

Statement of Confidentiality and Ownership

All of the analyses, findings, data, and recommendations contained within this report are the exclusive property of the Town of Tolland, Connecticut.

As required by the Code of Ethics of the National Council on Public Polls and the United States Privacy Act of 1974, The Center for Research and Public Policy maintains the anonymity of respondents to surveys the firm conducts. No information will be released that might, in any way, reveal the identity of the respondent.

Moreover, no information regarding these findings will be released without the written consent of an authorized representative of the Town of Tolland.

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1 INTRODUCTION

The Center for Research and Public Policy (CRPP) is pleased to present the results of a Community Survey conducted among residents of Tolland, Connecticut.

The survey was designed to provide resident input on local issues, development, conservation, and recreation.

The research study included a comprehensive telephone survey. Interviews were conducted among residents of Tolland by phone. CRPP, working together with Tolland officials, designed the survey instrument to be used when calling Tolland residents.

This report summarizes information collected from telephone surveys conducted January 15 – 22, 2009.

The survey instrument employed in the Community Survey included the following areas for investigation:

- Perception of local quality of life;
- Local issues of concern;
- Views of natural resources and open space;
- Perceptions of development along Route 195 near Albany Road;
- Views on residential development and housing;
- Perception of Tolland's economic development;
- Views on bus service from Tolland to places such as Hartford and UCONN campus;
- Demographics.

Section II of this report discusses the Methodology used in the study, while Section III includes Highlights derived from an analysis of the quantitative research. Section IV is a Summary of Findings for the residential telephone surveys - a narrative account of the data.

Section V is an Appendix to the report containing a copy of the survey instrument and the composite aggregate data.

METHODOLOGY

Using a quantitative research design, CRPP completed 400 interviews with Tolland residents.

All telephone interviews were conducted January 15 – 22, 2009.

Survey input was provided by officials of the Town of Tolland.

Survey design at CRPP is a careful, deliberative process to ensure fair, objective and balanced surveys. Staff members, with years of survey design experience, edit any bias. Further, all scales used by CRPP (either numeric, such as one through ten, or wording such as strongly agree, somewhat agree, somewhat disagree, or strongly disagree) are balanced evenly. And, placement of questions is carefully accomplished so that order has no impact.

All population based surveys conducted by CRPP are proportional to population contributions within States, towns, and known census tract, group blocks and blocks. This distribution ensures truly representative results without under or over representation of various geographic or demographic groups within a sampling frame.

CRPP utilized a “super random digit” sampling procedure, which derives a working telephone sample of both listed and unlisted telephone numbers. This method of sample selection eliminates any bias toward only listed telephone numbers. Additionally, this process allows randomization of numbers, which equalizes the probability of qualified respondents being included in the sampling frame.

One survey instrument was used to elicit information from all Tolland residents. Respondents qualified for the survey if they confirmed they were heads of households, at least eighteen years of age, and were current residents of Tolland.

Training of telephone researchers and pre-test of the survey instruments occurred January 15, 2009.

All facets of the study were completed by CRPP’s senior staff and researchers. These aspects include: survey design, pre-test, computer programming, fielding, coding, editing, data entry, verification, validation and logic checks, computer analysis, analysis, and report writing.

Completion rates are a critical aspect of any telephone survey research. Because one group of people might be easier to reach than another group, it is important that concentrated efforts are made to reach all groups to an equal degree.

A high completion rate means that a high percentage of the customers within the original sample were actually contacted, and the resulting sample is not biased toward one potential audience. CRPP maintained an **82%** completion rate on all calls made during this *Community Survey*. And, a high completion rate, many times indicates an interest in the topic.

Statistically, a sample of 400 surveys represents a margin for error of $\pm 5.0\%$ at a 95% confidence level.

In theory, this sample of Tolland residents will differ no more than $\pm 5.0\%$ than if all Tolland residents were contacted and included in the survey. That is, if random probability sampling procedures were reiterated over and over again, sample results may be expected to approximate the larger population values within plus or minus $\pm 5.0\%$ -- 95 out of 100 times.

Readers of this report should note that any survey is analogous to a snapshot in time and results are only reflective of the time period in which the survey was undertaken. Should concerted public information or relations campaigns be undertaken during or shortly after the fielding of the survey, the results contained herein may be expected to change and should be, therefore, carefully interpreted and extrapolated.

Furthermore, it is important to note that all surveys contain some component of "sampling error." Error that is attributable to systematic bias has been significantly reduced by utilizing strict random probability procedures. This sample was strictly random in that selection of each potential respondent was an independent event, based on known probabilities.

Each qualified household within Tolland had an equal chance for participating in the study. Statistical random error, however, can never be eliminated but may be significantly reduced by increasing sample size.

HIGHLIGHTS

QUALITY OF LIFE

- When asked to report the reason they first chose to live in Tolland, more than one-quarter of all respondents, 27.8%, suggested first living in Tolland because its “location is close to (where they) work/highways.” This was followed by “house (nice house/affordable)” (21.5%), “birthplace, family nearby” (18.3%) and “community appearance (town character/community feeling)” (18.0%).
- While one-fifth of all respondents, 20.3%, reported the overall quality of life in Tolland exceeds their expectations, another 72.3% reported the overall quality of life in Tolland currently meets their expectations but does not exceed them.
- When asked to state two or three ways in which the Town of Tolland meets or exceeds their expectations, slightly more than one-third, 36.8%, reported the “small town feel” as the primary reason. This was followed by the “education system” (32.5%) and “public works” (16.0%).
- When asked to state the ways the Town of Tolland could better meet or exceed their expectations, respondents reported “lower taxes” (27.3%) as their primary suggestion. This was followed by “increase commercial tax base” (12.3%) and “continue to improve education system” (10.0%).
- Nearly two-thirds of all respondents, 65.3%, reported “natural areas/open space” contributes most positively to the quality of life in Tolland. This was followed by “the people” (43.0%) and “historic buildings and areas, such as the Town Green” (40.3%).
- Nearly three-quarters of respondents reported to either strongly or somewhat agree with each of the following statements pertaining to current Town issues:
 - The Town is doing a good job protecting natural resources (94.3%)
 - The Town is doing a good job preserving open space (92.0%)
 - The Town is doing a good job making sure that new commercial development fits in with Tolland’s character (74.0%)
 - The Town is doing a good job making sure residential development fits in with Tolland’s character (73.5%)

NATURAL RESOURCES AND OPEN SPACE

- Mixed levels of agreement (between one-third and four-fifths) were reported for the following statements about protecting water resources such as ground water, lakes, streams and ponds, in the Town of Tolland:
 - To protect water quality, the Town should decrease the amount of development allowed near water resources (79.0%)
 - To protect water quality, the Town should require that homeowners with septic tanks have their tanks pumped out on a regular basis (this may mean every 3 to 5 years) (66.8%)
 - To protect water quality, the Town should discourage homeowners from using fertilizers and pesticides in their yards (54.8%)
 - To protect water quality, the Town should try to regulate how much forest or vegetation someone can clear on their land (36.3%)
- When asked, the majority of respondents, 82.8%, reported to either strongly or somewhat agree with the following statement: “The Town should continue to purchase undeveloped land for open space when it becomes available.”

RESIDENTIAL DEVELOPMENT

- The large majority of respondents, 87.3%, reported to either strongly support (56.5%) or somewhat support (30.8%) more housing to meet the needs of senior citizens and elderly residents.
- When asked which type of housing unit would most likely be the next housing unit for their family, 37.0% reported “smaller single family house” as their primary response. This was followed by “other” (20.5%), “don’t know/unsure” (15.3%) and “age-restricted/over-55 housing” (14.0%).

BUSINESS DEVELOPMENT

- More than half of all respondents, 57.0% reported “how much in taxes the development will generate” as the most important consideration when planning for new commercial development in Tolland. This was followed by “how many jobs the business will provide” (51.0%) and “how the development might impact natural resources” (47.3%).

- When asked, nearly two-thirds of all respondents, 63.5%, reported there are too few restaurants in Tolland. This was followed by too few smaller retail stores (54.5%) and too few technology-related businesses (52.8%)
- Nearly three-quarters of all respondents, 73.5%, reported to either strongly support (40.8%) or somewhat support (32.8%) the concept of creating a “Technology Corridor” along the section of Route 195 near Anthony Road.

TRANSPORTATION

- When asked, just over half of all respondents, 53.0%, reported to either strongly or somewhat agree with the following statement: “Tolland’s roads seem capable of handling future traffic level.”
- Further, nearly two-thirds of all respondents, 63.3%, reported to either strongly or somewhat agree with the following statement: “I would like more opportunities to bike, rather than drive, to places in Tolland, via bike path.”

COMMUNITY FOCAL POINT

- While nearly two-thirds of all respondents, 63.5%, either strongly or somewhat agree with the concept of a village-type “town center” in a walking-friendly setting with community gathering spots and shops, another 31.8% reported to either somewhat or strongly disagree with the concept.

COMMUNITY FACILITIES

- After being read a list of options, nearly half of all respondents, 45.3%, suggested “upgrade existing fields so that they can handle more usage” as the best option to address the concern over recreation fields not meeting the needs of residents as the Town of Tolland grows. This was followed by “do nothing/keep usage as is” (33.3%).
- When asked, the majority of respondents, 83.0%, reported to either strongly or somewhat support the use of alternate energy sources in town buildings.

OVERALL PRIORITIES

- After being read a list of development issues facing the Town of Tolland, respondents reported the following five areas as those which should be the highest priority for the town of Tolland over the next 10 years:
 - “Increasing business development” (44.8%)
 - “Managing traffic” (43.3%)
 - “Preserving open space” (41.5%)
 - “Minimizing environmental impacts from development” (34.8%)
 - “Upgrading town facilities” (18.8%)

- Further, after being read a list of projects which could require town expenditures, respondents reported the most support, assuming a favorable economic climate, for the following:
 - “Building housing for low-income senior citizens” (34.5%)
 - “Upgrade town infrastructure, such as roads” (32.0%)
 - “Continue to purchase open space when available” (31.0%)
 - “Build a new library” (18.8%)
 - “Build a community center” (18.0%)

SUMMARY 4 FINDINGS

Readers are reminded that the following section summarizes statistics collected from telephone interviews conducted among 400 residents of Tolland, Connecticut.

QUALITY OF LIFE

When asked the reason they first chose to live in Tolland, more than one-quarter of respondents, 27.8%, reported choosing to live in Tolland because of its location.

The table below presents the results as collected. Readers should note multiple responses were accepted.

<i>Why did you first choose to live in Tolland?</i>	<i>2009</i>
Location (close to work/close to highways)	27.8%
Housing (nice house/affordable)	21.5
Birthplace, family nearby	18.3
Community appearance (town character/community feeling)	18.0
Community amenities (education system/recreational facilities)	16.5
Neighborhood (nice neighborhood)	13.0
Other	5.8
Community reputation	5.3
Don't know/unsure	1.8

One-fifth of all respondents, 20.3%, reported the overall quality of life in Tolland exceeds their expectations, while another 72.3% reported the overall quality of life in Tolland currently meets their expectations but does not exceed them.

<i>Quality of life in Tolland</i>	<i>2009</i>
Exceeds your expectations	20.3%
Meets your expectations but does not exceed them	72.3
Does not meet your expectations	6.8
Don't know/unsure	0.8

When asked to state two or three ways in which the Town of Tolland meets or exceeds their expectations, 36.8% reported the “small town feel” as the reason. This was followed by the “education system” (32.5%).

The table below presents the results as collected. Readers should note, multiple responses were accepted.

<i>Ways Tolland <u>exceeds</u> expectations?</i>	<i>2009</i>
Small town feel	36.8%
Education system	32.5
Public works	16.0
Friendly	11.5
Low crime rate	10.5
Clean	10.3
Recreational facilities	8.8
None	6.0
Beautiful parks	5.8
Don't know/unsure	4.8
Convenience to highway	4.5
Public library	4.3
Affordable	3.3
Good town government	2.5
Not too commercial	1.8
Roads are good	1.5
Good shopping	1.5
Good fire/police departments	1.5
Senior activities	1.0
Historical society	1.0
Athletic facilities	0.8
College attendance rates	0.5
Controlled development	0.5
Good hospitals	0.3
No McDonald's	0.3
Tax installment payments	0.3
Town works to create more jobs	0.3

When asked to state the ways the Town of Tolland could better meet or exceed their expectations, respondents suggested “lower taxes” (27.3%) most frequently.

The table below represents the results as collected. Multiple responses were accepted.

<i>Ways Tolland could better meet your needs?</i>	<i>2009</i>
Lower taxes	27.3%
None	14.3
Increase commercial tax base	12.3
Continue to improve education system	10.0
Preserve more open space	9.0
Don't know/unsure	8.8
Traffic is rough	4.3
Keep up on town services	3.8
Reduction of growth	3.3
Fix side streets	2.8
Don't expand sewer system	2.5
Swimming pool	2.3
More restaurants	2.0
More trails and pathways	2.0
Better road plowing	1.8
Do something with old high school	1.8
Make a new senior center	1.8
More sidewalks are needed	1.5
Add a dog park	1.3
More affordable housing	1.3
Reserve energy fund	1.0
Bus service	1.0
More job fairs	0.8
Add speed bumps	0.8
Invest in the library	0.8
New fast food	0.5
Get rid of strip club	0.5
More street lights	0.5
More emphasis on arts	0.5
Starbucks	0.3
Stop telling homeowners what to do with their property	0.3
Pharmacy is needed	0.3

Respondents were read a list of aspects that contribute to the quality of life in Tolland and asked to report which aspect most positively impacts their quality of life in Tolland.

As presented in the table below, nearly two-thirds of all respondents, 65.3%, reported “natural areas/open space” contributes most positively to the quality of life in Tolland.

Detailed findings are presented in the table below. Readers should note multiple responses were accepted.

<i>Which aspects contribute most positively to the quality of life in Tolland?</i>	<i>2009</i>
Natural areas/open space	65.3%
The people	43.0
Historic buildings and areas, such as the Town Green	40.3
Town services	34.8
Community events, community spirit	34.5
The pattern of residential development	21.5
The pattern of commercial development	8.0
Tax rate	3.3
Don't know/unsure	1.5
None of the above	1.5
Other	0.5

Respondents were read four statements pertaining to current town issues and asked if they strongly agreed, somewhat agreed, somewhat disagreed or strongly disagreed with each.

As presented in the table below, nearly three-quarters of all respondents reported to either strongly or somewhat agree with each of the statements presented for measurement.

<i>Statements</i>	<i>Strongly and Somewhat Agree</i>	<i>Somewhat and Strongly Disagree</i>
The Town is doing a good job protecting natural resources	94.3%	2.8
The Town is doing a good job preserving open space	92.0	4.5
The Town is doing a good job making sure that new commercial development fits in with Tolland's character	74.0	19.8
The Town is doing a good job making sure residential development fits in with Tolland's character	73.5	21.0

NATURAL RESOURCES AND OPEN SPACE

Researchers read a short list of statements related to protecting water resources in Tolland such as ground water, lakes, streams and ponds, and asked respondents if they strongly agreed, somewhat agreed, somewhat disagreed or strongly disagreed with each statement as it was read.

The table below presents the results as collected.

<i>Statements</i>	<i>Strongly and Somewhat Agree</i>	<i>Somewhat and Strongly Disagree</i>
To protect water quality, the Town should decrease the amount of development allowed near water resources.	79.0%	14.3
To protect water quality, the Town should require that homeowners with septic tanks have their tanks pumped out on a regular basis (this may mean every 3 to 5 years).	66.8	30.8
To protect water quality, the Town should discourage homeowners from using fertilizers and pesticides in their yards.	54.8	38.6
To protect water quality, the Town should try to regulate how much forest or vegetation someone can clear on their land.	36.3	56.8

As presented in the table below, the majority of respondents, 82.8%, either strongly or somewhat agreed with the following statement: **“The Town should continue to purchase undeveloped land for open space when it becomes available.”**

<i>“The Town should continue to purchase undeveloped land for open space when it becomes available.”</i>	<i>2009</i>
Strongly agree	54.3%
Somewhat agree	28.5
Somewhat disagree	6.3
Strongly disagree	7.8
Don’t know/unsure	3.3
<i>Total agree</i>	<i>82.8</i>
<i>Total disagree</i>	<i>14.1</i>

RESIDENTIAL DEVELOPMENT

Researchers read the following: *“In the future, Tolland is expected to have more senior citizen and elderly residents. Please tell me if you strongly support, somewhat support, somewhat oppose or strongly oppose more housing created to meet these needs? Would you say...”*

A majority of respondents, 87.3%, strongly supported (56.5%) or somewhat supported (30.8%) more housing to meet the needs of senior citizens and elderly residents.

<i>Support or oppose housing for seniors?</i>	<i>2009</i>
Strongly support	56.5%
Somewhat support	30.8
Somewhat oppose	3.3
Strongly oppose	4.0
Don't know/unsure	5.5
<i>Total support</i>	<i>87.3</i>
<i>Total oppose</i>	<i>7.3</i>

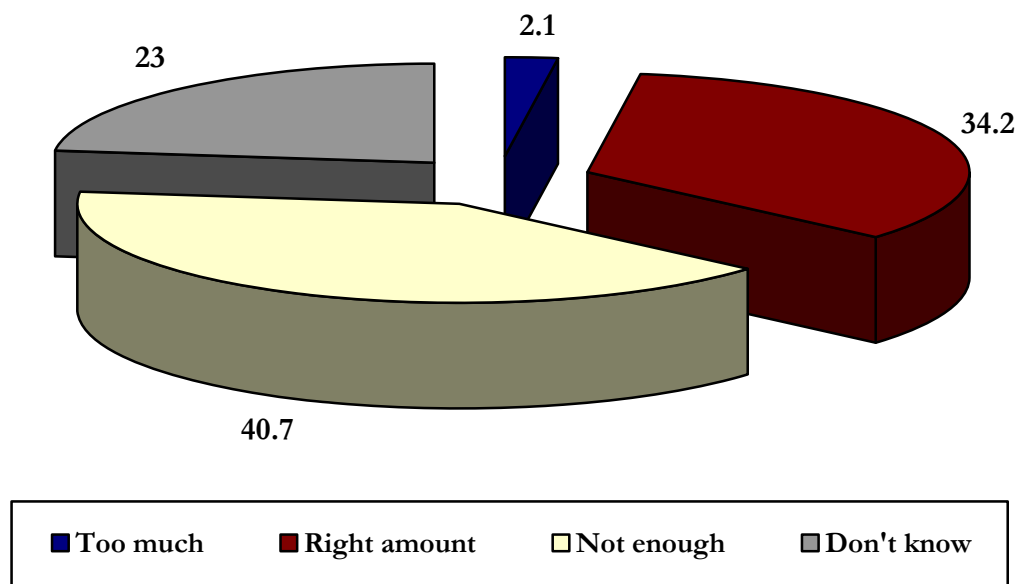
When asked which type of housing unit would most likely be the next housing unit for their family, 37.0% or all respondents reported “smaller single family house” as their primary response.

<i>Your next most likely housing unit?</i>	<i>2009</i>
Smaller single family house	37.0%
Other	20.5
Don't know/unsure	15.3
Age-restricted/over-55 housing	14.0
Larger single family house	5.0
Assisted living	4.3
Multifamily apartment or condominium	2.8
Apartment located in a single-family house (e.g., in-law apartment)	1.0
Two to three-family house	0.3

Following the response to their next most likely housing unit, all respondents were asked if they felt there was too much, not enough or the right amount of that specific type of housing in Tolland that they would be interested in.

As presented in the chart below, more than one-third of all respondents, 34.2%, suggested there is “just the right amount” of their desired type of housing available in Tolland.

How much of your desired next housing type is available in Tolland?



BUSINESS DEVELOPMENT

All respondents were read the following by researchers: *“When planning for new commercial development in Tolland, which of the following considerations should be most important?”*

As presented in the table below, more than half of respondents, 57.0% reported “how much in taxes the development will generate” as the most important consideration when planning for new commercial development in Tolland.

<i>Most important considerations?</i>	<i>2009</i>
How much in taxes the development will generate	57.0%
How many jobs the business will provide	51.0
How the development might impact natural resources	47.3
What services the business provides	46.3
Whether the development will increase traffic	39.0
What the new building will look like	35.3
Don't know/unsure	5.3

Researchers continued by reading a list of business types and asked respondents to indicate if Tolland has too many, too few or about the right amount of these types of businesses.

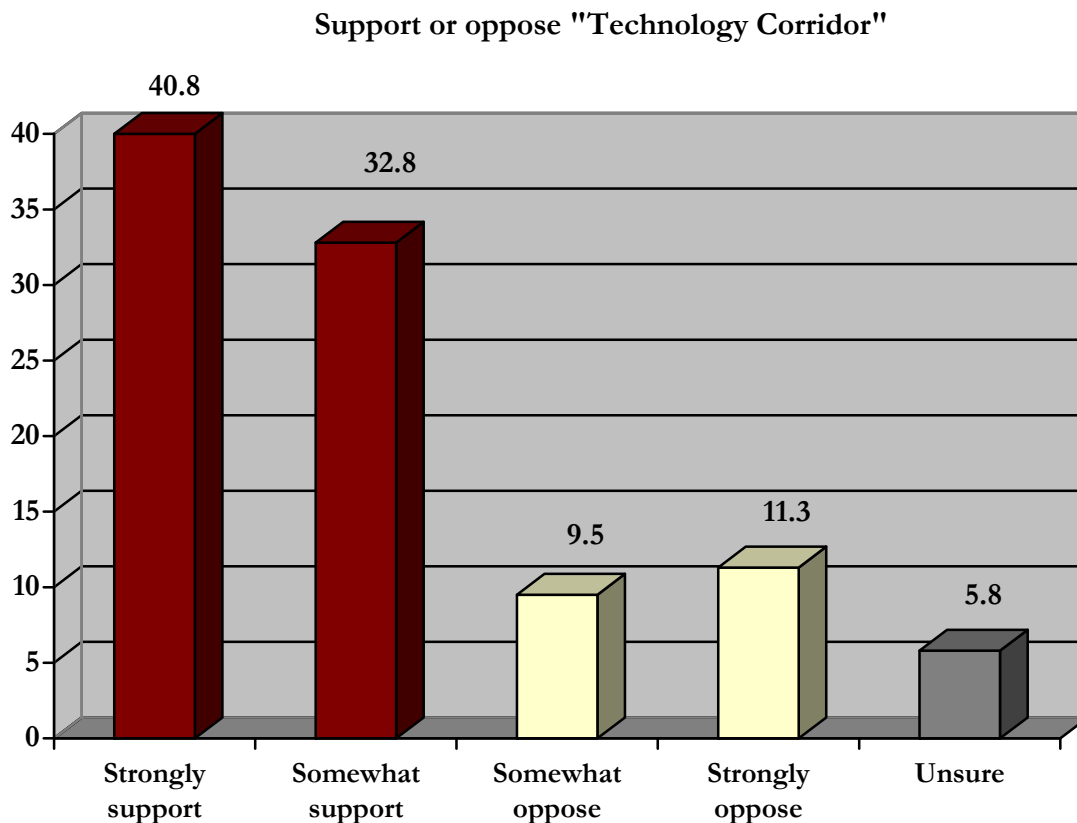
As presented below, nearly two-thirds of respondents, 63.5%, reported there are too few restaurants in Tolland.

<i>Business type</i>	<i>Too Few</i>	<i>Right Amount</i>	<i>Too Many</i>	<i>DK</i>
Restaurants	63.5%	32.3	2.5	1.8
Smaller retail stores	54.5	41.5	1.3	2.8
Technology-related businesses	52.8	33.5	0.5	13.3
Commercial and Industrial	51.0	41.3	1.8	6.0
National chain restaurants	40.3	43.0	12.8	4.0
Home-based businesses	38.0	28.8	1.0	32.3
Larger retail stores	30.3	55.8	10.8	3.3
National chain retailers	27.5	54.5	12.3	5.8
Offices (doctors, accountants, etc.)	25.8	67.0	1.8	5.5

Researchers read the following: *“The Town has been working to create a “Technology Corridor” along a section of Route 195 near Anthony Road. This corridor could include technology businesses, in a campus-like setting, with retail shops and housing. Thinking about the section of Route 195 near Anthony Road, please tell me if you strongly support, somewhat support, somewhat oppose or strongly oppose this concept?”*

As presented in the table and chart below, nearly three-quarters of all respondents, 73.5%, reported to either “strongly support” (40.8%) or “somewhat support” (32.8%) this concept.

<i>Support or oppose “Technology Corridor”</i>	<i>2009</i>
Strongly support	40.8%
Somewhat support	32.8
Somewhat oppose	9.5
Strongly oppose	11.3
Don’t know/unsure	5.8
<i>Total support</i>	<i>73.5</i>
<i>Total oppose</i>	<i>20.8</i>



TRANSPORTATION

Researchers read the following to respondents: *“A portion of Route 195 will be widened in the next few years to better accommodate traffic traveling from I-84 towards UCONN. Thinking about all other roads in Tolland, please tell me if you strongly agree, somewhat agree, somewhat disagree or strongly disagree with the following statement: ‘Tolland’s roads seem capable of handling future traffic levels.’”*

The table below presents the results as collected.

<i>“Tolland’s roads seem capable of handling future traffic levels”</i>	<i>2009</i>
Strongly agree	23.8%
Somewhat agree	29.3
Somewhat disagree	16.8
Strongly disagree	24.5
Don’t know/unsure	5.8
<i>Total agree</i>	<i>53.0</i>
<i>Total disagree</i>	<i>41.3</i>

Respondents were asked which areas, when being developed, should be required to build sidewalks and pathways. As presented below, nearly two-fifths of all respondents, 39.5%, reported paved sidewalks and pathways should be required near schools.

<i>Where should paved sidewalks and pathways be required?</i>	<i>2009</i>
Near schools	39.5%
Near the Town Green	27.5
Commercial areas	27.3
In all of these areas	17.8
Sidewalks should not be required in any new development	17.3
Along major roads, such as state routes	13.8
New housing developments	12.8
Don’t know/unsure	3.8
Other	0.8

All respondents were asked by researchers if they strongly agreed, somewhat agreed, somewhat disagreed or strongly disagreed with the following statement: **“I would like more opportunities to bike, rather than drive, to places in Tolland, via bike path.”**

<i>“I would like more opportunities to bike, rather than drive, to places in Tolland, via bike path”</i>	<i>2009</i>
Strongly agree	40.0%
Somewhat agree	23.3
Somewhat disagree	9.8
Strongly disagree	19.3
Don’t know/unsure	7.8
<i>Total agree</i>	<i>63.3</i>
<i>Total disagree</i>	<i>29.1</i>

Further, all respondents were asked how important it is to them that bus service be made available between Tolland and Hartford.

<i>How important is it to you that bus service is made available between Tolland and Hartford?</i>	<i>2009</i>
Very important	28.3%
Somewhat important	23.5
Somewhat unimportant	33.0
Not at all important	15.0
Don’t know/unsure	0.3
<i>Total importance</i>	<i>51.8</i>
<i>Total unimportance</i>	<i>48.0</i>

In a similar question, researchers asked respondents how important it is to them that bus service be made available between Tolland and UCONN.

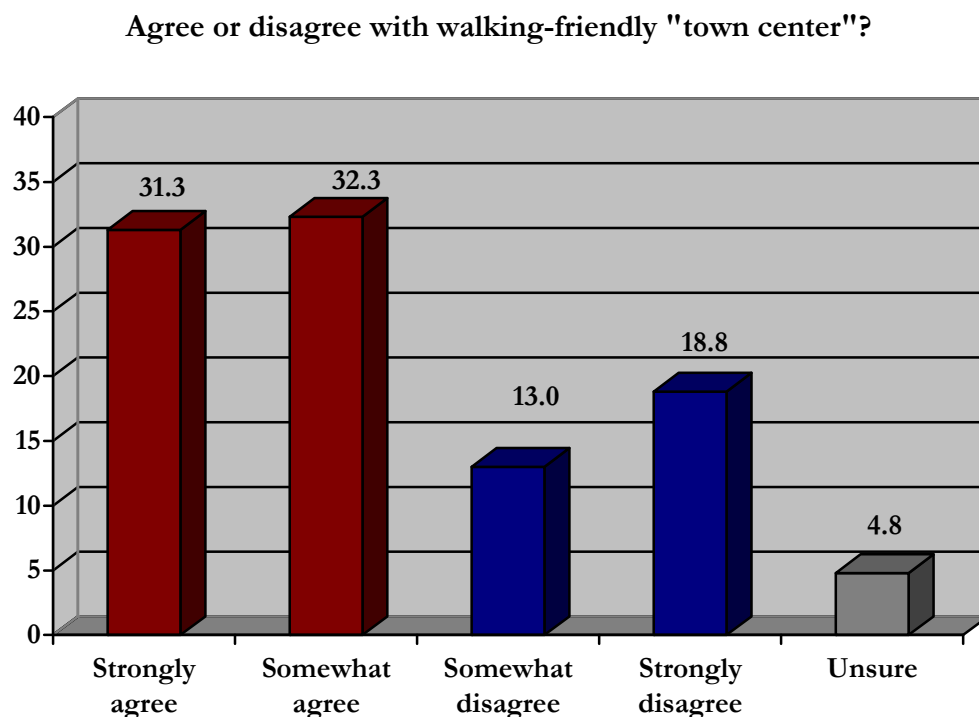
<i>How important is it to you that bus service be made available between Tolland and UCONN</i>	<i>2009</i>
Very important	19.0%
Somewhat important	27.0
Somewhat unimportant	35.8
Not at all important	17.5
DK/unsure	0.8
<i>Total importance</i>	<i>46.0</i>
<i>Total unimportance</i>	<i>53.3</i>

COMMUNITY FOCAL POINT

Respondents were read the following: “Some residents have expressed a desire to have a community focal point, similar to a village-type “town center,” in a walking friendly setting with community gathering spots and shops. Thinking about this concept for a moment, please tell me if you...”

While nearly two-thirds of all respondents, 63.5%, either strongly or somewhat agreed with the concept of a village-type “town center” in a walking-friendly setting with community gathering spots and shops, 31.8% reported to somewhat or strongly disagree with the idea.

<i>Agree or disagree with walking-friendly town center?</i>	<i>2009</i>
Strongly agree	31.3%
Somewhat agree	32.3
Somewhat disagree	13.0
Strongly disagree	18.8
Don't know/unsure	4.8
Total agree	63.5
Total disagree	31.8



COMMUNITY FACILITIES

Respondents were read the following: *“There is concern among some that as Tolland grows, its recreation fields will not adequately meet the needs of its residents. Please tell me which of the following options you would suggest to address this concern...”*

Researchers then read a list of options and asked respondents to select the response which best fit their beliefs. The table below presents each of the options along with frequency of mention.

<i>Suggestions</i>	<i>2009</i>
Upgrade existing fields so that they can handle more usage	45.3%
Do nothing/keep usage “as is”	33.3
Build more fields	9.8
Don’t know/unsure	8.3
Reduce how often teams and others can use the fields	3.5

Researchers read the following to respondents: *“The Town is investigating the use of alternative energy sources at town buildings. While the up-front costs for using these energy sources is more than installing a traditional system, they often result in long term savings. Please tell me if you strongly support, somewhat support, somewhat oppose or strongly oppose the town moving forward on these efforts when it is financially appropriate?”*

As presented in the table below, the majority of respondents, 83.0%, reported to either strongly or somewhat support the use of alternate energy sources in town buildings.

<i>Support or oppose use of alternative energy sources in town buildings?</i>	<i>2009</i>
Strongly support	53.8%
Somewhat support	29.3
Somewhat oppose	3.8
Strongly oppose	6.0
Don’t know/unsure	7.3
<i>Total support</i>	<i>83.0</i>
<i>Total oppose</i>	<i>9.8</i>

OVERALL PRIORITIES

Respondents were all read the following by researchers: *“Thinking about overall development issues facing the Town of Tolland, please tell me which of the following should be the highest priority for the town over the next 10 years?”*

Researchers then read each respondent a list and asked which should be the highest priority for the town over the next 10 years. The table below presents the results as collected.

<i>What should be the highest priority regarding development in Tolland?</i>	<i>2009</i>
Increasing business development	44.8%
Managing traffic	43.3
Preserving open space	41.5
Minimizing environmental impacts from development	34.8
Upgrading town facilities	18.8
Providing a greater variety of housing types	18.5
Don't know/unsure	3.0
Other	0.5

Researchers continued by reading a list of projects which could require town expenditures and asked respondents, assuming a favorable economic climate, which of the projects they would most support.

As presented in the table below, more than one-third of respondents, 34.5%, indicated support for building housing for low-income senior citizens.

<i>Which project would you support the most?</i>	<i>2009</i>
Build housing for low-income senior citizens	34.5%
Upgrade town infrastructure, such as roads	32.0
Continue to purchase open space when available	31.0
Build a new library	18.8
Build a community center	18.0
Upgrade town facilities such as Town Hall or public safety	13.5
Build more recreation facilities for active recreation (e.g., fields, tennis courts)	12.0
DK/unsure	9.3

Finally, when asked if they had any final suggestions for the Town of Tolland, half of all respondents, 49.5%, said they had none.

<i>Final suggestions for Town of Tolland?</i>	<i>2009</i>
None	49.5%
Don't know/unsure	10.8
Pay attention to finances over the next few years	10.8
Lower taxes	8.0
Better control on traffic	2.5
Keep developers out	2.3
Improve education system	2.0
Reduce housing development	1.8
More information to residents about green energy	1.5
Repair roads	1.3
Public pool	1.3
Support public library	1.0
Bus service	1.0
More street lights	1.0
Reasonable program for seniors	0.8
Get rid of electric blue	0.8
More retail	0.5
More open space	0.5
Laundromat needed	0.5
Speeding on roads needs to be addressed	0.5
More recreational programs	0.5
Shuttle bus to Hartford is needed	0.3
Starbucks	0.3
Handicapped accessibility	0.3
Developing an arts center	0.3
Let homeowners do what they want	0.3
Dance place needed for older crowd	0.3

DEMOGRAPHICS

<i>Years living in Tolland</i>	<i>2009</i>
1 – 10	5.8%
11 – 20	22.7
21 – 30	26.3
31 – 40	21.2
41 – 50	14.5
51 – 60	6.3
61 – 70	1.7
More than 70	1.0
MEAN/Average	30.86

<i>Own or Rent?</i>	<i>2009</i>
Own	96.0%
Rent	3.0
Don't know/unsure/refused	1.0

<i>Age</i>	<i>2009</i>
Less than 35	1.0%
35 to 44	8.0
45 to 54	24.3
55 to 64	27.8
65 to 74	23.6
75 or older	11.8
Refused	3.5

<i>Income</i>	<i>2009</i>
Under \$50,000	11.3%
\$50,000 to less than \$100,000	22.8
\$100,000 to less than \$200,000	22.0
\$200,000 to less than \$300,000	3.5
More than \$300,000	0.5
Don't know/unsure	1.8
Refused	38.3

<i>Children under 18 living in home</i>	<i>2009</i>
Zero	74.3%
One	8.8
Two	9.0
Three	4.8
Six or more	1.1
Refused	2.3

<i>Number of dependents other than children</i>	<i>2009</i>
Zero	53.0%
One	13.0
Two	27.5
Three or more	4.1
Refused	2.5

<i>Employment status</i>	<i>2009</i>
Working full-time	45.5%
Working part-time	10.5
Student	1.0
Retired	35.8
Unemployed	4.0
Don't know/unsure/refused	3.3

<i>Gender</i>	<i>2009</i>
Male	45.8%
Female	54.3

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APPENDIX

INTERPRETATION OF AGGREGATE RESULTS

The computer processed data for this survey is presented in the following frequency distributions. It is important to note that the wordings of the variable labels and value labels in the computer-processed data are largely abbreviated descriptions of the Questionnaire items and available response categories.

The frequency distributions include the category or response for the question items. Responses deemed not appropriate for classification have been grouped together under the “Other” code.

The “NA” category label refers to “No Answer” or “Not Applicable.” This code is also used to classify ambiguous responses. In addition, the “DK/RF” category includes those respondents who did not know their answer to a question or declined to answer it. In many of the tables, a group of responses may be tagged as “Missing” – occasionally, certain individual’s responses may not be required to specific questions and thus are excluded. Although when this category of response is used, the computations of percentages are presented in two (2) ways in the frequency distributions: 1) with their inclusion (as a proportion of the total sample), and 2) their exclusion (as a proportion of a sample sub-group).

Each frequency distribution includes the absolute observed occurrence of each response (i.e. the total number of cases in each category). Immediately adjacent to the right of the column of absolute frequencies is the column of relative frequencies. These are the percentages of cases falling in each category response, including those cases designated as missing data. To the right of the relative frequency column is the adjusted frequency distribution column that contains the relative frequencies based on the legitimate (i.e. non-missing) cases. That is, the total base for the adjusted frequency distribution excludes the missing data. For many Questionnaire items, the relative frequencies and the adjusted frequencies will be nearly the same. However, some items that elicit a sizable number of missing data will produce quite substantial percentage differences between the two columns of frequencies. The careful analyst will cautiously consider both distributions.

The last column of data within the frequency distribution is the cumulative frequency distribution (Cum Freq.). This column is simply an adjusted frequency distribution of the sum of all previous categories of response and the current category of response. Its primary usefulness is to gauge some ordered or ranked meaning.