

# 2021 CPA Community Survey

In 2021, the Community Preservation Coalition's Steering Committee began the process of updating our organization's Strategic Plan. Our main goal for this process was to better understand how the Coalition can serve both the statewide Community Preservation Act (CPA) program, as well as our CPA constituents, in the coming years.

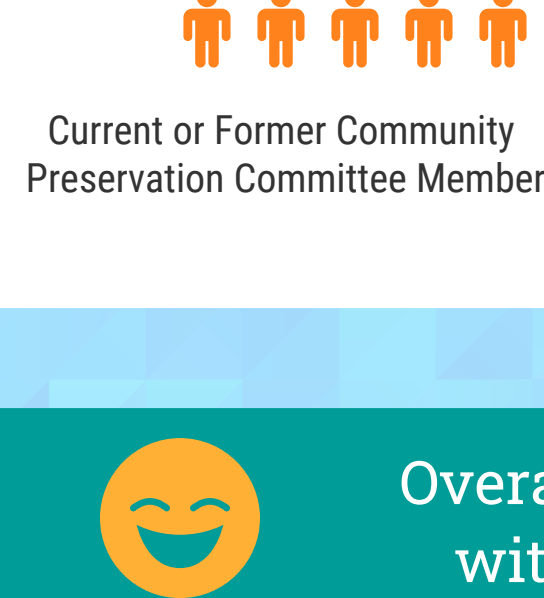
With this in mind, last fall we conducted our CPA Community Survey to find out how communities felt about the Coalition's current services and potential future programs. And today, we've collected the results of the survey to share with you.



## How Many Responses Did We Receive? Who Completed Our Survey?

Total Number of Responses: **325**

Number of communities we received responses from: **142**



**10%**

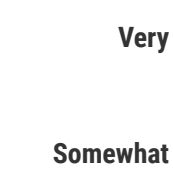
CPA Committee Staff

**10%**

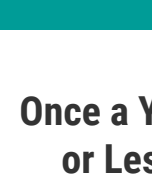
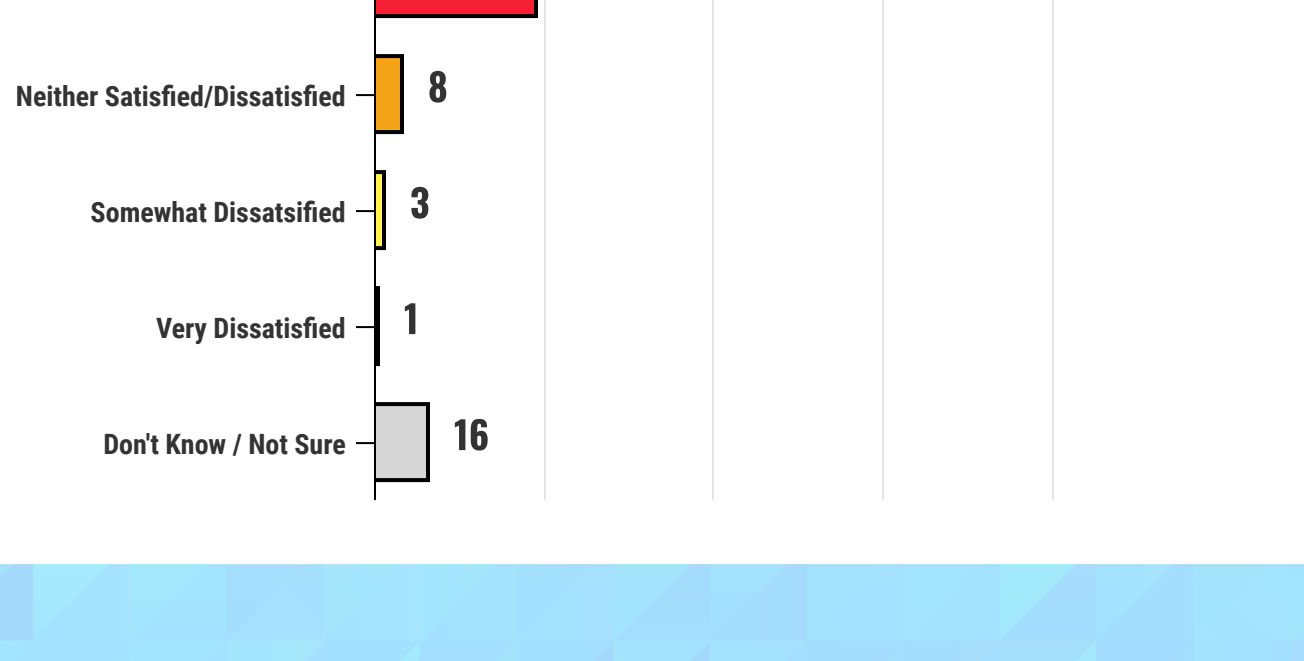
Municipal Staff or Member of Municipal Committee

**5%**

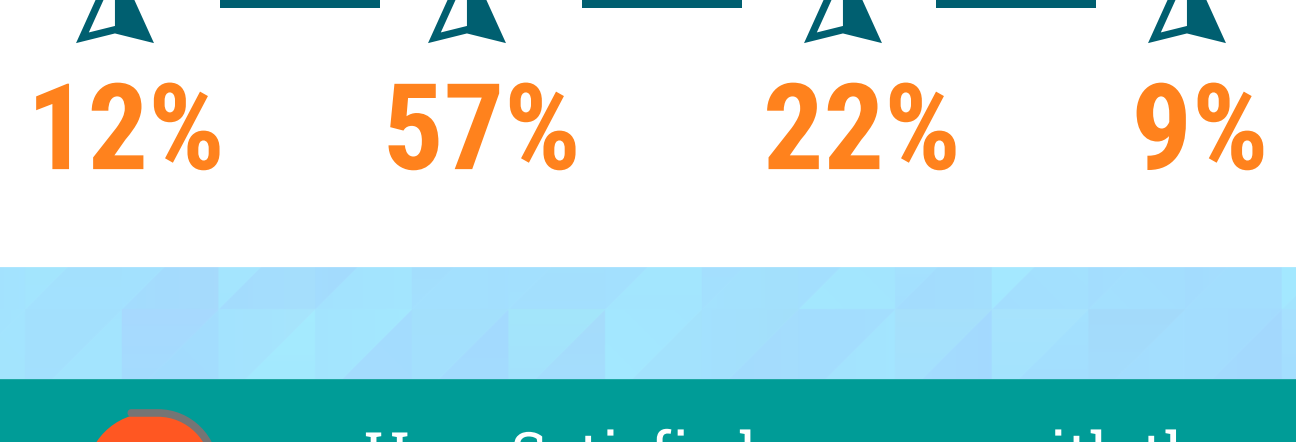
Other



## Overall, How Satisfied are you with the Coalition's Work?



## How Often Does your Community Seek Assistance from the Coalition?

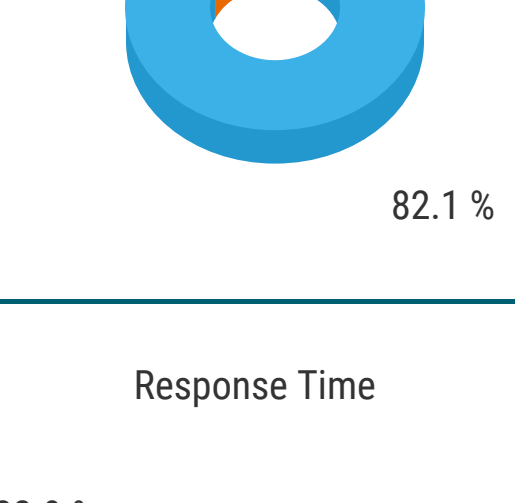


## How Satisfied are you with the Coalition's Technical Assistance?

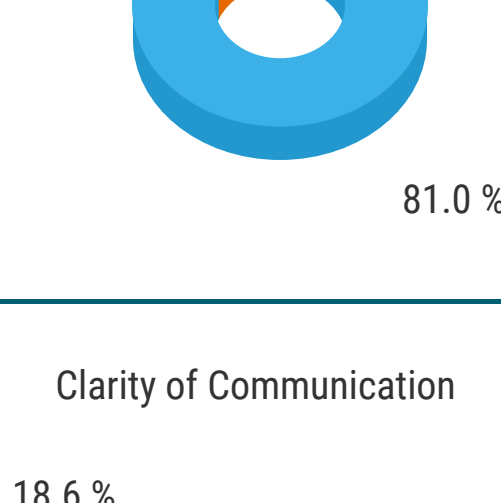
Very or Somewhat Satisfied

All other responses (Very Dissatisfied, Somewhat Dissatisfied, or Neutral)

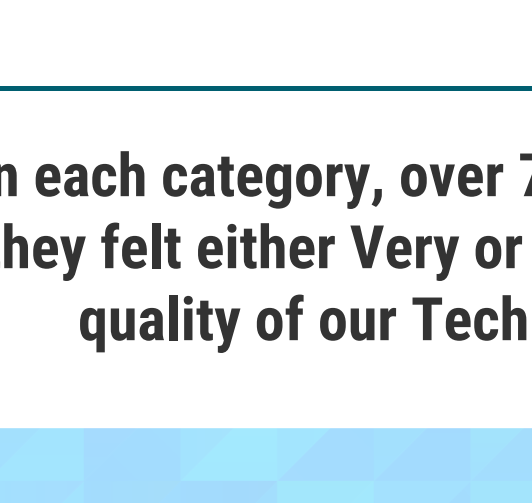
Staff Knowledge & Expertise



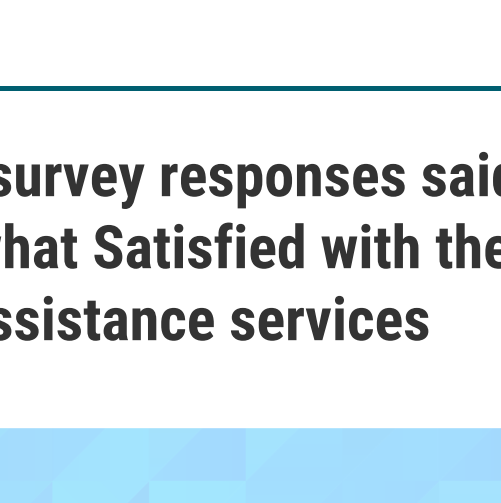
Willingness to Provide Assistance



Response Time



Clarity of Communication



**In each category, over 75% of survey responses said they felt either Very or Somewhat Satisfied with the quality of our Technical Assistance services**



## How Important are the Coalition's Current Services & Priorities?

**In this section of the survey, we asked respondents to rank how important they felt each of the Coalition's services are - and here are the final results:**

**1**

### CPA Allowable Uses

Providing advice and assistance regarding project eligibility under CPA

**2**

### CPA Legislative Advocacy

Being a trusted source of information to state legislators and agencies on the CPA program, including advocating for new CPA revenue sources and proposed changes to the law

**3**

### CPA Structure and Implementation

Providing advice on best practices for Community Preservation Committee structure, project applications, and implementing CPA project proposals

**4**

### CPA Data

Collecting, analyzing, and providing data on CPA projects, funding, and statewide impact

**5**

### CPA Adoption

Helping new communities adopt CPA

**6**

### State Agency and Nonprofit Liaison

Providing suggestions and connections to other state agencies and nonprofits to assist with CPA efforts



## Which of the Coalition's Future Priorities and Programs are Most Important to your Community?

### Extremely Important



#### Advocacy to increase revenue for CPA Trust Fund

Statehouse advocacy to identify and increase revenue sources for the statewide CPA Trust Fund



#### Advocacy to make CPA more effective

Statehouse advocacy to respond to legislative proposals and make the CPA program more effective for communities

### Very Important



#### Support for difficult or complicated CPA projects

Providing additional in-depth support for difficult or complicated CPA projects



#### Analyzing CPA data

Analyzing data on the CPA program to inform best practices, determine where the CPA law is working best, and identify areas to improve outreach and assistance

### Fairly Important



#### Hosting CPA conferences

Hosting and organizing conferences and events to discuss best practices, cover innovative CPA projects, and make connections between CPA communities and advocates



#### Making CPA data more accessible

Making data on the CPA program more accessible to municipalities, organizations, and the public



#### Training for municipalities and CPC members

Offering more robust training for municipalities and CPC members on how to implement their CPA program

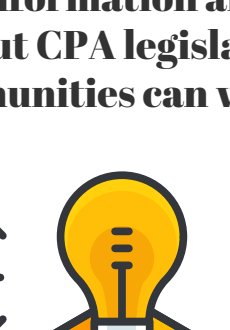
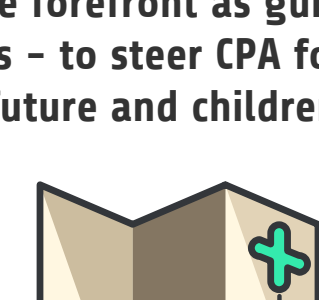


## We also asked for any other feedback or suggestions on how to serve CPA communities better:

"Ensure that the CPA criteria and purposes are not expanded - ensure no watering down of the uses for CPA."

"More training sessions focused on small towns without CPA staff."

"Maintain and/or add staff to be able to respond to needs and plan for Coalition's own future."

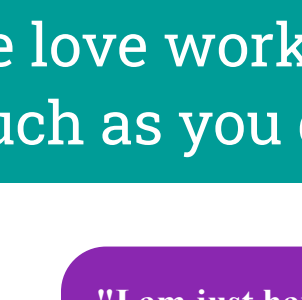


"More idea sharing among communities - how about hosting a listserv or group that CPC members and staff could be part of?"

"Sharing the top projects and details so that other towns don't have to recreate the wheel again."

"Climate change should be in the forefront as guidance to us - to steer CPA for our future and children."

"The Coalition is good at saying what projects are permitted, but not why it's important that the rules be followed."

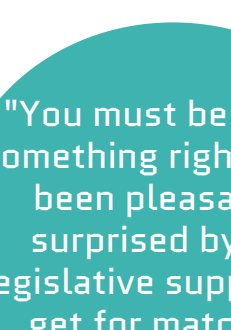


"More information and updates about CPA legislation so communities can weigh in."

"Help with municipal enforcement of CPA legal requirements."



"As a volunteer committee, our CPC needs more publicity on your level to the public to spread the word about how CPA works."



## And finally: thanks so much for the kind words! We love working on CPA just as much as you do!

"Every time I have reached out I get a complete and helpful response."

"The Coalition is not valuable. It is invaluable."

"I am just happy that you're thinking 3-5 + years ahead... Thank you for all of your services!"

"Keep up the good work. There is nothing more important than good ol' fashioned customer service."

"The Coalition is a GREAT resource! We would be lost without them!!"

"Your support has been invaluable over the years. Keep up the good work."

"You must be doing something right... I've been pleasantly surprised by the legislative support we get for matching funds."

"I think the Coalition does an amazing job with limited resources and extremely limited staff."

"Thank you for your continued assistance. We rely heavily on your expertise."