

# **APPENDIX A:**

## **Stakeholder Engagement Summary**

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In the development of the Hanover Sustainability Master Plan, the Town and its consultant (VHB) sought input from the Hanover community – inclusive of Town staff, representatives of community boards, committees, and organizations, and the general public. The following provides a summary of the feedback received from the town’s stakeholders during each of these touchpoints. This feedback supplied crucial inputs that informed the development of the Sustainability Master Plan, in particular its Vision Statement, Goals, and Strategies. The touchpoints summarized herein include:

- ▶ Preliminary Stakeholder Interviews
- ▶ Greatest Strength/Greatest Wish Surveys
- ▶ Public Visioning Forum
- ▶ Public Visioning Survey
- ▶ Strategy Input and Prioritization Survey (Summary Forthcoming)

A Development Solutions Workshop was also held to obtain further input from the Hanover community. The results of this engagement can be found in [Appendix B](#).

## Engagement #1: Preliminary Stakeholder Interviews

Between September 29 and October 8, 2021, VHB conducted a series of eight interviews with approximately 30 individuals representing a number of local and regional organizations. These stakeholders either live, work, or worship in Hanover, own a business or property in Hanover, or partner with the Town to advance solutions on issues such as housing, economic development, transportation, and conservation. Summarized below are the feedback received during these interviews, organized by the interview questions. These questions were designed to identify and contextualize the town’s prevalent challenges and opportunities.

## Question #1: Assuming no constraints, what is your greatest wish or vision for Hanover?

- ▶ More inviting walking/biking infrastructure and improved public transit – all within and connecting to the urban compact of the town (i.e., the downtown). Pedestrian infrastructure (e.g., pedestrian bridge) provides a bigger “bang for the buck.”
- ▶ Need to improve walkability/bikeability within Etna and Hanover Center. Reclaim the village feel in these areas.
- ▶ Consider life cycle costs and return on investment when weighing alternatives for capital projects. Respond to issues of accessibility and equity in infrastructure.
- ▶ Continue to invest in trails and related infrastructure with emphasis on connectivity.
- ▶ Properly manage resident/employee influx with respect to transportation and circulation.
- ▶ Create a vibrant and diverse downtown and attractive connecting corridors – avoid establishing new commercial centers.
  - Ensure it is feasible to open and keep open small businesses downtown.
  - Promote vitality through a focus on factors that enable a place to live/work/play.
  - Make sure downtown is walkable and pedestrian friendly. Stress connectivity with surrounding areas.
  - Ensure resilience in downtown’s economic vibrancy through a diversity of businesses.
  - Keep pushing development – particularly housing development – within/near the downtown to preserve the town’s natural areas.

- Look at the success of creating on-street dining during COVID. Make outdoor dining permanent.
- Need to make sure the offerings of the downtown are meeting demographic needs/expectations.
- Promote more opportunities for social gathering.
- Avoid trends toward office space, banks, and other non-retail, dining, and entertainment uses. Look at Littleton, NH and Brattleboro, VT for examples of locally driven economies.
- Need to change the parameters of downtown and effectively use the space available. Limited space and high property values results in high rents.
- Need to experiment. Deploy pilots – enable moves from Class C to Class A space.
- Address the connecting corridors, which are currently aesthetically unpleasing with buildings that are not well maintained.
- ▶ Expanded transit – bus routes and frequency/expanded hours. More on-demand services and micro-transit services will be needed.
  - Advance Transit provides no-fare services.
- ▶ Need to address Wheelock Street. It divides the campus from downtown – should make it people-centric.
- ▶ Ensure that the town is resilient to a changing climate.
- ▶ Raise awareness that people in Hanover live in a college town and vice versa – use this awareness to build town/gown bridges.
- ▶ Increased economic growth and broad prosperity – mutual flourishing between social and natural resources.
- ▶ Achievement of the town's climate action goals by 2030.
- ▶ Improved affordability – manage/mitigate cost of living increases.

- ▶ Improved Town/College relationship.
- ▶ Better wayfinding and bike/ped accessibility to get into/out of the town, with options for shared micro-mobility.
- ▶ Prevalent wildlife friendly horticultural practices.
- ▶ Retaining the student population post-graduation.
- ▶ Balanced growth that leads to additional range of housing options, but with an ongoing commitment to protecting open space.
- ▶ Safe public drinking water supplies.
  - Most of the local watershed is protected through Town/College ownership.

## Question #2: What do you most appreciate about Hanover?

- ▶ Our citizen's civility, political leanings, and intelligence.
- ▶ An attractive, walkable downtown.
- ▶ The town is small and safe, with great schools – a great place to raise a family.
- ▶ Schools are well supported by the community.
- ▶ Local cultural activities primarily supported by the Dartmouth College (e.g., Hopkins Center for the Arts) and regional cultural opportunities, including the Lebanon Opera House, Association for Visual Arts (AVA), CraftStudies, and Northern Stage.
- ▶ Natural beauty, including that of the larger Upper Valley.
- ▶ Landscape diversity and history of supporting conservation.
- ▶ Plethora and the popularity of outdoor activities.

- ▶ The quality and integrity of Town leadership and staff. Stable leadership.
- ▶ A lot of people walk/bike.
- ▶ Visioning with respect to equitable mobility, though this can be improved with respect to people with disabilities, elderly, and kids – anyone that does not have the means to drive.
- ▶ Visioning with respect to sustainability.
- ▶ The Connecticut River is an asset.
- ▶ One of the most, if not the most, diverse community in New Hampshire due to the student population and employees at Dartmouth-Hitchcock.
- ▶ The Hanover Improvement Society, a local non-profit 501(c)(3) organization dedicated to providing good works to the people of Hanover and the entire Upper Valley Community. Owns and operates Storrs Pond Recreation Area, the nearby James Campion Skating Rink, and the Nugget Theaters.
- ▶ The density that urbanites like, along with connections to skiing, natural areas, etc.
- ▶ The Upper Valley Business Alliance – 2019 merger between Hanover Chamber and Lebanon Chamber of Commerce.
- ▶ The youthfulness and energy provided by the student population.
- ▶ The town's agricultural history, which is not well known.
- ▶ Outsized support for locally grown food and use of that food in restaurants.
- ▶ The notion of supporting "buy local" is significant in the community.
  - Vital Communities (Hartford) has a Buy Local/Support Local program.
  - Dartmouth Dining Card – potential to be used at local businesses.

- ▶ It is relatively easy to access major metro areas (Manchester, Montreal, Boston, New York).
  - Dartmouth Coach offers 16 trips per day to Boston (Logan and South Station)

### Question #3: What are your biggest ongoing or future concerns?

- ▶ Parking – it is difficult to develop/redevelop downtown due to parking minimums. The town needs to decouple parking and housing – decide about what is most important and act accordingly. Dartmouth has decoupled.
- ▶ People with no connection to the College are increasingly avoiding downtown Hanover because of fewer options for dining and shopping.
- ▶ Lack of racial and ethnic diversity – some do not feel welcome here. Need to make the town more attractive to people of color. This relates to workforce recruitment.
- ▶ Housing affordability and availability are prominent issues in the town.
  - There is a lack of housing for students provided directly by the College. This puts pressure on the town's housing stock.
  - Housing, namely off-campus student housing, is generally in poor condition and this reflects negatively on the community.
  - Dartmouth-Hitchcock is developing housing. This needs to be walkable, bikeable.
  - How does the region play a role? Some neighboring communities feel that Hanover is not providing its fair share of affordable housing.

- ▶ Need to synergize planning efforts. Namely, connectivity with transit and active transportation.
- ▶ Need to be better interconnected with the larger Upper Valley Region.
  - People are leaving the town due the housing crisis and issues of affordability. Accordingly, labor shortages are being experienced and are anticipated to continue. The service industry will suffer. Need higher wage positions. Need more workforce housing. Labor is fundamental to the town's economic viability.
- ▶ Need greater diversity of residents to support businesses all year long – not just seasonally.
- ▶ Cost of real estate. Difficulty maintaining small business amid rising rents.
- ▶ Continued investment in automobile-centric infrastructure. We need to prioritize the health/well-being of the community and planet over convenience.
- ▶ Improving access to parks and other open spaces for all. The town has a lot of green spaces, but how many people can walk to them?
- ▶ Managing growth to an extent that maintains character.
- ▶ Continuing to create/support a sense of community, while plugging into the global network.
- ▶ The ongoing effects of COVID-19 on local businesses.
- ▶ Large employers that make decisions that do not make sense for Hanover residents, other businesses, and non-profits.
- ▶ That we fail to provide sufficient opportunities to private property owners, developers, and nonprofit organizations to build more mixed income housing where water, sewer and transport routes already exist so that we can return to being an economically diverse - and therefore sustainable – community.
- ▶ There is a need to provide additional childcare.
- ▶ An aging population, with older adults needing support living in larger homes (e.g., shoveling snow, paying utilities). Should allow room rentals (would not increase the built environment) and encourage additional accessory development units. Older adults struggle to make ends meet in Hanover.
- ▶ Need to address healthcare housing for outpatient needs (e.g., mental health, substance recovery).
- ▶ The community is struggling to respond to racism. Need to welcome and listen to diverse voices.
- ▶ There is a need for intentional multi-generational community engagements that build on resources of retirees and students.
- ▶ Climate migration and related pressures of development.
- ▶ Potential for the State to gut the energy efficiency program, which would kill the implementation of significant energy efficiency measures for commercial/industrial consumers.
- ▶ Housing is increasingly falling into the hands of outside investors looking to establish short-term rentals and a small number of landlords who are looking to profit from rental units but not to maintain and upgrade those units.
- ▶ Exacerbation of the “them versus us” mentality between the town and College.

## Question #4: What are the most politically sensitive local issues and how do they relate to the planning process?

- ▶ Parking
  - Using public spaces for parking incentivizes driving. Further, parking crowds out other uses within the right-of-way.
  - A previous parking assessment indicated no shortage of parking in the town, though there is a perception of a parking constraint and mismanagement. This may be related to location and wayfinding. People want parking to be obvious and convenient.
  - Parking is weaponized against development and density. Supported by the Zoning Ordinance.
- ▶ Speed limits are somewhat sensitive. In previous planning efforts, residents overwhelmingly indicated that they wanted traffic calmed and slowed down where they live, work and play.
- ▶ People have different views of Dartmouth as it relates to the town. This needs to be acknowledged in the Master Plan. Dartmouth will continue to grow and expand.
  - Most Dartmouth students do not know anything other than the campus – need to expose them to the natural areas and other resources of the town.
  - The College and Town need to work together – one does not exist without the other.
- ▶ How the College is going to expand housing and other facilities.
- ▶ People have strong opinions about how the undeveloped land in the town can be used (e.g., for habitat protection, trails, affordable housing).

- ▶ There are residents who want zoning and planning to reflect "what's on the ground now."
- ▶ Density more broadly is a politically sensitive issue – can you do it without harming the character? The prevailing thought is no, and the result is sprawl.
  - Need to look at zoning - the types of building being built require more acreage.
- ▶ There are questions around recent property assessments. They came out much higher than expected.
- ▶ The degree to which tourism should be promoted.

## Question #5: What are the most important development and land use/zoning issues facing the town?

- ▶ Getting people to agree to greater housing density is difficult and getting developers to create denser housing development types is also a challenge. Need to gain consensus on where it should go. Look at increasing building heights leading to the downtown (i.e., S. Main Street).
- ▶ Ensuring that housing meets the needs of the community (e.g., young professionals) and is accommodating to diverse populations.
- ▶ Better use of the Old Post Office Block.
- ▶ Minimum parking requirements increase the costs of development, and costs for businesses and retail.
- ▶ Restrictive zoning does not allow for mixed use developments and increases the distance people need to travel for goods and services and makes it difficult for villages to develop or be sustained.

- ▶ Not separating walkable destinations by large expanses of parking lots with no inviting walking paths.
- ▶ The town does not have reliable internet. Have been attempts to close the gap – need to look at the reasons – affordability versus infrastructure. Affects the value of properties – tax implications.
- ▶ Big developments have focused on housing for older individuals.
- ▶ Loss of dark sky.
- ▶ Development on Class VI roads (i.e., those that have been discontinued subject to gates and bars, as well as those that have “not been maintained and repaired by the Town in suitable condition for travel” for five successive years or more.)
- ▶ The regressive tax system in the state – i.e., the share of income an individual or family must devote to paying taxes generally falls as one’s income grows.
- ▶ Town made minimum lot sizes bigger in the areas not served by water and sewer. Should this be reversed?
- ▶ Continue to simplify the Zoning Ordinance.
- ▶ Need to optimize the School Department’s facilities and evaluate its landholdings and their best use. Athletic facilities are comparatively lacking.
- ▶ Surge in “lifestyle centers” that Hanover can take advantage of given its unique downtown, though landlords do not prioritize businesses that offer experiences. There needs to be some landlord education in this area.
- ▶ Hanover is no longer an agricultural community. Has become a suburban enclave. Large lot zoning has provided for large homes. This affects the carrying capacity of the land. Need clustered zoning the further you get out from the downtown.

- ▶ Pressure to allow year-round occupation of the Forest & Recreation Zone.
- ▶ Quality of housing – high housing costs end up pushing some people into “substandard” units with concerns of lead poisoning and mold.
- ▶ Need to up-zone the main access corridor from Vermont to enable increased residential density focused on workforce housing.

### Question #6: What should Hanover do to address the regional housing crisis?

- ▶ Decide how much housing Hanover wants to develop and where it should be built.
- ▶ Keep zoning amendments simple – focus on clearly communicating what is allowed.
  - Site plan regulations do not need to go to Town Meeting, just approval by the Planning Board after a public hearing. Keep related information out of the zoning amendments.
- ▶ Encourage the development of more on-campus housing at Dartmouth.
- ▶ Hanover should adopt form-based codes and allow more densely built housing with no parking minimums within the downtown.
- ▶ Build housing on empty parking lots.
- ▶ Expand public transit further away from Hanover to enable people to live where it is less expensive, but work/play in the town.
- ▶ Large employers have a responsibility to work together on the issue.
- ▶ The Town has done much in terms of producing affordable housing. Working with Twin Pines Housing, the Town donated land for the developments at Gile Hill and Summer Park. A portion of the Town’s

recent purchase of the Mink Brook Community Forest (~5 acres) will also be dedicated to affordable housing. Continue this practice.

- ▶ Review ordinances limiting the number of unrelated people allowed to live in one house.
- ▶ Give meaningful density bonuses.
- ▶ Explore inclusionary zoning.
- ▶ Areas for Potential Housing Development:
  - Rivercrest - potential contamination concerns. Zoning and permitting in place to encourage housing.
  - West Wheelock – underutilized for housing. Need zoning providing for density bonuses over existing to encourage property owners to upgrade their holdings and encourage investment.
    - Zoning amendments defeated. Visual examples need to be based on reality – not just pretty pictures. Uncertainty around density made people nervous.
  - Buck Road/120 Interchange, next to Gile Hill – put multi-family zoning. Perhaps not as much community push-back in this area.
  - Develop lands north of the College campus/golf course for housing – opportunities to connect with trails, etc.
- ▶ Need to look at infrastructural capacities and land constraints, and then assess the potential for housing development. Need to determine how much housing is necessary.
- ▶ Reduce minimum lot sizes closer to the downtown.
- ▶ Ensure Conservation Subdivisions are easy to arrange.

## Question #7: What do you think the broader Hanover community should do to support its sustainable future?

- ▶ Drive less and take more transit and active transportation.
- ▶ Install more electric vehicle charging stations in the Town's parking garage.
- ▶ Enforce recycling and encourage residents/businesses to compost more.
  - The town does not have a compost facility. A single private hauler handles compost collection.
  - The State makes composting a challenge.
- ▶ Provide children, disabled, and seniors with the means and abilities to move around on their own.
- ▶ Embrace change (e.g., tolerance for waiting for a shuttle versus getting in a personal car).
- ▶ Focus on conservation in buildings/housing – resource/energy consumption reduction in construction.
- ▶ Understanding the real cost of burning fossil fuels.
- ▶ Solar project at Grasse Road.
- ▶ Lead by example - make Town facilities net zero and let that trickle down to the rest of the system.
- ▶ Better communicate the pathway to clean energy.
- ▶ Support the removal of invasive species (e.g., Emerald ash borer, Japanese knotweed).
- ▶ Identify vulnerable infrastructure (e.g., culverts) and avoid development in areas susceptible to flooding.



- ▶ Address issues of extreme heat, particularly with respect to the senior population.
- ▶ Encourage the installation of heat pumps.
- ▶ Implement passive house standards.
- ▶ Recognize the importance of economic diversity.
- ▶ Stay well-informed of and adopt new technologies.
- ▶ The Town is working to become an aggregator for renewable energy, if successful, then there might be an opportunity for community organizations, residents, etc. to purchase renewable energy.
- ▶ The students at the High School wrote their own Climate Action Plan.
- ▶ Municipal and multi-dwelling buildings should use solar power to the greatest extent possible.
- ▶ Ensure flexible zoning for renewable energy systems.
- ▶ Support group net metering.
- ▶ Pass a bond for conservation.
- ▶ The town has the intellectual capital and skill to be a leader in the conversation on climate change mitigation and adaptation. Leverage it.
- ▶ Understand and address the town's externalities (e.g., waste management, airport, etc.)
- ▶ Frame "conservation" with respect to residents' backyards.
- ▶ Need to engage the College on several sustainability fronts given its outsized contribution compared to the rest of the community.
- ▶ Advance Transit has a few electric buses on order.

### **Question #8: What could Hanover do to better support you or your business? Would you be willing to pay higher taxes for this service/facility?**

- ▶ Would be willing to pay more taxes to support transit, walking, biking, and other micro-mobility options, but the town would be better served if we redirect funds to these areas from building automobile-centric infrastructure.
- ▶ Advanced Transit is well supported. If additional service is required, there would be a need for additional funding.
- ▶ Need to determine if specialty services are to be supported by fees or by a broader tax base.
- ▶ Need additional spaces to hold community events, such as fundraisers.
- ▶ Better parking management. Transportation to/from free local employee lots.
- ▶ Improved cell service and broadband availability.

### **Engagement #2: Greatest Strength/Greatest Wish Surveys**

VHB administered an online survey beginning December 2, 2021 to understand stakeholder opinions on the town's greatest strengths and their greatest wishes for Hanover. A total of 239 responses were submitted though June 6, 2022. In addition to the online component, the survey was offered at the town's 2021 Home for the Holidays event, where the same survey questions were presented on boards and participants were invited to provide responses via post-it-notes.

- ▶ Access to Dartmouth College
- ▶ A great public school system
- ▶ Presence of the downtown area
- ▶ Small-town culture
- ▶ Proximity to nature and open spaces

- ▶ Providing additional active transportation options - biking and walking
- ▶ Making the downtown area more vibrant
- ▶ Creating safer spaces and streets for all users, including kids
- ▶ Encouraging more diverse communities
- ▶ Providing even greater access to the outdoors for recreation
- ▶ Increasing affordable housing options

[illegible]

## Engagement #3: Public Visioning Forum

On April 2, 2022, the Town and VHB held a Public Visioning Forum to collect the community's thoughts on and concerns for the future of Hanover (over the next 10 years). The forum was held virtually via Zoom. Additionally, a Virtual Meeting Room was established (see [Figure A-3](#)) that showcased existing conditions data pertaining to the general master plan categories (e.g., land use, housing, economic development), offered a recording of the live presentation, and provided a link to the Public Visioning Survey (see description and summary of responses below). The Virtual Meeting Room was established to offer an additional opportunity for persons to engage in the visioning process who might not have been available on the day of the live event or could have otherwise benefited from the convenience of the online platform.

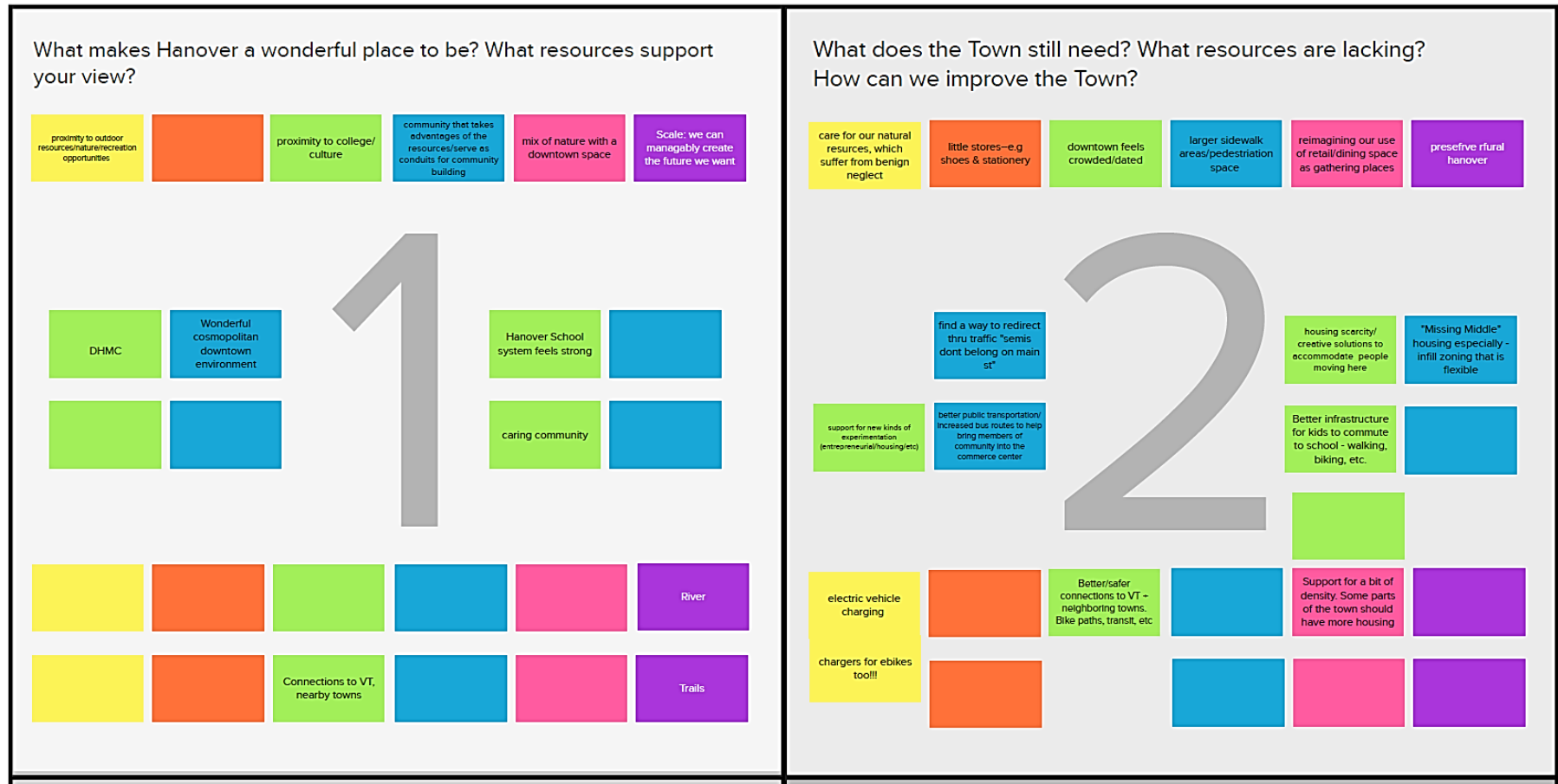
A total of 133 people participated in the live event, while the Virtual Meeting Room was visited 369 times. During the live event, real-time polling (PollEverywhere - <https://www.polleverywhere.com/>) was used to gauge who was in the "room." The following characterizes the persons that participated in the live event:

- ▶ 33 percent were over the age of 60, while 9 percent under the age of 21
- ▶ 78 percent had children under 17 years living at home
- ▶ 80 percent lived in single family (detached) homes, while 4 percent lived in multi-family housing and another 4 percent lived in dormitories
- ▶ 81 percent owned a permanent residence, while 13 percent rented
- ▶ 47 percent had lived in Hanover for over 20 years, while 21 percent had lived in the town for less than 5 years

Figure A-3: A view of part of the Virtual Meeting Room



**Figure A-4: Excerpt from an Example Visioning Board (Mural)**



Participants in the live event were broken out into six breakout rooms facilitated by members of the Master Plan Advisory Committee or VHB staff; notes were taken by Dartmouth student volunteers or VHB staff. During the breakout sessions, seven focused questions were asked and responses to them were documented in the Mural platform (<https://www.mural.co/>). An excerpt from an example Mural board is

provided in [Figure A-4](#). A summary of key themes pulled from participant responses to the eight questions follows.

## Question #1: What makes Hanover a wonderful place?

- ▶ Proximity to outdoor resources/nature/recreation opportunities
- ▶ Mix of nature with a downtown space
- ▶ Wonderful people
- ▶ Excellent college
- ▶ Proximity to cultural/recreational offerings
- ▶ Excellent public schools
- ▶ Commitment to a sustainable future
- ▶ Small town feel but with a lot of resources
- ▶ Working intergenerationally
- ▶ Advanced Transit

## Question #2: What does the town still need? What resources are lacking? How can we improve the town?

- ▶ Smaller retail stores
- ▶ Reimagining use of retail/dining spaces as gathering places
- ▶ Better public transportation (i.e., increased bus routes)
- ▶ Better bike/ped infrastructure
- ▶ More electric vehicle charging stations
- ▶ Support for more density; some parts of town should have more housing
- ▶ “Missing Middle” housing

- ▶ Need to redirect thru traffic (no semis on Main Street)
- ▶ Support new kinds of entrepreneurial experimentation

## Question #3: If the town were to focus on one and only one thing over the next 10 years, what would that be?

- ▶ Diversity of housing options
- ▶ Maintain a viable downtown
- ▶ Supporting small business opportunities
- ▶ Multi-use commercial/residential buildings to maximize housing stock
- ▶ Sustainable commuting; expand Advance Transit service
- ▶ Energy transition away from fossil fuels
- ▶ Protecting the forest cover
- ▶ Maintaining access to outdoor activities
- ▶ Affordability
- ▶ Higher densities along Lyme Road
- ▶ Develop Rivercrest

## Question #4: Ideally, what should Hanover look like in 10 years?

- ▶ Maintaining Pine Park, Mink Brook; expand trails connectivity
- ▶ Four season outdoor recreation
- ▶ Primarily local businesses in the downtown
- ▶ Accessible parking for businesses

- ▶ Dense housing to mitigate need for transportation
- ▶ Thriving downtown
- ▶ A place welcoming to at-risk/marginalized communities
- ▶ A rural Hanover that does not look too different from current state
- ▶ A complete, connected transit network/system
- ▶ More gathering spaces
- ▶ A car-free downtown

### **Question #5: How can the town become more sustainable?**

- ▶ Continue investing in access to natural resources
- ▶ Prepare for climate change hazards/impacts, community education
- ▶ Resilience in the electric network; distributed power
- ▶ Emphasis on aging in place
- ▶ Create denser housing downtown; allow more multi-family housing
- ▶ Support electric vehicles; require electric vehicle charging stations
- ▶ Implement traffic calming measures
- ▶ New buildings should be solar ready, community solar in eastern Hanover
- ▶ Improve stormwater management
- ▶ Support local CSAs and Farmers Markets
- ▶ Local employers should focus on more diverse hiring
- ▶ Cooperate with regional entities

### **Question #6: Dartmouth has a huge impact on our community. How do we factor that into our vision over the next ten years?**

- ▶ Embark on a collaborative planning effort; establish mutual goals and commitments
- ▶ Conduct truly open dialogue
- ▶ More regular meetings
- ▶ Dartmouth can help meeting affordable housing needs
- ▶ Acknowledge mutual dependencies
- ▶ More community-college events
- ▶ Dartmouth should contribute to expanding the regional transit system
- ▶ More transparency in college planning
- ▶ Invite student participation on town committees
- ▶ Revive the Town and Gown Committee

### **Question #7: What have we missed?**

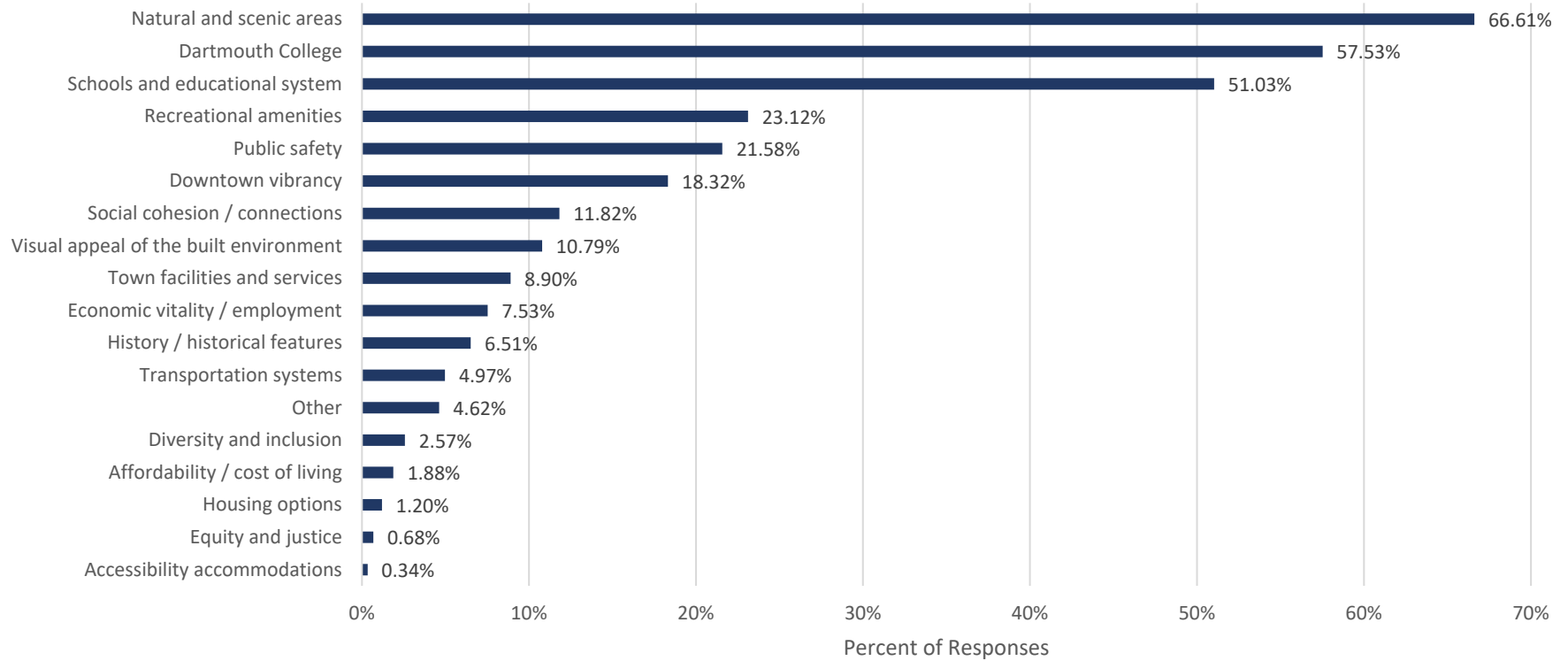
- ▶ Should we have historic districts?
- ▶ Need for childcare facilities
- ▶ Impacts of short-term rentals on local housing
- ▶ Stormwater; raingardens
- ▶ Work with the federal government to clean up the hazardous waste site
- ▶ Communication strategies – positive use of social media
- ▶ Working to change state policies/regulations (e.g., solar incentives)

- ▶ More park and rides
- ▶ Need local composting
- ▶ Need a mental health clinic for youth; collaboration with DHMC
- ▶ Institute diversity commitments
- ▶ Providing for elderly residents

## Engagement #4: Public Visioning Survey

The Town and VHB administered a survey to supplement the Public Visioning Forum. This survey dove deeper into the issues and opportunities pertaining to the general master plan categories (e.g., land use, housing, economic development, etc.). It was opened on March 29, 2022 and closed on May 8, 2022. A total of 584 responses were recorded during this time. [Figures A-5](#) through [A-13](#) present the results of the Public Visioning Survey.

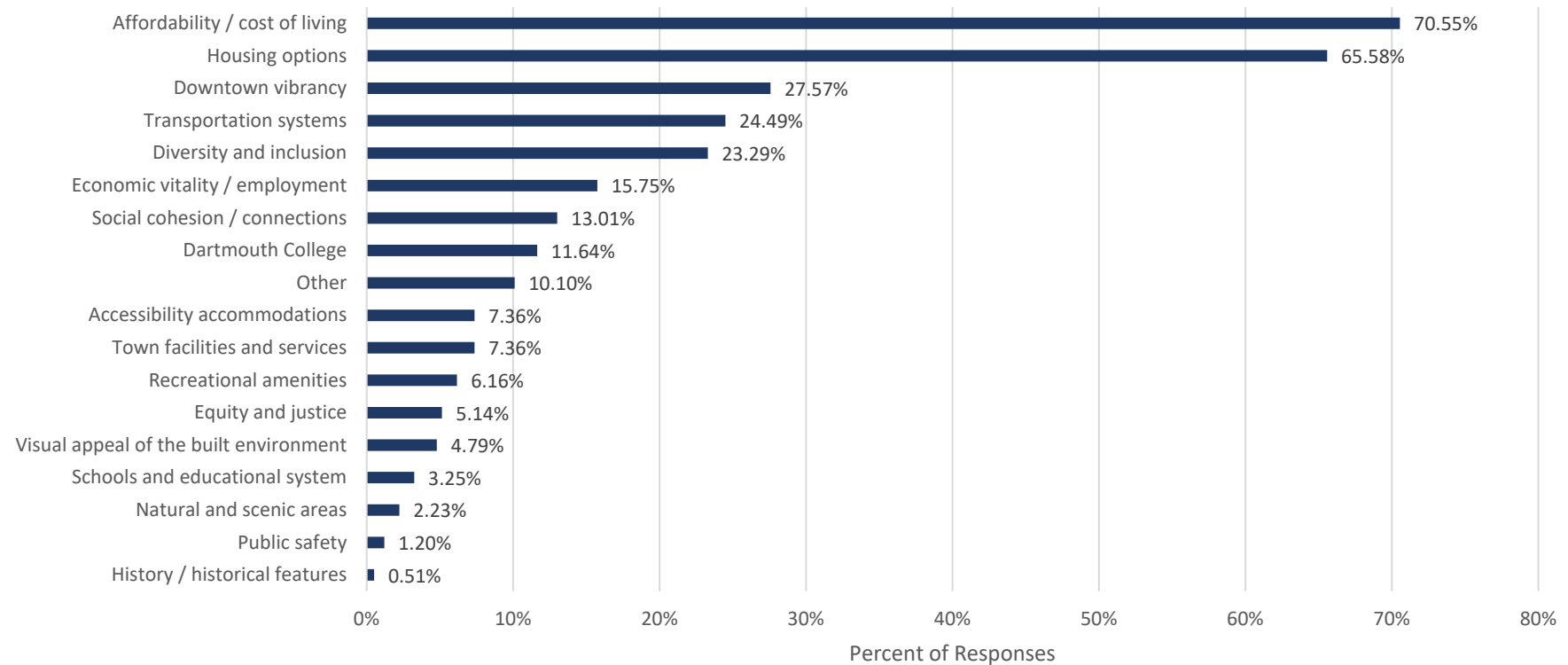
**Figure A-5: Public Visioning Survey – What do you think makes Hanover a great place to live?**



**Summary of "Other" Responses:** Proximity to medical facilities; clean energy commitment; cultural offering; lack of traffic – short commutes; protected rural character; open spaces

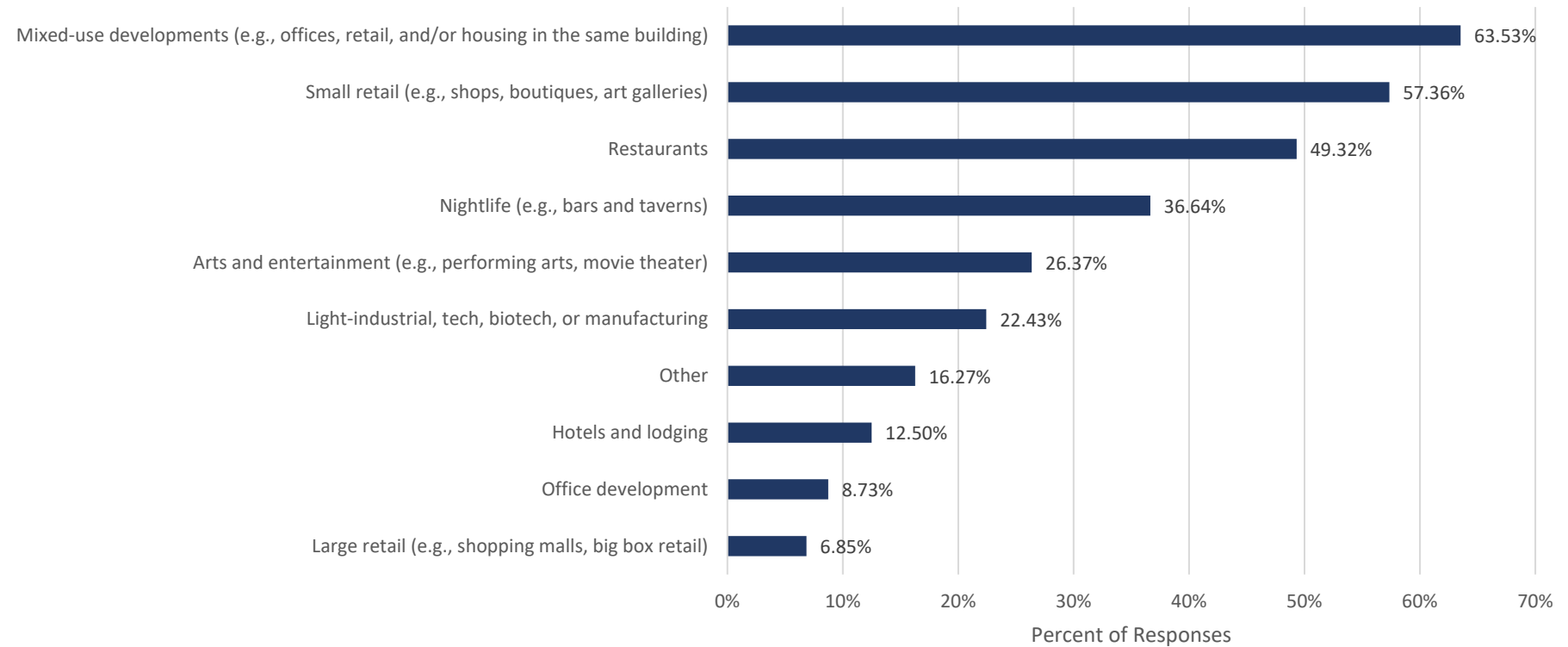


**Figure A-6: Public Visioning Survey – What are the biggest challenges adversely affecting quality of life in Hanover?**



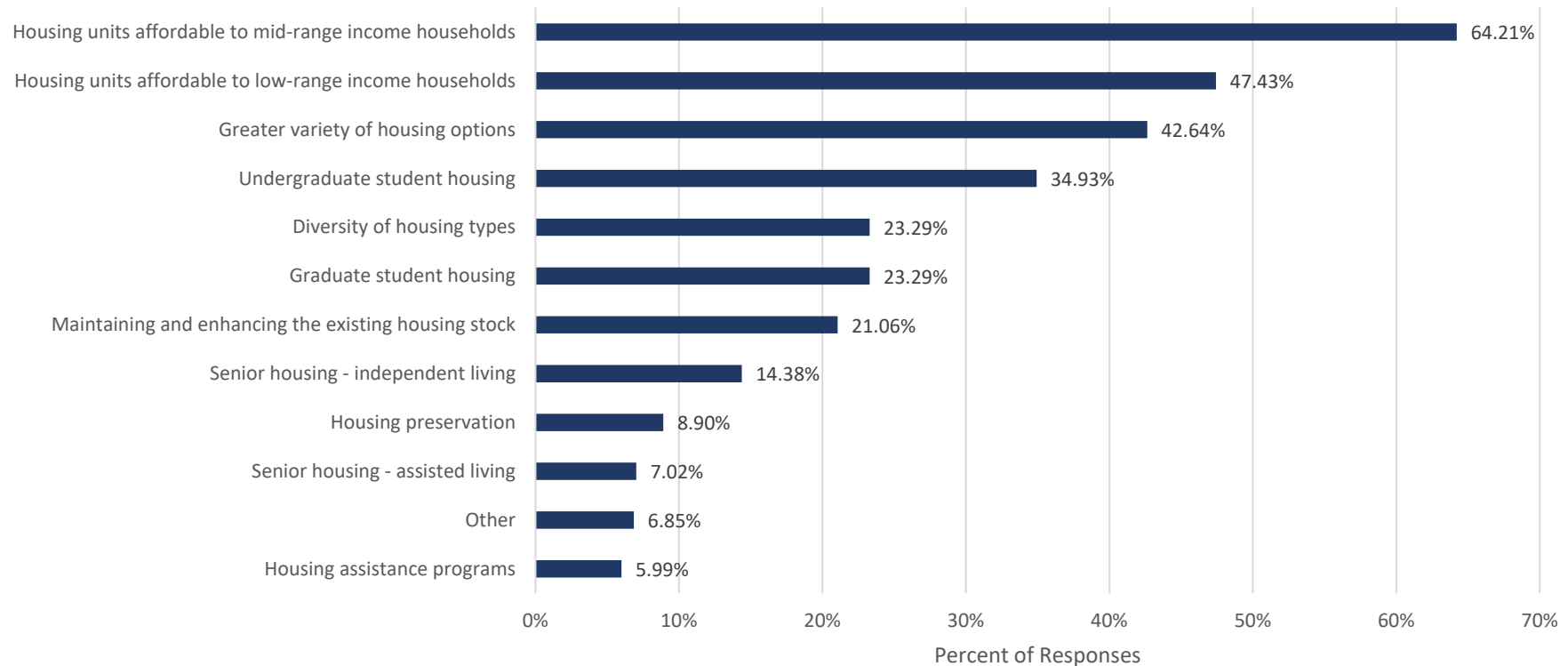
**Summary of "Other" Responses:** Wheelock Street traffic; town/gown relations; too many boutiques; climate change impacts; controlling growth; access to recreational facilities; energy burden; child care; labor shortage; limited parking

**Figure A-7: Public Visioning Survey – What type of future economic development do you feel is most needed in Hanover?**



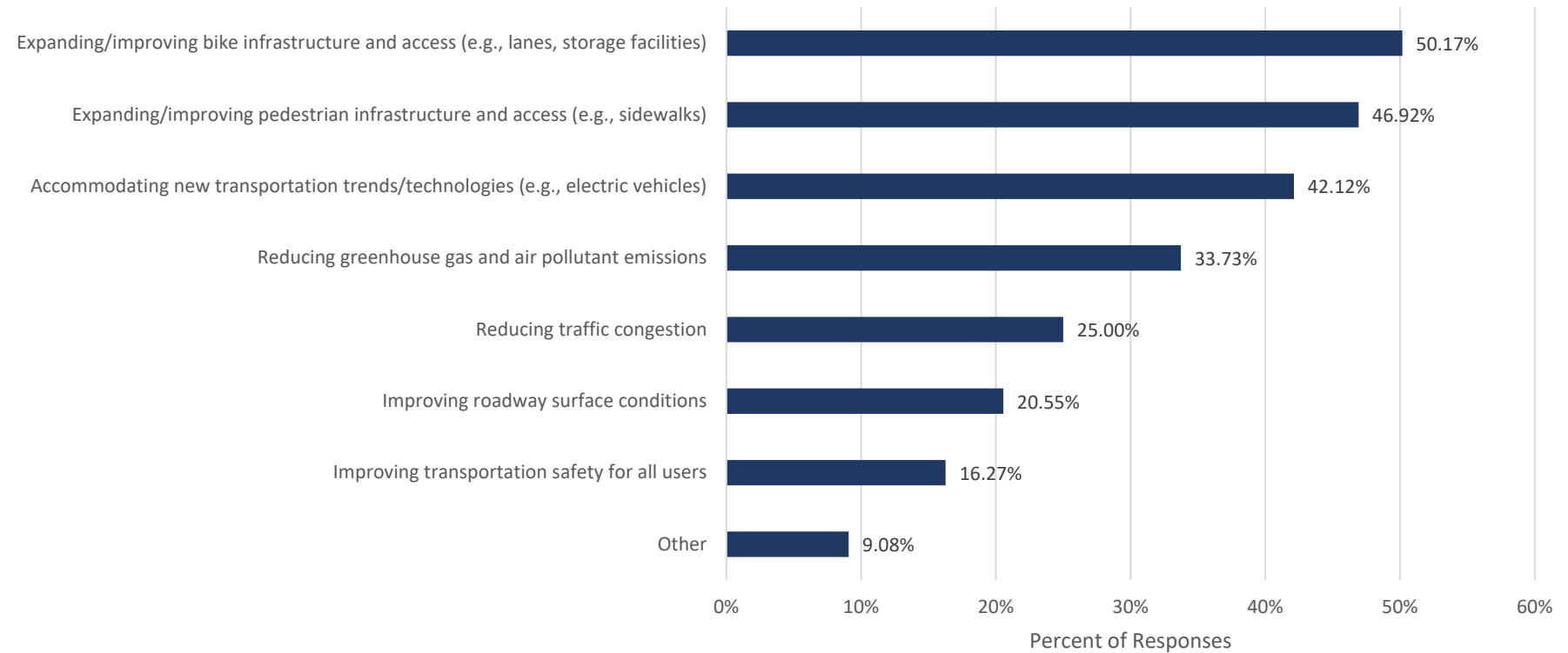
**Summary of "Other" Responses:** Working farms; no more development; retail meeting daily needs; renewable energy and green jobs; recreation and tourism; pop-up markets; no big chains; mixed use in the downtown core; kid-friendly activities; high tech; grocery alternatives; farmers market; circular economies; mom/pop shops; food trucks; affordable housing

**Figure A-8: Public Visioning Survey – What are Hanover's most pressing housing needs?**



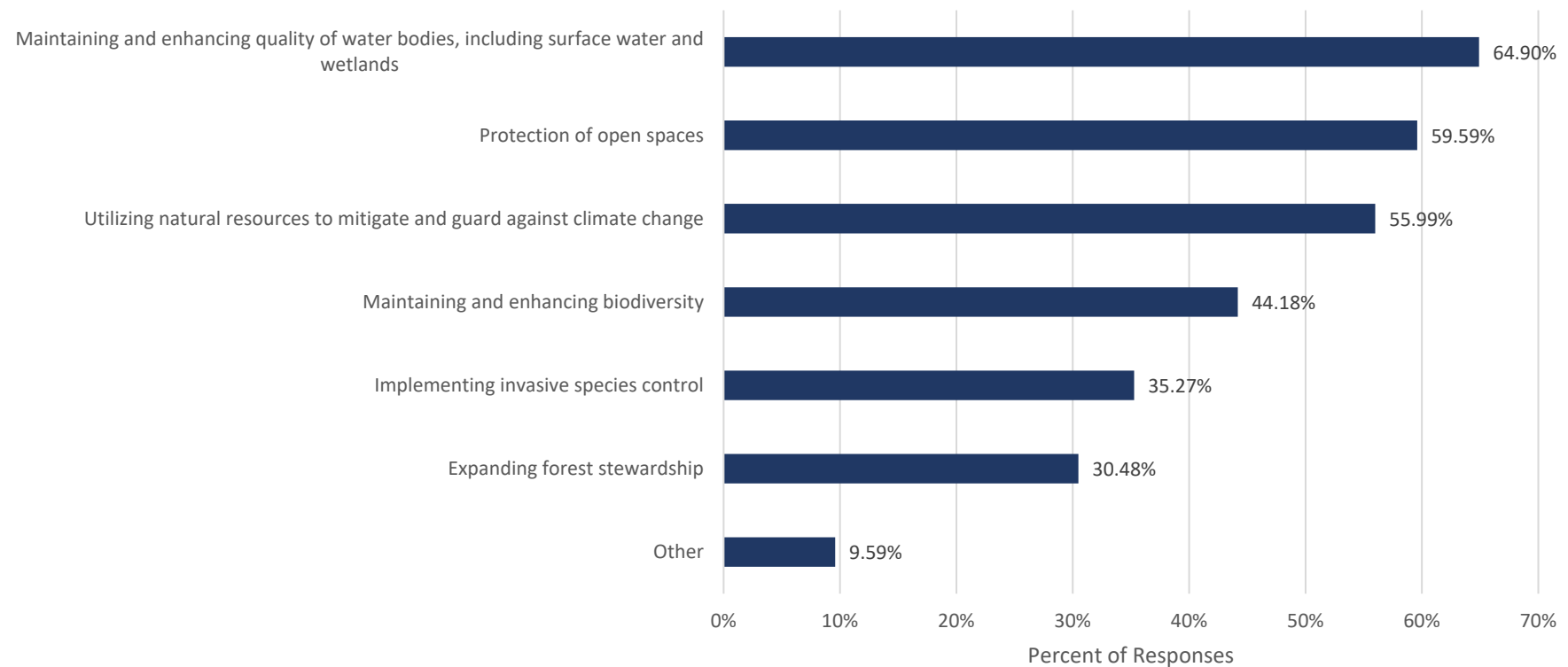
**Summary of "Other" Responses:** Coordinating Dartmouth housing development; design guidelines for new housing developments; no more housing; workforce housing; senior tax breaks; safe student housing; clustered housing; more multi-family housing; disincentives for single family homes; rental/student housing that is maintained; more active senior housing; more housing for persons with disabilities; intergenerational housing; high density housing in the downtown core

**Figure A-9: Public Visioning Survey – What are Hanover's most pressing transportation needs?**



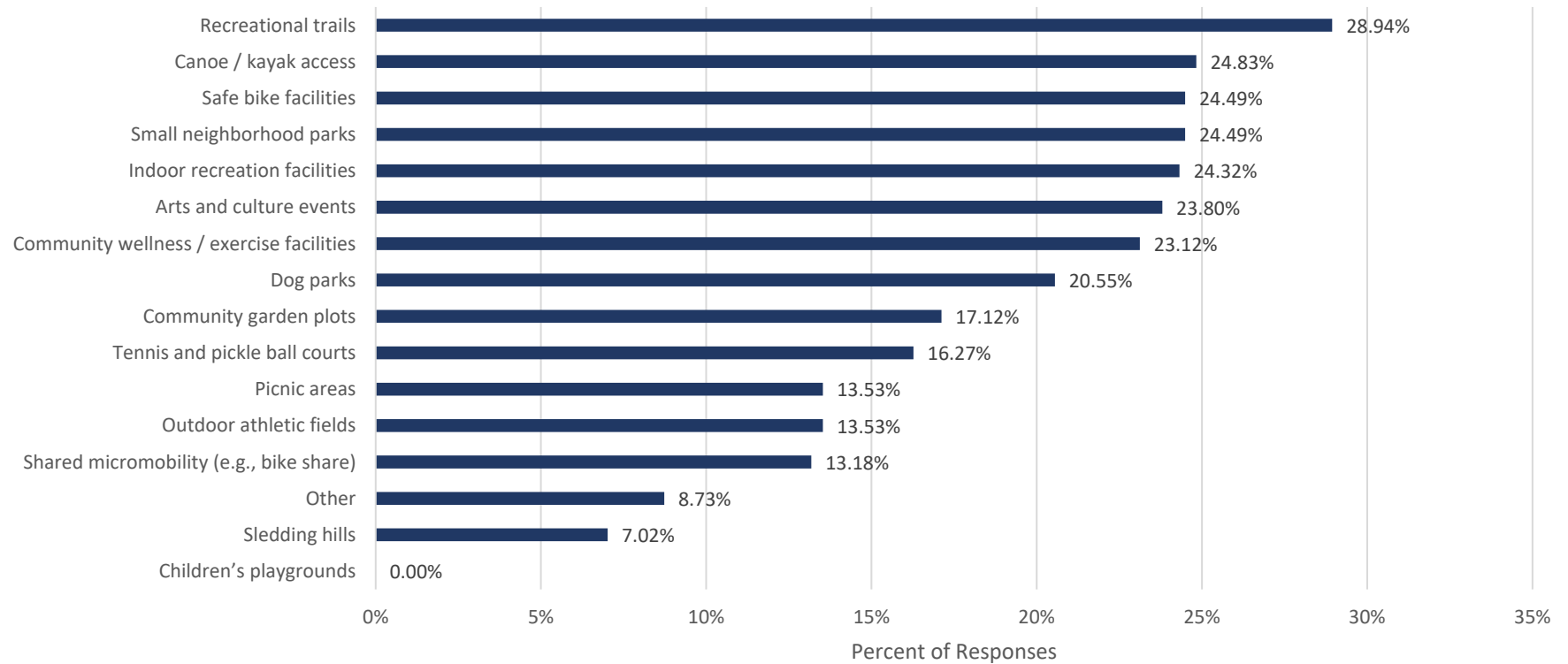
**Summary of "Other" Responses:** Ride hail apps; resurfacing Greensboro Rd, traffic light timing/coordination; more frequent buses between Lebanon and West Lebanon; reducing traffic speeds throughout town; better street lighting; more parking downtown; repainting all street markers; off-road bike/ped lanes; better school bus scheduling

**Figure A-10: Public Visioning Survey – What are Hanover's most pressing natural resource protection needs?**



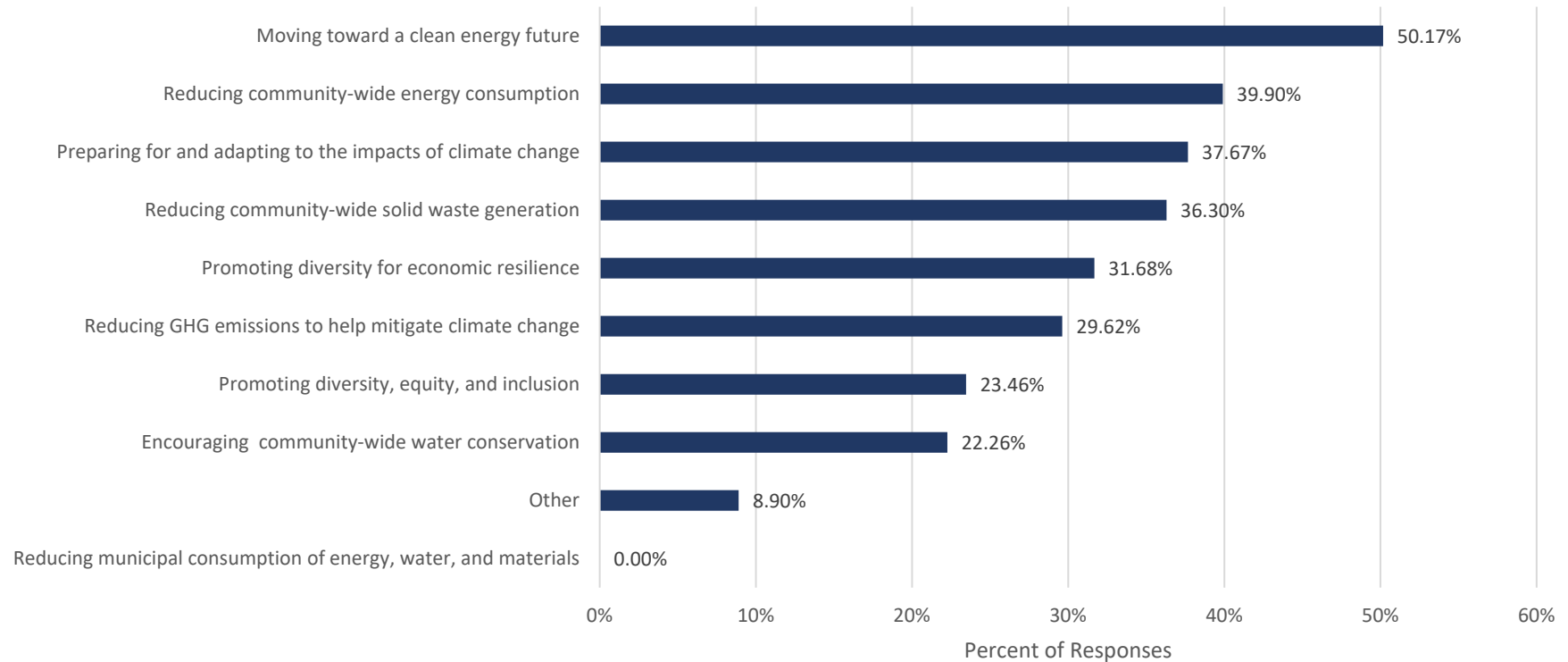
**Summary of "Other" Responses:** Composting; greater urban tree canopy; better trail maintenance; invasive species removal; reducing use of pesticides; protecting/preserving Garipay Field; contamination prevention (e.g., Rennie Farm); more access to waterbodies; integrated pest management; preventing encroachment on green spaces; deer population control; bury overhead utility lines to prevent tree removals

**Figure A-11: Public Visioning Survey – Which recreational assets do you think the town needs the most?**



**Summary of "Other" Responses:** Gof course; cross-country ski trails; trails for kids; public pool; packed gravel trails – Girl Brook, Mink Brook, Pine Park; neighborhood/pocket parks; skating facilities; safe river access for swimming; nordic center; indoor turf field; indoor/outdoor ice rink; basketball court; better management of youth athletics

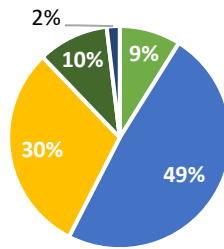
**Figure A-12: Public Visioning Survey – What are the most important sustainability issues facing the town?**



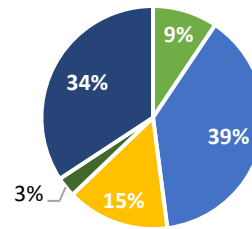
**Summary of “Other” Responses:** Reducing car dependency; support for home electrification for heating; consider the cost of these initiatives; composting programs; affordable/responsible options for utilities; community solar; more urban core density; addressing homelessness; unified trash pick-up; more electric vehicle charging stations

**Figure A-13: Public Visioning Survey – Rankings of Public/Private Facilities or Services in Terms of Their Performance/Condition, as Applicable**

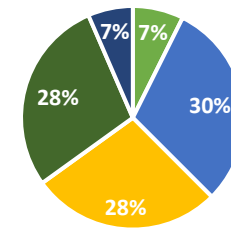
### Roads and Sidewalks



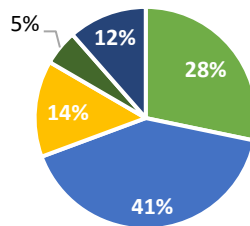
### Water and Sewer



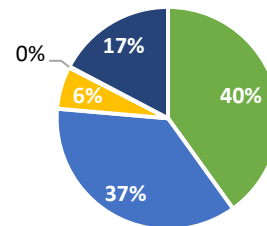
### High-Speed Internet



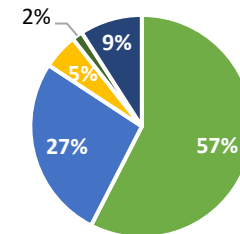
### Police Services



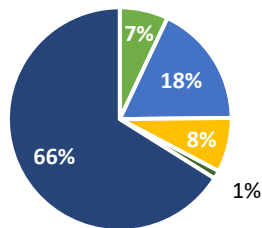
### Fire Protection Services



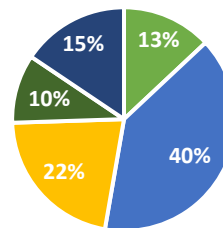
### Public Libraries



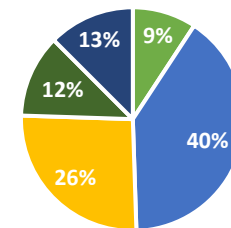
### Hanover Senior Center



### Recreation Services



### Trash Disposal and Recycling



■ Excellent ■ Good ■ Fair ■ Poor ■ Do Not Know/Not Applicable



The Public Visioning Survey concluded with the following question: “What are we missing?” Highlights of the responses to this question include:

- ▶ Sidewalks are in generally poor condition, particularly in the downtown core, and need to be widened; Greensboro Road could use a sidewalk
- ▶ Extension of water to areas that already have sewer
- ▶ Winter rescue for recreation/businesses
- ▶ Clear, transparent government communications
- ▶ Better coordination of student housing and quality of life
- ▶ Disorganized sports for youth (i.e., not requiring a coach)
- ▶ Hanover needs something similar to the Carter Community Building in Lebanon
- ▶ Preservation of the rural/undeveloped areas of Hanover
- ▶ The town depends too much on Dartmouth College’s recreation facilities
- ▶ Senior daycare facility
- ▶ Small, local businesses need to be supported
- ▶ Need to build more affordable and diverse housing – in downtown and surrounding neighborhoods
- ▶ Need more mixed-use spaces
- ▶ Need more crosswalks along Route 10/Lyme Road
- ▶ Tax rates are too high – need a tighter budget
- ▶ Need to better promote citizen engagement
- ▶ Need more transit options in the evenings and on the weekends
- ▶ Too much light pollution
- ▶ Town is great – do not mess it up

## Engagement #5: Development Solutions Workshop

See [Appendix B](#).

## Engagement #6: Strategy Prioritization Survey

The Town and VHB asked respondents to rank their top goals and strategies across the various master plan chapters. This effort was broken up into two surveys, with the second generated to simplify the question structure to improve accessibility. Survey #1 asked respondents to prioritize strategies within each chapter, while Survey #2 asked respondents to prioritize goals within each chapter and then rank their top strategies under those prioritized goals. Both surveys invited respondents to provide open ended comments on the chapters.

Survey #1 received 55 responses, with over 50 percent of respondents having lived in Hanover over 10 years and over 56 percent aged over 55 years. Survey #2 received 42 responses, with over 57 percent of respondents having lived in Hanover over 10 years and nearly 62 percent aged over 55 years. The results of both surveys are summarized below by Sustainability Master Plan chapter.

## Chapter 3: Expanding Housing Opportunity

### Survey #1

Top Five Strategies (presented in order of rank)

- ▶ Strategy 3-1.3: Encourage the development of housing in areas that are walkable to services and easily accessible by public transit so that vehicle ownership is not necessary. (72.7% of votes received)

- ▶ Strategy 3-2.2: Encourage Dartmouth College to house 90 percent of its undergraduate students on the main campus and graduate students, faculty, and staff within the transit area. (40%)
- ▶ Strategy 3-1.1: Anticipate the housing production needed to be sure that it is feasible for developers to produce and for Hanover to accommodate its regional fair share of housing. (38.2%)
- ▶ Strategy 3-1.5: Evaluate the feasibility of developing housing on College- and Town-owned land in the water and sewer service area. (38.2%)
- ▶ Strategy 3-2.3: Support the efforts of the region's large employers to develop workforce housing that is logically integrated with existing development and transit services. (34.6%)

## Survey #2

Top Three Goals and Related Strategies (presented in order of rank)

- ▶ 3-1: Based on the 2023 assessment of need, Hanover will facilitate the development of approximately 800 new housing units between 2020 and 2040. (42.9% of votes received)
  - Strategy 3-1.3: Encourage the development of housing in areas that are walkable to services and easily accessible by public transit so that vehicle ownership is not necessary.
- ▶ 3-2: The Town's attainable and affordable housing stock will be expanded. (35.7%)
  - Strategy 3-2.3: Support the efforts of the region's large employers to develop workforce housing that is logically integrated with existing development and transit services.
- ▶ 3-3: Hanover's housing stock will be improved to be more energy efficient and to include more accessibility feature. (11.9%)

- Strategy 3-3.3: Connect residents to programs for retrofitting the older housing stock to ensure it is healthy and energy efficient.

The following points summarize the open ended responses received on this chapter, as requested in both Survey #1 and Survey #2.

- ▶ Encourage Dartmouth to account for student and faculty housing needs, build up not out with their housing, and keep the student population on or close to the main campus.
- ▶ Develop affordable/attainable housing that covers the range of the missing middle. Stop approving "McMansions."
- ▶ Encourage the development of workforce housing (e.g., rent control programs, subsidized housing).
- ▶ Build new homes near roadways to minimize building footprints and impacts on forests and watersheds.
- ▶ Amend zoning laws to allow taller and denser housing in and near downtown Hanover, including multifamily housing and mixed-use development. Address zoning regulations that limit housing development (e.g., setback and lot size requirements).
- ▶ Develop Rivercrest
- ▶ Adopt complete street approaches (i.e., safety, walkability, bikeability, and accessibility improvements) and expand local transit options to support residents without a vehicle.
- ▶ Preserve the architecturally and historically important elements of our streetscapes. Seek to maintain the character of residential neighborhoods.

## Chapter 4: Fostering Inclusive Economic Resilience

### Survey #1

Top Five Strategies (presented in order of rank)

- ▶ Strategy 4-1.2: Support Advance Transit and other transit providers and their expansion into longer periods of service. (56.4% of votes received)
- ▶ Strategy 4-1.5: Locate housing in and near economic centers with walkable accessible connections to enable car-free shopping and commuting. (50.9%)
- ▶ Strategy 4-7.1: Reconsider zoning requirements for parking to facilitate business and mixed-use development. (30.9%)
- ▶ Strategy 4-1.1: Continue to convene current and potential business owners and address their concerns. (29.1%)
- ▶ Strategy 4-2.1: Review land use regulations to assure a mix of land uses and housing types can be developed so that there is a large enough non-residential tax base to support municipal facility and service expenses. (29.1%)

### Survey #2

Top Three Goals and Related Strategies (presented in order of rank)

- ▶ 4-2: The nexus of property tax, housing and transportation costs, and income will be balanced to assure sustainable living. (23.8% of votes received)
  - Strategy 4-2.1: Review land use regulations to assure a mix of land uses and housing types can be developed so that there is a large enough non-residential tax base to support municipal facility and service expenses.

- ▶ 4-1: Hanover will be a place where business owners want to locate and where their businesses will thrive. (11.9% - Tie)
  - Strategy 4-1.1: Continue to convene current and potential business owners and address their concerns. (Tie)
  - Strategy 4-1.3: Encourage shopping locally because of the direct benefits to the local economy. (Tie)
- ▶ 4-3: The diverse economy will support many types of lifestyles and needs. (11.9% - Tie)
  - Strategy 4-3.6: Implement universal design so the downtown is accessible and can accommodate everybody.
- ▶ 4-6: Economic centers will continue to be located in the water and sewer service area; residences will accommodate people working from home, business start-ups, and traditional home occupations. (11.9% - Tie)
  - Strategy 4-6.2: Facilitate provision of reliable high-speed internet to every home.
- ▶ 4-9: Hanover will achieve a circular, low carbon economy, focusing on material selection, source reduction, and material reuse, with recycling as a last resort. (11.9% - Tie)
  - Strategy 4-9.2: Prepare and adopt a Zero Waste Plan to enable the town to reuse, recycle, and compost at least 90 percent of its solid waste.
- ▶ 4-10: Hanover will support the development of jobs and businesses that align with the principles of a Green Economy. (11.9% - Tie)
  - Strategy 4-10.2: Create incentives to attract green industries and businesses to locate within Hanover to further promote a green local economy.

The following points summarize the open ended responses received on this chapter, as requested in both Survey #1 and Survey #2.

- ▶ Focus on walkability and accessibility in the Downtown district and develop pathways connecting housing to businesses.
- ▶ Change zoning that limits commercial development (e.g., building height limits, parking requirements).
- ▶ Support the provision of high-speed internet to all homes to support students and people working from home, including in low-density areas.
- ▶ Prioritize addressing the climate crisis in the context of future development in Hanover (e.g., green business development, protection of old-growth forests and farm fields).
- ▶ Collaborate with Dartmouth to meet the needs of the town's student and non-student populations.

## Chapter 5: Celebrating Our Character

### Survey #1

Top Five Strategies (presented in order of rank)

- ▶ Strategy 5-2.4. Permanently protect land in the watersheds of the Fletcher, Parker, and Hanover Center Reservoirs. (32.7% of votes received)
- ▶ Strategy 5-1.2. Promote the completion of a greenbelt around the greater downtown area that allows for permanent public access and protection from development. (30.9%)
- ▶ Strategy 5-2.1. Support the shift away from fossil fuels to contribute in a positive way to the Town's and region's air quality. (30.9%)

- ▶ Strategy 5-5.7. Facilitate community gathering by identifying, modifying (if needed), and maintaining public spaces for uses such as outdoor dining, regular events, and pop-up activities. (25.5%)
- ▶ Strategy 5-2.5. Address protection of groundwater quality and quantity by eliminating threats from contamination and preventing unsustainable withdrawal and inadequate groundwater recharge. (23.6%)

### Survey #2

Top Three Goals and Related Strategies (presented in order of rank)

- ▶ 5-2: Ecological integrity and biodiversity will be honored and protected to ensure the air, water, soil, flora and fauna continue to provide life-sustaining, carbon-sequestering, public health and wellness benefits, and diverse natural communities and wildlife habitat. (36% of votes received)
  - Strategy 5-2.1. Support the shift away from fossil fuels to contribute in a positive way to the Town's and region's air quality.
- ▶ 5-1: Natural resources supporting healthy ecosystems and scenic beauty will continue to define Hanover's sense of place. (21%)
  - Strategy 5-1.2. Promote the completion of a greenbelt around the greater downtown area that allows for permanent public access and protection from development.
- ▶ 5-3: Publicly-accessible outdoor recreational opportunities for people of all ages will be available within a five-to-ten-minute walk from every residence. (17%)

- Strategy 5-3.4. Complete a footpath encircling the greater downtown area, along Mink Brook from Mink Brook Community Forest to the Connecticut River, north to Wilson's Landing, and through the greenbelt back to Mink Brook.

The following points summarize the open ended responses received on this chapter, as requested in both Survey #1 and Survey #2.

- ▶ Preserve the character of downtown residential neighborhoods, especially those with historic character.
- ▶ Prioritize protection of natural forest ecosystems and biodiversity.
- ▶ Promote sustainable residential and commercial development.
- ▶ Ensure safe and accessible trails and recreation facilities for all ages and abilities. Focus on connecting trails and paths with destinations where people shop, eat, work, and learn.
- ▶ Focus on creating a sense of place.

## Chapter 6: Advancing Multi-Modal Transportation

### Survey #1

Top Five Strategies (presented in order of rank)

- ▶ Strategy 6-2.1: Work with Advance Transit to identify opportunities to expand their service with respect to duration and frequency. Align service availability with local employment patterns by engaging local and regional employers and their employees. (60% of votes received)
- ▶ Strategy 6-1.1: Implement the detailed recommendations and action plans contained in the 2022 Hanover Walk Bike Plan. The contents of this plan are very comprehensive and are not repeated here. Performance over time can be measured against the detailed list of action items, policies and recommendations contained in the plan. (54.6%)

- ▶ Strategy 6-3.1: Increase residential density and enable multi-use development in areas where non-automotive travel options are available or planned. (45.5%)
- ▶ Strategy 6-1.3: Replace existing streetlights with dynamic LEDs, which could improve safety for bike and pedestrian modes. This would also provide a great energy-saving tool. (41.8%)
- ▶ Strategy 6-3.2: Reduce or eliminate parking minimums and more easily allow shared parking. (32.7%)

### Survey #2

Top Three Goals and Related Strategies (presented in order of rank)

- ▶ 6-1: Town-wide walking and biking accessibility and safety will be improved. (40% of votes received)
  - Strategy 6-1.1: Implement the detailed recommendations and action plans contained in the 2022 Hanover Walk Bike Plan. The contents of this plan are very comprehensive and are not repeated here. Performance over time can be measured against the detailed list of action items, policies and recommendations contained in the plan.
- ▶ 6-3: Sustainable living and safe zero-emission modes of travel will be reinforced with complementary land use patterns and transportation infrastructure. (29%)
  - Strategy 6-3.1: Increase residential density and enable multi-use development in areas where non-automotive travel options are available or planned.
- ▶ 6-4: The transportation network will be updated to address emerging transportation and community needs. (19%)
  - Strategy 6-4.3: After giving priority to active downtown commercial uses, designate spaces for rideshare and small truck delivery use.

The following points summarize the open ended responses received on this chapter, as requested in both Survey #1 and Survey #2.

- ▶ Improve bikeability and walkability, including safe pathways for pedestrians and micro-mobility users. Promote safe and controlled usage of scooters.
- ▶ Protect the safety of children walking to school, including more sidewalks and crosswalk options. Encourage the use of the district's busing system to reduce vehicle trips.
- ▶ Enforce town-wide speed limits.
- ▶ Eliminate parking minimums.
- ▶ Expand transit options and transit-oriented development to reduce car dependency throughout the Town and support out-of-town commuters.

## Chapter 7: Promoting Downtown Vibrancy

### Survey #1

Top Five Strategies (presented in order of rank)

- ▶ Strategy 7-1.1. Review zoning restrictions that limit the growth, density, and type of commercial development in the downtown, including regulations around the mix and flexibility of allowable uses and parking minimums. (47.3% of votes received)
- ▶ Strategy 7-2.2. Support Dartmouth College's development of on-campus housing to ensure an adequate and affordable housing supply for graduate and undergraduate students, faculty, and staff. (38.2%)
- ▶ Strategy 7-2.3. Incentivize the creation of more attainable housing within walking distance of the downtown core. (34.6%)

- ▶ Strategy 7-1.4. Promote small-scale manufacturing, artisans and night life within the downtown. (29.1% - Tie)
- ▶ Strategy 7-2.6. Increase the allowable residential density in the greater downtown. (29.1% - Tie)

### Survey #2

Top Three Goals and Related Strategies (presented in order of rank)

- ▶ 7-2: More dwellings will be built in and around the greater downtown. (38% of votes received)
  - Strategy 7-2.2. Support Dartmouth College's development of on-campus housing to ensure an adequate and affordable housing supply for graduate and undergraduate students, faculty, and staff.
- ▶ 7-5: Universally-accessible, people-centered means of transportation will be fostered in, around, to, from and through the downtown. (19%)
  - Strategy 7-5.7. Improve bicycling and walking conditions in the downtown by implementing a complete streets approach with multimodal accommodations.
- ▶ 7-7: Using the highest standards for sustainable urban design, improvements will be implemented in the greater downtown. (12% - Tie)
  - Strategy 7-7.6. Encourage the retrofitting of properties within the downtown to reduce stormwater run-off, including through the installation of rooftop gardens and permeable pavements.
- ▶ 7-3: Business owners will be supported enabling their ventures to grow and prosper. (12% - Tie)
  - Strategy 7-3.1. Coordinate with Dartmouth College to ensure goods and services provided on campus complement, and do not have the potential to supplant, businesses in the downtown.

The following points summarize the open ended responses received on this chapter, as requested in both Survey #1 and Survey #2.

- ▶ Deprioritize parking and prioritize businesses and people.
- ▶ Eliminate parking minimums in and around Downtown.
- ▶ Change zoning to support taller and denser development with underground parking.
- ▶ Implement a complete streets approach in the Downtown and promote walkability.
- ▶ Give preference to non-Dartmouth-affiliated proposals.
- ▶ Make the Downtown a space for all Town residents, less of an extension of Dartmouth.

## Chapter 8: Addressing Climate Change

### Survey #1

Top Five Strategies (presented in order of rank)

- ▶ Strategy 8-1.1: Encourage higher-density mixed-use development in suitable areas and promote infill development using regulatory incentives. (47.3% of votes received)
- ▶ Strategy 8-1.4: Promote renewable energy development and green building construction. (34.6%)
- ▶ Strategy 8-2.4: Adopt an LED streetlighting standard for all remaining Town streetlights, crosswalk lighting and other independently metered outdoor lighting. (27.3%)
- ▶ Strategy 8-1.3: Update floodplain protections in the Zoning Ordinance to address future flooding potential. (25.5% - Tie)

- ▶ Strategy 8-1.9: Ensure that the electric distribution capacity is adequate to handle increased loads given the move away from fossil fuels. (25.5% - Tie)

### Survey #2

Top Three Goals and Related Strategies (presented in order of rank)

- ▶ 8-1: Hanover's programs, policies, and regulations will move the Town closer to its 2017 Ready for 100 Pledge and mitigate effects of climate change. (31% of votes received)
  - Strategy 8-1.1: Encourage higher-density mixed-use development in suitable areas and promote infill development using regulatory incentives.
- ▶ 8-5: Hanover will be more resilient to climate change. (29%)
  - Strategy 8-5.2: Develop a plan to install green infrastructure throughout Hanover's built environment to better absorb additional annual rainfall, minimize potential flooding events, and prepare for extreme heat and high winds. (Tie)
  - Strategy 8-5.3: Encourage and incentivize new development to implement low-impact development strategies, such as land clearance minimization and reducing impervious surfaces. (Tie)
  - Strategy 8-5.5: Continue to protect Hanover's nature-based systems through conservation easements and restrictions, natural resource management plans (e.g., creating old growth forest ecosystems), and regulations (e.g., zoning for wetlands protection). (Tie)
- ▶ 8-3: Local renewable energy generating capacity will be increased and contribute substantially to Hanover's clean energy targets. (19%)
  - Strategy 8-3.3: Invest in community-scale energy and storage projects through entities such as Hanover Community Power.



The following points summarize the open ended responses received on this chapter, as requested in both Survey #1 and Survey #2.

- ▶ Increase development density and reduce car dependency to address GHG emissions from automobile usage.
- ▶ Collect data on climate change impacts in Hanover.
- ▶ Improve connectivity for pedestrians, cyclists, and micro-mobility users in and around downtown. Improve transit facilities and services connecting Hanover to other towns.
- ▶ Adopt sustainable landscaping practices for the maintenance of Town-owned properties. Encourage private property owners to adopt sustainable landscaping practices.
- ▶ Preserve forests and farmland for carbon sequestration and protection of biodiversity.

## Chapter 9: Improving Health and Well-Being for All

### Survey #1

Top Five Strategies (presented in order of rank)

- ▶ Strategy 9-2.1: Guided by the current Walk Bike Plan, improve walkability and active transportation options. (50.9% of votes received)
- ▶ Strategy 9-4.10: In collaboration with Dartmouth College, increase public access to the Connecticut River for swimming and car top boats. (29.1%)
- ▶ Strategy 9-2.2: Consistent with the Americans with Disabilities Act of 1990 (ADA), address the shortage of accessible public restrooms; continue to implement ADA compliant streetscape and sidewalks; and

modify municipally-owned outdoor gathering spaces and furnishings to be ADA-accommodating. (27.3% - Tie)

- ▶ Strategy 9-4.2: Enhance trail access and connectivity. (27.3% - Tie)
- ▶ Strategy 9-4.9: Develop a comprehensive recreational facility plan that assesses accessibility and safety (e.g., sidewalk presence/maintenance, crosswalks, lighting, provision of shaded spaces, etc.). (24.5%)

### Survey #2

Top Three Goals and Related Strategies (presented in order of rank)

- ▶ 9-2: Physical activity and other beneficial health behaviors will be prioritized. (50% of votes received)
  - Strategy 9-2.1: Guided by the current Walk Bike Plan, improve walkability and active transportation option
- ▶ 9-1: Health and well-being will be integrated into municipal decision-making, with a focus on providing for the equitable distribution of services. (33%)
  - Strategy 9-1.1: In Town department, board, and committee decision-making, consider health, well-being, diversity, equity, and inclusion impacts.
- ▶ 9-3: Partnerships will provide better outcomes with regard to determinants of community health, well-being, equity, diversity, and inclusion. (12%)
  - Strategy 9-3.1: Work with Dartmouth Health to help realize their community goals within Hanover, including food, shelter, and health care. (Tie)
  - Strategy 9-3.4: Work with SAU 70 to enable greater and more convenient use of community-owned spaces and athletic fields for both organized and informal recreational purposes. (Tie)



- Strategy 9-3.6: Support regional non-governmental organizations that provide necessities to underserved populations. (Tie)

The following points summarize the open ended responses received on this chapter, as requested in both Survey #1 and Survey #2.

- ▶ Improve walkability and bikeability and encourage activity in daily life.
- ▶ Expand the Town's recreational facilities, including indoor recreational areas.
- ▶ Promote recreation opportunities for all ages and abilities.
- ▶ Explore the development of a local affordable grocery store and retail supporting everyday needs.
- ▶ Expand representation of various ages on municipal boards and committees.

## Chapter 10: Being Accountable and Collaborative

### Survey #1

Top Five Strategies (presented in order of rank)

- ▶ Strategy 10-2.3: To reinforce public transparency, continue to make data generated and used by the Town accessible to the general public. (41.8% of votes received)
- ▶ Strategy 10-2.2: Continue to respond to public requests via multiple means (e.g., in person, computer, phone, paper). (40%)
- ▶ Strategy 10-1.3: Explore opportunities to increase participation at the in-person Town Meeting by eliminating or reducing barriers to attendance, such as by providing or coordinating childcare and transportation. Employ a virtual option if it becomes allowable by RSA Chapter 91-A. (38.2%)

- ▶ Strategy 10-3.5: Replace the aging components of the Town's water distribution system. (34.6%)
- ▶ Strategy 10-3.4: Pursue public-private partnerships and/or partnerships with adjoining municipalities to offset the cost of large infrastructure projects. (32.7%)

### Survey #2

Top Three Goals and Related Strategies (presented in order of rank)

- ▶ 10-4: The Town will continue to collaborate with local and regional entities including Dartmouth College and Dartmouth Hitchcock Medical Center to achieve mutually beneficial outcomes. (38.1% of votes received)
  - Strategy 10-4.1: Encourage both the Town Manager, Selectboard and the highest levels of Dartmouth College administration to include strengthening the Town and Gown relationship as a top priority on their annual agendas/goals. (Tie)
  - Strategy 10-4.2: Continue to work with Dartmouth College on the issues and opportunities facing each entity and workable solutions. (Tie)
- ▶ 10-3: Municipal departments will be supported in providing outstanding public services. (23.8%)
  - Strategy 10-3.4: Pursue public-private partnerships and/or partnerships with adjoining municipalities to offset the cost of large infrastructure projects.
- ▶ 10-1: The diversity of individuals contributing to Town decision-making and operations will be expanded. (21.4%)
  - Strategy 10-1.3: Explore opportunities to increase participation at the in-person Town Meeting by eliminating or reducing barriers to attendance, such as by providing or coordinating childcare and

transportation. Employ a virtual option if it becomes allowable by RSA Chapter 91-A.

The following points summarize the open ended responses received on this chapter, as requested in both Survey #1 and Survey #2. Improve the accessibility of municipal committee and board meetings.

- ▶ Promptly make town meeting minutes publicly available.
- ▶ Structurally include youth voices in policy and planning conversations.
- ▶ Expand the diversity of races, ages, and income levels in municipal committees, boards, and groups.
- ▶ Improve participation in unconscious bias training among municipal staff and elected officials.

## Engagement #7: Public Comments on Draft Sustainability Master Plan

Once the Sustainability Master Plan and its Appendices were drafted, the Planning Board, Advisory Committee, and Town staff worked to notify the public about the availability of, and seek input on, the draft Plan. In addition to Town website and Hanover Listserve notices and direct email to interested persons, *DayBreak* and the *Valley News* provided coverage about the Plan. A short video about the draft Plan prepared by staff, starring Advisory Committee and Planning Board members was posted on the project website. Outreach and feedback opportunities included:

- ▶ A 7" x 10.5" **color postcard** with a summary of the Vision and Future Land Use plan was mailed to 4,767 postal patrons in Hanover and Etna. The postcard featured the QR Code to link to the project website and its general comment form and Strategy Prioritization Survey.

- ▶ Tabling at Hanover Coop on October 23. Posters summarizing the Vision and featuring the Land Use Plan were displayed. Copies of the postcard were distributed.
- ▶ **Open Houses** at Howe Library on October 18, 19 and 24. The Master Plan Video was screened. Staff, Planning Board, and Advisory Committee members were present to answer questions both in one on one and in forum formats.
- ▶ Meeting with **Dartmouth College Sustainable Energy Club** November 1. The Master Plan Video was screened. Students asked questions about the Plan and Hanover's goals for sustainability.
- ▶ Presentations were held at **Sustainable Hanover's** regular meeting and at **Kendal at Hanover** on October 18 and November 2, respectively.

Generally, folks were supportive of the Plan and its Vision, especially regarding housing, walkability in the greater downtown and the Town's commitment to providing open space as a resource supporting wildlife habitat and recreation. Negative feedback was received regarding the use of e-scooters and other micro-mobility devices. Complaints centered on pedestrian safety and that enforcement of proper use of these devices is not as rigorous as respondents would like. There was skepticism about year-round use of bicycles and thus the need for infrastructure improvements to accommodate bicycles more safely. Proponents for bicycle and micro-mobility device use were far more common than opponents.

The other theme that was received negatively by a few respondents was promoting density changes in established neighborhoods. By far, respondents supporting higher density housing in the greater downtown outnumbered those who were opposed to this method of promoting the creation of more housing.