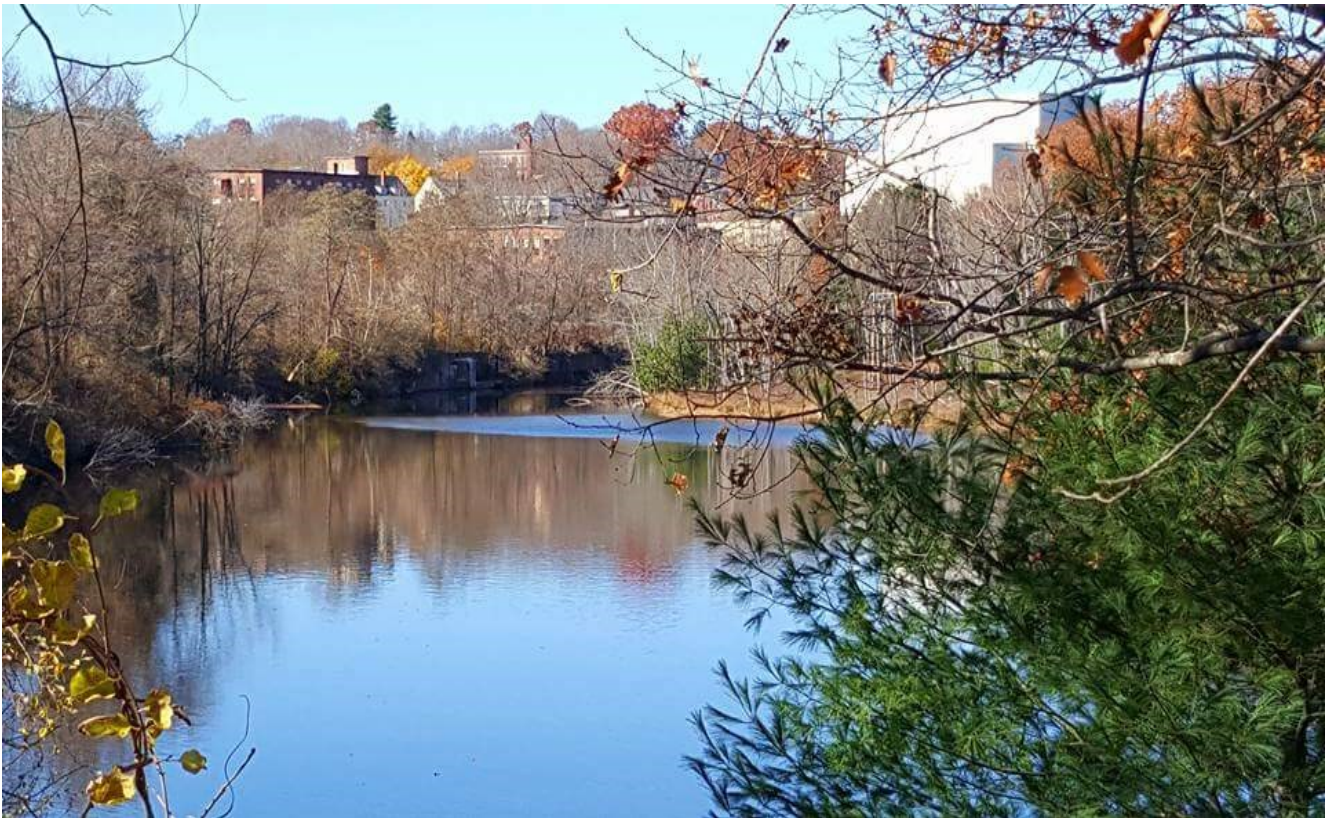


# **SOMERSWORTH NEW HAMPSHIRE**

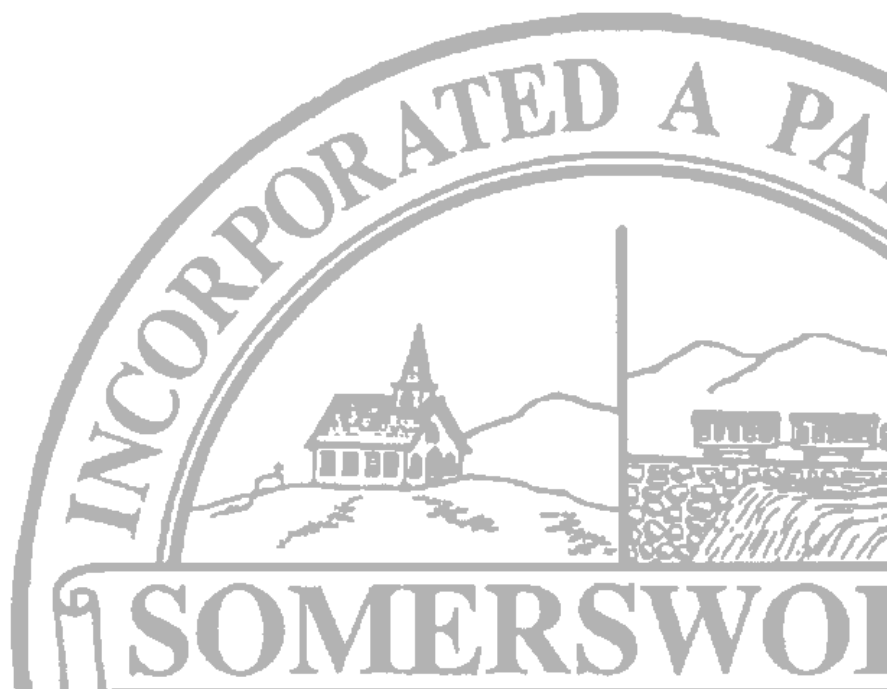
## **2015 Annual Report**





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# CITY OFFICIALS

## **MAYOR**

Dana S. Hilliard  
Term Exp. Jan 2016

## **CITY MANAGER**

Robert M. Belmore

## **ASSESSOR**

Mary Beth Walker  
(Corcoran Associates)

## **CITY ATTORNEY**

Walter Mitchell, Esq.  
(Municipal Group, P.A.)

## **CITY CLERK**

Diane Dubois, (Retired April 2015)  
Trish Harris

## **CITY ENGINEER**

Joseph Ducharme, P.E.  
(Contract, CMA Engineers)

## **CODE ENFORCEMENT OFFICER**

Tim Metivier

## **DIRECTOR OF PLANNING & COMMUNITY DEVELOPEMENT**

David Sharples

## **DIRECTOR OF FINANCE AND ADMINISTRATION**

Scott Smith

## **ECONOMIC DEVELOPMENT MANAGER**

Christine Soutter

## **HUMAN RESOURCES MANAGER**

Linda Corriveau

## **LIBRARIAN**

Debora Longo

## **PUBLIC WORKS DIR.**

Todd Smith (Resigned 5/8/2015)  
Michael Bobinsky

## **TAX COLLECTOR**

Margaret Wagner

## **WELFARE OFFICER**

Lauren Beman (Resigned Oct. 2015)  
Krista Morris

## **FIRE CHIEF**

Keith Hoyle

## **POLICE CHIEF**

Dean Crombie

## **CITY COUNCIL**

Terms Exp. Jan. 2016

### **WARD 1**

Martin Pepin

### **WARD 2**

Jennifer Soldati

### **WARD 3**

Martin P. Dumont, Sr

### **WARD 4**

Jonathan McCallion

### **WARD 5**

Denis Messier

### **At Large**

Terms Exp. Jan. 2016

Brian Tapscott

David Witham

Sean Collins

Dale Sprague

## **SCHOOL BOARD**

Terms Exp. Jan. 2016

### **WARD 1**

Jessica Paradis

### **WARD 2**

Dana Rivers

### **WARD 3**

George Wentworth, Jr.

(Resigned Apr. 2014)

Karen Hiller

(Elected Nov. 2014)

### **WARD 4**

Robert Gibson

### **WARD 5**

Kenneth Bokduc

### **At Large**

Terms Exp. Jan. 2016

Joanne Pepin

Rene Philpott

Donald Austin

Kelly Brennan

## **ELECTION OFFICIALS**

Terms Exp. Jan. 2016

### **WARD 1**

#### **Moderator**

George Poulin

#### **Ward Clerk**

Douglas Watson

#### **Selectmen**

Marjorie Goldberg

Robert Goldberg

#### **Supervisor of Checklist**

Pam Sawyer (Term Exp. May 2016)

## **ELECTION OFFICIALS (Cont.)**

Terms Exp. Jan. 2016

### **WARD 2**

#### **Moderator**

Harold Guptill

#### **Ward Clerk**

Pauline LaBonte

#### **Selectmen**

David Roberge

Tom Sheehan

Christopher Carey

#### **Supervisor of Checklist**

Nancie Cameron

### **WARD 3**

#### **Moderator**

Richard L. Reublinger

#### **Ward Clerk**

Anne DeSerres

#### **Selectmen**

Sylvia Johns

Jeanne Ambrose

#### **Supervisor of Checklist**

Carlene Dumont (Term Exp. Sep. 2015)

### **WARD 4**

#### **Moderator**

John Joyal

#### **Ward Clerk**

Vacant

#### **Selectmen**

Jason Hindle

#### **Supervisor of Checklist**

Loretta Anderson

### **WARD 5**

#### **Moderator**

Joanne Demers

#### **Ward Clerk**

Mary Brown

#### **Selectmen**

Marie Messier

Cheryl Gagnon

#### **Supervisor of Checklist**

Raymond LaPointe (Term Exp. Sep. 2018)

## 2015 ORDINANCES

1. Ordinance No. 9-15 Amend Chapter 13, Police Offenses, Section 3.F.4 Time Limited Parking, 20 Minutes, by Adding New Section Relative to Green Street. 01/05/2015
2. Ordinance No. 12-15 Amend Chapter 4, Personnel Rules and Regulations, Appendix 1, Assignment of Class to Grade, Code Compliance Officer. 03/16/2015
3. Ordinance No. 16-15 Amend Chapter 13, Police Offenses, Section 3.1.F.4a Parking, 20 Minute and Section 3.1.F.5 Parking 15 Minute. 04/06/2015
4. Ordinance No. 17-15 Amend Chapter 15 Police Offenses, Section 3.1.F.6 Parking, All Day, and Section 3.1.H Parking, Special. 04/06/2015
5. Ordinance 18-15 Amend Chapter 13, Police Offenses, Section 3.1.H Parking, Special. 04/06/2015
6. Ordinance No. 19-15 Amend Chapter 13, Police Offenses, Section 3.1.G Parking, Permit and Reserved Parking. 04/06/2015
7. Ordinance No. 20 -15   Fy2015-2016 Budget. 05/18/2015
8. Ordinance No. 21-15 Amending Chapter 19 Zoning Ordinance, Section 20, Sign Regulations. 06/15/2015
9. Ordinance No. 22–15 Amending Chapter 4, Personnel Rules and Regulations by Amending Section 11.3 Titled “Health Insurance”. 06/01/2015
10. Ordinance No. 23 – 15 Transfer Between Departments. 06/15/2015
11. Ordinance No. 24-15 Amend Chapter 13, Police Offenses, Section 3.G, Permit and Reserved Parking. 11/09/2015
12. Ordinance No. 25 -15 Supplemental Appropriation for Rocky Hill Road Water Tank Rehabilitation. 07/20/2015
13. Ordinance No. 26-15 Amend Chapter 14, Licenses and Permits, Section 14.2 Permits. 06/15/2015

## 2015 RESOLUTIONS

1. Resolution No. 21-15 To Authorize the City Manager to Sign an Application for a Community Development Block Grant (CDBG) to Upgrade the Heating System and Improve the Energy Efficiency of the Albert J. Nadeau Homes on Bartlett Avenue and to Sign the Adopted 2014 City Housing and Community Development Plan and 2014 Residential Antidisplacement and Relocation Assistance Plan. 1/05/2015.
2. Resolution No. 23-15 To Establish the Penalties for First and Second Offenses for Local Ordinance Citations Issued in Accordance with NH RSA Section 31:39-D. 1/20/2015.
3. Resolution No. 24-15 Proclamation Declaring January Diversity Month in the City of Somersworth. 1/05/2015.
4. Resolution No. 25-15 A Resolution Urging Movoto Real Estate to Rescind it's Rankings of "The Most Dangerous Places in New Hampshire" and Remove Somersworth and All Other New Hampshire Cities and Towns From it's List. 1/05/2015.
5. Resolution No. 26-15 Authorize the City Manager to Contract with Underwood Engineers of Portsmouth, NH to Provide Engineering Services for Improvements to the Blackwater Road Sewer Pump Station. 2/03/2015.
6. Resolution No. 27-15 To Authorize the City Manager to Order One Police Cruiser Which Will Be Funded in the Fiscal Year 2015-2016. 2/17/2015.
7. Resolution No. 28-15 To Establish A Memorial to be Named "Marcel's Lilies" in Loving Memory of Ward 3 City Councilor Marcel Hebert. 3/02/2015
8. Resolution No. 29-15 To Authorize the City Manager to Amend the Contract with Hoyle Tanner and Associates, Inc. of Portsmouth, NH for Professional Engineering Services Associated with the Downtown Improvement Project. 3/02/2015.
9. Resolution No. 30-15 To Authorize the City Manager to Enter into a Memorandum of Understanding with American Capital Energy of Lowell, MA to Develop a Solar Project Pursuant to RSA 362-a on The Somersworth Sanitary Landfill Superfund Site on Blackwater Road. 3/02/2015.
10. Resolution No. 31-15 To Allocate Ten Acres of The Malley Farm Property to Create a Memorial Forest To Honor Veterans Of The Iraq War. 4/6/2015.
11. Resolution No. 32-15 Bond To Renovate The Somersworth High School Career Technical Center. 3/16/2015.
12. Resolution No. 33-15 Authorizing The City Manager To Solicit Bids To Sell A City Owned Parking Lot Off Constitutional Way (A.K.A Nard's Parking Lot). 4/20/2015.
13. Resolution No. 34-15 Authorizing The City Manager To Enter Into A Five Year Contract (7/1/2015 – 6/30/2020) With Waste Management Of New Hampshire, Inc. For Collection And Disposal Of Municipal Solid Waste, Municipal Recycling, And Wastewater Treatment Sludge. 4/20/2015.



## 2015 RESOLUTIONS

14. Resolution No. 35-15 To Lease Approximately Ten Acres Of City Owned Land To The American Legion And Veterans Of Foreign Wars (VFW) To Erect And Maintain And Iraq War Memorial. 04/06/2015
15. Resolution No. 36-15 Authorize The City Manager To Enter Into A Three Year Contract With Vachon Clukay & Company Of Manchester, NH For Municipal Auditing Services. 5/4/2015.
16. Resolution No. 37-15 Authorizing The City Manager To Contract With Tyler Technologies, Inc. Of Yarmouth, Maine For The Purchase Of A Financial Management System. 5/18/2015.
17. Resolution No. 38-15 To Restrict The Use Of The Municipal And Transportation Improvement Fund For The Purpose Of Funding In Whole Or In Part, Improvements To The Local Or Regional Transportation System Including Roads, Bridges, Bicycle And Pedestrian Facilities. DEFEATED
18. Resolution No. 1-16 Authorizing the City Manager to Enter Into A Grant Agreement with the State Of New Hampshire Division Of Historical Resources for A Certified Local Government (Clg) Grant to Nominate the Forest Glade Cemetery to The National Register Of Historic Places. 8/17/2016
19. Resolution No. 2-16 Authorizing the City Manager to Enter Into A Grant Agreement with the Piscataqua Region Estuaries Partnership (Prep) for A Grant to Complete A Natural Resource Inventory to Guide Short-Term and Long-Term Land Conservation Priorities. 08/17/2015
20. Resolution No. 3-16 The City Of Somersworth to Accept the Gerrish Commons Sewage Pump Station and to Authorize The City Manager to Make Certain Improvements to the Pump Station. 08/17/2015
21. Resolution No. 4-16 To Install Security Cameras at the Noble Pines Park 09/08/2015
22. Resolution No. 5-16 Elderly Tax Exemption 11/9/2015
23. Resolution No. 6-16 To Notify The City Tax Collector That the City Council Shall Not Accept A Tax Deed on Property Located at 1 Winter Street, Tax Map/Lot Number 11-181A. 9/21/2015
24. Resolution No. 7-16 To Notify The City Tax Collector That The City Council Shall Not Accept A Tax Deed on Properties Located on Wexford Lane Subject to an Unredeemed Tax Lien. 9/21/2015
25. Resolution No. 8-16 To Notify The City Tax Collector that The City Council Shall Not Accept A Tax Deed on Certain Properties Subject to an Unredeemed Tax Lien. 10/5/2015
26. Resolution No. 9-16 To Participate In the HealthTrust, Inc. 10/19/2015
27. Resolution No 10-16 To Authorize The City Manager to Contract with Dubois and King of Bedford, Nh for General Engineering Services 11/9/2015
28. Resolution No 11-16 Authorizing The City Manager to Enter into A Grant Agreement with the United States Department of Justice Cops Hiring Program to Add One Additional Police Officer. 11/9/2015

## 2015 RESOLUTIONS

29. Resolution No. 12-16 Adopting the Recommendations of the Mayor's Task Force as Somersworth's Master Plan for Addressing the Heroin Crisis 11/9/2015
30. Resolution No. 13-16 Authorizing The City Manager to Sell City Tax Deeded Property Located at 644 Sherwood Glen. 10/19/2015
31. Resolution No. 14-16 City Council to Award the Bid For The Purchase of A City Owned Parking Lot Off Constitutional Way (A.K.A. Nard's Parking Lot) 11/9/2015
32. Resolution No. 15 – 16 Authorize The City Manager to Amend the Contract with Underwood Engineers of Portsmouth, NH to Provide Additional Engineering Services for Improvements to the Blackwater Road Sewer Pump Station. 12/7/2015
33. Resolution No. 16-16 Authorize The City Manager to Contract with Industrial Protection Services Llc. of Wilmington Massachusetts for the Purchase of Self-Contained Breathing Apparatus for the Fire Department. 12/7/2015
34. Resolution No. 17-16 Amend Council Rules and Regulations, Section 17, Appointments 12/7/2015



# ASSESSING

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<b><u>Board of Assessors</u></b>
<b>Philip Munck</b>
<b>James Cowan</b>
<b>Patty Roberge LeHoullier</b>

<b>City Assessor</b>	<b>Marybeth Walker</b>	<b>692-9518</b>	<a href="mailto:mwalker@somersworth.com">mwalker@somersworth.com</a>
<b>Assessing Clerk</b>	<b>Darcy Moore</b>	<b>692-9520</b>	<a href="mailto:dmoore@somersworth.com">dmoore@somersworth.com</a>

The Assessing Office is responsible for ensuring equitable assessments, which distribute the City's tax burden in accordance with New Hampshire State Statutes. The City Assessor functions and responsibilities are provided by Marybeth Walker, CHNA, through Corcoran Consulting Associates, Inc. The company provides data collectors and appraisers certified by the NH State Department of Revenue to perform the various functions required of them over the course of the year.

The Assessing Office provides the following functions:

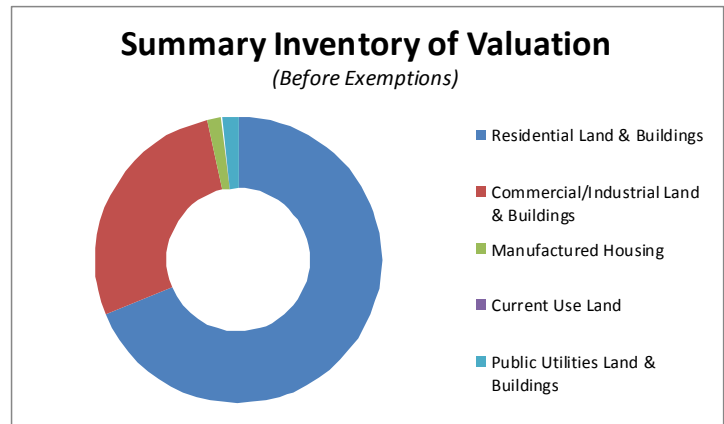
1. Adequately manage and maintain exemptions and credits, current use management, timber and gravel yield taxes and other statutory assessing obligations;
2. Perform field inspections to collect data for all new construction and properties with active building permits;
3. Perform field inspections on all properties which have transferred during the contract period and verify the circumstances surrounding all sales;
4. Perform field inspections and other studies to review all abatement requests;
5. Meet with taxpayers wishing to discuss their valuations;
6. Meet with the City Administration and/or Board of Assessors.

For 2015, the Assessing Department continued with the 4-year Cycled Inspection program. Each year of this process the City will be inspecting approximately 25% of all properties to verify the existing tax assessment data and make corrections if needed. During year 5 the City will perform a City-wide Revaluation, as mandated by New Hampshire State Statutes. The next Revaluation is slated for 2019.

# ASSESSING

## 2015 Summary Inventory of Valuation

	Value
Residential (land & building)	\$588,852,760
Commercial/Industrial (land & building)	\$232,991,935
Current Use Land (per RSA 79-A)	\$139,412
Utilities	\$15,519,300
<b>Valuation Before Exemptions</b>	<b>\$837,503,407</b>
<b>Net Taxable Valuation</b>	<b>\$834,554,107</b>
(value after exemptions- used to compute municipal, county and local tax rates)	



## 2015 Exemptions

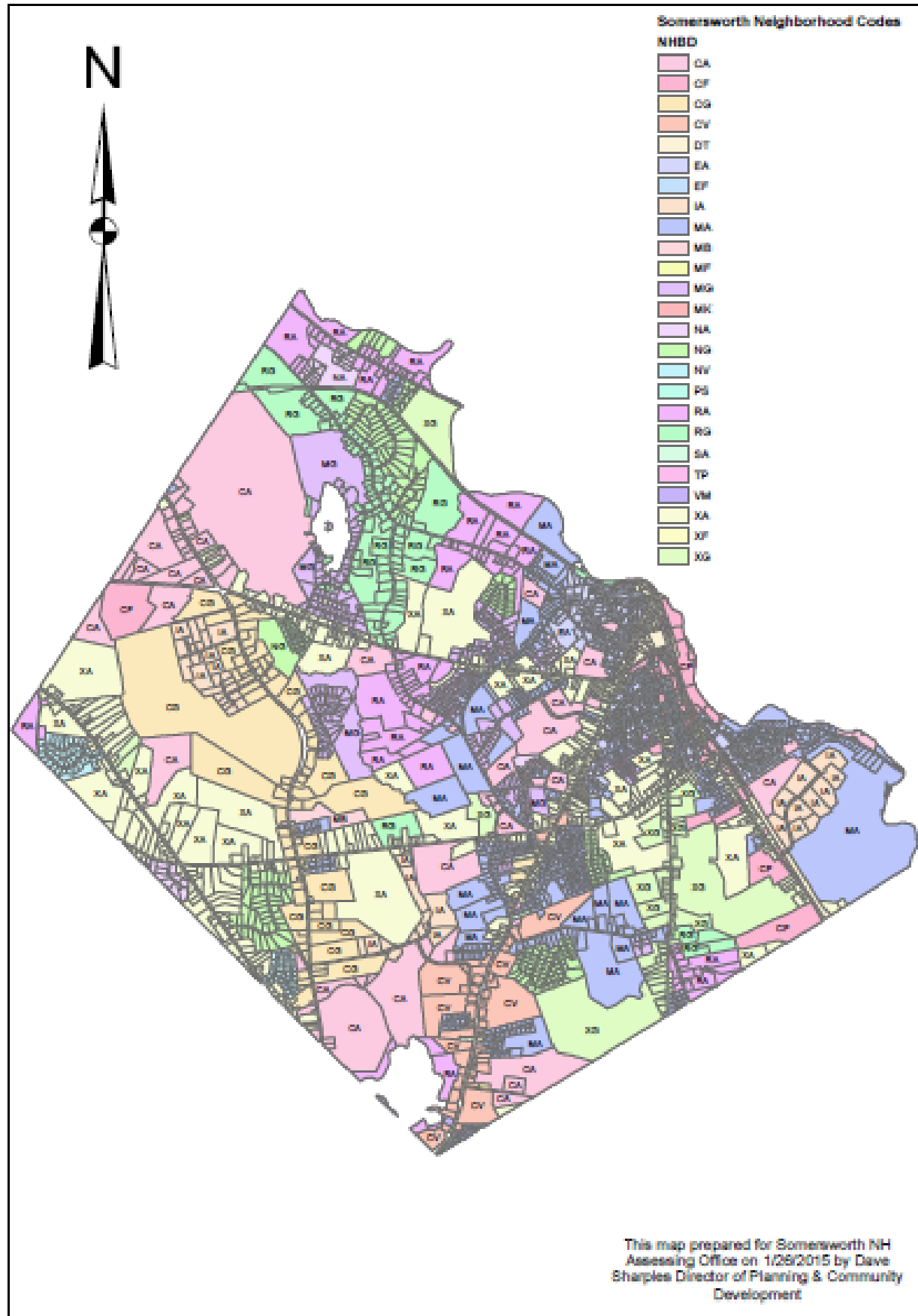
	Exemption/Credit Amount*	Total Exemptions/Credits Granted	Assessed Valuation
<b>Exemptions</b>			
<u>Blind:</u>	\$25,000	7	\$174,500
<u>Elderly:</u>	\$45,000, 65-74 years of age \$50,000, 75-79 years of age \$55,000, 80+ years of age	59	\$2,605,300
<b>Credits</b>			
<u>Veteran:</u>			
Std. Vet. Credit	\$500	430	\$215,000
Service Connected Disability	\$1,400	32	\$44,800
*An exemption is granted in an amount off of the assessed value of the property. A credit is granted in an amount deducted from the tax billings.			

## AVAILABLE ONLINE!

Property record cards can now be found at [www.patriotproperties.com](http://www.patriotproperties.com).

Tax maps can now be found at <http://www.somersworth.com/departments-services/development/development-services/assessing/>

# SOMERSWORTH NH NEIGHBORHOOD MAP



# CITY MANAGER

## **City Government**

The City of Somersworth has functioned as a City Council/City Manager form of government since 1985. The City Manager is appointed by the City Council to function as the Chief Administrative Officer of the City, responsible for the proper administration of all departments of the City. Under the Council/Manager form of government, the Council establishes policies for operations within the City, and it is the Manager's responsibility to ensure these policies are carried out. There are Four (4) At-Large City Councilors and Five (5) Ward Councilors; in addition, there is an elected Mayor who is the presiding officer at meetings of the City Council and serves as an ex-officio member of the City Council.

In general, the City Manager supervises all City property and is responsible for the day-to-day business affairs of the City and oversees expenditure of all funds appropriated for City purposes. City Department Heads reporting directly to the City Manager include the Manager of Human Resources, Director of Finance & Administration, Director of Public Works & Utilities, Director of Planning & Community Development, Fire Chief and Police Chief. In addition, the City Manager is an ex-officio voting member of the City's Planning Board and is a member of the City's Emergency Management Team.

## **Annual Budget & Capital Improvement Program**

In accordance with Article VII of the City Charter, the City Manager submits to the Council on or before the 15<sup>th</sup> day of March a budget for the ensuing fiscal year. Additionally, the City Manager prepares and submits to the Council a six year capital program at least three months prior to the final date of submission of the budget. The Capital Improvement Program has continued to evolve to show infrastructure projects and programs necessary for continued City services in a sustainable strategy over a rolling 6-year time frame. The purpose of the CIP is to assist the City Council in preparing well in advance for capital expenditures to meet the future needs of the community.

I encourage you to visit our website [www.somersworth.com](http://www.somersworth.com) and while there, please consider signing up to receive our electronic newsletters: "City Connection" our City's e-News; and also our Recreation Office Newsletter, as well as emergency and other timely e-Blasts.

Read on to learn more about each City Department. Also, please accept my invitation to stop by to learn more about your City government or to share your thoughts on how we might work together in maintaining the City's overall commitment to providing high quality services to the Somersworth community. My door is always open.

*Regards, Bob*

**Contact Information:** Robert M. Belmore, City Manager; email: [bbelmore@somersworth.com](mailto:bbelmore@somersworth.com)  
Brenda A. Breda, Executive Assistant; email: [bbreda@somersworth.com](mailto:bbreda@somersworth.com)  
Phone: (603) 692-9503

# CODE ENFORCEMENT

## Who we are:

<b>Code/Health Officer</b>	Tim Metivier	692-9522	<a href="mailto:tmetivier@somersworth.com">tmetivier@somersworth.com</a>
<b>Code Compliance Officer</b>	Joseph Devine	692-9521	<a href="mailto:jdevine@somersworth.com">jdevine@somersworth.com</a>
<b>Electrical Inspector, p/t</b>	Hank Feenstra	692-9520	<a href="mailto:hfeenstra@somersworth.com">hfeenstra@somersworth.com</a>
<b>Code Clerk</b>	Darcy Moore	692-9520	<a href="mailto:dmoore@somersworth.com">dmoore@somersworth.com</a>
<b>Code Officer, p/t</b>	Jack Kenyon	Retired 2/2015	



**F**or 2015, the building department has seen a steady growth in the residential market, both in remodeling and new construction. Of which, the majority came in the form of general remodeling and renovations. This type of growth will ensure the preservation of the aging housing stock within the City. There were however, 6 new single family residential homes and 1 new manufactured housing unit that were constructed.



We have also seen growth in commercial sector. The majority of which was again in the form of general remodeling and renovations, which helped to facilitate the accommodation of new businesses. This economic development within the City included a few restaurants, a salon and the relocation of “Empire Beauty” to the newly constructed retail center on High St.



The most significant growth that this department has seen for 2015 was the ground breaking for the “Villages at Sunningdale” subdivision. This brought about the addition of 3 new single family residences for the 2015 year and has the potential for upwards of 180 new single family residences for the coming years.



# CODE ENFORCEMENT

## 2015 Construction, a Year in Review

	Major Building	Minor Building	Electrical	Plumbing	Mechanical	Demolition	Certificates of Occupancy	Septic
Commercial Permits	7	25	51	18	38	2	16	4
Residential Permits	21	219	89	39	105	19	13	6
Total	28	244	140	57	143	21	29	10

## 2015 Estimated Construction Cost and Permit Fees

	Est. Construction Cost	Permit Fees
Commercial Construction	\$10,105,524.64	\$26,530.88
Residential Construction	\$4,840,609.06	\$49,530.88
Total	\$14,955,733.70	\$76,601.82

With all of this growth the department did see one departure, the part-time Code Enforcement Officer, Jack Kenyon, retired in February of 2015. For over 15 years, Jack served as the City's main form of code compliance and property maintenance enforcement. He was missed over the rest of the 2015 year. Joseph Devine began his position with the City in May and has brought forth a new look on enforcement throughout the City as our full-time Code Compliance Officer.



As we continue and move forward and into the future the Code Enforcement Department is here to protect the health, safety and welfare of the constituents in the City by ensuring compliance with State and City regulations. We follow prescribed methods to address code violations and preserve the quality of life for everyone Somersworth. These core methods involve conducting a diligent investigation, preserving the property owner's due process rights, educating the property owner about the regulations, and facilitating compliance within reasonable time frames.



# CODE ENFORCEMENT



Code enforcement officers respond to complaints and conduct City-wide proactive inspections. Upon identification of a code violation, a code enforcement officer will make verbal contact with the property owner, tenant or responsible party and educate him/her on the applicable City code. In instances where a verbal warning cannot be made, a door-hanger warning is left on the premises or a written warning is mailed to the responsible party. A reasonable

period of time is provided to correct the offense. A re-inspection is then conducted in order to verify compliance.



In the event of continued noncompliance a notice of violation is issued. At this time, a final deadline is established and the responsible party is notified. Code enforcement officers reserve the right to provide deadline extensions for good cause. Most code violations are resolved quickly once the responsible party is notified. The goal of the Code Enforcement Division is to obtain voluntary compliance through education.



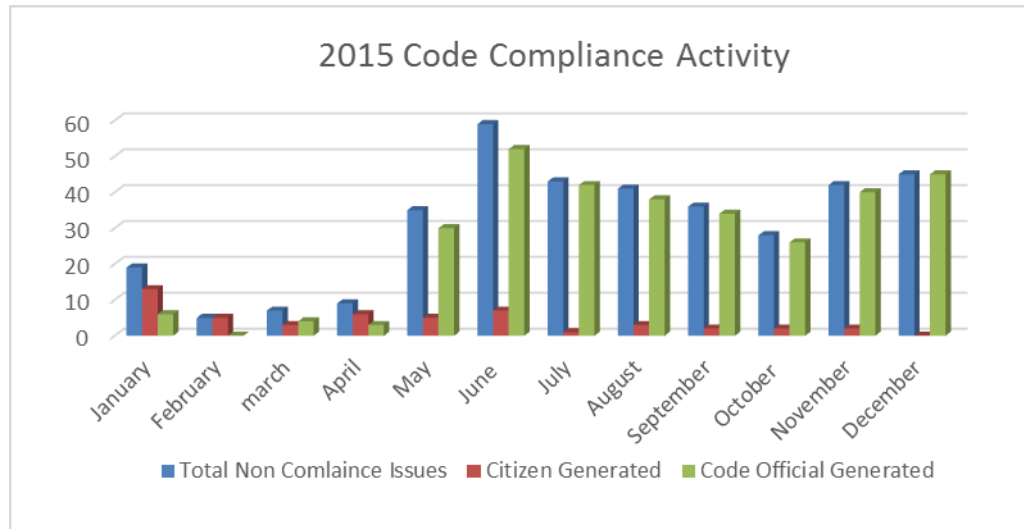
There are, however, a small number of code enforcement cases that result in the issuance of a criminal citation due to continued, egregious or repetitive noncompliance. These matters are heard before Dover Circuit Court. Violations of the City of Somersworth Ordinance are subject to a \$100 fine for a first offence and \$250 find for second and subsequent offenses.

Some of the common violations we find are: junk in the yard, too many people living in a home, uncut grass, building without permits, and hoarding. We enforce zoning, city ordinances, and property maintenance, building, fire and health codes all within in our department.



# CODE ENFORCEMENT

Below are two charts showing the total number of complaints generated for 2015 and the manner in which they were handled.



# ECONOMIC DEVELOPMENT AND PLANNING

Director of Planning and Community Development,  
Dave Sharples, 692-9517,  
[dsharples@somersworth.com](mailto:dsharples@somersworth.com)

Planning Secretary, Tracy Gora, 692-9519,  
[tgora@somersworth.com](mailto:tgora@somersworth.com)



## Overview

The Division of Economic Development and Planning provides research and advisory/administrative support for an array of comprehensive and land use planning functions within the City of Somersworth. The department provides staff support to a number of City Council appointed boards and commissions including the Planning Board, Zoning Board of Adjustment, Historic District Commission, and the Conservation Commission. The office is administered in a manner designed to fulfill the objectives of the Master Plan, provide applicants with efficient application processing services and provide citizens appropriate opportunities to participate in land use decisions.

## Principle Activities

- Development and maintenance of the City's Master Plan.
- Review private development projects for consistency and conformity with the Master Plan and the community's vision.
- Form planning policies and standards that will ensure a high quality living and working environment for Somersworth neighborhoods and districts.
- Provide assistance to citizens in understanding and applying the policies of the Master Plan and the provisions of the City's land use regulations.
- Anticipate and act on the need for new plans, policies, and regulation changes.
- Review and research all applications and proposals submitted for approval from Land Use Boards.

## Planning Board

The Planning Board meets the third Wednesday of each month and consists of 9 members and up to 5 alternates. The Planning Board is responsible for reviewing: site plan applications, subdivision applications, conditional use permit applications, extension and amendment requests, conceptual/design review requests, ordinance amendment proposals and for conducting site visits. The Planning Board also has workshop meetings as needed to discuss ordinance amendment proposals, rules of procedure, application requirements, and other items as necessary.

# ECONOMIC DEVELOPMENT AND PLANNING

The Planning Board reviewed the following:

	<u>2010</u>	<u>2011</u>	<u>2012</u>	<u>2013</u>	<u>2014</u>	<u>2015</u>
Conditional Use Permit applications	0	1	2	3	2	2
Major Site Plan applications	4	6	4	4	9	5
Subdivision applications	2	1	3	4	3	0
Site Walks conducted	1	1	3	0	1	1
Conceptual/Design reviews	2	1	0	1	0	0
Plan amendment requests	4	2	0	2	0	2
Plan extension requests	1	0	1	0	0	0

The Board also reviewed two voluntary merger requests and the 2017-2022 Capital Improvement Plan (CIP).

## **Historic District Commission**

The Historic District Commission (HDC) meets the fourth Wednesday of each month and is responsible for reviewing projects that fall under the Historic Overlay District. The HDC has the following powers and duties: maintain a survey and inventory of all historic properties in the City, establish and adopt guidelines and standards to be used by the Commission in reviewing and passing on applications for a Certificate of Appropriateness, review applications for a Certificate of Appropriateness as required by the Zoning Ordinance, among other duties.

	<u>2010</u>	<u>2011</u>	<u>2012</u>	<u>2013</u>	<u>2014</u>	<u>2015</u>
Applications reviewed by the HDC	33	19	25	17	15	20

## **Conservation Commission**

The Conservation Commission meets the second Wednesday of each month and is responsible for reviewing conditional use permit applications, State Wetland Permit applications, easements, conservation land and conducting site walks.

## **Zoning Board of Adjustment**

The Zoning Board of Adjustment (ZBA) meets the first Wednesday of each month and is responsible for reviewing: variance applications, special exception applications, equitable waivers of dimensional requirements and appeals of an administrative decision.

The ZBA reviewed the following:

	<u>2010</u>	<u>2011</u>	<u>2012</u>	<u>2013</u>	<u>2014</u>	<u>2015</u>
Variance applications	22	9	18	19	15	11
Special Exception applications	3	1	1	1	0	2
Equitable Waiver applications	1	1	0	1	0	0
Appeals from an Administrative Decision	0	0	1	0	0	0

## **Site Review Technical Committee**

The Site Review Technical Committee meets the first Wednesday of each month and reviews site plan and subdivision applications before they are sent to the Planning Board.

## **Strafford Regional Planning Commission Representatives**

Brian Tapscott

William Connor

## **Community Development**

The following is a list of development that was approved within the City in the last year:

- **Key Auto Group**, 100 Tri City Road, approved to re-develop the site for a vehicle repair and reconditioning center.
- **John J. Flatley**, Tri City Road, approved to construct three apartment buildings with associated site improvements.
- **Brixmor Tri City Plaza, LLC**, 20 Tri City Plaza, approved for a building rehabilitation to relocate Staples to this location.
- **Hilltop Chevrolet**, 385 Route 108, approved for a building addition and renovation.

# ECONOMIC DEVELOPMENT UPDATE

Economic Development Manager, Christine Soutter  
603-692-9516  
[csoutter@somersworth.com](mailto:csoutter@somersworth.com)



## Overview:

The Economic Development office supports new and existing businesses through outreach, research, resource development, partnerships with local, State and Federal agencies and various initiatives that support economic prosperity.

The ED Manager works within the Department of Development Services and serves as the point of contact for existing and potential businesses. The EDM meets with local businesses offering support and assistance with access to local, State and Federal resources. The EDM also works to address City-specific issues that affect the business community. Recruitment of new businesses is done through the Economic Development office and is often done in partnership with the State's business recruitment team and a regional recruitment partnership.



In fiscal year 2015 the City welcomed a variety of new businesses and approved several business expansion proposals. While employment levels remained steady at most businesses the City's largest employer, Contitech, continued to seek out new talent. The following is a summary of development and other economic development efforts of the City:

## New and expanding business:

- The City welcomed many new businesses to the area including: The Gathering Place, All Dolled Up, 2 Doors Down, Miracle Ear, Las Palmas, Kelley's Row and The Pet Supply Outlet.
- Apex Construction is moving their offices to Route 108 and adding a second building to the property
- Roger's Auto Body on Route 108 began an expansion project that will wrap up in 2016.
- Hilltop Chevrolet began a major renovation and expansion project that will add significant capacity to their service area.



# ECONOMIC DEVELOPMENT UPDATE

## Recruitment and Retention:

- The City of Somersworth is partnering with Dover, Rochester, Portsmouth and Pease in a Seacoast regional recruitment effort. With support from the Department of Resources and Economic Development including their State recruiters and the University and Community College, the Seacoast Economic Development Alliance group is working collaboratively to bring businesses to the region through a variety of marketing efforts. The SEDA partnership was kicked off with a Mayoral letter signing that included the Governor and Canadian dignitaries. The SEDA was recognized by Business Solutions Magazine with the “Award of Excellence for Regional and Cross-Boarder Collaboration.”
- The department continues to work with current and potential development partners for downtown projects utilizing RSA 79-E as an incentive.
- Communications continue to improve through the website, a monthly e-newsletter and an Economic Development LinkedIn page.
- The City of Somersworth, Dover and Rochester are working together to strengthen the partnerships between the CTC’s and the local business community. BizEd Connect meets monthly and has succeeded in setting up several internships and projects in Somersworth in 2014. The Somersworth CTC participated for the first time in Manufacturing Week with tours of J-Pac and Velcro.
- The City continues to see positive press in the local newspaper in regards to our downtown improvement project, new business openings and the partnership between our Career Technical Center and local businesses.



## Municipal efforts:

- The City Council approved a second downtown property rehabilitation project under RSA 79-E that is currently under construction.
- The City continued participation in the Comprehensive Economic Development Strategy (CEDS) through the Strafford Regional Planning Commission. This regional economic development planning effort was used as part of a successful application requesting Federal designation as an Economic Development District. This designation opens up new channels of grant assistance opportunities through the EDA.
- City staff has created an overview of the current economic development areas, organizational capacity, strengths and potential threats to development and opportunities for growth.

# ECONOMIC DEVELOPMENT UPDATE

## **Infrastructure Improvements-Your City Dollars at Work:**

- The City is nearing completion on several infrastructure improvements to foster economic development and maintain and improve the quality of life of our residents, property owners, visitors, and business owners alike. Infrastructure improvements have been completed on High Street and Market Street beginning with the Somersworth/Berwick Bridge and continuing up to the intersection of High Street and Washington Street. The northerly portion of Main Street was also included. The Somersworth/Berwick Bridge rehabilitation project will be completed in spring 2015 along with the Transportation Enhancement Project that includes an upgrade to sidewalks, improved the streetscape and enhanced pedestrian safety.
- The City completed reconstruction of High Street from the Dover City line through the intersection at Stackpole Road. Also included was a small portion of Tri-City Road.

# AMERICAN AMBULANCE

183 Route 108 Suite A  
Somersworth, NH 03878



## **EMERGENCY RESPONSES**

American Ambulance responded to 1485 calls for service in 2015 with an average response time of 4:17.

During the month of May we had a higher incident of acute trauma patients and utilized the air medical helicopter twice. This is a different approach to trauma care than we have provided in the past, forcing on getting the right patient, right place, right time.

Additionally, due to several large snow storms at the beginning of the year, increased staffing was scheduled to ensure adequate response.

## **EDUCATION/TRAINING**

American Ambulance offered monthly training sessions on the second Wednesday of every month. These topics included Documentation, Scene Safety, Law Enforcement, Infection Control, Pediatric Cardiac Arrest Management, and Post Cardiac Arrest Management.

The National Registry for EMT has changed the recertification process from the traditional refresher courses to the National Continued Competency Program(NCCP). American Ambulance offered several NCCP courses from October to November for EMT, AEMT and Paramedic providers .

American Ambulance also offered classes to family members of American Ambulance employees that dealt with Stress Management in Emergency Responders. We continue to strive to find ways to take care of our employees in a stressful line of work.

Crew Resource Management (CRM) is a culture of teamwork and improved communication for use environments where human error can have devastating effects. Although this has been used primarily for improving air safety, CRM focuses on interpersonal communication, leadership, and decision making. American Ambulance has developed a program to incorporate that into emergency medical services. This has been a mandatory class for all American Ambulance employees. It is truly an innovative approach to a culture of safety in EMS.

Additionally, Command Staff attended training on Winter Weather Emergency Preparedness and Social Media and Disaster Application.

# AMERICAN AMBULANCE

## **COMMUNITY EVENTS**

American Ambulance is dedicated to servicing the Somersworth Community as the 911 provider, but also believes in giving back to the community. As a result, we participated in several community events throughout the year.

Early Access to CPR is crucial in successfully resuscitating a patient suffering from sudden cardiac arrest. Understanding this, American Ambulance instructed Somersworth Middle School students in hands-only CPR.

Command Staff also met with all nurses in the Somersworth Schools to discuss procedures for medical emergencies and collaborative care between the School Nurses and EMS.

We also participated in several Touch-A-Truck events in Somersworth Recreation Department, provided ambulances for National Night out, and provided two ambulances for the Somersworth Christmas Parade.

American Ambulance employees also served with the Somersworth Public Housing Senior Picnic.

## **OTHER**

New Hampshire is at the center of a Heroin epidemic. American Ambulance has seen a rise in opiate overdoses over the last year. As a result, American Ambulance has been appointed to the Strafford Regional Opiate Task Force . Senior staff members have participated in the Strafford County Heroin Summit. Avis Goodwin Public Health officials have also been trained in the appropriate use and administration of Narcan.

Additionally, American Ambulance personnel have participated in a joint exercise with the Incident Management Team for a major flood.

Command Staff remain very active in various committees at the state level, including participating in the Medical Control Board, the State EMS Coordinating Board, and attending the Regional EMS Council Meeting. Staff has also been active with the Acute and Post-Acute Best Practices Committee. We have also had continued engagement in the Cardiology Meeting for Heart Attack care and teamwork at the Wentworth-Douglass Hospital.

Deputy Chief Schuler has received an appointment from the NH Commissioner of Safety to the Trauma Medical Review Committee, this Committee is defined in the RSA to oversee and provide guidance on the overall NH Trauma System.

# FIRE DEPARTMENT



## *Somersworth Fire Department*

*195 Maple Street  
Somersworth, NH 03878  
(603) 692-3457  
(603) 692-5147  
Business Hours: 8-4 M-F*

### **EMERGENCY RESPONSES**

The Somersworth Fire Department responded to 1474 emergency incidents in FY15 – an increase of 228 incidents or 18% over FY14. The main reason for the increase in call volume was an increase in EMS emergencies – now totaling 44% of our volume.

Fire damage increased in FY15 to over \$750,000 as one home was destroyed and two others received significant damage. One civilian lost his life in a South Street fire while one woman received near fatal burns in a home oxygen fire on Main Street. The number of times we responded on mutual aid to our neighboring communities (Dover, Durham, Farmington, Milton, Ossipee, Rochester, Rollinsford: and in Maine – Berwick, Lebanon and North Berwick) increased slightly in FY15 to 52.

### **FIRE PREVENTION & EDUCATION**

The number of inspections conducted and Permits issued by the Department in FY15 totaled 688, down slightly from FY14. The Department will begin to inspect 3 family and above residences again in FY16 however.

The Fire Prevention Regulations and Fireworks Regulations enacted by the City Council in FY12 for the most part are working, with less adherence to the rules around the 4<sup>th</sup> of July however. The city is in conformance with the state of New Hampshire as it relates to Fire Prevention rules and regulations.

Firefighters conducted public fire safety education sessions in the public schools; in businesses such as Contitech and GE; fire station tours during Annual Fire Prevention Week activities; Home Depot and Walmart Safety Day participation; the Children's Festival; the Pumpkin Festival; National Night Out and the Seniors picnic.

We also held the annual "Open House" event at the fire station during Fire Prevention Week in October.

In December, the Department, aided by many Somersworth citizens and businesses, contributed toys to nearly 500 children through the Firefighters Toy Bank.

The American Red Cross designated Somersworth as one of its 2015 municipalities that received free smoke detectors for low and middle income families. Over 500 homes were visited.

# **FIRE DEPARTMENT**

## **TRAINING**

American Ambulance, the city's EMS provider, began training firefighters on advanced EMS and re-certifying our personnel on CPR and basic EMT skills.

Career firefighters attended training sponsored by the National Fire Academy, State Fire Academy, Seacoast Fire Chiefs Association, FEMA, American Red Cross and the U.S. Navy.

Two call firefighters attended training at the National Fire Academy in Maryland.

We received 10 tablets through the FEMA SAFER Act grant to use for training.

## **GRANTS**

A federal FEMA Act grant for \$99,068 was awarded to us for recruitment and retention of call firefighters. This two year grant is aimed at assisting our efforts to increase the number of call firefighters to 20 by the end of 2016. It also provided computers for our Training Room, protective gear, medical monitoring of personnel, recruiting equipment for the High School and a sign. We hired the first five new call firefighters during FY15 and are preparing to hire the next five in FY16. It is possible that this grant may allow us to hire an additional three call firefighters which would assist in completing the goal of staffing up to twenty (20) call firefighters by next year.

## **PERSONNEL**

Firefighter Craig Robichaud was hired to fill a vacancy in the Career Force and Firefighters Mike Calabrese, Issac Guptil, Dave Levesque, James Trueman and Matt Turner were hired on the Call Force.

Two members took and passed the Department Promotional Examination in the event we have a vacancy in our Officer ranks.

## **OTHER**

American Ambulance continued to deliver excellent EMS services to the city, with an average 4 minute response time to calls and provided education sessions to citizens and school children on CPR and first aid.

Lt. Houle and firefighters Plante, Drakopoulos and Walker received awards from the Governor for their part in the U.S.S. Miami submarine fire response at the Portsmouth Naval Yard.

The Mayor appointed a "Fire Station Study Committee" which is charged with determining the Fire Department's present and future needs and if the existing station can serve these needs.

The Department is participating in the Mayor's "Drug Task Force".

The Department participated in the "Active Shooter Committee" with members from the Police Department, SAU 56 and American Ambulance.

We replaced the 2005 training car with a former 2009 police cruiser.

A new "Jaws of Life" unit was put in service. This unit has additional power to be able to disassemble newer cars that have high tensile metals incorporated into the doors and frame which the older "Jaws of Life" units cannot pierce.

Purchased 7 new self-contained breathing apparatus under the city CIP Plan and placed them in service on Truck 1. Next year we will replace the units on Engine 3.



# FIRE DEPARTMENT

Strafford County House of Correction work-release personnel painted portions of the fire station and landscaped the grounds at no cost to the city.

New fire protection systems were approved and inspected at the American Legion; Goodwill; Goodwin Public Health; 475 High Street; 448 High Street; 17, 23 and 31 Market Street; Olympia Sports; Pinewood Medical Center; 368 Route 108; Subway; Tri-City Subaru; Verizon on High Street; and the VFW.

## **EMERGENCY MANAGEMENT**

The city applied for \$77,000 in federal reimbursement from FEMA for a January snowstorm which was declared a disaster by the state and approved by the federal government.

The Thanksgiving Day storm knocked out power to over half the city which took Eversource two days to restore. The Housing Authority opened a shelter to deal with their displaced residents and the Rochester shelter opened as well.

This storm was our first test of the state's "Reverse 9-1-1" telephone alert system whereby Somersworth residents who signed up for this service before the storm were provided with emergency information by telephone.

We continue to participate with other Strafford County municipalities in the "Ready Strafford" organization – a state vendor providing emergency management and public health assistance to communities in the county.

We acquired 25 new cots for the city's Idlehurst School shelter.

Some staff took the American Red Cross "Managing Shelters" course in Rochester.

## **EMERGENCY RESPONSES**

Structure Fires	65
Outside Fires	46
Automobile Fires	5
Motor Vehicle Accidents	112
Accidental/Public Assistance	283
False Alarms/Malfunctions	96
Hazardous Materials Incidents	36
Hazardous Conditions	177
Emergency Medical Calls	654

We thank the citizens of Somersworth for their support and their efforts to practice fire safety throughout the year.

## **VEHICLES**

Car 1:	2013 Chevrolet Tahoe 4WD
Car 2:	2009 Chevrolet Impala
Engine 2:	1996 Central States 1500 gpm pumper
Engine 3:	2008 Toyne 1500 gpm pumper
Engine 4:	2014 Toyne 1500 gpm pumper
Truck 1:	2006 Smeal 105 ft. aerial ladder
Forestry 1:	1988 GM Hummer 4WD 200 gallon brush fire vehicle
Utility 1:	2005 Ford F-350 4WD
Air Van:	1989 Chevrolet (owned by Community Mutual Aid Association)
Trailer:	Strafford County Emergency Management/Public Health unit

# POLICE DEPARTMENT



## *Somersworth Police Department*

*12 Lilac Lane  
Somersworth, NH 03878  
(603) 692-3131*

It was another busy year. The Somersworth Police Department answered or initiated 24,669 calls for service during the calendar year of 2015, a slight decrease from 2014.

The Department was able to provide a variety of special and specific law enforcement efforts including an assortment of enforcement initiatives. The New Hampshire Highway Safety Agency allowed us to increase motor vehicle enforcement by providing grant funds. The added enforcement included DWI, speeding and other motor vehicle related violations.

We were fortunate to receive \$6,000 grant from the New Hampshire Highway Safety Agency to purchase a radar display/message display trailer. This grant paid for approximately one third of the cost. The balance was paid for through drug seizure funds. This radar display/message display trailer has been used successfully in various locations throughout Somersworth.

Our Department was able to update our cruiser fleet laptops with rugged Patrol PC laptops designed for police officers. These rugged laptops allow an officer to have immediate records access with the State Police Network and our computer system.

We were also able to purchase a forensic cellular extraction device through a Justice Assistance Grant. This forensic tool allows us to download/extract data from cell phones and similar devices and is critical to our criminal investigations. Sergeant Matt Duval continues to be assigned to our Strafford County Accident Reconstruction Team. He has received very specialized training into major accident causes and other technical aspects of an accident scene.

Detective Eric Chandler has been assigned to the Family Justice Center located in Rochester. This center allows victim's access to all services specific to family related investigations. Detective Chandler is assigned to the facility on a rotating basis.

Several officers and our Department was recognized with a special award from the Drug Enforcement Administration (DEA) recognizing our participation and hard work in our investigative efforts associated with the dismantling of a large scale, regional and international Synthetic Cannabinoid Drug Trafficking Organization. This was the largest Synthetic Cannabinoid Seizure in New England history and the 12<sup>th</sup> largest in the history of the United States.

All sworn officers received certification or recertification in CPR and Automated External Defibrillators (AED's) that all front line cruisers are equipped with.

# POLICE DEPARTMENT

All sworn officers received training in Active Officer Involved Shootings.

Somersworth Crime tips are still received at 692-9111 or email at [crimeline@somersworth.com](mailto:crimeline@somersworth.com). Anyone wishing to provide anonymous tips should contact SPD through either source. All leads are held with the strictest of confidence.

## **2015 City** **Totals** **Case Activity Statistics**

Calls for Service	24,669
Total Offenses Committed:	2,670
Total Felonies	393
Total Crime Related Incidents:	1,025
Total Non-Crime Related Incidents:	2,020
Total Arrests (On View):	569
Total Arrests (Based on Incident/Warrants)	351
Total Summons Arrests:	137
Total Arrests:	1,057
Total P/C's:	196
Total Juvenile Arrests:	84
Total Juveniles Handled (Arrest):	53
Total Juveniles Referred (Arrest):	31
Total Open Warrants:	31
Total Restraint Orders:	78
Stolen Property-Value	\$274,879
Stolen Property Recovered Value	\$31,141
Total Motor Vehicle Accidents	477
Total Motor Vehicle Violations-Civil	2
Total Motor Vehicle Violations-Warnings	3,104
Total Motor Vehicle Violation-Arrests	1,246
Total Parking Tickets	496



# HUMAN SERVICES

The Somersworth Human Services Department continues to carry out the legal tasks and responsibilities of RSA 165 – general assistance. City assistance continues to be the “safety net” for residents facing eviction, foreclosure, homelessness, hunger, utility shut-offs, and inability to obtain prescription medications.

There were 86 new cases opened in calendar year 2015, compared to 114 new cases in 2014 and compared to 114 in 2013. A total of 150 households (354 individuals) received direct City assistance, totaling \$104,158.58. In addition, the Human Services Department managed the *Salvation Army* fund and assisted families and individuals with food, utilities and work clothing.

Rent is the highest request for assistance to prevent eviction and homelessness, followed by homeless shelters/motels, electric, burials, pharmacies and other assistance such as home heating.

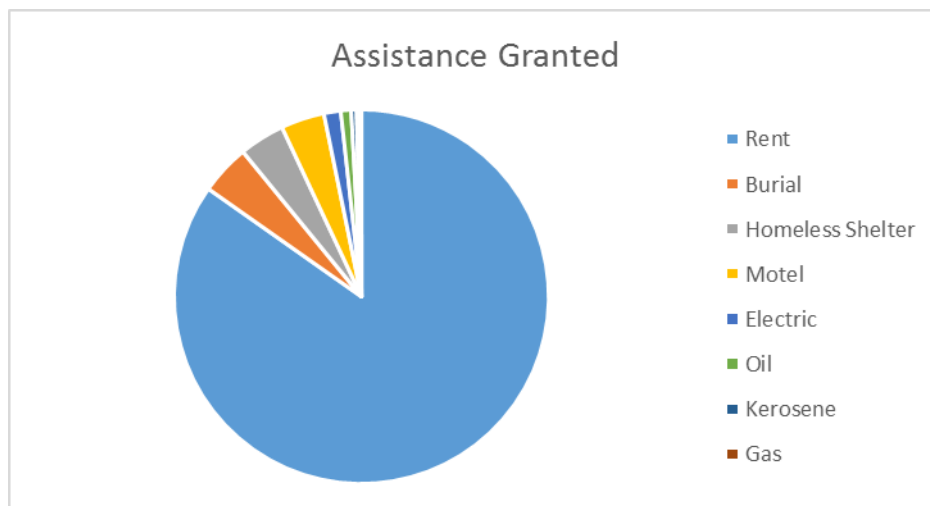
Making referrals to other agencies is a vital role of the Human Services Department, as it reduces the burden on City assistance and aids individuals in becoming self-sufficient. A total of 86 referrals were made in 2015. There are many organizations and agencies that we refer to, but we are especially grateful to all the help provided by Strafford County Community Action (CAP), The Community Food Pantry, The Somersworth Housing Authority, The Homeless Shelter for Strafford County, My Friend’s Place, The Share Fund of Somersworth, Crossroads Homeless Shelter, Goodwin Community Health Center, and the Department of Health & Human Services.

If anyone is interested in making a donation, this office can always use diapers, wipes, personal and household products, or gift certificates that may be used for basic necessities. Lastly, thank you to the taxpayers of Somersworth for your contribution towards maintaining the safety net for those who are in need in our community.

Respectfully submitted,

Krista Morris

Welfare Officer



# PUBLIC LIBRARY

## SOMERSWORTH PUBLIC LIBRARY



25 Main Street  
Somersworth, NH 03878  
603.692.4587

Website:

[www.somersworth.com/library](http://www.somersworth.com/library)

Online Catalog:

<http://somersworth.nhais.bywatersolutions.com>

### LIBRARY STAFF

Debora Longo, Library Director  
[library@somersworth.com](mailto:library@somersworth.com); ext. 223

Michelle Baker, Library Assistant  
[libraryassistant@somersworth.com](mailto:libraryassistant@somersworth.com); ext. 221

Linda Wheeler, Front Desk Assistant  
Barbara Stamm, Front Desk Assistant  
Elaine Pomroy, Page

### BOARD OF TRUSTEES

Judy Goodnow, Chairperson

Arlene Labrie

Pius Charles Murray

Donna Donovan

Nancie Cameron

### HOURS

Tues – Thu, 11am – 7:00pm

Friday, 9am – 5:00pm

Sat (Sept. – May) 9am – 5:00pm

Sat (June – Aug.) 9am – 1:00pm

Closed Sunday and Monday

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The projects and initiatives for 2015 included:



Maintained the children's story time and summer reading programs through the work of the Library Director, the Library Assistant and volunteers who assisted in preparing craft materials and activities for the children who participated. Each week, 25 – 30 children attend the two story time programs. In July and August 2015, 75 children read for the summer reading program, themed *Every Hero Has A Story*, reading stories and doing crafts and activities that featured community leaders such as teachers, police and fire persons, doctors and nurses, and others who make a community wonderfully vibrant.

We are participating in the national and state initiative of 1000 Books Before Kindergarten. The program will support parents reading to their children which research has proven to be the path to independent reading for children. We now offer reading lists, book bags filled with recommended titles, a book bag prize after the first 100 books are read, and other incentives and support.





## PUBLIC LIBRARY



- The library hosted two author visits and an informational program in 2015. Daniel Korshun, author of *We Are Market Basket*, spoke about his book as part of an author tour to all the communities in New England that have a store in their community. The audiences' stories about their Market Basket experience made the program special. Local author, Susan Richardson, highlighted her book, *Tidegatherings: Glimpses of a*

*Mermaid's Bounty*, as part a comprehensive program on sea glass. Paula Wanzer, an ambassador for the Road Scholar program, spoke to an audience of twenty-five about the mission to inspire adults to learn, discover and travel. One of the participants took one of their programs here in NH, and pronounced it a 'wonderful opportunity'.



- Three fine art exhibits graced the library in 2015, beginning in May with a photography exhibit featuring local resident Gary Lamott, along with two other Seacoast photographers. In the summer and fall, local painters Anne Vaughn and Brian Cincotta returned with new oil paintings in their exhibits for the community's enjoyment.



- The Friends of the Somersworth Public Library continued to support the library through the purchase of four museum passes for free or reduced admission to Strawberry Banke Museum, Seacoast Science Center, Children's Museum of NH and the Museum of Fine Arts Boston. They have struggled this past year with membership, but continue to work on ways to attract new membership. They have not cut back on their fundraising with spring and fall book sales, and this year a very successful Valentine's Day Bake Sale was an event added to their efforts. Their regular meetings are the second Wednesday at 7:00pm in January, April, June, and October.

- After only 19 months with the new KOHA automated system for checkouts and the online catalog, the system was upgraded in December. The changes to the system significantly reduced how long customers had to wait during checkouts, enhanced the appearance of the home page of the online catalog, and improved a variety of functions for the staff. By year's end, over 2500 residents had registered for their new library cards. The library's collection includes over 40,000 items.





## PUBLIC LIBRARY

Through the hard work of an experienced, professional staff, the community was able to borrow the following items from the library last year. If citizens had to purchase these items themselves they would have spent approximately \$750,000:

13,825 Novels

11,546 Picture Books, Readers, and Chapter Books for Children

10,096 Motion Pictures, Documentaries, etc.

4,465 Non-Fiction Books

2,950 e-Books

2,051 Downloadable audiobooks

1,828 Audiobooks

1,937 Interlibrary Loan Books

204 Museum Passes

154 Downloadable magazines

# PUBLIC WORKS AND UTILITIES DEPARTMENT

## Staff Information:

Director of Public Works and Utilities, Michael Bobinsky, 692-4266

[mbobinsky@somersworth.com](mailto:mbobinsky@somersworth.com)

General Foreman, Nate Mears, 692-4266

[nmears@somersworth.com](mailto:nmears@somersworth.com)

Executive Assistant, Jennifer Nalley, 692-4266

[jnalley@somersworth.com](mailto:jnalley@somersworth.com)

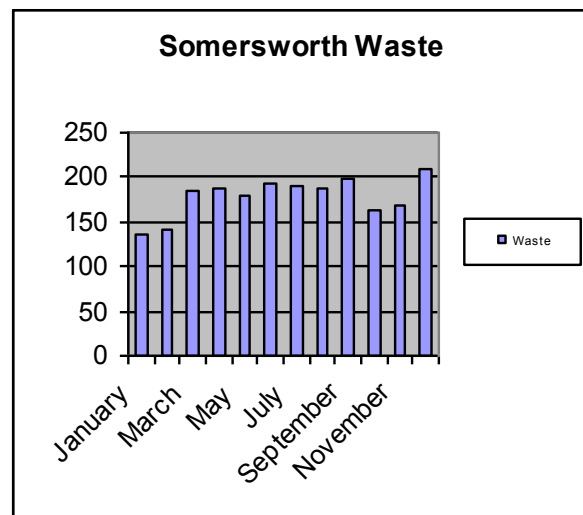
## Forest Glade Cemetery

There were three (3) full casket burials and four (4) cremains burial in Forest Glade throughout the year. Interments continue to be performed by a grave excavation contractor, rather than in-house as in the past. This way the scope of a project is not disrupted by cemetery events and we now have a contractor dedicated to meeting our needs in the cemetery. Although the new section of the Cemetery has been completed, we will continue selling lots in the old section before moving into the new section.

## Solid Waste & Recycling

The City generated slightly more in 2015 when compared to 2014. The total waste picked up curbside including trash and recycling was 2,886.10 tons. This is 100.05 more tons than last year. One year's worth of recycling weighed in at 748.02 tons and solid waste weighed in at 2,138.08 tons. The chart to the right shows monthly totals in tons for solid waste. These totals only include solid waste picked up curbside.

Metal waste, such as air conditioners and refrigerators, picked up curbside as well as dropped off at the Public Works Facility totaled 18.87 tons. Residents also recycled 1,020 gallons of waste oil and 14.28 tons of electronics, such as computers and televisions.



## Service Calls

Throughout the year, the Public Works and Utilities Department receives calls from residents regarding questions or concerns with the City infrastructure, facilities, and services. Items of interest include trash pickup, bulky waste disposal, brush and bagged leaves disposal, street conditions, drainage concerns, water meter upgrades, final meter readings, and much more. Any employee who takes a call can enter the information into our VUEWorks database—linking the call to the property in question or the appropriate City asset, such as a catch basin, water line, or sewer pipe. Staff is in the process of updating the user interface for Vueworks with the GIS Mapping program during 2015. The Highway Division continued to have a strong role in managing parks maintenance and service projects while working in collaboration with the

# PUBLIC WORKS AND UTILITIES DEPARTMENT

Recreation Supervisor. The Mast Point Dam park improvements project, including a canoe launch, trail and parking area improvements started during 2015. The project was funded by a State Land and Conservation Grant with the Highway crew and some volunteers assisting with implementing the project. During 2015, regular joint meetings with the Recreation and Highway staff occurred to improve on coordination and scheduling of maintenance and key projects.

## **Highway**

The winter of 2014-2015 was cold, icy and very snowy for winter maintenance with eighteen snow events that required highway crews to treat the road for snow or ice. A total of 80 inches of snow fell for the winter necessitating the use of approximately 2,930 tons of sand and salt to maintain the city's roads. Significant projects performed by the highway crews during the year included installation of the granite walkway to the Noble Pines Ball Field and stairs below the dugouts. Severino began the Downtown Reconstruction Project began during 2014 with substantial completion in 2015; Unitil upgraded its gas mains within the area of the downtown project. The Public Works Department arranged to have the City's streets evaluated and its condition rated to help inform decisions about which streets should be candidates for repairs. The evaluation resulted in the development of a data base of all City streets and their pavement condition index. (PCI). Street condition ratings should be updated approximately every 3 years to keep the data current and valid.

## **Water & Wastewater**

The City treated a total of 525 million gallons of wastewater last year creating an average daily flow of 1.4 million gallons per day into the plant. Our highest daily flow, in which over 3.3 million gallons of water was treated, on April 21st. The lowest daily flow occurred on September 6th, in which 850,000 gallons of water was treated. Additionally, the City treated a total of 259,000 gallons of septage.

The water treatment plant processed 542,342,566 gallons of water for consumption in 2015, creating an average daily production of 1,485,870 gallons per day. The water plant processed the highest volume of water at 2,130,938 gallons of water on July 29, 2015.

# RECREATION DEPARTMENT

Kristen Ducharme, Recreation Supervisor  
kducharme@somersworth.com  
(603)-692-9508

City Hall, Second Floor  
1 Government Way  
Somersworth, NH 03878

## Hours of Operation

Monday – Friday, 8:00 a.m. – 4:30 p.m.

### Vision

The Recreation Department strives to offer a diversity of programs, activities, trips and events for all members of the community. We extend our offerings from toddlers to seniors, and do our best to encourage and include anyone with an interest to participate. We seek to cultivate an atmosphere at our recreation areas for all community members and visitors to enjoy. We strive to provide recreational use that is compatible within our park's cultural and natural resources.

### Mission

The mission for the Recreation Department is to enhance the quality of life by providing superior, safe, and enjoyable programs and recreation areas for all members of the community.

## 2015 Overview

2015 has been an incredibly exciting year for the Recreation Department as we saw many of our parks undergo substantial improvements aimed to benefit community members and offer new recreational opportunities, our programs have seen a jump in participation, and our popular special events continue to provide a community gathering place for families and friends.

Our Kids Camp and Trends Camp Programs are growing by the year and our Department is dedicated to offering a quality summer camp experience to all of our participants. In 2015, our Department worked with the SYC Director to implement new ideas and work together to offer a more diverse program for our youth participants. We look forward to continuing this effort and offering new activities and experiences that will enhance each child's time in our programs.

The Somersworth Recreation Facebook page has received a lot of new interest and likes from community members and program participants. Our Facebook page has played a major role in marketing programs and events, updating the public on the Splash Pad, and informing our community of park projects and happenings around the City. We continue to grow our fan base daily and look forward to sharing information and photos from our events and programs. The Department has also been working very hard to produce a monthly e-newsletter sent out to all recreation contacts that serves as a guide to Rec news and further supports the happenings around the City. We have received a lot of great feedback from community members who enjoy reading our colorful and informative newsletters.

In May of 2015, the Recreation Department participated in the annual Serve with Liberty Program through Liberty Mutual. With over 100 volunteers in a 2-day period we were able to establish over a mile of trails at Mast Point Dam Recreation Area, construct a footbridge for ac-

## RECREATION DEPARTMENT

In September of 2015, the City was fortunate enough to have Timberland hold their annual Serv-A-Palooza event in our community. As part of the Timberland initiative the company sent over 200 volunteers to perform three park projects and transformed Mast Point Dam, Willand Pond, and Noble Pines Park in just one day. At Mast Point Dam the trail system was cleared, a stone dust path to the boat launch area was created, picnic tables and benches were placed throughout the park, and a new canoe/kayak rack was built, to name a few improvements at this park. Willand Pond also saw quite the transformation with the construction of the new low elements ropes course and several fitness stations constructed along the main trail system. We have already seen many community members on the trail enjoying these new aspects. The stairway leading up to Noble Pines Park from W. High Street was redone as part of Timberland's service project as well as updating our Rec. building that houses our summer camp programs from June-August. Benches were constructed around the ballfield and Public Works completed the esplanade walkway that will allow better access from each dugout. Timberland also planted flowers in our garden beds at the Pines, touched up the paint on the concession stand, and washed playground equipment. We cannot thank Timberland enough for their support and what they accomplished in just one day is absolutely amazing-thank-you Timberland!



*2015 Summer Camp crew*



*2015 Granite State Track & Field*



# RECREATION DEPARTMENT



*Travel Basketball Banquet- Girls 5/6 Grade Team*



*Splash Pad Fun!*



*2015 Pee Wee Soccer- Blue Team*



## RECREATION DEPARTMENT



*Serve with Liberty- May 2015 Mast Point Dam Recreation Area*



*2015 Serv-a-Palooza with Timberland- Noble Pines Park*

# SAU 56 SUPERINTENDENT OF SCHOOLS

IDLEHURST



MAPLE WOOD

Welcome to another success school year in the Somersworth Schools. The motto for this school year was overcoming challenges. How do we build resilient students, and staff so that we have the strength to take on all that comes our way?

The highlights of this school year include a STEAM focus within all our schools. Students have been participating in afterschool activities directly related to Science, Technology, Engineering, Arts and Math. Inquiry based practices have given students multiple opportunities to explore, get messy while solving problems that are complexed and challenging.

Our greatest focus for the year has been our Career Technical Center renovation that is slated for March 1<sup>st</sup>, 2016. We hope to have this project completed by September 1<sup>st</sup>, 2016. We will be updating some of our current programs such as marketing, culinary, auto, engineering, building trades and teaching. We will be adding two new programs, performing arts and medical assisting. We are very excited for the completion of this project and students receiving a 21<sup>st</sup> Century education.

As part of Mayor Hilliard's vision, City Manager Belmore and I have worked closely to explore "cooperative" services within the city and school landscape. We have successfully created a partnership regarding facilities and technology services for both city and school. We continue to review other facets within our organizations where we can combine services and create savings.

We are fortunate to have the support of our families, local businesses and community members that continue to allow us to provide a quality education for our students. Many thanks to the dedicated staff who daily provide our students with support to foster their growth and achievement. On behalf on the School District, thank you for all that you do for our students.

*Jeni A. Mosca*

Jeni Mosca Superintendent of Schools



HIGH SCHOOL

CAREER TECHNICAL CTR.

MIDDLE SCHOOL



# MANAGEMENT'S DISCUSSION AND ANALYSIS

## MANAGEMENT'S DISCUSSION AND ANALYSIS

As management of the City of Somersworth, we offer readers this narrative overview and analysis of the financial activities of the City of Somersworth for the fiscal year ended June 30, 2015. We encourage readers to consider the information here in conjunction with additional information that we have furnished in our letter of transmittal.

### A. OVERVIEW OF THE FINANCIAL STATEMENTS

This discussion and analysis is intended to serve as an introduction to the basic financial statements. The basic financial statements are comprised of three components: (1) government-wide financial statements, (2) fund financial statements, and (3) notes to financial statements. This report also contains other supplementary information in addition to the basic financial statements themselves.

**Government-Wide Financial Statements.** The government-wide financial statements are designed to provide readers with a broad overview of our finances in a manner similar to a private-sector business.

The statement of net position presents information on all assets, liabilities, deferred outflows of resources, and deferred inflows of resources with the balance reported as net position. Over time, increases or decreases in net position may serve as a useful indicator of whether the financial position is improving or deteriorating.

The statement of activities presents information showing how the government's net position changed during the most recent fiscal year. All changes in net position are reported as soon as the underlying event giving rise to the change occurs, regardless of the timing of related cash flows. Thus, revenues and expenses are reported in this statement for some items that will only result in cash flows in future fiscal periods (e.g., uncollected taxes and earned but unused vacation leave).

Both of the government-wide financial statements distinguish functions that are principally supported by taxes and intergovernmental revenues (governmental activities) from other functions that are intended to recover all or a significant portion of their costs through user fees and charges (business-type activities). The governmental activities include general government, public safety, highways and streets, health and welfare, culture and recreation, and education. The business-type activities include water, sewer, and solid waste activities.

**Fund financial statements.** A fund is a grouping of related accounts that is used to maintain control over resources that have been segregated for specific activities or objectives. Fund accounting is used to ensure and demonstrate compliance with finance-related legal requirements. All of the funds can be divided into three categories: governmental funds, proprietary funds and fiduciary funds.

## MANAGEMENT'S DISCUSSION AND ANALYSIS

***Governmental funds.*** Governmental funds are used to account for essentially the same functions reported as governmental activities in the government-wide financial statements. However, unlike the government-wide financial statements, governmental fund financial statements focus on near-term inflows and outflows of spendable resources, as well as on balances of spendable resources available at the end of the fiscal year. Such information may be useful in evaluating a government's near-term financing requirements.

Because the focus of governmental funds is narrower than that of the government-wide financial statements, it is useful to compare the information presented for governmental funds with similar information presented for governmental activities in the government-wide financial statements. By doing so, readers may better understand the long-term impact of the government's near-term financing decisions. Both the governmental fund balance sheet and the governmental fund statement of revenues, expenditures and changes in fund balances provide a reconciliation to facilitate this comparison between governmental funds and governmental activities.

An annual appropriated budget is adopted for the general fund. A budgetary comparison statement has been provided for the general fund to demonstrate compliance with this budget.

***Proprietary funds.*** Proprietary funds are maintained as follows:

Enterprise funds are used to report the same functions presented as business-type activities in the government-wide financial statements. Specifically, enterprise funds are used to account for water, sewer, and solid waste operations.

Proprietary funds provide the same type of information as the business-type activities reported in the government-wide financial statements, only in more detail. The proprietary fund financial statements provide separate information for the water, sewer, and solid waste operations, only the water and sewer are major funds.

***Fiduciary funds.*** Fiduciary funds are used to account for resources held for the benefit of parties outside the government. Fiduciary funds are not reflected in the government-wide financial statements because the resources of those funds are not available to support the City's own programs. The accounting used for fiduciary funds is much like that used for proprietary funds.

**Notes to financial statements.** The notes provide additional information that is essential to a full understanding of the data provided in the government-wide and fund financial statements.

**Other information.** In addition to the basic financial statements and accompanying notes, this report also presents certain required supplementary information which is required to be disclosed by the *Governmental Accounting Standards Board*.



# MANAGEMENT'S DISCUSSION AND ANALYSIS

## B. FINANCIAL HIGHLIGHTS

- As of the close of the current fiscal year, the total assets and deferred outflows of resources exceeded liabilities and deferred inflows of resources by \$8,818,477, presented as “net position” shown on the Statement of Net Position for the Total Primary Government. The City’s Net Position increased by \$4,111,338 compared to the prior year, after restatement. The City’s net position was restated due to the implementation of GASB 68 – *Accounting and Financial Reporting for Pensions* during the year ended June 30, 2015.
- As of the close of the current fiscal year, governmental funds reported combined ending fund balances of \$6,875,618, a change of (\$985,510) in comparison with the prior year.
- At the end of the current fiscal year, unassigned fund balance for the general fund was \$3,882,740, a change of \$976,097 in comparison with the prior year. Due to City Council action, \$535,000 of the General Fund fund balance has been designated for future years’ expenditures and classified as assigned.
- Total bonds payable at the close of the current fiscal year was \$34,783,450, a change of (\$1,021,030) in comparison to the prior year.

## C. GOVERNMENT-WIDE FINANCIAL ANALYSIS

The following is a summary of condensed government-wide financial data for the current and prior fiscal years. All amounts are presented in thousands.

	Governmental Activities		Business-Type Activities		Total	
	2015	2014	2015	2014	2015	2014
Current and other Assets	\$23,054	\$24,949	\$5,690	\$6,036	\$28,744	\$30,985
Capital Assets	43,491	39,924	20,693	20,464	64,184	60,388
Total Assets	66,545	64,873	26,383	26,500	92,928	91,373
Total deferred outflow of resources	2,411	2,012	58	62	2,469	2,074
Long-term Liabilities outstanding	54,077	57,456	12,825	13,863	66,902	71,319
Other Liabilities	4,527	4,938	1,366	1,564	5,893	6,502
Total Liabilities	58,604	62,394	14,191	15,427	72,795	77,821
Total deferred inflow of resources	13,684	10,919	100	-	13,784	10,919
Net Position:						
Invested in capital assets, net	20,944	18,320	7,746	8,032	28,690	26,352
Restricted	1,233	340	-	-	1,233	340
Unrestricted (Deficit)	(25,509)	(25,088)	4,404	3,103	(21,105)	(21,985)
Total Net Position	(\$3,332)	(\$6,428)	\$12,150	\$11,135	\$8,818	\$4,707

# MANAGEMENT'S DISCUSSION AND ANALYSIS

## CHANGES IN NET POSITION

	<u>Governmental Activities</u>		<u>Business-Type Activities</u>		<u>Total</u>	
	<u>2015</u>	<u>2014</u>	<u>2015</u>	<u>2014</u>	<u>2015</u>	<u>2014</u>
Revenues:						
Program revenues:						
Charges for services	\$ 2,445	\$ 2,697	\$ 5,302	\$ 5,030	\$ 7,747	\$ 7,727
Operating grants and contributions	11,880	11,186	-	-	11,880	11,186
Capital grants and contributions	677	705	51	55	728	760
General revenues:						
Taxes	23,517	23,515	-	-	23,517	23,515
Licenses and Permits	1,731	1,704	-	-	1,731	1,704
Intergovernmental	567	524	-	-	567	524
Interest	47	61	-	-	47	61
Miscellaneous	<u>307</u>	<u>1,214</u>	<u>34</u>	<u>47</u>	<u>341</u>	<u>1,261</u>
Total revenues	41,171	41,606	5,387	5,132	46,558	46,738
Expenses:						
General government	1,835	1,798	-	-	1,835	1,798
Public safety	5,641	5,638	-	-	5,641	5,638
Highways and streets	2,235	2,251	-	-	2,235	2,251
Health and welfare	264	236	-	-	264	236
Culture and recreation	449	450	-	-	449	450
School department	27,080	27,079	-	-	27,080	27,079
Interest	571	546	-	-	571	546
Other	-	-	-	-	-	-
Water operations	-	-	1,945	1,762	1,945	1,762
Sewer operations	-	-	2,036	2,042	2,036	2,042
Solid waste operations	-	-	391	374	391	374
Total expenses	<u>38,075</u>	<u>37,998</u>	<u>4,372</u>	<u>4,178</u>	<u>42,447</u>	<u>42,176</u>
Change in net position before transfers	3,096	3,608	1,015	954	4,111	4,562
Transfers in (out)	-	50	-	(50)	-	-
Change in net position	3,096	3,658	1,015	904	4,111	4,562
Net position – beginning, as restated	<u>(6,428)</u>	<u>(10,086)</u>	<u>11,135</u>	<u>10,231</u>	<u>4,707</u>	<u>145</u>
Net position - end of the year	<u>(\$3,332)</u>	<u>(\$6,428)</u>	<u>\$12,150</u>	<u>\$11,135</u>	<u>\$8,818</u>	<u>\$4,707</u>



## MANAGEMENT'S DISCUSSION AND ANALYSIS

As noted earlier, net position may serve over time as a useful indicator of a government's financial position. At the close of the most recent fiscal year, total net position was \$8,818,477, a change of \$4,111,338 from the prior year as restated.

The largest portion of the City's net position, \$28,689,951 reflects our investment in capital assets (e.g., land, buildings, machinery and equipment), less any related debt used to acquire those assets that is still outstanding. These capital assets are used to provide services to citizens; consequently, these assets are not available for future spending. Although the investment in capital assets is reported net of accumulated depreciation, it should be noted that the resources needed to repay this debt must be provided from other sources, since the capital assets themselves cannot be used to liquidate these liabilities.

An additional portion of net position, \$1,232,917 represents resources that are subject to external restrictions on how they may be used. The remaining balance of (\$21,104,391) represents a deficit in unrestricted net position. This deficit is due to the implementation of GASB 68 whereby the City must report our proportionate share of the net pension liability for the New Hampshire Retirement System.

**Governmental activities.** Governmental activities for the year resulted in a change in net position of \$3,095,857. Key elements of this change are as follows:

	Governmental <u>Activities</u>
General fund operating results, as disclosed in Exhibit D	(\$ 633,304)
Non-major funds – operating results	( 352,206)
Other GAAP accruals– see Exhibit D in the financial statements	4,081,367
Total	\$3,095,857

**Business-Type Activities.** Business-type activities for the year resulted in a change in net position of \$1,015,481. Key elements of this change are as follows:

Water Fund	\$ 510,747
Sewer Fund	514,583
Solid Waste Fund	( 9,849)
Total	\$1,015,481

# MANAGEMENT'S DISCUSSION AND ANALYSIS

## D. FINANCIAL ANALYSIS OF THE GOVERNMENT'S FUNDS

As noted earlier, fund accounting is used to ensure and demonstrate compliance with finance-related legal requirements.

**Governmental funds.** The focus of governmental funds is to provide information on near-term inflows, outflows and balances of spendable resources. Such information is useful in assessing financing requirements. In particular, unassigned fund balance may serve as a useful measure of a government's net resources available for spending at the end of the fiscal year.

As of the end of the current fiscal year, governmental funds reported combined ending fund balances of \$6,875,618, as restated, a change of (\$985,510) in comparison with the prior year. Key elements of this change are as follows:

	Governmental <u>Funds</u>
General fund operating results, as disclosed below	(\$ 633,304)
Non-major fund operating results	<u>( 352,206)</u>
Total	<u>(\$ 985,510)</u>

The general fund is the main operating fund. At the end of the current fiscal year, unassigned fund balance of the general fund was \$3,882,740 while total fund balance was \$5,357,367. As a measure of the general fund's liquidity, it may be useful to compare both unassigned fund balance and total fund balance to total fund expenditures.

The fund balance of the general fund decreased by (\$633,304) during the current fiscal year. Key factors in this change are as follows:

	General <u>Fund</u>
Actual revenues in excess of budgeted amounts	\$ 411,677
Actual expenditures less than appropriated amounts	669,557
Property tax collections exceeding (less than) net tax levy	81,669
Use of fund balance as funding source	( 1,698,888)
Excess of prior year encumbrances over current year	( 177,756)
Non-budgetary Revenues and Expenses:	
Capital Reserve Funds	139,662
Landfill Trust Fund	<u>( 59,225)</u>
Total	<u>(\$ 633,304)</u>

# MANAGEMENT'S DISCUSSION AND ANALYSIS

For the purposes of the Governmental Accounting Standards Board statement 54, the activity of the capital reserve funds and the landfill trust fund are included with the General Fund. However, for budgetary purposes, the capital reserve funds and the landfill trust fund are not budgeted items.

**Proprietary funds.** Proprietary funds provide the same type of information found in the business-type activities reported in the government-wide financial statements, but in more detail.

Unrestricted net position of the enterprise funds at the end of the year are \$4,404,638, a change of \$526,083 in comparison with the prior year.

Other factors concerning the finances of proprietary funds have already been addressed in the entity-wide discussion of business-type activities.

## **E. GENERAL FUND BUDGETARY HIGHLIGHTS**

The original budget adopted by the City Council increased by \$481,154. On September 2, 2014, the Somersworth City Council adopted Ordinance 3-14 providing a supplemental appropriation in the amount of \$180,000 for additional improvements associated with the Downtown Improvements Project. Also on September 2, 2014, the Somersworth City Council adopted Ordinance 4 -14 providing a supplemental appropriation in the amount of \$1,133,888 to provide additional funding for the High Street and Tri City Road Improvements.

## **F. CAPITAL ASSET AND DEBT ADMINISTRATION**

### **Capital assets.**

Total investment in capital assets for governmental and business-type activities at year-end amounted to \$ 64,184,688 (net of accumulated depreciation), a change of \$3,796,571 from the prior year. This investment in capital assets includes land, buildings and system, improvements, and machinery and equipment.

### **Long-term debt.**

At the end of the current fiscal year, total bonded debt outstanding was \$ 34,783,450, all of which was backed by the full faith and credit of the government.

Additional information on capital assets and long-term debt can be found in the footnotes to the financial statements.

## **G. ECONOMIC FACTORS**

Fiscal year 2015 was a year of continuous improvement for the City as the Downtown Revitalization Project wrapped up, numerous businesses planned for expansions and interest in the City as a business destination grew.

The City has over 300 businesses of varying size and industry. Situated between two hospitals in neighboring communities Somersworth has over 40 businesses in the medical industry. The City also has a sizable automobile sales and service industry which is one of the areas of growth with both Hilltop Chevy and Roger's Automotive expanding their footprint.

## MANAGEMENT'S DISCUSSION AND ANALYSIS

Somersworth's manufacturing companies remain healthy with one entity showing continual growth year over year. The City also has a number of contract manufacturers that reported either incremental growth or steady state of business. Other retail and service industries in the community remained stable in 2015.

### REQUESTS FOR INFORMATION

This financial report is designed to provide a general overview of the City of Somersworth's finances for all those with an interest in the government's finances. Questions concerning any of the information provided in this report or requests for additional financial information should be addressed to:

Office of Finance Director  
City of Somersworth  
One Government Way  
Somersworth, New Hampshire 03878

## NOTES

[illegible]

## NOTES

[illegible]



## SERVICE DIRECTORY

Adopt-A-Spot Program.....	692-4266
Auto Registration .....	692-9555
Birth/Marriage/Death Certificates .....	692-9511
Blocked Storm Drains .....	692-4266
Building Permits and Inspections .....	692-9522
Compost Facility .....	692-4266
Council Agenda Information .....	692-9511
Dog Licenses .....	692-9511
Elections/Voter Registration .....	692-9511
Emergency Welfare Assistance .....	692-9509
Historical Reference Questions .....	692-4587
Library Information .....	692-4587
Marriage Licenses .....	692-9511
Museum Pass Reservations .....	692-4587
Pay-Per-Bags/Bulky Waste Stickers .....	692-9511
Police (Non Emergency) .....	692-3131
Road Repairs .....	692-4266
Property Maintenance Inspections .....	692-9521
Property Taxes .....	692-9555
Recycling Information .....	692-4266
Service Agency Referrals .....	692-9509
Sewer Backups .....	692-4266
Snow Ban Information .....	692-9131
Street Light Problems .....	692-4266
Traffic Light Problems .....	692-4266
Trash Information .....	692-4266
Water Main Breaks .....	692-9523
Water/Sewer Bills .....	692-9523
Water/Sewer Payments .....	692-9555