



Haverhill Town Manager Annual Public Opinion Survey (2021)

This survey is intended to provide the residents of Haverhill an opportunity each year to voice their thoughts, ideas, and concerns. Responses gathered will assist myself and the Select Board with identifying and prioritizing goals and strategies for the coming year. It will also serve to provide me vital insight into the current climate of the Town. I thank you for your participation in advance!

* 1. What are some of the most important community-wide challenges would you like to see the Town focus on throughout the next year? (choose all that apply)

- Local public transportation
- Cell phone coverage
- Access to high speed internet / broadband
- Affordable housing
- Economic development
- Activities for young adults
- Other (please specify)
- Improved highway infrastructure
- Civic engagement
- Opportunities for positive connections
- Drug use and abuse treatment opportunities
- Homelessness
- Increasing tourism

* 2. I believe transparency, open government, and good communication are very important. The Town uses most of the services listed below to communicate with residents. We want to make sure we are connecting with residents in ways that work best for them. Please let me know how you prefer to receive information.

(choose all that apply)

- Newsletters
- List Serves
- Radio Ads
- Emails
- Meeting Minutes
- Town's Website
- Robo-calls
- Newspapers
- Facebook
- Twitter
- In Person Meetings
- Presentations
- Remote Access to Meetings (Zoom)
- Phone Calls
- Public Notices
- YouTube Channel

3. I think most residents and visitors alike would agree that Haverhill is a vibrant, culturally rich, and esthetically beautiful place to live and visit. I welcome you to share your observations, feelings, and thoughts about Haverhill and the culture within the community of Haverhill? *(this question is optional)*

* 4. The Town of Haverhill owns and is responsible for the maintenance and management of multiple facilities. Which of the Town's facilities have you visited?

- James R Morrill Building (Town Hall)
- Robert E Clifford Memorial Building (Parks & Rec)
- Bath-Haverhill Covered Bridge
- Center Haverhill Armory (Benton Rd)
- Railroad Park & Caboose
- Dean Memorial Airport
- Highway Department Garage
- North Haverhill Sewer Pump Station
- Hazen Park
- Blackmount Rail Trail (No. Haverhill to Woodsville)
- None of the above

* 5. The Town of Haverhill owns the Blackmount Rail Trail and for many years ATV/OHRV wheeled vehicles were allowed to use the trail. Around five years ago these vehicles were banned from using the trail due to complications with federal funding used to purchase the trail. Please tell us how you feel about wheeled vehicles using the trail.

- Wheeled vehicles should not be allowed to use the Blackmount Rail Trail
- Wheeled vehicles should be allowed to use the Blackmount Rail Trail

* 6. Sections of the Town's highway infrastructure are in need of significant attention. The Town has one structurally deficient (red listed) bridge and two others nearing that condition. There are sections of paved roadway that are in need of reconstruction, repaving, or repair. Also there are sections of guardrail and culverts in need of replacement.

The Town is considering the idea of bonding a large multifaceted highway infrastructure project. This idea is very preliminary, however, we would like to gauge the public's general thoughts on this idea at this time.

This bond would supplement any federal, state, or private funds the Town is eligible for, to include funds anticipated through the Build America Act, which is meant to assist State and Local communities with making improvements to their infrastructure.

- I approve of bonding a large highway infrastructure project
- I disapprove of bonding a large highway infrastructure project
- I have no opinion either way at this time

7. Within the Town of Haverhill there are two (2) Highway Departments; one serves the Village of Woodsville and maintains approx. 8.06 miles of roadway, the other serves the rest of the Town of Haverhill and maintains approx. 72.8 miles of roadway.

There has been a lot of discussion about merging the two highway departments, while ensuring continuity of service for all residents, throughout the entire Town of Haverhill.

Do you support the merging of the two highway departments into one unified department of the Town?

- Yes work to merge the two highway departments into a unified department of the Town of Haverhill
- No leave the two highway departments as they are today

* 8. Over the past two years elected and hired Town officials have cooperated with State law makers, the NH Department of Revenue, NH Retirement System, NH Attorney General's Office, Secretary of State's Office, and others as they audited, monitored, guided, and worked to correct local municipal deficiencies. These activities have caused an array of feelings to include angst, confusion, anger, surprise, relief, and even joy. Understanding how tumultuous going through this process has been for all involved, I would like to hear from you how you are feeling about this issue at this time.

- The process should be kept quiet, I don't need or want to hear about it.
- The process has been kept too quiet, I don't hear enough about it.
- The process has been fairly transparent, I feel I have heard just what I need to hear.

* 9. In 2020 residents of Haverhill voted to create a Town Fire Department, in 2021 that department was established and both the North Haverhill and Haverhill Corner Fire Stations became Town Fire Stations. Fire service for approx. 50 square miles of Haverhill are now managed by the Town of Haverhill Fire Department. The only area of Haverhill where fire service is still managed by a District is within the Village of Woodsville.

This transition was scary for many, so now that the transition is complete, we would like to know how you are feeling about Fire Service in Haverhill?

- I feel the same about fire service
- I feel better about fire service
- I feel worst about fire service

* 10. What rating would you give the Town of Haverhill Fire Department 2021?

Very Poor	Poor	Average	Above Average	Outstanding
★	★	★	★	★

* 11. What rating would you give the Haverhill Parks & Recreation Department 2021?

Very Poor	Poor	Average	Above Average	Outstanding
★	★	★	★	★

* 12. What rating would you give the Town's Welfare Department for 2021?

Very Poor	Poor	Average	Above Average	Outstanding
★	★	★	★	★

* 13. How would you rate the Town of Haverhill's Police Department for 2021?

Very Poor	Poor	Average	Above Average	Outstanding
★	★	★	★	★

* 14. Please rate the Town of Haverhill's Highway Department for 2021.

Very Poor	Poor	Average	Above Average	Outstanding
★	★	★	★	★

* 15. Please rate the Town of Haverhill's Town Tax Collector?

Very Poor	Poor	Average	Above Average	Outstanding
★	★	★	★	★

* 16. Please rate the Town of Haverhill's Town Clerk's Office?

Very Poor	Poor	Average	Above Average	Outstanding
★	★	★	★	★

* 17. Please rate the Town of Haverhill's Town Administration Office?

Very Poor	Poor	Average	Above Average	Outstanding
★	★	★	★	★

18. How would you rate the Town of Haverhill's Select Board?

Very Poor	Poor	Average	Above Average	Outstanding
★	★	★	★	★

19. How would you rate the Town of Haverhill's Town Manager?

Very Poor	Poor	Average	Above Average	Outstanding
★	★	★	★	★

* 20. Over the past year, which of the following qualities do you believe the Town Manager has exhibited?
(choose all that apply)

- | | | |
|--------------------------------------|--|--|
| <input type="checkbox"/> Respectful | <input type="checkbox"/> Organized | <input type="checkbox"/> Collaborative |
| <input type="checkbox"/> Resourceful | <input type="checkbox"/> Responsive | <input type="checkbox"/> Informative |
| <input type="checkbox"/> Honest | <input type="checkbox"/> Fiscally Minded | <input type="checkbox"/> Driven |
| <input type="checkbox"/> Funny | <input type="checkbox"/> Cooperative | <input type="checkbox"/> None of the above |

* 21. If you could give Haverhill Town Government an overall rating what would it be today?

Very Poor	Poor	Average	Above Average	Exceptional
★	★	★	★	★

22. Thank you for taking the time to complete this survey. Feel free to offer any other thoughts you may have. I look forward to working for you and with you.