

COMPLETE STREETS POLICY TOWN OF HANOVER, NEW HAMPSHIRE

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:

- i. Pedestrians, including people who use mobility aids/devices or have specialized transportation service needs or limited transportation choices.
 - ii. 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.
 - iii. Transit riders and shared mobility users.
 - iv. 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, 2nd 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 (1st 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.
12. 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.