



# New Garden Township

## 2025 New Garden Township Community Survey

### Findings Report

Submitted to New Garden Township by:

ETC Institute  
725 W. Frontier Lane,  
Olathe, KS 66061

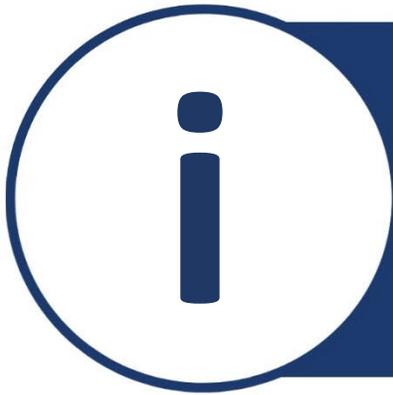
July 2025





# Contents

<b>Executive Summary .....</b>	<b>i</b>
<b>Section 1: Charts and Graphs .....</b>	<b>1</b>
<b>Section 2: Benchmarking Analysis.....</b>	<b>43</b>
<b>Section 3: Importance-Satisfaction Analysis.....</b>	<b>50</b>
<b>Section 4: Open-Ended Comments.....</b>	<b>58</b>
<b>Section 5: Tabular Data.....</b>	<b>87</b>
<b>Section 6: Survey Instrument.....</b>	<b>129</b>



# Executive Summary



### **Purpose**

In the summer of 2025, ETC Institute conducted a community survey on behalf of New Garden Township. The primary goal of the survey was to collect resident feedback on Township programs and services. Insights gathered from the survey will help guide efforts to enhance service delivery, address community challenges, and support strategic resource allocation. This is the first survey ETC Institute has administered for New Garden Township.

### **Methodology**

A six-page survey, accompanied by a cover letter and a postage-paid return envelope, was mailed to a randomly selected sample of households in New Garden Township. The cover letter outlined the survey's purpose and encouraged recipients to complete and return it by mail or participate online. To ensure accessibility, residents were also given the option to complete the survey in Spanish, either online or by phone.

At the conclusion of the online survey, respondents were asked to provide their home address. This step was necessary to verify that only individuals from the original random sample were included in the final dataset. ETC Institute cross-referenced these addresses with the sample list to confirm eligibility. Responses without a matching address were separated from the main database to maintain the integrity of the sample.

To further boost participation, ETC Institute conducted follow-up outreach to sampled households and promoted the survey through targeted social media advertisements on platforms such as Facebook and Instagram.

The goal was to obtain completed surveys from at least 250 residents. This goal was surpassed, with a total of 408 residents completing the survey. The overall results for the sample of 408 residents have a precision of at least  $\pm 4.76\%$  at the 95% level of confidence.

### **Notes on Reporting:**

The combination of top two box responses such as “very satisfied” or “satisfied” has been used to represent results for the purpose of this executive summary and throughout this report.

The percentage of “don’t know” responses has been excluded from many of the graphs shown in this report to facilitate valid comparisons of the results from New Garden with the results from other communities in ETC Institute’s *DirectionFinder*® database. Since the number of “don’t know” responses often reflect the utilization and awareness of Township services, the percentage of “don’t know” responses have been provided in the tabular data section of this report.

### **This report contains:**

- An executive summary of the methodology and major findings.
- Charts showing the overall results for most questions on the survey.
- Benchmarking data that show how the results for New Garden compared to other communities.
- Importance-Satisfaction analysis to determine Township priorities.
- Open-Ended Comments from the survey.
- Tables that show the results of the random sample for each question on the survey.
- A copy of the survey instrument.



## Overview

### Ratings of New Garden

Perceptions play a pivotal role in shaping overall satisfaction within a community. How individuals perceive various aspects of their community, including safety, amenities, and services, significantly influences their overall happiness and contentment with where they live. The overall ratings of New Garden that were the highest were as a place to live (90%), as a place to raise children (86%), and as a place you're proud to call home (79%). The lowest rated areas were as a place to retire (61%), and as a place to work (50%).

### Public Safety

The highest levels of satisfaction with public safety were how quickly firefighters respond to emergencies (90%), overall professionalism of Police Department personnel (85%), overall professionalism of Fire Department personnel (84%), and how quickly police respond to emergencies (82%). The lowest levels of satisfaction were with the visibility of police in neighborhoods (59%), enforcement of local traffic laws (55%), and enforcement of speeding laws (48%). The public safety items that residents indicated should receive the most emphasis over the next two years were: 1.) Overall efforts to prevent crime, 2.) Visibility of police in neighborhoods, and 3.) How quickly police respond to emergencies. The two initiatives that residents would like the New Garden Township Police Department to emphasize are 1.) Additional residential patrolling by officers, and 2.) Additional traffic enforcement.

The highest priorities for New Garden Township for public safety were 1.) Visibility of police in neighborhoods, and 2.) Enforcement of speeding laws. Improvements in these areas will maximize the overall satisfaction among residents of New Garden.

### Maintenance and Public Works

The highest levels of satisfaction with maintenance and public works services provided by New Garden Township were the snow removal on township owned roads (78%), condition and visibility of traffic signals (62%), and the condition and visibility of signs on township owned roads (52%). The lowest levels of satisfaction were the condition of pavement markings on township owned roads (38%), and the condition of township owned roads (30%). The clear top choice among residents when it comes to maintenance and public work services that residents indicated are most important for the township to provide was: 1.) Condition of Township owned roads.

The top three highest priorities for New Garden according to ETC's Importance-Satisfaction Analysis were 1.) Condition of Township owned roads, 2.) Mowing & tree trimming along Township owned roads, and 3.) Condition of pavement markings on Township owned roads. Improvements in these areas will maximize the overall satisfaction among residents of New Garden.

### Transportation and Infrastructure

The highest levels of satisfaction with transportation and infrastructure services provided by New Garden Township were safety while driving in New Garden Township (59%), availability of paths and walking trails (51%), and safety while walking in New Garden Township (49%). The lowest levels of satisfaction were the availability of community-led efforts to improve or maintain existing roadways (26%), the availability of electric vehicle charging stations (23%), and accessibility of reliable public transportation in New Garden Township (18%). The transportation and infrastructure items that residents indicated should receive the most emphasis over the next two years were: 1.) Quality of road infrastructure in New Garden Township, 2.) Safety while driving in New Garden Township, and 3.) Safety while walking in New Garden Township.

# 2025 New Garden Township Community Survey

## Executive Summary



The top three highest priorities for New Garden according to ETC's Importance-Satisfaction Analysis were 1.) Safety while walking in New Garden Township, 2.) Quality of road infrastructure in New Garden Township, and 3.) Safety while driving in New Garden Township. Improvements in these areas will maximize the overall satisfaction among residents of New Garden.

Not surprisingly, ninety-seven percent (97%) of residents in New Garden travel alone in a vehicle as their primary mode of transportation. Seventy-five percent (75%) of residents have experienced poor road conditions in the past year, and over half have experienced traffic congestion.

### **Additional Information**

- Only 19% of residents indicated that constructing new streets in the township to provide connections and improve access is very important. 46% said it was not at all important.
- 42% of residents did indicate that it is very important to increase the capacity of streets to reduce traffic congestion and reduce travel times.

### **Parks and Recreation Services**

The highest levels of satisfaction with parks and recreation services were with New Garden Park (87%), the pavilions at New Garden Park (85%), and the trails at New Garden Park (85%). The lowest levels of satisfaction were with Smedley Preserve Trails (36%), the connectivity of trail system (36%), and Smedley Preserve (former Loch Nairn Golf course) (53%). The parks and recreation services that residents indicated should receive the most emphasis over the next two years were: 1.) New Garden Park, 2.) Connectivity of trail system, and 3.) Smedley Preserve (former Loch Nairn Golf Course).

The top two highest priorities for parks and recreation services are 1.) Connectivity of trail system, and 2.) Smedley Preserve (former Loch Nairn Golf Course). Improvements in these areas will maximize overall satisfaction among residents.

### **Additional Information**

- Sixty-seven percent (67%) of residents or members of their households have used New Garden Township parks, recreation facilities, or other recreation amenities in the past year.
- Twenty-five percent (25%) of residents or members of their households visit New Garden Township parks, recreation facilities, or other recreation amenities weekly. Twenty-nine percent visit monthly.

### **New Garden Flying Field**

The highest levels of satisfaction with the New Garden Flying Field were the accessibility of the airport (64%), the appearance and maintenance of the airport (60%), and the family programming and events held at the airport (59%). All other items received ratings above 50% except for how easy it is to receive information when calling the airport (48%).

### **Code Enforcement**

All the code enforcement items on the survey received satisfaction ratings lower than 40%. The highest levels of satisfaction with code enforcement were the enforcement of sign regulations (38%), Overall satisfaction with the building-permit process (38%), and the enforcement of weeds and vegetation on private property (36%).



### **Township Communication and Economic Development**

The highest levels of satisfaction with communication were how easy it is to find information when visiting the township's website (61%), how easy it is to receive information when calling the township (54%), and the overall quality of the township's social media (47%). The lowest levels of satisfaction were with the access to information about the township's finances and budget (40%), the township's open records request process (31%), and the overall level of public involvement in local decision making (27%). The communication items that residents indicated should receive the most emphasis over the next two years were: 1.) Overall level of public involvement in local decision making, 2.) Availability of information on Township services & programs, and 3.) Access to information about Township's finances & budget.

The top three highest priorities were 1.) Overall level of public involvement in local decision making 2.) Access to information about Township's finances & budget, and 3.) Timeliness of information provided by Township.

### **Additional Communication Findings**

- Residents currently receive their news and information about New Garden Township from New Garden Township's website, New Garden Township's social media, and Monthly News Flash.
- When residents were asked where they would prefer to receive information, the top three choices were: 1.) New Garden Township's website, 2.) Monthly News Flash, and 3.) New Garden Township's social media. By aligning with residents' preferences in communications sources, the Township can improve communication and overall resident satisfaction.
- Twenty-seven percent (27%) of residents have called the township with a problem, question or complaint in the past year.
  - The highest levels of satisfaction with customer service provided by the township were the courteousness of staff (65%), how easy the township was to contact (63%), and the accuracy of the information and assistance given (56%). The lowest levels were how quickly township staff responded to your request (49%), and how well your issue was handled (45%).
  - Of those who have called the Township with problem, question, or complaint, 53% have visited Town Hall in the past year

### **Economic Development**

When asked to identify the most needed economic development priorities for New Garden Township, residents most frequently selected two key areas: expanding shopping and dining options and increasing the availability of affordable and workforce housing.

- The two benefits of economic development that is most important to residents were:
  1. Variety of places to shop locally
  2. Stronger tax base



## Conclusion

The results of the community survey provide valuable insights into the priorities, concerns, and overall satisfaction of New Garden Township residents. While residents express high satisfaction with the Township as a place to live, raise children, and call home, the data reveals important opportunities for targeted improvement in key areas. Public safety, road maintenance, transportation infrastructure, and trail connectivity stand out as the most pressing service areas needing attention. Additionally, residents are looking for stronger communication from the Township—especially around decision-making, financial transparency, and access to timely information.

Parks and recreation services are a vital asset to the community, with New Garden Park receiving high marks, but greater emphasis on the Smedley Preserve and trail system connectivity is needed to maximize usage and satisfaction. Meanwhile, the economic development priorities voiced by residents—including a stronger retail and dining presence and increased affordable housing—underscore the desire for a more vibrant and inclusive community.

By focusing improvement efforts on the highest priorities identified in each service area, New Garden Township can make meaningful progress toward increasing resident satisfaction and creating a more connected, accessible, and well-served community.

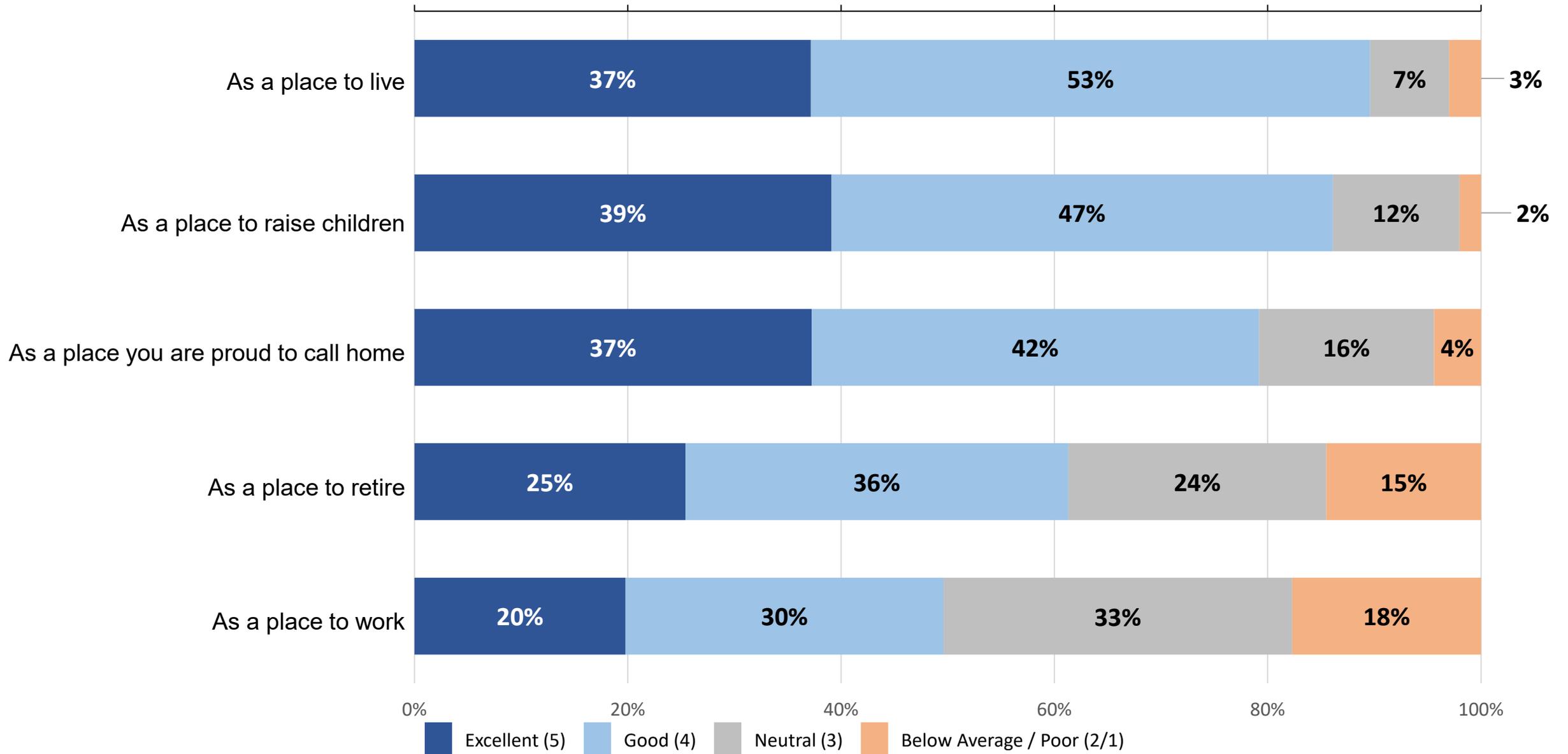


# 1

# Charts and Graphs

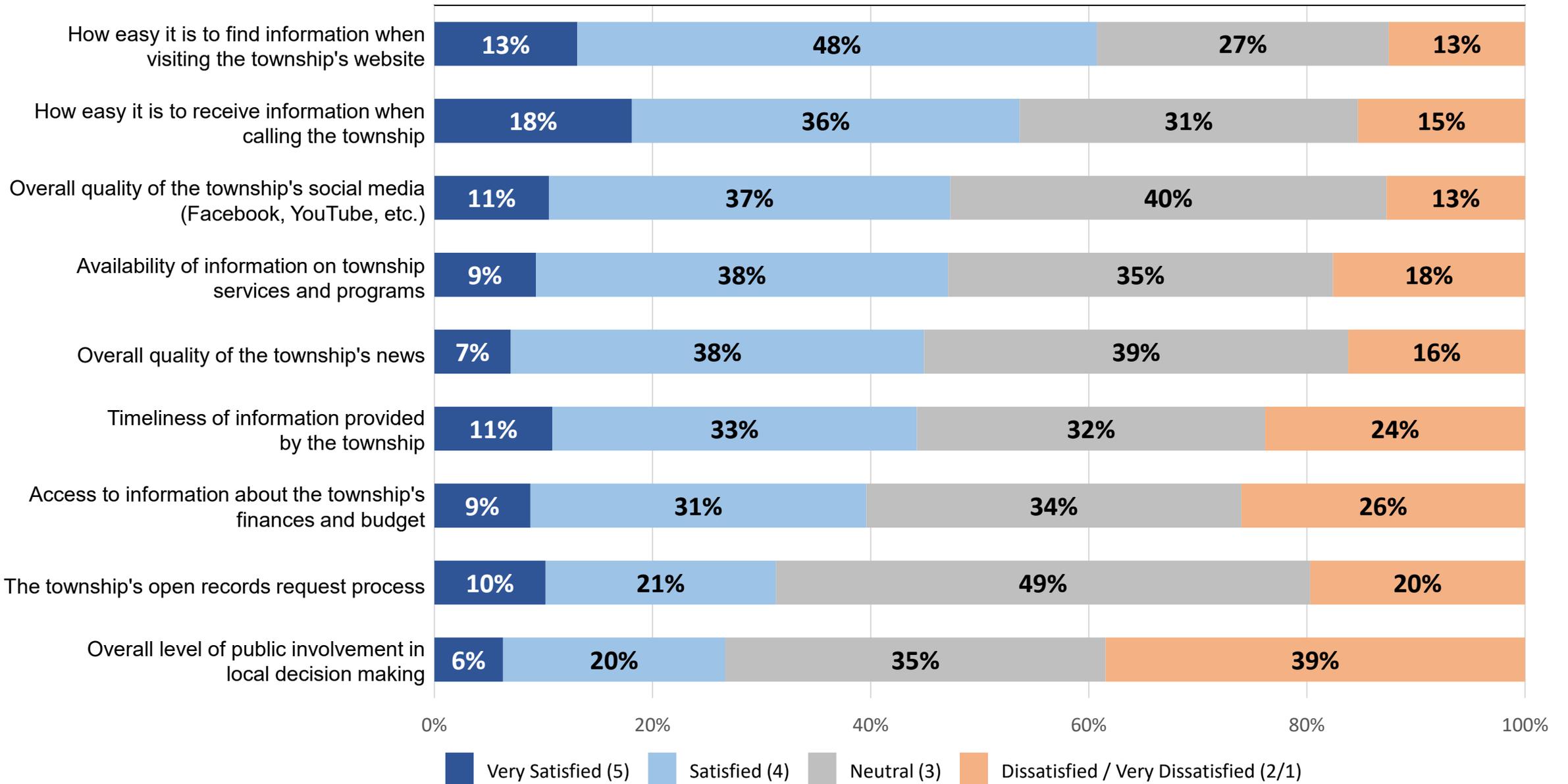
# Q1. Overall Ratings of New Garden Township

by percentage of respondents (excluding don't know)



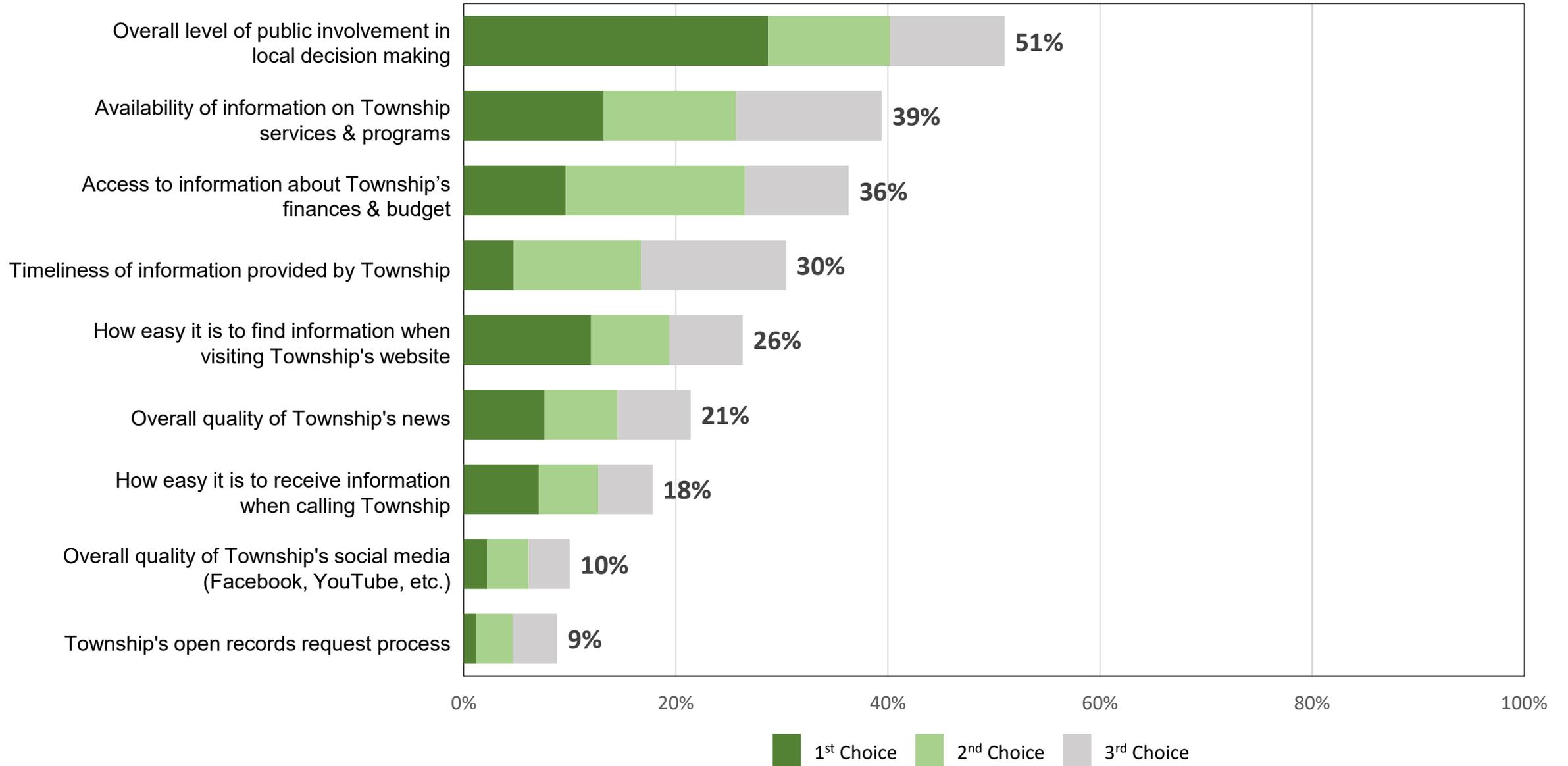
# Q2. Satisfaction with Communication

by percentage of respondents (excluding don't know)



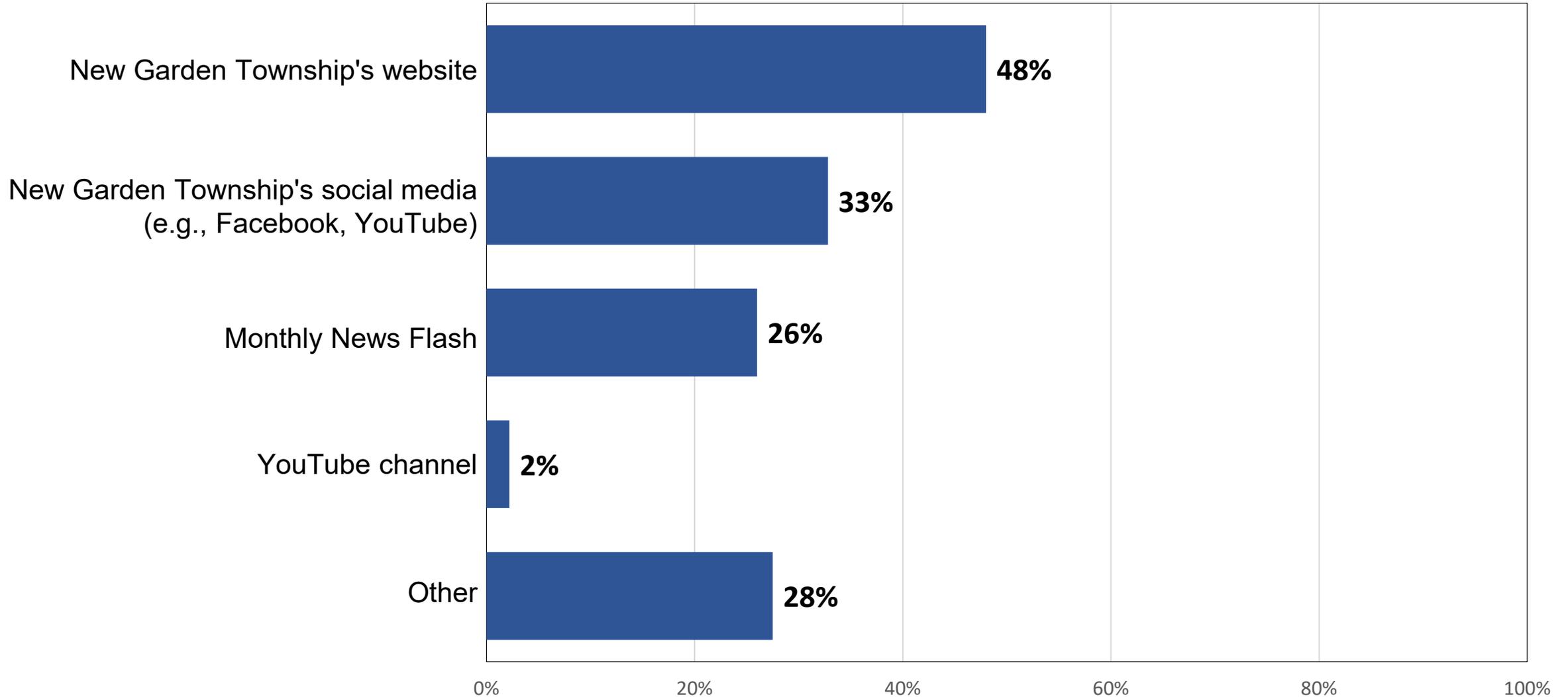
# Q3. Which THREE Of The Services Listed In Question 2 Do You Think Are MOST IMPORTANT For The Township To Focus On Over The Next Year?

by percentage of respondents who selected the item as one of their top three choices



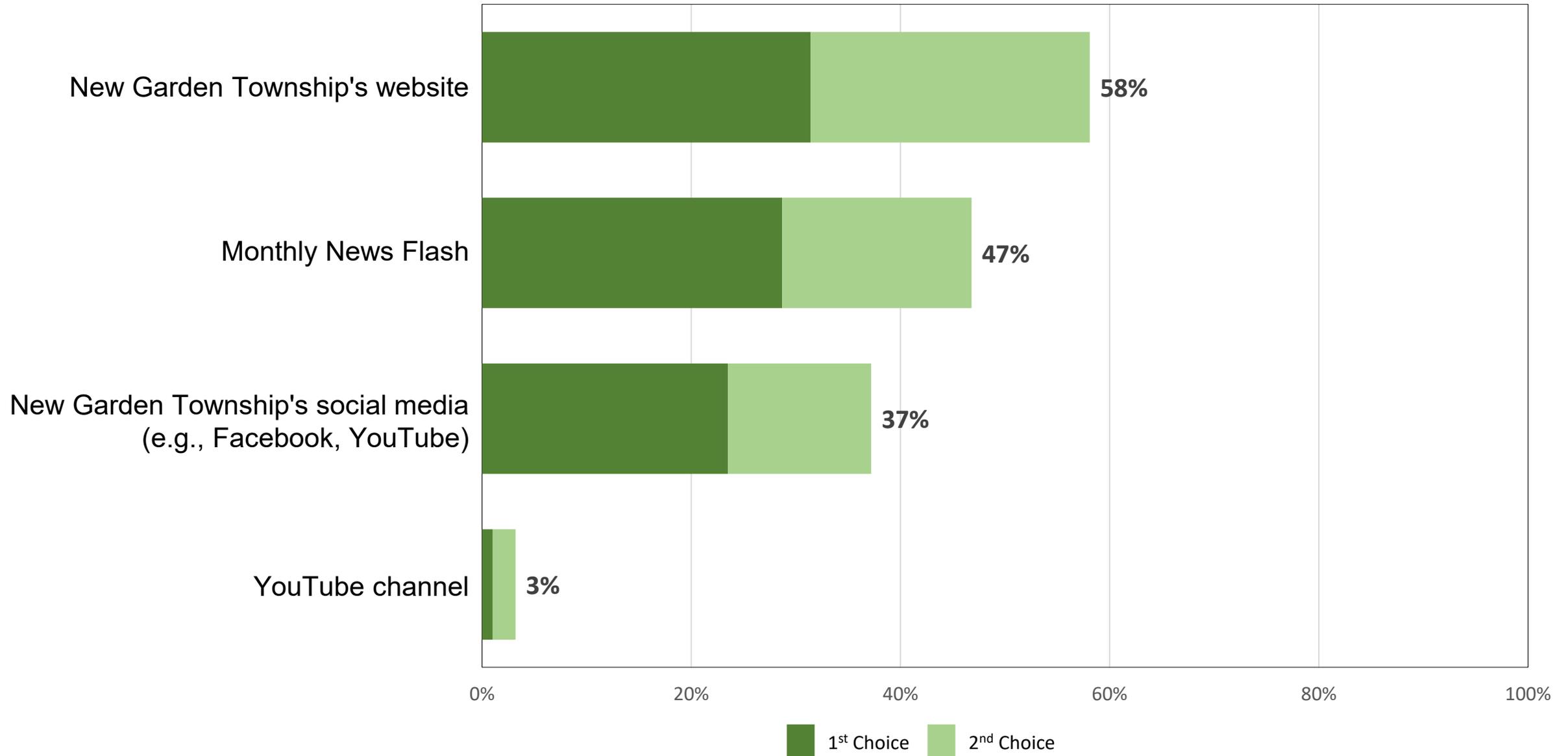
# Q4. Where Do You Currently Get News And Information About Township Programs, Services And Events?

by percentage of respondents (multiple selections could be made)



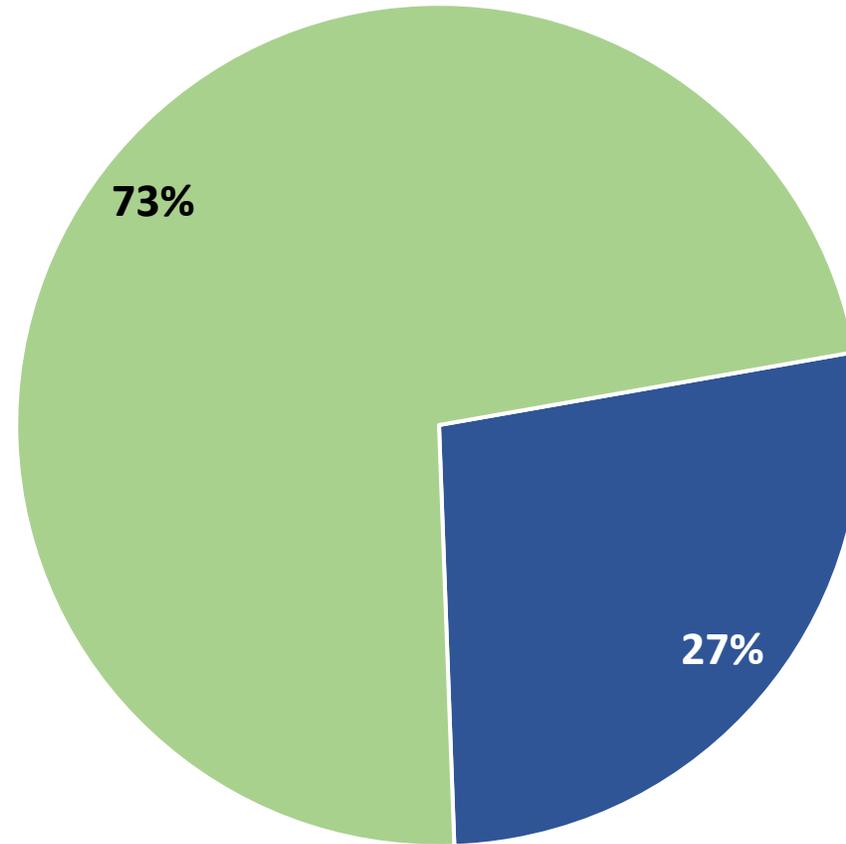
# Q5. From Which TWO Sources Of Information Listed In Question 4 Would You Prefer To Get Information From The Township?

by percentage of respondents who selected the item as one of their top two choices



# Q6. Have You Called New Garden Township With A Question, Problem, Or Complaint During The Past Year?

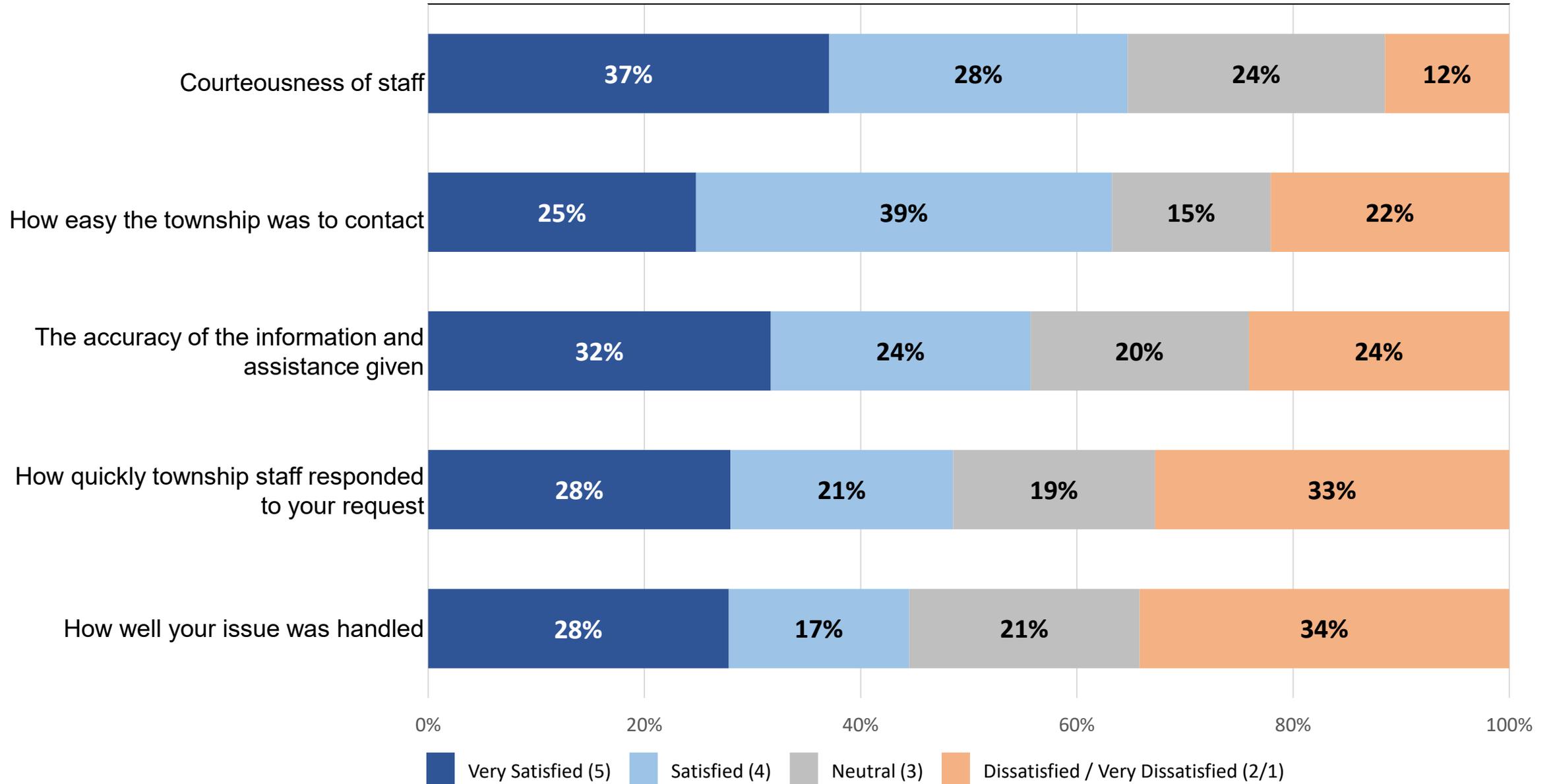
by percentage of respondents



■ Yes ■ No

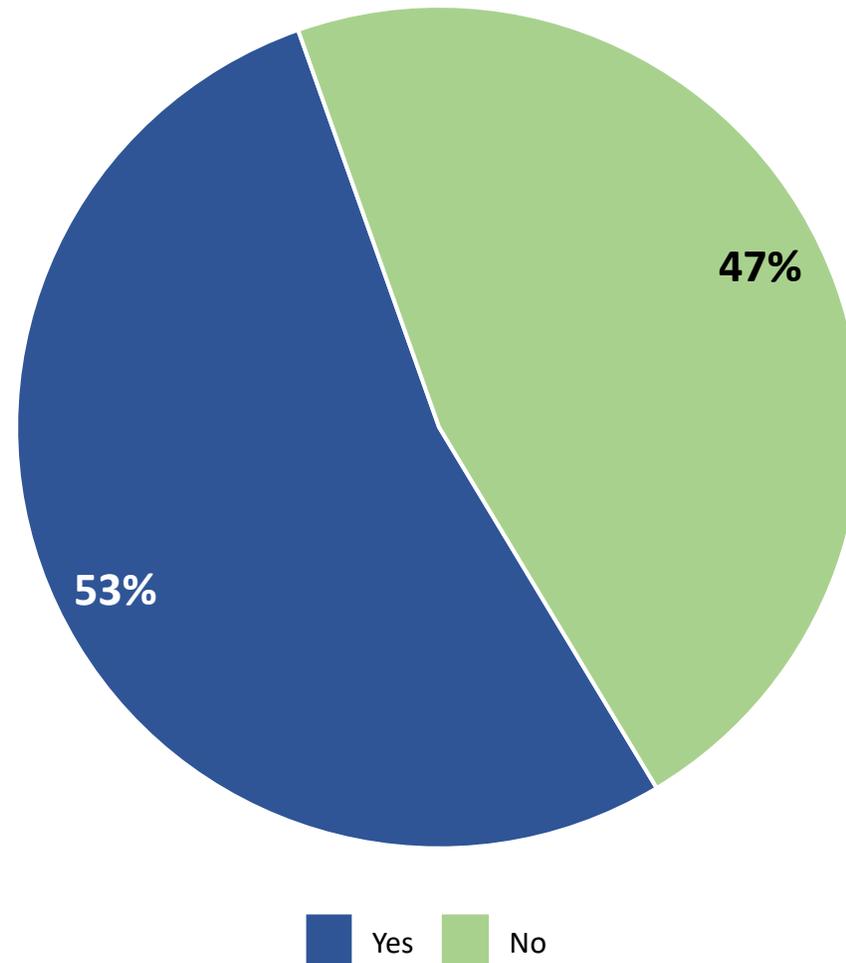
# Q6a. Please Rate Your Satisfaction With Each Of The Following.

by percentage of respondents (excluding don't know)



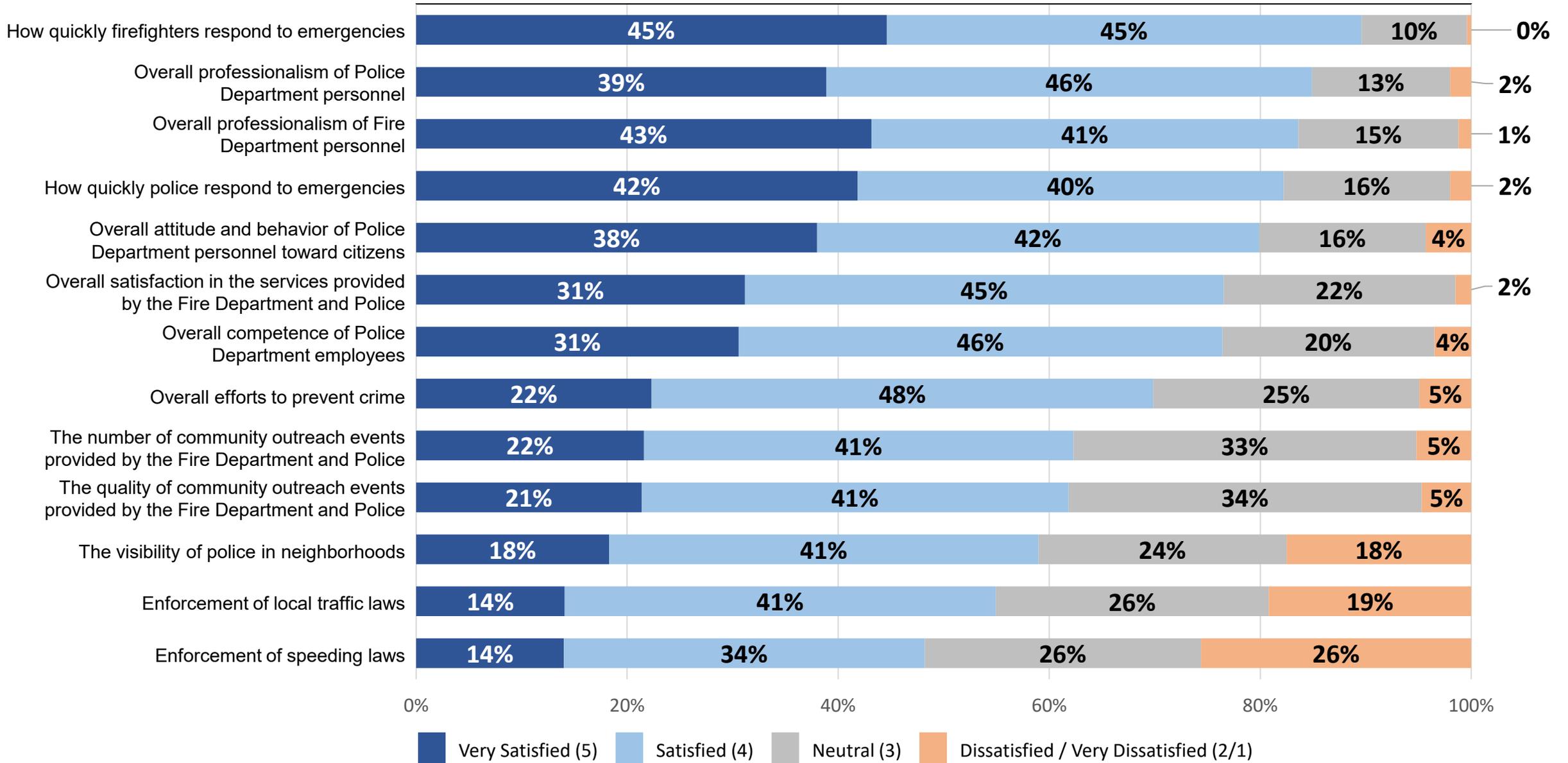
# Q6b. Have You Visited Town Hall In The Past Year?

by percentage of respondents who have contacted the township



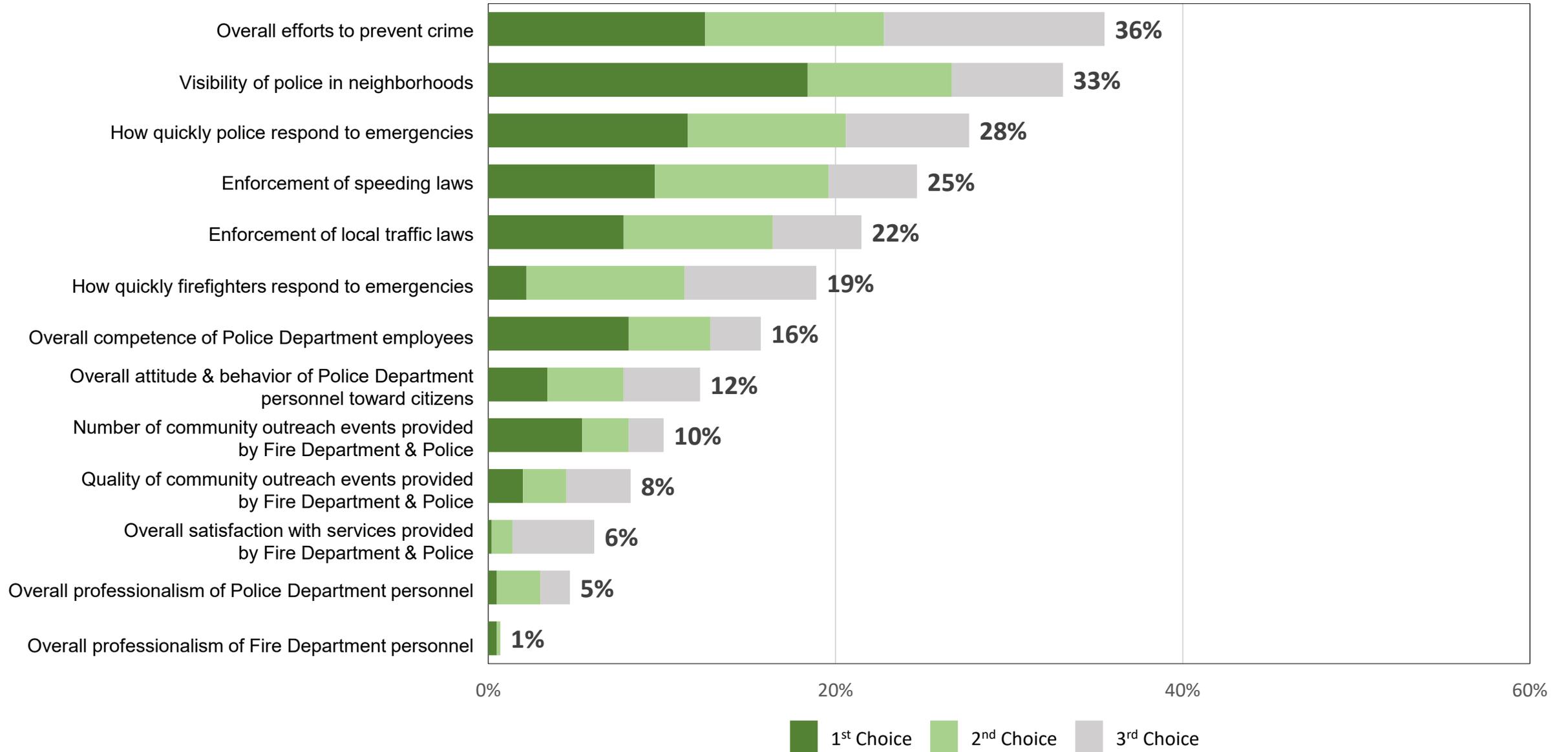
# Q7. Satisfaction with Public Safety

by percentage of respondents (excluding don't know)



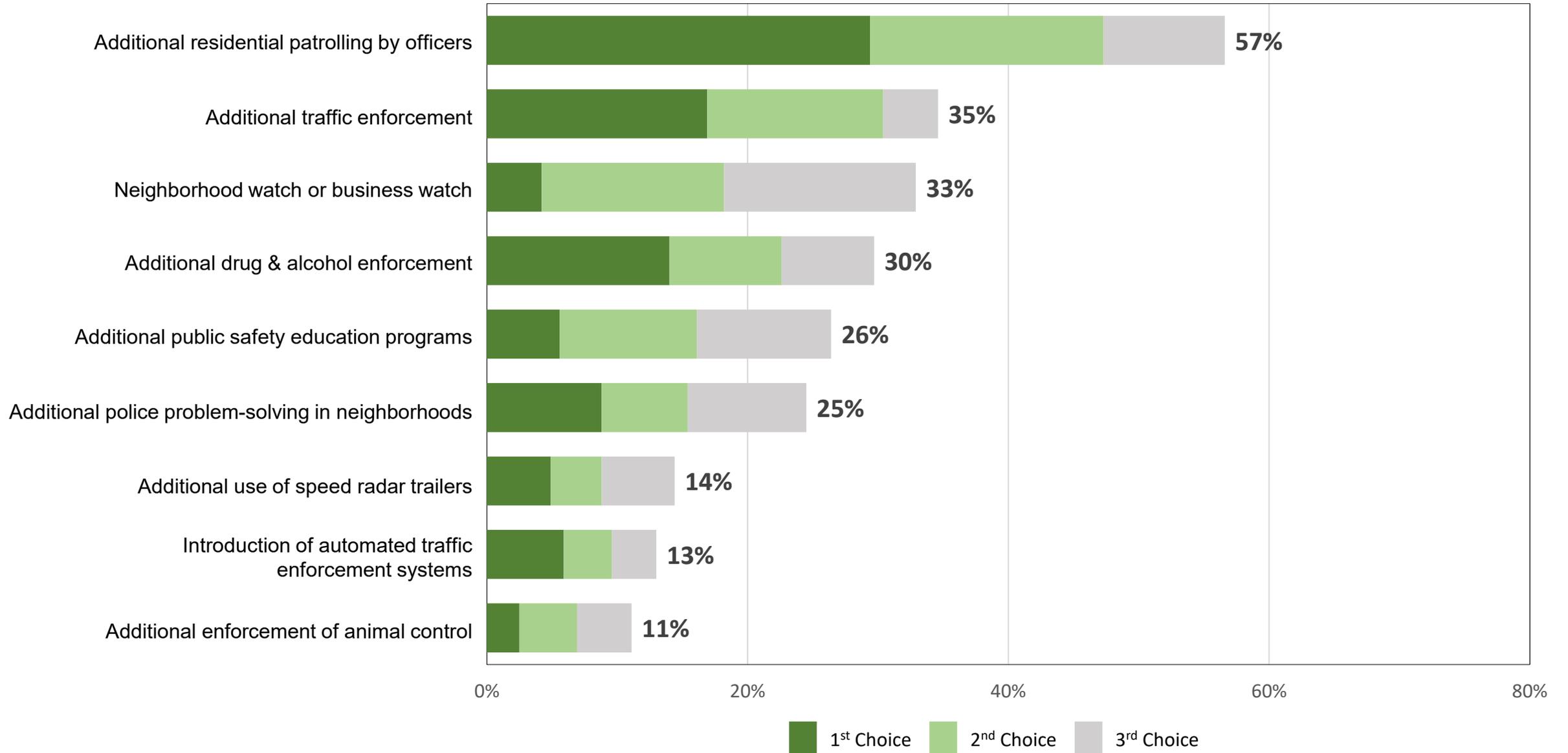
# Q8. Which THREE Of The Public Safety Items Listed Above In Question 7 Would You Recommend Receive The MOST EMPHASIS From Township Leaders Over The Next TWO Years?

by percentage of respondents who selected the item as one of their top three choices



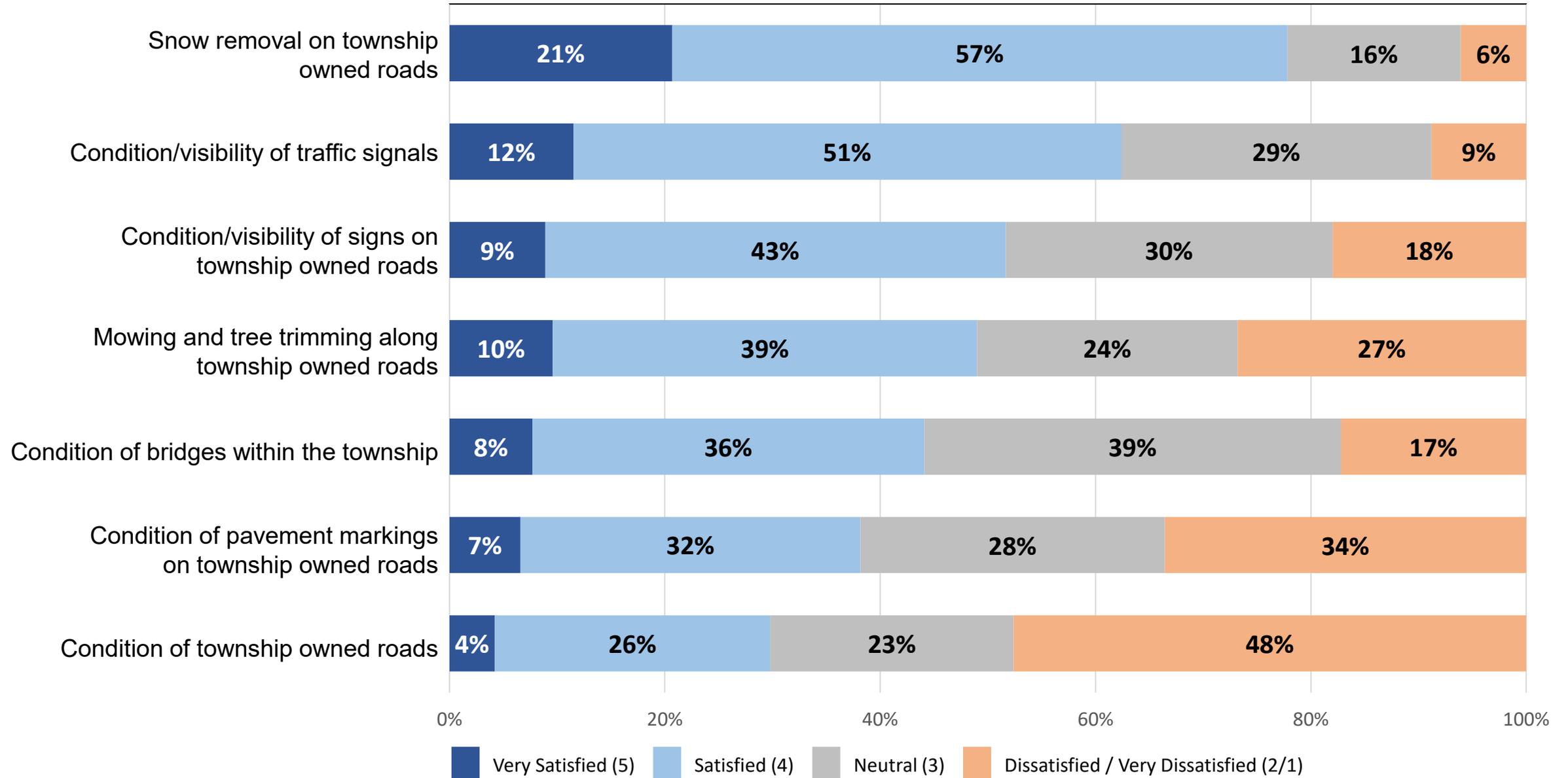
# Q9. Which THREE Of The Following Initiatives Would You Like To See Emphasized Most By The Township's Police Department?

by percentage of respondents who selected the item as one of their top three choices



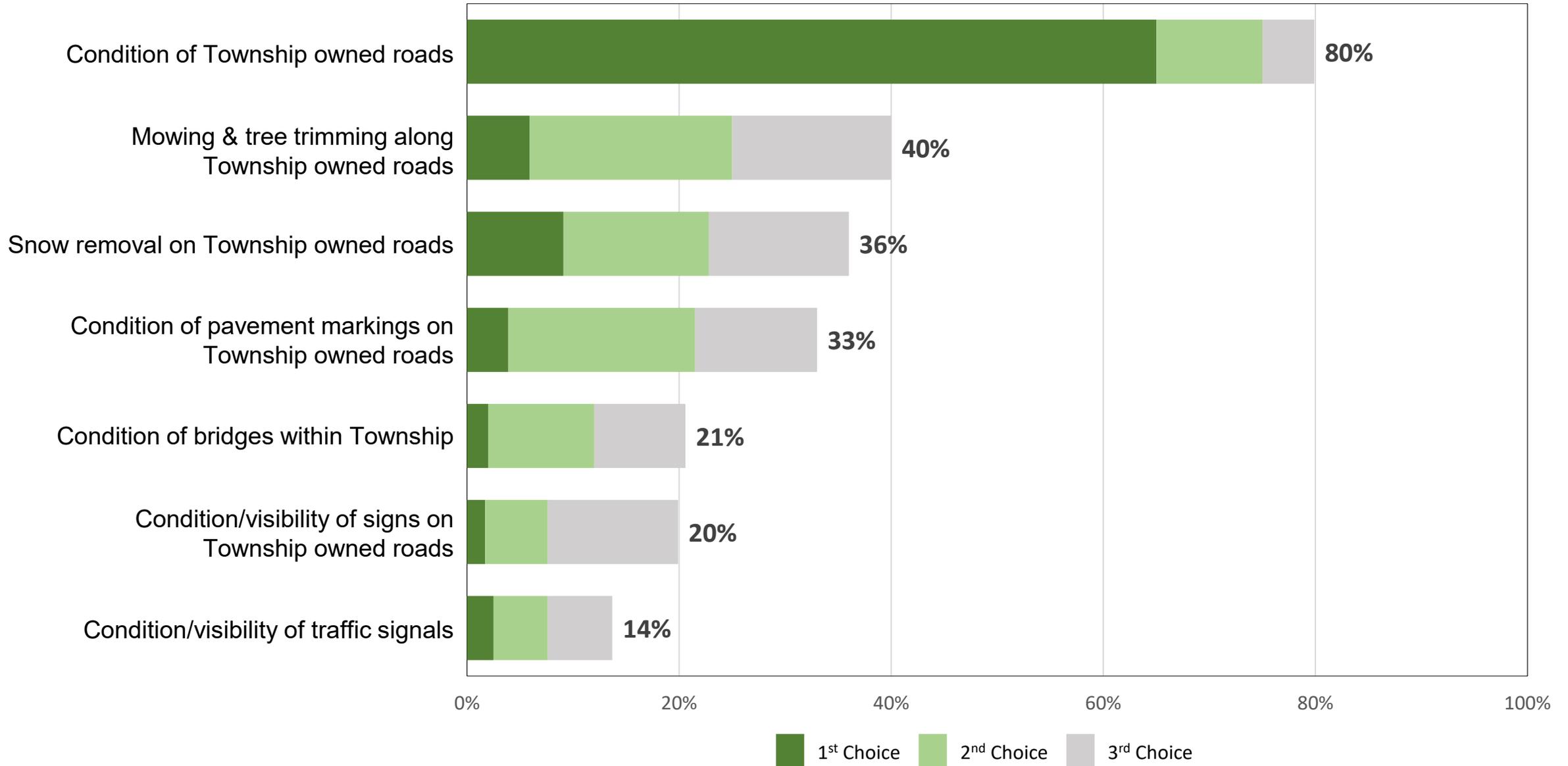
# Q10. Satisfaction with Maintenance and Public Works

by percentage of respondents (excluding don't know)



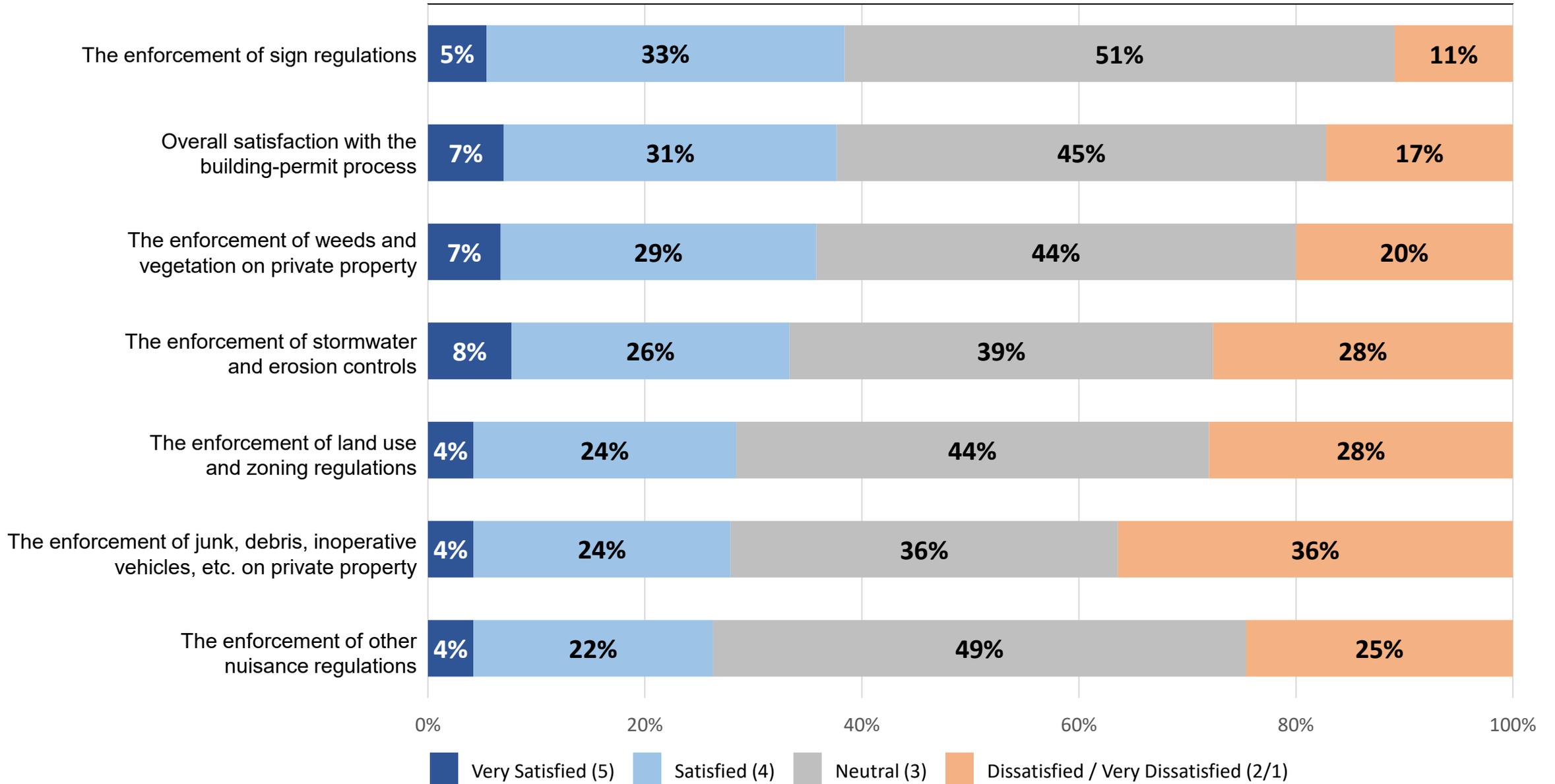
# Q11. Which THREE Of The Township Maintenance And Public Works Services Listed In Question 10 Do You Think Are MOST IMPORTANT For The Township To Provide?

by percentage of respondents who selected the item as one of their top three choices



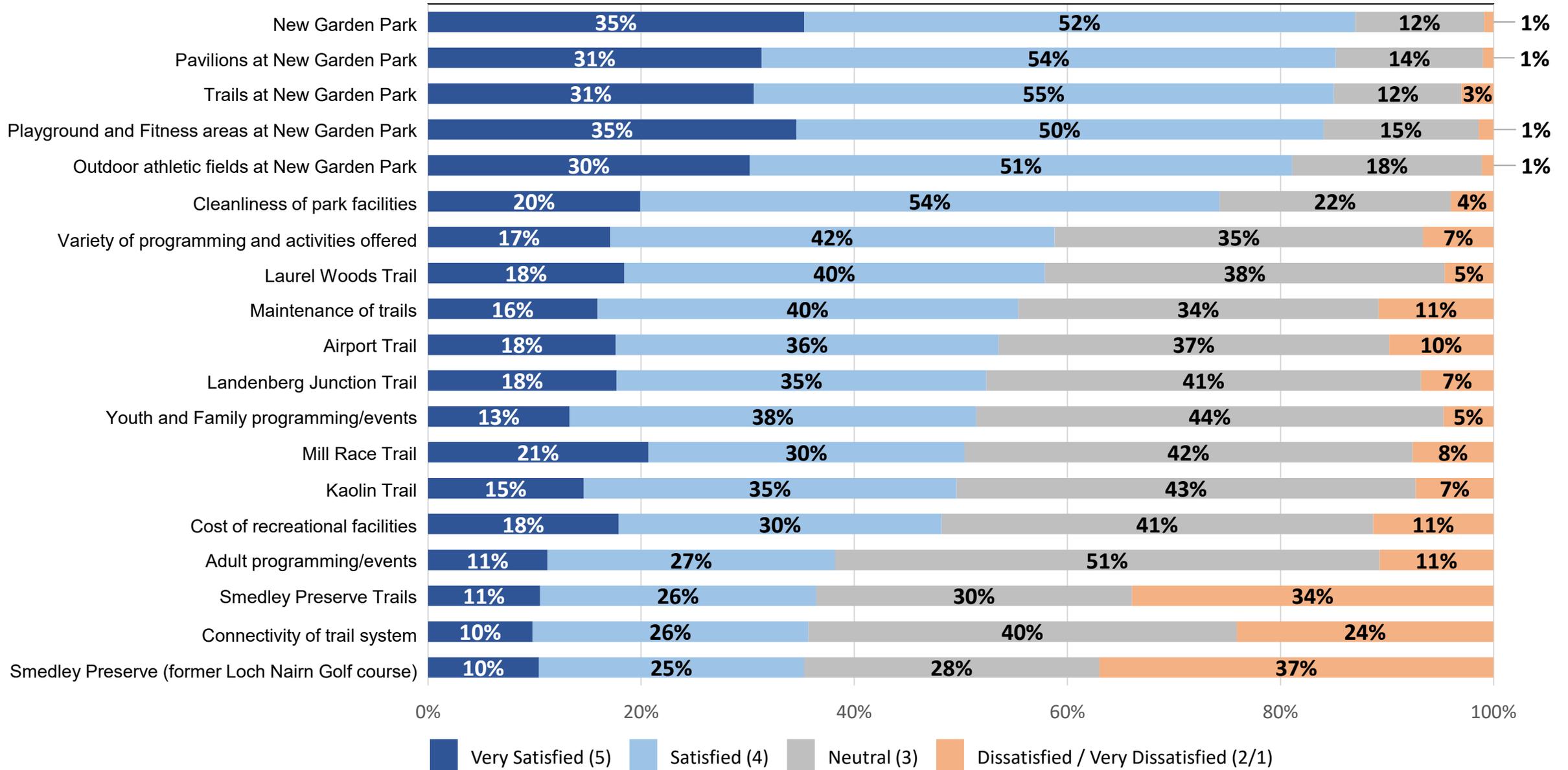
# Q12. Satisfaction with Code Enforcement

by percentage of respondents (excluding don't know)



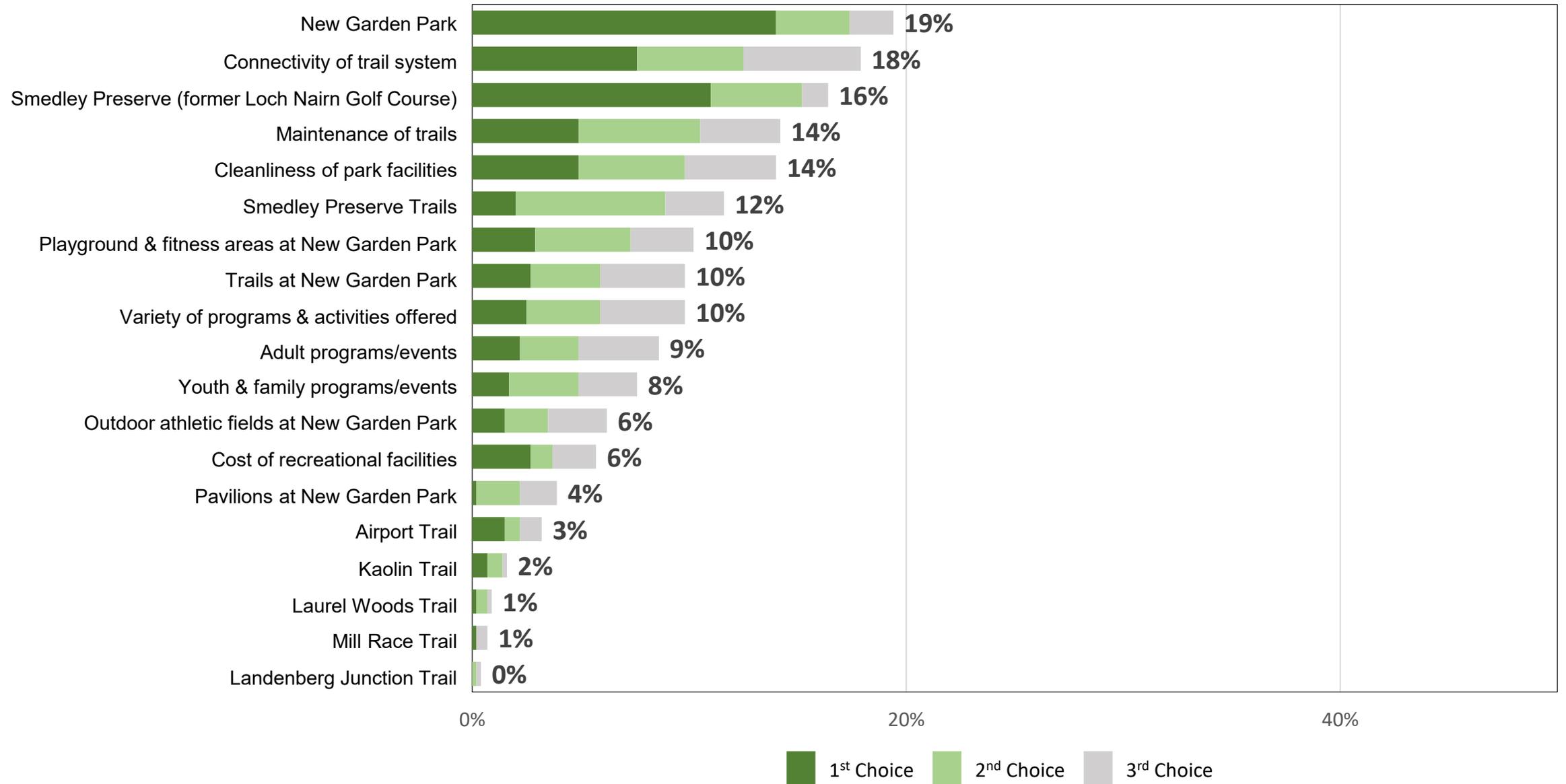
# Q13. Satisfaction with Parks And Recreation Services

by percentage of respondents (excluding don't know)



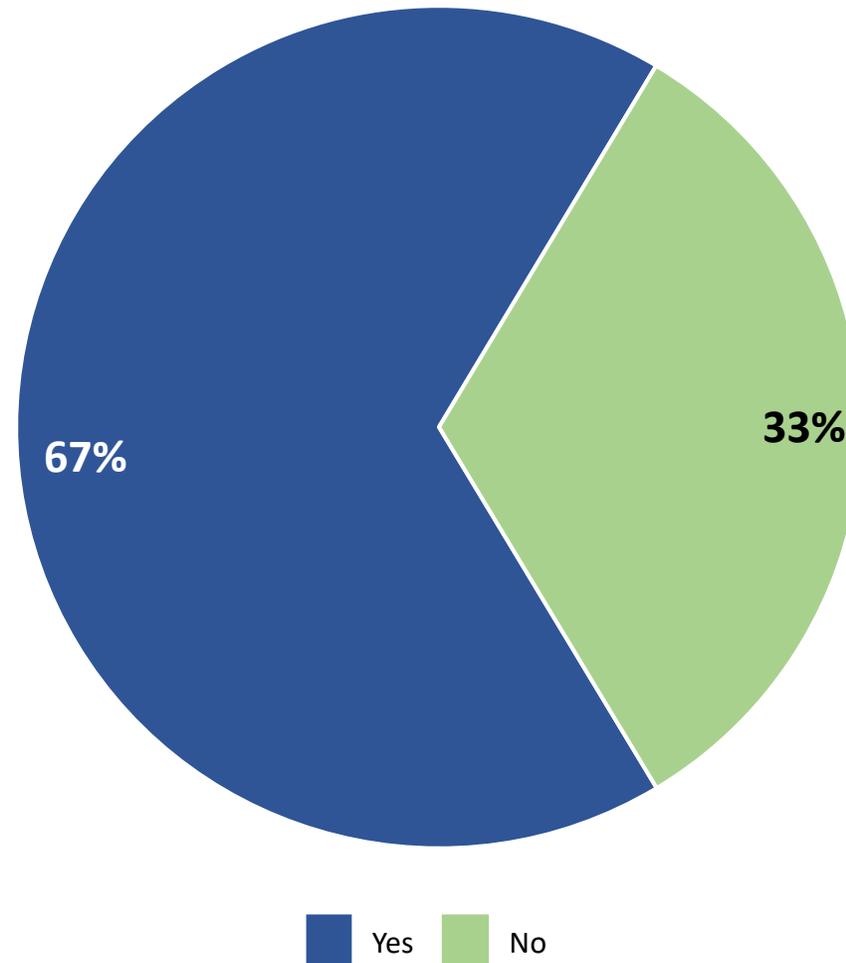
# Q14. From The List In Question 13, Which THREE Items Do You Think Should Receive Most Emphasis From The Township Over The Next 2 Years?

by percentage of respondents who selected the item as one of their top three choices



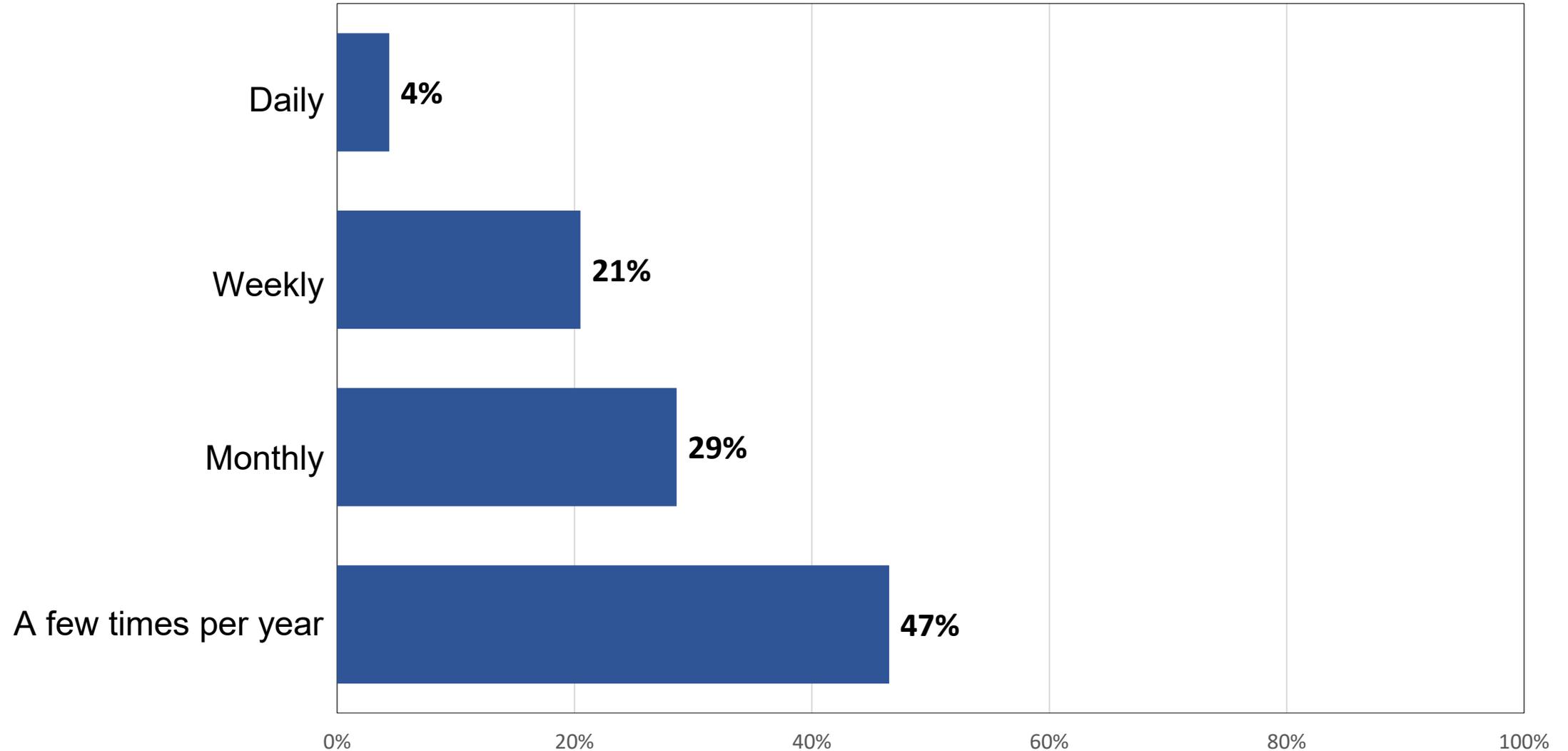
# Q15. Have You Or Members Of Your Household Used Any Township Parks, Recreation Facilities, Or Other Recreation Amenities During The Past Year?

by percentage of respondents



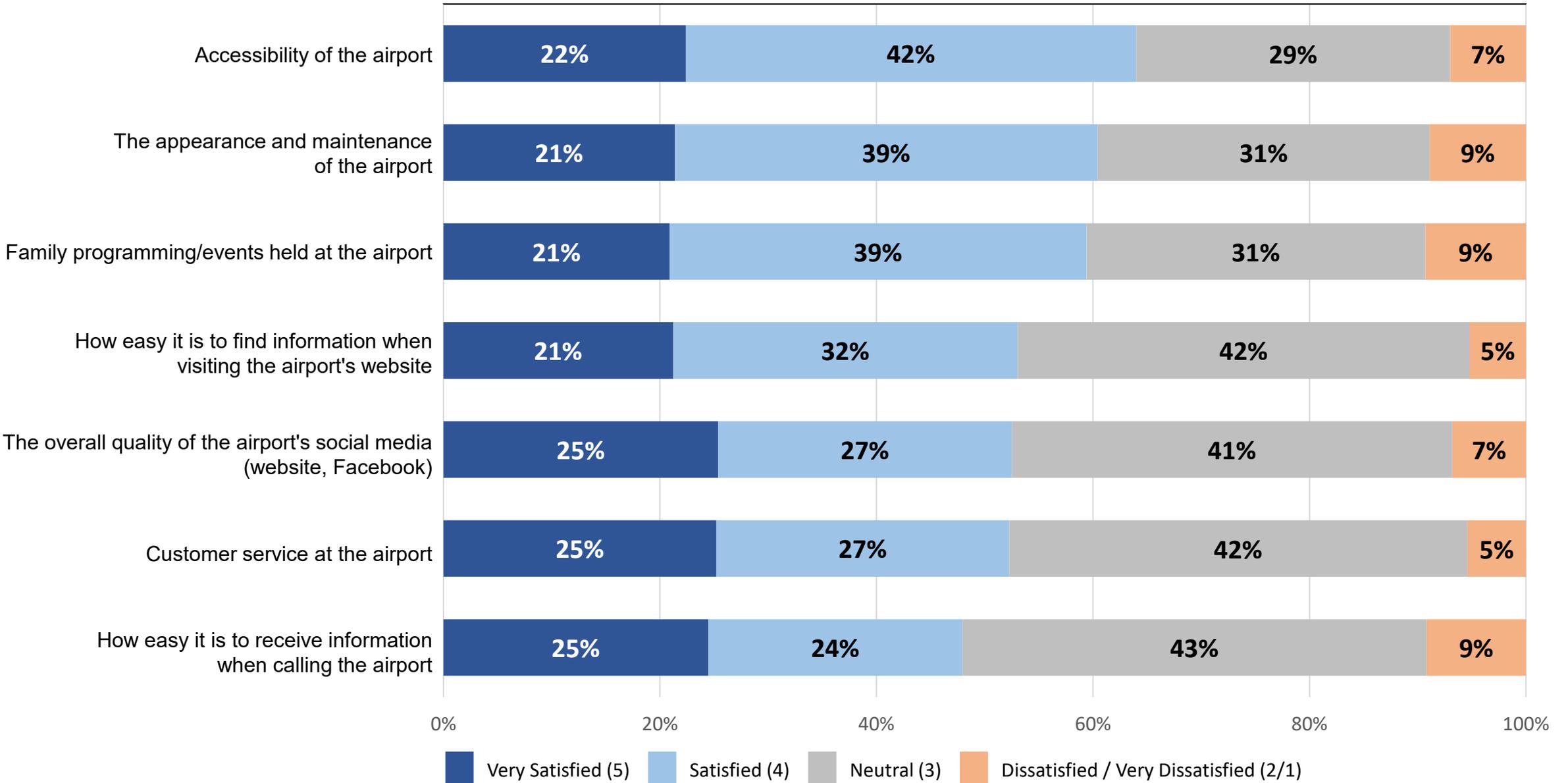
## Q15a. How Frequently Do You Or The Members Of Your Household Visit Township Parks, Recreation Facilities, Or Other Recreation Amenities?

by percentage of respondents who have visited parks or facilities (excluding don't know)



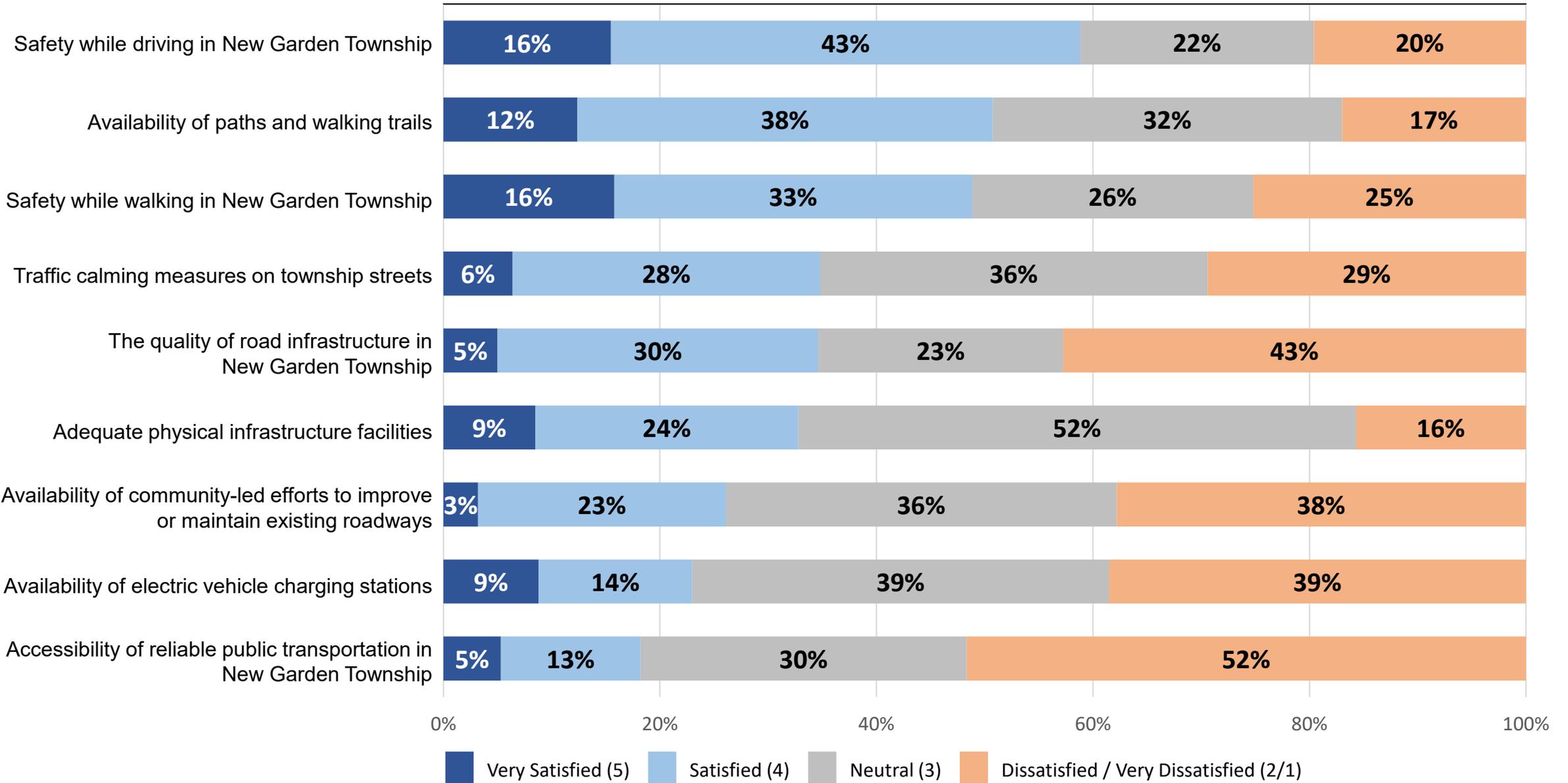
# Q18. Satisfaction with New Garden Flying Field

by percentage of respondents (excluding don't know)



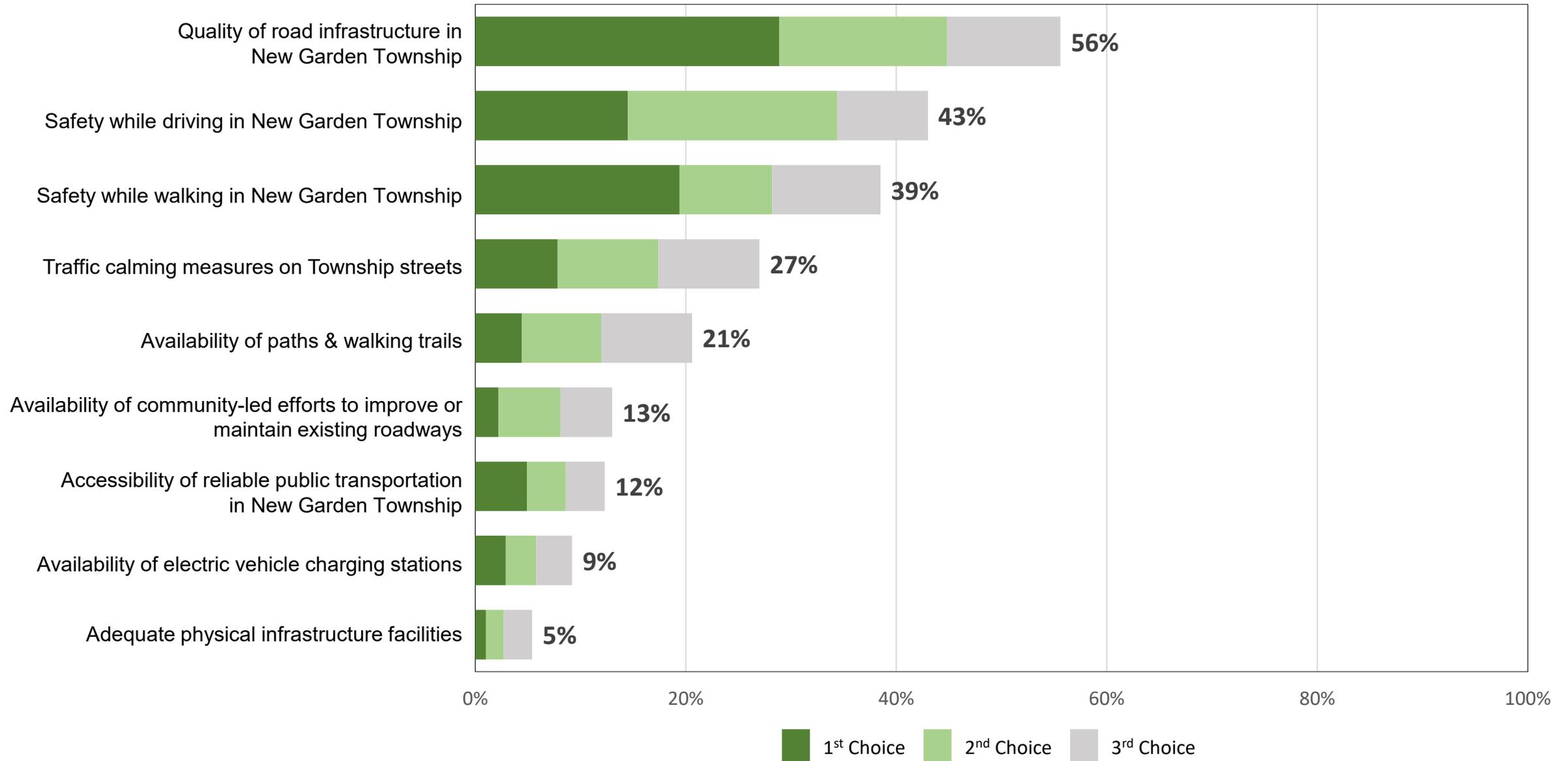
# Q19. Satisfaction with Transportation and Infrastructure

by percentage of respondents (excluding don't know)

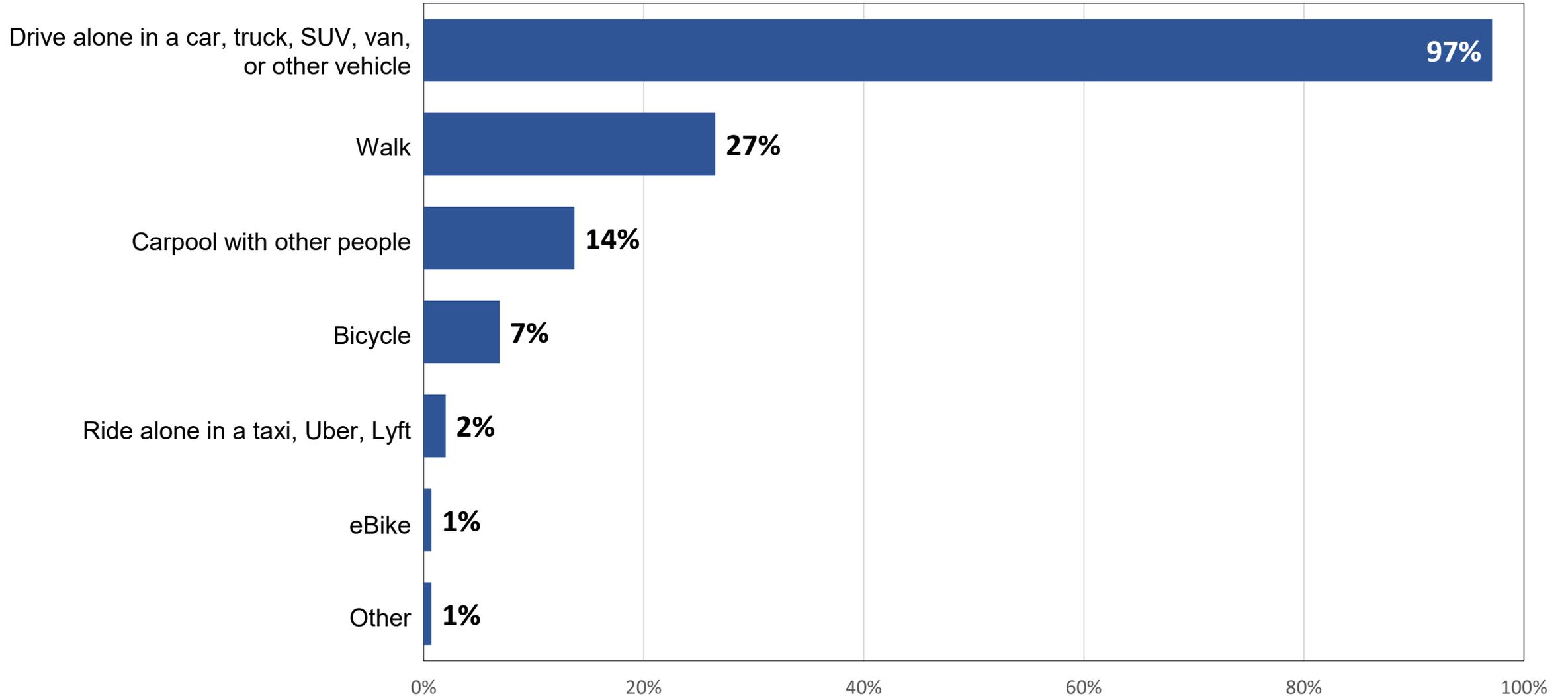


# Q20. Which THREE Of The Services Listed In Question 19 Do You Think Should Receive The MOST EMPHASIS From The Township Over The Next Two Years?

by percentage of respondents who selected the item as one of their top three choices

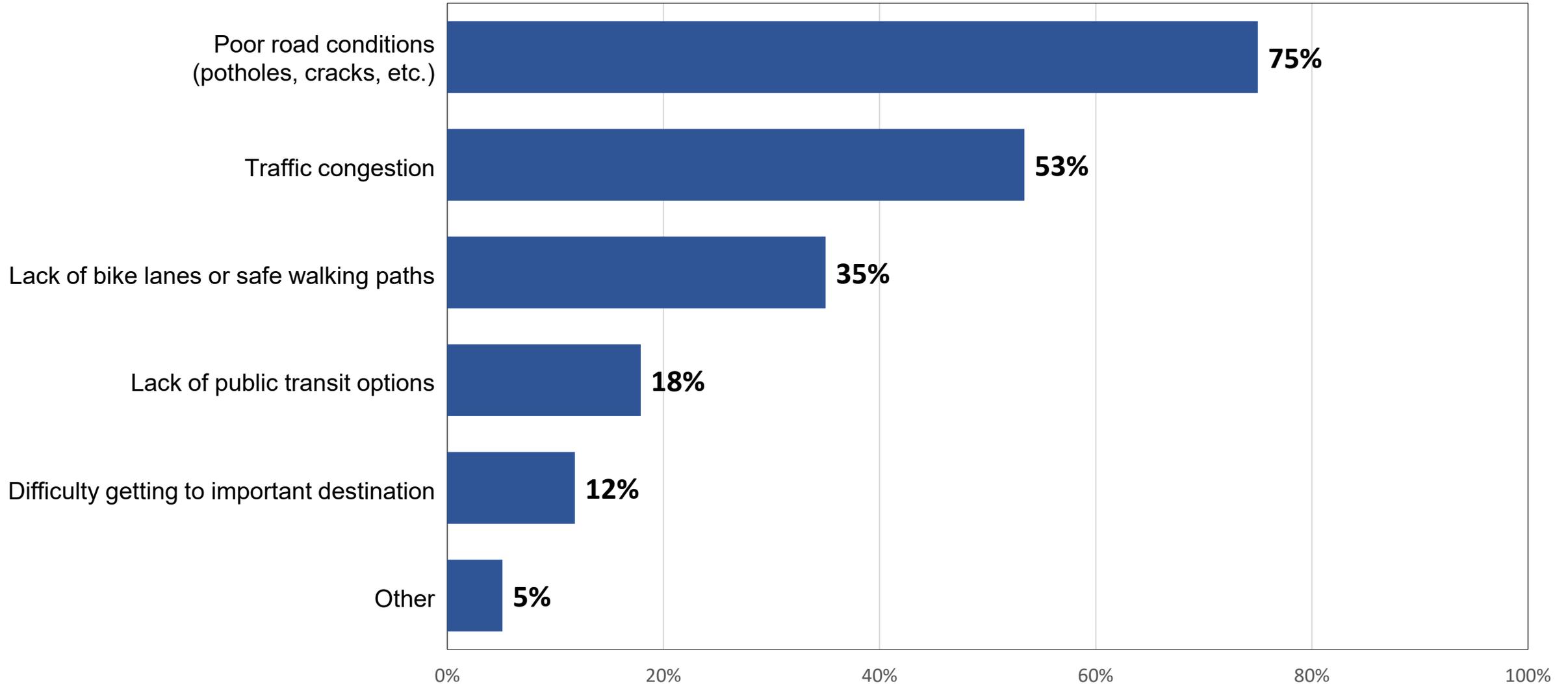


## Q21. How Do You Typically Get Around New Garden? by percentage of respondents



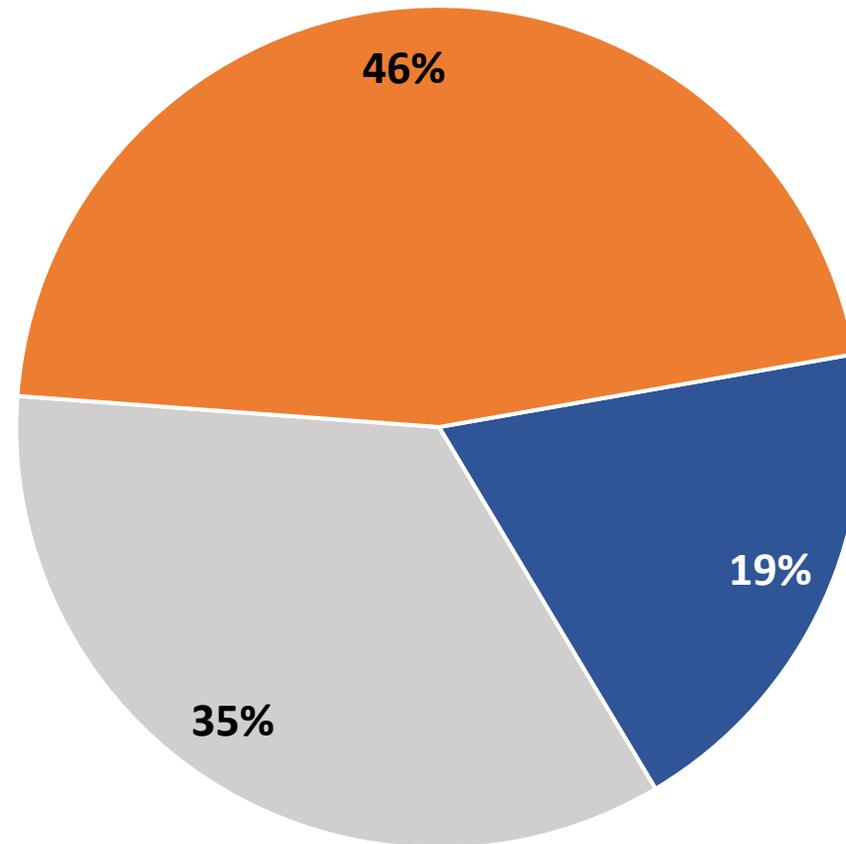
# Q22. In The Last Year, Have You Experienced Any Of The Following Transportation-related Challenges In New Garden?

by percentage of respondents (multiple selections could be made)



# Q23. How Important Do You Think It Is To Construct New Streets In The Township To Provide More Connections And Improve Access To Different Parts Of New Garden?

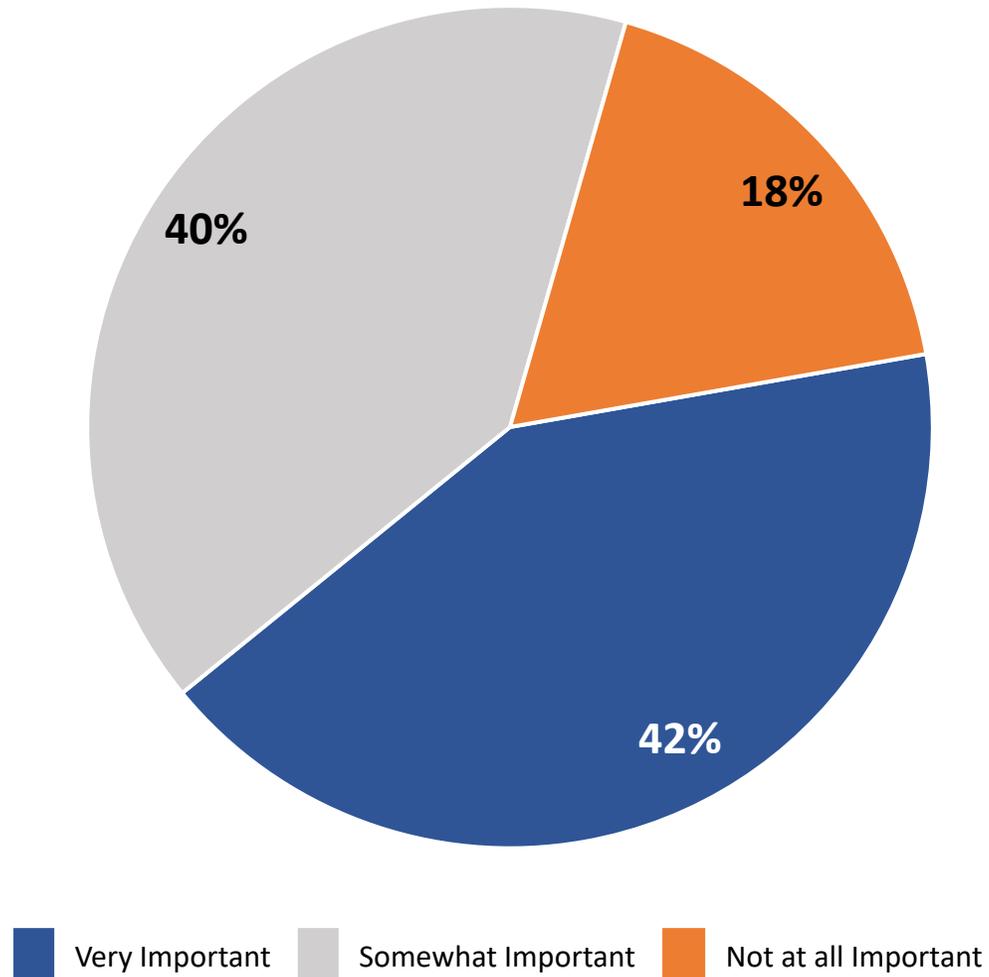
by percentage of respondents (excluding don't know)



Very Important   Somewhat Important   Not at all Important

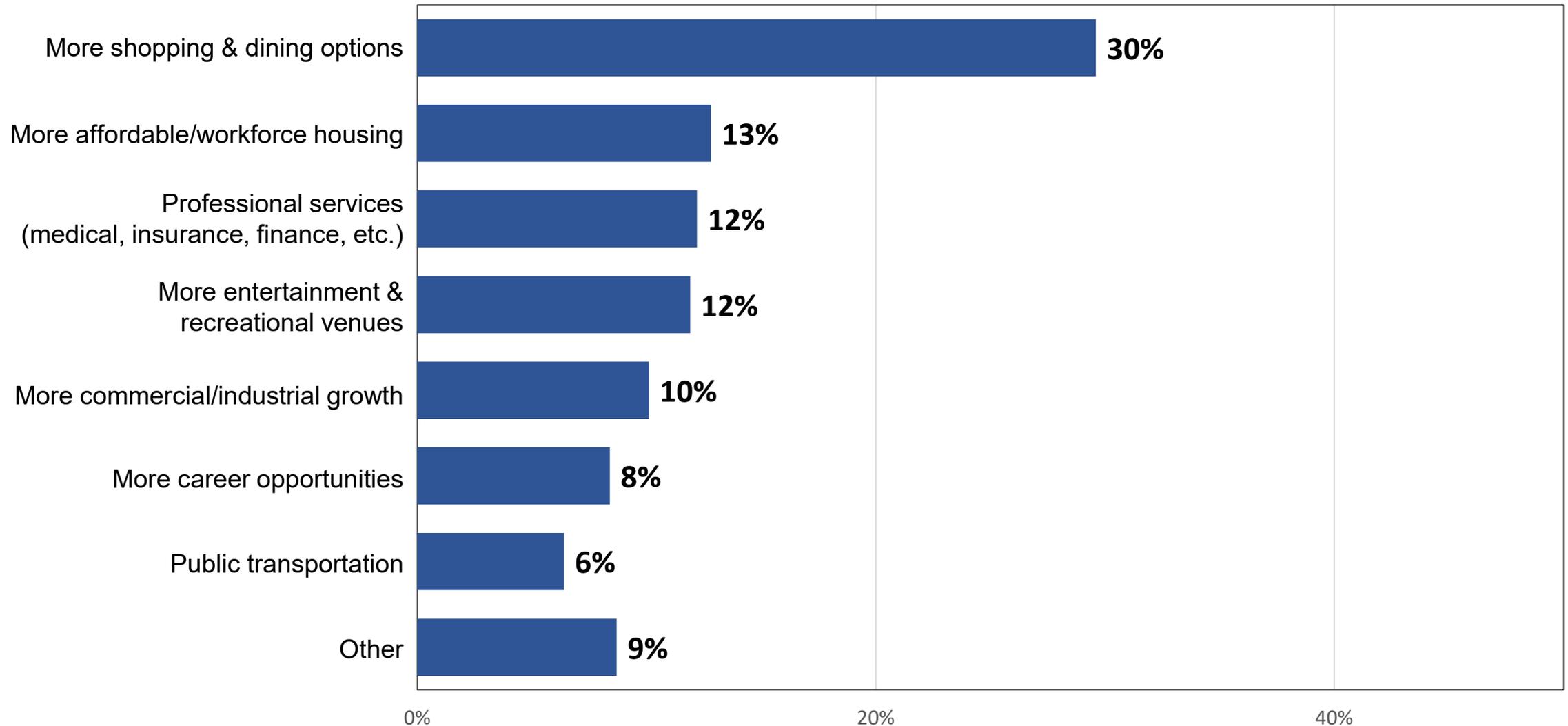
# Q24. How Important Do You Think It Is To Increase The Capacity Of Streets (E.G., Adding Lanes, Improving Intersections) To Reduce Traffic Congestion And Improve Travel Times?

by percentage of respondents (excluding don't know)



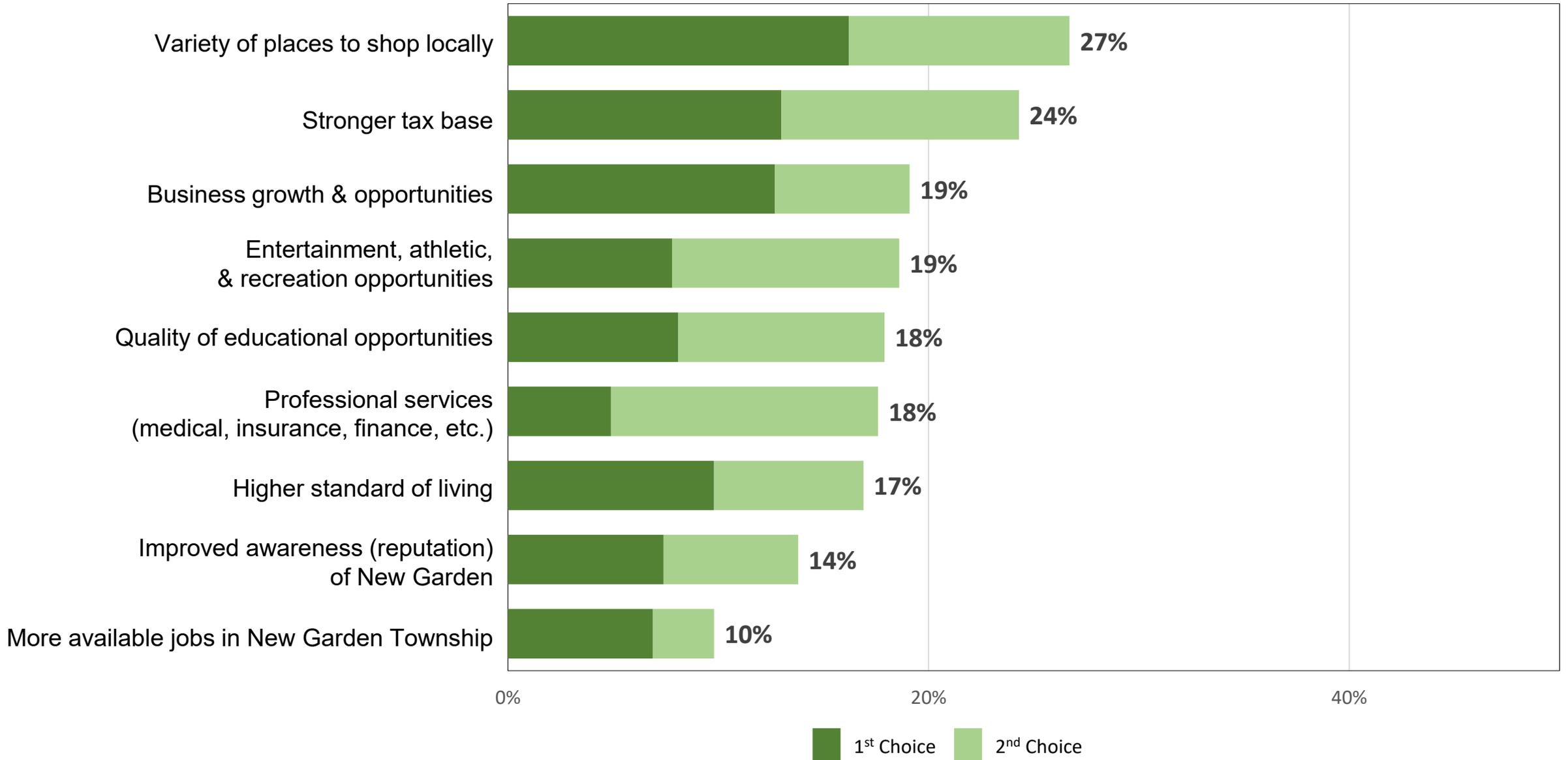
# Q25. Economic Development. Which ONE Of The Following Is Most Needed For New Garden Township?

by percentage of respondents (excluding not provided)



# Q26. Which TWO Of The Following Benefits Of Economic Development Are MOST IMPORTANT To You?

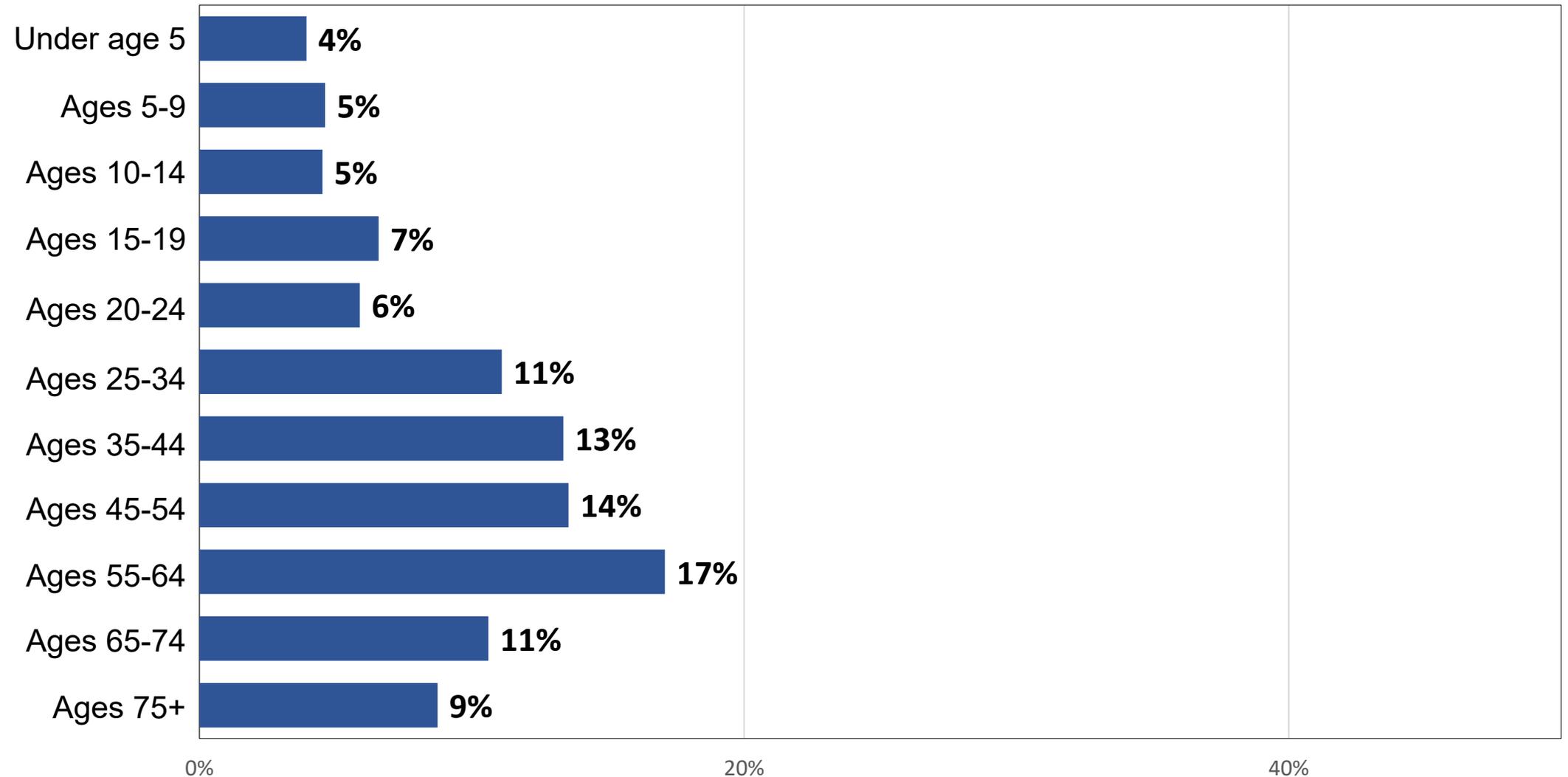
by percentage of respondents who selected the item as one of their top two choices



# Demographics

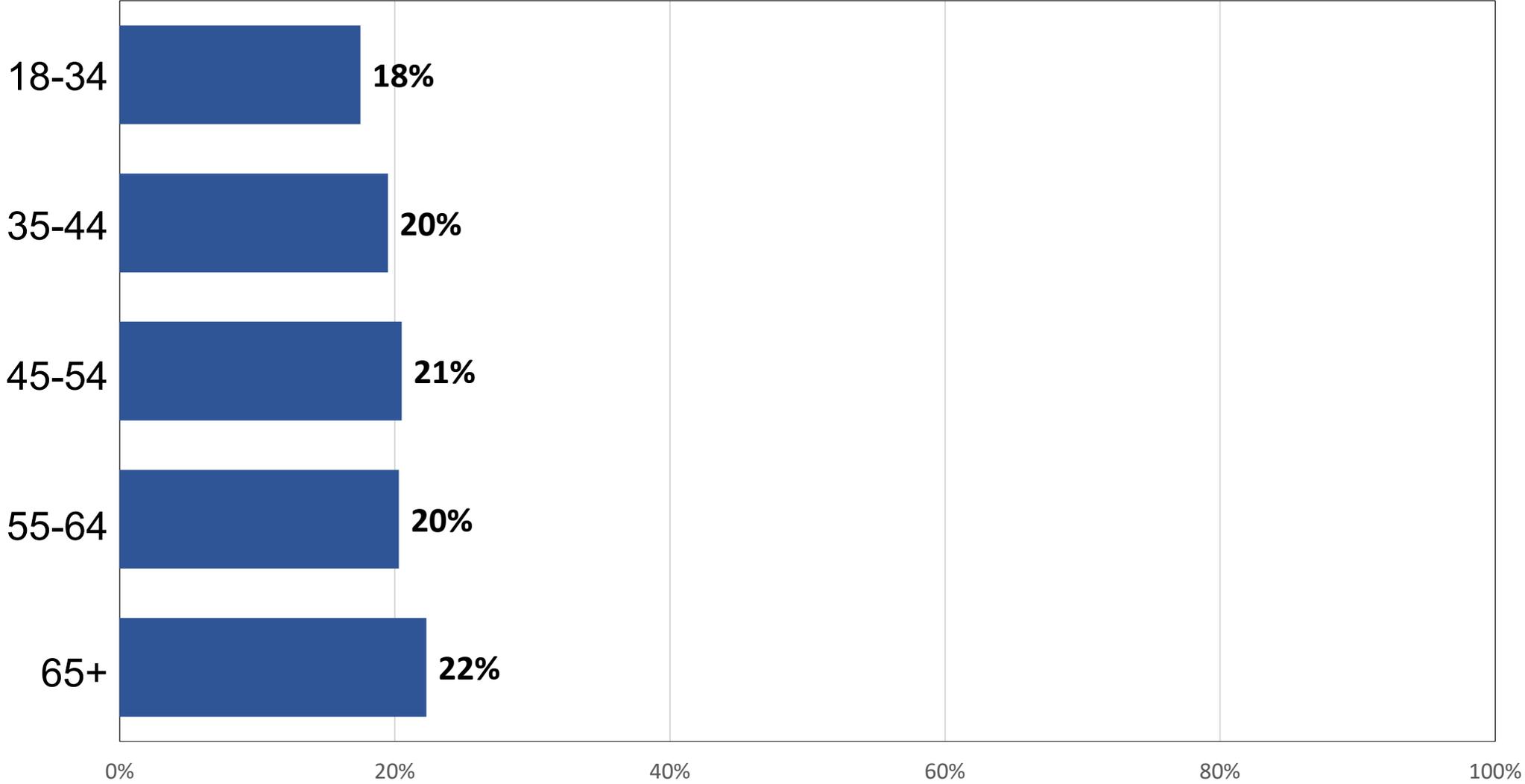
## Q27. Including Yourself, How Many People In Your Household Are...

by percentage of respondents



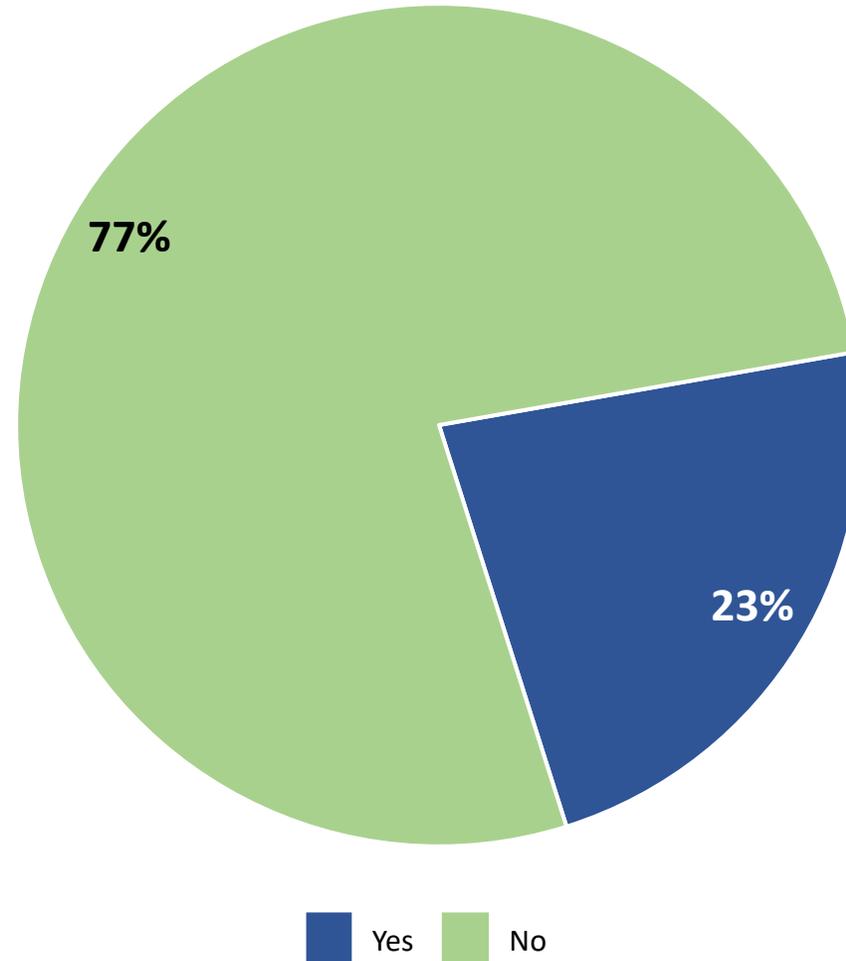
# Q28. What Is Your Age?

by percentage of respondents (excluding “not provided”)



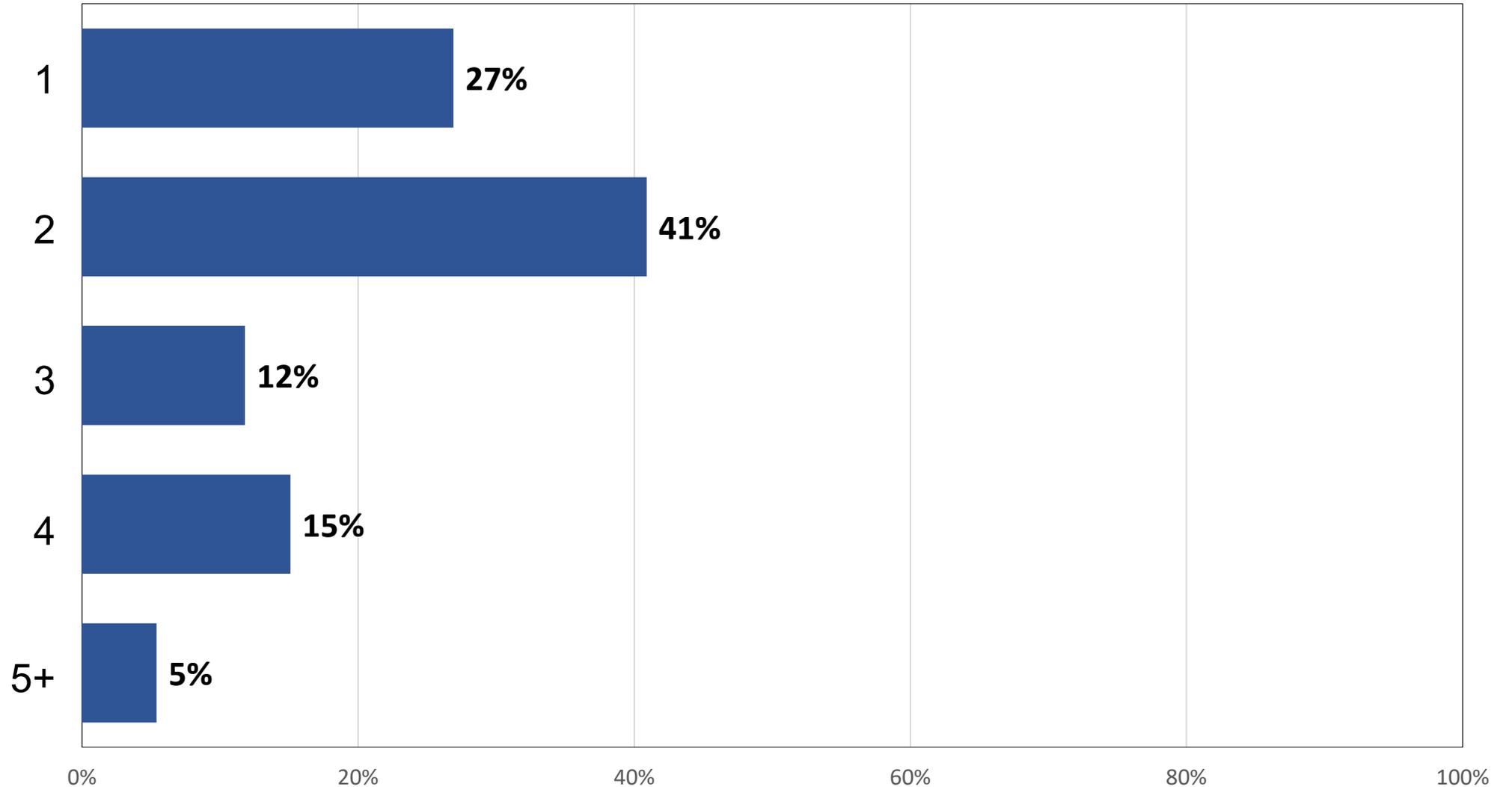
# Q29. Are You Or Any Members Of Your Family Of Hispanic, Spanish, Or Latino/A/X Ancestry?

by percentage of respondents (excluding not provided)



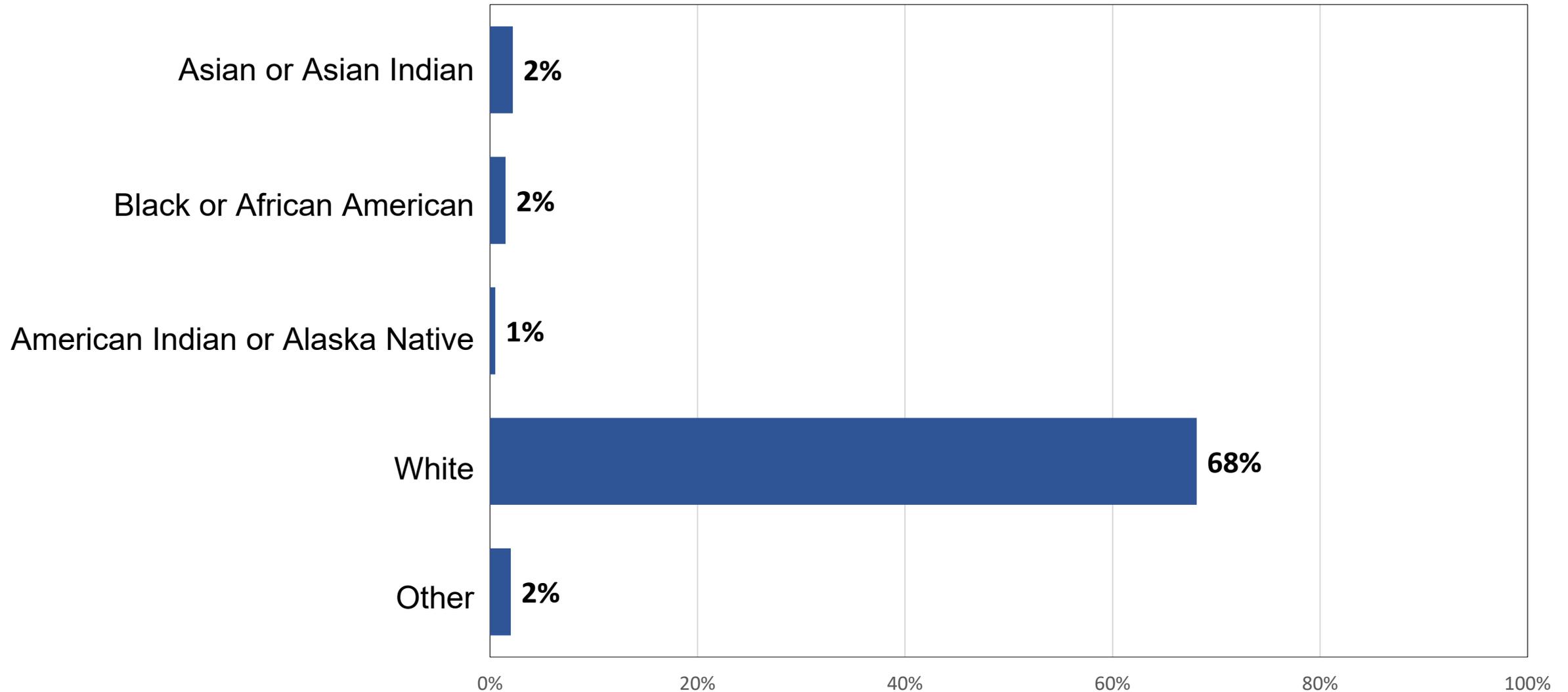
# Q29-1. How Many Members Of Your Family Are Of Hispanic, Spanish, Or Latino/A/X Ancestry?

by percentage of respondents (excluding "not provided")



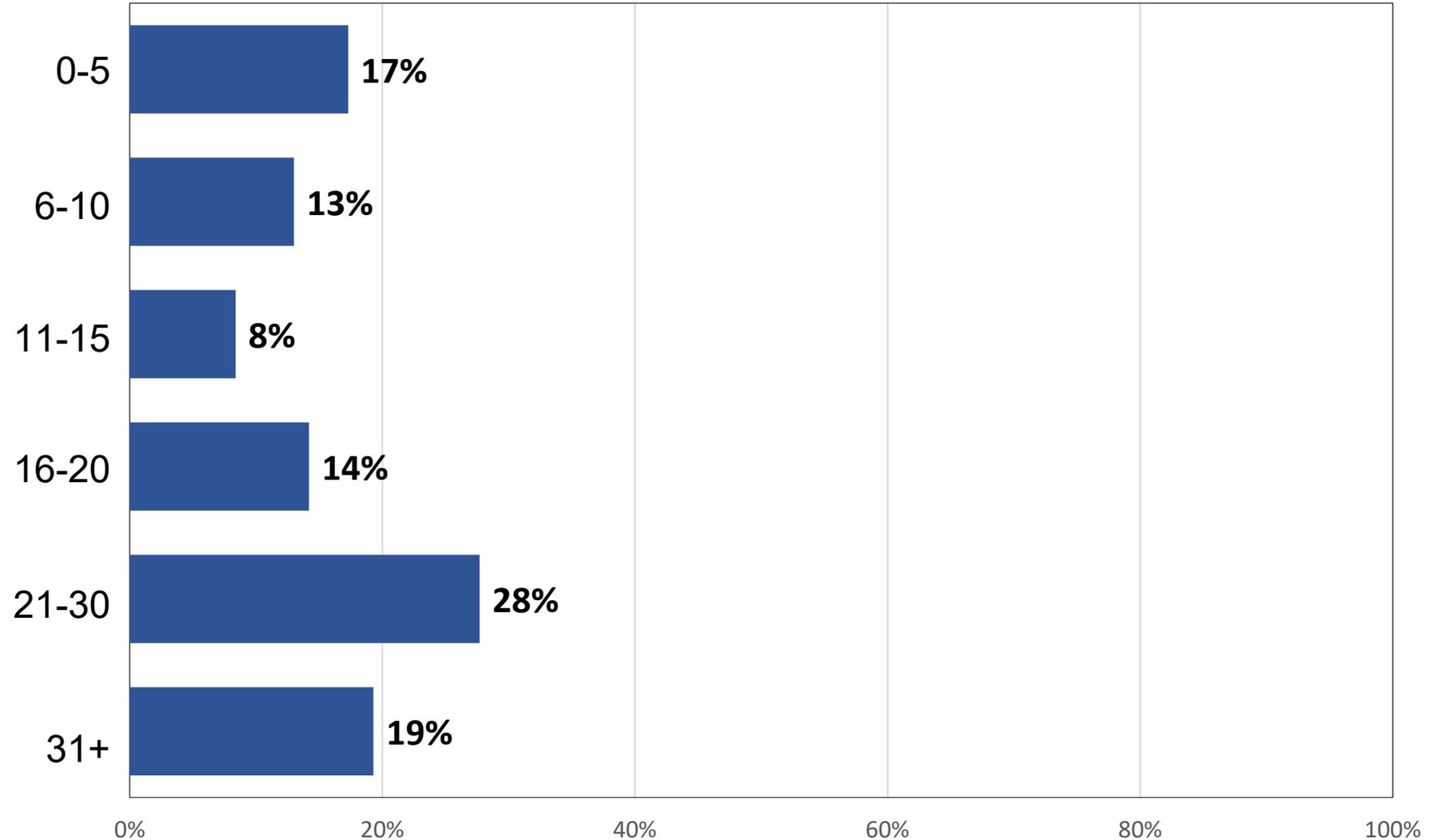
# Q30. Which Of The Following Best Describes Your Race/Ethnicity?

by percentage of respondents



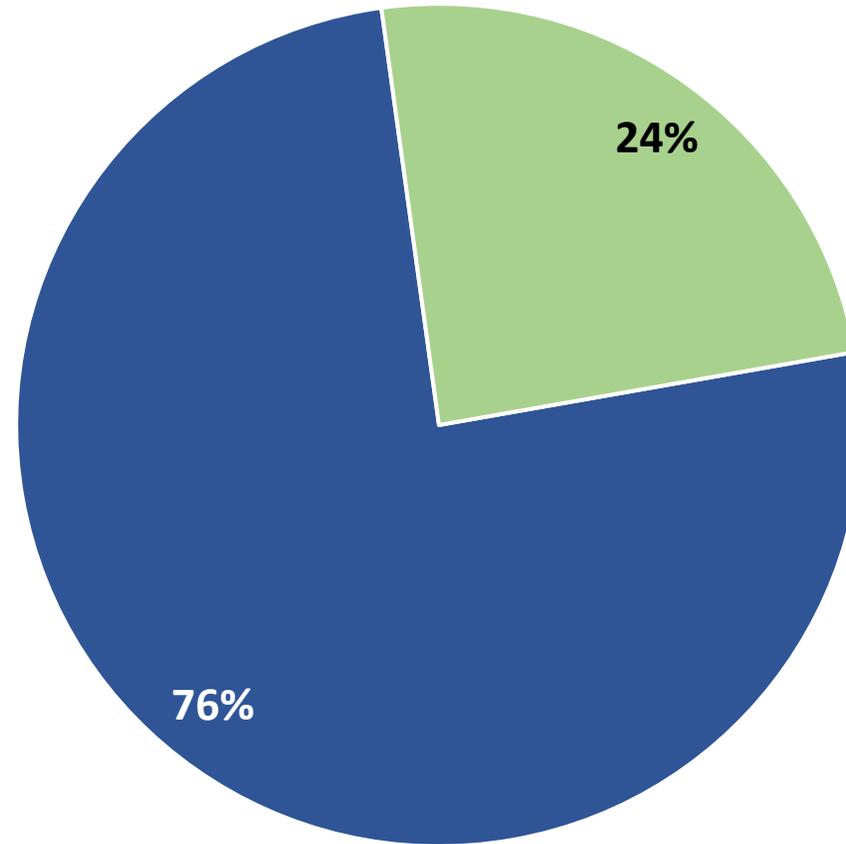
# Q31. Approximately How Many Years Have You Lived In New Garden?

by percentage of respondents (excluding "not provided")



# Q32. Do You Plan To Retire In New Garden?

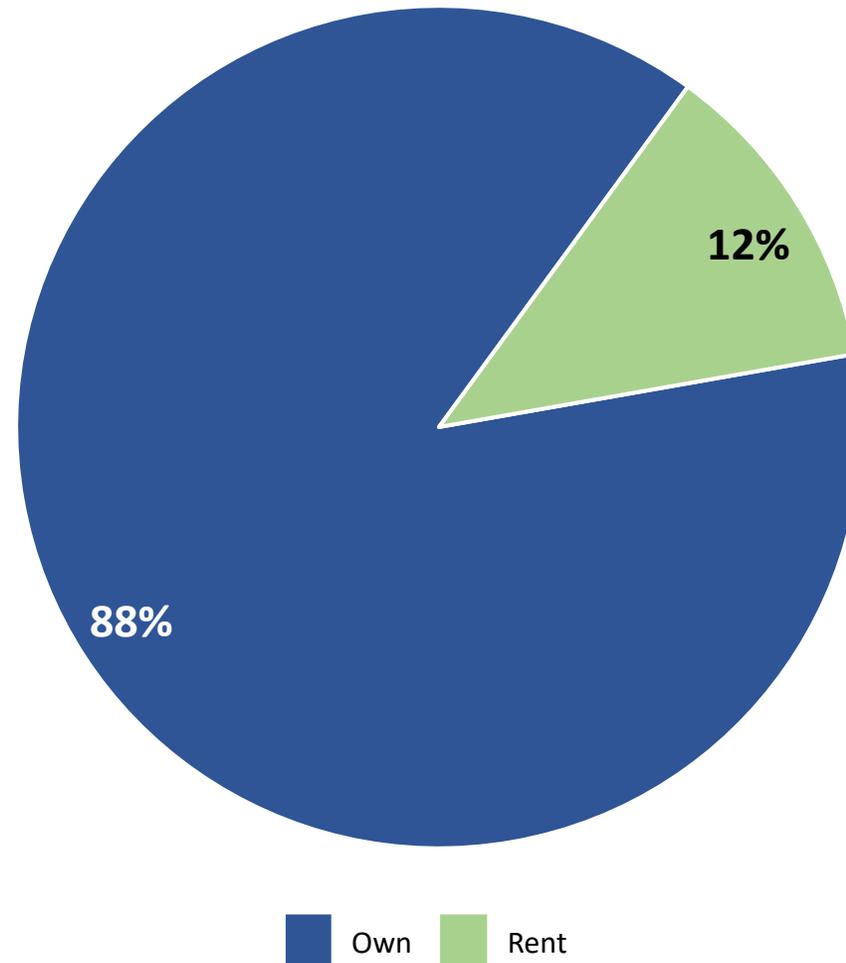
by percentage of respondents (excluding not provided)



■ Yes ■ No

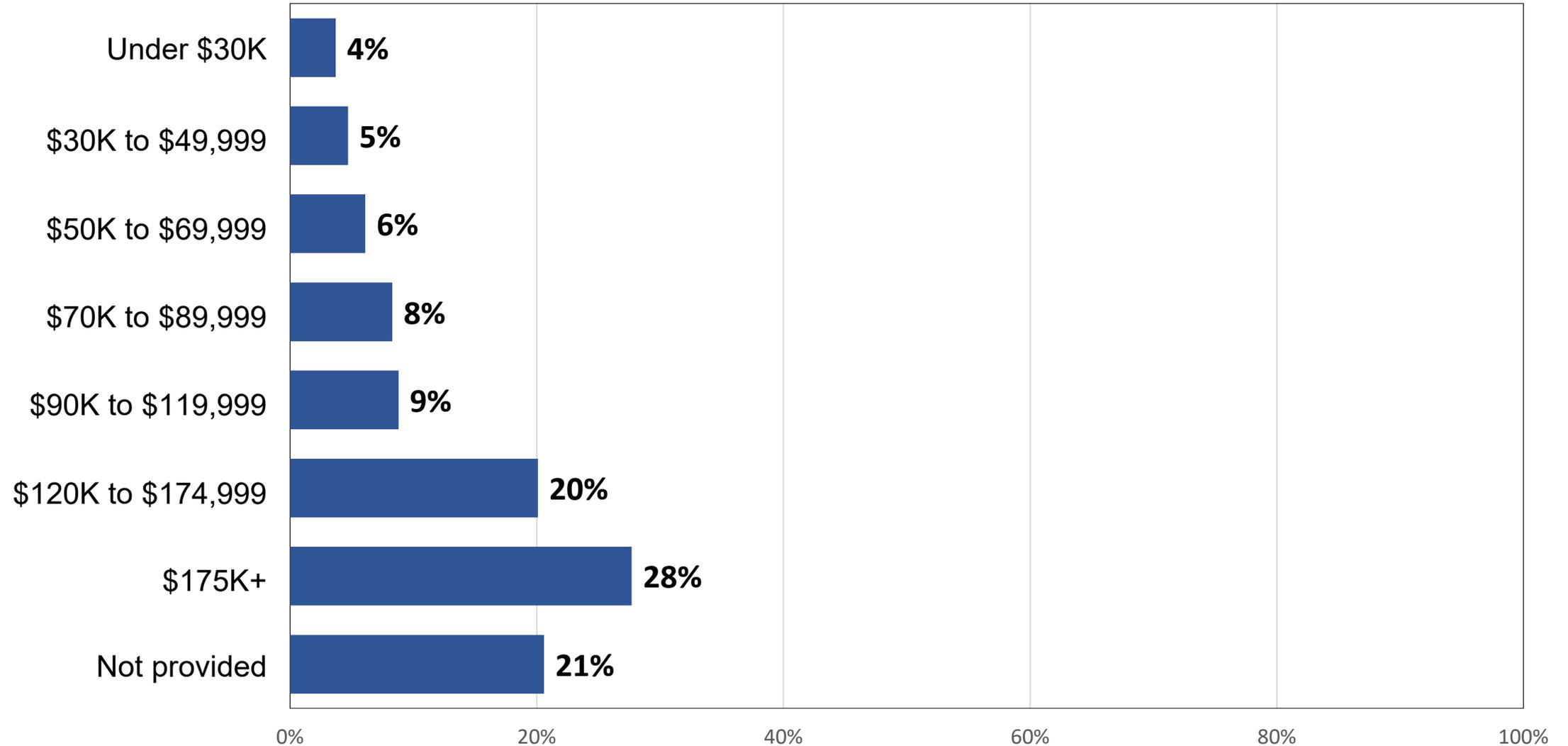
# Q33. Do You Own Or Rent Your Current Residence?

by percentage of respondents (excluding not provided)



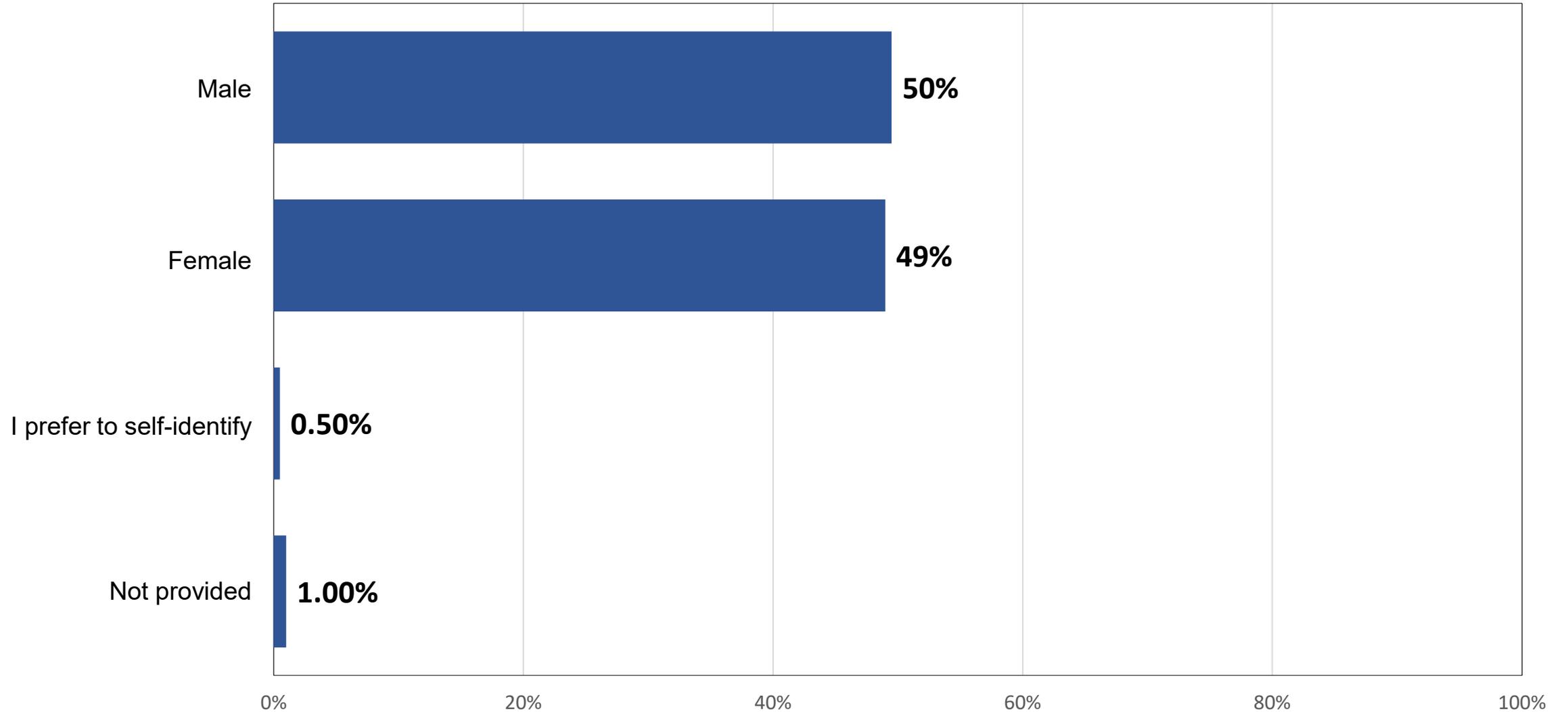
# Q34. Would You Say Your Total Annual Household Income Is...

by percentage of respondents



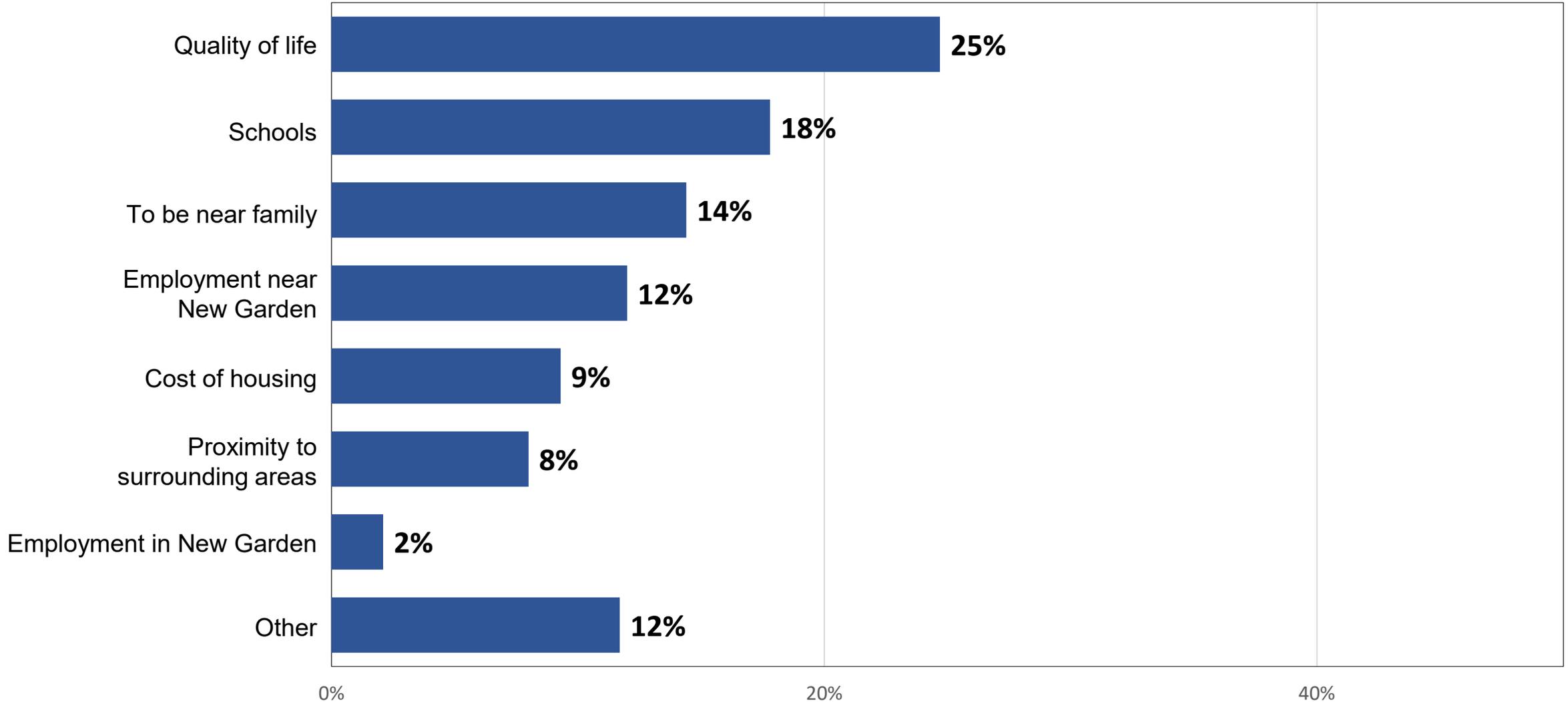
# Q35. Your Gender:

by percentage of respondents



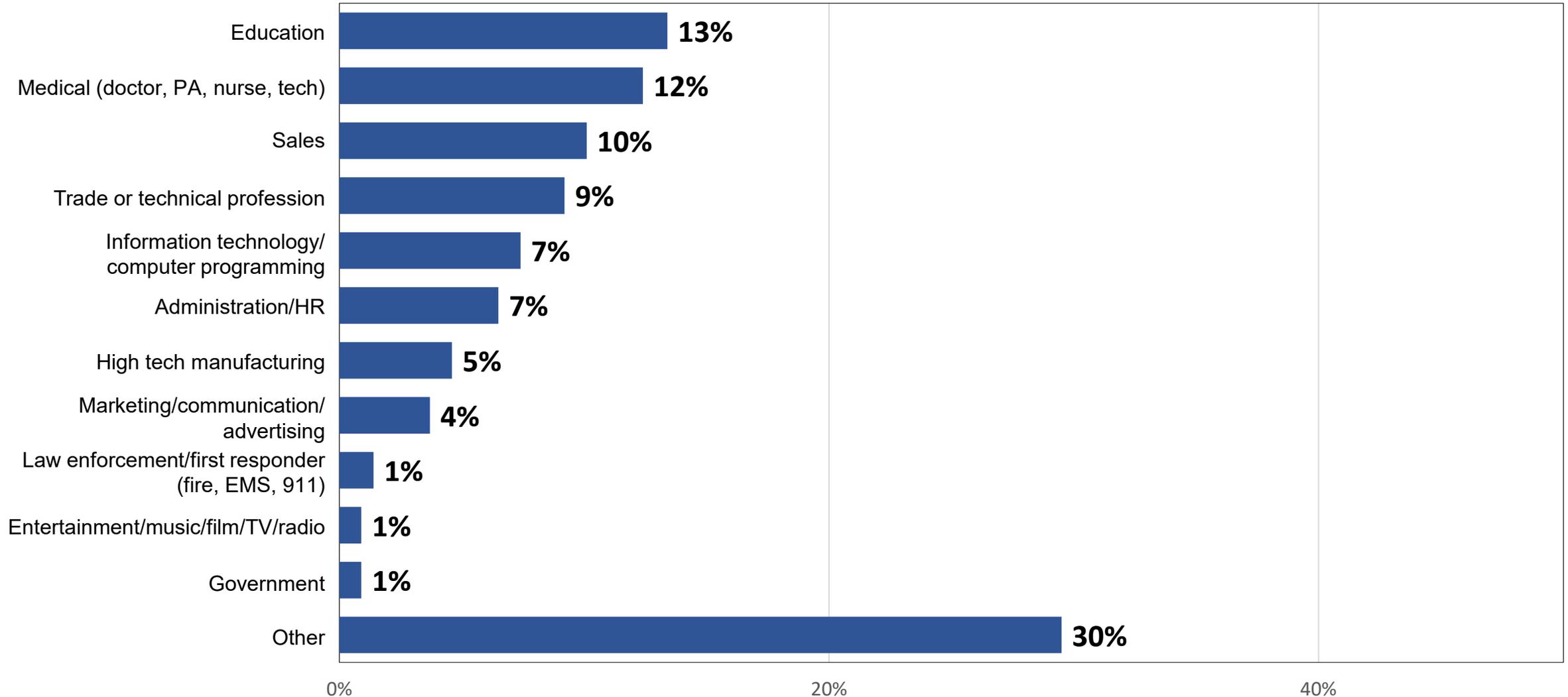
# Q36. What Was Your Primary Reason For Moving To New Garden?

by percentage of respondents (excluding “not provided”)



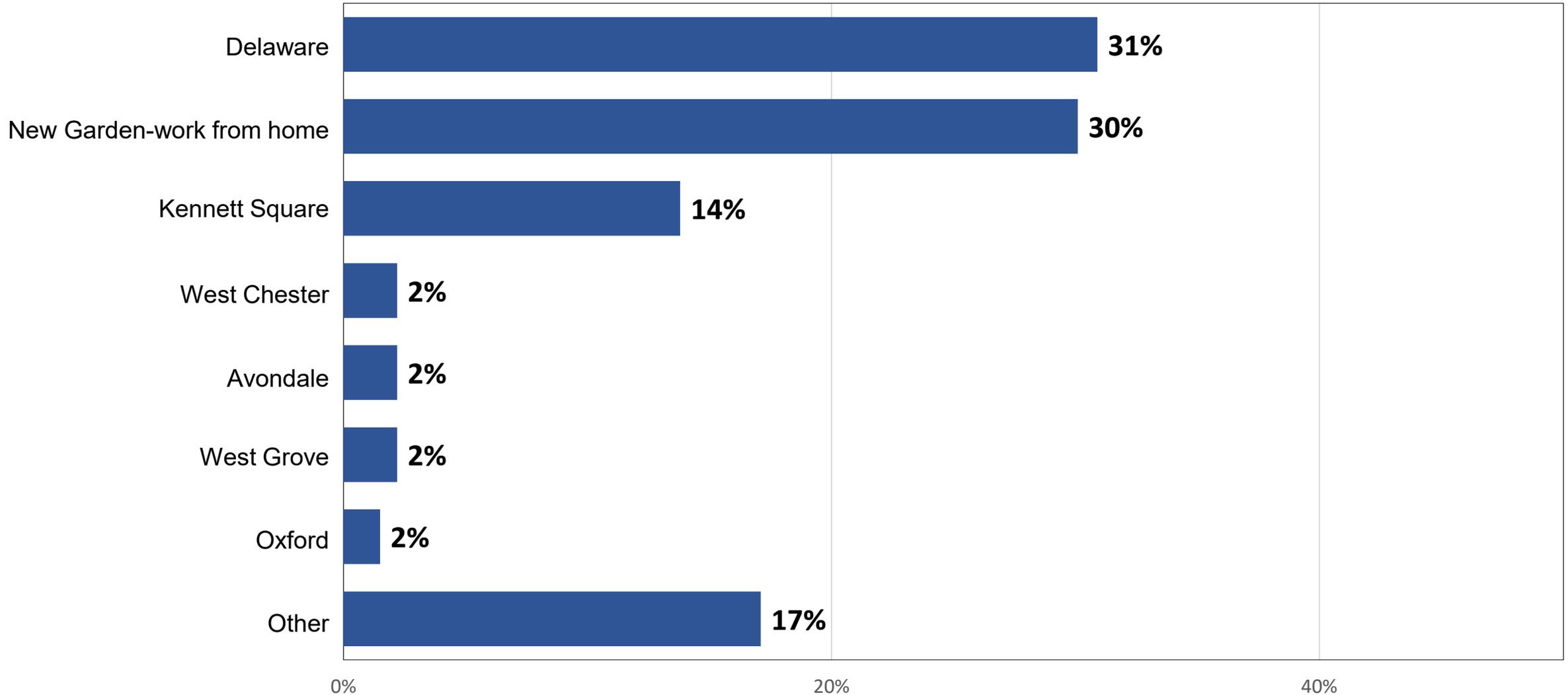
# Q37. If You Are Employed, In What Industry Do You Work?

by percentage of respondents (excluding “not provided”)



# Q38. Where Do You Work?

by percentage of respondents (excluding “not provided”)





# 2 Benchmarking Analysis

# National Benchmarking Analysis



## Overview

ETC Institute's *DirectionFinder*® program was originally developed in 1999 to help community leaders use statistically valid community survey data as a tool for making better decisions. Since November 1999, the survey has been administered in more than 300 cities and counties in 49 states. Most participating communities conduct the survey on an annual or biennial basis.

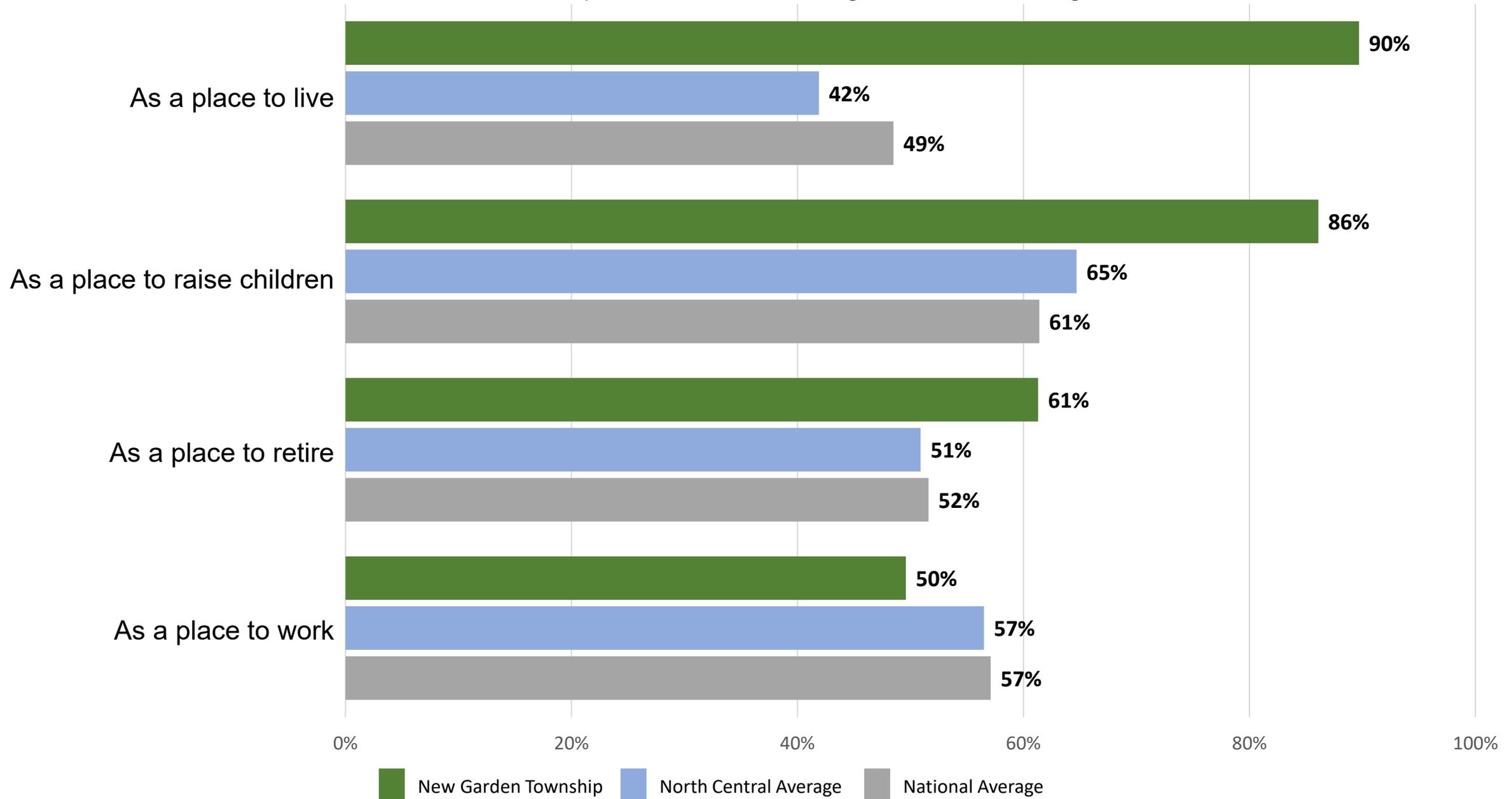
This report contains benchmarking data from two sources: (1) a national survey that was administered by ETC Institute during the summer of 2023 to a random sample of more than 8,000 residents in the continental United States and (2) from this national survey, an average of the respondents from the North Central States, the states included in this average are Indiana, Michigan, Ohio and Pennsylvania.

The charts on the following pages show how the results for New Garden Township compare to the national average, and the North Central average.

*ETC Institute does not maintain benchmarking data for all the items that were included in the Township's 2025 survey. Only items that ETC Institute maintains benchmarking data for are included in this section.*

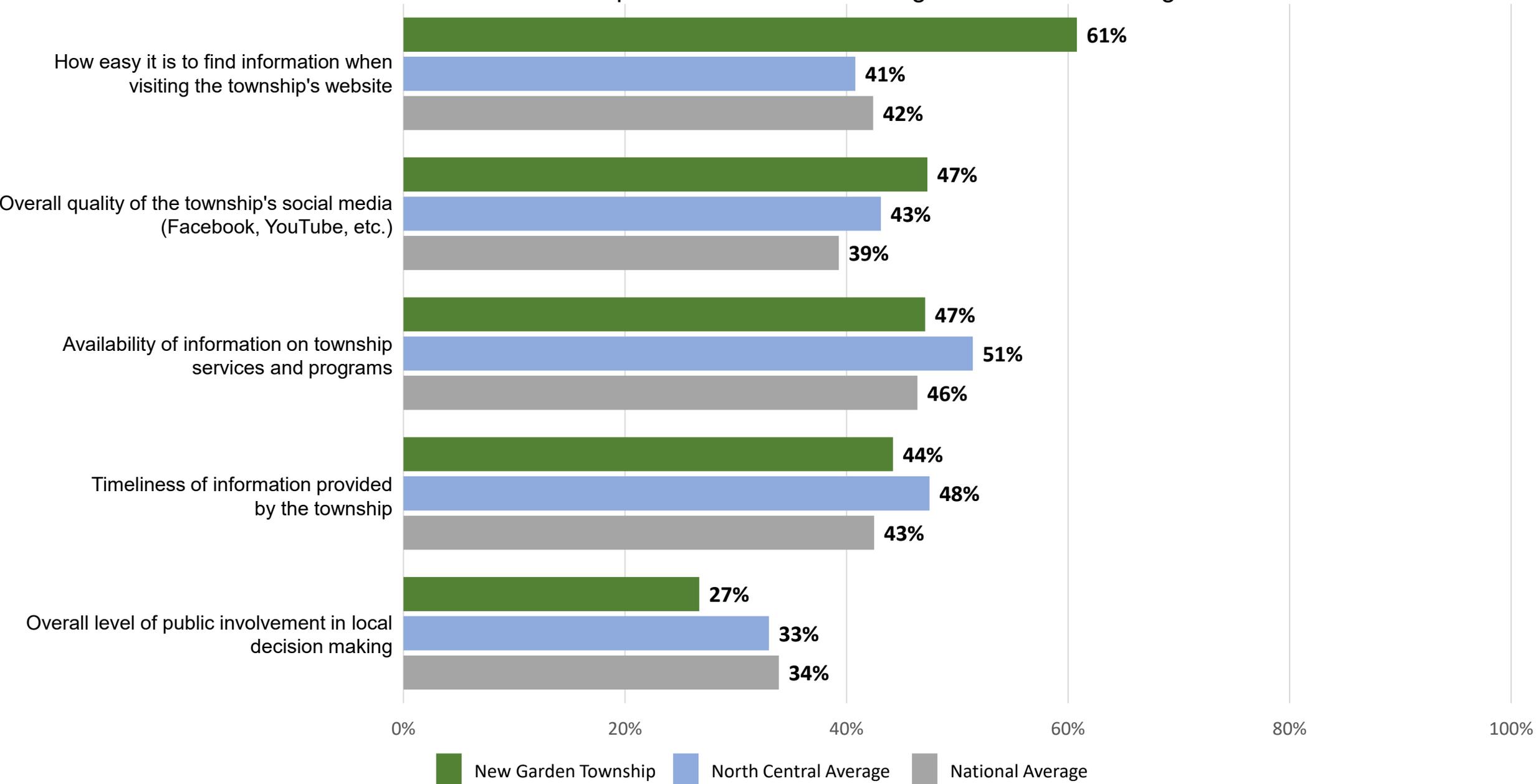
# Q1. Overall Ratings of New Garden Township

New Garden Township vs. North Central Average vs. National Average



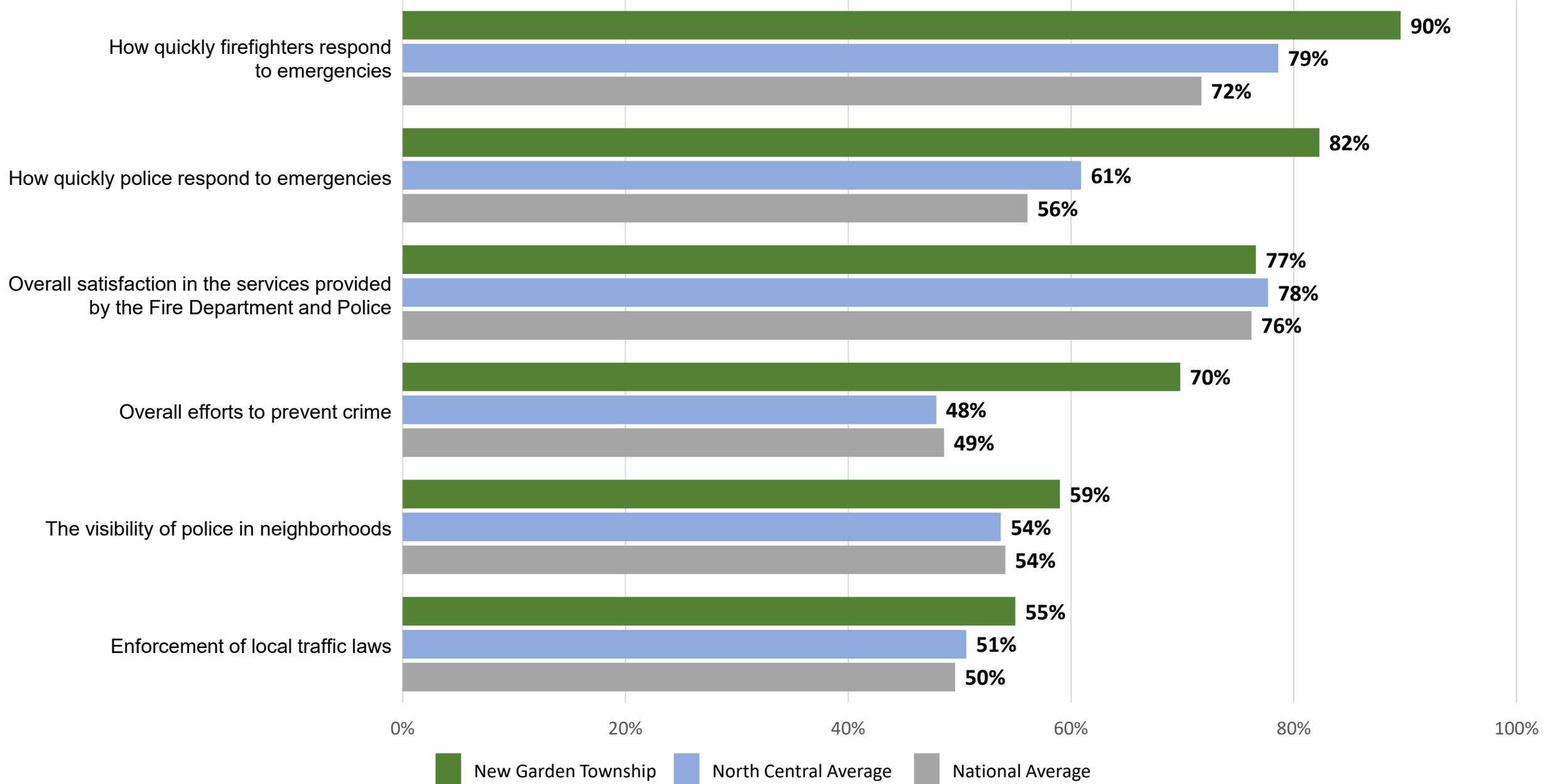
# Q2. Satisfaction with Communication

New Garden Township vs. North Central Average vs. National Average



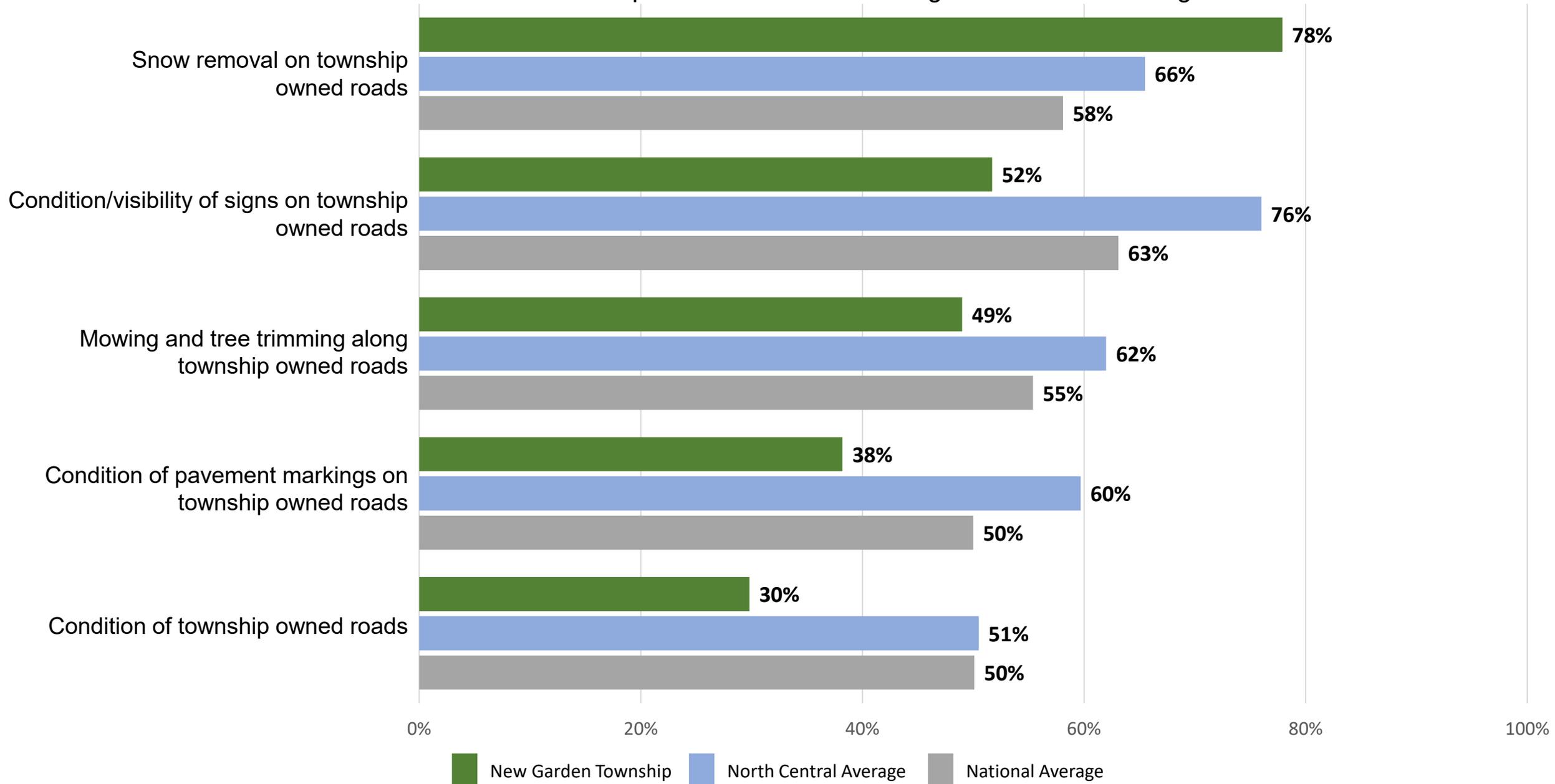
# Q7. Satisfaction with Public Safety

New Garden Township vs. North Central Average vs. National Average



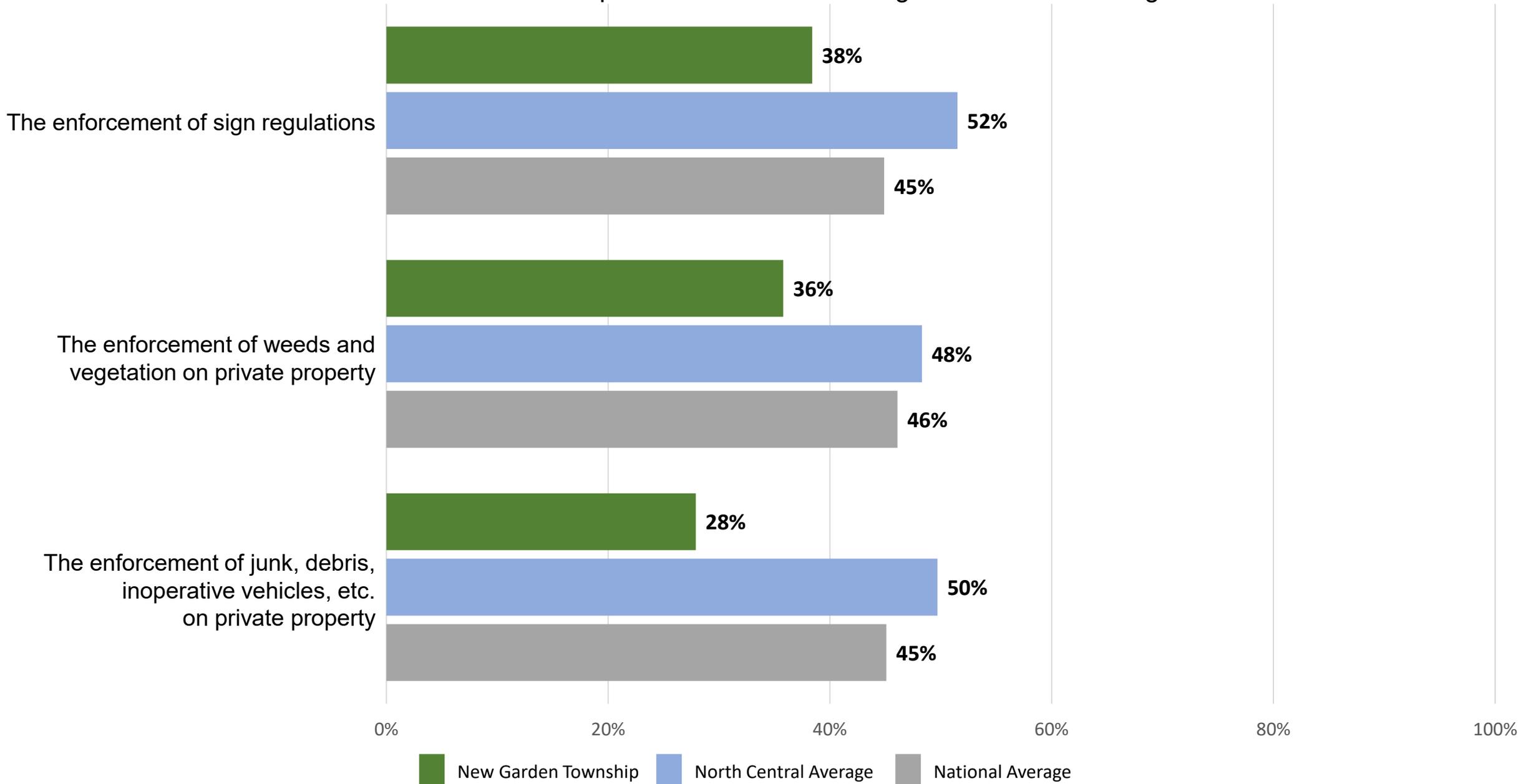
# Q10. Satisfaction with Maintenance and Public Works

New Garden Township vs. North Central Average vs. National Average



# Q12. Satisfaction with Code Enforcement

New Garden Township vs. North Central Average vs. National Average





# 3 Importance-Satisfaction Analysis

# Importance-Satisfaction Analysis



## Importance-Satisfaction Overview

Today, officials have limited resources which need to be targeted to activities that are of the most benefit to their residents. Two of the most important criteria for decision making are (1) to target resources toward services of the highest importance to residents; and (2) to target resources toward those services where residents are the least satisfied.

The Importance-Satisfaction (IS) rating is a unique tool that allows public officials to better understand both of these highly important decision-making criteria for each of the services they are providing. The Importance-Satisfaction rating is based on the concept that public agencies will maximize overall customer satisfaction by emphasizing improvements in those areas where the level of satisfaction is relatively low, and the perceived importance of the service is relatively high.

## Methodology

The rating is calculated by summing the percentage of responses for items selected as the first, second, and third most important services for the township to provide. The sum is then multiplied by 1 minus the percentage of respondents who indicated they were positively satisfied with the Township's performance in the related area (the sum of the ratings of 4 and 5 on a 5-point scale excluding "Don't Know" responses). "Don't Know" responses are excluded from the calculation to ensure the satisfaction ratings among service categories are comparable.

### **[IS=Importance x (1-Satisfaction)]**

Example of the Calculation: Respondents were asked to identify the New Garden Township Communication services they think are most important for the Township to provide. Fifty-one percent (51%) of respondents selected the overall level of public involvement in local decision making as the most important service for the Township to emphasize.

Regarding satisfaction, twenty-seven percent (26.7%) of respondents surveyed rated selected the overall level of public involvement in local decision making as a "4" or "5" on a 5-point scale (where "5" means "Very Satisfied") excluding "Don't Know" responses. The I-S rating for the overall level of public involvement in local decision making was calculated by multiplying the sum of the most important percentages by 1 minus the sum of the satisfaction percentages. In this example 51% was multiplied by 73.3% (1-0.267). This calculation yielded an I-S rating of 0.3738 which ranked first out of nine services.

Example: The overall level of public involvement in local decision making

$$\mathbf{[51\% \times (1-26.7\%)] = 0.3738}$$

# Importance-Satisfaction Analysis



The maximum rating is 1.00 and would be achieved when 100% of the respondents select an item as one of their top three choices to emphasize over the next two years and 0% indicate they are positively satisfied with the delivery of the service.

The lowest rating is 0.00 and could be achieved under either of the following two situations:

- If 100% of the respondents were positively satisfied with the delivery of the service
- If none (0%) of the respondents selected the service as one of the three most important areas for the District to emphasize over the next two years.

## Interpreting the Ratings

Ratings that are greater than or equal to 0.20 identify areas that should receive significantly more emphasis over the next two years. Ratings from 0.10 to 0.20 identify service areas that should receive increased emphasis. Ratings less than 0.10 should continue to receive the current level of emphasis.

- Very High Priority / Significantly Increase Emphasis ( $IS \geq 0.20$ )
- High Priority / Increase Emphasis ( $0.10 \leq IS < 0.20$ )
- Medium Priority / Maintain Current Emphasis ( $IS < 0.10$ )

The results for New Garden Township are provided on the following pages.

<b>2025 Importance-Satisfaction Rating</b> <b>New Garden Township</b> <b>Communication</b> 						
Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b>Very High Priority (IS &gt;.20)</b>						
Overall level of public involvement in local decision making	51%	1	27%	9	0.3738	1
Access to information about Township's finances & budget	36%	3	40%	7	0.2193	2
Timeliness of information provided by Township	30%	4	31%	8	0.2088	3
Availability of information on Township services & programs	39%	2	47%	4	0.2084	4
<b>High Priority (IS .10-.20)</b>						
Overall quality of Township's news	21%	6	45%	5	0.1179	5
How easy it is to find information when visiting Township's website	26%	5	61%	1	0.1031	6
<b>Medium Priority (IS &lt;.10)</b>						
How easy it is to receive information when calling Township	18%	7	54%	2	0.0826	7
Overall quality of Township's social media (Facebook, YouTube, etc.)	10%	8	47%	3	0.0527	8
Township's open records request process	9%	9	44%	6	0.0491	9

**Most Important %:**

The "Most Important" percentage represents the sum of the first, and second most important responses for each item. Respondents were asked to identify the items they thought should be the Township's top priorities.

**Satisfaction %:**

The "Satisfaction" percentage represents the sum of the ratings "5" and "4" excluding don't knows. Respondents ranked their level of satisfaction with each of the items on a scale of 1 to 5 with "5" being Very Satisfied and "1" being Very Dissatisfied.

<b>2025 Importance-Satisfaction Rating</b> <b>New Garden Township</b> <b>Public Safety</b>						
						
Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b>High Priority (IS .10-.20)</b>						
Visibility of police in neighborhoods	33%	2	59%	11	0.1357	1
Enforcement of speeding laws	25%	4	48%	13	0.1279	2
<b>Medium Priority (IS &lt;.10)</b>						
Enforcement of local traffic laws	22%	5	55%	12	0.0968	3
Overall efforts to prevent crime	36%	1	84%	3	0.0579	4
How quickly police respond to emergencies	28%	3	82%	4	0.0490	5
Overall competence of Police Department employees	16%	7	70%	8	0.0474	6
Quality of community outreach events provided by Fire Department & Police	8%	10	62%	10	0.0312	7
Overall attitude & behavior of Police Department personnel toward citizens	12%	8	77%	7	0.0287	8
Overall satisfaction with services provided by Fire Department & Police	6%	11	62%	9	0.0230	9
Number of community outreach events provided by Fire Department & Police	10%	9	80%	5	0.0203	10
How quickly firefighters respond to emergencies	19%	6	90%	1	0.0197	11
Overall professionalism of Police Department personnel	5%	12	77%	6	0.0110	12
Overall professionalism of Fire Department personnel	1%	13	85%	2	0.0011	13

**Most Important %:**

The "Most Important" percentage represents the sum of the first, and second most important responses for each item. Respondents were asked to identify the items they thought should be the Township's top priorities.

**Satisfaction %:**

The "Satisfaction" percentage represents the sum of the ratings "5" and "4" excluding don't knows. Respondents ranked their level of satisfaction with each of the items on a scale of 1 to 5 with "5" being Very Satisfied and "1" being Very Dissatisfied.

<b>2025 Importance-Satisfaction Rating</b> <b>New Garden Township</b> <b>Maintenance and Public Works</b> 						
Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b>Very High Priority (IS &gt;.20)</b>						
Condition of Township owned roads	80%	1	30%	7	0.5609	1
Mowing & tree trimming along Township owned roads	40%	2	49%	4	0.2040	2
Condition of pavement markings on Township owned roads	33%	4	38%	6	0.2039	3
<b>High Priority (IS .10-.20)</b>						
Condition of bridges within Township	21%	5	44%	5	0.1152	4
<b>Medium Priority (IS &lt;.10)</b>						
Condition/visibility of signs on Township owned roads	20%	6	52%	3	0.0961	5
Snow removal on Township owned roads	36%	3	78%	1	0.0796	6
Condition/visibility of traffic signals	14%	7	62%	2	0.0515	7

**Most Important %:**

The "Most Important" percentage represents the sum of the first, and second most important responses for each item. Respondents were asked to identify the items they thought should be the Township's top priorities.

**Satisfaction %:**

The "Satisfaction" percentage represents the sum of the ratings "5" and "4" excluding don't knows. Respondents ranked their level of satisfaction with each of the items on a scale of 1 to 5 with "5" being Very Satisfied and "1" being Very Dissatisfied.

## 2025 Importance-Satisfaction Rating New Garden Township Parks and Recreation Services



Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b>High Priority (IS .10-.20)</b>						
Connectivity of trail system	18%	2	36%	18	0.1151	1
Smedley Preserve (former Loch Nairn Golf Course)	16%	3	35%	19	0.1061	2
<b>Medium Priority (IS &lt;.10)</b>						
Smedley Preserve Trails	12%	6	36%	17	0.0738	3
Maintenance of trails	14%	4	55%	9	0.0633	4
Adult programs/events	9%	10	38%	16	0.0531	5
Variety of programs & activities offered	10%	9	59%	7	0.0404	6
Youth & family programs/events	8%	11	52%	12	0.0369	7
Cleanliness of park facilities	14%	5	74%	6	0.0361	8
Cost of recreational facilities	6%	13	48%	15	0.0295	9
New Garden Park	19%	1	87%	1	0.0252	10
Playground & fitness areas at New Garden Park	10%	7	84%	4	0.0162	11
Airport Trail	3%	15	54%	10	0.0149	12
Trails at New Garden Park	10%	8	85%	3	0.0146	13
Outdoor athletic fields at New Garden Park (baseball, soccer)	6%	12	81%	5	0.0117	14
Kaolin Trail	2%	16	50%	14	0.0081	15
Pavilions at New Garden Park	4%	14	85%	2	0.0058	16
Laurel Woods Trail	1%	17	58%	8	0.0038	17
Mill Race Trail	1%	18	50%	13	0.0035	18
Landenberg Junction Trail	0%	19	52%	11	0.0019	19

**Most Important %:**

The "Most Important" percentage represents the sum of the first, and second most important responses for each item. Respondents were asked to identify the items they thought should be the Township's top priorities.

**Satisfaction %:**

The "Satisfaction" percentage represents the sum of the ratings "5" and "4" excluding don't knows. Respondents ranked their level of satisfaction with each of the items on a scale of 1 to 5 with "5" being Very Satisfied and "1" being Very Dissatisfied.

<b>2025 Importance-Satisfaction Rating</b> <b>New Garden Township</b> <b>Transportation and Infrastructure</b>						
						
Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b>Very High Priority (IS &gt;.20)</b>						
Safety while walking in New Garden Township	39%	3	35%	5	0.2518	1
Quality of road infrastructure in New Garden Township	56%	1	59%	1	0.2285	2
Safety while driving in New Garden Township	43%	2	49%	3	0.2197	3
<b>High Priority (IS .10-.20)</b>						
Traffic calming measures on Township streets	27%	4	35%	4	0.1760	4
Availability of paths & walking trails	21%	5	51%	2	0.1014	5
Accessibility of reliable public transportation in New Garden Township	12%	7	18%	9	0.1006	6
<b>Medium Priority (IS &lt;.10)</b>						
Availability of community-led efforts to improve or maintain existing roadways	13%	6	26%	7	0.0961	7
Availability of electric vehicle charging stations	9%	8	23%	8	0.0708	8
Adequate physical infrastructure facilities	5%	9	33%	6	0.0363	9

**Most Important %:**

The "Most Important" percentage represents the sum of the first, and second most important responses for each item. Respondents were asked to identify the items they thought should be the Township's top priorities.

**Satisfaction %:**

The "Satisfaction" percentage represents the sum of the ratings "5" and "4" excluding don't knows. Respondents ranked their level of satisfaction with each of the items on a scale of 1 to 5 with "5" being Very Satisfied and "1" being Very Dissatisfied.

A graphic consisting of a dark blue horizontal bar. On the left side of the bar, there is a white circle containing the number '4' in a dark blue font. To the right of the circle, the text 'Open-Ended Comments' is written in a white, bold, sans-serif font.

# 4 Open-Ended Comments

## Q4-5. Other

- Brittany Hills information person
- Chester County newspaper/Landenberg periodical
- Chester County Press
- Chester County Press
- Chester County Press
- Chester County Press
- Chester County Press; daily local
- Communicating with other NGT residents (verbally and through emails). Would like to receive accurate, timely, and transparent emails from the township, but the township's communications seem to be intentionally delayed (late notice) and with a slant that supports the Christopher Himes' agenda.
- Community HOA
- Community newsletter
- Contacting the township
- DEVELOPMENT INFO POSTINGS
- DO NOT CURRENTLY RECEIVE TOWNSHIP INFO
- Email
- Email
- Email
- Email
- Email
- Email
- Email alerts
- EMAILS FROM TOWNSHIP
- FACEBOOK
- Friends
- Friends and neighbors
- Google
- Google and see what pops.
- Harrogate N. Newsletter
- HOA
- HOA
- HOA
- HOA
- HOA website; bridging the community
- In person
- Just moved here yesterday.
- Landenberg magazine
- Local HOA
- Local news
- Local newspaper, otherwise I do not receive any information
- MAIL
- Mail or call
- MAIL-I DONT USE PC/SOCIAL MEDIA
- Monthly mailer
- Most of the time Facebook specifically the Landenberg Facebook page
- My HOA disseminates important information to our community
- Neighbors
- Neighborhood
- Neighborhood
- Neighborhood HOA and word-of-mouth
- Neighborhood newsletter
- Neighbors

- Neighbors
- Neighbors
- Neighbors
- Neighbors
- Neighbors
- Neighbors
- Neighbors
- Neighbors
- Neighbors
- Neighbors and family
- Neighbors and friends
- Neighbors and my community newsletter and social media
- Neighbors, sometimes Facebook, we used to get a weekly newsletter via email that was great.
- new garden doesn't make the news. send pamphlets in the mail. if you already do that, than try something else. door to door, I would still listen
- New garden park signs
- Newspaper
- Newspaper
- Newspaper
- Newspaper
- Nextdoor or Kenneth Facebook
- nextdoor.com
- Other residents
- Paper
- PEOPLE IN THE COMMUNITY
- personal contact with BOS
- Phone calls and emails
- posters at New Garden Park
- Published newsletter
- Rarely look for information
- Signs along the road, neighbors
- SIGNS IN THE PARK
- Somerset Lake newsletters
- Somerset Lake newsletters
- Somerset Lake residents
- Somerset, Facebook page
- SUPERVISOR MEETINGS
- TALK WITH TIWNSHIP SUPERVISOR
- Talking to people
- Text messages with links for sign ups
- Texts
- The Chester County news
- THERE WAS AN EMERGING BLOG EMAILED-RAMSEY RAMBLES- THAT HAS STOPPED
- Through neighborhood conversations
- Unaware of information on new garden Township was available
- UPDATES FROM HOA
- We recently moved at the end of 2024 and have not gotten any information from the township. It would have been nice to get a newsletter or something that introduced us to the township and its services. This survey is the first thing we have gotten.
- Word of mouth

- Word of mouth
- Word of mouth
- Word of mouth
- Word of mouth
- Word of mouth
- Word of mouth
- Word of mouth
- Word of mouth
- Word of mouth
- Word of mouth
- Word of mouth
- Word of mouth











- White Clay Preserve
- Wolf Hollow County Park

## Q17. What specific improvements would you most like to see made at that park?

- A few more benches. Usually restroom is locked
- ACCESS TO ELECTRICAL OUTLETS SO PEOPLE CAN SIT AT PARK AND STILL WORK ON A LAPTOP
- Additional restrooms
- Any park-make it better.
- ARE THERE BENCHES OR SEATING
- Areas of soil erosion are maintained better, please.
- Around streams cut high weeds
- Bathroom and parking
- Bathroom facility at upper Park near Township building
- Bathrooms
- Bathrooms open more
- BENCHES AND ACCESS TO REST OF TRAIL THAT IS SUPPOSEDLY BEING WORKED ON
- Better communication about plan for Smedley park.
- Better drainage where temporary bridge is. QR codes and seating on children's book stations so books can change; there can be more choices and be kept dry and read aloud.
- Better parking and rest rooms
- Better trail paths
- BIKE PUBP TRACK. SKATEBOARD PARK. RC VEHICLE PARK FOR YOUNGER CITIZENS
- Children's equipment, rest rooms, trails around playground improvement
- Clean restrooms
- Clean, manage and maintain
- Cleanliness
- Cleanliness
- Cleanliness and availability of restrooms. Availability of trash cans.
- Cleanliness of restrooms and more trash receptacles
- Communication of where parks are
- Condition of baseball/softball fields. Fields, fences, dugouts, etc. all require maintenance/improvement.
- Connect trails from New Garden to White Clay
- CONNECTIVITY TO NEW GARDEN TRAILS-WE LOVE NEW GARDEN TRAILS
- Continue the quality. Love the park. Would like fireworks again.
- Cut the tall grass and clean up the creek
- DO SOMETHING AT THE NEW GARDEN HILLS
- EASIER ACCESS TO BATHROOM
- EVERYTHING IS GOOD
- Exercise equipment needs major updating
- EXPAND PLAYGROUND
- Extend walking trails - complete sidewalk on Starr Rd from 41 to Township building
- Extended trails and trail maintenance/weeds
- FBETTER PARKING FOR FARMERS MARKET
- Finish tree projects
- Fix asphalt on trails
- Fix the Bridges at Loch Nair
- Fixing the bridges
- FTRAIL IMPROVEMENT

- General spruce up
- GENERAL UPKEEP AND TIDINESS OF PARK
- get rid of hunters in parks where people are walking
- Have no idea why we own former Loch Narin and Saint Anthony's of the Hills. Seems to be a waste of our money at this time.
- Hiking surface tends to be muddy
- I am salivating at the thought of renovated facilities and buildings HELLOOOOOO AMPITHEATER?!?!?!!!!!!! At st Anthony's and yes I'm still calling it that!!!!!!
- I didn't know about other trails
- I think ensuring safety and cleanliness at parks is the most important focus.
- I would like to see better accessibility for trails. There are many seniors and disabled people living within the township. There is a lack of seating on the trails. The trails in surrounding townships offer benches for people to rest. It would also be great if some of the trails were paved to make it easier for those who have mobility issues to traverse them. This would require less maintenance and reduce exposure to ticks and fleas too.
- I would like to see volleyball and pickleball courts.
- If possible more paved paths.
- Improve appearance of Smedley Preserve
- It's perfect! But if you had to improve adding shade near black top walking paths.
- ITS PERFECT
- Keep the condition of the trails in order
- Keep the same , No reduction
- KEEP UP GOOD WORK
- Keeping trails, clear of woods, fallen branches, etc.
- KIDS RIDES OR ACTIVITIES
- Landscape and maintain and ADA accessibility
- Landscaping
- Larger variety of programming
- Longer, connected trails. Concern for safety and security if walking alone.
- Looking forward to completion of Smedley projects
- MAINTENANCE
- Maintenance of baseball field, allow bikes/scooters on more trails. Storybook trail is too spread out, kid lose interest after 3 or 4 because of too much walking.
- MAINTENANCE-HISTORICAL SITES AND PROPERTY
- Maybe a pond for fishing
- More frequent safety inspections of the equipment.
- more native plants. new garden township should partner with more conservationists minded organizations
- More parking
- More playground equipment
- MORE SHADE
- MORE TRAILS
- MORE TRASH BINS
- More trees around the paths near the township building
- MORE TREES, BBQ STANDS
- MOWING AND TRASH REMOVAL
- Muddy areas that haven't been addressed for years
- MULCHING WALKWAY

- Need to focus on better roads
- Neighbor was attacked by an illegal alien years ago. We have a people/invasion problem, not a problem.
- New playground equipment
- NEW PLAYGROUND EQUIPMENT/IMPROVEMENT OF SOCCER FIELDS
- Nicer trails/pathways at the preserve
- No improvements needed
- No recommendations. It's good
- Nothing, we love it.
- Open up Saint Anthony's Park for greater use
- Park is very nice and well-maintained
- Parking
- Parking and bike trail for kids
- parking at Smedley so that can use it easier and additional trails around the Hills.
- Periodic police patrols.
- Pickleball courts
- Plant more trees
- Playground equipment for younger children (toddler/preschool)
- Please add a basketball and or gaga ball court
- POOP BAG DISPENSER FOR DOGS-MORE DOG WASTE OBSERVED SINCE REMOVAL OF TRASH CANS
- Progress on making planned improvements
- PUT THE TRASH CANS BACK very big inconvenience makes the park dirty people will not take their trash with them
- QUALITY OF AIR
- rain/mud control at intersection of upper and lower trails (foot bridge is there now but not sufficient.
- Repair bridge on trails when bridges are damaged
- Restroom and additional hiking at biking trails
- Safer playground equipment and bathrooms open year round
- SAFETY
- Security
- Shade at New Garden Park
- Signage
- Smedley preserve, signage-we could not find an entrance to this park
- Smedley Trail connection; bridge, maintenance, and parking
- Smedley-improve trails, parking
- Snack shop for little league games, soccer games etc.
- Storm erosion and trail maintenance
- The fields
- The trail system could be more defined and expanded.
- THINGS LOOK GOOD
- This property needs appropriate maintenance. The bridges need to be repaired. Garbage, including hypodermic needles, needs to be picked up. Additional parking needs to be created.
- Trail has areas that are impassable after rain
- TRAIL MAINTENANCE AND NEW TRAIL DEVELOPMENT
- TRAIL UPKEEP
- Trails
- Trails and bridges need upgraded. Need a new parking area.
- trails and parking

- Trails are not mowed and they are uneven. Junk needs to be removed from weeds.
- Trash cans
- Trash cans for litter
- Trash cans returned, or dog waste stations needed. No one wants to walk around with a poo bag.
- Unsure
- Update playground area
- Upkeep of property-mowing and trimming
- Variety of programs and activities offered
- Water on the trail after rain is quite muddy
- WE MISS THE TRASH CANS
- We would like to see paved walking paths and seating at the parks.
- Weed erosion control
- What about St Anthony's? We're paying for it and can't even use it???
- What is happening.
- Workout stations
- Would like bathrooms to be open more often
- Would like information on Township trails. Nothing is publicized.
- Would love to see restrooms opened year-round. I use the trails at new garden park in the winter when they are not open.

## Q22-6. Other

- Construction on roads
- Dangerous drivers on bridges. Need stop signs.
- Getting out of development
- Intersections, Route 41
- Lack of enforcement against illegal drivers and dangerous truck, drivers and box trucks
- LACK OF SIDEWALK
- Making a left turn from Penn Green to 41
- Need more traffic calming or lights at Route 41 intersection
- People running red lights and stop signs. Traffic on route 41.
- Poor visibility, due to lack of mowing intersections
- Poore intersection/signals
- Roads in our neighborhood needs to be repaired and repaved
- Roads too narrow for bikes to use with cars
- Speeding and tailgating is problematic in New Garden.
- Terrible roads and congestion/traffic
- Tractor trailers on residential roads
- TRAFFIC LIGHT AT RT 7 AND SOUTHWOOD
- Tree down on side of road
- Uber service to Philadelphia airport
- Unsafe intersections Route 41 and Sunnydale
- Way too many farm trucks and illegal aliens disrupting traffic and driving drunk

## Q25-8. Other

- A bike trail
- All causes more traffic
- BIGGER TAX BASE-LESS REGULATIONS
- Clean up the place! Too many shabby and rundown properties.
- Code enforcement
- DONT OVERCROWD
- Don't want to over develop the already congested area. Folks come to Landenberg to get away from the congestion and noise. No need to add to it.
- Fix Hillandale
- FIX INTERSECTION OF OLD BALTIMORE PIKE AND NEWARK ROAD
- Hospital ER
- Increased access and variety of local healthy foods. Not just mushrooms.
- KEEP NG QUIET AND FREE OF COMMOTION
- Law enforcement
- Less development
- LESS, DO LESS-SHUT DOWN GOVERNMENT SERVICES
- Long-term growth/development plans
- Lower taxes
- Making the township over crowded
- MORE HARD WORKING PEOPLE WHO TAKE CARE OF THEIR OWN
- More open space/natural areas
- More protection of open space from residential/commercial development.
- OPEN SPACE
- Quality affordable early education programs, educational community opportunities
- Retain semi-rural character
- Sidewalks
- SIDEWALKS AND TRAILS CONNECTING NEIGHBORHOODS
- Slower commercial and residential growth
- Walking safety
- We do not need any of these
- We need to support the business's that are already here it is already an over crowded area

## Q26-10. Other

- Become less reliant on mushroom business so BOS and township pass ordinance to require filtration to remove harmful air emissions and stink from the town which detracts from business development, resident health, and property values.
- Bike trail
- Control littering, noisy and speeding
- Control taxes, and give senior citizens discount on school taxes; control and enforce speed limit through developments
- DINING
- dining options
- Equality is important to me, that's all
- FIX INTERSECTION OF OLD BALTIMORE PIKE AND NEWARK RD
- Get rid of Aqua. They are costing me an additional \$1200.00 per year
- Hospital ER
- I am not in favor of additional economic development. That's not why I chose to move here 8 years ago.
- I'm tired of seeing people walk all the way up 41 without a sidewalk. also, I'm tired of seeing countless 18 wheelers speed down 41 and tear up the road, creating countless potholes.
- Improve key roads, such as route 41 and Newark Road
- KEEP IT RURAL
- Less development
- Long-term growth/development plans
- More business uses on agricultural land. Especially R1.
- Not using our tax dollars in unneeded areas of the township
- Population control
- Public transportation and bike lanes
- Retain semi-rural character
- School taxes are too high for seniors.
- Slower commercial and residential growth
- STRONGER ENFORCEMENT OF MUSHROOM HOUSES. NO ONE WANTS TO LIVE SOMEWHERE THAT SMELLS LIKE (FECES) EVERY DAY
- Walking safety

### Q36-8. Other

- Affordability of larger property (land around home)
- Beautiful parks and open space
- Born and raised here
- Born and raised here/mushroom business
- Born here
- Born here stayed here.
- Close to Church and needing a ranch house
- Close to friends, available housing
- COUNTRY SETTING
- DOWNSIZING
- Get away from noisy neighbors
- Got married to someone who owned a house in Landenberg
- Hartfield community
- Have always lived in New Garden Township
- Home purchase
- House large enough for family
- I have worked in New Garden 46 years
- Inherited residence
- It used to be rural
- LARGE PROPERTY
- Larger home
- Lifelong resident
- LIVED HERE MY ENTIRE LIFE
- Lived here, nearly entire life
- LOW TAXES
- Lower taxes; standard of living
- MARRIAGE
- NEAR CHURCH
- Neighborhood
- New home close to many areas where I was looking for employment
- OUR HOME-WILKINSON BUILT
- Proximity to school in Delaware
- Purchase of family home
- Somerset Lake amenities
- Somerset neighborhood
- Wanted large yard
- We loved our space

**Q39. If you have any other suggestions you would like to make, please provide them here.**

- A bit more attention with maintenance of roads would be great
- A dream would be to have connecting sidewalks to Hockessin. We have to drive everywhere.
- A TRAFFIC LIGHT AT SUNNYDELL RD AND RT 41. VERY DANGEROUS TO MAKE LEFT TURN THERE COMING FROM HOCKESSIN-NORTH ON 41
- And for speeding on Baltimore Pike; stop Jacobsen breaking in Baltimore Pike; install sidewalks on Baltimore Pike
- And open air composting to improve air quality; force, PECO to cut the trees that are tangled in the power lines; limit the weight of trucks on the local roads.
- Ask police to stop flying up on cars at night.
- Be more concerned with public welfare and opinion and less dependent on financial influence from private companies like Aqua.
- Better tree trimming
- Both Smedley preserve and Saint Anthony's parks are under or not utilize. Big waste of money to purchase them if this is not addressed.
- Cell airport-no benefit to taxpayers; eliminate airport courtesy car paid for by the taxpayers; improve infrastructure-stormwater management and roads.
- Church road needs trees cleared, multiple storms have toppled trees into power lines, causing days of no power. It seems preventable with some maintenance. The neighborhoods have wells so power outages are very difficult when water is necessary.
- Clean up the place and lower our taxes. We pay too much to live here for taxes, water and sewer.
- Close New Garden Road to trucks; improve Tough Kinnamon intersection Newark Road/Balt. Pike; improve 5 point intersection New Garden/Bucktoe/Newark Rd 5
- Closing off roads with no notice is problematic.
- Concerned over increasing taxes and money spent on airport, Loch Narin and Saint Anthony's of the Hills, with minimal benefit to the community. When will the tax hikes end?
- Control speeding , reckless driving, out of control noisy cars and trucks. Loud music you can hear a mile away. No noise ordinance and lack of consideration of people that live here. Littering out of control. Put some notifications on roads about noise, speeding, and littering. It has become a dirty, noisy, and dangerous place to drive !!!!!
- CRACK DOWN ON MUSHROOM/COMPOST BUSINESSES SMART PRACTICES AND H2S CORROSION OF PERSONAL PROPERTY
- Create a Township trash collection. Multiple trash companies drive around multiple days of the week. People always complain of high costs/poor Service on social media.
- Cut the budget by 10%
- Develop vacant land for the middle class.
- Do more to improve the Phorid fly situation in the area
- Do not change zoning from low density, single family housing to Residential Flex in areas around Bucktoe Road. It will irreparably change the character and appeal of the township. Improve communication from township by returning to regularly mailed newsletters and weekly emails from the township manager.
- Do not develop white Clay point. Even if successful - traffic, crime and costs will outweigh projected tax benefit.
- Do not do any more bone headed deals like the Aqua wastewater deal. Keep CWA and do not sell out for own personal gain-it did not help any of your residents.
- DONT ADD UNNECESSARY BUILDINGS OR STRUCTURES THAT WILL DESTROY THE QUIET AMBIANCE OF THE NEIGHBORHOODS. NO STADIUMS

- Don't waste any more Township money on the Loch Nairn, or old Saint Anthony's sites
- Drivers off and ignore yielded signs on a single lane bridges. This is a high risk for vehicle collisions. There needs to be speed bumps and or stop signs/traffic lights on these bridges.
- Fix the roads
- Fix the roads (Hillendale!); safer walking along Baltimore/Cypress; better quality of business in New Garden Shopping Center
- Fix the roads and paint the lines in New Garden Township. Don't dump so much salt on the roads, try brining the roads.
- Fix the roads, seriously. Price of sewer is out of control.
- Fix the roads. Maintain along the roads. Remove the dead trees.
- For the Township management to continue to grow and expand with open minds and a commitment to listen to the community for future worldwide, harmony, and fairness to all.
- Four-way stop at Newark Road and Buttonwood; NGT engagement in Somerset Lake Buttonwood Road project. Look for a balance and sharing costs for rows and drainage.
- Get the state to figure out Rte 41. It is a mess and divides our communities. Get Wilkinson to provide crosswalk from Brittany Hills or its other communities across busy roads - hold that company accountable and stop giving in to its demands. Listen to residents instead
- Get traffic lights timed so you don't sit at Newark Road and Balt. Pike for 3 to 4 cycles until you can turn
- Growing the airport could make for a great opportunity to expand local commerce, attract visitors, make the community more accessible, and improve the overall appeal of the community. It is a terrific asset and a treasure that should be a major focus for the township and invested in to achieve these ends.
- Have new garden leadership get more involved in the route 41 traffic conversation. The issues on route 41 have a huge impact on new garden.
- Have police watch Newark Road/Laurel Hite stop sign-very few stops; do something about speeding, overloaded mushroom farm truckers on roads; provide a police traffic after services Saturday and Sunday masses at Saint Gabriel
- Have workshops on various subjects that would be beneficial to area residents.
- I am extremely disappointed about the sale to Aqua of our sewer system. It's been an ever increasing cost and does put into question what else is up for sale on new garden township.
- I applied to be a part of the zoning board, no one ever responded to my application.
- I appreciate this survey being offered. NGT needs to listen to the residents and involve them in decision making. Christopher Himes seems like he could be qualified to lead the township, but he lacks the awareness and understanding and/or has a complete lack of regard for what makes NGT unique and what its residents want and need. NGT has a more rural feel. When choosing to live in NGT, we opted not to live in Glen Mills, Chadds Ford, or Kennett, or Hockessin because we appreciate the more rural feel. There is shopping and services within very short distances. Mr. Himes wants to completely transform the township into more of what he is used to (a city or more urban/suburban feel). It seems he is intent on dramatically changing the township with a ridiculous percentage of new homes and residents proposed. We already experience significant traffic issues. We do not need nor want things such as increased public transportation, an arena, or high-density housing; we want walking paths and roads that are not congested. Many residents have been asking to sell the airport, which predominantly serves people from outside of the township. That land can be sold and transformed into something that could benefit township residents such as a medical center. We want to retain the real feel of the township. We want to keep taxes low (Mr. Himes has dramatically raised taxes). The proposal to expand low-income housing, if not for seniors, will cause an additional school tax burden on residents to supplement. We do not have the roads and infrastructure to support so many new residents. The township has doubled its workforce, but does not deal with the current issues, particularly zoning. It feels as though Mr. Himes is hostile towards any resident taxpayers that express opinions. Rather than push his own agenda, he and the township supervisors should be embracing the resident taxpayers' ideas and including them all in decision making. The long-winded PowerPoints are all about pushing his

agenda and are less than transparent. Since Mr. Himes has managed the township, it is operating worse. A simple example is it is now closed whenever there is snow, which is often when people need to contact the township about roads. There is too much bureaucracy. Now, an expansion of the township building is "needed" to support the ridiculous number of staff that has been hired and it is more difficult to receive responses from the township. Since there were significant questions about public safety, I wish to add that police should be focusing on crime and apprehending criminals, not minor traffic violations. I am sad to say, Mr. Himes has made the township worse. The supervisors need to hold him accountable and return the focus to improving the lives of NGT residents and not funding his fantastical agenda.

- I BELIEVE THE RE-ZONING EFFORT IS MISGUIDED. NEW GARDEN IS A BEDROOM COMMUNITY WITH MUSHROOM FARMING. ECONOMIC DEVELOPMENT IS UNLIKELY TO HAPPEN IN A SIGNIFICANT WAY
- I grew up and live in Avondale. but technically not in the borough. therefore they denied to host me and my two brothers on their hometown hero banners. they said talk to new garden township. I would like to see a memorial dedicated to those who served on new garden township soil.
- I HAVE SEEN HIMES AT MULTIPLE MEETING AND FIND HIM TO BE DISRESPECTFUL AND SEEMINGLY SELF-SERVING
- I live on Newark Road. Getting my mail and pulling out of my driveway is life-threatening. The speeders are out of control. Something needs to be done.
- I love the area but it's often ruined by foul smells of mushroom industry. They ruin the roads, pollute the air, and cause other issues, including phoroid flies (I don't have this issue but it has ruined the quality of life and home value of many residents). There also needs to be more affordable housing in the township. There's no middle class; it's either upper middle class or lower income households. Not many middle class residents. If we have the mushroom industry, we need clean, livable, decent housing for those who toil in the mushroom houses. The housing provided by the industry is horrible and no one should have to live in such squalid conditions.
- I think the township could do a better job of marketing itself as a desirable place to live. When looking for a new house we chose it due to proximity to work and cost but several comments were made by friends and acquaintances that it will "stink" due to the mushroom farms. We have had some days where the smell is prominent but overall it is not that bad. I think it is a shame the township has that reputation. I also had no idea there were so many parks, trails and potential activities in the area. I would love to see the option for monthly emails that would share a schedule for things happening in the township.
- I WISH FIREWORKS WERE NOT ALLOWED-I HATE THEM AND IT TERRIFIES THE DOG
- I would like better communication about events and projects going on within the township. I also think we should have volunteer activities so community members can participate in the improvement of their community.
- I would like the township to seek additional clean commercial development. I would consider retiring in the community if property taxes for seniors was reduced and school tax eliminated. Township spending should be kept under control.
- I would like there to be a greater presence of police in the central Toughkenamon area. It's a small area with good people, but there is riff raff like everywhere else. However, a stronger police presence could help make the little ones feel safer when walking alone down these busy streets.
- I WOULD LIKE TO SEE SOME MORE PUBLIC TRANSPORTATION WITHIN THE TOWNSHIP/ THAT CONCENTRATES INTO REACHING MANY AREAS IN THIS TOWNSHIP
- If there was a mayor, I would run. I am so grateful we moved here. I won't stop campaigning for my friends and family to move here (I'm a realtor lol). I am obsessed with the parks, the trails, the schools, my neighbors. I love the limited police presence and relaxed codes; we all trust one another to maintain our homes. (Libertarian liberal yasss down with all politicians). I love the diversity. I love how close yet how far we are from everything. Call me. I wanna be on the board of supervisors!!!

- Improve regulations on mushroom composers and our air quality. Do not raise our property taxes. You already made a mistake by selling our sewer system to Aqua.
- Improve the traffic flow at intersection of Newark Road and Baltimore Pike; fill in the ditch at side of Buttonwood Road and Broad run Road.
- Inform NG residence when voting occurs for NG representatives
- INSTALL A STREET LIGHT AT THE INTERSECTION OF RT 41 AND SHARP ROAD. I HAVE APPROACHED THE TOWNSHIP MULTIPLE TIMES ABOUT THIS. BETTER CARE OF HILLENDALE AND SCARLETT ROADS
- It was much cheaper to live in Delaware. Taxes, all insurances went up in Pennsylvania. Gas is more expensive as is retail due to taxes.
- Item 1 and most importantly, The take over of sewer by Aqua has been close to crippling. Sewer bills have increased a completely unreasonable amount with no regard to the impact to homeowners. The only direct change that has been made by aqua coming in is the quarterly financial burden. They claim that these prices are justified for new projects and updating infrastructure, but there has been zero noticeable differences. At the end of the day homeowners are paying 200+ % more for the same services. Its despicable that this company was allowed to come in and purchase from CWA. It never should have been allowed and the homeowners should have had a bigger voice in the matter. From my understanding opinions were voiced, and ignored. This constant burden has driven folks I personally know to sell their home and move to DE; and is something I will likely do myself once the time is right. Its shameful what has happened to homeowners as part of the Aqua takeover. Item 2, the roads in New garden are horrible. Specific examples of such are the road in which my house is on (in a neighborhood) has had cracks/potholes/destroyed pavement since we moved in. The township has come out twice in 5 years to literally throw new blacktop in the bad areas and use the township pickup trucks to drive over and flatten the areas. Second example is at the intersection of Route 7 and southwood road. Same maintenance applies. That intersection has turned dangerous due to the amount of potholes at the light. Folks heading south into Delaware routinely move left of center and cross into the opposite lane to avoid the potholes, including 18-wheelers. It is unsettling to use the left turn lane on to southwood knowing how fast and close cars drive to avoid the mess of the road. To add insult to injury, the DE side of Rt. 7 right past that intersection was recently dug up and re paved. It would have made sense for PA to leverage that work and extend into PA to properly correct the road conditions. But that did not happen and the road has worsened since. the maintenance of roads is cheap and lazy and improvement needs to be made.
- I've been to several township meetings where and citizens make factual and convincing arguments and the board just ignores them and the rest of us. It's futile. The board does not listen at all to the public. It's insulting.
- Limit commercial vehicles and activity overnight and during the day on residentially zoned houses. Limit number of dogs to three for properties under 5 acres and enforce assessment dog noise. All vehicles must be parked on gravel or asphalt and not in the grass/yard.
- Limit development of green space; stop Chester County from becoming over developed like Delaware county.
- Looking into returning Loch Nair to a viable tax base by opening it up as a golf course.
- Lower taxes for retired homeowners
- Lower taxes for senior on one income
- LOWER TAXES, BETTER ROADS,CLEANER AIR
- Make budget reduction your biggest priority. Every time you have an idea to “improve” the town, stop. It means you are deciding to take more money out of our pockets. We should decide how to spend our money. Focus only on core services. Public safety, roads, road infrastructure. If we have assets that are costing a lot to maintain, sell them. Retire any debt before spending beyond core services. DO NOT expand public transportation! I have former neighbors and family members who were assaulted and some held at gunpoint when new transportation lines made it possible for urban criminals to easily

access a more affluent township. This is why we moved out of there. Don't expand administrative staff or build/refurbish new offices for yourselves.

- Make preservation of open space a priority
- Make utilities like public water and sewer more readily available in more rural areas
- More advertisement on community events.
- More attention to erosion and stormwater management. Also careful management of development to keep the character of Landenberg intact.
- More business used in R1 on owned Farms.
- MORE COMMUNICATION ON DEVELOPMENT SUCH AS SAINT ANTHONY'S IN THE HILLS, KAOLIN, ETC
- MORE CONNECTED TRAILS-WE HIKE 3-4 TIMES A WEEK AND CANT GET A LONG HIKE-3-4 MILES-WITHOUT GOING TO WHITE CLAY
- More police presence in neighborhoods
- MORE PROACTIVE COMMUNICATION. NET RELIES TOO MUCH ON PASSIVE COMMUNICATION LIKE POSTINGS ON WEBSITE. THERE ARE TOO MANY RUMORS AND MISINFORMATION. BOARD MEMEBRS SHOULD GO INTO THE COMMUNITY TO MEET WITH RESIDENTS
- Most of the community in the Township would benefit from more sidewalks. Connect Bancroft Woods to the borough via Pemberton.
- Mushroom runoff and flies. Bucktoe road mushroom farm has a runoff path for when they wash off the concrete ward and puddles on Twp roads and they should be holding there runoff but it's been like this for years. Seems like code enforcement could be improved. Roads, Cops and fire are doing a great job. Still don't know why we own an airport but oh well.
- My family's biggest focus is schools. Please maximize effort to aid the school districts however possible
- My first suggestion is to prohibited heavy trucks passing on new garden road between route 41 and Newark road. My second suggestion is improving the intersection where Newark road, new garden road, and buck toe road meet. There has been many traffic collusion in this intersection.
- MY HUSBAND AND I NEED PEACE AND QUIET
- Need more businesses and housing to keep taxes from going up.
- Need tennis and pickle ball courts
- Need to be more aggressive in managing mushroom-related odors across the township. This is, by far, the greatest drawback to living in, working in or visiting NG township.
- NEED TO DO SOMETHING WITH THE WHITE CLAY PROJECT. LOOKS AWFUL. ALSO, BALT PIKE/ NEWMARK INTERSECTION-BOTH EYE SORES
- Need to improve air quality (mushroom composting)
- Need to make a percentage of roads more accessible to bike and pedestrian traffic. Improve early child care opportunities and educational opportunities for English and Spanish speaking families.
- Need traffic light at Sunnydell Road and Route 41 and turning lane is the most concern. More money needs to be spent on the quality of our roads. If we cannot pay to have them paved, we can at least redo the lines that you can't see anymore. Need turning lights at intersection with turning lanes.
- New garden is so unique and I love the open space and the fact we have an airport.
- New garden needs a reason for people to consider locating or relocating to the area.
- New garden Township must clamp down on the local mushroom farms. Their truck drivers and most importantly stop enabling illegal aliens/foreigners to damage our way of life and the growth of our community.
- New garden Township needs to consider the residents concerns about increasing congestion and business development that only serve to add tax revenue; this area should maintain its rural setting
- New garden Township seems to be very family friendly, but would love to see a downtown area with local shops and restaurants like Kennett Square
- New garden, Newark, Bucktoe intersection gets crazy sometimes.

- New manager is doing an excellent job. Focus on infrastructure.-roads and bridges particularly; build tax base to fund improvements. Affordable housing.
- NGT IS NOT A BIKE FRIENDLY TOWN. PEOPLE ARE CONFINED TO THEIR HOME NEIGHBORHOODS BY LACK OF POLITICAL/TOWN STAFF VISION AND FUNDING INITIATIVE (GRANTS) TOWARD LINKING NEIGHBORHOOD MODES TOGETHER AND TO EASING RETAIL LOCATIONS
- No more sales of public utilities. No progress or information. More roundabouts, traffic route 41 as a disaster.
- Not happy with the cost of sewer bill. I hate dealing with Aqua.
- NTG RESPONSE TO EMAILS HAS BEEN INCONSISTENT AND NOT ALWAYS ACCURATE. TOWN EMPLOYEES MAKE CONFLICTING STATEMENTS. POLICE WATCH AS DRIVERS FAIL TO STOP AT LIGHTS AND SIGNS, MAKING NO EFFORT TO RESPOND
- Overall great work- love living here. Would love to see the streets in my neighborhood (Bancroft Woods) get fixed. We have so many pot holes and sinking drains. It's getting dangerous for people to walk in the neighborhood. Shout out to the EMT, Fire, and Police - always do a fantastic job!!!
- Pemberton Road - some of the properties are eyesore, lots of junk, old cars on properties
- People drive too fast often crossing line; intersection at Old Balt Pike and Newark Road is awful; too many trucks
- Please consider the impact on current residents when making decisions about growth. Many of us are here because of the peace and beauty of the area. You need to consider the impact of light and sound pollution as this will greatly affect the health and wellness of all residents.
- PLEASE do not make our quaint little town into some industrial/commercial or crowded little city. No one wants to live in the city which tends to have more crime and angry people.
- Please fix the crumbling roads; consider measures to reduce traffic on route 41. Please work with mushroom farms to reduce smell and reduce numbers of mushroom flies that are plaguing so many homes.
- Please fix the intersection at Newark Road and Baltimore Pike, or inform us about progress
- Please fix the Newark Rd/Baltimore Pike intersection. It takes one person on Newark Rd trying to turn left to completely shut down all traffic flow. You don't have to make a new lane, but a left turn light would stop traffic from being backed up all the way to the airport every single day. It's the difference between adding 30 seconds to a commute and 6-8 minutes.
- PLEASE HELP KEEP DOWN THE DEVELOPMENT OF NG-ITS NICE AND QUIET AND SAFE
- Please improve the quality of our roads by repairing the roads and trimming trees and bushes blocking road signs.
- Please just fix the roads. Maybe do something about the bad drivers in the area.
- Please look at Route 41/Sunny Dell Road. When KMS school is in session, the traffic is so dangerous. This needs a light.
- Please monitor the traffic on Old Baltimore Pike between Newark and Scarlett Roads. There is a significant amount of drag racing that goes on, especially in the evening. Also, trucks should not be allowed to use their "Jake Breaks" which cause additional noise pollution at all times of the day.
- PLEASE PLACE STRONGER RESTRICTIONS ON THE MUSHROOM HOUSES. THEY LOOK AND SMELL AWFUL. MAKE THEM BUILD A FENCE AROUND THE PROPERTY
- Please send surveys more frequently
- Please stop protecting the local farms that hire illegal aliens and damage our township's reputation. Start clamping down on the illegal aliens driving unlawfully, drunk, and uninsured. Please enforce sound ordinances and traffic ordinances as many of us have been dealing with drunk neighbors, their disrespectful family members/friends, and the mushroom farms employees and their trucks are the worst things on the road!
- Please work on road repairs.

- Please work to control Bowling Green Treatment Center - we see a ton of drug addicts wandering off their property and walking down neighborhood streets and dangerous roads. The facility is an extreme burden to Fire, EMS, and Police resources. It is a blight on our community. Please bolster support for volunteer fire and Ems in the township. We need traffic enforcement on Newark Rd in the mornings. Tractor Trailers block Newark Rd for extended periods of time on a regular basis, waiting for Scotts to open their gates.
- PLEASED OVERALL WITH TOWNSHIP
- POLICE ENFORCEMENT OF TRAFFIC LAWS IS VERY GOOD. MOSTLY ISSUES WITH PEOPLE RUNNING THE STOP SIGNS AT NEWARD/LAUREL HEIGHTS RDS INTERSECTION
- POOR CELL SERVICE-TOWNSHIP VOTED IMPROVEMENT-OPPORTUNITY DOWN
- PRESSURE STATE LEGISLATORS TO PROVIDE LOCAL LAW ENFORCEMENT AND THE TOOLS TO MAKE THE ROADS SAFER. LET THEM HAVE STATE OF THE ART RADAR. PA IS THE ONLY STATE WITHOUT RADAR
- Priority should be on housing, community events /involvement, aesthetics of the community. Protect the health of current farming businesses. Stop wasting time on developing the pot of land between 41 / Sunny Dell / Reynolds Rd. This has been a waste of time, energy, and consternation of the community. In 2000 folks were upset over this development and the lack of offering traffic lights to aid in public safety if it were developed. I moved out of the township in 2007 due to issues with potential development that ultimately fell through. I moved back in 2023 and it is STILL a problem.
- Provide map of Trail location locations
- PUBLIC WATER AND SEWER IN NEIGHBORHOOD; MORE WIFI CHOICES-COMCAST OWNS THE AREA-FIOS WOULD BE GREAT
- Put more pressure on State DOT to improve intersection safety.
- PUT SPEED BUMPS IN SOMERSET LAKE! It would also be nice if police would check DE tagged cars fishing in the lake, its private property.
- Quality of our air needs more attention and priority. This will support businesses moving in instead of out due to HVAC issues from unmonitored mushroom farms.
- Recently acquired parklands, Saint Anthony in the Hills and Loch Nairn golf course, are inaccessible to the public. Spent millions to obtain with no budget to improve or maintain. Should be sold to finance road and other infrastructure improvements.
- Reduce taxes
- Resell of sewer system infrastructure to Aqua-this transaction was done in an underhanded manner. No public speeches were allowed at the meeting.
- RESURFACE STREETS IN BANCROFT WOODS-THEY ARE 27 YEARS OLD
- Retain semi-rural character and good schools are the biggest assets. Retain single-family homes; town is overcommitted with two big parks and airfield. Shrink commitments to fit the tax base; try to encourage walkable neighborhoods. Small parks and single family neighborhoods are what we want. Encourage business and commercials to use consistent attractive architecture. Town communication is very poor. A weekly update via email would be very much appreciated. Tax administration are rude, horrible and uncooperative people. Refused to answer questions.
- Road infrastructure improvement; no more large developments, i.e. condos/townhouses
- Roads are terrible; need more information on school projects and on conservancy improvements
- Roads need to be improved, added safety-added stop signs, traffic signals, speed monitoring signals on Newark Road and Broad run Road/Newark Road and buttonwood. It's getting too expensive to live here. Be more helpful-Somerset residents have asked for additional stop signs only to be turned down. The amount of traffic and large trucks that use broad run as a cut through is terrible. Work better with State to make improvements.
- Roads need to be maintained better
- Roads, especially township-owned neighborhood roads are in DIRE need of repair. Road repair is my #1 concern. Secondly are my concerns about the cost of maintenance of large properties that the township decided to buy, namely Loch Nairn, St Anthony in the Hills, and the NG airport. I have concerns that

township money, which should be used for infrastructure/road repair, is going to those projects (money pits).

- Route 41 continues to be the biggest headache in NGT. The intersection of Sunnydell and Route 41 should be ""right turn only"" from Sunnydell onto Rt 41. If someone wants to turn left it can back up traffic for up to 10 minutes. Also the intersection of Penn Green and Rt 41 needs to be reworked to create left turn lanes from Penn Green onto Rt 41. The trails are nice, but you can't walk to them without risking your life. More PAVED walking and bike trails are needed. Kids in Somerset should be able to safely walk to the Middle School.
- ROUTE 41 NEEDS ROAD REPAIR; A MORE VISIBLE STOP SIGN NEEDS TO BE INSTALLED AT LAUREL HEIGHTS AND NEWARK ROAD-PEOPLE DO NOT ALWAYS STOP ON NEWARK ROAD; A TRAFFIC LIGHT NEEDS TO BE INSTALLED AT SUNNY DEL AND ROUTE 41. IT IS EXTREMELY DANGEROUS WHEN TURNING LEFT OFF 41 ONTO SUNNYDEL ROAD; PEOPLE COMING OUT OF ST ROCCOS CHURCH SHOULD NOT BE ABLE TO TURN LEFT TO GO TO 41 TO MAKE A LEFT HAND TURN ONTO 41; THERE NEEDS TO BE MORE ATTENTION TO THE MAINTENANCE OF THE TREES ALONG NEWARK ROAD IN THE 'S' NEAR THE DELAWARE STATE LINE-ALSO TRASH
- Sell or close the airport. It provides very little benefit and contrary to Supervisor's comments it is costly in terms of wasted resources including hidden maintenance costs not offset by grants. Also the police department has expanded without any meaningful additional communities being added to share costs. The new Town Manager seems to be empire building and makes overwhelming use of PowerPoint slides in an effort to justify increasing township overhead. This Township has dramatically raised taxes and tripled the cost of sewer services without any meaningful benefits. An outside professional audit is needed to examine whether decisions are being made in the best interest of all citizens or just the favored few and the well connected. I would not have moved here if I had known what I know now. There is no accountability.
- Sell the flying field that we don't need it. Sell to a residential developer the Loch Nairn property. Buy back of the sewer system.
- Shoulders replaced with concrete are cracking and unattractive in Hartefeld.
- Show more fiscal responsibility. You doubled my local tax, but my life in the Township did not change. Buying the Smedley property was a mistake that displays no payback and only adds cost.
- SIDEWALKS ESPECIALLY AROUND SCHOOLS
- Some activities for teens would be helpful - was hopeful with the acquisition of St. Anthony's in the Hills but seems to be extremely slow going . My kids will be out of the house by the time anything is available.
- Stop building apartments; not enough, dining and shopping; fix the roads, not just the main ones.
- Stop purchasing property. Taxes are too high already.
- Stop spending money on little used or unused areas like Airport, airport trail, and other "trails". What the hell happened with Saint Anthony's?
- Stop temporary patch repairs at Landenberg and Saw Mill. Fix it correctly. Make proper repairs on Hillandale near Newark Road.
- STOP THE TRAFFIC STOP SIGNS EVERYWHERE-LESS GOVERNMENT; GOVERNMENT SPONDS TOO MUCH MONEY-KEEP IT COUNTRY, MORE NATURE-WORK FOR LESS TAXES NOT HOW TO SPEND IT
- STOP WASTING TAX PAYER MONEY BUYING PROPERTY-ST ANTHONY'S IN THE HILLS-THAT YOU DONT HAVE THE FUNDS OR WILL TO MAINTAIN OR IMPROVE
- Streets and prefer rotaries, no more stop lights they only cause congestion.
- SUPPORT PUBLIC LIBRARY; FIX THE INTERSECTION OF OLD BALTIMORE PIKE AND NEWARK RD; UTILIZE PROPERTY DONATED TO NEW GARDEN ON PENN GREEN-NEXT TO WHITE CLAY CREEK
- SURVEY REVEALED HOW LITTLE I KNOW ABOUT NEW GARDEN TOWNSHIP. I CONSIDERED MOVING TO DE-TAX IS TOO HIGH IN NEW GARDEN
- Taxes for elders should be lowered. More open space and less land destruction
- Terrible air quality; stop doing subpar patchwork on roads that last one week - fix for long-term.

- Thanks
- THE AIR QUALITY IN THE TOWNSHIP IS. COMPLETELY UNACCEPTABLE. THE MUSHROOM INDUSTRY IS POLLUTING OUR AIR. WHAT IS BEING DONE? ROADS ARE TERRIBLE
- The Board of Supervisors does not listen to the New Garden constituents. We are a small township without commercial tax income. We have no business owning and operating an airport or buying Loch Nairn or St. Anthony's without a plan for maintenance.
- The board of supervisors should be looking to help the township grow. They throw roadblocks in the way by having permits for virtually everything.
- The budget must be monitored more carefully to avoid large increases.
- The building of more homes/development needs to stop. The roads are getting too congested.
- The city has minimal resources to support seniors like retirement communities, urgent care and healthcare. Consider posting road closures and emergencies on Cheston County. Consider sending single event notices. Need left-hand turn lane southbound on route 41 and Green arrow onto Newark Road. Liability and safety issued to address by restoring markings for golf cart crossing on sharp Road. Maintenance lacks expertise in pruning and mowing scheduled to promote native wildflowers and trees. Reduce the use of herbicides and excessive fertilizers. Clean bathrooms more frequently especially during events. Leave the leaves and increase trail markers. Increase nature programming for families. Many more calming measures needed particularly on Newark Road. Need better community connection to trails. Prioritize existing roads.
- The community needs to improve reduce the harmful impacts of the mushroom industry on it's residents: H2S, noise at all hours, water pollutants, unsightly sites, junk on sites.
- The roads are absolutely deplorable. I have an old vehicle and I hold my breath waiting for something to break. Please please please fix the roads
- The roads in the Township, Hillendale and Newark roads are in terrible condition and need to be fixed. The traffic on Newark Road is difficult at times due to Scott's traffic and trucks.
- The Township needs to find ways to address the mushroom farm off-gases and smell. The township needs to supplement the states regulation of the industry to protect its citizens.
- The traffic and speeding is dangerous on Sunnydell Road
- There are too many speeding cars driving in our neighborhood. Would like police to pay more attention to these drivers. Accidents almost occur often.
- There is no question permitted for the response to address dissatisfaction with taxes or tax structure.
- There needs to be more rerouting and a light at Sunnydale, sharp, Route 41, before another person gets killed.
- Timing of the light on Route 41 and Newark Road could be improved. If on 41 and a tractor trailer is ahead of you, you may wait for two or three green lights to pass through.
- To make New Garden more valuable and better interconnect parks and trails; why didn't key roads and add turn lanes; make a public areas look nicer and add bike lanes where bikes are blocking traffic like Good Hope Road
- To see some potholes and cracks here after gear is very frustrating. They should be able to get permanently fixed and not just continually patched.
- Township does not listen to us. Township was horrible and Aqua situation and continues to allow price increases and did not live up to commitments. People can't afford to stay here after living here for over 20 years. Saint Anthony's is a disaster. Roads are full of potholes.
- Township manager does not listen to requests of individuals when he does not agree with them. He has no interest in setting up dog waste stations in the park. How has the pavilion rental decreased since the waste and waste out policy? No one wants to remove. That's what trash cans are for. We pay a lot of taxes and deserve to have trash cans or dog waste stations for clean hygienic park walks.
- TOWNSHIP MANAGER HIMES IS SELF SERVING. HE IS NOT CONSIDERING AT ALL WHAT RESIDENTS WANT. DONT UNDERSTAND WHY BOS IS NOT PUSHING BACK. HIMES IGNORES RESIDENTS WHO OPPOSE MM-RUDE

- TOWNSHIP MANAGER IS SEEKING TO FUNDAMENTALLY CHANGE THE NATURE OF THE TOWNSHIP. HE SEEMS INTENT ON BUILDING AN EMPIRE AND NOT SERVING THE RESIDENTS. SELL THE AIRPORT. KEEP NEW GARDEN RURAL AND LESS POPULATED FEEL.
- Township purchases properties on their own without notifying or getting feedback from the citizens, then they increase our taxes to pay for something we didn't need or want.
- Township supervisors should listen to and support the public that attends their meetings.
- TOWNSHIP'S ACQUISITIONS HAVE BEEN COSTLY AND UNNECESSARY
- Traffic light installed at Sunnydell and Rt 41
- Traffic safety-every day multiple times a day drivers completely disregard stop signs. Warnings are not enough - need more lines and intersection enforcement; speeding is another concern on side roads.
- Trash cans at the park bring them back. Roads are horrible. Needs more activity's for adults
- Two Big Items. The township management seems to be made up of people that do not represent most of the population. If I recall from Aqua meetings several members on the board have septic. Those of us that use Aqua are getting unfairly penalized by the costs. It is almost criminal We need traffic enforcement. In Somerset Lake people drive down the main roads Southwood and Buttonwood at speeds exceeding 40 mph and people are almost hit. Also people speed through the stop signs at all locations in Somerset Lakes. This includes school buses and I have called them and nothing is done about it. During covid the police did occasionally sit at the stop sign at Southwood and Buttonwood. Unfortunate they were in marked vehicles and people saw them. When they left violations reoccurred. If they are going to enforce traffic laws unmarked vehicles would be a plus.
- Unsafe intersection at Route 41 and Sunny Dell; Tough Kenomon is ugly and embarrassing to drive through knowing this is my township; Self Storage next to Township building looks like a prison. Need a sidewalk.
- Very unhappy with the townships dealing with Aqua and our highest sewer rates. Worried about future water rates. Also concerns about future of Saint Anthony's and on the hill.
- Walking paths and access to Kenneth middle school
- We are only here six months a year and have never seen police cars in the neighborhood. We need a light at the Brittany Hills entrance on route 41.
- WE LACK SIDEWALKS IN MY AREA-HARROGATE. IT WOULD BE EASY TO GET RUN OVER WALKING TO SOMERSET LAKE. PLEASE SLOW DOWN NEW HOME CONSTRUCTION, INSTEAD ADD TRAILS FOR WALKING AND HIKING THAT INCREASE QOL FOR ALL
- We love the small town feel of our township. There are plenty of opportunities for work, shopping, medical care etc.. within a short drive, so we have ample access to these things without the added traffic and population congestion we see in other areas. Would love to preserve the semi-rural/suburban feel of our township. Biggest issue in township is timely road repairs (I.e. potholes).
- We need a light at the entrance of Brittany Hills
- Website for NG Township has out of date information on elections.
- We've been in our development for 31 years and the roads have never been repaved.
- When we moved to New Garden, it was a lovely place to live. The new township manager is ruining the township. The township manager has raised taxes and hired many more staff, which now "requires" an addition to the township building. We are getting less for more. Despite more staff and higher taxes, we feel that we no longer receive the same level of responsiveness from the township. We do not feel like the township manager or board of supervisors considers homeowners' opinions and they do not seem to care about homeowners' needs. The township manager expansion plans are a dramatic departure from the township's feel. We moved here because of the rural feel. We do not want a large increase in housing or businesses. We do not want public transportation or gas stations being built by right. We do not want an airport. We want roads that are not falling apart, reasonable taxes, a quiet and safe place to live, and a place where residents wishes come before developers. We are sorry to say that the township we chose to move to has declined under the current management. Efforts should be spent cleaning up

the current township and making it safer for homeowners, not making it a place that is more congested and more of a burden to the homeowners who reside in New Garden Township, especially retirees.

- Why is there no information and transparency in the development of Saint Anthony's - the Hills? Whatever happened to the pool? Can we fix up, remodel the intersection of Route 41 and State Road? All these empty buildings that are an eyesore, maybe renovate into apartments, commercial use, etc.
- Wish Loch Nairn would have State Township course-change law rate to make some extra money, like Concord Township cause
- Work with PennDOT to get traffic light at Sunnyside and Route 41
- You list SCCRPD and Fire Department in same question..... They should be separate. Fire company has had financial / management issues in the past and should not be considered as one area. I am happy with the township as is. Please do not increase spending that will increase our costs. We do not need to expand our roads. Additional public transportation is not required, Again, slow spending !!
- You need to focus on the environmental issues caused by the out dated facilities of the compost facilities. The state or local government needs to financially incent these companies to modernize. They continue to grow and cause problems for residents.



# 5

## Tabular Data

**Q1. Overall Ratings of New Garden Township. Please rate the Township of New Garden with regard to each of the following.**

(N=408)

	Excellent	Good	Neutral	Below average	Poor	Don't know
Q1-1. As a place to live	37.0%	52.2%	7.4%	2.9%	0.0%	0.5%
Q1-2. As a place to raise children	33.1%	39.7%	10.0%	1.5%	0.2%	15.4%
Q1-3. As a place to work	12.0%	18.1%	19.9%	8.6%	2.2%	39.2%
Q1-4. As a place to retire	21.8%	30.9%	20.8%	7.6%	4.9%	14.0%
Q1-5. As a place you are proud to call home	36.8%	41.4%	16.2%	4.2%	0.2%	1.2%

**WITHOUT "DON'T KNOW"****Q1. Overall Ratings of New Garden Township. Please rate the Township of New Garden with regard to each of the following. (without "don't know")**

(N=408)

	Excellent	Good	Neutral	Below average	Poor
Q1-1. As a place to live	37.2%	52.5%	7.4%	3.0%	0.0%
Q1-2. As a place to raise children	39.1%	47.0%	11.9%	1.7%	0.3%
Q1-3. As a place to work	19.8%	29.8%	32.7%	14.1%	3.6%
Q1-4. As a place to retire	25.4%	35.9%	24.2%	8.8%	5.7%
Q1-5. As a place you are proud to call home	37.2%	41.9%	16.4%	4.2%	0.2%

**Q2. Communication. Please rate your satisfaction with the following.**

(N=408)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q2-1. How easy it is to find information when visiting Township's website	10.3%	37.5%	21.1%	7.8%	2.0%	21.3%
Q2-2. How easy it is to receive information when calling Township	11.0%	21.6%	18.9%	6.9%	2.5%	39.2%
Q2-3. Overall quality of Township's social media (Facebook, YouTube, etc.)	5.6%	19.9%	21.6%	5.1%	1.7%	46.1%
Q2-4. Overall quality of Township's news	5.4%	29.2%	29.9%	9.8%	2.7%	23.0%
Q2-5. Availability of information about Township services & programs	7.4%	29.9%	27.9%	10.8%	3.2%	20.8%
Q2-6. Timeliness of information provided by Township	8.6%	26.5%	25.2%	13.0%	5.9%	20.8%
Q2-7. Access to information about Township's finances & budget	5.9%	20.6%	23.0%	11.0%	6.4%	33.1%
Q2-8. Overall level of public involvement in local decision making	4.7%	15.2%	26.0%	14.0%	14.7%	25.5%
Q2-9. Township's open records request process	3.7%	7.6%	17.6%	3.4%	3.7%	64.0%

**WITHOUT "DON'T KNOW"****Q2. Communication. Please rate your satisfaction with the following. (without "don't know")**

(N=408)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q2-1. How easy it is to find information when visiting Township's website	13.1%	47.7%	26.8%	10.0%	2.5%
Q2-2. How easy it is to receive information when calling Township	18.1%	35.5%	31.0%	11.3%	4.0%
Q2-3. Overall quality of Township's social media (Facebook, YouTube, etc.)	10.5%	36.8%	40.0%	9.5%	3.2%
Q2-4. Overall quality of Township's news	7.0%	37.9%	38.9%	12.7%	3.5%
Q2-5. Availability of information about Township services & programs	9.3%	37.8%	35.3%	13.6%	4.0%
Q2-6. Timeliness of information provided by Township	10.8%	33.4%	31.9%	16.4%	7.4%
Q2-7. Access to information about Township's finances & budget	8.8%	30.8%	34.4%	16.5%	9.5%
Q2-8. Overall level of public involvement in local decision making	6.3%	20.4%	34.9%	18.8%	19.7%
Q2-9. Township's open records request process	10.2%	21.1%	49.0%	9.5%	10.2%

**Q3. Which THREE of the services listed in Question 2 do you think are MOST IMPORTANT for the Township to focus on over the next year?**

<u>Q3. Top choice</u>	<u>Number</u>	<u>Percent</u>
How easy it is to find information when visiting Township's website	49	12.0 %
How easy it is to receive information when calling Township	29	7.1 %
Overall quality of Township's social media (Facebook, YouTube, etc.)	9	2.2 %
Overall quality of Township's news	31	7.6 %
Availability of information on Township services & programs	54	13.2 %
Timeliness of information provided by Township	19	4.7 %
Access to information about Township's finances & budget	39	9.6 %
Overall level of public involvement in local decision making	117	28.7 %
Township's open records request process	5	1.2 %
None chosen	56	13.7 %
Total	408	100.0 %

**Q3. Which THREE of the services listed in Question 2 do you think are MOST IMPORTANT for the Township to focus on over the next year?**

<u>Q3. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
How easy it is to find information when visiting Township's website	30	7.4 %
How easy it is to receive information when calling Township	23	5.6 %
Overall quality of Township's social media (Facebook, YouTube, etc.)	16	3.9 %
Overall quality of Township's news	28	6.9 %
Availability of information on Township services & programs	51	12.5 %
Timeliness of information provided by Township	49	12.0 %
Access to information about Township's finances & budget	69	16.9 %
Overall level of public involvement in local decision making	47	11.5 %
Township's open records request process	14	3.4 %
None chosen	81	19.9 %
Total	408	100.0 %

**Q3. Which THREE of the services listed in Question 2 do you think are MOST IMPORTANT for the Township to focus on over the next year?**

<u>Q3. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
How easy it is to find information when visiting Township's website	28	6.9 %
How easy it is to receive information when calling Township	21	5.1 %
Overall quality of Township's social media (Facebook, YouTube, etc.)	16	3.9 %
Overall quality of Township's news	28	6.9 %
Availability of information on Township services & programs	56	13.7 %
Timeliness of information provided by Township	56	13.7 %
Access to information about Township's finances & budget	40	9.8 %
Overall level of public involvement in local decision making	44	10.8 %
Township's open records request process	17	4.2 %
None chosen	102	25.0 %
Total	408	100.0 %

**SUM OF TOP THREE CHOICES**

**Q3. Which THREE of the services listed in Question 2 do you think are MOST IMPORTANT for the Township to focus on over the next year? (top 3)**

<u>Q3. Top choice</u>	<u>Number</u>	<u>Percent</u>
How easy it is to find information when visiting Township's website	107	26.2 %
How easy it is to receive information when calling Township	73	17.9 %
Overall quality of Township's social media (Facebook, YouTube, etc.)	41	10.0 %
Overall quality of Township's news	87	21.3 %
Availability of information on Township services & programs	161	39.5 %
Timeliness of information provided by Township	124	30.4 %
Access to information about Township's finances & budget	148	36.3 %
Overall level of public involvement in local decision making	208	51.0 %
Township's open records request process	36	8.8 %
None chosen	56	13.7 %
Total	1041	

**Q4. Where do you currently get news and information about Township programs, services and events?**

Q4. Where do you currently get news & information about Township programs, services & events	Number	Percent
New Garden Township's social media (e.g., Facebook, YouTube)	134	32.8 %
Monthly News Flash	106	26.0 %
New Garden Township's website	196	48.0 %
YouTube channel	9	2.2 %
Other	112	27.5 %
Total	557	

**Q5. From which TWO sources of information listed in Question 4 would you prefer to get information from the Township?**

Q5. Top choice	Number	Percent
New Garden Township's social media (e.g., Facebook, YouTube)	96	23.5 %
Monthly News Flash	117	28.7 %
New Garden Township's website	128	31.4 %
YouTube channel	4	1.0 %
None chosen	63	15.4 %
Total	408	100.0 %

**Q5. From which TWO sources of information listed in Question 4 would you prefer to get information from the Township?**

Q5. 2nd choice	Number	Percent
New Garden Township's social media (e.g., Facebook, YouTube)	56	13.7 %
Monthly News Flash	74	18.1 %
New Garden Township's website	109	26.7 %
YouTube channel	9	2.2 %
None chosen	160	39.2 %
Total	408	100.0 %

**SUM OF TOP TWO CHOICES****Q5. From which TWO sources of information listed in Question 4 would you prefer to get information from the Township? (top 2)**

Q5. Top choice	Number	Percent
New Garden Township's social media (e.g., Facebook, YouTube)	152	37.3 %
Monthly News Flash	191	46.8 %
New Garden Township's website	237	58.1 %
YouTube channel	13	3.2 %
None chosen	63	15.4 %
Total	656	

**Q6. Customer Service. Have you called New Garden Township with a question, problem, or complaint during the past year?**

Q6. Have you called New Garden Township with a question, problem, or complaint during past year	Number	Percent
Yes	111	27.2 %
No	297	72.8 %
Total	408	100.0 %

**Q6a. Please rate your satisfaction with each of the following.**

(N=111)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q6a-1. How easy Township was to contact	24.3%	37.8%	14.4%	13.5%	8.1%	1.8%
Q6a-2. Courteousness of staff	35.1%	26.1%	22.5%	8.1%	2.7%	5.4%
Q6a-3. Accuracy of information & assistance given	29.7%	22.5%	18.9%	12.6%	9.9%	6.3%
Q6a-4. How quickly Township staff responded to your request	27.0%	19.8%	18.0%	17.1%	14.4%	3.6%
Q6a-5. How well your issue was handled	27.0%	16.2%	20.7%	11.7%	21.6%	2.7%

**WITHOUT "DON'T KNOW"****Q6a. Please rate your satisfaction with each of the following. (without "don't know")**

(N=111)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q6a-1. How easy Township was to contact	24.8%	38.5%	14.7%	13.8%	8.3%
Q6a-2. Courteousness of staff	37.1%	27.6%	23.8%	8.6%	2.9%
Q6a-3. Accuracy of information & assistance given	31.7%	24.0%	20.2%	13.5%	10.6%
Q6a-4. How quickly Township staff responded to your request	28.0%	20.6%	18.7%	17.8%	15.0%
Q6a-5. How well your issue was handled	27.8%	16.7%	21.3%	12.0%	22.2%

**Q6b. Have you visited Town Hall in the past year?**

Q6b. Have you visited Town Hall in past year	Number	Percent
Yes	59	53.2 %
No	52	46.8 %
Total	111	100.0 %

**Q7. Public Safety. Please rate your satisfaction with each of the following.**

(N=408)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q7-1. Visibility of police in neighborhoods	17.4%	38.7%	22.3%	12.7%	3.9%	4.9%
Q7-2. Overall competence of Police Department employees	23.5%	35.3%	15.4%	2.2%	0.5%	23.0%
Q7-3. How quickly police respond to emergencies	26.7%	25.7%	10.0%	0.7%	0.5%	36.3%
Q7-4. Enforcement of local traffic laws	11.8%	34.1%	21.6%	10.0%	5.9%	16.7%
Q7-5. Enforcement of speeding laws	11.5%	28.2%	21.6%	13.2%	7.8%	17.6%
Q7-6. Overall attitude & behavior of Police Department personnel toward citizens	28.2%	31.1%	11.8%	2.7%	0.5%	25.7%
Q7-7. Overall efforts to prevent crime	15.4%	32.8%	17.4%	2.5%	1.0%	30.9%
Q7-8. Overall professionalism of Police Department personnel	28.4%	33.6%	9.6%	1.5%	0.0%	27.0%
Q7-9. How quickly firefighters respond to emergencies	25.2%	25.5%	5.6%	0.0%	0.2%	43.4%
Q7-10. Number of community outreach events provided by Fire Department & Police	12.3%	23.0%	18.4%	1.7%	1.2%	43.4%
Q7-11. Quality of community outreach events provided by Fire Department & Police	11.3%	21.3%	17.6%	1.5%	1.0%	47.3%
Q7-12. Overall satisfaction with services provided by Fire Department & Police	25.7%	37.5%	18.1%	0.7%	0.5%	17.4%
Q7-13. Overall professionalism of Fire Department personnel	27.9%	26.2%	9.8%	0.5%	0.2%	35.3%

**WITHOUT "DON'T KNOW"****Q7. Public Safety. Please rate your satisfaction with each of the following. (without "don't know")**

(N=408)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q7-1. Visibility of police in neighborhoods	18.3%	40.7%	23.5%	13.4%	4.1%
Q7-2. Overall competence of Police Department employees	30.6%	45.9%	20.1%	2.9%	0.6%
Q7-3. How quickly police respond to emergencies	41.9%	40.4%	15.8%	1.2%	0.8%
Q7-4. Enforcement of local traffic laws	14.1%	40.9%	25.9%	12.1%	7.1%
Q7-5. Enforcement of speeding laws	14.0%	34.2%	26.2%	16.1%	9.5%
Q7-6. Overall attitude & behavior of Police Department personnel toward citizens	38.0%	41.9%	15.8%	3.6%	0.7%
Q7-7. Overall efforts to prevent crime	22.3%	47.5%	25.2%	3.5%	1.4%
Q7-8. Overall professionalism of Police Department personnel	38.9%	46.0%	13.1%	2.0%	0.0%
Q7-9. How quickly firefighters respond to emergencies	44.6%	45.0%	10.0%	0.0%	0.4%
Q7-10. Number of community outreach events provided by Fire Department & Police	21.6%	40.7%	32.5%	3.0%	2.2%
Q7-11. Quality of community outreach events provided by Fire Department & Police	21.4%	40.5%	33.5%	2.8%	1.9%
Q7-12. Overall satisfaction with services provided by Fire Department & Police	31.2%	45.4%	22.0%	0.9%	0.6%
Q7-13. Overall professionalism of Fire Department personnel	43.2%	40.5%	15.2%	0.8%	0.4%

**Q8. Which THREE of the public safety items listed above in question 7 would you recommend receive the MOST EMPHASIS from Township leaders over the next TWO years?**

<u>Q8. Top choice</u>	<u>Number</u>	<u>Percent</u>
Visibility of police in neighborhoods	75	18.4 %
Overall competence of Police Department employees	33	8.1 %
How quickly police respond to emergencies	47	11.5 %
Enforcement of local traffic laws	32	7.8 %
Enforcement of speeding laws	39	9.6 %
Overall attitude & behavior of Police Department personnel toward citizens	14	3.4 %
Overall efforts to prevent crime	51	12.5 %
Overall professionalism of Police Department personnel	2	0.5 %
How quickly firefighters respond to emergencies	9	2.2 %
Number of community outreach events provided by Fire Department & Police	22	5.4 %
Quality of community outreach events provided by Fire Department & Police	8	2.0 %
Overall satisfaction with services provided by Fire Department & Police	1	0.2 %
Overall professionalism of Fire Department personnel	2	0.5 %
<u>None chosen</u>	<u>73</u>	<u>17.9 %</u>
Total	408	100.0 %

**Q8. Which THREE of the public safety items listed above in question 7 would you recommend receive the MOST EMPHASIS from Township leaders over the next TWO years?**

<u>Q8. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Visibility of police in neighborhoods	34	8.3 %
Overall competence of Police Department employees	19	4.7 %
How quickly police respond to emergencies	37	9.1 %
Enforcement of local traffic laws	35	8.6 %
Enforcement of speeding laws	41	10.0 %
Overall attitude & behavior of Police Department personnel toward citizens	18	4.4 %
Overall efforts to prevent crime	42	10.3 %
Overall professionalism of Police Department personnel	10	2.5 %
How quickly firefighters respond to emergencies	37	9.1 %
Number of community outreach events provided by Fire Department & Police	11	2.7 %
Quality of community outreach events provided by Fire Department & Police	10	2.5 %
Overall satisfaction with services provided by Fire Department & Police	5	1.2 %
Overall professionalism of Fire Department personnel	1	0.2 %
<u>None chosen</u>	<u>108</u>	<u>26.5 %</u>
Total	408	100.0 %

**Q8. Which THREE of the public safety items listed above in question 7 would you recommend receive the MOST EMPHASIS from Township leaders over the next TWO years?**

<u>Q8. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Visibility of police in neighborhoods	26	6.4 %
Overall competence of Police Department employees	12	2.9 %
How quickly police respond to emergencies	29	7.1 %
Enforcement of local traffic laws	21	5.1 %
Enforcement of speeding laws	21	5.1 %
Overall attitude & behavior of Police Department personnel toward citizens	18	4.4 %
Overall efforts to prevent crime	52	12.7 %
Overall professionalism of Police Department personnel	7	1.7 %
How quickly firefighters respond to emergencies	31	7.6 %
Number of community outreach events provided by Fire Department & Police	8	2.0 %
Quality of community outreach events provided by Fire Department & Police	15	3.7 %
Overall satisfaction with services provided by Fire Department & Police	19	4.7 %
<u>None chosen</u>	<u>149</u>	<u>36.5 %</u>
Total	408	100.0 %

**SUM OF TOP THREE CHOICES**

**Q8. Which THREE of the public safety items listed above in question 7 would you recommend receive the MOST EMPHASIS from Township leaders over the next TWO years? (top 3)**

<u>Q8. Top choice</u>	<u>Number</u>	<u>Percent</u>
Visibility of police in neighborhoods	135	33.1 %
Overall competence of Police Department employees	64	15.7 %
How quickly police respond to emergencies	113	27.7 %
Enforcement of local traffic laws	88	21.6 %
Enforcement of speeding laws	101	24.8 %
Overall attitude & behavior of Police Department personnel toward citizens	50	12.3 %
Overall efforts to prevent crime	145	35.5 %
Overall professionalism of Police Department personnel	19	4.7 %
How quickly firefighters respond to emergencies	77	18.9 %
Number of community outreach events provided by Fire Department & Police	41	10.0 %
Quality of community outreach events provided by Fire Department & Police	33	8.1 %
Overall satisfaction with services provided by Fire Department & Police	25	6.1 %
Overall professionalism of Fire Department personnel	3	0.7 %
<u>None chosen</u>	<u>73</u>	<u>17.9 %</u>
Total	967	

**Q9. Which THREE of the following initiatives would you like to see emphasized most by the Township's Police Department?**

<u>Q9. Top choice</u>	<u>Number</u>	<u>Percent</u>
Additional drug & alcohol enforcement	57	14.0 %
Additional traffic enforcement	69	16.9 %
Introduction of automated traffic enforcement systems	24	5.9 %
Additional use of speed radar trailers	20	4.9 %
Additional police problem-solving in neighborhoods	36	8.8 %
Additional residential patrolling by officers	120	29.4 %
Additional enforcement of animal control	10	2.5 %
Additional public safety education programs	23	5.6 %
Neighborhood watch or business watch	17	4.2 %
None chosen	32	7.8 %
Total	408	100.0 %

**Q9. Which THREE of the following initiatives would you like to see emphasized most by the Township's Police Department?**

<u>Q9. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Additional drug & alcohol enforcement	35	8.6 %
Additional traffic enforcement	55	13.5 %
Introduction of automated traffic enforcement systems	15	3.7 %
Additional use of speed radar trailers	16	3.9 %
Additional police problem-solving in neighborhoods	27	6.6 %
Additional residential patrolling by officers	73	17.9 %
Additional enforcement of animal control	18	4.4 %
Additional public safety education programs	43	10.5 %
Neighborhood watch or business watch	57	14.0 %
None chosen	69	16.9 %
Total	408	100.0 %

**Q9. Which THREE of the following initiatives would you like to see emphasized most by the Township's Police Department?**

Q9. 3rd choice	Number	Percent
Additional drug & alcohol enforcement	29	7.1 %
Additional traffic enforcement	17	4.2 %
Introduction of automated traffic enforcement systems	14	3.4 %
Additional use of speed radar trailers	23	5.6 %
Additional police problem-solving in neighborhoods	37	9.1 %
Additional residential patrolling by officers	38	9.3 %
Additional enforcement of animal control	17	4.2 %
Additional public safety education programs	42	10.3 %
Neighborhood watch or business watch	60	14.7 %
None chosen	131	32.1 %
Total	408	100.0 %

**SUM OF TOP THREE CHOICES****Q9. Which THREE of the following initiatives would you like to see emphasized most by the Township's Police Department? (top 3)**

Q9. Top choice	Number	Percent
Additional drug & alcohol enforcement	121	29.7 %
Additional traffic enforcement	141	34.6 %
Introduction of automated traffic enforcement systems	53	13.0 %
Additional use of speed radar trailers	59	14.5 %
Additional police problem-solving in neighborhoods	100	24.5 %
Additional residential patrolling by officers	231	56.6 %
Additional enforcement of animal control	45	11.0 %
Additional public safety education programs	108	26.5 %
Neighborhood watch or business watch	134	32.8 %
None chosen	32	7.8 %
Total	1024	

**Q10. Maintenance and Public Works. Please rate your satisfaction with each of the following.**

(N=408)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q10-1. Condition of Township owned roads	4.2%	25.2%	22.3%	26.0%	21.1%	1.2%
Q10-2. Condition of pavement markings on Township owned roads	6.4%	30.6%	27.5%	20.8%	11.8%	2.9%
Q10-3. Condition/visibility of signs on Township owned roads	8.6%	41.4%	29.4%	11.8%	5.6%	3.2%
Q10-4. Condition/visibility of traffic signals	11.3%	49.8%	28.2%	5.6%	2.9%	2.2%
Q10-5. Mowing & tree trimming along Township owned roads	9.3%	38.2%	23.5%	17.6%	8.3%	2.9%
Q10-6. Condition of bridges within Township	6.6%	31.1%	33.1%	9.1%	5.6%	14.5%
Q10-7. Snow removal on Township owned roads	20.1%	55.6%	15.7%	4.2%	1.7%	2.7%

**WITHOUT "DON'T KNOW"****Q10. Maintenance and Public Works. Please rate your satisfaction with each of the following. (without "don't know")**

(N=408)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q10-1. Condition of Township owned roads	4.2%	25.6%	22.6%	26.3%	21.3%
Q10-2. Condition of pavement markings on Township owned roads	6.6%	31.6%	28.3%	21.5%	12.1%
Q10-3. Condition/visibility of signs on Township owned roads	8.9%	42.8%	30.4%	12.2%	5.8%
Q10-4. Condition/visibility of traffic signals	11.5%	50.9%	28.8%	5.8%	3.0%
Q10-5. Mowing & tree trimming along Township owned roads	9.6%	39.4%	24.2%	18.2%	8.6%
Q10-6. Condition of bridges within Township	7.7%	36.4%	38.7%	10.6%	6.6%
Q10-7. Snow removal on Township owned roads	20.7%	57.2%	16.1%	4.3%	1.8%

**Q11. Which THREE of the Township maintenance and public works services listed in Question 10 do you think are MOST IMPORTANT for the Township to provide?**

<u>Q11. Top choice</u>	<u>Number</u>	<u>Percent</u>
Condition of Township owned roads	265	65.0 %
Condition of pavement markings on Township owned roads	16	3.9 %
Condition/visibility of signs on Township owned roads	7	1.7 %
Condition/visibility of traffic signals	10	2.5 %
Mowing & tree trimming along Township owned roads	24	5.9 %
Condition of bridges within Township	8	2.0 %
Snow removal on Township owned roads	37	9.1 %
None chosen	41	10.0 %
Total	408	100.0 %

**Q11. Which THREE of the Township maintenance and public works services listed in Question 10 do you think are MOST IMPORTANT for the Township to provide?**

<u>Q11. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Condition of Township owned roads	41	10.0 %
Condition of pavement markings on Township owned roads	72	17.6 %
Condition/visibility of signs on Township owned roads	24	5.9 %
Condition/visibility of traffic signals	21	5.1 %
Mowing & tree trimming along Township owned roads	78	19.1 %
Condition of bridges within Township	41	10.0 %
Snow removal on Township owned roads	56	13.7 %
None chosen	75	18.4 %
Total	408	100.0 %

**Q11. Which THREE of the Township maintenance and public works services listed in Question 10 do you think are MOST IMPORTANT for the Township to provide?**

Q11. 3rd choice	Number	Percent
Condition of Township owned roads	20	4.9 %
Condition of pavement markings on Township owned roads	47	11.5 %
Condition/visibility of signs on Township owned roads	50	12.3 %
Condition/visibility of traffic signals	25	6.1 %
Mowing & tree trimming along Township owned roads	61	15.0 %
Condition of bridges within Township	35	8.6 %
Snow removal on Township owned roads	54	13.2 %
None chosen	116	28.4 %
Total	408	100.0 %

**SUM OF TOP THREE CHOICES**

**Q11. Which THREE of the Township maintenance and public works services listed in Question 10 do you think are MOST IMPORTANT for the Township to provide? (top 3)**

Q11. Top choice	Number	Percent
Condition of Township owned roads	326	79.9 %
Condition of pavement markings on Township owned roads	135	33.1 %
Condition/visibility of signs on Township owned roads	81	19.9 %
Condition/visibility of traffic signals	56	13.7 %
Mowing & tree trimming along Township owned roads	163	40.0 %
Condition of bridges within Township	84	20.6 %
Snow removal on Township owned roads	147	36.0 %
None chosen	41	10.0 %
Total	1033	

**Q12. Code Enforcement. Please rate your satisfaction with each of the following.**

(N=408)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q12-1. Enforcement of weeds & vegetation on private property	4.7%	20.3%	30.9%	9.6%	4.4%	30.1%
Q12-2. Enforcement of sign regulations	3.7%	22.3%	34.3%	6.1%	1.2%	32.4%
Q12-3. Enforcement of junk, debris, inoperative vehicles, etc. on private property	3.2%	17.9%	27.0%	16.7%	10.8%	24.5%
Q12-4. Overall satisfaction with building-permit process	3.7%	16.2%	23.8%	7.1%	2.0%	47.3%
Q12-5. Enforcement of land use & zoning regulations	2.5%	14.0%	25.2%	10.0%	6.1%	42.2%
Q12-6. Enforcement of other nuisance regulations	2.5%	13.0%	28.9%	7.8%	6.6%	41.2%
Q12-7. Enforcement of stormwater & erosion controls	4.7%	15.4%	23.5%	11.0%	5.6%	39.7%

**WITHOUT "DON'T KNOW"****Q12. Code Enforcement. Please rate your satisfaction with each of the following. (without "don't know")**

(N=408)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q12-1. Enforcement of weeds & vegetation on private property	6.7%	29.1%	44.2%	13.7%	6.3%
Q12-2. Enforcement of sign regulations	5.4%	33.0%	50.7%	9.1%	1.8%
Q12-3. Enforcement of junk, debris, inoperative vehicles, etc. on private property	4.2%	23.7%	35.7%	22.1%	14.3%
Q12-4. Overall satisfaction with building-permit process	7.0%	30.7%	45.1%	13.5%	3.7%
Q12-5. Enforcement of land use & zoning regulations	4.2%	24.2%	43.6%	17.4%	10.6%
Q12-6. Enforcement of other nuisance regulations	4.2%	22.1%	49.2%	13.3%	11.3%
Q12-7. Enforcement of stormwater & erosion controls	7.7%	25.6%	39.0%	18.3%	9.3%

**Q13. Parks and Recreation Services. Please rate your satisfaction with each of the following.**

(N=408)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q13-1. New Garden Park	27.9%	40.9%	9.6%	0.7%	0.0%	20.8%
Q13-2. Playground & fitness areas at New Garden Park	25.0%	35.8%	10.5%	1.0%	0.0%	27.7%
Q13-3. Trails at New Garden Park	22.5%	40.2%	8.8%	2.2%	0.0%	26.2%
Q13-4. Pavilions at New Garden Park	23.3%	40.2%	10.3%	0.7%	0.0%	25.5%
Q13-5. Outdoor athletic fields at New Garden Park (baseball, soccer)	20.3%	34.3%	12.0%	0.2%	0.5%	32.6%
Q13-6. Smedley Preserve (former Loch Nairn Golf Course)	4.4%	10.5%	11.8%	8.8%	6.9%	57.6%
Q13-7. Smedley Preserve Trails	4.2%	10.3%	11.8%	7.6%	5.9%	60.3%
Q13-8. Cleanliness of park facilities	13.5%	36.8%	14.7%	2.0%	0.7%	32.4%
Q13-9. Variety of programs & activities offered	9.6%	23.3%	19.4%	2.9%	0.7%	44.1%
Q13-10. Cost of recreational facilities	8.6%	14.5%	19.4%	2.0%	3.4%	52.2%
Q13-11. Adult programs/events	4.9%	11.8%	22.3%	3.2%	1.5%	56.4%
Q13-12. Youth & family programs/events	5.6%	16.2%	18.6%	1.5%	0.5%	57.6%
Q13-13. Mill Race Trail	7.4%	10.5%	15.0%	1.7%	1.0%	64.5%
Q13-14. Landenberg Junction Trail	6.4%	12.5%	14.7%	1.5%	1.0%	64.0%
Q13-15. Laurel Woods Trail	6.9%	14.7%	14.0%	1.2%	0.5%	62.7%
Q13-16. Airport Trail	6.1%	12.5%	12.7%	2.2%	1.2%	65.2%
Q13-17. Kaolin Trail	4.4%	10.5%	13.0%	1.5%	0.7%	69.9%
Q13-18. Maintenance of trails	7.6%	18.9%	16.2%	3.9%	1.2%	52.2%
Q13-19. Connectivity of trail system	4.2%	11.0%	17.2%	7.8%	2.5%	57.4%

**WITHOUT "DON'T KNOW"****Q13. Parks and Recreation Services. Please rate your satisfaction with each of the following. (without "don't know")**

(N=408)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q13-1. New Garden Park	35.3%	51.7%	12.1%	0.9%	0.0%
Q13-2. Playground & fitness areas at New Garden Park	34.6%	49.5%	14.6%	1.4%	0.0%
Q13-3. Trails at New Garden Park	30.6%	54.5%	12.0%	3.0%	0.0%
Q13-4. Pavilions at New Garden Park	31.3%	53.9%	13.8%	1.0%	0.0%
Q13-5. Outdoor athletic fields at New Garden Park (baseball, soccer)	30.2%	50.9%	17.8%	0.4%	0.7%
Q13-6. Smedley Preserve (former Loch Nairn Golf Course)	10.4%	24.9%	27.7%	20.8%	16.2%
Q13-7. Smedley Preserve Trails	10.5%	25.9%	29.6%	19.1%	14.8%
Q13-8. Cleanliness of park facilities	19.9%	54.3%	21.7%	2.9%	1.1%
Q13-9. Variety of programs & activities offered	17.1%	41.7%	34.6%	5.3%	1.3%
Q13-10. Cost of recreational facilities	17.9%	30.3%	40.5%	4.1%	7.2%
Q13-11. Adult programs/ events	11.2%	27.0%	51.1%	7.3%	3.4%
Q13-12. Youth & family programs/events	13.3%	38.2%	43.9%	3.5%	1.2%
Q13-13. Mill Race Trail	20.7%	29.7%	42.1%	4.8%	2.8%
Q13-14. Landenberg Junction Trail	17.7%	34.7%	40.8%	4.1%	2.7%
Q13-15. Laurel Woods Trail	18.4%	39.5%	37.5%	3.3%	1.3%
Q13-16. Airport Trail	17.6%	35.9%	36.6%	6.3%	3.5%
Q13-17. Kaolin Trail	14.6%	35.0%	43.1%	4.9%	2.4%
Q13-18. Maintenance of trails	15.9%	39.5%	33.8%	8.2%	2.6%
Q13-19. Connectivity of trail system	9.8%	25.9%	40.2%	18.4%	5.7%

**Q14. From the list in Question 13, which THREE items do you think should receive most emphasis from the Township over the next 2 years?**

<u>Q14. Top choice</u>	<u>Number</u>	<u>Percent</u>
New Garden Park	57	14.0 %
Playground & fitness areas at New Garden Park	12	2.9 %
Trails at New Garden Park	11	2.7 %
Pavilions at New Garden Park	1	0.2 %
Outdoor athletic fields at New Garden Park (baseball, soccer)	6	1.5 %
Smedley Preserve (former Loch Nairn Golf Course)	45	11.0 %
Smedley Preserve Trails	8	2.0 %
Cleanliness of park facilities	20	4.9 %
Variety of programs & activities offered	10	2.5 %
Cost of recreational facilities	11	2.7 %
Adult programs/events	9	2.2 %
Youth & family programs/events	7	1.7 %
Mill Race Trail	1	0.2 %
Laurel Woods Trail	1	0.2 %
Airport Trail	6	1.5 %
Kaolin Trail	3	0.7 %
Maintenance of trails	20	4.9 %
Connectivity of trail system	31	7.6 %
<u>None chosen</u>	<u>149</u>	<u>36.5 %</u>
Total	408	100.0 %

**Q14. From the list in Question 13, which THREE items do you think should receive most emphasis from the Township over the next 2 years?**

<u>Q14. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
New Garden Park	14	3.4 %
Playground & fitness areas at New Garden Park	18	4.4 %
Trails at New Garden Park	13	3.2 %
Pavilions at New Garden Park	8	2.0 %
Outdoor athletic fields at New Garden Park (baseball, soccer)	8	2.0 %
Smedley Preserve (former Loch Nairn Golf Course)	17	4.2 %
Smedley Preserve Trails	28	6.9 %
Cleanliness of park facilities	20	4.9 %
Variety of programs & activities offered	14	3.4 %
Cost of recreational facilities	4	1.0 %
Adult programs/events	11	2.7 %
Youth & family programs/events	13	3.2 %
Landenberg Junction Trail	1	0.2 %
Laurel Woods Trail	2	0.5 %
Airport Trail	3	0.7 %
Kaolin Trail	3	0.7 %
Maintenance of trails	23	5.6 %
Connectivity of trail system	20	4.9 %
<u>None chosen</u>	<u>188</u>	<u>46.1 %</u>
Total	408	100.0 %

**Q14. From the list in Question 13, which THREE items do you think should receive most emphasis from the Township over the next 2 years?**

Q14. 3rd choice	Number	Percent
New Garden Park	8	2.0 %
Playground & fitness areas at New Garden Park	12	2.9 %
Trails at New Garden Park	16	3.9 %
Pavilions at New Garden Park	7	1.7 %
Outdoor athletic fields at New Garden Park (baseball, soccer)	11	2.7 %
Smedley Preserve (former Loch Nairn Golf Course)	5	1.2 %
Smedley Preserve Trails	11	2.7 %
Cleanliness of park facilities	17	4.2 %
Variety of programs & activities offered	16	3.9 %
Cost of recreational facilities	8	2.0 %
Adult programs/events	15	3.7 %
Youth & family programs/events	11	2.7 %
Mill Race Trail	2	0.5 %
Landenberg Junction Trail	1	0.2 %
Laurel Woods Trail	1	0.2 %
Airport Trail	4	1.0 %
Kaolin Trail	1	0.2 %
Maintenance of trails	15	3.7 %
Connectivity of trail system	22	5.4 %
None chosen	225	55.1 %
Total	408	100.0 %

**SUM OF TOP THREE CHOICES**

**Q14. From the list in Question 13, which THREE items do you think should receive most emphasis from the Township over the next 2 years? (top 3)**

Q14. Top choice	Number	Percent
New Garden Park	79	19.4 %
Playground & fitness areas at New Garden Park	42	10.3 %
Trails at New Garden Park	40	9.8 %
Pavilions at New Garden Park	16	3.9 %
Outdoor athletic fields at New Garden Park (baseball, soccer)	25	6.1 %
Smedley Preserve (former Loch Nairn Golf Course)	67	16.4 %
Smedley Preserve Trails	47	11.5 %
Cleanliness of park facilities	57	14.0 %
Variety of programs & activities offered	40	9.8 %
Cost of recreational facilities	23	5.6 %
Adult programs/events	35	8.6 %
Youth & family programs/events	31	7.6 %
Mill Race Trail	3	0.7 %
Landenberg Junction Trail	2	0.5 %
Laurel Woods Trail	4	1.0 %
Airport Trail	13	3.2 %
Kaolin Trail	7	1.7 %
Maintenance of trails	58	14.2 %
Connectivity of trail system	73	17.9 %
None chosen	149	36.5 %
Total	811	

**Q15. Have you or members of your household used any Township parks, recreation facilities, or other recreation amenities during the past year?**

Q15. Have your household members used any Township parks, recreation facilities, or other recreation amenities during past year

	Number	Percent
Yes	274	67.2 %
No	134	32.8 %
Total	408	100.0 %

**Q15a. How frequently do you or the members of your household visit Township parks, recreation facilities, or other recreation amenities?**

Q15a. How frequently do your household members visit Township parks, recreation facilities, or other recreation amenities

	Number	Percent
Daily	12	4.4 %
Weekly	56	20.4 %
Monthly	78	28.5 %
A few times per year	127	46.4 %
Not provided	1	0.4 %
Total	274	100.0 %

**WITHOUT "NOT PROVIDED"****Q15a. How frequently do you or the members of your household visit Township parks, recreation facilities, or other recreation amenities? (without "not provided")**

Q15a. How frequently do your household members visit Township parks, recreation facilities, or other recreation amenities

	Number	Percent
Daily	12	4.4 %
Weekly	56	20.5 %
Monthly	78	28.6 %
A few times per year	127	46.5 %
Total	273	100.0 %

**Q18. New Garden Flying Field. Please rate your satisfaction with each of the following.**

(N=408)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q18-1. Family programs/events held at the airport	9.3%	17.2%	14.0%	1.0%	3.2%	55.4%
Q18-2. Accessibility of the airport	11.8%	21.8%	15.2%	1.0%	2.7%	47.5%
Q18-3. How easy it is to find information when visiting the airport's website	7.8%	11.8%	15.4%	1.0%	1.0%	63.0%
Q18-4. Customer service at the airport	6.9%	7.4%	11.5%	0.5%	1.0%	72.8%
Q18-5. Appearance & maintenance of the airport	10.0%	18.4%	14.5%	2.0%	2.2%	52.9%
Q18-6. How easy it is to receive information when calling the airport	5.9%	5.6%	10.3%	0.7%	1.5%	76.0%
Q18-7. Overall quality of the airport's social media (website, Facebook)	7.4%	7.8%	11.8%	0.5%	1.5%	71.1%

**WITHOUT "DON'T KNOW"****Q18. New Garden Flying Field. Please rate your satisfaction with each of the following. (without "don't know")**

(N=408)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q18-1. Family programs/events held at the airport	20.9%	38.5%	31.3%	2.2%	7.1%
Q18-2. Accessibility of the airport	22.4%	41.6%	29.0%	1.9%	5.1%
Q18-3. How easy it is to find information when visiting the airport's website	21.2%	31.8%	41.7%	2.6%	2.6%
Q18-4. Customer service at the airport	25.2%	27.0%	42.3%	1.8%	3.6%
Q18-5. Appearance & maintenance of the airport	21.4%	39.1%	30.7%	4.2%	4.7%
Q18-6. How easy it is to receive information when calling the airport	24.5%	23.5%	42.9%	3.1%	6.1%
Q18-7. Overall quality of the airport's social media (website, Facebook)	25.4%	27.1%	40.7%	1.7%	5.1%

**Q19. Transportation and Infrastructure. Please rate your satisfaction with each of the following.**

(N=408)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q19-1. Safety while walking in New Garden Township	14.2%	29.7%	23.3%	15.9%	6.6%	10.3%
Q19-2. Safety while driving in New Garden Township	15.2%	42.4%	21.1%	16.4%	2.7%	2.2%
Q19-3. Quality of road infrastructure in New Garden Township	4.9%	28.9%	22.1%	26.7%	15.0%	2.5%
Q19-4. Traffic calming measures on Township streets (e.g., speed bumps, chicanes, raised sidewalks, road narrowing, roundabouts)	5.9%	26.2%	33.1%	18.4%	8.8%	7.6%
Q19-5. Availability of community-led efforts to improve or maintain existing roadways	2.0%	14.0%	22.1%	14.0%	9.1%	39.0%
Q19-6. Availability of paths & walking trails	10.0%	31.1%	26.2%	7.1%	6.6%	18.9%
Q19-7. Accessibility of reliable public transportation in New Garden Township	2.7%	6.6%	15.4%	13.2%	13.2%	48.8%
Q19-8. Adequate physical infrastructure facilities	4.9%	14.0%	29.7%	5.1%	3.9%	42.4%
Q19-9. Availability of electric vehicle charging stations	3.2%	5.1%	14.0%	6.6%	7.4%	63.7%

**WITHOUT "DON'T KNOW"****Q19. Transportation and Infrastructure. Please rate your satisfaction with each of the following. (without "don't know")**

(N=408)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q19-1. Safety while walking in New Garden Township	15.8%	33.1%	26.0%	17.8%	7.4%
Q19-2. Safety while driving in New Garden Township	15.5%	43.4%	21.6%	16.8%	2.8%
Q19-3. Quality of road infrastructure in New Garden Township	5.0%	29.6%	22.6%	27.4%	15.3%
Q19-4. Traffic calming measures on Township streets (e.g., speed bumps, chicanes, raised sidewalks, road narrowing, roundabouts)	6.4%	28.4%	35.8%	19.9%	9.5%
Q19-5. Availability of community-led efforts to improve or maintain existing roadways	3.2%	22.9%	36.1%	22.9%	14.9%
Q19-6. Availability of paths & walking trails	12.4%	38.4%	32.3%	8.8%	8.2%
Q19-7. Accessibility of reliable public transportation in New Garden Township	5.3%	12.9%	30.1%	25.8%	25.8%
Q19-8. Adequate physical infrastructure facilities	8.5%	24.3%	51.5%	8.9%	6.8%
Q19-9. Availability of electric vehicle charging stations	8.8%	14.2%	38.5%	18.2%	20.3%

**Q20. Which THREE of the services listed in Question 19 do you think should receive the MOST EMPHASIS from the Township over the next two years?**

<u>Q20. Top choice</u>	<u>Number</u>	<u>Percent</u>
Safety while walking in New Garden Township	79	19.4 %
Safety while driving in New Garden Township	59	14.5 %
Quality of road infrastructure in New Garden Township	118	28.9 %
Traffic calming measures on Township streets (e.g., speed bumps, chicanes, raised sidewalks, road narrowing, roundabouts)	32	7.8 %
Availability of community-led efforts to improve or maintain existing roadways	9	2.2 %
Availability of paths & walking trails	18	4.4 %
Accessibility of reliable public transportation in New Garden Township	20	4.9 %
Adequate physical infrastructure facilities	4	1.0 %
Availability of electric vehicle charging stations	12	2.9 %
None chosen	57	14.0 %
Total	408	100.0 %

**Q20. Which THREE of the services listed in Question 19 do you think should receive the MOST EMPHASIS from the Township over the next two years?**

<u>Q20. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Safety while walking in New Garden Township	36	8.8 %
Safety while driving in New Garden Township	81	19.9 %
Quality of road infrastructure in New Garden Township	65	15.9 %
Traffic calming measures on Township streets (e.g., speed bumps, chicanes, raised sidewalks, road narrowing, roundabouts)	39	9.6 %
Availability of community-led efforts to improve or maintain existing roadways	24	5.9 %
Availability of paths & walking trails	31	7.6 %
Accessibility of reliable public transportation in New Garden Township	15	3.7 %
Adequate physical infrastructure facilities	7	1.7 %
Availability of electric vehicle charging stations	12	2.9 %
None chosen	98	24.0 %
Total	408	100.0 %

**Q20. Which THREE of the services listed in Question 19 do you think should receive the MOST EMPHASIS from the Township over the next two years?**

<u>Q20. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Safety while walking in New Garden Township	42	10.3 %
Safety while driving in New Garden Township	35	8.6 %
Quality of road infrastructure in New Garden Township	44	10.8 %
Traffic calming measures on Township streets (e.g., speed bumps, chicanes, raised sidewalks, road narrowing, roundabouts)	39	9.6 %
Availability of community-led efforts to improve or maintain existing roadways	20	4.9 %
Availability of paths & walking trails	35	8.6 %
Accessibility of reliable public transportation in New Garden Township	15	3.7 %
Adequate physical infrastructure facilities	11	2.7 %
Availability of electric vehicle charging stations	14	3.4 %
None chosen	153	37.5 %
Total	408	100.0 %

**SUM OF TOP THREE CHOICES**

**Q20. Which THREE of the services listed in Question 19 do you think should receive the MOST EMPHASIS from the Township over the next two years? (top 3)**

<u>Q20. Top choice</u>	<u>Number</u>	<u>Percent</u>
Safety while walking in New Garden Township	157	38.5 %
Safety while driving in New Garden Township	175	42.9 %
Quality of road infrastructure in New Garden Township	227	55.6 %
Traffic calming measures on Township streets (e.g., speed bumps, chicanes, raised sidewalks, road narrowing, roundabouts)	110	27.0 %
Availability of community-led efforts to improve or maintain existing roadways	53	13.0 %
Availability of paths & walking trails	84	20.6 %
Accessibility of reliable public transportation in New Garden Township	50	12.3 %
Adequate physical infrastructure facilities	22	5.4 %
Availability of electric vehicle charging stations	38	9.3 %
None chosen	57	14.0 %
Total	973	

**Q21. How do you typically get around New Garden?**

<u>Q21. How do you typically get around New Garden</u>	<u>Number</u>	<u>Percent</u>
Drive alone in a car, truck, SUV, van, or other vehicle	396	97.1 %
Ride alone in a taxi, Uber, Lyft	8	2.0 %
Carpool with other people	56	13.7 %
Walk	108	26.5 %
Bicycle	28	6.9 %
eBike	3	0.7 %
Other	3	0.7 %
Total	602	

**Q21-8. Other:**

<u>Q21-8. Other</u>	<u>Number</u>	<u>Percent</u>
Running	2	66.7 %
Motorcycle	1	33.3 %
Total	3	100.0 %

**Q22. In the last year, have you experienced any of the following transportation-related challenges in New Garden?**

<u>Q22. What transportation-related challenges in New Garden have you experienced in last year</u>	<u>Number</u>	<u>Percent</u>
Traffic congestion	218	53.4 %
Poor road conditions (potholes, cracks, etc.)	306	75.0 %
Lack of bike lanes or safe walking paths	143	35.0 %
Difficulty getting to important destination (e.g., shopping, schools, parks)	48	11.8 %
Lack of public transit options	73	17.9 %
Other	21	5.1 %
Total	809	

**Q23. How important do you think it is to construct new streets in the Township to provide more connections and improve access to different parts of New Garden?**

Q23. How important is it to construct new streets in Township to provide more connections & improve access to different parts of New Garden

	Number	Percent
Very important	68	16.7 %
Somewhat important	123	30.1 %
Not at all important	163	40.0 %
Don't know	54	13.2 %
Total	408	100.0 %

**WITHOUT "DON'T KNOW"**

**Q23. How important do you think it is to construct new streets in the Township to provide more connections and improve access to different parts of New Garden? (without "don't know")**

Q23. How important is it to construct new streets in Township to provide more connections & improve access to different parts of New Garden

	Number	Percent
Very important	68	19.2 %
Somewhat important	123	34.7 %
Not at all important	163	46.0 %
Total	354	100.0 %

**Q24. How important do you think it is to increase the capacity of streets (e.g., adding lanes, improving intersections) to reduce traffic congestion and improve travel times?**

Q24. How important is it to increase capacity of streets to reduce traffic congestion & improve travel times

	Number	Percent
Very important	158	38.7 %
Somewhat important	152	37.3 %
Not at all important	67	16.4 %
Don't know	31	7.6 %
Total	408	100.0 %

**WITHOUT "DON'T KNOW"**

**Q24. How important do you think it is to increase the capacity of streets (e.g., adding lanes, improving intersections) to reduce traffic congestion and improve travel times? (without "don't know")**

Q24. How important is it to increase capacity of streets to reduce traffic congestion & improve travel times

	Number	Percent
Very important	158	41.9 %
Somewhat important	152	40.3 %
Not at all important	67	17.8 %
Total	377	100.0 %

**Q25. Economic Development. Which ONE of the following is most needed for New Garden Township?**

Q25. Which following is most needed for New Garden Township	Number	Percent
More career opportunities	29	7.1 %
More commercial/industrial growth	35	8.6 %
More affordable/workforce housing	44	10.8 %
Professional services (medical, insurance, finance, etc.)	42	10.3 %
More shopping & dining options	102	25.0 %
More entertainment & recreational venues	41	10.0 %
Public transportation	22	5.4 %
Other	30	7.4 %
Not provided	63	15.4 %
Total	408	100.0 %

**WITHOUT "NOT PROVIDED"****Q25. Economic Development. Which ONE of the following is most needed for New Garden Township? (without "not provided")**

Q25. Which following is most needed for New Garden Township	Number	Percent
More career opportunities	29	8.4 %
More commercial/industrial growth	35	10.1 %
More affordable/workforce housing	44	12.8 %
Professional services (medical, insurance, finance, etc.)	42	12.2 %
More shopping & dining options	102	29.6 %
More entertainment & recreational venues	41	11.9 %
Public transportation	22	6.4 %
Other	30	8.7 %
Total	345	100.0 %

**Q26. Which TWO of the following benefits of economic development are MOST IMPORTANT to you?**

Q26. Top choice	Number	Percent
More available jobs in New Garden Township	28	6.9 %
Business growth & opportunities	52	12.7 %
Improved awareness (reputation) of New Garden	30	7.4 %
Variety of places to shop locally	66	16.2 %
Quality of educational opportunities	33	8.1 %
Higher standard of living	40	9.8 %
Stronger tax base (pays for public services, infrastructure, amenities)	53	13.0 %
Entertainment, athletic, & recreation opportunities	32	7.8 %
Professional services (medical, insurance, finance, etc.)	20	4.9 %
Other	16	3.9 %
None chosen	38	9.3 %
Total	408	100.0 %

**Q26. Which TWO of the following benefits of economic development are MOST IMPORTANT to you?**

Q26. 2nd choice	Number	Percent
More available jobs in New Garden Township	12	2.9 %
Business growth & opportunities	26	6.4 %
Improved awareness (reputation) of New Garden	26	6.4 %
Variety of places to shop locally	43	10.5 %
Quality of educational opportunities	40	9.8 %
Higher standard of living	29	7.1 %
Stronger tax base (pays for public services, infrastructure, amenities)	46	11.3 %
Entertainment, athletic, & recreation opportunities	44	10.8 %
Professional services (medical, insurance, finance, etc.)	52	12.7 %
Other	9	2.2 %
None chosen	81	19.9 %
Total	408	100.0 %

**SUM OF TOP TWO CHOICES****Q26. Which TWO of the following benefits of economic development are MOST IMPORTANT to you? (top 2)**

Q26. Top choice	Number	Percent
More available jobs in New Garden Township	40	9.8 %
Business growth & opportunities	78	19.1 %
Improved awareness (reputation) of New Garden	56	13.7 %
Variety of places to shop locally	109	26.7 %
Quality of educational opportunities	73	17.9 %
Higher standard of living	69	16.9 %
Stronger tax base (pays for public services, infrastructure, amenities)	99	24.3 %
Entertainment, athletic, & recreation opportunities	76	18.6 %
Professional services (medical, insurance, finance, etc.)	72	17.6 %
Other	25	6.1 %
None chosen	38	9.3 %
Total	735	

**Q27. Including yourself, how many people in your household are...**

	Mean	Sum
number	2.6	1018
Under age 5	0.1	40
Ages 5-9	0.1	47
Ages 10-14	0.1	46
Ages 15-19	0.2	67
Ages 20-24	0.2	60
Ages 25-34	0.3	113
Ages 35-44	0.3	136
Ages 45-54	0.3	138
Ages 55-64	0.4	174
Ages 65-74	0.3	108
Ages 75+	0.2	89

**Q28. What is your age?**

Q28. Your age	Number	Percent
18-34	69	16.9 %
35-44	77	18.9 %
45-54	81	19.9 %
55-64	80	19.6 %
65+	88	21.6 %
Not provided	13	3.2 %
Total	408	100.0 %

**WITHOUT "NOT PROVIDED"****Q28. What is your age? (without "not provided")**

Q28. Your age	Number	Percent
18-34	69	17.5 %
35-44	77	19.5 %
45-54	81	20.5 %
55-64	80	20.3 %
65+	88	22.3 %
Total	395	100.0 %

**Q29. Are you or any members of your family of Hispanic, Spanish, or Latino/a/x ancestry?**

Q29. Are you or any members of your family of Hispanic, Spanish, or Latino/a/x ancestry	Number	Percent
Yes	93	22.8 %
No	313	76.7 %
Not provided	2	0.5 %
Total	408	100.0 %

**WITHOUT "NOT PROVIDED"****Q29. Are you or any members of your family of Hispanic, Spanish, or Latino/a/x ancestry? (without "not provided")**

Q29. Are you or any members of your family of Hispanic, Spanish, or Latino/a/x ancestry	Number	Percent
Yes	93	22.9 %
No	313	77.1 %
Total	406	100.0 %

**Q29-1. How many members of your family of Hispanic, Spanish, or Latino/a/x ancestry?**

Q29-1. How many members of your family are Hispanic, Spanish, or Latino/a/x ancestry	Number	Percent
1	25	26.9 %
2	38	40.9 %
3	11	11.8 %
4	14	15.1 %
5+	5	5.4 %
Total	93	100.0 %

**Q30. Which of the following best describes your race/ethnicity?**

Q30. Your race/ethnicity	Number	Percent
Asian or Asian Indian	9	2.2 %
Black or African American	6	1.5 %
American Indian or Alaska Native	2	0.5 %
White	278	68.1 %
Other	8	2.0 %
Total	303	

**Q30-6. Self-describe your race/ethnicity:**

Q30-6. Self-describe your race/ethnicity	Number	Percent
Mixed	1	12.5 %
Multiple races	1	12.5 %
Italian	1	12.5 %
Irish/Welsh/German	1	12.5 %
Middle Eastern Syrian	1	12.5 %
Hispanic	1	12.5 %
Latino	1	12.5 %
Indian	1	12.5 %
Total	8	100.0 %

**Q31. Approximately how many years have you lived in New Garden?**

Q31. How many years have you lived in New Garden	Number	Percent
0-5	68	16.7 %
6-10	51	12.5 %
11-15	33	8.1 %
16-20	56	13.7 %
21-30	109	26.7 %
31+	76	18.6 %
Not provided	15	3.7 %
Total	408	100.0 %

**WITHOUT "NOT PROVIDED"****Q31. Approximately how many years have you lived in New Garden? (without "not provided")**

Q31. How many years have you lived in New Garden	Number	Percent
0-5	68	17.3 %
6-10	51	13.0 %
11-15	33	8.4 %
16-20	56	14.2 %
21-30	109	27.7 %
31+	76	19.3 %
Total	393	100.0 %

**Q32. Do you plan to retire in New Garden?**

Q32. Do you plan to retire in New Garden	Number	Percent
Yes	276	67.6 %
No	89	21.8 %
Not provided	43	10.5 %
Total	408	100.0 %

**WITHOUT "NOT PROVIDED"****Q32. Do you plan to retire in New Garden? (without "not provided")**

Q32. Do you plan to retire in New Garden	Number	Percent
Yes	276	75.6 %
No	89	24.4 %
Total	365	100.0 %

**Q33. Do you own or rent your current residence?**

Q33. Do you own or rent your current residence	Number	Percent
Own	353	86.5 %
Rent	49	12.0 %
Not provided	6	1.5 %
Total	408	100.0 %

**WITHOUT "NOT PROVIDED"****Q33. Do you own or rent your current residence? (without "not provided")**

Q33. Do you own or rent your current residence	Number	Percent
Own	353	87.8 %
Rent	49	12.2 %
Total	402	100.0 %

**Q34. Would you say your total annual household income is...**

Q34. Your total annual household income	Number	Percent
Under \$30K	15	3.7 %
\$30K to \$49,999	19	4.7 %
\$50K to \$69,999	25	6.1 %
\$70K to \$89,999	34	8.3 %
\$90K to \$119,999	36	8.8 %
\$120K to \$174,999	82	20.1 %
\$175K+	113	27.7 %
Not provided	84	20.6 %
Total	408	100.0 %

**WITHOUT "NOT PROVIDED"****Q34. Would you say your total annual household income is... (without "not provided")**

Q34. Your total annual household income	Number	Percent
Under \$30K	15	4.6 %
\$30K to \$49,999	19	5.9 %
\$50K to \$69,999	25	7.7 %
\$70K to \$89,999	34	10.5 %
\$90K to \$119,999	36	11.1 %
\$120K to \$174,999	82	25.3 %
\$175K+	113	34.9 %
Total	324	100.0 %

**Q35. Your gender:**

Q35. Your gender	Number	Percent
Male	202	49.5 %
Female	200	49.0 %
I prefer to self-identify	2	0.5 %
Not provided	4	1.0 %
Total	408	100.0 %

**WITHOUT "NOT PROVIDED"****Q35. Your gender: (without "not provided")**

Q35. Your gender	Number	Percent
Male	202	50.0 %
Female	200	49.5 %
I prefer to self-identify	2	0.5 %
Total	404	100.0 %

**Q35-3. Self-describe your gender:**

Q35-3. Self-describe your gender	Number	Percent
Nonbinary	1	50.0 %
Non-conforming	1	50.0 %
Total	2	100.0 %

**Q36. What was your primary reason for moving to New Garden?**

Q36. Your primary reason for moving to New Garden	Number	Percent
Employment in New Garden	8	2.0 %
Employment near New Garden	45	11.0 %
Quality of life	93	22.8 %
Cost of housing	35	8.6 %
To be near family	54	13.2 %
Schools	67	16.4 %
Proximity to surrounding areas (e.g., West Chester, DE)	30	7.4 %
Other	44	10.8 %
Not provided	32	7.8 %
Total	408	100.0 %

**WITHOUT "NOT PROVIDED"****Q36. What was your primary reason for moving to New Garden? (without "not provided")**

Q36. Your primary reason for moving to New Garden	Number	Percent
Employment in New Garden	8	2.1 %
Employment near New Garden	45	12.0 %
Quality of life	93	24.7 %
Cost of housing	35	9.3 %
To be near family	54	14.4 %
Schools	67	17.8 %
Proximity to surrounding areas (e.g., West Chester, DE)	30	8.0 %
Other	44	11.7 %
Total	376	100.0 %

**Q37. If you are employed, in what industry do you work?**

Q37. In what industry do you work	Number	Percent
High tech manufacturing	10	2.5 %
Medical (doctor, PA, nurse, tech)	27	6.6 %
Education	29	7.1 %
Law enforcement/first responder (fire, EMS, 911)	3	0.7 %
Trade or technical profession (e.g., electrician, plumber, AC/ HV)	20	4.9 %
Information technology/computer programming	16	3.9 %
Administration/HR	14	3.4 %
Entertainment/music/film/TV/radio	2	0.5 %
Government	2	0.5 %
Marketing/communication/advertising	8	2.0 %
Sales	22	5.4 %
Other	64	15.7 %
Not provided	191	46.8 %
Total	408	100.0 %

**WITHOUT "NOT PROVIDED"****Q37. If you are employed, in what industry do you work? (without "not provided")**

Q37. In what industry do you work	Number	Percent
High tech manufacturing	10	4.6 %
Medical (doctor, PA, nurse, tech)	27	12.4 %
Education	29	13.4 %
Law enforcement/first responder (fire, EMS, 911)	3	1.4 %
Trade or technical profession (e.g., electrician, plumber, AC/ HV)	20	9.2 %
Information technology/computer programming	16	7.4 %
Administration/HR	14	6.5 %
Entertainment/music/film/TV/radio	2	0.9 %
Government	2	0.9 %
Marketing/communication/advertising	8	3.7 %
Sales	22	10.1 %
Other	64	29.5 %
Total	217	100.0 %

**Q37-12. Other:**

<u>Q37-12. Other</u>	<u>Number</u>	<u>Percent</u>
Banking	7	11.5 %
Finance	6	9.8 %
Agriculture	4	6.6 %
Non Profit	4	6.6 %
Pharmaceutical	2	3.3 %
Engineering	2	3.3 %
Mushroom	2	3.3 %
Consulting	2	3.3 %
Trucking	1	1.6 %
Railroad	1	1.6 %
Utilities-Energy	1	1.6 %
Farmer/Agriculture	1	1.6 %
Retired	1	1.6 %
East Penn Railroad	1	1.6 %
Accountant	1	1.6 %
Chemist	1	1.6 %
Defense Contractor-Engineering	1	1.6 %
Restaurant	1	1.6 %
Chemours-Chemical Manufacturing	1	1.6 %
Municipal Water	1	1.6 %
Attorney/Risk Management Consultant to Healthcare	1	1.6 %
Legal Services	1	1.6 %
Waste Management	1	1.6 %
Hospitality	1	1.6 %
Museum Director	1	1.6 %
Pilot	1	1.6 %
Distribution	1	1.6 %
Real Estate	1	1.6 %
Religious	1	1.6 %
Pharmaceutical Development	1	1.6 %
Wholesale Pharma Distribution	1	1.6 %
Farming	1	1.6 %
Attorney	1	1.6 %
Chemical Manufacturer	1	1.6 %
Mushrooms	1	1.6 %
Mental Health Therapist	1	1.6 %
Rental Property Management	1	1.6 %
AEC Consulting	1	1.6 %
FUNERAL HOME	1	1.6 %
Pharma	1	1.6 %
Total	61	100.0 %

**Q38. Where do you work?**

Q38. Where do you work	Number	Percent
New Garden-work from home	81	19.9 %
Kennett Square	37	9.1 %
West Chester	6	1.5 %
Oxford	4	1.0 %
Avondale	6	1.5 %
West Grove	6	1.5 %
Delaware	83	20.3 %
N/A	103	25.2 %
Other	46	11.3 %
Not provided	36	8.8 %
Total	408	100.0 %

**WITHOUT "NOT PROVIDED"****Q38. Where do you work? (without "N/A or not provided")**

Q38. Where do you work	Number	Percent
New Garden-work from home	81	30.1 %
Kennett Square	37	13.8 %
West Chester	6	2.2 %
Oxford	4	1.5 %
Avondale	6	2.2 %
West Grove	6	2.2 %
Delaware	83	30.9 %
Other	46	17.1 %
Total	269	100.0 %

**Q38-9. Other:**

<u>Q38-9. Other</u>	<u>Number</u>	<u>Percent</u>
Philadelphia	5	11.9 %
Wilmington	2	4.8 %
Delaware County	2	4.8 %
Elkton, MD	2	4.8 %
Landenberg	1	2.4 %
Remote	1	2.4 %
Detroit	1	2.4 %
Retired teacher but still substituting in KCSD	1	2.4 %
Chadds Ford	1	2.4 %
Garnet Valley	1	2.4 %
All over Chester County	1	2.4 %
New Garden Toughkenamon	1	2.4 %
Kennett & Wayne	1	2.4 %
Lindenberg	1	2.4 %
Coatesville	1	2.4 %
Maryland	1	2.4 %
Bryn Mawr	1	2.4 %
Wallingford	1	2.4 %
City of Chester	1	2.4 %
Chester, PA	1	2.4 %
KoP	1	2.4 %
Lincoln University	1	2.4 %
Work from home	1	2.4 %
Hybrid, home & Conshohocken	1	2.4 %
Sales rep	1	2.4 %
WORK REMOTE-COMPANY BASED IN TEXAS	1	2.4 %
CHESTER COUNTY-VARIES	1	2.4 %
Aston Township Delco	1	2.4 %
Malvern	1	2.4 %
Lynchburg, VA	1	2.4 %
Glen Mills, PA	1	2.4 %
Radnor Township	1	2.4 %
Media, Delaware County	1	2.4 %
TRI-STATE AREA	1	2.4 %
Media PA	1	2.4 %
Total	42	100.0 %

**Q40. Would you be willing to participate in future surveys sponsored by New Garden Township?**

<u>Q40. Would you be willing to participate in future surveys sponsored by New Garden Township</u>	<u>Number</u>	<u>Percent</u>
Yes	234	57.4 %
No	174	42.6 %
Total	408	100.0 %



**6**

# Survey Instrument



# New Garden Township

299 Starr Rd. Landenberg, PA 19350  
(610) 268-2915; [www.newgarden.org](http://www.newgarden.org)

May 2025

Dear New Garden Township Resident,

You have been selected to participate in the 2025 New Garden Township Community Survey!

The New Garden Township Board of Supervisors and staff believe it is critical to ask residents about their satisfaction with the Township's services provided to our community. Your responses to this survey will be used to improve existing programs and help determine long-range planning.

Your household was randomly selected to participate in this survey, and your participation is vital to making it a success. To perform the survey, New Garden Township has contracted with ETC Institute, which has been serving local government organizations since 1982 and is one of the leading market research firms in the nation.

It is important to note that **your survey responses will remain confidential!** ETC Institute will present the results in a summary format as a final report to the New Garden Township Board of Supervisors at a future public meeting.

We realize your time is valuable, so we made this survey as quick and easy as possible. The time you invest in this survey will help us understand the needs of our community and influence future New Garden Township planning decisions.

Please complete the survey **within the next two weeks**. A postage-paid envelope addressed to ETC Institute has been provided for your convenience. If you prefer, you can also complete the survey online at [newgardentownshipsurvey.org](http://newgardentownshipsurvey.org) or by scanning the QR code below.

If you have any questions, please contact ETC Institute's Project Manager, Ryan Murray, at (913) 254-4598 or by email to [ryan.murray@etcinstitute.com](mailto:ryan.murray@etcinstitute.com) OR if you prefer, please reach out to Township staff at (610) 268-2915 or by email to [office@newgarden.org](mailto:office@newgarden.org).

***Si tiene preguntas acerca de la encuesta y no habla inglés, por favor llame al 1-844-811-0411.***

Sincerely,

Christopher Himes  
Township Manager



# 2025 New Garden Township Community Survey

Please take a few minutes to complete this survey. Your input is an important part of the Township's planning process and will be used by leaders to make planning and investment decisions. If you prefer, you can take this survey at [newgardentownshipsurvey.org](http://newgardentownshipsurvey.org).

**1. Overall Ratings of New Garden Township. Please rate the Township of New Garden with regard to each of the following.**

Rating New Garden Township...		Excellent	Good	Neutral	Below Average	Poor	Don't Know
1.	As a place to live	5	4	3	2	1	9
2.	As a place to raise children	5	4	3	2	1	9
3.	As a place to work	5	4	3	2	1	9
4.	As a place to retire	5	4	3	2	1	9
5.	As a place you are proud to call home	5	4	3	2	1	9

**2. Communication. Please rate your satisfaction with the following.**

How satisfied are you with...		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	How easy it is to find information when visiting the township's website	5	4	3	2	1	9
2.	How easy it is to receive information when calling the township	5	4	3	2	1	9
3.	Overall quality of the township's social media (Facebook, YouTube, etc.)	5	4	3	2	1	9
4.	Overall quality of the township's news	5	4	3	2	1	9
5.	Availability of information on township services and programs	5	4	3	2	1	9
6.	Timeliness of information provided by the township	5	4	3	2	1	9
7.	Access to information about the township's finances and budget	5	4	3	2	1	9
8.	Overall level of public involvement in local decision making	5	4	3	2	1	9
9.	The township's open records request process	5	4	3	2	1	9

**3. Which THREE of the services listed in Question 2 do you think are MOST IMPORTANT for the township to focus on over the next year? [Write in your answers below using the numbers from the list in Question 2, or circle "NONE."]**

1st: \_\_\_\_      2nd: \_\_\_\_      3rd: \_\_\_\_      NONE

**4. Where do you currently get news and information about township programs, services and events? [Check all that apply.]**

- \_\_\_\_ (1) New Garden Township's social media (e.g., Facebook, YouTube)
- \_\_\_\_ (2) Monthly News Flash
- \_\_\_\_ (3) New Garden Township's website
- \_\_\_\_ (4) YouTube channel
- \_\_\_\_ (5) Other: \_\_\_\_\_

**5. From which TWO sources of information listed in Question 4 would you prefer to get information from the township? [Write in your answers below using the numbers from the list in Question 4, or circle "NONE."]**

1st: \_\_\_\_      2nd: \_\_\_\_      NONE

**6. Customer Service. Have you called New Garden Township with a question, problem, or complaint during the past year?**

- \_\_\_\_ (1) Yes [Answer Q6a-b.]      \_\_\_\_ (2) No [Skip to Q7.]      \_\_\_\_ (9) Don't know [Skip to Q7.]

**6a. Please rate your satisfaction with each of the following.**

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. How easy the township was to contact	5	4	3	2	1	9
2. Courteousness of staff	5	4	3	2	1	9
3. The accuracy of the information and assistance given	5	4	3	2	1	9
4. How quickly township staff responded to your request	5	4	3	2	1	9
5. How well your issue was handled	5	4	3	2	1	9

**6b. Have you visited Town Hall in the past year?** \_\_\_\_ (1) Yes \_\_\_\_ (2) No

**7. Public Safety. Please rate your satisfaction with each of the following.**

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01. The visibility of police in neighborhoods	5	4	3	2	1	9
02. Overall competence of Police Department employees	5	4	3	2	1	9
03. How quickly police respond to emergencies	5	4	3	2	1	9
04. Enforcement of local traffic laws	5	4	3	2	1	9
05. Enforcement of speeding laws	5	4	3	2	1	9
06. Overall attitude and behavior of Police Department personnel toward citizens	5	4	3	2	1	9
07. Overall efforts to prevent crime	5	4	3	2	1	9
08. Overall professionalism of Police Department personnel	5	4	3	2	1	9
09. How quickly firefighters respond to emergencies	5	4	3	2	1	9
10. The number of community outreach events provided by the Fire Department and Police	5	4	3	2	1	9
11. The quality of community outreach events provided by the Fire Department and Police	5	4	3	2	1	9
12. Overall satisfaction in the services provided by the Fire Department and Police	5	4	3	2	1	9
13. Overall professionalism of Fire Department personnel	5	4	3	2	1	9

**8. Which THREE of the public safety items listed above in question 7 would you recommend receive the MOST EMPHASIS from township leaders over the next TWO years?** [Write in your answers below using the numbers from the list in Question 7, or circle "NONE."]

1st: \_\_\_\_ 2nd: \_\_\_\_ 3rd: \_\_\_\_ NONE

**9. Which THREE of the following initiatives would you like to see emphasized most by the township's Police Department?** [Write in your answers below using the numbers from the list below.]

- |   |   |
|---|---|
| (1) Additional drug and alcohol enforcement               | (6) Additional residential patrolling by officers |
| (2) Additional traffic enforcement                        | (7) Additional enforcement of animal control      |
| (3) Introduction of automated traffic enforcement systems | (8) Additional public safety education programs   |
| (4) Additional use of speed radar trailers                | (9) Neighborhood watch or business watch          |
| (5) Additional police problem-solving in neighborhoods    |   |

1st: \_\_\_\_ 2nd: \_\_\_\_ 3rd: \_\_\_\_

**10. Maintenance and Public Works. Please rate your satisfaction with each of the following.**

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Condition of township owned roads	5	4	3	2	1	9
2. Condition of pavement markings on township owned roads	5	4	3	2	1	9
3. Condition/visibility of signs on township owned roads	5	4	3	2	1	9
4. Condition/visibility of traffic signals	5	4	3	2	1	9
5. Mowing and tree trimming along township owned roads	5	4	3	2	1	9
6. Condition of bridges within the township	5	4	3	2	1	9
7. Snow removal on township owned roads	5	4	3	2	1	9

11. Which **THREE** of the township maintenance and public works services listed in Question 10 on the previous page do you think are **MOST IMPORTANT** for the township to provide? [Write in your answers below using the numbers from the list in Question 10, or circle "NONE."]

1st: \_\_\_\_ 2nd: \_\_\_\_ 3rd: \_\_\_\_ NONE

12. **Code Enforcement.** Please rate your satisfaction with each of the following.

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. The enforcement of weeds and vegetation on private property	5	4	3	2	1	9
2. The enforcement of sign regulations	5	4	3	2	1	9
3. The enforcement of junk, debris, inoperative vehicles, etc. on private property	5	4	3	2	1	9
4. Overall satisfaction with the building-permit process	5	4	3	2	1	9
5. The enforcement of land use and zoning regulations	5	4	3	2	1	9
6. The enforcement of other nuisance regulations	5	4	3	2	1	9
7. The enforcement of stormwater and erosion controls	5	4	3	2	1	9

13. **Parks and Recreation Services.** Please rate your satisfaction with each of the following.

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01. New Garden Park	5	4	3	2	1	9
02. Playground and Fitness areas at New Garden Park	5	4	3	2	1	9
03. Trails at New Garden Park	5	4	3	2	1	9
04. Pavilions at New Garden Park	5	4	3	2	1	9
05. Outdoor athletic fields at New Garden Park (baseball, soccer)	5	4	3	2	1	9
06. Smedley Preserve (former Loch Nairn Golf course)	5	4	3	2	1	9
07. Smedley Preserve Trails	5	4	3	2	1	9
08. Cleanliness of park facilities	5	4	3	2	1	9
09. Variety of programming and activities offered	5	4	3	2	1	9
10. Cost of recreational facilities	5	4	3	2	1	9
11. Adult programming/events	5	4	3	2	1	9
12. Youth and Family programming/events	5	4	3	2	1	9
13. Mill Race Trail	5	4	3	2	1	9
14. Landenberg Junction Trail	5	4	3	2	1	9
15. Laurel Woods Trail	5	4	3	2	1	9
16. Airport Trail	5	4	3	2	1	9
17. Kaolin Trail	5	4	3	2	1	9
18. Maintenance of trails	5	4	3	2	1	9
19. Connectivity of trail system	5	4	3	2	1	9

14. From the list in Question 13, Which **THREE** items do you think should receive most emphasis from the Township over the next 2 years? [Write in your answers below using the numbers from the list in Question 13, or circle "NONE."]

1st: \_\_\_\_ 2nd: \_\_\_\_ 3rd: \_\_\_\_ NONE

15. Have you or members of your household used any township parks, recreation facilities, or other recreation amenities during the past year?

\_\_\_\_(1) Yes [Answer Q15a.] \_\_\_\_ (2) No [Skip to Q16.]

15a. How frequently do you or the members of your household visit township parks, recreation facilities, or other recreation amenities?

\_\_\_\_(1) Daily \_\_\_\_ (2) Weekly \_\_\_\_ (3) Monthly \_\_\_\_ (4) A few times per year

16. **What park do you or the members of your household visit most frequently?**

---

17. **What specific improvements would you most like to see made at that park?**

---

18. **New Garden Flying Field. Please rate your satisfaction with each of the following.**

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Family programming/events held at the airport	5	4	3	2	1	9
2. Accessibility of the airport	5	4	3	2	1	9
3. How easy it is to find information when visiting the airport's website	5	4	3	2	1	9
4. Customer service at the airport	5	4	3	2	1	9
5. The appearance and maintenance of the airport	5	4	3	2	1	9
6. How easy it is to receive information when calling the airport	5	4	3	2	1	9
7. The overall quality of the airport's social media (website, Facebook)	5	4	3	2	1	9

19. **Transportation and Infrastructure. Please rate your satisfaction with each of the following.**

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Safety while walking in New Garden Township	5	4	3	2	1	9
2. Safety while driving in New Garden Township	5	4	3	2	1	9
3. The quality of road infrastructure in New Garden Township	5	4	3	2	1	9
4. Traffic calming measures on township streets (e.g., speed bumps, chicanes, raised sidewalks, road narrowing, roundabouts)	5	4	3	2	1	9
5. Availability of community-led efforts to improve or maintain existing roadways	5	4	3	2	1	9
6. Availability of paths and walking trails	5	4	3	2	1	9
7. Accessibility of reliable public transportation in New Garden Township	5	4	3	2	1	9
8. Adequate physical infrastructure facilities	5	4	3	2	1	9
9. Availability of electric vehicle charging stations	5	4	3	2	1	9

20. **Which THREE of the services listed in Question 19 do you think should receive the MOST EMPHASIS from the township over the next two years? [Write in your answers below using the numbers from the list in Question 19, or circle "NONE."]**

1st: \_\_\_\_ 2nd: \_\_\_\_ 3rd: \_\_\_\_ NONE

21. **How do you typically get around New Garden? [Check all that apply.]**

- |  |                       |
|--|-----------------------|
| ____ (1) Drive alone in a car, truck, SUV, van, or other vehicle | ____ (5) Walk         |
| ____ (2) Ride alone in a taxi, Uber, Lyft                        | ____ (6) Bicycle      |
| ____ (3) Carpool with other people                               | ____ (7) E-Bike       |
| ____ (4) Vanpool   | ____ (8) Other: _____ |

22. **In the last year, have you experienced any of the following transportation-related challenges in New Garden? [Check all that apply.]**

- |  |   |
|--|---|
| ____ (1) Traffic congestion                            | ____ (4) Difficulty getting to important destination (e.g., shopping, schools, parks) |
| ____ (2) Poor road conditions (potholes, cracks, etc.) | ____ (5) Lack of public transit options   |
| ____ (3) Lack of bike lanes or safe walking paths      | ____ (6) Other: _____   |

23. **How important do you think it is to construct new streets in the township to provide more connections and improve access to different parts of New Garden?**

- \_\_\_\_ (3) Very important    \_\_\_\_ (2) Somewhat important    \_\_\_\_ (1) Not at all important    \_\_\_\_ (9) Don't know



**36. What was your primary reason for moving to New Garden? [Select one.]**

- |   |  |
|---|--|
| <input type="checkbox"/> (1) Employment in New Garden   | <input type="checkbox"/> (5) To be near family                                       |
| <input type="checkbox"/> (2) Employment near New Garden | <input type="checkbox"/> (6) Schools   |
| <input type="checkbox"/> (3) Quality of life            | <input type="checkbox"/> (7) Proximity to surrounding areas (e.g., West Chester, DE) |
| <input type="checkbox"/> (4) Cost of housing            | <input type="checkbox"/> (8) Other: _____  |

**37. If you are employed, in what industry do you work? [Select one.]**

- |   |   |
|---|---|
| <input type="checkbox"/> (01) High tech manufacturing   | <input type="checkbox"/> (07) Administration/HR                   |
| <input type="checkbox"/> (02) Medical (doctor, PA, nurse, tech)                                 | <input type="checkbox"/> (08) Entertainment/music/film/TV/radio   |
| <input type="checkbox"/> (03) Education   | <input type="checkbox"/> (09) Government                          |
| <input type="checkbox"/> (04) Law enforcement/first responder (fire, EMS, 911)                  | <input type="checkbox"/> (10) Marketing/communication/advertising |
| <input type="checkbox"/> (05) Trade or technical profession (e.g., electrician, plumber, AC/HV) | <input type="checkbox"/> (11) Sales                               |
| <input type="checkbox"/> (06) Information technology/computer programming                       | <input type="checkbox"/> (12) Other: _____                        |

**38. Where do you work? [Select one.]**

- |  |   |
|--|---|
| <input type="checkbox"/> (1) New Garden - work from home | <input type="checkbox"/> (6) West Grove   |
| <input type="checkbox"/> (2) Kennett Square              | <input type="checkbox"/> (7) Delaware     |
| <input type="checkbox"/> (3) West Chester                | <input type="checkbox"/> (8) N/A          |
| <input type="checkbox"/> (4) Oxford                      | <input type="checkbox"/> (9) Other: _____ |
| <input type="checkbox"/> (5) Avondale                    |   |

**39. If you have any other suggestions you would like to make, please provide them here.**

---

---

---

**40. Would you be willing to participate in future surveys sponsored by New Garden Township?**

- (1) Yes [Answer Q40a.]       (2) No

**40a. Please provide your contact information.**

Mobile Phone Number: \_\_\_\_\_

Email Address: \_\_\_\_\_

**This concludes the survey. We appreciate your time!**  
Please return your completed survey in the enclosed return-reply envelope addressed to:  
ETC Institute, 725 W. Frontier Circle, Olathe, KS 66061