

## March 5<sup>th</sup> Community Forum Results

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**All comments by participants at the ten tables are included. Comments marked with asterisks (\*) indicate they were mentioned by numerous participants.**

## **I. Housing & Neighborhoods**

### **i. What can be done to create a sense of community within neighborhoods that students and other residents of Keene share?**

- More opportunities to meet & get to know each other and therefore develop relationships\*\*\*\*\*
- Community orientation event or welcoming picnic with local businesses, residents & students\*\*\*\*\*
- Foster sense of place\*\*\*\*\* possibly by attempting to integrate coursework with town projects
- Adopt-a-street joint program w/ students & residents \*\*\*\*\*
- Take away anonymity & create accountability \*\*\*\*\*
- More citizenship opportunities for students\*\*\*\*\*
- Neighborhood ambassador \*\*\*
- Strengthen incentives for Sustainable Energy & Efficiency District, possible expansion\*\*
- Create culture at college by adding tenant education/ civic engagement to curriculum\*\*
- More/different consequences for poor behavior instead of KSC kicking unruly students off campus\*
- More community gardens \*
- Landlords developing relationships with tenants, become more involved with tenant/resident issues
- Focus on fostering general sense of RESPECT 365 days a year, not just Pumpkinfest & Redsox
- More oversight of community service activities, make it easier for students to find those in need
- Recognize that residents need to be the activists/adults/landlords/model behavior
- More mixed housing, whether mixed within the same unit or on the same street
- College communication with students about do's and don'ts in the community
- Incorporation of low income housing/programs with college housing (diversity)
- Recognition of students positive interactions, reinforcement of good behavior
- Working with neighborhood associations on welcome/structure relationships
- Transition program from dorm (structured) to off campus (less structured)
- Learning from other neighborhoods about what's working with rentals in general
- More formal engagement of landlord in housing boundaries
- College concentrate on remaining in SW quadrant of Keene
- Housing fairs (city staff distributes door hanger info, etc.)
- Attempt to control visitors, Limit guests for big events
- Continuation of efforts to reduce crime and partying
- "This is a town with a college, NOT a college town"
- Support local businesses and do community service
- Provide students with classes in dispute resolution
- Enhance collaboration between students/residents
- Block party – pot luck, bring a casserole initiative
- Community Committees w/ equal representation
- City involvement in higher level of enforcement
- Provide students with community based projects
- More internships for students in the community
- Look beyond Student stereotype-relationship
- Reaching out to meet neighbors upon moving
- Diversity/Integration efforts to be expanded
- Recognize that the issue is not only students
- Stress idea that community = city & campus
- Neighbor to Neighbor dinners/interactions
- Stress code of conduct during orientation
- Form neighborhood "communities"

- Examine whatever works & why
- Hot-line resource for renter
- Stronger alumni networks
- Lifelong learning courses
- More on campus housing
- Respectful of neighbors

**ii. What are the implications for the City and College to consider with respect to increasing on campus housing?**

- KSC should increase on campus housing \*\*\*
- KSC should use existing vacant buildings, land for location of additional student housing\*\*\*
- All student housing might become target, as putting all together might encourage poor behavior\*
- Concern: Does increased housing that mean the college is growing in size?\*
- Perceptions about the negative feelings surrounding off-campus student housing are a problem
- Does KSC intend to increase the percentage of students required to live on-campus from 55%?
- Increased on campus housing would leave the City with better/more attractive housing stock
- If there is a place designated as all student housing, what about non-traditional students?
- Deciding how to expand housing on campus is an issue, how can you not expect friction?
- Younger/less experience student better access to programs/social/academic/etc.
- On campus will relieve some neighborhood problems particularly in SEKNG
- How can we not create a loss in the community while expanding the college
- Challenge to integrate those on campus w/being a part of the community
- Recent trend has been single family homes changing to student housing
- Freshmen & Sophomores live on campus - is this a deterrent to trouble?
- Reduction of income from rental housing likely to be landlord concern
- Housing could go south of 101, farther would change “feel” of campus
- Negative: students need to be able to choose price, and some are 21+
- Leaves potential for “un-rentable” housing/ housing values decrease
- Housing farther from campus would give students more freedom
- Students/young prof. along Davis Street (SEED district) corridor
- Specific housing locations contradict integrated neighborhoods
- More on campus housing = more college land/ less taxed land
- Off-campus student district - Where? Good idea but where?
- Opportunities to improve citizenship if living off-campus
- Positive of more on campus housing: more family space
- Landlords lose income, citizens want on-campus housing
- Off campus Housing increases cost of rental properties
- More on campus = less services (municipal) i.e. police
- Could group off-campus housing to “all student” areas
- Not all students want to live on campus; want choice
- Attention to substance abuse, end recruitment issues
- More on-campus adds to use of main street services
- Creation of healthy balance of owner occupied/non
- Currently are no swift consequences for bad habits
- Build up main street for upper level classmen
- Rent will go down for workforce Housing
- Off campus provides life skill experiences

- Housing that doesn't require a meal plan
- Disconnect meal plan for older students
- No starter homes left (eg. Baker Street)
- Change the way KSC assigns housing
- More on campus housing is positive
- Do not make it a gated community
- Issues of noise/parties on campus
- What about fraternity housing?
- Create upper classmen "village"
- Use Winchester lot for housing

**iii. What are your 3 favorite things about your neighborhood?**

- |                                      |   |
|--------------------------------------|---|
| - Proximity to downtown***           | - Quiet, professional neighborhood that is constantly improving |
| - Sense of community/neighborhood*** | - Intergenerational, mixed income                               |
| - Walkability**                      | - Near parks, scenic recreation                                 |
| - Accessibility**                    | - Leisure activities at KSC                                     |
| - Architecture*                      | - Density of City Center  |
| - Maintenance of historic structures | - Peace in the summer!  |
| - Close to KSC, area schools         | - Young & Vibrant   |
| - Weekdays are quiet                 | - Diversity   |
| - Owner occupied                     |   |

**iv. What are your 3 least favorite things about your neighborhood?**

- |   |  |
|---|--|
| - Loss of family housing ***                    | - Hazards on pedestrian trails/missing bike link |
| - Noise/noise at night***                       | - Overhead utilities should be underground       |
| - Parking ***                                   | - Crossing Main St. from KSC to SEKNG,           |
| - Taxes ***                                     | - More lights/speed bumps in crosswalks          |
| - Lots of Parties **                            | - Worst offenders get the most attention         |
| - Lack of landlord regulation*                  | - Streets need work, pothole repair              |
| - Lack of enforcement of violations**           | - Marlboro street improvement                    |
| - Litter*                                       | - Idling of vehicles/air quality                 |
| - Lack of off-street parking*                   | - People afraid to call police                   |
| - No sidewalk or no maintenance*                | - Quality of Housing stock                       |
| - Neglected appearance of property*             | - Ghost town in summer                           |
| - Proximity to college                          | - Maintenance                                    |
| - Need better lighting                          | - Busy streets                                   |
| - Lack of walkability - sidewalks, snow removal | - Security                                       |

**v. What are 3 things in your neighborhood that are important to change in the future?**

- Increased accountability:\*\*\*\*
- Encourage students to take ownership/improve appearance where they live
- Reduce # of unrelated persons permitted to live together (from 4 back to 3)
- Neighbors and students getting to know the landlords
- Tax structure for Single Family Home rentals/assessment
- pedestrian safety/crossings & vehicle speed/parking
- More intentioned use of greenspace to congregate

- Closer to college/more property is destroyed
- Slower driving, speed control, speed tables
- Rental Regulations; Add more regulations
- maintain neighborhoods for ALL residents
- More property regulation? E.g fire safety
- Limit Occupancy for live in and party
- Issues in disbalanced neighborhoods
- Landlords should involve parents
- Sidewalk + curbs + Sidewalks
- Stringent rental requirements
- Neighborliness/Friendliness
- Increased sidewalk usage
- Decrease in drug activity
- Respect of property/noise
- Family homeownership
- Less cars more walking
- Historic preservation
- No sitting on the roof
- Fewer cars per house
- Bike lane on RT 101
- Absentee landlords
- Slower traffic
- Handle trash
- Enforcement
- Cleanliness

**vi. What are the implications for the College if the City moves forward with establishing a Historic District on lower Main Street?**

- College could voluntarily support/respect a new lower Main Street Historic District
- Can't approach the creation of an HDC without including KSC
- KSC should be involved in ordinance drafting process
- Keep historic houses preserved is a worthy goal
- 40% of road is already owned by KSC\*\*
- Only works if KSC participates

**vii. Stakeholders for on-going discussions on this topic:**

KSC alcohol + substance abuse faculty	Campus Security
Keene Police & Fire Departments	Landlords
KSC Student affairs staff	City Staff
Non-profit organizations	Governor
Chamber of commerce	Residents
Restaurant/bar owners	Students
Main street businesses	Retailers
University System	Alumni
Private businesses	Parents

## II. Infrastructure & Parking

### i. About a Parking Deck

- Public transportation in the city should be expanded before a deck built\*\*\*\*\*
- Parking not a problem if you look for it\*\*\*\*
- Efforts need to be made to discourage parking \*\*\*
- A parking deck is needed \*\*\*
- Parking is a challenge \*\*\*
- KSC should participate in cost of building parking deck\*\*
- State should fund a parking deck in PSNH Land, Winchester street & Island\*\*
- KSC should not spend money on parking infrastructure \*
- Parking deck is necessary on campus \*
- Deck should be funded by KSC/Public/Private partnership \*
- Arcadia Hall was designed to have 120 beds with only 32 spaces – re-visit zoning requirements?
- Parking deck paid through TIF funds? Supposed to be used for infrastructure & public good
- Parking deck is opportunity for bike/lockers, also to encourage satellite parking/lockers
- Funding from city/college contribute proportionally for designated student spaces
- City/KSC discuss minimize impact from Alumni center additional parking
- Is there a need for additional parking near campus? Or in neighborhoods?
- Library / west street deck: Joint partnership, Good location for everybody
- Are there incentives for higher level structures to encourage up not out?
- Increase carpooling & alt. transportation instead of building deck
- Need nearby parking lot for Keene Public Library before college
- The deck should not have reserved spaces – parking meters only
- Combination of college/community resource to create a system
- Opportunity to link downtown to Center at Keene, Colony Mill
- Increasing walkability alleviates need for on-campus parking
- Different needs for Residential v. student v. visitor parking
- We need more accessible parking/no one wants to walk far
- First come – first served at parking spaces (no reserved)
- City would benefit from increasing parking downtown
- Bond a parking garage, charge users by meters/kiosks
- Fix other issues before deciding to build a new deck
- Better trails would see more commuting users
- Find out how Brattleboro built a parking deck
- More bike friendly/amenities/encouragement
- Increase parking benefits commuters/visitors
- Centralized parking deck location v. surface
- Must be joint planning effort either way
- Parking deck behind Alumni Center
- Take existing lot for parking garage
- Event parking must be coordinated
- Utilize existing roads in better way
- Fund it so it does not increase tax
- Parking deck can be a party place
- Consult w/downtown businesses
- Make one-way streets & parking
- Where do we put parking deck?

- KSC doesn't encourage biking
- Many students may not drive
- Go up – no surface parking
- Build deck
- Walk more

## **ii. Gilbo Avenue Parking, Health & Wellness Center**

- Put the deck on Gilbo next to Wellness Center\*\*\*\*\*
- Invite college to share their building/development plans with community \*\*
- College should subject Wellness Center to Planning Board Regulations\*
- If a building is there - where will you put the parking? \*
- Can Wellness Center be kept on tax roll?\*
- Include public park/open space into wellness center (Farmer's market)
- Deck next to wellness – maybe integrate greenspace on the site
- For wellness center Keene should pay for parking construction
- A parking deck on Gilbo Ave would benefit both COK & KSC
- Gilbo can be used for city participation and youth involvement
- Not a need for “students” on campus - Perhaps off campus
- Parking deck Dedicated for W.C. users on first floor
- Coordinate the “deck” w/Gilbo ave wellness center
- Wellness Center means less property on the tax roll
- Use state/fed funds to help pay stakeholders
- Wellness center away from Downtown
- KSC/city collaborate & share costs

## **iii. General Comments Regarding Parking**

- Better public transportation is necessary \*\*\*\*\*
- Opportunity on Marlboro street (Kingsbury site, Victoria street) -possible satellite spot?
- College/city should limit parking to encourage bike/public transportation
- Encourage designs to connect/ between campus & community
- KSC & COK should not be trying to use the same areas to park
- People have idea that they can park where they want to go
- Designate some portion of Main Street as pedestrian only
- College doesn't plan for over 3 stories (respects Keene)
- Education for commuters about effect on air quality
- Desire for controlled parking, fines & enforcement
- Congestion in Wheelock school neighborhood
- Neighborhood yards shouldn't be parking lots
- Use student skills/collaborative on solutions
- Increase services to reduce vehicle trips
- Enforce 1 car for 1 bedroom off campus
- Lack of walkability outside downtown
- Nowhere to park because of events
- Parking is a regional issue also
- Neighborhood parking permits
- Manage expectations

**iv. Stakeholders for on-going discussions on this topic:**

Keene residents/taxpayers	City staff
Regional shoppers/users	County
Visitors	Police
Students	Parking Enforcement
KSC	Downtown/ all businesses

**III. Citizenship**

**i. What are the three most important contributions KSC and their students bring to the community?**

- Economic contributions / input\*\*\*
- Community service\*\*\*
- Cultural & political benefits – theatre, dance, speakers, entertainment \*\*
- Expertise from faculty, staff & students\*\*
- Provide volunteers and interns to organizations\*\*
- Continuing education CALL \*\*
- Diversity\*
- Vitality\*
- Business & industry, Advanced Manufacturing Center
- Offer variety of events to appeal to range of residents
- Furniture/appliances left behind
- Lectures at Redfern
- Athletic programs
- Labor at stores
- Vibrancy
- Research
- Library

**ii. How can the College and City better reach out and include students in the community?**

- KSC should have a fulltime off campus/student outreach coordinator \*\*\*\*\*
- More internships\*\*\*\*\*
- Making campus security officers full police officers for enforcement \*\*\*\*
- Empower students on boards/organizations (City Council?) \*\*\*\*\*
- More community service/volunteer projects\*\*\*\*\*
- Kill Pumpkinfest \*\*\*\*\*
- More clearly defined consequences (harsher punishments)\*\*\*
- Promote and increase existing city programs \*\*\*
- City Councilor assigned to student affairs (logistics, enhanced responsibility)\*\*
- Community needs to offer students opportunities to engage positively \*\*
- Have a “downtown discount” day to get kids downtown\*\*
- Lack of community space/ gathering spots \*\*
- Don’t kill Pumpkinfest \*\*
- Reward positive behavior\*\*
- Buddy system/mentoring\*\*
- Smaller community service events that include student volunteers/participants\*



- March 5<sup>th</sup> Community Forum Results -

- Orientation for students is an opportunity to focus on introduction to community\*
- Residents role modeling the behavior they hope to have students exhibit\*
- Have mayor, police, neighbors at convocation \*
- Community members attend Academic Excellence Conference KSC needs to do better outreach
- Program to offer to Keene Students to attend local college for 2 years at community college price
- Door hanger project w/ conversations @ the beginning & end of year (existing city program)
- Pumpkinfest is significant community event – is separate from partying for many students
- Remind students that good citizen habits are part of Keene State mission & philosophy
- Majority needs to speak out, using peer pressure to community's advantage
- Consider tenant ed. programs as a requirement or as part of the curriculum
- What are Greek life requirements for philanthropic and civic engagement?
- Put an insert in the newspaper during orientation for students and parents
- Sentinel (Monadnock profile for positive reflection of college) Equinox
- Clear way for community to present what is needed/wanted for support
- Invite students to city events, maybe use “myksc” or the student center
- Involve students in adopt-a-street trash pickup (existing city program)
- Invite students on to local organizations to increase accountability
- Involve students in graffiti remediation (existing city program)
- Program to bring local political events - Discuss on campus
- Application question: how will you benefit community?
- More & continued outreach efforts, door to door as well
- More community advertising in on-campus Publications
- Constantly renewing relations for students & neighbors
- Use Twitter accounts to share news and for good things
- Increase community forums – invite KSC students
- Downtown tour/info booklet for parents/students
- More activities for students to engage (sports)
- Late night activities to engage new students
- Citizenship as part of the curriculum
- Press release and forum for goods
- Student interviews in newspaper
- Sport events/track volunteerism
- Interactive map (web/mobile)
- Research the problem more
- Voting awareness

**iii. Stakeholders for on-going discussions on this topic:**

Any organization receiving interns	Student Affairs/ KSC President
Students of all classes	University system
Community members	Trustees & Alumni
Landlords	Businesses

## **IV. Tax Base Preservation**

**i. Regarding the Tax Base**

- Concerns over eroding tax base are real \*\*\*
- Adjust tax assessment protocols! esp. for rentals\*\*
- Stop migrating on east main and taking property of tax roll\*\*

- Ability to adjust and compromise campus master plan to meet city planning goals\*
- Take advantage of Research & Design programs @ college SBDC
- What is Process to look @ projects for shared uses/services?
- Collaborate to create reasons for businesses to stay
- Diversity of ages/business creating a place to be
- Maximizing facilities/Program RCAPS
- East Main is touchy area historically
- Need to find a way to fund services
- Is PILOT being negotiated now?
- Community wants KSC to stay
- Not a simple issue or solution
- “unwritten understanding”
  - o Alumni Center/Administration
  - o Goes back to 80’s and 90’s
  - o how formalized?

## **ii. Municipal Service Agreement**

- Without details, can’t really comment \*\*\*\*\*
- UNH, Plymouth, Dartmouth as other models to look at\*
- Is there potential for joint financial usage projects, eg. The Ice Rink?\*
- There are other models out there\*
- Re-examine Municipal Service Agreement to ensure compensation is adequate
- Tied to property tax because property tax is only tax base without agreement
- Review other models from other cities
- This needs to be looked at

## **V. Things to Keep in Mind Moving Forward:**

- Try to define KSC Financial contribution (in kind)/vs services used
- Need more sense of responsibility & accountability for students
- General education for community re: taxes/benefits/how used
- Ongoing working group should be formed to look at issues
- Community workshop vote/referendum (w/student body)
- KPD & Campus Safety should be working together
- City website needs updating, use KSC students to help
- Need more students & citizens engaged in this process
- Most people did not know of the March 5th event
- Improve Planning Dialogue & Course of action
- Study off-campus impact of students/housing
- Better communication (newspaper & radio)
- Stress that freedom has responsibilities
- More use of electronic MCDIR
- Study other models to start
- Use student government
- Emails did not work
- COCPTC meetings (?)
- Repeat this forum

## **VI. General Comments for Keene State College:**

- There may be some areas where it makes more sense for KSC to expand (Winch. Court for example)
- Study other models as part of education of parties, due to technology, innovations, creative solutions
- Spread out the information about college involvement in community
- Utilizing existing properties could be tough with height restriction
- Sentinel – weekly column about KSC activity in the city (circled)
- Increase campus business management, hst. design & location
- College should be even more accessible to Keene residents
- Share info like # of service hours contributed by students
- Keene residents do not feel like they belong in college
- Students kicked out should provide example for others
- Expand on less valuable land away from downtown
- KSC needs to take responsibility for student actions
- KSC should provide a living wage to employees
- On campus students looking to go off & party
- Members and history and culture are positives
- KSC should utilize existing properties better
- College shouldn't be able to do what it wants
- Should keep college within their footprint
- Administration should = college and city
- KSC should not acquire more properties
- Use economy of scale and optimize use
- Main St. & Winchester are a boundary
- Campus should serve more residents
- Increase to 60% on-campus housing
- More remote emergency call boxes
- KSC & City should share concerns
- Campus feels separated from town
- # of students must be stable
- Renovations on campus
- More classes on Friday

## **VII. General Comments for the City**

- Opportunity for college/city collaboration for provision of Broadband/High Speed Internet
- Keep in mind - Can't build strong economy with small \$ contribution from students
- Apt. rental inspections for annual changes, required as part of lease agreement
- Rental Property should undergo additional regulations
- Temporary space needed for tourists in transition
- To be livable, can't keep having taxes increase
- Host another KSC & Keene forum (public)
- Advertise community opportunities
- Are there enough public restrooms?

### **Pumpkin Fest:**

- Police need to stop parties before they start
- Draws people based on tradition
- Brings lots of unwanted visitors
- Not only students