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June 22, 2011

Results of Town Survey 2011

The Town of South Bethany received a total of 860 responses to its recent 2011 Comprehensive Plan Community Survey. Attached is a summary of the results of the survey. At a later time this summer we will make available a more detailed, comprehensive report that will be available on our website.

After the Town Council reviews the results of the survey and the individual comments, we will use them to make decisions regarding our existing services and planning for our Town's future needs.

On behalf of the Town Council, I thank you for participating in this important survey.

Sincerely,

Joseph I. Headman, Jr.
Mayor

Town of South Bethany April 2011 Comprehensive Plan Community Survey Summary Results Report – June 2011

The Town of South Bethany received a total of 860 responses to its recent *2011 Comprehensive Plan Community Survey* that was mailed to over 1300 South Bethany property owners. Survey results indicate that the needs of the town are being met. Overall, homeowners are satisfied with how things are going, and they are very satisfied with the beach patrol, the police department staff and the trash removal. Collectively however, homeowners voiced their dissatisfaction with Mediacom TV, as it is the only service that received an unsatisfied rating. When looking ahead to the future, the survey found that South Bethany property owners are in agreement that the town's priority areas of focus should be on maintaining dredged canals and maintaining replenished beaches. The survey's overall scores and comments indicate that the citizens of South Bethany are satisfied with the town the way it is, but also suggest there are some areas that may require future attention.

Current Town Services – Responders are basically satisfied with services, as shown by the average scores listed below. An average score of 2.5 to 3.5 is “Unsatisfied.” An average score of 3.5 to 4.5 is “Satisfied.”

The following are some services that are provided in South Bethany, either by the Town or by other providers. Please note your level of satisfaction with these services *during the past year*.

Very Satisfied	Satisfied	Unsatisfied	Very Unsatisfied	No Opinion
5	4	3	2	1

BEACH SERVICES	-	-	-	-	-
A. Beach patrol (Lifeguards)	4.72	4	3	2	1
B. Beach vendor	5	3.98	3	2	1
C. Beach cleaning	5	4.35	3	2	1
COMMUNICATION SERVICES	-	-	-	-	-
D. Communications – <i>The Zephyr</i> newsletter	5	4.49	3	2	1
E. Communications – town web site (http://www.southbethany.org)	5	4.39	3	2	1
F. Communications – email news updates	5	4.41	3	2	1
POLICE DEPARTMENT	-	-	-	-	-
G. Police Department staff	4.56	4	3	2	1
H. Speed control on side streets	5	4.44	3	2	1
I. Speed control on Route 1	5	4.22	3	2	1
J. Parking Regulations	5	4.18	3	2	1
TOWN SERVICES	-	-	-	-	-
K. Canal maintenance	5	3.78	3	2	1
L. Landscaping maintenance throughout the town	5	4.23	3	2	1
M. Mediacom TV	5	4	3.32	2	1
N. Snow removal	5	4.26	3	2	1
O. Storm water management	5	3.87	3	2	1
P. Street maintenance	5	4.14	3	2	1
Q. Town code enforcement	5	4.04	3	2	1
R. Town office staff	5	4.40	3	2	1
S. Town Council	5	4.15	3	2	1
WASTE SERVICES	-	-	-	-	-
T. Curbside recycling	5	4.20	3	2	1
U. Trash removal	4.51	4	3	2	1

Future Town Needs – Responders are basically satisfied with the Town the way it is, as shown by the average scores listed below where all items, except I and J, scored in the “Not Needed” category.

The following items are new services or developments that the residents of South Bethany may want for their town. **An average score of 2.5 to 3.5 is “Not Needed.” An average score of 3.5 to 4.5 is “Needed.”**

Very Much Needed	Needed	Not Needed	Not Wanted	No Opinion
5	4	3	2	1

A. Improve beach walkways across the dune	5	4	3	2	1
A.1. Two additional handicap boardwalks similar to the one at S. 3 rd St. (Estimated Cost \$70,000 per crossing)	5	4	3.32	2	1
A.2. Hand Rails; up, over and down the dune (Estimated Cost \$1,200 per crossing)	5	4	3.34	2	1
A.3. Mobi-Mats as demonstrated last year at S. 3 rd St. (Estimated Cost \$4,200 for mat (5’ X 50’) on one side of dune as demonstrated)	5	4	3.27	2	1
B. Expanded effort to improve water quality in the canals	5	4	3	2	1
B.1. Aerators in canal (Estimated Cost \$20,000 per canal for installation, \$150/month for electrical usage.)	5	4	3.45	2	1
C. Additional walking and bicycle paths	5	4	3.35	2	1
D. Improved beautification to center island along Route 1	5	4	3.28	2	1
E. Improved beautification along the east side of Route 1	5	4	3.18	2	1
F. Improved beautification on walkway along west side of Route 1	5	4	3.17	2	1
G. Improved beautification of canal ends and street ends	5	4	3.24	2	1
H. Improved east-west access across Route 1	5	4	3.37	2	1
I. Maintain dredged canals	5	4.22	3	2	1
J. Maintain replenished beach	5	4.38	3	2	1
K. Town Hall open during lunch time in the summer	5	4	3.24	2	1
L. Town operated, password-protected Wi-Fi site	5	4	3.37	2	1
M. More street lights	5	4	3.17	2	1

Summary of Results – Tax Question – “Are you willing to have taxes increased, if required to implement your three selections for the three top Town needs?” 54% of those who responded to the question said “YES” to the question. The Council is preparing further analysis of the three priorities selected by individual property owners in support of tax increases.

Summary of Results – Barricade at Black Gum Drive in Cat Hill

Numerical Results for those who expressed an opinion: 35.6 % were for continuing the Barricade, 35.8 % were for eliminating the Barricade, 28.6 % were in favor of exploring options.

