

1. 05/15/2023 Agenda

1.1. 05/15/2023 Meeting Materials

Documents:

[2023-05-15 FRIDAY MAILING.PDF](#)



TOWN of HANOVER
NOTICE OF PUBLIC MEETING
SELECTBOARD

Monday, May 15th, 2023 at 7:30 PM
Board Room, Municipal Building
41 South Main Street, Hanover, NH

AGENDA

A swearing in will be held for the candidates elected May 9th prior to the meeting.

1. Public Comment
2. Meeting with District 2 Executive Councilor Cinde Warmington
3. Proclamations to honor Peter Christie and Bill Geraghty's Town service
4. Welcome remarks and initial re-organization discussion
5. Town Meeting next steps
6. Review and vote to enter into a binding agreement with the New Hampshire Department of Environmental Services (NHDES) for the Wastewater Reclamation Facility Upgrade Project and to Authorize the Town Manager to apply, sign and execute all necessary documents.
7. Review and vote to into a binding agreement with the New Hampshire Department of Environmental Services (NHDES) for the Water Main Distribution and Lead Service Line Replacement Project and to Authorize the Town Manager to apply, sign and execute all necessary documents.
8. 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) (E) (L)

Selectboard Town Manager Report | May 15, 2023

Below please find the summary of the agenda items.

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Agenda Items

Item #2: Meeting with District 2 Executive Councilor Cinde Warmington | **Update and Discussion**

Executive Councilor Cinde Warmington will be in attendance on Monday evening to introduce herself to the Selectboard, provide updates from the Executive Council, and answer any questions.

Item #3: Proclamations to honor Peter Christie and Bill Geraghty's Town Service

The Town may present proclamations on either May 15th or June 5th to honor the much appreciated long-standing service of both Peter Christie and Bill Geraghty.

Item #4: Welcome remarks and initial re-organization discussion | **Discussion**

The 2023/2024 organizational meeting for the Selectboard is scheduled to begin Monday evening. Because of new members and one member's known absence, we're going to do the process over the course of two meetings this year. We'll start the discussion on May 15th, and then have final discussion and decisions at June 5th's Selectboard meeting.

Action Requested: Review the 2022/2023 Selectboard Liaison list and begin to make all necessary updates on Monday evening.

Item #5: Town Meeting next steps | **Update and Discussion**

The Town Manager will run through the Town Warrant with the Selectboard and provide a brief update on a few next steps for various actions that were approved at Town Meeting.

Item #6: Review and vote to enter into a binding agreement with New Hampshire Department of Environmental Services (NHDES) for the Wastewater Reclamation Facility Upgrade Project and to Authorize the Town Manager to apply, sign and executed all necessary documents | **Action Requested**

On Tuesday, May 9, 2023 at Town Meeting, the Town voted to approve a Bond for the Wastewater Reclamation Facility Upgrade Project. The second part of this process is for the Selectboard to vote to enter into a binding agreement with the New Hampshire Department of Environmental Services through the SRF Program for the sum of up to \$22,000,000.00 with the understanding that all loan funds received are to be repaid. The Selectboard further needs to authorize the Town Manager to apply for, sign and execute all necessary documents for grants and loans for the Town of Hanover's Wastewater Reclamation Facility Upgrade Project on behalf of the Town.

Action Requested: Vote to enter into a binding agreement with the New Hampshire Department of Environmental Services through the SRF Program for the sum of up to \$22,000,000.00 with the understanding that all loan funds received are to be repaid. The Selectboard also authorizes the Town Manager to apply for, sign and execute all necessary documents for grants and loans for the Town of Hanover's Wastewater Reclamation Facility Upgrade on behalf of the Town.

Item #7: Review and vote to enter into a binding agreement with the New Hampshire Department of Environmental Services (NHDES) for the Water Main Distribution and Lead Service Line Replacement Project and to Authorize the Town Manager to apply, sign and execute all necessary documents | **Action Requested**

On Tuesday, May 9, 2023 at Town Meeting, the Town voted to approve a Bond to replace water distribution lines and lead service lines. The second part of this process is for the Selectboard to vote to enter into a binding agreement with the New Hampshire Department of Environmental Services through the SRF Program for the sum of up to \$7,800,000.00 with the understanding that all loan funds received are to be repaid. The Selectboard further needs to authorize the Town Manager to apply for, sign and execute all necessary documents for grants and loans for the Town of Hanover's Water Main Distribution and Lead service line replacement project.

Action Requested: Vote to enter into a binding agreement with the New Hampshire Department of Environmental Services through the SRF Program for the sum of up to \$7,800,000 with the understanding that all loan funds received are to be

repaid. The Selectboard also authorizes the Town Manager to apply for, sign and execute all necessary documents for grants and loans for the Town of Hanover's Water Main Distribution and Lead service line replacement project.

Town Manager Administrative Updates

I have a very brief update below, as well as have included our prior update.

Hanover Happenings

The latest employee spotlight is out. In it we talk with several of Hanover's emergency 911 dispatchers about what it's like to work 24/7 behind the scenes in our Regional Dispatch Center which provides services to over 60 public agencies in 26 communities in New Hampshire and Vermont. Check it out at hanoverhappenings.com or wherever you listen to podcasts!

Human Resources

- Town staff have begun participating in our Retention and Recruitment study, which will be ongoing over the next six months. Most department meetings have seen almost 100% attendance from staff, and **we are immensely grateful** for everyone's participation and great ideas that they have been bringing to the conversations.
- We are intending to engage with a public sector HR consultant who will help support myself and the HR Director as we move through the study, providing outside advice and best practices that will help us translate the ideas and values we are identifying in the study to policy and budget proposals in the fall.
- We had two staff leave and two start employment since the last update. Welcome to Daniel Morancy to DPW and Katherine Norwood to Parks and Rec!
- We have re-activated several modules in our HR software, as well as blitzing several different advertising sources for some of the positions with prolonged vacancies, such as in the DPW's Highway Division.
- We are soliciting feedback from department heads about piloting a "summer service" schedule for the months of July and August, with the goal of providing staff more flexible or different schedules, if possible, so as to provide some relief for what has been a challenging and busy months (or years) as well as to evaluate the pros/cons of different schedules that have come up already in thinking about the long-term staffing needs of the Town.

Town Meeting

[The results of Town Meeting can be found here.](#)

We thank everyone in the public for their participation in Town Meeting. As noted above, we'll briefly discuss a few next steps on Monday night. Staff also are planning an "After action" review for the first week of June, where all participating individuals will meet and discuss feedback, concerns, compliments, and ideas for next year's Town Meeting. We'll take those pieces of feedback from staff to the Selectboard for broader input and discussion either on June 5th or 26th, and lay out anything we may want to plan on for next year's Town Meeting, from public information and engagement, to parking, to seating, etc.

Report from 5/1:

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 Scooter 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 Scooters 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

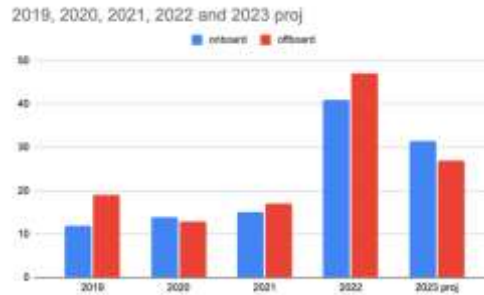
This will enable us, in various stages of small groups broken by department to share feedback and learn from each other as we collect this and reconcile it into new pay matrices/scales, updated department org charts, new benefits, updates personnel policies, and a whole lot more. We’re excited that our 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 be 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.

Description	staff - days max	Note
Unanticipated repairs	80	Difficult to project
vacations/sick/ personal time	105	don't have vacations schedules yet, assume all will take at least 2 weeks, plus sick and personal time
Holidays	21	Memorial day, Independence day, Labor day
Spring grading	28	
Spring Sweeping (intown)	24	
Spring Sweeping (out of town)	10	
Spring Cleanup	80	sweeping corners/plow damage/plows frames off trucks/plows washed and put away/blower to storage
Spring Paving	40	patching potholes/pavement delamination
Wash Ledyard Bridge	10	need to work around contractor at Ledyard Bridge
Wash all out of town bridges	5	extend lives of deck
Ruddsboro Bridge	20	Assist Contractor hauling materials, forming foundation, arranging paving/shoulders regrading
Crosswalk painting	180	some will be night work
Repair CB/Sidewalk on Currier/South	20	structure under curb
Prep for any paving	120	raise structures/replace culverts, pavement shoulder backing
Patch Main Street sidewalks	20	
Bents Road turn around	9	needs to be in place for winter
Make turnaround at 16 Dogford	6	needs to be in place for winter
Make 2 turnarounds behind Mountain	12	needs to be in place for winter
Help on Summer Street	40	Assist Utility Crew with water main replacement, drainage repairs, new sidewalk and roadway
Bleeders on Ferson and 3 mile	12	install French drains
School zone lights/foundations	4	replace school zone flashers
Replace Culvert on Morgan	8	
Finish Storm cleanup	80	4-6 employees, longer date with fewer employees
Crosby	21	sidewalk, curb, conduit, lighting bases, CIP must be completed by June 30, 2026
Longline Painting	80	may need to cut the roads that will be painted, doing so will increase next years work
Trim brush/tree's in Carriage area	80	Should be done before winter
Remove Hedges/prep Town Hall	6	remove Hedges/prep town hall may need to be done early morning
DPW parking lot	60	
College Street	360	remove concrete road, sidewalk, replace with concrete, new curbing, base gravels, paving, mid-block x-ing, stripping
Sidewalk on Verona	60	may or may not be done as part of the Girl Brook MUP, CIP project must be donw before end of FY25
Hemlock Road sidewalk	60	CIP project Must be completed by June 30. 2027

Straighten out Gile tract	10	clean up disposed concrete/rocks
Total work load hours	1671	

137	days available (April 24-October 31)
7	Personnel available
959	staff-days available
57%	work load that can be completed
955	total hours above red line
1781	hours available if fully staffed

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!