

APPENDIX A:

Stakeholder Engagement Summary



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 (consensus has been to keep it in/near the downtown). Creative solutions are necessitated. 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.

Concerning Hanover's greatest strengths (**Figure A-1**), most respondents generally agreed upon:

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

Concerning greatest wishes for Hanover (**Figure A-2**), most respondents generally agreed upon:

- ▶ 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

Figure A-1: Word Cloud - Hanover's Greatest Strengths



Figure A-2 : Word Cloud – Greatest Wishes for Hanover



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

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.

Figure A-3: Screenshot of the Virtual Meeting Room

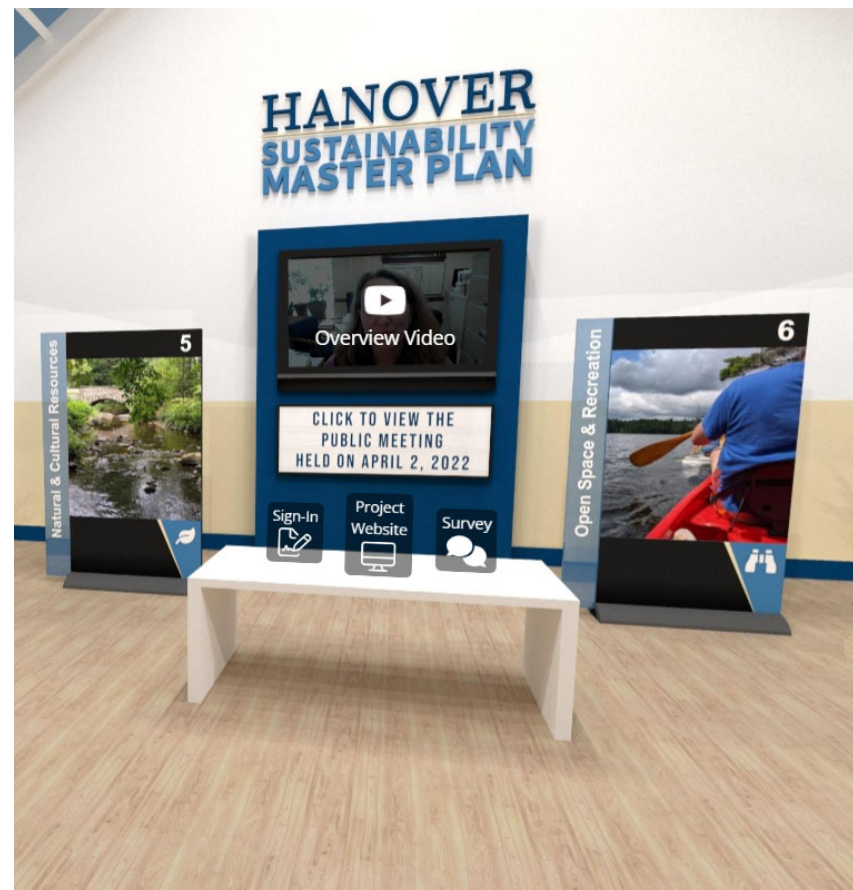


Figure A-4: Excerpt from an Example Visioning Board (Mural)

What makes Hanover a wonderful place to be? What resources support your view?

proximity to outdoor resources/nature/recreation opportunities

proximity to college/culture

community that takes advantages of the resources/serve as conduits for community building

mix of nature with a downtown space

Scale: we can managably create the future we want

DHMC

Wonderful cosmopolitan downtown environment

Hanover School system feels strong

caring community

River

Connections to VT, nearby towns

Trails

What does the Town still need? What resources are lacking?
How can we improve the Town?

care for our natural resources, which suffer from benign neglect

little stores--e.g shoes & stationery

downtown feels crowded/dated

larger sidewalk areas/pedestrian space

reimagining our use of retail/dining space as gathering places

presefve rural hanover

find a way to redirect thru traffic "semis dont belong on main st"

housing scarcity/ creative solutions to accomodate people moving here

"Missing Middle" housing especially - infill zoning that is flexible

support for new kinds of experimentation (entrepreneurial/housing/etc)

better public transportation/ increased bus routes to help bring members of community into the commerce center

Better infrastructure for kids to commute to school - walking, biking, etc.

electric vehicle charging

Better/safer connections to VT - neighboring towns. Bike paths, transit, etc

Support for a bit of density. Some parts of the town should have more housing

chargers for ebikes too!!!

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?

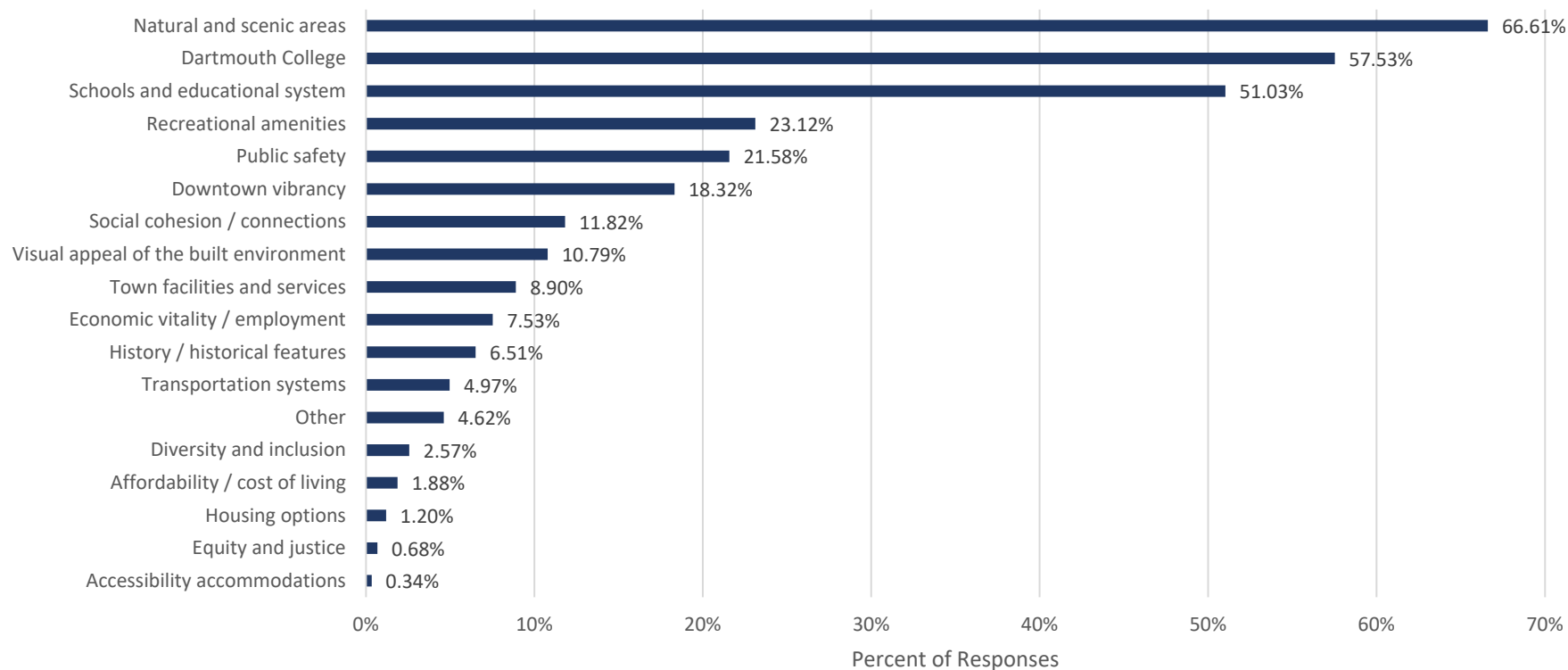
- ▶ Should we have historic districts?
- ▶ Need for childcare facilities
- ▶ Impacts of short-term rentals on local housing
- ▶ Stormwater; raingardens
- ▶ Work with the federal government to clean up the hazardous waste site
- ▶ Communication strategies – positive use of social media
- ▶ Working to 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

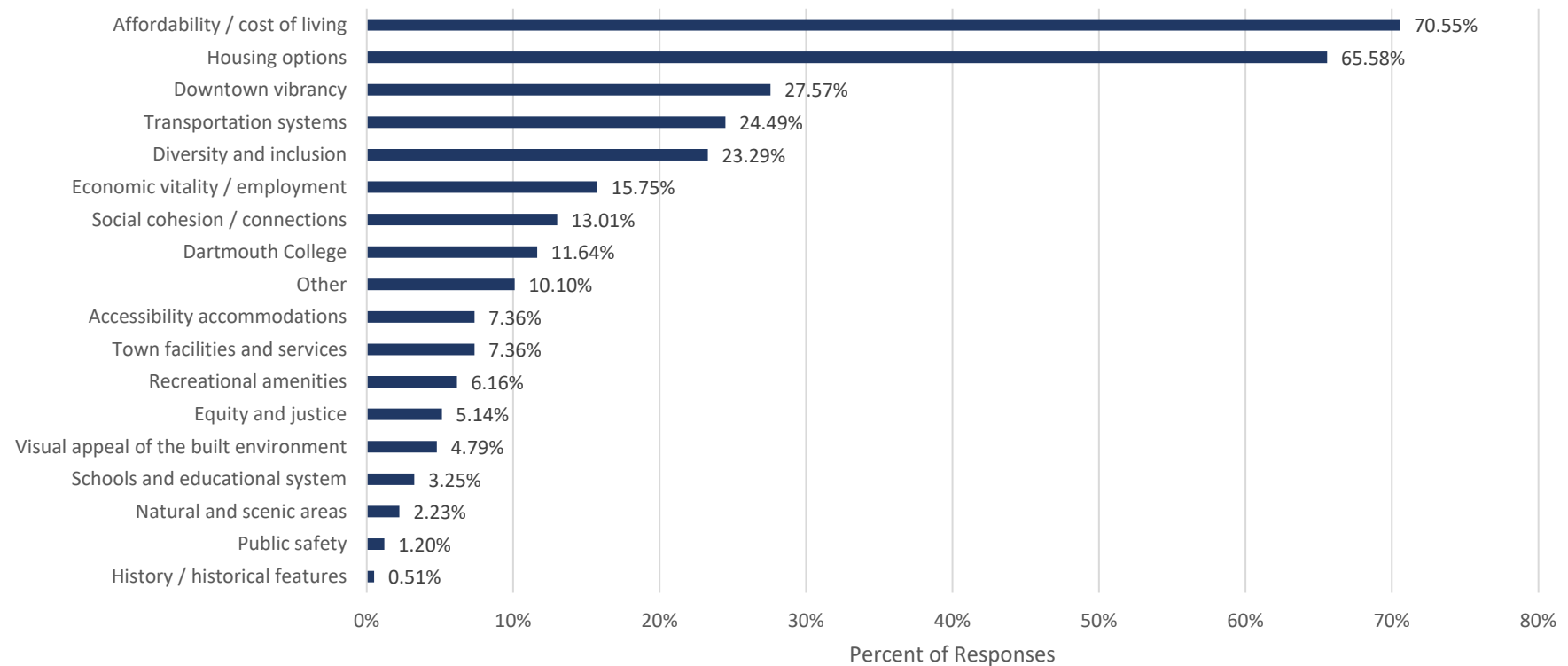
The Town and VHB administered a survey to supplement the Public Visioning Forum. This survey dove deeper into the issues and opportunities pertaining to the general master plan categories (e.g., land use, housing, economic development, etc.). It was opened on March 29, 2022 and closed on May 8, 2022. 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?



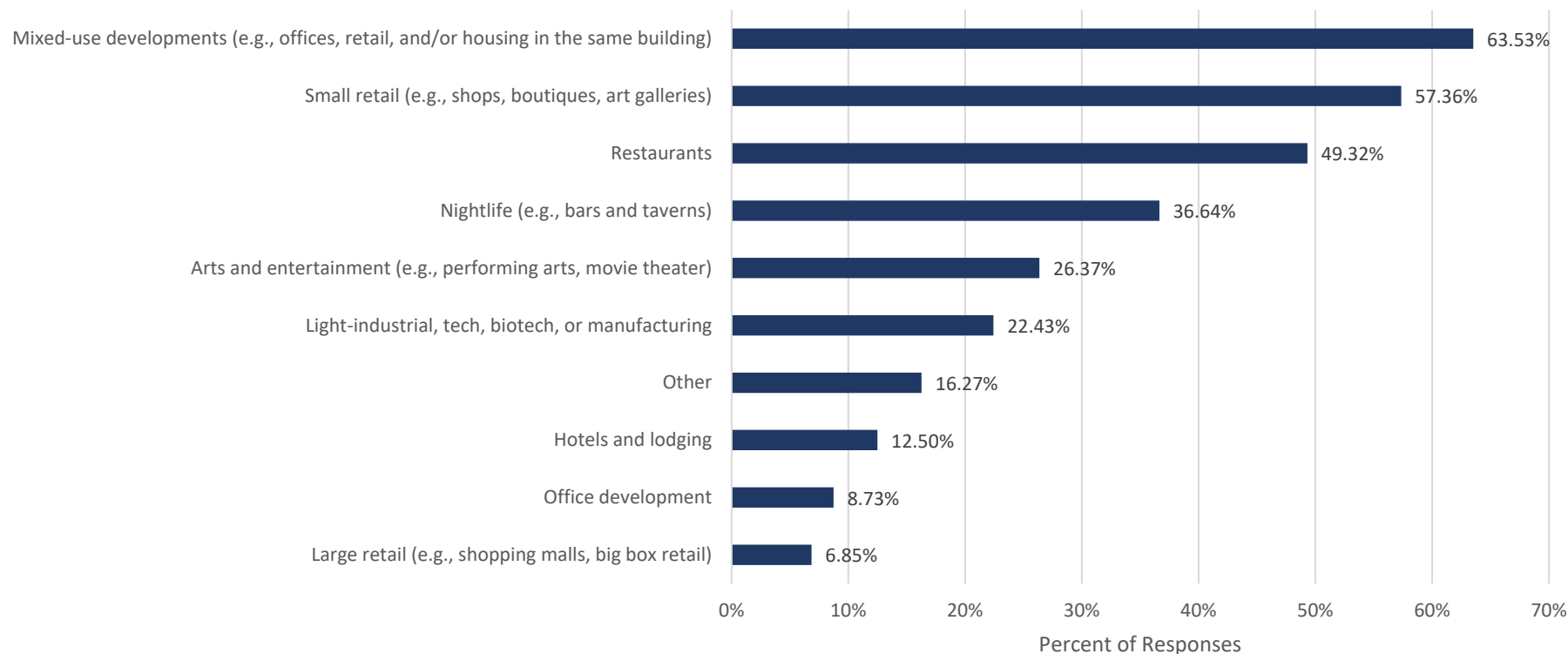
Summary of "Other" Responses: Proximity to medical facilities; clean energy commitment; cultural offering; lack of traffic – short commutes; protected rural character; open spaces

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



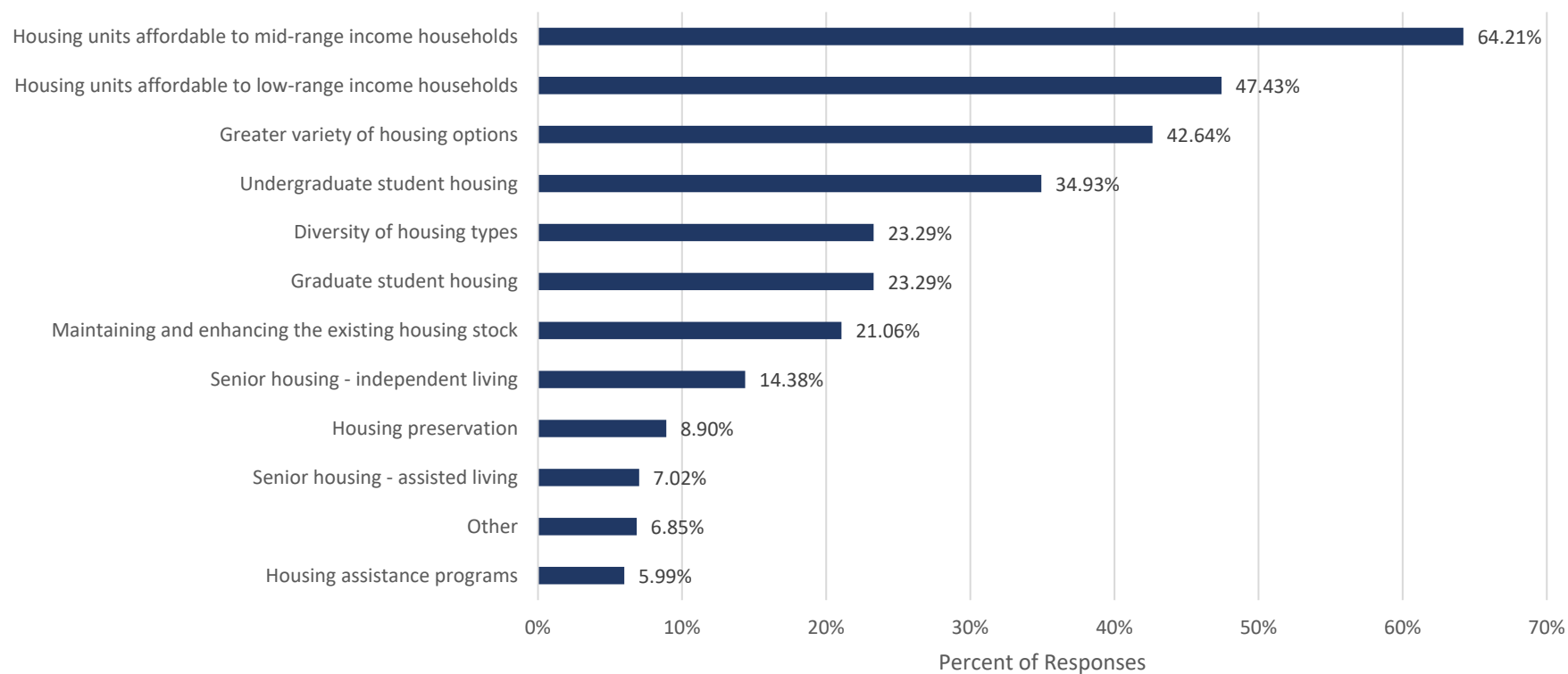
Summary of "Other" Responses: Wheelock Street traffic; town/gown relations; too many boutiques; climate change impacts; controlling growth; access to recreational facilities; energy burden; child care; labor shortage; limited parking

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



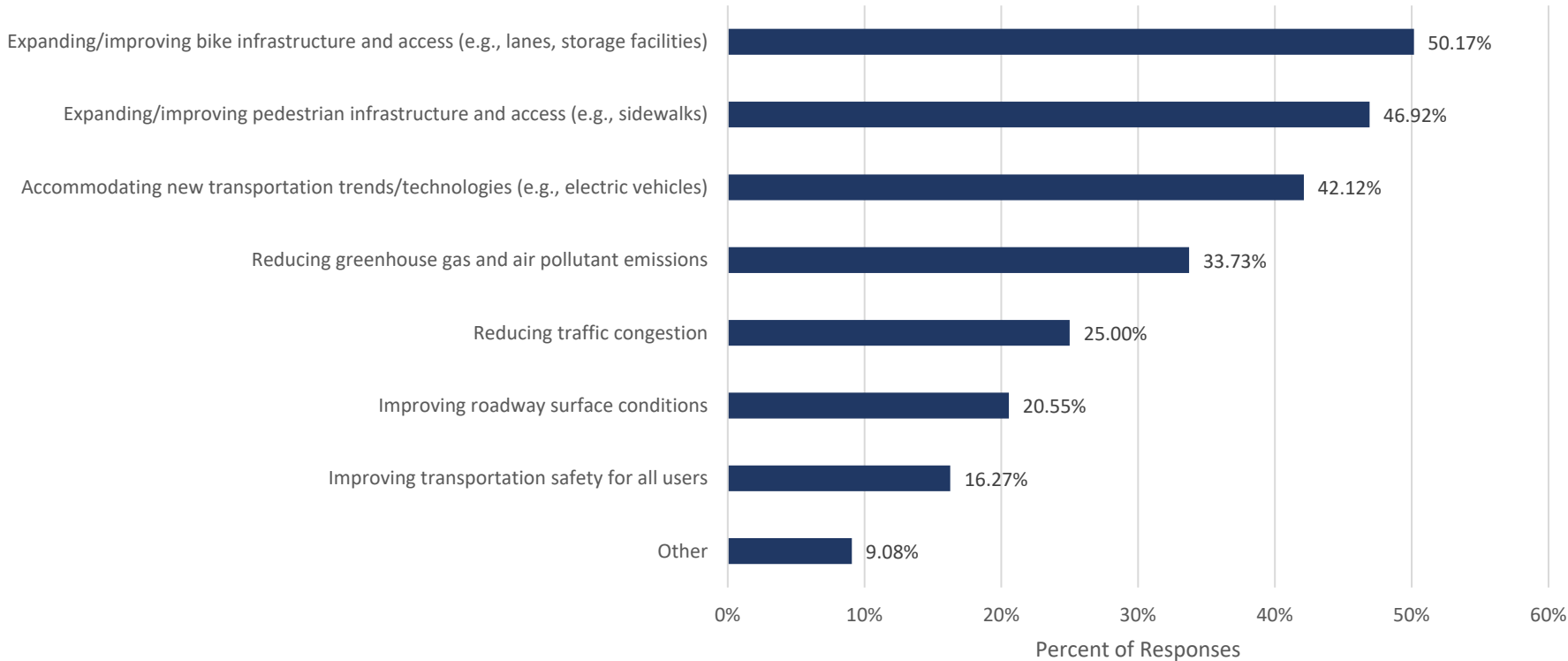
Summary of "Other" Responses: Working farms; no more development; retail meeting daily needs; renewable energy and green jobs; recreation and tourism; pop-up markets; no big chains; mixed use in the downtown core; kid-friendly activities; high tech; grocery alternatives; farmers market; circular economies;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

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



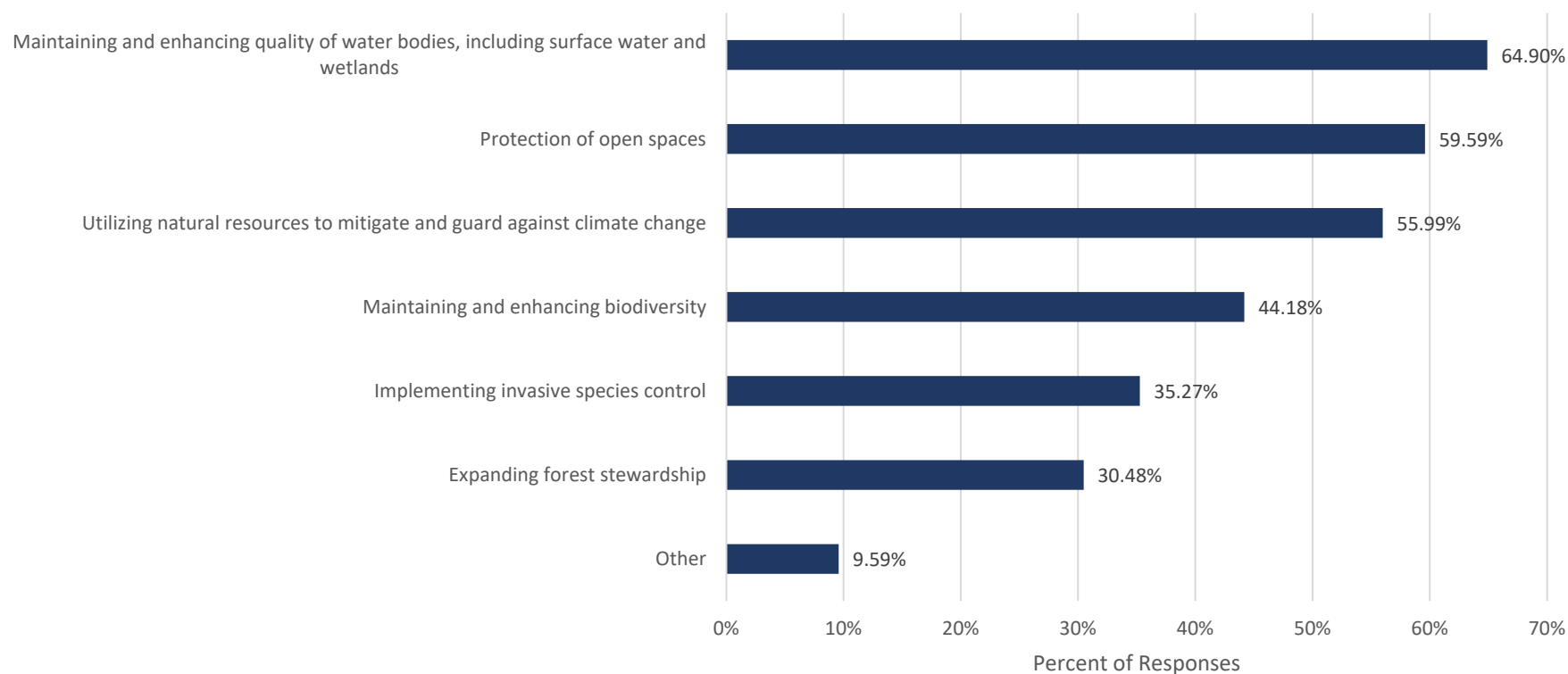
Summary of "Other" Responses: Coordinating Dartmouth housing development; design guidelines for new housing developments; no more housing; workforce housing; senior tax breaks; safe student housing; clustered housing; more multi-family housing; disincentives for single family homes; rental/student housing 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?



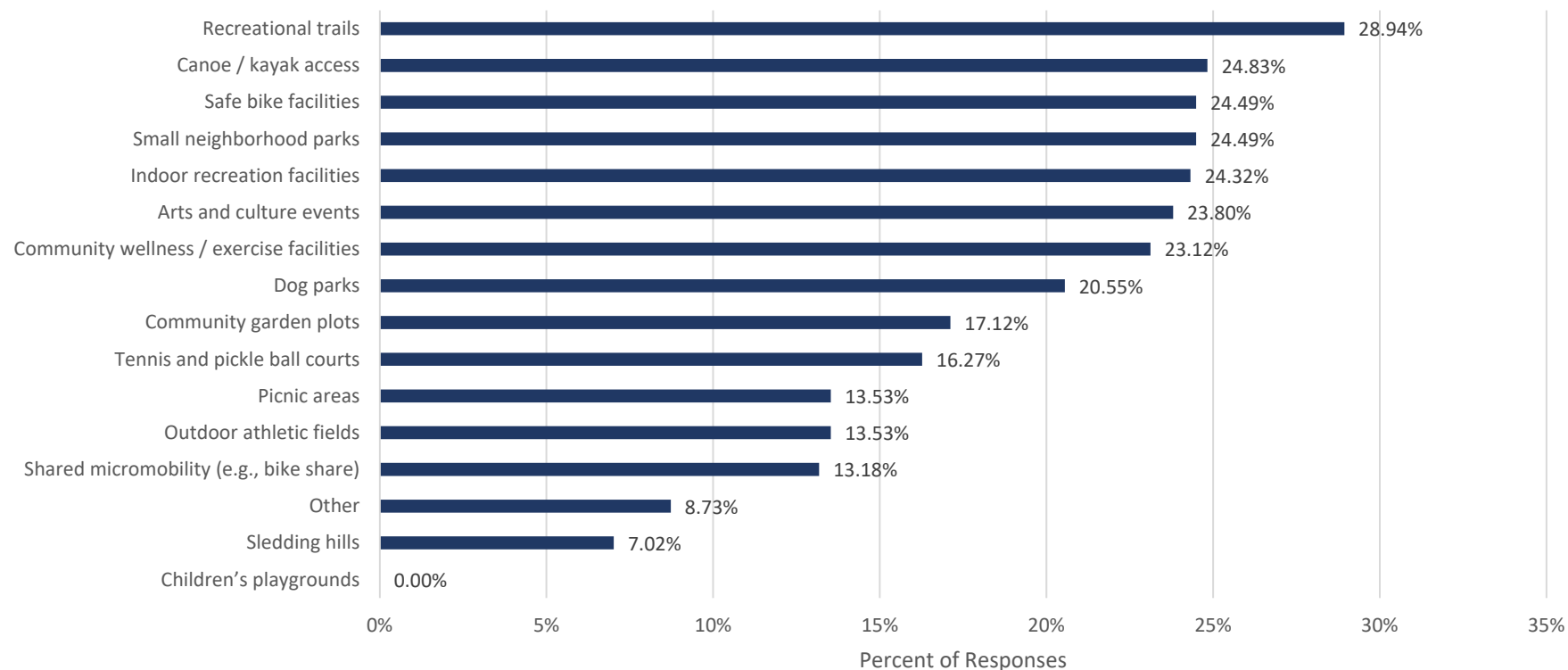
Summary of "Other" Responses: Ride hail apps; resurfacing Greensboro Rd, traffic light timing/coordination; more frequent buses between Lebanon and West Lebanon; reducing traffic speeds throughout town; better street lighting; more parking downtown; repainting all street markers; off-road bike/ped lanes;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

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



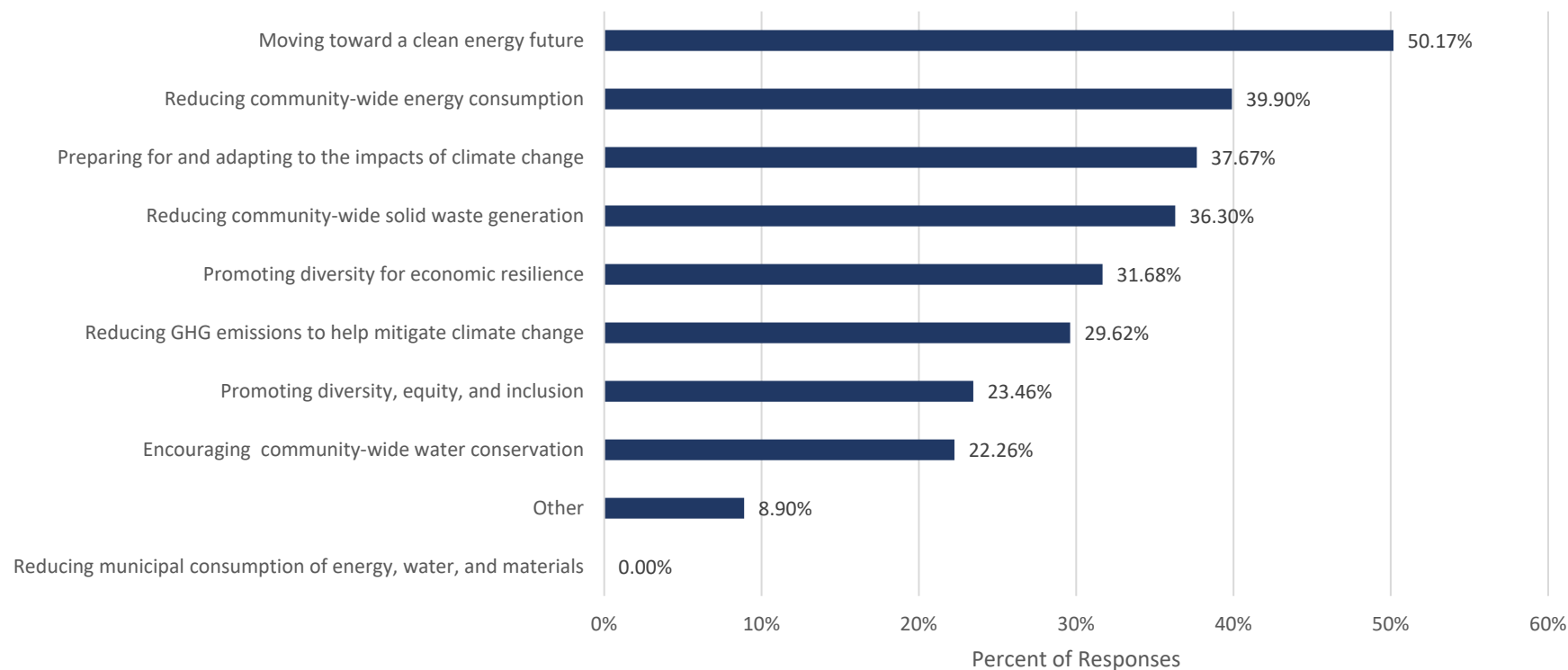
Summary of "Other" Responses: Composting; greater urban tree canopy; better trail maintenance; invasive species removal; reducing use of pesticides; protecting/preserving Garipay Field; contamination prevention (e.g., Rennie Farm); more access to waterbodies; integrated pest management; preventing encroachment 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: Golf 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

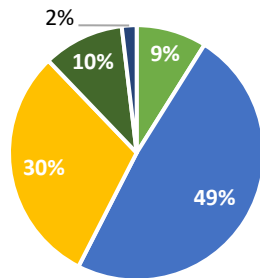
Figure A-12: Public Visioning Survey - What are the most important sustainability issues facing the town?



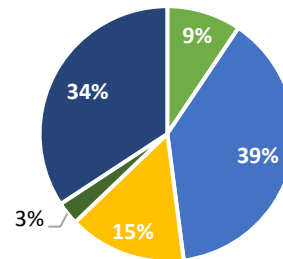
Summary of "Other" Responses: Reducing car dependency; support for home electrification for heating; consider the cost of these initiatives; composting programs; affordable/responsible options for utilities; community solar; more urban core density; addressing homelessness; unified trash pick-up; more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

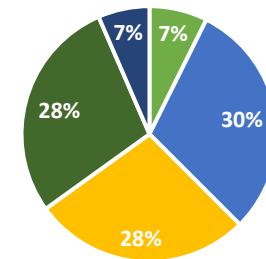
Roads and Sidewalks



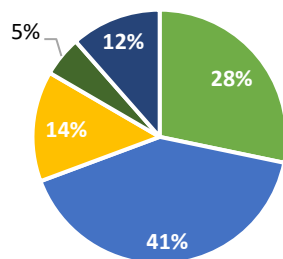
Water and Sewer



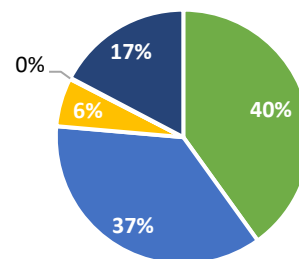
High-Speed Internet



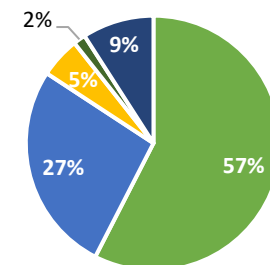
Police Services



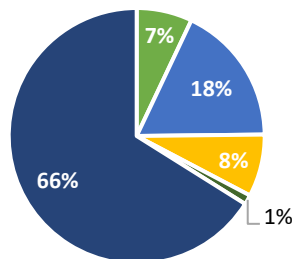
Fire Protection Services



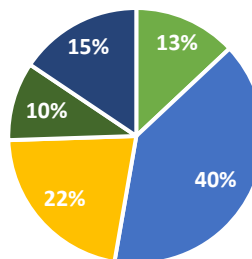
Public Libraries



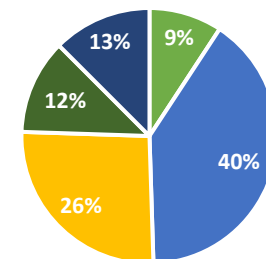
Hanover Senior Center



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

Summary Forthcoming

Engagement #7: Public Comments on Draft Sustainability Master Plan

Summary Forthcoming

HANOVER

SUSTAINABILITY
MASTER PLAN