COMMUNITY SURVEY REPORT







The Cecil Group



WILMINGTON COMMUNITY SURVEY

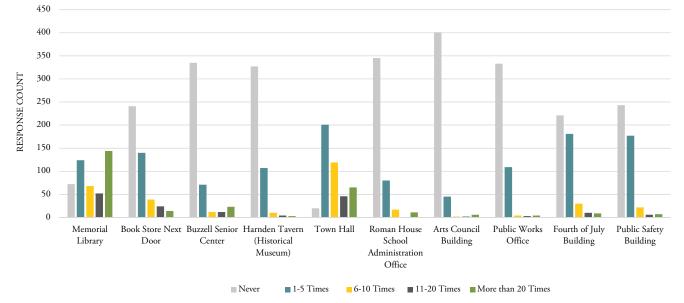
The Town of Wilmington is preparing a Facility Master Plan to establish a long term strategy for the allocation of its municipal uses among buildings and sites. This planning will establish a sequence of short-term, mid-term and long-term recommendations that will guide the Town's decisions relative to investment, expansion, decommissioning, and rebuilding our facilities.

This result report includes the opinions on the Town's existing facilities. The survey was 21 questions and took approximately 10 minutes to complete. The responses here will directly inform the development of the Facility Master Plan.

There was a total of 461 surveys submitted. Comments have not been edited or altered.

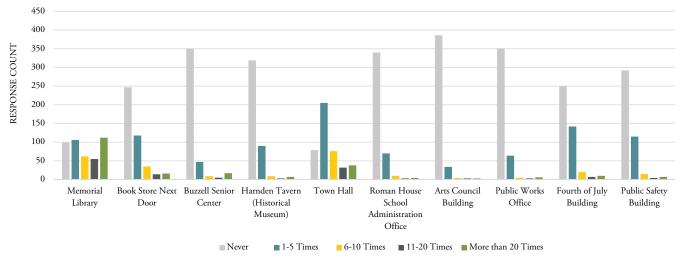
QUESTION 1

HOW OFTEN HAVE YOU VISITED THE FOLLOWING TOWN FACILITIES IN THE PAST YEAR?



QUESTION 1 COMMENTS:

- 3 Respondents Answered Recycling Center
- 3 Respondets Answered Schools
- 2 Respondents Answered Playgrounds
- 1 Respondent Answered Art Center



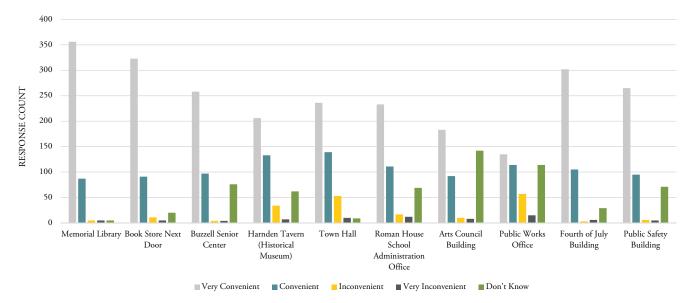
HOW OFTEN HAVE OTHER MEMBERS OF YOUR HOUSEHOLD VISITED THE FOLLOWING TOWN FACILITIES IN THE PAST YEAR?

QUESTION 2 COMMENTS:

- 7 Respondents Answered Not applicable
- 2 Respondents Answered Playgrounds

QUESTION 2 OTHER COMMENTS:

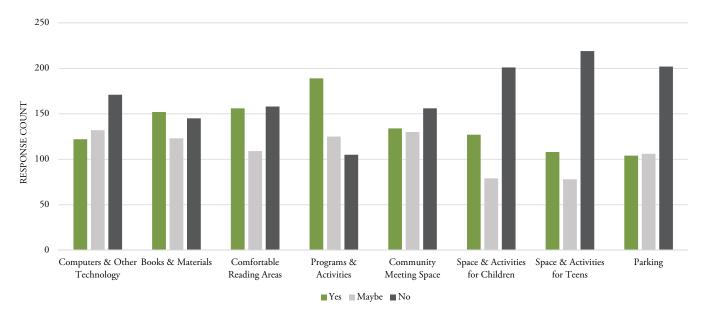
- Need more yard waste pickup at the home. Water mineral content is too high and corrosive ruins faucets showers harder dishwasher and dishes.
- I am not a Wilmington resident, but love your art center, have taken classes there and paint there regularly. I hope it will always be there- such a beautiful building. Those long windows provide excellent light.
- Recycling Center



HOW CONVENIENT ARE THE FOLLOWING TOWN FACILITIES TO GET TO?

QUESTION 3 COMMENTS:

- Book store next door hours too limiting I wish for Sunday library hours.
- Often not enough parking at library.
- When school is in session, the Roman House is not convenient depending on the parking availability. Entering the side door, especially during inclement weather can be treacherous, especially for people with back/leg issues.
- When school is in session, Roman House inconvenient for parking. Entering the building is extremely inconvenient, especially for handicapped.
- The library location is fine, but taking a left out of the library driveway is terrifying.
- Town hall is a disgrace and needs to be rebuilt.
- Location of Library/BSND is very convenient, central to town, but getting out of the parking lot can be very difficult.
- I don't know where the Public Works Office is.
- Very inconvenient due to poor traffic lights at Glen Road
- Town hall will be better when lights are working
- We need a NEW Town Hall.
- I think the Roman House looks old and out of place next to the new High School. I am for preserving old homes but I feel like it's not that attractive and just doesn't look like it belongs next to a modern building like the HS.



WOULD YOU OR MEMBERS OF YOUR HOUSEHOLD USE THE LIBRARY MORE FREQUENTLY IF IT HAD MORE OF THE FOLLOWING?

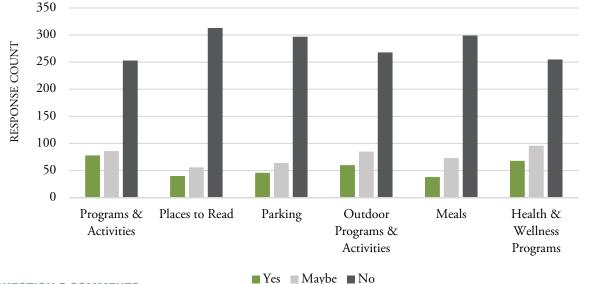
QUESTION 4 COMMENTS:

- 3 Respondents Answered more handicapped accessible bathrooms
- 3 Repondents ansewered that they use the library very frequently
- 2 Respondents Answered the library is fine the way it is
- 2 Repondents Answered that there is adequate parking

QUESTION 4 OTHER COMMENTS:

- THE LIBRARY DOES A GREAT JOB WITH ALL THEY HAVE
- The library is suitable and has all of these things this senior center
- I think the library does a great job! (full disclosure: a family member is an employee)
- We love the library
- Libraries are useless. They should be converted to community centers. No one reads books and there are bigger libraries in surrounding towns.
- A modern library is a symbol of a community's commitment to its high standards. It shows that the community values learning and values providing resources for its people. Our current library staff has done an outstanding job with the resources provided, but it is time to improve what we have in terms of physical structure and space to accommodate additional resources within.
- I think the space in the library is used really well with so many great programs and resources for the town.
- · Library staff do an excellent job with very inadequate facility and books
- I Think the Library is doing very well
- New Lego Books Adult Activities
- No Opinion
- · Quiet Reading Areas comfortable reading chairs
- The library is great starting resource Lucky to have

- Library has all the things, but is too small I support a new larger library
- Our library is WONDERFUL! Many activities for kids and families alike!
- Along with Friends of the Library, Tina Stewart has made the most she can of the facility.
- The library is too small to meet our community needs. We desperately need more quiet study and reading space as well as a larger teen and children's areas. In addition, the staff needs more room to work. Our library is a community gathering center that cannot accommodate our community.
- The Library already has most of what I need
- I have never had a parking problem at the library. The book and media collections are fairly slim compared to other public libraries (such as Medford, Malden, Newton, Shrewsbury, Lexington, and Amherst). The borrower policies are generous and the staff is great. They need more space and materials. I love the new study area, but there's nowhere cozy to read.
- Only used to renew library card for ebooks
- I know they do all that they can with what they have, but that building is a little sad and not what I would call a library. I think many more high schoolers would use it also if it had a quite, study area.
- We use the library. It is a wonderful community resource, and we were disappointed that plans for a new library fell through twice.



WOULD YOU OR MEMBERS OF YOUR HOUSEHOLD USE THE SENIOR CENTER MORE FREQUENTLY IF IT HAD MORE OF THE FOLLOWING?

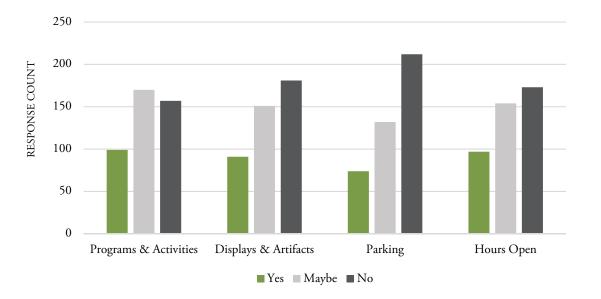
QUESTION 5 COMMENTS:

- 20 Respondents Answered not age applicable
- 6 Repondents Answered that they do not use this facility
- 2 Repondents Answered that they use the facility frequently

QUESTION 5 OTHER COMMENTS:

- Very inadequate
- Pretty Happy with senior Center as it is
- Its fine just the way it is !
- Needs to be painted white or some bright color on the inside dark and no friendly inside
- Senior Center thrut store
- A building like billericas would be nice
- The senior center is in dire need of updating.
- If there was a public area to study outside library hours or community music I might go. I never hear much publicity from them.
- We need to build a new Senior Center ie; Tewksbury's Senior Center is modern and more enjoyable to visit plus they have a beautiful hall for activities. Our Senior population is growing each year and since we are paying higher RE taxes for a new High School; what about the older Senior's who are paying these high taxes? Buzzell Senior Center is very dark, old and outdated. I believe it reflects poorly on Wilmington and its regard for the Seniors that built this town. We deserve to have a new, bright and modern facility to spend our days and recreational hours. This should have a place of NEW Facilities to be built in Wilmington. Since we are building a park for the children what about a new place for Seniors?
- The senior center always looks well-attended and the folks that go, seem to enjoy it.
- This senior Center is well staffed but very old fashion for a town like this It is dark and dumpy not a place you look forward to visiting
- More activities to connect the youth in the community with the older generations.
- Not currently a member of the senior center but would like to see this area of our community expanded.

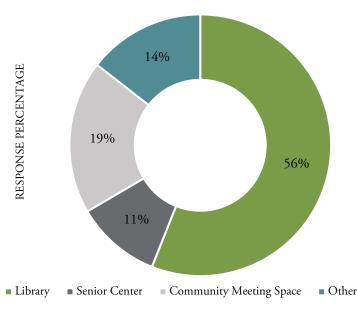
WOULD YOU OR MEMBERS OF YOUR HOUSEHOLD USE THE HARNDEN TAVERN MORE FREQUENTLY IF IT HAD MORE OF THE FOLLOWING?



QUESTION 6 COMMENTS:

- I have never visited
- Its fine just the way it is !
- Not sure Lived here all my life and have not visited once
- Not and easy place for people with back/leg issues.
- Rental space for small groups or private functions? I've actually never been inside!
- I was not aware that this was a museum!
- Nice town resource, especially for children.
- I always thought it would be cool to be able to host small events on the grounds, like baby or wedding showers that are small in size
- No real interest
- Have attended programs there when kids were younger.
- Would like more hours on the weekends
- The Harnden Tavern is very important to the Town, as is the Butters Farmhouse which needs work both on the roof and inside.
- No Opinion

WHICH OF THE FOLLOWING FACILITIES HAVE YOU VISITED A NEIGHBORING COMMUNITY TO ACCESS? (CHECK ALL THAT APPLY)



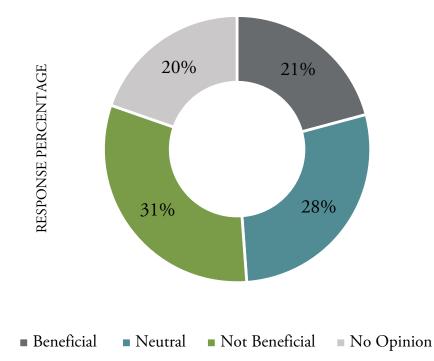
QUESTION 7 COMMENTS:

- 21 Repsondents Answered None
- 5 Respondents Answered Reacreation Parks and Playgrounds
- 8 Repondents Answered No Opinion
- 2 Repondents Answered Bike Path Trails

QUESTION 7 OTHER COMMENTS:

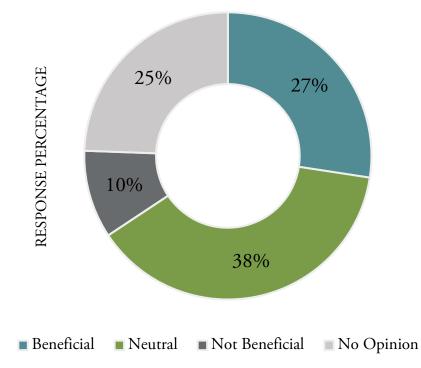
- Programs for Grandchild free at neighboring libraries, like we have in Wilmington. Close by and extra offerings.
- · Reading ymca and dog parks in several communities
- Tewksbury has a Beautiful Senior Center. Buzzell. Center is old, dark and dreary.
- · Programs at High school, such as plays or historical presentations
- Boys club
- Theatre space for children
- Events at town green
- I have often used the library in Burlington
- Just love all libraries.
- Hallenbrook skating rink., lexington library, Horn Pond

HOW WOULD YOU RATE THE NUMBER OF TRANSITIONS FOR STUDENTS UP TO GRADE 5.



QUESTION 9

HOW WOULD YOU RATE THE THE LOCATIONS OF THE SCHOOL BUILDINGS FOR PRE-KINDERGARTEN THROUGH GRADE 5?



WHAT DOES "CIVIC SPACE" MEAN TO YOU?

- 114 Respondents Answered Public Space for the Wilmington Community
- 75 Respondents Answered Gathering Spaces for events, entertainment and meeting space
- 7 Respondents Answered Governmental and or Municipal spaces
- 6 Respondents Answered Town owned public buildings or properties
- 13 Respondents Answered Doesn't know
- 7 Respondents Answered Nothing

QUESTION 10 OTHER COMMENTS:

- NO, we don't need to spend more money on anything !
- An extension of the community a coming together of residents
- Public buildings or outdoor areas we could "use" like the library or such, not just visit like town hall to pay taxes
- Meeting rooms and areas where people can learn about local affairs from meetings or available literature
- Town hall, library, etc, where meetings take place and literature is available to learn about local affairs.
- Where's my cat park!?
- A welcoming well maintained space open to all residents with convenient hours and access. Civic space should evoke a sense of civic pride.
- Building and sites that are well appointed/maintained and that are user-friendly and intentionally welcoming for a range of ages. Residents generally feel pride in their shared ownership of these spaces.
- Parks, Libraries, Trails, Sidewalks, Recreational Facilities.
- Civic spaces are an extension of the community.
- Community center type place
- Common areas where community happens.
- It is a place that uses our tax dollars to run the town and provide beneficial services to the town.
- space accessed (by a fee) for use by town residents?
- Open parks and playgrounds.
- A place for the Taxpayers to use !!
- It means a place to conduct business in your community and a place that serves the public. I don't think its necessary to spend money just to have brand new buildings. Its more important that the services that are provided meet the needs of the community. There should be money allocated to keep the buildings looking good and not run down.
- Locations maintained by the town for personal use.
- A recreation center
- Rooms in public building to be reserved by the taxpayers
- Community center. Replace the library

QUESTION 11

WHICH TOWN BUILDING OR SPACE WOULD YOU RATE AS THE BEST?

- 106 Respondents Answered the Wilmington High School
- 72 Respondents Answered the Wilmington Public Library
- 61 Respondents Answered the Wilmington Public Safety Building

- 14 Respondents Answered the Wilmington Town Hall
- 13 Respondents Answered the Wilmington Town Commons
- 12 Respondents Answered the Wilmington Middle School
- 4 Respondents Answered the Wilmington 4th of July building
- 4 Respondents Answered No Opinion
- 3 Respondents Answered None
- 3 Respondents Answered the Book Store Next Door
- 3 Respondents Answered the Wilmington Harnden Tavern
- 2 Respondents Answered the Wilmington Silver lake
- 2 Respondent Answered the Wilmington Buzzell Senior Center
- 2 Respondents Answered the Wilmington The Roman House

QUESTION 11 OTHER COMMENTS:

- Unfortunately they are all lacking
- We need a "Main Street"
- I don't think any are really adequate for community space although I have not been on some of them.
- Typically use churches for meeting space
- St. Thomas of Villanoca Church
- Wilmingtons Veteran Services Facility

QUESTION 12

WHICH TOWN BUILDING OR SPACE WOULD YOU RATE AS THE WORST?

- 115 Respondents Answered the Wilmington Town Hall
- 51 Respondents Answered the Wilmington The Roman House
- 25 Respondents Answered the Wilmington Library
- 23 Respondents Answered the Wilmington Schools in general
- 19 Respondent Answered the Wilmington Buzzell Senior Center
- 17 Respondents Answered the Wilmington Boutwell School
- 14 Respondents Answered Do Not Know
- 10 Respondents Answered the Wilmington DPW
- 8 Respondents Answered the Wilmington Wildwood School
- 7 Respondents Answered the Wilmington Harnden Tavern
- 4 Respondents Answered No Opinion
- 6 Respondents Answered None
- 6 Respondents Answered the Book Store Next Door
- 5 Respondents Answered the Wilmington 4th of July building

QUESTION 12 OTHER COMMENTS:

- The Whitfield. You tore down a historical building that was not maintained & could have been put to use to create open space.
- Rotary park...No parking, no fence to keep small kids from busy street

- Boutwell school if it counts town hall is also bad but children and public don't spend much time there so perhaps less of a priority the library facility in general and lack of proper handicapped bathrooms is an embarrassment however the staff are great and doing the best they can
- All the schools other than the middle and high school. The buildings are an eyesore inside and out (with some exceptions). The town does not take care of it's property, the roman house is a prime example. If you made it nice looking instead of trying to destroy it, more Roman house early childhood spaces (Wildwood)
- The Roman House is not an appropriate space for school administrators. The structure lacks the necessities for efficient functioning. Furthermore, it now looks ridiculous in front of the new high school. The Roman House should be relocated if possible to some space along that street and sold to a family interested in restoring it to its former glory and function.
- The former fire department
- Train Station parking Lot/ post office parking
- Town Firing Range
- The town hall should be moved closed to our historical bldgs ie. Library high school etc
- I have visited the senior center. That building is very old and despite a fabulous welcoming staff, it's just doesn't seem a comfortable space. Don't our seniors deserve more?
- School administration/ Roman House merits preservation as an historic reminder of the roman families philanthropy but not as an office space
- Computer recycle center and the Valenti Electronics stores
- Town Hall. Although I think it says something for our local politicians that money has not been spent to upgrade their offices, I think the town hall is due for an upgrade if the town can afford it.
- Library. I need to get most of my books from the Consortium rather than from the Wilmington library.
- Baby beach being closed, the town center is useless, with no parking and no reason to walk to and enjoy
- School admin house/building Roman House. It's a creaking disaster of a building. It should have been torn down when WHS was built.
- West Intermediate with Windows you can't see out of, missing ceiling panels and mold spots, Public Safety Building with poor ventilation and a stove in the firefighter's kitchen that hasn't been up to code in many years and the Boutwell with it's disgusting ceiling

WHICH COMMUNITIES DO YOU BELIEVE ARE COMPARABLE TO WILMINGTON?

TOP RESPONSES

- Reading
- North Reading
- Tewksbury
- Burlington
- Billerica
- Andover

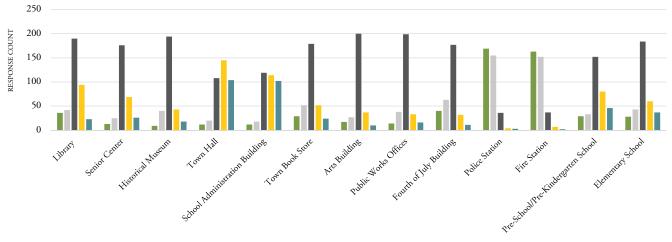
QUESTION 13 OTHER COMMENTS:

- Wilmington is a great town to live in. We NEED more SENIOR housing in additions to densing way-town owned not
- I think with a little cosmetic work in certain areas of town, i.e. Rt. 38 around Firestone, near train tracks is atrocious. Probably Tewksbury is closest in comparison. I think Wilmington is a very nice community and is affordable for the average person, but I would like to see a general clean up of certain areas in town. The actual center of town could be

eye catching with those brick buildings, put a few planters out front on the sidewalk, plant some perennials across the street in front of the stone wall in front of Big Joes. The new buildings on Church St. look great.

- Grafton, MA or Beverly, MA. It's a unique place in the area, still lots of beauty and greenery, near the train to Boston, decent amenities and not much crime. We could not afford to live closer to Boston except in poor school districts, nor could we afford Lexington, Newton, or Lincoln types of towns. There appear to be many jobs right in town too. It's an unusual mix, and I hope the town focuses on its schools and related services in the future.
- Wilmington wants to be Andover/Burlington/until it s time to pay to be like those towns. I suppose we are comparable to Tewksbury or other New Hampshire towns that don't have centers "downtowns".
- I don't care about other communities. I care about here and don't want to attract outsiders. I don't like the changes in the town. We have become to large and have too much crime.

HOW WOULD YOU RATE THE QUALITY OF WILMINGTON'S BUILDINGS COMPARED TO OTHER COMMUNITIES?



Excellent Above Average Average Below Average Poor

QUESTION 14 COMMENTS:

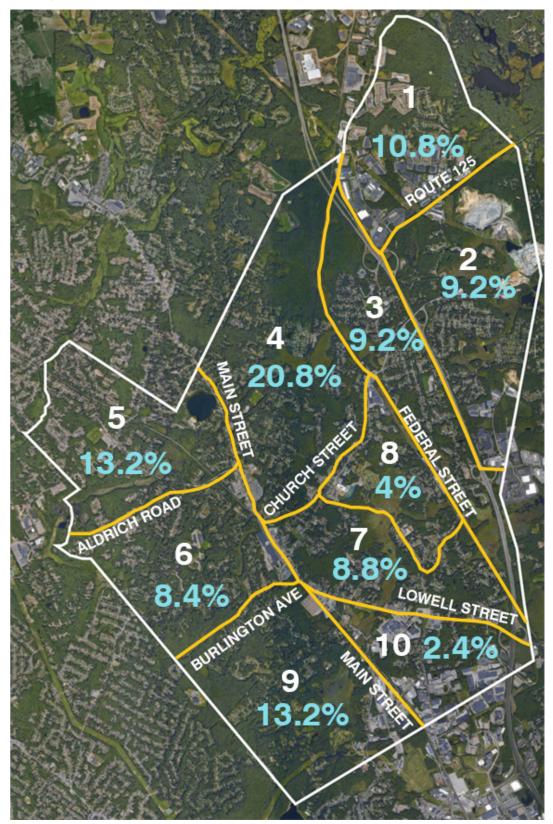
- 10 Respondents Answered No Opinion
- 6 Respondents Answered Do not know

QUESTION 14 OTHER COMMENTS:

- I would like to see a new library building with more comfortable settings for community meetings. A library with business technologies for local small businesses. A large space for meetings that can be used for local children groups such as scouts and Destinition Imagination. I would like to see the library to take the lead in offering continuous art and music classes for adults and children. Some interesting and ongoing science as well as gardening programs would be great.
- Most Buildings are fine, we need to do a better job of keeping them updated. Wilmington lets them go into disrepair too easily and then tears them down. Library is an excellent example of a well maintained building in our town.
- I've lived in town for only a couple months, I don't know. The town in general seems rundown and meh though.
- The window/door upgrades to the Shawsheen and North are improvements, however all the elementary schools (K, 1-3, and Interm) are really a disappointing, outdated eyesores compared to Elem schools in other communities
- Pre school kindergarten buildings are shameful
- Town hall really should be a visual highlight to the town, placed somewhere prominent with a nice public space around it. Our town hall is buried in a residential neighborhood occupying an old schoolhouse from the 80.
- Wilmington should be commended for making good use of some very old buildings. But now it's time to upgrade some of these buildings.
- The curb appeal of the kindergarten and elementary schools (Wildwood and Woburn Street) are horrendous. There are large Boston Public Schools in the middle of the city that are more attractive and less institutional looking!
- North Intermediate is touch most in need of improve and very isolated
- It shouldn't be about keeping up with the Jones ie other towns
- Facilities are Old -with global warming % increased temperatures classroom are to hot !! I cannot imagine how teachers and students are expected to concentrate with sun streaming in windows without shades no air conditioning or fans.
- Middle School Above Average
- I really don't have much to compare them with, other than the police station.
- Most of the buildings in Town are in serious need of repair or leveling and starting over! They have been neglected for far too long. Town Hall tops the list of the worst!

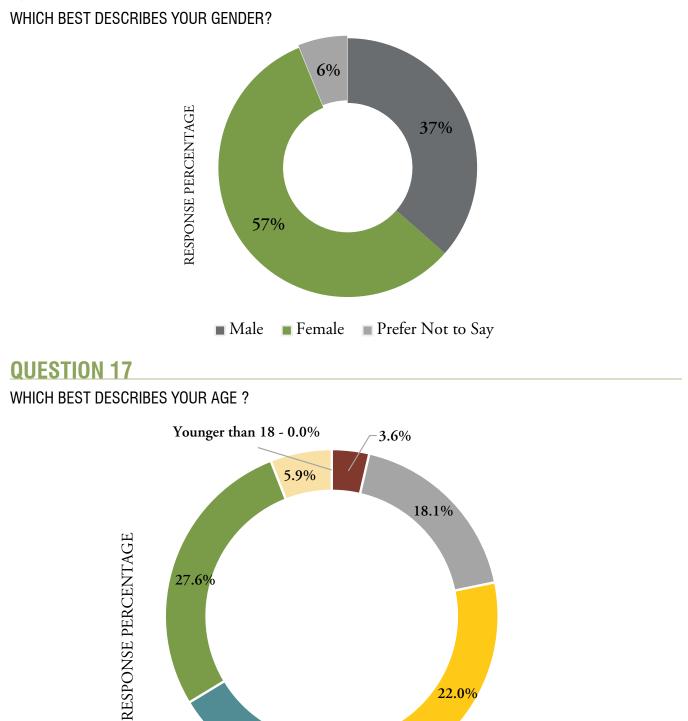
- There are no other towns with a town book store which makes ours the Best ! some for the 4th of July bldg. Both buildings could use improvement E.g. new windows at the BSND
- WHS and WMS Excellent Bookstore poor building but great resource
- There is still a need for a sub fire station in North Wilmington
- I think wilmington is a good town. However, I think we need to slow down purchasing "open land" and concentrate our resources where they MAY be most needed. Does that mean replacing the Roman House not necessarily. Funny how talk about that came about only after we built the new High School which I understand has a cafeteria that does not accomodate as it was meant to and many "small group"/"large group" rooms that seemed a little much when I took the tour. And I particularly liked School Committee Chairwoman Peggy Kane's comments in the 8/20/15 Advocate that "everywhere I go this summer, I've been questioned about the Roman House". Really? Did she take names? In Lowell, they have 27 schools, 2 of which are over 100yrs old and still going strong. Winchester has a Town Hall which appears to have been built many years ago. How is it that Wilmington can't seem to use what they have? We did not get a new Library but the staff has done a heck of a job utilizing their space and making everything work quite well. We have more committees and reports than Custer had Indians and how much do all of those cost? Cautious is good but I think the town goes overboard and may very well keep hiring firms for those reports until they get one they "like" rather than one that may not coincide with the powers that be. Am I annoyed a resounding YES everytime I get my tax bill. town Hall
- New middle school is VERY nice, other schools have a tired look to them
- they should upgrade Town Hall and move to the Town Center when I moved here 27 years ago from Woburn I could not believe it was in a strange location and in an old elementary school and still is today
- High School and Middle School are excellent
- Our library is nice and I like it a lot. In comparison, the library in Wakefield is nicer and has more ambience. When
 I'm in the Wakefield library, I ask myself why the Wilmington library can't be more like that. A library is like a community center. Besides the books and those types of resources, it provides a safe and inviting space to read, job hunt,
 place to go to, etc.,; use of computers and wifi to learn/practice new skills, job hunt, etc.; events (such as movie nights
 and talks) that get people out and about to stimulate the body and the brain; and much more.

USING THE MAP, INDICATE WHICH ZONE YOU RESIDE IN.



Younger than 18

18 to 29



50 to 59

40 to 49

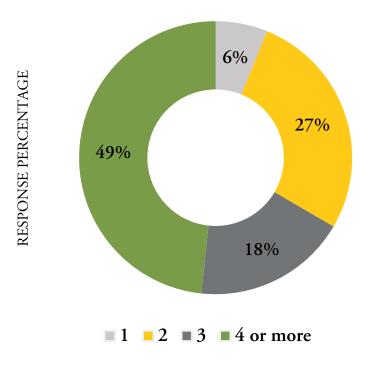
22.5%

■ 30 to 39

• 60 or Older • Prefer Not to Say

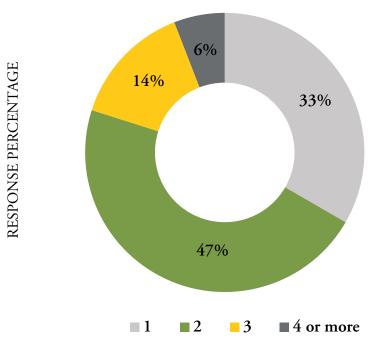
<mark>22.0%</mark>

HOW MANY PEOPLE LIVE IN YOUR HOUSEHOLD?

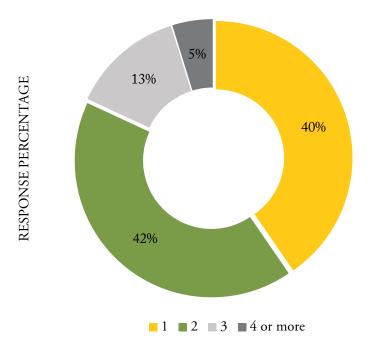


QUESTION 19

HOW MANY SCHOOL AGED CHILDREN LIVE IN YOUR HOUSEHOLD?



HOW MANY CHILDREN IN YOUR HOUSEHOLD ATTEND WILMINGTON PUBLIC SCHOOLS ?



QUESTION 21

ADDITIONAL COMMENTS

- MY FAMILY HAS LIVED IN WILMINGTON SINCE 1954 AND WE NEED TO SLOW DOWN WITH THE BUILDING ITS MORE LIKE CHARLESTOWN THESE DAYS
- I think this town desperately needs a new building to house Town Hall. The one we now have is embarrassing.
- All schools up to the middle school are in poor shape- many having asbestos in them. These buildings are a disgrace, look awful and are an embarrassment to the town.
- My other family members often comment Wilmington lacks a "proper" town hall, in a more central location.
- We've been in the Community over 20 years. The Town has made improvements but still has a way to go in my opinion. We're getting better but more can be done to improve the community
- The town needs a hockey rink.
- Please, no more "improvements" like the high school. Stop destroying the character of our town. Newer does not mean better.
- I'd like to see more activities for school age kids at the recreation Dept
- Our children are older and do not live in town but all attended public schools in town and went on to graduate from colleges
- Send child to private school in Andover
- A lot of work needs to be done in numerous Town buildings. The Town Hall should be placed in the center of Town where it is more accessible to residents and people from outside Town. Historical buildings need MORE work done to keep them in good shape for visitors of all ages to visit and to come to know our heritage.
- The library in town is an invaluable resource for so many. My children are aged 12-21 and there is always something going on to appeal to the age range and to myself and my husband. With an updated facility even more could be offered by the wonderful staff.

- 2 seniors in household 66 + 59 years old PS. we should have done a rotary at Glen Road + Church Street + Wildwood. How about Yellow Blinkers except at rush hour ?
- Town needs better elemenatry schools+ Playgrounds , bike paths, bigger library quiet reading space, Dept of Rec Space + More programs for 0-3 olds
- Library does an excellent job with inadequate facility need space so teaching cant take place in a separate area need space for more books
- Town Spending is increasing way beyond rate of inflation or rate of economic growth must be slowed down !
- I wish Wilmington Had more pedestrian Friendly downtown
- Although it is not part of the Town Building the WETU station is a VERY important part of the town
- To See School Buildings with holes in the exterior maintence doors (Woburn street school) Is disgraceful and at Deming Way Too.
- More Crafts please for Adults + Children Boys
- Children went through Wil Pub Sch. + are graduated
- No, we don't need more !!
- Playground equipment updates and safety need to be a priority school + Public playgrounds are in disrepair
- Library does so much with so little but should be bigger / newer to do more. Could arts building and maybe new library be combined with new town hall ?
- I know space is limited and so is funding but would be great if there were a community center for the youth of Wilmington.
- 2 of my children graduated from Wilmington High school and both have masters degrees im very happy with the school system.
- An investment in their schools and libraries enrich the quality of life in the community. I hope the recommendations of this study support this investment.
- Although Wilmington has been fiscally conservative over the years, this policy has left us with many outdated, inadequate public buildings that all need replacing in a short period of time. Cheapest isn't always best in the long run. We need a plan for Wilmington that assesses the quality of our facilities and plans how to replace them so we don't end up needing six new buildings all at once.
- Please consider fixing sidewalks on Main St across from St. Dorothy's
- Please save Roman House. It may look "different" than the new high school (which I also like), but it is such a beautiful building and asset to our town center.
- Senior Housing in this Town should be on the list of projects to be discussed . There is a great need for housing for Senior Citizens in this Town.
- A separate children's library would be great and create more space in the library
- My children are grown but i have 2 Grandchildren that attend Wilmington Public Schools. #19 & 20 should have had 0 as an option.
- I appreciate the conservative approach to spending but , walking in to our schools should be a welcoming hello. We don't even provide signs for our schools and doors have peeling paint. Good luck on the plan.. Wish we had one the billion dollar Powerball in January
- Knock down the Roman house. It makes the high school look bad
- I Answered this survey to comment specifically on the horrible Town Hall. The library is a disappointment, too, only relieved (somewhat) by inter-library loan.
- The library is a real nice place, some other buildings I never use (like the Roman house, 4th of July, Art building).
- Schools need upgraded, need more fields, specifically with turf/drainage.
- Need senior housing