



# TOWN OF CLARENCE

One Town Place  
Clarence, NY 14031  
(716)741-8930  
[www.clarence.ny.us](http://www.clarence.ny.us)

# How can we improve?

Please take a moment to help the Clarence Town Board improve your services/satisfaction with The Town of Clarence by completing this resident's satisfaction survey.

## General Town Questions

### 1. What is your level of satisfaction with the Town of Clarence?

- Very Dissatisfied
- Dissatisfied
- Satisfied
- Very Satisfied

Comments: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

### 2. How likely is it that you would recommend the Town of Clarence as a place to live?

- Not At All Likely
- Somewhat Likely
- Quite Likely
- Extremely Likely

Comments: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

### 3. What are the best things about the Town of Clarence? (Please rank from 1-9)

- Low Taxes
- "Country Town Feel"
- Schools
- Parks
- Roads
- Brush Pickup
- Youth/Recreation Programs
- Senior Programs
- Town Pool

Comments: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**4. What are the most pressing issues/problems facing the Town of Clarence today? (Please Rank 1-8)**

- High Taxes
- Roads
- Brush Pickup
- Commercial Development
- Residential Development
- Lack of a low cost Garbage District
- Lack of Sewers
- Cost of Schools

Comments: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

**5. Have you had contact with any of the following Town departments during the past year? What was your level of satisfaction? How were you treated?**

Department:	Yes	No	Satisfied	Dissatisfied	How were you treated:	Poor	Very Poor	Good	Very Good
Accounting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Assessors	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Attorney	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Building	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Dog Control	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Engineering	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Highway	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Justice Court	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Parks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Planning/Zoning	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Recreation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Security	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Supervisors	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Town Clerk	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Youth	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

**6. In the past 12 months, have you attended a Town of Clarence Council Meeting?**  Yes  No

**7. During the past year did you visit the Town website?**  Yes  No

General Town Questions Comments: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

## Bike Paths

8. Did you use one of our bike paths during the past year?  Yes  No

9. If so, how satisfied were you with the condition of our bike paths?

- Very Dissatisfied
- Dissatisfied
- Satisfied
- Very Satisfied

10. How secure do you feel on the bike paths?

- Very Insecure
- Insecure
- Secure
- Very Secure

Bike Path Comments: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

## Parks Department

11. Did you use one, or more, of our parks during the past year?  Yes  No

12. If so, how satisfied were you with the condition of the park?

- Very Dissatisfied
- Dissatisfied
- Satisfied
- Very Satisfied

13. How secure do you feel in our parks?

- Very Insecure
- Insecure
- Secure
- Very Secure

14. Did you use any of our athletic fields during the past year?  Yes  No

15. If so, how satisfied were you with the condition of the athletic field?

- Very Dissatisfied
- Dissatisfied
- Satisfied
- Very Satisfied

16. Have you rented a pavilion at one of our parks in the past year?  Yes  No

17. If so, how satisfied were you with the condition of the facility?

- Very Dissatisfied
- Dissatisfied
- Satisfied
- Very Satisfied

Parks Department Comments: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_



18. If you have children in your home, did they participate in any of the following activities? How satisfied were you with the activity?

Activity	Yes	No	Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied
Arts/Crafts at Playgrounds	<input type="checkbox"/>					
Track/Field Competition	<input type="checkbox"/>					
Street Hockey	<input type="checkbox"/>					
Tennis Instruction	<input type="checkbox"/>					
Archery	<input type="checkbox"/>					
Learn to Swim	<input type="checkbox"/>					

19. Do you or a member of your household currently use indoor recreation facilities, either public or private?  
 Yes  No

20. If yes, how often do you use it?  Weekly  Monthly  Occasionally

21. What types of indoor recreation facility do you or a member of your household use?

\_\_\_\_\_

22. Would you support nominal fees for new & expanded recreation programs?  Yes  No

23. What type of ideas do you have for additional special events?

---

---

Recreation Department Comments: \_\_\_\_\_

---

---

**Youth Bureau**

24. Have you used a youth bureau service in the past year?  Yes  No

25. If so, how satisfied were you?

Very Dissatisfied

Dissatisfied

Satisfied

Very Satisfied

26. How familiar are you with the youth volunteer program?

Very Unfamiliar

Somewhat Unfamiliar

Somewhat Familiar

Familiar

27. How familiar are you with the referral/counseling service?

Very Unfamiliar

Somewhat Unfamiliar

Somewhat Familiar

Familiar

28. What age group would you be interested in having programs for?

3-4 year olds

5-8 year olds

9-12 year olds

13 and up

**29. Would your family use a homework help program?**

- Definitely Won't
- Probably Won't
- Probably Will
- Definitely Will

**30. How interested would you be in a 3 year old play group program?**

- Not At All Interested
- Somewhat Interested
- Quite Interested
- Extremely Interested

Youth Bureau Comments: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_



**31. How satisfied are you with the condition of town roads?**

- Very Dissatisfied
- Dissatisfied
- Satisfied
- Very Satisfied

**32. How satisfied are you with the winter snow removal on town roads?**

- Very Dissatisfied
- Dissatisfied
- Satisfied
- Very Satisfied

**33. How satisfied are you with brush pickup?**

- Very Dissatisfied
- Dissatisfied
- Satisfied
- Very Satisfied

Highway Comments: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Senior Center**

34. Did you use our Senior Center in the past year?  Yes  No

35. How satisfied are you with the Senior Facility?

- Very Dissatisfied
- Dissatisfied
- Satisfied
- Very Satisfied

36. How satisfied are you with the Senior Programs?

- Very Dissatisfied
- Dissatisfied
- Satisfied
- Very Satisfied

Senior Center Comments: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Library**

37. Did you or a member of your family visit the Clarence Library in the past year?  Yes  No

38. If yes, how satisfied were you?

- Very Dissatisfied
- Dissatisfied
- Satisfied
- Very Satisfied

Library Comments: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

## Pool

39. Did you or a member of your family visit the Town pool in the past year?  Yes  No

40. If yes, how satisfied were you?

- Very Dissatisfied
- Dissatisfied
- Satisfied
- Very Satisfied

Pool Comments: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

## Demographic Information

41. How many years have you lived in the Town of Clarence?

- Less than one year
- 1-5 years
- 6-15 years
- 16 years or more

42. What is your household composition?

- Children ages 6 or less
- Children ages 7-11
- Children ages 12-17
- Adults ages 18-34
- Adults ages 35-54
- Adults ages 55-64
- Adults ages 65 and over

**Any Other Comments**

---

---

---

---

**Please respond by February 25, 2013**

**Thank you for your participation!**

**About You: (optional)**

**Name**

**Address**

**Phone**

**Email**

---

---

---

---

***Click on the button above to submit your survey.***