



Road Business

A University of New Hampshire Technology Transfer Center publication

Vol. 20 No. 3

Fall 2005



On the Road in New Hampshire

Working with Planning Boards

Developing a working relationship with the local Planning Board (PB) is valuable for both the highway departments and PBs.

In Lempster, Richard Fairweather was a member of the PB before he became Road Agent. He is the PB's agent for driveway permits. As part of the PB, he says that he "has the opportunity to provide practical input into the impacts of growth."

As a department head, Pete Lavoie, Director of Community Services in Dover, is a member of the PB. He reviews plans and sends his opinions to the board. Pete has worked for Dover for many years and has seen a lot of changes. His longevity with the city and his expertise contribute strongly to the PB's reliance on him.

Dave Lent of Merrimack says that two years ago there were weekly meetings to review sub-division and site plans. Public works, the conservation commission, deputy fire chief, the waste water inspector, and planning staff attended the meeting. They addressed issues of concern to PW and safety, such as turning and cul-de-sac radii,

both effecting emergency response and snow removal.

Currently, the developers and their engineers attend meetings to review conceptual plans for developments before making formal presentations to the PB. This allows all parties to assess the impact of a proposal. From the developer's point of view, the expectations of town are presented before time and money are spent on proposed projects.

In Goffstown, Town Engineer Meghan Theriault's responsibilities include working with the PB. Two weeks prior to a PB meeting there is a Technical Review Committee (TRC) meeting. The TRC reviews all plans on the agenda of next the PB meeting. Each member of the TRC submits written comments to the PB. Applicants generally use the TRC comments to address some issues before the next PB meeting. Meghan believes that it is important that she attends all PB meetings and that

continued on page 7

ALSO IN THIS ISSUE

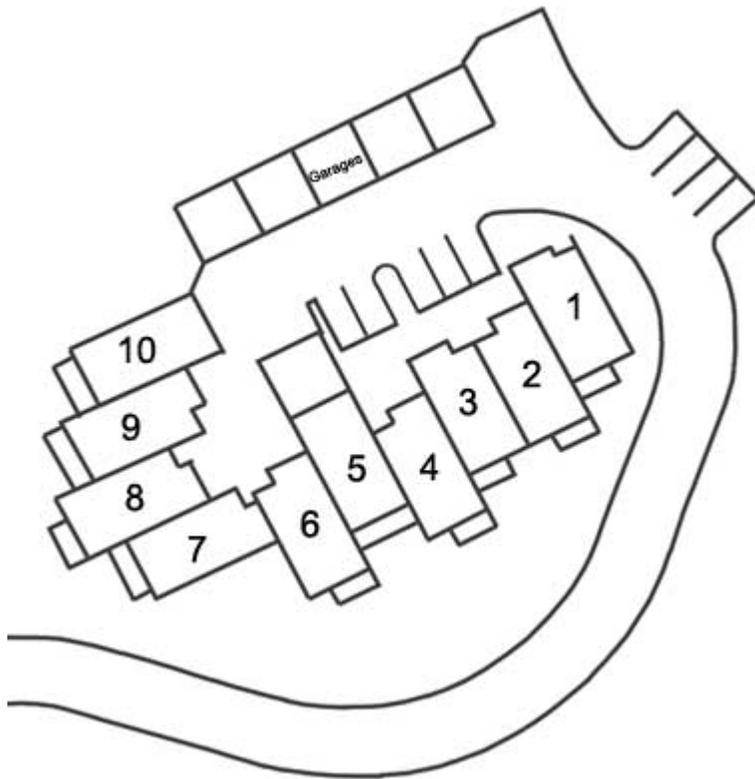
Dave Fluharty Retires.....	2
Driveway Permits.....	3
Culvert Maintenance.....	4
High Visibility Clothing.....	5
Putting Customers First.....	6
Delegation.....	8
Publications.....	9
Videos.....	10
Milestones & Websites.....	11
Signs at T-Intersections.....	11
Calendar.....	12

Improving customer service may seem to be an immense task but it is a valuable and worthy goal that gets easier with time. Employees will develop an improved capability to handle complaints.

Adopting tips from this article will improve customer relations. Customer service is not just for the customer, organizations that practice good customer service also reap the benefits.

The average person tells five people about the good service they receive and 20 people about bad service.

Sources:
Band, William, Creating Value for Customers.
Barlow, Janelle, Moller, Clause, A Complaint is a Gift. 1996
Broemmelsiek, John. Customer Service Matters. Wiley: 1991.
Miller, Adrien, Customer Service Tips, www.businessknowhow.com
Tschohl, John, Achieving Excellence Through Customer Service, 1996.
Zemke, Ron, Woods, John, Best Practices in Customer Service. HRD Press: 1999



continued from page 1

there is value to the TRC process because of departments are communicating.

A new process in Goffstown is driveway reviews. The National Fire Protection Association specifies rules for driveways. Previously, once a driveway permit was issued, no one checked to see how the driveway was laid out between the road to the house. There were times where the slope of the driveway was too steep for emergency vehicles. Now that doesn't occur.

Meghan believes that citizens are happier with the new permit processes in town. They know what to expect. The PB has helped Meghan as there have been times where a developer didn't do all that they promised. The PB stood behind their decisions, contacting the developer to ensure that all promises were kept.

Meghan suggests that towns would benefit from the technical review process where written comments are submitted to the PB. Towns with a smaller staff may want an outside party to review plans asking the developer to pay for the review.

Sources:
<http://www.nfpa.org/assets/files/PDF/ROP/299-02-rop.pdf>, September 2, 2005
http://www.pruverani.com/_subdivisions/sub36_site.asp?S=36, September 2, 2005

Special Thanks to: Ken Daniels, Enfield; Robert Eaton, NHDOT; Bob Emro, UNH; and Dave Lent, Merrimack for technically reviewing this issue of *Road Business*. Thanks to Richard Fairweather, Lempster; Dave Lent, Merrimack; Jamie McCullough, Dover; Greg Placy, NHDOT; and Meghan Theriault, Goffstown for their assistance with *Road Business* content.

