1. 05/01/2023 Selectboard Agenda And Documents
   Documents:
   
   2023-05-01 AGENDA.PDF

1.I. Friday Mailing
   Documents:
   
   2023-05-01 FRIDAY MAILING.PDF
AGENDA

1. Public Comment

2. Review of Request for Reallocation of Supplemental Highway and Supplemental Bridge Aid Funds

3. Review of Request to Abate Water/Sewer Bill for Property Located at 34 Rayton Road

4. Review of Recommendation for Elderly Exemption – 17 Etna Road

5. Review of Recommendation for Veterans’ Credit – 4 Hunter Lane and 6 Bridgman Road

6. Review of Recommendation for Current Use Application – 71 Stevens Road

7. Recommendation to Set Polling Hours for Town Meeting, May 9, 2023

8. Appointment of Ballot Clerks for Town Meeting

9. Banner Requests – Montshire Museum of Science; Walk to End Alzheimer’s

10. Donations – Etna Library; Hanover Parks and Recreation

11. Approval of Minutes – March 28, 2023; April 3, 2023; April 10, 2023

12. Administrative Reports

13. Selectboard Reports

14. Other Business

15. Adjournment

Hearing enhancement equipment is available for use by the public.

There has been a request for a non-public session to discuss items pursuant to RSA 91-A:3, (A) (C) (E) (L)
T O W N o f H A N O V E R
NOTICE OF PUBLIC MEETING
SELECTBOARD
Monday, May 1, 2023 at 7:30 PM
Board Room, Municipal Building
41 South Main Street, Hanover, NH

AGENDA

1. Public Comment
2. Review of Request for Reallocation of Supplemental Highway and Supplemental Bridge Aid Funds
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Below please find the summary of the agenda items.

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Agenda Items

Item #2: Review of Request for Reallocation of Supplemental Highway and Supplemental Bridge Aid Funds | Action Requested

On September 12, 2022 the Selectboard accepted supplemental state aid highway funding in the amount of $240,739.71 for use in funding a 50% match for LED Streetlight Replacement project with any unused balance to be applied to the repair of the large drain outfall adjacent to the southern edge of Ledyard Bridge. On February 27, 2023 the Selectboard accepted supplemental bridge aid funding in the amount of $219,869.96 with the understanding that Peter Kulbacki, Director of Public Works, would be requesting an allocation for a bridge that was not completed within the FY 21 bridge bond allotment.
As indicated in Peter Kulbacki’s interoffice memo included in your packet, funds have been saved in one project while additional funds are needed for other projects due to increased costs.

**Action Requested:** Reallocate $219,869.96 of the supplemental bridge aid accepted on February 27, 2023 and reallocate up to $60,130.04 of the supplemental highway funding accepted on September 12, 2022 to the replacement of the bridge near the intersection of Ruddsboro and Three Mile Roads with any remaining unexpended balance of highway aid not used to complete the LED street light replacement and bridge at Ruddsboro and Three Mile Roads reallocated to the cross country path between Verona Street and Reservoir Road.

**Item #3: Review of Request to Abate Water/Sewer Bill for Property Located at 34 Rayton Road | Action Requested**

Due to an unexplained issue while this home was unoccupied last summer, the residents received a large water and sewer bill in September, 2022. It was speculated that something was left running or on during the time frame of this billing period although the residents dispute that. Further testing of the water meter and review of the home for leaks also provided no further explanation. The residents request an abatement determined by the Public Works Department to be in the amount of $1,555.00.

**Action Requested:** Approve a one time abatement in the amount of $1,555.00 and request the homeowner access the customer portal to self monitor flows while the home is unoccupied to avoid a possible repeat situation in the future.

**Item #4: Review and Recommendation for Elderly Exemption | Action Requested**

The Assessing Department has received a Permanent Application for Property Tax Credits/Exemption requesting an Elderly Exemption be approved on Monday evening. The Assessing Department recommends this application be approved.

**Action Requested:** Approve the request for Elderly Exemption on Monday evening.

**Item #5: Review and Recommendation for Veterans’ Credit | Action Requested**

The Assessing Department has received two Permanent Application for Property Tax Credit/Exemptions requesting a Veteran’s Tax Credit. The Assessing Department recommends these application be approved.

**Action Requested:** Approve the request for Veterans’ Credit on Monday evening.

**Item #6: Review of Recommendation for Current Use Application | Action Requested**

The Assessing Department has received an application for Current Use Assessment which is recommended for approval.

**Action Requested:** Approve the request for Current Use Credit on Monday evening.

**Item #7: Recommendation to Set Polling Hours for Town Meeting, Tuesday, May 9, 2023 | Action Requested**

Hanover Town Meeting is scheduled for May 9, 2023 at the Hanover High School Gymnasium, 41 Lebanon Street, Hanover, New Hampshire. Staff recommends that the Board set polling hours for Tuesday, May 9th from 7:00 a.m. to 7:00 p.m.

**Action Requested:** Set the polling hours for Hanover Town meeting on May 9, 2023 from 7:00 a.m. to 7:00 p.m.
Item #8: Appointment of Ballot Clerks for 2023 Town Meeting | Action Requested

A list of Town Meeting election volunteers that have agreed to assist Town staff with the upcoming Town Meeting has been included in your packet. Staff recommends the Board formally appoint these individuals as Ballot Clerks for Town Meeting on May 9, 2023.

**Action Requested:** Appoint Ballot Clerks for the May 9, 2023 Town Meeting on Monday evening.

Item #9: Banner Request – Montshire Museum of Science and Walk to End Alzheimer’s | Action Requested

The Montshire Museum has requested six light post banners to be hung from July 17, 2023 to August 14, 2023 to promote their Under the Artic Exhibition. If approved, we can accommodate this request.

The Alzheimer’s Association of NH and VT has requested to hang an overhead banner from September 17, 2023 to September 24, 2023 to promote their Walk to End Alzheimer’s being held in Hanover on September 30, 2023. If approved, we can accommodate this request.

**Action Requested:** Approve the Montshire Museum’s request to hang light post banners and the Alzheimer’s Association of NH and VT’s request to hang an overhead banner during the times indicated above.

Item #10: Donations – Etna Library and Hanover Parks and Recreation | Action Requested

The Etna Library received a donation from the Hanover Garden Club in the amount of $75.00, a donation from Jerry and Pat Balkcom in the amount of $100.00 and a donation from Thomas and Barbara Hall in the amount of $500.00.

The Hanover Parks and Recreation Department received a donation from the Jack and Dorothy Byrne Foundation in the amount of $6,500.00 to be used by the Friends of Recreation ($3,500) and the 4th of July Celebration ($3,000), a donation from Patricia Atwood in the amount of $250.00, Sara and Bill Young in the amount of $100.00 and the Dresden School District in the amount of $150.00 all to be used toward the AT mural project.

**Action Requested:** Approve the donation to the Etna Library totaling $675.00 and the donation to the Hanover Parks and Recreation Department totaling $7,000.00 on Monday evening.

**Town Manager Administrative Updates**

The schedules have been a bit off because of all the meetings the last month or two. Here is a more full report, and we’ll work to get back on schedule for the second meeting of the month.

**Town Meeting**

Town Meeting is May 9th, voting is open at the high school at 41 Lebanon street from 7am to 7pm and the business meeting begins at 7pm. A few quick logistical things to note:

- Parking is slightly different this year. The same as last school board elections. NOTE: Parking and Entrance into the gym will be located in the back of the High School. Please park in the lot in BACK of the HHS gym.
Enter from Lebanon street and exit on to Hovey Lane. Entrance into the gym will be through the LEFT DOOR in the back of the building. Signs will be present to direct traffic/pedestrian flow.

- We are working with the Secretary of State’s office to test new vote counting machines. We’ve met with the vendor and the process should be basically identical to what you are used to doing voting wise, but the machine your ballot will go in will look a bit different. Town staff and state officials and the vendor will be onsite to troubleshoot any issues. Hanover is one of four towns in NH helping to beta test the next gen of vote tabulators that we anticipate probably needing to purchase in the next few years. Local and state officials working with our beta-test vendor, ES&S on April 25th in Town Hall preparing for May 9th.

- I also want to give a shout out for the Selectboard and really the staff who put a ton of time in getting everything organized for the warrant, report and the meeting day, especially Kerry Osgood, my Executive Assistant who put a lot of pieces together, especially on the Town Report. Many of us are learning the ins and outs of getting all of these different pieces setup, so really big thank you to her and the rest of the staff. Like many things, we hope to make it a smoother process next year as we work to institutionalize knowledge about each of these things more thoroughly.

**Town Report/Warrant**

It is available for download at hanovernh.org, and hard copies are being distributed as per past practice. Stop by Town Hall, Howe, or RW Black to pick up a paper copy if needed!

**Selectboard Election Duties on May 9th**

From the Town Moderator below. The entire Selectboard will also need to be there after the election closes, but that will be taken care naturally because of the business meeting.

*Good morning members of the Selectboard:*

*We were reminded by the Secretary of State’s attorney’s—who will be present for the entire day of voting on the 9th in light of our ES&S ballot counting machine demo—that we need to have the entire Selectboard (or their express designates) present for the opening of the polls. The law also requires a quorum present throughout the day but my feeling is that we can get that together on short notice if necessary, and we can do a normal rotation over the course of the day. I know this is a hassle. We will need three SB signatures on our Zero tape in the morning, in addition to mine and Bobbie’s.*

*THANK YOU as always for everything you do for us.*

*Jeremy*
Traffic Safety and Escooter ordinance

I have compiled a memo included in the mailing that provides a more centralized updated on several important, slightly overlapping and slightly distinct topics. This includes:
- Complaints received about traffic/safety issues
- How we integrate between departments to be proactive on related policy
- How/when/why standards are reviewed
- Issues with Escooters and downtown safety
- State/local road ownership pros and cons.

Human Resource Updates

We are beginning work on our “Retention and Recruitment Study.” This is the “phase two” to the salary study we started with MRI last year. We’ve worked out the details with our department heads, and have a plan for May – November to engage our staff in a comprehensive, facilitated series of discussions about working in Hanover, that will cover:
- Department Needs/Goals
- Advertising and recruitment
- Onboarding
- Retention and Advancement
- Offboarding
- Reviewing salary study data/proposed updates

This will enable us, in various stages of small groups broken by department to share feedback and learn from each other as we collect this and reconcile it into new pay matrices/scales, updated department org charts, new benefits, updates personnel policies, and a whole lot more. We’re excited that our staff will get to help design the future of their workplace and are hopeful that we will land in a place that will help us truly be an employer of choice throughout the Upper Valley and New Hampshire.

We will keep the Selectboard updated on the progress and involvement of staff throughout in these monthly reports. It is all timed to finish just in time for budgeting/contract negotiations for next year. Thanks to our new HR Director Katie Williams for working with me on setting this up and helping to drive this all forward!

Please note that this requires a HUGE amount of management and staff time, and so there will almost certainly be various points throughout the study when a department or building may need to go offline for an hour to meet. We will do our best to advertise those as far ahead as possible, and we’re hoping for regularly scheduled meetings with pre-planned times as much as possible.

- Town Hall will be entirely closed to the public on Wednesday May 3rd, between 12 -1pm.

Here are the onboards/offboards from the prior several years, and projection for CY23
DPW Summer Work Schedule and Staffing Shortages

Below is the planned highway work schedule for the Department of Public Works for the summer. A few notes:

- Every item on the list is not in order, rather there are two sections, before the red line and after
- Before the red line is what we hope to be able to accomplish this summer under our reduced staffing levels
- After the red line are projects that may need to get deferred as we might not able to get to them.

If we were at full staffing, we would anticipate completing all of the projects on the list this year.

The current staffing shortages at DPW impact our ability to do work this summer, but they also need to be filled before the snow falls winter of 2023, otherwise we will have trouble maintaining our plowing services to the level that we have in the past.

We have implemented a critical staffing policy at DPW which is in effect, and we are working with Human Resources to try some creative approaches to recruit and advertise for the jobs while we undergo the more comprehensive workplace/compensation study this summer that will recommend ways to ensure we can continue to be a competitive employer and fill these much-needed positions. For example, we are now fully paying for someone’s CDL, under certain terms, and are advertising in some key locations and newspaper in the area that we think will help spread the word to the right audiences.
<table>
<thead>
<tr>
<th>Description</th>
<th>staff days max</th>
<th>Note</th>
</tr>
</thead>
<tbody>
<tr>
<td>Unanticipated repairs</td>
<td>80</td>
<td>Difficult to project</td>
</tr>
<tr>
<td>vacations/sick/ personal time</td>
<td>105</td>
<td>don’t have vacations schedules yet, assume all will take at least 2 weeks, plus sick and personal time</td>
</tr>
<tr>
<td>Holidays</td>
<td>21</td>
<td>Memorial day, Independence day, Labor day</td>
</tr>
<tr>
<td>Spring grading</td>
<td>28</td>
<td></td>
</tr>
<tr>
<td>Spring Sweeping (intown)</td>
<td>24</td>
<td></td>
</tr>
<tr>
<td>Spring Sweeping (out of town)</td>
<td>10</td>
<td></td>
</tr>
<tr>
<td>Spring Cleanup</td>
<td>80</td>
<td>sweeping corners/plow damage/plows frames off trucks/plows washed and put away/blower to storage</td>
</tr>
<tr>
<td>Spring Paving</td>
<td>40</td>
<td>patching potholes/pavement delamination</td>
</tr>
<tr>
<td>Wash Ledyard Bridge</td>
<td>10</td>
<td>need to work around contractor at Ledyard Bridge</td>
</tr>
<tr>
<td>Wash all out of town bridges</td>
<td>5</td>
<td>extend lives of deck</td>
</tr>
<tr>
<td>Ruddsboro Bridge</td>
<td>20</td>
<td>Assist Contractor hauling materials, forming foundation, arranging paving/shoulders regrading</td>
</tr>
<tr>
<td>Crosswalk painting</td>
<td>180</td>
<td>some will be night work</td>
</tr>
<tr>
<td>Repair CB/Sidewalk on Currier/South</td>
<td>20</td>
<td>structure under curb</td>
</tr>
<tr>
<td>Prep for any paving</td>
<td>120</td>
<td>raise structures/replace culverts, pavement shoulder backing</td>
</tr>
<tr>
<td>Patch Main Street sidewalks</td>
<td>20</td>
<td></td>
</tr>
<tr>
<td>Bents Road turn around</td>
<td>9</td>
<td>needs to be in place for winter</td>
</tr>
<tr>
<td>Make turnaround at 16 Dogford</td>
<td>6</td>
<td>needs to be in place for winter</td>
</tr>
<tr>
<td>Make 2 turnarounds behind Mountain</td>
<td>12</td>
<td>needs to be in place for winter</td>
</tr>
<tr>
<td>Help on Summer Street</td>
<td>40</td>
<td>Assist Utility Crew with water main replacement, drainage repairs, new sidewalk and roadway</td>
</tr>
<tr>
<td>Bleeders on Ferson and 3 mile</td>
<td>12</td>
<td>install French drains</td>
</tr>
<tr>
<td>School zone lights/foundations</td>
<td>4</td>
<td>replace school zone flashers</td>
</tr>
<tr>
<td>Replace Culvert on Morgan</td>
<td>8</td>
<td></td>
</tr>
<tr>
<td>Finish Storm cleanup</td>
<td>80</td>
<td>4-6 employees, longer date with fewer employees</td>
</tr>
<tr>
<td>Crosby</td>
<td>21</td>
<td>sidewalk, curb, conduit, lighting bases, CIP must be completed by June 30, 2026</td>
</tr>
<tr>
<td>Longline Painting</td>
<td>80</td>
<td>may need to cut the roads that will be painted, doing so will increase next year’s work</td>
</tr>
<tr>
<td>Trim brush/tree’s in Carriage area</td>
<td>80</td>
<td>Should be done before winter</td>
</tr>
<tr>
<td>Remove Hedges/prep Town Hall</td>
<td>6</td>
<td>remove Hedges/prep town hall may need to be done early morning</td>
</tr>
<tr>
<td>DPW parking lot</td>
<td>60</td>
<td></td>
</tr>
<tr>
<td>College Street</td>
<td>360</td>
<td>remove concrete road, sidewalk, replace with concrete, new curbing, base gravels, paving, mid-block x-ing, stripping</td>
</tr>
<tr>
<td>Sidewalk on Verona</td>
<td>60</td>
<td>may or may not be done as part of the Girl Brook MUP, CIP project must be done before end of FY25</td>
</tr>
<tr>
<td>Hemlock Road sidewalk</td>
<td>60</td>
<td>CIP project Must be completed by June 30, 2027</td>
</tr>
</tbody>
</table>
DPW is not the only department with a staffing crisis currently, Parks and Rec is facing that as well for certain positions. Without finding a way to bring in and retain staff more effectively, (some/many who have gotten higher paying offers elsewhere), we will see service impacts in the community. We’re trying to avoid making any large changes before the study is done, but there are a number of areas where waiting that long to make a potential decision may impede our ability to retain or recruit for a position.

Other updates:

- **Website update:** The vendor is finishing making sure all of our prior documents, minutes, and agendas are moved over from our current site before launching. It will be any day now!
- **ICMA Conference:** I attended and was asked to speak at the ICMA conference in Burlington about public engagement and podcasting. It was great to see many colleagues and neighbors, and a bunch of interesting ideas were discussed about some long-term plans with neighbors such as Lebanon and Claremont, Woodstock VT, and many others. Here is me during my presentation. It was great to represent Hanover and our commitment to public engagement to dozens of towns throughout the Northeast!

- **Fire promotions:** Two FF's were promoted as of 4/16. Congratulations to them!  
  John (Jack) Emerson was promoted from Lieutenant to Captain. Jack began working for the Hanover Fire Department in February of 2007 and was promoted to lieutenant in November of 2015. Jack lives in Enfield with his wife and three children. He has been working as a lieutenant under Captain Doolan who recently retired. He will be responsible for the department’s communication budget, gear, and uniforms.
Blair Weathers was promoted from firefighter to Lieutenant. She started working for the Hanover Fire Department in November of 2012 and came to us from the New London Fire Department. She has been working on Captain Lounsbury’s shift and she will continue to work on his shift as his Lieutenant. Blair lives in Wilmot with her two daughters.

- **Downtown Hanover Updates**
  - Mentioned in my last update about TrueValue closing, which was sad to see, though we wish them well in their retirement. But it brings a fine point to the conversations we have been having among several stakeholders about activating more resources in our downtown, and having more succession plans for our businesses in place, as well as more creative ways at retaining some of our most favored stores.
  - If any business owner would like to join new monthly meetings please reach out to me and I’ll add you to the list!
I recommend that the Board reallocate supplemental state of NH highway funds and allocate supplemental bridge aid funding. This will allow the Town to complete an additional bridge replacement and provide a portion of the Town funding match for the cross country path that we received congressionally directed funding for. When the congressional directed spending requests were applied for there was no indication that the town would be responsible for any cost share. Subsequently the US Department of Energy (US DOE) and NH Department of Transportation (NHDOT) determined that the projects must be completed within their project programs and a local match would be required.

**Supplemental state highway aid**

Supplemental state aid highway funding of $240,739.71 was accepted by the Town on September 12, 2022. The Board voted to use the funding to provide a 50% match for the LED Streetlight Replacement project with any unused balance to be applied to the repair of the large drain outfall adjacent to the southern edge of Ledyard Bridge. The grant approval process has been slow and onerous with the grant only being finalized in the last few weeks; the original cost determination occurred in May of 2022.

Since the Board’s vote several things have transpired:

- The project estimate price has increased to $400,000,
- The town match was reduced from 50% to 20%,
- The federal funding amount for the project is $271,000, which represents the US DOE share (80%) leaving the Town responsible for the balance. The town is responsible for all costs above the federal 80% funding share ($271,000) or $129,000 (down from $175,000). There will likely be additional unexpended funds when the LED Streetlight Replacement project is complete.
- The large culvert was repaired for around $15,000 with funding used from the balance of a culvert design P.O., none of the state aid funding was needed for that work.
- Approximately $112,000 is available for reallocation to other projects.
Verona to Reservoir Cross-country path

US Federal Highway Administration (US FHA) provide a congressionally directed funding ($350,000) award to the Town to construct a cross country path between Verona Street and Reservoir Road. This path will provide a connection between residential areas with school age children and the middle and elementary schools, a goal of the Hanover Safes Routes to School study. NHDOT has determined that the town is responsible for a 20% match ($87,500) plus any additional project costs (which they have estimated to be $150,000). The total town share is $237,500.

Supplemental Bridge Aid funding

The Board accepted $219,869.96 in supplemental bridge aid funding at a public hearing held on February 27, 2023. Due in the hearing I mentioned that I would return to request and allocation for a bridge that was not complete in the FY21 $950,000 bridge bond allotment.

Due to the increased costs experienced in the past 2 years, Public Works was only able to complete 4 of the 5 bridges identified. A price of $269,000 was received for the remaining bridge near the intersection of Ruddsboro and Three Mile Roads. An additional $11,000 is required for paving and additional materials that were not included in the contractor’s price. The total bridge replacement cost is $280,000.

Request:

That the Select Board:

allocate $219,869.96 of supplemental bridge aid accepted on February 27, 2023, and reallocate up to $60,130.04 of the supplemental highway funding accepted September 12, 2022 to the replacement of the bridge near the intersection of Ruddsboro and Three Mile Roads with any remaining unexpended balance of highway aid not used to complete the LED Street light replacement and Bridge at Ruddsboro and Three Mile Roads reallocated to the cross country path between Verona Street and Reservoir Road
TO: HANOVER SELECT BOARD

FROM: PETER KULBACKI, P.E. DIRECTOR OF PUBLIC WORKS

SUBJECT: WATER & SEWER ABATEMENT REQUEST-34 RAYTON RD (ACCOUNT #U8017)

DATE: 4/12/2023

CC: ALEX TOPREY

Public Works Staff has determined that the water meter located at 34 Rayton Road read correctly, the meter was tested verifying the accuracy of the meter. See the attached memo dated March 29, 2023. This appears to be an unintentional usage of water that we don’t know whether the water flowed down the sewer or on to the ground. It occurred when the residents were away and the home was unoccupied.

I recommend that the Board offer a onetime abatement for $1,555 which represents the difference between historical average water and sewer usage prior to that period in question. On the condition that the owner sign up for our customer portal (currently Dropcountr) to self-monitor flows and if a similar situation occurred there would be no abatement.
TO: TOWN OF HANOVER SELECTBOARD
FROM: ADRIANE COUTERMARSH & PETER KULBACKI
SUBJECT: WATER & SEWER ABATEMENT REQUEST-34 RAYTON RD (ACCOUNT #U8017)

CC: TOWN CLERK/TAX COLLECTOR'S OFFICE; TOWN MANAGER'S OFFICE

Shortly after issuance of the water & sewer bills dated September 16, 2022 (for usage between June 1st & September 1st), Water Department staff were contacted by Jacqueline & Ian Marcus regarding the higher than usual amount due. Review of the water usage data showed a spike which started on June 23rd (the same day the home became unoccupied) and continued at a consistent rate through August 13th, at which time it dropped significantly but still showed constant usage until September 9th (approximately two weeks after they returned home). The consistent water usage amount indicates that something was left running during that time.

The homeowners disputed that anything had been left on or running, and by the time the bill was issued, the constant usage had stopped; however, we offered to have a technician check for potential leaks. No leaks were found so the meter was sent to an outside company for testing. Those results showed it to be reading accurately (results attached).

Our belief that something was left running while the home was unoccupied is supported by the timing of the increased usage, the technician having found no leaks in the home, and the results of the meter testing.

Should this abatement request be granted, Town staff request that any future water & sewer bill abatement requests be denied due to the homeowners now having access to a customer water portal which allows them to monitor usage themselves.

We estimate that the increase in usage which is contested amounts to $1,555. This is based on the average usage of the prior four quarters.

<table>
<thead>
<tr>
<th>Usage Billed (cubic feet)</th>
<th>20936</th>
</tr>
</thead>
<tbody>
<tr>
<td>Average Quarterly Usage (prior 4 quarters)</td>
<td>2203</td>
</tr>
<tr>
<td>Difference</td>
<td>18733</td>
</tr>
<tr>
<td>Sewer Flow ($39.45/1000 cf)</td>
<td>$ 739</td>
</tr>
<tr>
<td>Water Flow ($43.56/1000 cf)</td>
<td>$ 816</td>
</tr>
<tr>
<td>Total</td>
<td>$ 1,555</td>
</tr>
</tbody>
</table>

Adriane Coutermarsh, Administrative Assistant

Peter Kulbacki, Director of Public Works
WATER METER TEST REPORT

<table>
<thead>
<tr>
<th>VOLUME</th>
<th>RATE G.P.M.</th>
<th>FLUID OSCILLATOR</th>
<th>TURBINE</th>
<th>POS. DISPLACE</th>
<th>ACCURACY %</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>1/4</td>
<td>0.969</td>
<td></td>
<td></td>
<td>96.90</td>
</tr>
<tr>
<td>1</td>
<td>2</td>
<td>0.99</td>
<td></td>
<td></td>
<td>99.00</td>
</tr>
<tr>
<td>10</td>
<td>15</td>
<td>9.98</td>
<td></td>
<td></td>
<td>99.62</td>
</tr>
</tbody>
</table>

COMMENT: All tests within A.W.W.A. accuracy limit

Location: Hanover, NH Water Department

Date: 10/24/2022

Serial #: 2019210057

Line Size: 5/8"

Mfg.: Honeywell

Type: SM 700

Number: 2019210057

Pressure: 90 psi

By Pass: Test Valve

Test Valve: Test Bench

REGISTRATION

Fluid Oscillator: 041512.4

Turbine:                        

Pos. Displace:                   

Registration: 1 CF

BY THIS HAND AND SEAL WE CERTIFY
THIS TO BE A TRUE COPY OF THE
TEST RESULTS.

X
Select Board Members,

I am writing to request an abatement for Account Number U8017 regarding my household water/sewer bill for the period June 1, 2022 to September 1, 2022.

We have been owner/occupiers of 34 Rayton Road, Hanover since July 2016. Our average quarterly water usage is approximately 1,800 units. Our water usage varies in the particular quarters when we refill our outdoor hot tub, but otherwise our usage is fairly consistent for a family of five. On a dollar comparison, our bills are typically in the $200 to $300 range, which also includes the rate increases over the past eight years.

For the period in question, we received a bill for 20,936 units which totaled $1,840.00. This was not only well-outside the norm for us, but furthermore the house was unoccupied from June 23rd to August 25th, 2022. It is simply not possible for us to have used nearly 21,000 units in that period, especially when no one was home and all plumbing was in satisfactory condition (i.e., no leaky faucets, no soaker hoses or sprinkler systems were in use, etc.).

The Department of Public Works replaced our water meter and sent the original in for testing in September 2022. We paid the $1,840.00 invoice online to remain in good standing with the Town. We were informed the water meter was in good working order which we dispute. A DPW employee also reviewed the interior of our home and the main water line/outflow. No irregularities were reported to us.

We have since received two additional invoices for water usage that are in line with our typical usage:

<table>
<thead>
<tr>
<th>Period</th>
<th>Usage</th>
<th>Total Charges</th>
</tr>
</thead>
<tbody>
<tr>
<td>09/01/2022 – 11/30/2022</td>
<td>2,457</td>
<td>$306.00</td>
</tr>
<tr>
<td>11/30/2022 – 02/28/2023</td>
<td>1,877</td>
<td>$258.00</td>
</tr>
</tbody>
</table>

We are requesting an abatement/future credit of our water bill for the period in question to be more in line with our standard usage, as we believe there was a miscalculation in consumption.
Please let us know if you require any additional information or data.

Regards,

Jacqueline & Ian Marcus
DATE:        April 05, 2023
TO:          Hanover Selectboard
CC:          Alex Torpey, Town Manager
FROM:        Norm Bernaiche, Director of Assessing
SUBJECT:     Elderly Exemption recommendation

I have reviewed the Elderly Exemption applications for property located at 17 Etna Rd, parcel ID 28-13-1 and recommend it be approved. The owner has submitted all requisite financial information and qualifies. If any Board member wishes to investigate the financial information submitted and reviewed by the department, please ask.

Attached is the application which needs signatures of the Selectboard. If you have any further questions, please do not hesitate to ask.
DATE:          April 12, 2023
TO:            Hanover Selectboard
CC:            Alex Torpey, Town Manager
FROM:          Norm Bernaiche, Director of Assessing
SUBJECT:       Veterans’ Credit recommendation

I have reviewed the Veterans’ credit applications for property located at 4 Hunter Lane, parcel ID 18-16-1 and recommend approval. The owner has submitted all requisite information and qualifies.

Attached is the application which needs signatures of the Selectboard. If you have any further questions, please do not hesitate to ask.
DATE: April 24, 2023
TO: Hanover Selectboard
CC: Alex Torpey, Town Manager
FROM: Norm Bernaiche, Director of Assessing
SUBJECT: Veterans' Credit recommendation

I have reviewed the Veterans' credit applications for property located at 6 Bridgman Road, parcel ID 47-22-1 and recommend approval. The owner has submitted all requisite information and qualifies.

Attached is the application which needs signatures of the Selectboard. If you have any further questions, please do not hesitate to ask.
DATE: April 24, 2023
TO: Hanover Selectboard
CC: Alex Torpey, Town Manager
FROM: Norm Bernaiche, Director of Assessing
SUBJECT: Current Use application

I have reviewed the application for Current Use for property located at 71 Stevens Road, parcel ID 2-18-1 and recommend approval. The owner has submitted all requisite information.

Attached is the application which needs signatures of the Selectboard. If you have any further questions, please do not hesitate to ask.
NEW HAMPSHIRE DEPARTMENT OF REVENUE ADMINISTRATION
APPLICATION FOR CURRENT USE ASSESSMENT

STEP 1 - PROPERTY OWNER(S)

<table>
<thead>
<tr>
<th>LAST NAME/CORPORATION/TRUST NAME</th>
<th>FIRST NAME/CORPORATION/TRUST NAME</th>
<th>INITIAL</th>
</tr>
</thead>
<tbody>
<tr>
<td>Beane</td>
<td>Maureen</td>
<td>H</td>
</tr>
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</tbody>
</table>

MUNICIPALITY: Hanover
MAILING ADDRESS: 71 Stevens Road

STEP 2 - PROPERTY LOCATION

<table>
<thead>
<tr>
<th>ACCESSIBLE STREET LOCATION</th>
<th>MUNICIPALITY</th>
<th>COUNTY</th>
</tr>
</thead>
<tbody>
<tr>
<td>71 Stevens Road</td>
<td>Hanover</td>
<td>Grafton</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>TOTAL ACRES/PARCEL/TRACT</th>
<th># ACRES ALREADY IN CU</th>
<th># ACRES TO BE ENROLLED IN CU</th>
</tr>
</thead>
<tbody>
<tr>
<td>29</td>
<td>17</td>
<td>3</td>
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</table>

<table>
<thead>
<tr>
<th>TAX MAP AND LOT #</th>
<th>TAX MAP AND LOT #</th>
<th>TAX MAP AND LOT #</th>
<th>TAX MAP AND LOT #</th>
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<tbody>
<tr>
<td>2</td>
<td>18</td>
<td></td>
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</table>

DEED BOOK AND PAGE #: 2141 206

NOTE: Lots must be contiguous. Noncontiguous lots must be submitted on a separate application.

STEP 3 - DOCUMENTATION AND Fee FOR PROPERTY TO BE ENROLLED IN CURRENT USE (CU)

(a) Required map attached for the parcel/tract identifying acres in CU and not in CU

(b) Required "County Registry of Deeds Recording and Filing Fee" enclosed with form

(c) Has a Soil Potential Index (SPI) percentage been provided for Farm Land

(d) Has "Documentation of Stewardship" been provided for Forest Land

If yes, type of documentation:

Page 1 of 5
## STEP 4 - SUMMARY OF LAND TO BE ENROLLED IN CURRENT USE (CU)

<table>
<thead>
<tr>
<th>CURRENT USE CLASSIFICATION</th>
<th># ACRES</th>
<th>20% RECREATIONAL ADJUSTMENT*</th>
</tr>
</thead>
<tbody>
<tr>
<td>FARM LAND</td>
<td>1.74</td>
<td>Yes</td>
</tr>
<tr>
<td>FOREST LAND: WHITE PINE</td>
<td>18.3</td>
<td>Yes</td>
</tr>
<tr>
<td>HARDWOOD</td>
<td></td>
<td></td>
</tr>
<tr>
<td>ALL OTHER</td>
<td></td>
<td></td>
</tr>
<tr>
<td>FOREST LAND WITH DOCUMENTED STEWARDSHIP:</td>
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<tr>
<td>WHITE PINE</td>
<td></td>
<td></td>
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<tr>
<td>HARDWOOD</td>
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<tr>
<td>ALL OTHER</td>
<td></td>
<td></td>
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<tr>
<td>UNPRODUCTIVE LAND</td>
<td></td>
<td></td>
</tr>
<tr>
<td>WETLAND</td>
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</tbody>
</table>

*To be eligible for the 20% recreation adjustment, land must be open to the public for skiing, snowshoeing, fishing, hunting, hiking and nature observation at no charge. See RSA 79-A:4, II for further information.

## STEP 5 - SIGNATURE OF ALL PROPERTY OWNERS OF RECORD

I/we certify that the land indicated above qualifies for current use assessment under the New Hampshire Statute RSA 79-A and Administrative Rules Cub 300, and that all requirements will continue to be met.

I/we do firmly understand that by enrolling land under current use assessment that a contingent lien is created on the tract or parcel and should the use of the above described land be changed to a non-qualifying use, that the owner of record at the time of the change in use is liable for the land use change tax.

This form must be signed by all owners of record or agent with Power of Attorney. Submit a copy of the Power of Attorney form, if applicable.

<table>
<thead>
<tr>
<th>TYPE OR PRINT NAME (in black or dark blue ink)</th>
<th>SIGNATURE (in black or dark blue ink)</th>
<th>DATE</th>
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</thead>
<tbody>
<tr>
<td>Maureen H. Beane</td>
<td>Maureen H. Beane</td>
<td>4/13/23</td>
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</table>

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<th>DATE</th>
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</table>
NEW HAMPSHIRE DEPARTMENT OF REVENUE ADMINISTRATION
APPLICATION FOR CURRENT USE ASSESSMENT
(continued)

STEP 6 - APPROVAL/DENIAL BY MUNICIPAL ASSESSING OFFICIALS

<table>
<thead>
<tr>
<th>APPROVED</th>
<th>DENIED</th>
<th>Reason for denial of application:</th>
</tr>
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</table>

STEP 7 - SIGNATURES OF A MAJORITY OF THE MUNICIPAL ASSESSING OFFICIALS

<table>
<thead>
<tr>
<th>TYPE OR PRINT NAME (in black or dark blue ink)</th>
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</tbody>
</table>
Date: April 24, 2023

To: Town of Hanover Selectboard

From: Bobbie Hitchcock, Town Clerk

Subject: Election Official Appointments

Once again, our Hanover residents have stepped up to help administer our Hanover Town Election this May. Their collective volunteer experience totals in the hundreds of hours. We are fortunate to have so many willing hearts and hands to assist town officials in executing our elections.

At your next meeting, please formally appoint the following Hanover voters as Inspectors of Election/Ballot Clerks for a term effective immediately and to expire on December 31, 2023

<table>
<thead>
<tr>
<th>Mary</th>
<th>Allen</th>
<th>Christopher</th>
<th>Kennedy</th>
</tr>
</thead>
<tbody>
<tr>
<td>Beverly</td>
<td>Balch</td>
<td>Becky</td>
<td>LaHaye</td>
</tr>
<tr>
<td>Sarah</td>
<td>Buckey</td>
<td>John</td>
<td>LaHaye</td>
</tr>
<tr>
<td>Ann</td>
<td>Cioffi</td>
<td>Kathy</td>
<td>Little</td>
</tr>
<tr>
<td>Dave</td>
<td>Cioffi</td>
<td>Arlene</td>
<td>Mahler</td>
</tr>
<tr>
<td>John</td>
<td>Collier</td>
<td>Suzanne</td>
<td>Martin</td>
</tr>
<tr>
<td>Nancy</td>
<td>Collier</td>
<td>Bob</td>
<td>Maue</td>
</tr>
<tr>
<td>Rick</td>
<td>Ely</td>
<td>Kristine</td>
<td>McDevitt</td>
</tr>
<tr>
<td>Janice</td>
<td>Fischel</td>
<td>Joyce Noll</td>
<td>Noll</td>
</tr>
<tr>
<td>Barry</td>
<td>Harwick</td>
<td>Sarah</td>
<td>Packman</td>
</tr>
<tr>
<td>Fiona</td>
<td>Heaney</td>
<td>Joshua</td>
<td>Paul</td>
</tr>
<tr>
<td>Leslie</td>
<td>Henderson</td>
<td>Heidi</td>
<td>Postupack</td>
</tr>
<tr>
<td>Pat</td>
<td>Hill</td>
<td>Mary</td>
<td>Quinton-Barry</td>
</tr>
<tr>
<td>Deborah</td>
<td>Jayne</td>
<td>Mary Anne</td>
<td>Rankin</td>
</tr>
<tr>
<td>Rebecca</td>
<td>Kazal</td>
<td>Catherine</td>
<td>Rieki</td>
</tr>
<tr>
<td>Marcia</td>
<td>Kelly</td>
<td>Heidi</td>
<td>Ruth</td>
</tr>
</tbody>
</table>
Friday, April 7, 2023

Hanover Selectboard  
Town Manager's Office  
41 South Main Street  
Hanover, NH 03755

Dear Members of the Hanover Selectboard,

The Montshire Museum of Science would like to request permission to hang banners on six light poles located on South Main Street during the period of July 17th through August 14th, 2023.

The Museum’s upcoming summer exhibition, *Under the Arctic: Digging into Permafrost*, includes a walk-in replica a one-of-a-kind Permafrost Tunnel in Fox, Alaska. In a nice bit of synchronicity, the real tunnel is in actuality maintained as a research site by the Cold Regions Research and Energy Laboratory (CRREL) here in Hanover!

The exhibition is an immersive, interactive exhibition that opens a dialog about one of the most important issues of our time: climate change. The exhibition includes a Field Lab where visitors take on the role of a researcher and learn from hands-on experiments, design challenges, and exciting games that encourage exploration of the causes and consequences of climate change for all of us.

Lamp post banners on South Main Street would be an effective way to inform the community of this available learning opportunity.

The lamp post banners will include logos of the Montshire Museum of Science, the National Science Foundation, and the Oregon Museum of Science & Industry (the developers of this exhibition), exhibition name, exhibition ending date, and an exhibition-related photo.

Thank you for your consideration.
Honor Hingston-Cox  
Public and Media Relations Manager  
Montshire Museum of Science
Discover what lies beneath.

UNDER the ARCTIC
Digging into Permafrost

OPEN NOW!

OMSI NSF LEARN MORE AT MONTSHIRE.ORG
Hi Kerry,

Thanks for your help in getting the Town permit done so quickly.

As I mentioned when we met, we would like to hang our large Walk Banner across Main Street again this year. This is the same banner we have used every year and conforms to all the requirements. You said that the week before the Walk on Sept. 30 is already reserved but is the week prior, Sept 17-23 still available? If so, we would like to reserve it. Many thanks for your help in securing this or the nearest available date in September.

I am happy to drop off and pick up the banner from the fire station. Many thanks for your help in getting this approved again this year.

Best,
Kathy
--
Kathleen Harvard
k.w.harvard@gmail.com

http://thefinalclimb.org
https://facebook.com/thefinalclimbfilm

Written correspondence to or from the Town of Hanover, its officials, and employees regarding town business is a governmental document, and is generally subject to public disclosure under NH RSA 91-A, the Right to Know Law. Though there are certain limited exceptions, you should assume that written correspondence is a public record, regardless of whether the correspondence is to or from a “hanovernh.org” email address, another email address, or another platform/website.
Hanover Garden Club
PO Box 726
Hanover NH 03755

2191
54-01980117

3/22/23 DATE

PAY TO THE ORDER OF Etna Library $ 75.00

SEVENTY FIVE AND 00/00

DOLLARS

LEDYARD
Plan well. Live well.

FOR

[Signature]

[Handwritten]
March 24, 2023

Dear Sir or Madam:

We are delighted to provide you with the attached check for $100.00. This Fidelity Charitable Donor-Advised Fund℠ grant was made at the recommendation of the Balkcom Fund, a donor-advised fund.

This grant is made by Fidelity Charitable. Fidelity Charitable’s donor recommends the grant be used for the following purpose (which does not constitute a restriction): For the Etna Library. This grant is to be used exclusively for charitable purposes, and is not made for the purpose of influencing legislation. This grant is also subject to the “Grant Terms” on the next page. If you are unable or unwilling to meet these grant conditions, you must return these funds to Fidelity Charitable.

Should you choose to send a thank-you letter, the donor has requested it be sent to the following address. You should not, however, issue a tax acknowledgement to either the recommending donor(s) or to Fidelity Charitable.

Jerry and Pat Balkcom, 23 Partridge Road, Etna, NH 03750-4400

1 Fidelity Charitable is an independent public charity that sponsors a donor-advised fund program. In a donor-advised fund, Donors make irrevocable charitable contributions to Fidelity Charitable, and have the privilege of recommending grants to qualified public charities.
April 19, 2023

In appreciation of the Etna library
and all the great help that Jeff McElveen
has given our community!

Barbara & Tom Hall

THOMAS P HALL
BARBARA H HALL

DATE April 19, 2023

PAY TO: The Order of
TOWN OF ETNA

$500.00

Bar Harbor
Bank & Trust
Bar Harbor, Maine 04609

MEMO: for Etna Library

Barbara A. Hall

$500.00
PATRICIA H ATWOOD
BRUCE T ATWOOD

PAY TO THE ORDER OF: Town of Hanover --- $250.00
Two Hundred Fifty and 00/100 DOLLARS

Citizens Bank

MEMO: AT Mural Project

CASEY

SARAH YOUNG
WILLIAM W. YOUNG, M.D.

PAY TO THE ORDER OF: Town of Hanover - Parks & Recreation --- $100.00
One Hundred and 00/100 DOLLARS

Citizens

MEMO: AT Mural Project

DO NOT ACCEPT UNLESS THIS CHECK IS PRINTED WITH A COLOR BACKGROUND CONTAINS A VOID PANTOGRAPH/MICROPYINTING FACE AND BACK UV/IR INK AND A WATERMARK ON THE PAPER!

Dresden School District
41 Lebanon Street, Suite 1
Hanover, NH 03755

PAY ------

Mascoma Savings Bank
Hanover, NH 03755

EXPENSE
DATE
CHECK AMOUNT

1071
04/14/2023
$150.00

TO
Hanover Parks & Recreation Dept

THE ORDER
Of
Town of Hanover
48 Lebanon Street
Hanover, NH 03755

Cheryl A. Lindberg, TREASURER
Memo on various traffic safety improvements for May 1st Selectboard

Over the last several years, issues have been increasingly raised with Town staff, the Selectboard, and on advisory committees, such as Hanover’s Bike/Walk Advisory Committee, about the need for improvements in how we manage multi-modal access around Town. This is a great “problem” to have - it means more people are taking advantage of more types of transportation options, many of which have lower carbon footprints and provide a host of other benefits. Unfortunately, most roads in the US are not designed to accommodate modalities other than “cars,” such as bicycles, ebikes, scooters and escooters (or walking), all considered “devices” versus “vehicles” for this discussion. Even where some roads allow them, many individuals still don’t feel comfortable riding or using those spaces. Of course, this is not an issue that only Hanover is impacted by, and much of the Western world has been trying to find ways to re-organize roadways to better allow safe use of multi-modalities for the last decade or two.

In Hanover, stakeholders have so far identified some interesting ideas, and some progress has been made in a few areas as the community marches forward making transit more accessible and safe to all modalities, such as the “Advisory Lanes” project from 2016. But we still have a long way to go, and there are new dynamics that continue to make the conversation both more challenging, but also more necessary.

In this memo, I’d like to provide the Selectboard and public a comprehensive update, similar to the “Leash law” memo, but with fewer dog puns (because those were rough).

Agenda:

1. Process by which Town reviews safety issues/complaints
2. Proactive policy planning and integration between departments/plans
3. Policy constraints, existing standards and review of standards.
4. UCZ/Downtown Plan/Escooter
5. Review of state-owned roads
6. Conclusion and next steps

1. Process by which Town reviews safety issues/complaints

Throughout town, there have been a number of complaints that staff have received, even just since I’ve been here (though some of those are longer standing). Some of those have received enforcement attention from Hanover Police (such as speeding on Etna Road), but many issues persist (such as speeding on Etna Road). Although there was a comprehensive policy framework developed by the Town to address complaints more than 20 years ago, it has not been used in as long, and the process by which complaints are reviewed was ad-hoc. Meaning, there wasn’t a uniform set of steps or timing, and each complaint was taken somewhat one at a time. We felt it was important to reevaluate this process by which the Town “intakes” issues related traffic/ped safety and recommend short, medium, or long term improvements. Thus we agreed and re-created a working group of key staff (Town Manager, DPW, Police, Planning) to create a more uniform, consistent, and formal way of 1) addressing complaints 2) being proactive and 3) re-evaluating the standards we have in place.

Conclusion: Now that we are past filling several key department head positions, union negotiations, the annual budget, town warrant, and town report, we are starting to work out the details of this plan, and hope to have a new process for intake of complaints in the next 1-2 months. This will include the schedule of internal staff working group meetings, what sort of information we need to review, what the timeline of a response is, and ways to solicit more information as needed, such as inviting groups in or visiting a location in the field to learn more. This will not significantly change the
substance of the reviews, per se, but rather the process, and we'll follow a similar (though not the same) framework in the past looking at enforcement, education, engineering.

2. Proactive policy planning

In much of New England, and in Hanover, we have a more ‘distributed’ system of evaluating and discussing policy than in many other states. This is great because it naturally helps involve more people in the planning process, but its downside is that often ideas never get connected between stakeholders or they sit on a shelf from a study, never to actually be implemented.

Regarding traffic and safety improvements, the most key stakeholders include:

- **Town staff:**
  - Town Manager
  - Planning and zoning
  - Public Works
  - Police
  - Fire/EMS
- **Governing/legislative body:** (Note: In New Hampshire, the Governing body has more jurisdiction over roadways/public property than in many other policy areas typically reserved for Town Meeting)
  - Selectboard
  - Town Meeting
- **Official Town advisory groups**
  - Hanover Bike/Walk
  - Sustainable Hanover
- **Local external stakeholders:**
  - Dartmouth College
  - Advanced Transit
  - State of NH
  - Federal Government
  - Others

We believe that it is key these entities are aligned, and although this has happened relatively well so far, thanks in large part to informal, but proactive energy of staff, such as in the Planning Department, we would like to identify this as a need, and consider several mechanisms for collaboration going forward:

- **Ongoing:** Town Staff Traffic Safety Working Group
- **Ongoing:** Bike/Walk Advisory Committee
- **Ongoing:** Selectboard
- **New:** Community stakeholder goal-setting via new strategic planning/budget process for FY 24/25
- **New:** Every two-year standards review.

**Conclusion:** We feel confident that through the existing and proposed mechanisms identified above, we can ensure that stakeholders continue to work well together, improve upon that, and maximize the ability to identify policies ahead of time, or before something bad happens, that helps continue to move us in the direction of a safe/accessible multi-modal transportation community.

3. Review of standards

As complaints or issues come in and potential solutions are weighed, they need to be compared against the standards we have in place. Some of those standards we cannot change, for example ones from the Manual on Uniform Traffic Control Devices (MUTCD) from the USDOT. Going from federal, to state, to local standards, we are currently compiling a “table of contents” of all existing standards, who oversees them, and when they were last updated.
When reviewing issues that come in, we obviously need to compare them against the standards. The tricky bit, and the reason in part for this extended discussion, is that sometimes those standards are right, and we need to follow them, and sometimes they are wrong, and the standards need to be updated (or even in rare cases, ignored). But how do we know which is when?

To make that decision, we cannot approach it on an ad-hoc basis. Meaning, whenever an idea conflicts with a standard we can't at that moment just change the standard to suit what we want at that moment, because then the standards are meaningless, and we might as well just admit that each decision is weighed independent of any sort of uniform or outside criteria. But we also can't accept standards as dogma and never question them. So, we need a balanced and thoughtful process, proactively put in place, to review standards and update them as needed, because many are indeed outdated and don't have, for example, the best interest of alternate transportation or pedestrians in mind. So what do we do?

We're proposing formalizing a schedule for a standards review to take place every two years. This would mean that every two years over the course of likely 2-3 months, the appropriate stakeholders, such as Town staff, Bike/Walk Advisory Committee, and others, would come together, review the list of times when an issue/idea/solution conflicted with a standard, and review each of those, taking time to solicit community input, perform research of best practices that exist elsewhere, consult with other stakeholders, and eventually make recommendations, for example to update local policy, or to advocate to state or federal lawmakers for changes, or perhaps even in some rare cases, to decide a standard should be ignored. Although that last option must be taken with extreme care, and additional diligence is needed to ensure the Town doesn’t create liability for taxpayers, or lose legal defense coverage from Primex, there are times when this is actually appropriate. For example, in a New Jersey town I worked in, the downtown main street was a state highway. During the spring/summer of 2020 from COVID we moved to quickly place parklets and expand our sidewalk width into street with barriers and flags so that people could safely use the downtown, etc. The NJDOT said did not allow this on state “highways.” We went ahead anyway, feeling comfortable that their standard was just entirely outdated and wrong, inconsistent with almost all best practices that exist, and that we had the backing of a number of local stakeholders for providing safe outdoor dining and pedestrian access on a road that was classified as a highway, but was a low-speed, dense, heavily signalized, pedestrian-forward downtown street. This also has happened in Hanover, for example with the advisory lane. But again, those decisions need to be taken with extreme care and diligence, and should not be the norm.

**Conclusion:** To avoid making arbitrary decisions, or avoid accepting standards as dogma, we are recommending the creation of a formal standards review every two years, soliciting feedback and participation from various stakeholders, and using that time to address issues that may have arisen from mismatches in the prior two years.

4. **UCZ Downtown Plan/Escooter**

Beyond all of that, a specific issue has been identified that seems to have the greatest immediate risk. This is the significantly increasing use of “escooter” type of devices, in addition to bikes, e-bikes, scooters, escooters, unicycles, tandem bicycles, even down to roller skates. Although there are somewhat comprehensive bike and ebike regulations some of these types of devices currently exist to some degree in legal grey areas, and even where there is clear law, often users of these devices don't know what the law is, or sometimes don't even feel safe following it (for example, in our downtown).

This is shown most significantly in Hanover's Urban Compact Zone (UCZ) where bicycles and scooters are often ridden on the sidewalk. This has created serious injury to pedestrians in the past, at least one fatality, increases the chance for motorized vehicle/non-motorized vehicle adverse interactions (crashes), and a host of other issues. We have received many complaints about these devices on the sidewalks in the downtown, but we need a better ordinance to regulate how they should be treated. We are currently drafting an ordinance that would require that they meet similar standards to bicycles in the street, following traffic laws as bikes do, requiring and/or recommending visibility (lights, reflectors) and similar. The draft ordinance will be provided in the next month for review by the Selectboard and input from stakeholders, such as Hanover Bike/Walk Advisory Committee.
However, moving devices from sidewalks to the street in Hanover does not solve the issue. Like many things, what seems like should have a simple solution, isn’t. These devices are supposed to be ridden in the street, for example, but Hanover’s Main Street layout, without any lane markings for shared use and with the dangerous use of pull-in angled parking, and the volume of traffic on the road, the streets are not particularly safe for any of these devices either. I’ve noticed this first hand riding my own bike and motorcycle down Main Street, and just waiting for someone to back out of an angled spot into me.

The problem is that these devices do have to go somewhere, and more broadly, people using them is a good thing. But literally they have to go either on the sidewalk or street – so which one? Most stakeholders and the best practices clearly support that riding in the street in most cases (above a certain age for example) is the safer option, and although I’m trying to avoid making a political joke, it’s a bit like choosing the lesser of two evils. However, we can remedy this, both in the short and long term.

So if “devices” need to be in the street to protect their safety and the safety of pedestrians on sidewalks, what can we do?

**Short term solution:** Craft and implement an ordinance properly regulating escooters to similar standards as bicycles/ebicycles. Draft ordinance to be provided.

**Short term solution:** We are proposing to spend approximately $15,000 - $20,000 total (per year), with part of those funds coming from stakeholders such as Dartmouth College, to paint “sharrows” in the streets at locations proposed by our Planning Department (to get input from Bike/Walk), which are attached. At least this common visibility tool will help communicate to motorists that they need to share the road. Unfortunately, due to staffing shortages, we cannot do this in-house, in fact we cannot do barely any line striping in-house in 2023, so we’re soliciting quotes from outside vendors to do it. We will likely have to continue to contract out the sharrow re-striping at an annual cost of ~ $15,000 unless we make additional staffing changes at DPW to be able to take this on internally.

**Medium term solution:** We are proposing to expedite the reconstruction of Main Street that has been discussed since 2019 that has been discussed since 2019. The Town hired a consulting firm that identified options, and a working group comprised of various stakeholders met and voted to recommend the following option, that would reduce the parking footprint by making spaces parallel, creating a protected lane, and widening sidewalks. This reconstruction has also been discussed in our Downtown Hanover Working Group, and businesses are interested in the ability for better access to the downtown as well as wider sidewalks that can support more public gatherings, outdoor retail and dining. There is a concern about losing some parking, though I think we can make that up through well-designed redevelopment that we are looking at separately. This plan (shown below) helps move forward a number of goals. The goal here isn’t to pick a specific option or parking plan, but instead move forward with the agreement that we want to increase the sidewalk width, create a protected lane and redo the street in a way that helps us accomplish those goals. This plan will need to be integrated with others, such as with parking, redevelopment, and others.
The timing problem is that the Town does not have funds set aside for this in our Capital Improvement Plan. It would likely take up to a decade of tax increases to save the money to do enough of the Main Street area to make a difference. By that time, we’ll have exposed countless number of people to greater risk than need be. Alternatively, we could make changes without reconstructing the road, but a) those don’t work as well, as they rely on paint, not physical barriers, and b) we need to reconstruct our sidewalks anyway now, as was pointed out by several stakeholders in our budget process such as the Finance Committee, and we do not currently have enough funds set aside for that either, which means we’d have to start patching with asphalt to ensure the sidewalks are ADA accessible and safe, which is not a great solution for several reasons. We are recommending the Town discuss issuing debt (and have a broader conversation about how to pay for small/medium/large capital projects going forward, re-evaluating and discussing past policies), and planning on doing a significant reconstruction in 2024 or 2025.

**Conclusion:** In the short term, we have a solution of updating our regulations for devices such as scooters, and spending money to increase the safety of using these devices in the street. Longer term, rather than a patchwork approach, and considering the truly broad alignment of goals from multiple discipline and program areas right now, we are proposing a full Main Street reconstruction to be funded through a bond issue in next year’s budget. We need to spend more time evaluating the costs and discussing the solution with community stakeholders, but many of those, as mentioned, have already been convened, and the strong preference of community members was to reconstruct Main Street in the way that we are suggesting. This would not only provide wider sidewalks, a more welcoming aesthetic, more green space, but would provide dedicated travel lanes for the safe use of all types of non-car vehicles/devices. I feel confident that we can address any lost parking through redevelopment that we need to do anyway to add some density and housing to our downtown, where we can increase the parking but decrease the footprint.

### 5. State roads

Many of the issues that have come up, have come up on the roads in Hanover that are owned and overseen by the New Hampshire Department of Transportation. Most state DOTs are not particularly inclined towards non-motorized vehicle or pedestrian access, more focused on measuring and moving volumes of vehicles through a defined area as efficiently as possible. Although some small improvements have been made, not enough has been, and ultimately like most state DOTs, NHDOT is not particularly aligned with the complete streets goals we have at the local level, and their standards do not give us the flexibility needed to make our roadways as safe and accessible as possible for things other than cars alone. Although we can, and have, made pushes for legislative change, that is slow moving and bureaucratic. A conversation that has come up many times, and since I’ve been here, is looking into the pros/cons of taking local ownership over state roads.

The state owns and operates five sections of road in Hanover:

1. Route 120 from UCZ border at “northern edge of Greensboro Road to Lebanon line
2. Route 10 from UCZ border 210 feet north of the centerline intersection of Brook Road to Lebanon line
3. Etna Road from Greensboro Road to Lower Dogford
4. Greensboro Road from Route 120 to Etna Road
5. Route 10 (Lyme Road) UCZ at the northern end approach island of the northern roundabout to the Lyme Town Line
6. Great Hollow Road form Greensboro/Etna Road to the Lebanon line.

Although I have been in touch with NHDOT and they are open, and perhaps even interested in having discussions about local ownership of these roads, this is a major decision to even contemplate, with significant financial commitments that extend permanently into the future. Taking over the roads, for example, would mean that we would be responsible for the costs of ongoing maintenance, including rebuilding the roads to updated standards, and doing the plowing, culverts, bridges, and more. Considering how short staffed DPW is currently in the Highway Division, this adds another layer of concern – can we take on more at a time when we are not staffed to keep up with what we already have on our plate? So there are staffing costs beyond the hard costs of materials and capital equipment. Of course there would be a major upside, which is that we would have local control of the roads and could reconstruct or repaint them in ways that meet our local standards and basically make sure the roads meet our local needs much better than we can now. This could be done in collaboration with the City of Lebanon, for example, extending our UCZ’s to meet each other and create a much different roadway, for example on 120 or 10, though it may take a decade or more to see that fully realized.

Conclusion: Evaluating the cost/benefit of local ownership of these corridors is key to thinking about the future of accessible streets in Hanover. We would propose using leftover funds created from staffing vacancies in DPW to begin to bring in resources to perform this evaluation, and provide us information we can use to make decisions in the 2024 - 2025 budgeting process, laying out a plan for what we want to do over the next 5 - 10 years, understanding what the costs/opportunities of that plan are, and making sure our goals are responsive to those plans.

Overall next steps

I provide this memo to update to organize the multiple threads that we are working on here, make sure all the disciplines are properly connected and aligned, solicit feedback and discussion from the Selectboard, as well as members of the public and advisory groups such as Hanover Bike/Walk, and then to move forward with making these changes as described above in accordance with the goals laid out.