

**State Parks System Advisory Council**  
Friends and Volunteers Subcommittee  
Report and Recommendations  
September 26, 2011

**Committee Members (2010):**

Maggie Stier, NH Preservation Alliance, chair  
NH State Representative Susan Kepner  
Craig Mayo, NH Snowmobile Association  
Kathleen Reardon, Citizens Bank  
Bill Roberts, Friends of Pisgah State Park

**Executive Summary:**

New Hampshire's parks system includes some of the most scenic, ecologically important, and varied terrain in the state, and offers a wide range of recreational opportunities. The state also has a strong tradition of volunteerism. The parks system has strong potential to expand its use of volunteers through Friends groups and other partnerships, and by doing so, can become even more effective in carrying out its mission.

There is widespread recognition of the benefits that an improved and expanded volunteer program could bring to parks operations, especially since the crisis in state parks funding in 2005-2006 and the passage of HB 74. While many non-profits utilize volunteers in all aspects of their operations, the best use of non-paid labor for State Parks is in caring for their properties where general labor and construction skills are needed, or in helping to provide basic visitor services.

The Division of Parks already utilizes volunteers in several aspects of its operations, particularly the Trails Bureau, but could realize even greater benefits with a more systematic approach to recruiting, training, and managing volunteers. As the NH Division of Parks & Recreation begins implementation of its new Ten-Year Strategic Plan, expansion of volunteer programs and opportunities will depend first on certain internal improvements. Top priorities for parks staff include clarification of legal protections such as liability coverage and workmen's compensation programs, and more staffing to administer the volunteer program.

Current volunteers, responding to a survey carried out by SPSAC in November, 2010, suggested that the existing program could be strengthened by more staff attention and resources, more consistent policies and procedures, and expanded recruiting, recognition and feedback opportunities. This committee agrees that the volunteer program cannot increase its effectiveness without those things.

Based on this committee's 18 months of study, this report makes the following recommendations:

- **Create and fund a new staff position for a Volunteer Program Manager**
- **Create Friends groups for as many historic sites and parks as possible**
- **Standardize agreements with trail maintenance groups and Friends groups**
- **Thank and honor volunteers through new recognition and reward programs**
- **Seek partnerships with existing state agencies (Fish & Game, Historical Resources), the state college and university system, and federal agencies**
- **Utilize labor provided by vocational training programs, professional associations, and Student Conservation Association and VISTA volunteers**
- **Consider outsourcing aspects of managing the State Parks volunteer program through an exclusive agreement with Volunteer NH**
- **Provide volunteers with regular opportunities for training, educational conferences, and mentoring**
- **Consider ways in the future that volunteers might raise private funds for the parks system**
- **Develop the framework for a State Parks Foundation that could accommodate bequests, build endowment, and support specific activities of Friends groups through grant program or other means**

In conclusion, we are confident that New Hampshire can have a vibrant and loyal volunteer corps for its state parks system. It can tap a resident population that includes many active retirees, and engage many parks users who would welcome the opportunity to "give back" and receive some special benefits and/or recognition in the process. Many other states have programs that can serve as models for innovation in New Hampshire.

## **Background**

The State Parks System Advisory Council was created in 2008 per RSA 216-A:3-k, State Park System Advisory Council. Under section VI (e), the council is specifically directed to:

“investigate the development of new incentives to encourage nonprofit clubs, "friends" groups, or other individuals or organizations to assist with construction, maintenance, scientific research, visitor services, and other activities required for the efficient operation of the state park system.”

As part of the same statute (Section 216-A:3-l), the director of the Division of Parks & Recreation was directed to establish an adopt-a-state park program by directly involving citizens, groups, associations, municipalities, and the business community in the beautification of New Hampshire's state parks. This statute further allows that any interested citizen or group may provide ongoing maintenance on a voluntary basis to the state park system, that rules be developed to manage such partnerships, and that “an appropriate method of recognizing those who provide service to the state park system through participation in the adopt-a-park program” be developed and implemented.

The State Parks Ten-Year Strategic Plan articulates the vision and goals for working with volunteers and Friends groups:

“In the parks of tomorrow, the Division will make even better use of the various kinds of park Friends groups that are already making substantial contributions to the maintenance and operation of many parks. The Division is designing and will implement more formal agreements with these groups. Providing much needed support to these groups is an extremely cost-efficient way to get good work done in the parks as well as to generate and support high user interest in and loyalty to the park. This must be a high priority for the immediate future.” (Strategic Plan, pg. 42)

## **Volunteer Subcommittee Activities**

In 2010, SPSAC chair Richard Ober created three subcommittees to do more in-depth work in the following areas: Volunteers and Friends Groups, Legislation, and Leasing.

The Volunteers and Friends Group subcommittee took as their charge 1) to understand the current state of volunteer programs within Parks, 2) to explore the potential for expanding these programs, and 3) to recommend and advocate for strategies that would help the Parks System achieve its goals in this area.

Changes in subcommittee membership have delayed the production of this report and limited full participation by all original sub-committee members. In addition, over the year and a half since the subcommittee began its work, there have been changes in the leadership of parks and in staff assigned to work with this committee. This report, therefore, is largely the product of the chairman of the subcommittee, with input from several parks staff.

The work of the subcommittee was significantly enhanced by the cooperation and assistance of a newly hired volunteer coordinator at State Parks. Taking this new position in April 2010, Rebecca Taylor filled a significant void, and although she held the job for less than a year, built momentum to create much-needed systems and policies to serve as the foundation on which to build and expand the volunteer program. It is hoped that her duties will be reassigned to a new staff person as soon as possible.

The Volunteer Subcommittee held four meetings. April 5, June 22, September 9, and November 17, 2010. Subcommittee meetings were open to all SPSAC members, parks staff, and existing volunteers and Friends groups. The subcommittee listened and learned much from these gatherings.

The committee also developed and sent out a questionnaire to existing parks volunteers. Results were tabulated and draft findings reviewed. Responses provided clear and consistent feedback for parks, reinforcing the need for administrative changes such as updating procedures and policies, creating a working database of volunteers, and providing new methods of information sharing.

The results highlighted issues and concerns among volunteers, and helped focus attention on critical areas to address in the division's work plans. The State Parks System, due to a chronic shortage of funding, has lacked the capacity for more than very modest efforts in managing existing Friends groups and volunteers, and relationships and productivity have sometimes suffered. Nevertheless, this committee heard from a number of dedicated, thoughtful, and hard-working volunteers who love to contribute to the parks and would be receptive to new management practices and systems that improved conditions within the parks.

In addition, the chair of the sub-committee participated in a task force convened by then-Senate President Sylvia Larson to look at ways that her office could facilitate partnerships between existing volunteer programs and needs within the State Parks System. This effort resulted in a successful 2-week residency for Volunteers in Service to America (VISTA), and greater awareness of opportunities among groups such as the Student Conservation Association and Volunteer NH, as well as corporate volunteer initiatives and agencies that manage Community Service hours for legal offenders.

## **Summary of the Current State of Volunteer and Friends Group Programs**

The Division of Historic Resources has twelve historic sites, and bureau chief Ben Wilson is already working with existing volunteer groups at these locations to improve relationships and services. One of the most important changes is that deferred maintenance at the historic sites is now being addressed, with new legislative appropriations for that purpose. Where once there was resentment that Parks was not caring for its properties, volunteers and friends groups at these sites now feel that their efforts and advocacy are being rewarded, and they are able to take pride in working at a state-owned site. Before the Bureau was created and staffed (2007), these groups were managed very loosely, often felt ignored and disconnected from Parks, and had no formal means of communication or recognition. Moreover, so much variety in agreements and policies existed that there was difficulty in administering each group in a systematic way. Volunteers were not always clear about their status within parks or what they were expected to do. Recent re-organizations have addressed these issues.

Chris Gamache, head of the Bureau of Trails, manages 180-200 volunteer trails groups, of which 135 are snowmobile or ATV groups, while 50–70 focus on hiking, equestrian, sled dog activities, and other recreational special interests. Gamache and his staff agree that their biggest challenge in carrying out work plans is managing these volunteer groups. The motorized groups, such as snowmobile and ATV clubs, are generally well organized and high functioning, and parks generally partners effectively with these groups. Non-motorized groups, however, are more loosely organized and less able to communicate regularly and carry out sustained projects. One concern expressed by parks staff is overlap between volunteer groups and the territory they work on, which leads to some redundancy and user conflicts. Another concern is having enough volunteers in these groups to carry out the work that needs to be done. There is always a need for more volunteers to become partners through these clubs, even as the challenges of managing volunteers become more complicated. They are a crucial element in maintaining the trail system, which is not limited to state-owned lands but includes use of private property as well.

Trails Bureau staff must prioritize their efforts to focus on working with volunteers on the most critical, essential tasks. Fortunately, a number of local volunteers have organized and stepped up in recent years due to financial constraints that led Parks to close or cut back operations in some locations. The Motorized Trails program is the only group of parks volunteers that has systems in place for recruitment, reward and recognition.

Parks managers direct some individual or group efforts on a one-time or one-project basis. In these cases, there is no overarching system or protocol for volunteer recruitment or management.

Furthermore, there is no system to track volunteers' names and addresses, hours contributed, or to provide training or recognition.

Division staff singled out liability issues related to the utilization of volunteers as a major impediment to expanding the program. Legislation is required to address this issue, slowing the implementation of new policies.

For some months after the release of the initial Strategic Plan (which was withdrawn), there was widespread concern among the general population that some parks might be closed or their operations curtailed due to lack of funding. Such conditions prompted some new volunteers and friends groups to come forward, but negative publicity generally works against recruiting volunteers. Instead, as Parks has built up a stronger public image—and NOT closed or disposed of individual units within the system—public perception has improved. Now, capitalizing on this, the launch of more systematic and well-publicized volunteer program would be timely and effective. The Division of Parks utilizes volunteers in all aspects of its operations, particularly the Trails Bureau. It could realize even greater benefits with a more systematic approach to recruiting, training, and managing volunteers and the diverse groups to which they belong.

### **Recommendations for Expanding Volunteer and Friends Group Programs**

While many non-profits utilize volunteers in all aspects of their operations, the best use of non-paid labor for State Parks is in caring for their properties where general labor and construction skills are needed, or in helping to provide basic visitor services.

Growth of the volunteer program is currently limited by a lack of staffing. Creating a new staff position for someone to manage the volunteer program is the first recommendation of this committee. Addressing current inefficiencies, building the program, and managing it well logically can follow if there is a person who is focused on doing that on a daily basis. Without it, the program will remain limited in scope because current division staff have too many competing priorities. With a comprehensive set of policies and procedures, the development of which is underway, existing volunteers and friends groups can be more effectively engaged and managed.

Perhaps the single most effective way to channel volunteers into the system is to create Friends groups for as many of the historic sites and parks as possible. Managing individual volunteers is much more labor intensive for parks staff, but with the structured partnership of a Friends group, volunteers report to the Friends group, which coordinates their annual work plans and provides the direct day-to-day supervision. Standardizing agreements with both these Friends groups, and

with Trails groups, will allow for more streamlined and consistent management and communication.

The pool of volunteers needs constant replenishment to sustain the program. Volunteers responding to the questionnaire cited burn-out as one of their concerns, and natural aging and attrition are factors to be considered as well. Alleviating some of the stresses of the job might help retain some volunteers, but just as important is constantly recruiting new volunteers and providing them with mentoring opportunities so that they feel competent for the work they are expected to do and connected with other volunteers.

As of this report (September 2011), significant growth in publicizing the state parks system is already underway, creating fertile ground for planting the seeds of an expanded volunteer program. Greater promotion of the assets of the park system will provide the public with more information about the parks, encourage visitation, and inspire volunteerism—bringing people into a more closely connected relationship with their favorite parks. As the parks system invests in its own staff and facilities, more potential volunteers will be attracted and want to become part of the effort.

Reward and recognition programs can be developed that will publicly thank and honor volunteers, and raise the visibility of volunteer programs as a way to add status to existing efforts and attract new qualified candidates for membership in the group. Rewards and special opportunities will also attract more volunteers. Specific activities might include specialized training, opportunities for socializing with other volunteers, and special perks such as reduced camping fees, access to staff-only areas, or behind-the-scenes tours at other sites.

Research opportunities abound in our state parks. Partnering with other state agencies such as Fish & Game or Historical Resources is logical, and federal agencies might be engaged as well. Our state college and university system is another potential partner to carry out research projects within state parks. Students might add value to a park by enrolling as a summer intern on a volunteer basis, sharing the results of their research in a public program, or even continuing their studies within the context of meeting and educating the public.

Vocational training programs offer another source of labor and skills. Adult supervision is necessary, and allowances need to be made for the level of the classes involved. Both high schools and colleges could be approached to have students carry out projects in parks close to their locations. Engaging younger students within the parks is underway with “The Great Park Pursuit” program, and the opportunity exists to recruit these children as they mature to be volunteers within their favorite park.

Professional associations afford a pool of highly skilled labor for specialized projects with parks. Groups such as the NH Arborists Association, Granite State Installers (septic systems), or the NH Home Builders Association have all expressed interest and could be tapped to put their members' expertise to good use in service to a particular project in a particular park.

Another kind of association is Volunteer NH, the statewide coordinating group for volunteer opportunities in the state. An exclusive agreement to utilize Volunteer NH's services to promote volunteer opportunities within parks, as well as to provide recognition and rewards for parks volunteers, might be a very constructive partnership, reducing management and logistics time for parks staff and utilizing economies of scale statewide.

The Student Conservation Association (SCA) and Volunteers in Service to America (VISTA) are new sources of volunteer labor that were engaged to work in NH State Parks in 2011 with considerable success. Partnerships should continue with these groups, who are already trained for the task and will work in return for lodging and meals.

Volunteers can play a critical role in raising funds for activities and projects within state parks. They can write grants, make donations and bequests, and organize special events. Non-profit managers know that volunteers are among the most committed and generous donors to their organizations. Typical volunteer support might go toward purchasing equipment, making capital improvements, or funding their own work projects. However, at the present time, it appears that there is neither the political will nor the band-width within parks to take on this additional aspect of a volunteer program. At some later date, conditions may be appropriate to do this.

In the meantime, new revenues are anticipated from the sale of a State Parks License plate, which was offered for the first time at the start of the 2011 summer season. At such time as it is deemed appropriate, this subcommittee could be a means to evaluate the feasibility and desirability of creating a State Parks Foundation that could accept bequests, build endowment, and support specific activities of Friends group through grant programs or other means.

Training is an area where NH State Parks recognizes opportunities for growth, with ideas that include offering a regular cycle of training, working in partnership with groups already doing this like the Appalachian Mountain Club and the Society for the Protection of NH Forests, or local conservation organizations. Another possible strategy is holding an annual conference, perhaps in different regions or locations around the state, or adding sessions to existing conferences such as "Saving Special Places." Extensive training programs are not cost effective, nor is it prudent for Parks to shift fiscal responsibilities or management-level decision making onto volunteers.



### **Recommendations for SPSAC's Volunteer Subcommittee's Continuing Activities**

As an advisory group, SPSAC is not able to actively engage in implementing recommendations. However, SPSAC could be of continued effectiveness with volunteers and Friends groups in the following ways:

- a) Work with designated park staff to be a resource and advisor for Strategic Plan goals
- b) Set up a process for volunteers to provide feedback to SPSAC
- c) Compile "Stories from the Field" to share with SPSAC and legislators. Work with parks to possibly distribute these as press releases or link to the parks website
- d) Be a resource for state parks' staff in developing new policies and procedures for volunteers and friends groups
- e) Be a resource for state parks' staff in developing and publicizing opportunities and benefits of volunteering in state parks
- f) Provide advice and support to state parks' staff in the development of possible non-governmental funding mechanisms such as a State Parks Foundation.

## **Appendix 1 Summary of Subcommittee meetings**

A brief summary of each of the Volunteer sub-committee meetings is included here:

**April 5, 2010:** There is still widespread concern among the general population that NH State Parks may close or see a reduction in services due to lack of funding. Capitalizing on this, the launch of more systematic and well-publicized volunteer program would be timely and effective. The Division of Parks utilizes volunteers in all aspects of its operations, particularly the trails bureau, but could realize even greater benefits with a more systematic approach to recruiting, training, and managing volunteers and the diverse groups to which they belong.

**June 22, 2010:** The Division of Historic Resources has 12 historic sites, and bureau chief Ben Wilson is already working with existing volunteer groups at these locations to improve relationship and services. Until the bureau was created and staffed, these groups were managed very loosely and felt disconnected from Parks. There is a variety of agreements in place; the difficulty of administering each separately and with consistent policies has led to some recent re-organizations. Volunteers are committed to their individual sites but not always clear about their status with parks or what they are expected to do. There is a significant need for volunteers to help care for buildings, run programs, etc.

**September 9, 2010:** Chris Gamache, head of the Bureau of Trails, manages 180-200 volunteer trails groups, of which 135 are snowmobile or ATV groups, 50 – 70 focus on hiking, equestrian, sled dogs groups. Both staff members agree that their biggest challenge is people management. Motorized groups are generally high functioning and well organized through their various snowmobile and ATV clubs, though there is always a need for more volunteers through the clubs. Parks' current volunteer management efforts focus primarily on people and clubs working on the motorized trails system. Non-motorized groups are generally more loosely organized and less connected to parks management. Sometimes, overlap between groups and the territory they work on leads to some redundancy and user conflicts (listening sessions in 06-07).

**November 17, 2010** Parks managers direct individual or group efforts, mostly on a one-time or one-project basis. There is currently no overarching system or protocols for volunteer recruitment or management; no system to track volunteers' names and contact info or their volunteer hours, and no system to provide training or recognition. There are many different written agreements with groups doing various projects within parks. Staff priorities are necessarily focused on the most critical, essential tasks. Local volunteers have organized and stepped up in recent years due to financial constraints that led Parks to close or cut back  
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operations in some locations. Only motorized trails have programs for recruitment, reward and recognition. In other areas, very little is taking place now and there is a need for this. Parks could borrow creative strategies from similar organizations, and consider partnerships with existing organizations such as Volunteer NH. Training is an area for growth. Ideas include holding an annual conference, perhaps in different regions or locations around state or adding sessions to existing conferences such as “Saving Special Places.” Offer a regular cycle of training. Work in partnership with groups already doing this like AMC, SPNHF, etc. as well as local conservation commissions.

## **Appendix 2**

### **Existing Friends or Volunteer groups and partners**

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 STRATEGIC DEVELOPMENT and CAPITAL IMPROVEMENT PLAN, 2009  
 APPENDIX 12 - Park "Friends Groups" and Affiliates

Type	Name of Association	Site / State Park property
Advisory	Ahern State Park Advisory Committee	Ahern
Other	Allenstown Historical Society	Bear Brook – Allenstown Mtg House
Assisting	Americorps/SCA	Statewide
Assisting	Ammonoosuc Valley ATV Club	Ammonoosuc Rail Trail
Assisting	Andover Snowmobile Club	Northern Rail Trail
Assisting	Androscoggin Valley ATV Club	Jericho Lake
Assisting	Appalachian Mountain Club	Statewide, Franconia, Monadnock
Assisting	Asquamshumakee Snowmobile Club	Warren Rail Trail
Programs	Audubon Society of NH	Miller
Assisting	Blue Ocean Society	Wallis Sands/Jenness Beach
Assisting	Brookline Ice Breakers SMC	Greenville Branch Rail Trail
Programs	Camp E-toh-anee	Coleman
Other	Campground Owners Association	Statewide
Advisory	Cannon Mountain Advisory Commission	Cannon Mountain Ski Area
Assisting	Cardigan Highlanders	Cardigan Mountain SF
Assisting	Cardigan, Friends of	Cardigan Mountain SF
Assisting	CCC Alumni Association	Bear Brook
Advisory	CLH Citizens Committee	Connecticut Lakes Headwaters
Assisting	Cohas Trail Association	Connecticut Lakes Headwaters
Assisting	Colebrook Boy Scouts	Beaver Brook Falls
Assisting	Colebrook Kiwanis	Beaver Brook Falls
Assisting	Colebrook Ski-Bees Snowmobile Club	Colebrook-Beecher Falls RT, CLH Tract
Assisting	Connecticut Valley Snowmobile Club	Ammonoosuc Rail Trail
Advisory	Conservation Number Plate Advisory Committee	Statewide Historic Sites
Assisting	Coos Trails Association	Nash Stream Forest
Interagency	Council on Resources & Development, State Lands Mgmt Team	Statewide
Assisting	Dalton Ridge Runners Snowmobile Club	Lake Forest
Assisting	Derry Pathfinders Snowmobile Club	Rockingham Recreational Trail
Interagency	DES - Coastal Program	Statewide
Interagency	Division of Historical Resources	Statewide
Interagency	DOS Marine Patrol	Statewide
Advisory	DRED Advisory Commission	DRED
Interagency	Fish And Game Department	Statewide
Assisting	Fitzwilliam Garden Club	Rhododendron
Assisting	Forest Lake Association	Forest Lake
Assisting	Fort Stark Brigade/Friends of Fort Stark	Fort Stark

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Type	Name of Association	Site / State Park property
Assisting	Franconia Ski Club	Franconia Notch
Assisting	Granite State ATV Association	Statewide
Assisting	Great North Woods Riders ATV Club	Connecticut Lakes Headwaters
Assisting	Groveton Trailblazers SMC	Nash Stream State Forest
Programs	Hampton Area Chamber of Commerce	Hampton Beach and Seashell
Advisory	Hampton Beach Area Commission	Hampton Beach
Assisting	Hampton Beach Beautification Committee	Hampton Beach
Programs	Hampton Beach Village District	Hampton Beach
Managing	Hillsborough Historical Society	Franklin Pierce Homestead
Other	Jaffrey, Town of	Monadnock
Assisting	Jefferson Highlanders SMC	Nash Stream State Forest
Assisting	Kearsarge Mountaineers SMC	Winslow
Assisting	Lake Tarleton Association	Lake Tarleton
Assisting	Lake Tarleton SMC	Lake Tarleton
Interagency	Lakes Management Advisory Committee	Statewide
Assisting	Lakes Region Chamber of Commerce	Central Region
Assisting	Lakes Region SMC	Northern Rail Trail
Assisting	Lancaster Sno-Drifters SMC	Weeks
Interagency	Land & Community Heritage Investment Program	Statewide
Assisting	Lighthouse Kids	White Island Historic Site
Assisting	Lincoln Woodstock Chamber of Commerce	Central Region, Franconia Notch
Assisting	Lisbon Stump Jumpers SMC	Ammonoosuc Rail Trail
Assisting	Littleton Off Road Riders SMC	Ammonoosuc Rail Trail
Assisting	Madison Boulder, Friends of	Madison Boulder
Assisting	Massabessic Bike Association, Friends of	Rockingham Recreational Trail
Assisting	Merrimack Valley Trail Riders	Clough, Hopkinton-Everett Trails
Advisory	Monadnock Advisory Committee	Monadnock
Other	Monadnock Conservancy	Statewide
Assisting	Monadnock Happy Trails Association	Pisgah
Assisting	Monadnock Snow Moles SMC	Ringe Rail Trail
Assisting	Monadnock-Sunapee Greenway Trail Club	Monadnock, Pillsbury, Sunapee
Assisting	Morin, Bob and Zanita	Milan
Assisting	Mount Cardigan Snowmobile Club	Cardigan
Assisting	Mount Cardigan, Friends of	Cardigan
Assisting	Mount Moosilauke ATV Club	Warren Rail Trail
Assisting	Mount Prospect Ski Club	Weeks ski area

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Advisory	Mount Sunapee Advisory Committee	Mount Sunapee Ski Area
Managing	Mount Sunapee Resort	Mount Sunapee
Assisting	Mount Sunapee SMC	Mount Sunapee
Advisory	Mount Washington Commission	Mt Washington
Other	Mount Washington Observatory	Mount Washington
Assisting	Mountain Meadow Riders SMC	Echo Lake-Cathedral Ledge
Assisting	Muster Field Farm Museum	Wadleigh
Assisting	Nansen Ski Club	Milan
Other	National Parks Service	Statewide - LWCF
Other	Nature Conservancy, The	Statewide
Other	NE Ski Museum	Franconia Notch
Programs	New England Handicapped Sports Association	Mount Sunapee
Assisting	New England Mountain Bike Association	Statewide, Seacoast Region
Assisting	NH ATV Club	Rockingham Recreational Trail
Other	NH Lakes Association	Statewide
Assisting	NH Mushers Association	Bear Brook
Other	NH Preservation Alliance	Statewide Historic Sites
Other	NH Recreation and Parks Association	Statewide
Assisting	NH Snowmobile Association	Statewide
Other	NH Snowmobile Museum	Bear Brook
Assisting	Nightriders SMC	Hillsborough Branch Rail Trail
Assisting	Nor'easters SMC	Silver Lake
Assisting	North Country ATV Club	Nash Stream State Forest
Assisting	Northern-Grafton County, Friends of	Northern Rail Trail
Assisting	Northern-Merrimack County, Friends of	Northern Rail Trail
Interagency	Office of Energy and Planning	Statewide, LWCF
Other	Old Man of the Mountain Caretaker	Franconia Notch-Old Man of the Mtn
Other	Old Man of the Mountain Legacy	Franconia Notch
Other	Old Man of the Mountain Museum & Preservation	Franconia Notch, Old Man of the Mountain Museum
Assisting	Old Patch Place, Friends of	Rhododendron
Assisting	Ossipee Valley SMC	White Lake
Assisting	Pillsbury, Friends of	Pillsbury
Assisting	Pisgah, Friends of	Pisgah
Assisting	Pittsburg Ridge Runners Snowmobile Club	CLH Tract, Deer Mtn Campground
Assisting	Powder Mill SMC	Farmington Rail Trail
Assisting	Presidential Range Riders SMC	Moose Brook, Presidential Rail Trail

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Type	Name of Association	Site / State Park property
Programs	Public Service of NH	Statewide
Interagency	Public Waters Access Advisory Board	Statewide
Interagency	Rivers Management Advisory Committee	Statewide
Programs	Robert Frost Farm Trustees	Robert Frost Homestead
Advisory	Rockingham Rec Trails Advisory Committee	Rockingham Rec Trail
Assisting	Rye, Town of	Wallis Sands/Jenness Beach
Assisting	Saddleback Mountain Lions Club & Verizon Telecom Pioneers	Northwood Meadows
Managing	Seacoast Science Center	Odiorne Point - SSC
Assisting	Shugah Valley SMC	Sugar River Rail Trail
Assisting	Ski NH	Franconia Notch
Other	Society for the Protection of NH Forests	Statewide, Monadnock
Assisting	Southern NE Mountain Bike Association	Pawtuckaway SP
Assisting	Southern NH Snow Slickers SMC	Bear Brook, Pawtuckaway
Assisting	Southern NH Trailblazers SMC	Kingston
Interagency	State Heritage Collections Committee.	Statewide
Advisory	State Park at Jericho Lake Advisory Committee	Jericho Lake
Advisory	State Park System Advisory Council	Statewide
Advisory	Statewide Trails Advisory Committee	Statewide
Assisting	Sullivan County ATV Club	Sugar River Rail Trail
Assisting	Sunapee-Ragged-Kearsarge Greenway Coalition	Sunapee/Wadleigh/Rollins/Winslow
Programs	Sutton Athletic Fields	Wadleigh
Assisting	Swift Diamond Riders Snowmobile Club	Coleman, CLH Tract
Assisting	Tompkins, George and Joyce	Lake Tarleton
Assisting	Town Line Traildusters SMC	Northern Rail Trail
Assisting	Trail Masters	Moose Brook
Assisting	Tri-County OHRV Club	Hillsborough Branch Rail Trail
Other	Trust for Public Lands	Statewide
Other	UNH Coastal Marine Lab	Ft. Constitution
Assisting	UNH Cooperative Extension	Bear Brook -- 4H Camp
Interagency	US Army Corps of Engineers	Clough
Assisting	Wapack Trail, Friends of	Miller
Interagency	Water Council	Statewide
Assisting	Waumbek-Methna SMC	Presidential Rail Trail
Assisting	Weare Winter Wanderers SMC	Clough, HopEv Trails
Programs	Weeks State Park Association	Weeks
Assisting	Weirs Action Committee	Endicott Rock



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Type	Name of Association	Site / State Park property
Assisting	Wentworth Coolidge Commission	Wentworth Coolidge Mansion
Interagency	Wetlands Council	Statewide
Managing	White Mountain Attractions	Woodstock Information Center
Interagency	White Mountain National Forest	Central and North Regions
Assisting	White Mountain Ridgerunners	Jericho Lake
Assisting	Wilton-Lyndeborough SMC	Greenfield

NOTE: This list represents the known groups and affiliates associated with the Division to date. Any omissions are unintentional.

## Appendix 3 Sample Case Studies

**Wadleigh State Park:** Don Davis reported on experience in summer 2010 with high school students running Wadleigh. There was not adequate adult supervision for the kids and they encountered more than a few situations that they simply were too inexperienced or not authorized to handle. Parks learned that volunteers, especially young people, cannot be expected to perform as trained staff without direct supervision and adequate training. Situations where the public is expected to pay for certain services and facilities might best be staffed with fully trained, mature staff with possible assistance from volunteers.

**Cardigan Trailwrights:** Hal Graham and a loyal crew have been volunteering to do trail maintenance for over 20 years. They submit annual work plans to Park managers for review at the beginning of the season, then manage themselves effectively with little or no supervision. They recruit their own volunteers, and raise a little bit of money through sales of t-shirts and hats, which goes toward their operating expenses. They wear shirts that identify them as volunteers so when they do come in contact with the public, their role is clear.

**Pierce Homestead Historic Site:** The Hillsborough Historical Society has partnered with state parks to manage this State Historic Site, with the state taking care of maintenance and the historical society handling visitation and operating a small gift shop. They have been largely autonomous, and raised significant funds to care for and conserve the collection, and to manage interpretive programming, while looking to Parks to maintain the buildings.

**Jericho State Park** is using two junior high and high-school level trade classes in Berlin, working five days a week, to complete exterior work on the new Visitor Center. Other schools have expressed interest in similar projects.

**The Lighthouse Kids** and the Bureau of Historic sites have signed an MOA for a new activity related to that group's long term efforts to advocate and raise funds for the preservation of White Island Lighthouse on the Isles of Shoals. In early 2011, a new stewardship program was created that will bring vetted, responsible adults to the island to undertake basic maintenance projects. These volunteers will live on the island for a week at a time and will be responsible for their own supplies including food, water, etc.. The Lighthouse Kids organization will provide transportation to and from the island

## **Appendix 4 Results of Survey, Fall, 2010**

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## Overall Results

53 Responses, 45 complete responses

<b>1. About how many hours per year do you volunteer with the NH Division of Parks and Recreation?</b>	
<b>Average</b>	<b>~45 hours</b>

<b>Please list the Parks, Historic Sites or State Park Trails where you volunteer</b>	<b>Number of responses</b>
<b><i>Number of different properties in which volunteers provide service</i></b>	<b>23</b>
Bear Brook State Park	14
Blue Job Mt	1
Mt. Cardigan State Park	5
Cheshire County Rail Trails	1
Cotton Valey Trail, Wolfeboro	1
Echo Lake, Cathedral Ledge State Park	1
Franconia Notch State Park/Flume	2
Indian Stream Canyon - Dixville Notch Area - Nash Stream	1
Rollins/Winslow State Parks (Mt. Kearsarge)	3
Milan Hill State Park	1
Monadnock	2
Monadnock, Pillsbury Sunapee (Greenway Trail)	1
Mt. Pemigewasett Trail	2
Northern Rail Trail	3
Northwood Meadows	3
Pawtuckaway	10
Pillsbury	1
Pisgah	4
Rock Trails	1
Rockingham Recreational Rail Trail	2
Sunapee	3
White Mountain	1
Wadleigh State Park	1
Yudicky Nashua, Beaver Brook Hollis	1
None yet	1
No Response	3

<b>2. Are you a member of a Friends Group or other established organization? If yes, please indicate name of organization</b>	
<b>Number of different Groups who responded</b>	<b>20</b>
Boy Scout Pack 270 - Pembroke	1
Cardigan Highlanders	1
Cohos Trail Association	1
Derry Trail Riders	2
Friends of Mount Cardigan	4
Friends of Northwood Meadows	2
Friends of Pillsbury	1
Friends of Pisgah	2
Friends of the Northern Rail Trail (Grafton Co.)	1
Friends of the Northern Rail Trail (Merrimack Co.)	2
Monadnock Happy Trails	3
Monadnock-Sunapee Greenway Trail Club (MSGTC)	2
New England Mountain Bike Association (NEMBA)	13
NH Horse Council	3
NH Quarter Horse	1
RRC	1
Southern NH Snowshoers	1
Trails Rails Actional Committee (TRAC)	1
Trailwrights	2
No Response	14

<b>3. Does your group raise funds?</b>	
Yes, to offset costs of programs or operations of the Division's property	12
Yes, to support volunteer service to take place on the Division's property	20
Does not apply, I am not part of a friends group	7
Other	17
No Response	8

<b>4. Does your group have a current Agreement with the Division of Parks and Recreation?</b>	
No	13
Yes, a long-term agreement renewed more than 3 years ago	7
Yes, a long-term agreement renewed less than 3 years ago	2
Yes, a short-term agreement for a 1-3 day project.	1
Other	17
No Response	9

<b>5. In what ways does your volunteer service assist the Division of Parks and Recreation? (Check all that apply)</b>	
Management or oversight of park or historic site	6
Visitor Services	7
Care of park or site facilities	20
Trail Maintenance	36
Other	7
No Response	8

<b>6. How much do you communicate with Division staff about Division related matters?</b>	
As Needed	31
Monthly	2
Never	12
Annually	1
No Response	7

<b>7. Which of the following would help improve your experience as a volunteer? (Check all that apply)</b>	
Training	8
Recognition and appreciation	16
Larger pool of volunteers	18
Networking with other Volunteers	16
On-site support and direction	12
Communication with the Division of Parks and Recreation	19
Opportunities to provide feedback to State Parks System Advisory Council	18
Opportunities to provide feedback to other Advisory Councils for Trails or Historic Sites	12
Opportunities to provide feedback to Division of Parks and Recreation management	22
Other	12
No Response	8

1. About how many hours per year do you volunteer with the NH Division of Parks and Recreation?		
1.1	No Response	
2.1	No Response	
3.1	20	Rock Trails
4.1	200	White Mountain
5.1	8	Monadnock, Pillsbury, Sunapee (Greenway Trail)
6.1	275	Cotton Valley Trail, Wolfeboro
7.1	40	Milan Hill State Park
8.1	50	Northern Rail Trail
9.1	80	Rollins, Winslow, Franconia Notch, Flume
10.1	50	Bear Brook, Pawtuckaway
11.1	250	Northern Rail Trail
12.1	6	Bear Brook, Pawtuckaway
13.1	15	Bear Brook, Pawtuckaway
14.1	28	Bear Brook
15.1	2	Bear Brook
16.1	50	Northwood Meadows
17.1	150	Northern Rail Trail
18.1	10	Bear Brook, Pawtuckaway
19.1	12	Bear Brook, Pawtuckaway
20.1	0	None Yet
21.1	8	Echo Lake, Cathedral Ledge State Park
22.1	25	Bear Brook, Pawtuckaway
23.1	12	Pisgah SP
24.1	20	Bear Brook, Pawtuckaway
25.1	8	Bear Brook
26.1	20	Cardigan Mountain State Park - Friends Group
27.1	6	Bear Brook, Rockingham Recreational Rail Trail
28.1	6	Bear Brook
29.1	3	Rockingham Recreational Rail Trail
30.1	8	Bear Brook
31.1	50	Pisgah SP
32.1	7	Pisgah SP
33.1	10	Pawtuckaway SP
34.1	20	Pawtuckaway SP
35.1	16	Mt. Pemigewasset Trail
36.1	5	Mt. Pemigewasset, Blue Job Mt.
37.1	100	Cardigan Mountain State Park
38.1	unable	Pisgah, rail trails in Cheshire County
39.1	7	Monadnock, Sunapee
40.1	8	Bear Brook
41.1	180	Sunapee, Monadnock, Kearsarge, Franconia
42.1	No Response	
43.1	125	Cardigan State Park
44.1	4	Pawtuckaway SP
45.1	15	Cardigan Mountain State Park
46.1	8	Yudicky Nashua, Beaver Brook Hollis
47.1		Cardigan Mountain
48.1	10	Pillsbury State Park
49.1	8	Northwood Meadows
50.1		No Response
51.1	20	Indian Stream Canyon - Dixville Notch Area - Nash Stream
52.1	100	Northwood Meadows
53.1	50	Mt Sunapee SP, Winslow SP, Rollins SP, Wadleigh SP
Average	44.78723404	

**2. Are you a member of a Friends Group or other established organization? If yes, please indicate name of organization**

1.2	No Response	
2.2	No Response	
3.2	No Response	
4.2	No Response	
5.2	Monadnock-Sunapee Greenway Trail Club (MSGTC)	
6.2	Trails Rails Actional Committee (TRAC) with WEDCO (501@3 as our fiscal agent	
7.2	No Response	
8.2	Friends of the Northern Rail Trail, Grafton Co.	
9.2	Trailwrights	
10.2	New England Mountain Bike Association (NEMBA)	
11.2	Friends of the Northern Rail Trail, Merrimack Co.	
12.2	New England Mountain Bike Association (NEMBA)	
13.2	New England Mountain Bike Association (NEMBA)	
14.2	New England Mountain Bike Association (NEMBA)	
15.2	No Response	
16.2	No Response	
17.2	Friends of the Northern Rail Trail, Merrimack Co.	
18.2	Derry Trail Riders, RRC, Southern NH Snow Slickers, NH Quarter Horse Association	
19.2	New England Mountain Bike Association (NEMBA)	
20.2	Pack 270 - Cub Scout Pembroke, NH	
21.2	New England Mountain Bike Association (NEMBA)	
22.2	New England Mountain Bike Association (NEMBA)	
23.2	Friends of Pisgah	
24.2	New England Mountain Bike Association (NEMBA)	
25.2	New England Mountain Bike Association (NEMBA)	
26.2	Friends of Mount Cardigan	
27.2	NH Horse Council (NHHC)	
28.2	Derry Trail Riders	
29.2	No Response	
30.2	New England Mountain Bike Association (NEMBA)	
31.2	Friends of Pisgah	
32.2	NH Horse Council (NHHC) & Monadnock Happy Trails	
33.2	New England Mountain Bike Association (NEMBA)	
34.2	Monadnock Happy Trails Association	
35.2	No Response	
36.2	Trailwrights	
37.2	No Response	
38.2	NH Horse Council (NHHC), NH Happy Trails	
39.2	No Response	
40.2	New England Mountain Bike Association (NEMBA)	
41.2	Cardigan Highlanders	
42.2	No Response	
43.2	Friends of Mount Cardigan	
44.2	No Response	
45.2	Friends of Mount Cardigan	
46.2	New England Mountain Bike Association (NEMBA)	
47.2	Friends of Mount Cardigan	
48.2	Friends of Pillsbury State Park	
49.2	Friends of the Northwood Meadows	
50.2	No Response	
51.2	The Cohos Trail Association	
52.2	Friends of Northwood Meadows State Park	
53.2	Sunapee-Ragged-Kearsarge Greenway Coalition	

Does your group raise funds?				
3	No Response			
3	No Response			
3	Other - We use grants			
3	Yes, to off set costs of programs or operations of the Division's property	Does not apply, I am not part of a friends group		
3	Other - To support our 501©3 non-profit club			
3	Yes, to off set costs of programs or operations of the Division's property		Yes, to support volunteer service to take place on the Division's Property	
3	Does not apply, I am not part of a friends group			
3	Yes, to off set costs of programs or operations of the Division's property		Yes, to support volunteer service to take place on the Division's Property	
3	Other - To support our workshops Statewide, not just in Parks			
3	Yes, to off set costs of programs or operations of the Division's property		Yes, to support volunteer service to take place on the Division's Property	
3.3	Other - Primarily for matching funds for TE and RTP grants			
1.3		Yes, to support volunteer service to take place on the Division's Property		
2.3		Yes, to support volunteer service to take place on the Division's Property		
3.3		Yes, to support volunteer service to take place on the Division's Property		
4.3		Yes, to support volunteer service to take place on the Division's Property		
5.3	No Response			
3.3	Yes, to off set costs of programs or operations of the Division's property	Does not apply, I am not part of a friends group	Other - Walk the Park most every morning, pick up trash, clean the outhouse, paper furnished	
7.3	Yes, to off set costs of programs or operations of the Division's property		Yes, to support volunteer service to take place on the Division's Property	
3.3	Other - Special Interests as Appropriate			
3.3		Yes, to support volunteer service to take place on the Division's Property		
3.3	Other - No			
1.3		Yes, to support volunteer service to take place on the Division's Property		
2.3		Yes, to support volunteer service to take place on the Division's Property	Other - Membership, t-shirts, etc	
3.3	Other - unsure			
1.3		Yes, to support volunteer service to take place on the Division's Property		
3.3		Yes, to support volunteer service to take place on the Division's Property		
3.3	Yes, to off set costs of programs or operations of the Division's property			
7.3	Other - No, but NHHC encourages equine groups & individuals to join a Friends Group to volunteer their service & help fund programs & operations related to trails.			



28.3	Other - Yes, to support non-profit equine agencies		
29.3	Does not apply, I am not part of a friends group		
30.3	Other - Unknown		
31.3	Yes, to support volunteer service to take place on the Division's Property		
32.3	Other - only through membership dues		
33.3	Yes, to support volunteer service to take place on the Division's Property		
34.3	No Response		
35.3	No Response		
36.3	Yes, to off set costs of programs or operations of the Division's property		
37.3	No Response		
38.3	Yes, to off set costs of programs or operations of the Division's property		
39.3	Does not apply, I am not part of a friends group		
40.3	Yes, to off set costs of programs or operations of the Division's property		
41.3	Other - We fund ourselves		
42.3	Does not apply, I am not part of a friends group		Yes, to support volunteer service to take place on the Division's Property
43.3	Yes, to off set costs of programs or operations of the Division's property		
44.3	Does not apply, I am not part of a friends group		Other - Pays for supplies such as gasoline, oil, lumber, machinery, doors, locks, etc.
45.3		Property	
46.3	Yes, to support volunteer service to take place on the Division's Property		
47.3	Yes, to support volunteer service to take place on the Division's Property		
48.3	No Response		
49.3	Other - not yet we just started up group		
50.3	No Response		
51.3	Yes, to offset costs of programs or operations of the Division's property		
52.3	Yes, to offset costs of programs or operations of the Division's property		Yes, to support volunteer service to take place on the
53.3	Other - membership support broad purposes of the SRKG Coalition: land conservation, education, news/letter, trail maintenance on private, town, state trail lands		

Does your group have a current Agreement with the Division of Parks and Recreation?			
4	No Response		
4	No		
4	No Response		
4	Yes, a long-term agreement renewed within the past 3 years		
4	No		
4	No		
4	Does not apply, I am not part of a group		
4	No		
4	No		
4	Yes, a long-term agreement renewed more than 3 years ago		
4	Other - We work closely with Trails Bureau on construction and are trying to finalize a trail maintenance agreement		
4	Other - n		
4	Other - I know that we often work with the Park but I don't know the nature of the agreements		
4	No Response		
4	No Response		
4	No		
4	Yes, a long-term agreement renewed more than 3 years ago		
4	No		
4	Yes, a long-term agreement renewed more than 3 years ago		
4	Other - Working to establish a short term project in the Spring of 2011		
4	Other - No, I was not aware agreements were available. We consult with Park management before undertaking projects.		
4	Other - not sure but NEMBA is very involved in caring for and saving the trails		
4	Other - Unsure		
4	No		
4	Yes, a short-term agreement for a 1-3 day project.		
4	Yes, a long-term agreement renewed more than 3 years ago		

27.4	Other - No, but NHHC encourages equine groups to participate in agreements		
28.4	No		
29.4	Does not apply, I am not part of a group		
30.4	Other - Unknown		
31.4	Yes, a long-term agreement renewed more than 3 years ago		
32.4	Other - Not sure		
33.4	Other - I do not know		
34.4	No		
35.4	No Response		
36.4	Other - Don't know		
37.4	No Response		
38.4	Other - I do not know for sure		
39.4	Does not apply, I am not part of a group		
40.4	Other - I don't know		
41.4	No		
42.4	Does not apply, I am not part of a group		
43.4	No		
44.4	No		
45.4	Other - Don't know		
46.4	Yes, a long-term agreement renewed more than 3 years ago		
47.4	No Response		
48.4	Yes, a long-term agreement renewed within the past 3 years (Most likely incorrect)		
49.4	No Response		
50.4	No Response		
51.4	Yes, a long-term agreement renewed more than 3 years ago		
52.4	Other - Special Use Permit		
53.4	Other - SRKGC is party to two letters of understanding: Trails on Mt Sunapee SP and blazing of SRKGC as it crosses NH State lands		

5. In what ways does your volunteer service assist the Division of Parks and Recreation?				
1.5	No Response			
2.5	No Response			
3.5	No Response			
4.5	Management or oversight of park or historic site		Care of park or site facilities	Visitor Services
5.5				Trail Maintenance
6.5	Management or oversight of park or historic site		Care of park or site facilities	Trail Maintenance
7.5		Care of park or site facilities		Trail Maintenance
8.5				Trail Maintenance
9.5				Trail Maintenance
10.5				Trail Maintenance
11.5			Other - Trail construction, maintenance, and publicity	
12.5			Trail Maintenance	
13.5			Trail Maintenance	
14.5		Care of park or site facilities	Trail Maintenance	
15.5	No Response			
16.5		Care of park or site facilities	Visitor Services	Trail Maintenance
17.5	Management or oversight of park or historic site		Visitor Services	Trail Maintenance
18.5		Care of park or site facilities		Trail Maintenance
19.5				Trail Maintenance
20.5				Other - Looking to conduct a conservation project
21.5		Care of parks or site facilities		Trail Maintenance
22.5	Care of park or site facilities	Visitor Services	Trail Maintenance	Other - we like to spread the word to people about the work we do and any help we can lend
23.5		Care of park or site facilities	Visitor Services	Trail Maintenance
24.5			Trail Maintenance	
25.5			Visitor Services	Trail Maintenance
26.5	Management or oversight of park or historic site		Care of park or site facilities	

			Trail Maintenance	Other - NHHHC has coordinated equestrians to volunteer for trail maintenance and to work with other groups who schedule trail care days for Parks and Recreation Lands. NHHHC is a resource, disseminates information, an advisory body and STAC member for trail	
27.5			Care of park or site facilities		
28.5				Trail Maintenance	
29.5				Trail Maintenance	
30.5				Trail Maintenance	
31.5			Management or oversight of park or historic site	Care of park or site facilities	
32.5				Trail Maintenance	Other - enlightening other park users
33.5				Trail Maintenance	
34.5			Care of park or site facilities		
35.5		No Response			
36.5				Trail Maintenance	
37.5		No Response			
38.5				Trail Maintenance	Other - general help when needed
39.5				Trail Maintenance	
40.5				Trail Maintenance	Other - hiking trail design and construction
41.5				Trail Maintenance	
42.5	No Response				
43.5	Management or oversight of park or historic site		Care of park or site facilities	Visitor Services	
44.5			Care of park or site facilities		
45.5			Care of park or site facilities		
46.5				Trail Maintenance	
47.5			Care of park or site facilities		
48.5			Care of park or site facilities	Trail Maintenance	
49.5			Care of park or site facilities	Trail Maintenance	
50.5	No Response				
51.5				Trail Maintenance	
52.5			Care of park or site facilities	Trail Maintenance	
53.5				Trail Maintenance	

**6. How much do you communicate with Division staff about Division related matters?**

1.6	No Response
2.6	No Response
3.6	No Response
4.6	As Needed
5.6	As Needed
6.6	As Needed
7.6	As Needed
8.6	As Needed
9.6	As Needed
10.6	As Needed
11.6	Monthly
12.6	Never
13.6	Never
14.6	As Needed
15.6	Never
16.6	As Needed
17.6	Monthly
18.6	As Needed
19.6	Never
20.6	As Needed
21.6	As Needed
22.6	As Needed
23.6	Never
24.6	As Needed
25.6	Never
26.6	As Needed
27.6	As Needed
28.6	Never
29.6	As Needed
30.6	Never
31.6	As Needed
32.6	As Needed
33.6	As Needed
34.6	As Needed
35.6	No Response
36.6	As Needed
37.6	No Response
38.6	As Needed
39.6	As Needed
40.6	Never
41.6	As Needed
42.6	No Response
43.6	As Needed
44.6	As Needed
45.6	Never
46.6	Never
47.6	As Needed
48.6	Never
49.6	As Needed
50.6	No Response
51.6	Annually
52.6	As Needed
53.6	As Needed

7. Which of the following would help improve your experience as a volunteer? (Check all that apply)					
1.7	No Response				
2.7	No Response				
3.7	No Response				
4.7	Training	Recognition and appreciation	Larger pool of volunteers	Networking with other Volunteers	On-site support and Direction
		Communication with the Division of Parks and Recreation management	Opportunities to provide feedback to State Parks System Advisory Council	Opportunities to provide feedback to other Advisory Councils for Trails or Historic Sites	
5.7		Recognition and appreciation	Larger pool of volunteers	Networking with other Volunteers	
6.7		Recognition and appreciation		Networking with other Volunteers	Opportunities to provide feedback to Division of Parks and Recreation management
7.7		Opportunities to provide feedback to Division of Parks and Recreation management	Opportunities to provide feedback to State Parks System Advisory Council		
8.7			Larger pool of volunteers		
9.7	Larger pool of volunteers	Networking with other Volunteers	Communication with the Division of Parks and Recreation management	Opportunities to provide feedback to Division of Parks and Recreation management	Opportunities to provide feedback to State Parks System Advisory Council
		Opportunities to provide feedback to other Advisory Councils for Trails or Historic Sites			
10.7		Opportunities to provide feedback to Division of Parks and Recreation management	Opportunities to provide feedback to State Parks System Advisory Council	Opportunities to provide feedback to other Advisory Councils for Trails or Historic Sites	
11.7		Recognition and appreciation			Other - Have blanket maintenance agreement, rather than having to pulse Trails Bureau about each activity
12.7		Opportunities to provide feedback to Division of Parks and Recreation management	Opportunities to provide feedback to State Parks System Advisory Council	Opportunities to provide feedback to other Advisory Councils for Trails or Historic Sites	

13.7		Recognition and appreciation Other - I volunteer because I love the parks. I wish my group had better clout when it came to making decisions about sustainable use of the park.	Communication with the Division of Parks and Recreation management	Opportunities to provide feedback to Division of Parks and Recreation management	Opportunities to provide feedback to State Parks System Advisory Council
14.7					
15.7	Networking with other Volunteers	On-site support and Direction Communication with the Division of Parks and Recreation management	Communication with the Division of Parks and Recreation management Opportunities to provide feedback to Division of Parks and Recreation management	Opportunities to provide feedback to Division of Parks and Recreation management	Opportunities to provide feedback to State Parks System Advisory Council
16.7					
17.7	Communication with the Division of Parks and Recreation management	Opportunities to provide feedback to Division of Parks and Recreation management	Opportunities to provide feedback to State Parks System Advisory Council	Opportunities to provide feedback to other Advisory Councils for Trails or Historic Sites Other - DRED and Div of parks needs to place notices on their websites about trail cleanup days	Other - Need more of an open unstructured interchange with Division senior personnel to get across issues in the field
18.7	Larger pool of volunteers	Networking with other Volunteers	Communication with the Division of Parks and Recreation management		
19.7					On-site support and Direction Other - The above do not apply as we have not yet completed any projects
20.7					
21.7		Recognition and appreciation	Larger pool of volunteers		Opportunities to provide feedback to State Parks System Advisory Council Other - and just plan old time in on the job volunteering
22.7	Training				Communication with the Division of Parks and Recreation management
23.7	Training	Larger pool of volunteers Opportunities to provide feedback to Division of Parks and Recreation management	Networking with other Volunteers Opportunities to provide feedback to State Parks System Advisory Council	On-site support and Direction	



4.7				Larger pool of volunteers		Other - It would be nice if the efforts of volunteers were respected be the TB, DRED and Forestry. (see comments)
5.7					Opportunities to provide feedback to Division of Parks and Recreation management	Opportunities to provide feedback to State Parks System Advisory Council
6.7			Recognition and appreciation	Larger pool of volunteers	Communication with the Division of Parks and Recreation management	Opportunities to provide feedback to Division of Parks and Recreation management
7.7	Training		Networking with other Volunteers	On-site support and Direction	Opportunities to provide feedback to Division of Parks and Recreation management	Opportunities to provide feedback to State Parks System Advisory Council
			Opportunities to provide feedback to other Advisory Councils for Trails or Historic Sites			
8.7			Communication with the Division of Parks and Recreation management	Opportunities to provide feedback to Division of Parks and Recreation management	Opportunities to provide feedback to State Parks System Advisory Council	Opportunities to provide feedback to other Advisory Councils for Trails or Historic Sites
9.7	Training		Recognition and appreciation	Larger pool of volunteers		On-site support and Direction
			Communication with the Division of Parks and Recreation management	Opportunities to provide feedback to Division of Parks and Recreation management	Opportunities to provide feedback to State Parks System Advisory Council	Opportunities to provide feedback to other Advisory Councils for Trails or Historic Sites
0.7				Larger pool of volunteers	Networking with other Volunteers	
1.7			Recognition and appreciation	Larger pool of volunteers	Networking with other Volunteers	On-site support and Direction
			Communication with the Division of Parks and Recreation management	Opportunities to provide feedback to Division of Parks and Recreation management		
2.7	Other - I feel it is my responsibility to reach out. I'm a senior citizen and due to personal commitments, finding time to volunteer is a factor					
3.7	Networking with other Volunteers		Communication with the Division of Parks and Recreation management	Opportunities to provide feedback to Division of Parks and Recreation management	Opportunities to provide feedback to State Parks System Advisory Council	Opportunities to provide feedback to other Advisory Councils for Trails or Historic Sites
4.7	Trail			Larger pool of volunteers		On-site support and Direction

35.7	No response	Networking with other Volunteers	On-site support and Direction	Opportunities to provide feedback to other Advisory Councils for Trails or Historic Sites	
36.7	Training				
37.7	No Response				
38.7		Recognition and appreciation	Larger pool of volunteers	Other - Equestrian recognition and support from others	On-site support and Direction
39.7					Other - More opportunities to do useful work
40.7		Recognition and appreciation			
41.7	Larger pool of volunteers	Other - The first four unchecked boxes we already provide ourselves or through the trailwork mutual aid network. The last four unchecked boxes are about communication, and we already communicate as often as both parties care to.			
42.7	No Response				
43.7		Recognition and appreciation	Larger pool of volunteers	Networking with other Volunteers	
		Communication with the Division of Parks and Recreation management	Opportunities to provide feedback to Division of Parks and Recreation management	Opportunities to provide feedback to State Parks System Advisory Council	
44.7		Recognition and appreciation	On-site support and Direction		
45.7	Training	Recognition and appreciation	Opportunities to provide feedback to Division of Parks and Recreation management		
46.7				Networking with other Volunteers	
47.7			Communication with the Division of Parks and Recreation management		
48.7	No Response				
49.7			Communication with the Division of Parks and Recreation management		
50.7	No Response				
51.7			Larger pool of volunteers	Networking with other Volunteers	
52.7	Recognition and appreciation	Communication with the Division of Parks and Recreation management	Opportunities to provide feedback to Division of Parks and Recreation management	Opportunities to provide feedback to State Parks System Advisory Council	Opportunities to provide feedback to other Advisory Councils for Trails or Historic Sites
	Other - One-stop shopping for questions and approvals (and more timely approval), rather than having to go through various DRED divisions for every little thing (trails, parks, PR etc)				
53.7	Larger pool of volunteers	Networking with other Volunteers	On-site support and Direction	Communication with the Division of Parks and Recreation management	Opportunities to provide feedback to Division of Parks and Recreation management
		Opportunities to provide feedback to State Parks System Advisory Council		Trails or Historic Sites	

8. Please share any additional comments.			
1.8	No Response		
2.8	No Response		
3.8	No Response		
4.8	No Response		
5.8	We're the support team/people taking care of trail maintenance in the parks, and we get no support from the State and or Parks- we just do it. Without any core of volunteer groups how would the trails be maintained for others to follow and or use?		
6.8	Ever since we (TRAC) came into existence about 18 years ago we have done our own thing and getting the job done without asking the Bureau of Trails for much help. We maintain the trail for about 8 months of the year. Because of local fund-raising efforts we have been able to continue to provide the needed repairs and improvements. Better networking with CVRTC and Wolfeboro Snowmobile Club would be helpful. In the past representatives came to our meetings and we could discuss mutual concerns but that is now only sporadic. I feel that this is important because we all use the same trail.		
7.8	My husband and I are very pleased to be able to assist in the upkeep and improvements at Milan Hill State Park. Andrew Zdoboray has been expressed his appreciation of our week and we feel good about helping out. We are excited about the improvements at the park. At this point it doesn't appear necessary to be part of a formal group. Thanks for asking.		
8.8	No Response		
9.8	I also provide my services to trail mail. within State Forests and Army corps property "Heritage Trail" under an agreement or Lease held by Div. forest and lands.		
10.8	Some of our members have expressed that there seems to be a lack of enthusiasm on the part of State Parks and Trails Bureau personal to use our help to assist in trail planning, construction and maintenance in State Parks. We have a large group of volunteers who want to help but feel the process is far too long and complicated to do any meaningful work on trails. This creates people going out and doing their own thing without supervision or permission.		
11.8	We have been very pleased with the support and attitude (that volunteers are a critically important resource) from Trails Bureau.		
12.8	New Hampshire has some of the best State Parks and volunteer work helps preserve them for all to use		
13.8	I put in volunteer hours because I love the parks and I want them to be the way they are now, for my kids to enjoy and for generations to come. I sometimes get snippets of information about logging operations and atv openings that make me discouraged about the future. I wish more information was made available about these two specific items.		
14.8	No Response		
15.8	No Response		
16.8	No Response		
17.8	Volunteers tend to burn out. They should be treated more as a resource to be husbanded then a nuisance to be tolerated. To encourage this view, the Division should once a year ask volunteers who have worked with the Bureau to evaluate whether the Bureau has adopted this approach and how it might improve - a report card so to speak. In addition the Bureau needs to be more practical and flexible in dealing with trail issues and improve its response time to volunteer questions and requests. There should be an easy and nonthreatening way of appealing internal decisions to the next level. That said, overall it has been great to work with the Bureau. We wouldn't be where we are with out their long term support.		
18.8	DRED or the Div of Parks or Fish & Wildlife need to post on their websites organizations that help clean up trails and an email contact for leaders of each organization, to help us help you there needs to be better communication & coordination between groups		
19.8	No Response		
20.8	I initiated contact with Division of Parks and Recreation to conduct a conservation project in the Spring of 2011 in a local park. To date the communication has been excellent and understand that my interest for a service project for my Cub Scout den is being circulated to the appropriate personnel who will contact me at a later date.		
21.8	No Response		
22.8	I have lived near bear brook state park and spent a ton of time using the park in at that it offers in all seasons and just like having it up kept and taking care of from trails to garbage pick up and so on.		
23.8	No Response		
24.8	Many times at Bear Brook we have made improvements to a trail and then the area gets logged and the trail is lost or left in disrepair. This has recently taken place on the southern end of the Chipmunk trail. Not only is it a waste of volunteer resources and funds, but volunteers see there efforts are lost and feel that there efforts are unappreciated. I understand that logging is going to occur in the park. But it would be nice if the logging operations could avoid cutting near trails and covering the trails with slash.		
25.8	No Response		
26.8	I feel that any decisions involving "change" in the running of Cardigan State Park should include discussions with our Friends Group from the beginning. These "changes", in other words, should not come as a surprise to the members of our group who basically run this park on a daily basis as volunteers.		

	A Trail Friends Group is a good solution to pool funds & volunteers from both the non-motorized and motorized groups in coordinating a trail project within a park. A Trail Friends Group would benefit from on-site support and direction by State personnel and prioritizing trail projects that benefit the most trail users or upgrade a trail to include more users. (more interest, more support, more networking). Trail Friends groups benefit non-motorized users groups who have less funding opportunities in comparison to motorized users. Or because specific non-motorized users groups may not exist in the area or may be weak financially. Non-motorized users, including equestrians and individuals need more options for volunteer opportunities. Equestrians should not be restricted from a park because they cannot meet financial criteria's. Use the above and below ideas to include equestrian involvement with trail improvements. Short term agreements of 1-3 days for basic maintenance is a good option to promote, as well as the Adopt-a-Trail Program. Another option where equestrians and non-motorized users could help would be having the Trails Bureau plan, coordinate and notify others of a trail project where volunteers can participate in trail program where it is possible for trail users to donate funds and materials to a specific trail project. (project should benefit as many users as possible or upgrade a trail or parking area to include more users types)		
28.8	As a user of the State Parks for trail purposes, the dedication and support for continued use is of significant importance and discussed at regular meetings in the Group that I am affiliated with.		
29.8	No Response		
30.8	No Response		
31.8	No Response		
32.8	Because I am still working a full time job and have limited time on weekends to volunteer, I don't do as much as I should. Hopefully in the future this may change when I retire.		
33.8	No Response		
34.8	There needs to be better communication between the state and volunteers. To date most communication is with the Park Manager and the state has moved her to another site. There needs to be a full time park manager to monitor and prioritize work.		
35.8	No Response		
36.8	Have had very bad experiences with the Trails Bureau in trying to get help or assistance at Mt. Blue Job State park. NH parks needs to spend more funds on non-motorized trails.		
37.8	No Response		
38.8	Equestrian trail riding and helping to maintain those trails filled my agenda for 15 years, 5 of those before I joined any groups. I could see little support from the state officials then, Now I want to see written promises/agreements from the management. Put it in writing: that equestrians are important users of the trails and area's State Parks, that the management will create areas in State Parks for our use, and you will have equestrian support. I want to see it in print on the State Parks and recreation maps with the snowmobile-(winter use), hiking, boating, camping, fishing, guided tours, picnicking. I want vacationers with horses to know we welcome them and regular tourists on vacations to know they will see us as much as you see fishing, and hunting, hiking and biking.		
39.8	If the state spent 10% of the effort they did with snowmobile clubs with hiking clubs, the trails could be in prime condition at little expense to the state. It is a real turnoff when the college kids who run the parks refuse to accept assistance from people who were on those trails before the rangers were born.		
40.8	I just joined NEMBA this year, and I'm very impressed with their trailbuilding and maintenance projects. I will continue to help as much as I can.		
41.8	We are a volunteer trail crew of mutually supporting individuals whose mission is keeping stable trails on the hill to New England-appropriate guidelines for use by reasonably prepared and observant hikers. We are one crew out of several in an informal but effective mutual aid network who coordinate crew days on trails in need of rehabilitation beyond what the home crew can handle. We welcome all willing workers, and like to work new places for the variety of keeping us as sharp as our tools.		
42.8	No Response		
43.8	It would be nice to feel that we are true partners in "everything Cardigan". This is not the case at the present time.		
44.8	No Response		
45.8	it would be a kindness if the state would pump out the composting toilet when they come up to pump out the newly installed pit toilet.		
46.8	my trail work is wherever im riding and i see simple solutions		
47.8	No Response		
48.8	No Response		
49.8	No Response		
50.8	No Response		
51.8	My only comment is I think you're moving in the right direction with the implementation of a Volunteer Coordinator. Let's get the Deer Mountain Trail in Pittsburg reopened and rejuvenate the Deer Mountain Campground. The Cohos Trail Association is willing to provide the grunt work for this trail at no cost to The Trails Bureau and I believe it was written into the five-year plan for 2011. Whatever we can do to help, we will do!		
52.8	Get the park volunteer supervisor's role defined and implemented. We're all waiting for that one contact person to be able to start working with us.		
53.8	The volunteer experience is fine. State Parks, however, will experience increasing use and maintenance requirements year by year. Revised legislation probably is needed to reaffirm the role of State Parks in New Hampshire's tourism economy and its quality of life for residents. Such legislation would include recognition of non-motorized as well as motorized trails, recognition that trails on State lands (Parks, Forests, and Historic Sites) are often parts of a wider recreational trails network that include Town and private lands. Such legislation would provide funding to enable Division of Parks and Recreation with financial support generated from both fees and general funds. These funds would be used to build an effective system of strategic and project-centered collaboration among user groups, the hospitality industry, non-profit land conservation groups, private landowners and, from time to time, sources of project-based financial aid (i.e. Federal government agencies, private foundations).		