2025 Town of Longboat Key Citizen Survey

Start of Block: Introduction

Q1   
    
Dear Town of Longboat Key Resident,   
    
You are receiving this survey because we want to know what you think about the quality of the services you receive from the Town and the amenities available to you here on Longboat Key.  We also want to hear your thoughts about the Town's most important priorities for the coming year and into the future.  Your input will be very helpful as we set priorities for the future and make sure we continue to provide the highest level of service possible within our existing resources.  
    
In order to collect this important feedback, we have contracted the Florida Institute of Government (FIOG) at the University of South Florida.  We would like to request that one member of each household complete the survey.  This questionnaire will only take 10-15 minutes of your time to complete, and your responses will be entirely confidential.  We are greatly appreciative of your time and participation in this important effort!   
    
For questions, please contact us at:   
    
Susan Phillips  
Town of Longboat Key  
Assistant to Town Manager   
sphillips@longboatkey.org  
   
    
    
Stephen Neely, PhD   
University of South Florida   
Associate Professor   
srneely@usf.edu   
    
    
Sincerely,    
    
Howard Tipton   
Town Manager

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Q2 Please enter your unique survey access code from your survey invitation in the space below.

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End of Block: Introduction

Start of Block: Quality of Life

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Q3 How would you rate your overall quality of life on Longboat Key?

* Excellent (1)
* Good (2)
* Fair (3)
* Poor (4)

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Q4 How would you rate the Town of Longboat Key in each of the following areas?

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|  | Excellent (1) | Good (2) | Fair (3) | Poor (4) | Unsure (5) |
| As a place to live (1) |  |  |  |  |  |
| As a place to retire (3) |  |  |  |  |  |
| As a place to work (4) |  |  |  |  |  |
| As a place to visit (5) |  |  |  |  |  |

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Q5 Please indicate your level of satisfaction with the following characteristics of Longboat Key:

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|  | Very Satisfied (1) | Satisfied (2) | Neither Satisfied nor Dissatisfied (3) | Dissatisfied (4) | Very Dissatisfied (5) |
| The overall reputation of the community (4) |  |  |  |  |  |
| The overall aesthetics of the community (3) |  |  |  |  |  |
| The overall safety of the community (7) |  |  |  |  |  |
| The flow of traffic and congestion (1) |  |  |  |  |  |
| Your access to public transportation (2) |  |  |  |  |  |
| Your access to retail, dining, and entertainment (6) |  |  |  |  |  |

Q6 In the space below, please provide any additional information that you would like us to know about your responses to the questions above and your quality of life on Longboat Key.

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End of Block: Quality of Life

Start of Block: Community Amenities

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Q7 How familiar are you with the Town of Longboat Key amenities provided at the following locations?

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|  | Very Familiar (1) | Somewhat Familiar (2) | Not Very Familiar (3) | Not at All Familiar (4) |
| Bayfront Park (2) |  |  |  |  |
| Durante Park (3) |  |  |  |  |
| Quick Point Nature Preserve (4) |  |  |  |  |
| Tennis Center (5) |  |  |  |  |
| Bicentennial Park (7) |  |  |  |  |
| Town Center (8) |  |  |  |  |

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Q8 Please indicate your level of satisfaction with the quality of the following Town of Longboat Key amenities:

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|  | Very Satisfied (1) | Satisfied (2) | Neither Satisfied nor Dissatisfied (3) | Dissatisfied (4) | Very Dissatisfied (5) | Unsure (6) |
| Beaches (1) |  |  |  |  |  |  |
| Bayfront Park (2) |  |  |  |  |  |  |
| Durante Park (3) |  |  |  |  |  |  |
| Quick Point Nature Preserve (4) |  |  |  |  |  |  |
| Tennis Center (5) |  |  |  |  |  |  |
| Town Center (7) |  |  |  |  |  |  |
| Way-Finding Signage (6) |  |  |  |  |  |  |

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Q9 Compared to a year ago, have you been leaving the island for appointments and recreation more often, less often, or about the same.

* More Often (1)
* About the Same (2)
* Less Often (3)

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Q10 In the past year, did you attend any of the following events at the Town Center:

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|  | Yes (1) | No (2) |
| Concerts (5) |  |  |
| Community Open House (4) |  |  |
| Fine Arts Show (6) |  |  |
| Seasonal Markets |  |  |

End of Block: Community Amenities

Start of Block: Town Services

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Q11 In the past year, have you personally used any of the following services provided by the Town of Longboat Key?  (please choose 'yes' or 'no' for each service)

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|  | Yes (1) | No (2) |
| Police Services (1) |  |  |
| Fire and Ambulance Services (2) |  |  |
| General Town Administration (3) |  |  |
| Parks and Town Facilities (6) |  |  |
| Permitting (i.e. Planning and Building) (9) |  |  |
| Code Enforcement (10) |  |  |

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Q12 Please indicate your level of satisfaction with the quality of the following services provided by the Town of Longboat Key:

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|  | Very Satisfied (1) | Satisfied (2) | Neither Satisfied nor Dissatisfied (3) | Dissatisfied (4) | Very Dissatisfied (5) | Unsure (6) |
| Police Services (1) |  |  |  |  |  |  |
| Fire and Ambulance Services (2) |  |  |  |  |  |  |
| Emergency Management and Preparedness (3) |  |  |  |  |  |  |
| Maintenance of Streets and Sidewalks (4) |  |  |  |  |  |  |
| Solid Waste Services (i.e. Trash and Recycling) (5) |  |  |  |  |  |  |
| Parks and Town Facilities (6) |  |  |  |  |  |  |
| Water and Waste Water Utilities (7) |  |  |  |  |  |  |
| Storm Water Management (8) |  |  |  |  |  |  |
| Permitting (i.e. Planning and Building) (9) |  |  |  |  |  |  |
| Code Enforcement (10) |  |  |  |  |  |  |
| General Town Administration (11) |  |  |  |  |  |  |

Q13 Please provide any additional information that you would like us to know about your responses to the question above.

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Q14 Have you contacted a Town official or department in the **past six months**?

* Yes (1)
* No (2)

Skip To: End of Block If Have you contacted a Town official or department in the past six months? = No

Q15 For the following questions, please answer based on **your most recent contact** with a Town official or department.

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Q16 How did you first contact the Town for your most recent inquiry?

* Walk-In (1)
* Phone (2)
* Email (3)
* Website ("Report a Concern" Link) (4)
* Other (Please Specify in the Box Below) (5) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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Q17 Please indicate your level of agreement with each of the following statements (as they pertain to your most recent contact with a Town official or department):

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|  | Strongly Agree (1) | Agree (2) | Neither Agree nor Disagree (3) | Disagree (4) | Strongly Disagree (5) |
| It was easy to contact the appropriate Town official or department (1) |  |  |  |  |  |
| My concern was addressed in a reasonable time (2) |  |  |  |  |  |
| My concern was completely resolved (3) |  |  |  |  |  |
| Town employees were courteous and respectful (4) |  |  |  |  |  |
| Town employees were knowledgeable (5) |  |  |  |  |  |
| I was satisfied with my experience (6) |  |  |  |  |  |

Q18 Please feel free to share any additional information that you would like us to know about your most recent contact with the Town.

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Q19 Are you familiar with the Town's tiered utility rate fees, which raises rates incrementally based on higher usage to encourage water conservation?

* Yes, very familiar (1)
* Yes, but only somewhat familiar (2)
* No, I'm not familiar with this (3)

Q20 The Town’s wastewater collection system consists of 47 pumping stations dependent on electrical power to move wastewater through an underground pipe network and ultimately off island. How familiar are you with how storm related power outages can result in shutdowns of some, or all, of the Town's wastewater system and service? Very familiar, Somewhat familiar, Not Very, or Not at all

* Very Familiar (1)
* Somewhat Familiar (2)
* Not Very Familiar (3)
* Not at All Familiar (4)

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Q21 Are you familiar with (and have you used) the following Town services?

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|  | Yes, I've used this service (1) | I familiar, but I haven't personally used this service (2) | No, I'm not familiar with this service (3) |
| Wellness Checks by Longboat Key Fire Rescue Department (1) |  |  |  |
| Electronic permit applications (and issuance) (2) |  |  |  |
| Electronic inspections (3) |  |  |  |
| Public Works can check for leaks in water utility system (4) |  |  |  |
| Potential bill adjustments for repaired leaks in water utility system (5) |  |  |  |
| Potential credits to utility bill for water used to fill pool (6) |  |  |  |

End of Block: Town Services

Start of Block: Communications

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Q22 Which of the following sources do you use to stay informed about Town issues, services, and events?  (Please check all that apply)

* Town Website (1)
* HOA or Neighborhood Newsletter (2)
* Facebook/Facebook Groups (3)
* X (formerly Twitter) (4)
* Instagram (5)
* Next Door App (6)
* Town E-Notification (i.e. Email Announcements) (7)
* Local Newspapers (8)
* Town Manager Brief (9)
* Monthly "Tip Talk" Videos (10)
* Monthly “Let’s Talk Longboat!”

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Q23 How familiar are you with each of the following Town of Longboat Key efforts?

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|  | Very Familiar (1) | Somewhat Familiar (2) | Not Very Familiar (3) | Not at All Familiar (4) |
| The Chamber of Commerce & Town's annual hurricane seminar (1) |  |  |  |  |
| The Town's annual Citizen Academy (2) |  |  |  |  |
| Opportunities to serve on Town Boards (3) |  |  |  |  |
| The Town's Short-Term Rental Restrictions (4) |  |  |  |  |
| Community Open-House (5) |  |  |  |  |
| Town Hall Art Exhibit and Artist's Reception (6) |  |  |  |  |

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Q24 Please indicate your level of satisfaction with each of the following:

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|  | Very Satisfied (1) | Somewhat Satisfied (2) | Neither Satisfied nor Dissatisfied (3) | Somewhat Dissatisfied (4) | Very Dissatisfied (5) | Unsure (6) |
| Access to information about Town services (1) |  |  |  |  |  |  |
| Town efforts to keep citizens informed (2) |  |  |  |  |  |  |
| Opportunities to participate in Town government (3) |  |  |  |  |  |  |
| The Town's social media sites (5) |  |  |  |  |  |  |

End of Block: Communications

Start of Block: Policy Priorities

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Q25 Are you familiar with the Town's Vacation Rental Registration, which requires any property that is rented in a residential zone district for 6 months or less must register with the Town and obtain a Business Tax Receipt as well as an inspection?

* Yes (1)
* No (2)

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Q26 In your opinion, how important is it for the Town of Longboat Key to address each of the following issues in the coming years?

|  |  |  |  |  |  |
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|  | Very Important (1) | Somewhat Important (2) | Neither Important nor Unimportant (3) | Somewhat Unimportant (4) | Not at All Important (5) |
| Beach Management/Shoreline Protection (1) |  |  |  |  |  |
| Sea-Level Rise (Adaptation Plan) (2) |  |  |  |  |  |
| Canal Dredging (10) |  |  |  |  |  |
| Street Flooding (11) |  |  |  |  |  |
| Encourage the Redevelopment of Aging Nonconforming Properties (4) |  |  |  |  |  |
| Infrastructure Upkeep (i.e. Roads, Utilities, Town Facilities, etc. (6) |  |  |  |  |  |
| Fiscal Sustainability (9) |  |  |  |  |  |
| Traffic (Congestion/Safety) (15) |  |  |  |  |  |
| New Waste-Water Line to the Mainland (16) |  |  |  |  |  |
| Environmental Initiatives (19) |  |  |  |  |  |

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Q27 In your opinion, what are **the three most important challenges** facing the Town of Longboat Key at this time? (Please select no more than three).

* Beach Erosion (1)
* Sea-Level Rise (2)
* Infrastructure Upkeep and Development (3)
* Hurricane/Emergency Preparedness (4)
* Red Tide (5)
* Fiscal Sustainability (6)
* Illegal Rentals (7)
* Taxes (8)
* Property Insurance Costs (9)
* Traffic Congestion (10)
* Other (Please Specify in the Box Below) (11) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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Q28 How satisfied are you with the overall direction that the Town of Longboat Key is taking?

* Very Satisfied (1)
* Satisfied (2)
* Neither Satisfied nor Dissatisfied (3)
* Dissatisfied (4)
* Very Dissatisfied (5)

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Q29 How satisfied are you with the job that the elected Town Commission is doing to serve the residents of Longboat Key?

* Very Satisfied (1)
* Satisfied (2)
* Neither Satisfied nor Dissatisfied (3)
* Dissatisfied (4)
* Very Dissatisfied (5)

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Q30 How familiar are you with the new Breeze transportation service, which provides on-demand transportation for the entire island, connecting to both the Sarasota Transit station (downtown) and the Manatee County transit station at Coquina Beach?

* Very Familiar (1)
* Somewhat Familiar (2)
* Not Very Familiar (3)
* Not at All Familiar (4)

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Q31 Have you used the new Breeze transportation service yet?

* Yes (1)
* No (2)

Skip To: Q33 If Have you used the new Breeze transportation service yet? = Yes

Q32 Why have you not used the Breeze transportation service?

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Q33 With the enhancements to infrastructure recently made by Verizon and AT&T, have you experienced improved cellular service on the island?

* Yes, I've experienced significant improvements (1)
* Yes, I've experience minor improvements (2)
* No, I've not experienced any improvements (3)

End of Block: Policy Priorities

Start of Block: Hurricane Preparedness

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Q34 Have you signed up for the **Alert Longboat Key** **Emergency Notification System**?

* Yes (1)
* No (2)
* Unsure (3)

Skip To: Q36 If Have you signed up for the Alert Longboat Key Emergency Notification System? != No

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Q35 Please let us know why you haven't signed up for the **Al**ert Longboat Key Emergency Notification System.

* I'm not familiar with the service (1)
* I'm not interested in being contacted by phone, text message, or email alerts (2)
* Other (Please Specify) (3) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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Q36 How prepared is your household if a major hurricane were to impact Longboat Key?

* Very Prepared (1)
* Somewhat Prepared (2)
* Not Very Prepared (3)
* Not at All Prepared (4)
* Unsure (5)

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Q37 How prepared was your household for Hurricane Helene and Hurricane Milton?

* Very Prepared (1)
* Somewhat Prepared (2)
* Not Very Prepared (3)
* Not at All Prepared (4)
* Other (please describe) (5) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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Q38 Did you evacuate the island ahead of Hurricane's Helene and Milton?

* I evacuated for Hurricane Helene, but not Hurricane Milton (1)
* I evacuated for Hurricane Milton, but not Hurricane Helene (2)
* I evacuated for both hurricanes (3)
* I did not evacuate for either hurricane (4)

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Q39 Are you satisfied with the Town's response and recovery efforts following recent storm events (such as Hurricane's Helene and Milton)?

* Very Satisfied (1)
* Somewhat Satisfied (2)
* Not Very Satisfied (3)
* Not at All Satisfied (4)

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Q40 Did the Town communicate effectively with relevant information before, during, and after Hurricane's Helene and Milton?

* Yes (1)
* No (2)
* Unsure (3)

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Q41 How familiar are you with the safety issues associated with lithium-ion batteries (i.e. those found in electric vehicles, e-bikes, wheelchairs, tools, toys, etc.), as well as the safety protocols for avoiding fire hazards and other risks?

* Very Familiar (1)
* Somewhat Familiar (2)
* Not Very Familiar (3)
* Not at All Familiar (4)

End of Block: Hurricane Preparedness

Start of Block: Environmental Questions

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Q42 Would you support or oppose keeping Longboat Key's beaches "natural", which would include not raking up seaweed at the shoreline to protect feeding and nesting habitats for shorebirds and other wildlife?

* Strongly Support (1)
* Somewhat Support (2)
* Somewhat Oppose (3)
* Strongly Oppose (4)
* Unsure (5)

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Q43 Are you familiar with the Town's "Irrigation Schedule" (per Chapter 40E-24, Florida Administrative Code) that allows watering two days per week regardless of the source of the water (potable or well)?

* Yes (1)
* No (2)

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Q44 Do you adhere to the Town's "Irrigation Schedule"?

* Yes, I personally adhere to this schedule. (1)
* Yes, I require my landscaper to adhere to this schedule. (2)
* No (3)

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Q45 Are you familiar with the Town's tiered utility rate fees, which raises incrementally based on higher usage to encourage water conservation?

* Yes (1)
* No (2)

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Q46 Are you familiar with the Beach Access points that are closest to you home on Longboat Key?

* Yes (1)
* No (2)
* Unsure (3)

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Q47 Are you familiar with the points of access to Sarasota Bay that are closest to your home on Longboat Key?

* Yes (1)
* No (2)
* Unsure (3)

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Q48 Are you aware of Town Code Section 92.04, which prohibits dogs and pets from all public beaches, public beach accesses, and Greer Island Park?  (This excludes dogs certified for assisting persons with disabilities).

* Yes (1)
* No (2)

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Q49 Do you comply with these prohibitions?

* Yes (1)
* No (2)

End of Block: Environmental Questions

Start of Block: Demographics

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Q50 How long have you lived on Longboat Key?

* Less than 5 years (1)
* 5-10 years (2)
* 11-20 years (3)
* More than 20 years (4)

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Q51 Which of the following best describes how much of the year you typically spend living on Longboat Key?

* 11-12 months (1)
* 8-10 months (2)
* 6-7 months (3)
* 3-5 months (4)
* 1-2 months (5)
* None of the year (6)

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Q52 Where do you expect to be living in 5 years?

* Longboat Key (1)
* Another community in the Tampa Bay region (2)
* Another community in Florida (3)
* Outside of Florida (4)
* Unsure (5)

Skip To: Q54 If Where do you expect to be living in 5 years? = Longboat Key

Q53 Please tell us why you don't expect to be living in Longboat Key in 5 years?

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Q54 What type of home do you live in?

* Single Family Home (1)
* Town House or Condominium (2)
* Apartment (3)
* Other (4)

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Q55 Do you currently own or rent your home?

* Own (1)
* Rent (2)

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Q56 What is your gender?

* Male (1)
* Female (2)
* Prefer not to answer (3)

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Q57 Did you respond to the Town's 2024 Citizen Satisfaction Survey?

* Yes (1)
* No (2)

End of Block: Demographics