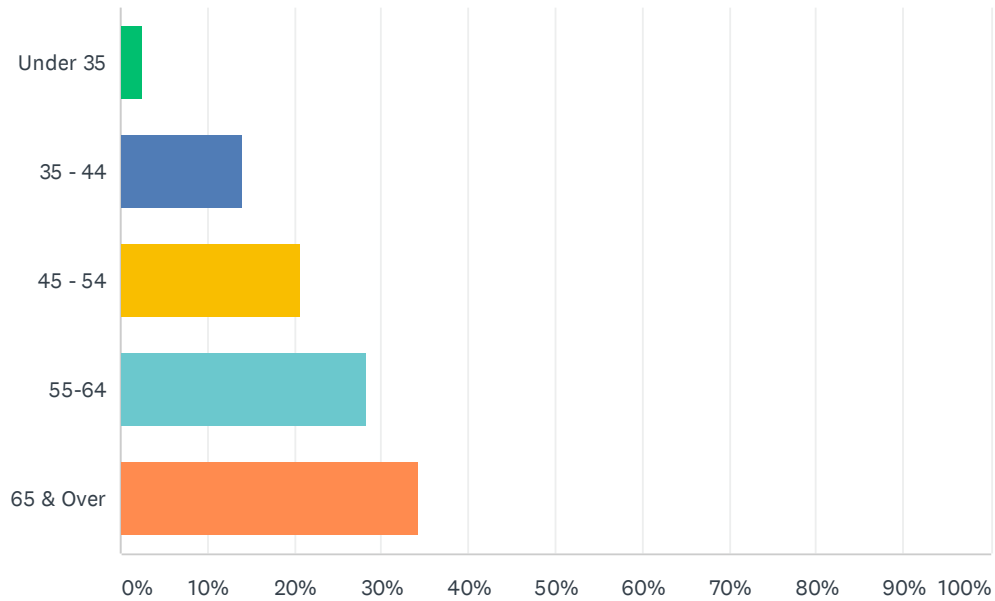


Q1 In which of the following ranges does your age fall?

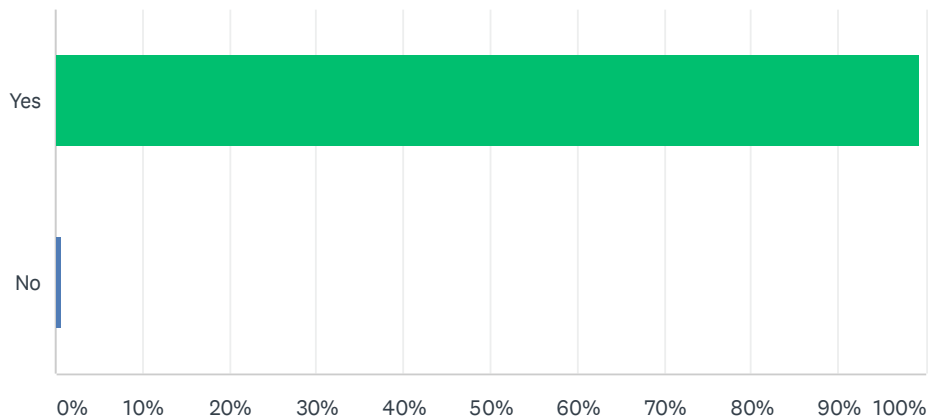
Answered: 279 Skipped: 1



ANSWER CHOICES	RESPONSES	
Under 35	2.51%	7
35 - 44	13.98%	39
45 - 54	20.79%	58
55-64	28.32%	79
65 & Over	34.41%	96
TOTAL		279

Q2 Are you a Hollis resident?

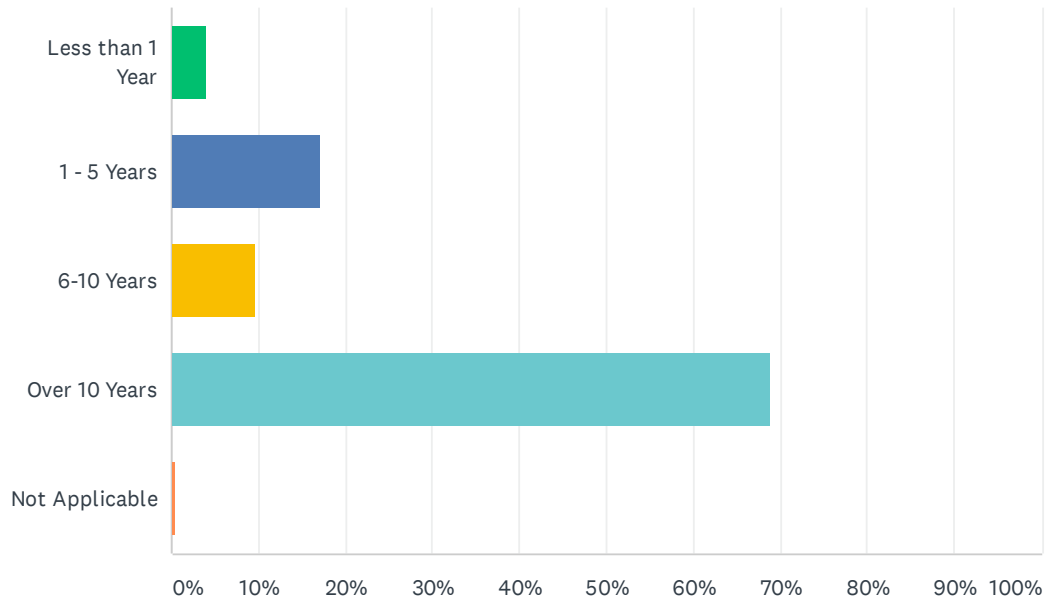
Answered: 279 Skipped: 1



ANSWER CHOICES		RESPONSES
Yes	99.28%	277
No	0.72%	2
TOTAL		279

Q3 If you are a Hollis resident, how long have you lived in town?

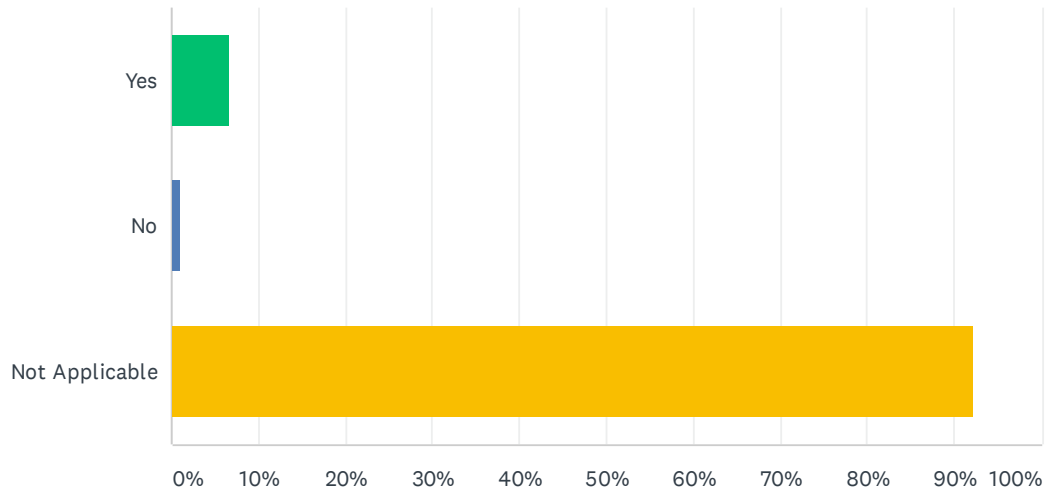
Answered: 279 Skipped: 1



ANSWER CHOICES	RESPONSES	
Less than 1 Year	3.94%	11
1 - 5 Years	17.20%	48
6-10 Years	9.68%	27
Over 10 Years	68.82%	192
Not Applicable	0.36%	1
TOTAL		279

Q4 If you do not live in Hollis, do you own property in Hollis?

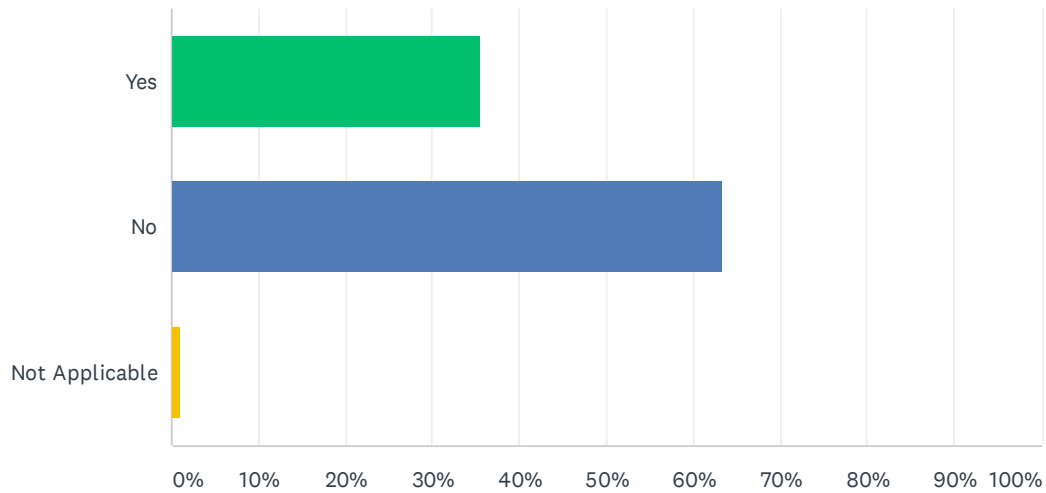
Answered: 272 Skipped: 8



ANSWER CHOICES	RESPONSES	
Yes	6.62%	18
No	1.10%	3
Not Applicable	92.28%	251
TOTAL		272

Q5 Do you currently have any children under the age of 18 living in your household?

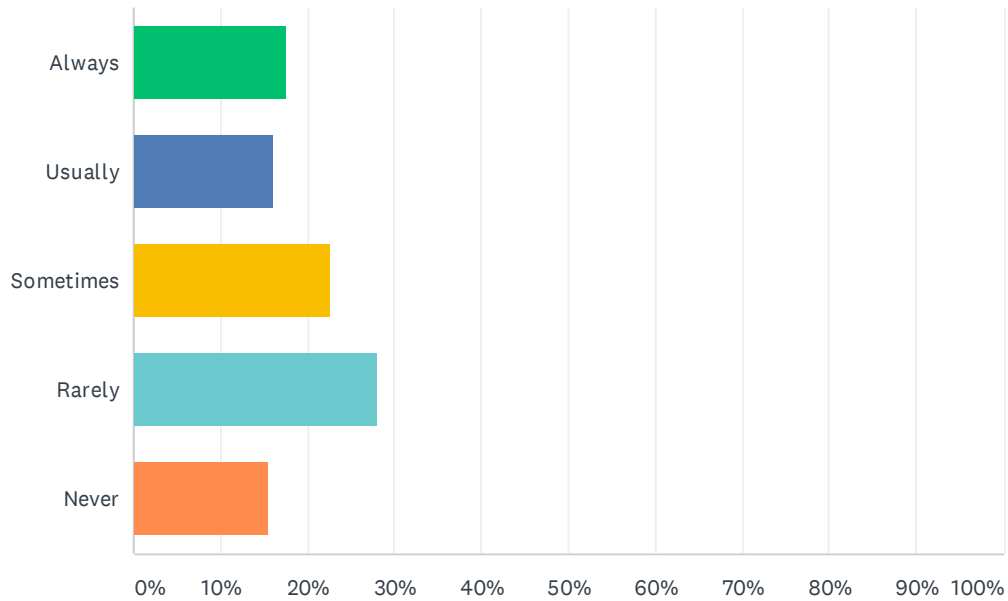
Answered: 279 Skipped: 1



ANSWER CHOICES		RESPONSES	
Yes		35.48%	99
No		63.44%	177
Not Applicable		1.08%	3
TOTAL			279

Q6 How often do you attend Town Meeting?

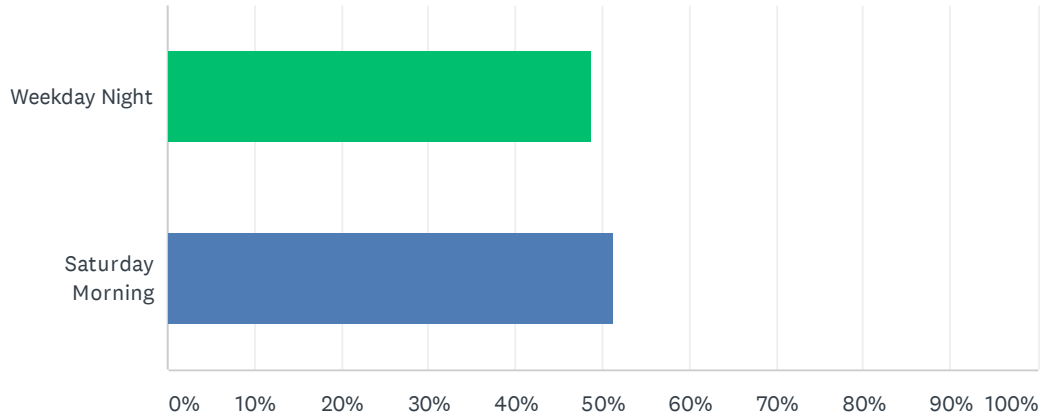
Answered: 278 Skipped: 2



ANSWER CHOICES	RESPONSES	
Always	17.63%	49
Usually	16.19%	45
Sometimes	22.66%	63
Rarely	28.06%	78
Never	15.47%	43
TOTAL		278

Q7 Would you prefer that Town Meeting be held on a weekday night or Saturday morning?

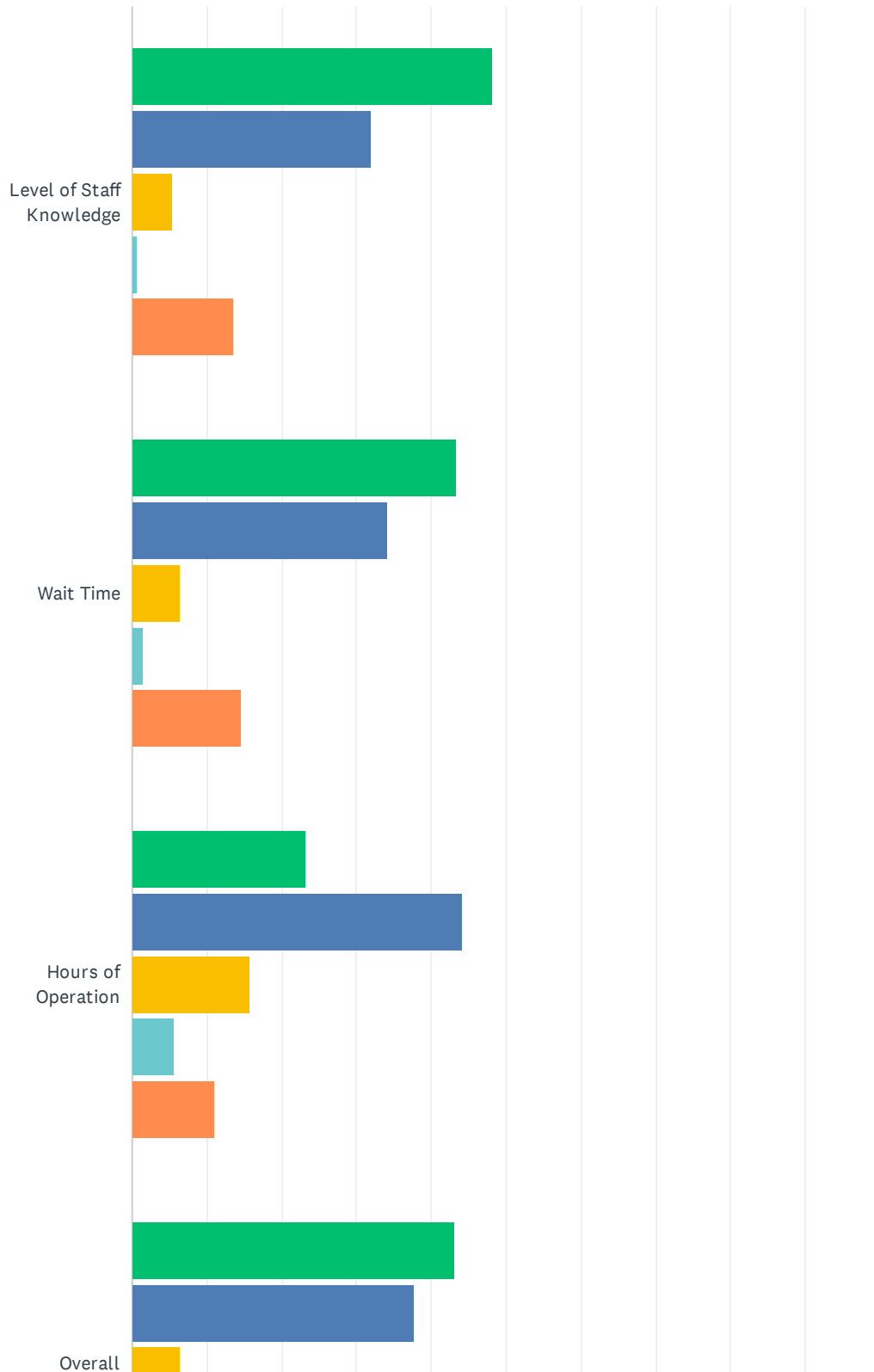
Answered: 275 Skipped: 5



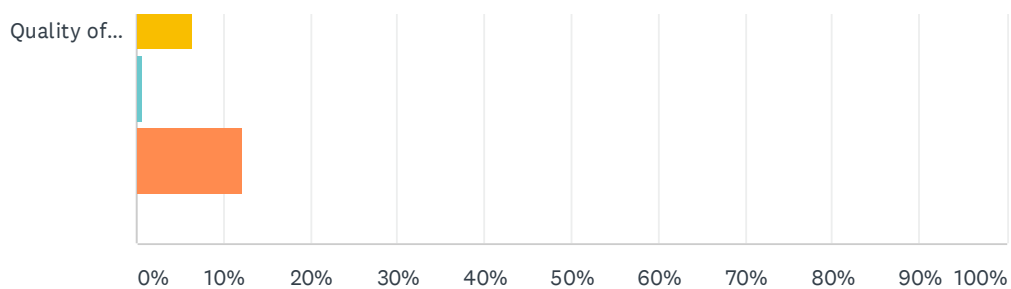
ANSWER CHOICES	RESPONSES	
Weekday Night	48.73%	134
Saturday Morning	51.27%	141
TOTAL		275

Q8 How would you rate the quality of the below services provided at Hollis Town Hall? (Town Hall includes Administration, Assessing, Building, Planning, Tax Collector & Zoning.)

Answered: 279 Skipped: 1



Resident Survey 2019

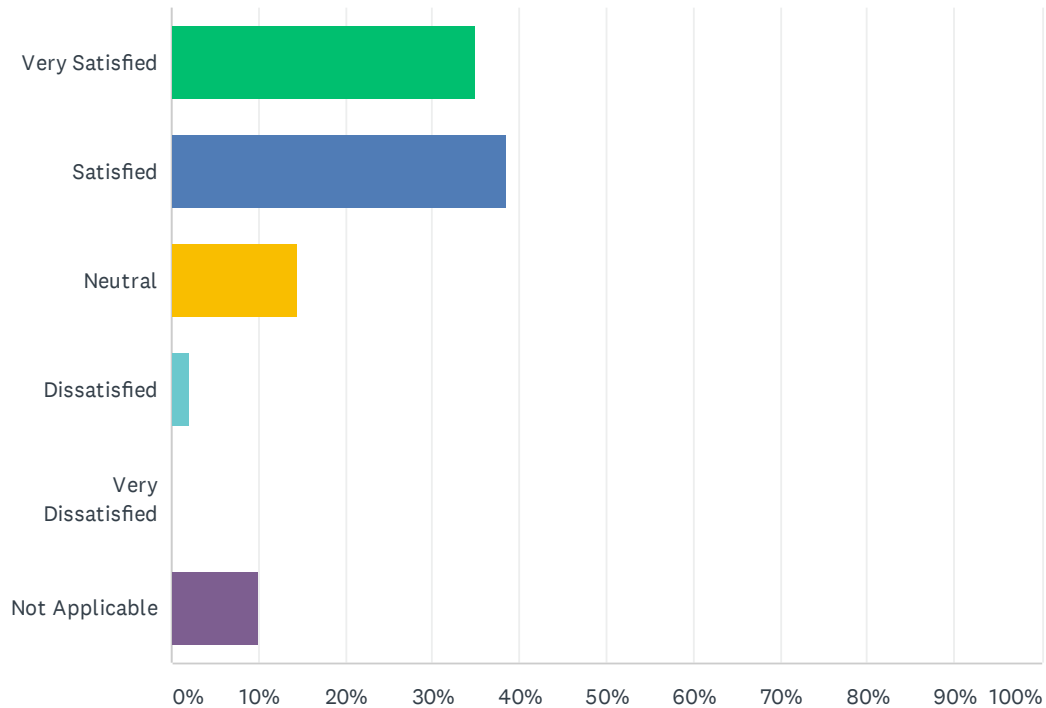


■ Excellent
 ■ Good
 ■ Fair
 ■ Poor
 ■ Not Applicable

	EXCELLENT	GOOD	FAIR	POOR	NOT APPLICABLE	TOTAL	WEIGHTED AVERAGE
Level of Staff Knowledge	48.20% 134	32.01% 89	5.40% 15	0.72% 2	13.67% 38	278	4.00
Wait Time	43.37% 121	34.05% 95	6.45% 18	1.43% 4	14.70% 41	279	3.90
Hours of Operation	23.30% 65	44.09% 123	15.77% 44	5.73% 16	11.11% 31	279	3.63
Overall Quality of Service	43.01% 120	37.63% 105	6.45% 18	0.72% 2	12.19% 34	279	3.99

Q9 How do the services at Hollis Town Hall meet your expectations?

Answered: 278 Skipped: 2



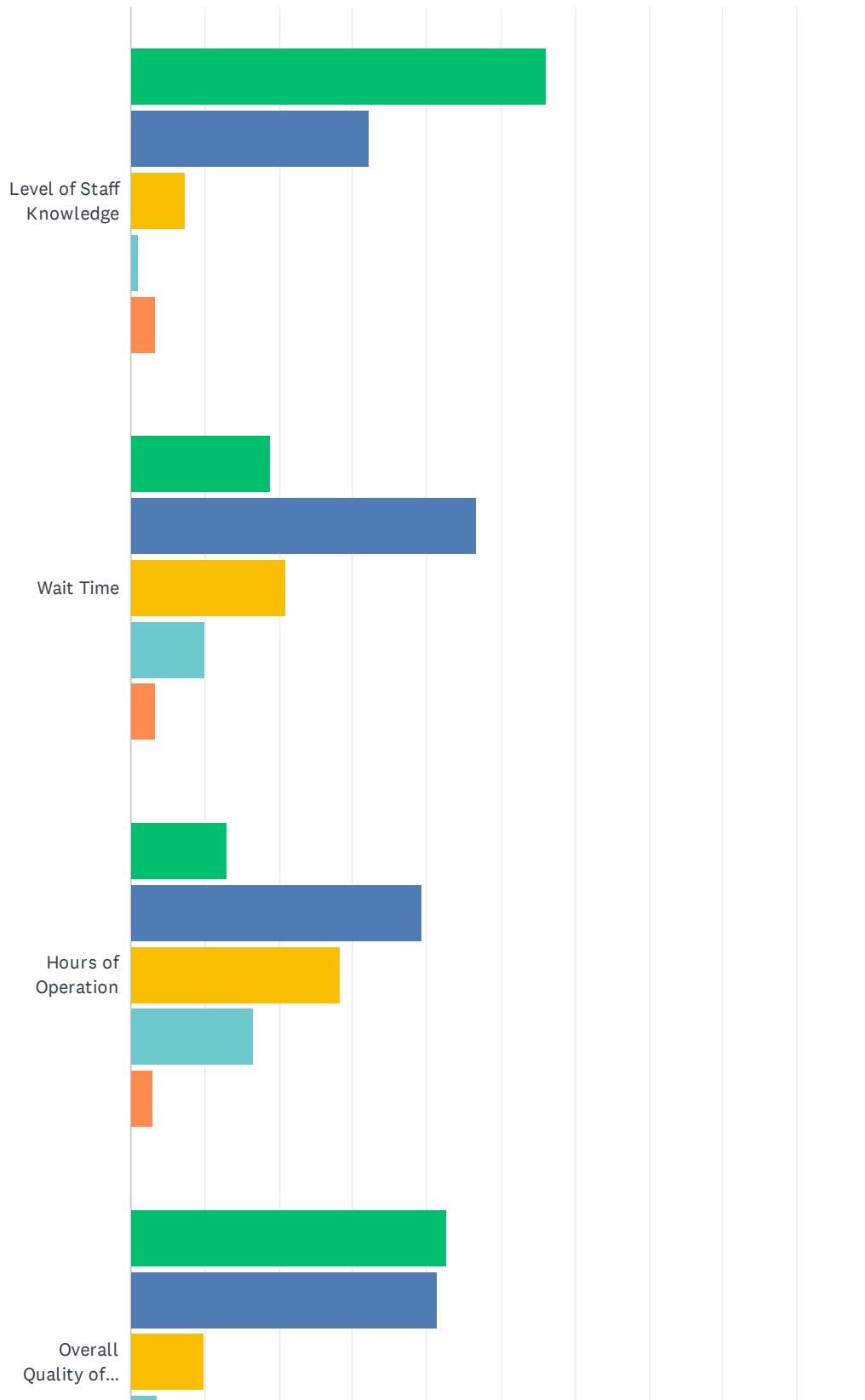
ANSWER CHOICES	RESPONSES	
Very Satisfied	34.89%	97
Satisfied	38.49%	107
Neutral	14.39%	40
Dissatisfied	2.16%	6
Very Dissatisfied	0.00%	0
Not Applicable	10.07%	28
TOTAL		278

Q10 Please feel free to leave additional comments and/ or suggestions below regarding the Hollis Town Hall offices:

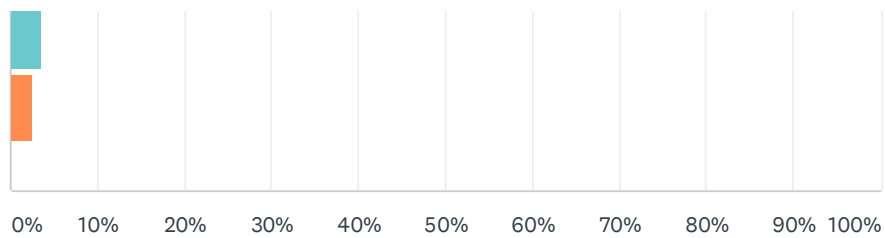
Answered: 82 Skipped: 198

Q11 How would you rate the quality of the below services provided at the Hollis Town Clerk?

Answered: 277 Skipped: 3



Resident Survey 2019

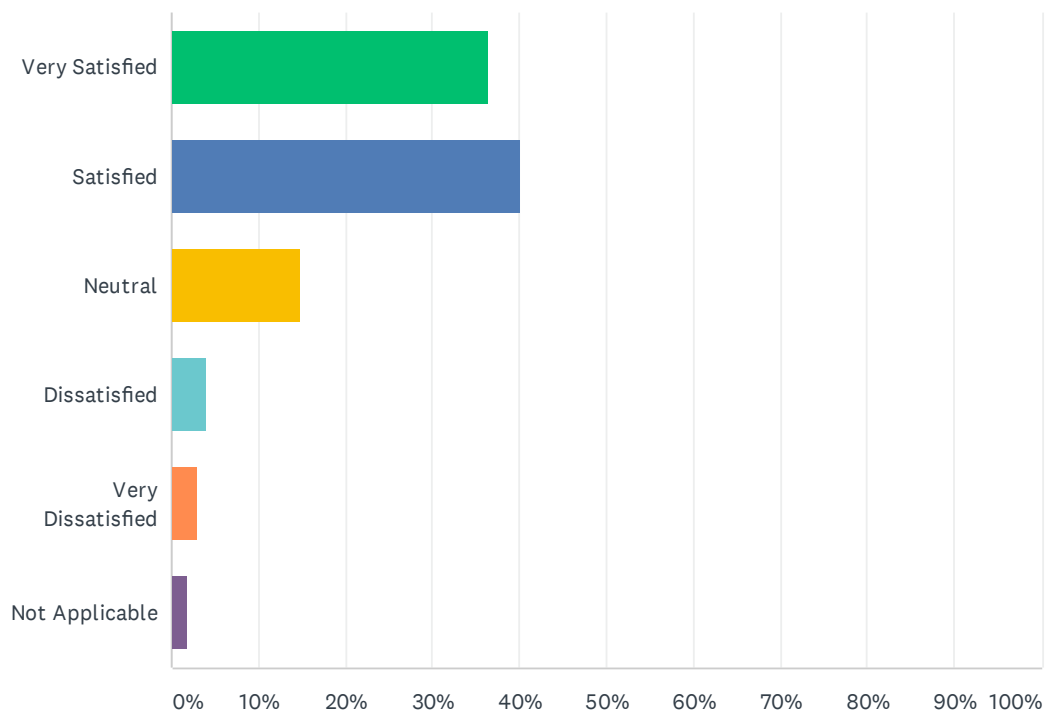


■ Excellent
 ■ Good
 ■ Fair
 ■ Poor
 ■ Not Applicable

	EXCELLENT	GOOD	FAIR	POOR	NOT APPLICABLE	TOTAL	WEIGHTED AVERAGE
Level of Staff Knowledge	56.16% 155	32.25% 89	7.25% 20	1.09% 3	3.26% 9	276	4.37
Wait Time	18.84% 52	46.74% 129	21.01% 58	10.14% 28	3.26% 9	276	3.68
Hours of Operation	13.00% 36	39.35% 109	28.16% 78	16.61% 46	2.89% 8	277	3.43
Overall Quality of Service	42.60% 118	41.52% 115	9.75% 27	3.61% 10	2.53% 7	277	4.18

Q12 How do the services at the Hollis Town Clerk's office meet your expectations?

Answered: 277 Skipped: 3



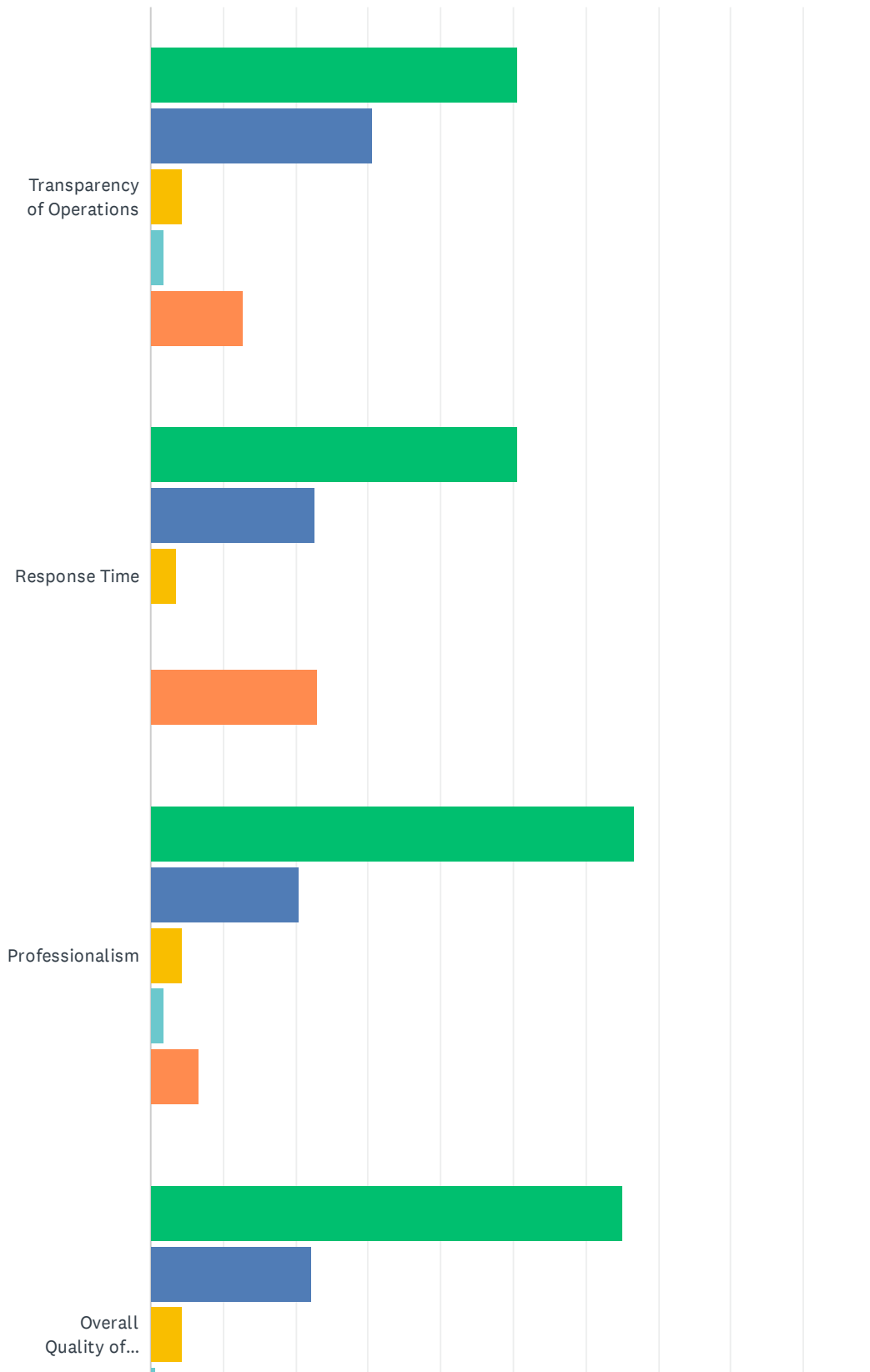
ANSWER CHOICES	RESPONSES	
Very Satisfied	36.46%	101
Satisfied	40.07%	111
Neutral	14.80%	41
Dissatisfied	3.97%	11
Very Dissatisfied	2.89%	8
Not Applicable	1.81%	5
TOTAL		277

Q13 Please feel free to leave additional comments and/ or suggestions below regarding to the Hollis Town Clerk:

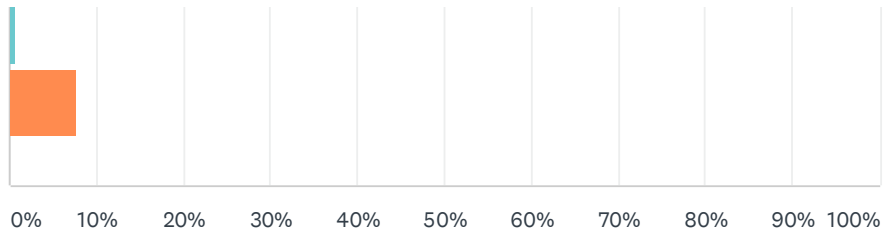
Answered: 95 Skipped: 185

Q14 How would you rate the quality of the below services provided by the Hollis Police Department?

Answered: 276 Skipped: 4



Resident Survey 2019

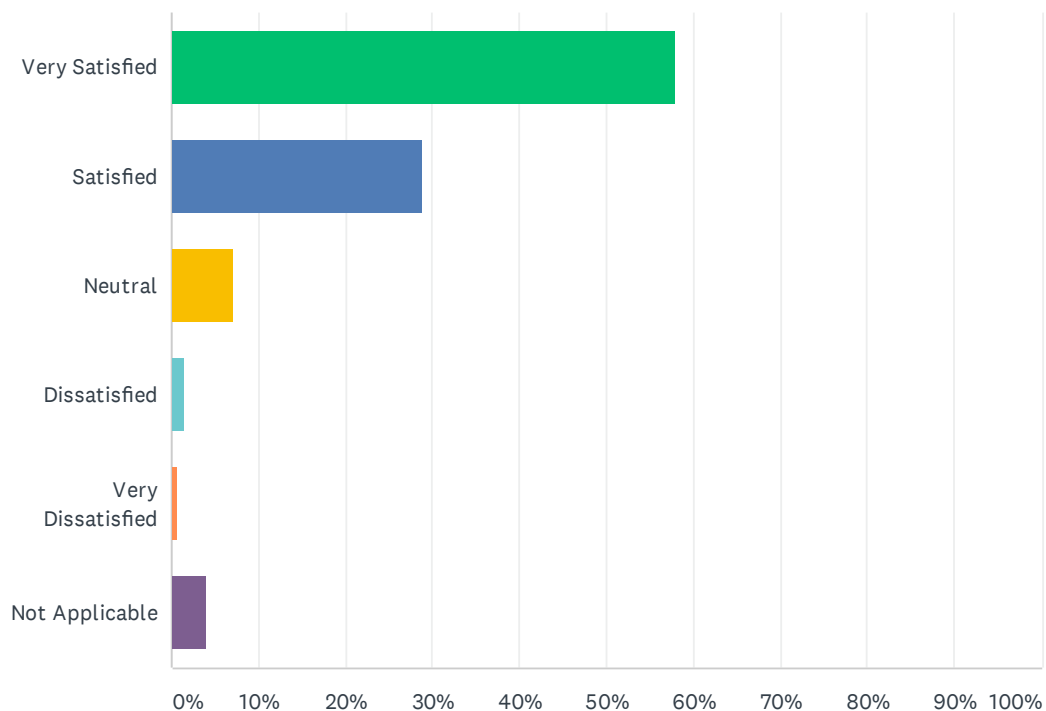


■ Excellent
 ■ Good
 ■ Fair
 ■ Poor
 ■ Not Applicable

	EXCELLENT	GOOD	FAIR	POOR	NOT APPLICABLE	TOTAL
Transparency of Operations	50.55% 139	30.55% 84	4.36% 12	1.82% 5	12.73% 35	275
Response Time	50.73% 139	22.63% 62	3.65% 10	0.00% 0	22.99% 63	274
Professionalism	66.67% 182	20.51% 56	4.40% 12	1.83% 5	6.59% 18	273
Overall Quality of Service	64.96% 178	22.26% 61	4.38% 12	0.73% 2	7.66% 21	274

Q15 How do the services at the Hollis Police Department meet your expectations?

Answered: 278 Skipped: 2



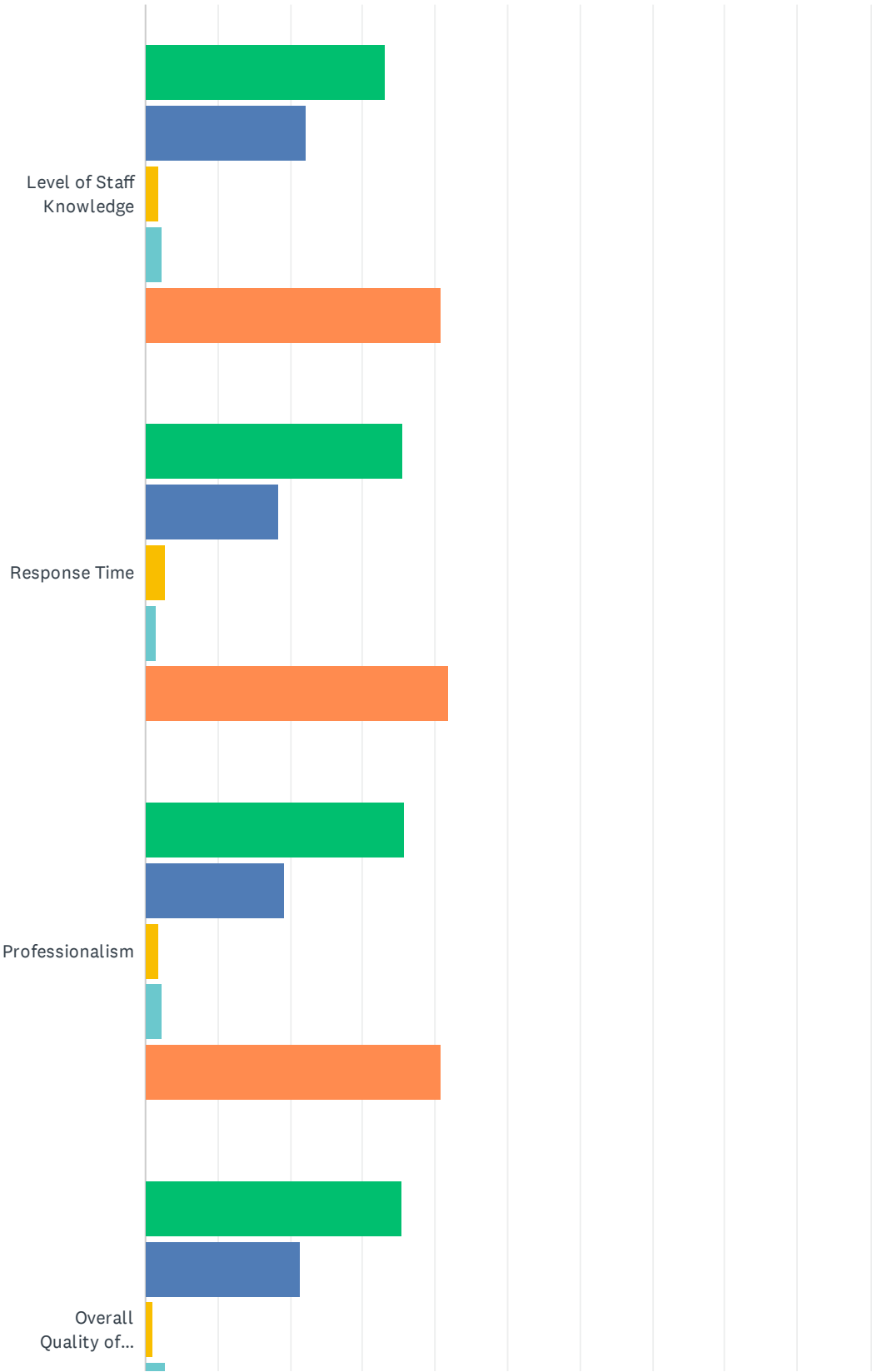
ANSWER CHOICES	RESPONSES	
Very Satisfied	57.91%	161
Satisfied	28.78%	80
Neutral	7.19%	20
Dissatisfied	1.44%	4
Very Dissatisfied	0.72%	2
Not Applicable	3.96%	11
TOTAL		278

Q16 Please feel free to leave additional comments and/ or suggestions below regarding the Hollis Police Department:

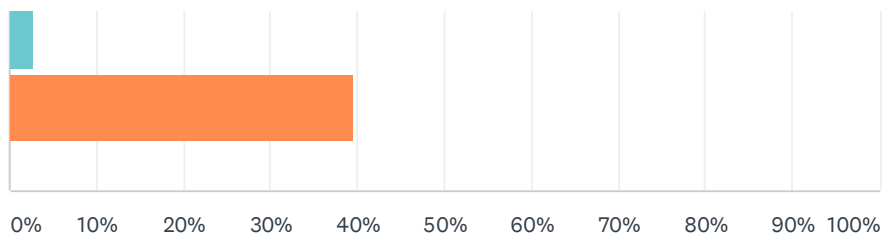
Answered: 93 Skipped: 187

Q17 How would you rate the quality of the below services provided by the Hollis Communications Department?

Answered: 269 Skipped: 11



Resident Survey 2019

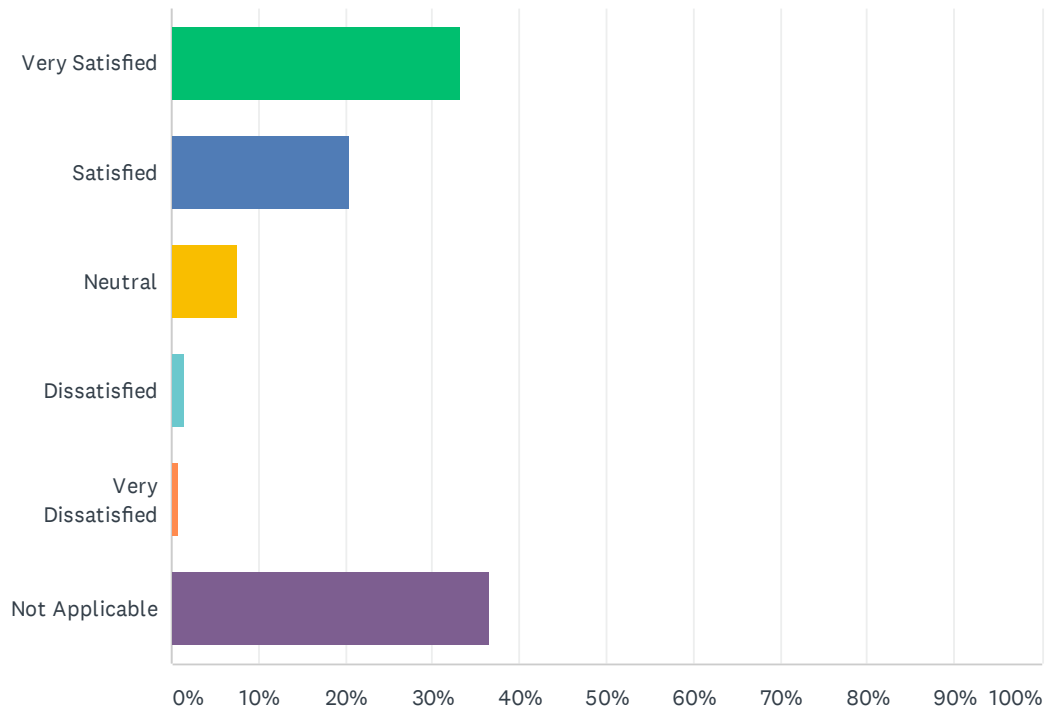


■ Excellent
 ■ Good
 ■ Fair
 ■ Poor
 ■ Not Applicable

	EXCELLENT	GOOD	FAIR	POOR	NOT APPLICABLE	TOTAL	WEIGHTED AVERAGE
Level of Staff Knowledge	32.96% 88	22.10% 59	1.87% 5	2.25% 6	40.82% 109	267	3.04
Response Time	35.47% 94	18.49% 49	2.64% 7	1.51% 4	41.89% 111	265	3.04
Professionalism	35.85% 95	19.25% 51	1.89% 5	2.26% 6	40.75% 108	265	3.07
Overall Quality of Service	35.34% 94	21.43% 57	1.13% 3	2.63% 7	39.47% 105	266	3.11

Q18 How do the services at the Hollis Communications Center meet your expectations?

Answered: 268 Skipped: 12



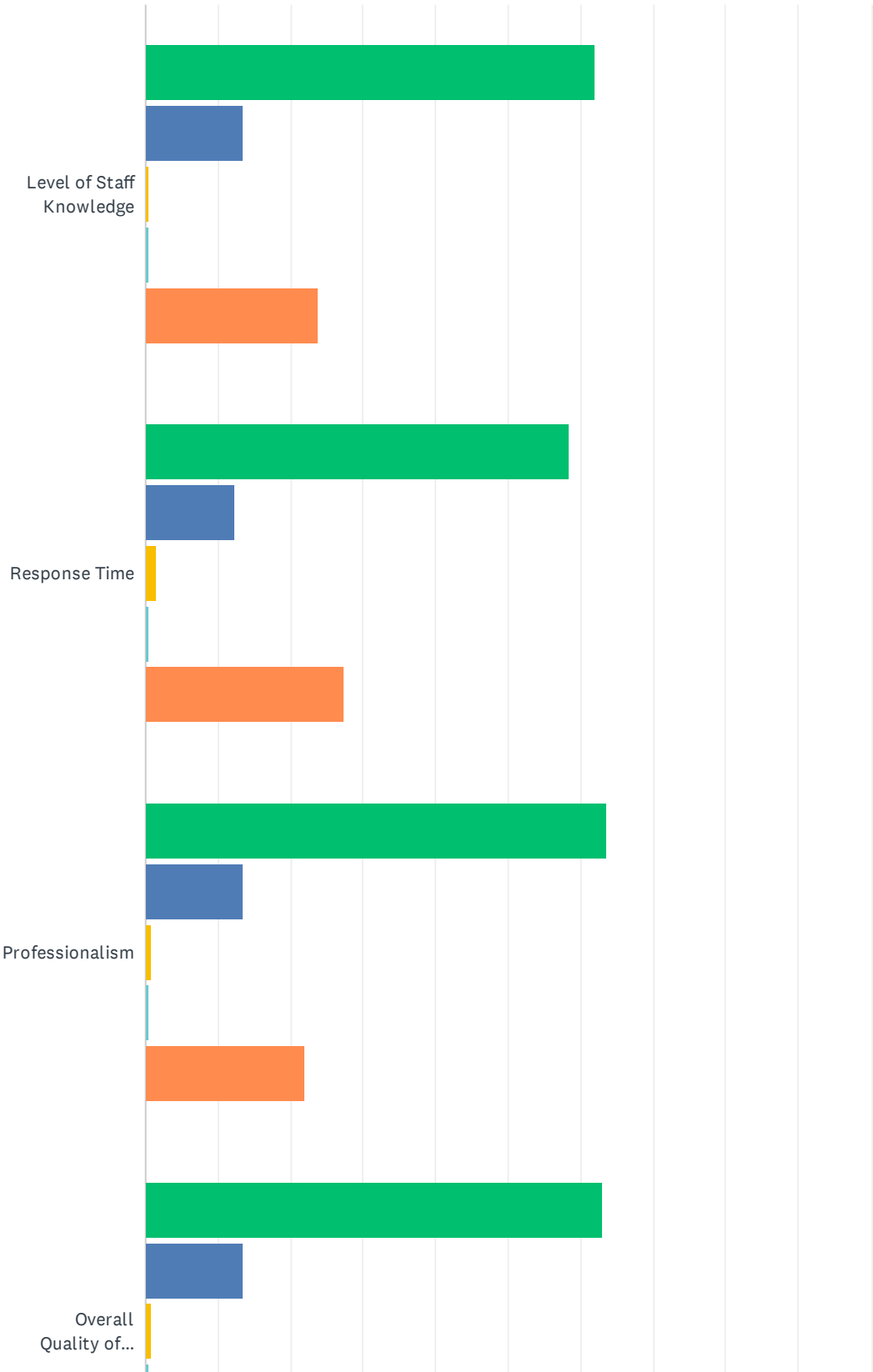
ANSWER CHOICES	RESPONSES	
Very Satisfied	33.21%	89
Satisfied	20.52%	55
Neutral	7.46%	20
Dissatisfied	1.49%	4
Very Dissatisfied	0.75%	2
Not Applicable	36.57%	98
TOTAL		268

Q19 Please feel free to leave additional comments and/ or suggestions below regarding the Hollis Communications Center below:

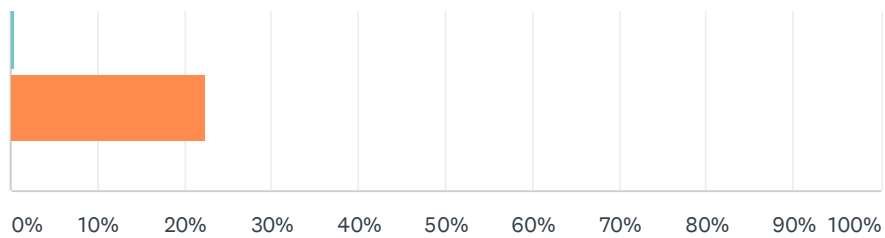
Answered: 73 Skipped: 207

Q20 How would you rate the quality of the below services provided by the Hollis Fire Department and Ambulance Service?

Answered: 270 Skipped: 10



Resident Survey 2019

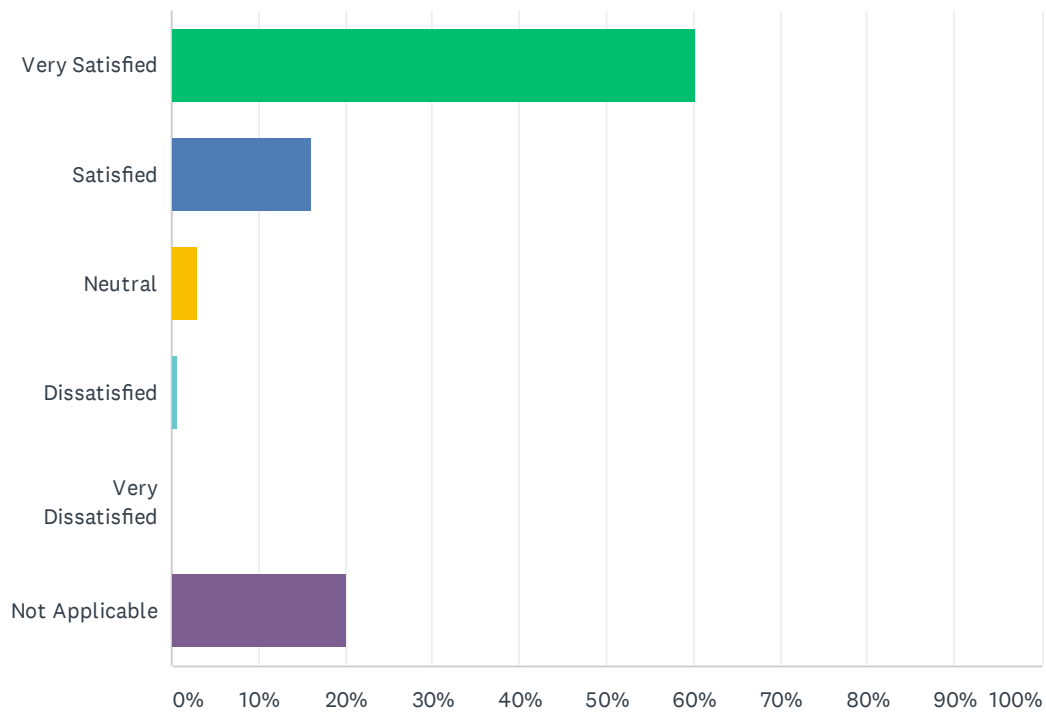


■ Excellent
 ■ Good
 ■ Fair
 ■ Poor
 ■ Not Applicable

	EXCELLENT	GOOD	FAIR	POOR	NOT APPLICABLE	TOTAL	WEIGHTED AVERAGE
Level of Staff Knowledge	61.94% 166	13.43% 36	0.37% 1	0.37% 1	23.88% 64	268	4.85
Response Time	58.36% 157	12.27% 33	1.49% 4	0.37% 1	27.51% 74	269	4.84
Professionalism	63.57% 171	13.38% 36	0.74% 2	0.37% 1	21.93% 59	269	4.84
Overall Quality of Service	62.92% 168	13.48% 36	0.75% 2	0.37% 1	22.47% 60	267	4.84

Q21 How do the services at the Hollis Fire Department and Ambulance Service meet your expectations?

Answered: 274 Skipped: 6



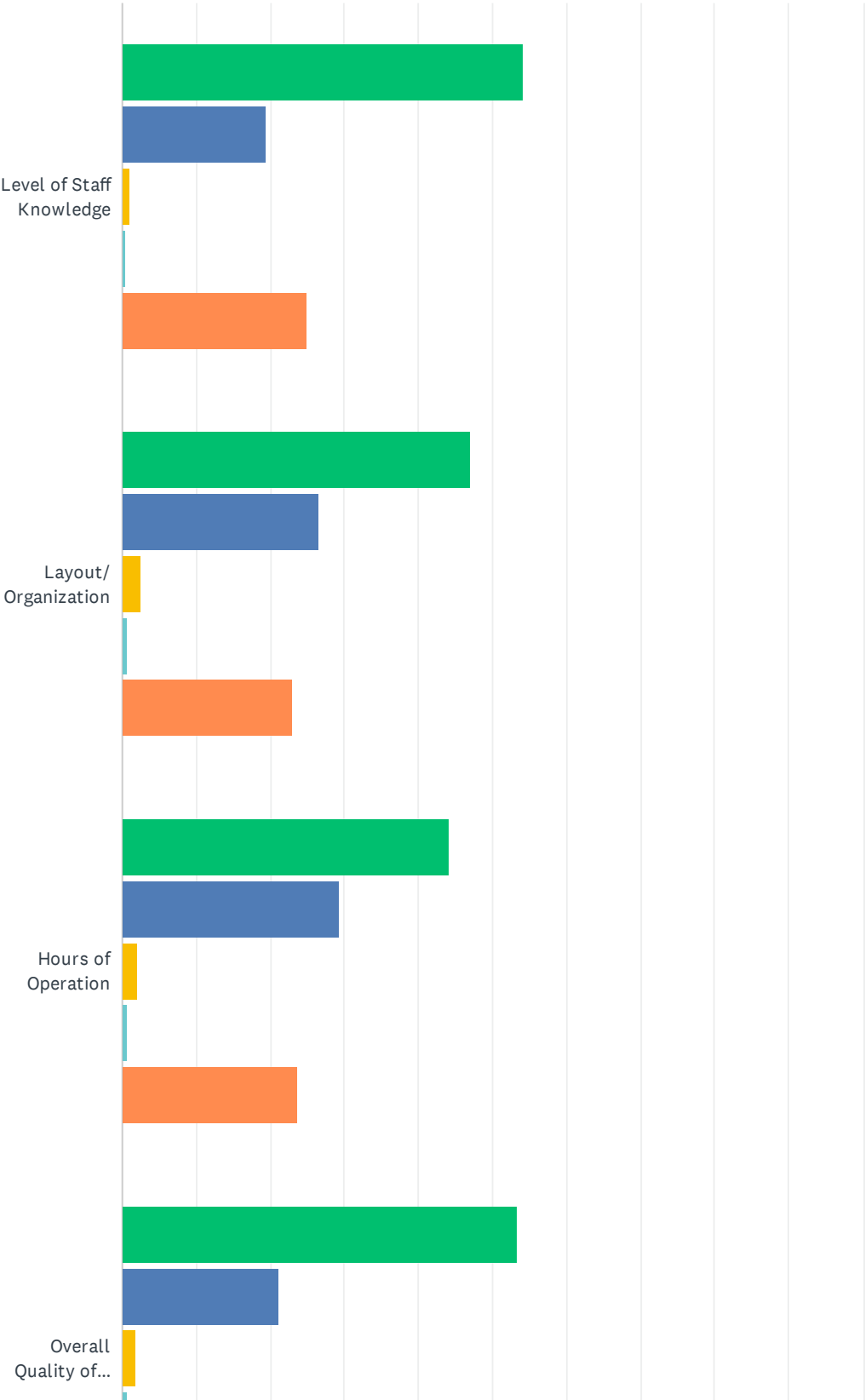
ANSWER CHOICES	RESPONSES	
Very Satisfied	60.22%	165
Satisfied	16.06%	44
Neutral	2.92%	8
Dissatisfied	0.73%	2
Very Dissatisfied	0.00%	0
Not Applicable	20.07%	55
TOTAL		274

Q22 Please feel free to leave additional comments and/ or suggestions below regarding the Hollis Fire Department and Ambulance Service:

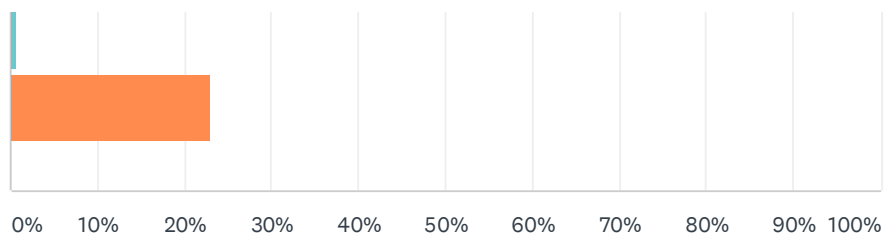
Answered: 78 Skipped: 202

Q23 How would you rate the quality of the below services at the Hollis Social Library?

Answered: 274 Skipped: 6



Resident Survey 2019

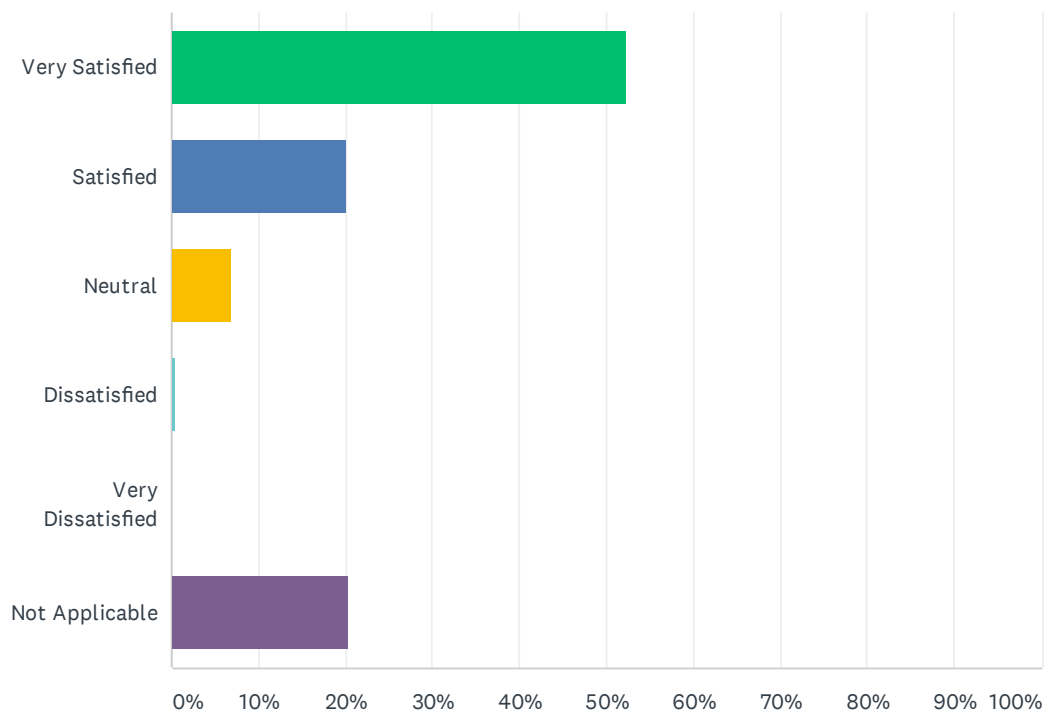


■ Excellent
 ■ Good
 ■ Fair
 ■ Poor
 ■ Not Applicable

	EXCELLENT	GOOD	FAIR	POOR	NOT APPLICABLE	TOTAL	WEIGHTED AVERAGE
Level of Staff Knowledge	54.21% 148	19.41% 53	1.10% 3	0.37% 1	24.91% 68	273	3.78
Layout/ Organization	47.08% 129	26.64% 73	2.55% 7	0.73% 2	22.99% 63	274	3.74
Hours of Operation	44.16% 121	29.20% 80	2.19% 6	0.73% 2	23.72% 65	274	3.69
Overall Quality of Services	53.28% 146	21.17% 58	1.82% 5	0.73% 2	22.99% 63	274	3.81

Q24 How do the services provided by the Hollis Social Library meet your expectations?

Answered: 275 Skipped: 5



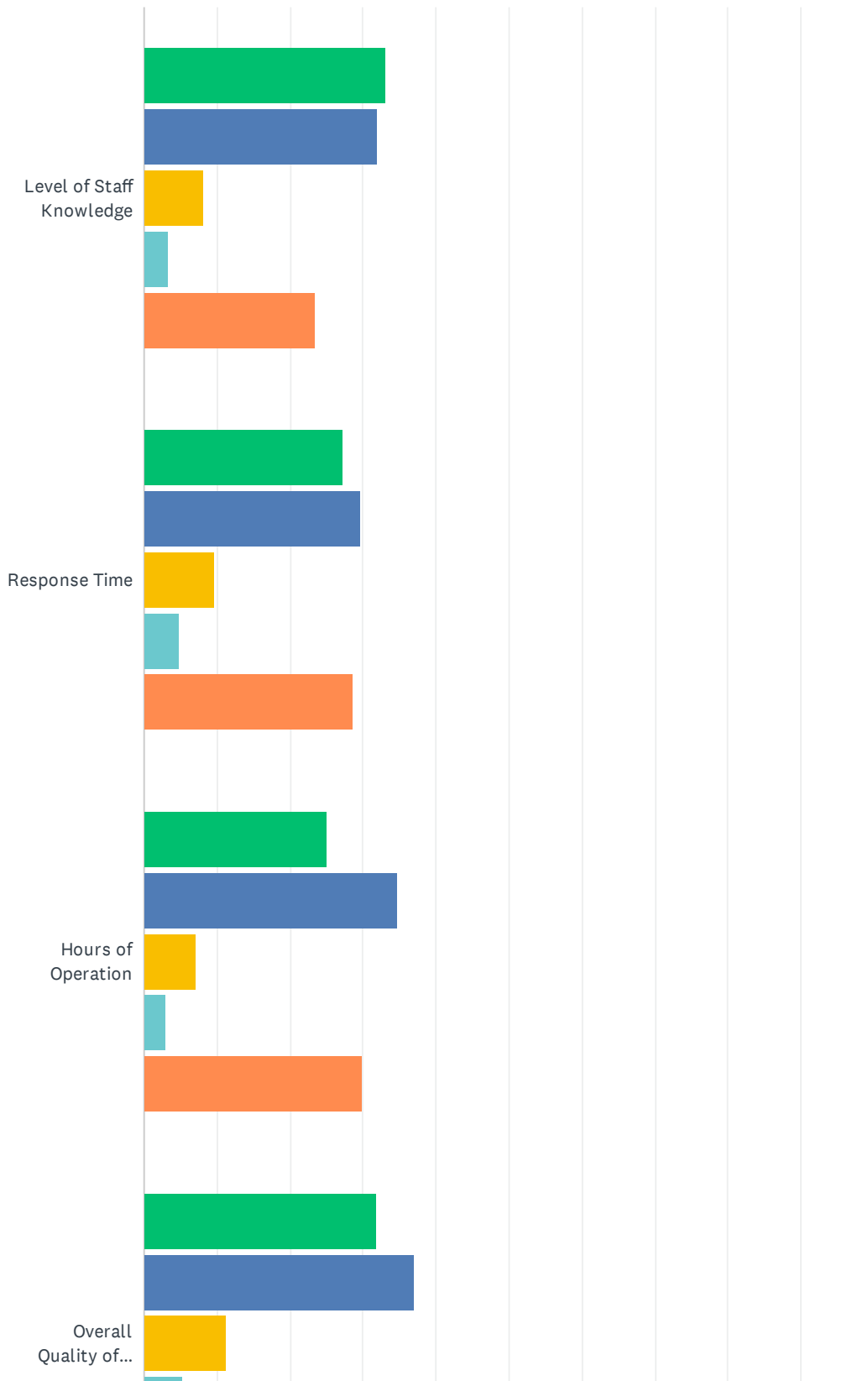
ANSWER CHOICES	RESPONSES	
Very Satisfied	52.36%	144
Satisfied	20.00%	55
Neutral	6.91%	19
Dissatisfied	0.36%	1
Very Dissatisfied	0.00%	0
Not Applicable	20.36%	56
TOTAL		275

Q25 Please feel free to leave additional comments and/ or suggestions below regarding the Hollis Social Library:

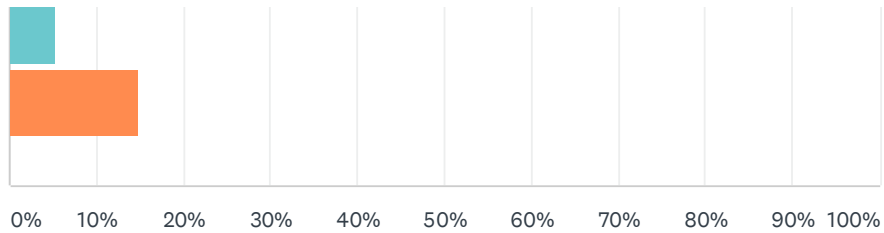
Answered: 74 Skipped: 206

Q26 How would you rate the quality of the below services provided by the Hollis Public Works Department?

Answered: 270 Skipped: 10



Resident Survey 2019

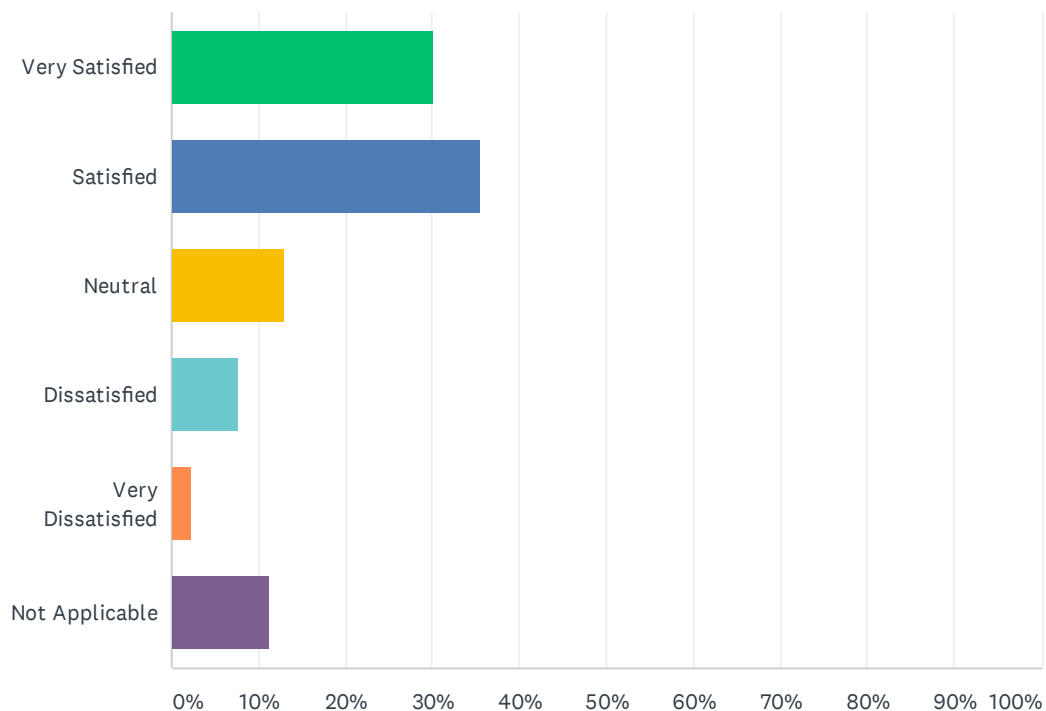


■ Excellent
 ■ Good
 ■ Fair
 ■ Poor
 ■ Not Applicable

	EXCELLENT	GOOD	FAIR	POOR	NOT APPLICABLE	TOTAL	WEIGHTED AVERAGE
Level of Staff Knowledge	33.09% 89	31.97% 86	8.18% 22	3.35% 9	23.42% 63	269	4.48
Response Time	27.14% 73	29.74% 80	9.67% 26	4.83% 13	28.62% 77	269	4.46
Hours of Operation	25.09% 67	34.83% 93	7.12% 19	3.00% 8	29.96% 80	267	4.48
Overall Quality of Service	31.72% 85	36.94% 99	11.19% 30	5.22% 14	14.93% 40	268	4.35

Q27 How do the services provided by the Hollis Public Works Department meet your expectations?

Answered: 272 Skipped: 8



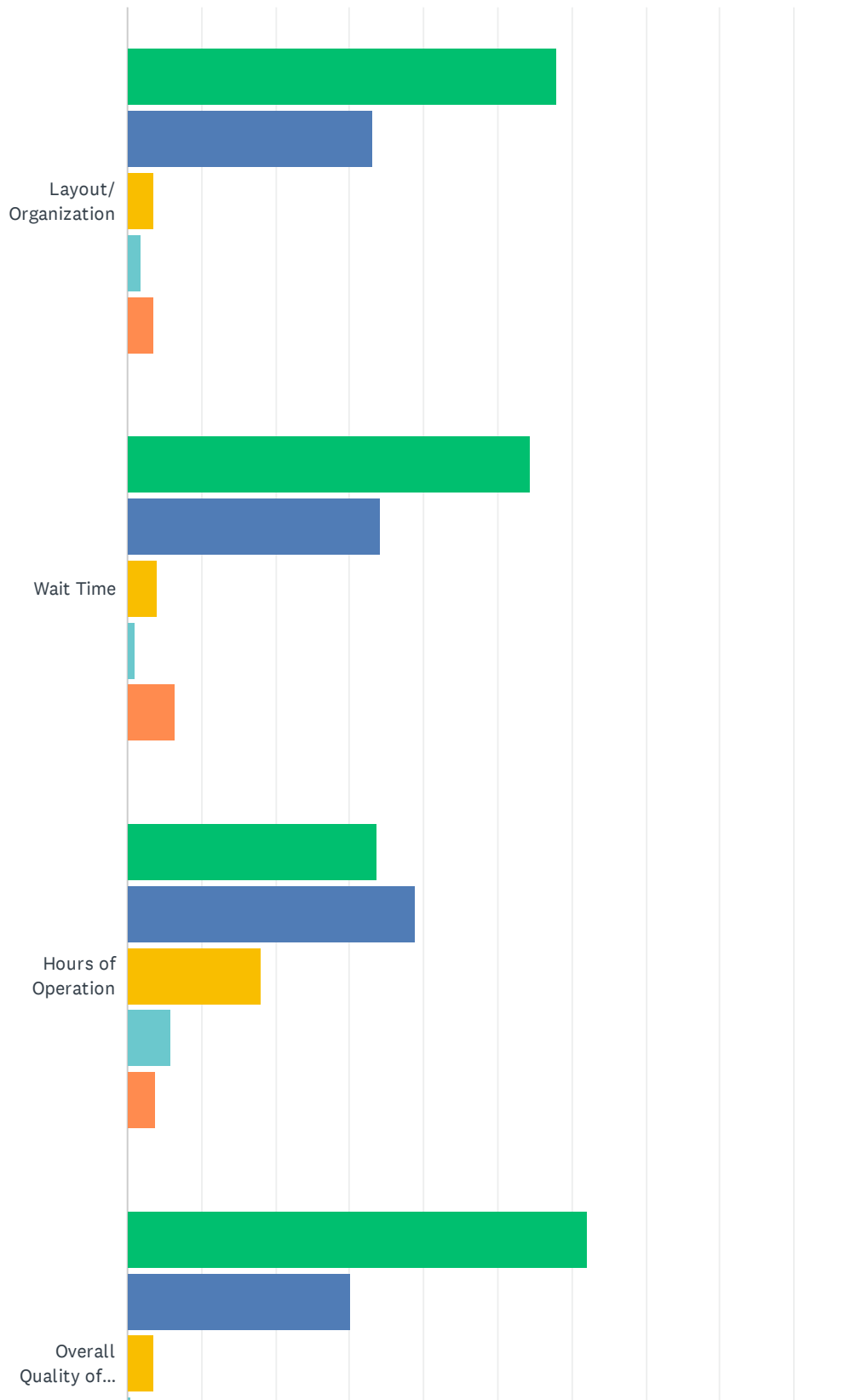
ANSWER CHOICES	RESPONSES	
Very Satisfied	30.15%	82
Satisfied	35.66%	97
Neutral	12.87%	35
Dissatisfied	7.72%	21
Very Dissatisfied	2.21%	6
Not Applicable	11.40%	31
TOTAL		272

Q28 Please feel free to leave additional comments and/ or suggestions below regarding the Hollis Public Works Department.

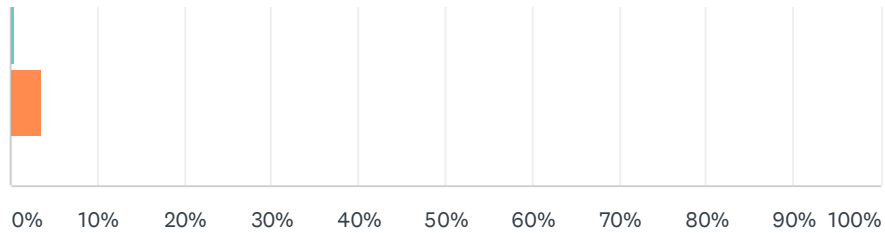
Answered: 92 Skipped: 188

Q29 How would you rate the quality of the below services provided at the Hollis Transfer Station?

Answered: 276 Skipped: 4



Resident Survey 2019

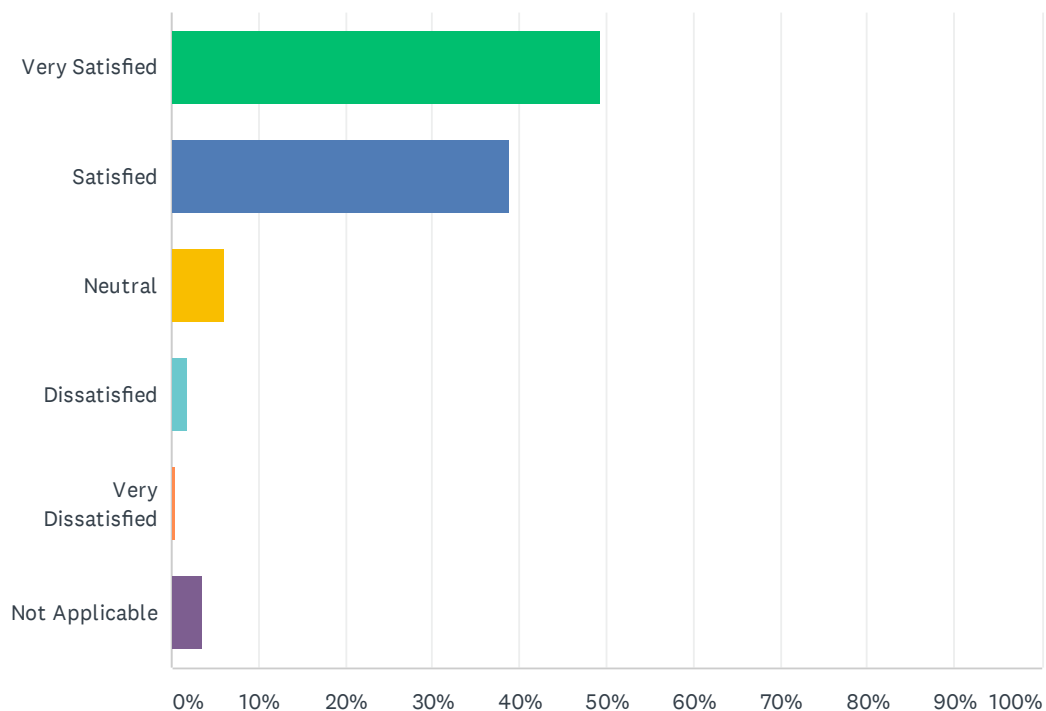


■ Excellent
 ■ Good
 ■ Fair
 ■ Poor
 ■ Not Applicable

	EXCELLENT	GOOD	FAIR	POOR	NOT APPLICABLE	TOTAL	WEIGHTED AVERAGE
Layout/ Organization	57.97% 160	32.97% 91	3.62% 10	1.81% 5	3.62% 10	276	4.40
Wait Time	54.35% 150	34.06% 94	3.99% 11	1.09% 3	6.52% 18	276	4.29
Hours of Operation	33.70% 92	38.83% 106	17.95% 49	5.86% 16	3.66% 10	273	3.93
Overall Quality of Service	62.18% 171	30.18% 83	3.64% 10	0.36% 1	3.64% 10	275	4.47

Q30 How do the services at the Hollis Transfer Station meet your expectations?

Answered: 278 Skipped: 2



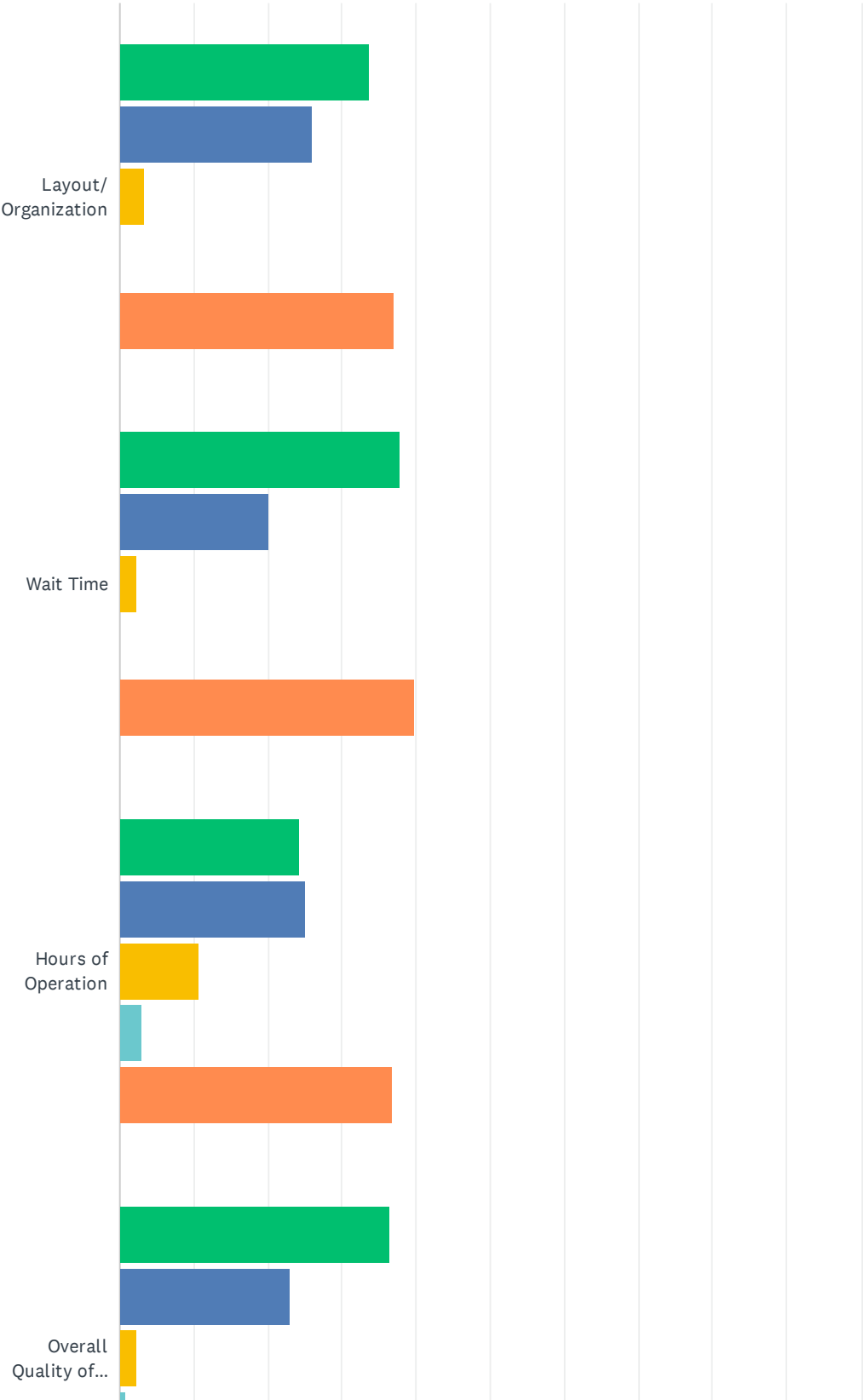
ANSWER CHOICES	RESPONSES	
Very Satisfied	49.28%	137
Satisfied	38.85%	108
Neutral	6.12%	17
Dissatisfied	1.80%	5
Very Dissatisfied	0.36%	1
Not Applicable	3.60%	10
TOTAL		278

Q31 Please feel free to leave additional comments and/ or suggestions below regarding the Hollis Transfer Station:

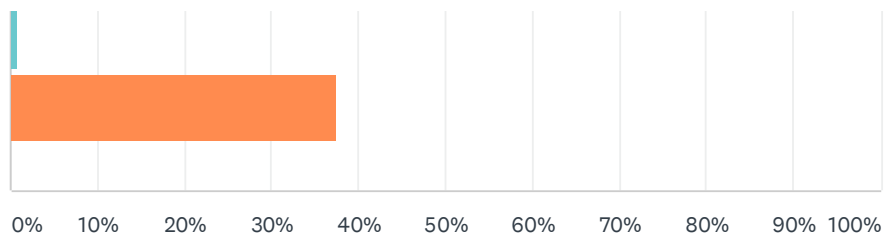
Answered: 109 Skipped: 171

Q32 How would you rate the quality of the below services provided at the Hollis Stump Dump?

Answered: 271 Skipped: 9



Resident Survey 2019

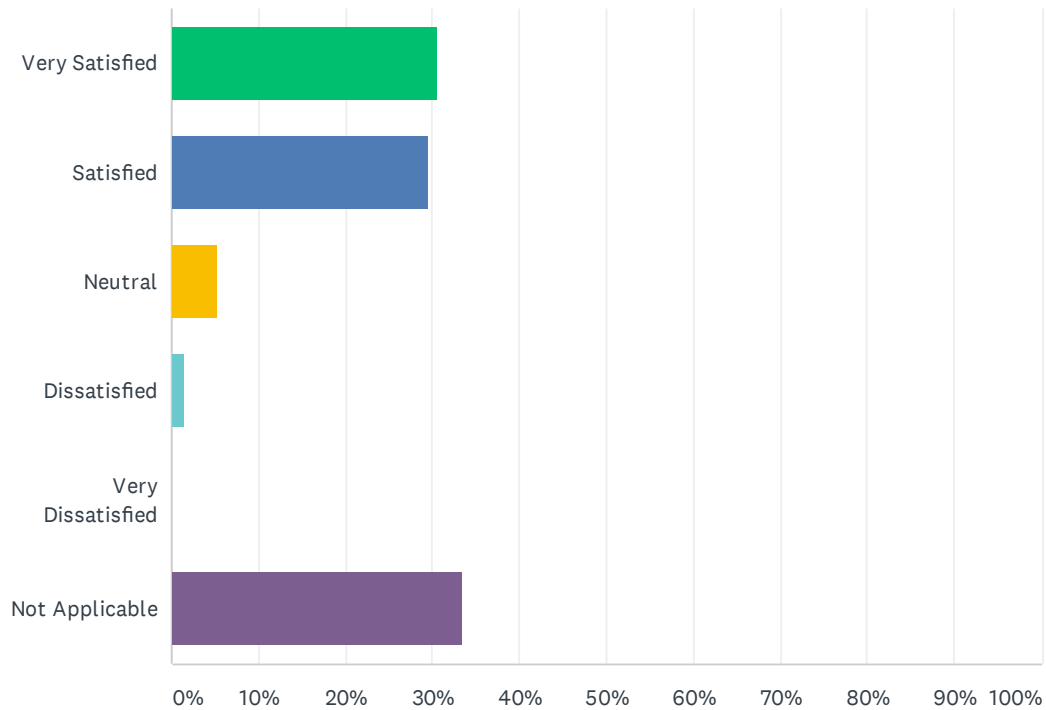


■ Excellent
 ■ Good
 ■ Fair
 ■ Poor
 ■ Not Applicable

	EXCELLENT	GOOD	FAIR	POOR	NOT APPLICABLE	TOTAL	WEIGHTED AVERAGE
Layout/ Organization	33.70% 91	25.93% 70	3.33% 9	0.00% 0	37.04% 100	270	3.19
Wait Time	37.92% 102	20.07% 54	2.23% 6	0.00% 0	39.78% 107	269	3.16
Hours of Operation	24.35% 66	25.09% 68	10.70% 29	2.95% 8	36.90% 100	271	2.97
Overall Quality of Service	36.43% 98	23.05% 62	2.23% 6	0.74% 2	37.55% 101	269	3.20

Q33 How do the services at the Hollis Stump Dump meet your expectations?

Answered: 272 Skipped: 8



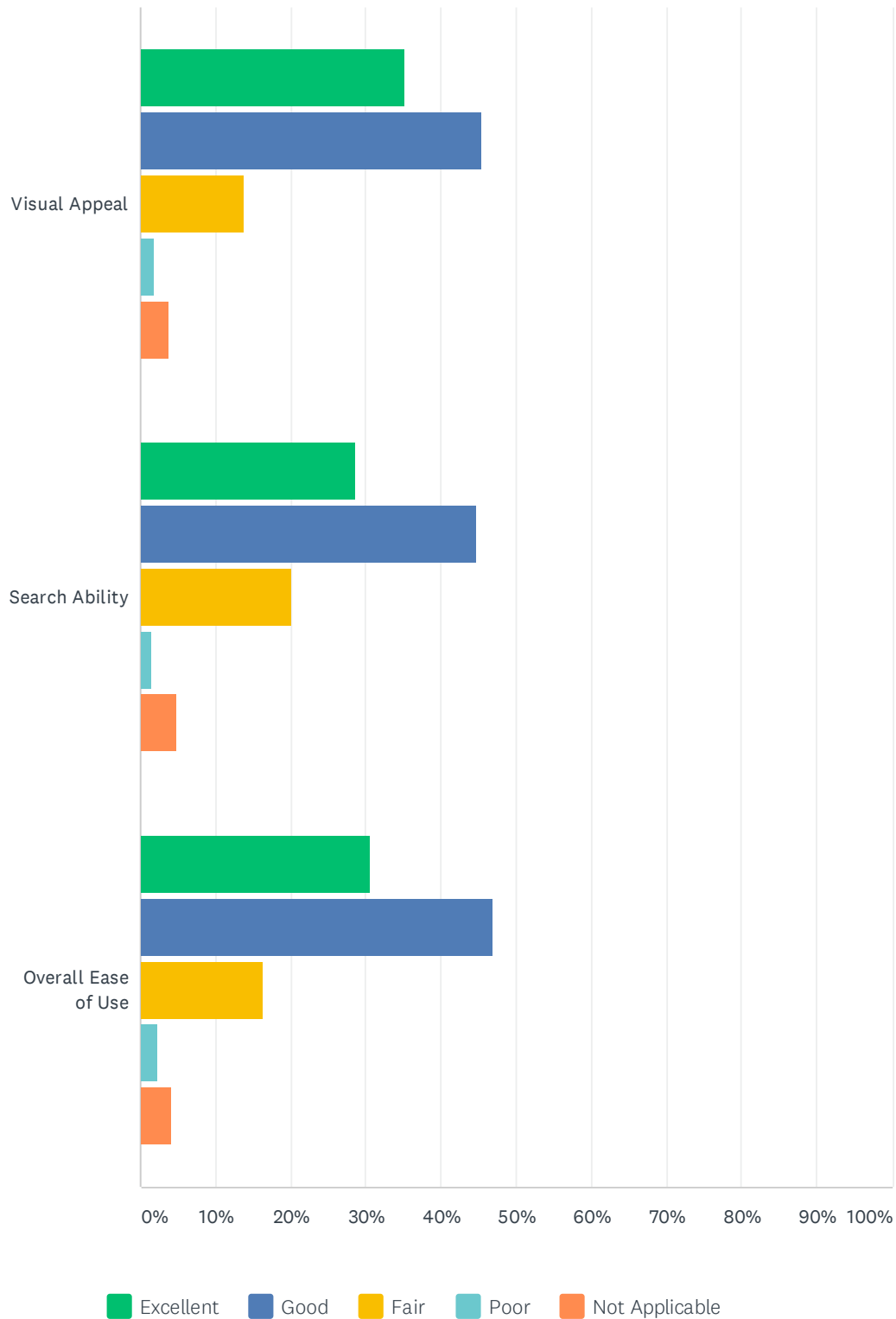
ANSWER CHOICES	RESPONSES	
Very Satisfied	30.51%	83
Satisfied	29.41%	80
Neutral	5.15%	14
Dissatisfied	1.47%	4
Very Dissatisfied	0.00%	0
Not Applicable	33.46%	91
TOTAL		272

Q34 Please feel free to leave additional comments and/ or suggestions below regarding the Hollis Stump Dump:

Answered: 66 Skipped: 214

Q35 How would you rate the quality of the Hollis Town Website, www.hollisnh.org?

Answered: 269 Skipped: 11

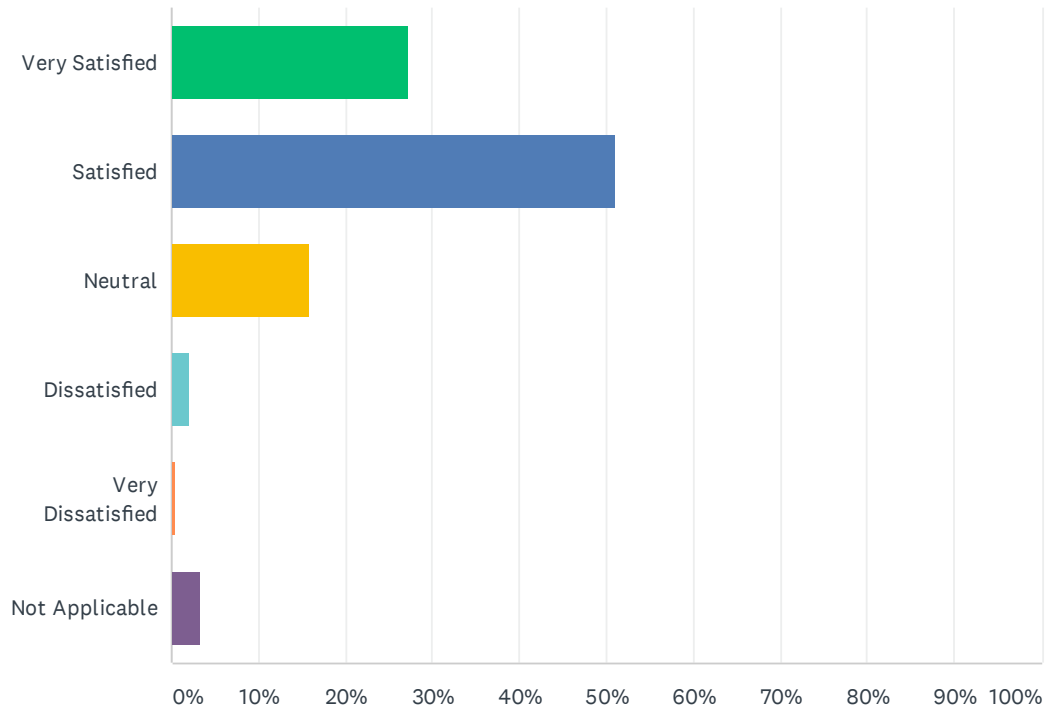


Resident Survey 2019

	EXCELLENT	GOOD	FAIR	POOR	NOT APPLICABLE	TOTAL	WEIGHTED AVERAGE
Visual Appeal	35.21% 94	45.32% 121	13.86% 37	1.87% 5	3.75% 10	267	4.06
Search Ability	28.73% 77	44.78% 120	20.15% 54	1.49% 4	4.85% 13	268	3.91
Overall Ease of Use	30.48% 82	46.84% 126	16.36% 44	2.23% 6	4.09% 11	269	3.97

Q36 How does the Town of Hollis Website meet your expectations?

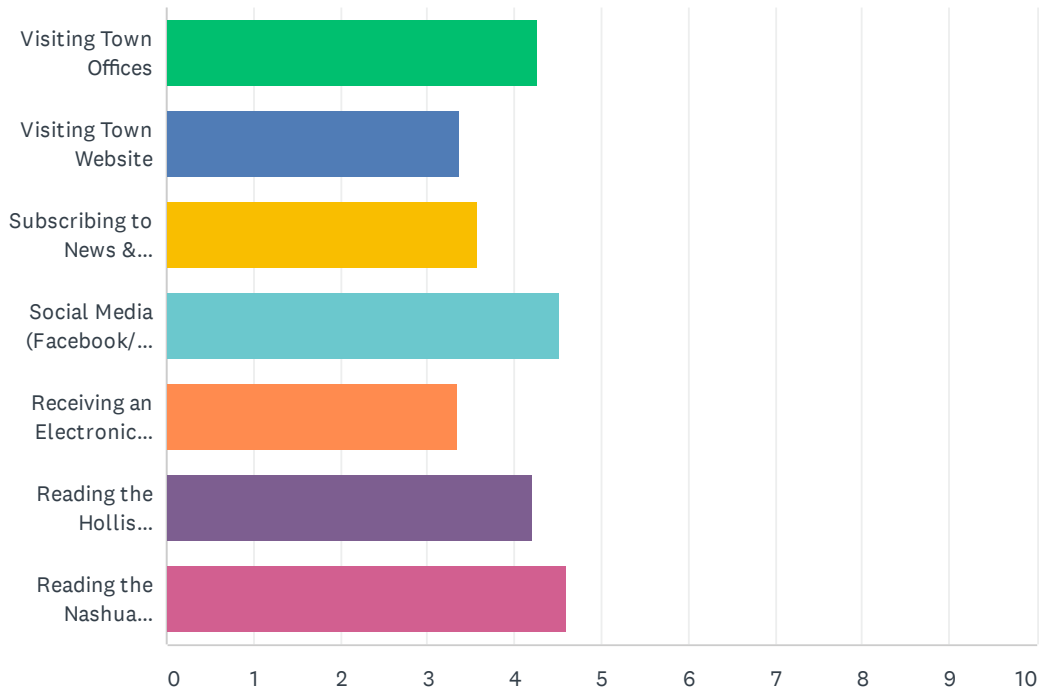
Answered: 276 Skipped: 4



ANSWER CHOICES	RESPONSES	
Very Satisfied	27.17%	75
Satisfied	51.09%	141
Neutral	15.94%	44
Dissatisfied	2.17%	6
Very Dissatisfied	0.36%	1
Not Applicable	3.26%	9
TOTAL		276

Q37 Please rank the below methods of receiving information regarding Town news, services and events on what is most convenient for you. (7 equals most preferred; 1 equals least preferred)

Answered: 268 Skipped: 12



	1	2	3	4	5	6	7	TOTAL	SCORE
Visiting Town Offices	13.84% 31	17.41% 39	17.41% 39	15.63% 35	15.18% 34	9.82% 22	10.71% 24	224	4.27
Visiting Town Website	11.48% 28	6.56% 16	11.89% 29	17.21% 42	12.70% 31	10.66% 26	29.51% 72	244	3.37
Subscribing to News & Notifications on Town Website	6.47% 15	12.93% 30	13.36% 31	16.81% 39	12.93% 30	24.14% 56	13.36% 31	232	3.57
Social Media (Facebook/ Twitter)	25.42% 60	13.14% 31	15.25% 36	13.14% 31	11.44% 27	9.75% 23	11.86% 28	236	4.51
Receiving an Electronic Newsletter	7.08% 17	5.83% 14	14.58% 35	15.00% 36	22.50% 54	14.17% 34	20.83% 50	240	3.34
Reading the Hollis Brookline Journal	10.59% 25	22.88% 54	12.71% 30	12.29% 29	18.64% 44	16.95% 40	5.93% 14	236	4.20
Reading the Nashua Telegraph	30.21% 71	16.60% 39	11.49% 27	8.09% 19	5.11% 12	14.89% 35	13.62% 32	235	4.60