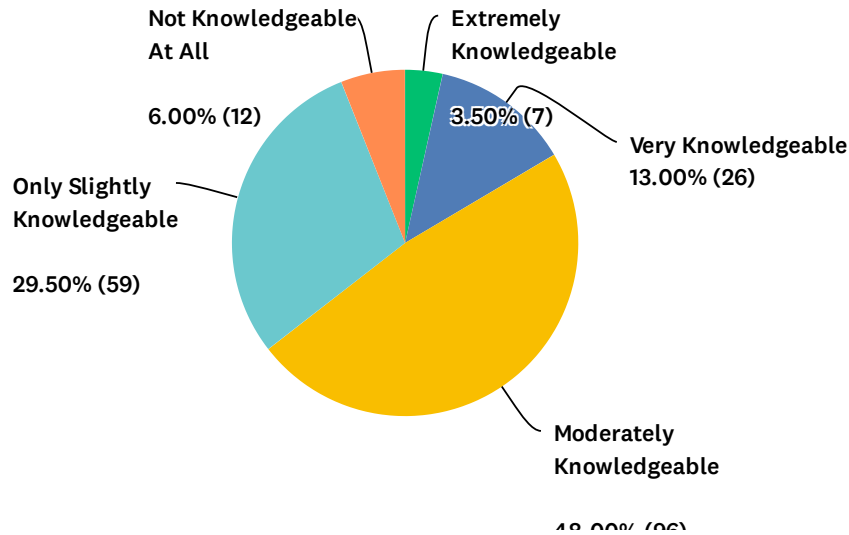


Q1 How knowledgeable do you consider yourself to be about Town business? Choose one.

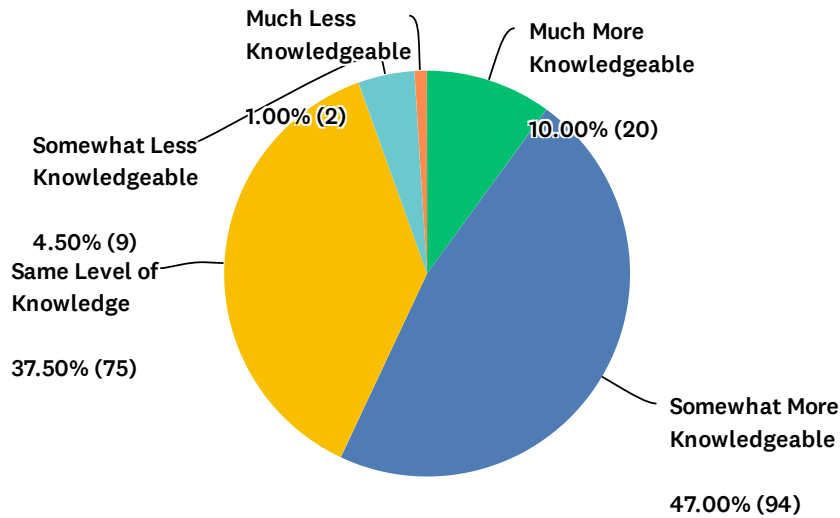
Answered: 200 Skipped: 1



ANSWER CHOICES	RESPONSES	
Extremely Knowledgeable	3.50%	7
Very Knowledgeable	13.00%	26
Moderately Knowledgeable	48.00%	96
Only Slightly Knowledgeable	29.50%	59
Not Knowledgeable At All	6.00%	12
TOTAL		200

Q2 Compared with a year ago, how would you rate your knowledge of Town business? Choose One.

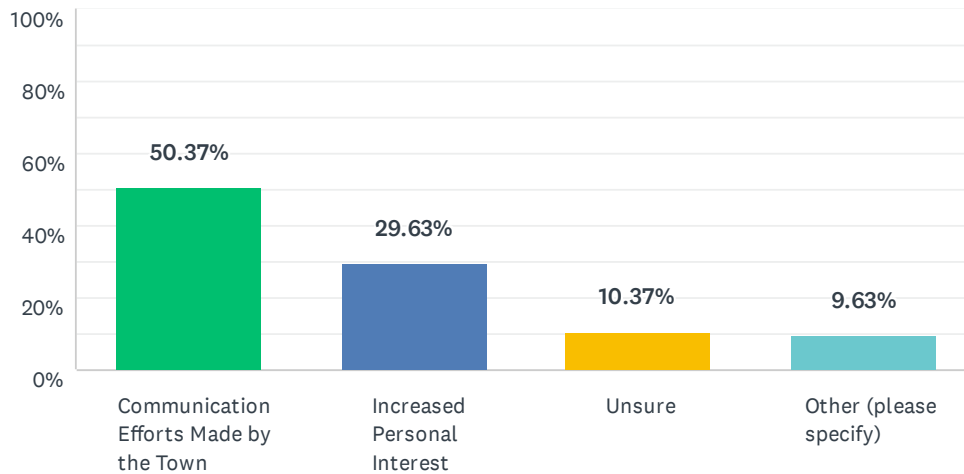
Answered: 200 Skipped: 1



ANSWER CHOICES	RESPONSES	
Much More Knowledgeable	10.00%	20
Somewhat More Knowledgeable	47.00%	94
Same Level of Knowledge	37.50%	75
Somewhat Less Knowledgeable	4.50%	9
Much Less Knowledgeable	1.00%	2
TOTAL		200

Q3 If you stated “Much More” or “Somewhat More Knowledgeable,” what would you attribute this change to?

Answered: 135 Skipped: 66

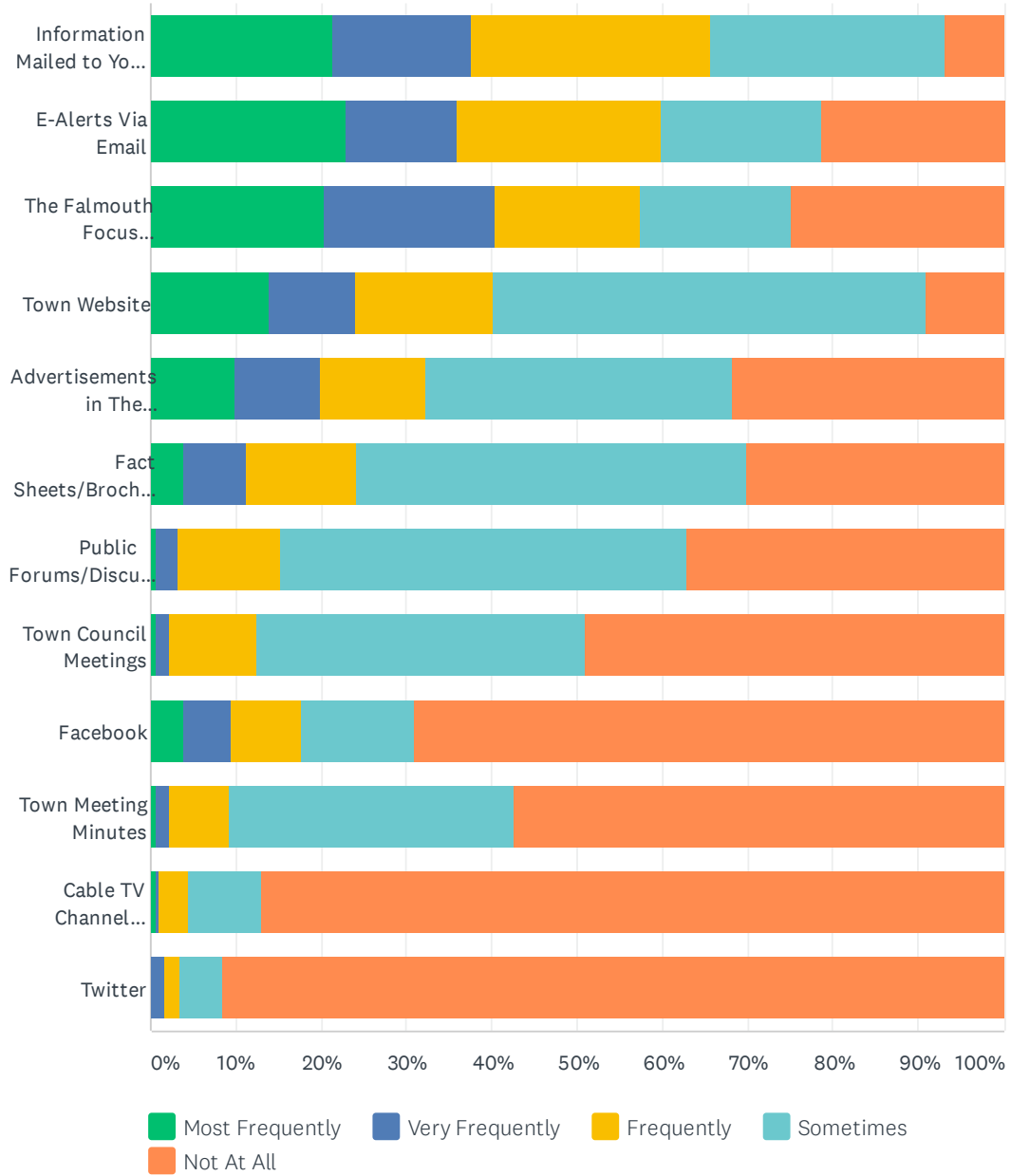


ANSWER CHOICES	RESPONSES	
Communication Efforts Made by the Town	50.37%	68
Increased Personal Interest	29.63%	40
Unsure	10.37%	14
Other (please specify)	9.63%	13
TOTAL		135

#	OTHER (PLEASE SPECIFY)	DATE
1	Only been here a year	11/4/2020 2:49 PM
2	Just moved to Falmouth 2 years ago	11/3/2020 4:34 PM
3	most definitely NOT due to increased efforts by town	11/2/2020 2:29 PM
4	Virtual meetings are NOT meetings at all	11/2/2020 2:13 PM
5	We are new residents and are gradually catching up and expanding our knowledge.	10/31/2020 8:53 AM
6	Used to be on council, felt much more informed.	10/30/2020 6:04 PM
7	Pandemic and the leaders' approach to it	10/21/2020 5:58 AM
8	Same level of knowledge	10/16/2020 2:44 PM
9	Same	10/15/2020 10:49 AM
10	Did not state much more or somewhat more	10/13/2020 10:25 AM
11	Who other reason than all around ?	10/5/2020 2:12 PM
12	We are new business owners here, so we are learning more about this community.	9/28/2020 2:41 PM
13	I feel just as informed. I only received this piece of mail because I was home to open the mail. I did not realize other options of communication were increased/provided.	9/28/2020 10:53 AM

Q4 Rank the frequency with which you rely upon the following delivery methods for gathering information from the Town.

Answered: 199 Skipped: 2

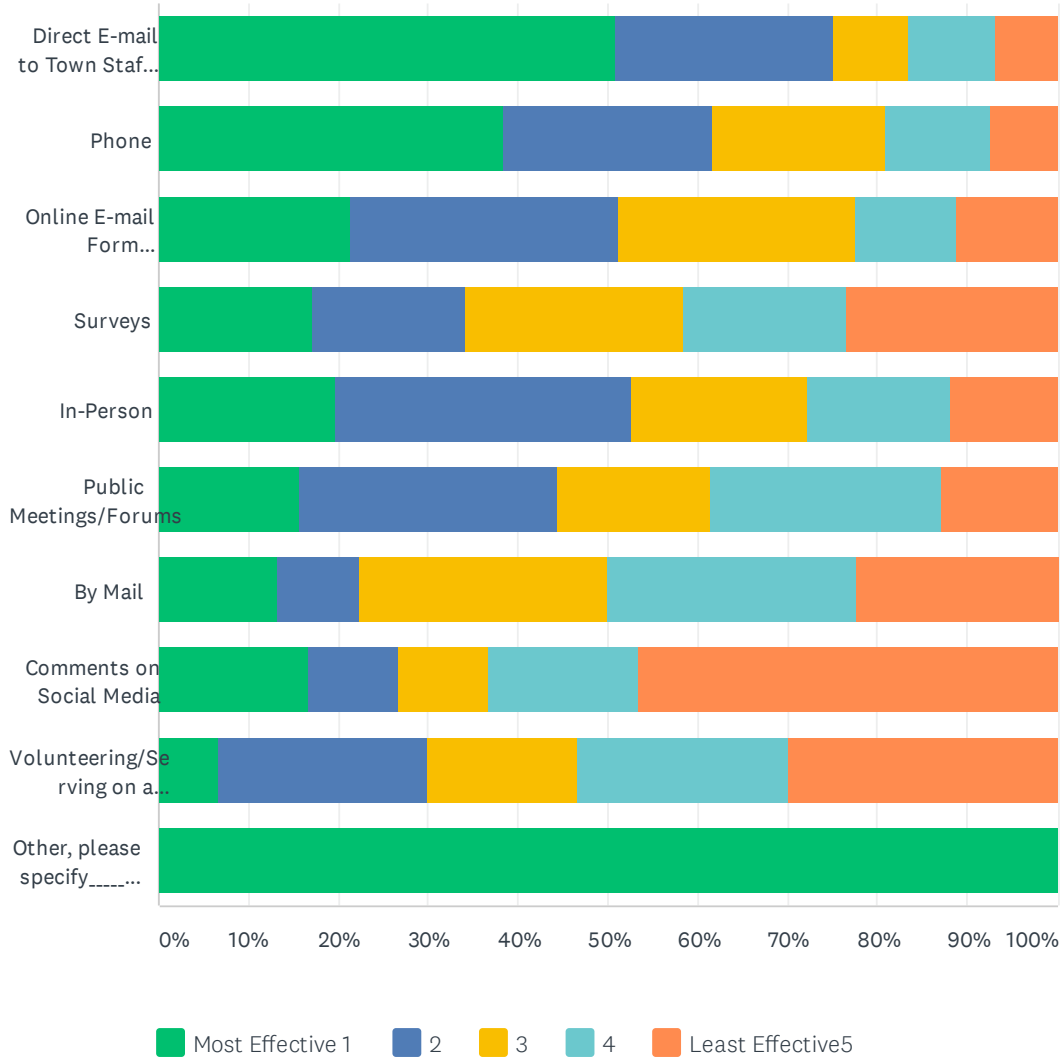


	MOST FREQUENTLY	VERY FREQUENTLY	FREQUENTLY	SOMETIMES	NOT AT ALL	TOTAL	WEIGHTED AVERAGE
Information Mailed to Your Home	21.35% 41	16.15% 31	28.13% 54	27.60% 53	6.77% 13	192	2.82
E-Alerts Via Email	22.83% 42	13.04% 24	23.91% 44	19.02% 35	21.20% 39	184	3.03
The Falmouth Focus E-newsletter	20.21% 38	20.21% 38	17.02% 32	17.55% 33	25.00% 47	188	3.07
Town Website	13.90% 26	10.16% 19	16.04% 30	50.80% 95	9.09% 17	187	3.31
Advertisements in The Forecaster	9.90% 19	9.90% 19	12.50% 24	35.94% 69	31.77% 61	192	3.70
Fact Sheets/Brochures	3.76% 7	7.53% 14	12.90% 24	45.70% 85	30.11% 56	186	3.91
Public Forums/Discussions	0.55% 1	2.73% 5	12.02% 22	47.54% 87	37.16% 68	183	4.18
Town Council Meetings	0.54% 1	1.61% 3	10.22% 19	38.71% 72	48.92% 91	186	4.34
Facebook	3.87% 7	5.52% 10	8.29% 15	13.26% 24	69.06% 125	181	4.38
Town Meeting Minutes	0.55% 1	1.64% 3	7.10% 13	33.33% 61	57.38% 105	183	4.45
Cable TV Channel Announcements	0.55% 1	0.55% 1	3.28% 6	8.74% 16	86.89% 159	183	4.81
Twitter	0.00% 0	1.68% 3	1.68% 3	5.03% 9	91.62% 164	179	4.87

#	OTHER (PLEASE SPECIFY)	DATE
1	word of mouth, news media outlets	11/4/2020 1:40 PM
2	neighbors	11/4/2020 1:17 PM
3	neighbors/friends	11/4/2020 11:03 AM
4	in person contact	11/2/2020 3:24 PM
5	word of mouth	11/2/2020 2:52 PM
6	mail olde fashion mail only	11/2/2020 2:29 PM
7	news coverage in the Forecaster/Press Herald	10/31/2020 8:53 AM
8	Next Door neighborhood groups and non-town Facebook groups	10/20/2020 9:34 PM
9	Media coverage	10/15/2020 2:05 AM
10	neighbor	10/5/2020 2:12 PM
11	didn't know about Falmouth Focus but have now signed up	10/4/2020 10:37 AM
12	I have found it helpful to email any questions I have, and always get a timely response.	9/28/2020 2:41 PM
13	Personal visits	9/27/2020 8:43 AM

Q5 We are continually trying to improve how we receive input from residents. Please rank the TOP 5 methods you find most effective in communicating your concerns/thoughts/ideas with us, with 1 being the MOST effective.

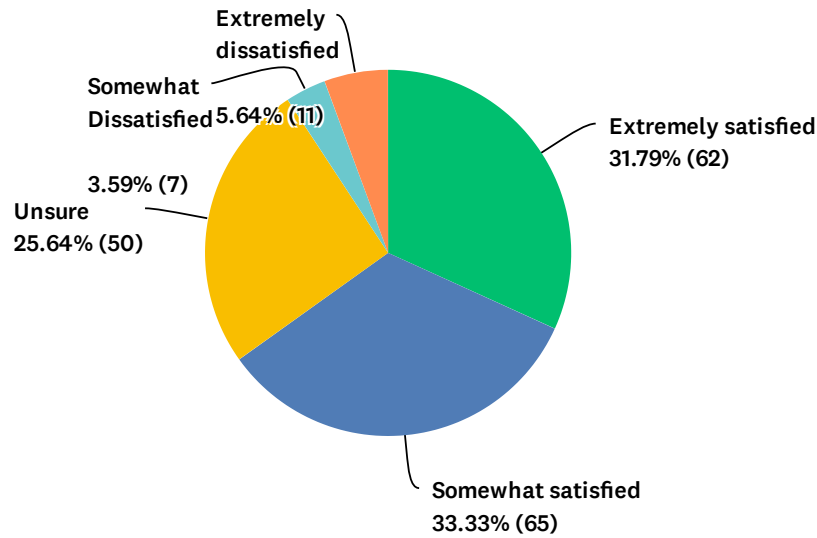
Answered: 175 Skipped: 26



	MOST EFFECTIVE 1	2	3	4	LEAST EFFECTIVE5	TOTAL	WEIGHTED AVERAGE
Direct E-mail to Town Staff or Councilors	50.86% 59	24.14% 28	8.62% 10	9.48% 11	6.90% 8	116	1.97
Phone	38.30% 36	23.40% 22	19.15% 18	11.70% 11	7.45% 7	94	2.27
Online E-mail Form	21.25% 17	30.00% 24	26.25% 21	11.25% 9	11.25% 9	80	2.61
Surveys	17.02% 16	17.02% 16	24.47% 23	18.09% 17	23.40% 22	94	3.14
In-Person	19.74% 15	32.89% 25	19.74% 15	15.79% 12	11.84% 9	76	2.67
Public Meetings/Forums	15.71% 11	28.57% 20	17.14% 12	25.71% 18	12.86% 9	70	2.91
By Mail	13.16% 10	9.21% 7	27.63% 21	27.63% 21	22.37% 17	76	3.37
Comments on Social Media	16.67% 5	10.00% 3	10.00% 3	16.67% 5	46.67% 14	30	3.67
Volunteering/Serving on a Committee	6.67% 2	23.33% 7	16.67% 5	23.33% 7	30.00% 9	30	3.47
Other, please specify _____	100.00% 2	0.00% 0	0.00% 0	0.00% 0	0.00% 0	2	1.00

Q6 How satisfied are you with the opportunities available to provide feedback to the Town?

Answered: 195 Skipped: 6



ANSWER CHOICES	RESPONSES	
Extremely satisfied	31.79%	62
Somewhat satisfied	33.33%	65
Unsure	25.64%	50
Somewhat Dissatisfied	3.59%	7
Extremely dissatisfied	5.64%	11
TOTAL		195

#	IF YOU CHOSE "SOMEWHAT" OR "EXTREMELY DISSATISFIED," PLEASE EXPLAIN WHY.	DATE
1	Opportunities are there, but the town doesn't listen. Case in point--I heard speak in favor of the Homestead Acres Project, but many in opposition, it was approved.	11/4/2020 3:41 PM
2	I have 1-2 concerns and never seem to be able to direct my concerns to the right people.	11/4/2020 2:52 PM
3	still feel new as a recent move here	11/3/2020 4:34 PM
4	unless I have an issue or question (rarely), the town does not receive my opinion with the exception of this survey because I have yet to receive any other survey	11/3/2020 4:31 PM
5	surveys provide a good opportunity; in-person is limited to the few times I am there	11/3/2020 4:28 PM
6	not sure I take advantage of all the opportunities to communicate, self inflicted problem	11/3/2020 4:22 PM
7	never tried	11/3/2020 4:08 PM
8	Town often does not provide sufficient lead time and resources to formulate a thoughtful opinion.	11/3/2020 4:01 PM
9	Not transparent--very underhanded with zoning issues over past few years & how it was handled by town officials	11/3/2020 3:57 PM
10	I believe every opportunity is offered to allow town residents to actively participate. I am very impressed with the efforts. I anyone claims to be in the dark, it is their choice not the town council's.	11/3/2020 3:29 PM
11	Having opportunity and having impact are not the same. So little opportunity to have impact and feel represented.	11/2/2020 3:24 PM
12	You only listen to loud vocal transplants--Ignore feelings of long time Falmouth residents.	11/2/2020 2:43 PM
13	Because there is no accountability and I selfdom here bk timely	11/2/2020 2:29 PM
14	Don't see the point. That's why town officials are there to represent us?	11/2/2020 2:25 PM
15	You're not listening to our concerns!	11/2/2020 2:13 PM
16	There needs to be more of a community voice reflected in the Falmouth Focus. This is a one-directional medium when it comes to complex or controversial issues and lacking because of that.	10/30/2020 6:20 PM
17	Im looking for a way to be part of a resident driven group that interacts with governance regularly, is taken seriously and has strong influence in how the town makes choices that impact residents; especially residents financial wellbeing, the flavor and feel of the town/land use, happiness/fun and community events and interaction. Most of the things listed are driven by the town governance or staff. There is some strategy missing which is easy to see in how few voices are being heard and how few people are really bothering to engage. There are more possibilities that come from the resident toward town... I just thought of this one type of group. Some brainstorming would be helpful. Im happy to be part of coming up with ideas and seeing what sticks.	10/30/2020 6:04 PM
18	So hard with office closed on Fridays. At least open 8-12 and close another 1/2 day.	10/22/2020 11:22 PM
19	Although there may be several avenues you can use, I feel like the only way the town hears us is in person.	10/21/2020 4:39 PM
20	No response back to any communication	10/21/2020 5:58 AM
21	How do we provide feedback? I was just wondering again today how to complain to the town about the terrible job they did on Leighton road between 100 and Brook Rd. Tortured us all summer with hold ups and wildly uneven pavement and then did a half baked bumpy repair? The town owes everyone in the area an alignment on their car.	10/20/2020 9:34 PM
22	There may be opportunities to provide feedback, but it's less clear whether that feedback is ever considered in decision-making. It would appear not.	10/20/2020 3:06 PM
23	I have been to a few town meetings regarding various topics. I have noticed that over the years, that after I have had the opportunity to make my comments the town council has moved to a position that I favored. I very much felt that I was being heard.	10/16/2020 6:24 AM

24	Virtual forums?	10/15/2020 11:06 AM
25	I often feel that as residents, we can provide feedback, but the feedback does not feel heard or acknowledged.	10/9/2020 11:12 AM
26	It's not always clear the best way to direct questions. With that being said when I have reached out I've gotten answers back quickly.	10/7/2020 6:09 PM
27	Being new to town, I'm not sure how to provide feedback to the town	10/6/2020 8:39 PM
28	The Town Council seems to have personal agendas and is not interested in what citizens say.	10/5/2020 4:58 PM
29	where drop off anger cards?	10/5/2020 2:12 PM
30	From my experience the town councilors are only interested in feedback when it aligns with their pre-existing views. Feedback from differing view points is widely ignored by the vast majority of the Town Council.	10/2/2020 3:47 PM
31	Many opportunities for residents to provide feedback are available.	9/30/2020 6:18 PM
32	Haven't had much time to really inquire.	9/28/2020 8:57 PM
33	I am often unsure of the correct person or department to whom I should be reaching out. I think it more that we are new to the area and learning how to best access the info we seek. :-)	9/28/2020 2:41 PM
34	Town should ask for feedback more often via email and Focus	9/27/2020 9:54 AM
35	How about just plain 'satisfied'?	9/27/2020 8:43 AM

Q7 What other ways can the Town provide opportunities for residents to give feedback?

Answered: 73 Skipped: 128

#	RESPONSES	DATE
1	Giving feedback isn't the issue. Knowing that our feedback is heard is the issue.	11/4/2020 3:43 PM
2	The council needs to give more attention to residents' comments.	11/4/2020 3:28 PM
3	I believe you are doing well. Due to covid it is hard to get to see town officials to express concerns. But hopefully that will change next year.	11/4/2020 2:59 PM
4	single issue e-mail questions	11/4/2020 2:57 PM
5	drop box for comments that get to the right person	11/4/2020 2:52 PM
6	A place (town website) where residents can identify traffic concerns. Forums on development that exclude developers (we live with the consequences).	11/4/2020 2:07 PM
7	Email is best	11/4/2020 1:54 PM
8	The list on Question 5 is quite extensive.	11/4/2020 1:40 PM
9	you are showing taxpayers your efforts to involve them.	11/4/2020 1:20 PM
10	IDK, I feel like the Town is making a very concerted effort to connect with it's residents.	11/4/2020 11:29 AM
11	I think you have covered all options.	11/4/2020 11:08 AM
12	public forums	11/3/2020 4:35 PM
13	Surveys are great. One line ones are even better.	11/3/2020 4:31 PM
14	On projects of significant impact the town should proactively seek citizen input via email/mail. Example Homestead Acres Project	11/3/2020 4:01 PM
15	Cannot get anyone on the phones ever! Leave messages no call back. Or a message saying out for another week leave message	11/3/2020 3:59 PM
16	Listen to them & and don't belittle must be 100% transparant	11/3/2020 3:57 PM
17	Email solicitation is best for me	11/3/2020 3:22 PM
18	Mainers are private by nature--Public forms are "public" and not comfortable--provide private ways to respond like this survey	11/2/2020 2:43 PM
19	Make folks return emails and calls promptly and mail olde fashion mail info to property owners	11/2/2020 2:29 PM
20	Start holding real meetings	11/2/2020 2:13 PM
21	Invite residents to be interviewed for comment in Focus articles.	10/30/2020 6:20 PM
22	See above- find ways of governance, making decisions and having influence for residents that feel good , feel engaging and where they truly are part of positive outcomes. Maybe neighborhood reps are assigned to a councilor rather than committees assigned to a councilor?? Again - this question would fare well in a group with brainstorming efforts to find answers.	10/30/2020 6:04 PM
23	You seem to have covered the waterfront!	10/30/2020 5:23 PM
24	Have an active list of the top 10 or 5 concerns the public wants to discuss on the website similar to FAQ on consumer sites so town officials can answer and have an ongoing dialogue with the community. There should be clear guidelines on mutual respect on language used and not attacking community members as well as town officials by anyone in any conversation so people can be open and honest and should post with their complete names so there will be no attacks hiding behind screen names. Perhaps an online forum where your complete first and last name is your screen name, fir example.	10/29/2020 2:34 PM
25	Unsure	10/29/2020 6:08 AM
26	I can't think of any	10/28/2020 7:51 AM
27	Text?	10/27/2020 8:28 PM
28	Can't think of any	10/27/2020 8:25 PM
29	Open 1/2 day on Friday. It is the most frustrating part of dealing/working with our town.	10/22/2020 11:22 PM

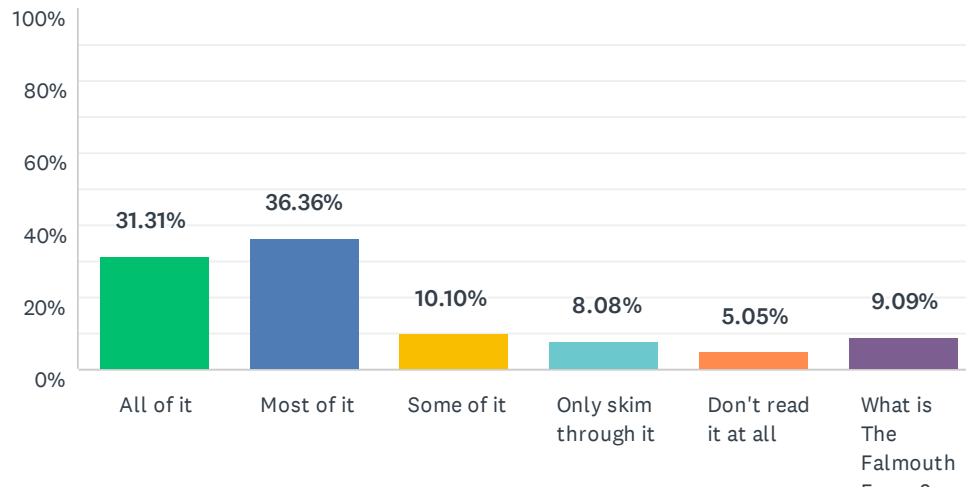
30	The feedback system works. Wish there were a better email system from the town to disperse information (something you could opt into)	10/22/2020 11:43 AM
31	Call me	10/21/2020 8:53 PM
32	Surveys are great if they ask the right questions and listen to all the feedback.	10/21/2020 4:39 PM
33	"Meet the town manager" opportunities. Like for example the former mayor of Portland would set up a table In The middle of monument square and let people just come up to meet and ask questions of him	10/21/2020 11:37 AM
34	Say who will be reading their email or letter, do they want a reply from someone? The Council? An individual?	10/21/2020 10:29 AM
35	Zoom sessions with QA	10/20/2020 9:48 PM
36	Pay attention to comments on social media? I don't think comments on social media are even looked at by the town.	10/20/2020 9:34 PM
37	Again, there are opportunities for feedback, but less opportunity to see that feedback in action.	10/20/2020 3:06 PM
38	I am happy with the existing systems.	10/20/2020 11:45 AM
39	All town councilors respond to an email, not just Amy Kuhan	10/16/2020 4:34 PM
40	I like the surveys and opportunities to provide feedback outside of a scheduled forum/public meeting. With 2 young kids, it is very hard to attend evening meetings, but I am often interested in providing feedback.	10/16/2020 3:07 PM
41	Most residents are pretty much uninterested in the daily operations of the town/city they live in; at least, not until something has a direct impact on them, then they become hyper interested and want to know why they didn't know about something sooner.	10/16/2020 2:44 PM
42	The town has been better with communicating outwardly. I'm not sure there is improvement with listening.	10/16/2020 2:39 PM
43	I don't know.	10/16/2020 6:24 AM
44	No suggestions. Very pleased with the current methods.	10/15/2020 3:39 PM
45	Town hall	10/15/2020 11:06 AM
46	?	10/15/2020 11:05 AM
47	Quarterly Town Hall type meetings.	10/15/2020 10:49 AM
48	not sure	10/14/2020 9:54 PM
49	It would be nice to be able to attach documents to the online email form to the Town Council.	10/13/2020 1:55 PM
50	Possibly hire a research company to do polling?	10/11/2020 9:53 AM
51	Unsure, more public forums perhaps.	10/9/2020 11:12 AM
52	Not sure	10/7/2020 6:09 PM
53	I am unsure whether the Town collects input from residents about open-ended topics, such as quality of life preferences. I have seen this type of conversation only attached to specific planning exercises, such as the North Rte 1 corridor plan. Perhaps the Visioning exercise will provide an opportunity for this.	10/6/2020 4:03 PM
54	It's not about more ways to provide feedback. it's about the Council actually listening to and ACTING UPON citizens' concerns and initiatives.	10/5/2020 4:58 PM
55	door door	10/5/2020 2:12 PM
56	Consistency. Keep doing what you're doing, it's a big improvement. .	10/3/2020 8:14 AM
57	Having 7 at large councilors is problematic. Residents don't have a "go to" councilor for their area of town representing their location. The current council is dominated by residents who live on or very near the Foreside with little to no representation from other parts of town. By moving to a system with 4 or 5 dedicated geographic wards and then a few at large councilors it will ensure all town residents are represented as well as giving people a dedicated resource to	10/2/2020 3:47 PM

communicate with and hold accountable. This will improve both communication as well as a feeling of equal representation for all town residents.

58	I do not have cable but could stream	10/1/2020 3:39 PM
59	Already covered	9/30/2020 4:50 PM
60	I'm not sure, maybe more online forms?	9/30/2020 8:39 AM
61	Continue using the strategies you are using now, and like this survey, continue to remind us town citizens that we have an obligation to meet the town half way by utilizing these communication tools.	9/29/2020 8:40 PM
62	Town chat board (part of town website?) where residents can comment on specific topics.	9/29/2020 12:20 PM
63	Push surveys via text message	9/28/2020 8:57 PM
64	email updates are perfect	9/28/2020 7:10 PM
65	A town calendar, with each month highlighting a department, what it does, what it covers, who some of the people are, contact info, etc. Seems like a fun way to have all that info in one place that can easily be accessed in one place. Just a thought! :-)	9/28/2020 2:41 PM
66	offer "round table" listening events that are open to residents 3 or 4 times a year to allow input on a variety of topics that may be on peoples minds	9/28/2020 11:50 AM
67	By the looks of it - there are many opportunities. I would continue to state them in all of your publications.	9/28/2020 10:53 AM
68	Continued social media presence	9/27/2020 5:41 PM
69	Direct requests to residents for feedback on specific issues - e.g. environmental issues such as plastics, pesticide use, etc	9/27/2020 9:54 AM
70	I haven't had any need to provide feedback- other than around school matters.	9/27/2020 9:26 AM
71	Don't know	9/27/2020 9:10 AM
72	Neighborhood meetings	9/27/2020 8:06 AM
73	None I can think of.	9/26/2020 5:22 PM

Q8 How much of a typical Falmouth Focus newsletter do you read?

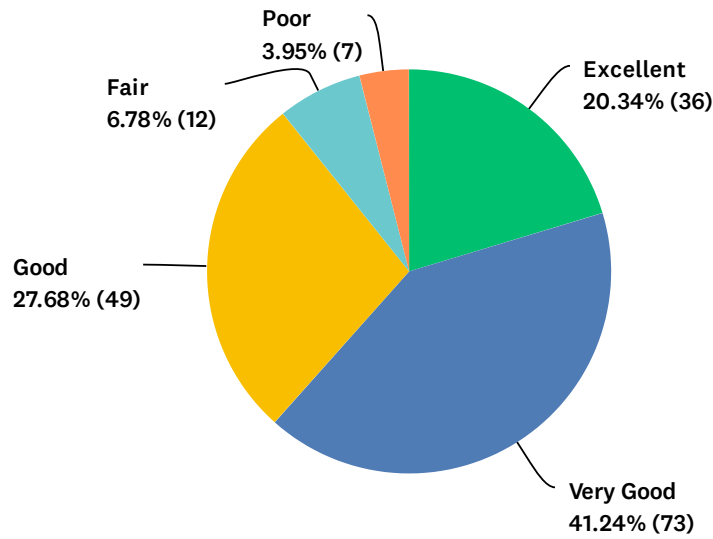
Answered: 198 Skipped: 3



ANSWER CHOICES	RESPONSES	
All of it	31.31%	62
Most of it	36.36%	72
Some of it	10.10%	20
Only skim through it	8.08%	16
Don't read it at all	5.05%	10
What is The Falmouth Focus?	9.09%	18
TOTAL		198

Q9 What is your overall evaluation of the newsletter?

Answered: 177 Skipped: 24

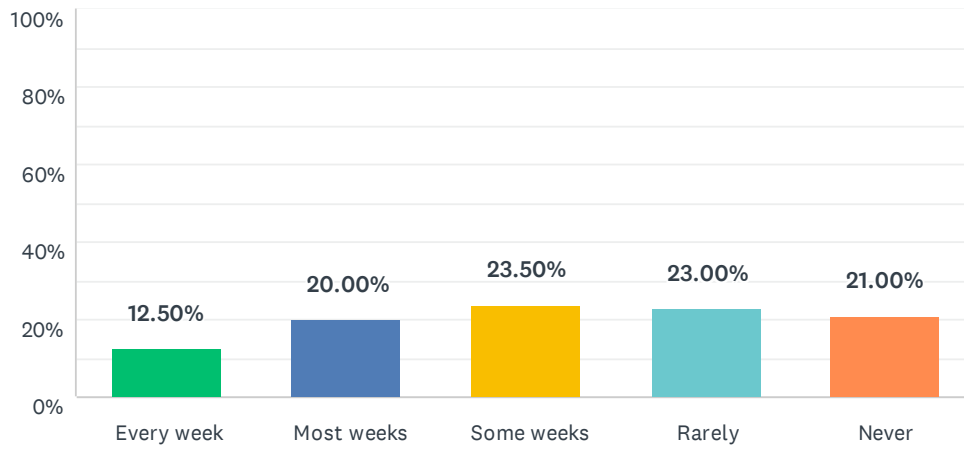


ANSWER CHOICES	RESPONSES	
Excellent	20.34%	36
Very Good	41.24%	73
Good	27.68%	49
Fair	6.78%	12
Poor	3.95%	7
TOTAL		177

#	IF YOU RANKED THE NEWSLETTER "FAIR" OR "POOR," HOW COULD WE IMPROVE IT?	DATE
1	This is the first one we've received. I read it thoroughly.	11/4/2020 2:42 PM
2	Too long. Needs to be bulleted for quick read	11/4/2020 2:03 PM
3	Unsure First time read. We will subscribe to newsletter. We usually read Forecaster & The Notes	11/3/2020 3:57 PM
4	I'm a READER not a "Tapper"!	11/3/2020 3:34 PM
5	It needs resident "voice." Again, one-directional is authoritative albeit informative. Including "voice" on controversial issues is KEY. Forecaster does not do a good job.	11/2/2020 3:24 PM
6	mail to house or email not in tax bill	11/2/2020 2:29 PM
7	Publish the comments you receive from "Protect Falmouth"	11/2/2020 2:13 PM
8	It needs "voice" not just one editor writing on behalf of Town point of view.	10/30/2020 6:20 PM
9	I'm sorry i cannot have an opinion here I have not read it recently	10/29/2020 2:34 PM
10	Never heard of it until today	10/29/2020 6:08 AM
11	It looks dated -- boring and like it was produced years ago	10/26/2020 1:06 PM
12	N/a	10/21/2020 5:58 AM
13	NA	10/20/2020 9:48 PM
14	I can't say. I don't know what it is.	10/20/2020 3:06 PM
15	n/a	10/14/2020 9:54 PM
16	Dissemination of information is only one part of "communication". There is no room in the newsletter to hear other citizens' concerns. This could be changed.	10/5/2020 4:58 PM
17	i	10/5/2020 2:12 PM
18	Have not see the newsletter	10/2/2020 5:41 PM
19	Please check to see if I am on your distribution list csklarz2029@gmail.com. Thanks!	9/29/2020 8:40 PM
20	I say "fair" because I don't believe we have received that many through the mail. I am also not a huge fan of the layout, to be honest.	9/28/2020 2:41 PM
21	N/A	9/28/2020 10:53 AM
22	Shorten it	9/27/2020 9:47 AM

Q10 How often do you read Town of Falmouth ads/notices in the Northern Forecaster?

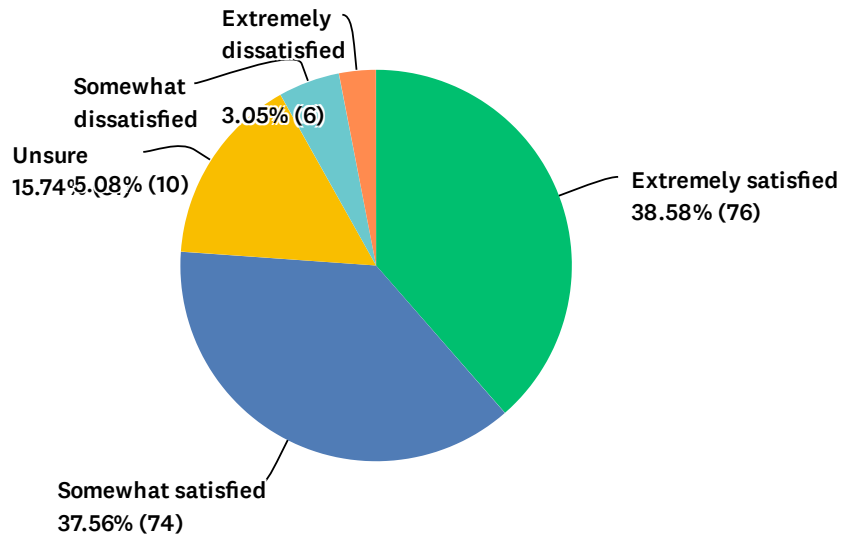
Answered: 200 Skipped: 1



ANSWER CHOICES	RESPONSES	
Every week	12.50%	25
Most weeks	20.00%	40
Some weeks	23.50%	47
Rarely	23.00%	46
Never	21.00%	42
TOTAL		200

Q11 Overall, how satisfied are you with the Town's efforts to communicate important information to residents?

Answered: 197 Skipped: 4



ANSWER CHOICES	RESPONSES	
Extremely satisfied	38.58%	76
Somewhat satisfied	37.56%	74
Unsure	15.74%	31
Somewhat dissatisfied	5.08%	10
Extremely dissatisfied	3.05%	6
TOTAL		197

#	IF YOU CHOSE "SOMEWHAT" OR "EXTREMELY DISSATISFIED," PLEASE EXPLAIN WHY.	DATE
1	Not happy to drive to transfer station only to find it closed.	11/4/2020 2:03 PM
2	I feel significant projects are not always given enough time an attention for citizens to comment	11/3/2020 4:01 PM
3	Again, never answering phones! I have to get in the car and drive to get results!	11/3/2020 3:59 PM
4	We are still upset over how zoning was handled	11/3/2020 3:57 PM
5	See above. When council acts in unison and does not represent diverse community voices, it is a bad/untrusting/autocratic relationships	11/2/2020 3:24 PM
6	Still do not trust after brown tail moth failures	11/2/2020 2:29 PM
7	Think if town wants to expand housing, etc. it will do it, even if residents believe town resources are already strained.	11/2/2020 2:25 PM
8	You don't share the opposing point of view with the public	11/2/2020 2:13 PM
9	Just to expand on my selection of "extremely satisfied," the town does a terrific job of informing people. We moved here last year and were struck by your use of different communication vehicles, compared with our previous community.	10/31/2020 8:53 AM
10	I am satisfied with the caveat of my comments re: the Focus. I'm not "somewhat" satisfied.	10/30/2020 6:20 PM
11	More mailings would be preferred. I always read them and they don't get lost in my email.	10/21/2020 4:39 PM
12	I think the Town actively hides stuff. Like the new project beside the turnpike in West Falmouth. Who approved that kind of cramped project right beside the Turnpike? Who approved the whole West Falmouth area to be under really awful construction all summer? Maybe ask the residents of the area?	10/20/2020 9:34 PM
13	The town doesn't effectively communicate important information to its residents. This lack of transparency leads to paranoia and discontent amongst the residents - not sure the town actually had the town's best interests at heart, but only those who may privately benefit the most.	10/20/2020 3:06 PM
14	This town council and town manager are NOT transparent at all.	10/16/2020 4:34 PM
15	To me, the most important thing is knowing what issues are being discussed. If I know what the issue is, I'll then decide how much I want to follow it and participate.	10/16/2020 6:24 AM
16	Because the Town talks to us, not WITH us.	10/5/2020 4:58 PM
17	There is little to no proactive or targeted outreach to impacted groups when the Council is evaluating key initiatives. Additionally, when feedback is received that is in contrast to their existing opinions the Council tends to disregard it completely.	10/2/2020 3:47 PM
18	Hard during COVID to keep up with everything. I dislike being on computer very long	10/1/2020 3:39 PM
19	Timely information, clearly presented.	10/1/2020 8:01 AM
20	I feel like there could be a bit more. Maybe a weekly roundup email of all notices for the week.	9/30/2020 8:39 AM
21	Again, the town is providing the communications, citizens just need to "listen."	9/29/2020 8:40 PM
22	I just don't have a consistent communication channel that I rely on for information.	9/28/2020 8:57 PM
23	More press releases to the local papers, more direct emails to public who sign up for the Focus, highlighting upcoming issues.	9/27/2020 9:54 AM
24	Again, I am 'satisfied', for which there is no choice.	9/27/2020 8:43 AM

Q12 What, if anything, do you think the Town could do better in its communication efforts?

Answered: 88 Skipped: 113

#	RESPONSES	DATE
1	Keep up the good work!	11/4/2020 3:34 PM
2	Spending \$63 thousand for development of a vision statement is exorbitant. Did you consider contacting state universities? Local professors? Retirees?	11/4/2020 3:31 PM
3	The Council often listens to residents' comments, and then disregards them when voting	11/4/2020 3:28 PM
4	Better notification of construction projects to occur in neighborhoods. I am an abutting neighbor & I never knew a house was going up until the excavators arrived.	11/4/2020 3:23 PM
5	I would like to regularly receive the Falmouth Focus	11/4/2020 3:21 PM
6	We are in Falmouth less than 6 months of the year--primarily in the winter months.	11/4/2020 3:13 PM
7	I would like to know how to sign up for the e-alert and e-newsletter. I thought I had but am not getting them. Nevermind just saw it at the end of the newsletter. Thanks!	11/4/2020 2:57 PM
8	Maybe more information online media such as Facebook or email. I find the website very cumbersome and never seem to find what I need unless it's registering a vehicle.	11/4/2020 2:52 PM
9	Place Falmouth Focus in our new Library (free copies? strategic places)	11/4/2020 2:44 PM
10	Communication is already much improved. Thank you. Development--cannot overstate this--we don't want to lose our town's character--can we institute Impact Fees?	11/4/2020 2:07 PM
11	This is new to residents so give it time but a job well done especially zoom Town meetings	11/4/2020 1:20 PM
12	Include fun things to read about Falmouth or its residents instead of just the informational items (which are very important). Or even fun statistics about Falmouth.	11/4/2020 11:29 AM
13	I like the mailed newsletter & the emailed notices.	11/4/2020 11:08 AM
14	Repeat the frequency of the Falmouth Focus.	11/3/2020 4:35 PM
15	online zoom forums	11/3/2020 4:31 PM
16	Answer the phone! You sent around a glossy flier listing depts. with their phone numbers. No matter what day (mon-Thurs) or what time of day, never once has anyone answered. It is always a recording. Why list telephone numbers if they do no work. I call with simple questions, not complaints.	11/3/2020 4:28 PM
17	Don't think the newsletter mailing is necessary.	11/3/2020 4:25 PM
18	Keep using multiple channels.	11/3/2020 4:08 PM
19	On tax relief program, send reminder when it is time again.	11/3/2020 4:03 PM
20	Continue doing surveys--put more information in "The Notes"	11/3/2020 3:57 PM
21	Your communications are overly weighted to digital communications, and most people don't use this and increases the sense of an elite vs common residence	11/3/2020 3:51 PM
22	My concern is that no matter how effective communication by the Town is, the opinions of the citizens are overridden by the Planning Commission. What good will this [Vision & Values Project] do if the planning Commission can override the comprehensive plan	11/3/2020 3:45 PM
23	Sorry! No Computer!	11/3/2020 3:41 PM
24	I'm so glad you are doing the e-newsletter. Very informative!	11/3/2020 3:38 PM
25	I very much admire your concerted efforts via many methods!	11/3/2020 3:34 PM
26	Please see above. Hire a freelancer to interview residents on complex matters like Vision & Values/Comp Plan/Zoning, tax increases and get that voice incorporated in newsletter articles.	11/2/2020 3:24 PM
27	I hate all the zoning changes that were made!	11/2/2020 2:43 PM
28	I highly recommend FutureSearch.net	11/2/2020 2:31 PM
29	Again do no assume folks are using social media or mass media for info. Mail info to property owners and make council and staff respond promptly to email and calls	11/2/2020 2:29 PM

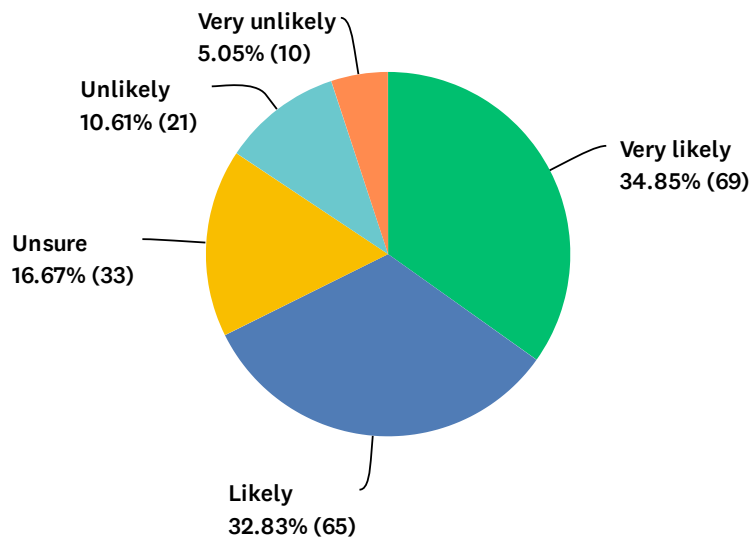
30	I think you are doing all you can. You provide plenty of opportunities. Up to us to either take advantage of those opportunities--or not.	11/2/2020 2:25 PM
31	Current options seem fine.	11/2/2020 2:21 PM
32	A couple of years ago, a long time resident circulated a petition that accumulated over 900 signatures. The Town Council "decline" to consider it because it "missed a deadline". And after all, 900+ signatures represent only 10% of Falmouth registered voters. Then, the Town Council solicited feedback from residents via a questionnaire that produced 350 responses. The Forecaster "trumpeted" this result as "HUNDREDS RESPOND TO SURVEY!" Hundreds out of 9214 registered voters...not impressive. In 2018, five candidates for three Town Council seats stood for election, three Democrats and two Republicans. you would think that at least one Republican candidate would get a seat. Wrong. Out of 9214 registered voters only 1500 voted for each of the three prevailing Democrat candidates. That's 16%, hardly a "sweeping mandate" or a "landslide" of support. This year, for two open seats, on a "warmed over" incumbent and a newcomer happened to make the deadline to submit nomination papers. For the three open School Board seats, only one person made the deadline to apply. The two lucky Town Council applicants were "swept" into office with almost 2900 votes each. That's DOUBLE the previous vote! But still only 32% of the total registered voters. I used to look forward to Town Council and Planning Board meetings. I knew I could depend on some crackling good comments from the public. This new Zoom regime is a Snooze Fest. The "Usual Malcontents" still provide entertaining and pertinent comments, but they are all Faceless, while the Town Council members all get "face time". Given the above, the question is "How will the Council find out what the majority of Falmouth voters want?" Apparently the TC's answer is to hire some out-of-state outfit for \$\$\$ to find out what residents' opinions might be. The focus for finding out seems to be on "Stake Holders" and "Students". I can understand the inclusion of High School Students, as they will eventually (theoretically) soon become voters when they turn 18. Of course they will likely spend four to six years "away" in college an dgraduate school and who says they will return to live in Maine? As for Stake Holders, who the heck are they? Are they Falmouth residents? I hope Future IQ's work succeeds in producing accurate and dependable results that will attract and interest participation of the majority of the 9214 voter residents. But what if it doesn't?	11/2/2020 2:13 PM
33	It's tough, because a lot of people don't read even social media posts, let alone emails or snail mailed pieces. Also some folks who have single item agendas only read what relates to them. I think the current formats are certainly adequate.	11/2/2020 2:00 PM
34	Have working committees to get to the council meetings.	11/2/2020 1:58 PM
35	Get resident voices and department head voices in the Focus. It's flat without that dynamic.	10/30/2020 6:20 PM
36	I think its been a huge improvement. Now its about accuracy and getting people on board with big things like the V& V project. Its complex , its done in consultant language like " drivers " and "defining characteristics"- We could do a better job making it in residents language , simple, clear and more attached to a residents view and what they perceive are values for the town. Defining characteristics and drivers sound like marketing and research goals. My point is until we get higher and higher engagement I believe it will take a lot of handholding and walking people into easy ways to engage....keep at it- especially getting them to give town info in multiple choice , simple or FUN and community kinds of opportunities	10/30/2020 6:04 PM
37	Doin' Great Already!	10/30/2020 5:23 PM
38	Less paper	10/29/2020 2:34 PM
39	Unsure	10/29/2020 6:08 AM
40	NA	10/28/2020 7:51 AM
41	Nothing	10/27/2020 8:25 PM
42	Open 1/2 day Friday.	10/22/2020 11:22 PM
43	Prefer information provided via social media	10/21/2020 10:11 PM
44	Call me	10/21/2020 8:53 PM
45	I haven't had reason recently, but I hope that the inability to have in person meetings has strongly persuaded the town to put as much weight on email, letters, etc. Attending meetings is inconvenient and too time consuming.	10/21/2020 4:39 PM

46	Maybe a renewal of fall driving with time change coming. Windshield wiper law, with fog are their taillights on when their headlights are on?(helpful in a blizzard also) clean storm drains of leaves. Review who's responsible for sidewalk clearance. Fire hydrant clearance lost in snowbank. Not to throw snow in street or blow leaves into street. Weekly tips?? Or reminders? Recycling reminders. I learned about foil and wait until you have a fist size before putting in bin.	10/21/2020 10:29 AM
47	Communicate with the residents.	10/20/2020 9:34 PM
48	actually communicate to the residents.	10/20/2020 3:06 PM
49	Follow the rules the town has on the books	10/16/2020 4:34 PM
50	I think communication has improved significantly in the past few years, and I appreciate the Town's efforts in this area.	10/16/2020 3:07 PM
51	Councilors need to be more available and open to citizens concerns	10/16/2020 2:39 PM
52	It has been much better since getting a person to coordinate communications for the town. Thank you	10/16/2020 2:31 PM
53	Nothing more. I feel the town can only do so much and then it is up to the resident to determine their participation. Based on all of the different methods the town uses to inform the public, I don't think you could do more.	10/16/2020 6:24 AM
54	No changes are needed. They are doing an excellent job	10/15/2020 3:39 PM
55	I don't know ... difficult to do lots of outreach in COVID era.	10/15/2020 11:06 AM
56	?	10/15/2020 11:05 AM
57	Not sure	10/15/2020 10:49 AM
58	not sure	10/14/2020 9:54 PM
59	Increase postings on social media.	10/11/2020 9:53 AM
60	I wouldn't be offended to receive more mail to home about things going on in Falmouth.	10/9/2020 11:12 AM
61	It's been a great improvement	10/7/2020 6:09 PM
62	Have the Council actually act upon citizen concerns. The we'd know they were actually listening.	10/5/2020 4:58 PM
63	call	10/5/2020 2:12 PM
64	Not sure	10/3/2020 8:14 AM
65	Send out new letters in the mail.	10/2/2020 5:41 PM
66	Determine impacted groups not just by geographic location but by a more robust impact analysis provide improved targeted communication to those groups.	10/2/2020 3:47 PM
67	Keep doing what you are doing for now	10/1/2020 3:39 PM
68	I don't have an idea.	9/30/2020 6:18 PM
69	Good job	9/30/2020 4:50 PM
70	Unsure	9/30/2020 8:39 AM
71	See above answers please.	9/29/2020 8:40 PM
72	Not sure	9/29/2020 12:20 PM
73	Consider hosting a twice per year videoconference on the state of Falmouth.	9/28/2020 8:57 PM
74	more frequent email newsletter	9/28/2020 7:10 PM
75	I think I need to do better at signing up for the email alerts i would like to receive. I think you all are doing a great job!	9/28/2020 2:41 PM
76	see my comments in #7	9/28/2020 11:50 AM
77	Nothing. Thank you for sending this survey.	9/28/2020 10:53 AM

78	Keep it up. Consistent communication is vital.	9/28/2020 8:28 AM
79	Continue to improve ease of use of the website. That is the most obvious place to look for town info and it is not always easy to find.	9/27/2020 5:41 PM
80	Random e-mails to residences from councilors to ask about issues.	9/27/2020 1:34 PM
81	Don't cave to social media comments	9/27/2020 1:24 PM
82	More public meetings	9/27/2020 9:54 AM
83	Put the actual dollar value of the school budget in the voting question. The school budget is almost four times the municipal portion of the property tax.	9/27/2020 9:47 AM
84	Nothing comes to mind	9/27/2020 9:26 AM
85	Don't know	9/27/2020 9:10 AM
86	I am satisfied with current procedures.	9/27/2020 8:06 AM
87	Nothing comes to mind.	9/26/2020 5:22 PM
88	I went to the town website to try to request an absentee ballot. I couldn't find it. I finally requested my ballot from a link sent by Sen. Breen. Please put an obvious easy to find link on the homepage!	9/26/2020 10:46 AM

Q13 The Town will soon embark upon a Vision & Values Project to craft a vision for Falmouth’s future and inform an update to the Town’s Comprehensive Plan. The success of this effort depends upon input from a large number of residents through a variety of methods, including short surveys and questionnaires, virtual meetings, focus groups, and in-person discussions (should conditions allow). Given an opportunity to participate in a way that suits your interest and availability, how likely are you to participate in this project?

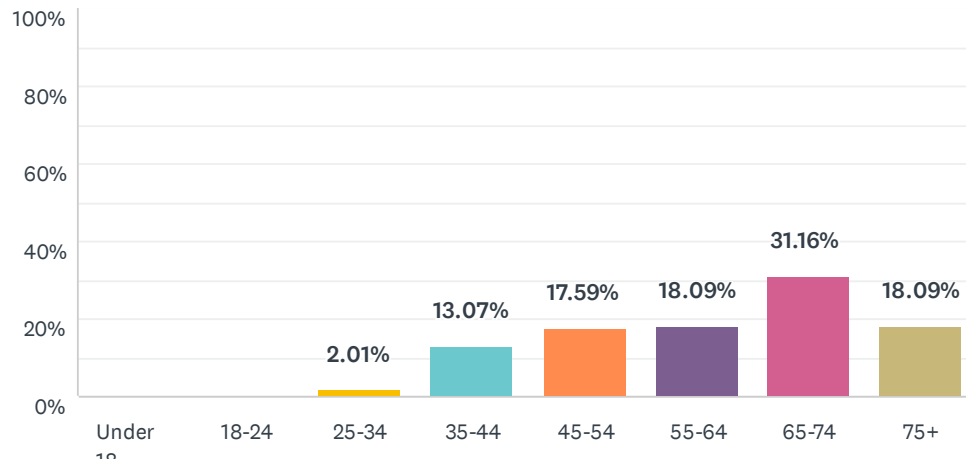
Answered: 198 Skipped: 3



ANSWER CHOICES	RESPONSES	
Very likely	34.85%	69
Likely	32.83%	65
Unsure	16.67%	33
Unlikely	10.61%	21
Very unlikely	5.05%	10
TOTAL		198

Q14 Please indicate your age group.

Answered: 199 Skipped: 2



ANSWER CHOICES	RESPONSES
Under 18	0.00% 0
18-24	0.00% 0
25-34	2.01% 4
35-44	13.07% 26
45-54	17.59% 35
55-64	18.09% 36
65-74	31.16% 62
75+	18.09% 36
TOTAL	199