

# Seneca Falls Mail Survey

In October 2004, a mail survey was sent to all residents and landowners in the Town and Village of Seneca Falls. The purpose of the survey was to gain insight to the problems Seneca Falls faces, as well as what the residents feel are the more positive aspects of the community that need to be protected. The mail survey also ensures that at least one form of public input is available to all residents.

630 surveys were returned in time to be included in this report. The following paragraphs summarize some of the findings from the survey results.

## 1. Where in Seneca Falls do you live?

63.7% of the respondents lived in the Village, while 34.4% lived in the Town outside the Village. The remaining 1.4% only owned property in the Town or Village. According to the 2000 Census, 74% of Seneca Falls population lived in the Village, while 36% lived outside the Village.

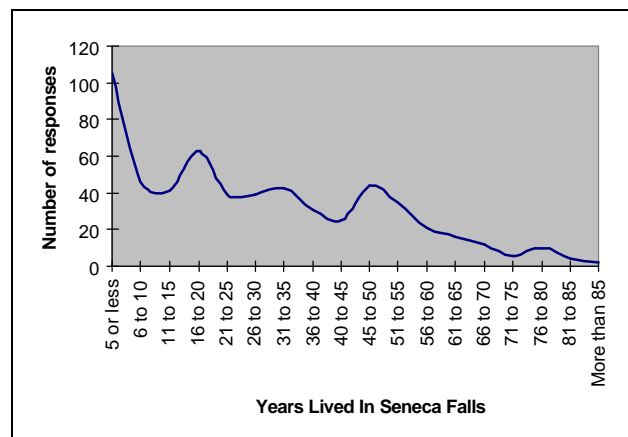
## 2. Do you live in the Village Historic District?

19% yes, 81% no

## 3. How many years have you lived (or owned land) in Seneca Falls?

**Average - 29 years**

The following chart shows the distribution of respondents with regard to how long they've lived in Seneca Falls.



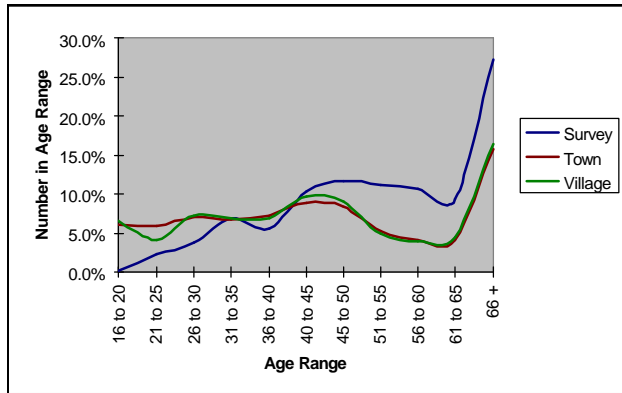
## 4. Do you own or rent your home?

Own, 91%, rent, 9%

## 5. What is your age?

Average – 55

The following chart shows the number of respondents in various age groups. It compares these results to the 2000 Census data for the Town and Village.



## 6. How many people of each age group are there in your household?

These answers can be used to further evaluate the results by performing “cross tabulations” with the other question results. A sub-group can be picked out from the respondents, such as all households with all members over 55 years old, and their answers compared to the rest of the respondents.

## 7. How long does it take you to get to work?

48% less than ½ hour, 12% ½ to 1 hour, 5% more than 1 hour, and 35% don’t travel.

## 8. What City, Town, or Village do you work in?

The largest percentage of respondents, 39.7%, worked in the Town or Village of Seneca Falls. The second largest group, 16.8%, is retired. Other often mentioned locations were Waterloo, Geneva, and Auburn. 3.7% worked in Rochester, while 2.6% worked in Syracuse.

## 9. How satisfied are you with the following services and aspects of the Town and Village?

The following table places the answers to this question in a ranked order. The rank was calculated by multiplying the percentage answering “Very Satisfied” by 2, adding this to the percentage answering “Satisfied, and then subtracting from this the percentage answering “Not Satisfied.” This was done in order to appropriately differentiate between those answering “Very Satisfied” vs. “Satisfied.”

The most highly rated service was the Public Library, followed by Fire Protection in the Village and the Town, and then Customer Service at the Village and Town offices. The lowest ranking went to After hours and Urgent health care, Adult Education Opportunities, and Access to Medical Specialists and Hospitals.

	Very satisfied	Satisfied	Not satisfied	No opinion	Rank
9bb. Public library services	47%	39%	6%	8%	129
9h. Fire Protection in the Village	41%	41%	2%	17%	120
9g. Fire Protection in the Town	31%	38%	0%	30%	100
9v. Customer Service at Village Offices	26%	53%	6%	14%	100
9u. Customer Service at Town Offices	27%	49%	5%	19%	98

	Very satisfied	Satisfied	Not satisfied	No opinion	Rank
9l. Garbage Collection in the Village	30%	46%	11%	12%	96
9j. Police/Law Enforcement in the Village	32%	43%	15%	10%	92
9n. Recycling in the Village	26%	49%	11%	14%	91
9b. Public Water in the Village	28%	46%	13%	13%	89
9d. Public Sewer in the Village	27%	47%	12%	15%	89
9p. Road Maintenance/Snow removal in the Village	22%	57%	15%	7%	86
9cc. Quality of schools	25%	47%	12%	17%	85
9o. Road Maintenance/Snow removal in the Town	21%	53%	11%	15%	84
9k. Garbage Collection in the Town	24%	39%	5%	33%	83
9m. Recycling in the Town	22%	41%	6%	31%	79
9a. Public Water in the Town	24%	38%	8%	30%	77
9f. Rescue Squad/Ambulance in the Village	23%	40%	10%	27%	75
9i. Police/Law Enforcement in the Town	22%	41%	11%	25%	75
9e. Rescue Squad/Ambulance in the Town	19%	36%	9%	36%	65
9c. Public Sewer in the Town	18%	37%	11%	34%	62
9w. Communication regarding community issues/events	10%	54%	28%	8%	46
9t. Enforcement of Zoning Regulations in the Village	9%	39%	20%	33%	36
9q. Enforcement of Building Codes in the Town	8%	34%	13%	45%	36
9r. Enforcement of Building Codes in the Village	9%	38%	21%	31%	35
9s. Enforcement of Zoning Regulations in the Town	8%	34%	16%	42%	34
9gg. Summer programs for youth	8%	31%	14%	47%	34
9ee. Early childhood education programs	8%	25%	9%	58%	30
9dd. Access to childcare	7%	23%	8%	61%	30
9ff. After school programs for youth	4%	25%	19%	52%	15
9x. Access to Hospitals	5%	45%	43%	7%	12
9aa. Access to Medical Specialists	5%	40%	42%	12%	9
9hh. Adult education opportunities	5%	28%	31%	36%	7
9y. Access to Urgent Care Centers	4%	30%	54%	12%	-15
9z. After Hours Medical Care	3%	24%	59%	14%	-28

**10. How satisfied are you with the following Transportation/Traffic and related safety services? (Ranking similar to the previous table)**

Location of traffic lights and crosswalks rated the highest, while Maintenance of sidewalks rated the lowest.

	Very satisfied	Satisfied	Not satisfied	No opinion	Rank
10g. Location of traffic lights	15%	73%	7%	5%	97
10f. Location of Crosswalks	14%	72%	6%	8%	94
10c. Enforcement of Speed Limits	11%	57%	27%	4%	52
10a. Access to the new Bus Service	12%	29%	9%	50%	45
10d. Availability of Sidewalks	9%	52%	30%	9%	39
10b. Access to Airport/Trains in Syracuse and Rochester	6%	47%	22%	25%	36
10e. Maintenance of Sidewalks	5%	32%	52%	11%	-9

**11. Do you know where the bus stop locations are in the Town and Village?**

65% of those who responded to this question do not know where the bus stops are

**12. Are you concerned with the amount of truck traffic that travels through the Village?**

50% said they are concerned, while 31% were not. 19% had no opinion.

**15. Do you feel there is a need for any of the following housing related uses in Seneca Falls?**

*(Ranking similar to the previous tables)*

Retirement Housing ranked the highest, while few felt Upscale/luxury housing was needed.

	Strong need	Some need	No need	No opinion	Rank
15c. Retirement Housing	37%	36%	10%	17%	99
15b. Affordable Housing	27%	31%	24%	18%	60
15d. Owner occupied condominiums	19%	27%	30%	23%	36
15a. More diversity of Housing types	16%	25%	33%	26%	24
15e. Upscale/luxury housing	10%	21%	46%	24%	-6

**17. How much need do you believe there is for the following in Seneca Falls? (Ranking similar to the previous tables)**

	Strong need	Moderate need	No need	No opinion	Rank
17t. Movie Theater	58%	28%	9%	5%	135
17n. After-Hours Urgent Care Center	55%	28%	7%	10%	131
17d. Public Restrooms	44%	41%	8%	6%	121
17h. Weekly Farmer's Market	33%	47%	13%	7%	101
17a. Evening and Weekend Hours for Downtown Shops/Businesses	33%	45%	12%	10%	100
17mm. Bowling Alley	35%	39%	13%	13%	96
17r. Dry Cleaner	34%	39%	14%	13%	92
17k. Shop Featuring Items Made by Local Artisans	29%	44%	13%	15%	88
17g. Boat Tours of the Canal & Locks	22%	54%	13%	11%	85
17hh. Book Store	26%	40%	19%	14%	74
17e. Shower/Laundry Facilities for Visiting Boaters	26%	36%	16%	22%	72
17ff. Bakery	26%	39%	24%	11%	67
17c. More Public Access to Canal & Van Cleef Lake	26%	35%	21%	18%	66
17y. Grocery Store	36%	24%	32%	8%	65
17s. Wine Shop Featuring Local Wines	28%	33%	26%	13%	63
17b. Additional Docking for Boats	24%	33%	20%	23%	61
17w. Clothing Stores	24%	39%	27%	11%	59
17o. Outdoor Concert Area	19%	46%	25%	11%	58
17i. Boat/Paddle Boat Rental Business	18%	42%	22%	17%	56
17gg. Health Food Store	23%	34%	27%	16%	53
17ii. Music Store	19%	39%	25%	17%	52
17jj. Fabric/Craft Store	17%	40%	27%	17%	47
17u. Additional Restaurants	25%	32%	35%	8%	47
17m. Additional Hotels/Motels	16%	37%	28%	19%	42
17f. Trolley Between Local Attractions	16%	34%	35%	14%	32
17p. Indoor Concert Hall	14%	36%	34%	16%	31
17kk. Sporting Goods Store	14%	34%	35%	16%	27
17ee. Appliance/Electronics Store	12%	39%	36%	14%	26
17j. Bike/Rollerblade Rental	13%	32%	33%	21%	25
17ll. Day Spa	13%	32%	32%	23%	25
17q. Antique Shop	11%	35%	34%	20%	24
17l. Additional Bed & Breakfasts	9%	35%	31%	24%	22
17x. Large Scale/Big Box Department Store	19%	24%	45%	12%	18
17aa. Garden Center/Nursery	10%	36%	41%	13%	15
17cc. Medical/Dental Offices	16%	25%	44%	14%	13
17dd. Home Improvement Center	13%	28%	45%	14%	10
17v. Convenience Store	10%	17%	62%	12%	-26
17z. Drug Store	11%	13%	68%	8%	-33
17bb. Mini-Storage Units	2%	14%	63%	22%	-46

**17. (Part 2) How much need do you believe there is for the following in Seneca Falls?**

*(Ranking by straight percentage)*

The next two tables sort the answers to question 17 by the preferred location of the use. The first table ranks those uses that are preferred in the Village, while the second ranks those preferred in the Town.

<b>Preferred uses for the Village</b>	Preferred location - Village	Preferred location - Town	Preferred location – None
17a. Evening and Weekend Hours for Downtown Shops/Businesses	51%	3%	11
17d. Public Restrooms	43%	1%	10
17c. More Public Access to Canal & Van Cleef Lake	35%	2%	12
17b. Additional Docking for Boats	34%	4%	13
17e. Shower/Laundry Facilities for Visiting Boaters	34%	2%	11
17ff. Bakery	31%	2%	12
17k. Shop Featuring Items Made by Local Artisans	30%	3%	14
17hh. Book Store	29%	3%	14
17t. Movie Theater	28%	9%	14
17h. Weekly Farmer's Market	28%	9%	12
17gg. Health Food Store	26%	2%	12
17g. Boat Tours of the Canal & Locks	26%	5%	14
17r. Dry Cleaner	26%	4%	16
17s. Wine Shop Featuring Local Wines	26%	2%	14
17n. After-Hours Urgent Care Center	26%	9%	14
17i. Boat/Paddle Boat Rental Business	25%	5%	14
17ii. Music Store	23%	4%	14
17o. Outdoor Concert Area	23%	6%	15
17j. Bike/Rollerblade Rental	22%	2%	14
17w. Clothing Stores	22%	4%	14
17p. Indoor Concert Hall	18%	5%	16
17f. Trolley Between Local Attractions	18%	4%	14
17q. Antique Shop	18%	4%	14
17jj. Fabric/Craft Store	18%	6%	16
17y. Grocery Store	17%	9%	15
17u. Additional Restaurants	16%	6%	17
17kk. Sporting Goods Store	15%	6%	15
17ll. Day Spa	15%	5%	16
17ee. Appliance/Electronics Store	13%	9%	15
17cc. Medical/Dental Offices	13%	4%	15
17z. Drug Store	12%	2%	15
17l. Additional Bed & Breakfasts	11%	6%	17
17m. Additional Hotels/Motels	10%	12%	17
17v. Convenience Store	9%	3%	16
17mm. Bowling Alley	9%	18%	19
17x. Large Scale/Big Box Department Store	8%	10%	17
17dd. Home Improvement Center	7%	12%	16
17aa. Garden Center/Nursery	7%	13%	15
17bb. Mini-Storage Units	5%	4%	16

<b>Preferred uses for the Town</b>	<b>Preferred location - Village</b>	<b>Preferred location - Town</b>	<b>Preferred location - None</b>
17mm. Bowling Alley	9%	18%	19
17aa. Garden Center/Nursery	7%	13%	15
17m. Additional Hotels/Motels	10%	12%	17
17dd. Home Improvement Center	7%	12%	16
17x. Large Scale/Big Box Department Store	8%	10%	17
17y. Grocery Store	17%	9%	15
17ee. Appliance/Electronics Store	13%	9%	15
17n. After-Hours Urgent Care Center	26%	9%	14
17h. Weekly Farmer's Market	28%	9%	12
17t. Movie Theater	28%	9%	14
17u. Additional Restaurants	16%	6%	17
17kk. Sporting Goods Store	15%	6%	15
17l. Additional Bed & Breakfasts	11%	6%	17
17o. Outdoor Concert Area	23%	6%	15
17jj. Fabric/Craft Store	18%	6%	16
17p. Indoor Concert Hall	18%	5%	16
17i. Boat/Paddle Boat Rental Business	25%	5%	14
17g. Boat Tours of the Canal & Locks	26%	5%	14
17ll. Day Spa	15%	5%	16
17bb. Mini-Storage Units	5%	4%	16
17r. Dry Cleaner	26%	4%	16
17w. Clothing Stores	22%	4%	14
17cc. Medical/Dental Offices	13%	4%	15
17q. Antique Shop	18%	4%	14
17b. Additional Docking for Boats	34%	4%	13
17ii. Music Store	23%	4%	14
17f. Trolley Between Local Attractions	18%	4%	14
17a. Evening and Weekend Hours for Downtown Shops/Businesses	51%	3%	11
17hh. Book Store	29%	3%	14
17k. Shop Featuring Items Made by Local Artisans	30%	3%	14
17v. Convenience Store	9%	3%	16
17z. Drug Store	12%	2%	15
17j. Bike/Rollerblade Rental	22%	2%	14
17e. Shower/Laundry Facilities for Visiting Boaters	34%	2%	11
17gg. Health Food Store	26%	2%	12
17s. Wine Shop Featuring Local Wines	26%	2%	14
17c. More Public Access to Canal & Van Cleef Lake	35%	2%	12
17ff. Bakery	31%	2%	12
17d. Public Restrooms	43%	1%	10

**18. Would you support efforts to preserve and enhance the following aspects of the Town and/or Village?** (Ranking similar to the previous tables)

All of these aspects received high ratings. At least 67% of those responding either supported or strongly supported each of the choices. 86% supported or strongly supported efforts to improve the appearance of building exteriors.

	Strong support	Support	Do not support	No opinion	Rank
18b. Appearance of building exteriors	49%	37%	9%	5%	126
18g. Rural/small town atmosphere	44%	40%	8%	8%	121
18a. Tree and flower plantings along streets	45%	37%	11%	7%	117
18c. Scenic views	41%	39%	10%	10%	112
18f. Overall historic character	33%	38%	18%	10%	87
18. Open space	29%	38%	12%	21%	83
18e. Historic areas and buildings	33%	36%	21%	10%	82
18d. Working farms	29%	38%	16%	17%	80

**19. Would you support using Town and/or Village resources to hire an economic development staff person to help market Seneca Falls, diversify our economy, and build our tourism base?**

51% supported this idea, while 34% did not, and 15% had no opinion.

**20. Many communities are looking to consolidate services between municipalities as a cost saving measure. How do you feel about the possibility of consolidating the following services?** (Ranking similar to the previous tables)

There was also strong support for all of the consolidation ideas outlined in this question. 82% favored consolidating highway maintenance, while 76 to 69% favored all of the other Town-Village sharing ideas. 58% of the respondents favored fully merging the Town and Village governments.

	Agree	Disagree	No opinion	Rank
20d. Share more services between Town and Village: highway maintenance	82%	12%	6%	70
20f. Share more services between Town and Village: zoning code enforcement	76%	13%	11%	63
20e. Share more services between Town and Village: building code enforcement	76%	14%	10%	62
20i. Share more services between Town and Village: garbage collection	77%	16%	8%	61
20h. Share more services between Town and Village: zoning board of appeals activities	72%	16%	12%	56
20g. Share more services between Town and Village: planning board activities	73%	17%	10%	55
20b. Share more services between Town and Village: police	69%	26%	6%	43
20c. Share more services between Town and	69%	26%	6%	43

		Agree	Disagree	No opinion	Rank
Village: fire protection					
20a. More reliance on County Services		59%	23%	18%	37
20l. Fully merge all Town and Village operations, including elected governments		58%	31%	11%	27

**21. Are you interested in seeing any of the following recreational uses enhanced or further developed in Seneca Falls?** (Ranking similar to the previous tables)

Cultural activities rated highest for this question, followed by Walking, running bike, and hiking paths or trails. Dog park, golfing, horse and snowmobiling trails rated the lowest interest.

	Strong interest	Some interest	No interest	No opinion	Rank
21q. Cultural activities (music, theater, etc.)	47%	37%	10%	6%	122
21n. Walking/running path	47%	35%	13%	5%	116
21i. Bike paths	36%	44%	15%	5%	102
21f. Hiking trails	41%	35%	18%	6%	99
21a. Public access to canal and lakes	40%	35%	17%	8%	97
21u. Public picnic areas	35%	41%	18%	7%	92
21s. Teen center	35%	38%	20%	7%	89
21j. Playgrounds with equipment	33%	41%	18%	8%	88
21m. Ice skating	30%	42%	19%	8%	84
21t. Senior citizen center	30%	40%	18%	11%	83
21r. Supervised recreational activities for senior adults	29%	42%	18%	11%	81
21c. Swimming (Lake)	29%	39%	24%	8%	71
21d. Boat docking space	30%	31%	25%	13%	67
21p. Athletic Fields (baseball, softball, soccer)	23%	36%	31%	11%	50
21e. Marina	24%	32%	31%	14%	48
21k. Camping areas	19%	38%	32%	11%	44
21b. Public swimming pool	27%	27%	40%	6%	41
21l. Tennis courts	16%	36%	37%	12%	31
21v. Dog Park	21%	25%	44%	11%	23
21o. Golfing	14%	30%	43%	12%	16
21h. Horse trails	13%	26%	49%	12%	3
21g. Snowmobiling trails	14%	23%	51%	12%	0