

Community Survey Questions

1. Is the Town interested in using Interactive Voice Response (IVR)?

The Town will consider any viable methodology that will yield the most efficient, reliable and best results. However, staff does have concern that with method and would prefer not use it.

2. Does the Town have preferred method of survey administration? (phone, mail, internet, etc.)

No. The Town will consider any viable methodology, or combination, that will produce the most efficient, cost effective and reliable results.

3. Does the Town have questions available?

There are no specific questions now, but, once the Town has identified the appropriate methodology as well as established the number of questions, staff will work with the chosen vendor to develop questions that the Town seeks information in.

4. Has the Town conducted a survey in the past?

There have been small internal surveys conducted but nothing of this scope and/or magnitude.

5. Do recent references need to be specifically municipal?

No, but some references showing municipal work would be desirable. Request for proposals will be evaluated on the following criteria per "F. Consideration of responses":

1. Qualifications and Experience of the Firm (30%)
2. Qualifications of the Project Team (Key Staff) (30%)
3. Narrative and Project Approach (30%)
4. Cost Effectiveness (10%)

6. How many taxable households?

There are roughly 3,700 tax accounts: Approximately 3,000 are house lots.

7. How many taxable households are considered second homes?

Of those that are house lots, there are an estimated 40% that are seasonal homes.

8. If needed, will the Town provide Voter Registration and Tax Assessing information?

Yes, per "B. Scope of Work," the Town will provide the most recent Tax Assessing and Voter Registration information.

9. (Does the Town have any additional contact information, other than name and address?) (Is any other contact information available such as telephone numbers and email addresses?)

Will the information provided by the Assessing Office and Voter Registration include:*

- a. **Physical Address:** Yes, as both an address and Map/Lot designation.
- b. **Mailing address (if different):** We will provide address that the tax bill is sent to.
- c. **Telephone number (local and away):** If we have it on file. We have many long term residents' information but we can not say how current it is.
- d. **Email addresses:** Some are on file in various places

*See excel file for Assessing format.

10. Does the Town have records for out of town property owners?

We have the address associated with the tax account that the tax bills are sent to.

11. Does the Town wish to survey only year round residents or year round and seasonal residents? (Will you want to include summer residents in the research?)

We would like to capture responses from both, but understand that different methodology and questions may be used with each group. Vendors should be prepared to present the cost to administer each group.

12. (What is the desired timescale for administration of the survey?)(Estimated time frame?)(Specific report date?)

The Town expects there to be a realistic time frame proposed. Work will not begin until after the Town Meeting approval (June 4, 2014), and hope to have results no later than December 31, 2014.

13. On page 3, what level of staff support is reasonable to expect? As an example, to establish a residential-only sampling frame, would Town staff be able to cull commercial tax records from a database, if tax records were used?

The Town will provide administrative support by means of gathering and distributing reports of data that is already available. Yes, they will be able to cull datasets using the reporting feature of the Tax Assessing software.

14. On page 3, Section C, the project deliverables are expected to include a “Profile of the Town of Raymond.” Could the Town expand on what is anticipated here, as this need is separate from a “Profile of respondents,” noted in the subsequent bullet?

A “Profile of Respondents” is a demographic breakdown of those responding to the survey, where as a “Profile of the Town of Raymond” speaks to the over composition of the Town.

15. Does the Town wish to survey business owners?

Not at this time. Though we want to hear from them as taxpayers and community members, we will do smaller in-house survey work to capture information from them.

16. What is the budget or the “not to exceed number?”

There is no budget set for this project at this time but it will be factored into the 2014-15 budget year.

17. How many meeting is the selected vendor expected to attend?

We expect that the vendor would come to a design meeting, follow up meeting and attend a Selectmen's meeting to present the results. Teleconference and email is acceptable means of communication.

a. Should travel expenses be included in the cost proposal?

If the vendor is seeking reimbursement, there should be a line item included under administrative costs.

18. On page 1, in the first paragraph, there are references to both “citizen opinion” and “taxpayer support.” Similarly, on page 2, Section B, first bullet there are references to both the Town’s voter registration records and also information from the Assessing Office. There is a distinction to point out here, unintended or otherwise, that is relevant to the desired sampling population to be considered for the proposed study. Is it the aim of the Town to gather perspectives of all taxpayers (which, given the seasonality of Raymond, would include both year-round and seasonal residents) or is it desired to survey the

Town's voter base made up solely of year-round residents and does not include unregistered residents or the seasonal residents that would be part of the sampling population in a survey based on taxpayers?

See answers to questions 11, 19 and 20 for respondent information.

19. Who is considered a qualified respondent?

- a. **Resident:** If a registered voter and/or taxpayer.
- b. **Registered voter:** Yes.
- c. **Any other qualifications:** Not at this time.

20. What is the primary target audience?

- a. **Households:** Yes.
- b. **Include renters:** Yes. If registered voter.
- c. **Seasonal:** If taxpayer.
- d. **One or all voters per household:** One individual.
- e. **Number of registered voters:** 3908 voters in Raymond.

21. Will electronic proposals be accepted (we can scan and make PDF copies of Attachment 1 and Attachment 2)?

Yes, but originals should also be sent and postmarked no later than February 14, 2014. As a reminder, Attachment 1 should not be included in the digital packet but should be in a sealed envelop with the signature forms that will be mailed in.

- a. **If you require submission of paper proposals, how many copies would you like to receive?**

One will be fine.

- b. **If paper, do you have a preference for how the pages are held together in terms of bound, stapled, clipped, etc.?**

Clipped please, for easier copying.

22. If a firm employee or relative lives in the Town of Raymond, is that a conflict of interest?

No.