



Hooksett Community Profile 2014

November 7 & 8

*Hooksett –
Our Town . . .
Our Future*



University of New Hampshire
Cooperative Extension



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UNH Cooperative Extension brings information and education into the communities of the Granite State to help make New Hampshire's individuals, businesses, and communities more successful and its natural resources healthy and productive. For 100 years, our specialists have been tailoring contemporary, practical education to regional needs, helping create a well-informed citizenry while strengthening key economic sectors.

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Our Focus Areas:

Food &
Agriculture



Natural
Resources



4-H Youth
& Families



Community &
Economic Development



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. The process provides a method for citizens to affirm community strengths, find collaborative approaches to meet challenges creatively, and manage change. One of the major outcomes of the Community Profile is increased citizen participation in the community.

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Acknowledgements

Thank you!

Thank you to all who made the Hooksett Community Profile such a huge success.

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LOCAL MERCHANTS AND BUSINESSES

99 Restaurant	
Allstate	N-Step Dance Center
American Generations	Osborne's Agway
Plumbing & Heating	Paradigm Plumbing,
Applebee's	Heating & A/C
Asian Breeze Restaurant	PepsiCo
Barrett Insurance	Puritan Restaurant
Bavaria German Restaurant	Rainmaker Irrigation
Berkshire Hathaway Realty	Robie's Country Store
Bert's Better Beers	Historic Pres. Corp.
BJ's Wholesale Club	Seacrest Car Wash
Chantilly's Restaurant & Pub	ServPro
Coldwell Banker Real Estate	Shaw's Supermarkets
Cowabunga's	Sodexo/SNHU
Dave's Best Batch Salsa	Soilaway
Dude's Barber Shop	Space Center
Gettin' Golden & AJ's Wigs	Spotlight Video
Giovanni's Roast Beef & Pizza	Supreme Pizza
Goodale's Bike Shop	Target
HK Powersports	Tokyo Joe's Studios of Self
Hooksett Heritage Commission	Defense
Johnny's Pizza	Tucker's
LaValley Farms	TurnOne Graphics
Legends Golf	Under the Hood Garage
Market Basket	USA Subs
Mathnasium	Utz Quality Foods
NE Tap House Restaurant	Valvoline
Merrimack Valley Dry Cleaners	Verizon Wireless

The Community Profile model was developed with the assistance of:

University of Vermont Cooperative Extension; University of New Hampshire Cooperative Extension; Vermont Department of Housing and Community Affairs; Upper Valley Lake Sunapee Regional Planning Commission; Tufts University, Center for Environmental Management, Consortium for Regional Sustainability; New Hampshire Charitable Foundation; Vermont Community Foundation; Sustainable Seattle; University of Vermont Center for Rural Studies; Community Innovations; The Upper Valley: 2001 & Beyond Steering Committee.

Summary

The Hooksett Steering Committee for the Community Profile was formed in May 2014 with the charge of planning the Community Profile event. Initial committee volunteers met with UNH Cooperative Extension staff to learn about the Community Profile and discuss ways to attract committee volunteers representing a variety of town interests such as youth, seniors, business community, natural resources community, town officials, etc. The Community Profile event date was set for November 7 and 8, 2014 and the 12-member Steering Committee met regularly in May and June, then August through the event in early November to plan, prepare and market the event with UNH Cooperative Extension providing staff support.

The Steering Committee adopted a format using the 11 components of a strong community as drawn from the National Civic League and adapted by UNH Cooperative Extension. These components are important to 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. The 11 components are effective community leadership; informed citizen participation; sense of community; fostering healthy families, individuals and youth; lifelong education and learnings; community services, facilities and utilities; recreation and cultural heritage; natural resources and the environment; economic vitality; growth and development and transportation.

The Community Profile – “Hooksett - Our Town . . . Our Future” was promoted throughout the town with posters, signs, notices through the school to every family of a student, media releases, town website, presentations and word of mouth. The Steering Committee arranged for the location; organized the food and beverages; arranged for childcare and transportation and set up the sessions.

Steering Committee members recruited volunteers to be small group facilitators and scribes based on criteria provided by UNH Cooperative Extension. This group received a two-hour training lead by UNH Cooperative Extension. The basics of facilitating and recording or scribing were reviewed along with the specific role of these community volunteers for the Community Profile. The Community Profile small group discussions on both Friday and Saturday were facilitated by these trained community volunteers. The Community Profile process included the following components:

- Mosaic and Vision developed by all participants gathered together
- 11 Components of a successful community were presented
- 5 Key Issues: Small group facilitated discussion on each of the 11 component areas where the groups brainstormed the strengths, challenges and future.(Friday evening)
- 6 Key Themes: All participants worked to review the 55 keys issues and agreed on common themes. (Saturday morning)
- 3 Priority Projects or Opportunities: Participants select a theme they want to discuss in small groups where they defined the problem, identified solutions and selected 3 priority projects or opportunities.
- Voting: All participants were given the opportunity to vote for their priority within each theme.
- Action Groups: Once opportunities and projects were chosen, participants started the process of putting plans into action by defining the project, determining contact persons and planning the next meeting date and time

Outcome:

137 Hooksett community members participated in the Friday and/or Saturday sessions. At the close of the Nov. 8 action group discussions 41 community members committed to working on six new action groups. They will begin to implement the projects or opportunities identified. 12 Steering Committee members learned new leadership skills and put them into action by organizing the Community Profile. 25 community members received training on facilitation skills which can be used in other community settings. The community issues, opportunities and priorities for Hooksett are

detailed in this report. Hooksett participants demonstrated a strong commitment to their community, creating a vision and working together to address opportunities and fulfill the vision.

Voting Results: Priority Projects and Solutions

- Hooksett Activity Recreation Multi-Generational Outreach and Educational Neighbors Youth Center (HARMONY)
- Create position responsible for the function, direction and execute vision and direction for economic development. Position will lead Economic Development Advisory Committee.
- Long range planning committee (re: education)
- Create a bike path/walking trail along railroads from SNHU to Village
- Adopt a “complete streets” strategy for new construction/reconstruction projects incorporating multi-modal transportation
- Communication and dissemination of information
- Welcome packet to new residential people, Also to prospective and existing businesses
- Cable Access Channel, Internet
- Traffic light at GE on Rt. 3 to alleviate congestion at that point and facilitate development
- Bring in private companies (vans, taxies) to provide alternative transportation, give 3 transportation vouchers (transferable) to each resident. (paid by town when redeemed)
- Create labels/signage for trails, trailheads and parking
- Create a volunteer group to plan and execute recreational opportunities (all ages)
- Communicating present information
- Address infrastructure issues (water, sewer) roads – improve
- Examine regulatory process to avoid delays

Action Groups:

1. Community Center/Activities
2. Economic Development
3. Education
4. Recreation Assets
5. Multi-Modal Transportation
6. Communications

Publicity and Marketing

The Steering Committee for the Hooksett Community Profile was responsible for the publicity, marketing and outreach for the event. All committee members were involved in planning and implementing outreach efforts, publicizing the event and promoting it to their neighbors, co-workers, family and friends in Hooksett. Since Hooksett has an extensive retail and industrial base the Steering Committee reached out to merchants, businesses, industry leaders and nonprofits.

A Publicity and Marketing Subcommittee developed the flyer and postcard. Steering Committee members were present at the Hooksett polling site for the NH State Primary Election and had an information booth at Hooksett Old Home Day, both in September. At this early stage they handed out flyers and began to generate awareness and enthusiasm for the event as well as to answer people's questions.



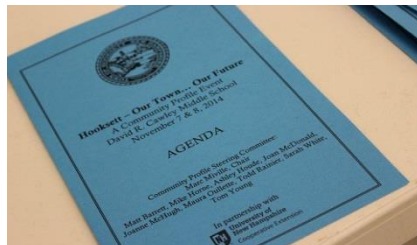
The Steering Committee worked diligently to make sure as many Hooksett citizens as possible knew about the Community Profile. The flyer was distributed throughout the Town of Hooksett on public boards and at local businesses. Letters and flyers were distributed through Hooksett schools to families of students. Media releases were developed and sent to local media. The Community Profile was publicized on the town website and through a Facebook page. A radio appearance by the Steering Committee chair, regular updates about the event in the weekly column written by the Town Administrator and letters to the editor by various members of the Steering Committee are examples of the comprehensive outreach efforts. The Town Planner and Assistant Town Planner played a role in these efforts and provided support.

Facilitation of the Community Profile

Facilitation is an important component to the Community Profile. Trained facilitators are used in the small group discussions to help the group meet its objectives by guiding it through the Community Profile process. This allows the participants to focus on the issues they came to discuss. The facilitator is trained to provide neutral guidance and helps the group arrive at decisions related to the topic discussed.

The Steering Committee received a two-hour training lead by UNH Cooperative Extension on the basics of facilitation and recording or scribing and on the specific facilitation role for the Community Profile. Community members were also invited and participated in the training.

Steering Committee members and trained community volunteers facilitated and recorded the small group discussions (Friday evening, Saturday morning and Saturday early afternoon). The facilitators established the ground rules for participants; created a collaborative working environment; ensured everyone had the opportunity to participate and brought closure to each topic so the process could move ahead. Scribes recorded all responses on easel paper for the group to see and as the record for the discussion.



Agenda

Friday, November 7, 2014, 5:30 pm – 9:00 pm

**5:30 Sign-in & “A Taste of Hooksett” Buffet
Supper provided (Cafeteria)**

6:15 Welcome (Cafeteria)

- Overview of Community Profile Process
Marc Miville & Charlie French

6:30 Mosaic and Vision

- Historical overview – A glance at Hooksett’s past
Brian Baer
- Hooksett today demographically
- What is Hooksett like now?
Charlie French
- What do we want Hooksett to be like in the future?

**7:30 Introduce the Small Group Discussion &
Ground Rules**

Effective Community Leadership; Informed Citizen Participation; Sense of Community; Fostering Healthy Families, Individuals and Youth; Lifelong Education and Learning; Community Services, Facilities and Utilities; Recreation and Cultural Heritage; Natural Resources and the Environment; Economic Vitality; Growth and Development; Transportation

Random assignments to small groups, 1 component per group.

7:45 Door Prizes & Move into small groups

7:50 Small Groups Convene

- Strengths of Hooksett in the component area
- Challenges of Hooksett in the component area
- What would you like to see in the future?
- What are the five key issues that need to be addressed?

9:00 Adjourn

Saturday, November 8, 2014, 8:00 am – 1:00 pm

8:00 Morning refreshments and check-in

8:30 Small group reports

- Each of the 11 small groups report to the large group, 3 minutes each

9:15 Selection of key issues - participants select small group/issues

9:45 Small groups meet for key issue 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 three projects to bring to the full group

11:30 Full Group:

- Reports back from small groups 3 minutes each

12:00 Voting

- Which projects do you think we should move forward on?
- What is the most important project for Hooksett right now?

12:15 Selection of Action Groups

- Who needs to be involved (agencies/individuals)
- Record member’s contact information on sheet provided
- Set a first meeting

12:45 Next Steps

Charlie French and Marc Miville

12:55 Door Prizes

1:00 Adjourn

Hooksett 2014- How we see our community NOW.

- Lots of good sports programs
- Substantial amount of conservation land owned by community
- Land with bugs bringing disease (triple E)
- Resources that aren't fully used by town – fields and courts – because of legal and insurance issues
- Good access to all highways
- Good school buildings – well maintained
- Great public sewer and water but not everywhere
- Great parks and spaces
- Growing (population)
- Expanding minority population
- Lots of seniors coming
- High school in transition
- Busy – businesses opening, lots happening!
- Pedestrian unfriendly
- Lack of business development
- Many jobs are service oriented
- Love our school board!
- Can buy a car on any block
- Aging
- Lots of children
- Center of used car dealers
- Good position – a lot of things have come together to move forward
- Family-oriented
- Zoning problems
- Traffic congestion on 3A
- Police need more officers
- Extremely generous community to helping those in need
- Mix of good and higher-end priced housing
- Not good plans for our historical buildings
- Town hall and library welcoming, friendly
- Fantastic library
- Not enough community events like this – feel disconnected
- Low participation in elections
- High property taxes



Hooksett– How we envision our FUTURE.

- Formal relationship with SNHU – Hooksett not leveraging it
- Community support system that's self-funded and integrates all components of community
- Education system that gets how mind works to improve education
- Sustainable plan for seniors transitioning out of homes but staying in town – aging in community
- Tracking abusers of women and children
- More non-sports related activities for kids
- Want street lights on Rt. 3 that all work
- Needs good quality senior center
- More compassion for special needs children
- Bicycle routes – needed
- Sidewalks 3 + 3A
- Traffic lights Exit 11/Rt 3A and Hackett Hill Rd.
- Public access channel
- Community calendar open access
- Bowling alley and leagues
- Senior center
- More positive dialogue with Pinkerton so students get better education
- Hooksett high school
- Rt. 28 Bypass rezoned as commercial
- Pool like they have in Livingston Park (Manchester)
- Public transportation options especially for elderly
- Being more connected – more walkable neighborhoods
- Bridge halfway between north and south bridges
- Clean up unsightly areas of town
- More professional office space and manufacturing facilities
- Teen community center with games
- State take more effort to clean up Exits 10 and 11
- Lower taxes
- More positive dialogue with City of Manchester re: high school kids
- More participation from younger citizens on town boards and communities
- Picnic tables, covered pavilion
- Improvements along river side
- Expand pedestrian and bicycle access esp. I93 corridor
- Transportation: seniors who don't drive

Mosaic

We spent a few minutes meeting each other, learning how long we lived in town, some history and current demographics. 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 easels at the front of the room labeled **NOW and FUTURE.**

11 Components of a Strong Community

After we developed a mosaic for Hooksett and digested some of the history as presented by Brian Baer of the Hooksett Historical Society; Charlie French of UNH Cooperative Extension introduced us to the idea of discussing Hooksett within the framework of 11 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.



Participants were assigned to one of the 11 component groups and had a facilitated discussion on the strengths, challenges and future of each topic as related to Hooksett. Transcribed notes for each group follow.

Effective Community Leadership

Small Group Facilitator::
Matt Lavoie
Recorder:
Gwen Vozeolas

Friday Night Brainstorming

Group 1 – Effective Community Leadership

Brainstorm Frame:

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. Leaders should understand the challenges facing the community and be able to take advantage of opportunities within the community and in cooperation with neighboring ones. 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.
- Leadership seeks out opportunities to exchange information with citizens about community issues.
- Community leadership is proactive, dealing with critical issues before they become crises.
- Leaders demonstrate long range (20+ years) thinking. They understand the impacts of their actions on the long term health and vitality of the community.
- Leaders share the responsibilities of the community with its members and empower others to help find solutions.
- Leaders are willing to consider and use creative methods for addressing challenges, and look for regional solutions where appropriate.
- Leaders discuss issues with other leaders in the region.

Strengths

- Communication
- Reinstating neighborhood watch
- Good sports teams
- Library has many educational opportunities
- New Town Manager doing good job
- School and highway committee working together
- On top of issues – resolves them
- New police chief and highway patrol going well
- Leader does well → therefore, community does well
- Fight for the schools
- Good diversity of people
- Good volunteer programs → save town money → for boards/leader
- Lots of people with big hearts
- Want to help each other
- Emergency vehicles arrive quickly
- Town meeting → involves citizens
- Boards are diverse
- Workshops
- Opportunities to learn → seminars
- Leadership uses resources
- Volunteer efforts → make a big difference
- Hooksett helpers
- Creative problem solving/visions

Challenges

- Schools
- Getting people to volunteer
- People with young kids have trouble attending meetings (esp. School Board)
- Finding the time to participate
- Businesses to come to Hooksett
- Get rid of impact fees
- Simplifying planning
- Financial stimulus
- Would people come out for leadership if there was more of an incentive
- More positive things about Hooksett in newspaper
- Zoning → revisit and modernize
- Bringing businesses, tourists, stores to bring money into the town
- Public spaces (pools, parks, picnic spaces, waterparks, etc.)
- Places for kids to go
- Interns from nearby college
- Volunteering
- Encouraging volunteers
 - Recognition/way to thank them
 - Involve schools – give credit/scholarships
 - National honor society
- Promotion of community service opportunities
- Children going to high school outside of Hooksett

Vision for the Future

- Meals delivered to seniors
- More recognition of leaders
- Public TV with online access
- More police
- Mentoring – recruit and train
- Town economic developer
- Make business growth more user friendly and less expensive

Informed Citizen Participation

Small Group Facilitator:

Dick Marshall

Recorder:

Joan McDonald

Friday Night Brainstorming

Group 2 - Informed Citizen Participation

Brainstorm Frame:

In a healthy community, citizens actively participate through voting in local elections, serving on local boards, attending public hearings, and being involved in civic organizations and community activities. The increasing complexity of municipal operations is limiting the ability of government to meet community needs, escalating the importance of active citizen involvement and volunteerism.

All sectors within a community -- private, public, and nonprofit -- must each take responsibility for the community's civic education and exchange information with the public. 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.

Statements a community should consider:

- 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.
- We have a _____ level of volunteerism and philanthropy in the community.
- Civic education efforts involve the entire community.
- Schools, churches, youth and civic groups provide citizen education and promote community service.
- Citizens are actively recruited and involved in major projects.
- Citizens volunteer to serve on local boards and committees.
- Participation is proactive instead of reactive, facing community issues before they become crises.
- Civic organizations and local businesses actively contribute to community functions.
- Citizens have the information they need to make good decisions.
- There is both adequate and balanced media coverage of local events and issues.
- Local committees and boards communicate well with each other, the public, and with boards and committees throughout the region.
- Local citizens are actively involved in civic and business organizations and clubs that involve interaction with residents of neighboring communities.

Strengths

- Community center (senior)
- Community center (youth)
- Merge (combined youth and senior center)
- Digital society vs. “meetings at the dump”
- Cable channel
- Newsletter
- Veteran’s center
- Hidden gems organizations – Kiwanis, Lions
- Resources – seniors
- Young families – athletics
- Boy scouts
- Girl scouts
- Look for places to volunteer
- Resources
- Board meetings televised
- Churches – tolerant, strong
- Strong local support for helping
- Old town hall
- Open space
- Library – community center – strength
- High school

Challenges

- Recruiting
- Social networking
- Create communication network, not computer network
- How to recruit
- Integrate business into school system (civic education) (recruit students volunteers)
- Social (Facebook) networking
- Face to face
- Competing for time (children, family, work)
- New residents – resource packet from realtors

Vision for the Future

- Community television
- Transportation (meetings, events)
- Hard copy packet (new residents)
- Civic education in schools (leadership, volunteerism)
- Social media links
- Conduit between seniors and youth

Group 3 - Sense of Community

Brainstorm Frame:

A sense of community is an intangible yet vital component of a healthy community. It encompasses elements such as image, spirit, character and pride, along with processes such as communication, inter-group relations, and networking.

A community is made up of different people with different interests, experiences and backgrounds. These characteristics may divide a community into natural groups but there must be cooperation among them if the community is to work well as a unit. Increased communication and understanding of different perspectives among groups and within the community as a whole is an important factor in establishing a sense of community.

Villages, towns, and cities with a sense of community include those wherein all members: contribute to and hold a common vision for the future; respect and celebrate their heritage, diversity, and resources; share information, and; develop and sustain an abundance of social networks and relationships.

Statements a community should consider:

- There is adequate communication among diverse groups in the community such as natives/newcomers, summer/year round residents, young parents/retirees, as well as business community, commuters, etc.
- Groups like the above are involved in identifying community goals and in resolving community issues.
- The community's heritage is celebrated regularly.
- There is a common vision for our community among members.
- Community members often put aside their differences to work for the common good of the community.
- All groups know how to become involved in the community.
- Formal and informal forums exist for sharing ideas and resolving public issues.
- Collective decisions which represent broad input are reached and implemented.
- The self- image of the community is a positive one.
- Social and cultural diversity are celebrated in the community.
- Local government is inclusive of all groups in its long-term planning and visioning efforts.
- Community members are proud of the community's character.

Strengths

- Great community – oriented toward library (classes, activities, clubs, events) diversity of activities - good place to see what is going on
- Library is only place in town that acts as a community center. A good town resource (library of the year, good staff)
- Management of town (departments and council) (willing to help) (open, helpful)
- Strong volunteerism for town progress
- Involved parents (sports, HYAA)
- Old home day
- Police department (good chief, new technology, confident in them (but need more officers) neighborhood watch)
- Community isn't too big → feels like small town still
- Good location close to Manchester and Concord

Challenges

- Need a community center
- Need senior center
- Need youth center
- No downtown, no sidewalks
- Need public pool
- River divides town
- Divide between north and south Hooksett
- South doesn't have athletic fields like north
- Limited amount of land for recreation in S. Hooksett. Lack of undeveloped land.
- Lack of communication about Manchester Sand & Gravel plans (school, development)
- Route 3 congestion difficult to get around
- 3A truck traffic
- Need more social opportunities in winter time
- Need age – diverse social opportunities (all ages)
- Need social events (Valentine's Day, potluck, games)
- Need building/structure for social activities acting as both senior and youth center
- Need town employee to act as a social director
- Utilize town office for activities/social events
- Utilize Old Town Hall as community center

Vision for the Future

- Residents vote on community/recreation center
- Transportation to community center
- Organize community dinner to see if community center feasible (community interest)
- Community center needs parking and centralized location
- Fundraising for center (funding, money to build, grants)
- All ages center
- More people involved in idea – generating through community events/get together
- Want connection to community for all age groups not just youth and seniors (within and across demographics)
- Committee to research this (funding, what other communities do)

Fostering Healthy Families, Individuals and Youth

Small Group Facilitator:
Steve Couture
Recorder:
Jo Ann Duffy

Friday Night Brainstorming

Group 4 - Fostering Healthy Families, Individuals and Youth

Brainstorm Frame:

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 nonprofit 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:

- 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.

Strengths

- Great churches
- Good schools (half day kindergarten and afterschool programs)
- Good library programs such as including preschool, senior, technical, Lego program in addition to CDs and books.
- Access to doctor and hospitals
- Recreation areas, parks, sports – Fun in the Sun
- Fire department and emergency services
- PTA
- High school options
- Good access to highways
- Active scouts
- Community gardens
- Local food pantry – Kiwanis
- Community Kitchen – Congregational Church
- Kid's closet
- Family services program – adopt a family
- Salvation army
- Knitting group – hats scarves
- Hooksettites
- HYAA sports

Challenges

- Financial for improvement (dollars)
- How to accomplish improvements without tax dollars. Self-funded programs – 501 (c) (3) structure
- No government involvement (coordinate only)
- Publicize available social programs in order to gain additional volunteers
- Publicize town website
- Prioritize issues of importance
- Electronic messages vs. paper newsletters
- Need is always growing
- Options other than sports for kids
- Lack of swimming facilities
- Trying to change how to provide education to students more effectively
- For Hooksett High School students the current situation is fragmenting them from being part of a community

Vision for the Future

- Most progressive high school in the state
- Sr. Social center
- Swimming area – pool
- High School and Senior Complex – integration (educational community center)
- Marketing efforts already happening
- Community access channel
- Larger police force
- LISTEN – (similar to program in Lebanon) to tie everything together re: social services
- Old Home Day – provide social services information and do it more frequently
- Adult sports

Lifelong Education and Learning

Small Group Facilitator:
Molly Donovan
Recorder:
Charlene Baxter

Group 5 - Lifelong Education and Learning

Friday Night Brainstorming

Brainstorm Frame:

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.

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 a 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.
- 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.

Strengths

- Library education opportunities accessible to age types – all ages
- K-12 known as a school system of quality 2nd generation coming back for that
- Quality of preschool and daycare = good start
- See demographic slide showing day care
- Good community – town council and municipal helping people to find ways to meet their needs
- Kindergarten is here at Underhill
- Community come together to plan the schools, use good data
- High school have a choice where to go to high school (a strength)
- Choosing a high school a good thing as kids can “fit” where they go
- Kids left here to go to West – bored at first shows strength of this Hooksett school system
- 7 high schools exc. Trinity which costs more
- Should there be a high school here? How many kids do you need to have (build) a high school
- Strength – options of going to other schools
- Unique for a community to have that much choice
- Having these choices is HUGE
- Social board

Challenges

- A high school needs to be a quality high school
- How many kids will each school accept
- Each receiving school meets its own kids needs first
- School enrollments across state are down
- “Adequate education” costs – we tuition our students – cost effective
- Taxes are high already (but manageable) and cost of building a school would be prohibitive
- Comparisons to Bedford might be out-of-kilter for business and industry in town
- Need best quality for most cost effective
- Training and education for workforce
- Parents teaching children initiative, leadership, learning, interpersonal skills, critical thinking, adaptable

Vision for the Future

- Value education and seek lifelong education
- Don't go so fast into the future (so high tech) that we miss aspects of traditional education
- Fully utilize library resources – keep library well-used
- Citizens know the potential at the library of what's available
- Keep library a central hub
- Drive for lifelong learning should be personal
- Community access channel (but if you have a dish you wouldn't get it) or internet access channel
- Move forward and learn from the past (those skills are sorely missing here)
- Schools under pressure from business community to do this – teach respect, initiative, courtesy, discipline, and parents need to be doing it
- Kids coming into schools who don't come with the same “stuff” we had, who grew up in the 50's
- Are we supporting home schoolers in our community? If not, we need to. But need to better describe what that would mean.
- People need to take responsibility for their own lifelong learning but make sure they know how to.

Community Services, Facilities, and Utilities

Small Group Facilitator::
Thom Linehan
Recorder:
Emily Miville

Group 6 - Community Services, Facilities, and Utilities

Friday Night Brainstorming

Brainstorm Frame:

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, and 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.

Statements a 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 _____.

Strengths

- Existing school system is strong should build on that
- Recycling, curb side pick-up
- Emergency response is quick and strong
- Wonderful library/strong children's programs
- Always upkeep with the roads. Kept in good condition
- Always trying to prevent power outages
- Hooksett has a lot of conserved open land
- Well maintained water & sewers. Town water.
- Fire department very thorough in their jobs.

Challenges

- Bike paths not enough
- No sidewalks
- No public transportation. Not publicized enough.
- Too many car dealerships. No shops or retail stores.
- No town center.
- Need better communication of available public events.
- Need calendar of events on website or easily accessible to citizens.
- Need to resolve high school issue.
- Follow through of planning board is too slow.
- Is there enough being done in Hooksett to reduce Drunk Driving?
- Traffic on 3A, especially Hackett Hill Road is bad. Dangerous.
- Consider traffic light at Hackett Hill and 3A?
- Taking turns at intersection of Whitehall and 28 bypass is dangerous. No turn signal from lights.
- A light at intersection of Dartmouth St. and Hooksett Road.
- Gym in new town hall is not being utilized. Insurance problems.
- There is no gathering spot for seniors or youth.
- No continuing education for adults.

Vision for the Future

- A community center. Senior center. Youth center
- Town water and sewer available to entire town.
- More streetlights.
- A high school.
- Bike paths, better connected paths.
- Trying to entice new businesses to come to Hooksett.
- A community pool
- Public transportation

Recreation and Cultural Heritage

Small Group Facilitator:
Sarah White
Recorder:
Sharon Cowen

Friday Night Brainstorming

Group 7 - Recreation and Cultural Heritage

Brainstorm Frame:

Recreational and cultural activities nurture the body and soul of a community - individual and team sports, outdoor activities, art, crafts, music, dance, theater, holidays, festivals, and celebrations. Recreational opportunities allow community members to experience and appreciate the community's diversity of natural and human resources. Cultural activities reflect and build a community's positive sense of itself and strengthen the fabric of social interactions within the community.

Statements a community should consider:

- Our community celebrates itself in many different ways, including _____.
- There is a wide array of recreational opportunities available to community members.
- There are special cultural centers, events and festivals within the community.
- These events are well known within and outside the community.
- There is a high level of awareness about and accessibility to available recreational opportunities.
- Our cultural events bring together and celebrate the community's diverse population.
- Many of the recreational opportunities allow community members to experience the community's natural resources.
- The community preserves and enhances what is special and unique about its cultural heritage.
- Children, youth, and seniors are encouraged to participate in cultural events.
- Citizens are part of larger regional cultural events.

Strengths

- Pinnacle Park – easy walk
- Donati Park – has kids caboose, community garden
- Town hall has inside basketball court
- Petersbrook – behind police station
- Soccer fields on west side
- Heads Pond hiking trail
- Ice skating – pond and inside
- Dog park
- Rowing club
- American Legion Hall
- Lions and Kiwanis Club
- Deer Head Club
- Hooksettites – senior club
- VFW hall
- One mile water frontage conservation land town owned
- Clay pond off Chester Turnpike (conservation farm)
- Town is looking to develop Clay Pond for recreation
- Woods that people hunt in
- Tri-town has two rinks (free skate ice area) – another ice area by BJ's, Ice Den
- Very active Hooksett Youth Athletic Association
- Hooksett Old Home Day
- Driving Range – Legends – includes batting cages and miniature golf
- Movie theatre
- Mecca of big box stores
- Part of Heritage trail not completed because don't own the land
- Town has ten acres of land off of Park Lane by presently undeveloped
- Access to snowmobile trails
- Cowabunga's
- Space Center
- Robie's/whole area (buildings) that are historically important
- Ghost at old town hall
- Library
- Mt. Saint Mary's building (apartments) - sled outside (had ballroom with lounge)
- Brick yard/government Head's Mansion – historical building brick house
- A lot of people know each other very well, maybe because in town a long time
- More neighborhoods than other towns
- People friendly and courteous – welcoming
- Stores friendly, service good
- Good service in restaurants
- Accessibility – able to get around every where
- Really good schools
- Trash pick-up and recycling
- Sports HYAA– Hooksett youth athletic association – most ages – 1000 students

Challenges

- More events like Old Home Day throughout the year
- More generations participate
- Senior center and town center – maybe 1 center
- Not being able to use river – restrictions
- Have to bring own canoe and kayak
- No natural swimming area – beach or pool
- Can't walk to developed areas (ex. Route 3 or 27)
- no sidewalks or place to bike – not safe – not walkable
- Lived here my entire life and didn't know about the brickyards – maybe teach in school or museum or video in town hall or plaque
- Didn't know our own history
- No places to go for coffee or music – no live music
- Getting SNHU to participate in community – need calendar of events
- Drawing younger people (20-35 ages), not a lot to do
- Limited affordable housing for smaller families
- Neighborhood community – smaller lots, less expensive
- No art, dance, music opportunities for any age (except schools)
- Library tried "mic" night and a lot of people came
- Library tries outreach – for children, adults
- Trouble getting people to participate

- Not just library's responsibility
- Town is spread out and hard to get from point A to B
- Hotel – only one that's decent – need to bring other people in
- Not enough restaurants
- Need official info on events, opportunities in Hooksett
- Example – trail map for parks, trails, website
- Used to have newspaper that was all about Hooksett – now Banner doesn't have a lot about Hooksett

- Lost that town charm – can't read about ourselves
- No public access – no station about Hooksett
- Hard to advertise cultural events – hard to get word out
- Getting money to build trails or build pavilions on land – can't have outside events
- Go to another town and spend money there
- Traffic

Vision for the Future

- Town center – downtown area with restaurants
- Hooksett youth performing company – separate from schools
- Public transportation to get from one part of Hooksett to another (esp. with aging population)
- Park and ride somewhere besides exit 11
- More restaurants/restaurant scene
- More hiking and biking trails

- 4,000 – 5,000 square feet for communities outside events with restaurants, concerts, festivals
- senior/teen center – community center
- Use the river – hotel, restaurant, other?
- Bridge of flowers (Mass) – use bridge
- Tear down Lilac Bridge

Natural Resources and Environment

Small Group Facilitator:
Dean Shankle
Recorder:
Muamer Durakovic

Friday Night Brainstorming

Group 8 - Natural Resources and Environment

Brainstorm Frame:

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 takes appropriate measures to assure their continuance.

Statements a community should consider:

- The community has recently inventoried its natural resource base.
- There is broad community interest and participation in protecting key natural resources and historical assets.
- Steps have been taken to provide long term land protection to assure functioning natural resource systems.
- The local economy and population are putting stresses on those natural resource systems.
- There are ways to increase the resilience of the local natural resources systems to allow them to respond to diverse or changing conditions, such as _____.
- 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.
- Existing businesses are environmentally sound.
- Public water sources are protected.
- Some of these natural resource features are unique or some way important regionally or statewide.
- Natural resources and open space play an important economic role in the community.
- Critical resources are being negatively impacted by competing land uses.
- Steps have been taken to establish regulatory controls and promote voluntary actions to assure the continued availability of natural resources.
- The community has addressed regional natural resource features and issues with surrounding communities.

Strengths

- River – asset – develop west side
- Jogging, walking river front. Many citizens have.
- Bring people here with the water front
- Moving Rt. 3A
- Making a park on the river. Concerts, tourist driven
- Bear Brook
- The Pinnacle is a natural resource
- Disjointed land
- Old Town Hall, old buildings, former library
- Fishing spots Rt. 27
- Little ponds
- Wildlife
- Manchester Sand and Gravel
- Transfer station - recycling
- Old railroad bed – connecting to Massachusetts
- Eagles and wildlife, fish and game
- People who live in town who are interested

Challenges

- Too many buildings – shoreline protections
- Population, motorboats, train smoke
- Train noise/horn
- Can't go across the river, crossing the river
- Relationships, local to government
intergovernmental relationships
- Funding
- Bike paths along the highways – state issue
- Sidewalks
- Maintenance or recreational activities
- Potential increase of town services
- Balancing uses, hunters, ATV, land
- Hunters shooting along the river
- Live free or die
- People dumping, illegal dumping
- Protecting land, conservation land
- Developing old buildings to code, today's standards
- Lack of covered picnic areas
- Lots of owners wanting to change river front
- Communicating with the community
- Connecting the heritage trail, connecting it
- Find out who owns the west side of the river
- Ownership along the river
- Chester turnpike
- Logging
- Land management
- Town center unknown

Vision for the Future

- Cigna property, make town center there
- Walkways
- Picnic areas
- Sail, paddle, boats
- Usage of river
- Develop riverfront
- Teens and senior center
- Pinnacle Development, more use
- Recreational usage of the town land
- Trash collection
- Quality of water
- Sewer to the south
- Septic problems
- Sewer pipe on the bridge
- Walmart to make moves

Group 9 - Economic Vitality

Brainstorm Frame:

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.

Statements a community should consider:

- 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, examples _____.
- 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.

Strengths

- Great place to shop
- Easy access
- Between Manchester and Concord (good position)
- Medical access
- Large employer (pays well)
- Great medical clinics
- Good service businesses
- Turning something small into something big
- SNHU
- Access to good schools (K-12)
- Colleges
- Visiting nurses association
- Service clubs
- Library (services for senior citizens)

Challenges

- Not enough high-paying or high-tech jobs
- Lack of space for these jobs
- Moribund economic development
- No marketing of the community
- Lack of sewer at exits 10 and 11 to support economic growth
- Marketing to ourselves (promote to our community)
- River divides town
- Lack of affordable housing
- Not enough senior developments (housing)
- Uncertain whether local regulations are business friendly
- Local government has no perceived visions for strengthening economy
- Lengthy process of starting businesses
- Exit 1 on Route 101 (28 bypass)
- Better vitalization of land
- Lots of empty space (retail space) (long-term)
- No town center (aesthetics)

Vision for the Future

- More anchor businesses (long-term)
- Keep young people here
- More “white collar” jobs
- More river development (recreation and entertainment)
- Explore alternative energy options (town space to develop options)
- Development needs to be environmentally friendly
- Better welcome signs
- Community more pleasing

Group 10 - Growth and Development

Brainstorm Frame:

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.

Another important factor in the development of a healthy community is the diversity of housing. This encompasses availability, affordability, and location, all of which affect the lives of community members, especially the elderly, disabled, and low-income families.

Statements a community should consider:

- 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.
- There is adequate affordable housing for the elderly and disabled.
- There is adequate rental housing in the community.
- 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.
- There is adequate housing for young families and/or single-parent families.
- Our zoning regulations are designed to 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.

Strengths

- Updated zoning and planning regulations (ex. business sign regulations)
- Willing to make changes to regulations
- Natural beauty (conservation land, river)
- Beautiful neighborhoods
- Rental units available
- Convenience to stores/businesses
- Landing space for seaplanes
- Access to Manchester's amenities
- River access (water sports, boats, boat launch)
- Wildlife
- Parks/fields – sports (little leagues)
- Supporting businesses (ex. GE)
- Access to highway (ex. Leads to Boston)
- Building land
- Primary medical (veteran's) care
- SNHU in town

Challenges

- Lack of senior housing – not affordable
- Bottleneck and Route 3
- Aging infrastructure (ex. Bridges, buildings (town hall) (improving)
- Recreation center
- Community activities
- Voter approval for improvements
- Hooksett operates under SB 2 (all money goes through voters)
- Misallocation of bridge money for growth development
- High schools issues – losing excellent residents
- Lack of quality/affordable office space supplied
- Perception of Hooksett's regulation history
- State department of transportation (ex. Lane paint, street lights)

Vision for the Future

- Making river part of community (river town)
- Resources to redevelop route 3
- Partner with Pan Am to open up transportation along the rail
- Sewer lines from west side
- Solving high school issues
- Senior/community centers (senior housing, \$250,000 or less)
- Commercial real estate (office park, repurposing office space)
- Repurpose existing commercial vacancies
- Sidewalks/bike lanes
- Street lights
- Better river access

Transportation

Small Group Facilitator::

Matt Barrett

Recorder:

Deb Miville

Friday Night Brainstorming

Group 11 - Transportation

Brainstorm Frame:

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:

- 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.
- It is easy to get around on foot and by bicycle in our community.
- The community encourages carpooling, 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.
- Public transportation would ease some of the traffic problems.
- Residents and visitors would use public transportation if it was available.

Strengths

- Great access to interstates
- Railroad access
- Good road/snow maintenance
- 2 major roads – one on each side of the river
- 3 exit ramps

- Already a roundabout in the planning stage
- Care van available
- Look to Hudson for good traffic solutions

Challenges

- Lack of communication in regards to present and future road/construction plans
- Need more cooperation with state
- Discount to get on toll road
- Toll booth does not benefit Hooksett
- Tax dollars from rest area businesses
- Traffic lights don't always slow traffic
- Great access to most highways
- TIF district near GE
- Town developments change traffic/transportation
- Not enough access across river
- State in charge/too much red tape
- A lot of traffic back-up during certain times on 3A
- Toll road – increasing traffic – hard to get off Hackett Hill Rd

- A lot of accidents on/near Cross Rd
- Business Route needed for 3A
- Need money to update 3A Hackett Hill Road to Main Street and Hooksett Road
- Nowhere to park for community activities (i.e.: Donati Field)
- If town hall is our “community area” why isn't there parking?
- Not enough sidewalks/connecting sidewalks
- Public transportation
- Trains, busses, taxi
- Elderly transportation/need more publicity (door to door?)
- Heads Pond – 400 homes – what traffic effect
- Closing/one-way bridge/traffic issues

Vision for the Future

- More access across river
- No state funds for development
- Exit 11 development needs to include crossing river using a new bridge

- Sidewalks/roads to connect Donati Fields to each other (interconnected)

5

Key Issues

11 small groups were randomly formed, one group for each of the components. The small groups adjourned to various rooms where trained community facilitators led the groups in their discussions and recorders made notes on large tablets. Each group considered the definition of their component and examined the statements to be considered for their component to begin the discussion. Participants were asked to list the strengths of Hooksett as they saw them, and then to list its challenges. 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 Saturday morning.

Group 1 Community Leadership

1. Volunteering for boards, leadership, recruiting, rewarding, mentoring
2. Bringing business to town by streamlining approvals, eliminating impact fees, supporting town programs.
3. Promoting community service opportunities and positive advertising
4. Communication via TV and online access
5. Education

Group 2 Informed Citizen Participation

1. Need for community cable
2. Transportation shuttle
3. Welcome information packet
4. Local civic education with schools
5. Methodology to get seniors and youth together (college credits)

Group 3 Sense of Community

1. Need community center/recreational area and pool and bike paths
2. Community center leadership (who runs it)
3. Transportation (to connect town) (accessibility, parking)
4. Communication for what's going on in town
5. Funding (fundraising, grants) (events to both fundraise and be sold)

Group 4 Fostering Healthy Families, Individuals & Youth

1. High school/senior center – community center which is innovative
2. Improving/growing communication of what we already do and volunteer opportunities
3. Innovative, creative ways of funding social services for the community
4. Getting people more involved
5. Options in general for kids and adults – drama, swimming, etc.

Group 5 Lifelong Education & Learning

1. Library is a strong community resource with excellent staff. Keep it growing, thriving and enriching for all citizens.
2. Recognize the quality of education and keep focus on that and also cost effective.
3. Understand diversity of educational choices at high school level is unique and a strength in Hooksett
4. "Soft skills" are important– critical thinking, leadership, communications, interpersonal skills, courtesy and respect - what kids should get at home – family/social responsibility needs to be a partnership between parents and school.

Group 6

Community Services, Facilities & Utilities

1. High school
2. Traffic/transportation safety. Traffic lights
3. Community centers, central communications for information
4. Public transportation
5. A plan for growth and new businesses

Group 7

Recreation and Cultural Resources

1. Town center – downtown area with restaurants
2. More hiking/biking trails
3. 4000 – 5000 sq. ft. pavilions for outside community events (restaurants, concerts, festivals)
4. Community center for teen/seniors, /etc.
5. Use the river – hotels, restaurants, “bridge of flowers” like Massachusetts, tear down Lilac Bridge

Group 8

Natural Resources

1. Maximizing the usage of the Merrimack River
2. Water quality because of the septic systems on the west side of the river/sewer system
3. What to do with the old town hall and other historic sites
4. Education and administration of environmental law and rules
5. Intergovernmental relations

Group 9

Economic Vitality

1. Uncertain local regulatory environment
2. Need for strong economic development committee
3. The need to think outside the box when looking for solutions
4. Infrastructure constraints
5. Community appears to be non-inviting

Group 10

Growth and Development

1. River access community use
2. Senior housing and services
3. High school issues
4. Perception of being business friendly
5. Improving aging infrastructure

Group 11

Transportation

1. Access across river
2. Increase pedestrian traffic (friendly)
3. Inter – connectivity of Town Hall, Donati Fields, library (sidewalks/roads)
4. Congestion on 3 and 3A (decrease congestion to increase commercial growth)
5. Alternative Transportation Options

6

Key
Themes

Saturday morning opened with 11 easels from the Friday night small groups displayed across the front of the room, each bearing a list of the key issues or opportunities for that topic area. This portion of the day began with short presentations from a member of each of the groups, explaining their group's list. The 54 key issues or opportunities were reviewed by the entire group worked together to evaluate and refine this list as there were common themes. After some discussion, 6 themes emerged as important to study for the future of Hooksett. This lead to setting the 6 small group sessions with participants freely choosing the group they wanted to participate in.

1. **Community Center/Activities**
2. **Recreational Assets**
3. **Education and Learning**
4. **Economic Development**
5. **Communications**
6. **Transportation**



Community Center/ Activities

Small Group Facilitator::

Steve Couture

Recorder:

Matt Lavoie

:

Group 1 – Community Center/Activities

Projects and Solutions

1. New Building; old buildings don't have parking/accessibility
2. Survey other communities; see what they did, what works; Needs Assessment; Social Services
3. Combine High School/Seniors; lifelong services
4. Marry sports with Senior Center for all to use; partner with SNHU
5. Needs Assessment
6. Community Center:
 - Multi-purpose
 - Seniors
 - Youth activities
 - Athletic facilities
 - School System connection
 - Outdoor trails, fields
 - Not just recreation
 - Welcome Center
 - Social services
 - Library
 - Form a committee
 - With Performing Arts
- Funding
- Invest in community; vote for \$ investments into – 501(c)(3)
- Funding model in Lebanon
- Run by volunteers

Saturday Morning Discussion

Recreational Assets

Small Group Facilitator::
Hebron Yam
Recorder:
Gwen Vozeolas

Group 2 – Recreational Assets

Brainstorming

Saturday Morning Discussion

- Covered pavilion
- Improve access to community use of river
- Preserve the river while developing it (ecological considerations)
- Better advertisement of river and its resources; also other public use areas. Need to know what we can use; boat launch
- Map of town and recreational assets
- Flowers/beautification; more welcoming
- Options that span all age groups and abilities
- Map of trails
- Signage for parks & on roads
- Off road recreation
- Off season activities (cross country skiing, snowshoeing)
- More parking
- Labeled parking (near conservation land, trail head, etc.)
- Signage on trails
- Organized recreational activities; for non-sports (hiking, biking, etc.); potential age oriented (etc. hike OK for strollers)
- Bowling alley (staffed by volunteers; bring old & young together)
- Town common
- Recreation connected to town center
- Communicating with neighboring towns for recreation
- Indoor recreational activity; volunteerism; bring town together
- Volunteer group to plan/execute recreation, assets for non-active sports
- Meetings once a month to discuss progress; also enjoyable; tell stories and jokes; fun night of communication
- Need a mechanism to get input from all groups using recreational assets (email, Facebook page, etc.); neighborhood watch groups
- Way to get people out of their houses (encouragement, transportation, etc.)

Projects and Solutions

- Create volunteer group to plan and execute recreation; of all ages; software to develop maps
- Directory/map/inventory/brochure for people to know where trails/activities are; what is

available to them now and in the future

- Activities calendar; publish; and available to everyone; with email updates; email/online but also posted around town
- Communicate and collaborate with neighboring towns for recreation; gain ideas, do activities together
- Covered pavilion venue; identify location & plan for Splash Park
- Label/signage for trail & parking; work with Eagle Scouts?
- Create a way to get in river upstream and then get off farther down; or places to stop on river along the way
- Trail along railroad tracks from SNHU to village; bike path/walking path
- Town swimming/beach area

Education and Learning

Small Group Facilitator::

Dean Shankle

Recorder:

Carolyn Cronin

Group 3 – Education and Learning

Brainstorming:

- No long term vision for Hooksett High School Education
- Hooksett H.S. or H.S. of choice
- School Board “nails down what they are doing”
- Provide quality education with limited funding
- Solution that everyone buys into for 10 years
- Manchester High Schools are good
- Manchester High Schools are not “one size fits all” (some like, some don’t)
- High School choice an asset (attracts people to town)
- Communication
- Town needs to make a choice & stick to it
- Choosing H.S. good for kids
- American public education system is flawed
- Underfunding of special education
- Long-term vision for H.S. education in Hooksett

Projects and Solutions

- Heads Pond land with Special Ed/Library/University collaboration
- Communicating to town present situation
- Town vote on town H.S. vs. H.S. of choice
- Community access TV to “get the word out”
- Long range education planning committee

Economic Development

Small Group Facilitator::
Dave Coburn
Recorder:
JoAnn Duffy

Group 4 – Economic Development

Brainstorming

- Aging infrastructure & non-existent public infrastructure
- Length of time for approval process; (layers of approval)
- Financing cost of projects
- Lack of Marketing & branding
- Lack of town center/small business area
- Incentives for businesses to locate in Hooksett
- Public Transportation (lack of)
- Lack of unified vision
- No political support
- Needs beautification
- Beautify/village area; create
- Lack of a strong Economic Development Committee (EDC)

Project and Solutions

- Empower Economic Development Committee function/vision/direction
 - Identify team – paid Economic Development position
- Address Infrastructure issues
 - Find ways to incentivize (T.I.F.'s)
 - Expand 79-E Program
- Examine Regulatory Process to improve delays
 - Pre-approved identified sites
 - Beautify Hooksett

Communication

Small Group Facilitator::

Matt Barrett

Recorder:

Deb Miville

Group 5 - Communications

Saturday Morning Discussion

Projects and Solutions

- Welcome Package to Business
- Communication for what is going on
- Community Centers Central Communications for information
- Promotion, community service opportunities; positive advertising
- Welcome Information Packet
- Cable Access Channel
- Communication & disseminating of Information

Transportation

Small Group Facilitator::

Ivan Gult

Recorder:

Sharon Cowen

Group 6 - Transportation

Brainstorming

- Interconnectivity of town hall; Donati Fields; Library (sidewalks/roads)
- Congestion on State 3A (decrease congestion to increase commercial growth)
- Increase pedestrian traffic (friendly)
- Transportation shuttle
- Alternate transportation
- Traffic/Transportation safety traffic lights
- Transportation to connect town (accessibility, parking)
- No public transportation/an issue for Senior Citizens

Projects and Solutions

1. Decrease congestion on Rt. 3
 - a. Cond or TIF traffic light in front of GE on Rt 3
 - b. Bond repayment paid by businesses coming in
2. Increase walkability/pedestrian-friendly
 - a. Solution adapt complete streets strategy (incorporating multi-model transportation into plans)
 - b. Not one-size fits all case by case basis
3. Some people have no access to public transportation
 - a. Facilitate transportation options for people who don't have it
 - b. Solution: invite private transportation companies into town (taxis or van service) & give each resident 3 payment vouchers which could be given to someone else if not needed
 - c. Public/private partnership
4. Alternate transportation
 - a. Participate in regional investigation of commuter rail talks
 - b. Get existing commuter bus service to from Concord to Manchester stop in Hooksett
 - c. Problem – safety/traffic; pedestrian/driver behavior; traffic congestion
 - d. Solutions: traffic lights at GE; Hackett Hill roundabout
5. More enforcement in problem areas; education; i.d. by traffic data/law enforcement
6. Brochure on pedestrian safety driver safety

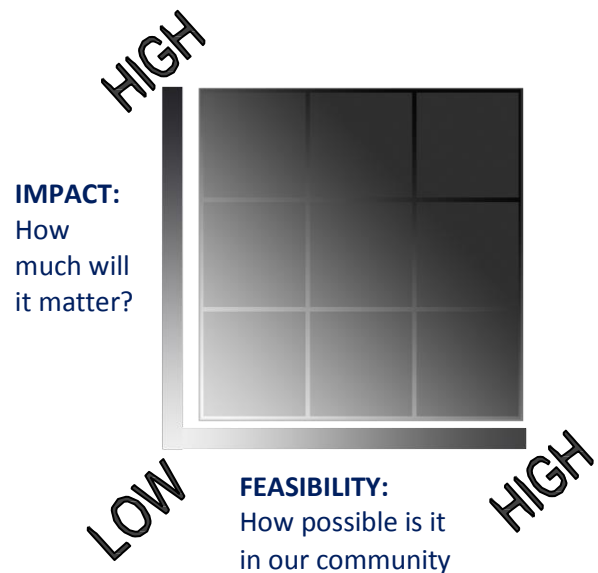
PROJECT IDENTIFICATION AND EVALUATION:

Participants each chose which of the 6 key themes 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 theme and then to brainstorm possible solutions/answers to the issue identified. We did that by thinking out loud 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.

The Impact/Feasibility Grid

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.

3

Projects or Solutions

Each of the 6 small groups retreated to their rooms and following self-introductions the group went to work to more clearly define the issue or opportunity. Next, they identified goals and what they wished to accomplish, followed by a list of potential projects or solutions. These potential projects were then listed individually on sticky notes, and one-by-one were evaluated, and following consensus, were placed on a grid indicating their potential impact as well as their feasibility. Finally, again through consensus, the top 3 goals or opportunities were listed for presentation to and voting by the entire group of participants.

Group #1 – Community Center/Activities Vote

1. Hooksett Activity Recreation Multi-Generational Outreach and Educational Neighbors Youth Center (HARMONY)

No others identified.

Group #2 – Recreational Assets

1. Create a volunteer group to plan and execute recreational opportunities (all ages)
2. Create labels/signage for trails, trailheads and parking
3. Create a bike path/walking trail along railroads from SNHU to Village

Group #3 – Education & Learning

1. Communicating present information
2. Long range planning committee (re: education)

No others identified.

Group #4 – Economic Development

1. Create position responsible for the function, direction and execute vision and direction for economic development. Position will lead Economic Development Advisory Committee.
2. Address infrastructure issues (water, sewer) roads – improve
3. Examine regulatory process to avoid delays

Group #5 – Communications

1. Welcome packet to new residential people. Also to prospective and existing business
2. Communication and dissemination of information
3. Cable Access Channel, Internet

Group #6 – Transportation

1. Traffic light at GE on Rt. 3 to alleviate congestion at that point and facilitate development
2. Bring in private companies (vans, taxis) to provide alternative transportation, give 3 transportation vouchers (transferable) to each resident. (paid by town when redeemed)
3. Adopt a “complete streets” strategy for new construction/reconstruction projects incorporating multi-modal transportation

WHICH ARE THE MOST IMPORTANT PROJECTS/OPPORTUNITIES/SOLUTIONS FOR HOOKSETT RIGHT NOW?

We returned to the large group to hear from a member of each small group who presented the 3 goals, opportunities or projects that their group had come up with.

Each participant was given 6 sticky dots to represent their vote for the opportunity they identified with most under each of the six categories. The large group facilitator inquired with participants to determine if any of the goals/opportunities/projects could be combined. The participants were ready to make individual choices and they voted!

VOTING



VOTING RESULTS: PRIORITY PROJECTS AND SOLUTIONS

of votes

- 47 Hooksett Activity Recreation Multi-Generational Outreach and Educational Neighbors Youth Center (HARMONY)
- 47 Create position responsible for the function, direction and execute vision and direction for economic development. Position leads the Economic Development Advisory Committee
- 42 Long range planning committee (re: education)
- 27 Create a bike path/walking trail along railroads from SNHU to Village
- 25 Adopt a “complete streets” strategy for new construction/reconstruction projects incorporating multi-modal transportation
- 17 Communication and dissemination of information
- 15 Welcome packet to new residential people. Also to prospective and existing businesses
- 11 Cable Access Channel, Internet
- 9 Traffic light at GE on Rt. 3 to alleviate congestion at that point and facilitate development
- 9 Bring in private companies (vans, taxis) to provide alternative transportation, give 3 transportation vouchers (transferable) to each resident (paid by town when redeemed)
- 9 Create labels/signage for trails, trailheads and parking
- 8 Create a volunteer group to plan and execute recreational opportunities (all ages)
- 4 Communicating present information
- 4 Address infrastructure issues (water, sewer) roads – improve
- 2 Examine regulatory process to avoid delays



ACTION GROUPS

After the voting, the groups were to focus in on the top project from each topic. Participants were asked to volunteer to work on Action Groups for each topic area and consider the top priority as identified through the Community Profile. Participants self-selected into Action Groups of interest to them. Action Groups met to exchange contact information, identify a group leader, identify who else might be involved with the topic and to plan a first meeting.

Action groups planned to begin meeting later in November or early December 2014. Action groups will meet with the Steering Committee in January 2015 to discuss their progress and share next steps. These participants signed up for action groups at the Community Profile. For an updated list contact the Town of Hooksett.

Group 1 – Community Center/Activities

Contact: [Steve Couture](#)

Matt Lavoie
Maureen Hirtle
Bea Slavin
Jenifer D'Urso
Allan Whatley

Patrick Gosselin
Maureen Hall
Robbie Grady
Todd Rainier
Gerald Quinn

Irene Ayers
Kara Reynolds
Frank Kotowski

Group 2 – Economic Development

Contact: [Steve Korzyniowski](#)

Matt Mercier
Ed Durso
Will Ashworth

Dick Pingree
Mary Farwell
Judith Shapiro

Frank Kotowski

Group 3 – Education

Contact: [John Lycars](#)

Adam Jennings
Tabitha Jennings

Bill Fournier
Matt Comai

Allan Whatley

Group 4 – Recreation Assets

Contact: [Mike Horne](#)

Gabe Roxby
Norman Milliard

Paulette Wilcott
Roxanne Kate

Group 5 – Multi-modal Transportation

Contact:

Freb Hunt-Bull
Brian Tilton
Ivan Gult

(Ask) Town planner
(Ask) Goodale's Bike Shop
(Ask) Dept. of Public Works

(Ask) Hooksett Highway Department

Group 6 – Communications

Contact: [Matt Barrett](#)

Joan Lauterborn
Joan Stenquist

Nancy Comai
Ken Kuerbe

* Per notes at the Profile. Action Groups will continue expanding membership

Community Profile - Hooksett Participants

Note: There were 137 participants – some participated on just Friday or just Saturday and some for both.

Victoria Adewumi	Jeff Hamilton	Gerry Oullette
Will Ashworth	Mary Hathaway	Dave Pearl
Barb Ashworth	Denise Henri	Darlene Peracchi
Irene Ayers	Maureen Hirtle	John Peracchi
Brian Baer	Marlene Holmes	Arline Pingree
Matt Barrett	Mike Horne	Richard Pingree
Alden Beauchemin	Ashley Houde	Corinne Pryor
Claire Belisle	Fred Hunt-Bull	Jeffrey Pryor
Roger Belisle	Adam Jennings	Gerald Quinn
Yvette Bixby	Tabitha Jennings	Todd Rainier
Norman Blanchette	Roxanne Kate	Kara Reynolds
Donna Blanchette	Steve Korzyniowski	Gabe Roxby
Amy Boilard	Frank Kotowski	Michael Salvus
Lorraine Boilard	Ken Kuerbe	David Scarpetti
Roger Boilard	Jeffrey Larrabee	Paul Scarpetti
Gloria Bouchard	Brian Last	Rita Schuneman
Doris Buckley	Charmaine Last	Will Schwartz
Dave Coburn	Ron Latouche	Bill Shackford
Barry Cogan	Denise Latouche	Dean Shankle
Matt Comai	Joan Lauterborn	Judith Shapiro
Nancy Comai	Jim Lauterborn	Bobbie Skillins
Steve Couture	Lucille Lavigne	Don Skillins
Carolyn Cronin	Elaine Lavoie	Bea Slavin
Gerard Cusson	Bob Lavoie Matt	Doris Sorel
Jo Ann Duffy	Lavoie Vincent	Mike Sorel
Gary Dugas	Lembo Jr Jim	Henry Stenquist
Laura Dugas	Levesque Peggy	Joan Stenquist
Muamer Durakovic	Levesque Todd	Elizabeth Stewart
Michaeline Durling	Lizotte	Doug Stoddard
Ed Durso	John Lyscars	Janet Stoddard
Jenifer D'Urso	Richard Marshall	Tabby Sullivan
Mary Farwell	Gail McCarthy	Brian Tilton
Peter Farwell	Gene McCarthy	Denysa Vaillancourt
Bill Fournier	Bill McDonald	George Vaillancourt
Diane Gaul	Joan McDonald	Diane Valade
Dan Giardini	Joanne McHugh	Gwen Vozeolas
Claire Giardini	Matt Mercier	Allan Whatley
Patrick Gosselin	Norman Milliard	Jean Whatley
Robbie Grady	Marc Miville	AnnMarie White
Irene Groleau	Deb Miville Emily	Kayla White
Ron Groleau	Miville Sandra	Sarah White
Diane Groux	Moser Eugene	Paulette H. Wilcott
Richard Groux	Moser Anna	Don Winterton
Ivan Gult	Nickerson Bill	Hebron Yam
Nicholas Haas	Nickerson Maura	Tom Young
Maureen Hall	Ouellette	

*This list was derived from Community Profile event sign-in sheets.

A final copy of this report was completed and given to the Town of Hooksett on December 12, 2014.