



TOWN OF HARTLAND, CONNECTICUT

Results of the
2019 Community Survey

Prepared by:

The Ad-Hoc Committee
Plan of Conservation and Development

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I. METHODOLOGY

These results are obtained from a self-administered survey that was mailed in June 2019 to 852 households and boxholders of Hartland. The survey's targeted respondent was a head of household. A total of 365 usable surveys were returned through September 2019, yielding a 42.8% response rate and an overall margin of error of +/- 3.9%. Not all questions were answered by each respondent, and in some instances, surveys were returned with no usable responses. Quantitative results are tabulated for the overall sample and for these specific age groups:

- 18-34
- 35-54
- 55-74
- 75+

Only 12 respondents were from households headed by Persons 18-34. Results for this age group lack statistical robustness but can be viewed qualitatively and thus are included in the cross-tabulations and related narrative. For some questions, 2019 results are compared to results from the previous community surveys (2006 and 1991) when earlier data are available.

The survey generated many verbatim comments and the Committee used its best efforts to record these comments in their entirety and categorize them for further analysis. In a very limited number of surveys, personally identifiable information (e.g., name or home address) was included in a comment. As a matter of practice, the Committee excluded all such information from this final report. Likewise, the Committee also excluded comments that it considered potentially inappropriate or offensive.

The 2019 Community Survey is an input to the Town's Plan of Conservation and Development, a document that is statutorily required by the State of Connecticut.

II. SUMMARY OF RESULTS

Overall, 97.7% of respondents rate Hartland as an “Excellent” or “Good” place to live. This level is higher than that recorded in the Town’s previous community surveys (2006 and 1991). Hartland’s Rural character is its most-liked characteristic, while its distance to stores and workplaces is among its least-liked.

Respondents were asked to rate the importance of and satisfaction with various items related to Hartland. “First responder services” ranked as the most important item and the item with which respondents are most satisfied. The full rankings of importance and satisfaction are show below.

Importance of Various Items

1. First responder services
2. Fire department services
3. Municipal services provided by the Town
4. Access to natural resources
5. Police protection services
6. Public elementary/middle school education
7. Public high school education
8. Recreational facilities
9. Activities and programs for seniors
10. Library services
11. Activities and programs for children
12. Public Preschool education
13. Activities and programs for adults
14. Activities and programs for teens

Satisfaction with Various Items

1. First responder services
2. Fire department services
3. Access to natural resources
4. Public elementary/middle school education
5. Public high school education
6. Municipal services provided by the Town
7. Recreational facilities
8. Public Preschool education
9. Activities and programs for children
10. Police protection services
11. Activities and programs for adults
12. Library services
13. Activities and programs for seniors
14. Activities and programs for teens

Regarding commercial and residential development, 60.0% of those surveyed prefer that the Town address commercial development on a case-by-case basis. Approximately two-thirds (66.1%) believe Hartland should address residential development on a case-by-case basis. When asked about a housing

development for senior citizens, 44.4% of those surveyed said the Town should support the creation of a such a development. Of that group, 60.0% said they or a member of their household would be interested to occupy a unit. When asked about an affordable housing development for low-income or fixed-income people, 18.0% of those surveyed said the Town should support the creation of a such a development. Of that group, 30.2% said they or a member of their household would be interested to occupy a unit.

Overall, survey respondents feel strongly (71.6%) that the Town should hold taxes and the scope of services as they currently are and find alternative sources to cover rising costs. This percentage is almost identical to that which was observed in the 2006 community survey.

Respondents were asked to rate their level of agreement with various statements as they relate to Hartland. The full set of rankings is below.

Levels of Agreement with Various Statements – Ranked from Highest to Lowest

1. Hartland should maintain its rural character.
2. The property taxes my household pays are reasonable.
3. A convenience/general store is needed in Hartland.
4. Services for senior citizens should be increased.
5. The Town's website is an excellent resource to learn about community events, services and programs available to Hartland residents.
6. It is easy to learn about community events, services and programs available to Hartland residents.
7. Municipal funds should be allocated so the Town can purchase land for open space or other needs.
8. More recreational and social activities are needed.
9. Zoning regulations should be stricter.

Regarding fire department services, survey respondents were presented with the following statement and then asked for their opinion about how to address this situation:

“The Town of Hartland presently provides monetary incentives to qualified volunteer firefighters and first responders serving in the East Hartland and West Hartland fire departments. These departments have reported difficulty attracting new volunteers. This has resulted in limited coverage when emergencies occur, particularly on weekdays from 8AM-5PM.”

No overall favored alternative emerges. Equivalent percentages of respondents (36.7% each) prefer the following:

- Provide additional monetary incentives to qualified volunteer firefighters and first responders.
- Hire two part-time employees to provide coverage during the daytime hours for each Department.

Survey respondents were asked to rate their level of interest in various items related to Hartland. The items are ranked below, with the most highly ranked item listed first.

1. Receiving automated text or email messages regarding Hartland news or events.
2. Collaborations with area municipalities to access social programs and resources.

3. Expanded opportunities for residents to buy and sell locally grown produce or other food items.
4. Cultural and social events such as musical performances held at the Town Library or other Hartland venue.
5. New and/or expanded zoning regulations related to blight.
6. Regularly updated communications regarding services and programs for senior citizens.
7. New and/or expanded zoning regulations related to noise.
8. Education and enrichment classes for adults.

More detailed information related to the survey's responses are summarized on the following pages. A copy of the survey instrument is found at the end of this document.

III. RESULTS BY TOPIC

A. Hartland as a Place to Live

Overall, 97.7% of respondents rate Hartland as an Excellent (71.6%) or Good (26.1%) place to live. These ratings are largely consistent across all age groups. This question was asked in the Town’s two previous community surveys (2006 and 1991). The results for 2019 indicate an increasingly favorable attitude about Hartland as a place to live.

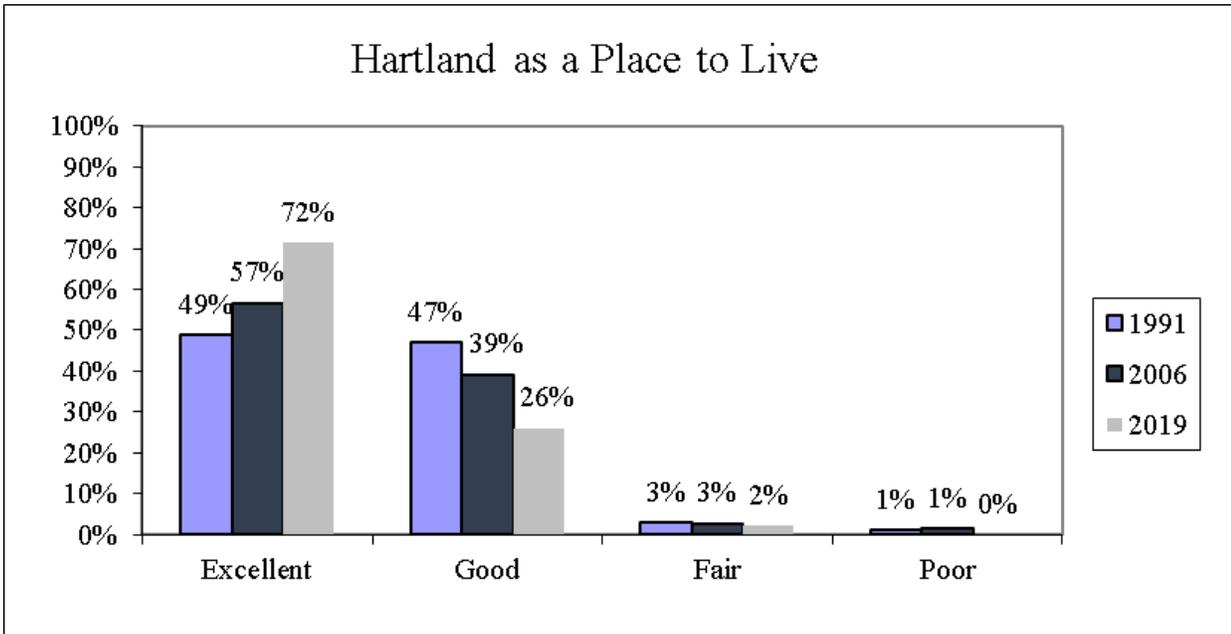


Figure 1.

Overall Rating and Frequency Distribution, and Average Rating by Age Group

n	Overall	Poor (1)	Fair (2)	Good (3)	Excellent (4)	18-34	35-54	55-74	75+
356	3.69	0.0%	2.2%	26.1%	71.6%	3.75	3.65	3.72	3.71

Figure 2.

Most-liked characteristics about Hartland by general theme:

MOST-LIKED: RURAL CHARACTER

Survey # and Verbatim Comment

- 1 Forest lands and open space. Wild life.
- 2 Nature (woods, animals in natural habitat).
- 3 Small town.
- 4 Quiet, natural setting and small town feel.
- 5 Quiet, low population density, wildlife.
- 6 "Quiet."
- 7 Quiet/privacy.
- 9 Quietness.
- 11 Just far enough out to be a quiet place to live; green and beautiful, natural beauty, wildlife - all of it - poor bears get a bad reputation in other towns. They gotta live somewhere.
- 14 Privacy.
- 15 How rural and undeveloped it is.
- 17 The lack of commercial building allows Hartland to remain rural.
- 18 Quiet community.
- 20 Small town.
- 22 Wildlife.
- 25 Quiet.
- 27 Access to nature, right out of our door!
- 29 Natural beauty.
- 30 Rural forested lands.
- 31 Rural character.
- 38 The rural and undeveloped nature.
- 39 Rural area.
- 43 Quiet and peaceful.
- 44 The rural small-town community co-existing with the wildlife.
- 45 Privacy - open forest.
- 46 Quiet.
- 47 The natural beauty and low population.
- 49 Quiet.
- 51 The lack of commercial and residential subdivisions.
- 54 Rural character/open space.
- 55 All country.
- 60 The peaceful rural atmosphere.
- 61 Wildlife, rural character.
- 63 Rural.
- 66 Rural character.
- 67 The occasional peace and quiet that used to be more common.
- 68 Rural, quiet.
- 69 Rural setting, peace & quiet.
- 70 Rural, all of the land, conservation, wildlife, 2-acre minimum, West Hartland.
- 71 Wildlife.
- 74 Forests & woods.

MOST-LIKED: RURAL CHARACTER (CONT'D.)

Survey # and Verbatim Comment

- 76 The small town feel & nature.
- 77 It is small & rural.
- 80 The lack of commercial and residential development.
- 81 Small community/low taxes.
- 82 Open spaces, Cool temps.
- 86 It's quiet.
- 87 Rural, low key.
- 89 Nature and access to enjoy nature -- houses aren't on top of each other.
- 90 Rural, low population density, low taxes, few public services!
- 92 The natural environment.
- 93 It remains a rural & quiet town for the most part.
- 94 Rural area.
- 95 Its rural natural beauty.
- 97 Access to forests and water.
- 99 Quiet!
- 101 Rural community.
- 102 Rural environment.
- 103 Quiet with lots of open space.
- 104 Rural area.
- 105 Rural atmosphere.
- 106 Small town community.
- 107 Country.
- 108 Rural, quiet, scenic.
- 110 Peacefulness!
- 111 Quiet, seclusion.
- 115 Access to outdoors.
- 116 Small/rural.
- 118 Rural character.
- 119 Small town.
- 120 Remoteness.
- 122 Small town quaintness.
- 124 The quiet, rural environment of Hartland is its most attractive feature.
- 126 Quiet.
- 127 It's quiet.
- 129 Nature.
- 131 Open space, proximity to wildlife.
- 132 Nature.
- 134 Small town in rural setting.
- 135 Forested open space, rural character, peace & quiet.
- 143 Quiet, natural land.
- 144 Rural.
- 145 Laid-back country atmosphere!
- 147 Sparse population density.
- 152 It is very quiet.

MOST-LIKED: RURAL CHARACTER (CONT'D.)

Survey # and Verbatim Comment

- 154 The rural quality of life.
- 155 Quiet.
- 156 Quiet. No industry.
- 157 The "country" like atmosphere.
- 158 The wildlife!
- 160 Seclusion, woods & wildlife.
- 161 Clean air and clean water.
- 163 The forest.
- 164 Size of the town.
- 165 Limited developments, rural settings, low population density.
- 166 Rural & privacy.
- 167 Peace, quiet & generally safe environment.
- 170 The open space/natural landscape.
- 171 Quiet town.
- 172 Serenity.
- 173 The quiet & the rural character.
- 174 Nobody knows where it is.
- 176 Quiet, all the trees, no traffic, safe.
- 177 Isolated area.
- 183 Quiet town.
- 184 Quiet & rural.
- 185 Small town character.
- 186 There's many things but I guess what I love most is its small in population and therefore we don't have the volume of "people problems" that urban and suburban towns are burdened with. I LOVE living among nature and wildlife!
- 187 Openness.
- 188 Benefits of living in a small town - peace and quiet, less traffic, etc.
- 189 Its rural beauty!
- 190 Rural.
- 191 That is it. Quiet and peaceful. Don't feel scared.
- 192 Country living, open space.
- 193 It feels safe (except for the wildlife, ha ha).
- 194 Its peaceful rural character.
- 196 The natural surroundings, peace, quiet and wildlife.
- 198 Privacy, not commercial.
- 199 Peace and quiet, clean air & cool climate.
- 202 Seclusion and proximity to nearby towns.
- 203 Privacy & Hartland Pond (please add more sand).
- 204 Open space.
- 205 Peace and quiet.
- 206 It's a quiet/undeveloped town.
- 208 Sparsely populated, keeping it quiet and woodsy.
- 211 Rural character.
- 212 Proximity to nature (& wildlife) & its clean air & water.

MOST-LIKED: RURAL CHARACTER (CONT'D.)

Survey # and Verbatim Comment

- 213 Wildlife & nature.
- 215 Access to wilderness - hiking, fishing, wildlife.
- 216 Less people.
- 217 The quiet, small town.
- 219 Lots of land, privacy and wildlife.
- 220 Protected natural areas.
- 221 Rural setting.
- 222 Privacy.
- 223 Nature.
- 226 Privacy, wildlife, quiet.
- 229 Small town - rural.
- 230 Rural, peaceful. We love Hartland.
- 231 Its rural character.
- 233 Rural community living, privacy.
- 235 Small town.
- 237 Small town feel.
- 238 Natural resource, open space, wildlife, quiet, lack of commercial enterprises.
- 239 Rural.
- 240 Rural atmosphere.
- 241 The open space, the quiet, the small community.
- 243 Open spaces, river access.
- 244 Quiet.
- 246 Natural setting.
- 249 Privacy, quietness.
- 250 How quiet it is.
- 254 Quiet.
- 255 Location.
- 256 Peace.
- 259 Quiet rural environment, wildlife.
- 263 Rural way of living - neighbors help neighbors, we are close to stores in Granby and Southwick,
- 266 Privacy, the forest, small town vibe & the community.
- 267 Its rural serenity.
- 268 Rural character.
- 269 Country - nice small town - friendly.
- 270 Quiet.
- 271 Small, quiet town.
- 272 Country living.
- 273 Quietness.
- 277 The rural character.
- 280 Peaceful - quiet - country.
- 283 The rural aspects of the town!
- 284 Country feeling.
- 286 Its abundant wildlife & attractive rural character.
- 287 It's a quiet rural town with just enough services and business.

MOST-LIKED: RURAL CHARACTER (CONT'D.)

Survey # and Verbatim Comment

- 288 The quiet.
- 289 The quiet.
- 290 Quiet living.
- 292 No commercial development - rural setting.
- 294 We enjoy the rural nature of Hartland, and all that goes with that.
- 295 We love the rural, small town community.
- 296 Rural.
- 297 Quiet, no loud parties.
- 300 Privacy (quiet)!
- 302 Its ruralness, privacy.
- 303 How far you have to go for anything.
- 304 Community, rural setting.
- 307 Rural character.
- 313 Tranquility.
- 314 Small, rural town.
- 315 No house on top of one another.
- 316 Privacy, quiet, beautiful areas.
- 317 Small, quiet town.
- 319 Atmosphere.
- 321 The beauty of it.
- 322 Privacy.
- 324 Low population & rural character.
- 326 Rural community/yet easy access to large communities.
- 327 Rural character.
- 328 Country like atmosphere.
- 329 Natural resources.
- 330 Friendliness, open space.
- 331 Small town rural like I grew up in with good people.
- 332 Small town feel, outdoor hiking areas, the natural resources.
- 333 It's quiet except for the occasional guns.
- 334 Rural area.
- 336 Its rural atmosphere.
- 337 Rural.
- 338 The beauty.
- 339 Open spaces.
- 340 Tranquility.
- 341 Its rural character - quiet, safe, privacy.
- 342 Peace and quiet.
- 343 How rural it is, the animals and forests.
- 344 Used to love the town's "ruralness." If development continues Hartland will become another Granby/Simsbury - over-developed!!
- 346 Peace & quiet, large home lots.
- 348 Country setting.
- 351 Rural atmosphere.

MOST-LIKED: RURAL CHARACTER (CONT'D.)

Survey # and Verbatim Comment

- 352 Rural.
- 354 Quiet most of the time. 2 acres to build, access to trails, state forests, no traffic, post office.
- 355 Quiet & not too crowded.
- 356 Rural character.
- 358 The forest.
- 359 The peace & quiet.
- 360 Small town, lots of forest.
- 361 The space between homes.
- 362 Rural character.
- 363 Peace & quiet.
- 365 The small town feel/attitude.
- 366 Rural lifestyle no traffic.

MOST-LIKED: COMMUNITY LIFE

Survey # and Verbatim Comment

- 12 Wonderful people, great elementary school, a restaurant!
- 13 Quiet, friendly town.
- 16 Small town America feeling; neighborly, safe.
- 21 Good community and people.
- 24 Friendly, nature, quiet, privacy.
- 26 The sense of community - friendliness.
- 35 Community: sense of together.
- 36 Quiet, private, strong community spirit.
- 40 The Coach Stop - seeing Hartland people there.
- 41 Very quiet, great place to live.
- 42 Community as a whole is family/country oriented.
- 48 Country living.
- 50 Low crowds.
- 52 It's not Granby or Simsbury - not so busy.
- 56 The close-knit community.
- 57 Laid-back, privacy.
- 58 It is a caring community.
- 59 We are a small town and we help each other. Let's remain small.
- 62 Small town, caring community.
- 64 Privacy, small family-oriented community.
- 72 The country, churches, trails, people, beautiful.
- 73 Privacy, peace and quiet.
- 75 Beautiful, people respect privacy.
- 78 Strong community, peaceful, freedom.
- 79 How the town takes care of the roads and forests and residents and animals and community!
- 83 We care for each other - small, rural.
- 84 It's beautiful & peaceful friendly town.
- 88 The people...the friendliness and town services (plowing etc.).

MOST-LIKED: COMMUNITY LIFE (CONT'D.)

Survey # and Verbatim Comment

91	Hartland residents are always willing to help each other.
96	Lower taxes.
98	The small town with friendly people.
113	Sense of community.
114	Small town values.
117	Its people.
121	Our fire dept.
123	Town.
130	Safe.
136	Affordability.
140	Property taxes.
149	Sense of community.
150	Its peace, open space, grass roots businesses.
151	Small town community support.
153	Friendly community.
159	Safe place to live and raise a family.
168	Friendly people.
181	Quiet, private, good school system.
182	It's still God's country, where you are able to live in peace.
195	The people.
200	Concern for residents.
210	Been here 50 years, not much changes and I prefer it that way.
225	Small and caring community! Country - no traffic lights!
227	Close knit community.
234	School.
248	Volunteerism and love of our town.
252	Great sense of community.
253	Rural country folk.
258	Friendly residents, privacy, K-8 school was great for our children.
260	Friendly town.
261	Sense of community - communication.
262	Maintenance of town roads.
265	The people.
275	Quiet and good friends.
276	I love living in Hartland. Neighbors are great.
278	Most people mind their own business.
279	Access to hiking and swimming.
281	How everyone rallies in support of each other.
285	The lower taxes than neighboring towns.
293	A sense of freedom and community.
298	The seclusion. And for the most part people minding their own business.
299	People know each other and are willing to help each other.
305	It is a quiet and peaceful place to live with a strong sense of community.
306	Friendliness.

MOST-LIKED: COMMUNITY LIFE (CONT'D.)

Survey # and Verbatim Comment

- 308 Community support.
- 309 Ease of outdoor recreation, quiet.
- 311 Peaceful, wonderful neighbors & town folk.
- 312 Town is committed to maintaining fields, ponds, Girl Scout buildings, and other town resources like school & town hall & library.
- 318 Town community!
- 323 Small community. Being able to go out for a walk and wave to people and they wave back.
- 325 Taxes.
- 335 Memorial Day event and Hartland Pond.
- 345 Everything.
- 349 The people!
- 353 The privacy but neighbors who care - sense of community.
- 367 Great school, small town.
- 368 Family.

MOST-LIKED: MULTIPLE

Survey # and Verbatim Comment

- 34 Rural setting, friendly neighbors.
- 37 Community, nature, quiet, non-commercial.
- 53 Natural beauty. Kind and compassionate neighbors.
- 65 Peace and quiet usually. Friendly people.
- 100 Open space and knowing everyone.
- 128 Its rural nature and that it protects that by reducing overpopulation and keeping building/construction to a minimum. Taxes (and they are better than other towns). Also, the transfer station designated job.
- 137 Rural setting, low taxes, friendly people.
- 142 Country living, moose, bears, low taxes.
- 146 The character of the town, the school is great, carnival every year.
- 169 Rural atmosphere & good road maintenance - Town Hall personnel.
- 175 People, land, etc.
- 178 The people; helping each other, woods/privacy.
- 179 Quiet, low taxes, low crime, nature.
- 180 People who live here, town employees/crew, wildlife.
- 201 Rural character & people.
- 209 Peace & quiet/scenery/tight community.
- 214 Small town feel, knowing each other, state forests.
- 218 Small town feel, schools.
- 228 Beautiful environment, friendly community.
- 236 Small community - friendly neighbors.
- 251 The people and the beauty of the town.
- 257 Natural beauty & people.
- 274 Beautiful nature & kind people.
- 282 Love the access to nature/Love the high school choice program.
- 310 Pristine natural environment; friendly, supportive people.

MOST-LIKED: MULTIPLE (CONT'D.)

Survey # and Verbatim Comment

320 Privacy, people of the same mindset, wildlife.

357 The peace & tranquility of being able to live in country surroundings and the friendliness of neighbors & townspeople.

Least-liked characteristics about Hartland by general theme:

LEAST-LIKED: COMMUNITY LIFE

Survey # and Verbatim Comment

6	Traffic in the summer.
11	Nothing.
22	Too much sand on roads.
26	I love Hartland.
35	Still feels like "West" is another town.
36	Loss of West Hartland P.O.
45	Not connected - when you do not have children in school.
52	Nothing.
57	The sense of community is subtle, but after the recent bear-baiting kerfuffle, I am more aware of it.
60	Condition of the post office tarmac.
61	Resistance to change, feelings of "it's always been this way."
62	Nothing.
64	Nothing really.
65	Noise created by quads and motorcycle all hours of the day and night.
68	Nothing.
69	Large tractor trailer traffic through town.
74	New residents living as though they are still in suburbia. Home spot lights at night, excessive mowing, clear cutting, etc. Lighting up the woods at night and ruining the night sky.
79	Zip - nada - I love Hartland - there isn't one thing I don't love about it!
80	We love the town the way it is. We don't want to see it turn into another Granby.
87	Nothing.
88	Nothing!
95	I can't think of anything.
97	Not enough info about what's going on. It's hard to rely on sign boards.
100	Can't think of any. Not enough people volunteer.
102	Not much to do.
105	Increasing influence from outside forces.
113	In-fighting on Facebook about things they have no knowledge of.
114	People coming in and wanting to change the town.
115	Hillbilly neighbors.
116	We pay CT taxes.
117	With 60 years of residency, Hartland is fine.
120	Pushing to become an Avon or Simsbury.
124	Without trying to insult some of my neighbors, I take issue with people who move in from more populated areas and seek to make Hartland more like the busier areas that they left. I love Hartland for its peacefulness and remoteness.
126	(rude) ATVs on trails and litterers.
134	Nothing that is worth mentioning.
141	Division between east and west.
143	Bike riders on roads, firearms shot on residential land.
147	Noise, mostly traffic on Rt. 179.

LEAST-LIKED: COMMUNITY LIFE (CONT''D.)

Survey # and Verbatim Comment

- 154 New people moving up here & wanting to change things to be like more populated towns.
- 156 No.
- 160 Noisy 4-wheelers, dirt bikes, guns/also - little to no choices or alternatives for cable TV and high speed internet.
- 163 The people.
- 164 If you don't belong to the church, there is not much else to do and you feel somewhat isolated.
- 166 Overbuilding.
- 167 Can't answer this one. I love living in Hartland!
- 177 No complaints!
- 179 Busybody people trying to change what's not broken.
- 182 It's still in Connecticut.
- 185 Too many guns.
- 186 This is so hard...I love everything! I don't like that our dirt roads have been used as dumping spots. I wish there was a way to stop it. I'm also concerned about our dirt roads being used for drug use and/or transactions. Drug paraphernalia has been found dumped in the woods off Pell and Fuller Roads. It would be great if routine patrolling for these reasons could occur.
- 194 The lack of a physical space that welcomes residents and offers a wide variety of relevant programs/activities for all Hartlanders, young and old and in-between.
- 197 The disconnect of West Hartland from East.
- 199 I wish there was more of a community center and community sports association.
- 201 Anxiety from listening to gunshots from target practice in neighboring properties.
- 205 Noise.
- 215 Lack of diversity.
- 219 West and East - too far apart to be considered the same town. Schools too far - dump too far, town hall too far/not open at good times.
- 225 I love Hartland!
- 229 Can't think of 1 thing.
- 235 It's in Connecticut.
- 236 There is nothing!
- 241 I can't think of a single thing I don't like.
- 248 Ruralness - I like it and I don't like it.
- 249 Wood stoves burning during open window seasons! Wood stoves should be limited to winter months only. I like clean air!
- 253 Flatlanders moving in wanting to change things.
- 255 No trash pick-up.
- 259 None.
- 263 That citizens could be more productive with volunteering for activities, boards, etc.
- 265 Outsiders who do not respect our ruralness i.e. - speeding on rural roads, littering, trying to get away with doing things not allowed in our town.
- 273 Beans.
- 277 Winters!
- 282 The lack of a town center - we feel more like Riverton citizens than Hartland citizens.
- 285 Hartland's great as it is - let's not change it!
- 289 The cold in the wintertime.

LEAST-LIKED: COMMUNITY LIFE (CONT'D.)

Survey # and Verbatim Comment

- 293 The weather (can't do anything about that).
- 295 There is not anything we like least. We chose to live in Hartland for its small town rural community.
- 297 Off-road bikes (quads) & snowmobiles going up and down street.
- 304 MDC owns too much of it.
- 305 None.
- 306 Transportation (when needed, non-emergency).
- 312 Non-state roads always need repair or resurface; town website is ill-conceived and not updated regularly.
- 314 Motorcycle noise.
- 318 Lack of commercial zones for small businesses to come in (i.e. grocery store/general store).
- 323 People who don't realize that volunteerism is so instrumental in keeping our small town community thriving. Seems to be the same people volunteering.
- 330 Too spread out because of the MDC.
- 331 Poor quality, slow internet/phone service (Frontier). Fiber optic upgrade?
- 334 Favoritism with some residents and not all.
- 343 The amount of building going on.
- 344 Continued development - poor zoning decisions that allow structures to be built that aesthetically do not fit the town.
- 346 People who are allowed to keep trash and never clean up their property.
- 348 House blight.
- 352 Mail boxes etc. polluting my streets! They are an eyesore!
- 353 Nothing - or the fact that it is changing and becoming more like Granby.
- 359 The importance placed on old town families bitching!
- 360 Nothing.
- 361 Nothing.
- 365 Nothing really.
- 368 Family.

LEAST-LIKED: DISTANCE & CONVENIENCE

Survey # and Verbatim Comment

- 1 Far for emergency errands.
- 4 No convenience store.
- 7 No place to buy gas/basic necessities.
- 10 No grocery store.
- 24 Having to drive to do everything.
- 25 Remote, no stores.
- 30 Remote to any essentials, gas stations, convenience store.
- 40 No general store or convenience store.
- 49 Distance from everything. No stores.
- 53 How many times I need to go to the gas pump because I use a lot of gas.
- 56 No store.
- 58 Long commute.
- 63 Access to a small general store.

LEAST-LIKED: DISTANCE & CONVENIENCE (CONT'D.)

Survey # and Verbatim Comment

- 71 No local grocery store, place for small business.
- 73 20-30 minutes away from shopping/restaurants.
- 76 A convenience store would be great!
- 78 No general store.
- 86 No coffee shop close.
- 90 No general store! No gas station.
- 103 No general store.
- 130 Secluded - too far from stores, doctors, etc.
- 131 Distance to most employers.
- 145 The absence of any type of store or gas station!
- 146 Having to travel so far for gas or something simple like milk.
- 150 It is just sooo far away for me.
- 151 No general store.
- 152 No stores or gas station.
- 153 Not many delivery services come up here.
- 157 The lack of a convenience store.
- 161 No town store and gas station.
- 165 Lack of public transportation (buses, taxis).
- 168 No general store.
- 171 No local store for food and gasoline.
- 172 Inconvenience.
- 181 Would be nice to have a small coffee shop/convenience store vs. Coach Stop.
- 184 Lack of convenience store or general store.
- 189 It's a 20-minute drive to anything - but we knew that. Not really an issue.
- 190 No store.
- 193 It isn't convenient to much.
- 198 Long drives.
- 200 No grocery store.
- 206 Long drive for gasoline or groceries.
- 210 Forgetting to bring something home and having to drive ALL the way back to Granby, LOL.
- 212 Lack of a convenient store, grocery, gas, ATM etc.
- 218 Far from services, gas/grocery etc.
- 223 Access to anything.
- 228 We could really use a general store & gas station.
- 239 No stores.
- 244 No store access.
- 251 No shopping.
- 254 Small convenience store.
- 261 Lack of basics such as a local store/coffee shop/gathering place that is central to the town. Also separation of East & West.
- 266 Far distance to retail - grocery, gas, restaurants, etc.
- 274 No grocery store/convenience store.
- 286 Long & time-consuming travel to shops & stores for goods & services. (But this is why we have #4 above.)

LEAST-LIKED: DISTANCE & CONVENIENCE (CONT'D.)

Survey # and Verbatim Comment

- 298 Not having a place to get necessities. Milk, bread, grinders, etc.
- 299 Lack of general store & convenience store.
- 300 No package/spirit store.
- 307 Limited access to gas & groceries.
- 308 Too far away from a convenience store.
- 319 No convenience store.
- 321 No convenience store of any kind.
- 328 No grocery store.
- 329 Distances to amenities.
- 332 We should have like a small mini-market in town.
- 333 Far from everything.
- 341 No convenience store/gas in town.
- 349 No resource, i.e. grocery store/gas.
- 354 No grocery store.
- 355 Long drive to gas station/grocery.
- 356 No small convenience store.
- 358 Lack of services, e.g. gas station, convenience store.
- 367 More shops, small town grocery, coffee shops, etc.

LEAST-LIKED: TOWN OPERATIONS

Survey # and Verbatim Comment

- 15 High taxes.
- 17 High taxes which I do realize is a result of not having commercial property.
- 34 High property taxes.
- 42 Accessibility to municipal services.
- 44 That the library is not easily accessible (we use Granby's library because of the hours that it is open).
- 67 The Mack plow truck should be properly mufflered! It wakes me up at night!
- 77 Taxes.
- 92 Town selectmen and their ability to usurp the law, as in financial conflicts of interest. Who they want on various committees and their lack of transparency and accountability when it comes to reporting on their attendance (or lack thereof) on state committees.
- 98 The taxes.
- 104 No checking on unlicensed dogs.
- 106 1st selectman is the boss of himself. It's a conflict of interest and should be addressed immediately.
- 132 Limited resources in West Hartland. Limited interest in making it better for the west side of Hartland.
- 135 The dump/recycling center open on Saturday, would like a midweek day open year-round for those of us who work out of town on Saturday.
- 142 Snow. Actually, snow plowing is great!
- 192 The lack of separation of church and state in public decision making. The division of community based on whether you attend a particular church in town.

LEAST-LIKED: TOWN OPERATIONS (CONT'D.)

Survey # and Verbatim Comment

- 203 Blight - need to fine these people (this can cover revenue that is needed). Town Manager needs to be more active on blight.
- 213 Lack of investment in the town by the town.
- 221 Non-traditional and limited hours at town offices. Difficult for contractors and residents to access during regular 8-5 business hours.
- 222 Property tax.
- 233 Town does not offer much, roads, school, transfer station.
- 256 High property taxes.
- 257 Taxes are terrible.
- 262 Maintain and organize the transfer station.
- 268 Open burning regulations.
- 272 Taxes.
- 287 Nothing, except the fact the town doesn't deliver mail to residences on Hogback Road.
- 290 Poor zoning & wetland interest & enforcement.
- 292 No library drop box in East Hartland - school budget.
- 311 CT state taxes (Hartland taxes are OK).
- 320 Even though lower than most places, taxes.
- 324 Snow plowing!! But I totally understand why it takes time to clear the roads!
- 337 Town government has no checks and balances. First Selectman is also road foreman; conflict of interest.
- 338 The taxes.
- 362 Town Hall hours.

LEAST-LIKED: RECREATION

Survey # and Verbatim Comment

- 37 Unless you grew up here, don't know all trails, how to sign-up for younger kids for recreation.
- 48 People not respecting our recreational areas. Not respecting wildlife that have a right to live here.
- 119 Inability to access reservoir to simply walk in or sit by water.
- 195 No access to reservoir.
- 234 Lack of activities for kids.
- 238 Abuse of woodlands, particularly ATVs in state forests.
- 270 Lack of things going on, community activities.
- 278 Very little public recreation.
- 279 Very little for children in West Hartland. How about a playground somewhere?
- 313 Besides the woods, there's nothing fun.
- 316 Would like more town activities.
- 322 No public playground.

LEAST-LIKED: PUBLIC SAFETY AND WELL-BEING

Survey # and Verbatim Comment

- 13 No resident trooper - we need one!
- 16 State of CT poisoning our water supply.
- 20 No police.

LEAST-LIKED: PUBLIC SAFETY AND WELL-BEING (CONT'D.)

Survey # and Verbatim Comment

- 21 The speed of cars on various roads and lack of speed limit enforcement.
- 81 Our water is horrible! Yellow/orange even with a water system!
- 136 Vehicle recklessness.
- 137 Excessive speed on Route 20, vehicles racing!!
- 246 Loud, unsafe motor vehicle operation.
- 250 People seem to drive way too fast.
- 327 Illegal fireworks going off all summer.
- 363 Condition of North Hollow Road in winter!!! Take a R out of the State Garage!!! Terrible!!

LEAST-LIKED: ANIMALS & BUGS

Survey # and Verbatim Comment

- 14 Ticks.
- 38 The potential bear baiter starting an "ecotour" business.
- 41 Bear baiting.
- 43 Bugs and ticks.
- 47 The mosquitoes!!
- 70 Bear baiting.
- 209 Porcupines.
- 296 Bears.
- 326 Moose.

LEAST-LIKED: SENIORS

Survey # and Verbatim Comment

- 122 No places for seniors to downsize to live within the means of their income causing them to need to move from town.
- 129 Taxes; senior tax reduction plan?
- 155 Services for seniors.
- 173 Difficult place for seniors.
- 178 Lack of help for seniors - to Dr. office appts., etc.
- 208 Lack of senior services/housing.
- 217 No services - groceries, no meals on wheels for seniors.

LEAST-LIKED: EDUCATION

Survey # and Verbatim Comment

- 89 Education system - no free public preschool w/only 2 days for 3 year olds (not enough). Lack of communication to parents from schools.
- 144 The amount of tax money going to the school.
- 214 Small classes result in poor sports/rec activities - education can be difficult in small class size w/limited peer choice.
- 216 Too much money per child for school.
- 230 Green metal roof school - changing colonial village look of town.
- 237 High school vouchers should be able to be used at private high schools as well.
- 281 The school.

LEAST-LIKED: MULTIPLE

Survey # and Verbatim Comment

- 83 Amount of taxes for the services we receive? What are they? Stop developments. Keep rural.
- 91 No general store. Fox Brook Road's condition & the cost of maintaining through assoc. dues - \$\$\$! Would like the opportunity to address the town & our concerns.
- 111 Some run down properties, no general store, gunfire noise, burning w/o permit.
- 121 Everyone is related and never know the times the library or town hall is open.
- 170 Traffic speed & noise.
- 183 Random noise pollution due to ATV + dirt bikes racing on streets. General store needed!!
- 187 No store. Lack of firemen/women.
- 347 No store, no senior housing. Seniors should not have to pay taxes for school costs.
- 351 No convenience store. School budget is ridiculous for # of students.
- 357 1.) If there is a "blight policy", it is clearly apparent that it is not being enforced. If not a policy, then it should be! Most of our local citizens take pride in what they own and maintain their property, but there are several places with unregistered vehicles & equipment, odds-and-ends scattered on property; an abandoned place w/broken windows & the structure so dangerous it is ready to collapse. What a horrendous site to anyone entering our beautiful town - what must they think (??) as they pass thru - just imagine the impression they get from our town. 2.) I hold this town very dear to my heart. Hopefully it remains for future generations to live here. 3.) I just love nature and wild animals but I am beyond annoyed with the number of bears that appear in my yard more often than not! I have found bear paw prints on several of my windows upon rising from a night's sleep. Something has to be done before someone (adult or child) is mauled or killed. The State of CT is not concerned when someone complains - we can't cook outside, work on our hands and knees in gardens or just plain sit & read. I am constantly on guard, looking over my shoulder and have had to eliminate doing many things so enjoyed (using my hammock, resting on my patio), and thoroughly miss the beautiful bird population I used to have. We have all become prisoners in our homes because of these creatures that are NOT AFRAID OF ANYTHING - opening my main floor windows is not an option anymore -- must keep storm windows in place (no screens) year-round.

LEAST-LIKED: OTHER

Survey # and Verbatim Comment

- 99 We have not lived here long enough to have that opinion.
- 110 N/A.
- 149 ???
- 188 N/A.
- 196 N//A.
- 243 ?
- 252 N/A.
- 267 No real complaints except as noted above.
- 283 NA.
- 325 ?
- 340 N/A.

B. Importance of and Satisfaction with Various Items Related to Hartland

Survey respondents were asked to rate the **importance** (Scale: Low=1, Medium=2, High=3) of various services and resources as they pertain to their household. Overall, the two most important items are “First responder services” (2.93) and “Fire department services” (2.92). The least important items overall are “Activities and programs for teens” (1.99) and “Activities and programs for adults” (2.02). The overall importance ratings for each item are ranked in descending order in Figure 2.

Importance	n	Overall	Low (1)	Medium (2)	High (3)
First responder services	352	2.93	0.6%	5.7%	93.8%
Fire department services	353	2.92	1.4%	5.7%	92.9%
Municipal services provided by the Town (e.g. Town clerk's office, road maintenance, transfer station)	357	2.80	0.8%	18.8%	80.4%
Access to natural resources (e.g. open spaces, hiking trails, ponds)	348	2.64	4.0%	28.4%	67.5%
Police protection services	347	2.50	10.1%	29.7%	60.2%
Public elementary/middle school (K-8) education	314	2.48	20.1%	12.1%	67.8%
Public high school education	306	2.46	19.9%	13.7%	66.3%
Recreational facilities (e.g. playing fields)	328	2.26	17.4%	39.0%	43.6%
Activities and programs for seniors	318	2.12	23.6%	41.2%	35.2%
Library services	339	2.10	23.6%	43.1%	33.3%
Activities and programs for children	310	2.07	30.0%	32.9%	37.1%
Public Preschool education	299	2.07	36.8%	19.7%	43.5%
Activities and programs for adults	325	2.02	23.4%	51.4%	25.2%
Activities and programs for teens	302	1.99	33.4%	34.1%	32.5%

Figure 3.

Importance by Age Group	Overall	18-34	35-54	55-74	75+
First responder services	2.93	2.92	2.88	2.96	2.92
Fire department services	2.92	2.92	2.82	2.95	2.95
Municipal services provided by the Town (e.g. Town clerk's office, road maintenance, transfer station)	2.80	2.83	2.72	2.84	2.74
Access to natural resources (e.g. open spaces, hiking trails, ponds)	2.64	2.75	2.70	2.63	2.43
Police protection services	2.50	2.50	2.35	2.60	2.45
Public elementary/middle school (K-8) education	2.48	2.89	2.51	2.42	2.58
Public high school education	2.46	2.89	2.51	2.36	2.67
Recreational facilities (e.g. playing fields)	2.26	2.36	2.41	2.17	2.28
Activities and programs for seniors	2.12	1.73	1.78	2.26	2.32
Library services	2.10	2.08	1.99	2.17	2.03
Activities and programs for children	2.07	2.64	2.23	1.95	2.00
Public Preschool education	2.07	2.67	2.04	2.01	2.23
Activities and programs for adults	2.02	1.75	1.87	2.09	2.06
Activities and programs for teens	1.99	2.09	2.10	1.93	1.93

Figure 4.

Respondents also were asked to rate their **satisfaction** as a resident of Hartland with this same set of items (Scale: Low=1, Medium=2, High=3). Satisfaction is highest for “First responder services”

(2.79) and “Fire department services” (2.79). “Activities and programs for teens” (1.87) and “Activities and programs for seniors” (1.93) are the two items with the lowest levels of overall satisfaction.

Satisfaction	n	Overall	Low (1)	Medium (2)	High (3)
First responder services	315	2.79	1.3%	18.4%	80.3%
Fire department services	320	2.79	1.6%	18.1%	80.3%
Access to natural resources (e.g. open spaces, hiking trails, ponds)	327	2.57	4.3%	33.9%	61.8%
Public elementary/middle school (K-8) education	253	2.54	8.7%	28.9%	62.5%
Public high school education	246	2.52	8.5%	30.9%	60.6%
Municipal services provided by the Town (e.g. Town clerk's office, road maintenance, transfer station)	340	2.51	6.8%	35.3%	57.9%
Recreational facilities (e.g. playing fields)	281	2.41	4.6%	49.8%	45.6%
Public Preschool education	219	2.26	17.4%	39.7%	42.9%
Activities and programs for children	241	2.11	15.4%	58.5%	26.1%
Police protection services	312	2.09	23.1%	44.9%	32.1%
Activities and programs for adults	251	1.97	22.7%	57.4%	19.9%
Library services	289	1.95	29.1%	46.7%	24.2%
Activities and programs for seniors	229	1.93	25.8%	55.9%	18.3%
Activities and programs for teens	226	1.87	29.2%	54.9%	15.9%

Figure 5.

Satisfaction by Age Group	Overall	18-34	35-54	55-74	75+
First responder services	2.79	2.88	2.75	2.79	2.84
Fire department services	2.79	3.00	2.78	2.77	2.79
Access to natural resources (e.g. open spaces, hiking trails, ponds)	2.57	2.64	2.51	2.60	2.62
Public elementary/middle school (K-8) education	2.54	2.20	2.48	2.57	2.62
Public high school education	2.52	2.40	2.56	2.49	2.67
Municipal services provided by the Town (e.g. Town clerk's office, road maintenance, transfer station)	2.51	2.22	2.42	2.52	2.72
Recreational facilities (e.g. playing fields)	2.41	2.50	2.37	2.43	2.39
Public Preschool education	2.26	1.60	2.28	2.30	2.13
Activities and programs for children	2.11	2.17	2.08	2.10	2.18
Police protection services	2.09	2.22	2.10	2.09	2.06
Activities and programs for adults	1.97	1.60	1.91	1.99	2.04
Library services	1.95	1.50	1.93	1.98	2.00
Activities and programs for seniors	1.93	1.67	1.90	1.93	2.00
Activities and programs for teens	1.87	1.50	1.81	1.92	1.84

Figure 6.

A satisfaction “surplus” exists when a satisfaction rating exceeds its importance rating; a satisfaction “deficit” exists when a satisfaction rating falls below its importance rating. This gap is calculated by subtracting an item’s importance rating from its satisfaction rating. Items with large surpluses typically are viewed as meeting or exceeding people’s expectations, while items with large deficits are viewed as falling short. The survey responses indicate a range of surpluses and deficits for the items examined. These data, summarized in Figure 4, indicate that “Public preschool education” (+0.19) and “Recreational facilities (e.g., playing fields)” (+0.15) have the largest satisfaction surpluses,

while “Police protection services” (-0.41) and “Municipal services provided by the Town (e.g., Town clerk’s office, road maintenance, transfer station) (-0.28) have the largest satisfaction deficits.

	Gap (Avg. Satisfaction Rating - Avg. Importance Rating)
Library services	0.19
Public Preschool education	0.15
Municipal services provided by the Town (e.g. Town clerk's office, road maintenance, transfer station)	0.06
Recreational facilities (e.g. playing fields)	0.06
Activities and programs for adults	0.04
Activities and programs for seniors	-0.05
Public elementary/middle school (K-8) education	-0.06
Activities and programs for teens	-0.12
Fire department services	-0.13
First responder services	-0.14
Police protection services	-0.15
Activities and programs for children	-0.19
Access to natural resources (e.g. open spaces, hiking trails, ponds)	-0.28
Public high school education	-0.41

Figure 7.

Satisfaction surpluses and deficits vary not only by item but by age group within each item (see Figure 7). Noting that the sample size for adults 18-34 is much smaller than that for other age groups, the data still highlight commonalities and differences when gaps are examined by age. For example:

- Education-related satisfaction deficits are most pronounced among respondents aged 18-34.
- Satisfaction deficits exist among persons 18-34 and 35-54 for “Activities and programs for children.” Satisfaction surpluses exist for this same item among persons 55-74 and 75+.
- “Activities and programs for teens” has relatively large satisfaction deficits among persons 18-34 and 35-54.
- “Activities and programs for seniors” has relatively large satisfaction deficits among persons 35-74 and 75+.
- “Police protection services” has satisfaction deficits across all age groups, with the largest deficits among persons age 55-74 and 75+.
- Substantial satisfaction deficits exist for “Municipal services provided by the Town” across all age groups except persons age 75+.

- While “Fire department services” scores highly in terms of both importance and satisfaction, its largest satisfaction deficits exist among persons age 55-75 and 75+.
- Likewise, while “First responder services” scores highly in terms of both importance and satisfaction, its largest satisfaction deficits exist among persons age 35-54 and 55-75.

Satisfaction Gaps by Age Group	Gap (Avg. Satisfaction Rating - Avg. Importance Rating)	18-34	35-54	55-74	75+
Public Preschool education	0.19	-1.07	0.23	0.29	-0.10
Recreational facilities (e.g. playing fields)	0.15	0.14	-0.03	0.26	0.11
Public elementary/middle school (K-8) education	0.06	-0.69	-0.03	0.16	0.04
Public high school education	0.06	-0.49	0.05	0.12	0.00
Activities and programs for children	0.04	-0.47	-0.15	0.16	0.18
Activities and programs for adults	-0.05	-0.15	0.04	-0.10	-0.02
Access to natural resources (e.g. open spaces, hiking trails, ponds)	-0.06	-0.11	-0.19	-0.03	0.19
Activities and programs for teens	-0.12	-0.59	-0.29	-0.01	-0.09
Fire department services	-0.13	0.08	-0.04	-0.18	-0.15
First responder services	-0.14	-0.04	-0.13	-0.17	-0.08
Library services	-0.15	-0.58	-0.06	-0.19	-0.03
Activities and programs for seniors	-0.19	-0.06	0.12	-0.33	-0.32
Municipal services provided by the Town (e.g. Town clerk's office, road maintenance, transfer station)	-0.28	-0.61	-0.30	-0.32	-0.01
Police protection services	-0.41	-0.28	-0.25	-0.51	-0.38

Figure 8.

Recommended changes to any services or resources mentioned in question above, by general theme:

RECOMMENDED CHANGES: TOWN SERVICES

Survey # and Verbatim Comment

- 1 Short hours mid-week at the Transfer Station in the late-afternoon/early evening.
- 31 Utilize the West Hartland building more so West Hartland residents do not have to constantly travel to East Hartland. Perhaps town meetings could be held there.
- 40 Transfer to be open more hours and the Town Clerk available more often.
- 42 Municipal services hours are terrible for working people. Additional drop-boxes or useful hours are a must. Dump hours also need changes (summer hours +).
- 46 What was the point of spending money on the building at Camp Alice Merritt if you make it impossible for residents to use? Also, word has it some people have had family holiday dinners there? Shouldn't have to "know someone" in the Town Hall to be able to use it. Waste of our tax dollars!
- 48 Better Town Hall hours.
- 51 Year-round transfer station hours mid-week.
- 63 More online access to information @Town Hall (e.g., No GIS).
- 64 Transfer station open more days - at least 1. Town Hall open more days - at least 1.
- 90 Spend less money on existing services and tax less. People move to Hartland to get away from crowded places and high taxes.
- 91 Fox Brook Rd. should be taken over by the town. The cost of maintaining the road isn't commensurate to the taxes we pay.
- 115 Better road maintenance response.
- 120 Keep services down and taxes low.
- 151 Extended town hall hours or one late night per week.
- 152 More days available at the transfer station.
- 156 Town hall needs to have hours (more than 1X month) for the working class.
- 159 Transfer station open more.
- 163 Trash services (pick-up).
- 168 Transfer station more hours.
- 199 The winter road maintenance is excellent. The oiling and "repairing" is not adequate - we need curbs for water flow.
- 202 Snow removal needs improvement. 1 ft. of our front lawn missing after 18/19 winter.
- 203 Email address for Town Manager should be posted.
- 206 Improved maintenance of trails and dirt roads.
- 213 The town has to actually take an active part in the town.
- 221 Place all expenses for the transfer station in the mill rate to encourage residents to bring all trash to the transfer station where it can be responsibly disposed of rather than throwing it in state parks or on MDC land.
- 223 Town clerk's hours, road maintenance.
- 230 I feel town clerk's office open more hours - or some (?) to get items notarized.
- 238 More hours mid-week at transfer station all year.
- 239 Transfer station hours increased. Another day open year around at least for 3-4 hours.
- 240 Municipal services need more diverse hours.

RECOMMENDED CHANGES: TOWN SERVICES (CONT'D.)

Survey # and Verbatim Comment

- 248 Changes to services would result in higher budget and more taxes -- with the state taxing so high, I can't afford more.
- 259 Ability to have some town services available at West Hartland library - pick up dump stickers, etc.
- 285 I would like to have one extra day a week that the town offices are open an hour later (hard to get there after work) before they close.
- 290 Better wild & scenic enforcement.
- 295 Add one night during the week all year for dump hours.
- 317 More transfer station hours.
- 330 User friendly transfer station hours. ex. Wed. nite 4 to 7 PM.
- 335 More assistance for 1st selectman. We've been trying to get cemetery plots for over a year.
- 337 Transfer station opened 2 days a week all year. Town Hall opened late.
- 341 Transfer station should be open on Weds. year round not just in summer.
- 343 Have the dump open more than once a week.
- 348 Tree work, mowing.
- 351 I wish they would pave the rest of the transfer station rather than keep adding to Berg field - enough already!

RECOMMENDED CHANGES: RECREATION

Survey # and Verbatim Comment

- 6 Would be nice for the grammar school ages to have a playground on this side (06091) they could walk to.
- 7 More access to MDC property.
- 8 After school programs, more recreation for children.
- 13 Place for parents to drop kids off before or after school. Could include after school activities.
- 24 Put a port-a-potty at Hartland Pond during July and August.
- 53 Maybe more art and music programs geared toward teens. Organized hikes to encourage kids to be future land stewards.
- 58 More programs for adults - women's clubs, book club, gardening club. Activities, bus trips.
- 61 Better signs for trails and more markings.
- 62 More community programs and healthy opportunities for teens.
- 71 Add tennis courts.
- 75 4-H.
- 82 Can you have some tennis courts? How about in West Hartland?
- 89 A playground at Berg Field since school playground cannot be accessed during school hours. This is important for 0-5 yrs.
- 109 Playing fields at Berg are not handicapped accessible.
- 131 A youth center that had regular activities for different age groups.
- 134 More emphasis on youth sports throughout the year in organized way.
- 164 I would like to see more activities or a rec. dept. for kids/teens/adults. There is no adult ed.
- 167 As far as I'm aware, there would be nothing for teens if it wasn't for Bethany LBC!
- 170 Have a map of hiking/biking trails made public.
- 173 The rec commission should consider adding activities for adults.

RECOMMENDED CHANGES: RECREATION (CONT'D.)

Survey # and Verbatim Comment

- 186 We have some great recreational locations, but we may not be utilizing them as we could. We have the beautifully renovated Nellie B. West building that doesn't seem to often be utilized. The insurance issue might need addressing. It could be a better source of revenue if there weren't obstacles to renting it. The entire Camp Alice should be utilized more.
- 192 More town sponsored activities for all ages.
- 194 Hartland badly needs a thriving municipal community center (e.g. library) that offers ongoing programs and services of interest to all residents.
- 218 More activities for children past school sports.
- 222 Access to the reservoir.
- 251 Have activities for teens in town.
- 270 Have activities for children before and after school, or transportation to Granby to the activities.
- 273 Create a dog park, bike path & walking track would be nice.
- 274 Make Girl Scout pond more safe as the swing - rope platform is dangerous. Ladder of the dock is broken. Cell phone coverage!
- 278 A town recreational center for all ages.
- 279 Allow swimming for dogs at one of the ponds, particularly Hartland Pond. Maybe just during certain off-peak hours such as before 8AM and after 7PM.
- 289 More activities set up by the town for teens. Increased awareness of educational needs for children with disabilities.
- 297 Trail preparation to allow easy access to wooded areas.
- 340 Better park facility.
- 368 Open up forest roads, less gates.

RECOMMENDED CHANGES: PUBLIC SAFETY & WELL-BEING

Survey # and Verbatim Comment

- 20 Resident trooper is needed. Consistent coverage for fire and first responders.
- 21 Enforcement of speed limits and crack down on loud vehicles.
- 43 Closer police protection.
- 86 More police presence.
- 104 Resident trooper would be helpful.
- 121 Our fire dept. is top notch!
- 122 We need to be worried about and correct the issues within the volunteer fire department and improve public service response times.
- 136 Higher police presence to combat speeders!
- 145 I would recommend hiring qualified staff to run emergency shelters rather than relying on volunteers.
- 217 Closer police protection.
- 244 Shorter response time for police.
- 263 Better source for police protection - We have state police but too far away from our town.
- 268 Resident state trooper here at all times.
- 301 Better daytime fire/medical coverage.
- 307 Police protection - constant stream of speeding motorcycles on Route 20 around reservoir. Dirt bikes on all roads.
- 310 Quicker response for state police.

RECOMMENDED CHANGES: PUBLIC SAFETY (CONT'D.)

Survey # and Verbatim Comment

- 325 Better police and fire services.
- 365 Fire depts. and 1st responders could be bolstered more during the day.

RECOMMENDED CHANGES: EDUCATION

Survey # and Verbatim Comment

- 34 Spend less money on schools.
- 49 As a parent of a middle school child, the school needs to have better math education.
- 52 We should have the voucher system for all accredited high schools, including private. Same \$ amount goes to one with parents picking up the rest.
- 144 Reduce cost to education.
- 161 Pre-school education should be free - paid for by property taxes.
- 174 Make elementary school K-6, 7th and 8th graders shouldn't be in school with 1st graders.
- 188 Pre-k as a full day versus partial.
- 211 Too much money of the educational budget is being spent on special ed.
- 214 Granby high school should be primary choice. Splitting classes leaves kids with too few peers as they enter new school system.
- 292 Use regional school psychologist. Use regional school nurse.
- 305 I would like to see before/after care provided by school.
- 344 Too much emphasis/\$\$ on education, not enough on municipal services that affect all.

RECOMMENDED CHANGES: LIBRARY

Survey # and Verbatim Comment

- 124 I would expand library hours.
- 132 More hours for the library.
- 142 Box drop in E.H. for library.
- 150 Library open more hours especially for all attending school!
- 181 Better library access - online services and e-books availability would be nice.
- 183 Library accessibility - too far from East Hartland, hours are too limited.
- 201 We should be joining towns like Granby, New Hartford & Winsted for our library services.
- 226 Bring library to East Hartland and clean it up.
- 323 Offer more online library services - having capability of using a tablet to read books as opposed to going to a physical place.
- 324 Close the library - too small & not needed - go to Granby or New Hartford.
- 363 Use the library more!! Senior fitness classes, theater group, concerts, etc.

RECOMMENDED CHANGES: SENIORS

Survey # and Verbatim Comment

- 35 #1 demographics? Focus group specifically for seniors.
- 41 Senior housing.
- 56 More activities for seniors.
- 155 Rides for seniors. Meals on wheels.
- 189 Transportation for seniors.
- 205 More senior connections possibly with surrounding town programs.
- 228 Services for seniors - especially transport.

RECOMMENDED CHANGES: SENIORS (CONT'D.)

Survey # and Verbatim Comment

- 260 More services for seniors.
- 265 More activities for seniors.
- 277 The Granby Senior Center offers many programs for seniors and could be a valuable source of information on the kinds of programs that interest seniors.
- 347 Senior housing - sad we have to look in other towns when we have lived in Hartland for so many years.

RECOMMENDED CHANGES: COMMUNICATION

Survey # and Verbatim Comment

- 9 This is a small town. Networking with other members of the town important.
- 57 I'm completely unaware of activities and programs available for any age group. Better publicity for these activities, perhaps?
- 96 More notifications of services available.
- 97 The town is too passive when it comes to letting people know what's going on (e.g. activities). Website needs a big upgrade.
- 108 Would love to see a flyer for Hartland Happenings. Once kids out of school - lose touch.
- 233 Better ways to receive information in town, not always aware of what is happening in town, division of town keeps W. Hartland isolated unless you have children in school.
- 272 Better communication to all residents of Hartland. Once children not in school communication is not good.
- 281 Have more online information available to those that need it.
- 298 I think there should be a monthly printed newsletter (similar to the Granby Drummer) w/events, advertising, interviews, info. articles, etc.
- 345 Information on available activities for children & residents.

RECOMMENDED CHANGES: DEVELOPMENT

Survey # and Verbatim Comment

- 114 Keep land undeveloped! So much beauty here, leave it alone please.
- 128 Keep Hartland rural and taxes low.
- 191 For what we have for resources in town, it's hard to change unless you develop + build which I'm against.
- 296 Leave things the way they are.
- 326 Gas station/store.
- 329 We need to invest in local business, stores and such.
- 356 A small store.
- 367 More of a built up center, shops, rec., walking paths.

RECOMMENDED CHANGES: MULTIPLE

Survey # and Verbatim Comment

- 5 Encourage and partner with local church and civic organizations to sponsor activities. Bring the website up to date.
- 16 Better hours for Town Hall services. Move library to Parish Hall and Garage, public use of Camp Alice Merritt buildings - i.e., rentals, usage.
- 37 Maps to trails on Hartland website, library online borrowing - attach to CT database.

RECOMMENDED CHANGES: MULTIPLE (CONT'D.)

Survey # and Verbatim Comment

- 65 Road crews need work 5 days per week in the winter! Fire department needs help.
- 74 Online library access. Access to MDC properties. Have 2 people perform 1st Selectman and Highway Spt. positions.
- 81 Preschool - longer hours. Are there services offered for programs for teens/adults/seniors?
- 130 Evening hours for town clerk offices, library services in East Hartland, more programs (recreational) for adults.
- 143 Bike trail, track for people to walk safely not in woods. Better hours for town hall/registrar.
- 179 Access to general store/gas station. Promote tourism - hunting, fishing, boating, hiking, swimming, cross country skiing.
- 212 Have a branch of the library in East Hartland. Re-activate Hartland Handyman: volunteer help for tasks that do not require a license, especially for seniors & lone occupants of a home.
- 267 Increase library funding to allow improved services and participation in CT Library Consortium. W. Hartland fire department seems almost non-existent & coverage by Mass. responders seems insufficient esp. in terms of response time.
- 286 More library hours & online library services. Need an active conservation commission.
- 304 More hrs. for library, more hrs./day for dump.
- 308 More knowledge of what's avail. for seniors & more family-oriented programs; better beach at Hartland Pond.
- 312 Road problems need prompt attention, raise monetary amounts to volunteer fire & 1st responders; get police closer than Canaan; donate to Granby ambulance.
- 313 Library hours leave much to be desired. The only things for adults are through churches.
- 322 Recreational facilities on the West Side would be nice. Improvement to public library.
- 332 We should have a senior center and/or more bus trips to places like NY Boston, Yard Goats Games, etc.
- 349 1.) Summer camp for children in town; 2.) Senior Center, 3.) Move library to East Hartland.
- 358 Sr. services in town. Ambulance in town.
- 359 Roads need work. Driveways need end cap compliance. Police a joke. School needs more math teachers and transparency.

RECOMMENDED CHANGES: OTHER

Survey # and Verbatim Comment

- 14 None.
- 29 None.
- 80 None.
- 87 None.
- 94 N/A.
- 95 Keep a low profile.
- 110 N/A.
- 196 Things seem great to us!
- 229 Can't improve.
- 243 No.
- 255 None.
- 287 None.
- 300 None.

RECOMMENDED CHANGES: OTHER (CONT'D.)

Survey # and Verbatim Comment

- 319 Satisfied.
- 352 None.
- 353 None keep as is.

C. Commercial and Residential Development

Respondents were asked about how Hartland should address any **commercial or residential development** interests in Town. Approximately 61% of those surveyed believe commercial development should be addressed on a case-by-case basis. This percentage is generally consistent across all age groups, although persons 18-34 and 35-54 feel more strongly about it than persons 55-74 and 75+. Fully 66.1% feel that residential development should be addressed on a case-by-case basis. Opinions also are somewhat divided on this measure when examined by age group, with persons 75+ feeling most strongly about it and persons 18-34 feeling least strongly. Overall sentiment for a “case-by-case” approach is up from prior the 2006 community survey.

Commercial Development

	n	Overall	18-34	35-54	55-74	75+
	355					
Establish business zones that support additional commercial development.		10.4%	0.0%	7.1%	12.9%	7.9%
Prevent additional commercial development.		29.0%	33.3%	26.3%	29.4%	34.2%
Address commercial development on a case-by-case basis.		60.6%	66.7%	66.7%	57.7%	57.9%

Figure 9.

Residential Development

	n	Overall	18-34	35-54	55-74	75+
	346					
Encourage residential development.		9.4%	8.3%	13.0%	8.5%	2.9%
Discourage additional residential development.		24.5%	41.7%	23.0%	25.1%	20.0%
Address residential development on a case-by-case basis.		66.1%	50.0%	64.0%	66.3%	77.1%

Figure 10.

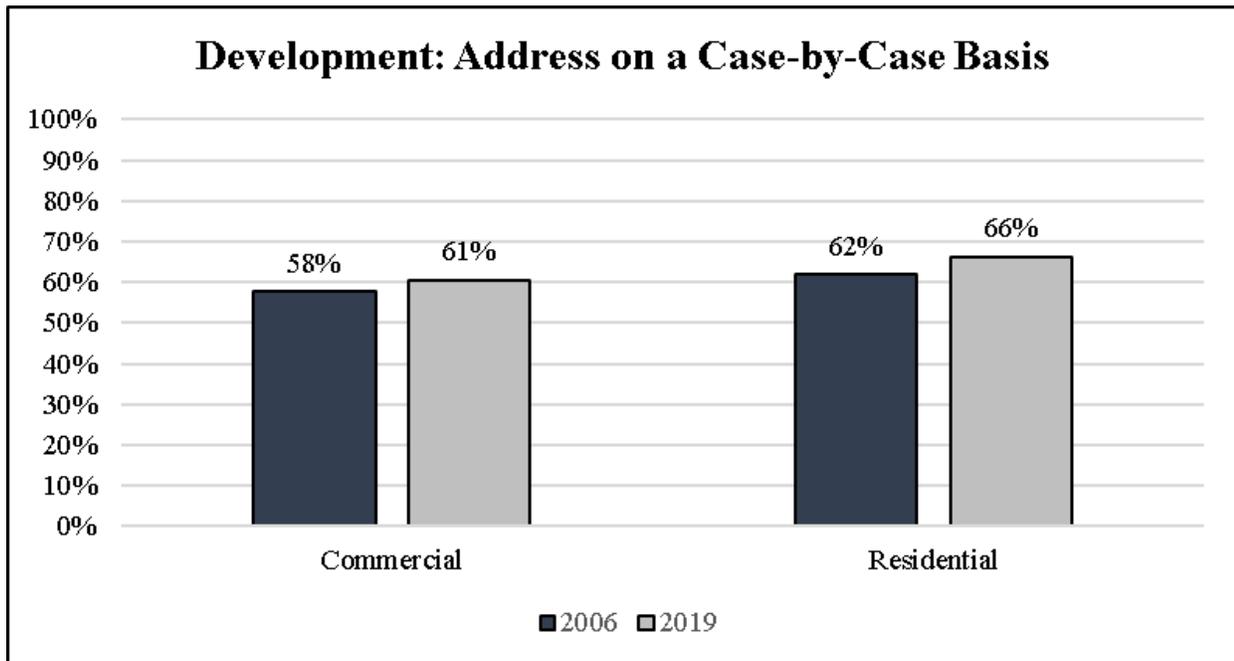


Figure 11.

D. Housing Development for Senior Citizens

Residents were asked if Hartland should support the creation of a **housing development for senior citizens aged 65 and older**. Of those surveyed, 44.4% replied “Yes.” Persons 75+ (52.9%) and 55-74 (51.6%) showed above average interest in senior housing when compared to persons 35-54 (30.5%) and 18-34 (27.3%). Among those expressing support for the creation of senior housing, 60.0% say they or a member of their household would be interested to occupy a senior housing unit. Such interest peaks among Persons 75+ (72.2%) and 55-74 (63.0%).

Support for a Senior Housing Development

	n	Overall	18-34	35-54	55-74	75+
	331					
Yes		44.4%	27.3%	30.5%	51.6%	52.9%
No		55.6%	72.7%	69.5%	48.4%	47.1%

Figure 12.

If “Yes” to above, would you or a member of your household be interested to occupy a unit?

	n	Overall	18-34	35-54	55-74	75+
	141					
Yes		60.0%	50.0%	42.3%	63.0%	72.2%
No		40.0%	50.0%	57.7%	37.0%	27.8%

Figure 13.

Note: The topic of senior housing was asked in the 2006 Community Survey, although in a slightly different way. In that survey, the question “Should Hartland develop Senior Housing?” was used, and 47.7% of respondents said “Yes.” Of those who said “Yes,” 21.9% said they or a member of their household would be interested to occupy a unit.

E. Affordable Housing Development

Residents were asked if Hartland should support the creation of an **affordable housing development for low-income or fixed-income people**. Of those surveyed, 18.0% replied “Yes.” Persons 75+ (30.6%) and 55-74 (21.1%) show above average interest in affordable housing when compared to persons 35-54 (10.3%) and 18-34 (0.0%). Among those expressing support for the creation of affordable housing, 30.2% say they or a member of their household would be interested to occupy a senior housing unit. Such interest is highest among persons 35-54 (40.0%) and 75+ (33.3%).

Support for an Affordable Housing Development

	n	Overall	18-34	35-54	55-74	75+
	334					
Yes		18.0%	0.0%	10.3%	21.1%	30.6%
No		82.0%	100.0%	89.7%	78.9%	69.4%

Figure 14.

If “Yes” to above, would you or a member of your household be interested to occupy a unit?

	n	Overall	18-34	35-54	55-74	75+
	63					
Yes		30.2%	-	40.0%	26.8%	33.3%
No		69.8%	-	60.0%	73.2%	66.7%

Figure 15.

Note: The topic of an affordable housing development was not asked in a previous community survey.

F. Handling an Increase in the Cost of Services Provided by the Town

Overall, survey respondents feel strongly (71.6%) that the Town should hold taxes and the scope of services as they currently are and find alternative sources to cover rising costs. Opinions vary by age, with Persons 18-34 (90.0%) and 75+ (83.8%) most likely to feel this way. This question was asked in the 2006 community survey. Overall, opinions have changed little since that time.

	n	Overall	18-34	35-54	55-74	75+
	345					
Reduce the scope of services to avoid any increase in taxes.		8.1%	0.0%	10.4%	8.1%	2.7%
Increase taxes to accommodate rising costs.		20.3%	10.0%	20.8%	21.3%	13.5%
Hold taxes and the scope of services as they currently are and find alternative sources to cover rising costs.		71.6%	90.0%	68.8%	70.6%	83.8%

Figure 16.

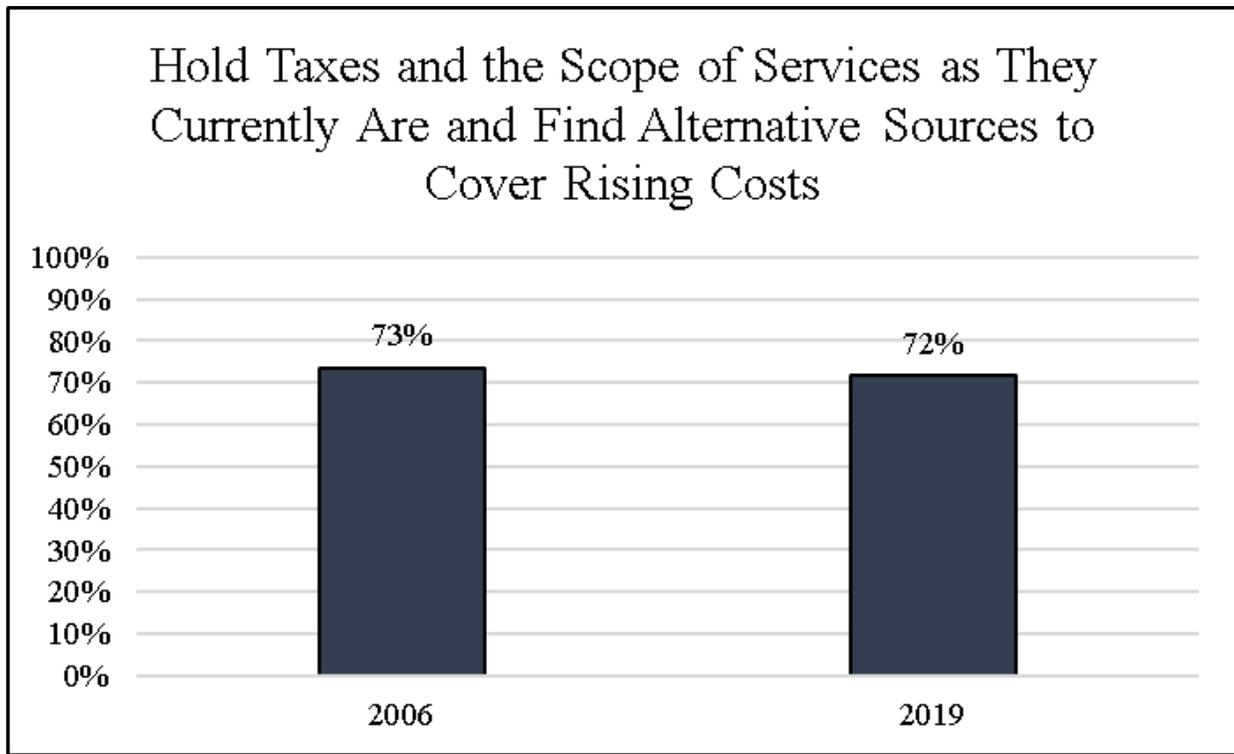


Figure 17.

G. Levels of Agreement with Various Statements About Hartland

Respondents were asked to rate their level of agreement with various statements. “Hartland should maintain its rural character” (4.85) has the highest level of overall agreement. This opinion is shared across all age groups. The overall rating recorded with the 2019 community survey for this statement is nearly identical to that observed in 2006 (4.79). Additional statements where agreement is high include “The property taxes my household pays are reasonable” (3.56), “A convenience/general store is needed in Hartland” (3.49), and “Services for senior citizens (e.g., transportation to medical appointments) should be increased” (3.47). Statements with the least amount of agreement include “Zoning regulations should be stricter” (2.93) and “More recreational and social activities are needed” (3.01).

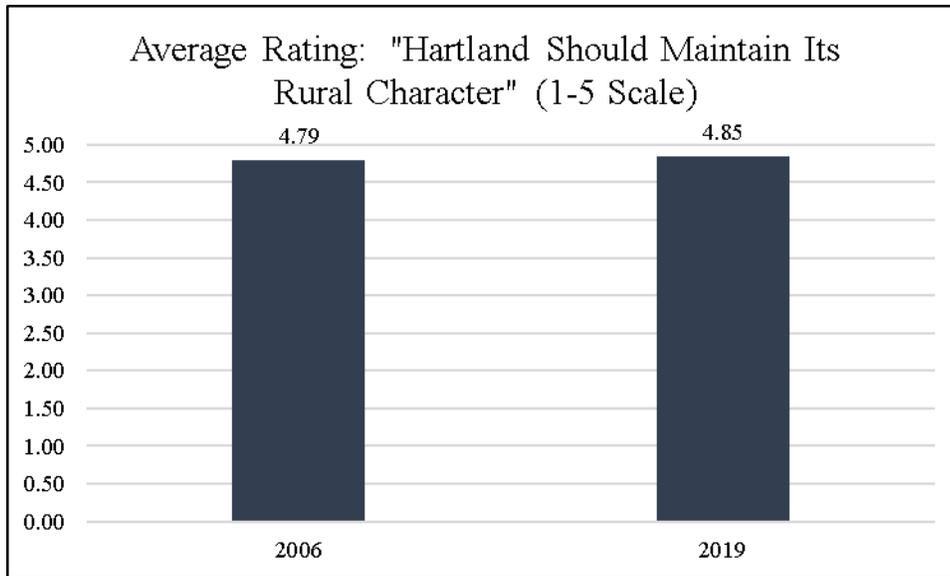


Figure 18.

Agreement Ranked by Overall Average Rating

	n	Overall	Disagree Strongly (1)	2	3	4	Agree Strongly (5)
Hartland should maintain its rural character.	354	4.85	0.3%	0.3%	2.8%	6.8%	89.8%
The property taxes my household pays are reasonable.	354	3.56	4.5%	8.5%	33.9%	32.2%	20.9%
A convenience/general store is needed in Hartland.	352	3.49	16.5%	9.7%	19.3%	18.5%	36.1%
Services for senior citizens (e.g. transportation to medical appointments) should be increased.	332	3.47	8.1%	9.3%	32.2%	28.9%	21.4%
The Town's website (https://www.hartlandct.org/) is an excellent resource to learn about community events, services and programs available to Hartland residents.	316	3.28	7.6%	14.9%	37.7%	21.2%	18.7%
It is easy to learn about community events, services and programs available to Hartland residents.	343	3.27	9.6%	16.0%	31.5%	23.3%	19.5%
Municipal funds should be allocated so the Town can purchase land for open space or other needs.	330	3.12	13.9%	14.2%	34.2%	21.2%	16.4%
More recreational and social activities are needed.	324	3.01	14.2%	19.8%	34.3%	14.5%	17.3%
Zoning regulations should be stricter.	333	2.93	23.4%	12.6%	27.3%	21.9%	14.7%

Figure 19.

When examined by age group, the data highlight additional commonalities and differences with these statements. For example:

- Agreement with the statement “The property taxes my household pays are reasonable” is inversely associated with age, with the highest levels of agreement among Persons 18-34 and 35-54.
- Agreement with the statement “A convenience/general store is needed in Hartland” is highest among Persons 18-34 (3.83) and 75+ (3.75).
- Agreement with the statement “Services for senior citizens (e.g. transportation to medical appointments) should be increased” is strongest among Persons 75+ (3.94) and 55-74 (3.57).
- Agreement with the statement “The Town's website (<https://www.hartlandct.org/>) is an excellent resource to learn about community events, services and programs available to Hartland residents” is lowest among Persons 35-54 (3.08) and 55-74 (3.33).
- Agreement with the statement “It is easy to learn about community events, services and programs available to Hartland residents” is lowest among Persons 35-54 (3.11) and 55-74 (3.25).
- Agreement with the statement “More recreational and social activities are needed” is inversely correlated with age. Persons 18-34 (3.80) have the highest level of agreement, while those 75+ (2.77) have the least.

Overall Rating and Average Rating by Age Group

	Overall	18-34	35-54	55-74	75+
Hartland should maintain its rural character.	4.85	4.91	4.85	4.84	4.95
The property taxes my household pays are reasonable.	3.56	4.20	3.65	3.50	3.51
A convenience/general store is needed in Hartland.	3.49	3.83	3.46	3.43	3.75
Services for senior citizens (e.g. transportation to medical appointments) should be increased.	3.47	3.09	3.13	3.57	3.94
The Town's website (https://www.hartlandct.org/) is an excellent resource to learn about community events, services and programs available to Hartland residents.	3.28	3.42	3.08	3.33	3.59
It is easy to learn about community events, services and programs available to Hartland residents.	3.27	3.64	3.11	3.25	3.67
Municipal funds should be allocated so the Town can purchase land for open space or other needs.	3.12	3.45	3.00	3.13	3.30
More recreational and social activities are needed.	3.01	3.80	3.31	2.85	2.77
Zoning regulations should be stricter.	2.93	2.00	2.56	3.11	3.29

Figure 20.

H. Fire Department Services

Survey respondents were presented with the following statement and then asked for their opinion about how to address this situation:

“The Town of Hartland presently provides monetary incentives to qualified volunteer firefighters and first responders serving in the East Hartland and West Hartland fire departments. These departments have reported difficulty attracting new volunteers. This has resulted in limited coverage when emergencies occur, particularly on weekdays from 8AM-5PM.”

Just 17.3% of those surveyed say that the Town should “Make no changes to the existing monetary incentive structure for volunteer firefighters and first responders.” Among those who favor a change to the existing structure, no overall favored alternative emerges. Persons 55-74 (41.7%) and 65+ (35.3%) prefer that the Town “Provide additional monetary incentives to qualified volunteer firefighters and first responders.” Persons 18-34 (45.5%) and 35-54 (40.4%) prefer that the Town “Hire two part-time employees to provide coverage during the daytime hours for each Department.” Overall, community attitudes toward these changes to the existing structure are equivalent.

	n	Overall	18-34	35-54	55-74	75+
	335					
Provide additional monetary incentives to qualified volunteer firefighters and first responders.		36.7%	27.3%	28.7%	41.7%	35.3%
Hire two part-time employees to provide coverage during the daytime hours for each Department.		36.7%	45.5%	40.4%	35.9%	29.4%
Make no changes to the existing monetary incentive structure for volunteer firefighters and first responders.		17.3%	18.2%	17.0%	16.1%	20.6%
Other (please explain):		9.3%	9.1%	13.8%	6.3%	14.7%

Figure 21.

A review of the “Other” comments indicates limited awareness regarding the existing incentive structure and a measure of uncertainty about what to recommend in the absence of more information. Primary themes are summarized below.

OTHER: SERVICES AND INCENTIVES

Survey # and Verbatim Comment

- 1 We must have emergency services but keep them affordable.
- 6 Interview residents first.
- 20 Hire part time and pay more incentives.
- 21 Allow for property tax reduction for volunteers.
- 36 Perhaps with required emergency response quota.
- 40 Have a new part timer or full-time employee cover both the fire department and other duties such as working at the transfer station so that it's open more often.
- 57 If volunteers are unavailable due to work obligations or other reasons, adding monetary incentive won't help.
- 62 No additional monetary incentives. Increase recruitment strategies.
- 63 Do we look at best practices from other small communities even outside of CT? How would 2 part time people put out a structure fire?

OTHER: SERVICES AND INCENTIVES (CONT'D.)

- 72 Volunteers are given \$1,000 and they don't even go to all the training, fires, etc. This is the Hartland budget money.
- 95 Dependable help must be available.
- 136 Every family in town should pay their share!
- 169 I think the Town and Fire Department should determine the best option for the interest of people's safety in Hartland.
- 173 Volunteerism is a problem everywhere. The Selectmen should work with the 2 chiefs to try to create a recruitment plan.
- 174 Membership ebbs and flows in small towns.
- 177 Due to lack of interest from the next "generation" of people, possibly implement a fire tax. We feel there is a very significant need, especially for first responders, in the future.
- 179 Change the culture of the VFDs.
- 187 Want to discourage people from towns far away (too far to come for calls) to come for the money.
- 208 Try additional incentives and if that doesn't work may need to hire.
- 218 Additional money only for new volunteers, not increasing pay across the board.
- 261 Offer training to general population, esp. church & school staffs to handle minor emergencies. Increase awareness of health & access to other facilities.
- 274 Reduce monetary support to volunteer firefighters.
- 277 I am not convinced that money would help because the present mindset does not see volunteerism as a priority.
- 292 Have training available beyond Tuesday evenings. 2nd shift workers can't attend.
- 295 Pay additional monetary incentives if can volunteer between 8-5.
- 300 Anyone eligible to be a volunteer most likely has a day job which can interfere with responder services.
- 312 (Also would support the 2nd one.)
- 337 Combine the two depts. into one dept. and do away with all financial incentives. It's volunteer.
- 338 Part time would be too expensive for the fire calls we receive.
- 344 If the town continues to "grow" and "develop" the town will be forced to consider a FT paid fire department.
- 351 If that (#1) doesn't work, go to option 2.
- 353 Or provide additional funds to qualified people already on dept. to cover 8-5.

OTHER: NOT ENOUGH INFO

Survey # and Verbatim Comment

- 7 I'm not qualified to have an opinion on this.
- 11 Service is needed. Have not researched the problem and possible solutions enough to comment.
- 14 Don't know.
- 31 Before paying more: Let residents know about the incentives in place, explain that training is paid for, encourage youth to join!
- 53 Not sure.
- 75 Advertise more! I had no idea.
- 121 We never knew they had monetary incentives so maybe publicize it.
- 124 My household was unaware of this program. Please hold a town meeting to educate town citizens of the types of services offered.

OTHER: NOT ENOUGH INFO

- 128 Don't know enough. I recommend sending a separate survey with statistics and history demonstrating need.
- 129 Not clear, more information.
- 166 Don't know what incentives are provided now.
- 196 Unsure of the solution, need more information on how 2 part timers could handle an emergency.
- 210 Is there enough money in the budget to pay 2 people?
- 212 Are 2 part time employees enough? If not, solidify cooperation with neighboring towns.
- 233 Was not aware that monetary incentives were offered for volunteer firefighters and first responders. Needs to be out there more. Maybe invest in a more modern sign for W.H. firehouse?
- 267 But it would be important to have more detailed information regarding costs vs. benefits of this option (Hire two part-time employees). Bottom line is to improve effective emergency response. Could there be an open meeting of public info on this issue?
- 268 We can't make a recommendation until we know more about the monetary incentives.
- 279 Publicize the need more effectively to attract more volunteers.
- 285 Would it be possible to offer a break in property taxes to attract daytime volunteers?

OTHER: COLLABORATE

Survey # and Verbatim Comment

- 64 Partner with other towns like we currently do.
- 74 Share resources with another town.
- 122 Regionalize with other neighboring towns having same issues to reduce cost of taxpayers.
- 130 Partner with neighboring towns?
- 163 Use surrounding town's services for a fee.
- 188 Collaborate w/other local volunteer teams to provide blanket coverage during these hours.
- 189 Or contract w/Granby?
- 216 If anything, sit down with Granby Ambulance, New Hartford, and Winsted to see if anything could be done for quicker response from these services. Hartland gets very few fire calls, mostly medical.
- 294 Hartland should request greater coverage from the CT Police during critical times.

OTHER: OTHER

Survey # and Verbatim Comment

- 142 Lobby state to reduce training required for all volunteer firefighters.
- 150 Pray and they will come!
- 253 They are being strangled by regulations.

I. Interest in Various Items Related to Hartland

Survey respondents were asked to rate (Scale: 1=Not At All Interested, 2, 3, 4, 5=Highly Interested) their level of interest in various items related to Hartland.

Note: Due to a survey printing issue, the item “Receiving automated text or email messages regarding Hartland news or events (e.g., road closure, town meeting, events)” was shown on the survey itself but did not have an associated scale next to it. Even so, 181 respondents wrote down a rating and the committee used those responses to generate its related output shown below.

Overall Rating and Frequency Distribution

	n	Overall	Not At All Interested (1)	2	3	4	Highly Interested (5)
Receiving automated text or email messages regarding Hartland news or events (e.g. road closures, town meetings, events).	181	3.80	17.7%	5.0%	8.8%	17.7%	50.8%
Collaborations with area municipalities (e.g. Granby, Winsted) to access social programs and resources.	337	3.78	8.6%	4.5%	19.6%	36.5%	30.9%
Expanded opportunities for residents to buy and sell locally grown produce or other food items.	356	3.76	9.2%	6.3%	19.3%	29.8%	35.4%
Cultural and social events such as musical performances held at the Town Library or other Hartland venue.	326	3.49	12.0%	6.1%	29.8%	24.8%	27.3%
New and/or expanded zoning regulations related to blight.	310	3.43	13.9%	11.0%	23.5%	21.0%	30.6%
Regularly updated communications regarding services and programs for senior citizens.	312	3.20	19.2%	9.3%	26.9%	21.5%	23.1%
New and/or expanded zoning regulations related to noise.	325	2.98	21.2%	12.6%	31.1%	15.7%	19.4%
Education and enrichment classes for adults (e.g. computer training, "how-to" programs).	333	2.93	23.4%	12.6%	27.3%	21.9%	14.7%

Figure 22.

Overall, three items garner the highest levels of interest among those surveyed:

- Receiving automated text or email messages regarding Hartland news or events (e.g. road closures, town meetings, events). (3.80)
- Collaborations with area municipalities (e.g. Granby, Winsted) to access social programs and resources. (3.78)
- Expanded opportunities for residents to buy and sell locally grown produce or other food items. (3.76)

The three items that garner the least level of interest are:

- Education and enrichment classes for adults (e.g. computer training, “how-to” programs). (2.93)
- New and/or expanded zoning regulations related to noise. (2.98)
- Regularly updated communications regarding services and programs for senior citizens. (3.20)

A positive correlation exists between the level of interest and the age for all items except “Expanded opportunities for residents to buy and sell locally grown produce or other food items.” Thus, interest in nearly every item is highest among Persons 75+ followed by Persons 55-74.

Overall Rating and Average Rating by Age Group

	Overall	18-34	35-54	55-74	75+
Receiving automated text or email messages regarding Hartland news or events (e.g. road closures, town meetings, events).	3.80	2.80	3.65	3.90	4.00
Collaborations with area municipalities (e.g. Granby, Winsted) to access social programs and resources.	3.78	3.50	3.71	3.81	3.94
Expanded opportunities for residents to buy and sell locally grown produce or other food items.	3.76	4.17	3.63	3.82	3.66
Cultural and social events such as musical performances held at the Town Library or other Hartland venue.	3.49	3.08	3.32	3.55	3.80
New and/or expanded zoning regulations related to blight.	3.43	3.18	3.20	3.47	4.00
Regularly updated communications regarding services and programs for senior citizens.	3.20	1.89	2.50	3.46	4.00
New and/or expanded zoning regulations related to noise.	2.98	2.55	2.56	3.16	3.43
Education and enrichment classes for adults (e.g. computer training, "how-to" programs).	2.93	2.00	2.56	3.11	3.29

Figure 23.

J. Characteristics of Respondents

Overall, 73.3% of those surveyed live in ZIP Code “06027” followed by “06091” (18.2%) and “06065” (8.5%). Most respondents are aged 55-74 (57.8%) followed by 35-54 (27.9%). Average household size is 2.55 persons. Nearly 95% of those surveyed have regular access to the Internet while 89.4% have regular access to text messages. Incidence rates for these latter two items are generally consistent among Persons 18-74 and are notably lower among Persons 75+.

ZIP code of residence:

	n	Overall	18-34	35-54	55-74	75+
	352					
06027		73.3%	83.3%	76.3%	70.3%	78.9%
06065		8.5%	8.3%	4.1%	11.9%	2.6%
06091		18.2%	8.3%	19.6%	17.8%	18.4%

Figure 24.

Age:

	n	Overall
	358	
18-34		3.4%
35-54		27.9%
55-74		57.8%
75+		10.9%

Figure 25.

Total number of people in household:

n	Overall	18-34	35-54	55-74	75+
354	2.55	3.00	3.34	2.26	1.95

Figure 26.

Have regular access to:

The Internet (including email)	n	Overall	18-34	35-54	55-74	75+
	357					
Yes		94.7%	100.0%	98.0%	97.1%	73.7%
No		5.3%	0.0%	2.0%	2.9%	26.3%

Figure 27.

Have regular access to:

Text messaging	n	Overall	18-34	35-54	55-74	75+
	349					
Yes		89.4%	100.0%	98.0%	92.6%	42.9%
No		10.6%	0.0%	2.0%	7.4%	57.1%

Figure 28.

K. Additional Comments

Respondents were given the opportunity to provide additional comments regarding any topic of interest related to Hartland. These comments are organized below by their general theme.

ADDITIONAL COMMENTS: COMMUNITY LIFE

Survey # and Verbatim Comment

- 36 No bear baiting. No commercial activity/tourism.
- 42 Please do whatever it takes to keep Hartland a close, tight-knit community.
- 45 Very disconnected. Church people/school people/the rest of us.
- 52 Don't fix it if it ain't broke!
- 54 We are concerned about the current and increased usage of our town/state roads by tractor trailers from a noise and safety standpoint, specifically regarding the former Route 179/Granville Road.
- 78 Hartland is a wonderful place to live. Minor change won't do much harm but we must preserve this special way of living.
- 87 Happy in Hartland with all the critters (2 & 4 legged).
- 88 Great job so far! I love it here!
- 95 I love this town. I'm proud to be a resident!
- 113 We moved here 21 years ago because of what Hartland is and where it is.
- 114 Please keep Hartland the way it is.
- 124 Hartland is a hidden gem and wonderful place to raise children. Changing its nature by increasing its services (i.e. low-income housing, senior citizen services, etc.) would destroy this. People move to Hartland for precisely its lack of services and commercial industry. If my family wanted services, we could move to Granby. Do not change Hartland.
- 137 Hartland is a nice quiet place to live although there has been an increase in noise levels from people riding dirt bikes and quad bikes on state land/own properties & on public roads.
- 142 We like the town as is!!
- 160 Cox is expensive and the only workable choice for Internet. It is slower than 3 mbs (3rd world countries get faster). Get them to upgrade or get more internet providers in town. Too many trees for many homeowners to get satellite internet or TV. Some alternatives offering competing pricing would be welcome.
- 167 Keep Hartland as it is!!!
- 191 I have lived here more than 20 years and travel for work and see the root of the confusion and always am glad to come back to the peace and quiet and calmness here!
- 193 Hartland needs a little coffee shop or other gathering place for residents to spend time away from home.
- 200 Love our town.
- 204 Don't change a thing!
- 210 I love Hartland. Not much I care to change about it.
- 223 I don't want a bear baiting resort in town.
- 229 Great place to raise kids!
- 230 We are a small town & I feel there could possibly be a large volunteer effort on certain projects perhaps 2X yearly ?? etc.
- 238 Hartland is a great place to live overall! Keep it that way. I'm always happy to come home to Hartland.
- 244 We are having tough times in the state of CT - which affects towns - I would hate to see Hartland change due to lack of funds.

ADDITIONAL COMMENTS: COMMUNITY LIFE (CONT'D.)

Survey # and Verbatim Comment

- 249 No bear baiting & tourism! We moved here to escape the crowds!
- 263 "I love Hartland." Thank you for all your efforts.
- 282 Living in "West" Hartland we feel isolated from the town services and government. Not sure how that can be addressed.
- 287 It would be nice to have mail delivery on Hogback Rd.
- 289 Despite the good intention of the law or regulations residents suffer the unintended consequences of those actions.
- 300 Keep our town quiet and happy! No big changes, please!
- 302 We signed the anti-bear baiting petition and are strongly against animal baiting, especially for monetary gain.
- 305 We love living in Hartland. We do not mind increasing taxes to enhance the quality or necessary things for the town.
- 308 No bear baiting should be allowed. Better cell service would be beneficial.
- 320 We stay in Hartland because of the way it is. To change things such as noise ordinance preventing shooting of firearms etc. would make us consider moving out.
- 324 (Re: new or expanded zoning): Please leave residents alone. This is one huge reason that Hartland is so great.
- 326 Hartland needs to stay as a small town with a modern heart - but it can't be everything for everyone.
- 330 We like Hartland, nice school, good maintenance of roads.
- 336 Hartland is fine as it is.
- 343 I have been here for over 30 years and just recently been thinking that it's getting too populated for me. I like rural, I like my privacy, peace & quiet but it's slowly going away. It makes me sad. Please don't let this town become another Granby or Simsbury.
- 349 Hartland is wonderful town. However, it needs some tweaking.
- 354 Been living here close to 68 years - love Hartland.
- 360 We like the town of Hartland just as it is! Don't change a thing.
- 367 A town center will give more monetary value with more community involvement to lead to the best small town in CT.

ADDITIONAL COMMENTS: TOWN OPERATIONS

Survey # and Verbatim Comment

- 44 Re: #11, the question about municipal funds for open space, we rated this as a "3" because it is unclear what "other needs" means. If the funds are for open space, we would rate this as a "5." The Town should consider posting community events, etc. on the Hartland Gazette Facebook page.
- 49 Regarding question 10: We really have no services. We pay for trash and have no other services besides plowing. There is no reason to raise taxes. Use what you have.
- 86 It's hard to provide services without raising taxes. However, it can be done. Think outside the box.
- 120 Don't do anything to increase taxes, if residents had wanted all kinds of services, they would have bought in a highly taxed town.
- 151 Improve the landscape maintenance of the town hall and school. It is a joke on how poorly it is maintained!

ADDITIONAL COMMENTS: TOWN OPERATIONS (CONT'D.)

Survey # and Verbatim Comment

- 163 Tax incentives for green energy - solar power, wind power, etc.
- 185 Very thorough survey. Please consider an ordinance to at least limit outdoor burning/boilers to cooler months (no summer burning).
- 201 Using downloading services from libraries is important. We should participate with libraries who have this.
- 203 Develop a committee to assist with blight issues in town.
- 206 Very happy with the quality of road maintenance. Transfer station should have a way to turn returnable containers into cash for some of the extra services mentioned in the survey. Keep extended transfer station hours year round.
- 213 The town needs to look to federal/private funding for increasing scope of services.
- 215 On question 10 - not sure what alternate sources would mean - probably unrealistic - raising taxes might be needed.
- 221 "Savings" for some/all transfer station & road plowing/maintenance.
- 233 It is time for the town to address broken down unregistered motor vehicles and farm equipment permanently sitting in yards lining our streets as you travel through town! Also, address falling down houses.
- 247 Enforcement of zoning laws must be done. Residential zones are seeing small businesses - this is illegal.
- 256 Lower taxes, please.
- 257 Tax is too high.
- 277 Hartland needs to know/acknowledge that current global problems, i.e., crap accumulating in the oceans and global warming are our problems too! Some zoning regulations need to be enforced. e.g., some of the unsightly homes should be notified that cleaning up is a priority.
- 278 Town independence and autonomy are important.
- 279 Provide the ability to pay tax bill online. Many young people do not use checks and your hours at town hall are limited to pay in person.
- 286 Would like to see an active conservation commission with its chairperson being an elected position.
- 299 Hartland is a wonderful place to live. No more town government services are needed.
- 334 A resident wanted to use the Nellie B. house for a function and was informed they needed coverage from their insurance company to do so. Meanwhile another resident didn't need to because a committee member didn't make them.
- 366 Please keep our taxes low!! Or lower!!!

ADDITIONAL COMMENTS: PUBLIC SAFETY & WELL-BEING

Survey # and Verbatim Comment

- 72 Check into the East Hartland Fire Department (see #12 above). This is town money. Lots of favoritism in the department.
- 136 The speeding in town is totally out of control (route 20). Zero police presence. Town should also ban Jake brake use! Have never seen a speed trap in the last 15 years. People who drive here need to respect this town and the people who live here! Noise level from motorcycles and speeders is disgusting!
- 143 Need cell phone access through "the hollow", it is a safety concern.

ADDITIONAL COMMENTS: PUBLIC SAFETY & WELL-BEING (CONT'D.)

Survey # and Verbatim Comment

- 147 I would LOVE to see Rt. 179 from the center of town to the state line designated a no thru truck zone. GPS apps started sending 18-wheelers, tankers, etc. this way a couple of years ago and it is INFURIATING!
- 199 Sidewalks and curbs would be great. Dangerous for cyclists and walkers/runners on our roads.
- 212 A retainer agreement with Granby police for East Hartland. It takes too long for Canaan barracks to arrive.
- 216 Work out coverage with Granby fire, even Simsbury if needed but do not hire fire personnel full time, waste of funds.
- 292 Fire dept. wants people to work between 8 & 5. Why have meetings on evenings when people who work 2nd shift can't attend!

ADDITIONAL COMMENTS: RURAL CHARACTER

Survey # and Verbatim Comment

- 31 Limited population and extended travel times make access and offering of services more expensive and difficult to provide. That helps to maintain rural nature of town.
- 70 Love Hartland! Preserve its land, character, history and wildlife!
- 156 The "key" reason we live in Hartland is the peaceful, quiet, land rich environment. We would definitely leave if HUD and other housing was allowed.
- 158 Keep Hartland rural - no more development.
- 166 Maintain rural character at the best cost.
- 268 We moved here because of the conservative, rural character. We don't want sidewalks, street lights, more zoning regulations. We are happy with fewer services and reasonable taxes.
- 353 Keep Hartland the way it is. If it becomes like surrounding towns I'll move out to a more rural area.

ADDITIONAL COMMENTS: DEVELOPMENT

Survey # and Verbatim Comment

- 75 I love Hartland! Re: affordable housing - As a contractor, I have seen low income housing DESTROY properties. Very BAD idea.
- 188 We are pleased with Hartland. When you choose to live in a town like Hartland, you do so for all that it brings (and does not bring). Additional development is not necessary.
- 241 I would like to make sure we have no commercial development. No signs, no parking lots.
- 246 Re: question 11 & 13 - zoning. We need to do a better job of enforcing current regs. Re: senior & low income housing - agree that it is important to address but don't think multi-family housing works in Hartland due to well/septic system issues - EXCEPT in-law apartments and/or "tiny houses" such as the Town of Salisbury permits. There are already in-law apartments that can be seen as meeting those needs & Hartland could consider zoning changes to encourage this. See Hartford Courant op-ed piece of 6/2/2019 "Yes, in my backyard."
- 274 Hartland should/deserves to grow regarding # of residents, but more fam. houses need to be built.
- 335 1.) Regarding development (comm & residential) there should be an organized long-term plan.
2.) Indicated no for housing development. There are not services that could accommodate elderly/low income housing developments. So, it would not make sense to provide housing when services would be located far away.

ADDITIONAL COMMENTS: DISTANCE & CONVENIENCE

Survey # and Verbatim Comment

- 2 Hartland is a nice little town. It would be convenient to have a general store or gas station in town.
- 7 We could use a general store, a tavern, a gas station and that's about it. The town is just about perfect exactly as it is.
- 13 I wish we had a place or shop that provided people with an opportunity to drop in for coffee/pastry as well as sell milk and some staples like a deli. A great example of this is the Granville Store. We need a place to congregate and grab a bite/meet people other than church-related events.
- 94 I love living in Hartland. Just wish there was a general store like there used to be.
- 97 We need a store on the east side. It doesn't have to be open every day, but driving to Granby for a gallon of milk is not "green" and kids would like a place to visit and buy a soda. Thanks.
- 331 Encourage re-establishment of a general store type business. Fire loss of old Hayes store left a big hole in this community and lost tax revenue.

ADDITIONAL COMMENTS: SENIORS

Survey # and Verbatim Comment

- 1 Hartland is a remote town, its beauty and peacefulness enjoyed by all, but that is the very thing that makes it not an ideal spot for the elderly if emergency medical responses are needed. I am already making plans to live elsewhere when very old and needy.
- 35 Re: senior housing affordable housing - huge topic; should have an active focus group to bring together further info. Too emotional a question for yes/no answer.
- 98 Not sure about this but is the senior center open to residents for personal activities? (i.e., yoga, craft shops)
- 164 I love Hartland but we should consider connecting w/other towns to enrich our seniors. Thanks for doing this survey.
- 169 Concerning housing for seniors and low/fixed income, how much need is there and is this for Hartland only residents? Has there been a study done and made public? Thank you.
- 306 Possibility of freezing of taxes after age 70? (Possibility of reduced taxes by 1% or 2% per year (after age 70). Help people stay in own homes, in town.

ADDITIONAL COMMENTS: COMMUNICATIONS

Survey # and Verbatim Comment

- 29 Town web page should be expanded and regularly updated as means of communication to Town residents.
- 197 I don't know what services are available or where to look to find out.
- 267 Town website is static. No updates on anything including important Town Meetings, elections, etc. (The "survey" re new school super was still online long after she was hired.) It is not a reliable source of anything but basic, static info. Also, due to our Riverton P.O., we don't receive any mailed notices of anything happening in town (but we always receive Barkhamsted mailings! LOL. PLEASE upgrade the website to be a reliable, active resource. Fortunately, after living here for about six months we discovered the Hartland Gazette Facebook page. Otherwise we'd be totally in the dark. Thanks.

ADDITIONAL COMMENTS: COMMUNICATIONS (CONT'D.)

Survey # and Verbatim Comment

- 272 Should not rely on texts or emails (automated) as everyone in town doesn't have reliable service or dead zones - no service available or limited depending where you live. No access to computer or cell phone. Not tech savvy or funds to pay monthly bills for these services. More mailings for important events & info.
- 293 I have not been to the website lately. It was not that great. Seems to be out of date a bit.

ADDITIONAL COMMENTS: RECREATION

Survey # and Verbatim Comment

- 5 Encourage and rely on local church and civic orgs to provide some activities. Enhanced website to allow scheduling & calendar functions for activities.
- 130 Hartland is a great town but there is little organized activities for adults (non-seniors) that still work.
- 145 Regarding "social programs & resources", I am interested in these but would prefer them to be in town, not in Winsted or Granby.
- 192 Hartland needs a playground at Berg field (1st choice) or Alice Merritt. Families with young children have to leave town to access one during school hours. And it would help at Berg, families who have children in sports.

ADDITIONAL COMMENTS: EDUCATION

Survey # and Verbatim Comment

- 214 School system needs to drive higher standards of learning & stop catering to individual behavioral needs. Kids that want/need to learn are missing out on education to prepare for future while behavioral issues of others take priority.
- 352 Parents of school children should pay for their child's education. I have no kids. I shouldn't have to pay for someone else's. Pay your own way!

ADDITIONAL COMMENTS: MULTIPLE

Survey # and Verbatim Comment

- 57 Sorry some of my answers are vague. I have really enjoyed 20-plus years of laid-back "most folks mind their own business" living here. I haven't had a lot of time myself to contribute to "community" so I don't want to be critical of the efforts others have made. I'd enjoy being more aware of the community activities when they happen. Thank you for the chance to respond to this survey. Re: senior housing and affordable housing - Too many questions to feel like I have an opinion on this. Re: the cost of services - the town should also look at ways to reduce costs plus look for alternatives.
- 63 Re: regularly updated communications - look at East Granby's Turkey Talk. Lots of good info and access to all departments. Re: costs of services - Balance! Make sure things are run efficiently and don't hire full time if not needed.
- 65 Regulations for upkeep of property. Town has steadily become shabby looking. Some programs for kids have just plain failed. Brownies, Girl Scouts, Cub Scouts and soon Boy Scouts. Sad!
- 71 It would be nice to have a general store, some area with picnic tables and a further developed picnic area, park would be nice. Some of our answers would be different depending on how the item is addressed like noise ordinance - would it make it "illegal" for fire trucks to run sirens during Firemen's Parade? Hopefully NOT.

ADDITIONAL COMMENTS: MULTIPLE (CONT'D.)

Survey # and Verbatim Comment

- 74 Encourage commercial development in existing business zones. "Enforce" existing regulations before creating new. Post "agendas" on town website. Prepare a cost study of existing school costs vs. joining a regional school. Ad hoc committee - Thanks for your hard work!
- 90 Keep Hartland rural and keep taxes low! To compromise on these two attributes is to compromise on Hartland's beauty.
- 150 I love the whole area. The woods, bears, quiet, open space! Please keep it simple and beautiful. It is a special place. Thank you for all of your service. Do not spend what you don't have. No debt!
- 179 Keep the town quiet and small. Invest in the school and attract good teachers. Eliminate fraud and waste. If the town is well run, property values increase, taxes remain flat with minor increases. People won't mind paying more. Hold town workers accountable for jobs. Have maximum salaries and 401k - not pensions. People will pay higher taxes if government is small and effective.
- 194 We've lived in Hartland since 1987. Our children went through the school system. It's a great place to make home. The town would benefit from additional programs and services for residents of all ages.
- 245 Enforcing blight regulations/rules for having junk yard that isn't a licensed junk yard or farm of property of 5 acres per Hartland (Do your jobs) and get something done or enforce with fines or whatever it takes. Clean-up the mess. Do something. Get something done or enforce with fines or whatever it takes. Get the State of CT involved. Keep peaceful and country - woods like it is (rural character). Affordable housing development (No). It would probably end up another mess that wouldn't be enforced.
- 258 Keep the fire trucks off the athletic fields during the carnival as it causes tremendous damage, fix road to Alice Merritt. (Re: senior housing): Hartland doesn't have the resources to support it. Mini-bus, police, etc.
- 312 1.) Hire a grant writer. 2.) Many of these questions could have two answers such as 10 & 12. 3.) It's time for the school(s) to put the brakes on and free up (any) available funds for roads and fire/emergency care. 4.) Also, I'd pay more tax if the schools are hand-tied. 5.) The senior newsletter is fantastic. Municipal grants; targeting wealthy people for funds in their wills; combining services with Granby; get the schools to hold the line! But continue to pay fire & emergency. If you're going to pay for a town-wide survey, include more than 2 lines for responses please. Best ideas come from the residents.
- 363 We'd love to see Hartland remain VERY RURAL and expand adult programs and PLOW the North Hollow!!!!

ADDITIONAL COMMENTS: OTHER

Survey # and Verbatim Comment

- 9 Thank you for having this survey. Appreciate this.
- 11 Thanks for serving and supporting this town!
- 12 Thank you for compiling this survey!
- 14 None.
- 53 I love Hartland! Thanks for your hard work on the survey.
- 58 Thanks for providing this survey.
- 67 Thank you! Keep up the good work!

ADDITIONAL COMMENTS: OTHER (CONT'D.)

Survey # and Verbatim Comment

79 Thank you for the survey. I love Hartland. Thank you for your work for Hartland!
81 Good idea with the survey!
91 Thank you for the opportunity to provide feedback.
101 Thank you for all you do and for asking very good questions!!!
110 N/A.
121 Thank you for your service!
168 Thank you.
177 Thank you!
273 Thank you.
294 Thank you for allowing our participation!
295 Thank you for asking. We appreciate all you do for the town.
298 Please let the community know when & where to see the results of this survey.

IV. SURVEY INSTRUMENT

LOVE
HARTLAND?
RETURN YOUR SURVEY!



May 14, 2019

Dear Resident of Hartland,

As required by Connecticut law, the Town of Hartland is updating its 10-year plan of conservation and development. A key input into this plan is the enclosed survey of Hartland residents. It is being administered to better understand your opinions of the Town and your vision of its future.

This survey should be completed by the head of your household. It is an anonymous survey, so there is no need for that person to be identified. Please use the enclosed postage-paid envelope to return your completed survey by June 30, 2019. It also can be dropped off at the Selectmen's Office on South Road.

Hartland is your town and this is an opportunity for you to help shape its future. Please participate!

Respectfully,

/s/ _____
Gregory M. Sottile, Ph.D.
Chairman
Ad-Hoc Committee: 10-Year Plan of
Conservation and Development

/s/ _____
Connie Irwin
Co-Chairman
Ad-Hoc Committee: 10-Year Plan of
Conservation and Development

Committee Members:

Kristen Anderson
Wade E. Cole, 1st Selectman
Scott Levan, Selectman
Magi Winslow, Selectman

TOWN OF HARTLAND, CT: 2019 Community Survey

Thank you for participating in the Town of Hartland’s 2019 Community Survey. This should be completed by the head of your household. It is an anonymous survey, so there is no need for that person to be identified. Your household’s participation will help shape the future of Hartland. Please use the enclosed postage-paid envelope to return your completed survey by June 30, 2019. It also can be returned to the Selectmen’s Office. **Thank you!**

- 1.) For the following services and resources, please rate **how important** each is to your household in general and **how satisfied** you are with each as a resident of Hartland. (*Leave an item blank if you have no opinion.*)

	IMPORTANCE			SATISFACTION		
	Low	Medium	High	Low	Medium	High
Access to natural resources (e.g. open spaces, hiking trails, ponds)	<input type="checkbox"/>					
Activities and programs for children	<input type="checkbox"/>					
Activities and programs for teens	<input type="checkbox"/>					
Activities and programs for adults	<input type="checkbox"/>					
Activities and programs for seniors	<input type="checkbox"/>					
Fire department services	<input type="checkbox"/>					
First responder services	<input type="checkbox"/>					
Library services	<input type="checkbox"/>					
Municipal services provided by the Town (e.g. Town clerk’s office, road maintenance, transfer station)	<input type="checkbox"/>					
Police protection services	<input type="checkbox"/>					
Public Preschool education	<input type="checkbox"/>					
Public elementary/middle school (K-8) education	<input type="checkbox"/>					
Public high school education	<input type="checkbox"/>					
Recreational facilities (e.g. playing fields)	<input type="checkbox"/>					

- 2.) If you could recommend changes to any services or resources mentioned in question #1 above, what would your changes be?

- 3.) Overall, how would you rate Hartland as a place to live?

Excellent Good Fair Poor

- 4.) What is the one thing you **like most** about Hartland?

5.) What is the one thing you **like least** about Hartland?

6.) Regarding **commercial development**, Hartland should (*check only one*):

- Establish business zones that support additional commercial development.
- Prevent additional commercial development.
- Address commercial development on a case-by-case basis.

7.) Regarding **residential development**, Hartland should (*check only one*):

- Encourage residential development.
- Discourage additional residential development.
- Address residential development on a case-by-case basis.

8.) Should Hartland support the creation of a **housing development for senior citizens** aged 65 and older?

- Yes No

(If “yes”) If **senior housing** were available, would you or a member of your household be interested to occupy a unit? Yes No

9.) Should Hartland support the creation of an **affordable housing development** for low-income or fixed-income people? Yes No

(If “yes”) If an **affordable housing development** were available, would you or a member of your household be interested to occupy a unit? Yes No

10.) As the costs of services provided by the Town of Hartland rise, the Town should: (*check only one*):

- Reduce the scope of services to avoid any increase in taxes.
- Increase taxes to accommodate rising costs.
- Hold taxes and the scope of services as they currently are and find alternative sources to cover rising costs.

11.) Please indicate **your level of agreement** to the following statements about Hartland: *(Leave an item blank if you have no opinion.)*

	LEVEL OF AGREEMENT				
	Agree Strongly				Disagree Strongly
	5	4	3	2	1
More recreational and social activities are needed.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Hartland should maintain its rural character.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
It is easy to learn about community events, services and programs available to Hartland residents.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The property taxes my household pays are reasonable.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
A convenience/general store is needed in Hartland.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Zoning regulations should be stricter.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Municipal funds should be allocated so the Town can purchase land for open space or other needs.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Services for senior citizens (e.g. transportation to medical appointments) should be increased.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The Town's website (https://www.hartlandct.org/) is an excellent resource to learn about community events, services and programs available to Hartland residents.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

12.) The Town of Hartland presently provides monetary incentives to qualified volunteer firefighters and first responders serving in the East Hartland and West Hartland fire departments. These departments have reported difficulty attracting new volunteers. This has resulted in limited coverage when emergencies occur, particularly on weekdays from 8AM-5PM. In your opinion, the Town should (select only one):

- Provide additional monetary incentives to qualified volunteer firefighters and first responders.
- Hire two part-time employees to provide coverage during the daytime hours for each Department.
- Make no changes to the existing monetary incentive structure for volunteer firefighters and first responders.
- Other (please explain):

13.) Please indicate **your level of interest** in the following items as they pertain to Hartland: (*Leave an item blank if you have no opinion.*)

	LEVEL OF INTEREST				
	Highly Interested				Not At All Interested
	5	4	3	2	1
Regularly updated communications regarding services and programs for senior citizens.	<input type="checkbox"/>				
Receiving automated text or email messages regarding Hartland news or events (e.g. road closures, town meetings, events).					
New and/or expanded zoning regulations related to blight.	<input type="checkbox"/>				
Collaborations with area municipalities (e.g. Granby, Winsted) to access social programs and resources.	<input type="checkbox"/>				
New and/or expanded zoning regulations related to noise.	<input type="checkbox"/>				
Education and enrichment classes for adults (e.g. computer training, "how-to" programs).	<input type="checkbox"/>				
Expanded opportunities for residents to buy and sell locally grown produce or other food items.	<input type="checkbox"/>				
Cultural and social events such as musical performances held at the Town Library or other Hartland venue.	<input type="checkbox"/>				

14.) The ZIP code of your residence in Hartland is: _____

15.) Your age is: 18-34 35-54 55-74 75+

16.) Including yourself, the total number of people in your household is: _____

17.) Do you have regular access to:

The Internet (including email)? Yes No
 Text messaging? Yes No

18.) Please use the space below to provide any additional comments.

Thank you for completing the Town of Hartland's 2019 Community Survey. Please use the enclosed postage-paid envelope to return your completed survey no later than June 30, 2019. It also can be returned to the Selectmen's Office. **Thank you!**