UNIVERSITY *of* NEW HAMPSHIRE
Cooperative Extension

LONDONDERRY BEST TOWN PROCESS REPORT

Londonderry, New Hampshire
October 18, 2003

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The Community Profile model was developed with the assistance of:

OVERVIEW OF COMMUNITY PROFILES

The Community Profile is a process by which communities take stock of where they are today and develop an action plan for how they want to operate in the future. Whether the issue is a quality school system, an air pollution problem, lack of adequate affordable housing or solid waste disposal, the need for effective problem-solving skills is the same. A community must have strong leaders, from all sectors, who are able to work together with informed involved citizens to reach agreement on issues. The Community Profile assists communities to develop their problem-solving ability. It is a self-evaluation tool that draws heavily on the collective wisdom of the participants and is not a test or a comparison between communities. It provides a method for citizens to affirm community strengths, identify concerns and problems, and then help a community structure collaborative approaches to meet these challenges creatively, set directions for the future, and manage change.

The original Civic Profile emerged from the Governor's Commission on New Hampshire in the 21st Century as a process and a mechanism that communities could use to strengthen their civic infrastructure. The National Civic League, along with several university studies, identified those qualities that make a community work - that help communities plan for the future and survive such dramatic change as extreme population growth, plant shut-downs or military base closings.

In 1995, the League of Women Voters in the Upper Valley, working with UNH Cooperative Extension and UVM Cooperative Extension, identified ten key qualities that help a community to work well now and sustain its social, economic, and environmental health for the future. This is the model adapted by the University of New Hampshire Cooperative Extension and are the "tools" of the community's self-assessment.

Best Towns Overview
Andre Garron

On June 12, 2003 the Best Towns committee held a kick-off meeting with the purpose to solicit information from various groups in Londonderry on issues and concerns regarding the town's future. Attached to the end of this report is the summary of that June meeting.

That kick-off meeting was a prelude to the October 18 Best Town Process meeting where we were looking to build on the June meeting and get your thoughts on Londonderry's future. Also, the Planning Board is in the process of updating the Master Plan and with this process, it can build it into its community planning. The Master Plan process is chiefly focused on planning for growth-related impacts, while the Best Town Process has set no limitations on the topics of concern. Information gathered at the meeting on October 18 will aid the Master Plan process. The growth related issues coming out of this process will be used and incorporated into the Master Plan.

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UNH Cooperative Extension
Londonderry Best Town Process
October 18, 2003
Agenda

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<u>Saturday Morning</u>

7:00 **Sign-In & Light Breakfast**

8:00 **Welcome** – Phil Auger, Extension Educator, Land and Water Conservation
- Overview of Best Towns Process
- Who is here?

Mosaic and Vision
- What is Londonderry like now?
- What do we want Londonderry to be like in the future?

8:45 **Best Towns Overview – Andre Garron**
- Results of June 2003 Best Towns Process

9:00 **Presentation of Community Profile components**
1) Informed Citizen Participation/Community Leadership
2) Housing and Growth & Development
3) Lifelong Education and Learning & Healthy Families, Individuals and Youth
4) Public Services, Facilities, and Utilities and Transportation
5) Natural Resources, Conservation, Environment, Historic Preservation/Cultural Heritage
   and Recreation
6) Business and Industry

9:10 **Break/Move into small groups**

9:20 **Small group discussions of components**
Random assignments to small groups, one component per group
- Strengths of Londonderry in the component area
- Challenges of Londonderry in the component area
- What would you like to see in the future?
- What are the 5 key issues that need to be addressed?

10:30 Break

10:45 Small group reports
- Each of the small groups report to the large group, three minutes each.

11:30 Lunch

12:30 Selection of key issues

12:45 Small groups meet for key issues discussion:
- Define the problem or opportunity
- Project goals - identify what you want to accomplish
- Identify potential projects/solutions
- Evaluate potential projects using impact-feasibility grid
- Select 3 projects to bring to the full group

2:30 Full Group: report back from small groups

2:45 Voting on key projects
- Which projects do you think Londonderry should move forward on?
- Which is the most important projects for Londonderry right now?

3:10 Full group: thank yous and coordination of follow-up efforts

3:20 Project development: small groups
- Who needs to be at follow-up meeting
- What are immediate steps that need to be taken

4:30 Adjourn

Best Town Process
Saturday Morning

The Community Profile was conducted at Matthew Thornton School on Saturday, October 18, 2003 with about 100 participants attending.

The event began with a light breakfast. Phil Auger, Extension Educator, Land and Water Conservation, gave us an overview of the process and an introduction to the goals for the day. Its goal of the day is strengthening community involvement; its key idea is sustainability - balancing economic and environmental factors while thinking about the impacts of our actions for the next seven generations.

We spent a few minutes meeting each other, learning how long we've lived in town and where. We were then asked to offer descriptions of what our town was like right now and what we would like it to be like in the future. Adjectives and phrases were called out and recorded on large easels labeled "NOW" and "FUTURE" at the front of the room. Here are the results:

THE MOSAIC - What is Londonderry like today?
- divided
- full of children
- rapid growth
- bedroom community
- at a crossroads
- good schools
- good band
- volunteers
- lots of athletics
- no biking
- culturally lacking
- in need of coming together on children's issues
- apple orchards
- healthy children's programs
- very typical
- full of traffic
- active
- low participation
- a lot still rural
- transient
- historical areas
- high taxes

THE VISION - What do we want Londonderry to be like in the future?

- create synergy to address community issues
- create a better sense of community
- lower taxes
- healthy environment
- lower residential taxes
- more town and school relationships
- responsive and accessible town government
- more racial diversity
- rural
- more of a central core
- apple orchards
- village atmosphere vs. Willow Street atmosphere
- remain a town
- hold on to historic districts
- provide more cultural/educational opportunities
- better informed citizens
- less traffic
- more unifying town events
- citizen involvement
- Chief Joe's safety program
- less junkyards or transfer stations
- more charitable giving
- more affordable housing
- clean environment
- appropriate industrial development
- conservation areas
- not Massachusetts
- more accessible for walk/bike
- provide places to work
- central gathering place
- physically beautiful
- excellent schools
- safe-low crime rate
- arts center
- more regional parks and recreation
- more foot/bike paths

BEST TOWN PROCESS SIX COMPONENTS

After we developed a mosaic and vision for Londonderry and digested some of the history, Phil Auger introduced us to the idea of discussing Londonderry within the framework of 6 qualities which can be used to profile a community. These topics, drawn from the work of the National Civic League and adapted by UNH Cooperative Extension are important components of any successful community. These components make a community work well now and sustain the cultural, economic and environmental health and vitality for the long-term future.

Civic Infrastructure
Informed Citizen Participation/Community Leadership

Community Infrastructure
Fostering Healthy Families, Individuals and Youth and Lifelong Learning
Community Services, Facilities, Utilities & Transportation
Sense of Community/Recreation and Cultural Heritage

Environment
Working Landscape and the Natural Environment

Economy
Housing, Growth and Development

Next, 6 small groups of approximately 6 people each were randomly formed, each group examining one of the components each. The small groups adjourned to various rooms where trained facilitators and recorders lead the groups in their discussions and made notes on more large tablets. Each group considered the definition of their components and examined the statements to be considered for their components to begin the discussion. Participants were asked to list the strengths of Londonderry as they saw them, and then to list its concerns. Next the groups gave some thought to the problems and issues they thought were important to the town's future. Finally, each group was asked to identify five key issues that need to be addressed by the town. These were brought back to the whole group and highlighted in three-minute summations presented by a member of each small group.

1. Informed Citizen Participation/Community Leadership

Facilitator: Joy Dean O'Connor   Recorder: Madeline Heath-Demeule   Spokesperson: Not Noted

Participants: Jo Oswald, Steve Lee, Janice Avery, Ginny Dahlfield, Helen Kimball

Statement of Purpose:

In a healthy community, citizens actively participate through voting in the local elections, serving on local boards, attending public hearings, and being involved in civic organizations and community activities. All citizens need to develop knowledge and skills to contribute to community life. Shared problem solving and planning for the future as a community increases local pride and commitment.

Healthy communities have, and develop, public leaders who work together to enhance the long-term future of the community. Community leadership must be responsive, honest, efficient, enlightened, fair and accountable. It should have the ability to bring the community together to participate in open, neutral dialogue on important issues.

Leaders should be representative of their community and be able to envision an economically secure, environmentally sound and socially viable future. Leadership should empower community members to assist in resolving community issues.

Statements a community should consider:

- Our leadership actively recruits, trains, and empowers new leaders
- Leadership represents diverse community interests (age and gender groups, length of time they have resided in the community, culture, etc.)
- Community leadership demonstrates knowledge, accountability, professionalism, innovation, and is results-oriented.
- Leaders involve local citizens in identifying community goals and resolving community issues.
- Leaders demonstrate long range (20+ years) thinking. They understand the impacts of their actions on the long term health and vitality of the community.
- Citizens know how the system works and it is easy for newcomers to learn how to get involved in the community.
- People can find out easily what is going on in the community.
- Schools, churches, youth and civic groups provide citizen education and promote community service.
- Citizens are actively recruited and involved in major projects.
- Participation and leadership is proactive instead of reactive, facing community issues before they become crises.
- Civic organizations and local businesses actively contribute to community functions.
- Local committees and boards communicate well with each other, the public, and with boards and committees throughout the region.

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Group Response - Strengths:
- active participation major organization (i.e. town planning)
- cable studio –ways to communicate
- forward thinking leadership - proactive
- several volunteer groups (sports, trails, grassroots)
- good leadership within volunteer group
- Londonderry Times asset
- sense of familiarity with leadership due to cable
- hearing different sides is possible
- small neighborhood organizations (churches and athletic activities are strong)
- make it like a community where "they" came from
- grass roots or boards – great training ground for leaders
- informal neighborhood gathering
- honest and trustworthy leaders now
- general support for leaders
- there are opportunities to share ideas or get involved

Group Response - Challenges:
- own agendas for people who start groups
- pie in sky idea
- want to make it like the community they came from
- transient community members
- pre-dominance of one point of view
- not getting all sides of each issue
- atmosphere that make it uncomfortable for people who want development to come forward
- bias on boards – not neutral
- board members are not large land owners
- need to find new ways to hear new voice
- need to look at busy life-styles –questionnaires, etc.
- lack of time
- more representative form of engagement
- here but not here – sleeping when here
- expecting someone else to do all and make all decisions
- lack of interaction of individuals - get in car go to different places
- no parks
- perceptions differ: are we rural or suburban, looks different to someone from a city or the county
- must use bus or car – no walk or bus
- friction because of competing needs for resources
- limited space needs
- no sharing of resources
- no willingness to share "me generation"
- much school space empty at night

- difficult to get all the facts and history of a specific topic
- elected or appointed leaders believe history starts with them
- accuracy of information: gathered 2nd or 3rd hand – inadvertently mutated
- sense that there's "an inner circle" hard to break in – they're in charge!
- not understanding how town government works
- might feel intimidated to be involved
- town meeting terminology – how meeting works
- feel like if I say something 1) might sound stupid, 2) might be confrontational (didn't want it to turn into a "fight"), 3) might be put on spot
- essence of community – we need to keep reciting
- more kid involvement – less for adults, isolated without kids
- form of government changed: meetings no longer result in decisions – done without voting
- voters voting blind – no debate or discussion of facts prior
- at a disadvantage if you go to a meeting and don't have the information at hand that others do
- people don't know what resources are in their community

Vision for the Future:
- there would be a real effort to welcome people and give them a primer on Londonderry
- this type of forum
- adults and elders welcomed
- people would understand that the budget sets the future
- people would be educated about the budget process
- Master Plan: a user friendly community – accessible by foot and clean technology, invites discussion
- we have to change how we use our land/accommodate "village"
- need to use different methods of reaching people, etc.
- new, better website with how town "works"
- TV, website, print – develop multiple communication tools
- community bulletin board
- chance to express self "bulletin board/electronic
- develop new ways to inform about town work
- develop ways for teenagers to become involved and to become leaders in their community
- +55 growing population new to Londonderry will have a way to be informed and involved to prevent isolation and dissatisfaction due to lack of involvement

Key Issues for Now and the Future:
1. education – how government works, how meetings are run, etc.
2. need for gathering places
3. develop new ways for two-way communication
4. need for people to be recruited and encouraged to get involved
5. develop opportunities for people to gather

2. Housing and Growth and Development

Facilitator: Minda Henderson   Recorder: Gregg Caporossi   Spokesperson: Not Noted
Participants: Brian Farmer, Donna Tongue, Amy Pitts, Sally Nelson, Mark Oswald, Richard Avery, Janus Czyzowski, Marilyn Hoffman, Luke Breen

Statement of Purpose:

Shelter is the primary need of every community. When a community loses sight of this fact, a slow process of decay can eventually result in adequate living units and conditions in the community. Areas of concern include condition of existing housing stock, affordability of housing stock, a rising senior population and residential growth.

A community can more effectively manage its growth through the prudent use of local zoning ordinances and planning regulations that guide how land is divided, used, and developed. These tools allow the community to regulate the development of residential areas, commercial districts, and the town center. These are key considerations in managing growth while maintaining community character.

Statements a community should consider:

- Seniors in the community have a variety of options to meet their housing needs, such as nursing homes, retirement homes, group living situations, or funding for elderly housing needs.
- Our community has a variety of housing types to meet the needs of individuals and families, such as workforce housing, multi-family housing, apartments, and senior housing.
- A variety of resources are available to the residents of the town to help update the housing stock.
- Our town has a variety of affordable housing options.
- The Master Plan effectively addresses issues such as residential growth and the increasing demand for new housing stock.
- The new homes being built in the town raise enough tax revenue to cover the increased costs of services that the town incurs (schools, infrastructure, police, fire, etc.).
- The community's zoning and planning regulations are updated regularly and reflect a broad spectrum of residents' vision of the community in 5, 10, and 20 years.
- Land use regulations and land protection efforts are preserving an adequate amount of open space in the community.
- Current zoning regulations favor protecting the character of key sections of the community over new commercial development.
- Our zoning regulations are designed for counteract sprawl.
- Municipal government works well with landowners to promote land protection and sustainable development while respecting private property rights.
- Residential housing is planned so that negative effects on traffic, public schools, sewer and water systems, and wildlife habitats are minimized.
- Areas of natural beauty and historic importance are well protected by zoning regulations and

land protection efforts.
- Our community commits financial resources toward protecting valuable natural resources.

Group Response - Strengths:
- zoning creates strong separation between commercial and residential
- diverse range of housing
- stable housing prices (desirable)
- ample independent living for elders
- housing attracts affluent people
- huge variety
- lot of new housing being built
- growth management ordinance in place
- 1 acre zoning
- setbacks from road
- don't have a lot of multi-family rental style housing- prefer the more affluent housing
- proactive town development strategy -POD
- town regulations and zoning are updated and adequate
- zoning protects natural and historic areas
- open space task force
- wetlands protection ordinance – drinking water
- adequate local services (retail)
- appropriate land uses – well laid out pattern
- strong municipal services
- preserving rural character thru conservation
- strong agricultural economy
- open space around town center (geographically dispersed, not auto dependent)
- clustered civic uses
- transportation accessible (I-93, airport)

Group Response - Challenges:
- weak town center
- I-93 not convenient until expansion complete
- affordable housing (lack of)
- lack of rental housing
- limited land available for multi-family rental units
- fluctuating market forces preclude rentals
- affordable housing for everyone (low income, service, young people)
- lack of retirement and nursing homes
- maintaining the balance as we grow – current trend
- attract commercial development with minimum traffic impact
- containing tax rate
- 1-acre zoning eats open space
- educating the public
- involving public in planning

- protecting open space and agricultural lands
- tearing down barns
- tearing down smaller homes to build large homes (reduces diversity)
- prevent duplicated retail/commercial businesses
- accessibility to businesses without using car
- balance tax revenue of town between residential, commercial and industrial
- increase usage of town center while maintaining character
- neighborhood level open space
- improving character of existing development on Rockingham Road (visual)
- competition for open space and land
- set aside municipal space

Vision for the Future:
- developed town center accessible by walk/bike with meeting places and cultural development Mammoth Road
- developed parks – passive recreation
- waste disposal and municipal/water system regional
- neighborhood pocket parks
- rental apartments and small home availability
- pedestrian and bike trailways (along side main road, balance of each in parks and roadside)
- sidewalks to library, in useful areas
- mixed use housing: village type "communities"
- cluster housing
- 2-acre zoning
- preserve pockets of woods
- turkeys! moose! black bears, deer (maintain natural/ecological environments, wildlife)
- disabled/assisted living housing
- local convenience stores in neighborhoods
- more schools
- design municipal buildings for multiple future uses

Key Issues for Now and the Future:
1. maintain proactive planning/zoning while preserving town character
2. diversity of housing (affordability, senior, rental, balance with affluent homes)
3. enhance the town center (accessibility for pedestrians/bikes)
4. provide adequate commercial/industrial growth for tax base
5. ensure passive recreation and cultural facilities

3. Lifelong Education & Learning and Healthy Families, Individuals & Youth

Facilitator: Don Tongue   Recorder: Lynn Garland   Spokesperson: Not Noted
Participants: Harry Stewart, Kate Dolan, Mary Tetreau, Kathy Wagner, Jim Finch, Andy Mace, Pollyann Winslow, Marty Bove, David DeBaie, Fred Peters, Alice Peters

Statement of Purpose:

Education is a lifelong endeavor, much more extensive than just the K-12 school system. It starts at home, continues through childhood and the teen years, and progresses throughout adult life. People of all ages need to develop knowledge and skills in order to improve the quality of their own lives and those of their families, and to contribute more effectively to community life.

Programs of higher education and lifelong learning provide local businesses with a pool of trained employees. Other formal and informal learning opportunities allow community members to discover hidden talents and develop an array of interests and skills. Lifelong learning allows citizens to manage their lives more effectively in a changing economy and to participate in increasingly complex municipal operations with greater knowledge and skill. Most communities face a variety of challenging social issues, such as substance abuse, domestic abuse, poverty, and other concerns related to the elderly, youth, and families. Addressing these concerns effectively takes the coordinated efforts of the public, private, and non profit sectors.

Support services such as adequate child day care, comprehensive after-school, youth, teen, and senior programs, preventative health and substance abuse programs, parenting and family support programs, and effective human service networks help strengthen the social fabric of a community. Aided by effective communication, compassionate leadership, active citizen participation, and inter-group cooperation, a comprehensive package of supportive services will enable a community to nurture healthy community members.

Statements a community should consider:

- Educational opportunities are easily accessible and provided equitably.
- Lifelong educational opportunities, including formal and informal academic, vocational, artistic, and spiritual, meet the community's needs.
- School planning is forward thinking and open to regional solutions.
- There is an plentiful pool of skilled labor for local businesses to draw from.
- The level and quality of adult literacy programming in the community is _____ .
- The public school facilities adequately meet community members' needs.
- There is a(n) _____ level of quality preschool and daycare opportunities in the community.
- There is good communication and cooperation between the municipal government and the local public school board.
- Local and regional employers actively support and are involved in the local K-12 public schools.

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- The community supports and values high quality K-12 public school education.
- There is a support network for community members who home-school their children.
- There are _____ local and/or regional programs available addressing the social issues
  - of our youth, teens, seniors, parents, and families.
- The health and social services are accessible, adequate, and provided in an equitable manner.
- The three sectors work together to provide a comprehensive package of programs.
- The majority of programs are of _____ quality.
- Community services are "cradle to grave", addressing the entire age spectrum of the community.
- Local government provides an array of services for the community's neediest members.
- There is adequate information about the available services and many community members utilize them.
- Many of the services allow families to participate together.
- Local government is responsive to emerging needs of community members.
- Local government considers and utilizes alternative methods of service delivery.

Group Response – Strengths
- good time citizenship
- support group involvement – benefits other communities
- cable access, local newspaper gives exposure to programs
- good media coverage of local
- PTA outreach programs – well funded so can tackle issues – share information
- community groups – women group fingerprint kids, Dollars for Scholars
- environment – pretty healthy community, safe for families
- community offers a lot
- families want happy children to be safe, exposed to some things, insulated from others
- responsive to blood drives (food drives)
- lots of things here due to demographics, young, well educated, money, even if low participation, voting, volunteer efforts
- strengths sometimes nurture complacency
- very good school system
- lots of youth activities, sports, high school bands
- stressed youth…more than adults
- move to Londonderry because of schools
- regional employers support school
- regionally located to take advantage of regular vo-tech colleges
- health facilities – hospitals – Manchester, Derry, Boston, Dartmouth
- location
- YMCA – good youth activities – after school activities
- church groups also assist behind scenes
- volunteers 90% groups volunteer, often same people
- spirit of volunteerism…large

- substance abuse addressed in school (comprehensive health curriculum and programs, good touch bad touch program in school, DARE program in middle school, police within school)
- recognized aging population doing more
- family mediation services – healthy families
- don't have social, poverty issues, but services locally
- Brian Ingalls Foundation community rallying

Group Response – Challenges
- more awareness of community groups/program activities
- school, not enough apply, lack of information
- not enough volunteers
- because of youth focus missing, adult education, elderly concerns
- lots of elderly have left town due to high cost
- no places for affordable senior housing, need more
- so many things going can't get it all done, need prioritizing
- lots on youth athletics how to balance issues…minority concerns
- keeping families after kids finish school
- quality of life issues
- let's have bike trails
- safety of biking, walking roads
- share the road signs –can use state signs
- big signs when come into community – safe roads
- slow traffic down – slow lifestyle – smell roses
- need exercise – responsible for environment
- need place to gather as community
- little communities inside Londonderry – not brought together
- utilize woods at town common, school, town buildings
- spend money on buildings – need improved landscape and use as park land multiple uses
- place to go for coffee, theatre
- keep family community healthy
- look at zoning for pathways
- connected right of way paths
- young families stretched work time and family time hard to get volunteer out for lots of programs
- not easy to get to athletic fields, need community centers, neighborhood fields
- don't have voc-tech opportunities for kids
- don't have colleges offered within Londonderry
- Londonderry sheltered – don't see poor much but there are needy families here
- people need help
- make children more aware of community service after 9/11, choosing projects for donations
- kids don't see diversity, need to understand cultural diversity – give back
- people to live here for rest of life

Vision for the Future:
- bicycling – lifelong sports – all kids ride bikes to school 1 day would free up parents
- if don't have vehicle hard to get around, need alternatives to be safe
- bike paths
- challenge senior citizen bike day
- senior center – place to meet, gather
- community center – place to gather for youth-adults
- need place for kids to cool off – swim during summer (unless backyard pool)
- need places for seniors to cool off in summer
- work with YMCA for linking to resources, expand facilities
- bus system for kids>elderly
- over activities of youth
- more non-organized recreation opportunities
- park land needed
- set aside and help develop & fund recreation areas/schools, needs to be usable land
- missing balance that keeps families together, many have long commutes
- need greater number jobs in town so can spend more time on town focus/family focus
- reason for people to stay thru out lifespan
- keep one food in nitty gritty
- time, money set priorities
- need day of 45 hours so must set priorities and people willing to achieve goals
- people willing to give time and money
- community center really Dunkin Donuts
- 50-60 ft right of way gas line/PSNH get access for bike trail
- retain people…service link helps elderly
- senior vans to help transport elders/disabled needs to be expanded
- bus line, regional, federal transportation district
- Lamprey River Health Care
- promote more volunteerism, comprehensive programs, make it easy for people to volunteer
- quality of life…create so work for life span
- welcome new families to town, get them involved, create welcome wagon concept
- lifelong education, adult education, share skills/knowledge with others
- incentives for people to stay (tax breaks for those whose kids are out of school)

Key Issues for Now and the Future
1. keeping families - retention
2. informing community – new and existing families
3. continuing education – lots of alternatives, adult ed, vocational education
4. quality of life
    a. recreation – bike paths – utilize Y
    b. community center
    c. less hectic pace, less stressed
    d. slow down on highways

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4. Public Services, Facilities & Utilities and Transportation

Facilitator: Nancy Lambert   Recorder: Andre Garron   Spokesperson: Not Noted

Participants: Mary Gale Durning, Lynn Cina, John Conley, Tom Dolan, Steve Young, Marilyn Ham, Paul Margdin

Statement of Purpose:

A community provides many essential facilities and services to its members – public facilities such as municipal buildings, schools, sidewalks, roads, libraries, a recycling center, and cemeteries, as well as services and utilities such as police, fire, ambulance, highway maintenance, water, and sewer. These key functions consume the majority of tax dollars and sharply influence the community's quality of life.

A community's strategic location and economic importance bring many people to live, work, and shop here. Roads get most of us where we need and want to go, and most people drive their own cars for convenience. However, more vehicles sharing the roads results in increased highway maintenance, air pollution, and traffic congestion. Alternatives to automobile travel include pedestrian and bicycle travel, and bus and rail transportation.

Statements our community should consider:

- Public facilities and services such as _____ are needed in our community.
- The community's road system is adequate and well-maintained. The use of traffic controls (signs, lights, speed limits, police, etc.) is well-planned and coordinated.
- Our public water sources are protected.
- Our community does a great job of reducing, recycling and handling disposal of its wastes.
- The town has a plan for financing the maintenance, expansion and replacement of its public facilities.
- The community is open to regional solutions for future infrastructural needs.
- Public buildings such as schools and town offices are adequate for our needs.
- Our public buildings are accessible to people with disabilities and are energy efficient.
- The community is easy to travel around by foot and bicycle.
- Officials address qualitative concerns about facilities and systems and utilize alternative methods of service delivery.
- Our officials are professional in meeting public facility, service, and utility needs.
- Appropriate physical connections exist, such as public transportation between housing and job sites.
- The levels and quality of emergency services – fire, police, and ambulance – are _____.
- Our current road system is adequate and meets the needs of the residents and visitors.
- The use of traffic controls (signs, lights, speed limits, police, etc.) is adequate throughout residential and commercial areas.
- The community encourages car pooling, and helps make it work for people by providing information and accessible parking areas.

- Parking is adequate in the commercial areas.
- Tradeoffs, such as maintenance, pollution, and congestion are considered when widening main roads or building new roads.
- Residents and visitors would use public transportation if it was available.

Group Response - Strengths:
- public library
- taxes support community services
- historic district
- solid waste program
- sewer in center of town is good
- physical plant we do have are well maintained
- emerging new police station: town hall
- school system
- airport in Londonderry
- new gym
- site planning is well defined and effectively enforced
- active senior center
- strong communication system with town education and officials
- website
- responsive to traffic: public safety
- recreational fields – many available fields
- good north/south arteries
- underground utilities in part of town (required by site plan)
- good water supply through center of town
- emerging trail system
- conservation grant
- late bus
- school transportation system
- central fire station
- ambulance service
- snow removal
- good road conditions
- historic museum
- open space and apple orchards
- town common
- protection of public water resources
- people who care about protecting water resources
- strong professional and dedicated management team on town, school
- one of the best town managers in the state
- good community volunteers help out with public services
- good foliage and farm markets

Group Response - Challenges:
- side effect of airport growth
- funding community services and facilities through taxes
- hard for people without cars to get around, cannot walk to center of town
- lack of sidewalks, trails
- few areas of mixed zoning
- transportation for seniors
- taxes for people on fixed incomes
- safety concerns of large trucking on Mammoth Road
- overweight not permitted on I-93 are permitted on local streets
- unsafe intersections (Litchfield and Mammoth; Rte. 28/Mammoth)
- as we grow other intersections will become dangerous
- un-permitted and under funded recycling center
- challenge to promote recycling in Londonderry
- contractors understanding the town's recycling program
- South fire station is inadequate and failed septic system (North Station is not as bad)
- response from Central station due to traffic
- traffic
- control of ATV use in the woods and littering that results from ATV use
- continued expansion of water and sewer to keep up with growth
- funding availability for deterioration of local roads
- town wide historic preservation
- get building on the national register of historic buildings
- shortage of cemetery space
- no public meeting place/auditorium
- no civic community center "bowling alley" concept, public social areas
- town and business partnerships – allowing businesses to do something special
- hard to find information about business in town and how they work in the community
- hard to get the website updated
- need a Chamber of Commerce
- better cell phone access and competition for cable, Internet services
- growth

Vision for the Future:
- public swimming pool
- safe intersection
- people not running red lights and stop signs
- high police visibility
- more neighborhood park places to bring people together (dog parks)
- welcome signs and landscaping at intersections
- broader offering of continuing education
- bus network for seniors and others
- neighborhood villages
- continued conservation and heritage awareness

- keeping family farms (horse riding and apple orchards)
- greater conservation management
- safer path system between schools
- better lit paths
- development of pedestrian/non-motorized pathway in center of town
- work with state to better maintain their roadway system
- better communicated safety-disaster plan for schools
- safe schools
- more complete sewer and water system
- controlling the cost of housing in town
- no casinos

Key Issues for Now and the Future:
1. maturing the town's infrastructure
2. public safety and awareness
3. controlling growth (types of businesses and number of people)
4. build a better sense of community (personal interaction and social capital)
5. maintain rural character and existing characteristics of town

5. Natural Resources, Conservation and Environment; Historic Preservation & Cultural Heritage; and Recreation

Facilitator: Tim Thompson   Recorder: Claudia Boozer-Blasco   Spokesperson: Not Noted
Participants: Laurie Riedel, Glenn Douglas, Lori Curtin, Ann Chiampa, Vinnie Smith, Mark L. Cohen, Ruth Kosteva, Bob Napolitano, Chet Ham, Joe Ryan, Larry O'Neil, Bill Hart

Statement of Purpose:

Natural resources and historical assets of a community contribute significantly to the quality of life for residents and play an integral part in defining community character. Streams, rivers, walking trails, working farms, forests, clean air, historic buildings and bridges, wildlife, and open land help determine a community's personality and contribute to the everyday pleasures of community life. A sustainable community recognizes the importance of these assets and take appropriate measures to assure their continuance.

As towns experience residential and commercial growth they often lose the integrity of their historical and cultural assets. Historical structures and cultural heritage help to nurture the body and soul of a community. Historical and cultural assets must be preserved and celebrated within the community. Activities such as celebrations of town history, cultural heritage festivals, Old Home Days, local arts and crafts, music, theater, and dance enable community members to experience and appreciate the cultural and historical diversity within the community. By valuing and celebrating historical and cultural assets, communities can strengthen the fabric of social interactions.

Recreation is also a key component of a community's well-being. Most importantly, recreational activity helps to improve individual levels of mental and physical health. Areas of concern include youth recreation opportunities, recreational opportunities for adults and seniors and outdoor recreation programs.

<u>Statements a community should consider:</u>

- There is a broad community interest and participation in protecting and providing long-term protection for key natural resources and historical assets.
- The community has recently inventoried its natural resource base.
- Our community has a plan for protecting land that is vital to the local natural resource base.
- Steps have been taken to establish regulatory controls and promote voluntary actions to assure the continued availability of natural resources.
- Current systems, such as waste management, are handled in a way that preserves the integrity of natural systems in the community without damaging the integrity of natural systems elsewhere.
- Local businesses are environmentally conscientious and work to protect public water sources.
- Natural resources and open space play an important economic role in the community.
- Critical resources are being negatively impacted by competing land uses.
- The community has addressed regional natural resource features and issues with surrounding communities.
- There is a wide array of cultural or heritage opportunities for community residents, as well as visitors, such as museums, battle sites, historic structures, heritage theme displays, etc.
- The community holds annual celebrations focusing on the town's history or cultural heritage.
- There are restaurants, bistros, playhouses or other settings that promote the community's culture or heritage.
- The community preserves and enhances what is special and unique about its cultural heritage and history.
- Children, youth, and seniors are encouraged to participate in cultural events, and citizens are part of larger regional cultural events.
- There is a wide array of public recreation facilities, such as ball courts, playgrounds, campgrounds, etc.
- There is a wide array of outdoor recreation opportunities, such as hiking trails, bicycling lanes,
   walking paths, fishing, etc.
- There is a high level of awareness about and accessibility to available recreational opportunities.
- There is a wide array of passive recreational opportunities (i.e. scenic viewing).
- There is a strong parent representation in recreation planning.
- Our community has an organized structure to address recreation issues (i.e. recreation director,
   volunteer committee, school committee, etc.).

Group Response - Strengths:
- focus on open space preservation
- do have space/availability to go in directions
- Londonderry LAFA
- Musquash Area
- Trailways Committee
- Heritage Commission
- Historical Society moving ahead
- Morrison House Museum
- apple orchard development right purchase
- availability of historic information in library
- access to surrounding cultural aspects of surrounding cities
- existing number and quality volunteers for recreation
- Old Home Days
- lack of pollution
- youth sports
- number who participate in sports activities
- supportive music program
- YMCA
- availability to shopping
- willingness to pursue
- The Muse
- 4th grade curriculum – Londonderry History
- Londonderry Grange
- strong ordinances that protect natural resources, environment
- Town Commons and cultural series
- library
- youth programs at library
- strong sense of community
- educational awareness
- computer training
- apple orchards
- adequate number of churches
- good educational system
- farms
- little antagonism in town – more wholeness

Group Response - Challenges:
- diversity and lack of diversity (many things to do, but few ethnic backgrounds)
- splintered recreational groups
- lack of space for women's recreation groups
- splintered volunteer groups
- conflict between preservation and growth
- I-93 expansion and resulting growth

- Route 102 and resulting growth
- Northwest/airport access bridge
- no geographic center of town – "we're losing it"
- lack of adult education
- need broader community participation
- need broader communication with citizens
- traffic/safe roads
- lack of concise recreation plan and funds to get there
- conflict between tax revenue generation and limiting development
- lack of conservation plan
- dependency on volunteerism
- lack of bike and walking paths especially around schools
- lack of exciting residents to be volunteers
- transportation issues for elderly
- protection of environment (i.e. airport, transfer station, traffic)
- limited financial resource base
- maintain apple orchard
- lack of winter sports activities
- lack of summer sports activities (pool)
- lack of parks
- preservation of Grange
- town governments responsiveness to the above issues – both state and local
- school and town working together
- losing historical town identity
- expectations of town services for relocated residents
- conflict over cultural arts offerings
- willingness to use cultural opportunities in surrounding cities
- "not in any backyard" NIMBY
- state and federal regulations vs. local control
- remaining a bedroom community
- maintaining rural atmosphere
- lack of long-term planning and multi-use facilities – e.g. schools, cultural and sports
- connection between business community and community itself
- major roads are state roads (102, 28, 128)
- lack of central meeting space and time
- few places for outside groups to come in for functions – social, etc.
- lack of awareness of opportunities for adult recreation
- lack of privately funded opportunity for recreation

Vision for the Future:
- need Parks and Recreation Department (full time, paid department)
- take regional focus on cultural opportunities
- defined long range plan – current Master Plan too vague
- maintain rural atmosphere

- continued open-space funding
- reduce traffic – public transportation
- development of bike and walking paths
- development of sidewalks
- expanded funding to support future choices
- a park!
- one town
- some forum to have people know about history – for all adults
- maintain educational excellence
- manage growth
- tax breaks for the elderly – need more!
- continued funding for development rights
- maintain apple orchards
- clearer mission statement/vision direction in Master Plan on this topic
- continue to maintain balance between forces of "pro-growth" and "keep it the way it was"
- increase awareness of overall Master Plan and what it can do
- form of government?
- more participation/volunteerism
- protect natural resources
- stable capital plan
- coordinated volunteerism
- safe community
- promotion of local businesses to help in protection of natural resources
- no more "big-box" stores

Key Issues for Now and the Future:
1. need for broad, unified recreational approach for all ages and interests
2. improved cultural awareness/opportunities
3. balancing growth vs. preservation/character/history
4. funding to support these issues
5. broad and intense community involvement/volunteerism in these issues

6. Business and Industry

Facilitator: Dave Caron   Recorder: Mike Brown   Spokesperson: Mike Brown
Participants: Robert Spiegelman, Dottie Grover, Anne Jacoby, Karen L. Creed, David Stubbs, Katie Stuart, Ellen Stuart, Ida M. Dzurin, Jane Fillmore

Statement of Purpose:

The private, public and non-profit sectors are all important in attracting new investment and in developing new businesses that suit the character of the community and meet its needs. The need to sustain successful workplaces is an important factor to the health of a community. The more often money circulates within the community before leaving, the more the community benefits.

A healthy community includes access to a variety of environmentally sound businesses, industries, and institutions that provide reasonable wages and benefits to workers, engage in family-friendly policies, provide workers with opportunities to develop marketable skills, and contribute to the overall well-being of the community.

<u>Statements a community should consider:</u>

- A variety of businesses, industries, and institutions make up the economic base of the community and the region, such as _____.
- We have a diverse economic base. No one sector or one employer dominates; there is a wide variety of sectors and employers.
- Existing businesses are environmentally sound.
- There are locally available educational opportunities to provide residents with skills that match
  the needs of local businesses.
- Local government works well with the local businesses to enhance the economic vitality of the
  community.
- There are business services lacking in the community, such as _____.
- There are many types of jobs available to residents in terms of security, wage levels, skill levels, and benefits, such as _____.
- Community members patronize downtown businesses on a regular basis and value the local businesses.
- Wages allow the majority of the population to enjoy a reasonable lifestyle.
- Local government supports and promotes local businesses.

<u>Group Response - Strengths:</u>
- improve tax base
- convenience – services and jobs
- working locally drives community
- fosters community spirit
- source of volunteer efforts
- opportunity for business here exists
- working relationships with land owners
- site specific balance between conservation and development
- developing a "good neighbor" policy with business and industry
- partial infrastructure is in place for business/industry
- eco park site/location
- airport/industry land there
- location, location, location….

<u>Group Response - Challenges:</u>
- attracting the right types of business and industry

- "variety" of business/industry opportunities
- balance between tax revenue and maintaining conservation/space
- develop and financing infrastructure prior to business/industry coming to town
- minimizing "lag time" between concept and developing the project
- mitigating effects of traffic
- changes to housing
- burdens on town services, i.e., police and fire
- environmental concerns
- impact on schools
- keeping the business/industry "visually appealing"
- satisfying business/industry that do locate here
- town needs to provide right workforce, infrastructure and services
- high tech workforce exists now in town…that is down now
- location, location, location…
- appropriate commercial development of 102 & 28
- no downtown/Main Street area

Vision for the Future:
- symbiotic relationship between town/business
- quality of life…opportunities for local residents
- appropriate zoning for non-residential development i.e. traffic, aesthetics, access to sites (bus, park & ride)
- appropriate development of airport/industry land
- businesses that support community gathering, recreation, arts and culture
- businesses that support children and their caregiver (profit or non-profit)
- "diversification" of business and industry (economic impacts)
- infrastructure that supports technology/advancements
- businesses that are symbiotic with each other (i.e. eco park model)
- increase of business being "corporate/civic" minded, i.e. charitable
- 102 & 28 zoning

Key Issues for Now and the Future:
1. maintain a balance between development and community character
2. building a relationship between business and town, school and community
3. providing the right type and level of infrastructure and town services
4. businesses that foster community spirit, gatherings and support structure for families
5. attracting a healthy diversification of business and industry (jobs and tax base)

Key Issues

Next, the 6 easels from the small groups of the morning were arrayed across the front of the room, each bearing a list of the key issues for that topic area. Our working day began with short presentations from a member of each of the groups, explaining their group's list. The entire group worked together to evaluate and refine this list. After some discussion, 5 key issues emerged as important to study for the future of Londonderry. This list is presented below:

Key Issues

1.   Sense of Community

2.   Citizen Participation

3.   Balancing Preservation of Community Character with Growth & Development

4.   Infrastructure*

5.   Economic Development*

* # 4 & 5 were combined into one group

PROJECT IDENTIFICATION AND EVALUATION

After a short mid-morning break, participants each chose which of the 4 key issues they would like to discuss further and broke into small groups accordingly. Each topic attracted enough people to form a small working group.

The task of each group was to think about problems that existed in each area and then to brainstorm possible solutions/answers to the issue identified. We did that by thinking aloud for half an hour or so about "problems" and "goals." Then we suggested solutions, from practical to fanciful to idealistic. The next step was to evaluate the reality of each possible solution/project using the following impact/feasibility grid.

IMPACT: High
How much will it matter?

                                 Moderate

                                 Low

                                 High   Moderate   Low

FEASIBILITY: How possible is it in our community?

Using the grid above, we copied each of our proposed solutions onto sticky notes. For each solution, the group decided together what the feasibility and impact of the solution would be. Then we placed the sticky note in the appropriate box.

Based on the grid, each group chose three solutions and wrote them up as proposals on their easel to be presented to the large group. Some groups chose only proposals with high impact/feasibility ratings, while others chose projects from a variety of ratings. Small projects, which were highly feasible, but of low impact, were favored by those who wanted to start small and accomplish something quickly. Long term, difficult projects had advocates who were willing to commit to longer struggles with high rewards. Many of the groups proposed a combination of proposals. Verbatim notes from each of the groups are presented below.

Key Issue #1 Sense of Community

Facilitator: Michael Buset   Recorder: Lynn Cina/Claudia Booze-Blasco   Spokesperson: Not Noted
Participants: Donna Tongue, Don Tongue, Larry O'Neil, Bob Napolitano, Richard Avery, Sally Nelson, Joy Dean
O'Connor, Lynn Cina, Chet Ham, John Conley, Nate Greenberg, Kate Dolan, Ann Chiampa, Brian Farmer, Andy
Mack, Glenn Douglas, Mark Oswald, Steve Lee, Lori Curtin, Karen L. Creed

Clarification of the problem/issue to be addressed:

- no general store/gathering spot, things more separated vs. interact
- people transient, isolated especially if kids not in school
- program of what is out there
- it's a place/location – town center-physical/cultural issues
- could be better mechanism for feedback on issues citizens/government
- more inclusive attitude – need to have more multi-purpose use of buildings
- own homes but no sense of participate/ownership/responsibility/commitment to town as a community
- broadly increase community's connections
- need place… sense of belonging to a group
- activities where people become involved > become engaged in larger community
- increase sense of community

Summarized: events broad in scope that bring people together monthly/quarterly not just Old Home Day

Possible Solutions:

- encourage volunteerism in high school for graduation
- community welcome wagon concept
- activities during different seasons to bring together people – all ages
- more places to gather . parks, pools, dog walk, bike path, local spot diner
- information booklet about the town: make it available on web and handouts in public places, to realtors. Re: what is our community and makes it special, history, sense of pride, joy of living here
- stick together existing groups, church, recreation, little leagues…go out to where people are and ask then link groups
- bike trails and biking on roads
- signs and education programs to make roads safe for walkers and bikers – safety program
- safe ways to get around town – not just cars, walk buttons on main intersections
- develop community marketing plan to show what's here
- people with kids in school involved in sports, school events. As kids out of school, then become involved in town. TIME limiting factor for young families, need to get word out, can't be everything to everyone
- continued education – comprehensive some academic, some recreational: different locations to come together

- transportation issue – 1 car, seniors, kids/teens can't easily get to activities. Develop a share a ride coordinator
- town likes cable TV - need broad offerings but need center where people go to eat, shop, free time…community events
- be sensitive to time issues
- opportunity to link with surrounding towns/Derry for offering classes – adult education
- 1/3 town population are senior adults so transportation becomes more of issue
- need multi-purpose center, park (don't have one) to be unstructured, open, undesignated could become a community arts center
- need passive recreation opportunity
- sense of communication – create 2 way communication that works (communication throughout community)
- build ice skating rinks, pools, performing arts theatre
- more community focus …some ideas being worked on, some don't know about it, word not flowing
- need parks, recreation department (once built, must maintain it) help with transition between volunteers to keep programs going
- need paid people and volunteers working on this

Project Evaluations:

  High Impact/High Feasibility
- continuing education academic or recreational
- more effective web site
- encourage volunteerism
- work with Derry for continuing education needs

  High Impact/Moderate Feasibility
- casual, non-structured place for people to gather
- more gathering places – parks, bike paths, local sports
- activities during different seasons
- need multi-purpose center for people to gather
- build ice skating rinks, pools, theatre, auditorium, performing arts theatre
- signs and education program to make roads safe for bikers and walkers (also noted as high impact/high feasibility)
- parks and recreation department paid staff (within 3 years)
- increase communication among groups in town

  High Impact/Low Feasibility
- high school students volunteer in community (required in high school)
- need passive recreation opportunity (also noted as moderate impact/moderate feasibility)

Moderate Impact/High Feasibility
- encourage safe ways to get around (ex. roads, walk buttons)

Moderate Impact/Moderate Feasibility
- community marketing plan to communicate what's here
- distribute information on history, sense of pride, joy in living here
- bike trails and biking on roads

Moderate Impact/Low Feasibility
- information booklet about all that's available in town
- transportation needs for seniors
- stick together existing groups (e.g. churches, little leagues, go out and link groups)
- transportation issues "Share a Ride"

Low Impact/High Feasibility
none

Low Impact/Moderate Feasibility
none

Low Impact/Low Feasibility
- community Welcome Wagon

Key Issue #2 Citizen Participation
Facilitator: David Caron   Recorder: Mike Brown   Spokesperson: Pollyann Winslow
Participants: Pollyann Winslow, Madeline Heath Demeulu, Dottie Grover, Tom Dolan, Reed Clark, Raja
Kandawada, Vinnie Smith, John Slavocki, Anne Jacoby, Chris Dorwin

Clarification of the problem/issue to be addressed:

- looking for a unified way of communicating needs for volunteering
- finding ways for adults (empty nesters), new residents and young adults to become engaged
  in
  volunteering
- find ways to engage residents early in the process and keep them connected
- find ways to "motivate" our residents in wanting to engage
- government protocol/communication process, i.e. how does it really work? how do they get
  involved? (how to make it user friendly)
- finding ways to "build upon" venues like best town, community engagements, etc.
- maximizing resident time available for being engaged
- maximize the diversity of those involved

Possible Solutions:

- utilize the schools to communicate opportunities for citizen volunteering
- organize community –wide (neighborhoods) gathering opportunities (supper/pot luck)
- "bring back the neighborhood" nights
- "compensating" volunteers (incentives) soft/hard currency, awards, raffles
- develop a "baseline" of our volunteer inventory (town and school)
- raising expectations amongst ourselves about being engaged
- create a mentoring program within town government/schools/state representatives
- promote a "comp time" program at local businesses for employees
- Leadership Londonderry program
- a town community calendar that earmarks all events (scheduling)
- award critical need areas at a higher level
- new resident packet at town hall at "point of entry"
- a town position dedicated to citizen engagement (community resource person)
- raising the bar and making our website more rich in content and user friendly
- provide a community video (via LAC) that is part of resident packet/local channel
- audio newsletter
- website feedback technology
- capitalize on success from other communities/research what works
- develop "neighborhood" leaders that are charged with organizing their areas

Project Evaluations:

 High Impact/High Feasibility
- expanded/useable community website
- feedback on website
- capitalize on what other towns do and research
- tax incentive/compensation/recognition for volunteers (targeting promoters/local employer participation)
- community calendar
- new resident packet (video/dvd/cd)

 High Impact/Moderate Feasibility
- community resource person
- mentoring program for development of students into good citizenship
- raising expectations for community involvement

 High Impact/Low Feasibility
- organize a community event in local neighborhoods (neighborhood nights)

Moderate Impact/High Feasibility
• "Leadership Londonderry"

Moderate Impact/Moderate Feasibility
•"hooks" for meetings

Moderate Impact/Low Feasibility
•using school newsletter to communicate town news
•develop a baseline of our volunteer inventory

Low Impact/High Feasibility
none

Low Impact/Moderate Feasibility
none

Low Impact/Low Feasibility
none

Key Issue #3 Balancing Preservation of Community Character with Growth and Development

Facilitator: Nancy Lambert   Recorder: Andre Garron   Spokesperson: Not Noted
Participants: Steve Young, Ginny Dahlfeld, Helena Kimball, Mark L. Cohen, James Smith, Laurie Riedel, Marilyn Ham, Reed Clark, Paul Mangolin,

Clarification of the problem/issue to be addressed:

- how do we balance preserving the community character while allowing the growth to fund the things we want to happen
- how do we bring our past into our future
- what is it that we are trying to preserve in Londonderry
  -picturesque features of town
  - apple orchards
  -historic buildings
  -open spaces
  -old barns
  -tree lined roads
  -stonewalls
  -town commons
  -farm stands

      -healthy quality of air/water
      -wetlands
      -natural habitats
      -small town atmosphere
      -quietness of community
      -quality of education
- lighting is a problem
- noise pollution
- airplanes
- traffic
- appropriate industrial/commercial development
- limit residential development
- urban sprawl
- recognize different issues depending what area of town you're in
- control type and location of signs
- need to be flexible regarding sign regulations
- workforce housing
- no incentive to provide lower cost housing

Possible Solutions:
- for the area of town common, preserve the rural/historic character
- put the community spaces in the center of town
- create historic districts throughout the town
- educate people about the value of historic district
- develop more rigid regulation to control residential growth: traffic
- develop regulations that will promote workforce housing
- develop regulations that retain elder citizens (e.g. tax breaks)
- develop incentives to preserve agricultural land (e.g. tax breaks)
- develop incentives for the preservation of historic structures
- ensure that there is a plan for commercial and industrial growth
- identify an area for commercial and industrial development
- preserve and maintain open space
- incorporate green space in cluster development
- preserve critical green space around airport
- promote appropriate commercial and industrial development
- neighborhood centers/village
- improve and enforce regulations to promote the development of recreational opportunities and green space associated with development

Project Evaluations:

High Impact/High Feasibility
- the area of town common to preserve the rural historic character

- develop incentives for the preservation of historic structures
- identify areas for commercial/industrial development
- ensure that there is a plan for commercial and industrial growth
- develop incentives to preserve agricultural land (e.g. tax breaks)
- preserve and maintain open space
- incorporate green space in cluster development

High Impact/Moderate Feasibility
- develop regulations that retains elder citizens (e.g. tax breaks)
- develop more rigid regulation to control residential growth: traffic

High Impact/Low Feasibility
- preserve critical green space around airport
- promote appropriate commercial and industrial development (also noted as high impact/moderate feasibility)
- create historic "districts" throughout town (also noted as high impact/moderate feasibility)
- neighborhood centers/village (also noted as high impact/moderate feasibility)

Moderate Impact/High Feasibility
none

Moderate Impact/Moderate Feasibility
- develop regulation that will promote workforce housing (also noted as low impact/moderate feasibility)
- educate people about the value of historic "districts" (also noted as moderate impact/high feasibility)

Moderate Impact/Low Feasibility
- put the future community "spaces" in the center of town (town common area)
- improve and enforce regulations to promote the development of recreational opportunities and green space associated with development (also noted as low impact/low feasibility)

Low Impact/High Feasibility
none

Low Impact/Moderate Feasibility
none

Low Impact/Low Feasibility

Key Issue # 4 Infrastructure/Economic Development

Facilitator: Minda Henderson/Tim Thompson   Recorder: Gregg Caporossi   Spokesperson: Richard Rosenberg

Participants: David DeBaine, Amy Pitts, Janusz Czyzonski, Joe Ryan, Marty Bove, Mary Gale Durning, Lori Curtin, Bill Hart, Jim Finch, Gwen Lipari, Dani-Jean Stuart, Gerry Shuck, Reed P. Clark

Clarification of the problem/issue to be addressed:

- create easily accessible transportation network
- provide appropriate infrastructure to attract the right type of development
- developing network of non-motorized transportation network
- maintaining, improving and communicating overall public safety in the community
- sensible extension of infrastructure to service existing neighborhoods
- maintain and improve existing roads
- determine overall plan for industrial and commercial growth

Possible Solutions:

- create shuttle service to improve mobility of citizens that cannot drive
- road link from I-93 to industrial park
- sidewalks – area 1 mile radius out from high school network
- monorail
- South Londonderry sewer system on March ballot
- cluster development
- fund roadway management program
- widen I-93 and build exit 4A
- build sidewalks in high demand areas
- new location for town hall
- develop/upgrade sanitary sewer facility plan
- set aside space for water issues
- develop Londonderry sewer facility
- more diverse use of existing and future educational facilities
- improve access to existing facilities by public
- analyze current communication avenue and determine effective method (bus, school, community, town access)
- construct Pettengill Road from access road to industrial park south of airport
- "walk/bike to work" day sponsored by town and school
- construct cell tower
- analyze business mix and conduct needs assessment of the type of businesses that fit
- regular meetings for brainstorming development goals and alternative ideas with development community
- find money for above projects
- regional cooperation for public transportation and taxi services

- encourage adaptive reuse of existing structures
- improve awareness of a town emergency management plan

Project Evaluations:

High Impact/High Feasibility
- widen I-93
- creation of shuttle service to improve mobility of citizens that cannot drive
- fund roadway management program
- build sidewalks in high demand areas
- update sanitary sewer facility plan
- encourage adaptive re-use of buildings
- development of a town emergency management plan (improve awareness of and disseminate)
- S. Londonderry sewer on ballot in March
- Build Pettingill Road connection to airport access road
- cell tower to service center of town

High Impact/Moderate Feasibility
- analyze communication methods between business, community, schools
- construct exit 4-A
- regional cooperation for solving transportation needs

High Impact/Low Feasibility
- build road link from I-93 to airport area
- develop a Londonderry sewer treatment facility
- funding for education projects
- funding for infrastructure projects

Moderate Impact/High Feasibility
- conduct needs assessment to determine what community wants for economic development
- regular meetings for brainstorming development goals and alternative ideas with development
  community

Moderate Impact/Moderate Feasibility
 none

Moderate Impact/Low Feasibility
- monorail system
- cluster development

Low Impact/High Feasibility
 none

      Low Impact/Moderate Feasibility
none

Low Impact/Low Feasibility
• find new location for town hall somewhere other than proposed
• find water source for future public use

PROJECT SELECTION

A member of each small group presented the projects that the group had come up with. Phil Auger led a short discussion about whether some projects overlapped and could be combined with other closely related ones.

Every participant received five adhesive dots to use to "vote" on the project in each theme they thought were important for Londonderry to work on right away. Each voter placed the dots on the projects they thought should be addressed first. The projects receiving the most votes are moving forward to be worked on. The list of project ideas follows.

#1 Sense of Community

1. Places to gather – easily accessible places for passive recreation, parks, pathways, safe bike trails, skating rinks, multi-purpose uses, and performing arts theatre. **(37 votes)**
2. Continuing education – life long learning-academic and recreational work with surrounding towns, create partnerships to make it happen, hire staff. **(31 votes)**

#2 Citizen Participation

1. Expanded/interactive/user friendly web site and community calendar. **(32 votes)**
2. New resident packet. **(13 votes)**
3. Volunteer incentives (tax – soft/hard) currency, compensation, awards, coordinated by part-time paid staffing. **(13 votes)**

#3 Balancing Preservation of Community Character with Growth and Development

1. Refine and expand current open space plan including incentives to preserve agricultural land including critical green space around the airport and identify external funding. **(34 votes)**
2. Develop a plan for appropriate commercial and industrial development which includes identifying areas from commercial/industrial growth and promoting appropriate commercial and industrial development. **(25 votes)**
3. Develop a plan to preserve and maintain and expand historic districts and structures (to include town common). **(20 votes)**

#4 Infrastructure and Economic Development

1. Build sidewalks in high demand areas for non-motorized transportation and assess other opportunities. **(33 votes)**

2. Improve mobility of citizens that cannot drive, through creation of shuttle service. **(13 votes)**
3. Encourage adaptive re-use of existing buildings. **(6 votes)**
4. Fund roadway management program. **(6 votes)**

CONCLUSION

All action groups agreed to recruit additional members to work with their committees and will meet as a large group again on November 19, 2003 at 7 p.m.

The meeting was adjourned at 4:00 p.m.

APPENDIX

Community Profile Participants

Tom Dolan
Joy Dean O'Connor
Don Tongue
Robert Spiegelman
Mark Oswald
Glenn Douglas
Ryan
Harry Stewart
Jim Schwalbe
David Lazer
Rich Rosenberg
Ramona Ennis
Katherine Sohm
Josh Cook
Laurie Riedel
Raven Creed
Fred Peters
Karen Hanafin
Elaine VanSchalkuryk
Raja Kandanada
John Farrell
Bob Napolitano
Larry O'Neil
Ann Chiampa
Anne Jacoby
Kate Dolan
Marilyn Ham
James T. Smith
David Stubbs
Ginny Dahlfield
John Slavoski
John Fillmore
Reed P. Clark

Mark L. Cohen
Vincent Smith
Jim Finch
Mary Gale Durning
Madeline Heath Demeule
Wayne Schofield

Dottie Grover
Martin Bove
Gerald Shuck
Chris Dorwin
Lorraine McFadden
Kate Harper
Dave Caron
Steve Matloff
Sally Nelson
Ida Dzuirn
Doreen Stubbs
George Dolan
Tim Thompson
Gwen Lipar
Steve Young
Chet Horn
Janusz Czyzowski
Jo Oswald
Marilyn Hoffman
Kathy Wagner
Luke Breen
Cathleen Stuart
Linda Colllin-Rosenberg
David DeBaie
Ken Hajjan

Mike Brown
Andy Mack
Steve Lee
John Conley
Paul Margolin
Joe

Mary Tetiear
Brian Farmer
Jane Dalzell
Steve Barrows
Mary Mirabello Shom
Anna Cook
Donna Tongue
Gala Kimball
Janice Avery
Karen Murphy
Thelma Hutton
Gertrude Dolan
Nate Greenberg
Bill Hart
Lori Curtin
R.E. Avery
Amy Pitts
Kate ?
Ruth Kostera
Lynn Cina
Alice Peters
Ellen Stuart
April Robbins
Jane Fillmore
Jeanne Irwin

Steering Committee

Tom Dolan	Reed Clark	Pollyann Winslow
Mark Cohen	Laurie Riedel	Madeline Heath-Demeule
Cindi Rice Conley	Andre Garron	David Caron
Tim Thompson	Joy O'Connor	Barbara Camm

Facilitators/Scribes

David Caron	Mike Brown	Tim Thompson
Claudia Boozer-Blasco	Nancy Lambert	Andre Garron
Don Tongue	Lynn Garland	Michael Buset
Minda Henderson	Gregg Caporossi	Joy Oswald
Mike Brown		

Summary of Londonderry Best Towns Process
Held on June 12, 2003
A visioning session aimed at providing valuable input for the development of Londonderry's Master Plan

The University of New Hampshire Cooperative Extension is an equal opportunity educator and employer.
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Community Services, Facilities and Utilities:
This category consists of buildings, lands, or services that serve the public. Together, these items make up the "infrastructure of the community." Community maintained and operated buildings include community center, town hall, hospitals, schools, water and sewer infrastructures, parks, police/fire/ambulance service, etc.

Issues Identified:
• Lack of public transportation
• Lack of medical facilities in Londonderry
• Public utilities not adequate to address growth

Possible Actions/Solutions:
• Develop source of revenue (tax base)
• Expand volunteer base
• Continue to implement "Master Plan"

Natural Resources, Historic Preservation, Conservation and Environment:
Natural landscapes create the character of New Hampshire towns. Hence, it is important that communities balance the need for new residential, commercial, and industrial development with environmental protection and resource conservation/preservation. Areas of concern include open space, agricultural land, key natural resource features, and appropriate balance between growth and development, as well as conservation and preservation.

Issues Identified:
• Need for more open land
• Loss of town character as historic structures removed
• Lack of promoting town history

Possible Actions/Solutions:
• Modify minimal size housing lot regulations
• Planning/zoning should address natural resources
• Slow the growth of town.

Business and Industry:
Londonderry's businesses and industries are vital to its economic growth. They are critical to the community's employment base and they generate and re-circulate wealth in the community. Areas of concern include business and industry as an employment base, income by industry/sector, appropriate mixture of business and industry, and an appropriate economic growth strategy.

• Maximize 1000 acres at airport
• Zone and define areas for business/industry
• Pursue village concept

Possible Actions/Solutions:
• Take advantage of the airport
• Increase tax positive industry and business
• Define business base the town should attract

Housing:

Shelter is the primary need of every community. When a community loses sight of this fact, a slow process of decay can eventually result in adequate living units and conditions in the community. Areas of concern include condition of existing housing stock, affordability of housing stock, a rising senior population, and residential growth.

Issues Identified:
• No low income housing
• Very little senior housing
• Unplanned residential growth

Possible Actions/Solutions:
• Recognize limits of what the town can do
• Lower taxes
• Balance between residential and commercial taxes

Recreation:

Recreation is a key component of a community's well being. Most importantly, recreational activity helps to improve individual levels of mental and physical health. Areas of concern include youth recreation opportunities, recreational opportunities for adults and seniors, and outdoor recreation opportunities.

Issue Identified:
• Inadequate recreation funding
• Increase passive recreation opportunities
• Lack of parent representation

Possible Actions/Solutions:
• Voluntary user fees
• Encourage volunteer help
• Form committees

Transportation:
Transportation networks tie a community together and link it to the outside world. Areas of concern include roads, railroads, other modes of motorized transportation, and non-motorized transportation facilities (walking/bike paths, etc.)

Issue Identified:
• I-93 expansion
• More funding to improve local roads
• Address traffic dangers

Possible Actions/Solutions:
• Survey with concise questions
• Central focus point for transportation
• Create better linkages/transportation corridors in town