



Town of Falmouth Communications Methods Survey--Written Responses

	7. WAYS TO IMPROVE--"What, if anything, do you think the Town of Falmouth could do better in its efforts to communicate with residents?"
1	I appreciate that you are conducting this survey. It's reassuring to know that town councilors are taking the time to find out how to best communicate with the people of Falmouth in ways that work for the greatest number. I have been fairly uninvolved in town issues in the past but value this opportunity to learn more about the process and consider being more involved in the future.
2	Direct Mailings to the Citizens to Announce Important Council Meeting and Topics
3	More regular contact with residents prior to town actions
4	This is good!
5	Email please
6	1. Consider using specific bulletin boards at specific locations (schools, shopping, library) 2. Use handouts at these locations for reminders
7	more emails
8	Advance notice on all decisions coming up for action.
9	using multiple channels, i.e. mail, email, channel 2
10	Falmouth Forecaster
11	It doesn't matter how good the communication is if it's a one-way street--the council does not listen.
12	Make proposed changes to policies and zones more transparent.
13	uncertain. I generally find out quicker about Town issues/concerns from the Forecaster and then research as needed. Might be better for the Town to be a bit more proactive in mailings to residents.
14	Have more public dialogue at Council meetings where Councilors actually answers questions.
15	The town office should be open on Fridays, especially on weeks with a Monday holiday. The website is a great place for information, but often doesn't have enough information.
16	I like narratives and am used to picking up a newspaper to get the "news". On the one hand, the Forecaster broadcasts the town's notices effectively; on the other hand, it can not be counted on to portray a picture of what is going on in Town Hall, nor should it be. Would love to see a "newsletter" available to all with some narrative about big items, even an employee of the month, new committee members sort of thing and what to expect in the month to come. Would give a picture of the work being done every day for the town. Might enhance the relationship between citizens and Town Hall. Too many sources of info (FB, e-notices, website, TV) are difficult to keep up with and deliver content in a scattered fashion. (On the other hand, if one is only interested in the PB agenda, it's great to have the single option, but in addition.)
17	Find a way for the council to have a one on one dialog with citizens. They will talk for hours with developers but individual citizens speak at council meetings with no response from council members. That is poor communication!
18	informational videos
19	We have lived here a year, it's been very hard to figure out what is going on within our town. We would love better communication in multiple formats and would love to see more opportunities for town activities, like Yarmouth has the Clam Fest, do we have anything like this? I most appreciated the 300 yr celebration but didn't find much info on it and when we attended it wasn't very well attended by our community compared to Yarmouth. I would like to see more community events.
20	Regular email updates regarding all issues

21	Consider providing new residents with some basic info about town government structure and methods of communication that the town uses. Then people have an idea of the options for communication. I've lived in Falmouth for 3 years, am not active on social media, occasionally see things in the Forecaster, and get most town info from my neighbors via the Nextdoor app.
22	Mail everything! Don't assume people use computers, email or social media. Mail all like Tax Bills!
23	Email best way. Use Forecaster to tell meeting outcomes.
24	You are doing it. You are listening, taking action, and willing to improve your responsiveness to the townspeople
25	Develop one consistent go to source...like a monthly newsletter. Becomes a part of life for folks.
26	Not everyone has a computer! Especially seniors--Forecaster info in print will help.
27	do a monthly e-newsletter--check out cumberland-yarmouth
28	Sounds as though you are trying MANY good ideas. Hooray for you!
29	use mailings
30	*Love the Falmouth "under construction" card we received today. Very helpful. Exactly what we need to keep informed. Thank you.
31	Listen to what residents have to say regarding how they would like their town and neighborhoods improved or changed. Town meetings with resident comments are great.
32	This survey is an important step. Please be mindful of growth in the town=needs vs. wants; developers vs cautious growth
33	update residents each week via hone, email, newspaper article--those of us who value the privacy of our emails, do not want them used for communication
34	Please enroll me in your town notification/news/info. Be aware that some people like me don't have an I-phone, etc.
35	much better than 1-2 years ago--stay with it!! This survey is a great start
36	better personal interaction particularly around issues of accessibility for people who are disabled.
37	Have lived here 40 years--as I age, it becomes more difficult to attend meetings but I think Falmouth does well.
38	1. Have a better survey! 2. Enforce existing ordinances 3 Have a Quarterly email/newsletter
39	remember those who choose to NOT be hooked to "social media"
40	Respond back to residents who email you with concerns.
41	regular mail a lot of people do not have computer, smart phones, etc.
42	It's not you, it's me....
43	If council actually does what they say they are going to do. No last minute changes.
44	Implement regular email newsletters to which residents can subscribe. Avoid extra cost of snail mail.
45	See above
46	The efforts have increased since more issues have come up that directly involve business and neighborhoods. More transparency. More chances for public to see and hear from Councilors & officials of Flamouth
47	Implement the results of this survey
48	important looking mailers like this one. When they look like junk mail, they don't get opened
49	An e-mail newsletter seems like a good idea. Not sure if you already have one--I'll be finding out. A town app also sounds like a good idea. A way for me to improve is that I will be enrolling in the E-Alerts and following the Town on Facebook.
50	There probably isn't a one-size-fits-all so having a variety of methods makes sense.
51	column in Forecaster weekly Press Release & Radio/T.V. releases
52	This bulletin is a good start.
53	I think consistency is key.

54	Communicate and provide opportunities to give feedback about major projects that impact our infrastructure (e.g. school system, traffic) and community.
55	Improve the emails sent by including much more information in the email itself (rather than links, which are much less likely to be read). Improve the website organization to make information clearer and easier to find.
56	Having an opt-in (say something that's mentioned at town hall visits re: taxes, car registration, etc?) for a regular email newsletter would be huge. That's the way people, especially younger people, are used to getting information these days. And disseminating key updates via that email would then be much easier and an active effort the town could make to keep people involved even if their schedules don't allow them to be at meetings.
57	Continue to explore and utilize electronic and social media methods to communicate to engage a younger population, while maintaining more traditional methods to keep older residents informed and connected.
58	Add more public comment time to agenda items. Find times outside regularly scheduled Council meetings to hear from the public.
59	I'm not that involved with Town activities/politics. From my (distant) vantage point it seems like a few vocal residents, with lots of time on their hands, can dominate a discussion or topic to push their own opinion/agenda. I'm not saying that's necessarily a bad thing; I guess what I'm saying is that I applaud your effort to improve the two-way communication with ALL residents so that the "silent majority" can be heard over the vocal minority. Best of luck!
60	I am very please with your current effort at communication and appreciate greatly the questionnaire you sent as well as the road work update... please keep up the effort.
61	Spread out the reach and be purposeful in who and where you gather info from, not just hoping people will show up and participate but target homes and neighborhoods for specific answers and feedback to get a range of participation.
62	The mailing that contained the QR code to access the survey feels like a good start.
63	Respond to all emails from residents.
64	This survey is very poorly designed
65	More notices of upcoming proposed changes.
66	More social media outlets..
67	I live in the RA district. The targeted mailings about the zoning changes sent over the past year were informative and helpful. I also found the brown tail moth mailings to be helpful. I really appreciated the town's effort to directly communicate with residents and would encourage similar efforts in the future about important issues. I also would love a regular email newsletter with information.
68	Doing this survey and asking or opinion is a good start.
69	Need to be more inclusive for the Deaf and Hard of Hearing population- for example any videos or podcast should be captioned/transcribed (especially if the podcast is live!)
70	Stronger social media presence.
71	email
72	Direct email of issues being discussed as well as what steps are being taken to follow up on issues discussed
73	A. Know, understand that COMMUNICATIONS a real issue. B. Take Action--see item 3
74	No answer Letters Regarding Problems in Front of my Home for year[?] Water at the end of my driveway My Driveway Should be Taken Car of. I pay high Taxes on Route #1
75	allow all councilors to respond to our emails via website. CAN policy that only chair can respond!!
76	use US mail & print media more
77	Because there are still people who don't use social media and may never use it please continue to use the US postal service.
78	can't think of anything right now
79	Be more transparent & honest.
80	more timely communication regarding road closures. At the moment, you really can't get to the woodlands area. The corner at Nina's is ridiculous too!
81	Need for new community center or expansion of services/community events to bring residents together

82	this is a good start
83	1. Timeliness of roadwork information; 2. Cost/Benefits of town changes or proposals. People will ask or want a lot more but need to know the costs.
84	Your newsletter I just received was very helpful. I did not understand the letter from Town Council. It was not clearly written - seemed to try to avoid addressing the negative issues head-on.
85	Staff returning phone calls
86	Falmouth website and emails
87	Concise communications. Facts lead story. Follow up on project updates, like where is the Shaw's plaza heading?
88	Website, for me, is not very intuitive. I often have to check several places to find something
89	Newsletters; either online or via mail.
90	Emailed notifications have increased in frequency and relevant content recently. This is good and should be at least maintained, and preferably increased.
91	My wife threw out (I recovered) your survey mailing last week because it looked like junk mail. Just something to think about - the way the mailings look (increased frequency will help too; so we know to look out for mailings)
92	Email a town newsletter; post town information to facebook group; mail newsletter to homes.
93	Better communication about vision and future projects to achieve and/or maintain that vision
94	If there are significant changes coming to land use policies then highlight them and have a meeting/survey around the policy change. Acknowledge when there is a big change coming and redouble efforts to communicate that change do residents are comfortable with it. With land use policies give actual examples of impact and let people weigh in
95	In general the Town's Website is excellent. It is with some subjects difficult but with persistence one finds what one wants to know. I believe it is very important to educate the residents to be interested in what Town Hall is doing, to take part and regain trust that their voice is of importance. This can be done with a periodical newsletter in the mail. Many in this town, being of the older generation, do not use their computer, social media or phone for communication or information.
96	I think the town does pretty well today. ... I would like to see wider newspaper (print or online) coverage of town meetings and upcoming town-wide votes. It's hard for me to get to the public meetings, or watch them on TV. It'd be great to be able to read more about candidate & issue profiles, and meeting summaries in the paper. The Forecaster & Press Herald have some coverage, but not a lot/enough. (I do sometimes read meeting notes via email distribution lists.) I don't think it's the town's role to do this, because of potential bias, though the town could do it.
97	Regular emails
98	If communicating by social media, keep it succinct
99	I love getting email/text updates on local issues. It would be nice to be able to sign up more specifically for various issues so that you get either more or less communication from the town.
100	For me personally, Facebook and text messaging are the most direct and least intrusive forms of communication. I don't regularly check e-mail and don't have voicemail so e-mail and phone are not effective means of communication, in my case.
101	Use email and texting more often. For example, send summary of meetings' minutes
102	This survey (though very imperfect) is a good beginning. Should do some real focus groups of citizens to refine,....this insteument doesn't do the trick of a deeper dive
103	Listen and respond to tax payers. You do a very poor job of it. Were the ones your supposed to be helping
104	n/a
105	Have the town employees actually listen to the concerns of the citizens and not blow them off or refuse to see them.
106	Falmouth does a great job. I particularly like Falmouth Police on FB.
107	Move to more electronic communications and updates since most people are on the road between work and family obligations.
108	Residents have a responsibility to ensure they are aware of what is going on. That said the website is not always up to date with agendas etc.
109	Impact to residences should be stated in a letter looking similar to a tax bill. We will read those. Thank you.

110	Categorize communications by neighborhood and content rather than office or committee or type (agenda vs minutes).I should be able to sign up for communications on info related to Falmouth outdoors, without worrying if it would be Parks/rec, zoning, council minutes, conservation etc. Likewise, I should be able to sign up for notifications for anything that directly impacts my neighborhood whether it is a town council agenda, minutes, policy, zoning, etc. A zoning change to Foreside would not be actionable for a resident of the northwest corner and vice versa. I shouldn't have to scan all the agendas all the time. I also don't want to have to use google maps to figure out what part of Falmouth is being discussed.
111	Listen to the people.
112	Now that I found the email notification option via the website in the past few months I feel better informed. That option should be better publicized to residents. Town council needs a mechanism to notify residents on a larger scope of potential large impact issues and decisions in a better manner, especially large construction/development proposals.
113	The most recent mailing I received, which included info about road construction and changes to the RA district, was perhaps the most effective communication to date. A note on the envelope conveyed the purpose of the mailing, which acts to prevent it from being overlooked or discarded as junk. Colorful, engaging flyers organized info in a concise and helpful manner, and also made clear how the info affected me ("Do I live in RA?"). Kudos for this effort, I hope to see more of it!
114	I think they already do a pretty good job
115	more frequent newsletter via email, mail, website or phone app would be great.
116	New house construction and house tear down / replacement construction needs to have relevant close proximity neighborhood notifications WITHOUT FAIL, and well in advance of zoning change or permit approval necessary.
117	The key to communicating is to do it early and often in any situation. Because there is so much business to running a town, it is difficult to determine what residents want to hear about so the more information put out the better. Let the residents decide what info (issues) is worthy of responses and feedback. It is amazing to me that some residents feel the town doesn't communicate enough. There are so many ways to get info in this tech age, it is only lack of effort by these people that makes them feel "out of the loop" and uninformed. There is always a hard choice to be made with this type of decision, does the town go the most extreme and send everything to everyone (lowest denominator) or does the Town keep its current system which allows its residents to get the info if they want to look for it (make an effort). In this current environment it seems people want everything and they want it to be extremely easy. Unfortunately tech is available to allow for this lazy civic attitude.
118	I am new to Falmouth and don't have enough history to answer this question, but I think it's great that the Town is looking for ways to better communicate with its residents.
119	For meeting agendas, one now has to open each individual item to see what it is about. It would help to have a summary in the email.
120	leaders are making decisions without public information and knowledge -this needs to change. Public input should be invited without condemnation at every meeting that involves a major decision that affects the residents. Information needs to go out well ahead of the meeting for residents to be educated and informed to show up at the meeting. Need citizens committee.
121	Text alerts
122	More effort to leverage electronic communication.
123	Update web page frequently to reflect current status of issues; provide background information to help educate residents about the context of issues (such as critical development topics).
124	For me personally, more email communications. I am on the lists for the various agenda, but would highly value additional emails that highlight key issues being considered/debated, and key decisions once made
125	More updates on social media or via email
126	The zoning board needs to notify residents in a wider area around requests for conditional use. They were discussing this and I am not sure if anything was done or not. Emails about specific issues are always welcome and effective with me. More articles or ads in the Forecaster.
127	Website is difficult to navigate/search.
128	Keep the website current.
129	website often gets updates of town meeting results in a very delayed fashion
130	Give more notice of what is going on

131	Act don't just talk about better communication efforts. Include ALL residents not just a selected few!!!
132	This survey is important, but as I understand, the communication issue the residents are upset about is the loose interpretation with the truth on the part of the council as a whole! The lack of transparency is not answered in this survey. The town council has acted irresponsibly and dishonestly in carrying out their duties, and the residence are very upset.
133	Understand that issues that affect residents directly or change the character of Falmouth need much more than notification. Large impact issues need to be voted on thru a referendum.
134	Repetition - many forms of communication are okay but people don't utilize the forms used adequately. More the citizens fault than the town.
135	Finding ways to engage with those in town who cannot go to Town Meetings. We have two kids under the age of 4 so getting to a 7p town meeting either involves a parent having to deal with dinner/bedtime for both of them or paying a babysitter. Plus, when I go to these meetings, it is mostly people angry or frustrated with the council and half the time I don't even want to speak. Additionally, the framing of the comments at these meetings is usually 'I've lived in Falmouth for 50 years...' which makes it feel like my views, having lived here less than 5 are not welcome.
136	Improve the frequency of communication and help us know how or where we can get information. My experience is in absence of information, most people fill in their own answers - questioning and complaining if the town leaders are aware or "connected" to the needs.
137	provide minutes of planning board meetings and other meetings quicker
138	Twitter
139	mail flyers, multiple times, to properties within a geographical range of a change! Besides being yellow maybe pick another color that will be instant recognition. Post things in social media, signage in town
140	Provide more information in a more timely manner
141	1) public forum at all meetings 2) start a citizens group committee 3) interact with residents and find out what kind of a Falmouth they want and stop pushing growth without responsibility
142	Not allowing small groups with special interests who attend a meeting to be the only factor in decision making
143	The town of Falmouth and the zoning board failed to understand the magnitude of the recent changes. I doubt without some self awareness of the potential consequences of political decisions that this can be avoided in the future. The road to hell is paved with good intentions.
144	Residents should be notified in writing when a zone change to their property is being contemplated and what the consequences of that change would be.
145	more frequent informative Emails
146	The subject line could be more informative sometimes
147	Improve the info on the web. Don't rely too heavily on Facebook. Keep up the mailings.
148	All of the above. I am not a social media type of person. I think email blasts, email newsletters, in person sessions by topic are all important.
149	I think the Town could do a better job inviting opinions to be shared and reviewing options before committing to big decisions. When I've written Town Council with a handful of concerns or questions over the last several years, I've only heard back once. I think the recent mailing regarding communication was exceptional- I am already very impressed with the person hired to work on communication. I also would like to see members of Town Council speak up more and question things. I see Jay Trickett doing this at meetings I follow online and really appreciate it. I also would like to see more engagement with the School Board. I'd like to see Town Council speaking specifically with the principals, emergency services, and those contributing to our community about issues that impact us.
150	Text messages
151	Neighborhood meetings, listening sessions, being truly unbiased and not having their minds made up before asking for input.
152	Public forums where residents are allowed to speak
153	More social media presence and email notifications.
154	Increase social media or start a new FB group
155	Info in schools' principal notes, posters in the mason MITC activity center and Library,

156	Not really sure. Seems like town officials are not really interested in what the long time citizens want.
157	E-Mail is enough !
158	i appreciate the recent efforts to communicate with residents. i would like more transparency about developer dealings with our town manager . this survey is a great start in your outreach efforts.
159	Provide more information about decisions before they are made.
160	More advance notice on large scale development/changes that will impact our community across the entire town.
161	Don't know. Hate using the current phone system and don't use social media except email.
162	The Town Coucil should try meeting and speaking directly to residents. And not just their friends or others in their social circles but make a real effort to speak face to face with people in all corners of town.
163	Mail needs to be more bold and stand out so it doesn't look like junk mail.
164	Be transparent!!!!
165	Mailings
166	Be open and transparent.
167	I like the activity on Facebook.
168	More channels of communication
169	Website text updates
170	E-Mails, communicate via Forecaster
171	Being a gadget connected person I find I get all the info. The email notices are great and the website usually has agendas and all I need. I'm always amazed when people complain about lack of notification because the info is always available. They don't make the effort to stay informed until an issue impacts them.
172	(1) Update the web site; (2) institute a reverse 911
173	Make councilors available. So more online surveys. HAVE MORE EVENTS THAT PEOPLE WANT. Create community. This town is so so weird.
174	development projects should be vetted by public far sooner in the process
175	Major changes to zoning and land use changes
176	Use email more
177	Town Councilors have a singular responsibility to communicate. I'm not sure it is relegated to the town as an organization but to legislators. Because of term limits, poor communication doesn't haunt the legislators through election and they have become complacent about their public relation responsibility.
178	extremely dissatisfied was for the 2016 zoning changes which we were NOT informed of by mail or email. Most important is that we receive information via email and in some cases snail mail (letter not post card) for important economically impactful changes such as RA. (I still cannot fathom how the Town passed RA changes when you see results like Old Powerhouse Rd. Did no one project what the new lot sizes would enable?? and if not, why not!! We need an answer to that! Do your Monday morning quarterbacking now and let us know! May be a required list of positive and negative effects of zoning/ordinance changes need to be presented in outline form along with the presentation of a new ordinance. We do appreciate all the time and effort it takes to run the Town and know that the countless volunteer hours are often made at great sacrifice to ones family.
179	Establishing and making a centralized information source known to residents would help. It'ss almost as if there seem to be multiple ways to find information that no one knows where to look. I recommend a snail mail solution and an email solution, with text reminders to remind people the snail/email solutions.
180	A phone-based app with news, updates, calendar of events, etc that offers notifications that push to the user would increase access to town information
181	text messaging and mobile app
182	More communication is always better

183	Transparency. Open forums and specific when changes are made to policy.
184	More frequent electronic updates
185	do not have events at 5 pm
186	The town has been doing much better recently with mailings to communicate. Cumberland's roadside signs are good.
187	I'm satisfied
188	Generally good
189	Return calls and reply to emails.
190	Public Comment at Council meetings tends to not become a conversation/discussion, generally just opposition to some proposed action w/o Council response
191	I think this survey is a good start. People are busy! We can't attend meetings all the time and we rarely go looking for information until we find out something is already going on. You don't know to look for "trouble" until you know about it. Unfortunately, I feel like the communication burden should be more on the town. Emails, mailings, newsletters, social media.
192	Complete transparency with multiple forms of communication
193	You are making a good start by asking via this survey.
194	Email list serves are great.
195	Million dollar question, in this information bombardment day and age. I wish I knew the answer. Maybe specific issues that impact specific areas (like Tidewater Master Plan and offshoots) an email alert could be sent to those area residents giving them a heads up.
196	Not much
197	Realize that not just one method will work for everybody. Some people like a hard copy mailed to them while others do all of their business on their SmartPhone or even a desktop computer.

	9. ADDITIONAL COMMENTS--Do you have any other comments, questions, or concerns?
1	Do not have computer. Am elderly & cannot attend meetings.
2	(Re: A major neighborhood concern) Speeding cars and truck traffic, non-existance of radar (morn. traffic 8-9) afternoon 4-6) No enforcement of truck ordinance (6 Whille trucks all day)
3	My husband...and I are absent six months a year, abroad. This is why email, for us, is the best medium to be informed.
4	I would love to see the town of Falmouth buy the front part (adjoining Route 1) of the Shaw's Shopping Center Parking Lot and turn it into a town Square, Band Shell, playground, splash pad.
5	I never want to be blindsided about the effect of proposed zoning changes again (e.g.2016)
6	Older folks who are not tech savvy have difficulty staying current. They need handouts and hard copies to remind them.
7	thanks for your efforts
8	Please send out a postcard emphasizing how to sign up for email alerts on falmouthme.com homepage
9	It's been my experience with several councilors--including those I know personally--that the councilors have their own agendas and while they may HEAR residents comments, the do not represent their constituents' concerns and vote their own agenda.
10	I am concerned that the Town Manager has the authority to create employment positions without public approval by the Town Council.

11	I feel a few number of individuals represent the decisions the town makes. For instance the RA ordinance rollback was driven by a small number of residents representing a particular viewpoint. For those individuals who didn't have a problem with the way things were there was no reason for them to get involved until the end when basically the decision was made.
12	Having just finished 6 years as a Town Councilor, I don't feel I have much experience being, simply, a citizen, so my comments should taken with a grain of salt. My hope is that, whatever happens vis a vis communications, the effort will lower barriers to constructive communication all around!
13	I am too new to have any opinion
14	I'd like to know what is the BEST way to stay in touch with what is happening in Falmouth
15	only if new council is 100% present. Town needs to hire a fresh new town manager and a set designated Health Czar
16	Thanks!
17	Thank you for taking the time to put this together thoughtfully.
18	More help for seniors not just our schools--we matter too/and need help.
19	Town needs to do better making people know good stuff that's going on.
20	I READ [noted next to "somewhat satisfied"] Can you tell that I am 77 years old?
21	Thanks for asking
22	more info on road construction projects with reasons for, updates during and explanations of changes if needed.
23	Why is Falmouth not able to have its own post office--freestanding building? No one yet has an answer to this!!!!??? Please tell us??
24	Thank you for your outreach efforts
25	Listen to what the people have to say. Past council did not.
26	Do not run the sewer line through the woodlands and ruin our neighborhood.
27	Letter mailed to home especially about construction/renovation being done in our neighborhood. Sometimes communication is good & sometimes not *notifying butters of nearby house construction. We are older (77 and 78 years old) and rely less on social media than direct mail/email/Forecaster. Our neighborhood, Town Landing Foreside, experienced a zoning upset the past 2 years. But, Generally Falmouth is excellent in its operations. I trust that Falmouth decision makers are working in the best interest of the town.
28	No
29	Thank you for this. Remember the elderly.
30	should have enclosed an envelope addressed to YOU this survey is a good start!
31	I've done many [focus groups] & it doesn't seem to matter.
32	Whatever you do, Figure out how to get more voices. Stop letting the same 6 people who attend your meetings run the town.
33	Someone from the Town Council could give a presentation to Ocean View--many people do not drive at night.
34	Excellent recent Newsletter/DOT. Don't rely on post 2010 tech so much. I am 66 & still use/see print as do most people. Consider your audience post 2010 tech should be used by not relied on. In 20 years it will gain majority of interest. Now it is still minority. Like newsletter/News via TV/Radio/Paper ie: Press Release.
35	relatively new resident. Thank you for this outreach. Really appreciate "Dust, Bumps, & Gravel" info.
36	I think the Council and staff do a terrific job and I'm grateful for your service.
37	We're glad to see the Town of Falmouth reaching out to its residents. Thank you.
38	Thank you for exploring improvement opportunities!
39	Falmouth is usually responsive to issues, but there is still lots of room for improvement. Years ago I was told that the Town Council was addressing the commercial signs that pop up on the side of our roads. Yet the same advertisements remain posted 3 years later. This is not ok.

40	Thank you asking. Please be sure to use the information gathered to inform future work, and communicate how the information helped make decisions.
41	N/A
42	Thanks for reaching out.
43	I hope the town will engage with a wide range of people and keep us informed using several vehicles of communication. I also hope we will spend funds on a real community center the residents will use for events gathering swimming or whatever brings us together to enjoy each other and our community.
44	No thank you.
45	N/A
46	80 years old!!
47	Focus groups have Pre-determined outcomes--Suck! increased spending based on expanding R.E. BASE is going to lead to a disaster in the next downturn in economy!
48	Thank you for the opportunity to express our opinion regarding this.
49	Sorry. I am not a resident of Falmouth. I am a business owner.
50	consider expanding the council chambers so more residents can be accommodated during meetings. Why couldn't the town expand the chambers at the back of the building? Local builders could be asked to volunteer their services on a reduced or pro bono basis. Or could there be a special fund raising effort in order to avoid a property tax increase? Also could there be another system in place so residents could speak at town meetings without having to publicly share their addresses? I find this uncomfortable as I don't want this broadcast on the local public access channel. For some of us, this is intrusive and a violation of our privacy.
51	Thank you for this questionnaire!
52	Thank you for the work you do for our town!
53	Thank you for changing the setbacks back to their original standards. Please keep open space in Falmouth. There are houses popping up everywhere and it's out of control. Developers don't care about the people of Falmouth, only how much money they can make out of any open space. Please stop it!!!!
54	No thx
55	I'd like to see for the people that have paid property taxes in Falmouth for Fifty years a big tax break.
56	No.
57	Thanks for doing this! We've been in Falmouth since November, 2017 and absolutely love it so far!
58	I find that the towns of Yarmouth and Cumberland have welcome materials for new families, and information about the town, schools, parades, programs, etc readily available on their website. I haven't found that to be true of Falmouth. If these resources are available, more outreach is needed to let people know about them.
59	The Town is really well run. But people are busy and can only infrequently engage in town policies. Big changes need to be highlighted and addressed multiple ways before TC votes on them or TC runs the risk of looking like they tried to quietly push something thru...which we all know is not the reality
60	I think the town's email distribution lists are a great way of getting information. I've really enjoyed the Rt 100 weekly notices. I don't read every committee agenda/notes, but I do sometimes. I find it very effective. I also think the town does a good job of reaching out for opinions via these types of surveys. It takes very little effort for me to feel involved.
61	Thanks for the survey.
62	I have been really pleased by the town's response to issues in town and particularly to communicating about road work. Also, I live near Highland Lake and want to thank you for all of the help with the HL Leadership Team and helping to mitigate some of the problems on the lake. Much appreciated!
63	None.
64	Town learned a hard lesson adopting RA zoning liberalization in 2016. Townspeople admittedly weren't paying attention, but, unfortunately, people are too busy and/or apathetic. So any future communications initiative has to assume these faults and attempt to overcome them. I appreciate your efforts to make improvements to communicating with the townspeople
65	Appreciate Council's effort toward improving communication
66	Stop growth and hold town employees accountable for the mistakes they make. Ie. Rt 100 new woods rd circle ,blackstar rd. The whole zoning issue at mountain rd. Lack of trust with council and town employees is a huge issue right now for residents
67	Yes. I have one concern. Same area. In the past, have utilized your local ambulance more than once and have felt the responder could have been better trained.

68	Thank you for your commitment to our town and your interest in the community as a whole. I'm disappointed by the recent attacks on our council members and want you to know that many of us know you have our best interest in mind and care
69	This survey is written very poorly. It should not require ranking each choice over the others, as this implies all but the first choice are important. It should allow ranking each choice independently as to how important we think they are. It also makes no sense at all to have 10 rows but only 5 columns, which means one can only rank 5 of the 10 rows. This again implies the rows not selected have no importance at all. There are also way too many rows/choices for each question. This makes the survey simply too complicated. The questions need to be divided up to have no more than 3 rows for each.
70	With the current method of organizing communications, residents can either sign up to receive a ton of communications they will need to spend significant time sifting through to find relevant content, or sign up for no/fewer notifications and always be catching up late when important things happen. It would be far more effective to categorize the topics that can be on the agendas, and allowing us to sign up for alerts (or having us rank them) based on that rather than Town Council agendas. They should be categorized by the area affected as well. A zoning change to Foreside would not be actionable for a resident of the northwest corner and vice versa.
71	Listen to the people.
72	I appreciate the effort to improve communication with residents. It is vital to prevent future stress and dissent among the residents and council members. I have great worries about Falmouth becoming overdeveloped and essentially turning into an extension of Portland. As a professional, I specifically chose to live in Falmouth due to its rural character yet convenience to services and Portland activities if desired, as well as the excellent schools. I have concerns that with the heavy move towards large scale housing developments, the character of the Town is going to transition to a City feel. We would have moved to Portland originally if that is what our family was seeking when we chose to move to Maine. If the rural town atmosphere and schools deteriorate, this family may choose to leave. Thank you.
73	A smartphone app sounds amazing!
74	In my opinion the town does a very good job sending info out to its constituents. There may be a slice of residents - typically older that may not be facile with tech and that may require other methodology to keep them informed. Otherwise I think there is plenty of information out there for any resident to find out "what's going on"
75	My impression is that the town makes it easy for citizens to stay as informed as they want to be. I appreciate being able to select the specific items in which I am interested.
76	Until town officials agree to listen to focus groups, this is all a waste of time. I will serve on a group if the Town officials agree to actually listen and take action with focus group recommendations.
77	School is already at capacity. Any additional housing developments should be delayed until school capacity is increased.
78	Thanks for thinking and gathering information on communication about the town. I appreciate all you do.
79	The past lack of meaningful communication about important issues and matters affecting all residents has caused most residents to distrust the council. If that continues it will have a corrosive effect on the future of Falmouth. The council must realize it works for the residents not the other way around. Special interest groups have no place in Falmouth government policy making. NONE!!
80	Act in GOOD FAITH! No more shady business practices! Be responsible to your community (ie. taxpayers of this town)!
81	Town brings adequate opportunity to citizens for input but citizens too uninterested. Town needs to pursue citizen involvement by repeating information to people.
82	Finding ways to get the opinions of people who can't make it to town meetings (i.e. a lot of younger families in town) is critical. There was certainly frustration with the RA zoning, but I found the town meetings on it to be way more overblown than what I heard talking to people in my age group who, like myself, live in RA. It's just we can't really make these meetings and, if we don't feel as passionately against something, may not end up always coming out or feel like we can contribute. I went to the town meeting on the zoning for the Shaw's Plaza this spring hoping to say something nuanced about it, but with all of the jeering, cheering for ridiculous statements, and 'I've been here for 50 years' rants, I didn't bother to speak. This needs to change if you want the viewpoints of the more moderate majority.
83	I'm grateful for your efforts to improve communication and our community. Thank you.
84	Why do you think you do not communicate well with the town residents?
85	Concerns Water district 2nd rate increase Harbormaster budget and operations
86	I am concerned that the Town Manager and the Long Range Planning person do not live in Falmouth. I am also concerned that the Administration and Council are pro-development without considering what Falmouth citizens want Falmouth to be.
87	Not at this time.
88	The Town population is getting out of hand!
89	please work hard to preserve whatever we have left of our small town character, and smarter growth management
90	Good luck
91	Effective communication is very easy. Don't over complicate the issue or waste money hiring outside consultants to solve something which is a simple issue to fix.
92	No

93	Keep up the good work. I would love to see the council re-visit all zoning / comp plan as they move forward. Areas such as VMU are also being pressured with massive developments and the current zoning language for that zone conflicts between the description of the zone and the allowed uses. It says "small scale non residential" yet allows planned developments. All that has been proposed recently has been exclusively residential and not in character with the village character. Just more ugly condos.
94	public should get to comment first at town meetings and not have to wait thru the councils' discussions, it is disenfranchising to have to wait hours thru that nonsense.
95	Great survey! (I'm a market research professional, so I appreciate good surveys!)
96	Good thing to look into!
97	No e
98	Being clear and honest with the voters on policy changes as well as new ideas. Focus on lowering property taxes by increasing businesses and business tax revenue on Route 1.
99	No
100	Thank you for taking this concern seriously. As stated previously, residents are busy. Right or wrong, we don't check the website to see what's going on. Once we get wind of something concerning, we pay attention and attend meetings or email but, as we have learned, sometimes that is too late and you get angry residents.
101	Good Luck, nice to see the town realizes there is an issue and is addressing it. Thank you.
102	Thanks for asking