

TOWN of ANDOVER

Master Plan

Survey



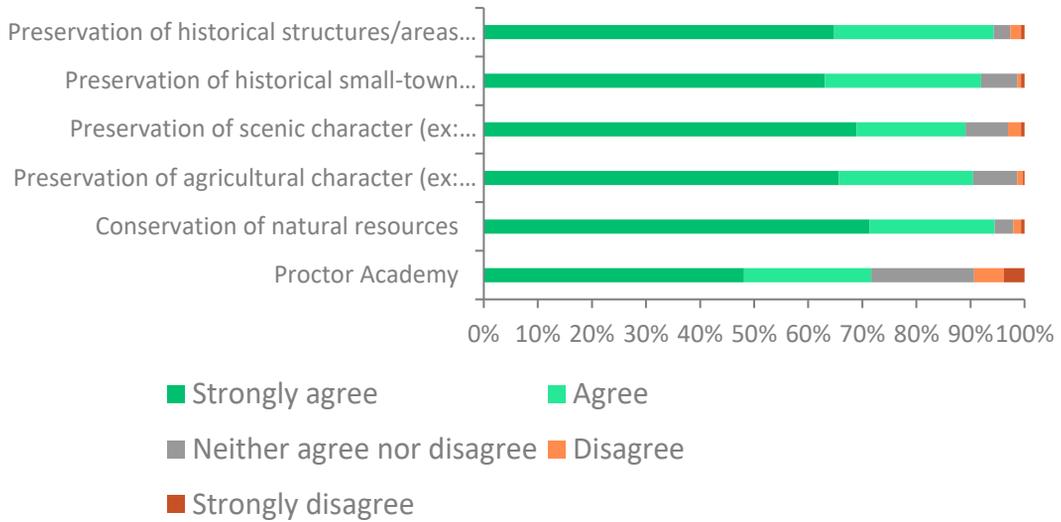
2023 Andover Master Plan Resident Survey

Tuesday, April 9, 2024

Ambivalent responses (choices of “not sure” or “neither agree or disagree”) are not reported in these summaries, but can be inferred by why some figures appear to total less than 100%.

Q1: Andover should support the following activities regarding the town's natural and historical character through policy, ordinance, or in-kind contributions:

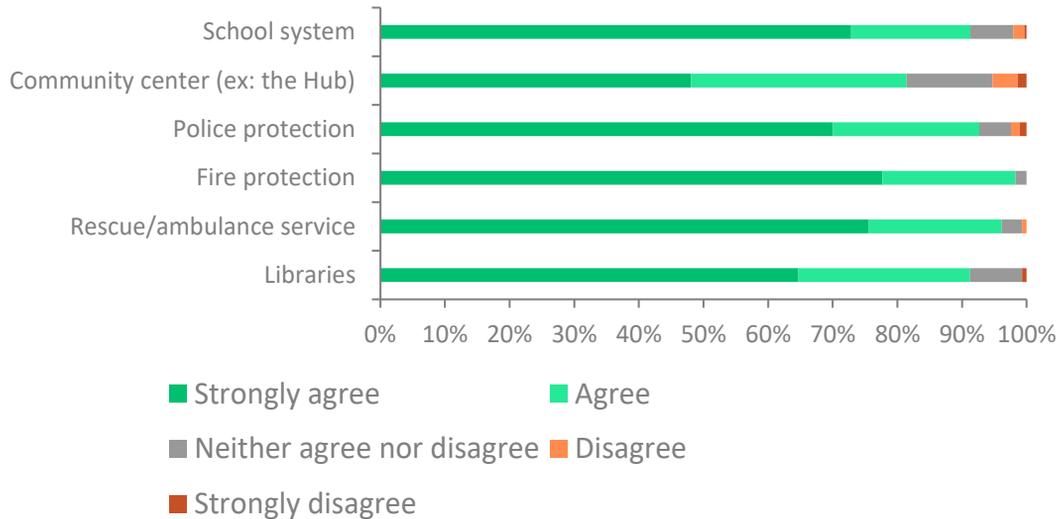
Answered: 299 Skipped: 1



Approximately 90% of townspeople who responded to the survey were positive toward Andover's actions to preserve historical structures, places, small-town character, natural and agricultural areas, while roughly 1% to 3% responded negatively. About 70% responded positively to Andover extending similar support and encouragement to Proctor Academy, while about 9% were opposed.

Q2: Andover should support the following activities regarding community services/functions through policy, ordinance, or in-kind contributions:

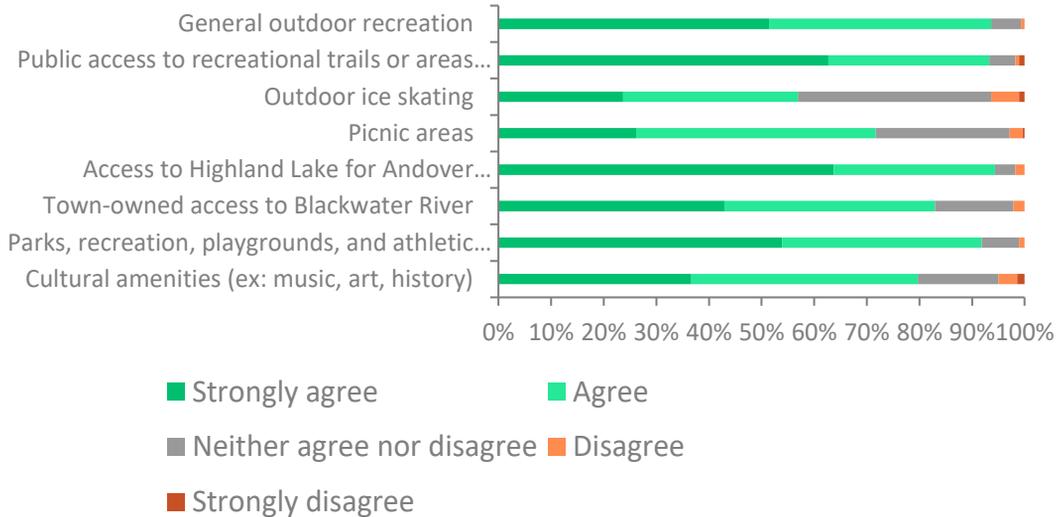
Answered: 287 Skipped: 13



Over 80% of respondents agree with Andover's support of the AEMS school system and the Hub, with 2% and 5% disagreeing, respectively. Support for libraries, police, fire and rescue was nearly universal (92-98%), with only 0% to 2% disagreeing.

Q3: Andover should support the following recreational and cultural opportunities through policy, ordinance, or in-kind contributions:

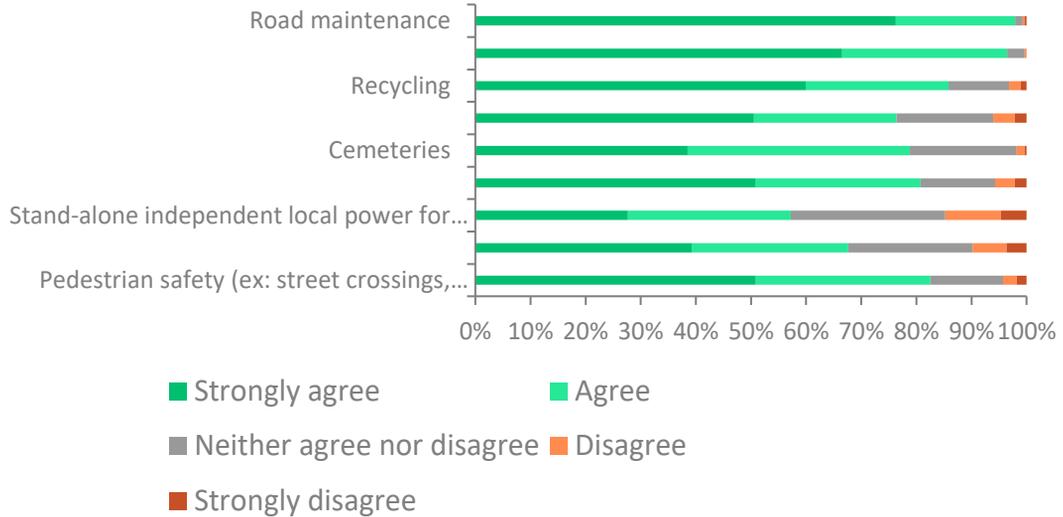
Answered: 284 Skipped: 16



Support for general outdoor recreational activities was high - about 94%, with only 1% dissenting. Scoring more than 90% agreement were public-access trails, Highland Lake access for residents, as well as parks, playgrounds and athletic fields. Blackwater river access, cultural amenities (such as music, art & history), picnic areas and outdoor ice skating drew decreasing support, from 83% to 57% respectively, with 1% to 6% dissenting.

Q4: Andover should support the following community infrastructure through policy, ordinance, or in-kind contributions:

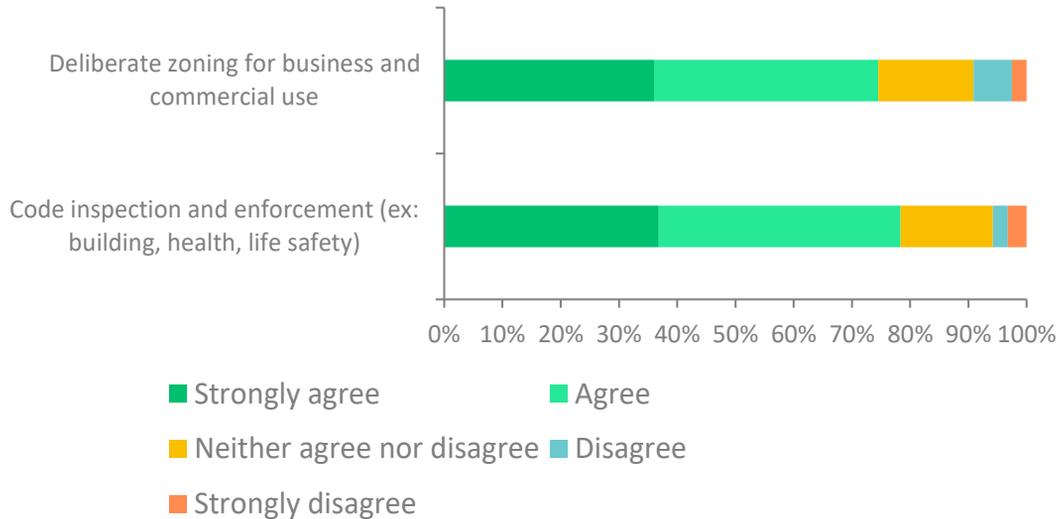
Answered: 282 Skipped: 18



Road maintenance had 98% of townspeople's support and the transfer station had 97% support; both had less than 1% disagreement. Recycling and pedestrian safety scored 86% and 83%, with 3% and 4% dissenting, respectively. In decreasing order, telecommunications & internet, cemeteries, and public water supply had support from 82% to 76% of the people, with about 6% disagreeing. Still popular with a smaller majority of respondents were wastewater treatment (68%) and an independent electrical town power system (58%), drawing dissent from 10% and 15% of townspeople, respectively.

Q5: Andover should support the following activities with respect to business development and enforcement through policy or ordinance:

Answered: 279 Skipped: 21



Deliberate zoning for business and commercial development drew approval from 75% of respondents, with 9% disapproving, while code inspection and enforcement met with approval from 78% and disapproval from only 6%.

Q6: Would you like to see the following commercial/business activities/uses in Andover?

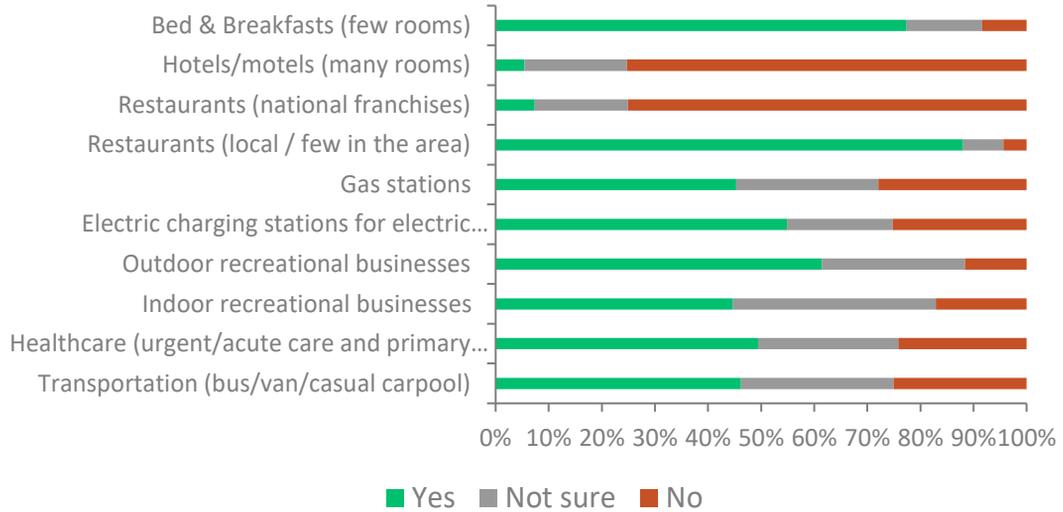
Answered: 279 Skipped: 21



Most commercial endeavors in Andover had low levels of approval, with the exception of small retail shops (78% approved, 7% disapproved). Barely 50% were in favor of expanding spaces for existing businesses, with 14% against. Other business types had less than 50% approval, starting with multi-use buildings (44% for, 20% against). Townspeople were split more equally on grocery stores (36% for, 37% against), business district for new businesses (34% for, 34% against), pharmacies (27% for, 40% against) and professional office park (22% for, 48% against). The least popular business type were national retail chains, with only 7% for, and 79% against seeing them in Andover.

Q7: Would you like to see the following service-sector businesses in Andover?

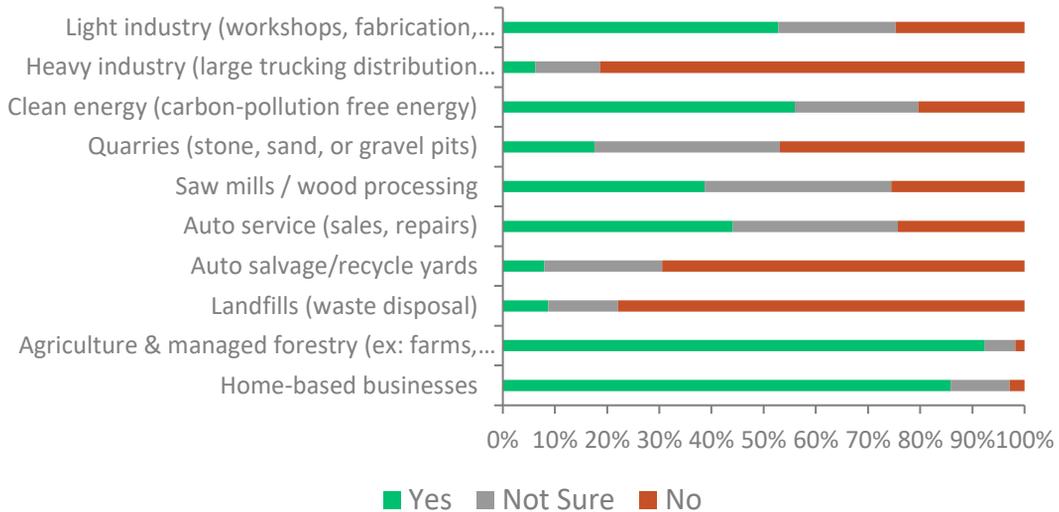
Answered: 278 Skipped: 22



Among service-sector businesses, local restaurants and bed & breakfasts were most popular, with 88% and 77% approval, and only 4% and 8% disapproval respectively. A number of business types had moderate approval numbers, ranging downward from outdoor recreational businesses (62% for, 12% against), EV charging stations (55% for, 25% against), healthcare (50% for, 24% against), transportation (45% for, 25% against), indoor recreation businesses (45% for, 17% against), and gas stations (45% for, 28% against). Most unpopular were national chain restaurants (7% for, 75% against) and larger hotels/motels (6% for, 75% against).

Q8: Would you like to see the following industries in Andover?

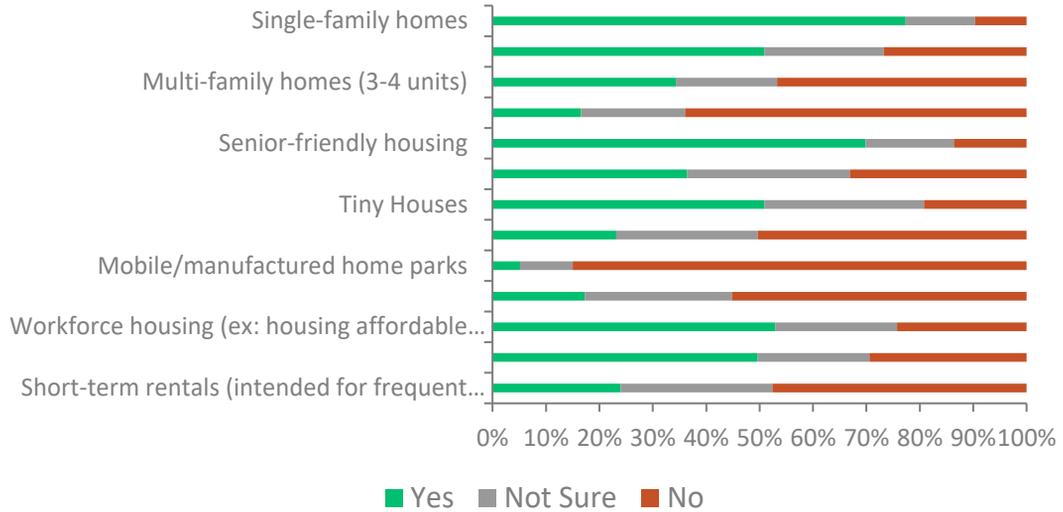
Answered: 276 Skipped: 24



Agriculture and home-based businesses are popular, with 92% approval (and 2% disapproval) for agriculture and 86% approval (and 3% disapproval) for home businesses. Of moderate popularity are clean energy enterprises with 56% approval and 20% disapproval, and light industry workshops with 53% approval and 25% disapproval. Auto sales and repair businesses had 44% positive responses while 24% were negative. Those industries with the least approval were sawmills (39% for, 26% against), quarries (18% for, 47% against), landfills (9% for, 78% against), auto salvage yards (8% for, 70% against), and heavy industries such as large trucking or assembly plants, with only 6% approval and 81% against.

Q9: Would you like to expand the following housing options in Andover?

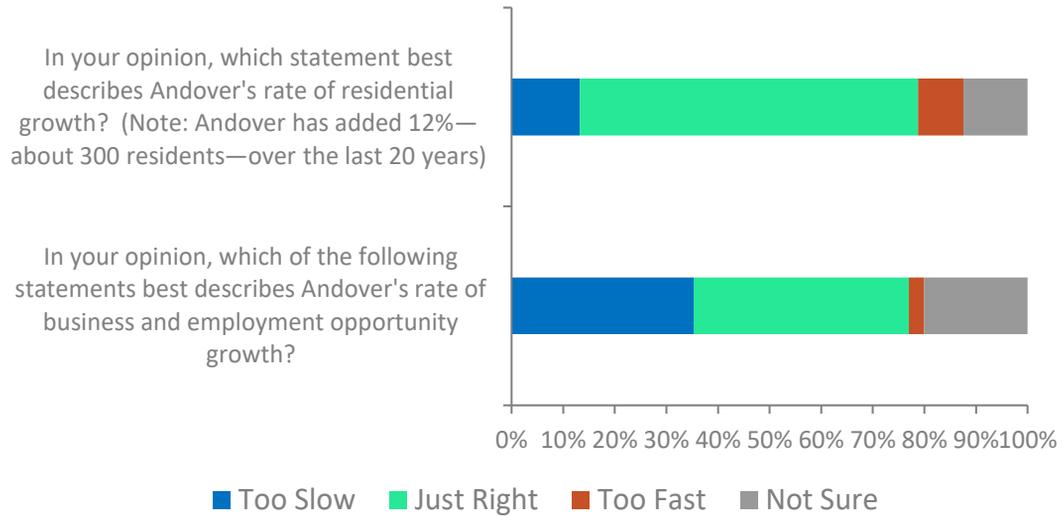
Answered: 276 Skipped: 24



The most welcome expansions for housing options were single-family homes, senior friendly housing, workforce housing, tiny houses, duplexes and cluster housing, ranging from 77% to 50% approval, with 10% to 29% disapproval. Townspeople were about evenly split about conversion of owner-occupied homes to apartments (36% for, 33% against). Far less popular were short-term (< 30 day) rentals (24% for, 48% against), mobile/manufactured homes (23% for, 50% against), subsidized housing (17% for, 55% against), apartment buildings (17% for, 64% against), and mobile home parks (5% for, 85% against).

Q10: Consider the rate of Andover's growth as it relates to future stability and affordable living:

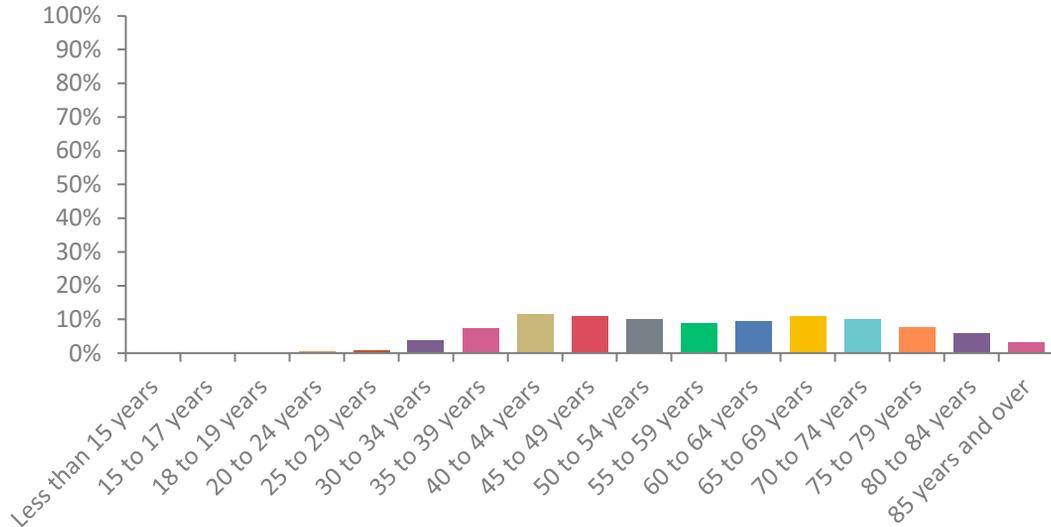
Answered: 274 Skipped: 26



Concerning the rate of Andover's development of residential growth versus business and job growth, 66% of respondents felt residential growth was "just right" (13% said too slow, and 9% said "too fast"). On the other hand, only 42% thought that business and job growth was "just right", and 35% said it was "too slow" and 3% said "too fast".

Q15: Which of the following categories describes your age?

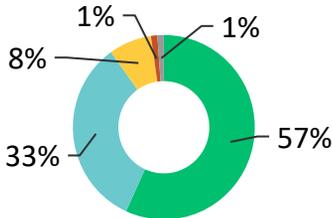
Answered: 260 Skipped: 40



The age distribution had two “humps”, the largest being for 40 - 49 year olds, who make up about 23% of the people surveyed. The other “hump” was for 65 - 74 year olds, who make up 21% of this population. Half of respondents are over 57 years old in 2024 (median age).

Q17: Which of the following best describes your employment situation?

Answered: 264 Skipped: 36



- Employed full-time
- Retired
- Employed part-time
- Unemployed, between jobs or seasonal
- Unemployed