

I think the Town does a good job of communicating about (please specify):	I think the Town could do a better job of communicating about (please specify):	Other information you would like to know regarding the Town and communications (please specify):
Meeting schedule and agendas.		
Public meeting notices, public works activities	new development projects, state activities in Brunswick, follow up on Town Council decisions	Should be consistent/regular
the town does a great job when it isn't too windy	offer smoke signals in more languages	I hope the wood use is locally sourced
Our issues by listening to the council town meetings on channel 3. We have many dedicated people who are trying to keep our town beautiful and safe.	Using the local tv channels and encouraging citizens to visit the city offices to see how hard our city staff works for us every day.	I would like to know more of our long range plans and the process.
I've learned much more by going to the town website and asking for notifications. It is really helpful.	Tell people about the town website notifications availability. I learned it from a neighbor. Now that the Times Record only comes out twice a week, that really isn't a reliable source.	
I don't think the town does a good job of any particular kind of information because the forms are communication are too scattered.		I think the town needs to do a much better job of telling the public what the taxpayers money being spent on and what its priorities are and why.
Facebook posts on news and announcements.	Pushing out notifications via e-mail. Seems to only be via system-generated text or e-mails through the NotifyME service.	Monthly calendar of events e-mailed (even if it changes mid-month) having a starting point would be very useful.
	In the survey I just submitted I forgot to include that the town is doing such a bad job of communicating about the Landing spill that it looks like a cover up whatever the reason is for the poor communication.	
		Town news.
Snow emergency, trash pickup, parks and rec	Planning and development	Elections
	Development and planning	
When storms come.	N/a	
	Major events like the spill at The Landing, road closures due to accidents or fires.	
Ross closures, etc	Emergent issues such as recent AAAF release at the old base	

	<p>Details and in depth review of school and town budgets. Not enough scrutiny into why taxes are what they are. More detail in reporting on progress to budgets during the year and explaining variances.....more communications transparency on how tax dollars are spent. Do we ever underspend and bank it to lower taxes next year or is it reallocated to always be spent?</p> <p>More explanations on Bowdoin's tax status in our town and what residents get for free from Bowdoin.....is there transparency around their financial contributions?</p> <p>Ditto above for the navy base.</p> <p>The police will occasionally post on Facebook specific incidents. Some areas have police logs of all incidents that are posted in press. Can we put police and fire logs online?</p>	<p>Thank you for doing this survey and asking for input.</p>
Public works	Taxes	
Notify me option for text.	<p>Newspaper is not free therefore shouldn't count. Not everyone is on social media, or watches tv. I personally do not email well or often, so text is ALWAYS the top way to notify me or make announcements. Also town could snail mail via usps letters to all residents on major items.</p>	<p>The town council and manager never respond to answer public comments and seldom reply the following meeting to questions asked. MANY say this, and many are disturbed by that. The town also needs a public forum chat or website for interactive community chat.</p>
	Property taxes	
Now that I am on the notifications email list I believe the town seems to post the appropriate notifications. And it has made a strong effort to keep people on the list informed... particularly about the spill at the landing.	<p>Important info should be in the emails themselves, not via a link in the email that links to a page on the website that then links to the actual message. The availability of email notifications is not apparent to the typical resident. The town website itself is cumbersome and difficult to navigate as it is.</p>	<p>While many people use social media, many have stopped using it and others never have. if one doesn't have a Facebook or instagram account, only minimal information is made available. Prioritizing these platforms is an inelegant "easy fix" that too many businesses already use, and it does not necessarily make information more readily available.</p>

<p>"Notify Me" is great, and I pick up a lot on the website home page - calendar and news flashes. I haven't trying using FB as a regular source, but maybe I should. I catch random postings from some departments I follow, especially BPD & BFD.</p>	<p>Individual departmental webpages and their links are inconsistent. Some very current, others not.</p>	<p>Probably not Town Hall's job, but I wish there was a comprehensive events calendar somewhere. BDA Blast naturally favors their members. After that, it means checking lots of websites (inc. the Town website, Bowdoin, the C of C, various organizations), The Cryer, flyers around town, whatever...</p>
Public works, parks.		
<p>Upcoming public meetings, esp. Town Council meetings</p>	<p>About 1)vacancies on Town Committees/Commissions; 2) Safety issues such as dangers to bikers and pedestrians from too many speeding vehicles</p>	<p>Whether Town professionals and staff who communicate with the public are trained in plain language. Some of the communications I have received are long-winded, use difficult language, and not structured for easy reading.</p>
<p>What is important for a resident to know.</p>	<p>Usually, i can find what interests me.</p>	<p>Nothing at this point</p>
<p>The town offers options but I'm not sure that many are aware of them. I would like to see more in the newspaper.</p>	<p>One has to keep poking around the internet to find info. I recently became aware of the email alerts and love that.</p>	<p>Sometimes I am not sure where to find info. I think the Wilbur woods project turned into a big mess; it could have been better handled with more communication with area residents. I believe when a change in protocols occurs it needs to be published clearly in different formats. It unfortunately reflects negatively to community tax payers.</p>
<p>Yes, the fact that you are aware of the importance of timely and informative communications (even if you don't have any new or can't say much) is very important. A communications plan is so important. You can either play offense or be on the defensive like MRRA has found itself in as a result of their poorly handled communications.</p>	<p>The subject areas you communicate on are adequate, the focus is on how best to accomplish it, which you are attempting to do as evidenced by this survey.</p>	<p>Nothing. Residents need to show initiative themselves in asking questions since town government shouldn't be viewed as the answer to everything.</p>
<p>Once you are on a mailing list info for upcoming meetings is fine. But it would help if you could somehow get word out better about how to sign up for things of interest.</p>	<p>Meeting minutes could be posted more promptly and contain more info. Also who can attend committee meetings.</p>	

road closures and parking bans, job opportunities	the hazardous waste days (I always seem to miss them and would love an email notification about them!), any big changes/news for the town (this should include the sewer/water/public works - it would be nice to see one place with all of the town news - also having to click on an email and then click on another link once on the website is not effective and frustrating - why can't the news article text be on the website when you click the link from your email?)	
Construction and street information	Emergency type situations as in power outages, eta on restoring	
Brunswick PD does a good job communicating on their Facebook page.	PFAS/PFOS and when current laws do not protect public health	
Road closures, parking bans		
Road closures	Public events	
PFAS at base.	Just keep it up.	
	Emergency events and major happenings	
	Infrastructure projects: planning, scheduling and status. Town council votes on important issues.	
	Road repair plans	
meetings, agendas, routine events, etc	emergency situations. Cumberland County has the Code Red emergency communication system that should be available to the town and should be utilized for rapid dissemination of critical information	
snow parking closures	building permits and construction updates	
Parking bans	Public meeting agendas such as the councils and planning board	Send agendas as an opt in through text or email
	Plans for 5 and 10 years down the road	You need an indoor mall.
Events with the street banners	Brunswick Landing issues and budget	
Town council and planning board agendas and supporting documents. Important alerts. Town councilors are very good at sending out information on lots of topics.	AFFF spill on the landing and ongoing impacts. BUT they are doing much better lately.	
elections	Potential health hazards such as MRRA spill, water quality. Tax assessments and a breakdown of how the money is spent.	Information on town website: map of voting districts and councilors email addresses
Everything that I have listed above. The sidewalk reconstruction has been particularly helpful.	I just don't have any suggestions.	
downtown association events	New and upcoming meetings and Opprotunities.	

Emergencies	Planning	
Rec dept offerings	I get little communications from the town. Mostly just bills.	What's happening around town and in different town depts
Road closures and alerts in the email notifications. Also some incentives like the food waste composting.		
Meetings, elections, closures	How to get rid of waste when we don't have a landfill, air quality alerts	
Scattershot	The Landing. Website GIS page is really cluttered now. HR department unresponsive to correspondence.	Weekly updates on Town website highlighting the Town's activity for the week.
I think it has been great that the town council is televised so we can learn about the spill. We own property on the base and our adult child lives there. STILL have had no communication from MRRA, and just this week the HoA mentioned there was a meeting about the spill- but we still don't know specifically all the areas where the foam was, or indeed if it is in fact all gone.		
	I loved Rep Ankeles saying that the Landing was a town within a town. BUT, people living on the base (how many now?) think of themselves as Brunswick residents. It would be great if the Notify emails included spill information- hazardous waste- affects us all as much as snow removal.	
Bills -- not trying to be sarcastic but those notices come to my mailbox and on time	Hazards and crime. Why no public police log?	Town employees need better citizen communication overall. I have only been in town a year but already code officer has been quite rude and two different police condescended me as an "old lady." I am an old lady with a Harvard degree and 35 years of public sector experience -- neither of which I mention to these town employees but I definitely notice they are poor communicators.
Mostly road closures	Important issues that affect residents: public health alerts, property tax increases, important decisions being made	

	Everything	Unbiased and unfiltered discussion points. First knew I needed to know more was when town manager John Eldridge said at a meeting “we, (meaning town council and himself) learned about this(astronomical property tax assessment hikes) the same time you did(public).” How could town management and tax office not know what each other was working on and where it was leading for the towns people...when they work in the same building together!!!! I feel public doesn’t know because they aren’t valued when it’s they you need to not only listen to but hear!
	Coffin pond; it was a mess trying to figure out when it was open or not this summer	
Public events	Not sure	Not sure
The town does a good job communicating things like tax evaluations, trash changes, road closures.	Town could do a better job communicating recreation (rec center sports for adults and kids). Maps and information about all playgrounds, trails, hikes, etc within the area. Also, whether this areas allow dogs or not.It could also do a better job communicating about economic development (new businesses going in, grant opportunities, reasons to come speak at town council). Communication around the Brunswick Landing would also be extremely helpful.	It would be great if the town of brunswick could make a push to increase their followers on social media and notify me. Notify me for emergencies and social media for things that require more explanation: “Sign up for rec soccer”, “please welcome business X to the community”, “adult kickball league starting up”
If you sign up for alerts that is very helpful.	Clearly we need a better emergency alert system after the AFFF spill. Folks we live on the base should have had an email and text blast.	
Upcoming meetings	Emergencies	
	I often stumble upon the town news.	
	It's difficult to find complete information about anything. Must visit multiple info streams to get the whole picture. Even then most town website options result in being told to visit town offices in person, which isnt feasible for working or limited time /mobility people. No self service online option is a huge barrier to information and engagement.	
Pfas spill you are	You’re doing a good job	Not sure

If it wasn't for Jean Powers G Mail I would not know what is happening in this town	We really do not what is going on in this town until some issues pop up. No publications such as our next door neighbors have. Yes, we have a weekly so called newspaper ,which does not work. Every person I speak to wonders why the Forecaster does not write what goes on until it is too late.Just look at the issues over current development on McKeen street. Looks like the tail is wagging the dog	You people do not really know the resentment about the non profits that pay NO Taxes but expect all of the rest of us to pick up the tab. We need a tax payers group to help with the town Budget. The town council should form a group . I do not a rubber stamp group.
everything	nothing	nothing
I like getting alerts to my email.	I don't want to click through my email to another page. Please sent the short update IN the email. Most people won't click more than twice!	
Big events like MARC and PFAS spill	Smaller more localized projects like Longfellow Playground, local tree cutting	Is the a community engagement plan and officer? Do committees have community engagement best practices?
	Website is pretty outdated and hard to navigate. Took me 5 years of living here to know I could get alert emails sent to me.	
Actually I do not think the Town communicates well. Tree removal on MaineStreet Why? Excessive development without timely notification to town and especially members of neighborhood involved. Brunswick Landing ? What is going on with all of this development? With that much construction seems an influx of money would be coming in? People still care about this community and want to be apart of decision making.	See above	See above
Maine Street updates & street closures	Days where the recycling/trash pickup are delayed	
Parks and rec initiatives	MRRA-related items, important decision-making meetings for Council and Planning Board	

Not much, to be honest. I find their answers often evasive and not very forthright. It's incredibly disappointing.	<p>Most things, really. Whether it's being flippant about the impact that property taxes have on those who are struggling financially, or being evasive about Brunswick's logging permits and how our swathes of nature are being destroyed by development, this town does not often give the impression that they truly care for the well-being or interests of its residents and instead often seems to treat each town meeting as a chore. As someone who has now made their home here, it was eye-opening to see the disdain with which some of the members treated even the youngest speakers who tried to voice their concerns. It would be wonderful if the council were to take these thoughts, though they're only one voice, with serious consideration.</p>	
Events	<p>Road closures, construction or maintenance areas</p> <p>Put the message in the alert email body rather than just a link to the website.</p> <p>Could improve timeliness of town council meeting minutes</p>	
Roads being closed, committee meetings		
Community Social Events.	Hazardous Waste Collection	Not sure.
	Property tax adjustments	
	<p>Shelter for snow or excess heat. The town needs to be more communicative about heating/cooling stations</p>	
	<p>In the case of town wide emergency, use the state/national alert systems?</p>	

Meetings, Events, Closures, Project Updates	Planning Department projects: new housing developments, business developments, etc.	We got distracted in the last 2 years but I suggested some time ago that we should get some tasteful looking electronic bulletin boards (3-4) placed in well-travelled locations around town (Cooks Corner, Outer Pleasant St., Maine St. by bridge, town hall) that are connected via wi-fi to town hall (and maybe Police Dept. dispatch center) to communicate meetings, events, road closures, accident areas to avoid, etc. I suggested these signs and the landscaping around them could be funded by local business sponsorship in full or part so that the only cost to the town is operational in nature. This would be a much more visually appealing and effective way to communicate versus the DOT-style mobile signs that get towed around.
Plans and preservation		
Toxic release at BNAS	Property evaluations and taxes	
Most communication is "after the fact" vs. in a timely manner. Website is NOT user friendly and often seems as if things are purposely made difficult to access	How to find specific policies/ laws that a resident wishes to clarify or challenge. The website, as well as Councilors and Reps. cite "that is our policy" but never inform residents of where to find the policies and I believe that is because the policies either do not exist, are outdated or simply are not being followed by the town employees, officials and certain Board members.	How is it possible that Town Councilors and School Board Reps have no qualms about simply not returning emails or phone calls from constituents????
Parks and Rec		It'd be nice to weigh in on what businesses come into town. So many restaurants open and close because we don't want them in the first place. Ask us what we want then let business owners know so they can apply.
Public works	PFAS , Property Taxes	
NA		

PFAS spill follow-up, parking bans	Town council meeting reminders and brief agenda	Events
Parking ban's, road closures	What will be on upcoming ballots	
Power Outages, business closures due to weather, etc, road closures due to weather	Weather-related road closures and town office closures	
Road closures	Emergent type situations such as the PFAS spill but also security risks. There was a multi hour manhunt happening in our Meadowbrook neighborhood this summer with zero communication - only through our Facebook local community group did we learn that we should be taking precautions. The town communicated nothing. We informed our elderly neighbor without FB but what if we hadn't and she had gotten hurt? Shouldn't be relying on a local Facebook group for this kind of issue.	
	This is my fault but I don't proactively seek out town communications so do not receive them. Getting everyone on a e-mail list would be hugely beneficial-- send out a postcard perhaps? Have flyers around downtown calling on folks to sign up for the towns email list? Run a small geo-targeted social promo to encourage folks to sign up for town communications?	
	Tax assessment, town budget	Animal Control Officer -- never returns calls
The Town is really good at making all its work and other kinds of information available.	This information needs to be easy to access! For instance, I've signed up for email alerts from the Town, but (1) the emails are automated so it's not clear what they're about, and (2) I need to click multiple links to get to the relevant page, and even then it's not absolutely clear how or why the article or information is important.	I'd be really grateful for clear, precise messaging which links to the relevant information—and for this to be available via email or social media.
It took me a bit to find out how to get news but now that I am in the loop I think you do a great job		local events and things to do
Public safety because they have a Facebook.	more updates on Facebook	
	Everything!	
What they want us to know.	Things the town is not so proud of, things they messed up on, etc.	More when police and/or fire dept respond to calls especially if they effect local traffic.

Meetings, traffic changes, hot topics, public safety	I think that the Town does a good job providing me with news about operations and opportunities to participate in government. While I appreciate your willingness to self reflect and grow, I hope that we maintain a balance and put some of the responsibility on residents to sign up/look for information.	
Meeting dates and agendas.	Not all meeting minutes are posted it seems.	A newsletter might be helpful on line or those without Internet could request by mail. There are people I know who do not use internet, primarily on account of age.
Official meetings and government services	Community events, recreation opportunities	
Good about communicating programs, events, big traffic situations, etc.	When meetings are, procedures of meetings, etc. Would love more transparency about the process of town government operations.	
Parks & Rec has a consistent cadence of communications.	MRRA/Brunswick Landing Economic Development investments, plans, new areas of focus.	
I think that I have learned the most about my town when I watched the local TV station, which, except for a few Town Council meetings I tuned in for, was admittedly just something stumbled upon when bored.	Everything? I don't know very much about what to go to the Town for or services or opportunities available to me.	
Road closures, local events	Tax reeval	
The committees that I'm interested in. It's easy to sign up for meeting announcements and agendas, and watch meetings on demand that I'm interested in watching		
Taxes due	Police activity, environmental programs, tree removal plans well in advance.	I think it would be great to get regular notice of who reps me on city council. Districting maps are not easy to find on web site.
not bad	yes very much	?
Website is good but sometimes things are out of date	Road construction	
Alerts for sidewalks are good. Social is good for notifying about upcoming events etc.	No infrastructure for emergency push comms.	
Taxes	Change in general. If needing info I go to town office.	All events on Main St for the whole year .
Vanity projects like the second brick sidewalk		

Parks and rec information (the catalogue is great) and community events.	Elections (when/where) surveys/opportunities for community input (I found this one going to the parks and rec website).	
Brunswick has done well in providing info about PFAS leak on the base.	1 -a Summary of major decisions by Town Council. Please let nearby residents know of road projects. I live on Mere Point Road which has had a big project going on for several months. Notices and updates would have been appreciated.	I would like to know more about the Climate Plan for Brunswick - Where is the committee in the process of making recommendations and what are they?
See below....	We are all inundated with emails, texts, junk mail and few people receive or read a local newspaper that years ago provided us all with information about our town. Because people receive "news" from so many different sources now, it is imperative for the town to provide information in a variety of sources to reach a many people as possible. The recent Notify Me sign-up card that I received in the mail was useful and hopefully you will get others to sign up as well. Thanks for trying to inform us more about town-related information.	I think that it would be useful for the town to get on the radio (WCME) once a month to share general information that would be helpful and use that as another way to encourage people to follow the town news through particular channels (newspaper, Notify Me, etc.)....but the school superintendent does a monthly interview at WCME that is always helpful and interesting. Those interviews are also posted on Facebook and available for those who missed the live interview.
Until the town sent a postcard telling "us" how to sign up for texts/emails, I did not think the town did a good job of communicating. Now it's a step in the right direction. Keep going! With all we have to do in a day, feed us the information instead of asking us to seek it out.	A weekly electronic email/text to citizens who sign up. And paper postings in places where people seek information like the library, farmers market, rec center,	
Routine business. Recent toxic spill at Landing.	Council meeting results--full minutes w/decisions available shortly after meetings. Educating citizens about important issues. Offering information meetings w/ dialogue between officials & citizens. Arranging Council agendas that place important citizen topics at beginning of meetings. Providing online forums for citizen input and Council responses. Inviting Brunswick school children and teachers to occasional Council and committee meetings to learn about local govt.	Would like a more collaborative approach with citizens in meetings and all communication that helps them feel heard and truly participating in community government. All of us citizens need to recognize our local government as an extension of ourselves.
Nothing	Anything	How dare you ?

Everything	Rec center opportunities. More people would get involved in kickball, dodgeball and other rec sports if they knew about them. It needs to be shared on Facebook, Instagram, SnapChat and other social media platforms. Flyers also should be hung up around town for opportunities. BIW specifically could use flyers hung up at their entrances to let the thousands of employees know that Brunswick Rec has sports.	
	projects like the downtown sidewalk replacement and tree removal	
Most problems and issues.		
school and street closures	Reports of Town Meetings	
	Development that affects neighborhoods which the developers want zoning changes or capital input from the town in regards to infrastructure requirements. In simple terms, when a private entity wants public funds to insure their profitability of the project.	
meeting agendas		
I get most of the info from the town social media, so I think that's successful.	Early voting - haven't seen anything about it.	The website could definitely be streamlined. It's clunky and not mobile friendly
Road closures (with the mobile digital sign) and events (with the banner)	Not sure	I have lived here under two years so I'm perfectly happy with the communications. Maybe I'll find some information as time goes on.
	Newsletter like the school department, info in the TR Up coming agendas for meetings.	
	Happening around town	
Taxes	Public safety	Police reports log -- wjhats going on in my neighborhood

Sidewalk replacement project was great, but i think that was BDA. So perhaps exploring improved partnerships w the school/nonprofit community.	The budget-especially the portion of town tax revenue that we've lost to Bowdoin, churches, MSMT and other nonprofit land owners. The housing crisis for LMI households is disconcerting.	Town comp plan.
Road construction	Options for trash removal	More frequent and more clear info on getting disposal of trash, leaves, yard waste, electronics, chemicals.
Road conditions in the winter.	Changes to the town that truly should be open for debate/vote such as the trees that came down during the sidewalk redo and the land clearing that happened on Woodside Road and the massive housing approved to the small building lot on Mckeen St.	Why are taxes are so high and the roads are deplorable!!! Stop wasteful spending and just keep demanding more money. What's happening with the corner lot we bought on Pleasant St. that used to have a Cumberland Farms? Nothing? Why did Bowdoin College get such a low rent rate at the town hall?
Putting up stop signs	Information on political candidates and what the decisions the council is working on.	
		I am not quite sure what town agency doe what.
The "notify me" process is clunky and not broad enough. The Times Record isn't published often enough (and people don't subscribe anymore). Not everyone uses either Facebook or Instagram. Not easy to find ONE way to reach out. Maybe the Town could put out an e-newsletter with an overview of news items and announcements and links for more details.		
Council agendas, dog license due dates, voting information	Summarizing town council topics on Facebook notices, not requiring opening the agenda link	
property taxation,	Town meetings (in advance)	local Town districts and representatives on Town Council. Decisions of the TCouncil.
Meetings	Status of ongoing projects.	Environmental safeguards
Emails from council rep		
Planned meetings, agendas, etc. if you're signed up for notifications or look for it.	Emergency or critical information. i.e. foam spills, road closures, fires, lock down / shelter in place, etc.	The town should do more to publicize, test and utilize the County CodeRed emergency notification system

See above	taxes, MRRRA, plans that impact the community	Who pays taxes re businesses and what incentives does the town offer to business development, what is the impact on residents, what are the qualifications of council members to review budgets -- what experiences do they have?
	It's hard to get information unless you know where to look. Without a robust local newspaper we have to work hard to get information.	
Up coming meetings	Agenda	Meetings up coming regarding specific topics and it doesn't happen
Up meetings and agenda	Listening to townspeople and hearing them	I want to know the extent of the Aug 18 spill, how are they calculating the wells that were impacted if not epa test all wells in the area affected to make a data base for future health and environmental impact ion. It's like don't ask or test and then don't tell and it's a very stressful and difficult situation to be in. Taxes are out of control. Building are out of proportion to what infrastructure we have. Schools, services, hospital beds etc!
Sharing the agendas of upcoming meetings individually, though the website navigation for this isn't very user-friendly. Sharing upcoming larger public meetings on Instagram.	I wish it was possible to view all the town council and other recorded meetings on YouTube video players. The current media player is extremely difficult to navigate, incapable of watching at higher speeds, and doesn't provide closed captions. It would also be extremely helpful if the notes and outcomes of the meetings were available along with the video, so everyone could see summaries of the discussions and vote outcomes.	I really want to get more involved in our town's local government, but it seems very difficult to view simpler descriptions of what each committee and the council has been working on and what progress has been made. The committee websites don't provide up to date summaries of current initiatives.