

Summary of Responses to the Norwich Selectboard Town Survey – 2014

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What municipal services benefit you the most? - Open-Ended Response

1. plowing & grading trash collection & recycling
2. Snow removal
3. I am glad when they plow and sand the road.
4. Planning, zoning, road works, dump, maps and trails.
5. Public works road maintenance
6. Dept of Public Works, the road crew
7. Police and road maintenance
8. Highway dept.
9. Highway and town clerk
10. All
11. Road maintenance, police, fire and FAST squad.
12. Police and Fire
13. School system, police dept.
14. Would use all of them.
15. Road maintenance, fire coverage, dump facility
16. Roads and dump use.
17. Public works.
18. Public Works.
19. Police, fire , highway
20. DPW, police and fire
21. Snow removal, road maintenance, town offices, fire/police protection
22. Plowing.
23. Highway
24. All the services.
25. highways
26. Proper timely snow plowing, salting and sanding.
27. Fire and police
28. Water
29. All of them
30. police, fire, public works
31. Although I don't, fortunately, have to use the police and fire the most, they are way more important to have than public works. Altho' I appreciate public works, I feel they do way more than is necessary to keep our roads in working order.
32. plowing fire fighting library
33. The big 3: Roads, schools, local government.
34. snow plowing
35. Roads
36. Road maint.
37. Road grading, snow plowing, transfer station, fire and police
38. Roads, police, fire
39. town dump / recycling center
40. Fire, Trash, Police, Roads
41. I use the roads every day, but I really, really want the police and fire departments to be there when I need them. This is a silly question - they are all important.
42. road maintenance school
43. Road maintenance, plus police/fire dept if there was an emergency
44. Roads, police, fire
45. Roads, fire services, school
46. road maintenance
47. road maintenance
48. the dump
49. Road maintenance, fire, police

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50. roads (If we had a fire or higher crime rate then of course those services would be urgently needed
51. Fire Department Police Department Public works
52. Fire Dept 2. Police Dept. 3. Public works, i.e. snow plowing
53. snowplowing, dump, police
54. Its communications platforms--the website, that is.
55. Road Maintenance and service, Fire, Police, EMS, recycling facility and dump, town clerk
56. Road maintainance
57. sidewalks...I walk regularly as do many others. It is a walking village, one of its strengths.
58. Police and Fire and Rescue
59. Road work
60. governance, fire and policy service, road maintenance, conservation/preservation, recreation
61. Roads, fire department, transfer station, police
62. Water Department; Transfer Facility
63. Road maintenance, schools, fire & fast
64. Road maintenance
65. the transfer station
66. Poor question. Do you mean which do I use the most, or which do I care about the most? Obviously, all the municipal services this survey is about are important. Yes, I'm glad we have a road crew, and I use roads daily. Yes, I'm glad there is a vol. fire dept. and a professional police force. Though I have not used either in recent years. (and never with regards to the fire dept.). So what do you really want from this question??
67. Roads, School, Rec.
68. public works
69. Road repair, Police, Fire, Schools
70. Roads
71. road maintenance (snow plowing, grading), transfer station, Town Clerk
72. Road maintenance and snow plowing, recycling and trash collection facility.
73. Town Clerk
74. snow plowing, fire services (we have used more than once), road repairs, emergency medical, green spaces & trails, the transfer center is awesome!
75. fire, police, emergency services
76. road maintenance
77. Fire & Highway
78. Transfer Station
79. Police and Fire Departments, Library
80. road maintenance
81. Marion Cross, roads, Huntley Meadows
82. Snow plowing, transfer station
83. Road crew
84. snow plowing
85. Transfer Station
86. Public Works
87. Recreation
88. Plowing (town does a great job)
89. recycling
90. highway department services (plowing, grading) dump-recycling town clerk-for licenses
91. Road maintenance, snowplowing, transfer station, competent town government
92. Schools Road maintainance,transfer station Schools,road maintenance,library,transfer station, town water Library
93. Public works
94. Schools, roads, public safety
95. Public library, Advanced Transit, public school, rec activities. Also appreciate (though thankfully haven't used): police and fire departments

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96. Highways, police, fire, EMT
97. road maintenance and transfer station most directly
98. public works - transfer station public works - highway
99. roads, fire, recreation
100. Maintenance of roads, the transfer station, fire and police services
101. Fire, recreation, road
102. Snow clearing, road maintenance
103. DPW Police Fire
104. snow plowing
105. police and fire
106. Police, Fire, Town Clerk.....limited Public Works due to living on Class IV Rd.
107. Recycle center; fire protection Road maintenance
108. Road plowing and maintenance. Fire fighting, should I need it. Schools (although I don't have kids in school, I believe a good education benefits everyone.)
109. road maintenance
110. Highway dept
111. The transfer station. And knowing that the fire department and police are there should I need them.
112. Road maintenance.
113. All services are beneficial when needed. Knowing that they are there is comforting.
114. town dump
115. Road maintenance service
116. Public Safety (Police and Fire)
- Road maintenance - Transfer Station - Fire - Police
117. road maintenance, transfer station are the most direct benefits
118. water police road maintenance
119. Road crew, recycling
120. water, roads
121. athletic fields, tennis courts, tracy hall
122. Road maintenance
123. The dump.
124. Aside from basics like water, and police and fire services, probably the in-town plowing and paving are the most noticeably beneficial.
125. road maintenance, most directly
126. directly & most often, road maintenance; directly, once, the fire dept; generally, the very existence of fire & police depts.
127. Roadway maintenance & Emergency response
128. police, recreation dept.
129. The public works dept and its great work on our roads
130. Road plowing
131. transfer station town clerk's office police and fire coverage sidewalks plowing and road maintenance
132. The service that benefits us least is the HUGE salary paid to the Town Manager. I feel he gave himself a raise -- then his employees -- all in advance of addressing the issues with police and fire. The money is now spent. Keep our taxes level. If you need more money, take from the Town Manager!
133. Roads
134. Governance, schools, roads, library, transfer station, police/fire etc
135. Plowing and sanding the roads
136. plowing, road grading/paving/etc.
137. roads, landfill
138. Highway.
139. Road maintenance and plowing.
140. parks, fire, police, ambulance, fish and wildlife

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141. Public Works, specifically plowing and maintenance of Goodrich Four Corners and Bullock.
142. road maintenance, fire, police
143. police, roads
144. public works
145. Road Maint.
146. Highway Dept.
147. road maintenance/repair police availability town clerk and all offices fire protection/emts fast squad
148. roads
149. All of them
150. All equally
151. MCS (if that counts). Roads, public safety.
152. road maintenance, recycling station, police, fire, schools, Tracy Hall meeting spaces
153. The police department, snow plowing.
154. Road maintenance, fire & police protection
155. road crew work, police, fire.
156. Roads, transfer station and recycling
157. Police and fire.
158. roads, plowing
159. Road Department
160. recreation dept., upkeep of the roads, and dump services
161. The school, the recreation.
162. All
163. Town water, plowing, transfer station, library, bus
164. Road maintenance
165. police library fire roads
166. road grading and plowing, recycling, design review, planning, fire, police,
167. roads, town clerk office, police
168. water
169. Water and roads.
170. Roads
171. Roads
172. Road maintenance
173. Fire District Water Dept. (Different municipality, I know)
174. Town Clerk's Office
175. transfer station, roads and bridges
176. Road maintenance
177. public works
178. Education
179. Town water, plowing the walk in front of the house, prompt fire service (we had a chimney fire!), proximity to police.
180. snow plowing
181. police, fire, water
182. plowing
183. Dump
184. Lower Taxes
185. public works
186. public works
187. Show removal, road repair
188. highway
189. Recreation.
190. Being asked this question, I realize that I am not aware of the services I use and whether they are municipal.

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191. Other than the schools and library, probably the plowing and road repair, then the transfer station.
192. road department
193. Road upkeep
194. Smooth roads
195. I benefit from them all. I make most use of Tracy Hall, not having needed the fire dept or police dept, luckily. That said, having them here benefits me every day in that they serve to prevent issues and respond to them before they become a problem for me.
196. Snow plowing, police, fire, town clerk
197. Road plowing in winter
198. Road maintenance, fire, police
199. Public works, fire department, police department. DPW every day for roads. Fire and police for important potential use.
200. Road maintenance 2. Transfer station
201. Fire, recreation
202. Fire, recreation.
203. Police and fire
204. Road maintenance out on New Boston Road
205. Snow plowing
206. roads, fire, water, recreation
207. Roads Norwich Pool (when available)
208. Police, Fire, Library, Post Office, Water Dept.
209. Fire, police
210. road clearing in winter
211. snow plowing, public works in general, unseen until needed services such as police and fire
212. Highway dept
213. road maintenance, fire, police
214. Road care/maintenance.
215. police, fire dept and town crew
216. Snow plowing, town water
217. water, highway, public library
218. Public Works (Trash, Recycling, Snow removal, Road repair), Fire, Police.
219. Road grading, fire & police. The transfer station
220. Other than having access to the town dump, I am not feeling well served by Norwich's municipal services.
221. road maintenance, recycling and trash, parks and recreation, education
222. Very few. Maybe the transfer station is #1.
223. Transfer station; road department (snow clearance), police dept (public safety); town clerk
224. Good snow plowing
225. water, fire, police, road
226. Fire Dept. Road Maintenance
227. town water (which is delicious). also, plowing the roads in the winter. I also appreciate the transfer station.
228. Fire District (water)
229. Public works (plowing, sanding, paving, mowing). I have not had to call on police or fire, but I'm sure glad they're there!
230. Road maintenance Town Clerk
231. Town water, road repair, transfer station, police/fire protection (even though I haven't needed it)
232. road maintenance, transfer station, fire and police protection
233. Road maintenance, Transfer Station
234. all
235. All Services
236. Winter plowing, grading of rd.
237. Transfer station, maintenance of our dirt road

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- 238. water- don't really know what other ones there are other than police, fire and road maintenance
- 239. water, library, recreation services, police
- 240. Road crew Town offices
- 241. road maintenance
- 242. Highway Dept
- 243. The police and town clerk are the only town people I usually interact with.
- 244. plowing the roads
- 245. Public works, library
- 246. road maintenance; police; fire; emt
- 247. Roads should but tend not to plow roads early in the morning when school is not in session.
- 248. highway, school, conservation
- 249. Road maintenance
- 250. not sure what constitutes a municipal service
- 251. road maintainance Schools! (grandchildren) mail delivery
- 252. Recreation,police,fire,school
- 253. School, public works
- 254. fire, police
- 255. Road maintenance
- 256. snowplow, salt and sand during the winter police and fire protection transfer station
- 257. road service most frequently, fire service if I ever need it, ditto for police -- how else to answer this question?
- 258. roads, police & fire, although, fortunately, I have not had any emergencies. I did use the EMT service once - very professional. Also transfer station.
- 259. road maintenance
- 260. Road -- snow removal, road repair, culvert cleaning
- 261. TOWN HIGHWAY DEPARTMENT
- 262. road maintenance, town clerk
- 263. Roads, library
- 264. Public Works Police Fire Dept
- 265. Highway Department Police Department
- 266. Police, fire, town hall employees
- 267. snow plowing, cleaning roadside ditches, mowing road edges
- 268. plowing, road crew, sidewalk
- 269. Town Clerk
- 270. Police, Transfer Station
- 271. Fire protection; road maintenance
- 272. road crews -plowing in winter town dump
- 273. Water, snow plowing, road maintenance, police, fire.
- 274. roads
- 275. Recreation
- 276. Public Works
- 277. Winter plowing.

How could municipal services be improved? - Open-Ended Response

- 1. Better grading of dirt roads. Current method digs far too deep and sharp trenches on roadsides removing plant growth that helps impede erosion.
- 2. Keep costs down, even if it means cutting services.
- 3. Mow the sides of the road earlier in June, mid July and August. When it snows and there is no school, they're out later to take care of the road. As you go through town, we have noticed the farther out of town you go, to get home, the roads are not as clear of snow. Please have handouts at the meetings. There use to be handouts for people to look at.
- 4. I am very pleased with the municipal services, but I think that the fire and police dept. facilities are poor. I have not seen the DPW facility.

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5. This is an unbiased and information survey. We need more of these.
6. Already very good-great snowplowing on Huntley ST.
7. Curbside pickup, recycling and municipal composting.
8. Have transfer station open more than 2 days/week
9. P. 3 Comment: Reduction of Town Manager's salary and benefits would have a favorable effect on municipal property tax.
10. Better communication for/with cell phones.
11. better road maintenance outside of village, both paved and dirt roads!!!
12. By giving police dept. a new or adequate building.
13. Am very satisfied with services.
14. Stop wasting time.
15. All are doing a fine job. excellent road management all year. excellent police service. rapid response for medical emergencies. Fire service with mutual aid.
16. No complaints
17. Public forums
18. Police department new building.
19. spend less on admin, & police
20. Not working dept. heads, working with their staff, not just riding around. I do not believe that there is 40+ hours of administrative work.
21. Stop signs enforcement.
22. Garbage trash service, possibly.
23. Upgrade locations
24. Improve police station
25. The police, fire, and public works never complain about their work spaces unless asked but they all need safer, nicer, work spaces. Most of us would quit our jobs if we had to work in those conditions, or petition, to complain vehemently.
26. all seem fine
27. No complaints. I'm impressed by all three.
28. Spend less money, increase efficiency
29. more focus on winter rds, less on lawn mowing
30. Road grading is terrible. They dig trenches along side. Of road which causes more erosion than preventing it. Problem also accessing mailbox.
31. cost cutting, lower taxes
32. My experience with police and fire is too limited to respond. The recreation programs are great. The roads are well maintained, but are managed with a suburban approach, resulting in too many signs. For example, do you really need a double arrow sign at the end of Moore Lane? This type of thing is a waste of money and contributes to a loss of rural character.
33. do not need improvement
34. Pay more attention to infrastructure, like roads
35. As one of the neighbors to the public works yard/ transfer station, we would greatly appreciate it if the heavy equipment operating in the yard could reduce the volume of the electronic beeping when the vehicles are backing up. This loud, high-pitched noise is particularly irritating in the middle of the night.
36. solely by decreasing our tax rate
37. Install sidewalks along Church Street
38. they are fine the way they are. no improvements needed.
39. Keep municipal facilities as is - old and antiquated in the view of Town Manager, but very much less expensive than building new facilities that we can't afford.
40. Perhaps warn meetings and agendas through the List Serve.
41. better communication
42. dissemination of information about ways to prevent home hazards
43. They are adequate
44. Unsure

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45. Better space for police and fire, but attention paid to costs. Blue sky plans subject to careful budgeting.
46. Reduce the size of the police department
47. assistant to the town clerk could use an attitude adjustment
48. Take a look at the growth in FTE's and in total Town budget in recent years, mostly since Neil Fulton's tenure. And we are on a ridiculous, unsustainable trajectory. Selectman Childs once noted on the list serve what a great job everyone was doing because our "tax rate" has not increased that much. Of course it did not, the re-evaluation of the properties increased the grand list. So, how can municipal services be improved? Start cutting the budget and keep a super careful eye on every new expense.
49. level fund
50. think services are fine as is
51. I think they're fine as is. Certainly there are roads in need of repair, but comparatively, I think Norwich does pretty well on this front.
52. Better Cycling lane delineation. Many cars still do not share the road.
53. make them lean and mean - utilitarian, not fancy or overbuilt
54. Services are good now.
55. We're over served.
56. i think they are darn good
57. better maintenance of roads
58. They are fine
59. Less Costly
60. Be crafty about reducing bureaucracy.
61. sidewalk continuation on Beaver Meadow & Moore Lane
62. Please STOP using sharp shale rocks on the roads. My husband and I have had 5 flat tires in the past 3 years. We have 2 of the rocks that have caused the damage and they are shaped like arrowheads. None of the tires were old. 2 of the flats were as a result of traveling on Waterman Hill Rd. and 3 were from Bragg Hill Road.
63. grade roads more frequently mow sides of dirt roads more often
64. think they are fine as is
65. Public sewer
66. Pave Willey Hill completely.
67. good as is
68. Stop the commissioner of the Highway Dept from giving away free salt to his friends.
69. Rethinking public comment. Norwich needs to be far more adept at using online tools to understand and listen to public sentiment.
70. By not spending so much money on police vehicles,top of the line equipment at the town garage,and curbs, fancy crosswalks, granite posts, extra signage etc..We seem to have a fleet at the town garage that is obscene for a town this small. Even the dump has gotten ridiculous with landscaping. I think we have gone over the top with extra signs, paving,granite posts. I think we need to spend less and take care of what we have and stop trying to beatify and turn vt into conn.
71. Pretty good now, need better facilities.
72. restore the Norwich pool
73. I believe the police facilities could be improved with covered police car parking, interview room, etc.
74. I have been satisfied in my 1.5 years living here.
75. better communication with public
76. I would like to see more dirt roads with a lot of traffic (which are degraded quickly as a result) get paved and those roads already paved be better maintained so they aren't so rough. I also think supporting our fire and police depts. is important so we have motivated and well-qualified people in those positions. (I remember life in Norwich years ago when the same couldn't be said.)
77. Better communication

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78. Services are good and I think this survey is a good idea as it points to what we could do better - long term planning in the physical form (I mean how things look) of the downtown (sidewalks, plantings etc).
79. Newer Facilities
80. trash/recycling (curbside pickup; more hours at tx station)
81. Police especially, and Fire Depts., and maybe Public Works, need updates in office/facilities.
82. I would like to see less police viability at entrances with machines to note speed at all entrances at all times.
83. Road maintenance is fine, better than most surrounding towns. Police presence seems excessive. School expenses often seem high, considering the number of students.
84. The road crew does an exemplary job
85. Departments appear to be functioning adequately.
86. their budgets should be reduced, taxes are too high.
87. The police and fire department buildings definitely need to be improved.
88. I am pretty satisfied
89. new buildings, increased energy efficiency
90. distributed heating system in the village.
91. nets improved on tennis courts. LESS snow plowing/salting when there's very little snow or cold temps- it ruins bicycles, shoes and cars.
92. More bike paths (not bike lanes painted on the road) to provide a safe spot to ride bikes.
93. To be honest, I think they're pretty good as they are; I know budgetary concerns place certain limits on town services, and I don't have any complaints at the moment.
94. let the professionals do their jobs
95. cell phone service in areas currently without would improve initiation of an emergency response
96. Fewer police officers.
97. No improvement needed
98. I don't really have any complaints
99. Lower the salary of the Town Manager.
100. Spend less money.
101. I'm overall pretty happy
102. They are fine, as is.
103. I'd like to see the town plow earlier in a storm
104. the roads in Norwich are very good.
105. new combined town offices/FD
106. More professionalism, less crazy.
107. quicker response time for emergencies
108. ?
109. repair pot holes and cracks in paved roads
110. Actually like current level of service, at times think that public works level of service exceeds what's necessary
111. keeping excellent road conditions and safety
112. Not sure at present
113. Less salt on roads. Less money spent on DPW. Pave main street before any less-traveled arteries.
114. In my experience, all are fully adequate.
115. The police need a MUCH better building and a place to park their cars under cover from snow and ice. This would allow them to do their jobs better.
116. Not sure
117. I think our level of services is already higher than I demand. My dirt road is plowed by 6am after any snowstorm - and while I appreciate the amazing logistical effort this requires on the part of the road crew, I don't see it really being necessary. Having selected a rural part of town to live in, I expect to be a bit 'on my own'. Similarly I appreciate the personal efforts of the PD. They are great folks doing good work, but I question whether 4 minute response time to my neighbors pigs getting out is really required.
118. More efficient use and allocation of taxes collected.

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119. Better response time.
120. think they're fine as is
121. I don't have many complaints
122. I really want the town pool back!
123. Road maintenance. My husband and I have had 5 flat tires from Norwich roads in the past 2 1/2 years. We have kept 2 of the sharp shale rocks that were stuck in our tires. It has cost us hundreds of dollars. In every case, the tires have had low mileage so that is not the reason of the flats. Also, frustrating that the town purchased a second grader at the tax payers expense yet they rarely seem to use it. This was an unnecessary expense that they slipped through without debate.
124. repair pot holes in roads
125. Provide better physical facilities for police, fire and road equipment - firmly believe that it be of benefit to the town for the fire and police facilities to be located somewhere other than in the central business district of Norwich.
126. town septic
127. The water is fine. I have no idea how to make roads better in this region.
128. The last two winters the snow plows have hit my mailbox, even though it is on a solid post at recommended height well off the road. Drivers need better training! Also, the gravel used to grade roads has too many sharp rocks in it, often puncturing tires.
129. improve roads in Norwich, much needed
130. They are most satisfactory as they are
131. More visible police in Town. They seem to be hiding out alot. Ten years ago we used to see them out talking to the residents. We knew them and they knew us.
132. they don't need to be improved.
133. stop bare bones operations
134. Norwich is doing well as is
135. I can't think of anything.
136. They don't need to be. Road crew does a fine job.
137. too much unneeded spending on unneeded projects
138. They are pretty good. Fix the norwich pool Repave (not widen) Main Street
139. Reduce staff, eliminate volunteer fire department which has never put out a fire, let alone be a first responder. Pay Hartford/Hanover; it's cheaper.
140. they are fine at their current service level
141. They cannot be improved. They are at a satisfactory service level.
142. Costs for running Town Departments are out of hand. We spend a considerable amount of money reconfiguring vehicles into and out of the highway dept/ fire dept which should be stopped immediately. Furthermore, the current budget proposals for new buildings are completely out of line with the Town of Norwich's needs. We seem to be confusing needs with wants and arroring on the side of wants at a high price. It is time for the Town to rein in spending and we need sound financial judgement from the Town Manager and Dept heads. I believe there a 15-20% reduction in Town expenditures would not impact the performance of the Town in the services provided to its towns people provided there is a sense of frugality shown in the administration of Town business and looking to cut costs but not meaningful services.
143. We spend too much money on the police department. We are a low crime area. We have an absurdly large and expensive police force. We need to spend far more on our recreation facilities. We are a wealthy town, but our facilities are abysmal compared to many other towns in New England.
144. I think they are very, very good now. Andy's crew does a great job.
145. Less money spent on unnecessary signs that visually pollute our roads.
146. There fine
147. I do not feel well enough informed to comment on needs for improvement re: fire and police. I do think that the lower level of Tracy Hall needs to be refurbished. I take yoga classes down there, and the space can be very musty and smelly.
148. Don't leave snow across a driveway entrance

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149. In general services are very good.
150. House police, fire and DFW in appropriate facilities.
151. More frequent plowing!! 22 years in Norwich, approx 16 in the current location, and this felt like the most inadequate plowing we've experienced.
152. Better communication about what is going on.
153. Better information flow about what is going on.
154. Inclement weather and scheduling leave us with iced, almost impassable roads at times, particularly in the evenings. Not sure if we can improve service to keep the roads driveable, but any efforts and transparency around routes and schedules would be an improvement.
155. Lower taxes
156. Concerned re very high cost/capita even before considering education.
157. Finish Norwich Pool
158. Move the police and fire departments out of current location to the old Agway sight. Build a structure that is shared by both.
159. Not sure
160. they're fine the way they are
161. Occasional town supported maintenance of Class 4 roads that have seen new residences added over the 5-20 years.
162. modify btax rises
163. Please stop landscaping green areas, please! So many areas that were natural are now landscaped areas, that need to be continuously maintained. This is an expense the municipality does not need, and one I do not think the citizens asked for. I disagree that the town sidewalks should be the responsibility of the village residents. It should be a municipal expense shared by the entire town.
164. change the hours at the transfer station. Open earlier or stay open later.
165. Continue what you're doing.
166. Spend a lot less money especially on the upper salaries.
167. I have been waiting five years to have the culvert at the end of my driveway cleaned out. And a serious effort to control speeding on Church Street would be an improvement.
168. Stronger enforcement and increased safety from more diligent policing of speed limit laws within the village. Install speed cameras and our village will be safer for everyone.
169. No suggestions - all employees I interact with are friendly and helpful
170. Stop putting down all those ridiculous rocks all over our dirt roads. I know of no other Vt town that does this. Way too many flat tires. Absurd!
171. Maybe they could cost less?
172. Lower cost
173. I find them more than adequate. In fact, if we needed to save money, I think we could probably cut back on plowing/sanding frequency in the winter. I do realize that it could end up being a safety issue, but we do live in VT and winters can be tough. We need to be realistic about when/if to go out if the weather is truly terrible.
174. I'm very happy with the way they are
175. solar and wind power
176. Don't think they can without increase in budget
177. Using the wing truck to plow our Rd. in the winter! Grading our Rd. wider with less of a ditch in the spring and summer!
178. don't have an opinion
179. spend more wisely, reduce taxes on water
180. Think they are good as they are
181. Get a wing for snow plows so the roads are plowed wider
182. Move the Police and Fire Dept out of downtown
183. I think they do pretty well. No complaints.
184. re-pave main street
185. Become more efficient and lower costs
186. the police and fire dept need new buildings

Summary of Responses to the Norwich Selectboard Town Survey – 2014

187. A new road commissioner
188. already incredibly fine.
189. how about an additional policeperson for traffic/speed control
190. I don't feel much need for improvement.
191. Do not have advise on this question
192. Spend less money on police that spend most of their time harassing law abiding individuals and more funds on public works. In particular care of the roads (plowing is terrible, for example, in winter) and sides of roads.
193. the lines on the roads are in dire need of repainting
194. I do think the entry and exit for the fire trucks is problematic -- too narrow.
195. I am quite satisfied.
196. in general roads are well maintained, but I often have to wait in the winter for my road to be cleared and I am therefore late to work
197. focus on customer, the tax payers - feels like departments and town admin making agenda
198. Better housing for dedicated workers
199. I am not sure they need to improve. Although, I don't know all the inner workings.
200. Traffic volume increases in warm weather. More enforcement on moving violations.
201. street lights, sidewalks
202. Road crew does a great job. Sidewalks could be swept in spring
203. Reduce vehicle fleet size.
204. Sidewalk on church street/route 5
205. No improvement necessary
206. Decrease in emergency response & DPW level of service
207. More recreation for seniors
208. Better trails.

How informed do you feel you are about municipal government activities? (Check ONE)

Answered: 298 Skipped: 10

Very Well Informed	12.42%	(37)
Adequately Informed	38.59%	(115)
Somewhat Informed	42.28%	(126)
Not Informed	6.71%	(20)
Other:	5.41%	(16)

How informed do you feel you are about municipal government activities? (Check ONE) - Other (please specify)

1. When you go to listen to the SB or forums, there should be handouts for the people to have and to take home and look at and show others that were not at the meeting. Maybe a letter should go out to the people, not everyone uses the listserv.
2. I am a property owner, not a voter.
3. We have not been truthfully informed on the majority of these subjects.
4. It's my own fault if I don't know what's going on.
5. Only learn things via newspaper/gossip
6. Water department is the only one that keeps me informed.
7. barely informed
8. The lack of clear information about the widening of Main St pavement is an example of poor communication.
9. minutes from meetings are not posted in a timely manner. In my experience, each meeting should start with a review of the previous meeting minutes and acceptance/rejection/corrections made. Minutes posted within a week.
10. I don't feel the. Need for much information. If these offices function well, no info is needed.
11. A digest email of selectboard minutes to the list serve would be helpful if possible.

Summary of Responses to the Norwich Selectboard Town Survey – 2014

12. If I take it upon myself to be informed, that is.
13. Clearly, uniformed.
14. I subscribe to emails from the Town Manager's office
15. Plans for discussing and approving major expenditures should be available, at minimum, on the website a full 6 months before they are ready for approval/support. The expansion of main street and the new capital facilities for fire, police and town have all become big issues because no one thought to publish them
16. By being vigilant, I know what is going on. If I were not so vigilant, I'd not be very informed. This is more due to my own attendance at various meetings, reading committee meeting minutes, when and IF they are posted.

How do you learn about municipal government activities? (Check all that apply.) (Total 301)

Town website	26.58%	(80)
Valley News	72.76%	(219)
Norwich Listserv	78.41%	(236)
The "World List"(e-mails sent from the Town Manager's office)	16.61%	(50)
Town bulletin board	8.64%	(26)
CATV	4.65%	(14)
Attending meetings of boards and committees	23.59%	(71)
Word of mouth	59.14%	(178)
Other (please Specify)	6.98%	(21)

How do you learn about municipal government activities? (Check all that apply.) - Other (please specify)

1. Linda Cook
2. sometimes for V/N and Listserv
3. Town manager/selectboard only publicize what they think we should know after discussion amongst themselves.
4. The asst town mgr says that I am on the world list but I don't get those emails.
5. I am a regular reader of the Listserv but do not read other news outlets.
6. have never received email from town manager's office
7. I definitely don't get any emails from the Town Manager!
8. what is 'the world list'???
9. What is the world list and how do I get on it?
10. i don't bother with the website since minutes are not posted in a timely manner.
11. I didn't know the "World List" existed
12. how do you get on World List?
13. The town needs to be as proactive as possible in getting information out about possible changes to the status quo.
14. what does one do to receive 'World List' emails?
15. DirecTV refuses to deliver CATV ;)
16. How do I get on the world list?
17. How do I get on the world list?
18. It would be very helpful for major issues to be published and promoted via as many channels as possible. Town manager should take advantage of the reach of the listserv. Even though it may be perceived that transparency like that would make the job harder, I think the population would be better served. On controversial issues, a thoughtful list of pros and cons should be developed by the manager for community update - not a vote - that's up to our representatives. The pros v. cons list for issues (e.g., new fire house, main street corridor redesign) would at least demonstrate a depth of thought that, I'm sure is present, but without that positive evidence many will and do assume that

Summary of Responses to the Norwich Selectboard Town Survey – 2014

rigid plans of action are being developed and carried through with out consideration of any outside opinion. The contract with VTel was a painful one, but one that most feel reflected common sense and the will of the taxpayers.

- 19. post card
- 20. emails from Nancy
- 21. select board member spouse

How likely is the level of taxation in Norwich to cause you to move away, someday? (Check ONE)

Very likely	38.31%	(113)
Likely	18.31%	(54)
Neither likely nor unlikely	23.39%	(69)
Unlikely	10.85%	(32)
Very unlikely	9.15%	(27)
Comment	28.47%	(84)

How likely is the level of taxation in Norwich to cause you to move away, someday? (Check ONE) - Comment

1. I hope not. Then I'm not sure yet. I've lived here my whole life, 58 years (that's more than some people can say!). It would be a shame if I had to leave because the taxes got too high.
2. Taxes are becoming unsustainable.
3. Why? Because town population will not increase a whole lot, but, taxes continue to rise, bonds, etc.
4. ? next neither/nor
5. We'll see as we age.
6. The cost of the school system, which my children attend, is out of control. For example, why do we pay admin costs to SAU70 for Marion Cross School? We are the poor minority voting stepchild to Hanover when it comes to the school budget, and have little say as to how much ultimately gets spent.
7. We have lived in our home here for thirty one years and find the taxes crippling. We are middle class and don't qualify for income sensitive discounts. The middle class in this town, I believe is most affected by these taxes for reasons above.
8. My husband is very concerned about this. I have lived in Norwich to begin to consider moving out at this point...however, there could come a day when we no longer can afford the taxes on the home we have built. Very sad indeed. So, not moving now, may have to one day, but I am too determined to list this as likely to have to relocate.
9. we are 100% certain to move away from this aggressively taxed community when my job no longer keeps me here. it's disgusting.
10. Our school taxes have always been high, but we have great schools to show for it. Our town taxes are increasing due to misguided spending to make Norwich more suburban. We don't want this!!!
11. the high property taxes will eventually become prohibitive for this fixed income retired family. That is when we will have to move. The excessive spending for some Municipal departments exceeds the demands for services: e.g. a second road grader, the orig plan of paving Main street from side walk to sidewalk, the island at junction of Union Village Road & Route 132.
12. Facing ever-increasing property taxes, with little hope that income will keep pace, makes moving out of Norwich at some point a certainty.
13. If we face ever-increasing tax payments and income that is not increasing much, if at all, then we'll get pinched beyond the ability to keep it up.
14. Question not applicable, as I am in subsidized housing.
15. But only because we qualify for stste income sensitivity money
16. Would it be so wrong to develop a business tax base? The area of Route 5 South comes to mind. Lower residential taxes are needed.
17. Too high, and every year it keeps going up up up.

Summary of Responses to the Norwich Selectboard Town Survey – 2014

18. My decision to move would be based on a host of more complicated factors
19. It won't cause me to move, it will cause me to vote for/hire different leaders. Also, just because the muni tax is so much lower than the school tax doesn't mean there's room to raise muni spending - just the opposite, we should be more frugal in school spending.
20. Major increases in taxes could lead me to consider moving away.
21. Too high. Stop blaming the school tax. The local tax is also WAY higher than other similar towns in VT.
22. we love it here, if we can afford to stay when we retire in a couple of years, we will.
23. taxes are extremely high for the services provided...as an aging citizen, once my mortgage is paid off, I don't know if I will be able to afford the high cost of taxes on my property which is not particularly substantial
24. Municipal taxes could be reduced, less road maintenance, smaller fire/police department. Education is fine.
25. BUT POSSIBLE!
26. Property taxes are out of control. We need to cut spending. For example, we did not need to spend \$500,000 on a second road grader. You don't even have the manpower to use 2 graders. Big WASTE.
27. We are some of those very strange people who are not opposed to paying taxes. That's part of living in a democracy with decent public services.
28. Lifetime resident
29. Please, please be mindful of how high the taxes are already.
30. I don't expect to be able to afford to live here when I retire. It's not the town's taxes that are the problem--it's the education taxes that are too high.
31. Its the school taxes -
32. cannot keep spending without proper studies conducted first
33. i will hold on as long as i can but this is getting increasingly difficult. i am especially frustrated by folks who move here just until their children finish school and then move out.
34. I love my property and don't ever want to move away, but don't know how I will be able to afford it in the future. Property taxes are too high. I know the schools are the major contributor and the municipal side has been kept in line lately. Keep our services in line with our small town population and not get out of hand.
35. Provided the income sensitivity act remains in place.
36. Taxes are important; I don't precisely enjoy paying them, but I know I can afford to pay them and I know they exist for a reason, and I don't think there's any tax rate that would make me move out of Norwich.
37. Too much tax!
38. The ever-increasing tax burden is pushing everyday working people out of town. After a full day of work, it seems one has to go to town meetings in the evening to try to protect our hard-earned money.
39. i have lived in norwich for 40 years and now on an fixed income. although the town needs to provide good services, cost for improvement plays a big part in any voting situation.
40. Lots of fixed income folks in town who are not as articulate as those who cause the town to be at the top end of average income in VT. Not all can afford increases in municipal budgets and bonds for capital projects.
41. However, we do believe that it is more fair to tax on income than on property.
42. at least at this point in time
43. It is simply out of control.
44. It's hard to know how I'll feel in 10 years after my kids are all out of the school system.
45. Don't know, but it is about as high as I think reasonable.
46. unsustainable!
47. school taxes made me move away
48. Ashley lied at a recent meeting. he said the reason taxes are high is because of property values. taxes are high b/c the town spends more on services. compare any small town nearby and you'll see after you separate school taxes, Norwich still pays a lot more per person.

Summary of Responses to the Norwich Selectboard Town Survey – 2014

49. Very likely if the efforts of the Town Manager continue to frame the future of this town in the image of town's other than Norwich.
50. Income tax (on both earned and unearned income is a far more fair way to levy taxes than property tax.
51. I know a small college town in W. Colorado, where the owner of a house similar to mine in Norwich, would pay about 1/3 of the property tax charged in Norwich
52. It is easier to justify the high tax rate when you are a current user of the school system.
53. Love the town and have roots here now, so would hate to move, but when I retire it's possible.
54. It appears to me that we get value for our dollars with the schools than with the Town.
55. Only reason we need to move after retiring.
56. This issue needs to be addressed at the state level. Act 60 is a debacle and is only getting worse.
57. It is completely out of scale with other towns in the area.
58. Within the next few years.
59. Child graduates Hanover High School this week; I will be selling my house and moving to a place less expensive
60. Services have not improved much but taxes and cost s have gone up out of proportion. Too many people in local govt. from out of town.
61. I do feel this is a unique and wonderful community, and that it is worth a lot to me to live here. But everyone runs into a financial cliff at some point.
62. People who don't "officially" live in Norwich and pay the non-residential rate are an aggravation. Some do, such as [Name redacted].
63. After going through a divorce, it's really hard to stay in town and contribute to the community and keep my children near their friends - and still pay property taxes from a single income. Even with the income sensitivity, it's tough on a \$50K salary. Much as I hate to be one of those people who moves away after their kids are done with school, at some point I start to think that some of that money needs to be saved for retirement so I don't burden my kids.
64. The amount of salary we pay for a town manager could be better spent towards town and school budgets!!!!
65. 100% likely once grade school finishes
66. Can't keep up with the tax increases and we are a middle class family. Shouldn't be this hard.
67. Many have previously moved out of Norwich because of tax increases
68. School budget is unaffordable...
69. I have never had a child in the school system . It is bleeding me white.
70. Unsure
71. Norwich, for some time, has become the town of the 1%. If the town cares about having a diversity of residents, it needs to seriously stop raising taxes and create affordable housing.
72. I have lived in town for most of my life so as taxes are getting difficult to pay I still really would like to spend the rest of my life here. A year ago I would have said very unlikely, now unlikely, and if the taxes continue to rise I might follow many other life long residents out of town. The worst part of the tax situation is that I have heard comments like if you cannot pay you should not be here.
73. RE taxes are very high, but I'm not going to move.
74. It is sad, but we will likely move as soon as our children are out of school. The property tax rate is ruinous and we just cannot keep this up.
75. The Select Board and the majority of voting residents don't care about continuously rising property taxes. Eventually, you will run all but the uber-rich out of Norwich (and Vermont for that matter).
76. It will be one of many factors.
77. I don't see any hope for moderation in spending. There seems to be no restraint in school budgets in particular.
78. It is a shame that we can't strike a balance to have more business to help with the tax burden. I love the charm of Norwich but soon there will only be the wealthy that are able to afford it.
79. This is a concern
80. retired, living on a fixed income
81. Both school and town taxes are higher the necessary for town of our size.
82. If I was poor, it would be a problem

Summary of Responses to the Norwich Selectboard Town Survey – 2014

83. taxes are more than my mortgage, by far

84. In the absence of the Vermont Tax Rebate; with this program, greater chance of staying

Norwich Police Department Would you favor: (Check ONE)

Increasing patrol time from 120 hours to 160 hours per week? (Tax change: \$14/year increase per \$100,000 of valuation)	9.66%	(28)
Maintaining duty time as it is? (Tax change: None)	60.00%	(174)
Decreasing patrol time to 80 hours per week? (Tax change: \$13/year decrease per \$100,000 of valuation)	30.34%	(88)
Other (please specify)	10.69%	(31)

Would you favor: (Check ONE) - Other (please specify)

1. Stop school taxes age 80 and up. People who put their lives on the line should not have to pay taxes on military retirement pay.
2. Where did you get \$90,000 (should be \$60K). Increasing patrol time is incorrect. Investigative officer necessary. Outfit: weapons, vest, etc./minimal cost.
3. Decrease with more night coverage and less day. Chief covers days with admin. assist. others work overnight hours.
4. Police chief patrols approximately four hours per day. No day officer. Have officer on duty to patrol 9pm to 3pm.
5. For me the increase would not be a financial issue but when do most of the worst things happen (other than fires), for example, armed robbery. I would want someone to respond PDQ.
6. Maintaining or increasing - but when would those increased hours happen?
7. police coverage in Norwich exceeds most towns its size
8. Crime rate?
9. What about contracting to Hartford?
10. crime statistics would warrant this for an extra patrol officer
11. i am sure the police know of the trouble spots in town. are more hours spent in these areas? if not, why not. if yes, have the police seen an increase in activity shifting to other areas?
12. maintaining or increasing, but not decreasing.
13. its not clear that we need the number of staff that are currently employed
14. Don't know if a 30% decrease is warranted, but some cuts are fine.
15. I can't answer this without knowing what the typical usage of police is in the middle of the night. If there are many of those types of calls I would favor increasing coverage. If the on-duty officer would have "nothing to do" then I would say maintain as is.
16. I think this answer has much to do with my respect for Chief Robinson and the officers. My experiences with all of them have been very positive. Had I not had the opportunity to meet them, I might wonder if Norwich needed 120 hours of patrol time.
17. How does the police presence in this town compare to others? Feels higher. Proof could come from what is the ratio of police hours to population in Norwich compared to other communities?
18. I never see patrol cars on the two roads I take to get home anyway.
19. I think it works well.
20. please!
21. While maintaining service levels there is a need to be frugal in expenses.
22. Why on earth would we consider increasing it? The only crime we have here is that which police presence cannot and will not deter.
23. Need more data: what is the distribution of police interventions throughout the day?
24. Please stop increasing the Fire and Police Departments, there is no warrant for it. This is a Very small town, we do not need more.
25. about 100 hours per week.
26. Hartland is not noticeable more dangerous...
27. The Hanover/Hartford response times have been very good when I've needed to call.

Summary of Responses to the Norwich Selectboard Town Survey – 2014

- 28. I see no need for increase or decrease. Crime is low, but I want a safe place to live. I see officers out and about during the day and I feel comfortable.
- 29. either maintain or decrease
- 30. Or less.
- 31. if cheaper to use sometime help from Hanover & Hartford

During winter weather, the Norwich Department of Public Works strives to provide safe travel surfaces as soon as its staffing and equipment allow. The time to achieve safe conditions varies from storm to storm. Would you favor: (Check ONE)

Decreasing the time that it takes to provide safe travel on roads by 17%? (Tax change: \$14/year increase per \$100,000 of valuation)	9.41%	(27)
Maintaining winter weather maintenance time as it is? (Tax change: None)	73.87%	(212)
Increasing the time that it takes to provide safe travel on roads by 25%? (Tax change: \$14/year decrease per \$100,000 of valuation)	16.72%	(48)
Other? (please specify)	9.76%	(28)

Would you favor: (Check ONE) - Other (please specify)

- 1. Educate and change the maintenance methodology of the town maintenance manager. Why is it always the same? Maintenance regardless?
- 2. Use the plowing and sand or salt all in one trip.
- 3. Just do their job with hands-on dept. head. Don't milk the overtime.
- 4. We are not all emergency room doctors and really could wait.
- 5. use the help more effec. instead of sitting around all day
- 6. winter coverage is adequate
- 7. this is an unfair question. It's like saying would you rather let your house burn down or pay more. Also, if it snows in the daytime, there shouldn't be ANY decrease in response time. None.
- 8. Way too much salt used.
- 9. I have noticed plow drivers do not do a good job of plowing to the sides of the street. Even on narrow roads like New Boston. Perhaps some training is needed
- 10. Safety is paramount
- 11. Pave Willey Hill RD
- 12. not decreasing
- 13. stop salting when temps<20.
- 14. We have great svc from Andy. No need to accelerate spending.
- 15. DPW does an amazing job, but some DHMC employees need to be at work as early as 6am, and sometimes the roads are not yet plowed.
- 16. seems incredible the amount of salt dumped on the roads. Damages cars, lawns and ground water. Scale it back please.
- 17. No opinion. Doesn't affect me much either way.
- 18. Waaay too much salt and sand right now, and too much plowing.
- 19. Better road scheduling would improve this performance
- 20. It's fine as it is. Buy snow tires.
- 21. What I really want is a more equitable treatment of roads; out here on Rt 132 we were lost souls last winter!
- 22. safe roads mean less police activity, particularly during storms. Benchmark against other local towns, publish the results and invest in better maintainence.
- 23. Why is no money returned after mild winters?
- 24. could use a diverter blade to stop burying my mailbox(and others too)

Summary of Responses to the Norwich Selectboard Town Survey – 2014

- 25. I live in town, but travel on the roads daily both in and out of town, and have no issues with the quality or time it takes for the roads to be maintained.
- 26. the first option doesn't make sense
- 27. we already have very late plow/sanding service. the bragg hill group doesn't get it.
- 28. please reduce salt and response frequency

Traffic and erosion on the town’s gravel roads require the Norwich Department of Public Works to add gravel and grade them periodically. The time to grade roads varies with season and storm history.

Would you favor: (Check ONE)

Decreasing the time that it takes to return gravel roads to standard by 17%? (Tax change: \$14/year increase per \$100,000 of valuation)	10.56%	(30)
Maintaining gravel road maintenance time as it is? (Tax change: None)	66.90%	(190)
Increasing the time that it takes to return gravel roads to standard by 25%? (Tax change: \$17/year decrease per \$100,000 of valuation)	22.54%	(64)
Other? (please specify)	13.03%	(37)

Would you favor: (Check ONE) - Other (please specify)

- 1. When they do maintenance to the dirt roads, they are building them up, so the roads are getting higher and higher (that's not good, we live on a dirt road that has gotten higher!!! :(Blacktop them! People can't drive any faster than they do now, on them!
- 2. People who want gravel roads should pay for their upkeep.
- 3. Do these duties more knowledgeable and efficiently.
- 4. And stop adding gravel to increase the height of road and narrowing of road.
- 5. They've raised the road so much, that I had to hire a contractor to raise my drive to meet the road! (expensive)
- 6. You have enough equipment to complete maintenance without [Name indistinct] Up and down continually, again, Dept. head should be hands on at least four hours per day. Equipment/work crew be divided so as to maintain two small road [crews] at once.
- 7. Do not understand increase/decrease due to time. Whatever decreases taxes.
- 8. Mud season might be an exception as conditions could make ruts truly dangerous.
- 9. not living on a gravel road, nor knowing the current response time makes it impossible to make a fair response to the question
- 10. How much do we spend on all of the new mowing that takes place on the way into town? I am not happy about the "improvement" that the sign and its attendant maintenance have brought. Looks like Connecticut.
- 11. Why did we buy a grader, and then hire someone else to operate it?
- 12. Somewhere between maintaining and decreasing.
- 13. Is paving roads cheaper in the long term?
- 14. what is the standard? sometimes it seems as though my road is graded when it does not need it or immediately before predicted rain. this seems counter-intuitive and a waste of money and time. I am not talking about filling in mud holes like at the start of the gravel on Turnpike but of spring/summer/fall grading.
- 15. Pave Willey Hill RD
- 16. it seems like the equipment the town has at present is substantial overkill, and increasing exp's.
- 17. I live on a town maintained dirt road, and am very satisfied with its care. No increase please.
- 18. fix gravel roads as needed. stop adding countless loads of material which has raised the level of some dirt roads. stop grading beyond the original borders; as the roads have gotten wider and trees have been removed, speeding on our dirt roads has increased. ; stop grading so that road gets wider and invites speeding.

Summary of Responses to the Norwich Selectboard Town Survey – 2014

- 19. folks who live outside of town rave about the DPW job. Lets get it back to a balance - then we arn't spending too much \$
- 20. No opinion. I use the gravel roads but have alternative routes available.
- 21. The town grades our road WAY TOO OFTEN! It is ridiculous. The town has spent thousands of dollars on these graders, and half the time they sit in one of our fields for days. The guys who operate them work for about 3 hours per day. (I know, because I watch them.)
- 22. The material they put down pops our tires (i.e. the rocks they put down on Goddard Rd. this Spring. Please use a different material when needed!!
- 23. I don't know...they have to be safe.
- 24. We used to have our road graded 1x per year, now it's 3 to 4 times. Excessive!
- 25. pave the roads
- 26. We buy gravel push it inot the ditches and then dig it out and haul away.
- 27. Pave them all. It's the 21st century.
- 28. Pave more. Pays off over time.
- 29. bumps and potholes are not necessarily hazards to travel like icy gravel roads are. Ice/snow can make them impassable whereas potholes simply reduce speed.
- 30. PAVE BRAGG HILL
- 31. There's a false choice in here: with climate change, we will get more frequent intense storm events and roads will wash out more often. Maintaining current maintenance TIME will actually CREATE a tax change. Also, we should be discussing how repairs and maintenance can be done in order to stand up to more intense storm events - it costs more up front, but if it saves repairs and road closures such as Bragg Hill after Irene, we would be short-sighted not to build/maintain roads to a higher standard. And that will put pressure on the town budget. So we should be having a public discussion of this - projections, and residents' preference for investing more now.
- 32. I used to live on a gravel road and now I don't, but I feel as if the roads are maintained very well and would not support increasing taxes for this effort as I see the job being done properly.
- 33. I live on Bragg Hill and I think it is graded more often than necessary
- 34. just re-pave main street... it's the worst
- 35. again, the first option doesn't make sense
- 36. our road is serviced after every other road in town has been graded twice or three times. we can live with it. So can others.
- 37. I don't regularly use gravel roads, so may not be fair to answer

What days of the week would you find convenient to visit these facilities? (Check all that apply)

Sunday	53.33%	(136)
Monday	37.65%	(96)
Tuesday	39.61%	(101)
Wednesday	43.53%	(111)
Thursday	38.04%	(97)
Friday	38.82%	(99)
Saturday	69.80%	(178)

What part of the day would you find convenient to visit these facilities? (Check all that apply)

Morning	53.49%	138
Afternoon	63.57%	164
Evening	46.51%	120

In what physical condition is Tracy Hall, in your opinion? (Check ONE)

Very good shape	28.97%	(84)
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Summary of Responses to the Norwich Selectboard Town Survey – 2014

Moderately good shape	51.38%	(149)
Functional	12.76%	(37)
Don't know/no opinion	6.90%	(20)
Other (please specify)	5.17%	(15)

In what physical condition is Tracy Hall, in your opinion? (Check ONE) - Other (please specify)

1. Very/ moderately good
2. Seems good but don't know for sure.
3. Send notice (about facilities briefings) in mail. Would like video of every nook. make it available.//Would be better if 2 full-time employees did their jobs. Forget Breadloaf. We don't need millions \$ new buildings.
4. Compared with the others
5. It looks great, but I have no idea bout the infrastructure.
6. good shape for its age and current level of use
7. It is fine the way it is.
8. don't even think about adding this to the discussion!
9. it APPEARS ok, to someone attending mtgs there
10. Oh oh...Is this your next plan to raise expenses?
11. Dont' use the facility often enough to make a good response
12. It needs better cleaning service
13. seems to function well for the activities it houses
14. Better than a lot of tax payers homes
15. from an outsider's perspective that goes there weekly it seems in great shape.

In what physical condition should the town maintain Tracy Hall? (Check ONE)

Very good shape	21.75%	(62)
Moderately good shape	63.16%	(180)
Functional	15.09%	(43)
Other (please specify)	4.91%	(14)

In what physical condition should the town maintain Tracy Hall? (Check ONE) - Other (please specify)

1. As much as necessary.
2. Keep it like it is today.
3. Do maintenance consistently, as needed, to maintain what we have.
4. Energy efficient/safe.
5. Same as is now.
6. You have have full-time janitor. Instead of wasting time and costing us money, assign them (?) painting, doing daily repairs.
7. But structurally sound. We don't need the Taj Mahal...
8. On the assumption that less than "very good" invites gradual deterioration.
9. what is the difference between 'functional' and 'moderately good'?
10. We need to preserve what we have and take good care of it.
11. ensuring the bldg's energy efficiency is valuable
12. I know it is difficult to do, but it would help to know what you mean by very good, moderate or functional shape
13. I support ongoing improvements for energy efficiency.
14. Stupid question!

In what physical condition is the town's police station, in your opinion? (Check ONE)

Very good shape	4.18%	(10)
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Summary of Responses to the Norwich Selectboard Town Survey – 2014

Moderately good shape	9.21%	(22)
Functional	60.25%	(144)
Don't know/no opinion	26.36%	(63)
Other (please specify)	30.13%	(72)

In what physical condition is the town's police station, in your opinion? (Check ONE)

Other (please specify)

1. No good. They need a new building.
2. Poor/Moderate also checked.
3. Poor shape
4. Poor
5. Just about
6. Terrible
7. Haven't toured the facility.
8. Barely functional. They need a building, not a trailer.
9. Needs to be a new building
10. TErrible shape. The town didn't do maintenance.
11. Poor
12. BAAdly in need of upgrade.
13. Poor
14. Needs new building.
15. Town government past/present ignored the problems, instead of fixing.
16. Awful
17. Barely
18. I gather that it is below functional.
19. It seems very inadequate
20. Poor condition and poor floor plan
21. Horrible
22. The Town Manager described it once as rodent infested. That suggests to me that it has not been kept clean. The solution to rodents is not tearing down a building. Rats can be exterminated.
23. Poor
24. The current facility is inadequate.
25. nonfunctional
26. poor
27. It needs some repairs, but does not need to be demolished.
28. poor shape
29. The police station is a disaster
30. It needs some work, \$100k to eliminate mold. I have mice and squirrels, but I'm not borrowing money to tear my house down.
31. it is in terrible shape really.
32. Not adequate
33. I have only heard complaints. Hard to judge as I've never been inside.
34. building has not been kept up over the years
35. Disgraceful.
36. Terrible. It's an embarrassment. Our employees and town deserve better.
37. terrible
38. needs help! long overdue.....but don't get too carried away
39. HORRIBLE CONDITION (this should be an option -- it is outrageous that you don't provide an option below functional).
40. crappy
41. Poor
42. The police station is in very bad shape / why is "poor" not given as an option.

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- 43. probably actually LESS than functional
- 44. inadequate, too small
- 45. embarrassing.
- 46. Shabby
- 47. Not even functional...no place to interview people privately, no covered area to park.
- 48. Terrible, should be torn down
- 49. poor
- 50. very poor, barely functional. this response set is inadequate to gather appropriate responses
- 51. I think it's not a nice space to work in, but it's functional.
- 52. pests? get some mousetraps. Rot? Fix it. Leaks, fix them!
- 53. worse than functional
- 54. Barely, but not a reason to go extravagant in the building plans as currently presented
- 55. From what I read in the local paper, it's in quite bad shape.
- 56. "Not functional" should have been an option. No room for privacy, poor condition of building.
- 57. Terrible
- 58. Dysfunctional: our officers are impeded in performing their duties by the current condition of the facilities
- 59. Possibly less than fully functional
- 60. hazardous, too small and non functional
- 61. atrocious
- 62. Needs to be torn down.
- 63. We need a new police station period.
- 64. Why hasn't it been maintained?
- 65. POOR
- 66. Pretty bad
- 67. they say it's too small..I don't know
- 68. seems like the building structure is fine, i haven't toured much of it other than the entrance
- 69. Fair to poor
- 70. Too small/old
- 71. difficult facilities for professional police staff
- 72. Should be an option for less than functional

In what physical condition should the town maintain its police station? (Check ONE)

Very good shape	15.64%	(43)
Moderately good shape	53.45%	(147)
Functional	30.91%	(85)
Other (please specify)	7.64%	(21)

In what physical condition should the town maintain its police station? (Check ONE) - Other (please specify)

- 1. Get rid of police dept. We do not have crime at a level that justifies the expense.
- 2. New facility should be excellent
- 3. Very/Moderate checked
- 4. Better than in the past.
- 5. Do maintenance consistently, as needed, to maintain what we have.
- 6. Much better than it has been.
- 7. Have two full-time posits fix and maintain.
- 8. Keep as is - Inexpensive small little building is good enough and costs less than building nice new building
- 9. it's adequate - there's no need for additional facilities
- 10. It depends what you mean by these terms... ???
- 11. In this economy, spending \$13M instead of 100k is ludicrous.

Summary of Responses to the Norwich Selectboard Town Survey – 2014

12. I don't understand its intended use - so can't answer the question
13. should not invest in existing facility- build a new one
14. I feel strongly about this. And no need for "open houses" at the police station. Honestly, we have better things to do!
15. Don't know what you mean by functional, but that seems reasonable
16. This has not been done, it has been allowed to deteriorate.
17. there should be the office space required
18. One of the options for this question should be "dysfunctional"
19. Once a new station is built, do what is necessary without continually raising property taxes.
20. I don't think the police should have to work in a facility that's moldy and that's not laid out for police functions. Police work has gotten more complex over the years and they deserve an adequate facility. Having them right downtown is a plus - please keep the current location or somewhere close by.
21. Need New Facility

In what physical condition is the town's fire station, in your opinion? (Check ONE)

Very good shape	6.32%	(17)
Moderately good shape	20.45%	(55)
Functional	37.17%	(100)
Don't know/no opinion	36.06%	(97)
Other (please specify)	13.01%	(35)

In what physical condition is the town's fire station, in your opinion? (Check ONE) - Other (please specify)

1. Aged and congested location.
2. Too small
3. Very/Moderate checked
4. Don't really know
5. After reviving a video suggestions could be made of renovations will work.
6. Poor
7. But we have a truck with an extended ladder!!!How many times has it been used at a fire since purchase?
8. Too small for current operations
9. The meeting room is awful. The bathroom is awful. The truck bays are too small
10. really bad shape, awful conditions for the people who volunteer their time
11. Not adequate
12. I have only been in once so it is hard to comment.
13. Not disgraceful, but slightly below functional.
14. Very inefficient and barely functional. It is very outdated. It also stinks from fumes.
15. Access/outside space is poor. Volunteer fire dept. does need support, but don't get carried away
16. Poor (again - it is outrageous that you don't provide an option below functional).
17. crappy
18. It's in good shape but apparently too small from I'm what hearing.
19. its site constraints are the main issue
20. needs an upgrade
21. barely functional.
22. Needs expansion/reconfiguration
23. barely functional, again this response set is inadequate and therefore biases the responses
24. I have never been inside it
25. too small
26. Fire Station is sufficient for this town with a moderate addition for office space, would be practical to couple with Police station added to the back of current station. No need for 4 bays. Get rid of

Summary of Responses to the Norwich Selectboard Town Survey – 2014

- aerial truck...too big for most of the Town ...three other trucks available from area Towns and then we have an extra bay open
27. One of the options for this question should be "dysfunctional"
 28. According to the report there are several areas of improvement that would be nice, e.g. a 200 square ft. office for the chief, onsite training facilities. these are all nice to have, but other facilities do exist that can host them (e.g., town municipal yard)
 29. Too small, difficult to get in and out of, dangerous
 30. If we need a fancy huge fire station in order to entice recruits then so much for the "spirit of volunteering".
 31. again, there are those that say it is not large enough or something is wrong and it should be relocated.
I
 32. again, seems like the structure is sturdy, I don't know the inner workings of fire stations
 33. Fair to Poor
 34. Am aware that they need better configured space for equipment
 35. Not functional

In what physical condition should the town maintain its fire station? (Check ONE)

Very good shape	17.09%	(47)
Moderately good shape	50.55%	(139)
Functional	32.36%	(89)
Other (please specify)	5.82%	(16)

In what physical condition should the town maintain its fire station? (Check ONE) - Other (please specify)

1. Brick and steel are easily maintained.
2. You have plenty of room for the trucks. What more do you want?
3. Do maintenance consistently, as needed, to maintain what we have.
4. Show video of layout of equipment/function, good house cleaning and organize ion of aha we have would help.
5. If we want to continue to attract good people to serve
6. keep as is - no frills is what we can live with. Apparently we need communications among firefighters, NOT bathing facilities, kitchen, more storage, large spaces to heat, etc., to fight the infrequent fires in this town.
7. the station is adequate for a town this size
8. Same problem - I have no idea what you mean by these terms. Is "very good shape" that everything works, is up to date, etc? Or does it mean granite countertops and a pizza oven?
9. I noticed that the town manager has stopped making repairs to the building, perhaps to persuade the town to support his bond.
10. by this I mean it needs to be able to perform its function without issue. It doesn't need to be beautiful
11. Don't know what you mean by functional but that seem reasonable
12. Another stupid question.
13. A firehouse is a functional building and it should function well, but there is no need to overinvest in the physical plant or appearances.
14. These questions are once again, written so as to skew the survey results to uphold the wishes of those who want property taxes to increase year after year. Two can play the game: how about asking something like this- How do you feel about maintaining your own home in very good shape (which will cost you 1000's of dollars a year AND pay your child's education (remember the children are our future) or would you rather spend those dollars on keeping the town buildings in "very good shape"? You can't do both so choose only one.
15. Fire fighting is important no doubt, but functional in my opinion is sufficient for volunteer fire fighting in a town this size.
16. Of all the town structures, this & police building are in need of long term upgrade

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In what physical condition are the town's public works buildings, in your opinion? (Check ONE)

Very good shape	14.03%	(39)
Moderately good shape	22.30%	(62)
Functional	20.14%	(56)
Don't know/no opinion	43.53%	(121)
Other (please specify)	8.27%	(23)

In what physical condition are the town's public works buildings, in your opinion? (Check ONE) - Other (please specify)

1. In parts
2. Checked: Very good/functional. Transfer station is neat and clean. Haven't toured the facility.
3. No need for more. Maintain what we have. Be resourceful.
4. Assign designated work maintenance area. Assign spot for oil, etc. Downsize number of not needed vehicles. way too many.
5. Good shape, perhaps not enough space for operations.
6. inadequate
7. Shouldn't some of the equipment that is stored outside be stored inside? I am thinking of the grader in particular.
8. Town dump, and town garage have spent far too much
9. Very poor.
10. The transfer station is excellent and much appreciated. The garage used by employees is inefficient and outdated.
11. The rebuild of the dump and public works is pretty impressive
12. is there documented evidence that not having the trucks under cover is decreasing the life expectancy of the equipment? If yes, I might reconsider my response
13. crappy
14. B.Meadow H2O Bldg has dangerous rd. access/parking
15. Seems incredible that we have a paved area around the dump.
16. I've never been in one
17. They have too much equipment, too big a fleet.
18. poor shape
19. One of the options for this question should be "dysfunctional"
20. these buildings appear to be well maintained and have gotten some upgrades already
21. GOOD ENOUGH save for the police station- ah the boys club with all their endless wants!
22. what are the town's public works buildings, if not the ones asked about above?
23. I only know of a few near the transfer station and they seem adequate

In what physical condition should the town maintain its public works buildings? (Check ONE)

Very good shape	10.55%	(29)
Moderately good shape	54.18%	(149)
Functional	35.27%	(97)
Other (please specify)	5.45%	(15)

In what physical condition should the town maintain its public works buildings? (Check ONE) - Other (please specify)

1. Very/Moderate checked
2. As necessary. Brick steel
3. Do maintenance consistently, as needed, to maintain what we have.
4. House clean and organize.

Summary of Responses to the Norwich Selectboard Town Survey – 2014

5. The overall landscape and facility looks great on the outside, but inside there is room for improvement.
6. Same.
7. Same condition as towns housing stock seems fair
8. What about periodically coming by folk's houses and picking up debris and leaves? This would be a nice service to add as you drop others.
9. Functional, clean and safe.
10. Don't know what you mean by functional, but that seems reasonable
11. see comments for the fire department
12. Oh come on- again if grabbing people's incomes were not so serious it would be laughable how slanted the way these questions are presented. They are good enough for crying out loud!
13. It is improvident not to maintain a building properly.
14. Don't know
15. again for a town our size with not many employees, functional is adequate in my opinion

In general, what level of capability should the town's buildings provide the town employees and the public? (Check ONE)

State of the art	2.16%	(6)
Up to current standards	61.87%	(172)
Functional	35.97%	(100)
Other (please specify)	7.91%	(22)

In general, what level of capability should the town's buildings provide the town employees and the public? (Check ONE) - Other (please specify)

1. No to state of the art!
2. Adequate, plus a little extra
3. Answered in previous questions.
4. We are just the town, not city or state.
5. I am suspicious of what "up to current standards" means. Standards generally apply to new buildings. Many great, functional buildings do not meet current standards for new buildings, but are nonetheless beloved by their communities.
6. Cost matters, no need for nice offices, and garages. An Analogy- old fashioned cars are good enough for me you - maunal transmission, hand-crank windows, and no air-conditioning. . . even though current standards are heated seats, power windows, automatic transmissions, automatic headlights.
7. Same problem with this question: "capability" meaning what? That all appropriate functions can be achieved and no-one is in unhealthy work conditions - that there's no mold, deterioration, etc., that all facilities are clean and work properly, etc. Yes. Does Norwich need to become the glass-windowed "DownTown" of NYC ... NO!
8. We only have 3,400 residents in Norwich.
9. What are the current standards? Are they above functional?
10. I'd like to be able to specify that "up to current standards" is perfectly fine, but obviously somewhere closer to "state of the art" would be nice.
11. Don't know what " state of the art" is but certainly up to current standards
12. state of the art "Vermont", not neccessarily NYC, LA or DC standards.
13. i'm not sure what this is asking. What is meant by "capability"?
14. Again what do you mean by functional?
15. Interesting that town employees are listed first, does this show priorities?
16. What is the difference between functional and up to current standards?
17. Functional is different from unsafe. I do not believe any building is currently unsafe with the exception of the Police Station. But a moderate plan to replace should be presented and acted on not

Summary of Responses to the Norwich Selectboard Town Survey – 2014

- a plan developed by an architect to make the building look out of place with the Town. Expensive has a high operating cost that we will be saddled with for the life of the building.
- 18. the phrasing of this question is very directional. Buildings should serve the purposes intended, and nothing beyond that. .
- 19. minimal current standards
- 20. Unclear poorly written question... "Current standards" meaning compared to what WE currently have or to Burlington's? The US Government? Whose standard?
- 21. Not sure what "state of the art" means. I want better than current standards, but state of the art sounds expensive and maybe more than we need. Town employees should have up-to-date, fast computers and police should have up-to-date equipment, but state of the art might go beyond what I think we need..
- 22. it may depend slightly on the department, but functional and sanitary

Over time should Norwich municipal buildings be remodeled or replaced as they deteriorate or become obsolete? (Check ONE)

Yes, they should be remodeled or replaced at some point.	43.07%	(118)
Not sure	20.80%	(57)
No, they should only be maintained sufficiently to retain functionality.	36.13%	(99)
Other (please specify)	18.25%	(50)

Over time should Norwich municipal buildings be remodeled or replaced as they deteriorate or become obsolete? (Check ONE) - Other (please specify)

- 1. Remodel only.
- 2. A 20-year projection is unacceptable.
- 3. Do maintenance consistently, as needed, to maintain what we have.
- 4. Badly worded.
- 5. Not replace.
- 6. Your past/present allowed this. should be maintained daily. again you should have two full-time workers for this purpose.
- 7. Keep deterioration at bay, so that they don't have to be replace. What is obsolete and non-functioning?
- 8. I think the fire department should be upgraded and move out of center of town.
- 9. This is a very poor question. There is a continuum between maintaining, rehabilitating and remodeling. I favor an approach that focuses on maintenance, but rehabs or remodels when that is more prudent. Every building is unique, and there should not be a one size fits all approach
- 10. If Town employees want to work at remodeled or new facilities they should leave government employment and work for the private sector where no one is spending other people's money. Volunteer fire fighters have their homes for washing up.
- 11. infrastructure should be maintained against depreciation. Simple. Replacing is a strategy, not an objective.
- 12. Just as everything - due to the principle of entropy - needs to be replaced, so to should Norwich's facilities. However, again, what does this question mean? The phrasing in the prompt says "as they deteriorate or become obsolete" - yes, OF COURSE! Buildings and equipment need to be maintained - nothing should be unsafe; everything should work. However, your list of choices doesn't seem to match the question. "Sufficient to retain functionality" should, indeed, mean: "Yes - replaced as they DETERIORATE or become OBSOLETE" yet the list of choices has this answer as being "NO" and your "YES" says "remodeled or replaced AT SOME POINT." What's actually going on in this survey? I feel like there some backstory fighting informing these questions, such that the prompts and answer choices aren't at all what they're seeming to be...
- 13. but only when needed, and only the minimum needed

Summary of Responses to the Norwich Selectboard Town Survey – 2014

14. They have at least 40 more years of life. You say you want to be green, and then you propose tearing down three perfectly good buildings and dumping them in the landfill. Green?????
15. Except for possibly the police station. Consider purchasing an affordable and efficient "modular" home type building. There are excellent ones at good prices.
16. Municipal buildings should be maintained--this is common sense.
17. remodel if they are not up to current standards
18. Higher level than basic functionality would be appropriate, but this does not need to entail replacement nor extensive remodeling
19. who and under what criteria will this be determined? to meet federal standards like ADA is one thing, but I fear that people from "away" are the ones who are trying to have our municipal services/buildings meet or exceed those of larger towns. come on, we're a town of 5000, not 15000 and not everyone is at the median income. some are land rich but income poor. tax increases hit us harder than others.
20. Too open ended a question.
21. Not a good question. Sometimes maintaining functionality means remodeling or replacing.
22. Theres a big difference between deteriorated and obsolete. Not sure of the difference between yes and no
23. The term "remodeled" could be too vague and/or broad for this question.
24. What kind of question is this? The bias is obscene. Sufficient maintenance will require remodeling from time to time. The question is poorly constructed.
25. We are a small village, we don't need to have fancy new buildings.
26. Maintain a steady level of remodeling to continue a clean and functional level.
27. If "obsolete" then yes. If "deteriorate" that depends on how badly. Some deterioration can be handled with maintenance. I don't know where the threshold is.
28. Remodel if possible. Police needs replacement. The ABC Dairy building was the perfect spot.
29. the police station needs to be replaced, other municipal buildings need to be maintained at this point in time. Taking on replacement and remodeling of all municipal buildings at once is cost prohibitive
30. Just make improvements to the existing structures or in the case of the police station, tear it down and put in a modest modular (they are efficient) building.
31. Req's detailed C/B analysis to determine.
32. This question cannot be answered accurately, much depends on the particluar building and one's opinion of what is beyond repair.
33. This question is leading. Of course we want buildings to not be obsolete. That's a complete different answer than deteriorate. Deteriorate from what? Brand new?
34. Refurbish as necessary to retain functionality
35. Over time is the key phrase
36. At some point if they deteriorate
37. You can repair the fire station as is. Same with the police building.
38. which may from mtime to time cause for investment and improvement
39. At some point, not all at once and not based upon the wrong standard and level of functioning.
40. If act 60 and other costs suddenly decrease, I think it would be wise to make investments or create reserve funds for replacement or upgrade. until that happens, while wage growth continues to stall, elected and other town officials need to be very frugal and transparent on any significant purchase.
41. remodel or replace based on long term cost analysis to maintain functionality
42. Depends on cost/tax impact
43. Remodel or replace only when necessary- and I suggest you think about the difference between a want and a need. I'd LIKE to put in a new on demand hot water heater. But like any sensible fugal human being will wait until the present hot water tank is on it's last breadth before I do so.
44. They should be properly maintained. Then the question of replacement becomes less urgent. And it is not always necessary to replace a properly maintained building. Heck, my house is nearly 200 years old. Yes, it has been remuddled here and there, but basically it's sound and very nice to live in.
45. yes, at some point, remodeling or replacing is a possibility, but only if not functional and sanitary and safe

Summary of Responses to the Norwich Selectboard Town Survey – 2014

46. The facilities are outdated, but with taxes already VERY high, it's unclear how to move forward
47. this question is poorly worded
48. Your wording of the first answer seems to contain bias. They should be remodeled and not replaced.
49. In my opinion, the police building & fire house should be consolidated by tearing down both structures & using the land in a new configuration that will work for the next 30 years. There is no need to be looking for massive relocation to remote locations that only create other problems. I am very concerned about the total capital cost & it's impact on taxes.
50. obsolete -- then replace; deteriorate -- then remodel

Would you find the following to be acceptable to site a police station (multiple answers allowed):

Remaining at the village site?	74.63%	(200)
Move police to a location within 1 mile of the current location?	56.72%	(152)
Move police to a location within 3 miles of the current location?	30.97%	(83)
Move police to a location within 5 miles of the current location?	12.69%	(34)
Other? (please specify)	15.24%	(41)

Would you find the following to be acceptable to site a police station (multiple answers allowed): - Other (please specify)

1. Keep where it is and add to fire house.
2. North on Union Village road-North end toward covered bridge.
3. Remove trailer and build two-story structure. Build a 2-story police structure where it presently sits. Extend, if necessary FS on present site. Don't squander our tax dollars on unnecessary project.
4. Move to Public Works site
5. Would not have to buy property. Forget Agway/ other site. Forget Breadloaf.
6. Whichever is the best price.
7. all these are acceptable if there is no capital investment required to move. I don't care where it is located but I am not in favor of any investment required to move the existing department or expand construction on the existing facility other than regular maintenance and depreciation expenses.
8. leave as is
9. cost should be the overriding factor, if it is at all more expensive to move, then it should remain at the same site
10. remain at village site only if significant upgrades are made
11. Clarification of answers sought is itself opaque . . .
12. We don't need police in Norwich period.
13. moving is unnecessary and too costly
14. It ain't broke-so don't fix it
15. The Agway site seems to make a lot of sense.
16. and the value of the Agway site or the Events Center is _____? Pls provide the info so we can compare apples to apples. Can the police move to the fire dpt building?
17. from what i understand, the cost to move is substantial. The cheapest option should be pursued, ie the one that will cut taxes the most
18. It doesn't have to be the exact same site but in the village.
19. poorly worded
20. No new police station!! If it's too small, reduce the size of the force.
21. I do not support a new site or facility. Fix what you have the way the rest of us must!
22. Police station needs to be more visible-better signage at least
23. How about tearing it down and putting a modular building there. They efficient and very affordable!
24. i like having it in town and a part of the community it serves
25. Move the police station to a site that gives it space/function. Most of it's activities seem to be conducted from its cars so location is not the prime consideration.
26. Police don't walk beats here; their cruisers could be dispatched from WRJ.
27. Site? How about fixing it up and having it stay put?

Summary of Responses to the Norwich Selectboard Town Survey – 2014

- 28. I don't want to have my tax dollars spent on building on a new police station.
- 29. It's already where it is. No reason to site it anywhere.
- 30. which ever has a lower cost
- 31. Fine where they are
- 32. An adequate facility is the issue. What site will provide that?
- 33. seeing that we have a part time police force it should remain in place or co-locate with the fire dept.
- 34. The old Agway site is perfect
- 35. Events Center seems perfect - what about Car Store aren't they moving?
- 36. Remodel to make it more functional. No gym, locker rooms, decontamination rooms necessary.
- 37. If the fire and police departments would be happy at the current village site, I would prefer they stay. But in the end, they should locate where is best for them to execute their functions.
- 38. probably should be co-located with Fire
- 39. While the center of town is a convenient location it doesn't seem very practical for emergencies when vehicles need to get in and out in a hurry. Hanover's fire/police are out of town and seem to work well
- 40. dont have enough info to make a choice
- 41. the 2 sites mentioned seem ok to me

Would you find the following to be acceptable to site a fire station (multiple answers allowed):

Remaining at the village site?	72.73%	(200)
Move fire to a location within 1 mile of the current location?	58.91%	(162)
Move fire to a location within 3 miles of the current location?	31.27%	(86)
Move fire to a location within 5 miles of the current location?	9.09%	(25)
Other? (please specify)	14.18%	(39)

Would you find the following to be acceptable to site a fire station (multiple answers allowed): - Other (please specify)

- 1. Yes. Its a historical site.
- 2. Might consider moving police and using compete site for NFD.
- 3. See above for police station.
- 4. Extend existing building, if necessary.
- 5. Same as above.
- 6. Whichever is the best price
- 7. all these are acceptable if there is no capital investment required to move. I don't care where it is located but I am not in favor of any investment required to move the existing department or expand construction on the existing facility other than regular maintenance and depreciation expenses.
- 8. cost should be the overriding factor, if it is at all more expensive to move, then it should remain at the same site
- 9. I was at presentation of alternate sites previously, and did not think presenter adequately explored renovations of current sites.
- 10. Depends on response capability.
- 11. moving is unnecessary and too costly
- 12. Again, I like the Agway site. It's near the center of town but gets the big trucks outside of the village, on a well-maintained road.
- 13. it would seem to make sense for the fire dpt to move out of the village due to trucks attempting to enter fire lane but would the move to either site be a detriment to the firefighters?
- 14. the option that is the cheapest should be done, to minimize the impact to taxpayers
- 15. Again, please keep the station somewhere in the village.
- 16. same as 22 above
- 17. No new fire station.
- 18. Again, I do not support a new site or facility. Fix what you have the way the rest of us must!
- 19. Why can't we combine services with Hanover and/or Hartford?

Summary of Responses to the Norwich Selectboard Town Survey – 2014

20. whatever location is most efficiently located fore work they do. i.e. making to emergency locations the fastest. th
21. No matter where it is located, the fire station its going to be at a distance from people who need services.
22. Radiating topology of roads requires core location.
23. I would not consider changing the fire station.
24. I think the current fire stations seems great! We do no need to build a new one!
25. It's already where it is. No reason to site it anywhere.
26. which ever has a lower cost
27. Hanover would be even better
28. Fine where they are
29. Main issue is what site will provide an adequate facility.
30. If any move was contemplated, it should be more towards the geographic center of town (i.e., the municipal waste facilities) where more townspeople would be within the range that dictates lower insurance values. Moving to the Agway or Rte. 5 property does the opposite!
31. the old Agway site on RT 5 is perfect
32. doesnt matter - when was the last house fire that they actually got there in time to save the house?
33. Events Center and Car Store
34. remodel to remodel to remain functional. Perhaps we do not use all the equipment that the department is trying to fit in. How much is the equipment actually used. The logical next step if this continues is to be asked to fund a paid fire dept. We need to scale back an slow down.
35. probably should be colocated with police
36. same as above. Fire trucks need easier road access and entry/exit
37. The Agway site would be very good for the fire station
38. see above
39. The 2 sites mentioned seem ok to me

Would you find the following to be acceptable (multiple answers allowed):

Retaining fire and police facilities on the village site?	77.22%	(200)
Moving police to a location within 1 mile of its current location and retaining fire at its current location?	44.02%	(114)
Moving fire and police facilities to a site within 1 mile from their current location?	54.05%	(140)
Moving fire and police facilities to a site within 1 mile from their current location, if it made the current site available for affordable workforce housing?	41.70%	(108)
Moving fire and police facilities to a site within 1 mile from their current location, if it allowed the town to plan for a solar array to decrease the municipal carbon footprint?	35.52%	(92)
Other? (please specify)	18.59%	(47)

Would you find the following to be acceptable (multiple answers allowed): - Other (please specify)

1. Doesn't see affordable workforce housing happening in this town.
2. North end of Union Village road
3. Moving fire, but not police site?
4. See previous.
5. Thought the town was getting solar to power electric. Moving sites would cost tax payers way too much.
6. Whichever is the best price
7. again, this should be soley determined by the costs incurred

Summary of Responses to the Norwich Selectboard Town Survey – 2014

8. What if police station were erected on current property but utilising the open lot beside it, which is currently unused?
9. Keeping the facilities centralized makes sense.
10. I am NOT in favor of purchasing the new site for the police and fire stations at costs MANY times higher than the assessed value of those properties.
11. keep fire and police where they are, build new projects elsewhere
12. Moving it appears to be cost prohibitive.
13. Putting both fire and police in one public safety bldg makes a lot of sense for cost and geographical efficiency. I've never understood putting the fire dept. in the village area with big trucks going in and out of that densely-developed, heavily trafficked area. The police station was supposed to be temporary in that location as well, and it has never made much sense there, especially in something that looks like a house.
14. see 23 and 24 above
15. come on, allowing multiple answers does not get to the heart of the matter or tell anyone how many people support a specific plan.
16. All depends on cost and results.
17. the primary issue should be the cost to taxpayers
18. Please keep both in the village.
19. in/out access at current location seems non-functional for fire dept.
20. poor question
21. What a PC laden question. Don't mix issues.
22. I would like to know if the fire and police departments felt it was important to be in a facility together.
23. Fix what you have.
24. Why couldn't they have the solar array at the transfer station, mounted on roof tops, certainly incorporated in the new buildings
25. Distance from where it is is not the key factor - whether the site can provide necessary functions is.
26. move police to fire station lot - closer to Main Street and the people
27. Are these sites optimum for alternative uses? Trade-off proposed seems fatuous.
28. It's already where it is. No reason to site it anywhere.
29. which ever has a lower cost
30. Moving fire leaving police
31. move them to Hanover
32. Emergency Services should remain on the current site in the Village. Remember we are a small rural community not a large city/town as management seems to forget.
33. Keep as is
34. This is a crazily-worded question...
35. If any move was contemplated, it should be more towards the geographic center of town (i.e., the municipal waste facilities) where more townspeople would be within the range that dictates lower insurance values. Moving to the Agway or Rte. 5 property does the opposite! If moved to a location that didn't adversely effect homeowner (fire) insurance for some farther out residents then using existing land for other development would be acceptable.
36. Keep police in town, fire moved out of center
37. there should be room at the Rt 5 old agway site for solar panels and police and fire department building
38. the town has already addressed the carbon footprint/solar issue separate from the police/fire facilities issue -- why mix the two?
39. Affordable housing in town is not appropriate.
40. Scale back plans, remodel to basic function needs
41. No opinion as this links unrelated issues
42. What about the option of moving fire but keep police where they are? But having them both move together would probably increase their ability to communicate and work together, which is a good thing.

Summary of Responses to the Norwich Selectboard Town Survey – 2014

- 43. cheapest solution possible. NO interest in solar array. current site should be sold to the highest bidder if the location is changed
- 44. see above
- 45. I stated earlier that the existing structures should be torn down & a new consolidated structure erected on the existing site to fit the towns needs for next 30 years. This is by far the most cost effective option. No body is going to pay \$150,000 for the fire station & police building when they need to tare down the structures, be concerned about any contamination & tear up the pavement so property can be used. These assumptions are flawed.
- 46. Retain remodeled police facility on village site; move fire facility to within one mile of current location
- 47. Facilities stay; would think there are better sites for solar and do want to see this achieved

In the event the public safety facilities were relocated from their current site, would you find acceptable (multiple answers allowed):

Selling the current police and fire station sites at market prices?	71.72%	(175)
Donating the current police and fire station sites to provide affordable workforce housing in the village?	43.85%	(107)
Donating the current police and fire station sites to provide affordable senior housing in the village?	49.59%	(121)
Other? (please specify)	20.90%	(51)

In the event the public safety facilities were relocated from their current site, would you find acceptable (multiple answers allowed): - Other (please specify)

- 1. Or retain for municipal use.
- 2. Retain for municipal use: car park.
- 3. N/A
- 4. No, keep fire/police where they are now.
- 5. N/A keep in town site
- 6. Maintain current location with upgrade of police station.
- 7. N/A
- 8. Don't support any of the above.
- 9. Would prefer keeping police and fire where they are now. And no affordable workforce housing in Norwich is a big laugh.
- 10. No way affordable housing/Possible senior housing/teen center
- 11. Keep town site. Common sense people can help solve? Existing problems.
- 12. N/A
- 13. If sites are sold at market price, we should pay more for relocation sites away from town center.
- 14. dK
- 15. Not in favor of relocating
- 16. If the department needed to move I would only agree with doing so if the move was financed through sale of the existing asset to purchase the new asset. new asset would need to be lower cost than existing asset and any residual profit could be reinvested in the department or returned to tax payers.
- 17. There should be a community planning process to determine the answer.
- 18. I would like to have more information, but all 3 are worth considering.
- 19. This answer is not an endorsement of relocating the facilities
- 20. having the police station near present senior housing is a good idea.
- 21. The buildings would not provide much senior or affordable housing and would need extensive renovation.
- 22. I don't support relocating these services
- 23. don't relocate - donate some other site for housing
- 24. Comment: definitely SELL to offset costs!

Summary of Responses to the Norwich Selectboard Town Survey – 2014

25. but not tax exempt when re-furbished
26. This is hard to answer w/o more info. What is the current market price?
27. Donating for other purposes
28. This is an asset we own. The town is not a nonprofit.
29. Don't move it. You should have that option in your survey.
30. With the taxes as high as they are---why wouldn't be do the most prudent fiscal thing for Norwich residents?
31. All are acceptable to me, but I prefer (b) affordable workforce housing.
32. if moved, selling the police station site, keeping the fire station where it is
33. None. I think we should keep the facilities where they are! We are a town of 3,500! We can't afford this! Please, please back up here.
34. I'm not clear on this - clearly. All three appeal
35. Add old police lot to senior/ firemen/police housing
36. These options need independent evaluation; they oughtn't to be contingencies of a municipal facilities relocation.
37. Not in favor of selling anything.
38. Do not relocate
39. I do not want my tax dollars spent on building a new fire station and/or police station.
40. It's already where it is. No reason to site it anywhere.
41. The land is quite valuable and if sold at market value could offset some of the cost
42. let's be more fiscally responsible on all counts
43. The facilities should be where they currently are.
44. Keep as is no change
45. Who can afford to live in Norwich and assist with the tax burden...it is past the point of offering affordable housing
46. As nice as good intentions feel, I think it is important to keep relocation and other potential socially helpful solutions separate. I think the selectboard needs to weigh the input of taxpayers, think carefully about the range of options and act in a fiscally responsible manner. If the townsfolk want to invest in workforce housing and/or senior housing, fine, put it on the ballot separately from the issue of public safety
47. The police building should be razed and sold. the fire building should be senior citizen housing
48. Sell the sites to off set the price of the new buildings is a smart business decision.
49. Offer it to the abutters first. Do not donate, but sell to the Senior Housing Administration.
50. Workforce housing is the most important; we have senior housing already, and we need young families to come to town.
51. None of above. Tear down both structures & build new structure to house both service. Why isn't town looking at this low cost option. None of the options above are viable.

To pay for eventual remodeling or replacement of Norwich facilities with a level annual appropriation, what is the highest additional contribution per \$100,000 (% increase over FY 2013-14) that you would find acceptable? (Check ONE)

Nothing additional	39.77%	(105)
\$10 (2%)	19.70%	(52)
\$15 (3%)	17.05%	(45)
\$20 (4%)	10.23%	(27)
\$25 (5%)	6.06%	(16)
\$30 (6%)	7.20%	(19)
Other? (please specify)	20.54%	(52)

Summary of Responses to the Norwich Selectboard Town Survey – 2014

To pay for eventual remodeling or replacement of Norwich facilities with a level annual appropriation, what is the HIGHEST ADDITIONAL contribution per \$100,000 (% increase over FY 2013-14) that you would find acceptable? (Check ONE) - Other (please specify)

1. I have a question for you. Why doesn't the police, fire, PW chief/head live in town? If they want all these things, they should live in town. so it would increase their taxes, as it does mine! In years past, they all lived in town and paid taxes here.
2. Why not quote the \$/100 rate? Marked \$20-25. //GHG need much more information.
3. Every time a project increase in taxes is given. The project increase is always wrong. There is always a reason why the rate is under projected, and we as taxpayers are shocked at what the cost really translates to. Also our population is not going to increase dramatically over the year, so why do we always want to overbuild to what population really need.
4. Bonding?//GHG: Reduce the cost of energy by PV installation
5. When reaching age 80, the chances of earning greater income to pay for all the above are negligible. It feels as if you are attempting to eliminate the elderly and the retired military.
6. Please specify projects, separately.//Use frugality with vehicles, etc. Recycling starts at the beginning. Don't buy or use as much.//This survey is being submitted to the Valley News.
7. Checked nothing and \$10
8. Don't have enough information
9. Replace debt burden about to expire.
10. GHG: If you upgrade existing buildings, add a shower to fire department. The town would be fine. If we keep this up, we'll be driving out the families, who can't afford the taxes.
11. Dept heads, town managers keep applying for grants to renovate buildings like roofs and insulation.//GHG go for grants, state assistance-fund raisers. Possibly cut dept. heads wasted money. Sad to say but true Norwich government thinks everyone is wealth. Well everyone is not. Suggest you work budgets thinking of the average person, including all taxes. Town/schools that keep increasing with all your \$/requests. We are a little town not a (?) or even a city.
12. Why doesn't Norwich provide a tax cap for individuals who have lived here for 35-40 years. This might change the current practice of living in Norwich with children. Finish HS, then moving out to communities with lesser taxes. The cap could be whatever you're paying @ x (40?) yrs.
13. A tax is not a contribution. Any level, just get it done.
14. absolutely will not pay for investing in new infrastructure or remodeling. If the town proceeds with new infrastructure it should only be financed through the sale of the original asset.
15. I would be willing to pay the additional cost if I thought it was a sound plan. My concern is the "bigger is better" attitude of our town manager, so I do not trust the recommendations.
16. Inappropriate for me to answer, as I am not a taxpayer.
17. 5%
18. I think that the budget is not tight enough and is not subject to careful scrutiny or control.
19. taxes in Norwich are already VERY HIGH and we cannot sustain any more
20. take the money from some of the unwarranted salary increases from dept. heads in the recent years. Unheard of!
21. What I am willing to pay depends entirely on whether or not the Selectboard is behaving responsibly and not throwing away our tax money on stupidly-priced property or on self-aggrandizing pet projects. If there is a clear, documented NEED as articulated publicly by the police, firefighters, and town employees who work within the current facilities, and the Selectboard is TOTALLY TRANSPARENT in its negotiations, price setting, etc., then I am willing to pay a bit more in taxes.
22. think instead about how to lower taxes and spending
23. Cut expenses. You can't keep raising our taxes. Enough is enough!
24. Make spending cuts to cover. Stop giving such big salary increases, etc. Even better, figure out a way to share with Hartford or Hanover.
25. uncertain
26. 50
27. I'm willing to support add'l expenses for town departments and services and think they have gotten the short end of the stick for many years due to so much money and attention going to the schools.

Summary of Responses to the Norwich Selectboard Town Survey – 2014

- It's about time that the town gets some more attention to its infrastructure and its services, or we'll lose ground and become less attractive as a town to newcomers.
28. until the school rate decreases, i vote for no increase. work with what you have
 29. I almost said 0. Taxes are too high. Figure it out.
 30. To answer more effectively I wuld like to see what my increase was "buying"
 31. Find the money in the current budget
 32. Do repairs, as necessary, as each of us does to maintain our homes, and go to the Selectboard to request money for the cost of repairs.
 33. This is probably depends on my better understanding the need and being aware of the options.
 34. If you cut other costs in the budget then I'll allow equal increase.
 35. \$50/\$100,000
 36. This is hard to answer because I don't know what each level would give overall to the town, and what kind of budgets we are looking at.
 37. This is what reserve funds are for, set aside money to properly maintain our facilities... this has not been done.
 38. I do not want my tax dollars spent on rebuilding or building a new fire station or police station.
 39. Our taxes are so high we are going to have to move in the next few years. Getting the home valuations accurate would be a good start in order to make taxation fair.
 40. There is sufficient waste in teh current budget to pay for debt service costs on any new building as long as we remember function over form
 41. 0
 42. 2-3% of the current value of the buildings should match GAAP standards on depreciation - an appropriate annual contribution accounting. Using a % of taxpayer contribution and framing it not as a total, but as an estimate of what each taxpayer might pay, is not transparent at all. you can do better than this.
 43. impossible to answer without understanding current inadequacies and costs of bringing facilities to functionality
 44. UNLESS you cut it from somewhere else lin the budget! (Just like the rest of us have to do in our own budgets. We can't always have everything we want now can we?)
 45. show me some plans before you ask me to pay for something
 46. No opinion as i rent
 47. ON THE NEXT QUESTION, ENERGY CONSUMPTION: You should have put an "other" line for comments. Your question didn't make clear what mitigation means: Does it mean weatherization and efficiency measures? Installing renewable energy? or paying a surcharge on electrical bills to go into the utilities' green energy pot? I'm in favor of weatherization/efficiency first, then renewables, but not the third.
 48. don't have enough financial info to make this decision
 49. use the town manager's salary
 50. This depends on the eventual cost so this is a ridiculous question to ask. Without true estimated cost of each of the option, this survey is of limited or no value since voters can not understand the cost of each option.
 51. temporary to build facility; then reduce taxes
 52. 10 % is ok too

To address the municipal government’s contribution to global warming, would you favor: (Check ONE)

Paying up to 20% extra over current energy costs to mitigate global warming (\$3.71 per \$100,000 of valuation)?	22.63%	(62)
Paying up to 10% extra over current energy costs to mitigate global warming (\$1.86 per \$100,000 of valuation)?	31.02%	(85)
Paying nothing extra over current energy costs to mitigate global warming (\$0 per \$100,000 of valuation)?	46.35%	(127)

Summary of Responses to the Norwich Selectboard Town Survey – 2014

(The following were brought down from the previous question, because there wasn't a comment field, as intended for this question.)

1. need much more information.
2. Reduce the cost of energy by PV installation
3. Use frugality with vehicles, etc
4. This survey is being submitted to the Valley News.
5. If you upgrade existing buildings, add a shower to fire department. The town would be fine. If we keep this up, we'll be driving out the families, who can't afford the taxes.
6. go for grants, state assistance-fund raisers. Possibly cut dept. heads wasted money. Sad to say but true Norwich government thinks everyone is wealth. Well everyone is not. Suggest you work budgets thinking of the average person, including all taxes. Town/schools that keep increasing with all your \$/requests. We are a little town not a (?) or even a city.
7. ON THE NEXT QUESTION, ENERGY CONSUMPTION: You should have put an "other" line for comments. Your question didn't make clear what mitigation means: Does it mean weatherization and efficiency measures? Installing renewable energy? or paying a surcharge on electrical bills to go into the utilities' green energy pot? I'm in favor of weatherization/efficiency first, then renewables, but not the third.