

Jaffrey Downtown Dialogues Final Report

July 24, 2012

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I. Executive Summary

This report presents the outcomes of four “Downtown Dialogues” held during Fall 2011. All focused on various aspects of the master plan adopted by the Jaffrey Planning Board in 2007, and especially on the Downtown Plan completed in 2009. The topics for the first three sessions were *The Roundabout and Bridge Design*, *The Streetscape and Tax-Base Expansion*, and *Pedestrian and Bicycle Accessibility*. The goal of the final dialogue was to identify common ground from the previous three sessions. The project was designed and led by the New England Center for Civic Life at Franklin Pierce University at the request of the Jaffrey Select Board and the Jaffrey Planning Board.

The goal of the master plan is to transform the downtown into the cultural and financial anchor of the community through developing an aesthetically appealing mix of offices, shops, and residential units with pedestrian-friendly streets and sidewalks. In the past the Town did not have a master plan; instead its roads, buildings, and streetscape evolved over time in response to any number of factors, including the Depression, the end of rail service in 1970s, and the rapid growth of Southern New Hampshire.

Four significant themes emerged over the course of the *Downtown Dialogues*. These are:

- 1. *Traffic on Main Street is a problem.*** Just about everyone agrees that the volume, hazards posed to pedestrians, noise, and negative impact on the ambience of the downtown outweigh any possible benefits to local businesses. An alternative route that includes a bridge south of the downtown is acceptable to most of the participants.
- 2. *There are strong reservations about the roundabout.*** Most of this appears to be driven by concerns about pedestrian safety. Although some participants expressed opposition, most seemed interested in learning more about possible safeguards to protect pedestrians as those currently in the Downtown Plan seemed insufficient to participants.
- 3. *Make the downtown a more physically attractive and people-friendly place.*** This should include reaching out to residents and visitors through social media. Also businesses and the Town should promote the downtown through more integrated marketing efforts.
- 4. *The Downtown Plan isn't only about physical improvements; communication is crucial.*** Developing more effective means of public outreach should be used to help realize the Downtown Plan's goals. Engaging all constituencies in the planning and decision-making process is crucial for public understanding of and support for the project, as is more effective marketing about what downtown Jaffrey has to offer.

II. Major Themes

1. Traffic on Main Street is a problem. Just about everyone agrees that the volume, hazards posed to pedestrians, noise, and negative impact on the ambience of the downtown outweigh any possible benefits to local businesses. An alternative route that includes a bridge south of the downtown is acceptable to most participants.

Although during the first session a number of people expressed concern about how changing the traffic flow through town might affect businesses on Main Street, during subsequent discussions this fear seemed to fade. Many shared stories about the threat that heavy traffic volume poses to pedestrians, especially for children walking to and from school. The noise and volume also disrupt the ambience of the downtown and disturbs residents living in that area.

In the first session, 32% responded that keeping the existing traffic pattern is important for the economic well-being of the town, 18% were neutral, and 49% disagreed. By the final session, 82% disagreed with the statement that we need to maintain the current traffic pattern because it is good for business even if it is noisy and presents difficulties for pedestrians. 17% were neutral, and no one agreed with the statement.

This shift in attitude regarding the impact of an alternative route on business may have come about for several reasons. First, there was considerable discussion about other means of drawing both residents and visitors to the downtown, including a more pedestrian-friendly and aesthetically-pleasing streetscape, better signage, attracting the types of businesses that draw cultural and recreational tourists, and increased use of social media, newsletters, and other forms of communication to increase awareness of Jaffrey businesses. Second, many stories were shared about the dangers of downtown traffic for pedestrians, and especially for school children. Even as early as the first session, one business owner acknowledged the tension that exists between the perceived benefit of the high traffic volume for businesses and the hazards faced by pedestrians. Finally, there appeared to be increasing doubt about whether those who use Route 202 for commuting ever actually stop to patronize downtown shops and restaurants.

Most participants supported what they called a “by-pass.” (The Town defines the same mechanism as an “alternative route.”) The sticking point was not the proposed bridge, which generated little discussion during any of the sessions, but the roundabout. Most participants perceived issues related to the bridge as technical in nature, and ones that would be worked out by engineers, environmentalists, and historians as planning proceeded.

2. There are strong reservations about the roundabout. Most of this appears to be driven by concerns about pedestrian safety. Although some participants expressed opposition, most seemed interested in learning more about possible safeguards to protect pedestrians as those currently in the Downtown Plan seemed insufficient.

The same concerns about pedestrian safety which led participants to support the “alternate route” or “by-pass” also fueled opposition to the roundabout. In all four sessions, but especially the first and the last, people expressed doubts about the value of the roundabout, including its location, functionality, and especially its impact on pedestrian safety. Even with clearly marked

crosswalks, a number of people thought cars would enter the roundabout at speeds dangerous for pedestrians. Drivers preoccupied with traffic flow rather than on the look-out for pedestrians were another concern. Some participants' statements and questions include:

- How do emergency vehicles and snowplows get around a rotary?
- I'm not sure how a roundabout would increase pedestrian safety.
- I think a rotary in the center of town would destroy town life.
- If we are going to do a by-pass then by-pass completely through Jaffrey. Don't relocate the problem [to the roundabout.]
- Adults know how to go across one lane and stop. . . The biggest issue is the children [who won't think about doing that].

Finally, as seen above, many people used the terms roundabout and rotary interchangeably. If there is a significant distinction between the two most participants seemed to be unaware of the differences.

The tension between support for reducing traffic flow and concerns about pedestrian safety are also apparent in the questionnaires: 77% agree or strongly agree that roundabouts are effective at controlling traffic flow and 73% believe pedestrian safety should be the first priority. The majority of respondents agree that the current traffic pattern is dangerous for pedestrians and bicyclists (64%) and making downtown Jaffrey welcoming for bicyclists and pedestrians is important (93%).

3. Make the downtown a more physically attractive and people-friendly place. This should include reaching out to residents and visitors through social media. Also businesses and the Town should promote the downtown through more integrated marketing efforts.

During the discussion everyone agreed that attracting more visitors to Jaffrey, including those drawn to the Monadnock region because of their interest in music, theatre, culture, and outdoor recreational activities is important. As one participant said, “[We] want a warm space that projects the feeling that ‘We love our town.’ and ‘We want you to love it too.’”.

Many participants believed there were many things, both large and small, immediately as well as in the future that could be done to make the downtown more attractive and even beautiful. These include widening sidewalks, having more plants, trees, and window boxes, installing benches, improving lighting, and creating mechanisms to ensure building facades, both residential and commercial, are well maintained. A number of people liked the idea of reducing the lanes of traffic to two and having diagonal parking.

Just about everyone who completed the questionnaire agreed that the beauty of the river is currently under-utilized and an aesthetically appealing street front and riverfront are important to draw more people to downtown Jaffrey. Only 11% agreed they were satisfied with the current streetscape, and 40% were neutral about the statement. Many participants noted that relatively small improvements – lighting, plants, and well-maintained sidewalks throughout the entire downtown area and not only on Main Street — could make a big difference.

The other primary strategy identified by participants to entice people downtown included making it a more pleasant place to walk, increasing the visibility and accessibility of the river walk, and attracting small businesses such as a market, a bakery, and restaurants or pubs that will draw people visiting Mount Monadnock into the downtown for a glass of wine, a coffee, or a meal. One of the Franklin Pierce students noted that many parents come to visit the 1400+ students at the University throughout the school year. He thought a livelier downtown, with an inn and restaurant would entice many families to stay in Jaffrey.

The topic of tax-base expansion, which was co-presented with the streetscape, received little attention during the discussion. Most participants saw little opportunity for new construction — noting that there were few open lots. According to the questionnaires none opposed the idea. Roughly 40% of respondents were neutral and 60% supported new construction.

4. The Downtown Plan isn't only about physical improvements; communication is crucial. Developing more effective means of public outreach should be used to help realize the Downtown Plan's goals. Engaging all constituencies in the planning and decision-making process is crucial for public understanding of and support for the project, as is more effective marketing about what downtown Jaffrey has to offer.

This includes developing an inclusive planning process that includes more input from the public and more transparency throughout every stage of the planning process. This will lead to greater understanding and acceptance of the end result.

More effective public relations and marketing on the part of the business community also emerged as an important theme. Rather than relying on drive-by traffic, there were many ideas shared about how the Town and business owners could reach out to Monadnock area residents and tourists alike to more effectively draw customers and visitors to the downtown. These ideas ranged from improved signage to traditional marketing efforts to much greater use of new social media.

Throughout the sessions it was clear from participant questions and comments that there were differing levels of understanding about the plan and even a fair amount of confusion for some. Although a number of people noted that the Town had tried to reach out through posting information on its website, organizing several public presentations, and arranging for the current dialogues, others thought more should be done to educate and involve residents and business owners.

As envisioned by participants in the closing Common Ground session, this would include developing a more inclusive process not only for vetting plans but also for all aspects of the process. Most supported the idea of forming some type of working group that would include representatives from all stakeholders throughout the planning process. As one person expressed it, “We need to publicly show the process and clarify it if others ask questions about the process.” Another said, “Buy-in is necessary. . . [We need] a representative cross-section [so] people will feel it is well done.”

Participants seemed to have moved from, in some cases an adamant opposition to the alternate traffic route to calling for more inclusive and civil dialogue about the plan. As the dialogues continued throughout the fall the tone shifted from confrontational to collaborative. Several people talked about the need to be open-minded; this appeared to be favorably received by many of the other participants. A number of people spoke eloquently about the need to cultivate an atmosphere where people come together to not only advocate for their own perspectives but also be willing to listen. Close to the end of the final session, one participant summed up the discussion by stating: “We need to ask ourselves, ‘How can I listen well so we can come up with a plan?’”. While a number of people noted that “You will never please everyone!” most agreed that more attention to communication throughout the planning process, the development of a working group that included representation from all strands of the community, and working to improve the ways in which people interact with each other about the Downtown Plan could go a long way to moving the project forward

III. Process

Approximately 75 residents and business owners participated. Student Civic Scholars from the Center attended and contributed to some of the sessions. A reporter from the *Monadnock Ledger-Transcript* covered the *Common Ground* sessions. Representatives from the town, including the Select Board and the Town Planner, were present and participated in some of the sessions. The Director of the Center for Civic Life was present for each of the four evenings and acted as a moderator for three of the seven sessions.

The outcomes of public conversations that use deliberative dialogue differ from what is discovered through polls or voting. Instead of an individual opinion captured in a few moments or majority rule based on voting, the themes identified in this report represent the sustained deliberation and deepening understanding of the participants in the four 90-minute dialogues. Deliberation is useful for identifying what participants believe is valuable and to identify tensions embedded within the issue, acceptable trade-offs, remaining questions, and the concerns of various constituencies.

The moderators leading the sessions followed practices developed by the National Issues Forums Institutes and used ground rules designed to encourage open and civil dialogue and promote mutual understanding. Each team used the same script, which had an introductory paragraph about the process, another paragraph about the evening’s topic, and two or three questions. The script was used to ensure that all of the breakout groups would be considering the same issue. For each session a recorder wrote down the key point, example, or story made each time a participant spoke. All comments are anonymous. A questionnaire was administered at the conclusion of each session. This qualitative and quantitative data is in the appendices.

The design of the project called for having one team, comprised of a moderator and a recorder, for each group of 16-18 participants in order to ensure that every individual could contribute multiple times during the 90-minute sessions. Up to three teams were to be available for each evening. Seating was arranged in a circular pattern so that the participants and the moderator could engage in direct face-to-face exchanges to foster a more thoughtful dialogue.

To ensure that each person had an opportunity to speak, at the beginning of each session, people were recognized in the order that they were seated around the circle. Individuals not wishing to respond indicated their wish to pass. Participants were asked to share one comment or concern on the first pass. The moderators were instructed to continue the rounds until each participant had expressed all of his or her concerns. Every statement made was recorded and considered to be a valid expression of that individual's point of view, therefore participants were asked to share their perspectives but not to criticize another's. After the initial rounds, and if there was time, a more free-flowing discussion was to commence.

However, although approximately 32 people arrived for the first session and three moderating teams were present, some participants did not wish to divide into smaller groups. After a consultation between the Center's Director and the Town's representative, it was decided to stay with one group and use only one team of moderators. Due to the size of the group, it took 90 minutes to do two rounds on the first question. There wasn't time for additional questions or the open free-flowing dialogue. Although those who wanted to stay together stated it was because they wanted to hear everyone's ideas, ironically this curtailed the opportunity for all participants to publicly express their views. Essentially each person had about 2-3 minutes to state their position and the back and forth exchanges of a genuine dialogue were not possible. The size of the group may have been intimidating for those not accustomed to public speaking. Finally, it also resulted in a substantial decrease in the amount of data collected.

Although not explicitly stated, judging from the demeanor and tone of a number of individuals, it is possible that at least some participants perceived the event as an opportunity for a unified group of stake-holders to advocate for a pre-determined position. Several responses on the post-session questionnaire's open-ended questions commented on the tone of the evening:

- “[The] tone in the room was very aggressive.”
- “What a strange group! . . . Those who speak out of turn need to be controlled better.”
- “People need more control.”
- “It was inappropriate to have FPU students present and speaking. . . I represent a group of businesses who are concerned about people trying to change Jaffrey.”

In subsequent sessions, organizers were successful in securing the participants' agreement to divide into two groups. As a result, all of the questions planned for each evening were addressed, individuals were able to speak both more often and more freely, a more nuanced discussion about the topics occurred, and data collection doubled. During these sessions several participants noted that it was valuable to have the Franklin Pierce students participate because they represented a youthful perspective that would have otherwise been absent. According to the post-session questionnaires, depending on the session, from 86% to 94% of participants believed that their time had been well-spent.

IV. Recommendations

Based on the deliberations that occurred during these sessions, and the data collected, there are a number of actions that can be taken in the short-term to further the Town's goal of developing and implementing a Downtown Plan that will make the downtown the cultural and financial anchor of the community. These include:

1. **Create a steering committee** with representatives from all Town constituencies to increase understanding of and improve communication about the Downtown Plan. It will be helpful for all interested and impacted parties to participate in the evaluation of various options and to understand why some may have been considered and discarded while others made it into the final Downtown Plan. Also this group could continue working through some issues identified in these sessions, including the concerns expressed about pedestrian safety with regard to the roundabout, and also the impact of drive-by traffic on local businesses.
2. **Attain and disseminate research-based information in ways that are readily accessible to the public.** Many personal opinions and anecdotal stories were shared during the sessions, but participants either do not have or are unaware of any research data that either supports or contradicts their positions. While personal opinions should be respected, data is also necessary for sound decision-making. While the Town has already been doing this, few participants seemed to be aware of this data. There needs to be more public awareness of research related to traffic flow on business success; pedestrian safety with regard to the roundabout; and how to transform Main Street into a destination for both residents and visitors.
3. **Work toward a mutually-agreed upon terminology.** Throughout the sessions various individuals used the differing terms to refer to the same things. Examples of these include by-pass and alternate route, and roundabout and rotary. Some of these differences may express a particular position about the plan (i.e., “by-pass” versus “alternate route”) while in other cases, the term may not be clearly understood (i.e., the difference between a rotary and a roundabout).
4. **Begin working together on actions identified in the dialogues for enhancing local business and enlivening the downtown.** The Town, residents, and the business community would benefit from developing action teams to investigate the viability of these ideas. Although some include physical changes (lighting, benches, plantings, signage, etc.), others —including more collaborative marketing and other outreach efforts that utilize various forms of communication and social media — can begin to develop a physical, social, and economic infrastructure that supports the vision put forward by the Downtown Plan. The very successful events already hosted by the Town and the business community may serve as a foundation for this kind of effort.
5. **Maintain an on-going dialogue with all constituencies throughout the planning, decision-making, and implementation process.** In order to have wide-spread support for the Downtown Plan, everyone needs to understand the process, including why some options are adopted and others are dropped. It may be helpful to have these dialogues be co-moderated by representatives from the Town and the business community. To avoid confusion, it would be important to adopt a consistent dialogue model with ground rules and other practices that over time becomes familiar to participants. It is important to distinguish the dialogue from other models of participation that rely on partisan advocacy or voting.

Appendix A: Post-Session Questionnaire Results

(See Attached Excel Spread Sheet)

Appendix B: Responses to Open-Ended Questions on Post-Session Questionnaire

Roundabout & Bridge: 10-20-11

1. *During the discussion did you hear anything that changed your thinking about the issue?*

- Just didn't realize the difference between 4 and 5 intersection rotaries.
- Am not sure of a roundabout or a + to remove the dogleg!
- No, I came in and leave in favor of the roundabout.
- Diagonal parking is possible.

2. *Do you feel your time has been well spent tonight?*

- To a certain amount.
- This subject is more important than originally thought.
- There needs to be a representation of all elements personal, business, services here.
- Even though 1 question was asked, a variety of views were described.

3. *Other comments:*

- People need more control.
- Feel the tone in the room was very aggressive.
- What a strange group! The mode of operation/rules of conduct are important and those who speak out of turn need to be controlled better.
- Move the bridge plan beyond the red dam.
- I think it need to be stated to what our comment will contribute to addressing this long stated problem with respect to having something done.
- Feel it was inappropriate to have FPU students present and speaking. Roundabout in center of town is destroying town. I represent a group of businesses who are concerned about people trying to change Jaffrey.
- Having recently moved to Jaffrey, I found it discouraging this has been brought up for a long time. Positive progress takes too long.

Streetscape & Tax-Based Expansion: 10-27-11

1. *During the discussion did you hear anything that you hadn't heard or thought about before tonight? Please explain.*

- Riverwalk lighting infrastructure exists.
- Learned about Team Jaffrey
- Bakery, bar, restaurant
- I didn't really think about all of the different ways that the residents felt towards the new

editions and how they would much rather prefer the addition of small things instead of large construction.

- I have not heard that the “downtown” should include the side streets of residential areas near Main St.

2. *Do you feel your time has been well spent tonight?*

- Discussion had a lot of common ground.
- I think it’s crucial to hear what others have to say and how they feel about these issues affecting all of us. I’m not in favor of splitting the group – even though I understand your rationale for doing it.
- I have learned so much about this town and small town ideals here.
- Community conversation is important.

3. *Other comments.*

- Good discussion.
- I strongly disagree that town government should subsidize the improvement of private property.
- We didn’t really talk about “pedestrian friendly” other than sidewalks and their maintenance. There’s definitely a traffic issue that deters pedestrian comfort in our downtown.

Pedestrian & Bicycle Accessibility: 11-3-11

1. *During the discussion did anything come up that you hadn’t heard or thought about before? Please explain.*

- I was reminded about the lighting at night being sometimes dim lit areas.
- Some businesses (i.e. Poetry at Mindful Books and Ephemera).
- Better directional traffic signs and more signs to parking areas.
- Newsletter
- Yes – quality of sidewalks

2. *Do you feel your time has been well spent tonight?*

- It’s important to know the town does enough to listen and facilitate.
- Very informative, and it was nice to get an overview of the people of Jaffrey.
- Broadened my view.

3. *Other comments.*

- We need more to attend.
- Lobby DOT regarding roundabout.
- The need to be open to change in the downtown infrastructure.

Common Ground: 11-10-11

1. During the discussion did you hear anything that changed your thinking about the issue?

- My greatest concern is about reaching out to people who may disagree. I also must remark on the good civility of the group.
- I think a rotary is a good idea.
- Diverting traffic off of School St. and Charlonne St,

2. Do you feel your time has been well spent tonight?

- I am hopeful that DOT will be given all input.
- Communication was good.

3. Other comments.

- The solution must include a bridge over the river to accommodate either a bypass outside the center of town or a thru pass down Blake St. and once again over the river. Anything less would be nothing but another band-aid to the problem.
- I'm serious about not calling the traffic circle a "roundabout" – call it by the proper name: rotary. I am also concerned about any new lighting, in that it should be in line with various dark sky endeavors (directed lighting to lessen light pollution).
- How soon can we get the roundabout? What can I do?
- I hope we are not just spinning our wheels.

Appendix C: Participant Comments Organized by Themes

The recordings below seek to capture the comments made by individual participants during the Downtown Dialogues sessions. They are organized thematically, with listed in order of the number of comments that each theme generated.

Downtown Dialogues: Roundabout & Bridge Thursday, October 20, 2011

Safety and the Roundabout

1. I would like to re-evaluate the plan how to improve and make Jaffrey beautiful. How do people cross the street in a roundabout? How do emergency vehicles and snowplows get around a rotary?
2. I oppose the roundabout, I own a block of real estate downtown and I am concerned for the lives of the businesses located in that block, also how do kids on bicycles safely move around a roundabout? How do we know that a roundabout will increase traffic safety?
3. Don't like the idea of a roundabout; like to see alternatives to this plan but I am all about promoting pedestrian safety
4. Not sure how a roundabout would increase pedestrian safety
5. I oppose the roundabout, I own a block of real estate downtown and I am concerned for the lives of the businesses located in that block, also how do kids on bicycles safely move around a roundabout? How do we know that a roundabout will increase traffic safety?
6. I am concerned about the safety of a roundabout
7. A roundabout in downtown is not a bad thing
8. 2 more people stated that they favor the roundabout
9. Concerned that a rotary in the center of town would destroy town life
10. I am concerned that the rotary is the only project in the plan. It will not solve the problem.
11. If we are going to do a by-pass then by-pass the completely through Jaffrey don't relocate the problem [to the roundabout]
12. I am just opposed to a roundabout.
13. I am all for the roundabout and wider sidewalks, encourages more movement by people into the downtown area

Traffic and Pedestrians

1. Tough to walk around in Jaffrey
2. As a resident of downtown Jaffrey I wish to lessen the noise and traffic specifically large trucks passing through.
3. Resident of downtown recently moved to Jaffrey is shocked about the amount of traffic in the downtown area! She doesn't feel safe as a pedestrian or to walk her dog.
4. Crossing the street now is a nightmare.
5. A crossing guard says that there is A LOT of traffic and is dangerous to pedestrians and children, wants to see something done! Also concerned with pollution from cars and trucks
6. Another resident of downtown doesn't like the traffic because the headlights from oncoming cars and trucks are going into her bedroom and living room
7. Long area by the lights, plenty of room to do this [the roundabout], narrow the street by elongating the sidewalk, slows traffic down, a good idea to do this
8. The ecology of Jaffrey is important -- land has been put aside to preserve the beauty and wildlife in the area. Jaffrey is not Milford -- different town dynamics and use of space. Concern for the noise and exhaust pollution
9. Face it -- we have a 4-lane highway in the center of town!
10. I don't like the traffic lights in down town and I don't think anyone really does if they are honest

Impact of Traffic Flow on Business

1. Long time resident of Jaffrey did research in Peterborough that did a similar plan, talked to business owners and she encountered a negative reaction to the Peterborough downtown square. People said it hurt business. The by-pass can do the same to Jaffrey.
2. Doesn't help businesses in the town if a by-pass is built.
3. Half of businesses survive on impulse sales -- how do we know that this plan to smooth out traffic will keep business surviving?
4. Would like to control traffic to promote a quiet and beautiful downtown.
5. Would like to traffic to be smoothed out. It could promote business by [having] steady traffic patterns.
6. There are 2 issues first is expediting the flow of traffic and second is the revitalization of the downtown area -- [both go?] hand-in-hand with economic development

7. Half of businesses survive on impulse sales, how do we know that this plan to smooth out traffic will keep business surviving? Would like to control traffic to promote a quiet and beautiful downtown

Communication

1. Would like to see a map showing all the buildings surrounding the roundabout
2. The presentation that showed the flow of traffic around the proposed roundabout -- eye opening in a positive way it moved smoothly. Everyone should see it.
3. Concern about the incompleteness of the drawing presenting the proposal – missing streets, proposed traffic flows, buildings, &c.
4. Is diagonal parking illegal in NH?
5. Visit the web-site. It answers all questions.
6. Responding to the diagonal parking — all that needs to be done is to request the D.O.T. to do an assessment of the street and if there is enough room for turns then we can do it
7. Why do we have a 1990 map of downtown? [Answer] This is an example of a 2 lane road with diagonal parking

Other

1. Student starts to give their experience on traffic living in Boston and eastern Massachusetts, objection by a town resident to have college students be a part of the discussion. NOTE: All student comments will be identified by parenthesis i.e., (student)
2. I like that the students are here, they are doing what us old folks want, to participate in getting things done!
3. Increased traffic would bring more residents to the town to become a part of the community.

Downtown Dialogues: Streetscape & Tax Base Expansion

Thursday, October 27, 2011

Make Downtown More Attractive

1. What about Christmas lights? Not in the budget but it beautifies the town and makes it more festive – understands that it is a tough business environment.
2. Are the businesses involved or know about or are involved with improving the streetscape. Would they contribute financially? Thinking Peterborough — street concrete flower boxes. Would be tie in but how would they feel about having it on their property? A lot of issues to consider. Would like to see permanent and businesses could help and would like to see improvements.
3. Businesses have been invited.
4. 30 year resident of the town -- impressed how the town developed the businesses and should keep them coming into the area, this keeps the town alive. Should beautify the town and doesn't take much: planters, hanging baskets, planter boxes, and lighting. Need continuity with signage and colors to keep the town the same and beautiful. Rite Aid came in and some apartments came down as a result parks were created and a gazebo.
5. Wider sidewalks, better condition. Places for people to gather. Uniformity benches, light posts. Flowers and gardens.
6. They should ask people who live along the streets what they would like to see done on that street to enhance the beauty of the streets.
7. When we lived in subdivision in Burlington put wires underground. Telephone companies weren't responsible. It would be an improvement but breaks down dig up property.
8. They should ask this with a questionnaire specifically regarding the street and circulate it to the people who live on that street
9. I've been here since 1981. My dream is all wires underground. When standing at 5 way looking down main street most beautiful view except for wires. Love to see downtown wires underground. Coming up with a way through streetscape to connect 2 end of downtown. By civic center and turning no man's land. Connect with continuity to flow through.
10. Revert back to first question to tie it into this one. [Think about this] in terms of what does exist. What used to be a gas station detracts from the streetscape. Revitalize that in conjunction with business.
11. Would like to see a unifying line of shrubs or a fence to tie the town together – “little old

New England town.”

12. Would love to see brick walkways.
13. I would love to be able to somehow focus on the river walk and make that much more pedestrian friendly. Not plowed in the winter. Some planters. Land owned by different people. Illuminate the river.
14. Would like to see the town more polished -- last time we did anything it was to put in sidewalks. Address all the streets in the historic district of Jaffrey. Sidewalks went to hell, over time nature and the elements wreaked havoc with the infrastructure. Don't stop sidewalks and maintenance of them just at School Street. Do the whole historic district.
15. Beautify the area around the town with flowers, planters, trees [beyond the defined area of the downtown stated at the beginning of the forum]; definitely have the apartments fixed up. The town needs a focal point like a fountain or Riverwalk that encourages people to walk around the area.
16. Would like to make the sidewalks and common more appealing with benches to help with people that have limited mobility, keep the sidewalks well maintained. Trees would be nice to have but would like to have sidewalks fixed first. There could be problems with trees in how they are planted.
17. Lower amount of vandalism recently, could keep trees, vegetation, and other improvements safe and growing instead of dead/destroyed
18. Banners, planters, small things to make the town beautiful – noted Keene's downtown for example.
19. Since the participant opened the business 5 years ago -- drastic changes regarding the beautification of the town occurred and would like to see continued improvements. Small improvements are fine. Understands the current financial climate and how hard it is with limited cash. Should engage the residents and others with new social media like FaceBook creating a community presence, put it out there about who the community is. Why are the antique street lamps out? Need to keep the town lit to enhance the beauty during the night. Lights are beautiful.
20. 30 year resident of the town and impressed how the town developed the businesses and should keep them coming into the area, this keeps the town alive. Should beautify the town and doesn't take much planters, hanging baskets, planter boxes, and lighting. Need continuity with signage and colors to keep the town the same and beautiful. Rite Aid came in and some apartments came down as a result parks were created and a gazebo.
21. Why are the antique street lamps out? Need to keep the town lit to enhance the beauty during

the night. Lights are beautiful.

22. [Student] Agreed with all the statements about beautification.
23. Sells advertisements for a paper and noticed, while been in and out of many New England towns, every store front is unique showing the charm and creativity of the town. The important thing is that they are kept in superb shape, clean, functioning, and well maintained. This makes a place welcoming.
24. Want a warm space that projects the feeling that “we love our town” and “we want you to love it too.”
25. Living dream of Jaffrey NH. Look up and see blue sky and no pollution. Decided I want town to look nice. Team Jaffrey event go around every Wednesday at Grand Finale. Weeding around town. No people. Sad because it takes hour and a half. 3 women volunteering. Getting more people “This is my town” can’t expect people to do what they don’t want to do. Have got to step up to the plate. If we had 6 women or men could accomplish more. Advertising for committees. They will take donations from people. Word needs to spread around.
26. As a town we can have fundraiser money put aside just for that cause (tree cutting). Love to see more people volunteer to get the word out.
27. I’ve been here since 1956: Streetscape isn’t as nice as it used to be. Up Stratton Road used to be a maple lane. Tried to do a tree farm, failed. Money spent money wasted. More attention paid to getting something started.
28. Charming blocks [if] shop owners [would] have nice flower boxes. Would like town to provide permanent structure for flowers, would tie feeling altogether. Continuity. Talk to businesses about it.
29. Would love to see sidewalk tables in front of restaurants. Sidewalks tend to be rough and sometimes tripped over. Charming. Some places to sit on a warm night. Feel of –trees and flowers—more of that. Refer to downtown Keene looked 15 years ago and today. Needs to be thought through. Marlborough planted trees and obstructed wires, compensated shave trees down the side- not well thought out. Planning.

Attract More Businesses to Downtown

1. One of the ways to expand is to do the things we’re doing, talking about issues and continuing to try to do that. Would like to see some kind of food market whether it’s a natural food, an extension of Coll’s. Would like to see some kind of deli and more restaurants. The more restaurants the more people will come to see what you have.
2. I think it would be nice to have some sort of a market downtown- not a supermarket.
3. Liked when B&B was here.

4. Years ago there was an Abbott's. Walmart, Home Depot. What would draw them? (businesses). Look at what plaza used to be there.
5. Movie theater in Jaffrey?
6. I'm ambivalent. Grew up around theater, have different feelings.
7. The thing I miss the most is a good coffee house with a deli type of thing. Was a regular at a café in Keene. Can bring a laptop and relax with specialty coffee. Soak up atmosphere.
8. I agree, with economy the way it is businesses depending on discretionary income won't last and will be a problem until the economy gets better. Barbershop is closing and a couple other stores in town. More empty stores now. State of the nation's economy. What we want isn't going to make a difference. We have nice things now and a deli would be great.
9. Not going high-end
10. Would like to see a bakery where you can get fresh bread every day.
11. Used to have a bakery in Jaffrey. Downstairs where the upholstery shop is now. Nothing enhances a small town image than the smell of fresh bread.
12. Theater idea good to go and watch. Have to travel to Gardner for a good one. Because I'm 21 I don't know how that would be with a community. Nothing in the immediate vicinity to just hang out and have a good time. A bar?
13. Have been at HKS location for 20+ years. Some breakfast businesses and a bakery ice cream place have come and gone. Grand Finale is nice but doesn't meet the hours. Had a bar at intersection.
14. They opted not to continue.
15. More shops. Up by HKS now has a church but needs retail area.
16. Bakery, market. 1981 moved here from Mass. And have stayed here because it is a small town. I think we can have that again even with economy as bad as it is. If we lay the foundation now the businesses will follow. Have to keep working. Team Jaffrey citizens, nobody went to downtown Jaffrey after dark. To see how far it's come in the last 10 years is incredible and keep bringing it for the next 10 years will be the go-to town.
17. Another restaurant, bakery idea. Reasonably priced.
18. Ava's in Troy is similar to what we need. (Agreement from others).
19. Something on river- bicycle business, canoe, etc.

20. RedBox in Jaffrey. Have one in Rindge but would like to have one at Rite Aid.
21. Or in front of Belletette's.
22. Everything has got to fit together just right for things to happen. Agree with her but don't think it's viable for someone to start a business in downtown. Currently a mixture of buildings that doesn't blend in with each other
23. Bakery, market. 1981 moved here from Mass. And have stayed here because it is a small town. I think we can have that again even with economy as bad as it is. If we lay the foundation now the businesses will follow. Have to keep working.
24. [Bring in] Restaurants, people eat. Residents and people will travel [to go to a restaurant].

Parking

1. Connectivity with parking. Not saying we have enough parking but the parking we do have - wouldn't park on Blake street and walk to Sunflowers.
2. Part of the whole issue of downtown parking issue. A lot of towns in NH. People don't want to have to walk.
3. Only drawback tends to be parking.
4. Parking nightmare once the Park Theater opens! Sees an opportunity to create revenue through metered parking
5. Needs more parking spaces but don't want to lose the current amount of parking now - willing to trade off with wider sidewalks.
6. Things will change when the Park Theater is completed, need more parking.
7. Like to see if there could be a way to cut down the lanes of traffic to 2 lanes and diagonal parking.
8. Need for parking in downtown area.
9. Used to be lighting, low level. One was broken off, and then another. Fight between chamber and town. Didn't want to keep spending money. Took all out.

Architecture and Building Maintenance

1. Would like to see more unity in the town. If one turns onto Peterborough Street it looks different than Main Street. Majority of the Jaffrey population live in the downtown area in apartments – they look really run down and need refurbishment.

2. Are some of the apartments owned by people who live out of town? These people have no interest in keeping up the appearance of the town – sensitive subject by the residents who live in the town year round. Over all pleased by the appearance of the down town area, best it has looked in years. Very limited space for businesses to come in Not to allow buildings to be torn down unless a building would be built up in its place – concerned about the historic look of the town; keeping the old buildings and revitalizing them. Cites Peterborough as an example of a town that lost lots of its lovely old buildings.
3. Laundry building torn down would not be unhappy it's an eyesore
4. Tax incentives, like one or two years, to make the exteriors of buildings beautiful – must be approved by the town. Improve awareness and skills of DPW workers regarding beautification projects so that they won't damage existing improvements or discourage future ones from being done by residents.
5. There is grant money for business to beautify storefronts.
6. If someone is going to be building have a standard in place for construction – higher standards for buildings with higher values. Would like to see some buildings renovated.
7. Wished this [business renovation] could be extended to homeowners.
8. There is pride in ownership. True, but there are probably people who have pride but no money, like to see the town help out.

Life Downtown

1. Alive, pleased with activities. Bodes well for the future. Concur about trees and things of that nature. In terms of businesses, see more businesses.
2. I've lived here for 9 years. Think of Main Street as hub of downtown. River Street, etc. (describes downtown's layout). No hub of this wheel. Where should hub be located? Character that is missing to describe our town.
3. I've lived in Rindge work in Jaffrey 22 years. Envision people milling around downtown to attend events. Important to me is a sense of community people want to be downtown relax downtown. Exciting to see events downtown. More of that feel.
4. The grade school had own project a few years ago in their front lawn. Roundabout will help to bring 2 ends together for more continuity. More pedestrian safety.
5. When we think about streetscape another thing something would enhance connectivity. If you park near Bellettes what would make you want to move from one end to the other.
6. Team Jaffrey [made a difference] nobody went to downtown Jaffrey after dark. To see how far it's come in the last 10 years is incredible and keep bringing it for the next 10 years will

be the go-to town.

Disputes and Delays

1. I live at River Mill condos. Expectations are to be a vibrant active great looking community. Constraints are many. Parallel- lived in small town in NJ. Project 92 wanted to take NJ turnpike add adjunct drop right at base of our street. Uproar. Went on for 25 30 years. Small group year after year fought it. Two years ago shelved permanently. A lot of things that can be done with everyone on the same page
2. I've lived here for 2 months. Excited when saw plans for roundabout and what is being proposed. Then went to a meeting and found out how old the plan is. Been there before. Marlborough 18 years of arguing about closing high school. Got so bad people wouldn't speak. Couldn't compete with larger school. Hope things move quicker.
3. Used to be lighting, low level. One was broken off, and then another. Fight between chamber and town. Didn't want to keep spending money. Took all out.

Tax-Base Expansion

1. What bothers me is where [is there room for new development?] What do we move to bring in something?
2. Doesn't matter where, just want to know what?
3. Thinking about the future of downtown would be the center of commerce, keeping taxable properties rather than more churches or non-taxable improvements

Other

1. Voiced some disappointment about breaking up into 2 smaller groups wanted to hear all of the views of others no matter how different. Valued others opinions and wanted to stay engaged in a conversation – like how last week's forum was structured.
2. Should engage the residents and others with new social media like FaceBook creating a community presence, put it out there about who the community is.

Downtown Dialogues: Pedestrians and Bicyclists

Thursday, November 3, 2011

Safety

1. Walking is difficult because of length of time allotted by traffic lights
2. Traffic goes too fast through the corner of Tebo Street and over the bridge
3. Do a lot of biking and usually go around the lights using side streets – traffic and low shoulders on roads make it difficult to ride a bike
4. Biking with the flow of traffic and jogging going against the flow of traffic
5. Biking around the area is dangerous because of fast speed limits and low shoulders
6. I work downtown, right in the middle of the traffic issue, makes me cringe on how cars and trucks zip through the intersection
7. Last week noticed poor lighting when going to the car after the forum – dark clothes no lights, very dangerous
8. As a driver coming down 124, it was nerve racking to see runners in a race coming toward you on a low shoulder road
9. There are a lot more people that would like to be able to ride bikes safely.
10. Need to eliminate intersections. Problem for crossing, bike riders and pedestrians.
11. Speak from experience feeling insecure in downtown. If I go to cross by Rite Aid (4 way doesn't seem so bad). Scary because you wait and wait, start out and cars coming from all directions, particularly at 5way.
12. The light doesn't last long enough for people to walk. Get half way across.
13. What we have now is not secure for anyone to cross. I realized it was a problem but wasn't aware of what caused the problem. Charrette pointed out to me here we have 2 lanes cross through intersection 4 lanes. Can't have a downtown and have to cross 4 lanes. I go to a class in the Mill. Getting through downtown. Turning into Mill is frightening.
14. People use private parking lot to avoid intersection. We've almost gotten hit to take trash out.
15. I come from West get into lane for left-hand turn. Watching people coming from all 4 ways traffic can get you. Sometimes it looks like nobody's coming. Very dangerous 4 lanes of traffic with turn on green arrow. Has to be changed.

16. Eye opener the amount of traffic. Lights I tend to go over to crosswalk near Rite Aid. That is really difficult. Sometimes you give up that it will turn. As condo association getting worse people speeding through our place. If lights just functioned the way they should.
17. If you have a hard time waiting to cross the street, think about the kids. That could be a problem.
18. People coming from Rindge or on route 12 are in a hurry. . . . We can't back out of our driveway have to go forward. People gun the engine so they can get up the hill. We have put in a sensor light. Bothers me that my husband asks if it's safe to go down the hill.
19. Speed bumps and other traffic calming mechanisms would help
20. Traffic signage could be improved helps with out-of-towners people who live here bully their way through traffic because it is such a problem – speed needs to be controlled better
21. There is a synergy in solving the traffic issue with promoting pedestrian accessibility. We're going to try speed bumps, maybe they'll stop.
22. Congestion between chamber and HKS difficult to cross the street – not very pedestrian friendly
23. As the town repaves sections of the roads, widen the edges to make the shoulders safer
24. Trucks typically end up driving over curbs because of tight corners
25. Study best places for crosswalks

Traffic and Children's Safety

1. Concern about the school kids walking from school to library or other points – sea of traffic and the amount of kids funneled through only a matter of time before an accident happens
2. Crossing guard might help increase safety
3. Crossing guard might get hit
4. There is some kind of crossing guard but limited hours
5. Yes, a crossing guard is a good idea; they are there for a very short time
6. Rotary in the path of school kid traffic could be dangerous – crossing the rotary is taking you like into your hands
7. We need to keep in mind when talking about pedestrian and bicycle accessibility is the schools in downtown. Kids within 1 mile either walk or take their bikes. We need to

think about what bicyclists need to be successful and safe places to leave bikes and bike racks. How we get kids through the flow of traffic. What other options there might be for pedestrian accessibility using what we already have. In peak traffic hours.

Recreation and Tourism

1. I would like to develop the rail trail
2. Likes the idea to develop the rail trail good family outing activity also could attract out-of-towners
3. Scarecrows not interesting to the average hiker
4. Rail trail improvement could give traffic from Peterborough to Jaffrey because it links the two
5. [Things need to be] designed in a pleasant way to encourage people to get out and connect with things our downtown has to offer.
6. Walking spaces in this town that people don't know exist. Not enough lighting, work hasn't been completed. Jaffrey to Peterborough rail trail hasn't been completed. Can be part of safe routes to schools. Have great river walk. Boat launch for canoes to go down the river to Red Dam.
7. We need to realize as a community is when we talk about making this a destination there are two levels. First is Mountain at end of Main St. The second level is we need to have people who live in this town to support Jaffrey.
8. How do you get from this end of town to the other? Accessibility. Rail trails. People don't know it's there and is not well-lit.
9. How do pedestrians and bicycles get from this part of Jaffrey across to the community center?
10. Like the idea of more visitors but traffic could be a problem - When Park Theater takes off could be a huge problem
11. Like the flow of foot traffic during downtown events [when traffic is re-routed?]
12. Seems like people really like downtown events when they block off traffic and pedestrians roam free
13. Jaffrey has been a destination, not enough reason to keep people in downtown area because of accessibility
14. Summer: there are a few people with a little map wandering in the down town area

15. Need customers in shops the motivation is an attraction – synchronize businesses around the start and stop of the average hiker
16. Noting to get people to stop and check out the town
17. We need a pub – no place to go after an event
18. Better promotion for Jaffrey as a destination and businesses
19. [Student] Jaffrey could cater to the Rindge college students and families for places to stay for special events and weekend trips
20. Fireworks draw 30 thousand people but after the event where do they go?
21. To the extent that we can improve, both sidewalks and other walkways are also able to answer how we draw people to town.
22. I would think it be beneficial to have as many destination points possible to attract people. We don't want them to just pass through, see as destination for various activities.
23. Durham has a bike lane down the center of the road, small town like Jaffrey
24. Park theater will be terrific once it is up and running.

Tourism, Recreation, and Business

1. Dealing with reality of what there is today. If we want downtown businesses to be successful patronage is key. Creating environment and situations that will provide opportunity to maximize that patronage. Some of our downtown businesses are struggling and will continue to with this economy. How hard to have to work and innovative in order to bring people in. We shouldn't have to work this hard. A question is what can be done to make it easier? Design and development are important to create place people want to gravitate to.
2. The Chamber exists to promote local businesses.
3. I think everyone is working together to try to do that.
4. Community center. Parents want to shop around Xmas time, kids could be at community center. Same with shops in general.
5. Businesses are concerned about [increasing??] foot traffic, it increases sales
6. So congested that the flow prevents impulse stopping by potential business patrons. At bookshop we have events all year. We draw people from all over Monadnock region. Destination things happening. Seeing more flow of people coming to town. Social media is

starting to happen.

7. If there is sufficient local support, in order for local businesses to thrive then they become much more attractive to people out of town. Need dollars locally to get to a point with a reputation. We do have that traffic. At windblown ski area, when you have winters with snow there are 700-800 people driving from Massachusetts. If they knew about things in downtown. So much potential.
8. There's a lot going on to try to for exposure for Jaffrey. Things going on already. Seeing it but not feeling it yet.
9. Plaid Friday for awareness for local support. We have to bring people in from outside to spend few dollars they're spending these days. Get people away from malls and online purchasing.
10. People need to understand that you can come to downtown to find just about everything you need for Christmas shopping. We're not seeing the folks who live in town unless there is a specific thing they need. My husband and I try to shop locally. Getting that message out to people who live in town.
11. How important is it to have Jaffrey as a destination rather than a pass through?

Traffic

1. Massachusetts taking out roundabouts and NH is putting them in
2. Noticed that rotary in Keene flows except when it came to Central Square – got backed up
3. This is the chicken and the egg dilemma; need traffic to support businesses but have to have customers to support them
4. Need something like Peterborough- art walk
5. Development of these things is organic and needs investors to get it going
6. New hotel in Peterborough adds to the down town and gives people something to do
7. Viable down town or a highway through it cannot have it both ways
8. Get rid of the highway (trucks especially)
9. Some towns have suffered when a by-pass was built

Communication

1. Newsletter would give people insight into what the needs are, issues, everything that concerns the town, dreams, funding for projects. Sometimes are surprised at people matching money and growing. Christmas list with wishes. It was nice because people say “hey I can afford 10 dollars to help” brought people together helping out.
2. How many people visit the town’s website – 1-3 “sometimes” Is a source of information -- don’t need to print the paper.
3. Newsletter would help Plaid Friday.
4. There is something about a town newsletter. It also has a way of allowing every single member of the town, even if they are unable to participate themselves, a way of being linked in. A common base of knowledge and information. Most newsletters have used advertising to help offset costs.
5. We need better communication throughout the town. What a great way it hits on newsletter. There is not a town calendar because there are so many meetings going on. What a good way of doing it would be a newsletter.
6. Unfinished projects- I get back to how helpful it was in Marlborough having thorough newsletter (describes it). Fund has grown to about 140,000 in almost no time at all. Very generous citizens.
7. I think it’s wonderful that we have a town website. There are lots of information resources that can be accessed online. But there are a lot of people who do not have computers and do not wish to use computers. I work for a newspaper, I like having something I can read at my leisure and can pull up again and again or refer back to it. Important to respect and respond to that portion of our public.

Tax Base Expansion

1. Some people don’t want to have this town to be any bigger. I don’t feel that way but I’ve heard that.
2. It’s a common problem.
3. I don’t know what the answer is there.
4. Planning board point of view. Zoning board ordinance around the idea that we don’t want to expand. Sewer infrastructure expanded. Try to keep development in development area.
5. We have really concentrated about this piece of Main Street. We have a strip mall that isn’t pretty but can be used better. Making other areas thought of as downtown. The percentage

of Jaffrey of population that lives in walking distance of downtown is astonishing.

6. When we have a piece of land [with a building???) that someone wants to tear down, there needs to be standards.

Lighting

1. Another issue, lighting. We had to buy a light. Last summer when I went to a movie that I realized I walked up Main St. and it was totally black. This is far enough downtown we should have enough lighting. Sidewalks are horrendous.
2. If we're looking to build town, then whatever we can do to make town not only attractive, but safer, easier to navigate, a place that people want to be walking around. And the lighting is huge.
3. Lives in down town area and would like to see the street lamps back up – helps with the nighttime visibility
4. Town did a study to find that some street lamps could be taken down, but need to extend coverage for safety reasons
5. The lights haven't been turned on the sidewalk side of the commons. If you want people to walk the streets safe and improves the image to be bright and friendly.
6. I think we had a committee who came in a few years ago and decided to be more green. Something the town could look at.

Parking

1. Signage issue to direct parking – legally
2. Concerned that parking would be a problem and businesses would suffer

Downtown Dialogues: Common Ground
Thursday, November 10, 2011

Communication

1. Common ground, you're never going to please everybody and you'll never convince them. Sharing concerns helps. Once people feel it looks nice downtown Jaffrey and is easier to deal with they may forget.
2. 20 year fights to get things done, things never happen too quickly.
3. How can we get things going for this?
4. When Charette began it was a surprise, business owners need to be a part of the group – any sense of the people who are stopping in to patronize the businesses?
5. There hasn't been a reaching out to businesses and others regarding this process
6. Very appreciative of everyone's comments; need to be willing to come to a table with an open mind and willing to listen – been too many discussions on by-passes by many towns and not one of them have one. Keene's by-pass going to Concord is the best yet; need to preserve and protect our down town life – small fixes mean a lot (commenting about lighting turned on in the down town area) but this is not the end of improvement or the solution
7. Agrees that the town should come to a consensus; focus on what kind of process to bring leaders and representatives from different points of views to come up with something to address these concerns – quality of process is important to effectively address the issue
8. A working group needs to be created and continue over a long time period, buy-in is necessary and key to be a representative cross-section; people will feel that it is done well
9. Need identification of key points to gather around include everyone in the decision making process
10. Everyone's comments show that there is a traffic problem in Jaffrey – part of the best place to begin is the DOT environmental study, if DOT sees a consensus in the study them action could be taken, the project will most likely be done in phases
11. Do the selectmen have a plan to proceed to the next step? Lots of tax money is being spent to address this problem
12. We cannot do it alone (problem) we need DOT's help – they will look at the town and whether we studied the problem and have a consolidated front to address the problem – the objective is to get on the DOT's 10 year plan in a timely fashion
13. It was on the top of the list then knocked down a bit so we have to keep fighting for it
14. Is this a situation of where you would vote on this issue?
15. No, I think the DOT helps make the decision.
16. We need to publicly show the process and clarify it if others ask questions about the process
17. I appreciate quality of process in building common ground

18. It's just a matter of having everyone accept it to move forward.
19. It doesn't matter how many meetings you have. In Dublin we had the stakeholders decide. There is always going to be a "bad idea" or "you never asked me". Listening to them we'll never get anything done. At some point say the majority. You're never going to everybody.
20. The stakeholders here would be anyone that owns property around where the rotary would be, etc.
21. Goes on to explain Dublin project: What is the problem? What should we do about it? Kept going around and came up with an idea. It worked and now everyone has forgotten about their complaining. When I look at this project I see the same issues. Everyone has their ox to gore, but at some point you have to say "look, this is what is going to make the community happy". Visualizing helps.
22. You're never going to solve that problem of not being able to please everyone.
23. We each need to ask ourselves, "How can I listen well so we can come up with a plan?"

By-Pass

1. Not sure a by-pass would help the economic situation
2. Businesses are wrong that traffic is bringing business to them. Traffic isn't going to stop.
3. Back in the 60s they did not want a by-pass the town would shrivel and die, the town needs to make up its mind
4. You might have that problem for this too with the river [an environmental fight]
5. I have a hard time believing that the tractor trailer trucks are going to stop at the businesses downtown. It is asset to have a bypass though.
6. My two things are the video [about the proposed traffic flow] and Milford. The bypass helped in Milford.
7. I don't see it as a bypass. I see it as a through-pass.
8. Be careful about the terms by-pass and thru-pass, what we are really talking about is a thru-pass
9. Nobody here will be here long enough to see the bypass done.
10. I would be all for crosswalks before the roundabout.
11. This whole project is a pretty happy medium because the traffic is skirting up on the edge, whereas it goes straight through right now.
12. My concern is I don't see that there are so many businesses and there could be more businesses as the town evolves . . . If there is traffic people aren't going to be able to get to the stores.
13. We have a four lane highway on Main Street
14. Peel the heavy traffic away.
15. Years ago the town proposed having Stratton Road empty out behind the post office as a

perpendicular entrance into 202. People objected to that. “We’ll do whatever you want but we’ll be back.” They built a 5-way intersection but would be back, and they are.

Roundabout and Traffic

1. Maybe look at other options -- not totally sold on the rotary; businesses in precarious situation with economy tough to stay in business don’t want to upset the current balance – rotary and bypass a moot point if businesses are not here
2. Agrees with the first comment, better if it is done in stages – DOT will pay for a rotary but not street improvements? The mountain is a bankrupt gift to the town.
3. Agrees with the first comment, worried that if a bridge is not built then the rotary is not a good option; build preliminary features first and evaluate their impact to the traffic; bring back diagonal parking good for business – order of improvements 1. Diagonal parking 2. Bridge 3. Rotary
4. Rotary seems to be done in a vacuum need to come together and discuss more about possible solutions other than a rotary
5. Two kinds of traffic. Through the town from A to B no interest just another impediment on the way; they aren’t paying any attention to what they see. The other group comes into town most going west. Trying to get to Boy Scout camp, Monadnock Inn, Bible Conference, Monadnock park, campground, halfway house trail, farm. Those people are paying attention and will stop and smell the flowers. Can do it in 2 directions going and coming back. A rotary peels off traffic that isn’t going to the West -- takes the threat out of the traffic and make the downtown look more attractive. Will bring more retail investment from the rotary by calming it [traffic?] down, and make it [downtown?] a nicer place to drive. A whole host of beneficial things. The trucks won’t stop and they don’t have business here.
6. The people who go east are probably going to post office, to high school in the morning and afternoon, Kimball Farm. Altogether in that one spot you’ve got thousands of vehicles that go through that one spot. Saw the video and a believer in it [the roundabout]
7. What about if you don’t have a rotary and you just have 202 go down Blake St, is that expensive?
8. I don’t think the price would be too much different between a rotary and going straight across.
9. Well going to Keene, there was the same problem [as Jaffrey]. Traffic used to be backed up, now I don’t even hesitate to go there.
10. People would have to get used to a change with the roundabout. No lights telling you when to go or not go. Depending on people to stop.
11. It works in Keene.
12. The ones [roundabouts] that they’ve put on 101 -- they’ve fixed the problem and it’s been great, not so much the one by Keene State. Here we might have that same problem.
13. I think you can really enhance the walk downtown. The first session I came to people spoke against the diversion of traffic. I thought about it and it’s not clear thinking. No thinking

about who they're trying to attract into their stores. I don't think you're looking at this correctly. There is a whole bunch of people who turn west and go to different parts of town. We recover a whole block of traffic that is not like the Indy 500. Smaller and tidier, traffic calming. The rotary would calm traffic, leading to wonderful things.

14. It does slow the traffic down.
15. The state won't build anything you don't want, current condition is a result of what choices were made in the past, the big problem is that there is MAJOR traffic coming from Route 202. A 5-way intersection going into a 4-way intersection for this traffic flowing thru to Route 202. A by-pass would lessen traffic, noise, and increase safety. What we have now is a band-aid and the rotary is a band-aid.

Roundabout and People

1. I kind of like the idea of pedestrian crossing at the bridge. I think it could be incorporated into the bypass bridge. It would provide an alternative. But I don't think the roundabout would pose a problem because you pass one lane and stop, then one lane and stop, etc.
2. When you come up to the roundabout you don't just stop you look, so there's an opportunity for pedestrians to cross. Needs to be very well lit. From Keene State roundabout I've seen that people don't stop for that roundabout. Especially since they have 2 lanes entering all directions.
3. Without the lights to control traffic crossing guards would be needed down further and not so much here (downtown).
4. I would be all for the crosswalks.
5. Adults know to go across one lane and stop. The hard sell is parents who have grade school kids. I don't know how many walk, but I think you could institute a program of training people how to cross the roundabout. The biggest issue is the children. Educating children to cross as well as that bridge.
6. I think we have to educate people [about the roundabout]
7. Don't forget to throw parents into this mix. [education about the roundabout]
8. The school can try to train parents to train their kids. [education about the roundabout]
9. You would have to show me how it's not safer than the plan we have now. [the roundabout]
10. I think you can really enhance the walk downtown. The first session I came to people spoke against the diversion of traffic. I thought about it and it's not clear thinking. No thinking about who they're trying to attract into their stores. I don't think you're looking at this correctly. There are a whole bunch of people who turn west and go to different parts of town. We recover a whole block of traffic that is not like the Indy 500. Smaller and tidier, traffic calming. The rotary would calm traffic, leading to wonderful things.
11. I guess I'm thinking of more of a cohesive downtown. We have a downtown but it's not friendly. West of 137 charming, east of 137 -- not easy. Build on the premise of bringing harmony to downtown: If you just had 2 lanes of traffic then you go around rotary . . . A visual harmony more peaceful because of less noise.

People on Main Street

1. Getting across that street is difficult. I live in the condos down there.
2. I would love to see things I could walk to.
3. You don't wait for the lights. The rest of us take our chances.
4. You can usually weave yourself through the stopped cars.
5. I'm a hiker, before I came to the town and turned west and that was my only reason. Not just the traffic. Right now there is nothing to draw me into the town either. Had to go to a neighboring town after hiking. Kind of the chicken and egg thing. I don't stop there other than occasionally to run into Chamber Office and it's so congested I don't stop unless I have to.
6. People who live west of town we don't ever come into town. Use back roads. Anybody that knows how to get to the mountain without going through downtown won't.
7. The people on the east side avoid it too.
8. We need a whole new way of thinking. You wouldn't be looking for shortcuts because you wouldn't need them.
9. "I live in this town but I try to avoid downtown" is a sad comment. If you made it fun to come downtown and you have lovely businesses people could enjoy. Losing locals.
10. The area around the river would be much more pleasant [with less traffic]

Signage

1. The only thing I will add in response to question. In NH some communities offer signage to tell people what is around. Appropriate signage would let us know what is around.
2. Plus parking signs about where to park.
3. People from Mass might want to stop but don't know where and see congestion. Signage would help them to see there was a parking lot.
4. Kind of a grab-bag of people; signage at the intersection to direct people to shop, eat, or climb the mountain is important; promotional marketing key is repetition – why are you going to open a book shop in Jaffrey, they don't read? That's not the point, the town is beautiful and valuable

Other

1. Happy about the increase lighting down town looks good and surprised about the immediate response to the suggestion
2. We do not utilize that bit of 202 that takes the left and heads toward Peterborough, not a pretty use of property and could be more efficient.
3. How to reconcile between reducing noise downtown and promoting business? Also how to make walking downtown safer. [we need to talk more to resolve this]

4. How can we reconcile between traffic noise and promoting businesses [which needs traffic flowing by them?] Walking and increase safety is important too.
5. Like the idea of diagonal parking, Main Street Keene did diagonal parking and it is a pleasant, less congested place – compliments walking especially if rail trail is developed -- would also promote walking.