

Jeff Cyr, Chair  
Nicole Casolari, Vice Chair  
Carol Constant, Clerk  
Andrea Miles  
Renee Sweeney

Lisa Wong  
Town Administrator

HYBRID

**SELECTBOARD MEETING AGENDA**

**TUESDAY, FEB. 3, 2026 - 7 P.M.**

**SOUTH HADLEY SENIOR CENTER MULTI-PURPOSE ROOM**

**Join Zoom Webinar from your computer:**

<https://us02web.zoom.us/j/84128113462?pwd=H383I7TgPN0d7UDKNXYbZLaM9IIOs2.1>

**By phone:** +1 646 558 8656 | **Webinar ID:** 841 2811 3462 | **Passcode:** 688171

**Watch live on SHCTV Channel 15 or <https://shctv15.com/watch-live/>**

Note: Not all topics listed here may be reached for discussion. In addition, the topics listed are those which the chair reasonably expects will be discussed as of the date of this notice. This meeting may be audio and/or visually recorded.

**1. CALL TO ORDER**

**2. ANNOUNCEMENTS / PUBLIC COMMENT**

**3. BUDGET TASK FORCE - PUBLIC COMMENT PERIOD**

**4. APPROVAL OF MINUTES**

Draft Minutes of Jan. 20, 2026

**5. CONSENT AGENDA**

- A. Two One-Day Beer & Wine License Requests from Kathleen Van Winkle for Feb. 13 and March 13 at Gaylord Library.**

**Documents:**

[OD-197.PDF](#)

**6. TRI-ANNUAL INTERVIEWS**

- A. George Francis - Veterans Council**
- B. Stephen A. Romeo - Veterans Council**
- C. Adam Jajko - Conservation Commission, Veterans Council**
- D. Olivia Aguilar - Sustainability Energy Commission**
- E. Robert Szklarz - Historical Commission**

**Documents:**

[GEORGE FRANCIS.PDF](#)  
[STEPHEN A. ROMEO.PDF](#)  
[ADAM JAJKO.PDF](#)  
[OLIVIA AGUILAR.PDF](#)  
[ROBERT SZKLARZ.PDF](#)

**7. NEW BUSINESS**

- A. IGM Contract Renewal**
- B. Redevelopment Authority Proposal**
- C. Cable Advisory Committee establishment**
- D. D. 35 Carew and 10 Prospect sale**

**Documents:**

[A. SOUTH HADLEY-IGM CONTRACT EXTENSION ACCEPTED 21825 SIGNED.PDF](#)  
[A. IGM CONTRACT 2019.PDF](#)

- A. THE LEDGES OPERATIONS REPORT 2025\_12.PDF
- B. FY27 BUDGET REQUEST.PDF
- B. FEBRUARY 2026 NEWSLETTER.PDF
- C. CABLE ADVISORY COMMITTEE ESTABLISHMENT.PDF

**8. OLD BUSINESS**

- A. Budget
- B. Health Insurance Update

**Documents:**

[C TOWN MEETING REVIEW COMMITTEE REPORT AND BACKGROUND UPDATED5324\\_202405031156416305.PDF](#)

**9. RESIGNATIONS**

- A. Mitch Resinck - Board of Library Trustees

**10. ADJOURN**

**Record No: OD-197**

1 Day Alcohol License

Status: Active

Submitted On: 1/24/2026

**Primary Location**

No location

**Owner**

No owner information

**Applicant**

Kathleen Van Winkle  
[Redacted]  
[Redacted]  
47 College St  
South Hadley, Ma 01075

**Applicant Email**

Check this box if the applicant does not have an email address.



Applicants CANNOT purchase alcoholic beverages from a package store. Per the ABCC, please see the list of authorized sources from which to purchase alcohol here: <https://www.mass.gov/info-details/apply-for-a-special-license-or-permit-abcc>

**\*APPLICATIONS MUST BE SUBMITTED AT LEAST TWO WEEKS IN ADVANCE OF AN EVENT. APPLICATIONS SUBMITTED LESS THAN TWO WEEKS IN ADVANCE WILL NOT BE ACCEPTED FOR REVIEW BY THE SELECTBOARD.\***

**Permit Info**

**Permit For\***

1 Day Beer and Wine

**Check This Box to Request Multiple Dates**

**Number of Dates Requested**

2

**Check This Box If Event(s) Is/Are Being Held On Town Property**

Check this box to acknowledge that individual applicants can be approved for up to 30 permits per year. \*

**Event Details**

<b>Date of Event*</b>	<b>Alternate Date</b>
02/13/2026	03/13/2026
<b>I acknowledge that the alternate date is only valid if the event is rescheduled.</b>	<b>Name or Organization Hosting Event*</b>
<input checked="" type="checkbox"/>	Gaylord Memorial Library Association
<b>Street address of where the event is held*</b>	<b>Hours of event operation (Ex. 8:00 AM - 5:00 PM)*</b>
47 College St	5:00 PM - 7:30 PM

Hours during which alcohol will be served \*

5:30-7:30

Describe in a paragraph specific details of the event and what is taking place.\*

Wine tasting and light snacks, as a fundraiser.

Provide a description of where alcohol will be sold and consumed on site.\*

In the rotunda

Describe how you will designate to where alcohol sales and consumption will be limited on site.\*

Let guests know upon entry.

Date of Event\*

03/13/2026

Alternate Date

04/10/2026

I acknowledge that the alternate date is only valid if the event is rescheduled.



Name or Organization Hosting Event\*

Gaylord Memorial Library Association

Street address of where the event is held\*

47 College St

Hours of event operation (Ex. 8:00 AM - 5:00 PM)\*

5:00 PM - 7:30 PM

Hours during which alcohol will be served \*

5:30 PM- 7:30 PM

Describe in a paragraph specific details of the event and what is taking place.\*

Wine tasting and light snacks as a fundraiser for the organization

Provide a description of where alcohol will be sold and consumed on site.\*

In the rotunda

Describe how you will designate to where alcohol sales and consumption will be limited on site.\*

Let guests know upon entry.

Signature

I acknowledge that issuance of a 1 Day Alcohol license does not exempt me from additional licensing requirements (ex. entertainment license, mobile food permit, etc.).\*



By checking this box and typing my name I do hereby certify under the pains and penalties of perjury that the information provided in this application is true and correct.\*



Type your full name\*

Kathleen Van Winkle

Online Form Submittal: Application for Appointment to Board, Commission, or Committee

noreply@civicplus.com <noreply@civicplus.com>

Sun, Nov 23, 2025 at 3:07 PM

Reply-To: noreply@civicplus.com

To: sgmeiner@southhadleyma.gov, kmaher@southhadleyma.gov, zingram@southhadleyma.gov

Application for Appointment to Board, Commission, or Committee

Step 1

Committees

Before the Selectboard or other appointing authority makes appointments, they would like to know a little about you and why you feel you could contribute to the board or committee. Please take a few minutes and complete the brief expression of interest information below and click submit to send your application for consideration.

Please Note: When submitting online, when you click the "submit" button you are agreeing to read a copy of the Massachusetts General Laws Chapter 268A "Conflict of Interest" provided by the Town Clerk, if appointed, and to the best of your abilities agree to abide by the provisions of the statute. You may receive a phone call to confirm your interest in the appointment.

Choose up to TWO From the Following Veterans Council

List your board or committee choices here in the order of preference. If you selected "Other" above, please indicate which board or committee to which you wish to apply. Veterans Council

Please give any details regarding your interest in this appointment. I'd like to be able to help plan Veterans events in town.

Please Provide the Following Information

Name: George Francis
Email: [Redacted]
Address1: 17 SUMMIT ST
Address2: Field not completed.
City: SOUTH HADLEY
State: MA
Zip: 01075
Primary Phone: [Redacted]
Alternate Phone: [Redacted]
Cell Phone: [Redacted]

General Questions

Are you a registered voter in the Town of South Hadley? Yes
Are you a Town Meeting Member? No
Is any of your immediate family employed by the Town of South Hadley? No

Do you now or have you previously served in town government?	Yes
If yes, please list the board(s), commission(s), or committee(s) on which you serve(d), and the dates of service for each.	Town of South Hadley Veterans Grave officer 2015 - 2023 Town Meeting Member Precinct C 2013 - 2017 (?) Golf Commission member 2012 - 2016 (?)
What skills and experience do you have? (Knowledge, other volunteer experience, employment experience, etc.)	I am a US Coast Guard, Vietnam era Veteran, current member of South Hadley American Legion Post 260 Honor Guard, former Town of South Hadley Veterans Grave officer, former Town Meeting Member, and a past (2023) South Hadley Veteran of the year. I believe my dedication to Veterans would be an asset to the council.
Please list any additional information you think may be helpful in reviewing your application.	I have participated in most of the Veterans events in South Hadley for the past 10 years, including Memorial Day, Veterans Day, The B24 memorials, Vietnam Veterans Day, and have been part of the Honor Guard honoring multiple Veterans interred in South Hadley, and elsewhere.
How did you learn of the vacancy you are applying for?	Another Resident
If you indicated another resident or other above, please provide the resident's name or provide additional details.	David Mendoza recommended I join the Veterans Council.
Upload a Letter of Interest	<i>Field not completed.</i>

Email not displaying correctly? [View it in your browser.](#)

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## Online Form Submittal: Application for Appointment to Board, Commission, or Committee

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noreply@civicplus.com <noreply@civicplus.com>

Mon, Nov 24, 2025 at 3:33 PM

Reply-To: noreply@civicplus.com

To: sgmeiner@southhadleyma.gov, kmaher@southhadleyma.gov, zingram@southhadleyma.gov

### Application for Appointment to Board, Commission, or Committee

#### Step 1

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##### Committees

Before the Selectboard or other appointing authority makes appointments, they would like to know a little about you and why you feel you could contribute to the board or committee. Please take a few minutes and complete the brief expression of interest information below and click submit to send your application for consideration.

**Please Note:** When submitting online, when you click the "submit" button you are agreeing to read a copy of the Massachusetts General Laws Chapter 268A "Conflict of Interest" provided by the Town Clerk, if appointed, and to the best of your abilities agree to abide by the provisions of the statute. You may receive a phone call to confirm your interest in the appointment.

Choose up to TWO From the Following Veterans Council

List your board or committee choices here in the order of preference. If you selected "Other" above, please indicate which board or committee to which you wish to apply. *Field not completed.*

Please give any details regarding your interest in this appointment. As a Veteran was approached about signing up for the council to help get it off the ground and moving forward.

#### Please Provide the Following Information

---

Name Stephen A. Romeo

Email [REDACTED]

Address1 14 Bengier Ave

Address2 *Field not completed.*

City South Hadley

State MA

Zip 01075

Primary Phone [REDACTED]

Alternate Phone *Field not completed.*

Cell Phone: [REDACTED]

#### General Questions

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Are you a registered voter in the Town of South Hadley? Yes

Are you a Town Meeting Member? No

Is any of your immediate family employed by the Town of South Hadley? No

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Do you now or have you previously served in town government?	No
What skills and experience do you have? (Knowledge, other volunteer experience, employment experience, etc.)	Veteran with skills in construction industry. Prior enlisted service in Air Force, VFW Member
Please list any additional information you think may be helpful in reviewing your application.	Was recommended by director of veterans services Chris Plotniak, and current veterans council members David Mendoza and Thomas Genezko
How did you learn of the vacancy you are applying for?	Another Resident, Other
If you indicated another resident or other above, please provide the resident's name or provide additional details.	Other Council members and Veteran Services
Upload a Letter of Interest	<i>Field not completed.</i>

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## Online Form Submittal: Application for Appointment to Board, Commission, or Committee

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noreply@civicplus.com <noreply@civicplus.com>

Sat, Nov 8, 2025 at 9:34 PM

Reply-To: noreply@civicplus.com

To: sgmeiner@southhadleyma.gov, kmaher@southhadleyma.gov, zingram@southhadleyma.gov

### Application for Appointment to Board, Commission, or Committee

#### Step 1

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##### Committees

Before the Selectboard or other appointing authority makes appointments, they would like to know a little about you and why you feel you could contribute to the board or committee. Please take a few minutes and complete the brief expression of interest information below and click submit to send your application for consideration.

**Please Note:** When submitting online, when you click the "submit" button you are agreeing to read a copy of the Massachusetts General Laws Chapter 268A "Conflict of Interest" provided by the Town Clerk, if appointed, and to the best of your abilities agree to abide by the provisions of the statute. You may receive a phone call to confirm your interest in the appointment.

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Choose up to TWO From the Following Conservation Commission (Associate & FT), Veterans Council

List your board or committee choices here in the order of preference. If you selected "Other" above, please indicate which board or committee to which you wish to apply.

Conservation commission  
Veterans council

---

Please give any details regarding your interest in this appointment. *Field not completed.*

#### Please Provide the Following Information

---

Name Adam Jajko

---

Email [REDACTED]

---

Address1 20 Valley View Drive

---

Address2 *Field not completed.*

---

City South Hadley

---

State MA

---

Zip 01075

---

Primary Phone [REDACTED]

---

Alternate Phone *Field not completed.*

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Cell Phone: [REDACTED]

#### General Questions

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Are you a registered voter in the Town of South Hadley? Yes

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Are you a Town Meeting Member? No

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Is any of your immediate family employed by the Town of South Hadley? No

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Do you now or have you previously served in town government?	No
What skills and experience do you have? (Knowledge, other volunteer experience, employment experience, etc.)	BS Forestry Forest management background Retired active duty Army 26 years
Please list any additional information you think may be helpful in reviewing your application.	<i>Field not completed.</i>
How did you learn of the vacancy you are applying for?	Town Website
If you indicated another resident or other above, please provide the resident's name or provide additional details.	<i>Field not completed.</i>
Upload a Letter of Interest	<i>Field not completed.</i>

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Online Form Submittal: Application for Appointment to Board, Commission, or Committee

noreply@civicplus.com <noreply@civicplus.com>

Wed, Dec 10, 2025 at 8:54 PM

Reply-To: noreply@civicplus.com

To: sgmeiner@southhadleyma.gov, kmaher@southhadleyma.gov, zingram@southhadleyma.gov

Application for Appointment to Board, Commission, or Committee

Step 1

Committees

Before the Selectboard or other appointing authority makes appointments, they would like to know a little about you and why you feel you could contribute to the board or committee. Please take a few minutes and complete the brief expression of interest information below and click submit to send your application for consideration.

Please Note: When submitting online, when you click the "submit" button you are agreeing to read a copy of the Massachusetts General Laws Chapter 268A "Conflict of Interest" provided by the Town Clerk, if appointed, and to the best of your abilities agree to abide by the provisions of the statute. You may receive a phone call to confirm your interest in the appointment.

Choose up to TWO From the Following Sustainability & Energy Commission

List your board or committee choices here in the order of preference. If you selected "Other" above, please indicate which board or committee to which you wish to apply. Field not completed.

Please give any details regarding your interest in this appointment. I am the Director of the Center for the Environment at Mount Holyoke College and hope to represent the college in this committee.

Please Provide the Following Information

Name: Olivia Aguilar
Email: [Redacted]
Address1: 84 Park St.
Address2: Field not completed.
City: South Hadley
State: MA
Zip: 01075
Primary Phone: [Redacted]
Alternate Phone: Field not completed.
Cell Phone: Field not completed.

General Questions

Are you a registered voter in the Town of South Hadley? Yes
Are you a Town Meeting Member? No
Is any of your immediate family employed by the Town of South Hadley? No

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Do you now or have you previously served in town government?	No
What skills and experience do you have? (Knowledge, other volunteer experience, employment experience, etc.)	environmental and sustainability knowledge board member experience educator
Please list any additional information you think may be helpful in reviewing your application.	<i>Field not completed.</i>
How did you learn of the vacancy you are applying for?	Other
If you indicated another resident or other above, please provide the resident's name or provide additional details.	The committee reached out
Upload a Letter of Interest	<i>Field not completed.</i>

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Email not displaying correctly? [View it in your browser.](#)

Online Form Submittal: Application for Appointment to Board, Commission, or Committee

noreply@civicplus.com <noreply@civicplus.com>

Sat, Jan 24, 2026 at 2:06 PM

Reply-To: noreply@civicplus.com

To: sgmeiner@southhadleyma.gov, kmaher@southhadleyma.gov, zingram@southhadleyma.gov

Application for Appointment to Board, Commission, or Committee

Step 1

Committees

Before the Selectboard or other appointing authority makes appointments, they would like to know a little about you and why you feel you could contribute to the board or committee. Please take a few minutes and complete the brief expression of interest information below and click submit to send your application for consideration.

Please Note: When submitting online, when you click the "submit" button you are agreeing to read a copy of the Massachusetts General Laws Chapter 268A "Conflict of Interest" provided by the Town Clerk, if appointed, and to the best of your abilities agree to abide by the provisions of the statute. You may receive a phone call to confirm your interest in the appointment.

Choose up to TWO From the Following Other

List your board or committee choices here in the order of preference. If you selected "Other" above, please indicate which board or committee to which you wish to apply. Historical commission

Please give any details regarding your interest in this appointment. As chair of South Hadley Historical society's Sycamore/Rawson house committee, I feel i would be a good fit for this appointment. I also own a home improvement company in town that has worked on multiple old structures in our community, while maintaining their architectural appearance. I am also a town planning board member with a great sense of commitment to the long term sustainability of our community. Thank you for your consideration. Robert Szklarz

Please Provide the Following Information

Name Robert Szklarz
Email
Address1 566 Amherst Rd
Address2 Field not completed.
City South Hadley
State Ma
Zip 01075
Primary Phone
Alternate Phone Field not completed.
Cell Phone: Field not completed.

General Questions

Are you a registered voter in the Town of South Hadley? Yes
Are you a Town Meeting Member? No

Is any of your immediate family employed by the Town of South Hadley?	No
Do you now or have you previously served in town government?	Yes
If yes, please list the board(s), commission(s), or committee(s) on which you serve(d), and the dates of service for each.	Currently on planning board.
What skills and experience do you have? (Knowledge, other volunteer experience, employment experience, etc.)	My profession brings me in close contact with preserving historic homes throughout the Pioneer valley. Currently chair sycamore committee and have been a member for 17 years
Please list any additional information you think may be helpful in reviewing your application.	<i>Field not completed.</i>
How did you learn of the vacancy you are applying for?	Other
If you indicated another resident or other above, please provide the resident's name or provide additional details.	Facebook post directed me to website
Upload a Letter of Interest	<i>Field not completed.</i>

Email not displaying correctly? [View it in your browser.](#)

AGREEMENT FOR LIMITED EXTENSION AND AMENDMENT OF CONTRACT BETWEEN THE  
TOWN OF SOUTH HADLEY AND INTERNATIONAL GOLF MAINTENANCE, INC. FOR  
OPERATIONAL SERVICES AT THE LEDGES GOLF CLUB

This Agreement is by and between the Town of South Hadley, a Massachusetts municipal corporation with offices at 116 Main Street in South Hadley, Massachusetts (the “Town” or “South Hadley”) and International Golf Maintenance, Inc., with an address of 5385 Gateway Boulevard, Suite 12, Lakeland, Florida (“IGM”), (collectively the “parties”).

WHEREAS, the Town and IGM previously entered into a certain Contract dated September 11, 2018, and referenced within said Contract as entered into on January 3, 2019, where IGM would perform complete operational services for the Ledges Golf Club owned by the Town and further as outlined in the Request for Proposal (RFP) issued by the Town and incorporated into said Contract;

WHEREAS, according to the Contract, its term “can be extended for four (4) more one (1) year extensions;

NOW THEREFORE, the parties agree as follows:

1. The term of the Contract is hereby extended to June 30, 2026, at which time it shall terminate, unless further extended according to the provisions of the Contract. As the Contract provisions require, the fee for this additional year of services was mutually negotiated by the parties to entail
  - \$847,212 in Operations Expenses
  - \$715,797 for IGM Maintenance Fees
  - \$39,900.00 for the Operations Management Fee

to be paid by the Town to IGM.

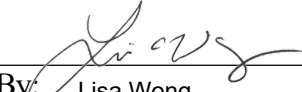
The sole purpose of this Agreement is to extend the end date of the Contract and not to add any additional services or fees not previously agreed upon by the Parties under the Contract or this Agreement. IGM hereby agrees to waive the requirement that the Town shall have given it notice of its intent to extend the term of the Contract beyond the initial five (5) year term and the terms of the Contract shall be considered to be altered to that effect by this Agreement. IGM’s signing of this Agreement shall hereby serve as its acceptance of the extension of the term by one year.

2. The remainder of the provisions of the Contract are hereby ratified and unchanged. In the event of a conflict between any clause of the Contract and this Agreement, the terms and provisions of this Agreement shall control.
3. This is a Massachusetts contract that may only be enforced in a Massachusetts Court of competent jurisdiction.
4. This Agreement may be executed in multiple counterparts. Facsimile and scanned signatures shall be deemed sufficient to bind the parties, provided that original signature copies shall be retained.
5. This Agreement and the underlying Contract may be further amended only by a written instrument, executed by all parties.

AGREED AND ACCEPTED

TOWN OF SOUTH HADLEY

IGM

  
By: Lisa Wong  
Its: Town Administrator,  
Dated: Feb. 18, 2025

\_\_\_\_\_  
By: \_\_\_\_\_  
Its: \_\_\_\_\_,  
Dated: \_\_\_\_\_

TOWN OF SOUTH HADLEY

RECEIVED  
TOWN OF SOUTH HADLEY  
TOWN CLERK'S OFFICE

CONTRACT

2018 SEP 20 AM 8:37

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DATE: 9/11/2018

This Contract is entered into on January 3, 2019 by and between the Town of South Hadley, 116 Main Street, South Hadley, MA 01075 (the "Town"), and

["Contractor" or "IGM"]

*INTERNATIONAL GOLF MAINTENANCE, INC.*  
5385 Gateway Boulevard, Suite 12  
Lakeland, Florida 33811

AGREEMENT made as of January 3, 2019 by and between the TOWN OF SOUTH HADLEY, a Massachusetts municipal corporation with a place of business at 116 Main Street, South Hadley, Massachusetts, acting by and through the South Hadley Selectboard (the "Town"), and INTERNATIONAL GOLF MAINTENANCE, INC. (IGM), a Delaware corporation qualified to do business in the Commonwealth of Massachusetts, with a place of business at 5385 Gateway Boulevard, Suite 12, Lakeland, Florida 33811. This agreement will be in place unless dissolved or extended, as outlined within until January 3, 2024, with an option allowing five (5) one (1) year mutually agreed extensions however it will not exceed ten (10) years in its entirety.

The Town sought an entity to perform complete operational services and further as outlined in the Request for Proposal (RFP) (attached) for the Ledges Golf Club (the "Ledges") owned by the Town. The complete operational services are as defined in this agreement, the RFP submitted by IGM and any subsequent signed addendums which may be mutually executed at a future date. In order to choose an entity for performing the complete operational services at the Ledges the Town issued a request for proposals. IGM responded to the request for proposals and is by this agreement awarded the contract to perform the complete operational services described in the request for proposals at the Golf Club and this agreement. The parties are desirous of setting forth the terms for IGM's performance of the complete operational services at the Golf Club. The parties therefore agree as follows:

1. This is a Contract for the procurement of the following:

Services to be performed. IGM will be responsible for the maintenance, pro-shop and restaurant operations at the Ledges and as further described in a document captioned “Request for Proposals” – Management and Maintenance- Ledges Golf Club – March 7, 2018” issued by the Town and more directly articulated in the “Action Plan” articulated in the IGM proposal dated April 27, 2018 which includes but is not limited to team member focus, facility presentation, yield management, golf shop operations, marketing, food/beverage operations, community involvement and course conditioning, and all other Contract Documents, each document being attached and incorporated into this Agreement as if fully set forth herein.

All provisions of the RFP, including all exhibits thereto, which pertain to the contract for the Golf Club are specifically incorporated by reference in this Agreement. To the extent of any inconsistency between this Agreement and the terms of the RFP and IGM’s response to the RFP then the terms of the RFP and IGM’s response shall control.

2. The Contract price to be paid to the Contractor by the Town is:

For performance of the services described in this Agreement, the Town agrees to pay IGM the following amounts:

	Operations Expense	IGM Maintenance Fee	Operations Management Fee
Year 1	\$ 609,899.00	\$ 547,928.00	\$ 36,000.00
Year 2	\$ 626,734.00	\$ 547,928.00	\$ 36,000.00
Year 3	\$ 644,075.00	\$ 556,597.00	\$ 36,000.00
Year 4	\$ 661,935.00	\$ 556,597.00	\$ 36,000.00
Year 5	\$ 680,332.00	\$ 565,396.00	\$ 36,000.00

**Option Years**

- Option Year 1 to January 15, 2025 (To be mutually negotiated per section six (6) of this agreement)
- Option Year 2 to January 15, 2026
- Option Year 3 to January 15, 2027
- Option Year 4 to January 15, 2028
- Option Year 5 not to exceed January 15, 2029

3. Payment will be made as follows:

The foregoing monthly payments shall be made in arrears by the first day of the month following the month with exception of November and December in which the services were performed. It shall include the ten (10) percent of annual cost in the preceding schedule (#3). The management fee of \$36,000 will be paid in twelve (12) equal monthly installments of Three Thousand Six Hundred Dollars (\$3,600.00) each month including January and February. The Town shall not be obligated to make any additional payments to IGM other than those set forth above except by the mutual agreement of the Town and IGM. IGM will invoice monthly and payment will be made within fifteen days of receipt.

With each monthly invoice, IGM will supply the Town a monthly report which will include player rounds, golf shop revenues/expenses, restaurant revenues/expenses, along with a summary of course trends or deficiencies. This summary should accompany invoice when possible and be sent to:

Town of South Hadley  
Attn. Recreation Director Andrew Rogers  
116 Main Street  
South Hadley, Massachusetts  
01075

4. Bond:

IGM shall provide the Town with the performance bond equal of \$100,000, obtain the appropriate insurance coverage and provide the insurance certificates to the Town. IGM will obtain a liquor liability policy sufficient to reasonably protect their interests, as well as the Town. The "Town of South Hadley" will be a named insure on all required insurance policies, including but not limited to, liquor liability, property, and casualty policies, by IGM on all policies relevant under this agreement.

5. Definitions:

- 5.1 Acceptance: All Contracts require proper acceptance of the described goods or services by the Town. Proper acceptance shall be understood to include inspection of goods and certification of acceptable performance for services by authorized representatives of the Town to insure that the goods or services are complete and are as specified in the Contract.
- 5.2 Contract Documents: All documents relative to the Contract including (where used) Request for Proposals and all attachments thereto, Instructions to Bidders, Proposal Form, General Conditions, Supplementary General Conditions, General Specifications, Other Specifications included in Project Manual, Drawings, all Addenda issued during the bidding period and Contractor's Response to the Request for Proposal. The Contract documents are complementary, and what is called for by any one shall be as binding as if called for by all. The intention of the document is to include all labor and materials, equipment and transportation necessary for the proper performance of the Contract unless otherwise mutually agreed to in writing by the Town and IGM.
- 5.3 The Contractor: The "other party" to any Contract with the Town. This term shall (as the sense and particular Contract so require) include Vendor, Contractor, Engineer, or other label used to identify the other party in the particular Contract. Use of the term "Contractor" shall be understood to refer to any other such label used.
- 5.4 Date of Substantial Performance: The date when the work is sufficiently complete, the services are performed, or the goods delivered, in accordance with Contract documents, as modified by approved Amendments and Change Orders.
- 5.5 Goods: Goods, Supplies, Services or Materials.

5.6 Subcontractor: Those having a direct Contract with the Contractor. The term includes one who furnished material worked to a special design according to the Drawings or Specifications of this work, but does not include one who merely furnishes material not so worked.

5.7 Work: The services or materials contracted for, or both.

#### 6. Term of Contract and Time for Performance:

This Agreement shall be in effect for an initial period of five (5) years, from January 15, 2019 to January 15, 2024, unless terminated sooner or extended as provided in this Agreement. In the event that the Town or IGM wishes to extend the term of this Agreement after completion of the initial five (5) year term, the Town or IGM shall give written notice to the other party one hundred eighty (180) days prior to the termination date (January 15, 2024). The respondent shall return notice of its acceptance or denial one hundred fifty (150) days prior to the termination date.

This agreement can be extended for five (5) additional one (1) year extensions Nothing written or expressed in this agreement would exclude future agreements, as allowed by law.

#### 7. Subject to Appropriation:

Notwithstanding anything in the Contract documents to the contrary, any and all payments which the Town is required to make under this Contract shall be subject to appropriation or other availability of funds as certified by the Town Accountant. In the absence of appropriation or availability as certified herein, this Contract shall be immediately terminated without liability for damages, penalties or other charges to the Town. In the event this is a multi-year contract, this Contract shall be subject to annual appropriation and in the event funds are not so appropriated, this Contract shall terminate immediately without liability for damages, penalties or charges to the Town.

#### 8. Permits and Approvals:

Permits, Licenses, Approvals and all other legal or administrative prerequisites to its performance of the Contract shall be secured and paid for by the Contractor.

#### 9. Termination and Default:

9.1 Without Cause. The Town and/or IGM may terminate this Contract on no less than ninety (90) calendar days' notice when in the Town's sole discretion it determines it is in the best interests of the Town to do so, by providing notice to the Contractor, which shall be in writing and shall be deemed delivered and received when given in person to the Contractor, or when received by fax, express mail, certified mail return receipt requested, regular mail postage prepaid or delivered by any other appropriate method evidencing actual receipt by the Contractor. Upon termination without cause, Contractor will be paid in full for services rendered to the date of termination pursuant to the fee schedule set forth in Paragraph 2 above. The Town will accept responsibility for the balance of contracts associated with the Ledges Golf Course

from secondary parties, by way of example only, golf carts, telephone services, cable services, etc. from the date of termination going forward. In the event that IGM terminates the Agreement without cause, the Town will no longer be obligated to pay, and may cease payment of, the remaining Annual Management Fee referenced in Paragraph 2 of this Agreement upon receiving IGM's notice of termination

- 9.2 For Cause. If the Contractor is determined by the Town to be in default of any term or condition of this Contract, the Town may terminate this Contract with fourteen (14) days' notice by providing notice to the Contractor, which shall be in writing and shall be deemed delivered and received when given in person to the Contractor, or when received by fax, express mail, certified mail return receipt requested, regular mail postage prepaid or delivered by any other appropriate method evidencing actual receipt by the Contractor.
- 9.3 Default. The following shall constitute events of a default under the Contract: any material misrepresentation made by the Contractor to the Town; 2) any failure to perform any of its obligations under this Contract including, but not limited to the following: (i) failure to commence performance of this Contract at the time specified in this Contract due to a reason or circumstance within the Contractor's reasonable control, (ii) failure to perform this Contract with sufficient personnel and equipment or with sufficient material to ensure the completion of this Contract within the specified time due to a reason or circumstance within the Contractor's reasonable control, (iii) failure to perform this Contract in a manner reasonably satisfactory to the Town, (iv) failure to promptly re-perform within a reasonable time the services that were rejected by the Town as unsatisfactory, or erroneous, (v) discontinuance of the services for reasons not beyond the Contractor's reasonable control, (vi) failure to comply with a material term of this Contract, including, but not limited to, the provision of insurance and non-discrimination, (vii) any other acts specifically and expressly stated in this Contract as constituting a basis for termination of this Contract, and (viii) failure to comply with any and all requirements of state law and/or regulations, and Town bylaw and/or regulations.

#### 10. Suspension or Delay; Force Majeure

The Town may order the Contractor, in writing, to suspend, delay or interrupt all or any part of the Services without cause for such period of time as the Town may determine to be appropriate for its convenience. In the event of any such suspension, delay or interruption, the Contractor's compensation shall be equitably adjusted. No adjustment shall be made if the Contractor is or otherwise would have been responsible for the suspension, delay or interruption of the Services, or if another provision of this Contract is applied to render an equitable adjustment.

Force Majeure. In the event of acts or occurrences beyond the control of IGM, including, without limitations, acts of God, fire, flood, riots, hurricanes, severe, unusual or unseasonable weather or climatological changes, IGM shall be excused from the performance of affected services under this Agreement during the period of such acts of occurrences. Any monthly fees to be paid by the Town to IGM shall be reduced by the Town's good faith estimate of value of the services which were not performed by IGM as a result of any of the foregoing conditions.

Without limitation, the parties agree that services to be performed essentially in concert with nature, and the unusual or severe weather may inhibit performance of services pursuant to this Agreement. To the extent that IGM intends to claim that any of the foregoing circumstances prohibit IGM from performing any services pursuant to this Agreement, IGM shall immediately notify the Town by telephone and shall follow up by written notice to the Town within 24 hours, such notices to set forth those conditions which IGM claims prohibit it from performing the services in a timely manner. The Town agrees to make a good faith determination as to whether IGM was justified in its claim that the foregoing conditions prohibited it from performing any services. Additionally, the parties agree that the Town shall be responsible for the repair or replacement of facilities at the Golf Club, including shrubbery and trees, which may be damaged by unusual or severe weather.

#### 11. The Contractor's Breach and the Town's Remedies:

Failure of the Contractor to comply with any of the terms or conditions of this Contract shall be deemed a material breach of this Contract, and the Town of South Hadley shall have all the rights and remedies provided in the Contract Documents, the right to cancel, terminate, or suspend the Contract in whole or in part, the right to maintain any and all actions at law or in equity or other proceedings with respect to a breach of this Contract, including "Damages" including but not limited to costs, attorney's fees or other damages resulting from said breach ("Damages") as well as specific performance, and the right to select among the remedies available to it by all of the above.

From any sums due to the Contractor for services, the Town may keep the whole or any part of the amount for expenses, losses and Damages incurred by the Town as a consequence of procuring services as a result of any failure, omission or mistake of the Contractor in providing services as provided in this Contract.

#### 12. Statutory Compliance:

- 12.1 This Contract will be construed and governed by the provisions of applicable federal, state and local laws and regulations; and wherever any provision of the Contract or Contract documents shall conflict with any provision or requirement of federal, state or local law or regulation, then the provisions of law and regulation shall control. Where applicable to the Contract, the provisions of the General Laws are incorporated by reference into this Contract, including, but not limited to, the following:

General Laws Chapter 30B – Procurement of Goods and Services.

General Laws Chapter 30, Sec. 39, *et seq.* - Public Works Contracts.

General Laws Chapter 149, Section 44A, *et seq.* Public Buildings Contracts.

- 12.2 Wherever applicable law mandates the inclusion of any term and provision into a municipal contract, this Section shall be understood to import such term or provision into this Contract. To whatever extent any provision of this Contract shall be inconsistent with any law or regulation limiting the power or liability of cities and towns, such law or regulation shall control.

- 12.3 The Contractor shall comply with all Federal, State and local laws, rules, regulations, policies and orders applicable to the Work provided pursuant to this Contract, such provisions being incorporated herein by reference, and shall be responsible for obtaining all necessary licenses, permits, and approvals required for the supply of such Work.

The Contractor shall indemnify and hold the Town harmless for and against any and all fines, penalties or monetary liabilities incurred by the Town as a result of the failure of the Contractor to comply with the previous sentence. If any discrepancy or inconsistency is discovered in the Drawings, Specifications or Contract for this work in violation of any such law, by-law, regulation, order or decree, it shall forthwith report the same in writing to the Town. It shall, at all times, itself observe and comply with all such existing and future laws, by-laws, regulations, orders and decrees; and shall protect and indemnify the Town, and its duly appointed agents against any claim or liability arising from or based on any violation whether by him or its agents, employees or subcontractors of any such law, by-law, regulation or decree.

### 13. Conflict of Interest:

Both the Town and the Contractor acknowledge the provisions of the State Conflict of Interest Law (General Laws Chapter 268A), and this Contract expressly prohibits any activity which shall constitute a violation of that law. The Contractor shall be deemed to have investigated the application of M.G.L. c. 268A to the performance of this Contract; and by executing the Contract documents the Contractor certifies to the Town that neither it nor its agents, employees, or subcontractors are thereby in violation of General Laws Chapter 268A.

### 14. Certification of Tax Compliance

This Contract must include a certification of tax compliance by the Contractor, as required by General Laws Chapter 62C, Section 49A (Requirement of Tax Compliance by All Contractors Providing Goods, Services, or Real Estate Space to the Commonwealth or Subdivision).

### 15. Non-Discrimination/Affirmative Action

The Contractor shall carry out the obligations of this Agreement in compliance with all requirements imposed by or pursuant to federal, State and local ordinances, statutes, rules and regulations and policies prohibiting discrimination in employment, including but not limited to, Title VII of the Civil Rights Act of 1964; the Age Discrimination in Employment Act of 1967; Section 504 of the Rehabilitation Act of 1973 and Mass. G. L. c. 151B, and any other executive orders, rules, regulations, requirements and policies relating thereto enacted by the Commonwealth of Massachusetts and the Town as they may be amended from time to time. Contractor shall not discriminate against any qualified employee or applicant for employment because of race, color, national origin, ancestry, age, sex, religion, physical or mental handicap or sexual orientation.

The following provisions will not apply if the contract price is less than \$10,000.00 or where the Contractor employs fewer than six (6) persons. [The Town may, on a case by case basis,

determine that the following provisions apply to contracts for less than \$10,000.00 or where the Contractor employs less than six (6) employees.]

15.1 As used in this section “affirmative action” means positive steps to ensure all qualified persons equal employment opportunity without regard to race, color, religion, sex or national origin at all stages of the employment process: recruitment, section, placement, promotion, training, layoff and termination. It may include, but is not limited to, the following:

- (a) Inclusion in all solicitation and advertisements for employees of a statement that the Contractor is an “Equal Opportunity Employer”;
- (b) Placement of solicitations and advertisements for employees in media that reaches minority groups;
- (c) Notification in writing of all recruitment sources that the Contractor solicits the referral of applicants without regard to race, color, religion, sex or national origin;
- (d) Direct solicitation of the support of responsible and appropriate community, state and federal agencies to assist recruitment efforts;
- (e) Participation in, or establishment of, apprenticeship or training programs where outside programs are inadequate or unavailable to minority groups;
- (f) Modification of collective bargaining agreements to eliminate restrictive barriers established by dual lines of seniority, dual rates of pay or dual lines of promotion or progression which are based on race, color, religion, sex or national origin; and
- (g) Review selection, placement, promotion, training, layoff and termination procedures and requirements to ensure that they do not intentionally or unintentionally discriminate against qualified persons because of race, color, religion, sex or national origin.

15.2 The Contractor shall include in all compliance and progress reports submitted to the town a report which shall include: (a) A certificate stating that he or she is currently in compliance with the provisions of G.L. c. 152B and setting forth the Affirmative Action he or she is currently undertaking and will undertake during the contract period to provide equal employment opportunity for all qualified persons without regard to race, color, religion, sex or national origin; and (b) A statement in writing supporting information signed by an authorized officer or agent on behalf of any labor union or other agency which refers workers or provides or supervises apprenticeship or other training programs which the Contractor deals, to the effect that the union or other agency’s practices and policies do not discriminate on the basis of race, color, religion, sex or national origin; provided, in the event that the union or other agency shall refuse to execute such a statement, the Contractor need only so certify in writing.

- 15.3 A copy of any such report as described above, shall be filed in the office of the Town Clerk and shall upon said filing become a public record.
- 15.4 The Contractor will take Affirmative Action to ensure that employees are solicited and employed, and that employees are treated during employment, without regard to race, color, religion, sex or national origin.
- 15.5 The Contractor will in all solicitation or advertisements for employees placed by or on behalf of the Contractor, state that all qualified applicants will receive consideration for employment without regard to race, color, religion, sex or national origin.
- 15.6 In determining whether steps taken by the Contractor constitute Affirmative Action, the Town shall take into account the relevant characteristics of the Contractor including, but not limited to, the number of employees and the location of the principal and branch offices.

16. Assignment:

The Contractor shall not assign, sublet or otherwise transfer this Agreement, in whole or in part, without the prior written consent of the Town, and shall not assign any of the moneys payable under this Contract, except by and with the written consent of the Town.

17. Condition of Enforceability Against the Town:

This Contract is only binding upon, and enforceable against, the Town if: (1) the Contract is signed by the Selectboard or its designee (Town Administrator); and (2) endorsed with approval by the Town Accountant as to appropriation or availability of funds; and (3) endorsed with approval by the Town Counsel as to form.

18. Corporate Contractor:

If the Contractor is a corporation, it shall endorse upon this Contract (or attach hereto) its Clerk's Certificate certifying the corporate capacity and authority of the party signing this Contract for the corporation. Such certificate shall be accompanied by a letter or other instrument stating that such authority continues in full force and effect as of the date the Contract is executed by the Contractor. This Contract shall not be enforceable against the Town of South Hadley unless and until the Contractor complies with this section.

The Contractor, if a foreign corporation, shall file with the Commissioner of Corporations a Power of Attorney and duly authenticated copies of its Charter or Certificate of Incorporation; and said Contractor shall comply with all the laws of the Commonwealth.

19. Contractor's Personnel:

The Contractor shall utilize only its employees and shall not utilize any third-party contractors without prior written approval of the Town.

## 20. Liability of Public Officials:

To the full extent permitted by law, no official, employee, agent or representative of the Town of South Hadley shall be individually or personally liable on any obligation of the Town under this Contract.

## 21. Indemnification:

The Contractor shall indemnify, defend and save harmless the Town, the Town's officers, agents and employees, from and against any and all damages, liabilities, actions, suits, proceedings, claims, demands, losses, costs, expenses, recoveries and judgments of every nature and description (including attorneys' fees) that may arise in whole or in part out of or in connection with the work being performed or to be performed, or out of any act or omission by the Contractor, its employees, agents, subcontractors, material men, and anyone directly or indirectly employed by any of them or anyone for whose acts any of them may be liable, regardless of whether or not it is caused in part by any party indemnified hereunder. The Contractor further agrees to reimburse the Town for damage to its property caused by the Contractor, its employees, agents, subcontractors or material men, and anyone directly or indirectly employed by any of them or anyone for whose acts any of them may be liable, including damages caused by his, its or their use of faulty, defective, or unsuitable material or equipment, unless the damage is caused by the Town's gross negligence or willful misconduct.

- 21.1 The Contractor further agrees to indemnify and hold harmless the Town, including the agents, employees and representatives of either, from and against all claims, damages, losses and expenses, including attorney's fees, arising out of or resulting from the performance of the work, provided that any such claim, damage, loss or expense (a) is attributable to bodily injury, sickness, disease or death, or to injury to or destruction of tangible property including the loss of use resulting therefrom and (b) is caused in whole or in part by any negligent act or omission of the Contractor, any Subcontractor, anyone directly or indirectly employed by any of them or anyone for whose acts any of them may be liable, regardless of whether or not it is caused in part by a party indemnified hereunder.
- 21.2 The Contractor shall be responsible for all damage or injury to property of any character during the prosecution of the work resulting from any act, omission, neglect, or misconduct in the manner or method of executing the work or due to the non-execution of the work or at any time due to defective work or materials.
- 21.3 In any and all claims against the town or any of their agents or employees by any employee of the Contractor, any Subcontractor, anyone directly or indirectly employed by any of them or anyone for whose acts any of them may be liable, the indemnification obligation under this paragraph shall not be limited in anyway by any limitation on the amount or type of damages, compensation or benefits payable by or for the Contractor or any Subcontractor under workmen's Compensation Acts, disability benefit acts or other employee benefit acts.
- 21.4 The Contractor hereby assumes the entire responsibility and liability for any and all injury to or death of any or all persons, including the Contractor's employees,

and for any and all damage to property caused by, resulting from or arising in whole or in part out of any act, omission, or neglect on the part of the Contractor or of any Subcontractor or of anyone directly or indirectly employed by any of them, or of anyone for whose acts any of them may be liable in connection with operations under the Contract.

The foregoing provisions shall not be deemed to be released, waived, limit or modified in any respect by reason of any surety or insurance provided by the Contractor under the Contract.

## 22. Insurance

### 22.1 Workers Compensation Insurance:

The Contractor shall provide by insurance for the payment of compensation and the furnishing of other benefits under Chapter 152 of the General Laws of Massachusetts (The Worker's Compensation Act) to all employees of the Contractor who are subject to the provisions of Chapter 152 of the General Laws of Massachusetts.

Failure to provide and continue in force such insurance during the period of this Contract shall be deemed a material breach of this Contract, shall operate as an immediate termination thereof, and Contractor shall indemnify the Town for all losses, claims, and actions resulting from the failure to provide the insurance required by this Article.

The Contractor shall furnish to the Town a certificate evidencing such insurance prior to the execution of this Contract before the same shall be binding on the parties thereto, except if specifically waived by the Town.

### 22.2 Professional Liability Insurance

Liability of \$1 million per claim and \$3 million aggregate.

Failure to provide and continue in force such insurance during the period of this Contract shall be deemed a material breach of this Contract, shall operate as an immediate termination thereof, and Contractor shall indemnify the Town for all losses, claims, and actions resulting from the failure to provide the insurance required by this Article.

### 22.3 Other Insurance Requirements

- a. Comprehensive commercial general liability insurance with limits of at least \$1 Million per occurrence and \$3 Million annual aggregate for property damage and \$1 Million per person and \$3 Million per occurrence for bodily injury, which shall include the Town of South Hadley as an additional insured, and which shall cover bodily injury, sickness or disease, or death of any person including employees and those persons other than the Contractor's employees, and claims insured by usual personal liability coverage, death, or property damage arising out of the Work including injury or destruction of tangible property, including loss of use resulting therefrom. (Waived in this agreements by Town Administrator)
- b. Motor vehicle insurance for any motor vehicles used in performing the Work, with limits of at least \$500,000 per person, and \$1 Million per accident. (Waived in this agreements by Town Administrator)
- c. Liquor Liability Insurance sufficient to reasonably to protect both parties in that the Town will be a named insured on said policy.
- d. The intent of the Specifications regarding insurance is to specify minimum coverage and minimum limits of liability acceptable under the Contract. However, it shall be the Contractor's responsibility to purchase and maintain insurance of such character and in such amounts as will adequately protect it and the Town from and against all claims, damages, losses and expenses resulting from exposure to any casualty liability in the performance of the work, including and not limited to Professional liability insurance where applicable.
- e. All policies shall identify the Town as an additional insured (except Workers' Compensation). The Contractor shall notify the Town immediately upon the cancellation or amendment to any policy. Renewal Certificates shall be filed with the Town at least ten (10) days prior to the expiration of the required policies. Certificates evidencing all such coverage shall be provided to the Town upon the execution of this Agreement, and upon the renewal of any such coverage. Each such certificate shall specifically refer to this Contract and shall state that such insurance is as required by this Contract. **Failure to provide the notices required in this Section or to continue in force such insurance shall be deemed a material breach of this Contract and shall be grounds for immediate termination.** Said insurance shall include: Workers Compensation/Employers' Liability Insurance, Business Automobile Liability Insurance, and Commercial General Liability Insurance (CGL). The CGL policy shall include coverage for liability arising from premises, operations, independent Contractors, personal injury, contractual liability. All Certificates of Insurance shall be on the "MIIA"

or “ACORD” Certificate of Insurance form, shall contain true transcripts from the policies, authenticated by the proper officer of the Insurer, evidencing in particular those insured, the extent of coverage, the location and operations to which the insurance applies, the expiration date and the above-mentioned notice clauses. All insurance shall be written on an occurrence basis. Coverage’s shall be maintained without interruption from date of the Contract until date of final payment and termination of any coverage required to be maintained after payment.

- f. The Contractor shall obtain and maintain during the term of this Contract the insurance coverage in companies licensed to do business in the Commonwealth of Massachusetts and acceptable to the Town.

### 23. Documents, Materials, Etc.

Any materials, reports, information, data, etc. given to or prepared or assembled by the Contractor under this Contract are to be kept confidential and shall not be made available to any individual or organization by the Contractor (except agents, servants, or employees of the Contractor) without the prior written approval of the Town, except as otherwise required by law. The Contractor shall comply with the provisions Chapter 66A of the General Laws of Massachusetts as it relates to public documents, and all other state and federal laws and regulations relating to confidentiality, security, privacy and use of confidential data.

Any materials produced in whole or in part under this Contract shall not be subject to copyright, except by the Town, in the United States or any other country. The Town shall have unrestricted authority to, without payment of any royalty, commission, or additional fee of any type or nature, publicly disclose, reproduce, distribute and otherwise use, and authorize others to use, in whole or in part, any reports, data or other materials prepared under this Contract.

All data, reports, programs, software, equipment, furnishings, and any other documentation or product paid for by the Town shall vest in the Town at the termination of this Contract. The Contractor shall at all times, during or after termination of this Contract, obtain the prior written approval of the Town before making any statement bearing on the work performed or data collected under this Contract to the press or issues any material for publication through any medium.

### 24. No Employment

The Contractor acknowledges and agrees that it is acting as an independent Contractor for all services rendered pursuant to this Contract, and neither the Contractor, nor its employees, agents, servants nor any person for whose conduct the Contractor is responsible shall be considered an employee or agent of the Town for any purpose and shall not file any claim or bring any action for any worker’s compensation unemployment benefits and compensation for which they may otherwise be eligible as a Town employee as a result of work performed pursuant to the terms of this Contract.

Notwithstanding the above, IGM will provide the Town a roster of employees and their legal

address and notify the Town of any changes within sixty (60) days. The Town should be provided with a copy of employee policies and standards annually.

#### 25. Audit, Inspection and Recordkeeping

At any time during normal business hours, and as often as the Town may deem it reasonably necessary, there shall be available in the office of the Contractor for the purpose of audit, examination, and/or to make excerpts or transcript all records, contracts, invoices, materials, payrolls, records of personnel, conditions of employment and other data relating to all matters covered by this Agreement.

Without limitation of the above, IGM will allow at least "read access only" to all point of sale systems and provide information, data and reports as necessary to the Town or their agent related to revenues and or expenses in order to reconcile deposits and receipts. Furthermore, IGM will cooperate with the Town in developing acceptable practices related to deposits, billing and other associated fiscal process.

#### 26. Waiver and Amendment

Amendments, or waivers of any additional term, condition, covenant, duty or obligation contained in this Contract may be made only by written amendment executed by all signatories to the original Agreement, prior to the effective date of the amendment.

To the extent allowed by law, any conditions, duties, and obligations contained in this Contract may be waived only by written Agreement by both parties.

Forbearance or indulgence in any form or manner by a party shall not be construed as a waiver, nor in any manner limit the legal or equitable remedy available to that party. No waiver by either party of any default or breach shall constitute a waiver of any subsequent default or breach of a similar or different matter.

#### 27. Severability

If any term or condition of this Contract or any application thereof shall to any extent be held invalid, illegal or unenforceable by the court of competent jurisdiction, the validity, legality, and enforceability of the remaining terms and conditions of this Contract shall not be deemed affected thereby unless one or both parties would be substantially or materially prejudiced.

#### 28. Forum and Choice of Law

This Contract and any performance herein shall be governed by and be construed in accordance with the laws of the Commonwealth of Massachusetts. Any and all proceedings or actions relating to subject matter herein shall be brought and maintained in the courts located within Hampshire County, Massachusetts or the federal district court sitting in Springfield, Massachusetts, which shall have exclusive jurisdiction thereof. This paragraph shall not be construed to limit any other legal rights of the parties.

29. Notices

Any notice permitted or required under the provisions of this Contract to be given or served by either of the parties hereto upon the other party hereto shall be in writing and signed in the name or on the behalf of the party giving or serving the same. Notice shall be deemed to have been received at the time of actual service or three (3) business days after the date of a certified or registered mailing properly addressed. Notice to the Contractor shall be deemed sufficient if sent to the following:

(a) If intended for the Town:

Town of South Hadley  
116 Main Street  
South Hadley, Massachusetts 01075

ATT: South Hadley Selectboard  
c/o M Sullivan Town Administrator

(b) If intended for IGM:

International Golf Maintenance, Inc.  
5385 Gateway Boulevard, Suite 12  
Lakeland, Florida 33811

ATT: Eric Burk, CFO

or such other addresses as either party hereto may from time to time direct by service of notice to the other party as provided above. Any such notices, demands, and communications shall be deemed given on the date the same are sent in accordance with this Paragraph.

30. Binding on Successors:

This Contract is binding upon the parties hereto, their successors, assigns and legal representatives (and where not corporate, the heirs and estate of the Contractor). Neither the Town nor the Contractor shall assign or transfer any interest in the Contract without the written consent of the other.

31. Entire Agreement:

This Contract, including all documents incorporated herein by reference, constitutes the entire integrated agreement between the parties with respect to the matters described. This Contract supersedes all prior agreements, negotiations and representations, either written or oral, and it shall not be modified or amended except by a written document executed by the parties hereto.

### 32. Miscellaneous Conditions:

Community Involvement. It is the Town's desire for IGM to provide community support by way of volunteering, nominal sponsorships or donations to various Town events or groups when possible and acceptable to IGM. The Town seeks to increase citizen access to the Ledges Golf Course for South Hadley residents by way of both golf and non-golf related activities, both during the golf season and off season. Including, but not limited to hiking, cycling, birding, snow shoeing, non-profit fund raising or other safe and legal activities. IGM involvement in promoting, devising, sponsoring or otherwise partnering with the "Town" or other groups is encouraged by this agreement. Efforts or attempts to achieve these goals should be regularly noted in the monthly report to the Recreation Director.

Liquor License the Ledges all alcohol license will be held in the name of the municipality, with a responsible party agreeable to the Town and IGM to be listed as the "manager", approval of said manager must be certified by the Massachusetts Alcohol Beverage Control Commission standards to serve and oversee operations of an establishment serving alcohol. The manager will be responsible for training, directing and overseeing staff in relationship to this clause. The license may not be pledged as an asset by IGM and/or the manager for any reason. The license will revert to the Town upon termination of this agreement.

Equipment, Fixtures, Furnishings, Structures, Etc. IGM is responsible to maintain all equipment, fixtures, furnishings and structures in their custody for use in the operation. The "Town" retains ownership of all equipment inventoried and signed by both parties at the start of this agreement. There should be proper maintenance given to all systems and a log kept of all maintenance by IGM. The "Town" is responsible to replace or repair any inventoried item related to the operation of the course and facility as the owner of said equipment, fixtures or furnishings and structures, so long as the need for replacement and/or repair of any such inventories item is the result of normal wear and tear to the inventoried item and is not the result of IGM's negligent and/or willful misuse of the inventoried equipment, furnishing, fixtures and structures . The "Town" is not responsible for any additional equipment fixtures, furnishings, and structures unless agreed upon by both parties.

Budget/Rates IGM will prepare for the Town each year by or before October 15<sup>th</sup> a proposed operating budget, a proposed rate schedule, and a revenue projection based on those proposals for the subsequent fiscal year. IGM will present a list of known or suspected capital needs for the entire property. The list will prioritize those needs to reflect a five year plan. The Selectboard will meet or direct Administration to meet with IGM to develop a budget for the successive fiscal year.

The Town Administrator will notify IGM of the final recommendation to be presented to Town Meeting as to the proposed budget no later than the following April 15<sup>th</sup>.

Availability IGM will make appropriate personnel available to the South Hadley Selectboard, the Ledges Golf Commission and the Recreation Director when reasonable notice is given to discuss matters related to the Ledges' operation. Any and all other requests to appear before a public body must be approved and arranged by the Selectboard or Town Administrator acting as the agent of the Selectboard.

The foregoing provisions apply to all contracts to which the Town of South Hadley shall be a party.

If this Contract is for Construction, the following provisions will apply:

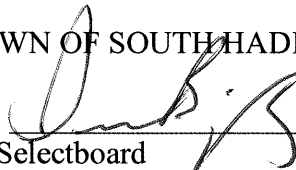
See Request for Proposal and initial inventory of goods, furnishing, fixtures, equipment and structures as a supplement to this agreement attached hereto.


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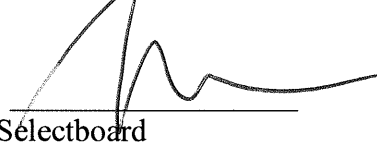
IN WITNESS WHEREOF the parties have hereto and to two other identical instruments set forth their hands and executed this as an instrument under seal this the day and year first above written.

Executed as a sealed instrument as of the date first written above.

TOWN OF SOUTH HADLEY

By:   
Selectboard

By:   
Selectboard

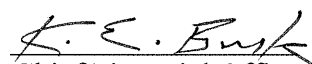
By:   
Selectboard


By: \_\_\_\_\_  
Selectboard


By: \_\_\_\_\_  
Selectboard

Representing a majority of the  
South Hadley Selectboard

Authorized by  
INTERNATIONAL GOLF  
MAINTENANCE, INC.

By:   
Chief Financial Officer  
Eric Burk,

By:   
Vice President, Operations  
Steve Gano

By:   
President - CEO  
Ron E. Jackson

# GOLF OPERATIONS REPORT

Fall 2025



International Golf Maintenance  
5385 Gateway Blvd. Suite 12  
Lakeland, FL 33811  
P: 800-413-5500  
[golfmaintenance.com](http://golfmaintenance.com)



## General Comments

The 2025 golf season began with untimely rainfall in the spring and ended with below average temperatures in November. Inclement weather can negatively impact usage and revenue greatly. Regardless of the weather challenges at the beginning and end of the season, revenue for the 2025 golf season (Jan – Dec 12th \$1.728M) was very similar to the 2024 totals (\$1.729M) when we had better than average weather. Considering the challenges, the season was a success.

The season began with losing twelve weekend days due to precipitation. These days are the most profitable for most golf operations. Weather impacted November's results significantly due to a lower average daytime high temperature of 49 degrees versus 56 degrees in 2024. In addition, frost delays were more frequent in November of 2025 impacting nearly 55% of morning tee times offered during the month. Had the weather cooperated in November alone and matched the month of November of 2024, revenue would have surpassed \$1.75M.

Customer service continued to be offered at a high-level with a significant number of rave reviews being reported about our new Golf Professional, Ed Lockard. Ed made an enormous impact on the operation!

In addition to a spectacular first season with our new Golf Professional, our Superintendent, Amanda Fontaine continued to impact the golf industry bringing notoriety and acclaim to The Ledges' operation. Amanda presented Turf Winter Kill study findings at the New England Turf Conference and contributed to the "Wonderful Women of Golf" campaign in their industry podcast, ABC 5 Chronicle article, Golf Course Industry Magazine and in Golf Digest features.

The Course won the Gazette Reader's Choice Awards for Best Local's Golf Course and Best Driving Range, the course was rated #6 in Massachusetts by Golf Pass, and player ratings on Golf Pass are holding steady at 4.6 stars. Feedback indicated that the course "value" is still Excellent, but our "pace of play" continues to be an area where we could improve. Much of the discussion from the recent operational review revolved around increasing rounds. However, we must be mindful that if we increase rounds, it could have a negative impact on pace of play and subsequently player satisfaction. Since "value" is still rated as Excellent, we see opportunity in increasing rates during certain times and certain days to drive further revenue growth, i.e. Friday, Saturday and Sunday mornings during season. This will protect course conditions and player satisfaction.

FY26 was trending better than Jul – Oct in FY25, but the relatively slow November caused a slight dip in the numbers. A strong membership drive has allowed us to recapture some of the lost revenue from a poor weather November. Overall, FY26 has started identical to FY25 with total sales of \$1.045M (Jul – Dec).

2026 marks the 25th anniversary of Ledges Golf Club celebrating a quarter century of unforgettable rounds, lasting friendships, and a shared love of the game. Since opening its fairways 25 years ago, the course has become known as one of the area's finest tests of golf while maintaining extraordinary playing conditions. Exciting club events will take shape as we honor this remarkable milestone that will be celebrated by our members, golfing patrons and the South Hadley community.



## 2025 Events and Charities Benefited

- USGA Junior Amateur Qualifier
- South Hadley High School Golf Team\*
- UMASS Police
- Holyoke Regional YMCA
- South Hadley / Granby Chamber
- East of the River Five
- Human to Human
- Luke Stronger
- UMASS Football
- South Hadley Food Pantry
- Galaxy Community Council
- Worcester County Seniors
- Glow Ball
- Numerous leagues and smaller events

\*228 rounds and 55 bags of range balls were donated to South Hadley High School

## 2025 Operational and Course Accomplishments

- New golf carts
- New range mats
- Took delivery of two new rough mowers and a large fairway and rough blower
- Paved cart paths on holes 2, 4, 9 and leading to the bridge
- Replaced tee sprinklers on 1-9, 10, 11, 17 and 18
- Repaired numerous irrigation control wires
- Removed rock shelf in 18 fairway
- Resodded 3 green's collar
- Installed new drainage on hole 2

## 2026 Goals

- Install automated range ball dispenser
- Host week long Junior's Camp in cooperation with the South Hadley Recreation Department
- Host Member-Member and Member-Guest event
- Hold a season opener member's only event
- Enhance service with a dedicated Greeter in front of the Clubhouse on Friday, Saturday and Sunday mornings
- Host USGA / UMASS / First Green event for industry education and community outreach

# 2026 Proposed Rate Structure

## Daily Fees

Weekday (Mon - Thu) - 18 holes	2025		2026	
	Walking	Riding	Walking	Riding
Resident	\$ 38	\$ 58	\$ 38	\$ 58
Senior Resident (62+)	\$ 32	\$ 52	\$ 32	\$ 52
Non-Resident	\$ 40	\$ 60	\$ 42	\$ 64
Non-Resident (62+)	\$ 33	\$ 53	\$ 35	\$ 55
Military & Student (With ID)	\$ 30	\$ 50	\$ 35	\$ 55
Junior (13-17)	\$ 15	\$ 25	\$ 15	\$ 25
Junior (12 and under)	\$ 10	\$ 25	\$ 10	\$ 25

Weekend (Fri - Sun) - 18 holes	2025		2026	
	Walking	Riding	Walking	Riding
Non-Resident	\$ 50	\$ 70	\$ 55	\$ 75
Non-Resident (1pm-4pm)	\$ 44	\$ 64	\$ 46	\$ 66
Resident			\$ 50	\$ 70
Resident (1pm-4pm)	\$ 44	\$ 64	\$ 44	\$ 64
Twilight (4pm-5:30pm)	\$ 38	\$ 50	\$ 40	\$ 52
Military, Senior & Student (After 1pm with ID)	\$ 35	\$ 56	\$ 37	\$ 58
Junior (After 1pm, 13-17)	\$ 15	\$ 25	\$ 15	\$ 25
Junior (12 and under with paying adult, after 3pm)	\$ 10	\$ 30	\$ 10	\$ 30

Weekday (Mon - Thu) - 9 holes	2025		2026	
	Walking	Riding	Walking	Riding
Resident	\$ 30	\$ 42	\$ 32	\$ 42
Non-Resident	\$ 32	\$ 43	\$ 34	\$ 45
Junior (13-17)	\$ 15	\$ 26	\$ 17	\$ 28
Junior (12 and under with paying adult)	\$ 10	\$ 22	\$ 10	\$ 22

Weekend (Fri - Sun) - 9 holes after 1pm	2025		2026	
	Walking	Riding	Walking	Riding
Resident	\$ 33	\$ 45	\$ 33	\$ 45
Non-Resident	\$ 35	\$ 46	\$ 37	\$ 48
Junior (13-17)	\$ 15	\$ 27	\$ 15	\$ 27
Junior (12 and under with paying adult)	\$ 10	\$ 25	\$ 10	\$ 25

## Season Passes

<b>7 Day</b>	<b>2025</b>	<b>2026</b>
Family	\$ 2,700	\$ 2,800
Single	\$ 2,000	\$ 2,100
Senior Single (62+)	\$ 1,800	\$ 1,900
Senior Family (62+ both members)	\$ 2,475	\$ 2,550
Twilight (after 1pm)	\$ 1,550	\$ 1,625
Young Professional (23 - 29)	\$ 1,600	\$ 1,700
Student (18 - 22, Weekends/Holidays after 1pm)	\$ 900	\$ 900
Junior (17 and under)	\$ 450	\$ 450

<b>Weekday (Mon - Fri)</b>	<b>2025</b>	<b>2026</b>
Single	\$ 1,700	\$ 1,800
Single Senior (62+)	\$ 1,650	\$ 1,750
Senior, Family (62+ both members)	\$ 2,050	\$ 2,100
Twilight (after 1pm)	\$ 1,275	\$ 1,350

<b>Cart Plans (Includes Tax)</b>	<b>2025</b>	<b>2026</b>
Single	\$ 1,250	\$ 1,300
Single, Weekday or Twilight	\$ 950	\$ 1,000
Additional Family Plan	\$ 400	\$ 400

<b>Driving Range (NEW)</b>	<b>2025</b>	<b>2026</b>
Single		\$ 600



## The Ledges Golf Club

### Projections

	<u>FY 2022</u> Actual Revenue	<u>FY 2023</u> Actual Revenue	<u>FY 2024</u> Actual Revenue	<u>FY 2025</u> Actual Revenue	<u>FY 2026</u> Projection	<u>FY 2027</u> Projection	<u>FY 2028</u> Projection	<u>FY 2029</u> Projection
<b>Revenues:</b>								
Greens Fee's / Cart Rentals	\$ 1,033,519	\$ 1,152,015	\$ 1,196,427	\$ 1,338,261	\$ 1,378,408	\$ 1,419,761	\$ 1,462,353	\$ 1,506,224
Pro Shop	\$ 49,825	\$ 67,005	\$ 59,218	\$ 57,526	\$ 59,252	\$ 61,029	\$ 62,860	\$ 64,746
Misc./ Lessons	\$ 47,232	\$ 6,603	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Food & Beverage	\$ 292,960	\$ 369,657	\$ 346,989	\$ 333,526	\$ 343,532	\$ 353,838	\$ 364,453	\$ 375,387
<b>Total Revenues</b>	<b>\$ 1,423,536</b>	<b>\$ 1,595,280</b>	<b>\$ 1,602,634</b>	<b>\$ 1,729,313</b>	<b>\$ 1,781,192</b>	<b>\$ 1,834,628</b>	<b>\$ 1,889,667</b>	<b>\$ 1,946,357</b>
<b>Operating Expenses:</b>								
Management Fee	\$ 36,000	\$ 36,000	\$ 39,900	\$ 39,900	\$ 39,900	\$ 39,900	\$ 39,900	\$ 39,900
Operations Expense	\$ 671,129	\$ 711,129	\$ 764,464	\$ 830,600	\$ 847,212	\$ 868,392	\$ 890,102	\$ 912,355
Maintenance Contract	\$ 571,932	\$ 612,229	\$ 625,239	\$ 701,762	\$ 715,797	\$ 733,692	\$ 752,034	\$ 770,835
<b>Total Operating Expenses</b>	<b>\$ 1,279,061</b>	<b>\$ 1,359,358</b>	<b>\$ 1,429,603</b>	<b>\$ 1,572,262</b>	<b>\$ 1,602,909</b>	<b>\$ 1,641,984</b>	<b>\$ 1,682,037</b>	<b>\$ 1,723,090</b>
<b>Net Operating</b>	<b>\$ 144,475</b>	<b>\$ 235,922</b>	<b>\$ 173,031</b>	<b>\$ 157,051</b>	<b>\$ 178,283</b>	<b>\$ 192,643</b>	<b>\$ 207,630</b>	<b>\$ 223,267</b>



**TO:** Lisa Wong, Town Administrator  
Selectboard  
**FROM:** Michelle Theroux, Chair  
**DATE:** January 21, 2026  
**REFERENCE:** FY27 Budget Request

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On behalf of the South Hadley Falls Redevelopment Authority, we are seeking a request from the FY27 budget to capitalize the South Hadley Falls Redevelopment Fund in the amount of \$150,000 to be used to support the redevelopment of vacant or underutilized properties to enhance economic development and housing production in South Hadley Falls. The Redevelopment Authority was formed by Town Meeting in 2014 and has never been capitalized. The South Hadley Falls Urban Redevelopment and Renewal Plan (URRP) was approved by DHCD in February 2020 and consists of many property specific recommendations. All very well intentioned but as we know, there are many pre-redevelopment steps that need to be undertaken before either a motivated property owner or an interested developer will commit to doing a project. Specifically, funds would be used for capital improvements and pre-development activities and may be used to engage the services of architects, engineers, and other related professionals to assess building conditions and to develop design and construction documents for capital improvement, code compliance projects. Available assistance includes, but is not limited to, the following types of activities: Building Condition Studies, Structural Engineering Reports, Code Compliance Studies, Development Feasibility Studies, Indoor Survey, Seismic Code Assessments, Architectural Design, or other similar use.

The money we are requesting would be used to unlock some of the unknowns, address inertia, and mobilize some much need property specific information so that we can begin matching property owners with developers and appropriate funding opportunities (grants, loans, private equity, etc.) so that we can achieve a vibrant South Hadley Falls.

Welcome to the 4th edition of the South Hadley Redevelopment Authority's newsletter!  
Our intent is to provide the community with current information about the people, projects, and events in South Hadley Falls.

## On-Street Vehicle Charging Stations South Hadley Feasibility Study Final Report

South Hadley recently participated in the Massachusetts Clean Energy Center On-Street Charging Solutions Program to evaluate options for installation of vehicle charging stations in South Hadley Falls.

On-street charging solutions have become increasingly appealing for towns looking to ensure all residents have access to sufficient charging options. However, to install on-street charging stations, municipalities face high upfront costs and complex technical landscapes that are challenging to navigate. This Feasibility Study lays out these challenges and preferred options for locations in South Hadley Falls.



### MassCEC On-Street Charging Solutions Program

FEASIBILITY STUDY FINAL REPORT

Town of South Hadley  
December 16, 2025



#### Study Online:

<https://www.southhadley.org/DocumentCenter/View/14609/EV-Charging-Station-Feasibility-Study-Report-121625>

## Welcome to the Falls!

<p><b>NEXTHOME ELITE REALTY</b></p> <p>28 Main Street NextHomeEliteRealty.com</p> <p>Chad Lynch: Real Estate Broker with over 17 years of experience Chad.eliterealty@gmail.com</p>	<p><b>MIGUEL'S FISH &amp; AQUATIC MAINTENANCE</b></p> <p>14B Main Street (413) 539-3018</p> <p>Tropical fish, salt water and freshwater species, tanks and equipment, and maintenance of home and commercial aquariums</p>	<p><b>JAY'S CNC DIE SHOP</b></p> <p>3 Main Street, Unit B (413) 374 2588</p> <p><a href="http://www.jayssteelruledies.godaddysites.com">http://www.jayssteelruledies.godaddysites.com</a> Laser Engraving and CNC Routing Owner Jay Garvulenski</p>
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## Sign up for the Falls Business Directory & Falls Digest

Use the QR code (right) to enter your business' contact information in our new Falls Business Directory. This will help us stay in touch with you about resources available to support business growth and development, and be shared with the public in upcoming Falls marketing features.

"Falls Digest" is a quarterly newsletter by the South Hadley Redevelopment Authority.

#### Questions?

South Hadley Planning & Conservation Department  
acpra@southhadleyma.gov 413 538 5030 x6128

Use this QR Code to sign up to  
receive an electronic copy of the  
Falls Digest and/or to sign up for the  
Falls Business Directory.



# falls digest

## Gerry's Music Shop on Lamb Street

**For more than 80 years, Gerry's Music Shop has been a cornerstone of South Hadley's business community and a beloved destination for musicians throughout the Pioneer Valley and beyond.** The shop embodies the enduring values of a family-owned business—entrepreneurship, craftsmanship, and a deep commitment to community.

Gerry's first opened its doors in Holyoke and moved to its current 80 Lamb Street location in 1994. With this move, Gerry's Music improved its location and gained an expanded footprint.

Current owner Jim Provost shared that his father, Norman Provost, began working at the shop as a clerk in 1957 at just 14 years old and went on to purchase the business at age 35. Jim followed a similar path, starting at age 8, sweeping the floors and washing windows. Shortly after turning 40, Jim, along with his wife Mandy, purchased the business. Together, the Provost family has built a musical legacy that supports everyone from beginning student musicians to intermediate players and seasoned professionals. The history of Gerry's Music Shop is closely intertwined with the cultural life of South Hadley and the surrounding region. Its longevity reflects not only sound business practices, but customer service at the highest level.

Over the decades, the shop has helped countless students pick up their first instrument, supported experienced musicians in maintaining their craft, and adapted to evolving trends in music education and performance.

While firmly rooted in South Hadley, Gerry's Music Shop draws customers from across Massachusetts and neighboring states who value its reputation for quality, reliability, and fair pricing. More than 200 school music programs rely on Gerry's for instruments, maintenance, and support, reinforcing its role as an essential regional resource for the arts. Gerry's is a leader in music education, offering lessons from a staff of 13 instructors and providing more than 200 music lessons each week!

Gerry's also contributes to the vitality of South Hadley's cultural offerings by hosting special events throughout the year. This February, the shop will celebrate Trombone Month with a special evening featuring Joe Alessi, principal trombone of the New York Philharmonic. For more information about this event or other store services, visit Gerry's Music Shop on Facebook or at [gerrysmusicshop.com](http://gerrysmusicshop.com).



original store in Holyoke



current store on Lamb Street

## The Fishing Hole on Main Street

**The Fishing Hole is a regional live bait and tackle shop located on Main Street near the banks of the Connecticut River and loved by anglers throughout western Massachusetts.**

Open 7 days a week, this specialty shop caters to everyone from the expert freshwater fishermen to youth just entering the sport.

This time of year, ice fishing calls dedicated anglers onto the many frozen rivers, lakes and ponds in the region, and The Fishing Hole is one of the few shops offering live shiner bait fish. Shiners are small, silver fish that serve as highly effective live bait for anglers targeting various game fish including bass, walleye and pike. This specialty bait attracts anglers to South Hadley Falls from all over the region.

In a few months, the Shad fishing season will open on the Connecticut River. The American Shad, also known as the Connecticut River Shad, is native to the Atlantic Ocean, and fed indigenous populations on the East Coast for centuries. Though Shad spend much of their time in the ocean, anglers mainly target them in brackish and freshwater rivers when they travel upstream to spawn. The base of the Holyoke Dam is one of the most popular Shad fishing spots known.

The Fishing Hole hosted their first fishing derby - the Pioneer Valley Carp Classic in September of this year with proceeds donated to the Shriners Hospital. Carp fishing for Common and Mirror Carp, not the invasive Asian Carp found in freshwaters in other parts of the country, is a new sport gaining popularity in the United States. Shop manager Josh Carroll impresses with his deep knowledge of freshwater ecology and fish biology and love for the sport. Stop in and check them out!

"Ice fishing season is here!"



The Fishing Hole | 103 Main St | 413 337 9175  
Live Bait! New and Used Tackle  
[thefishingholetackleshop@gmail.com](mailto:thefishingholetackleshop@gmail.com)



# falls digest

## A dedicated citizen who has lived in the Falls for 45 years

**Janet Bannister has deep roots in South Hadley Falls.** Originally from Holyoke, she moved to South Hadley in 1982 after purchasing her first home on Grant Street – a house she has lived in for more than 45 years and still calls home.

Over the years, Janet has been closely connected to the Town through her work and volunteering. She spent many years working at South Hadley Child Care and later in the South Hadley schools, supporting children with special needs. Her own children also attended and graduated from South Hadley schools.

Janet has always been an active participant in town life. When her children were young, she volunteered in the schools, supported the food pantry, and took part in Special Education PAC meetings and other local committees. Outside of volunteering, she enjoys baking, cooking, reading, and attending summer concerts.

Some of Janet's favorite things about South Hadley are the simple but meaningful community offerings. She looks forward to the Thursday night summer concerts on the Town Commons, regularly visits the library, and values the Senior Center, where she enjoys lunches, trips, movies, painting, exercise classes, and concerts. She also appreciates the knowledgeable staff, who help residents navigate taxes, Social Security forms, and other important paperwork.



Looking ahead, Janet hopes to see South Hadley Falls become a more vibrant and active place for families. She believes the area has changed significantly over the years and is ready for revitalization.

Among her wishes for the Falls are more affordable housing, additional parking options such as lots or garages for homeowners without driveways, and small businesses filling empty storefronts. She'd love to see a teen center where young people can gather.

One of Janet's most cherished memories reflects the strong sense of community she hopes to see again. She recalls a time when Beachgrounds had a swimming pool, and young mothers would pack lunches and spend summer days there with their children. "It was a great way to meet other mothers and neighbors," she remembers. The pool, playground, and the ever-anticipated ice cream truck kept kids busy, cool, and happy all day long – these memories still stand out as some of her favorites. After more than four decades in South Hadley Falls, Janet Bannister remains deeply invested in the future of the neighborhood she has long called home.

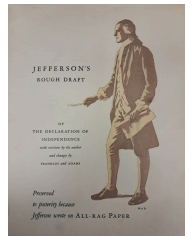
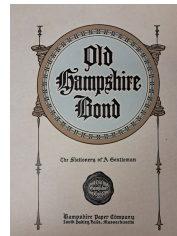
## Old Hampshire Bond: The Legacy of Fine Paper

In the early 1800s, paper was a luxury, and letter-writers used every bit of available space on a page of correspondence to save money and paper. By the mid to late 1800s, improvements in production technologies allowed for cheaper paper for mass distribution of newspaper and books. At the same time, however, there was a demand for finer quality paper for important correspondence and business needs. The Hampshire Paper Company purchased the former Glasgow Manufacturing Company located on the bank of the canal in South Hadley Falls in 1866. Glasgow Manufacturing was a maker of gingham fabrics since 1848, but Hampshire Paper added buildings and machinery and began producing high quality paper products for commercial use. **One of those products, called Old Hampshire Bond, became famous worldwide for its quality and use in marketing materials and for important documents.** Old Hampshire Bond was produced from high quality cotton rag pulp, which created a paper of smooth, high-quality texture and strength. The term "bond" referred to its use in printing government bonds, which required a strong, lasting paper.

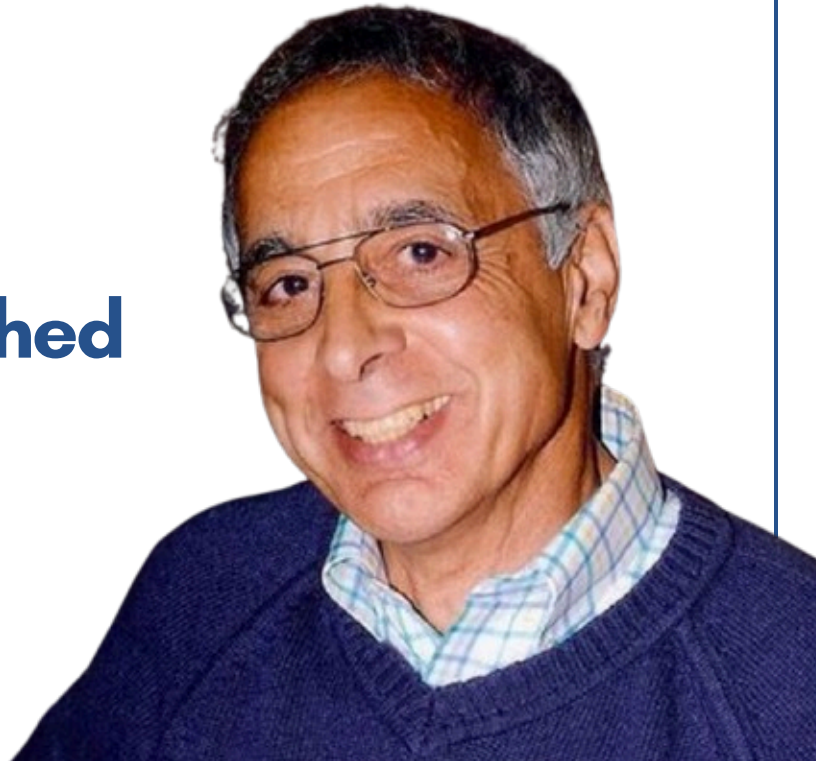
By the early 1900s, William Addison Dwiggins, a noted American designer who is credited for first using the term "graphic design," was hired to produce promotional booklets for the Old Hampshire Bond products. Dwiggins created a series of beautiful and colorful booklets, used as sales samples, to showcase the 12 vivid colors of Old Hampshire Bond that were available. Another series of booklets emphasized the need to use high quality paper for historic documents. Some of these booklets are in the South Hadley Historical Society's collection, housed in the Old Firehouse Museum. **Old Hampshire Bond gained a reputation for exceptional quality and was advertised in major publications worldwide, including National Geographic Magazine.**

Old Hampshire Bond, became famous worldwide for its quality and use in marketing materials and for important documents

The Hampshire Paper facility in South Hadley provided hundreds of jobs that sustained the community in the early 1900s. Stockholders included members of the Southworth family, who also built Southworth Manufacturing Company in West Springfield and other places in the Northeast. In 1935, the Southworth's made the decision to consolidate many of their manufacturing facilities, and the mill in South Hadley was shut down. Carew Manufacturing used some of the Hampshire facilities to carry on production of Old Hampshire Bond until the early 1940s, but production was phased out soon after. Stevens Paper Company then acquired the Hampshire mill and produced special paper products for the electrical and insulation industry until 1968, when the plant was closed. Hampshire Paper company was a vital part of the growth of industry in South Hadley Falls in the 19th and 20th centuries.



# The Redevelopment Authority of South Hadley has established a memorial fund to honor the legacy of Frank DeToma.



## Frank DeToma South Hadley Falls Redevelopment Fund

Frank passed away in 2024 after a two-year battle with cancer. He was passionate about local politics and civic engagement, serving as a Selectboard member, 30-year District 2 Water Commissioner, and multiple town committees, including the Redevelopment Authority.

The Frank DeToma South Hadley Falls Memorial Fund seeks donations to further Frank's vision for South Hadley Falls - redevelopment, beautification, and community engagement. Projects supported by this Fund may include property acquisition and/or redevelopment, creation of housing, business growth and development, and public parks and recreation facilities.



... Projects supported by the Fund may include property acquisition and/or redevelopment, creation of housing, business growth and development and public parks and recreation facilities.

**Donations by Check - Payable to:  
South Hadley Redevelopment Authority**

**Mail to:**  
South Hadley Redevelopment Authority  
c/o Planning & Conservation Department  
Town Hall  
116 Main Street,  
South Hadley, MA 01075

# falls digest

## Directory of Municipal Resources

Service	Description	Contact Info
<p><b>New at Buttery Brook Park! 9-Hole Disc Golf Course</b></p> <p><b>&amp;</b></p> <p><b>Community Disc Share</b></p>	<p>Buttery Brook Park is now home to a scenic 9-hole disc golf course! Measuring 2,906 feet across nine holes, the course winds around the perimeter of the park and offers a fun yet challenging experience for players of all levels. Each hole features artificial turf tee boxes and Innova Discatcher Pro baskets, giving the course a professional look and feel.</p> <p>Want to give disc golf a try but don't have your own discs? The Community Disc Share makes it easy! Borrow discs for up to 7 days at no charge through the South Hadley Council on Aging or the South Hadley Public Library.</p> <p><b>Disc Share Details:</b></p> <ul style="list-style-type: none"> <li>• Loan period: Up to 7 days</li> <li>• Cost: Free</li> <li>• Replacement fee: \$5 per disc if lost or not returned on time</li> </ul> <p>This program is a great way to try disc golf for the first time or enjoy a casual round without buying your own equipment.</p>	<p><b>Community Disc Share:</b></p> <p>To borrow from the South Hadley Public Library, visit the library directly.</p> <p>To borrow from the South Hadley Council on Aging, fill out the form at</p> <p><a href="http://www.southhadleyrecreation.org">www.southhadleyrecreation.org</a></p> <p>under the Buttery Brook Park → Disc Golf tab.</p>
<p><b>Car Seat Installation and Checks</b></p>	<p>Free checks of child passenger seats including car seats and booster seats. Some free state resources for families in need.</p>	<p><b>Contact:</b></p> <p>South Hadley Police Department Officer Allie Cebula at 413-538-8231 or <a href="mailto:cebulaa@southhadleypolice.org">cebulaa@southhadleypolice.org</a></p>
<p><b>Free Trees</b></p>	<p>Last chance!</p> <p>Request a free shade tree for your property.</p> <p>Spring delivery + planting</p>	<p><b>Contact:</b></p> <p>Tree Warden Rebekah Cornell at (413) 538-5030 x6129 or <a href="mailto:rcornell@southhadleyma.gov">rcornell@southhadleyma.gov</a> <a href="https://southhadley.org/1063/Tree-Planting-Program">https://southhadley.org/1063/Tree-Planting-Program</a></p>

# falls digest

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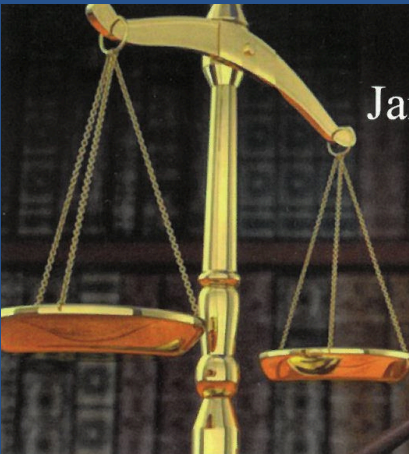
David Levreault

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[www.jebakerlaw.com](http://www.jebakerlaw.com)

To sponsor future Falls Digest editions, contact [acapra@southhadleyma.gov](mailto:acapra@southhadleyma.gov)



# COMMONWEALTH OF MASSACHUSETTS

## Department of Telecommunications and Cable

One Federal Street, Suite 0740, Boston, MA 02110

(617) 305-3580

[www.mass.gov/dtc](http://www.mass.gov/dtc)

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GOVERNOR

KIMBERLEY DRISCOLL  
LIEUTENANT GOVERNOR

ERIC PALEY  
SECRETARY OF ECONOMIC  
DEVELOPMENT

LAYLA R. D'EMILIA  
UNDERSECRETARY

KAREN CHARLES  
COMMISSIONER

January 9, 2026

Selectboard  
Town of South Hadley  
116 Main Street, Room 109  
South Hadley, MA 01075

Re: Cable License Expiration Notice

Dear Selectboard Members:

The Department of Telecommunications and Cable's ("Department") records indicate your cable television license with **Comcast Cable Communications, Inc.** expires on **December 31, 2029**. Federal law provides for a formal franchise renewal process that begins thirty-six months prior to your license expiration date. The formal renewal process is designed to protect both the rights of the municipality and the cable operator and requires the parties to adhere to certain timetables and requirements within the thirty-six-month period. Alternatively, federal law allows parties to renew a license at any time through informal negotiations.

As the Issuing Authority, you may wish to establish a Cable Advisory Committee ("CAC") and delegate certain responsibilities to it. I have enclosed a fact sheet describing typical responsibilities of a CAC, and please see M.G.L. c. 268A concerning potential conflicts of interest for both municipal officials and CAC members. If you appoint a committee, please advise the Department's Secretary of the name and contact information for at least one member.

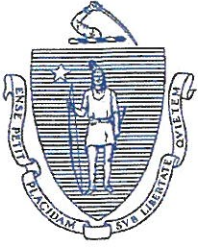
The Department has prepared a *Practical Guide to Cable Television License Renewal* that may be downloaded from our web site at <https://www.mass.gov/how-to/renew-a-cable-license>. The Department is available to advise you regarding your duties and rights during the renewal process. While we may not assist you with substantive negotiations, we would be happy to meet with you or your appointed CAC to discuss procedural requirements.

If you would like to schedule a meeting or have any questions regarding the renewal process, please contact the Department at 617-305-3580 or by email at [dte.efiling@mass.gov](mailto:dte.efiling@mass.gov).

Sincerely,

A handwritten signature in blue ink that reads "Ursula Estremera".

Ursula Estremera  
Department Secretary



## COMMONWEALTH OF MASSACHUSETTS DEPARTMENT OF TELECOMMUNICATIONS AND CABLE

### Cable Advisory Committee

Under Massachusetts regulations, an Issuing Authority (“IA”), such as the mayor of a city or the board of selectmen of a town, may appoint a Cable Advisory Committee (“CAC”) to advise the IA throughout the licensing process. 207 C.M.R. § 3.01(3). In many instances, the CAC remains as an active committee throughout the term of the license. Currently, there are over 280 CACs in the Commonwealth. The composition of the CAC is determined by the IA, including the number of members on the CAC.

The IA may, at its discretion, define the role and responsibilities of the CAC to the extent permitted under G.L. c. 166A. Thus, there is almost complete local control as to the tasks assigned to an advisory committee, so long as these tasks do not conflict with the statutory requirements of the IA in G.L. c. 166A. While an IA may delegate to a CAC the authority to negotiate a license agreement, an IA may not delegate authority to execute such an agreement. CAC responsibilities vary according to the current status of the license or the objectives of the IA. The following list includes some typical responsibilities assigned to CACs in the Commonwealth:

- Inform and educate the public about cable television service;
- Assess the cable needs of the community and recommend policy changes;
- Conduct regular meetings with cable company representatives to discuss matters of mutual interest;
- Report to the IA on company compliance with the license;
- Supervise the cable operator’s response to complaints;
- Respond to citizen’s questions regarding the cable television system; and
- Keep abreast of community programming issues.

CACs are considered “governmental bodies” within the purview of the Massachusetts Conflict of Interest law, G.L. c. 268A.

Recognizing that CACs fulfill an important and valuable link between the IA, the licensee, and the citizens of the community, the Department of Telecommunications and Cable (“Department”) seeks to build positive professional relationships with the CACs. The Department's staff works closely with local committees to educate them on the licensing process and improve information-sharing.

The Department’s program includes an informational presentation available to communities. Please contact the Department to schedule a presentation or to discuss any cable licensing matter.

Town Meeting Review Committee  
Committee Report and Recommendations

Draft #1, April 2024

**Charge and Members**

The Town Meeting Review Committee (TMRC) is pleased to submit this report and recommendations to the Selectboard of the Town of South Hadley. The charge of the committee is defined by Town Bylaw 7-19:

“A Town Meeting Review Committee shall be appointed every five years beginning in 2015. Said committee shall include the Town Moderator, one representative each from the Selectboard, School Committee, Appropriations Committee, Planning Board, three Town Meeting members and up to four registered voters who are not Town Meeting members to be appointed by the Selectboard. Said committee shall report its findings and recommendations regarding ways and means to improve the effectiveness and efficiencies of Town Meeting to the Selectboard within six months of its appointment or such further time as the Selectboard may grant.”

The most recent previous report of the TMRC was submitted to the Selectboard in 2016.

Members of the TMRC:

- John Hine, Town Moderator (chair)
- Jim Everett, Appropriations Representative
- Michael T. Davis, Planning Board Representative
- Larry Dixon, School Committee Representative
- Nicole Casolari, Selectboard Representative
- Ira Brezinsky, Town Meeting Member
- Carlene Hamlin, Town Meeting Member (vice-chair)
- Rudy Ternbach, Town Meeting Member
- David Solender, Non-Town Meeting Member Registered Voter
- Meghan Bristol, Non-Town Meeting Member Registered Voter
- Denise Presley, Non-Town Meeting Member Registered Voter (resigned 10/2023)

## **Schedule and Process**

The TMRC has met nineteen times, beginning in July 2023 with a concluding meeting on May 2, 2024. The extended life of the committee reflects a concerted effort to gather information as the basis for this report from Town Meeting Members regarding their understanding of Town Meeting, their perception of the effectiveness of its processes, and their awareness of their roles and responsibilities as representatives of their precinct constituents. We composed a twenty-four-question survey, distributed to the 120 Town Meeting Members in October 2023: the responses are attached to this report as Appendix A. While less than half of Town Meeting Members returned the survey (56 responses or 46%), their answers have been important in this committee's formulation of the recommendations below. In general, satisfaction with the size, format, effectiveness, efficiency, and information about Town Meeting was strong at around 70-75%. Our recommendations reflect ideas and incorporate comments regarding communication with Town Meeting Members, the frequency of Town Meeting, its location, and the budget approval process.

To supplement the Town Meeting Member survey, the TMRC formulated a two-question survey to take the pulse of the citizens of South Hadley regarding whether they feel informed about Town Meeting and their opinion about the effectiveness and efficiency of the current form of Town Meeting. To reach as broad a section of the population as possible, members of the TMRC participated in a Know Your Town meeting in February 2024, surveyed the public at multiple venues and events, and offered the questionnaire at the polls on election day in March 2024. A total of 847 responses were collected: the survey and data are attached to this report as Appendix B. It indicated that a significant percentage of the public felt poorly or only somewhat informed about Town Meeting and that many respondents did not know whether Town Meeting was functioning effectively and efficiently. We see this as, in part, a problem of clear and timely communication and easy access to information regarding Town government, the work of its boards and committees, and visibility of projects and priorities. Our recommendations aim to strengthen the means of communication between government and the public.

## **Recommendations**

The Town Meeting Review Committee's recommendations are grouped under four headings:

1. Town Meeting Members: Information
2. Town Meeting Members: Accountability

3. Town Meeting
4. Bylaws

## **Recommendations**

### **1. Town Meeting Members: Information and Communication**

- a. The TMRC recommends that Town Meeting Members be provided with comprehensive and concrete information that will enhance the onboarding process for newly elected Members and ensure that continuing Members are conversant with a consistent set of procedures and regulations.
- b. We recommend two vehicles to facilitate this goal: first the creation of a Handbook for Town Meeting Members; second, the inclusion of a visible and well-organized site on the Town of South Hadley website that offers the information of the Handbook in electronic form as well as material relevant to the Town Meeting agenda.

The Handbook and website should include: the roles and responsibilities of Town Meeting Members; the conduct of a Town Meeting; a description of the process by which Warrants are created for and presented at Town Meeting; the process by which Town Meeting Members as well as members of the public can petition to add an article to the Warrant; the roles and purview of committees that participate in Town Meeting; publication of the specific act(s) of the legislature that pertain to South Hadley Town Meeting as well as bylaws relevant to Town Meeting.

To this end, the TMRC recommends the formation of an advisory committee(s) that will assist in the organization and maintenance of a page on the Town's website that will include the Handbook as well as the relevant complementary information that pertains to Town Meeting.

- c. To provide information to Town Meeting Members and the public in a timely fashion, the TMRC recommends the creation of a comprehensive calendar outlining key dates related to Town Meeting. The calendar should be published at regular intervals throughout the year.
- d. We encourage more communication, for example, through email "pushes", regarding committee meetings and items that would explain Town Meeting Warrants to Town Meeting Members (and the public). Participation of department heads in Appropriations

Committee budget meetings would strengthen contact with Town Meeting Members surrounding the annual budget.

## **2. Town Meeting Members: Accountability**

- a. To strengthen the connections between Town Meeting Members and their constituents, the TMRC recommends that Town Meeting Members voluntarily publish their email addresses on the Town Meeting website and use other media to make their contact information available to their constituents. Town Meeting Members might consider forming a precinct group to serve as a forum for discussion with precinct residents and explanation of Town Meeting Warrants.
- b. The TMRC recommends that attendance records of Town Meeting Members at Town Meeting be made public and posted on the Town Meeting page of the website. As seen in Appendix C, attendance at Special Town Meetings typically ranges from 2/3 to 3/4 of Town Meeting Members and is consistently lower than attendance at the annual Town Meeting.
- c. We recommend that incumbent Town Meeting Members be required to gather a minimum of ten signatures when seeking re-election. Sending back a postcard is not sufficient.

## **3. Town Meeting**

- a. The TMRC recommends that an earnest exploration of alternative locations to the auditorium of SHHS be undertaken for Town Meeting(s). The physical arrangement of the meeting space should also be considered to enable meaningful discussion and a face-to-face interactive exchange of information and opinions.
- b. A pre-selected date for a fall (Special) Town Meeting should be included as part of the annual scheduling process. This recommendation (for example, the second Wednesday in November) does not mandate a meeting but encourages a date be reserved in order to minimize conflicts that impact Town Meeting Member attendance. In the Member survey, approximately 70% of Town Meeting Members recommended that Town Meeting be held more than once a year.
- c. The TMRC recommends that serious consideration be given to changing the presentation of the budget to Town Meeting. Currently, the budget is presented on the warrant as a single unwieldy article. Alternatives should be explored that separate the budget into multiple articles, for example, groups of related departments.

#### 4. Bylaws

- a. The Town Meeting Review Committee recommends that a study be undertaken for a charter that details the roles and responsibilities of Town Meeting Members, the policies and procedure of Town Meeting, and clarifies the relationship between the Town's executive and legislative branches.
- b. The Town Meeting Review Committee bylaw (7-19) should be amended to require that that the reports of this committee are sent to both the Selectboard and Town Meeting.
- c. The Town Meeting Review Committee recommends that a committee be formed with the charge of reviewing Town Bylaws to ensure that there are no conflicts among Town Bylaws and/or between Town Bylaws and Mass General Laws or other state regulations.
- d. The Selectboard should report annually to Town Meeting about progress on the implementation of TMRC recommendations.

Respectfully submitted,

John Hine, chair  
Carlene Hamlin, vice-chair  
Ira Brezinsky  
Meghan Bristol  
Nicole Casolari  
Michael T. Davis  
Larry Dixon  
Jim Everett  
David Solender  
Rudy Ternbach

Appendixes.

- A: Town Meeting Member survey (10/2023)
- B: TMRC Public survey results (3/2024)
- C: Town Meeting attendance 2013-2023

## **Town Meeting Review Committee Initial Survey Results (As of 10/22/2023)**

56 Responses from:

Jeff Cyr  
Chelsea Beaudry  
Natasha Matos  
Rudy Ternbach  
Eric Friesner  
Thomas Lake  
Sarah Furtak  
Anthony Pluta  
Robin Wagner  
Mitchell Resnick  
Robert Judge  
Paul Dobosh  
Andrea Miles  
Leonard Finkowski  
Bill DeLuca  
Michael Davis  
Marie Rohan  
Chevy (M P Chevrette)  
Lucia Foley

Vohl Hamilton, Joan  
Daniel Faille  
Michelle Theroux  
Renee Sweeney  
Ken Picotte  
Bob Berwick  
Lori Souder  
Jacqueline Dupre  
Nate Therien  
Carlene Hamlin  
Susan Newton  
Steve Hamlin  
Cynthia Pyle  
Margaret Jodoin  
Martha Terry  
Linda Young  
Thomas Terry  
Deborah Boehner  
Joanna Brown

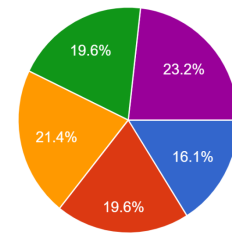
Nicole Casolari  
Marilyn Ishler  
Michael Wozniak  
Susan Kelsey  
Charles Miles  
David King  
Richard Constant  
Neva Tolopko  
Carol Constant  
Hector Lomelin  
Gena Lomelin  
Regina Hall  
Julie Gentile  
Jon Camp  
Kathleen Davis  
Mark Adams  
Kevin Taugher  
Preston Smith  
Amy Foley

How many years have you served as a Town Meeting member?

10
4
6 (I think)
10 1/2
5
4
1
15
5
30+
20
4
6
About 10
3
0
6 year
7
7
This is my first.
10
2
6 (I think)
1 town meeting
14
1 year
10 years
5
30 years
5.5
not sure but at least 10+ years
10 or 11 years
almost 30 years
approximately 10; not sure
I think 53 or 54 years. Not sure which year I started.
30
6 years
Four
6

What precinct do you currently serve?

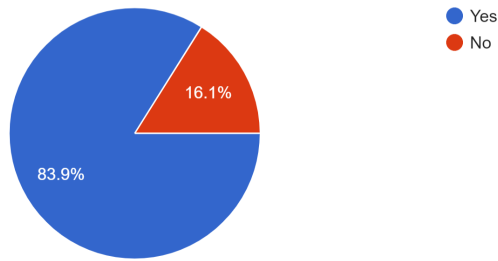
56 responses



- A
- B
- C
- D
- E

In your opinion is Town Meeting the right size?

56 responses



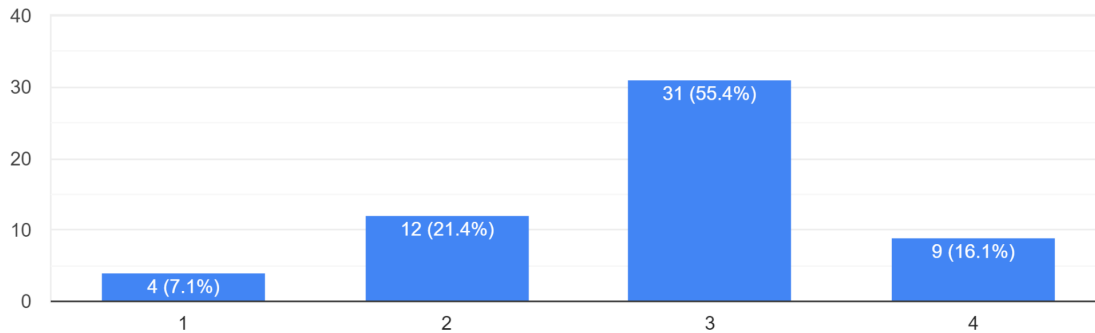
Answer	Reasoning
No	I would hope more people would be involved
No	Town Meeting is cumbersome, undisciplined, and disorganized in significant part because of its large size.
No	It seems too large.
No	Answered no-not sure if all parts of town have equal representation and that all populations in town have equal voice, or that members are well prepared for decision making
No	I think it is too large.
No	It would be beneficial to get a broader perspective. Right now I think most people who are members have been deeply entrenched in town government for a long, long time.
No	Because some precincts continue to have vacant seats on the ballot at every annual election.
No	Currently it's a small amount of people representing a large community; many don't show up for meetings unless they have a personal agenda item.
No	I think it could be reduced in size. I believe fewer members are attending the meetings.
No	There always seems to be vacancies for certain precincts, poor attendance, and non-campaigned write-ins. I would be curious to see how many of our current TMM were write in candidates and with how many votes they won.
Yes	Appropriate for 17000 residents
Yes	There are enough members in each precinct to be able to reach folks in different neighborhoods and different communities within the precinct. With too many more, I am not sure everyone who wants to would have ample time to speak.
Yes	It is a representative number for the five precincts.
Yes	I don't have a solid reason. It would be nice to know the size of other TM sizes.
Yes	Large enough to be representative but not so large as to be unwieldy.
Yes	So far so good from the 2 meetings I've participated in as a Member
Yes	usually, out of 100 members you get a quorum every time.
Yes	I don't think SH has the population to justify more members. Looking at census data and comparing to 2 other sample towns: Auburn, MA has just a little less population than SH with the same number of precincts and members. Natick, on the other hand, has almost exactly double the population of SH and has 10 precincts, but only 180 members. I don't think we should reduce the size of town meeting, either, as that would feel like taking away citizen representation and participation. The population of SH hasn't increased in any significant way over the years. Were the population to explode, this certainly should be

	revisited.
Yes	The number of members allows wide views to be heard and discourages an organized minority to unduly affect town policies.
Yes	It's big enough to be representative but not unwieldy
Yes	I believe the number, along with the precinct divisions, allows the opportunity for robust representation.
Yes	Good representation for each precinct
Yes	Seems like reasonable discussion is able to occur while not being too exclusive to people who would like to participate.
Yes	Local tradition.
Yes	Large enough to be representative without being unwieldy
Yes	There are a variety of opinions represented within the constituents of each district. A large, representative group of town meeting members, voted in by precinct members, allows all constituents to be represented.
Yes	Large enough to have a representative body, small enough that conversation is timely
Yes	I don't believe the number or percentage of representation is an issue.
Yes	If it gets much larger, I think it'd be difficult to conduct the business (with time for discussion) in a timely fashion.
Yes	There is adequate representation and sharing of viewpoints
Yes	It allows for different views to be heard...if smaller, then it may limit voices
Yes	Large enough to be representative, small enough for deliberation.
Yes	25 members per precinct, with the possibility (although improbable) of 8 new members per precinct per year, likely offers good representation for our town. Of course, I'm uncertain about the size of each precinct, so some precincts may be over-represented or under-represented among the 120 members, but trying to elect members proportional to precinct size would likely be unwieldy (plus, the precincts are oddly-enough drawn that there's unlikely to be lots of homogeneity with each precinct). 120 Town Meeting members provides enough diversity to ensure informed debate but not so many members that the logistics of Town Meeting are doable.
Yes	Members show up for meetings and quorums are met. Discussions seem to reflect both sides of various issues so there is representation. If the town's population grows significantly, there might be an argument for increasing the size of TM to reflect that.
Yes	Anything larger would be too cumbersome.
Yes	The 120 means a good cross representation of our five precincts and with many more younger people filling the ranks, South Hadley is being well served. A fewer number would risk that.
Yes	Not too large, but large enough to permit a diverse set of members
Yes	I have felt comfortable with the size of meeting, but I have not thought about the pros and cons of the membership's size. I'd be interested in hearing the # of meeting members being discussed.
Yes	TM is large enough to provide 8 members per precinct. This is a good representative ratio.
Yes	Enough for precinct representation and not too many that there is apathy re: attendance
Yes	It provides for a good representation of the town
Yes	I think there is enough representation in each district for the general public's voices to be heard.
Yes	If town meeting were much larger meetings would become unmanageable
Yes	Perhaps too large.
Yes	We have the right size to insure a quorum

Yes	Seems to pick up multiple view points and is capable of making decisions.
Yes	It's the right size if we have no difficulty getting a quorum and if it is not too difficult to get elected.
Yes	Seems to be functioning well with the issues being how TM votes don't have significant influence over what is put before them
Yes	Adequate amount of members from each Precinct to provide representation.
Yes	Adequate number of members to provide input
Yes	As long as precincts are represented equally, it is the right size
Yes	It is just right, not too large or too small
Yes	We seem able to get the job done with little difficulty,
Yes	As our population continues to grow and economic needs and priorities of the town diversify, there will be a need to ensure that there remains a pathway for their interests and issues to be aired.
Yes	Representative town meeting is appropriate for our town. The current number of members per precinct seems to be sustainable.
Yes	It still small enough for people to deliberate during the meetings.
Yes	To be honest, I struggled with this answer. I feel I am more in the middle; it is frustrating at times when positions are open in precincts which makes me feel as though maybe there are too many positions.

How effective do you think our current form of Town Meeting is?

56 responses



Rating	Please provide the reason(s) why you have answered the above in the manner you did.
<b>2.789</b>	<b>AVERAGE RATING</b>
1	The debate is sometimes chaotic and dominated by a few people.
1	Since the Acts of 2012 were approved, I feel town meeting has lost its legislative power. The process in my opinion is very autocratic and siloed and everything is controlled by the executive branch with no input or say from the town meeting body.
1	Attendance is always short, at times we barely have a quorum, years ago we gave too much power to the Town Administrator, we have had selectboard members who are not qualified and often have personal agendas.
1	By the time we reach Town Meeting, it often feels that most of the decisions have already been made and that the vote on the floor is a "rubber stamp". It seems that TM lacks much, if any, power under our current form of government.
2	Not enough research by town meeting members prior to town meeting. A lot of questions that could have been addressed during the budget process
2	Nothing changes
2	Town Meeting is constrained by having only one meeting a year and much of its authority has been taken over by the Executive branch.
2	Individual budget lines need more specific attention
2	lack of communication with other town meeting members and with the district i represent
2	There is not a consistent application of the rules to all speakers. Time management and process are key issues that need to be addressed.
2	There is little opportunity for Town Meeting members to influence the direction the town is taking. For all intents and purposes, decisions have been made prior to Town Meeting each year.
2	TM has become a rubber stamp. A lot come to meetings not fully understanding the issue or what is at stake. The TA and the PB push their own adgendas, sometimes not giving a realistic or truthful analysis of what they want us to vote in favor of.
2	Town Meeting members are not sufficiently well read and educated on the articles on the Town Meeting Warrant. Town Meeting Members are able to speak at the microphone with unsubstantiated claims, misinformation, and disinformation about issues. At Town Meeting this past May, certain Town Meeting Members repeated, what in my opinion are, out and out lies at the microphone. And, in my opinion, the

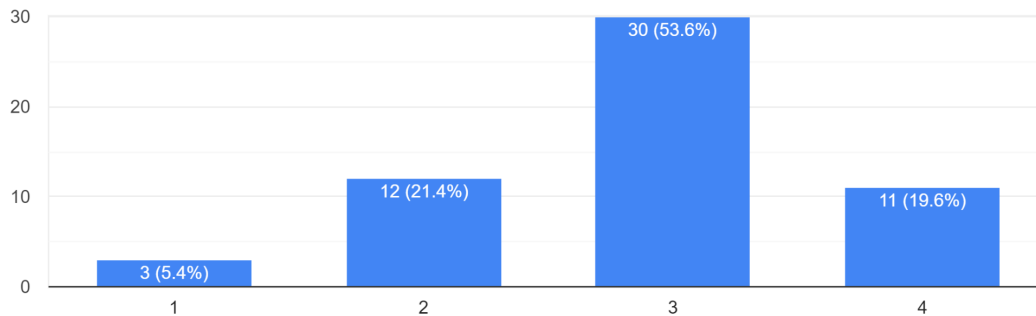
	Moderator disallowed adequate time for debate and rebuttal of these claims.
2	There is no time for individual town departments to present their strengths and weaknesses to the town meeting and to solicit input from town meeting members. The town meetings are extraordinarily streamlined and there is little discussion.
2	The public/TM can attend other meetings and provide comment, but does not have real influence over decisions being made except to say yes or no.
2	While I have only been there a year, I have seen and heard past instances where there have been issues of underrepresentation at Town Meeting sessions. But, when the group is engaged and well represented, then it does provide for a diverse array of dialogue which is when it's structure works.
2	Mostly, we vote for things like the budget up or down without and opportunity to influence what does into the budget
3	I very much appreciate the opportunities to learn more about each article before the meetings. I think the same people tend to talk at the mic multiple times. Sometimes there are people with experiences that would be helpful for town meeting members to learn from that are given very limited time at the mic. I think when possible, those with experiences related to the article should be allowed to speak even if they are not town meeting members, because they may be very passionate and learned about a particular subject, but not an elected town meeting member.
3	I think there are opportunities for us all to be informed and knowledgeable about warrant articles, but there are plenty of us that aren't. The more informed we are, the more effective we have the opportunity to be.
3	There are always divergent views, which is a good thing. But when some passionately hold divergent views, they sometimes have a hard time accepting when the majority view things differently.
3	there IS A GOOD BALLANCE AND REPRESENTATION OF THE TOWN.
3	Right now I don't see specific issues. The town meeting itself has a clear, written agenda that is posted and disseminated well ahead of time, and there are plenty of opportunities for discussion or debate. There are rules laid out for proposed amendments that are also open for discussion or debate. Even before warrants are written, there are plenty of public hearings leading up to that point. Poor civic engagement is a fact nation-wide, and SH is not unique there. Perhaps this is a lack of imagination, but I'm not sure how, bureaucratically, the Town Meeting could be more effective in how policy is written and debated. I left room for improvement in my score, as I am open to ideas.
3	TM has little influence on the budget unless members make the effort to attend public hearings and are aware of the issues. Having said that I don't want to go back to the days of 100+ citizens micromanaging the budget. Department heads, town administrator, and treasurer have a better understanding of needs and resources.
3	See above
3	I'd like to see the yellow button on the clicker activated for abstentions.
3	Effectiveness depends on large part on having well organized and informative background info.
3	During the last meeting, it seemed to me that some town meeting members go to the mic to simply say something, even though their comments had already been addressed. Their comments were redundant. We were held hostage at the last meeting, several times, in this way. In addition, some people stated inaccurate or misleading information, which further prolongs the meeting, because others must then rebut the inaccurate points. Finally, based on the public comments, it was clear that some town meeting members hadn't done their homework; they hadn't read and discussed the warrant issues with their constituents. They used the meeting for learning about the issues, instead of preparing beforehand. The solution? Maybe this is just the way of town meetings, and maybe it has value...but it greatly prolongs the meeting.
3	Town meeting conducts the business of the town. It is both necessary and a reliable form of government, seemingly free from unnecessary oversight

3	We get the warrant done, but things could improve in terms of getting folks to care about and vote in elections, and reflect on whether their town meeting members are representing them well. I think publishing the votes by member is a tremendous step forward in that regard.
3	I wouldn't call it perfect but it was effective
3	I've been impressed by the Town Manager and those who truly commit to understand the topics that are addressed
3	Well run, in general. But many members seem less informed than they should be. And too few people run. On the other hand, I have noticed membership is more diverse than when I first joined, particularly re: age of members.
3	It is more streamlined than it was when I began. The Warrant gets passed fairly quickly. I miss not hearing from the various department heads about their experiences in the past year and plans for the future, especially the Superintendent of Schools.
3	I believe that the Select Board and Town government has a good working representation of community members. I'm not sure that Town Meeting adds much to the government workings.
3	First, our Town Administrator does an admirable job pulling all of the information together and getting it out to us. Our Town Accountant does a fantastic job sorting through all of the info that comes from the State, sifting through the material that is pertinent to Town Meeting, and pulling it together in a form that the average TMM can understand. In addition, we have several good committees that do a lot of hard work prior to Town Meeting to get material to us to review and question. It can do better.
3	I have more positive feelings about our last meeting than negative.
3	In general, TM allows for commentary from the members as well as voting. I wish that there was a more balanced system of making sure that speakers for and against are held to the same time limits and speakers of both views are alternated (two mics with one for and one against, and speakers are chosen alternately from each aisle)
3	It's not perfect but it fits our New England community
3	I didn't say 4 because Sometimes we end up debating relatively meaningless things for a very long time, then fly right through major changes.
3	Would be more effective if TM members were aware of the TM topics prior to the meeting. The Admin provides the information in a great way.
3	It is important for the community to participate in the decisions of their community
3	Works, but every process can see improvements.
3	Folks who are interested and engaged can run for TM and have a chance to learn more and ultimately vote on important issues of the town.
3	The pre meetings with recent increased transparency and historical data have been helpful, particularly for the last Town Meeting. More improvement is still needed with getting information out ahead with more questions and engagement allowed ahead of time.
3	Representation from all parts of town with a variety of citizens expressing their ideas and concerns and then having a vote.

	<p>I'd really vote 2.5</p> <p>The meeting itself seems to work well. Folks who wish to share on an issue have a chance to do so. If they want to amend an article, they can make efforts to do that. The biggest difficulty, is knowing when and where the process for the development of an article begins. After working on issues in town for 8 years, I have a better sense of this now. However, for the average citizen, this process is very vague. Few folks know that the process begins many months before town meeting in committee meetings that they know little about. Where to take your issue???</p> <p>The town website is extremely difficult to find information even when you know where you should find the info you are seeking. For example, it seems like we're having a special town meeting on November 15. I have received no email to that effect and there is no mention of that on the website, nor of the informational meetings that are usually provided for town meeting members to understand articles to be presented.</p> <p>I really don't like how various budget items are grouped together in warrant articles. Items listed range from a few hundred dollars to thousands. Then you are expected to vote for all or nothing unless you make a motion to delete a particular item from the article. Items of large cost should be listed individually.</p>
3	The moderator has to do more to curtail those individuals who don't stay on topic for the article.
3	
4	The meeting finishes its business in the allotted time
4	I have seen a number of issues come through the town meeting and have been impressed by the response of the meeting
4	There is often rich discussion and experience brought to the floor, along with new ideas.
4	Those who attended the meeting help the town by passing the budget and new laws
4	<p>Governing through Town Meeting is messy and time-consuming, but Town Meeting—even the kind of representational Town Meeting we have in South Hadley—is more democratic, from my perspective. I think it's a significantly better way to structure executive and legislative decision-making than, say, a mayoral form of government or even a city council form. I've resided in towns with those forms of governance and I wasn't a fan.</p> <p>While not a native New Englander, I cherish the tradition of Town Meeting.</p>
4	Current set up seems to work fine
4	All town meeting members have the ability to express themselves on any given issue.
4	We can attend meetings & learn about articles before voting on them
4	Good informed people have the ability to express themselves, where in other forms of govt govt is just too big and turn people off

How efficient do you think our current form of Town Meeting is?

56 responses



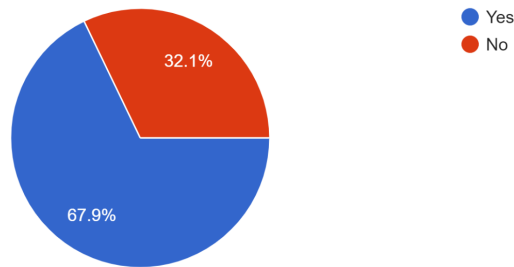
Rating	Please provide the reason(s) why you have answered the above in the manner you did.
<b>2.859</b>	<b>AVERAGE RATING</b>
1	There is not clear connection between TM actions and results. People often say, "What did we agreed to at Town Meeting?" It is often not clear what was agreed to.
1	Since the Acts of 2012 were approved, I feel town meeting has lost its legislative power. The process in my opinion is very autocratic and siloed and everything is controlled by the executive branch with no input or say from the town meeting body.
1	We now have a Town Moderator that doesn't have the experience and doesn't understand his role, he often lets the meetings get out of hand by letting town meeting members (often the same ones) continue to go on and on, often repeating themselves, he needs know when to call for a vote. He should defer to Town Counsel as it is obvious, he doesn't have the knowledge necessary to hold that role. He has been part of the political landscape for too long and has a personal agenda; just getting the position seemed politically motivated. The select board doesn't offer any guidance and always defers to the Town Administrator, which is understandable to some extent as she manages the day-to-day business, however, most don't know anything about how the town works and are there for their personal agenda, not for the good of the town.
2	It's the same people getting the same results
2	Too many speakers who seem to represent personal views rather than those of constituents.
2	Effectiveness and efficiencies are linked. We can be more efficient with greater use of technology and applying the time management rules across the board.
2	Some folks *really* like to hear themselves talk, and they reiterate points that have already been made, but it's only a couple times a year, and at least someone *wants* to participate?
2	The current role for Town Meeting is to rubber stamp what is brought before it. It is not a deliberative body, as it should be.
2	It's difficult to be efficient when you cram a year's worth of budgeting and planning proposals into one, sometimes two meetings/year.
2	I am unhappy with the way that the current moderator does not enforce time limits. He sets a time limit for Town Meetings members to speak at the microphone, but this should be published ahead of time so that members can prepare their statements to fit into the time frame. Also, the Town Moderator does not enforce time limits uniformly. He seems to permit certain people to exceed time limits and then seems to cut other

	people off. To me, this is a sign of favoritism by the Moderator. The Moderator does not allow adequate debate and back and forth discussion on certain subjects such as proposed zoning by laws.
2	Technology is not that new to South Hadley and while I think we are getting better each TM. progress in that regards seems to be a little slow. I suspect it has more to do with the infrastructure of our buildings than personnel.
2	Efficiency could be improved by having set speaking times and a digital timer system that gives a warning system and then cuts off the speaker microphone at the ending time.
2	See above. Also, efficient should not always mean "quick" and I am frustrated by how often our elected officials strive for quick meetings even when it is clear more debate and conversation is necessary.
2	see my comments above
2	The infrequencies of meetings slow things down.
2	It is efficient because the voting is streamlined, but it doesn't allow for the influence of the body.
3	Well organized
3	I think the "clickers" are quick and seem to be working well now. I also think this forces people to be transparent with how they vote, instead of going along with yaya or nays, whichever is louder.
3	Efficient b/c it gets a lot done in short time.
3	This also feels like a guess on my part. My hope would be that the review committee would explore other forms of Town Meeting to present alternatives. I can't really answer this without being presented with alternatives.
3	A town wide town meeting would be unwieldy. But a smaller elected council might be too political. As frustrating as town meetings can be, still might be the best choice for towns our size.
3	The last town meeting was long. The final business matter was a bit ridiculous and seemed inappropriate for the Town Meeting agenda.
3	see the explanation in the previous question.
3	Too many TM members advocate for an ideology rather than the best interests of our 21st century town. And yet the last town meeting proved to be quite efficient.
3	One or two meetings a year seems pretty good. The material has been presented well before the meetings and most warrants can be dealt with swiftly
3	I think the e voting works well and still allows for discussion.
3	I don't think a lot is asked of town meeting members. for example there is no expectation that town meeting members attend board meetings on critical issues and/or talk with their consistuants re issues that will impact on resources. For a small town South Hadley has a very burdensome form of government. an administrator, a select board, town meeting, and 2 prudential boards and all of these board have their won internal committees.
3	Time limit of three minutes per speaker unless s/he has special and recognized knowledge about the subject of debate.
3	Without knowledgeable and effective staff members it would be difficult for the body to operate.
3	My comments above apply here, too.
3	TM operation is fairly well understood. It has been proven over time to achieve its task.
3	I appreciate the updates of all the members emails-another way to enhance communication. Lisa Wong is transparent, is a visionary, and highly efficient
3	Under the new TA, members have better access to materials voted on. Also, electronic voting is more effective and transparent. Moderator is fair and clear.

3	Again, decision-making through a Town Meeting form of governance can sometimes feel like a slog, so to say it's "Very Efficient" would be a little daft. But that's no reason to throw out the baby with the bathwater. Much better to think of strategies for improving its efficiency—say, holding awards ceremonies outside of Town Meeting, or at the very least, finding a way to acknowledge awardees briefly during annual meetings while projecting their accomplishments on screens (at our last Town Meeting, the presentations probably took close to an hour—it's important to call out stellar service by our citizens, but...). Also, offering additional prep opportunities for Town Meeting, such as by precinct, could aid efficiency. And I'm sure the Town Meeting Review Committee will be able to provide a number of recommendations for improving efficiency.
3	As far s how the current form of TM is it probably runs as efficiently as it can.
3	I'm not sure our meetings are more or less efficient than other towns, but I know they are much more democratic than the last town I lived in 30 years ago.
3	It's not perfect
3	Could be more efficient if discussions were limited. Some town meeting members tend to ramble on.
3	Some TM members just keep talking about the same thing. Wish there was a way to streamline the input.
3	We have been fortunate to have executive leadership and commuted town meeting memembers with the interests of the community
3	Repeat question. See above
3	The TM warrants are debated and voted on. It's a fascinating participatory process. One never really knows how the debate and vote will go.
3	There are often too many articles to vote on at one meeting in addition to the budget. Split meetings, 1 for just the budget and 1 for the other articles, would be better.
3	Many articles voted on in a period of several hours is efficient
3	Must people read the information sent to them, others do not
3	Representative town meeting has inefficiencies we have to live with.
4	Warrants are setup to be previewed so most members have their minds made up before attend the meeting.
4	Materials are provided in advance-people know what they're voting on
4	The agenda is well prepared and presented by the Town Manager and Select Board
4	We were able to get through the agenda. At times too much debate citing similar points
4	See answer above.
4	Plenty of opportunities to receive information in advance
4	Over the last six years, the process for learning about legislation has been extraordinarily streamlined.
4	See above answer
4	With the adoption of technology it seems TM moves much more quickly and with a level of accountability for votes
4	Auditorium voting has been very effective
4	I think the move to the electronic voting system has improved efficiency.

Are you satisfied with the roles and responsibilities of our Executive Branch (commonly known as the Selectboard and Town Administrator) and the Laws of 2012 that govern the Town of South Hadley?

56 responses



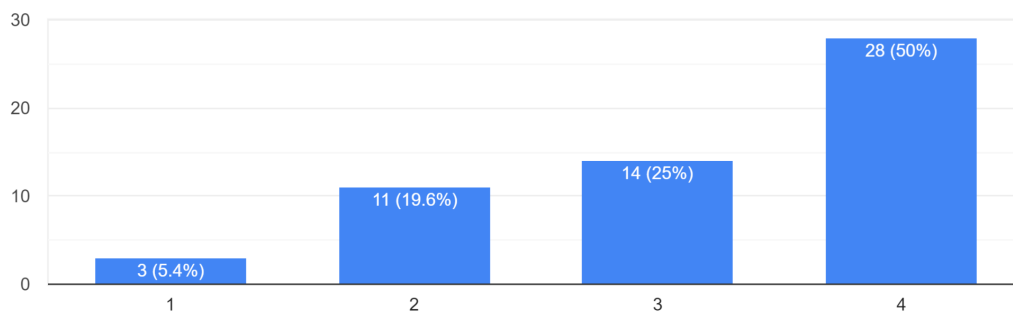
Answer	Please provide the reason(s) why you have answered the above in the manner you did.
No	Same answer as above
No	Exec. branch is defined in the Acts but it's relationship to Town Meeting is not specified in the Acts.
No	The legislative branch is Town Meeting, so see my comments above. The Selectboard is hampered from effective decision making by the infrequent town meeting schedule.
No	i am not sure most things are ironed out before they come to town meeting,
No	If Town Meeting members are not going to say anything about some Articles, we might as well have a mayoral system in South Hadley.
No	The Town Administrator is an unelected position and the TA has no direct accountability to the people. The position is accountable to the Selectboard, but it is too distant from the people for the electorate to have any influence over policy or financial decisions.
No	I would like to see TM have more involvement in the Legislative Branch.
No	TA and SB have time and focus to administer business; and TM, thanks to improved communication, has basis for approving/rejecting decisions. But TM is not set up to initiate change, in the way legislative bodies do. At the very least TM members need to be better informed re how to add items to the Warrant.
No	While the Acts of 2012 clearly define the roles and responsibilities of the Executive Branch as shown in the drop down link I don't see the same delineation of what the roles and responsibilities are for the Legislative Branch. I feel strongly that we should adopt a town charter that clearly outlines these two legislative bodies.
No	I have already mentioned some reasons. We need checks and balances, the current model is broken, too much power given to the Town Administrator, who is paid way too much money for her role in managing town hall only, the mayor of Boston doesn't make the salary she does; the Select Board has nobody qualified to negotiate her salary. We have had many people leave the employment of the town, something isn't right there and where is our Select Board challenging her as to why? Our form of government is archaic and with Town Meeting, we have too few people representing our taxpayers. It would be nice if the Town Administrator and the Select Board treated the taxpayer's money like it was their own and be a little more frugal and review all positions in town to see if they are necessary, perhaps our town employees need to work a little harder rather than add another position that is not necessary. By the way, where is the study on town employee positions and salaries measured against other towns of our size, the Town Administrator has been supposedly working on this for over a year now; I just saw the Select Board discussing her increase/contract, it would be nice to see that report rather than the Chair and Vice Chair offering their limited research.
No	The Selectboard has too much power. The Town Administrator has too much power. Certain committees in town such as the by law review committee have too much power. I feel that there are discussions, and then decisions are made by a small number of people "behind the scenes", outside of public meetings. I feel that certain members of the Selectboard have conflicts of interest,

	such as with realtors or developers and make decisions favorable to these special interests.
No	You have to remember that I have been at this a long while and the Acts of 2012 basically took away the ability of TMM to see into departments, what they do on a regularly basis, and to ask questions directly with department heads. While today's TMM may not know that they could have been doing this, I do and I think it has hindered my understanding of our Town government.
No	While there is a great deal of information regarding the Selectboard and TA's roles, there is very little with regard to the responsibilities of Town Meeting. This is where, I believe, TM had lost a great deal of its power, especially when we consider checks and balances of the the two branches.
No	The executive branch has very strong powers, and the power of town meeting has declined.
No	In practice it seems opposite, TM, like POTUS, ie executive branch, signs or vetos budgets and bills, while Select Board and committees put together and submit them. TM needs more influence over the board/committees and their direction before it gets to the final vote.
No	Input and feedback early on for the budget during the Select Board meetings still needs much improvement. The same response at every Town Meeting claiming "it is what it is and we worked so hard" should not be warranted if feedback was truly taken into account early on. As elected representatives for Town, Town meeting members must feel heard on such an important document and handling of taxpayers funds.
No	Many town meeting members are unprepared for decisions on voting.  The Selectboard needs to be more involved in actively supporting the warrant articles.
No	I like the direction the town administrator is taking the town, but I would like town meeting to have more say in the composition of what we are presented.
Yes	Presently both
Yes	I think the roles are defined well, and I think the burden of the work falls more on the executive branch. I know meeting members who do not even attend meeting.
Yes	Each branch seems to be doing its job.
Yes	It would be an inefficient disaster to have town meeting make all the day to day decisions. For efficiency alone need to have a strong executive branch.
Yes	Seems efficient
Yes	They have a good balance there as well. They have a fiscal responsibility.
Yes	see the explanation in the previous, previous question. Any other answer would just be a reworked version of that.
Yes	Each funding season, the executive branch should understand and manage the resources available for the current year and advocate for that budget. Executive branch should also anticipate needs and resources for future years. Town needs should be based on department heads' input and advocacy. In addition to needs, we must not forget to invest in our personnel and infrastructure. I am disappointed by the stagnant School Department budget and apparent lack of School Department advocacy for a prudent forward-thinking budget.
Yes	It seems to work better than many neighboring towns
Yes	I believe the roles help spread the centrality of power
Yes	All parties are interested in the success of the town
Yes	I don't see any reason to change the current format
Yes	The distribution of decision-making seems appropriately balanced.
Yes	See previous answers
Yes	I follow their work via the documents sent in advance by Kristin Maher, and via the Town Reminder. These folks who represent us are doing a fine job, and I appreciate this.

Yes	No issues come to mind
Yes	The structure and duties are clearly delineated. The question arises when the people in those positions do not follow the statutes.
Yes	I appreciate that meetings seem to be much more professional than say, certain independent districts we may be familiar with.
Yes	Only 1 town meeting but I was satisfied
Yes	Whenever I have written Carol Constant and Lisa Wong, they have responded almost immediately
Yes	Re: the executive branch, yes, I'm satisfied with both the definition of the roles and responsibility of the Selectboard and TA and with the enactment of those roles by our current TA and Selectboard. Re: the legislative branch, I was a little confused by the numbers listed there—42 per precinct—but I assume the number of precincts has changed since 1988.
Yes	I suppose so. I wouldn't want a different form of government.
Yes	I have a lot of confidence in our current Town Administrator.
Yes	Professionals should create budget and Town representatives approve or amend
Yes	I feel positively about both our town administrator and the selectboard. I am grateful the Selectboard members hung in there through the last 3 years. When I watch their meetings I appreciate the way members speak to and listen to each other. (Our last town mtg made me aware that a former board member has issues with at least 1 member of the selectboard.)
Yes	I am grateful that we have a Town Administrator (rather than a mayor), and a Town Meeting representative form of government.
Yes	An executive branch is needed for day to day issues whereas the legislative branch passes the budget, by laws and other non immediate issues
Yes	I believe they take the time to study a given issue and they come to meetings prepared.
Yes	It works. The TA and town staff are professional and there is only limited opportunity for the types of nonsense that happens when the Selectboard can intervene in personnel matters etc
Yes	Yes. Town Administrator is the best form of government for this size municipality.
Yes	Town administrator and Selectboard are doing an excellent job
Yes	Currently seems to work.
Yes	The Selectboard members are elected to represent the resident interests and give oversight of the TA and the professionally qualified TA oversees the day to day operation. The Acts of 2012 assure that a trained professional has the ability to administer and lead.
Yes	Town Administrator fulfills duties as outlined as do the Selectboard. The roles of each balance out each other.
Yes	It works
Yes	Just watch the selectboard meetings and read the read ahead and you would see people are well informed.
Yes	For the most part, there is opportunity to speak to issues of importance at the Selectboard meetings. Lisa Wong seems responsive to issues brought to her attention.
Yes	It provides a check and balance when it comes to acting on issues. It also allows for greater accessibility from the town's inhabitants. Again this is important given the stark compositions of the town's Precincts.
Yes	

How well do you feel you're provided with information prior to the Town Meeting and or given opportunities to discuss warrant articles with Appropriations Committee and or Department Heads?

56 responses



Rating	Please provide the reason(s) why you have answered the above in the manner you did.
<b>3.193</b>	<b>AVERAGE RATING</b>
1	Insufficient ongoing communication between Toen Meetings regarding warrant articles and development of by-laws.
1	<p>Limited communication from central office.                      No meetings with department heads.                      One virtual meeting with Appropriation Committee all other meetings were closed to questioned from town meeting members at the direction of the Town Administrator per the Acts of 2012.</p> <p>Suggestions:</p> <p>1. Appropriation Committee through the establishment of Charter become a Finance Committee.</p> <p>A Finance Committee under the general laws would act as an advisory committee to the Town meeting and have powers and duties given to finance committees under the general laws, except as may otherwise be provided for in the creation of a Town charter. The Finance Committee also could also have jurisdiction over the reserve fund, conduct long range fiscal planning, advise on fiscal policy, make recommendations on the Town's budget and perform duties assigned by bylaw or voted by Town meeting; this provides for checks and balances that we currently don't have.</p> <p>2. Reestablish a Personnel Board                      The Personnel Board is established under M.G.L. c.41 s. 108 and C. The board provides guidance pursuant to the town's human resources systems in accordance with State Laws and hopefully a new Town Charter. The board could also advise Town Meetings when appropriate on new positions being proposed with in town government. Once again, this board would provide checks and balances which the current Acts of 2012 don't require.</p>
1	This may seem counterintuitive to what I've said previously BECAUSE you included department heads in this question. TMM doesn't get to talk with Department Heads even when both they and you sit in the same room at a Appropriations Committee meeting. Appropriations Committee usually defers to Town Administrator rather than expressing their own opinions.
2	the decision are worked out ahead of time.
2	Materials are sent with enough time for review. Issues have come up when questions submitted go unanswered prior to the town meeting.
2	Overwhelmed with info to review in short time. Did not know I could talk to dept heads or committee

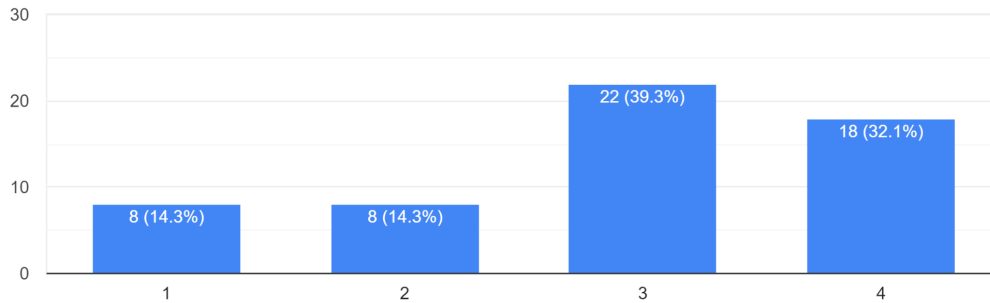
2	Yes to the first. A big no for the second.
2	The prior Town Administrator was awful, and nothing was communicated, the current one has done a little better, at least we did get to hear from department heads, which was nice, that hasn't happened in many years. The Town Website is not managed very well, and it is difficult to find information, let alone if it is up to date and accurate.
2	No opportunity was given to speak ahead of time with the By Law Review Committee, yet they render yes or no verdicts on all by laws, even zoning by laws, without having any standards or means to justify these important decisions.
2	While some of these meetings were added to hear about each department, the ability for questions to be asked of department heads was very limited and often times the TA was answering for the Dept. heads.
2	I'm not familiar with discussing warrant articles with Appropriations Committee of Department Heads.
2	Well considering that there supposedly is a Town Meeting on November 15, I know nothing of the list of articles to be presented. Also there should be several meetings for Town Meeting Members to hear a presentation of the planned articles and get a chance to ask questions. Not all folks are available for just one meeting with the above leaders.
2	Why aren't the department heads required to be present at town meeting?
2	Although I do appreciate the meetings the appropriations meeting has and the recording of those meetings, I think there is something lost without department heads being present at town meetings. In the past, department heads defended/explained their budget process/decisions at town meetings or at least were present at town meetings to answer questions. I have also found it difficult at times to find a copy of the budget containing each department's line items.
3	Emails are sufficient with information regarding the meetings coming up
3	There is room for improvement. Generally the town administrator does a good job of covering warrants prior to town meeting. But some feel left out of process of coming up with the specifics of the warrants. Admittedly it is hard to get the balance right.
3	The information is usually adequate. The problem is what is done with the information.
3	I'm pretty comfortable with the details supplied
3	I am furnished with necessary materials.
3	I can't attend many of previews of the Articles because of work. Perhaps a video of same could be made available? (Do they exist now?)
3	I think we get adequate information from the Appropriations Committee and Department heads.
3	The TA's revision of the budget making process, which now includes open meetings at which Departments present budgets, is a great improvement. And overtime, perhaps more people will participate. But incorporating TM members in a more formal way, and perhaps earlier, might be a good idea. This might be possible via precinct meetings. Or the creation of a subcommittee of TM members with the explicit responsibility of participating. I should say, too, I am pleased with the way TM has included the presence of Department heads to directly answer questions from the floor (notably the Planning Director, Building Inspector, Police Chief, School Superintendent). This owes much to the TA's commitment to transparency.
3	Since I've been a Town Member, I feel that Mike Sullivan and now Lisa Wong does a good job of providing written information and oral presentations about the warrant articles, as does Tom Terry's Appropriations Committee. I could always use more information, of course, and I think it might be especially useful sometimes to hear ahead of Town Meeting from particular department heads about their budget. For example, the police budget always produces a bit of debate. At the last Town Meeting, Chief Gunderson gave a great explanation (I thought) of necessary budget increases and how those are supporting better officer training, including around DEI issues. I would have appreciated the chance for that conversation prior to Town Meeting. Of course, at the same time, I appreciated hearing from Town Meeting members who were

	opposed to the increases in the police budget and would hate to miss those kinds of debates. Still, smaller meetings ahead of time, including with individual department heads, could be useful.
3	I'm aware of meetings focused on the warrant articles with the Town Administrator, Selectboard and with Appropriations. I do not know about discussions from department heads. I suppose there are ways to attend various meetings when budgets are being discussed. A written summary of those budgets might be helpful for TM members.
3	The sessions (TA and Appropriations, etc.) prior to TM are extremely important. This is how one can be informed as to what the details are.
3	I would appreciate having more discussions about the details of the budget. The budget summary and appropriation meeting does not provide enough detail.
3	Some votes have good backup and backgrounders others are skimmed over, but feel like members have the opportunity to attend session up front of meeting to dig deeper if the choose.
3	The Town Administrator has taken big strides to really improve providing information early on. More opportunities to discuss larger articles that impact Town should be provided.
3	Getting the information via email is fine and it's content and detail is fine too. However, getting it a little sooner would be more constructive. That is why I didn't give it a 4 ranking.
4	I serve on many committees
4	I love the meetings before that offer us chances to ask questions, and know that if I'm not able to attend, I can watch the recordings and reach out with questions. I also once asked to meet in person and had lots of questions answered.
4	I involve myself throughout the year, so I feel prepared. If I waited to be presented with information when it was sent out, I don't think I'd feel prepared. Town Meeting requires me to be involved throughout the year on my own proactively. Waiting to be served the info wouldn't give me the time needed to prepare.
4	Overall very well; however, as mentioned above, the last item of business in May was a waste of time and little context was provided ahead of the town meeting.
4	very well
4	My inbox is never not full of notifications about public hearings, warrants, and prep for town meeting.
4	I think TTMs are given ample notice of public budgetary hearings, but I think we should hear more from department heads in those meetings. I understand that it is impossible to attend every hearing, but I think Admin could do more to notify when minutes are posted and to encourage department heads to keep posting minutes on a timely basis, notably Appropriations and Capital Committees.
4	Ample info given, ample forums and sessions both from TA and SB, along with outside groups like KYT
4	Those committees spend many hours processing the budget requests and provide positive information to the Town Meeting members
4	Its clear the town goes above and beyond to get info to town meeting members if they are interested in it.
4	With the support of the SelectBoard, Lisa had done a great job in guiding a more open and informative process.
4	See previous comment.
4	The addition of Town Manager reviews before town meeting have been extremely helpful. Other than that, each TMM should expect to put the work in to come prepared.
4	There's usually a walkthrough with slides and explanation available beyond the warrant we're given. I do think maybe less tech-savvy folks may need some extra help getting themselves sorted out.
4	There is enough time to have conversations and to read the material on my own
4	Numerous meetings are held prior to the meeting

4	It is my responsibility to make sure I am ready to make informed votes at town mtg.
4	There has been a great change in the past 15 or so years where much information is available to make informed decisions
4	Town meeting members get information from the Town Administrator and the selectboard in a timely manner.
4	Members are always given a thorough schedule for Appropriations and other meetings before the regular town meeting.
4	Because the materials are sent out
4	Kristen always provides details. Good job.
4	Numerous opportunities for information and questions
4	It is great to hear from department heads about their work but think it is inappropriate for residents and TM members to grill department heads over their duties and budgets. Employees should answer to one (maybe two) supervisor. Imagine how difficult their job becomes if they suddenly have 17,000 bosses?!! Who would want that? How would we attract and retain good employees?
4	Committees are typically responsive
4	Warrants handed out early, Q& A with TA
4	The information sent out ahead of time and the briefings before the TM are very detailed
4	I think we given the right information in a timely fashion.

Should Town Meeting meet more than once annually?

56 responses



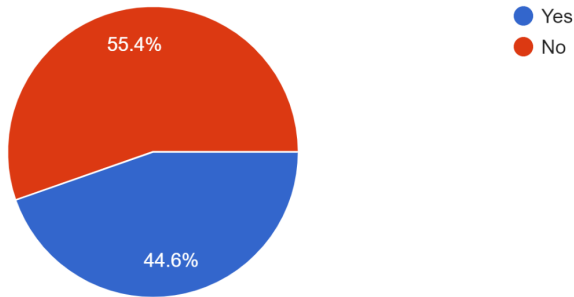
Rating	Please provide the reason(s) why you have answered the above in the manner you did.
<b>2.893 AVERAGE RATING</b>	
1	Town Meeting should meet as often as the needs of the Executive Branch dictate.
1	So far the system appears to work
1	I would like to see the need for more meetings come before the desire for more meetings
1	Once seems sufficient
1	Once is enough.
1	Once is enough
1	Most issues can be addressed annually. We can always have a special meeting if necessary.
1	There should be one town meeting, except for a special meeting in the fall to handle FINANCIAL warrant articles.
2	Depends on what issue arise
2	We usually meet twice annually, as a Special Town Meeting is more often than not something considered necessary in the Fall. That is enough, in my opinion.
2	Only if there are compelling reasons for that to happen and there is sufficient direct input prior to and and all Town Meetings.
2	Warrant articles could be split into two meetings one approves financial articles and the other approves zoning and planning articles.
2	I'm not sure, its dysfunctional to begin with and we seem to have a lot of special town meetings. I think part time town meeting members don't put in the time to understand how the town works and most are not qualified to vote on issues at hand, there are a small bunch of folks that seem to always be driving an agenda, there is no accountability.
2	I think the Selectboard, Town Administrator and Town Accountant can provide a better answer to that. It appears the current annual and specials are working but I don't see the day to day workings of Town government.
2	A special town meeting is normally held in the fall so we already meet twice, and additional meetings can be called if needed
2	We should have the number of town meetings in a year that are necessary to conduct the business of the town.
3	Maybe there are too many matters and some get shoved under the rug because the more pressing matters are all there is time for once a year.

3	It is so low commitment-I think a more regular meeting might encourage more participation.
3	In years when there are few issues to cover, perhaps one annual meeting would do. But when there a numerous contentious issues it would be better to have more than one town meeting.
3	Twice for budget. Once for zoning.
3	We often do, but an annual meeting is well precedents for most annual items. We've often had 1-2 special town meetings a year.
3	The meeting is usually long but very informative and worthwhile.
3	A second meeting could be useful if additional time is needed to resolve some of proposals
3	Better to have 2 reasonably long meetings than 1 extremely long meeting
3	maybe
3	Issues and items come up all the time. Fewer meetings mean forcing too many articles into the limited attention span and desire to go home to bed of many attendees; that's probably the reason for the limited debate on some issues.
3	The town needs to meet in November/December to decide if programs (or other expenses) can be funded after the state has certified the free cash amount to the town. The town needs to move ahead in a timely fashion and complete business that would otherwise have to be done at the spring annual town meeting. In addition, having those dates on the calendar far in advance helps to ensure attendance by town meeting members.
3	If meeting more often keeps the meetings from being marathon long then I'm in favor. No one makes good decisions in hour 3, hour 4, etc.
3	I think it could be more effective with 2 meetings
3	Town Meeting has always needed to give approval for expenses or conditions that come up at other times of the year, often unexpectedly . Members of Town Meeting ought to be made aware of this possibility. I don't know if you're asking if there should be a second meeting as part of the official schedule.
3	I think that might be a good way for being more informed.
3	I have mixed feelings on this and would like to hear it debated.
3	I believe that two regularly scheduled meetings would allow for more robust conversation that can be focused by topics. This would also create time to potentially split up the financial article by departments.
3	We usually end up needing more than one for issues or events which arise. I'm in favor of having a seperate meeting for by law issues
3	More meetings would give members a chance to hear from more town departments.
3	Depends on the topics
3	When necessary
3	As needed
3	Perhaps meet as committees in order to have more regular input.
4	Need more than a single meeting per year.
4	twice a year
4	Town Meeting should be replaced by a very much smaller Town Council, as in Amherst, that would meet regularly, for instance every two weeks.
4	Would facilitate more timely responses to town issues
4	There are almost always two meetings, so why not eliminate the uncertainty and make that the default, while leaving an option to not meet if it's unnecessary?

4	by default we have had bi-annual meetings in recent years. To be more effective and efficient, town meeting should meet more than once a year to move issues forward. A good example of this would be the approval of a by-law change. It makes no sense for something to sit for 10 months because it needs to go to town meeting before a change can be enacted.
4	Twice a year-we can help communicate to our precincts what the town is doing
4	One, maybe two meetings/per year is not enough do the business that needs to be addressed.
4	Too often, there is little time for discussion of important issues, given the statutory requirement for approvals. The Consent Agenda format is helpful. But recent meetings show the body is capable of engaging issues seriously. Two meetings per year seems the minimum necessary; a third meeting could make sense to allow deliberation of an important issue presented by a town committee (other than those already empowered, ie SB, PB).
4	Of course, Town Meeting generally DOES meet more than once annually given special town meetings called in most falls of the year. However, I think at least two scheduled meetings per year would be helpful. For one thing, this would help members plan ahead. I now always know not to book any travel or agree to other obligations on the second Wednesday of May, but last fall I had to miss the special town meeting because I'd already scheduled a trip. This year, I'm barely able to make the special town meeting now called for November 15. Additionally, at least two scheduled meetings would take some pressure off committees and town officials to get warrant articles ready, knowing that they'd always have a chance approximately a half year later AND with the opportunity of still calling a special town meeting in case of a real emergency. Finally, two town meetings could allow us to spread warrant articles out a bit, leading to shorter meetings. I sometimes worry that we wrap up meetings too quickly, with insufficient discussion of particular issues, because fatigue sets in for many of our members.
4	We ought to have two meetings a year, rather than always wondering if we would have a Special Town meeting and when it might be.
4	I believe they should meeting twice per year. There are always new issues that need to be resolved by town meeting.
4	Would keep meeting shorter and provide more discussion as needed for each item if over 2 meetings vs one.
4	To have more opportunity to guide bills, amendments, and planning to be voted on
4	One meeting should be specifically budget related. Another meeting to vote on any other Articles. The amount of time it takes to fully understand each item, ask questions, discuss, and make a sound vote to represent our Precincts on everything in one meeting is overwhelming. Especially with how little time the information is provided prior to Town Meeting. Separate meetings would also allow all Town Committees to fully provide input and opportunities to share important information on the budget AND the warrants with more time for all to prepare and understand the vote.
4	Twice a year..would keep us more current rather than meeting once a year.
4	Things change between the annual TM that need to be acted on
4	Once a year doesn't position the town to address issues in a more timely manner. Also, if it meant 2 times (3 would probably be asking too much for some), maybe the meetings wouldn't last as long either, which in and of itself is why there has been low participation in the past.

Would you like alternative locations for the Town Meeting to be explored?

56 responses



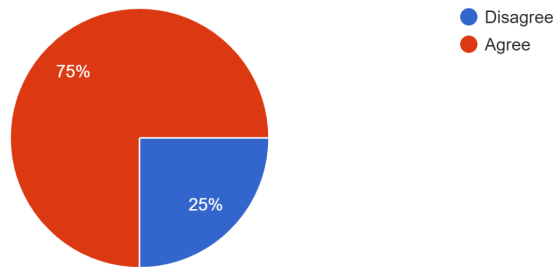
Answer	Options
No	
No	I've met at Town Hall, a church parking lot, and the high school. All have met my needs. On second thought, let's maybe drop the church lot from the list of preferred venues...s
No	
No	The High school works well.
No	I actually don't have an opinion about this one way or another.
No	
No	
No	
No	
No	
No	
No	High school was fine
No	Location is fine. We just need wider chairs with more legroom.
No	
No	There is a shortage of suitable space in Town. But Senior Center, High School can suffice.
No	
No	not SHHS
No	I think the high school is a good choice especially because of parking. There is limited parking at the town hall.
No	
No	
No	
No	
No	Town hall?
No	
No	

No	The High School is a great place to hold the meetings
No	The high school is ok, though not exceptionally comfortable. Key is to have it handicapped accessible. Town Hall was OK.
No	
No	
No	
No	
Yes	Senior center
Yes	No, but I liked when we faced each other in town hall more than looking at the stage. It was easier to see speakers.
Yes	Town Hall.
Yes	I like the high school auditorium better than the meeting room at Town Hall or the church parking lot.
Yes	No.
Yes	I am actually OK with the high school but do remember much more comfortable seats in Gamble Auditorium at the College, if they would let us use it.
Yes	Not at present but always good to keep options open
Yes	When the weather is nice, outside. Also, the Senior Center maybe
Yes	the large church in the falls, the high school gym,
Yes	We have many choices in town. Would love to meet once at the Amphitheater of Mount Holyoke College (summer).
Yes	I have no preference.
Yes	The town hall was always a good room to meet in. We can sit so that we can face one another. I do not like a forum where everyone is facing forward. It decreases meaningful dialog.
Yes	Senior Center
Yes	I actually feel that the high school auditorium has been a great location for our recent town meetings, providing lots of space and great technical support (the "clickers" are a wonderful innovation, by the way, as is using that technology to make public all members' votes). However, our community supported the construction of a new senior center partly because of its potential use by Town Meeting. It would be great to see if the community room there could also work. Finally, possible use of Mount Holyoke facilities (such as Chapin Auditorium) should be explored. I think it would be good for town-gown relations and also potentially provide a better window for MHC students on the inner workings of municipal government as they look ahead to their own responsibilities as active citizens.
Yes	I thought the high school auditorium was awful, fix whatever the problem is at Town Hall and move it back there. The size of the room and being able to set up the seating so it feels inclusive rather than as an audience watching a movie; I'll reserve my comment as to what type of movie.
Yes	I thought the Town Hall auditorium was a great place for the meeting. Members could see one another, the Selectboard, Appropriations and any department heads asked to speak without turning around in their seats or feeling they were too far away. The High School Auditorium is not well lit and does nothing to create an atmosphere of camaraderie among members.
Yes	The auditorium at the high school is a zoo. The acoustics are horrid. It is difficult for Town Meeting Members to exit a row and get to the microphone. At this past May's Town Meeting, people in the back of the auditorium who were not Town Meeting Members but who were there to support the recipient of the Joseph Taylor Award were rustling bouquets of flowers wrapped in plastic and talking among themselves. They

	could be heard very loudly and were very disruptive to town meeting proceedings.
Yes	Town Hall though the parking isn't as good, but the seating arrangements are much, much better than the high school auditorium. Is the multi purpose room at the Senior Center too small? Would we be too crowded?
Yes	No
Yes	I have concerns about air quality in the auditorium.
Yes	Chapin Auditorium, Mount Holyoke College.
Yes	Senior Center
Yes	Not sure what the options would be, but worth knowing if we have considered all possible venues that can provide parking and seating and good ventilation for a large group.
Yes	If it is felt the current location is inappropriate, any location considered should be wheelchair accessible and have ample parking.
Yes	Open to other locations.

As a town meeting member, I feel there has been adequate time devoted to discussing and reviewing the town meeting warrants?

56 responses



Response	Reasoning
Agree	Serve on many committees
Agree	Again, the emails and pre-meetings are very helpful!
Agree	I've always felt knowledgeable and prepared heading into the meeting.
Agree	Agree but barely. We could do better.
Agree	Overall town meetings seem efficient and effective
Agree	yes, there has
Agree	There are plenty of public hearings, meetings, chats, power point presentations, and email packets.
Agree	The current offering of hearings is the best in a long time. Hearings should continue to be recorded and available for streaming.
Agree	It is not the "discussing an reviewing" that is the problem. The problem is the action, or lack thereof, that results from that discussion and review.
Agree	I feel that going into town meeting I am pretty prepared for the meeting and further questions have been discussed in the meeting itself.
Agree	There are many meeting opportunities and forums
Agree	The agenda items are presented in an easy to understand format. There is time for questions
Agree	Again, I think the town goes above and beyond before the meeting to allow for input and learning if the town meeting member is interested.
Agree	if you watch meetings then yes
Agree	Yes, time enough - we only need to get some debate started.
Agree	Most discussion should happen as part of gaining consensus through an open community education and participation process. Providing members with informative background materials ahead of Town meeting helps everyone to be prepared. Having key people available at the meeting to clarify details and answer any questions is very useful, as well.
Agree	I read and asked questions (and received answers) regarding all the preparatory information beforehand, and it was reviewed at the Town Meeting by responsible committee members or the TA. I felt like I was well prepared to understand and vote upon the issues.
Agree	Town Manager review is critical. Early availability of warrant documents is also key.
Agree	We receive the information timely.
Agree	There's usually a walkthrough with slides and explanation available beyond the warrant we're given.

Agree	At Town Meeting, yes. Marginally OK prior to TM.
Agree	Offering hearings and then the Town Meeting allows for enough time
Agree	Sometimes too much time.
Agree	I think every year there has been more and more transparency about the warrant. Virtual meetings are great for people unable to attend in person. The Town Administrator has given members a lot of time to hear her review of the articles. Appropriations as well.
Agree	There are several sessions prior to Town Meeting. If a member affords him/herself the time to be present at these meetings then there is adequate time for discussion.
Agree	For me, I start attending meetings early and being able to listen to the Selectboard's agenda item on the budget each week helpful. The Appropriations Committee, Capital Planning, By-law Review Committee should have all have their meetings taped for Channel 15 review.
Agree	The budget is discussed at numerous Selectboard and Appropriation Committee meetings
Agree	I trust the members of the appropriation comm.
Agree	Presentation, questions and answers, and discussions are all very important aspects of preparation. We need more time for each part.
Agree	Budget information is normally available early April for May TM. There are budget hearings for those who feel the need for more specific info.
Agree	Yes they are publicized well in advance and there are review sessions to go over them prior to the town meeting.
Agree	The town administrators have provided a lengthy written and oral discussion of the warrants.
Agree	I don't have a discussion for this
Agree	Plenty of time to review prior to the meeting.
Agree	Ample opportunities but residents need to avail themselves
Agree	Mostly agree. As stated before some warrants could use more description. But in my experience, I have been able to ask questions of other town officials to get clarity.
Agree	The TA and appropriations give overviews and allow time for questions. The programs are televised and residents and TM members are able to reach out to the administration with further questions.
Agree	While there is time to review, there is still need for more engagement and more input ahead of time, ie another meeting and voting
Agree	We are provided with information to make an informed decision.
Agree	We have the opportunity to attend all public meetings prior to TM
Agree	The time is OK
Agree	
Disagree	Time runs out
Disagree	Not enough information about warrant articles is shared with TM members and there aren't enough opportunities for TM members to evaluate individual bylaws and budget issues before a vote is taken.
Disagree	individual budget items need more specific consideration
Disagree	Would have liked more detailed of a department summary presented at the meeting.
Disagree	We have improved, but I think we can do more, as suggested in earlier remarks. I will say, too, that an important limiting factor will always be the readiness of members to commit the time necessary.
Disagree	I'm unclear as to how anyone elected or appointed can understand a \$54M budget in a few weeks under the current budget schedule.

Disagree	I'd like to see budget info come to us sooner, if possible.
Disagree	Too many people vote on warrants they don't understand. The Town Administrator and Selectboard should be holding sessions to educate at times that work for the taxpayer.
Disagree	<p>The budget is passed as one motion though there are hearings ahead of time. A budget of this magnitude needs to be separated into smaller units at Town Meeting.</p> <p>Also, zoning by law amendments are not given adequate time for discussion. The Moderator at this past Town Meeting had set a capricious time limit and proceeded to cut off discussion arbitrarily. He did not allow adequate deliberations and debate.</p> <p>I feel that the previous Director of Planning had and the current Director of Planning has an agenda that does not reflect the will of the citizens of the town. I feel that the Director of Planning gives a very biased overview of proposed Zoning By Laws in an effort to sway Town Meeting Members to vote in a certain way that is very partial to developers or to commercial interests. I feel that most Planning Board Members who are also Town Meeting Members are also biased in favor of development, their own objectives, and commercial interests and do not reflect the views of the public whom they are supposed to represent.</p> <p>The ByLaw Review Committee says yes or no at the microphone to zoning by law amendments but gives no reasons whatsoever for their decisions. In my opinion, this is despicable and authoritarian-----a committee having a yes or no vote in these important decisions but giving no reasons or justification whatsoever for their decisions. They have no published standards or reasons for making their decisions. Therefore how can they justify their decisions as not being capricious or arbitrary?</p>
Disagree	There is a HUGE amount of information to digest within a few weeks by the time budgets have been finalized.
Disagree	Split meetings for the budget vs the warrants is needed.
Disagree	As I note above, usually there is one meeting with the Town Administrator and Appropriations committee. At least 2 of these should be provided to allow opportunities for all Town Meeting members to attend considering work and family responsibilities.
Disagree	As mentioned earlier, given the amount of issues to review in the warrant, the time crunch is real. Again, maybe meeting more often can help (move non budgetary topics to other meeting sessions), might help lessen the time crunch along with getting things out sooner.
Disagree	<p>There needs to be a narrative explaining the reasons behind each article.</p> <p>We have never seen the salary history of town employees. Why is the non-union employee salary pool capped at 1.5%? Why is there concern for the contract raise for the town administrator of 2.3% (?) not amounting to COLA when the town employees are capped at 1.5%?</p>
Disagree	There is enough time in the meeting, but perhaps other opportunities to discuss what goes into the budget before it is formed.

**What questions should we have asked you that we didn't ask you?**

Do you believe town meeting is the correct format of government

N/a

Whether we feel we had adequate knowledge about how town meeting worked before we ran for the position.

There was no question regarding effectiveness of current TM process.

I would have liked to have been presented with alternatives to the form and size of Town Meeting. Asking if I'm satisfied with those without any sort of reasoning didn't really prompt a confident answer from me.

I realize that the whole idea of representative town government is that elected town meeting members make the decisions for the town. But when the issues are contentious, can't help wondering if there may be some better way of getting town wide input. Perhaps in the form of non-binding ballot questions, where the pros and cons have been fairly worked out ahead of time.

None

Should the Town moderator take better control of the meetings?

How effective do you think the Town Meeting Moderator is?

There should be a time limit imposed by the Moderator on questions from TMMs that turn into ideological statements and become personal tirades and/or screes.

"Should South Hadley change its form of government?"

Can you suggest ways to encourage more candidates. But I am glad you didn't since I don't yet have an answer.

NA

Good questions

none

Could time (relatively brief) be set aside for open discussion of issues voiced by constituents?

how do you collect information from people you represent about issues that will come before town meeting.

Besides town meeting what other town government meetings have you attended.

is there sufficient orientation for prospective and new town meeting members

what is one advantage and one disadvantage of south hadley's form of government

how long do you think the term for a town meeting member should be. Town m

Are we satisfied with the new clicker system? No, because one cannot easily abstain. What was wrong with standing up and being counted? I'd like to see who is for and against an article. Pro - Con - Abstention

Meeting timing (best nights/start times, maximum meeting length)

None

None

How does SH educate the town regarding the role of town meeting and get voters interested in running? How do we engage new members better?

I'd like you to grapple with how to publicize to NON-members what Town Meeting is, and does, and the decisions that get made so that if they would like to get involved the timeline and methods are more visible.

What could be improved with technology at the town meeting?
Is it time to revisit the idea of a change in government?
none
Should we continue using the electronic vote tabulators?
What might encourage more —and different—people to run for TM? How might procedures or facilities at TM engaged more discussion (e.g rojection of documents, talking points, etc)?
My hope is this Committee solicits feedback from our residents since we represent the current form of government and as a town meeting member I'd like to know if they think this current form of government is effective and efficient.
One question might have to do with subcommittees that could support the greater effectiveness and/or efficiency of Town Meeting. Not only would subcommittees provide more “hands” for the work of Town Meeting, they might invest more Town Meeting members in that work because it would be more than a once-a-year obligation. I'd have to think more about the kinds of subcommittees that might be useful—I remember Rudy Ternbach suggesting some kind of executive committee, for example, although it's purpose would need to be more fully explored. I'd also have liked to be asked about what kind of non-financial or warrant article information might be useful. I'd appreciate receiving reports from some of the working committees in town—what kind of progress the SEC is making toward South Hadley becoming a Green Community, for example, or the results of the upcoming SH Showcase being sponsored by our Cultural Council (e.g. numbers of attendees, feedback that our town should consider for future years), or the work being done by the Historical Commission on projects such as the history of slavery in the area. These reports could be written and distributed at Town Meeting or links to the reports could be provided to Town Meeting members (it's not always easy to go through the minutes of each committee, and many of the committees don't seem to publish minutes).
Is it time to review our form of government and consider moving to having a mayor and town council.
Can't think of one right now.
I have no suggestions.
By Law Review Committee-----what authority should they have?
<ol style="list-style-type: none"> <li>1. How do TMM reach out to their precinct constituents? Are there specifics needs of each precinct that TMM should know about?</li> <li>2. School Committee budget is big. How do we get that broken down to an understandable format AND find out what their greatest needs are? How do we pay for this long-term?</li> <li>3. Why is there not publicity regarding the need for TMMs and how do we go about doing this?</li> <li>4. Early in the budget process, A time-line should be given to each TMM that includes the meeting dates of ALL (especially School Committee) public hearings on the budget.</li> </ol>
If you do not feel that sufficient information is provided or that there are not enough opportunities for input, do you attend Selectboard and Appropriation Committee meetings, and if not, why not?
Nothing comes to mind.
1. How can we improve the effectiveness and efficiency of Town Meeting? 2. What do you think happened at the last Town Meeting that was inappropriate or against the spirit of a democratic Town Meeting?
Should the town form a charter commission?
no
None

Should South Hadley be looking at a mayoral system of government with a town council?

How can town meeting better involve the rest of the community?

N/A

?

None that I can think of.

I miss walking to the Egg and I for lunch! How about having light supper catered for those who can come early and want to socialize?

How do you feel the process of voting items being presented is going? Should the recall of town meeting members or select board members be reviewed? How would you rate town meeting transparency?

NA

You asked excellent questions which should provide a lot of good feedback

?

No

I think that more should be done to clarifying how to find things on the Town website. An expenditure of funds to find expertise on web design to increase accessibility for the common citizen is critical. One needs a compass to find one's way. However, as it is, very close workings with town government is needed to find one's way to information that is sought.

At this juncture, nothing. Obviously, if there are considerations to restructuring the size of the town meeting body, frequency of meetings etc., then that would open up an array of other questions to be explored.

The results of the survey will likely generate more questions.

What is the best way to give input on the budget and other items before town meeting besides the public comment periods? I think town meeting member should have more regular contact on the budget and appropriations.

**Is there anything else you'd like us to know? (Answers of "No" and/or "Thanks" redacted)**

good survey

I am not suggesting an executive committee, but an opportunity for members to participate in the governing process in committees more than once a year.

I appreciate that you sent out this questionnaire. We should all be heard and issues should be respectfully discussed with open minds.

I appreciate you asking for our input!

I believe your questions have been adequate.

I feel at Town Meeting would be made more effective and efficient if there were. Town Meeting Subcommittee that met at least monthly (Sept.-June) to discuss TM business and work with the Executive Branch on legislation and TM related issues.

I plan to watch the archived TM Review Committee meetings to get a bit more clarity on what's been discussed so far. Thanks for your work on this, and looking forward to watching.

I sometimes wonder if anything is lost in the quick conduct of business in our TM. My daughter-in-law is a TM rep in Arlington and their meetings often take several weeks to finish the warrant. The two communities are not comparable of course, but it does seem we might want to consider if we could be missing something.

I would like town Meeting members to have more influence over contract negotiations so we don't just get told, "oh well, that's the budget because that's what we already agreed to in contract negotiations so voting it down would lead to a lawsuit..."

Interested in the survey results

Just to not underestimate the fact that the composition of our town Precincts. They truly have different perspectives. We need a structure that provides true access for all

KYT and Ed Ryan did a session for new Town Meeting Members. I think this should be brought back so that TMM know the reverence that should be applicable at TM. This is a respectful position we have been elected to and respect must be displayed even when you don't agree. Is it time for a TMM (and all involved with TM) protocol primer?

TMM need a chance to unwind and discuss what happened at TM. The Saturday luncheon helped with this. Are we really wed to a Wed. night? Is 6 p.m. too early for working people?

Thank you for asking!

Longmeadow, MA has a Town Meeting structure that has two microphones set up, one for "pro" speakers, one for "con" speakers. The Moderator allots a set time for every speaker, and a timer holds all speakers to the same standard. The Moderator calls upon a speaker from one mic, then the speaker from the other mic, so that Pro and Con view points are evenly presented.

All warrant articles should have designated speakers (decided in advance) to present the rationale for the warrant article. In the last TM, there was confusion about who should speak to present the rationale for some of the warrant articles.

South Hadley should replace its Town Meeting with a Town Council form of government, such as in Amherst. Thank you for your work in preparing this survey.

The answer to the above: The by law review committees in other towns almost always deal only with by laws not zoning by laws. Zoning by laws are the expertise of the Planning Board not people on the by law review committee. The by law review committee has no published standards or methods or even a matrix for making their decisions. Their presence is not required at Public Hearings on proposed Zoning By Laws . Why should this small committee have so much power They should have no say over Zoning By Laws.

Their power needs to be scaled back? To me, their decisions are capricious, whimsical, and arbitrary. I was shocked, disenfranchised, and disgusted at this past May's town meeting that a representative of the By Law Review Committee gave a recommendation for or against each proposed Zoning By Law but gave no reason whatsoever for these recommendations. The Moderator did not permit anyone to question this representative.

This was a useful survey. Many thanks to the TMRC for reaching out to TM reps.

TM was much more engaging when we could visibly see how members were voting. That was taken away by the use of electronic vote tabulators.

Town meeting is one way the town offers to meet people from a variety of streets in town.

We live in a Democracy and our educational system needs to redirect Civics classes in our schools before we loose our democratic system to the autocratic tendencies on a national level and eventually on a local level

We should be careful that the TM member job description does not become so onerous that it prevents participation.

What is the compensation history of the Electric Light Dept, for both union and management personnel? How do these salaries compare to town employees with revenues limited by proposition 2 1/2?

When voting on members of a board or committee, it was hard remembering who was who to fairly vote.

Yes, I believe there will be one article considered at the next meeting on which I MUST abstain according to the ethical guidelines. I will make a point of it in debate first.

Yes! I REALLY appreciated the way we vote! It's super-efficient, and I was able to confirm - each time - that my vote was counted accurately. Thanks! In addition, John Hine did his utmost to keep the meeting on track and moving along. He did a fine job.

	<b>Do you feel that you are sufficiently informed about Town Meeting to know how it runs? (1-4)</b>	<b>How effective and efficient do you think our current form of Town Meeting is? (1-4)</b>	<b>If 2nd answer was "I don't know" insert 1 here and leave previous box blank</b>	<b>Additional Comments</b>
	2	3		
	3	3		
	3	1		
	4	1		Study government, stop raising taxes people can't afford it, no low income housing
	3	1		No sense of transparency from town meeting
	2	2		Property taxes are unbelievable high
	3	1		Not happy with green bags
	3	2		
	3	1		We need change in government
	2	1		
	1	1		
	3		1	
	4	3		
	3	2		
	2	2		
	2	2		
	3	2		
	1	1		
	3	3		
	2	2		
	2	2		
	3	3		
	3	1		
	1		1	Engage with youth
	4	4		
	3	1		They don't listen to the people of this Community
	4	4		
	3	2		
	4	4		
	4	1		Want a mayor
	2	1		
	3	3		Trash bags are too thin
	2	1		
	3	3		

	<b>Do you feel that you are sufficiently informed about Town Meeting to know how it runs? (1-4)</b>	<b>How effective and efficient do you think our current form of Town Meeting is? (1-4)</b>	<b>If 2nd answer was "I don't know" insert 1 here and leave previous box blank</b>	<b>Additional Comments</b>
	3	2		more exposure for the public to know what's going on
	4	2		
	3	3		
	1	3		
	4	4		stop asking questions
	3	2		
	3	3		
	4	1		we need a mayor
	3	2		
	2	2		
	3	1		
	3	1		time to merge districts and get rid of corruption
	2	2		
	3	2		
	1	1		
	1		1	
	2		1	
	3	2		
	3	2		
	3	3		
	4	4		
	2	2		
	4	2		
	1		1	
	3	3		
	1	1		i want to know more
	4	2		no transparency
	1	1		
	3	2		same old talking heads
	2	1		we need a mayor, we need ppeople who know how to budget and run things
	3	2		
	4	2		time for change in government
	3	3		
	1	1		

	<b>Do you feel that you are sufficiently informed about Town Meeting to know how it runs? (1-4)</b>	<b>How effective and efficient do you think our current form of Town Meeting is? (1-4)</b>	<b>If 2nd answer was "I don't know" insert 1 here and leave previous box blank</b>	<b>Additional Comments</b>
	3	2		
	1		1	
	4	1		town meeting should be abolished
	4	2		time for change
	3	2		
	1	1		
	3	3		
	1	1		can't seem to find any information town hall not accessible
	3	2		
	2	1		town meeting outdated for this day and age.
	1		1	don't keep up with local government
	3	1		
	2	2		
	2		1	
	2	2		get rid of water districts
	2	2		
	2	2		
	4	3		
	1	1		
	3	2		
	1	3		
	2	2		
	1	1		
	2	1		fix our roads
	1		1	
	3	3		
	1		1	
	1		1	
	3	2		
	2	2		
	1	1		
	2	2		
	1			I have never been contacted by any of my town meeting members, also concerned there are often not enough willing to serve and those who do don't know enough.

	<b>Do you feel that you are sufficiently informed about Town Meeting to know how it runs? (1-4)</b>	<b>How effective and efficient do you think our current form of Town Meeting is? (1-4)</b>	<b>If 2nd answer was "I don't know" insert 1 here and leave previous box blank</b>	<b>Additional Comments</b>
	3	1		Doesn't meet the needs of the community
	2	1		
	3	1		taxes are high for services provided
	3	1		need a mayor someone who lives and works in our community
	4	2		
	2		1	i haven't bothered to educate myself about South Hadley government
	1		1	
	1	1		
	3	1		ineffective trash removal, eliminate green bags
	3	2		out of touch with voters
	1		1	
	2	2		same old voices
	4	2		
	4	4		
	3	3		
	4	1		town meeting antiquated and not working for the people
	1	1		always looking for people to run
	2	1		Prudential/fire District looks like it's part of the town on the website but it's not very misleading
	4	2		can't ask questions because no one is ever in thier offices
	3	2		
	2		1	
	2	2		
	2		1	
	1		1	Don't have an opinion
	2	2		
	3	2		
	3	1		
	3	2		
	3	1		
	2	2		don't really follow but not happy with roads and services
	4	3		
	3	2		
	4	2		never hear or read about my members
	2	2		

	<b>Do you feel that you are sufficiently informed about Town Meeting to know how it runs? (1-4)</b>	<b>How effective and efficient do you think our current form of Town Meeting is? (1-4)</b>	<b>If 2nd answer was "I don't know" insert 1 here and leave previous box blank</b>	<b>Additional Comments</b>
	2	1		
	2	2		
	4	3		
	4		1	I don't understand or know what they do but think we need a new govenrmet structure
	1	1		
	4	2		i like Amherst town gov't model much more efficient
	1	1		
	2	1		
	1	1		
	3	1		time for a charter commission
	2	1		
	2	2		Don't like that town hall is never open
	2	2		too political with same people
	1	1		
	2	2		
	3	2		
	2	2		
	3	2		
	2	2		
	3	3		
	3	1		
	2	2		
	3	1		
	2	2		
	3	3		
	1		1	
	2	2		
	2	2		
	4	4		
	2		1	
	3	3		
	2	1		
	2	1		residents have no say on issues
	3	2		

	<b>Do you feel that you are sufficiently informed about Town Meeting to know how it runs? (1-4)</b>	<b>How effective and efficient do you think our current form of Town Meeting is? (1-4)</b>	<b>If 2nd answer was "I don't know" insert 1 here and leave previous box blank</b>	<b>Additional Comments</b>
	2	1		more about what happens and how it impacts
	3	3		
	2	2		
	4	2		very antequated
	3	1		time for change
	3	3		
	1		1	
	4	2		mayor
	2	2		
	2	2		
	3	2		
	3	1		
	4	2		
	3	2		
	1		1	
	3	1		more money spent on school needs
	3	1		senior tax write off like Holyoke and Northampton
	2	2		
	2	2		
	3	2		
	4	2		Not sure why we pay such high salaries when we have school budget issues
	3	2		I rarely attend town meeting but have close friends that do and they are concerned
	3	3		
	3	1		Meetings I watch questions are never answered well or not at all.
	3	1		Need to professionalize
	2	2		
	3	1		
	3	2		
	3	3		
	3	1		not enough info or debate
	4	2		not effective enough to address the community needs
	2	2		
	3	1		
	4	2		relative is a town meeting member and says ineffective

	<b>Do you feel that you are sufficiently informed about Town Meeting to know how it runs? (1-4)</b>	<b>How effective and efficient do you think our current form of Town Meeting is? (1-4)</b>	<b>If 2nd answer was "I don't know" insert 1 here and leave previous box blank</b>	<b>Additional Comments</b>
	3	2		
	2	2		
	3	1		
	2	2		
	2	2		
	3	3		
	4	2		study other communities
	2	2		
	3	1		don't hear anything until I start getting my tax bills
	2	2		
	3	1		
	2	2		
	2	2		
	2	2		
	2	2		
	2	2		
	3	2		not happy
	4	1		town meeting is a thing of the past
	2	2		
	3	1		
	2	2		
	1		1	
	1		1	
	2		1	
	3	1		no accountability
	2	2		
	2	2		
	3	2		
	4	2		
	2	2		
	3	1		used to be much better time for change
	2	2		
	1		1	
	2	2		
	3	3		

	<b>Do you feel that you are sufficiently informed about Town Meeting to know how it runs? (1-4)</b>	<b>How effective and efficient do you think our current form of Town Meeting is? (1-4)</b>	<b>If 2nd answer was "I don't know" insert 1 here and leave previous box blank</b>	<b>Additional Comments</b>
	3	2		
	3	2		
	3	2		
	3	2		
	3	1		I was asked to vote for a rep and they couldn't tell me why they were running just that someone asked them too
	2	2		
	2	2		
	2	2		
	2	2		
	3	2		
	3	2		
	3	3		
	4	4		
	3	2		
	3	2		
	2	2		
	2	2		
	3	1		too expensive to live here
	2	2		
	3	2		
	1		1	
	2	2		
	3	3		
	2	2		
	1		1	
	3	1		
	4	2		
	3	3		
	2	2		
	3	1		too expensive no services
	4	1		
	3	2		
	3	1		bad schools
	2	2		

	<b>Do you feel that you are sufficiently informed about Town Meeting to know how it runs? (1-4)</b>	<b>How effective and efficient do you think our current form of Town Meeting is? (1-4)</b>	<b>If 2nd answer was "I don't know" insert 1 here and leave previous box blank</b>	<b>Additional Comments</b>
	2	3		
	3	3		
	2	2		
	4	1		study government
	1	1		
	2	2		property taxes too high
	3	1		a lot of promises but no one does anything
	3	3		
	3	1		very ineffective
	2	2		i think we need a change like the other towns around us
	2	1		
	1	1		
	3		1	not sure what they do
	4	3		
	3	2		
	2	3		
	2	2		
	2	2		
	2	2		
	2	2		
	2	2		
	3	2		Just voted my ballot and not enough reps running!
	1	1		
	3	3		
	3	1		Watched last meeting I'm very concerned
	2	2		
	2	2		
	2	2		
	2	2		
	2	2		
	2	2		out of touch
	3	3		
	3	3		
	1		1	
	4	4		



	<b>Do you feel that you are sufficiently informed about Town Meeting to know how it runs? (1-4)</b>	<b>How effective and efficient do you think our current form of Town Meeting is? (1-4)</b>	<b>If 2nd answer was "I don't know" insert 1 here and leave previous box blank</b>	<b>Additional Comments</b>
	3	2		
	2	2		
	3	4		bad trash system
	2		1	
	3	3		
	2	2		public doesn't have a clue nor do I think it's members do
	4	2		
	3	3		
	1		1	
	4	4		
				It is super helpful to add the upcoming meetings to the Community Facebook page and the ability to attend virtually
	3	4		
	4	3		
	1	2		
	2	1		I learn about Town Meeting thru individuals occasionally
	4	3		Why the membes don't meet ahead of time according to their district
	2	3		More info should be made to public
	2	2		
	3	2		No Clear communication
	4	4		
	4	4		
	1		1	The town org map is really confusing
	2		1	
	1		1	
	2		1	
	1		1	
	1		1	
	1		1	Not sure
	4	4		No
	2	3		More advertising articles
				Typically, don't know about it until it's passed
	3	3		
	1		1	
	4	2		Not meeting needs of community
	4	4		

	<b>Do you feel that you are sufficiently informed about Town Meeting to know how it runs? (1-4)</b>	<b>How effective and efficient do you think our current form of Town Meeting is? (1-4)</b>	<b>If 2nd answer was "I don't know" insert 1 here and leave previous box blank</b>	<b>Additional Comments</b>
	3	3		
	3	3		
	4	2		We need a Mayor
	3	2		
	2	2		
	3	1		
	1	1		
	2	2		
	3	2		
	1	2		
	1		1	
	2		1	
	3	3		
	3	3		
	3	3		
	4	4		
	2	2		
	4	3		
	3	1		Not hearing needs of schools
	1		1	
	3	3		
	2	2		
	4	2		
	2	2		
	3	2		
	2	1		Need a Mayor
	3	2		
	4	3		
	3	3		
	1		1	
	3	2		
	1		1	
	4	1		Town Meeting should be abolished
	4	2		

	<b>Do you feel that you are sufficiently informed about Town Meeting to know how it runs? (1-4)</b>	<b>How effective and efficient do you think our current form of Town Meeting is? (1-4)</b>	<b>If 2nd answer was "I don't know" insert 1 here and leave previous box blank</b>	<b>Additional Comments</b>
	3	2		
	1		1	
	3	3		
	1		1	
	2	1		No information
	3	2		
	2	2		Outdated for this day and age
	1		1	
	3	2		
	3	2		
	2		1	
	2	2		
	2	2		
	2	2		
	2	2		
	2	2		
	4	3		
	2	2		
	3	3		
	3	2		
	2	2		
	1		1	
	2	2		Roads are a mess
	3	2		
	3	3		
	2	2		
	2	2		
	1		1	Would like more information
	3	3		
	3	2		
	1	1		
	2	2		
	2	2		never been contacted asking for opinion
	3	2		

	<b>Do you feel that you are sufficiently informed about Town Meeting to know how it runs? (1-4)</b>	<b>How effective and efficient do you think our current form of Town Meeting is? (1-4)</b>	<b>If 2nd answer was "I don't know" insert 1 here and leave previous box blank</b>	<b>Additional Comments</b>
	2	1		
	3		1	taxes are too high
	2	1		Need a Mayor
	4	2		
	2	2		
	1		1	
	2	2		
	3	1		Not happy
	2	2		
	2	2		
	2		1	
	4	2		
	4	3		
	3	3		
	4	1		Antiquated form of government
	3	1		Not sure members realize what they're voting on
	2	2		
	4	2		No opportunity for public opinion
	3	2		
	2		1	
				Don't follow but I'm not happy about my taxes
	2	2		
	4	3		
	3	2		
	4		1	
	2	2		
	2	2		
	4	3		
	4	2		
	1	1		
	1	1		
	2	2		
	2	1		
	3	2		

	<b>Do you feel that you are sufficiently informed about Town Meeting to know how it runs? (1-4)</b>	<b>How effective and efficient do you think our current form of Town Meeting is? (1-4)</b>	<b>If 2nd answer was "I don't know" insert 1 here and leave previous box blank</b>	<b>Additional Comments</b>
	2	2		
	2	3		
	2	2		
	1		1	
	2	2		
	3	2		
	4	3		
	2		1	
	3	2		
	2	2		Residents aren't aware until they get bills
	4	4		
	2	2		
	3	2		
	3	2		
	2	2		
	2	2		
	3	2		
	1		1	
	3	2		
	2	2		If things continue I won't be able to live here
	3	2		
	3	2		Have friends who are town meeting members and they aren't happy
	2	2		I attended meetings and no one answers any concerns
	2	2		
	3	2		Hybrid meetings don't represent peoples voices
	3	3		As a new town meeting member I need more information, election process should be same for everyone, more communication and outreach.
	3	2		
	2	3		
	3	2		Very concerned if things continue no one will want to move here and I won't be able to sell my house
	3	2		
	3	1		More commercial and development needed to help sustain tax base
	2	2		
	2	2		

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	2	2		
	2	2		
	3	2		
	3	2		very concerned about schools
	3	2		
	2	2		
	2	2		
	3	2		
	4	2		review current form this form isn't working for the community
	3	3		
	3	2		My kids aren't happy with school system
	2	2		
	2	3		
	3	3		
	3	2		Poor Management
	4	2		Used to be a town meeting, stopped because it's already determined before meeting begins
	2	2		
	3	2		My neighbors a town meeting and she's concerned so I'm concerned
	3	2		
	3	1		Moved here recently and it's too expensive. Neighboring town I lived in we payed less, better schools and government was more engaged.
	2	2		
	2	2		
	2	2		
	1		1	No information available except town reminder and that's only feel good stories
	3	2		Very concerned that you don't listen to the community
	3	2		
	2	2		
	2	2		
	2	2		
	4	3		
	3	2		No longer a good place to live
	3	2		
	3	3		Concerned they only seem to be worried about affordable housing

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	3	2		Meeting doesn't hear concerns of schools
	2	2		
	3	3		So much division
	2	2		
	1		1	Don't know much but my family isn't happy
	2	2		
	2	2		
	3	1		Budget too big for this type of government
	3	2		
	2	2		
	4	4		Don't want to see a Mayor
	3	1		Not happy
	2	2		
	2	2		
	2	2		
	2	2		
	2	2		
	2	2		
	1		1	
				Hard to get any information
	3	2		
	3	1		Concerned for our Seniors
	3	2		
	2	2		
	3	3		
	3	2		School Committee is responsive
	3	3		
	1		1	
	4	3		
	3	3		
	2	2		
	2	2		
	3	3		
	3	3		

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	3	2		
	3	2		Not comfortable with this form of government
	2	2		
	1		1	
	2	2		
	3	2		
	3	3		
	2	2		
	3	2		
	4	3		
	3	2		
	3	2		Don't know who represents me
	2	2		
	3	1		Need to change to Mayor
	3	3		
	2	2		
	3	2		
	4	2		Never hear from anyone
	3	2		
	3	2		
	3	2		Not sure what's going on too hard to get information
	2	2		
	3	2		Concerned about the spending and can't follow because of lack of information
	2	2		
	3	2		All I know is my taxes keep going up, poor management
	2	2		
	3	2		
	2	2		
	3	3		
	2	2		
	1		1	
	2	2		
	2	2		
	2	2		

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	2	2		
	4	4		
	3	1		Moved here 5 years ago and things just continue to get worse from roads to trash
	2	2		
	3	3		
	3	2		
	3	3		
	3	1		Following Planning Board and so concerned and then meeting just endorses
	2	2		
	3	3		
	2	2		
	4	2		Not meeting needs of schools
	2	2		
	2		1	Need more info
	4	4		
	2	3		
	2	3		
	4	4		
	3	3		
	2	2		
	3	3		
	2	2		
	3		1	
	1		1	
	3	2		
	3	2		
	2	2		
	3	4		
	4	4		
	2	2		
	3	3		
	1	1		
	4	2		
	4	2		

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	2	2		
	1	1		Town is headed in wrong direction. Schools are too weak. Town is headed too liberal
	2	2		
	2	2		
	2		1	
	4	4		
	3	3		
	2	2		Better communication of times and locations
	3	3		
	1		1	
	3	2		Need more publicity
	2	2		
	2	2		
	3		1	Address the golf course
	2	1		TMM seem to bend the will of the other departments rather than challenge them
	3	3		
	3	3		
	2	2		
	3	2		
	1		1	
	4	4		
	3	3		
	2	2		
	2	2		
	4	2		
	2	1		
	3	3		
	2	1		
	1	1		
	2	3		
	4	3		
	2	3		
	1	1		
	2	3		

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	3	3		
	3	2		
	1	1		
	1		1	
	2	3		
	3		1	
	2	2		
	2	2		
	4		1	
	1		1	
	2	3		
	3	2		Don't know where to go to get info on what's being or been discussed
	1	2		
	1	2		Better advertising
	3	3		
	3	3		
	1		1	Have a good website
	3	2		
	1	1		Stop spending our tax money foolishly
	3	2		
	3	3		
	2		1	
	1	1		
	2		1	
	3	2		
	4	4		
	1	3		
	1	2		
	1	2		
	3	4		
	1	2		
	2	2		
	2	3		Notify of video recording then would watch
	1		1	Improve communication

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	1		1	
	3	2		
	1	3		
	3		1	
	3	3		
	3	3		
	2	2		
	1	3		
	1	4		
	2	2		
	3	3		
	1		1	
	4	3		
	2	2		
	2	2		
	2	3		
	1		1	
	1		1	When does it meet?
	4	2		
	2	2		
	2	2		
	3	4		
	2		1	
	4	3		
	2		1	
	2	2		
	3	2		
	2	2		
	3	3		
	3	2		
	4	3		
	1	1		Budget needs to be presented well in advance of Town Meeting
	2	1		
	3	3		

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	4	4		
	3	2		Nope
	1		1	
	1		1	
	4	3		more meetings or on weekends are better for more time
	2	3		
	1	3		
	1		1	
	4	3		N/A
	4	2		Already contributed Chevy
	4	4		This isn't a great survey
	3	3		More voting throughout budgeting process
	1		1	
	2	3		
	1	3		
	2		1	No
	1		1	Have information more accessible
	1		1	
	2	3		
	3		1	N/A
	3		1	
	3	3		
	1		1	
	1	1		
	3	3		
	3	3		
	4	4		
	3	3		
	3	3		
	1		1	
	1		1	
	3	1		
	4	4		
	1	1		1. School Budget should be voted on by all the voter and not by the selectman 2. Do not pay too much money for a translator

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	4	4		
	2		1	All I know about Town Meetings in New England I learned from Gilmore Girls :)
	2		1	
	1		1	More publicity about candidates' backgrounds & issues
	1		1	Would be great to have more info on ways to know about the Town Meetings sent to each address
	2		1	More visibility in how to see whats going on
	3	1		
	1		1	
	3	3		
	2		1	
	1		1	
	2		1	
	1	3		
	1		1	
	3	3		
	2		1	
	3	3		
	2			
	1		1	New to area. How do I get info
	2	2		
	1		1	
	1		1	More info / word of mouth
	4	2		
	2	3		
	2	4		
	1	1		All town meetings & <u>School Board</u> should be <u>in-person</u> *where we see & hear each other
	4	4		
	1	1		Get weed stores
	1	2		pint in on Town Newspaper
	1	2		Yes. Help newcomers understand how our town works! And why on earth don't we combine FIRE DISTRICTS?
	2		1	
	1		1	

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	3	3		
			1	
	1	1		Would be better if it was open - all residents being members
	3	3		
	1		1	no
	1		3	no
	2	1		Perhaps virtual OR [ion?]
	2		1	
	1	1		Check <u>IDs</u>
	3	3		N/A
	4		1	
	3	1		Would be cool if there was a bike path in town
	1		1	
	2		1	
	1	3		
	1		1	
	2	2		
	1	1		
	1		1	No.
	1		1	No.
	3	3		
	1	1		
	3	3		
	1		1	
	2	3		
	4	4		Wish I knew who are my reps
	4	3		
	2		1	
	3		1	
	1		1	Not all seniors have computers we need another way to communicate
	3	3		There needs to be an enrichment campaign for the citizens to learn about the position of Town Meeting Members to encourage participation. Also, citizens should be encouraged to know and be able to contact their representative, directly.
	1	2		Need more transparency

	<b>Do you feel that you are sufficiently informed about Town Meeting to know how it runs? (1-4)</b>	<b>How effective and efficient do you think our current form of Town Meeting is? (1-4)</b>	<b>If 2nd answer was "I don't know" insert 1 here and leave previous box blank</b>	<b>Additional Comments</b>
	3	2		
	1	3		Sources of information needed to be expanded outside of e-mail
	1	3		too much virtual
<b>Average Rating</b>	<b>2.45</b>	<b>2.13</b>	<b>131</b>	
<b>Mode</b>	<b>3</b>	<b>2</b>		
<b>Median</b>	<b>2.00</b>	<b>2.00</b>		
			<b>15.35%</b>	
<b>847 Total Responses</b>			<b>Total "I don't know" responses and % of total surveys completed</b>	

**South Hadley Town Meeting Attendance 2013-2023**

Date	Annual TM		Special TM		
	Attending	%	Attending	%	
11/15/2023		0.00%	89	73.55%	
5/10/2023	112	92.56%		0.00%	Precinct A & D 100% attendance
11/20/2022		0.00%	82	67.77%	
5/11/2022	93	76.86%		0.00%	
6/17/2020	103	85.12%		0.00%	
11/20/2019		0.00%	93	76.86%	
5/8/2019	104	85.95%		0.00%	
5/9/2018	102	84.30%		0.00%	
1/10/2018		0.00%	81	66.94%	
5/10/2017	90	74.38%		0.00%	
1/11/2017		0.00%	90	74.38%	
11/18/2015		0.00%	88	72.73%	
5/19/2015	92	76.03%		0.00%	
5/10/2014	92	76.03%		0.00%	
11/19/2013		0.00%	82	67.77%	
6/19/2013		0.00%	78	64.46%	
5/11/2013	96	79.34%		0.00%	
1/10/2013		0.00%	78	64.46%	
<b>Average</b>		<b>81.18%</b>		<b>69.88%</b>	

\* Percentages calculated assuming that all TM seats are filled