Survey: Purpose & Target Demographic

This was an anonymous survey that was targeted to Town Administrators, Selectmen, and other Elected or Appointed Officials. It was created in time for distribution to attendees at the OneCape Summit on June 22nd, and I followed up by emailing this survey to town officials; a total of 68 contacts were emailed. The links to the survey was also accessible on our website from June 23rd to August 17th.

The intention of the survey was two-fold:

1. To get feedback on how desirable certain potential services are to town officials, such as centralized beach sticker sales or potential offerings by IT.
2. To get feedback on predominant county services, to gain some understanding on how aware town officials are of these services, and to receive feedback on levels of significance of these services to the towns.

Results and Analysis

This was originally intended to be a simple survey; however, it was challenging to create this survey using simple methods, such as rating scales. I worked with the departments who were an enormous help in providing a list of services that they felt were the most relevant to include in the survey, and ultimately, we settled on creating a survey that is predominantly an open-ended response survey, rather than a rating scale. It had to be separated into three sections, due to the limitations of the survey platform that was available.

The results provide a broad-spectrum overview of town administrators', selectman, and other elected town officials' perceptions of county services and desire for additional services to be provided.

Respondents

Part 1 – 25 total respondents
Part 2 – 17 total respondents
Part 3 – 14 total respondents

We need to look at each section of the survey separately since some respondents did not complete all three parts.

Part 1

This part of the survey is the only part that provides quantitative data. It includes questions that measure interest in potential services. This part also includes questions regarding Procurement (not quantitative).

- 64% of all respondents said they would be interested in a regionalized Human Resources service at Barnstable County.
- 37.5% of respondents said they would be interested in accommodations for centralized Beach Sticker sales at Barnstable County.
- The section for Procurement is more qualitative, and so please refer to the open-ended responses for that.
- 72% of respondents said that they are aware of the purchase of the second dredge.
- 84% of respondents said that they would be interested in increasing dredge use in their town.
- For Information Technology, we asked people to rate their level of interest in services that the County could possibly provide in the future. Please refer to the graph illustrating data collected.

Part 2 | Part 3

Parts 2 and 3 produced qualitative data generated by open-ended responses. Please refer to your copy of the survey results to read individual responses.

Part 2 includes: *Cape Cod Commission, Department of Human Service, Resource Development Office*

Part 3 includes: *Department of Health and Environment, Regional Preparedness Division, Cape Cod Cooperative Extension*

Conclusion and Recommendations

This survey provided preliminary data that lays a foundation from which we can build future surveys. For future surveys, it may be recommended that we broaden the target demographic to include those people working in the field, as well as elected officials, selectmen and town administrators.

Additionally, the platform of the survey should be improved upon. There are many options available, although they are not free. IT could be a valuable resource in helping to determine which platform works the best.

We have a good measure of interest for this targeted demographic, for potential county services. We also received overwhelmingly positive feedback on County's services from those towns that utilize them.

Finally, this survey also gave the County an opportunity to present and summarize many of its services to those who were previously unaware of them, which has potentially generated interest.

The County of Barnstable conducted an informal survey from June 22, 2017 to August 17, 2017 to determine each town's familiarity and use of our County services. This survey also helped us recognize your interest in emerging or potential services that the County could offer.

If you have any questions regarding the survey results format, please contact Sonja Sheasley at 508-375-6896 or email sonja.sheasley@barnstablecounty.org

The Survey is in 3 parts.

Part 1:

- Administrative Services
- Barnstable County Purchasing Division
- Dredge
- Emerging Information Technology Services

Survey Results Part 1

Part 2:

- Cape Cod Commission
- Department of Human Services
- Resource Developments Office

Survey Results Part 2

Part 3:

- Department of Health and Enviroment
- Barnstable County Regional Preparedness Division
- Cape Cod Cooperative Extension

SURVEY RESULTS

PART I

RESPONDENTS

TOWN ADMINISTRATOR:	5
SELECTMAN:	2
ELECTED/APPOINTED OFFICIAL:	18

SECTION I

ADMINISTRATIVE SERVICES

1.) Would you be supportive of the creation of a regionalized human resources service at Barnstable County?

a. Yes - 16
b. No - 9
c.

2.) Would you be interested in Barnstable County providing accommodations for centralized beach sticker sales?

a. Yes - 9
b. No - 15

SECTION II

BARNSTABLE COUNTY PURCHASING DIVISION

1. ***Barnstable County Purchasing Division coordinates the solicitation of collaborative bids between the towns in the County to take advantage of the cost savings in the procurement of supplies and services in large volumes. Some examples are: gasoline and diesel fuel, heating oil, roadway construction, water chemicals, among others.***

Please check this box if you are not familiar with this service – 8 checked

How well does this service meet the needs of your town?

- Pretty well - could be expanded
- good job
- Satisfied
- Very well: public safety, public works, etc.
- It works well for some items; others not so much
- Fairly well
- Moderately
- Well, thank you.
- The Service (Elaine specifically) exceeds all reasonable expectations for a regional service
- Excellent

- Some of the time
- The best ever.
- Joint Procurement is one of the most valuable services a regional government can provide for its members!
- rarely use it
- Very well. We utilize the County Bid system quite a bit.
- Excellent service provided by the County
- Harwich participates

If this service is not being used in your town, why not?

- Yes, extensively
- We may need to make all departments aware of the service, but I also think more of our personnel should be trained on CommBuys.
- Easier to go straight to vendor/use state bid number
- We use it as often as we can.

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2. ***The Purchasing Department provides a website http://purchasing.barnstablecounty.org for town to order office supplies that are bid through the County.***

Please check this box if you are not familiar with this service. 8 checked

How well does this service meet the needs of your town?

- This URL needs to be prominently displayed, not under the heading of the Purchasing Dept.
- Used some, but need exploration on best use.
- It generally meets our needs. There are some items, like toner cartridges, that are unavailable.
- Fairly
- Poorly
- Exceptionally well
- Excellent
- Fine
- Very well
- Very useful
- Moderately. Some supplies we order directly from approved vendor with County discount.
- Meets our needs.

If this service is not being used by your town, why not?

- Again, it would probably be used more widely if more of our staff were trained in support of procurement law.
- Again, sometimes we order directly from vendor.
- I was not aware of it, but my Department head might be.

3.) *The Cape Cod Association of Public Purchasing Officials (CAPPO) meets monthly to provide education and training, as well as a forum for local officials, to discuss regional government procurement issues.*

Please check this box if you are not familiar with this service. - 16 checked

How well does this service meet the needs of your town?

- Very well
- Good
- Staff has attended and found meetings to be helpful, however, meeting are not held regularly.
- Excellent
- Excellent organization with knowledgeable leadership providing valuable guidance.
- Very helpful.
- Like this offering. Attended some events.
- I am not currently on the mailing list.

If this service is not being used in your town, why not?

4.) Currently, we have no MCPPO certified official in town
5.) Barnstable does this in house a lot or sends us if needed.
6.) Staff and time. The service is well respected and does a good job.
7.) I suspect it's an issue of not having enough staff traditioned and involved in procurement.
8.) Have not had time to enroll.

4.) Please let us know if your town is interested in participating in additional collaborative procurement. Check all that apply:

Vehicles – 12 checked
Heavy equipment – 10 checked
Printing Services – 8 checked
Other – 6 checked

- ***Environmental engineering***
- ***IT equipment, vehicle/mechanic services, LSP, advertising***
- ***DPW materials***
- ***Fire equipment. Medical supplies***
- ***Contracts for professional services we all use, inspectional services; HVAC monitoring and maintenance; Fire alarm M & M; portable toilets; recycling; trash removal***
- ***Hour rates for responsive emergency repairs like plumbing, electrical, etc.***

5.) Would you be interested in having Barnstable County act as a regional procurement office to handle procurements in your town?

Yes – 10

No - 13

SECTION III

DREDGE

1. Were you aware that the County has purchased a second DREDGE?

Yes: 18

No: 7

2. Would you be interested in increasing your DREDGE usage?

Yes: 21

No: 4

SECTION IV

EMERGING INFORMATION TECHNOLOGY SERVICES

Over the past several months, the IT Department at Barnstable County has been working diligently to broaden and enhance their portfolio of products, services and support to better serve constituencies throughout Barnstable County.

1.) **Complete design solutions for voice, data and wireless information.**
a. Highly interested. - 7
b. Somewhat interested. - 7
c. Not interested. - 5
d. I require more information. - 6

2.) **Enhanced network management tools to proactively monitor the network in its entirety.**
a. Highly interested. - 7
b. Somewhat interested. - 10
c. Not interested. - 4
d. I require more information. - 4

3.) Advanced threat protection for both internal devices and the network transport.

a. Highly interested. - 10
b. Somewhat interested. - 8
c. Not interested. - 2
d. I require more information. - 5

4.) IT Strategic planning with guidance technology roadmap development.
a. Highly interested. - 13
b. Somewhat interested. - 4
c. Not interested. - 2
d. I require more information. - 6

5.) Data center accessibility and security for hosting, backup and disaster recovery.
a. Highly interested. - 9
b. Somewhat interested. - 10
c. Not interested. - 2
d. I require more information. - 4

6.) Business intelligence and analytics from multiple data sources.
a. Highly interested. - 6
b. Somewhat interested. - 10
c. Not interested. - 4
d. I require more information. - 5

7.) Enhanced Microsoft product offerings including managed Office 365 suite with a la carte menu.
a. Highly interested. - 7
b. Somewhat interested. - 11
c. Not interested. - 3
d. I require more information. - 4

8.) Enhanced voice and video/VoIP offerings providing full mobility and conferencing features with a la carte menu.
a. Highly interested. - 7
b. Somewhat interested. - 5
c. Not interested. - 8
d. I require more information. -5

9.) Large scale online meetings with traditional call-in capability.
a. Highly interested. - 9
b. Somewhat interested. - 8
c. Not interested. - 5
d. I require more information. - 3

10.) Cloud storage and backup for business continuity.
a. Highly interested. - 7

b. Somewhat interested. - 9
c. Not interested. - 4
d. I require more information. - 5

11.) Site ISP redundancy to assure real-time failover for business opportunity.
a. Highly interested. - 5
b. Somewhat interested. - 5
c. Not interested. - 4
d. I require more information. - 11

12.) Server hardening and back-ups for high availability and fault tolerance.
a. Highly interested. - 7
b. Somewhat interested. - 4
c. Not interested. - 3
d. I require more information. - 11

13.) Infrastructure as a service, including virtual servers and desktops.
a. Highly interested. - 6
b. Somewhat interested. - 5
c. Not interested. - 4
d. I require more information. - 10

14.) Enhanced wireless infrastructure allowing rapid deployment of secure wireless access.
a. Highly interested. - 7
b. Somewhat interested. - 5
c. Not interested. - 3
d. I require more information. - 10

15.) Detailed service level agreements tied to all product offering.
a. Highly interested. - 5
b. Somewhat interested. - 3
c. Not interested. - 5
d. I require more information. - 12

SURVEY RESULTS

PART II

RESPONDENTS

TOWN ADMINISTRATOR	5
SELECTMAN	2
ELECTED/APPOINTED OFFICIAL	10

SECTION I

BARNSTABLE COUNTY SERVICES

CAPE COD COMMISSION

1. ***RESET (Regional Economic Strategy Executive Team)***

Please check this box if you are not familiar with this service: 9 checked

How well does this service meet the needs of your town?

- Have used funds to redevelop areas in the past. Subsequent requests for funds have been unsuccessful.
- On Target when engaged
- Know it exists but not sure of recent activity
- This is an excellent service
- It works
- They are the best and do a great job
- Town needs of CCC very well met as staffing & funding allow
- We use service: traffic study/coordination of CWMP

If this service is not being used in your town, why not? 0

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2. ***Wastewater Planning***

Please check this box if you are not familiar with this service: 4 checked

How well does this service meet the needs of your town?

- Could be better engaged
- Is a focus of town due to large expense
- Good - water protection collaborative monitoring
- Wastewater planning is an exceptional example of the creative thinking towns don't often have the time to undertake
- Well

- Provides good information
- WE need more
- They are good but towns could use more help
- Phenomenal group of knowledgeable professionals assisting the Cape in grappling with shared watersheds that have no formal shared jurisdictions.
- Extremely well met
- It is working well
- Well, coordination of CWMP
- From a regional perspective, but Chatham is well ahead of other communities.

If this service is not being used in your town, why not?

My experience as a Town Rep on the PB Alliance and the CCWP Collaborative showed me how politics can complicate these issues. Collaboratives with reps from each jurisdiction are the way to go to ensure mutual cooperation.

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3. ***Transportation Analysis / Planning***

Please check this box if you are not familiar with this service. 5 checked

How well does this service meet the needs of your town?

- Well
- Used in past for E. Harwich; not sure of any recent activity
- Very well - JTC & TIP development
- Great services
- Well
- It is not working for the youth
- This is the very best service the Commission offers
- Valuable to towns lacking traffic engineering expertise. Helpful for long-term capital planning and regional coordination of designs/solutions
- Met on as-needed basis, especially traffic counting, traffic planning, etc.
- It is working well
- We have done three traffic studies.
- Very well.

If this service is not being used in your town, why not? No responses

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4. ***Water Resources Analysis/Planning***

Please check this box if you are not familiar with this service: 7 checked

How well does this service meet the needs of your town?

- Excellent but should be expanded

- Very well
- Somewhat helpful
- Need more
- Working hard on a huge threat. Never enough money to ensure regional level protection efforts.
- Town has strong water resources staff internally so we use this service relatively infrequently, but invaluable for wastewater planning support.
- Our water department uses this
- Very well

If this service is not being used in your town, why not?

- Need more information about the offerings
- Protection and preservation opportunities are evaporating as development and density increase.

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5. ***Maps and GIS support/analysis***

Please check this box if you are not familiar with this service: 3 checked

How well does this service meet the needs of your town?

- Very well
- Not well - probably need to be trained on how to fully utilize. Would like summary data, e.g., amount of open space
- Somewhat
- This ability adds value
- Very little
- Meets needs/expectations
- Last time I asked for help with mapping & GIS I was told they were shorthanded and could not help me.
- We have our own very accomplished staff
- Well done and utilized frequently
- Valuable to towns with limited technical staff.
- Very well met. Always responsive when asked for assistance and meet reasonable deadlines for producing maps, etc.
- Our water department uses GIS
- We could use additional services

If this service is not being used in your town, why not?

- I don't know if this is available to us

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6. ***Technical Assistance on request.***

Please check this box if you are not familiar with this service: 4 checked

How well does this service meet the needs of your town?

- Good Response!
- Somewhat - the CCC has provided various technical assistance on request.
- Very important
- Used once and was satisfied
- Meets needs/expectations
- See above. Also GIS person was supposed to meet with me about online permitting but did not get back to me.
- Great teams and excellent service. Sometimes a bit too top down
- Always there when we need it!
- Meets. At times, technical assistance leads to studies, but no implementation. Generally, not CCC's fault, just economic realities of Cape Cod & our community. Would like more implementation and tangible fruits of the joint labor.
- Familiar, but could use more assistance with hazard mitigation
- Very but but in the hazard mitigation plan project

If this service is not being used in your town, why not?

- I don't know if this service is available to us

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7. ***Development of Decision Support Tools***

Please check this box if you are not familiar with this service: 8 checked

How well does this service meet the needs of your town?

- Limited but could be expanded with personal TA
- Have initial decision tools for wastewater - needs to expand
- Well
- Excellent support & outreach during DRI project reviews.
- Very useful for housing

If this service is not being used in your town, why not?

- Not really sure if I know what this entails or if we are using it.

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8. ***Administrator of Cost-Saving Regional Efforts (RWAN, ePermitting, Performance management)***

Please check this box if you are not familiar with this service: 7 checked

How well does this service meet the needs of your town?

- Fairly good
- Not very - did not rehire support staff
- Town does not fully utilize this - Commission services are the best offered by the county
- See above. After several phone discussions, the ePermitting person did not get back to me
- It does not
- We appreciate the efforts.
- Very important and timely. We're all trying to hold down costs so the more we can do regionally, the better.
- Accela is issue with loss of Dave Sullivan
- Needs improvement – services launched, but the uniqueness of each community is an added cost center and contract conclusion is not the same as project completion.

If this service is not being used in your town, why not?

- I may have missed this but should explore all efficiency opportunities
- Difficult to develop standardized tools and systems that address the varied needs

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DEPARTMENT OF HUMAN SERVICES

9. ***Free health insurance enrollment counseling for Medicare beneficiaries (SHINE). Shine collaborates with all 15 Senior Centers/COA's on Cape Cod.***

Please check this box if you are not familiar with this service: 10 checked

How well does this service meet the needs of your town?

- Very well
- Great program. Keep it going.
- Well, I think, but the need is growing
- Well, COA coordinates
- More effort is needed

If this service is not being used in your town, why not?

- I could probably use this service more. Perhaps I could get a refresher on what's available.

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10. ***Leadership of Cape-wide data collection and planning for senior citizens on Cape Cod***

Please check this box if you are not familiar with this service: 10 checked

How well does this service meet the needs of your town?

- Not sure we use this data in productive manner
- It could, we need to utilize it more
- Another rapidly growing need.
- Data comes in handy when submitting grant requests.
- Familiar, used to use for administration of Harwich Human Services grant
- More effort is needed

If this service is not being used in your town, why not?

We really need to coordinate better. It is odd how disparate service availability is across the Cape.

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11. ***Prevention and reduction of chronic diseases, such as diabetes, hypertension, and falls among seniors.***

Please check this box if you are not familiar with this service: 9 checked

How well does this service meet the needs of your town?

- Hopefully Health Dept. - Council on Aging utilizing information.
- Somewhat
- The seniors are well served by this and it could use to be expanded
- Not sure.
- Effort duplicates local outreach provided by Public Health Nurse's Office & Senior & Community Services Department.
- Somewhat familiar
- Coordinates with Health Department

If this service is not being used in your town, why not?

- Not sure
- Not sure it's provided

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12. ***Regional funding for supportive housing for chronically homeless households (McKinney Vento Continuum of Care).***

Please check this box if you are not familiar with this service: 10 checked

How well does this service meet the needs of your town?

- Well - participate in continuum of care
- Not used
- This is a huge challenge primarily because there are still people in our communities who do not understand how helping needy people helps them. I am sensing a strong resistence and resentment to aid programs

- Very important, but not as relevant for our community. Still a critical service to provide.

If this service is not being used in your town, why not?

- More information to the towns is necessary
- Perhaps the benefits of the programs are not apparent as progress and solutions are difficult to demonstrate.

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13. ***Funding for affordable housing development and down payment closing cost assistance program (HOME Program).***

Please check this box if you are not familiar with this service: 8 checked

How well does this service meet the needs of your town?

- Very Good
- Actively participate in HOME consortium; have not received funds in some time
- Not sure programs are being used to their potential.
- Very important. Could always use more funding to support local/regional affordable housing initiatives. County efforts = better planned than c.40B submission of local developers. Working with local Housing Authorities is key.
- Not sure yet

If this service is not being used in your town, why not?

- Have organization involved - CPA, HAC, HECH but didn't know county could help
- I believe we do this through Eastham's CDP
- More resources are needed to leverage and greater buy-in and broader benefits

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14. ***Prevention of substance abuse, working in conjunction with towns, elected officials, schools, healthcare, providers, and employers to develop regional strategies to secure funding resources (RSAC, MOAPC, SAPC).***

Please check this box if you are not familiar with this service: 6 checked

How well does this service meet the needs of your town?

- There is opportunity for expanded service
- Very well - several town members participate in regional communities
- County efforts on substance abuse are important add on to Town services
- Still in introductory / needs identification stage in this town
- RSAC MOAPC SAPC doe excellent work and should be better funded and additionally staffed
- Not sure.
- Meets. Coordination is needed with local effort so as to not duplicate and actually support joint initiatives.

- Useful
- Aware but not sure of utilization
- Not sure

If this service is not being used in your town, why not?

- Other methods are needed to accomplish intervention without destroying the community bonds and personal reputations and relationships. Resources and support are still major barriers to lifestyle changes.

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15. ***Direct consultation with non-profit organizations, healthcare & human providers, and town staff on Cape-specific data to support grant-writing activities.***

Please check this box if you are not familiar with this service: 12 checked

How well does this service meet the needs of your town?

- Not sure if we're using these services
- Limited knowledge of this, but know the County is there is a resource. County grant writer has been very helpful, even though we haven't been awarded much...at least we try.

If this service is not being used in your town, why not?

- We could very much use help seeking and submitting grant proposals.
- We probably need to make all departments know that consultation resources exist
- We need to reach out more on this
- Not sure if this has been utilized

RESOURCE DEVELOPMENT OFFICE

16. ***Assistance with Grant program development.***

Please check this box if you are not familiar with this service: 10 checked

How well does this service meet the needs of your town?

- Has worked well in past
- Great work and expertise. We utilize whenever possible
- Not sure we use it to capacity
- Very helpful.
- Former town planner used

If this service is not being used in your town, why not?

- We need more education on this topic
- Probably just too busy looking for grant opportunities elsewhere
- We don't take advantage of this service, and we should

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17. ***Grant writing services and /or technical assistance***

Please check this box if you are not familiar with this service: 10 checked

How well does this service meet the needs of your town?

- Has worked well in past
- Very helpful
- Again, great professionals who need more staffing
- Not sure.
- Very helpful. See answer to Question 15 above.
- Former town planner used

If this service is not being used in your town, why not?

- Our staff is pretty good at this, maybe a little too confident (?)

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18. ***Grant oversight and fiscal management.***

Please check this box if you are not familiar with this service: 11 checked

How well does this service meet the needs of your town?

- Helpful
- This sounds really useful.
- For County & regional grants, this oversight is helpful. Most grants = local so finances overseen by town Accounting Office.
- Former town planner used

If this service is not being used in your town, why not?

- We are ok in house with this function
- Not sure we would think of contacting or involving the County if it weren't a Co or regional grant
- Need more education on this topic

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19. ***Grant Webinars/Workshops***

Please check this box if you are not familiar with this service: 13 checked

How well does this service meet the needs of your town?

- Very helpful
- We only use this when we know of a grant or are already planning to apply

If this service is not being used in your town, why not?

- Same comment as above
- Time and staffing limit the participation of the town staff
- Probably an opportunity for outreach and explanation
- Time and staffing limit the participation of the town staff
- Need better coordination

This concludes Part II of the survey.

SURVEY RESULTS

PART III

RESPONDENTS

TOWN ADMINISTRATOR	5
SELECTMAN	2
OTHER TOWN ELECTED/APPOINTED OFFICIAL	7

SECTION 1

BARNSTABLE COUNTY SERVICES

DEPARTMENT OF HEALTH AND ENVIRONMENT

1. ***Local Board of Health Services: Services to the communities in Barnstable County Include: Health Agent coverage, restaurant inspections, swimming pool inspection, septic plan review (particularly advanced treatment systems), soil tests, housing inspections, sanitary code and compliance investigations. Some communities have opted for contractual opportunities for these services for extended periods of time during time of extended health agent leaves (maternity or illness).***

Please check this box if you are not familiar with this service: 4 checked

How well does this service meet the needs of your town?

- Big help
- Very well - we utilize seasonal inspectors
- Our own health department does this
- Well for tick testing and informational presentations, water testing, etc.
- Meets needs when required
- Town has used
- The Towns are very well served but more staffing would be desirable
- Not sure, but probably well used due to our staff's knowledge and Cape-wide connections
- Excellent service. Always there when needed. A huge plus for smaller towns. Very responsive when called.
- We utilize, periods of vacancies

If this service is not being used in your town, why not?

- Health Dept. handles it. It would be very productive to open discussions to determine if County can handle more efficiently.
- Connections can always be strengthened.
- Not needed – have 1.5 FTE

2. ***Community Septic Management Loan Program (CSMLP): CSMLP has worked on behalf of homeowners in the 15 communities on Cape Cod to upgrade failed residential septic systems by providing an affordable long-term loan program.***

Please check this box if you are not familiar with this service: 3 checked

How well does this service meet the needs of your town?

- Runs very smoothly.
- Not sure how many people take advantage of loan program due to low bank interest rates. Need to evaluate rates to offer true help. Also expand to help those connecting to sewer system.
- Very well - program is an integral part of septic management.
- It is helpful.
- Kendall has served our town very well with this program.
- Excellent.
- I believe folks know about these services and are using them.
- Excellent service provided. Saves local administrative oversight and advice given is spot on.
- Works very well.
- Useful.
- Will be using/advertising more

If this service is not being used in your town, why not?

- Sewering may be seen as too comprehensive a solution, even though it won't solve everything.
- Interest rate too high

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3. ***Massachusetts Alternative Septic System Test Center (MASSTC) and Title 5 Services: MASSTC has been operated to provide the communities in Barnstable County with state-of-the-art information on onsite septic systems that are being considered to address the Cape's problems with nitrogen that impacts out drinking water and marine water. All administrative and performance tracking of the installed alternative systems in each community is accomplished by a nationally lauded and self-sustaining program at no cost to the towns.***

Please check this box if you are not familiar with this service: 8 checked

How well does this service meet the needs of your town?

- Needs quicker approval of nitrogen removing systems.
- Great service as we move forward with 208.
- Very well - testing new wastewater technologies.
- It helps indirectly.
- Well done, but more outreach would be helpful.
- Great program - still needs publicity and solutions need support for proliferation.

- Aware of this but waiting to see preliminary results. If unique solution can be found, it will help the vast majority of Cape towns that don't have sewer systems. A long-term, home-based Title V solution would save Cape hundreds of millions of dollars.
- Coordinated with health department

If this service is not being used in your town, why not?

- Lack of awareness

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4. ***Public Health Nursing and Public Immunization Program: This program provides the fifteen communities with a vital public immunization program, sun safety education, tick borne diseases education, blood borne pathogens testing, tuberculosis testing and bladder cancer screening (particularly for high risk individuals among the public safety), public health outreach at food pantry's, blood pressure clinics, preventative health screenings and support at municipal health fairs.***

Please check this box if you are not familiar with this service: 3 checked

How well does this service meet the needs of your town?

- I'm aware of some of these services - not all.
- Very well - have utilized staff for various seminars and clinics.
- Meets needs/expectations.
- Tick born class was great, we do our own sun safety program that is used state-wide now.
- More and better. Great service that the Town takes advantage of
- Not sure.
- Assists local efforts of Public Health Nurse's Office. Our town probably doesn't use this service as much as other communities without local nursing department.
- This program is excellent.
- Coordinated with Health Department
- Very well

If this service is not being used in your town, why not?

- I suspect a majority of our residents get these services through their regular health care providers

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5. ***Bathing Beach Water Quality Program: This program provides the communities with the collection and bacterial analysis of every town beach in Barnstable County. Additional Services include: Notification to town health agents when bacteria levels are exceeded and Immediately resampling and analysis of affected beaches to reduce closure periods. Over 350 beaches are monitored and reported weekly.***

Check this box if you are not familiar with this service: 4 checked

How well does this service meet the needs of your town?

- Needs quicker retest response time and education about findings if not human fecal
- Utilize services
- Very well - utilize program every year
- This is very helpful, however it would be more helpful if the testing did not result in a closure on a Saturday.
- Meets needs/expectations.
- We use this and are happy with the public bathing beaches being tested.
- Super. We could not do without this service
- Absolutely essential! Don't know what we'd do without it.
- Invaluable service for our fresh & saltwater beaches. Use it all the time.
- Coordinated with Health Department
- Not sure if this has been used on a regular basis, possibly as a back up.

If this service is not being used in your town, why not?

- Needs will only expand.

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6. ***Barnstable County Water Quality Laboratory: The Laboratory assists water districts, municipalities and homeowners with high quality analysis of various contaminants in accordance with state and federal water quality standards. The laboratory also assists with monitoring of fresh ad marine waters, required monitoring near closed landfill, shellfish harvesting areas and other areas of environmental concern. Special projects such as the lead-in-school water supplies are accomplished by maintaining state-of-the art analytical capabilities.***

Please check this box if you are not familiar with this service: 4 checked

How well does this service meet the needs of your town?

- Very Well
- Well
- Good - Could do more wastewater and CEC testing
- Very well! The marine and coastal services have been very helpful for public education, getting shellfish seed and general overall assistance for shellfish related topics. This is a vital component of the Cape's economy.
- Meets needs/expectations
- I know we use it, but can't speak to what extent
- this service is well used by many in our community. Excellent service
- Also essential. And seems to have support enough to be very responsive
- Great service. Assists local water district (separate from town government) and used periodically by our local health department.
- Coordinated health/water department
- Not sure

If this service is not being used in your town, why not?

- Can't imagine it not being used by everyone...

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7. ***Environmental Health and Safety Program: The EHS Division serves the towns in the capacity of assessing, assisting, developing, administering, reviewing, and implementing necessary and current environmental, health, and safety compliance needs. Currently, the focus has been on lowering municipal employee risks and hazards by preventing job-related accidents, injuries, and illnesses and reducing the overall risk to towns, resulting in lowering liabilities for health***

Please check this box if you are not familiar with this service: 9 checked

How well does this service meet the needs of your town?

- Well - excellent yearly training.
- Have taken some training at the county level, but since the Town has brought on a Safety Officer it has brought a lot to each dept.
- We need more help and the department at the County needs more staffing.
- Not sure.
- Helps when requested. Not used regularly, but very responsive when called for advice & input.
- Coordinates with Assessor's/Health

If this service is not being used in your town, why not?

- I would like this program to be much more visible with training and management tools to ensure employees are following safety procedures. Failure directly affects town expenses.
- When I worked for a Town that used MIIA for Workers Comp and EAP, those entities provided a great deal of support inn these areas. Non-MIIA towns could really use the County's help!

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8. ***Cape Cod Regional Tobacco Control Program: This program, funded by the Massachusetts Department of Public Health supports the fifteen local Board of Health with compliance with state and local tobacco regulations. The focus of the program is limiting of youth access and implementation of comprehensive tobacco education program.***

Please check this box if you are not familiar with this service: 9 checked

How well does this service meet the needs of your town?

- Good - funding cuts over years has resulted in less contact
- Still needs work.
- Board of Health speaks highly of this program.
- Well.
- Coordinates with Health Department
- Very well

If this service is not being used in your town, why not? No responses

9. *Membership Participation in Regional Forums: Often the interest of the towns is not represented in state and regional bodies that have influence at the state level. The Department serves on state panels to make the needs of the towns known. These include the State Emergency Response Commission, the Title 5 Review Stakeholder Group, The Massachusetts Public Health Nursing Association, New England Interstate Onsite Wastewater Group, State Onsite Regulator Association, The Barnstable County Lyme Disease Task Force, and the State Hoarding Task Force.*

Please check this box if you are not familiar with this service: 9 checked

How well does this service meet the needs of your town?

- Well
- OK. But the County should ask the Towns before testifying
- Always a need to keep our ears perked as issues and alternative solutions emerge
- Helpful, with information & assistance distributed directly to relevant local departments. Not used so much by central administration.
- Health Department participates in some

If this service is not being used in your town, why not?

- I may have missed his but would be could to communicate issues to towns to obtain feedback before working on state issues

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BARNSTABLE COUNTY REGIONAL PREPAREDNESS DIVISION

10. *The Barnstable County Regional Emergency Planning Committee supports the emergency management and public safety agencies in the fifteen communities with comprehensive all hazard emergency planning and response. The REPC provides a monthly forum to address critical public safety issues in the county, and operates the Multi-Agency Coordination Center (MACC) during regional emergency events where power restoration, sheltering and recovery resources may be needed.*

Please check this box if you are not familiar with this service: 5 checked

How well does this service meet the needs of your town?

- Very well - provide staffing to fulfill state mandates
- it's helpful
- Not sure how effective in Barnstable this is
- Very well.
- Outstanding service and very unique compared to other regions of MA & New England. Exceptional cooperation & assistance. A must for our County based on storm events, unique nature of Cape population, etc. Superior cooperation by all. A national model.
- Works very well

- Emergency management
- Very well

If this service is not being used in your town, why not? No responses

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11. ***Tier II Hazardous Chemical Emergency Report Inventory Program: This program assists the communities with compliance to the Emergency Planning and Community Right to Know Act. Services to the towns include the assistance to municipal agencies with the submission Tier II hazardous materials inventory reports for over 450 facilities, the provision of hazardous materials inventories and facility emergency response plans to fire departments and a comprehensive hazardous materials education program.***

Please check this box if you are not familiar with this service: 5 checked

How well does this service meet the needs of your town?

- Need program to remove AFFF from locals and guidance for post-deployment clean-up of foam
- Well - very supportive in report development
- I have not heard otherwise about the program.
- Have taken the classes for this
- Not sure, but I think we are well served.
- Great service when needed. Thankfully, we haven't need it much, but it's comforting to know this type of emergency response & assistance exists.
- Excellent program
- Emergency management

If this service is not being used in your town, why not? No responses

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12. ***Barnstable County Regional Sheltering Program: The regional sheltering program supports six regional emergency shelters and two satellite shelters that provide Cape communities safe locations to serve each community should residents or visitors need to be evacuated due to an emergency event, such as a tropical storm or severe winter weather event. The program coordinates volunteers, grant requests for equipment, public awareness efforts and develops of regional exercises to review capabilities.***

Please check this box if you are not familiar with this service: 4 checked

How well does this service meet the needs of your town?

- Good
- Very well
- Meets needs/expectations
- Know that the middle school has been used and the community is well informed.
- Fair. Always a need to beef up our coordination and info sharing.

- Exceptional service. Our town is one of 6 regional shelter communities & even though this designation means more work locally for town staff, it's eminently worth it. Need to focus more on grant-funded capital improvements for regional shelters.
- Works well
- Emergency management
- Has worked well, but with late notice about shelter openings. Also needs a transportation component

If this service is not being used in your town, why not?

- I'm generally aware but would like better communication regarding issues.
- A false sense of security?

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13. ***Cape and Islands Health Agents Coalition/Public Health Emergency Planning: This program assists the local health departments with public health emergency planning for communicable diseases such as influenza, SARS, Anthrax and many other hazards. This is done through the development of communicable disease response plans, continuation of operation planning, coordination of local and regional exercises and the continued operation of a regional Medical Reserve Corps to support these and other emergency response efforts.***

Please check this box if you are not familiar with this service: 6 checked

How well does this service meet the needs of your town?

- Very well
- Very helpful!
- Meets needs/expectations
- Not sure.
- Great service used by local health department, not so much by Town Manager's Office.
- Health department utilizes services.
- Very well

If this service is not being used in your town, why not?

- Still some sense that we are somewhat immune

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14. ***The Barnstable County Fire and Rescue Training Academy (BCFRTA): BCFRTA is a vital regional training facility for fire departments in Barnstable County. BCFRTA provides fire departments comprehensive training in fire response, Emergency Medical Services (EMS), technical rescue, and incident management. Additionally, the academy offers a Fit Testing Program to departments for their breathing apparatus, a shipboard firefighting program for the cadets at the Massachusetts Maritime Academy and Industrial Fire Brigade training.***

Please check this box if you are not familiar with this service: 4 checked

How well does this service meet the needs of your town?

- A hazardous waste site that should be cleaned up!
- Very well
- Meets needs/expectations
- Our 5 fire departments are awesome and they are well trained.
- Excellent cross training
- Excellent facility, needs more funding
- Fire Department utilizes services
- Has some merit, but I question how much it actually saves the towns. Regional hiring lists perplex me and I question how they are derived through the County Fire Chief Association. Not sure we get the best, qualified applicant's through current process.

If this service is not being used in your town, why not? No responses.

CAPE COD COOPERATIVE EXTENSION

15. Shellfish & Aquaculture Services

- *Regional shellfish bid and financial assistance (currently $30,000) for towns to acquire oyster and quahog seed at lowest price with reliable delivery.*
- *Shellfish Constable services – technical assistance during shellfish closures, shellfish habitat assessment, disease testing and analysis of municipal shellfish stock, host and facilitate Barnstable County Shellfish Advisory Committee, teach many of the Shellfish Constable Certification courses.*
- *Water quality monitoring to address nitrogen and nutrient issues and the role shellfish can play in remediation.*
- *Provide towns with safe shellfish harvest and handling training and literature.*
- *Extensive outreach and education to private aquaculturists including Fundamentals of Shellfish Farming eight-week course.*

Please check this box if you are not familiar with this service: 3 checked

How well does this service meet the needs of your town?

- Very well.
- Very useful.
- Fair.
- Quite helpful.
- Very helpful.
- This is a vital program. The propagation funding has been utilized fully to purchase quahog seed to grow out for recreational shell fishing. The presentation by staff for local residents and commercial shell fishermen have been great! And the signage too!

- Meets needs/expectations.
- I do not shellfish, but our town seems up on everything to serve the community.
- Still a need to integrate fishers and farmers and food service industries.
- A huge help in our town. Shellfish beds were closed for 40+ years and recently opened in last decade thanks to joint efforts with this group. Federal drainage grants also very attractive & helpful.
- Natural Resources utilizes these services
- Very well

If this service is not being used in your town, why not?

- Fishers tend to think they are self-sufficient, more knowledgeable than they are, and that all intervention is negative.

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16. Coastal Erosion and Flood Management

- *Community Rating System (CRS) Coordinator responsible for helping towns qualify and reach maximum savings for their residents who pay flood insurance on their homes.*
- *Shoreline mapping, technical reports to conservation commissions on erosion, beach nourishment, and impacts of proposed building sites.*
- *Provide detailed technical bulletins to municipal staff on coastal issues (storm damage, plantings, beach management).*
- *Barnstable County Municipal Conservation Agent working group – provide monthly meetings, trainings, and technical assistance to town conservation agents.*

Please check this box if you are not familiar with this service: 3 checked

How well does this service meet the needs of your town?

- Very well
- Helped but not sure if extension had any influence on regulations.
- Very well
- Quite helpful
- Very helpful
- This program is also hugely helpful, especially having an independent review from Greg Berman of coastal projects. This has greatly helped the decision-making of the conservation commission.
- Not sure
- Just getting started - Lots more to do
- Town is working on this, but still has a way to go. Great service to provide that we couldn't locally. Residents still don't understand how much this will save them in future for flood insurance, etc. Need to publicize more once CRS approved.
- Town planner and Conservation agent utilizes services
- We participated in this certification

If this service is not being used in your town, why not?

- Disagreement over degrees of threat, need and solutions

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17. Entomology / Tick borne Disease Research, Education and Prevention

- *Barnstable County Lyme Disease Task Force – community outreach, Physician and Nurses Forums, collaboration and communication with community and state resources.*
- *Tick borne disease prevention through community education.*
- *Tick testing, tick research, collaboration with EPA and UMASS.*
- *Insect / pest management services – gypsy moth, winter moth, assistance to local farmers.*

Please check this box if you are not familiar with this services: 3 checked

How well does this service meet the needs of your town?

- Vital!
- Somewhat
- Quite helpful
- Helpful
- The education has been great - both for staff and for residents. I think this program has probably resulted in preventing numerous cases of tick diseases.
- I have attended classes and know that the services are well needed and well used.
- Effective when folks are aware
- Very helpful for local health departments. Great resource.
- Health Department utilizes this service
- Not sure

If this service is not being used in your town, why not?

- More mainstreaming of the issues is needed. People are either overly fearful or completely ignorant of the threat of "pests".

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18. Horticulture / Master Gardeners / Buy Fresh Buy Local Cape Cod.

- *Technical assistance to tree wardens, conservation agents, natural resource departments on land and wildfire management, forestry, and municipal plantings.*
- *Fertilizer Certification for applicators as require by town bylaw.*
- *Horticulture clinic, direct service to citizens on plants and gardens.*
- *Green industry support – landscapers, arborists, nurseries.*
- *Buy Fresh Buy Local Cape Cod – connecting community members with locally grown and harvested products; providing marketing and technical assistance to farmers*

- *Technical assistance and economic development for local farmers.*
- *Barnstable County Municipal Shade Tree Nursery – grow and provide regionally appropriate trees and shrubs at low cost to municipalities.*

Please check this box if you are not familiar with this service: 6 checked

How well does this service meet the needs of your town?

- A good service
- Somewhat
- very little
- Meets needs/expectations
- Not sure to what extent the town uses this
- Not sure.
- Helpful, but not used extensively here.

If this service is not being used in your town, why not?

- The shade trees and shrubs would be a great benefit! Especially if native to Cape Cod. I am interested in learning more about this!
- Agriculture seems benign. Most people like fresh produce and don't see how "support" multiplies "yields"

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19. Nutrition and Food Safety

- *Collaborate with Health Agents on food safety classes for food establishments.*
- *Senior citizen nutrition programs, school nutrition, ServSafe, business assistance to keep in compliance with local, state, and Federal laws.*
- *Food Pantry and Cape Cod Hunger Network program facilitation and safety compliance education.*
- *Supplemental Nutrition Assistance Program Education - Preschool nutrition education, parent education, community services.*
- *Small business assistance guidance and education for mandatory food safety plans.*

Please check this box if you are not familiar with this services: 5 checked

How well does this service meet the needs of your town?

- Good
- Thanks for helping out
- Well
- Meets needs/expectations
- We have taken advantage gaining Food Safe certifications.

- Much greater need across the Cape than is apparent
- Helpful, but used extensively here.
- Health Department utilizes services
- New food pantry program works well

If this service is not being used in your town, why not?

- Stigma, lack of awareness, misconception, lack of access.

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20. Youth Programs & Youth Development

- *4-H Youth Development Program for ages 5 -18. Part of national 4-H program reaching over 5,000 Cape Cod youth (and 200 adult volunteers) yearly through clubs, after school programs, special events, in school enrichment, and camps.*
- *4-H Life Skills - Leadership, Communication, Community Service and Citizenship under the guidance of trained, screened volunteers.*
- *Military Family Programs: Week-long, grant-funded family-centered camps for military families on Cape Cod.*
- *After School and At-Risk Youth Programs – cooperative work with school systems to provide programs for youth that otherwise could not access or afford services.*
- *Coastal Explorer – mobile classroom on wheels delivering locally based marine curriculum to schools in accordance with state and federal testing requirements.*
- *WET Festivals – one-day education sessions focused on water quality education delivered to 4th-6th grade students covering Cape Cod water protection and conservation.*

Please check this box if you are not familiar with this services: 7 checked

How well does this service meet the needs of your town?

- Good
- Not sure any of this filtrates to Harwich
- Meets needs/expectations
- Work closely with 4-H, Military Family Programs and Grand Parents raising grandchildren.
- Excellent outreach.
- Helpful, but not used extensively here.
- N/A

If this service is not being used in your town, why not?

- Local educators doing a darn good job, too.

Please check this box if you are not familiar with this service. 6

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21. Municipal Solid Waste (Trash) and Recycling

- *Municipal Assistance Coordinator (MAC) provides technical assistance and acts as conduit for communications with MassDEP for transfer station and landfill needs including trash management options and municipal recycling resources.*
- *Grant assistance for municipal trash, recycling and large-scale composting.*
- *Information services to solid waste advisory committees, town finance committees, elected officials and staff.*

Please check this box if you are not familiar with this service: 7 checked

How well does this service meet the needs of your town?

- Very well
- Not very relevant
- Not sure
- The Cape has already lost a lot of opportunities to regionalize and market re-usable materials.
- Very helpful & informative. Regional household hazardous waste collection events are critically important & well used.
- DPW has utilized this services
- Works well

If this service is not being used in your town, why not?

- Lack of interest. People just want to minimize costs and get rid of it. Marketing and re-use require investment.

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22. Household Hazardous Waste programs (Groundwater Protection)

o Coordination of all municipal household hazardous waste collections.
o Direct services to towns and citizens in need of hazardous waste disposal options.
o Sharps (needle) collection program for each town.
o Road and marine flare collection program.
o Mercury containing device collection program.
o Unwanted medication collection program.

Please check this box if you are not familiar with this service: 4 checked

How well does this service meet the needs of your town?

- Excellent
- Very well
- Hazardous waste program is useful
- HHW Day is a great program! It has undoubtedly helped to properly dispose of untold amounts of toxic chemicals.
- Collection of Haz Mat needs to be even easier and "anonymous". Never enough drop off opportunities.

- See answer to Question 21 above.
- Great program
- DPW utilizes this service
- Works well

If this service is not being used in your town, why not?

- Maybe a need for more encouragement and free pick-ups

This concludes Part III of the survey.

FALMOUTH SUBMITTED A GROUP SUMMARY OF RESULTS ON 9/14/17 VIA EMAIL

-------- Original message --------
From: Julian Suso <jsuso@falmouthmass.us>
Date: 9/14/17 4:01 PM (GMT-05:00)
To: Leo Cakounes <lcakounes@barnstablecounty.org>, Jack Yunits Jr <jack.yunits@barnstablecounty.org>
Cc: 'Susan Moran' <smoran@falmouthmass.us>, 'Peter Johnson Staub' <peter.jstaub@falmouthmass.us>
Subject: Barnstable County Community Survey - Responses from Falmouth Board of Selectmen

Hello Commissioner Cakounes and Administrator Yunits,

I am emailing to summarize the results of the voted responses from the Falmouth Board of Selectmen (at their recent meeting of Monday, September 11) to a number of selected items on the Barnstable County Community Survey.....

Part 1, Section 1:

(1) Falmouth is *not supportive* of a regionalized human services service.

(2) Falmouth is *not interested* in Barnstable County providing for centralized beach sticker sales.

Part 1, Section 2:

(1) The Barnstable County Purchasing Division is a *highly-valued* service utilized by the Town of Falmouth.

(2) Falmouth is interested in participating with other Towns in additional collaborative procurement opportunities in all areas noted.

(3) Falmouth is *not interested* in Barnstable County acting as a regional procurement office.

Part 1, Section 3:

(1) Falmouth *is aware* that the County has purchased a second Dredge.

(2) Falmouth is *very interested* in increasing Dredge usage.

Part 1, Section 4:

(1) Falmouth is *not interested* in utilizing Barnstable County IT services.

Part 2, Section 1: (1) Falmouth is *reasonably familiar* with the multiple services of the Cape Cod Commission and is particularly supportive of the following services:

- 208 Planning
- Land Use Planning
- Housing
- E-Permitting
- Performance Management

(2) Falmouth *encourages cost containment* on the part of *staffing* for the Cape Cod Commission.

(3) Falmouth works with the Department of Human Services in the following areas:

- Senior services programming
- Home program (housing assistance)
- Substance abuse

(4) Falmouth works with the Resource Development Office in the area of limited grant writing, oversight and support.

Part 3, Section 1: (1) Falmouth works with the Department of Health & Environment and finds ***all*** *of their local services* important.

(2) Falmouth works with the Regional Emergency Preparedness Division, especially in the following areas:

- Emergency Operations
- County Fire Academy Training

(3) Falmouth works with the Cape Cod Cooperative Extension Office, especially in the following areas:

- Shellfish/Aquaculture Services
- Coastal Erosion/Flood Management
- Tick-Borne Disease Intervention and Prevention
- Food Safety Nutrition and Horticulture/Agriculture
- 4H Youth Programs
- Recycling and Solid Waste

Thank you for the opportunity to present this important survey to members of the Falmouth Board of Selectmen, as a representative body, for their review and action. Thank you for your diligent work to review and improve the cost-effectiveness and efficiency of the County's local services.

Julian M. Suso

- Emergency Operations
- County Fire Academy Training

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- Shellfish/Aquaculture Services
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Julian M. Suso