



TOWN OF HANOVER
Community Development & Municipal Inspections
550 HANOVER STREET
HANOVER, MASSACHUSETTS 02339
781-826-5000 ext. 1059

Justin DeBruin
Director

TOWN CLERK

Town of Hanover Planning Board
550 Hanover Street
Hanover, MA 02339

September 17, 2019

Re: TPL-19-10

Dear Board:

Included in this letter are comments from the Town of Hanover management team germane to the above mentioned filing by PREP for master plan approval by the Planning Board regarding impacts on municipal services. The comments enclosed are representative as of July 29, 2019; however, it is conceivable that additional comments may be warranted prior to the close of the public hearing, and I would ask that the Planning Board confirm with the Town Manager, prior to closing the public hearing, that all comments have been provided.

PREP's responses to the Town of Hanover's management team comments on the letter dated July 29, 2019 in regard to the impact of municipal services from the redevelopment of the Hanover Mall are below in bold text.

School

Based on an evaluation of tenants currently residing in apartment complexes in Hanover, along with research based enrollment projections provided by both the PREP consultant and NESDEC (New England School Development Council), Superintendent Ferron and Assistant Superintendent Raab have concluded that the addition of 300 +/- rental apartment units will have a manageable impact on enrollment and educational services over the next decade.

PREP response: OK

Fire

Chief Blanchard predicts that the Hanover Crossing project, if fully built, will generate approximately 150 more calls per year. He affirms that the Hanover Fire Department is currently staffed and equipped to handle that incremental growth. New development in the northeast section of town will generate additional calls in an area of town that has been identified as close to the 6 minute threshold, a benchmark set by both the National Fire Protection Association (NFPA) for fire response times and the American Heart Association (AHA) for EMS response times.

Upgrades to the town's Emergency Vehicle Preemption equipment at the intersections on Rte. 53 in close proximity to the site are needed, and, without such upgrades, the project cannot be supported by the Hanover Fire Department.

PREP response: OK



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PREP Response: This applies to the same comment in the fire and police. It is our understanding that the Town of Hanover will bring in a vendor that will provide the equipment for the Emergency Vehicle Preemption along Route 53 and operate it for an annual fee. PREP agrees to contribute a total of \$15,000 annually for 10 years towards that fee.

Police

The redeveloped mall and new housing units will not impact the Hanover Police Department's current level of service delivery, assuming that the Police Services Agreement between the Mall and the town continues in perpetuity. It should be made clear that the Hanover Police Department should not be burdened with handling parking disputes at the residences and that towing services will be the sole responsibility of the property owner.

Chief Sweeney requests that the Planning Board vigilantly evaluates pedestrian safety measures such as appropriate signage, appropriate overhead street lighting at any crosswalk adjacent to the property, line-of-site maintenance, and safe, ADA compliant travel. Chief Sweeney's primary traffic safety concern is Woodland Drive. He does not feel that the current condition of the Woodland Drive/Rte. 53 intersection can be allowed to persist, and he expects that the proposed Hanover Crossing project will exacerbate the situation to a critical level. The Police Chief needs more information to fully evaluate all points of ingress/egress at Hanover Crossing, particularly along Rte. 53, as well as the driving conditions within Walnut Hill, in order to render a final opinion on these matters to the Planning Board.

The police department, like the fire department, acknowledges that upgrades to the town's Emergency Vehicle Preemption equipment at the intersections on Rte. 53 in close proximity to the site are required in order to support public safety activities and response to this site.

PREP Response: We will continue to work with the Hanover Police on the Police Services Agreement.

PREP Response: Agree that parking disputes will be handled by the property owner.

PREP Response: Agree with the pedestrian safety measures.

PREP Response: Please see "Department of Public Works - Walnut Hill Neighborhood" response below.

PREP Response: This applies to the same comment in the fire and police. It is our understanding that the Town of Hanover will bring in a vendor that will provide the equipment for the Emergency Vehicle Preemption along Route 53 and operate it for an annual fee. PREP agrees to contribute a total of \$15,000 annually for 10 years towards that fee.



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Community Services

Tammy Murray, Community Services Director, notes that depending on the number of new seniors moving into the apartments, staff increases at the Council on Aging (COA) might be required for 'Client Services'. The COA may also need to enhance busing services by adding another full-time bus driver and upsizing its fleet. Furthermore, the COA building is at or close to capacity and if a significant number of seniors relocate to Hanover due to this project an addition would likely be required.

PREP Response: The redevelopment will be creating a significant increase in property taxes providing for additional services if needed. PREP is also working with GATRA for a possible stop at Hanover Crossing.

Affordable Housing

The proposed project does not include an affordable housing component. As presented on January 3, 2019, Hanover's Subsidized Housing Inventory (SHI) is at 11.9% currently; with the addition of 300 units of market rate housing, and based on current 2020 census projections, Hanover's SHI number will fall to 10.44%.

PREP Response: PREP will continue to work with the Affordable Housing Trust on a contribution amount.

Department of Public Works

Hanover's Department of Public Works includes the following divisions: Buildings & Facilities, Water (treatment and distribution), and Operations (highways, cemetery/grounds, transfer station).

Mill Street

Submitted plans for the project show an extension of the water main on Mill Street. This, coupled with increased traffic, as well damage sustained during the construction phase, will result in the rapid deterioration of Mill Street. Mill Street must be reconstructed by the applicant to support the new water main and future traffic.

PREP Response: Agrees to mill & overlay Mill Street from Route 53 to South Street



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Mill Street/Hanover Mall Drive Intersection Improvements

The DPW Director has identified the intersection of Hanover Mall Drive/NMCA Driveway and Mill Street as an area requiring improvements in order for this project to move forward. These improvements should include measures addressing traffic calming, traffic and pedestrian safety, sight-line improvements, continued maintenance to encroaching vegetation thus maintaining sightlines, and aesthetic improvements at a pivotal intersection in Hanover.

PREP Response: Will improve per plans submitted by PREP

Mill Street Bridge into Norwell

The Mill Street Bridge is currently functional. However, with inadequate shoulders, lack of sidewalks, and narrow lanes, the bridge does not meet the current multi-modal criteria of modern infrastructure. While the bridge probably provides greater benefit to residents of Norwell than those of Hanover, it does provide an alternate route to Norwell, Scituate, and other points east. The failure of the bridge as a result of increased activity from the proposed development would produce a significant hardship and require an expensive replacement.

PREP Response: The replacement/improvement of the bridge has been included in the MassWorks application. PREP feels no other obligation is necessary if application is denied. This is not a bridge heavily traveled by mall traffic.

Hanover Mall Drive

The public portion of Hanover Mall Drive from Rte. 53 to the Mall property is in need of an overlay; increased activity during construction and as a result of post-construction activities will compound this need. In addition, while it is a public way, this stretch of road is, in effect, a public driveway onto private property. It would be appropriate for the property owner to formerly take responsibility for snow removal on this stretch of road. Finally, it has become apparent that some mall infrastructure is on Town property. The property owner needs to either remove said infrastructure from the public way or accept responsibility for maintenance.

In addition, we recommend the construction of sidewalks where they do not already exist on Hanover Mall Drive to connect the sidewalks on Route 53 with the walking passageways on the Mall property.

PREP Response: PREP agrees to mill & overlay the public section of Hanover Mall Drive from Route 53 to the mall ring road along with a sidewalk.



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PREP Response: PREP does not agree with the concept of taking responsibility of the snow removal of that public road. That road also provides access to Prime Motor Group and a soon to be Chick-fil-A. One of the reasons for paying the property taxes is for the care and maintenance of the public roads.

PREP Response: PREP agrees to maintain any infrastructure related to Hanover Crossing within the public right of way.

Woodland Drive - Walnut Hill Neighborhood

The plans do not adequately address the intersection of Woodland Drive and Route 53, nor do they address concerns of residents in the Walnut Hill neighborhood regarding probable increased traffic volumes as a result of the project. Staff shares these concerns and cannot support the issuing of permits until concerns related to this area are adequately addressed. The DPW Director, like the Police Chief, is concerned with all points of ingress/egress at Hanover Crossing, particularly along Rte. 53, as well as the driving conditions within Walnut Hill.

PREP Response: PREP commissioned their traffic consultant to perform a study of the Woodland Drive neighborhood. The study concluded, even after the project is built, that "with the exception of the Route 123/Woodland Drive and Route 53/Woodland Drive intersections, all movements at the intersections along Woodland Drive were shown to operate with minimal delay during the peak hours". The study made recommendations that would provide traffic "calming" within the neighborhood. The report was reviewed by CEI, the town's consultant, who agreed with the methodology and conclusions. At the request of the neighborhood residents that attended that last Planning Board meeting additional traffic counts will be performed on Dillingham way to confirm the counts determined by a 2016 OCPC report. The MassWorks application has included funds for improvements to this area. If the application is denied the applicant is prepared to contribute \$100,000 towards the desired improvements defined as Woodland Drive from Rte. 53 to Hwy 123 with the inclusion of Dillingham Way from Woodland Drive to Main Street. This is in addition to the dollars spent on the traffic study and the dollars that will be spent on the monitoring after the project is finished. We would like the decision of what improvements will be made to be part of a separate process with the residents and the Town with the applicant contributing as proposed above and the actual improvements done through the Town.

Other General Transportation Improvements

Transportation models are changing and redevelopment of the Mall property should accommodate such changes. Facilities for bi.lung, e-scooters, electric vehicles, etc. will continue to play a greater role in the transportation mix over time and should be considered during the permitting phase of this project.



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PREP Response: PREP will have multiple EV charging stations and infrastructure for future EV charging stations. Residential will provide bicycle storage.

Water Distribution System

The water mains as presented appear to largely represent what DPW staff and the designers have talked about throughout the design process. This includes a looped water main running through the Mall property, largely with new cement lined ductile iron pipe, starting at or near the existing tap on Route 53 near Rockland Credit Union, looping through the property, and connecting to an extended water main on Mill Street. Hanover DPW has outlined detailed, technical comments attached hereto.

Presently, two water mains run along Route 53 yet the Mall is currently supplied through a single point of entry which leaves the Mall vulnerable should a break occur. Hanover DPW suggests strongly that the proposed looped water system connect to each of the two mains (the small main on one end and the large main on the other end) to ensure redundancy. This should include a new tap and gate valve coming off of Route 53 to completely replace the existing infrastructure.

PREP Response: Agree with the redundancy.

All gate valve and service valve boxes must be maintained at all times, including during construction and post construction, plumb, free of debris, and at finished grade. Annual written certification from the property owner certifying that all valve boxes have been checked and that they are plumb, accessible, and free of debris, must be required in the permit issued to this project in order to satisfy Hanover DPW.

PREP Response: Agree with the service and maintenance of the gate valves and valve boxes.

Further, the plans call for the abandonment of the existing master meter, and the permit for this project must require that the meter pit be fully decommissioned as part of the reconstruction efforts.

PREP Response: Agree with the decommissioning of the old master meter.

The permit should require the applicant to submit an as-built plan of the water distribution system on the property, stamped by a registered professional engineer, at the completion of the project. This plan should include all water infrastructure(s), old and new, with ties to any buried valves or major changes in direction of pipes.

PREP Response: Agree with the as-built of the water distribution system.



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Water Availability

Hanover DPW has requested that the applicant submit the anticipated average daily water demand as well as the anticipated peak demand from both the commercial and residential components of the project. This information is needed to answer the basic question of whether there are adequate supplies to service the project within the Town's Water Management Act permit and within the actual pumping and storage capacity of the Town's system. The applicant's engineer provided an initial estimate that did not adequately answer the DPW Director's questions. As such, this is an outstanding issue, and Hanover DPW is not in a position to provide the Planning Board with detailed comments or offer a professional opinion regarding the town's adequacy of supply, storage, and pumping facilities to meet the anticipated demands of this project. Hanover DPW cannot support this project before the Planning Board until these questions are fully addressed.

Regardless of the anticipated demands, the Town is currently close to and at times above the Water Management Act cap, and as such, mitigating measures will be needed to sustain the supply should this project be approved by the Planning Board.

PREP Response: Submitted the requested information on water demand to public works and awaiting feedback.

The following improvements to the system should be required (and others may be suggested) depending on final answers provided by the applicant to Hanover DPW:

1. The property owner should be required to perform an annual leak detection survey by a qualified leak detection company which shall include at a minimum listening for leaks on all pipes, hydrants, gate valves and service valves. The results of said survey should be submitted to the Town within 30 days of the completion of the survey. Any leaks detected must be repaired in a timely manner. Please advise the property owner that failure to repair detected leaks in a timely manner may result in the discontinuation of water service to the property until said leaks are repaired.

PREP Response #1: Agree

2. The property owners must ensure timely repairs of leaks - small and large - in the residential units. Each building must have an appropriately sized compound meter to capture the flows, but small leaks may not trigger the movement of the meter. The applicant has indicated in discussions that they intend to individually meter and bill the units for their water usage. Hanover DPW requires a mechanism to match and compare the whole building compound meters with the usage from the individual units. The property owners should be required in the permit for the residential component that the meter reading data from the individual units be submitted at least quarterly to the Town and that any metering include advanced leak detection.

PREP Response #2: Agree



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3. The Town does not have adequate supply to allow cooling towers that rely on Town water. As such, we request that these be specifically prohibited under the permits for this project.

PREP Response #3: Market Basket would like to utilize a cooling tower system which is much more efficient than the traditional cooling tower. These systems are relatively new, 2-3 years, but have proved very efficient. Market Basket can provide the specifications to the DPW for their review. This system has reduced Market Baskets total average daily waste water flows from roughly 9,000-10,000 GPD to below 5,000 GPD.

4. Town personnel or our designated contractor must be granted a permanent easement to perform leak detection throughout the property on an as-needed basis. Said leak detection reports shall be shared with the property owner who is responsible for fixing any identified leaks in a timely manner.

PREP Response #4: Agree

5. The property owner should be required to partner with the Town in an ongoing public education campaign on water conservation. We suggest the permit contain written measures for this component.

PREP Response #5: Agree

6. The property owner should be required to assist the Town in accelerating our meter replacement efforts by funding the replacement of 200 meters a year each year over the next five years. This program will accelerate our efforts to have the town fully radio read and will allow us to take advantage of advanced leak detection capabilities of today's modern meters.

PREP Response #6: PREP does not agree. We are redeveloping one of the largest users of water in the Town and replacing a majority of the meters with the new desired meters along with new infrastructure and agreeing to leak detection surveys and putting in our own wells for irrigation. PREP is doing their part in improving water efficiency for the town. PREP feels being required to replace 1,000 meters outside of the redevelopment is an unreasonable request and has nothing to do with the redevelopment. The redevelopment will create additional taxes that could be used for this program if desired.

Water Billing

All water services shall be properly metered and billed in the name of the property owner, not the tenant. As a courtesy, the Town will mark said bills with the tenant names if they are provided to us by the property owners, but the owner shall for all water charges and all liens for unpaid bills.

PREP Response: Agree



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Inspections

The proposed project exceeds the resources of the Town's existing staff to properly inspect the infrastructure. The permit must address the need for inspections as well as the cost of said inspections. All subsurface water infrastructures must be inspected by water division personnel or their designee prior to backfill. The water division, without exception, will not allow connection to the Town's water distribution system any uninspected infrastructure. Please place the burden on the applicant to arrange for and if necessary pay for said inspections.

PREP Response: Agree

Sincerely,

Justin DeBruin,
Community Development Director

