

## Town Wide Satisfaction Survey gives **you** a chance to speak out!

Back in 2009, the last town wide satisfaction survey was mailed as a random sampling to the Town of Clarence residents. Of the 1281 surveys that were sent out, only 434 responded. So, out of 30,673 folks that reside in Clarence, we received the opinions of only 434 residents, or less than 1.5%. Ouch! In addition, this survey cost Town of Clarence taxpayers \$9,300.

Flash forward to 2013. We will be polling residents of Clarence in a town wide satisfaction survey, but this will be all encompassing. Residents who get the Bee newspaper will receive a satisfaction survey as an insert in their paper. Residents who **do not** receive the Bee can log on to the Town of Clarence website (<http://www2.erie.gov/clarence>) and take the survey online. Lastly, residents who do not receive the Bee **or** have a computer can stop by the Town Hall and pick up a copy of the survey at the Supervisors office. Best of all, the total cost of the 2013 survey to Town of Clarence taxpayers is only \$176.00!

This survey will have two phases. The first is the short form, in which we will ask three questions:

1. What do you **LOVE** about the town of Clarence?
2. What do you dislike about the Town of Clarence?
3. If you could change anything in the Town of Clarence, what would it be?

These three simple questions make up the entire short form of the survey. For those with ambition and a LOT more time, an expanded version will be available on the Town of Clarence website. Both surveys can be returned anonymously, or you can add your email and/or phone number if you would like a more personal reply. I will read **all** the surveys submitted, and the responses will be tabulated and posted on the Town of Clarence website.

As we continue to try to keep taxes low and to provide additional services for the people of Clarence, your input is crucial. As elected politicians, we work for the people of the Town of Clarence, not the other way around. This survey is an excellent opportunity to get your concerns out in the open and to have the Supervisor, Town Board and all the Departments heads of the Town of Clarence take notice of your issues, ideas and concerns. Don't waste the opportunity!

Should you have any questions, please email [dhartzell@clarence.ny.us](mailto:dhartzell@clarence.ny.us) or stop by the Supervisors office in Town Hall. My door is always open.