



# 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. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the services listed below.

		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know	
01.	Overall quality of customer service you receive from Town employees	5	4	3	2	1	9	01.
02.	Overall effectiveness of communication with the community	5	4	3	2	1	9	02.
03.	Overall enforcement of Town codes and ordinances	5	4	3	2	1	9	03.
04.	Overall flow of traffic and ease of getting around within the Town	5	4	3	2	1	9	04.
05.	Overall quality of library services	5	4	3	2	1	9	05.
06.	Overall maintenance of Town streets, sidewalks, and infrastructure	5	4	3	2	1	9	06.
07.	Overall quality of parks and recreation programs and facilities	5	4	3	2	1	9	07.
08.	Overall quality of public safety services (police, fire, EMS)	5	4	3	2	1	9	08.
09.	Overall quality of planning/code/assessing services	5	4	3	2	1	9	09.
10.	Overall quality of solid waste services (trash, recycling, yard waste)	5	4	3	2	1	9	10.
11.	Overall quality of stormwater management/flood control measures	5	4	3	2	1	9	11.
12.	Overall quality of motor vehicle registration/tax collection services	5	4	3	2	1	9	12.
13.	Town Hall hours of operation	5	4	3	2	1	9	13.

2. Perception of the Community. Items that may influence your perception of the Town of Windham as a community are listed below. Please rate your satisfaction with each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know	
01.	Overall appearance of the Town	5	4	3	2	1	9	01.
02.	How well the Town is managing residential growth	5	4	3	2	1	9	02.
03.	Overall image of Windham	5	4	3	2	1	9	03.
04.	Overall quality of leadership provided by the Town's elected officials	5	4	3	2	1	9	04.
05.	Overall quality of services provided by the Town	5	4	3	2	1	9	05.
06.	Overall value received for Town of Windham tax dollars and fees	5	4	3	2	1	9	06.
07.	Overall quality of life in Windham	5	4	3	2	1	9	07.
08.	Overall feeling of being included in the community	5	4	3	2	1	9	08.
09.	Availability of affordable housing	5	4	3	2	1	9	09.
10.	Variety of housing options	5	4	3	2	1	9	10.
11.	Overall feeling of safety in Windham	5	4	3	2	1	9	11.

3. Public Safety. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the services listed below.

		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know	
01.	Overall quality of local police protection	5	4	3	2	1	9	01.
02.	The Town's efforts to prevent crime	5	4	3	2	1	9	02.
03.	Enforcement of local traffic laws	5	4	3	2	1	9	03.
04.	How quickly police respond to emergencies	5	4	3	2	1	9	04.
05.	Public safety educational outreach	5	4	3	2	1	9	05.
06.	The visibility of police in neighborhoods	5	4	3	2	1	9	06.
07.	The visibility of police in retail areas	5	4	3	2	1	9	07.
08.	Overall quality of fire protection	5	4	3	2	1	9	08.
09.	How quickly fire services responds to emergencies	5	4	3	2	1	9	09.
10.	Overall quality of emergency medical/ambulance services	5	4	3	2	1	9	10.
11.	How quickly emergency medical services responds to emergencies	5	4	3	2	1	9	11.
12.	Quality of service when calling 911 with an emergency	5	4	3	2	1	9	12.
13.	Quality of service from Cumberland County Dispatch	5	4	3	2	1	9	13.
14.	Quality of service when calling public safety for a non-emergency question or need	5	4	3	2	1	9	14.
15.	Efforts to cooperate with the public to address citizen concerns	5	4	3	2	1	9	15.

4. Trash and Recycling. Using a scale of 1 to 5, where 5 means “Very Satisfied” and 1 means “Very Dissatisfied,” please rate your satisfaction with each of the services listed below.

		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know	
01.	Overall quality of trash collection services	5	4	3	2	1	9	01.
02.	Overall quality of curbside recycling services	5	4	3	2	1	9	02.
03.	How was your experience with the Household Hazardous Waste Day	5	4	3	2	1	9	03.

5. Infrastructure. Using a scale of 1 to 5, where 5 means “Very Satisfied” and 1 means “Very Dissatisfied,” please rate your satisfaction with each of the services listed below.

		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know	
01.	Adequacy of street lighting	5	4	3	2	1	9	01.
02.	Cleanliness of streets and public areas	5	4	3	2	1	9	02.
03.	Quality of major Town streets	5	4	3	2	1	9	03.
04.	Quality of streets in your neighborhood	5	4	3	2	1	9	04.
05.	Quality of street signs and traffic signals	5	4	3	2	1	9	05.
06.	Maintenance of public buildings and facilities	5	4	3	2	1	9	06.
07.	Mowing and trimming along streets and public areas	5	4	3	2	1	9	07.
08.	Snow removal on Town streets	5	4	3	2	1	9	08.
09.	Snow removal on sidewalks	5	4	3	2	1	9	09.
10.	Quality of sidewalks	5	4	3	2	1	9	10.
11.	Quantity of sidewalks	5	4	3	2	1	9	11.

6. Transportation and Mobility. Using a scale of 1 to 5, where 5 means “Very Satisfied” and 1 means “Very Dissatisfied,” please rate your satisfaction with each of the services listed below.

		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know	
01.	Ease of getting around within the Town of Windham	5	4	3	2	1	9	01.
02.	How well the traffic signal system provides for efficient traffic flow	5	4	3	2	1	9	02.
03.	Availability of sidewalks	5	4	3	2	1	9	03.
04.	Availability of public parking	5	4	3	2	1	9	04.
05.	Ease of travel by bicycle in Windham	5	4	3	2	1	9	05.
06.	Ease of pedestrian travel in Windham	5	4	3	2	1	9	06.
07.	Availability of bikeways	5	4	3	2	1	9	07.
08.	Availability of Windham's Age-Friendly Ride Share Service	5	4	3	2	1	9	08.

7. Growth and Development. Using a scale of 1 to 5, where 5 means “Much Too Slow” and 1 means “Much Too Fast,” please rate your satisfaction with each of the services listed below.

		Much Too Slow	Too Slow	Just Right	Too Fast	Much Too Fast	Don't Know	
01.	Single-family residential development	5	4	3	2	1	9	01.
02.	Multi-family residential development (apartments)	5	4	3	2	1	9	02.
03.	Income restricted affordable housing	5	4	3	2	1	9	03.
04.	Workforce housing options	5	4	3	2	1	9	04.
05.	Retail and business development	5	4	3	2	1	9	05.

8. Communication. Using a scale of 1 to 5, where 5 means “Very Satisfied” and 1 means “Very Dissatisfied,” please rate your satisfaction with each of the services listed below.

		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know	
01.	Availability of information about Town programs and services	5	4	3	2	1	9	01.
02.	Town efforts to keep you informed about local issues	5	4	3	2	1	9	02.
03.	Level of public involvement in local decision making	5	4	3	2	1	9	03.
04.	Timeliness of information provided by the Town	5	4	3	2	1	9	04.
05.	Usefulness of information on the Town's website	5	4	3	2	1	9	05.
06.	The Town's cable television channel (WindhamTV)	5	4	3	2	1	9	06.
07.	The Town's use of social media	5	4	3	2	1	9	07.
08.	The Town's use of modern technology (e.g., YouTube, Zoom)	5	4	3	2	1	9	08.
09.	Virtual Town Council meetings	5	4	3	2	1	9	09.

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

- (01) Town's website                       (05) Instagram                       (09) Newspaper – The Windham Eagle  
 (02) Email/Text (Newsflash or Alert Notification)     (06) Facebook                       (10) Other: \_\_\_\_\_  
 (03) Town's local access channel                       (07) Television  
 (04) Town Hall                       (08) Radio

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

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

10a. Using a 5-point scale, where 5 means "Always" and 1 means "Never," please rate your satisfaction with Town employees on the following behaviors.

		Always	Usually	Sometime s	Seldom	Never	Don't Know	
01.	It was easy to find someone to address my request	5	4	3	2	1	9	01.
02.	The Windham employee went the extra mile	5	4	3	2	1	9	02.
03.	The response time was reasonable	5	4	3	2	1	9	03.
04.	I was able to get my question/concern resolved	5	4	3	2	1	9	04.
05.	Windham employees are courteous/professional	5	4	3	2	1	9	05.
06.	I was satisfied with my experience	5	4	3	2	1	9	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 [Skip to Question 15b.]  
 (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. Which ONE of the following most closely describes why you have not used the Windham Public Library?

- (01) I am not familiar with the services                       (04) I don't have the time to read or go to free events.  
 (02) I enjoy other recreational activities instead of reading                       (05) Other: \_\_\_\_\_  
 (03) I can't get out of my house easily                       (06) I've used the Public Library recently

11c. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the library services listed below.

		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know	
01.	Overall satisfaction with the Windham Public Library	5	4	3	2	1	9	01.
02.	Library hours of operation	5	4	3	2	1	9	02.
03.	The current location	5	4	3	2	1	9	03.
04.	Selection of materials for just about everyone	5	4	3	2	1	9	04.
05.	Free computer resources/online services & databases	5	4	3	2	1	9	05.
06.	Services and meeting room availability	5	4	3	2	1	9	06.
07.	Children's programs and services offered	5	4	3	2	1	9	07.
08.	Young Adult programs and services offered	5	4	3	2	1	9	08.
09.	Adult programs and services offered	5	4	3	2	1	9	09.
10.	Assistance and customer service provided by library staff	5	4	3	2	1	9	10.
11.	Availability of public meeting rooms	5	4	3	2	1	9	11.
12.	Accessibility to services and facilities	5	4	3	2	1	9	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                       (06) Never [Skip to Question 16c.]

12a. What was your activity? \_\_\_\_\_

12b. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the parks and trails amenities listed below.

		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know	
01.	Donnabeth Lippman Park	5	4	3	2	1	9	01.
02.	Dundee Park	5	4	3	2	1	9	02.
03.	Windham Community Park	5	4	3	2	1	9	03.
04.	Windham Town Hall Park	5	4	3	2	1	9	04.
05.	Claman Sanctuary Trails	5	4	3	2	1	9	05.
06.	Deer Hollow/Mud Pond Trails	5	4	3	2	1	9	06.
07.	East Windham Conservation Area	5	4	3	2	1	9	07.
08.	Lowell Preserve	5	4	3	2	1	9	08.
09.	Mountain Division Trail	5	4	3	2	1	9	09.
10.	Otterbrook Sanctuary Trails	5	4	3	2	1	9	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  
 (02) I enjoy other recreational activities or travel elsewhere  
 (03) I can't utilize parks/trails due to mobility issues  
 (04) I don't have the time  
 (05) Other: \_\_\_\_\_  
 (06) I've visited parks/trails recently

13. Community Need/Economic Development. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with the **diversity** of Windham's offerings in the categories listed below.

		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know	
01.	Restaurants	5	4	3	2	1	9	01.
02.	Arts and culture venues	5	4	3	2	1	9	02.
03.	Civic and community events	5	4	3	2	1	9	03.
04.	Specialty retail establishments	5	4	3	2	1	9	04.
05.	Indoor recreation venues	5	4	3	2	1	9	05.
06.	Youth oriented programs/services	5	4	3	2	1	9	06.
07.	Senior oriented programs/services	5	4	3	2	1	9	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 are the THREE most significant issues you think Windham will face over the next five years? [Check up to THREE.]

- (01) Public Safety  
 (02) Affordability of Town Services (property taxes)  
 (03) Transportation  
 (04) Environmental protection  
 (05) Pace of community growth/expansion  
 (06) Job opportunities  
 (06) Social justice/equity/inclusivity  
 (07) Affordable housing  
 (08) Climate change and adaptation  
 (09) Other: \_\_\_\_\_

**DEMOGRAPHICS**

17. 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

18. 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: \_\_\_\_\_

19. In what type of residence do you live?

(01) Single family home     (02) Town House     Apartment/Condo     (04) Other: \_\_\_\_\_

20. Do you own or rent your current residence?     (01) Own     (02) Rent

21. What is your age? \_\_\_\_\_

22. Which of the following best describes your ethnicity?

(01) Asian or Asian Indian     (05) Native Hawaiian or Pacific Islander  
 (02) Black or African American     (06) Hispanic, Spanish, or Latino/a/x  
 (03) American Indian or Alaska Native     (07) Other: \_\_\_\_\_  
 (04) White or Caucasian

23. 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

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

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

**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

[Interested in receiving an emailed copy of the Town Newsletter each month?](#)

Please share your email with us: \_\_\_\_\_