on the outside; past the lights in Meredith going towards Cumberland Farm doesn't seem as decorative as the rest of town
- The roundabout at intersection of Parade Road and Route 3 – what was someone thinking?
- The water shortage is a scam, fabricated to justify a new treatment plant; stop increasing the budget; this is not the "City of Meredith"
- The Fire horn is not needed, it was only implemented to let the asbestos worker know when it was lunch time; someone should shoot it down; one of the plow guys is very rude and hot-headed
- Get rid of Town Manager; enough of Rusty McLear, pulls far too much weight in this town; address the traffic problems
- The town needs to drive down the cost of government; spending over the last 5+ years is too frivolous; capital spending has been excessive; it is time to exercise spending constraints
- I think the town has done a great job landscaping and encouraging businesses and tourists; people are impressed when they hear I am from Meredith
- Please: (1) reassess properties to current market; (2) eliminate the roundabout, no one knows what yield means or when to yield; (3) institute a 7 day plan to collect money for boat launch from non-residents
- I would like to see the town's paving projects be put out to bid instead of giving the work primarily to GMI paving; I also think we could have options for cable; Metrocast is very expensive compared to Comcast and they give you far less than Comcast

APPENDIX



Town of Meredith

Citizen Perception Study 2007

Please be assured that all information collected through this survey process will be kept confidential and will only be published in a final report as part of an aggregate, overall analysis, to ensure all confidentiality and anonymity.

* Are you, or is any member of your household, an employee of the town of Meredith?
 1- Yes 2- No

1. How many years have you lived in Meredith? _____ Years (*1=1 year or less*)

2. Over the past several years, do you think the Meredith Town Government has:
 1 - *Become Better* 2 - *Stayed the Same* 3 - *Become Worse* 7 - *Not Sure*

3. Overall, would you rate the way Meredith is managed as:
 1 - *Excellent* 2 - *Good* 3 - *Fair* 4 - *Poor* 7 - *Not Sure*

4. Do you receive municipal water and/or sewer?
 1 - Yes 2 - No 7 - Not Sure

We would like to know how you feel about some of the services offered by the Town of Meredith.

5. For the following services, would you say that you are Very Satisfied, Satisfied, Dissatisfied, Very Dissatisfied, or Not Sure?

Criteria:	(1) Very Satisfied	(2) Satisfied	(3) Dissatisfied	(4) Very Dissatisfied	(7) Not Sure
Municipal Water Services					
Police Protection in your neighborhood					
Fire Protection					
Ambulance Service					

Criteria:	(1) Very Satisfied	(2) Satisfied	(3) Dissatisfied	(4) Very Dissatisfied	(7) Not Sure
Transfer and Recycling Station					
Traffic Control					
Public Schools					
Public Transit					
Snow Removal from Streets					
Maintenance of Streets					
Flow of Traffic on Streets					
Adequacy of Rain Water Drainage on Town Streets / Drain System					
Municipal Sewer System					
Cleanliness of Town Streets, Facilities and Buildings					
Health Care Facilities					
Availability and Location of Parks					
Number of Youth Sports Activities					
Number of Adult Recreation Activities					
Entertainment and Activities at Hesky Park					
Number of Cultural and Arts Programs					
The Type of Cultural and Arts Programs					
Metrocast Cablevision, Channels, Service and Online Cable					
The Library System					
Availability of Social Service Programs					
Information Available on Town Services: upcoming events, meetings, etc.					

Criteria:	(1) Very Satisfied	(2) Satisfied	(3) Dissatisfied	(4) Very Dissatisfied	(7) Not Sure
Courtesy of Town Employees					
The Service you Receive When Paying your Real Estate Tax, Water Bill, Purchasing a Vehicle Decal					
Overall, how do you rate the work performance of Town employees?					

We would like you to evaluate some general things about living in the town of Meredith.

6. Using a scale of Excellent, Good, Fair, Poor, or Not Sure, how would you rate the following?

Criteria:	(1) Excellent	(2) Good	(3) Fair	(4) Poor	(7) Not Sure
Health Care Facilities					
Number of Leisure Time Activities					
Overall Quality of Life in Meredith					
Economic Outlook in Meredith over the next 5 years					
Current Job Opportunities in Meredith					
Job Opportunities in 15 years					
Affordable Housing in Meredith					

Next, we would like you to compare some of the items evaluated earlier with other towns in the Lakes Region.

7. Compared to other towns in the Lakes Region, would you say that the following services in Meredith are Better, the Same, Worse, or are you Not Sure?

Criteria:	(1) Better	(2) The Same	(3) Worse	(7) Not Sure
Police Protection				
Fire Protection				
Public Transit				
Traffic Control				
Public School System				
Street Maintenance				
Drain System				
Water Treatment				
Water Distribution to Homes				
Sewer System				
Availability and Location of Parks				
Number of Youth Sports Activities				
Number of Adult Recreation Activities				
Number of Cultural and Arts Programs				
Type of Cultural and Arts Programs				
Health Care Facilities				
Overall Quality of Life				
Economic Outlook in the next 5 years				
Current Job Opportunities				
Responsiveness of Town Government to Residents' Concerns				
Property Tax Rates				

8. Knowing what you do about Meredith, what is the **one** most important aspect you would change about Meredith to make it a better place to live?

9. Do you have cable T.V.?

1 - Yes 2 - No

10. Do you watch "Experience the Magic of Meredith", a locally produced cable show on Meredith Community issues?

1 - Frequently 2 - Sometimes 3 - Never (If Never, Skip # 11)

11. Overall how would you rate "Experience the Magic of Meredith"?

1 - Excellent 2 - Good 3 - Fair 4 - Poor 7 - Not Sure

12. Do you watch the televised Board of Selectmen meetings on cable TV?

1 - Frequently 2 - Sometimes 3 - Never

13. Would you like to see anything else televised, such as planning, zoning, or the conservation commission?

1 - Yes 2 - No 7 - Not Sure

14. Do you use a computer to access information on town services via the town website?

1- Yes 2 - No

15. Would you use a computer to register online for things such as Recreation Programs or Automobile Registration?

1 - Yes 2 - No 7 - Not Sure

16. The hours of operation at Town Hall and the Town Hall Annex are currently 8:00 a.m. to 5:00 p.m. Is this satisfactory?

1 - Yes 2 - No (If No: *Other hours preferred?* _____)

Our final three questions will help us get a better sense of the number of residents that we are serving. However, you may refuse to answer these questions, if you'd like.

17. Including yourself, how many adults live in your household? _____

18. How many children under 18? _____

19. Total number of people in household: _____

20. Are you a year round or seasonal resident?
1 - Year Round 2 - Seasonal

This concludes our questionnaire. Thank you for participating. Your input is greatly appreciated!

If there is anything you would like to add, please do so below: