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The Result of the Visual Preference Survey for the Town of Franklin, Massachusetts

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**The Results of The Visual Preference Survey
Town of Franklin, Massachusetts**

June 17, 1995

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The Center for Economic Development at the University of Massachusetts in Amherst is part of the Landscape Architecture and Regional Planning Department, and is funded by the Economic Development Administration of the U.S. Department of Commerce, and the University of Massachusetts.

Introduction

On June 17, 1995 the town of Franklin commissioned a community forum to articulate a vision for the future of their town. During a four hour period the forum elicited input from more than fifty concerned citizens, business leaders and town officials. The Center for Economic Development (CED) acted as the facilitators.

The final report produced by CED is twofold:

- a) A Vision Statement, based on the forum discussions,
- b) Results of the Visual Preference exercise and survey held during the forum.

Results of Visual Preference Survey

One of the exercises used in the community forum held on June 17 was a Visual Preference Survey. This exercise was helpful in generating discussion about design elements residents would find favorable and unfavorable for the Town of Franklin.

During the exercise participants were shown fifty slides depicting commercial, residential and industrial developments typical in cities and towns throughout New England. The images reflected aspects such as building form, density, scale, massing, architectural style, landscaping and types of land use. Participants were asked to rate the images on a scale from +10 to -10.

The responses to the surveys were then tabulated and the results are included in the following pages. The analysis is divided into three sections. It begins with a fact sheet on population and development trends, and is followed by a demographic profile of the forum participants responding to the survey. The third part illustrates the results of the vision poll in which each of the fifty images are depicted and accompanied by graphs. The summary statistics provided with each image are defined as follows:

The **mean and median** are measures of *central tendency*. Since the mean score is often skewed by irregular or random data points, the median score was used to refer to the midpoint in the data array plotted on the graphs.

The **maximum and minimum** refer to the *range* of data responses.

The **standard deviation** indicates the *variability of the data within the range*.

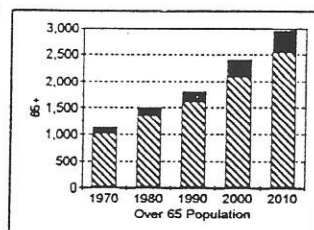
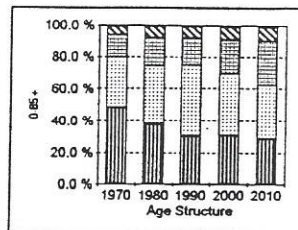
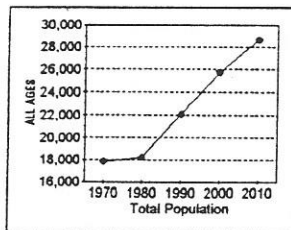
Skewness indicates the *degree of symmetry with regard to shape of distribution*.

Kurtosis describes the *peak of the distribution*.

The results of this exercise can be used by the town for future site design planning activities and also for explaining those plans to residents at later meetings.

POPULATION AND DEVELOPMENT TRENDS: THE TOWN OF FRANKLIN, MA

Population Change 1970 - 2010



FRANKLIN	TOWN
FIPS: 25 021 050	
Land Area (sq. km.): 69.27	
1990 Census Information:	
# of Households: 7,418	
'89 Median HH Income: \$50,679	

YEAR	AGES 0-19	AGES 20-44	AGES 45-64	AGES 65-84	AGES 85+	ALL AGES
1970	8,577	5,611	2,519	1,029	94	17,830
1980	6,899	6,655	3,153	1,354	156	18,217
1990	6,823	9,723	3,739	1,610	200	22,095
2000	8,023	9,877	5,458	2,089	318	25,765
2010	8,338	9,541	7,782	2,537	421	28,619

Employment Change 1982-1991

Year	Total Employment	% Change
1982	3940	-
1983	3892	-1.2%
1984	4212	8.2%
1985	4398	4.4%
1986	4769	8.4%
1987	5334	11.8%
1988	6316	18.4%
1989	6989	10.7%
1990	7156	2.4%
1991	7528	5.2%

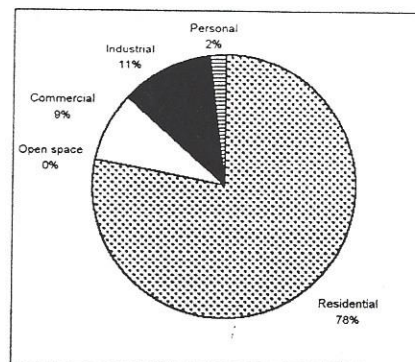
Source: Mass. Department of Employment & Training

Land Use Change 1971-1985			
	1971	1985	% Change
Industrial	92	161	75.0%
Commercial	134	142	6.0%
Multi-Family	30	91	203.3%
Dense Residential	39	39	0.0%
Medium Residential	1787	1923	7.6%
Sparse Residential	769	1217	58.3%
Transportation	250	252	0.8%
Open & Public	147	242	64.6%
Urban Waste	13	22	69.2%
Mining	233	153	-34.3%
Cropland	958	935	-2.4%
Pasture	404	329	-18.6%
Perennials	91	91	0.0%
Open	823	748	-9.1%
Water	106	106	0.0%
Fresh Wetland	804	804	0.0%
Salt Wetland	0	0	0.0%
Water Recreation	4	4	0.0%
Participation Recreation	42	104	147.6%
Spectator Recreation	77	125	62.3%
Forest	10507	9815	-6.6%
Total	17310	17303	0.0%

Source: MASSGIS

Land Use Revenue by Land Use Type

	1989	1994	% Change
Residential	857	1146.7	33.8%
Open space	2.9	2.36	-18.6%
Commercial	93.5	125.7	34.4%
Industrial	104.9	168.6	60.7%
Personal	16.9	28.1	66.3%
Total	1075.2	1471	36.8%



Municipal Finance: Revenues & Expenditures 1985-1993

Revenues	1985	1989	1993	% Change
Property Taxes	8,853,950	12,891,203	17,292,581	95.3%
Excise Taxes	720,875	1,446,923	1,504,382	108.7%
User Fees	729,495	317,988	1,178,074	61.5%
State Aid	1,268,282	2,108,548	1,291,307	1.8%
State Aid -School	4,348,071	5,248,801	4,594,408	5.7%
Federal Aid	49,658	0	4,343	-91.3%
Federal Aid -School	332,643	365,287	464,102	39.5%
Total	16,302,974	22,378,750	26,329,197	61.5%

Expenditures	1985	1989	1993	% Change
General Government	628,678	1,711,297	1,159,799	84.4%
Public Safety	1,566,706	2,736,587	2,862,554	82.4%
Education	9,690,320	18,641,073	16,613,060	71.4%
Public Works	1,308,952	2,127,793	2,349,204	79.4%
Health & Welfare	157,222	212,334	192,906	22.2%
Culture & Recreation	259,693	446,086	560,749	115.6%
Other	1,663,344	2,407,073	2,076,459	24.4%
Total	15,274,915	28,282,243	25,814,731	69.4%

Building Permits by Fiscal Year

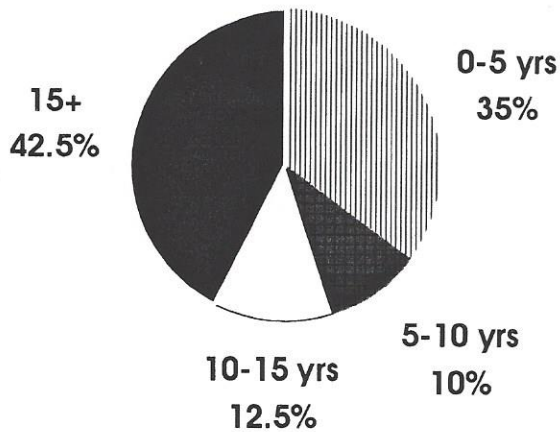
	1980	1981	1982	1983	1984	1985	1986	1987	1988	1989	1990	1991	1992	1993	1994
Single Family Units	52	45	77	138	134	135	500	112	151	214	176	198	281	313	371
Multi-Family Units	22	4	0	2	300	84	68	8	4	0	0	53	0	0	4
Commercial / Industrial	2	9	2	8	6	5	11	22	17	6	2	3	3	3	5
Total Development*	76	58	79	148	440	224	579	142	172	220	178	254	284	316	380
Residential Development	97.4%	84.5%	97.5%	94.6%	98.6%	97.8%	98.1%	84.5%	90.1%	97.3%	98.9%	98.8%	98.9%	99.1%	98.7%

*excludes churches, schools, recreation bldgs, and other non-residential buildings

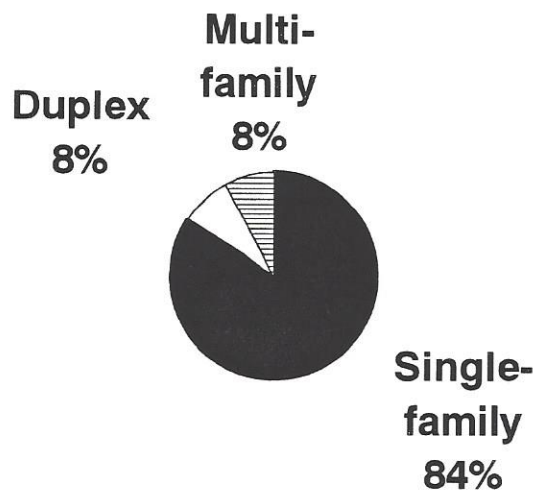
DEMOGRAPHIC PROFILE

THE TOWN OF FRANKLIN, MA

How long have you lived in Franklin?

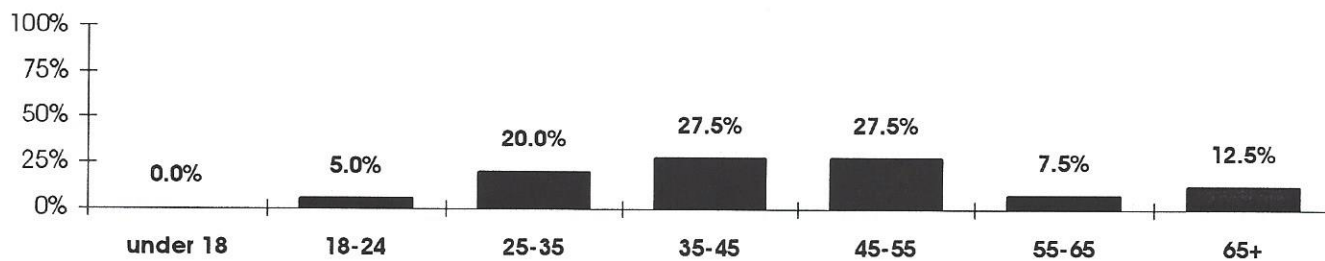


Your housing unit is:

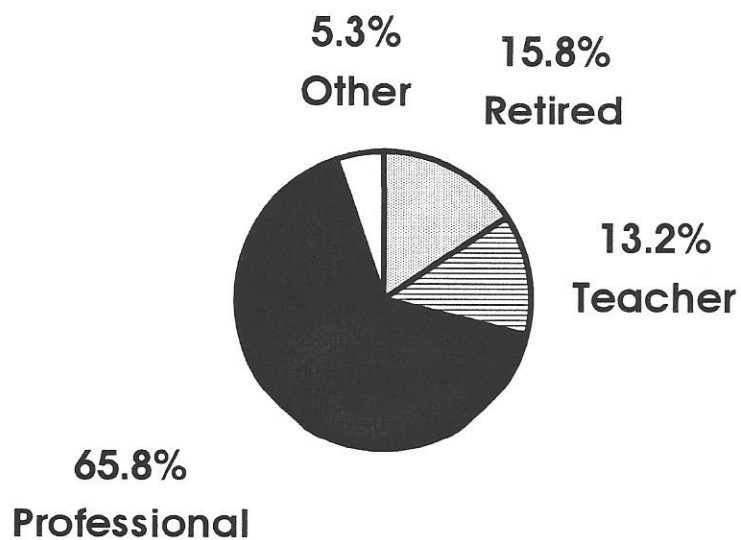


DEMOGRAPHIC PROFILE, continued

Age Category

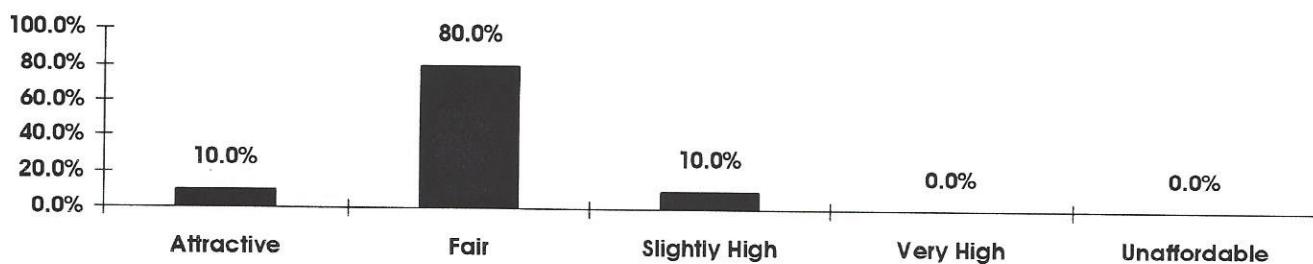


Occupation

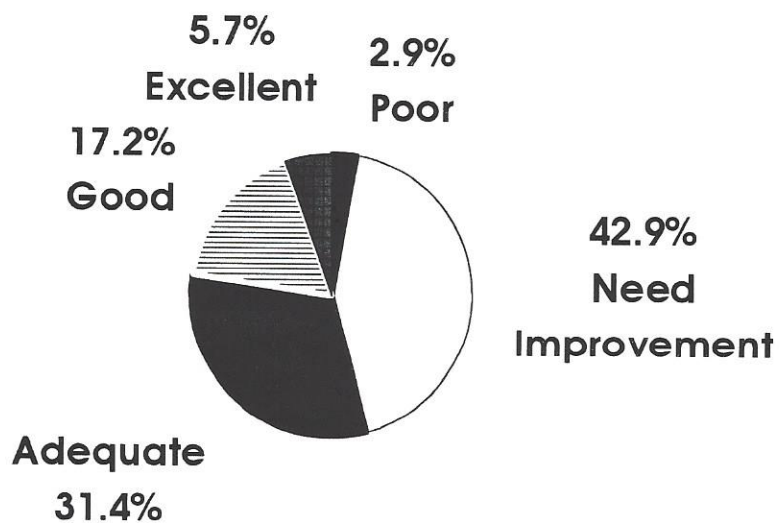


DEMOGRAPHIC PROFILE, continued

Local property taxes are:

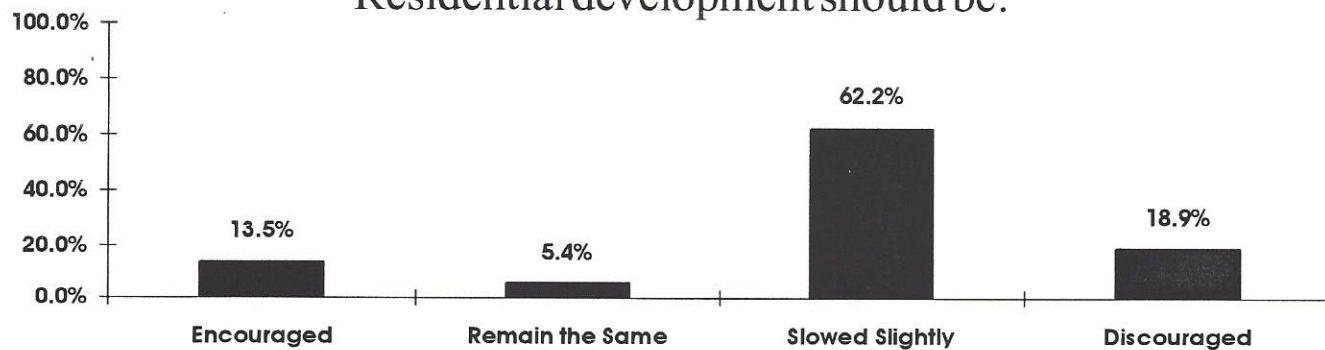


Local services are:

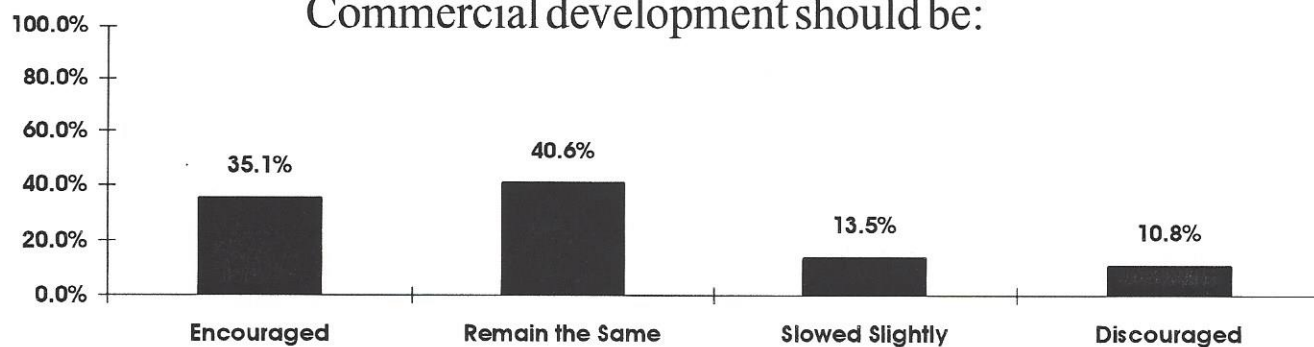


DEMOGRAPHIC PROFILE, continued

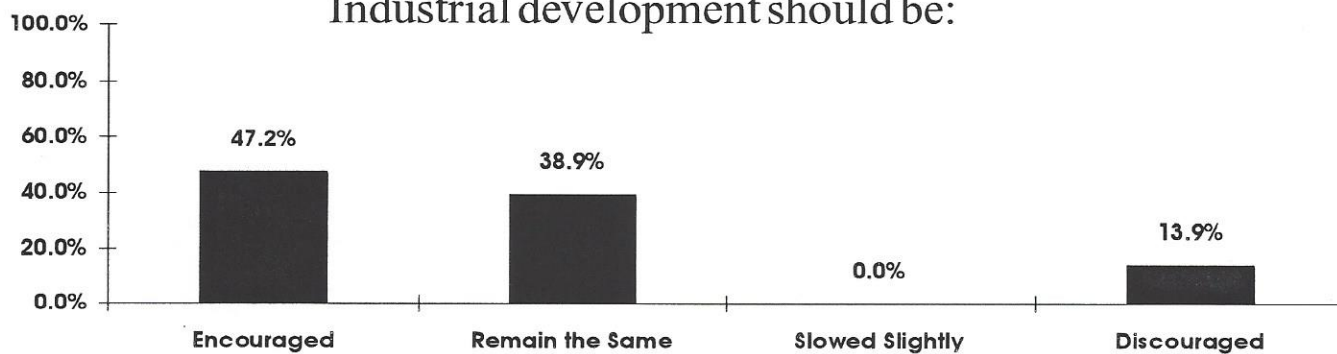
Residential development should be:



Commercial development should be:

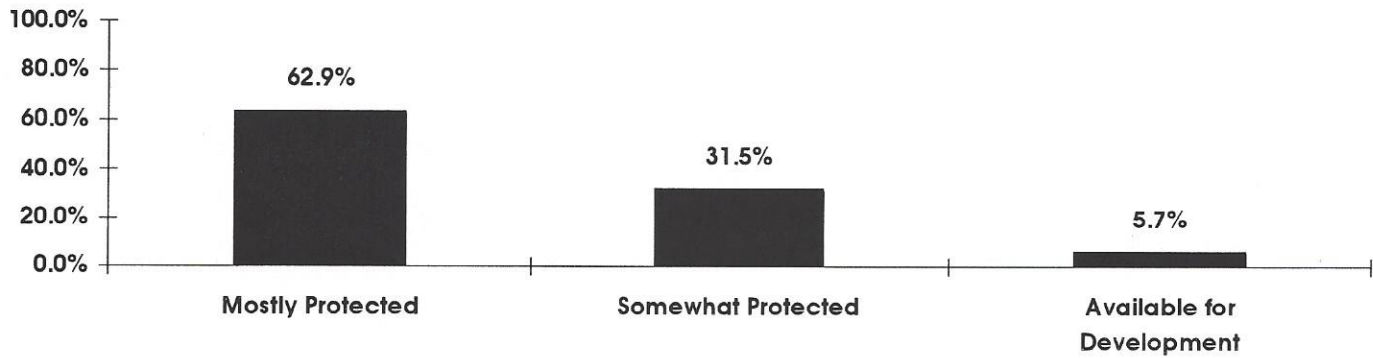


Industrial development should be:

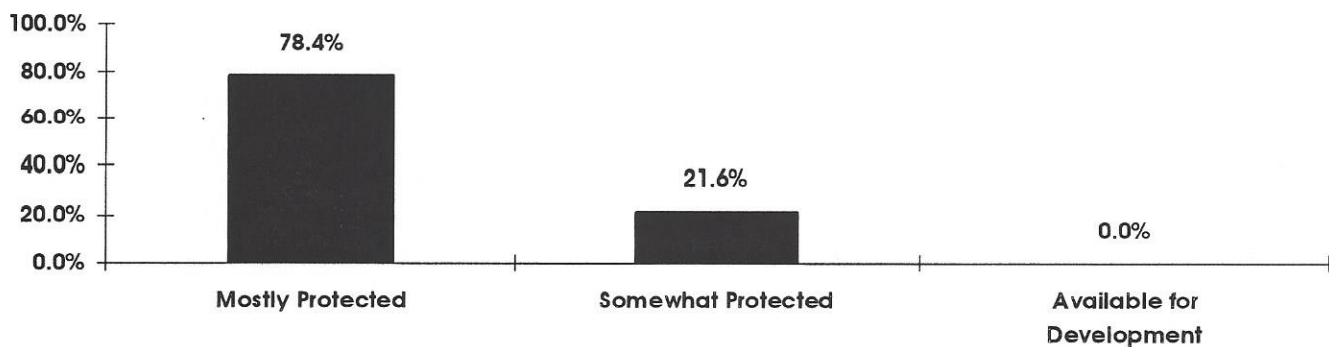


DEMOGRAPHIC PROFILE, continued

**Franklin's Farmland
should be:**

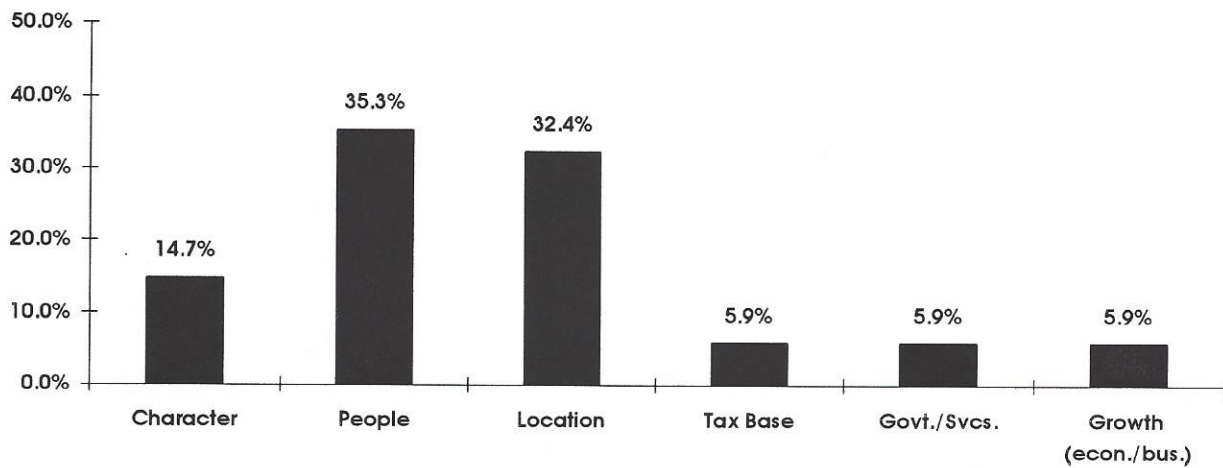


**Franklin's Open Space
should be:**



DEMOGRAPHIC PROFILE, continued

Franklin's biggest asset is:



VISION POLL RESULTS

THE TOWN OF FRANKLIN, MA

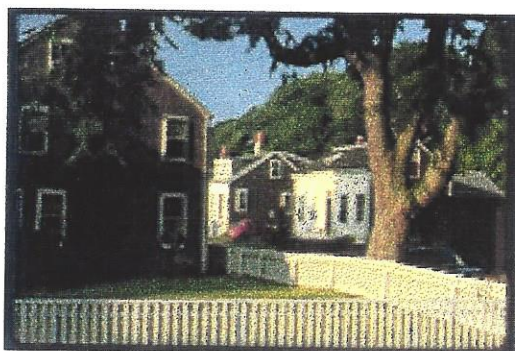


Figure 1

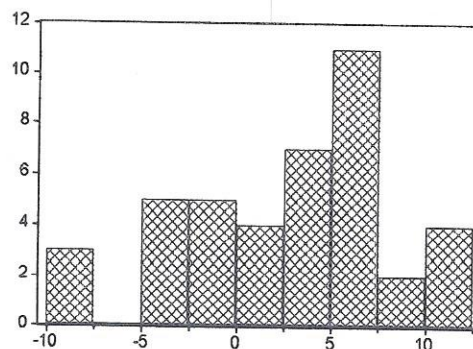


Figure 2

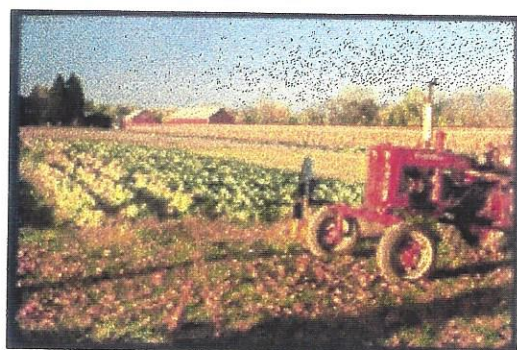
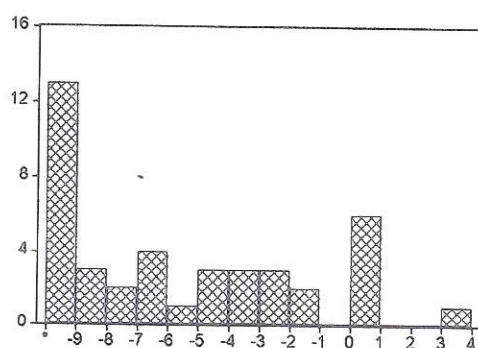


Figure 3

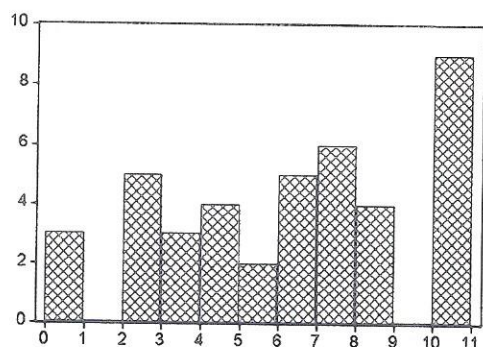
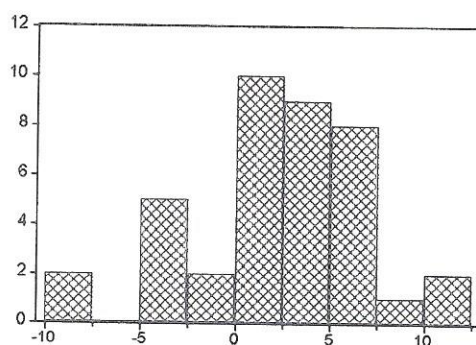


Figure 4



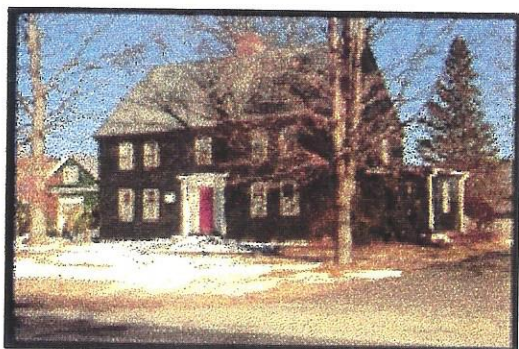
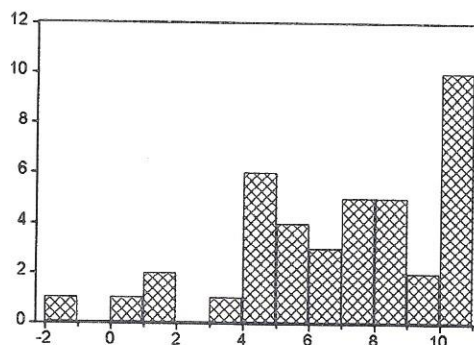


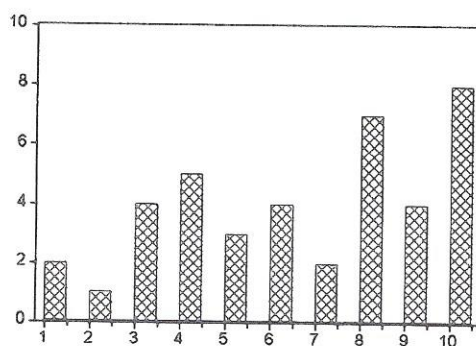
Figure 5



Series: A5	
Sample 1 46	
Observations	40
Mean	6.450000
Median	7.000000
Maximum	10.000000
Minimum	-2.000000
Std. Dev.	3.129266
Skewness	-0.700555
Kurtosis	2.853539
Jarque-Bera	3.307600
Probability	0.191322



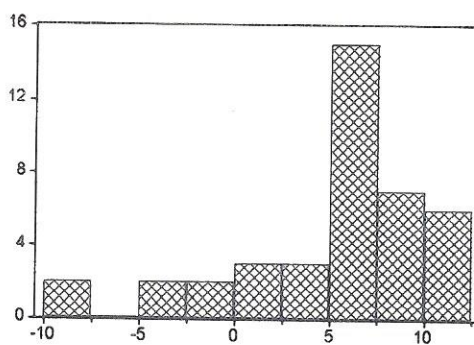
Figure 6



Series: A6	
Sample 1 46	
Observations	40
Mean	6.525000
Median	7.000000
Maximum	10.000000
Minimum	1.000000
Std. Dev.	2.810124
Skewness	-0.321046
Kurtosis	1.838035
Jarque-Bera	2.937408
Probability	0.230224



Figure 7



Series: A7	
Sample 1 46	
Observations	40
Mean	4.875000
Median	6.000000
Maximum	10.000000
Minimum	-10.000000
Std. Dev.	4.988127
Skewness	-1.335239
Kurtosis	4.138632
Jarque-Bera	14.05036
Probability	0.000889

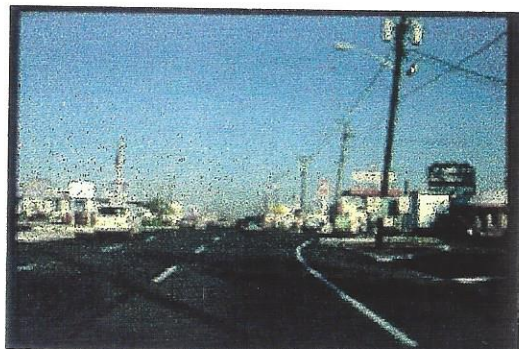
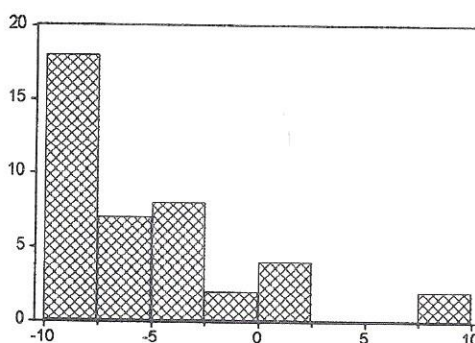


Figure 8



Series: A8	
Sample 1 46	
Observations	41
Mean	-5.634146
Median	-7.000000
Maximum	9.000000
Minimum	-10.000000
Std. Dev.	4.897735
Skewness	1.268635
Kurtosis	4.151136
Jarque-Bera	13.26154
Probability	0.001319

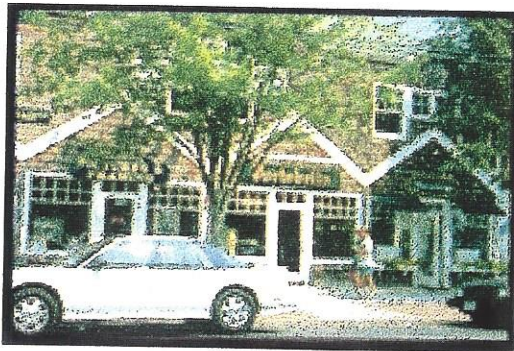
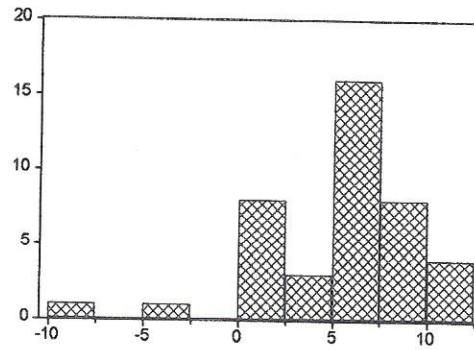


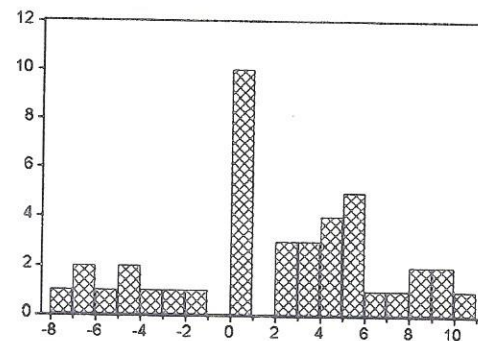
Figure 9



Series: A9	
Sample 1 46	
Observations	41
Mean	5.073171
Median	6.000000
Maximum	10.00000
Minimum	-10.00000
Std. Dev.	3.971085
Skewness	-1.512837
Kurtosis	6.203602
Jarque-Bera	33.17203
Probability	0.000000



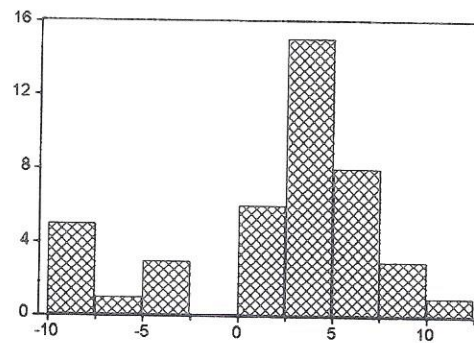
Figure 10



Series: A10	
Sample 1 46	
Observations	41
Mean	1.609756
Median	2.000000
Maximum	10.00000
Minimum	-8.000000
Std. Dev.	4.673746
Skewness	-0.275884
Kurtosis	2.338963
Jarque-Bera	1.266586
Probability	0.530841



Figure 11



Series: A11	
Sample 1 46	
Observations	42
Mean	1.952381
Median	3.000000
Maximum	10.00000
Minimum	-10.00000
Std. Dev.	5.450229
Skewness	-0.990983
Kurtosis	2.980842
Jarque-Bera	6.874980
Probability	0.032145

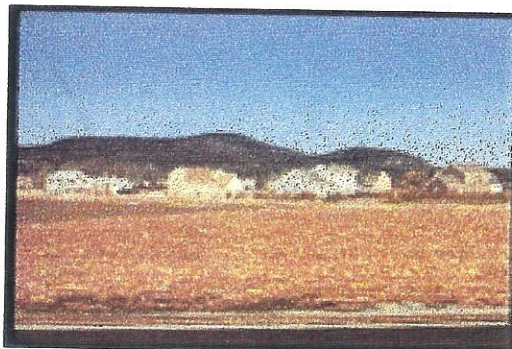
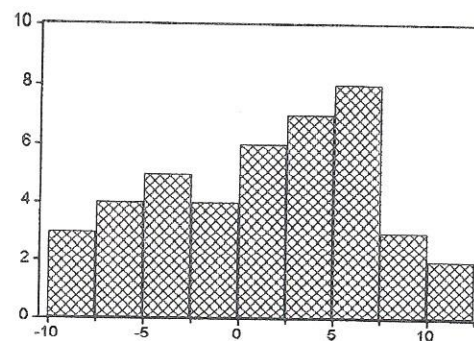


Figure 12



Series: A12	
Sample 1 46	
Observations	42
Mean	1.000000
Median	2.000000
Maximum	10.00000
Minimum	-10.00000
Std. Dev.	5.481677
Skewness	-0.337606
Kurtosis	2.113663
Jarque-Bera	2.172636
Probability	0.337457

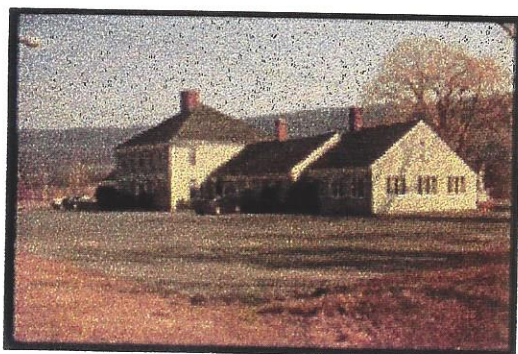


Figure 13

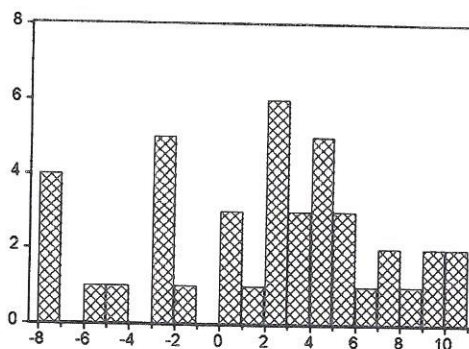


Figure 14

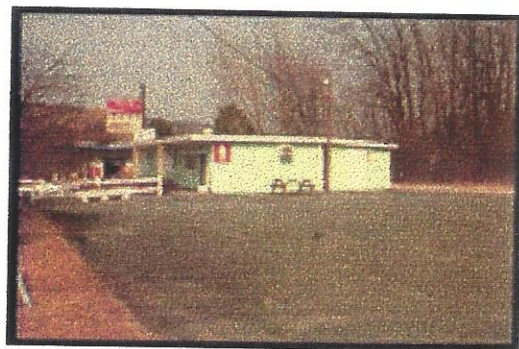
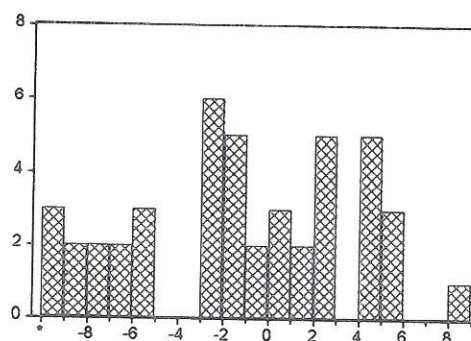


Figure 15

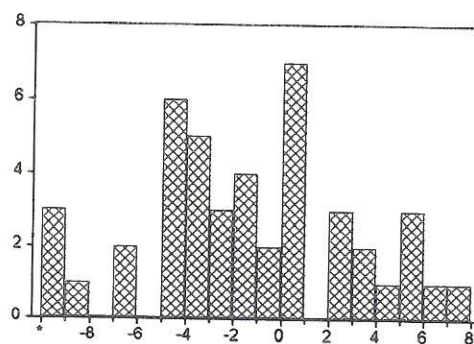


Figure 16

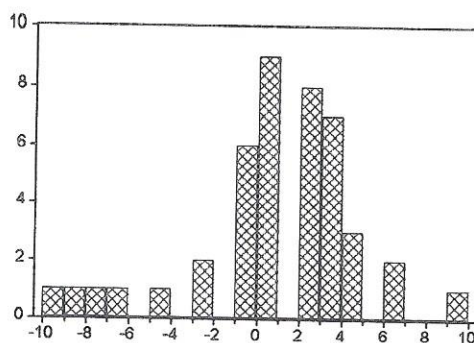




Figure 17

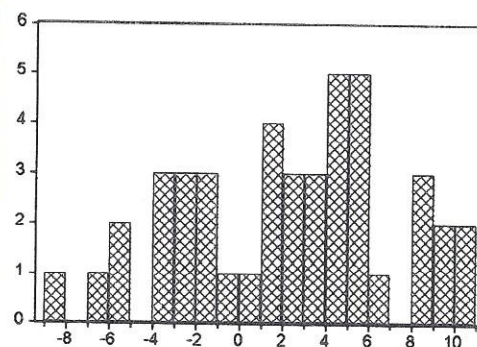


Figure 18

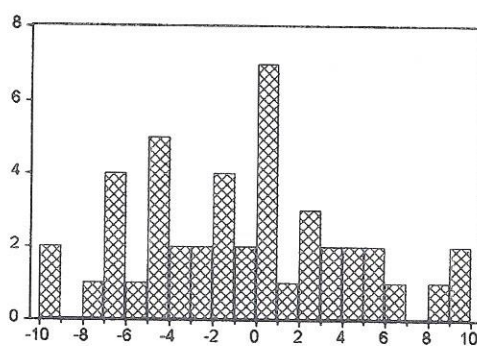


Figure 19

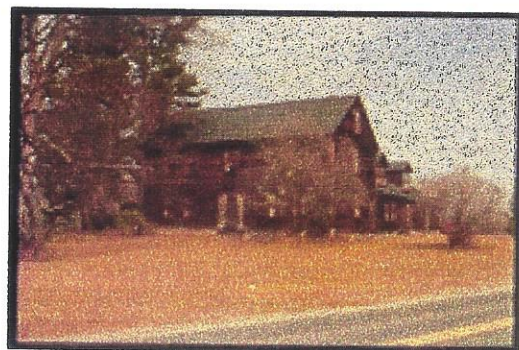
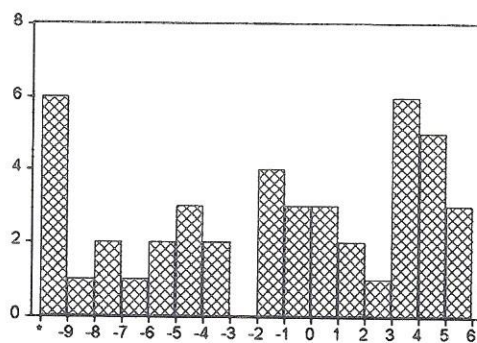


Figure 20

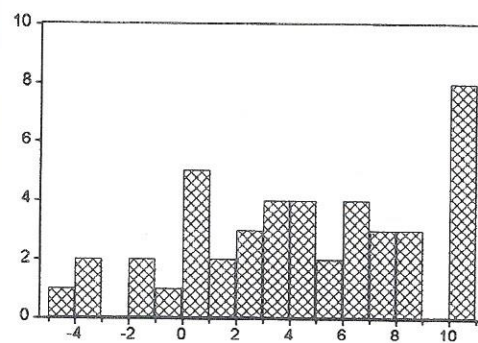
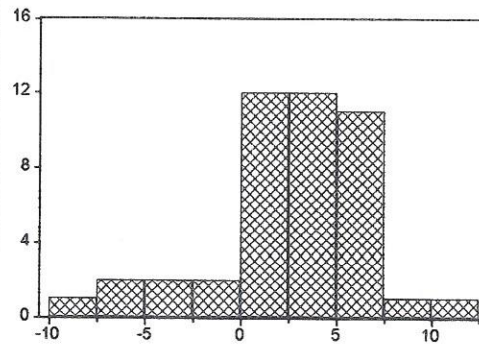




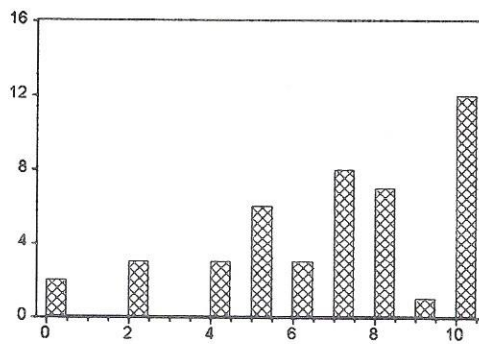
Figure 21



Series: A21	
Sample 1 46	
Observations	44
Mean	2.318182
Median	3.000000
Maximum	10.000000
Minimum	-10.000000
Std. Dev.	4.010293
Skewness	-0.921476
Kurtosis	3.918806
Jarque-Bera	7.774571
Probability	0.020501



Figure 22



Series: A22	
Sample 1 46	
Observations	45
Mean	6.822222
Median	7.000000
Maximum	10.000000
Minimum	0.000000
Std. Dev.	2.798448
Skewness	-0.694788
Kurtosis	2.769019
Jarque-Bera	3.720513
Probability	0.155633

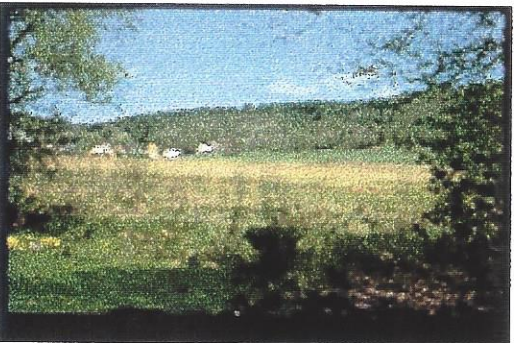
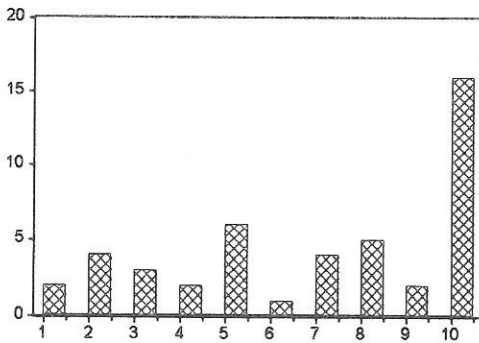


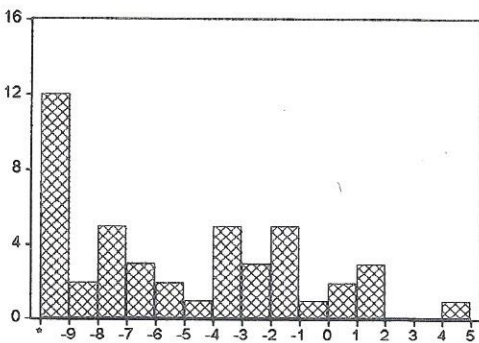
Figure 23



Series: A23	
Sample 1 46	
Observations	45
Mean	6.866667
Median	8.000000
Maximum	10.000000
Minimum	1.000000
Std. Dev.	3.086628
Skewness	-0.468511
Kurtosis	1.773724
Jarque-Bera	4.465806
Probability	0.107217



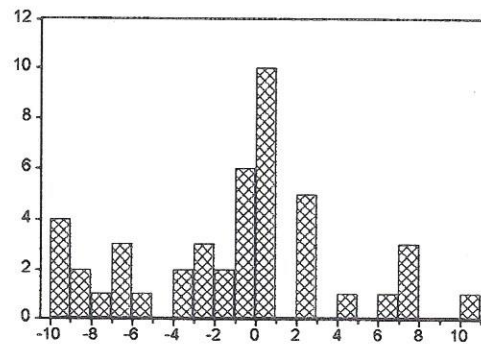
Figure 24



Series: A24	
Sample 1 46	
Observations	45
Mean	-5.533333
Median	-6.000000
Maximum	4.000000
Minimum	-10.000000
Std. Dev.	3.974921
Skewness	0.428878
Kurtosis	2.022749
Jarque-Bera	3.170185
Probability	0.204929



Figure 25



Series: A25	
Sample 1 46	
Observations	45
Mean	-1.533333
Median	-1.000000
Maximum	10.00000
Minimum	-10.00000
Std. Dev.	4.989079
Skewness	0.018877
Kurtosis	2.578060
Jarque-Bera	0.336485
Probability	0.845149

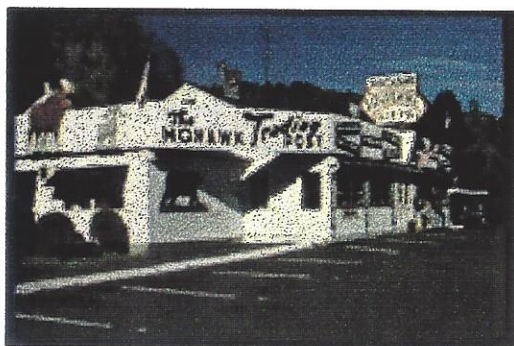
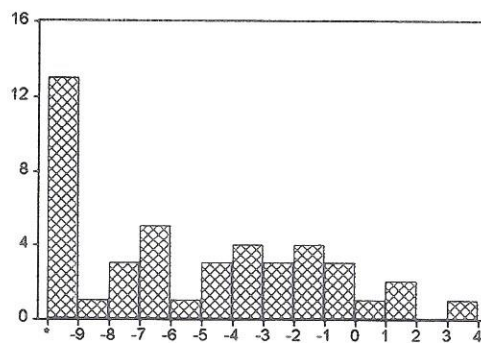


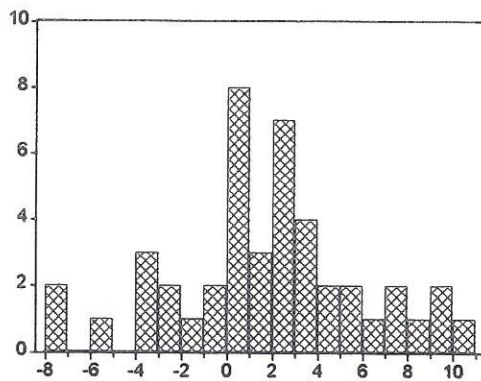
Figure 26



Series: A26	
Sample 1 46	
Observations	44
Mean	-5.681818
Median	-6.500000
Maximum	3.000000
Minimum	-10.00000
Std. Dev.	3.826303
Skewness	0.368499
Kurtosis	1.933119
Jarque-Bera	3.082571
Probability	0.214106



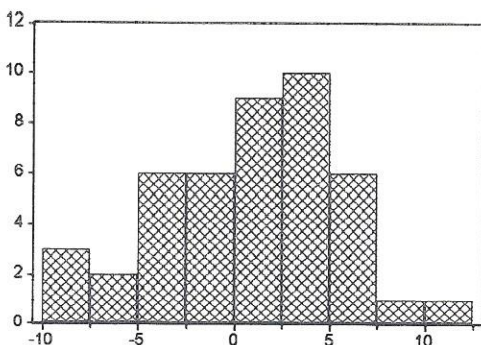
Figure 27



Series: A27	
Sample 1 46	
Observations	44
Mean	1.340909
Median	1.500000
Maximum	10.00000
Minimum	-8.000000
Std. Dev.	4.220345
Skewness	-0.082305
Kurtosis	2.857112
Jarque-Bera	0.087109
Probability	0.957381



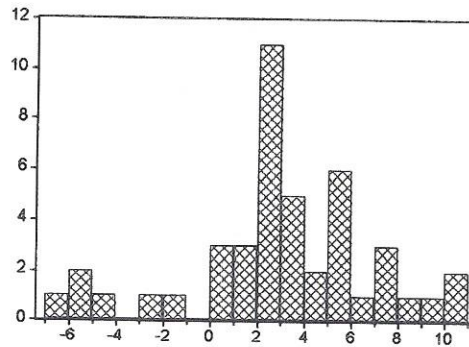
Figure 28



Series: A28	
Sample 1 46	
Observations	44
Mean	0.409091
Median	1.500000
Maximum	10.00000
Minimum	-10.00000
Std. Dev.	4.775510
Skewness	-0.358853
Kurtosis	2.510833
Jarque-Bera	1.383039
Probability	0.500815



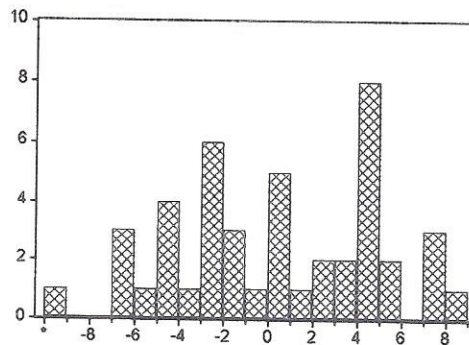
Figure 29



Series: A29	
Sample 1 46	
Observations	44
Mean	2.568182
Median	2.000000
Maximum	10.000000
Minimum	-7.000000
Std. Dev.	3.949670
Skewness	-0.474999
Kurtosis	3.266834
Jarque-Bera	1.785110
Probability	0.409608



Figure 30



Series: A30	
Sample 1 46	
Observations	44
Mean	-0.090909
Median	0.000000
Maximum	8.000000
Minimum	-10.000000
Std. Dev.	4.528043
Skewness	-0.095569
Kurtosis	2.013657
Jarque-Bera	1.850580
Probability	0.396416

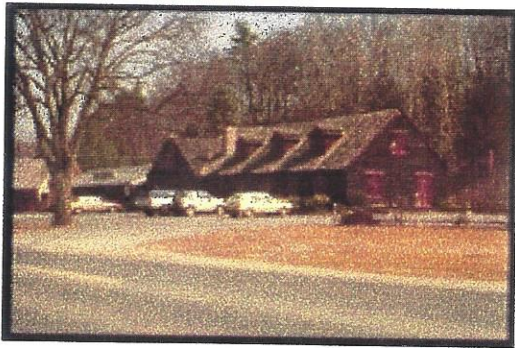
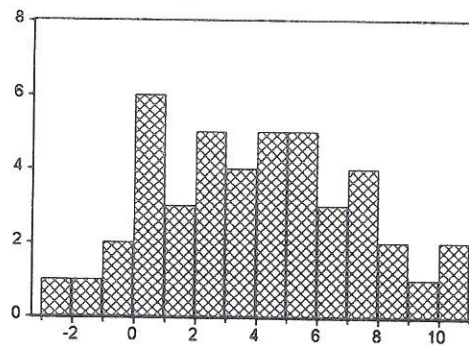


Figure 31



Series: A31	
Sample 1 46	
Observations	44
Mean	3.500000
Median	3.500000
Maximum	10.000000
Minimum	-3.000000
Std. Dev.	3.245749
Skewness	0.128543
Kurtosis	2.223612
Jarque-Bera	1.226264
Probability	0.541652

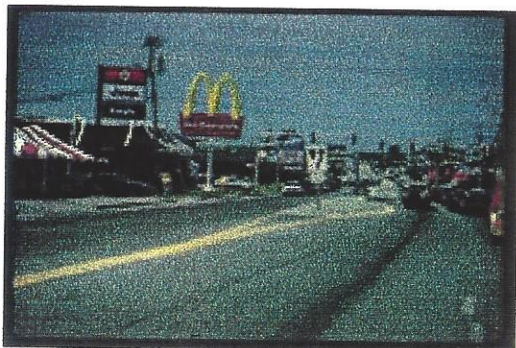
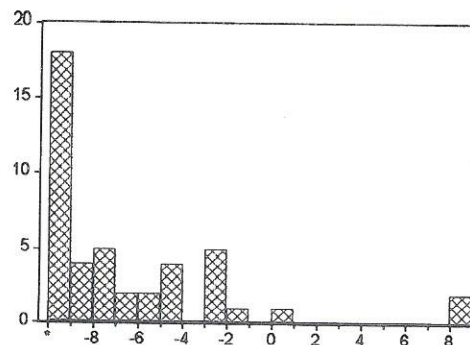


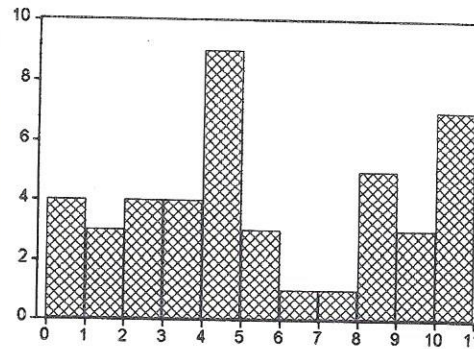
Figure 32



Series: A32	
Sample 1 46	
Observations	44
Mean	-6.886364
Median	-8.500000
Maximum	8.000000
Minimum	-10.000000
Std. Dev.	4.325242
Skewness	1.947109
Kurtosis	6.911203
Jarque-Bera	55.84781
Probability	0.000000



Figure 33



Series: A33	
Sample 1 46	
Observations	44
Mean	5.090909
Median	4.000000
Maximum	10.00000
Minimum	0.000000
Std. Dev.	3.346766
Skewness	0.148029
Kurtosis	1.690416
Jarque-Bera	3.304877
Probability	0.191582

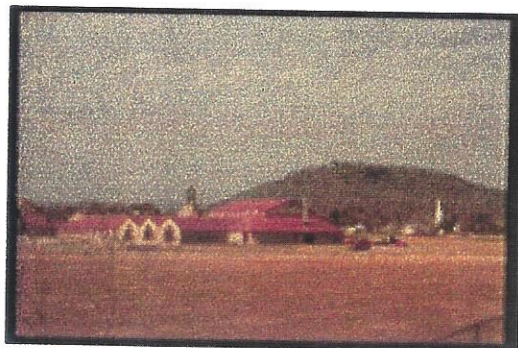
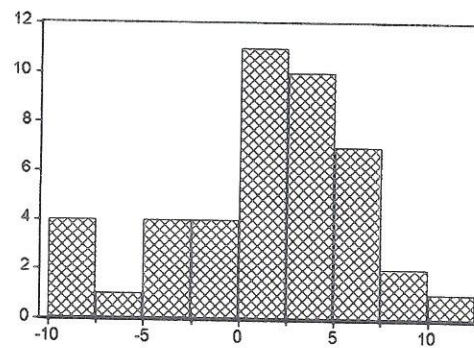


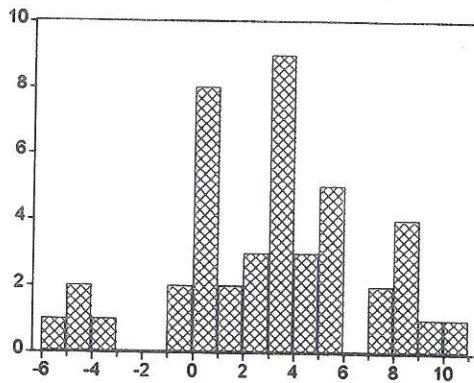
Figure 34



Series: A34	
Sample 1 46	
Observations	44
Mean	0.909091
Median	2.000000
Maximum	10.00000
Minimum	-10.00000
Std. Dev.	4.859985
Skewness	-0.601092
Kurtosis	2.812586
Jarque-Bera	2.714003
Probability	0.257432



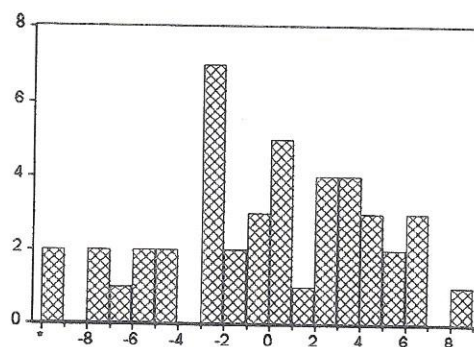
Figure 35



Series: A35	
Sample 1 46	
Observations	44
Mean	2.613636
Median	3.000000
Maximum	10.00000
Minimum	-6.000000
Std. Dev.	3.755405
Skewness	-0.229891
Kurtosis	2.781362
Jarque-Bera	0.475203
Probability	0.788517



Figure 36



Series: A36	
Sample 1 46	
Observations	44
Mean	-0.545455
Median	0.000000
Maximum	8.000000
Minimum	-10.00000
Std. Dev.	4.531310
Skewness	-0.265476
Kurtosis	2.290898
Jarque-Bera	1.438683
Probability	0.487073

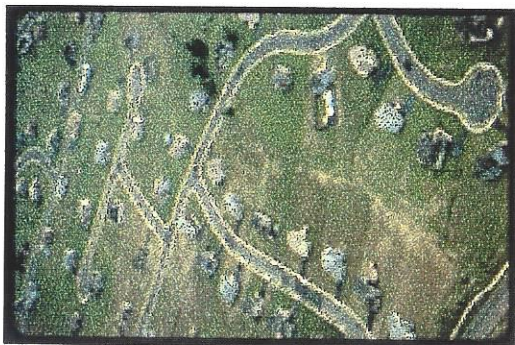
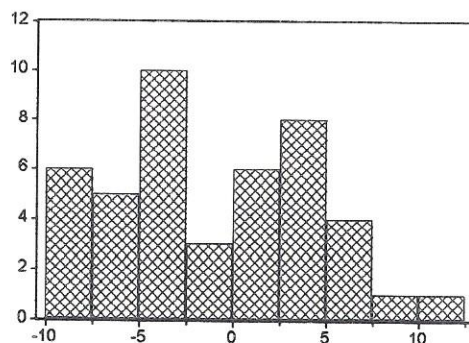


Figure 37



Series: A37	
Sample 1 46	
Observations	44
Mean	-1.227273
Median	-2.000000
Maximum	10.00000
Minimum	-10.00000
Std. Dev.	5.211185
Skewness	0.183509
Kurtosis	2.003674
Jarque-Bera	2.066839
Probability	0.355788

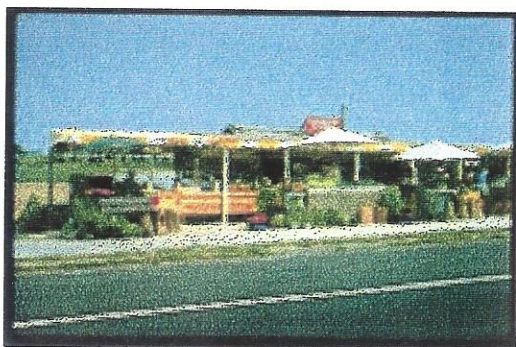
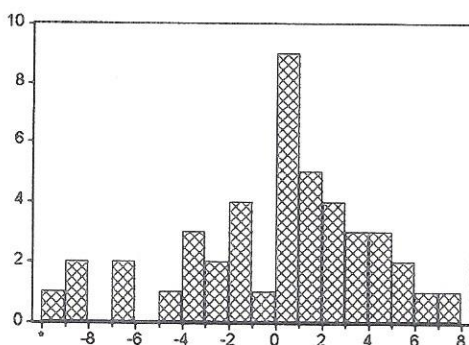


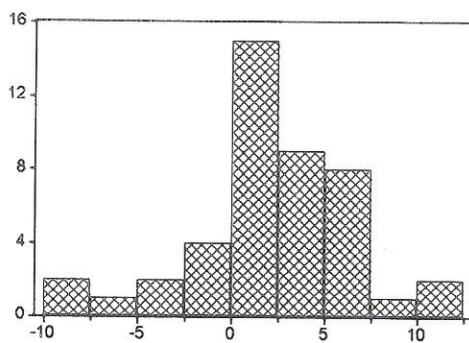
Figure 38



Series: A38	
Sample 1 46	
Observations	44
Mean	-0.386364
Median	0.000000
Maximum	7.000000
Minimum	-10.00000
Std. Dev.	4.012863
Skewness	-0.584413
Kurtosis	2.909365
Jarque-Bera	2.519880
Probability	0.283699



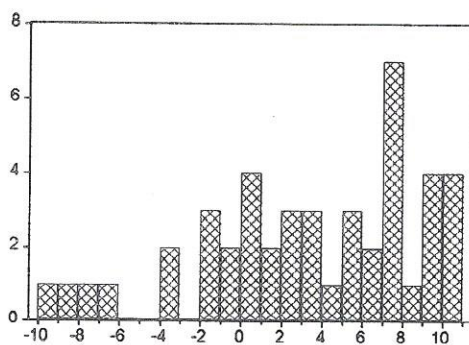
Figure 39



Series: A39	
Sample 1 46	
Observations	44
Mean	1.863636
Median	2.000000
Maximum	10.00000
Minimum	-10.00000
Std. Dev.	4.391275
Skewness	-0.768621
Kurtosis	3.862251
Jarque-Bera	5.695419
Probability	0.057977



Figure 40



Series: A40	
Sample 1 46	
Observations	45
Mean	2.911111
Median	3.000000
Maximum	10.00000
Minimum	-10.00000
Std. Dev.	5.422270
Skewness	-0.618576
Kurtosis	2.558152
Jarque-Bera	3.235830
Probability	0.198312

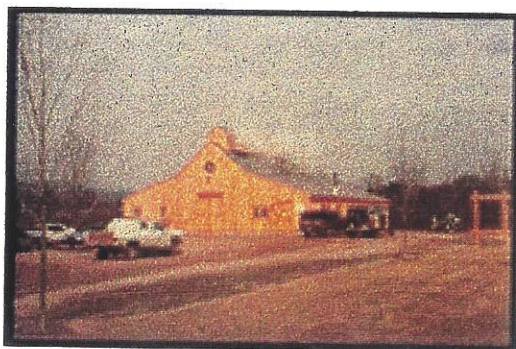
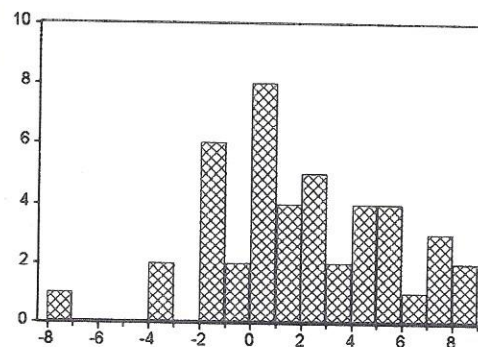


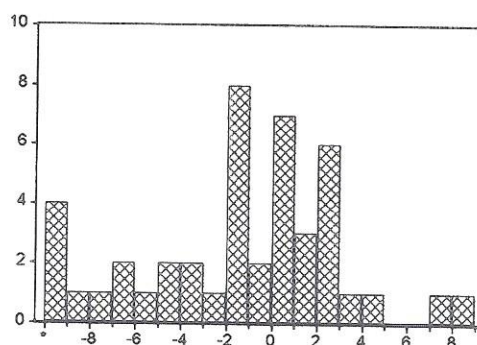
Figure 41



Series: A41	
Sample 1 46	
Observations	44
Mean	1.568182
Median	1.000000
Maximum	8.000000
Minimum	-8.000000
Std. Dev.	3.513414
Skewness	-0.125388
Kurtosis	2.828938
Jarque-Bera	0.168942
Probability	0.918998



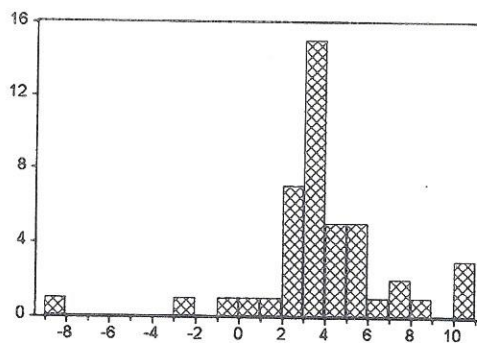
Figure 42



Series: A42	
Sample 1 46	
Observations	44
Mean	-1.795455
Median	-1.500000
Maximum	8.000000
Minimum	-10.000000
Std. Dev.	4.385916
Skewness	-0.249997
Kurtosis	2.683058
Jarque-Bera	0.642485
Probability	0.725247



Figure 43



Series: A43	
Sample 1 46	
Observations	44
Mean	3.409091
Median	3.000000
Maximum	10.000000
Minimum	-9.000000
Std. Dev.	3.222870
Skewness	-0.866412
Kurtosis	7.003221
Jarque-Bera	34.88550
Probability	0.000000

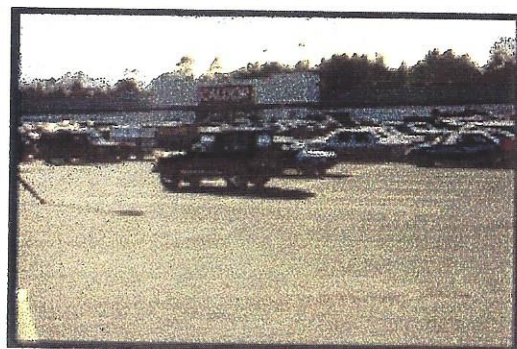
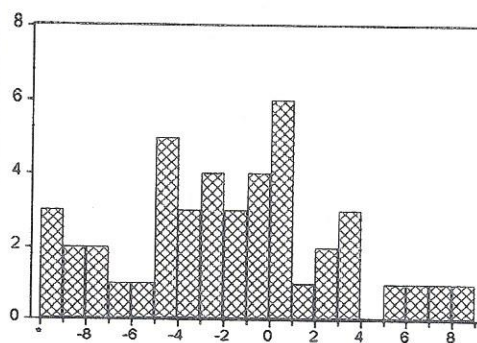


Figure 44



Series: A44	
Sample 1 46	
Observations	44
Mean	-2.181818
Median	-2.000000
Maximum	8.000000
Minimum	-10.000000
Std. Dev.	4.576343
Skewness	0.159078
Kurtosis	2.488919
Jarque-Bera	0.662124
Probability	0.718161

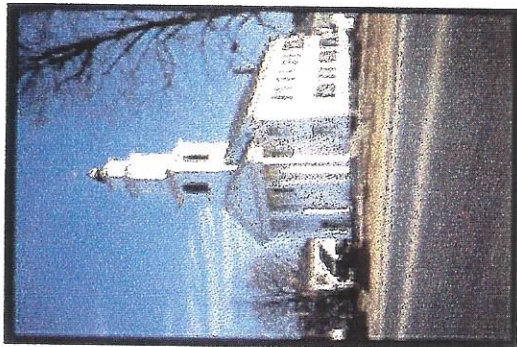
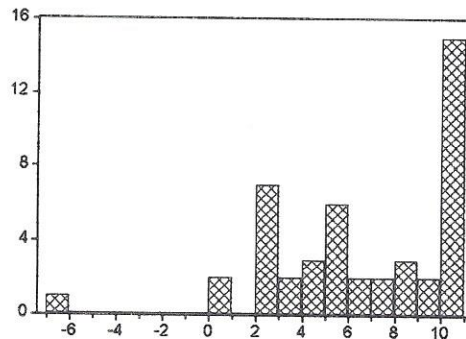
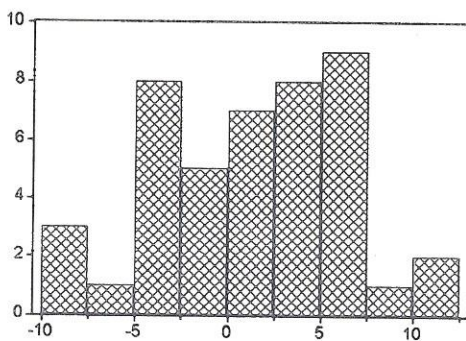


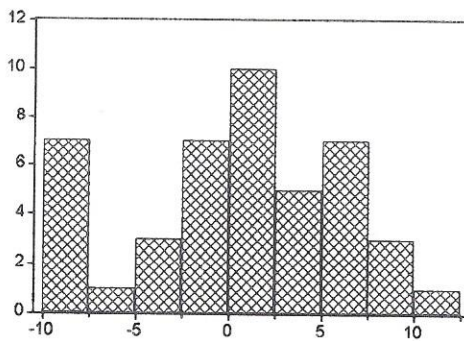
Figure 45



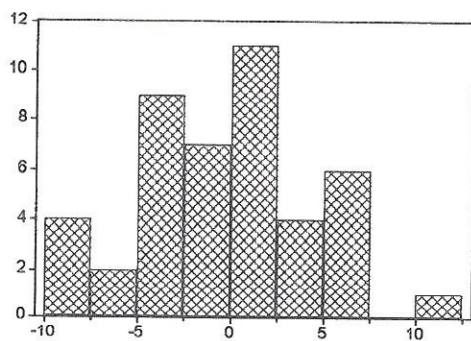
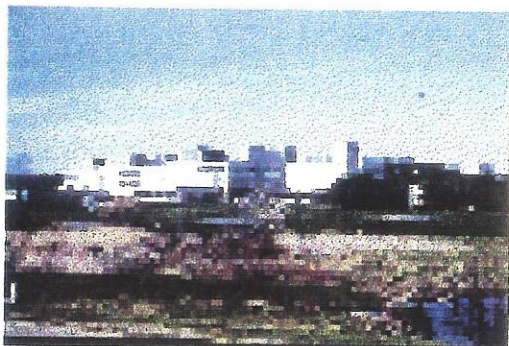
Series: A45	
Sample 1 46	
Observations	45
Mean	6.066667
Median	6.000000
Maximum	10.000000
Minimum	-7.000000
Std. Dev.	3.875330
Skewness	-0.879865
Kurtosis	3.808562
Jarque-Bera	7.032037
Probability	0.029718



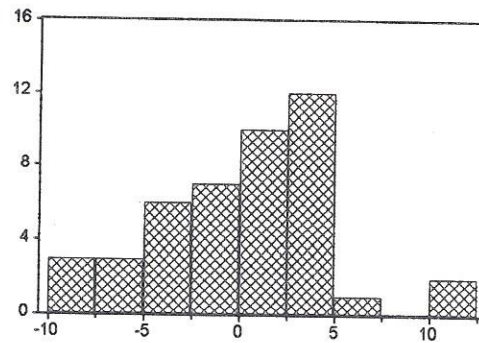
Series: A46	
Sample 1 46	
Observations	44
Mean	0.886364
Median	2.000000
Maximum	10.000000
Minimum	-10.000000
Std. Dev.	4.975362
Skewness	-0.328943
Kurtosis	2.516612
Jarque-Bera	1.221877
Probability	0.542841



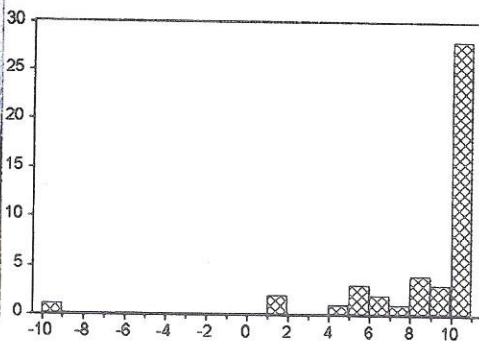
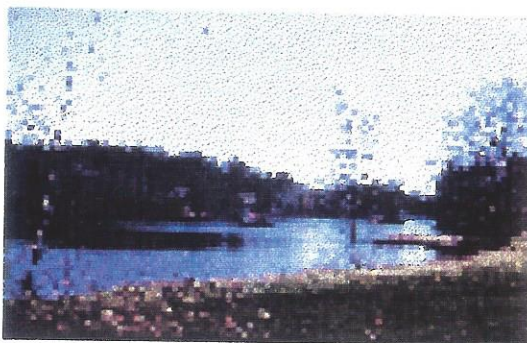
Series: A47	
Sample 1 46	
Observations	44
Mean	0.136364
Median	0.000000
Maximum	10.000000
Minimum	-10.000000
Std. Dev.	5.675696
Skewness	-0.320124
Kurtosis	2.192038
Jarque-Bera	1.948323
Probability	0.377509



Series: A48	
Sample 1 46	
Observations	44
Mean	-0.772727
Median	-0.500000
Maximum	10.000000
Minimum	-10.000000
Std. Dev.	4.644895
Skewness	-0.077754
Kurtosis	2.628876
Jarque-Bera	0.296846
Probability	0.862066



Series: A49	
Sample 1 46	
Observations	44
Mean	-0.181818
Median	0.000000
Maximum	10.000000
Minimum	-10.000000
Std. Dev.	4.596625
Skewness	-0.238053
Kurtosis	3.025257
Jarque-Bera	0.416742
Probability	0.811906



Series: A50	
Sample 1 46	
Observations	45
Mean	8.200000
Median	10.000000
Maximum	10.000000
Minimum	-10.000000
Std. Dev.	3.653143
Skewness	-3.172625
Kurtosis	14.81086
Jarque-Bera	337.0472
Probability	0.000000

Appendix

Franklin Slide Poll and Demographic Survey

Please *circle* your answers below:

How long have you lived in Franklin: 0-5 yr. / 5-10 yr. / 10-15 yr. / over 15 yr.

Your housing unit is: single-family detached / duplex / multifamily

Age category: under 18 / 18-24 / 25-35 / 35-45 / 45-55 / 55-65 / over 65

Occupation: Retired / Homemaker / Teacher / Professional / Farmer / Other _____

Local property taxes are: attractive / fair / slightly high / very high / unaffordable

Local Services are: poor / need improvement / adequate / good / excellent

Residential development should be: encouraged / remain the same / slowed slightly / discouraged

Commercial development should be: encouraged / remain the same / slowed slightly / discouraged

Industrial development should be: encouraged / remain the same / slowed slightly / discouraged

Franklin's Farmland should be: mostly protected / somewhat protected / available for development

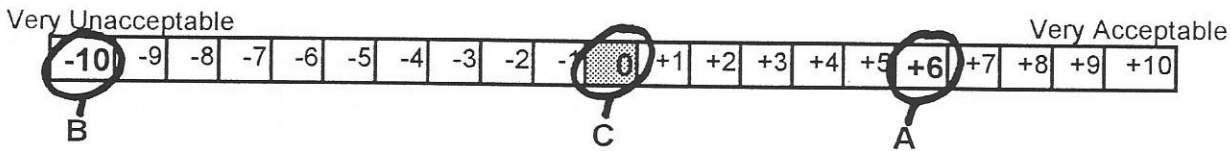
Franklin's Open Space should be: mostly protected / somewhat protected / available for development

Franklin's biggest asset is: _____

Franklin Slide Poll:

Please rate the slides you will be shown from -10 to +10 according to how you feel about the images. You are asked to give a positive rating to those images you would like to see in Franklin and a negative rating to those you do not want to see in Franklin. A slide that you do not feel strongly about is rated as zero. The degree to which a slide is positive or negative is shown in the example below.

Example: slide showing a mobile home park. You may see this a good form of affordable housing, therefore a positive value (A), while another may view it as unattractive housing and absolutely unacceptable in town, therefore gives it a very negative value (B), or another may not really care if it exists or not (C).



The purpose of this exercise is to get your honest opinions regarding the character of Franklin and to understand your feelings on such issues as housing, land use, and new development.

Now lets have some fun and enjoy the slide show. We will stop periodically to answer any questions and make sure that everyone is on track. If you have any questions please feel free to ask.

Slide

Figure 1 displays 16 semantic differential scales used to measure attitudes towards the use of mobile phones in the workplace. Each scale consists of a horizontal row of 21 boxes, numbered 1 to 16 on the left. The boxes are labeled with numerical values from -10 to +10. The scales are anchored with descriptive terms at the ends: 'Very Unacceptable' on the left and 'Very Acceptable' on the right. The central box (0) is labeled 'Neutral'. The scales are as follows:

Scale Number	Left Anchor	Right Anchor	Central Label
1	Very Unacceptable	Very Acceptable	Neutral
2	Very Unacceptable	Very Acceptable	Neutral
3	Very Unacceptable	Very Acceptable	Neutral
4	Very Unacceptable	Very Acceptable	Neutral
5	Very Unacceptable	Very Acceptable	Neutral
6	Very Unacceptable	Very Acceptable	Neutral
7	Very Unacceptable	Very Acceptable	Neutral
8	Very Unacceptable	Very Acceptable	Neutral
9	Very Unacceptable	Very Acceptable	Neutral
10	Very Unacceptable	Very Acceptable	Neutral
11	Very Unacceptable	Very Acceptable	Neutral
12	Very Unacceptable	Very Acceptable	Neutral
13	Very Unacceptable	Very Acceptable	Neutral
14	Very Unacceptable	Very Acceptable	Neutral
15	Very Unacceptable	Very Acceptable	Neutral
16	Very Unacceptable	Very Acceptable	Neutral

