

Chapter 3

Town Department Reports

Town of Hanover Employees 2009

| ADMINISTRATION | <u>Job Title</u> | <u>Date of Hire</u> |
|------------------------|---|----------------------------|
| Darlene Cook | Receptionist/Assistant Town Clerk | 3/11/2004 |
| Patricia Coutermarsh | Accounting Coordinator/Treasurer | 9/30/2003 |
| Sue Girouard | Financial & Information Analyst | 5/23/1994 |
| Julia Griffin | Town Manager | 8/01/1996 |
| Penelope Hoisington | Executive Assistant | 11/25/1996 |
| Myra Johnson | Human Resources Director | 2/13/2006 |
| Gloria LaCasse | Human Resources Assistant | 11/26/2007 |
| Gerald Macy | Computer Technician | 10/01/2004 |
| Elizabeth McClain | Director of Administrative Services | 4/23/2001 |
| Karen McCusker | Accounting Assistant | 6/13/2005 |
| Elizabeth Meade | Tax Collector/Director of Town Clerk's Division | 5/29/2000 |
| Michael Ryan | Director of Assessing | 9/01/1998 |
| Gail Schaal | Senior Center Coordinator | 10/29/1990 |
| Donna Stender | Deputy Tax Collector/Assistant Town Clerk | 5/21/2007 |
| Corey Stevens | MIS and Technology Director | 8/16/1999 |
| FIRE DEPARTMENT | <u>Job Title</u> | <u>Date of Hire</u> |
| Larry Ackerman | Firefighter/EMT Intermediate | 10/08/1996 |
| Roger Bradley | Fire Chief | 10/09/1969 |
| Michael Clark* | Captain | 1/06/1975 |
| Jared Cook | Firefighter/EMT Intermediate | 9/13/2005 |
| Robert Diehm | Firefighter/EMT Intermediate | 9/27/2007 |
| Christopher Doolan | Firefighter/EMT Intermediate | 3/14/2004 |
| Wayne Dunham | Firefighter/EMT Intermediate | 8/15/2006 |
| Jeryl Frankenfield | Fire Inspector | 9/27/2004 |
| Brian Ellstein | Firefighter/Paramedic | 8/13/2006 |
| John Emerson | Firefighter/EMT Intermediate | 2/07/2007 |
| Michael Gilbert | Captain | 9/10/1998 |
| Michael Hanchett | Firefighter/Paramedic | 5/08/1992 |
| Bertram Hennessy | Captain | 3/13/1994 |
| Michael Hinsley | Captain | 8/13/1987 |
| Benjamin LeFebvre | Firefighter/EMT Intermediate | 7/24/2006 |
| Scott Letson | Firefighter/EMT Intermediate | 9/07/2008 |
| Jeremiah Linehan | Firefighter/Paramedic | 1/02/2005 |
| Richard Low | Firefighter/Paramedic | 2/26/1998 |
| Joshuah Lounsbury | Firefighter/EMT | 6/30/2009 |
| Joshua Merriam | Firefighter/EMT Intermediate | 10/03/2008 |
| Robert Mousley | Firefighter/Paramedic | 2/25/2003 |
| Judith Stevens | Administrative Assistant | 1/02/1994 |
| Jeremy Thibeault | Captain | 3/16/2003 |
| Jay Whitehair | Firefighter/EMT Intermediate | 7/22/2006 |

Town of Hanover Employees

Cont'd...

| LIBRARIES | <u>Job Title</u> | <u>Date of Hire</u> |
|---------------------|---|----------------------------|
| Gary Barton | Youth Services Library Assistant – Part Time | 7/05/2005 |
| Charlotte Bernini | Library Assistant I – Part Time | 1/01/1984 |
| Helen Bircher | Library Page I – Part Time | 4/19/1999 |
| Joanne Blais | Public Services Librarian | 4/10/2000 |
| Marilyn Blight | Substitute/Circulation Assistant I – Part Time | 7/05/2005 |
| Jessica Buckey | Library Page I – Part Time | 6/08/2009 |
| Kristina Burnett | Circulation Supervisor – Part Time | 1/05/1998 |
| Janice Chapman | Substitute/Circulation Assistant I- Part Time | 1/14/1998 |
| Jayne Costello | Substitute/Circulation Asst. – Etna Library PT | 11/03/2008 |
| Christine Eickelman | Substitute/Circulation Assistant II – Part Time | 6/05/2000 |
| Mary Gould | Substitute/Reference Assistant – Part Time | 1/05/2009 |
| Janice Grady | Office and Facility Manager | 6/27/1988 |
| Mary Hardy | Senior Public Services Librarian | 1/08/1987 |
| Sylvia Jaccaud | Library Page I – Part Time | 3/04/1997 |
| Caroline Ketcham | Library Page I – Part Time | 10/10/2007 |
| Esra Kuehlert | Library Page I – Part Time | 9/26/2009 |
| Mary King | Circulation Assistant II – Etna Library - PT | 10/04/2004 |
| Susan Leveret | Substitute/Circulation Assistant I – Part Time | 8/14/2007 |
| Mary Lockhart | Teen Services Specialist – Part Time | 8/13/2009 |
| Ellen Lynch | Assistant Director | 9/14/1992 |
| Jere Nelson | Library Page I – Part Time | 8/16/2009 |
| Geraldine North | Substitute/Circulation Assistant I – Part Time | 11/17/2000 |
| Barbara Prince | Librarian, Etna Library – Part Time | 3/03/2000 |
| Aimee Pritchard* | Substitute/Circulations Assistant I – Part Time | 6/16/2008 |
| Denise Reitsma | Youth Services Librarian | 9/08/1998 |
| Joan Ridgeway | Substitute/Circulation Assistant II – Part Time | 8/25/1993 |
| Mary Ryan | Technical Services Assistant | 7/22/1996 |
| Ann Schofield | Library Assistant II - Part Time | 4/06/1984 |
| Joanne Scobie | Substitute/Circulation Assistant II – Part Time | 8/18/2006 |
| Susan Shadford | Public Services Librarian – Part Time | 8/05/2008 |
| Pamela Smith | Head of Technical Services/Systems Manager | 1/10/1994 |
| Stephanie Snelling | Substitute/Circulation Asst. – Etna Library PT | 11/03/2008 |
| Amelia Talbert | Circulation Assistant I – Part Time | 9/21/1994 |
| Cynthia Taylor | Youth Services Library Assistant – Part Time | 6/30/2003 |
| Eric Ticehurst | Library Page II – Part Time | 4/01/2000 |
| Caroline Tischbein | Substitute/Circulation Asst. – Etna Library PT | 6/20/2007 |
| Mary White | Director Howe Library | 7/23/2007 |
| Doreen Williams* | Library Page – Part Time | 8/18/1989 |

Town of Hanover Employees

Cont'd...

| PARKS & RECREATION | <u>Job Title</u> | <u>Date of Hire</u> |
|-------------------------------|---|----------------------------|
| Sherry Colfer | RWB Community Center Facility Manager | 8/16/2005 |
| Elizabeth Burdette | Assistant Director of Parks & Recreation | 3/21/2008 |
| Nicole Leonard | After School Program Director | 8/18/2008 |
| Henry Tenney | Director of Parks and Recreation | 7/08/1974 |
| Jeanne Vieten | Parks & Recreation Center Program Assistant | 8/18/2003 |
| John Wilmot | Maintenance Worker | 5/02/2007 |
| | | |
| PLANNING & ZONING | <u>Job Title</u> | <u>Date of Hire</u> |
| Jeffrey Andrews | Assistant Building Inspector | 2/14/2006 |
| Ryan Borkowski | Building Inspector | 2/22/1999 |
| Judith Brotman | Zoning Administrator | 10/01/1998 |
| Jonathan Edwards | Director of Planning and Zoning | 8/31/1998 |
| Beth Rivard | Administrative Assistant | 4/07/1999 |
| Victoria Smith | Senior Planner | 4/05/1999 |
| | | |
| POLICE DEPARTMENT | <u>Job Title</u> | <u>Date of Hire</u> |
| Jeffrey Ballard | Police Officer | 6/18/2001 |
| Eric Bates | Detective | 2/23/1998 |
| Mark Butler | Police Officer | 10/16/2006 |
| Lisa Camarra | Communications Officer | 11/18/1991 |
| Mark Caruso | Parking Control Officer | 10/26/1987 |
| Adriane Coutermarsh | Administrative Clerk | 9/10/2007 |
| Bernard Cummings | Communications Officer | 8/02/2005 |
| Dianne Dufresne | Communications Officer | 7/31/2007 |
| Michael Evans | Lieutenant | 4/15/1991 |
| Jeffrey Fleury | Police Officer | 10/13/1994 |
| Terry Lynn Follensbee | Parking Facility Cashier | 11/03/2008 |
| Daniel Fowler, III | Police Officer | 8/21/2008 |
| Nicholas Giaccone | Police Chief | 8/20/1973 |
| Daniel Gillis | Sergeant | 8/28/1995 |
| Timothy Goodwin | Communications Officer | 2/17/2000 |
| E. Douglas Hackett | Communication Services Coordinator | 7/22/1999 |
| Ryan Kennett | Police Officer | 5/28/2008 |
| Shannon Kuehlwein | Police Officer | 4/07/1998 |
| Kevin LaHaye | Communications Officer | 10/23/2006 |
| Joshua Lee | Police Officer | 5/28/2008 |
| David Luther | Sergeant | 8/20/1990 |
| Christopher McEwen | Parking Control Officer | 12/08/1992 |
| Francis Moran | Captain | 5/30/1988 |
| Christopher O'Connor | Prosecutor | 10/04/2004 |
| Patrick O'Neill | Lieutenant | 1/04/1988 |

Town of Hanover Employees

Cont'd...

| POLICE DEPARTMENT | <u>Job Title</u> | <u>Date of Hire</u> |
|----------------------------|--|----------------------------|
| Alan Patterson | Police Officer | 3/19/2001 |
| Richard Paulsen | Police Officer | 4/29/2002 |
| Marisela Platt | Parking Control/Facility Supervisor | 10/05/2000 |
| Elizabeth Rathburn | Administrative Secretary | 9/04/2002 |
| Steven Read | Police Officer | 6/13/1990 |
| Bradford Sargent | Sergeant | 5/08/2000 |
| David Saturley | Communications Officer | 2/15/1998 |
| Rolf Schemmel | Police Officer | 7/08/2002 |
| Sheryl Tallman | Records Coordinator | 4/28/1997 |
| Matthew Ufford | Police Officer | 3/13/2006 |
| Randy Wagoner | Communications Officer | 6/24/1994 |
| | | |
| PUBLIC WORKS | <u>Job Title</u> | <u>Date of Hire</u> |
| Neal Augustyn | Custodian | 1/09/2006 |
| Francis Austin | Facilities and Fleet Manager | 5/04/1992 |
| Seth Bean | Wastewater Treatment Assistant | 8/13/2001 |
| Mark Bean | Stockroom Clerk/Mechanic Assistant | 2/13/2006 |
| Christopher Berry | Equipment Operator/Highway Maint. Worker | 3/17/2003 |
| Leonard Bolduc | Sewer Maint. & Const. Crew Supervisor | 7/11/1986 |
| Todd Bragg | Senior Mechanic | 7/04/1988 |
| Larry Brown | Light Equipment Operator | 12/01/2008 |
| James Cadwell | Equipment Operator/Highway Maint. Worker | 4/21/2008 |
| Michael Chase | Operations Manager | 5/02/1983 |
| Brandon Corey | Wastewater Treatment Technician Asst. | 2/04/2008 |
| Mark Curulla | Custodian | 7/31/2006 |
| Roger Darisse | Equipment Operator/Highway Maint. Worker | 8/13/2003 |
| Moses Delphia | Equipment Operator/Highway Maint. Worker | 1/26/2004 |
| Kimberly Depelteau-Tracey* | Water Quality Technician | 2/09/2009 |
| William Desch | Urban Forester/Grounds Superintendent | 1/01/1990 |
| Steven Driscoll | Building Maintenance Technician | 3/07/2005 |
| John Dumas | Water Superintendent | 9/21/1998 |
| David Field | Equipment Operator/Highway Maint. Worker | 4/21/2008 |
| Donald Foster | Fleet Foreman | 5/11/1998 |
| Michael Grady* | Water Distribution Worker | 1/05/2005 |
| Bernard Hazlett | Water Distribution Worker | 9/16/1982 |
| Robert Henry, Jr. | Equipment Operator/Highway Maint. Worker | 1/26/2004 |
| Robert Henry, Sr. | Grounds Crew Leader | 1/01/2007 |
| Terry Jillson | Administrative Assistant | 7/01/2000 |
| Peter Kulbacki | Director of Public Works | 12/22/1997 |
| John LaHaye | Equipment Operator/Highway Maint. Worker | 1/27/1997 |

Town of Hanover Employees

Cont'd...

| PUBLIC WORKS | <u>Job Title</u> | <u>Date of Hire</u> |
|---------------------|--|----------------------------|
| Susan Love | Inventory Control/Data Entry Clerk | 7/17/2000 |
| John Lusona | Equipment Operator/Highway Maint. Worker | 12/27/2006 |
| Randall MacDonald | Highway Operations Supervisor | 3/03/1997 |
| Kevin MacLean | Wastewater Treatment Superintendent | 8/18/2003 |
| James Messier | Equipment Operator/Highway Maint. Worker | 8/14/2003 |
| Steven Perry | Equipment Operator/Highway Maint. Worker | 5/29/2002 |
| Wayne Piekarski | Head Custodian | 1/17/2006 |
| Mark Roper | Wastewater Chief Operator | 8/28/2006 |
| Bruce Sanborn | Equipment Operator/Highway Maint. Worker | 4/19/2008 |
| Richard Scheuer | Wastewater Treatment Technician | 6/18/2008 |
| Dennis Smith | Wastewater Treatment Technician | 5/09/2000 |
| Betsy Smith | Administrative Assistant | 5/02/1988 |
| Brian Smith | Arborist | 12/01/2003 |
| Raymond Swift | Sewer Maintenance & Construction Worker | 6/15/1987 |
| Matthew Walker | Water Distribution Assistant Supervisor | 7/17/2000 |
| Donald Ware | Utility Engineer | 11/13/2000 |

*Employees that left the Town's employment in 2009

TOWN OF HANOVER

2010 “MILESTONES” LIST = 20+ YEARS

| # YRS | DEPT HEAD | EMPLOYEE | DEPARTMENT | HIRE DATE |
|----------|--------------|-------------------|-------------------------|------------|
| 41 | 1986 | ROGER BRADLEY | FIRE DEPARTMENT | 10/09/1969 |
| 37 | 1994 | NICK GIACCONE | POLICE DEPARTMENT | 8/20/1973 |
| 36 | 1974 | HANK TENNEY | RECREATION | 7/08/1974 |
| 28 | | BERNARD HAZLETT | PUBLIC WORKS | 9/16/1982 |
| 27 | | MICHAEL CHASE | PUBLIC WORKS | 5/02/1983 |
| 26 | | CHARLOTTE BERNINI | HOWE LIBRARY | 1/01/1984 |
| 26 | | ANN SCHOFIELD | HOWE LIBRARY | 4/06/1984 |
| 24 | | LEONARD BOLDOC | PUBLIC WORKS | 7/11/1986 |
| 23 | | MARY HARDY | HOWE LIBRARY | 1/08/1987 |
| 23 | | RAYMOND SWIFT | PUBLIC WORKS | 6/05/1987 |
| 23 | | MICHAEL HINSLEY | FIRE DEPARTMENT | 8/13/1987 |
| 23 | | MARK CARUSO | POLICE-PARKING DIVISION | 10/26/1987 |
| 22 | | PATRICK O'NEIL | POLICE-PARKING DIVISION | 1/04/1988 |
| 22 | | BETSY SMITH | PUBLIC WORKS | 5/02/1988 |
| 22 | | FRANCIS MORAN | POLICE DEPARTMENT | 5/30/1988 |
| 22 | | JANICE GRADY | HOWE LIBRARY | 6/27/1988 |
| 22 | | TODD BRAGG | PUBLIC WORKS | 7/01/1988 |
| 20 | | WILLIAM DESCH | PUBLIC WORKS | 1/01/1990 |
| 20 | | STEVEN READ | POLICE DEPARTMENT | 6/13/1990 |
| 20 | | DAVID LUTHER | POLICE DEPARTMENT | 8/20/1990 |
| 20 | | GAIL SCHAAL | RECREATION/SENIOR CTR | 10/29/1990 |

Number of Employees per Department with Twenty (20) or more years of employment with the Town of Hanover: Seven (7) Public Works, Two (2) Fire, Four (4) Howe Library, Six (6) Police, and Two (2) Recreation.

Administrative Services Department

The Administrative Services Department handles much of the ‘back room’ financial transaction processing in support of the wide range of Town services provided to our citizens. The three-person accounting team handles the Accounts Payable, Payroll, Accounts Receivable, Cash Receipts, Budget Development, and other general accounting and financial reporting duties for the Town. In addition, the Department provides staff support to the Trustees of Trust Funds and coordinates the Town’s risk management program.

Significant highlights of the past year include:

- With the completion of the MIS wiring project to connect Town facilities via a fiber network, departments now have decentralized access to timely financial data. Each department has read-only privileges in the Town’s accounting system to access real-time accounting, payables and purchasing information for their departmental accounts.
- The Accounting Coordinator was appointed by the Selectmen to serve as Town Treasurer and is actively engaged in maximizing short term interest earnings and monitoring Town expenditures and receipts.
- The Accounting Assistant instituted a new series of position numbers in the Payroll system to ultimately utilize position budgeting and to improve FTE reporting.
- Selected Financial Transactions Processed during fiscal year 2009 -

| | |
|-------------------------------|---|
| Payroll Payments to Employees | 7,585 direct deposit transfers 2,120 payroll checks issued |
| Accounts Payable Payments | 3,809 checks processed to 796 different vendors |

Staff: Betsy McClain, Director of Administrative Services; Pat Coutermarsh, Accounting Coordinator and Treasurer; Karen McCusker, Accounting Assistant.

Assessing Department Report

The Assessing Department is responsible for maintaining the Town’s property assessment records and providing the taxpayers of Hanover with a cost effective property tax system that is both fair and equitable. Information on the assessment of property, the abatement process, and exemptions is available on the Town’s website at www.hanovernh.org or at the Assessing Office on the first floor of Town Hall.

Local Real Estate Market: The local real estate market has softened over the past twelve months and depreciation, although slight, has become a factor. This trend followed a relatively stable market over the previous two years. Demand for residential homes and condominiums remains flat and is not expected to improve in the short term. In fact, looking forward, depending on many factors including the direction of the national economy, the local real estate market may worsen and depreciation could become a

significant factor. This would affect all segments of the market: residential, commercial, industrial and institutional.

Average Assessment: The Town’s equalization rate for tax year 2009 is 97.2%, which means the average assessment in Hanover is at 97.2% of market value as of April 1, 2009. The equalization rate for tax year 2008 was 94.4%; the increase in the ratio between the two years is the direct result of a softening of the real estate market over the past 12 months. We will continue to monitor this trend very closely over the next twelve months.

Property Revaluation Program: By state law, providing that the Selectboard does not choose to do it sooner, the next revaluation program is scheduled for Tax Year 2013. It will be completed, as were the last two programs, primarily by the Assessing staff with help from a contract employee/data collector, and it will cost approximately one quarter of what it would be if the town contracted with a private company. The first phase of the program, property inspections, will begin in the spring of 2011 and will continue through 2013. It is extremely important that the Town continue to take the steps required to maintain and improve the accuracy of the current property data. Fair and equitable assessments are the goal of any revaluation program and cannot be accomplished without accurate and timely property inspection data.

Tax Year 2009 Summary of Assessments

| | | |
|------------------|--------------------------------|-------------------------|
| Land | | |
| | Current Use (19,453 Acres) | \$ 1,769,500 |
| | Conservation Restriction | 8,300 |
| | Residential | 537,034,300 |
| | Commercial/Industrial | <u>90,929,200</u> |
| | Total Taxable Land | \$ 629,741,300 |
| Buildings | | |
| | Residential | \$ 935,036,100 |
| | Commercial/Industrial | <u>346,207,300</u> |
| | Total Taxable Buildings | \$ 1,281,243,400 |
| Public Utilities | | |
| | Water | \$ 16,499,400 |
| | Electric | <u>11,581,500</u> |
| | Total Taxable Public Utilities | <u>\$ 28,080,900</u> |
| Total | | <u>\$ 1,939,065,600</u> |

Staff: Michael J. Ryan, Director of Assessing; Sue Girouard, Financial & Information Analyst.

Etna Library

The Hanover Town Library, commonly referred to as the Etna Library, has had a busy year with preschool story times, holiday programs for children, book groups, author visits and summer picnic programs. The historic library building has been carefully tended to with repairs to the outer walls and slate roof.

All of the Etna Library's materials are included on KnowHowe, the online catalog of the Howe Library. The library holds a permanent collection of approximately 8,000 books and recorded books. In addition, a rotating collection of videos and recorded books is provided through the library's participation in the Librarians of the Upper Valley Cooperative.

The library features current books as well as classic titles for adults. Two window shelves hold appealing displays of the new adult fiction and non-fiction titles. For children, the picture book and fiction collections include many new titles as well as childhood favorites remembered by our adult visitors. The children's nonfiction section contains timely information on topics including science, history, crafts, sports and biographies. Shelving for the young adult section has recently been increased to allow an enhanced collection of teen books.

Recorded books are popular for both adults and children. These are available both through books on cassette/CD and through New Hampshire Downloadable Audio Books. Audios can be downloaded either on a home computer or at the library. A circulating MP3 player can be borrowed for listening to the recorded books. We welcome you to try this relatively new service and are happy to answer questions about the procedure.

The library has become a popular meeting place for book groups. The Etna Library book group, which selects a list of classic and contemporary titles, meets monthly. Reading selections and meeting times are announced on the library's webpage (www.hanovernh.org/etnalibrary). In addition, several other book groups use the space for their meetings.

An increasing number of people are discovering that the library is a beautiful, quiet place to do internet research or to stop to look at their e-mail. High-speed internet access is offered to the public through the public terminal and also through wireless internet connection.

The library staff welcomes requests for books not in the library's collection. A courier service allows patrons to place a reserve on an item at either Howe or Etna Library and to choose where they would like to pick it up. Books, audios and videos can also be borrowed from other libraries in New Hampshire or elsewhere in the United States.

Directions, library hours and programs at the Etna Library are publicized on its webpage. Children's programs included story times for preschoolers, seasonal events for school-age children and the summer reading program. *Stories and Art* for young children is held twice a week at the Etna Library - Tuesday and Friday mornings at 10. Additional programs for children of all ages included Halloween, Winter Holiday, Valentines and Lunar New Year craft parties.

During the summer of 2009, Etna Library presented a full day program celebrating the birthday of Henry David Thoreau. D.B. Johnson and Linda Michelin presented their new book *Henry's Night*; Folk singer Terry Kitchen played and sang; Kurt Feuer read from Walden, accompanied by musicians Daniel Lynch and Bernard Waugh. In two additional programs at the Etna Library, artists guided children creating artwork. Karel Hayes, NH

Summer Reading Program Artist, demonstrated her writing and illustration of the book *The Adventures of Lucky the Lobster Buoy*. Artist/librarian Nilda Gomez led children in using watercolors. *Stories and Art for the Whole Family*, a program of books and crafts for children of all ages, was presented weekly throughout the summer.

In Spring 2009, Dr. Robyn Jacobs talked to adults on the topic of “Taking Control of Your Health”. In the Fall, Geraldine North presented “Making Animals with Wool”, a rug hooking program for children and adults.

This year, the Etna Library Board of Trustees combined the annual Mud Season Reading Program with a “Community Read” of the title *The Surrogate Thief* by Archer Mayor. Throughout March and into mid-April, readers were invited to review a book they had recently read. Review slips were posted on the library bulletin board and used as raffle tickets. In the finale to the program, Archer Mayor discussed his experience and writing.

The Etna Library extends grateful thanks to all of the dedicated volunteers who have shared their time with the library this year. On Saturday mornings, volunteers staff the library. Every week-day, volunteer couriers deliver books between Howe and Etna Libraries. Volunteers run two annual activities – the June Book Sale and the Thanksgiving Pie Sale. The Pie Sale is a delightful product of the generosity of the Etna Ladies Aid and the Etna Library volunteers.

Barbara Prince, Librarian

**Hanover Town Library
Performance Indicators**

| | FY 2004 | FY 2005 | FY 2006 | FY 2007 | FY2008 | FY2009 |
|----------------------|----------------|----------------|----------------|----------------|---------------|---------------|
| Total Circulation | 8,920 | 10,124 | 9,922 | 9,745 | 8,696 | 9,168 |
| Adult Circulation | 3,987 | 4,745 | 4,780 | 4,505 | 4,197 | 4,421 |
| Juvenile Circulation | 4,658 | 5,379 | 5,142 | 5,240 | 4,499 | 4,747 |
| Patron Visits | 4,729 | 4,574 | 4,568 | 4,344 | 4,386 | 4,938 |
| Adults | 2,838 | 2,907 | 2,901 | 2,730 | 2,771 | 3,281 |
| Children | 1,891 | 1,667 | 1,667 | 1,615 | 1,615 | 1,657 |
| Library Programs | 114 | 118 | 107 | 126 | 122 | 121 |
| Program Attendance | 1,985 | 1,487 | 1,393 | 1,433 | 1,466 | 1,452 |
| Volunteer Hours | 187 | 128 | 138 | 165 | 134 | 131 |
| Registered Patrons | 234 | 256 | 256 | 228 | 242 | 249 |
| Hours Open Weekly | 20 | 20 | 24 | 24 | 24 | 24 |

Library Hours: 28 per week

Monday - 2:00 to 7:00; Tuesday - 9:00 to 2:00; Wednesday – 2:00 to 6:00; Thursday – 2:00 to 7:00; Friday – 9:00 to 4:00; Saturday - 10:00 to noon. Closed Sunday. For more information, please call the library at 643-3116 or e-mail etna.library@hanovernh.org.

Staff: Barbara Prince, Librarian; Mary King, Library Assistant.

Fire Department

Mission Statement

The mission of the Hanover Fire Department is to protect life, property and the environment and to reduce pain and suffering encountered through fire, medical and environmental emergencies by providing education, prevention, suppression and medical services to the citizens and visitors of our community in a professional and fiscally responsible manner.

The Hanover Fire Department is a combination department, meaning that we have full-time paid members and we have paid call members, more commonly called volunteers. We are short staffed with volunteers and encourage anyone with an interest in serving the community to get in touch with us to explore opportunities with the department.

Firefighter/Paramedic Jeremy Thibeault was promoted to the rank of Captain to fill the vacancy left by Captain Michael Clark's retirement in March 2009.

During the past year, Robert Mousley and Jeremiah Linehan became nationally registered Paramedics and are now licensed to practice at the advanced level.

After nearly twelve years of service to the Town, Firefighter/Paramedic Richard Low II resigned to pursue an employment opportunity in the private sector in Florida.

This past Fall, our EMT's were trained in the administration of the H1N1 flu vaccinations and have been working at several regional flu clinics.

We take this opportunity to thank the citizens of Hanover for your support so that we can continue to serve you in your time of need.



Fire at 5 Webster Avenue



Firefighters:
Scott Letson, Capt. Jeremy Thibeault,
Joshua Merriam and Jared Cook

Fire Services

| | <u>FY'08</u> | <u>FY'09</u> | <u>7/09 – 01/10</u> |
|------------------------|-------------------|-------------------|---------------------|
| Structure Fires | 14 | 21 | 11 |
| Vehicle Fires | 7 | 2 | 1 |
| Brush Fires | 2 | 6 | 2 |
| Trash/Dumpster | 3 | 9 | 3 |
| Spills or Leaks | 39 | 20 | 5 |
| Electrical Problems | 49 | 52 | 15 |
| Water Evacuations | 13 | 13 | 8 |
| Smoke Removal | 4 | 1 | 1 |
| Smoke Odor | 22 | 13 | 8 |
| Malicious False Alarms | 9 | 9 | 7 |
| Mutual Aid Provided | 17 | 25 | 9 |
| Alarm Malfunctions | 93 | 102 | 96 |
| Unintentional Alarms | 289 | 288 | 157 |
| Other* | 91 | 155 | 95 |
| Total | <u>652</u> | <u>716</u> | <u>418</u> |

*Includes: Salvage, Police Assistance, Steam Leaks, Elevator Malfunctions, Service Calls, Rescue Calls and Extrication

Emergency Medical Services

| | <u>FY'08</u> | <u>FY'09</u> | <u>7/09 – 01/10</u> |
|--------------|---------------------|---------------------|---------------------|
| Hanover | 778 | 763 | 408 |
| Lyme | 98 | 91 | 57 |
| Norwich | 128 | 149 | 81 |
| Mutual Aid | 51 | 68 | 44 |
| Total | <u>1,055</u> | <u>1,071</u> | <u>590</u> |

Full-time Staff: Roger Bradley, Fire Chief; Michael Gilbert, Bertram Hennessy, Michael Hinsley and Jeremy Thibeault, Fire Captains; Judy Stevens, Administrative Assistant; Larry Ackerman, Jared Cook, Robert Diehm, Christopher Doolan, Wayne Dunham, John Emerson, Benjamin Lefebvre, Scott Letson, Joshua Lounsbury, Joshua Merriam, Jay Whitehair, Firefighter/EMTs; Brian Ellstein, Michael Hanchett, Jeremiah Linehan, Robert Mousley, Firefighter/Paramedics.

Part-time Staff: Jeryl Frankenfield, Fire Prevention Inspector

Call Firefighters: Richard Baughman, Julie Bean, Timothy Bent, Glenn Elder, John Hochreiter, Shannon Kuehlwein, Troy Leatherman, David Pelton, Kenneth Pelton.



Mission:

Howe Library brings together people, resources and information to engage our minds and to strengthen connections to our community and the world.

2009 began with Mary Ryan, Technical Services Assistant, moving to full-time employment after working part-time since 1994. Howe Library now has eight full-time staff and 16 part-time staff, equaling 14.2 full-time equivalents (FTEs). While the number of staff has remained relatively stable over the years, with only a 2.2 FTE increase in 21 years, library use continues to climb. Since 2001 our circulation has increased 20%, the number of programs and program attendance have both increased by 37%, and reference questions have increased 27%. Detailed performance indicators are listed on the next page.

Last year a new museum pass lending program was created thanks to a generous donation to The Howe Library Corporation. This donor contributed additional funds in 2009 so that we could add two more museums to our offerings. We now provide free or reduced cost passes to ten New England museums: Boston Children's Museum, Christa McAuliffe Planetarium, Currier Museum of Art, ECHO Lake Aquarium and Science Center, Eric Carle Museum of Picture Book Art, Fairbanks Museum & Planetarium, Isabella Stewart Gardner Museum, Mass MOCA, Museum of Fine Arts, and Vermont Institute of Natural Science.

For the third consecutive year Howe Library received a \$10,000 donation from the Sunup Foundation in memory of Joy Lange Boardman, a long-time library volunteer. The 2009 gift has been designated for books and a welcome board for Appalachian Trail hikers. You might recall that some funds from the 2008 donation were used to purchase four Amazon Kindles and this service continues to be extremely popular.

Collaboration with area libraries continues to be a high priority and Howe Library partnered with Dartmouth's Baker-Berry Library, Norwich Public Library and Lebanon Public Libraries in May 2009 to host a presentation by award-winning author and illustrator David Macaulay. Mr. Macaulay's books, including *The Way Things Work*, *Castle*, *Pyramid*, and *Cathedral*, have sold more than three million copies in the U.S. and have been translated into dozens of languages. More than 190 attendees enjoyed hearing our Upper Valley neighbor talk about "Building Books: The Art of David Macaulay". Efforts are underway for our second lecture, to be held October 24, 2010, with Gregory Maguire, author of *Wicked* and *Son of a Witch*.

In 2008 the Howe was awarded a \$10,000 grant from The Donley Foundation for teen services and in August 2009 Mary Lockhart joined our staff as our first-ever Teen Services Specialist. Mary works 17 hours each week and offers a variety of programs for teens including using digital cameras, gaming, spooky stories, and art programs in collaboration with the Hood Museum. Our teen patrons are thriving with Mary's extra attention and welcoming personality. Circulation of teen materials has doubled since the completion of the 2005 library addition and renovation – from 4,813 in fiscal year 2005 to 9,436 in fiscal year 2009. Mary has also created a special High School Corner in the loft that offers books of interest to this age group.

Our first community-wide reading series -- “Everyone is Reading” -- was held in September and October, using the Pulitzer Prize-winning book *March* by Geraldine Brooks. Community members worked for more than one year to create programs for all ages such as a “Songs of the Underground Railroad” concert, lectures on New Hampshire and New England during the Civil War, a visit to the Alcott homestead, and book discussions. A total of 552 people participated in 15 programs. This series was so well received that it will become an annual event. The fall 2010 title is Tracy Kidder’s newest book, *Strength in What Remains*.

Mary H. White, Library Director

Howe Library – a partnership of The Howe Library Corporation and the Town of Hanover
 13 South Street Hanover, New Hampshire 03755 603.643.4120 www.howelibrary.org



Howe Library Performance Statistics FY04 – FY09

| | 2003 - 04 | 2004 - 05* | 2005 - 06* | 2006-07 | 2007-08 | 2008-09 |
|--------------------------------|-----------|------------|------------|---------|---------|---------|
| Items owned | 70,768 | 71,321 | 73,239 | 74,200 | 75,439 | 77,246 |
| Circulation, total | 246,396 | 233,260 | 251,601 | 274,817 | 282,214 | 298,837 |
| Holds/reserves placed | 9,214 | 9,288 | 9,536 | 11,518 | 11,890 | 13,390 |
| Registered patrons | 6,424 | 6,857 | 6,254 | 6,363 | 7,471 | 7,081 |
| Resident patrons | 4,936 | 5,460 | 4,664 | 4,614 | 4,567 | 4,105 |
| Days open | 337 | 332 | 329 | 329 | 336 | 335 |
| Hours open, weekly average | 56 | 56 | 58 | 58 | 58 | 58 |
| Visitors, estimated | 202,200 | 149,400 | 165,300 | 197,400 | 228,608 | 235,200 |
| Reference questions | 8,924 | 8,412 | 10,901 | 10,681 | 10,612 | 11,112 |
| Interlibrary loan transactions | 3,243 | 3,103 | 2,968 | 2,931 | 3,270 | 3,208 |
| Library sponsored programs | 275 | 350 | 492 | 499 | 518 | 573 |
| Attendance/library programs | 7,263 | 6,326 | 8,378 | 8,195 | 7,978 | 9,175 |
| Public meeting room usage | 369 | 0 | 285 | 557 | 561 | 692 |
| Total meeting room usage | 676 | 0 | 469 | 899 | 826 | 997 |
| Volunteer hours | 2,134 | 1,717 | 2,175 | 2,095 | 2,215 | 2,599 |
| Electronic database usage | 12,462 | 13,840 | 9,767** | 7,397 | 6,609 | 6,959 |
| Howe website-pages accessed | 138,870 | 146,361 | 208,882 | 239,168 | 237,802 | 226,000 |
| Public computer use, in-house | 36,660 | 34,630 | 37,492 | 56,183 | 58,740 | 59,070 |

*Library under construction April 2004 through October 2005 - no meeting rooms and limited access

**Sessions, not searches

Human Resources Department

Recruitment and Staffing: The Town of Hanover received and processed 207 employment applications for 13 vacant positions.

Labor Relations: The Town has three collective bargaining units. Employees of the Public Works Department are represented by the American Federation of State, County, and Municipal Employees (AFSCME), the Fire Department by the International Association of Fire Fighters (IAFF) and the Police Department is represented by the NEPBA Local 27, IUPA, AFL-CIO Hanover Police Union. AFSCME is under contract to 6/30/2011. NEPBA and IAFF contracts are to be approved by the voters at Town Meeting and will extend to 6/30/2010.

Benefits: All Town employees, union and non-union, participate in precisely the same broad-menu flexible benefits package, including health insurance, dental insurance, short and long term disability, life insurance, medical and dependent care reimbursement accounts and voluntary supplemental insurances. Other benefits such as vacation, sick, and personal leave are uniform for all employees throughout the Town. Town employees participate in the New Hampshire Retirement System and have the option to also participate in several supplemental retirement programs.

Health and Safety: The Joint Loss Management Committee meets to review Workers' Compensation claims and promotes safety, health and wellness programs for Town employees. The Committee is committed to initiating and sponsoring safety and wellness activities throughout the year. This year all benefits eligible employees were able to participate in a screening program for Blood Pressure, Glucose and Cholesterol at no cost. It was decided at the December meeting to restructure the Committee in 2010 and develop a new agenda with stronger focus on safety. The JLMC members are:

Employer Representatives & Employee Representatives

Myra Johnson, Human Resources, Administration

Bert Hennessy, Captain, Fire Department,

Frank Austin, Facilities and Fleet Manager, Public Works Department

Sherry Colfer, Facilities Manager, Parks and Recreation

John Dumas, Superintendent Water Department

Robert Henry Sr., Grounds Crew Leader, Public Works Department

Richard Scheuer, Wastewater Treatment Technician, Public Works Department

Darlene Cook, Assistant Town Clerk/Receptionist, Administration

Anne Schofield, Library Assistant II, Howe Library

David Saturley, Communications Officer, Police Department;

Training Programs: On-going training programs ensure that our employees maintain basic skills with educational updates to help them perform efficiently. Besides programs sponsored by the Joint Loss Management Committee, workshops were provided by the Local Government Center. A 3 day Leadership Training Workshop was offered to all supervisors from the Department of Public Works that was very successful.

Administrative Assistants Group: This group, with representatives from all departments, meets on an ad hoc basis to discuss various issues such as payroll procedures, educational opportunities, computer service, and ways to make the processes more efficient with fewer problems. This networking serves to forge stronger mutual support for all while solving many problems. The Town Administrative Assistants Group representatives are:

Janice Grady – Howe Library
Terry Jillson – Water Works Company
Elizabeth Rathburn – Police Department
Beth Rivard – Planning and Zoning
Betsy Smith – Public Works
Judy Stevens – Fire Department

Ad Hoc Members: Karen McCusker – Accounting Assistant
Jeanne Vieten – Community Center Program Assistant

Charitable Activities: 18 employees support the Upper Valley United Way

At Christmastime, 12 of our employees supported a gift program through LISTEN by adopting a senior citizen and a family in need by filling their wish lists.

Staff: Myra Johnson, Director and Gloria LaCasse, HR Assistant.

Management Information Systems

The Management Information Systems (MIS) Department assists departments in selecting, implementing, and utilizing software solutions to improve government services. The MIS Department oversees the Town's wide area network and a standardized hardware replacement schedule, managing standard desktop components over a 4-year useful life. The Department is also responsible for negotiating and managing various networked copier contracts.

Staff: Corey Stevens, Director of MIS; Gerry Macy, Information Technology Assistant (part-time)

Parks and Recreation



2010 Winter Olympic Gold Medalist Hannah Kearney and Hank Tenney, Parks & Recreation Director

Hannah Kearney played soccer for Hank at Hanover High School from 2000-2003 accumulating 97 point {52 Goals 45 Assist} to rank 4th in school history. She was Captain of the 2003 team and helped the team win two state titles {2001 & 2002}. She was All State 4 straight years; one of only 5 players that have accomplished this at Hanover. During her four years her teams went 70-6-2. Her 2001 team was ranked 18th in the USA and her 2002 team was ranked 24th in the USA. A true champion and leader. She is one that Hanover and Norwich can be very proud of.

Facilities: The Parks and Recreation Department is located in the Richard W. Black Recreation and Senior Center (RWBC), which is located at 48 Lebanon Street. The RWBC, which is fully handicapped accessible, is open to the public Monday through Friday, 9 am through 6 pm, and Saturdays, 10 am – 6 pm. At other times the building may be accessed by reservation which may be made through the Facility Manager by calling 643-5315.

The RWBC is a 22,000 square foot, two story building, with a full basement. The first floor houses the Facility Manager's office, the Reception desk, the "Teen Lounge", the Director's Office and the Multi-Purpose Room & Kitchen. The Multi-Purpose Room offers an athletic-style gym with half court basketball and when combined with the Dining Room can be used for large functions. The Multi-Purpose Room also has a drop down theater projection screen and sound system. The rear portion of the first floor is designated as the Senior Center which offers an attractively designed living room/kitchen facility, a health screening area and crafts center. The Senior Center Coordinator's office is also in the Senior Center.

The second floor of the RWBC offers five Conference and Activity Rooms which can accommodate between 12 and 50. The Assistant Director and the After School Adventures Director have offices on the second floor. The Center is well equipped with tables, chairs, craft equipment, electronic equipment, presentation materials and a wide variety of athletic/recreation gear, including the birthday party favorite: the blow-up Bouncy House.

Programs: The RWBC offers a variety of age specific programming for tots through adults. They include Super Playhouse, Kinder Play, Clay & Kids, French, Start Up Kids computer classes, a variety of drawing and hands-on art classes, Line Dancing, drop-in volleyball, yoga, Tai Chi, teen & adult dance classes, Babysitter Training, SAT Prep classes, watercolor and still life painting. This holiday season the Center sponsored a canned food drive which was a great success, the food collected was delivered to the Haven. There are several successful camps run by the Recreation Department which include Vacation Mini-Camps, ‘Tween Camp, Camp Dragonfly, Camp Circle H, and Camp Quest.

After School Childcare Program: In 2007, due to low enrollment and the departure of the Director, the HOST program was put on hold. At the beginning of the 2007-2008 school year, representatives from the Town of Hanover, Howe Library, Richmond Middle School and the Hanover Recreation Department all met to work on a collaborative afterschool program for middle school students. From this committee’s work the After School Adventures program was created for the 2008 – 2009 school year. This new program is open to 4th, 5th, and 6th graders and meets at the Richmond Middle School. Activities include weekly field trips and special events, arts & crafts, sports & games, ooey goeey activities, science experiments, and student choice. The program meets Monday, Tuesday, Thursday, & Friday 3 pm to 5:30 pm and Wednesdays from 2 pm to 5:30 pm. The program has averaged 16 kids per day this year with Wednesday’s field trips being our largest day.

Special Activities: The Hanover Parks and Recreation Department once again offered a large number of varied special events throughout 2009. These events included: Pre-School Halloween Carnival, Halloween Movie Night, Halloween Haunted House, Annual Hanover Old Fashioned Fourth of July Celebration, Occom Pond Party, Muster Day, Family Nights, Easter Egg Hunt, Pajama Parties, 6th Grade Barbeque, Mini-Vacation Camps, Dragonfly Summer Camp, Circle-H Camp, ‘Tween Camp, Camp Quest 16th Annual 10K Turkey Trot, Make & Take Gift Night, 35th Annual Hanover Basketball Invitational Tournament, and five additional themed dances for middle school aged students.

Participation Statistics:

| <u>Season</u> | <u>Athletic</u> | | <u>Non-Athletic</u> | |
|----------------|-----------------|-------------|---------------------|------------|
| Spring ‘09 | Youth – 379 | Adult – 200 | Youth – 123 | Adult – 75 |
| Summer ‘09 | Youth – 39 | Adult - n/a | Youth – 155 | Adult – 17 |
| Fall ‘09 | Youth – 449 | Adult – n/a | Youth – 57 | Adult – 67 |
| Winter ‘09-’10 | Youth – 211 | Adult – n/a | Youth – 58 | Adult – 54 |

| <u>Season</u> | <u>Activity</u> | <u>Ray K-5</u> | <u>Activity</u> | <u>RMS 6-8</u> |
|----------------|--------------------------|----------------|------------------------|----------------|
| Spring ‘09 | Gr. K-1 Farm Baseball | 54 | Gr. 7-8 Boys Baseball | 28 |
| | Gr. 2-3 C Minor Baseball | 39 | Gr. 6-8 Girls Softball | 22 |
| | Gr. 3-5 Girls Softball | 23 | Gr. 6-8 Girls Lacrosse | 44 |
| | Gr. 4-5 Lacrosse | 34 | Gr. 6-8 Boys Lacrosse | 72 |
| | | | Gr. 6-8 Co-Ed Track | 63 |
| Summer ‘09 | Soccer Camp – 95 | | | |
| Fall ‘09 | K Soccer | 52 | | |
| | Gr. 1-5 Soccer | 191 | Gr. 7-8 Soccer | 57 |
| | Gr. 4-5 Football | 32 | Gr.7-8 Football | 22 |
| | Gr. 5-6 Field Hockey | 18 | Gr. 7-8 Field Hockey | 35 |
| | Gr. 2-4 Flag Football | 31 | Gr. 6-8 Volleyball | 11 |
| Winter ‘09-’10 | Gr. K-6 Basketball | 133 | Gr. 7-8 Basketball | 78 |
| | | | TSI Basketball | 10 |

Website: The Town of Hanover Recreation Department has a very in-depth website which continuously keeps the community in the loop regarding special events and programs offered. Directions to games, schedules, brochures, and specifics on various events can be found at <http://www.hanovernh.org/parks&recreation>.

Usage of the RWBC continues to grow. During the period July 1, 2008 through June 30, 2009, 3,207 clients reserved space in the Center for a total of 8,193 reserved hours. From July 1, 2009 until the end of the year, December 31, 2009, 1,550 groups reserved space in the Center. These figures included a variety of users. One of the biggest draws to the Center is families renting the Multi-Purpose Room and our Bouncy House for birthday parties. Other renters include the Hanover Boy Scouts, Hanover Cub Scouts, Hanover Girl Scouts, Ford Sayre Ski Club, Hanover Lion's Club, Institute for Lifelong Education at Dartmouth, Hanover Blue Wave Tae Kwon Do, Norwich Bridge Club, Upper Valley Dance Club, Youth In Action, Outreach House, Middle Eastern Dance Classes, Pilates, The Princeton Review, Christ Redeemer Church and Hanover Church of God, as well as a variety of Hanover High School clubs and teams.

Staff: Henry "Hank" Tenney, Director; Liz Burdette, Assistant Director; Gail Schaal, Senior Center Coordinator; Jeanne Vieten, Receptionist; Jessica Eakin, Youth-In-Action; Sherry Colfer, Facility Manager; John Wilmot, Building Maintenance, Nicole Leonard, After School Adventure's Program Director.

Planning and Zoning Department

The Planning and Zoning Department serves the Planning Board, the Zoning Board of Adjustment, the Conservation Commission, the Building Code Advisory Committee, and the Affordable Housing Commission. It is responsible for planning for the Town's future in such areas as land-use, economic development, housing policy, transportation, natural resource protection, and maintenance and enhancement of Hanover's special character and quality of life as identified in the Town's 2003 Master Plan. It is also responsible for zoning administration and enforcement, conservation administration, and building inspections and code enforcement.

Staff: Planning and Zoning Director Jonathan Edwards, Senior Planner Vicki Smith, Zoning Administrator Judith Brotman, Building Inspector Ryan Borkowski, Assistant Building Inspector Jeffrey Andrews, Administrative Assistant Beth Rivard, Planning and Zoning Clerk Debbi Franklin, and Recording Secretary Denise Shibles.

In addition, since June the Department has benefitted from having an in-house attorney, Erika Alders, on legal fellowship from the Boston law firm of Ropes & Gray; she has assisted staff and other departments in a wide variety of legal and regulatory topics.

Police Department



HPD Photo: Police Officers, Dispatchers, Parking Enforcement Officers, Administration and support personnel volunteered their time and participated in an effort to take a department photo last summer. The participants were dressed in their respective uniforms where applicable. Photographer Christine Wagoner of Lebanon, NH donated her time and talent to the project. It proved to be a successful, team building experience. The final product – a large department portrait is on display at police headquarters.

The men and women of the Hanover Police Department’s mission is to “provide professional and compassionate police service through partnerships that build trust, reduce crime, create a safe environment and enhance the quality of life in our community. To fulfill this mission we will have an uncompromising insistence on quality people who believe in the following core values: Integrity, Respect, Fairness, and Excellence.” The Police Department includes the following divisions: Administration, Patrol, Investigation, Communications, and Parking.

Patrol Division: In the 2008 Report we remarked that the police department patrol division was finally up to full staff and we are happy to report that we still were through 2009. Consequently, this enabled us to continue with the dedicated Traffic Enforcement officer (TEO) and the assignment of a patrol officer to the detective division. As a reminder, the TEO allows an officer to dedicate his or her time strictly on motor vehicle violations where different neighborhoods could be selected for directed patrols to address such problems as speeding and cut-through truck traffic. The assignment to detectives allows an officer to expand their knowledge in criminal investigations and to become more adept at interviews and interrogations, the preparation of arrest and search warrants, and the collection of forensic evidence. Officer Ufford has had this assignment throughout 2009.

A couple of important equipment purchases were made in 2009 that were made possible through federally sponsored grant programs. The patrol division now has a speed trailer at their disposal to be deployed in areas such as school zones to remind motorists to slow down. Also, solar powered flashing lights for the elementary school zone on Reservoir Road were added. These lights are activated via a computer to the times of the day that correspond with the beginning and end of the school day, even taking into consideration the early release on Wednesdays. Therefore, any enforcement specific to lower speed limits during those hours can be successfully prosecuted in the local district court.

Complementing our rolling stock, a Honda Ridgeline was purchased to replace the aging Ford Expedition. This vehicle provides added utility value for hauling signs and equipment, yet still offers seating for four and is used frequently in bad weather. The Ridgeline is equipped with most of the same equipment of our other patrol cars yet is a smaller vehicle with better fuel mileage than the full-size Sport Utility it replaced. For substantially less, the Ridgeline afforded the department a comparable vehicle with seating for four, and a load capacity equal to that of the Expedition.

We have been able to continue our participation in the Central New Hampshire Special Operations Unit. Sgt. Brad Sargent is an assistant Team Commander; Officer Paulsen remains in the tactical unit; and Dispatcher Goodwin handles communications at an event. By participating we are able to bring in a whole range of resources that we wouldn't be able to provide on our own should the need arise to cover anything from a hostage situation to the search for a missing child.

HPD Special Projects:

Water Filtration System: The Hanover Police Department was the first in the Town to reduce costs by switching from delivered bottled water to a filtration system that purifies water from the tap.

HPD Evidence Room Overhaul: An extensive project to review and consolidate evidence/property held at the Hanover Police Department was completed in the summer of 2009.

HPD/CNSOU Dartmouth College Active Shooter Drill: The Hanover Police Department and the Central NH Special Operations Team participated in a full day active shooter response exercise on the campus of Dartmouth College. College administrators and members of the Dartmouth College Department of Safety & Security contributed to the success of the drill.

Detective Division: The Detectives assisted the Patrol Division and solely handled a multitude of investigations. Their cases spanned the spectrum of the NH Criminal Code, to include theft/shoplifting, burglary, sexual assault, computer fraud/ID Theft, drug offenses, liquor law violations, and juvenile offenses. There were several large scale investigations which required the attention of this division, to include:

- The case of two men that were observed by an undercover detective conducting illicit drug activity in the Hanover Municipal Parking Lot #1 (behind Town Hall). The two were

arrested at the scene. A subsequent search resulted in the seizure of over \$11,000 in currency and other evidence connected to illicit drug sales.

- The case of a Dartmouth College student who had engaged an attempt to steal a laptop computer and a quantity of money. The investigation resulted in the recovery of all property and pending prosecution of the suspect.
- The investigation and prosecution of a high school student who was linked to numerous past thefts of bikes, electronics and cash in the Hanover area.
- The investigation of an apparent embezzlement matter at a local business. In an effort to identify the perpetrator and preserve evidence, extensive review of business records was completed. There was insufficient evidence to sustain a prosecution.
- The investigation of a Dartmouth College student for a reported sexual assault of another student. The case required that detectives to travel to NYC to conduct follow-up with the suspect. Ultimately, it was determined that the matter did not involve an act prohibited by the NH Criminal Code. No charges were filed.
- The investigation and prosecution of a Dartmouth College student for credit card fraud involving unauthorized withdrawals from an associate's bank account.
- The investigation and prosecution of a woman in connection with the embezzlement of funds from a local business. The follow-up involved an interview with the suspect in which a confession was received.
- The investigation and prosecution of two young women in connection to vandalism of a residence that was under construction in the Town of Hanover, and property at the Hanover High School.
- The investigation and prosecution of a male who participated in a Nigerian check scam which resulted in a local bank being defrauded over \$17,000.
- The investigation into a suspicious fire at Titcomb Cabin on Gilman Island, (CT River). As a result, a number of young persons were connected to the offense and believed responsible for the fire. Although no prosecution commenced in 2009, the case remains open pending any future new information.
- The investigation of thefts/burglaries at multiple offices throughout the campus of Dartmouth College. A transient male from Missouri was ultimately identified as the perpetrator. The male was later arrested in California and is pending prosecution in New Hampshire.
- The investigation and pending prosecution of a male who passed several bad checks at the Coop on two closed accounts. The suspect alleged that he was the victim of an extortion matter, occurring in another community.
- The investigation and prosecution of a teenage male who while attending a camp at Dartmouth harassed and assaulted a female camp attendee. This case required the completion of many interviews with camp representatives and attendees before a prosecution decision was made.

- The investigation and pending prosecution of a male driver who hit a female jogger with his vehicle in Etna. The suspect driver proceeded to take steps to try and hide what he had done and flee the scene.
- The investigation and prosecution of a Dartmouth College student who broke into the Dartmouth College Thayer Dining Hall and stole food and damaged computer equipment in an office during his entry into the building. Evidence of the crime included a recording from the building's surveillance video system.
- The investigation and pending prosecution of a male originally from Connecticut who committed a night-time burglary of a local computer business. The suspect broke into the business and stole several laptop computers. The investigation included the issuance of multiple search warrants and tracking the suspect's movements via cellular phone usage. Ultimately, the suspect was arrested as he attempted to sell one of the stolen laptops to an undercover detective from the Hanover Police Department in the City of Lebanon.
- The investigation and arrest of two young men from Hanover in connection to the attempted burglary of the Ray School. The intent of the burglary was the theft of laptop computer equipment. The suspects were also tied to thefts of other laptop computers at locations in Hanover.

Criminal Activity:

| | 2005 | 2006 | 2007 | 2008 | 2009 | 08-09 % Change |
|---------------------------------------|----------|-----------|-----------|-----------|-----------|----------------------|
| Patrol Division Statistics | | | | | | |
| Murder | 0 | 1 | 0 | 0 | 0 | 0% |
| Sexual Assault | 11 | 2 | 11 | 7 | 4 | -43% |
| Robbery | 0 | 0 | 0 | 1 | 1 | 00% |
| Burglary | 6 | 18 | 14 | 11 | 19 | 73% |
| Theft | 197 | 215 | 168 | 199 | 181 | -9% |
| Motor Vehicle Theft | 2 | 2 | 4 | 2 | 2 | 00% |
| Arson | 0 | 0 | 0 | 0 | 2 | 200% |
| UCR Stolen | \$98,565 | \$191,611 | \$161,482 | \$201,448 | \$202,638 | 1% |
| UCR Recovered | \$19,259 | \$57,647 | \$47,048 | \$28,339 | \$20,685 | -27% |
| Recovery Ratio | 18% | 20% | 30% | 29% | 9.8% | |
| Assault | 32 | 33 | 40 | 30 | 53 | 77% |
| Forgery | 13 | 4 | 3 | 6 | 2 | -67% |
| Fraud | 32 | 31 | 41 | 40 | 32 | -20% |
| Vandalism | 59 | 67 | 74 | 54 | 90 | 67% |
| Possession of Stolen Property | 4 | 2 | 0 | 1 | 1 | 00% |
| Indecent Exposure | 1 | 0 | 6 | 1 | 0 | -100% |
| Drug Violations | 47 | 49 | 41 | 55 | 31 | -44% |
| DUI | 27 | 25 | 37 | 17 | 40 | 135% |
| Liquor Violations | 124 | 169 | 107 | 149 | 181 | 21% |
| Intoxication (PC) | 74 | 59 | 30 | 27 | 50 | 85% |
| Disorderly Conduct | 12 | 18 | 26 | 17 | 26 | 53% |
| Harassment | 6 | 5 | 4 | 7 | 13 | 86% |
| Domestics | 22 | 8 | 9 | 5 | 6 | -20% |
| Facilitate an Underage Drinking Party | 5 | 4 | 2 | 3 | 2 | -33% |
| Open Container-Public | 3 | 0 | 1 | 1 | 3 | 200% |
| Tobacco Violations | 4 | 8 | 3 | 7 | 4 | -43% |

| | | | | | | |
|------------------------------|---------|---------|---------|---------|---------|-------|
| Land Violations (Zoning) | 6 | 5 | 0 | 0 | 33 | 3300% |
| MV Unlocks | 563 | 731 | 460 | 673 | 374 | -44% |
| Detentions-Adult | 227 | 180 | 110 | 145 | 191 | 32% |
| Total Arrests All Categories | 459 | 459 | 347 | 396 | 498 | 26% |
| Accidents-Total | 258 | 211 | 262 | 244 | 250 | 2% |
| Accidents-Fatalities | 2 | 0 | 0 | 0 | 0 | 0% |
| Accidents-Injury | 44 | 20 | 22 | 28 | 25 | -11% |
| Accidents-Pedestrian | 4 | 3 | 4 | 3 | 4 | 33% |
| Accidents-Hit and Run | 61 | 50 | 90 | 78 | 80 | 3% |
| Accidents-Bicycle | 2 | 3 | 2 | 5 | 1 | -80% |
| Accidents-Reportable | 192 | 142 | 170 | 162 | 175 | 8% |
| Total MV Stops | 4,011 | 4,298 | 3,292 | 4,035 | 4,617 | 14% |
| MV Citations | 490 | 478 | 358 | 365 | 523 | 43% |
| Speeding | 264 | 238 | 184 | 169 | 224 | 33% |
| Towed Vehicles | 97 | 213 | 139 | 79 | 95 | % |
| Patrol Mileage | 169,969 | 170,957 | 174,370 | 178,896 | 185,394 | 4% |
| Patrol Fuel (gallons) | 14,320 | 14,149 | 13,434 | 14,296 | 15,748 | 10% |

Communications Division: The Dispatch Center consists of the division's supervisor and seven (7) full time dispatchers. Three part-time employees also supplement the Center. The current staffing level was deemed necessary to adequately provide around-the-clock coverage to the other ten New Hampshire and seven Vermont towns that contract with the Town of Hanover for this service.

The Dispatch Center continues to seek grant funding opportunities to continue to update its aging radio infrastructure. Motorola estimates it will cost almost \$2.1 million dollars to replace the radio system with a modern system providing adequate coverage to our area. At the time of this writing, we have been unsuccessful in three attempts to seek funding.

The Communications Division's telephone system installation was completed early this fiscal year. We have now connected all municipal buildings into one phone system, and connected our telephone system to the City of Lebanon's phone system to allow for redundancy in our emergency communications center. We continue to work closely with the City of Lebanon Dispatch Center and are in the process of connecting their Computer Aided Dispatch System to our network for redundancy.

We have completed the complete installation of all new video surveillance systems within the Public Safety complex. This system replaces one whose parts were between 9 and 20 years old. It is an expandable system. It is our hope to integrate the video system at the parking garage and Lot #1 (behind the Town Hall) into this system in the near future.

We underwent a seamless upgrade to our Motorola Gold Elite Radio Console system. This upgrade replaced 8 year old PC Computers that had been running 24 hrs a day, 365 days a year.

In the upcoming fiscal year, the Communications Division will be gearing up for the federally mandated Narrow banding of our 11 radio channels. This includes replacing our Fire Radio Voter system, and several highway radios, and some Fire pagers. We will work on a replacement schedule and any possible grant funding for this purpose. This transition must be completed by January 1, 2013.

| Dispatch Division Statistics | 2005 | 2006 | 2007 | 2008 | 2009 | %Change 08-09 |
|-------------------------------------|-------------|-------------|-------------|-------------|-------------|--------------------------|
| Total Incidents | 22,140 | 37,232 | 40,471 | 42,674 | 45,518 | 6.2% |
| Hanover Incidents | 13,345 | 16,616 | 20,365 | 22,641 | 21,598 | -4.8% |
| All Incoming Calls | 74,587 | 98,224 | 87,032 | | 126,947 | % |
| Handled by Dispatcher | 56,631 | 77,114 | 70,239 | | 66,864 | % |
| Calls Transferred | 17,956 | 21,110 | 16,792 | | 60,083 | % |
| 911 Calls | 2,111 | 3,487 | 3,267 | 3,124 | 3,005 | -4.0% |
| 7 am-3 pm Calls | 29,916 | 36,857 | 39,577 | | 77,104 | % |
| 3 pm-11 pm Calls | 21,728 | 30,003 | 27,896 | | 41,295 | % |
| 11 pm-7 am Calls | 5,356 | 8,906 | 8,419 | | 7,592 | % |
| SPOTS-Dispatch | 128,248 | 307,059 | 300,573 | 293,582 | 331,769 | 11.5% |
| SPOTS-Mobile Data | 97,156 | 134,073 | 153,490 | 180,874 | 391,710 | 63.5% |
| Police Calls-All Depts. | 20,523 | 35,286 | 38,004 | 40,180 | 44,101 | 8.9% |
| Fire Calls-All Departments | 3,778 | 3,533 | 3,254 | 3,114 | 3,264 | 4.6% |
| Ambulance Calls-All Depts. | 1,204 | 3,262 | 3,144 | 3,023 | 3,217 | 6.0% |
| Fast Squad-All Depts. | 579 | 915 | 727 | 772 | 694 | -11.2% |
| Public Works-All Depts. | 495 | 765 | 715 | 788 | 648 | -21.6% |
| Bank Alarms | 57 | 88 | 83 | 138 | 65 | -112% |
| All Other Alarms | 623 | 847 | 831 | 778 | 792 | 1.8% |

Parking Operations: Staff of the Police Department and Parking Enforcement Division writes improper parking notices for violations of the Hanover Parking Ordinance, to include expired meters, parking in handicap zones without a permit, parking in prohibited areas and for parking on streets and lots after midnight during the winter.

Parking enforcement offices are located in Town Hall on the second floor, where staff accepts payments, answers questions and processes ticket payments through the use of their computer based violation tracking system. Parking accepts payments in several forms, to include cash, check and credit card. Credit card acceptance was instituted in 2007. Since that time, credit card transactions to pay for parking violations have reached 15% of total revenue in that area.

Revenue generated through parking related activities flows into a separate Parking Fund that is overseen by the Parking & Transportation Board and the Board of Selectmen. Funds are used to support on-street and parking facility operations, maintenance of parking areas, the Advance Transit shuttle service for commuters and future improvements to the parking system.

There are over 500 parking meters in Hanover, mostly offering two or three hour parking to customers and visitors of the Central Business District. Downtown employees can park in a large long-term metered lot (Marshall Lot) conveniently located on Maple Street, in one of eighty long-term non-metered public permit spaces situated on the periphery of the Business District or for free in Thompson Arena. Related permits are available at the parking office in Town Hall.

Parking operations also manages parking in the 289 space facility at 7 Lebanon Street, where both short-term and long-term parking is available for customers. The facility is open 24/7, with cashiers on duty between 7:00am and 9:00pm every day, but Sunday. A

validation program is in effect where merchants may purchase 1-hour free stickers at the parking office to then distribute to their customers that park in the facility. The covered sections of the facility are a good option for overnight parking during the winter parking ban. The parking ban is in effect November 15 through April 30 each year, between the hours of 12:01am – 7:00am.

During the year our first major expenditures on new equipment and maintenance for the parking garage since year 2000 were made. The equipment replacement included ticket dispensers, parking gates and computers. Preventive maintenance included repair of the membrane and sealing of walls and capstones to keep water from infiltrating into and damaging concrete slabs and brick.

| Parking Division Statistics | 2005 | 2006 | 2007 | 2008 | 2009 | 2008-09 %Change |
|------------------------------------|-------------|-------------|-------------|-------------|-------------|----------------------------|
| Total Tickets | 26,416 | 28,307 | 26,498 | 27,053 | 25,858 | 2.1 |
| Handicap | 42 | 47 | 64 | 35 | 72 | -45.3 |
| Loading - Bus | 13 | 11 | 17 | 7 | 22 | -58.8 |
| Left Wheels to Curb | 98 | 119 | 88 | 104 | 150 | 18.2 |
| Expired Meter | 22,700 | 24,243 | 22,665 | 23,957 | 23,095 | 5.7 |
| Winter/Summer Parking Ban | | 1,381 | 1,383 | 1,651 | 882 | -43.2 |
| 2-Hour Zone | 43 | 50 | 38 | 7 | 2 | -81.6 |
| Improper Parking | 100 | 100 | 153 | 151 | 156 | -1.3 |
| Meter Feeding | 180 | 241 | 219 | 261 | 94 | 19.2 |
| 2&3 Expired Meter Violation | | 442 | 508 | 314 | 436 | 47.5 |
| Prohibited Zone | 675 | 665 | 535 | 515 | 491 | -3.7 |
| Towing Charge | 29 | 6 | 19 | 17 | 15 | -10.5 |
| No Town Permit | 677 | 862 | 685 | 569 | 422 | -16.9 |
| Sidewalk | | | | | 18 | N/A |
| Other | | | | | 3 | N/A |
| Court Actions | 17 | 11 | 13 | 5 | 10 | -61.5 |
| Tickets Issued by Parking | | 26,416 | 26,479 | 24,219 | 24,306 | 6.4 |
| Tickets Issued by Police | | 1,800 | 1,828 | 1,946 | 1,552 | -33.9 |
| Ticket Voids | 1,709 | 2,441 | 2,573 | 2,702 | 2,793 | 5 |
| Meter Revenue | 408,807 | 402,161 | 393,962 | 367,957 | 408,048 | -6.6 |
| Fine Revenue | 361,940 | 388,221 | 377,251 | 412,934 | 363,632 | 9.5 |
| Immobilization Warnings | | 171 | 64 | 36 | 221 | 1025 |
| Vehicles Booted | 29 | 24 | 14 | 57 | 22 | 307.1 |

Hanover Juvenile Diversion: Hanover Juvenile Diversion has been administered by the Hanover Police Department since 1977. The current committee has 10 volunteer members from the communities of Etna, Hanover, Lyme and Norwich. In addition, there are 8 medical student volunteers (SET mentors). Diversion is the alternative to a court proceeding for first time juvenile offenders who qualify and are referred to the diversion committee by Hanover police officers or from the Lebanon District Court. The Hanover Juvenile Diversion Committee meets twice a month as needed.

In February 2009, at the recommendation of the Community Substance Abuse Advisory Committee, the police department began sending all juvenile cases directly to court and letting Judge McLeod make the determination of their disposition. Upon arrest, teenagers now go to court where their case can be handled by one of three options: Upper Valley Youth Court, Hanover Juvenile Diversion or be heard by the judge. This change was implemented to change the “entitlement” attitude that had become prevalent in the

community. The hope is that this new route of standing before the court will make an impact on teenagers to see that an arrest is a serious consequence and that the opportunity of diversion or youth court is an appropriate and meaningful resolution of an arrest and not a right. The only exception to this new procedure is that juveniles (15 and under) arrested for possession of alcohol will continue to go directly through the diversion process.

In 2009, one case went before the diversion committee. The judge chose to send all of the remaining juvenile cases to Upper Valley Youth Court.

Diversion Statistics for 2009:

| | |
|--|----------|
| Diversion In-takes for Alcohol and/or Marijuana Offenses | 0 |
| Diversion In-takes for Other Offenses | 1 |
| <u>Total Diversion In-takes for 2009</u> | <u>1</u> |
| | |
| Youth Court In-takes for Alcohol and/or Marijuana Offenses | 0 |
| Youth Court In-takes for Other Offenses | 3 |
| <u>Total Youth Court In-takes for 2009</u> | <u>3</u> |

Failure to Complete Diversion or Upper Valley Youth Court 0

In 2008 and 2009, a combined total of 19 teenagers went through the Diversion and Youth Court process in Hanover. To date, there have been 0 repeat offenders arrested for a second offense giving a recidivism rate of 0% for the past two years.

Adult Diversion: The Adult Diversion program is for individuals in the 18, 19 and 20 year-old range who are first time offenders of the State of New Hampshire’s underage liquor law violations. A person’s participation in the program is dependent on the officer’s recommendation for the individual to attend the program.

In 2009, 102 people attended Diversion, out of which 2 were not Dartmouth students.

When a young adult is charged with an alcohol related violation and if they are recommended for attendance in the Adult Diversion program versus appearing in court, they contact the Diversion Program Coordinator at the Hanover Police Department to fill out the required paperwork. They are then scheduled to meet on a Saturday with a group of their peers and a Licensed Alcohol Drug Abuse Counselor to discuss issues surrounding alcohol use, abuse and other risky behavior. The person will then have a one-on-one follow up session with the counselor a few days later to get an individual assessment as to their risk level with alcohol and other behaviors that may be concerning. There have been an increasing number of students that have attended the program after requiring transport to the hospital due to their alcohol abuse.

The fee for the program is set at \$400 per person which covers the cost of the Counselor and other materials required for the program. For FY 09-10 we are anticipating that we will have close to the same number of attendees as last year. The expenditure of \$18,000 (level-funded) is to cover the psychologist who runs approximately two sessions per month at \$75 per hour. The first session is 7 hours and the follow-up one-on-one session is approximately half an hour per student.

The benefit for violators to take Diversion versus going to Court is that they will not have a record and they will receive enhanced education on the effects of alcohol and other risk behaviors in order for them to make safer choices in the future.

Full Time Staff at Year End: Chief Nicholas J. Giaccone, Jr.; Captain Frank Moran; Lieutenant Michael Evans; Lieutenant Patrick O'Neill; Detective Eric Bates; Sergeants: Daniel Gillis, Bradford Sargent and David Luther; Patrol Officers: Steven Read, Jeffrey Fleury, Shannon Kuehlwein, Alan Patterson, Jeffrey Ballard, Richard Paulsen, Rolf Schemmel; Matthew Ufford, Mark Butler, Ryan Kennett, Josh Lee, and Daniel Fowler, III; Administrative Assistant Elizabeth Rathburn; Records Coordinator Sheryl Tallman; Communications Coordinator E. Douglas Hackett; Dispatchers: Lisa Camarra, Randy Wagoner, David Saturley, Tim Goodwin, Fred Cummings, Kevin Lahaye, and Dianne Dufresne; Parking Enforcement Technicians: Mark Caruso, Christopher McEwen; Parking Secretary Adriane Coutermarsh; and Parking Control/Facility Supervisor Marisela Platt.

Public Works Department

The Public Works Department is comprised of eight (8) operating divisions:

- Administration
- Buildings
- Grounds
- Highway
- Fleet Maintenance
- Sewer Line Maintenance
- Water Distribution and Treatment
- Water Reclamation

The Department continues to provide staff and operate the Hanover Water Works Company through a contract.

Administration Division: The Administration Division provides long range planning, engineering, inspections, issuing of permits, and the overseeing of the daily operations. During 2009, the Administrative Division continued to oversee all Public Works Divisions and the Hanover Water Works Company, providing reviews and site utility inspections for Planning & Zoning, as well as overseeing the improvements to the Wastewater Treatment Facility.

- The staff spent considerable time and effort in the lead up to the Special Town Meeting on the Municipalization of the Hanover Water Works infrastructure. This included a comprehensive review of all infrastructure of the Water Works Company, assessment of condition, estimation of future costs of recommended improvements, and a preliminary priority plan.
- Work began in late spring on the upgrading and improvements to Allen Street. Improvements were completed by late summer 2009. After a three year delay, funding was received from FEMA for the replacement of the retaining wall on Ruddsboro Road (at the Falls corner).

- Improvements in the waste water system continue. Planning also continued for the third phase of facility work, which is targeted at the replacement of existing equipment, improving reliability, increasing emergency efficiency and reducing the community's carbon footprint.

Administrative Staff: Peter Kulbacki, P.E., Director; Michael Chase, Operations Manager; Don Ware, P.E., Utility Engineer; Betsy Smith, Administrative Assistant; Susan Love, Data Specialist; Terry Jillson, Water Company dedicated Administrative Assistant.

Buildings Division: The Buildings Division is responsible for the maintenance, custodial services and facilities management for all Town owned buildings. These buildings include: the Municipal Building located at 41 South Main Street; the RW Black Recreation and Senior Center located at 48 Lebanon Street; the Public Safety Building (which houses both the Police and Fire Department) located at 46 and 48 Lyme Road respectively; the Howe Library located at 13 South Street; the Etna Library and the Etna Fire House located in Etna, the Water Reclamation Facility (formerly known as the Wastewater Treatment Facility) located at Pine Knolls Drive; the Summer Park Subsidized Housing Units (3 building units) located at 42 Lebanon Street, the Parking Garage located off from Lebanon Street; and the Public Works Facility located on Route 120.

Significant accomplishments during 2009 included:

- Completed the installation of the standby generator at the Public Works Facility.
- Installed programmable thermostats throughout the Public Works Facility to automatically set back the heat after hours. Also installed a boiler control system to operate and shut down the boiler based on outside temperature.
- New insulated garage doors were installed at both the Public Works Facility and the Fire Department buildings.
- New flooring was installed in the training room at the Police Department.
- Installation of timers on the electric hot water heaters at the Public Works Facility and the Municipal Building to cut back energy usage after hours.
- Replaced all outdated smoke detectors at the Municipal Building.
- Upgraded smoke detectors and alarm system at the Summer Park Elderly Housing units to a Point ID System.
- Changed out the thirty-seven (37) year old boiler at the Fire Station to a high efficient full condensation boiler system.
- Re-stained the exterior on the old section of the Howe Library.
- Painted the outside window trim at the Municipal Building.

Buildings Division Staff: Frank Austin, Facilities and Fleet Manager; Steve Driscoll, Building Maintenance Technician; Wayne Piekarski, Head Custodian; Neal Augustyn, Custodian; Mark Curulla, Custodian.

Grounds Division: This year thirty-two (32) Valley Forge elms that were planted as seedlings in 1998 were planted in various city tree locations throughout the town. These neighborhoods included Woodmore, North Park, Dunster, East Wheelock, Valley/Conant and on town properties throughout. The seedlings were fifteen inch (15") tall saplings in the nursery back then and are now fifteen to eighteen foot (15-18') trees. The Valley Forge elm is the most Dutch elm disease resistant elm available. Other species were also planted including oaks and urban resistant maples.

Many mature trees were pruned and the ongoing elm treatment program of large elms is continuing. The largest elms are treated every two to three years for the prevention of Dutch elm disease.

The city gardens have been composted and tended by the town gardener, and 4,500 fall flower bulbs were planted for spring flowers.

Recreation field turf maintenance is an annual duty. It was a wet summer so the mowing process was a challenge. Over seeding and aeration in the early fall has restored the heavily used fields.

Several new tree species have been added to the cemetery arboretum. A tree labeling system is being worked on to provide those interested with identifying characteristics of the various cultivars.

Grounds Division Staff: William E. Desch, Urban Forester, Brian Smith, Arborist, Bob Henry Sr., Grounds Crew Leader, and Mike Eigenbrode, Arborist's Assistant.

Highway Division: The Highway Division is responsible for the infrastructure of the Town of Hanover. It is our mission to not only maintain the roads, sidewalks, parking lots and drainage systems, but to improve them as well. During the winter season the highway personnel accept the challenge of getting everybody to his or her destination safely and back again. Summertime is a very busy season making improvements to the infrastructure such as, but not limited to, pavement overlays (67 miles), upgrading of our gravel roads (33 miles), culvert & drainage upgrades, sidewalk reconstruction, special projects as assigned and ongoing right-of-way maintenance.

Accomplishments for 2008-2009

- The approach from Goose Pond Road leading to Wolfeboro Road was reconstructed and paved. This made it safer for traffic and also took care of drainage concerns from storm runoff into Goose Pond.
- Shoulder stone (crushed ledge and fines) was added to parts of King Hill Road along with a section of Pinneo Hill Road. Due to the high volumes of traffic on these roads, they are prone to potholes and wash boarding. By adding the shoulder stone we were able to make the roads safer plus extend our grading intervals on these roads.
- The Highway Department along with Fleet Services started a pilot program to **lower our carbon footprint and save fuel**. Todd Bragg from Fleet Services was able to program one third of our fleet dump trucks to a maximum of five (5) minutes of idle time. This resulted in the savings of **466.8 gallons of diesel fuel**. During the coming year, Fleet Services will take steps to program more of the fleet vehicles. The benefits will be enormous. It will lower our carbon footprint, save fuel and extend service intervals.
- The road surface reclaiming program was in full swing in 2009. A section of Hanover Center Road was done in an area that was prone to extreme heaving in the wintertime. The reclaiming process consists of grinding the old asphalt surface to a depth of twelve inches (12") and adding six inches (6") of new gravel. This will give the road a new sub-base of eighteen inches (18"). Chloride is then applied and Town crews start grading/compacting the new sub-base. Because our grader is equipped with a computer system that controls the slope of the road, many man-hours were saved in engineering layout. A new asphalt surface

consisting of a two inch (2”) base and a one inch (1”) wear course is then put down, increasing the asphalt life of the road from five (5) years to ten (10) years.

- Our culvert location and replacement program saw the replacement of approximately four hundred feet (400’) of failed culvert.
- The shim/overlay program placed 6,777 tons of asphalt on our development roads and neighborhood streets. This should keep these streets and roads in good shape until the next cycle in 12 years.
- Town crews rebuilt the business section of Allen Street. This included new sidewalks, new granite curbing, new drainage structures and new paving. Also new LED lighting was installed. The LED lighting will see an energy cost savings of 50% or more from the old style lighting.
- Four (4) Main Street light poles and fixtures were replaced this summer, starting our streetlight replacement program.
- Town crews painted all road markings, consisting of 39.5 miles of double yellow line, 75 miles of fog lines, 3,984 feet of crosswalk, 79 yield symbols, 81 pedestrian symbols, 2,400 feet of stop bars as well as all parking areas in town.
- Blacktop aprons were paved at the entrances to Three Mile Road, King Road and Hayfield Lane. This will stop the development of potholes at the stop signs that are caused by vehicles stopping and starting. This will also make it safer for the town grader. We will no longer need to pull or back out of the intersections into oncoming traffic while grading.
- Shed Two on Greensboro Road was reorganized. Earth mounds were constructed along with fencing and an entrance gate. This made room for an access road along with a parking area for Farr Field.

Breakdown of Highway Labor Hours:

Highway Labor Codes BY 2008-09

| Labor Description | Reg Time | Percent of Reg Time | Total OT | Percent of Total OT |
|---------------------------|----------|---------------------|----------|---------------------|
| Administration | 514.25 | 2.09% | 81.50 | 1.98% |
| Consulting | 24.50 | 0.10% | 0.00 | 0.00% |
| Education | 597.75 | 2.43% | 0.50 | 0.01% |
| Vacation/Personal | 1513.00 | 6.16% | 0.50 | 0.01% |
| Sick | 582.50 | 2.37% | 0.00 | 0.00% |
| Project Inspection | 93.50 | 0.38% | 0.00 | 0.00% |
| Research | 119.00 | 0.48% | 0.00 | 0.00% |
| Safety Improvements | 1.00 | 0.00% | 0.00 | 0.00% |
| Servicing Dept Equipment | 870.50 | 3.55% | 12.50 | 0.30% |
| Departmental Improvements | 140.00 | 0.57% | 0.00 | 0.00% |
| Not Working | 66.00 | 0.27% | 0.00 | 0.00% |
| Holiday | 1048.00 | 4.27% | 0.00 | 0.00% |
| Workers Comp Time | 1460.00 | 5.95% | 0.00 | 0.00% |
| Bereavement Leave | 8.00 | 0.03% | 0.00 | 0.00% |
| Comp Time | 4.00 | 0.02% | 0.00 | 0.00% |
| Meeting | 109.50 | 0.45% | 0.00 | 0.00% |
| Cutting/Chipping | 669.00 | 2.72% | 0.00 | 0.00% |

| | | | | |
|------------------------------|---------|-------|--------|--------|
| General Cleanup | 607.25 | 2.47% | 0.00 | 0.00% |
| Grading Roads | 1321.00 | 5.38% | 21.50 | 0.52% |
| Guard Rail Work | 15.00 | 0.06% | 24.00 | 0.58% |
| Hauling Gravel | 257.00 | 1.05% | 5.00 | 0.12% |
| Hauling Misc Material | 61.00 | 0.25% | 0.00 | 0.00% |
| Mowing/Trimming | 231.75 | 0.94% | 4.75 | 0.12% |
| Paved Road Repair | 207.50 | 0.85% | 0.00 | 0.00% |
| Gravel Road Repair | 62.00 | 0.25% | 1.00 | 0.02% |
| ROW Shoulder Work | 354.50 | 1.44% | 0.00 | 0.00% |
| Install Repair Replace Signs | 520.50 | 2.12% | 0.00 | 0.00% |
| Storm Cleanup | 417.50 | 1.70% | 15.25 | 0.37% |
| Traffic Control | 38.00 | 0.15% | 5.00 | 0.12% |
| Prep for Paving | 0.00 | 0.00% | 3.00 | 0.07% |
| Sidewalk Work | 283.50 | 1.15% | 35.00 | 0.85% |
| Sweeping Street/Sidewalks | 344.00 | 1.40% | 45.00 | 1.09% |
| Emergency Call | 3.00 | 0.01% | 84.00 | 2.04% |
| Miscellaneous | 62.50 | 0.25% | 0.00 | 0.00% |
| Pavement Markings | 466.50 | 1.90% | 64.00 | 1.55% |
| Parking Lots (Summer Maint.) | 14.00 | 0.06% | 35.00 | 0.85% |
| Sweep Parking Garage | 1.00 | 0.00% | 20.00 | 0.49% |
| Pressure Washing Sidewalks | 52.50 | 0.21% | 0.00 | 0.00% |
| Leaf Blowing | 79.50 | 0.32% | 0.00 | 0.00% |
| Roadside Garbage | 2.00 | 0.01% | 0.00 | 0.00% |
| Long Line Painting | 159.00 | 0.65% | 68.00 | 1.65% |
| Pushing Snow Back | 242.00 | 0.99% | 8.00 | 0.19% |
| Cutting Ice | 48.00 | 0.20% | 0.00 | 0.00% |
| Hauling Winter Sand | 669.25 | 2.73% | 4.00 | 0.10% |
| Hauling Gravel/Mud Season | 262.00 | 1.07% | 2.00 | 0.05% |
| Plowing Operations | 555.25 | 2.26% | 996.00 | 24.18% |
| Sanding/Salting | 892.75 | 3.64% | 740.75 | 17.98% |
| Snow Removal Operations | 734.50 | 2.99% | 878.25 | 21.32% |
| Parking Lots (Winter Maint.) | 176.50 | 0.72% | 264.25 | 6.42% |
| Sidewalk Winter Operations | 244.50 | 1.00% | 177.25 | 4.30% |
| Culvert Installation | 248.50 | 1.01% | 0.00 | 0.00% |
| Check/Clean Drainage | 497.00 | 2.02% | 19.50 | 0.47% |
| Clean Catch Basins | 97.00 | 0.40% | 0.00 | 0.00% |
| Storm Damage | 477.50 | 1.94% | 0.00 | 0.00% |
| Thawing Culverts | 4.00 | 0.02% | 3.00 | 0.07% |
| Ditching | 620.50 | 2.53% | 1.00 | 0.02% |
| Catch Basin Rehab | 278.50 | 1.13% | 4.00 | 0.10% |
| Howe Library Misc. | 2.00 | 0.01% | 0.00 | 0.00% |
| Street Festival | 2.00 | 0.01% | 15.00 | 0.36% |
| Shrine Game/Parade | 8.00 | 0.03% | 15.00 | 0.36% |

| | | | | |
|------------------------------------|-----------------|-------|----------------|-------|
| Green Up Day | 25.00 | 0.10% | 10.00 | 0.24% |
| Chamber of Commerce/Misc. | 4.00 | 0.02% | 0.00 | 0.00% |
| Asphalt Recycling | 260.50 | 1.06% | 27.00 | 0.66% |
| Municipal Office Remodel | 4.00 | 0.02% | 0.00 | 0.00% |
| Wyeth Hunter Reclaim | 4.00 | 0.02% | 4.00 | 0.10% |
| Lyme Rd. Streetscape | 176.00 | 0.72% | 0.00 | 0.00% |
| Traffic Calming | 7.00 | 0.03% | 0.00 | 0.00% |
| Conservation Commission Misc. | 10.00 | 0.04% | 0.00 | 0.00% |
| Street Light Maintenance | 31.50 | 0.13% | 0.50 | 0.01% |
| Boat Landing | 12.00 | 0.05% | 0.00 | 0.00% |
| South Roundabout | 2.00 | 0.01% | 32.00 | 0.78% |
| Special Events | 9.00 | 0.04% | 0.00 | 0.00% |
| Lebanon St./S. Main Traffic Lights | 2.00 | 0.01% | 0.00 | 0.00% |
| Reservoir Road Rebuild | 2268.50 | 9.24% | 43.25 | 1.05% |
| Main and Wheelock Traffic Lights | 31.00 | 0.13% | 8.50 | 0.21% |
| Allen St. Rebuild | 107.70 | 0.44% | 264.00 | 6.41% |
| Grounds | 8.00 | 0.03% | 0.00 | 0.00% |
| Fleet | 874.00 | 3.56% | 10.00 | 0.24% |
| Fire Department | 10.00 | 0.04% | 0.00 | 0.00% |
| School | 14.00 | 0.06% | 0.00 | 0.00% |
| Parking Enforcement | 111.50 | 0.45% | 34.00 | 0.83% |
| Police Department | 3.00 | 0.01% | 17.00 | 0.41% |
| Recreation | 13.50 | 0.05% | 0.00 | 0.00% |
| Sewer Line Maintenance | 310.50 | 1.26% | 10.50 | 0.25% |
| Water Company | 9.00 | 0.04% | 2.50 | 0.06% |
| Buildings Department | 804.00 | 3.27% | 2.50 | 0.06% |
| | 24552.45 | | 4119.25 | |

Highway Division Staff: Randy MacDonald, Operations Supervisor; John Lahaye, Steve Perry, Chris Berry, Roger Darisse, James Messier, Robert Henry, Jr., Moses Delphia, Jack Lusona, Bruce Sanborn, James Cadwell, David Field, Larry Brown -- Equipment Operators/Highway Maintenance Workers

Fleet Service Division: The Fleet Service Division is responsible for maintenance of all Town vehicles, standby generators, and operational equipment and fuel systems. The Division provides regularly scheduled preventative maintenance on over 100 pieces of registered equipment and an additional 60 pieces of small equipment. In addition, our mechanics help out the Highway Division with snow removal and plowing when necessary. Significant accomplishments during this last year include:

- With the input from the Public Works Departments, the Line Maintenance Division and the Fire Department we prepared specifications for, and took delivery of, the following equipment:
 - Stainless V-Box Sander
 - Chipper

- Bull-Dozer
- Sewer Line Flusher
- Ambulance and Rescue Truck

Fleet Service Division Staff: Frank Austin, Facilities & Fleet Manager; Donald Foster, Jr., Shop Foreman; Todd Bragg, Senior Mechanic; Mark Bean, Stock Room Clerk/Mechanic's Assistant.

Sanitary Line Maintenance & Construction Division: The Line Maintenance crew is responsible for the safe and uninterrupted flow of wastewater from the source to the treatment facility. The crew maintained and improved forty-four (44) miles of the gravity sewer lines and over twelve-hundred (1,200) sewer manhole structures.

The Line Maintenance crew is also responsible for providing inspection of all new and replacement lines connecting to the existing sewer line system. This not only protects the Town of Hanover, but also ensures that the customer receives a high quality service.

- The Line Maintenance crew is responsible for the preventive maintenance of over forty-four (44) miles of collection system using a high-pressure flushing unit. Approximately sixty-five hundred (6,500) feet of sewer line are flushed on a monthly basis.
- The Line Maintenance crew continued with their annual root-cutting program this year, servicing more than three-thousand (3,000) feet of line in the past year with their Root Cutting Equipment.
- The Sewer Line Division replaced its eleven (11) year old Sreco sewer flusher with a higher pressure flusher made by US JETTING.
- The Sewer Line Division has started using some of the new trenchless technology referred to as "Slip Lining." Slip lining involves lining an old clay tile pipe with new PVC pipe, without digging up the road.
- This year, two-hundred and fifty feet (250') of old eight-inch (8") clay tile sewer line was slip lined with new pipe on Currier Street. Also slip lined was two-hundred forty-five feet (245') of six-inch (6") clay tile pipe on Sargent Street.
- Over four-hundred feet (400') of eight-inch (8") clay tile pipe was slip lined on Hovey Lane.
- Several sewer manholes and three-hundred feet (300') of sewer line have been replaced in and around Dartmouth College's new Visual Arts Center.
- With this year's paving program, twenty-five (25) sewer manholes frames and covers were upgraded for overlays and several others needed repairs.
- The crew provided the mowing and maintenance of approximately five to six (5-6) miles of sewer line rights-of-way, which also doubles as nature walk paths. The crew also mows two pocket parks.
- The crew is working on re-conditioning the sidewalk benches on Main Street. Two to three benches are done each year.
- The crew is also responsible for the winter maintenance of all sidewalks. This is done with the Town's three sidewalk tractors. The sidewalk tractor used for Main Street was replaced this year, providing better service in the Downtown area.
- Chris Berry and Steve Perry, from the Highway Division, received on the job training and are now qualified to be on the emergency call list for sewer line related issues.

Sanitary Collection System Staff: Lenny Bolduc, Sewer Line Maintenance Crew Supervisor; Raymond Swift, Line Maintenance Worker. In addition, during peak construction time and winter operations of sidewalks, the crew is assisted by other cross-trained DPW workers.

Breakdown of Line Maintenance Labor Hours:

| Labor Description | Reg Time | Percent of Reg Time | Over Time | Percent of OT |
|--------------------------------|-----------------|----------------------------|------------------|----------------------|
| Administration | 79.00 | 2.19% | 0.00 | 0.00% |
| Consulting | 10.00 | 0.28% | 0.00 | 0.00% |
| Education | 8.50 | 0.24% | 0.00 | 0.00% |
| Vacation/Personal | 445.50 | 12.37% | 0.00 | 0.00% |
| Sick | 48.00 | 1.33% | 0.00 | 0.00% |
| Research | 52.00 | 1.44% | 0.00 | 0.00% |
| Safety Improvements | 83.00 | 2.30% | 0.00 | 0.00% |
| Servicing Dept Equipment | 50.25 | 1.39% | 2.00 | 0.52% |
| Departmental Improvements | 122.00 | 3.39% | 0.00 | 0.00% |
| Not Working | 2.00 | 0.06% | 0.00 | 0.00% |
| Holiday | 153.00 | 4.25% | 0.00 | 0.00% |
| Sidewalk Work | 16.00 | 0.44% | 0.00 | 0.00% |
| Sweeping Street/Sidewalks | 61.00 | 1.69% | 8.00 | 2.08% |
| Sanding/Salting | 0.00 | 0.00% | 8.25 | 2.15% |
| Snow Removal Operations | 55.25 | 1.53% | 120.75 | 31.47% |
| Parking Lots (Winter Maint.) | 4.00 | 0.11% | 0.00 | 0.00% |
| Sidewalk Winter Operations | 401.00 | 11.13% | 220.75 | 57.52% |
| Manhole Locating | 27.00 | 0.75% | 0.00 | 0.00% |
| Manhole Raising | 446.00 | 12.38% | 0.00 | 0.00% |
| Manhole Installation | 12.00 | 0.33% | 0.00 | 0.00% |
| Mapping Sewer Line | 18.00 | 0.50% | 0.00 | 0.00% |
| ROW Maintenance | 111.00 | 3.08% | 0.00 | 0.00% |
| Sewer Line Flushing | 530.25 | 14.72% | 6.00 | 1.56% |
| Sewer Line Inspection | 72.00 | 2.00% | 0.00 | 0.00% |
| Sewer Line Locating | 116.00 | 3.22% | 3.00 | 0.78% |
| Sewer Line Maintenance | 28.00 | 0.78% | 0.00 | 0.00% |
| SL Rehab | 12.00 | 0.33% | 0.00 | 0.00% |
| Sewer Line Rodding | 11.00 | 0.31% | 0.00 | 0.00% |
| General Cleanup | 1.00 | 0.03% | | 0.00% |
| Sewer Line Call | 27.00 | 0.75% | 6.00 | 1.56% |
| Sewer Line Repair | 104.00 | 2.89% | 5.00 | 1.30% |
| Root Cutting | 113.00 | 3.14% | 0.00 | 0.00% |
| Bacterial Application | 3.00 | 0.08% | 0.00 | 0.00% |
| Bacteria Program | 8.00 | 0.22% | 0.00 | 0.00% |
| TV Lines | 70.50 | 1.96% | 0.00 | 0.00% |
| Meter Reading LMC | 44.00 | 1.22% | 0.00 | 0.00% |
| Barrel and Bench Refurbishment | 88.00 | 2.44% | 4.00 | 1.04% |
| Grounds | 5.00 | 0.14% | 0.00 | 0.00% |

| | | | | |
|-------------------|-------|-------|------|-------|
| Fleet | 56.00 | 1.55% | 0.00 | 0.00% |
| Police Department | 19.00 | 0.53% | 0.00 | 0.00% |
| Recreation | 4.00 | 0.11% | 0.00 | 0.00% |
| WWTF | 2.00 | 0.06% | 0.00 | 0.00% |
| Highway | 53.00 | 1.47% | 0.00 | 0.00% |
| Meter Reading | 31.00 | 0.86% | 0.00 | 0.00% |

Water Reclamation Facility



Water Reclamation Facility Employees:

Front Row: Dennis Smith, Brandon Corey, Wastewater Superintendent Kevin MacLean, and Mark Roper,
Back Row: Seth Bean and Richard Scheuer

Water Reclamation Facility: This past year was relatively quiet in regards to construction projects, however much time and effort has been directed to upcoming projects which consist of Aeration system replacement and Pump Station #5 {Girl Brook} improvements. These two projects met the criteria to be included in the American Reinvestment and Recovery Act {ARRA}. This allowed 50% of each project cost to be offset with Federal Government funds, significantly reducing costs.

The larger “Facility Upgrade” project is approximately at the 40% design phase, with the project anticipated to go out for bid in mid fall of 2010. This project will entail anaerobic digester rehabilitation, influent screen installation, solids handling equipment replacement, pump replacement, partial electrical service upgrades, Supervisory Control and Data Acquisition {SCADA} improvements and partial HVAC improvements.

General statistics for 2009 include:

- Treatment of approximately 517 million gallons of raw wastewater to secondary treatment levels. This is a decrease of approximately 35 million gallons or 6% from 2008 levels. The decrease is attributed to water conservation measures within the system and economical uncertainties hindering construction projects.
- In perspective: The Water Reclamation Facility was sent 316,099 pounds of Total Settleable Solids {TSS} and 319,959 pounds of Biochemical Oxygen Demand {BOD}-*these are measureable parameters established in our permit.* Of these loading measurements, we

removed **97%** of the TSS and **98%** of the BOD from the wastewater last year. *Our permit mandates that we achieve a minimum of 85%*. These loadings reveal {18,000 pounds}, 6% and {12,000 pounds}, 3.8% reduction in those areas respectively in 2009

- Production of approximately 1,646 wet tons {2,507 y³} of bio-solids, all of which were composted in Unity, Maine for beneficial reuse. This represents an increase of approximately 12% {200 wet tons} from 2008. The rise is attributed to increased dewatering for process control and reflects the concentration of TSS and BOD coupled with the reduction of flow.
- Continued Sludge Quality Certification renewal with NHDES.
- This past year resulted in over 30 tours conducted for private, academic, and public groups.
- The Industrial Pretreatment Program {IPP} is in place and has issued permits in the following categories: **Class 1 users** – 4 of 5 sites have been permitted, **Class 2 users** – 10 of 10 sites have been permitted and **Class 3 users** – 16 of 18 sites have been permitted. This shows a permitted status of 91% for identified user categories. IPP Coordinator – Mark Roper has been diligently pursuing this task as well as conducting sampling events to determine the characteristics of the wastewater that enters this facility to be treated.
- Treatment of approximately 144,850 gallons of septage from private septic systems. A decrease of approximately {30%} 61,000 gallons from 2008. The reduction in this area can be directly associated with the uncertainty of the economy and further demonstrating that onsite septic maintenance is easily deferred during “normal” times and even more so when money gets tight. It should be noted that this is not the most environmentally prudent course of action.
- Most notably, 2009 culminated with the notification of two prestigious awards being given to Hanover. The first was the United States Environmental Protection Agency’s {EPA} **Operation and Maintenance excellence** award. The second being the issuance of the New Hampshire chapter of the New England Water Environment Association’s {NEWEA}’ **Operator of the Year** award going to Kevin MacLean.

It is with great pride and honor that all staff working at the Water Reclamation Facility acknowledges being recognized by fellow peers, State and Federal agencies as well as the respected organizations which assist and provide guidance to the operation of wastewater utilities in New England.

Treatment Division Staff: Kevin MacLean - Superintendent; Mark Roper –IPP Coordinator; Dennis Smith – Maintenance Technician, Seth Bean and Richard Scheuer, Treatment Technicians, Brandon Corey – Treatment Technician Assistant.

Thanks to all for their dedication, support and hard work.

Sincerely,

Kevin MacLean - Superintendent

Supervisors of the Checklist

Duties of the Supervisors: The Supervisors of the Checklist are elected and given the responsibility of registering the voters of Hanover and maintaining the checklist that is used at all elections. They serve in that capacity for the Town of Hanover, the Hanover School District, and the Hanover voters in the Dresden School District.

Elections: In 2009 there were three elections during which the Supervisors were present as directed by New Hampshire law. The number of registered voters on the checklist on May 12 for the Hanover Town Meeting was 10,220 with 551 voting.

Registered Voters: The number of registered voters was similar for the Dresden/Hanover school budget in March and for the Special Town Meeting that was held in October.

Town Clerk and Tax Collector

In the fall of 2008 the Town of Hanover began motor vehicle registration through M.A.A.P. (the State's Municipal Agent Automation Project). Vehicle registrations are entered directly into the state's DMV system and are processed instantaneously. The implementation of this service has been very successful; in several cases, customers no longer need to go to a State substation to complete most of their transaction. In addition, we are now able to process and provide vanity plates, conservation plates, and survivorship transfers. In the near future, the weight limit (which governs which vehicles can be registered through the Town Clerk's Office vs. those which must be registered at a State substation) will be increased. Our customers will welcome our office's ability to complete more of their transactions, as the closest State substation is now located in Claremont.

This office is also tasked with providing customers with vital record certificates. The Town is a part of the New Hampshire Vital Records Information Network (NHVRIN), a statewide database developed and maintained by the Secretary of State's Division of Vital Records Administration. This system allows us to produce copies of birth, marriage, divorce, and death certificates for activities occurring in any New Hampshire municipality. The following records are available through our office:

- Birth Records: 1987 - present
- Death Records: 1990 - present
- Marriage Records: 1989 - present
- Divorce Records: 1990 to within 6 months from the present date
- In addition to the State-wide data base, we have records that go back to the 1800's for events that occurred in Hanover.

New Hampshire vital records are considered to be private, and access to them is restricted by statute to those individuals who have a "direct and tangible interest" in the record. Certain older records are exempt from these access restrictions. Birth records older than

100 years, and deaths, marriages and divorce records older than 50 years are available to the general public.

Managing and maintaining the Town's data is a major responsibility of the Town Clerks' Office. In addition to existing databases to facilitate motor vehicle registrations, dog licensing, landfill tickets, and vital records, in 2009 a database to manage information pertaining to all the Town's cemeteries was implemented. Donna Stender, Assistant Town Clerk/Deputy Tax Collector, spearheaded the process of uploading all the existing data and entering countless records from the old handwritten books. This database is an extremely useful tool for the office staff to access as they answer questions regarding burial records.



Right Photo: Marilyn "Willy" Black, Town Moderator; Center Photo: Town Clerk Charlie Garipay, Deputy Town Clerk/Director of Administrative Services Betsy McClain, Tax Collector/Director of Town Clerk Office Liz Meade, Asst. Tax Collector Donna Stender; Right Photo: Selectman Bill Baschnagel.

The only election held in the 2009 fiscal year was Town Meeting Day, on May 12th 2009. We continue to update our voter records on a regular basis through the tireless efforts of our elected Supervisors of the Checklist.

Our office is open Monday through Friday, 8:30 a.m. to 4:30 p.m. We're here to help with a wide variety of services, including processing motor vehicle registrations, issuing certified copies of vital records, dog licenses, vendor permits and collecting property/yard/land use change taxes and sewer payments, to name a few. Our staff is dedicated to provide helpful, efficient and friendly customer service---our citizens deserve nothing less!

Respectfully Submitted,

Elizabeth A. Meade

Director of Town Clerk's Office and Tax Collector

Town of Hanover
Tax Collector's Report
Fiscal Year Ended June 30, 2009

| | 2009 Tax Year | 2008 Tax Year |
|--|----------------------|----------------------|
| Uncollected Taxes, July 1, 2008 | | |
| Property Taxes | \$ - | \$ 11,698,210 |
| Yield Taxes | - | 877 |
| Sewer Charges | - | 40,903 |
| Utility Credit Bal | (2,246) | - |
| Property Tax Credit Bal | - | (9,209) |
| Taxes Committed, Fiscal Year 2009 | | |
| Property Taxes | 16,108,787 | 15,881,074 |
| Land Use Change Taxes | 13,300 | - |
| Yield Taxes | 7,296 | 2,107 |
| Sewer Charges | 1,977,769 | - |
| Overpayments | 2,210 | 48,847 |
| Interest on Delinquent Taxes | - | 32,244 |
| Interest on Delinquent Sewer | 227 | 1,358 |
| TOTALS | <u>\$ 18,107,343</u> | <u>\$ 27,696,412</u> |
| Collections During Fiscal Year 2009 | | |
| Property Taxes | \$ 10,405,386 | \$ 27,506,867 |
| Land Use Change Taxes | 13,300 | - |
| Yield Taxes | 7,296 | 2,930 |
| Sewer Charges | 1,921,683 | 39,050 |
| Liens Executed (Principal Only) | - | 106,107 |
| Property Tax Abatements | 498 | 7,801 |
| Other Tax Abatements | 51 | 54 |
| Sewer Charge Abatements | 562 | - |
| Interest | 228 | 33,602 |
| Uncollected Taxes, June 30, 2009 | | |
| Property Taxes | 5,748,952 | - |
| Yield Taxes | - | - |
| Sewer Charges | 37,778 | - |
| Utility Credit Bal | (102) | - |
| Property Tax Credit Bal | (28,289) | - |
| TOTALS | <u>\$ 18,107,343</u> | <u>\$ 27,696,412</u> |

Town of Hanover
Tax Collector's Report
Fiscal Year Ended June 30, 2009

| | 2009 Tax Year | 2008 Tax Year |
|--|----------------------|----------------------|
| Uncollected Taxes, July 1, 2008 | | |
| Property Taxes | \$ - | \$ 11,698,210 |
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| Property Taxes | \$ 10,405,386 | \$ 27,506,867 |
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| Other Tax Abatements | 51 | 54 |
| Sewer Charge Abatements | 562 | - |
| Interest | 228 | 33,602 |
| Uncollected Taxes, June 30, 2009 | | |
| Property Taxes | 5,748,952 | - |
| Yield Taxes | - | - |
| Sewer Charges | 37,778 | - |
| Utility Credit Bal | (102) | - |
| Property Tax Credit Bal | (28,289) | - |
| TOTALS | <u>\$ 18,107,343</u> | <u>\$ 27,696,412</u> |

**Town of Hanover
Tax Collector's Report
Summary of Tax Lien Accounts
Fiscal Year Ended June 30, 2009**

| | 2008 Tax Year | 2007 Tax Year | Prior Years |
|---|------------------|------------------|-------------|
| Unredeemed Liens July 1, 2008 | \$ - | \$ 58,662 | \$ 17,111 |
| Liens Executed in Fiscal Year 2009 (includes interest and fees) | 113,663 | - | - |
| Abatements of Unredeemed Liens | - | (434) | (4,562) |
| Property Deeded to Town During FY2009 | (1,106) | (1,358) | (1,277) |
| Collections During Fiscal Year 2009 | (41,632) | (44,259) | (11,273) |
| Unredeemed Liens June 30, 2009 | <u>\$ 70,925</u> | <u>\$ 12,611</u> | <u>\$ -</u> |

2009 - Ten Largest Taxpayers

| | |
|--------------------------------------|-------------|
| Trustees of Dartmouth College | \$5,260,941 |
| Kendal at Hanover | 1,019,111 |
| South Street Downtown Holdings, Inc. | 342,524 |
| Hanover Water Works Company | 260,907 |
| Hypertherm Inc. | 211,812 |
| Bayne Stevenson | 205,978 |
| Seven Lebanon Street Inc | 191,226 |
| Dorothy M. Byrne | 187,060 |
| The Sheridan Group, Inc. | 166,735 |
| Granite State Electric Company | 148,331 |

REPORT OF THE TOWN CLERK
for Fiscal Year Ending June 30, 2009

ISSUE OF DOG LICENSES:

| | | |
|---|----|-------|
| 851 Dog Licenses | \$ | 3,468 |
| Payments due State on Dog Licenses | | 452 |
| Payments due State on Pet Overpopulation Fund | | 1,574 |

| | | |
|------------------------------|-----------|--------------|
| PAYMENTS TO TREASURER | \$ | 5,494 |
|------------------------------|-----------|--------------|

AUTO REGISTRATIONS:

| | | |
|---|----|-----------|
| 7,568 Auto Permits Issued | \$ | 1,150,946 |
| Title Fees | | 2,454 |
| Municipal Agent Fees | | 18,906 |
| Municipal Transportation Improvement Fund | | 34,661 |
| Mail-In Fees | | 2,915 |

| | | |
|------------------------------|-----------|------------------|
| PAYMENTS TO TREASURER | \$ | 1,209,882 |
|------------------------------|-----------|------------------|

ALL OTHER FEES:

| | | |
|---|----|--------|
| Vendor Permits | \$ | 1,275 |
| Town Clerk Fees | | 7,792 |
| Dog Fines | | 750 |
| Landfill Tickets | | 23,415 |
| Extra Recycling Bins | | 1,166 |
| Miscellaneous Fees | | 4,502 |
| Notary Fees | | 605 |
| Payments to State on Certified Copies & Marriage Licenses | | 15,236 |

| | | |
|------------------------------|-----------|---------------|
| PAYMENTS TO TREASURER | \$ | 54,741 |
|------------------------------|-----------|---------------|

| | | |
|---|-----------|------------------|
| TOTAL RECEIPTS REMITTED TO TREASURER | \$ | 1,270,117 |
|---|-----------|------------------|

Vehicle Registration Information

Vehicle owners must begin the registration of their vehicles at the Town Clerk's office. To re-register, owners may use the mail-in procedure or come into the Municipal Office. Renewals, decals, transfers and plates are available. You save \$1.00 mail-in fee per vehicle by coming into Town Hall rather than mailing in your renewal, \$3.00 more if you choose to complete the final state portion of your registration at the sub-station in Claremont.

You can now renew your vehicles online by going to www.HanoverNH.org and click on the E-REG icon, have your bank routing and account number, and follow the instructions. There is a \$1.50 per vehicle fee and a one-time transaction fee of 35 cents.

Dog License Information

You must provide proof of current rabies and proof of neutering or spaying. License your dog(s) by May 31 to avoid \$1.00 per month late charges.

| | |
|---------------------------------|-------------------------------------|
| License Fees: Male or Female | \$ 9.00 |
| Altered Male or Female; Puppies | 6.50 |
| Senior Citizen Owner | 2.00 (for 1 st dog only) |

If you are a dog owner, you will receive a reminder in the mail that your dog(s) need(s) to be licensed.

Dredge and Fill Applications

Those operating in or near wetlands or waterways shall file a Dredge and Fill application at the Town Clerk's office before beginning work (RSA 483-A). Fines may be assessed for non-compliance.

Other Services

Vendor permits are available at the Town Clerk's office. We provide notary services at no charge for Hanover residents; there is a \$5.00 fee per signature for nonresidents. Certified copies of vital records are available for a \$12.00 fee for the first copy, with an \$8.00 fee for additional copies requested at the same time (must request in person or in writing with adequate information and authorization). Trail maps and Hanover town maps are available as well. Landfill tickets are also purchased through our office; they are sold in a punch card of 10 punches for 15.00. Each punch is equal to approximately 25 lbs. Recycling bins are available at \$7.00 each.

Voter Registration

Every resident of Hanover who has a fixed and permanent domicile in the town, who is a citizen of the United States, and who is 18 years of age may register to vote in the town. A resident is someone who has a domicile in the town on a continuing basis for a significant portion of each year. A person can have only one domicile for the purpose of voting.

Voter Registration Form: Information that must be provided includes name, address (mailing and legal residence), place and date of birth and proof of citizenship. Filling out the voter registration form and signing it involves a solemn oath that the information is true.

Party Affiliation: No one is required to list a party affiliation, but in New Hampshire one may register as a Democrat or Republican. Listing oneself as undeclared means that one has no party preference; there is no “independent” party. In primary elections an undeclared voter may request any party’s ballot at the polls and will be listed on the checklist in the future as affiliated with that party. A voter who wishes to return to undeclared status after voting may do so at the place of polling by filling out a card and giving it to a Supervisor of the Checklist, however, change of party affiliation from one party to another may be done no sooner than the day after election.

Rights and Responsibilities: If the qualifications to vote are met, the Supervisors of the Checklist will add the applicant to the voter checklist. As a registered voter of Hanover, New Hampshire, one has the right to vote at any meeting or election held within the town. One also shares in all the responsibilities of being a citizen of the Town and State.

Where to Register: Individuals may register to vote at the Town Office on Main Street with office hours Monday - Friday from 8:30 a.m. to 4:30 p.m. Applications may be made at any time of the year (except 10 days prior to any election). There are also special registration sessions conducted by the Supervisors of the Checklist on Saturday mornings and evening hours on certain dates just prior to an election. These dates are published in the *Valley News* and posted on the bulletin board at the door of the Town Office. You may also register at the Polls on Election Days with proper proof of ID and proof of residence. **Notes...**

Notes...