



Business is good.
Life is better!

Town of Londonderry

Community Development Department

268B Mammoth Road
Londonderry, New Hampshire 03053
Phone (603) 432-1100 x134
www.thriveinlondonderry.com
www.londonderrynh.org



**TOWN OF LONDONDERRY
MASTER PLAN STEERING COMMITTEE
SEPTEMBER 28, 2011
7 PM, LONDONDERRY CABLE ACCESS STUDIO
AGENDA**

- I. Call to Order
- II. Review/Approve July 27, 2011 minutes
- III. Public Comment
 - a. Andy Mack
- IV. Finalize the Comprehensive Master Plan RFP
- V. Discuss the Community Survey
- VI. Adjournment



Londonderry

Business is good. Life is better.

Request for Proposals:

2012 Master Plan

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I. *Introduction*

The Planning Board of the Town of Londonderry, New Hampshire (Board) is soliciting proposals for professional services (Consultant) to assist the Board in development of a successor to the Town's 2004 Master Plan. The new comprehensive master plan will serve as a guide in considering policy changes, land use planning, budget preparation and capital improvement planning for the Town of Londonderry's future. The Board anticipates work will begin during the fall of 2011 and the finished product will be ready for adoption by the Planning board at a public hearing in late 2012.

A written outline with a fixed fee amount (contained in a separate sealed envelope, see Sections VI and XIV) for required planning tasks must be received by Andre L. Garron, AICP, Community Development Director, at 268B Mammoth Road, Londonderry, New Hampshire 03053, no later than 4:00 pm on **October 31, 2011**.

II. *Background*

The Town of Londonderry is among the top 10 fastest growing communities in the state of New Hampshire. Londonderry's growth has been steady over the past 30 years, after triple and double digit growth 30 years prior to 1990, illustrated by the 1990 Census population of 19,781, the 2000 Census population of 23,236, and a 2010 Census population of 24,129. Economically, over the same time period, Londonderry has seen above average commercial and industrial development. Just in the past decade, the Town averaged over 200,000 square feet of new commercial and industrial development per year. Presently, two significant state infrastructure projects are under construction, I-93 Widening and the Manchester Airport Access Road, both will have a significant impact on Londonderry in the near future and both will provide a challenge to Londonderry's values, growth management and its historic, agricultural, and cultural heritage.

III. *Scope of Service*

The Consultant is expected to provide all information required by NH RSA 674:2 and 674:3. The following outline is offered to describe the general extent of services to be provided by the Consultant. This outline is not necessarily all-inclusive and the Consultant shall include in the proposal any tasks (or alternatives) and services deemed necessary to satisfactorily complete the project. Londonderry encourages consultants to bring innovative thoughts and industry expertise to help the community design the approach that best suits the Town.

A. Master Plan Preparation

1. *Executive Summary* - including a summary of recommendations for each of the included master plan elements.

2. *Vision Statement(s)* - Provide a section which provides the Vision for the 2012 Master Plan. The Vision section will articulate the desires of the Town and its citizens, and will provide the guiding principles and priorities for the Plan's implementation. The Vision shall direct all other sections of the Master Plan. Consultants are strongly encourage to create a visioning process that will include, but not limited to:
 - i. A communications plan
 - ii. Inclusion of all Londonderry residents, property owners and stakeholders
 - iii. Creative and innovative strategies to bring out the best possible vision for Londonderry

3. *Land Use*
 - i. Existing land use map, narrative, and analysis;
 - ii. Analysis of existing land use patterns and regulations against future expectations to determine future build-out scenarios;
 - iii. Analysis of existing land use patterns and regulations to determine various recommendations for innovation, sustainability, and smart growth techniques;
 - iv. Future land use map, narrative, and analysis.

4. *Transportation* - Provide a full study (inventory, analysis, and recommendations) of Londonderry's transportation system, including but not limited to an inventory and needs assessment of the following:
 - i. Roadway (vehicular) network (including consideration of the State's 10-year Highway Plan, Capacity and Level of Service ratings of major roadways and intersections, traffic statistics including the SNHPC Regional Model, traffic and pedestrian safety issues);
 - ii. Alternative/Non-Vehicular (pedestrian, bicycle, other) transportation networks (Including the Londonderry Trailways Master Plan);
 - iii. Mass/public transit, including rail, alternatives and opportunities;
 - iv. Transportation Demand Management (TDM);
 - v. Air Service and the opportunities related to the Manchester-Boston Regional Airport

5. *Economic Development* - Provide a full study of Londonderry's economy, including but not limited to:
 - i. Examine the current pattern and trends of the local economy
 - ii. Examine the strong and weak sectors
 - iii. Examine and identify economic growth areas
 - iv. Examine and assess Londonderry's current and projected labor force and employment position within the region
 - v. Employment requirements of the current labor force and future trends

- vi. Based on Londonderry and the region's population profile, examine the strengths, weaknesses, opportunities and threats regarding are present and future labor force
 - vii. Integrate, expand upon, and analyze the information from Londonderry's 2008 Community Economic Development Plan, SNHPC Regional Economic Development Plan and Target Industry Report to assist Londonderry to create a new economic development strategy
 - viii. Other innovative economic analysis that will give Londonderry a clear picture of its economy
6. *Community Facilities* - Provide a full study of Londonderry's community facilities, including but not limited to an inventory of: the type and location, measure of use, needs assessment, service standards, energy use, waste management and facility maintenance.
 7. *Natural Resources/Open Space Conservation and Preservation* - Identify critical and sensitive natural resources and areas, along with strategies for their protection, preservation and stewardship in the course of future development (including the past and present work completed by the Open Space Taskforce). Also included in this section is a review and update of the 1991 Water Resources Management and Protection plan (per RSA 4-C:22).
 8. *Natural Hazards* - Identify and assess natural hazards, including how significant weather events has and will impact these assessments, which may cause a threat to the Vision of the Master Plan, along with strategies for avoidance/mitigation of such hazards in the course of future development (building upon the Town's Hazard Mitigation Plan adopted in 2010).
 9. *Utilities* - Identify and assess all existing public and private utilities which serve the town and recommend strategies for addressing present deficiencies and future demands with due consideration of technological advances including but not limited to:
 - i. Residential related growth areas
 - ii. Commercial and industrial related growth areas
 10. *Cultural and Historic Resources* - Identify and assess existing resources, and recommend strategies for their preservation and protection against adverse impacts from other/future land uses and developments.
 11. *Housing and Population* - Provide a full study (inventory, assessment, recommendations) of Londonderry's housing market, stock, conditions, and needs and an analysis of population growth and projections. Recommend strategies to address future housing needs (including regional need) for all age/income levels, and including workforce housing.

12. *Regional Concerns* – Identify and analyze areas or issues of “significant regional concern” (in particular the area south of Manchester-Boston Regional Airport and the area proposed for the Woodmont Commons Development), highlighting the nature of the concern or conflict, and suggesting possible solutions (or alternative means for resolving) (Review SNHPC regional Master Plan, Regional Economic Development Plan, Rail Plans, etc.)
13. *Community Design* – Identify and assess positive physical attributes of Londonderry, and outline the design goals and policies (smart growth, Leadership in Energy and Environmental Design (LEED), Public health initiatives) necessary to guide future public and private development.
(SNHPC Energy inclusion or chapter addition???)
14. *Recreation* – Inventory and assess existing facilities and resources, and identify strategies to provide for existing and future demands including strategies supporting public health initiatives.
15. *Implementation* – An implementation strategy (including a suggested action program that generally describes the actions, time frames, responsibilities, and procedures) necessary for implementing the Vision of the Master Plan and subsequent chapter recommendations. The implementation section is intended to address and monitor the priority issues raised in all other elements of the Plan.
16. *The selected consultant will be responsible for the development of, or assistance in the development of, all necessary maps, graphics, photos, and/or figures within the Master Plan document.*
17. *Other topic areas as deemed appropriate by the consultant and/or the Master Plan Steering Committee.*

IV. *Public Participation*

Public participation is vital to the success of the Master Plan. During the preparation process, which is expected to take about 12-18 months, citizen committees will be created to provide input and review specific chapters of the master plan.

It is required that the selected consultant establish a Master Plan website that will be linked to from the Londonderry Town Website. As each chapter deliverable reaches preliminary draft stage, each deliverable chapter draft will be put on the Master Plan website for review by the public in a word searchable format.

Public participation will play a critical role in the development of the

comprehensive master plan. The consultant's plan for communication and use of emerging social media channels and techniques as a means to encourage public participation will be noted and evaluated. All Master Plan meetings will be broadcast on Londonderry's Cable Access Television.

Numerous public meeting/hearings will be conducted in the course of the formulation of the final Plan, and that posting of interim and final drafts will be posted on the Master Plan web site. The consultant will also be responsible for making presentations to community service and social clubs, as appropriate. It is also expected that one or more formal public presentations will be required of the consultant, before to the adoption of the final Plan.

Respondents are encouraged to include in their response their recommended methods for soliciting and incorporating public input into the Comprehensive Master Plan process, based upon their experience in the field. The use of social media is encouraged to increase public participation.

When all chapters have been completed, a final set of one or more hearings will be scheduled for adoption of the plan.

V. *Town of Londonderry Staff Involvement*

While the Community Development Director, Town Planner, GIS Manager/Planner, and other municipal staff will be closely involved with preparation of the Master Plan, existing work commitments preclude them from spending substantial time conducting research, writing documents, and setting up meetings. It is essential that the consultant be able to dedicate the time needed to conduct these tasks independently and to lead the Master Plan project

VI. *Proposal Submission*

All responses to this RFP must be received in a sealed envelope and clearly marked "LONDONDERRY MASTER PLAN PROPOSAL" by 4:00PM, on **October 31, 2011** to be eligible for consideration. Proposals shall be submitted to:

Community Development Department
ATTN: Andre L. Garron, AICP
268B Mammoth Road
Londonderry, NH 03053

The proposal and the bid price (including cost estimates and hourly rates. See Section X) should be submitted in separate sealed envelopes.

Please submit three (3) paper copies of the RFP response, one (1) electronic copy in word searchable Adobe PDF format, and one (1) sealed bid price with your submission. The Town of Londonderry will be employing a quality-based selection

process, and will not open the bids until all of the proposals have been reviewed for their quality. They shall be publicly opened and read at the following scheduled RFP opening meeting on **Monday, October 31, 2011** at 4:05 PM in the Elwood Conference Room on the second floor of Town Hall.

VII. *Revisions to the Request for Proposals*

If it becomes necessary to revise any part of the RFP, an addendum will be sent to all those who received the original document.

VIII. *Limitation of Liability*

The Town of Londonderry assumes no responsibility or liability for costs incurred by Proposers in responding to this RFP or in responding to any further request for interviews, additional data, etc.

IX. *Proposal Preparation*

In order to facilitate evaluation of the proposals, the respondent is instructed to be concise and to follow the outline below in responding. Proposals that do not follow the outline, or do not contain the required information, may be considered as unresponsive proposals. Additional detailed information may be annexed to the proposal.

X. *Format for Proposals*

Respondents are requested to be concise and proposals should include, in order, the following:

- A. Letter of Transmittal
- B. Executive Summary
- C. Brief organizational profile, including background and experience of the firm.
- D. Previous project summaries, including reference contact information, for a minimum of three (3) projects that are similar in scope to the project described herein that demonstrate pertinent corporate and key personnel experience; listing of the pertinent projects may be included. (The Town reserves the right to contact any references provided herein or otherwise obtained).
- E. Proposed Operation Plan and potential Project Schedule including an explanation/discussion of technical approaches and a detailed outline of the proposed services for executing the requirements of the Proposed Scope of Services. Please note that the final master plan document as well as all maps

and supporting information is expected to be delivered in both hard copy and electronic format).

- F. Project management including:
 - i. Project organizational chart including key staff to be assigned and their roles in the project.
 - ii. Location of office from which the management of the project will be performed.
- G. Summary/matrix of key personnel's shared project experience
- H. Appendices: Resumes of person(s) who will be performing the work.
- I. Cost estimates and typical billing rates (In a separate sealed envelope):
 - i. Proposers are urged to provide a Matrix for the Project, showing hours by classification (i.e., Principal, Project Manager, etc.) for the tasks identified in the proposal. A schedule of billing rates by classification, etc. is also desired.
 - ii. Cost will be broken out by plan section (i.e., Land Use, Transportation, Economic, and so on)
 - iii. Cost Estimates should reflect a proposal with two scenarios, including or not including Task III.A.2 - Vision Statement(s), which is dependent upon the Town's success related to the Orton Foundation Grant.

XI. *Signature*

The proposal shall be signed by an official authorized to bind the offer and shall contain a statement to the effect that the proposal is a firm offer for a ninety (90) day period from opening. The proposal shall also provide the following information: name, title, address and telephone number of the individual(s) with authority to contractually bind the company and also who may be contacted during the period of proposal evaluation for the purpose of clarifying submitted information.

XII. *Nature of Proposal and Eligibility*

The proposal shall be submitted in accordance with the Purchasing Procedures and Purchasing Policies of the Town of Londonderry and shall be promulgated there under, and shall constitute a firm and binding offer. The determination of whether a proposal may be withdrawn is solely at the discretion of the Community Development Director. However, in no event shall a proposal be withdrawn unless the request for withdrawal is filed within five (5) days of the date of the opening and the proposer establishes that the proposal contains a material mistake and the mistake occurred despite the exercise of reasonable care.

XIII. *Right to Reject Proposals and Waive Informalities*

The Town reserves the right to reject any or all proposals, to waive any non-material irregularities or information in any RFP, and to accept or reject any item or combination of items.

XIV. *Proposal Evaluation and Selection*

Proposals will be reviewed using a quality-based evaluation process. The Community Development Department staff, along with the selection subcommittee of the Master Plan Steering Committee will evaluate each proposal based on the documentation requested herein, utilizing criteria, which includes, but is not necessarily limited to or in the order of, the following:

- A. The proposal's responsiveness to the RFP (format, capabilities, work program, approach, clarity, ability to meet proposed schedule, etc.).
- B. Apparent specialized experience and technical competence of the firm and its personnel in the required disciplines, including a thorough knowledge of the legal, federal, state and local land use statutes and regulations.
- C. The qualifications and experience of personnel committed to the project.

Once the highest quality proposals have been identified, the staff will contact and schedule interviews of selected firms with the selection subcommittee of the Master Plan Steering Committee. The Staff and Steering Committee will recommend to the Planning Board the highest ranking firm for selection.

Prior to making recommendation to the Planning Board, the Staff and subcommittee will open the separate envelope containing the bids. The Staff and subcommittee reserve the right to hold a second interview with firms to discuss the bid price and negotiate the bids with prospective consultants prior to making a recommendation to the Planning Board.

ATTACHMENT A

TOWN OF LONDONDERRY
REQUEST FOR PROPOSAL
2012 Master Plan

PROPOSAL FORM

Proposal of _____
NAME

ADDRESS

to furnish and deliver all material and perform all work in accordance with the contract with the Town of Londonderry 2012 Master Plan on which proposals will be received until 4:00 PM, prevailing time, August X, 2011 at:

Community Development Department
268B Mammoth Road
Londonderry, NH 03053

In accordance with the invitation of the Town of Londonderry to submit proposals for the project herein before named, and in conformity with the Request for Proposals (RFP), the undersigned hereby certifies that the undersigned is the only person, firm, or corporation interested in this proposal as principals; that this proposal is made without collusion with any person, firm or corporation; that an examination has been made of the documents furnished with the RFP.

A cost summary and sample level of effort is provided for information along with a proposed fee for proposed services. A rate schedule by labor category is also included.

It is further proposed:

The undersigned declares under penalty of perjury under the laws of the United States and the State of New Hampshire that, in accordance with provisions of Title 23 U.S.C., Section 112(c), the undersigned has not either directly or indirectly entered into any agreement, participated in any collusion, or otherwise taken any action in restraint of free competitive bidding in connection with this contract.

Certification Regarding Debarment, Suspension and Other Responsibility Matters – Primary Covered Transaction

- I. The prospective primary participant certifies to the best of its knowledge and belief, that it and all its principals: (a) Are not presently debarred, suspended, proposed for debarment, declared ineligible or voluntarily excluded from covered transactions by any Federal department or committee; (b) Have not within a three-year period preceding this proposal been convicted of or had a civil judgment rendered against them for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (Federal, State or local) transaction or contract under a public transaction; violation of Federal or State antitrust statutes or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property; (c) Are not presently indicted for or otherwise criminally or civilly charged by a governmental entity (Federal, State or local) with commission of any of the offenses enumerated in paragraph (1)(b) of this certification and;

(d) Have not within a three-year period preceding this application/proposal had one or more public transaction (Federal, State or local) terminated for cause or default

II. Where the prospective primary participant is unable to certify to any the statements in this certifications, such prospective participant shall attach an explanation to this proposal.

Dated _____ -

(IF A FIRM OR AN INDIVIDUAL)

Signature of Bidder _____

Printed
Name _____

Address of Bidder _____

Telephone
Number _____

Names and Address of Relevant Members of the Firm:

(IF A CORPORATION OR OTHER ENTITY)

Signature of Bidder _____

Printed
Name _____

Address of Bidder _____

Telephone
Number _____

Incorporated under the laws of the State of _____

Names of Officers / Member / Principals:

- | | | |
|----|-------|-------|
| 1. | _____ | _____ |
| | Name | Title |
| 2. | _____ | _____ |
| | Name | Title |
| 3. | _____ | _____ |
| | Name | Title |

Comprehensive Master Plan Survey Proposals

Company/ Sample Size	Pulse Research Portland Oregon	UNH, Durham NH	Granite State Research Londonderry, NH
400-10 min	\$8,495.00	\$10,170.67	\$12,530.00
400-15 min	\$10,950.00	\$13,100.05	\$14,290.00
500- 10 min	\$10,495.00	\$11,674.37	\$15,030.00
500-15 min	\$13,495.00	\$15,258.59	\$17,290.00

Date: August 15, 2011
To: Mr. Andre Garron
Londonderry Community Development Department
From: John W. Marling
Pulse Research, Inc.
SUBJECT: Community Survey

Pulse Research sure appreciates the opportunity to present the following market research proposal for your consideration.

Reader Survey Methodology

Universe: All households within Londonderry, NH
Sample: 400 to 500
Number Length: 10 minute to 15 minute
Questions: 32 to 40 questions
Phone survey: Random sample phone survey. All households will have a statistically equal chance of being selected from random phone numbers purchased by Pulse Research
Sampling error: Based on 2009 8,599 households in Londonderry, NH:
400 sample +/- 4.8%: 500 sample +/-4.3%.
Pulse services: Survey question development with client input
Fielding survey
Data processing
Statistical results and subsets

Deliverables:

Statistical results and demographic subsets: age, income, gender, residence & length of time in community

Schedule:

Start Date: To be determined
Delivery date: Approximately four weeks

Pulse Fee:

400 sample, 10 minute interview.....	\$8,495
400 sample, 15 minute interview.....	\$10,950
500 sample, 10 minute interview.....	\$10,495
500 sample, 15 minute interview.....	\$13,495

Terms: 50% to start; balance upon delivery of statistical results

Date: August 15, 2011

Pulse Research Portland, Oregon 503.626.5224 www.pulseresearch.com



UNIVERSITY of NEW HAMPSHIRE
The Survey Center

Date: July 27, 2011
To: Andre Garron
Town of Londonderry
From: Tracy Keirns
Andrew Smith
UNH Survey Center
Re: Town of Londonderry Master Plan Survey

The cost estimates for conducting a telephone survey for the Town of Londonderry of adult residents is provided below based on a variety of assumptions.

Please let me know if you have any questions about this estimate and how we can proceed.

Deliverables:

- A clean dataset of completed interviews in Excel or SPSS for each survey,
- A report which includes an executive summary, charts and detailed tabular results for each survey.

Telephone Survey Assumptions:

- Survey of randomly selected parents;
- 400 or 500 completed interviews;
- questionnaire consisting of approximately 48 questions (15 minutes) or 32 questions (10 minutes);
- questionnaire developed in collaboration between UNH Survey Center and the town of Londonderry;
- 8 call attempts to each number; and
- refusal conversions attempted by senior interviewers.

Margins of sampling error for telephone estimates:

N=400: MSE = +/- 4.9

N=500: MSE = +/- 4.4

The Survey Center



UNIVERSITY of NEW HAMPSHIRE

The Survey Center

	<i>15-Minute</i>		<i>10-Minute</i>	
	N=400	N=500	N=400	N=500
Questionnaire, Sample Design:	\$625.00	\$625.00	\$625.00	\$625.00
Programming/Supervision:	\$2,259.73	\$2,542.69	\$1,633.79	\$1,828.85
Programming / Interviewer mgt	\$1,448.79	\$1,590.27	\$998.68	\$1,096.21
Interviewer Supervisors	\$565.93	\$707.42	\$390.11	\$487.64
Training / Callback / Verification	\$245.00	\$245.00	\$245.00	\$245.00
Interviewing:	\$6,614.79	\$8,247.99	\$4,577.65	\$5,703.45
Interviewers	\$4,150.18	\$5,187.73	\$2,860.81	\$3,576.01
Phone / Computer charges:	\$2,464.61	\$3,060.26	\$1,716.85	\$2,127.44
Analysis / Report preparation:	\$1,075.00	\$1,075.00	\$1,075.00	\$1,075.00
Data Cleaning / Data Analysis	\$475.00	\$475.00	\$475.00	\$475.00
Report Writing	\$600.00	\$600.00	\$600.00	\$600.00
Project management:	\$850.00	\$850.00	\$850.00	\$850.00
Senior Administration	\$250.00	\$250.00	\$250.00	\$250.00
Junior Administration	\$600.00	\$600.00	\$600.00	\$600.00
Sample:	\$284.62	\$330.77	\$284.62	\$330.77
Supplies:	\$200.00	\$200.00	\$200.00	\$200.00
SUBTOTAL:	\$11,909.13	\$13,871.45	\$9,246.06	\$10,613.06
F&A (10%):	\$1,190.91	\$1,387.14	\$924.61	\$1,061.31
TOTAL PROJECT COST	\$13,100.05	\$15,258.59	\$10,170.67	\$11,674.37
Cost per completed interview	\$32.75	\$30.52	\$25.43	\$23.35

The Survey Center

Date Prepared	September 27, 2011	
To	Andre Garron Londonderry Planning Board 268 Mammoth Rd Londonderry, NH 030353	Phone: (603)-432-1100 Extension. 101
From	Dorothy Bacon Granite State Marketing Research 13 Orchard View Dr – Suite 3 Londonderry, NH 03053	Phone: (603) 434-9141 Fax: (603) 434-4176 dot@gsmrinc.com
Topic	Master Plan for Town of Londonderry, NH	
Timeline	To Be Determined	
Methodology	Random telephone interviews conducted with adults residing in Londonderry, NH.	
Purpose of Study	Assist the Londonderry Planning Board members to understand how local residents perceive the growth of the Town of Londonderry NH and the areas of growth and change that they feel are most needed.	

SCOPE OF SERVICES

- Meet with client to review project objectives and information needs
- Develop draft of survey instrument for review and approval by client
- Pull random sample of residents of Londonderry. Sample will consist of 10,000 families to represent a good mix of demographics
- Print questionnaires and complete sample of interviews to determine that questionnaire flows properly and respondents are comfortable with format. If necessary, any minor changes needed will be corrected
- Brief staff of interviewers that have been assigned to project
- Complete decided upon quota of surveys. Interviewing will be managed and monitored by project director who will also follow up with 10% telephone validation of surveys.
- Tabulate survey data by various subgroups of respondents as needed (age, length of time as resident, specific area of town, etc)
- Review survey findings with client and determine format for final report
- Prepare written report with data tables and narrative for each question.

Note: Formal presentations may incur additional costs.

BUDGET	32 questions, 10 minutes	48 questions, 15 minutes
400 surveys:	\$12,530.00	\$14,290.00
500 surveys:	\$15,030.00	\$17,290.00

SCHEDULE

Granite State Marketing Research, Inc. is ready to begin work on this project immediately upon authorization.

PAYMENT TERMS

One-third of the total cost of the study will be due at the beginning of the project. The final two thirds will be billed upon completion, and invoice is based on net 30 days.

BACKGROUND/EXPERIENCE

Granite State Marketing Research, Inc. was established in 1976 by Dorothy Bacon. GSMR is the oldest full service data collection firm in NH, with a widespread staff of supervisors, professional interviewers, and qualified moderators. Although located in Londonderry, NH, GSMR has trained personnel in all of the New England States and in upstate NY. GSMR's widespread staff conducts telephone, on-site intercepts and executive studies. All focus group recruiting is done from the corporate office in Londonderry. GSMR has also conducted numerous studies, such as feasibility, advertising effects, political, health and drug, postal, welfare and social services, departments of transportation and tourism studies, and in-depth physician research.

Dorothy, a lifelong resident of NH is active both in the American Marketing Association, and the Marketing Research Association. Having served for two terms as president of the New England Chapter of the Marketing Research Association, she was a founder and is an active member of the Past Presidents Council of the NE Chapter, and is also active on several National MRA committees on qualitative research.

Dorothy takes great pride in her business and always keeps in contact with her supervisors to ascertain that all projects are completed according to the specifications and in a timely manner. GSMR enjoys a reputation of performing all services with equally high standards, and of pursuing even the most difficult projects until they are properly completed. Dorothy is also PRC (professional research consultant) certified by the MRA (Marketing Research Association).

Stephen Thurston has over 30 years of experience in industry, academia, and consulting providing market/opinion research services to a variety of clients. Of particular relevance to Londonderry are community surveys as follows:

- Master Planning Surveys for the towns of Salem and Concord, NH which collected input from residents on subjects such as Public Utilities, Natural/Historic Resources, Community Facilities, Economic Development, Housing, Parks and Recreation Facilities, and Transportation.
- Voter surveys regarding the subject of school space issues for the towns of Hollis/Brookline and Milford, NH.

Mr. Thurston obtained a BS in Business Administration from the University of New Hampshire and an MBA in Marketing from the University of Connecticut. He is Past President of the New England Chapter of the Marketing Research Association.

Mr. Thurston previously served on the faculty of Plymouth State College where he taught undergraduate and graduate courses in marketing and marketing research. He has also served on the adjunct faculty for New Hampshire College and Franklin Pierce College.

REFERENCES

Ann Cassese-Palma	Kantar Operations	818-998-2340
Mill Moore	Millyn Moore Associates	802-436-2112
Wyn Jones	MSA International	781-270-9383
Mark Kiefer	Independent Consultant	617-515-2014
Crystal Naves	Ipsos-Reid	506-693-8429
Dave Wilson	Public Opinion Strategies	703-836-7655
Frannie Niles	Resource Systems Group, Inc	802-295-4999
Anita Filomena	Capstone Research	800-526-6295 x 111

**Town of Londonderry Community Survey
Draft – XXX, 2011**

Q:INTRO

"Hello, my name is _____ and I'm calling from the XXX XXXX on behalf of the Town of Londonderry. The Londonderry Planning Board has initiated the process for drafting a comprehensive master plan for the Town and we'd like your input on a few questions to guide this process"

"First, are you a resident of Londonderry?"

- 1 LIVE IN LONDONDERRY
- 2 NO - OTHER TOWN → TERMINATE
- 99 REFUSED → TERMINATE

Q:BIR1

"In order to determine who to interview, could you tell me of the adults who currently live in your household – including yourself – who had the most recent birthday? I don't mean who's the youngest, but rather, who had the most recent birthday?"

- 1 INFORMANT → SKIP TO SEX
- 2 SOMEONE ELSE – ASK TO SPEAK TO THAT PERSON → SKIP TO INT2
- 3 DON'T KNOW ALL BIRTHDAYS, ONLY SOME
- 4 DON'T KNOW ANY BIRTHDAYS OTHER THAN OWN → SKIP TO SEX
- * 99 NA/REFUSED

Q:INT2

ASK TO SPEAK TO THAT PERSON

"Hello, this is _____ calling from the XXXXXX, and we'd really appreciate your help and cooperation. You have been identified as the adult in your household with the most recent birthday? Is that correct?"

- 1 YES
- 2 APPOINTMENT
- * 99 REFUSAL

Q:THANKS1

"Thank you very much, we are only interviewing year round residents."

PRESS '1' TO CONTINUE

Q:SEX

"Thank you very much for helping us with this important study. We really appreciate your help. Before we begin I want to assure you that all of your answers are strictly confidential. Your answers will be combined with those from other adults in Londonderry. Participation is voluntary. If you decide to participate, you may decline to answer any question or end the interview at any time.

This call may be monitored for quality assurance."

IF ASKED – "The survey will take approximately 15 minutes to complete."

RECORD SEX OF RESPONDENT

- 1 MALE
- 2 FEMALE

- 98 DON'T KNOW
- 99 NA/REFUSED

Q:Q1

"How long have you lived in Londonderry?"

- 1 LESS THAN 5 YEARS
- 2 5 TO 10 YEARS
- 3 11 TO 20 YEARS
- 4 21 + YEARS

- 98 DON'T KNOW
- 99 NA/REFUSED

Q:Q2

"First, do you think the town of Londonderry in general is growing too fast ... too slow ... or about right?"

- 1 TOO FAST
- 2 TOO SLOW
- 3 ABOUT RIGHT

- 98 DON'T KNOW
- 99 NA/REFUSED

Q:Q3

“Next, I’m going to read you several types of residential development that could occur within the Town of Londonderry. Please say if you strongly favor, somewhat favor, somewhat oppose, or strongly oppose them.”

PRESS ‘1’ TO CONTINUE

Q:Q3a

“Do you favor or oppose the development of Single family residences?”

IF NECESSARY: “Would you say you strongly favor, somewhat favor, somewhat oppose, or strongly oppose?”

- 1 STRONGLY FAVOR
- 2 SOMEWHAT FAVOR
- 3 NEUTRAL – VOLUNTEERED
- 4 SOMEWHAT OPPOSE
- 5 STRONGLY OPPOSE

- 98 DON’T KNOW
- 99 NA/REFUSED

Q:Q3b

“Apartments?”

IF NECESSARY: “Would you say you strongly favor, somewhat favor, somewhat oppose, or strongly oppose?”

- 1 STRONGLY FAVOR
- 2 SOMEWHAT FAVOR
- 3 NEUTRAL – VOLUNTEERED
- 4 SOMEWHAT OPPOSE
- 5 STRONGLY OPPOSE

- 98 DON’T KNOW
- 99 NA/REFUSED

Q:Q3c

“Townhouses?”

IF NECESSARY: “Would you say you strongly favor, somewhat favor, somewhat oppose, or strongly oppose?”

- 1 STRONGLY FAVOR
- 2 SOMEWHAT FAVOR
- 3 NEUTRAL – VOLUNTEERED
- 4 SOMEWHAT OPPOSE
- 5 STRONGLY OPPOSE

- 98 DON'T KNOW
- 99 NA/REFUSED

Q:Q3d

“Condominiums?”

IF NECESSARY: “Would you say you strongly favor, somewhat favor, somewhat oppose, or strongly oppose?”

- 1 STRONGLY FAVOR
- 2 SOMEWHAT FAVOR
- 3 NEUTRAL – VOLUNTEERED
- 4 SOMEWHAT OPPOSE
- 5 STRONGLY OPPOSE

- 98 DON'T KNOW
- 99 NA/REFUSED

Q:Q3e

“Manufactured homes?”

IF NECESSARY: “Would you say you strongly favor, somewhat favor, somewhat oppose, or strongly oppose?”

- 1 STRONGLY FAVOR
- 2 SOMEWHAT FAVOR
- 3 NEUTRAL – VOLUNTEERED
- 4 SOMEWHAT OPPOSE
- 5 STRONGLY OPPOSE

- 98 DON'T KNOW
- 99 NA/REFUSED

Q:Q3f

“Age restricted housing – that is housing for adults 55 years and older?”

IF NECESSARY: “Would you say you strongly favor, somewhat favor, somewhat oppose, or strongly oppose?”

- 1 STRONGLY FAVOR
- 2 SOMEWHAT FAVOR
- 3 NEUTRAL – VOLUNTEERED
- 4 SOMEWHAT OPPOSE
- 5 STRONGLY OPPOSE

- 98 DON'T KNOW
- 99 NA/REFUSED

Q:Q3g

“Senior citizen or Elderly developments?”

IF NECESSARY: “Would you say you strongly favor, somewhat favor, somewhat oppose, or strongly oppose?”

- 1 STRONGLY FAVOR
- 2 SOMEWHAT FAVOR
- 3 NEUTRAL – VOLUNTEERED
- 4 SOMEWHAT OPPOSE
- 5 STRONGLY OPPOSE

- 98 DON'T KNOW
- 99 NA/REFUSED

Q:Q3h

“Affordable workforce housing?”

IF NECESSARY: “Would you say you strongly favor, somewhat favor, somewhat oppose, or strongly oppose?”

- 1 STRONGLY FAVOR
- 2 SOMEWHAT FAVOR
- 3 NEUTRAL – VOLUNTEERED
- 4 SOMEWHAT OPPOSE
- 5 STRONGLY OPPOSE

- 98 DON'T KNOW
- 99 NA/REFUSED

Q:Q3i

“Mixed Use Residential/Commercial – that is on the same lot?”

IF NECESSARY: “Would you say you strongly favor, somewhat favor, somewhat oppose, or strongly oppose?”

- 1 STRONGLY FAVOR
- 2 SOMEWHAT FAVOR
- 3 NEUTRAL – VOLUNTEERED
- 4 SOMEWHAT OPPOSE
- 5 STRONGLY OPPOSE

- 98 DON'T KNOW
- 99 NA/REFUSED

Q:Q4

“Next, I’m going to read you several types of non-residential development that could occur within the Town of Londonderry. Please say if you strongly favor, somewhat favor, somewhat oppose, or strongly oppose them.”

PRESS ‘1’ TO CONTINUE

Q:Q4a

“Do you favor or oppose the building of ?”

IF NECESSARY: “Would you say you strongly favor, somewhat favor, somewhat oppose, or strongly oppose?”

- 1 STRONGLY FAVOR
- 2 SOMEWHAT FAVOR
- 3 NEUTRAL – VOLUNTEERED
- 4 SOMEWHAT OPPOSE
- 5 STRONGLY OPPOSE

- 98 DON'T KNOW
- 99 NA/REFUSED

Q:Q4b

“Medical Hospital facilities –?”

IF NECESSARY: “Would you say you strongly favor, somewhat favor, somewhat oppose, or strongly oppose?”

- 1 STRONGLY FAVOR
- 2 SOMEWHAT FAVOR
- 3 NEUTRAL – VOLUNTEERED
- 4 SOMEWHAT OPPOSE
- 5 STRONGLY OPPOSE

- 98 DON'T KNOW
- 99 NA/REFUSED

Q:Q4c

“Hotel?”

IF NECESSARY: “Would you say you strongly favor, somewhat favor, somewhat oppose, or strongly oppose?”

- 1 STRONGLY FAVOR
- 2 SOMEWHAT FAVOR
- 3 NEUTRAL – VOLUNTEERED
- 4 SOMEWHAT OPPOSE
- 5 STRONGLY OPPOSE

- 98 DON'T KNOW
- 99 NA/REFUSED

Q:Q4d

“Offices?”

IF NECESSARY: “Would you say you strongly favor, somewhat favor, somewhat oppose, or strongly oppose?”

- 1 STRONGLY FAVOR
- 2 SOMEWHAT FAVOR
- 3 NEUTRAL – VOLUNTEERED
- 4 SOMEWHAT OPPOSE
- 5 STRONGLY OPPOSE

- 98 DON'T KNOW
- 99 NA/REFUSED

Q:Q4e

“Warehouse or Distribution?”

IF NECESSARY: “Would you say you strongly favor, somewhat favor, somewhat oppose, or strongly oppose?”

- 1 STRONGLY FAVOR
- 2 SOMEWHAT FAVOR
- 3 NEUTRAL – VOLUNTEERED
- 4 SOMEWHAT OPPOSE
- 5 STRONGLY OPPOSE

- 98 DON'T KNOW
- 99 NA/REFUSED

Q:Q4f

“Manufacturing?”

IF NECESSARY: “Would you say you strongly favor, somewhat favor, somewhat oppose, or strongly oppose?”

- 1 STRONGLY FAVOR
- 2 SOMEWHAT FAVOR
- 3 NEUTRAL – VOLUNTEERED
- 4 SOMEWHAT OPPOSE
- 5 STRONGLY OPPOSE

- 98 DON'T KNOW
- 99 NA/REFUSED

Q:Q4g

“Retail, restaurants or service businesses?”

IF NECESSARY: “Would you say you strongly favor, somewhat favor, somewhat oppose, or strongly oppose?”

- 1 STRONGLY FAVOR
- 2 SOMEWHAT FAVOR
- 3 NEUTRAL – VOLUNTEERED
- 4 SOMEWHAT OPPOSE
- 5 STRONGLY OPPOSE

- 98 DON'T KNOW
- 99 NA/REFUSED

Q:Q4h

“Light industrial?”

IF NECESSARY: “Would you say you strongly favor, somewhat favor, somewhat oppose, or strongly oppose?”

- 1 STRONGLY FAVOR
- 2 SOMEWHAT FAVOR
- 3 NEUTRAL – VOLUNTEERED
- 4 SOMEWHAT OPPOSE
- 5 STRONGLY OPPOSE

- 98 DON'T KNOW
- 99 NA/REFUSED

Q:Q4i

“Heavy industrial?”

IF NECESSARY: “Would you say you strongly favor, somewhat favor, somewhat oppose, or strongly oppose?”

- 1 STRONGLY FAVOR
- 2 SOMEWHAT FAVOR
- 3 NEUTRAL – VOLUNTEERED
- 4 SOMEWHAT OPPOSE
- 5 STRONGLY OPPOSE

- 98 DON'T KNOW
- 99 NA/REFUSED

Q:Q5

“Now, I’m going to read you things the Town of Londonderry is doing within Town. Please say what level priority you would give these activities. Please let us know if these are high priority, moderate priority, low priority or not a priority, or if you are unsure about the following things.”

PRESS ‘1’ TO CONTINUE

Q:Q5a

“Expanding non-residential opportunities?”

IF NECESSARY: “Would you say this is a high priority, moderate priority, low priority, low priority, not a priority or unsure?”

- | | |
|----|-------------------|
| 1 | HIGH PRIORITY |
| 2 | MODERATE PRIORITY |
| 3 | LOW PRIORITY |
| 4 | NOT A PRIORITY |
| 98 | DON'T KNOW |
| 99 | NA/REFUSED |

Q:Q5b

“Promoting economic development?”

- | | |
|----|-------------------|
| 1 | HIGH PRIORITY |
| 2 | MODERATE PRIORITY |
| 3 | LOW PRIORITY |
| 4 | NOT A PRIORITY |
| 98 | DON'T KNOW |
| 99 | NA/REFUSED |

Q:Q5c

“Protecting the area’s natural resources?”

IF NECESSARY: “Would you say this is a high priority, moderate priority, low priority, low priority, not a priority or unsure?”

- | | |
|----|-------------------|
| 1 | HIGH PRIORITY |
| 2 | MODERATE PRIORITY |
| 3 | LOW PRIORITY |
| 4 | NOT A PRIORITY |
| 98 | DON'T KNOW |
| 99 | NA/REFUSED |

Q:Q5d

“Providing necessary infrastructure – such as water, sewer or drainage?”

IF NECESSARY: “Would you say this is a high priority, moderate priority, low priority, low priority, not a priority or unsure?”

- 1 HIGH PRIORITY
- 2 MODERATE PRIORITY
- 3 LOW PRIORITY
- 4 NOT A PRIORITY

- 98 DON'T KNOW
- 99 NA/REFUSED

Q:Q5e

“Protecting drinking water supplies?”

IF NECESSARY: “Would you say this is a high priority, moderate priority, low priority, low priority, not a priority or unsure?”

- 1 HIGH PRIORITY
- 2 MODERATE PRIORITY
- 3 LOW PRIORITY
- 4 NOT A PRIORITY

- 98 DON'T KNOW
- 99 NA/REFUSED

Q:Q5f

“Improving the affordability of housing?”

IF NECESSARY: “Would you say this is a high priority, moderate priority, low priority, low priority, not a priority or unsure?”

- 1 HIGH PRIORITY
- 2 MODERATE PRIORITY
- 3 LOW PRIORITY
- 4 NOT A PRIORITY

- 98 DON'T KNOW
- 99 NA/REFUSED

Q:Q5g

“Providing necessary services – such as police, fire or recreation?”

IF NECESSARY: “Would you say this is a high priority, moderate priority, low priority, low priority, not a priority or unsure?”

- 1 HIGH PRIORITY
- 2 MODERATE PRIORITY
- 3 LOW PRIORITY
- 4 NOT A PRIORITY

- 98 DON'T KNOW
- 99 NA/REFUSED

Q:Q5g

Which should be the TOP priority?

- 1 EXPANDING NON-RESIDENTIAL OPPORTUNITIES?
- 2 PROMOTING ECONOMIC DEVELOPMENT
- 3 PROTECTING THE AREA'S NATURAL RESOURCES
- 4 PROVIDING NECESSARY INFRASTRUCTURE
- 5 PROTECTING DRINKING WATER SUPPLIES
- 6 IMPROVING THE AFFORDABILITY OF HOUSING
- 7 PROVIDING NECESSARY SERVICES, SUCH AS POLICE, FIRE OR RECREATION
- 8 OTHER

- 98 DON'T KNOW
- 99 NA/REFUSED

Q:Q5h

Are there other things the town should make priorities?

Q:Q6

“Next, I’m going to read you several factors with regard to growth in Londonderry. Please tell me how concerned you are about the following factors.”

PRESS ‘1’ TO CONTINUE

Q:Q6a

“How concerned are you about increase in school enrollment?”

IF NECESSARY: “Would you say you are not at all concerned ... not very concerned...somewhat concerned...very concerned?”

- 1 NOT CONCERNED TO ALL
- 2 NOT VERY CONCERNED
- 3 SOMEWHAT CONCERNED
- 4 VERY CONCERNED

- 98 DON’T KNOW
- 99 NA/REFUSED

Q:Q6b

“The increase in traffic?”

IF NECESSARY: “Would you say you are not concerned ... not very concerned...somewhat concerned...very concerned?”

- 1 NOT CONCERNED TO ALL
- 2 NOT VERY CONCERNED
- 3 SOMEWHAT CONCERNED
- 4 VERY CONCERNED

- 98 DON’T KNOW
- 99 NA/REFUSED

Q:Q6c

“The size and scale of commercial development along the Route 102 Corridor?”

IF NECESSARY: “Would you say you are not concerned ... not very concerned...somewhat concerned...very concerned?”

- 1 NOT CONCERNED TO ALL
- 2 NOT VERY CONCERNED
- 3 SOMEWHAT CONCERNED
- 4 VERY CONCERNED

- 98 DON'T KNOW
- 99 NA/REFUSED

Q:Q6d

“The size and scale of commercial development along the Route 28 Corridor?”

IF NECESSARY: “Would you say you are not concerned ... not very concerned...somewhat concerned...very concerned?”

- 1 NOT CONCERNED TO ALL
- 2 NOT VERY CONCERNED
- 3 SOMEWHAT CONCERNED
- 4 VERY CONCERNED

- 98 DON'T KNOW
- 99 NA/REFUSED

Q:Q6e

“The increase burden on emergency services?”

IF NECESSARY: “Would you say you are not concerned ... not very concerned...somewhat concerned...very concerned?”

- 1 NOT CONCERNED TO ALL
- 2 NOT VERY CONCERNED
- 3 SOMEWHAT CONCERNED
- 4 VERY CONCERNED

- 98 DON'T KNOW
- 99 NA/REFUSED

Q:Q7

“Now, on another topic...”

“Has Londonderry been effective in providing a balance of residential, commercial, and industrial development?”

- 1 YES
- 2 NO → SKIP TO Q9A

- 98 DON'T KNOW
- 99 NA/REFUSED

Q:Q8A

“What type of land use has had the greatest negative impact in Town?”

TYPE RESPONSE VERBATIM. ENTER TWICE TO CONTINUE

Other possibilities to add:

How would you rate existing recreational opportunities in Londonderry?

- 1. *VERY SATISFIED*
- 2. *SOMEWHAT SATISFIED*
- 3. *NOT VERY SATISFIED*
- 4. *NOT SATISFIED AT ALL*

DON'T KNOW
N/A / REFUSED

Are there recreational activities not currently offered in town that you would like to see introduced?

TYPE RESPONSE VERBATIM. ENTER TWICE TO CONTINUE

Would you be supportive of moves to create sidewalks or more walkable/pedestrian friendly streets in new developments?

- 1 YES
- 2 NO

- 98 DON'T KNOW
- 99 NA/REFUSED

How important is it to you to have alternative transportation opportunities such as bus service in Londonderry?

- 1 *VERY IMPORTANT*
- 2 *SOMEWHAT IMPORTANT*
- 3 *NEUTRAL*
- 4 *NOT VERY IMPORTANT*
- 5 *NOT AT ALL IMPORTANT*

- 98 *DON'T KNOW*
- 99 *NA/REFUSED*

Should the Town enforce energy efficiency standards in new developments in Town?

- 1 *YES*
- 2 *NO*

- 98 *DON'T KNOW*
- 99 *NA/REFUSED*

In your opinion, are design standards/land use regulations too lenient, about right or too strict?:

- 1 *TOO LENIENT*
- 2 *ABOUT RIGHT*
- 3 *TOO STRICT*

- 98 *DON'T KNOW*
- 99 *NA/REFUSED*

Should future developments in Town resemble existing development patterns or should the town make changes to support more compact development?

- 1 *should stay the same*
- 2 *should make changes*

- 98 *don't know*
- 99 *na/refused*

Are there things the Town could do to increase resident involvement in community decision-making?

Do you favor or oppose a mixed-use business or campus area in the Airport Area which would consist of office parks, manufacturing and warehousing operations, supporting retail, a convention center, and educational facilities, all of which would all be connected through the extension of a new limited access boulevard, Pettengill Road? Would you say you strongly favor ... somewhat favor ... somewhat oppose ... or strongly oppose?

- 1 STRONGLY FAVOR
- 2 FAVOR SOMEWHAT
- 3 NEUTRAL – VOLUNTEER
- 4 OPPOSE SOMEWHAT
- 5 STRONGLY OPPOSE

- 98 DON'T KNOW
- 99 NA/REFUSED



Q:D1

“Now, a few final questions for statistical purposes...”

Q:D2

“Do you own or rent your home?”

- 1 OWN
- 2 RENT

- 99 NA/REFUSED

Q:D3

“What is your current age?”

(RECORD EXACT NUMBER OF YEARS OLD –E.G. 45)

- 96 NINETY-SIX YEARS OF AGE OR OLDER
- 97 NA/REFUSED
- 98 DK
- 99 NA

Q:D4

“Including yourself, how many adults CURRENTLY live in your household?”

- | | |
|----|---------------|
| 1 | ONE |
| 2 | TWO |
| 3 | THREE |
| 4 | FOUR |
| 5 | FIVE |
| 6 | SIX |
| 7 | SEVEN OR MORE |
| 98 | DON'T KNOW |
| 99 | NA/NA/REFUSED |

Q:D5

“How much TOTAL income did you and your family receive in 2010, not just from wages or salaries but from all sources – that is, before taxes and other deductions were made? Was it ... (READ RESPONSES)”

	ANNUAL	MONTHLY EQUIVALENT
1	Less than \$15,000,	Less than \$1,250
2	\$15,000 to \$29,999,	\$1,250 - \$2,499
3	\$30,000 to \$44,999,	\$2,500 - \$3,749
4	\$45,000 to \$59,999,	\$3,750 - \$4,999
5	\$60,000 to \$74,999,	\$5,000 - \$6,249
6	\$75,000 to \$99,999, or	\$6,250 - \$8,333
7	\$100,000 and over?”	\$8,334 and over
97	NA/REFUSED	
98	DON'T KNOW	
99	NA/NA/REFUSED	

Q:D6

“What is the highest grade in school, or level of education that you've completed and got credit for ...” [READ RESPONSES]

- | | |
|----|---|
| 1 | Eighth grade or less, |
| 2 | Some high school, |
| 3 | High school graduate, (INCLUDES G.E.D.) |
| 4 | Technical school, |
| 5 | Some college, |
| 6 | College graduate, |
| 7 | Or postgraduate work?” |
| 98 | DON'T KNOW |
| 99 | NA/NA/REFUSED |

Q:D7

“Not counting business lines, extension phones, or cellular phones – on how many different telephone NUMBERS can your household be reached?”

- 1 ONE
- 2 TWO
- 3 THREE
- 4 FOUR
- 5 FIVE
- 6 SIX
- 7 SEVEN OR MORE

- 98 DON'T KNOW
- 99 NA/NA/REFUSED

Q: D8

“Which of the following best describes how often you vote in local elections ... I vote in all local elections ... I vote in most local elections ... I occasionally vote in local elections ... or I never vote in local elections?”

- 1 I VOTE IN ALL LOCAL ELECTIONS
- 2 I VOTE IN MOST LOCAL ELECTIONS
- 3 I OCCASIONALLY VOTE IN LOCAL ELECTIONS
- 4 I NEVER VOTE IN LOCAL ELECTIONS

- 98 DON'T KNOW
- 99 NA/NA/REFUSED

Q:D9

“Is there anything else you would like to share with the Town of Londonderry?”

ENTER RESPONSE VERBATIM. ENTER TWICE TO CONTINUE

Q: END

“Thank you very much for your time. Your comments are greatly appreciated.”