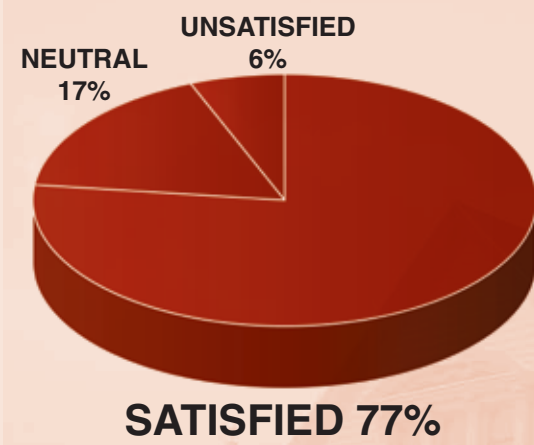




# Pittsford Speaks...

## 2007 Resident Survey Results

### Your Town Government's Performance

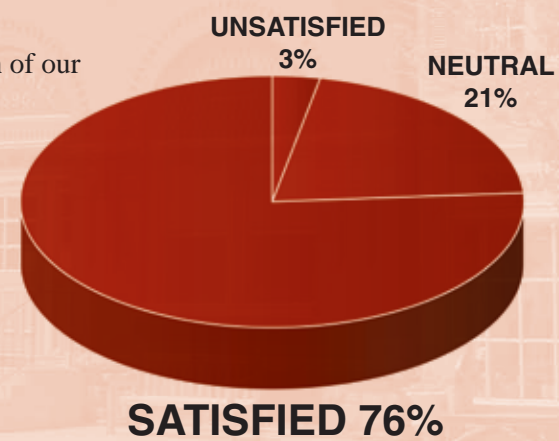


We are proud of the high marks the Town Government received on our overall performance. Seventy-seven percent of respondents noted that they were satisfied ("satisfied" or "somewhat satisfied") with the Pittsford Town Government. Only 6% were unsatisfied ("somewhat unsatisfied" or "unsatisfied").

*We do not, however, take our achievements for granted. Our commitment to excellence is guided by your ongoing input, and we remain dedicated to working on areas that need improvement.*

### Your Town Government's Accessibility

We are pleased with the recognition of our dedication to serve you in an open, inclusive, and customer-centered business manner. Seventy-six percent of respondents were satisfied with our accessibility. Only 3% were unsatisfied.



*We Hear Pittsford Speak...*

Some residents suggest that we could increase our accessibility through expanded hours, an improved website, and more on-line activities. *We are committed to addressing these suggestions this year.*

*"I feel that the Library is a beautiful building...still lacking in a wide variety of current books and books on CD." – Pittsford Resident*

### The Pittsford Community Library

According to the survey, our Pittsford Community Library is the town's most used facility, with 78% of respondents using it during the past 12 months. Most respondents are satisfied with the library's hours of operation and with its use as a meeting spot. The library received an 83% to 90% satisfaction rating for materials and programs.

*We Hear Pittsford Speak...*

Some respondents said that the collection is not adequate. *We will focus on improving and expanding the library's collection.*

### Services with Highest Satisfaction

#### Community Events

All of the community events included in the survey received high ratings—from 82% to 93%. Summer concerts and the Memorial Day parade rated the highest. Such activities bring to life our goal of strengthening our sense of place and bringing our community together.

#### Yard Debris Removal Services

Respondents showed high satisfaction ratings for yard debris removal services: 91% for weekly collection of bagged/bundled/containerized yard debris; 90% for weekly brush and branch collection; and 87% for leaf collection.

#### Snow Removal Services

Satisfaction ratings for snow removal services are also high, ranging from 91% for snow removal in the town overall to 86% for snow removal on respondents' streets.

#### Communications

Results show high satisfaction for town communications issues tested, with an 85% satisfaction rating on overall communications. The *Pittsford Messenger* and the town's e-newsletter were the highest rated forms of communications.

*We Hear Pittsford Speak...*

Respondents' ratings indicate high satisfaction with these services. However, your comments have provided ideas for improvement. *We will review these comments with an eye towards improving services.*

*"I would like to see more programs offered through recreation services." – Pittsford Resident*

### Recreation Programs

The town's recreation program offerings received satisfaction ratings of 59% to 70% from all respondents. Respondents who participated in programs rated their satisfaction at 71% to 87%. Seniors' and Family and Youth programs received the highest ratings.

*We Hear Pittsford Speak...*

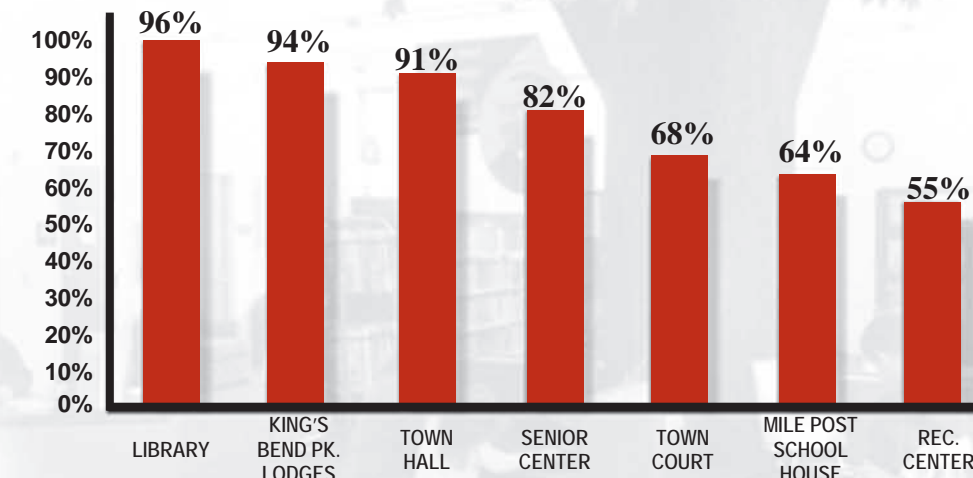
A large number of respondents said they are not taking advantage of recreation programs.

*We will take a more detailed look at the recreation programs we offer.*

*"I don't want to see taxes go higher...A new recreation facility should be a priority." – Pittsford Resident*

### Facilities

Respondents indicated high satisfaction with a variety of the town's facilities. Among the seven facilities studied, total satisfaction was highest with the Library and King's Bend Park Lodges.



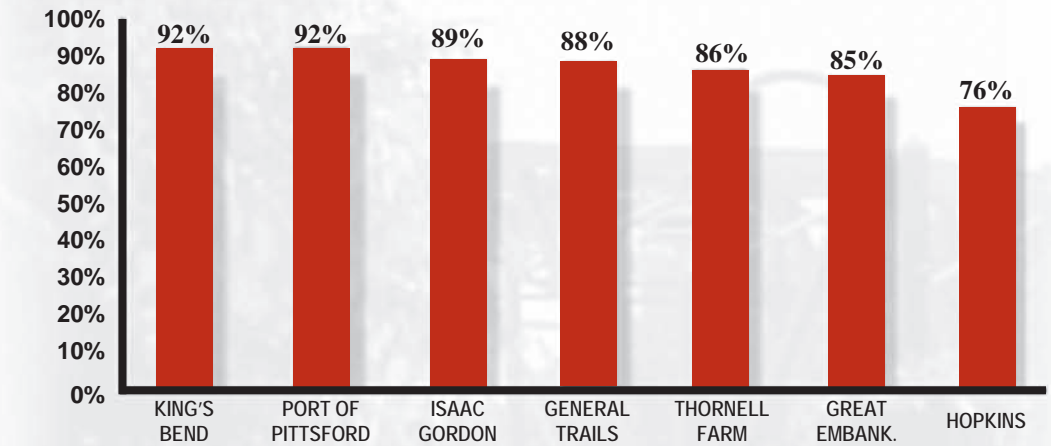
*We Hear Pittsford Speak...*

33% of respondents indicated dissatisfaction with the Recreation Center. *This is an issue that will require public discussion and debate by Pittsford residents.*

*Town trails are a great resource...some concerns over condition of pathways." – Pittsford Resident*

### Town Parks

Pittsford's scenic array of parks earned high levels of satisfaction from survey respondents. Total satisfaction ratings ranged from 92% for King's Bend Park and the Port of Pittsford Park to 76% for Hopkins Park.



The Port of Pittsford Park and the town's general trails were used most frequently, with nearly 20% of respondents visiting them six or more times during the past year.

*We Hear Pittsford Speak...*

Our trail system is important to many residents, some of whom suggest better maintenance and promotion.

*We are committed to maintaining and promoting our trail system.*

### Strategic Plan

The Town Government is guided by Pittsford's Strategic Plan, available in its entirety on our Pittsford website, [www.townofpittsford.org](http://www.townofpittsford.org). Key among the plan's tenets are four goals that form the foundation of our day-to-day operations. Our survey included respondents' ratings of their satisfaction with our achievement of these goals:

**Customer Care and Focus: 68%** are satisfied

**Fiscal Responsibility: 62%** are satisfied

**Organizational Effectiveness: 69%** are satisfied

**Community Vitality: 76%** are satisfied

*We Hear Pittsford Speak...*

Residents indicated their unfamiliarity with the town's Strategic Plan. *We must do a better job of communicating this important document to town residents.*

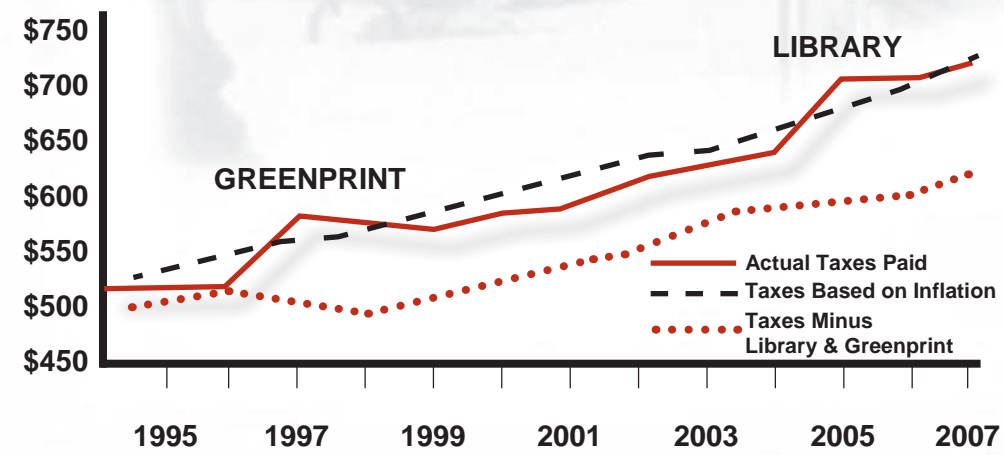


*"With taxes constantly on the increase, it would be good to take a very hard, continuous look at ways to be efficient." – Pittsford Resident*

## Fiscal Responsibility

The tax bill for the average town taxpayer has risen from \$518 in 1994 to \$722 in 2007, an increase of less than \$16 per year. Even with the major capital expenditures for the Greenprint and the Library, the 2007 tax bill is in line with the rate of inflation for this time period. Without those capital expenditures, the budget for the services and programs we offer has been kept well below the rate of inflation.

### Town Taxes Paid 1994 – 2007



*We Hear Pittsford Speak...*

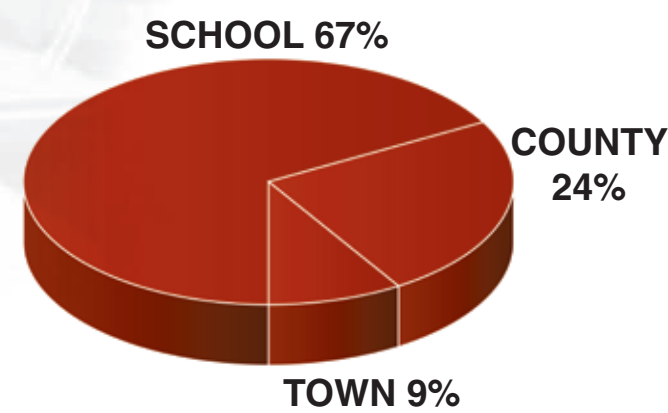
**Residents expressed a concern about taxes.**

*We realize that tax dollars are your dollars.*

*We are proud to have succeeded in keeping town taxes in line with inflation and are committed to doing so in the future.*

## Where Your Tax Dollars Go

Town taxes represent only 9% of your total tax bill, with the average Pittsford homeowner paying \$722 a year in town taxes.



*We Hear Pittsford Speak...*

**Town residents want to better understand Pittsford's key initiatives on an ongoing basis.**

*We will continuously work to improve the services offered and communications between Pittsford's town government and residents*

Dear Neighbor,

In January, you received a survey regarding the major services the Town of Pittsford delivers. The phenomenal rate of return of nearly 23% demonstrates the great pride Pittsford residents have in their community. Thank you for taking the time to complete the survey.

We are truly pleased with the generally high level of satisfaction expressed in the survey. The information you provided helps us better understand the needs and expectations of the community. We have identified seven areas that Pittsford residents spoke about as opportunities for improvement:

1. Property taxes
2. Increased accessibility
3. Library collection
4. Community Center
5. Recreation programs
6. Town trail system
7. Communication of our Strategic Plan



We will utilize resident input to improve the delivery of specific programs and services by conducting a careful analysis of the thousands of written comments we received from you. Additionally, this fall, we will meet with the 255 residents who expressed a willingness to participate in community forums.

If you are interested, a detailed report of the survey results can be found on the town's website at [www.townofpittsford.org](http://www.townofpittsford.org). Copies of the report are also available for review at Town Hall and the Library.

Our commitment and work does not end with this survey. We highly value your questions and input. We invite you to share your ideas and suggestions with any one of us or members of our staff. Our quest for continuous improvement never ends.

Sincerely,

Bill Carpenter, *Supervisor*  
Sandy Zutes, *Deputy Supervisor*  
John Higgins Jr., *Councilperson*  
Karen Green, *Councilperson*  
John Bernacki Jr., *Councilperson*

*Pittsford Speaks...*

**2007  
Resident Survey Results**

For more information, please visit  
[www.townofpittsford.org](http://www.townofpittsford.org)

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*Pittsford Speaks...*

**2007 RESIDENT SURVEY RESULTS**



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**2007**

*Pittsford Speaks...*



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