



A service of the Montana Economic Developers Association in partnership with
Montana Department of Commerce, Montana State University Extension,
the University of Idaho and the University of Wyoming.

PHASE 1 COMMUNITY REVIEW REPORT

for

Troy and the Yaak Region, Montana

September 8 – 10, 2020

This project is supported by USDA's Agriculture and Food Research Initiative (AFRI) of the National Institute of Food and Agriculture, Grant #2016-10945. It is part of the AFRI Foundational program.

INTRODUCTION

It was a privilege for the Forward Troy Phase 1 Visiting Team to spend time with the people of your beautiful area. Thank you for your time and for sharing with the team the vision you have for your community.

Before diving in to the Phase 1 report, thanks are due Montana Department of Commerce (MDOC) for its support of the Montana Economic Developers Association (MEDA). It is a partnership between MDOC and MEDA that makes the Montana Community Review program available across the state.

How did Community Reviews come about? Thanks to a three-state grant project including Idaho, Wyoming, and Montana, MEDA is collaborating with the University of Idaho, Idaho Rural Partnership, University of Wyoming, Wyoming Business Council, and Montana State University to develop the very best review process in each of our states. Dr. Lorie Higgins, University of Idaho Extension, is leading and guiding the project.

As a part of the three-state collaboration, each state has its own Design Team. Members of the Montana Design Team include Gus Byrom, Community Development Division, MT Dept. of Commerce; Ashley Kent, Local Government Center, Montana State University; Tara Mastel, Community Development Program Leader, MSU Extension Local Government Center, and Gloria O'Rourke, Coordinator, for MEDA. The Montana Design Team is guiding the three-phase process (both in-person and virtual) to help identify community needs, build community capacity, and provide resource information to address community needs.

If you participated in the Troy Community Review, you know that Troy has the distinction of being the very first ever *virtual* Community Review. Community Review Teams typically enjoy traveling to the community of focus, meet the people face-to-face, and enjoy a tour of the area to become familiar with its strengths and assets. Due to the pandemic, the process had to be adapted to keep both the community and team safe. The MEDA Community Review Working Group as well as the Montana Design Team for the project helped design the virtual format. Thanks to the leadership of Troy for its patience and willingness to work with us to make the best of a challenging situation. Forward Troy!

To seek information on the Forward Troy project and/or Community Review information, the following websites will serve as a resource for you:

<https://www.medamembers.org/resources/community-reviews> and
<https://www.communityreview.org/>

Thank you again for sharing your hope and vision for Troy with the Troy Community Review Team. Working together, much will be accomplished! ~ ~

The Montana Community Review Program is a collaboration of federal, state, tribal, and local governments along with the private sector and nonprofits. Montana Community Reviews are made possible with sponsorship from Montana Department of Commerce and coordinated by Montana Economic Developers Association.



ACKNOWLEDGEMENTS – Sponsoring Agencies and Organizations

If only one name could be listed that made the Forward Troy MEDA Community Review possible, that name would be Shawna Kelsey, City of Troy. Shawna submitted the application for Troy that began the whole process. Working hand-in-hand with the community review efforts, Sharee Miller allowed the library to become a participation site for those without internet or the need to join in person. Additional thanks go to Erin Farris-Olsen, Heart of the Rockies, for her work within the region. Tina Oliphant, Executive Director for Kootenai River Development Council provided knowledge of the economic development efforts underway in the region. Finally, the MEDA Community Review is building on the work conducted by the Main Street Montana Project under the guidance of Elisa Fiaschetti.

The success of the Troy Community Review is due to the many individuals who generously shared their time, opinions, and knowledge by serving on the home team, completing a survey, or participating in a listening session or other conversation with the visiting team.

The agencies outside of the Troy area that made this MEDA Community Review possible include the University of Idaho, Montana State University Extension, Montana Department of Commerce, Western Community Assessment Network, and Montana Economic Developers Association (MEDA).



HOME TEAM TOPIC ORGANIZERS FOR TROY COMMUNITY REVIEW PHASE 1

Shawna Kelsey, City of Troy, served as the Home Team Leader for the Community Review. She requested the following individuals to serve as hosts and invite others to the Listening Sessions:

- Senior Citizens – Pat McLeod
- Youth - Jonathan Graves
- Educators – Jacob Francom
- Chamber, businesses, tourism, recreation – Sharee Miller
- Health care/First responders – Pam Tallmadge
- Catch-all, nonprofits, churches, parents, volunteers – Maggie Anderson
- Government – City, county, law enforcement – Dallas Carr, Jerry Bennett
- Yaak Community – Robyn King
- Four working group report out session – Shawna Kelsey

ADVANCE VISITING TEAM

Those of you who were able to join us for the zoom Listening Sessions September 8 - 10, heard the Troy Visiting Team lament that we could not be with you all in person. A big part of the MEDA Community

Review process is lodging in the community, touring the area, and meeting face-to-face with community members. Still, the Advance Visiting Team listed below, felt welcomed, engaged, and anxious to share their time and expertise to keep moving Troy forward.

Troy Advance Team Members

<p>Dr. Lorie Higgins, University of Idaho Dept. of Ag. Economics and Rural Sociology 875 Perimeter Dr. MS 2334 Moscow, ID 83844-2334 208-669-1480 higgins@uidaho.edu</p> <p>Ashley Kent Associate Specialist Local Government Center Montana State University Extension P.O. Box 170535 Bozeman, MT 59717-0535 406.994.6694 ashleykent@montana.edu</p> <p>Marci Miller Dept. of Ag. Economics and Rural Sociology 875 Perimeter Dr. MS 2334 Moscow, ID 83844-2334 208.301.4538 marcimiller@uidaho.edu</p> <p>Jan Stoddard Bureau Chief, Industry Services and Outreach Office of Tourism and Business Development MT Department of Commerce P.O. Box 200533 Helena, MT 59620-0533 406.841.2894 jstoddard@mt.gov</p>	<p>Michele Cushman Tourism Grants Office of Tourism and Business Development MT Department of Commerce P.O. Box 200533 Helena, MT 59620-0533 406.841.22796 MCushman2@mt.gov</p> <p>Erin Farris-Olsen Rural Development Director Heart of the Rockies erin@heart-of-rockies.org 406.461.8530</p> <p>Tina Oliphant Executive Director Kootenai River Development Council P.O. Box 621 Libby, MT 59923 406.293.8406 tina@krdc.net</p> <p>Gloria O'Rourke, Coordinator and Advance Team Lead Montana Economic Developers Association 118 E. Seventh St; Suite 3F Anaconda, MT 59711 Ph: 406.563.5259 gloria@medamembers.org</p>
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MONTANA PROCESS OVERVIEW: Listen, Learn, Launch

The three-phase Montana Community Review Process begins with an application. The purpose of the application is to assist the Montana Design Team in learning about a community and to help in determining readiness for a team visit. In addition, if a community is under the umbrella of a Certified Regional Development Corporation (CRDC) the CRDC must agree to support the Community Review. With support from the CRDC, the MEDA Board lends its support; the Montana Design Team proceeds with implementing Phase 1.

In a nutshell, Phase 1 is the discovery process for all involved and includes a survey as well as a community profile. Phase 1 also includes a community visit from the Advance Team. Phase 2 is the learning phase of the process and involves digging deep into the topics and issues the community identified in Phase 1. Phase 3 is all about launching: implementation, evaluation, and celebrating success.

TROY COMMUNITY REVIEW ~ PREPARATION FOR PHASE 1

Approximately nine months prior to the Troy Community Review, Shawna Kelsey, City of Troy, indicated to MEDA that the community of Troy was interested in an assessment. The MEDA Board gave the “go” to proceed. In the meantime, the ID-WY-MT Community Review Teams were collaborating, researching, learning from each other, and fine-tuning each state’s process.

Representatives from Troy began making serious inquiries as to the process and worked hand-in-hand with the Montana Design Team to host the first virtual Montana Community Review. Troy completed the MEDA Community Review Application and identified topic areas that would likely come to the surface during the Advance Team visit. Troy also assisted with a mailed survey and advertising for the Community Review. Almost 400 people responded to the survey (398 to be exact.) In addition, Shawna Kelsey formed the Home Team to help with on-the-ground participation for the people of Troy and planned the agenda for the Listening Sessions to take place.

PHASE 1 ~ Listen

Below is the Forward Troy Community Review Listening Session Agenda



Troy was selected as a recipient for the Montana Economic Developers Association (MEDA) Community Review. The process began with a community-wide survey this spring with *amazing* results! The next step includes listening sessions and a town hall meeting with virtual and in-person options for participation.

listening sessions and town hall

This process of community review requires input from a cross-section of the community. Consider participating in an individual listening session or the town hall meeting. Your input is valuable! To participate, contact gloria@medamembers.org or call her at 406.563.5259 for Zoom call-in details and information on in-person location.

Listening sessions and town hall schedule:

September 8th

12:30pm – 1:45pm: Senior Citizens
2:00pm – 3:15pm: Students and Youth
3:30pm – 4:45pm: Educators
5:00pm – 6:15pm: Chamber, Businesses, Tourism, Recreation

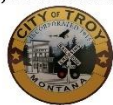
September 9th

8:00am – 9:15am: Health Care / First Responders
9:30am – 10:45am: Catch-all-call: Nonprofits, Churches, Parents, Volunteers
11:00am – 12:15pm: Government – City/County; Law Enforcement
12:30pm – 1:45pm: Yaak Community

September 10th

10:00am – 11:00am: Three Main Street Working Groups Update
6:30pm – 8:00pm: **Virtual Town Meeting**- Summary of what was heard, Prioritizing of issues, Sign-up for working groups, Next steps: Phase 2 – Action Plans, Steering Committee, Coach, Mini Grant

join us.



<http://www.cityoftroymontana.com/Troy-Community-Review.html>

COMMUNITY LISTENING SESSIONS

Community listening sessions are open-ended, focus group-like discussions with key stakeholder groups identified by the home and visiting teams. The purpose is simple: we ask open-ended questions of a cross-section of community residents with diverse perspectives, listen to their answers, and reflect back what we hear. This means that for the most part, we're telling you exactly what we heard from residents; we also made a few observations and will share those at the end of this section.

Eight community listening sessions were held with the Troy Community Review Advance Team. Over 44 people responded either in person or in writing their answers to four questions: 1. What don't you want to see happen in Troy in the next five years, 2. What do you want to see happen in Troy in the next five years, 3. What are the ways that residents have come together to support each other during the pandemic? and 4. What, who and where are the assets that can benefit Troy, both now and in the future? Below is a summary of each of these questions based on what the team heard.

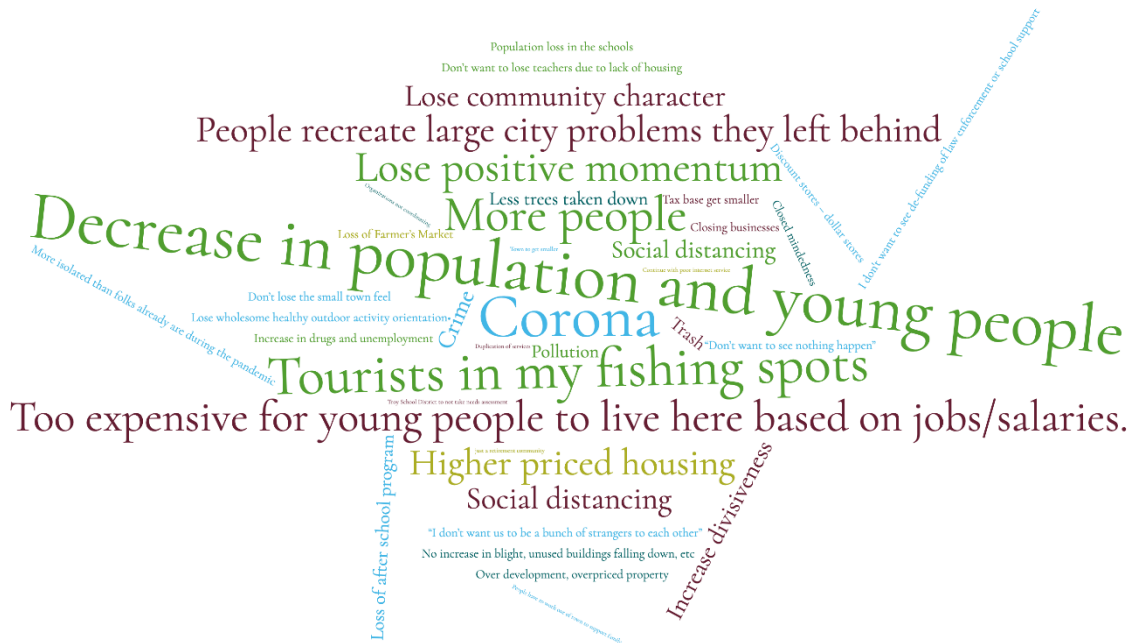
As listed on the agenda, the Troy Community Review included listening sessions with the following stakeholder groups: Senior Citizens, Students and Youth; Educators, Chamber, Businesses, Tourism and Recreation, Health Care/First Responders, Catch-all-Call – Nonprofits, Churches, Parents, Volunteers; Government – City/County and Law Enforcement; Yaak Community. There was also a listening session held in which the four working groups from the Main Street Project provided an update.

For those unable to participate in the Listening Sessions, a link to a form was shared so that answers could be collected.

What DON'T you want to see happen in Troy in the next five years?

While it's never good to dwell on the things we don't want to see happen, the Troy Review Team believes it is important that the conversation take place and the overriding themes be compiled and described. We asked locals to discuss and identify what they don't want to see happen in Troy in the next five years and heard many items emerge that can be broadly categorized by stating: 1. Decline in local economy, 2. Loss of young people, 3. Locals priced out of housing market, 4. Loss of factors they love best about living in Troy. One young person put it perfectly: "I don't want tourists in my fishing spot."

The word cloud below visually represents the most frequently voiced responses when listening session participants were asked what they did not want to see in the community over the coming 5-10 years. Larger text indicates items mentioned most often.



What do you want to see in Troy over the next five years?

Listening session participants were asked to identify elements of a desired future for the community. This word cloud represents the responses we heard from the groups we talked to. The larger the word, the more times it came up in listening sessions.



Small Business and Employment Opportunities

More than anything else, and across every listening session group, Troy area residents want to see more businesses and jobs. Living wage jobs in particular are needed in the area, but this was also framed from the consumer point of view, with many envisioning a diversity of small businesses providing goods for locals as well as visitors.

With regard to a recreation/tourism-based economy, residents recognize that having so much public land and many natural amenities, that will be a big part of the picture, but they do not want tourism to be the only economic driver. Some would like to see logging and mining come back, but others think there are likely more opportunities for the current workforce in restoration activities, which would retain customs and culture of Troy's past while adapting to global economic realities.

The types of small businesses on the collective wish list includes food-related businesses such as restaurants, food products, a food co-op, more businesses at the farmers market and a gym. Because the area is so attractive, many see an opportunity to attract remote workers as well.

Pathways to Prosperity

Internet. Many listening session participants recognize that economic development is going to depend on better internet. This will allow people to work from home, attract businesses to the area and allow local businesses to engage in online commerce. Troy has a broadband task force that has been helping to raise awareness of the need in the area and recently a couple of companies have stepped up to improve access and quality in Troy. There is still work to do for surrounding areas, but with some momentum on this front, additional opportunities can be sought.

Infrastructure. One suggestion that was widely agreed upon in one listening session was assessing what infrastructure (other than broadband) development would attract business investment.

Natural Resources. Natural resources are the obvious asset and strength of the region, and many think Troy's best path to prosperity is capitalizing on these assets, but there are differing opinions about what that looks like. For example, among the young people we spoke to one wants fewer tourists while another want "tourists from New York."

Housing. While also a stand-alone issue, we heard that finding a decent house at an affordable price for workers like teachers is difficult if not impossible. We heard that demand for property and dwellings in beautiful rural areas has driven prices too high for local pocketbooks. Housing, like jobs, can also be a limiting factor in attracting families to the community.

Another important service for young families is childcare and several times we heard there is a need for reliable, affordable, quality childcare.

Youth Activities

What the high schoolers we spoke to want more than anything is a youth center. They said it should be off campus, “like a coffee shop just for teens that is open on weekends.”

The other thing they most want is for the skatepark to be fixed. Other listening session groups picked up on this idea favorably. We heard “it’s what the kids want,” and “it would be pretty easy to do.”

The community appears to be tuned into what is going on with youth in the community because “more for kids to do” was mentioned and supported in all listening sessions. More youth groups was mentioned several times as well, like Girl Scouts. The after school program has been a great asset but its funding into the future is uncertain and parents would like it to be secure and permanent.

There is also a great deal of support for finishing theater renovations (a fundraiser is in process) and make it available for performative arts as well. This not only creates activities for youth, but also is a place for them to work. Others would like the Troy Fine Arts Council to become more active and involve young people.

An opportunity to bring people together and some of these ideas to fruition is a Partnerships for Success grant recently obtained by Unite for Youth. One goal for this program will be to implement the SPARK (sparkprogram.org), a career exploration, mentorship and skill building program that supports youth as they find what “sparks” their imaginations and ideas about what they want to do with their lives.

Additional Activities Identified

- A pool
- Weight room open in the morning
- Activity center open on weekends
- Softball teams
- Further development of the pump and flow tracks
- Identify development potential for Chamber/Park/Museum
- Open some adult ed classes to kids (e.g., yoga)

Community Culture & Shared Values

A part of the desired future for Troy residents involves more agreement about community identity – shared ideas about what is important to the community as a whole. A desire for greater demonstrated community pride and respect for the town was proposed several times, as was youth and family-oriented events and more ways to involve parents in the community with their children.

Again, the Partnerships for Success process is an opportunity for interested residents to move a healthy families culture forward and could also provide a platform for another idea put forward: more collaboration and coordination among local organizations to provide what is most helpful to families.

Youth and others would like to see more people helping elders in the community, more community involvement in the schools, less bullying, more of a work ethic and less drug use and addiction.

The Yaak

Some ideas specific to the Yaak community were offered during that listening session. The Yaak Community Center (YCC) is an old log structure that needs some restorative attention. It was given to original settlers and is a cherished feature of the community. There are restrictions on making changes to the structure that may need to be addressed before improvements can be made.

Others would like to look for community development opportunities for the YCC, add more play areas at the school, and develop an education campaign for visitors and new residents about what to do and not do when living in or visiting the area.

Across the board, residents want to retain the identity of the area, not have it become like the places that people left behind when they came to Troy or the Yaak.

Do Want Summary

Housing (livable and affordable)

Locals are being priced out of the market, teachers can't find housing, need workforce housing

Small business and employment opportunities

Diversity of businesses, an industry, remote workers, family wages, recreation but also traditional industry adapted to 2020

Broadband and internet for all

Support and attract businesses, inc. people who can work from home

Community family and youth activities

Youth/recreation center; bring the theater back (movies & drama); involve parents in the community with their children in a variety of ways – pool, sports, arts –

Natural resource related possibilities (including economic and community)

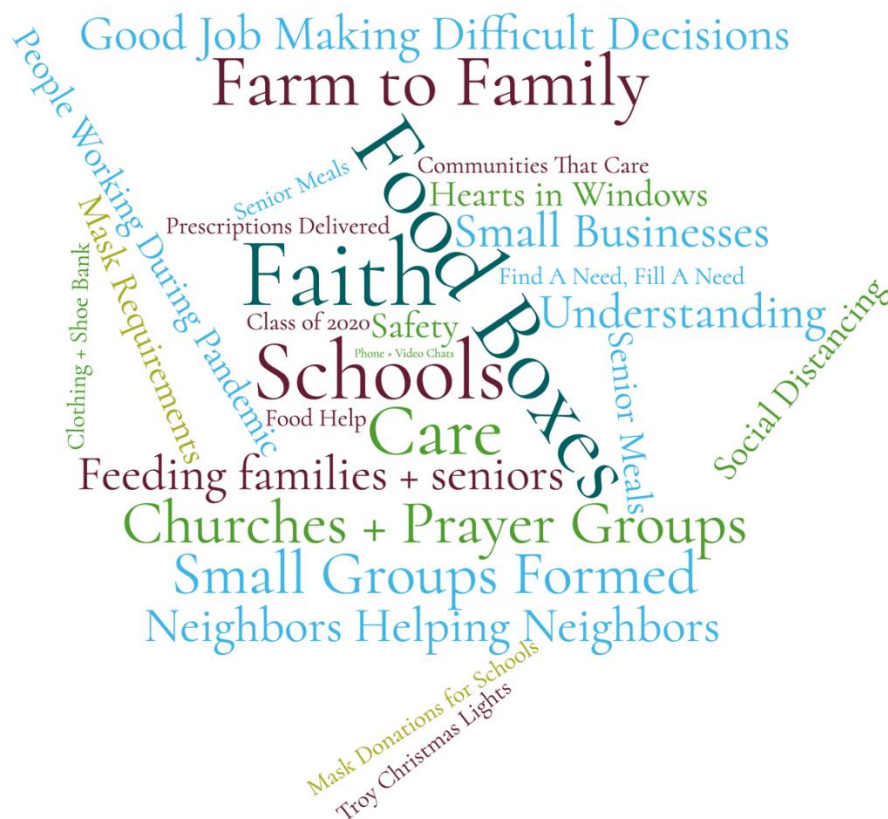
Restoration workforce opportunities; develop park/chamber area – bike trails; launching point for recreation opportunities in and near town

The above five topics will become direct the Phase 2 Visiting Team in providing resources for projects the people of Troy and the Yaak region wish to engage.



What are the ways that residents have come together to support each other during the pandemic?

The Visiting Team added this question to the list to recognize unique strengths and resiliency the Troy region demonstrated to date during the pandemic. We know that everyone has been affected by the COVID-19 pandemic and we expected to hear stories of hardship, doom and gloom. But what we did hear was a coming together of the community, support and faith in neighbors. Food boxes being distributed stuck out in many residents' minds, forming of small groups to check-in with, video chat and help keep from feeling alone. The youth of the community were overflowing with things they experienced including how quickly the schools shifted gears to online and the teachers who started one-on-one video lessons. Overall, the community came together in this time of great upheaval and need.



Highlights we heard:

- The city turned on the town Christmas lights during lockdowns.
- The women's church group hung up paper hearts in local businesses windows and homes to show love and encouragement for all.
- The Farm to Family/CARE food boxes were especially important for many families.
- The town of Troy leaders did an incredible job making difficult decisions.
- The school administrators and teachers bent over backwards to make sure students were not left behind, that they had food at home, they had homework distributed, and made prompt plans for distance learning.

- Lots of small groups formed to help with food, medications, and combat loneliness. Even having online game nights and walking together outside!

What, who, and where are the assets that can benefit Troy:

We asked locals to identify assets such as people, organizations, natural resources, or places. Listening session participants shared numerous assets with us, as reflected by the following word cloud.

This word cloud visually represents the most frequently voiced responses when listening session participants were asked about assets and resources in the community. Larger text indicates items mentioned most often.



People

As we often hear when visiting Montana communities, Montana is all about its people. Troy is no exception. Troy is an engaged community because of caring, hard-working people who are passionate about their hometown and come together to get things done.

In the listening sessions, people from different sectors of the local economy were cited as assets such as educators, small business owners, natural resource industry employees, local government officials, and other professionals. Volunteers were highlighted as a vital piece of making Troy such a great place to call home. The Troy Review Team often heard descriptions of the heart of the people of Troy such as:

- We care about and check in on our neighbors
- We value families and strive to be a family-friendly place
- Our youth are one of our greatest assets and we want to set them up for success

Places

Those participating in the listening sessions stated the obvious about the unique and beautiful location of Troy. Nestled in a quite valley of the beautiful, northwest Montana wilderness, Troy is truly a Montana treasure. A favorite quote the team heard was, “Rich, Rare, Remote.”

The team heard a long list under the category of places in Troy. In summary: outdoor recreation and natural beauty, Roosevelt park, the pump and flow track, folf course, community center, health center, library, bowling alley, grocery store, hardware store, senior citizen center, and the proximity to the Yaak, Ross Creek Cedars, Swinging Bridge, Bull Lake, multiple rivers, and the Cabinet Mountains. Emotion was attached to the special “place” of Troy with comments such as:

- Our location and access to outdoor recreation makes us unique
- We love our home because we are away from the chaos of the world
- A place where people look out for one another

Organizations

The Troy Community Review Team was amazed at the large number of organizations actively engaged within your community. These organizations work hard to plan events, serve those in need, take care of the town’s physical needs, educate youth, provide healthcare, and so much more. The team heard about the incredible 4th of July and Christmas traditions, the amazing community response during the COVID-19 pandemic to ensure families had food and children had access to education, quality education the school provided overall, availability of the faith community, youth development initiatives such as the library reading program, family bowling league, and Communities that Care. The Troy Review Team heard about several people who volunteer in multiple organizations in an effort to enhance community amenities and services.

As the graphic above indicates, the most often mentioned organizational assets included 4th of July activities, Christmas events, the folf course, and the pump and flow track.



VIRTUAL TOWN HALL MEETING HELD

Troy holds the honor of MEDA’s first ever virtual Town Hall Meeting. Following the listening sessions, the Visiting Team met via Zoom to compile the many Listening Session notes and pull together main topics that were heard. The Visiting Team then organized a [Town Hall PowerPoint presentation](#) to share with the community. Sharee Miller arranged for the presentation to be held at the library with Tina Oliphant assisting the group gathered; others joined via Zoom. Visiting Team member Ashley Kent was the top-notch facilitator for the meeting.

One of the highlights of the Town Hall was to hear an update from the four working groups resulting from the Main Street Project plus and update from Maggie Anderson on the Community Cares Grant. No doubt, the work being done with the Troy Community Review will assist the Community Cares project moving forward.

Four Working Groups ~ Main Street Montana Project and a Community Cares Update



1. Food System for Troy - Laura Finley
2. Business Development – Sharee Miller
3. Broadband Taskforce – Shawna Kelsey
4. Geo Tourism – Susie Taylor

And...Community Cares Grant Update - Maggie

You will have an opportunity to join these groups and/or others later on!



A poll was conducted during the Town Hall Meeting, so allow people to rank of most importance the five topic areas that came out of the Listening Sessions:

Priorities by Vote	Topic
# 1	Small business and employment opportunities
# 2	Housing (livable and affordable)
# 3 (tied)	Natural resource related possibilities (including economic and community)
# 3	Community family and youth activities
# 4	Broadband and internet for all

Finally, the virtual Town Hall meeting wrapped up with everyone invited to fill out the Forward Troy form to begin creating working groups to take on tasks under each of the above five topics. The form is available [here](#).

SURVEY RESULTS

A “Community Satisfaction Survey” was conducted in Troy prior to the Advance Team Listening Sessions September 8th – 10th. This survey was conducted by University of Idaho and the HELPS Lab at Montana State University. The full survey is included in Appendix A and B of this report.

Community Satisfaction

More Satisfied than Dissatisfied	More Dissatisfied than Satisfied
1. Parks & Playgrounds	1. Available Jobs
2. Friendliness of Residents	2. Internet Service
3. Bike & Pedestrian Access	3. Pay Rates
4. Community Response to Public Emergencies	4. Variety of Goods & Services Available
5. Police Protection/Law Enforcement	5. Public Transportation
6. Medical Care Services	6. Housing

View the full summary analysis here:
<https://www.medamembers.org/resources/community-reviews>

APPENDIX

Appendix A:

Troy MT Community Survey Report
Step One of a Montana Community Review
June, 2020



Community Satisfaction Survey Results

A “Community Satisfaction Survey” was conducted in Troy and included all households located in the Troy zip code. A community survey is conducted as part of a Montana Community Review, a program of Montana Economic Developers Association (MEDA), and is typically conducted six to eight weeks before a MEDA team visits the community to conduct listening sessions with multiple groups, discuss survey and listening session results, and plan for bringing action teams together to implement projects prioritized by the community. The survey was conducted by University of Idaho and the HELPS Lab at Montana State University and is included in the appendix of this report.

As with any successful project, multiple partners came together to make the survey and compiled report possible. Shawna Kelsey with the City of Troy and with support of the Yaak Valley Forest Council has served as the home team lead. Erin Farris-Olsen, Heart of the Rockies, provided information from work completed in 2019 in Troy, and continues to provide support for the Troy Community Review. Heart of the Rockies and Western Community Assessment Network (WeCAN) shared the cost of the survey to make it possible. In addition, Elisa Fiaschetti, Rural Community Development Manager, Governor's Office of Economic Development, provided input and information gathered from the Troy Main Street Project.

COVID-19 has necessitated delay in the next phase of the Troy Community Review, which is currently planned for September 28th - 29th, 2020. Should the COVID-19 situation improve, a team will visit Troy to work with the community on setting priorities, establishing action items, identifying a coach, and form a Steering Committee to keep everyone engaged. Should the COVID-19 situation not improve, a virtual event will be held. Currently, online listening sessions are being planned and will be held on September 9th. Please watch the City of Troy website at <https://www.cityoftroymontana.com/Troy-Community-Review.html> to get the latest community review news.

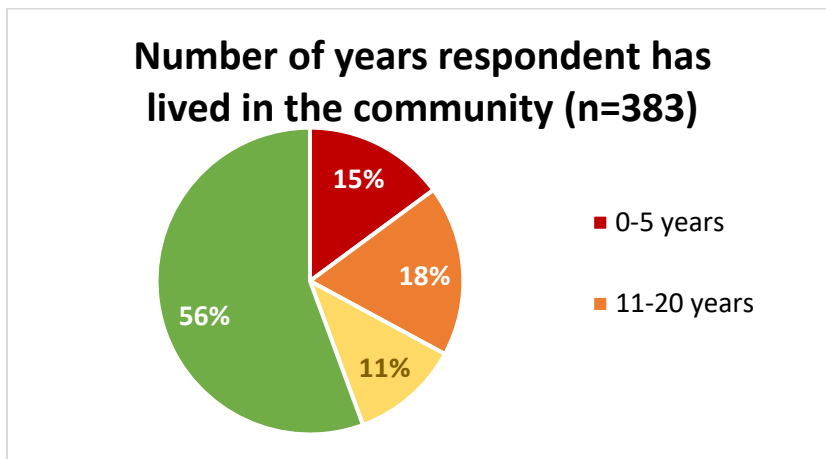
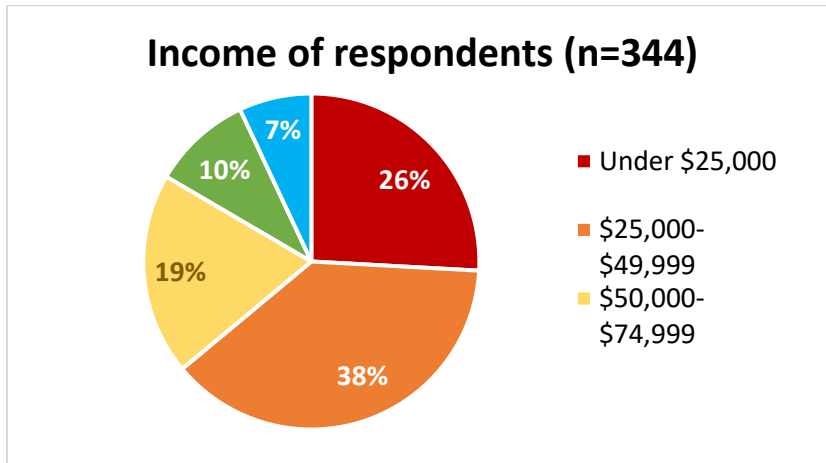
Survey results serve a number of purposes and serve communities in multiple ways. Results can be used to bolster community grant proposals and demonstrate support for new policies or the status quo. Citizen groups and municipalities can also use this data as a guide for planning and identifying future initiatives.

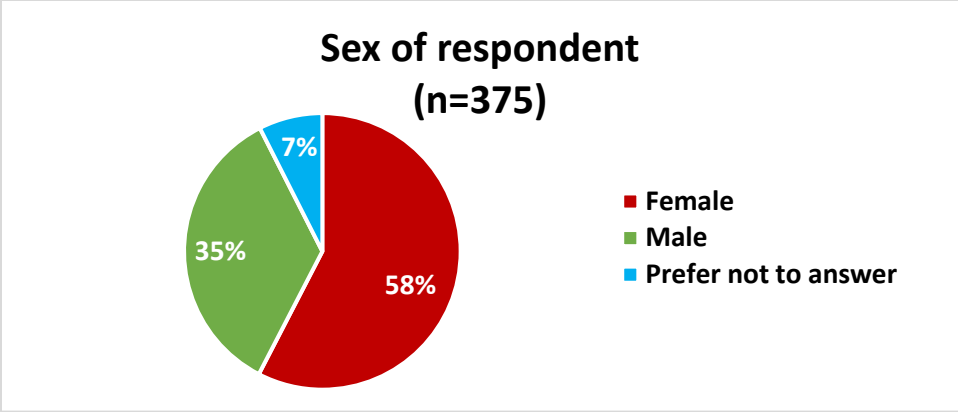
In addition, Community Review delivery organizations and partnering Universities use this data to identify common interests and concerns across multiple communities, which in turn helps these organizations develop programs and resources to better assist rural communities like yours. In order to identify commonalities and differences across communities, surveys need to be relatively standardized. Therefore, some questions in a standardized survey may be more or less relevant to particular communities. That said, most of the questions on your survey are relevant to Troy.

One thing that pandemics are apparently good for is survey response rates. Troy's response rate, 33%, was the highest one in the history of this survey, with 398 surveys completed (40 were completed online and the rest were completed on paper and mailed – keeping the USPO alive and well!). 1278 surveys were mailed out and 74 were undeliverable.

If you have any questions about the survey, survey results, or the Community Review, please contact Shawna Kelsey at shawna.kelsey@gmail.com.

Demographics (characteristics of those who responded to the survey)





Age range of respondents (n=355)



Respondents tended to be longtime residents living outside the city limits who are older and female, and with incomes below \$50,000.

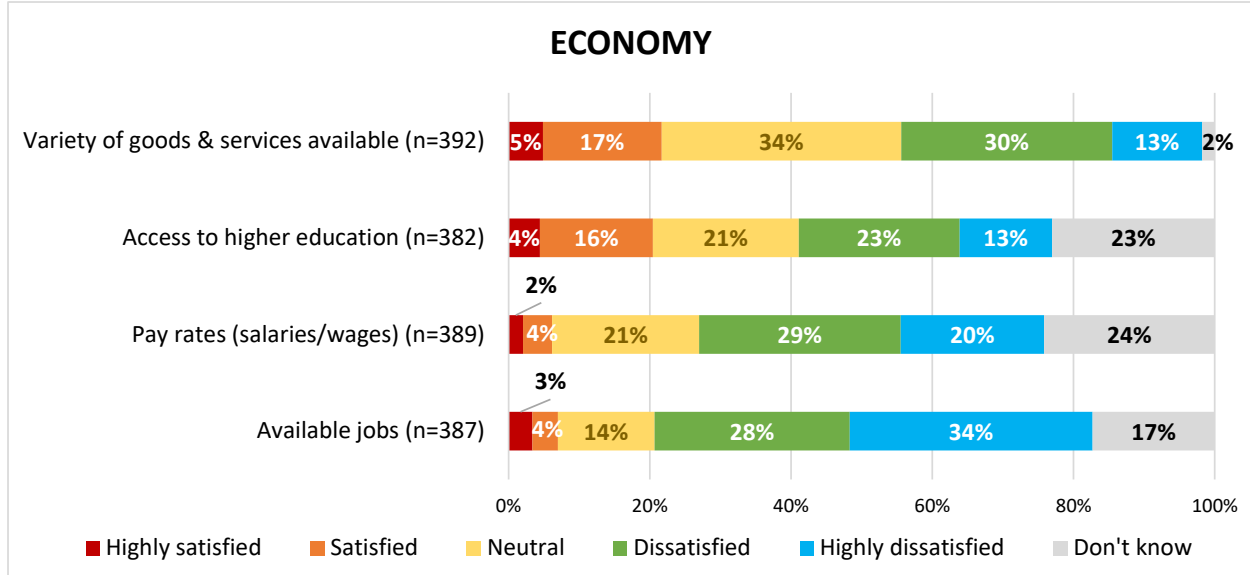
The first survey question is a list of community attributes that were ranked by respondents on a five-point scale – from Very Satisfied to Very Dissatisfied plus an option to mark “I don’t know.” In the tables below, Very Satisfied and Satisfied responses are combined as are Very Dissatisfied and Dissatisfied responses. A table providing a more detailed breakdown is included in the appendix.

More Satisfied than Dissatisfied

Items that more than 50% of respondents ranked as Satisfied or Highly Satisfied.

	Satisfied	Dissatisfied	Neutral	Don't Know	Responses
<i>Parks & Playgrounds</i>	79%	3%	15%	3%	388
<i>Friendliness of Residents</i>	78%	6%	15%	1%	391
<i>Bike & Pedestrian Access</i>	68%	8%	18%	6%	384
<i>Community Response to Public Emergencies</i>	64%	6.5%	17.5%	12%	391
<i>Police Protection/Law Enforcement</i>	61%	9%	22%	8%	388
<i>Medical Care Services</i>	53%	14%	23%	10%	391

Economic Issues



Comments Related to Economic Opportunity

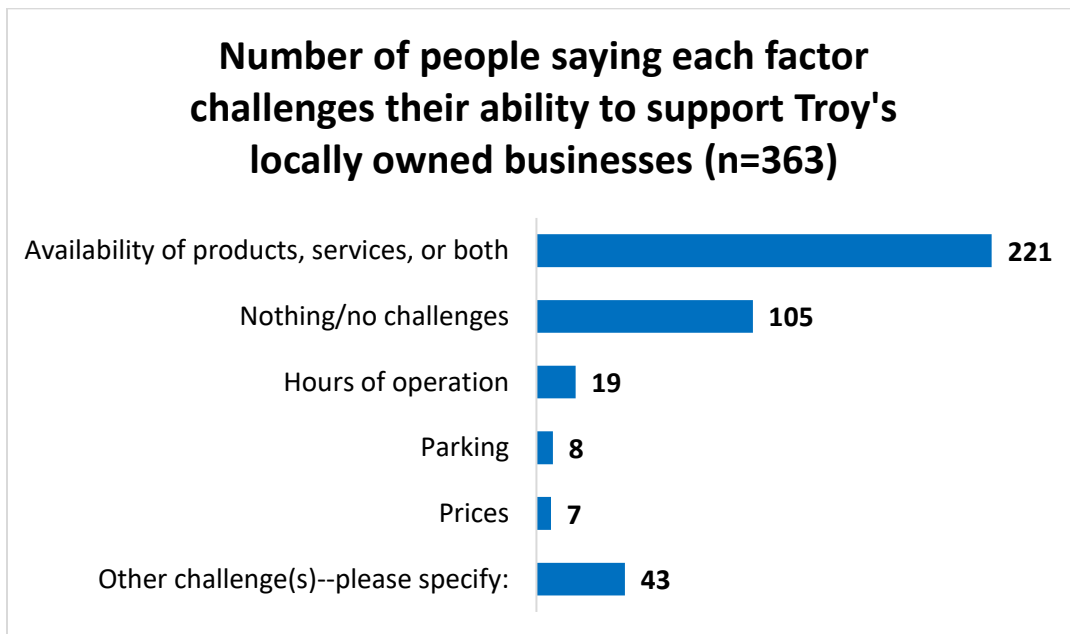
Comments related to Troy’s economic prospects track with the responses to Q1, where 62% of respondents were either dissatisfied or highly dissatisfied with “Available Jobs.”

- *We need jobs! Without jobs all other questions are pointless.*
- *With abundance of recreation and opportunity, work force and access to rail, highway, etc., this community is going in the wrong direction, job wise, to fit into our global economy.*
- *We need jobs here, we have so many natural resources here but are stopped by out of state interests who want beauty but not jobs.*
- *By opening the farmer's market, not only is it creating a gathering place for the community to hang out and socialize, but also it's providing a resource to buy healthy, local, homegrown food and goods, while allowing sellers to make a profit on their work.*



The farmers market received many positive comments (none were negative), including the economic opportunities represented by the market. Some residents would like to return to the days of good logging and

mining jobs, while others do not see that as a realistic possibility.

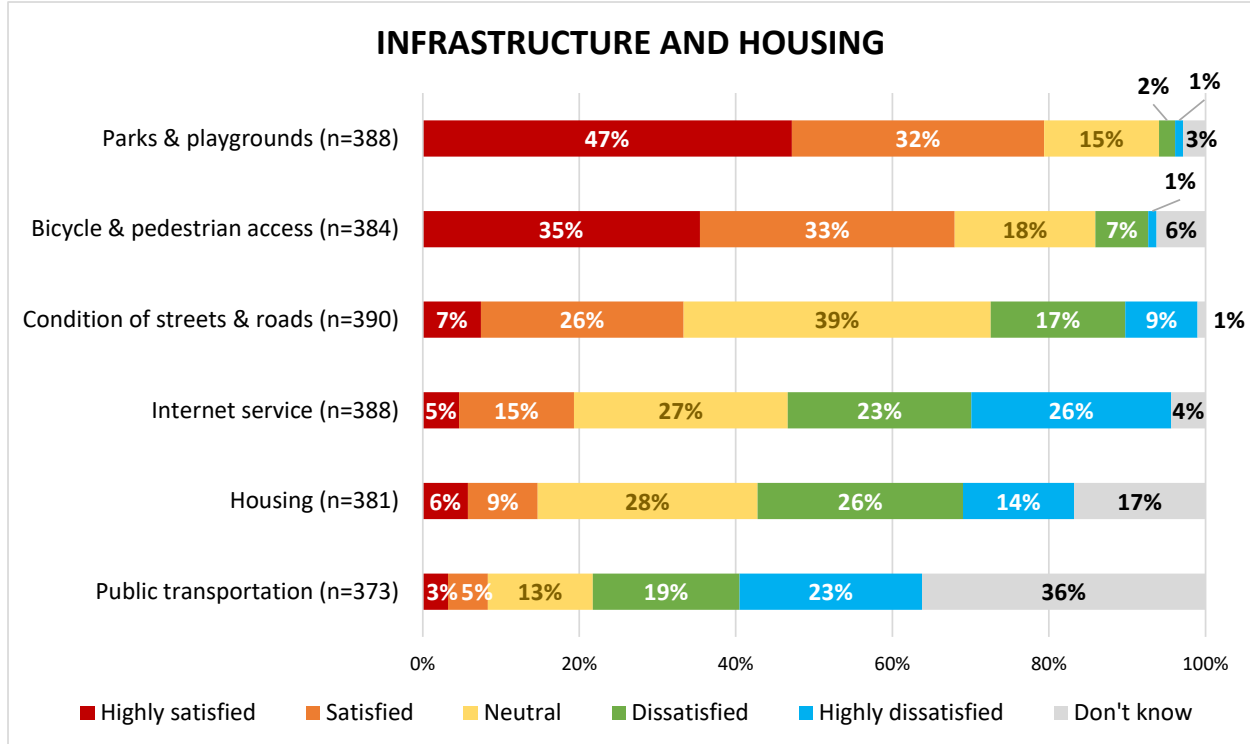


43 comments were offered in response to this question, many that reiterated challenges listed in the table. The highest frequency comment had to do with fresh produce/quality of food/availability of healthy food choices, especially during the winter months. Other comments focused more generally on dry goods.

- *Not enough "goods", sheets, household goods, clothing. I shop online but would prefer not to. we need a small Walmart type store.*

Though some others agreed it would be nice to be able to buy household goods and clothing in Troy, they specifically said they would not want to see a Walmart or other box store in Troy.

Infrastructure and Housing



Comments related to Infrastructure and Housing

Most people are happy with the **Bike/walking path** in town, but a few noted they would like to see some expansion, while others question some plans for it.

- *Love the parks, would like walking path to tie park to airport path.*
- *Bike path taking over golf course needs to be reversed.*

Internet Service seems to be deemed inadequate across the board.

- *Internet options limited, slow and unreliable.*
- *Internet service poor, unresponsive and hit and miss service*

A few comments about **Public Transportation** focused on a need for expansion and affordable, consistent service.

- *Would like regular van service/mass transit between Libby and Troy.*
- *Lincoln County transport often won't come to the Yaak.*

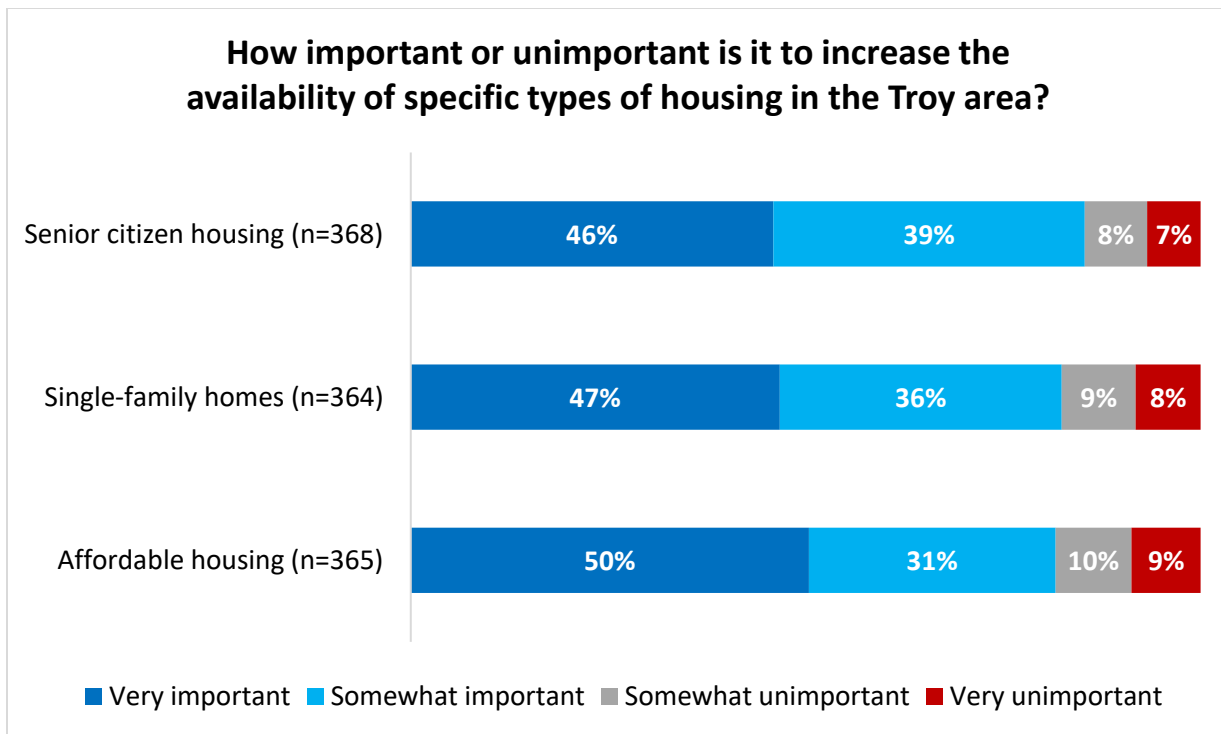
All comments about Troy's **Parks, Playgrounds** and other outdoor public spaces were positive.

- *Awesome job on the cemetery!*
- *Parks and playgrounds and walking paths are great.*

Comments about **Housing** tended to focus on unkempt properties and in particular a trailer park at the entrance to town. Other comments focused on needs for affordable housing and the need to address housing that doesn't meet local code.

- *Many new people are not able to find affordable housing, causing them to look to Libby or leave. Improved housing would help retain people.*
- *Housing hard to find and expensive; young people can't afford to buy in town.*
- *So many living in old trailer houses, campers and shacks too.*

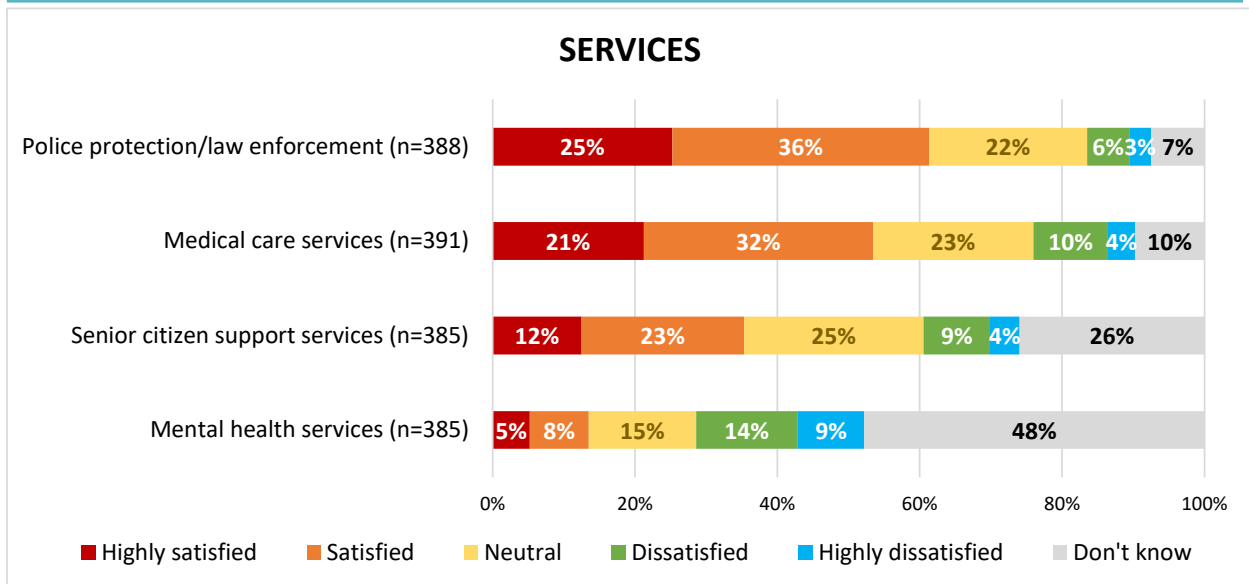
Questions 10, 11, and 22 asked residents' opinion about the need for specific types of housing.



The need for various types of housing in Troy is reflected in a number of written comments.

- *Many new people are not able to find affordable housing, causing them to look to Libby or leave. Improved housing would help retain people.*
- *So many living in old trailer houses, campers and shacks.*
- *Housing for renters is inadequate.*

Services



Limited Expectations

There are a range of perspectives on whether services are adequate or any more are needed but many who commented on services recognized the size of the community and limits the amount of services that are possible.

- *It is a small town, not much money. I get it.*

There are conflicting viewpoints on whether increased services are needed.

- *We love Troy the way it is the good and not so good.*
- *We love troy like it is, a quiet peaceful small town where all the people are friendly, helpful and considerate of one another. That is why we moved here. Don't change anything, it's the perfect place to live with nature. I am proud to call it my piece of God's country.*
- *Missing amenities such as a dog park and shopping opportunities and entertainment venues such as mini golf or movies.*

There were also several comments in the “Don’t Change Except For...” Camp.

- Really do not want are to change, we live here because we like it as it is, except internet.

Mental Health & Drug Treatment

There were many comments of concern about drug use in the community.

- *We have a lack of access to affordable mental health care and addiction counseling/treatment program.*
- *We HAVE to do something to stop the epidemic spreading through Troy with the influx of meth. The police can't seem to get a handle on it.*

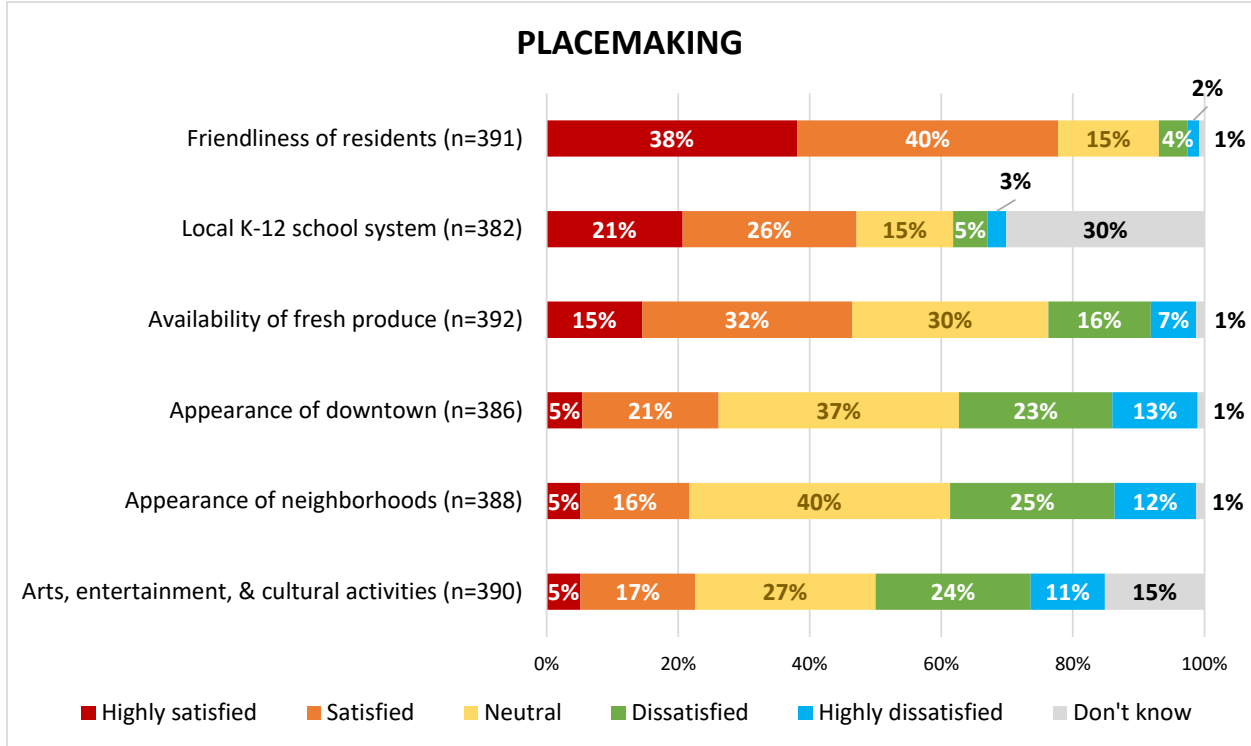
Emergency Services

A great deal of appreciation was expressed for volunteer fire fighters, EMTs and local police but there are also concerns about financial sustainability of these services.

- *Troy dispatch and emergency services are top-notch.*
- *funding needed for police, fire, emergency services.*
- *Medical, rescue, fire are all volunteers, endangered services!*



Placemaking



It is typical in communities the size of Troy for “Friendliness of Residents” to be the highest or among the highest ranked item in Question 1.

- *People care about people, what more could you ask for. If you want big city luxury, go to a big city.*

Investment in Public Spaces

Though there is a tension between those that do not want any change – even to blighted areas - and those that do, there is universal appreciation for the high-quality public spaces in the community.

- *Awesome job on the cemetery*
- *Parks and playgrounds and walking paths are great.*
- *A lot of buildings in disrepair, would be nice to have investment in the historic downtown.*

There were about 25 comments about the Farmers Market and the great contribution it makes to the community in terms of availability of fresh fruits and vegetables, economic opportunity for vendors and how it enhances quality of life overall, with the only complaint being people wish it was bigger. The Chamber, library, librarian and senior center also received rave reviews.

- *Really like farmers market, wish it was bigger.*

Sense of Place

Regardless of whether residents feel there is nothing that should be done to improve Troy or that improvements are desired, it is clear that nearly everyone shares a deep attachment to the community.

- *I like what we have here, it's plenty! Any and all improvements is spending unnecessary money and encouraging more and more outsiders to move here and making it more and more like cities and suburbs, exactly what I'd hate to see happen here!*

Others feel there is a balance the community could achieve – where the qualities that make Troy special can be retained while enhancing opportunities and quality of life for everyone.

- *The success and health of our community is not based on monetary profit. The mining and logging history of NW MT is proof that no temporary boom will sustain. We are blessed with nature- natural awe-inspiring vistas, mountaintops, waterfalls, swamps! What draws people here, to this area, is this beauty. Promotion of human powered*



activities, wilderness retreats, photography, fishing. Providing a place of refuge for the weary, to rest, catch their breath before diving back into the political ebb and flow of the American 'rat-race'. Sure, we need healthy businesses, functioning roads and schools - but the town is a drop in the bucket when you look around at the potential that has been all along, not to take for our own but to lift-up and be proud of. I am thankful that community members have been given this opportunity to speak on behalf of their community. I truly hope decisions can be made to better this place, for everyone, especially the future generations.

Youth and Schools

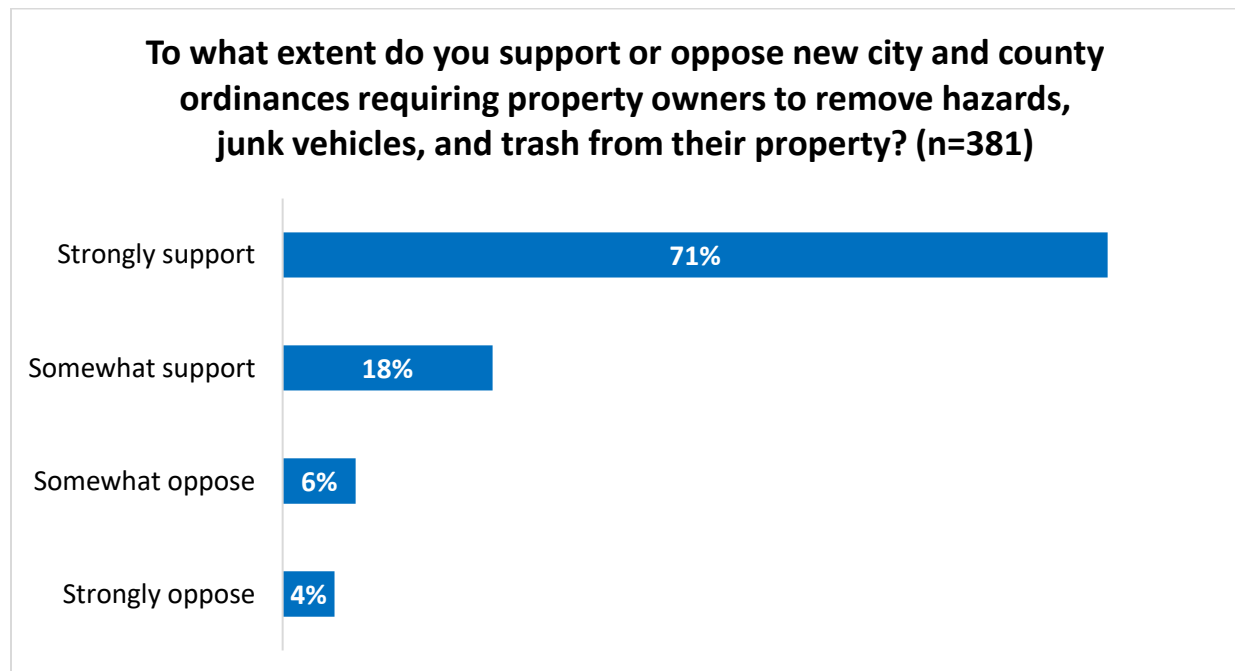
Local schools get mixed reviews. The desire for a public swimming pool was mentioned several times.

- *School system is not educating more like just getting by.*
- *School system has great positive energy.*
- *Would love a community pool, every child should get to learn to swim and compete in swim team.*

Entertainment

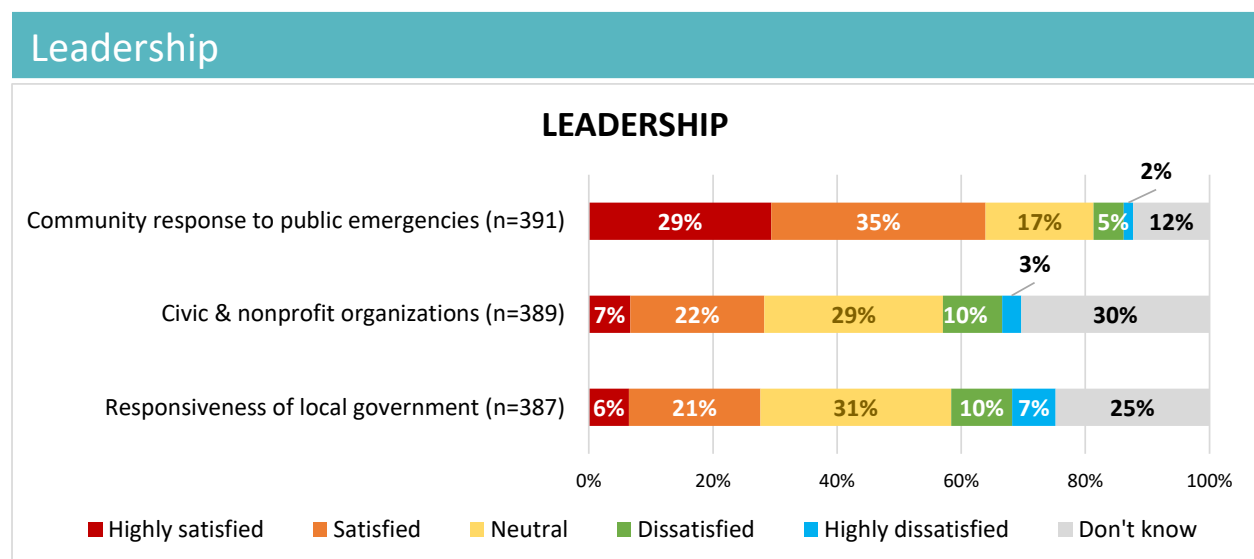
As with other local amenities, Troy residents are grateful for what they have in terms of entertainment opportunities, some do not want any more, while others would like a few more activities where people can come together and enjoy a movie or a nice meal.

- *Regrettable that the movie theater had to close for lack of funds to update.*
- *Great yoga studio, some community fitness groups.*
- *The golf disc course is a boon to our community, provides young people a good physical activity; would be a shame to ruin it by adding camping facilities.*
- *Downtown needs to be revitalized with sustainable businesses not as affected by online purchases. coffee, restaurants.*
- *The library is good. librarian is excellent.*
- *A local troy event would be a great idea.*
- *Decent place to eat would be nice.*



Despite the many comments suggesting nothing in Troy needs to be changed, a whopping 71% strongly support enforcement of ordinances requiring property owners to remove junk and trash from their properties.

- *[We] don't do much about appearances. junk in yards, cars in yard, etc.*
- *Clean up the town and make business appealing to people.*
- *Structures burned out but not removed, trash and old, abandoned cars everywhere, trailer parks in bad need of repair and upkeep.*
- *Need more pride in neighborhoods, junk vehicles, trash a problem. need to enforce the laws that are on the books!*



Local Government

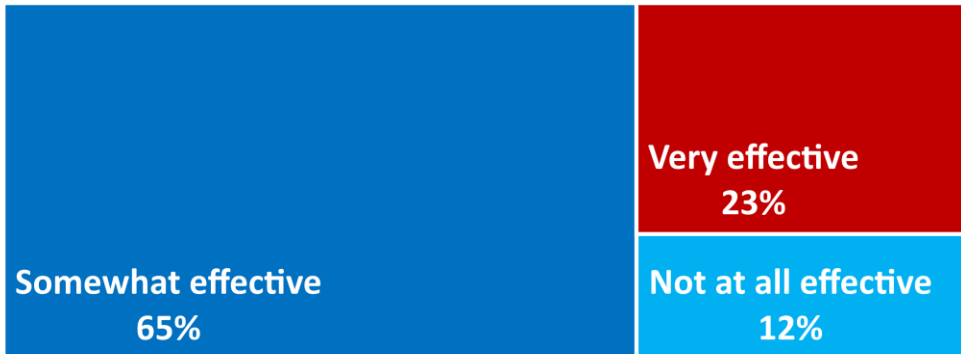
There were a few, but very few, complaints about how the city operates, which suggests there is a fairly high level of trust in local government in Troy.

- *Love this town and would like to see better services of course. However, Troy tries very hard to take care of all of us.*
- *Troy ignores state laws and has selective*



enforcement at best. Allowing "campers" to be lived in or rented does not abide by the house trailer ordinance intent. Development of multiple unit shed/cabin rentals and RV rental space requires going through subdivision review process.

**How effective do you think the residents of your community are at working together to solve challenges?
(n=367)**



Many who completed surveys have opinions about why people in Troy aren't always able to agree on whether residents can effectively work together, or on development goals. Taken all together, rugged individualism, too few people willing and able to be engaged, and different interests related to the environment and Troy's destiny are limiting factors. However, there is general agreement that when there is a crisis or someone is in need, all of that is put aside until the crisis is resolved.

Positive Momentum

- *Great example is farmers market, wonderful efforts and has improved over the years, also sidewalks, flowers, etc.*

Western, Small Town Ethic

- *There is a pervasive attitude of individualism, ie take care of selves over community building.*
- *We care about friends and neighbors and rely on each other, not the government.*
- *If you are in need of something, everyone helps.*

Examples of Working Together

- *We love our library, parks, 4th of July, Easter egg hunt, activity center, senior center.*
- *We come together and work to resolve problems.*

Same Ten People (STP) Syndrome and Apathy

- *There are a few individuals highly involved, the rest are disengaged.*
- *It seems like it is individuals or small groups of people who solve challenges in Troy, which are very effective, but there is the wider public that does not come together.*

Inclusive Decision-Making

- *More action is needed to get more people involved with input and suggestions, many feel excluded and they have no say.*
- *Planning process is inclusive and prospective. Thank you!*

Conflict

- *There are some really loud negative voices that make it seem like everything in town is terrible. However, they belong to the minority but make it so that those that feel differently don't stand up for what they believe in. This town is actually pretty great and we are fortunate to live here.*
- *Too many out of staters bring in their big city ideas to change our way of life.*
- *Climate change and ecosystem degradation, we need to change the ways we treat our national forests. Economic principles must NOT override environmental standards. This community is divided over how to use/abuse our natural environment.*
- *We are being railroaded by environmentalists in our govt.*

Lack of Shared Vision

- *People that moved here from out of state do not want the same things as the people from here.*
- *Many looking to an unachievable past for guidance and others looking toward incomparable communities to work to become in the future. NW Montana being its own- we should be proud of that.*

Resistance to change

- *Lots of closed minds to change.*

Communication

- *We have lack of public communication in this area.*

Fragmented Efforts

- *Some groups form to work toward needs in specific areas but lack of communication between groups and community.*

Q6: Have you been involved in a neighborhood or community project in the last 12 months? (n=376)



Despite the fragmenting forces, and 64% of folks responding to the survey who have not been involved in community projects, 36% report being engaged in a great number of community support/improvement efforts in the past year.

Projects in which respondents have been involved

Q8: Please complete this sentence: “I would be involved in more community projects if...”

Number of times mentioned out of comments	Reason
62	Communication (Don't know about/not asked to participate, not any projects)
50	Inability (age, health, lack of skills, or physical fatigue due to work)
31	Don't live in town
30	Time/Job Conflict
26	Interpersonal difficulties (not feeling included, personality clashes, past bad experiences)
21	Projects lack positive impact/not interested in what is offered

Troy Volunteer Table

These are projects volunteers listed in the survey:

<u>Cultural</u>	<u>Economic Development</u>	<u>Health & Safety</u>
Arts Fair Friends of the Library 4 4th of July festivities 5 TMA Christmas outreach/tree lighting 6 Giving Tree 3 Museum 3 Methodist Church 2 Kootenai Pets for Life 2 Christain Womens Connection 3 Community READ 2 Geotourism effort 2 RAW developing the arts 2 Torch run Church 2 Relay for Life Lincoln County Community Foundation VFW Auxilary 2 Fine Arts Council Ethic food dinners Block Party Photo contest organizer Rides for Habitat for Humanity	Chamber of Commerce Christmas Bazaar Community fundraisers 8 Thrift Store 2 Promoting tourism	Food Bank 13 Farmers Market 6 Shelter Bull Lake Fire Dept Food Hub 5 Wings 4 Donate food & supplies 3 FireWise program Backpack Food Program 4 EMT Mental Health Coalition 2 Transporation to medical services Physical & moral support for family members of patients Troy/Angel Island Fire Dept & Ambulance 4 Troy Area Dispatch District
<u>Quality of Life</u>	<u>Youth</u>	<u>Civic</u>
Neighborhood Watch Political & Climate awareness Bike park and trails 6 Cemetary Park Senior Center 4 Pick up litter 3 Leading hikes Filling out surveys 2 Hearts on stores during lockdown Beautification 4 Help seniors with home repair 2 Climbing wall avalanche training Communities that Care Chaplain services	School volunteer 5 Yaak School fundraiser 3 Missoula Children's Theatre 4H 3 After School Program 6 Parks & Rec Coaching 4 Youth Bowling Youth Development 3 Unite for Youth 3 Citrus sale VBS Headstart 2 School sports coaching 3	Broadband Task Force 4 Agency board member Civic organizations 2 City Planning

Conclusion and Next Steps

The survey analysis team was most impressed by the love of community so frequently expressed (albeit in different ways!). This lovely ode to the Troy Community was written on a piece of blue stationary and tucked into a survey envelope.

To whom it may concern,

While I applaud your attempt to discover the strengths and weaknesses of the Troy community using scientific method, my fondness for the community does not lend itself to checking boxes.

I like living in Troy because children can still play in the streets and sometimes drivers must give way to the important business of play.

I like Troy because two rigs can stop side by side for their drivers to visit.

I like Troy because there is room for subsistence workers, wood gatherers and handymen, to raise their families, complete with the mess that livelihood entails. This town has the space and acceptance for all members of the entire socio-economic spectrum to live and interact respectfully.

Thank you for your consideration.

Appendix B: Survey Form

Troy Community Survey

Q1. Listed below are public services and community amenities. Thinking about availability, cost, quality, and any other considerations important to you, how satisfied or dissatisfied are you with the following aspects of your community? Please circle a number from 1 (highly dissatisfied) to 5 (highly satisfied), or "don't know." if you believe an item is not applicable to your community, please feel free to skip it.

	Highly dissatisfied		Highly satisfied			Don't know
a. Local K-12 school system	1	2	3	4	5	DK
b. Childcare/early childhood education programs	1	2	3	4	5	DK
c. Housing	1	2	3	4	5	DK
d. Parks & playgrounds	1	2	3	4	5	DK
e. Bicycle & pedestrian access	1	2	3	4	5	DK
f. Condition of streets & roads	1	2	3	4	5	DK
g. Public transportation	1	2	3	4	5	DK
h. Internet service	1	2	3	4	5	DK
i. Appearance of downtown	1	2	3	4	5	DK
j. Appearance of neighborhoods	1	2	3	4	5	DK
k. Police protection/law enforcement	1	2	3	4	5	DK
l. Medical care services	1	2	3	4	5	DK
m. Mental health services	1	2	3	4	5	DK
n. Senior citizen support services	1	2	3	4	5	DK
o. Available jobs	1	2	3	4	5	DK
p. Pay rates (salaries/wages)	1	2	3	4	5	DK
q. Access to higher education (e.g., college, technical)	1	2	3	4	5	DK
r. Variety of goods & services available	1	2	3	4	5	DK
s. Responsiveness of local government	1	2	3	4	5	DK
t. Civic & nonprofit organizations	1	2	3	4	5	DK
u. Arts, entertainment, & cultural activities	1	2	3	4	5	DK
v. Friendliness of residents	1	2	3	4	5	DK
w. Availability of fresh fruits & vegetables	1	2	3	4	5	DK
x. Community response to public emergencies	1	2	3	4	5	DK

Q2. Would you like to comment or explain why you rated your satisfaction with any of these public services and community amenities in the way you did? If so, please provide your comments/explanation here:

Q3. Would you like to comment on your level of satisfaction with any other public services or community amenities that are not listed above? If so, please explain here:

Q4. In general, how effective do you think the residents of your community are at working together to solve challenges?

- Very effective
 Somewhat effective
 Not at all effective

Q5. Please briefly explain why you answered the previous question (Q4) in the way you did:

Q6. Have you been involved in a neighborhood or community project in the last 12 months? *For example, youth development, community beautification, fund raiser, etc.*

- Yes → If yes, please tell us the type(s) of projects you have been involved in:
- No

Q7. Please complete this sentence: “I would be involved in more community projects if...”

Q8. Do any of the following factors challenge your ability to support Troy’s locally owned businesses? *Please select all that apply.*

- Prices
- Hours of operation
- Parking
- Availability of products, services, or both
- Nothing/no challenges
- Other challenge(s)—please specify: _____

Q9. How important or unimportant is it to increase the availability of affordable housing in the Troy area?

- Very important
- Somewhat important
- Somewhat unimportant
- Very unimportant

Q10. How important or unimportant is it to increase the availability of housing for senior citizens in the Troy area?

- Very important
- Somewhat important
- Somewhat unimportant
- Very unimportant

Q11. How important or unimportant is it to increase the availability of single-family houses in the Troy area?

- Very important
- Somewhat important
- Somewhat unimportant
- Very unimportant

Q12. To what extent do you support or oppose new city and county ordinances requiring property owners to remove hazards, junk vehicles, and trash from their property?

- Strongly support
- Somewhat support
- Somewhat oppose
- Strongly oppose

Q13. What is your sex?

- Male
- Female
- Prefer not to answer

Q14. What is your race? *Please select all that apply.*

- African American/Black
- American Indian/Alaska Native
- Asian/Pacific Islander
- White
- Other

Q15. What is your ethnicity?

- Hispanic
- Non-Hispanic

Q16. In what year were you born?

_____ birth year

Q17. What is your annual household income?

- Under \$25,000
- \$25,000-\$49,999
- \$50,000-\$74,999
- \$75,000-\$100,000
- Above \$100,000

Q18. Do you live within or outside the Troy city limits?

- Within city limits
- Outside city limits

Q19. How many years have you lived in Troy or the immediate area?

- 0-5 years
- 6-10 years
- 11-20 years
- More than 20 years

Satisfaction Results from Question 1

#	Field	1 (Highly dissatisfied)	2	3	4	5 (Highly satisfied)	Don't know	Total
1	Local K-12 school system	2.88% 11	5.24% 20	14.66% 56	26.44% 101	20.68% 79	30.10% 115	382
2	Childcare/early childhood education programs	2.35% 9	7.05% 27	13.58% 52	16.19% 62	9.66% 37	51.17% 196	383
3	Housing	14.17% 54	26.25% 100	28.08% 107	8.92% 34	5.77% 22	16.80% 64	381
4	Parks & playgrounds	1.03% 4	2.06% 8	14.69% 57	32.22% 125	47.16% 183	2.84% 11	388
5	Bicycle & pedestrian access	1.04% 4	6.77% 26	17.97% 69	32.55% 125	35.42% 136	6.25% 24	384
6	Condition of streets & roads	9.23% 36	17.18% 67	39.23% 153	25.90% 101	7.44% 29	1.03% 4	390
7	Public transportation	23.32% 87	18.77% 70	13.40% 50	5.09% 19	3.22% 12	36.19% 135	373
8	Internet service	25.52% 99	23.45% 91	27.32% 106	14.69% 57	4.64% 18	4.38% 17	388
9	Appearance of downtown	12.95% 50	23.32% 90	36.53% 141	20.73% 80	5.44% 21	1.04% 4	386
10	Appearance of neighborhoods	12.37% 48	25.00% 97	39.69% 154	16.49% 64	5.15% 20	1.29% 5	388
11	Police protection/law enforcement	3.09% 12	5.93% 23	22.16% 86	36.08% 140	25.26% 98	7.47% 29	388
12	Medical care services	3.84% 15	10.49% 41	22.51% 88	32.23% 126	21.23% 83	9.72% 38	391
13	Mental health services	9.35% 36	14.29% 55	15.06% 58	8.31% 32	5.19% 20	47.79% 184	385
14	Senior citizen support services	4.16% 16	9.35% 36	25.19% 97	22.86% 88	12.47% 48	25.97% 100	385
15	Available jobs	34.37% 133	27.65% 107	13.70% 53	3.62% 14	3.36% 13	17.31% 67	387
16	Pay rates (salaries/wages)	20.31% 79	28.53% 111	20.82% 81	4.11% 16	2.06% 8	24.16% 94	389
17	Access to higher education (e.g., college, technical)	13.09% 50	22.77% 87	20.68% 79	15.97% 61	4.45% 17	23.04% 88	382
18	Variety of goods & services available	12.76% 50	29.85% 117	33.93% 133	16.84% 66	4.85% 19	1.79% 7	392
19	Responsiveness of local government	6.98% 27	9.82% 38	30.75% 119	21.19% 82	6.46% 25	24.81% 96	387
20	Civic & nonprofit organizations	3.08% 12	9.51% 37	28.79% 112	21.59% 84	6.68% 26	30.33% 118	389
21	Arts, entertainment, & cultural activities	11.28% 44	23.59% 92	27.44% 107	17.44% 68	5.13% 20	15.13% 59	390
22	Friendliness of residents	1.79% 7	4.35% 17	15.35% 60	39.64% 155	38.11% 149	0.77% 3	391
23	Availability of fresh fruits & vegetables	6.89% 27	15.56% 61	29.85% 117	31.89% 125	14.54% 57	1.28% 5	392
24	Community response to public emergencies	1.53% 6	4.86% 19	17.39% 68	34.53% 135	29.41% 115	12.28% 48	391

Showing rows 1 - 24 of 24

Troy Main Street Project Resources

In October 2018, the Rural Partners Team, including Lt. Governor Cooney and Main Street Montana-Rural Partners Chair, Lance Trebesch (CEO Ticketprinting.com + Eventgroove), along with Ben Thomas (MT Department of Agriculture Director), Sean Becker (Business Assistance Bureau Chief, Office of Tourism and Business Development, Montana Department of Commerce), and Elisa Fiaschetti (Rural Community Development Manager, Governor's Office of Economic Development) met with stakeholders from Troy to discuss the community's accomplishments and successes, as well as their challenges and roadblocks.

The information gleaned from this project will serve as additional resources for the Troy Community Review.

<https://mainstreetmontanaproject.com/rural-partners/community-partners/troy/>

Meeting Notes: https://mainstreetmontanaproject.com/wp-content/uploads/2019/03/Troy_Rural-Partners-Notes.pdf

Troy Information

- [Troy Growth Policy](#)
- [City of Troy](#)
- [Troy Chamber of Commerce](#)
- [Troy Growth Policy](#)
- [Yaak Valley Forest Council- Community Development](#)

Appendix C: Listening Session Notes

The following is a listing of comments made by participants during Forward Troy Listening Sessions.

FORWARD TROY COMMUNITY REVIEW

MEDA COMMUNITY REVIEW

LISTENING SESSIONS, PHASE 1

SEPTEMBER 8 – 10, 2020



Below are the answers to the four questions shared during the MEDA Community Review. Eight separate listening sessions were held with Senior Citizens, Youth, Educators, Chamber/Business/Tourism/Recreation, Health Care/First Responders, Catch-all-Call with Nonprofits, Churches, Parents, Volunteers; Government/City/County/Law Enforcement, and the Yaak Community. The “*” symbol indicates how many times others agreed on that answer or topic.

1. WHAT *DON'T* YOU WANT TO SEE HAPPEN IN GREATER TROY IN THE NEXT FIVE YEARS?

Senior Citizens

- Decrease in population & young people
- Population loss in the schools
- Higher priced housing
- Lose positive momentum
- Too expensive for young people to live here based on jobs/salaries.
- People recreate large city problems they left behind

Students and Youth

- Corona ***
- Social distancing
- A decline in the local economy
- Increase divisiveness
- Crime
- Trash
- Tourists in my fishing spots * * * * *
- Pollution
- More people
- Less trees taken down

Educators

- Loss of after school program
- Loss of Farmer's Market
- Loss of momentum; visible progress over past ten years
- Too many people moving to the area
- Increase in drugs and unemployment
- Don't want to lose teachers due to lack of housing

Chamber, Businesses, Tourism, Recreation

- Over development, overpriced property
- Don't lose the small town feel
- Closing businesses (unless personal choice)
- Drug use, drug problems (youth in particular)
- No increase in blight, unused buildings falling down, etc.
- I don't want to see de-funding of law enforcement or school support; basically, the grants they currently have in place are wonderful.
- "Don't want to see nothing happen."
- Closed mindedness

Health Care/First Responders

- Dispatch disbanded or unable to operate.
- Small businesses close due to pandemic.
- Families having to leave or broken apart because of no jobs here.
- Schools shutting down; they are key to maintaining our ability to communicate.
- "I don't want us to be a bunch of strangers to each other."
- Increase in drug and alcohol use

Catch-all-call: Nonprofits, Churches, Parents, Volunteers

- More isolated than folks already are during the pandemic
- Lose more jobs and young people*
- Remain stagnant as a community* – need progression in the economy or people become disappointed and emotionally drained
- Lose wholesome healthy outdoor activity orientation
- Discount stores – dollar stores
- Troy School District to not take needs assessment – lose youth to substance abuse
- People priced out of housing market
- Out of states move here and want to change to be like the place they just fled
- Community not heard by groups/orgs trying to help*
- "This is just Troy" attitude. Lack of hope.
- Disconnect between resources and what community members need. Duplication of services. Organizations not coordinating

Government – City/County; Law Enforcement

- Lose community character*
- Troy turn into just a tourist town
- Town to get smaller / just a retirement community
- Drug problem get worse
- Tax base get smaller
- People have to work out of town to support family

Yaak Community

- Don't want to become completely tourism/recreation-oriented economy. Don't want imbalance of new and traditional/restoration/conservation industries.
- Continue with poor internet service – Yaak residents have to rely on satellite
- Workforce Training
- Too many more people here

2. *WHAT DO YOU WANT TO SEE HAPPEN IN GREATER TROY IN THE NEXT FIVE YEARS?*

Senior Citizens

- Farmer's Market Continue
- Improve Downtown Troy
- More jobs with higher wages so people can live here
- Better internet so people can work from home
- Jobs for locals
- Affordable housing *
- More economic development in the area of recreation (use forest, nature, etc., for long-term jobs)
- Clean up especially on the way/use of in town dump site
- Senior Citizen used more fully

Students and Youth

- School schedule back to normal *
- New/Improved skateboard park – fixed *
- No masks * * * *
- More fun
- More history classes
- End to social distancing * *
- No more corona/things open *
- More free places to camp
- More youth groups – connect outside of school
- More people but less pollution
- A place for youth to gather/center * * * * * (outside of school campus like a coffee shop just for teens – open on weekends)
- Less bullying
- Less tourists
- More books in the library
- Improved economy
- More activities for youth
- People to start working; no couch potatoes
- More people helping our elderly, people being nice to elders * *
- More stores * *
- No more discrimination
- No more blocked campsites
- Weight room open in mornings * * *
- More back roads
- More jobs to help economy

- Tourists from New York

Educators

- More small businesses (food, gym, other home grown businesses, shopping) *
- More ways to involve parents in the community with their children (not just for school), i.e., Farmer's Market, more community events that are family friendly *
- More community involvement in the schools *
- Get the Troy Fine Arts Council active and introduced to involve younger people
- Housing for teachers *
- More organized clubs/groups for youth, i.e., Girl Scouts, etc. *
- Skatepark fixed *
- Renovate and update the theatre (fundraiser in progress)
- Communities that Care – SPARKS
- Unite for Youth: Contract position for youth involvement – Partnerships for Success
- Pool *
- Activity center open during the weekend

Chamber, Businesses, Tourism, Recreation

- Chamber/Park area developed (needs assessment completed, what makes sense, etc.)
- Local economic development – such as promoting new businesses in the area or encouraging industries to move our area. *
- I would love to see a return of Jack and Jill softball, more family events, development of family-oriented recreation.
- Education or volunteer situations for young teens to empower them in choosing a career path.
- Determine what infrastructure will attract business investment i.e. broadband
- Recreation and geo-tourism; develop in a responsible way *
- Better variety of businesses *
- Affordable, livable housing * * *
- Improved internet (back to business connection) *
- Support for people seeking a home or land.
- Attract 20 – 30 somethings to the area; (but challenges are what would they do and where would they live?) *
- Wildlife resources; developed in a mindful way, good stewards.
- Food co-op or local food business
- Lodging/hotel to cause people to stay longer in Troy; destination lodging. * *

Health Care/First Responders

- Community to thrive; I love it here. I love serving my community. It is a great place to live.
- More job opportunities *
- Jobs to keep our youth here
- More respect for our community; take more pride
- More things for our youth to do outside of school.

Catch-all-call: Nonprofits, Churches, Parents, Volunteers

- Greater work force / employment is critical. Sense of accomplishment that comes with that.*
- Jobs. Logging and mining come back. Back to roots.*

- More collaboration and coordination among organizations to provide what is helpful to families*
- Safe and healthy recreation for youth and families – pool & rec center – year round and public
- Brick and mortar resource center. **
- Healthy foods, safe and healthy activities. Classes – build resiliency in community
- Grass roots-driven action – more participation and volunteering*
- Public transportation
- Internet! Especially during pandemic for students – it’s a basic need.
- Housing – affordable housing. Quality housing that people can afford. Low income housing is a big need.*
- Felt sense of pride. Make it show.
- City has done great job with parks, golf, etc. Trying to make town look proud.
- Hotels – not enough space during peaks. Sometimes closed.
- Movie theater back! Was a place to gather – kids can hang out**
- Fully funded after school program
- Affordable child care. People have to stay home from work right now.
- Mentorship program like a boys and girls club. A place where people in community can support youth.
- Everybody has a place to go on Friday and Saturday nights.
- Theatre also a place where youth can work – could double as dramatic arts venue.

Government – City/County; Law Enforcement

- More jobs that can support a family*
- Self – sustaining community
- Keep young people here or be able to come back
- Need some sort of industry that will support family jobs
- Infrastructure upgrades
- Internet (almost there)
- People have more respect for the town and take pride in it
- Animal control in city limits
- Use park as launch point for recreation opportunities in town
- Mountain bike trails going in close to town, so pump & flow tracks launch point for exploring further
- [seeing an increase in school enrollment]
- [Montana Sky is doing an upgrade - next four to six months]

Yaak Community

- Take customs and culture – working in the woods – to 2020 style
- Must have good, solid, workable, dependable internet service across the area – for retirees, remote workers, probably Yaak school too. **
- Solid direction and guidelines for how we move through the pandemic. Protect ourselves but continue to thrive.
- Build a restoration workforce – have it, but connect them to competitive opportunities

- I want us not to lose our customs and culture but translated to current time and reality.
- Turn public lands-related opportunities into economic driver.
- Yaak Community Center – old log structure needs some restorative attention – given to original settlers.
- For YCC – look opportunities for community development there.
- Expanding the community center in the Yaak to be renovated for future use.
- Working with the Yaak school for their renovation and adding more of a kids play area.
- Education campaign for the Yaak, what to do and not do when living or visiting the area. There were so many tourists this year it would be helpful to have some educational kiosks. I don't want to really advertise the area, just educate all who come into the valley.
- Developing a "goods market"

3. *WHAT ARE WAYS RESIDENTS HAVE COME TOGETHER TO SUPPORT EACH OTHER DURING THE PANDEMIC?*

Senior Citizens

- Food boxes through CARE program (could use more communication)
- Senior Citizens – meals five days per week; call ahead for pick up (rather than go in and eat)
- Not much change; people in small towns always help each other
- Food group – shared before pandemic, too.
- Support for small businesses and schools; for people who were working through the pandemic.
- Forming little groups to be able to do things safely.

Students and Youth

- Church * * *
- Help with food sources * * *
- Small groups * *
- Social distancing * * * * *
- Local women of faith group – hearts on windows to show appreciation
- Encouragement and love *
- Help for those who lost jobs and don't have money * *
- Donations * *
- Help each other be less lonely
- Video chat * *
- Accessing more things online
- Online work *
- People to deliver food and paperwork for those without internet
- School made a plan promptly for distance learning in March

Educators

- Clothes and shoes bank
- Schools stepped up: food bag, homework, - the backbone
- Food baskets – home delivery; schools getting every child involved
- Hearts made for businesses (windows)
- Making sure elderly received food or meals

- Keeping an eye out for neighbors
- School staff reached out and made individual calls.
- Planning done by new emerging communities that care group
- The city turned the big city Christmas tree lights on for about a week to show some hope and community spirit during the 'lockdown' period. It was pretty heartwarming.

Chamber, Businesses, Tourism, Recreation

- Distributing food boxes * * *
- School has helped tremendously *
- Church centered *
- Mask making ministries
- NWCHC delivers to the Troy office and local patients for their medications
Increase prayer support within the churches, prayer walks, meal preps.
- Drivers to assist and deliver to others that can't make it to pick up the boxes
- Paper hearts (mentioned previously) to show support to businesses as some had to temporarily close.
- Support of local businesses
- The City of Troy employees and volunteers have done an awesome job of clearing up the walking path
- Find a need fill a need, neighbors helping one another
- The farm to families is AWESOME!
- Various businesses providing meals, baked goods, etc., to law enforcement and first responders
- Kootenai Drug now offers home delivery of medications if needed, that is a big help to our elderly community members

Health Care/First Responders

- Neighbors share garden produce.
- More caring for each other.
- People not afraid to reach out and interact – give a hug. Haven't let the fear rule them.

Catch-all-call: Nonprofits, Churches, Parents, Volunteers

- Greater effort to connect via phone. People checking up on people. Reaching out to stay in touch.
- Christian Women group provided masks, hearts for essential businesses
- Creativity and flexibility to make sure kids are getting lunches, adapting to new guidelines
- Farm to Families – VFW*
- Class of 2020 banners – superintendent asked for masks for the Troy School District – Facebook request resulted in 200 masks per school
- Cabinet Peaks Medical Center group looking at importance of kids being in and staying in school.
- Mental health, business etc. campaign for safety (masks, washing hands, etc.)

Government – City/County; Law Enforcement

- Food delivery every week – lots of volunteers**
- People have been respectful of mask wearing requirements
- Troy did a good job making difficult decisions during the spring and summer – have managed to keep covid numbers low

- Its hard to not let Troy change. If we don't change then we will die. We have to keep up with the new challenges in the world. Don't want to live in a hole.
- City Hall customers have been mostly understanding when closed
- Teachers were/are awesome

Yaak Community

- Not just pandemic – as soon as something happens, no matter politics etc. we immediately reach out to neighbors
- Set up email chain and phone tree. Checking on each other (had to use phones while internet down – good to hear voices)

4. WHAT, WHO, AND WHERE ARE THE ASSETS THAT CAN BENEFIT TROY, NOW (INCLUDING RECOVERY FROM THE PANDEMIC) AND IN THE FUTURE?

Senior Citizens

- School system is fantastic *; within one week each student had a Chromebook
- School staff from kitchen crew to admin are terrific.
- Expand the Farmer's Market
- Grocery store, hardware store, medical clinic, bank, restaurants,
- Senior Citizen Cr – large basement used in years past (boxing, archery, pantry)
- Better use social media/internet tools such as Trip Advisor, Google Maps, etc., for natural resource tourism.
- People
- Gun range
- Museum
- Library

Students and Youth

- School
- Wilderness *
- 4-H *
- Falls *
- Bowling Alley
- Not a lot of people
- Library
- Skatepark
- Healthy water and air
- Animals
- Pump track *****
- Folf course *****
- Outdoor Rec
- Churches
- Walking paths

- Rivers
- Swimming places **
- Camping **
- Fun to be free
- Fishing and Hunting

Educators

- Kyla! ☺ (needs coffee)
- 4th of July event
- 1st weekend after Thanksgiving – tree lighting
- Apple festival
- Christmas Bazaar
- 4-H *
- Christmas light contest
- The Chamber
- Bowling – youth and adult league sponsored by USBC (every other Sunday night)
- WINGS – fundraiser for Lincoln County cancer patients
- zero to five launched a bright to test program allowing families to know about events and family friendly
- Headstart (0 to 5)
- Friday food bags
- Local businesses - shop local
- Adult Education
- Unite for Youth: Contract position for youth involvement - Partnerships for Success *
- Communities that Care – Univ of Washington; just starting - youth prevention program
- Swinging Bridge
- The Cedars
- Yaak Waterfalls
- Outdoor recreation surrounds us
- Roosevelt Park
- destination skate parks and Ament from Pearl Jam and his funding of a number of skate park upgrades throughout Montana
- Theatre

Chamber, Businesses, Tourism, Recreation

- Roosevelt Park (kids and adults)
- Home Bar (great place)
- More open/visible Chamber
- Swinging Bridge
- Ross Creek Cedars
- Folf course *
- Christmas Bazaar
- Forest Service – lookouts, cabin rentals, resource *
- Yaak Falls
- Golf Course
- Cabinet Mountain Views
- Bull Lake

- Pump and Flow Tracks
- The Apple Festival
- HWY 2 Drive thru the Village of Troy, very homey feel
- Gates to the West Cabinets and Yaak
- Farmers Market
- Experienced grant writers
- Kootenai River fishing
- Family and kid bowling
- Troy's Old Fashioned 4th of July *
- Christmas Tree Lighting * *
- Unite for Youth
- MSP

Health Care/First Responders

- It is a great place to raise kids.
- Live in a neighborhood where people can get together in the backyard, have a campfire and play guitar.
- Awesome Roosevelt Park by the river. Great place to take a walk, meet, picnic, etc.
- The Cedars – so many places to go.
- VFW – was in charge of Farm to Families during COVID.
- Bowling alley.
- Community garden – needs work, but is an asset.

Catch-all-call: Nonprofits, Churches, Parents, Volunteers

- After School Program*
- Library – reading programs. Mother Goose on the Loose etc.*
- Troy has sense of inclusivity. When the time comes, we can roll up our sleeves and get to work – come together in purposeful ways. *
- Unite for Youth*
- Zero to Five*
- Methodist & Episcopal churches have funds that orgs can apply for. Scholarships – will be helpful once we have prioritized*
- 4th of July program. An important identifier for the community***
- We have a lot!
- Farmers Market
- Parks and Trails
- Community Health Center

Government – City/County; Law Enforcement

- People of Troy – everyone helps everyone – tons of volunteers*
- Library
- 4th of July celebration & other events
- Volunteers, for 4th of July, council members, mayor, fire department
- Park & museum, golf course, pump and flow course, walking path, creek. Well maintained by city and different groups – location too – right in middle of town
- Important for us to build off our assets like Park and its amenities
- Its hard to not let Troy change. If we don't change then we will die. We have to keep up with the new challenges in the world. Don't want to live in a hole.

Yaak Community

- We are lucky to have Yaak Merc, tavern, saloon, local guide and outfitter Co.
- Yaak River Lodge
- Yaak Rod & Gun Club
- 2% private land – the rest is public. Opportunity for tourism/recreation/restoration workforce
- Community Center – was here from the beginning. A neutral meeting place.
- Yaak School (two room schoolhouse)
- Solar business
- Ceramics business connected to Troy Art Co-op
- Farmers Market in Yaak
- Retirees with expertise – opportunity to harness this resource
- Home businesses (e.g., investment)
- Love remoteness
- National forest foundation (external asset) maybe training opportunities for restoration workforce
- Broadband committee/working group

PRIORITIZATION DISCUSSION

As time allowed, each Listening Session Group was asked to prioritize their list of “Do Wants” and discuss the challenges in achieving change.

Group	Priorities	Challenges to Priorities	Assets for Priorities
Senior Citizens	<ul style="list-style-type: none"> • Jobs • Jobs and Homes (increase affordable, livable housing stock especially for young families) 	<ul style="list-style-type: none"> • Low wages; year round wages • Internet availability (low population and location) • Seasonal citizens • Skilled labor opportunities 	<ul style="list-style-type: none"> • Broadband group • Natural resources for jobs • Near Glacier Park • Rich, Rare, Remote (but some want to lock the gate)
Students and Youth	<ul style="list-style-type: none"> • Fix Skate Park ***** • Less tourists • Activity/Youth Center open on weekends • Free places to camp, * 		

	<ul style="list-style-type: none"> • Jobs * – for people in town • Youth groups • All of the above! 		
Educators	<ul style="list-style-type: none"> • Skatepark (it is what the kids want) • More ways to involve parents/family friendly events – community involvement * • Organized groups outside of school programs • Adult Ed for Family classes (kid friendly adult ed courses – yoga for families, cooking for families, dancing for families, etc.) * • Note: Communities that Care are working on some of these ideas (SPARK) • Non sports activities 	<ul style="list-style-type: none"> • Funding (grant will help!) • Volunteers * • Inviting authentically – better at truly inviting people on their terms/honor ideas and suggestions • Commitment • Same volunteers hit up • Gaining parents trust 	<ul style="list-style-type: none"> • Community Cares Grant
Chamber, Businesses, Tourism, Recreation	<ul style="list-style-type: none"> • Chamber/Park area developed • Museum (open more, Park/Museum feasibility or assessment) • Housing (affordable) * * • Internet • Build up churches; membership increase 	<ul style="list-style-type: none"> • Scalability of the solution • Funding • Volunteer/ new People power * 	<ul style="list-style-type: none"> • Chamber board and members • Broadband working group
Health Care First Responders	<ul style="list-style-type: none"> • Opportunities for young people • Thriving community • Reduce drug and alcohol usage 	<ul style="list-style-type: none"> • Figuring out how to encourage better choices and providing better choices. Possibly a rec center. 	<ul style="list-style-type: none"> • Mentoring • Brainstorm solutions • Older kids being role models for younger
Catch all Call: Non profits, Churches, Parents, Volunteers	<ul style="list-style-type: none"> • Jobs – it would help with housing and everything else** • Jobs – Housing – Transportation – need one to have the other • Communities that Care process – invest in families and youth health and wellness with 	<ul style="list-style-type: none"> • Affordable Child Care • Housing 	<ul style="list-style-type: none"> • Community Cares Grant and the team involved.

	<p>many in the community involved*</p> <ul style="list-style-type: none"> Relationships and how people are working together – an important part of community infrastructure – Framework for addressing many issues Building a healthy culture 		
Government - City/County; Law Enforcement	<ul style="list-style-type: none"> Jobs that can support a family**** 	<ul style="list-style-type: none"> Getting an industry to come in and make investment in the community* Lack of housing* Poor internet Money/funding Getting people to volunteer – limited number of people can lead to burnout. Some people don't want Troy to change 	<ul style="list-style-type: none"> Quality of Life of amenities make Troy a livable town Community events bring people to the area – may appeal to them to move here – remote work esp. people bring their own jobs (and money to spend)
Yaak	<ul style="list-style-type: none"> Improved internet*. Broadband enable development of workforce Make sure emergency services able to access remote areas – the Yaak – basic infrastructure needs Balance remote/ small town culture but have needed services Needs assessment for Yaak community center 	<ul style="list-style-type: none"> Rural areas are not prioritized for broadband and cell service Rural areas learning how to thrive in new era Restrictions on making improvements to the Yaak Community Center Protect communities during fire season every year – sustain infrastructure and resources for this – county fire plan (communities need to be part of that discussion). Also outreach education 	<ul style="list-style-type: none"> County driven fire plan, but could there be opportunities – have to engage National forest foundation (external asset) maybe training opportunities for restoration workforce Broadband committee/working group

		and communication – fire wise.	
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