

1. 01/27/2025 Selectboard Agenda

Documents:

[01-27-2025 AGENDA.PDF](#)

1.1. 01/27/2025 Selectboard Meeting Materials

Documents:

[2025 -01-27 SELECTBOARD MEETING MATERIALS.PDF](#)



**TOWN *of* HANOVER**  
**NOTICE OF PUBLIC MEETING**  
**SELECTBOARD**

**Monday, January 27, 2025 at 5:00 PM**

**Board Room, Municipal Building  
41 South Main Street, Hanover, NH**

**AGENDA**

**1. Opening of Meeting - 1 Minute**

- a. Call to Order

**2. Public Hearing – 0 Minutes**

- a. None

**3. Agenda Review – 3 Minutes**

- a. Agenda Review

**4. Announcements/recognition – 1 Minutes**

- a. Employee Recognition

**5. Public Comment – 15 Minutes**

- a. Public may address the Board

**6. Business Requiring Discussion – 120 Minutes**

- a. Department Budget Presentations
  - i. Howe Library
  - ii. Parks and Recreation
  - iii. Fire Department
  - iv. Police Department and Parking Department

**7. Business Requiring Action – 60 Minutes**

- a. CPCNH Refresh Review
- b. College and Wheelock Street Intersection Presentation
- c. Visions Creative Housing Solutions, Inc. Tax Exemption Follow-Up
- d. Second Reading and Proposed Adoption of Complete Streets Policy
- e. Review and approval of water and sewer abatement – 22B W. Wheelock Street
- f. Approval of January 6, 2025 Selectboard Minutes

- g. Approval of items i to ii by Consent
  - i. Banner Request – Dartmouth Athletics
  - ii. Donations – Etna Library

**8. Selectboard Reports – 15 Minutes**

**9. Adjournment – 1 minutes**

**10. Nonpublic Session – 20 Minutes**

- a. Move into Nonpublic Session
- b. Discussion pursuant to RSA 91:1:3 II (A)(B)(D)(E)(L)

*Hearing enhancement equipment is available for use by the public.*



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# TOWN *of* HANOVER

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## MEMORANDUM

**TO:** Selectboard Members  
**FROM:** Robert Houseman, Town Manager  
**DATE:** January 23, 2025

**SUBJECT:** Information for the Selectboard for January 27, 2025

### Announcements/Recognition

<b>Employee Name</b>	<b>Hire Date</b>	<b>Years of Service</b>	<b>Dept.</b>
Pamela Smith	1/10/1994	31	Howe Library
Jeremiah Linehan	1/2/2005	20	Fire
Doris Yates	1/2/2018	7	Community Nurse
Tyler Howard	1/26/2020	5	Parks & Rec Grounds
Shayne Pratte	1/4/2022	3	Planning & Zoning
Christina Hall	1/27/2022	3	DPW
Amy Cockerill	1/17/2023	2	Howe Library
Tyler Nelson	1/8/2024	1	DPW

I would like to recognize the anniversary of Jeremiah Linehan who reached his 20-year milestone at the Hanover Fire Department and Tyler Howard who reached his 5-year milestone as a member of the Parks and Recreation Grounds Crew. I want to offer a special thank you and recognition to Jeremiah and Tyler for their years of service.

### Business Requiring Discussion

#### **a. Department Budget Presentations**

The following Departments will present their FY2026 Budgets on Monday evening:

- Howe Library
- Parks and Recreation
- Fire Department
- Police Department and Parking Department

### Business Requiring Action

**a. CPCNH Refresh Review**

CPCNH does a refresh of accounts quarterly to establish new accounts. This rate p rate p rate period, CPCNH's rate will be higher than the default utility rate for Liberty Utilities and NH Electric COOP, so CPCNH is seeking Selectboard approval to do a refresh and enroll new customers into the Granite Plus rate.

**b. College and Wheelock Street Intersection Presentation**

Following a pilot implementation of eliminating the left-turn lane at the College Street and Wheelock Street intersection, WCG prepared a report of observations for safety and operations during the elimination period. Rob Houseman will present the information to the Board on Monday evening.

**c. Visions for Creative Housing Solutions, Inc. Tax Exemption Follow-Up**

Visions for Creative Housing Solutions, Inc. has requested a Tax Exemption for their property located at North Park Street. Additional information regarding this request will be provided on Monday evening.

**d. Second Reading and Proposed Adoption of Complete Streets Policy**

A second reading of the Complete Streets Policy will be held on Monday evening with the Proposed Adoption of this Policy.

**e. Review and Approval of Water and Sewer Abatement – 22B W. Wheelock Street**

Due to incorrect reporting from a multi-unit building with five meters, the owner of 22B Wheelock Street was incorrectly assessed water usage for another unit in the building. Due to this incorrect reporting, 22B W. Wheelock was assessed a large water and sewer bill for water not used by this unit. The 5 metering units have now been labeled to correct any future confusion.

**Action Requested:** Abate the amount of \$1,611.11 for incorrect water and sewer billing at the 22B W. Wheelock Street location.

**Suggested Motion:**

*I move to abate the amount of \$1,611.11 for incorrect water and sewer billing at the 22B W. Wheelock Street location.*

**f. Approval of January 6, 2025 Selectboard Minutes**

**g. Approval of Items i to ii by Consent**

**h. Banner Request**

- i. Banner Request:** Dartmouth Athletics has requested an overhead banner be hung from March 2, 2025, to March 9, 2025, to promote their NCAA Skiing Championships as well as 6 light post banners to be hung from March 3, 2025 to March 10, 2025, for the same NCAA Skiing Championships. If approved, we can accommodate these banner requests.

**Action Requested: Approve** Dartmouth Athletics' request for an overhead banner from March 2, 2025, to March 9, 2025, and 6 light post banners from March 3, 2025, to March 10, 2025, promoting their NCAA Skiing Championships.

**Suggested Motion:**

*I move to approve Dartmouth Athletics' request for an overhead banner to be hung from March 2, 2025, to March 9, 2025, and 6 light post banners to be hung from March 3, 2025, to March 10, 2025 to promote their NCAA Skiing Championships.*

- ii. Donations:** The Etna Library has received the following donations:

Frances and Paul Gardent \$100.00  
Victoria and Reid Drucker \$100.00  
Frederick Perkins and Patricia Armstrong \$100.00  
Winthrop and Mundy Piper \$500.00

**Action Requested:** Accept the donations to the Etna Library as listed above.

**Suggested Motion:** *I move to accept the donations to the Etna Library from Frances and Paul Gardent, Victoria and Reid Drucker, Frederick Perkins and Patricia Armstrong and Winthrop and Mundy Piper in the amount stated above.*



# Budget Presentation

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**Howe Library**  
**PRESENTED BY: Rubi Simon**  
**DATE: 1/27/2025**

1

The Howe Library was established in 1900 in the former home of Emily Howe Hitchcock and relocated to its current 30,000 square-foot, three-story building in 1975.

It serves as a welcoming community space for reading, studying, and events. It also offers popular books, local interest materials, and digital resources like e-books and audiobooks, public access computers, meeting rooms, and dedicated zones for children and teens, while hosting regular events such as author talks, workshops, and children's story hours.



**Howe Library**



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The Howe Library's main function is to provide access to informational resources and services that support education, personal growth, community engagement, fostering learning, literacy, and cultural enrichment for all ages.

Howe Library Core Function



3

PURPOSE: The Howe Library anchors our vibrant community, providing diverse resources, welcoming spaces, and opportunities for lifelong learning.

GOAL 1- INVEST IN COMMUNITY ENGAGEMENT

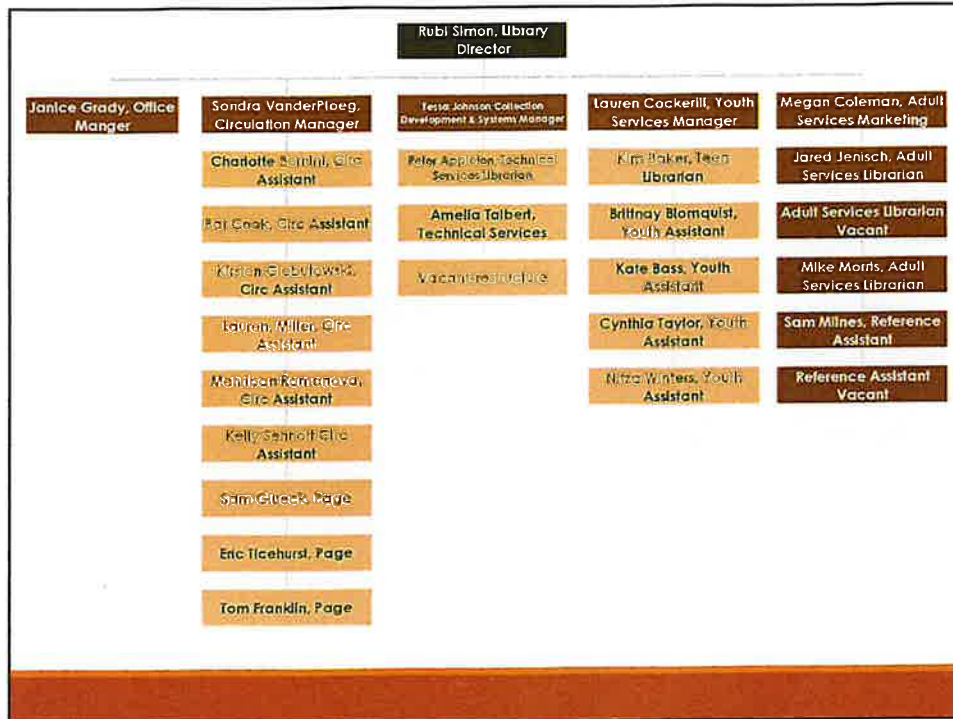
GOAL 2- INVEST IN LIBRARY FACILITIES

GOAL 3- INVEST IN ORGANIZATIONAL DEVELOPMENT


Purpose & Goals




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**CURRENT STAFFING LEVELS:**  
95%




**FULL-TIME**  
12 FTEs



**PART-TIME**  
6 FTEs

**STAFFING CHANGES:**  
 1 Retirement of 31 years  
 1 PT Retirement of 19 years  
 1 PT Retirement of 40+  
**Proposed FY26:**  
 2 Reclassifications  
 1 Promotion  
 1 Downgrade



**IMPACT FOR PROPOSED CHANGES: \$8,000**

# Personnel

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FY 2025 Budget	FY 2026 Proposed Budget
Total Budget: \$1,718,762.00	Total Proposed Budget: \$1,779,006.43
Personnel: \$1,641,117.00	Personnel: \$1,715,878.30
Operations: \$68,845	Operations: \$63,128.00
Variance from Prior Year: 7%	Variance from Prior Year: 4%
<ul style="list-style-type: none"><li>• Compensation study pay increase</li><li>• Scheduled computer replacements</li><li>• Increase in mileage for staff development</li><li>• Increase in professional development</li></ul>	<ul style="list-style-type: none"><li>• Personnel restructuring due to retirements</li><li>• Increase in postage due to increase in ILL requests</li></ul>

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## Challenges and Opportunities

Key opportunities the department faces:

- **Strategic Plan Completion:** Provides a clear framework for growth and enhanced programming.
- **New Staff:** Brings fresh ideas and energy, driving innovative programming and initiatives.
- **Community Outreach:** Focus on stronger connections and partnerships to expand library reach.
- **Innovative Programs:** Expansion of new and diverse programs tailored to community needs and interests.

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# Questions and Discussion

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Q/A





# Budget Presentation

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PARKS & RECREATION

PRESENTED BY: JOHN SHERMAN, DIRECTOR  
LIZ BURDETTE, ASSISTANT DIRECTOR  
NICOLE LEONARD, OST PROGRAM DIRECTOR

DATE: JANUARY 27, 2025

1

HPR staffing

- 15 FT Employees
- 3 PT Employees
- 8-21 seasonal staff

We Have 5 Divisions within HPR

- Programs- offering opportunities for all community members from preschool through senior activities.
- Grounds- municipal grounds, parks, cemeteries, & street trees.
- OST- after school, vacation weeks, & summer camps
- Special Events- 12 events over the course of the year with some encompassing multiple days/weekends.
- Community Services- welfare advocacy & community nursing that meets clients in their homes.

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graph TD
    Director[Director] --> AsstDir[Assistant Director]
    AsstDir --> GroundsSup[Grounds Supervisor]
    AsstDir --> OSTDir[OST Program Director]
    AsstDir --> SocialSec[Social Services  
Community Nurse  
General Welfare Assistance Coordinator]
    AsstDir --> Events[Events & Media Program Manager]
    
    GroundsSup --> GroundsTurf[Grounds Turf Manager]
    GroundsSup --> GroundsLand[Grounds Landscape Manager]
    GroundsSup --> RWM[RWM Program Manager]
    GroundsSup --> Athletics[Athletics Program Manager]
    
    GroundsTurf --> GroundsHW1[Grounds Maintenance Worker  
(During Summer Staff)]
    GroundsTurf --> GroundsHW2[Grounds Maintenance Worker  
(Winter)]
    
    RWM --> Seasonal[Seasonal Summer Staff]
    RWM --> Contracted1[Contracted/Paying  
Instructors & Referees]
    
    Athletics --> Contracted2[Contracted/ Volunteer  
Coaches & Officials]
    
    Events --> Contracted3[Contracted/ Volunteer  
Event Performers & Staff]
    
    OSTDir --> OSTPM[OST Program Manager]
    OSTDir --> OSTPC[OST Program Coordinator]
    OSTDir --> OSTPS[OST Program Specialist  
3 Positions]
    OSTDir --> OSTSC[OST Seasonal  
Counselor/Lead Counselor  
(8-20)]
    
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2



Connecting you to explore our community, enrich your life and expand your experiences.

- Goals for FY26:

- Fill vacancies to be fully staffed. This applies to both FTE's & seasonal positions.
- Refine professional development opportunities/policies to equitably distribute available funds through out the department.
- Develop an Asset Management Plan for all divisions to include a complete inventory, condition assessment, and replacement schedule.

## Mission & Goals

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## Budget Overview

FY 2025 BUDGET	PROPOSED FY 2026
- Total Budget: \$2,435,498	- Total Budget: \$2,352,457
- Personnel: \$1,130,525	- Personnel: \$1,074,546
- Operations: \$1,304,974	- Operations: \$1,277,911
- Capital: \$0	- Capital: \$0
- Variance from Prior Year: +19.18%	- Variance from Prior Year: -2.8%

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## Proposed significant changes

- Line #300-4330 -\$14,000 Moved the Youth In Action funding to line 225-4330 to be with the other Social Service Agency Support.
- Line #300-4001 +\$8,929 Admin charges from IT; We consolidated all our software licenses from other budget lines into this one.
- Line #330-3640 -\$ 10,000 in revenue from Hanover Improvement Society. Since the pandemic they have not had the funding to support this donation.
- Line #303-3631 -\$10,000 in revenue from the RWB programs. Recently we have had a difficult time finding instructors for programs.

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## Proposed significant changes

- Line 301-3442 -\$6,808 Youth Athletics Revenue,  
Lines #301-4320 & 301-4443 -\$11,765  
SAU70 will start the process of taking back 7/8 Youth Athletics.  
In FY26 they will take over Winter & 2 Fall sports.
- Line #320-3442 -\$154,600 in OST revenue as we are not moving forward with any preschool childcare programs.
- Line #320-4110 -\$86,513 removal of two unfilled FTE OST preschool childcare program positions.

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**Personnel Costs**

- CURRENT STAFFING LEVELS:**  
38 EMPLOYEES  
(INCLUDES SEASONAL STAFF)
- FULL-TIME EQUIVALENTS (FTE'S)**  
15 FTE'S
- CONTRACTED POSITIONS**  
NONE
- PROPOSED STAFFING CHANGES:**  
ELIMINATE 2 FTE'S
- ADDITIONS, REDUCTIONS, OR REALIGNMENTS**  
WE DID NOT MOVE FORWARD WITH FULL DAY PLAY AND NEVER FILLED THE TWO NEW POSITIONS
- COST IMPACTS:**  
SAVINGS OF -\$98,203

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## Challenges and Opportunities

- Key challenges the department faces:**  
Affordable housing within a reasonable commute continues to be a limiting factor for recruitment. 40% of our FTE's live with their parents.
- Budget constraints, staff shortages, rising costs, etc.**  
OST-Increases in transportation, entrance fees, entertainers, food & supplies.  
Athletics- Increase in consumable supplies such as paint/balls/bats & fees for officials. Implementing replacement schedules for equipment.
- Opportunities for innovation, partnerships, or cost savings**  
Continue working with the Downtown Business Group  
Expanding partnership with Dartmouth College in many of our divisions such as Greek Life volunteers, Dartmouth work study program, and special event opportunities.  
Working with community partners on the development of Ledyard Park.

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## Questions and Discussion

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QUESTIONS



CONTACT INFORMATION

PARKS AND REC DEPARTMENT  
 FY 2025-26 BUDGET  
 1/27/2025

		As of 12/30/24		50%					
REVENUE		2024-2025	2024-2025	Variance	% Remaining	2025-2026	\$ Increase from	% Increase from	
		Total Budget	YTD Activity			Total Budget	FY25 Budget	FY25 Budget	
01-301-3442	REC YOUTH REGISTRATION FEES	60,000.00	33,185.79	(26,814.21)	44.69	53,192.00	(6,808.00)	(11%	
01-301-3599	P&R CLEARING ACCT-GYM USE FEES	-	11,009.17	11,009.17	-	-	-	-	
01-301-3918	REC YOUTH PGM TRST FD INC DISTRIB	-	-	-	-	-	-	-	
01-302-3442	REC ADULT REGISTRATION FEES	7,000.00	7,187.70	187.70	102.68	7,000.00	(10,000.00)	-10%	
01-303-3631	REC COMM CTR PGM REVENUES	100,000.00	50,262.17	(49,737.83)	49.74	90,000.00	500.00	7%	
01-304-3442	REC BASKETBALL TOURNEY FEES	7,000.00	765.69	(6,234.31)	89.06	7,500.00	1,600.00	25%	
01-307-3442	REC SPECIAL REGISTRATION FEES	6,500.00	792.49	(5,707.51)	87.81	8,100.00	1,600.00	25%	
01-307-3444	TRAIL HIKE CHALLENGE REVENUE	-	-	-	-	-	-	-	
01-320-3442	OUT-OF-SCHOOL TIME REVENUES	628,500.00	261,053.48	(367,446.52)	58.46	613,900.00	(14,600.00)	-2%	
01-320-3912	OST TSFR FR OTHER FUNDS	-	-	-	-	-	-	-	
01-320-3913	OST CHLD CARE CENTER	140,000.00	-	(140,000.00)	100.00	-	(140,000.00)	-100%	
01-330-3424	GROUPS BILLINGS-SP DETBANNERS	1,900.00	-	(1,900.00)	100.00	1,000.00	(900.00)	-47%	
01-330-3640	HANOVER GARDENER SUPPORT REVENUES	10,000.00	-	(10,000.00)	100.00	-	(10,000.00)	-100%	
01-340-3411	CEMETERY LOT SALES-RESIDENTS	15,000.00	2,900.00	(12,100.00)	80.67	10,000.00	(5,000.00)	-33%	
01-340-3412	CEMETERY LOT SALES-NON RESIDENTS	6,000.00	2,200.00	(3,800.00)	63.33	7,000.00	1,000.00	17%	
01-340-3432	CEMETERY BURIAL FEES	15,000.00	5,548.50	(9,451.50)	63.01	15,000.00	-	0%	
01-340-3918	CEMETERY PERP TRUST INC DISTRIB	-	940.00	(5,060.00)	84.33	8,500.00	2,500.00	42%	
01-350-3631	GROUPS FACILITIES RENTAL INCOME	6,000.00	5,335.00	(665.00)	3.00	5,000.00	(500.00)	-9%	
01-351-3631	GROUPS DOCK EVENT REVENUE	5,500.00	-	(5,500.00)	-	-	-	-	
	<b>TOTAL REVENUE</b>	<b>1,008,400.00</b>	<b>381,179.99</b>	<b>(487,220.01)</b>	<b>48.3%</b>	<b>826,192.00</b>	<b>(182,208.00)</b>	<b>-18%</b>	

EXPENSE	2024-2025		2024-2025		Variance	% Remaining	2025-2026		\$ Increase from FY25 Budget	% Increase from FY25 Budget
	Total Budget	YTD Activity	Total Budget	YTD Activity			Total Budget	FY25 Budget		
01-300-4001	REC ADMIN CHARGES FROM MIS	20,572.00	9,916.00	10,656.00	51.80	29,173.50	8,601.50	42%		
01-300-4110	REC ADMIN FULL TIME SALARIES	412,872.00	206,939.48	205,932.52	49.88	434,920.00	22,048.00	5%		
01-300-4130	REC ADMIN OVERTIME	3,000.00	3,574.32	(574.32)	(19.14)	3,750.00	750.00	25%		
01-300-4211	PARKS/REC S125 FLEX PLAN	264,445.00	111,665.53	152,779.47	57.77	299,624.32	35,179.32	13%		
01-300-4329	REC ADMIN LICENSING FEES	420.00	420.00	0.00	100.00	420.00	-	0%		
01-300-4330	REC ADMIN LICENSING CONTRIBUTION	14,000.00	14,000.00	0.00	100.00	14,000.00	(14,000.00)	-100%		
01-300-4409	REC ADMIN COPIER LEASE & WTCE	4,000.00	1,090.43	2,909.57	72.74	-	(4,000.00)	-100%		
01-300-4500	REC ADMIN CONTRACTED SERVICES	-	-	-	-	-	-	-		
01-300-4534	REC ADMIN POSTAGE	-	-	-	-	-	-	-		
01-300-4540	REC ADMIN ADVERTISING	1,800.00	-	1,800.00	100.00	1,000.00	(800.00)	-44%		
01-300-4540	REC ADMIN PROF DEVELOPMENT	5,000.00	2,248.74	2,751.26	55.03	5,000.00	0.00	0%		
01-300-4582	REC ADMIN OFFICE SUPPLIES	1,000.00	718.94	281.06	28.11	1,500.00	500.00	50%		
01-300-4611	REC ADMIN UNIFORMS & CLOTHING	-	-	-	-	2,200.00	2,200.00	-		
01-300-4615	REC ADMIN BOOKS & SUBSCRIPTIONS	300.00	351.00	(51.00)	(17.00)	351.00	51.00	17%		
01-300-4640	REC ADMIN DUES & MEMBERSHIPS	1,790.00	894.00	896.00	50.06	1,396.00	(394.00)	-22%		
01-300-4810	REC ADMIN FOOD & MEALS	-	205.11	(205.11)	-	-	-	-		
01-300-4899	REC ADMIN FOOD & MEALS	-	-	-	-	-	-	-		
	<b>TOTAL ADMIN EXPENSE</b>	<b>729,199.00</b>	<b>351,603.55</b>	<b>377,595.45</b>	<b>51.8%</b>	<b>779,334.82</b>	<b>50,135.82</b>	<b>7%</b>		
01-301-4320	REC YOUTH PGM PROFESSIONAL SERVICES	28,200.00	9,271.97	18,928.03	67.12	23,635.00	(4,565.00)	-16%		
01-301-4443	REC YOUTH PGM RENTALS & LEASES	14,400.00	-	14,400.00	100.00	7,200.00	(7,200.00)	-50%		
01-301-4500	REC YOUTH PGM CONTRACTED SERVICES	-	-	-	-	-	-	-		
01-301-4609	REC YOUTH PROGRAM MATERIALS	12,000.00	3,807.53	8,192.47	68.27	13,184.00	1,184.00	10%		
01-302-4320	REC ADULT PGM PROFESSIONAL SERVICES	500.00	-	500.00	100.00	1,000.00	(500.00)	-100%		
01-302-4500	REC ADULT PGM CONTRACTED SERVICES	1,000.00	-	1,000.00	100.00	1,000.00	0.00	0%		
01-302-4609	REC ADULT PROGRAM MATERIALS	500.00	1,206.16	(706.16)	(141.23)	2,935.00	2,435.00	487%		
01-303-4110	COMM CTR PGM STAFF SALARIES	40,000.00	15,353.85	24,646.15	61.62	38,000.00	(2,000.00)	-5%		
01-303-4322	COMM CTR PGM PROF SVCS	5,000.00	-	5,000.00	100.00	5,000.00	-	0%		
01-303-4323	RWBC SPEC PGM PROF SVCS	4,672.00	784.80	3,887.20	83.20	2,387.00	(2,285.00)	-49%		
01-303-4500	COMM CTR PGM CONTRACTED SERVICES	6,500.00	2,554.57	3,945.43	60.70	6,500.00	-	0%		
01-303-4609	COMM CTR PROGRAM MATERIALS	6,500.00	702.77	5,797.23	89.19	4,140.00	140.00	4%		
01-303-4681	COMM CTR PGM EQUIPMENT	4,000.00	-	4,000.00	100.00	4,140.00	140.00	4%		
01-304-4320	REC BBALL TOURN PROFESSIONAL SVCS	2,500.00	-	2,500.00	100.00	2,500.00	-	0%		
01-304-4441	REC BBALL TOURN RENTALS & LEASES	500.00	50.00	450.00	90.00	300.00	(200.00)	-40%		
01-304-4609	REC BBALL TOURN PROGRAM MATERIALS	2,500.00	-	2,500.00	100.00	2,500.00	-	0%		
01-307-4320	REC SPECIAL PGM PROFESSIONAL SERVICES	12,000.00	5,899.26	6,100.74	50.84	12,000.00	(650.00)	-100%		
01-307-4608	TRAIL HIKE CHALL PGM EXPENSES	12,000.00	3,532.66	8,467.34	70.56	12,000.00	-	0%		
01-307-4609	REC SPECIAL PROGRAM MATERIALS	12,000.00	-	-	-	12,000.00	-	0%		
	<b>TOTAL PROGRAM EXPENSE</b>	<b>153,422.00</b>	<b>43,163.57</b>	<b>110,258.43</b>	<b>71.9%</b>	<b>139,781.00</b>	<b>(13,641.00)</b>	<b>-9%</b>		

	2024-2025 Total Budget	2024-2025 YTD Activity	Variance	% Remaining	2025-2026 Total Budget	\$ Increase from FY25 Budget	% Increase from FY25 Budget
01-320-4001	9,770.00	4,884.00	4,886.00	49.80	2,200.00	(7,530.00)	-77%
01-320-4110	326,012.00	111,803.15	214,208.85	65.71	344,055.00	18,043.00	6%
01-320-4125	104,611.00	90,479.67	14,131.33	13.51	110,000.00	5,389.00	5%
01-320-4126	98,203.00	-	98,203.00	100.00	-	(98,203.00)	-100%
01-320-4240	-	-	-	100.00	12,000.00	130.00	1%
01-320-4441	11,870.00	22,470.78	11,870.00	100.00	-	130.00	1%
01-320-4500	37,500.00	22,470.78	15,029.22	40.08	43,541.00	6,041.00	16%
01-320-4510	1,100.00	342.52	757.48	68.86	1,500.00	400.00	36%
01-320-4540	-	-	-	-	-	-	-
01-320-4582	3,400.00	-	3,400.00	100.00	5,000.00	1,600.00	47%
01-320-4609	24,300.00	4,464.08	19,835.92	81.63	27,700.00	3,400.00	14%
01-320-4611	-	71.61	(71.61)	-	-	-	-
01-320-4899	11,345.00	-	11,345.00	100.00	-	(11,345.00)	-100%
01-320-4900	-	-	-	-	-	-	-
<b>TOTAL OST EXPENSE</b>	<b>628,071.00</b>	<b>234,515.81</b>	<b>393,555.19</b>	<b>62.7%</b>	<b>545,996.00</b>	<b>(82,075.00)</b>	<b>-13%</b>
01-330-4110	236,874.00	112,512.13	124,361.87	52.50	244,621.52	7,747.52	3%
01-330-4122	11,520.00	4,701.35	6,818.65	59.19	11,520.00	-	0%
01-330-4130	22,000.00	15,069.54	6,930.46	31.50	22,000.00	-	0%
01-330-4320	-	-	-	-	-	-	-
01-330-4411	1,000.00	822.96	177.04	17.70	1,100.00	100.00	10%
01-330-4500	37,000.00	22,444.10	14,555.90	39.34	36,000.00	(1,000.00)	-3%
01-330-4609	12,000.00	1,826.37	10,173.63	84.78	12,052.00	52.00	0%
01-330-4612	4,990.00	4,866.48	123.52	2.48	5,700.00	710.00	14%
01-330-4615	3,000.00	2,850.00	150.00	5.00	3,200.00	200.00	7%
01-330-4622	300.00	123.07	176.93	58.98	350.00	50.00	17%
01-330-4640	2,000.00	-	200.00	100.00	100.00	(100.00)	-50%
01-330-4810	2,385.00	1,075.00	1,310.00	54.93	2,265.00	(120.00)	-5%
01-340-4411	850.00	245.00	605.00	71.18	850.00	-	0%
01-340-4500	7,550.00	1,326.00	6,224.00	82.44	3,828.00	(3,722.00)	-49%
01-340-4609	5,500.00	3,730.49	1,769.51	32.17	2,000.00	(3,500.00)	-64%
01-340-4612	4,050.00	471.67	3,578.33	88.35	5,150.00	1,100.00	27%
01-340-4622	650.00	189.49	460.51	70.85	650.00	-	0%
01-340-4624	775.00	207.70	567.30	73.20	775.00	-	0%
01-350-4007	(7,176.00)	(7,176.00)	-	-	(5,979.00)	1,197.00	-17%
01-350-4500	6,000.00	1,429.88	6,570.12	82.13	8,000.00	8,000.00	0%
01-350-4700	5,500.00	2,114.96	3,385.04	61.55	5,500.00	-	0%
01-351-4500	5,000.00	2,500.00	2,500.00	50.00	5,000.00	-	0%
<b>TOTAL GROUNDS EXPENSE</b>	<b>361,968.00</b>	<b>171,330.19</b>	<b>190,637.81</b>	<b>52.7%</b>	<b>364,682.52</b>	<b>2,714.52</b>	<b>1%</b>
<b>TOTAL EXPENSE</b>	<b>1,872,660.00</b>	<b>800,613.12</b>	<b>1,072,046.88</b>	<b>57.2%</b>	<b>1,829,794.34</b>	<b>(42,865.66)</b>	<b>-2%</b>

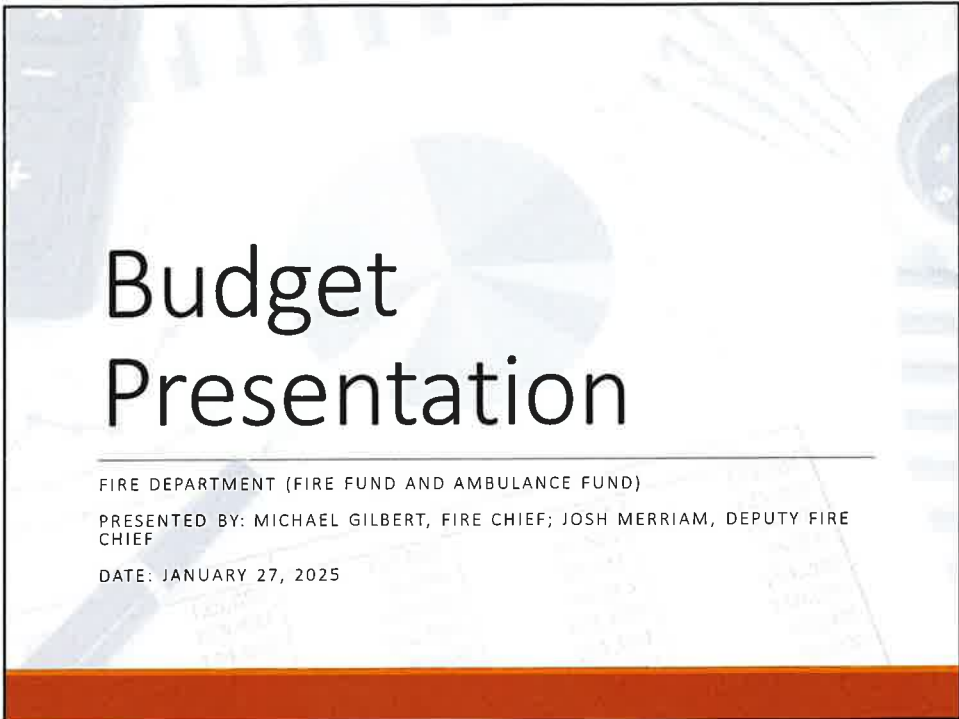
**PARKS AND REC DEPARTMENT/GENERAL ASSISTANCE & COMMUNITY NURSE  
FY 2025-26 BUDGET  
1/27/2025**

As of 12/30/24

50%

	2024-2025 Total Budget	2024-2025 YTD Activity	Variance	% Remaining	2025-2026 Total Budget	\$ Increase from FY25 Budget	% Increase from FY25 Budget
220 GENERAL ASSISTANCE REVENUE							
01-220-3918	475.00	-	(475.00)	100.00	475.00	-	0.0%
WELFARE TRUST INCOME DISTRIB							
EXPENSE							
01-220-4001	725.00	-	725.00	100.00	725.00	-	0.0%
01-220-4125	9,348.00	1,971.48	7,376.52	78.91	6,000.00	(3,348.00)	-35.8%
01-220-4510	300.00	-	300.00	100.00	300.00	-	0.0%
01-220-4530	500.00	206.91	293.09	58.62	-	(500.00)	-100.0%
01-220-4534	25.00	-	25.00	100.00	25.00	-	0.0%
01-220-4590	2,500.00	-	2,500.00	100.00	3,000.00	500.00	20.0%
01-220-4611	50.00	40.00	10.00	20.00	50.00	-	0.0%
01-220-4810	850.00	-	850.00	100.00	800.00	(50.00)	-5.9%
01-220-4890	10,000.00	-	10,000.00	100.00	-	(10,000.00)	-100.0%
<b>TOTAL EXPENSE</b>	<b>24,348.00</b>	<b>2,218.39</b>	<b>22,129.61</b>	<b>90.9%</b>	<b>10,960.00</b>	<b>(13,388.00)</b>	<b>-55.0%</b>
225 COMMUNITY NURSE EXPENSE							
01-225-4006	361,220.00	361,219.95	0.05	-	386,505.35	25,285.35	7.0%
01-225-4125	42,604.00	20,588.73	22,015.27	51.67	44,400.00	1,796.00	4.2%
01-225-4311	5,000.00	165.00	4,835.00	96.70	-	(5,000.00)	-100.0%
01-225-4330	135,800.00	126,800.00	9,000.00	6.63	144,800.00	9,000.00	6.6%
01-225-4510	1,250.00	722.26	527.74	42.22	2,000.00	750.00	60.0%
01-225-4530	555.00	749.08	(194.08)	(34.97)	1,082.54	527.64	95.1%
01-225-4540	50.00	-	50.00	100.00	-	(50.00)	-100.0%
01-225-4890	500.00	-	500.00	100.00	500.00	-	0.0%
01-225-4895	9,000.00	9,000.00	-	-	-	(9,000.00)	-100.0%
<b>TOTAL EXPENSE</b>	<b>555,979.00</b>	<b>519,245.02</b>	<b>36,733.98</b>	<b>6.6%</b>	<b>579,287.99</b>	<b>23,308.99</b>	<b>4.2%</b>





# Budget Presentation

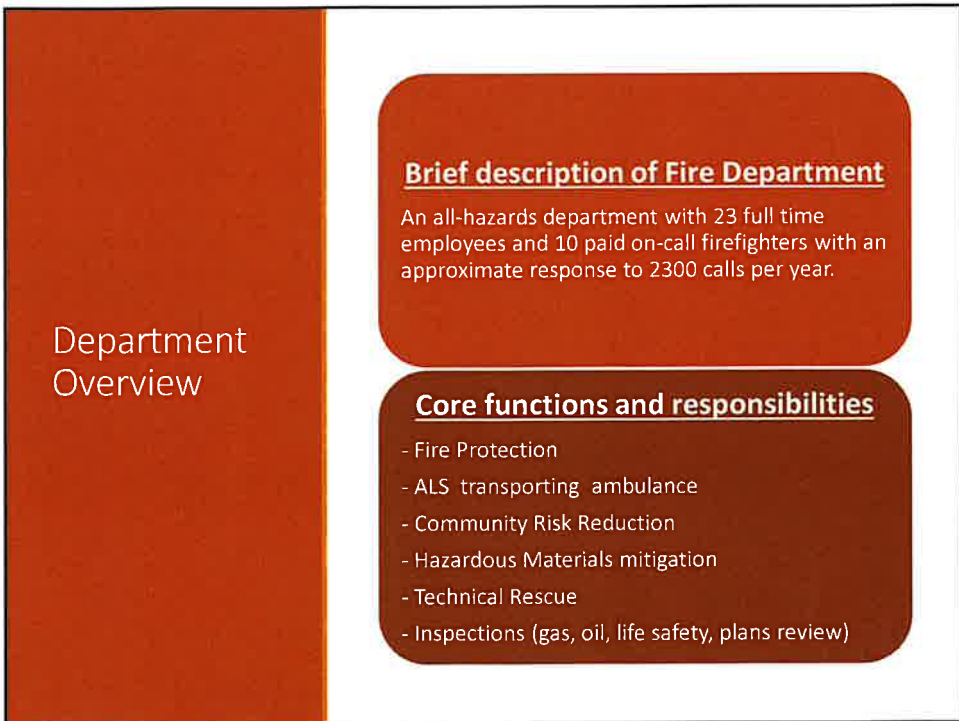
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FIRE DEPARTMENT (FIRE FUND AND AMBULANCE FUND)

PRESENTED BY: MICHAEL GILBERT, FIRE CHIEF; JOSH MERRIAM, DEPUTY FIRE CHIEF

DATE: JANUARY 27, 2025

1



## Department Overview

### Brief description of Fire Department

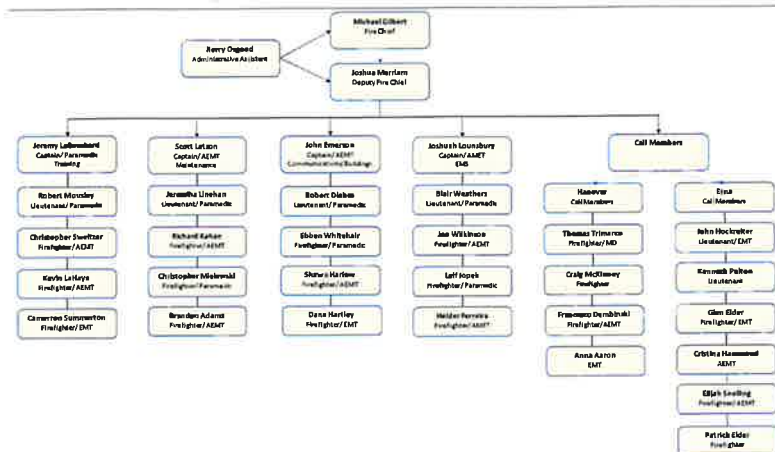
An all-hazards department with 23 full time employees and 10 paid on-call firefighters with an approximate response to 2300 calls per year.

### Core functions and responsibilities

- Fire Protection
- ALS transporting ambulance
- Community Risk Reduction
- Hazardous Materials mitigation
- Technical Rescue
- Inspections (gas, oil, life safety, plans review)

2

# Fire Department Organizational Chart



3

# Mission & Goals

## Mission Statement

The Hanover Fire Department is a public safety organization providing fire, rescue, and emergency medical services to residents, visitors, and the Dartmouth College Community. The department is committed to preserving life, property, and the environment. Through education and public safety awareness programs, we strive to enhance the quality and safety of the lives of the citizens we proudly serve.

## Goal 1

Recruiting and supporting increased Paramedic staffing

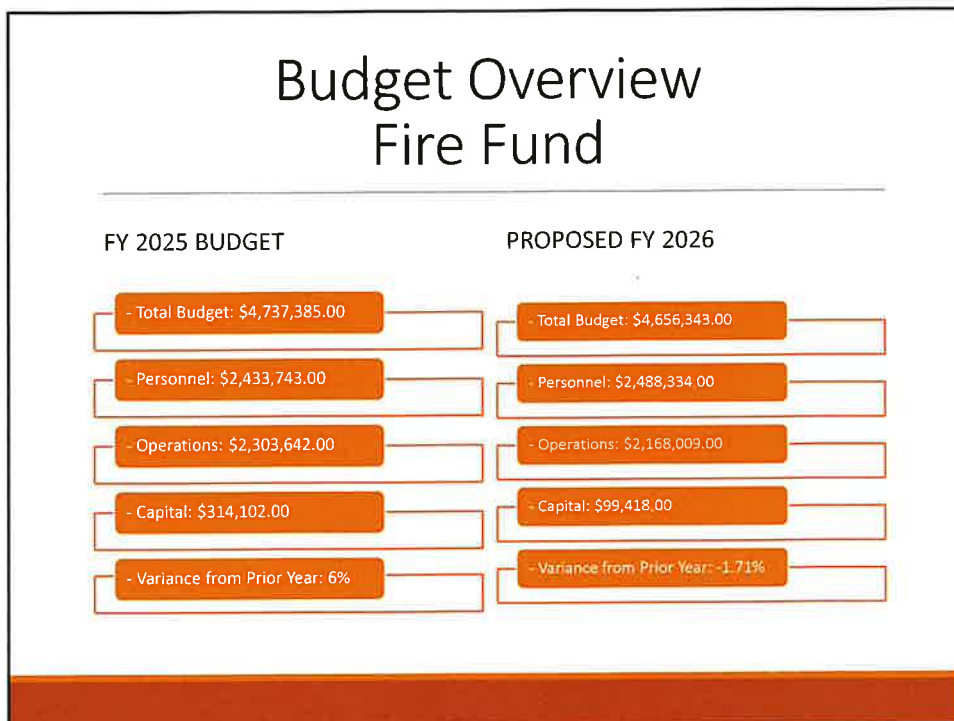
## Goal 2

Enhance engagement and response rates in emergency recall efforts

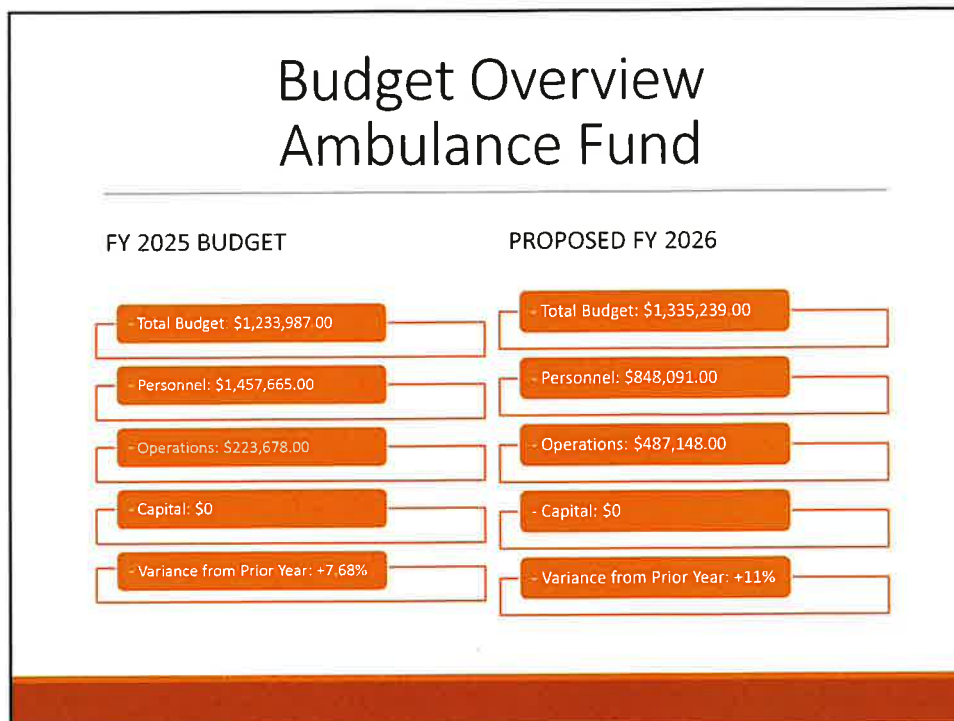
## Goal 3

Improve availability and accessibility of mental health and wellness services for personnel

4



5



6

## Proposed significant changes

➤ **Ambul Vehicular Equipment**, +\$43,909, Ventilators, Laryngoscopes and town wide AED maintenance and training.

7



- CURRENT STAFFING LEVELS: 33



- FULL-TIME EQUIVALENTS (FTEs) - 23



- CONTRACTED POSITIONS - 0



- PROPOSED STAFFING CHANGES: NONE



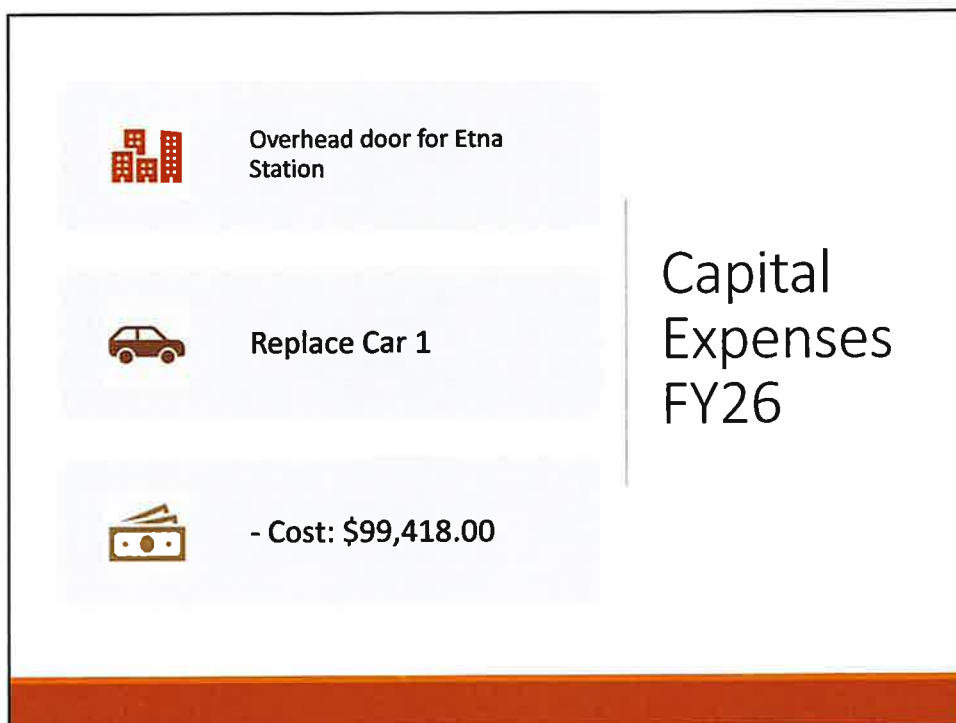
- ADDITIONS, REDUCTIONS, OR REALIGNMENTS - NONE



- COST IMPACTS: \$0

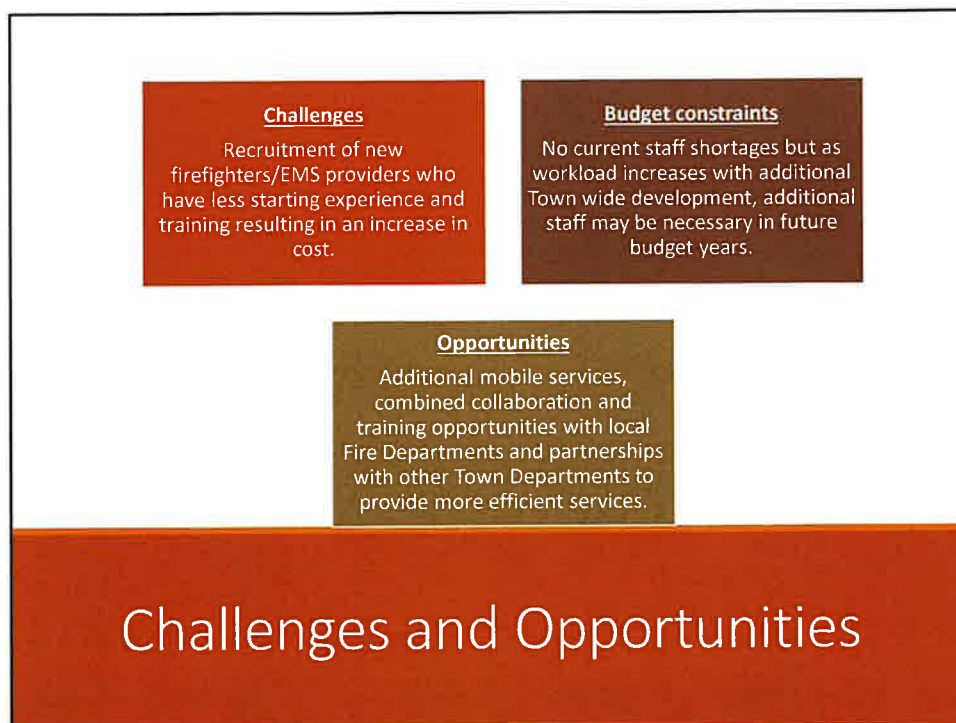
## Personnel Costs

8



This slide summarizes capital expenses for FY26. It features three items listed on the left, each with an icon: 'Overhead door for Etna Station' (building icon), 'Replace Car 1' (car icon), and '- Cost: \$99,418.00' (cash icon). To the right of these items, the text 'Capital Expenses FY26' is displayed in a large font. The slide has a white background with a dark orange footer bar.

9



This slide is titled 'Challenges and Opportunities' and is divided into three sections. The 'Challenges' section (orange box) discusses recruitment of new firefighters/EMS providers. The 'Budget constraints' section (dark orange box) discusses staff shortages and workload. The 'Opportunities' section (olive green box) discusses mobile services and collaboration. The title 'Challenges and Opportunities' is centered at the bottom in a large white font on a dark orange background.

**Challenges**  
Recruitment of new firefighters/EMS providers who have less starting experience and training resulting in an increase in cost.

**Budget constraints**  
No current staff shortages but as workload increases with additional Town wide development, additional staff may be necessary in future budget years.

**Opportunities**  
Additional mobile services, combined collaboration and training opportunities with local Fire Departments and partnerships with other Town Departments to provide more efficient services.

10

# Questions and Discussion

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QUESTIONS



MICHAEL GILBERT, FIRE CHIEF  
MICHAEL.GILBERT@HANOVERNH.ORG  
603-640-3340

**FIRE DEPARTMENT  
FY 2025-26 BUDGET  
1/27/2025**

As of 12/31/24

50%

	2024-2025 Total Budget	2024-2025 YTD Activity	Variance	% Remaining	2025-2026 Total Budget	\$ Increase from FY25 Budget	% Increase from FY25 Budget
REVENUE							
03-750-3110	4,192,361.00	-	(4,192,361.00)	100.00	4,303,654.71	111,493.71	3%
03-750-3186	25,938.00	-	(25,938.00)	100.00	23,800.00	(2,138.00)	-8%
03-750-3424	3,000.00	13,403.13	10,403.13	446.77	10,000.00	7,000.00	233%
03-750-3426	10,000.00	12,140.00	2,140.00	121.40	10,000.00	-	0%
03-750-3593	-	1,100.00	1,100.00	-	-	-	-
03-750-3599	-	-	-	-	-	-	-
03-750-3621	-	-	-	-	-	-	-
03-750-3911	-	12,000.00	12,000.00	-	-	-	-
03-750-3999	-	-	-	-	-	-	-
03-751-3341	-	-	-	-	-	-	-
03-751-3452	129,330.60	-	(129,331.00)	100.00	127,543.50	(1,787.10)	-1%
03-751-3915	314,102.00	170,258.75	(143,843.25)	45.80	99,418.00	(214,684.00)	-68%
03-752-3231	45,000.00	-	(45,000.00)	100.00	50,000.00	5,000.00	11%
03-752-3236	17,653.00	-	(17,653.00)	100.00	20,000.00	2,347.00	13%
<b>TOTAL REVENUE</b>	<b>4,737,384.60</b>	<b>208,901.88</b>	<b>(4,528,483.12)</b>	<b>96%</b>	<b>4,644,616.21</b>	<b>(92,768.39)</b>	<b>-2%</b>

	2024-2025	2024-2025	2024-2025	2025-2026	\$ Increase from	% Increase from
	Total Budget	YTD Activity	Variance	Total Budget	FY25 Budget	FY25 Budget
<b>EXPENSE</b>						
03-751-4000	113,810.91	55,886.05	57,924.95	130,070.83	16,259.92	14%
03-751-4006	(814,382.10)	(814,382.10)	0.10	(848,091.00)	(33,708.90)	4%
03-751-4110	1,683,801.00	807,810.86	875,990.34	1,686,667.00	2,866.00	0%
03-751-4125	10,000.00	2,839.81	7,160.39	10,000.00	-	0%
03-751-4130	302,443.00	163,655.13	138,787.87	404,605.00	102,162.00	34%
03-751-4140	2,000.00	12,461.82	(10,461.82)	2,000.00	-	0%
03-751-4240	3,500.00	1,375.00	2,125.00	5,000.00	1,500.00	43%
03-751-4328	600.00	600.00	-	600.00	-	0%
03-751-4415	19,390.00	9,658.54	9,731.46	18,940.00	(450.00)	-2%
03-751-4430	4,700.00	6,228.80	1,432.20	4,700.00	-	0%
03-751-4500	878.00	2,110.65	(1,232.65)	800.00	(78.00)	-9%
03-751-4609	34,467.00	9,427.04	25,039.96	31,600.00	(2,867.00)	-8%
03-751-4612	4,046.00	3,428.80	4,047.20	4,700.00	654.00	16%
03-751-4615	30,088.00	6,780.52	23,307.48	30,088.00	-	0%
03-751-4741	41,971.00	36,941.13	5,029.87	47,452.00	5,481.00	13%
03-751-4745	14,000.00	25,016.76	367.24	14,000.00	-	0%
03-751-4749	314,102.00	54,523.39	259,578.61	99,418.00	(214,684.00)	-68%
03-751-4757	377,800.00	377,800.00	-	347,000.00	(30,800.00)	-8%
03-751-4758	5,000.00	-	5,000.00	5,000.00	-	0%
03-751-4810	1,000.00	840.00	160.00	1,000.00	-	0%
03-751-4890	38,700.00	15,460.84	23,239.16	38,700.00	-	0%
03-751-4899	1,000.00	-	1,000.00	1,000.00	-	0%
03-752-4582	162,000.00	162,000.00	-	162,000.00	-	0%
03-752-4612	1,500.00	-	1,500.00	4,000.00	2,500.00	167%
03-752-4640	300.00	-	300.00	300.00	-	0%
03-752-4810	1,500.00	556.85	943.15	1,000.00	(500.00)	-33%
03-752-4810	150.00	150.00	-	1,000.00	850.00	567%
03-752-4890	1,000.00	150.90	849.10	2,000.00	1,000.00	100%
03-753-4530	16,000.00	3,363.62	12,636.38	16,000.00	-	0%
03-753-4582	13,287.00	(1,000.00)	14,287.00	13,287.00	-	0%
03-753-4612	2,000.00	1,561.97	438.03	2,000.00	-	0%
03-753-4700	7,000.00	1,391.70	5,608.30	7,000.00	-	0%
03-754-4130	2,000.00	2,000.00	-	2,000.00	-	0%
03-754-4510	55,549.00	12,288.90	43,260.10	65,000.00	(55,549.00)	-100%
03-754-4582	7,500.00	909.30	6,590.70	12,000.00	(1,000.00)	-13%
03-754-4612	2,500.00	16,095.16	(4,095.16)	2,500.00	-	0%
03-754-4640	200.00	-	200.00	200.00	-	0%
03-754-4700	1,050.00	-	1,050.00	2,000.00	950.00	90%
03-754-4810	965.00	-	965.00	965.00	-	0%
03-754-4899	800.00	444.66	355.34	1,250.00	450.00	56%
<b>TOTAL FIRE SUPPRESSION EXPENSE</b>	<b>2,476,215.81</b>	<b>977,825.70</b>	<b>1,516,165.30</b>	<b>2,271,251.83</b>	<b>(204,963.98)</b>	<b>-8%</b>
<b>TOTAL EXPENSES</b>	<b>4,737,384.60</b>	<b>2,193,709.06</b>	<b>2,678,023.83</b>	<b>4,644,616.21</b>	<b>(92,768.39)</b>	<b>-2%</b>







# Budget Presentation

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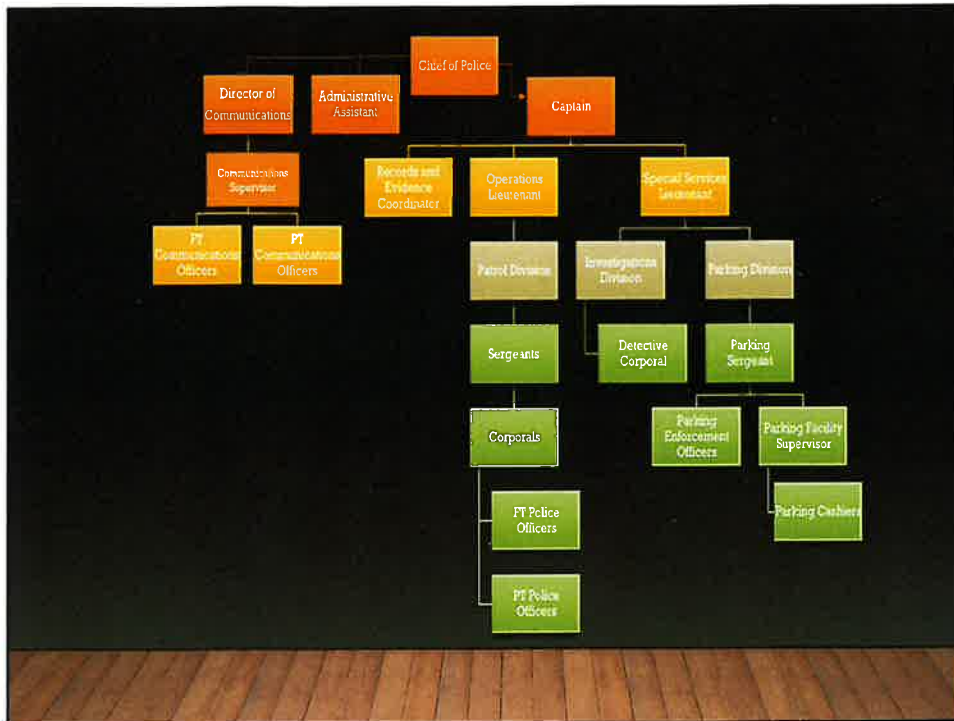
HANOVER POLICE DEPARTMENT  
PRESENTED BY: JIM MARTIN, ACTING CHIEF  
DATE: JANUARY 27, 2025

1

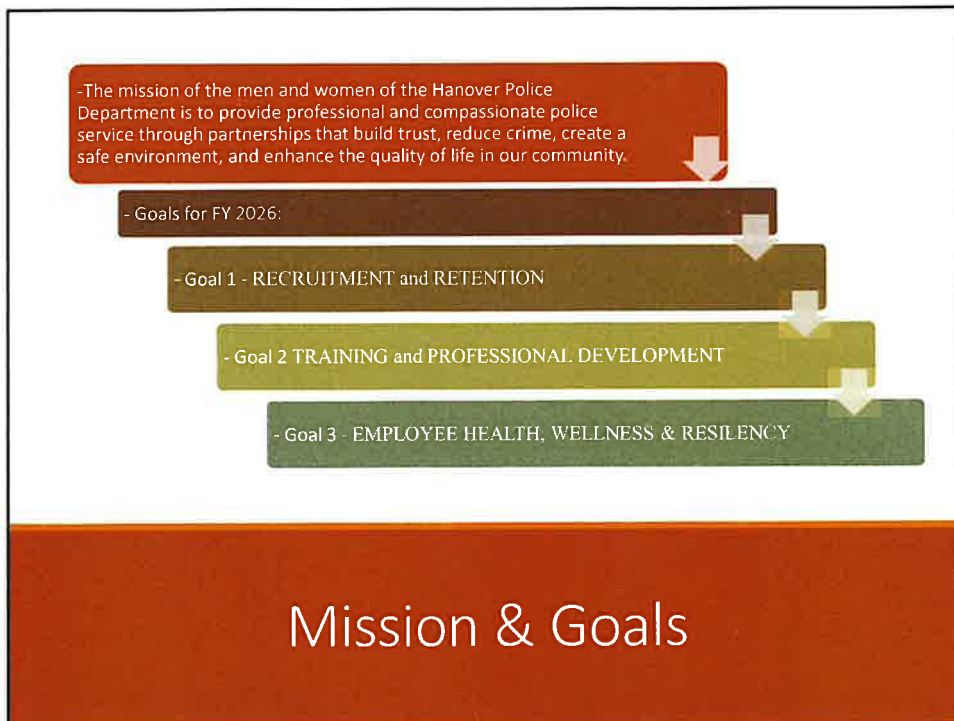
Department Overview

- Police Department
- Regional Communication Center
- Provide 24/7 Police & Communications Services

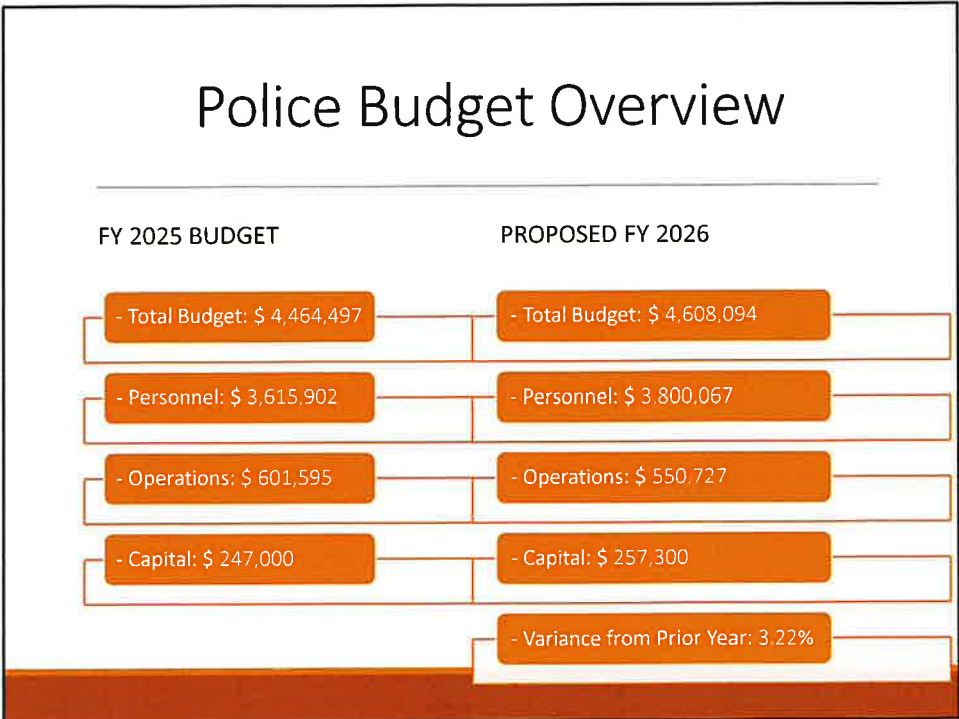
2



3



4



5

## Proposed significant changes

- **Line # 01-700-342 FINGERPRINTING FEES (-\$7,500)**  
Reduced by 50% - SAU70 purchased a machine for NH Residents
- **Line # 01-701-3424 PATROL SPECIAL DETAIL FEES \$120,000**  
Recommend to increasing outside detail billing rate as of 7/1/26
  - \* Changing the rate to \$90 @ 1500 hours = \$135,000
  - \* Changing the rate to \$100 @ 1500 hours = \$150,000
- **Line # 01-701-3915 TRANSFER FROM CAP RESERVE FUND – POLICE (-\$85,850)**  
Significant decrease due to not purchasing cruisers this year.
- **Line # 01-701-3915 TRANSF FROM CAP RESERVE FUND – DISPATCH ( \$ 70,000)**  
Purchase of Pre-Cast Radio Building for Hayes Hill Tower.

6

## Proposed significant changes

➤ **Line # 01-700-4110 POLICE ADMIN FULL TIME SALARIES ( \$109,892)**

Change of one FTE from PATROL to ADMIN; anticipated Chief Salary difference and COLA increases.

➤ **Line # 01-700-4312 POLICE ADMIN UVPA FEE ( \$8,475)**

Increase due increased prosecution activity in 2024 – Formula based.

➤ **Line # 01-700-4615 POLICE ADMIN UNIFORMS & CLOTHING ( \$2,000)**

Increase due to Uniform costs, transfer of 1 FTE to ADMIN

➤ **Line # 01-700-4681 POLICE ADMIN MACHINERY/EQUIP (-\$8,500)**

Decrease due to fewer Access Control Locks being replaced this year.

7

## Proposed significant changes

➤ **Line # 01-701-4110 PATROL FULL TIME SALARIES (-\$105,260 )**

Increase of 3.2% COLA; Transfer of 1 FTE to ADMIN

➤ **Line # 01-701-4582 PATROL PROFESSIONAL DEVPT ( \$4,250)**

Increased PSTC required annual training hours.

➤ **Line # 01-701-4615 PATROL UNIFORMS AND CLOTHING ( \$3,000)**

Increase due to Uniform cost increase and anticipated new hires.

➤ **Line # 01-710-4110 DISPATCH FULL TIME SALARIES ( \$33,089 )**

Increase of 3.2% COLA

8

## Additional Explanations & Wish List

---

➤ **Transfers to Capital Reserves**

Increased due to updating the Capital Reserve Funds with more accurate cost increases post pandemic.

➤ **Wish List Item**

Requested an additional \$10,000 for Department wide tuition reimbursement to support Recruitment and Retention efforts.

Similar programs are being offered by other departments in the state.

9

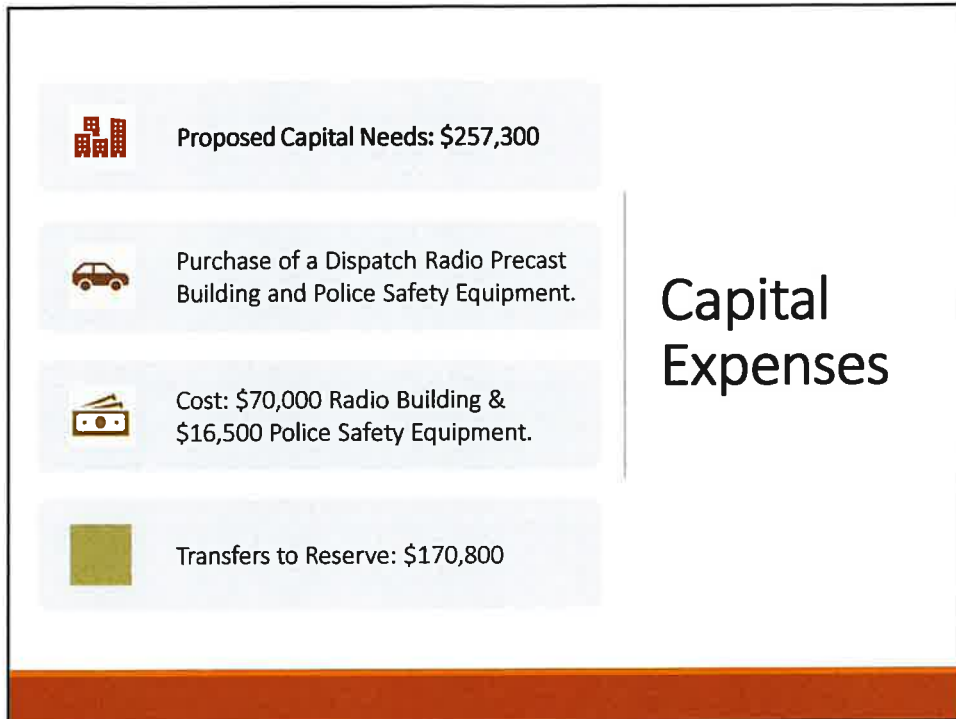
## Personnel Costs

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	Current Budgeted Positions	Open Positions	Contracted Positions
Admin - Sworn	4 FTE	1 (Chief)	0
Admin - Non-Sworn	2 FTE	0	1
Patrol	17 FTE	3 (Patrol Officers)	17
Communications	10 FTE	2 (Communications Officers)	9





No Proposed Staffing Changes, Additions, Reductions or Realignment this Fiscal Year.

10

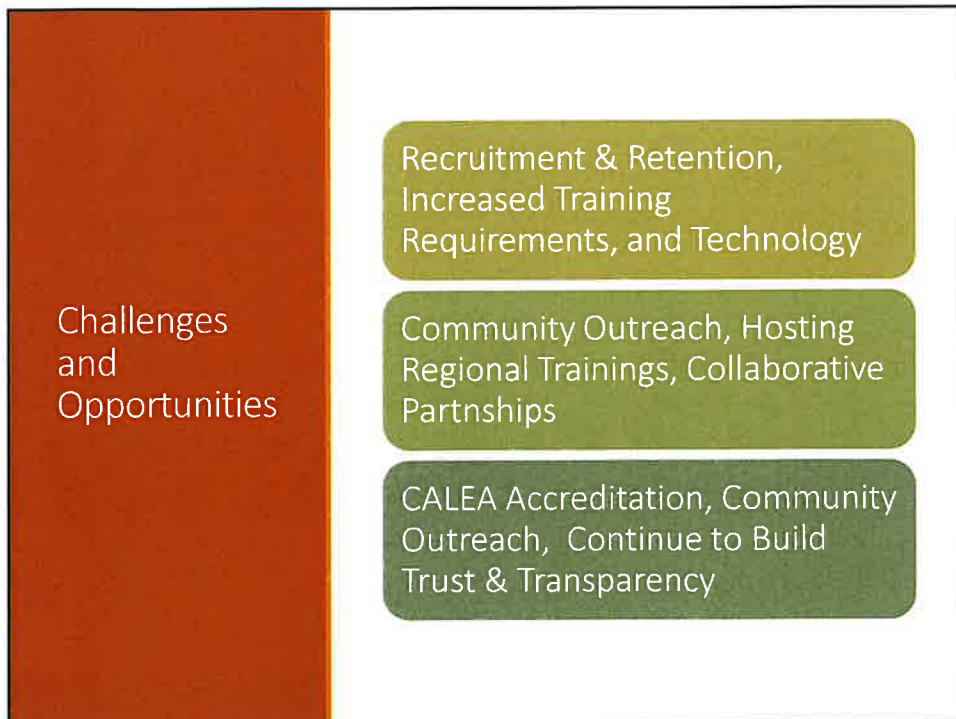


The slide features a large orange bar at the bottom. On the right side, the text "Capital Expenses" is displayed in a large, bold, black font. On the left side, there are four light blue rounded rectangular boxes, each containing an icon and text. The first box has a building icon and the text "Proposed Capital Needs: \$257,300". The second box has a car icon and the text "Purchase of a Dispatch Radio Precast Building and Police Safety Equipment.". The third box has a cash register icon and the text "Cost: \$70,000 Radio Building & \$16,500 Police Safety Equipment.". The fourth box has a green square icon and the text "Transfers to Reserve: \$170,800".

**Capital Expenses**

-  Proposed Capital Needs: \$257,300
-  Purchase of a Dispatch Radio Precast Building and Police Safety Equipment.
-  Cost: \$70,000 Radio Building & \$16,500 Police Safety Equipment.
-  Transfers to Reserve: \$170,800

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The slide features a large orange vertical bar on the left side. The text "Challenges and Opportunities" is written in white on this bar. To the right of the bar, there are three green rounded rectangular boxes stacked vertically, each containing white text. The top box contains "Recruitment & Retention, Increased Training Requirements, and Technology". The middle box contains "Community Outreach, Hosting Regional Trainings, Collaborative Partnerships". The bottom box contains "CALEA Accreditation, Community Outreach, Continue to Build Trust & Transparency".

**Challenges and Opportunities**

- Recruitment & Retention, Increased Training Requirements, and Technology
- Community Outreach, Hosting Regional Trainings, Collaborative Partnerships
- CALEA Accreditation, Community Outreach, Continue to Build Trust & Transparency

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# Questions and Discussion

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Questions



Jim Martin, Acting Chief  
Elizabeth Rathburn, Admin. Assistant

**POLICE DEPARTMENT  
FY 2025-26 BUDGET  
1/27/2025**

REVENUE	As of 12/30/24		2024-2025 Total Budget	2024-2025 YTD Activity	Variance	% Remaining	2025-2026 Total Budget	\$ Increase from FY25 Budget	% Increase from FY25 Budget
	2024-2025 Total Budget	2024-2025 YTD Activity							
01-700-3341	500.00	10.00	500.00	10.00	(490.00)	98.0%	50.00	(450.00)	0%
01-700-3411	15,000.00	3,270.00	15,000.00	3,270.00	(11,730.00)	78.2%	7,500.00	(7,500.00)	-90%
01-700-3412	-	1,000.00	-	1,000.00	1,000.00	-	-	-	-50%
01-700-3593	-	1,568.05	-	1,568.05	1,568.05	-	-	-	-
01-700-3599	200.00	10.00	200.00	10.00	(190.00)	95.0%	100.00	(100.00)	-50%
01-701-3215	200.00	-	200.00	-	(200.00)	100.0%	100.00	(100.00)	-50%
01-701-3291	120,000.00	66,577.50	120,000.00	66,577.50	(53,422.50)	44.5%	145,000.00	25,000.00	21%
01-701-3424	6,000.00	2,875.00	6,000.00	2,875.00	(3,125.00)	52.1%	5,000.00	(1,000.00)	-17%
01-701-3426	2,000.00	-	2,000.00	-	(2,000.00)	100.0%	1,000.00	(1,000.00)	-50%
01-701-3529	17,900.00	4,184.07	17,900.00	4,184.07	(13,715.93)	76.6%	14,150.00	(3,750.00)	-21%
01-701-3599	-	-	-	-	-	-	-	-	0%
01-701-3621	100,000.00	120,000.00	100,000.00	120,000.00	20,000.00	-20.0%	16,500.00	(83,500.00)	-84%
01-701-3915	822,646.60	356,158.24	822,646.60	356,158.24	(466,488.36)	56.7%	865,816.00	43,169.40	5.2%
01-710-3426	40,671.75	525.00	40,671.75	525.00	(40,146.75)	98.7%	42,230.00	1,558.25	4%
01-710-3427	1,500.00	-	1,500.00	-	(1,500.00)	100.0%	1,000.00	(500.00)	-33%
01-710-3428	-	-	-	-	-	-	70,000.00	70,000.00	-
01-710-3915	-	-	-	-	-	-	-	-	-
<b>TOTAL REVENUE</b>	<b>1,126,618.35</b>	<b>556,177.86</b>	<b>1,126,618.35</b>	<b>556,177.86</b>	<b>(570,440.49)</b>	<b>-50.6%</b>	<b>1,168,446.00</b>	<b>41,827.65</b>	<b>4%</b>

EXPENSE	As of 12/30/24		2024-2025	2024-2025	2024-2025	2025-2026	2025-2026	2025-2026	2025-2026	% Increase from FY25 Budget
	Total Budget	YTD Activity								
<b>ADMIN</b>										
01-700-4001	195,128.00	2,091.84	193,036.16	193,036.16	205,382.60	10,254.60	5%			
01-700-4007	(19,170.00)	(19,170.00)	-	-	(22,897.00)	(3,727.00)	19%			
01-700-4110	582,098.31	292,788.16	289,310.15	289,310.15	691,990.00	109,991.69	19%			
01-700-4170	20,000.00	6,862.97	13,137.03	13,137.03	20,000.00	-	0%			
01-700-4211	477,900.00	184,020.61	293,879.39	293,879.39	588,820.00	110,920.00	23%			
01-700-4300	3,500.00	5,046.85	(1,546.85)	(1,546.85)	3,500.00	-	0%			
01-700-4312	46,000.00	46,000.00	-	-	54,475.00	8,475.00	18%			
01-700-4328	2,500.00	799.50	1,700.50	1,700.50	1,500.00	(1,000.00)	-40%			
01-700-4409	14,970.00	2,263.26	12,706.74	12,706.74	15,020.00	50.00	0%			
01-700-4500	16,248.00	11,180.29	5,067.71	5,067.71	16,890.00	642.00	4%			
01-700-4534	1,000.00	104.85	895.15	895.15	700.00	(300.00)	-30%			
01-700-4582	13,575.00	6,754.92	6,820.08	6,820.08	25,575.00	12,000.00	88%			
01-700-4583	-	2,120.86	(2,120.86)	(2,120.86)	-	-	-			
01-700-4611	6,000.00	2,623.65	3,376.35	3,376.35	6,000.00	-	0%			
01-700-4612	850.00	92.19	757.81	757.81	850.00	-	0%			
01-700-4615	3,500.00	3,188.41	311.59	311.59	5,500.00	2,000.00	57%			
01-700-4640	460.00	325.00	135.00	135.00	460.00	-	0%			
01-700-4681	12,500.00	-	12,500.00	12,500.00	4,000.00	(8,500.00)	-68%			
01-700-4810	1,475.00	580.00	895.00	895.00	1,600.00	125.00	8%			
01-700-4899	2,500.00	1,952.66	547.34	547.34	3,500.00	1,000.00	40%			
<b>TOTAL ADMIN EXPENSE</b>	<b>1,381,034.31</b>	<b>549,626.02</b>	<b>831,408.29</b>	<b>831,408.29</b>	<b>1,622,865.60</b>	<b>241,831.29</b>	<b>18%</b>			

As of 12/30/24

50%

EXPENSE	2024-2025 Total Budget	2024-2025 YTD Activity	Variance	% Remaining	2025-2026 Total Budget	\$ Increase from FY25 Budget	% Increase from FY25 Budget
PATROL							
01-701-4007 PATROL CHARGES TO PARKING	(79,073.00)	(79,073.00)	-	0.0%	(77,676.00)	1,397.00	-2%
01-701-4110 PATROL FULL TIME SALARIES	1,321,504.00	598,391.46	723,112.54	54.7%	1,216,244.00	(105,260.00)	-8%
01-701-4125 PATROL PART TIME SALARIES	8,050.00	3,340.27	4,709.73	58.5%	8,574.00	524.00	7%
01-701-4129 PATROL TEMPORARY SUPERV SALARIES	-	2,914.86	(2,914.86)	-	-	-	-
01-701-4130 PATROL OVERTIME WAGES	90,000.00	66,822.35	23,177.65	25.8%	105,000.00	15,000.00	17%
01-701-4140 PATROL OVERTIME WAGES/SPEC DETAIL	96,000.00	54,011.29	41,988.71	43.7%	96,000.00	-	0%
01-701-4300 PATROL PROFESSIONAL SERVICES	3,000.00	13,633.75	(10,633.75)	-354.5%	20,000.00	17,000.00	567%
01-701-4430 PATROL REPAIR & MAINTENANCE	5,000.00	1,465.00	3,535.00	70.7%	5,000.00	-	0%
01-701-4500 PATROL CONTRACTED SERVICES	47,450.00	-	47,450.00	100.0%	50,000.00	2,550.00	5%
01-701-4510 PATROL AUTO REIMBURSEMENT	100.00	-	100.00	100.0%	100.00	-	0%
01-701-4582 PATROL PROFESSIONAL DEVELOPMENT	19,336.00	3,259.68	16,076.32	83.1%	23,586.00	4,250.00	22%
01-701-4583 PATROL TRAVEL & LODGING	-	35.00	(35.00)	-	-	-	-
01-701-4600 FIREARMS/LESS-LETHAL EQPT & SUPPLIES	19,200.00	14,138.43	5,061.57	26.4%	21,000.00	1,800.00	9%
01-701-4602 PATROL BIKE UNIT SUPPLIES	600.00	-	600.00	100.0%	800.00	200.00	33%
01-701-4612 PATROL TECHNICAL SUPPLIES	8,000.00	3,778.15	4,221.85	52.8%	8,000.00	-	0%
01-701-4615 PATROL UNIFORMS & CLOTHING	22,000.00	7,505.11	14,494.89	65.9%	25,000.00	3,000.00	14%
01-701-4640 PATROL BOOKS & SUBSCRIPTIONS	450.00	280.49	169.51	37.7%	450.00	-	0%
01-701-4681 PATROL MACHINERY & EQUIPMENT (Operational)	20,500.00	9,028.79	11,471.21	56.0%	15,500.00	(5,000.00)	-24%
01-701-4749 PATROL CAP EQPT PURCH FROM RESERVE	100,000.00	144,234.96	(44,234.96)	-44.2%	16,500.00	(63,500.00)	-84%
01-701-4810 PATROL DUES & MEMBERSHIPS	4,175.00	3,220.45	954.55	22.9%	4,300.00	125.00	3%
01-701-4899 PATROL FOOD & MEALS	600.00	-	600.00	100.0%	600.00	-	0%
01-701-4915 TRANSFER TO CAPITAL RESV/PATROL	126,000.00	126,000.00	-	0.0%	142,000.00	16,000.00	13%
01-704-4110 INVESTIG FULL TIME SALARIES	97,161.55	6,286.43	90,875.12	93.5%	67,527.00	(29,634.55)	-31%
01-704-4130 INVESTIG OVERTIME WAGES	2,000.00	-	2,000.00	100.0%	2,500.00	500.00	25%
01-704-4500 INVESTIG CONTRACTED SERVICES	11,000.00	6,696.20	4,303.80	39.1%	11,150.00	150.00	1%
01-704-4582 INVESTIG PROFESSIONAL DEVELOPMENT	4,600.00	-	4,600.00	100.0%	4,600.00	-	0%
01-704-4612 INVESTIG TECHNICAL SUPPLIES	2,500.00	-	2,500.00	100.0%	2,500.00	-	0%
01-704-4615 INVESTIG UNIFORMS & CLOTHING	1,700.00	211.96	1,488.04	87.5%	1,900.00	200.00	12%
01-704-4681 INVESTIG MACHINERY & EQUIPMENT	5,000.00	-	5,000.00	100.0%	3,500.00	(1,500.00)	-30%
01-704-4810 INVESTIG DUES & MEMBERSHIPS	500.00	100.00	400.00	80.0%	500.00	-	0%
01-705-4418 ANIMAL CONTROL PROFESSIONAL SVCS	3,000.00	2,500.00	500.00	16.7%	3,000.00	-	0%
<b>TOTAL PATROL AND INVESTIGATION EXPENSE</b>	<b>1,940,353.55</b>	<b>986,781.63</b>	<b>951,571.92</b>	<b>49.0%</b>	<b>1,778,155.00</b>	<b>(162,198.55)</b>	<b>-8%</b>

		As of 12/30/24		50%			
		2024-2025	2024-2025	Variance	% Remaining	2025-2026	% Increase from
		Total Budget	YTD Activity			Total Budget	FY25 Budget
EXPENSE	DISPATCH	(32,206.65)	(32,206.65)	-	0.0%	(53,821.00)	(21,614.35)
01-710-4003	DISPATCH CHGS TO FIRE	(4,951.80)	(4,951.80)	-	0.0%	(9,885.00)	(4,933.20)
01-710-4004	DISPATCH CHARGES TO WATER	(4,951.80)	(4,951.80)	-	0.0%	(9,885.00)	(4,933.20)
01-710-4005	DISPATCH CHGS TO WRF	(32,206.65)	(32,206.65)	-	0.0%	(53,821.00)	(21,614.35)
01-710-4006	DISPATCH CHGS TO AMBULANCE	(10,200.00)	(10,200.00)	-	0.0%	(55,499.00)	(45,299.00)
01-710-4007	DISPATCH CHGS TO PARKING	714,466.00	334,578.07	379,887.93	53.2%	747,555.00	33,089.00
01-710-4110	DISPATCH FULL TIME SALARIES	30,000.00	13,044.57	16,955.43	56.5%	33,400.00	3,400.00
01-710-4125	DISPATCH PART TIME SALARIES	90,000.00	52,997.07	37,002.93	41.1%	93,780.00	3,780.00
01-710-4130	DISPATCH OVERTIME WAGES	202,722.00	98,508.06	104,215.94	51.4%	244,677.00	41,955.00
01-710-4211	DISPATCHPOLICE S125 FLEX PLAN	10,500.00	7,226.88	3,273.12	31.2%	11,500.00	1,000.00
01-710-4430	DISPATCH REPAIR & MAINTENANCE	50,752.00	18,491.02	32,260.98	63.6%	50,909.73	157.73
01-710-4500	DISPATCH CONTRACTED SERVICES	100.00	-	100.00	100.0%	100.00	-
01-710-4510	DISPATCH AUTO REIMBURSEMENT	93,981.00	47,515.66	46,465.34	49.4%	93,981.00	-
01-710-4530	DISPATCH TELEPHONE & RELATED COSTS	7,000.00	3,816.70	3,183.30	45.5%	7,000.00	-
01-710-4582	DISPATCH PROFESSIONAL DEVELOPMENT	2,500.00	592.27	1,907.73	76.3%	3,000.00	500.00
01-710-4612	DISPATCH TECHNICAL SUPPLIES	3,900.00	620.65	3,279.35	84.1%	3,900.00	-
01-710-4615	DISPATCH UNIFORMS & CLOTHING	-	-	-	-	-	-
01-710-4700	DISPATCH MACHINERY & EQUIPMENT	-	-	-	-	70,000.00	70,000.00
01-710-4749	DISPATCH CAP EQPT PURCH FROM RESV	405.00	1,896.74	(1,491.74)	-368.3%	1,082.00	677.00
01-710-4810	DISPATCH DUES & MEMBERSHIPS	300.00	-	300.00	100.0%	300.00	-
01-710-4899	DISPATCH FOOD & MEALS	21,000.00	21,000.00	-	0.0%	28,800.00	7,800.00
01-710-4915	TRANSFER TO CAP RESERVE/DISPATCH	-	-	-	-	-	-
	<b>TOTAL DISPATCH EXPENSE</b>	<b>1,143,109.10</b>	<b>515,768.79</b>	<b>627,340.31</b>	<b>54.9%</b>	<b>1,207,073.73</b>	<b>63,964.63</b>
	<b>TOTAL EXPENSE</b>	<b>4,464,496.96</b>	<b>2,054,176.44</b>	<b>2,410,320.52</b>	<b>54.0%</b>	<b>4,608,094.33</b>	<b>143,597.37</b>

# Budget Presentation

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PARKING DIVISION  
PRESENTED BY: JIM MARTIN, ACTING CHIEF  
DATE: JANUARY 27, 2025

1

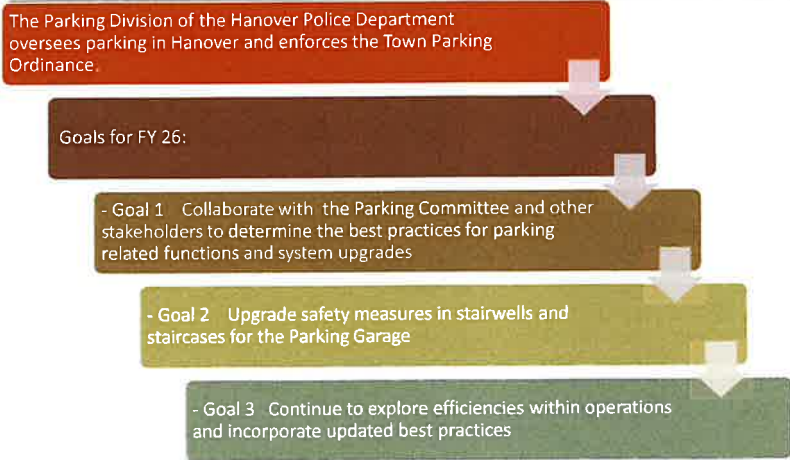
## Department Overview

Hanover Parking Division

Parking Enforcement and Management of Public Parking Spaces & Parking Garage

2

# Mission & Goals



3

# Budget Overview

FY 2025 BUDGET	PROPOSED FY 2026
- Total Budget: \$2,327,062	- Total Budget: \$2,465,219
- Personnel: \$589,459	- Personnel: \$651,507
- Operations: \$1,589,403	- Operations: \$1,652,312
- Capital: \$148,200	- Capital: \$161,400
- Variance from Prior Year: -9.6%	- Variance from Prior Year: 6%

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## Proposed significant changes

- **Line # 07-720-3915 TRANSFER FROM RESERVE** **\$77,400**  
 Planned stairwell maintenance and improvements  
 \*This repairs one stairwell. Quote to repair both = \$116,680
- **Line # 07-720-3999 BUDGETARY USE OF FUND BALANCE** **\$96,339**  
 Deficit in anticipated revenue will result in the need to use Fund Balance.  
 Recommendation to review Parking Meter and Parking Fine Rates.
- **Line # 07-722-3415 TEMPORARY PARKING METER RENTAL** **-\$25,000**  
 Revenue reduced by \$25,000 due to decrease in construction rentals
- **Line # 07-725-3415 ELECTRIC VEHICLE CHARGING STATION REV** **\$11,200**  
 Increased revenue which averages \$840/month
- **Line # 07-720-4110 PARKING ADMIN FT SALARIES** **\$35,373**  
 Increased due to COLA, annual salary increases

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## Proposed significant changes

- **Line # 07-720-4339 PARKING SYSTEM CONSULTING** **\$25,000**  
 Proposed funding to hire a consultant to support the efforts of the Parking Committee using accurate data/analysis and to ensure best practices.
- **Line # 07-722-4508 PAY BY PHONE CONVENIENCE FEES** **\$115,000**  
 Increased by \$5,000
- **Line # 07-722-4515/4516 ADVANCE TRANSIT** **\$334,056**  
 Fixed Route Support = \$205,306 Shuttle Service = \$128,750
- **Line # 07-725-4430 PARKING GARAGE BLDG REP/MAINT** **\$15,000**  
 Fire Suppression Changeover

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**Personnel Costs**

- CURRENT STAFFING LEVELS:
- FULL-TIME EQUIVALENTS (FTEs)
- CONTRACTED POSITIONS
- PROPOSED STAFFING CHANGES:
- ADDITIONS, REDUCTIONS, OR REALIGNMENTS
- COST IMPACTS: \$X

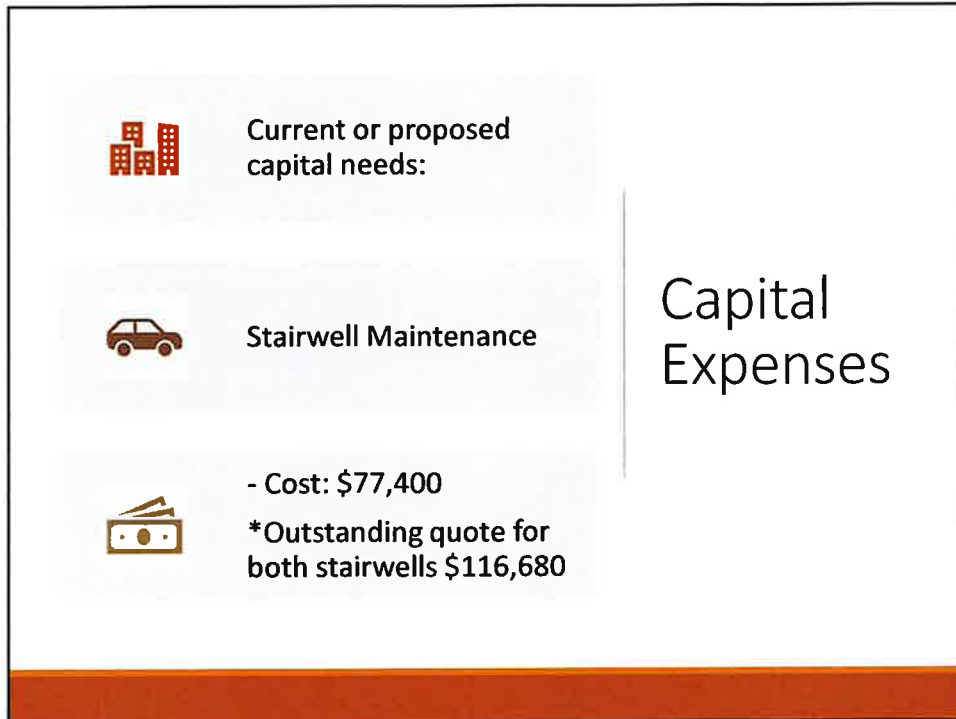
7

## Personnel

		Open Positions	Contracted Positions
<b>Parking Enforcement</b>			
FTE	4	0	4
Part-Time	1		
<b>Parking Facility</b>			
FTE	1	0	1
Part-Time w/Benefits	1	0	1
Part-Time no Benefits	2	0	

No Proposed Staffing Changes, Additions, Reductions or Realignments this Fiscal Year.

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The diagram is titled "Capital Expenses" and is enclosed in a rectangular frame. It features three stacked light blue boxes on the left, each with an icon and text. The top box has a building icon and the text "Current or proposed capital needs:". The middle box has a car icon and the text "Stairwell Maintenance". The bottom box has a stack of money icon and the text "- Cost: \$77,400" and "\*Outstanding quote for both stairwells \$116,680". A vertical line on the right side of the boxes points to the title "Capital Expenses".

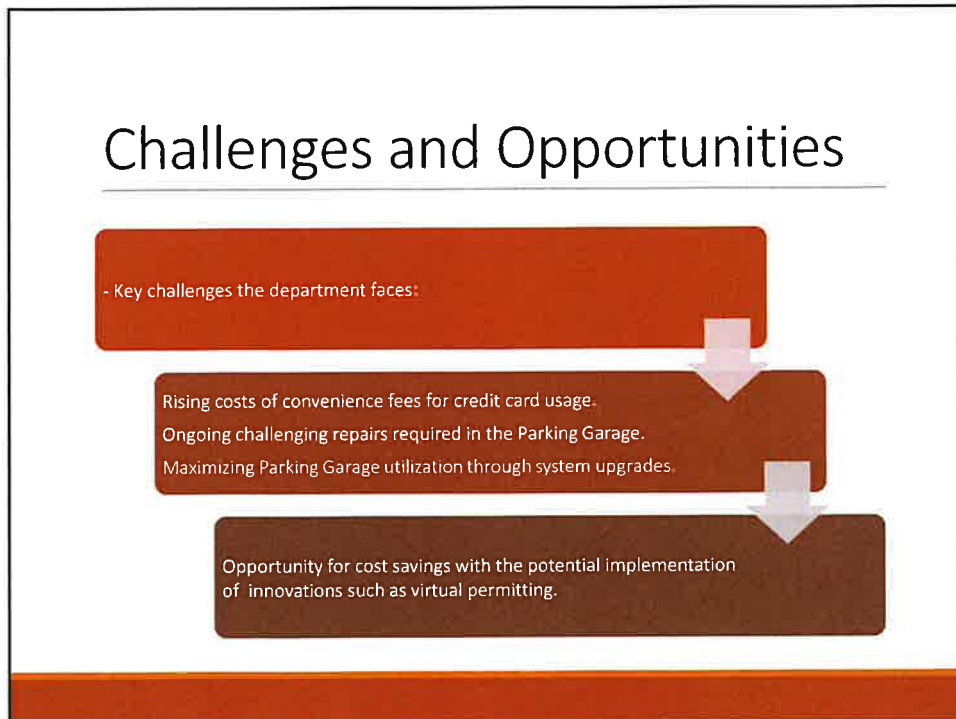
**Current or proposed capital needs:**

**Stairwell Maintenance**

- Cost: \$77,400  
\*Outstanding quote for both stairwells \$116,680

**Capital Expenses**

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The flowchart is titled "Challenges and Opportunities" and is enclosed in a rectangular frame. It consists of three stacked dark red rounded rectangular boxes connected by downward-pointing arrows. The top box contains the text "- Key challenges the department faces:". The middle box contains three lines of text: "Rising costs of convenience fees for credit card usage.", "Ongoing challenging repairs required in the Parking Garage.", and "Maximizing Parking Garage utilization through system upgrades.". The bottom box contains the text "Opportunity for cost savings with the potential implementation of innovations such as virtual permitting."

## Challenges and Opportunities

- Key challenges the department faces:

- Rising costs of convenience fees for credit card usage.
- Ongoing challenging repairs required in the Parking Garage.
- Maximizing Parking Garage utilization through system upgrades.

Opportunity for cost savings with the potential implementation of innovations such as virtual permitting.

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# Questions and Discussion

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QUESTIONS



JIM MARTIN, ACTING CHIEF  
ELIZABETH RATHBURN, ADMIN. ASSISTANT

**PARKING DEPARTMENT  
FY 2025-26 BUDGET  
1/27/2025**

	As of 12/31/24		50%						
	2024-2025	2024-2025	YTD Activity	Variance	% Remaining	2025-2026	\$ Increase from	% Increase from	
	Total Budget	Total Budget				Total Budget	FY25 Budget	FY25 Budget	
REVENUE									
07-720-3915	64,200.00	22,899.65		(41,300.35)	64.33	77,400.00	13,200.00	21%	
07-720-3999	(489.00)			499.00	-	96,339.25	96,838.25	-19406%	
07-722-3410	1,000,000.00	506,317.19		(493,682.81)	49.37	1,000,000.00	-	0%	
07-722-3411	345,000.00	180,053.75		(164,946.25)	47.81	345,000.00	-	0%	
07-722-3412	178,920.00	92,956.42		(85,963.58)	48.05	180,000.00	1,080.00	1%	
07-722-3415	50,000.00	155,050.00		105,050.00	310.10	75,000.00	25,000.00	50%	
07-722-3416	10,000.00			(10,000.00)	100.00	-	(10,000.00)	-100%	
07-725-3115	85,000.00			8,180.00	109.62	93,180.00	8,180.00	10%	
07-725-3111	240,000.00	108,420.00		(131,580.00)	54.83	225,000.00	(15,000.00)	-6%	
07-725-3412	170,000.00	84,697.75		(85,302.25)	50.18	170,000.00	-	0%	
07-725-3413	140,940.00			(140,940.00)	100.00	156,600.00	15,660.00	11%	
07-725-3414	40,000.00	14,216.00		(25,784.00)	64.46	35,000.00	(5,000.00)	-13%	
07-725-3415	3,000.00	5,616.67		2,616.67	187.22	11,200.00	8,200.00	273%	
07-725-3416	500.00	480.00		(20.00)	4.00	500.00	-	0%	
<b>TOTAL REVENUE</b>	<b>2,327,061.00</b>	<b>1,170,707.43</b>		<b>(1,063,173.57)</b>	<b>45.7%</b>	<b>2,465,219.25</b>	<b>138,158.25</b>	<b>6%</b>	

## **HEAC Recommendation for New Electricity Account Owners from Yolanda Baumgartner and Sustainable Hanover Committee**

At the January 15, 2025 meeting of the Hanover Electricity Aggregation Committee, members voted unanimously to recommend that new electric account owners identified through CPCNH's periodic "refresh" process be enrolled into Hanover Community Power's Granite Plus option for their electricity supply. HEAC members discussed the following as reasons for recommending enrollment of new accounts into HCP Granite Plus rather than the alternative, which is not enrolling new accounts into HCP so that their electricity is supplied by their utility.

- Our recommendation is consistent with the enrollment process that all Hanover electricity owners have gone through since the launch of HCP. And like the rest of the community, new account owners will have the ability to select a different HCP plan or opt entirely out of HCP.
- Keeping a higher than NH's minimal RPS renewable content level as HCP's default option supports our 2017 town meeting commitment to transition to 100% renewable electricity and aligns with strategies and goals identified in Hanover's Sustainability Master Plan.
- Since 2022, with the approval of NH Dept of Energy, the ACTUAL renewable content in the utilities' electricity supply has been 8% lower than the published RPS rate. For example for 2023, the RPS was 23.4%, but suppliers were allowed to provide only 15.9%. By comparison, HCP's default Granite Plus (33%) provided twice the renewable content.

*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.*

**From:** Henry Herndon <[henry.herndon@communitypowernh.gov](mailto:henry.herndon@communitypowernh.gov)>

**Sent:** Tuesday, January 7, 2025 11:23 AM

**To:** Peter Kulbacki <[peter.kulbacki@hanovernh.org](mailto:peter.kulbacki@hanovernh.org)>

**Subject:** Continuation or Suspension of Hanover Community Power "Customer Refresh Mailings/Enrollment"

Hi Pete, here is an excerpt summary of the customer refresh discussion for Hanover's consideration.

### **CUSTOMER REFRESH POLICY UPDATES**

CPCNH periodically conducts "new customer refresh" mailed noticing and enrollments. In the new context of increased rate competition from utilities in the upcoming period, to proceed in the best interest of customers in our communities, staff recommends the following clarifications and modifications to customer refresh practice:

- During periods when CPCNH's Granite Basic rate is lower than prevailing utility supply rate offerings, CPCNH will periodically conduct new customer refreshes.
- During periods when CPCNH's Granite Basic rate is higher than prevailing utility supply rate offerings:
  - For Member communities offering Granite Basic as their default product option, CPCNH will not conduct new customer refreshes.
  - For Member communities offering a product other than Granite Basic as their default product option, CPCNH will proactively seek policy direction from Member governing bodies as to the community preference regarding new customer refresh mailings. In the absence of an explicit directive from a Member governing body, CPCNH will suspend refreshes. [1]

If implemented for the upcoming Spring 2025 rate period, this clarification and modification to customer refresh policy and practice will result in:

- Continuation of customer refreshes for residential and small commercial Eversource customers (as Granite Basic is lower than the Eversource rate for this customer group);
- Suspension of customer refreshes for mid-sized commercial (Class GV) Eversource customers, unless otherwise directed by the Member's governing body (as Granite Basic is higher than Eversource's rate for this customer group);
- Suspension of customer refreshes for Liberty, NH Electric Co-op, and Unitil customers where, unless otherwise directed by the Member's governing body (as Granite Basic is higher than these utilities' rates during the upcoming period).

Suspended customer refreshes will recommence at such time as CPCNH's Granite Basic rate is lower than prevailing utility supply rates.

Different CPCNH Members have different goals and objectives for their Community Power programs. For example, the Town of Hanover has consistently offered Granite Plus as its default rate and continues to do so during the present period of increased rate competition. In the event that CPCNH receives explicit direction from a Member's governing body to continue the customer refresh process regardless of prevailing utility supply rates, CPCNH will defer to the local control directives of that Member.

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[1] CPCNH Complete Service Bundle Article VIII Section 2 (p. 21) establishes an “Authorized Officer” (AO) who may act on behalf of the Member to instruct and authorize CPCNH on certain matters explicitly limited to (a) election to delay commencing procurement prior to launch; (b) specification of default and optional products; and (c) setting Discretionary Reserve adders. Adding additional authorities to this out would be outside the bounds of the Member Services Contract.

**Henry P. Herndon | Director of Member Services**

**Community Power Coalition of New Hampshire**

14 Dixon Ave, Suite 201, Concord, NH 03301

(781) 439-2177 | [Henry.Herndon@CommunityPowerNH.gov](mailto:Henry.Herndon@CommunityPowerNH.gov)

Submitted To: Chad Morig, Dartmouth College

Submitted By: Erica Wygonik, PhD, PE

Project Name: College Street & Wheelock Street – Pilot Observations

Date: 5 July 2024

Following the implementation of a pilot implementation of eliminating the left-turn lane at the College Street & Wheelock Street intersection in Hanover, New Hampshire, WCG has prepared the following observations of safety and operations during that time.

## **BACKGROUND**

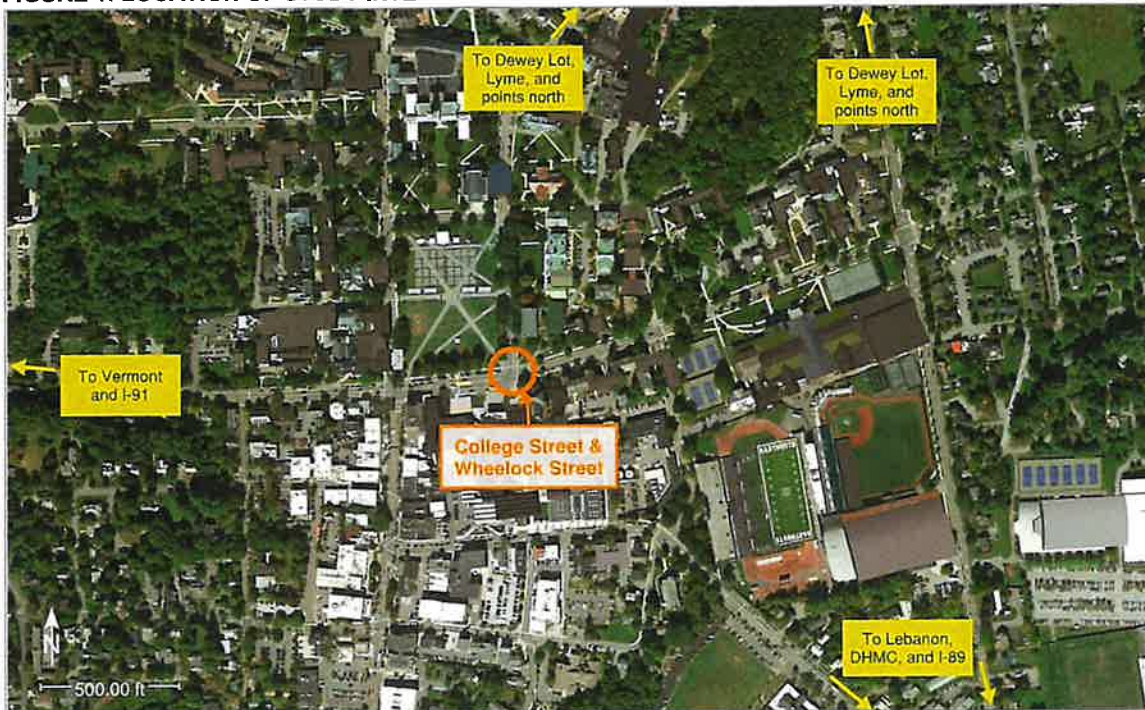
- The intersection of College Street & Wheelock Street sits at the southeastern corner of the Green in Hanover, New Hampshire.
- The intersection is proximate to Dartmouth College buildings and on a regionally important travel route.
- The intersection has high levels of bicycle, pedestrian, and scooter activity.
- The intersection generally operates acceptably. Longer vehicle delays during class change periods are accepted.
- Town staff receive numerous complaints about near miss pedestrian crashes at the study intersection, and multiple vehicle crashes have been reported.
- Alternatives were developed to improve safety at the intersection, especially for bicycles and pedestrians, while minimizing impacts on overall operation of the intersection.
- A preferred alternative was developed which would remove the eastbound left-turn lane, allowing for a tightening of the intersection and more supportive treatment for pedestrians.
- To determine if this change is viable, Dartmouth College and the Town of Hanover evaluated its operations using a pilot implementation.

## **PROJECT LOCATION**

The intersection of College Street & Wheelock Street sits at the southeastern corner of the Green in Hanover, New Hampshire. Wheelock Street is also NH 10 in the study area. All roads in the study area are within the town compact and under Hanover jurisdiction. The study intersection is proximate to many Dartmouth College buildings and part of logical travel paths between many dorms, athletic buildings, academic buildings, and arts facilities. Wheelock Street / NH-10 is an important east-west truck route through Hanover. In addition, Dartmouth Hitchcock Medical Center is located approximately 3 miles south of the study intersection, and the study intersection is on the logical travel route for vehicles traveling to DHMC from I-91 and points northwest of the hospital.

The intersection location is illustrated in Figure 1.



**FIGURE 1: LOCATION OF STUDY INTERSECTION**

### **INTERSECTION IMPROVEMENT GOALS**

This project is intended to improve safety for bicyclists and pedestrians by reducing the risk from double threats due to the need to cross multiple lanes of traffic and by ensuring that infrastructure for bicyclists and pedestrians aligns with desire lines.

### **INTERSECTION IMPROVEMENT CONSTRAINTS**

While intersection capacity and operations are not primary concerns and high levels of congestion and delays are accepted during class change periods, the intersection is on a regionally important route. The intersection should operate acceptably enough to not back up into the signalized intersection at Main Street & Wheelock Street.

Ease of maintaining the intersection, winter plowing and snow clearing activities, and ensuring design elements do not inhibit emergency vehicle movement are also important.

### **PREFERRED ALTERNATIVE**

Following a robust process, including development of six alternatives, their evaluation in terms of safety, operation, and access aspects, and discussions with key stakeholders, a preferred alternative was identified (see Figure 2). The preferred alternative eliminates the eastbound left-turn lane, moves the southern curb, improves the eastbound alignment, includes the proposed southbound contra-flow bicycle lane, and includes bump-outs on all crossing locations. This alternative maintains crosswalks on all three legs of the intersection, but significantly shortens the crossing distance. The curb-to-curb roadway width on Wheelock Street is 30-feet in the preferred alternative, reflecting a reduction of approximately 15 feet in the crossing distance.

**FIGURE 2: PREFERRED ALTERNATIVE (ALTERNATIVE 4 - REDESIGNED SMALLER INTERSECTION)**

## PILOT IMPLEMENTATION

The purpose of a pilot project is to evaluate a potential alternative before a significant investment is undertaken. In this case, the pilot was intended to, in particular, evaluate the queuing spillback if the eastbound left-turn lane was removed at the College Street & Wheelock Street intersection.

### Pilot Design

The design of the pilot was meant to as closely as possible replicate the lane alignments of the intended alternative, while requiring temporary infrastructure and minimal costs. It was also designed to be minimally disruptive and intuitive for users. As such, water-filled barriers were installed along the construction barriers and fencing for the College project to eliminate extra pavement and shift the road edge to the north.

A Variable Message Sign was installed to alert drivers to the new conditions, reading "New Traffic Pattern; Lane Drop Ahead". Two fixed signs were implemented: the Shared Through/Left sign (R3-6) with a NEW plaque (W16-15P) and the Lane Shift Ahead sign (W1-4L). Table 1 illustrates these signs. Lastly, Shared Through/Left striping was installed on the eastbound approach. See Figure 3 for an illustration. Figure 4 illustrates the installation.

**TABLE 1: RECOMMENDED SIGNS FOR THE PILOT IMPLEMENTATION**

Shared Through/Left  
(R3-6L)

NEW plaque  
(W16-15P)

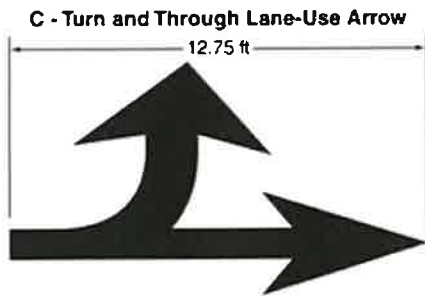
Lane Shift Ahead  
(W1-4L)



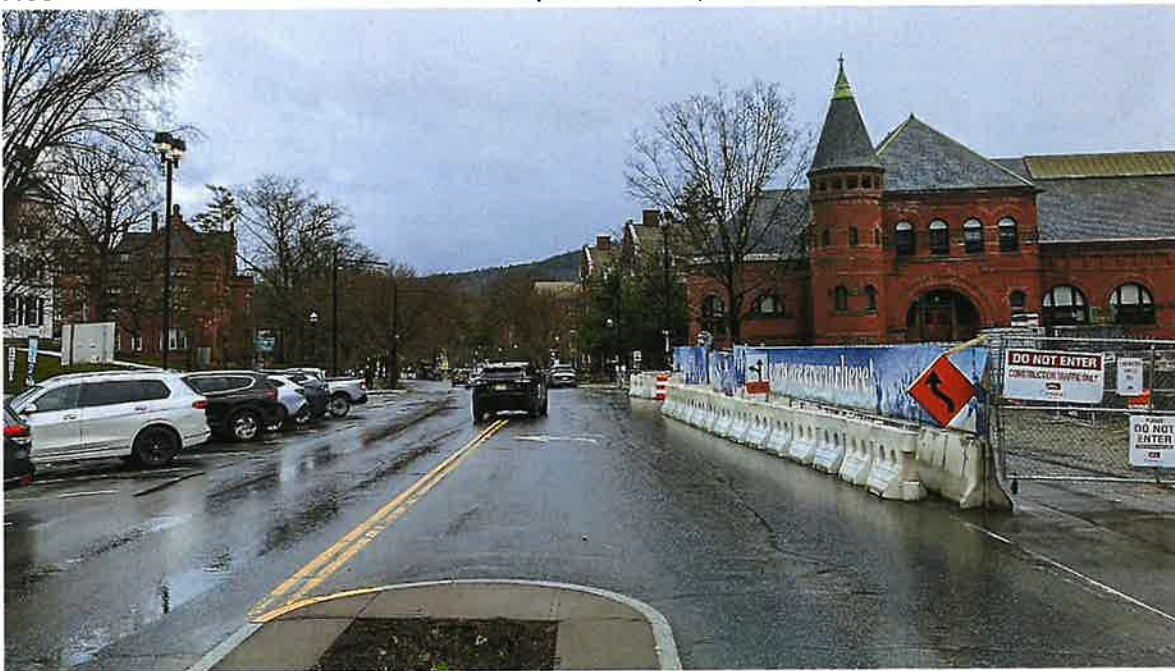
R3-6



**FIGURE 3: SHARED THROUGH/LEFT LANE PAVEMENT MARKING**



**FIGURE 4: IMAGE OF THE PILOT INSTALLATION (12 APRIL 2024)**



**Pilot Timeline**

The pilot was installed on Tuesday 19 March 2024 during the Dartmouth College spring break (March 13 through March 24). This timing allowed for a phased introduction to the pilot, with drivers able to familiarize themselves with the pilot during 5 days of lower traffic volumes due to the break. It also allowed time to refine the pilot before the break was over, to ensure the implementation met the design intent.

To allow users to acclimate to the pilot, the pilot was installed for approximately 1 month after the start of Spring term classes, and it was removed on Wednesday 1 May 2024.

**Pilot Monitoring**

As noted above, monitoring the operations and safety of the intersection and surrounding area was a key aspect of a pilot implementation. As such, traffic counting equipment was installed to monitor the College Street & Wheelock Street intersection and the Main Street & Wheelock Street intersection for two observation periods. Initial observations were conducted from Tuesday 19 March to Friday 22 March 2024, immediately following installation of the pilot. This initial period of observation was intended to identify any major issues meriting canceling the pilot as well as identify any opportunities to refine the pilot implementation while it was still in progress.

The second period of observation was completed from Tuesday 16 April to Monday 22 April 2024, starting four weeks after the initial observation to understand how the plan functioned once users had adapted to the change. Local schools and Dartmouth College were in session during this time.

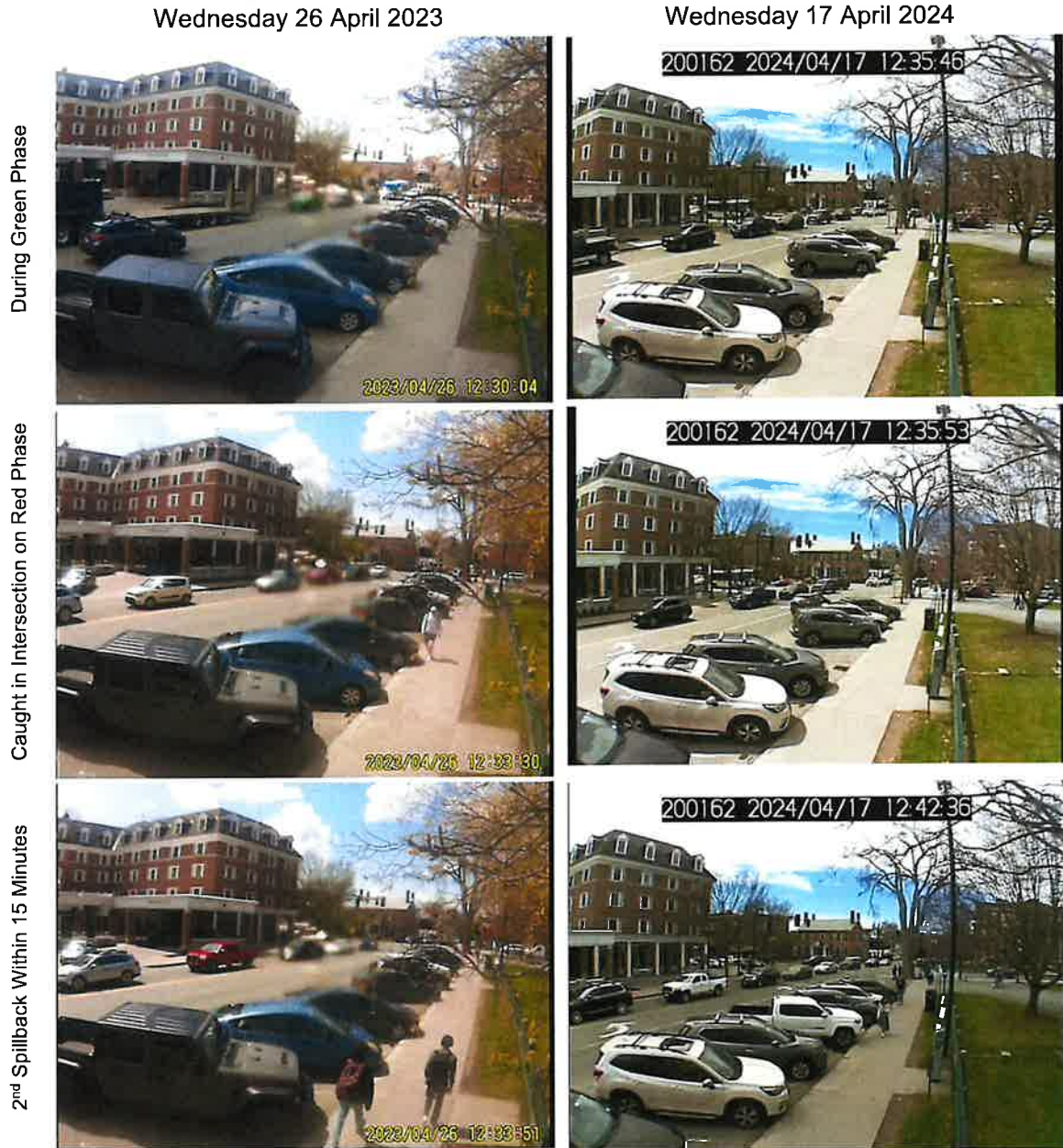
**EVALUATION OF THE PILOT**

Initial observations identified necessary tweaks to the implementation to ensure eastbound through vehicles could not readily pass waiting eastbound left-turning vehicles.

The data from the second observation period was evaluated extensively, along with additional observations in the field on Friday 29 April 2024. The pilot design was able to process traffic demands during all but the busiest time periods, with adequate space to store queued traffic.

During approximately 10-15 minutes once or twice a day during class change periods, queues would often extend to, and sometimes through, the Main Street & Wheelock Street intersection. This pattern occurred before the pilot was installed, but it was observed to occur more frequently during the pilot (see Figure 5 for illustrations of this spillback before and after the pilot).

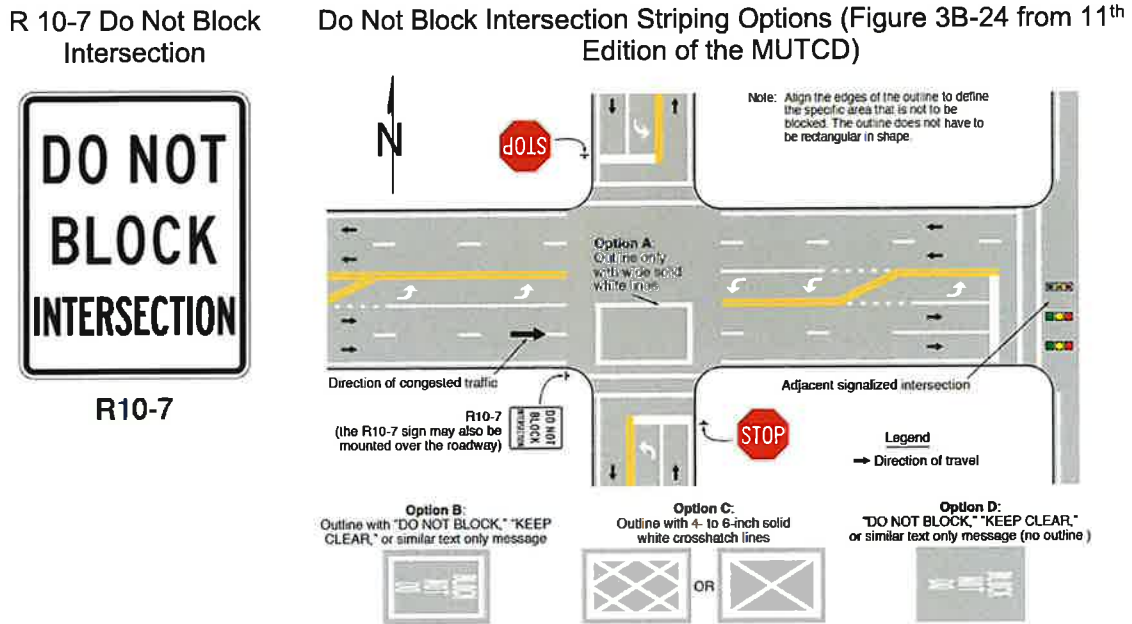
**FIGURE 5: QUEUE SPILLBACK TO AND THROUGH THE MAIN STREET & WHEELLOCK STREET INTERSECTION, BEFORE (APRIL 2023) AND DURING (APRIL 2024) THE PILOT**



These queue spillbacks in 2024 led to occasional queue build up on the eastbound Wheelock Street approach to the Main Street & Wheelock Street intersection. Rarely, but on multiple occasions, eastbound vehicles entered the Main Street & Wheelock Street intersection after the light turned yellow or red and were trapped in the intersection after the phase changed (see Figure 5 – this behavior occurred in 2023 and during the pilot in 2024). Installing a 'Do Not Block

Intersection' sign (R-10-7 see Figure 6) with some occasional enforcement and possibly striping may address this issue.

**FIGURE 6: R 10-7 DO NOT BLOCK INTERSECTION SIGN, ALONG WITH POSSIBLE STRIPING OPTIONS**



To some extent the pilot represents a worst-case scenario, as steady flows of pedestrians lead to the longest queues, and the crossing distance during the pilot was not meaningfully shortened as it would be if the proposed design was installed.

Volumes from the pilot were reviewed to identify if any notable shifts in traffic patterns were seen. As shown in Figure 7 through Figure 10, traffic patterns were largely similar between the before and after observations, though the proportions shifted slightly.

FIGURE 7: AM PEAK VEHICLE HOUR BEFORE (APRIL 2023) AND DURING (APRIL 2024) THE PILOT

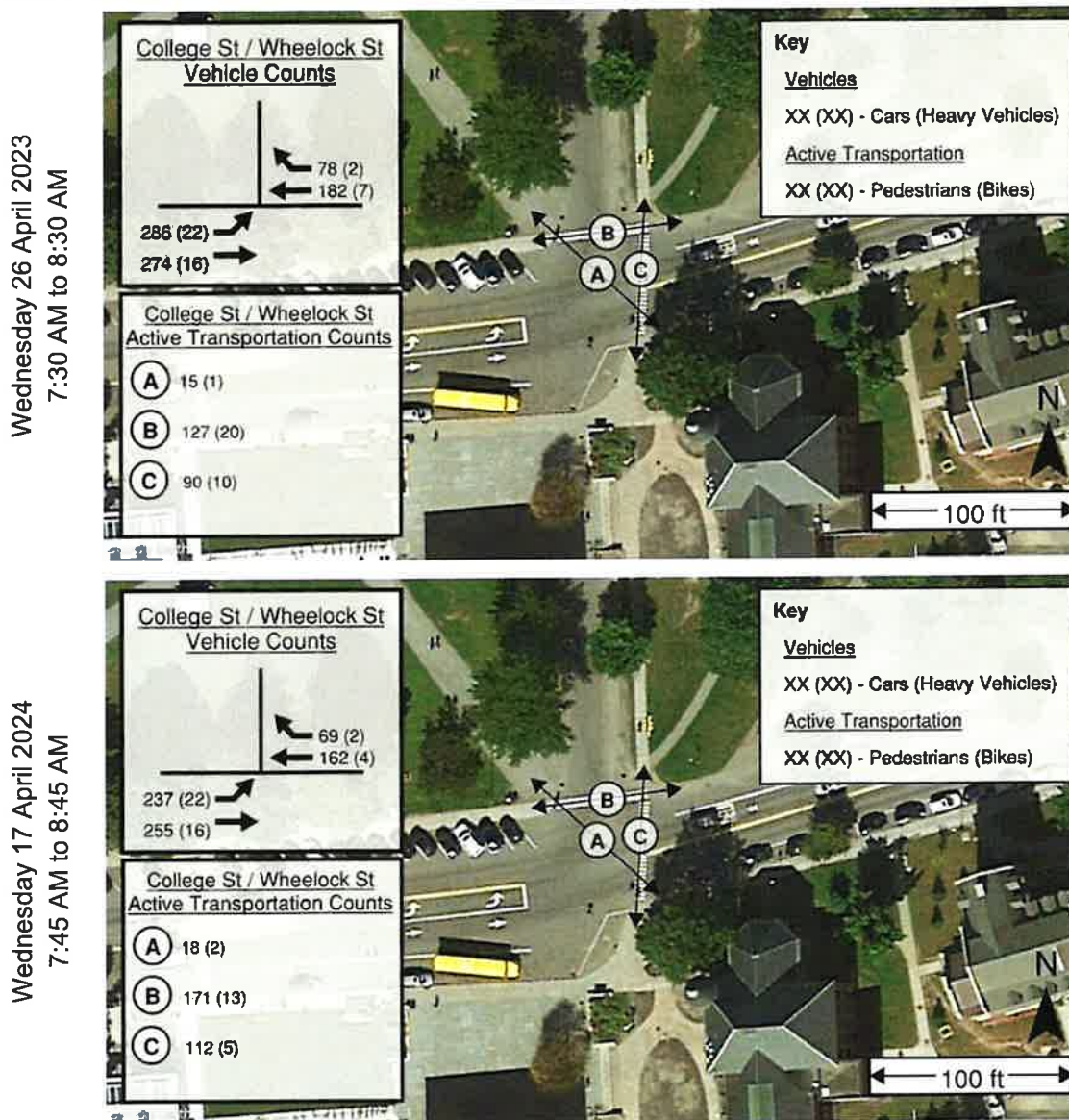
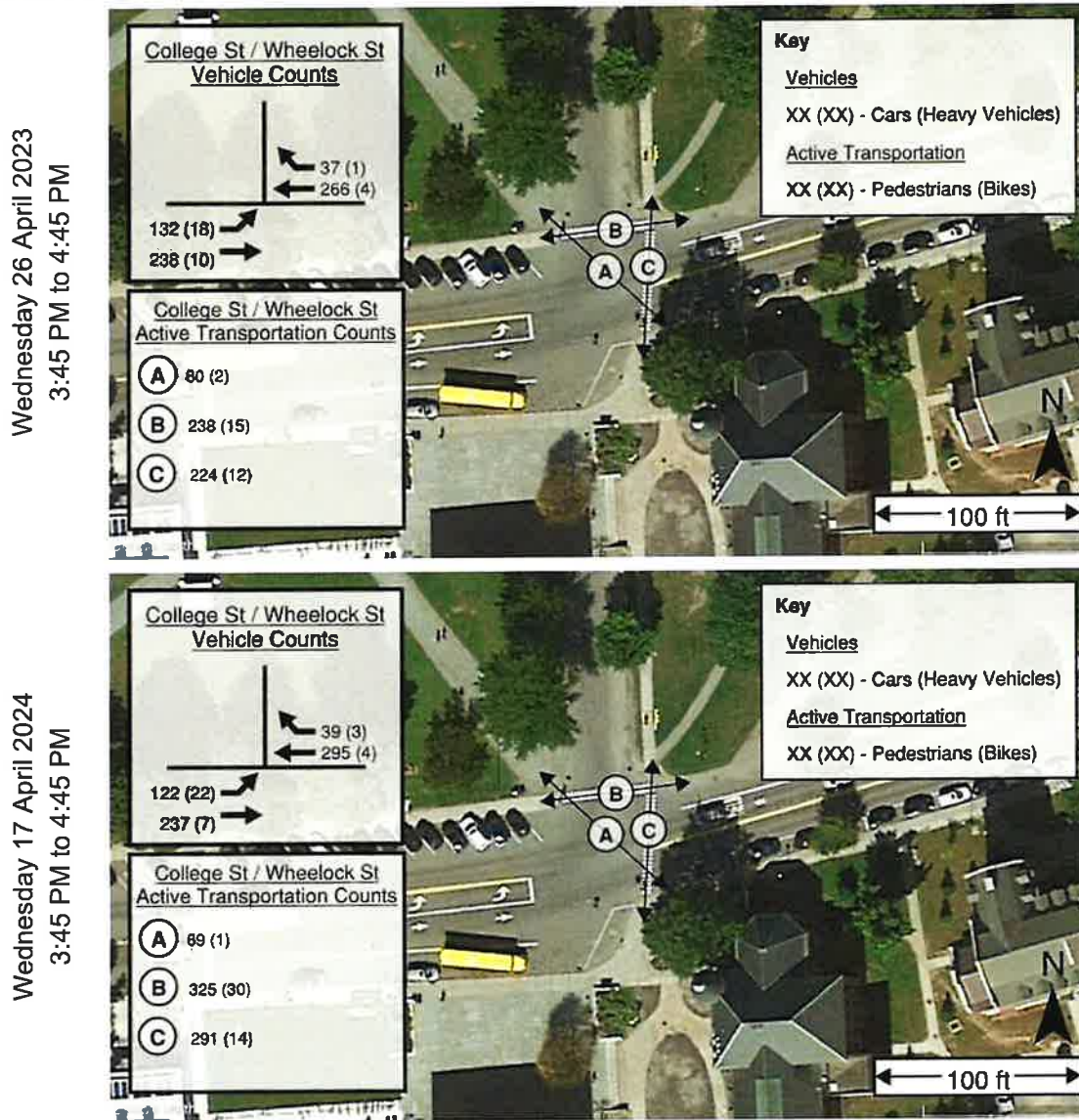
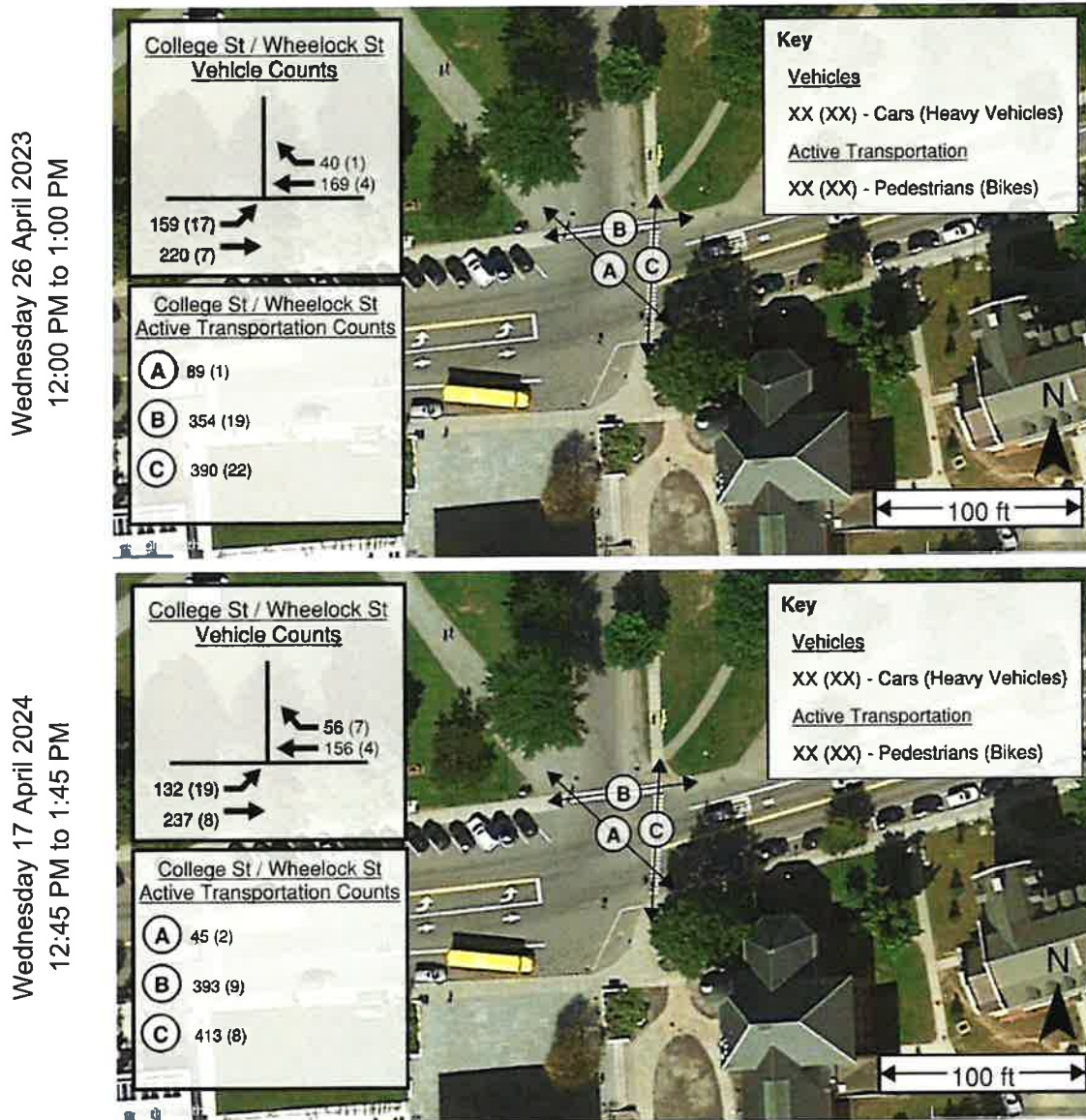


FIGURE 8: PM PEAK VEHICLE HOUR BEFORE (APRIL 2023) AND DURING (APRIL 2024) THE PILOT

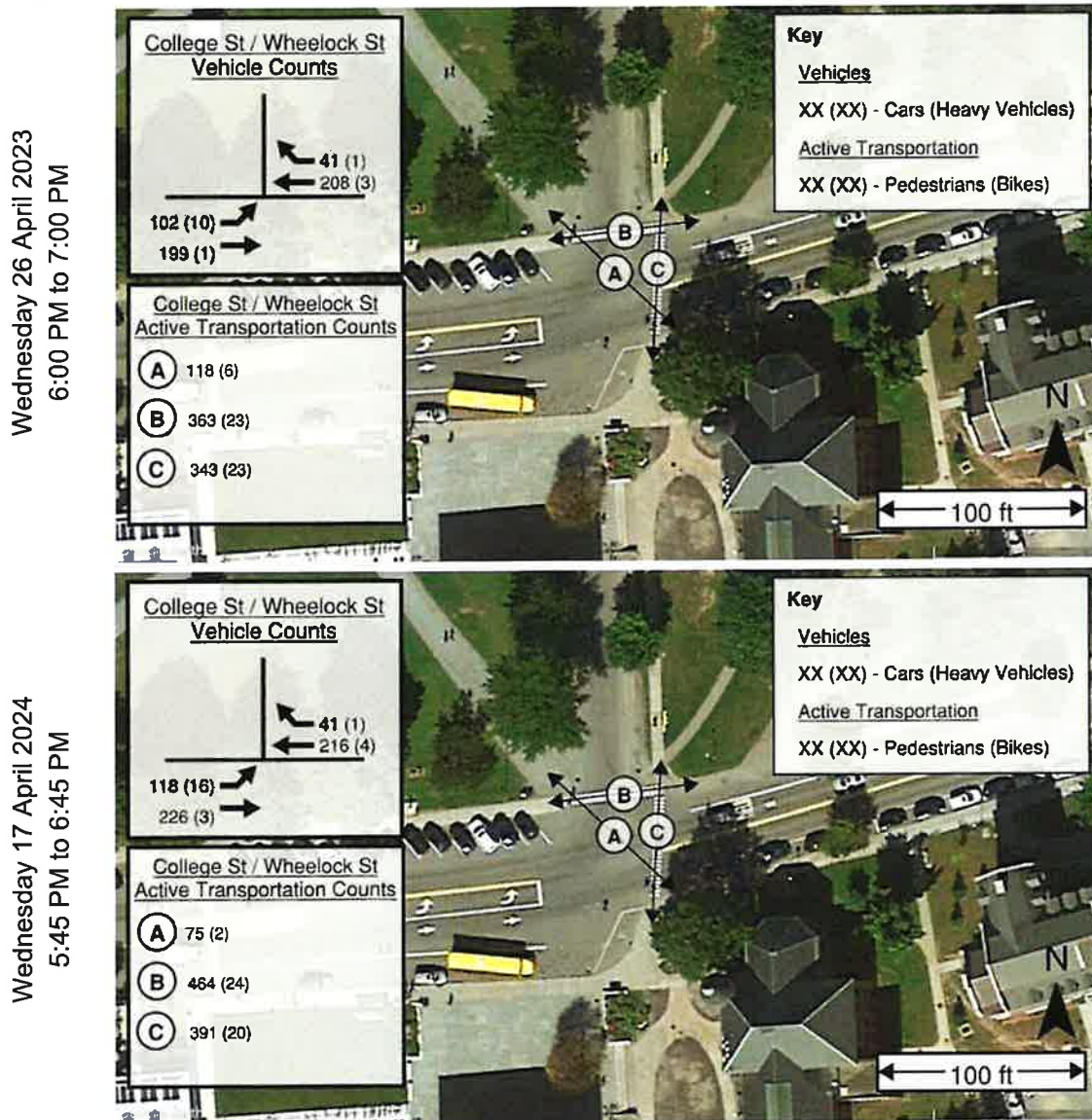




**FIGURE 9: DAYTIME PEAK PEDESTRIAN HOUR BEFORE (APRIL 2023) AND DURING (APRIL 2024) THE PILOT**



**FIGURE 10: EVENING PEAK PEDESTRIAN HOUR BEFORE (APRIL 2023) AND DURING (APRIL 2024) THE PILOT**



**SAFETY REVIEW**

The Town of Hanover Police Department was contacted to gather crash reports for any crashes during the pilot. According to their records two non-reportable crashes occurred proximate to the study intersection during the pilot. A reportable crash involves an injury, fatality, or damage of at least \$1,000. The two noted crashes had none of these characteristics. As such no officer reports were generated and only this limited data is available. A crash with less than \$1,000 of damage is very minor.

## **CONCLUSION**

In evaluating alternatives and understanding the existing intersection context, stakeholders reported reasonable operations at the College Street & Wheelock Street intersection except for during class change periods. This short-term delay was described as acceptable and understandable. Observations from before the pilot was conducted indicate the queue from the College Street & Wheelock Street intersection did spill back to the Main Street & Wheelock Street intersection during 10-to-15-minute periods during class change times, and this spill back did occasionally result in vehicles trapped in the intersection.

Observations during the pilot indicate the queue continued to spill back to the Main Street & Wheelock Street intersection during 10-to-15-minute windows during class change times, and vehicle occasionally were trapped in the intersection. With such short time windows of concern, the number of data points is small, but the spill back and frequency of vehicles being trapped in the Main Street & Wheelock Street intersection does appear to be more common during the pilot than the 2023 observations.

It is worth noting that one of the key improvements the preferred alternative achieves is it shortens the crossing distance for pedestrians, and the pilot did not replicate that aspect of the design. Delays due to pedestrians should be reduced with a shorter crossing distance.

### **Possible next steps**

While somewhat more frequent queue spillbacks were observed during the pilot, the lane drop would achieve several important goals, including reducing the crossing distance which will meaningfully improve safety for non-motorized users. As a decision is made regarding the final design, the slight increase in queue spillbacks should be weighed against these significant safety improvements.

If the amount of spillback is a concern, design changes could improve the operations of a lane drop, including installing Do Not Block Intersection signage at Main Street & Wheelock Street, installing a signal at College Street & Wheelock Street, or prohibiting eastbound left turns at College Street & Wheelock Street. These changes can be implemented in phases. Do Not Block intersection signage and striping at Main Street & Wheelock Street is recommended regardless, as the intersection was occasionally blocked in the eastbound direction during the 2023 observations and from the southbound direction in the evening during the 2024 observations.

A signal at the College Street & Wheelock Street intersection has the potential to improve operations in two ways. First, it can consolidate the pedestrians into groups, instead of the steady flow of pedestrians that currently cross the road. Second, the signal could be coordinated with the Main Street & Wheelock Street signal, minimizing spillback potential.

Prohibiting eastbound left-turns may help address the spillback by removing conflicting vehicular movements from the intersection. However, most delay at this location is generated by crossing pedestrians. As such, prohibiting left-turns may provide only modest improvements.

If the lane drop is rejected entirely, other alternatives include a signal or a raised intersection.



Submitted To: Chad Morig, Dartmouth College; Rob Houseman, Town of Hanover

Submitted By: Erica Wygonik, PhD, PE

Project Name: College Street & Wheelock Street – Improvement Plan

Date: 26 July 2024

Following the evaluation of alternatives and implementation of a pilot implementation of eliminating the left-turn lane at the College Street & Wheelock Street intersection in Hanover, New Hampshire, WCG has prepared the following summary of improvements to the College Street & Wheelock Street intersection.

## **BACKGROUND**

- The intersection of College Street & Wheelock Street sits at the southeastern corner of the Green in Hanover, New Hampshire.
- The intersection is proximate to Dartmouth College buildings and on a regionally important travel route.
- The intersection has high levels of bicycle, pedestrian, and scooter activity.
- The intersection generally operates acceptably. Longer vehicle delays during class change periods are accepted.
- Town staff receive numerous complaints about near miss pedestrian crashes at the study intersection, and multiple vehicle crashes have been reported.
- Alternatives were developed to improve safety at the intersection, especially for bicycles and pedestrians, while minimizing impacts on overall operation of the intersection.
- A preferred alternative was developed which would remove the eastbound left-turn lane, allowing for a tightening of the intersection and more supportive treatment for pedestrians.
- During the pilot evaluation, the preferred alternative was observed to function well outside of class change periods. During limited time windows, queues from College Street & Wheelock Street extended to the Main Street & Wheelock Street intersection, similarly to observations conducted before the pilot.
- The preferred alternative would substantially improve safety for pedestrians and bicyclists by removing the double threat from multiple eastbound approach lanes and by markedly reducing the crossing distance.

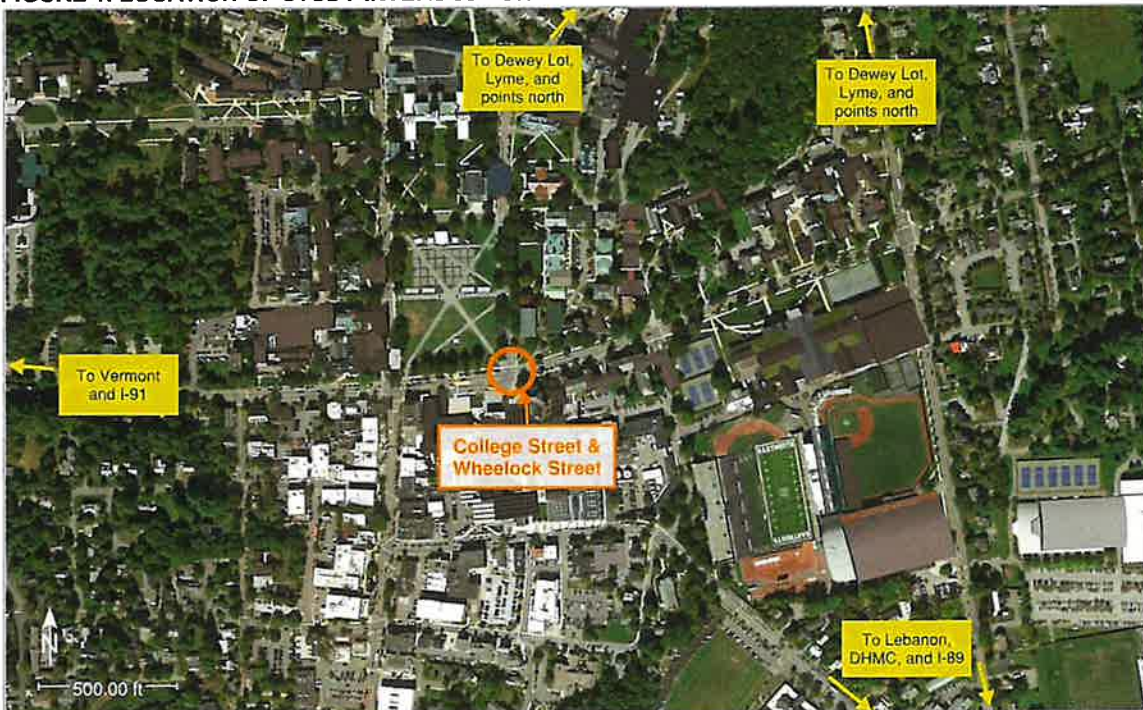
## **PROJECT LOCATION**

The intersection of College Street & Wheelock Street sits at the southeastern corner of the Green in Hanover, New Hampshire. Wheelock Street is also NH 10 in the study area. All roads in the study area are within the town compact and under Hanover jurisdiction. The study intersection is proximate to many Dartmouth College buildings and part of logical travel paths between many dorms, athletic buildings, academic buildings, and arts facilities. Wheelock Street / NH-10 is an important east-west truck route through Hanover. In addition, Dartmouth

Hitchcock Medical Center is located approximately 3 miles south of the study intersection, and the study intersection is on the logical travel route for vehicles traveling to DHMC from I-91 and points northwest of the hospital.

The intersection location is illustrated in Figure 1.

**FIGURE 1: LOCATION OF STUDY INTERSECTION**



## **INTERSECTION IMPROVEMENT GOALS**

This project is intended to improve safety for bicyclists and pedestrians by reducing the risk from double threats due to the need to cross multiple lanes of traffic and by ensuring infrastructure for bicyclists and pedestrians aligns with desire lines.

## **INTERSECTION IMPROVEMENT CONSTRAINTS**

While intersection capacity and operations are not primary concerns and high levels of congestion and delays are accepted during class change periods, the intersection is on a regionally important route. The intersection should operate acceptably enough to not back up into the signalized intersection at Main Street & Wheelock Street.

Ease of maintaining the intersection, winter plowing and snow clearing activities, and ensuring design elements do not inhibit emergency vehicle movement are also important.

## PREFERRED ALTERNATIVE

Following a robust process, including development of six alternatives, their evaluation in terms of safety, operation, and access aspects, and discussions with key stakeholders, a preferred alternative was identified (see Figure 2). The preferred alternative eliminates the eastbound left-turn lane, moves the southern curb, improves the eastbound alignment, includes the proposed southbound contra-flow bicycle lane, and includes bump-outs on all crossing locations. This alternative maintains crosswalks on all three legs of the intersection, but significantly shortens the crossing distance. The curb-to-curb roadway width on Wheelock Street is 30-feet in the preferred alternative, reflecting a reduction of approximately 15 feet in the crossing distance.

**FIGURE 2: PREFERRED ALTERNATIVE (ALTERNATIVE 4 - REDESIGNED SMALLER INTERSECTION)**



## PILOT EVALUATION

The purpose of a pilot project is to evaluate a potential alternative before a significant investment is undertaken. In this case, the pilot was intended to, in particular, evaluate the queuing spillback if the eastbound left-turn lane was removed at the College Street & Wheelock Street intersection.

### Pilot Design

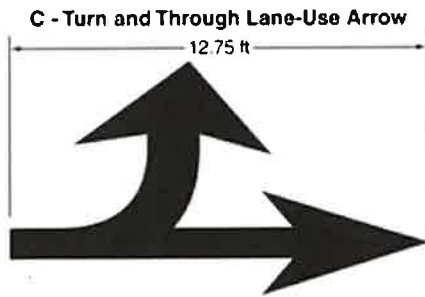
The design of the pilot was meant to as closely as possible replicate the lane alignments of the intended alternative, while requiring temporary infrastructure and minimal costs. It was also designed to be minimally disruptive and intuitive for users. As such, water-filled barriers were installed along the construction barriers and fencing for the College project to eliminate extra pavement and shift the road edge to the north.

A Variable Message Sign was installed to alert drivers to the new conditions, reading “New Traffic Pattern; Lane Drop Ahead”. Two fixed signs were implemented: the Shared Through/Left sign (R3-6) with a NEW plaque (W16-15P) and the Lane Shift Ahead sign (W1-4L). Table 1 illustrates these signs. Lastly, Shared Through/Left striping was installed on the eastbound approach. See Figure 3 for an illustration. Figure 4 illustrates the installation.

**TABLE 1: RECOMMENDED SIGNS FOR THE PILOT IMPLEMENTATION**

Shared Through/Left (R3-6L)	NEW plaque (W16-15P)	Lane Shift Ahead (W1-4L)
		
R3-6		

**FIGURE 3: SHARED THROUGH/LEFT LANE PAVEMENT MARKING**



**FIGURE 4: IMAGE OF THE PILOT INSTALLATION (12 APRIL 2024)**



**Pilot Timeline**

The pilot was installed on Tuesday 19 March 2024 during the Dartmouth College spring break (March 13 through March 24). This timing allowed for a phased introduction to the pilot, with drivers able to familiarize themselves with the pilot during 5 days of lower traffic volumes due to the break. It also allowed time to refine the pilot before the break was over, to ensure the implementation met the design intent.

To allow users to acclimate to the pilot, the pilot was installed for approximately 1 month after the start of Spring term classes, and it was removed on Wednesday 1 May 2024.

**Pilot Monitoring**

As noted above, monitoring the operations and safety of the intersection and surrounding area was a key aspect of a pilot implementation. As such, traffic counting equipment was installed to monitor the College Street & Wheelock Street intersection and the Main Street & Wheelock Street intersection for two observation periods. Initial observations were conducted from Tuesday 19 March to Friday 22 March 2024, immediately following installation of the pilot. This initial period of observation was intended to identify any major issues meriting canceling the pilot as well as identify any opportunities to refine the pilot implementation while it was still in progress.

The second period of observation was completed from Tuesday 16 April to Monday 22 April 2024, starting four weeks after the initial observation to understand how the plan functioned once users had adapted to the change. Local schools and Dartmouth College were in session during this time.

**Pilot Operations**

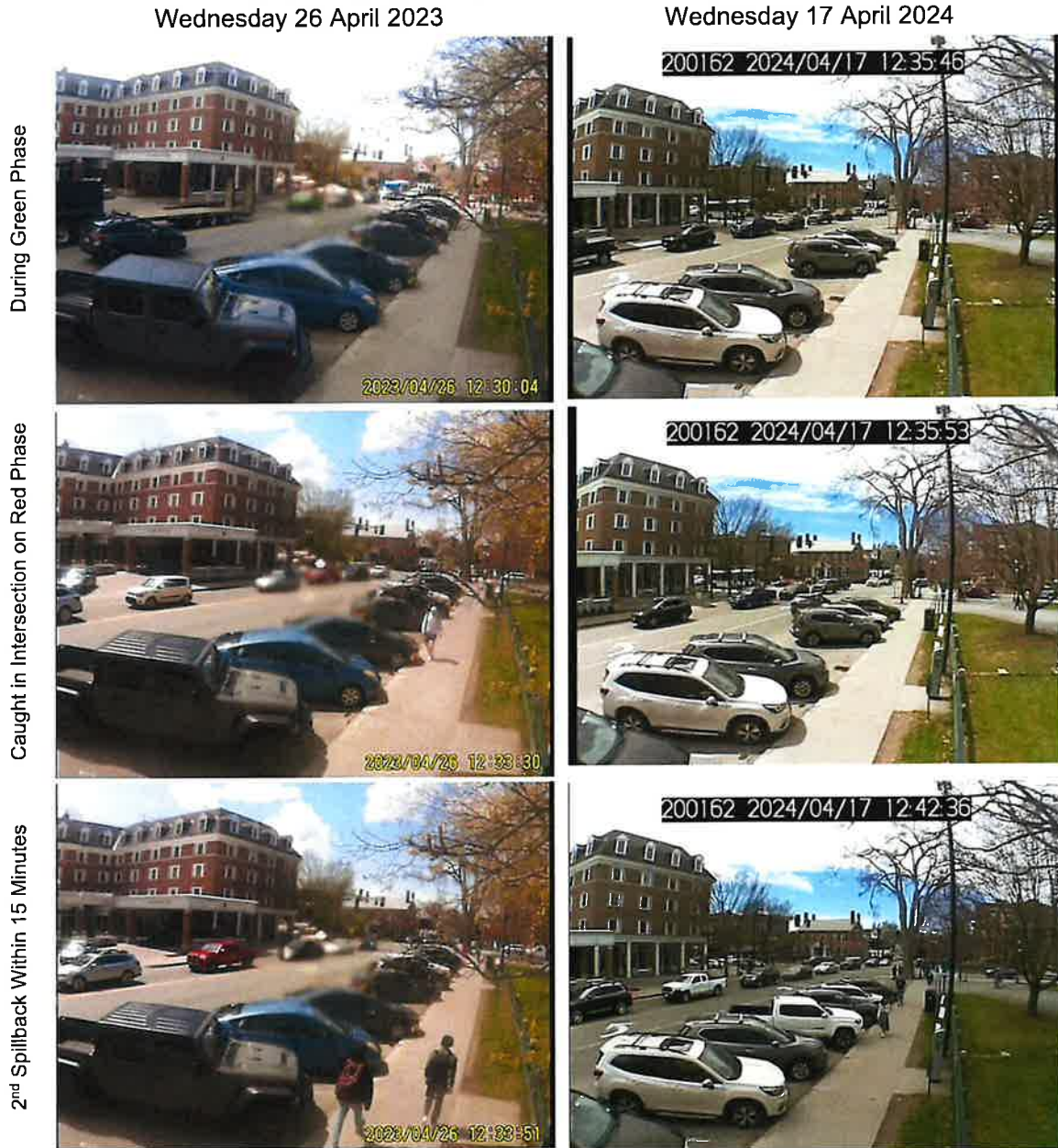
Initial observations identified necessary tweaks to the implementation to ensure eastbound through vehicles could not readily pass waiting eastbound left-turning vehicles.

The data from the second observation period was evaluated extensively, along with additional observations in the field on Friday 29 April 2024. The pilot design was able to process traffic demands during all but the busiest time periods, with adequate space to store queued traffic.

During approximately 10-15 minutes once or twice a day during class change periods, queues would often extend to, and sometimes through, the Main Street & Wheelock Street intersection. This pattern occurred before the pilot was installed, but it was observed to occur more frequently during the pilot (see Figure 5 for illustrations of this spillback before and after the pilot).



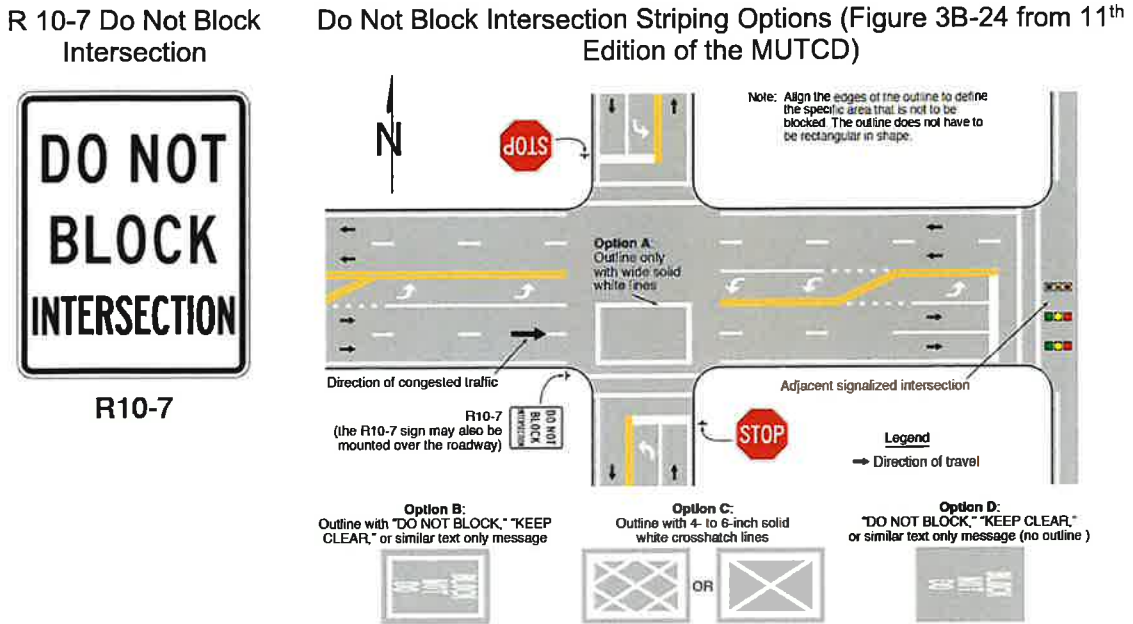
**FIGURE 5: QUEUE SPILLBACK TO AND THROUGH THE MAIN STREET & WHELOCK STREET INTERSECTION, BEFORE (APRIL 2023) AND DURING (APRIL 2024) THE PILOT**



These queue spillbacks in 2024 led to occasional queue build up on the eastbound Wheelock Street approach to the Main Street & Wheelock Street intersection. Rarely, but more than once, eastbound vehicles entered the Main Street & Wheelock Street intersection after the light turned yellow or red and were trapped in the intersection after the phase changed (see Figure 5 – this behavior occurred in 2023 and during the pilot in 2024). Installing a 'Do Not Block Intersection'

sign (R-10-7 see Figure 6) with some occasional enforcement and possibly striping may address this issue, but should be weighed against sign clutter that permeates the area.

**FIGURE 6: R 10-7 DO NOT BLOCK INTERSECTION SIGN, ALONG WITH POSSIBLE STRIPING OPTIONS**



To some extent the pilot represents a worst-case scenario, as steady flows of pedestrians lead to the longest queues, and the crossing distance during the pilot was not meaningfully shortened as it would be if the proposed design was installed.

Volumes from the pilot were reviewed to identify if any notable shifts in traffic patterns were seen. As shown in Figure 7 through Figure 10, traffic patterns were largely similar between the before and after observations, though the proportions shifted slightly.

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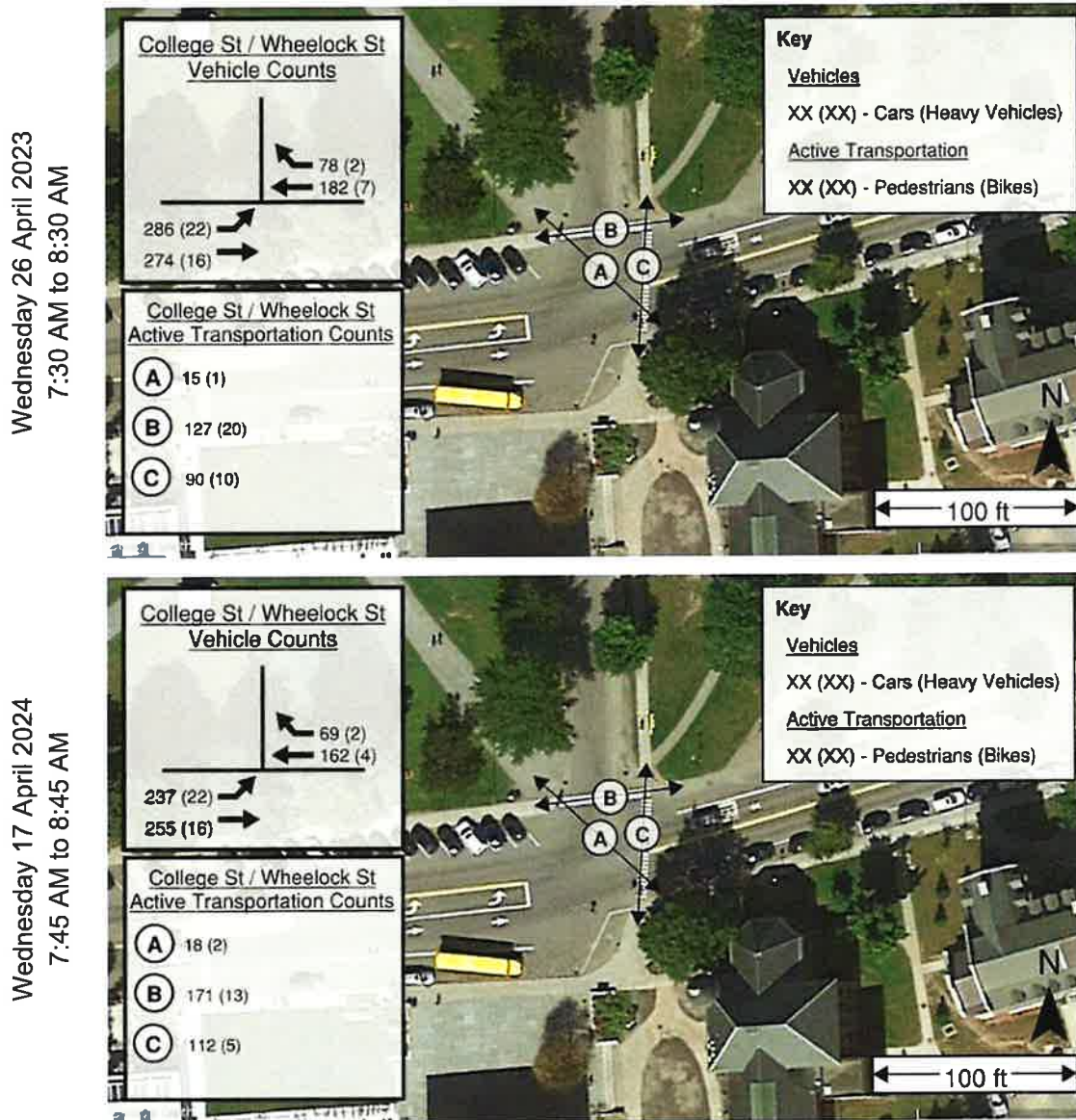
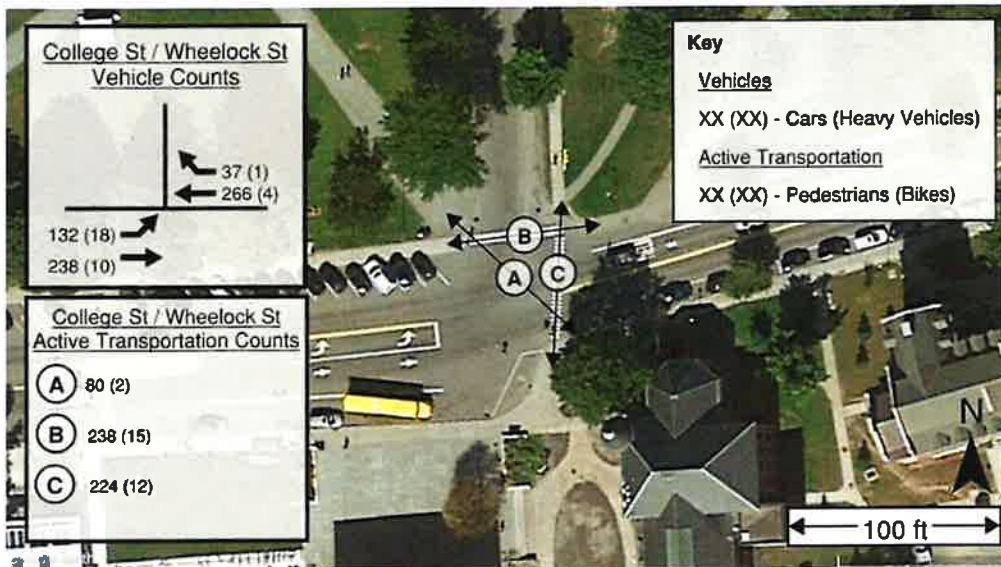
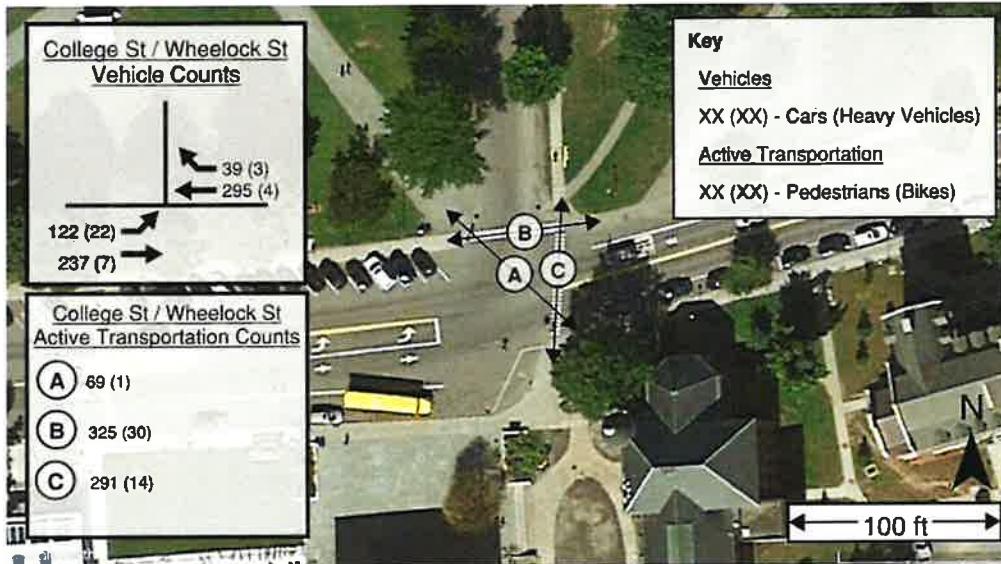


FIGURE 8: PM PEAK VEHICLE HOUR BEFORE (APRIL 2023) AND DURING (APRIL 2024) THE PILOT

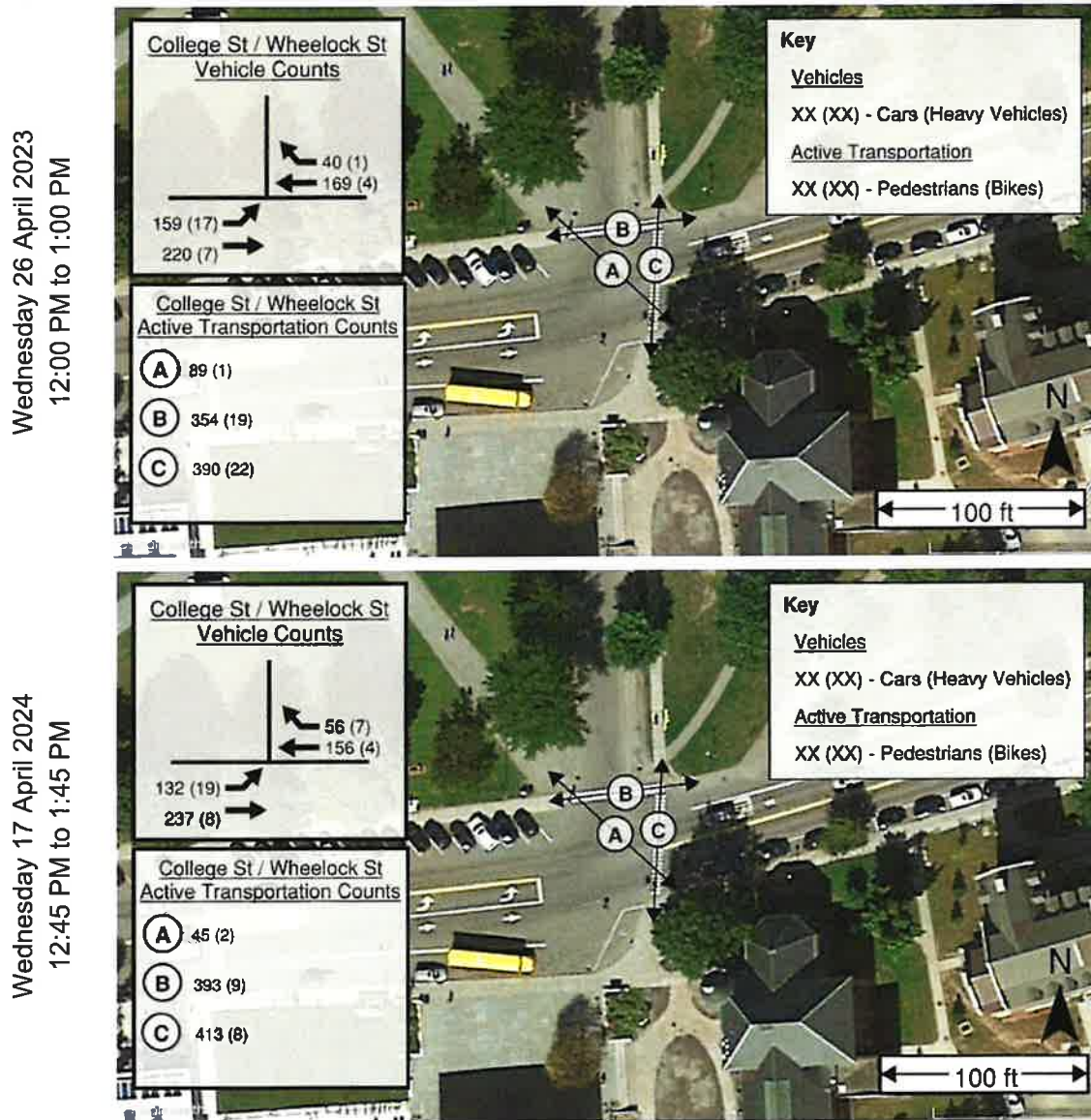
Wednesday 26 April 2023  
3:45 PM to 4:45 PM



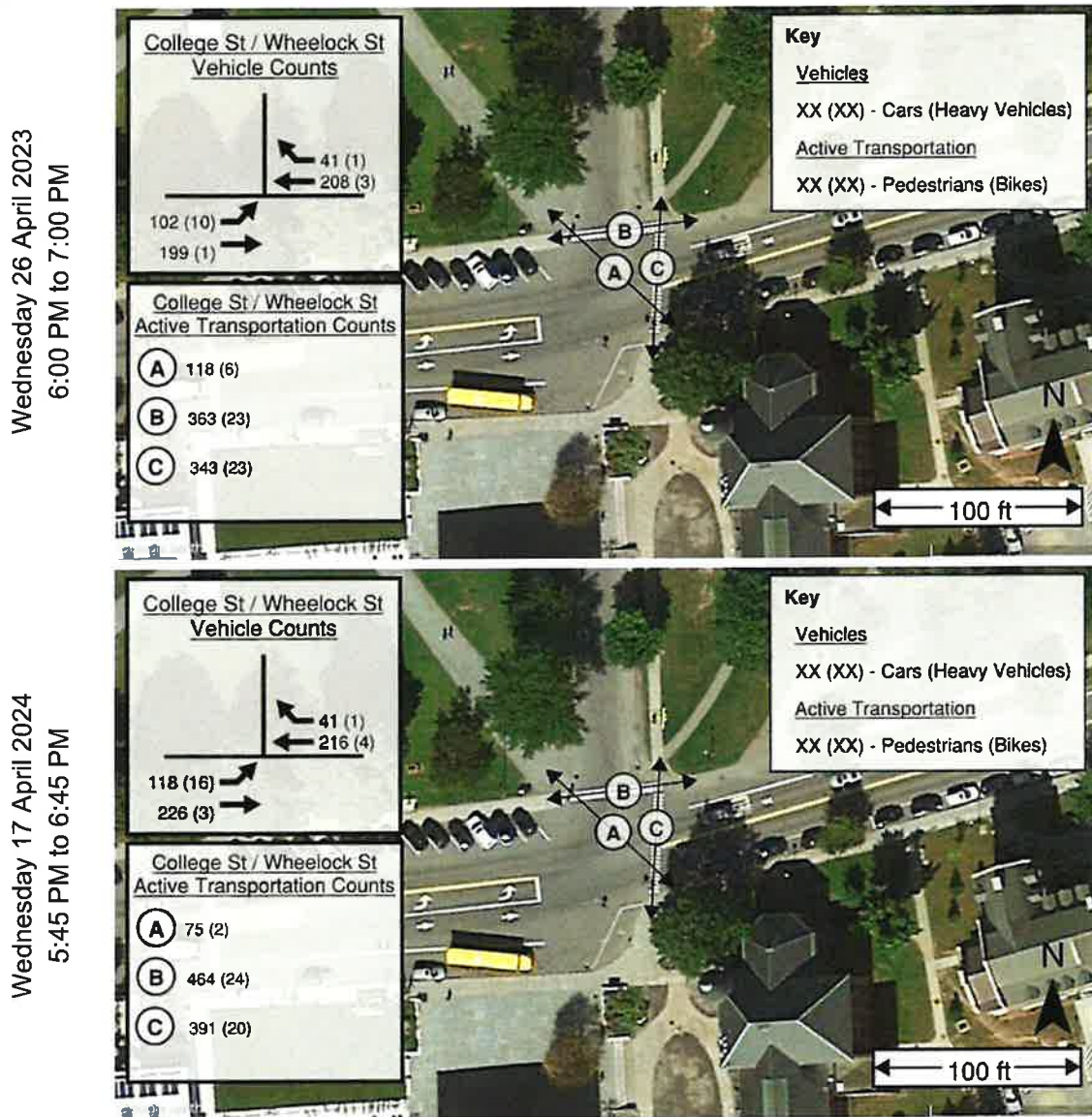
Wednesday 17 April 2024  
3:45 PM to 4:45 PM



**FIGURE 9: DAYTIME PEAK PEDESTRIAN HOUR BEFORE (APRIL 2023) AND DURING (APRIL 2024) THE PILOT**



**FIGURE 10: EVENING PEAK PEDESTRIAN HOUR BEFORE (APRIL 2023) AND DURING (APRIL 2024) THE PILOT**



**SAFETY REVIEW**

The Town of Hanover Police Department was contacted to gather crash reports for any crashes during the pilot. According to their records two non-reportable crashes occurred proximate to the study intersection during the pilot. A reportable crash involves an injury, fatality, or damage of at least \$1,000. The two noted crashes had none of these characteristics. As such no officer reports were generated and only this limited data is available. A crash with less than \$1,000 of damage is very minor.

## CONCLUSION & RECOMMENDATIONS

In evaluating alternatives and understanding the existing intersection context, stakeholders reported reasonable operations at the College Street & Wheelock Street intersection except for during class change periods. This short-term delay was described as acceptable and understandable. Observations from before the pilot was conducted indicate the queue from the College Street & Wheelock Street intersection did spill back to the Main Street & Wheelock Street intersection during 10-to-15-minute periods during class change times, and this spill back did occasionally result in vehicles trapped in the intersection.

Observations during the pilot indicate the queue continued to spill back to the Main Street & Wheelock Street intersection during 10-to-15-minute windows during class change times, and vehicle occasionally were trapped in the intersection. With such short time windows of concern, the number of data points is small, but the spill back and frequency of vehicles being trapped in the Main Street & Wheelock Street intersection does appear to be more common during the pilot than the 2023 observations.

It is worth noting that one of the key improvements the preferred alternative achieves is it shortens the crossing distance for pedestrians, and the pilot did not replicate that aspect of the design. Delays due to pedestrians should be reduced with a shorter crossing distance.

### Next Steps

While somewhat more frequent queue spillbacks were observed during the pilot, the lane drop would achieve several important goals, including reducing the crossing distance which will meaningfully improve safety for non-motorized users. As a decision is made regarding the final design, the slight increase in queue spillbacks should be weighed against these significant safety improvements.

If the amount of spillback is a concern, design changes could improve the operations of a lane drop, including focused time-of-day signal timing plans during class change periods, officer direction during class change periods at the College Street & Wheelock Street intersection, installing a signal at College Street & Wheelock Street, installing Do Not Block Intersection signage at Main Street & Wheelock Street, or prohibiting eastbound left turns at College Street & Wheelock Street. These changes can be phased and implemented independent of one another.

Because of the very limited times of day when queue spillbacks from College Street & Wheelock Street have been observed, signal timings for these time periods could be developed at the Main Street & Wheelock Street intersection to better accommodate the distinct travel patterns.

A signal at the College Street & Wheelock Street intersection has the potential to improve operations in two ways. First, it can consolidate the pedestrians into groups, instead of the steady flow of pedestrians that currently cross the road. Second, the signal could be coordinated with the Main Street & Wheelock Street signal, minimizing spillback potential.

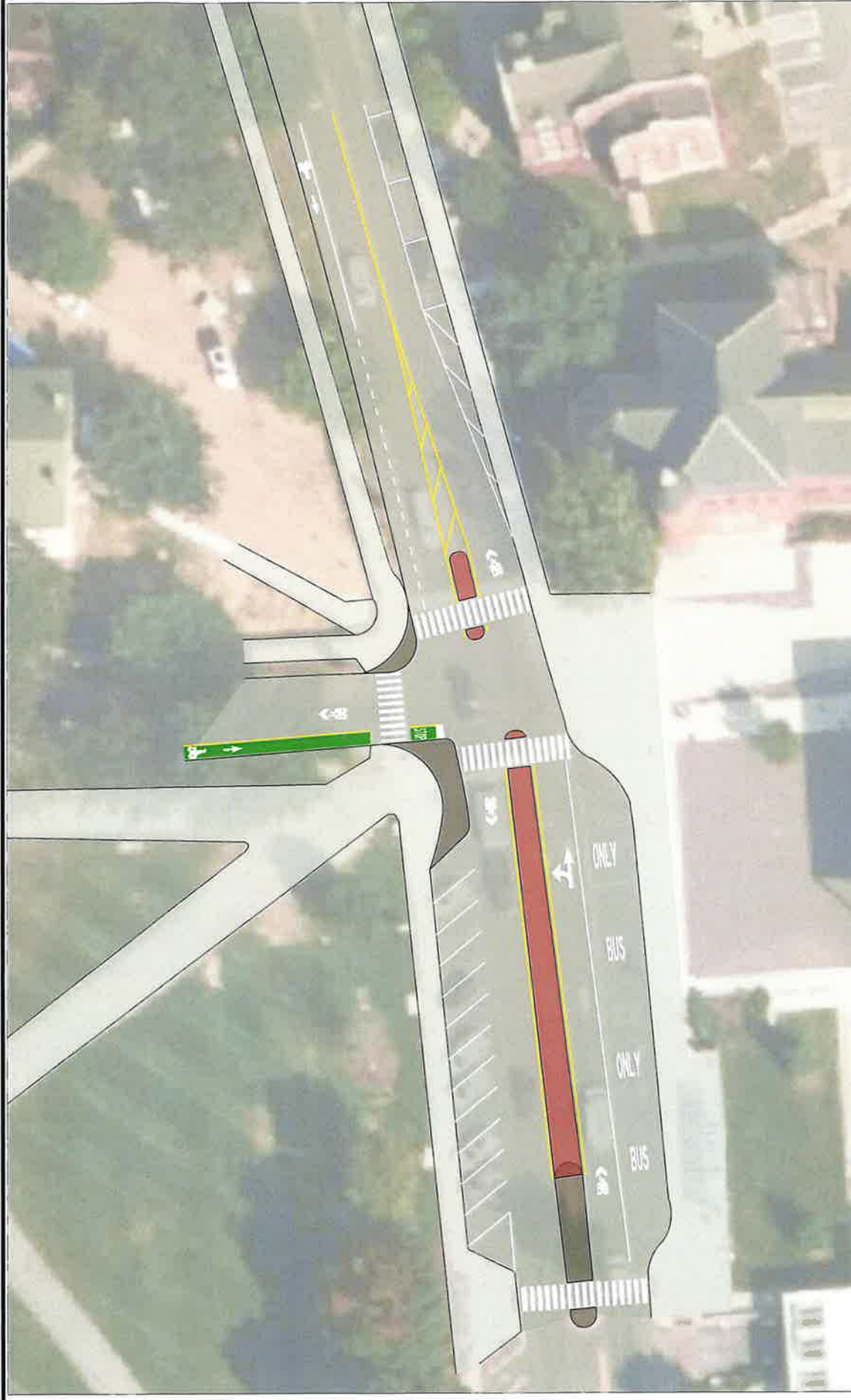
Do Not Block intersection signage and striping at Main Street & Wheelock Street could be considered even if the lane drop is not pursued, as the intersection was occasionally blocked in

the eastbound direction during the 2023 observations and from the southbound direction in the evening during the 2024 observations. If the Do Not Block intersection signage and striping is installed, enforcement coinciding with the implementation should be implemented. The enforcement can be limited to the narrow time periods when spillbacks are more likely: midday class change periods for eastbound spillbacks and the PM peak period for southbound spillbacks. Frequent enforcement during these time periods is recommended to coincide with installation of signage and striping. The enforcement would be relaxed as user compliance increases.

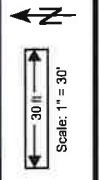
Prohibiting eastbound left-turns at the College Street & Wheelock Street intersection may help address the spillback by removing conflicting vehicular movements from the intersection. However, most delay at this location is generated by crossing pedestrians. As such, prohibiting left-turns may provide only modest improvements.

If the lane drop is rejected entirely, other alternatives include installing a signal or a raised intersection at the College Street & Wheelock Street intersection.



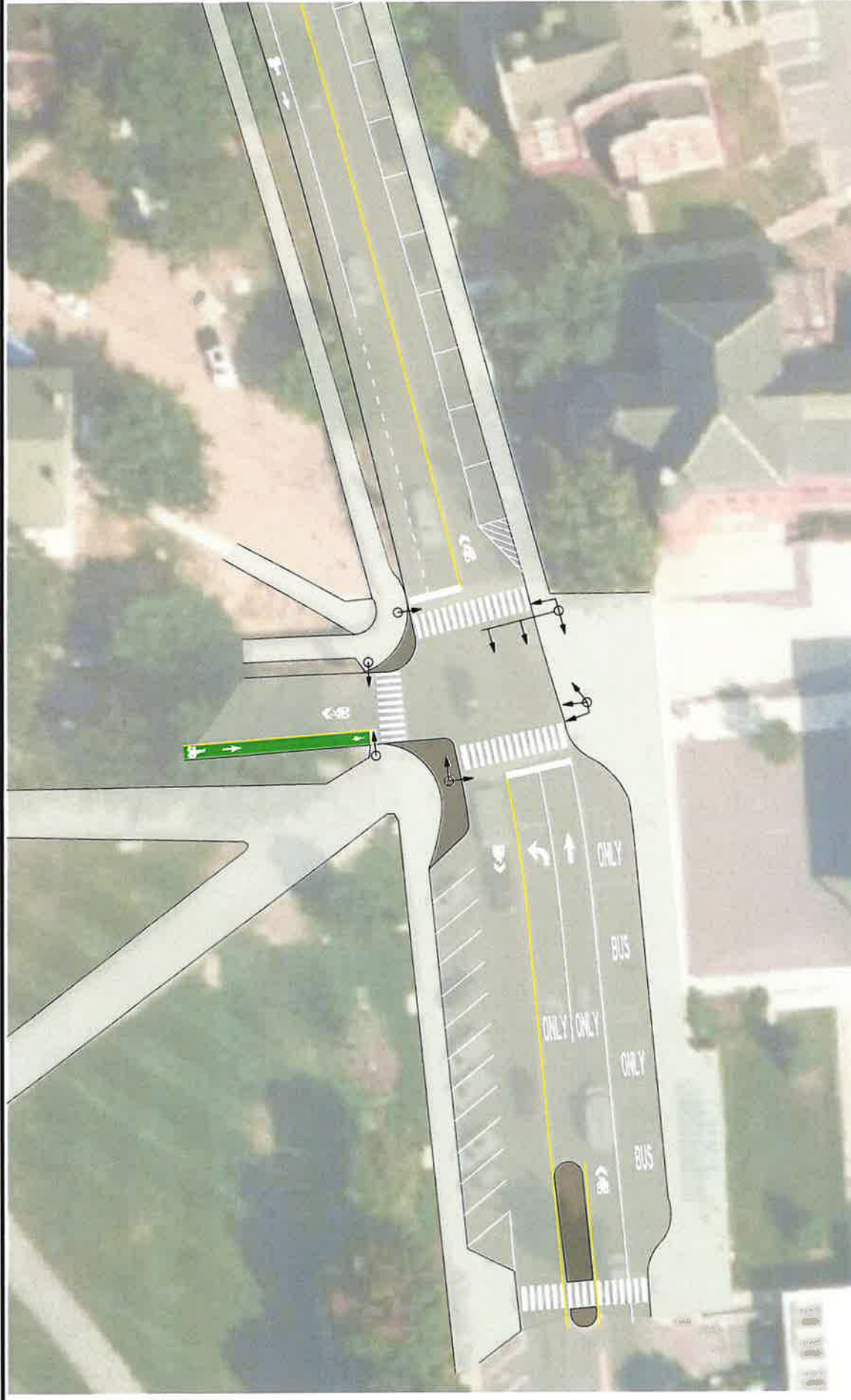


DATE: 10/11/2023  
 PROJECT: 22-254  
 Figure 1

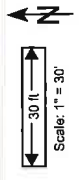


Alternative 1  
 College Street & Wheellock Street – Intersection Redesign



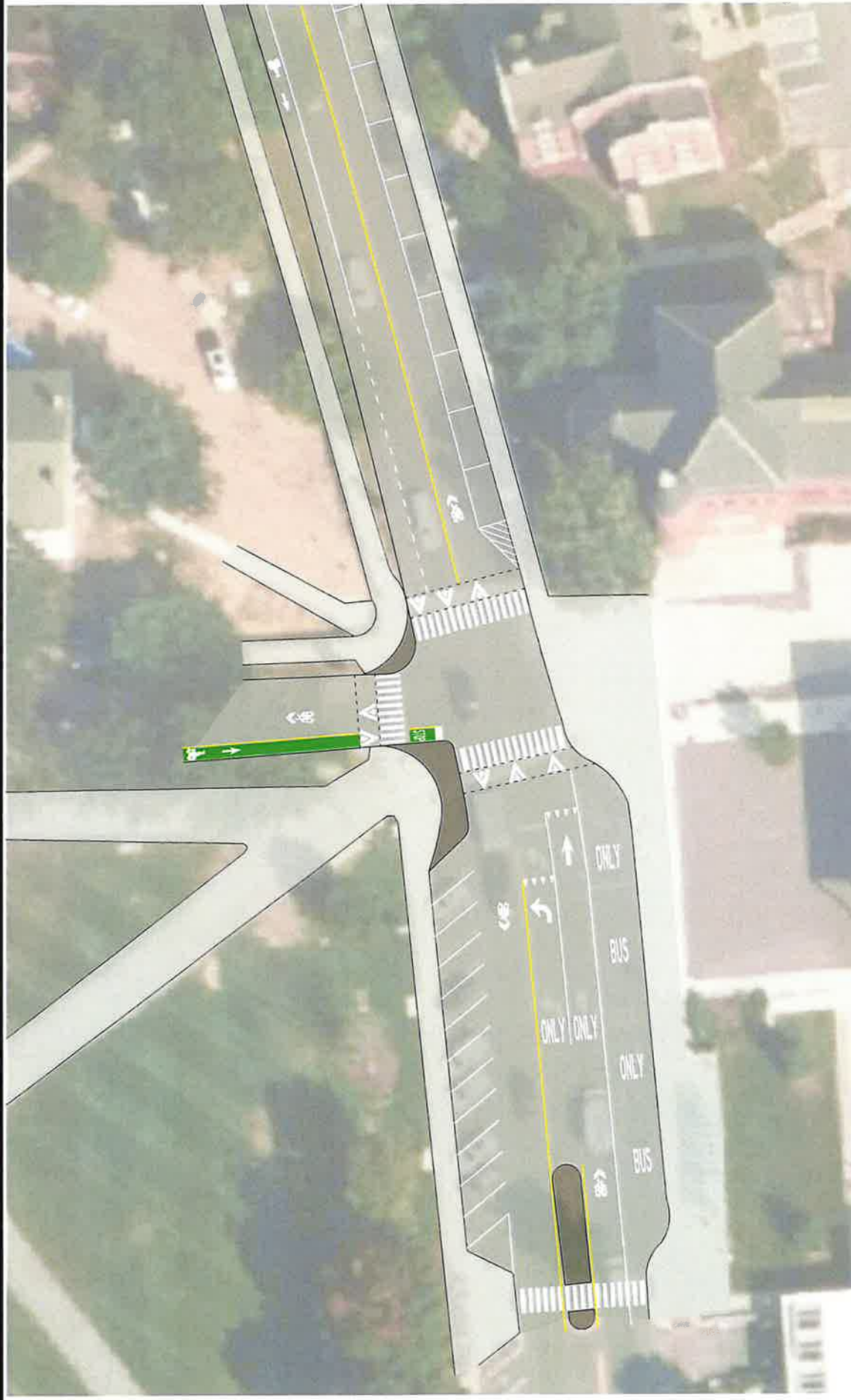


DATE 10/11/2023  
 PROJECT 22-254  
 Figure 2



Alternative 2  
 College Street & Wheelock Street – Intersection Redesign





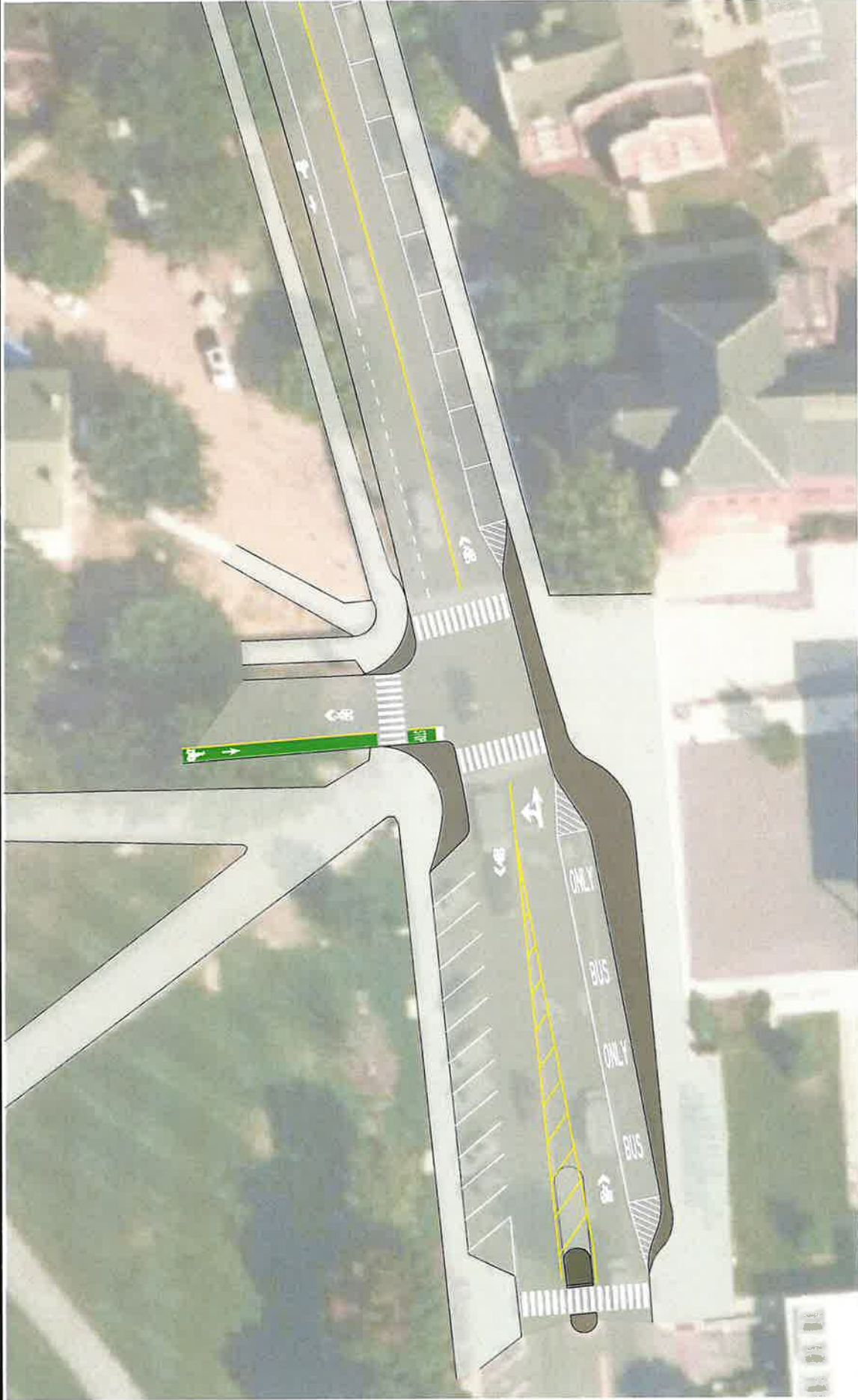
DATE 10/11/2023  
PROJECT 22-254  
Figure 3



30 ft  
Scale: 1" = 30'

Alternative 3  
College Street & Wheelock Street – Intersection Redesign



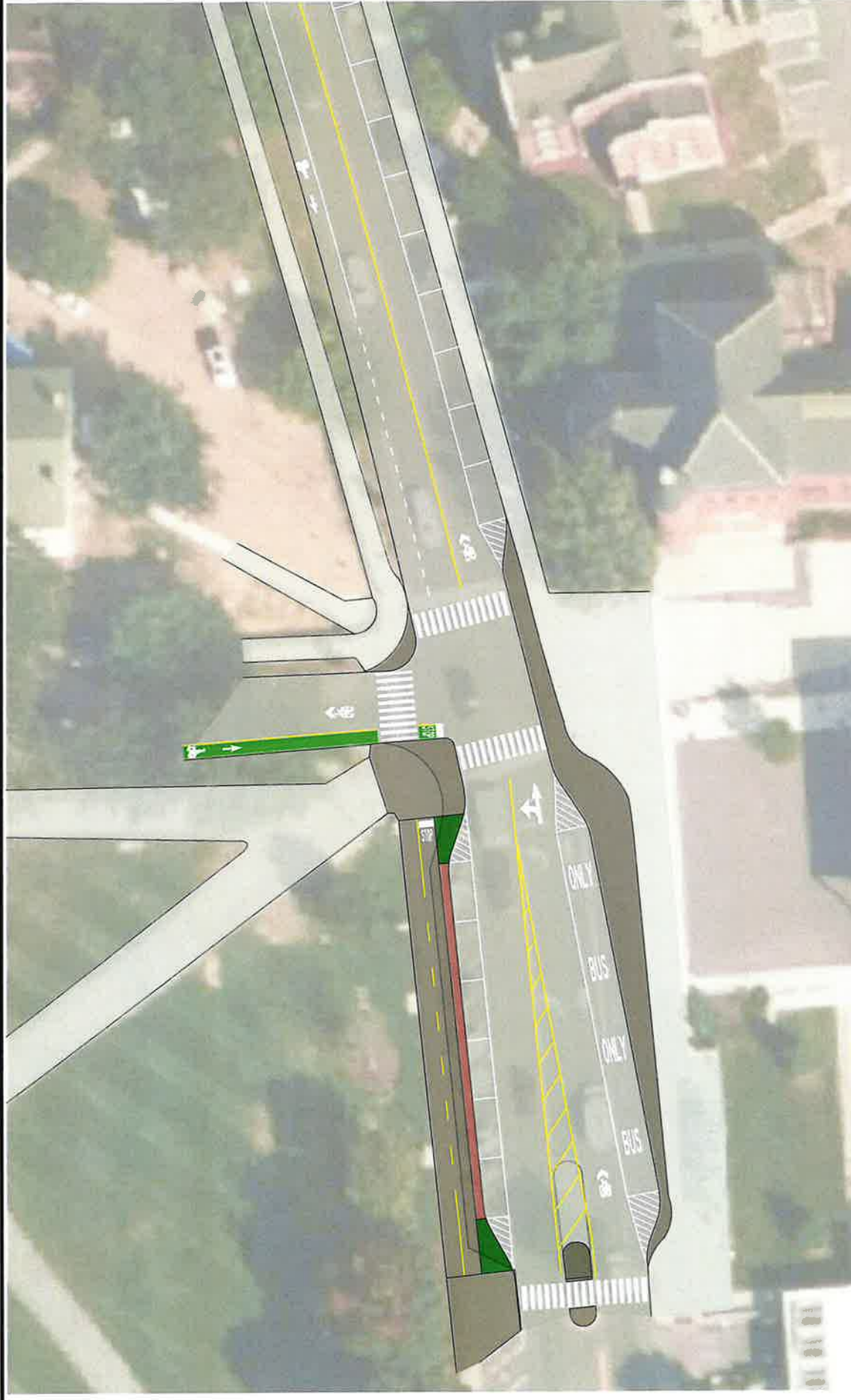


DATE 10/11/2023  
PROJECT 22-254  
Figure 4

Scale: 1" = 30'  
30 ft

Alternative 4  
College Street & Wheelock Street – Intersection Redesign





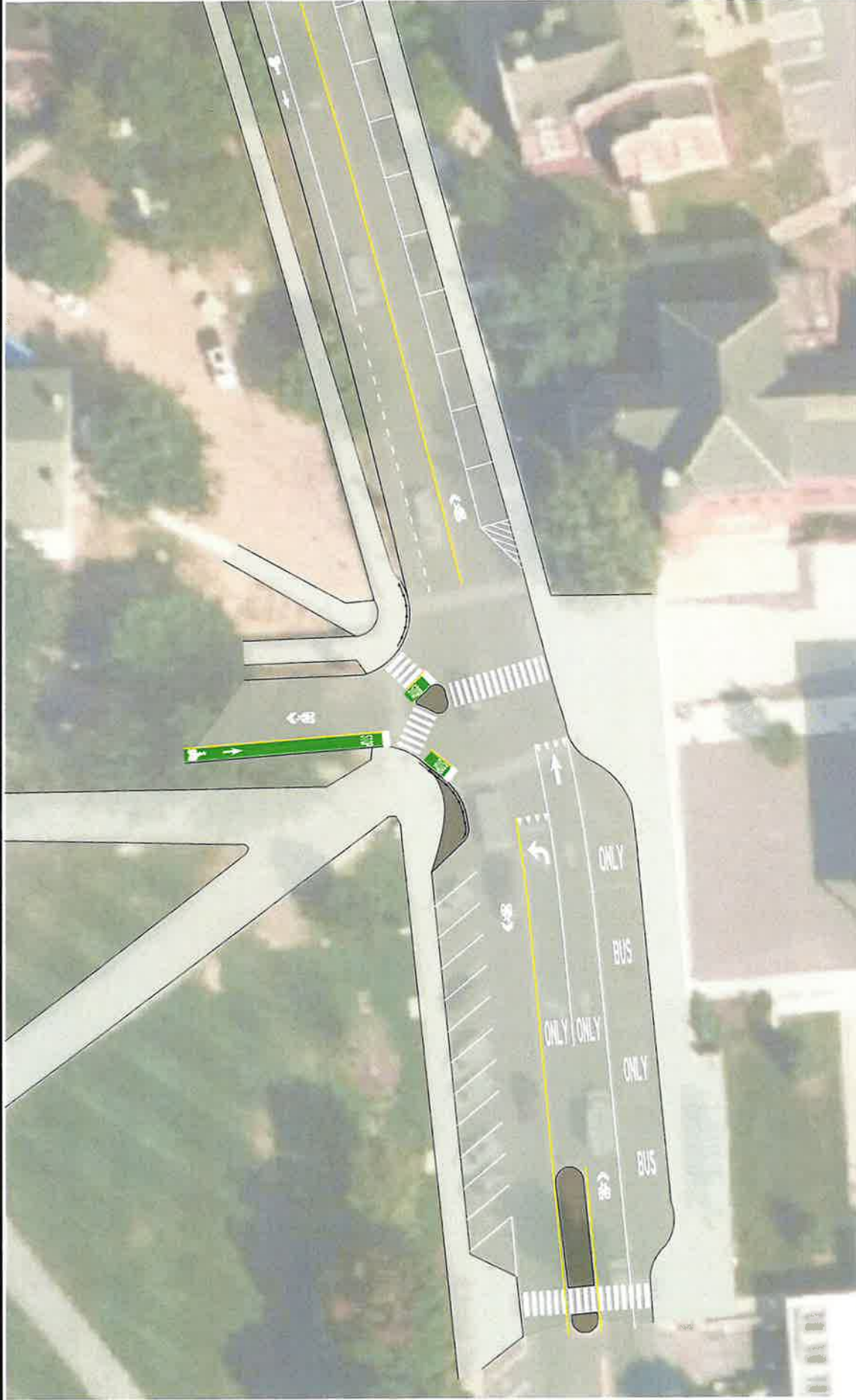
DATE 10/11/2023  
PROJECT 22-254  
Figure 4B



30 ft  
Scale: 1" = 30'

Alternative 4B  
College Street & Wheelock Street – Intersection Redesign





DATE: 10/11/2023  
PROJECT: 22-254  
Figure 5

30 ft  
Scale: 1" = 30'

Alternative 5  
College Street & Wheelock Street – Intersection Redesign



# **COMPLETE STREETS POLICY TOWN OF HANOVER, NEW HAMPSHIRE**

## **Draft 2.12.2024**

### **1. Vision and Intent**

2. The Town of Hanover shall develop a safer, more comfortable, reliable, efficient, integrated, and connected multimodal transportation network (biking, walking, other forms of micro-mobility, transit, unshared automobiles, and freight vehicles) accessible to all users, regardless of age, ability, income, or access to personal vehicles.
3. Limiting street width and other design parameters to the extent necessary to achieve this vision will help reduce transportation costs, foster better environmental stewardship, encourage active modes of transportation, advance equity through the provision of infrastructure that supports active modes of transportation, and keep a more significant proportion of land available for green space or activity-oriented land uses.

### **2. Diverse Users**

1. This policy promotes fair and just opportunities and outcomes for every user of the road and every household regardless of age, ability, income, place of residence, neighborhood, mode choice, or other pertinent factor.
2. When considering the various elements of street design, the Town shall consider and prioritize the needs of users of the transportation system as follows:

1. Pedestrians, including people who use mobility aids/devices or have specialized transportation service needs or limited transportation choices.
2. Bicyclists and users of other personal micro-mobility devices (such as e-bikes, electric scooters, and electric skateboards) that travel faster than a pedestrian but slower than an automobile.
3. Transit riders and shared mobility users.
4. Operators and occupants of automobiles and freight vehicles.
3. Projects shall be planned and designed considering impacts to public safety, and street maintenance vehicles.
4. The Town should prioritize universal and equitable investment in underserved communities that lack existing infrastructure that encourages walking, biking, and transit trips, as well as areas where data indicate crash risk and health disparities. Infrastructure investments should be evaluated to avoid pockets of disinvestment or underinvestment. Priority should be given to those neighborhoods where there is a high concentration of residents with incomes less than 100% of the Area Median Income (AMI) and a high concentration of residents without access to a vehicle.
5. The Town recognizes that not all modes can receive the same degree of accommodation on every street. Still, the goal is for users of all ages and abilities to travel reasonably safely, comfortably, and conveniently across and within the network.



### **3. Commitment in all projects and phases**

1. The Town will incorporate this policy into all public right-of-way improvements and project phases, including planning, programming, design, right-of-way acquisition (to the degree allowed by statute), permitting, subdivision and land development, construction, construction management, operation, capital improvements, and routine maintenance and rehabilitation. An interconnected network will provide high-quality individual facilities and connections.
2. The Town will assess opportunities to reduce and improve the water quality of stormwater discharges and improve the storm sewer system in coordination with road improvements when economically efficient. Roadways will be designed not to have excess pavement. Considerations such as lane width, turning radii, traffic islands, and on-street parking shall be evaluated for pavement reduction opportunities. The Town recognizes that street trees, landscaping, and other green infrastructure contribute to a comfortable and healthy pedestrian environment through improved air quality, valuable shade, and beautification. Therefore, the Town will actively continue to participate in Tree City USA and other similar programs.

### **4. Exceptions**

1. The Selectboard may authorize exceptions to providing for all modes in each project:
2. When an affected roadway prohibits, by law, use by specified users, in which case a reasonable and equivalent project

shall be designated to accommodate those specified users elsewhere, including on roadways that provide similar access to a route or destination.

3. When the activities are minor ordinary maintenance activities designed to keep assets in serviceable condition (e.g., mowing, cleaning, sweeping, and spot repair) or
4. After reviewing the merits of a documented exception, it concludes that the cost of applying Complete Streets principles is excessively disproportionate to the benefit of promoting equitable access to the walk bike network.

## **5. Jurisdiction and Coordination**

1. This Complete Streets policy applies to all public and private entities working in the public right-of-way and on Town-owned transportation facilities, including, but not limited to, streets, sidewalks, alleys, bridges, and trails. All transportation infrastructure, street design, construction and maintenance projects requiring funding or approval by the Town of Hanover shall adhere to this policy.
2. Town departments, the town manager, town committees, and the Selectboard shall be required to adhere to this policy.
3. Private developments that include public street design and construction components shall adhere to and fully support this policy. The Town will encourage the owners and operators of other highways, private streets, sidewalks, alleys, trails, and parking lots to adhere to the policy.
4. For streets and trails that connect to neighboring municipalities or are part of a regional network, the Town

shall encourage incorporating Complete Streets principles so that accommodations are continuous to destinations outside the Town.

5. The Town will review the plans and policies of Advance Transit, the Upper Valley Lake Sunapee Regional Planning Commission, the NH Department of Transportation, and other pertinent agencies to ensure that the Complete Streets principles articulated herein are incorporated into all projects within the public right-of-way located in the Town limits.

## **6. Design**

1. The Town shall continually look to the latest industry standards and guidelines to develop Complete Streets. The Town shall bi-annually review and revise as necessary its adopted Typical Street Standards and related documents to incorporate the latest national, state, and local design guidance, standards, and best practices to help promote the safety of all right-of-way users while minimizing environmental impacts.
2. In identifying industry standards and guidelines, the most current editions of the following guides, or new publications referenced by the entities who published these original guides, shall be referenced:
  - American Association of State Highway and Transportation Officials (AASHTO)
  - Guide for the Development of Bicycle Facilities (4th Edition, 2012)

- Guide for the Planning, Design and Operation of Pedestrian Facilities, 2nd Edition (2021)
- A Policy on Geometric Design of Highways and Streets, 2<sup>nd</sup> Edition (2019)
- Smart Growth
- The Complete Streets Policy Framework (2023) <https://smartgrowthamerica.org/10-elements-of-complete-streets/>
- American Planning Association (APA) & American Society of Civil Engineers (ASCE)
- US Traffic Calming Eprimer: <https://highways.dot.gov/safety/speed-management/uslimits2/traffic-calming-eprimer/module-1-purpose-and-organization-eprimer>
- Federal Highway Administration (FHWA)
- FHWA Manual of Uniform Traffic Control Devices (MUTCD)
- FHWA PEDSAFE USDOT Pedestrian Safety Guide and Proven Safety
- Countermeasure Selection System (website): <http://pedbikesafe.org/PEDSAFE/countermeasures.cfm>
- FHWA Context Sensitive Solutions and Design (website): <https://www.fhwa.dot.gov/planning/css/>
- FHWA A Policy on Geometric Design of Low Volume Roads (2000 AADT) (2nd Edition, 2021)
- FHWA Guide for Improving Pedestrian Safety at Uncontrolled Crossing Locations (updated 2018)

- FHWA Bikeway Selection Guide (2019)
- FHWA Achieving Multimodal Networks (2016)
- FHWA Measuring Multimodal Connectivity (2022)
- Accessible Shared Streets: Notable Practices and Considerations for Accommodating Pedestrians with Vision Disabilities (2017)
- FHWA Pedestrian Lighting Primer (2022)
- FHWA Improving Safety for Pedestrians and Bicyclists Accessing Transit (2022)
- Global Designing Cities Initiative
- Global Streets Design Guide (2023) <https://globaldesigningcities.org/publication/global-street-design-guide/>
- Institute of Transportation Engineers (ITE)
- Designing Walkable Urban Thoroughfares: A Context Sensitive Approach (2010)
- Neighborhood Street Design Guidelines (2010)
- National Association of City Transportation Officials (NACTO)
- Urban Bikeway Design Guide (3rd Edition, 2024)
- Urban Street Design Guide (1st Edition, 2013)

- Don't Give Up at the Intersection: Designing All Ages and Abilities Bicycle Crossings (1st Edition, 2019)
- Designing for All Ages and Abilities: High-Comfort Bike Facilities (1<sup>st</sup> Edition, 2017)
- Urban Street Stormwater Guide (1st Edition, 2019)
- U.S. Architectural and Transportation Barriers Compliance Board (the Access Board)
- Complete Streets Complete Networks: A Manual for the Design of Active Transportation
- EPA
- Smart Growth and Transportation
- Smart Growth Streets and Emergency Response

## **7. Land Use and Context Sensitivity**

1. All new or revised land use plans, policies, zoning ordinances, or equivalent documents should identify how they support Complete Streets principles, including how they promote mixed-use, transit-oriented development.
2. The Town shall administer an open and equitable process for community engagement regarding the development and implementation of projects within the public right-of-way.
3. Projects should be sensitive to the surrounding context, including current and planned buildings, parks, and trails, as well as the Town's current and expected transportation

needs. They shall be designed at a human scale for the needs and comfort of all people. Design criteria shall be based on the thoughtful application of engineering, architectural, and urban design principles, such that all projects shall make the Town a more sustainable, appealing, and enjoyable place to live and work.

## **8. Performance Measures**

1. The Town's Planning Department, in collaboration with staff in the Public Works, shall annually measure and report to the Selectboard on, at a minimum, the following performance measures:
2. Crosswalk and intersection improvements (including ADA-compliant new curb ramps installed along Town streets)
3. Amount of new sidewalk added or rehabilitated
4. Miles of bike lanes and multimodal paths
5. Pedestrian, bicycle, and transit ridership counts
6. Number of crashes (including location, type, whether pedestrians or bicyclists were involved)
7. Before and after speed studies where traffic calming projects are implemented
8. Number of street trees added, removed, or pruned.
9. The amount of pavement/impervious surface replaced with green space / pervious surface

10. The equitable distribution of measurable improvements between neighborhoods of higher income compared to neighborhoods of lower income.
11. Efforts to engage affected residents, including those who are underrepresented (people who are part of a group that is disproportionately low relative to their numbers in the general population), and documentation of how their input was incorporated into project plans.
2. In addition to the annual reporting requirement, these performance measures shall be published and annually updated on the Town of Hanover website.

## **9. Project Selection Criteria**

1. Starting in 2024, the Town departments shall incorporate Complete Streets principles in evaluating and scoring projects to be included in the annual Capital Improvement Program (CIP) and in existing and future plans, manuals, checklists, rules, regulations, and other pertinent programs.
2. Any scoring matrix developed for this purpose shall include an equity component to ensure equity considerations are embedded in the project selection process.

## **10. Implementation Steps**

1. The Planning, Zoning, and Codes Department shall regularly review the efficacy of the Town's Complete Streets Policy and collaborate with the Hanover Bike Walk Committee on the implementation of this policy.



2. The Town should require transportation planning and engineering consultants being considered for projects to have demonstrable experience in implementing cost effective, practical projects that create Complete Streets consistent with the Vision and Intent of this Policy.
3. Town staff overseeing prospective capital projects shall identify all funding sources for street improvements and evaluate every project as an opportunity for a Complete Streets project.
4. The Town should send staff to professional development and training opportunities on street design best practices related to Complete Streets design. Town staff should also provide educational opportunities for members of pertinent Town boards, committees, and commissions to promote understanding of the Town's policy.
5. The Planning, Zoning, and Codes Department shall regularly review the Zoning Ordinance and recommend amendments that fully support Complete Streets principles.
6. The Planning, Zoning, and Codes Department and Hanover Bike Walk Committee shall collaborate with the Police Department on efforts to effectively provide public education for proper road-use behavior by all users and all modes.
7. Project managers should work with the Town Manager or her/his designee on communications that promote public awareness of the planning for and implementation of a Complete Streets project. These communications should identify how the public can provide feedback to the project manager for ways to improve adherence to the Town's policy. This public engagement should be conducted with

online surveys, public involvement meetings, and/or collaboration with elected officials, the Hanover Bike Walk Committee, and other community stakeholders and organizations.



January 7, 2025

**TO: TOWN OF HANOVER SELECTBOARD**

**FROM: ADRIANE COUTERMARSH & PETER KULBACKI**

**SUBJECT: WATER & SEWER ABATEMENT RECOMMENDATION-22B W WHEELOCK ST (ACCOUNT #U1022B)**

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

Mr. Sussman, owner of the above-referenced unit, called after receiving a bill for high usage dated December 16, 2024. Upon an in-person inspection, Water Department personnel found that the meter associated with the account was not the correct one. This is in a building with multiple units having a total of five meters, and meter information for a different unit had been incorrectly recorded as having belonged to Unit B (Mr. Sussman's unit). The meters for this building are in a common area rather than in the individual units and plumbing had not been labeled to indicate which pipes went to which units; Water Department personnel have now labeled the plumbing to prevent future confusion.

Because the high usage that occurred actually took place in a different unit, Mr. Sussman was overbilled for 17,767 cubic feet, which amounts to \$1,611.11.

***We recommend an administrative abatement of \$1,611.11.***

Usage Billed (Cubic Feet)	18456
Actual Usage	689
Difference (Abate)	17767
<hr/>	
Water Flow Rate (\$47.10/1000 CF)	\$ 836.83
Sewer Flow Rate (\$43.58/1000 CF)	\$ 774.29
Total	\$1,611.11

*Adriane Coutermarsh*

Adriane Coutermarsh (Jan 7, 2025 11:54 EST)

Adriane Coutermarsh, Administrative Coordinator

*P. Kulbacki*

Peter Kulbacki, Director of Public Works









# Administrative Abatement Recommendation-U1022B

Final Audit Report

2025-01-07

Created:	2025-01-07
By:	Public Works (dpw@hanovernh.org)
Status:	Signed
Transaction ID:	CBJCHBCAABAAgmP5mU4946xZO24AXzZVDUB2PgXZPZyN

## "Administrative Abatement Recommendation-U1022B" History

-  Document created by Public Works (dpw@hanovernh.org)  
2025-01-07 - 4:52:28 PM GMT
-  Document emailed to Peter Kulbacki (peter.kulbacki@hanovernh.org) for signature  
2025-01-07 - 4:52:41 PM GMT
-  Document emailed to Adriane Coutermarsh (adriane.coutermarsh@hanovernh.org) for signature  
2025-01-07 - 4:52:42 PM GMT
-  Email viewed by Adriane Coutermarsh (adriane.coutermarsh@hanovernh.org)  
2025-01-07 - 4:53:23 PM GMT
-  Document e-signed by Adriane Coutermarsh (adriane.coutermarsh@hanovernh.org)  
Signature Date: 2025-01-07 - 4:54:02 PM GMT - Time Source: server
-  Email viewed by Peter Kulbacki (peter.kulbacki@hanovernh.org)  
2025-01-07 - 4:56:00 PM GMT
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Signature Date: 2025-01-07 - 5:00:48 PM GMT - Time Source: server
-  Agreement completed.  
2025-01-07 - 5:00:48 PM GMT

Selectboard  
January 6, 2025  
DRAFT

**SELECTBOARD MEETING**  
**January 6, 2025**  
**5PM - MUNICIPAL OFFICE BUILDING - HANOVER, NH**

The meeting of the Selectboard was called to order at 5p.m. by C. Callaghan, Chair.

Also present were: Joanna Whitcomb, Vice Chair, Athos Rassias, Selectboard Member, Rob Houseman, Town Manager, Jennie Chamberlain, Selectboard Member, Jarett Berke, Selectboard Member; Ellen Bullion, Finance Director

Absent: None

**1. Opening of Meeting**

**a. Call to Order**

C. Callaghan called the meeting to order.

**2. Public Hearing**

None

**3. Agenda Review**

None

**4. Announcements/recognition**

None

**5. Public Comment**

**a. Public may address the Board**

None

**6. Business Requiring Discussion**

**a. Department Budget Presentations**

The following Departments presented their FY26 budgets:

R. Houseman noted he and Ellen have been working with the departments on a zero-base budget plan and they will present those budgets tonight.

i. IT

IT Director Corey Stevens presented this item and highlighted:

- Department functions and goals
- Current Budget/ Proposed Budget
  - Discussion: Woodstock Revenue
  - Challenges and Opportunities
    - Expanding broadband

Additional line items and projects were reviewed by the board and clarified by staff.

Joanna Whitcomb, Vice Chair arrived at this time.

Selectboard

January 6, 2025

iii. Assessing

Assessor Norm Bernaiche presented this item and highlighted:

- Department responsibilities and staff
- Goals for 2025
  - Trainings
  - Sales and building permit monitoring
  - Ensure data is accurate and respond to requests for record changes
- Current Budget/ Proposed Budget
  - Increases due to 2025 revaluation process and operational costs
- Challenges

Athos Rassias, Selectboard Member arrived at this time.

Additional line items and projects were reviewed by the board and clarified by staff relating to the revaluation.

ii. Etna Library

Jeff Metzler Director of Etna Library presented this item and highlighted:

- Department summary, history and staffing
- Current Budget/ Proposed Budget
  - Proposed staffing changes
  - Proposed changes not included in the proposed budget
  - Capital Expenses
    - Building addition
    - Story Time Gazebo
  - Summary of Proposed Budget
    - Statistics

Specific line items and staffing were reviewed by the board and clarified by staff.

iv. Human Resources

Katie Williams, Human Resources Director presented this item and highlighted:

- Department Overview
- Goals
  - Attract qualified employees and increase retention
  - Improve employee engagement, satisfaction
  - Finalize updated employee manual
  - Employee training and development of succession plans
- Current Budget/ Proposed Budget
  - Increased cost due to personnel

Specific line items and staffing were reviewed by the board and clarified by staff.

- Challenges and Opportunities

Additional staffing/ salary details were asked and answered by staff.

Selectboard

January 6, 2025

v. Finance Department and Admin Services

Ellen Bullion, Director of Finance and Admin Services presented this item and highlighted:

- Department Summary- staffing
- Goals
  - Update financial policies
  - Evaluate and Leverage the Accounting System
  - Develop a plan to transition to electronic documents
  - Deliver an unqualified FY25 audit by 12/31/25
- Current Budget/ Proposed Budget

Town Clerk/ Tax Collector

Tracy Walsh, Senior Assistant Clerk/ Dep. Dir. Admin Services and Bobbie Hitchcock, Town Clerk presented this item and highlighted:

- Department overview
- Goals
  - Staff onboarding and training
  - Plan for town and statewide elections
  - Research our software for possible upgrade or use ours more efficiently
- Current Budget/ Proposed Budget
  - New hardware for election required this year

Additional details were asked and answered by staff relating to vendor revenues and the clearing account.

vi. Planning and Zoning

R. Houseman, Town Manager presented this item and highlighted:

- Department Overview, staffing and goals
- Current Budget/ Proposed Budget

Additional details were asked and answered by staff relating to consultant fees and ongoing and completed studies.

vii. Town Manager

R. Houseman, Town Manager presented this item and highlighted:

- Department Summary- structure and function
- Goals
- Current Budget/ Proposed Budget

The board asked for clarification and reviewed with staff specific line items documented in a spreadsheet the board members had in front of them.

Discussion occurred about the process relating to accessing the Brissette Funds.

viii. Selectboard

- Goals taken from the RKOs
- Current Budget/ Proposed Budget

Selectboard  
January 6, 2025

## **7. Business Requiring Action**

### **a. Review of Social Service Recommendations**

R. Houseman supplied his recommendations in writing as part of the meeting packet. The board discussed the recommendations for funding the social service agencies who have requested it and concluded that the recommendations as submitted for this meeting will be included into the budget process as presented.

### **b. Approval of December 9 and 16, 2024 Selectboard Minutes**

**At 7:15 pm J. Chamberlain MOVED to approve the minutes of December 9, 2024 as submitted. A. Rassias SECONDED.**

**All in favor**

Board members discussed edits to the December 16<sup>th</sup> minutes

**At 7:19 pm J. Chamberlain MOVED to approve the minutes of December 16, 2024 as amended. J. Whitcomb**

**SECONDED. All in favor with Rassias abstaining**

### **c. Approval of items by Consent**

#### **i. Donations – Etna Library, Hanover Police Department, and Hanover Fire Department**

Etna Library – received donations in the amount of \$1,000 from Adrienne Moraff and Greg Morris, \$250.00 from Joseph W. Shaw V, \$500.00 from Virginia F. Stillman-Kirschner, and \$100.00 from Jerry and Pat Balkom.

Hanover Fire Department – received a donation in the amount of \$200.00 from Antiss Hunt Smithers.

Hanover Police Department – received a donation in the amount of \$100.00 from Joseph and Maryam Paydarfar.

Action Requested: Approve the above donations to the Etna Library, Hanover Fire Department, and Hanover Police Department.

**At 7:20 pm J. Chamberlain MOVED to accept the donations as presented and read. A. Rassias SECONDED. All in favor**

## **8. Selectboard Reports**

- J. Berke
  - Downtown working group
- J. Whitcomb
  - Trustees of Trust Funds
  - Sustainable Hanover
- A. Rassias
  - Nothing to Report
- J. Chamberlain
  - Styrofoam collection January 25
    - Discussion on electronics recycling
  - Sustainable Hanover
    - Presentation given on busses
  - Bike Walk
    - Presentation coming up with person who traveled on bike Alaska to Argentina
- C. Callaghan
  - CIPC

Other Business

Discussion on ice skating on the green



Selectboard  
January 6, 2025

**9. Adjournment**

The board did not need to attend a non-public session.

**J. Whitcomb MOVED to adjourn at 7:27pm. J. Berke SECONDED.**

**All in favor.** The meeting adjourned at 7:27PM.

Respectfully Submitted,  
Jessica Marchant

**SUMMARY**

**Item 7b**

**At 7:15 pm J. Chamberlain MOVED to approve the minutes of December 9, 2024 as submitted. A. Rassias SECONDED.**

**All in favor**

**At 7:19 pm J. Chamberlain MOVED to approve the minutes of December 16, 2024 as amended. J. Whitcomb SECONDED. All in favor with Rassias abstaining**

**Item 7c**

**At 7:20 pm J. Chamberlain MOVED to accept the donations as presented and read. A. Rassias SECONDED. All in favor**

**Item 9**

The board did not need to attend a non-public session.

**J. Whitcomb MOVED to adjourn at 7:27pm. J. Berke SECONDED.**

**All in favor.** The meeting adjourned at 7:27PM.



**Gregg DiNardo**  
Deputy Director of Athletics  
6083 Alumni Gym, Hanover, NH 03755  
Gregg.W.DiNardo@Dartmouth.edu

**To:** Town of Hanover Select Board

**From:** Dartmouth College Athletics and Recreation

Gregg DiNardo, Deputy Director of Athletics

**Re:** 2025 NCAA Ski Championships

To Select Board:

For the first time since 2003, Dartmouth Athletics is hosting the 2025 NCAA Ski Championships. The dates of the Championships are Wednesday, March 5 – Saturday, March 8, with Nordic events hosted at Oak Hill Outdoor Center and alpine events at the Dartmouth Skiway.

This is a formal request for permission to hang an overhead banner in town from 3/1-3/9 marketing the event. We believe that this is a wonderful community event and hope that there is a strong spectator turnout for our student-athletes.

Please let me know if you have any additional questions. Thank you for considering this request.

Best,

Gregg



NCAA

2025 NC  
SKIING

**CHAMPIONSHIPS**



**NCAA**