



MINUTES – APPROVED
NASHUA REGIONAL PLANNING COMMISSION
Held at the NRPC Office
9 Executive Park, Suite 201, Merrimack, NH
December 19, 2012

Members Present:

Martin Michaelis, Amherst	Tom Koenig, Merrimack
Michael Dell Orfano, Amherst	Daniel Del Greco
Dave Hennessey, Pelham	Janet Langdell, Milford
Ed Gleason, Pelham	Andy Seale, Milford
Robert Larmouth	Mike Fimbel, Mont Vernon
George Hall, Hudson	Annette Immorlica, Mont Vernon
Richard Maddox, Hudson	Kathy Hersh, Nashua
Jeff Rider, Hudson	Dan Kelly, Nashua
Thomas Young, Litchfield	Mark Cookson, Nashua
Michael Tabacsko, Nashua	

Others Present:

Nancy Mayville, NH DOT	Ansel Sanborn, NH DOT
Craig Green, NH DOT	

Staff Present:

Kerrie Diers, Executive Director	Karen Baker, Program Assistant
Tim Roache, Assistant Director	Jeff Belanger, Program Manager
Camille Pattison, Principal Planner	

WELCOME AND INTRODUCTIONS:

Chairman Langdell called the meeting to order at 7:12 PM followed by the Pledge of Allegiance. Langdell continued with the meeting by recognizing new Commissioners Daniel Del Greco representing the Town of Merrimack and George Hall, representing the Town of Hudson. She then asked for introductions from all others present.

PRIVILEGE OF THE FLOOR:

There were no members of the public present that wished to speak.

APPROVAL OF THE MINUTES – SEPTEMBER 17, 2012

The Chair asked if there were any comments on the minutes of September 17, 2012. There were no comments on the minutes and it was moved by Maddox, with a second from Young:

THAT the minutes of September 17, 2012 be approved.

The motion **carried** with 3 abstentions.

ANSEL SANBORN, NH DOT, CUSTOMER SATISFACTION SURVEY

Diers introduced Ansel Sanborn and Craig Green from NH DOT, to make a short presentation followed by a Customer Satisfaction Survey on the NH DOT Balanced Scorecard.

Sanborn passed around the NHDOT Balanced Scorecard Executive Summary 2011 and summarized his visit at the September Commission meeting. Sanborn explained that NHDOT has been measuring the performance and condition of the transportation system for years and now will be doing so through a balanced scorecard method which addresses three priorities: performance measurement, strategic management, and communication. In addition, four strategic organizational goals were established to support the NHDOT vision: Employee Development, Effective Resource Management, Performance, and Customer Satisfaction. Twelve objectives were also defined in an effort to connect the goals to the departments work. Lastly, thirty performance measures were identified to track progress in achieving the objective. He also indicated the DOT received an 85% satisfaction

rating on transportation infrastructure on a 2012 survey through Survey Monkey and that results from a 2011 survey showed that DOT does best in snow & ice removal and people were least satisfied with accessibility. Sanborn also indicated that they were looking for the best ways to get input and that is why they are coming to us with this Customer Satisfaction Survey. He informed the group that they would be using Turning Point technology which uses transmitters and enables you to get immediate results. He passed around transmitters to the group. The 2 part Customer Satisfaction survey consisted of a series of 8 questions that would be rated from 1 to 5, and then a series of 7 categories which members were asked to rate from 1-7 with 7 being the highest.

The seven categories ranked were as follows:

1. Improving safety of highways
2. Improving and expanding capacity to keep people moving on roads
3. Improving and expanding capacity to keep freight and goods moving on roads
4. Reducing environmental impacts of transportation projects
5. Operating system to maximize safety and efficiency
6. Expanding other modes of transportation
7. Maintenance/rehabilitation to minimize long term costs

During the both parts of the survey, there were many questions & concerns from members on if the questions should be answered on a personal level or a town level, better clarification or elaboration of the questions, which Sanborn addressed. When the survey was completed, Green provided results in bar chart form for the group.

Langdell asked what the data would be used for. Sanborn said it was for the 2012 NHDOT Balanced Scorecard and the DOT Commissioner will be informed of the results. He added it was a good direction to move forward and would provide information on what to focus on.

Hersh had a concern regarding the titles on the results chart being different than the questions they answered during the survey and felt it difficult to do different interpretations on the questions. Cookson asked if the results would be available to them. Sanborn said both consolidated data and specific data would be provided back to them. Larmouth asked if DOT had seen data results from other New England states. Sanborn said there is a set of Tri-State Performance Measures and Green works with this group and has the data. He also referred to MAP-21 and the targets to be established in a certain timeframe. Sanborn addressed a few other questions regarding data and thanked Diers, Chairman Langdell and the group for their input. He pointed to the website for more information on the Balanced Scorecard at www.nh.gov/dot/org/commissioner/index.htm.

BUSINESS MEETING – QUARTERLY WORK REPORT

GIS Programs

Diers provided a brief summary of GIS Programs as Siskavich was out on maternity leave. She also informed the group that map sets would be delivered to the communities within the next few months and would also be available online. She added that Friedman would review the maps again before printing and delivering.

Transportation Programs

Roache provided summary of the 2015-2040 Transportation Planning Cycle and emphasized the need to come up with a prioritized list of projects from the current TIP & LRTP and to set priority rankings to get to DOT by April so that DOT can do their Ten Year Plan. He added that he was working with the TTAC to get criteria set at the January meeting, ranked by the February meeting, and to the Commission in March for approval. Roache invited all to participate and that the meetings were the 2nd Wednesday of each month at the NRPC office.

Roache summarized the Driving toward Zero Deaths Coalition, one of the safety initiatives that the NRPC is involved in Nashua region, whose mission is “to create a safety culture where even one roadway fatality is one too many”. Roache added that they have done road safety audits to be able to utilize money targeted for dangerous intersections in addition to obtaining accident data collected by State Police. Dell Orfano questioned if the program was just State highways or local roads. Mayville it was both State highways and local roads. Dell Orfano asked if we were counting dead people or accidents waiting to happen. Roache said we are counting people who did not get out alive of a dangerous accident. Young asked if this included signage. Roache said signage or safety issues.

Pattison handed out project materials and provided a summary of the Exit 36S project. She informed the group that the project is a joint effort with Northern Middlesex County of Governments in Massachusetts with a goal of developing a planning analysis and support to implement Exit 36S. The project has a 2 year timeframe is being funding through a Transportation Community Systems Preservation (TCSP) grant. She passed around copies of study area map, Project Overview, the Public Outreach Plan, and a marketing piece designed by Mark Connors, NRPC intern, which had been sent to the steering committee which consisted of NRPC & NMCOG staff, elected officials & legislative delegation from both NH & MA, and businesses in the study area. Additionally the marketing piece went out in a Constant Contact E-News. Pattison also referred to other outreach that had been developed, specifically a Facebook and Twitter page as well as an Exit 36S webpage on the NRPC website. She asked folks to please like us on FB and Twitter. She informed the Commissioners that the first steering committee meeting would be held in January and anyone interested could attend.

Gleason questioned if there was even a possibility of the Exit coming to fruition. Roache said it would be a tough sell and would need special funding or maybe MA money to build it. Hennessey said MA money, MA exit, but a NH benefit. Pattison said there would be a MA benefit also as MA is thinking of it being a restaurant corridor for them and would attract business due to the prepared food tax difference. Immorlica asked if could be done piece-meal to maybe acquire money to pay for it. Roache informed that a chunk had already been done due to the already owned highway ROW, so it is a possibility. Maddox asked if they planned on tying it in with rail at the Pheasant Lane Mall (PLM). Roache said yes due to its funding through TCSP and ROW already owned there. Gleason asked which congressional delegations were involved. Pattison said both NH and MA. Rider asked if current traffic counts were done. Roache said they were completed in September/October. Immorlica thought a train station was going to be located by the Old Navy. Roache said there had been talk about Pheasant Lane Mall. Cookson was under the impression it was to be at the old Levitz plaza. Hersh informed Cookson that there had been talk from the Mayor about a PLM location due to the original Nashua Landing location falling through because the Federal law stipulation with monies, the market turn and the developer pulling out. Hersh concluded that it is not known where it will end up at all.

Land Use and Environmental

Pattison provided an overview of Land Use and Environmental Programs and specifically highlighted the Landscape Design Services on Roundabouts that we can now provide to communities through our Regional Planner/Landscape Architect Jennifer DiNovo. She referred to the Nashua Roundabout rendering that DiNovo had recently completed. She presented the rendering to Fouteaux and Caggiano with the City. Kelly asked if Pattison had spoken to the Downtown Renaissance group to which Pattison had not on this. Tabacsko asked what the current status was for implementation. Pattison was not sure what direction the City was going.

Pattison briefly reviewed the Pelham Town Center Mixed Use Overlay project adding that it was similar to what NRPC had worked on with the Town of Milford and was very successful. Hennessey said he is a member of the subcommittee and liked most of the recommendations from NRPC for mixed use overlay.

This concluded the program reports portion of the business meeting. Diers informed the group that the 4th Quarter Program Highlights would be mailed to the contact list we had at the beginning of the New Year.

NASHUA REGIONAL PLAN UPDATE

Diers informed the group of the 3 phases of the Regional Plan. Phase 1 was primarily focused on research, data and other organization with statewide partners as well as preliminary outreach in the region, Phase 2 will focus on developing the Regional Plan using the information gathered from Phase 1 and will be the longest phase and the focus for the whole plan. Jeff Belanger provided a summary of the data that had been collected as part of Phase 1. Belanger distributed an handout "What We've Heard" and explained to the group that NRPC Staff conducted two surveys during the summer and fall of 2012 throughout the Nashua Region. The first survey consisted of 2 questions (What is best about this area? & What could make this area even better?) and as of this date had 771 responses. The second, a visual preference survey, (primarily completed at public events) resulted in just over 200 responses. The comment card surveys were placed in popular buildings throughout the region via a listening box. NRPC staff attended public events such as Old Home Days and Business Expos, met with small groups such as rotary clubs and senior groups and incorporated the survey into community business surveys to obtain this input. In addition, the survey was available on the Granite State Future website. Belanger pointed

out the results from question 1 of the comment card surveys showing *Rural Character, Economic Vitality, and Small Town Feel* for **what is best**. Results from question 2 showed *Economic Vitality, Transportation, and Recreation* for **what would make it even better**.

A member asked if all the survey collected statewide and within the region on the GSF website. Belanger said yes, but each RPC is proceeding at a different pace. The NRPC region data has all been entered on line. Langdell suggested folks visit the website to see what your town/City is saying. Hersh asked if all 9 RPC's would have a similar format. Belanger informed that all 9 RPC's asked the same exact 2 questions, but the format may be different. Another member asked if there would be one big report. Diers said this will feed into a statewide snapshot at the end of the planning process. She added that an Access database was created where all the information gathered was compiled so that it could be queried by town. Maddox asked if dollars were put to this. Diers said not yet, the next step will be working on outreach for that will consist of committees analyzing information and giving their perspectives. She referred to the NRPC Regional Plan Project Roles, Responsibilities and Schedule included in the Commission agenda packet. She asked that the Commissioners all choose one committee to be on, if not more. She added that there would be kickoff meeting to review trends and existing conditions in the region. Diers said that a sounding board would be needed for staff and this would only be a monthly commitment. Lastly, Diers said there would only be the Regional Advisory Team Committee of which there has been much help from Langdell and Hersh and 4 topic committees. She would ideally like to see 2 Commissioners on each committee. She passed around the Granite State Future Frequently Asked Questions and reminded the group of the obligation to the project. She thanked the Commissioners for their support at the Regional Plan Open House.

MARCH MEETING LOCATION

Langdell said there were some perils at the September meeting in Milford with the acoustics and they we were looking for a host for the March meeting. Hersh thought Vear volunteered at the September meeting for Amherst. Langdell said that Amherst would not be able to host as they were having major construction in the town hall. Langdell suggested Hollis due to the size of the selectmen's room. Hollis Commissioner Larmouth said he would speak to the Town Manager.

LEGISLATIVE FORUM

Langdell moved onto the Legislative Forum topic. Diers said she liked the forum of the Regional Plan Open House. She also informed the group that Commissioner Christopher Clement would be speaking at the Legislative Forum. It would be the first Wednesday in February which would be the 6th. Gleason asked if we were skipping the March meeting. Diers said no, there would still be a March meeting. She added that all the legislators in the region would be invited and there were a lot of new ones as well.

Diers said she needed consensus to establish the Regional Advisory Team and 4 Committees for the Regional Plan as committees of the NRPC for the duration of the Regional Plan Project. After further discussion it was moved by Gleason and seconded by Hersh:

THAT the Regional Advisory Team and 4 committees be committees of the NRPC for the duration of the project, be approved.

The motion **carried**.

8:40 PM - COMMISSIONER'S ROUNDTABLE

The Commissioner's Roundtable postponed until the December full Commission meeting.

ADJOURN

The next NRPC Commission meeting is scheduled for Wednesday, March 20, 2012 at 7:00pm, location TBD. Motion to adjourn came from Gleason with a second from Seale. The meeting adjourned at 8:52pm.

Respectfully submitted,

Kerrie Diers, Official Recorder