

Town of Barnstable Citizen Survey

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Executive Summary

The purpose of the 2007 Barnstable Citizen Survey is to determine citizen satisfaction with town services and resident's perceptions of Barnstable's quality of life and town government. The data was collected through a random sample of Barnstable's adult residents from January 29, 2007 to February 8, 2007. A total of 400 interviews were conducted with Barnstable residents for a margin of error at approximately +/- 4.8 percent.

Some of the highlights of the survey are as follows:

- Over eighty percent of respondents (85.3%) state they are very or somewhat satisfied with the amount of information they receive from the town about issues and problems facing Barnstable.
- The majority of respondents (83.6%) are very or somewhat supportive of the development of a privately funded Performing Arts Center in downtown Hyannis.
- A strong majority of respondents (87.5%) personally feel either more safe or about the same compared to one year ago.
- The majority of respondents (83.3%) rate the adequacy of police protection as excellent or good in the Town of Barnstable.
- Nearly seventy percent of respondents (67.7%) report Barnstable's officials are adequately planning for the town's future, an increase of over seven percent from last year.
- The majority of respondents (86.8%) strongly or somewhat agree Barnstable's town government is managed professionally.
- The majority of respondents (72.6%) state that the quality of education in Barnstable has improved or remained the same, which is a nine percent increase from last year's response of 63.6 percent.
- Over eighty-five percent of the respondents (87.5%) are very or somewhat satisfied with the town services they receive in relation to town taxes, just slightly higher than last year (+1.3%).
- The percentage of Hyannis residents reporting excellent or good (84.1%) has improved five percent from last year (79.1%). This is an addition to a nearly 8 percent improvement (71.2%) in 2005, a steady increase over the last 3 years.

Project Overview

Bridgewater State College's Institute for Regional Development, contracted by the town of Barnstable, designed and administered a citizen survey of Barnstable residents during the months of January and February 2007. The purpose of this survey is to obtain information and citizen perceptions about Barnstable to assist in planning for the future.

By means of a random sampling process, the survey gathered data from a diverse group of citizens in Barnstable. A team of trained interviewers administered the survey during daytime and evening hours. A total of 400 interviews were conducted with Barnstable residents over the age of 18. The margin of error is approximately +/- 4.8 percent at the 95 percent confidence level.

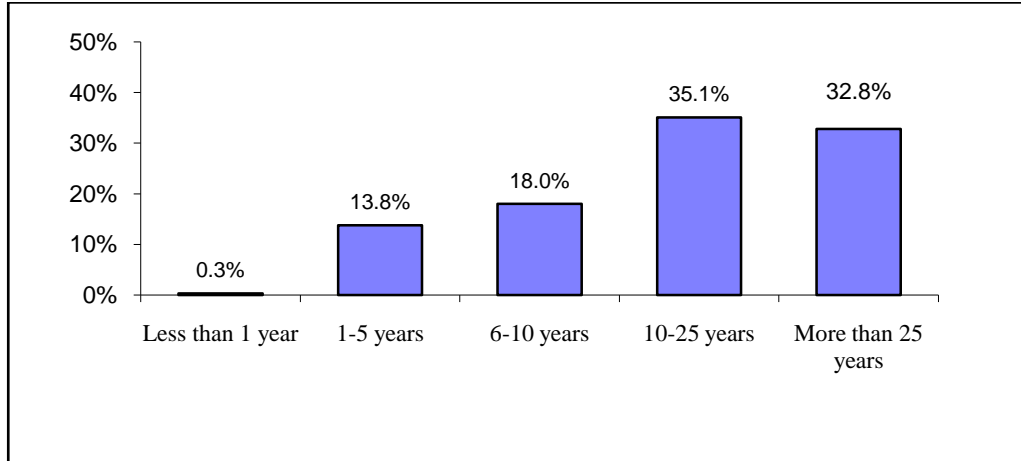
All interviewing was conducted from the Institute for Regional Development's telephone research center at Bridgewater State College. A project director was present at all times to supervise the administration of the survey, monitor for quality control, and handle any other problems. Shifts of interviewers were used during the evenings (6 to 9pm) from January 29-February 8, 2007. Telephone numbers were selected at random and purged of non-working and business numbers. All telephone numbers in the sample were then called up to three times, using a rotating schedule of callbacks to ensure that a telephone number had been tried on different weekday evenings. Additionally, some callbacks were conducted during daytime hours.

Prior to survey distribution, the Institute for Regional Development applied for and received approval from the Bridgewater State College Institutional Review Board. This board serves to protect human subjects who participate in research done by members of the college community.

Upon completion of calls, the survey responses were entered into a computer database. Using the latest state-of-the-art statistical software (SPSS for Windows Version 14.0), the data file was analyzed. Complete protection and confidentiality of the survey database was assured during all phases of data analysis. Access to the database is limited to the project director and one research assistant.

Residency

Figure 1
How long have you lived in Barnstable?



Highlights:

- A majority of the respondents (35.1%) have lived in Barnstable for 10 to 25 years; approximately one-third of the respondents have lived in Barnstable for fewer than ten years (32.1%) and 32.8 percent have lived in Barnstable for more than 25 years.

Table 1
In which village of Barnstable do you reside?

Village	Percent Reporting (2006)
Centerville	23.7%
Marstons Mills	20.6%
Hyannis	16.5%
Cotuit	13.1%
Osterville	11.9%
West Barnstable	7.2%
Barnstable	7.0 %

Highlights:

- Nearly twenty four percent of the respondents (23.7%) reside in Centerville; twenty percent (20.6%) of respondents reside in Marstons Mills.

Table 2
Why did you move to Barnstable?

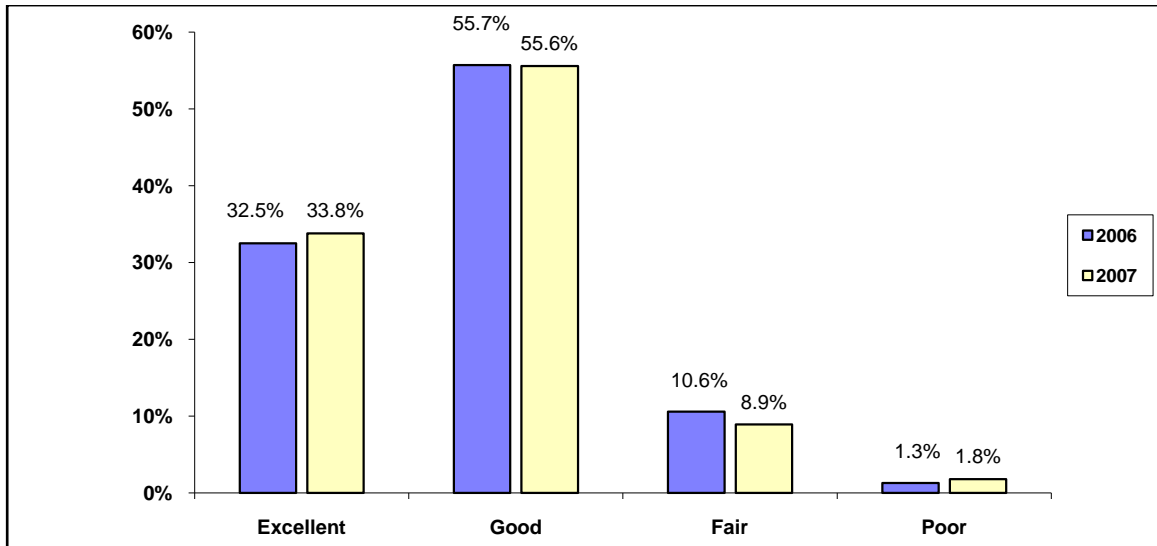
Reason	Percent Reporting (2006)
Family/friends/born here	35.3%
Location	18.2%
Access to jobs	12.8%
Quality of housing	6.4%
Reputation of community	5.1%
Appearance and character of town	4.6%
Other	15.6%

Highlights:

- The majority of respondents (35.3%) stated that they live in Barnstable because they were born in Barnstable or because of family and friends.
- Nearly twenty percent (18.2%) were attracted to Barnstable because of the location on Cape Cod.

Quality of Life

Figure 2
How would you rate the overall quality of life in Barnstable?



Highlights:

- An overwhelming majority of residents (89.4%) rate the quality of life in Barnstable as excellent or good in this year’s survey. This is very similar to the findings in 2006 (88.2%).

Table 3
Quality of Life by Village

	Village						
	Hyannis	West Barnstable	Cotuit	Marstons Mills	Centerville	Osterville	Barnstable
Percent Responding Excellent or Good	84.1%	100.0%	86.6%	92.4%	85.9%	89.2%	88.5%

Highlights:

- The above table illustrates that the total majority of respondents in West Barnstable (100.0%) rate that the quality of life in Barnstable as excellent or good.
- The percentage of Hyannis residents reporting excellent or good (84.1%) has improved five percent from last year (79.1%). This is an addition to a nearly 8 percent improvement (71.2%) in 2005, a steady increase over the last 3 years.
-

Table 4
What do you like most about living in Barnstable?

Reason	Percent Reporting
Location	27.0%
Community/town atmosphere	24.6%
Beaches/ocean	18.5%
Weather/environment	13.0%
Other	17.0%

Highlights:

- 27.0 percent of the respondents report that they like the “location” of Barnstable, followed by 24.6 percent of respondents citing the “community/town atmosphere” as what they like most about living in Barnstable.

Table 5
What do you like least about living in Barnstable?

Reason	Percent Reporting
Traffic/Street Maintenance	26.3%
Cost of living, high utilities	11.1%
Too rural/lack of services & transportation	11.1%
Politics	7.0%
Other	44.6%

Highlights:

- 26.3 percent of residents cite traffic and street maintenance as what they like least about living in Barnstable.

Town Services

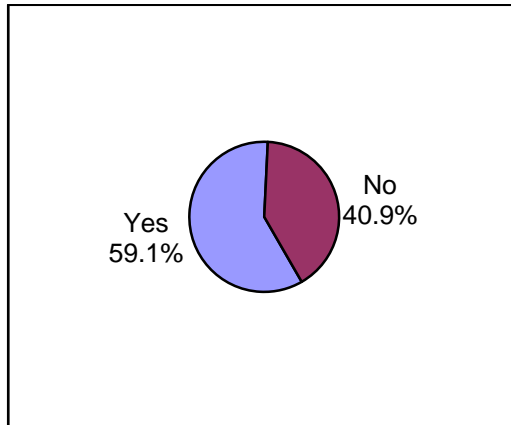
**Table 6
Rating of Town Services**

Service	Excellent (2007)	Good (2007)	Percent Excellent or Good		Change 2006-2007
			2006	2007	
Senior Services	33.8%	56.0%	89.2%	89.8%	0.6%
Police	26.0%	61.8%	88.0%	87.8%	-0.2%
Transfer station	32.2%	52.3%	87.6%	84.5%	-3.1%
Health Department	14.7%	66.9%	83.8%	81.6%	-2.2%
Conservation efforts	25.3%	55.9%	77.9%	81.2%	3.3%
Municipal Airport	13.6%	66.8%	81.8%	80.4%	-1.4%
Animal Control	9.3%	68.4%	72.7%	77.7%	5.0%
Recreation programs	27.2%	50.4%	82.0%	77.6%	-4.4%
Schools	20.4%	54.1%	70.6%	74.5%	3.9%
Building Inspection Services	13.5%	55.4%	68.7%	68.9%	0.2%
Street Maintenance	8.3%	47.5%	51.2%	55.8%	4.6%

Highlights:

- Nearly ninety percent of the respondents (89.8%) rate Senior Services as excellent or good; 87.8 percent rate Barnstable Police, the Health Department (81.6%) and the transfer station (84.5%) as excellent or good.
- Street maintenance was rated excellent and good at 55.8 percent which is a nearly 5 percent increase from last year.
- The largest changes in rating from 2006-2007 is animal control (+5.0), street maintenance (+4.6%), and recreation program (-4.4%).

Figure 3
Is there a specific town service that you would like to see improved?



Highlights:

- A strong majority of the respondents (59.1%) reported there is a specific town service they would like to see improved.

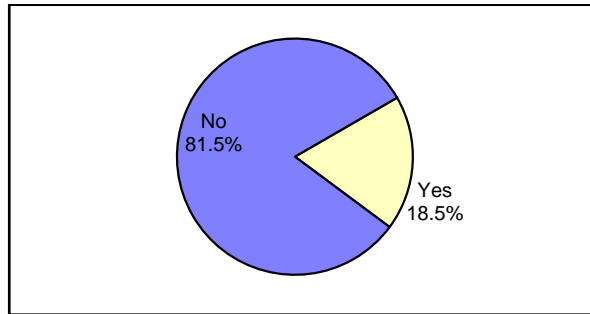
Table 7
Services that need improvement
N=225

Service/Program	Percent
Roads, traffic, street maintenance	18.2%
Town Government Departments	16.0%
Youth programs	15.1%
Schools	14.2%
Other	35.1%

Highlights:

- Nearly twenty percent of respondents (18.2%) report roads, traffic and street maintenance as the service that needs the most improvement.

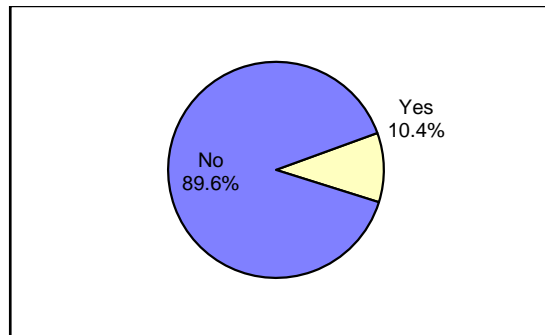
Figure 4
Is there a specific town service that you would like to see reduced?



Highlights:

- An overwhelming majority (81.5%) of respondents report that there is not a specific town service that they would like to see reduced.

Figure 5
Is there a specific town service that you would like to see eliminated?

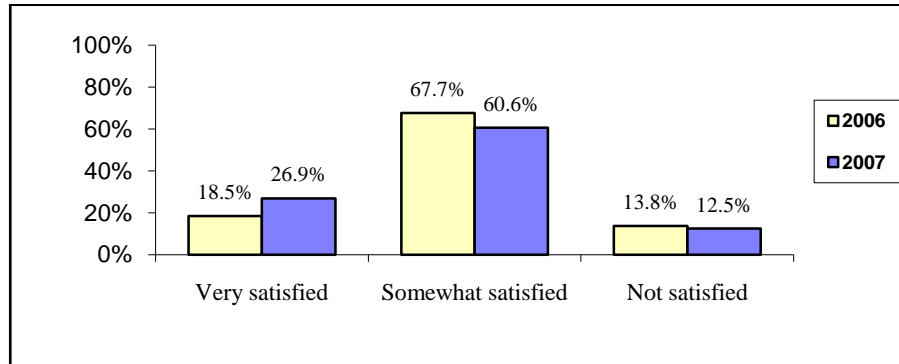


Highlights:

- A strong majority of respondents (89.6%) report that there is not a specific town service they would like to see eliminated.

Figure 6

Overall, how satisfied are you with the town's services in relation to town taxes?



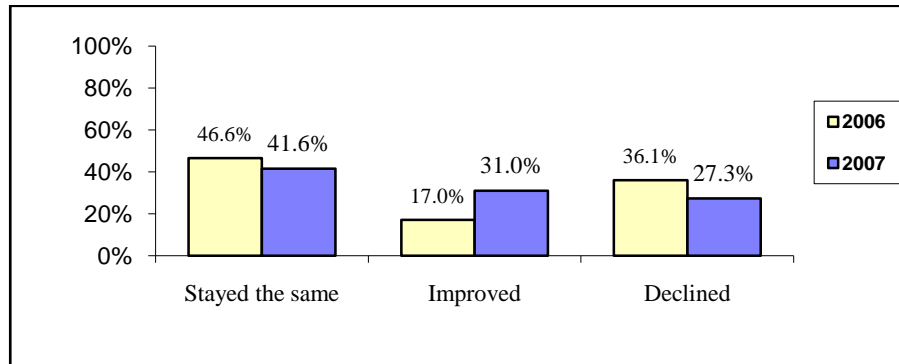
Highlights:

- Over eighty-five percent of the respondents (87.5%) are very or somewhat satisfied with the town services they receive in relation to town taxes, just slightly higher than last year (+1.3%).

Quality of Education

Figure 7

In thinking about Barnstable public schools over the past five years, would you say that the quality of education that students receive has improved, declined, or stayed the same? (N=155)



Highlights:

- The majority of respondents (72.6%) state that the quality of education has improved or remained the same, which is a nine percent increase from last year's response of 63.6 percent.

Table 8
Why would you say that the quality of education has improved? (N=68)

Reason	Frequency
Teachers	24
More/better programs and facilities	17
Feedback from children	14
Other	13

Highlights:

- Of 68 respondents, the majority (41) attribute the improvement to better programs, facilities, and teachers.
- Fourteen respondents reported that the quality of education has improved due to the feedback they receive from their children.

Table 9
Why would you say that the quality of education has declined? (N=65)

Reason	Frequency
Children lack motivation/discipline	14
Lack of programs or activities	13
School program cuts/budget issues/lack of funding	7
Other	31

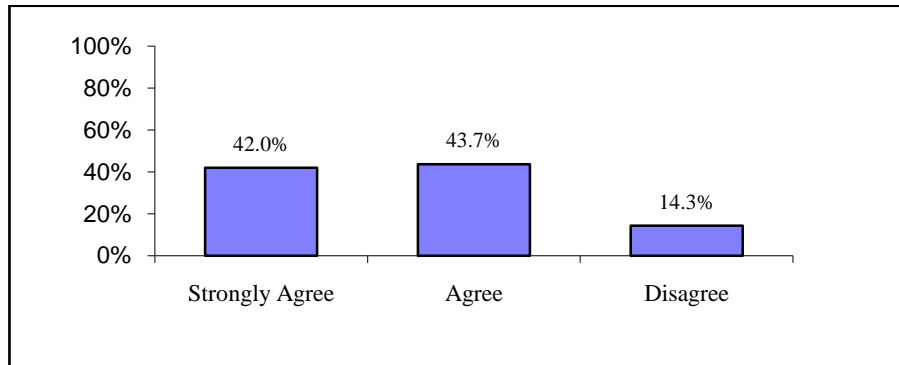
Highlights:

- 14 out of 65 respondents stated the quality of education has declined due to students lack of motivation or discipline.

Traffic and Development

Figure 8

Do you strongly agree, somewhat agree or disagree that traffic is a problem in Barnstable?

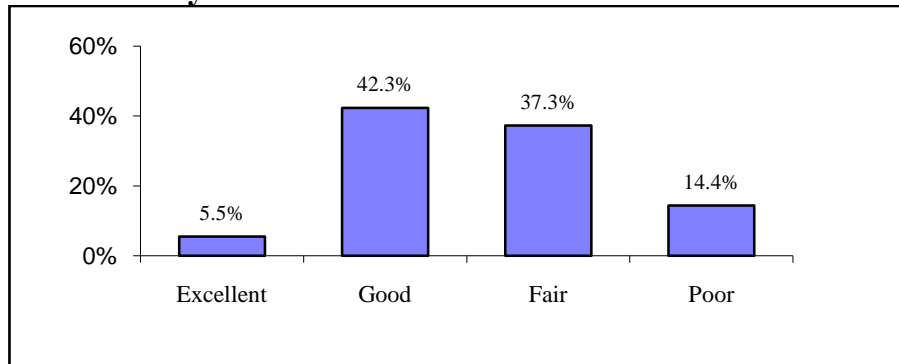


Highlights:

- Nearly ninety percent of respondents (85.7%) agree or strongly agree that traffic is a problem in Barnstable.

Figure 9

Overall, how would you characterize the conditions of Barnstable's roads?

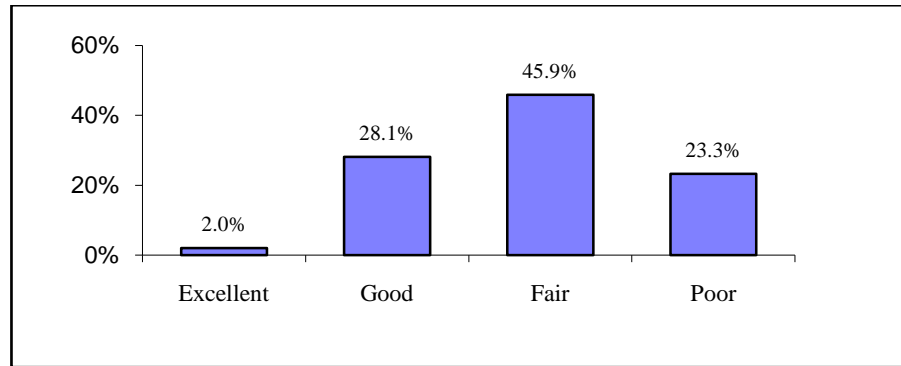


Highlights:

- Nearly half of respondents (47.8%) report the condition of Barnstable's roads as excellent or good.

Figure 10

Overall, how would you characterize the traffic conditions in Barnstable?

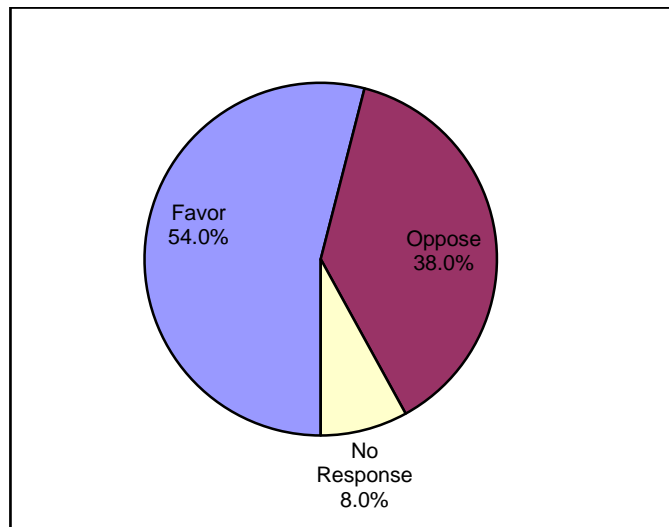


Highlights:

- Nearly seventy percent of respondents (62.2%) rate traffic conditions in Barnstable as fair or poor.

Figure 11

Do you favor or oppose a plan which would limit retail growth as a means to improve traffic on areas such as Route 132, the Cape Cod Mall area, Route 28 or in your village?



Highlights:

- More than half of respondents (54.0%) favor a plan which would limit retail growth as a means to improve traffic on areas such as Route 132, the Cape Cod Mall area, Route 28 or in their village.

Contact with Town Offices

Figure 12

Have you or a member of your household contacted the Town of Barnstable about a request for service, for information, or to log a complaint in the past 12 months?



Highlights:

- 40.9 percent of respondents contacted the Town of Barnstable about a request for service, for information, or to log a complaint in the past 12 months.

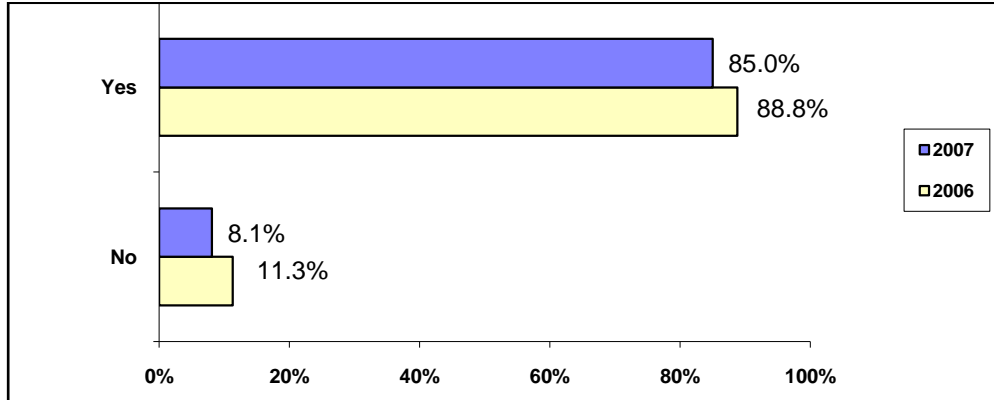
Table 10
What person or which office in town did you most recently contact?
N=131

Town Office	Percent Reporting
Town Clerk	16.0%
Senior Services	15.3%
Town Collector	9.9%
Town Council	9.9%
Growth Management	6.9%
Town Manager	5.3%
DPW	3.8%
Marine and Environmental Affairs	3.8%
Assessing Division	3.1%
Consumer Affairs Division	2.3%
Animal Control	1.5%
Other	22.2%

Highlights:

- 16.0 percent of respondents contacted the Town Clerk.

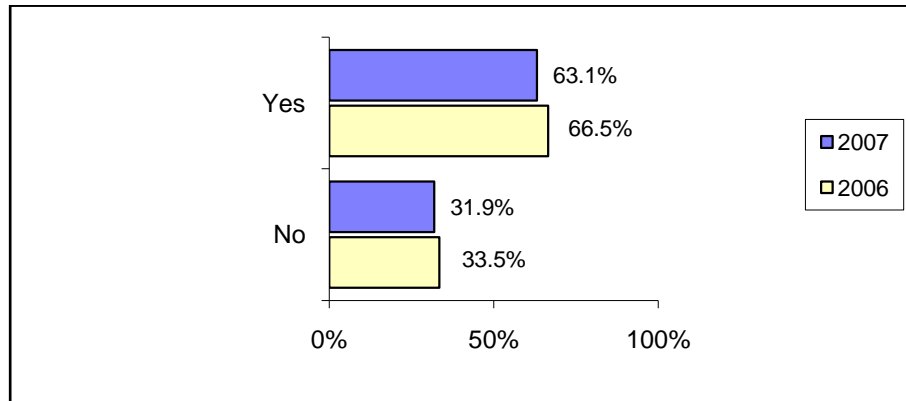
Figure 13
Was the person who handled your call or visit courteous? N=160



Highlights:

- An overwhelming majority of respondents (85.0%) report the person who handled their call or visit was courteous.

Figure 14
Did the result of your call or visit resolve your problem, request or question? N=160



Highlights:

- Two-thirds of respondents (63.1%) report their problem, request or question was resolved.

Citizen Perceptions of Barnstable Leadership

Table 11a

Please tell me how strongly you agree with the following statements.

	Strongly Agree	Somewhat Agree	Disagree	Percent Strongly Agree & Somewhat Agree
Overall, Barnstable’s town government is managed professionally.	21.8%	68.3%	9.9%	90.1%
Barnstable’s town council is working on issues that are important to me and my family.	20.7%	65.7%	13.6%	86.4%
Barnstable’s town manager John Klimm works effectively overseeing the administration of town government.	31.5%	57.6%	10.9%	89.1%

Highlights:

Managed professionally:

- 90.1 percent of respondents strongly or somewhat agree Barnstable’s town government is managed professionally.

Citizen’s needs and concerns:

- Over 85 percent of respondents (86.4%) strongly agree or agree that Barnstable’s town council is working on issues that are important to them and their family.

Town Manager:

- 89.1 percent of Barnstable residents agree or strongly agree that town manager John Klimm is effectively overseeing the administration of town government.

Table 11b

Please tell me how strongly you agree with the following statements.

	Strongly Agree	Somewhat Agree	Disagree	Percent Strongly Agree & Somewhat Agree 2007	Percent Strongly Agree & Somewhat Agree 2006
Barnstable’s town officials are fiscally responsible.	25.8%	61.3%	10.9%	87.1%	81.0%
Barnstable officials are adequately planning for the town’s future.	20.5%	61.3%	12.9%	81.8%	60.4%
Barnstable leaders provide enough information to the public.	24.5%	47.7%	27.8%	72.2%	59.6%

Highlights:

Fiscally responsible:

- 87.1 percent of respondents report Barnstable’s town officials are fiscally responsible.

Planning for the town’s future:

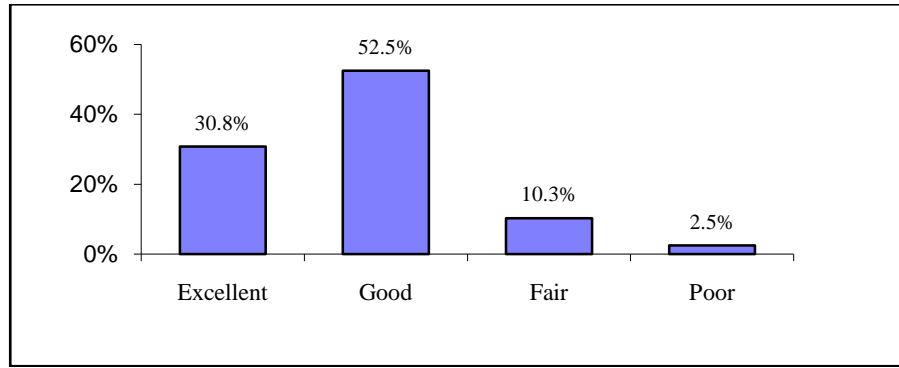
- Over 80 percent of respondents (81.8%) report Barnstable’s officials are adequately planning for the town’s future, a dramatic increase of over 20 percent (21.4%) from last year at 60.4 percent.

Information to the public:

- 72.2 percent of respondents stated Barnstable leaders provide enough information to the public which is up over 10 percent (12.6%) from last year.

Public Safety

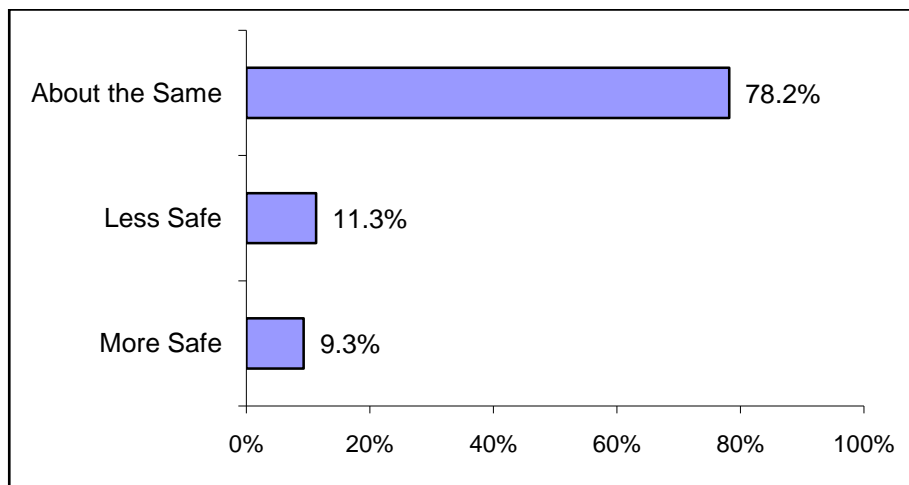
Figure 15
How would you rate the adequacy of police protection in the town of Barnstable?



Highlights:

- The majority of respondents (83.3%) rate the adequacy of police protection as excellent or good in the Town of Barnstable.

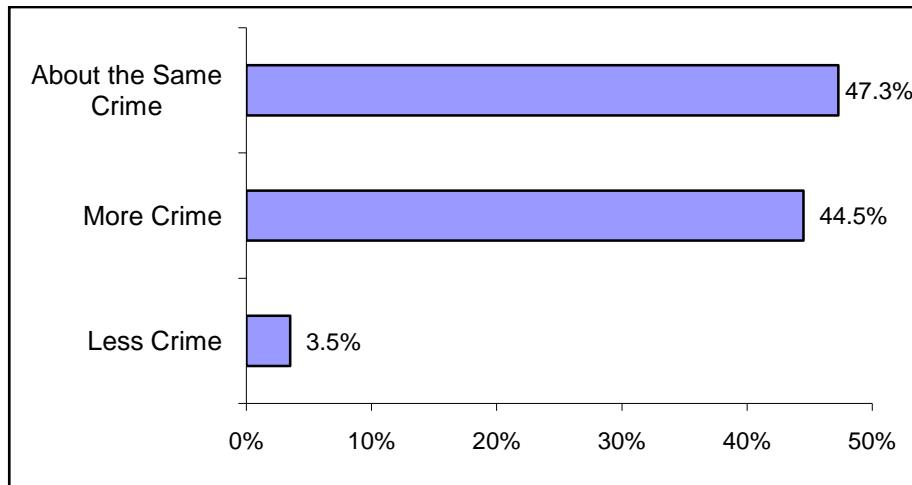
Figure 16
Compared to one year ago, do you feel personally more safe, less safe or about the same?



Highlights:

- A strong majority of respondents (87.5%) personally feel either more safe or about the same compared to one year ago.

Figure 17
Compared to one year ago, do you feel there is more crime, less crime or about the same crime?

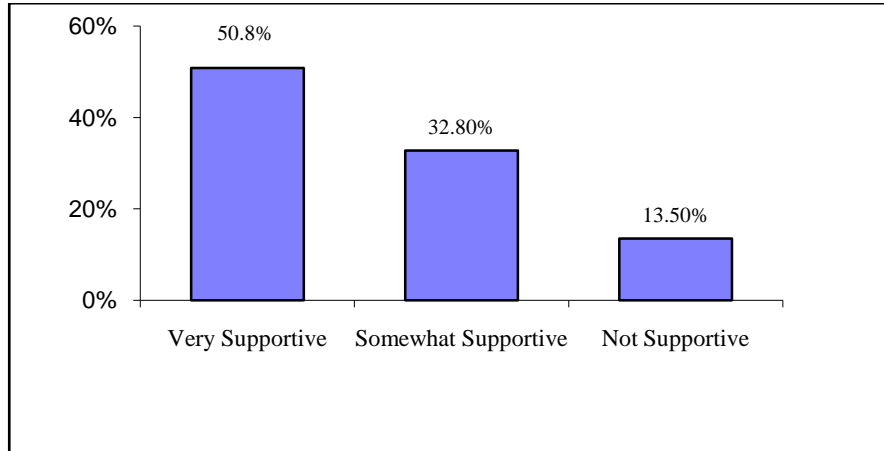


Highlights:

- Nearly 50 percent of respondents (47.3%) report that compared to one year ago there is about the same crime.
- 44.5 percent of respondents reported that compared to one year ago there is more crime.

Economic Development

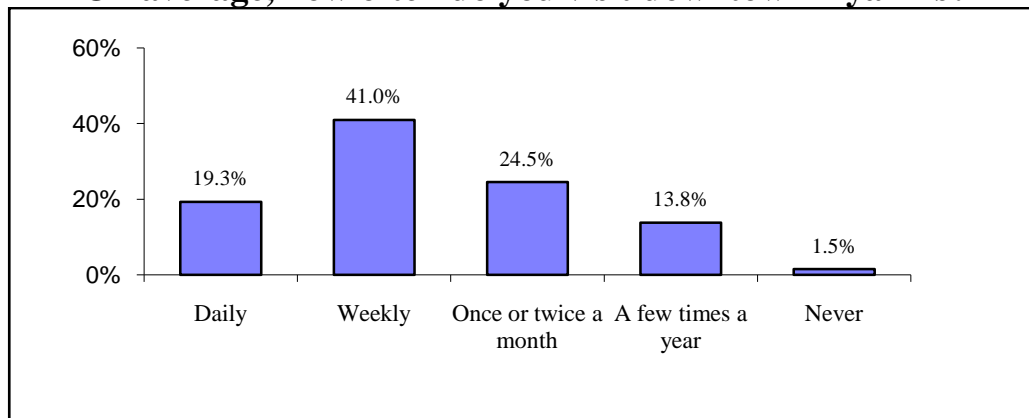
Figure 18
How supportive would you be of a privately funded Performing Arts Center in downtown Hyannis?



Highlights:

- An overwhelming number of respondents (83.6%) are very or somewhat supportive of the development of a privately funded Performing Arts Center in downtown Hyannis.

Figure 19
On average, how often do you visit downtown Hyannis?



Highlights:

- 60.3 percent of respondents visit downtown Hyannis on either a daily or weekly basis.

Table 12
In general, when you go to downtown Hyannis, what are the usual reasons for your trip?

	Percentage reporting “yes” as <i>one</i> of the usual reasons for their trip to downtown Hyannis
Attend Arts/Entertainment (Galleries, Harbor Your Arts-Performing Arts Series, Artist Shanties etc.)	55.8%
Shopping	19.6%
Access Health or Dental Care	19.1%
Events (Pops by the Sea, Car Show, Maritime Festival etc.)	16.6%
Shopping-Food	13.3%
Banking	11.6%
Work	11.3%
Shopping-Goods	10.6%
Professional Services (Accountants, Real Estate etc.)	8.3%
Restaurants and Dining	6.8%
Shopping- Personal	6.3%
Attend church services	4.0%
Visit Municipal Offices	2.8%
Post Office	2.5%
Other N=70	Frequency
Passive recreation, “walking”	22
Errands, convenience stores, cleaners, pay bills, etc.	15
Library	9
School/kids activities	9
“To do business”	6

Highlights:

- Over half of respondent’s (55.8%) report that the usual reason for their trip to downtown Hyannis to for Arts and Entertainment activities.

Table 13

I am going to read you a list of things that may be done to improve downtown Hyannis. Please tell me if it is likely to encourage you to visit and shop more often in downtown Hyannis?

	Percentage reporting "Likely"
More store selection	71.8%
Special events or festivals	71.0%
More arts or cultural events	69.8%
Improved traffic flow/safety	66.9%
More parking	55.5%
More employment opportunities	43.7%

Highlights:

- A great majority of respondents (71.8%) report that they would be more likely to shop in downtown Hyannis if there was more store selection and more special events or festivals (71.0%).

Table 14
Where do you shop within the town of Barnstable?

	Percentage reporting “yes” to shopping location
Hyannis – Route 132 (the Cape Cod Mall)	72.1%
Hyannis Main Street	35.4%
Marstons Mills Village Center	11.8%
Centerville Shopping Centers on Route 28	10.8%
Cotuit/Marstons Mills on Route 28	9.3%
Osterville Village Center	8.0%
Barnstable Village Center	4.0%
West Barnstable Village Center	3.0%

Highlights:

- The majority of respondents (72.1%) shop in the Route 132/Cape Cod Mall area of Hyannis.

Table 15
Where else do you shop regularly?
(N=259)

	Percentage reporting
Grocery Stores (Stop and Shop, Shaws, Trader Joes etc.)	22.0%
Mashpee Commons/Mashpee	20.5%
Off Cape	10.4%
Plymouth, Kingston Mall	5.4%
BJ’s	4.2%
Falmouth	3.5%
Home Depot	3.1%
K Mart	3.1%
Boston	2.3%
Sandwich	2.3%
Online or Mail Order	2.3%
Yarmouth	1.9%
Puritan	1.9%
Walmart	1.5%
Other	15.4%

Highlights:

- Nearly 1 out of 5 respondents (22.0%) shop regularly in Mashpee.

Issues and Problems Facing Barnstable

Table 16

What is the single most serious problem facing the Town of Barnstable in the next few years?

Issue	Percent Reporting
Overgrowth, overpopulation	16.4%
Availability/affordable housing	14.4%
Traffic/roads	12.2%
Other	55.6%

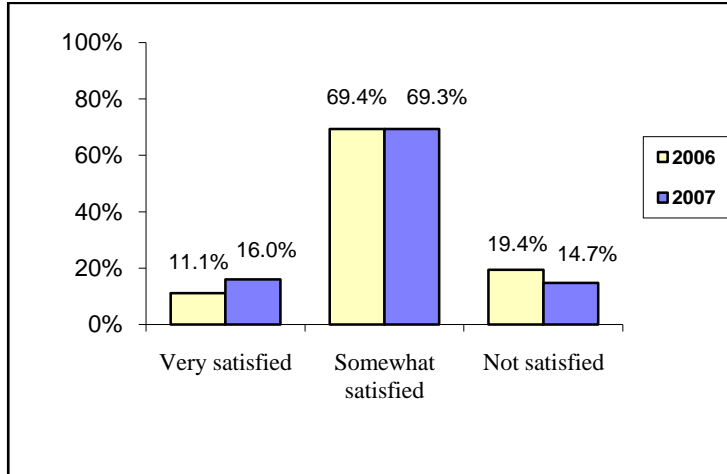
Highlights:

- The majority of respondents (30.8%) report the most serious problem facing the town of Barnstable in the next few years is overgrowth and overpopulation and availability of affordable housing.

Service and Satisfaction of Town Information

Figure 20

How satisfied are you with the amount of information from the town about the issues and problems facing Barnstable and its citizens?

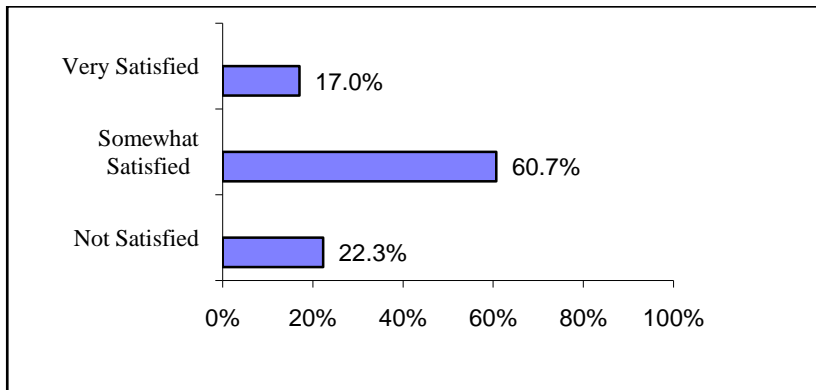


Highlights:

- Over eighty percent of respondents (85.3%) state they are very or somewhat satisfied with the amount of information they receive from the town about issues and problems facing Barnstable.

Figure 21

Specifically, how satisfied are you with the information you receive from the town regarding its financial condition?

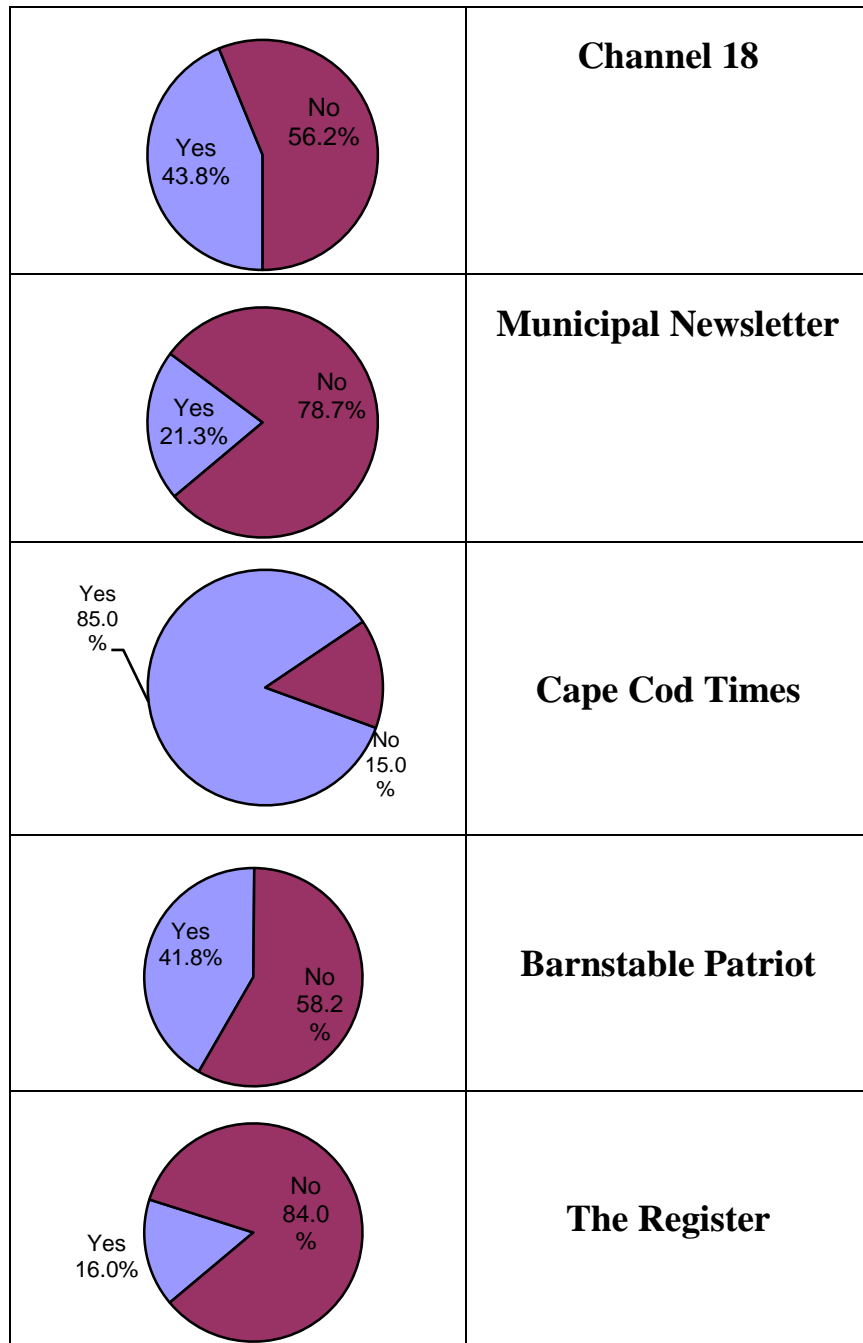


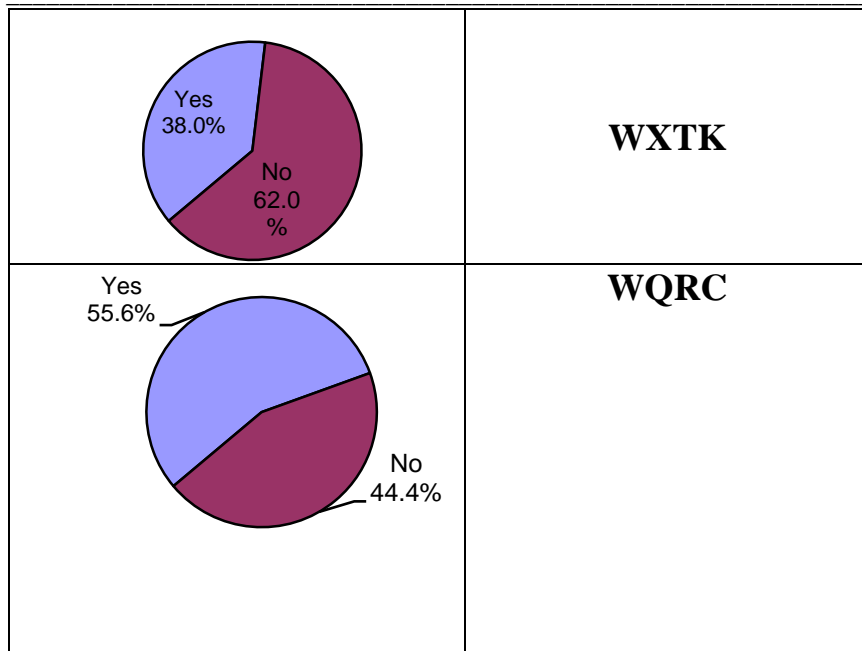
Highlights:

- Over seventy-five percent of respondents (77.7%) report they are very or somewhat satisfied with the information they receive from the Town of Barnstable about its financial condition.

Town News and Cable

Figure 22
Do you read, watch or listen to any of the following news outlets regularly?
Cape Cod Times, the Barnstable Patriot, etc....



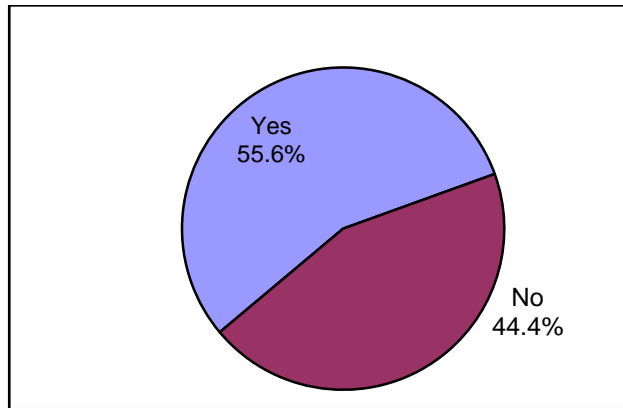


Highlights:

- An overwhelming majority of respondent (85%) read the Cape Cod Times regularly.

Figure 23

Are you aware that the town board and commission meetings can be viewed online with a video on demand (streaming video)?

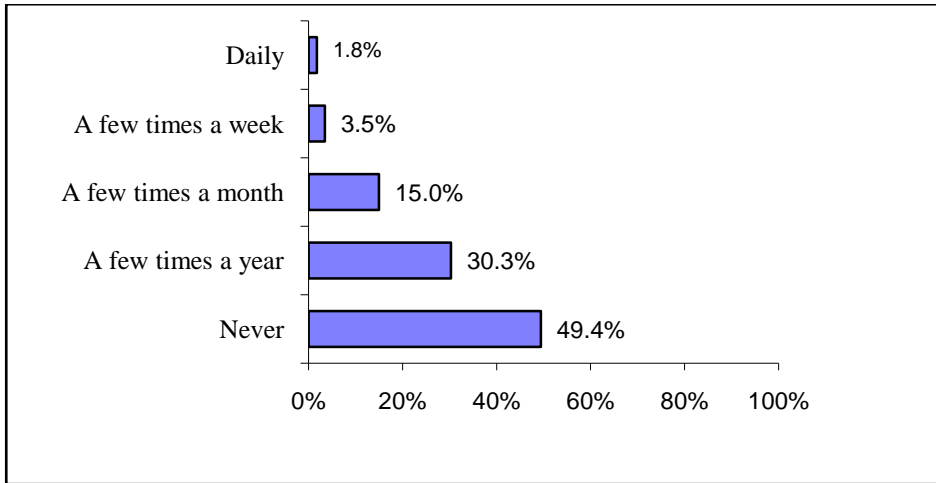


Highlights:

- 41 percent of respondents are aware that the town board and commission meetings can be viewed online with a video on demand (streaming video).

Figure 24

How often do you visit the Town of Barnstable’s website?



Highlights:

- Over half of respondents (50.6%) report that they have visited the town of Barnstable’s website.

Table 17

**What is the main reason you visit the town website?
N=194**

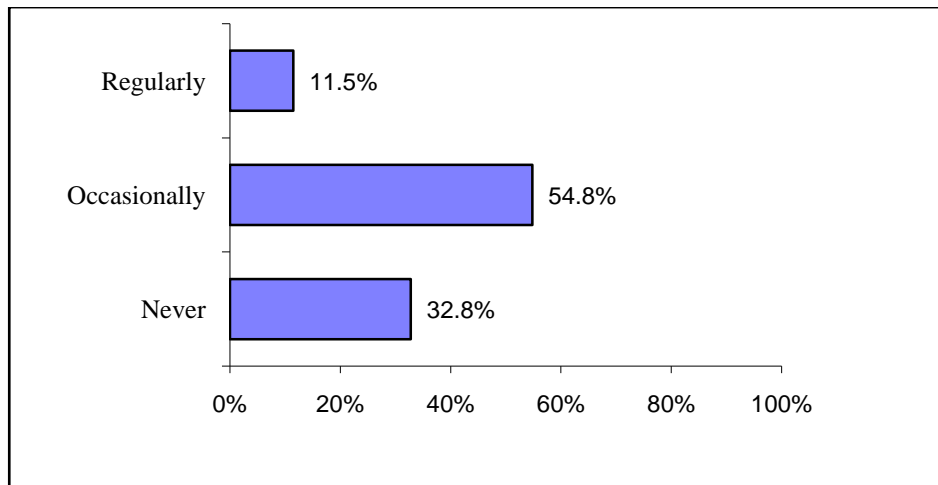
Reason	Percent Reporting
General information	26.3%
Stay up-to-date on town issues/events	20.6%
Assessor/Property information and maps	17.0%
Tax/fee information	13.4%
Browsing	6.7%
Professional Use	4.6%
Recreation information	3.1%
Schools	3.1%
Job listings	2.6%

Highlights:

- Over twenty-five percent of respondents (26.3%) visit the town website for general information.
- Residents report visiting the website to stay up-to-date on town issues/events (20.6%) and to look up Assessor’s Office/Property information (17.0%).

Figure 25

Do you regularly, occasionally or never watch the televised meetings of the Barnstable town boards or commissions on cable television Channel 18?

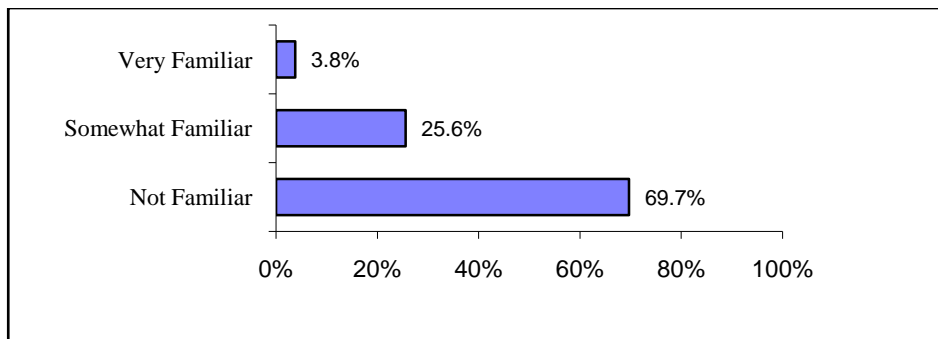


Highlights:

- 66.3 percent of respondents regularly or occasionally watch televised meetings of Barnstable town boards or commission on cable television Channel 18.

Figure 26

How familiar are you with the town’s cable programming, like “Talk of the Town”, and informational videos shown on Cable 18?



Highlights:

- Almost thirty percent of respondents (29.4%) are very or somewhat familiar with the town’s cable programming, like “Talk of the Town” and informational videos shown on Cable 18.

Table 18
Is there a particular program or information that you would like to see on Town Cable 18?

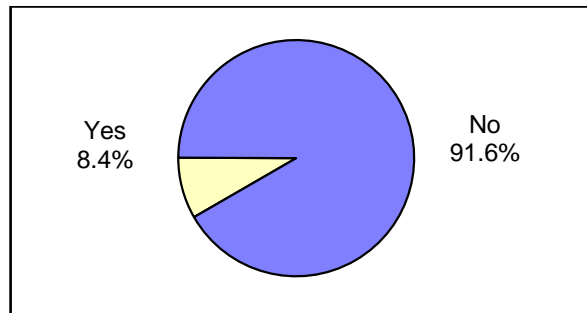
N=23

Programs	Frequency
Weekly town news	2
Event information	9
Board/committee meetings	2
Environmental information	3
School information	3
History of the town	2
Road construction updates	1
Other	12

Figure 27

Are you a subscriber to the Barnstable Bulletin?

N=370



Highlights:

- 8.4 percent of respondents are subscribers to the Barnstable Bulletin.

Image of Barnstable

Table 19

What one word or phrase best describes your image of Barnstable?

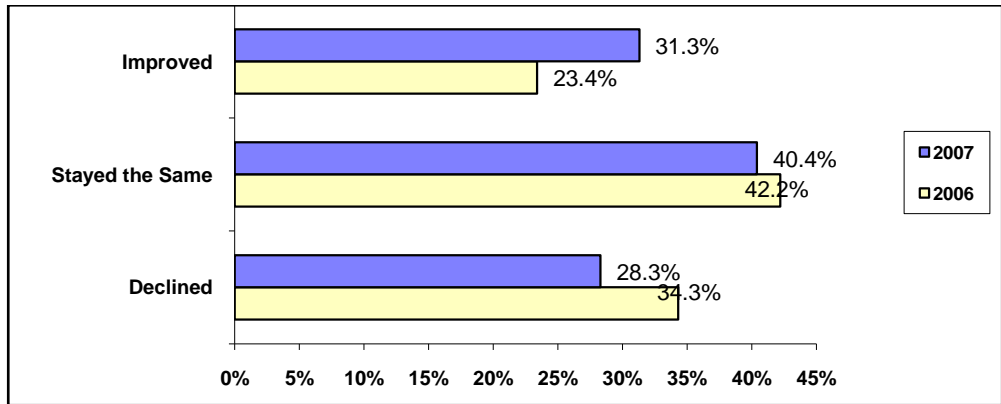
Description	Percent Reporting
Great/pleasant	42.5%
Beautiful/quaint/friendly	17.5%
Improving/growing	5.4%
Other	34.5%

Highlights:

- The majority of respondents (42.5%) describe Barnstable as great or pleasant.
- 17.5 percent of respondents report Barnstable is beautiful, quaint or friendly.

Figure 28

Do you think the image of Barnstable has improved, stayed the same, or declined over the past five years?



Highlights:

- A majority of respondents (71.7%) think the image of Barnstable has improved or stayed the same over the past five years which is up 6.1 percent from last year.
- Respondents were less likely to respond that the image of Barnstable has declined of the past five years this year at 28.3 percent than last year at 34.3 percent.

Table 20
Why do you think the town’s image has improved?
(N=105)

Reasons	Frequency
Physical improvements	36
Effort being put forth to improve, “They are trying”	22
Activities, Services	9
Growth	9
Quality of Life	8
Leadership	3
Other	17

Highlights:

- 36 respondents Barnstable’s town image has improved due to physical improvements.

Table 21
Why do you think the town’s image has declined?
(N=106)

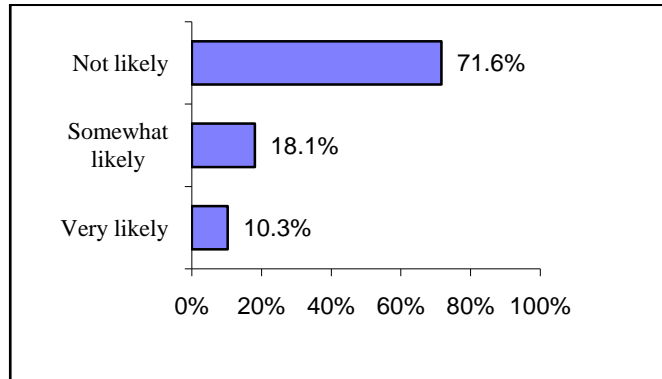
Reasons	Frequency
Overdevelopment	28
Housing issues	28
Safety issues	27
Government	17
Expense	12
Schools	6
Growth, population	5
Other	10

Highlights:

- 56 respondents report the town’s image has declined due to overdevelopment and housing issues.

Figure 29

Over the next five years, what is your likelihood of moving out of Barnstable?



Highlights:

- A strong majority of respondents (71.6%) report they are not likely to move out of Barnstable within the next five years.

Table 22

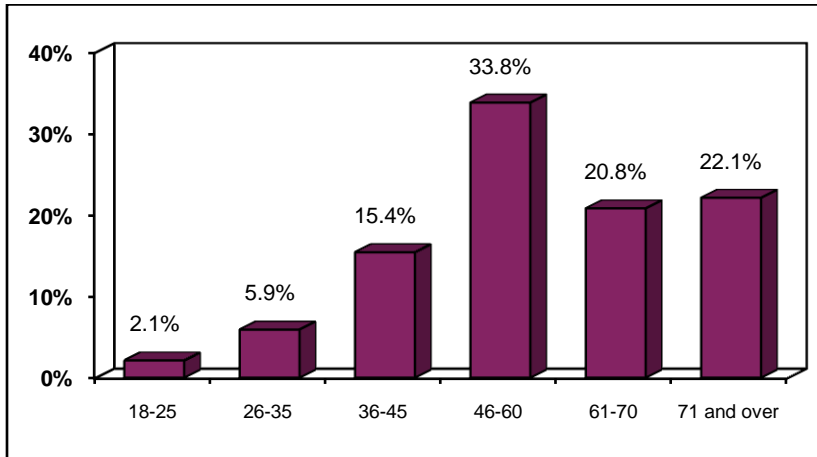
**What would be your primary reason for leaving?
(N=110)**

Issue	Percent Reporting
Affordability	23.6%
Lack of jobs, services	15.5%
Age, retirement	10.9%
Family	9.1%
Warmer climate	6.4%
Crowding	5.5%
College, school system	4.5%
Other	24.5%

Highlights:

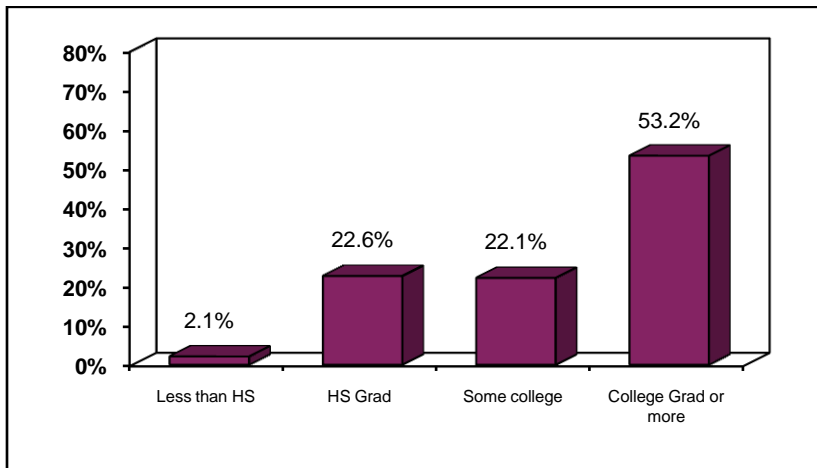
- Respondents report affordability (23.6%) is the primary reason for leaving Barnstable.

Sample Demographic Characteristics



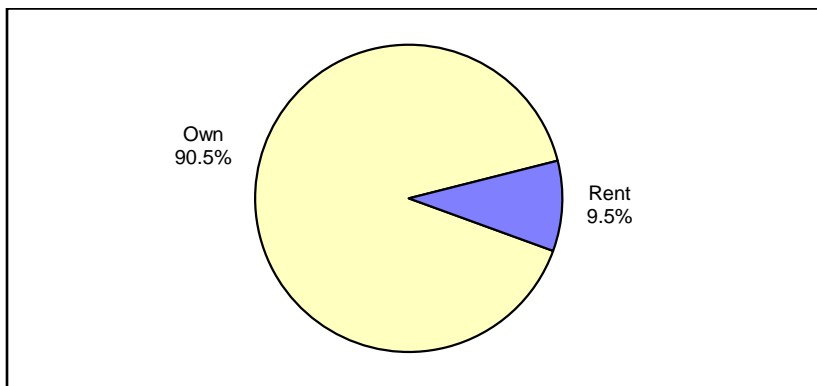
Age

The majority of respondents (33.8%) ages range from 46 to 60.



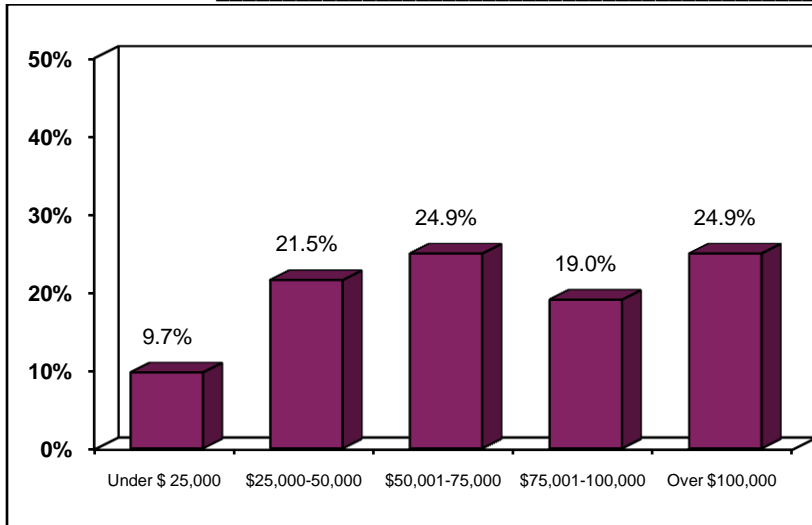
Education

More than half of all respondents (53.2%) have attained a college degree or more.



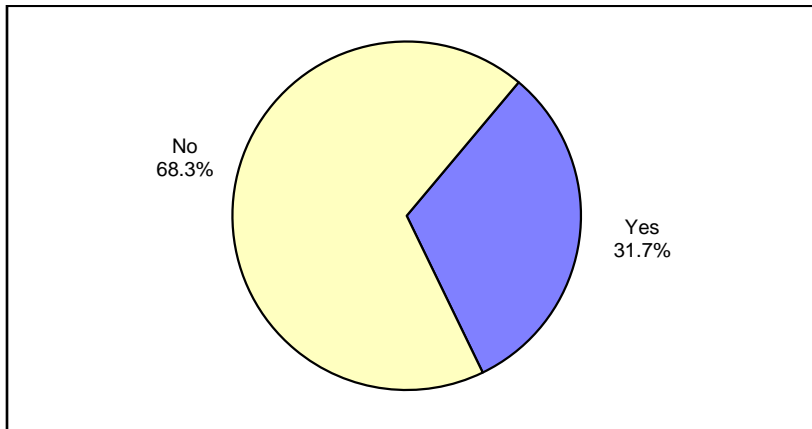
Own or Rent

Nearly ninety percent of respondents (90.5%) own their home.



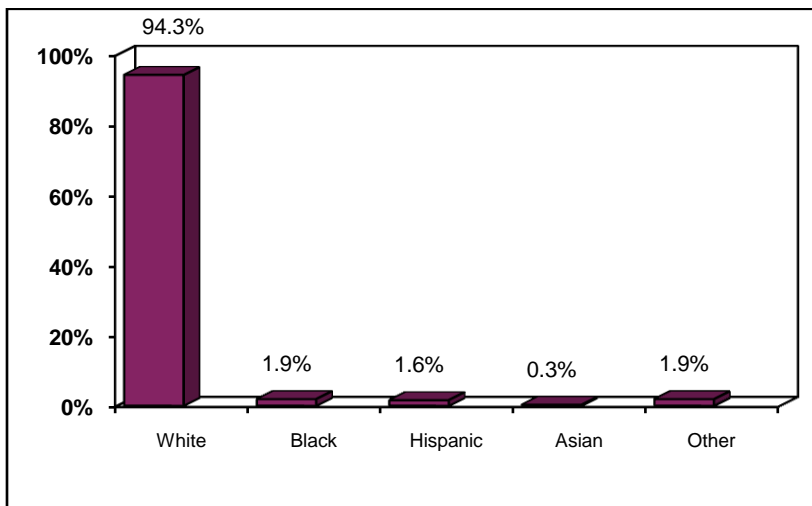
Income

24.9 percent of respondents have an annual income of over \$100,000.



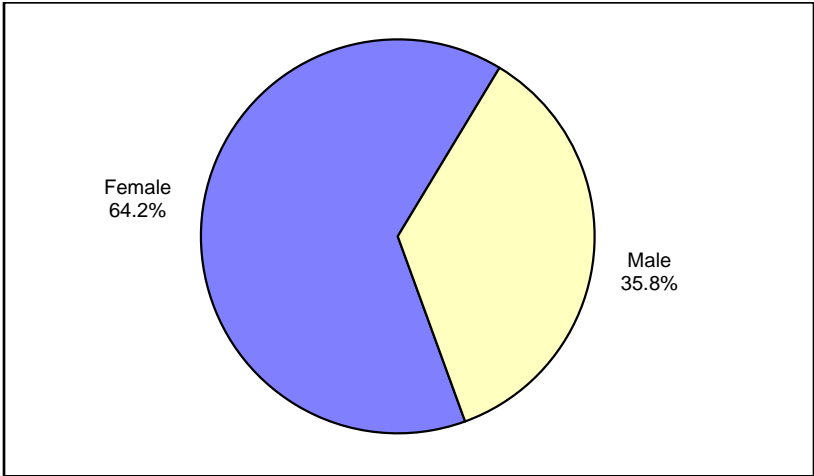
Children Living at Home

Over percent of respondents (31.7%) have children living at home.



Ethnic Group

An overwhelming majority of respondents (94.3%) are white Caucasian.



Gender

The majority of respondents (64.2%) were female.



*Division of External Affairs
Institute for Regional Development*

One of the missions of Bridgewater State College is to serve the Southeastern Massachusetts region by working to enhance its intellectual, economic, cultural and civic well being. To this end, the College established the Institute for Regional Development on September 1, 1996. The Institute serves as the viable focal point for College initiatives related to enhancing the quality of life in Southeastern Massachusetts. The mission of the Institute is to serve as a resource center for the public, private, and non-profit sectors of Southeastern Massachusetts through applied research, training, and technical assistance programs.

Project Manager
Jennifer Reid, MPA

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