City of Portsmouth
New Hampshire

Annual Report
FY 2008
July 1, 2007 — June 30, 2008
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City of Portsmouth Organizational Chart
**INFORMATION DIRECTORY**

**CITY HALL HOURS OF OPERATION:** 8 a.m. to 4:30 p.m.
1 Junkins Avenue, Portsmouth, NH, 03801

Main telephone number: (603) 431-2000   www.CityofPortsmouth.com

<table>
<thead>
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<th>City Office</th>
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**For Answers On:**

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<th>Call the:</th>
<th>Call the:</th>
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<td>Administration of City Government</td>
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<td>Marriage Licenses</td>
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<td>Meeting Schedules &amp; Minutes</td>
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<td>Sports Leagues</td>
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<td>Streets &amp; Snow Removal</td>
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**Emergency Numbers**

DIAL 911 FOR POLICE, FIRE, AMBULANCE
The Portsmouth City Council is elected for a two-year term with the entire Council membership up for re-election at the same time.

In Fiscal Year 2008, voters elected a new Mayor, Thomas G. Ferrini, and new Assistant Mayor, Jack Blalock. Joining re-elected incumbents M. Chris Dwyer, Ken Smith, Ned Raynolds, and Laura Pantelakos in January were newcomers Nancy Novelline Clayburgh, Esther Kennedy and Eric Spear.

Mayor Steve Marchand and Councilors Joanne Grasso, Harold Whitehouse and John Hynes had opted not to run for re-election the previous November.

The Council is comprised of the Mayor, who is the Council member receiving the most votes, plus eight additional members. It enacts ordinances, resolutions and regulations governing the City, and also appoints statutory and advisory boards.

The City Manager is the City’s chief administrative officer, responsible for its day-to-day operation and enforcing regulations approved by the Council.

The City Council meets at least twice monthly at 7 p.m. Monday at City Hall. The meetings are broadcast live on local government Cable Channel 22. They are rebroadcast on Wednesdays at 7 p.m., and Sundays at noon and 6 p.m., and also archived at www.CityofPortsmouth.com.

Work sessions on more involved issues—such as the City budget for School, Police, Fire and Municipal expenses—are held at various times and also broadcast on Channel 22.

In FY'08, there were 23 City Council meetings and 10 Council work sessions.
Mayor and City Council

Major Fiscal Year 2008 Initiatives

- Authorized a $3.6 million bond issue to build a fire station to replace Fire Station 2, and an additional $1.3 million to purchase a new site for relocating the station
- Increased the elderly and disabled property tax exemption income limits to $31,640 for singles, and $39,030 for married couples, and increased the total assets limit for both to $105,470
- Authorized leasing of the Lafayette School to the Portsmouth Housing Authority for redevelopment as senior housing, and leasing of the old library to the Portsmouth Historical Society
- Adopted a $82.4 million budget for Fiscal Year 2009 (July 1, 2008—June 30, 2009)
- Worked with the School Board regarding discussion and planning for the future of the Middle School
- Approved plans to turn the Doble Army Reserve Center into a multi-use recreational facility after the federal government transfers ownership in 2011
- Established a Blue Ribbon Cruise Ship Committee to study the possibility of ships visiting Portsmouth, and report back by December 2007; also established short-term Blue Ribbon Committees on Housing, and Consolidation of Committees
- Established first annual Recognition of Board Service Night to honor residents who volunteered their service on the City’s Boards and Commissions
- Approved an ordinance regarding regulation of discharges into the storm water drainage system
- Authorized the City Manager to negotiate an agreement with Parade Office LLC to build an underground parking garage in connection with the Portwalk project
- Approved a number of grants, including $75,000 from the NH Department of Health and Human Services to fund the ongoing public health and emergency planning work of the Greater Portsmouth Public Health Network, and a grant from the NH Estuaries Project for vernal pool mapping

Joint City Council and School Board work session regarding the Middle School
Mayor and City Council

The City Council toured the new “Discover Portsmouth Center” at the site of the old library now leased by the Portsmouth Historical Society.

Listening as a Historical Society guide explains an exhibit are City Clerk Kelli Barnaby, City Manager John Bohenko, City Councilor Esther Kennedy and Assistant Mayor Jack Blalock.

Councilor Kennedy in conversation with local resident Ruth Gray.

Councilor Nancy Novelline Clayburgh, Mayor Tom Ferrini, Historical Society guide Richard Candee, and Councilors Ken Smith and Chris Dwyer.

City Manager Bohenko, City Councilor Smith, Assistant Mayor Blalock and Mayor Ferrini.

Enjoying the Center’s art exhibit are Assistant Mayor Blalock, Councilors Smith and Ned Raynolds, and City Manager Bohenko.
I am pleased to present this Fiscal Year 2008 Annual Report to the citizens of Portsmouth.

Portsmouth continues to receive accolades recognizing it as a premiere place to live, work and visit. In FY08, Portsmouth was named a “Distinctive Designation” by the National Trust for Historic Preservation and NH’s “most walkable city” by Prevention Magazine.

The local economy continues to do well and our City government is well-positioned to weather difficult economic times, thanks to financial policies implemented with the cooperation of the City Council and a dedicated municipal staff.

In FY08, the City continued to move forward with economic and infrastructure improvements while providing quality services to our citizens.

The new Public Library became NH’s first municipal building to receive LEED (Leadership in Energy and Environmental Design) certification, part of the City’s continuing sustainability efforts that included naming a “Sustainability Coordinator” in FY08.

We also initiated the design and replacement of the severely outdated Fire Station 2 to be relocated to a new Lafayette Road site.

The City selected a design engineer for a $25 million upgrade to the 50-year-old Madbury Water Treatment Plant and began installing an Automated Meter Reading system to allow monthly water and sewer billing, and closer monitoring of usage trends.

We also entered into agreements leading to the conversion of the old library into a visitor center and the Lafayette School into future senior housing.

City Government

Portsmouth operates under the Council-Manager form of government. The City Manager serves as the chief administrative officer responsible for enforcement of laws and ordinances, and the appointment and supervision of the heads of the City departments, excluding the School, Police, and Fire Departments.

The City Council enacts ordinances, resolutions and regulations governing the City, and appoints statutory and advisory boards.

The Council, by charter, must adopt a budget by June 30 of each year. In June 2008, the Council adopted a $82.4 million budget for all departments to provide services in FY09. The City views the annual budget document as a device to communicate with its citizens.

We continue to expand and improve additional communication devices, such as the City Web site, electronic “Community Newsletter,” expanded use of “study circles” for citywide issues, and Channel 22 to broadcast an array of meetings and events.

Local Economy

We are fortunate that Portsmouth remains attractive to new businesses and visitors, and our healthy economy is continuing to grow, bucking national trends. In FY08, a major municipal bond rating agency cited this growth, along with the City’s “strong and stable financial position,” in upgrading our bond rate.

The Central Business District, especially the Northern Tier, remains the focus of several significant development and redevelopment proposals. Expansion and building continue at the Pease International Tradeport. All this growth expands our sizable and diverse tax base, helping to limit property tax rate increases.

Non-profit cultural institutions are also generating over $38 million annually into the area economy.

Although we are enjoying a respite from being a “Donor Community,” we will continue to monitor the education funding issue in the NH Legislature, as well as other legislation of interest to the City of Portsmouth.

Continuing Initiatives

Meanwhile, the City’s various multiyear initiatives continue, including the:

- Islington Street Corridor Improvement Plan, Market Street Gateway Improvement Project, and redevelopment of the McIntyre Federal Building site;
- Implementation of the Master Plan recommendations to revise zoning and land use regulations;
- Building a new fire station and middle school, and
- Streetscape and playground improvements.

I invite you to learn more about the City’s many FY 2008 efforts by visiting the pages that follow.

John P. Bohenko
Boards and Commissions

The Portsmouth Mayor and City Council are aided in governing the City by various volunteer advisory boards and commissions. Citizens interested in a board or commission vacancy must submit an application to the Mayor, who decides whether to bring it forward for Council approval. Vacant positions and an application form are posted on the City’s Web site under the City Clerk’s page, along with a list of current members. Some panels meet weekly, while others meet less frequently. A City Council member sits on each board and commission to act as a liaison. City staff also may be assigned to aid a board or commission. Several of the many panels are listed below and on the next page. Membership varies, unless otherwise stated.

The African Burial Ground Committee was established for the purpose of evaluating the options for recognizing/memorializing the cemetery discovered underneath Chestnut Street. Chair: Vernis Jackson

The Animal Control Committee (formerly the Vicious Dog Committee) is composed of the Police Chief (or his designee), a veterinarian and a resident. It hears complaints related to vicious dogs, dogs at large and nuisance animals. Chair: Police Chief

The Building Code Board of Appeals hears and decides appeals of orders, decisions or determinations made by the building official relative to the application and interpretation of the various City-adopted construction codes. (5 members, 2 alternates; 5-year terms) Chair: Chester Keeffe

The Cable Television and Communications Commission has the authority to establish standing subcommittees on matters pertaining to the operation and performance of cable companies within the city. It meets as often as deemed appropriate and necessary to ensure the proper operation of the Franchise Agreement. (5 members, 1 alternate; 2-year term initial appointment, 3-year terms for reappointment) Chair: John Gregg

The Cemetery Committee, Blue Ribbon deals with the four ancient burial grounds: North, Union, Point of Graves and Pleasant Street. Its efforts include restoration and repair of tombstones and crypts, and utilizing the cemeteries as education centers that provide local residents and visitors with a look into the history of Portsmouth and the area through programs that include re-enactors and lecturers. Chair: Richard Adams

The Citizens Advisory Committee (CAC) is the official advisory board for the City’s Community Development Block Grant (CDBG) program. It advises the Community Development staff on emerging community needs and facilitates public involvement in the CDBG program planning process. Chair: Nancy Emerson

The Citywide Neighborhood Committee advocates for the neighborhoods to ensure that all aspects of City government work through two basic principles: protection and preservation of the quality of our neighborhoods. Chair: Sharon Morrison

The Conservation Commission is charged by NH statute with the protection and proper utilization of the City’s natural resources. It considers and makes recommendations to the New Hampshire Wetlands Bureau and/or the City’s Planning Board on matters affecting natural resources. The Commission has an interest in ensuring the proper utilization and protection of natural resources and the protection of watershed resources within Portsmouth. (7 members, 2 alternates; 3-year terms) Chair: Steven Miller

The Dogs Committee, Blue Ribbon is a forum for addressing issues related to the dog park, and to the ownership, regulation and control of dogs in Portsmouth. The Committee may make such recommendations to the City Manager and/or Council as it deems appropriate. No chair

The Economic Development Commission ensures continued economic prosperity and preservation of the qualities that attract and retain businesses in the community. The Commission makes recommendations to the City Council on a wide variety of issues related to economic development, including business development, public-private partnerships, maintenance and development of the commercial, industrial and central business districts, and business attraction programs. (9 members, 4-year terms) Chair: Dana Levenson

The Fee Schedule Study Committee was established to create a more efficient system for the City to adopt and adjust municipal fees annually. It consists of one City Councilor, the City Manager and a Finance Department representative. Chair: Nancy Novelline Clayburgh
The **Historic District Commission** reviews exterior changes to buildings and structures located within the Historic District. (7 members, 2 alternates; 3-year terms) *Chair: Sandra Dika*

The **Board of Library Trustees** adopts bylaws, rules and regulations for the conduct of its own business to determine objectives that will result in the continuing growth and improvement of Library services and establishes policies to attain these objectives. (9 members, 3-year terms) *Chair: Amy Brnger*

The **Portsmouth Economic Development Loan Program Board** is an advisory group that assists City staff in overseeing the CDBG-funded economic loan portfolio and making decisions on loans applied for under the City’s CDBG non-profit loan program. (The loan program for for-profit businesses is not currently accepting applications for new loans.) (3-year terms) *No chair*

The **Planning Board** acts on Site Review, Subdivision, Lot Line Relocation, City Council Referrals and Conditional Use Permits. (9 members, 2 alternates; 3-year terms) *Chair: John Ricci*

The **Portsmouth Housing Authority** provides quality housing to people with low and very low incomes; ensures that all residents pay fair and reasonable rents; promotes fair housing to people of all ethnic backgrounds, ages and abilities; and strives to accomplish these goals through quality, caring services. (5 members, 5-year terms) *Chair: Ruth Griffin*

The **Portsmouth Housing Endowment Fund (PHEF) Board** formulates general policies regarding the operation of the City’s first-time homebuyers’ program, HomeTown (which is funded through the Portsmouth Housing Endowment Fund), and establishes specific policies as the need may arise, dictated by program demands. (7 members, 3-year terms) *No chair*

The **Recreation Board** assists the Recreation Department in planning a citywide recreation program. The Board advises the City Manager and City Council in regard to recreational needs. (10 members, 3-year terms) *Chair: Jacqueline Cali-Pitts*

The **Safe Routes to School Committee** uses a variety of education, engineering and enforcement strategies to help make routes safer for children to walk and bicycle to school, and to encourage more children to walk and bike. (12 members; 3-year terms) *Chair: Christina Westfall*

The **Site Review Technical Advisory Committee** reviews Site Review applications for the Planning Board and makes recommendations to the Planning Board. It is composed of City officials (from Planning, DPW and Public Safety) and the Environmental Planner or a designee from the Conservation Commission. The Planning Board acts on all Site Review applications. *Chair: Planning Director or designee*

The **Sustainable Practices, Blue Ribbon Committee** was established by the Mayor and Council to help lead Portsmouth toward increased sustainability, a goal of the City’s 2005 Master Plan. The committee’s work focuses on increasing awareness and sustainable practices among residents, business owners, visitors, developers, municipal staff and other stakeholders. *Chair: Tom Rooney*

The **Taxi Commission** enforces all local and State laws affecting the ownership, licensing and operation of taxicabs in Portsmouth. It ensures that all rules and regulations are enforced and may exercise power of license and permit suspension and/or revocation when it determines that such action is warranted. *Chair: Frank Daggett*

The **Traffic and Safety Committee** is a nine-member committee appointed to address all traffic safety issues within the City of Portsmouth, including signs, traffic lights, striping, plan reviews of new development, and other pedestrian/vehicular-related problems. *Chair: Ken Smith*

The **Trustees of Trust Funds** have fiduciary responsibility for the City’s Trust Funds. The Trustees also oversee the management and operations of Prescott Park under the guidelines of the Prescott Trust. (3 members, 3-year terms) *Chair: Lea Aeschilman*

The **Vendors Committee** enforces all local rules and regulations relative to the operation of vendors in the city of Portsmouth. *No chair*

The **Zoning Board of Adjustment** hears and decides requests for variances from the terms of the Zoning Ordinance, requests for Special Exceptions as allowed by the Zoning Ordinance, and appeals of Administrative Decisions. (7 members, 2 alternates; 5-year terms) *Chair: Charles LeBlanc*
The City Clerk’s Office serves and supports Portsmouth’s residents, City Council and municipal staff through a variety of activities.

It records and preserves the records of births, deaths and marriages in Portsmouth, and issues official certificates for each. In Fiscal Year 2008, each of the department’s three employees processed 6,227 requests for vital records.

Elections fall under the purview of this department. The Clerk’s Office administers voter registration and also administers and ensures the integrity of the voting in the local, state and national elections.

In FY08, this included the Nov. 6, 2007, election to fill all nine City Council seats, four on the School Board, one each on the Police and Fire Commissions, and several ward positions. Recounts of Council and Police Commission voting were completed Nov. 20, 2008.

The Jan. 8, 2008, presidential primary election voting with a record turnout in Portsmouth also was administered by the City Clerk’s Office. More than 9,500 ballots were cast on Election Day, plus 738 absentee ballots.

The department issues a variety of permits and licenses. These include licenses for dogs, amusements, bowling and billiards, employment, mobile homes, news racks, petroleum permits, sidewalk obstructions, vendors, and taxi licenses and medallions. It also issues permits for events and tag days.

The office also files and preserves documents, including contracts, bonds, agreements, resolutions, ordinance book, and other city documents.

Another major function is providing support services for the City Council by publishing and posting legal notices, preparing agendas, and attending all Council meetings to record actions and minutes.

The department also updates the list of local Boards and Commissions on a continuing basis and administers the “Oath of Office” to all appointees.

### City Clerk Statistics

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<td><strong>Marriages: Total</strong></td>
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<td>Couples with city residents</td>
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<td>Couples with no residents</td>
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<tr>
<td><strong>Civil Unions</strong></td>
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<td>Couples with city residents</td>
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<td><strong>Deaths: Total</strong></td>
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<tr>
<td>Portsmouth residents</td>
<td>195</td>
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<tr>
<td>Non-residents</td>
<td>120</td>
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<td><strong>Permits &amp; Licenses: Total</strong></td>
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<tr>
<td>Dog Licenses</td>
<td>2,079</td>
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<td>Other Licenses</td>
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<td><strong>Election Ballots</strong></td>
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<td>Presidential Primary 1/08/08</td>
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<td>Total Absentee</td>
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The Community Development (CD) Department administers the U.S. Department of Housing and Urban Development (HUD) Community Development Block Grant Program (CDBG), which has a primary goal of benefitting residents who earn low or moderate incomes. CDBG funds also can be used to remove architectural barriers to accessibility.

CD department staff work with an eight-member Citizens Advisory Committee to develop the annual plan and budget, which is submitted to HUD. Housing rehabilitation loans, residential accessibility grants, public service agency grants, and public facilities projects are all funded with federal CDBG dollars.

In Fiscal Year 2008, $1,003,000 in CDBG funding was used for:

- **Residential Accessibility Program**: Eight families received grants for accessibility improvements in their homes, compared to two in FY07.
- **Housing Rehabilitation Program**: Five families received loans to repair code deficiencies in their homes, compared to nine in FY07.
- **Public Service Agency Grant Program**: A total of $120,000 in grant funding was awarded to 16 local agencies that provide emergency shelter, health care, child care, and other social services to over 4,000 Portsmouth residents.
- **Public Facilities Projects**: Streetscape improvements—including new sidewalks, granite curbing, paving and street trees as well as water, sewer and drainage improvements—were carried out on Raleigh Way in the Atlantic Heights neighborhood.

Additional projects carried out by the CD Department and funded through non-CDBG sources include:

- **Canoe-Kayak Dock**: The department secured a $25,000 Land and Water Conservation Fund grant from the NH Department of Resources and Economic Development to build a canoe-kayak dock and small waterfront deck on Sagamore Creek.
- **Greater Portsmouth Public Health Network**: The department worked cooperatively with the City’s Health and Fire Departments to oversee and administer a $75,000 grant from NH Health and Human Services to support regional emergency planning and public health efforts.
- **African Burial Ground**: The department worked with the African Burial Ground Committee and other City staff to initiate development of a memorial and commemorative park for the public space on Chestnut Street to honor those buried there.

- **Portsmouth HomeTown Program**: In FY 2008, the City’s First-Time Homebuyers Program, HomeTown, provided 13 households with a total of $435,000 in downpayment and closing cost loan assistance, an average of $33,500 per family.

Since 1999, the program has provided over $1 million in downpayment and closing cost assistance to help families who earn eligible incomes and meet residency requirements purchase their first home in Portsmouth. The HomeTown program is a partnership between the City, Citizens Bank, and the NH Housing Finance Authority.
The Economic Development office supports initiatives to ensure continued economic prosperity, as well as preserve the qualities that attract and retain businesses within Portsmouth.

Fiscal Year 2008 ongoing projects included the Islington Street Improvement Action Plan, improving the Exit 7 Market Street Gateway into the city, and expanding the City’s free Wireless Fidelity (WiFi) spots in Portsmouth in collaboration with several private and public partners.

Development activity was steady in FY08, with the City receiving numerous land use permit applications for development/redevelopment for retail, healthcare, finance, hospitality, and commercial projects. Several large-scale projects are proposed, particularly in the Northern Tier, Lafayette Road, at the Route 1 traffic circle and Pease Tradeport.

Portwalk, or phase II of the Parade Mall Master Plan, is a significant Northern Tier project that received land use approval. It includes a pedestrian boardwalk and roadway flanked by four mixed-use buildings with retail and office space, residential units, and a 147-room extended stay hotel.

Also in the Northern Tier, the HarborCorp Westin Hotel and conference facility project completed the land use approval process and the former Herald building is slated for alternate use, as is 31 Raynes Avenue on the North Mill Pond waterfront. Collectively, the proposed Northern Tier projects constitute over 1 million square feet of development.

In FY08, the ED Program Manager worked with the Economic Development Commission (EDC) and the City Manager to undertake and make recommendations to the City Council on a variety of economic development issues, including:

**Promoting and maintaining high-quality, sustainable development and a balanced local economy** through redevelopment of existing retail and commercial areas into vibrant mixed-use centers, such as the Islington Street Corridor and planned redevelopment of the McIntyre Block.

**Creating public/private partnerships with businesses** aimed at fostering economic development that complements quality of life and revitalizes existing business areas.

**Providing assistance related to business expansion, retention and relocation** and making referrals for businesses desiring financing and start-up assistance. In FY08, the ED manager fielded 40 business inquiries about relocation, new business creation, or the general business climate and profile, compared to 46 the year before. The ED office also works with the Pease Development Authority, Chamber’s Tourism and Business Development Managers, and site selection professionals to promote Portsmouth as an optimum business location site.

**Supporting the local creative and cultural community**, which contributes an estimated $38.2 million to the area economy according to the Economic Impact Study of the Arts updated in FY08. The ED manager is a liaison to ArtSpeak, the City’s cultural commission, which launched an Overnight Art 2008 competition and exhibit.
The Finance Department serves residents, officials and all City departments with financial accountability, timely reporting of financial results, prudent cash management and effective public communication and information technology.

The department also monitors and analyzes the activities of expenditures and revenues; collects revenues; maintains property valuation; manages City assets, including short and long-term investments; prepares documentation and coordinates the sale of bonds to fund capital projects; ensures compliance with local, state and federal requirements; and administers the purchasing procedures.

The Finance Department fulfills its responsibilities through four divisions: Accounting, Assessing, Tax Collection, and Information Technology.

In FY08, the total assessed value of Portsmouth’s residential and commercial property was $3.7 billion. The NH Department of Revenue Administration approved a tax rate of $16.34 per $1,000 valuation, including:

- Municipal, $7.55
- School District, $5.50
- Statewide Property Tax, $2.34
- Rockingham County, $0.95

Fiscal Year 2008 Department Highlights

- Moody’s Investors Service upgraded the City’s bond rating from Aa3 to Aa2, saving Portsmouth taxpayers thousands in reduced borrowing costs. Moody’s cited the city’s healthy economy, a sizable and diverse tax base and its continuing strong and stable financial position. Standard & Poor’s, another municipal bond credit rating agency, affirmed the City’s AA rating, citing similar positive factors.
- The City received its second consecutive “Distinguished Budget Presentation Award” from the Government Finance Officers Association (GFOA) of the United States and Canada. Portsmouth remains the state’s only municipality to receive this highest form of recognition in governmental budgeting for its proposed budget document.
- GFOA awarded the City of Portsmouth a Certificate of Achievement for Excellence in Financial Reporting to the City for its Comprehensive Annual Financial Report (CAFR) for the Fiscal Year ended June 30, 2007, the City’s 15th such award.

The budget documents and CAFR are posted on the City’s Web site to provide more information to Portsmouth residents.
Assessing Division

Assessor: Rosann Maurice                                      City Hall Room 220
Appraiser II: Larry Ritchie                                  Phone: 610-7249
Appraiser I: Joseph White                                    Fax: 427-1579
Assessing Clerk: Karyn Newton                                
E-mail: Info@CityofPortsmouth.com                           Web: www.CityofPortsmouth.com/assessors/index.htm

The Assessing Division is responsible for the annual assessment (as of April 1 each year) of the 6,879 residential properties and 1,474 commercial and industrial properties in Portsmouth to determine their market value for tax purposes.

In Fiscal Year 2008, the city’s commercial market continued to appreciate, outperforming residential properties in the real estate market. Although the volume of home sales has declined within the city, market conditions of existing homes have remained stable.

Single-family homes offered for sale below $500,000 have the most activity and those that are in highly desirable locations are under contract within 30 days.

Higher-priced homes are seeing longer marketing times of three to six months. Compared to surrounding communities, the City of Portsmouth had the smallest percentage of foreclosures between calendars years 2006 and 2007.

The City offers property valuation exemptions for qualified elderly and disabled citizens. In FY08, the City Council increased income and asset limits for both the elderly and disabled exemptions to $31,640 for single taxpayers and $39,030 for married couples. Total assets for both exemptions increased to $105,470, whether single or married. Applications are available on the City’s Web site.

Tax Collection Division

Revenue Administrator: Dawn Leveille                                      City Hall Room 221
Deputy Tax Collector/Office Manager: Edward Gioioso                               Phone: 610-7244
Collections Clerks: Kate Nesman, Cathy Strang                                      Fax: 431-6402
Account Clerk: Lisa Siegel                                                      
E-mail: Info@CityofPortsmouth.com                                               Web: www.CityofPortsmouth.com/tax/index.htm

The Tax Collection Division is responsible for the collection of municipal and state taxes, water and sewer utility bills and other miscellaneous revenues.

The tax collector also serves as a municipal agent for the New Hampshire Department of Safety.

Top 10 Taxpayers in Fiscal Year 2008

<table>
<thead>
<tr>
<th>Company</th>
<th>Category</th>
<th>FY08</th>
</tr>
</thead>
<tbody>
<tr>
<td>Public Service Co. of NH</td>
<td>Utility</td>
<td>$162,212,511</td>
</tr>
<tr>
<td>HCA Health Services of NH</td>
<td>Hospital</td>
<td>53,732,000</td>
</tr>
<tr>
<td>Liberty Mutual Insurance Co.</td>
<td>Office</td>
<td>44,861,800</td>
</tr>
<tr>
<td>TGM Beechstone LLC</td>
<td>Apt.</td>
<td>30,510,000</td>
</tr>
<tr>
<td>HarborSide Assoc.</td>
<td>Hotel</td>
<td>23,624,700</td>
</tr>
<tr>
<td>Durgin Sq./DSP/Endicott</td>
<td>Retail</td>
<td>20,812,800</td>
</tr>
<tr>
<td>Bromley Portsmouth LLC</td>
<td>Retail</td>
<td>20,184,700</td>
</tr>
<tr>
<td>Harbour Place Group LLC</td>
<td>Office</td>
<td>18,988,200</td>
</tr>
<tr>
<td>Inishmaan Assoc. Ltd. Pvt.</td>
<td>Apt.</td>
<td>18,787,190</td>
</tr>
<tr>
<td>Wal-Mart Real Estate Bus. Tr.</td>
<td>Retail</td>
<td>16,079,400</td>
</tr>
</tbody>
</table>

FY07 FY08

<table>
<thead>
<tr>
<th>Item</th>
<th>FY07</th>
<th>FY08</th>
</tr>
</thead>
<tbody>
<tr>
<td>Property tax bills</td>
<td>8,348</td>
<td>8,344</td>
</tr>
<tr>
<td>Warrant amount</td>
<td>$57,092,233</td>
<td>$57,668,338</td>
</tr>
<tr>
<td>Collected as of 6/30</td>
<td>$55,280,217</td>
<td>$55,564,465</td>
</tr>
<tr>
<td>Percentage of collection</td>
<td>97%</td>
<td>96%</td>
</tr>
<tr>
<td>Vehicles registered</td>
<td>23,650</td>
<td>23,363</td>
</tr>
</tbody>
</table>
Information Technology Division

Communication Supervisor/Webmaster: Alan Brady
24-hour support: Seacoast Computers
E-mail: Info@CityofPortsmouth.com

The Information Technology Division provides all City departments with consulting, technical support, maintenance services, programming and application training, as well as administers the City’s Web site and Local Government Access Cable Channel 22.

The Web site is continually updated with information, including meeting calendars, agendas, webcast meetings for viewing, budget and financial information, postings for bids and RFPs (Request for Proposals), job postings, downloadable forms, etc.

<table>
<thead>
<tr>
<th>FY 2007</th>
<th>FY 2008</th>
</tr>
</thead>
<tbody>
<tr>
<td>City Web site visitors</td>
<td>1,731,275</td>
</tr>
<tr>
<td>Data transferred</td>
<td>236.27Gb</td>
</tr>
</tbody>
</table>

The IT Department oversees the recording of meetings (78 in FY08) and school-related activities, such as concerts and athletic matches (16 in FY08), for broadcast on Channel 22.

The City has begun expanding the existing free Wireless Fidelity (WiFi) spots in Portsmouth in collaboration with several project partners in the City, including the Chamber of Commerce, Cisco Systems, and Bayring Communications, Single Digits, and the University of New Hampshire. The project will create an opportunity for technology businesses to test their wireless innovations (VOIP, Podcasts, etc.) in a compact city environment. The project is funded by a $10,000 state grant to the Chamber of Commerce and more than $100,000 from in-kind donations from the project partners.

Accounting Division

Finance Director: Judie Belanger
Controller: Gail Cunningham
Controller: Andrew Purgiel
Accountant: Kelly Moore
Purchasing Coordinator: Lori MacGinnis
Accounting Assistant: Vacant
Collections Clerk: Maria Gerace
Account Clerks: Bonnie Snell, Fay Estes

The Accounting Division administers accounting for all City funds, including enterprise funds (water and sewer divisions), donations, and local and federal grants.

It administers billing services for water, sewer, outside detail, fire alarm billing, city rentals, health permits and other miscellaneous bills.

The Department also administers the City’s purchasing procedures in accordance with the City purchasing manual, ensuring efficient procurement of materials, supplies, equipment and services.

The Department issued 60 Requests for Proposals and Invitations to Bid, compared to 57 the previous year. All Invitations to Bid and RFPs are posted on the City’s Web site.
The Fire Department is committed to providing quality fire protection, emergency medical care, fire prevention, hazardous materials response, and special rescue services to the city of Portsmouth through proactive strategic planning, maintaining a well-educated and well-equipped firefighting force, constant performance improvement, and sound financial management.

In FY08, the department responded to 2,287 fire service calls and 2,338 Emergency Medical Service calls. It also provided 932 instances of fire prevention, inspection and education services.

Fiscal Year 2008 initiatives to fulfill and improve service included:

- Design and construction plans for a new Fire Station 2;

- Issuing the bond to purchase land to relocate Fire Station 2 to Ocean and Lafayette Roads, and to begin construction of the $3.5 million facility;

- Filling the vacant fire inspector position to double the size of the Fire Prevention Bureau; and

- Putting the new 2008 Ferrara Inferno 100-foot Mid-Mount Aerial Platform truck into service at Station 2 to replace the 1996 aerial ladder truck.

The Fire Department has 61 full-time employees, including 56 fire suppression and EMS personnel, three chief officers, a fire inspector, and an executive assistant to the Fire Chief.

All of the fire suppression/EMS personnel are certified firefighters and nationally registered Emergency Medical Technicians.

They are divided into four shifts of 14 personnel to provide round-the-clock staffing of the city’s three fire stations.

<table>
<thead>
<tr>
<th>Fire Department Activity</th>
<th>FY07</th>
<th>FY08</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Fire service calls</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Fires/Explosions</td>
<td>90</td>
<td>104</td>
</tr>
<tr>
<td>Rescue Calls</td>
<td>1,215</td>
<td>1,151</td>
</tr>
<tr>
<td>Hazardous Conditions</td>
<td>221</td>
<td>166</td>
</tr>
<tr>
<td>False Calls</td>
<td>639</td>
<td>465</td>
</tr>
<tr>
<td>Others</td>
<td>430</td>
<td>401</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>2,595</td>
<td>2,287</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Emergency Medical Service (EMS) calls</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Emergency Transports 1,874</td>
<td>2,028</td>
</tr>
<tr>
<td>Service Calls/Non-Transports 458</td>
<td>310</td>
</tr>
<tr>
<td><strong>Total</strong> 2,332</td>
<td>2,338</td>
</tr>
</tbody>
</table>
The Fire Department maintains three fire stations staffed 24 hours a day. Located in the historic downtown district, Station 1 houses the administrative and prevention offices, Engine and Ambulance Company 1, one forestry truck, and command support resources. The department docks a fire boat along the waterfront at a NH Port Authority pier. Station 2, in the southern portion of the city, houses Ladder 2, Tower 5 and Ambulance 2. Station 3, at the Pease International Tradeport, houses Engine and Ambulance Company 3, as well as Rescue 3. Two reserve engines and one reserve ladder truck complement the fleet.

The Fire Department provides a number of services to the community.

Emergency Medical Services are provided via two staffed EMS units and a reserve unit.

Fire Protection is offered from units based at the Central Fire Station (Station 1), Station 2 on Lafayette Road and Station 3 at the Pease Tradeport. Two engines and an aerial ladder truck, as well as the two ambulances, are available to respond to fire calls.

Marine and Waterfront Fire and Medical Response is provided by the 33-foot fire boat available year-round to respond to fire, medical and environmental emergencies. Firefighters are trained in fire boat operations, as well as in how to respond to fire and medical emergencies aboard the ships that travel the Piscataqua River.

Community Services include investigation and safety services such as downed wires, odor investigations, burn permits, flooded basements, lift assists and evaluating minor medical issues.

Emergency Management involves local and regional emergency planning for natural and CBERN (chemical, biological, explosive, radiological, nuclear) disasters, along with possible pandemics.

Hazardous Materials and Disaster Response services include initial hazardous materials response, identification and containment services by personnel certified in Hazardous Materials operations and decontamination. Portsmouth firefighters also are trained to respond to special rescues (building collapse, confined space, heights) as well as mass casualties, and are involved in planning for natural and manmade disasters.

Fire Prevention and Inspection services include public education, life safety code enforcement, occupancy inspection, fire code enforcement, fire investigation and maintaining the municipal fire alarm system.

Fire Prevention, Inspection & Education Services

<table>
<thead>
<tr>
<th></th>
<th>FY07</th>
<th>FY08</th>
</tr>
</thead>
<tbody>
<tr>
<td>Place of assembly inspections</td>
<td>101</td>
<td>144</td>
</tr>
<tr>
<td>Fire inspections</td>
<td>235</td>
<td>333</td>
</tr>
<tr>
<td>Fire/safety education classes</td>
<td>30</td>
<td>49</td>
</tr>
<tr>
<td>Plan review</td>
<td>147</td>
<td>164</td>
</tr>
<tr>
<td>Investigations</td>
<td>31</td>
<td>38</td>
</tr>
<tr>
<td>Environ. hazards record search</td>
<td>8</td>
<td>13</td>
</tr>
<tr>
<td>Other</td>
<td>248</td>
<td>204</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>792</td>
<td>932</td>
</tr>
</tbody>
</table>
The Health Department protects Portsmouth residents and visitors by providing a wide array of environmental health services, ranging from restaurant inspections to emergency response planning.

The Health Officer and Health Inspector are responsible for regulating and inspecting over 250 food establishments, as well as temporary food events such as weekend festivals and the Farmers’ Market, in-home daycares, daycare centers, residential care facilities, and nursery schools.

In Fiscal Year 2008, the Health Department conducted approximately 400 food service inspections and consultations compared with 357 in FY07, along with issuing 257 food service permits.

The department also conducts investigations into fires in restaurants and other food service establishments and responds to a variety of environmental health complaints. They include possible food-borne illness; unsanitary living conditions; rodent and insect infestations; failed septic systems; sewer back-up; and asbestos, lead paint and water and air quality issues.

Another area of responsibility is ensuring compliance with state and federal recalls. The department maintains information about recalls on its Web page.

In addition, the department participates in the Portsmouth Area Emergency Planning Team and the Greater Portsmouth Public Health Network (GPPHN). These initiatives are involved in planning and response to regional emergency and pandemic incidents.

The Health Department also monitors Eastern Equine Encephalitis (EEE) and West Nile Virus (WNV), as well as the influenza virus (flu) and other communicable disease outbreaks, and provides public notification and education regarding these diseases, including on its Web page.

Numerous additional links to information of interest to the public and business community also can be found on the Web page, including environmental hazards and site data, and emergency preparedness.

The City’s Web site also offers downloadable forms to make frequently requested information for new restaurants, seasonal events, and coffee services available without the public having to travel to City Hall.

Health Officer Kim McNamara instructs a ServSafe class for food service employees

Health Inspector Kristin Shaw conducts a pre-opening inspection of “Taste of the Nation”
The Human Resources Department works to attract, select, develop and retain an effective Municipal workforce, which at the end of Fiscal Year 2008 numbered 569 men and women.

The HR Department is responsible for development, implementation and coordination of policies and programs for recruitment, employment, compensation and benefits, education and training, safety and health, and compliance issues.

In FY08, the department reviewed 1,054 applications to hire 93 full-time and part-time employees for the Municipal workforce. It is responsible for the pre-employment and promotional activities leading to filling all classified positions, except for the Police, Fire and School Departments. This includes advertising positions, as well as conducting interviews and background checks.

The Department was involved in renegotiating all 15 collective bargaining agreements expiring on June 30, 2008, for the Municipal, School, Police and Fire Departments. HR also administers and negotiates seven employee contracts and represents the City on all employment grievances and arbitrations. In FY08, the HR Department processed 12 grievances, compared with 36 the prior year.

The implementation and administration of all City of Portsmouth employee benefit programs also falls under HR purview.

These include medical, dental, life, long-term disability, retirement, worker’s compensation, vacation and sick time accruals, educational reimbursement, and wellness. In FY08, the department received a $3,900 grant to implement a wellness program.

The department also provided leave administration services and consulted with City departments for three long-term disability claims, 11 retirements, and 24 Family Medical Leave requests in FY08.

All property and liability, worker’s compensation and unemployment claims are administered by HR, which also conducts annual safety inspections and coordinates monthly safety programs.

In FY08, the department also coordinated several training programs and coordinated ergonomic evaluations of seven workstations. It also processed 114 work-related claims, and 78 property and liability claims.

Fiscal Year 2008 Training Topics

“Back Injury Prevention”
“Lock Out-Tag Out Procedures”
“Beyond the Blade: Snowplow Operator Safety”
“Slips, Trips and Falls Prevention”
“Hazardous & Toxic Substances”
“Confined Space Entry Safety”
“Communicable Disease Exposure Control”
“Trench & Excavation Safety”
“Traffic Control Techniques”
“Chainsaw & Landscape Equipment Safety”
“Defibrillator Training”

Barb Chrane at the City Hall information desk

Switchboard operator and receptionist Nancy Marcotte

Human Resources

Director: Dianna Fogarty
Coordinator: Linda Corriveau
Administrative Clerk: Joanna Diemer
Switchboard: Barbara Chrane, Nancy Marcotte
E-mail: Info@CityofPortsmouth.com

City Hall, Room 424
Phone: 610-7270
Fax: 427-1577

Web: www.CityofPortsmouth.com/hr/index.htm
The Inspection Department is responsible for ensuring the integrity of Portsmouth’s existing and future built environment through implementation and enforcement of the City’s building, electrical, plumbing, and life safety codes.

In FY 2008, the department processed 962 building permits with a total declared construction value of $89.8 million. An additional 1,176 electrical and plumbing/mechanical permits were issued.

The Inspection Department provides services in five general areas.

**Plan Review and Code Consulting**—The inspectors review all documentation associated with each construction project, discuss technical aspects with clients, and inform them of any design deficiencies in meeting City codes. The department also reviews sign permit applications.

**Permit Issuance**—Permits are required for all new construction and general renovations that change the overall size of a building, or portions thereof, or involve creation of new rooms or spaces. Any expansion of electrical, plumbing, mechanical and fire protection systems also requires a permit.

The department coordinates and processes final permit documentation and issues permits to the licensed contractor or homeowner doing the work.

**Construction Inspections**—The department performs a series of inspections as the work progresses to ensure it conforms with City codes, and notifies responsible parties of the results.

**Construction Completion**—The inspectors perform final site inspections and if the building, electrical, plumbing, mechanical and/or fire system work meets codes, the inspectors issue a Certificate of Occupancy.

**Code Enforcement**—The inspectors also investigate claims of building, electrical, plumbing, mechanical and zoning code violations.

Applications for building and sign permits may be submitted during City Hall hours. Forms can be downloaded from the Inspection Department’s Web page.

The inspectors maintain daily office hours from 8 a.m. to 10 a.m. and 1 p.m. to 2 p.m. to conduct plan reviews; issue electrical, plumbing and mechanical permits; consult with clients; and answer construction code questions. On-site inspections are conducted from 10:15 to noon and 2:15 to 4:30 p.m.

The electrical inspector is a part-time position and he publishes his schedule monthly.

### FY07 FY08

| Building permits (including fire protection systems) | 917  | 962 |
| Declared construction value | $64.1 m | $89.8 m |
| Electrical | 534 | 553 |
| Plumbing/mechanical | 673 | 623 |

**Total permits** 2,124 2,138
The Legal Department advises and represents the City Council, City Manager, City departments, officers, employees, and boards and commissions concerning issues related to their official powers and duties.

The scope of these legal services includes:

- Representing the City in litigation, as necessary, including Zoning Board of Adjustment and Planning Board appeals, real estate tax abatements, animal control cases, and collection cases (at the end of Fiscal Year 2008, there were 28 open litigation files pending—17 of them new in FY08);
- Interpreting laws, statutes, regulations and ordinances;
- Preparing, reviewing and approving contracts (and negotiating them if necessary), bid documents and Requests for Proposals (90 in FY08), leases, bonds and other legal documents in which the City is a party;
- Preparing or assisting with the preparation of ordinances and attending all City Council, School Board, and Planning Board meetings (83 in FY08);
- Collecting or assisting in the collection of debts due to the City;
- Conducting or overseeing Portsmouth District Court prosecutions on behalf of the Police Department (1,039 cases in FY08);
- Providing zoning enforcement services through employment of a full-time Zoning Enforcement Officer to investigate and, as appropriate, help resolve alleged Zoning Ordinance violations;
- Providing legal opinions for all City departments and boards and commissions; and
- Responding to citizen inquiries, including Right-to-Know Law requests. Most inquiries and requests are handled immediately without the need to schedule appointments with Legal Department staff.

The Legal Department devotes one part-time Assistant City Attorney to the School Department to deal with such issues as compliance with educational standards, recovery of Special Education costs, student discipline, residency issues, trusts and scholarships, and the Futures Program.

In September 2007, the Legal Department added a part-time prosecutor position to assist the Police Department in District Court.

There were several major projects that required the expertise of the Legal Department in FY08, including:

- Bartlett/Islington Street Sewer Separation Project
- Route 33 Bridge Replacement Project
- Westin Conference Center and Garage
- Portwalk Condominium Project
- Negotiations with Comcast
- Acquisition of Lafayette Road property for Fire Station 2
- Middle School relocation and construction
- Rewrite of zoning ordinance site plan and subdivision regulations
The Public Library is a gateway to reading, information, culture, community activities and self-directed learning.

By offering a myriad of services, it serves those who want to read, learn, or connect with the Portsmouth community and cultural heritage.

In Fiscal Year 2008, there were over 285,000 physical visits to the Library, more than 440,000 items circulated, nearly 26,000 reference questions answered, and more than 10,000 people attended Library programs.

FY 2008 marked the first full year of operations at the new $8 million “green” Library on Parrott Avenue, as well as the announcement that it had become the first municipal building in New Hampshire to receive LEED (Leadership in Energy and Environmental Design) certification from the U.S. Green Building Council. The building achieved high marks in the areas of energy conservation, recycling, materials selection, and daylight and views.

In FY08, the Library also expanded service hours from 64.5 to 68.5 per week by opening on Sunday afternoons from September through mid-May.

The number of visits to the Library in FY08 translated into 13.7 annual visits per capita, more than twice both the U.S. average of 6.1 and the New Hampshire average of 4.82. The number of items circulated per capita, 21.2, also was more than twice the national and N.H. averages.

Programs offered in FY08 for young people included story times for infants through preschool; craft and music programs; youth programs such as “Teen Reads”; school visits; and the Summer Reading Program. In the second half of FY08, the Library added a full series of programs for teens, including movies, craft programs and Teens Talk Books.

Various programs also were offered to adults, including informative programs on history, literature, art, drama, poetry and the environment, along with ongoing book discussions in-person and online, a writers’ group and a popular film series.

The Library continues to fulfill its five roles in the community, serving as a:

- **Popular Materials Library** in various formats for people of all ages, including books, periodicals, videos, audio books, downloadable books, and music;

- **Reference Library** responding to the community’s information needs, including responding to inquiries from the public in person, by phone, and electronically through e-mail or the Web;

- **Youth’s Door to Learning** fostering a love of reading and learning through materials and programs. Programs include children’s story times, craft and music programs for children and teens, the summer reading program, and school visits both in the Library and the classroom;

- **Community Activities Center** providing places for people to interact and study, including meeting rooms and offering informative programs, art exhibits and lectures; and a
Community Information Center to make available past and current information. The Library offers patrons public computers, Internet access, and a wireless network. It also preserves the past through collections, local history clipping and indexing, a genealogy database and by records kept on microform or digitized.

Notable FY08 Library Achievements

- The Library is now open to the public seven days per week September through May, and six full days per week during the summer months.

- Use of Library resources has increased measurably from FY07 to FY08. Notable increases are in the number of items checked out (up 18.2%) and the usage of the various community rooms, with use of both meeting and study rooms more than doubling.

- Since the Library moved into the new building on Parrott Avenue, the number of visits has increased by 16%, circulation is up by 29%, general program attendance has risen 33%, and 35% more reference questions have been successfully answered.

- Two suppliers of downloadable audio books have been licensed to serve Library cardholders.

- The LEED-certified green building continues to perform at high levels of energy efficiency, resulting in consumption of both electricity and natural gas at below-standard levels.

- A card-operated fax machine is now available for public use.

More Library Statistics

<table>
<thead>
<tr>
<th></th>
<th>FY 2007</th>
<th>FY 2008</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Total Items Circulated</strong></td>
<td>375,196</td>
<td>443,371</td>
</tr>
<tr>
<td>Books: Adult Fiction</td>
<td>62,918</td>
<td>75,208</td>
</tr>
<tr>
<td>Books: Adult Non-Fiction</td>
<td>50,469</td>
<td>57,098</td>
</tr>
<tr>
<td>Books: Children’s</td>
<td>111,098</td>
<td>135,833</td>
</tr>
<tr>
<td>Books: Young Adult</td>
<td>9,327</td>
<td>11,853</td>
</tr>
<tr>
<td>Audio: Books &amp; Music</td>
<td>37,460</td>
<td>43,731</td>
</tr>
<tr>
<td>Video: DVD &amp; VHS</td>
<td>89,200</td>
<td>102,127</td>
</tr>
<tr>
<td>Magazines</td>
<td>12,902</td>
<td>13,867</td>
</tr>
<tr>
<td>Other</td>
<td>1,822</td>
<td>1,155</td>
</tr>
<tr>
<td>Audios downloaded</td>
<td>N/A</td>
<td>2,499</td>
</tr>
</tbody>
</table>

**Resources Available**

<table>
<thead>
<tr>
<th></th>
<th>FY 2007</th>
<th>FY 2008</th>
</tr>
</thead>
<tbody>
<tr>
<td>Books</td>
<td>110,113</td>
<td>117,280</td>
</tr>
<tr>
<td>Audio: Books &amp; Music</td>
<td>6,576</td>
<td>6,582</td>
</tr>
<tr>
<td>Video: DVD &amp; VHS</td>
<td>7,271</td>
<td>8,193</td>
</tr>
<tr>
<td>Other</td>
<td>106</td>
<td>121</td>
</tr>
<tr>
<td>Magazine &amp; Newspaper</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Subscriptions-Print &amp; Microfilm</td>
<td>406</td>
<td>406</td>
</tr>
<tr>
<td>Online Databases</td>
<td>59</td>
<td>59</td>
</tr>
<tr>
<td>Downloadable audios</td>
<td>N/A</td>
<td>1,046</td>
</tr>
</tbody>
</table>

**Reference Questions**

<table>
<thead>
<tr>
<th></th>
<th>FY 2007</th>
<th>FY 2008</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adult</td>
<td>11,685</td>
<td>15,483</td>
</tr>
<tr>
<td>Children</td>
<td>10,523</td>
<td>10,318</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>22,208</strong></td>
<td><strong>25,807</strong></td>
</tr>
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</table>

**Program Attendance**

<table>
<thead>
<tr>
<th></th>
<th>FY 2007</th>
<th>FY 2008</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adults</td>
<td>1,677</td>
<td>2,823</td>
</tr>
<tr>
<td>Children</td>
<td>8,240</td>
<td>7,322</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>9,917</strong></td>
<td><strong>10,145</strong></td>
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</table>

**Study Room Use**

<table>
<thead>
<tr>
<th></th>
<th>FY 2007</th>
<th>FY 2008</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>336</td>
<td>833</td>
</tr>
</tbody>
</table>

**Meeting Room Use**

<table>
<thead>
<tr>
<th></th>
<th>FY 2007</th>
<th>FY 2008</th>
</tr>
</thead>
<tbody>
<tr>
<td>Community Groups</td>
<td>158</td>
<td>338</td>
</tr>
<tr>
<td>Library Programs</td>
<td>222</td>
<td>601</td>
</tr>
<tr>
<td>Other Municipal Departments</td>
<td>21</td>
<td>30</td>
</tr>
<tr>
<td>City Schools</td>
<td>6</td>
<td>11</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>407</strong></td>
<td><strong>980</strong></td>
</tr>
</tbody>
</table>
The Planning Department makes recommendations to the City Council and City Manager on issues relevant to the development of Portsmouth.

Its mission is to:

- Effectively manage the City’s land use planning programs;
- Provide pertinent input to assist the Planning Board and other regulatory agencies in their decision-making processes;
- Provide tools and assistance to the Planning Board and City Council;
- Assist with growth management, environmental protection and land use change throughout Portsmouth; and
- Protect neighborhoods through sound regulatory controls.

The Planning Department prepares the annual Capital Improvement Plan, and is involved in activities supporting the City’s Master Plan, Zoning Ordinance, Site Review Regulations, and Subdivision Regulations. All are available on the Planning Department’s Web page. The Zoning Ordinance and Subdivision Regulations are the City’s major land use controls to ensure orderly growth and development.

The department also provides staff assistance to four regulatory boards and commissions:

- The **Board of Adjustment** hears and decides requests for variances from the terms of the Zoning Ordinance, Special Exceptions as allowed by the Ordinance, and Appeals of Administrative Decisions made by Planning staff.

<table>
<thead>
<tr>
<th>FY07</th>
<th>FY08</th>
</tr>
</thead>
<tbody>
<tr>
<td>Variance requests</td>
<td>85</td>
</tr>
<tr>
<td>Special exception requests</td>
<td>3</td>
</tr>
<tr>
<td>Equitable waiver requests</td>
<td>2</td>
</tr>
<tr>
<td>Appeals</td>
<td>7</td>
</tr>
</tbody>
</table>

- The **Historic District Commission** reviews exterior changes to buildings and structures located within the Historic District.

<table>
<thead>
<tr>
<th>FY07</th>
<th>FY08</th>
</tr>
</thead>
<tbody>
<tr>
<td>Public hearings on properties</td>
<td>100</td>
</tr>
<tr>
<td>Work sessions on properties</td>
<td>38</td>
</tr>
</tbody>
</table>

- The **Conservation Commission** is charged by statute with the protection and proper utilization of the city’s natural resources. It makes recommendations to the New Hampshire Wetlands Bureau and the Planning Board.

<table>
<thead>
<tr>
<th>FY07</th>
<th>FY08</th>
</tr>
</thead>
<tbody>
<tr>
<td>State wetlands permit applications</td>
<td>17</td>
</tr>
<tr>
<td>Conditional use applications</td>
<td>9</td>
</tr>
</tbody>
</table>

Also, the Planning Director chairs the Technical Advisory Committee (TAC) composed of City administrative staff. It meets monthly in the first step of the Site Review Application process for industrial, commercial, and major residential developments.

The Planning Department represents Portsmouth’s interests at the state, regional and national levels on such topics as environmental protection, transportation planning, and regional impact analysis.
Police Department

Chief: Michael J. Magnant
Deputy Chief: Len DiSesa
Police Commission: Gerald Howe, John Russo, John Golumb

E-mail: Info@PD.CityofPortsmouth.com
(Do not report crimes by E-mail)

The Police Department prevents crime, preserves order and protects the lives, rights and property of all Portsmouth residents, business owners and visitors.

The origins of the PPD date back to March 16, 1654, when three men were named Constables to act as watchmen by the Townsmen (forerunners to Selectmen) of Portsmouth.

But it was not until Jan. 2, 1850, that the Portsmouth Police Department was officially formed. The Townsmen appointed 22 men to serve as watchmen patrolling south to South School House, north to the North Hay Scales, west from Cabot Street to Islington Rd and then to the Mill Pond.

Since those early days, the Police Department has continued its mission to prevent crime, preserve order and to protect the lives, rights and property of all Portsmouth residents, business owners and visitors. The Department today is comprised of 68 sworn full-time police officers, 28 auxiliary officers and 25 civilian employees.

Embracing a community-focused, problem-solving proactive model, the officers and staff have responded to the following this past year:

- 38,248 calls for service
- 1,599 arrests (up 5%)
- 138 DWI arrests
- 784 felony arrests (up 8%)
- 266 protective custody incidents (people so drunk they cannot care for themselves), up 12%
- 1,235 property damage accidents (down 22%).
  Alcohol related accidents were down 36%.
  There have been no alcohol-related fatalities for the past eight years.
- 121 personal injury accidents (down 23%)
- 136 drug/narcotic violations (up 7%)
- 15 rapes
- 63 disorderly conduct arrests
- 86 credit card thefts (up 51%)
- 53 impersonations (identity theft)
- 181 thefts from motor vehicles
- 77 burglaries (breaking into buildings)
- 10,215 motor vehicle stops
- 1,693 traffic enforcement calls
- 1,339 traffic citations issued
- 1,291 park and walks
- 535 noise complaints
- 1,950 legal documents served (i.e., subpoenas, and domestic violence or trespassing orders)
- 167 felony indictments/prosecutions
- Over 100 search warrants
- 19 underage drinking parties; 100 arrests
- 21 people arrested for selling alcohol to minors

Note: the Police Department compiles calendar year statistics in compliance with federal standards.
Portsmouth Police Department creative and proactive initiatives in the past year include:

- Internet crimes against children investigations: Statewide task force leaders with detectives trained for online computer investigations and forensic computer analysis; recipient of Attorney General Award for level of investigations
- National Night Out against Crime: 14 neighborhoods participated in the City’s 12th event
- Senior Citizen Spaghetti Dinners with over 125 seniors interacting with officers
- Downtown walking beats
- Alcohol tip line
- Narcotics investigations
- Gambling investigations
- Crime Stoppers tip line
- Cyber stalking/harassment prevention
- Law Enforcement Torch Run for Special Olympics
- Monitoring of registered sex offenders: 10 arrested for registration non-compliance
- Alcohol awareness classes
- Drug recognition experts trained to detect those under the influence of drugs
- Alcohol over-service warning letters to businesses that last served those arrested for DUI or taken into protective custody
- Seacoast Emergency Response Team (SERT): regional SWAT team for 11 communities
- Special events management and security: 194 events, including numerous presidential candidate campaign visits
- Bicycle patrols: used in order to have closer interaction with the public while providing an environmentally friendly means of transportation
- Laptop computers in cruisers: allow officers to remotely access files and records, and complete reports, so they spend more time in the field
- Alcohol compliance checks to ensure liquor license holders are not selling alcohol to minors
- In-service training, such as defensive driving, sexual harassment prevention, use of force issues and legal updates
- Selective traffic enforcement and education (STEP): using message boards, stealth stat and directed patrols to prompt safer driving habits
- Police K-9 dogs Wess and Titan
- Child safety seat installation program: assisting the public with correct installation in vehicles
- Motorcycle patrols
- Crime prevention surveys: detectives suggest ways of better protecting homes and businesses
- Operation ID: help the public document valuable property
- Emergency Communications Center (50,000 phone calls annually): dispatches PPD, fire, ambulance and emergency public works operations
- Homelessness outreach: proactively assisting homeless in finding services and shelter
- PAL (Police Athletic League) Basketball with over 80 juveniles participating
- Law Enforcement Explorers (N.E. Post of the Year): 17 Cadets involved
- PPD Received the Red Cross Hero Award
- First Citizen Police Academy offering opportunity to learn more about PPD and police work, in general
The five divisions of the Department of Public Works (DPW) are responsible for maintaining the municipal infrastructure that includes Portsmouth’s streets, parks, municipal buildings and recreation facilities, the water system, and the sanitary sewer collection and treatment system.

In Fiscal Year 2008, DPW’s Water Division began implementing an Automated Meter Reading (AMR) system leading to monthly billing, rather than every four months. Phase I involved the installation of 1,250 meters in the central business district and in the residential area between Richards Avenue and the Piscataqua River. The City intends to eventually expand AMR to all 8,000 meters in the Portsmouth water system also serving Newington, New Castle and Rye, as well as parts of Greenland, Madbury, Dover and Durham.

The Water Division also operates the Pease Tradeport system, and is responsible for a total:

- 150 miles of water mains, two treatment plants
- Daily average consumption: 4.7 million gallons
- Nine wells, one reservoir, one booster
- Water storage of 10.6 million gallons
- 1,047 public, 261 private fire hydrants

In FY08, the Sewer Division launched a comprehensive, three-year Wastewater Master Plan Project to identify and study feasible alternatives for wastewater treatment. The division also is responsible for:

- The Pease Treatment Plant—treats 600,000 gallons daily; capacity is 1.2 million gallons
- 100 miles of sanitary sewers
- 6,221 service connections (70% of all residential and commercial properties)
- Installing new mains and cleaning catch basins

DPW’s Highway Division maintains all City streets and sidewalks, municipal parks, City playgrounds and recreation facilities, and municipal buildings. It also maintains the City vehicle and equipment fleet, oversees mosquito control, performs snow removal, and provides daily sweeping and litter control and disposal in the central business district. Its solid waste/recycling program:

- Provides service to 8,100 households generating 14,000 tons of material
- Diverted approximately 7,000 tons from the landfill
- Conducted curbside pickup of 3,000 tons of recycling & yard waste in FY08
- Maintains a drop-off Recycling Center that also offers electronics, tire/battery, motor oil/cooking oil, and mercury-containing product disposal
- Holds Household Hazardous Waste Collection Days

Parking & Transportation is responsible for downtown public parking facilities, including 2,250 off-street and on-street spaces; parking and traffic studies; and the operation, maintenance, collection and enforcement of 840 electronic parking meters.

In addition, the division works with COAST to expand public transportation so that 90% of the City is accessible and with downtown merchants on the Parking Validation Program offering patrons discounts on the City’s 75-cent hourly parking rate.

The Engineering Division is responsible for design and implementation of a variety of capital projects, reviews site and subdivision plans of new and proposed projects, and provides technical support to other City departments.

Public Works: By The Numbers

- Maintains, cleans & plows 136 miles of streets
- Maintains 49 miles of sidewalks
- Maintains 16 City-owned bridges
- Maintains nine playgrounds, 10 parks/ball fields and four historic cemeteries
- 114 full-time employees, 17 part-time
- 150 pieces of equipment
Top Fiscal Year 2008 Infrastructure Improvements

Highway Division
- Completed the Market Street Sidewalk Improvement Project
- Completed the Newcastle Avenue Seawall and Roadway Project
- Initiated Raleigh Way Streetscape Project Phase I construction
- Completed Middle Street Sidewalk Improvement Project Phase I
- Completed Pleasant Street Sidewalk Improvement Project Phase I
- Completed Newcastle Avenue Sidewalk Improvement Project
- Completed pavement improvements to various streets citywide
- Completed replacement of Municipal Complex cooling tower

Engineering
- Completed Final Design for the replacement of Route 33 railroad bridge and roadway
- Completed the design of improvements for the intersection of Market Street and I-95
- Completed the design of Market Street sidewalk and bike lane between Michael Succi Drive and the New Hampshire Port Authority entrance
- Initiated the design of the Woodbury Avenue Traffic Calming/Safety Project
- Completed design of the Central Fire Station Apparatus Doorways
- Initiated design contract for the replacement of the Sagamore Bridge on Route 1A

Parking & Transportation
- Installed Pay & Display meters allowing credit card use at four locations
- Continued Parking Validation Program
- Extended two-week free holiday parking period at downtown meters to Dec. 26
- Expanded snow ban parking coupon program allowing residents to also park in the High/Hanover Parking Facility for $3 during snow removal periods
- Continued the Security Plan in High/Hanover Parking Facility, including security seven nights a week, increased lighting and zero-tolerance regarding graffiti
- Continued repair of deck spalling and repainting of structural steel
- Continued long-term lease on Masonic Parking Lot for supplemental downtown parking
- Completed upgrade of parking violations and citation management program and handheld ticket writers for parking enforcement

Water & Sewer
- Constructed Powder House Park at the site of the former Islington Street Water Tank, removed in 2007
- Completed the Lower Court Street Sewer Improvement and Streetscape Project
- Completed the upgrade of the Deer Street Pump Station (reduced power consumption by 30%)
- Completed replacement of the Borthwick Avenue sewer main
- Initiated final design of the Madbury Water Treatment Plant
- Completed extension of the Municipal Sewer System to the Pleasant Point area
- Completed Water System upgrades in conjunction with the NHDOT Foyes Corner Project
The Recreation Department provides diversified and affordable recreation and leisure activities year-round for all segments of our community.

The Rec Department designs programs to serve the varying needs of Portsmouth residents regardless of age, sex, race, income, level of participation, and interest in athletic and non-athletic activities. Some programs are available to non-residents for a fee.

The department serves the community via existing facilities, parks and playgrounds, including:

**Connie Bean Youth Center (Daily)**
- Over 1,200 children enrolled in various programs and sports, including leagues for K-12
- Drop-in programs (ping-pong, pool, basketball, etc.)
- Houses Ballet New England, Portsmouth Judo Club and African-American Cultural Center

**Spinnaker Point Adult Recreation Center (Daily)**
- 1,408 members, including senior citizens, Portsmouth residents and/or City employees
- Fitness center for 18+ (equipment, weights, indoor track, basketball court, tennis, volleyball, yoga, exercise and spin classes, pool, hot tub, sauna, etc.)
- 18+ leagues (basketball, volleyball, ping-pong, etc.)

**Indoor Pool (Daily, year-round)**
- 865 members, including 141 senior citizens

- Lessons to 800 children, plus 160 on swim teams
- Hosted regional annual Special Olympics meet

**Peirce Island Outdoor Pool (Daily/9 weeks)**
- Free lessons to over 700 residents
- Hosts annual Water Carnival, over 500 participants
- 28,000 visits for open swim, averaging 458 per day

**Summer Programs/Camps (9 weeks)**
- 450 children (50 per week) in Summer Day Camp
- 1,000 children participate in other programs and sports camps (basketball, soccer, baseball, field hockey, softball, cross-country, golf, volleyball)

**July 4th Holiday Fireworks**
- $22,000 fireworks display drawing 30,000-40,000 people for the Independence Day celebration

**Other Special Programs**
- Monthly Middle School dances
- School year vacation camps
- 16 Senior Citizen day trips
- Family Halloween, Father/Daughter & Mother/Son Dances; Easter Egg Hunt
- Peirce Island Boat Launch
- Greenleaf Recreation Center/ Skateboard Park: gym, game & meeting rooms; classes; FRIENDS program, etc.
The School Department’s mission is to educate all students by challenging them to become thinking, responsible, contributing citizens who continue to learn throughout their lives.

The School Department offers the richest pre-kindergarten through grade 12 curriculum in New Hampshire. Thanks to the department’s many competitive grant awards, the per pupil cost based on the NH Department of Education’s allowable tuition formula is $13,440. Of that, 72% was paid by taxpayers through local and statewide education taxes, with the remaining 28% funded by tuition, other non-tax revenue, and state and federal sources.

Portsmouth teachers pride themselves on providing personalized education for every student. Over the years, the School Department has protected direct instruction to children, especially in pre-kindergarten through grade five, by keeping class size from 18 to 20 or below.

In grades 6-8, teachers use a teaming approach that allows them to record the progress of each child by addressing physical, personal, academic and social needs.

At the high school level, students are provided with a rich curriculum that allows them acceptance into the nation’s best colleges and universities. A total of 77% of the Class of 2008 went on to post-secondary programs.

For the 2007-2008 school year, 370 full-time and 180 part-time employees provided administration, instruction and support to 2,637 students in a preschool program, three elementary schools, a middle school, an alternative secondary school, and a high school that is also a regional vocational center.

The department works closely with SAU 50, which serves Rye, Greenland, Newington and New Castle. Students from SAU 50 towns represented 36 percent of the high school’s pupils in the 2007-2008 school year.

Fiscal Year 2008 Highlights

- The school system began implementation of new “Infinite Campus” student information system to follow each child’s educational progress
- A District Technology Committee began developing a five-year plan
- Total enrollment for pre-kindergarten through 12 for the 2007-2008 school year was 2,637
- Students received instruction from 253 “Highly Qualified Teachers”
- The ESL (English as a Second Language) Program provided direct instruction to 42 students, encompassing 17 different languages
- The school system was awarded $1,651,615 in federal, state, and local grants to assist in enhancing student achievement, lowering class size, instituting innovative programs, and providing professional development
## Portsmouth Public School Statistics

<table>
<thead>
<tr>
<th></th>
<th>FY06 State Ave.</th>
<th>FY07 State Ave.</th>
<th>FY08 State Ave.</th>
<th>Available</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Cost per pupil</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Elementary</td>
<td>$14,111.40</td>
<td>$14,357.65</td>
<td>$10,716.01</td>
<td>9/08</td>
</tr>
<tr>
<td>Middle</td>
<td>$13,109.93</td>
<td>$13,280.44</td>
<td>$9,821.37</td>
<td>“</td>
</tr>
<tr>
<td>High School</td>
<td>$12,660.39</td>
<td>$12,729.73</td>
<td>$9,992.06</td>
<td>“</td>
</tr>
<tr>
<td><strong>Students eligible for Free &amp; Reduced Meals</strong></td>
<td>21.2%</td>
<td>18.2%</td>
<td>21.0%</td>
<td>18.9%</td>
</tr>
<tr>
<td><strong>Total budget</strong></td>
<td>$38,960,720</td>
<td>$39,218,830</td>
<td>$39,369,960</td>
<td></td>
</tr>
<tr>
<td>(includes all Federal and State funding)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>High School dropouts</strong></td>
<td>1.23%</td>
<td>3.10%</td>
<td>2.10%</td>
<td>3.20%</td>
</tr>
</tbody>
</table>

### Where New PHS Graduates Go

<table>
<thead>
<tr>
<th></th>
<th>Class of 2007</th>
<th>Class of 2008</th>
</tr>
</thead>
<tbody>
<tr>
<td>4-year colleges</td>
<td>63%</td>
<td>62%</td>
</tr>
<tr>
<td>2-year colleges</td>
<td>11%</td>
<td>11%</td>
</tr>
<tr>
<td>Other</td>
<td>4%</td>
<td>4%</td>
</tr>
<tr>
<td>Armed Forces</td>
<td>1%</td>
<td>1%</td>
</tr>
<tr>
<td>Percent employed</td>
<td>21%</td>
<td>22%</td>
</tr>
</tbody>
</table>
The Welfare Department assists Portsmouth residents unable to provide for their own documented shelter, food, medication, utility or other emergency needs.

It provides assistance to qualified individuals and promotes independence through guidance and referrals. In addition, the department actively participates in local social services networks.

The City provides emergency general assistance to individuals and families who “are poor and unable to support themselves” (NH RSA165). By law, any Portsmouth resident expressing a need for help may file an application for assistance.

In Fiscal Year 2008, the City Welfare Department provided assistance totaling $205,339 in vouchers—$7,481 less than the previous year.

Assistance was provided in 200 cases, 20 fewer than the prior year, involving 244 adults and 115 children. The breakdown was:

<table>
<thead>
<tr>
<th></th>
<th>FY07</th>
<th>FY08</th>
</tr>
</thead>
<tbody>
<tr>
<td>Couples</td>
<td>18</td>
<td>22</td>
</tr>
<tr>
<td>Single females</td>
<td>48</td>
<td>33</td>
</tr>
<tr>
<td>Single males</td>
<td>51</td>
<td>42</td>
</tr>
<tr>
<td>Single parents</td>
<td>56</td>
<td>61</td>
</tr>
<tr>
<td>Couples with children</td>
<td>40</td>
<td>36</td>
</tr>
<tr>
<td>Single widows/widowers</td>
<td>4</td>
<td>4</td>
</tr>
<tr>
<td>Grandparents with grandchildren</td>
<td>3</td>
<td>2</td>
</tr>
</tbody>
</table>

Welfare recipients may be required to apply for other programs, make specific payments with their income, work for the City as reimbursement, and/or to document an active job search.

While most Welfare recipients are unable to do so, the law requires them to make reimbursements for City assistance when they are financially able.

In FY08, the Welfare Department collected $34,545—just under 17% of the general assistance expenditure—from liens, reimbursements from recipients and government entities, and service fees from other communities.

Welfare Department services include:
- Determining qualified applicants, processing requests for service and making referrals;
- Administering emergency assistance vouchers based on New Hampshire law and the Welfare Guidelines adopted by the City Council;
- Monitoring changing federal/state law and regulations;
- Facilitating the responsiveness of other agencies to Welfare Department referrals; and
- Advising the City Manager on appropriate City-administered grant funding to local social services agencies.

In FY08, the City allocated $198,460 to 23 local agencies to provide service to Portsmouth residents in Fiscal Year 2009.

The work of these agencies often reduces costs to the Welfare Department.

### Welfare Expenditures

<table>
<thead>
<tr>
<th></th>
<th>FY 2007</th>
<th>FY 2008</th>
</tr>
</thead>
<tbody>
<tr>
<td>Food</td>
<td>$4,670</td>
<td>$7,404</td>
</tr>
<tr>
<td>Medical/Prescriptions</td>
<td>$16,000</td>
<td>$6,710</td>
</tr>
<tr>
<td>Shelter</td>
<td>$173,935</td>
<td>$157,816</td>
</tr>
<tr>
<td>Emergency Shelter</td>
<td>$3,115</td>
<td>$8,436</td>
</tr>
<tr>
<td>Utilities</td>
<td>$7,430</td>
<td>$12,235</td>
</tr>
<tr>
<td>Burials</td>
<td>$2,250</td>
<td>$1,500</td>
</tr>
<tr>
<td>Fuel Oil</td>
<td>$2,065</td>
<td>$4,435</td>
</tr>
<tr>
<td>Personal Goods</td>
<td>$1,025</td>
<td>$2,356</td>
</tr>
<tr>
<td>Transportation</td>
<td>$1,775</td>
<td>$4,145</td>
</tr>
<tr>
<td>Other (Misc. Needs)</td>
<td>$15</td>
<td>$302</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td><strong>$212,280</strong></td>
<td><strong>$205,339</strong></td>
</tr>
</tbody>
</table>
The Annual Report was produced by Pat Remick.
Many of the photographs were taken by Jason Page.