



President's Message

On behalf of the membership, I would like to extend my appreciation to our outgoing president, Jennifer Perry, Exeter, for her years of service to the New Hampshire Public Works Association. Under her leadership, Jennifer has been instrumental in keeping the Association focused and on track; thank you Jennifer.

It has been an exciting spring for the Association. At the Annual Technical Meeting on March 22, 2013, we were fortunate to hear presentations regarding New Hampshire State Highway funding, archaeological findings, incident management, emergency public notification and the FHWA "Everyday Counts" initiative. The event was well attended by members and guests from both private and public sectors and appeared to be well received. The Board of Directors (BOD) would like to thank our guest speakers for their informative and interesting presentations.

Also occurring at the March meeting was the official merger of the Association with other public works organizations ; NH Standards and Training, NH Public Works Mutual Aid, NH Water Supply, NH Pollution Control and NH Road Agents. This combined association will help to create one larger, unified voice in the State of New Hampshire. Letters of invitation have also been sent to the Commissioners of NHDOT and NHDES, asking that they appoint someone from their organizations to serve on our BOD. We hope that having representatives from those organizations will facilitate better communication with those agencies as well as increase the visibility of the public works community to our citizens and our legislature.

Since our March 2013 meeting the new BOD has met twice and discussed the formation of the following committees in accordance with the Associations By-Laws and Operating Rules:

- Legislative Caucus Committee
- Academy Committee
- Nominating Committee
- Best Practices Committee
- Membership Committee
- Emergency Management Committee
- Mutual Aid
- Audit Committee
- Plow Rally Committee

I encourage you all to think about serving on one of our committees or attending our monthly BOD meeting, typically held on the second Friday of each month. Feel free to contact me should you have any questions.

As I continue with my role as the president of the Association, it is my hope that the following can be achieved:

- The Association will continue to be a resource to those involved in any public works matters throughout the State of New Hampshire.
- Our relationship with professionals dedicated to providing, protecting and promoting the public infrastructure in New Hampshire will grow as we all continue to face new rules, regulations and limited funding.
- Membership in the organization will grow with both private and public sector members. Greater membership and involvement within the Association will allow it to grow, achieve the above

items and become an asset to the State.

I encourage everyone to get involved.

If you have any ideas for the Association, interested in speaking or know of an interesting project, please contact any member of the BOD. In order to make our profession stronger,

Enjoy the summer.

John R. Trottier, PE
NHPWA President



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Legislative Caucus Committee
Submitted By: Carl L Quiram, P.E., PWLF

One of the main thrusts in pursuing the merger of the various public works related associations in New Hampshire was to try to give public works professionals a much stronger voice in the legislative process. One of our main jobs as public works professionals is to educate the policy decision makers on the needs of our communities. The new bylaws create a committee which will focus on our relationship with the state legislature. The Committee is in the early stages of formation but the idea is to create an avenue where legislators and public works professionals can meet occasionally and correspond as needed on issues of mutual importance. There will be much more to come on

this exciting new initiative but for now, if you are interested in getting involved, you can contact committee chair Carl Quiram at cquiram@goffstownnh.gov or 497-3617 x210.



NHPWA Scholarship Sends a NH Public Works Director to the 2013 APWA - North American Snow Conference

Submitted By: Scott D. Kinmond

As a Public Works Director of a Lakes Region community, the region which I serve encompasses the northerly shore of Lake Winnepesaukee, with its 62 miles of shore frontage and many streams and brooks which feed the big lake, coupled with its 77 miles of Town roads, and 177 miles of private roads (which the Town provides winter maintenance.) The community for which I serve has a year round population of approximately 4,900 residents, and a large second home base which raises the community's population on weekends, holidays, school vacation weeks and the summer months to approximately 25,000, which ultimately evolves into a diverse community.

As a Public Works Director of a diverse community it means trying to find the happy medium with winter maintenance operations with a high concern toward safety and environmental impacts. As you can imagine, when you have "some" ole time Yankees in a community, they are critical of use of chlorides and keeping the budget level or less. Then you have the jet setter; commuters that own a multi-million dollar home on the lake shore, and need to make it to the airport for an early morning flight. This group is looking for roadways clear of snow and ice for safe, swift travel. Both of these residents are also concerned for the environment, with its preservation of the beautiful landscapes, trees and water bodies.

So that said, I felt the need to see how other Public Works Directors handle winter maintenance operations, applying best management practices and their concern for the environmental impacts in mind. As a member of the American Public Works Association, I have always followed the promotion of the North American Snow Conference, and the articles written about them, all which I have found very informative. But reading about it is not like attending and interacting with instructors, speakers, vendors and networking with other attendees.



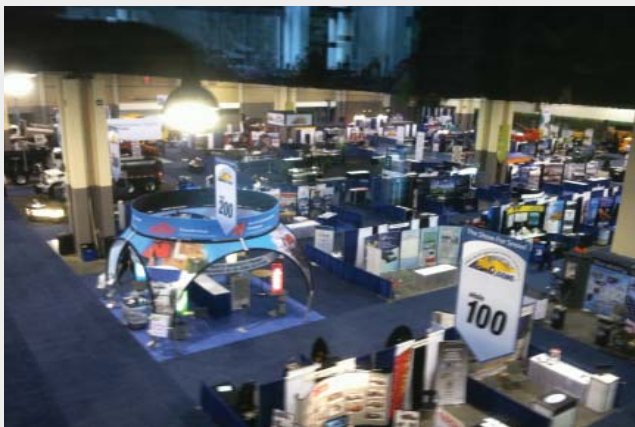
During my 2013 budget process I obtained permission from the Board of Selectmen to apply for a continuing education scholarship from the NHPWA, to enable me to attend the 2013 APWA North American Snow Conference in Charlotte, North Carolina, April 7-10. At the April NHPWA Board of Directors meeting I was awarded a scholarship for "Professionals in the field, continuing education." The scholarship provided financial support for conference registration, travel, lodging and meals.

I was fortunate to have a colleague from a neighboring Lakes Region community attend the conference with me, and my scholarship was also able to help support his travel with sharing lodging, making it more feasible for his community to fund his conference attendance. As we arrived in the City of Charlotte, we found early spring time weather, warm sunshine and sprouting trees and flowers. The venue at the Charlotte Conference center was convenient, comfortable and very appropriate for the needs of the APWA group. The first day, (Sunday) was spent attending



a certificate training program, titled “Winter Maintenance Supervisor Workshop.” This training was assembled by the APWA Winter Maintenance Committee, and covered subject areas on Policy and Planning, Weather, Materials, Equipment, Snow Control, and Ice Control. After each module attendees were quizzed, and upon successful completion were issued a certificate. After attending this training, I hope to assist NHPWA and UNH T2 to develop a training class for New Hampshire Public Works folks, which will cover similar topic areas.

On day two (Monday) I attended a General Session talk show on Public Works and Emergency Response. This session showed how the different emergency response disciplines handle their place at the table, and how public works still has not earned the same level of respect as an emergency response collaborator or at the Emergency Management table. Although we have seen improvement, there is still a ways to go to be considered by some as at the same level as Fire and Police. The remainder of the day was spent attending sessions on “Solving Winter Challenges,” “Minimizing the Impacts of Winter Operations,” “High Performance Salt Pre-Wetting Agents- Solution to Melting More Ice with Less Salt” and “Fighting a Historic Flood in a Snow Storm.”



On Monday afternoon the venter exhibit floor opened and I started visiting the hundreds of vendors who brought the latest and greatest snow and ice fighting technology, with snow removal equipment, trucks, plows, spreaders, salt brine sprayers, salt brine makers, treated salt manufactures, loader scales, side walk maintenance equipment, pot hole asphalt patching equipment, and snow removal equipment up-fitters for equipment controls and metering.

On day three (Tuesday), I attended sessions on “The best defense is a strong offense”-Managing public trees, “Blizzards & Hurricanes- How they compare,” “Deicing science for non-scientist- how do deicers work anyway,” and “Disaster Anthropology: A case study of Blanc-Sablon, Canada- Where extreme weather events are a common thing.” The day wrapped up with an inspirational keynote speaker NASCAR Legend Jeff Hammond, who spoke of teamwork and respect of others within the team to achieve common goals.

The evening was a networking dinner at the NASCAR Hall of Fame, where we were able to network with attendees and try some teamwork and competition the NASCAR way. This event was a fun and interactive opportunity for all.

On the final day of the Conference (Wednesday) attendees toured the City of Charlotte’s DPW facility which was built in the past two years, Freightliner Truck manufacturing Plant, or Michael Waltrip Racing shop.

I attended the Michael Waltrip Racing facility, which was just amazing to see what actually goes into the building of these quarter of a million dollar race cars, and the mechanical workings and teamwork support that keeps them a competitive race team for Michael Waltrip, Clint Boyer and Mark Martin.



The experience of the conference was excellent and I came away with greater knowledge in the construction of a comprehensive snow and ice policy, and how the trends of most all in attendance are the reduction of chlorides by the use of liquid deicers, such as salt brine as a pre-wetting liquid with salt and/or direct application for pre-treatment and post-treatment. It was noted that the use of salt brine has also reduced direct salt applications by 20-30% and 30-40% if they add calcium/magnesium chloride liquids and/or high sugar liquids such as beet juice, molasses or distilling byproducts. These additional liquids added to the salt reduce salt bounce and scatter, and help lower freezing points of the liquids for better low-temperature activation of the salt chloride and help reduce refreeze. These techniques coupled with weather monitoring all help reduce environmental impacts and gain better deicing, but general don't initially save money, but may in the long run.



Overall, this was a great conference and a great opportunity. It's nice to know that we in New Hampshire are like many other states and communities in the country, striving to manage our winter maintenance operations efficiently with safety, environmental, and economic impacts in the forefront. Thanks again to the NHPWA Scholarship committee and NHPWA Board of Directors.



About the Author

Scott D. Kinmond is an elected Highway/Road Agent- Public Works Director for the Town of Moultonborough, NH. Scott was elected to office in 2009, while he was still serving as Police Chief, a position held for 11 years of his 24 year Law Enforcement Career. Scott has served nearly 20 years as an Assistant Emergency Management Director for the Towns of Moultonborough and Ossipee. Scott has operated as a private snow removal contractor for over 25 years, and has been instrumental in reducing the use of salt applications by 30%, and sand/salt application by nearly 60% on paved roadways to reduce silica's from the water sheds. Scott currently serves on the NHPWA Board of Directors, and is a life member of the NHACOP, and still serves on the Cadet Academy Training committee. Scott and his wife, Anne, have two daughters.



Cyber Security in Public Works

Submitted By: Kurt Blomquist, P.E., Public Works Director

The Public Works community is the keeper of many of the Country's Critical Infrastructure systems. The Department of Homeland Security (DHS) defines Critical Infrastructure (CI) as the "assets, systems, and networks, whether physical or virtual, so vital to the United States that their incapacitation or destruction would have a debilitating effect on security, national economic security, public health or safety, or any combination thereof." Critical Infrastructure includes; Dams; Energy; Information Technology; Postal and Shipping; Agriculture and Food; Commercial Facilities; Banking and Finance; Communications; Defense Industrial Base; Government Facilities; National Monuments and Icons; Transportation Systems; Chemical; Critical Manufacturing; Emergency Services; Healthcare and Public Health; Nuclear Reactors, Materials and Wastewater and Water systems. At the local level Public Works professionals are the maintainers of roads and bridges, the fixers of pipes in the ground, operators of water and wastewater plants along with a myriad of other tasks. Why should Public Works professionals be concerned about cyber security?

To meet the demands of our customers and our residents for leaner and more efficient organizations and operations technology has become integrated more and more into our everyday operational lives. Public Works professionals depend on/use various forms of technology and media through computer networks or mobile devices to receive, analyze and process information and data. We monitor weather conditions to make decisions on when to initiate operations or what products to use; monitor/operate remotely our water and wastewater plants and system; monitor/operate traffic control systems to keep vehicles and the public moving safely through our road networks. Along with the monitoring/control of systems Public Works organizations have developed and maintain large data bases of information from the

mundane, how wide a right-of-way is, locations of hydrants, to the reporting of our test results to regulatory agencies and the public. These databases are also used by other organizations for such things as planning of construction projects to emergency response.

Cyber threats have risen to the point to receive national attention. During a speech in May 2009, President Barack Obama pledged to make securing the nation's most vital computer networks a top economic and national security priority; he was reviewing the results of a cyber-security review that called for a range of responses to help improve the security of information networks that support the government and the U.S. economy. The Federal Bureau of Investigation (FBI) Director, Robert Mueller, has made cyber security one of the highest priorities for the bureau and the Department of Homeland Security (DHS) has made cyber security one of its five priority missions.



Cyber threats can range from an individual or group wanting to making a point to a disgruntle employee. Cyber-attacks can range from the deliberate shutting down of networks, malicious attacks to manipulate, destroy, or steal data, a thrill seeker trying to just enter a system to the changing of information on public sites creating false information. Imagine someone changing information in your on-line Consumer Confidence Report. Many of these attacks may not be directed at Public Works functions but can affect the computer networks and system Public Works professionals use and depend on.

Recognizing that technology is part of Public Works daily life the City of Keene participated



in the trial program provided by the DHS National Cyber Security Division. This program provides a Cyber Resilience Review (CRR) which is a high level look at an organization's cyber security activities. The goal of the CRR is to develop an understanding of an organizations capabilities and whether cyber security is managed and institutionalized and provides an assessment at what level the organization is at and recommendations for improvement. The areas covered by the review included; critical infrastructure awareness, asset definition and management, information and technology management, vulnerability analysis and resolution, incident management, service continuity, environmental control, external dependency management, and situational awareness.

The City uses technology heavily in the monitoring and operations of its water and wastewater systems. The City chose to review the water and wastewater Supervisory Control and Data Acquisition (SCADA) system which uses a number of different software programs and has numerous points that monitor systems, gather information, and provide control. The review consisted of a one-day structured discussion with key City and department personnel and a half-day tour of facilities and review how computer technology is being used in the field. The personnel involved from the City included the Public Works Director, Utilities Maintenance Manager, Assistant Public Works Director in charge of utilities, the City's Information Management Director (IMS), and Assistant IMS Director and two DHS personnel. The discussion process involved the reviewing and answering of a series of questions on each of the previously identified areas.

The process was very enlightening. It provided an opportunity from Public Works and Information Management staffs to participate together looking at how we manage our computer networks and technology systems. The review pointed out both weaknesses and strengths. Some of the information from the review included that both department personnel are very knowledgeable of the various

systems and processes (a strength) but much of this information resides in institutional memory of limited number of people and is not documented in set procedures and policies (a weakness). Departmental personnel are aware of various types of vulnerabilities but there is no structured vulnerability management in place.

The review pointed out that City staffs have an informal process for dealing with incidents and continuity of operations if a technology service was to fail but there was a limited or lack of cyber incident response and management planning or documented strategy for dealing with an incident affecting technology or the loss of a technology service provider. Overall, the review pointed out that City staff is aware of the dependency on technology and the struggle for time to manage this area along with the multitude of other competing needs and demands. The recommendations addressing the weakness range from simple solutions such as better password management, to more complex, the development, implementation and testing of formal process and procedures.

It was a valuable process. Cyber security is an area that Public Works professionals do not think or talk about on regular basis. The use and integration of technology into our everyday operations has heightened the risk associated with the disruption of computer and data systems from cyber threats. This review provided an opportunity to look at and for key personnel to talk about cyber security and what can be done to better protect or manage cyber incidents. I would expect that City of Keene operations are very similar to other departments across the State of New Hampshire and the country. I would encourage departments to perform a formal or participate in an informal process to look at the effects on your services from cyber threats and how you would manage a cyber incident.





5th Annual New Hampshire Construction Career Days

New Hampshire's 5th Annual Construction Career Days event takes place on Thursday, September 19th and Friday, September 20th, at the Hopkinton State Fairgrounds, Hopkinton, NH. It is expected that up to 600 high school students, per day, will be in attendance from throughout the Granite State.

We are seeking Exhibitors, Sponsors and Volunteers throughout the Public Works community. Get involved. Make a difference. Please go to www.nhccd.weebly.com for more information, or contact Catherine Schoenenberger at staysafetraffic@aol.com

Since 1999, over half a million students have participated in CCD events nation-wide. At the core, CCD events promote hands-on activities, safety, diversity, partnerships and teamwork, continuous improvement and follow up for and to all of the students participating.

Save the Date!!

8th Annual Ken Ward Memorial Plow Rally

The 8th Annual Ken Ward Memorial Plow Rally will be taking place on Wednesday, September 18th at the Hopkinton State Fairgrounds. Defending New Hampshire State Champions Benji Knapp and Jeff Lewis (Town of Weare) will no doubt be on hand to compete once again. Will they retain their title? Does your Town have an over-the-top team that will be competing? Start planning your strategies now, and remember to mark your calendars!

Mike Walton will once again hold court at the Dana Wright Backhoe Competition as Judge and Jury! We're expecting that perhaps a DEERE Backhoe will be the apparatus of choice, but perhaps will mix it up with a CASE or a CAT? Any preferences? Let us know!

In direct response to your request, NHPWA and the coordinators of the Plow Rally will be launching an "educational and training" track this year. Some of the workshops so far will be conducted by Primex3, NH DOT's Driving Toward Zero Team, Stay Safe Traffic and the Technology Transfer Center (T2).

Do you have a need for a specific safety class? Is there information that you've been looking for, a skill that you'd like to sharpen? Please get in touch with Catherine Schoenenberger at staysafetraffic@aol.com or Beth Hamilton at e.hamilton@unh.edu.

If you are a supplier or vendor and would like demonstrate your equipment, services, or bill of goods at the Rally, the opportunity awaits you. If you would like to conduct a specific "workshop" for our attendees, we will make it happen. Please contact a NHPWA Board Member today.



NHPWA Board Members

- President:** John Trottier, Town of Londonderry, jrtrottier@londonderry.nh.org
- Preseident Elect:** Catherine Schoenenberger, Stay Safe Traffic, staysafetraffic@ao.com
- Treasurer/Secretary:** Bruce Temple, City of Claremont, btemple@claremontnh.com
- Immediate Past President:** Jennifer Perry, Town of Exeter, jperry@town.exeter.nh.us
- Public Sector Representatives:** Alex cote, Town of Deerfield, roads@townofdeerfieldnh.com
Scott Kinmond, Town of Moultonborough, skinmond@moultonboroughnh.gov
- Members at Large:** Dennis McCarthy, Town of Rye, dmccarthy@town.rye.nh.us
Carl Quiram, Town of Goffstown, cquiram@goffstownnh.gov
- New England APWA Representative:** Kurt Blomquist, City of Keene, kblomquist@ci.keene.nh.us
- NH Water Works Association Representative:** Bill Boulanger, City of Dover, b.boulanger@dover.nh.gov
- Municipal Management Association of NH Representative:** Bill Herman, Town of Auburn, townadmin@townofauburnnh.com
- NH Public Works Mutual Aid Representative:** Jim Terrell, Town of Walpole, walpolenighway@yahoo.com
- NH LTAP Representative:** Beth Hamilton, NH LTAP, e.hamilton@unh.edu

If you want to volunteer, contact: jrtrottier@londonderry.nh.org

Calendar

- June 26-28:** New England APWA Chapter Summer Conference, Lenox, MA
- June 27:** Emergency Preparedness Conference, Manchester, NH
- July 26:** Good Roads Show, Loudon, NH
- Aug. 25-28:** APWA International Congress, Chicago, IL
- Sept. 18:** Municipal Plow Rally, Hopkinton, NH
- Sept. 19-20:** Construction Career Days, Hopkinton, NH
- Sept. 25-26:** New England Public Works Expo, Fitchburg, MA
- Nov. 6-7:** NHMA Conference, Manchester, NH

This issue was edited by:
Alanna Gerton, Project Assistant, UNH T²



Join NHPWA

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Individual Membership: \$25.00

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

Membership term June 30, 2013-June 30, 2014

Detach and mail this form along with payment to:

**NHPWA c/o Cornerstone
53 Regional Drive
Concord, NH 03301**