Community Services Advisory Commission Meeting
June 11, 2014
6:30 PM

Russell welcomed new committee member Amy Lombardo.

Russell explained that the Town Council has earmarked 10K for some kind of senior citizen discount. Discussion ensued regarding this funding. The Committee was not supportive of this reinstatement.

Russell suggested a way to provide some support for senior programming. Perhaps a small discount plus money for an annual senior event. The committee was concerned about implementing a fixed discount . The committee decided to talk with the Town Council and, subsequently, the new Senior Advisory Council to discuss what might be a better way to provide senior citizens what they need. Sarah MacColl will call the Town Council chair, Jessica Sullivan.

The Committee's primary project for the next several months is to get a community survey ready for Election Day. The topics are

Access
Facilities
Programs
Costs.

Brainstorming:

PROGRAMS CATEGORY

Are we doing a good job for all demographics?
Must ask if people are interested in taking a class.
Need a flow chart.
Should we used a Likert scale 1-5
Need to make it simple.
Russell wants to know if we are meeting the needs of our citizens?
Should we ask 1 simple question about each category?
We have a scholarship program....
What programs have you participated in? Check off boxes?
Do you wish we had something else?
How do we get to the parents answering for their kids? Should we have 2 surveys?
A Decision tree format would allow people to jump past questions .
You might get reasons for not participating if you give them reasons...

        Access. Time. Cost. No interesting classes. Facility

How many areas do you currently take programs in?

Separate questions for pool. (bond issue coming).

FACILITIES CATEGORY:

Please check all that you access: pool, school, fields, comm services rooms, fitness center.

Quality of each facility.

Maybe do a phone survey about the pool next year? Important details we need. Keep questions about facilities simple. Overall condition.

COST CATEGORY

What are we trying to find out?
Are people comparing costs to other programs?
Should we ask an income bracket question ?
Should we ask if the cost of a program equal to the value to you?
Rate the value of the program based on its cost.
Overall, what is the quality of the program
Russell noted that outside contractors set their rates. What if costs come back is too high.?

ACCESS CATEGORY

Schedule
Transportation
Cost

SERVICES CATEGORY

CS provides the following services. What could we be offering that we're not?

LOGISTICS

Where do you do survey

Election Day
Survey Monkey
Classes
Get the senior group to get involved.
Target community events from Oct first Tuesday to election day?

Demographic piece... Need to ask questions at the start or finish?

The End? "please help us with our demographics."

Better to get a ton of responses to basic questions than a long survey. Not a good idea.

Russell will work on the survey over the next couple months with input from the committee.

Meeting adjourned at 8:00 p.m.