

**TOWN COUNCIL AGENDA  
Regular Meeting  
Wednesday, July 10, 2013**

**1. 6:30 PM - CALL TO ORDER by Town Administrator**

**2. ROLL CALL**

**3. PLEDGE OF ALLEGIANCE**

3.50 Call for nominations for chair

3.75 Recognition of former councilors

**4. APPROVAL OF MINUTES**

a. Public 06/26/13 minutes

b. Non-public 06/26/13 minutes (were not sealed)

**5. AGENDA OVERVIEW**

**6. CONSENT AGENDA**

**7. TOWN ADMINISTRATOR'S REPORT**

**8. PUBLIC INPUT: 15 Minutes**

**9. NOMINATIONS AND APPOINTMENTS**

a. Appointment of Councilors to Boards and Committees

**10. SCHEDULED APPOINTMENTS**

**11. 15 MINUTE RECESS**

**12. OLD BUSINESS**

a. 13-64 Council Community-building initiative

b. 13-65 Approval of Council Annual meeting calendar

c. 13-66 Town Report, cover and dedication

**13. NEW BUSINESS**

a. 13-67 Administrative Code Amendments

b. 13-68 Discussion of town-wide survey questions

c. 13-69 Budget Transfers

d. 13-70 Involuntary Merger

**14. SUB-COMMITTEE REPORTS**

**15. PUBLIC INPUT**

**16. NON-PUBLIC SESSION**

**NH RSA 91-A:3 II(a)** The dismissal, promotion, or compensation of any public employee or the disciplining of such employee, or the investigation of any charges against him or her,

**NH RSA 91-A:3 II(c)** Matters which, if discussed in public, would likely affect adversely the

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the Administration Department five business days prior to the meeting.**

reputation of any person, other than a member of the public body itself. (TAX DEEDED Property issue)

**NH RSA 91-A:3 II(d)** Consideration of the acquisition, sale, or lease of real or personal property which, if discussed in public, would likely benefit a party or parties whose interests are adverse to those of the general community.

## **17. ADJOURNMENT**

### **Public Input**

1. Two 15-minute Public Input sessions will be allowed during each Council Meeting. Time will be divided equally among those wishing to speak, however, no person will be allowed to speak for more than 5 minutes.
2. No person may address the council more than twice on any issue in any meeting. Comments must be addressed to the Chair and must not be personal or derogatory about any other person.
3. Any questions must be directly related to the topic being discussed and must be addressed to the Chair only, who after consultation with Council and Town Administrator, will determine if the question can be answered at that time. Questions cannot be directed to an individual Councilor and must not be personal in nature. Issues raised during Public Input, which cannot be resolved or answered at that time, or which require additional discussion or research, will be noted by the Town Administrator who will be responsible for researching and responding to the comment directly during normal work hours or by bringing to the Council for discussion at a subsequent meeting. The Chair reserves the right to end questioning if the questions depart from clarification to deliberation.
4. Council members may request a comment be added to New Business at a subsequent meeting.
5. No one may speak during Public Input except the person acknowledged by the Chair. Direct questions or comments from the audience are not permitted during Public Input.

**TOWN COUNCIL MEETING MINUTES**  
**Wednesday, June 26, 2013**

**NON-PUBLIC SESSION**

**NH RSA 91-A:3 II(a)** The dismissal, promotion, or compensation of any public employee or the disciplining of such employee, or the investigation of any charges against him or her, unless the employee affected (1) has a right to a meeting and (2) requests that the meeting be open, in which case the request shall be granted.

**NH RSA 91-A:3 II(c)** Matters which, if discussed in public, would likely affect adversely the reputation of any person, other than a member of the public body itself.

**Present**

Chairman James Sullivan, Dr. Dean E. Shankle, Jr. (Town Administrator), Vincent Lembo, James Levesque, Todd Lizotte, Susan Lovas Orr, Robert Duhaime, Leslie Boswak, and Michael Downer.

**Entered Non-Public Session @ 6:00pm per RSA 91-A:3 II (a) & (c)**

*J. Levesque motioned to enter non-public session @ 6:00pm per NH RSA 91-A:3 II (a) & (c).  
Seconded by V. Lembo.*

**Roll Call**

T. Lizotte – Yes

J Levesque – Yes

V. Lembo – Yes

J. Sullivan – Yes

S. Lovas Orr – Yes

R. Duhaime – Yes

L. Boswak – Yes

M. Downer - Yes

*Vote unanimously in favor.*

**Exited Non-Public Session @ 6:20pm per RSA 91-A:3 II (a) & (c)**

*V. Lembo motioned to exit non-public session @ 6:20pm per NH RSA 91-A:3 II (a) & (c). Seconded by S. Lovas Orr.*

*Vote unanimously in favor.*

**CALL TO ORDER**

Councilor Sullivan called the meeting to order at 6:32pm.

**ROLL CALL - ATTENDANCE**

Chairman James Sullivan, Dr. Dean E. Shankle, Jr. (Town Administrator), Nancy Comai (via phone), Vincent Lembo, James Levesque, Todd Lizotte, Susan Lovas Orr, Robert Duhaime, Leslie Boswak, and Michael Downer

**PLEDGE OF ALLEGIANCE**

**APPROVAL OF MINUTES – June 12, 2013**

*R. Duhaime motioned to approve the original minutes of June 12, 2013. Seconded by J. Levesque.  
Vote unanimously in favor.*

*V. Lembo motioned to reconsider the minutes of June 12, 2013. Seconded by T. Lizotte.  
Vote unanimously in favor.*

*M. Downer motioned to approve the minutes of June 12, 2013 with edits. Seconded by T. Lizotte  
Vote unanimously in favor.*

**AGENDA OVERVIEW**

Chairman Sullivan provided an overview of tonight's agenda.

### **CONSENT AGENDA**

- a. 13-57 Fire Dept. Homeland Security Grant: \$306.86
- b. 13-58 NH Fire Academy Training Grant: \$945.45
- c. 13-59 Equipment Donation from Mainstay: Approx. \$800.00

***M. Downer motioned to approve the Consent Agenda as detailed. Seconded by J. Levesque. Vote unanimously in favor.***

### **TOWN ADMINISTRATOR'S REPORT**

- Family Feud – Council won!
- Volunteer appreciation dinner – 50% of invitees attended
- Attended Economic Development committee meeting; to discuss more later
- Planning Board meeting canceled
- Town Survey – 1200 surveys will be sent out; return rate of 400 (+/-5% margin of error)
- Councilor Boswak has been working with town of Candia on perambulation; Councilors Comai and Boswak can't attend event Friday, June 28 at 10:00 am walk to the corner marker of Deerfield, Candia, Hooksett, and Allenstown; Councilor Duhaime volunteered to attend to represent Hooksett.
- Pinnacle Park – pedestrian walk switch installed
- Hooksett Fire Chief – press release on Hooksett changing emergency notification system from Code Red to State of NH Emergency Notification System effective 7/21/13. It will be the same as the current Code Red but will require residents to enter cell numbers. Visit [www.hooksett.org](http://www.hooksett.org) or [www.hooksettfire.org](http://www.hooksettfire.org), click emergency notification link and create a new account to enter information. Landlines will automatically be entered; this is for cell phone only. This service is free, unlike current Code Red system.
- Received note from Doris Sorel, President of the Hooksett Garden Club with an update on the Safety Sign project. Parks and Rec have been cooperative and helpful. They removed some bushes, weeded the planter, and surrounding area cleaned up. Garden Club brought new soil and planted perennials. There is still work to be done such as planting low profile shrubs, but the project is progressing.
- Thank you note from American Legion Post 37 for attending ribbon cutting
- Distributed next year's meeting dates; need to get copies to the incoming councilors
- Still working on town report; need to come up with a cover theme

S. Orr: A pregnant wild animal was hit across the street from my house. The babies were not well, and my daughter was very upset by it. I called Jodi Pinard with the DPW and she sent someone get them and try to save them. It was a kind and thoughtful gesture that meant the world to me and my daughter. I wanted to formally thank Jodi and the DPW for being so thoughtful and caring.

V. Lembo: At the last meeting when Mr. Baines and Mr. Kendrick talked about the pipe line coming from Wal-Mart; I asked if the rate payer would not pay for the pipe line. In reading the minutes, it appears on page 9, 4th paragraph that they are taking money from SNHU dorm hookups to apply toward pipeline on 3A?

Dr. Shankle: It's not just 3A; the reason this plan came together so well is once you cross the river from Wal-Mart, it comes to where SNHU is hooking in anyway. They were going to need to make that bigger for SNHU anyway. This just makes it possible to hook up Wal-Mart across the river.

V. Lembo: The pipeline is not coming down 3-A, it's going across the river at the Wal-Mart facility?

Dr. Shankle: It's not going along 3A; going from Wal-Mart cutting across Goonan Dr. and going down Kimball Lane. Wal-Mart bought a piece of land back there for a pump station which comes up on the other side where the ferry was.

R. Duhaime: I just wanted to clarify the sewer line follows the railroad track for 2-3 miles; SNHU is connecting to that line.



### **PUBLIC INPUT**

Mary Farwell, Matt Broderick - Reps from Library Trustees

We fully support a 2% raise for non-union employees with a focus on the library. Our town relies on library now more than ever. We have surpassed the 200,000 item mark! Programs are well attended, computer usage is up, and the meeting rooms are a great resource for the many groups in town. The library has stepped up to provide high quality resources and service. This success of the library is a result of dedicated and hardworking employees. The same is true of many other town employees as well. 2% is a relative small number, but it shows that we value their service and would like to show appreciation. It will go a long way to aid in their commitment to library and town and aid in retention efforts,

Michael Sorel, 54 Cross Rd, Hooksett

It's my understanding that two of the councilors (Councilor Downer and Councilor Lembo) this is their last meeting. I trust that one of you would sponsor a motion to recognize both of them for the services they have provided. Mr. Downer has endured long meetings at the Police Commission at the expense of his family. Mr. Lembo has been here for 3 years. They have provided their service to the community. I hope that you see to it that it would be done, in the minutes that they are recognized for their time, effort, and value they have provided to the community of Hooksett.

J. Sullivan: We certainly thank them for their service.

### **NOMINATIONS AND APPOINTMENTS**

a. Appointments: (See attached list)

*T. Lizotte motioned to appoint David Hess and Philip Fitanides as full members to the Conservation Committee with a term until June 30, 2016. Seconded by V. Lembo  
Vote unanimously in favor.*

*S. Orr motioned to appoint Thomas Prasol as a full member to the Planning Board with a term until June 30, 2016. Seconded by R. Duhaime.  
Vote unanimously in favor.*

*J. Levesque motioned to appoint Richard Bairam as a full member to the Recycling and Transfer Advisory Committee with a term until June 30, 2016. Seconded by T. Lizotte.  
Vote unanimously in favor.*

*T. Lizotte motioned to appoint Robert Schroeder as an alternate member to the Recycling and Transfer Advisory Committee with a term until June 30, 2016. Seconded by R. Duhaime.  
Vote unanimously in favor.*

*V. Lembo motioned to appoint Mike Jolin as a full member to the SNHPC with a term until June 30, 2017. Seconded by L. Boswak.  
Vote unanimously in favor.*

*J. Levesque motioned to appoint Gerald Hyde as a full member to the ZBA with a term until June 30, 2016. Seconded by M. Downer.  
Vote unanimously in favor.*

*T. Lizotte motioned to appoint Roger Duhaime as a full member to the ZBA with a term until June 30, 2016. Seconded by J. Levesque.  
Vote unanimously in favor.*

*J. Levesque motioned to appoint Jacqueline Roy as an alternate member to the ZBA with a term until June 30, 2016. Seconded by T. Lizotte.  
Voted unanimously in favor.*

Nominations: Jacqui McCartin, P&R Advisory Board, Alternate

***R. Duhaime motioned to nominate Jacqui McCartin as an alternate member to the Parks and Recreation Advisory Board with a term until June 30, 2016. Seconded by L. Boswak.***

***L. Boswak motioned to waive the rules and appoint Jacqui McCartin as an alternate member to the Parks and Recreation Advisory Board with a term until June 30, 2016. Seconded by T. Lizotte. Vote unanimously in favor.***

***L. Boswak motioned to appoint Jacqui McCartin as an alternate to the Parks and Recreation Advisory Board with a term until June 30, 2016. Seconded by R. Duhaime. Vote unanimously in favor.***

J. Sullivan: Welcome to those who have been appointed and those continuing to serve this year. We are going to ask the two leaving councilors to come back at our next meeting so we can thank them once they complete their term.

### **SCHEDULED APPOINTMENTS**

- a. Rusty McLearn and Alex Ray, partners in Granite State Hospitality to discuss new I-93 Hospitality Centers
  - 2 liquor stores, one on each side, will be 20,000 square feet vs. 8500 square feet currently; same size and look as Nashua. \$37 million in business between 2.
  - Visitor center is very small. Plan 3000 square foot food court/visitor center. Main part of everything: bank, shops, league of NH craftsman; place to showcase state (artisans, UNH reps, high tech industries, hospitality, number of different interactive things – buy tickets for skiing, NH Motor Speedway, Mt. Washington cruises, etc.
  - Food court will have no national brands - Common Man products (burgers, bakery, coffee, 50's diner). Building is representative of mill architecture (with original mill wheel) on the southbound side; northbound side will be a little more north country (waterfall)
  - Sites: Northbound side has 388 parking places; southbound has 402 parking spaces
  - Full service convenience store open 24/7; partnering with Irving for fuel with 16 pumps on each side
  - Welcome center is main entrance for whole facility with other sub entrances.
  - Food court 15,000 feet with a 3000 foot convenience store on the end
    - Northbound lane will have a full commissary kitchen in basement that will build food for both sides; 5 venues inside
  - All NH-based businesses (builders, engineers, architects, financing, etc.
  - Village bakery and café (Dunkin Donuts); 50's diner that needs to be enjoyed from inside (limited menu, no table service); Common Man Express- sandwiches, burgers
  - Convenience store will look like a village general store similar to Robies and will serve the needs of the traveling public.
  - Worked with DOT and turnpikes to work with flow and capacity; moving power lines to better facilitate more parking.
  - Access to liquor store from 3A will remain for local traffic; 2 levels of parking (most from 93) but lower level can be reached from 3A
  - Alliance between Meredith Village Savings Bank and Merrimack County will have a full service branch accessible from 3A or 93
  - Project will create 138 Full Time Equivalent jobs; a lot will come from this area
  - 35 year lease with state of NH
  - Welcome center is manned, interactive
  - Open food court has a high ceiling with individual venues around it, including the convenience store
  - Overflow gravel parking lot which was just purchased (south side of northbound lane); can accommodate 65 cars; will open for anticipated high volume weekends/events
  - Visitor center in main entrance will be managed by DRED (Dept. of Resources and Economic Development) - DOT and DRED have been working together
  - Start construction in mid-October 2013 and fully open for business in May 2015; one liquor store opening early as Nov 2014; all others will open in phases
  - Old liquor store will stay open until new store is finished

- 75 parking spaces for liquor store and temporary bathrooms during construction; once done (around fall 2014), the old liquor store will be torn down.
- Final leg is the fuel station
- Convenience store and bathrooms will be open 24 hours; no restaurants – they will open/close progressively.
  - Village bakery has a drive-thru and will stay open later.
  - Liquor store closes from welcome center at 9 pm, so front main door will stay open until the last store is closed. 24 hour access from outside (end of bldg.)
- Wi-Fi in entire area that is controlled by Granite State Hospitality
- Contractors:
  - Architect is Samyn-D'Elia out of Ashland who just finished a project for DRED at Hampton Beach
  - CCI is the primary construction company out of Laconia
  - Project manager is Tom Baudette
  - VHB local engineer
  - Various local banks
  - Team has been working for 18 months; got the final signature last week and soil testing has begun
- Onsite work begins July 16

b. 13-60 Public Hearing: FEMA reimbursement for snowstorm: \$54,625.59

J. Sullivan: Call a Public Hearing on Wednesday, June 26 at the Hooksett town council chambers; purpose of public hearing is the FEMA reimbursement for snowstorm in the amount of \$54,625.59 in accordance with RSA 31:95-b, III (a). The hearing is open. Are there any questions? If there are none, we will keep it open and revisit later.

### **OLD BUSINESS**

a. Town Goals: Community Building

L. Boswak: We are truly here for the citizens. I attended a greater Manchester Chamber of Commerce meeting. I was reading an article about the state education awards of excellence. There was a headline that Seabrook Middle School was creating a community of peace builders – pledge to be a peace builder. I believe any type of initiative should start with leadership. We are leadership as councilors. We are on the move and need to keep it that way. We need to try to build community. I have researched extensively – (read Della Rucker quote). I am looking to see if council is interested in taking on this goal. It is important for us to lead the way in building community and leading residents. We need to walk the walk and talk the talk.

R. Duhaime: I attended the 8<sup>th</sup> grade graduation. There were lots of presentations but nothing from town. Our students are going to more different schools than ever before. There is no follow up, no chance to tie them in to community.

T. Lizotte: Before voting, we could come up with a policy analysis procedure to think about ideas – pros and cons. We could approach it generically first. People will be less nervous to express ideas. Then we can battle it out based on that discussion. If we thought about policy development more, evaluate step by step, and get steps set before we take positions.

S. Orr: If we thought what good community involvement on our own is, it would not cover the full spectrum. We want to hear from the community what we can do. Lots of things go on I don't know about...schools, sports, etc. Are there levels of community we can be involved in? Can we add a question to survey? We can't do it alone – we have to involve the community.

N. Comai: Community building includes cable access channel. To Mr. Duhaime's point regarding education, I wish we could figure out a way to get money for cable access channel to see what is going on in schools.

L. Boswak: I believe it starts with leadership. Community is built through continuous and conscious efforts to build trust and commitment among citizens and local government.

J. Sullivan: Each town group has a niche on what we do: the council are the leaders; police and fire do bike rodeo; heritage commission and historical society have family feud; individual town groups (old home days). Many public activities occurring murals, garden). We are all doing that. I believe the disconnect is lack of understanding of what each niche is doing. We should use public access to promote what is going on, if there are funds. We are close, there is room for improvement. We need to build on what we all need to do.

S. Orr: Did you have any thoughts on how to begin process?

L. Boswak: I was contacted by a citizen who is interested; Mark Miville has spoken to this several times. We need to stop thinking personally and talk about issues, not the people involved. Can the council make this a priority next fiscal year?

J. Sullivan: Let's set a date and come back with individual ideas and have a forum, similar to the village forum. We can schedule at the next meeting and decide on where to go.

S. Orr: The survey goes out when?

Dr. Shankle: I got timeline today and it can be adjusted. If councilors could bring to the July 10 meeting if you do want to submit a question, I can see if we can do something with those. Come to the next meeting prepared to talk about that.

S. Orr: Does council agree with this?

T. Lizotte: Yes, we are doing the survey for that reason, so I see no problem with that.

J. Sullivan: We will continue with the process. We can only get better.

### **NEW BUSINESS**

#### **a. 13-61 Fire department vehicle**

Chief Williams: Per the staff report from June 26, we are looking for approval to purchase a replacement vehicle. The current vehicle (Car 5, 1999 Chevy Tahoe) failed the state inspection for a cracked frame. This was approved by the voters. Will purchase a 2013 Chevy Tahoe for state use; MacMulkin Chevrolet in Nashua won the bid.

***J. Levesque motioned to accept the State of N.H. bid price of \$29,655.00 for the purchase of a new 2013 Chevy Tahoe SSV. Seconded by T. Lizotte.***

M. Downer: Did you take what you can for parts?

Chief Williams: We have stripped it for equipment and lights; there is no other benefit.

V. Lembo: I looked at the spec sheet – why black and not red?

Chief Williams: Everything is red over black with red on the bottom. It's easier to buy black and paint the bottom red to save money on labor.

### **Roll Call**

**T. Lizotte – Yes**

**J. Levesque - Yes**

**V. Lembo - Yes**

**M. Downer - Yes**

**J. Sullivan - Yes**

**N. Comai - Yes**

**S. Lovas Orr - Yes**

**R. Duhaime - Yes**

**L. Boswak – Yes**

***Vote unanimously in favor.***

b. 13-62 Non-union pay increases

***V. Lembo motioned to approve the budget transfers so the 2% non-union pay raises can be given. Seconded by S. Orr.***

V. Lembo: It appears the department heads saw that folks were worthy of a 2% raise. They went out of their way to try to find the money. The employees deserve it.

S. Orr: I agree. We have great people working here. Staff is a huge part of our moving forward – the right thing to do is take care of your people.

**Roll Call**

**T. Lizotte – Yes**

**J. Levesque - Yes**

**V. Lembo - Yes**

**M. Downer - Yes**

**J. Sullivan - Yes**

**N. Comai - Yes**

**S. Lovas Orr - Yes**

**R. Duhaime - Yes**

**L. Boswak – Yes**

***Vote unanimously in favor.***

c. 13-63 Budget Transfer Requests

***M. Downer motioned to accept transfer #2014-01 with \$25,000 taken from Legal Police Commission line and transferred to the town Legal Services line. Seconded by T. Lizotte. Vote unanimously in favor.***

Dr. Shankle: 2014-3 covers 2% raises for all departments but the library (on separate sheet).

***S. Orr motioned to accept transfer #2014-03 with \$7,698.00 taken from the Tipping Fee line in the Recycling and Transfer budget and transferred to the Library line. Seconded by T. Lizotte. Vote unanimously in favor.***

R. Duhaime: The voters voted for the budget through warrant articles; by rearranging the money is that telling the voters we can still find it elsewhere? I am conflicted as a budget member.

T. Lizotte: As long as the budget passes and we can find it, it's in our power to make adjustments. At year end, if a department fell short, we can bring this up.

J. Sullivan: The operating budget comes from the bottom line; if this was a warrant article and the voters did not approve it, we would be prohibited from approving that.

***T. Lizotte motioned to accept the transfer #2014-02 in the amount of \$7,519.00 from Fire-Rescue budget to fund 2% raises for non-union, full time employees for Assessing, Finance, Tax, Town Clerk and Family Services. All other departments can cover the 2% raises within their budgets. Fire-Rescue's budget request for FY2013-2014 was lower than the default, therefore having the funds available for this transfer as outlined below. Seconded by J. Levesque. Vote unanimously in favor.***

Amounts transferred FROM Fire-Rescue line items:

- \$1,200 from EM Telephones
- \$2,478.00 from FD Equipment Maintenance
- \$3,841 from FD Medical Supplies

Amounts transferred TO other departments for 2% raises:

- \$749.00 to Full-Time Employees Assessing
- \$57.00 to FICA Taxes Assessing



- \$81.00 to NH Retirement Assessing
- \$2,122.00 to Full-Time Employees Finance
- \$162.00 to FICA Taxes Finance
- \$229.00 to NH Retirement Finance
- \$2,769.00 to Full-Time Employees Tax
- \$212.00 to FICA Taxes Tax
- \$298.00 to NH Retirement Tax
- \$60.00 to Full-Time Clerk
- \$5.00 to FICA Taxes Clerk
- \$7.00 to NH Retirement Clerk
- \$713.00 to Part-Time Employees
- \$55.00 to NH Retirement Family Services

### **SUB-COMMITTEE REPORTS**

T. Lizotte: I have nothing to report.

J. Levesque: The board of assessors met tonight; we had a visitor complaining he wants the elderly exemption but does not want to fill out the financial paperwork. He claims it is an illegal search and seizure per the 4<sup>th</sup> and 19<sup>th</sup> amendment of state constitution. This was sent to Dr. Shankle and town attorneys.

S. Orr He put in a right to know request, and council has 5 days to respond as of today.

J. Levesque: He wants to know who the bond holder for assessor dept. is. He wants to have proof of what bond there is to protect Todd from legal suit.

M. Downer: He asked for the bonding company.

T. Lizotte: We must have bond per statutes.

J. Levesque: Todd indicated he has personal insurance.

J. Sullivan: Is there something in the charter that employees are bonded?

Dr. Shankle: Todd is a contractor not technically an employee of town. He does this for many towns so there has to be some way he is covered. I will find out.

T. Lizotte: Through research, there was an indication that 2007 town council gave him some broad authority that is on record.

S. Orr: His main complaint is our process is not legal. It would behoove us to review the process of approving exemptions so we can show him we are following the law and the process is correct and we have done our due process.

Dr. Shankle: He doesn't consider state statutes to be law.

S. Orr: I will leave it up to your discretion on how you convince him of that.

J. Sullivan: As long as we are following process we have, that is all we can do.

V. Lembo: When did we start giving exemptions for elderly? Is there an RSA or procedure to follow of what you can/can't ask? I assume you have to show net worth; I think if you have more than \$300,000 in assets you can't get it. Or is it just town policy?

J. Sullivan: Why don't we ask the administrator to look into these issues to make sure assessing is doing their due process. If we need to get involved as a council, Dr. Shankle will let us know.

J. Levesque: Transfer committee - recycle up to 137 tons; up since last month and steadily going up since Feb. With the new contract that was voted on, we should start getting new transfer fee starting July 1.

V. Lembo: I have nothing to report.

M. Downer: I don't have a report per se, but wanted to thank the Parks & Rec department for maintaining fields. We are in full blown baseball tournament season and we have received compliments on our facilities from other communities. As the Parks & Rec liaison, I wanted to formally commend Parks & Rec on a job well done and the care given to our fields.

J. Sullivan:

- Parks & Rec is also working with the Heritage Commission on the Veteran's park project so kudos to them for helping us with that.
- Oct 6 2013 will be the dedication of Veterans Park at Jacobs square.
- The Family Feud fundraiser successful. Raised twice as much as the first year, and we will probably do it again.
- Old town hall meeting was canceled. Old town hall project has started. There is a new ramp going in that connects to the Prescott building. They are slowly going through the building and meeting requirements of the original deed while maintaining the historical integrity of the building.

Dr. Shankle: Tom Walsh (member of subcommittee) has been working with the highway department by helping coordinate volunteers to work on electricity so employees are safe as they remove walls.

J. Sullivan: When they put in the second floor they were very careful to maintain exterior walls.

S. Orr: No Planning Board meeting because of lack of agenda items.

R. Duhaime: I have nothing to report.

L. Boswak: The Economic Development Committee met yesterday. There are a lot of positive things happening such as Ritchie Bros, high speed tolling, Bass Pro Shops, and the welcome center. We are going to the July 9 ZBA meeting to offer support for Bass Pro Shops as they seek a variance for their sign. Business event last night was canceled; we were too optimistic with timing. Rescheduled for August when we are going to try to get the business community and the commercial brokers together to get input from them to see what is important to them from the town.

J. Levesque: I'd like to thank Councilor Downer and Councilor Lembo for their service the last 3 years. They have come up with good solutions at stalemates. Vinnie, I'd like to thank him for bringing me here in my wheelchair and taking me home.

J. Sullivan: Since there is no final comment on the public hearing regarding the FEMA reimbursement in the amount of \$54,625.59, on behalf of the Council, I declare the hearing closed. We will approve that money at the next meeting.

#### **PUBLIC INPUT**

None

***J. Levesque motioned to adjourn at 8:22pm. Seconded by T. Lizotte.  
Vote unanimously in favor.***

#### **ADJOURNMENT**

Chairman Sullivan declared the meeting adjourned at 8:22pm.

**Respectfully submitted,**

**Tiffany Verney  
Recording Clerk**

**Non-public minutes**  
**June 26, 2013**

Regular Meeting opened at 6:00.

Present were Leslie Boswak, Robert Duhaime, Vincent Lembo, James Levesque, Todd Lizotte, Susan Lovas Orr, Chairman James Sullivan, Daniel Mullen, attorney from Ransmeier & Spellman, Lisa Roche, Senior Claims Representative from the NH Local Government Center and Dr. Dean E. Shankle, Jr. (Town Administrator).

Councilor Levesque made a motion to go into non-public in accordance with NH RSA 91-A:3 II(a) and (c). This motion was seconded by Councilor Lembo.

Attorney Mullen briefly explained the proposed settlement agreement with Gregory Martakos and then answered a number of questions from the Council. It was explained to the Council that the entire settlement was covered by the Town's insurance with LGC.

Councilor Lovas Orr made a motion to approve the agreement and this motion was seconded by Councilor Lizotte.

The roll call vote turned out as follows:

Lovas Orr:	Yes
Boswak:	Yes
Duhaime:	Yes
Downer:	No
Lembo:	No
Levesque:	No
Lizotte:	Yes
Sullivan:	Yes

There followed a brief discussion of the ramifications if it had not been approved and it was explained that it would have resulted in the Town being responsible for paying the results of any settlement in excess of that in the proposal they just approved, which could have been significant.

Council decided not to seal the minutes.

Motion by Councilor Lembo and second by Councilor Lovas Orr to leave non-public passed unanimously.

WORKBOOK COUNCIL  
MIGHT USE AS MODEL

AGENDA NO. 13-64

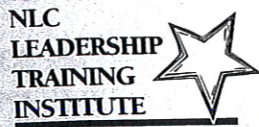
DATE: 7-10-13

# Building Citizen Involvement

## Strategies for Local Government

---

**Mary L. Walsh**  
Manager, Education and Training  
NLC Leadership Training Institute





NATIONAL LEAGUE OF CITIES



International  
City/County

**ICMA**

Management  
Association

*Building Citizen Involvement: Strategies for Local Government* was developed jointly by the International City/County Management Association (ICMA) and the National League of Cities (NLC). The workbook is designed to give practical guidance to appointed and elected local government officials on the need for, and benefits of, increased citizen participation; the methods for building a collaborative community; the processes for connecting citizens to governance; and the interpersonal skills needed for consensus decision making and leadership in a changing environment.

ICMA is the professional and educational organization for appointed administrators and assistant administrators in local government. The purposes of ICMA are to enhance the quality of local government and to nurture and assist professional local government administrators in the United States and other countries. To further its mission, ICMA develops and disseminates new approaches to management through training programs, information services, and publications.

Local government managers—carrying a wide range of titles—serve cities, towns, counties, councils of governments, and state/provincial associations of local governments. They serve at the direction of elected councils and governing boards. Founded in 1914, ICMA serves these managers and local governments through many programs designed to improve the manager's professional competence and to strengthen the quality of all local governments.

Since 1934, ICMA has provided courses based on the Municipal Management Series textbooks. In addition, ICMA provides a comprehensive program of workshops, seminars, and self-administered training packages—all aimed at meeting the needs of today's local government administrators and the communities they serve.

In 1994, the ICMA University was established at the recommendation of the ICMA Task Force on Continuing Education and Professional Development. The ICMA University is a comprehensive delivery system for professional development offerings in eight groups of practices that are considered necessary for effective local government management. *Building Citizen Involvement: Strategies for Local Government* is designed to enhance knowledge and skill in Groups 2 (Policy Facilitation) and 5 (Democratic Responsiveness).

NLC was established in 1924 by and for reform-minded state municipal leagues. It now represents 49 leagues and more than 1,400 cities directly and, through the membership of the state municipal leagues, more than 17,000 cities indirectly. NLC serves as an advocate for its members in Washington, D.C., in the legislative, administrative, and judicial processes that affect them; develops and pursues a national urban policy that meets the present and future needs of our nation's cities and the people who live in them; offers training, technical assistance, and information to municipal



officials to help them improve the quality of local government; and undertakes research and analysis on topics and issues of importance to the nation's cities and towns.

ICMA and NLC extend special thanks to the following individuals for their help in reviewing the manuscript: William Barnes, director, Research and Development, NLC; Kurt Bressner, village manager, Downers Grove, Illinois; Rance L. Leaders, city manager, and Cherise Brandell, assistant to the city manager, Battle Creek, Michigan; Kathleen Novak, council member, city of Northglenn, Colorado; Linda Tracy, council member, city of Missoula, Montana; and Paul A. Wenbert, city administrator, Newton, Iowa. Several ICMA staff members contributed to the project: Verity Weston-Truby, editorial director, ICMA University, oversaw the project; Jane Gold, production editor, edited the manuscript and guided it through production; and Lauren Erdman, senior designer, oversaw the layout, which was executed by freelance designer Jeanne Berger.

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## TOWN COUNCIL MEETING SCHEDULE

July, 2013 – June, 2014

Council Chambers @ 6:30 pm

AGENDA NO. 13-65  
DATE: 07/10/13

July 10, 2013	Regular Meeting	Council Chambers
August 14, 2013	Regular Meeting	Council Chambers
August 28, 2013	Regular Meeting	Council Chambers
September 11, 2013	Regular Meeting	Council Chambers
September 25, 2013	Regular Meeting	Council Chambers
October 9, 2013	Regular Meeting	Council Chambers
October 23, 2013	Regular Meeting	Council Chambers
November 13, 2013	Regular Meeting	Council Chambers
December 11, 2013	Regular Meeting	Council Chambers
<b>January 4, 2014</b>	<b>Budget Workshop</b>	<b>Council Chambers</b>
January 8, 2014	Regular Meeting	Council Chambers
January 22, 2014	Regular Meeting	Council Chambers
February 12, 2014	Regular Meeting	Council Chambers
February 26, 2014	Regular Meeting	Council Chambers
March 12, 2014	Regular Meeting	Council Chambers
March 26, 2014	Regular Meeting	Council Chambers
<b>April 5, 2014</b>	<b>Town Meeting</b>	<b>Cawley School</b>
April 9, 2014	Regular Meeting	Council Chambers
April 23, 2014	Regular Meeting	Council Chambers
<b>May 13, 2014</b>	<b>Town Election</b>	<b>Cawley School</b>
May 14, 2014	Regular Meeting	Council Chambers
May 28, 2014	Regular Meeting	Council Chambers
June 11, 2014	Regular Meeting	Council Chambers
June 25, 2014	Regular Meeting	Council Chambers

\*Meetings are subject to change with at least a week's notice.

Staff Report  
Approval of Town Report Cover  
July 10, 2013

AGENDA NO. 13-66  
DATE: 07/10/13

**Background:** Each year the Town Council approves the cover selection for the Annual Town & School Report.

**Issue:** To approve the suggested cover, discuss the Town Council's report and a potential dedication for the 2012-2013 Annual Town & School Report

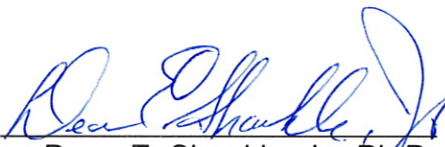
**Discussion:** The Cheever Native American Murals are suggested as the theme for the cover. Kathie Northrup is in the process of securing professional photos of the murals that could be published. The Council also needs to discuss their annual report and the dedication this year if desired. See attached program for more information on the murals and memo regarding report requirements.

**Fiscal Impact:** No fiscal impact.

**Recommendation:** Motion to accept the Cheever Native American Murals as the theme for the 2012-2013 cover and discuss other issues.

**Prepared by:** Katie Rosengren, Project Coordinator

**Town Administrator Recommendation:** Concur

  
Dean E. Shankle, Jr., Ph.D.  
Town Administrator



**Staff Report  
ADMINISTRATIVE CODE**

**AGENDA NO.** 13-67  
**DATE:** 7-10-13

**July 10, 2013**

**Background:**

The Administrative Code was last updated 02/13/2013. Amendments to the codes are now needed based on recent Town of Hooksett department reorganizations and legislative abolishment of the Police Commission.

**Amendments:**

Amendments to the Administrative Code as of 06/26/2013 include:

- Section 3.1 removed Human Resource Coordinator, Section 3.3 added Code Enforcement, and section 3.7 removed Code Enforcement to correspond with Department reorganization.
- Section 3.9 and section 4.10 removed Police Commission to correspond with the legislative abolishment of the commission.
- Section 5.5.2 added contracts to correspond with Town Charter.
- Minor housekeeping items.

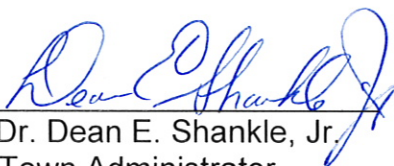
**Recommendation:**

Recommend that the Town Council adopt the amendments to the Administrative Code effective 06/26/13.

**Prepared by:**

Donna Fitzpatrick, Administrative Services Coordinator

**Town Administrator Recommendation:** Concur

  
\_\_\_\_\_  
Dr. Dean E. Shankle, Jr.  
Town Administrator

# TOWN OF HOOKSETT

## ADMINISTRATIVE CODE

Adopted: January 29, 1992



**Amended  
June 26, 2013**

# ADMINISTRATIVE CODE (Adopted January 29, 1992)

## Table of Contents

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**1. PURPOSE.**

This Administrative Code is hereby established for the Town of Hooksett for the purpose of dividing the administrative service of the Town into departments, divisions and bureaus, and for the purpose of defining the functions and duties of each such department, division and bureau.

**1.1 Severability.**

The sections of this Administrative Code and the parts hereof are separable. If any portion or section of the Code of the application thereof to any person or circumstance shall be held invalid by a court of competent jurisdiction, the remainder of the Code shall not be affected thereby. If a clause, portion of or section of this Code is so held invalid, then the applicable provisions of State law, if any, shall govern.

**1.2 Review.**

This document will be reviewed at the beginning of each fiscal year by all included Town organizations. Recommended changes will be submitted to the Town Administrator within 30 days.

## 2. DEPARTMENTAL ORGANIZATION.

<u>Department</u>	<u>Official Head</u>
Administration	Town Administrator
Assessing	Town Administrator or Assessor
Community Development	Town Planner
Family Services	Family Services Director
Finance	Finance Director
Fire-Rescue	Fire Chief
Public Works	Public Works Director
Library	Library Director
Police	Chief of Police
Recycling and Transfer	Superintendent
Tax Collector	Tax Collector
Wastewater	Superintendent



### **3. DEPARTMENTAL FUNCTIONS.**

#### **3.1 Administration Department:**

The Town Administrator shall supervise and be responsible for the administrative and financial affairs of the Town and shall carry out the policies enacted by the Council. His/her office shall be charged with the preservation of the health, safety and welfare of persons and property and shall see to the enforcement of the ordinances of the Town, the Town Charter and the laws of the State of NH. The Town Administrator shall supervise and direct the administration of all Town departments included under Section 3 of this ordinance and the personnel therein.

The Administration Department shall consist of the Town Administrator ~~a Human Resource Coordinator~~ and other support staff as required; recommended by the Town Administrator and approved by the Council.

#### **3.2 Assessing Department:**

The Assessing Department is responsible for establishing and maintaining the value of all real property in the Town of Hooksett, for the purpose of taxation. The department is responsible for working with the Town Council, Board of Assessors and Department of Revenue Administration. This department shall prepare all tax warrants and bills, and provide assessing information to the general public.

The Department shall be under the supervision of the Town Administrator, if the Assessor position is contracted. If the Assessor position is filled by a hired employee, the department shall be under the supervision of the Assessor and shall consist of other support staff as required.

#### **3.3 Community Development Department:**

The Community Development Department shall be made up of planning, ~~and~~ engineering, ~~and code enforcement.~~

~~‡~~ Planning and engineering shall be responsible for all business relating to land use and will be instrumental in the development and implementation of a comprehensive plan for the orderly growth and development of the Town.

~~Code Enforcement shall be responsible for addressing the enforcement of all building codes, ordinances, regulations and laws, where such enforcement is not specifically granted to other parties. This area shall also be responsible for the review of applications and plans for all construction projects in the Town and subsequent inspections in accordance with all local and State rules and regulations.~~

~~This department shall consist of planner(s), engineer(s) (Town or contract) and other support staff as required, under the supervision of the Town Planner. The Department shall be under the supervision of the Town Planner and shall consist of other support staff as required.~~

#### **3.4 Family Services:**

The Family Services Department administers General Assistance to families in need under RSA 165. It shall assess, investigate and authorize requests for assistance and refer applicants to other social services as needed.

Family Services shall be under the direction of the Family Services Director and shall consist of support staff as required.

**3.5 Finance Department:**

The Finance Department's major areas of responsibility include budget management, accounts payable, cash management and financial reporting.

~~‡ The Department shall be under the supervision of the Finance Director with additional and shall consist of other~~ support staff as required.

**3.6 Fire-Rescue Department:**

The Fire-Rescue Department shall protect the lives and property of the inhabitants of the Town of Hooksett from the adverse effects of fire, sudden medical emergencies or exposure to dangerous conditions created by either man or nature.

The Fire-Rescue Department shall implement fire suppression, emergency response, rescue, prevention, inspection, haz-mat, Emergency Management, and investigation throughout the Town of Hooksett and as needed through Mutual Aid.

The ~~Fire~~-Department shall be under the supervision of the Fire Chief with additional support staff as required.

**3.7 Public Works Department:**

The Public Works Department shall be responsible for the Divisions of Building Maintenance, Cemetery, Highway, Parks and Recreation, and, Code Enforcement, and shall provide support services to other Town departments as necessary.

The Building Maintenance Division shall be responsible for addressing the maintenance needs of all Town buildings.

The Cemetery Division shall coordinate activities with the Cemetery Commission and funeral directors, mow, trim the grass and excavate graves in town cemeteries.

~~The Code Enforcement Division shall be responsible for addressing the enforcement of all building codes, ordinances, regulations and laws, where such enforcement is not specifically granted to other parties. The Division shall also be responsible for the review of applications and plans for all construction projects in the Town and subsequent inspections in accordance with all local and State rules and regulations.~~

The Highway Division shall be responsible for road maintenance, fleet maintenance, and support services to other town departments as necessary.

The Parks & Recreation Division is responsible for the maintenance of all public playgrounds, athletic fields, parks, equipment, and related facilities as well as the grounds of all Town owned property. This Division is also responsible for the planning and coordination of recreational activities, and providing supervision of Town sponsored recreational activities.



All Divisions shall be under the supervision of the Public Works Director and shall consist of other support staff as required.

**3.8 Library:**

The Library shall provide services in accordance with RSA 202A.

~~This~~ The Department shall be under the supervision of the Library Director and shall consist of other support staff as required.

**3.9 Police Department:**

The Police Department is responsible for the enforcement of the laws, maintaining order in the community, protecting life and property, and assisting the public-at-large in a manner consistent with the rights and dignity of all persons as provided for by the law and under the Constitution of the United States and the State of New Hampshire.

~~The Chief of Police, under the general supervision of the Police Commission, shall manage this Department, which shall consist of sworn police officers, civilian dispatchers, and civilian support personnel as required. The Department shall be under the supervision of the Police Chief with additional support staff as required.~~

**3.10 Recycling and Transfer Department:**

The Recycling and Transfer Department shall be responsible for solid waste collection, recycling and transportation to solid waste disposal sites. The department shall also maintain and operate the transfer station, recycling center and post-closure of the Town's landfill site.

The Department shall be under the supervision of a Superintendent and shall consist of other support staff as required.

**3.11 Tax Collector:**

The Tax Collector shall be responsible for issuing all tax notices, maintaining documents of reported payment, depositing monies in a timely fashion, assessing tax liens on delinquent accounts and issuing all licenses and permits, including motor vehicle permits, while collecting all fees and all other duties as required.

The Department shall be under the supervision of the Tax Collector and shall consist of other support staff as required.

**3.12 Wastewater Department:**

The Wastewater Department shall manage the treatment of wastewater within the Town of Hooksett and all collection and treatment systems.

~~The Superintendent, under the general supervision of the Sewer Commission, shall manage this Department with the assistance of support staff as required.~~

~~The Department shall be under the supervision of a Superintendent, under the general supervision of the Sewer Commission, and shall consist of other support staff as required.~~

**4. Boards, Commissions, Committees and other Officials**  
(to include elected or appointed officials.)

The appropriate State laws, The Town Charter, and Town Ordinances, direct the listed Boards, Commissions, Committees and other Officials. The following descriptions are for guidance only in the daily conduct of business.

- 4.1 **Budget Committee** (9 Elected and 4 Appointed) - Review annual budgets submitted by the Town Council, School Board, all Precincts and the Sewer Department. Submit recommended budgets to the Town Voters and periodically review all expenditures.
- 4.2 **Cemetery Trustees** (Elected) - Arrange for cemetery lot visits and sales, maintain vital records relative to burials, manage day-to-day care of cemeteries, and manage expenditures of allocated funds.
- 4.3 **Conservation Commission** (Appointed) - Research and catalog all open space, natural, ecological, wetland or aesthetic areas within the Town; develop a program to protect listed areas; and obtain land in the name of the Town through gift, purchase, grant, bequest or other legitimate means for continued preservation.
- 4.4 **Economic Development Committee** (Appointed) – Enhance the vitality of the local economy by retaining existing businesses and attracting new ones.
- 4.5 **Health Officer** (Appointed) – Enforce the state public health rules and laws as well as local ordinances and regulations. Serve as a liaison between state officials and the local community on issues concerning local public health.
- 4.6 **Heritage Commission** (Appointed) – Handle transactions relating to all cultural resources including hiring consultants and contractors as needed and receiving gifts of money and property, both real and personal, in the name of the Town, subject to the approval of the Town Council. Such gifts shall be managed and controlled by the commission for their proper use.
- 4.7 **Library Trustees** (Elected) - Manage the Town Library and all property of the Town Library; control expenditures of funds received from Town appropriations, fines, gifts, and copying charges; and appoint and remove with due process the Librarian and other Library staff.
- 4.8 **Moderator** (Elected) - Preside over town meetings, regulate the business thereof, decide questions of order, and make a public declaration of every

vote passed. May prescribe rules of procedure, but such rules may be altered by the town.

- 4.9 **Parks and Recreation Advisory Board** (Appointed) - Under the jurisdiction of the Town Council, assist the Public Works Department in an advisory capacity on recreational projects, recreational budgetary items, recreational capital improvements, and with the submittal of applications for federal, state, and other grant monies relating to parks and/or recreation. Develop plans and work with the Conservation Commission in obtaining and receiving land for recreational purposes.
- 4.10 **Planning Board** (Appointed) - Prepare and amend the Master Plan, review and recommend Zoning Ordinance amendments to the local legislative body and review and act on all subdivision and site plan applications.
- ~~Police Commission (Appointed) - Promulgate and enforce all rules for the government of the police force, appoint a Police Chief, constables, superior and other police officers as they deem necessary within the limits of funds appropriated, fix the compensation of all members of the Police Department, within the limits of funds appropriation and remove any Police Chief, constable, superior or other police officers for just cause after due hearing which cause shall be specified in the order of removal.~~
- 4.11 **Sewer Commission** (Elected) - Make regulations and decisions as may be necessary for the proper functioning of the sewer system and overall operation of the Sewer Department, levy special assessments upon land benefited by the sewer, establish sewer charge procedures for defraying the cost of plant and system operations and manage the maintenance and repair of sewer systems.
- 4.12 **Recycling and Transfer Advisory Committee** (Appointed) - Advise the Council on matters related to the management of municipal solid waste and recycling.
- 4.13 **Supervisor of the Checklist** (Elected) - Care for the checklist in compliance with Federal HAVA (Help America Vote Act); determine whether or not each individual is qualified to vote; and amending the districts within two (2) years of the census.
- 4.14 **Town Clerk** (Elected) - Record and maintain all permanent documents and perform all other related functions per state statute.
- 4.15 **Town Council** (Elected) - Consists of nine elected members, one from each District and three At-Large members. Is the governing body of the Town and directed by the specifications of the Town Charter. Prepares



and passes ordinances, submits a proposed budget to the Budget Committee and gives direction to the Town through the Town Administrator and appointed Boards and Committees.

- 4.16 **Town Hall Preservation Committee** (Appointed) – Work toward the preservation of the old Town Hall.
- 4.17 **Town Treasurer** (Appointed) – The Treasurer shall have custody of all monies belonging to the Town, and shall pay out the same only on orders of the body designated by the Town to expend such funds. The Treasurer shall deposit such funds in institutions and in such a manner as designated by law, and according to the Town's investment policy, keep suitable records, reconcile the General Fund, and subsidiary account bank statements monthly, and perform all other related functions per state statute.
- 4.18 **Tri-County Solid Waste Committee** (Appointed) – The Tri-County Solid Waste Management District is formed under State law to prepare the 15-20 year Solid Waste Management Plan for municipalities within their district under the State law, RSA 149-M
- 4.19 **Trustees of the Trust Fund** (Elected) - Maintain custody of all trust funds held by the Town. Invest the monies as limited by RSA 31 and other state statutes as they apply.
- 4.20 **Zoning Board of Adjustment** (Appointed) - Hear appeals; and administer special provisions of the Zoning Ordinance dealing with variances, special exceptions and administrative decisions. Act as the Building Code Board of Appeals per RSA 673:I-V.

**5. Administrative Policy and Procedure.**

- 5.1 Departmental Records and Reports.** Reports of the major activities of each Department shall be made to the Town Administrator each month, and an annual written report shall be filed with the Administrator within ten days of the end of the fiscal year. Such reports shall be in proper form and of sufficient detail for proper control of departmental activities and for publication in the Annual Town Report.
- 5.2 Preservation of Public Records.** Each Department Head shall be responsible for the preservation of all public records under the department's jurisdiction and shall provide a system of filing and indexing of same. No public records, reports, correspondence or other data shall be removed permanently, unless authorized by law or ordinance, or without the knowledge and approval of the Administrator.
- 5.3 Cooperation between Departments.** If possible, it is the duty of every department, subject to approval of the Administrator, to furnish to any other department such service, equipment, labor and materials as may be needed to perform necessary operations. Expenses will be assigned to the appropriate budget when such considerations are germane.
- 5.4 Payment of Monies.** All monies withdrawn from the Town General Fund shall be authorized by the Town Administrator and/or his/her designee. Withdrawals may be in the form of a check, wire transfer, ACH transfer or other type of electronic banking format used by the Town Treasurer.
- 5.5 Purchasing Procedures.** The purchase of all equipment and supplies not taken out of a petty cash fund may require the use of standardized purchase orders and varying levels of control dependent upon the dollar amount.
- 5.5.1 Purchase Orders.** Purchase orders shall be used for all purchases of equipment and supplies as required by the Town Administrator or recommended by the Finance Director. Procedures are provided by Administrative Regulations.
- 5.5.2 Approval of purchases.** The level of approval required on a specific purchase shall vary depending upon its dollar amount. In emergency situations, approval may be obtained from the Town Administrator.

<u>Amount</u>	<u>Approval Level</u>
0 - \$2,000	Department Head
\$2,001 - \$15,000	Town Administrator after three competitive quotes or bids required
\$15,001 and over	Town Council after three competitive bids

The results of the three competitive quotes or bids required for purchases and contracts over \$2,000 shall be submitted to the Finance Department for review and submission to the Town Administrator. If Council approval is required, the Town Administrator in conjunction with the requesting department head shall present the bids for Council review and disposition.

- 5.5.3 Special Exceptions per Section 5.12 of the Town Charter.
- 5.5.3.1 No competitive bids shall be required when purchasing through the State of New Hampshire or at State of New Hampshire bid prices.
- 5.5.3.2 Requirements for three competitive bids may be waived in specific instances by a 2/3 vote of the Council.
- 5.5.3.3 If the Council has voted to make a purchase or enter into a contract, the Administrator shall carry out the vote of the Council and enter into such transaction on behalf of the Town and in accordance with Section 5.5.2.
- 5.6 **Purchasing Procedures.** Purchasing procedures are described in detail by Administrative Regulation.
- 5.7 **Budget Development.** Each individual department is to submit their budgetary requests as per the schedule of the Town Administrator. These requests will include the account number, account description and a written justification for each line item. This information, along with the Town Administrator's recommendations, shall be submitted to the Finance Department who will consolidate this information into a report to be submitted to the Council. The Council, Town Administrator and Budget Committee will then produce a schedule of review for the Council budget, beginning with the initial Council review, taking place by the first week of January. The Council shall receive copies of each departmental budget one week before the scheduled review, and the Budget Committee shall receive copies of all Council approved budgets one week before their review. All information will be tracked and updated by the Finance

Department who will ultimately produce a report for the entire Town including the following information:

Account Number  
Account Description  
Current Appropriation  
Department Request  
Town Administrator Recommended  
Town Council Recommended  
Budget Committee Recommended  
Variance in Dollars  
Variance as a percentage  
Last year's expenditures

The review process for the Council should be completed by the last week in February. The Budget Committee should conclude its meetings as prescribed by the Municipal Budget Act.

- 5.8 New Ordinances.** The Town Council approves new ordinances. The Town Clerk, or designee, codifies each new ordinance and distributes copies of the new ordinance to appropriate departments, boards and commissions.

## AMENDMENTS

<u>Date</u>	<u>Section(s) Amended</u>
January 1, 1995	Section(s) 2 & 3 – Departments/Positions changes.
June 26, 2002	Section 2 – minor changes to correspond with department reorganization. Section 3 – entire section replaced. Section 4 – minor changes Section 5 – minor changes to correspond with department reorganization.
January 12, 2005	Section 3 – minor changes to correspond with Department reorganization.
April 13, 2005	Section 5.4
September 9, 2009	Section 5.5.2 – Increased Town Administrator’s approval level to \$15,000. Minor housekeeping changes.
September 8, 2010	Section 4.12 – Deleted “ <i>Appoint or remove police personnel as necessary, while make and enforce all necessary rules for the orderly running of the department.</i> ” Section 4.15 – Added “ <i>...amending the district within 2 years of the census</i> ”. Minor housekeeping items.
January 1, 2012	Changes to eliminate the Building Department and create the Code Enforcement Division under Public Works Department. Minor housekeeping items.
February 13, 2013	Section 3.6 Fire Department – addition of “Emergency Management” to first paragraph. Section 4.5 Emergency Management Director – deletion of entire section.



## AMENDMENTS, Continued

**Date**

June 26, 2013

**Section(s) Amended**

Section 3.1 removed Human Resource Coordinator, Section 3.3 added Code Enforcement, and section 3.7 removed Code Enforcement to correspond with Department reorganization.

Section 3.9 and section 4.10 removed Police Commission to correspond with the legislative abolishment of the commission.

Section 5.5.2 added contracts to correspond with Town Charter.

Minor housekeeping items.

**Staff Report  
Town-wide Survey Questions  
07/10/2013**


**AGENDA NO.** 13-68  
**DATE:** 7-10-13

**Background:** Hooksett is preparing to sponsor a National Citizen's Survey of the Town.

**Issue:** There are some options that will allow the Council to choose optional questions and other issues. Although taking time to work through these will push the timeline out it seems appropriate to take a reasonable amount of time to guarantee that the survey will meet the needs of the Town.

**Discussion:** Council should discuss the information found in the agenda packet and determine how to move forward.

**Prepared by:** Dean Shankle

  
\_\_\_\_\_  
Dean E. Shankle, Jr., Ph. D.  
Town Administrator

## The XYZ of ABC 2013 Citizen Survey

Please complete this questionnaire if you are the adult (age 18 or older) in the household who most recently had a birthday. The adult's year of birth does not matter. Please select the response (by circling the number or checking the box) that most closely represents your opinion for each question. Your responses are anonymous and will be reported in group form only.

**1. Please rate each of the following aspects of quality of life in ABC:**

	Excellent	Good	Fair	Poor	Don't know
ABC as a place to live .....	1	2	3	4	5
Your neighborhood as a place to live.....	1	2	3	4	5
ABC as a place to raise children.....	1	2	3	4	5
ABC as a place to work.....	1	2	3	4	5
ABC as a place to retire.....	1	2	3	4	5
The overall quality of life in ABC .....	1	2	3	4	5

**2. Please rate each of the following characteristics as they relate to ABC as a whole:**

	Excellent	Good	Fair	Poor	Don't know
Sense of community.....	1	2	3	4	5
Openness and acceptance of the community toward people of diverse backgrounds.....	1	2	3	4	5
Overall appearance of ABC.....	1	2	3	4	5
Cleanliness of ABC .....	1	2	3	4	5
Overall quality of new development in ABC.....	1	2	3	4	5
Variety of housing options .....	1	2	3	4	5
Overall quality of business and service establishments in ABC.....	1	2	3	4	5
Shopping opportunities.....	1	2	3	4	5
Opportunities to attend cultural activities.....	1	2	3	4	5
Recreational opportunities .....	1	2	3	4	5
Employment opportunities .....	1	2	3	4	5
Educational opportunities .....	1	2	3	4	5
Opportunities to participate in social events and activities .....	1	2	3	4	5
Opportunities to participate in religious or spiritual events and activities .....	1	2	3	4	5
Opportunities to volunteer.....	1	2	3	4	5
Opportunities to participate in community matters.....	1	2	3	4	5
Ease of car travel in ABC.....	1	2	3	4	5
Ease of bus travel in ABC.....	1	2	3	4	5
Ease of rail or subway travel in ABC.....	1	2	3	4	5
Ease of bicycle travel in ABC.....	1	2	3	4	5
Ease of walking in ABC.....	1	2	3	4	5
Availability of paths and walking trails.....	1	2	3	4	5
Traffic flow on major streets.....	1	2	3	4	5
Amount of public parking .....	1	2	3	4	5
Availability of affordable quality housing .....	1	2	3	4	5
Availability of affordable quality child care.....	1	2	3	4	5
Availability of affordable quality health care .....	1	2	3	4	5
Availability of affordable quality food .....	1	2	3	4	5
Availability of preventive health services .....	1	2	3	4	5
Air quality.....	1	2	3	4	5
Quality of overall natural environment in ABC .....	1	2	3	4	5
Overall image or reputation of ABC.....	1	2	3	4	5

**3. Please rate the speed of growth in the following categories in ABC over the past 2 years:**

	Much too slow	Somewhat too slow	Right amount	Somewhat too fast	Much too fast	Don't know
Population growth .....	1	2	3	4	5	6
Retail growth (stores, restaurants, etc.).....	1	2	3	4	5	6
Jobs growth.....	1	2	3	4	5	6

4. To what degree, if at all, are run down buildings, weed lots or junk vehicles a problem in ABC?  
 Not a problem     Minor problem     Moderate problem     Major problem     Don't know

5. Please rate how safe or unsafe you feel from the following in ABC:

	Very safe	Somewhat safe	Neither safe nor unsafe	Somewhat unsafe	Very unsafe	Don't know
Violent crime (e.g., rape, assault, robbery) .....	1	2	3	4	5	6
Property crimes (e.g., burglary, theft).....	1	2	3	4	5	6
Environmental hazards, including toxic waste.....	1	2	3	4	5	6

6. Please rate how safe or unsafe you feel:

	Very safe	Somewhat safe	Neither safe nor unsafe	Somewhat unsafe	Very unsafe	Don't know
In your neighborhood during the day.....	1	2	3	4	5	6
In your neighborhood after dark.....	1	2	3	4	5	6
In ABC's downtown area during the day .....	1	2	3	4	5	6
In ABC's downtown area after dark.....	1	2	3	4	5	6

7. During the past 12 months, were you or anyone in your household the victim of any crime?  
 No → Go to Question 9     Yes → Go to Question 8     Don't know → Go to Question 9

8. If yes, was this crime (these crimes) reported to the police?  
 No     Yes     Don't know

9. In the last 12 months, about how many times, if ever, have you or other household members participated in the following activities in ABC?

	Never	Once or twice	3 to 12 times	13 to 26 times	More than 26 times
Used ABC public libraries or their services .....	1	2	3	4	5
Used ABC recreation centers .....	1	2	3	4	5
Participated in a recreation program or activity .....	1	2	3	4	5
Visited a neighborhood park or XYZ park .....	1	2	3	4	5
Ridden a local bus within ABC .....	1	2	3	4	5
Attended a meeting of local elected officials or other local public meeting .....	1	2	3	4	5
Watched a meeting of local elected officials or other XYZ-sponsored public meeting on cable television, the Internet or other media .....	1	2	3	4	5
Read ABC Newsletter.....	1	2	3	4	5
Visited the XYZ of ABC Web site (at www. __.com) .....	1	2	3	4	5
Recycled used paper, cans or bottles from your home.....	1	2	3	4	5
Volunteered your time to some group or activity in ABC .....	1	2	3	4	5
Participated in religious or spiritual activities in ABC .....	1	2	3	4	5
Participated in a club or civic group in ABC.....	1	2	3	4	5
Provided help to a friend or neighbor.....	1	2	3	4	5

10. About how often, if at all, do you talk to or visit with your immediate neighbors (people who live in the 10 or 20 households that are closest to you)?

- Just about every day  
 Several times a week  
 Several times a month  
 Less than several times a month

# The XYZ of ABC 2013 Citizen Survey

## 11. Please rate the quality of each of the following services in ABC:

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
Police services .....	1	2	3	4	5
Fire services .....	1	2	3	4	5
Ambulance or emergency medical services.....	1	2	3	4	5
Crime prevention .....	1	2	3	4	5
Fire prevention and education .....	1	2	3	4	5
Municipal courts .....	1	2	3	4	5
Traffic enforcement.....	1	2	3	4	5
Street repair .....	1	2	3	4	5
Street cleaning .....	1	2	3	4	5
Street lighting.....	1	2	3	4	5
Snow removal.....	1	2	3	4	5
Sidewalk maintenance .....	1	2	3	4	5
Traffic signal timing .....	1	2	3	4	5
Bus or transit services.....	1	2	3	4	5
Garbage collection.....	1	2	3	4	5
Recycling.....	1	2	3	4	5
Yard waste pick-up .....	1	2	3	4	5
Storm drainage.....	1	2	3	4	5
Drinking water .....	1	2	3	4	5
Sewer services .....	1	2	3	4	5
Power (electric and/or gas) utility .....	1	2	3	4	5
XYZ parks .....	1	2	3	4	5
Recreation programs or classes .....	1	2	3	4	5
Recreation centers or facilities.....	1	2	3	4	5
Land use, planning and zoning .....	1	2	3	4	5
Code enforcement (weeds, abandoned buildings, etc.) .....	1	2	3	4	5
Animal control .....	1	2	3	4	5
Economic development .....	1	2	3	4	5
Health services .....	1	2	3	4	5
Services to seniors.....	1	2	3	4	5
Services to youth.....	1	2	3	4	5
Services to low-income people .....	1	2	3	4	5
Public library services .....	1	2	3	4	5
Public information services .....	1	2	3	4	5
Public schools.....	1	2	3	4	5
Cable television .....	1	2	3	4	5
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations) .....	1	2	3	4	5
Preservation of natural areas such as open space, farmlands and greenbelts.....	1	2	3	4	5

## 12. Overall, how would you rate the quality of the services provided by each of the following?

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
The XYZ of ABC.....	1	2	3	4	5
The Federal Government .....	1	2	3	4	5
The State Government .....	1	2	3	4	5
CCC County Government.....	1	2	3	4	5





# The XYZ of ABC 2013 Citizen Survey

Our last questions are about you and your household. Again, all of your responses to this survey are completely anonymous and will be reported in group form only.

**D1. Are you currently employed for pay?**

- No → Go to Question D3
- Yes, full time → Go to Question D2
- Yes, part time → Go to Question D2

**D2. During a typical week, how many days do you commute to work (for the longest distance of your commute) in each of the ways listed below? (Enter the total number of days, using whole numbers.)**

- Motorized vehicle (e.g., car, truck, van, motorcycle, etc.) by myself ..... \_\_\_\_\_ days
- Motorized vehicle (e.g., car, truck, van, motorcycle, etc.) with other children or adults ..... \_\_\_\_\_ days
- Bus, rail, subway or other public transportation ..... \_\_\_\_\_ days
- Walk ..... \_\_\_\_\_ days
- Bicycle ..... \_\_\_\_\_ days
- Work at home ..... \_\_\_\_\_ days
- Other ..... \_\_\_\_\_ days

**D3. How many years have you lived in ABC?**

- Less than 2 years     11-20 years
- 2-5 years             More than 20 years
- 6-10 years

**D4. Which best describes the building you live in?**

- One family house detached from any other houses
- House attached to one or more houses (e.g., a duplex or townhome)
- Building with two or more apartments or condominiums
- Mobile home
- Other

**D5. Is this house, apartment or mobile home...**

- Rented for cash or occupied without cash payment?
- Owned by you or someone in this house with a mortgage or free and clear?

**D6. About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance and homeowners' association (HOA) fees)?**

- Less than \$300 per month
- \$300 to \$599 per month
- \$600 to \$999 per month
- \$1,000 to \$1,499 per month
- \$1,500 to \$2,499 per month
- \$2,500 or more per month

**D7. Do any children 17 or under live in your household?**

- No                             Yes

**D8. Are you or any other members of your household aged 65 or older?**

- No                             Yes

**D9. How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)**

- Less than \$24,999
- \$25,000 to \$49,999
- \$50,000 to \$99,999
- \$100,000 to \$149,999
- \$150,000 or more

**Please respond to both question D10 and D11:**

**D10. Are you Spanish, Hispanic or Latino?**

- No, not Spanish, Hispanic or Latino
- Yes, I consider myself to be Spanish, Hispanic or Latino

**D11. What is your race? (Mark one or more races to indicate what race you consider yourself to be.)**

- American Indian or Alaskan Native
- Asian, Asian Indian or Pacific Islander
- Black or African American
- White
- Other

**D12. In which category is your age?**

- 18-24 years             55-64 years
- 25-34 years             65-74 years
- 35-44 years             75 years or older
- 45-54 years

**D13. What is your sex?**

- Female                     Male

**D14. Are you registered to vote in your jurisdiction?**

- No                             Ineligible to vote
- Yes                             Don't know

**D15. Many people don't have time to vote in elections. Did you vote in the last general election?**

- No                             Ineligible to vote
- Yes                             Don't know

**D16. Do you have a cell phone?**

- No                             Yes

**D17. Do you have a land line at home?**

- No                             Yes

**D18. If you have both a cell phone and a land line, which do you consider your primary telephone number?**

- Cell                             Land line                     Both

Thank you for completing this survey. Please return the completed survey in the postage-paid envelope to:  
National Research Center, Inc., PO Box 549, Belle Mead, NJ 08502



# WORKSHEET B:

## OPTIONS and CUSTOM QUESTIONS

### Worksheet Packet B: Customizing Your Survey

The following worksheet packet will walk you through customizing your jurisdiction's survey. The following information will be needed to complete these pages:

- ♦ Issues to be covered in space for up to three free custom, closed-ended survey questions
- ♦ Issue to be covered in optional open-ended question (if that add-on is selected)
- ♦ Knowledge of which (if any) community characteristics, participation and service categories do not apply in your community

<b>Customizing the Questionnaire .....</b>	<b>2</b>
Worksheet B1 – Free Custom Questions (Optional) .....	2
Worksheet B2 – Add-on Option E: One Open-Ended Question .....	4
Worksheet B3 – Community Characteristics Selection Sheet .....	5
Worksheet B3 – Frequency of Community Participation .....	6
Worksheet B4 – Service Selection Sheet.....	7
Worksheet B5 – Contact with Police and Fire Departments.....	8

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## Worksheet B1 – Free Custom Questions (Optional)

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### Part 1: Getting Started

The National Citizen Survey™ is a standard tool with questions used by all participating jurisdictions – as well as space for questions unique to each community. **There is no additional cost associated with including up to three custom questions on your survey.** This worksheet allows you to design custom questions to be included on your jurisdiction's survey. There are space limitations, so we'll work with you to identify the most important questions to include (if you have more than will fit) and help you craft questions that use space wisely and capture meaningful information without bias. If you would like to ask more than three custom questions, and space permits, NRC staff will provide you with a quote for the additional questions.

Jurisdiction staff and elected officials are welcome to be highly involved or minimally involved with designing these questions, and NRC will provide detailed consultation to help you finalize the exact question wording.

Following are general guidelines for the creation of the custom questions for your survey:

- ♦ This section of the survey is designed for closed-ended questions (questions with fixed response options). (If you're interested in including an open-ended question, there is an add-on option available for this type of question.)
- ♦ Questions should be concise and contain only the necessary background. (Keep in mind that we don't want to over-educate the survey sample, as that will interfere with the generalizability of findings for these questions.)
- ♦ Remember the general population you will be addressing, and avoid questions that will only apply to a small group within your community. Try to avoid language that may be too technical for a general audience.
- ♦ There is close to a half page available for these custom questions. Depending on your questions, you may be able to fit more or fewer questions on your survey. We will work closely with you to ensure your questions are worded clearly and concisely and formatted to fit in the space available.
- ♦ We'll help you match the right set of response option for each question – they don't have to be the same across all custom questions.

## Part 2: Forming Your Custom Questions

We encourage you to provide as much information about your questions as possible, including any important details or preferences regarding wording or format.

For each question:

**Step 1: Describe the issue of interest.** Feel free to draft the survey question wording or simply to explain what you would like to see covered in the question and how you hope to be able to use the results of the question.

**Step 2: Consider the response categories that you would like to use.** Most commonly jurisdictions use a quality scale (excellent, good, fair, poor) or a support-oppose scale (strongly support, somewhat support, somewhat oppose, strongly oppose). There are many other options, including satisfaction, likelihood, agreement and more. We'll help you select the best options for your questions.

**Step 3: Decide whether to omit "don't know" as a response option.** We often recommend including "don't know" among your response options, but you may wish to omit "don't know" if you believe that all respondents will be familiar with the issue.

Over the years, hundreds of questions have been asked by The NCS™, addressing many common concerns such as the budget issues, growth and more. We are happy to provide example questions related to the specific issues you would like to ask about.



## Worksheet B2 – Add-on Option E: One Open-Ended Question

Jurisdictions participating in The NCS™ can include custom questions which require a closed-ended response design (which you just worked on in the previous section). Another option available to you for customizing The NCS™ for your jurisdiction is the inclusion of one open-ended question. **The cost for including one open-ended question is \$1,500.** The verbatim responses to the open-ended question will be provided under separate cover.

### Sample open-ended questions:

- ♦ What do you like best about ABC?
- ♦ What do you like least about ABC?
- ♦ What is the most important problem facing ABC?
- ♦ What do you think will be the single biggest issue facing ABC over the next several years?
- ♦ What is the primary reason that you live in ABC?

### Proposed Wording for Open-Ended Question

#### About closed-ended and open-ended questions:

Questions can either be asked in a closed-ended or open-ended format. A closed-ended question is one where a set of response options is listed on the survey. Those taking the survey respond to each option listed. Open-ended questions have no answer choices from which respondents select their response. Instead, respondents must “create” their own answers and state them in their own words. The verbatim responses are categorized by topic area using codes. An “other” category is used for responses falling outside the coded categories. In general, a code is assigned when more than 5-10% of responses will fit the code.

#### Advantages of an open-ended question include:

- ♦ Responses are not prompted, allowing respondents to provide answers that are not anticipated or well known.
- ♦ This type of question tends to capture response options that come to mind most quickly.
- ♦ The final result can be richer, since verbatim responses are included in an appendix, giving you and others a chance to “hear” the voice of respondents in their own words.
- ♦ There is a smaller risk of missing important dimensions.

There are no clear rules on when you should use one method or the other. If your question is more exploratory, the open-ended method might be the best bet.

## Worksheet B3 – Community Characteristics Selection Sheet

Every community has certain characteristics that make it special and unique to its residents. Question 2 on The National Citizen Survey™ (The NCS™) provides an opportunity to collect opinions on the characteristics of the community that have been deemed important to your jurisdiction. The following list of community characteristics will be included on your survey. You may remove as many characteristics as you wish placing a check mark in the box next to each characteristic you wish to exclude. Some items may seem repetitive, but the subtle differences allow each jurisdiction to have a more customized version of The NCS™. Remember, you need only include those that are most relevant to your community. Adding additional services to this list is not permitted.

Remove	Characteristics
<input type="checkbox"/>	Sense of community
<input type="checkbox"/>	Openness and acceptance of the community towards people of diverse backgrounds
<input type="checkbox"/>	Overall appearance of ABC
<input type="checkbox"/>	Cleanliness of ABC
<input type="checkbox"/>	Overall quality of new development in ABC
<input type="checkbox"/>	Variety of housing options
<input type="checkbox"/>	Overall quality of business and service establishments in ABC
<input type="checkbox"/>	Shopping opportunities
<input type="checkbox"/>	Opportunities to attend cultural activities
<input type="checkbox"/>	Recreational opportunities
<input type="checkbox"/>	Employment opportunities
<input type="checkbox"/>	Educational opportunities
<input type="checkbox"/>	Opportunities to participate in social events and activities
<input type="checkbox"/>	Opportunities to participate in religious or spiritual events and activities
<input type="checkbox"/>	Opportunities to volunteer
<input type="checkbox"/>	Opportunities to participate in community matters

Remove	Characteristics (cont'd)
<input type="checkbox"/>	Ease of car travel in ABC
<input type="checkbox"/>	Ease of bus travel in ABC
<input type="checkbox"/>	Ease of rail or subway travel in ABC
<input type="checkbox"/>	Ease of bicycle travel in ABC
<input type="checkbox"/>	Ease of walking in ABC
<input type="checkbox"/>	Availability of paths and walking trails
<input type="checkbox"/>	Traffic flow on major streets
<input type="checkbox"/>	Amount of public parking
<input type="checkbox"/>	Availability of affordable quality housing
<input type="checkbox"/>	Availability of affordable quality child care
<input type="checkbox"/>	Availability of affordable quality health care
<input type="checkbox"/>	Availability of affordable quality food
<input type="checkbox"/>	Availability of preventive health services
<input type="checkbox"/>	Air quality
<input type="checkbox"/>	Quality of overall natural environment in ABC
<input type="checkbox"/>	Overall image or reputation of ABC

Example from Community Characteristics questions:					
<b>Please rate each of the following characteristics as they relate to ABC as a whole:</b>					
	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Employment opportunities.....	1	2	3	4	5

## Worksheet B3 – Frequency of Community Participation

Question 9 on The NCS™ asks citizens how many times they or other household members have participated in various activities in your jurisdiction (see example at bottom of page). While there are certain basic types of activities that are relevant for most communities, these may differ in level of importance among jurisdictions. This worksheet shows the list of activities that will be included on your survey. You may remove those activities that are not relevant to your community by placing a check mark in the box next to each activity you wish to exclude from your survey. Adding additional activities to this list is not permitted.

Remove	Activities
<input type="checkbox"/>	Used ABC public libraries or their services
<input type="checkbox"/>	Used ABC recreation centers
<input type="checkbox"/>	Participated in a recreation program or activity
<input type="checkbox"/>	Visited a neighborhood park or XYZ park
<input type="checkbox"/>	Ridden a local bus within ABC
<input type="checkbox"/>	Attended a meeting of local elected officials or other local public meeting
<input type="checkbox"/>	Watched a meeting of local elected officials or other local public meeting on cable television
<input type="checkbox"/>	Read ABC Newsletter
<input type="checkbox"/>	Visited the XYZ of ABC Web site (at [insert Web address])
<input type="checkbox"/>	Recycled used paper, cans or bottles from your home
<input type="checkbox"/>	Volunteered your time to some group or activity in ABC
<input type="checkbox"/>	Participated in religious or spiritual activities in ABC
<input type="checkbox"/>	Participated in a club or civic group in ABC
<input type="checkbox"/>	Provided help to a friend or neighbor

Example from Frequency of Community Participation questions:					
<b>In the last 12 months, about how many times, if ever, have you or other household members participated in the following activities in ABC?</b>					
	<u>Never</u>	<u>Once or twice</u>	<u>3 to 12 times</u>	<u>13 to 26 times</u>	<u>More than 26 times</u>
Visited a neighborhood or XYZ park.....	1	2	3	4	5

## Worksheet B4 – Service Selection Sheet

Question 11 on The NCS™ presents a list of services for citizens to rate on a scale of excellent, good, fair or poor (see the example at the bottom of the page). This worksheet shows the list of services that will be included on your survey. You may remove those services that are not relevant to your community by placing a check mark in the box next to each activity you wish to exclude from your survey. Adding additional services to this list is not permitted.

Remove	Services
<input type="checkbox"/>	Police services
<input type="checkbox"/>	Fire services
<input type="checkbox"/>	Ambulance or emergency medical services
<input type="checkbox"/>	Crime prevention
<input type="checkbox"/>	Fire prevention and education
<input type="checkbox"/>	Municipal courts
<input type="checkbox"/>	Traffic enforcement
<input type="checkbox"/>	Street repair
<input type="checkbox"/>	Street cleaning
<input type="checkbox"/>	Street lighting
<input type="checkbox"/>	Snow removal
<input type="checkbox"/>	Sidewalk maintenance
<input type="checkbox"/>	Traffic signal timing
<input type="checkbox"/>	Bus or transit services
<input type="checkbox"/>	Garbage collection
<input type="checkbox"/>	Recycling
<input type="checkbox"/>	Yard waste pick-up
<input type="checkbox"/>	Storm drainage
<input type="checkbox"/>	Drinking water
<input type="checkbox"/>	Sewer services
<input type="checkbox"/>	Power (electric and/or gas) utility

Remove	Services (cont'd)
<input type="checkbox"/>	XYZ parks
<input type="checkbox"/>	Recreation programs or classes
<input type="checkbox"/>	Recreation centers or facilities
<input type="checkbox"/>	Land use, planning and zoning
<input type="checkbox"/>	Code enforcement (weeds, abandoned buildings, etc)
<input type="checkbox"/>	Animal control
<input type="checkbox"/>	Economic development
<input type="checkbox"/>	Health services
<input type="checkbox"/>	Services to seniors
<input type="checkbox"/>	Services to youth
<input type="checkbox"/>	Services to low-income people
<input type="checkbox"/>	Public library services
<input type="checkbox"/>	Public information services
<input type="checkbox"/>	Public schools
<input type="checkbox"/>	Cable television
<input type="checkbox"/>	Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)
<input type="checkbox"/>	Preservation of natural areas such as open space, farmlands and greenbelts

Example from Service Quality question:

**How do you rate the quality of each of the following services in ABC?**

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Public information services.....	1	2	3	4	5

## Worksheet B5 – Contact with Police and Fire Departments

Some communities may be interested in knowing the portion of their residents who have contact with a member of its police or fire departments. For no additional cost, you may include four questions on your survey that ask about contact with both departments and ratings of the overall impression of that contact asked on the excellent, good, fair or poor response scale.

If included on your survey, the two police questions will appear as questions 7 and 8 and the two fire department questions will appear as questions 17 and 18.

Yes, include questions about contact with our police and fire departments on our survey

### Contact with Police and Fire Departments Questions

**7. Have you had any in-person or phone contact with an employee of the XYZ of ABC Police Department within the last 12 months?**

No  Yes

**8. What was your overall impression of your most recent contact with the XYZ of ABC Police Department?**

Excellent  Good  Fair  Poor  Don't know

**17. Have you had any in-person or phone contact with an employee of the XYZ of ABC Fire Department within the last 12 months?**

No  Yes

**18. What was your overall impression of your most recent contact with the XYZ of ABC Fire Department?**

Excellent  Good  Fair  Poor  Don't know

Please return the worksheets and all the required materials via email to:

**Athena Dodd**  
[Athena@n-r-c.com](mailto:Athena@n-r-c.com)



GEOGRAPHIC  
SUBGROUP?

**Worksheet D – Option G: Geographic Subgroup Comparisons**

Subgroup comparisons will be provided in a separate report for one set of geographic identifying data by the evaluative questions on the survey. In order to create a report of geographic crosstabulations, the geographic areas will need to be determined when we create the sample, well before the survey mailing. We work with a company to “geocode” all potential addresses to confirm that they are within jurisdiction boundaries and place addresses in their appropriate geographic subareas. We usually recommend that we mail to an equal number of households within each geographic subarea. Your GIS department likely can provide a map (a shape file) that indicates the boundaries for the different geographic areas. Please refer to *Worksheet A3: Mailing Information* for more information about GIS data and file formats.

Geographic subgroup crosstabulations will be provided in a separate report for the defined geographic subareas by the first 17 evaluative questions of the survey (pages 1-4) as well as any custom questions (as indicated in Worksheet Packet B) to create the report. The following table indicates the type and format of information you should expect for the Geographic Subgroup Comparisons.

Quality of Life by Council District (Percent “excellent” or “good”)				
	District			Overall
	1	2	3	
How do you rate ABC as a place to live?	80%	85%	83%	82%
How do you rate your neighborhood as a place to live?	70%	86%	79%	77%
How do you rate ABC as a place to raise children?	60%	67%	64%	63%
How do you rate ABC as a place to retire?	63%	60%	69%	65%
How do you rate the overall quality of life in XYZ of ABC?	74%	78%	77%	75%

*Note: Cells shaded grey indicate statistically significant differences between population subgroups.*

When comparing by subgroups, we identify the subgroup with the smallest number to determine the margin of error between the subgroups. This has nothing to do with the overall margin of error for the report, but impacts how we interpret the subgroup comparisons. Generally we recommend a margin of error for subgroup comparisons no larger than  $\pm 10\%$ , or about 100 respondents in a given subgroup. Depending on the number of geographic areas of your community, it may be wise to increase your sample size from 1,200 mailed surveys to 3,000 mailed surveys. A good rule of thumb is up to three subareas if you are mailing 1,200 surveys, up to 4-7 subareas if you are mailing 3,000 surveys.

**The cost for Geographic Subgroup Comparisons is \$1,100.**

Please return the worksheets and all the required materials via email to:

**Athena Dodd**  
**[Athena@n-r-c.com](mailto:Athena@n-r-c.com)**

**SAMPLE CUSTOM QUESTIONS 2012**

a. If the City were to have to further reduce services, to what extent do you support or oppose each of the following changes?

	Strongly support	Somewhat support	Somewhat oppose	Strongly oppose	Don't know
Reduce the level of street and roadway maintenance/brush and leaf pick-up .....	1	2	3	4	5
Increase the time to answer citizen complaints for code enforcement issues .....	1	2	3	4	5
Eliminate some extra police services offered such as vacation house check, business night check and locked door opening. ....	1	2	3	4	5
Reduce park maintenance .....	1	2	3	4	5
Eliminate special events (e.g. Summer Concert Series) .....	1	2	3	4	5

b. The City currently does not charge an extra fee for solid waste or recycling pick-up services. Due to increasing costs, the City will need to reconsider how to provide this service. Which one of the following options best describes how you would like the City to handle solid waste and recycling pick-up services? (Please select one)

- Increase the real estate or personal property tax rate to cover the cost.
- Pay an annual fee to the City for solid waste and recycling services.
- Pay nothing more, but instead cut funding for police, parks & recreation, and street maintenance.
- Discontinue solid waste and recycling service and allow citizens to manage their own solid waste by using County drop facilities or by contracting individually with the private sector.
- Don't know

c. The City could consider creating new recreation amenities. Please indicate the increased tax amount, if any, that you would be willing to pay per year for the construction and operation of such facilities.

	\$0 per year	\$25 per year	\$50 per year	\$100 per year	\$200 per year	Don't know
Outdoor multi-use pool expansion or replacement .....	1	2	3	4	5	6
Additional walking/biking trails .....	1	2	3	4	5	6
A community center .....	1	2	3	4	5	6
Athletic fields .....	1	2	3	4	5	6

d. To what extent do you support or oppose increasing taxes and/or fees to ensure that City services continue to be provided at current levels?

- Strongly support
- Somewhat support
- Somewhat oppose
- Strongly oppose
- Don't know

e. Please indicate how important, if at all, each of the following projects and issues is for the City to address:

	<i>Essential</i>	<i>Very important</i>	<i>Somewhat important</i>	<i>Not at all important</i>	<i>Don't know</i>
New parking structures/garages/remote lots .....	1	2	3	4	5
New alternative types of transportation .....	1	2	3	4	5
New multipurpose indoor event center at the Fairgrounds.....	1	2	3	4	5
New indoor arena at the Fairgrounds.....	1	2	3	4	5
New Police Department building .....	1	2	3	4	5
New Community Center.....	1	2	3	4	5
New performing arts theater .....	1	2	3	4	5
New affordable housing options.....	1	2	3	4	5
Replace horse stalls at the Fairgrounds .....	1	2	3	4	5
Expand the Senior Center .....	1	2	3	4	5
Initiatives for economic development .....	1	2	3	4	5
Preservation of open space.....	1	2	3	4	5
Maintain and improve streets.....	1	2	3	4	5
Improve drainage .....	1	2	3	4	5

f. Based on the current downturn in the economy, the City will need to increase revenues or reduce services. To what extent do you support or oppose action to increase revenues (i.e. taxes, fees, etc.) to maintain existing levels of service?

- Strongly support       Somewhat support       Somewhat oppose       Strongly oppose

g. In order to meet a possible 2012 budget shortfall, to what extent do you support or oppose a reduction in the following City services?

	<i>Strongly support</i>	<i>Somewhat support</i>	<i>Somewhat oppose</i>	<i>Strongly oppose</i>	<i>Don't know</i>
Code enforcement.....	1	2	3	4	5
Fire services .....	1	2	3	4	5
Library services.....	1	2	3	4	5
Street repairs .....	1	2	3	4	5
Parks maintenance .....	1	2	3	4	5
Police services.....	1	2	3	4	5
Recreation programs.....	1	2	3	4	5
Snow plowing .....	1	2	3	4	5
Special events.....	1	2	3	4	5

h. Which of the following best reflects your view...

- The City should decrease taxes even if it will result in a significant reduction or elimination of services  
 The City should increase taxes in order to maintain current service levels  
 The City should use a combination of tax increases and service reductions to maintain service delivery  
 Don't know

i. In order to cover the increasing costs of maintaining existing services and programs and the continued decrease in state funds to support these services, the County could increase local taxes and fees, or make cuts to services and programs. Please indicate to what extent you support or oppose each of the following:

	<i>Strongly support</i>	<i>Somewhat support</i>	<i>Somewhat oppose</i>	<i>Strongly oppose</i>
Increasing fees to maintain services .....	1	2	3	4
Increasing local taxes (real estate/car tax) .....	1	2	3	4
Making cuts to services.....	1	2	3	4

j. If the County were to have to increase revenue to avoid cutting services, indicate to what extent you would support or oppose each of the following:

	<i>Strongly support</i>	<i>Somewhat support</i>	<i>Somewhat oppose</i>	<i>Strongly oppose</i>
Real estate tax increase.....	1	2	3	4
Car tax increase.....	1	2	3	4
Consolidated solid waste site fees.....	1	2	3	4
Recreational classes/activities increased fees .....	1	2	3	4
Bill insurance companies for public safety response .....	1	2	3	4
Eliminate or reduce tax breaks for farmland, open space, non-profits, etc.....	1	2	3	4

k. If the County were to have to reduce services, to what extent would you support or oppose reducing each of the following services?

	<i>Strongly support</i>	<i>Somewhat support</i>	<i>Somewhat oppose</i>	<i>Strongly oppose</i>
Public schools .....	1	2	3	4
Public safety/fire and rescue services .....	1	2	3	4
Consolidated trash sites .....	1	2	3	4
Recreation programs/park maintenance.....	1	2	3	4
Library services.....	1	2	3	4
Fewer deputies/less funding for law enforcement services .....	1	2	3	4
Social services .....	1	2	3	4

l. Please indicate to what extent you would support or oppose a property tax increase for each of the following to fund new facilities or services:

	<i>Strongly support</i>	<i>Somewhat support</i>	<i>Somewhat oppose</i>	<i>Strongly oppose</i>
Schools .....	1	2	3	4
Libraries .....	1	2	3	4
Public safety/fire and rescue services .....	1	2	3	4
Animal shelter.....	1	2	3	4
Youth ball fields .....	1	2	3	4
Indoor sports complex.....	1	2	3	4
Outdoor pool/splash park.....	1	2	3	4
Outdoor trails.....	1	2	3	4

m. Please rate the following issues in terms of what you think their importance will be to the City over the next five years:

	<i>Extremely important</i>	<i>Very important</i>	<i>Somewhat important</i>	<i>Not at all important</i>	<i>Don't know</i>
Stormwater improvements.....	1	2	3	4	5
Street improvements.....	1	2	3	4	5
Sidewalk and trail improvements.....	1	2	3	4	5
Expansion of parks.....	1	2	3	4	5
Expansion of recreation services .....	1	2	3	4	5
Economic development.....	1	2	3	4	5
Commercial/retail development.....	1	2	3	4	5
Construction of additional community center .....	1	2	3	4	5
Construction of additional fire stations.....	1	2	3	4	5

- n. The City may need to increase property taxes to help pay for the issues listed in the previous question. About how much additional property tax, if any, would you be willing to pay per year to support these issues?

	More than \$40 per year	Between \$20 and \$40 per year	Between \$1 and \$20 per year	\$0 per year
Stormwater improvements .....	1	2	3	4
Street improvements .....	1	2	3	4
Sidewalk and trail improvements .....	1	2	3	4
Expansion of parks .....	1	2	3	4
Expansion of recreation services .....	1	2	3	4
Economic development .....	1	2	3	4
Commercial/retail development .....	1	2	3	4
Construction of additional community center .....	1	2	3	4
Construction of additional fire stations .....	1	2	3	4

- o. As you may know, in response to the economic downturn, the City has implemented additional measures to keep its expenses in line with its revenues. To what extent do you support or oppose the following additional fiscal efforts for the City?

	Strongly support	Somewhat support	Somewhat oppose	Strongly oppose	Don't know
Pursuing new revenue sources for specific projects (e.g. capital projects, roads, recreation, etc.) .....	1	2	3	4	5
Further reduction of City services and programs .....	1	2	3	4	5
Further economic development efforts to increase sales tax revenue .....	1	2	3	4	5

- p. The City is considering renovating the City Swimming pool or replacing it with a new pool. Please select which of the following statements best reflects your view:

- I am willing to continue to pay the current subsidy (about \$9.07 per year, based on a \$170,000 home) to keep the indoor pool open.
- I am willing to increase the subsidy to \$20 per year, in order to cover the cost of renovations to the indoor pool.
- I am willing to increase the subsidy to \$50 per year, in order to cover the cost a new indoor pool
- I am not willing to pay any subsidy, which would result in the closing of the current pool.
- I don't know.

- q. The State currently provides financial incentives for economic development (e.g. tax incentives, forgivable loans). The State may cut this funding. If that occurs, the City may provide financial incentives to companies to relocate to the City. (e.g. tax incentives, low interest loans). Please indicate the extent to which you would support or oppose the City taking such action.

- Strongly support     Somewhat support     Somewhat oppose     Strongly oppose     Don't know



r. If the City had to reduce services to cut costs, how much, if at all, do you think the City should reduce the level of each of the following services?

	<i>Reduce a lot</i>	<i>Reduce somewhat</i>	<i>Do not reduce</i>
Bulky item pick-up .....	1	2	3
Code enforcement.....	1	2	3
Fire services .....	1	2	3
Public transit .....	1	2	3
Parks maintenance/recreation programs.....	1	2	3
Police services.....	1	2	3
Public assembly facilities/special events .....	1	2	3
Recycling .....	1	2	3
Snow removal .....	1	2	3
Support of non-profit organizations .....	1	2	3

s. As part of its annual budget process, the City considers potential programs and services. To what extent, if at all, do you think the City should fund through increased fees or taxes each of the following new or expanded programs?

	<i>Definitely fund</i>	<i>Consider funding</i>	<i>Do not fund</i>
Cultural/special event recruitment/support.....	1	2	3
Economic development/business recruitment .....	1	2	3
Emergency preparedness/disaster recovery .....	1	2	3
Expanded bus service .....	1	2	3
Green/sustainability initiatives .....	1	2	3
Greenways/trails.....	1	2	3
Housing assistance/revitalization programs.....	1	2	3
Information technology (e-services) .....	1	2	3
Public art.....	1	2	3
Recreation programs.....	1	2	3
Sidewalks .....	1	2	3
Streetcar .....	1	2	3

t. To what extent would you support or oppose prioritizing funding for each of the following identified capital project needs?

	<i>Strongly support</i>	<i>Somewhat support</i>	<i>Somewhat oppose</i>	<i>Strongly oppose</i>
Community and economic development projects.....	1	2	3	4
Public safety projects.....	1	2	3	4
Transportation projects .....	1	2	3	4
Recreation and cultural projects .....	1	2	3	4
General government projects .....	1	2	3	4

Timeline for The National Citizen Survey™

Legend:  
 ← Indicates when items from NRC are due to you → Indicates when items from you are due to NRC ⊙ Indicates information items

Item	Date
<b>Preparing for the Survey</b>	
⊙ The NCS survey process is initiated upon receipt of your enrollment form and first payment	Jun 25
← NRC emails you The NCS worksheets to customize The NCS	Jun 25
→ Due to NRC: Selection of add-on options and basic contact worksheets	Jul 9
→ Due to NRC: Drafts of the three optional custom questions to be included in the survey	Jul 9
→ Due to NRC: Information to customize The NCS survey	Jul 16
→ Due to NRC: Zip code/sampling worksheet	Jul 16
→ Due to NRC: Area Boundary files for geographic comparison areas (if the geographic crosstabulations add-on is selected)	Jul 16
→ Due to NRC: Additional payment for add-on options	Jul 23
⊙ NRC finalizes the survey instrument and mailing materials	Jul 30
⊙ NRC generates the sample of households in your jurisdiction	Jul 23 to Jul 30
← NRC provides confirmation documents about options selected by your jurisdiction and a .Pdf sample of the postcard and mailing envelope for your records.	Jul 23
⊙ NRC prints materials and prepares mailings	Jul 30
→ Due to NRC: Selection of demographic crosstabulation variables (if demographic crosstabulations add-on selected)	Jul 30
→ Due to NRC: Selection of custom benchmark profile(s) (if custom benchmark add-on selected)	Jul 30
<b>Conducting the survey</b>	
⊙ Survey materials are mailed	Aug 6 to Aug 20
⊙ Prenotification postcards sent	Aug 6
⊙ 1st wave of surveys sent	Aug 13
⊙ 2nd wave of surveys sent	Aug 20
⊙ Data collection: surveys received and processed for your jurisdiction	Aug 13 to Sep 17
⊙ During this time, you will receive postcards that were undeliverable due to bad addresses, or vacant housing units. This is normal. Please count all the postcards, as we will subtract the number of returned postcards from the total number mailed to estimate the number of "eligible" households in calculating the final response rate.	
→ Due to NRC: Final count of returned postcards	Sep 17
⊙ Survey analysis and report writing	Sep 17 to Oct 8
⊙ During this time, NRC will process the surveys, perform the data analysis, and produce a draft report for your jurisdiction. The report of results will contain a description of the methodology, information on understanding the results, and graphs and tables of your results, as well as a description of NRC's database of normative data from across the U.S. and actual comparisons to your results, where appropriate.	
← NRC emails draft report (in PDF format) to you along with invoice for balance due on The NCS Basic Service and any additional add-on options	Oct 8
→ Due to NRC: Jurisdiction feedback on the draft report (most final reports are identical to the draft reports, except being labeled as final instead of draft)	Oct 15
← NRC emails final report and data file to you (unless otherwise specified)	Oct 22

AGENDA NO. 13-69  
DATE: 7-10-13

**Staff Report**  
**Budget Transfer Requests FY 2012-13**  
**July 10, 2013**

**Background:** In accordance with the Charter Sec 5.6. Transfer and RSA 32:10 the following budget transfers are being recommended by the Town Administrator.

**Discussion:** Charter Sec 5.6. Transfer. "After the budget has been adopted, no money shall be drawn from the treasury or the Town nor shall any obligation for the expenditure of money be incurred except pursuant to a budget appropriation. The Administrator, with the approval of the Council, may transfer any unexpended balance or any portion thereof from any appropriation within one department to any appropriation within any other department. The transfer of appropriations shall comply with RSA 32:10."

RSA 32:10 I(b) states that public records must be kept of all transfers of appropriations.

**Discussion:** I'm requesting the following Budget Transfers for the FY 2012-13. Amounts will be provided on July 10th.

2013-04) cover shortfall in Legal Service's line from Administration's Workers' Compensation line.

2013-05) cover shortfall in Finance's Banking Service line from Administration's IT Tech Support line.

2013-06) cover shortfall in Election's Town Meeting line from Administration's Overtime line.

2013-07) cover shortfall in Administration's Liability Insurance line from Administration's Overtime line.

2013-08) cover shortfall in Administration's Municipal Association line from Administration's Overtime line.

2013-09) cover shortfall in PW Administration Division from PW Road Maintenance's Plow Edge & Chains line.

2013-10) cover shortfall in PW Fleet's Vehicle Maintenance line from PW Road Maintenance Division.

2013-11) cover shortfall in PW's Building Maintenance line from PW's Overtime line in the Road Maintenance Division.

2013-12) cover shortfall in R&T Collection's Fuel line from R&T's Tipping Fee line.

2013-13) cover shortfall in Cemetery's professional service line from R&T Tipping Fee line.


**Recommendation:**

Motion to have the Council Chair sign Budget Transfers Requests #2013-04 through #2013-13 as recommended by the Town Administrator.

**Prepared by:** Christine Soucie, Finance Director

**Town Administrator Recommendation:**

*Cover*

  
\_\_\_\_\_  
Dean E. Shankle Jr.  
Town Administrator

Staff Report  
Judith A. & David W. Hess  
Map 5, Lot 114-1 & 114-2

AGENDA NO. 13-70  
DATE: 7-10-13

Request for premerger status to previous involuntary merger

July 10, 2013

**Background:**

In 1980 Judith A. and David W. Hess purchased land from Raymond Gagne and created a 3-lot subdivision via Planning Board approval. In 2004 the Assessing Dept. involuntarily merged two of the three lots - Map 5, Lot 114-1 & 114-2 into Lot 114-1. The merger was per 2004 Town of Hooksett vote to Zoning Article 26.d.I "A non-conforming vacant lot must merge with any adjacent conforming or non-conforming lot which is in the same ownership, provided that the resulting lot is not split by a zone line, creating a split-zone lot."

**Issue:**

Effective 07/24/2011 RSA 674:39aa Restoration of Involuntarily Merged Lots was adopted via legislation stating "Lots or parcels that were involuntarily merged prior to 09/18/2010 by a city, town, county, village district, or any other municipality, shall at the request of the owner, be restored to their premerger status and all zoning and tax maps shall be updated to identify the premerger boundaries of said lots or parcels as recorded at the appropriate registry of deeds."

Judith A. and David W. Hess are now requesting the previous involuntary merger of Map 5, Lots 114-1 & 114-2 be restored to premerger status.

**Fiscal Impact:**

None.

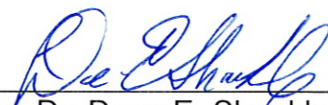
**Recommendation:**

Recommend that the Town Council authorized the Assessing Dept. to restore Map 5, Lots 114-1 & 114-2 to premerger status per RSA 674:39aa.

**Prepared by:**

Donna Fitzpatrick, Administrative Services Coordinator

**Town Administrator Recommendation:** Concur

  
\_\_\_\_\_  
Dr. Dean E. Shankle, Jr.  
Town Administrator