



New Hampshire Rivers Management and Protection Program Local Advisory Committee Volunteer Survey:



Looking Forward and Beyond 2020 With 20/20 Vision- Analysis of 2019 LAC Survey Responses

On September 10, 2019, the Rivers Management and Protection Program (Rivers Program) emailed a Survey Monkey survey to 224 active Local Advisory Committee (LAC) and Connecticut River Subcommittee volunteers. The purpose of the survey was for volunteers to share their LAC's (or Connecticut River Subcommittee's) thoughts, concerns, and priorities as the Rivers Program develops a vision and strategy for the future of the Rivers Program. The opinions, comments, and suggestions of LAC volunteers are key to making the Rivers Program a continued success and ensuring that program staff are providing the support and tools they need. By the closing date of September 30, 2019, 69 LAC volunteers (30.8% return rate) completed the survey. This document compiles and summarizes the survey responses and offers input on how these responses will guide our work in the Rivers Program.

- 1. Name:** Of the 69 individuals that completed the survey, 60 (86.96%) provided their name while 9 (13.04%) opted not to.
- 2. Local Advisory Committee:** Of the 69 individuals that completed the survey, 67 (97.10%) provided the name of their LAC while 2 (2.90%) opted not to. The LACs are listed below along with the number of individuals from each LAC who completed the survey. The LACs with the highest return-rate were the Souhegan River LAC with eight responses, the Lamprey River LAC with seven responses, and the Warner River LAC with seven responses. No responses were received from the Connecticut Headwaters LAC, Connecticut Riverbend LAC or Saco-Swift LAC. However, the Saco and Swift River LACs, which separately had been inactive, recently recombined in 2019 as the Saco-Swift LAC.

Local Advisory Committee	Number of Individuals Who Completed the Survey
Ammonoosuc	1
Ashuelot	2
Cocheco	2
Cold	1
Connecticut Headwaters	0
Connecticut Riverbend	0
Connecticut Upper Valley	2
Connecticut Mount Ascutney	3
Connecticut Wantastiquet	2
CRJC ¹	1
Contoocook and North Branch	2
Exeter-Squamscott	3
Isinglass	3
Lamprey	7
Mascoma	4
Merrimack (Lower)	2
Merrimack (Upper)	3
Oyster	2
Pemigewasset	5
Piscataquog	5
PRLAC ²	1
Saco-Swift	0
Souhegan	8
Warner	7

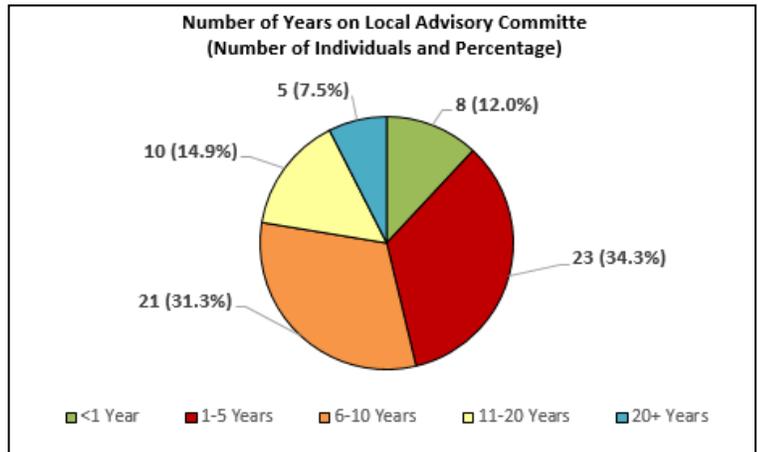
¹ Name withheld so cannot determine which Connecticut River Joint Commission Subcommittee this volunteer is associated with.

² Name withheld so cannot determine if this volunteer is associated with the Pemigewasset River LAC or the Piscataquog River LAC.



3. Number of Years on Local Advisory Committee: Of the 69 individuals who completed the survey, 67 (97.10%) answered this question while two (2.89%) did not. Of those that answered the question, 23 individuals (34.33%) have been on their LAC for only 1-5 years, 21 individuals (31.34%) have been on their LAC for 6-10 years, and 10 individuals (14.93%) have been on their LAC for 11-20 years. Eight individuals (11.94%) were new and have only been on their LAC for less than a year, and five individuals (7.46%) have been on their LAC for 20 or more years.

Number of Years	Number of Individuals	Percentage of Individuals
<1 Year	08	11.94%
1-5 Years	23	34.33%
6-10 Years	21	31.34%
11-20 Years	10	14.93%
20+ Years	05	07.46%



4. What do you see as your roles and duties as a member of your local advisory committee? Of the 69 individuals who completed the survey, 67 (97.10%) responded while two (2.89%) did not. In general, LAC volunteers saw their roles and duties as follows: 1) **To act as a liaison between the LAC and other stakeholders**, 2) **To advise and educate others**, 3) **To advocate for river protection**, 4) **To conduct water quality monitoring**, 5) **To create, revise, and implement a river corridor management plan**, 6) **To encourage and maintain involvement in their LAC**, 7) **To oversee development and investigate threats to their river**, 8) **To protect clean water and a healthy watershed**, and 9) **To review plans and applications for proposed projects**. These responses are categorized and summarized in alphabetical order below.

Act as Liaison Between LAC and Other Stakeholders

- Act as a liaison to the public and everyone else who impacts the river (legislators, regulators, industry).
- Act as a liaison to the conservation commission.
- Act as a liaison to the selectboard.
- Balance the needs and wants of river stakeholders (agriculture, business, conservation, recreation, etc.).
- Help represent local stakeholders for the best interest of a healthy river.
- Provide input to local towns and citizens on river issues.
- Provide linkage to watershed events and concerns affecting the river.
- Represent views of my community regarding the river.

Advise and Educate Others

- Advise local communities on how to preserve river quality and access.
- Bring and share news from my town.
- Bring forth concerns to the LAC.
- Conduct outreach.
- Connect the community to the river.
- Contribute opinions on things I am informed of.
- Coordinate special projects.
- Educate local residents and businesses.
- Educate others about river protection.
- Educate others with what I learn from the LAC.
- Educate the community of the role of the LAC.
- Educate the general public.
- Organize meeting topics and speakers.
- Oversee and advise on activities within the watershed.

- Promote knowledge/awareness of the value of stewardship of the river.
- Promote the river.
- Provide for public awareness.
- Provide in-depth knowledge about the river to help the communities manage its resources and the human use of them.
- Provide input to NHDES on river issues.
- Raise the awareness about the river with the watershed towns and property owners that abut the river.
- Update information and materials from the local perspective.
- Use our collective and local knowledge and love of the river to advise different entities on how human development and use could affect the river.

Advocate for River Protection

- Advocate for river recreation.
- Advocate for the river and streams.
- Be knowledgeable about how to keep rivers clean, safe, etc.
- Maintain the shoreline in a pristine condition, and maintain water purity and wildlife habitat.
- Protect land and wildlife.
- Protect the integrity and future health of the river.
- Protect the river.
- Work to promote appreciation and protection of the river and its watershed within the local community and by advising NHDES (on issues).

Conduct Water Quality Monitoring

- As sampling supervisor, co-coordinate efforts with our chair.
- Ensure we test the river each year and to (engage in) other activities which promote our presence.
- Help maintain a healthy river environment.
- Keep the river healthy.
- Maintain water purity.
- Observe the river and note/report changes or unusual conditions.
- Protect the Class B status of the river through ongoing water quality testing.
- Protect water quality.
- Work on water quality projects.

Create, Revise, and Implement a River Corridor Management Plan

- Coordinate development and implementation of our management plan.
- Ensure that our corridor management plan is up to date and being implemented when resources are available.
- Help develop a management plan.
- Implement the management plan.
- Lead and facilitate the statutory duties of writing and implementing a corridor/watershed management plan.

Encourage and Maintain Involvement in LAC

- Develop and create meeting agendas.
- Encourage and maintain involvement of the LAC members.
- Facilitate meetings.
- Keep the LAC active.
- Make the LAC visible in the river communities.
- Recruit new LAC members.

Oversee Development and Investigate Threats to the River

- Be educated about laws and their effects on the river.
- Investigate threats to the river.
- Oversee development in and around watershed.

Protect Clean Water and A Healthy Watershed

- (Be a) steward of the watershed.
- Look out for (my town's) interest in clean water and a healthy watershed.
- Protect the viability of the watershed for the future.
- Represent concerns for (my town) and learn how to keep rivers clean, along with watershed.

Review Plans and Applications for Proposed Projects

- Advise NHDES on permit applications received by my community.
- Assist in drafting response letters to permit applications.
- Attend site visits relative to proposed projects.
- Evaluate proposed projects relating to the watershed.
- Notify NHDES of any concerns.
- Provide opinion and facilitate comments on proposed projects.
- Provide specific comment and guidance on project proposals and other potential impacts to the river and its water resources.
- Review and comment on development projects within the river corridor.
- Review and comment on local projects that may impact the river.
- Review and comment on permit applications.
- Review and comment on plans for development that will affect the river.
- Review and comment on proposed projects.
- Review applications, making sure structures being built do not encroach on the river.
- Review building applications, ensuring proper culvert size for fish passage and flooding prevention.
- Review permit applications.
- Review projects in river protection zones.
- Review site plans.
- Review, comment, and provide recommendation of projects that can possibly affect the water quality in the rivers.
- Take the lead role in reviewing and summarizing AOT, Wetland, UST, etc. permit applications before every meeting.

Other

- I wish this was clearly defined. This committee has dwindled, and diverged from what I thought it would be like.

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5. **What aspects of your roles and duties would you like to understand better?** Of the 69 individuals who completed the survey, 57 (82.61%) responded while 12 (17.39%) did not. In general, LAC volunteers feel as though they would like to better understand the following aspects of their roles and duties: 1) **Funding and fundraising**, 2) **How to better communicate and educate**, 3) **How to deal with complaints and violations**, 4) **How to read/better read a plan**, 5) **Permit application review**, 6) **Regulations** (in general), 7) **The role of their LAC**, 8) **Water and water quality monitoring and analysis**, 9) and **Wetland permitting**. Responses (excluding “none”) are categorized and summarized in alphabetical order below.

Funding and Fundraising

- Access to funding/ grants and how that would work.
- Better understanding of state programs beneficially affecting the watershed.
- Fundraising limitations.
- How best to approach state – (to justify full time River Coordinator).
- How do we get funding (from NHDES, USEPA, or other NGOs)?
- How to select project funding sources to pursue.
- Money.

How to Better Communicate and Educate

- Educate the public as to the importance of the river, and how to protect it.
- Educating other users.
- How best to educate the public on the subject.
- How to interact/communicate better with NHDES, towns, and citizens.
- Role of applicable local, state, and federal agencies.
- The planning boards along the river must be in communication with us.

How to Deal with Complaints and Violations

- Responding to citizen concerns about potential wrong-doing along river.
- What to do when there are apparent abuses.

How to Read / Better Read a Plan

- I'm not very good at reading plans (even after all these years!)
- Reading/Understanding site engineering plans.

- Review existing plans.

Permit Application Review

- Best practices for project review/ overlap with NHDES review.
- Feedback of our advice.
- How our comments are handled by NHDES.
- How our input weighs in on the overall process.
- How to get advance notification of projects.
- How to review Vermont permits.
- How, and if, NHDES "sees" our responses to projects.
- Impact on (permit) applications.
- Impact on LAC comments on plans.
- Knowing critical points to look for in an application.
- NHDES decision-making (processes).
- Our specific LAC permit application renewal role (how much time and detail do we spend reviewing without duplicating NHDES's work).
- Project evaluation relative to water contamination.
- Project review is not understood by all members.
- Site visits.
- Technical aspects and terminology found in AOT applications.

Regulations (In General)

- Legislation.
- Regulations.
- Rules.
- Shoreland Protection requirements.
- Summary of regulations and limits for each.

Role of Local Advisory Committee

- Connection between our LAC and the Wild and Scenic committee.
- Does the organization have regulatory authority?
- Group has lost focus.
- How far we can go in making recommendations beyond strict permitting?
- How much latitude we have to hold events (workshops, tree planting, cleanups, water quality monitoring, etc.)?
- How to be more effective to the public.
- How to become more involved with the full watershed than just the river corridor.
- How to best coordinate with state agencies to accomplish common goals.
- How to enhance and expand contact with watershed town governing bodies.
- How to expand territory up river.
- How to get more members on the LAC.
- How to keep interest in our members?
- How to run effective meetings.
- If members had a better idea of their responsibilities, and their relationship to the rest of the committee, more work could be done pursuant to those limits or permitted actions.
- Jurisdiction of the committee.
- Outreach obligations.
- Power (of the LAC).
- Regulatory role: What impact do we have on projects?
- Reporting obligations.
- Roberts Rules of Order for convening meetings according to our RSA.
- Roles and duties should be spelled out somewhere: by-laws? NHDES recommendations?
- The legal aspect of river management.
- The legal obligations of the towns to comply with LAC enabling statues.
- Treasurer (no training in finances and budget for institution).
- What governs the activities of the organization.
- What is the organization's mandate?
- What kind of authority we have.

Water (General)

- (How to) protect rivers.
- (How to) protect well water.
- Better understanding of (the river's) hydrology.
- Better understanding of the watershed for the river and tributaries.
- Learn about conservation of watershed.
- The biological basis of river ecology and management.
- Watershed connections.

Water Quality Monitoring and Analysis

- Having in hand specific goals of DES on river water quality, priorities, example = statement on runoff management objectives.
- How can we deal with upstream sources.
- Impact of dams and federally identified hazardous sites on water quality.
- Monitoring obligations.
- Quick links to VRAP results and current flow conditions.
- See existing data collection methods.
- State vision and direction for water quality in state.
- Understanding the basic science of the data we collect.
- VRAP monitoring.
- Water quality analysis.
- Water quality impacts due to construction and continued development of watershed properties.
- Water quality sustainability.
- What are the most important dangers to water quality?
- What can we do, other than monitoring, to improve pH levels in affected areas?

Wetland Permitting

- State rules and regulations concerning wetlands.
- Wetland permitting.

Other

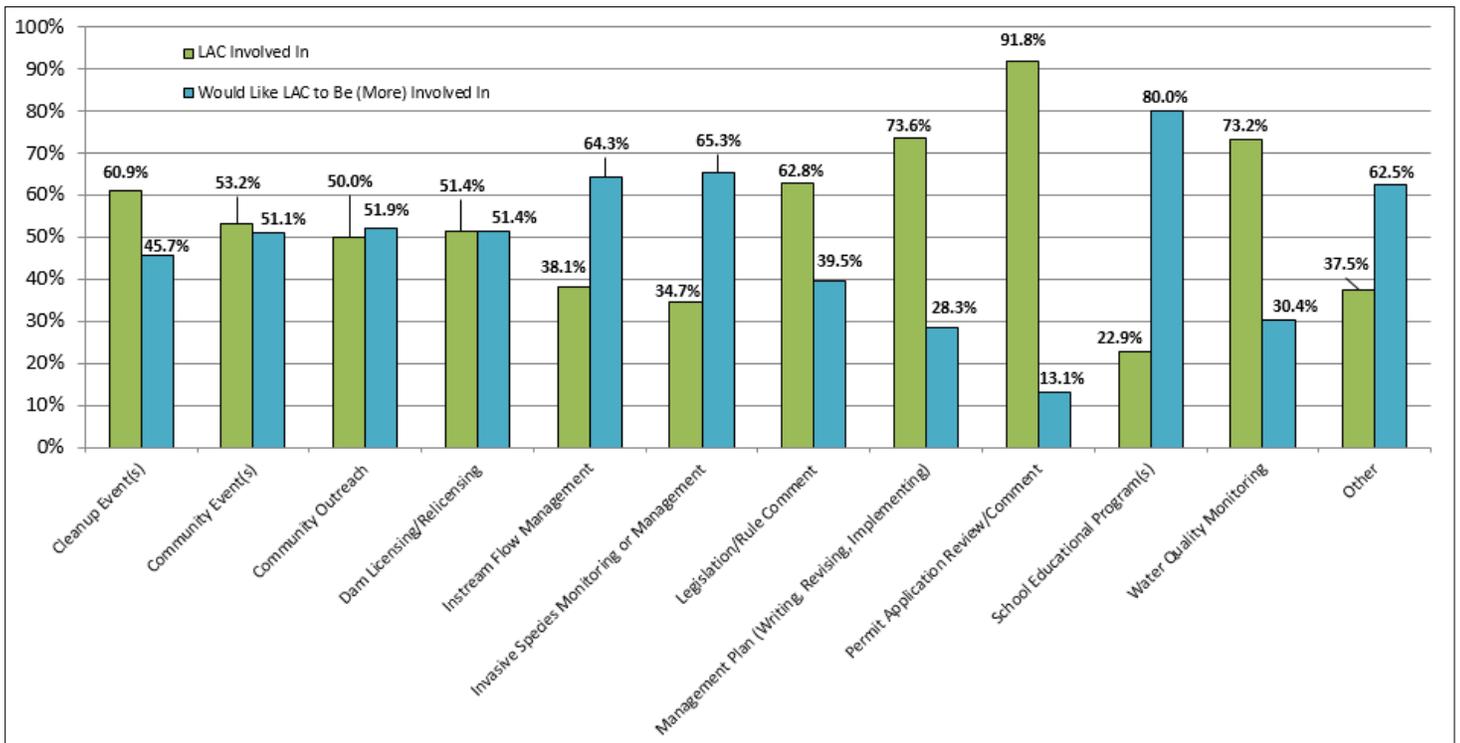
- Understanding what to do isn't a problem, it's how to get the public's attention as to why it's important that everyone needs to follow the rules.
- Macro habitats affected by climate and human actions.
- How well do various mitigation methods work.
- More understanding of results of many actions.
- Advocacy.
- Role of employee has blurred.

6. **What activities are your LAC currently involved in? What activities would you like to see your LAC become (or be more) involved in?** Of the 69 individuals who completed the survey, 67 (97.10%) responded while two (2.89%) did not. The top four activities LACs are involved in are: 1) **Permit application review comment** (56 responses and 91.80%), 2) **Water Quality Monitoring** (41 responses and 73.21%), 3) **Management plan writing, revising, implementing** (39 responses or 73.58%), and 4) **Cleanup events** (28 responses and 60.87%). **Legislation rule/comment** followed with 27 responses and 62.79%, followed by community outreach with 26 responses and 50.0% and then community events with 25 responses and 53.19%.

The top four activities LACs would like to be involved in or more involved in are as follows: 1) **Invasive species monitoring or management** (32 responses and 65.31%), 2) **School educational programs** (28 responses and 80.0%), 3) **Instream flow management** (27 responses and 64.29%), 3) **Community Outreach** (27 responses and 51.92%), and 4) **Community events** (24 responses and 51.06%). **Cleanup events** followed with 21 responses and 45.65%, followed by dam licensing/relicensing with 18 responses and 51.43%.

The table and graph on the follow page depicts these responses, with other responses listed below.

Activity	LAC Involved In		Would Like LAC to Be (More) Involved In		Total
Cleanup Event(s)	28	60.87%	21	45.65%	46
Community Event(s)	25	53.19%	24	51.06%	47
Community Outreach	26	50.00%	27	51.92%	52
Dam Licensing/Relicensing	18	51.43%	18	51.43%	35
Instream Flow Management	16	38.10%	27	64.29%	42
Invasive Species Monitoring or Management	17	34.69%	32	65.31%	49
Legislation/Rule Comment	27	62.79%	17	39.53%	43
Management Plan (Writing, Revising, Implementing)	39	73.58%	15	28.30%	53
Permit Application Review/Comment	56	91.80%	8	13.11%	61
School Educational Program(s)	8	22.86%	28	80.00%	35
Water Quality Monitoring	41	73.21%	17	30.36%	56
Other	3	37.50%	5	62.50%	8
Other (please specify)					15

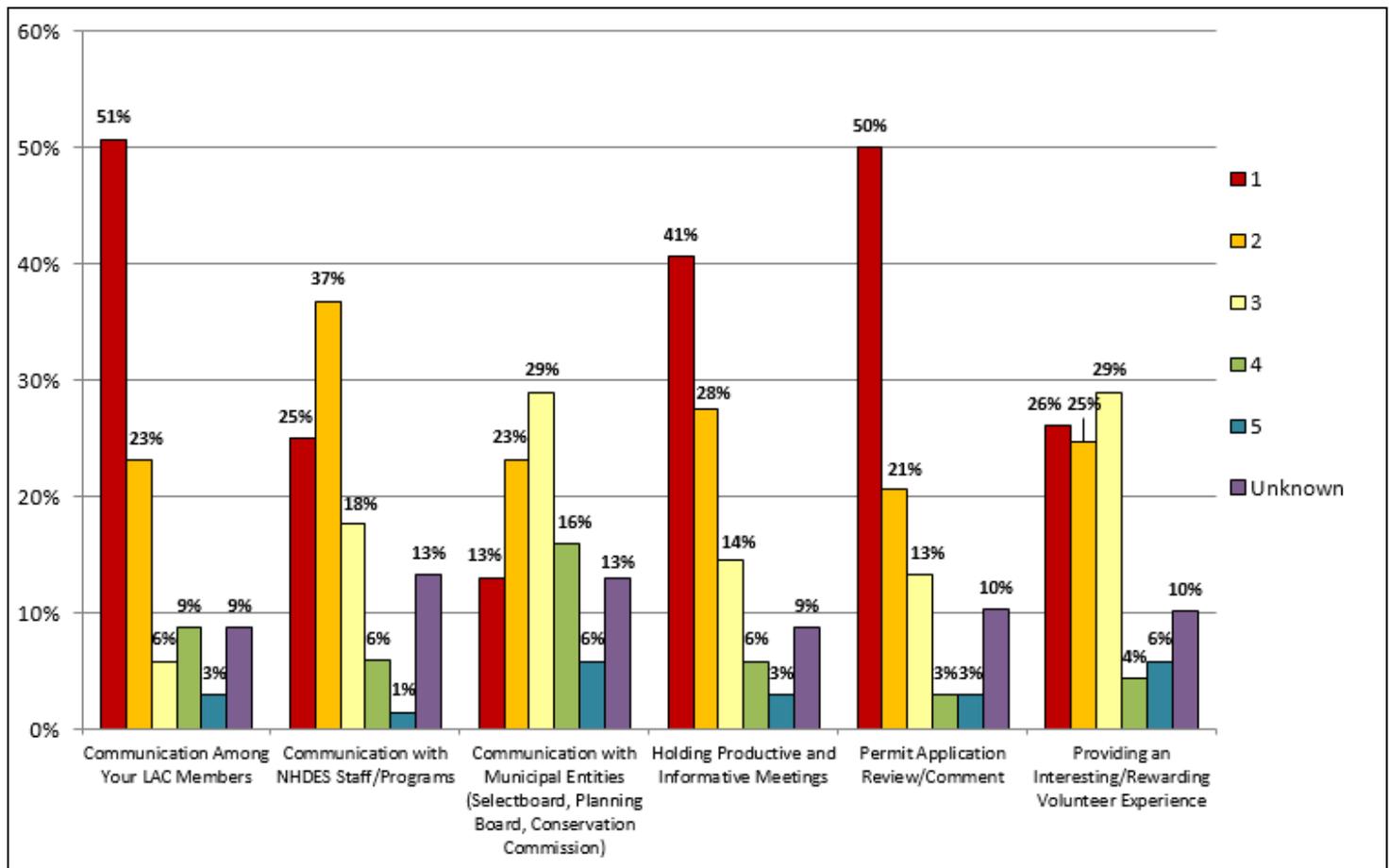


Other:

- Additional through Souhegan Watershed Association connection.
- Buffer planting in tributaries, coordinating NH water quality standards with VT's (or vice versa).
- Community partnerships and information exchanges.
- Defense of rivers protected under RSA 483, by legislative designation from subsequent desecration by means of "exemptions" by which they lose their shoreland protection and can be downgraded to a virtual canal!
- Educational presentations (written and meeting) in communities.
- I am brand new to the LAC. Some of the things I have listed might well be underway already. The committee is only recently formed.
- I've checked the School Education and Water Quality monitoring because individuals on our board are involved with these things, but they are really at the direction of Souhegan watersheds.
- Native brook trout census/habitat management.
- There are a couple of legislators on the committee, and we usually review related bills.
- Water monitoring conducted by ORWA, VRAP.
- We already do all of these.
- We have written two management plans, the latest in 2010.
- Working in meaningful ways with like-minded groups and organizations.
- Would like to grant money for worthy cause.

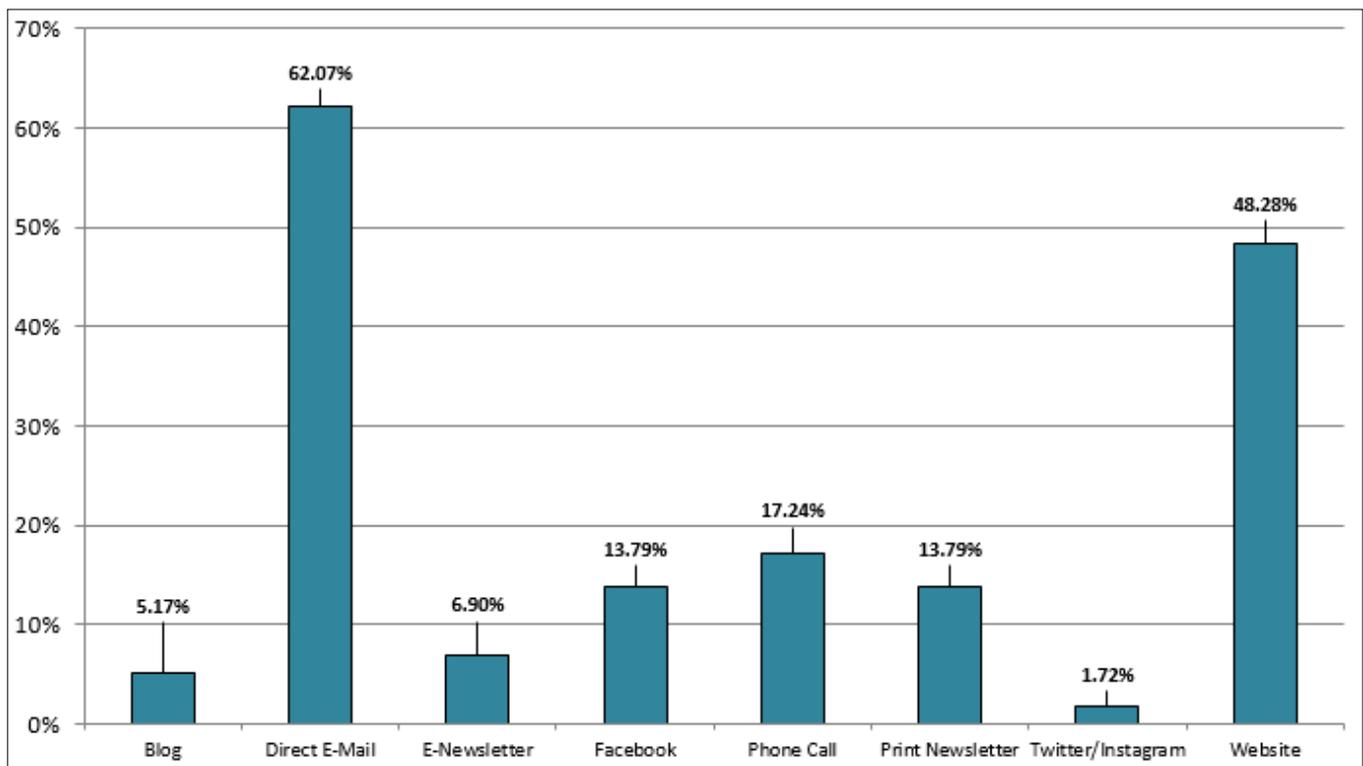
7. Please rate your LACs effectiveness in the following activities (1 = most effective and 5 = least effective). Of the 69 individuals who completed the survey, all 69 (100%) responded. Other than those who responded “Unknown,” Rated “1” or “most effective” were **communication among your LAC members** (35 responses and 50.72%), **permit application review/comment** (34 responses and 50.0%), and **holding productive and informative meetings** (28 responses and 40.58%). Rated “2” was communication with NHDES staff/programs (25 responses and 36.76%), and rated “3” were communication with municipal entities and providing and interesting/rewarding volunteer experience both with 20 responses and 28.99%. A table and graph depicting these responses are below.

Activity	1 “Most Effective”		2		3 “Satisfactory”		4		5 “Least Effective”		Unknown		Total
	Count	Percentage	Count	Percentage	Count	Percentage	Count	Percentage	Count	Percentage	Count	Percentage	
Communication Among Your LAC Members	35	50.72%	16	23.19%	4	5.80%	6	8.70%	2	2.90%	6	8.70%	69
Communication with NHDES Staff/Programs	17	25.00%	25	36.76%	12	17.65%	4	5.88%	1	1.47%	9	13.24%	68
Communication with Municipal Entities (Selectboard, Planning Board, Conservation Commission)	9	13.04%	16	23.19%	20	28.99%	11	15.94%	4	5.80%	9	13.04%	69
Holding Productive and Informative Meetings	28	40.58%	19	27.54%	10	14.49%	4	5.80%	2	2.90%	6	8.70%	69
Permit Application Review/Comment	34	50.00%	14	20.59%	9	13.24%	2	2.94%	2	2.94%	7	10.29%	68
Providing an Interesting/Rewarding Volunteer Experience	18	26.09%	17	24.64%	20	28.99%	3	4.35%	4	5.80%	7	10.14%	69



8. **NHDES can help LACs share news and information. How does your LAC communicate news, events, activities, and opportunities with your communities?** Of the 69 individuals who completed the survey, 58 (84.06%) responded while 11 (15.94%) did not. In general, LACs used **direct email** as their most frequently-used method of communication (36 responses and 62.07%), followed by their **website** (28 responses and 48.28%) and **phone calls** (10 responses and 17.24%). LACs used Twitter/Instagram as their least frequently-used method of communication (1 response and 1.72%), followed by a blog (3 responses and 5.17%) and e-newsletter (4 responses and 6.90%). facebook and print newsletter both received eight responses and 13.79% each.

Method of Communication	Number of Responses	Percentage of Responses
Direct E-Mail	36	62.07%
Website	28	48.28%
Phone Call	10	17.24%
facebook	8	13.79%
Print Newsletter	8	13.79%
E-Newsletter	4	6.90%
Blog	3	5.17%
Twitter/Instagram	1	1.72%



9. **What are your three favorite things about your river?** Of the 69 individuals who completed the survey, 64 (92.75%) responded while five (7.25%) did not. The three favorite things about LAC member's rivers were summarized in the following categories: 1) **Beauty/Aesthetics** (32 responses), 2) **Recreation/Access** (30 responses), and 3) **Wildlife/Habitat** (24 responses). Other responses were summarized into categories of **Cleanliness** (15 responses), **Community/People** (8 responses), **Conservation/Protection/Lack of Development** (13 responses), **History/Culture** (five responses), **Location/Setting** (17 responses), and **Water Quality/Quantity** (15 responses). Responses (excluding "I don't know") are categorized and summarized in alphabetical order below.

Beauty / Aesthetics

- Aesthetics / Aesthetic value (3 responses).
- Beautiful areas with solitude.
- Beauty, pretty drive.
- Beauty (8 responses).
- I live at the beginning of the watershed and I love heading down to Nashua and following the river up to 101.
- Its constant changing with the weather and the seasons.
- It's quiet calm effect on areas where it flow.
- Natural beauty - In the winter when the river freezes and thaws, and the snow is on the ground, it is really a peaceful drive along Route 31.
- Natural beauty.
- Scenic beauty (6 responses).
- Scenic quality.
- Scenic resource.
- Scenic (2 responses).
- Shoreline is treed.
- Unparalleled beauty.
- Views.
- Visually protected shoreline - attractive to on-water visitors.
- Wild and Scenic.

Cleanliness

- Clean (8 responses).
- Cleanliness (6 responses).
- Relatively clean, compared to earlier times.

Community / People

- Concerned community.
- Connection to other conservation minded people.
- Fellow members of the LAC.
- Multi-use (tourism).
- People in the community love the river.
- Rewarding volunteer opportunity.
- The local advisory committee.
- We get a lot of attention when we have participated in community events.

Conservation / Protection / Lack of Development

- Conservation.
- Doing trail work on conservation lands next to the river.
- Good conservation efforts.
- Largely pristine with much conservation of bank property.
- Light (development) pressure.
- Mostly natural.
- Much of the river frontage is already protected.
- Natural, rural feel.
- No development.
- Relatively undeveloped.
- The corridor experience is remarkably lovely with little or no development visible from the water.
- The fact that so much of it at my end is under easement and wild.
- The protection.

History / Culture

- Historical importance.
- History and culture.
- History (2 responses).
- Part of local history.

Location / Setting

- Connection to Great Bay.
- Diversity of settings (urban to natural).
- Flowing from Massachusetts to the Merrimack it provides all the characteristics of a small river, flowing from old mill dams, to open fields and farms, to small hydro systems, beautifying riparian towns on the way.
- Flows through town and rural areas.
- Goes through communities.
- Includes the lake.
- It's comforting sound behind my house.
- It's importance to the health of the basin and the Atlantic.
- Location.
- Multiple branches (north, middle and south).
- Near my house.
- Our corridor brings the Pemigewasset, Winnepesaukee, Contoocook, and Turkey Rivers together.
- Remoteness.
- Small enough to know.
- Temple is not riparian, but three or more of our brooks empty into the Souhegan.
- Tributary to Great Bay.
- Visibility.

Recreation / Access

- Access (3 responses).
- Accessible for recreation.
- Available trails.
- Boat/kayak.
- Boatable.
- Boating opportunities – need more access.
- Easy access for fishing/canoeing.
- Fishing (2 responses).
- Fly fishing.
- Great canoeing, kayaking, and fishing.
- Great recreational resource.
- It's potential for responsible recreational use.
- Kayaking (2 responses).
- Navigable in places.
- Paddling.
- Recreation (2 responses).
- Recreational access.
- Recreational opportunities (2 responses).
- Recreational resource.
- Recreational value.
- Recreational.
- Recreationally rewarding.
- Stretches of easy accessibility.
- Sufficient access for easy kayaking.

Water Quality / Quantity

- Class B status.
- Constant flow.
- Excellent river quality relative to *e.coli* bacteria results.
- Natural flow.

- Quality of the water.
- River health is good.
- Stretches of pristine banks and water.
- Water monitoring by great UNH liaison.
- Water quality (5 responses).
- Water supply (2 responses).

Wildlife / Habitat

- Ability to hold trout (both stocked and native).
- Animals.
- Aquatic life.
- Attractive to a lot of wildlife.
- Bog areas (with cranberries and pitcher plants!).
- Center of an important habitat.
- Diverse corridor relative to river transitions/types with small rapids, large, slow meanders, and varied land uses.
- Diversity of communities.
- Eagle habitat.
- Habitat (2 responses).
- Home to many plant and animal species, including threatened and fragile species such as wood turtles and lady slippers.
- Living shoreline.
- Protected, monitored habitats and natural preserves.
- Supports wildlife.
- Surrounding wildlife.
- The wildlife.
- Variety of habitats and instream conditions.
- Wilderness.
- Wildlife presence (eagles, fish, etc.).
- Wildlife that live there.
- Wildlife, especially fish.
- Wildlife (2 responses).

Other

- An example to be proud of.
- It is lovely, a special natural resource.
- It is not all the same; the upper river is quite different from the lower sections of the river.
- Keep healthy.
- Large watershed.
- Peacefulness.
- Quiet.
- Surveying.
- That it serves multiple uses without causing a negative impact (for example hydro-electric production).
- The right thing to do with a valuable resource.

10. What do you perceive to be the three primary threats to your river? Of the 69 individuals who completed the survey, 68 (98.55) responded while one (1.45%) did not. The three perceived primary threats to rivers were summarized in the following categories: 1) **Development/Overdevelopment** (35 responses), 2) **Pollution/Trash** (28 responses), and 3) **Runoff/Stormwater/Stormwater Runoff** (22 responses). **Invasive Species** followed with 13 responses, followed by **Climate/Climate Change** (10 responses), and **Lack of Public Awareness and Education** (8 responses). Other responses were summarized in the categories of Dams (seven responses), Erosion (seven responses), Lack of Adequate Buffers (two responses), Lack of Public Access (seven responses), Lack of Public Awareness and Education (8 responses), People/Human Impacts (3 responses), Public Attitude (six responses), Recreational Use/Abuse (three responses), Road salt (three responses), Septic Systems/Sewage (six responses), and Water Quality/Quantity (six responses). Responses (excluding “I don’t know”) are categorized and summarized in alphabetical order below.

Climate / Climate Change

- Climate change (4 responses).
- Climate Change (water levels, species displacement, O2 and pH changes).
- Climate change increases to rainfall and flooding.
- Droughts.
- Floods / Flooding (2 responses).
- Heat.

Dams

- Dams (4 responses).
- Federal control of dam permitting process.
- Unannounced upstream dam events.
- Wilder dam water level management.

Development / "Over Development"

- Building/development.
- Changes to watershed from development.
- Commercial development.
- Construction.
- Development (9 responses).
- Development altering scenic quality.
- Development at the Lee Traffic Circle.
- Development pressure on (water) quality and flow.
- Development pressures.
- Development restricting access.
- Development that does not consider the environment.
- Development too close to the river; pavement and toxic materials that result.
- Encroachment by building.
- Encroachment of business development.
- Future development.
- Individually small developments along the river that eventually add up.
- Land subdivision and development.
- Land use change: development.
- Over development.
- Over development and threats to riparian habitat.
- Population growth and development.
- Private development.
- Residential and commercial development.
- Riverfront over-development.
- Unpermitted shoreline development.
- Upstream development.
- Watershed development outside of the river corridor.

Erosion

- Bank erosion Core Engineers found five factors.
- Erosion
- Erosion - especially inundation erosion versus scouring.
- Erosion from power boats with wakes even though it's a no wake river.
- Riprapping by landowners to prevent erosion.
- Shoreline erosion.
- Stone rip-rap.

Invasive Species

- Aquatic invasive species (2 responses).
- Invasive species (9 responses).
- Invasive species propagation.
- Invasive shoreline vegetation.

Lack of Adequate Buffers

- Buffer encroachment.
- Lack of adequate buffers - for wildlife corridors too.

Lack of Public Access

- Lack of access/connection/understanding.
- Lack of access.... so public can appreciate what we have.
- Lack of public access (2 responses).
- Limited access.
- Restricted access.
- Right-of-Way management – Electric.

Lack of Public Awareness and Education

- Ignorance.
- Lack of community involvement in maintaining the river.
- Lack of community knowledge and governing documents for protection of the river.
- Lack of education in towns about landscaping on water's edge.
- Lack of knowledge of river and watershed function.
- Lack of public awareness of the benefits of having a 'clean' river.
- Lack of public education especially about landowner options for protection and vigilance.
- Under-educated public.

People / Human Impacts

- Impacts from human use of the landscape.
- Man.
- People.

“Pollution” / Trash

- Above-stream pollution.
- Chemicals contaminating.
- Contamination (3 responses).
- Fuel spill/accident.
- Humans not picking up after themselves.
- Litter by users.
- Nonpoint source pollution (5 responses).
- Pesticides.
- Pollution (8 responses).
- Pollution – Runoff.
- Pollution due to runoff of new development.
- Pollution, especially stormwater runoff.
- Pollution, trash; especially beer cans and worm buckets.
- Pre-existing pollutants, seepage of same.
- Trash.

Public Attitude

- Casual or indifferent attitudes of landowners and legislatures toward its well-being; willingness of towns to denigrate the status and reputation of the river by demanding exemptions to its protection as a designated river, for commercial purposes.
- Lack of NHDES enforcement.
- Non-conservation attitudes.
- Property owner neglect.
- Short-sighted public policy.
- The I'll do it my way and suffer the consequence attitude that is somewhat pervasive in our communities.

Recreational Use / Abuse

- Boats too fast.
- Recreation abuse or over use.
- Recreational use is increasing and so is the trash and other effects.

Road Salt

- Road salt (3 responses).

Runoff /Stormwater / Stormwater Runoff

- Agricultural run-off.
- Contamination from runoff.
- Gravel runoff.
- Nutrient runoff pollution.
- Proximity to highways...runoff, etc.
- Route 93 (a major spill of chemicals, road salt).
- Runoff (6 responses).
- Runoff from development.
- Stormwater (2 responses).
- Stormwater discharges.
- Storm water overflow from (overwhelmed) municipal systems.
- Stormwater runoff.
- Surface water runoff.
- Threat of contaminant spill along the I-93 corridor.
- Upstream pollution from fertilizers and farm animals.
- Usual contamination from farms, lawns, and roads.

Septic Systems / Sewage

- High number of septic systems, lack of public WWTFs.
- Historic sewer and stormwater connections.
- Manchester sewage.
- Septic system discharges.
- Septic systems.
- Septic systems not fixed or replaced.

Water Quality / Quantity

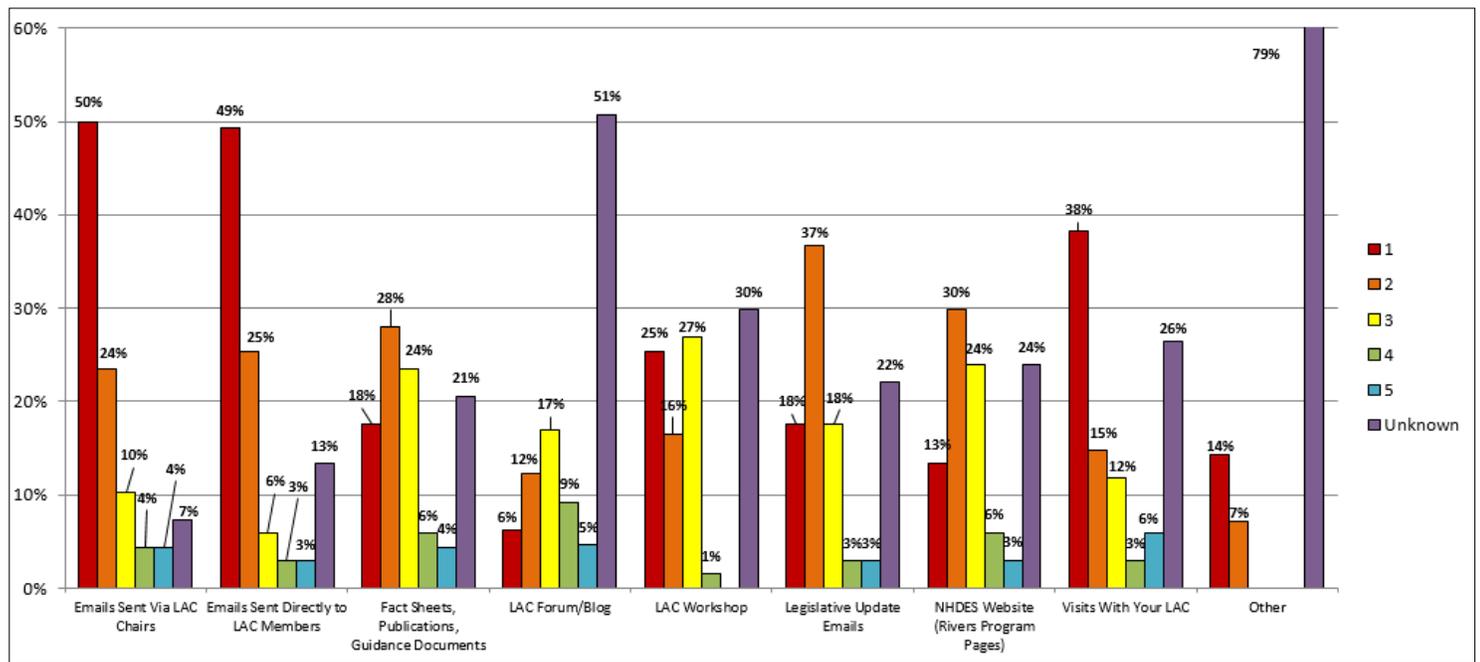
- Community water treatment.
- Degradation of water quality from pollution.
- Instream flow.
- Maintenance of Bow Lake's water quality.
- Water quality.
- Water withdrawals increasing.

Other

- Bad forestry practices.
- Bad municipal road/culvert projects.
- Deforestation.
- Fluvial hazard areas and potential future flooding.
- Hydro.
- Lack of municipal expenditures on stream crossing improvements.
- Lack of protected status (Wild & Scenic).
- Lack of protection of the many tributaries along its length which provide so much of the water and consequently contamination on the way.
- Lowering federal standards of river that can be protected.
- Natural algae.
- Poor watershed management (culvert washouts, erosion).
- Unmaintained conservation parcels lead to bad reputation as unsafe areas.
- Urban activities.
- Use pressures.
- Visual impacts from the river.

11. Please rate the effectiveness of the Rivers Program different communication methods (1 = most effective and 5 = least effective). Of the 69 individuals who completed the survey, 68 (98.55%) answered while one (1.45%) did not. Other than those who responded “Unknown,” Rated “1” or “most effective” were **emails sent via LAC chairs** (34 responses and 50.0%), **emails sent directly to LAC members** (33 responses and 49.25%), and **visits with your LAC** (26 responses and 38.24%). Rated “2” were legislative update emails (25 responses and 36.76%), NHDES website (20 responses and 29.85%), fact sheets, publications, guidance documents (19 responses and 27.94%), and visits with your LAC (10 responses and 14.71%). Rated “3” were the LAC workshop (18 responses and 26.87%), and the LAC forum / blog (11 responses and 16.92%).

Communication Method	1 “Most Effective”		2		3 “Satisfactory”		4		5 “Least Effective”		Unknown	Total	
Emails Sent Via LAC Chairs	34	50.00%	16	23.53%	7	10.29%	3	4.41%	3	4.41%	5	7.35%	68
Emails Sent Directly to LAC Members	33	49.25%	17	25.37%	4	5.97%	2	2.99%	2	2.99%	9	13.43%	67
Fact Sheets, Publications, Guidance Documents	12	17.65%	19	27.94%	16	23.53%	4	5.88%	3	4.41%	14	20.59%	68
LAC Forum/Blog	4	6.15%	8	12.31%	11	16.92%	6	9.23%	3	4.62%	33	50.77%	65
LAC Workshop	17	25.37%	11	16.42%	18	26.87%	1	1.49%	0	0.00%	20	29.85%	67
Legislative Update Emails	12	17.65%	25	36.76%	12	17.65%	2	2.94%	2	2.94%	15	22.06%	68
NHDES Website (Rivers Program Pages)	9	13.43%	20	29.85%	16	23.88%	4	5.97%	2	2.99%	16	23.88%	67
Visits With Your LAC	26	38.24%	10	14.71%	8	11.76%	2	2.94%	4	5.88%	18	26.47%	68
Other	2	14.29%	1	7.14%	0	0.00%	0	0.00%	0	0.00%	11	78.57%	14
Other (please specify)													



Comments:

- Direct contact at our meetings with our professional.
- Doing a great job.
- I read all e-mails, yet they are rarely relevant.
- I’m too new to have opinions on these matters.
- More follow-up with LACs.
- My responses here are very limited as I seldom refer to web sites (my fault); and rarely now go to workshops or conferences. I have always found staff from NHDES very responsive to questions or needs and knowledgeable and helpful when presented with questions.
- Need joint LAC meeting for network at least once a year; twice a year better.
- Once again, I am brand new.
- Specific long-term goals.

12. How would you recommend the Rivers Program improve communication to you and your LACs? Of the 69 individuals who completed the survey, 54 (78.26%) responded while 15 (21.74%) did not. The top recommendations on how the Rivers Program can improve communication to volunteers and their LACs were as follows: 1) **Direct Email** (13 responses), 2) **Visits with LACs** (Seven responses), and 3) **Newsletter** (five responses). Other recommendations included facebook (one response), Website (two responses), and Workshops/Meetings (six responses). Responses (excluding “I don’t know” or “cannot tell”) are categorized and summarized in alphabetical order below.

Direct Email

- Based on observations among my town organizations, I believe Facebook is a favorite -- however I don't use facebook and appreciate informational documents or announcements sent to my e-mail.
- Continue with direct emails.
- Direct communication (email).
- Direct email to members; maybe a monthly update.
- E-mail members directly works best and the more often the better; especially appreciate notices on hearings, meetings, grants, and upcoming events in other LACs.
- Emails.
- Getting our e-mail addresses and correspond directly with representatives.
- I find the emails directly to members to be most effective.
- More direct communication via email.
- More direct communications to members from NHDES (2 responses).
- More direct emails to members.
- Provide legislative updates by email.
- Update emails directly to the members.

facebook (one response)

Newsletter

- A regular newsletter/email that includes state rivers news, as well as what other LACs are doing. (I think communications between LACs is missing).
- Email success stories with all LACs through an annual report or newsletter.
- E-newsletter.
- I think it would be valuable to LAC members if the Rivers Program sent out a quarterly newsletter. This would keep members engaged and a newsletter would show them all the wonderful work you do!
- Periodic newsletters.

Visits with LACs

- Communication is good... add regular visits (once per year?).
- Maybe consider making a visit to one of our meeting once in a while?
- Quarterly visits to LAC meetings or electronic communication (skype etc.).
- Schedule a couple in-person visits to our meeting each year.
- Send NHDES people involved in hot issues out to combined LAC meeting ie, PRLAC and UMLAC (where possible).
- Visit during a monthly meeting.
- Visits to our meetings.

Website

- Do not rely on reps going to your site as a routine. Recognize that many LAC reps are older and do not live in the world of social media.
- More information on the website.

Workshops / Meetings

- Hours after work for meetings, more workshop available times.
- It would be good to have an LAC representative advisory group to help plan workshops and other LAC. resources.
- Joint meetings.
- More opportunities to connect with state and with other LACs. Training was a good event.
- Pre-survey for agenda items for LAC workshop and post-survey on workshop effectiveness. Summation of workshop. Also, more one-point lessons or other information that could be shared with LAC members during regular meetings.
- Workshops.

Other / General

- Innovation.
- Invite to presentations for specialized rivers issues (e.g., changes to wetland regulations recently held).
- Let all LACs know more of what other LACs are doing.
- Responses to our comments on proposed projects and permit outcomes so we become better stewards of the river.

Doing Well

- Communications are good.
- Doing great.
- I believe there currently is a very good relationship and strong communication.
- I cannot think of any recommendations. We are well communicated to by Rivers Program staff.
- I think communication is well done.
- I think our group has pretty good communication. I've always gotten quick replies when I have contacted anyone at the state level.
- I think they do a great job.
- I think you do a good job communicating with us.
- Overall, it seems fine. Our needs are quite modest.
- Since we are a new LAC, we appreciated hearing from Jen last fall. We should probably set up more regular communication.
- Stay the same.
- Think they are doing a pretty good job with relatively sparse resources. More funding!!
- Works fine.

13. What additional information, tools, or publications would you like to see on the Rivers Program webpages and/or LAC Forum? Of the 69 individuals who completed the survey, 43 (62.32%) responded while 26 (37.68%) did not. Suggestions for additional information included an **LAC Member Guide**, **Permit Application Review Guide**, **Running Effective Meetings**, **LAC Success Stories**, and **Water Quality Information** (which already exists on the NHDES webpages). Responses (excluding "I don't know," "cannot tell," or "none") are categorized and summarized in alphabetical order below.

Events

- Consolidated listing of upcoming events of possible interest.
- Wide range of conservation-oriented events advertised.

LAC Member Information / Guide

- Improve the municipalities understanding of their responsibility under the LAC program.
- LAC Member Guide manual.
- Member names for each community.
- More linkages and sharing among all LACs.

Legislative Information

- Legislative information.
- More explanation of legislation, rules.
- Perhaps legislation can be written in laymen terms. It is hard to understand the bills.

Permit Application Review Guidance

- Education to help us do a better job of project evaluation.
- Fact sheets on laws that would inform our comments on applications that come before us.
- Glossary or index of symbols used in AOT plan sheets.
- How to review applications; what to look for in commenting on permits.
- Interesting examples of permit reviews by other LAC's.

Permit Decision Reports

- Published permit outcomes like are done for permit requests.

Running Effective Meetings

- Link to Roberts Rules of Order.
- Link to YouTube training or other documentation for running effective meetings.
- Updates and reminders about rules for meeting notification and minutes.

Specific Publications

- BMPs documentation and learning guides for LACs.
- Regularly updated list of grant opportunities, not just with NHDES.
- Recreational maps defined in each community along the river.
- Updated lists of municipal office holders.

Success Stories

- Easy way to hear about what other LACs are doing on a consistent basis.
- Interesting success stories.
- Success stories.

Water Quality Information

- Data from water testing (could be used in schools).
- *E-coli* warning feedback in time to use.
- Information about tools/ grants for water quality testing.
- Need some basic information - hydrology, geomorphology, basic water quality (pH, DO, specific conductance).
- Up to date water quality monitoring.
- Summary of available data for water quality and flow.
- Water quality data on designated rivers.
- We need field data year summary data in hand in time to display/discuss in town budget sessions early October.

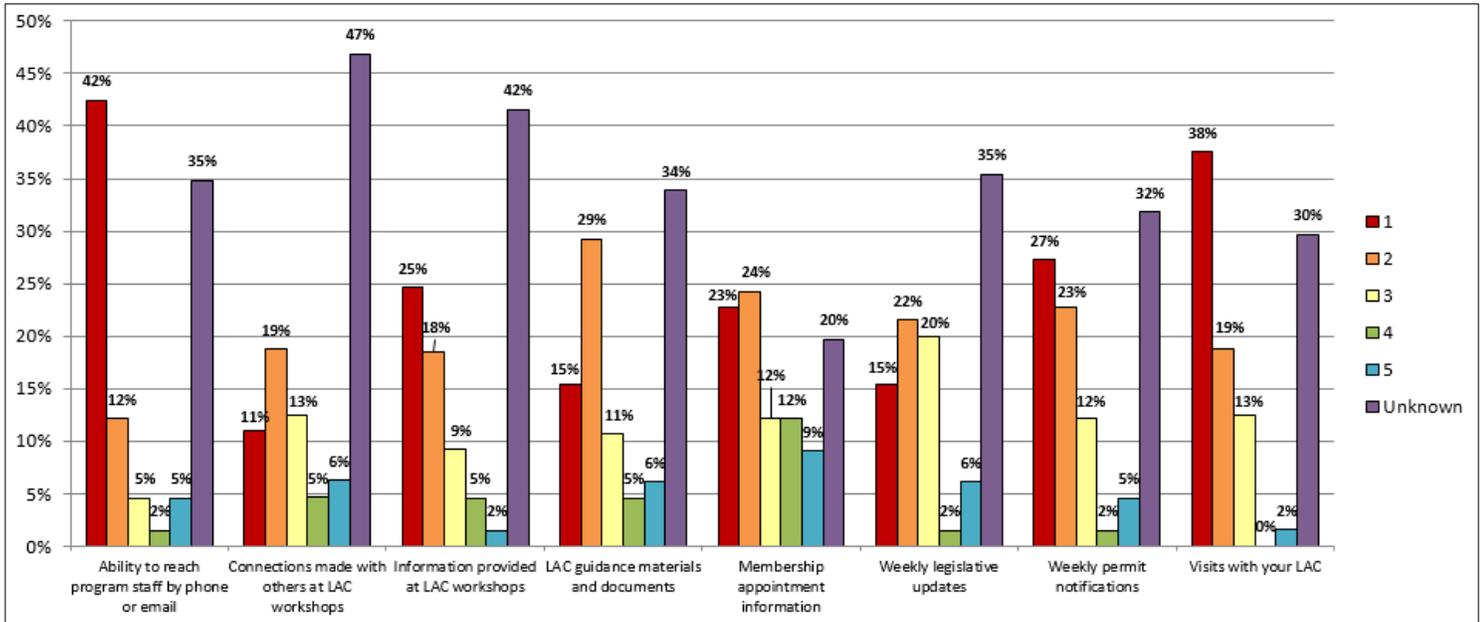
Other / General

- Ability for people to put their name on a volunteer list.
- All studies, data on how protection is positive for rivers.
- Best Management Practices.
- Examples of existing plans and processes.
- Front Page News.
- How keeping rivers natural (is) positive.
- "How to" videos.
- I like publications/announcements that I can forward directly to con com etc.
- Might be interesting to know future focus of NHDES.
- More effective communication between State and local participants.
- Municipal ratings for rivers protection based on adopted ordinances.
- NHDES Info.
- Other river programs.



14. Please rate the effectiveness of the technical assistance provided by Rivers Program staff (1 = most effective and 5 = least effective). Of the 69 individuals who completed the survey, 66 (95.65%) responded while three (4.35%) did not. Other than those who responded “Unknown,” Rated “1” or “most effective” was the **ability to reach program staff by phone or email** (28 responses and 42.42%), **visits with your LAC** (24 responses and 37.50%), **weekly permit notifications** (18 responses and 27.27%), and information provided at LAC workshops (16 responses and 24.62%). Rated “2” were LAC guidance materials and documents (19 responses and 29.23%), membership appointment information (16 responses and 24.24%), weekly legislative updates (14 responses and 21.54%), and connections made with others at LAC workshops (12 responses and 18.75%). A table and graph summarizing the data are below.

Technical Assistance	1 “Most Effective”		2		3 “Satisfactory”		4		5 “Least Effective”		Unknown		Total
	Count	Percentage	Count	Percentage	Count	Percentage	Count	Percentage	Count	Percentage	Count	Percentage	
Ability to Reach Program Staff by Phone or Email	28	42.42%	8	12.12%	3	4.55%	1	1.52%	3	4.55%	23	34.85%	66
Connections Made with Others at LAC Workshops	7	10.94%	12	18.75%	8	12.50%	3	4.69%	4	6.25%	30	46.88%	64
Information Provided at LAC Workshops	16	24.62%	12	18.46%	6	9.23%	3	4.62%	1	1.54%	27	41.54%	65
LAC Guidance Materials and Documents	10	15.38%	19	29.23%	7	10.77%	3	4.62%	4	6.15%	22	33.85%	65
Membership Appointment Information	15	22.73%	16	24.24%	8	12.12%	8	12.12%	6	9.09%	13	19.70%	66
Weekly Legislative Updates	10	15.38%	14	21.54%	13	20.00%	1	1.54%	4	6.15%	23	35.38%	65
Weekly Permit Notifications	18	27.27%	15	22.73%	8	12.12%	1	1.52%	3	4.55%	21	31.82%	66
Visits with Your LAC	24	37.50%	12	18.75%	8	12.50%	0	0.00%	1	1.56%	19	29.69%	64



15. How can technical assistance to LACs from Rivers Program staff be improved? Of the 69 individuals who completed the survey, 44 (63.77%) responded while 25 (36.23%) did not. Responses were varied with no one recommendation other than **Visits with LACs** (five responses) being prominent. Responses (excluding “I don’t know”, “unsure”, or “unknown”) are categorized and summarized in alphabetical order below.

More Frequent Emails

- More frequent, relatively-short emails.
- Wondering if materials that are sent to LACs are not making it to the CRJC sub-committees? I've never seen a weekly legislative update, weekly permit notifications, or LAC guidance materials and documents.

Project Guidance

- Project evaluation guidance.
- Provide guidance on reviewing and commenting on NHDES permit renewals.

Visits with LACs

- It would be very helpful if staff could attend one or more LAC meetings each year.
- More personal interaction at LAC regular meetings.
- Overall it seems fine. The occasional in-person meetings and direct communications on specific issues are very helpful.
- Visits to LACs are important, but they seem to be much more effective if the LAC has actual questions of if the staff person makes a presentation. Just attending doesn't seem very helpful.
- Visit our meetings.

Volunteer Recruitment

- Provide tips and guidance on how to recruit members.

Water Quality Data / Objectives

- Easier to have water testing done locally.
- Long term NHDES water quality objectives - grade LAC.
- More science-based data.

Workshops and Events

- Advance training with the water testing material. Sometimes issues come up with the data that are hard to believe and I worry that I am doing something wrong. I try to follow directions but (for instance) the DO meter can fluctuate wildly depending on how fast you stir.
- Evening or on-line workshops would be helpful. Some of us hold day jobs and cannot attend NHDES programs.
- Workshops and announcements.

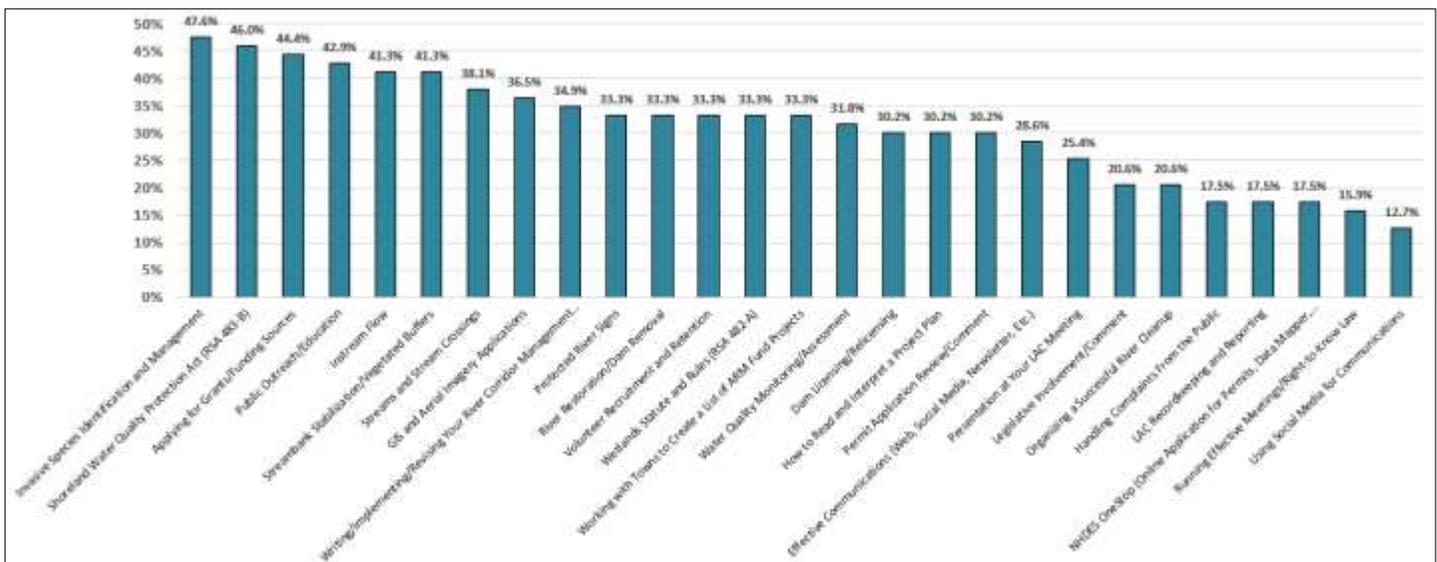
Other

- Explain everything.
- I believe there is strong assistance being provided currently.
- I have very little idea of what (if any) technical assistance is being provided currently. I unfortunately do not have time to participate in training sessions elsewhere in the state. One Rivers Program staff member came to one of our normal monthly meetings last year and was very informative about the rivers program.
- Include more coordination and connections with other state agencies (F&G, NHB...).
- More needed. Build on as time goes on.
- Need access to willow plants or other plants to host small revegetation events.
- Our LAC is unique in that we must also function as the federal Wild and Scenic Committee; it is hard to know where LAC begins and ends, especially for town reps who do not reside in the four Wild and Scenic towns; in my opinion, updating and clarifying our management plan would help and Rivers Program staff could help with that.
- Recently more concerns re PFAS in news; info regarding how it affects rivers and our Upper Merrimack river area.
- We mostly have our chair communicating with your office so I don't have enough info to comment.



16. Please select the topics you would like to receive more information, education, or training about from the Rivers Program and/or other NHDES programs. Of the 69 individuals who completed the survey, 63 (91.30%) responded, while six (8.70%) did not. The top five topics of interest were as follows: 1) **Invasive Species Identification and Management** (30 responses and 47.62%), 2) **Shoreland Water Quality Protection Act** (29 responses and 46.03%), 3) **Applying for Grants/Funding Sources** (28 responses and 44.44%), 4) **Public Outreach/Education** (27 responses and 42.86%), and 5) **Instream Flow** and **Streambank Stabilization/Vegetated Buffers** both at 26 responses and 41.27%. A table and graph summarizing the topics, number of responses, and percentage of responses is below.

Topic	Number of Responses	Percentage of Responses
• Invasive Species Identification and Management	30	47.62%
• Shoreland Water Quality Protection Act (RSA 483-B)	29	46.03%
• Applying for Grants/Funding Sources	28	44.44%
• Public Outreach/Education	27	42.86%
• Instream Flow	26	41.27%
• Streambank Stabilization/Vegetated Buffers	26	41.27%
• Streams and Stream Crossings	24	38.10%
• GIS and Aerial Imagery Applications	23	36.51%
• Writing/Implementing/Revising Your River Corridor Management Plan	22	34.92%
• Protected River Signs	21	33.33%
• River Restoration/Dam Removal	21	33.33%
• Volunteer Recruitment and Retention	21	33.33%
• Wetlands Statute and Rules (RSA 482-A)	21	33.33%
• Working with Towns to Create a List of ARM Fund Projects	21	33.33%
• Water Quality Monitoring/Assessment	20	31.75%
• Dam Licensing/Relicensing	19	30.16%
• How to Read and Interpret a Project Plan	19	30.16%
• Permit Application Review/Comment	19	30.16%
• Effective Communications (Web, Social Media, Newsletter, Etc.)	18	28.57%
• Presentation at Your LAC Meeting	16	25.40%
• Legislative Involvement/Comment	13	20.63%
• Organizing a Successful River Cleanup	13	20.63%
• Handling Complaints From the Public	11	17.46%
• LAC Recordkeeping and Reporting	11	17.46%
• NHDES OneStop (Online Application for Permits, Data Mapper, Etc.)	11	17.46%
• Running Effective Meetings/Right-to-Know Law	10	15.87%



17. Many LACs are in need of additional members. What do you think would motivate other volunteers to join? Of the 69 individuals who completed the survey, 62 (89.86%) responded while seven (10.14%) did not. Responses (excluding “I don’t know”, “unsure”, or “unknown”) are categorized and summarized in alphabetical order below.

Attend Public Events

- Connection to the river - need better outreach and more events to get people involved. Riverside public events.
- Set up info booth at fall fairs or at town-wide Old Home Days.

Better / More Clearly Define LAC Role(s)

- Knowing we exist and what our role is in the protection process.
- More information on where the need is and what the responsibilities are.
- Understanding the importance of the committee.

Create and Disseminate Printed Materials

- Disseminate brochures at town meetings.
- Newsletters.
- Print up recruitment poster periodically.

Create More Interesting Meetings

- Better, more informative meeting programs.
- Moving the meetings around, recording and televising bits of the meetings, especially when there is a guest speaker or something important being discussed/presented/debated (well, it's ALL 'important,' but perhaps 'relevant to the public' is a better way to put it. A review of ice jam damage is going to be more interesting to the public than, say, a permit review for the annual dredging of a boat landing).
- Rotating meeting locations through the watershed.
- We need to orient new members both collectively and individually. There is nothing worse than having a prospective member attend a meeting and not even be introduced.

Create Worth and Value

- Give them the opportunity to actually affect the quality and protection of the river.
- Importance of LAC activities.
- Perhaps if more people knew the values of the River, more would want to volunteer. Also, most folks don't know there is a LAC or Designated River.
- That the members statement and comments are really taken into consideration in decision making.
- Visible action towards accomplishing goals.

Get Involved in (Fun / Interesting) Activities and / or Projects

- A clear tangible project that can be achieved for an appropriate amount of effort and can make use of existing volunteer expertise. I can only spend 2 hours per month on LAC activities, yet that is wasted on a monthly administrative meeting where no real work takes place. Our LAC (presumably like many) needs more representatives, yet many don't come back to a second meeting, presumably because they do not see a clear path to being able to contribute.
- Fun! There needs to be a sense of fun and comraderie. Often this results when people actually work on projects together as opposed to having meetings.
- It's a time commitment many are interested but even one meeting per month overwhelms folks. Need to put in the time to obtain the reward.
- More community-based activities of interest to potential volunteers.
- More influence via funding for projects.

Give Presentations / Create a Video

- Brief presentations to conservation commissions to introduce town to relevance of river, especially non-riparian/watershed towns.
- Disseminate brochures at town meetings.
- Something visual? Perhaps a video that could be shown at some kind of meeting in town?
- Present to scouts.
- Scheduled presentations in towns.

Promote to Town Officials

- Encourage conservation commission members to participate.
- Generic LAC recruiting info to be used by Towns in their recruiting effort.

- Go to town meeting to introduce the LAC. I did not know PRLAC existed until a friend brought me to a meeting.
- Outreach to towns? Direct appeal to specific residents by town administration or board of selectmen. Nobody will volunteer if they do not know we exist, and maybe most will require a personal approach.
- Soliciting town conservation commissions and other boards to appoint people.
- Town administration involvement.
- Town official promotion.

Provide Outreach and Public Relations

- Awareness of the program to those outside of the town and town committees.
- Better outreach and public relations.
- Direct contact from current LAC members.
- Education and information.
- Educate them on goals and desired approaches.
- Having a more vivacious, informed group with up-to-date information and better outreach approaches.
- Identifying and talking to candidates.
- In short more visibility for the program with strong local follow up.
- More community-based understanding of the river, its need for protection, and continued stewardship.
- More publicity of the LAC within its community.
- Personal invitations/recommendations by friends or colleagues, defining and engaging in mutually beneficial projects with partners.
- Personal outreach by current members is certainly effective.
- Promoting our purpose. We are developing a grant for high school seniors to promote our purpose.
- Publicize and ask.
- Public outreach is the only way. Along with lots of publicity that highlights the LACs accomplishments.
- Reaching out into the community.
- State sponsored 'get involved' campaign, more ideas from other LACs, better connections to universities and other local groups such as TU and riparian plantings.

Utilize Social Media and Traditional Media Outlets

- facebook pages.
- Have a drop-down send a text message on NHDES landing page for water quality inquiries, linking back to each LAC (allows direct queries to the LAC without visitor needing to navigate to the LAC website.
- More public awareness by press.
- Websites.
- We might work on newspaper articles periodically about the river and LAC activities.

Other / General Comments

- Annual open meeting at each LAC with a program intended to attract local interest -- perhaps held on the same day all through the state with lots of publicity - a sort of an open house for LACs.
- Connecting key aquifers to drinking water to development regulations.
- Good question we are three (members) short at the moment.
- Having examples of past LAC permit comment letters being turned into tangible, visible, results within the corridor to let interested members know their voices turn into actions with an LAC even though we are advisory by statute. We can make a difference in how our corridors are developed!
- I think that the strongest feature of LACs is the permit application review and comment.
- If I knew the answer to this. I worry because we are all pretty old on our committee and I'm not seeing anyone coming forward to pass the reigns on to. If you figure this out, please pass it along. I have been lobbying at my CC for new members, but no luck so far.
- Knowing that our work mattered.
- Maybe a week designated by the Governor to celebrate designated rivers with some promotional materials that we could duplicate and use in schools.
- Not requiring large time commitments.
- Nurturing involvement of younger generation.
- Probably some of our towns don't even know we exist.
- Published results of actions recommended by LACs.
- Regional information program for prospective members.
- Stressing to the river "using" public that a right involves responsibility. One world. We're on the only planet we'll ever have. It must be cared for and its wounds healed.
- We actually have very good representation.

18. What other comments, questions, or suggestions do you have for the Rivers Program staff and our support of LACs? Of the 69 individuals who completed the survey, 41 (59.42%) responded while 28 (40.58%) did not. Responses (excluding “none”) are categorized and summarized in alphabetical order below.

Install More Designated River Signs

- I would, however, like to get a sign for one portion of the river in my town.
- Need to have river identification signs on all river and brook crossings to educate public. Need protected river signs on Interstate 93 are big ones.

Improve Information and Communications

- I wasn't aware of any workshops or forums.
- Reach out to local governments.
- Respond timely to inquiries/ concerns.
- Thank you for your efforts to help us and our rivers! Please continue your efforts to improve your processes and communications... they are always moving targets.

Provide Additional Volunteer Training

- Budget and financial training for new volunteers.
- More information and outreach.

Spotlight LACs

- Maybe spotlight something each month that each LAC is doing, a different project each is working on, to share the other LACs?

Good / Great Job / Thank You

- Good job, keep it up!!
- It's a lot of work and you do it well.
- Keep up the good work, guys.
- Keep up the good work. I have been working with NHDES since 1985; and "you" since LAC creation and think you all do a great job. Thank you.
- Keep up the solid work, RMPPers!
- None, you're doing a great job, and we are appreciative.
- Overall I really appreciate the supportive environment the staff provide, my questions are answered quickly and staff are very patient, thank you!
- Thank you for all you do. Your service to NH rivers cannot be overstated.
- Warner River is a very young LAC and we are still learning and improving. I thank you for your support and all that you do.
- We have a fantastic RP staff and I've always found them accessible and positive. I've enjoyed the workshops and wished more LACs could send reps. We need more information about the work of the larger committee and how we might support and gain support or follow their work, at least. Thanks for your dedicated work!
- You all do such valuable and great work--keep it up!
- You are doing a great work with limited resources! Keep it up. ;-)
- You folks are terrific! Thanks so much for all you do!
- You're are doing fine with resources you have.
- You're doing a good job stretching your funding. Thank you for that good work. "Keep the faith, baby"
- You're doing a great job - thank you.

Other

- A great program that needs to be expanded to other rivers within the state.
- CNBRLAC has been lucky with enough members, but it is always possible to lose a few, and then we have to scramble.
- Even though I checked boxes for "more information" I don't really have time to do more than I do!
- How LACs can best lobby for modest staff increase on rivers.
- I am proud to be part of this organization and hope to contribute in any way I can.
- I feel really fortunate to live in NH where we have such a great bunch of individuals that are so dedicated to keeping our State healthy. Thanks.
- Less than one year on committee (LRAC) so far learning and enjoying it, great people running the committee and great NHFG representative.

- None at this time, but thanks for asking! It's good to know that the Rivers Program is a resource, and I will bookmark the website!
- Our LAC has been dealing with just the lower part of the Mascoma River, but much of the residential development happens upstream. If we are serious about water quality, we should also look at the half that happens upstream. In our case, we deal almost exclusively with the city of Lebanon, the Mascoma Lake and the main town of Enfield. That leaves out Enfield center, the cluster around Chrystal Lake in Enfield, around Goose Pond and Canaan Street Lake and the town of Canaan. It simply does not seem to make any sense.
- Shorten this survey.
- We recognize what NHDES can do is limited by staff funding levels.

End of Survey Summary
