



TOWN OF DURHAM  
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***2023-2024 Town Council Goals \****  
***(Approved May 15, 2023)***  
***Progress Report as of March 31, 2024***

***Mission***

To provide ongoing stewardship for the Durham community including effective and efficient municipal services.

**Core Values**

Excellence, Integrity, Justice, Resilience, Respect, Transparency

**Goals**

Note: These goals are intended to convey a **1- to 5-year** time horizon and assume but do not list all baseline activities.

- 1. Facilitate continued optimal functioning of Town government through continuous improvement, new efficiencies, waste reduction, and inter-agency collaboration.**
  - a. Take steps as necessary to ensure Durham's IT infrastructure remains secure from cybersecurity threats, technology obsolescence, and other challenges. [IT, Business Office, Administration]

**IT:** We've hit a crossroad in the project and need to establish which password policy to use and to answer whether or not we'll be syncing the local active directory to JumpCloud. The trade-off for doing so is we can't use multi-factor authentication on the desktop login if we proceed. State and Local Cybersecurity Grant Program has provided 200 YUBIKEY devices to date. In addition, we've added 1 (or more) staff to the training list for Security+ training through the program. We've also begun to implement Defender endpoint replacing Panda anti-virus for our staff workstation and remaining servers as part of the Microsoft 365 license change for 2024. **Next Steps:** Make some structural decisions about the implementation for the Durham environment. Then begin to break and rebuild services to match the profile we choose. We anticipate this will be a rolling program with no defined end date

- b. Research whether consistent municipal financial & permitting software across all departments is possible. [Business Office, PZA Office, Fire, Public Works]

**DPW:** No additional progress for this quarter.

**Code Enforcement:** Have viewed the new software that Durham Fire is using, it does not look very useful for the building /Code office. We have Steve Lutterman working to fine-tune a layer on the GIS for reporting of violations and tracking fine payments and letters.

**Fire:** The fire department is operating in the new First Due software platform to document incident responses, inspections, training, and the daily log. **Next Steps:** Implement a public-facing permitting platform and EMS reporting module.

**Business Office:** Budgeting Module Software package update/replacement included as part of 2024 CIP.

- c. Evaluate updating procurement guidelines to determine whether increasing purchasing thresholds due to inflation & establishing exceptions for restoration/repairs of important historic properties to ensure proper historical workmanship would be appropriate. [Business Office, DPW]

**Business & Admin: Completed.** Ordinance Change approved by Town Council on 2/19/24. Amended to reflect rate of inflation.

- d. Complete update to the Fire Department's strategic plan by end of 2023. [Fire]

**Fire: Completed.** The Fire Department's Strategic Plan was completed on December 28, 2023, and has been posted on the department's website.

- e. Complete facility improvements at Fire Department within newly occupied space by end of 2023. [Fire/UNH]

**Fire:** The Fire Chief continues to work with UNH facilities to complete work and achieve inspections and approvals. Interior and exterior sign packages are substantially complete. **Next Steps:** In process. Demolish legacy laundry area and install SCBA compressor. Follow up on emergency power for administrative suite.

- f. Although unsuccessful in 2022, pursue Federal FEMA Assistance to Firefighters Grant in amount of \$515,480 for replacement of 2011 SCBA equipment in 2023/24. [Fire]

**Fire:** A 2024 request for a Federal FEMA Assistance to Firefighters Grant for replacement of 2011 SCBA equipment was submitted in February 2024. The department's 2022 and 2023 grant requests were not funded. **Next Steps:** Awaiting grant review feedback and response.

- g. Evaluate potential opportunities for shared municipal services with surrounding communities and external entities as opportunities arise. [All Depts./Committees]

**IT:** Municipal Cyber Defense Program "transferred" to Overwatch foundation, we are told training session should start again after long hiatus. **Next Steps:** Talk with Ellen and Andy about renewed table top efforts, shared work on Disaster Recovery policy.

**Code Enforcement:** We have not approached other towns on this matter, but when asked to cover a vacation or day in an abutting town, we generally do that on an informal basis.

**Fire:** Awaiting MRI report results from Madbury.

**DPW:** Finalized hiring of UNH Engineering sophomore intern for stormwater, water and wastewater projects. Candidate will start on 5/20/24. **Next Steps:** Onboarding of intern.

- h. Completion of Land and Mobile Radio upgrade for public safety services [12/31/23] and emergency generator installation project for Durham's critical infrastructure [6/30/24]. [IT, Police, Fire, DPW, Administration]

**IT:** Final Acceptance delayed until system responsibilities are understood and the Land Mobile Radio sites recover from a series of pre-mature failures. **Next Steps:** Land Mobile Radio group meeting scheduled for April 15<sup>th</sup>.

**Fire:** Land Mobile Radio (LMR) project has been completed and accepted.

**DPW:** Completed 30% Design Review Meeting with Underwood Engineers on 3/20/24. Project will continue to advance for July 2024 Bidding Tentative. **Next Steps:** Continue to review design and specs with project team and provide guidance to UE. Update UNH on progress.

**Police:** Complete.

**Admin:** This has been an all-hands-on-deck effort and we are almost at the finish line. Must find a way to address outdated DPW radios that do not meet standards for new system. Final punch list items being addressed. Closing out Federal grants reporting forms, which have been a significant time sink and ongoing obligation.

- i. Ongoing compliance with Commission on Accreditation for Law Enforcement Agencies (CALEA) at Durham Police Department in preparation for 2025 reaccreditation process. [Police]

**Police:** In Process. All 2023 year-end reports have been **completed**. CALEA inspection scheduled for July, 2024.

- j. Complete Comcast/Xfinity cable franchise renewal process. [IT/DCAT/Administration]  
**IT:** All Breezeline commitments are now in effect, template agreement scope being discussed, list of requirements has been proposed. **Next Steps:** Decide if template agreement meets franchise needs.  
**Admin:** Comcast/Xfinity cable franchise negotiations are ongoing. The Town's ascertainment period has been held, compliance survey completed, and following a delay due to some longtime Comcast staff turnover, our attorney, Kate Miller at DTC Lawyers, has consolidated the existing franchise & amendments into an updated format, which will shortly be sent to Comcast. The existing franchise extends to June 2025 so there is plenty of time to work through what is always a very slow and relatively unsatisfying process.

- k. Ensure optimal working environment for staff members. [Administration/Business Office]

**Admin:** Evaluating through collective bargaining process whether modifications are needed within contracts across divisions to attract and retain the modern workforce. Has included a re-visit of vacation accruals based on length of service, reimbursement for bona-fide educational expenses toward advanced degrees or certifications, wages, etc. **Completed** collective bargaining including negotiations, tentative agreements, and ratification votes for both Durham Professional Municipal Management Association (6/23) and AFSCME Public Works (3/23). **Completed** update to non-unionized personnel plan, which will go into effect April 1, 2024. In addition, the firefighters flagged a concern, and the Town addressed, regarding wage scales there due to fairly dramatic changes within the labor market in this unusual period of high inflation and a tightening demand amongst municipalities for public safety positions. **Next steps:** Have commenced bargaining with the Durham Police Officers Association in 2024 to work toward a successor bargaining agreement there. The current police officer CBA expires 12/31/24. Evaluating and working to addressing overtime shift coverage at the Fire Department due to vacancies/injuries, medical issues. In March 2024, the Fire Captains raised a concern with the Fire Chief and Administrator about their compensation relative to the market due to market-based pressures, which will be evaluated as time/resources allow.

- l. Annual orientation for new Town Councilors [Administration – Completed 4/3/23]

**Admin:** **Completed** 4/3/23.

- m. Annual orientation for new board/committee officers in fall 2023 (if needed) [Administration]

**Admin:** **Completed**. Determined not needed as most officers are continuing from last year. To the extent useful, will provide one-on-one guidance to new chairpersons.

- n. Annual forum on Right-to-Know Law for committee members and Durham community scheduled for May 25, 2023. [Administration]

**Admin:** **Completed** - May 25, 2023. Have scheduled the 2024 session for May 9<sup>th</sup> at 7 PM.

- o. Replacement of 2011 aerial bucket truck totaling \$135,000 in 2023. [DPW]

**DPW:** Bid Opening scheduled for 3/28/24 at 11 AM. **Next Steps:** Upon successful bidding develop CC for procurement of new truck.

- p. Replacement of 1998 Landini sidewalk snow tractor totaling \$195,000 in 2023. [DPW]

**DPW: Completed.** Purchase and Delivery of New Prinoth Complete - Unit now ready for service.

- q. Replacement of 2008 International combination vacuum/jet rodder truck totaling \$520,000 in 2023. [DPW]

**DPW: Completed.** Purchase and Delivery of New Vector Complete - Unit now ready for service.

## **2. Conduct planning and take steps as necessary to protect public health and safety and provide ongoing service continuity given the anticipated impacts of climate change, the post-pandemic era, and general operational challenges.**

- a. Continue to monitor and evaluate the reliability, capacity, and functionality of public water, wastewater, and stormwater services, and move ahead with associated capital initiatives as appropriate and work with the EPA and NHDES on swift enforcement for any violations that impact Durham/UNH infrastructure or resources.  
[DPW/Administration]

**DPW:** Madbury Road Phase 1 Utility Contract Awarded to Cardello Construction with work planned to commence following end of UNH Semester. Phase 1 Roadway is out to Bid with Bids due on April 1st. Award planned for 4/15/24 Town Council Meeting upon receipt of favorable bids. Ross Road Culvert project wetland permit submitted with RFI response submitted. Bennett Road culvert Grant Agreement in draft form for submittal to EPA week of 3/25/24.

- b. Make changes to land use and other regulations as necessary to ensure local resilience associated with climate change in accordance with the recommendations of the Climate Action Plan. [Planning Board, Energy Committee, Conservation Commission, Ag. Commission, Council, Administration]

**Admin: Complete.** Evaluation of wetland conservation overlay district changes completed by DCC and adopted by Council in June 2023. 2022 Multi-Hazard Mitigation Plan still under review by FEMA (as are all NH plans) as of March 15, 2024. We don't expect any changes.

**Planning:** No changes have been made yet related to climate change.

- c. Adopt the draft Climate Adaptation Chapter as an Administrative document if not adopted as part of the Master Plan by end of 2023. [Planning Board/Administration]

**Planning: Complete.** Adopted by the Planning Board on June 14, 2023.

- d. As time allows, evaluate the cost/benefit of buying out the 2016 Power Purchase Agreement (PPA) relative to the 640 kW Oyster River Solar Array located at the Town's Packers Falls Road gravel pit. Estimated purchase price is \$850,000. [Energy Committee/Administration]

**Admin:** In November the Energy Committee met with the COO of Clean Capital, which owns the array. We will continue to study whether a buyout makes sense but a working group including Mr. Selig, Town Councilor Joe Friedman, and Energy Committee Chair Matthias Dean Carpentier are currently working on the premise that it does not make sense for Durham to pursue a buyout further. The analysis from Clean Capital was ultimately unhelpful and did not compare a buyout v. status quo. **Note:** We plan to work with Clean Capital on whether they would have an interest in other renewable energy partnerships with Durham. Our UNH Sustainability Fellow is taking a look at the ideas of solar at the Depot Rd. Lot.

- e. Continue developing plans and commencing work for the rehabilitation of both the Old Town Hall/Courthouse and the Bickford-Chesley House at Wagon Hill Farm (new roof in 2023). [DPW, Working Group, Administration]

**DPW:** Coordinating the selection process for CMAR - meeting with Frank Lemay Milestone construction planned for 3/26/24. **Next Steps:** Work with Bickford Chesley Group to implement grant and advance project construction improvements. (Note, funding is not budgeted, nor have any plans been created, at present, to transform the barn at WHF into a year-round climatized, sprinklered facility fit out as an assembly space and historical interpretation/showcase area.)

- f. Complete annual \$490,000 road resurfacing program (with an additional \$131,250 funded by UNH for University roadways) and \$84,500 sidewalk program focusing on Emerson Road, Durham Point Road, DPW Facility lot, Misc. locations during 2023 paving season. The 2023 sidewalk program focuses on the southern side of Main Street from approx. Smith Park Lane to Mill Pond Road including ADA tip downs, relocation of crosswalk in front of Town Hall, etc. [DPW, Historic District/Heritage Commission, Planning, Administration, Council]

**DPW:** Coordinating design of roadway and stormwater system for Dennison Road including traffic calming. will review with ORMS upon completion of 50% design. To be included in amendment with Continental for approval of contract by TC in May. **Next Steps:** Develop contract award CC for TC review and approval.

**Planning:** Nothing from Planning

### **3. Pursue long-term economic strength and resiliency, anticipating the community's, the region's, and the nation's economic characteristics and opportunities.**

- a. Task the Administrator with meeting the following: a) Holding the updated (post-revaluation) municipal tax rate at the 2023 level or less. b) Continue to make an effort to control spending, enhance revenues, broaden the tax base, and explore innovative ways to stabilize or reduce the municipal tax rate. [Note, this item is part and parcel of adopted Council goal.]

**Admin:** **Completed.** The FY 2024 proposed General Fund budget, which was unanimously approved unchanged by the Town Council on December 4<sup>th</sup>, is projected to maintain the 2024 municipal portion of the tax rate with a 0% increase. The budget was consistent with Council goals.

- b. Work to secure meaningful external grant funding opportunities and successfully manage a rigorous web of required Federal, state, and third party financial and programmatic reporting.

**Admin:** Underway across all departments as opportunities present themselves. To date, we have been very successful in this area with over \$20 million in grant funding requests submitted across many functional areas.

- c. Support as appropriate the efforts of local businesses, the Durham Business Association, and Celebrate Durham as they plan and host events and activities intended to maintain and enhance a vibrant downtown Durham. [Administration/Parks & Rec. Dept./DPW]

**DPW:** Coordinate with other Department as needed and provide support in redevelopment technical evaluations.

**Admin:** We continue to be on the lookout for opportunities for the Town to support local groups and organizations that are themselves providing programming that helps to support the Town's overall mission. Our DPD POP Officer meets with the Durham Landlords Association monthly. The Durham Business Association has not been active over the last year. Our Town parking staff are evaluating whether it makes sense to modify some of our parking policies downtown beginning May 2024 as a pilot for further evaluation in October/November 2024.

- d. Continue planning for the re-development of 66 Main Street beginning in spring 2024 or as circumstances dictate and consider adding the Town’s Pettee Brook Parking Areas to the project. [Administration/Planning]

**Planning:** We hope to bring the project up for consideration again in 2025.

**Admin:** We will revisit once both the UNH and Durham housing studies are complete, likely in 2024, dependent upon the Housing Task Force process.

- e. Consider working with the General Services Administration for the possible redevelopment of U.S. Government properties in Durham. [Administration/Planning/Council]

**Planning:** The Dir. of Planning met with the USPS postmaster, who indicated there were no new plans for the site at present. It may make sense to connect with the General Services Administration to see what plans they have for the parcel over the long-term.

- f. Continue to work toward understanding, defining, and addressing downtown parking challenges in the post-Covid era to support local businesses, the diversification of downtown housing opportunities, and the expansion of the tax base. [Administration, Police, Code Office, Council, Planning Board]

**Police:** In process. Strategy meetings have been held and a pilot program being developed to curtail evening and Saturday parking enforcement in place.

**Planning:** We continue to offer to assist local businesses in any way that we can.

- g. Complete the 2023 full revaluation of the Town of Durham including public engagement, mailings, and the abatement process as necessary. [Assessing Department]

**Assessing: Completed.** 2023 Full revaluation has been completed and the USPAP report regarding the revaluation was determined to be compliant by the NH Department of Revenue Administration.

- h. Navigate planned retirement transition of Assessor position scheduled to occur in early 2024. [Assessing/Administration]

**Admin: Completed.** A hiring process was held in late-2023 to fill the Assessor position at the end of February 2024 upon the planned retirement of our long-time assessor, Jim Rice. A qualified candidate has been secured and is now in place.

#### **4. Pursue long-term environmental sustainability and resiliency, taking into account existing and predicted impacts of climate change in multiple areas including drinking water, agriculture, food, society, transportation, ecology, and economy.**

- a. Take steps that reflect the implementation and, when appropriate, revisions to Durham’s Climate Action Plan (CAP) toward a reduction in GHG emissions of 2019 levels by 42.8% by 2030, and achieving zero emissions by 2050. [Energy Committee/Administration/UNH Sustainability Fellow]

**Admin:** The Town will report on progress and update the action strategies every two to five years. Our 2023/24 UNH Sustainability Fellow is now reviewing progress toward goals within Durham’s adopted 2022 Climate Action Plan. This will also be a work item for our 2024/25 Sustainability Fellow in terms of developing a new plan for the next cycle beyond 2024, likely for five years. The process for hiring Durham's next UNH Sustainability Fellow has now been completed and the individual selected, if they accept the position, will begin in late-May/early-June.



- b. Evaluate whether Durham’s commitment to the Global Covenant of Mayors for Climate and Energy (GCoM) has been effective and whether that commitment going forward is the best framework for achieving Durham’s CO2 reduction goals. [Energy Committee/Administration/UNH Sustainability Fellow]

**Admin: Complete.** For now, we believe the association to continue to be value added and the time commitment can be performed by our UNH Sustainability Fellow in a manageable way. We will continue to evaluate moving forward.

- c. Work with the Town Clerk, Town Assessor, Code Officer, and Admin. Asst. to Administrator to implement a method for tracking EV adoption and building electrification in Durham and create a plan for promoting and educating residents on both. [Administration/Energy Committee]

**Admin: Complete.** Town Clerk and Admin. Office have set up a mechanism to track number of EV/Hybrid vehicles registered in Durham, as well as building permits issued for efficiency/weatherization/electrification work at private properties.

- d. Complete an updated greenhouse gas inventory using previous modeling methodologies and evaluate the feasibility of using a consumption-based model for the inventory by May 2024. [UNH Sustainability Fellow]

**Admin:** In 2023, our UNH Sustainability Fellow updated our Greenhouse Gas Inventory for Durham utilizing 2021 and 2022 data. In addition, some data sets from 2019 are being revised to ensure consistency across the years.

- e. Monitor and continue evaluating opportunities to move forward with Durham Community Power with the goal that the default rate is less than Eversource and the renewable content is greater. [Administration/Energy Committee]

**Admin:** The Energy Committee and staff have made numerous strides in our local sustainability efforts, in particular shepherding an initiative for the Town to join the Community Power Coalition of New Hampshire (CPCNH) to work toward providing wider accessibility of green energy for our community’s residential and business electric utility customers, at a price equal to or less than Eversource, and working to assist Durham residents and business owners make the built environment more energy efficient, thereby reducing overall emissions. **Next Steps:** As part of this work we launched Durham Community Power, offered through CPCNH, in February/March 2024. Special thanks to Steve Holmgren for his work on this endeavor as Durham’s primary representative to CPCNH. In the future, we hope to offer a greener mix of renewals as the default for Durham households as well. **Complete.**

- f. Support efforts of the Integrated Waste Management Advisory Committee, Agricultural Commission, and Public Works to reduce municipal solid waste landfill use through a volume-based approach and increase composting. [DPW/Integrated Waste Management Advisory Committee]

**DPW:** Continuing to advance the transition to automated collection and compactors with the development of EV grant agreement and schedule Public Hearing with TC for acceptance. Finalizing Solid Waste Operations plan for submittal to NHDES for compactor upgrades. **Next Steps:** Procurement of materials and public outreach.

**Admin:** Upon the recommendation of the IWMAC, the Town Council approved the elimination of the annual spring curbside bulky waste pickup commencing in 2024. **Complete.**

- g. Complete the regulatory requirements for dam removal, secure grant funding and finalize the Mill Pond dam removal plan and river restoration design, including the possibility of adding a fish ladder to the upstream UNH dam, such that permitting and contractor bids can be secured in 2024. [DPW/Administration]

**DPW:** Wetland permit under development for submittal within 2 weeks. CC submitted for acceptance and expenditure of grant funds. Public Hearing Planned. **Next Steps:** Response to wetland comments from DES.

- h. Move forward with Phases II and III of the Wagon Hill Farm Shoreline Restoration project. [DPW, UNH, NHDES Coastal Program, Administration]

**DPW:** Notified by NFWF that the Town was successful in its grant application and will receive \$1.9 Million in grant funds for Phase 2 restoration. Currently working with NFWF to finalize grant materials and will develop Grant agreement and CC for acceptance. **Next Steps:** Public Hearing Planned for 4/15/24. Submit Wetland App and respond to comments. Finalize Design and procure RPR and CA Engineering Svcs.

- i. Work with City of Portsmouth to mitigate impacts to Wagon Hill Farm as part of waterline replacement project under Little Bay. [DPW/Administration]

**DPW:** Project Underway with Durham coordinating with Portsmouth. **Next Steps:** Continue to attend construction meetings and respond to questions from public. Ensure terms and conditions of agreement are met.

- j. Support local and regional efforts to promote and improve the long-term health of the Great Bay Watershed, including its tributaries and surrounding catchment areas. [DPW/Administration/Conservation Commission/Planning Board/Council]

**DPW:** Ongoing effort with NFWF Coastline grant.

**Planning:** The committee has completed preparing a new Wetland and Shoreland Overlay District ordinance which is being presented now to the Conservation Commission.

- k. Continue to support the proactive stewardship of Town-owned lands and other lands in Durham held in conservation or under easement with nonprofit organizations while improving appropriate and sustainable public access and use of those lands. [Land Stewardship Subcommittee, Land Stewardship Coordinator, DPW, Administration]

**DPW:** Coordinating with Jen Snow from ORMS for this years' Service Palooza along with Liberty Mutual and other volunteer efforts.

**Admin:** The Lands Stewardship Coordinator continues to undertake important work in this area in conjunction with the Land Stewardship Subcommittee.

- l. In 2023, review and possibly update renewable energy exemptions now available to property owners under NH laws in order to support community transition to renewable energy alternatives versus fossil fuels. [Assessing Office/Energy Committee/Administration]

**Assessing:** **Completed.** No new changes. We appear to be up to date.

- m. Support and preserve a potential and/or working landscape of farms, gardens, and forests. [Agricultural Commission, Land Stewardship Subcommittee, Conservation Commission]

**Admin:** The Land Stewardship Subcommittee, our part-time Land Stewardship Coordinator, DPW, and the Administrator are working diligently to ensure the sustainable management of lands under the Town's control/oversight.



**5. Pursue long-term social resiliency and quality of life in Durham intended to strengthen the community in a welcoming and inclusive manner by supporting the needs of residents, families, and other identified stakeholders by offering a wide array of active and passive parks & recreation and library opportunities, programming, events, facilities, and publicly facing educational information celebrating the rich tapestry of Durham history.**

- a. Continue to work to preserve the health and vitality of Durham’s neighborhoods by addressing noise, trash, and zoning violations. [Code Office, Police, DPW, Planning Board, Administration, Council]

**Code Enforcement:** Our part-time enforcement officer efforts have led to more consistent compliance generally throughout town.

**DPW:** Finalized Bulky Waste Program with Coupon System. Awaiting receipt of coupons for rollout expected week of April 1. Placed update in “Friday Updates” and will provide another update when date finalized. **Next Steps:** Provide Friday Update when rollout date is finalized with the next 2 weeks.

**Planning:** Nothing new for Planning.

**Police:** On-going.

- b. Work with the NH Division of Historic Resources to develop updated wording on the State Historic Marker commemorating the July 18, 1694 attack on the Oyster River settlement by Native American forces under French command during King William’s War consistent with the above stated goal. [Durham Historic Association, Historic District/Heritage Commission, Human Rights Commission, Administration, Council]

**Admin:** Ongoing discussion by the HDC/HC and to a lesser extent the Human Rights Commission. The Durham Historic Association is also an active party as part of these discussions as is the NH Commission for Native American Affairs. The HDC/HC organized a forum over three sessions to try to find a solution to this issue in conjunction with the NH Division of Historic Resources and other stakeholders. We are optimistic that the process has resulted in language that the NH Division of Historic Resources can transform into a representative sign package for additional feedback and finalization by the various stakeholders involved.

**Planning:** The Historic District Commission hosted three roundtable discussions in January, February, and March 2024 about the Oyster River Massacre sign and related issues.

- c. Support efforts to investigate opportunities, challenges, and options to ensure the availability of a full range of housing types in Durham. [Housing Task Force, Energy Committee, Human Rights Commission, Conservation Commission, Agricultural Commission]

**Planning:** We have a major set of zoning amendments now in the works to promote workforce housing, including on one particular optimal property. Must follow up with RKG on their draft Housing Needs Assessment dated 12/2023 to address questions that have been raised to date.

- d. Support ongoing improvement of pedestrian and bicycle connectivity and access to public transportation. [Administration, UNH, DPW, Planning]

**Planning:** Ongoing with the Traffic Safety Committee.

**DPW:** RRFB on order with planned install during late April continue with procurement of next 3 RRFB and finalize Tighe and Bond Study. **Next Steps:** Madbury Road complete streets finalization. Pavement Marking Program and RRFB Install.

- e. Move forward with multi-phased Madbury Road Complete Streets and water/sewer initiative over the next four to five years. [DPW, Administration, Council]

**DPW:** As noted three project components are bid and/or awarded. Project will begin construction this spring.

- f. Support initiatives that welcome diversity, equity, and inclusion within our community. [All]

**Fire:** Work has begun to foster a safety-minded culture by appointing new safety committee members and developing a safety management system for the Fire Department.

**IT:** Status of closed captioning on new Castus system is being worked on now that new hardware has arrived and is being setup. Storage increases have gone into effect. CivicPlus has been contacted to update quote on website upgrade. Representative at CivicPlus has changed and staff are working with this new contact to fill in on historical conversations with the company to meet the Town's specific needs. **Next Steps:** Closed captioning definitions need to be put in place. We need to establish a period for testing before going live.

**Planning:** We completed the roundtable discussions about the Oyster River marker. They were very effective. We hope to continue this dialogue with the community.

**DPW:** Ongoing effort.

**Police:** All officers have attended mandatory training in dealing with mental health. Resources are scarce for those in the community who may be experiencing mental health issues. We will continue to avail all Durham Police personnel to mental health training opportunities.

- g. Edit Town forms to include a nonbinary option by the end of 2023. [Business Office/Administration]

**Business:** Ongoing - Forms revised as they are used.

- h. Update 2003 General Public Assistance/Welfare Regulations for readoption in 2023. [Business Office]

**Business:** **Completed.** Fully updated by staff in 2023 and approved by the Town Council.

- i. Update Elderly Exemptions qualification thresholds for income and assets (last updated around 2017) to coincide with 2023 revaluation. [Assessing]

**Assessing:** **Completed.** Council approved revisions to elderly, blind and disabled income, asset and exemption limits on 9/11/2023.

## 6. Continue cooperative and collaborative efforts with UNH to enhance mutual intellectual, cultural, environmental, social, and economic benefits associated with hosting New Hampshire's flagship state university.

- a. Work collaboratively with UNH to develop The Edge at West End in ways that support both Town and Gown. [Planning/Administration/Council]

**Planning:** Coordinating with UNH. We expect to present a draft Planned Unit Development ordinance to the Planning Board in the next month or two.

**Admin:** Representatives from Durham are participating as part of the ongoing UNH Master Plan update there.

**7. Leverage town committees and subcommittees to develop tactical plans to align with the broader goals of the Council and encourage them to collaborate with each other and communicate as necessary with the community at large.**

- a. Town committees are encouraged to outline 3-5 goals with the Council & Administrator that support initiatives outlined herein as well as plans for working to achieve them.

**Admin:** Work being undertaken by the various boards/committees of the Town.

*\* Note that the order of the goals does not imply priority.*