

Town Services

What town government and/or administration services do you believe need to be cut back, improved or expanded? Please label those you think should be: **C** – cut back; **I** – Improved; **E** – Expanded; **O** – OK as is

	<u>Cut back</u>	<u>Improved</u>	<u>Expanded</u>	<u>OK as is</u>
___ Assessor’s Office	30 14%	14 6%	2 1%	168 77%
___ Board of Selectmen	15 7%	29 13%	13 6%	164 73%
___ Health Officer	23 10%	17 8%	17 8%	152 68%
___ Conservation Commission	24 11%	21 9%	37 17%	135 60%
___ Town Clerk’s Office	7 3%	11 5%	15 7%	194 85%
___ Elderly Services	6 3%	35 16%	46 20%	132 59%
___ Fire Department	12 5%	16 7%	22 10%	175 77%
___ Building Inspector	24 11%	22 10%	17 8%	150 68%
___ Library	9 4%	20 9%	42 18%	154 66%
___ Planning Board	20 9%	21 10%	22 10%	153 70%
___ Police Department	31 13%	17 7%	26 11%	155 67%
___ Recreation Department	17 7%	27 12%	58 26%	117 52%
___ Schools	37 16%	97 41%	27 12%	62 26%
___ Tax Collector	15 7%	8 4%	5 2%	197 86%
___ Water Department	13 6%	16 7%	9 4%	169 77%
___ Sewer Department	14 6%	20 9%	10 5%	162 74%
___ Transfer Station	16 7%	21 9%	19 8%	163 71%
___ Welfare Department	46 21%	11 5%	10 5%	142 65%
___ Historic District	27 12%	9 4%	20 9%	163 73%
___ Museum	21 9%	18 8%	24 11%	153 68%
___ Highway Department	10 4%	54 24%	26 11%	133 58%
___ Budget Committee	20 9%	13 6%	2 1%	177 82%
___ Cemetery	4 2%	7 3%	4 2%	203 91%
___ Emergency Management	11 5%	20 9%	15 7%	164 76%
___ Ambulance / FAST Squad	7 3%	20 9%	36 16%	158 70%

Does the town put enough resources into maintaining the town buildings?

Yes **67%** No **27%**

Should we coordinate with other municipalities in providing town services listed above, wherever cost effective?

Yes **82%** No **14%**

Comments:

- All town offices should be grouped together
- All town services should at least be looked at to see if a regional approach can be used for cost effectiveness and for coverage that would best serve the public.
- Always look for efficiency to lower costs
 - Improve sources
 - Common sense
- As a small town with a limited resource in terms of industry we need to work as frugally as possible. Expanding the size of our town management is not prudent at this time. Instead of increasing the size of management and the size of the bureaucracy with big town inspectors and assessors and zoning directors why not hire extra officers or firemen or road crew. Get value for our dollars. Workers

produce and improve our town. Bureaucracy is wasted money as they are high priced layers of management which is not productive. We have enough waste now

As the town begins to grow, we need to make sure we have adequate support systems and that may mean adding staff, facilities and other resources.

Basic zoning should be present.

several homes on route 4. (Washer..dryer). Adams property reflect our town in a bad way.

Because we are seasonal residents, it is difficult to comment on most of the questions listed above. We do think that Canaan would benefit from zoning, however.

Can't answer the above rating questions without having data (financial) on the above positions and departments / and data on their needs

Canaan is ripe to be exploited by outsiders at the expense of the residents. This shows in the lack of zoning and any sort of building safety codes. Canaan is to the rest of New England what Africa is to China--a place where the residents can't look out for themselves.

Canaan needs to think about what sorts of residents it needs to attract to keep a vibrant mix in the population.

Regarding this survey, I have never heard of half of these departments, so I wish there were a "Don't know" choice.

Regarding these efforts at communication from Mike Samson, they are excellent, and I am grateful.

Clean up junkyards and hazardous household sites. Improve pedestrian safety. Promote support for zoning ordinance

Combine more recreational activities with Enfield. They have a Community Building. More camp activities during the summer or town mixers for the kids.

Coordinate and swap work, but never outsource a complete service.

COORDINATE IF COSTS ARE REDUCED OR UNAFFECTED

COORDINATE ONLY WHEN COSTS ARE REDUCED OR completely UNAFFECTED

Cut back on police department-too big for size of town. Not helpful when calling in.

CUT BACK!

Duh

enforce junk yard policy!! which needs to be improved

For Anything other than Police, Fire Department or Ambulance

Good questions

Great job on the new "flow" design at Transfer Station

Grt rid of buildings and property not needed. Require reserve accounts for repairs to each.

Historical buildings on Canaan Street desparately need repainting and structural help. Local people should do the work - not like the Meeting House.

Huge police force per capita. Why bother listing the fast squad? Not a town entity they just send a bill and we pay without any conditions of service. Their full time guy has no teeth and smokes like a chimney. Not exactly good judgement I expect from town sponsored emergency service.

I am very concerned about the condition of the roads in our community. Canaan Street is in absolutely

deplorable condition, and it is our original historic area. The only plus is that Canaan Street had its lines repainted. Unfortunately, that stopped at Grafton Turnpike, and Switch Road was also left out. Both of those roads have no shoulders, and it is virtually impossible to see the edges of the road in the dark or rain. I have been run off the road several times by people who think there is a shoulder and ride way over their half of the road. I believe this is a huge safety issue, and I'm really upset that I have to put my car through the horrible conditions on our roads. I've been tempted to send the bill for my alignment to the selectmen.

I don't know enough about each department or what they do. Would be nice to get information on all of them from somewhere to become more knowledgeable about the town

I left several blank, since I'm unclear how to answer.

I think the town offices are too dingy & small and should be updated in a bigger and better space

I think we need to take a very serious look at the health and welfare expenses. The budget committee continues to object to outside spending (Advance Transit, WISE etc...) I object to the fact that we continually hire the same people over and over and they do nothing to help themselves. The building inspector needs to move. This position is a joke. What is the real function of this position? Does he have the power or does he ever inspect new homes. Check on the building he has issued permits for.

I think we should most certainly look into sharing expenses with other communities. The property tax rate in Canaan is too high. This is why we cannot get things like the school vote through. We need to look at finding a better way forward.

I want sidewalk improved off rte 4 in village from Evans store past bank. Sidewalk at Methodist church is full of holes. Road striping should be done early; also no parking on sidewalk at Evans. Museum building needs maintenance.

I was disappointed that the plans for renovating the High School did not pass. My children are grown, but attended Mascoma High. Even then (approx 10 yrs ago) the high school was very much in need of improvements. Education is very important to help the young citizens of Canaan live better lives in the future. Also a better school improves the town as a whole.

I would have included an option for the above categories to capture when the survey taker doesn't know, or doesn't have an appreciation for what those offices/departments do. I would say that is probably true for me on several of them.

I would like to see more animal control and enforcing of the leash law.

I think when we register our dogs there should be a rules and conduct sheet handed out as a reminder to those who do not respect other "property" owners.

If cost effective while maintaining or improving quality of services.

If it provided comparable or expanded services!

If the towns, collectively, will not improve their school, perhaps they will pay to allow our students to attend Lebanon HS or Hanover? Would that be more economically viable?

Library and transfer station hours could be longer. Road maintenance needs more attention.

Mutual aid & fire department

Need extreme improvements on Goose Pond Road: repave & extend pavement to Lyme town line (road is major egress and irregularly closes in Winger)

Not much up on many of the offices, committees, departments for the town of Canaan, so I cannot really answer. I can say that pinching the penny is not a bad thing. Example - is it really necessary to dump as much salt on the road as I have seen this past winter. How much does that cost each time the truck goes out? Training people how to use the plow trucks would be a good start. The town will have to repave the roads again. Many times do I see sparks from the plow truck plowing a road that doesn't really need plowed. Just saying. Why does the town find it necessary to plow what sidewalks there are, but can't remove snow from everyone's drive way after the plow truck has stacked the snow. Why doesn't the town make it the responsibility of the home owner to clear the sidewalks? That would cut some cost. Not sure when this service started as one winter the sidewalks were never cleared, but this winter sidewalks are cleared???

Not sure how this would play out. Still want the same level of service and the convenience of services available in Canaan

Our roads are real bad

Please continue to add to the Canaan town website. It is a great resource.

police chief should not be elected. Better to be appointed by Selectmen.

Highway dept. and transfer station should be supervised by town administrator.

Recommend strongly that town offices/services clerk/tax collector/transfer station/ library have hours that completely overlap. This saves time, energy, money and the environment.

Recreation could offer more and also raise more revenue

Save us money wherever possible!

School district is insane. Falling student population and they want to spend millions on completely unnecessary frills (theater and music room? Really?). Most of us are struggling to survive and they want to spend as if the economy was great. They should look at the passed bond issue in Claremont, What's needed are reasonably local jobs, skilled or professional ones, NOT minimum wage retail.

Should establish a Chamber of Commerce

Since the property owners carry most of the load, somewhere we have to cut or at least hold the line. I think the renters should have no vote in how the money is spent in town because they are usually transient. I pay enough now and have had no raise in years!

taxes are too high

That would be fine. We should help one another out.

the different departments could cut back and not waste on items that could be looked at and done differently that might be more cost effective.

The library does a great job of providing services to the community. The equally great staff at the transfer station should not be subject to the damaging noise that comes from the raceway. Noise over a certain level should not be allowed when the transfer station is open.

The Meetinghouse needs to be painted.

The police department is way too large for a town this size. The vast majority of their job is barking dogs, speed traps and serving warrants. The transfer station is a joke, the only guy that's helpful is the guy who climbs around in the recycling bins. The other guys never leave the shed and you have to "honk" for assistance, really? they should be out asking if you need help and directing cars so they don't take

up both lanes. It wouldn't hurt if they tried to promote recycling too. When someone is dumping a barrel full of cans and bottles into the compactor they could politely mention that they could be recycled saving them tax dollars.

The Town Manager needs to improve on communications with the Town people via email. A huge lesson can be learned just seeing what Enfield / Steve does. He sends out a Town Managers Report at least monthly if not weekly to the town email list. This information includes everything from what the town has been doing, which roads are being worked on, what recreation things are coming up, even recently the he emailed results of the Enfield votes and which warrant article passed/failed. Or even the police emailed everyone on the safety of road conditions during snow storms, etc.

We want to know about more than just the spelling bee and survey please.

The town needs to upgrade the dirt roads to the point where they are passable without needing 4 wheel drive. I pay \$4000 a year for taxes, and for at least a month each year I can't get to my house without using 2 wheel drive. There are 3 town culverts emptying water onto my land, maybe some consideration could be given to improving the road bed so it also will drain. I paid for my own well and septic system so I get absolutely nothing from the water and sewer departments whose operating expenses I share.

The Town of Canaan needs to follow-up with the Cardigan Mountain School. I as well as others have complained to the police department. They do not have license plates on all of their vehicles and they are driving them on public road ways. I have almost been hit three times by one of their mini vehicles and it has no license plate! I should not have to pay for registration and inspection if they dont.

too many fire and highway toys

Town needs to plan for future use of its building and maintenance

transit very important; more buses would be better

Update library or a new one with community center space

We are a wonderful, caring community and should be proud of how beautiful our town is. We have so many talented members who can offer so much that can only strengthen what we already have!

We have our own community and should remain that way.

We need a community center.

We should be our own town.

Welfare office could be combined with Orange and Grafton to put a full time officer in place.

Why would you not?

yes, up to a point: if co-operation means that the residents of the town with limited mobility/resources can't get to services because they have moved out of town or are only available online, then no.