



2024 Town of Windham Community Survey

The Town of Windham is committed to building a strong community, which can be further accomplished with your open and honest feedback. Please help Town leaders understand your level of satisfaction with their planning and service delivery. Please take a few minutes to complete this survey. If you have questions, please contact the Town Manager's Office at (207) 892-1907. If you prefer you may take the survey at: [INSERT URL](#)

1. Satisfaction with Town Services.

		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Not Applicable	
01.	Overall quality of customer service you receive from Town employees	5	4	3	2	1	n/a	01.
02.	Overall effectiveness of communication with the community	5	4	3	2	1	n/a	02.
03.	Overall enforcement of Town codes and ordinances	5	4	3	2	1	n/a	03.
04.	Overall flow of traffic and ease of getting around within the Town	5	4	3	2	1	n/a	04.
05.	Overall quality of library services	5	4	3	2	1	n/a	05.
06.	Overall maintenance of Town streets, sidewalks, and infrastructure	5	4	3	2	1	n/a	06.
07.	Overall quality of parks and recreation programs and facilities	5	4	3	2	1	n/a	07.
08.	Overall quality of public safety services (police, fire, EMS)	5	4	3	2	1	n/a	08.
09.	Overall quality of planning/code/assessing services	5	4	3	2	1	n/a	09.
10.	Overall quality of solid waste services (trash, recycling, yard waste)	5	4	3	2	1	n/a	10.
11.	Overall quality of stormwater management/flood control measures	5	4	3	2	1	n/a	11.
12.	Overall quality of motor vehicle registration/tax collection services	5	4	3	2	1	n/a	12.
13.	Town Hall hours of operation	5	4	3	2	1	n/a	13.

2. Perception of the Community.

		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Not Applicable	
01.	Overall appearance of the Town	5	4	3	2	1	n/a	01.
02.	How well the Town is managing residential growth	5	4	3	2	1	n/a	02.
03.	Overall image of Windham	5	4	3	2	1	n/a	03.
04.	Overall quality of leadership provided by the Town's elected officials	5	4	3	2	1	n/a	04.
05.	Overall quality of services provided by the Town	5	4	3	2	1	n/a	05.
06.	Overall value received for Town of Windham tax dollars and fees	5	4	3	2	1	n/a	06.
07.	Overall quality of life in Windham	5	4	3	2	1	n/a	07.
08.	Overall feeling of being included in the community	5	4	3	2	1	n/a	08.
09.	Availability of affordable housing	5	4	3	2	1	n/a	09.
10.	Variety of housing options	5	4	3	2	1	n/a	10.
11.	Overall feeling of safety in Windham	5	4	3	2	1	n/a	11.

3. Public Safety.

		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Not Applicable	
01.	Overall quality of local police protection	5	4	3	2	1	n/a	01.
02.	The Town's efforts to prevent crime	5	4	3	2	1	n/a	02.
03.	Enforcement of local traffic laws	5	4	3	2	1	n/a	03.
04.	How quickly police respond to emergencies	5	4	3	2	1	n/a	04.
05.	Public safety educational outreach	5	4	3	2	1	n/a	05.
06.	The visibility of police in neighborhoods	5	4	3	2	1	n/a	06.
07.	The visibility of police in retail areas	5	4	3	2	1	n/a	07.
08.	Overall quality of fire protection	5	4	3	2	1	n/a	08.
09.	How quickly fire services responded to emergencies	5	4	3	2	1	n/a	09.
10.	Overall quality of emergency medical/ambulance services	5	4	3	2	1	n/a	10.
11.	How quickly emergency medical services responds to emergencies	5	4	3	2	1	n/a	11.
12.	Quality of service when calling 911 with an emergency	5	4	3	2	1	n/a	12.
13.	Quality of service when calling public safety for a non-emergency question or need	5	4	3	2	1	n/a	13.

4. Trash and Recycling. Please rate your satisfaction with each of the services listed below.

		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Not Applicable	
01.	Overall quality of trash collection services	5	4	3	2	1	n/a	01.
02.	Overall quality of curbside recycling services	5	4	3	2	1	n/a	02.
03.	How was your experience with the Household Hazardous Waste Day	5	4	3	2	1	n/a	03.

5. Infrastructure.

		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Not Applicable	
01.	Adequacy of street lighting	5	4	3	2	1	n/a	01.
02.	Cleanliness of streets and public areas	5	4	3	2	1	n/a	02.
03.	Quality of major Town streets	5	4	3	2	1	n/a	03.
04.	Quality of streets in your neighborhood	5	4	3	2	1	n/a	04.
05.	Quality of street signs and traffic signals	5	4	3	2	1	n/a	05.
06.	Maintenance of public buildings and facilities	5	4	3	2	1	n/a	06.
07.	Mowing and trimming along streets and public areas	5	4	3	2	1	n/a	07.
08.	Snow removal on Town streets	5	4	3	2	1	n/a	08.
09.	Snow removal on sidewalks	5	4	3	2	1	n/a	09.
10.	Quality of sidewalks	5	4	3	2	1	n/a	10.
11.	Quantity of sidewalks	5	4	3	2	1	n/a	11.

6. Transportation and Mobility.

		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Not Applicable	
01.	Ease of getting around within the Town of Windham	5	4	3	2	1	n/a	01.
02.	How well the traffic signal system provides for efficient traffic flow	5	4	3	2	1	n/a	02.
03.	Availability of sidewalks	5	4	3	2	1	n/a	03.
04.	Availability of public parking	5	4	3	2	1	n/a	04.
05.	Ease of travel by bicycle in Windham	5	4	3	2	1	n/a	05.
06.	Ease of pedestrian travel in Windham	5	4	3	2	1	n/a	06.
07.	Availability of bikeways	5	4	3	2	1	n/a	07.
08.	Availability of Windham's Age-Friendly Ride Share Service	5	4	3	2	1	n/a	08.

7. Growth and Development.

		Much Too Slow	Too Slow	Just Right	Too Fast	Much Too Fast	Not Applicable	
01.	Single-family residential development	5	4	3	2	1	n/a	01.
02.	Multi-family residential development (apartments)	5	4	3	2	1	n/a	02.
03.	Income restricted affordable housing	5	4	3	2	1	n/a	03.
04.	Workforce housing options	5	4	3	2	1	n/a	04.
05.	Retail and business development	5	4	3	2	1	n/a	05.

8. Communication.

		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Not Applicable	
01.	Availability of information about Town programs and services	5	4	3	2	1	n/a	01.
02.	Town efforts to keep you informed about local issues	5	4	3	2	1	n/a	02.
03.	Level of public involvement in local decision making	5	4	3	2	1	n/a	03.
04.	Timeliness of information provided by the Town	5	4	3	2	1	n/a	04.
05.	Usefulness of information on the Town's website	5	4	3	2	1	n/a	05.
06.	The Town's cable television channel (WindhamTV)	5	4	3	2	1	n/a	06.
07.	The Town's use of social media	5	4	3	2	1	n/a	07.
08.	The Town's use of modern technology (e.g., YouTube, Zoom)	5	4	3	2	1	n/a	08.
09.	Virtual Town Council meetings	5	4	3	2	1	n/a	09.

9. Which of the following are your primary sources of information about Town issues, services, and events? *[Check all that apply.]*

- | | | |
|--|--|---|
| <input type="checkbox"/> (01) Town's website | <input type="checkbox"/> (05) Instagram | <input type="checkbox"/> (09) Newspaper – The Windham Eagle |
| <input type="checkbox"/> (02) Email/Text (Newsflash or Alert Notification) | <input type="checkbox"/> (06) Facebook | <input type="checkbox"/> (10) Other: _____ |
| <input type="checkbox"/> (03) Town's local access channel | <input type="checkbox"/> (07) Television | |
| <input type="checkbox"/> (04) Town Hall | <input type="checkbox"/> (08) Radio | |

10. Customer Service. Have you contacted the Town during the past year?

- ☐ (01) Yes *[Answer Question 10a.]* ☐ (02) No

10a. Please rate your satisfaction with Town employees on the following behaviors.

		Always	Usually	Sometimes	Seldom	Never	Not Applicable	
01.	It was easy to find someone to address my request	5	4	3	2	1	n/a	01.
02.	The Windham employee went the extra mile	5	4	3	2	1	n/a	02.
03.	The response time was reasonable	5	4	3	2	1	n/a	03.
04.	I was able to get my question/concern resolved	5	4	3	2	1	n/a	04.
05.	Windham employees are courteous/professional	5	4	3	2	1	n/a	05.
06.	I was satisfied with my experience	5	4	3	2	1	n/a	06.

11. Library Services. In the last 12 months, how many times have you visited the library or used its online tools?

____ (01) At least once a week ____ (03) At least once every other month ____ (05) Never
 ____ (02) About once a month ____ (04) A few times

11a. Do you or someone in your household have a library card? ____ (01) Yes ____ (02) No

11b. Please rate your satisfaction with each of the library services listed below.

		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Not Applicable	
01.	Overall satisfaction with the Windham Public Library	5	4	3	2	1	n/a	01.
02.	Library hours of operation	5	4	3	2	1	n/a	02.
03.	The current location	5	4	3	2	1	n/a	03.
04.	Selection of materials for just about everyone	5	4	3	2	1	n/a	04.
05.	Free computer resources/online services & databases	5	4	3	2	1	n/a	05.
06.	Services and meeting room availability	5	4	3	2	1	n/a	06.
07.	Children's programs and services offered	5	4	3	2	1	n/a	07.
08.	Young Adult programs and services offered	5	4	3	2	1	n/a	08.
09.	Adult programs and services offered	5	4	3	2	1	n/a	09.
10.	Assistance and customer service provided by library staff	5	4	3	2	1	n/a	10.
11.	Availability of public meeting rooms	5	4	3	2	1	n/a	11.
12.	Accessibility to services and facilities	5	4	3	2	1	n/a	12.

12. Parks and Recreation Amenities. In the last 12 months, how many times have you visited any of the parks or trail amenities?

____ (01) At least once a week ____ (03) At least once every other month ____ (05) Once or twice a year
 ____ (02) About once a month ____ (04) A few times a year

12a. What was your activity? _____

12b. Please rate your satisfaction with each of the parks and trails amenities listed below.

		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Not Applicable	
01.	Donnabeth Lippman Park	5	4	3	2	1	n/a	01.
02.	Dundee Park	5	4	3	2	1	n/a	02.
03.	Windham Community Park	5	4	3	2	1	n/a	03.
04.	Windham Town Hall Park	5	4	3	2	1	n/a	04.
05.	Claman Sanctuary Trails	5	4	3	2	1	n/a	05.
06.	Deer Hollow/Mud Pond Trails	5	4	3	2	1	n/a	06.
07.	East Windham Conservation Area	5	4	3	2	1	n/a	07.
08.	Lowell Preserve	5	4	3	2	1	n/a	08.
09.	Mountain Division Trail	5	4	3	2	1	n/a	09.
10.	Otterbrook Sanctuary Trails	5	4	3	2	1	n/a	10.

12c. Which ONE of the following most closely describes why you have not used park or trail amenities?

____ (01) I am not familiar with the parks/trails in Windham ____ (04) I don't have the time
 ____ (02) I enjoy other recreational activities or travel elsewhere ____ (05) Other: _____
 ____ (03) I can't utilize parks/trails due to mobility issues ____ (06) I've visited parks/trails recently

13. Community Need/Economic Development. Please rate your satisfaction with the **diversity** of Windham's offerings in the categories listed below.

		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Not Applicable	
01.	Restaurants	5	4	3	2	1	n/a	01.
02.	Arts and culture venues	5	4	3	2	1	n/a	02.
03.	Civic and community events	5	4	3	2	1	n/a	03.
04.	Specialty retail establishments	5	4	3	2	1	n/a	04.
05.	Indoor recreation venues	5	4	3	2	1	n/a	05.
06.	Youth oriented programs/services	5	4	3	2	1	n/a	06.
07.	Senior oriented programs/services	5	4	3	2	1	n/a	07.

14. What types of activities do you travel out of Windham for? _____

15. What professional services do you travel out of Windham for? _____

16. What types of restaurants would you like to see in Windham? _____

17. What are the THREE most significant issues you think Windham will face over the next five years? [Check up to THREE.]

____ (01) Public Safety

____ (06) Job opportunities

____ (02) Affordability of Town Services (property taxes)

____ (06) Social justice/equity/inclusivity

____ (03) Transportation

____ (07) Affordable housing

____ (04) Environmental protection

____ (08) Climate change and adaptation

____ (05) Pace of community growth/expansion

____ (09) Other: _____

18. How would you rate social services in Windham?

Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Not Applicable
5	4	3	2	1	n/a

19. What social services would you recommend for Windham? _____

DEMOGRAPHICS (optional)

20. Approximately how many years have you lived in the Town of Windham?

____ (01) Less than 5 years

____ (02) 5-10 years

____ (03) 11-20 years

____ (04) More than 20 years

21. Including yourself, how many persons from each age group are currently living in your household?

5 and under: ____ 6 to 19: ____ 20 to 44: ____ 45 to 64: ____ 65 to 74: ____ 75 and over: ____

22. In what type of residence do you live?

____ (01) Single family home

____ (02) Town House

____ Apartment/Condo

____ (04) Other: _____

23. Do you own or rent your current residence?

____ (01) Own

____ (02) Rent

24. What is your age? _____

25. Which of the following best describes your ethnicity?

- ☐ (01) Asian or Asian Indian
☐ (02) Black or African American
☐ (03) American Indian or Alaska Native
☐ (04) White or Caucasian

- ☐ (05) Native Hawaiian or Pacific Islander
☐ (06) Hispanic, Spanish, or Latino/a/x
☐ (07) Other: _____

26. Would you say your total household income is...

- ☐ (01) Under \$30,000 ☐ (03) \$60,000 - \$99,999 ☐ (05) \$130,000 - 159,999 ☐ (07) \$200,000 or more
☐ (02) \$30,000 to \$59,999 ☐ (04) \$100,000 to 129,999 ☐ (06) \$160,000 - \$199,999

27. Which of the following best describes your current employment status?

- ☐ (01) Employed outside the home
What is the zip code where you work? _____
☐ (02) Employed in home/home-based business
☐ (03) Student
☐ (04) Retired
☐ (05) Not currently employed outside of the home
☐ (06) Other: _____

28. Would you like to share any other comments? _____

This concludes the survey. Thank you for your time!

Please return your completed survey to: Town Manager's Office, 8 School Road, Windham, ME 04062

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