



Summer Newsletter

President's Message:

On behalf of our members, I would like to thank our outgoing president, Kürt Blomquist, who stepped back into the role of president for the last year. Kürt has provided leadership to the Association, the Board of Directors and the public works community in New Hampshire for many years. I look forward to continuing to work with Kürt, as he continues to play an active role in our Association and as our New England APWA representative.

Downshifting of state obligations to local communities, loss of local revenues and significant political pressure have resulted in decreasing budgets and increasing scrutiny and challenges to necessary public works programs. When coupled with new regulatory requirements, our jobs as public works managers become even more critical. It is difficult and challenging, but not impossible, to meet the needs of the community responsibly. It is essential that we not only determine the needs, but identify the risks, and develop strategies to effectively manage solutions. If this sounds like asset management to you, it is. Please read John Jackman's article on page 3, and consider joining the newly formed Asset Management Committee.

An essential and increasingly important skill for all public works managers and employees is the ability to effectively communicate the importance of our projects, programs and equipment needs to our municipal managers and the community. We have to develop a compelling story, and we have to tell it many times, without whining (too much). If marketing and public relations were not job requirements when you were hired, they certainly are now. As an Association, we will be offering more to hone your communications skills and learn from others' experiences. As a start, please read Bill Cote's article on page 2.

NHPWA typically coordinates three educational events per year: the spring technical meeting, the annual meeting in May and the LGC's annual conference in November. We also support other events, including the Ken Ward Snow Plow Rally and

Construction Career Days (see the "Events" section on pg. 5), both in September. In addition, the monthly Board meetings are always open to members; we typically meet on the second Friday every month at 9 a.m. at the Local Government Center (LGC) in Concord, but please check with a Board member to confirm. Our next Board meetings are scheduled for August 12 and September 9, at 9am at the LGC. I highly encourage you to get the most out of NHPWA by getting involved. As with most good things, you will get more out of it than you put in.

The strength of our Association is in our membership. Our membership currently includes 187 members. The majority are municipal public works departments; over 45 municipalities are represented by 113 people. The next largest constituency is consulting engineers and surveyors; 19 member firms include 55 people. In addition, 10 vendors and suppliers include 14 people. The Association also includes 3 state/regulatory agencies and 2 contractors. There are many more municipalities, consultants, suppliers, contractors and state agencies and employees that are engaged in the public works community who can benefit from joining the Association. The Board will be actively recruiting new members to strengthen our Association and increase our representation.

I look forward to serving you and NHPWA. If you have ideas or concerns, please contact me.

Jennifer Perry, NHPWA Board President

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Public Relations for Public Works or Public Ruin for Public Works?

Submitted by Bill Cote, Health & Safety Advisor, NH Local Government Center

In the course of education and training - and there is a vast difference between the two - I have had the pleasure of meeting hundreds of employees of public works, highway, and water and wastewater departments. They are dedicated men and women who quietly carry out their responsibilities - often without any recognition, not even a simple thank you.

When teaching UNH T's "Public Relations for Public Works" workshop, I always poll the class as to how they are viewed by the public, other departments and the administration. Nearly every person laments that they are the lowest paid and least appreciated. "Bottom of the pile," "Lower than whale ---," "Replaceable," and "No one cares," are actual quotes from attendees. My travels to numerous public works departments across the state confirm this. This "pity party" becomes a self-fulfilling prophecy and fosters a pervasive negative attitude and culture amongst these workers that, in my opinion, seriously hinders the entire profession, thwarts progressive thinking, and paints a negative, slovenly picture to the taxpayer.

I ask the question of the class, "How many feel that police and fire always get more?" All participants raise their hands in the affirmative. My response, "It is true, so get over it and do something about it!" And there's plenty that can be done! Police and fire departments are emergency services and their activities are often spectacular. A sensational crime, a large fire or a glass - and metal - strewn motor vehicle accident attract the interest of the public. It's there for all to see - "reality TV" at its best. Public works and highway departments also do spectacular things - clearing roads for hours on end during a major snow storm, paving many lane miles, trimming trees, mowing the ball fields, extending and maintaining water, wastewater and drainage systems and sweeping streets. Yet what happens? It's often gone by morning and everything looks normal. In fact, many complex projects are covered up at the end of the day or project where what's only left to be seen is a patch in the road! There's no "reality TV" to be seen!

Pick up any local newspaper and, invariably, there are columns listing the log of activities of local police and fire departments. The public wants to see what their departments are doing. Yet, when has one seen a public works or highway log? I've yet to see one. Wouldn't it be interesting to read about the lane miles paved, the construction of sewer and water lines, the clearing of problem drainage areas, the blocking of roads for police and fire activities, the painting of municipal buildings, the amount of activity at the transfer station, the amount of taxpayer dollars saved by recycling or the hours spent without rest in plowing roads? Yes it would! Approach your local newspaper and ask if they will publish your activity log!

Consider this 2008 quote from Larry Frevert, past president of the American Public Works Association, "Without exception, each of the committee members has been told by

emergency managers, and fire and law enforcement representatives across the nation that they have been unable to get their local public works personnel interested in participating in meetings and training opportunities back home." That statement rightfully created controversy and excellent discussions in the public



works arena. What transpired? Public works was included by Congress to be first responders - a well deserved recognition. It is now up to the global public works community to rise to the challenge! Attend those meetings and avail yourselves of every training opportunity as it advances the profession that so many of you take pride in yet let the "pity party" set you back.

Take the following ideas and run with them:

- Personally visit each property affected by a project. Meet with the residents and owners and provide them information on the project. Give them a direct phone number they can call if they have questions.
- Develop "door hangers", those little cards, slipped over a door knob, informing the occupants of the details of a project or a service call.
- Enhance your web page on the municipality's web site. List your mission, vision and values. List the upcoming projects, provide timelines and details. List the times of operations of the office, transfer station, etc. Avail yourself of email lists, newsletters, and phone calls. Be the first and best source of information on your projects. All employees should be educated on a project so they can speak to it.
- Take part in any career days the local schools may sponsor. Youth love to see backhoes, dump trucks, and refuse packers in operation.
- Host open houses at the facility - whether at the garage, transfer station, water treatment or wastewater treatment facilities. Few people realize the process involved in providing safe drinking water or in treating human waste.
- Respond immediately to complaints with reasoned responses. Meet with the complainant if possible. Thank them for their complaint - you may learn much from it!
- Develop excellent phone etiquette at the office so that professionalism is advanced. Chances are the telephone is the most frequent form of contact for your department. "Highway garage" is not an appropriate greeting to a caller. Smile when the phone is answered - the caller will hear it!

"Public Relations" continued from previous page...

- Offer a "ride along" to local politicians, newspaper reporters and residents during snow plowing operations. Inform the administration, selectmen or council of the details of operations in clearing snow at the next meeting.
- Let your residents and politicians know of the training and education your department has undergone. Certifications and continuing education are required in many disciplines.
- Have your refuse collectors gingerly replace the trash receptacles rather than tossing them aside.
- Train all employees in customer service. The average person tells 5 people about good service they receive and 20 people about bad service they receive!
- Always ask your staff, "How can we do it better?"

These are but a few ideas to enhance professionalism and status in your communities. Embrace new ideas, encourage your employees to have input – they are often the most knowledgeable. Reward them for their contributions – it doesn't have to be an elaborate, expensive undertaking – a simple "thank you" or note can have tremendous benefit.

The "pity party" is over.

Meet a NHPWA Board Member



Alex Cote was recently elected to the NHPWA Board of Directors as a Member-at-large. He is also the Highway Agent in the town of Deerfield. He has been involved with Public Works for the past 9 years. As part of his job, he is responsible for summer and winter maintenance operations and also creating and managing budgets. Before his career as a highway agent, Alex owned his own landscaping business. Alex believes that the most significant challenges in his job are proposed by budget crunches and obtaining the absolute best results using tax dollars. Overcoming these challenges gives Alex optimism for a successful career and hopes to one day expand his job to a Public Works Director or Assistant Director.

One of his proudest achievements as Highway Agent was his first road reconstruction project that he put together entirely on his own. As projects are completed for the year, Alex is working on daily roadside maintenance.

During his free time Alex enjoys his camp in Pittsburgh, hunting, playing soccer, four-wheeling, snowmobiling, and most importantly spending time with his family: his wife, and children, Ryan, 23; Lisa, 22, Garrett, 21; and Alex II, 11. He recognizes that he and his wife "must have done something right" in raising their children because all of the older kids come home often to hang out with the family.

Welcome Alex!

NHPWA is Developing an Asset Management Committee

Submitted by: John Jackman - Hoyle, Tanner

The New Hampshire Public Works Association is currently forming an Asset Management Committee. The Asset Management Committee is the focal group for developing Association policies and programs on asset management, and for educating members on the technical and cost-benefit aspects of adopting optimal asset management practices. The committee reviews technical practices and disseminates information to the membership regarding asset management and life cycle management terminology, technologies, and techniques. In addition, the committee develops and implements activities that will increase industry awareness of asset management and its associated efficiencies and cost-saving opportunities.

Asset Management is sometimes defined as achieving a desired level of service at the lowest life cycle cost while managing and reducing risk. Achieving the lowest life cycle cost means having the most appropriate plan for operating, maintaining, rehabilitating, repairing and eventually replacing any given asset. Managing risk involves evaluating the current asset condition and developing the probability of failure with the consequences of failure. Asset Management is generally a computer-based, multi-discipline approach involving various levels of staff and management.

If you are interested in being involved in this committee, we are looking for members. Every Community is being asked to do more with limited available resources so we need to be able to communicate our risk. This means that we need to have a much greater understanding of our assets and include the entire community as part of the process.

If you are interested please contact John Jackman at Hoyle, Tanner 603-669-5555 x 178 or cell 603-289-8285.

Out-going President Note

As I finished out my term as the Association President I want to extend my appreciation to the Board of Directors for their hard work. They have provided their time in support of the activities of the Association over the past two years. The Association continues to grow and provide valuable services to our members. I encourage all members to get involved. We have lots of areas where we could use your expertise. I want to congratulate Jennifer Perry, the incoming President, and the new Board of Directors and I look forward to working with them all. Finally thank you to the membership for without you the Association would not function successfully.

~ Kurt Blomquist, Past President



1st Annual Training & Education Scholarships Now Available!



NHPWA Mission: "To create and establish a highly visible professional organization that provides a leadership position to enhance the ethical, technical, administrative and educational development of all public works and municipal engineering subjects and programs throughout the State of New Hampshire."



NHPWA Training/Education Scholarship are now Available!

For the first time, NHPWA will award Training or Educational Scholarships to public works employees of NHPWA member communities or employees of member consulting firms.

It's time to get the word out!

Applications for NHPWA Training Scholarships will be accepted through February 10, 2012. Applications for this year must be postmarked by February 10, 2012 and mailed directly to NHPWA for processing and consideration. Typical Scholarship amounts are \$1,000.

Eligibility criteria and applications are available online at <http://www.t2.unh.edu/nhpwa/index.html>

If you have specific questions regarding the application process or eligibility for the Training Scholarship program, please contact Mr. Roch Larochelle, PE by email at: rlarochelle@cmaengineers.com.

NHPWA Training Scholarship Chair:
Roch Larochelle, PE
Phone: 603/627-0708
Fax: 603/627-0746
Email: rlarochelle@cmaengineers.com

EVENTS

The Sixth Annual Ken Ward Memorial Snow Plow Rally

takes place on Wednesday, September 21st at the Hopkinton State Fairgrounds, Hopkinton, NH. This is a free event for all who attend, but registration for the day is required. Each attendee is treated to a free t-shirt, BBQ lunch and chance to win door prizes!

The official brochure and registration form will be mailed in the next couple of weeks, so keep an eye out for it. Sign up your best 2-person plow team for, what has proven to be, a very tight competition. Last year's winners, Benjamin Knapp and Jeff Lewis of Weare, eked by New London's team of Eric Allen and Bob Harrington. The first 24 teams registered (1 team per municipality) will be guaranteed a spot on the schedule. The first place winners advance to the New England Regional competition representing New Hampshire.

The Dana Wright Memorial Backhoe Competition is also very popular at this event. This is open to anyone who attends the Plow Rally, so it is advised that competitors sign up as soon as they arrive. NORTRAX will be supplying the backhoe, so brush up on your John Deere equipment!

The Annual Ken Ward Memorial Snow Plow Rally is sponsored in large part by the New Hampshire Public Works Association and the New Hampshire Local Government Center. Our Gold, Silver and Bronze sponsors also contribute to its success. We hope to see you there!

NH Construction Career Days

September 22nd & 23rd the New Hampshire Construction Career Days will be taking place at the Hopkinton State Fairgrounds, Hopkinton, New Hampshire.

The purpose of New Hampshire Construction Career Days is to attract and expose high school students to the construction and transportation industries. Our exhibitors offer hands-on displays which engage the students like no other "career day" event available. We have nearly 1,000 high school students from around the state signed up to participate over this 2 day event.

How can you get involved? We need EXHIBITORS, SPONSORS and VOLUNTEERS. Would you like to send a piece of heavy equipment and an operator? Do you have an idea for an exhibitor's booth? Know a tradesperson that should take part in this? Let us know.

For more information on how you can participate in the New Hampshire event, please contact Catherine Schoenenberger at Stay Safe Traffic Products, Inc. at staysafetraffic@aol.com or nh-ccd@hotmail.com

New Hampshire Work Zone Memorial Moves Forward

The New Hampshire Work Zone Memorial committee met last week to finalize the design plans between Kelsey Lee (conceptual & graphic designer of the Memorial) and the lead architects Weston and Sampson. Weston and Sampson will now be able to formulate expected construction costs. Fund raising for the Memorial continues, however.

The Memorial will be located on the grounds of the New Hampshire Department of Transportation at 7 Hazen Drive in Concord.

Tax-deductible donations may be sent to:

The Public Works Memorial Fund

C/O Lyle Knowlton

Commissioner's Office

NHDOT

PO Box 483

Concord, NH 03302-0483

NHPWA is **sponsoring two sessions** at the Local Government Center Annual Conference
November 16 - 18, 2011 - Radisson Hotel, Manchester

1. Stream Crossing Rules: Wednesday, 11/16, 10:45am-12:00pm
Lessons learned in the application of the new stream crossing rules on transportation projects.
2. Road Salt and Water Quality: Wednesday, 11/16, 1:30-2:45pm
Southern communities are currently dealing with Salt Reduction as a result of the I-93 widening. There has been a TMDL set for chloride in various water courses and a TMDL regarding chlorides may be in everyone's future.



proudly presents

The 6th Annual Ken Ward Memorial Snow Plow Rally

Wednesday, September 21, 2011

Hopkinton State Fairgrounds, Hopkinton, New Hampshire

8 am – 1 pm

To keep this affordable for all, we need your financial support...

As a sponsor, your company:

- Name will be imprinted onto the back of the event T-shirts (one given to all attendees)
- Will be recognized throughout the day of the event
- Will be listed on the NHPWA web site (www.t2.unh.edu/nhpwa)
- Will have the opportunity to attend and display products or exhibit at no additional cost

****Please complete and fax this commitment form to: Catherine Schoenenberger (978) 692-7900 before SEPTEMBER 2, 2011****

Company Name: _____

Address: _____

Contact Name: _____

Email: _____ Phone: _____

Sponsorship Levels Available:

- _____ \$300 for a Gold Sponsor
- _____ \$200 for a Silver Sponsor
- _____ \$100 for a Bronze Sponsor



Will you be displaying a piece of equipment? Yes No

Will you have a table top display? Yes No

How many will be in attendance from your company? _____ (for food count)

Make checks payable to: NHPWA and send to: PO Box 617, Concord, NH 03301-0617

Unique Opportunity:

Would you like more information on how you can participate in the NH Construction Career Days events September 22 & 23rd at the Fairgrounds? Yes No

Thank you on behalf of NHPWA and the public works community!

SAVE THE DATE!

5th Annual Joint Engineering Societies Conference

"Sustaining Our Future"

October 6, 2011

The Yard in Manchester NH

**Registrations are welcome in Mid-August*

Agenda

- 8:00-8:15 Registration / Sign in
- 8:15-8:20 Welcome
- 8:20-8:45 Plenary Session – Sustainable Future - Commissioner Thomas S. Burack, NHDES
- 8:45-10:00 Session #1A - Civil Engineering / Infrastructure Sustainability by Howard LaFever, Stearns & Wheler, and Institute for Sustainable Infrastructure Board, (1.25 PDH)
- Session #1B – Sustainability of Military Lands in the Arctic by Sally Shoop, CRREL-NH (1.25 PDH)
- 10:00-10:15 BREAK
- 10:15-11:30 Session #2A - The Green Side of Nuclear Power – Bridging the Gap by Robert Couture P.E, NextEra Energy Resources Seabrook Station, (1.25 PDH)
- Session #2B – Session #4B – Securing the DOD Supply Chain from the Risks of Counterfeit Electronic Components by Henry Livingston, BAE SYSTEMS (1.25 PDH)
- 11:30-1:15 Luncheon Speaker - Confirmation Pending (1.00 PDH)
- 1:30-2:45 Session #3A - Sustainable Design using Precast Concrete Systems by Rita Seraderian, Precast/
Prestressed Concrete Institute (1.25 PDH)
- Session #3B – Designing Products to Last; Is it Good for the Manufacturer, the Environment, the Economy? By Bob Landman, H & L Instruments (1.25 PDH)
- 2:45-3:00 BREAK
- 3:00-4:15 Session #4A –Permitting of Small Scale Wind Power Projects by Sarah Barman, PhD, Normandeau Associates, Inc. (1.25 PDH)
- Session #4B – Use of Porous Asphalt in Cold Regions by Jon Zufelt, CRREL-NH (1.25 PDH)

(Total of 6 Professional Development Hours)

Corporate Sponsorships are available

For more information: email programs@nhspe.org or visit www.nhjes.com.

Sponsored by:

- American Council of Engineering Companies (ACEC-NH)
- American Society of Civil Engineers – NH Section (ASCE-NH)
 - IEEE – New Hampshire Section (IEEE)
- New Hampshire Society of Professional Engineers (NHSPE)
 - Society of Women Engineers, (SWE) and
 - Structural Engineers of New Hampshire (SENH)

NHPWA is now offering a \$1000 non-traditional scholarship!

All applicants must be a NHPWA member or must be employed at a member consulting firm or community and also must have been employed for at least 12 consecutive months. The scholarship award must be applied to a training applicable to public works or public works operations, or to the education and/or development of public works officials or employees. Upon award, the recipient must provide or attend training within one-year of the award or the funds will be forfeited by the recipient. No transfer of scholarship funds will be allowed. Upon completion of the planned training or education session, the scholarship recipient must provide a written summary of the event to the NHPWA Board of Directors for inclusion into the NHPWA's newsletter. Alternatively, the recipient may offer to present information gathered at the training/event at an NHPWA Technical Session as a means of providing learned information to the greater public works community. Event summary of subsequent presentations shall be completed within 45-days of the completion of the approved event.

The application deadline is February 10, 2012.

The following criteria will be a basis for scholarship qualification:

- Statement of Applicability- 20 points
- Letter(s) of Recommendation-20 points
- Demonstrated Benefit to Public Works Community-30 points
- Benefits to Individual/Professional or Personal Development-30 points
- Total-100 points

For more info, visit: www.t2.unh.edu/nhpwa

Mark
These
Dates:

Calendar

- Good Roads Show, 7/29, Loudon
- Road Managers Meeting, 8/2, Meredith
- NHPWA Board Mtg., 8/12, LGC
- NHPWA Board Mtg., 9/9, LGC
- NH Plow Rally, 9/21, Hopkinton
- Construction Career Days, 9/22 & 23, Hopkinton
- Joint Engineers Society Annual Mtg., 10/6
- NHPWA Board Mtg., 10/14, Concord
- LGC Conference, 11/16 - 18, Manchester
- **NHPWA Sponsored sessions:*
 1. Stream Crossing Rules: 11/16, 10:45am-12pm
 2. Road Salt and Water Quality: 11/16 1:30-2:45pm
- Road Managers Meeting, 9/30, Deerfield

This issue edited by:

Meaghan Sullivan, Student Project Assistant, UNH T²
Kathryn Myers, Program Manager, UNH T²

NHPWA Board Members

1. **President: Jennifer Perry, P.E.** (2011 - 2013), Public Works Director, Town of Exeter, jperry@town.exeter.nh.us
2. **Vice President: John Trottier** (2011-2013), Asst. PW Director, Town of Londonderry, jrtrottier@londonderrynh.org
3. **Secretary/Treasurer: Bruce Temple** (2011-2013), DPW, City of Claremont, btemple@claremontnh.com
4. **Supplier Rep.: Catherine Schoenenberger** (2011-2014), President, Stay Safe Traffic Products, staysafetraffic@aol.com
5. **Consultant Rep.: Roch Laroche** (2011-2014), CMA Engineers, RLaroche@cmaengineers.com
6. **Contractor Rep.: Brian Vincent** (2010-2013), Nobis Engineering Inc., bvincent@nobisengineering.com
7. **Education Rep.: Kathryn Myers** (2010-2013), Program Manager, UNH T2, k.myers@unh.edu
8. **Past President: Dave Lent, P.E.** (Appointed), Retired, dc_68_lent@myfairpoint.net
9. **NE APWA Rep.: Kurt Blomquist, P.E.** (2011-2014), Public Works Director, City of Keene, kblomquist@ci.keene.nh.us
10. **NHDOT Rep.: Nancy Mayville** (Appointed), Municipal Highways Engineer, NHDOT, NMayville@dot.state.nh.us
11. **Member-at-large: Scott Kinmond** (2009-2012), Road Agent, Town of Moultonborough, skinmond@moultonboroughnh.gov
12. **Member-at-large: Alex Cote** (2010-2013), Road Agent, Town of Deerfield, roads@townofdeerfieldnh.com
13. **Member-at-large: Leon Kenison** (2011-2014), Project Administrator, City of Nashua, kennisonl@ci.nashua.nh.us

If you want to volunteer, contact: jperry@town.exeter.nh.us

Join NHPWA

Name: _____

Title: _____

Employer: _____

Address: _____

City, State, Zip: _____

Work Phone: _____

Cell Phone: _____

Fax: _____

E-mail: _____

Individual Membership: \$25.00

Group Membership: \$100.00 (up to 5 people)

Membership term June 30, 2011-June 30, 2012

Detach and mail this form along with payment to:

NHPWA c/o LGC
PO Box 617
Concord, NH 03302-0617

