STERLING MASTER PLAN COMMUNITY ENGAGEMENT REPORT

June 2019

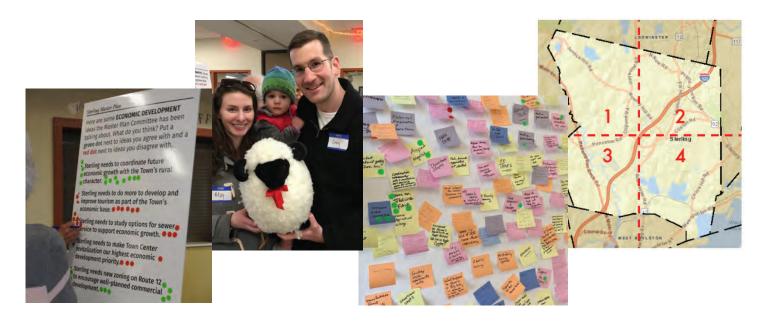




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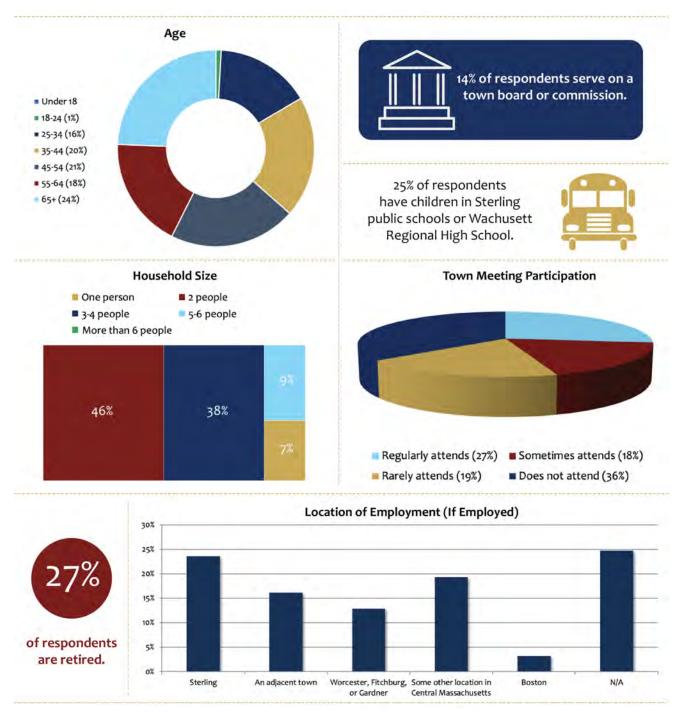
Sterling Master Plan Survey Responses

I. Overview

During April 2019, Sterling residents were given the opportunity to provide feedback on topics related to the Master Plan through an online survey, the full extent of which is provided in the Appendix.

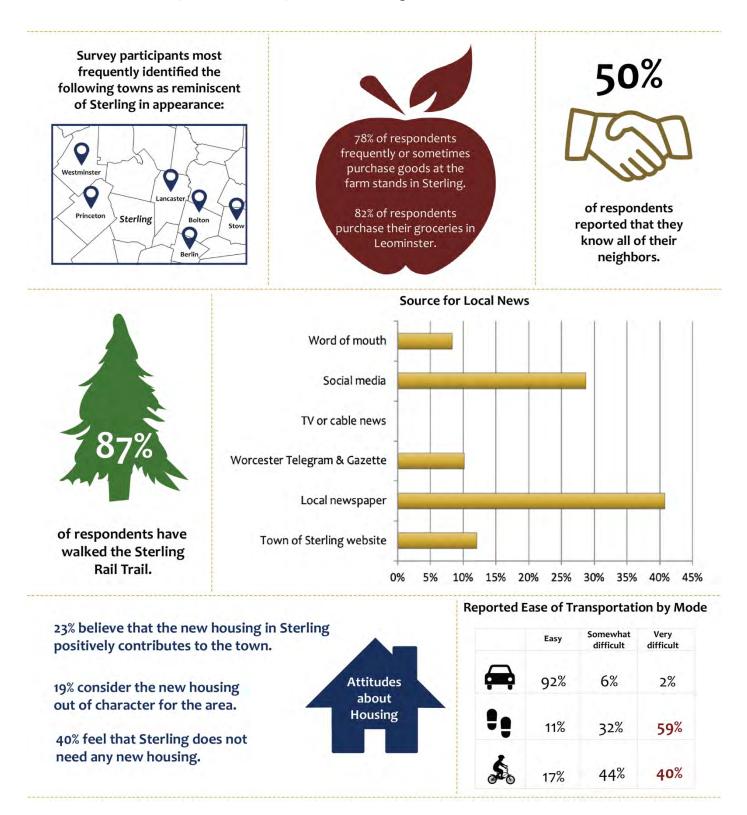
II. Who Took the Survey?

The following data provides a snapshot of the 115 individuals who participated in this survey.



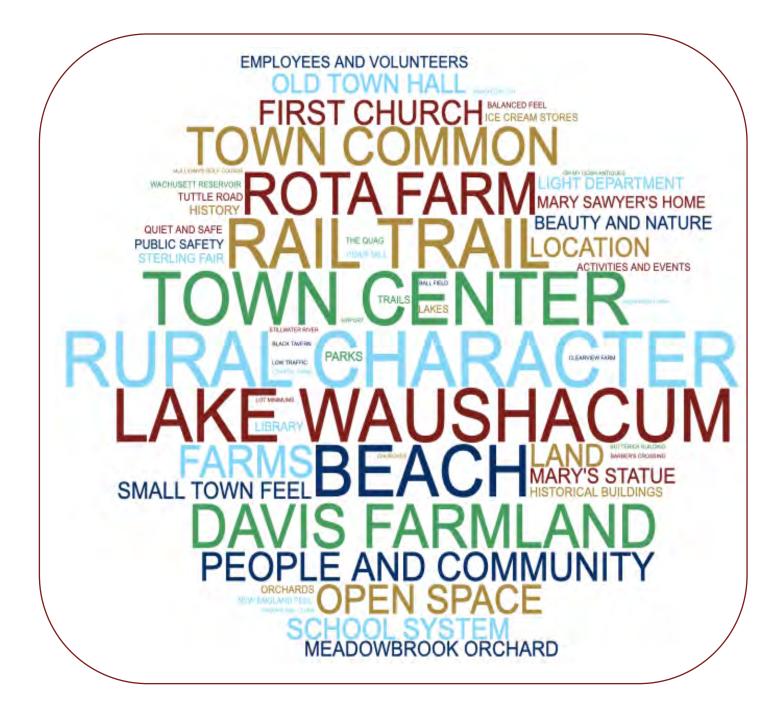
III. Select Facts

While the Appendix includes the full survey results, this graphic highlights some noteworthy facts about the experiences and opinions of Sterling residents.



III. What People Love

In a series of open-ended questions, survey participants identified the following as features that make Sterling special and/or elements of the town they enjoy and want to see preserved (although perhaps improved; see next section). The size of the text indicates frequency of response throughout the survey, and only features mentioned multiple times are included.



IV. What People Want Addressed

Throughout the survey's open-ended questions, participants identified the following as potential areas for improvement. As with the previous section, only themes mentioned multiple times are included in this visual. **Overall, the comments conveyed a degree of conflict between prioritizing Sterling's rural charm with revitalizing the town, especially the downtown area.**



Open House Meeting Responses

I. Overview

On April 4, 2019, Sterling held an open house meeting for attendees to offer feedback on various topics relating to the town's strengths, weaknesses, and future potential. Results from the two activities participants engaged in are provided below. **Open-ended responses conveyed a strong appreciation for Sterling's rural character, sense of community, history, and beauty.** Nonetheless, participant feedback also revealed a degree of conflict between the desire to preserve the feel of the town versus the desire to modernize and transform Sterling into more of a destination.

II. Agree/Disagree Questions

Participants received an assigned number of color stickers to indicate agreement (green) or disagreement (red) with the statements below. The number of stickers per question varies depending on response (i.e., the more stickers a question received, the more attention and interest it garnered).

Community Services &	Facilities: Key Ideas and	d Feedback		
Sterling needs to prioritize making all town facilities and parking accessible to peopel with disabilites (universal design). (15 yes, 1 no.)	Sterling needs to establish a tree warden position and appoint a qualified person to it. (13 yes, 9 no.)	Sterling needs improved means of communication about town activities and community events. (9 yes, 1 no.)	Sterling needs better, more reliable internet service. (17 yes, 5 no.)	The Town should acquire the Sterling Airport. (15 yes, 41 no.)
•••••		•••••		

Open Space & Recreat	tion: Key Ideas and Feed	back		
Sterling needs better communication between town departments about responsibility for maintaining open space and recreation facilities. (25 yes.)	Sterling needs to foster public awareness of Chapter 61A properties and develop a strategy for acquiring them. (20 yes, 1 no.)	Sterling needs a community recreation center. (24 yes, 28 no.)	Sterling needs more land for tennis courts and playing fields. (8 yes, 26 no.)	Sterling needs to improve the Town Beach. (20 yes, 2 no.)
				•••••

Natural & Cultural Res	sources: Key Ideas and F	eedback		
Sterling needs to work on increasing public awareness of historic/cultural resources. (11 yes, 1 no.)	Sterling should adopt the Community Preservation Act (CPA). (34 yes, 9 no.)	Sterling needs an arts and cultural center. (11 yes, 11 no.)	Sterling needs a comprehensive water resources management plan. (22 yes.)	Sterling needs to take climate change seriously and develop a hazard mitigation plan. (28 yes, 11 no.)
••••				

Circulation & Traffic:	Key Ideas and Feedback			
Sterling needs more	Sterling needs to	Sterling needs to	Sterling needs to	Sterling needs to
sidewalks that	focus on improving	investigate how to	provide more trails	work on improving
connect to the Town	the condition of local	increase public	and link the existing	safety at Route 140
Center, and	roads. (40 yes, 1 no.)	transportation	trails. (22 yes, 1 no.)	and Route 62. (27
sidewalks that are		service to our town.		yes.)
accessible to people		(21 yes, 4 no.)		
with disabilities. (35				
yes.)				

Economic Developme	ent: Key Ideas and Feedb	ack		
Sterling needs to coordinate future economic growth with the Town's rural character. (38 yes, 2 no.)	Sterling needs to do more to develop and improve tourism as part of the Town's economic base. (5 yes, 37 no.)	Sterling needs to study options for sewer service to support economic growth. (12 yes, 40 no.)	Sterling needs to make Town Center revitalization our highest economic development priority. (41 yes, 15 no.)	Sterling needs new zoning on Route 1 to encourage well- planned commercial development. (50 yes, 1 no.)

Housing and Resident	ial Development Key Ide	eas and Feedback		
Sterling should study cluster development as a tool to regulate residential development. (28 yes, 11 no.)	Sterling needs more rental housing. (7 yes, 15 no.)	Housing development is happening too fast in Sterling. (17 yes, 5 no.)	Sterling needs more affordable housing. (20 yes, 7 no.)	Sterling's zoning should be flexible to allow adaptive reuse of older buildings to create more types of housing. (35 yes.)

III. Open Response Questions

Attendees provided written feedback to the following questions. Select responses (based on frequency, similarity to other comments, and relevance) are provided below. While it may seem that some responses contradict each other (e.g., some want zoning changed, others want current zoning enforced), this tension can guide the creation of a Master Plan that will consider and address the perspectives of all residents as much as possible.

1. What is Sterling's greatest strength?

- The people/community
- Open space (e.g., Sholan Park)
- Natural history
- Location
- Town hall
- Quiet, small town feel
- Beautiful high school
- Nature/Access to Nature
- Airport and flight school

2. What is Sterling's greatest challenge?

- Building up the downtown and surrounding area
- Getting traffic to slow on rural roads
- Dealing with Town Hall boards
- Repairing condition of roads and sidewalks
- Plowing
- Slowing residential growth (i.e., there is currently too much growth)
- The town needs more programs to encourage agriculture for kindergarten and below
- Lack of cable/Internet options

- Library
- Beach
- Welcoming atmosphere
- Low level of commercial businesses
- Independent power "company"
- Rail trail and other mapped trails
- Active senior center
- Great public services (EMS, etc.)
- Natural beauty
- Getting young people involved in the town
- Keeping drugs out of the schools
- Maintaining clean lakes
- Town beach septic
- Enforcing zoning
- Senior housing
- Improving appearance of properties/abandoned properties
- Maintaining walking trails
- Planning for future and potential population growth

- Small business development
- Garbage and recycling (curbsides are messy)
- Downtown not walkable
- Addressing environmental concerns (recycling, climate change, becoming carbon-neutral)
- Developing partnerships/regionalization opportunities to increase/maintain services without increasing taxes

- Water table
- Few outdoor places for kids/adults to bike to
- Lack of specialty stores (pharmacy, etc.) in town
- Invasive plants and vines
- Downtown parking
- Too many "mega mansions"
- DPW (not enough staff to handle workload)

3. What do you think are the most important issues this Master Plan should address?

- Reasonably priced 55+ housing
- The need for a town arborist
- Allowing farmers to be on the forefront of cannabis agriculture to improve tax base and protect the next generation of farmers during crop failure
- Using the Downtown Common for more festivals, craft shows, etc., perhaps an apple festival in conjunction with Farmer's Market
- Preserving and encouraging agricultural land
- Connecting farms to citizens, expanding the Farmer's Market, farm co-op, etc.
- Downtown revitalization, beautification, and development
- Sharing of historical information with townspeople
- Expansion of Rail Trail
- Need or a recreation or youth center
- Managing eyesores in Town
- The future of trash/recycling
- Limitations for vehicle size and weight on roads
- The potential for playground equipment at the Town Beach
- Trails
- Fixing up the tennis courts in West Sterling

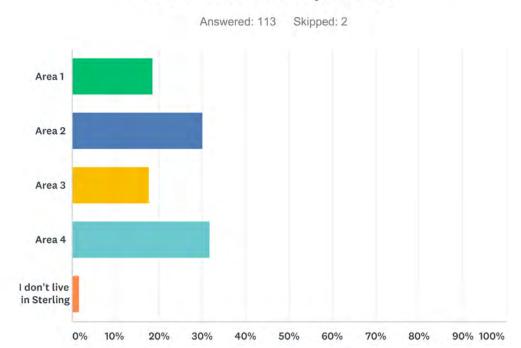
- DPW is not well-staffed more planning needed, consideration of slope, and drainage
- Making boards appointed instead of elected
- Cemetery maintenance
- Keeping red light district out
- Being on the forefront of handling climate change issues, moving towards becoming carbon-neutral by 2025
- Reconstruction of Twine Road
- Comcast monopoly/possibility of Fios
- Airport acquisition
- Road repair and maintenance
- Awareness and access to open space and recreational opportunities
- More varied housing stock including rental and affordable, multifamily housing options, country-style apartment units, support for more 40B housing
- Taxes
- Adoption of European farming practices
- Better maintenance of existing recreation facilities, e.g. Town Beach
- Regulations for food trucks
- Need places for casual community gathering
- Home for Sterling Fair
- Preserving rural character

- Overdevelopment and the concern that the town has been turned wide open for residential development due to bylaw changes
- Residents would like to see small market or grocery store, pharmacy, bakery, shops, etc.
- Use for the River District School House
- More bike trails, bike-friendly streets, places to bike
- Expanding water and sewer
- Support for the library
- Planning for the future of an increasing amount of children with developmental disabilities and/or mental health issues who may require housing, community support, recreational opportunities, transportation, caretaking, etc.
- Better agricultural use of DCR land
- Developing partnerships/regionalizing opportunities to increase/maintain services without increasing taxes

- Regulations for signage, creating a plan everyone can live with
- Making more use of Route 12 industry
- Improve town water quality
- Standards for lighting, storefronts, etc. to create a uniform aesthetic in line with the town's atmosphere
- Flexible zoning to accommodate 55+ facility, in-law apartments, etc., and to preserve agricultural land through cluster development
- Lake Waushacum free from 715 hp boats
- More dog-friendly open recreational areas
- Offer more incentives to businesses to open in Sterling Village
- Keep the 8-point sportsman's club
- Supporting the bylaw for collection bins at town meeting
- School system

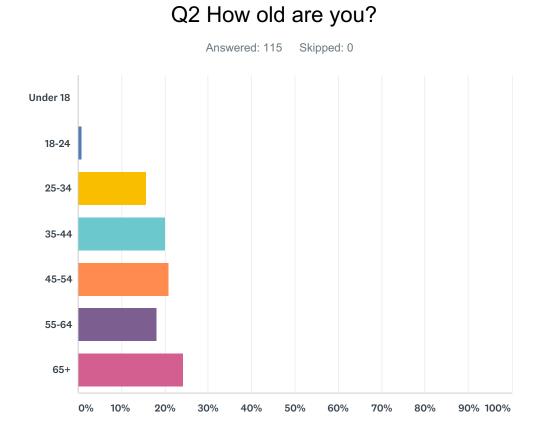
Appendix: Full Survey Results

Q1 Where do you live in Sterling? Use the numbered sections on the map to indicate where you live.

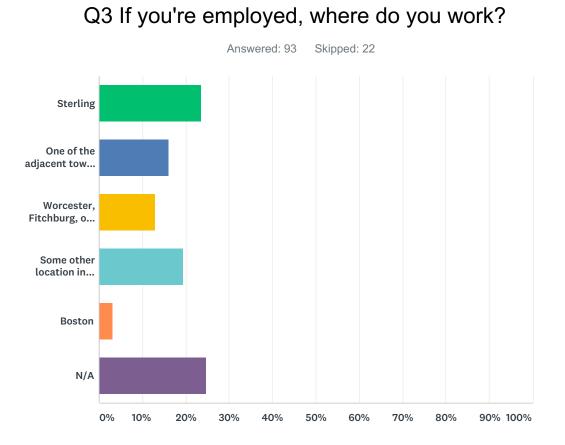


ANSWER CHOICES	RESPONSES	
Area 1	18.58%	21
Area 2	30.09%	34
Area 3	17.70%	20
Area 4	31.86%	36
I don't live in Sterling	1.77%	2
TOTAL		113

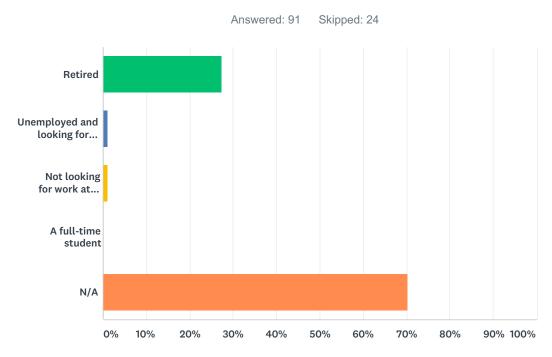




ANSWER CHOICES	RESPONSES	
Under 18	0.00%	0
18-24	0.87%	1
25-34	15.65%	18
35-44	20.00%	23
45-54	20.87%	24
55-64	18.26%	21
65+	24.35%	28
TOTAL		115

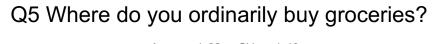


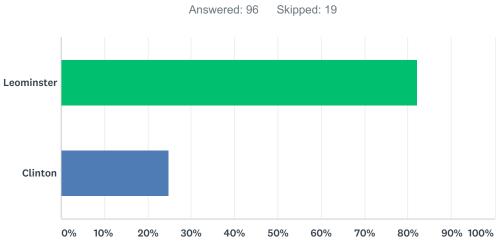
ANSWER CHOICES	RESPONS	ES
Sterling	23.66%	22
One of the adjacent towns: Leominster, West Boylston, Princeton, Holden, Lancaster, Clinton, or Boylston	16.13%	15
Worcester, Fitchburg, or Gardner	12.90%	12
Some other location in Central Massachusetts	19.35%	18
Boston	3.23%	3
N/A	24.73%	23
TOTAL		93



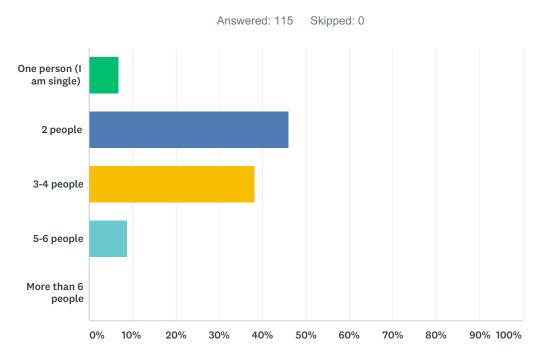
Q4 If you're not employed, are you:

ANSWER CHOICES	RESPONSES	
Retired	27.47%	25
Unemployed and looking for work	1.10%	1
Not looking for work at this time; not in the labor force	1.10%	1
A full-time student	0.00%	0
N/A	70.33%	64
TOTAL		91



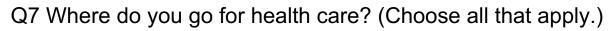


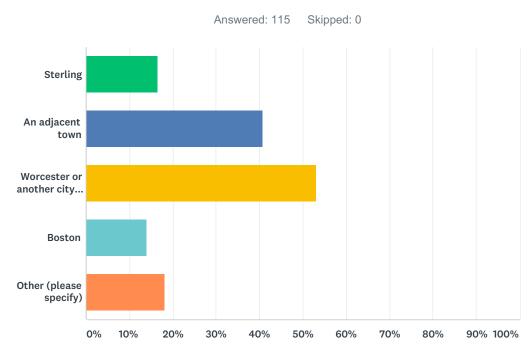
ANSWER CHOICES	RESPONSES	
Leominster	82.29%	79
Clinton	25.00%	24
Total Respondents: 96		



ANSWER CHOICES	RESPONSES	
One person (I am single)	6.96%	8
2 people	46.09%	53
3-4 people	38.26%	44
5-6 people	8.70%	10
More than 6 people	0.00%	0
TOTAL		115

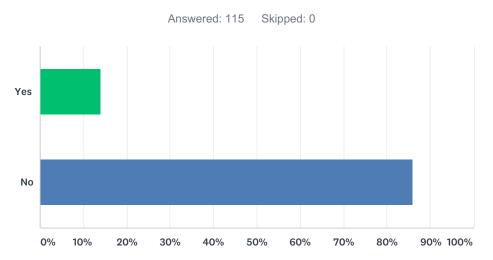
Q6 How many people are in your household?





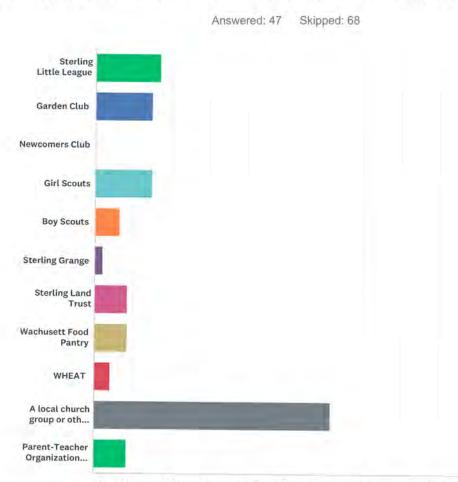
ANSWER CHOICES RESI		
Sterling	16.52%	19
An adjacent town	40.87%	47
Worcester or another city in Central Massachusetts	53.04%	61
Boston	13.91%	16
Other (please specify)	18.26%	21
Total Respondents: 115		

Q8 Do you currently serve on a town board or commission?



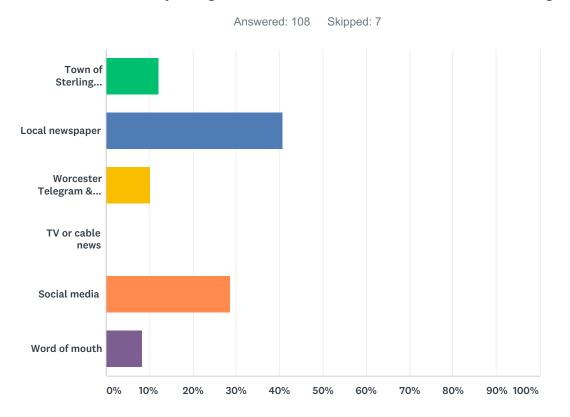
ANSWER CHOICES	RESPONSES	
Yes	13.91%	16
No	86.09%	99
TOTAL		115

Q9 Are you involved with any community organizations or groups? Below is a partial list of local organizations and activities. Choose the ones you participate in, or you can add others in the space provided.



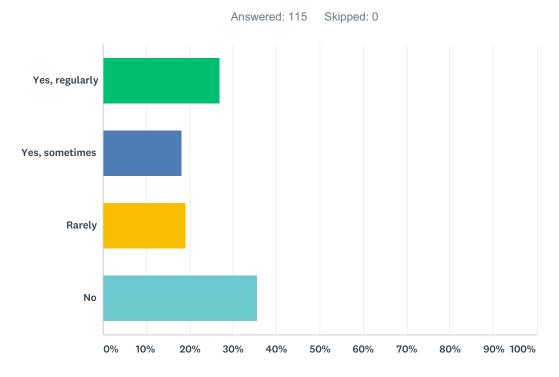
0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%

ANSWER CHOICES	RESPONSES	
Sterling Little League	17.02%	8
Garden Club	14.89%	7
Newcomers Club	0.00%	0
Girl Scouts	14.89%	7
Boy Scouts	6.38%	3
Sterling Grange	2.13%	1
Sterling Land Trust	8.51%	4
Wachusett Food Pantry	8.51%	4
WHEAT	4.26%	2
A local church group or other faith community	61.70%	29
Parent-Teacher Organization at one or more schools	8.51%	4
Total Respondents: 47		



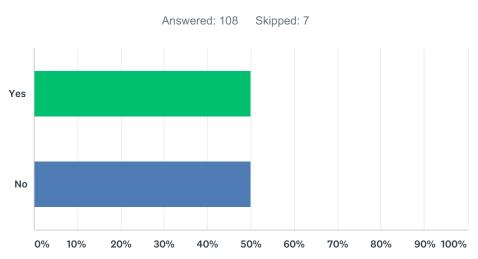
Q10 How do you get news about the Town of Sterling?

ANSWER CHOICES	RESPONSES	
Town of Sterling website	12.04%	13
Local newspaper	40.74%	44
Worcester Telegram & Gazette	10.19%	11
TV or cable news	0.00%	0
Social media	28.70%	31
Word of mouth	8.33%	9
TOTAL	1	108



ANSWER CHOICES	RESPONSES	
Yes, regularly	26.96%	31
Yes, sometimes	18.26%	21
Rarely	19.13%	22
No	35.65%	41
TOTAL		115

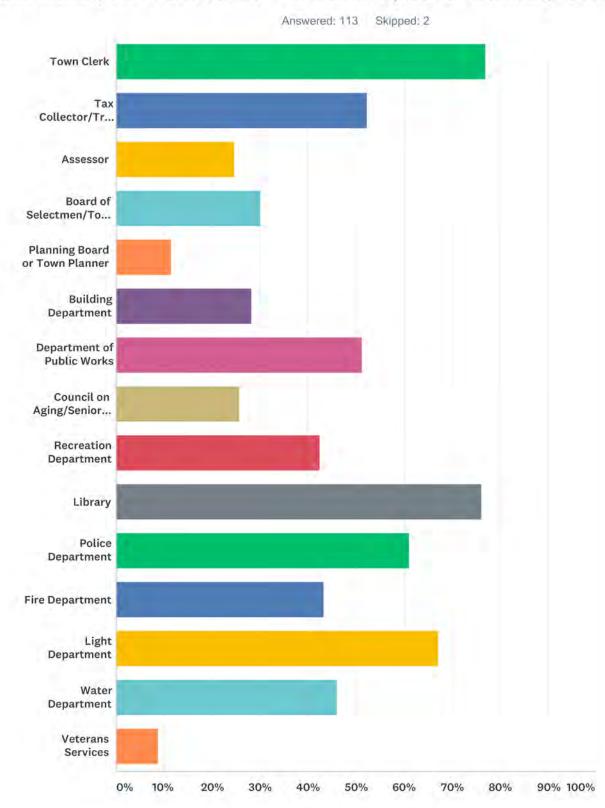
Q11 Do you attend town meeting?



Q12 Do you know all of your neighbors?

ANSWER CHOICES	RESPONSES	
Yes	50.00%	54
No	50.00%	54
TOTAL		108

Q13 Have you ever contacted or used any of the following town services?

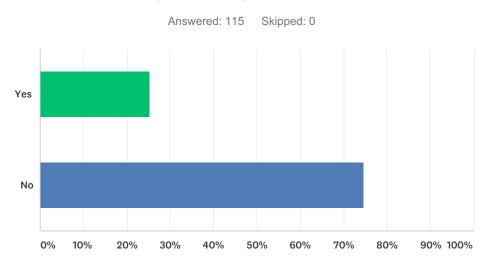


Q13 Continued

Q13 Have you ever contacted or used any of the following town services?

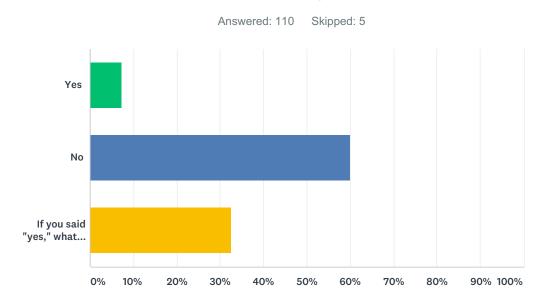
ANSWER CHOICES	RESPONSES	
Town Clerk	76.99%	87
Tax Collector/Treasurer	52.21%	59
Assessor	24.78%	28
Board of Selectmen/Town Administrator	30.09%	34
Planning Board or Town Planner	11.50%	13
Building Department	28.32%	32
Department of Public Works	51.33%	58
Council on Aging/Senior Center	25.66%	29
Recreation Department	42.48%	48
Library	76.11%	86
Police Department	61.06%	69
Fire Department	43,36%	49
Light Department	67.26%	76
Water Department	46.02%	52
Veterans Services	8.85%	10
Total Respondents: 113		

Q14 Do you have children in the public schools in Sterling or Wachusett Regional High School?



ANSWER CHOICES	RESPONSES	
Yes	25.22%	29
No	74.78%	86
TOTAL		115

Q15 Are there services you think residents need that the Town of Sterling does not currently provide?



ANSWER CHOICES	RESPONSES	
Yes	7.27%	8
No	60.00%	66
If you said "yes," what services do you mean?	32.73%	36
TOTAL		110

Q15 - "YES" UNEDITED RESPONSES

Municipal Ethernet would be nice. Not really a must have though.

Internet service, and mental health resources

A youth center would be a welcome addition.

More affordable housing. I'm not sure where to put this answer. I'm not sure if there's an upcoming question on this and I can't seem to go backward in this survey.

Tuition free full day Kindergarten

Full Day Kindergarten, Town Pool, Better roads and Drainage, Better Playgrounds, Tuition Based full time summer camp, More Commercial/Industrial Land use.

Internet competition vs Comcast

Better fields

A grocery store, a bakery

The library and rec department have nice programs but I wish they had more on the weekend for working parents.

LOWER PRICED TOWN MARKETS where you can get a gallon of milk for less than 3.50: perhaps a CUMBERLAND FARMS LIKE EVERY OTHER TOWN? Reasonably priced gas station, grocery store. We go out of town for every single staple we need for more reasonable pricing.

town activity center, better bike/walking trails

I am really bothered by the fact that there is no before/after school in Sterling. I find it frustrating that in 2019 there is not a program available for working parents.

Wellness check agreement with police or other department.

Tax abatement for seniors

elderly transportation

Should reopen the town recycle center, Municipal Internet Services/ Cable

Full day kindergarten

Maybe not applicable - but affordable and 55+ housing

coordination of departments ie: DPW

Q15 - "YES" UNEDITED RESPONSES, CONTINUED

Public transportation to near by towns AND worcester

better cable, better sidewalks, better public transportation

Youth center; town activity center

[Y]es, two Ross Perrys. One exclusively to be a citizens' liaison with Boards and Comms.

Dog park/trails that allow dogs

Sterling residents are out of touch with their town elected or volunteer representatives. I feel those who are supposed to be serving the towns best interests are instead self-serving for personal or political gain. The services that are lacking are honest repartee, transparency in town board mtgs., such as proper minutes, professionalism, educated and experienced board members. Otherwise, the towns people are not receiving proper services. Full Day Kindergarden

Public transportation

Full day kindergarten, before and after school programs for a fee

Community Center

Public transportation

Water and sewer for all residents

Competitive options for cable/internet service

Many services. Place for fresh food on a regular basis. Not fast food. Farmers market only operates in warm months and does not supply protein products

Water for all residents. Sewers. Competition for cable/internet.

Public transit for seniors at minimum

Q16 If you were describing Sterling to someone who's never been here before, what three places or areas would you mention as great examples of what makes Sterling a special town? You can name up to three. Be as specific as possible. For example, you could identify a place or an area by street or by a recognizable place name, such as the town center, or a water body, or some other landmark.

Answered: 92 Skipped: 23

ANSWER CHOICES	RESPONSES	
Place/Area 1:	100.00%	92
Place/Area 2:	93.48%	86
Place/Area 3:	76.09%	70

SEE NEXT THREE PAGES FOR RESPONSES TO THIS OPEN-ENDED QUESTION.

Q16 PLACE/AREA 1 RESPONSES - UNEDITED

Town center Rail Trail **Davis Farmland** Lake Waushakum Town Center The town beach Town Common roto spring farm rail trail Cute town center Town beach Crystal Brook Farm on Tuttle Road and the adjoining hiking trails **Town Center** Rota Farms Marys little lamb Town Center, traditionally NE Rail Trail Town common Town beach Mary had a little lamb statue and house Lake Waushacum Mary Sawyer The farms all over Mary has a little lamb's house Town common **Davis Farmland** Senior Center Washaucum Lakes Lake Waschucum Lake Wachacum farm land Davis Farm Town center Lake Waushacum Rail trail Lake waushacum First Church in Sterling Public Beach Maybe the Town Beach The library School System Sterling Fair **Rota Springs** Davis farmland Town Beach

Mary Sawer's Home Town common For Kids, Davis Farm Land Farmland lots of land/space near and around homesTown center/common **Davis Farmland** joining several groups/clubs are fantastic. Doing for others THE NOISE FROM PANDOLF PERKINS Lake washacum/rail trail Town beach Ball field lake Wachacum - beach Lake Waushacum Town common **Rota Springs** Davis Farmland/Maze Washakum Lake Town Center Lake Waushacum town center Town Beach town common Sterling Community Park - next to Senior Center Open Land Rail Trails Town Beach weekipeeki area Town center **Rota Spring** Town Common Rota Spring 8[^]) Stillwater River Town Beach First Church Sterling/downtown The town center COULD be nice, but facades need attention First church Tuttle Road - Crystal Brook Farm area Local farms and farm stands Town beach...but it's residents only The town beach The west side of the town center (includes the green) Town beach Tuttle Rd. **Rota Springs** West washacum town center

Q 16 - PLACE/AREA 2 RESPONSES - UNEDITED

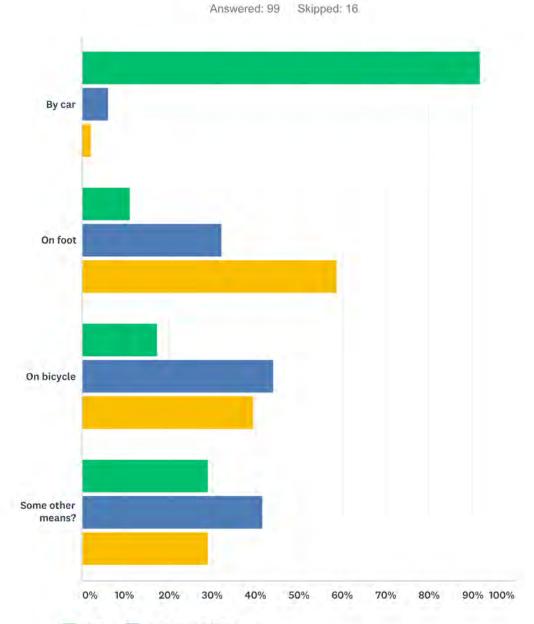
Rota **Hiking trails** First Church / Town Green Rotas and/or meadow brook Town center Town Lake is marvelous, great for young families in Sterling The lakes/town beach HOW THE BLASTING FROM PERKINS IS DESTROYING HOMES The Fair/airport Rota spring Lake Town center any road with views of meadows mountains Meadowbrook Orchards town common **Rota Spring Farm** Town beach/lake **Clearview Farm** Farm stands and farmland views Sterling Ice Cream Bar The Town Common with the library and 1st Church right there Rail Trail **Davis Farmland** Davis's Farm Davis Farmland Apple Orchards/scenery Near wachusett mtn Lake Washacum RAIL TRAIL First Church **Davis Farmland** town beach Beach Town Beach Rail trail Lake Wachacum Davis farmland Farms & Open space Rail trail Library BUTTERICK what used to be quiet backroads and rural vistas Mulligans/Meolas Lake Waushacum Davis farmland Davis Farmland West washacum Rail tral The town lake East Waushacum Ice Cream stores Scanlon Brook Rail Trail West Waushacum Pond/Rail Trail **Barbers** Crossing Wekepeke Rota Spring Ice Cream Rail Trail Mary Sawyer house and the little lamb Davis Farmland **Rota Spring Farm Rota Spring** Rota springs The rail trail and a numerous number of other trails **Sterling Fair** Davis Farmland Little league fields Library Meadowbrook farms Rail Trail **Davis Farmland Town Center** Back roads Apple orchards There is NOTHING else in town I would recommend Lake Wauschacum Wachusett Earthday, Inc (in West Boylston) Schools Rail Trail Sterling walking trail Redstone Hill Road The Rail Trail Senior center Rota Spring Ice Cream Meadowbrook Orchards lots to do in town (playgrounds, beach, Davis farmland, the Brick and other yummy restaurants, yummy ice cream)

Q16 - PLACE/AREA 3 RESPONSES - UNEDITED

Lake Waushakum Rail Trail the rail trail Black Sheep Community Theatre/other events at First Church though I don't go to services there The Farmstands: Clearview Farm, Meadowbrook Farm, Maplebrook Farm, Rota Spring Farm, and others **Black Sheep** Lake wachacum STERLING EVENTS HELD IN THEN COMMON Beautiful Historical Center of town Rail trail St Richards Parish Town common **Rota Spring** The library Davis farmland The park near the senior center Availability of health care Wachusett Reservoir **Mulligans Golf Course** Sterling Public Schools/WRHS sterling ice crem Sterling Fair The river district school First Church in Sterling Town center View from intersection of Wilder and Redstone hill. Above Davis' farmland. Lake Washacum/town beach Orchards **Davis Farmland Davis Farmland Barbers** Crossing Beach **Rota Spring** East Lake Washakum Town services

Saturday morning YAHOO / Town admin Building Town Common/Center activities in town for families (Egg hunt, spooky walk, library and library programs) Fishing areas like Stillwater River & Lake WashacumCider Mill (wadjacent rail trail) supporting town departments, police, fire, town hall, work together to meet and do for others. HOW THE BLASTING IS POLLUTING THE AIR Cider mill antique Rail trail/reservoir/trails Town center Davis's Megamaze **Rotta Springs** The center of Town (Mary's Lamb) Sterling National Country Club Cider Mill Meadowbrook Orchard Davis farmland and petting zoo Downtown/Town Common Mary's Little Lamb in Park Meadowbrook Orchard Davis Farmland Justice Hill area Rail Trail Town Common overgrown inn School system View from Senior Center patio **Rota Springs** Meadowbrook Oh My Gosh Rail trail town center Rail trail Beach

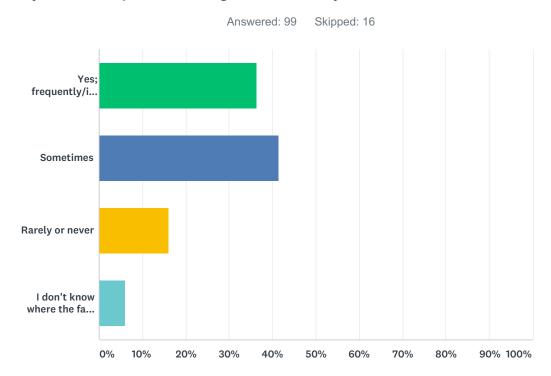
Q17 Is it easy for you to get from your home to goods and services and/or activities in Sterling?



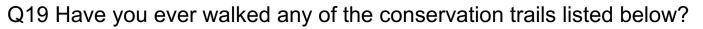
Easy Somewhat difficult Very difficult; e.g., dangerous, or distance is too far

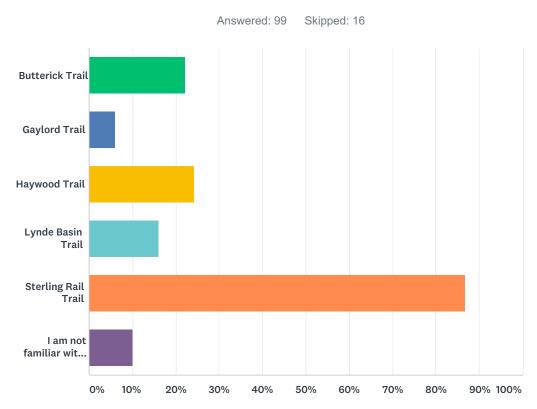
	EASY	SOMEWHAT DIFFICULT	VERY DIFFICULT; E.G., DANGEROUS, OR DISTANCE IS TOO FAR	TOTAL RESPONDENTS
By car	91.92% 91	6.06% 6	2.02% 2	99
On foot	11.11% 10	32.22% 29	58.89% 53	90
On bicycle	17.44% 15	44.19% 38	39.53% .34	8
Some other means?	29.17% 7	41.67% 10	29.17% 7	24

Q18 Do you ever purchase goods at any of the farm stands in Sterling?



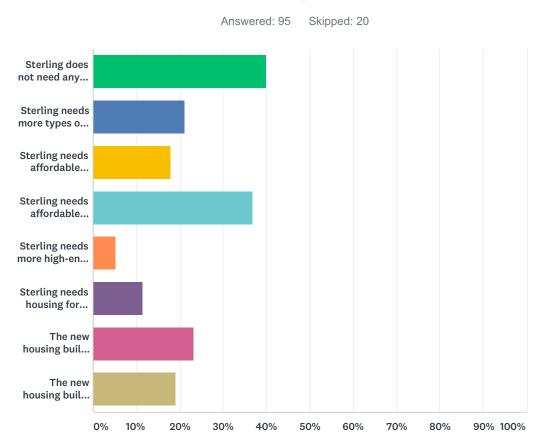
ANSWER CHOICES	RESPONSES	
Yes; frequently/in season	36.36%	36
Sometimes	41.41%	41
Rarely or never	16.16%	16
I don't know where the farm stands are in Sterling	6.06%	6
TOTAL		99





ANSWER CHOICES	RESPONSES	
Butterick Trail	22.22%	22
Gaylord Trail	6.06%	6
Haywood Trail	24.24%	24
Lynde Basin Trail	16.16%	16
Sterling Rail Trail	86.87%	86
I am not familiar with any of these trails	10.10%	10
Total Respondents: 99		

Q20 Please tell us your thoughts about housing in Sterling. Check all that apply.



ANSWER CHOICES	RESPONSE	S
Sterling does not need any more housing. There is already enough to meet present and future needs.	40.00%	38
Sterling needs more types of housing for older people.	21.05%	20
Sterling needs affordable housing for older people.	17.89%	17
Sterling needs affordable housing for people of all ages.	36.84%	35
Sterling needs more high-end housing to attract wealthier people to the town.	5.26%	5
Sterling needs housing for people with disabilities.	11.58%	11
The new housing built in Sterling is very nice and makes a positive contribution to the town.		22
The new housing built in Sterling is out of character with surrounding residential areas.	18.95%	18
Total Respondents: 95		

Q21 Is there another town that reminds you of Sterling in terms of the way it looks, overall?

Answered: 74 Skipped: 41

ANSWER CHOICES	RESPONSES	
Yes, the town is:	50.00%	37
No.	51.35%	38

Q21 - "YES" UNEDITED RESPONSES

	Bolton	SOMEWHERE IN New Hampshire	
a dun Lanca Uesti Bolto Prince No Grant Shirle Westi Hubb	Some of the dumpier towns in western mass, Rt 12 is	Berlin	
	Lancaster	Bolton	
		WestminsterPrinceton	
		Stow	
	Bolton, Berlin	Amherst, N.H.	
		Many small towns in MA remind me of Sterling except that Sterling's town center seems more run-down	
	No	shrewsbury: uninspired over development destroyed the character there too	
	Granby MA	Chester, CT	
	irley	Westminster	
	Westminster	Many suburbanizing rural towns in central MA	
	Hubbardston, Barre, Princeton, Petersham	Most towns in central and western MA that have pretty, but	
	Parts of West Boylston	dated town centers	
	Berlin	Lancaster	
	Bolton	There are many. Especially in NH. Sterling needs major revamping	
В	Yes, somewhat like Berlin, slightly bigger downtown Bolton, Lancaster, and Stow although the taxes are quite high there	Princeton	
		Rutland	
	Maybe Paxton	Many small towns in new england look alike	
		Lancaster	

Q22 As Sterling continues to grow and change, what is the one thing you would most like to see preserved - such as a building or structure, or an object (like a bridge or statue), or a street or neighborhood, or a place that exists today that should be protected substantially "as is"?

> Answered: 84 Skipped: 31

Q22 - UNEDITED RESPONSES

Library Keep the town common quaint. But definitely update or rehab some of the existing properties Maybe the lamb statute The Quag all of sterling keep it rural.... Lake Washucum As is no but Sterling Inn needs to be saved!! The Lakes The lakes and trails. The old buildings and statues in the town center, they are charming and historical. I would hate to see Sterling change. We came from Marlborough to get away from the stores, traffic, businesses. 1835 Town Hall, First Church, downtown as a whole (except Stop building houses on every patch of area (and on top of Appletown market), the beach, the airport cliffs) The farms and stop all of the gravel digging (Simpson). Clean up Keep the 2 acre residential property rule so we don't have downtown and repair the roads. Chocksett Inn should be torn neighbors on top of us down I love the rural and historic character of our town, it's why I The general look of the center of town. The church/little park, etc. moved here and would like to keep my family here. I wouldn't want to see that change. It was brought to my **Crystal Brook Farm** attention that the river district school is the last one room schoolhouse in sterling. I loved my trips to one room Town hall schoolhouses as a child, it would be nice to have my kids be able to do the same. Town common, old town hall preserved Lake Waushacum Our farmers I wouldn't change too much in terms of housing. Sterling is a Center of town Town Hall, Library, quiet town which is why we moved here. It's relatively close to highways but still very quiet. Downtown The two white town buildings straddling maple street Mary's lamb First Church Land and open space. Sad to see all these old farms being chopped up and built upon undeveloped land, trees, fields Old town hall No, Sterling needs a serious facelift. NEW England feel to downtown area

Don't know the town well enough

Keep land and stop building

town common, library

I would love to see the Sterling Inn be rebuilt to its former beautiful self.

Q22 - UNEDITED RESPONSES, CONTINUED

The downtown area could be made into a destination spot. Right now, there isn't too much reason to go downtown.

Farmland

First Church, Library and town center

I would like to see the town not overdeveloped like Holden and the town center should be kept up, we love the Christmas lights in the winter.

1835 Town Hall

Town common and area behind fire station

I'm open to change, but would like to see the downtown area be more "alive" on the weekends.Sterling Center needs to be revitalized!

The common with lamb statue

Mary's lamb

small town character and retain great historical building.THE OLD HOUSES IN STERLING

I think there is always room for improvement

the small town, farming,

conservation land abundant feel

undeveloped open space

beach

Town common with the lamb statue.

The library, First Church and the

Butterick Building. Upgrades are always OK, as long as the buildings maintain their culture and architecture along the way.

the historic homes

1835 town hall

I think main street should get a makeover. The shops are a dump and reflects on our town. The structures are an eye soar. The inn that has been for sale for years needs to be take down and re purposed into something for the community

Vacant properties near downtown put to use

I'd prefer to keep the small town feel and not have the congestion and traffic like Holden

Buildings in the Village District..all maintained, used and a cohesive look for the store properties.

Tree lined streets

Open space trails

Our water tributaries that are now in danger of Condo Building.

Our open spaces should be protected. Too many houses are being built.

Sterling Rail Trail

Sterlings rural character. Its quietness. Its view scapes. Slow traffic on quiet roads. Protect what's left of our natural open spaces i.e. our natural resources: lakes and streams, our hill tops, soil, the sanctity of Sterlings historic agricultural heritage and small town character.

Preserve open spacesMaintain Rural Character of Town. Grange Building and abutting Bridge on Waushacum Ave

The old town hall

Town Common

OPEN SPACE

Town Beach

Farmland

None to speak of. Maybe the library or the First Church?

FARM LAND!!

existing farms and open space

Please keep the natural conservation areas and the lot minimums so that housing is not crowded and the character of the town is not lost

Historic districts should be preserved and updated smartly. Grow the area looking for enhancements Grow business and community accessibility

The town beach (bathrooms could be updated at some point though. That's not really a pressing issue, for a while anyway)

The library

Conant library

Farms on Tuttle Rd.

Some of the open landscape, such as farm fields shouldn't be developed.

Town beach

farms and open spaces and water resourses

Q23 As Sterling continues to grow and change, what is the one thing you would most like to see improved - such as a building, structure, object, street or neighborhood, or place that exists today and should be changed for the better?

Answered: 91 Skipped: 24

Q23 - UNEDITED* RESPONSES

(*Minor redactions to protect identity)

Fix roads

More fiscal responsibility. Town government has become very bloated in comparison with other local towns of similar size and demographics.

Sterling inn and Main Street building that houses The Brick

I'd love to see sound barriers put up around the highways. The highway is so noisy near our neighborhood/house and it really takes away from the natural beauty of the area. I'd like more quiet rather than the constant woosh of the highway.

Parking

Roads paving and Sterling Market appearance is sad!

Sterling Inn

I can't think of anything yet since

The Sterling Inn must be redeveloped to improve the esthetics of the town central district.

The buildings in the town center could stand a facelift. I'm talking about the businesses between Brick and Appletown, especially the apartments above Century 21. I can't imagine a lot of people wanting to visit Sterling's center to tour all of the realtors. It would be great to provide more variety of businesses in those spaces to draw some foot traffic.

Library- expanded

Old town hall

The Sterling Inn..

Upgrades on roads and poor drainage ruining the sides of the roads, better drainage. Upgrade playgrounds, Center of town protected.

Complete the Rail trail 100% in its original route.

Building across from first church ((The Brick)

The Town beach. Should be open (at least cleaned) and swimmable even if not staffed for longer length of time in the summer.

The buildings in the town center that house shops like Appletown market, tai kwondo etc look very run down and poorly maintained. The Sterling Inn is obviously a blight on the town and I'm sure is negatively affecting property values in town. There are many other blights such as Hebert Candy, the building across from Maki, and others I cant recall at the.moment. Is there any way we can require the owners of these properties to do something? Even tearing them down and planting grass would be a huge improvement! They shouldn't be allowed to affect our property values in this way. Even if just the buildings in town were required to do a makeover that would be a big help.

The sterling inn

Better roads

The roads need improvement especially their care during the winter. Please repave please it needs to be done

Bumpy streets, school playground, track is a MESS, awful fields compared to surrounding towns.

Incorporate the several neglected properties along rt 12 into future development of town needs

The old hotel on Main st is an eye sore. Among some of the residential homes on Main st as well. Definitely need some sidewalks too. The mailboxes on some of the busy roads should be relocated, cars go way too fast and almost hit people especially on **Constitution** Garbage being collected on residential properties also should be required to be removed.

The old recycling center

Sterling Inn

Roads/snow removal

Keep the old town look. Clean up the Appletown market lights. Make it look historic.

Q23 - UNEDITED* RESPONSES, CONTINUED

(*Minor redactions to protect identity)

The old inn downtown

The downtown is cute and it would be a nice place to walk around and shop to support local businesses. I love going to the farmers market in the summer and fall, but I wish there were more places to go in town.

Sterling Inn

N/a

The dumpy strip of unflattering merchandisers in center of town. ie: the trashy outside of the 'lottery ticket' market. A beautiful park like Clinton!

The Sterling Inn, all of the downtown businesses, the empty building next to town hall. The downtown needs the following things desperately: a coffee shop, a microbrewery/restaurant, a drugstore and hardware store, a gift shop or boutique/ bookstore and a cooperative market.

street paving

Town center buildings need to be updated, better landscaping along route 12 and in the town center, DOWNTOWN, Main Street. That whole strip should be leveled and redeveloped to bring in nice stores and restaurants. The Sterling Inn needs to be leveled as well.

The sidewalks, especially in the winter time should be cleared. Students walk down in the value of the state of the state

Would like the Sterling Inn to be made into a coop store and restaurant like the one in Northampton. (River Valley Market)

Snow plaiting in the winter

Beautify the downtown area, specifically Sterling Inn and the retail establishments with the "fake fronts"

I would like to see more newly paved roads. **We would** is fairly rough where **We we were both paved within a close time frame** of each other

Downtown buildings improved

I wish it would stop growing.

Open Lands.

The streets, especially the side roads, in our are need a lot of improving. It is embarrassing to have out of town guests coming to our house comment on it every time

Route 140 should be widened.

I think the down town needs help, not many options for local business / parking. Only item that is always busy in downtown is the First Church -

The whole downtown area, as well as route 12 leading into town needs to be cleaned up!

Can't think of anything besides before and after school care.

Historical buildings in center of town.

Town center. Specifically Appletown stretch and the delapitated Inn!

all the store fronts in down town main street

STOP THE NOISE AND THE SHAKING OF OUR HOMES FROM

Downtown area should have more places to encourage community - restaurants, cafes, unique shops. Outdoor art/ seating areas and parking.

the school system

Ball field

Sterling Inn

beach

Paving on the roads. The newish roundabouts on route 12 are a MAJOR WIN!!! Good job.

I know it's not the town's jurisdiction, but 190N through Sterling is a gigantic mess right now. The old town hall....we just need to get it done one way or another. Some of the other (non-government) buildings in the town center are pretty run down and need to be renovated badly. Someone needs to do something with the old Sterling Inn.

many roads need to be repaved. I live on **an interview and the** potholes on **an and the** are horrible

Street potholes are poorly patched and shoulders are eroding into dangerous ditches.

The proper marked as 242 MA - 12

Town center having more restaurants/cafe's would be great Streets, sidewalks, better trail parking and advertising.

Downtown stores block..need style makeover to create "a Look" and to put those units into useful entities for local as well as visitors .

Q23 - UNEDITED RESPONSES, CONTINUED

Town center being a destination not a pass through

town center needs improving

MOST of the buildings in downtown need to be improved they look neglected and not at all cohesive. Sidewalks also need to be brought up to ADA compliance with accessible ramps.

Less building and changing of zoning laws that builders seem to be able to change through our Zoning board and Planning board.

Town Center

Better sidewalks/walking areas

All new development must undergo proper, honest, deliberate, transparent review by qualified, educated, experienced unbiased members of town boards. Developments are being squeezed into every corner left over by DCR watershed land grab. Developers forget to include basic amenities such as sidewalks. Boards can not see the broader impact of these developments to surrounding natural resources, neighborhoods, traffic flow, school finance stressors, and on and on. A few are reaping financial rewards by single handedly changing the zoning through hiring their personal lawyers and ramming through changes that towns people are unaware of.

Move electric power lines underground

Revitalize Downtown with Retail, Local Foods, Pharmacy

More vibrant pedestrian friendly downtown with unique businesses.

Renovate or demolish the Sterling Inn. Such an eyesore in desperate need of redevelopment.

Route 12 businesses that are in disrepair.

Infrastructure. Better planning for future Town needs, tools that departments' needs to successfully do their job.

Downtown walkability and density

The businesses along Rt. 12 from the town center to WB look (for the most part) fairly shabby. Downtown in particular and the abandoned/underused buildings along the route. And I wish someone would PLEASE repair the Inn. What a travesty.

Sterling Inn

town center, beach, gazebo area behind firehouse

The downtown and Cider Mill could be updated and more inviting

See above.

The center and the Inn (it would be great to see it as a restaurant and bed and breakfast again)

Cleaning/refreshing the east side of main st. It's asthetically lacking.

Downtown business district

intersection of 140 and 62

The roads and general infrastructure for utilities should continue to be maintained and improved.

All eyesores need to go

Q24 In your opinion, what is Sterling's greatest strength?

Answered: 92 Skipped: 23

Q24 - UNEDITED* RESPONSES

(*Minor redactions to protect identity)

Quiet and safe

A good mix of residential, commercial, and industrial properties.

Businesses pay more taxes while putting a lower burden on services.

It's people

The mix of nature and quaintness and that people seem really friendly/neighborly.

Contentment in staying rural and retaining quietness despite efforts to "grow" and modernize.

The Sterling Fair!

its people farms orchards light dept public works a very well run town

From what I know and what I've seen so far, it seems like a lot of people are involved in the community and that there is good communication and opportunities for input and idea sharing. I checked "No" for town meetings because I haven't been to one yet but we (my partner and I) plan to attend some and to vote in the town elections. I do feel like it's a welcoming town. Having moved from we certainly have a lot of friends who think we've moved to a middle of nowhere town that can't possibly be as "accepting" as

but I know that that's not true. Although it may be a little less "blue" than a little less "blu

the open space

It's schools. The schools draw young families, which keep the town healthy.

Location

Community

Small town

Beautiful town, Its own light department, far enough from the busy city but close enough to be able to get anything you need.

Rural nature and churches.

Small. I do not want to see a lot it development in town. And it would be restricted to the Leominster side of town only.

The culture of the community. People knowing each other and looking out for one another. The many organizations in town. The lack of "haves" and "have nots" for the most part.

Community

It's people

The people

Not much traffic

Highway access

The school system

Close community. Rural chsracter

It's small community, room for privacy, and not a lot of residents.

Good cost for electricity, good schools

Small town community, great place to raise kids.

the community

It is attractive as a small town for those with kids looking to be a part of the WRSD

Its rural character and tradition.

Lake Waushacum, Police Dept., Fire Dept., First Church, Library, Schools

It's unique in the sense that there's no major commercialization which is one of the key reasons we moved here. My spouse and I work very hectic schedules and it's nice to enjoy the trails, town center, and overall coziness.

Everyone I know travels outside of sterling for mostly everything! The First Church in Sterling—its good work in the community and in the world. Sterling is "on the map" because of that church.

the rural character

small town feel

location to Rt 190, Rt 2

Q24 - UNEDITED* RESPONSES, CONTINUED

(*Minor redactions to protect identity)

Sense of community. Friends helping friends, spooky walk, Taste of Sterling, Sterling Recreation, Cider Mill/Oh my gosh antiques, the Wachusett Pantry, the First Church, St. Richard's, Hope Chapel & the Library all sponsor/have events to involve the community. Including other places (Clearview, Meadowbrook & the Senior Center).

Good school system, good neighbors, good place to raise a family.

Beautiful lands, small town feel

Small town charm and beauty

Location, beauty

It's community, great people!

Easy distance from Boston, Worcester, Cape, major highways. It's not Rutland

Our Police, ambulance and fire departments

Small town government, open space management.

Location

It's town leaders and volunteers

Great feel of community, schools/local staff, low crime.

It's rural character which it is losing!

Beautiful area with country feel yet lots to do and friendly people!

Owning its own light department

Rural feeling but 190 access makes getting around easy.

the nice community, small quaint town in central Massachusetts

THE OPEN LAND AND THE FARMS

Not overbuilt. Great people.

the small town, convenient location

Rural

Can't think of any positive outcome

rural atmosphere

Small town feel. Lots of great outdoor stuff. Also: responsible, financially conservative leadership.

Rural type life not too far away from everything. Classic New England culture.

It took my family to move to Sterling. We love how quaint and quiet it is. Properties have privacy (homes are not built too close to each other). Very family oriented and the school system is great.

Quick emergency responders from Fire, Police, Power depts

Great Community to live in. Very quiet with low crime.

Good balance of cost of living vs. quality of living

Small town charm and many great people

Schools and open spaces (that's two!)

rural character

rural character

Its small-town feel

Keeping all elected boards in check with what the people want not the builders.

Open space & Farmland

Small town community

Excellent public services

Rural Character and Local Farms

The electric company

Location and highway access

OPEN SPACE

Employees

Farm and wild land, community

Rural, quiet lifestyle.

Historical significance

It's people

Sterling has a nice mix of housing, business and conservation areas...it's a little pocket in this area that has a small town feel.

Electric, Police, Fire departments, town beach and lake. Sense of peace and nature

It's citizens

Ruralness

Keeping a balanced budget, while providing excellent services on a reasonable tax rate.

rural areas

Forward thinking

Q25 In your opinion, what is Sterling's greatest challenge?

Answered: 92 Skipped: 23

Q25 - UNEDITED RESPONSES

Needs a grocery store

Exercising financial restraint.

A lack of dog-friendly places. I'd love to be able to take a dog farther on the rail trail.

Involvement, lack of volunteers and candidates for election/ appointment. Community feel is weak - aside from the Fair, there are too few community events.

Same old politics !

traffic

For me personally, I wish there were more cultural and racial diversity in this part of central Mass. That's not necessarily something that can be "fixed" or changed easily; it's just one thing I do wish were different. I wish there were a more nearby temple/ synagogue (closest is Worcester which isn't TOO far, or Acton) but of course that's another thing that is going to be based on community needs and demand. I would love to see the town continue to be a welcoming and up-to-date place (more local vegan options, eh?) without getting taken over by the aimless need for "GROWTH" and "PROGRESS" that so many places get sucked into. There's a reason that we didn't move to Worcester, as much as we love it (currently) there.

improve the town central district

The cost of housing and increased taxes, which I understand fund the schools I mentioned in question 24. Enrollment in the schools is dipping because talented, hard-working, young families are moving to Worcester or Rutland.

Unknown

Staying country.

Grounds behind school.... playground needs to be updated for safety and in general. Land could be used more efficiently for sporting

Controlling growth that isn't keeping Country town feel. Example...modern office buildings in town. Keep them on Chocksett rd.

Needs to be more Business/Commercial friendly. Start upgrading parks and roads for children and everyones safety. Lots of Bicycle traffic start adding bike lanes. get out of the old ways and catch up with the future

Create charming downtown, prevent development of farmland

Road conditions and plowing!

Sticking together as a real community and not a "bedroom" community where wealthier people stay on their own enclaves and aren't fully part of the life of the town. The migration of shopping and more online makes this more difficult.

Keeping small businesses in town

Not business friendly. High taxes

Lacks diversity

Maintaining fields

Not enough emphasis on trying to utilize existing properties in disrepair

Having no sidewalks, having no in town sewerage system.Residential homes that need renovations and improvements or just having the yards appear cleaner. Then having residents agree to changes that need to be made.

Not getting bigger and expanding, changing the feel of the town. Let the surrounding towns do that.

Lack of restaurants.

Funding schools

Stop letting the builders build houses everywhere. it will over crown the school system and police/fire

A pharmacy in town would be nice

Combating additional development and preserving open space that make it special.

Expensive for residents

N/a

to stop the inceased spending by the town gov

Stricter rules on our downtown appearance, it is our 'face' and offering something other than more industrial buildings going up.

Attracting businesses downtown that would capitalize on the warmth of the community here.

overbuilding, loss of nature

outdated, no businesses nothing upscale

Residence who have lived here for a long time, dont want to see change or growth. Town government made up of same long term residence who tend to pick on the wrong people and places.

Q25 - UNEDITED* RESPONSES, CONTINUED

(*Minor redactions to protect identity)

??

Diversity. We are a mostly white town.

Attracting businesses to keep residential taxes low

Keeping the school competitive

Keeping its charm with the (I'm assuming) growing demand to build and people wanting to get into town.

Not being overrun by new housing subdivisions

Preventing taxes from increasing.

Road management. Currently roads are horrendous.

Keeping the tax base growing especially retail and industrial.

Keeping the school system under check & providing quality. Trying to pull together the large land area to work together, farm, residential, and business, not just one.

Attracting good businesses to downtown

Keeping the roads maintained is a challenge although our road was well sanded and plowed this winter!

Lack of citizen participation.

Lack of cohesive downtown. It's not engaging or walkable. It's not particularly nice but could be.

growing too much where it is not needed.

BEING MANITULATED BY THE LARGE BUISNESS INTEREST,

the school system. We need good schools and we cannot keep under funding our schools. Perhaps it is time to look at something other than a regional district as it is.

Money

Keeping developers from destroying the town completely and destroying farmland

maintaining a affordable tax rate

Too much growth. Too many condos.

Getting in enough industry and businesses to keep residential home taxes low and attractive while not sacrificing the town's character and rural charm.

Maintaining roads and not building too many new homes

Stopping onslaught of gready land developers who rip off land owners to line their own pockets.

I have to drive to other towns and spend my money on food, take out etc. High Taxes

I dont know

Right now, our elected boards with the exception of the Board of Selectmen.

Helping residents see that modernization does not mean losing but winning .

keeping a rural vs SUBURBAN character and not pricing locals out of the housing market.

keeping taxes from increasing

Maintenance of existing structures and properties (town-owned and private ownership)

Tax increases and town spending.

Keeping open space & Farmland

Schools in town are horrible

Its adherence to its determination to be a TOWN. That, despite constant pressure from developers and builders,

the absolute dishonest, arrogant, deceitful, ignorant, disrespectful. puffed up, corrupt petty bureaucrats currently 'representing the people of Sterling'. Unflipping believable.

Housing development that gobbles up too much land and does not preserve open space

Attracting and retaining active participation in town committees by young homeowners

Refurbished

Townies. Sterling needs to get out of the mindset that only those born and raised there should have a say in its future.

Two acre zoning.

Poor planning

Resisting suburban car culture.

Preserving the rural nature of town while seemingly wanting to expand business.

Sense of community

It's People

Allowing for expansion without compromising the character of the town

Lack of participation. Positivity of town Boards. Some Boards feel they are there for their ego instead of for the Town. Better communication, failure to move forward in positive ways. Infrastructure.

Q25 - UNEDITED RESPONSES, CONTINUED

Revitalizing the center and bringing in more business while keeping the integrity of its environment and agriculture. Key being fiscally sustainable growth while keeping the integrity of the feel and values of the town.

Lack of main st business

Keeping farms profitable, as encouragement to the next generation of farmers. Equally, downtown retail development.

Not losing the character of the town as times change

Making change happen. There are a lot of people who have always been in town it seems and that can make it hard for any sort of change.

Managing the future without adding more staff to manage and upkeep the roads, fields, buildings etc etc

climate change