



SELECTMEN'S OFFICE

TOWN OF GILMANTON

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January 17, 2022

Lately, there have been several incidents of misinformation that have come from the Transfer Station. While we are not in the habit of responding to rumors and innuendos, it has come to our attention that there have also been some things that we need to address with the Transfer Station Manager that affects the operation and thus, affect you, the resident.

Currently, there is a lot of work, both operationally and administratively, happening at the Transfer Station. At this time, you will notice some changes. As the Department Head, the Transfer Station Manager will be coming up with suggestions that will help the Transfer Station run more effectively, safer, and hopefully become more efficient. Contrary to what you may have heard, the Manager is in charge of the daily operation of the Transfer Station, not the Board of Selectmen. He will present us with plans and ideas and we will decide with him, what will work best for what the Town can afford to the residents.

Last year, to help the residents, the Board of Selectmen decided that if the Transfer Station was closed on a day because of a holiday, it would be open the next business day. On Sunday, January 2, 2022, the Board of Selectmen received a message from the Transfer Station Manager saying that all the containers were full and Waste Management would not be able to change the containers until Tuesday. The Manager noted the Transfer Station would be open on Monday for recyclables, but not for household trash. The Manager is aware of the need to prepare for additional trash around certain holidays. However, there is a significant cost to ordering an extra dumpster and it takes experience and some luck to have it available on the right day because many things can impact what day residents will bring in that extra trash; additional holidays, school vacations, weather, and time of year can make the decision difficult. The Manager and the Selectmen appreciate everyone's patience with this difficult situation.

First and foremost, we apologize for not posting this on the Town of Gilmanton website. That was a failure on our end and we try to learn from our mistakes and will be working with the Transfer Station Manager so that this does not happen again.


At this time, we do not use Facebook, we use our Town's website, as the official communication method for the Town. We will be looking at the way that this is handled and how and when the information is presented. Only designated staff post on the website to ensure that the information residents receive is accurate. No employee is authorized to speak on behalf of the Town without prior permission. This is a common practice in business as well as government.

To avoid any miscommunication issues, we strongly request that residents send any questions and concerns to the Town Administrator or any of the Selectmen, the contact information is posted on the website homepage.

The Board's goal is to work jointly with residents to recognize, research, and resolve issues that arise before they reach an emotional level where misstatements are made and issues don't get resolved. Having them communicate directly to the Board also allows the Board to become better informed and to share the issue and resolution with all on the Town's webpage.

We thank you for your patience while we work with the Manager on the operation of the Transfer Station and again, apologize for any inconvenience that this may have caused.

Sincerely,
The Board of Selectmen



Chairman Mark E. Warren



Vice-Chair Vincent A. Baiocchetti



Selectman Evan Collins