



### ***Hubbardston Community Survey***

*January 2021*

*How could the town improve communication?*

I feel like Communication is great

Text alerts

Electronic sign

More emails or texts

I think communication is fine

seems good already

Highlight videos from Board meetings.

physical letter, more ways to contact residents about meetings/covid updates.

It's pretty good now the way it is

Stop robo-calling me

Just continue to enhance what you are already doing

Email

Working fine as is

Local TV access.

I think its ok as is.

Email

Doing an acceptable job

Text alerts or email would be great.

Posting town committee notices and minutes on Facebook

Town does well

Youtube recordings of meetings should be indexed/bookmarked - meetings can be hours long, but only certain topics of meeting are of interest.

Send a monthly email with information

Current communication methods are sufficient

Covid has obviously made it difficult because of the limited ways that we can have in-person meetings. More non-electronic communication would be helpful for those who are not on computers. Maybe more communication to help residents understand the importance of town meetings.

Create options for how to receive it with clear steps for how to get on the list

I think mailings about town meetings should be sent to everyone especially dates about votes

Social media and keeping website current

Send out town wide phone calls

Perhaps a programmable bill board near the post office

I think Hubbardston is good at communicating.

Communication is good as it is

Email

More reminders about elections/ important votes

Automated calls or more regular mail

Doesn't need improvement

I think communication is good

I think the town does a good job communicating.

More on Facebook

would appreciate better social media updates from police department

Actually set it up on the town blog and allow the residents to view their thoughts on the subject seems great to me.

Would like to hear more from the PD when there are multiple incidents of a particular crime. Recently been seeing several reports of fraud in HPD log in Barre newspaper and wonder if residents would benefit from knowing more about this.

Get better cell service so I can get it outside my house.

Email newsletters and social media-Facebook

Respond to Facebook private messages.

Use Facebook

I think you guys do a great job.

I really don't have any suggestions as I feel I can access and see information on social media or through the email. I guess if it was something important you could offer a text for that information or reminders about meetings etc

Town wide text message/call/voicemail

Email

Mass Texting, More social media accounts like Instagram, posting on website and Facebook

Send emails have an call system like the school

Emails

Gather all town government news on 1 page on the website.

Have an electronic newsletter, cable bulletin board.

Keep up with email

Administration report monthly was a major improvement.

Really the residents need to choose to become engaged. The town posts things everywhere.

I think the town does a wonderful job. Plenty of options.

I think it's sufficient as is.

Allow people who live in town on the towns Facebook page

I think the town communicates well

Direct emails

Send mailings to residents who do not use computers.

Good enough

Publish a flyer and distribute at local hot spots like the Rod and Gun

I like the Facebook page but, it would be nice to have some sort of mailer for youth recreation since my kids don't go to school in town.

Communicate directly with the residents when an issue directly involves them and their neighborhood, by phone and email

Doing a good job

I live at 95 Gardner Rd. and would've liked to have seen more communication surrounding the paving project. I was working from home and would leave to do essential errands in Gardner area. There were several times that there were lane shifts that directly effected me but I had no knowledge of bc I was in between where roads were shut down. I was had 1 specifically scary incident where I was almost hit head on. After that I was able to get some info from Hubbardston Town Forum on fb but couldn't find anything elsewhere

Send newsletters every once in a while?

By continuing to notify residents by direct mail. I know there are a lot of people here don't communicate well electronically. For instance, a mail-in version of this survey would reach quite a few of them!

More info posted on Facebook

Town newspaper delivered to residents

Doing a fine job already. If someone wants info they can just go to town hall.

Doing a good job already.

Repetitive signage

If you want information, its easy to find. You're doing good.

email us

Electronic sign at rec field

I think it is perfect the way it is.

Update the town board minutes sooner than 3 months from the meetings.

Newsletter in the mail

Push more to the website. Not everyone does (or wants to do) Facebook or other platforms.

More updates on Facebook

Use Cable?

More active Facebook page

Send more email blasts

A town newspaper?

More mail

More notification of important town issues

Post more often, transparency in all matters

Doing a good job

Live stream meetings? I feel messaging of what's coming up is fine.

They do a great job

No improvement needed, currently well done.

We think it fine

Automated calls when roads are closed

Improve the quality and clarity of Town Warrants (poorly written).

I think town does well

Doing a good job now.

Internet

More news and announcements sent fro Town

Use email / internet

Mail to residents

I think the town does well communicating

I think the town does a very good job communicating with the residents

Good how it is

Communication is fine

I think it is fine.

email direct

Email

We like the current options

A good web site and email alerts

Not sure seems adequate

monthly newsletter signup with email.

mail or email

I am happy with the current level of communication

Text communication

more mailings with both sides of any concerns/changes

email

facebook

Social media

i think it is okay

More message boards

I feel informed

Improve the website drastically!

More e-mail communication

News letter

keep the website up-to-date

Monthly newsletter

internet

Regular cadence in communication; weekly update with anything new and upcoming dates of events and deadlines. Post to website and official FB. Maybe a link on Twitter.

They communicate well now

More information by mail

I feel informed

Monthly news letter emailed to residence with multiple sign up opportunities

monthly newsletter by email

Maybe do more to draw people into the website to do normal tasks? This survey is a great start!

All info from town in one place or same info on all media

Update Town message board at rec field more frequently. It is often out of date

Issue a Monthly Newsletter!

More in newspaper

MORE DETAILED SURVEYS

Dont rely on facebook. I'm 33 and a lot of people my age aren't on it anymore. seems to be only older folks. without the mailers i have no clue whats happening in town but want to know so perhaps i will subscribe on town site.

Electronic Newsletter

Monthly newsletter

Send out a monthly flyer or a new paper of events coming up etc etc. Or every year a paper with all the things to do in town, businesses, clubs things no one knows about.

Put up town electronic boards for both directions of traffic on Rte. 68

"Put more information in the local newspapers. I don't have facebook.

Gardner news

mail for those who don't use web sites

I feel well informed

I like the direct mail

I need to be responsible

email important information (only) to all residents who provide email addresses.

I didn't know there were email updates available

Current system is appropriate

Mass mailings - or solicit email addresses

I think the saturation of information is good. However, offering more "plain speak" information especially about articles to be voted on would be great.

The communication is pretty good.

Auto Texts

I don't know if anything else that would help

more info on the internet

I am satisfied

Facebook is my primary info spot.

I'd like to see police blotter published

Just keep using the Facebook

More information in newspaper. Barre Gazette and informally on internet. Not facebook.

Phone call/texts and Social Media posting about important/emergency happenings

more mailings - often miss electronic communications

Be consistent with information and how it is communicated

I'm not sure

mail / message boards. Tough in this day in age to reach everyone. Mail is the only thing every gets consistently .

Open the doors to town offices including the Police dept. when this pandemic is over.

Send emails

Make the email subscription more well known and easy to access

More frequent updates on website. Cell service deplorable. We desperately need to improve this!!!

Email

I'm happy with what is available

more info on website

I like the post cards

Direct mailings have been helpful

I think it is good

Direct emails, Bulletins Mailed

email blasts

I think the town does a good job....maybe more email info?

Advertise website on town sign downtown

Mailings

use email

I think there are enough ways offered.

More direct mail

Auto phone message

More official social media sites in addition to citizen -run sites with admin that freak people out (Bruce)

Use the reverse 911 system for important info like road closures for those affected

Facebook

Nothing that I could think of

It appears the town is communicating well to those who are interested

Maybe a monthly newsletter/bulletin distributed electronically? I really think you are doing fine. Of course, i don't know what I have missed.

Update the Town web site more often.

more regular mailings

I am not sure

Improve town website, keep it up to date.

Update Website



Add the website and blog info to the message board at rec field. I noticed only approximately 15% of Hubbardston population are on the town forum blog.

More social media updates.

monthly newsletter

I feel at this time the communication fits my needs.

it seems to be available.

Great Communication

I cannot think of anything at this time.

Good Question. Sky writing

Periodic Communication

Communication is adequate

email

It seems adequate.

I think you do a good job! I should take more advantage of video meetings, but often the timing doesn't work well because I have a long commute to work and miss it.

more updated mailing

The calendar on the website needs to be updated and links to events. This post card had a URL that was difficult to type in: this is the kind of thing that needs to have close attention paid to it. I'm sure more people would have replied had the URL been easy to enter. I thought I've signed up for email from the town, but I've never received anything.

More direct communication via physical mail for special hearings. Ex: recent cannabis hearings.

larger social media presence

I don't see any need to improve.

More direct mail bulletins and advertisements for town meetings

Always send written communication to Households

Send out news letters

After declaration of hazzard/ notice of all clear should be sounded

Update the website with the last week's meeting minutes.

Newsletter

more Facebook posts

Continue as is since it works.

some more accessible information via town website,not accurate now,or late

Mail, e-Mail, Phone

I think you do a good job already. Maybe put up digital boards downtown when something important is coming up.

Direct email

More transparency

News letter

News letter sent to residents who are no on face book. Require people to sign up with email .

I think you do a good job. If you have an email subscription that has all notifications I would be interested in learning more.

I don't know

Mail out a monthly newsletter.

email notifications

It is a difficult question to answer, and one that many towns are facing. I am one of the few individuals who does not rely on Facebook for my information. I would like mailings. They can be done to be eye-catching and appealing as opposed to being immediately slated for the recycling bin. I am unaware of fun events as well as important decisions. An attractive mailing would catch my eye, and I would be more inclined to participate as a result.

The town website no longer seems active. I have not received anything from the website since early 2020. I signed up again for the emails and still receive nothing. Please fix this as I relied heavily on the information that was provided.

Make the mailing list easier to find and sign up for.

I think the town utilizes all communication tools available to them

mailers

idk?

Doing a good job at this time.

Instead of an email subscription, all the info on town government is automatically sent to all Hubbardston email addresses

I think they are doing well now.

Mailings for those who don't/can't use Electronic means. Put the cost clearly in the budget.

I'd like to see more effective outreach through social media to help people find surveys like this one. I learned about this survey because a resident complained about it on social media.

I don't know

committee meeting minutes should be posted more quickly

Email notifications of meeting

I believe they do a good job. Though I wasn't aware of a direct email option.

Easier email information

Utilize town wide text system

I think communication now is sufficient

Website updates

Doing ok

I like my daughter's phone alerts from school which tells me that there is more detailed information "attached to the email portion of this message" and now the public health dept feels like its job to roto-call us about "how to stay indoors." I think Hubb residents should have opportunity to sign up for "robo calls" when something important is happening that constituents of Hubbardston might care about. The robo call could say. "Public Hearing about xyz on x date, for full details and zoom link go to Town Website" or if for some reason you don't have access to internet yoy can call x for more information."

Text messaging service

Continue using various platforms

All good.

More social media but town does a good job

More internet

A newsletter (digital or physical) on important updates (i.e. cell towers, solar fields, marijuana). I feel that unless I attend every meeting, I am not kept in the loop and I want to know what's going on in my community. The Senior population gets a newsletter - I feel that everyone would benefit from one.

Weekly email (or bi weekly) on the upcoming events, meetings, etc around town.

Internet

Email

Continue posting on FB and website

Post on Facebook more

All info in all places

I think it does just fine for me.

More mail

Send emails

it's good

One call

More info via mail would be helpful

Road Signs

Post bulitens on the hubbardston Onestop shop cork board

I'm satisfied.....

consolidate communications and repeat them through town website, facebook, and other channels to make sure as many people as possible are reached.

I'm good with the options available now

phone

Not sure

Social media works great; Hubbardston Town Forum is helpful, and mailings are helpful as well.

Town bulletin

Facebook posts

Not sure I think it's up to the people to go to meetings if they are interested in it.

More electronic communication

You're doing a good job

I didn't know there was an email subscription option - I will look into that.

more detail mail

Better Website design would be great. Otherwise, great job.

do via town website use mailings or electronic sign in town to notify

Use shorter web addresses than this one

I think the status quo is fine

Electronic town news letter

Improve internet accessibility and Website.

electronic message board , when event is over clear it. Don't leave it run for weeks

Direct mail from town - town web site is clumsy and it can be difficult to find what i'm looking for, public meetings are undependable - kicked out many times when trying to watch live meeting

I don't think there is any better way than mailing information.

Mailing

Maybe publish selectmen minutes in Barre Gazette?

communication is ok as is

More mailings

emails

lower taxes

well not facebook

Town paper or streamline website with groups and opportunities

It seems fine.

direct email

Is there a newsletter?

Hold regular townhall meetings.

More mailings

Keep residents informed on issues that affect us.

make the website more user friendly

consistant relay of info across all media platforms

Broaden email subscription membership

Website enhancements and email

nothing at this time

More notice if roads will be closed for repairs and info about detours.

phone messages like the ones for the Police all cell phone and land phones voice and text.

mailings

Send emails

Send out monthly/quarterly newsletters. Sr Center takes in thousands of dollars in tax money, grants from State/Fed gov't. & through Friends of Hubb Sr Center, raffles, yard sales, etc: they can send regular mailings to all seniors, not just select few they currently keep informed of Town's events.

think there is enough options to get info if you want

Phone calls are useful, text messaging and emails

More frequent posts and information out on social media

send news letters

Once a month newsletter sent to email address. Stop paper mailings.

Monthly newsletter (online/mail by request)

more frequent emails

Happy with communication

More direct mailing

I have tried to sign up for the email but have never received any messages.

More direct mailings

Not sure.

"Send letters to people who are unable to access online communication. The postcard that this survey was sent on is inadequate and very unfair for people who may be older or unable to access internet due to income levels. You are possibly missing out on a group of very important people. I had trouble getting into the form on my phone so had to wait to get my computer. It was very difficult to enter the letters and numbers especially since the letters were case sensitive."

I think communication is fine

Continue with email notices

"Include article details with warrent when sent to residents. There were a couple in 2020 that were missing the synopsis.

Include text electronic transcripts of town hearings."

Keep using Facebook posts

No suggestions

Mailings

More emails re imp news

I think there's plenty of places for us to find info

Continue with email and facebook

I feel it is doing well as it is

I think it has been good

Facebook and town website is sufficient, as long as it is updated regularly and maybe updates with actual dates.

Tell us the truth.

I think you do a great job - far better than in years past!

Firetruck Santa could spread the word. A town crier.

Post more on facebook & the web site

Facebook page

unlock the door at police station

Mail

Collect emails from the residents

The information is there, just need to make it a priority

Easier public access

no improvements necessary

You are doing great!

Text alerts

A paper newsletter would be nice if that is an option.

"Town website easy use.

Provide honest information my mail

E.mails might be less costly to the town

No improvement necessary.

Email I didn't know they had one.

Fine as is

Local TV channel

No answer

I think there are many opportunities for residents to obtain information, including these little mail cards regarding issues that the town officials deem important. The ability to Zoom meet and chat with the Town Admin seemed like a good idea. I don't know if that is still operating. Since talking to officials is now only by appointment, the Zoom appointments may be good for people that are computer savvy.

Emails work well

I think our town administrator is doing a great job with this, and probably has assistance from others I don't know about.

The website should include contact information for all departments, not just some of them.

email

Explore all communications

An online community news letter?

Email News letters are fine.

Monthly newsletter?

I think it has been good

Calling residents

Email or text

Text messages

Telephone tower

More online information

Website information often outdated.

I think they are doing a good job now.

Town wide monthly newsletter mailed to all residents?

I think communication is pretty good already - maybe just need more of it. Keep it coming. Any blogger will tell you that the more frequently you post, the more people will pay attention. So yeah - just keep it coming.

I think it is OK now

Improve ease of use for website

Communication is sufficient

E-mail all information

Just make sure to keep publicly accessible site (web, social media, etc.) current. Follow some of the local resident groups on FB and post there as well for time-sensitive issues.

Telephone calls

More direct mail

Our towns website/social media has the ability to provide the most up to date info instantly. This method is probably the most cost efficient way as well. Few issues- power goes out, older folks don't have a computer/smart phone(this problem will slowly go away). Residents just need to be told the website is where the best most current info is over and over. I also like the auto phone calls Quabbin Schools sends out when there new about school

phone calling for important issues as police use



Consolidate emails from different departments into one mailing. Post on flashing sign at the req field.

Direct mail, email

Already excellent

OK as is

More written documents

I believe email blasts have stopped since June, but that was an effective means of communication.

I really can't say. Sometimes I am not able to locate the event/meeting calendar as easily as I thought I should. Other times it is not so difficult. Town site is a good reference but there is a lot on there to go through - but that is not a bad thing.

Txt msg in time of emergencies

I find the town communicates well with residents

I like direct mail

Better police detail or communication board @ the end of our street.

We think you do a good job. 😊

Doing a good job, I think.

I just need to do a better job checking the website

More interactive website and more active social media

E-mail

Does a pretty good job keeping web site up to date.

Periodical news letters.

More frequent or more inclusive direct mail.

Newsletter

Electronic message board closer to Center of town and town offices

The current communication seems quite good, in general

seems sufficient

newsletter

protect more public land

Keep the Town website current and proof for conflicting information e.g. Recycling center has a start and end date in a banner that is different from the detail on the Board of Health tab for the Recycling Center. The site is poorly curated.

Was not aware of a subscription from Town but previous question suggested it exists with "Email subscription from Town Web site" option

more via email

Continue with current methods of communication

send important issues with tax bill

I think there has been much improvement in communications over the years. Information is available in a variety of media.

Regular newsletter including non-municipal news

Utilize mail for residents that do not follow FB/ emails

I like the mailings with the email addresses

newsletter

Help support local newspapers and journals

Continue with web site

Town newspaper

An Email subscription from the Town Web site sounds like it might be the best option.

Keep website up to date