



US Department of Transportation
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ROAD BUSINESS



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Picture source: <http://www.des.state.nh.us/wetlands/> March 9, 2001

*Wetlands are a valuable environmental asset.
They must be protected.*

On the Road in New Hampshire

Obtaining a Wetlands Permit

To protect New Hampshire's wetlands the Department of Environmental Services (DES) requires a permit when dredging or filling or constructing a structure in a wetland area. If a permit is not obtained the municipality is susceptible to fines. This article describes how Goffstown works with DES. Another article on pages 6-7 describes the permitting process in general terms.

The Town of Goffstown has a workable process to obtain a wetlands permit. They began working with the Wetlands Board by attaining a "Multi-year" permit for routine work such as culvert repair and ditch maintenance. They request separate permits for construction.

A permit can be in effect for 5 years. The multi-year permit in Goffstown is 3 years old. To obtain this permit, the town submitted a Minimum Impact Expedited Application. It was accompanied by a tax map marked, with areas of the town where expected work would occur. The permit applica-

tion included photographs of typical areas of proposed work. Photos were identified as typical and included outfall pipes, overgrown ditches, and detention ponds. Each photo included notes describing what maintenance work would occur in the area.

The Town Clerk forwarded the application package to DES, after the local conservation commission approved it. DES responded with questions that were addressed by the staff in Goffstown. The application was approved. The entire application process took three months at DES.

According to Carl Quiram, Director of Public Works, application for non-routine work permit is relatively simple. The plan and application are submitted for approval. "The hardest part," notes Carl, "is creating the plan" The application is 2 pages long and takes "only about 20 minutes to complete."

Carl and his staff have established a good working relationship with DES. He says, "if you work with them, then they will work with you." If a question comes into DES about work in progress in Goffstown, he receives a phone call from DES rather than seeing an enforcement officer.

ALSO IN THIS ISSUE

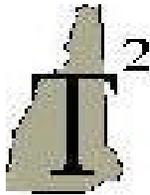
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Technology Transfer Center
University of New Hampshire
33 College Road
Durham NH 03824
603-862-2826
800-423-0060 (NH)
Fax: 603-862-2364
t2.center@unh.edu
<http://www.t2.unh.edu>

UNH T² Center Staff

David H. Fluharty
LTAP Director
Charles H. Goodspeed
TRCG Director
Kathy DesRoches
Assistant Director and
Road Business Editor
Marisa DiBiaso, Project Assistant
Stefanie Fishman
Project Assistant



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New Hampshire Road Scholars

We are pleased to recognize the individuals who, during the Fall of 2000, have achieved the following levels in the UNH T² Center Road Scholar Program.

Master Road Scholar. Participated in UNH T² Center training activities totaling 100 contact hours and covered the range of topics required for Road Scholar II.

<u>Road Scholar</u>	<u>Affiliation</u>
Carter Ames	Somersworth
Michael Douglas	Durham
Michael Faller	Meredith
Kenneth Knowlton	NHDOT
Ray Mardin	Campton
Fraser Michaud	Newport

Senior Road Scholar. Participated in UNH T² Center training activities, which totaled 70 contact hours and covered the range of topics required for Road Scholar II.

<u>Road Scholar</u>	<u>Affiliation</u>
Hermie Blanchette	Hopkinton
Mark Bucklin	Bristol
Richard Clark	Northfield
Lee Dunham	Swanzey
Kurt Grasset	Hancock
Kevin Hammond	Raymond
Larry Jackson	Littleton
Sharon Lucey	Dover
Gary Paige	Francestown

Road Scholar II. Participated in UNH T² Center training activities which totaled 50 contact hours and covered a set of minimum subject areas including road design and construction basics, other technical, tort liability or safety, and supervision or personal development.

Edward Betz	Peterborough
John Margeson	Henniker
Christopher McCormack	Plymouth
Carl Somero	Milford
Michael Sousa	Enfield
Wayne Thompson	Bridgewater

Road Scholar I. Participated in UNH T² Center training activities which totaled 30 contact hours.

<u>Road Scholar</u>	<u>Affiliation</u>
Albert Anderson	Hancock
Stephen Bevis	Chesterfield
George Conkey	Dorchester
Cathy Conway	Littleton
John Cote	Dorchester
Carl Coulombe	Stark
Gene Cuomo	Fitzwilliam
Donald Dow	New Hampton
Dennis Eastman	New Ipswich
Shaun Elliott	NHDOT
Larry Gaskell	Washington
Andrew Landry	Nashua
David Lent	Merrimack
Mark Ober	Ashland
Jeff Strong	Merrimack
Roger Trempe	Hancock
Joe Troy	Derry
William Willey	Lincoln



Interviewing

by Stefanie Fishman, Project Assistant

The purpose of an interview is to find out whether a candidate's qualifications and personal qualities meet the needs of the job and the department. The interviewer should also let the candidate know as much as possible about the position and performance expectations. A successful discussion is when both sides open up and talk candidly. Help candidates relax and then draw out information.

Making the Candidate Comfortable

To make the candidate comfortable the interviewer should:

- Make the meeting informal from the start by stepping out from behind his or her desk.
- Hold the interview in a place other than the interviewer's office, such as a conference room.
- Sit side by side or at the same table so the interviewer and the candidate are equals.
- Offer the candidate something to drink such as coffee, tea, or water and have one as well.
- If unsure of the candidate's name pronunciation ask this question first.

The Interview

Come to the interview knowing a few things about the candidate. Background information may be found on their resume.

To start the interview the interviewer should introduce who they are, what they do, and maybe why they chose to work in the department. They should then explain the interview process, describe the job, and the organization. This leads to mentioning goals of the department, training, upward mobility, personnel policies, salary information, and benefits.

Questioning the Candidate

Questions should be phrased carefully to help the candidate relax. They should be open-ended; that is candidates can answer however they choose. For example, for a management position ask "What are your major strengths?", "Where do

you hope to improve yourself?" and "What do you hope to gain from this position?" For a crew position ask "What do you like to do most?" or "Tell me about the best days on your current job and then about your worst days?" The questions must be related to the job and to the applicant's ability to perform it. All applicants should be asked the same questions and treated consistently. No questions should be related to the applicant's personal life.

Sample Interview Questions

- Please tell me about your present job.
- What did you like most?
- What did you like least?
- What were your major areas of responsibility?
- What are some of your more important accomplishments from your present position?
- What is the biggest problem you have faced on the job?
- How did you resolve it?
- What interests you most about this job?

Eye contact shows respect for the candidate and that the interviewer is paying attention. The questions a candidate asks often provide important information. Questions such as "how quickly will I be trained?" or "how much responsibility will I have?" indicate that the candidate has initiative and may not need a lot of supervision. If the candidate spends a lot of time talking about stress, they may not be able to handle it.

Following the Interview

At the conclusion of the interview, thank the applicant and inform him or her what will happen next. The interviewer should write notes immediately after the interview. Check references if the individual is considered a serious candidate.

Sources:

Hiring New Personnel, Road Business, Fall 1997.

Interviewing for Employers Winning the best in the 21st Century, Perman Willits & Associates, Inc., Peak Search Company, Colorado Springs, CO <http://www.peaksearch.net/hiringtips.htm>, 2000.

Tips for Interviewing, PageWise,

http://ny.essortment.com/interviewtips_pvt.htm

The Interview

by Stefanie Fishman, Project Assistant

The application can get you an interview. A successful interview will get you the job.

Above all else, the applicant must convey that he or she wants the job. Making a good first impression is extremely important. To impress the interviewer, dress appropriately and be prepared.

The Dress

The interviewer first notices how the interviewee is dressed. It is important to be clean with neatly groomed hair and fingernails. The attire worn should be appropriate for the job position. For example, a suit should be worn for a Public Works Director interview, but chinos and unwrinkled button down shirt or sweater are suitable for a laborer. Appropriate dress is always more formal than what is normally worn for the job.

Know Your Stuff

Learn about the department before interviewing. Information can be found from websites, newsletters, and info sessions held by the department. Ask friends and family who work in or with the department for information.

Applicant's should know the department's purpose, responsibilities, and key employees. It is also important to discover the culture and values of the department.

Purpose and Preparation

There are two main purposes of the interview one is for the interviewee to sell him or herself and the other is for the interviewee to interview the department to find out if this is a good place to work. The interviewee should be prepared to:

1. Discuss his or her strengths, skills, accomplishments and what he or she can bring to the department through this position.
2. Elaborate on his or her resume and always bring an extra copy
3. Ask questions to make sure this is the right job for them.

Because one cannot predict what the recruiter will ask, the best approach is to think of the worse questions and practice answering them. The interviewer is interested in involvement in projects so be able to give examples.

Do's and Don'ts

Do learn about the duties of the department beforehand.

Do practice with someone or in front of the mirror.

Do allow plenty of time to get to the interview.

Do act natural.

Don't answer with a simple yes or no, elaborate on as many answers as possible.

Do be honest.

Do ask questions related to questions asked.

Do wait for the interviewer to ask if there are any questions.

Do ask the interviewer for a business card and send a thank you note or email as soon as possible.

Don't ever cut the interviewer off.

Interview Day

Applicants must be on time and should arrive at least ten minutes early. They must get good directions to the interview site. It may be helpful to drive there a day or two before to ensure the directions are correct and determine how long it will take.

The interviewee should act naturally and not pretend to be what they think is wanted. The interviewer must get an accurate portrayal of the interviewee. Both can eliminate misunderstandings by asking for clarifying or repeating of information.

Attitude is usually more important than experience. Interviewees should give themselves a pep talk to feel positive and comfortable.

Sources

The Art of Interviewing Well. Planning Job Choices 4th Edition , National Association of Colleges and Employers, 2001.

Tips for Interviewing. PageWise, http://ny.essortment.com/interviewtips_pvt.htm

Being Interviewed Chapter 10: System Administration: The Occupation, UNIX Hints and Hacks, <http://linux.tomsk.ru/docs/unix/unix-tips-hacks/19270143.htm>, 2000.

Permitting for Wetlands

Adapted by Stefanie Fishman, Project Assistant



Wetland benefits and functions include flood storage, filtration, and wildlife habitat. Flood storage occurs mostly in the spring, when marshes and swamps store water from snow melt and early spring rains. Wetlands serve as filters which help keep brooks and streams clean. They support a diversity of habitat types, which in turn support a wide range of wildlife. The loss or destruction of wetlands harms the hunting and fishing industries because many animals depend on the vegetation found in wetlands. Ducks and geese nest in marsh grasses near the water's edge, and young fish hide among lily pads and arrowhead stems. Wetlands vegetation makes up a portion of the diet of deer and moose.

When wetlands or surface waters are dredged or filled, or structures are built in or adjacent to them, their functions may be impaired and their benefits diminished. To protect New Hampshire's wetlands, under state law RSA 482-A, the Department of Environmental Services (DES) requires a permit when dredging or filling, or constructing a structure in wetlands, surface waters, or other protected resources. If work is done without a permit a municipality might be fined. This summary of DES rules and procedures is from its "Guidebook for Wetlands Permits" and other information posted on its website.

What is a Wetland?

A wetland is any area inundated or saturated by water sufficiently to support a prevalence of vegetation typically adapted to grow in saturated soil. The water may be above or below the soil surface. Typical wetlands are swamps, marshes, or bogs. An area can become a wetland if water remains long enough to support wetland vegetation. The DES Wetlands Bureau also regulates seasonal and perennial streams, rivers and their banks, tidal buffer zones and sand dunes.

Prime wetlands are larger high value wetlands. Twenty municipalities have designated prime wetlands. Special restrictions apply to prime wetlands.

Work in wetlands, surface waters, or their banks requires a permit. Wetland permits are also required for work on bridges, culverts and ditches in water bodies such as streams, ponds, and lakes or their banks. A permit is required whether work is done when a seasonal stream is wet or dry or if a shoreline is full or drawn down.

Applications for Permits

DES has two application types. The Minimum Impact Expedited application is for repair or replacement of structures in wetlands or surface waters. Examples of structures are bridges, culverts, headwalls, and ditches. Municipalities can usually use this application when dredging or filling less than 3,000 square feet of a wetland.

The Standard Dredge and Fill application is required for dredging or filling more than 3,000 square feet of a wetland or new work that impacts a perennial stream or other surface water. This application is required if the project impacts prime wetlands.

How to Apply

Municipalities should apply for a permit well in advance of the planned work dates. Processing time is at least a month for Minimum Impact Expedited projects and often much longer. It is longest during the construction season when most

people apply. Application forms are available from DES at (603) 271-2147 or on its website www.des.state.nh.us/wetlands. Applicants should request or download the *Guidebook for Wetland Permits*.

Both application types require several attachments:

- A copy of the town tax map showing the property to be affected with the abutting landowners labeled.
- A copy of a U.S. Geological Survey map with the project area clearly marked.
- Plans of the project showing the location and area of surface waters or wetland areas subject to impact from the proposed project.
- Photographs showing the surface waters and wetlands in the proposed work area.
- An application fee.

Applicants must briefly describe general purpose and need for the project, and the type of work. They must describe impacts to wetlands (in square feet), impacts to the shoreline or stream bank (in linear feet and square feet), sizes of any structures, and their locations. Applicants must describe the planned construction sequence and methods.

Plans for road construction or maintenance must show:

1. All areas of temporary and permanent impacts to wetlands and surface waters.
2. Existing structures, as well as those proposed.
3. The proposed disposition of dredged materials.
4. Erosion prevention and sedimentation control methods.

The Standard Dredge and Fill application requires a more detailed proposed work description, and an explanation of the need for the impact. Applicants must also explain how the proposed plan avoids and minimizes impacts to surface waters and wetlands.

Five copies of the completed application and all attachments are submitted to the town or city clerk. He or she retains one copy and distributes one each to the planning board, local governing body conservation commission, and DES.

Helpful Shortcuts for Work on Public Roads

Except for public highway construction or repairs, applicants must notify (by certified mail) owners of abutting properties of their intent to file a wetlands application.

DES considers town roads as a single property. Therefore, it can permit under one application multiple minimum impact projects within the right-of-way of public roads. Each project must meet the minimum impact classification. All wetland permits are good for five years. By planning ahead, managers may receive a permit for all anticipated road maintenance projects with one application. Once approved, permits may be amended to reflect proposed changes in plans by submitting a written request and any revised plans to DES.

When a situation threatens public safety, health or private property a municipality may request authorization from DES at 271-2147 to perform work to stabilize the situation.

Source:

New Hampshire Department of Environmental Services, *Guidebook for Wetland Permits*, www.des.nh.us/wetlands/Guidebook Concord, NH, 2001.

New Hampshire Department of Environmental Services, *Environmental Fact Sheet WB-9 Obtaining Authorization for Emergency Wetlands Impacts*, www.des.nh.us/factsheets/wetlands/wb-9.htm, Concord, NH 2001.

Special thanks to:

Sandy Crystall, NH Department of Environmental Services Wetlands Bureau, Concord, NH.

John Starkey, Public Works Director, Seabrook, NH.

NHPWEA Spring Meeting

Plan to attend the New Hampshire Public Works Municipal Engineers Spring Meeting on May 10, 2001 at the Margate in Laconia. The focus of the meeting will be on utility and culvert cuts. Learn how municipalities are dealing with these issues and how the innovative technologies are working for them in the field.

Contact the Kathy at UNH T² Center for more information.

Road Business Four Year Index

Call the UNH T²Center for Articles You Can't Find

Computers. Computers **1998, #1.** Electronic Mail, **1998, #2.** Year 2000 Problems, **1998, #3.** Incorporating GIS, **1998, #4.** Join pw.net, **2000 #4.** Websites, **2000, #4.** Load Limits (posting roads), **2000, #4.**

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Winter Operations. Snow and Ice Control Policy, **1997 #2.** Snow Equipment Preventative Maintenance, **1997 #3.** A Safety Feature for Snow Plows, **1997 #3.** Dover's Snow Removal Ride-Along Program, **1997 #4.** Salt Storage Shed, **1998, #2.** Snow Disposal Guidelines, **1998, #3.** Pretreating Roads Saves Money, **1998, #4.** Pothole Repair, **1998, #4.** Improving Communications with the Public, **2000, #3.** Websites, **2000, #4.** Load Limits (posting roads), **2000, #4.**

Publications

University of New Hampshire Technology Transfer Center

Copies of the following books and pamphlets, and our complete list of publications, are available through the UNH T² Center. When requesting an item with a charge, please include the check with your form. If ordering by mail, follow the instructions below. To request by telephone, call 603-862-2826, or in NH, 800-423-0060. You can also request by fax to 603-862-2364, or by e-mail to t2.center@unh.edu

The following materials are available free of charge.

___ *UNH T² Center Publications and Video Catalog.*

___ *Administrative Rules for Safety and Health.* This publication from the New Hampshire Department of Labor describes the codes and rules for employee safety and health.

___ *Concrete in Practice Fact Sheets.* Includes 29 fact sheets covering various practices.

___ *Flowable Fill Packet.* This packet discusses different types of fills, covering specifications, materials and construction recommendations.

___ *Hiring New Personnel.* This flyer describes interviewing and selection of applicants.

___ *Load Limits Packet.* Includes legislation regarding load limits, Guidelines for Spring Road Use Restrictions, and a 3.5" disk containing an Excel spreadsheet for calculating Degree Days.

___ *Maintenance of Small Traffic Signs.* A guide for maintaining small traffic signs geared toward maintenance personnel.

___ *Measuring and Calculating Slopes.* Informational sheet on how to measure a roadway slope. Recommended guidelines for roadway slopes are also included.

___ *NACE Action Guide: Tort Liability.* Explains liability and insurance for individuals, public agencies, and employees who are concerned with local roads and road care and maintenance. Also goes through the elements of a lawsuit.

___ *NH DOT Suggested Minimum Design Standards for Rural Subdivision Streets.* Describes suggested standards to use when designing rural subdivision streets.

___ *Non-Point Source Pollution.* Revised from the May 1994 edition, this guide describes the causes of nonpoint source pollution, and suggests ways that NPS pollution can be prevented.

___ *Vegetation Control for Safety.* A guide for street and highway maintenance personnel. Goes through site clearance and safety operations for vegetation control.

The following publication involves a minor charge. Please send a check with the form when requesting this publication.

___ *Participant's Manual for Preventive Maintenance Treatments Workshops.* A UNH T² Center publication. Describes the elements of a preventive maintenance program for local roads, the methods and materials for effective preventive maintenance treatments, and the road conditions which should receive them. Comes in a plastic binder. **\$15**

To Request Material by Mail

Check the items you would like to receive. Fill out this form and include a check in the envelope, if necessary. Cut out this page and mail to the UNH T² Center.

Name: _____

Position: _____

Organization: _____

Address: _____

Videos

University of New Hampshire Technology Transfer Center

Road Business, Spring 2001, Vol. 16, No. 1

The following videos are available from the UNH T² Center Video Library. You can have five videos for a two-week period with no charge. To request by mail, check the videos you would like to borrow (up to 5), fill out the mail request form, staple closed, affix stamp, and mail. To request by telephone, call (603) 862-2826 or (800) 423-0060 (in NH). Visit our complete publication and video catalog on our website at <http://www.t2.unh.edu>. Or email t2.center@unh.edu

___ **M-226, Cleaning of Lined Ditches, Culverts, and Catch Basins**, 16 min. Demonstrates some good practices for maintaining lined ditches, culverts, and catch basins. It demonstrates before and after conditions and points out the benefits of a properly maintained drainage system. Supplement available. International Road Federation

___ **M-302, Equipment Management Systems Series**, 60 min. Discusses equipment inventory, maintenance of parts, supplies and finances. The video also explains equipment information

___ **M-253, Dust Control with Calcium Chloride**, 9 min. Explains how CaCl₂ works as a stabilizer and absorber to control dust. Gives many facts about the benefits of CaCl₂. General Chemical

___ **DC-256, Geosynthetics in Transportation Applications**, 34 min. This informative video discusses different types of geosynthetic materials. It also explains the functions and advantages of using geosynthetics.

___ **DC-251, The Importance of Road Drainage**, 19 min. **The basis for this film is that if you don't drain water from roads, nature will drain it for you. Describes surface and subsurface drainage, drainage systems, and procedures for their inspection and repair.** FHWA

___ **PA-232, Inspecting Unsurfaced Roads**, 8 min. This video describes one of the first steps in the Unsurfaced Road Management System--inspection. It briefly explains what defects to look for in an unsurfaced road and how to measure them. USA CRREL

___ **PA-227, Low Volume Roads Series**, 20 min. Gives instructions for setting maintenance priorities for low volume roads and managing their maintenance.

___ **ST-219, New Directions in Sign Management**, 17min. Presents the problems that create the need for a sign management system. Highlights the main points of a management program. ATSSA

___ **M-284, Preventive Maintenance: Project Selection**, 30 min. The principle of this video is to apply the *right* treatment to the *right* road at the *right* time. It explains the advantages of preventive maintenance and the importance of preserving the life of the road, rather than restoring it.

___ **ST-260, Traffic Safety Series**, 35 min. This video identifies highway safety problems. It discusses selecting the best safety alternatives and evaluating safety program results.

___ **Video Catalog.**

Place
Stamp
Here

Technology Transfer Center
33 College Road
University of New Hampshire
Durham, NH 03824-3591

Milestones:

Skip Grady, is interim Director of Public Works in Amherst.

Alan Hunton, is the acting Road Agent in Danbury.

Ricky Moran, Road Agent in Danbury has passed away.

Master Road Scholar, John Starkey, has left the position of Director of Public Works in Amherst and is now Director of Public Works in Seabrook.

Websites:

There are many helpful websites for public works employees. If you have others that your colleagues could benefit from, send the urls to t2.center@unh.edu. We'll publish the site and your name in Road Business. (*No commercial sites please*).

UNH T² Center: <http://www.t2.unh.edu>

Bike/Walk Conference Will Cover Public Works and Municipal Engineer Roles

The 3rd Annual New Hampshire Bike and Walk Conference will be held on May 24 in Bedford. It will include a track of sessions dealing with specific public works and municipal engineering functions. Scheduled topics are:

- How to get started
 - ⇒ Determining the scope of work
 - ⇒ Preparing cost estimates
 - ⇒ Filling out the application forms
 - ⇒ Application ranking
- How to get it done
 - ⇒ Right of way challenges
 - ⇒ Case studies
 - ⇒ Getting through the project
- How to Keep It Going
 - ⇒ Operations and maintenance
 - ⇒ Other long-term issues

Session speakers will be engineers and public works managers who have designed and built bicycle and walking facilities in New Hampshire. There will also be opening session and lunch speakers. Registration is from 8:00 to 8:30. The program will be from 8:30-3:45. The \$25 fee includes lunch and refreshments.

If you haven't received a flyer, or want more information, contact Tom Jameson at 271-6855. <http://www.state.nh.us/osp/planning/bike-pedhome.html>

PW.NET

Want to know what is happening in other towns? Need a place to ask questions of other public works officials? Want to be the first to receive notifications of UNH T² Center workshops? Then, subscribe to PW.NET. It's free. Send an email message to: kathy.desroches@unh.edu

In the body of the message type:
Add pw.net your name

For instance:

Add pw.net John Doe

Take the T² Challenge at the Mountain of Demonstrations

Have fun! Earn Road Scholar Credits!

Mark May 31 on your calendar. That's the date of the NH Road Agents Association's Mountain of Demonstrations at the Gunstock Recreation Area in Gilford. It is also another opportunity to take the T² Challenge. It consists of five activities designed for fun and learning. Completion will be rewarded with two Road Scholar credits and a hat. Sign up at the tent next to the event registration tent.

Road Business

Technology Transfer Center
 University of New Hampshire
 33 College Road
 Durham NH 03824-3591
 603-862-2826 or
 800-423-0060 (NH)
 Fax: 603-862-2364
 t2.center@unh.edu
<http://www.t2.unh.edu>

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Calendar

April				
16	17	18	19—Bridge Maintenance, Lincoln	20
23—Crack Sealing, New London	24—Crack Sealing, Manchester	25	26	27
May				
30	1	2	3	4
7	8	9	10—NHPWMEA Spring Meeting, Laconia	11
<i>National Transportation Week</i>				
14	15	16	17—Project Planning, Lee	19
21	22--Workzone Traffic Control, Keene	23—Workzone Traffic Control, Ashland	24—Bike Walk Conference, Bedford	25
28	29—RSMS, Rochester	30—RSMS, Rochester	31—Mountain of Demos, Gilford	1
June				
4	5	6	7	8
11	12	13	14—Project Planning, Swanzey	15

