



PUBLIC SURVEY KEY FINDINGS

COMMUNITY FACILITIES & UTILITIES MASTER PLAN CHAPTER UPDATE



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INTRODUCTION

PURPOSE

As part of the 2020 Community Facilities and Utilities Master Plan Chapter Update, the City of Dover coordinated a public survey to obtain feedback on level of satisfaction with municipal facilities, buildings, and utilities. This survey was advertised through a promotional video, poster, and on the website. It was formatted as both an online survey and as an in-person display at the Library and City Hall. The key findings presented on the following pages are outlined by structure and utility. The appendix contains a full transcript of open-ended comments, which were extracted from the raw online survey data, and a copy of the blank survey.

GENERAL FINDINGS

- The outreach efforts associated with this effort generated a great deal of interest. 303 individuals indicated interest in the project by logging into the survey, but only 93 individuals provided feedback on specific facilities and utilities in Dover.
- 91% of survey respondents were Dover residents. 46% of respondents are property owners in Dover. 8% of respondents were City employees.
- The buildings that received the highest number of responses were Dover City Hall, the McConnell Center, and the Public Library. This is not too surprising, considering these are three of the most frequently visited facilities by the public.
- Parking capacity was identified as an issue at many municipal facilities such as the indoor pool, City Hall, the McConnell Center, and the Public Library.
- Directional signage and bathroom renovations were also identified as priorities at multiple facilities such as the Public Library and City Hall.
- Responses suggest that many of the older municipal structures should be modernized and updated to better reflect future needs.
- There is a desire that maintenance and repairs be performed in a timely way for both new and old buildings to protect the lifespans and integrity of the structures.
- There is concern that some structures do not meet current or future population demands.
- Some respondents expressed a desire for more public open hours at many of the recreation facilities.
- There is interest in restoring vacant structures and better utilizing vacant space to increase value (such as the chapel and veterans building).

MUNICIPAL FACILITIES

DOVER CITY HALL

Number of responses - 40

*In general, respondents were **MOSTLY SATISFIED** with the City Hall's ability to meet the City's current needs. Respondents indicated that they were only **SOMEWHAT SATISFIED** with the building's ability to meet future needs.*

Level of satisfaction with the building's ability to meet the City's **CURRENT** needs:

- 55% satisfied
- 30% somewhat satisfied
- 12% very satisfied
- 3% not satisfied

Level of satisfaction with the building's ability to meet the City's **FUTURE** needs:

- 50% somewhat satisfied
- 22% satisfied
- 14% not satisfied
- 12% very satisfied
- 2% unsure

SUMMARY OF FEEDBACK

- Recent renovations have greatly improved City Hall, though some think the building feels old and could still use updating in the interior.
- Expand parking.
- Add better directional signage in interior of building.
- Tower needs repair.
- Some think there might be space constraint challenges in the future as Dover grows.
- Building is awkward for disabled users.

PUBLIC LIBRARY

Number of responses - 53

*In general, respondents were **SATISFIED** with the Public Library's ability to meet the City's current needs. Most respondents indicated that they were only **SOMEWHAT SATISFIED** with the building's ability to meet future needs, however, **24%** of respondents indicated they were **NOT SATISFIED**.*

Level of satisfaction with the building's ability to meet the City's **CURRENT** needs:

- 32% satisfied
- 30% very satisfied
- 28% somewhat satisfied
- 10% not satisfied

Level of satisfaction with the building's ability to meet the City's **FUTURE** needs:

- 30% somewhat satisfied
- 27% satisfied
- 25% not satisfied
- 12% very satisfied
- 6% unsure

SUMMARY OF FEEDBACK

- The library is a favorite place for many respondents in the City.
- The library building needs major upgrading and repairs. Some say its outdated, too small, and too crowded. Others emphasize the need for better organization, use of space, and expansion.
- There is limited space for meetings and group work.
- There is a need for expanded parking.
- The bathrooms are not suitable - they are outdated and should be renovated. There may be a need for additional restrooms.

MCCONNELL CENTER

Number of responses - 23

*In general, respondents were **SOMEWHAT SATISFIED** with the McConnell Center's ability to meet the City's current needs. Most respondents indicated that they were **SATISFIED** with the building's ability to meet future needs. However, **26%** indicated that they were **NOT SATISFIED** with the building's ability to meet future needs.*

Level of satisfaction with the building's ability to meet the City's **CURRENT** needs:

- 35% somewhat satisfied
- 26% satisfied
- 21% very satisfied
- 17% not satisfied

Level of satisfaction with the building's ability to meet the City's **FUTURE** needs:

- 35% satisfied
- 26% not satisfied
- 22% somewhat satisfied
- 17% very satisfied

SUMMARY OF FEEDBACK

- The building is well-maintained and highly utilized by the community. Some aspects of structure need to be upgraded.
- The layout is confusing for visitors. There is a need for better signage and interior wayfinding.
- Heating and cooling is inconsistent throughout building.

ICE ARENA

Number of responses - 11

*In general, most respondents were **SATISFIED** with the Ice Arena's ability to meet the City's current needs. Most respondents also indicated that they were only **SOMEWHAT SATISFIED** with the facility's ability to meet future needs. However, **36%** of respondents were **NOT SATISFIED** with the facility's ability to meet both current and future needs.*

Level of satisfaction with the building's ability to meet the City's **CURRENT** needs:

- 45% satisfied
- 36% not satisfied
- 18% somewhat satisfied

Level of satisfaction with the building's ability to meet the City's **FUTURE** needs:

- 36% somewhat satisfied
- 36% not satisfied
- 18% satisfied
- 9% very satisfied

SUMMARY OF FEEDBACK

- More public skate hours.
- Renovate Holt Side locker rooms.
- Add a restaurant.

INDOOR POOL

Number of responses - 9

*In general, the majority of respondents were **SOMEWHAT SATISFIED** with the Indoor Pool's ability to meet the City's current needs. Most respondents also indicated that they were **SOMEWHAT SATISFIED** with the facility's ability to meet future needs.*

Level of satisfaction with the building's ability to meet the City's **CURRENT** needs:

- 67% somewhat satisfied
- 11% very satisfied
- 11% not satisfied
- 11% satisfied

Level of satisfaction with the building's ability to meet the City's **FUTURE** needs:

- 67% somewhat satisfied
- 22% not satisfied
- 11% very satisfied

SUMMARY OF FEEDBACK

- Building needs to be modernized and locker rooms need upgrading.
- Improve air circulation in facility.
- More parking.

JENNY THOMPSON POOL

Number of responses - 6

In general, respondents were equally SATISFIED, SOMEWHAT SATISFIED, AND NOT SATISFIED with the facility's ability to meet the City's current needs. Most respondents indicated that they were NOT SATISFIED with the facility's ability to meet future needs.

Level of satisfaction with the building's ability to meet the City's **CURRENT** needs:

- 33% somewhat satisfied
- 33% satisfied
- 33% not satisfied

Level of satisfaction with the building's ability to meet the City's **FUTURE** needs:

- 66% not satisfied
- 33% somewhat satisfied

SUMMARY OF FEEDBACK

- Needs to be better marketed.
- More open hour swim times.
- Make more attractive by replacing chain-link fence and adding landscaping.
- Not family friendly.

POLICE STATION

Number of responses - 11

In general, respondents were VERY SATISFIED OR SATISFIED with the Police Station's ability to meet the City's current needs. Most respondents indicated that they were also VERY SATISFIED OR SATISFIED with the building's ability to meet future needs.

Level of satisfaction with the building's ability to meet the City's **CURRENT** needs:

- 36% very satisfied
- 36% satisfied
- 18% unsure
- 9% not satisfied

Level of satisfaction with the building's ability to meet the City's **FUTURE** needs:

- 45% very satisfied
- 27% satisfied
- 9% somewhat satisfied
- 9% not satisfied
- 9% unsure

SUMMARY OF FEEDBACK

- Very few comments - some like the new building and some do not.

RICKER MEMORIAL CHAPEL

Number of responses - 5

In general, respondents were NOT SATISFIED with the building's ability to meet the City's current or future needs.

Level of satisfaction with the building's ability to meet the City's **CURRENT** needs:

- 80% not satisfied
- 20% somewhat satisfied

Level of satisfaction with the building's ability to meet the City's **FUTURE** needs:

- 60% not satisfied
- 20% very satisfied
- 20% satisfied

SUMMARY OF FEEDBACK

- Restore the chapel back to its original condition and use. This building is currently neglected.

TRANSPORTATION CENTER

Number of responses - 15

*In general, respondents were **SOMEWHAT SATISFIED** with the Transportation Center's ability to meet the City's current or future needs.*

Level of satisfaction with the building's ability to meet the City's **CURRENT** needs:

- 46% somewhat satisfied
- 40% satisfied
- 7% not satisfied
- 7% very satisfied

Level of satisfaction with the building's ability to meet the City's **FUTURE** needs:

- 60% somewhat satisfied
- 20% not satisfied
- 13% satisfied
- 7% unsure

SUMMARY OF FEEDBACK

- General improvements are needed to make it more inviting and safe. More lighting, a night time patroller, better seating, and public art.
- As Dover grows, consider expanding the building to capture more value.
- The Bagel Shop and gardens were a great addition to the Transportation Center. Consider additional stores, restaurants, etc.
- Need to provide services for homeless as they are a huge presence here.
- There's a need for more parking.

CENTRAL FIRE STATION

Number of responses - 6

*In general, respondents were **SOMEWHAT SATISFIED** with the building's ability to meet the City's current and future needs.*

Level of satisfaction with the building's ability to meet the City's **CURRENT** needs:

- 66% somewhat satisfied
- 17% very satisfied
- 17% satisfied

Level of satisfaction with the building's ability to meet the City's **FUTURE** needs:

- 50% somewhat satisfied
- 16.5% very satisfied
- 16.5% not satisfied
- 16.5% unsure

SUMMARY OF FEEDBACK

- There is respect for the historical value of the building, however there is also concern that upkeep, maintenance, and renovations will be inefficient and challenging over time with such an old structure (particularly as standards change).
- The location is nice but a new facility may be needed down the line.

PUBLIC WORKS FACILITY

Number of responses - 7

*In general, respondents were **SATISFIED** with the Public Works Facility's ability to meet the City's current needs. A significant portion of respondents also indicated they were **NOT SATISFIED** with the building's ability to meet current or future needs.*

Level of satisfaction with the building's ability to meet the City's **CURRENT** needs:

- 57% satisfied
- 28% not satisfied
- 14% somewhat satisfied

Level of satisfaction with the building's ability to meet the City's **FUTURE** needs:

- 43% not satisfied
- 28% satisfied
- 14% unsure
- 14% somewhat satisfied

SUMMARY OF FEEDBACK

- The recycling center is outdated and does not provide adequate services for 2020.
- For a city of our size, the limited hours for the recycling center are inadequate.

DOVER HIGH SCHOOL

Number of responses - 7

In general, respondents were VERY SATISFIED with the High School's ability to meet the City's current and future needs. Respondents were mostly SATISFIED with the building's ability to meet future needs.

Level of satisfaction with the building's ability to meet the City's **CURRENT** needs:

- 43% very satisfied
- 28% satisfied
- 14% not satisfied
- 14% unsure

Level of satisfaction with the building's ability to meet the City's **FUTURE** needs:

- 43% satisfied
- 28% very satisfied
- 14% not satisfied
- 14% unsure

SUMMARY OF FEEDBACK

- Appreciate solar energy installation.
- Keep up with maintenance over time to ensure longevity of building.

DOVER MIDDLE SCHOOL

Number of responses - 8

In general, respondents were equally SATISFIED and NOT SATISFIED with the Middle School's ability to meet the City's current and future needs. Respondents were mostly NOT SATISFIED with the building's ability to meet future needs.

Level of satisfaction with the building's ability to meet the City's **CURRENT** needs:

- 38% satisfied
- 38% not satisfied
- 12% somewhat satisfied
- 12% very satisfied

Level of satisfaction with the building's ability to meet the City's **FUTURE** needs:

- 63% not satisfied
- 12% satisfied
- 12% somewhat satisfied
- 12% very satisfied

SUMMARY OF FEEDBACK

- School is too crowded and doesn't meet population demands.
- Hallways and classrooms are cramped.

OTHER FEEDBACK ON BUILDINGS

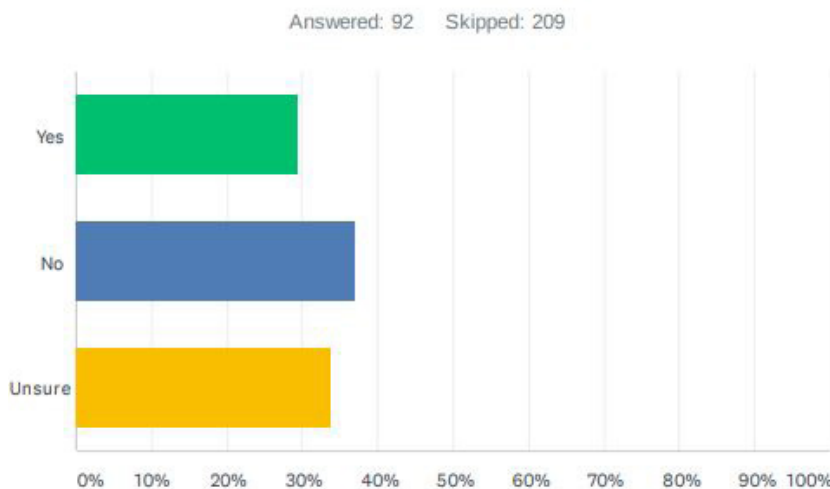
- Veterans Building - Look to better utilize the building for a variety of events. Not sure many people know about the building and the lack of driveways are an issue. Need to define driveways with curbing for safety reasons.

- Cemetery tomb - Plans to turn cemetery tomb building into a place for cremated remains should be recommended. Rebuild the gazebo as it originally was built. Both this and the chapel restoration would be great additions to the 2023 historical 400th event.
- Cemetery Barn/Grounds Maintenance Building - This building looks like it needs upgrading.
- Woodman Elementary School - They need more resources. Engage students in planting more trees.
- Horne Street Elementary School - Not enough room if current student population continues to grow. Need more rooms.

PUBLIC UTILITIES

MUNICIPAL WATER SYSTEM

Are you aware of any issues or opportunities the City of Dover should address related to the Municipal Water Infrastructure in the next ten years?



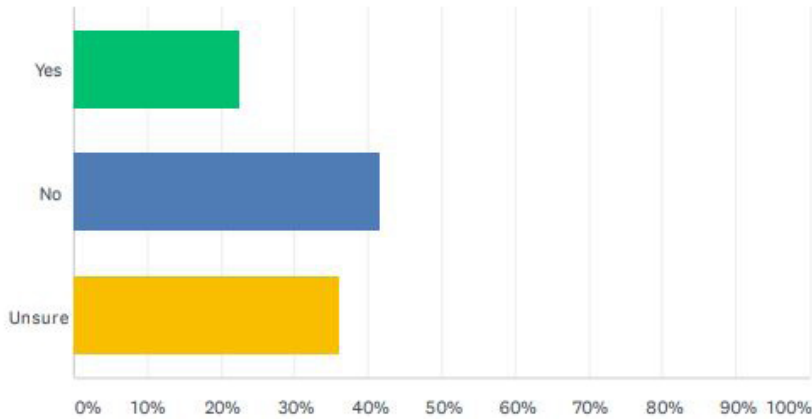
SUMMARY OF COMMENTS

- A robust infrastructure repair plan is necessary in order to address system needs before they become crises.
- Money needs to be allocated to modernize the system and ensure preventative maintenance will be addressed. Proactive prevention will provide long-term tax relief to Dover taxpayers.
- Need additional water sources and to protect existing sources.
- Continue to upgrade and replace aging distribution infrastructure.
- Ensure that the City prepares for the increased need for adequate water supplies as Dover’s population grows.
- There is concern regarding contamination and PFAs in wells.
- Educate Dover residents about pollution issues in the City. Promote water conservation.
- More frequent droughts are straining the existing water supply.

MUNICIPAL SEWER SYSTEM

Are you aware of any issues or opportunities the City of Dover should address related to the Municipal Sewer Infrastructure in the next ten years?

Answered: 89 Skipped: 212



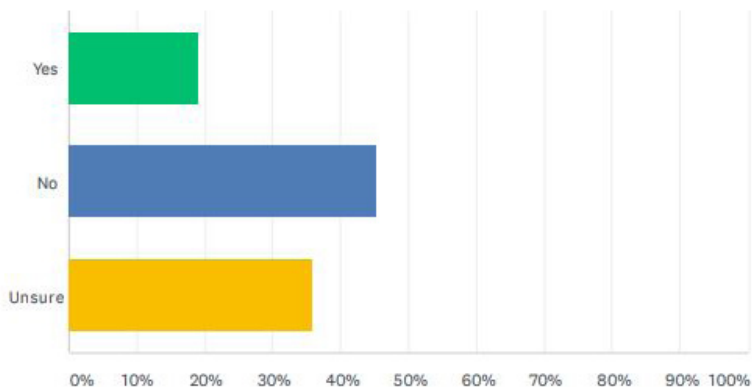
SUMMARY OF COMMENTS

- Ensure ongoing preventative maintenance of system.
- Actively address Great Bay issues.
- Upgrade as much material as possible at the Wastewater Treatment Plant to stainless steel.
- Update sewer system to accommodate growth.
- There is concern about ingress from flooding along waterfront properties.
- Continue to fix illicit discharges.
- Provide literature to new residents and renters about what not to dispose down the drains.

MUNICIPAL STORMWATER SYSTEM

Are you aware of any issues or opportunities the City of Dover should address related to the Municipal Stormwater Infrastructure in the next ten years?

Answered: 84 Skipped: 217



SUMMARY OF COMMENTS

- More frequent cleanings.
- Enlist citizens to adopt storm drains and help keep them clear to improve street drainage.
- Reduce the amount of impermeable surfaces as development occurs.
- Construct artificial wetlands to protect shorelines and provide habitat.
- Concerns related to flooding caused by storms.
- Educate residents more about their responsibilities in regard to stormwater drainage.
- Address stormwater runoff. Encourage green spaces and roof top gardens to decrease runoff into stormwater system.

APPENDIX

Below is a full record of the open-ended comments collected from the survey by municipal facility. This is followed by a copy of the survey document.

DOVER CITY HALL

- Pleased with recent renovations and improvements. Need to do more with general signage and office identification to assist the general public. Continue with energy conservation upgrades.
- The building, even with the updates, is at best very awkward for disabled users.
- the City Hall cupola is in desperate need of repair. Continuing to ignore it will only increase the cost to repair it exponentially in the future. I would hate to lose this very visible and iconic piece of Dover.
- As Dover grows this building faces serious challenges due to space constraints.
- To access these services, parking availability needs to be expanded.
- I have attended meetings in one of the meeting rooms on the ground floor and it is unbearably hot in the room. We always have to open the windows in the middle of winter to make it bearable. This is an obvious waster of energy and taxpayer dollars.
- 2018 renovations and reorganization of space has allowed for a much improved work space. Could use more storage potential, but overall the ergonomics and layout works.
- Door swipes seem to be half implemented. Why do part, but not all.
- Free parking should be provided if it isn't already. Also, the building is pretty old. I'm sure in the future it will create issues, and who is paying to fix them?
- As a new resident it was not clear that I should enter city hall through the back. It was hard to find my way the first time. Second time I parked in the little lot out back. It was hard to exit that lot because of the angle of the parking spaces. I think clearer signage and more free parking for city hall would make it more accessible in the future.
- So much more opportunity to engage the community and preserve this building.
- Could use some renovations/restoration - beautiful building and should be preserved.
- Needs better cleaning and bathroom update.
- Better signage for how to get to the city clerk's office from outside the building would be appreciated!
- Building seems small and outdated. They are moving offices around, and seem to be improving incrementally, but the building just feels old. And only accepting cash for car registrations, etc, is very dated.
- Need better parking to access this building.
- I'd love to see the theater space used more. DMS facilities are limited. Maybe more youth programs.
- Needs more parking.
- I'm not sure if this building meets demands since I am rarely inside. The new customer service center is well done. I do hate waiting in line when there are employees apparently available. And I find they often don't answer the phone.
- The interior of city hall looks and feels OLD. There is very little that is welcoming. I avoid it. I feel bad for the people who have to work there.
- Do not even think of building a new city hall. Property taxes are so high in this town it makes it impossible for average income families to live here.

PUBLIC LIBRARY

- The building is too small and too crowded for current library patrons. The bathrooms are outdated, unclean, and dangerous for children. Parking at the library is often full. The employees do a great job for what they have to work with. The library needs a massive upgrade at the very least, if not an entire new building.
- Please please spend some of my tax money on a total re-do of the bathrooms in the library! This is sorely needed.
- The building is falling apart and needs funds to repair!
- Appreciate recent updates. Appreciated expanding resources and look forward to more current maintenance including improved bathrooms.
- It's pretty cramped in there but they do a nice job.
- Too many issues with leaks.
- Would like to see better organization and usage of space.
- Our well used library physically reflecting the needs of the early 20th century. Given the amount of usage it deserve an uplift to be able to accommodate 21 century information delivery and small group interaction. The meeting space are so popular they have become difficult to book.
- The building is lovely but too small, which means that it's selections are limited.
- The librarians do a fantastic job of making the best of the building, but the stacks are cramped as was the browsing area pre-COVID, the ceiling literally fell down, there's limited space for individual work or group meetings, there are areas that are not handicap accessible (e.g., the teen loft to say nothing of the stacks, again) etc., etc., etc.
- The Dover Public Library was as we all know a donation from Andrew Carnegie if I recall correctly... When would be a good time to fund a new and up to date library?
- The library works right now but I wonder if more space will be needed as Dover grows.
- The library building at 115 years old us in need of MAJOR updates and expansions. It simply wasn't built for the way libraries are used today. This should be made a top priority for the city and should have major public input options. The location of the current library is ideal in many respects but as parking issues increase with continued downtown development, and as the problems brought by the drug abuse epidemic and attendant issues with drug use in or near the library, maybe a reevaluation of the downtown location should be part of plan. Maybe a brand new library can be built out of the downtown area to manage these issues.
- A children's room bathroom is needed and the peeling paint looks dangerous for children. The whole locked bathroom situation is uncomfortable - if you need security add more cameras not locks!
- Very small and outdated.
- Eliminate system to accommodate drug users.
- The library is the heart of the town.
- Due to the age of the library, the building is need of reinforcement or repair on the aging parts of it. Parts of the ceiling over the stairwell fell this summer, requiring patrons to use the elevator and not the stairs during tax season. There was also a rule of one person per elevator ride due to the pandemic. This caused a back log of people waiting to ride the single elevator.
- 19th century-designed building is inadequate for 21st century library services. Too small, too many dysfunctional or poorly located departments; technology improvements hampered by structure of stacks and public spaces.
- Well-developed programs- a real treasured resource of this city.
- Library building is aging so I am concerned with the ability to keep up with maintenance and general upkeep. Look what can be done to improve energy conservation.
- I think we should consider expanding the library to include an annex in the McConnell Center - since the McConnell Center is underutilized anyhow.
- Once again space and updating.
- Parking availability needs to be expanded.

- Building has defined the cultural aspects of Dover, and continues to be a great place to learn and read in.
- Doing a great job.
- Outdated overall.
- The library suffers from neglect - all Dover does is spend money on schools. The library also is the defacto homeless shelter - little has been done to assist the homeless. Needs renovations and to be lightened and brightened.
- Where do I begin....there should be two rest room facilities in the building. Flooring is worn, does not smell good, under-utilized second floor, limits on the amount of time you can just sleep and snore at a workstation or a reading chair in the Adult section. Parents should not be sitting on the furniture in the children's room, especially the reading nook. The craft table in the children's room is too small. For a town that has spent so much in so many places and increased our resident population by approving ugly apartment building after ugly apartment building our library is a bit of an embarrassment. Shouldn't some of the developer impact fee be applied here?
- Hopefully it was the city that paid for the recent ceiling replacements. Projects, such as improving air conditioning, seem to have forethought and do not over reach the budget. The plight of the homeless needs city attention and should not be left to library personnel to deal with.
- Give this facility more money. Public libraries are hands-down the most useful government service a city can provide. We need to EDUCATE our citizens in the future, everyone. We need it to at least be there for those who want to learn.
- All 3 of the older buildings right there: the library, the McConnell center and city hall are great buildings with a lot of character. I love the history and would never want to get rid of the library. I do however think it feels a little crowded in there at times and wonder what will happen as Dover grows. The children's library especially can feel a little cramped at times (pre-Covid). I'm not sure how an addition would work but maybe the offices on the ground floor could be moved to the McConnell center and the library downstairs could be expanded.
- The library is an essential resource to the town.

MCCONNELL CENTER

- Well utilized. May need updating for future needs.
- Needs to be more parking in the winter.
- I work in the building. The heating and cooling is very inconsistent. It is either freezing or uncomfortably hot. The bathrooms on the 3rd floor are unsanitary. The elevator at door 7 is also unclean and the carpet is a trip hazard.
- Need to improve HVAC and increase outside air especially in fitness center.
- The building seems to be well utilized offering a home to varied groups.
- Gary Bannon "administers" this building very well.
- Buildings are out dated. Too many entrances/exits are confusing for visitor. Rooms aren't being used efficiently, etc. (as in how it's being used, etc). Would love to see a portion of the building to be converted into a local maker's space or additional STEM educational resources/space.
- The building's past as a school is evident. Some areas, such as stairways, are dark and unwelcoming. Signage needs to be clearer/more helpful and room numbering needs to be logical; the current system seems to be sequential, but it would be easier to navigate if numbers were sequential in wings, not on entire floors.
- Much better bathrooms and cleaner than the library! Better directional signage would be nice - but feels much better maintained in the areas I've visited.
- Need better direction information booth inside and outside. Unclear where things are or how to find.
- Severely underutilized and probably (as a contributing factor) severely under-marketed. Is there an actual plan to utilize the building??
- No security. One outside camera. No evacuation plan if fire alarm goes off. No fire drills have been practiced.

- Not enough is offered for adults. Not seniors, not teens, but adults.
- During Covid-19, there have been all types of social media news items regarding various services provided by the town. What is happening to the Senior Center? I have seen not one thing anywhere addressing it.
- I get lost once in a while in there, but overall, a well-maintained and filled with such a variety of organizations.

ICE ARENA

- The rink needs to open both sheets of ice, and needs to let people shower! It is unsanitary and unfair to shut the showers down!
- Open up both sheets of ice. Covid is OVER.
- I'd like to see more public recreational use. Public skate times are limited. As a result, we often go to Jackson Landing instead. It would also be nice to expand the facility to include a pub/restaurant. I have family in Arizona and their facility stays full in large part because family/friends have a place to relax while their kids practice or wait for games. Maybe a public/private partnership?
- Renovate the Holt side locker rooms.
- It should be doable, although difficult, to open the second rink, so making that effort this winter would be appreciated!
- Dover residents should have access to the ice arena and pool. The cost of attending is prohibitive. It seems like a club for the employees rather than a service for the community! Also why does the Dover school pay for ice time? It's double dipping.

INDOOR POOL

- It needs new washrooms and a general modernization.
- Locker rooms need upgrades, more lap swim times.
- Please do whatever it takes to sustain the indoor pool and continue to grow it's programs!
- The air circulation needs help. Air just above the pool's surface holds onto aromas (perfume, chlorine build-up, body odor) and they seem to take a really long time to dissipate. The air movement in the locker rooms is just a notch above stagnant.
- Needs a face lift, more parking and more availability times.
- Needs locker rooms needs improvement to support growing population. Overall size may need update in the future.

JENNY THOMPSON POOL

- The pool/area is not family friendly. It has always seemed to be underused due to this reason.
- The pool is in desperate of updating, as well as **MARKETING**. Dover has one of the **ONLY** 50 meter pools in Northern New England, but has **NEVER** bothered to do any marketing to make it appealing to residents other than Camp Cool or Seacoast Swim Teams. Spend some money to make this a profitable enterprise.
- More open hour swim times.
- Jenny thompson pool is a great facility but I sure wish we could get rid of the rusty chainlink fence, do some landscaping, and make the place more attractive.

POLICE STATION

- Defund the Dover police department. It shouldn't take public outcry and a criminal investigation to fire someone who has multiple violations on their record.
- Seems grandiose and a waste of money.
- It's a nice new building.

RICKER MEMORIAL CHAPEL

- Bring the chapel back to original restoration. It's a treasure that should not be lost. Rent it out for various functions
- I hope the chapel will be restored to its original intent to be used as a chapel.
- I'm pleased to know that Rickey chapel will be renovated and returned to religious services. Good job, Dover!
- The city has not maintained this building well at all. It has been neglected and abused.
- This building should be restored to its former use or at least some other use than housing community services staff.

TRANSPORTATION CENTER

- I would like to see more commercial opportunities connected to the transportation center.
- The transportation center functions but it doesn't feel very inviting or inspiring. It definitely needs more lighting outside. I know the homeless need somewhere to go but I'd feel better getting off the train late at night if there was brighter lights and possibly a police officer there. The building there is fine and I love the addition of the bagel shop. There could be better seating, and more of it, and possibly some artwork like a mural. I love the gardens that were added there this summer. I would also hope that in the future, as Dover grows and more people take the train, that the building would be expanded.
- Bubby's is a great addition to the facility, but the homeless encampment in the woods by the community trail entrance is sad to see. Would be nice to see some services for homeless people (job placement, health services, housing assistance) available in the train station.
- Dover has a huge opportunity here. Right now we just have a parking lot and a small building, but we can turn this into a true asset for the city. Build a multi purpose building — first floor is trains / buses but also some stores that the City will rent out — look up value capture. Upper floors can be housing, you can sell these units to cover the cost of construction partially. It would be silly to let this be developed privately.
- Need to remove vagrants from area.
- I'm assuming this is the train station - The building itself is small and with the increase in housing downtown, there will be increased traffic and the building should grow and have more amenities to accommodate. The addition of the cafe this year was a step in the right direction. The parking situation is something I know comes up all the time - we simply need more. If possible, a garage at the back of the lot, near the path, would be beneficial. Security needs to be increased. I'm not sure what can be done about the homeless people hanging around but they need somewhere else to go. Also think lighting down the path from Washington Street to the parking lot would help.
- This area need better patrolling by the police department. It is unsafe after dark.
- I would like to see a safety pole (alarm) or similar at the transportation station. And a crosswalk close to the station.
- The COAST Bus service new route layout is a joke and I stopped going out on my own because of it.. what can we do about this.
- Stop giving public parking spaces to developers! The new business there is great use of the space. Like the library, it has become a homeless shelter with people sleeping in cars and camping around it. Dover must do better to assist the homeless especially as more people get pushed out by rampant development.

CENTRAL FIRE STATION

- I understand and respect the historical value and tradition the Central Fire Station provides; my concern is placed on the possible health, safety, and efficiency deficiencies that are carried with such an old fire station that needs continual renovations due to changing standards.
- The central to downtown location is great. But, it seems like perhaps in the future a better facility will be needed.

PUBLIC WORKS FACILITY

- The recycling center is outdated and does not provide services for 2020. If you want to see a recycling center, visit Lee. Dover's is pathetic dump.
- For a city of our size the limited hours for the recycling center are absolutely absurd. In addition, if a resident is away on trash pick up day we have to keep it for another week. Gross! For the taxes we pay, these services are severely lacking.

DOVER HIGH SCHOOL

- As a concerned tax payer...why is a multimillion dollar building's security alarm system not being utilized and turned on. The building has been in use for two years and the building has never been armed.
- the inclusion of the roof top solar panel is the smart way to move forward for all buildings that the city own/operate. This not only lessen our carbon footprint but also lessen our electric bill. A win-win solution.
- It looks like crap.
- The high school is a beautiful new building, and I think it is important to properly budget all maintenance needs in order to keep this investment in good shape.
- Very happy that during the Covid hiatus that the well-planned solar energy array is generating electricity.
- The high school is a beautiful new building, and I think it is important to properly budget all maintenance needs in order to keep this investment in good shape.
- Very happy that during the Covid hiatus that the well-planned solar energy array is generating electricity.

DOVER MIDDLE SCHOOL

- The air filtration system at the middle school has yet to be installed . Filters on the HVAC system for a building that size should be changed every three months -they are not . In the middle of a pandemic these improvements are necessary.
- Too many students for the size of the building. Dover keeps building apartments and homes yet does not add teachers or space for all the students this housing is adding. Schools are bursting at the seams!!!!
- Building does not meet population demand. Crowded classrooms. Crowded hallways. Crowded lunch room. Building needs to be expanded immediately.
- Out of all the schools, clearly needs the most work to best suit the students needs. Hallways are cramped, ceiling tiles are warped, etc.
- Something needs to be done about the traffic.



Dover Community Facilities and Utilities Survey

The City of Dover is currently updating its 2009 Community Facilities and Utilities Master Plan Chapter. As part of this update, we are asking for your feedback on City buildings, infrastructure, and utilities that are most relevant to you. The information collected through this survey will directly inform the update of the Master Plan chapter and help the City continue planning for high-quality, resilient community facilities into the future. The first set of survey questions asks for feedback on municipal buildings, while the second set of questions focuses on public utilities.





Dover Community Facilities and Utilities Survey

General

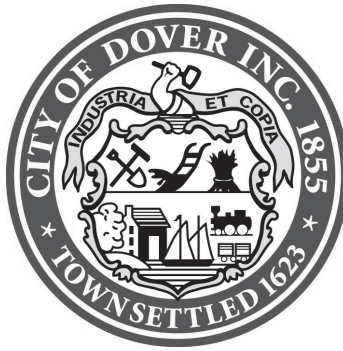
1. Are you a: (please check all that apply)

Dover Resident

City Employee

Property Owner

Other (please specify)



Dover Community Facilities and Utilities Survey

Municipal Buildings

There is space below to provide feedback on three buildings in this survey. If you'd like to offer feedback on more than three buildings, please feel free to fill out additional surveys.

2. Please select a **building** you'd like to provide feedback on from the dropdown menu.

Other (please specify)

3. Please rate your **level of satisfaction** with the building's ability to meet the City's needs.

- Not satisfied
- Somewhat satisfied
- Satisfied
- Very Satisfied
- Unsure

4. Please include any other **feedback** you have on this building below.

5. Please select a **building** you'd like to provide feedback on from the dropdown menu.

Other (please specify)

6. Please rate your **level of satisfaction** with the building's ability to meet the City's needs.

- Not satisfied
- Somewhat satisfied
- Satisfied
- Very Satisfied
- Unsure

7. Please include any other **feedback** you have on this building below.

8. Please select a **building** you'd like to provide feedback on from the dropdown menu.

Other (please specify)

9. Please rate your **level of satisfaction** with the building's ability to meet the City's needs.

- Not satisfied
- Somewhat satisfied
- Satisfied
- Very Satisfied
- Unsure

10. Please include any other **feedback** you have on this building below.



Dover Community Facilities and Utilities Survey

Public Utilities

11. Are you aware of any issues or opportunities the City of Dover should address related to the **Municipal Water Infrastructure** in the next ten years?

- Yes
 No
 Unsure

12. Do you have any **specific comments or questions** related to Dover's Municipal Water Infrastructure?
Please include these below.

13. Are you aware of any issues or opportunities the City of Dover should address related to the **Municipal Sewer Infrastructure** in the next ten years?

- Yes
 No
 Unsure

14. Do you have any **specific comments or questions** related to Dover's Municipal Sewer Infrastructure?
These can be provided below.

15. Are you aware of any issues or opportunities the City of Dover should address related to the City's **Stormwater Infrastructure** in the next ten years?

Yes

No

Unsure

16. Do you have any **specific comments or questions** related to Dover's Stormwater Infrastructure? These can be provided below.



Dover Community Facilities and Utilities Survey

Thank for filling out this survey! We appreciate your feedback!