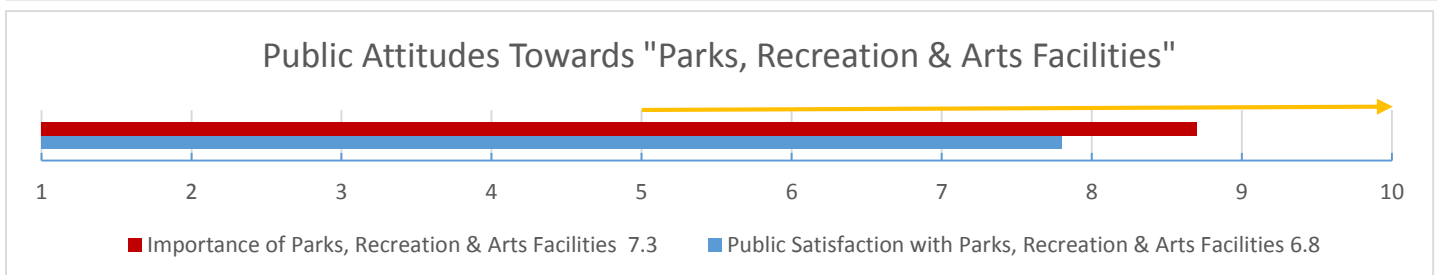
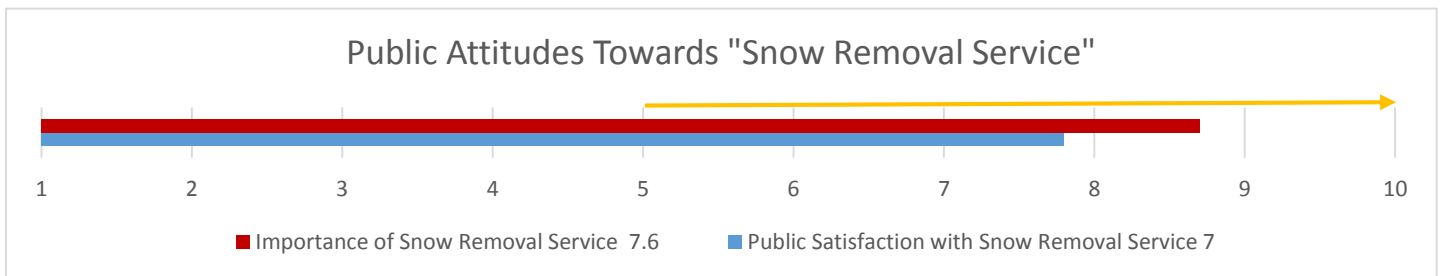
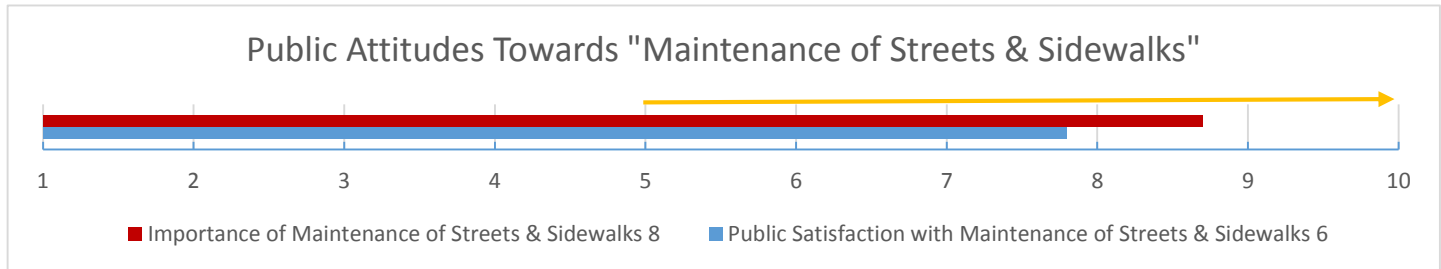
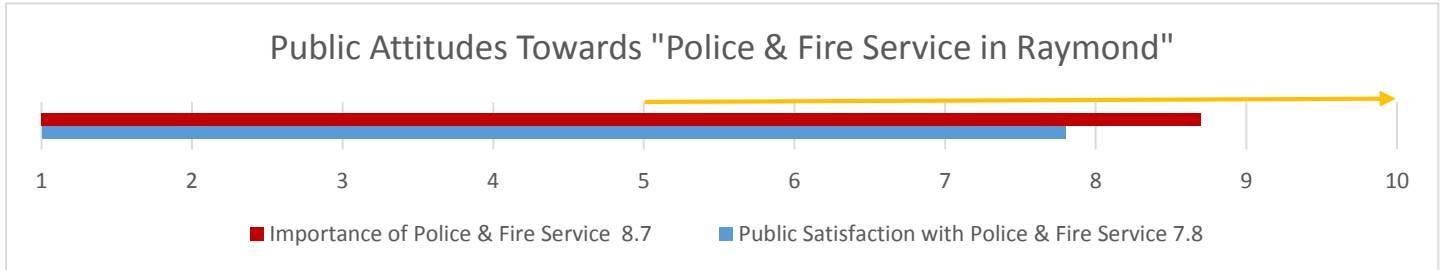
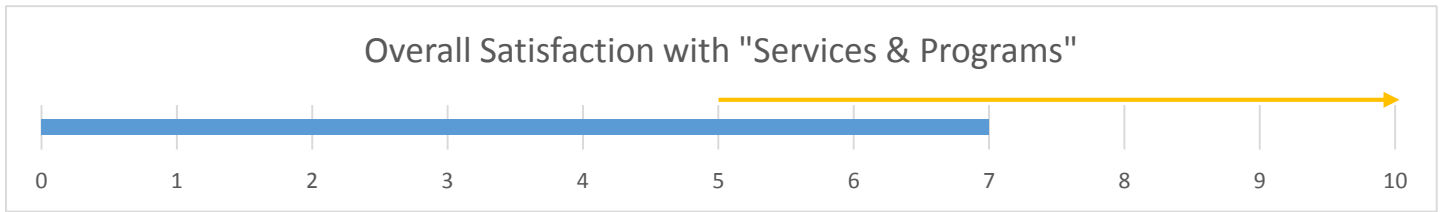
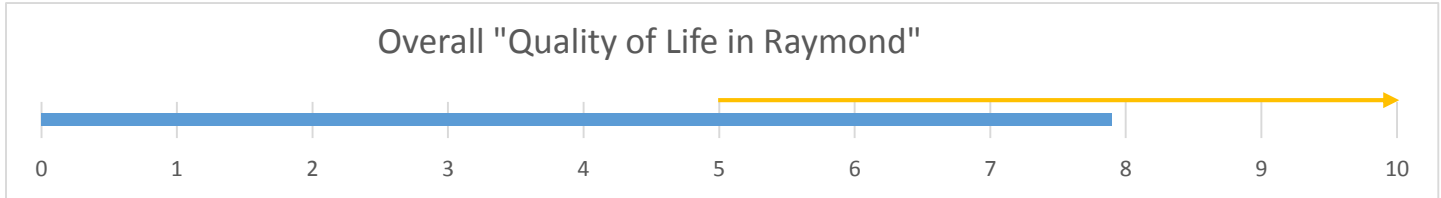


# 2016 Community Satisfaction Survey

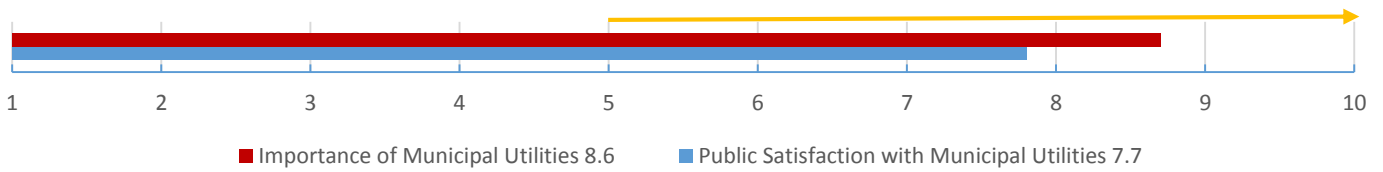


The Town of Raymond conducted our first Citizen Satisfaction Survey in 2016 and hired Abingdon Research to conduct the survey. Phone, online and paper submissions were collected between April 11-April 25 and a total of 362 responses were collected, which represented approximately 14% of the adult population of Raymond (2011 census).

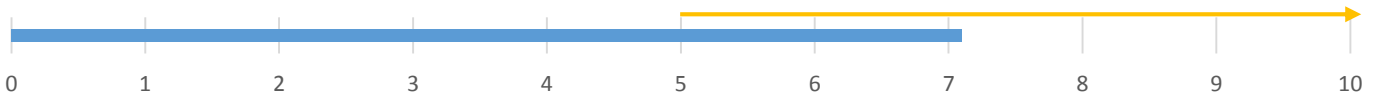
**Key Findings:** *A Rating of 5-7 is considered "Satisfied" and 8-10 is considered "Very Satisfied."*



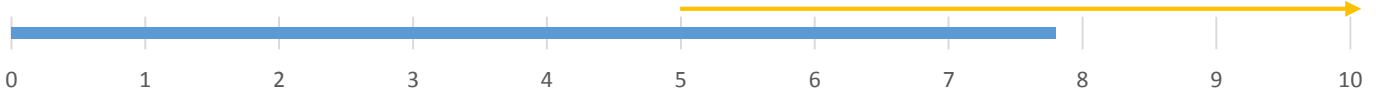
### Public Attitudes Towards "Municipal Utilities"



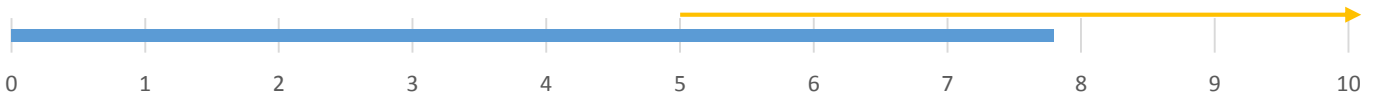
### Overall Satisfaction with "Downtown"



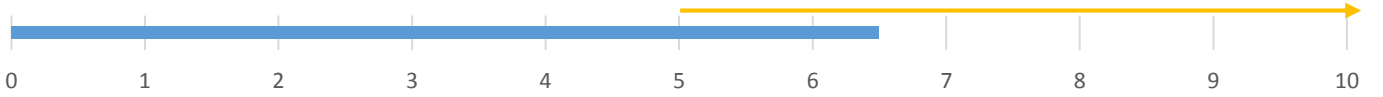
### Overall Satisfaction with "Municipal Customer Service"



### Overall Satisfaction with "Value for User Fees"



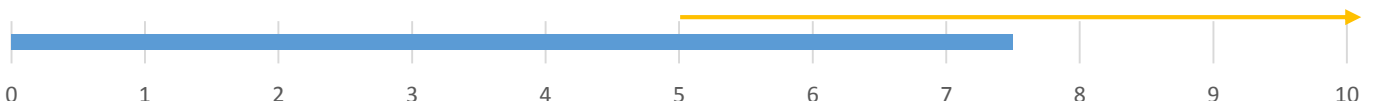
### Overall Satisfaction with "Value for Property Taxes"



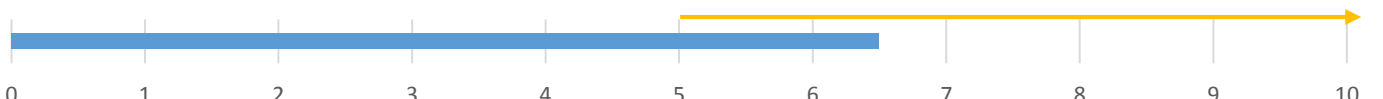
### Overall Satisfaction with the Local Government's "Accountability to its Residents for Leadership & Good Governance"



### Overall Satisfaction with the Town's efforts to practice "Open and Accessible Government"



### Overall Satisfaction with the Town's efforts to do the "Best it can with the money available."



**The Top 3 Local Issues** by respondents were:

1. Vandalism & Petty Crime at 13%
2. Roads & Paving at 11%
3. More Recreation & Arts at 10%

24% of respondents had no pressing issue.

**The Top 3 Priorities for the next 12 months** were:

1. Roads & Paving/Maintenance at 14%
2. More Arts & Recreation at 11%
3. Reduce Spending at 10%

12% of respondents had no top priority

**Conclusions:**

1. Overall satisfaction levels with services and programs, value for taxes and fees, accountability, and quality of life issues are good.
2. Road maintenance is the issue with which the most people are the least satisfied, and comes up in the open-ended questions.
3. Despite high satisfaction with Police and Fire Services, there is serious concern about petty crime.
4. While people are generally satisfied with how Downtown looks, there is a desire to improve the storefronts.
5. There is no appetite for higher taxes, and a significant desire for lower taxes.
6. While investments in recreation facilities are popular, there is a portion of residents who want investments in non-sports facilities.
7. Men and higher income residents are less likely to be as satisfied, but are more likely to contact the Town.

If you have further questions, please contact Kurtis Pratt at the Town Office at your convenience.

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