

Q&A: Community Survey

The Town of Hillsborough is conducting a community survey this fall. Below are questions and answers about the survey.

Why is the town surveying residents?

The town wants to know how residents feel about the quality of services they receive from town government and what areas need improvement.

What is in the survey?

The survey includes questions about perceptions of Hillsborough as a place to live, work and visit and about satisfaction with town services, such as public safety, parks, code enforcement, and communication.

How will the survey results be used?

Town staff and elected leaders will use the results to identify community priorities and to inform decision-making, including budgeting decisions. Additionally, the results will allow the town to compare its performance with other communities locally and nationally and to evaluate its progress over time.

When did the town last conduct a community survey?

The last community survey was in 2017.

How did the town determine who receives a survey in the mail?

All Hillsborough households will receive a survey in the mail.

Why do I have to provide information such as gender, race, income bracket, and age on the survey?

The information will help the survey firm ensure results are representative of the town.

Why is the return address Kansas on the survey envelope?

ETC Institute of Olathe, Kansas, is administering the survey for the town. The agency specializes in conducting surveys for local governmental organizations across the United States.

How can I complete the survey?

Residents may answer the survey in English on paper or online at the link provided in the survey packet. Those who wish to answer in Spanish may do so at the phone number provided in the survey packet.