

**NHDOT BOW-CONCORD 13742 PUBLIC OUTREACH,
PROJECT MANAGEMENT & ENGINEERING SERVICES,
13742P**

Bow & Concord, New Hampshire

PUBLIC INVOLVEMENT PLAN

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Prepared For:



New Hampshire Department of Transportation
7 Hazen Drive
Concord, NH 03302

Submitted by:



WSP USA Inc.
10 Al Paul Lane, Suite 103
Merrimack, NH 03054

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1.0 BACKGROUND AND OVERVIEW

1.1 PURPOSE OF THE PUBLIC INVOLVEMENT PLAN

The purpose of this Public Involvement Plan (PIP) is to set forth a plan to communicate to the public and outline how the public will be involved in the final design phase, the National Environmental Policy Act (NEPA) process, and construction implementation for the Bow-Concord Improvement Project (13742). This PIP will:

- Communicate the public outreach approach and project development process that will be incorporated on the Bow-Concord Improvement Project (13742).
- Communicate the project timeline through the final design phase, NEPA process and construction implementation.
- Describe the communication methods and outreach strategies that will be implemented to inform and engage the community.

The PIP will be updated periodically to reflect updates to the schedule and other items that change over the course of the project. The PIP will be published on the project's website.

1.2 PUBLIC OUTREACH APPROACH

The Bow-Concord Improvement Project (13742) will incorporate methods of Promising Practices for Meaningful Public Involvement. This is a process endorsed by the United State Department of Transportation (USDOT) and is a guide to incorporate meaningful public involvement early in the planning process to allow for equitable access. USDOT defines meaningful public involvement as a process that proactively seeks full representation from the community, considers public comments and feedback and acts on that feedback to incorporate into a project, program, or plan.

Features of Meaningful Public Involvement

1. Understand community demographics
2. Build durable community relationships
3. Understand community wants and needs
4. Involve broad representation of community
5. Use community-preferred engagement techniques
6. Document and share community's impact on decisions

The public or stakeholders as defined by USDOT, is anyone who resides, works, visits, has an interest in or does business in an area potentially affected by transportation decisions. The public in the Bow-Concord Improvement Project (13742) project may include but are not limited to:

- Citizens who live, work and/or travel along I-93, I-89, I-393 in Bow and Concord
- Municipal, regional, and state government elected and appointed officials.
- Groups with environmental, economic, or other concerns.
- Local utility companies.
- State and Federal resource agencies such as the NH Department of Environmental Services (NHDES), NH Division of Historical Resources (NHDHR), and others.
- NH Department of Safety (DOS) and Homeland Security & Emergency Management (HSEM).
- Central New Hampshire Regional Planning Commission (CNHRPC)
- Emergency response agencies such as Police and Fire Departments
- Federal Highway Administration (FHWA).
- NH Department of Transportation (NHDOT).

Characteristics of the Process Contributing to Excellence

1. Communication with all stakeholders is open, honest, early, and continuous.
2. A multidisciplinary team is established early, with disciplines based on the needs of the specific project, and with the inclusion of the public.
3. A full range of stakeholders is involved with transportation officials in the scoping phase. The purposes of the project are clearly defined, and consensus on the scope is forged before proceeding.

4. The project development process is tailored to meet the circumstances. This process should examine multiple alternatives that will result in a consensus of approach methods.
5. A commitment to the process from top agency officials and local leaders is secured.
6. The public involvement process, which includes informal meetings, is tailored to the project.
7. A full range of tools for communication about project alternatives is used (e.g., visualization).

1.3 PROJECT OVERVIEW

The New Hampshire Department of Transportation (NHDOT) is evaluating the needs of the Bow-Concord Improvement Project (13742) corridor including I-93, I-89, I-393, intersecting roadways, interchanges and intersections, and proposing to address the safety, mobility, operations, and transportation choices to ensure safe and efficient transportation corridor for people, goods, and services, while balancing the natural, cultural, and recreational resources of the surrounding communities. The project limits begin south of the I-89/I-93 interchange and end at the Merrimack River north of Exit 15 on I-93. Work will also be conducted on I-89 from the I-89/I-93 interchange and continue on I-89 just west of Exit 1, and from the I-93 and I-393 interchange and continuing on I-393 to just east of Exit 1. Additional improvements on local roads within the project limits have been identified and are included to improve safety and mobility at the intersecting roadways, accommodate bicyclists and pedestrians, and promote access of the traveling public, community, and stakeholders.

1.4 PUBLIC INVOLVEMENT PROJECT TEAM

The Project Team consists of staff from NHDOT and the project consultant, WSP.

PROJECT LEAD TEAM			
NAME	ORGANIZATION	E-MAIL ADDRESS	TELEPHONE
Jason Ayotte, Project Manager	NHDOT	Jason.M.Ayotte@dot.nh.gov	603-271-3921
Delia Makhetha, Public Involvement Lead	WSP	Delia.Makhetha@wsp.com	603-263-8881
Bow-Concord Project Team	Project Team	info@bow-concord.com	603-333-1933

1.5 PROJECT BRANDING

Given the size and scope of this project, the Project Team has identified the need for a distinct project brand. The branding design and concept will be reflected on all project materials which may include but are not limited to:

- Website
- Posters
- Brochures
- Presentations
- Mailers
- Videos
- Promotional materials

The approved project logo, below, is reflective of NHDOT, the natural environment, and the community.



The project team will develop branding guidelines, so all materials meet branding specifications. Branding guidelines will include color codes, logo versions, and fonts.

2.0 PROJECT DEVELOPMENT

2.1 NHDOT PROJECT DEVELOPMENT PROCESS

All NHDOT projects, including the Bow-Concord Improvement Project (13742), are developed through a seven-step project development process illustrated below:

1. Project Scoping / Data Collection / Coordination
2. Preliminary Engineering Studies / Environmental Evaluation
3. Environmental Documentation
4. Formal Public Hearing Process
5. Final Design (Project Construction Plan Development) / Right-of-Way Acquisition
6. Project Construction.

This process is described in more detail in the 'Project Development making transportation projects a reality' guide that is available on NHDOT's website at the following link:

<https://archive.org/details/citizens-guide-project-development/page/n3/mode/2up> under the Citizens Guide to Transportation Series section. The public involvement process seeks to gather critical community-level input in the first three phases of the project development process prior to identifying a "Preferred Alternative", as well as requesting layout approval at the formal Public Hearing.

Currently, the project is within the Environmental Documentation phase. The project team will host public informational meetings to gather public feedback on the design elements and proposed alternatives, as needed. The public feedback will be used to refine the alternatives, evaluate impacts, and the revise the environmental documentation previously completed for the project. The Project will be completing an Environmental Assessment (EA) to meet the FHWA's NEPA requirements. The EA is required to aid in NHDOT and FHWA compliance with NEPA when no environmental impact statement is anticipated. The EA shall include brief discussions of the need for the proposal, of alternatives as required by section 102(2)(E), of the environmental impacts of the proposed action and alternatives, and a listing of agencies and persons consulted. FHWA must approve an EA before it is made available to the public for a 30-day review period.

If it is determined that there will be no significant impacts a finding of no significant impact (FONSI) will be prepared to conclude the process and document the decision. A FONSI is issued when environmental analysis and interagency review during the EA process find a project to have no significant impacts on the quality of the environment. The FONSI document is the EA modified to reflect all applicable comments and responses. If it was not done in the EA, the FONSI must include the project sponsor's recommendation or selected alternative. No formal public circulation of the FONSI is required, but the state clearinghouse must be notified of the availability of the FONSI. In addition, FHWA recommends that the public be notified through notices in local newspapers.

The Formal Public Hearing Process will be held to procure approval for the project's layout or new right-of-way and required by State statute RSA 230:45 due to the limited access right-of-way modifications. The Public Hearing will be overseen by a Special Committee Hearing Commission that is comprised of three members appointed by the Governor and Executive Council, who are tasked to decide on the layout of the preferred alternative that has been identified. At the Public Hearing, NHDOT will make a formal presentation, and public testimony will be taken, recorded, and transcribed for the Hearing Commission. All issues and/or comments raised at the Public Hearing or during the hearing comment period will be documented and addressed in a report termed the Report of the Commissioner (ROTC). The ROTC will be presented to the Hearing Commission at the Finding of Necessity (FON) meeting, where if the Hearing Commission finds in favor of the project's layout, then the project will advance to the Final Design / Right-of-Way phase. The Public Hearing and subsequent layout approval represent a major milestone in the project development phase as it solidifies the major aspects and right of way requirements of the project's design.

2.2 PROJECT MEETINGS

Several types of meetings are proposed as part of the outreach plan over the course of this project. They are described in the sections below.

2.2.1 PUBLIC INFORMATIONAL & PUBLIC OFFICIAL MEETINGS

The Project team intends to hold public informational and official meetings to assist in the Environmental Documentation, Right-of-Way Layout, and Final Design. The objective of the public informational meetings is to educate stakeholders and receive feedback to assist in project decisions, while Public Official Meetings (Board of Selectmen or City Council) may be scheduled to educate the community regarding project status and direction, respond to public official comments, or seek formal community direction.

The public informational and official meetings will be widely advertised within the community with notices posted in prominent public places and on the City of Concord and Town of Bow websites (at the municipal discretion). Meeting advertisements will be included in local and regional newspapers. E-mail invitations will be sent to the project's stakeholders distribution list including local, regional, and state officials, environmental and other interest groups. Direct mailers may also be utilized to reach businesses, residences and PO Boxes throughout the project area.

In the event in-person meetings are not possible, virtual public meetings will be conducted in accordance with NHDOT guidelines.

The public informational meetings will be conducted during afternoon/evening sessions.

2.2.2 STAKEHOLDER MEETINGS

The Project team intends to hold several stakeholder meetings with key groups in Concord and Bow during the preferred alternative/draft Environmental Documentation phase. The objective of the stakeholder meetings is to provide project updates with key groups and receive feedback from these groups based on the perspective of each stakeholder group. Stakeholder groups may include but are not limited to:

- Community Working Groups and Committees such as the City's Transportation Policy Advisory Committee
- Emergency responders, school officials
- Environmental groups
- Bicyclist/pedestrian groups

These stakeholder meetings will not be publicly advertised by NHDOT. The stakeholder group may choose to advertise the meeting with its members.

In the event in-person meetings are not possible, virtual public meetings will be conducted in accordance with NHDOT guidelines and the guidelines of the stakeholder group.

2.2.3 PUBLIC WORKSHOPS

The Project team intends to hold public workshops in Concord and Bow during the preferred alternative/draft environmental documentation phase. The objective of the public workshops will be to gather specific input from the impacted communities.

Public workshops will be widely advertised within the community with notices posted in prominent public places and on the City of Concord and Town of Bow websites (at the municipal discretion). Meeting advertisements will be included in local and regional newspapers. E-mail invitations will be sent to the project's stakeholders distribution list including local, regional, and state officials, environmental and other interest groups. Direct mailers may also be utilized to reach businesses, residences and PO Boxes throughout the project area.

In the event in-person workshops are not possible, virtual public workshops will be conducted in accordance with NHDOT guidelines.

2.2.4 OPEN HOUSES/LISTENING SESSIONS/COFFEE CHATS

The Project team may host open house events in Concord and/or Bow for the public during the preferred alternative/draft environmental documentation phase. The objective of an open house will be to allow the public to meet with the Project Team informally to review the preferred alternative and ask general questions and location-specific questions. These events will not include formal presentations.

Open houses will be widely advertised within the community with notices posted in prominent public places and on the project website and City of Concord and Town of Bow websites (at the municipal discretion). Meeting advertisements will be included in local and regional newspapers. E-mail invitations will be sent to the project's stakeholders distribution list including local, regional, and state officials, environmental and other interest groups. Open house events are intended to be held in-person, in a public space that is accessible to the public. Direct mailers may also be utilized to reach businesses, residences and PO Boxes throughout the project area.

The Project team may host listening sessions and/or coffee chats in Concord and/or Bow for the public during the preferred alternative/draft environmental documentation phase. The objective of any listening sessions or coffee chats will be to provide the public with an informal setting to ask project specific questions of the Project Team including general project questions and location-specific questions. These events will not include formal presentations.

Listening sessions and/or coffee chats will be widely advertised within the community with notices posted in prominent public places and on the project website and City of Concord and Town of Bow websites (at the municipal discretion). Listening sessions and/or coffee chats are intended to be held in-person, in a public space that is accessible to the public.

2.2.6 PUBLIC EVENT TABLING

The Project Team may set up public information tables at local public events in Concord and/or Bow during the preferred alternative/draft environmental documentation phase. The objective of tabling at a public event will be to raise public awareness and understanding of the project.

Appearances at public events will be advertised on the project website. E-mail notifications will be sent to the project's stakeholders distribution list.

2.2.7 PUBLIC HEARING

A Public Hearing will be held to formally present the Bow-Concord Improvement Project (13742) to the public and abutters as part of the NEPA process. The Public Hearing will be held in the City of Concord or Town of Bow. The Public Hearing will be widely advertised within the community with notices posted in prominent public places and on the Town's website. Hearing notices will be advertised in local and regional newspapers. E-mail invitations will be sent to stakeholders who may be impacted by the project. E-mail invitations will also be sent to local, regional, and state officials, as well as to environmental and other interest groups. Direct mailers may also be utilized to reach businesses, residences and PO Boxes throughout the project area.

The Public Hearing and subsequent layout approval represent a major milestone in the project development phase as they solidify the major aspects and right-of-way requirements of the project's design. The conclusion of a successful Public Hearing phase, which represents the project at a 30% completion stage, allows the project to proceed to final design and Right-of-Way acquisition. The Public Hearing is anticipated to be held in 2026.

3.0 PROJECT SCHEDULE

A project timeline for the Bow-Concord Improvement Project (13742) is below. This timeline is an approximation and is subject to change. Additional schedule activities will be added as the project moves into future project phases. Public Involvement activities will be scheduled during each phase of the project schedule. All public involvement activities will be published on the project website.

Bow-Concord Improvement Project (13742) Schedule

Planning: Completed 2008

- Project Vision
- Range of Reasonable Alternatives
- Level of Environmental Documentation

Preliminary Design & NEPA: 2014-2025

- Project Purpose & Need
- Alternative Analysis
- Environmental Documentation
- Public Hearing

Final Design & Right of Way: Anticipated 2026-2030

- Final Design
- Purchase Right of Way
- Environmental Permitting

Construction: Anticipated 2029-2038

- 2029-2031 - Critical I 393 Bridge Projects
- 2032-2035 - I 81 Exit 1
- 2032-2038 - I 93 Corridor

4.0 COMMUNICATION METHODS

4.1 PROJECT WEBSITE

Given the size and scope of the project, the Project Team will develop and launch a stand-alone project website. The website will post pertinent project information, public involvement activity notices, an interactive project map, meeting summaries and notes. The website can be accessed via www.bow-concord.com. The purpose of the website is to keep the public informed about the project and provide another way for the public to provide input. The website content will be updated at project milestones and after project meetings. For questions or comments on the material posted on the website, please contact the NHDOT Project Manager:

- Jason Ayotte, NHDOT Project Manager, at Jason.M.Ayotte@dot.nh.gov or (603) 271-3921

4.2 CITY/TOWN WEBSITES

The Project Team will work with the City of Concord and the Town of Bow to include a project website link on their respective municipal websites.

4.3 E-MAIL

A primary method of communication for the project will be via e-mail. The project has set up a project specific email address, info@bow-concord.com, which will be published on all materials. This will be the primary method to reach the Project Team throughout all phases of the project.

A project stakeholder e-mail list will be developed at the beginning of the project by the public involvement consultant. This list will be used to distribute e-mail notifications for public meetings, public outreach activities, project notifications and the Public Hearing. Stakeholders include but are not limited to, area businesses, residents, municipal officials, emergency services and educational institutions. Members of the public who are interested in project updates will be able to sign up for the stakeholder email distribution list via the project website.

4.4 MEETINGS

Public informational meetings, open houses, stakeholder meetings, listening sessions/coffee chats and the Public Hearing will be used to disseminate and discuss pertinent information regarding the Bow-Concord Improvement Project (13742).

Materials for these meetings will be coordinated between NHDOT and the public information consultant. Visual materials will support project information shared with the public. Drone footage may be provided to incorporate images into meeting materials.

4.5 MATERIALS

Project materials will be created to support the Bow-Concord Improvement Project (13742). These materials will be developed in accordance with the project branding guidelines. Materials may include but are not limited to:

- Posters
- Brochures
- Pull up banner
- Stickers
- Direct mailers
- Giveaways

4.6 MEDIA

To help maximize the distribution of meeting notices for public informational meetings, public workshops, and the Public Hearing, news releases and/or meeting notices will be provided to local and regional news outlets by the Project Team.

New Hampshire Union Leader

- Publication Frequency: Daily
- Distribution Area: Greater Manchester
- Address: 100 William Loeb Drive Manchester, NH 03109
- Phone: (603) 668-4321
- Fax: (603) 352-9700
- E-mail: news@unionleader.com
- Website: www.unionleader.com

WMUR

- Broadcasts: Daily
- Distribution Area: New Hampshire
- Address: 100 South Commercial Street Manchester, NH 03101
- Phone: (603) 669-9999
- Fax: (603) 641-9005
- E-mail: breakingnews@wmur.com; News Director, Alisha McDevitt: amcdevitt@hearst.com
- Website: www.wmur.com

Concord Monitor

- Publication Frequency: Daily
- Distribution Area: Greater Manchester
- Address: 1 Monitor Drive Concord, NH 03301
- Phone: (603) 224-5301
- Fax: 603-224-8120
- E-mail: news@cmonitor.com; communitynews@cmonitor.com
- Website: <https://www.concordmonitor.com/>

Concord TV

- Broadcast: Daily
- Distribution Area: Greater Concord
- Address: 170 Warren Street, Concord, NH 03301
- Phone: (603) 226-8872, (603) 266-8872 extension 14
- E-mail: josh@yourconcordtv.org, info@concordcctv.org
- Website: <https://www.yourconcordtv.org/>

4.7 SOCIAL MEDIA

Social media posts along with photos or graphics will be created for the Bow-Concord Improvement Project (13742) to post pertinent project information on NHDOT managed social media accounts. The social media posts will be used to promote project milestones and opportunities for public engagement which may include but are not limited to:

- Public information and official meetings
- Public workshops
- Public listening sessions/coffee chats
- Tabling at public events

- Public hearing announcement
- Public hearing comment period closure

Existing NHDOT social media accounts include:

- Facebook - @NHDOT
- Twitter - @NewHampshireDOT

Social media postings will be created in a consistent, expository style. Social media posts may also include videos clips or reels. Because all users of the social media accounts must consider its associated risks, including the conflation of personal and professional communications, spreading malware, disclosing sensitive information, and responding to crisis, NHDOT will remain the final approver of all content and are responsible for all posts on its respective social media accounts. NHDOT will be responsible for responding to and managing any comments or questions posted on its respective social media postings related to the projects.

4.8 INTERACTIVE TOOLS

Through the Federal Highway Administration Everyday Counts Initiative 5, virtual public involvement will be encouraged throughout the project using various interactive tools. These may include MetroQuest, an online public engagement tool that utilizes game-like planning techniques to create compelling, interactive and educational surveys, Poll Everywhere, a web-based live activity platform that can be used during in-person and virtual presentations, or other virtual survey tools that allow participants to vote on multiple-choice and open-ended questions through text or web browsing.