



EF|Design & Planning, LLC

TZM

TO Northwood Public Facilities Steering Committee

FROM Tom Morgan and Liz Durfee

DATE July 10, 2023

RE Survey Results

The survey was open from March 31 to July 5, 2023. The survey generated responses from 320 people. Among those were 83 people who took the time to provide us with substantive comments in response to Question #19.

Question 1. Response from seasonal residents was low, 14 in all. As taxpayers, they should certainly be included in the conversation, however many are registered to vote elsewhere, and few will be in town for the March 2024 Town Meeting. 280 year-round residents responded to this question.

Question 2. 80% have seen the brochure, fewer had seen the website (43%) and video (36%) at the time they completed the survey. Thus, the brochure appears to be more an effective way to reach people.

Question 3. 49% of respondents were interested in attending an open house. This low number would also warrant a greater outreach effort. 80% expressed interest in attending a listening session.

Question 4. 53% have been inside the police station. Another 11% expressed interest in having a look around.

Question 5. 67% agree that the police station should be expanded or replaced.

Questions 6. 52% thought police would arrive in 5-10 minutes. It would be interesting to see a data-based comparison between the townspeople's expectations for police response time, and how long it actually takes.

Question 7. This survey indicates that 93% believe that police wellbeing is important or very important.

Questions 8 & 9. As only half the respondents have set foot in the fire stations, this response presents an opportunity for further engagement.

Questions 10 & 11. Majorities favor expanding both fire stations, although the numbers are a bit lower than those for an expanded police station, i.e. 65% at the Ridge and 57% at the Narrows.

Questions 12 & 13. 73% of respondents expect that a fire truck will arrive in 10 minutes or less. 50% of respondents expect that an ambulance will arrive in 5-10 minutes and 40% expect one to arrive in 5 minutes or less.

Question 14. A substantial majority place high value on the fire department and those who serve. An average or better than average response time is viewed by 92% of respondents as important or very important. The ability of the Town to attract and retain personnel was viewed as important or very important by 88%. The safety and wellbeing of personnel was seen as important or very important by 96%. The cost of new or improved facility(ies) was viewed as important or very important by 73%.

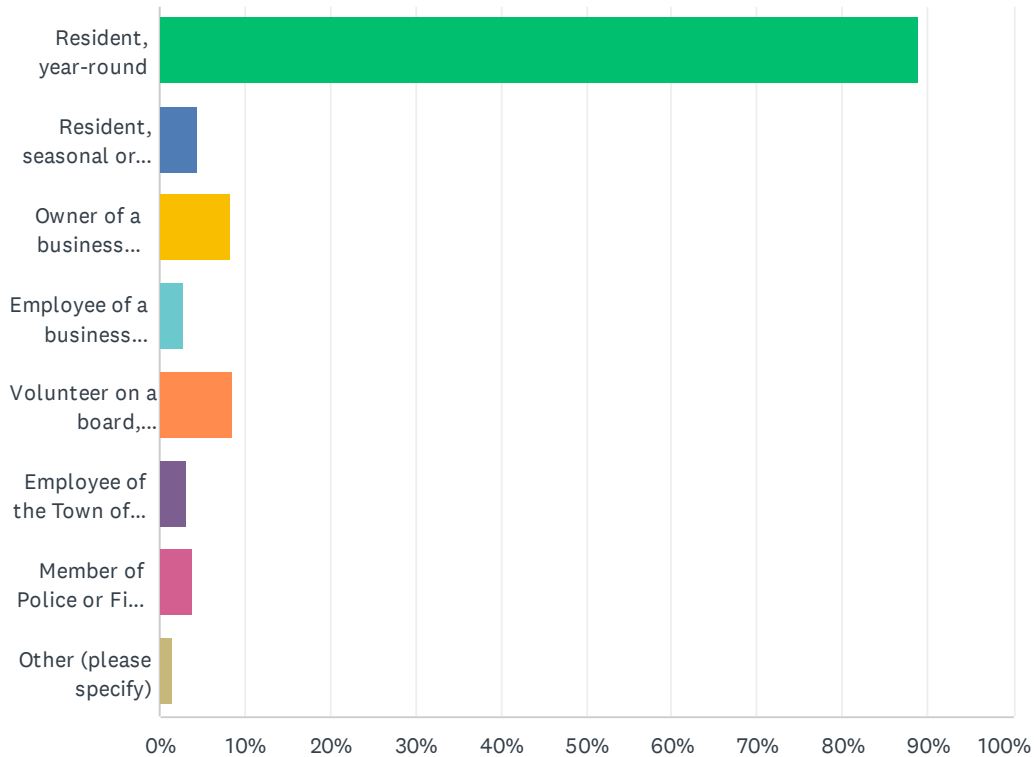
Question 15. A majority of respondents favored a combined police/fire facility. This is the clear favorite, with 59% indicating they strongly agree or agree with this option. Retrofitting the Narrows is favored by 48%. Stand-alone police and stand-alone fire drew support from only 28% and 22% respectively. This question generated 50 substantive comments from respondents.

Question 16. Building on Town land is the clear favorite, at 82%. This option is currently the most popular, but may not be the most cost-effective, so an informed dialogue with the citizenry might be helpful. We received 36 substantive comments on this question.

Question 17. The \$5 million option was the favorite. We received 64 comments. From the comments, we sense some anxiety, particularly among retired people, who view a tax increase as a threat to their economic security.

Q1 Please choose the option(s) that best describes you: (choose all that apply)

Answered: 315 Skipped: 5



ANSWER CHOICES	RESPONSES	
Resident, year-round	88.89%	280
Resident, seasonal or part time	4.44%	14
Owner of a business located in Northwood	8.25%	26
Employee of a business located in Northwood	2.86%	9
Volunteer on a board, committee, commission of the Town of Northwood	8.57%	27
Employee of the Town of Northwood	3.17%	10
Member of Police or Fire Department	3.81%	12
Other (please specify)	1.59%	5
Total Respondents: 315		

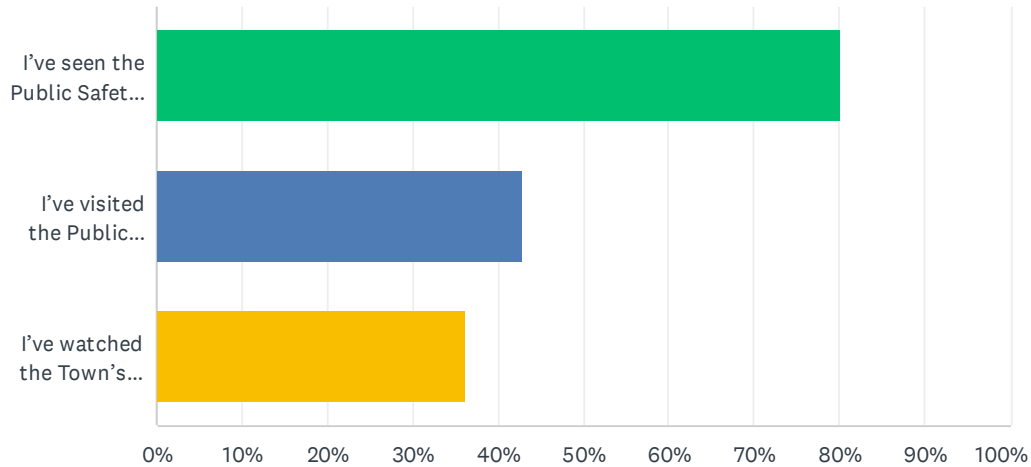
#	OTHER (PLEASE SPECIFY)	DATE
1	Own a house in Northwood but not a resident	6/23/2023 12:07 PM
2	Volunteer in 2 groups in Northwood	4/13/2023 11:25 AM
3	Visitor	4/7/2023 3:21 PM

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4	Past resident	3/31/2023 5:24 PM
5	Retired full-time employee of Fire-Rescue	3/31/2023 12:33 PM

Q2 Have you seen the informational material about the public safety facilities and this planning effort? (choose all that apply)

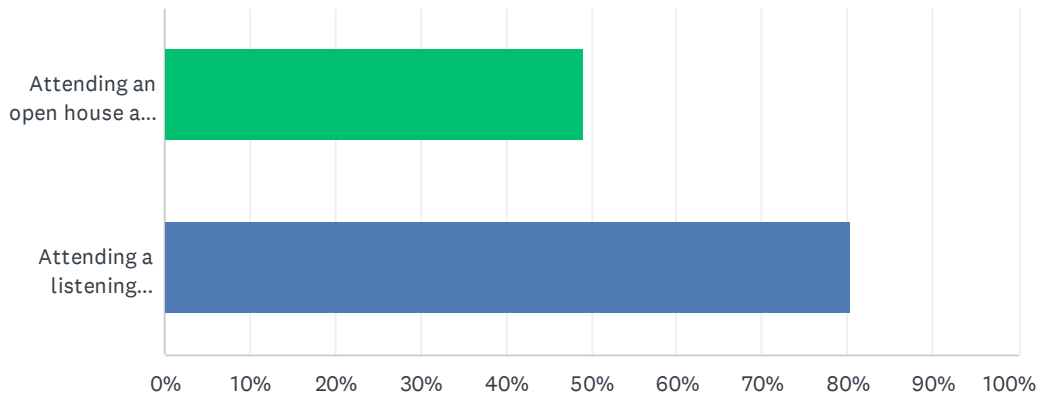
Answered: 276 Skipped: 44



ANSWER CHOICES	RESPONSES
I've seen the Public Safety Facilities brochure (available online at: https://www.northwoodnh.org/assets/municipal/43/postings/NW_Facilities_Outreach_Brochure_2.22.23.pdf)	80.07% 221
I've visited the Public Safety Facilities website (https://bit.ly/NWFacilities)	42.75% 118
I've watched the Town's informational video about the police and fire stations (https://bit.ly/NWfacilitiesvideo)	36.23% 100
Total Respondents: 276	

Q3 Would you be interested in: (choose all that apply)

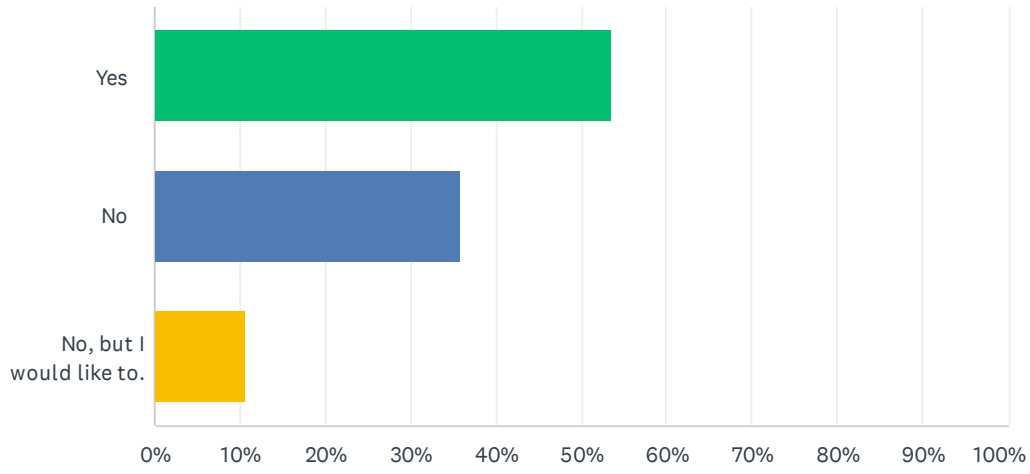
Answered: 234 Skipped: 86



ANSWER CHOICES	RESPONSES
Attending an open house at the police and/or fire stations?	49.15% 115
Attending a listening session to discuss potential public safety facilities solutions? Note that a listening session will be held in June 2023. All are welcome.	80.34% 188
Total Respondents: 234	

Q4 I have visited the Police Station.

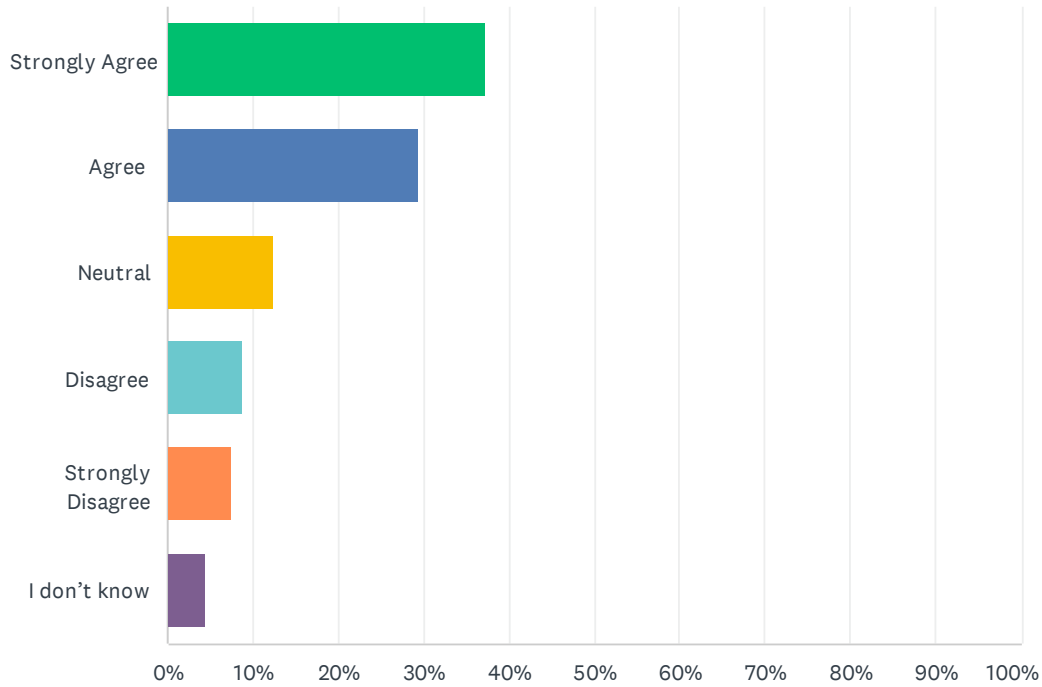
Answered: 301 Skipped: 19



ANSWER CHOICES	RESPONSES	
Yes	53.49%	161
No	35.88%	108
No, but I would like to.	10.63%	32
TOTAL		301

Q5 Northwood's Police Station needs to be expanded and/or replaced now.

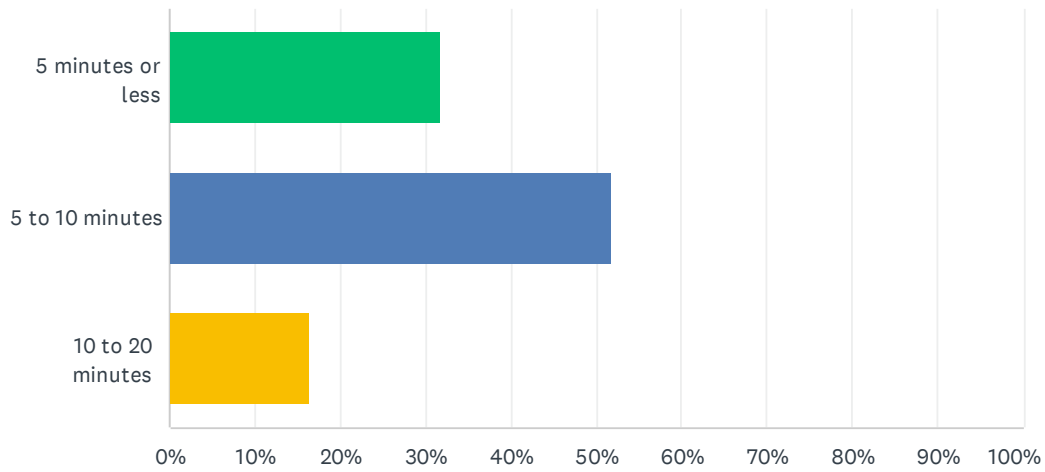
Answered: 306 Skipped: 14



ANSWER CHOICES	RESPONSES	
Strongly Agree	37.25%	114
Agree	29.41%	90
Neutral	12.42%	38
Disagree	8.82%	27
Strongly Disagree	7.52%	23
I don't know	4.58%	14
TOTAL		306

Q6 When I dial 911 for the Police Department, I expect police will arrive in:

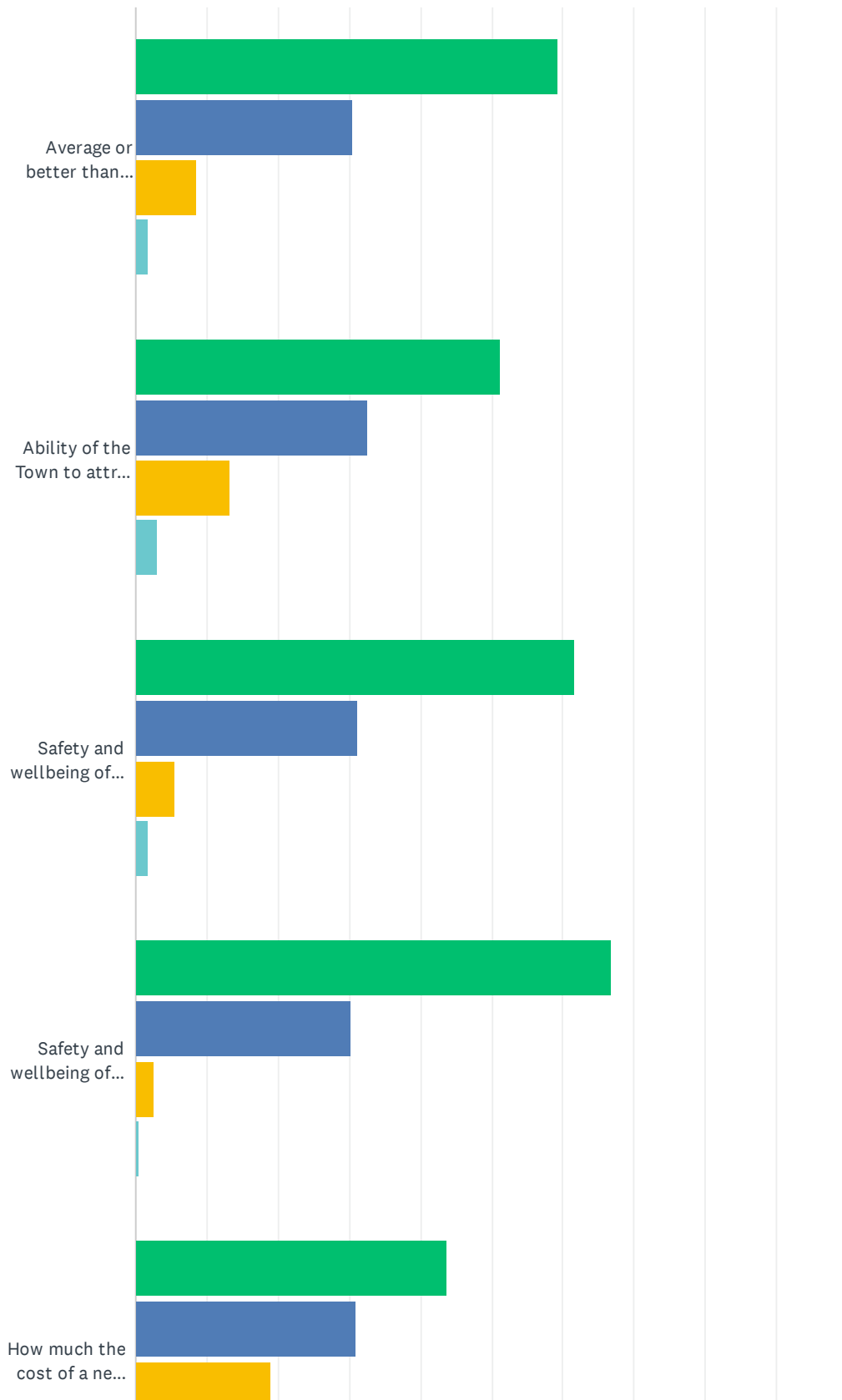
Answered: 305 Skipped: 15



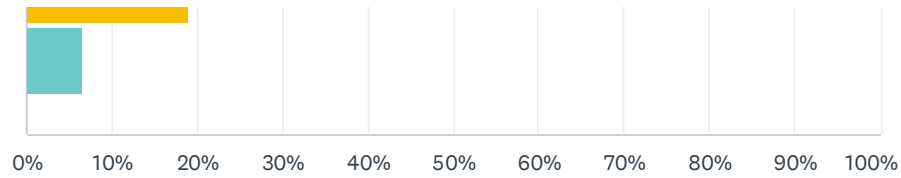
ANSWER CHOICES	RESPONSES	
5 minutes or less	31.80%	97
5 to 10 minutes	51.80%	158
10 to 20 minutes	16.39%	50
TOTAL		305

Q7 How important the following are to you:

Answered: 306 Skipped: 14



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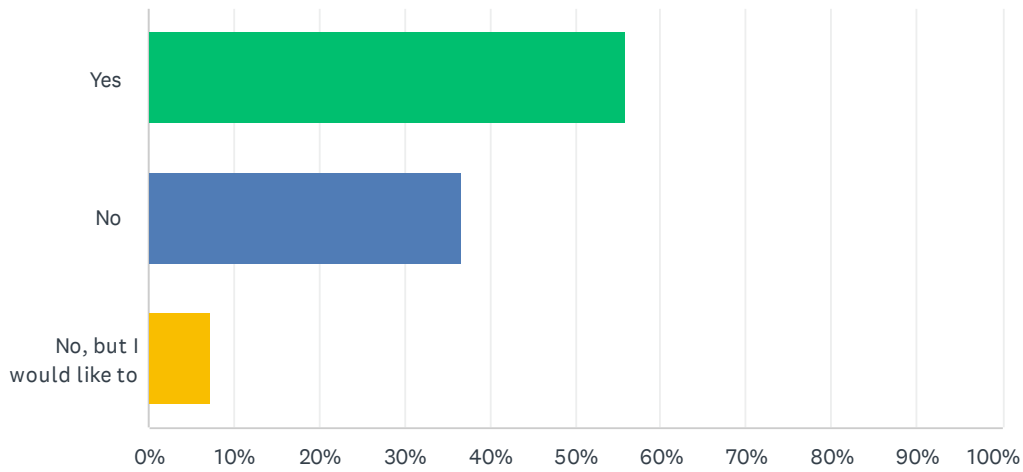


■ Very Import...
 ■ Important
 ■ Somewhat I...
 ■ Not At All I...

	VERY IMPORTANT	IMPORTANT	SOMEWHAT IMPORTANT	NOT AT ALL IMPORTANT	TOTAL	WEIGHTED AVERAGE
Average or better than average response time from the Police Department to emergency calls	59.21% 180	30.59% 93	8.55% 26	1.64% 5	304	1.53
Ability of the Town to attract and retain Police Department personnel	51.16% 155	32.67% 99	13.20% 40	2.97% 9	303	1.68
Safety and wellbeing of Police Department personnel	61.64% 188	31.15% 95	5.57% 17	1.64% 5	305	1.47
Safety and wellbeing of the community	66.78% 203	30.26% 92	2.63% 8	0.33% 1	304	1.37
How much the cost of a new or improved Police Department facility would impact my taxes	43.61% 133	30.82% 94	19.02% 58	6.56% 20	305	1.89

Q8 I have visited the Ridge Fire Station (located next to the school).

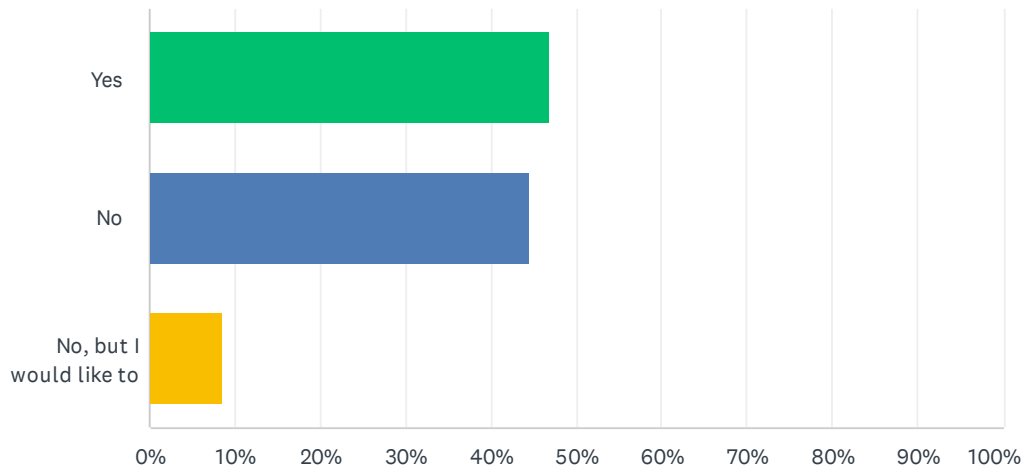
Answered: 302 Skipped: 18



ANSWER CHOICES	RESPONSES	
Yes	55.96%	169
No	36.75%	111
No, but I would like to	7.28%	22
TOTAL		302

Q9 I have visited the Narrows Fire Station.

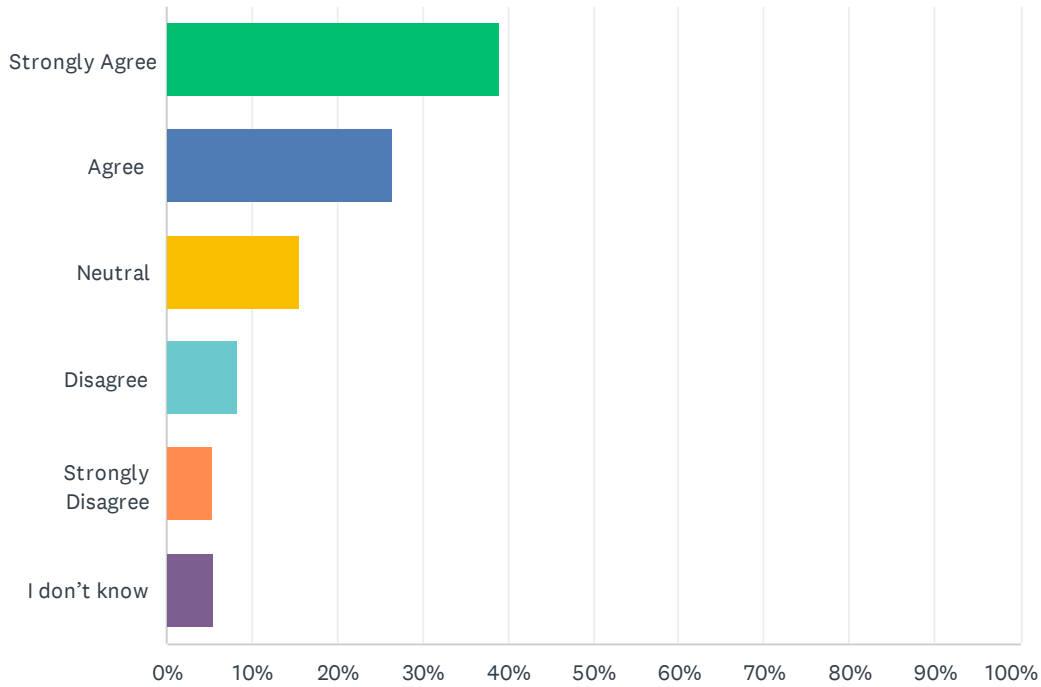
Answered: 303 Skipped: 17



ANSWER CHOICES	RESPONSES	
Yes	46.86%	142
No	44.55%	135
No, but I would like to	8.58%	26
TOTAL		303

Q10 Northwood's Ridge Fire Station needs to be expanded and/or replaced now.

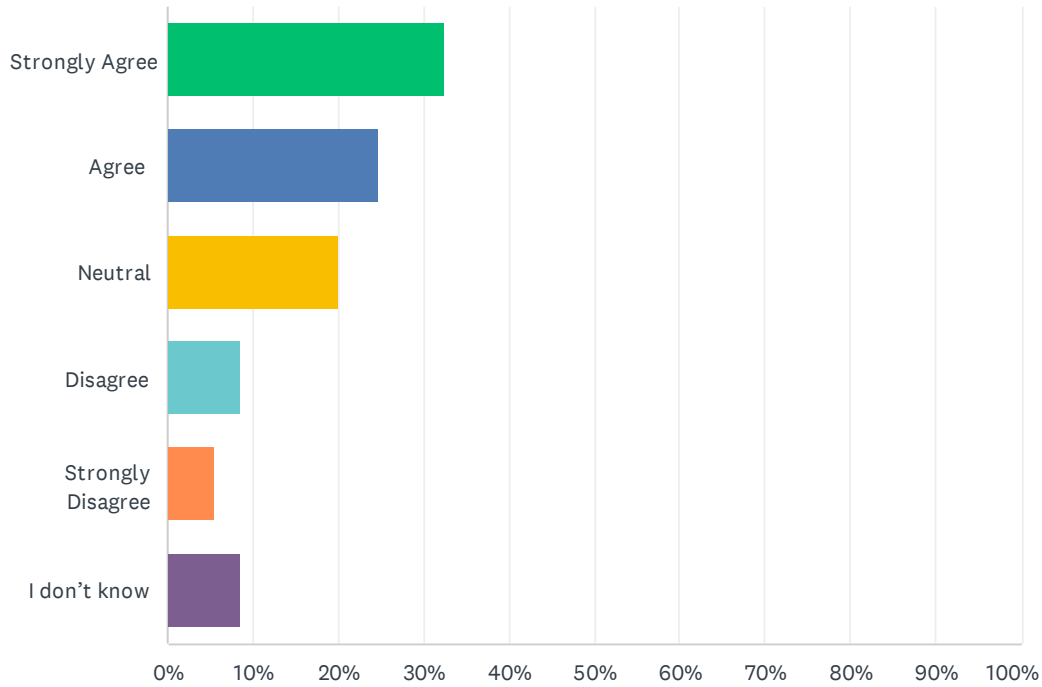
Answered: 303 Skipped: 17



ANSWER CHOICES	RESPONSES	
Strongly Agree	38.94%	118
Agree	26.40%	80
Neutral	15.51%	47
Disagree	8.25%	25
Strongly Disagree	5.28%	16
I don't know	5.61%	17
TOTAL		303

Q11 Northwood's Narrows Fire Station needs to be expanded and/or replaced now.

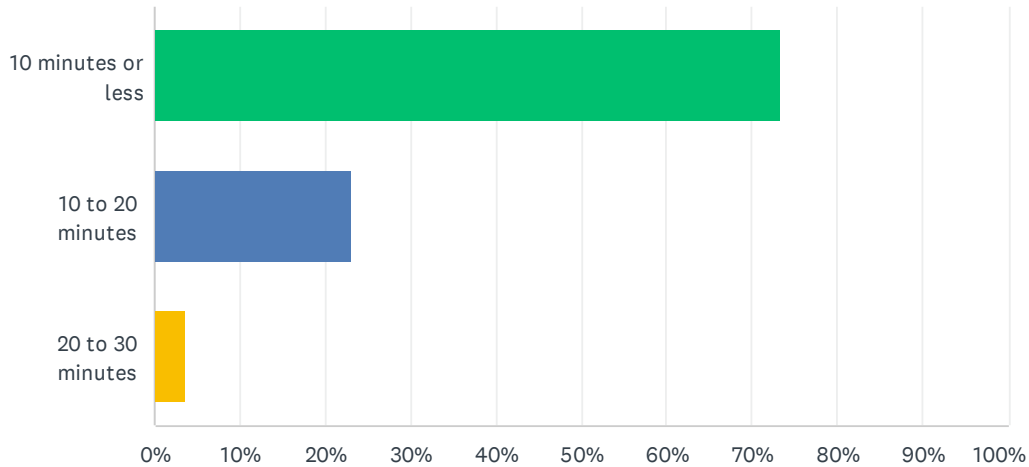
Answered: 303 Skipped: 17



ANSWER CHOICES	RESPONSES	
Strongly Agree	32.34%	98
Agree	24.75%	75
Neutral	20.13%	61
Disagree	8.58%	26
Strongly Disagree	5.61%	17
I don't know	8.58%	26
TOTAL		303

Q12 When I dial 911 for the Fire Department, I expect a manned fire truck will arrive in:

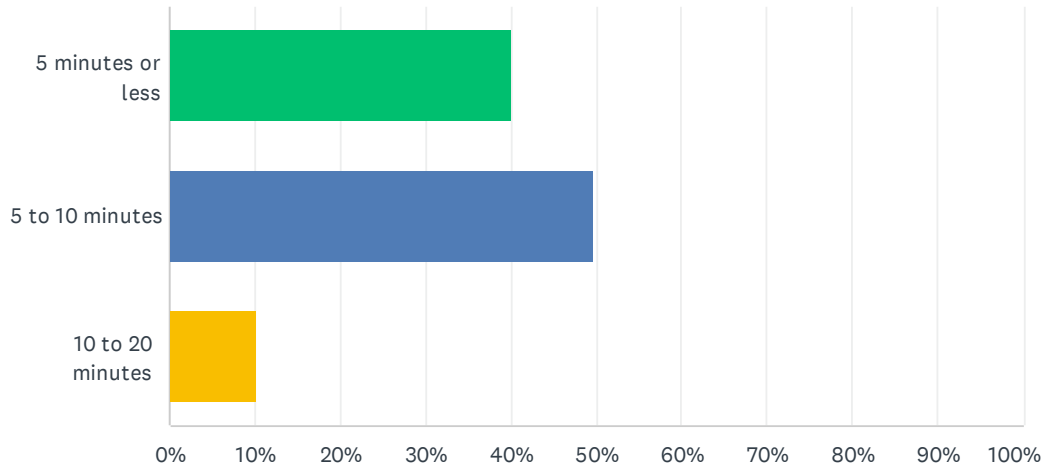
Answered: 304 Skipped: 16



ANSWER CHOICES	RESPONSES
10 minutes or less	73.36% 223
10 to 20 minutes	23.03% 70
20 to 30 minutes	3.62% 11
TOTAL	304

Q13 When I dial 911 for the medical emergency response, I expect an ambulance will arrive in:

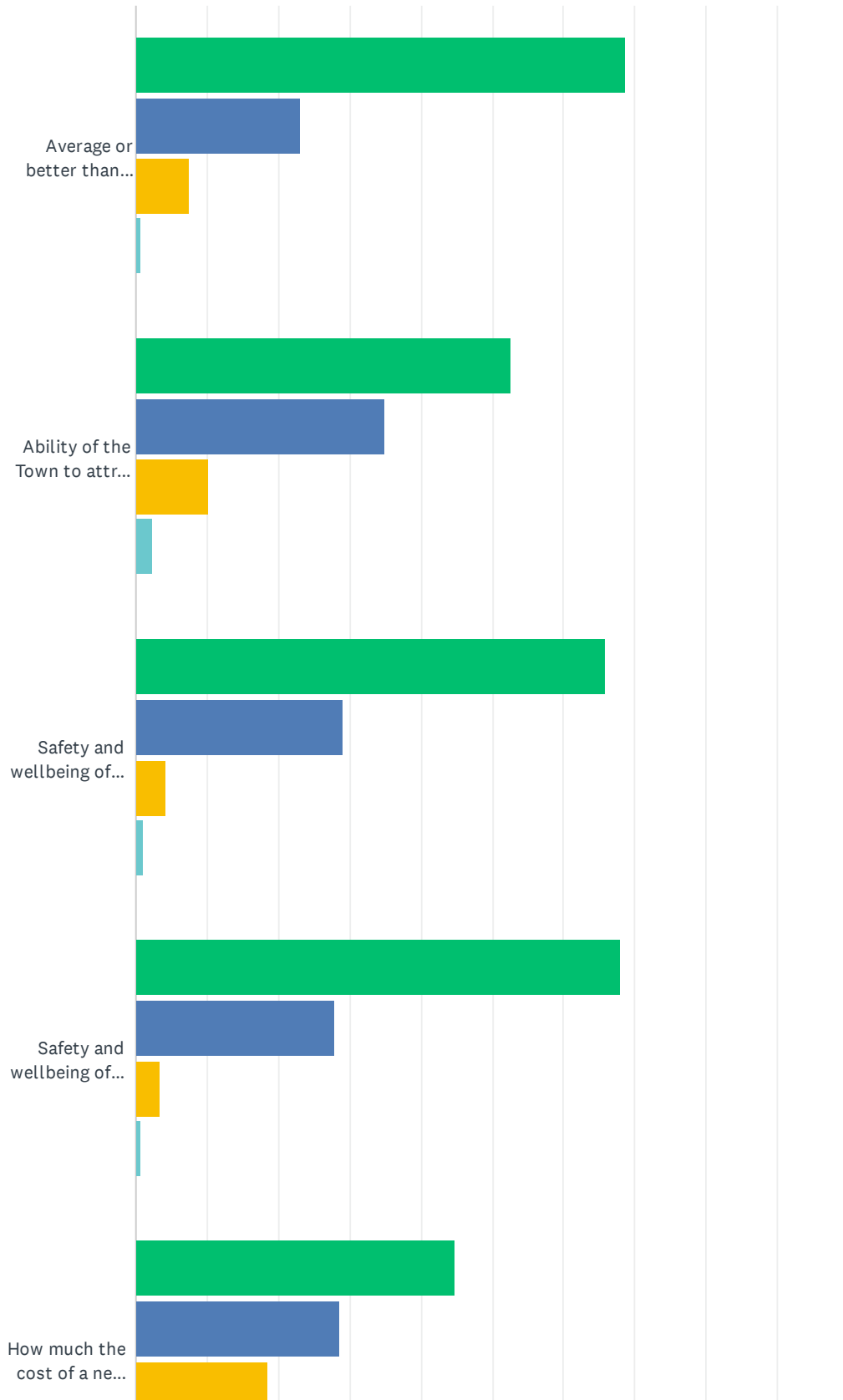
Answered: 304 Skipped: 16



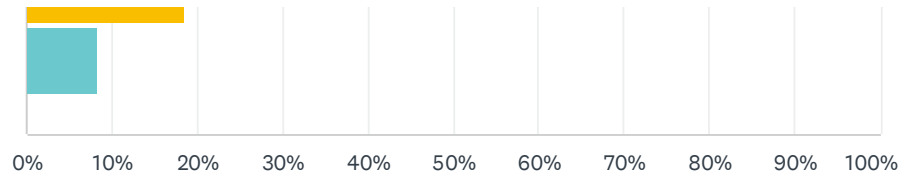
ANSWER CHOICES	RESPONSES	
5 minutes or less	40.13%	122
5 to 10 minutes	49.67%	151
10 to 20 minutes	10.20%	31
TOTAL		304

Q14 How important the following are to you:

Answered: 304 Skipped: 16



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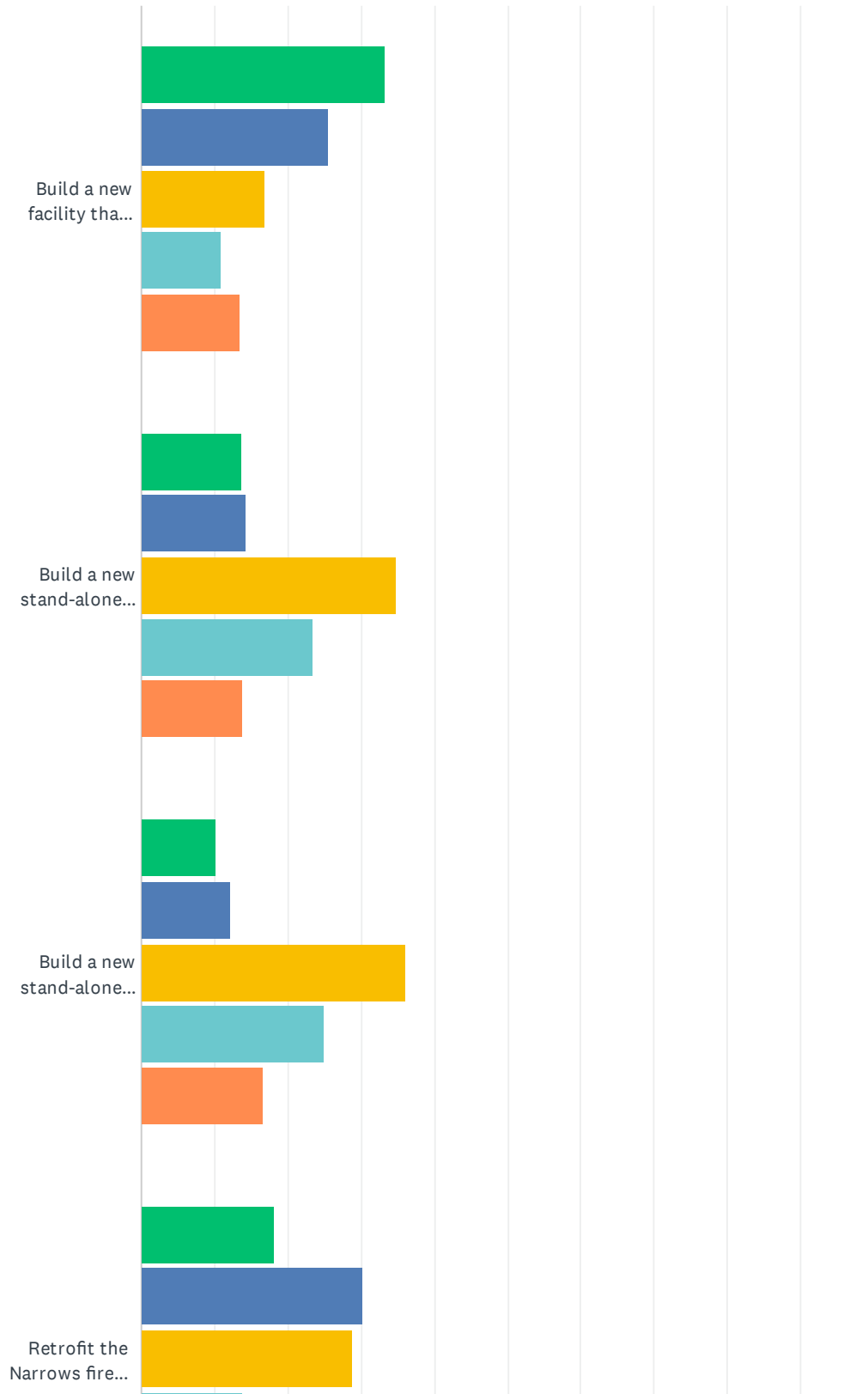


■ Very Import...
 ■ Important
 ■ Somewhat I...
 ■ Not At All I...

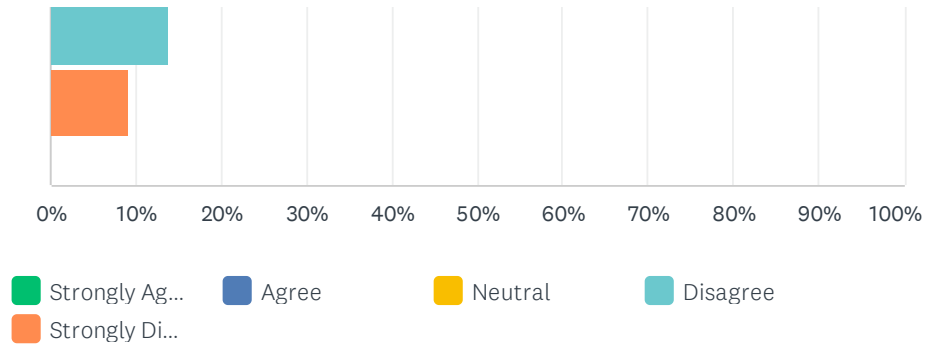
	VERY IMPORTANT	IMPORTANT	SOMEWHAT IMPORTANT	NOT AT ALL IMPORTANT	TOTAL	WEIGHTED AVERAGE
Average or better than average response time from the Fire Department to emergency calls	68.75% 209	23.03% 70	7.57% 23	0.66% 2	304	1.40
Ability of the Town to attract and retain Fire Department personnel	52.63% 160	34.87% 106	10.20% 31	2.30% 7	304	1.62
Safety and wellbeing of Fire Department personnel	65.79% 200	28.95% 88	4.28% 13	0.99% 3	304	1.40
Safety and wellbeing of the community	68.11% 205	27.91% 84	3.32% 10	0.66% 2	301	1.37
How much the cost of a new or improved Fire Department facility(ies) would impact my taxes	44.70% 135	28.48% 86	18.54% 56	8.28% 25	302	1.90

Q15 When looking at options to improve public safety facilities and services, the Town should explore the following alternatives:

Answered: 287 Skipped: 33



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	STRONGLY AGREE	AGREE	NEUTRAL	DISAGREE	STRONGLY DISAGREE	TOTAL	WEIGHTED AVERAGE
Build a new facility that serves both the police and fire departments.	33.33% 95	25.61% 73	16.84% 48	10.88% 31	13.33% 38	285	2.45
Build a new stand-alone police station.	13.55% 37	14.29% 39	34.80% 95	23.44% 64	13.92% 38	273	3.10
Build a new stand-alone Fire Department headquarters.	10.29% 28	12.13% 33	36.03% 98	25.00% 68	16.54% 45	272	3.25
Retrofit the Narrows fire station to make it suitable as a headquarters.	18.18% 50	30.18% 83	28.73% 79	13.82% 38	9.09% 25	275	2.65

#	OTHER (PLEASE SPECIFY). ALSO USE THIS SPACE TO EXPLAIN THE REASONS FOR YOUR SELECTIONS ABOVE.	DATE
1	Combined station encourages the exchange and sharing of information	6/26/2023 3:19 PM
2	Expand and update current locations	6/24/2023 10:47 AM
3	Cost saving and communication for the teams being in one facility.	6/24/2023 6:30 AM
4	Turn the ridge station into HQ	6/23/2023 10:34 PM
5	While the PD is less than adequate, the fire departments are unsafe. Focus needs to be in the FD. You are slowing this process down by hitching the PD to it.	6/23/2023 9:25 PM
6	Not enough info to make an educated decision	6/23/2023 6:13 PM
7	One complex	6/23/2023 11:35 AM
8	One combined location of police and fire and a substation on the west side of northwood	6/19/2023 2:10 PM
9	The 3 facilities need to be worked on 1 facility at a time unless funding is available. I believe work is most efficiently accomplished one building at a time. The police department building will probably be the most challenging design/build.	6/19/2023 9:43 AM
10	convert the dollar store	6/16/2023 7:58 AM
11	Not sure what space each location has to expand or not. Ideally if it's a central location and big enough space both police and fire could be housed there. Two fire buildings and a third police station sounds very expensive. Ideally it's a balance between community safety and expense and need.	6/11/2023 8:04 AM
12	If you want increased facilities, budget then you must consider that this is tax payer funded and cannot be supported by property taxes alone. The town then must increase the tax base by bringing businesses into town to support and fund the desired upgrade in town facility and services.	6/10/2023 3:40 PM
13	We definitely need a new Police Station. As to combined facility, much depends on available location and cost of land. Cost of building can vary, depending on construction. At the very least, a new PD is mandatory, and Narrows retrofit is dependent on proposed addition.	5/17/2023 1:23 PM

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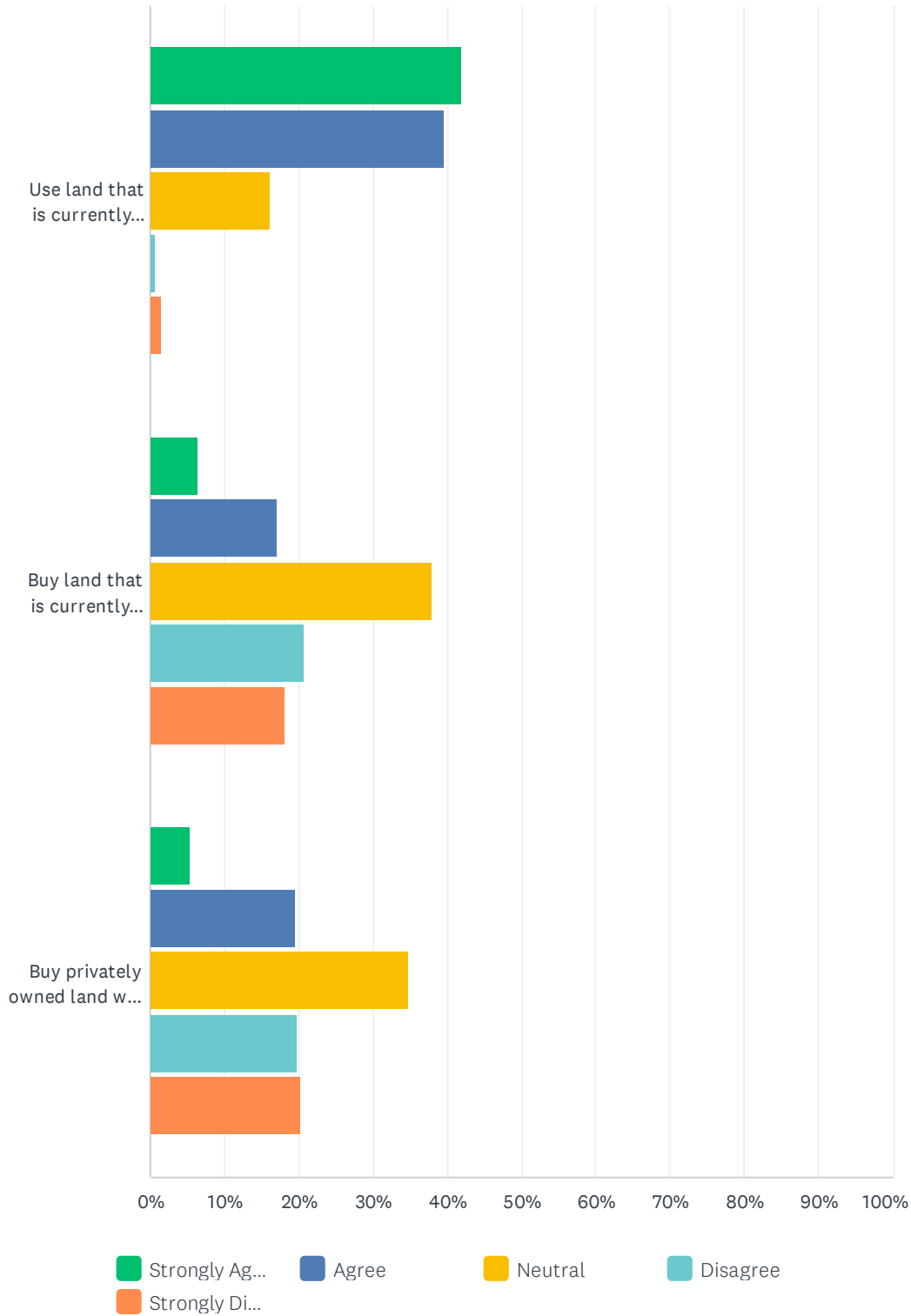
14	PD does not need to be on Rt 4	5/11/2023 2:23 PM
15	Most economical option should be chosen that meets requirements	4/19/2023 3:24 PM
16	Explore ALL options	4/17/2023 1:47 PM
17	It seems to me that building a single facility for both functions is the most cost effective approach	4/15/2023 3:17 PM
18	A safety complex is needed	4/14/2023 7:00 PM
19	We believe that the fire station has the most immediate need when it comes to a new, modern facility. A "all in one" facility would be great, but a new stand alone fire department would be the number one goal if we HAD to pick one department getting an upgrade over the other. That being said, we feel it is of the most importance to have both departments in modern facilities and with adequate resources. These departments are literally our LIFE lines in all emergency situations. They need to be prioritized as such.	4/14/2023 7:00 PM
20	The town should build nothing and revamp what we have. No need to burden tax payers for this waste of money.	4/14/2023 9:20 AM
21	I believe the Police and Fire/Rescue should be on Rt 4. I live a few doors down from PD and I think it is important they remain a presence on our main roadway. Much like Town Hall.	4/14/2023 9:11 AM
22	I felt like this survey was just looking for certain answers and trying to steer people in a direction. Everything really comes down to how much much they want to spend on property taxes. The extra assessment cost some people a lot of money.	4/14/2023 7:00 AM
23	There are plenty of small towns that have a combo station. Also I've talked with another firefighter who agrees with that.	4/14/2023 6:52 AM
24	If a combined facility can be done, fine. If separate ones can do the same for similar cost, fine,	4/14/2023 5:29 AM
25	Police need nothing fire a few and save them from needing a new building we don't need that many cops	4/13/2023 6:14 PM
26	in this little town of 4000+ or - people I think its overthe top to assume that we need to build large extravagant fire and police stations. I do not feel that we need a safety complex that houses all. And as for the the comment about the Northwood ridge being too close to route 4- Epsom is a much bigger town and they are located right on route 4 and have to back into their station. I am just not seeing the issue. Make upgrades- that is all	4/13/2023 3:07 PM
27	I am for a new facility, however the one that was presented with all the top of the line amenities is not necessary. Something safe and functional	4/13/2023 11:38 AM
28	Need to visit the Fire Dept facilities to better understand their "fit for use"	4/13/2023 11:30 AM
29	Facility should house fire & police together	4/13/2023 8:37 AM
30	Repurpose space on existing buildings in Northwood	4/12/2023 7:47 PM
31	We only need one fire station	4/11/2023 5:19 PM
32	Most practical solution to serve the needs and affordable	4/10/2023 4:09 PM
33	Police Station should be the first priority, greater needs	4/6/2023 6:37 PM
34	what happened to the funds the town voted on for the upgrade to the narrows station	4/6/2023 4:05 PM
35	The fire department needs an improvement and above all else they need funding for training immediately	4/6/2023 10:34 AM
36	do not feel that police and fire should be in same building.	4/5/2023 3:53 PM
37	Live on a class 6 with a lot of other houses. My tax dollars need that road maintained so these people can get to us in a timely manner!!!!	4/5/2023 9:14 AM
38	I believe Northwood should have a safety complex that houses police and fire together	4/5/2023 9:01 AM
39	The fire station needs to have much bigger bays and the living situation shouldn't be like boot camp. Individual sleeping quarters is a must.	4/5/2023 8:57 AM

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40	explore all options to find the most cost effective way to accomplish the needs for the town	4/2/2023 8:24 AM
41	If you raised the salary for the police they may stay longer in Northwood. Glen is doing a GREAT job. He does not need to be with the Fire Dept. The fire dept has many problems that need fixing. They should keep what they have kept up. Instead of letting things go. No one is going to vote for a new fire station.	4/1/2023 7:24 PM
42	I'm not familiar with the Narrows station and if there is ample land to expand the facility. I'm curious if other communities have successfully combined headquarters or kept them separate. Also, would there be savings in combining the facilities.	4/1/2023 5:12 PM
43	Need a joint building that is large enough for the police and fire departments needs.	4/1/2023 1:55 PM
44	I would be more for a new safety facility but I believe we need to first fix the police and fire departments inner structure being involved in both since moving to northwood I know of the things wrong with both departments we need real leadership starting with new chiefs that can run the departments in a professional manner we have a fire dept where equip isn't maintained properly calls can't be covered unless another town does it and a chip that has had issue in other departments that is overlooked most depts now hire outside companies to do the hire process which is professional and unbiased. The police department is hated by all and it's my belief it starts at the top the negative for the community and the laziness that trickles down from the chief to his officers so fix the personnel issue and I would love to see a complex. I have to say I am not a resident that rants on line, sends letters or is negative like I said I have family that were part of both departments and myself was a member so I do know things I not just talking about things that I don't know for fact I have asked several times to be part of the committee and gave my number to several people and never heard anything from anyone.	4/1/2023 11:01 AM
45	The previous plans are OUTRAGEOUS for a town our size. I am willing to support both fire and police if the plans have common sense built into them. Zero common sense is going into plans right now.	3/31/2023 7:29 PM
46	If there is actual space and suitable land then then narrows would be a good option, but I believe it's all swamp	3/31/2023 7:26 PM
47	Prior efforts to design a facility to house police and fire together in the same building resulted in too large and too expensive of a building with more wants than needs. The former proposed site along Route 4 also had terrible sight lines to the east and included no geotechnical explorations prior to what seemed to be a rushed attempt to purchase the land. Equally as important as any building that houses our important fire, police, and rescue service personnel is the Leadership in place. It takes more than a nice building to retain, hire, and attract qualified personnel.	3/31/2023 12:40 PM
48	Headquarters locations for both should be visible on Rt4	3/31/2023 12:38 PM
49	The focus needs to be on the fire station. I would support completely replacing the ridge station. I would also support expanding and improving the existing Police Station and Narrows Fire House	3/31/2023 12:38 PM
50	I would like to interface with neighboring towns such as Deerfield and Strafford to not reinvent the wheel and to ask what their new facility cost the taxpayers. It's out of hand (my taxes up \$100 A MONTH) and costs of living are doubling so as a retired senior, there has to be some sort of compromise that can work and keep the town rural and not sell out to the richer transports	3/31/2023 11:55 AM

Q16 When looking at options to improve public safety facilities and services, the Town should explore the following alternatives:

Answered: 285 Skipped: 35



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	STRONGLY AGREE	AGREE	NEUTRAL	DISAGREE	STRONGLY DISAGREE	TOTAL	WEIGHTED AVERAGE
Use land that is currently owned by the Town	42.05% 119	39.58% 112	16.25% 46	0.71% 2	1.41% 4	283	1.80
Buy land that is currently privately owned	6.50% 18	16.97% 47	37.91% 105	20.58% 57	18.05% 50	277	3.27
Buy privately owned land with an existing building that can be retrofitted	5.43% 15	19.57% 54	34.78% 96	19.93% 55	20.29% 56	276	3.30

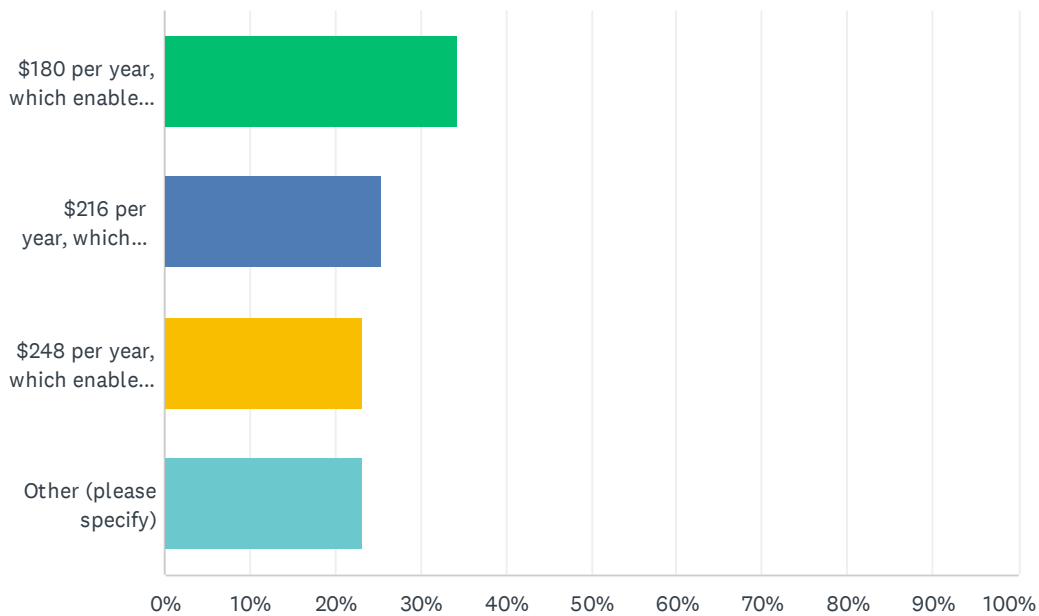
#	OTHER (PLEASE SPECIFY)	DATE
1	What about closed Family Dollar property?	6/30/2023 7:11 AM
2	Use town land and purchase adjacent property if necessary	6/26/2023 3:19 PM
3	Expand or update current locations	6/24/2023 10:47 AM
4	It is about location that meets what is the best for services.	6/24/2023 6:30 AM
5	Again, not enough information given to make an educated decision. Need a cost/benefit analysis done	6/23/2023 6:13 PM
6	Consider dollar general, the old puzzle building, building by hannaforde and the land attached to the old police station	6/19/2023 2:10 PM
7	Land is to be evaluated to serve the facilities needs before purchasing. Is there enough area, is cold storage ok?	6/19/2023 9:43 AM
8	if town owned land is NOT an option buy the dollar store	6/16/2023 7:58 AM
9	Sell all unneeded, not utilized or property that requires large upgrades to be useful to raise money for future facility and service upgrades.	6/10/2023 3:40 PM
10	I believe the location should be centrally located as much as possible, meaning along Rt 4 or very close to it. If property is available and building can be retrofitted, it would possible save on the overall cost, again dependent on location.	5/17/2023 1:23 PM
11	Answers to the above depend on location of the options	4/19/2023 1:27 PM
12	Explore ALL options	4/17/2023 1:47 PM
13	Go with the most effective solution	4/15/2023 3:17 PM
14	The most ideal financial situation for residents would probably be to use land the town already owns. Our taxes can't be raised so drastically that we can't afford to live in the town.	4/14/2023 7:00 PM
15	It all depends on what available and usable- let's explore all possibilities	4/14/2023 3:46 PM
16	Not but anything a revamp the current facilities and not burden the tax payers	4/14/2023 9:20 AM
17	Why spend more tax payer money when the town owns multiple suitable pieces of land already??	4/14/2023 9:11 AM
18	The option that satisfies the towns needs	4/13/2023 6:07 PM
19	Whatever works	4/13/2023 1:09 PM
20	It would depend on the cost of a rehab vs new construction	4/13/2023 11:38 AM
21	Most appropriate solution	4/10/2023 4:09 PM
22	Must fit needs first and not be a bandaid approach, must be appropriate for response times	4/6/2023 6:37 PM
23	The vacant dollar store building seems like an option.	4/5/2023 6:08 PM
24	needs to be a good fit. not one that needs a ton of work.	4/5/2023 3:53 PM
25	Finding land that most fits the need is more important and will save money in the long run then	4/5/2023 10:00 AM

Northwood Public Safety Facilities Outreach Survey

	just making something work.	
26	An existing building may not be suitable to be retrofitted for expensive apparatus and living issues	4/5/2023 8:57 AM
27	The town should show residents a case study of what income from selling and tax revenue from existing town properties could produce. Is there a potential prime location that could be bartered with town owned properties. Looking into alternate paths shows residents that all options are on the table besides we need X dollars which is X increase in taxes.	4/4/2023 12:10 PM
28	If the town currently owns land that works for this type of building and the location works for response times, then this seems like it would be a good option.	4/4/2023 8:39 AM
29	using existing land that is already owned by the town would be the most cost effective choice	4/2/2023 8:24 AM
30	The location is most important to me I think it should be as close to the middle of the town as possible	4/1/2023 11:01 AM
31	Location is more important than who currently owns the land.	3/31/2023 4:17 PM
32	Who owns the land a (potential) building is sited on is not the most important issue to me. What is important is geotechnical investigation, proper area for turning radius of large (fire) equipment, sight lines, etc. Many technical factors should be confirmed prior to purchasing any piece of land. That very simple and basic first step has not occurred, in my opinion, in the past.	3/31/2023 12:40 PM
33	Don't purchase someone else's problems	3/31/2023 12:38 PM
34	Family Dollar?	3/31/2023 12:38 PM
35	Don't buy land	3/31/2023 12:19 PM
36	Why not build on part of the Mead recreation field? At least a police station. Or equipment building for ambulances.	3/31/2023 12:01 PM

Q17 17. If the Town of Northwood were to use a 20-year bond to pay for the costs of addressing the long-term needs of both the Police and Fire Departments, what level of annual payments would you consider to be a reasonable investment for the average Northwood homeowner (\$400,000 assessed value)?

Answered: 276 Skipped: 44



ANSWER CHOICES	RESPONSES	
\$180 per year, which enables us to borrow \$5 million.	34.42%	95
\$216 per year, which enables us to borrow \$6 million.	25.36%	70
\$248 per year, which enables us to borrow \$7 million.	23.19%	64
Other (please specify)	23.19%	64
Total Respondents: 276		

#	OTHER (PLEASE SPECIFY)	DATE
1	Don't want any increase	6/24/2023 10:47 AM
2	I would rather get the right building and facility the first time than be cheap and have to redo in 10 years	6/24/2023 6:30 AM
3	\$2 million	6/23/2023 9:25 PM
4	Until we handle the town finances/budget better, the town is not ready to spend more money	6/23/2023 7:11 PM
5	Unknown until I understand the various options s to be presented and the positives and negatives associated with each option	6/23/2023 6:13 PM
6	\$50 per year	6/23/2023 1:53 PM

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7	Important to not to build on RTE 4 as the access will be evaluated by the NHDOT. Completing one facility with the neccesites at a time would be a good approach. Resident voters will certainly study the costs.	6/19/2023 9:43 AM
8	assessing based on income. people on a fixed income can NOT afford the same as someone earning a much higher income	6/16/2023 7:58 AM
9	Non, bring in business to support increased own spending. Town should sell and reduce unuseable property. Stop spending money on engineering studies, expensive, not followed and waistful without proper leadership and direction.	6/10/2023 3:40 PM
10	Would need to see plans before agreeing to amount	6/9/2023 6:19 PM
11	Don't know	5/2/2023 2:06 PM
12	NONE	4/27/2023 10:57 AM
13	Under 3 million	4/17/2023 6:22 PM
14	Less than \$5 millION	4/17/2023 5:09 PM
15	Like our situation as is	4/16/2023 3:57 PM
16	With a discount for seniors on a fixed income and low income households	4/15/2023 3:17 PM
17	80/year	4/14/2023 9:48 PM
18	Taxes are way too high already. Work to reduce them.	4/14/2023 1:45 PM
19	None. I do not want to waste any money on new facilities when we can revamp what we have.	4/14/2023 9:20 AM
20	It is difficult to assess this. Northwood has a wide range of income levels. Some can easily afford 248/year other cannot even afford 180. Not sure what would be a fair and equitable plan.	4/14/2023 9:11 AM
21	None. My house would be totaled before help could arrive.	4/14/2023 7:45 AM
22	Reduce other spending to pay for whatever is needed for the upgrade.	4/14/2023 7:00 AM
23	Tbd	4/14/2023 6:52 AM
24	Taxes are too high	4/14/2023 3:39 AM
25	None	4/13/2023 9:06 PM
26	enough to do it right the first time with consideration for future growth.	4/13/2023 6:38 PM
27	The police need nothing	4/13/2023 6:14 PM
28	360 per year, 10 million	4/13/2023 6:07 PM
29	0- I am not an average homeowner- my home is worth much less than that. that tax implacation would place a financial hardship on my family.	4/13/2023 3:07 PM
30	None we spend enough	4/13/2023 1:55 PM
31	None	4/13/2023 12:43 PM
32	All are too much	4/13/2023 11:38 AM
33	Zero! My taxes are too high already!	4/13/2023 9:40 AM
34	400k is way above the value of our home	4/12/2023 8:02 PM
35	No new taxes	4/12/2023 6:50 PM
36	100	4/12/2023 6:44 PM
37	No we can't afford it now bad timing bad inflation	4/12/2023 5:42 PM
38	\$60	4/12/2023 5:41 PM
39	\$0	4/12/2023 5:03 PM
40	75.00	4/12/2023 4:29 PM

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41	Not 1 penny over 4 mil land and building	4/11/2023 5:19 PM
42	im retired	4/8/2023 9:07 AM
43	Less money, not the Taj Mahal	4/7/2023 6:38 AM
44	Must be appropriate for the long term, and not a bandaid fix for the short term	4/6/2023 6:37 PM
45	100	4/6/2023 4:16 PM
46	we dont need holding cell take them to brentwood, put additions on both buildings	4/6/2023 4:05 PM
47	I think an estimate of population growth during the coming years should be considered. This kind of a facility is an investment that should be large enough to accommodate the town's needs for many years.	4/5/2023 6:08 PM
48	we need to keep the seniors in mind and not drive them out of town	4/5/2023 3:53 PM
49	I am not a Northwood resident so I will not answer this question	4/5/2023 10:00 AM
50	All roads need to be maintained first!!!!	4/5/2023 9:14 AM
51	Less than \$50 per year	4/5/2023 8:37 AM
52	How about do better show a match. The town will match each 90\$ produced by residents by doing XYZ.	4/4/2023 12:10 PM
53	Already pay too much tax in this town! Find another way!	4/2/2023 7:47 PM
54	Nothing. The town has money from the sneakybdeals that the selectmen have done	4/1/2023 7:24 PM
55	I would like to be assured that the Town has made efforts to secure any grants available for this type of facility and that the structure is built with sustainable in mind; including net zero carbon emissions.	4/1/2023 5:12 PM
56	\$100 per year, for average home owners	4/1/2023 12:02 AM
57	300	3/31/2023 9:16 PM
58	100 per year MAX	3/31/2023 7:29 PM
59	With the can having been kicked down the road for years, the costs have only increased, hence my answer, which I think is reasonable given today's costs.	3/31/2023 5:32 PM
60	2 to 2.5 mill max	3/31/2023 1:44 PM
61	I'm not comfortable with grouping those numbers together. We need to prioritize our actions. #1 = New ridge firehouse.	3/31/2023 12:38 PM
62	0.00	3/31/2023 12:19 PM
63	I support senior exemptions with certain income levels	3/31/2023 11:55 AM
64	Less than \$150	3/31/2023 11:19 AM

Q19 We value your input. Please use this space to provide any additional information you would like to share or ask questions that are relevant to this topic.

Answered: 83 Skipped: 237

#	RESPONSES	DATE
1	Drop the idea of considering the Anne Kelley Trust property, it is ill-suited for the need.	6/30/2023 7:11 AM
2	I attended the 6/17 pubic listening session and provided input/ideas going forward. Looking forward to significant improvements to these critical facilities.	6/26/2023 10:46 AM
3	We live on the back side of Pleasant lake on Brown road, it is a long way for services to get here, so any way to enhance the service response times to the area would be great.	6/24/2023 6:30 AM
4	It would be better to complete this project in a phased approach, handling priorities first. Phase 1 Fire apparatus bay and housing, even if it is temporary. A visible, welcoming, concrete benefit to the community may help Garner support as well.	6/23/2023 9:25 PM
5	Treat the finances of the town like your own. If you don't already have the money, you can't afford it.	6/23/2023 7:11 PM
6	Survey is premature without specific measurable information first	6/23/2023 6:13 PM
7	It's very hard to trust officials on planning this project after tge monster facility that was proposed a few years ago. Fire chief is nit trustworthy as le loves to spend our money as he doesn't pay for it, and he abuses tge use of his chief truck.	6/23/2023 1:53 PM
8	Living on Lynn Grove Road I think we are one of the forgotten areas and poorly served for the safety services I hope this will improve that	6/23/2023 1:50 PM
9	It's a big project, but needs to be addressed	6/23/2023 12:55 PM
10	We need to do something now. I feel that as long as we are smart with our spending, we should go for the best of the best in order to achieve a situation that will meet our needs now and far into the future.	6/22/2023 8:53 AM
11	Expanding on the land that town hall sits on	6/19/2023 2:10 PM
12	The rising costs of living expenses has gone up to a point that it will be too challenging for the residents to pay taxes. It may be necessary to limit what can be built at each facility. Are there still any records from the last committe's notes, diagrams from 3 years ago?	6/19/2023 9:43 AM
13	Thank you for making this process more transparent then the last effort to improve the facilities. Someone should detail the history of that effort and add to the information website. Also onbthe website provide the calls and response times, police booking rates etc to understand the draw that these facilities take annually from the community. This helps compare similar community facilities that have upgraded in recent years.	6/11/2023 8:04 AM
14	Property tax valuations were increased dramatically. Even small increases to the tax rates will dramatically increase property taxes. If Northwood desires upgraded facilities then consolidation of town property to raise monies along with increasing the towns tax base by bringing more business into town. Any plans to upgrade facilities or services should be done by raising revenue that is not property tax payer funded. A thriving town needs an affordable property taxes. Fire and Police both staff and facilities are of high importance but the budget cannot exceed the town's ability to support. Northwood property tax owners want to see the town increase town tax revenues through business and consolidation, not with it's hand out to those who pay property taxes.	6/10/2023 3:40 PM
15	We need something new. Our fire stations and police station are very far behind the times.	5/19/2023 7:39 PM
16	A central location in the town would be best.	5/2/2023 2:06 PM

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17	I think it'd make most sense to build 1 building that would support both the police and the fire dept. Meeting needs of both departments should be a priority, since they can't serve the community properly if they don't have the means to do so.	4/30/2023 9:31 PM
18	A new facility should be placed in the area of Northwood Ridge.	4/30/2023 1:39 PM
19	\$5,000,000.00 at the very least and will be much, much higher in the end. That's just simply Ludicrous. First, you must take into consideration that we are a very small town, 4700 I believe, we are not Concord, Rochester or Manchester. What you are proposing would impact all property taxes in a negative way. Many of us just cannot afford it. It seems that every Fire Chief wants to have the best Fire Station to boast who's is better at their get togethers. I've seen it. I do not think a new fire station should be considered at all. The two stations CAN/SHOULD be retrofitted to bring them up to standards. The police should/must have a new building or expand on the current property.	4/27/2023 10:57 AM
20	There are lots of new families moving to town and emergency services need the support to handle the increased demand. I see lots of potential future growth for our Rt 4 corridor but we have to be willing to invest in our town to foster that growth and it starts with adequate emergency services. There's lots of crusty old New Englanders in town who pride themselves on being cheap and making due with a good enough mentality that they try desperately to force on the town government. They aren't the future of this town, young professional middle class families are and we support bringing this town up to its full potential	4/21/2023 2:53 PM
21	This seems like a good start to get residents on board with needs. I'm actually quite horrified at the deficiencies. Let's hope a more reasonable solution is advanced this time around that taxpayers will support.	4/19/2023 3:24 PM
22	How many homes/structures are there in Northwood?	4/17/2023 3:36 PM
23	Please send the results of the survey to all residents	4/15/2023 3:17 PM
24	We don't need a new police station at all. FD at the Narrows need a big locker room style shower to immediately get carcinogens off after a call.	4/14/2023 9:48 PM
25	As a family member of several first responders, I am disgusted by the current conditions our personnel work in. A public safety complex that ensures safety of all would be ideal	4/14/2023 7:00 PM
26	We live up a rough single lane dirt road that is not town maintained. When we needed help because our two year old had choked on food, and was not recovering his ability to breath correctly once I finally got the carrot out, they were here within a couple minutes. They also brought a pickup truck just in case they couldn't get their vehicles up our road (because they knew the town well enough to know our location!). That honestly made us feel incredibly safe. They were going to get to us one way or another. We value our fire, paramedic, and police personnel. We are not a "well to do" family and we do not have the ability to absorb large tax increases. But we stand behind the men and woman of our emergency departments, and believe they deserve a modern and well equipped facility. Their job is to protect, and potentially save, our lives. I'm pretty sure there's nothing more important than that!	4/14/2023 7:00 PM
27	I strongly support Northwood police and and fire department. Nice to be able to a adequately do their job. They require an adequate facility, training, and any necessary tools. They deserve all the support that the town has to offer. They put their lives in danger every day to keep us all safe. They make that sacrifice, and are sometimes unable to respond in adequate time, despite their best intentions due to not having the appropriate resources.	4/14/2023 5:16 PM
28	I think it is very important for a new safety complex to be centrally located in the town center near the town hall for the best response times to all residents of the town. It would be the safest option if the safety complex was located along route 4 at an existing road intersection.	4/14/2023 3:54 PM
29	If we elect you to run our town then the decisions you make are in the towns best interest so just do what you think we need and it is what it is I believe you people have our best interests for the people don't worry about checking if everybody is happy do what you think is right that's why I elected you and I think you people are doing a great job	4/14/2023 2:21 PM
30	Our fire and police depts are very important to our community thank you for all they do	4/14/2023 9:31 AM
31	Stop asking for more money and wasting our tax dollars on new facilities when we can put money into the old facilities and revamp them. How about cutting our taxes down and then we can talk about being charged for new facilities.	4/14/2023 9:20 AM

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32	Find revenue other places than taxing my home. Don't pay for anymore extra assessments.	4/14/2023 7:00 AM
33	None	4/14/2023 5:51 AM
34	I moved to Northwood 4 years ago from Newfields. I spent 22 years on the Newfields Fire Department. There is no question as to whether or not we need an updated facility for both Fire and Police in Northwood. Towns all around us have proven that a Public Safety Complex is the right solution.	4/13/2023 8:55 PM
35	The police department when un answered, which it is 80% of the time goes to the sheriffs department. It needs to be local to Northwood for immediate contact for a longer period of time. A phone number that somebody will always answer in dispatch.	4/13/2023 8:22 PM
36	None	4/13/2023 6:07 PM
37	You always here about how government projects are so overpriced. When I see the lowest cost option in this survey as 5 million dollars I have a hard time wrapping my head around that cost. Could I not come in as a private business owner and get a similar building built or renovated at a fraction of this cost? Is there anything we can do as a small town to avoid this type of government over spending that has basically become so accepted by those that are sharing the cost instead of having the responsibility of the entire bill?	4/13/2023 4:46 PM
38	.	4/13/2023 3:49 PM
39	I want to support th eefforts that are required in getting both police and fire up to date. However, financially speaking, I don't think this town is in that position. this is a small town of about 4000 people. Why do we need to have big fancy firestations and police stations.? My house is below the average of 400,000.00 (where did that number come from?) Sell the land that you own and upgrade two of the buildings to be suitable for fire and police. There is no reason to put this towns residents further in debt.	4/13/2023 3:07 PM
40	It's time to be a conservative town not a frivolous spending town!!!	4/13/2023 1:55 PM
41	Can't we just fix the septic tank at the police station and add a second floor for them to have a cell and more space.	4/13/2023 1:51 PM
42	.	4/13/2023 12:35 PM
43	When the proposal was shown a couple years ago the building was designed to include rooms such as a meeting room and a bullet proof drive in area for the pd all just seem unnecessary. Is there justification as to why this would be needed based on Northwoods current needs	4/13/2023 11:38 AM
44	It's time do it. One building for both police and fire	4/13/2023 11:32 AM
45	The longer we wait to put an effective facility in place, the more it will cost the taxpayer.	4/13/2023 11:30 AM
46	We need a facility & not to impact our taxes with too bad of a hit	4/13/2023 8:37 AM
47	If there was a way to legalize pot funding wouldn't be an issue.	4/13/2023 12:34 AM
48	Wondering if police need more and addition not possible because not enough room, could add a second floor onto the building? I think it's in a good spot right now. Narrows station not that old, although I know it needs some updates. The only new fire station I would support is a small one on the east end of town to hold a few trucks.	4/12/2023 6:44 PM
49	We voted this down by an overwhelming majority yet here you are trying to push this through. We are a small community with a high property tax rate. We do not need this.	4/12/2023 5:03 PM
50	Why is it that the town of Northwood under Hal Kreider refuses to listen to the public. NO MEANS NO!!!	4/11/2023 5:19 PM
51	Must be reasonable, suitable, and most practrical solution without a huge burden to the town	4/10/2023 4:09 PM
52	Two seperate facilities with Police first with the most urgent needs, then put a suitable addition on the current narrows station while keeping the ridge station as additional vehicle storage rotating vehicles as needed for the season/weather between the narrows and ridge stations would be the most cost effective means to satisfy the needs of the town without extreme costs to the taxpayer. The police station is the #1 need and priority with the fire station addition next to the narrows station	4/6/2023 6:37 PM
53	The police need to stop spending and wasting our Money on vehicles. The fire department	4/6/2023 10:34 AM

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needs help. If anything has proven this it should be the fact that we have lost several structures in town in the last couple of years. It has been said that these fires could have been stopped sooner with proper training. It's not the fire department's fault it's over they don't have the proper training equipment or staff. We need to stop focusing on the police and the money they waste needs to be put towards better uses. When my house catches fire I don't want to have to wonder whether someone's going to come or not.

54	We are a small town we do not need more public service or more overhead	4/5/2023 8:21 PM
55	Happy to help if I can, please let me know. It is a shame the voters have not been able to agree to find a solution. We clearly need an upgrade and I fully support these efforts. Thank you!	4/5/2023 7:48 PM
56	I know this is not going to be cheap, but want to keep all that we can happy and not push anyone out of town with cost. I was in a volunteer fire Dept for 41 years.	4/5/2023 3:53 PM
57	Have one singular fire station in town not two or three	4/5/2023 12:18 PM
58	As a career firefighter who worked at many departments, the well being of the firefighters is utmost important. Living conditions and the space for apparatus and then some for self preventive maintenance.	4/5/2023 8:57 AM
59	I would love to see our fire, police and emt's taken care of while also being fiscally irresponsible.	4/5/2023 8:51 AM
60	Reallocate existing town funds towards first responders, rather than giving out raises every year, expanding benefits, and creating nonsensical positions like assistant librarian.	4/5/2023 8:37 AM
61	I had a situation occur involving the FD. I reached out multiple times requesting a conversation with the FD Chief. Until consideration is given I will not support NFD.	4/4/2023 12:10 PM
62	I would like to see honest people running this town. What happened to the \$5million ?	4/1/2023 7:24 PM
63	See comment under Q17	4/1/2023 5:12 PM
64	A centrally located building in town is needed for both the police and fire department to be able to run effectively and respond to the needs of the towns residents.	4/1/2023 1:55 PM
65	Like I said fix the dept personnel and I believe the residents would be happier to spend the money but to spend my money and have things continue to go on as is I will never vote for it. Wipe out the old and start with new experience professionals needs to happen in both departments what is going on in the fire dept should be illegal and I fear for all people who live in town and all that pass through	4/1/2023 11:01 AM
66	We really need to do something soon. The town needs to show their support for our first responders.	4/1/2023 10:09 AM
67	could a rec department facility be included as part of the project (basketball gym, gathering hall, etc..).	3/31/2023 10:28 PM
68	All of the buildings need to be replaced with modern functional emergency services structures!	3/31/2023 9:16 PM
69	I think the town absolutely needs a public safety complex. Having the space for a "function" room should be included in the plans. It could be used for a community gathering place, first aid classes, meetings of any kind or could be rented out at times for birthday parties, etc. This may help sell the idea of the complex to others if it also provides a multi use room for the community.	3/31/2023 8:59 PM
70	Please use common sense for such a small town. Inflation has killed us. We can't afford to keep raising taxes. The town has no issue reassessing us every year to raise taxes. Help us by using common sense.	3/31/2023 7:29 PM
71	you guys dont get it you keeping the taxes to us YOU DONT GET IT	3/31/2023 7:01 PM
72	A central location would be best along route 4, the property next to the recreation fields that is for sale	3/31/2023 6:59 PM
73	It's time to stop postponing this issue. People in town need to understand this and step up to provide a decent site and building for these folks who keep us all safe.	3/31/2023 5:32 PM
74	We have kicked this can way to far down the road. Really hope that the townsfolk recognize	3/31/2023 4:25 PM

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	the seriousness of this problem and support new facilities.	
75	Thank you for doing this survey.	3/31/2023 4:13 PM
76	We need space for community gatherings--a community room that would accommodate 100 to 200 people. I hope that will be considered as part of the safety complex discussion.	3/31/2023 3:21 PM
77	police station should be 1st and for most. Narrows station still has life in it and is expandable	3/31/2023 1:44 PM
78	I think this conversation needs to be had within the context of what the towns plan is for personnel. Especially for the FD the citizens seem to be generally against adding full time positions but the administration of the FD does not seem to be doing much to expand the call dept (they are still only paid \$10/hr regardless of experience or certification) I think this plan also fails to look at the idea of regionalization. All of the towns around us are small rural places with similar infrastructure and staffing troubles. Sharing resources, combining departments to save on admin costs, and standing mutual aid agreements (similar to Brentwood and Epping) would all serve to possibly provide better service at a similar or lower cost. But these staffing models would also change what we need for a fires station if we're building it for more full time or more call dept personnel. With regards to the PD, I think we again need to look at the future and what makes sense for future staffing and needs. Having a well designed station with all the amenities is great. But without also changing how we recruit, compensate, and retain our town employees the new station might end up underused.	3/31/2023 1:10 PM
79	The building /additions /renovations need to meet the needs of the town, not the wants of department heads / chiefs. This process and issue has been handled and managed poorly in the past, and it has unfortunately created a significant and negative impact to reach a reasonable resolution to this issue. All my opinion only, but I've heard it discussed many times with dozens of people. I've lived in Town for almost 50 years.	3/31/2023 12:40 PM
80	Please keep in mind the physical and demographic size of our town. Towns that are 2 and 3 times our size have Police departments that are only larger by 1 or 2 officers.	3/31/2023 12:38 PM
81	Spend less on facilities and more on training and hiring well trained positions for today's safety needs. We don't need more traffic cops!! We need officers who act on real crimes rather than a canned response of it being a "civil matter". We need people who understand how to handle the emotional and mental health needs of our citizens. We need	3/31/2023 12:19 PM
82	I like the Nottingham fire station. And the police and fire departments should have separate quarters. Also, we should look into steel buildings with pre-existing plans for fire departments and not waste any money on architects for a custom building. Also, what about moving the police station to the commuter parking lot by Hannaford.	3/31/2023 12:01 PM
83	We need to do something, and sooner than later. Our emergency services are not able to function at full capacity with limited resources although they are trying the best they can.	3/31/2023 11:31 AM