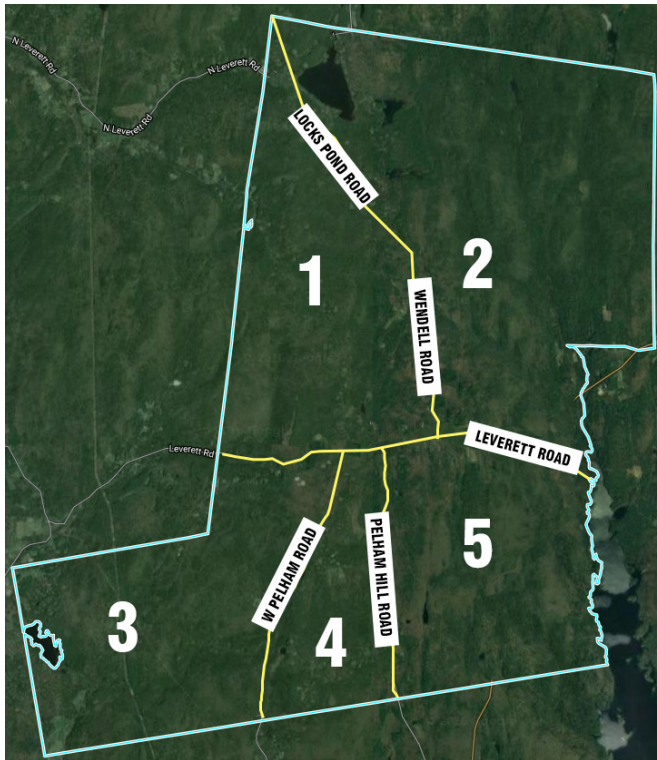


Town of Shutesbury Master Plan

Summary of Second Online Survey Responses (as of 1/13/2017)

- 164 Respondents
- Location - Like the first survey, Zone 1 had the greatest number of respondents (49; 30.6%), followed by Zone 2 (41; 25.6%), then Zone 3 (30;18.8%), then Zone 4 (23;14.4%), and, finally, Zone 5 (17; 10.6%).



- Gender - 106 (64.6%) respondents were female, 50 (30.5%) were male, and 8 (4.9%) preferred not to say. In the first survey, 51% of respondents were female and 41% were male.
- Age – Most (63; 38.4%) respondents were over age 60, followed by individuals ages 50 to 59 (50; 30.4%), followed by individuals ages 40 to 49 (25;15.2%). Fourteen (8.54%) of respondents were 30 to 39 years of age and four (2.4%) were 18 to 29 years of age. No one under age 18 participated. These percentages closely mirror those of the first survey.
- Household Size – 37.8% of respondents lived in two family households; 28.6% lived in households of four or more people.

Unlike the first online survey, responses to the second online survey were generally different than those opinions voiced at the community meeting. I've included any new material below:

Implications for Municipal Budget: What changes can be done to adjust revenues and costs? (Skipped by 85)

Example 1: Charging a fee for private use of publicly-owned facilities

Example 2: Combining police department with a neighboring town

- Fees:
 - o "Make nicer spaces, then rent them out"
 - o "Establish speed limits and ticket"
 - o "Charge for plowing on private roads"
- Combined Services:
 - o "Many votes for combined town services"
 - o "Share Leverett's DPW"
- Cut Backs:
 - o "Cut police services back."
- Education:
 - o "Correct inequities/ renegotiate the four-town school funding formula"; "Changing the funding formula for the secondary school region"
 - o Elementary School:
 - Reassess staffing at elementary school
 - Retain elementary school (1 Response)
 - Shut elementary school down (1 Response)
- Taxes:
 - o "Tax wealthy, high income residents by instituting a PROGRESSIVE tax that exempts those making less than \$100,000 to increase revenues."
- Town-Run Businesses:
 - o "Build a cooperative owned fiber network with 24 surrounding towns. Use part of subscription rates to pay down the towns investment in the fiber network. Do not give up ISP profits to private company."
- Stop Adding Buildings:
 - o "Not creating more buildings and services that will cost the town over the long range."
- Smarter Spending:
 - o "Use less costly alternatives to achieve community goals. Example: instead of building new library, repurpose/reconfigure existing facilities such as school, Old Town Hall."
 - o "Assess the amount of maintenance required on the rural roads and see if certain improvement would save money in the long run"
 - o "Create group; or direct Select Board to set priorities and review proposed highway projects, monitor and reconcile all of their spending. Change highway back to 5 day workweeks throughout the year, to regain cost efficiency and assure they are not overtired and at risk of injuries or accidents from overly long 'summer schedule' workdays."
 - o More accountability with town admin. Stop giving automatic raises.
 - o Other voices say that the budget is great, income is the problem.
- Want More Information:
 - o "It is hard to give specifics here until we begin with A NEW BEGINNING, an initial review of: what we have, what we want. After this particular list of examples and options is compiled give it to the people of shutesbury to maul over and consider."
 - o "I think that asking individuals to propose solutions, when the individuals don't have all of the data is dangerous."

Future Changes to Shutesbury's Physical Character: Type? Location? Use? Opportunities? (Skipped by 86)

Example 1: Affordable housing / Townwide / Residential / to meet housing need for a diverse community

Example 2: Add sidewalks / Main roads/ Pedestrian / To increase safety

Many individuals responded directly to the examples provided. In contrast with the community meeting attendees, those that submitted responses online mentioned nothing about retail, community gardens, public services, water supply, growth, and local environmental impacts.

- Affordable housing; Senior housing
 - o "Encourage secondary apartments as a low-income option"
 - o "We definitely need affordable housing, and it should be truly affordable -- not some huge profit-center for a developer with just a few affordable units, but rather a model that yields a socially responsible number of affordable housing units."
 - o "Change the zoning by-laws to allow for aggregate housing or tiny houses around a common space--or affordable cohousing---some different and sensible options. eg. I am a single woman, 65, living alone. I would like to be sharing housing and having neighborhood, but am in a house built for a small family rather than for two or more un-related people to share"
- Sidewalks:
 - o No sidewalks (Multiple times)
 - o "From Elementary school to town hall/library"
 - o "Sidewalks on Leverett Road to begin is a great idea. Encourage walking and improve safety."
- Bike lanes:
 - o Bike lanes (x2). One response: "Wherever possible/paved roads/pedestrian and bikers/to increase safety"
 - o New road construction on major routes should include bike lanes
- Small Businesses:
 - o "Allow for small businesses on residential properties (workshops, yoga studios, etc)"
 - o "Have people follow the bylaws by not having lots of unregistered cars on their lots. Why are we allowing pop up mechanics/car sales. Should they be taxed as a business. What are they doing in a residential area. What about water and soil contamination when they are not being asked to follow regulations."
- "Provide a better looking entry into Shutesbury coming up from Leverett on Leverett Rd / Leverett Rd /aesthetic / community feel"
- "vehicle recharging stations (energy source to be determined)"
- "We REALLY need reliable high speed internet in order for people to live/move/stay here."
- "Build in a vault for town records so they don't rot away in the unheated moist 'old town hall'. Put it on the lot across from the highway dept with adequate parking, and not a 'Cadillac' building, but a functional yet frugal one."
- No Changes:
 - o "These all take money and taxes are already too high"
 - o "Town should resist the allure of "progress" and maintain simplicity

Priorities for Municipal Services: Type? Location? (Skipped by 83)

Example 1: General health clinic / Center of town

Example 2: Shuttle van / Main roads every two hours (or on-demand service)

Overall, few people reacted to the health clinic example. The shuttle, however, was mentioned with great frequency:

- Shuttle Service:
 - o There were mixed opinions on the shuttle van. Many liked the idea, others liked the idea but think its impractical, and others didn't like it one bit.
 - o "I wonder about a ride-sharing website or app for Shutesbury; might be cheaper and more convenient than a Shuttle"
 - o "Begin public transportation in the town. FRCOG (possibly with grants) begin providing a bus (van) from town hall 2 x /day with the expectation that it will grow at some point. Is there a way to use the school buses (which are half full) to provide transportation for Shutesbury residents? Some kind of "uber" model to connect people who need rides with those who are going into town-ride sharing."

- Services:
 - o "Trash pick up all year long. Particularly in the winter. On Pine Drive."
 - o "Electric recharging stations at town owned parking areas for use by volunteers, after municipal solar farm is built."
 - o "Train highway staff / management to perform consistent winter road maintenance. Conditions are highly variable by storm type and weather, and residents must still be given safe roadways even when there is no school. Workers commuting out of town, or back in after work, deserve the same level of service as school buses. Upgrade gravel roads on a scheduled basis, and shift the workload to provide the same level of services and driveability to people on gravel roads, as on paved roads."

- Internet:
 - o "Life in Shutesbury will soon be untenable without better internet"
 - o "Affordable, reliable internet town-wide (my kids do their online homework parked outside the library or at the Leverett Co-op)"

- Environmental Police:
 - o "Environmental police don't have enough resources"
 - o "Better police monitoring of illegal fireworks and enforcement of marine regulations. Lake Wyola."

- "An upgraded town kitchen in town hall that would be available for more town wide events."
- "Townwide health insurance. Have the town have a health insurance policy that townspeople can buy into if they are underinsured or self-employed. It wouldn't cost the town anything. Townspeople could buy into a policy already administered to town employees."
- "See Senior Center, above. It will get much more use than, and not be a 'quasi-town' entity, like the library. It's use and care will be coordinated by town leaders, not a 'friends of' group , beyond control of the voting residents."

- No Changes:
 - o "Services are fine as they are"

Community Gathering Space to Enhance Living in Shutesbury: Type? Location? Use? (Skipped by 79)

Example 1: Comfortable meeting rooms / Center of Town / Meetings and workshops

Example 2: Shared workspace / Center of Town / Business and artists

- Underutilized Space:
 - o "Do not create more space. Existing space is underutilized. Current facilities are adequate for a small town."
 - o "I believe there is space in town for groups/interests that need it. There seems to be a sense that if we had a space, there would be more going on in town, but I think the direction has to go the other way. Groups & activities that have a community/"following" find the space they need between town hall, school, AC, etc. I think the content has to come first. If there were a clamoring from community groups that they had no space to carry out their activities, that would be the time"
 - o "Develop collaborative relationships with neighboring towns to establish regional meeting spaces and shared workspaces. If we invest in some kind of public transportation access, enabling residents to access regional community spaces, we could save money through such collaborations, rather than taking on huge investments for our own community spaces (representing high costs for a very small population to utilize)."
 - o Opposing viewpoint:
 - "The school also has a lot of great space but it's booked all the time (problem when there isn't custodial coverage)."
- Library
 - o New Library (Precedents: Sunderland, Pelham, Wendell)
 - o New Library with a community center
 - o No new library
- Old Town Hall
 - o "Any chance of renovating Old Town Hall to be used as a shared workspace? That building sits there with very little purpose at present (we should be able to clean out some of the files). It would have to be a community effort to restore it. Since broadband is still a few years away, would this be a reliable site for community broadband?"
- Bennett House:
 - o "Fix up Bennett house for spring/summer/fall use for meetings, coffee snack shop, game or play center, movie night, community theater, yoga classes... "
- Programming:
 - o "ice fishing tournament nature walks to quabbin garden tour police/community interactions. ex. self defense training"

Making the Vision Happen: Roles and Responsibilities (Skipped by 97)

Example 1: Community groups pursue grants

Example 2: Residents sign a pledge for civil and respectful discourse

As with the previous questions, many individuals commented on the example responses:

- Grants:
 - o "People should seek grants to implement their own ideas."
 - o "There are strings attached to grants"; Grants are dangerous creatures. Be careful. I've worked with them."
 - o "Having community groups pursue grants for special projects and development would be useful, as long as funding sources do not have requirements that result in property tax increases."
 - o "Hire someone to vision, design and build Senior Center, tapping into grants and all available funding sources. Current staff are incapable of doing this sort of project."

- Pledge:
 - o Conflicting opinions on the pledge; some feel it is condescending while others suggested "strict removal for breaking".
 - o "The only people that will sign a pledge already believe in civil and respectful discourse. I don't have any confidence that will work. It just seems so politically correct. On the other hand, I hear the folks in town governance were subject to a fair amount of abuse on past controversial issues. Maybe we could require people to sign/initialize a pledge on the way into a town meeting? As a requirement to participating. How about passing out pot at all town meetings? Tah! Just kidding."

- Who - Town Officials:
 - o "Town Manager should coordinate all grant opportunities."
 - o "Town officials pledge transparent and responsible actions, real listening."

- Who - Town Residents:
 - o "Town residents actively engage in decision making processes"
 - o "Residents pledge to civil discourse"
 - o "In terms of civil discourse, here's an foundational idea: wealthy, white people sign a pledge to not use their social privilege to overpower the interests of people of color and people with low- and working-class incomes. (Of course, this would include protection for Native people's interests in identifying and protecting historical and sacred sites.) Then, I believe we would be able to rely on everyone uniting around the value of civil and respectful discourse"

- Who - Community Groups:
 - o "Representatives from various groups/organizations and institutions in town should be involved with/consulted on community planning. (ie: School, Library, Residents, Council on Aging, Sirius Community)"
 - o "The Community for Social Responsibility that was started after the Columbine School shooting has regathered after many years of dormancy to try to model civil discourse."

- Who – fernanob@gmail.com
 - o "I would work on a committee to use Lake Wyola land and buildings for Shutesbury's benefit."

- Who - Ambiguous:
 - o "Create norms for meetings -- and use them Ability to vote the cranks out when they shut down forward movement"

- What:
 - o "Encourage projects that provide income in lieu of taxes. Apply for grant moneys"
 - o "Lobby Sen Rosenberg and Rep Kulick to be actively involved in fast tracking internet."
 - o Mediators/Facilitators:
 - "We need a few egoless mediators/commmunicators who can keep the group together and talking, by balancing opposing energies -a fulcrum if you will."

- "Also, I think that there could be a pool of skilled facilitators available for citizen boards whose meetings result in lots of tension and un-civil discourse. These particular meetings should be required to invite in skilled facilitation, which may need to be paid for--Contentious issues need to be carefully and skillfully dealt with, as a priority for the atmosphere in the town. Also, meetings could contain a training element, so that people in attendance show up with the understanding that they are coming not only to a "random, poorly-facilitated meeting", but to a laboratory for civil discourse--wherein people will be held accountable for their behavior, given feedback, etc. It will be a learning environment, because clearly we as a culture need to learn how to meet and greet and find common ground for dissenting points of view--in a constructive, respectful environment. How might roles and responsibilities and expectations of meeting attendees be clearly structured? Civil and respectful discourse is truly a priority, in my mind."
 - "There will be no respectful discourse with Ferro & Shillings harassing people, lying, and making false accusations and defamation of character to volunteers. Maybe a Shutesbury T.V. station for people to watch the meetings from home. Minutes of meetings and police log on the Shutesbury site."
 - "The vision is for a town with minimal population that doesn't create a need to build more housing, a town focused on not being a mini-Amherst but a truly rural town, a town using the natural resources of the area to provide income and existence for residents. This type of vision doesn't need grant money or committees to achieve the vision. It needs an awareness, expectation and acceptance of Shutesbury being a small rural community."
 - New town positions:
 - Paid Town planner position. Arts coordinator in conjunction with Town Library
 - "Provide home owners with tax relief for volunteering to do priority tasks in town especially where professional knowledge skills and abilities are required"
- Need More Information:
- "This question is really difficult to answer without having tangible goals of what needs to get done. I know you're asking "how" to make the vision happen but without knowing what the vision is, there is no reasonable way to answer this yet."

Imagine yourself 15 years in the future... What would you like a newspaper headline to read for an article about Shutesbury? (Skipped by 83)

- Community Space/Town Center:
 - o "Award winning community center"; "Revival of town center of Shutesbury: Library, Grocery, Pub, and Artist workshops thrive around a green and sustainable community!"
 - o "Shutesbury Supports Small Business Development"
 - o "New Municipal Building Opens to Welcome Community"

- Library:
 - o New Library (x7)
 - o No Library (x1)
 - o "I was agnostic about a new library, because we all have free use of a highly accessible major library system: Jones and its branches. "Neighborhood library within walking distance" is a fantasy, because most Shutesbury residents don't live within walking distance of town center. Also, those driving elsewhere, frequently have to drive through Amherst to get anywhere else – so they could just stop at Jones on the way! On the other hand, Shutesbury does need a town center gathering place, and a new library could serve that need beautifully if it included meeting spaces, small consultation or tutoring rooms, etc. In other words, a community center. Hopefully save money by combining with other Town facilities: saving on construction and ongoing energy costs."

- Schools:
 - o "Award winning school"
 - o "Shutesbury elementary school is reaching capacity, due to the excellence of its staff and program"
 - o "Shutesbury native selected superintendent of Amherst Regional Schools. Pledges snow days when the weather's bad up the hill."

- Public services:
 - o "Best maintained town buildings in the world"
 - o "Shutesbury – A model town for getting great things things done well."
 - o "Excellent public services for all."
 - o Water:
 - "Shutesbury town water system built to provide clean drinking water to town buildings and homes that need it."
 - o Waste:
 - "Shutesbury the cleanest town in Massachusetts"

- Internet:
 - o Some iteration of "Fast Internet" (x10). Some talk about it being free.

- Renewable Energy:
 - o "No more squabbles in Shutesbury over individuals telling landowners how to manage their private properties (solar discourse)."
 - o Wind Energy
 - o Solar Energy
 - o Carbon Neutral
 - o 100% Off-Grid

- Relationships and Composition:
 - o Working well together (x3)
 - o Helping each other (x2)
 - o Enjoying each others company (x1)
 - o "A vibrant active town of citizens from all generations and ethnicities working together to create a sustainable, environmentally friendly, safe, cooperative community."
 - o Diversity:
 - "Shutesbury Mayoral race has diverse candidates spar at town hall debate."

- Native Americans:
 - "--That this town did right by its original peoples and did not allow money mongers to desecrate holy grounds."
 - "I'm not sure about 15 years into the future, but within the next year, I would like to see a headline that reads, "Inspired by Forgiveness/Healing Ceremony at Standing Rock, Shutesbury Holds Own Forgiveness Ceremony to Facilitate Healing Relationship with Local Native Peoples, Leading to Numerous Sustainable Development Initiatives."
 - "I would love to read that the planning board came to their senses and withdrew the permit they issued to Lake Street Mongers--That they saw the light of their terrible, terrible act against our Native American brothers and sisters who lay buried for hundreds of years, in our Mother earth where they want to dig up and tear apart. Just think if they were given a permit to do that in the Jewish Cemetary in town. Smh--Just think--please try. And if, as a town, you can over turn that vote for the library not to be built, then by hook or by crook--you can overturn the decision to issue that permit!"

- The Town that Has It All:
 - The Town That Has It All! Happy People, Beautiful Outdoor Space, Brilliantly Constructed and Well-Maintained Town Buildings...a Great Place to Live!
 - An efficiently run town that has succeeded in reducing the tax rate with state of the art broadband for education and home business.
 - Great place to live, excellent schools, small town charm and affordable living.

- Home Values
 - "High home values"
 - "Modest home in Shutesbury sells for record value. Buyer cites natural beauty of landscape, sense of community as key features."

- Lower Taxes (x2)

- Elderly Population:
 - "Shutesbury opens senior housing complex and inaugurates bus service to and from Amherst and Greenfield!"
 - "Town reduces taxes and provides services for residents over age 65"
 - "In 15 years I will be 79-certainly an elder in this community. Shutesbury-A town that values ALL citizens. A town that is a safe place to live. A town that embraces diversity!"

- Outdoors/Recreation:
 - Outdoors:
 - "A wonderful location for outdoor recreation."
 - "Lake Wyola fishing derby winners"
 - "Public use horse trails open on Cowles land."
 - "Snowmobile club seeks new members to help complete trails and warming huts in trail around Quabbin Reservoir."
 - Recreation:
 - Great Music Scene

- Rural Character/Small Town:
 - Maintain rural character/Quiet peaceful town (x7)
 - "Shutesbury stayed true to its rural roots once again voting down the paving of Montague RD"

- "An affordable community that veered away from the path toward a dormitory for middle class professionals which is found it self in the early 2000's."
- "The most technologically advance, forward thinking town."
- "Shutesbury residents do amazing things to reuse old buildings for future use."
- "Shutesbury residents, the happiest residents in the country"

- "Shutesbury, still crazy after all these years."
- No Change (x2)
- No News (x2)
- No Shutesbury:
 - o "leveled"
- Didn't Understand:
 - o "Lucky 13: MN Spear Celebrates its 13th Year
 - o "Shutesbury wears a GIANT SAFETY PIN! And PEACE SIGN!"
- Lottery Jokes:
 - o "Shutesbury Woman Wins Powerball Jackpot of \$1 Billion Dollars!!!!!!!!!!!"
 - o "Shutesbury man wins powerball jackpot!!! 1 billion dollars!!!!"
 - o "Remarkably Happy and Healthy Shutesbury resident wins Powerball Jackpot!"