

DRAFT

STREET NAMING TASK FORCE
MEETING MINUTES
October 24, 2011

The Londonderry Street Naming system Task Force held a workshop on October 24, 2011 in the community room of the Londonderry Police Department. The meeting began at 7:00 P.M.

Present: Task Force Members: Karen Marchant, John Vogl, Brian Johnson and Cindy McCann,

A list of concerned residents in attendance is attached

A list of handouts given to residents is attached

Meeting opened at 7:00 P.M.

Task force members introduced themselves to the residents. John Vogl gave a brief explanation of the history of the task force and the need to comply with 911 street naming standards. It was explained to the residents that the road names of Harvey Rd, Hovey Road and Hardy Road were easily confused when communicated via telephone or radio. Therefore it was the responsibility of the task force to recommend to the Town Council changes to remedy the situation.

When residents asked why Harvey Road was not being changed, it was explained that the original recommendation of the task force was to change the name of Harvey Road. The businesses located on Harvey Road objected to this due to the costs to the businesses. At the September 19, 2011 meeting of the Town Council the consensus of the Town Council was not to change the name of Harvey Road. The result of this consensus was that the task force would move forward with the recommendation to the Town Council to change the names of Hovey and Hardy Road.

Residents were advised that this current meeting and the meeting scheduled for November 1, 2011 was the first step in the process to allow them to have input, express their concerns and to give them an opportunity to come up alternatives to the names suggested by the task force in the letter giving the residents notice of this meeting.

Concerns expressed by residents in attendance were as follows:

Was this a done deal and why did the residents of Hardy and Hovey Roads not have a say.

Answer:

Residents were advised that this was not a done deal, just the first step in the process and this was their opportunity to have a say.

Why the residents of Hardy and Hovey Roads were not notified of and included in the meeting that resulted in the vote by the Town Council not to change the name of Harvey Road.

Answer:

The recommendation of the task force was to change the name of Harvey road.

Why the costs to the businesses carried more weight than the costs and inconvenience to the residents

Answer:

That was a decision made by the Town Council.

That there were legal requirements for all phone companies to provide addressing information to 911 and that the town could go after companies that did not comply.

Answer:

Yes there are legal requirements for the phone companies to comply. However 100% compliance has not yet been achieved.

Why individual employees of 911, the Town of Londonderry and any other mutual aid providers were not held accountable to obtain correct address information.

Answer:

The problem lies in the communication and what the employee hears. Excited callers are not always clear when giving addresses. Mistakes by employees would be addressed. The need is to try and avoid a problem before it happens.

That the 911 Street Naming Standards are not standards but are instead guidelines and there is no legal requirement to follow them.

Answer:

The town has a responsibility to address public safety concerns once known and cannot fail to take action to correct them.

Residents of Hardy and Hovey Roads were not being given the same opportunity to bring their concerns to the Town Council as the businesses of Harvey Road were given.

Answer:

Residents of Hardy and Hovey roads will be notified of the Town council meeting when the resolution is brought before the Council for consideration.

Emergency responders can and should be using GPS technology and computer technology, therefore like sounding names should not be an issue.

Answer:

Not all emergency responders whether from this town or from a town providing mutual aid have GPS and computer technology equipment.

Not changing the name of Harvey Road still left a safety concern because of the confusion cause by Harvey Road as it exists today not being one continuous road.

Answer:

The Task force does not disagree.

The residents wanted to know if they could make their own suggestions for names if the roads names ultimately end up having to be changed.

Answer:

Residents may submit their suggestions to the task force. If a consensus on the name is reached by the residents, the task force will make every effort to accommodate names that do not conflict with 911 standards and guideline.

John Farrell

Town Councilor, John Farrell entered the meeting room. He addressed the residents.

He explained that street naming issues were previously handled by the planning board and that had has asked the town manager to look into returning the responsibility to the planning board instead of the Town council. He explained that he did not want to change any of the names. He made some suggestions for the Task force to consider such as coming up a name change like "Joseph Hardy Road" or "Steven Hovey Road", or "Hovey Hill Road". He said that he was looking to try and find a middle ground that would be acceptable to everyone and provide a balanced approach. He explained that he as a councilor made his decision about not changing the name of Harvey Road due to the number of emails he received from the businesses. John Farrell advised residents of his email addresses and phone numbers and invited the residents to contact him with their concerns. Mr. Farrell then left this meeting.

Residents commented that in other parts of the country a grid system is used which eliminates the naming issues.

Residents were advised that there is another meeting schedule for November 1, 2011 and they are welcome to attend and advise their neighbors to attend as well.

Meeting was adjourned at 8:30 P.M.

MEETING ATTENDANCE OCTOBER 24, 2011

<u>Name</u>	<u>Address</u>	<u>Phone/Email (optional)</u>
Maggie Schneider	46 Hardy Rd	432-5472
Jessie Spaulding	88 Hovey Rd	425-0113
Linda Bales	51 Hovey Rd	432-3474
CURTIS BALES	51 Hovey Rd	432-3474
CARL BARTON	7 Hovey Rd	216-2802
Dawn Barton	7 Hovey Rd	216-2802
THOMAS HOLDSWORTH	110 Hovey Rd	216-1272
BONNIE CHAPDELAIN	106 Hovey Rd	432-6246
Cindy Chapdelaine	106 Hovey Rd	432-6246
Fawn MacLaren	107 Hardy Rd	432-4559
Bryan MacLaren	107 Hovey Rd	667-6162
Erin MacLaren	107 Hovey Rd	432-4559
Is-Ara Marshall	85 Hovey Rd	738-1552
SCOTT MENNS	85 Hovey Rd	303-3556
Betty Gilkinson	115 Hovey Rd	432-9077
Bill Fivorce	39 Hardy Rd	490-2299
Sandy Cole	99A Hardy Rd	434-7816
VANICE WALTER	26 Hardy Rd	432-4046
HERBERT F. WALTER	26 Hardy Rd	432-4046
Karalyn Martino	20 Hardy Road	434-8479
Jessica Toomey	25 Hardy Road	432-8018
Wenda Martino	20 Hardy Road	603-434-8479
Areera Martino	20 Hardy Road	603-434-8479
Jason Pinheiro	105 Hovey rd	603-437-2596
Nicole Adinolfo	105 Hovey rd	603-437-2596
Paulo Pinheiro	105 Hovey rd	603-437-2596
Jasn Phelps	66 Hovey Rd	603-203-4223
John FERREIRA	58 Hovey Rd	603-434-6337
Suzanne DeWolf	33 Hardy Rd	505-4534-
Adam DeWolf	33 Hardy Rd	505-4534

MEETING ATTENDANCE OCTOBER 24, 2011

Name	Address	Phone/Email (optional)
Joan Miller	16 Hovey Rd	434-2269
Lou MARASCA	21 Hardy Rd	432-4344
JEFF BOLES	28 HOVEY RD	493-6980
JOE MINIHANE	69 HOVEY RD	434-7621
Rosemarie Minihane	69 Hovey Rd	434-7621
Kurti Stanley	112 Hardy Rd	434-3476

City and Town responsibilities similar or confusing for Street Name

On December 2, 2002 the Presiding Justice in Cheshire County, Judge John Arnold, issued a ruling on a request by the Town of Swanzey on a motion for summary judgment. Summary judgment was denied. Although that decision is not binding on other courts it certainly indicates how courts may rule in the future on the issue of a city or towns obligation to deal with similar or confusing street names. For a full copy of the ruling see Robert Adams, ET. AL. V. Town of Swanzey, Docket no. 01-C-042.

By way of background, the Bureau of Emergency Communications Mapping/Addressing Unit had supplied the Town of Swanzey with a list of street names that the Bureau believed should be changed for safety reasons. Three of those streets were variations of the street name "Grove". The Selectmen agreed to change two of the streets and held a public hearing to discuss the change. At that meeting citizens from the two streets to be changed voiced great displeasure and the Selectmen decided to turn the names back to the original names. Subsequently, there was a fire on one of the "Grove" streets and the fire department went to the wrong one. Mr. Adams filed a tort action alleging the Town breached its duty by declining to change the street name, and the Town moved for summary judgment based on discretionary immunity.

The following are excerpts front that decision.:

"Under New Hampshire law it is widely accepted that the municipalities are immune from tort for conduct that involves discretionary acts or omissions."

"-----while all planning decisions are discretionary and thus immune from liability, all operational-level conduct is ministerial, and thus subject to potential tort liability."

"In this case the Board made a decision to review the safety concerns regarding the street names. The Board was then under an obligation to correct any dangerous situations. Therefore, any act undertaken by the Board pursuant to a decision to the review of the safety of the street names is ministerial and not subject to immunity."

"Regardless of whether the board [sic] actually made the street name change and then revoked its decision or simply considered the name change and failed to act, the town had a statutory duty to take action once it was made aware or [sic] public safety concerns. Therefore, the town was required to change the street name and its failure to act resulted in the violation of the statute. The court finds that the doctrine of governmental immunity does not apply because the action complained of was not a discretionary function but instead a statutory duty."

*Street naming conventions reprinted from Addressing Standards Guide, updated April, 2008.
Prepared by the State of New Hampshire Department of Public Safety Division of
Emergency Services Bureau of Emergency Communications (BEC):*

Street Naming

The BEC recommends that each street within a municipality, meeting the standards discussed previously, be given its own unique road name. If duplicate or confusingly similar street names currently exist in a municipality, the BEC recommends that new names be assigned to prevent confusion on the part of emergency responders.

- Eliminate like sounding, similar sounding, or duplicate road names.
- Avoid family names or individual's names, especially living persons and politicians.
- If the road is continuous, avoid changing names at an intersection or a curve or some other point.
- Do not use the same name with a different suffix (e.g. SMITH RD, SMITH LN).
- A duplicate street name is one in which the main part of the name is shared by more than one street, even if the designators, or directional information is different. Road names can be duplicate even if they are spelled differently when they are phonetically identical. SMITH ST, SMYTH ST, SMITH RD, NORTH SMITH ST, SMITH ST SOUTH, SMITH ST EXT are all duplicate road names.
- A confusingly similar street name is one in which either a large part of the name is shared by more than one street, or the names of more than one street are phonetically similar. OLD COUNTRY RD and COUNTRY LN would be similar sounding road names, as would COUNTRY LN and COUNTY LN and LAUREL AV and LAUREN AV.
- Street names should not contain any special characters such as hyphens, apostrophes, or dashes.
- Street names should not contain any abbreviations. Abbreviations are only appropriate at the end of a street name in the street suffix or designator. RD, ST, and AVE, are examples of acceptable street suffixes or designators. Please refer to the United States Postal Service document entitled *Postal Addressing Standards, Publication 28* for a complete list of NENA approved designators.
- The BEC recommends that continuous streets be assigned only one name for the entire length of the street.
- Avoid the use of directionals and USPS standard suffixes as road/street names (e.g. EAST ST, NORTH BLVD, KEARSARGE MTN RD, COURT ST, AVENUE OF THE PINES).
- All words within the main body of a street name should be spelled out completely and not abbreviated. This includes valid street suffixes and cardinal directions which are part of the main body of the name, rather than modifiers of the street name. Examples of street names which meet this criteria include WEST ALTON MARINA RD (west in this street name refers to the locality of West Alton, rather than the western section of ALTON MARINA RD), FIRE LANE 24 (LANE is not a designator in this situation), KEARSARGE MTN RD (KEARSARGE should be spelled out).
- Avoid the use of nonstandard street name suffixes which may be confused with subdivisions or commercial developments (e.g. Example Plaza, Example Place)

The following, RSA 231:133 describes the municipal responsibility for the naming of streets:

231:133 Names; Changes; Signs. -

I. In all towns, cities, and those village districts which maintain public highways, every highway and street under the control of the town, city, or village district shall have a name which shall be given it by the governing body. Said name shall be legibly marked on a suitable signboard or other marker and placed in at least 2 conspicuous places on said street. The governing body may change the name of any such street or highway at any time when in its judgment there is occasion for so doing. The governing body may change the name of a private street or highway when the name change is necessary to conform to the requirements of the enhanced 911 telecommunications system. In towns and village districts the governing body may at its discretion provide for public hearing and submit such names for approval at any meeting of the legislative body, and voters may submit a petitioned warrant article for such a name change under the procedure of RSA 39:3.

Street Naming System Task Force

Frequently Asked Questions

What is the Street Naming System Task Force?

The Task Force was created by Resolution 2009-15 in response to a 9-1-1 memo defining street names that are non-compliant with addressing standards and is charged with providing oversight and informing and directing strategies to correct duplicate or confusing street names. The Task Force reports to the Londonderry Town Council and Town Manager until project completion and acceptance.

Members include representatives from the Londonderry Fire Department (James Bilodeau, 9-1-1 Coordinator), Police Department (Cynthia McCann, Dispatch Supervisor), Assessing Department (Karen Marchant, Town Assessor) and Community Development Department (John Vogl, GIS Manager).

Why was my street chosen?

The town of Londonderry received a memo from NH 9-1-1 in June of this year identifying a list of streets that had names that were non-compliant with addressing standards. These non-compliant names may potentially cause delay in locating a given address in an emergency. The list included several types of conflicts, such as duplicate names, similar sounding names, confusing prefixes or suffixes, streets with an ambiguous start or terminus, and streets containing duplicate numbers.

Town staff reviewed the 9-1-1 recommendations and finalized a list of street names to be adjusted. The Task Force was charged with implementing those changes and has done so by bringing forward changes to a couple streets at a time.

What other streets are changing?

The working list of street names that require correction can be found in this [memo to the Town Council](#).

Why can't we leave things as they are?

Having been made aware of potential public safety concerns, the Town has a statutory duty to act and clear up similar sounding or confusing road names. Confusing names risk potential for service delay as precious time may be taken up clarifying a response location rather than sending vehicles on the road. There have been numerous examples throughout town where unnecessary delays have occurred. Most recently, the situation was made clear when mutual aid support from Derry arrived at the wrong street during a fire event. The particular street was identified by the Task Force as needing correction since it contained multiple, unconnected segments, all bearing the same name.

Similarly, a 2002 court decision referred to as the Swanzey Decision found the town of Swanzey at fault for being made aware of but failing to correct known naming ambiguities. This decision provides an indication of how courts might rule in future cases.

It is important to remember that 9-1-1 calls originate from Concord, where dispatchers do not have the acute knowledge of streets that local residents or responders do. Given the prevalence of cell phones, emergency calls can originate from anyone, anywhere, often by people who do not know the area and who may inadvertently mis-communicate confusing addresses. It is to everyone's best interest that confusing or duplicate street names be resolved.

What is the process for changing a street name?

Name changes are carried out by the Town Council, per NH RSA 231:133. A change occurs as a Council Resolution which may be adopted after a public hearing.

The Task Force has opted to hold workshop meetings with affected property owners prior to developing resolution language. We hope to achieve consensus on name changes during these meetings. The next step includes a first and second reading during Council meetings. The second reading, scheduled a minimum 2 weeks after the first, includes a public hearing where public comment is taken.

How will I be notified?

Residents will receive notification of the workshop meeting by certified mail, the council public hearing by first class mail and will receive final notification of their new address by certified mail once the changes become official.

Is changing my street name really a "done deal"?

The change becomes a done deal at the time the Council adopts the new name. Members of the public are free to advocate for any resolution they desire at the time of public hearings.

Is the Task Force correcting all the streets at once?

No. The Task Force expects to roll out changes over three years.

How long will residents have to carry out address changes?

Name changes become official 60 days after adoption by the Town Council. Residents will be notified by certified letter of the action and the changeover date. The US Post Office will be notified by the Town, and will automatically begin transitioning to the new address. The Post Office will hold both addresses (old and new) for up to 1 year. A NH driver's license and vehicle registration require notification within 10 days of the change. Residents should provide notice to banks/utilities/credit cards/magazines/etc as soon as possible.

How do residents notify utilities/banks/credit cards, etc?

Resident should use the address notification form available on most billing statements. Additionally, change of address cards are available at the US Post Offices and can be filled out and submitted to vendors.

How do I change my drivers license?

Persons licensed to drive a motor vehicle and within New Hampshire and experiencing an address change must notify the Director of Motor Vehicles in writing of such change within 10 days. Request forms are [available here](#) and must be filled out and submitted to the Division of Motor Vehicles within 10 days of the date your address change becomes

effective. A separate form must be filled out for each licensed operator who resides in your household. Copies are also available at the Londonderry Police Station.

You may either mail the completed form to the address below or bring the completed form(s) to any Motor Vehicle Licensing Station.

State of New Hampshire
Department of Safety
Division of Motor Vehicles
33 Hazen Drive
Concord, N.H. 03305-0999

When will street signs be changed?

The Town will post new street signs after adoption of the resolution. Signs will label the street by it's new name.

Do I have to change my property deed?

No. Deeds are drafted to reference points on the ground and do not need to be updated to reflect street addresses.

How do street names get assigned; Who decides on them?

At the start, developers submit street names at the time of subdivision. The names are part of the submitted plans and go through the Town's design review process whereby they are vetted by all the town departments.

At this point, where names are being changed, the Task Force is seeking suggestions from affected residents. We have some acceptable choices but will attempt to reach consensus with property owners before settling on a recommendation. We hope that names are suggested that tie to the agricultural history of Londonderry.

Do we have to change Passport information?

No. Passports do not contain addressing information and do not require changes or notification.

What defines the timing of changes? Will this affect the cost of doing business?

The Post Office will keep both addresses for up to 1 year. Some things, like vehicle registration updates are required by law. Other things like billing addresses are not mandated and should happen within the 1-year period or at the owner's discretion. Businesses that have letterhead or printed office supplies should use this time to run through excess supplies.

How do responders know where the houses are located on the street?

Londonderry responders utilize address maps that illustrate every structure and address in town. These maps are updated regularly and represent the best available information. It is up to the property owners to label the mailboxes or front doors appropriately so that responders or deliveries/visitors without address books can locate the structure on the street without confusion.