

TOWN OF DERRY



ANNUAL REPORT FISCAL YEAR ENDING JUNE 30, 2009



TOWN OFFICERS

Town Council

Richard Metts, Chair
Councilor at Large
(2010)

Janet Fairbanks
District #1
(2012)

Brent R. Carney
District #2
(2010)

Neil Wetherbee
District #3
(2011)

Brian K. Chirichiello
District #4
(2010)

Kevin L. Coyle
Councilor-at-Large
(2012)

Brad Benson
Councilor-at-Large
(2011)

Treasurer

Rita Correia
(2010)

Town Clerk

Denise E. Neale
(2010)

Moderator

Margaret Ives
(2010)

Supervisors of the Checklist

Roland Routhier, Chair
(2012)

Renee Routhier
(2014)

Bruce Neale
(2010)

Derry Public Library Trustees

Katherine Prudhomme-O'Brien
(2010)

Elizabeth Ives
(2010)

Paul Lofler
(2011)

Brendan Walsh
(2011)

Marilyn Sullivan
(2011)

Paul Hopfgarten
(2012)

Kathleen McPherson
(2012)



TOWN OFFICERS

(Continued)

Taylor Library Trustees

Candace Andrews
(2010)

Ben Hamblett
(2010)

Edward Ciancio
(2011)

Carla Carney
(2011)

Pamela Otis
(2012)

Trustees of Trust Funds

Mario Iannaccone
(2011)

Douglas Newell
(2012)

Michael Gill
(2010)

TOWN OFFICERS

(Continued)

Town Officer	Town Officer	Town Officer
Town Officer (2017)	Town Officer (2017)	Town Officer (2017)
Town Officer (2017)	Town Officer (2017)	Town Officer (2017)
Town Officer (2017)	Town Officer (2017)	Town Officer (2017)

TOWN DEPARTMENTS AND OFFICES

EXECUTIVE DEPARTMENT

R. Gary Stenhouse, Town Administrator

HR/ADMINISTRATION & PUBLIC HEALTH

Larry Budreau
Director

IT/GIS

Douglas Rathburn
Manager

Cable 17

Barbara Ellingwood
Administrator

FINANCE DEPARTMENT

Frank Childs, Chief Financial Officer

Janice Mobsby, Controller

David N. Gomez, Assessor

Nancy H. Watson, Tax Collector / Municipal Agent

Jill McLaughlin, Human Services Administrator

POLICE DEPARTMENT

Edward B. Garone, Chief

George Feole, Captain

Vern Thomas, Captain

Marlene Bishop, Animal Control Officer

FIRE DEPARTMENT & EMERGENCY MANAGEMENT

George Klauber, Chief

PLANNING DEPARTMENT

George Sioras, Director

PUBLIC WORKS DEPARTMENT

Michael Fowler, Director

Thomas Carrier, Water/Wastewater Superintendent & Deputy Director

Alan Côté, Superintendent of Operations

Eric Bodenrader, Parks and Recreation Director

Robert Mackey, Code Enforcement

TOWN DEPARTMENTS AND OFFICES

EXECUTIVE DEPARTMENT

Roger Johnson, Town Administrator

1000 E. 1st St. Hartford, CT 06103	1000 E. 1st St. Hartford, CT 06103	1000 E. 1st St. Hartford, CT 06103
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PLANNING DEPARTMENT
1000 E. 1st St., Room 101
Hartford, CT 06103
David M. Goss, Director
David H. Wilson, Town Clerk
1000 E. 1st St., Room 101
Hartford, CT 06103

POLICE DEPARTMENT
1000 E. 1st St., Room 101
Hartford, CT 06103
New Hartford, CT 06103
1000 E. 1st St., Room 101
Hartford, CT 06103

FIRE DEPARTMENT & EMERGENCY MANAGEMENT
1000 E. 1st St., Room 101
Hartford, CT 06103

PLANNING DEPARTMENT
1000 E. 1st St., Room 101
Hartford, CT 06103

PUBLIC WORKS DEPARTMENT
1000 E. 1st St., Room 101
Hartford, CT 06103
1000 E. 1st St., Room 101
Hartford, CT 06103
1000 E. 1st St., Room 101
Hartford, CT 06103
1000 E. 1st St., Room 101
Hartford, CT 06103

TOWN BOARDS & COMMITTEES

PLANNING BOARD

David Granese, Chair
(2010)
Paul Hopfgarten
(2011)
Brian Chirichiello
Council Representative

Virginia Roach, Vice Chair
(2010)
Maureen Heard
(2012)
Gary Stenhouse
Town Administrator

Jan Choiniere, Sec.
(2011)
John O'Connor
(2012)
Randy Chase
Administrative Rep.

Alternates

Jessica Hodgeman
(2010)

Darrell Park
(2012)

Frank Bartkiewicz
(2011)

ZONING BOARD OF ADJUSTMENT

Allan Virr, Chair
(2011)
James Webb
(2011)

David Thompson, Vice Chair
(2012)
Albert Dimmock
(2010)

Cecile Cormier, Sec.
(2011)

Alternates

Ernest Osborn
(2010)
Vacant
(2011)

Michael Fairbanks
(2011)

John DeBonis, Jr.
(2012)
Vacant
(2010)

HIGHWAY SAFETY COMMITTEE

Alan Cote, Public Works
Chief Edward B. Garone, Police
Chief George Klauber, Fire
Jane Simard, School

Grant Benson, Jr., Chair,
Tom Caron
Randall Chase
Mike Houghton
Albert Dimmock
Steve Wallack

DERRY HOUSING AUTHORITY

Robert Fleig, Executive Director

Board of Commissioners

J. Leonard Sweeney III, Chair
(2011)

Sandra Amabello, Vice Chair
(2013)

Frederick Tompkins
(2014)

Thomas G. Hosey, Treasurer
(2010)

David Milz
(2012)

Brent Carney
Council Representative

TOWN BOARDS & COMMITTEES

Board/Committee	Members	Term
Planning Board	John D. [Name], [Name], [Name]	2011-2013
...

Board/Committee	Members	Term
...

Board/Committee	Members	Term
...

Board/Committee	Members	Term
...

CONSERVATION COMMISSION

Margaret Ives, Chair
(2012)

Beverly Ferrante, Treasurer
(2011)

Riccardo Buzzanga
(2011)

Paul Dionne, Vice Chair
(2010)

Dennis Wiley
(2012)

Neil Wetherbee
Council Representative

Jim Arruda
(2012)

Eleanor Sarcione, Sec.
(2010)

Paul Doolittle
(2010)

Alternates
Margaret Kinsella
(2012)

Aaron Chapple
(2011)

Marianne Page
(2012)

HERITAGE COMMISSION

Richard Holmes, Chair
(2010)

Janice Rioux
(2010)

Rebecca Rutter, Vice Chair / Sec.
(2011)

Janet Fairbanks
Council Representative

Karen Blandford-Anderson
(2011)

Bill Petch
(2011)

Alternates
Frank Santiago
(2012)

Marion R. Pounder
(2010)

SOUTHERN NEW HAMPSHIRE PLANNING COMMISSION

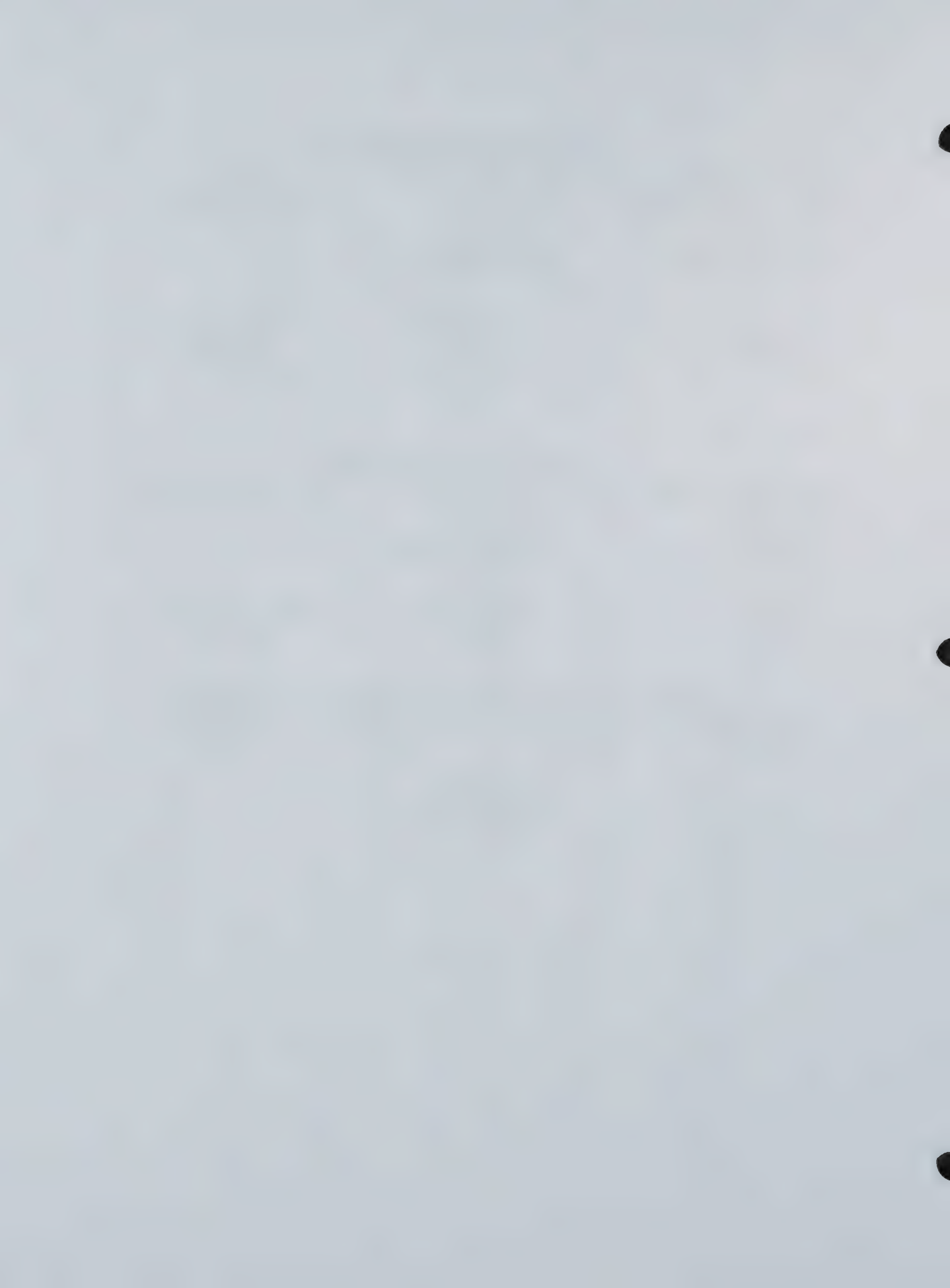
David Gomez
(2012)

Jack Dowd
(2012)

Beverly Ferrante
(2012)

Joel Olbricht
(2012)

Alternate
Brian Chirichiello
(2012)



TOWN OF DERRY DEPARTMENTS & OFFICES

Town Council

Town Administrator

Community Cable TV17

Conservation Commission

Derry Public Library

Derry Fire Department

Ambulance Services

Dispatch Services

Emergency Management

Finance Department

Assessing

Finance

Human Services

Tax Collector

Heritage Commission

Highway Safety Committee

Housing & Redevelopment Authority

Human Resources

Public Health

IT/GIS

Planning Board

Planning Department

Police Department

Animal Control

Public Works

Buildings & Grounds

Cemetery

Code Enforcement/Building/Zoning

Engineering

Highway

Parks & Recreation

Transfer Station

Vehicle Maintenance

Water/Wastewater

Southern New Hampshire Planning Commission

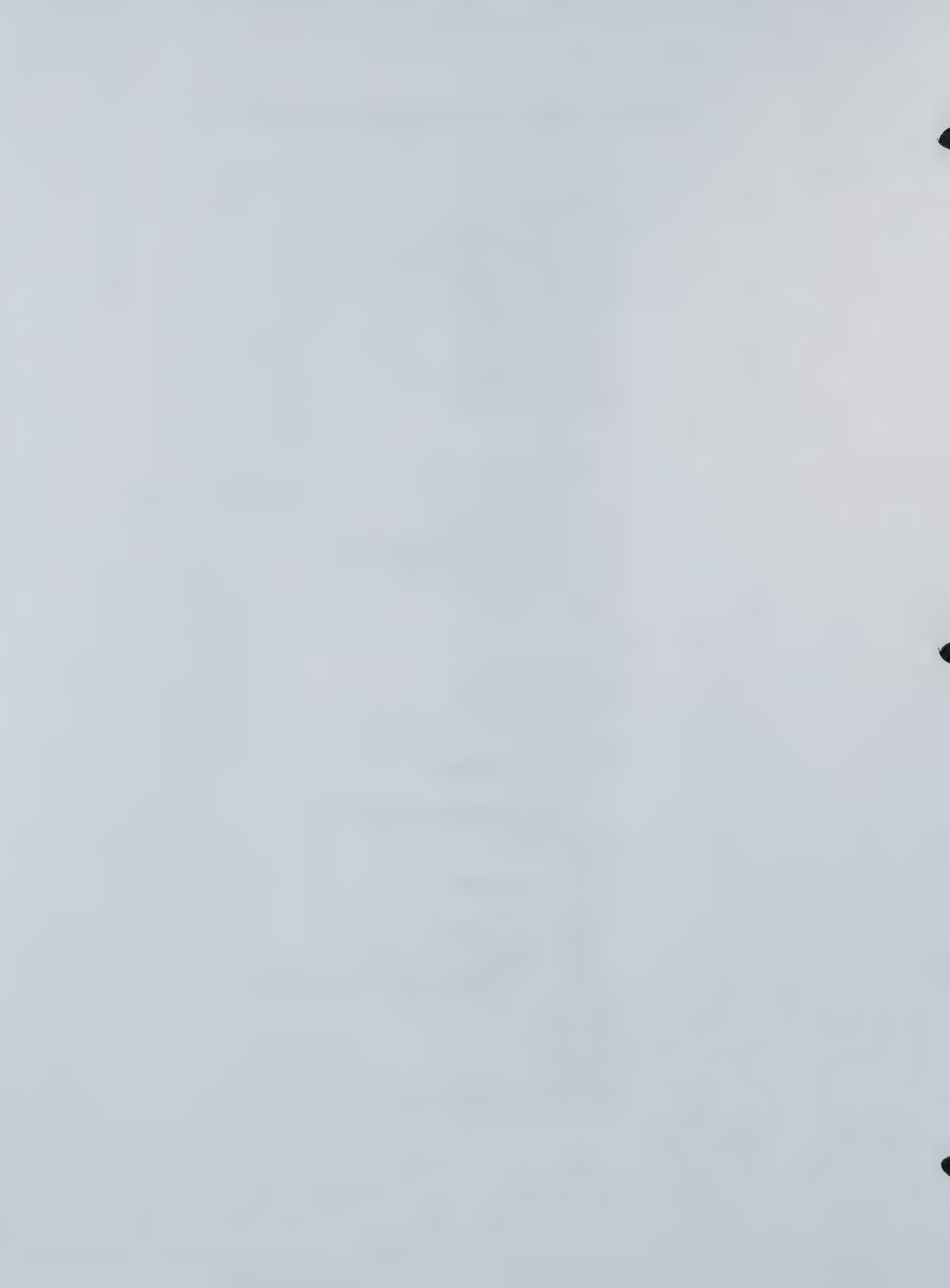
Supervisor of the Checklist

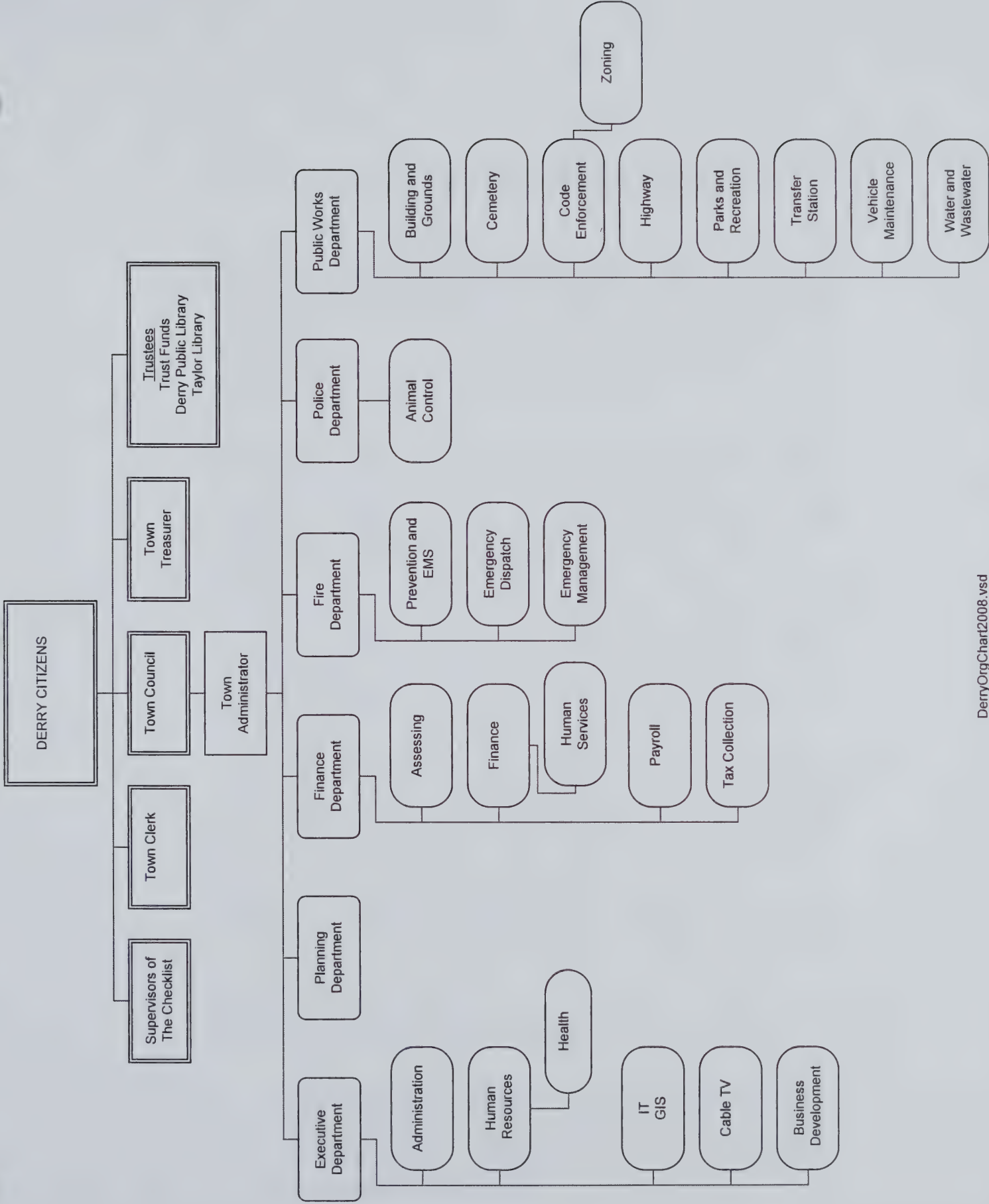
Taylor Library

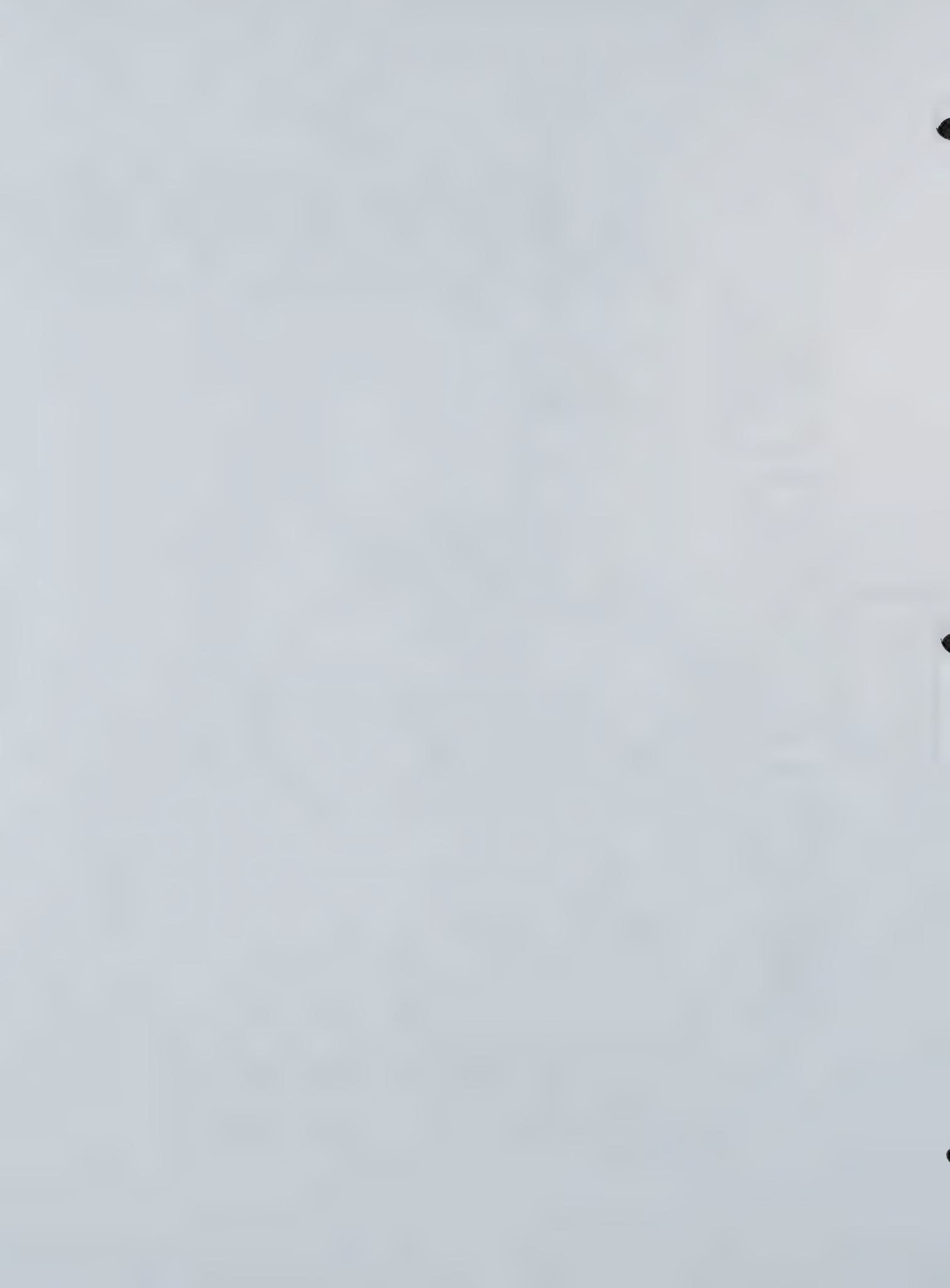
Town Clerk

Treasurer

Zoning Board of Adjustment







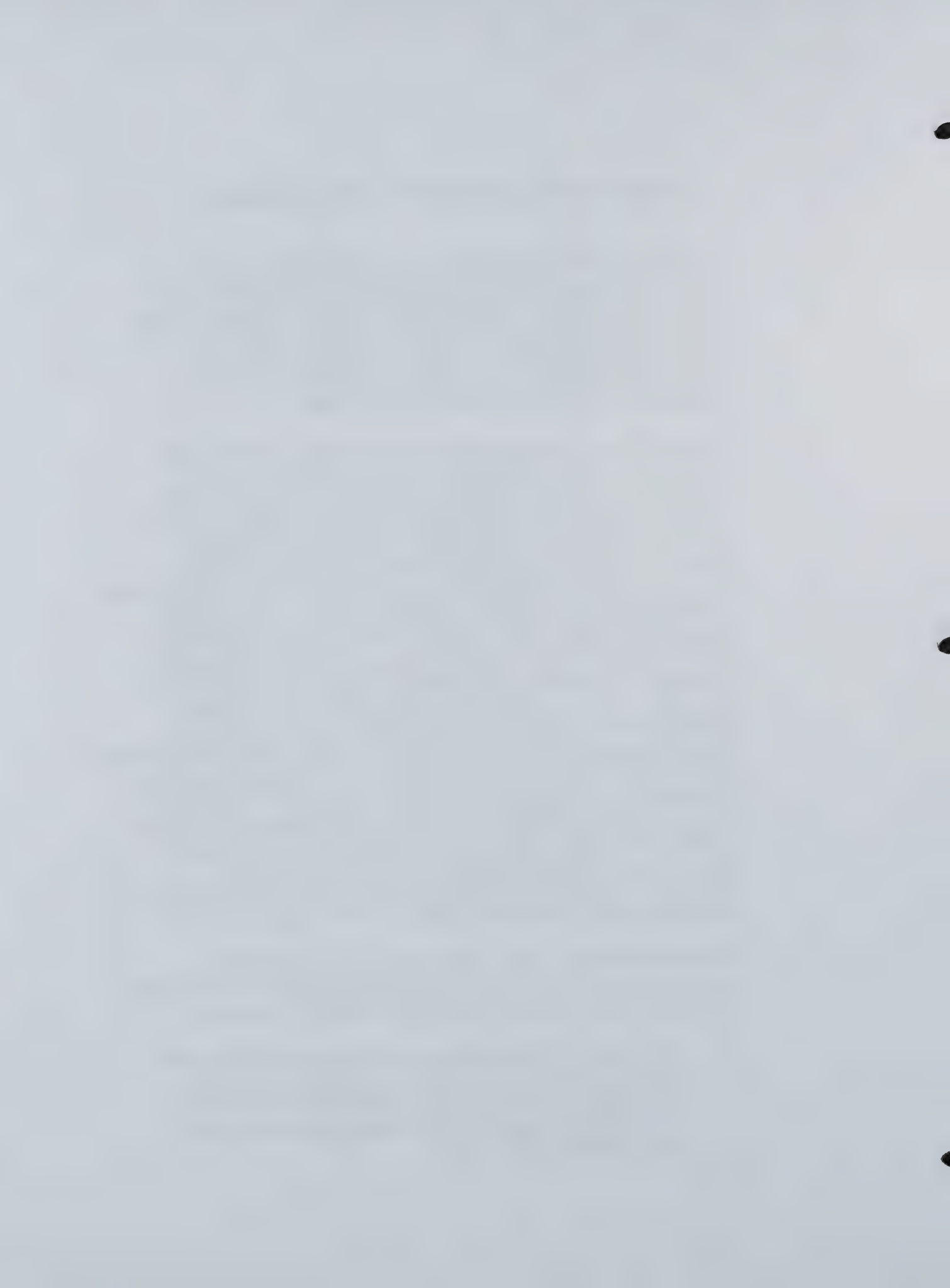
TOWN COUNCIL CHAIRMAN'S ANNUAL REPORT

It has been an honor and privilege to serve a second term as Chair of the Derry Town Council. It has been an interesting and challenging year for Town officials, employees and the residents of Derry. This year's election saw the return of Kevin Coyle and Janet Fairbanks for their second term and the renewal of contract for our Town Administrator, Mr. Gary Stenhouse. I would like to say congratulations and Good Luck to the entire staff and Council for success in the year ahead.

The greatest thing that can happen to a Community is to come together for a common cause. Unfortunately, many times this event is an emergency or disaster that affects the Town, the residents as well as the many men and women who make up the various Departments in the town. The Ice storm of December 2008 was just such an event. During the period from Dec 10-11, 2009, the southern part of the state was hit by the worst ice storm in recent history, approximately 400,000 - 600,000 people were deprived of power, telephone and cable service, virtually bringing the region to a stand still for a period of 10 days. It was during this time that the Emergency Services of Fire, Police and Public Works rose to the occasion to communicate and coordinate the bringing of relief efforts and emergency services to many of our 35,000 residents affected by this storm. In addition, the town was able to lend assistance to those in our surrounding communities that were as hard hit as Derry. It also brought out all others from the various other Departments to assist with answering phones, providing aid, and helping in any capacity that they could. I would like to commend all those dedicated men and women who organized and carried out the plan developed by the Emergency Operations Team during this time of crisis as a result of the storm of '08. In a follow-up, the Emergency Operations plan was heralded by the State of NH Emergency Operations office as a model for action should this happen in the future.

There have been many positive events that have occurred during the past year and I would like to mention those along with the reports from our Boards, Commissions and Departments included in this report.

- The Rail Trail Bike Path Project was completed from Downtown to Bowers Road in a Public/Private partnership with the Derry Rail Trail Association. The second phase from Bowers Rd. to the Windham Trail is in the fundraising and planning stages to be completed by next summer.



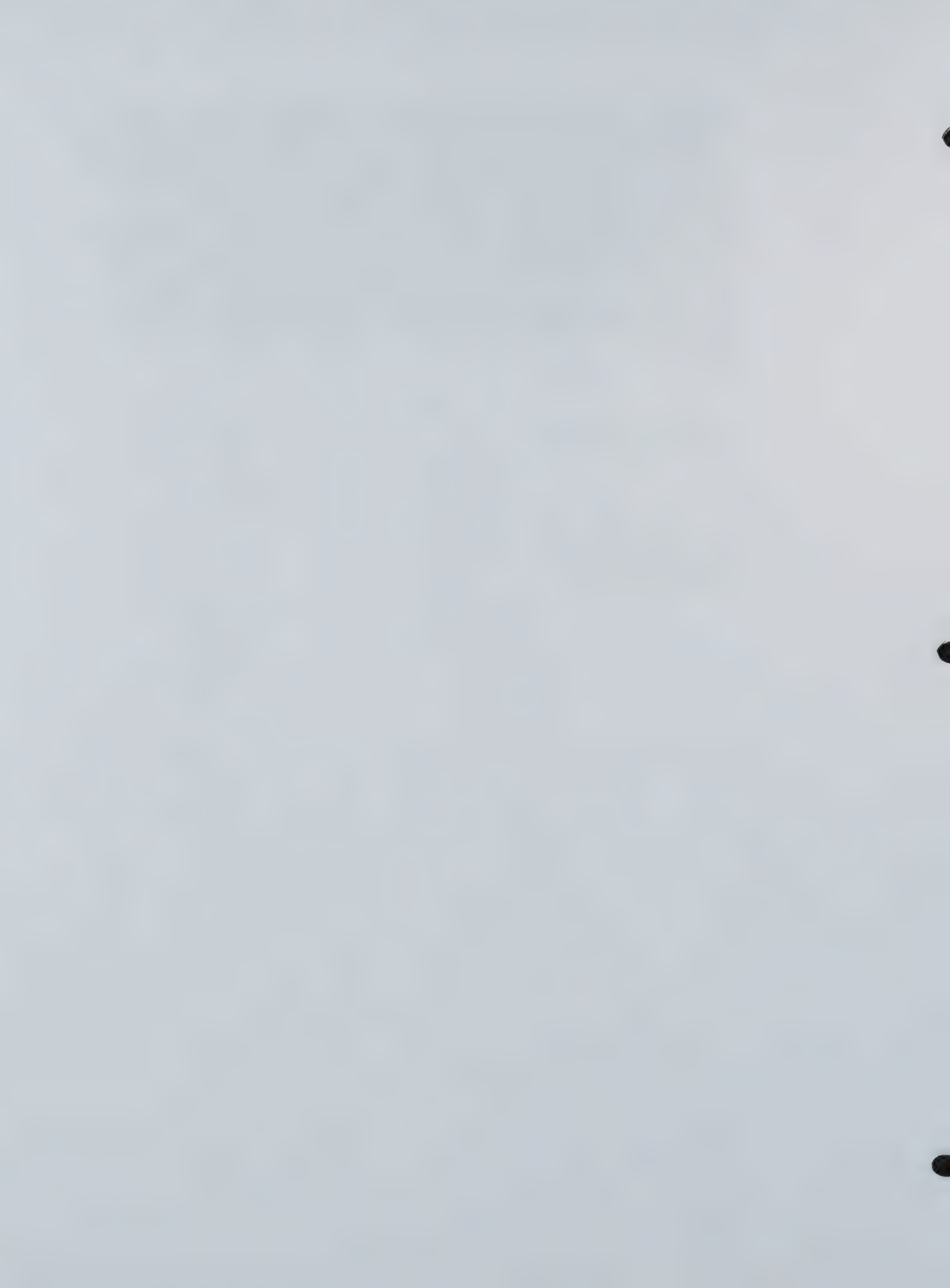
- Public Works, in addition to its stellar work during the December Ice Storm, has continued with road upgrades. In addition, the Water and Sewer Departments have continued to improve and upgrade its systems to meet the challenges of providing the best service possible to the customers, the residents and businesses of Derry.
- Parks and Recreation has continued to offer a variety of programs for residents of all ages from athletic programs, concerts and trips to places of interest and fun that satisfy everyone.
- The Bureau of Public Health has continued to be at the forefront of keeping Derry a healthy place to live, work and play through its continued inspection program of the over 140 food service establishments located in town. The Regional Health Office has also provided fast-breaking and timely notices and action concerning the H1N1 Flu threat and the recent finding of the EEE virus in local mosquito populations.
- Cable TV 17 has seen expanded use by its' citizens throughout the production and showing of many new resident inspired shows. They are also in the process of negotiating a new Franchise Agreement with Comcast that should be presented to the Council in the Fall of '09.
- The Police and Fire Departments have continued their superb efforts in keeping the Derry citizens safe and sound around Town and in their homes. Both Departments are also continuing the many Public Safety Education Programs that they offer to our school age children as well as the general population.
- The Council has been responsive to the needs of the citizens by passing a budget that lowered the tax rate, but still strives to provide the best level of service that can be achieved in this budget cycle, given the stress on the economy.
- The Planning Department, in conjunction with the NH Cooperative Extension, held a Community Profile event in April. We should begin to see the follow-up results from this event during the coming months.



In closing, I would like to take this opportunity to thank of those who volunteer to make Derry a success by serving on various Town Boards and Commissions. They serve without pay and put in long hours to make Derry a better place to live. Another group that deserves thanks are those who volunteer in the libraries, Recreation Programs, Cable 17, Cert Teams, Medical Reserve Corps., the Derry Schools and many others. These volunteers perform a valuable service to our community and I would like to personally thank them for their time and commitment to a job well done. I have enjoyed my service as a Councilor and look forward to the coming year and the challenges it may present. May we all continue to strive and make a positive impact on the quality of life in our Town.

Respectfully submitted,

Richard M. Metts, Chair
Derry Town Council
Councilor-at-Large



TOWN ADMINISTRATOR'S ANNUAL REPORT

Derry continued to provide its residents, businesses and visitors the highest in levels of municipal services in the past fiscal year. Since Derry is primarily a residential community with a large number of families and children, providing services ranging from recreation, to police and fire protection, clean streets, cultural and learning opportunities through our libraries, the Adams Memorial Building and the Derry History Museum is what we are all about. In fact, Derry services and our professional staff continue to be recognized on a state and national level. Our response to the ice storm in December 2008 was recognized by the State as the model of how to deal with an emergency; our Finance Department was again awarded the Certificate of Achievement of Excellence in Financial Reporting by the Government Finance Officers Association for the 11th straight year. The Derry Fire Department is one of only eight municipal emergency medical services in the country that has achieved a Certificate of Accreditation from the Committee on Accreditation of Ambulance Services, a national standard of excellence.

As in past years, there have been many accomplishments aimed at providing the very best in local services. Some of them are bigger than others and are often noticed. Any time a new commercial facility comes on line such as The Goddard School or Birch Heights Retirement Community, when new streets and roads are built, when Town parks and recreational facilities are improved, people notice and see their hard earned tax dollars at work. Other improvements to our quality of life are less noticeable but just as important. Some of those include:

- Completion and implementation of a new Geographic Information System for the Town. This provides users with a host of data including tax mapping, topographic and other baseline information.
- The Town's website was found to need improvement and a new version is up and running. It is user friendly and provides residents with a wealth of information, forms and other materials you can use to make dealings with your local government easier. You can even register your vehicle or dog without the need to come to the Municipal Center.
- Town government meetings may now be viewed on video on demand. If you want to watch a Planning Board or Council meeting, you can go to our website and view it at any time.
- Our libraries couldn't be easier to use. You can even receive a notice of when a borrowed item will become overdue, thus avoiding a library fine.
- As host to the Regional Public Health Network, Derry receives many benefits. Employing the Network Coordinator here in the Municipal Center provides our residents ease of access to Public Health information. The Network played a key role in spring 2009 when the H1N1 flu epidemic became widespread. They were on top of the situation from day one, and that role will continue as we move into the seasonal and H1N1 flu outbreak expected this fall.
- The installation of the kids' Splashpad at Don Ball Park has been a huge success. It basically takes the idea of kids running through a lawn sprinkler to new heights and has become a regional attraction.

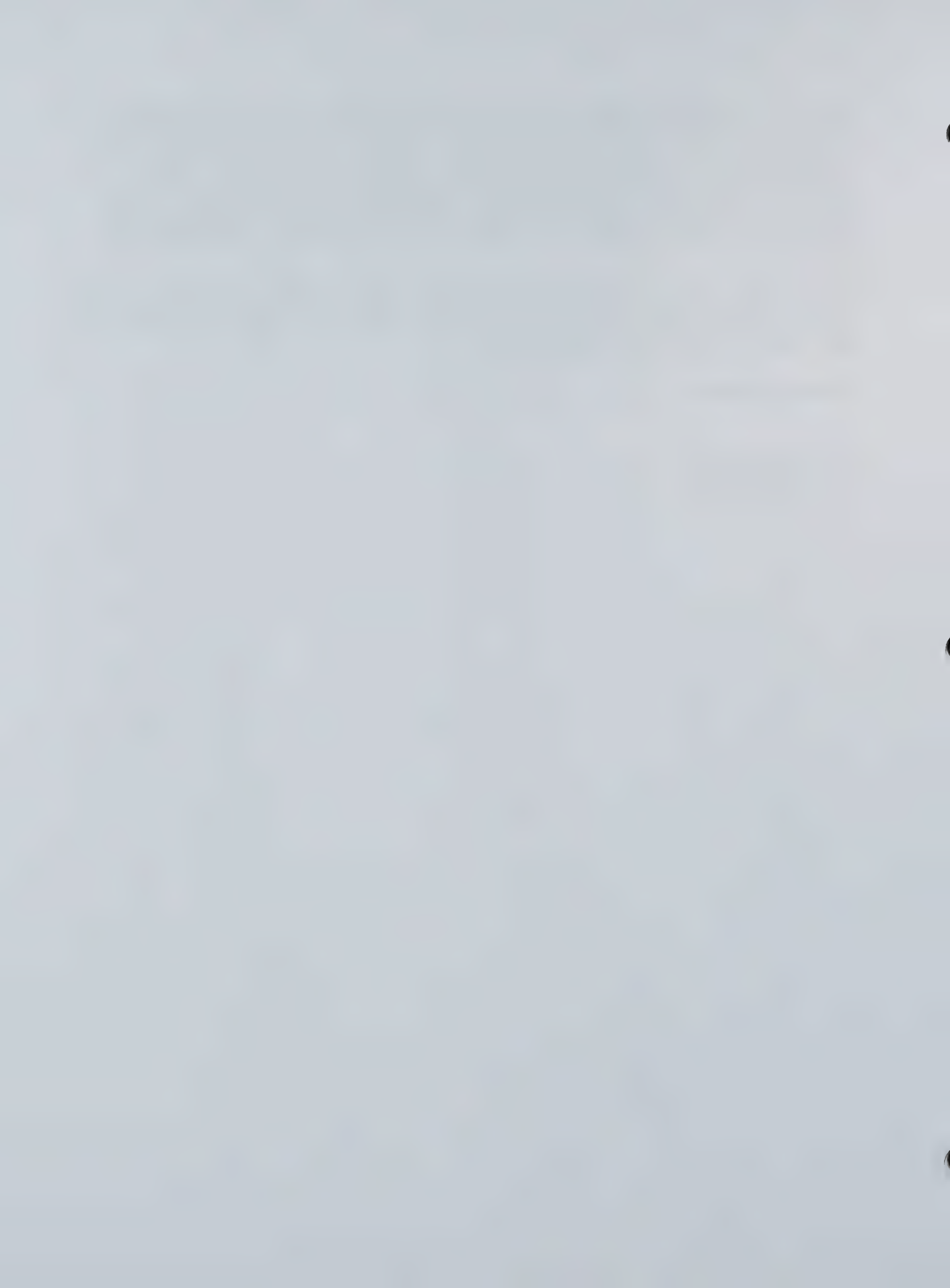


Thus you can see that it's not just the big improvements and services that make Derry such a special place. As I've mentioned in past years, most municipal services go unnoticed and are pretty much taken for granted. We expect and take for granted good schools. If a family member is taken seriously ill or we have an accident, we expect a quick response. When we drive out of town in the morning on a snowy day, we expect the roads to be passable. Usually we don't notice what we're getting from our public employees until we're dissatisfied with a service or program.

I have a challenge for every citizen. Next time you feel a service, no matter how small, was done in an exemplary fashion by the Town, drop me a line on our website. I look forward to and will enjoy hearing from you, the residents of Derry.

Respectfully submitted,

Gary Stenhouse
Town Administrator



DERRY COMMUNITY TELEVISION CABLE 17

As Derry Community Television C17 moves into the next year, we will be celebrating our Twentieth Anniversary serving our community. We remain focused and committed to improving our operation to meet the changing needs of our community. Our funding is generated solely from the franchise fees paid by cable subscribers, with no fiscal impact to the taxpayers. We currently cover both the public and government side of local cable access on one channel. We are currently in the final phase of negotiations with Comcast and are looking forward to our new channel and the channel will be dedicated to local access. This addition will allow us to expand our programming with more local access programming during prime time from 7:00 pm to 10:00 pm weekdays the equipment needed to support this new channel is already in place and we are ready to go.

As in the past twenty years, we still strive to provide the town with the best possible programming. Channel 17 airs live all scheduled Town Council, Planning Board, Zoning Board, and Conservation Commission Meetings as well as the Charter Commission Meetings. We also rebroadcast all government meetings on Fridays and Saturdays. We also provide coverage of special workshops and public hearings as well as the State of New Hampshire meetings that are of interest to the citizens of Derry. On the local access side of things, we cover the Derry Holiday Parade, the Memorial Day Parade, Derryfest, and the Summer Concerts held at McGregor Park. Through the efforts of our staff, volunteers and with our New Cable Truck, we hope to expand our local access programming to local sporting events such as football, basketball and soccer. We have several local producers that create programs of diverse interests providing an entertaining and lighter side of local access programming. The productions that are done 'in house' are "Be Fit Be YOU! with Ramon, "Eye on Health" Literary Corner with Eleanor Strang, The Jazz Room Live, and Mental Health Matters produced by the staff from CLM (Center for Life Management). Our staff can be found downtown visiting local businesses and gathering footage for the 'Business Connection' Shows as well as "Derry Connections". With a new show planned on the history of Derry this should be a very interesting year.

In between programming, the Community Bulletin Board (Message Board) can be viewed. Public Service Announcements are updated daily informing residents of upcoming events and activities. Our Program Schedule is also available along with current weather conditions.

We continue to work closely with Emergency Management, Fire, Police, Public Works, Bureau of Public Health and the Superintendent of Schools, keeping the community informed of road closures, shelter locations and other emergency announcements over both Cable 17 and Cable 6 with slides and continual crawls at the bottom of the screen.

Having V-O-D (video-on-demand) has proven to be very popular with the public. This allows people outside of our viewing area to watch our local government meetings and for those not able to view the meetings 'live'. With the replacement of our old satellite dish, brings with it more diverse programs from NASA and a better quality signal.

In closing I would like to thank the staff, Chris Martin and Larry Seaman, and all the volunteers who have helped cover events throughout the year and to the producers who have produced shows. There is always room for new volunteers and new producers! We offer camera and editing classes as well as 'How to Produce a Show' Workshops, all at no cost, just your time.

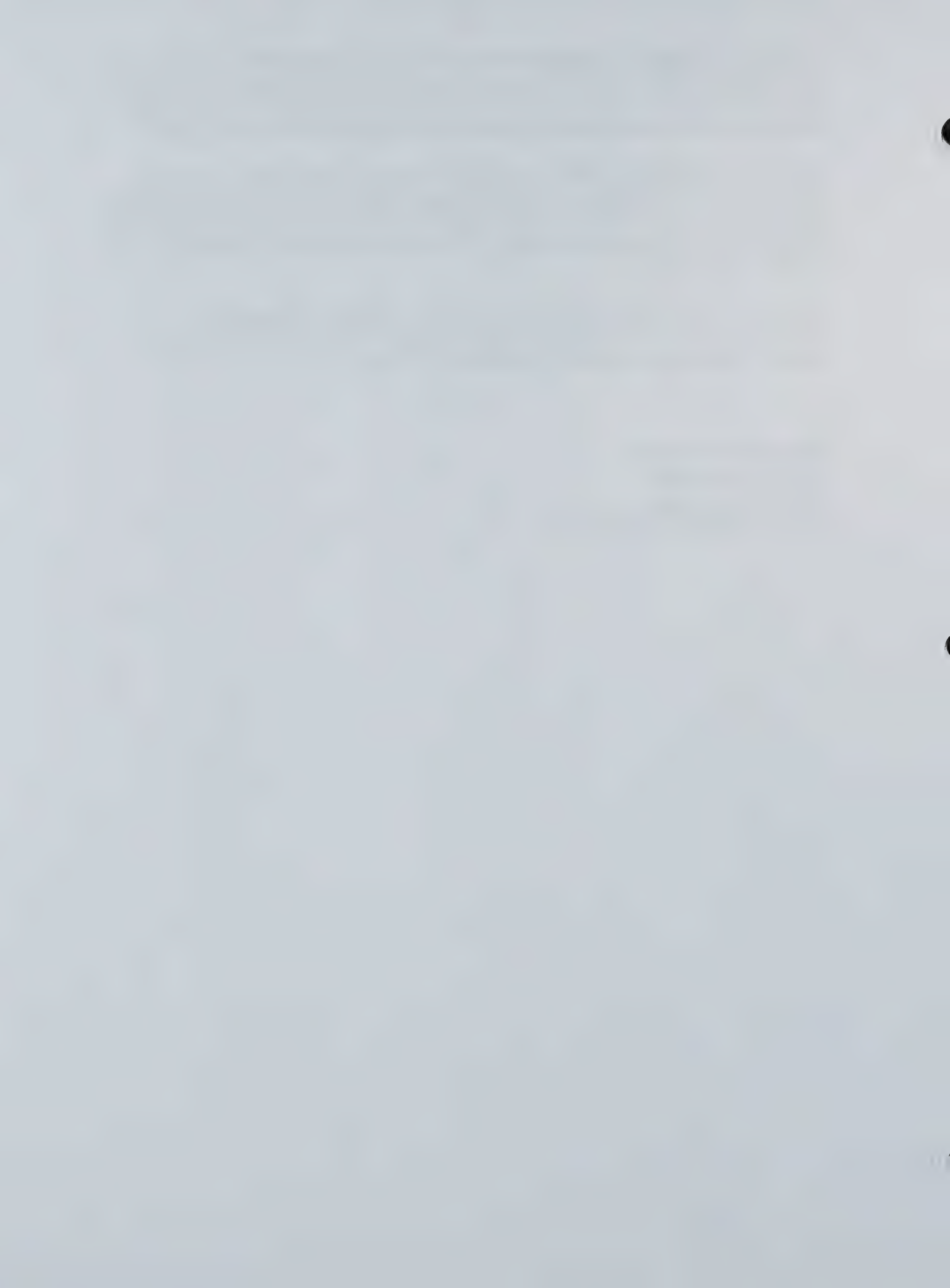
To learn more about Derry Community Television C17 go to our website at Derryctv.com or email us at Derryctv@ci.derry.nh.us or call us at 845-5514. We are located in the lower level of the Derry Municipal Center.

Respectfully Submitted

Barb Ellingwood

Station Administrator

Derry Community Television, C17



DERRY CONSERVATION COMMISSION

The DCC conducted site walks and reviewed dredge and fill permits throughout the year as usual although the number of site walks was fewer than in years past.

The Commission finalized the purchase of the Johnson property, 28.98 acres, abutting the Doolittle property and then voted to consolidate these two parcels into the Doolittle parcel. The protection of the Ferdinando farm lands with a conservation easement at 112 English Range Road, totaling 47.8 acres was finalized. These two parcels were protected at a cost of \$255,802 with land use funds. The easement acquired as a result of mitigation on the former Matteuzzi property 9.6 acres abutting Manta Brook was finalized.

The Southern New Hampshire Planning Commission conducted workshops on an Open Space Plan through the Community Technical Assistance Program as a result of the impact of widening Route 93. The Commission attended 5 workshops with the goal of identifying the highest value natural resource areas which therefore need the most protection to maintain ground and surface water quality, habitat, outdoor recreation, scenic enjoyment and interconnected green space. The final report was submitted after the end of this fiscal year and is available for review and inclusion in the Master Plan.

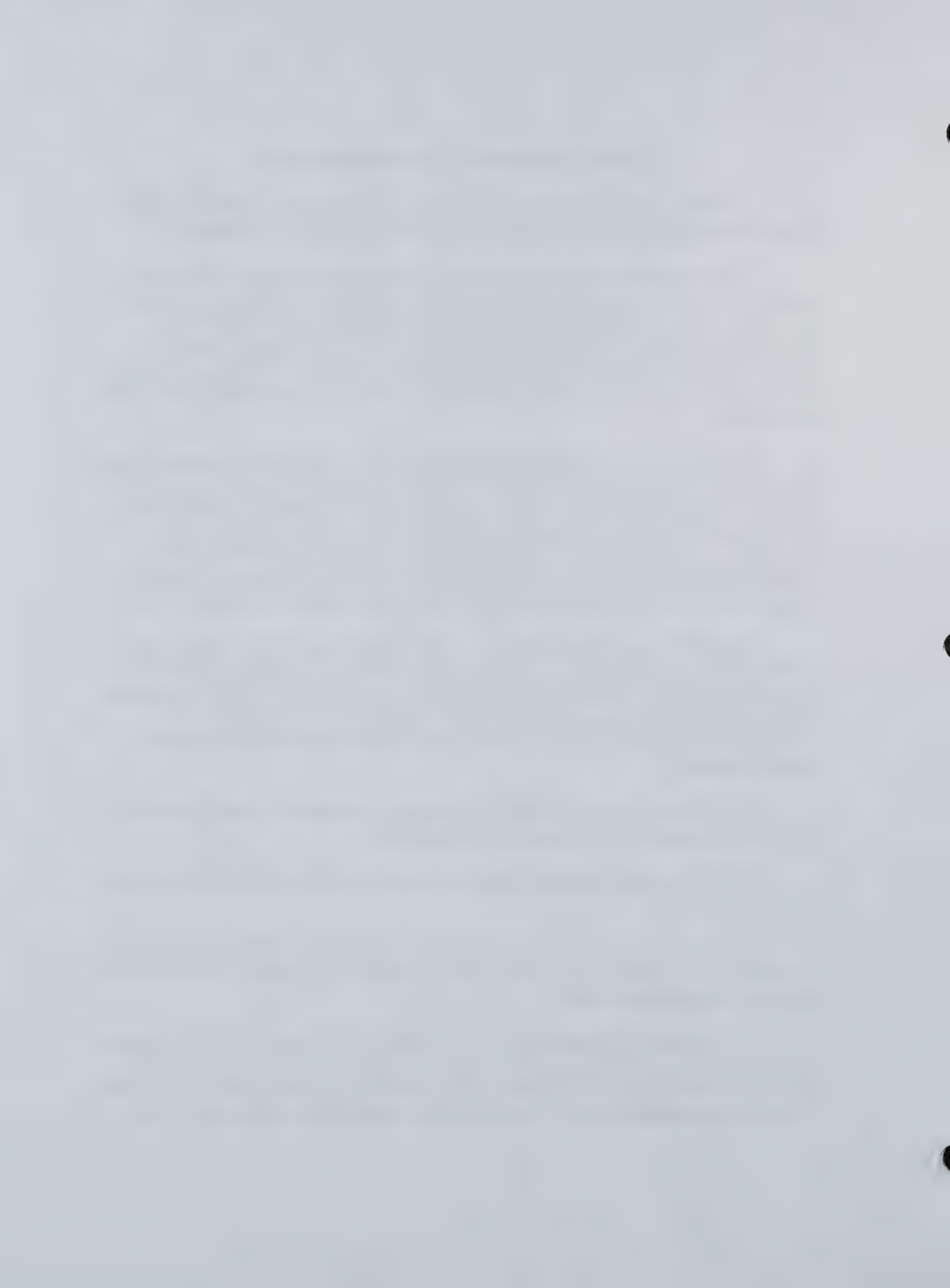
The DPW selected Remi Construction to rebuild the dam at Cole Marsh which went out in the April 2007 storm. FEMA awarded \$19,214 towards this project and the Commission allocated \$2000 from its administrative fund. The dam will be restored to a height under 6 feet removing it from the state's definition of a dam under a new House/Senate bill passed June, 2009. The dam will restore the wildlife pond which attracts waterfowl.

The gardening space at Broadview Farms was enlarged to 41 plots. There were 31 gardeners this year with numerous vegetable plantings!

Bill Hoyt resigned this year. The Commission thanks Bill for his years of service on the Commission.

The officers elected in April are as follows: Margaret Ives, Chair, Paul Dionne, Vice Chair, Ellie Sarcione, Secretary and Beverly Ferrante, Treasurer. We thank Paul for his years of leadership as Chair.

The Commission thanks the Derry Pathfinders and the Scouts for their assistance this year. The Derry Pathfinders cut trails between Jackman Road and Sheldon Road through the Weber Forest and from Poor Farm Road to the RR bed in the Quail Hill area. The Girls Scouts sponsored by Troop 10298 held a clean up day at Broadview Farm.



There were 5 Eagle Scout projects:

Cory Godinez, Troop 405, restored tent platforms and the fire ring at Broadview Farms; Robert Jones, Troop 405, built a bridge over Jenny Dickey Brook and extended the existing trail at BF; Richard Hewson, Troop 405, built a bridge over the brook near an old beaver dam and extended the existing trail at BF; Jon Gaines, Troop 405, built a bridge to replace the one across the stream and below the dam site at Cole Marsh; Matthew Butaro, Troop 402, built a new trail with a viewing bench at Cole Marsh.

The Commission meets the second and fourth Monday of the month.

Respectfully submitted

Margaret Ives

Margaret Ives, Chairperson
Derry Conservation Commission



DERRY PUBLIC LIBRARY

DPL FACILITIES

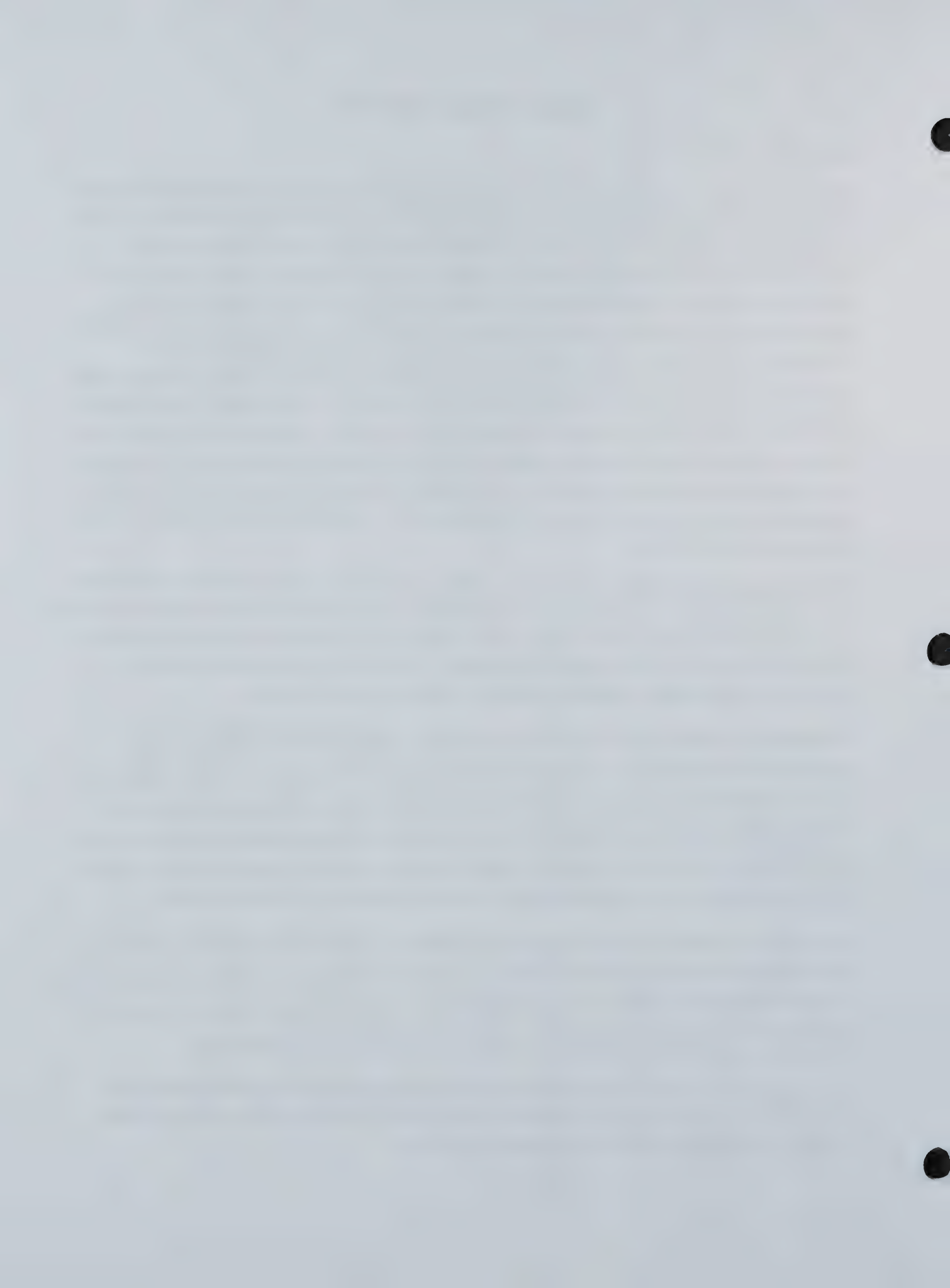
Windows! Windows! Windows! (And I'm not talking about Microsoft!) After almost 20 years of dealing with the giant leaking window walls the Derry Town Council approved funding for their replacement and repair. It was a massive undertaking that actually involved the complete removal of four of the green grid window systems (glass and metal grid). These included both bay windows (the one in the adult area as well as the one in the children's department), the serpentine window at the rear of the building on the adult floor, and the massive window walls in the director's office. Part of the complexity of the project was diagnosing the problems associated with the original installation, correcting them and repairing the damage caused by that improper original installation. Bill Aubin of Queen City Glass and Mike Fowler, DPW Director here in town, were both great to work with and always accessible. The Queen City Glass crew did a great job of keeping the building sealed while we were literally missing parts of walls, and by the end of November the installation was complete. The replacements are almost identical in appearance, but they are more energy efficient and we have repaired and maintained the integrity of the shell of the building.

Our building security system has served us well for close to 20 years now. There have been very few calls or service or actual repairs. But, time and use have taken their toll and when we needed expanded coverage, we replaced only one of the keypads and the panel that gave us the ability to add the much needed "low temperature monitoring" of the heating system to our service coverage. When building temperatures drop sufficiently, an alarm is sent.

Protechnologies, one of our fire protection companies, installed the new, deliberately annoying attenuators (strobe lights) for the fire alert system in the bathrooms as well as the storage room. (This is particularly vital for hearing impaired staff and patrons.) They have also installed a low pressure alarm that will ring at the fire station if the dry system in the old building loses its charge and floods the system. In the cold weather months when the flooded sprinkler pipes can freeze, this can be crucial. We passed our fire inspection with these updates in place along with our own installation of a carbon monoxide detector in the vicinity of the gas fireplace.

We applied to PSNH for an energy grant to inventory the lighting in the children's department and analyze the request for updated fixtures. We based the request on a sample lighting fixture that would have retrofit easily into existing spaces of the current fixtures and shine more light not just down but off to the sides as well. Unfortunately, we were rejected because the electricity cost savings would not be enough to justify the cost of new equipment purchase.

On August 22, 24, 25 the Trustees closed the library to our patrons for building repairs and maintenance, as well as training for the new GMILCS ILS (integrated library system) called Polaris. (See the Technology section below for details.)



Concerned with the increased foot traffic through our front doors, we decided the only way to keep the cork floor just inside the main entrance in good condition, was to change the foyer carpet. The original installation was created out of recycled automobile tires and we replaced that install ten years later with a similar product. This time we used a higher loop pattern to trap more of the moisture and dirt particles. It has worked well. During the snow season there is far less moisture being tracked inside, providing much cleaner and safer floors for our patrons!

We addressed several ergonomic issues at this time as well. The main desk in the children's department was lowered to give greater visibility of the entire room to the staff. It was also done to create a more ergonomically correct work environment for the staff. (Feet on the ground, straight back etc.). The children's workroom area was also evaluated and reconfigured for staff safety and comfort.

The changes in the reference desk area were more subtle but no less significant. There has always been difficulty with the narrowness of the area behind the reference desk; two staff with two desk chairs made the space congested. So, we got in touch with the Anthony Galluzzo Corp., the local company that designed and constructed the original desk, and they were able to widen the area by moving the sides of the desk out about eight inches per side, giving busy Reference staff a little elbow room.

Ergonomics at the main circulation desk were also addressed. Computer screens were lowered and slight modifications were made to the angle of the keyboards, reducing discomfort for staff at those stations.

On the technology side, Dick Lambert, our computer guy, spent two full days updating all of our internet computers, catalog machines and database systems. That process was long overdue and has improved our system security and user convenience. Software updates, including newer web browsers, and "Open Office," were installed on the public access internet stations, as well as all of the software changes required for Polaris, our new catalog and library management system.

STORM DAMAGE

The December 11th ice storm hit the library with full force. We lost all of our systems on that Thursday night and they weren't back on until Sunday afternoon. No power meant that every system that runs the library was off - no phone, no computers, no burglar alarm, no heat, no lights, no sprinkler system. Friday, December 12 at about 9:30 pm, my husband and I called Superior Fire (the company that maintains our sprinkler system) for guidance on how to handle the dry fire suppression system (located in the old building). Since the system is maintained in a dry state with the aid of a compressor, and the switch to tell the compressor to run and keep air in the system is run by electricity, chances are it was going to flood itself sooner or later. Not feeling particularly lucky, I called Superior Fire and they walked Bill and me through the process of draining the system. Yes, draining the dry system! That done, we continued to monitor the building temperature twice a day for the next three days; calling Superior Fire each time to report



the temperature and the rate of cooling. We came within 7 degrees of freezing the water in the heating system, but we made it. Once the electricity came back on we then needed to start the furnace. Pushing every reset button connected with the furnace didn't work. I was on my way to call Johnson Controls, when, as a last resort, Bill hit the reset on the circulator pump and bingo, everything started! Who knew it was the circulator pump that ran the show?

At least partially as a result of power being out for a long period of time, the elevator lost the seals that keep the hydraulic fluid contained. By the time we noticed the elevator was not quite working properly about 55 gallons of the stuff had leaked into the elevator pit. The Library pages were especially impacted by this since the only way to get the book carts to children's room to reshelve the books was to push them down the handicapped ramp, then down the sidewalk and around to the children's room rear entrance. FEMA covered all but \$1,170 of the cost of the elevator repair. Even if it had been allowed under our property-liability insurance, with \$1,000 deductible it would have cost us about the same amount.

On the technology side, as well, there were expenses from the power outage. We lost two battery backups and needed to purchase additional software to power down the administrative assistant computer (while it is connected for remote login which is necessary for occasional work from home) should this, or something similar, happen again.

As part of building infrastructure and to maintain continuity of building maintenance and repair as well as addressing ongoing safety issues the library, the "Joint Loss Prevention Committee" meets four times a year. The committee has created an emergency information binder for senior staff use at any time, with a copy of our "emergency evacuation plan," emergency phone numbers, fire extinguishers locations, emergency phone tree numbers, and inspection certificates for our elevator, fire systems, etc. Along with this is a disaster kit with tarps, sponges, buckets and other supplies designed to protect our collections.

The Disaster Plan subcommittee also continues to meet. The Disaster Plan itself is now at the point where we can actually determine the specific companies to be called for emergency refrigeration and freezer services (the first step in preserving books soaked by flood or sprinkler systems), and water damage cleanup services, for example. As part of our disaster planning, we needed to secure off-site storage for backup copies of our town reports and other rare books. This does not duplicate any of the historical material the Town Clerk is required to keep under mandate of New Hampshire law; this material would directly replace the Library's original Derry history materials if they are lost or damaged. Denise Neale, Town Clerk, was very instrumental in finally getting us this space in the Town Hall basement.

There were continual small acts of vandalism throughout the past year; everything from building tagging and egging to the endless fascination of getting inside the locked chiller enclosure (for the HVAC system) and leaving the door wide open. But in July the library building sustained several very serious acts of vandalism. The new DLP projector was stolen from the meeting



room along with a computer peripheral from the children's area. Someone urinated in the elevator, defaced the women's room and wrote obscene language on some of the main floor shelving with a Sharpie. At about 11:15 pm on July 31st someone threw a large cement garden edging block through one of the French doors in the children's room. At the same time, it seems they also tried to throw one of the nearby whiskey barrel planters through the bay window, but it apparently fell apart when they tried to pick it up. These major incidents were reported to the Derry Police for investigation and to the insurance company. Security cameras for the problem areas moved to a higher level of priority.

TECHNOLOGY

All libraries, including Derry Public Library, face constant operational changes due to huge technological advances. The philosophy is that technology is a tool that helps us stay focused on our mission and goals, helps us to continually identify and define our users, and helps us to evaluate our services. Technology can help us increase our productivity and connectivity and, of course is the gateway to digital information. We need a selective vision to move forward in this area with the right technological changes for our requirements. On January 6, 2009 we went live with Envisionware, an online reservation and print management system for our internet computers. The benefits to the staff (and patrons) have been enormous. According to the reference staff, the self-service system has fostered a calmer, more orderly, and less frenetic atmosphere. It is much easier to deliver quality reference service with fewer interruptions and improved productivity. Dick Lambert, our computer consultant/technician is also pleased at how smoothly the installation went and has commented several times about the superiority of the Envisionware product compared to similar products being used in other GMILCS libraries. To me, this is an added benefit. The original goal was mainly to reduce the waiting time in line at the main circulation desk, but it also provides for better customer service in the reference area – it has improved two major areas.

Meryle Zusman, our webmaster, uses Google Analytics (a nifty, free, powerful tool) to track use of the library web site. It allows for the identification of usage of individual web pages including specific links clicked, geographic location of web site users, browsers used, and internet type (cable, DSL, or dial-up.) This information helps in planning web site changes. Other web enhancements include adding search boxes on every page that automatically link to the online catalog; establishing and maintaining an online calendar of programs and activities in the library (which is printable and can be added to RSS feeds that send live updates to email); establishing instant messaging accounts for all staff for both for in-house communication and alerts from the GMILCS staff; and fostering the use of Google Calendar for keeping track of staff vacations, programs, training schedules, etc.



The Library newsletter format is now 4 pages. It is available in print, online on our website and email format. Customers may sign up for this newsletter both online and in person at the library.

POLARIS

The migration to the new integrated library system (ILS) in late August was for us, quite smooth as far as hardware and software were concerned. (An ILS provides an online catalog and other software components that support staff and patron activities.) We had a marvelous team of “trainers” (Susan Brown, Head of Reference Services; Cathy Goldthwaite, Head of Circulation; and Meryle Zusman, Acquisitions and Webmaster) who guided the staff every step of the way. They created handouts and held three days of uninterrupted training, practice and role playing with the new system without having to deal with routine tasks or frustrated patrons. The Board of Trustees decision to close the library to the public for those three days was a true gift. It was instrumental in the library staff reaching a comfortable level of competence with the system therefore decreasing stress levels and helping forestall many human and electronic errors when the system went live.

The initial challenges of the creation of new workflows and the detailed level of understanding of the system necessary to troubleshoot all of the small “issues” are diminishing, but ongoing. Training was required for simple tasks like logging in and out, due to the very different way Polaris works. The Polaris interface works through Remote Desktop Connection, which is a Windows-based platform allowing anyone with a log-on and password to access Polaris from a registered computer. This means that any staff member could sit down at any staff computer, log in to Polaris and have his or her own settings and access permissions. It also means that each individual computer does not actually have Polaris software loaded onto it, unlike the Horizon client which ran the system we were migrating from. Thus, less memory and storage space is used. Months later, Susan Brown, Head of Reference reported that the transition was not finished. “We are striving not only to master it ourselves, but also to contribute to a better final product. Since we were so well prepared when the system went live we have found that DPL is often the first to report and define ‘issues’ to the GMILCS staff.”

The biggest advantage to the patrons of Derry of this shared ILS concept is the continued thoughtful growth that it represents in the information world. It allows cooperative purchasing of materials which usually translates into bigger discounts. It speeds up delivery of borrowed materials since it allows patrons to place requests for themselves within GMILCS libraries both in house and remotely. This results in less time spent waiting for everything, especially popular titles. It saves both staff time and patron time. The system also alerts patrons electronically to the status of their items before they become overdue. This, combined with the ability to renew items online, has perhaps generated the most positive comments regarding the perks of the new system since its installation.

DEPARTMENTS



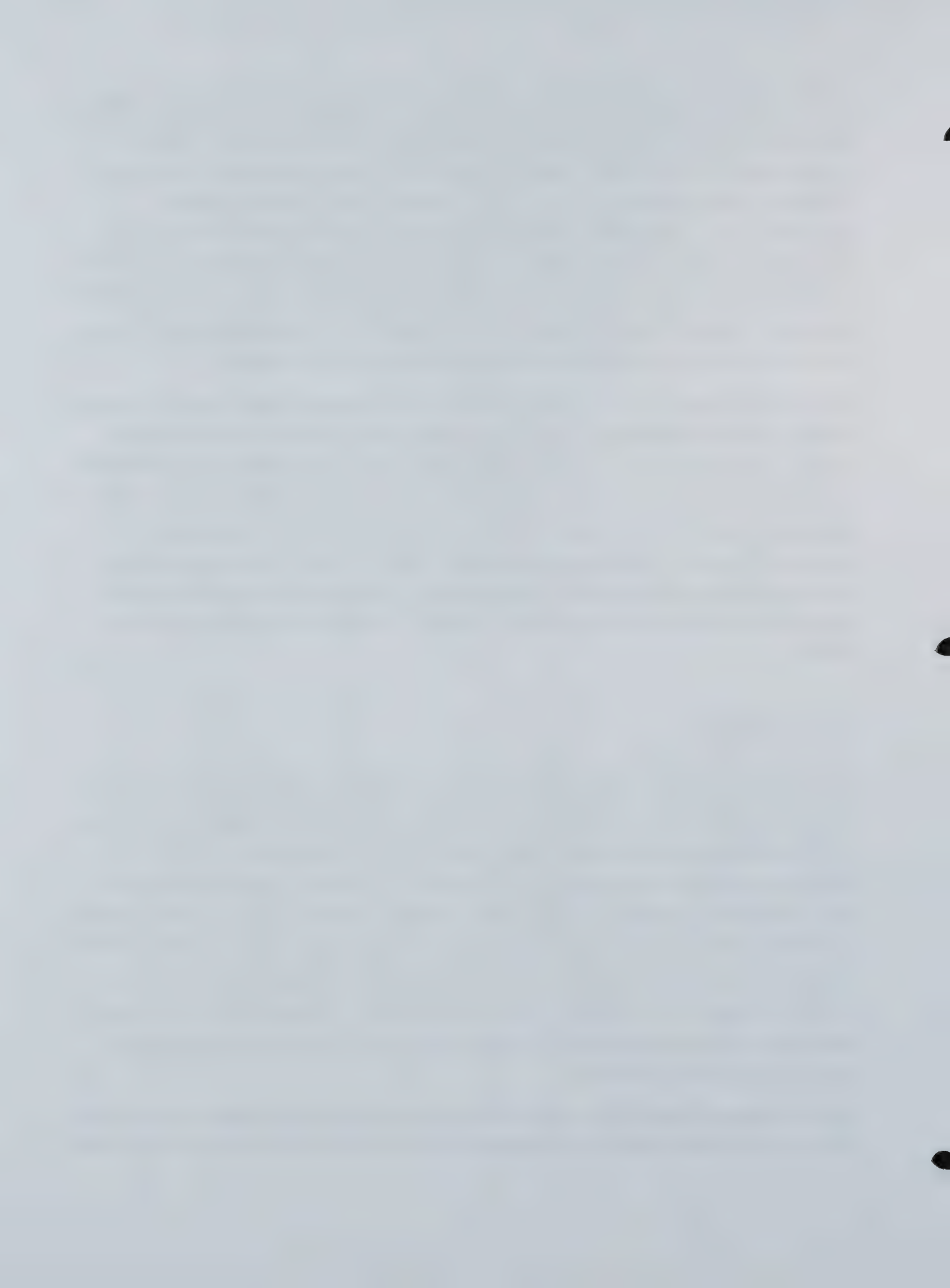
In the Children's Department, the summer read program for the year was "G'Day for Reading." Following an Australian theme, the children's department ran 47 programs for 1305 participants. Four were co-sponsored with Taylor Library. Planning began for the building-wide FY09 summer program which will be intended for adults as well as teens and children. The theme is "Summertime and the Reading is Easy". Adele Boeske, Children's Services librarian, participated in the "Very Derry" holiday activities sponsored by the Town of Derry over the Thanksgiving weekend. She read stories to the kids and did a craft project, as well. Lady Hawke, a black Labrador retriever certified therapy dog has been visiting the library regularly taking part in the "Paws for Reading" program. While she doesn't actually read, "she does like to hear a good story." This kind of therapy works well with children that have difficulty reading. They are more at ease with the nonjudgmental dog and thus this builds their confidence

The Reference Department, in a continuing effort to make access to material easier, has created a couple of topical "neighborhoods", which are locations where related materials are brought together for easier use. In our "Travel" neighborhood, we collect and shelve all of the materials (books, videos, CD's, travel folders etc.) associated with that subject, rather than leaving them strewn throughout the collection, as most materials are normally organized. The most recently created neighborhood was for "Careers and Job Hunting", and includes non-circulating (reference) material. Diane Gagnon from the NH Division of Employment Security met with reference staff for training on their NH Works website, particularly the Job Seeker/Employer portions that give citizens a lot of problems. Staff can now assist some of the less web savvy patrons.

STAFF UPDATES

Jack Robillard, Assistant Director for the last six and a half years, decided to retire at the end of the year. With that retirement went years of experience with this organization and an endless supply of library stories. When Jack took a part-time interim job here as a library page in 1992, he had no idea that his life would be changed forever and that he would retire from here seventeen years later, having moved up to be the second in command. Jack rose up from the entry level position of page, through the ranks as a member of the circulation desk staff, on to the acquisitions department, reference services department and finally, in 2003, he became Assistant Director. When Jack was hired, items for checkout were still being stamped by hand. Now, partially under his supervision, we have over forty computers for staff and public uses and almost every facet of our operation is governed by technology. His ideas will continue to power and give direction to our organization; his dedication to public service will become part of our legend to inspire future staffers here.

Our new Assistant Director, Diane Arrato Gavrish, is a long time Derry resident. She is a former director here, having managed this organization from 1980 to 1983. Her diverse career has given



her experience in both small academic as well various public libraries. In the pool of candidates she was the top choice of the staff as well as the trustees. We welcome her expertise and value her community standing very highly.

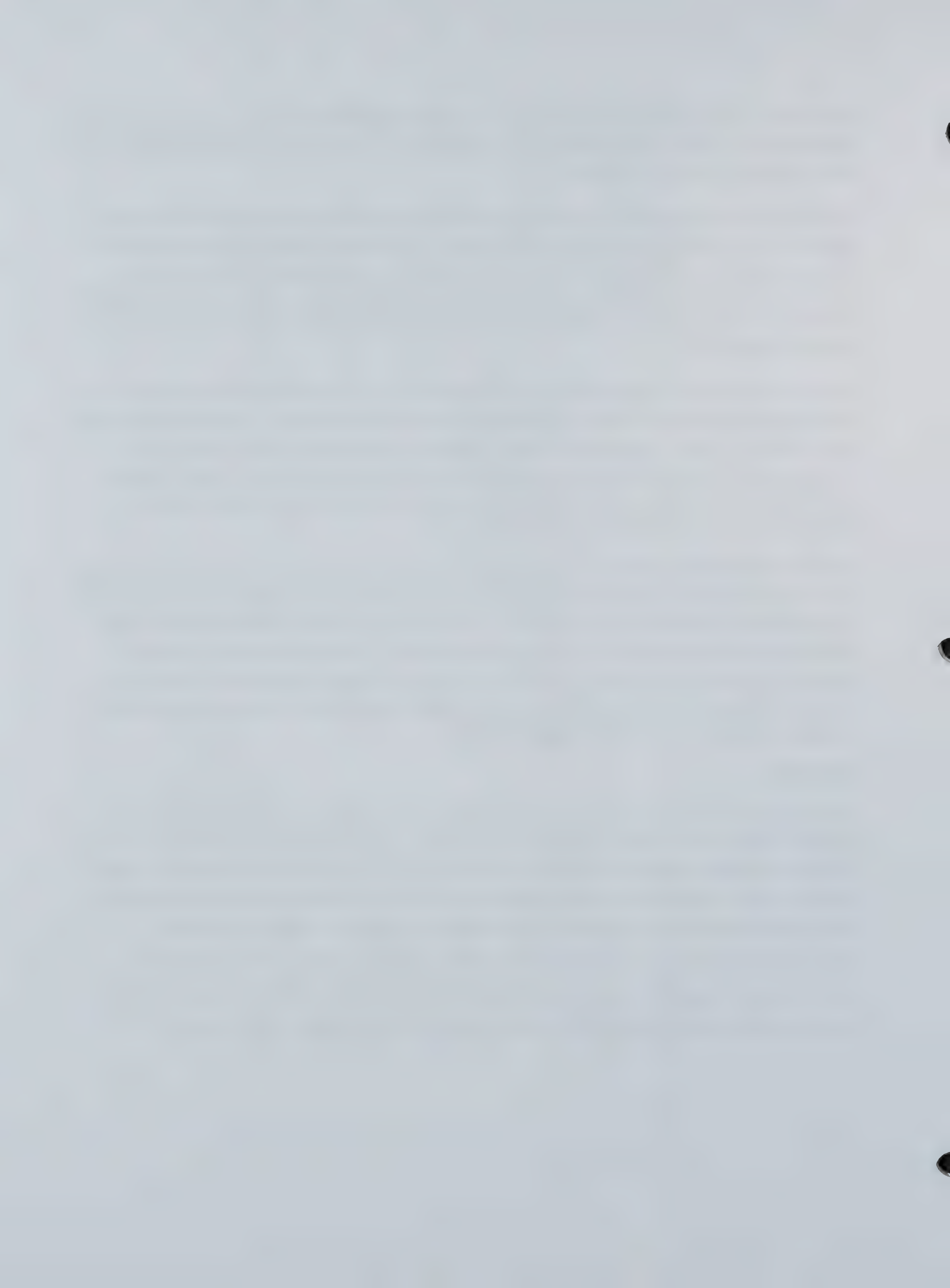
Tim Sheehan, YA/Reference Librarian, resigned from our staff this year to take the Director's position at the Chester Public Library in Chester, NH. In his place, we hired Joan Swerdloff to become our new YA/Reference Librarian. She comes to us from Darien, Connecticut with experience in children's services, a Master of Science in Information in Library and Information Services and a Bachelor of Fine Arts degree in painting. Her contributions to teen services will be greatly appreciated.

Since we operate with a crazy six-day work week and are physically divided on two floors, we are always trying to find ways to keep the staff connected and engaged. To this end, staff events like "Pie Day" in July, "Warm up to Winter" with soups and casseroles in February and "Pancake Day" in March help keep everyone energized and in good spirits. "Ugly Cake Days" are always the hands-down favorite however, especially when chocolate mousse cake with horribly colorful frosting balloons is brought in.

The October Columbus Day holiday has traditionally been used as a staff development day. This year was no exception. Dennis Martino, NH Division of Personnel, presented a workshop on the "Myers-Briggs Personality Type Indicator". We had done a similar workshop about ten years ago and the staff talked about it for a long time afterward. As expected, many of the staff thoroughly enjoyed this exercise. The second workshop of the day was entitled "Shift Your Focus: Creating a More Positive Life," and the speaker demonstrated tools and techniques for staying positive in an increasingly negative world.

FRIENDS

The Friends of the Derry Libraries, is a small group of dedicated people who donate time, money and lots of effort to both of the libraries in Derry. They run a book sale every month out of one of the storage rooms in this library and from those sales they generate enough money to donate to the "Trick or Treat on Main Street" program which served 300 kids, adult programs, young adult programs, prizes and programs for the summer read program and other additional children's programs. They purchase museum passes to the Museum of Fine Arts, Boston; Canterbury Shaker Village; Peabody Essex Museum; Mill Yard Museum; and the Museum of New Hampshire History. In addition to all of this, they are a back-up labor pool for numerous events where we may not have enough staff coverage. Their support is highly valued.



TRUSTEES

Two of our seven-member Board of Trustees were up for reelection this year. They were Kathleen McPherson (chair) and Phyllis Howard. Kathleen was reelected but Phyllis Howard's seat was taken by Paul Hopfgarten. We welcome Paul with his extensive background and experience with other town boards. Phyllis has a long standing tradition of not just being an active board member but being a volunteer as well. With a library background, she is invaluable. Twenty years ago, when we moved into the "new" building and I was a brand new employee, Phyllis spent endless hours as a volunteer doing data entry and bar-coding our books to help this library take baby steps into the rapidly evolving world of an integrated library system with an online catalog. I am happy to report that Phyllis is still active at the Board level as a very valuable alternate.

Hercules Pappachristos, an appraiser with Grogan & Company, Inc., Fine Art Auctioneers and Appraisers of Dedham, MA appraised all of the original art work owned by the Derry Public Library. This appraisal was submitted to the Board of Trustees at their meeting on December 15, 2008. Mr. Pappachristos is a Derry resident and donated his services to inventory and create this report. We have submitted this to the town for use in calculating adequate property-liability coverage. In March, the Trustees accepted a new art donation by Derry resident John Burtis. This collectible print entitled "The Volunteer," by James Bama, portrays a Union soldier during American Civil War. It is now hanging in the old portion of the building.

In closing I would like to thank all of our patrons and our supporters. Economically we are all feeling the pinch of a downturn in the economy. Thanks to your faith in us and continued funding we have not had to restrict access to the collection or cut the materials budget significantly. We are always looking to provide new services and repurpose the old.

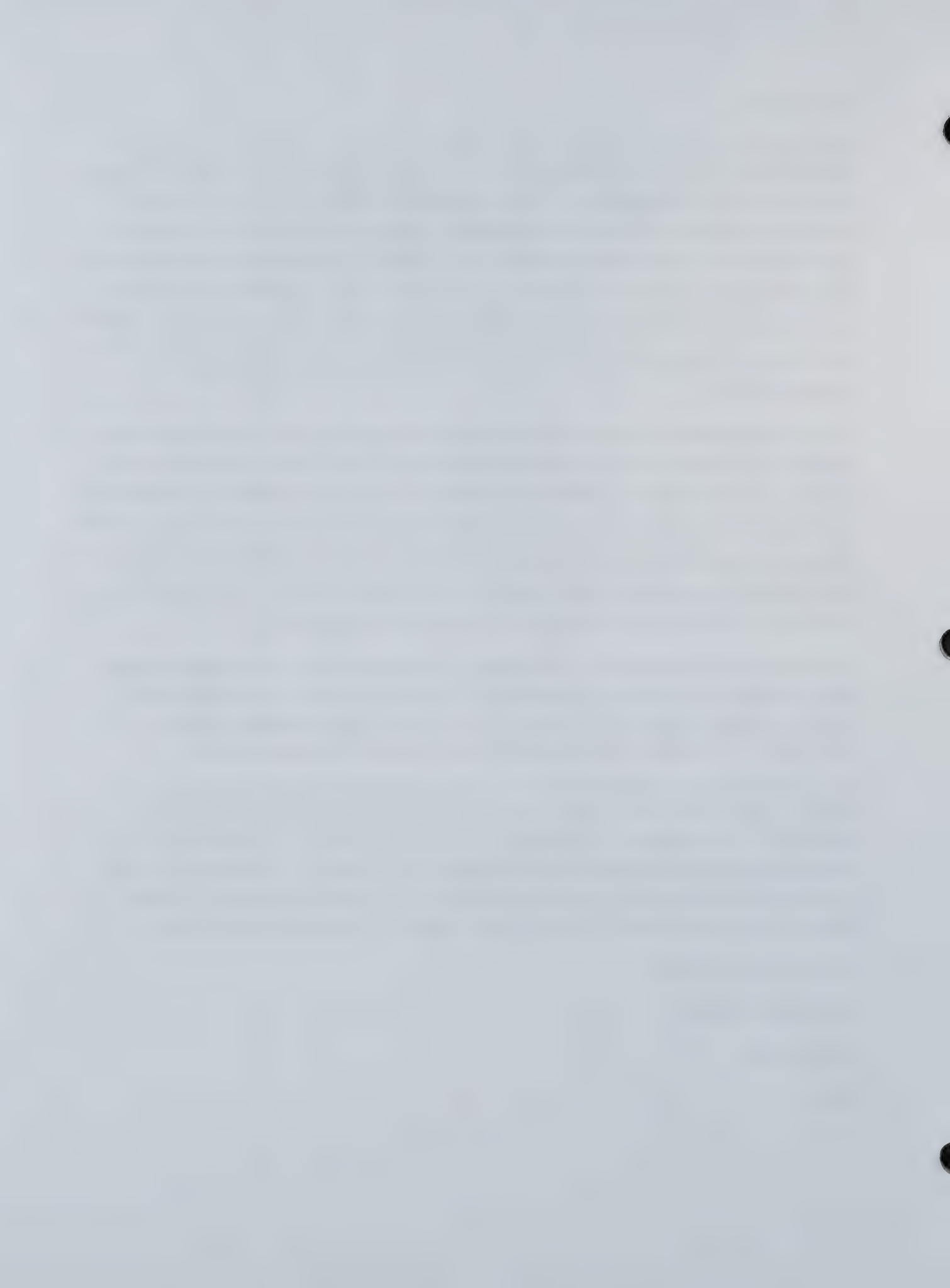
As is said so eloquently in the NH RSA's "...as the constitution declares, knowledge and learning generally diffused through a community are essential to the preservation of a free government...the legislature recognizes its duty to encourage the people of New Hampshire to extend their education during and beyond the years of formal education. To this end, it hereby declares that the public library is a valuable supplement to the formal system of free public education and as such deserves adequate financial support from government at all levels."

Thank you and stay tuned!

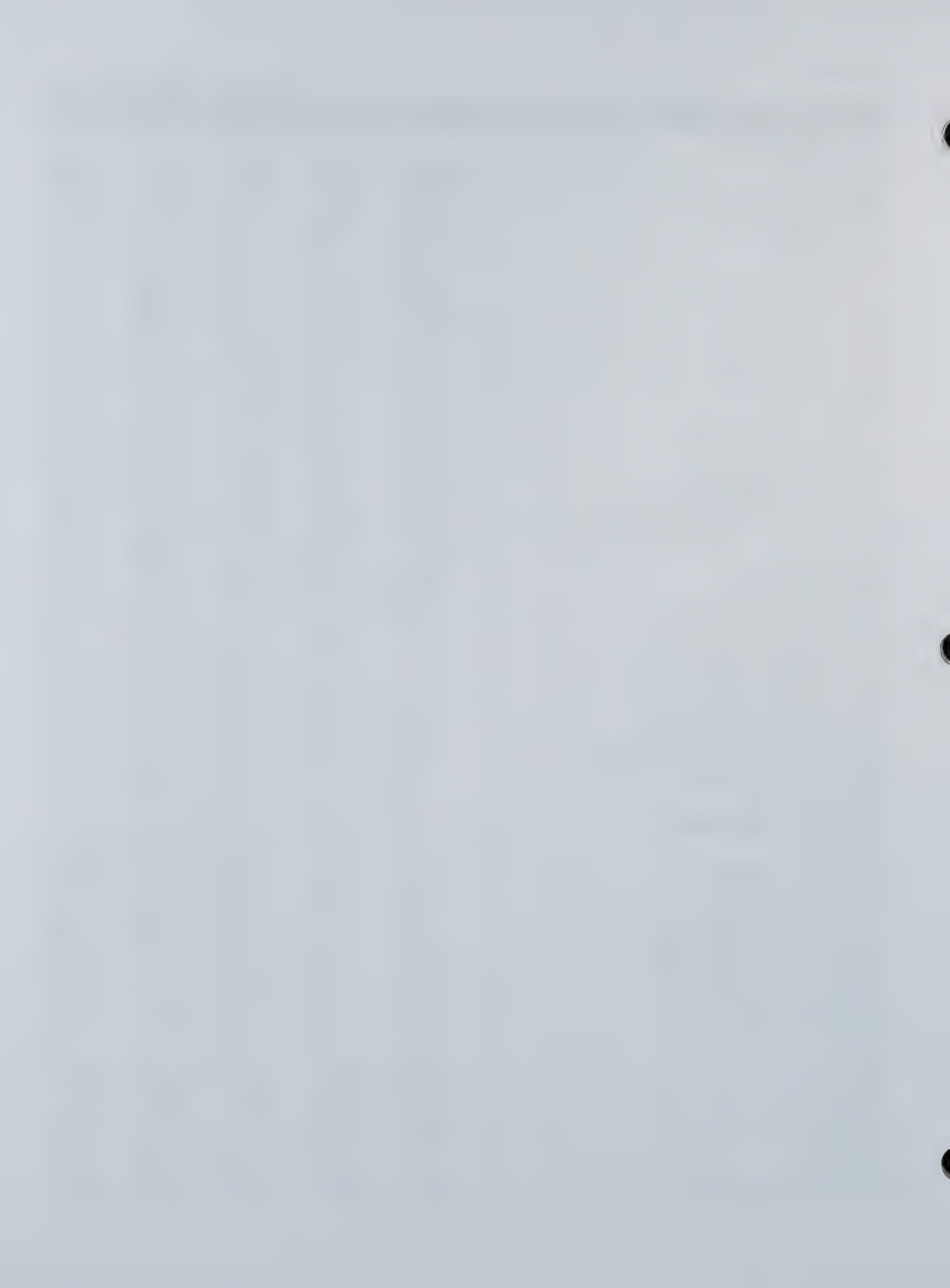
Respectfully submitted,

Cheryl Lynch

Director



USE OF LIBRARY FOR					
TYPE OF USE:	TOTAL	Jun-09	May-09	Apr-09	Mar-09
ADULT DEPARTMENT:					
CIRCULATION	141167	14314	12656	13711	14361
PATRON VISITS	161112	14897	12974	14287	14561
REFERENCE QUESTIONS	13430	1042	1172	1390	1326
ILLS REQUESTED	529	42	33	45	30
ILLS RECEIVED	530	34	35	43	28
ILLS OTHERS REQUESTED	3526	311	273	339	321
ILLS OTHERS RECEIVED	2826	252	201	268	263
DERRY BORROWED CBC	7601	603	678	564	735
DERRY LOANED CBC	10872	1186	932	978	921
NEW REGISTRATIONS	2274	192	161	156	213
INTERNET USE	16076	1502	1355	1491	1435
15 MINUTE INTERNET USE	2850	178	153	195	252
OVERDUE NOTICES SENT	3511	225	285	330	226
HOLDS REF REQUESTED	2226	175	222	166	190
OUR PATRON REQUEST ON-LINE	10778	258	1015	244	1155
OTHER LIBRARY PATRON REQUEST ON-LINE	10903	995	836	909	957
BOOKS ADDED	6964	656	556	400	619
BOOKS WITHDRAWN	5223	716	448	177	500
PROGRAMS - NUMBER HELD	25	1	1	3	1
PROGRAMS - NUMBER ATTEND	252	16	2	58	8
YA PROGRAMS - NUMBER HELD	92	0	2	4	4
YA PROGRAMS - NUMBER ATTEND	517	0	13	33	52
PUBLIC ACCESS COMPUTER USE	952	98	75	124	126
INTERNET CLASSES SCHEDULED	0	0	0	0	0
INTERNET CLASSES - NUMBER ATTEND	0	0	0	0	0
NUMBER OF VOLUNTEERS	0		0	0	0
VOLUNTEER HOURS	1		0	0	0
CHILDREN'S DEPARTMENT:					
CIRCULATION	73384	8074	6595	7191	8264
REFERENCE QUESTIONS	7452	655	535	625	672
INTERNET USE (HOURS)	485	23	43	59	46
PROGRAMS - NUMBER HELD	981	5	30	39	35
PROGRAMS - NUMBER ATTEND	7725	756	591	709	646
PUBLIC ACCESS COMPUTER USE	3078	368	266	306	212
NUMBER OF VOLUNTEERS	732	5	10	8	5
VOLUNTEER HOURS	443.5	6	19	18.5	12
TOTAL:					
CIRCULATION	236707	22388	19251	20902	22625
PATRON VISITS	161112	14897	12974	14287	14561
REFERENCE QUESTIONS	20882	1697	1707	2015	1998
ILLS REQUESTED	529	42	33	45	30
ILLS RECEIVED	530	34	35	43	28
ILLS OTHERS REQUESTED	3526	311	273	339	321



ILLS OTHERS RECEIVED	2826	252	201	268	263
NEW REGISTRATIONS	2274	192	161	156	213
INTERNET USE	16561	1525	1398	1550	1481
15 MINUTE INTERNET USE	2850	178	153	195	252
OVERDUE NOTICES SENT	3511	225	285	330	226
HOLDS REF REQUESTED	2226	175	222	166	190
OUR PATRON REQUEST ON-LINE	10778	258	1015	244	1155
OTHER LIBRARY PATRON REQUEST ON-LINE	10903	995	836	909	957
PROGRAMS - NUMBER HELD	1098	6	33	46	40
PROGRAMS - NUMBER ATTEND	8494	772	606	800	706
BOOKS ADDED	6964	656	556	400	619
BOOKS WITHDRAWN	5223	716	448	177	500
PUBLIC ACCESS COMPUTER USE	4030	466	341	430	338
DERRY BORROWED CBC	7601	603	678	564	735
DERRY LOANED CBC	10872	1186	932	978	921
NUMBER OF VOLUNTEERS	732	5	10	8	5
VOLUNTEER HOURS	444.5	6	19	18.5	12

YTD 2009

Feb-09	Jan-09	Dec-08	Nov-08	Oct-08	Sep-08	Aug-08	Jul-08
12145	12432	11626	11719	14739		9286	14178
12677	12021	11862	11891	14143	14109	12231	15459
1090	1138	931	1005	1144	1291	823	1078
32	39	27	30	49	142	30	30
35	32	27	28	72	140	28	28
305	179	188	321	314	333	321	321
246	154	118	263	265	270	263	263
735	512	405	735	429	735	735	735
921	955	643	921	652	921	921	921
196	197	139	168	213	213	213	213
1208	1154	1125	1435	1256	1245	1435	1435
252	152	273	252	259	380	252	252
257	354	450	226	326	380	226	226
152	173	155	190	233	190	190	190
928	1001	713	1155	844	1155	1155	1155
844	856	754	957	924	957	957	957
360	580	612	619	705	619	619	619
638	117	610	500	516	1	500	500
2	2	3	1	1	8	1	1
60	43	37	8	0	4	8	8
4	5	6	4	3	52	4	4
36	31	32	52	38	126	52	52
78	6	24	126	43	0	126	126
0	0	0	0	0	0	0	0
0	0	0	0	0		0	0
0	0	0	0	0			
0	0	0	1				
6919	5852	5588	6703	3991		4844	9363
623	609	412	672	716	734	506	693
56	36	72	46	26	19	28	31
30	27	15	35	35	672	11	47
773	464	293	646	1048	46	448	1305
282	299	284	212	270	35	287	257
6	11	4	5	4	646	19	9
13.5	3	10	12	7	212	92.5	38
19064	18284	17214	18422	18730	19806	16480	23541
12677	12021	11862	11891	14143	14109	12231	15459
1713	1747	1343	1677	1860	2025	1329	1771
32	39	27	30	49	142	30	30
35	32	27	28	72	140	28	28
305	179	188	321	314	333	321	321

246	154	118	263	265	270	263	263
196	197	139	168	213	213	213	213
1264	1190	1197	1481	1282	1264	1463	1466
252	152	273	252	259	380	252	252
257	354	450	226	326	380	226	226
152	173	155	190	233	190	190	190
928	1001	713	1155	844	1155	1155	1155
844	856	754	957	924	957	957	957
36	34	24	40	39	732	16	52
869	538	362	706	1086	176	508	1365
360	580	612	619	705	619	619	619
638	117	610	500	516	1	500	500
360	305	308	338	313	35	413	383
735	512	405	735	429	735	735	735
921	955	643	921	652	921	921	921
6	11	4	5	4	646	19	9
13.5	3	10	13	7	212	92.5	38

Derry Fire Department and Bureau of Emergency Management

Annual Report 2009

The Derry Fire Department is a full service fire department that provides emergency services and protection from fire, natural and manmade disasters, and medical emergencies. It provides these services through four integrated and related areas within the Department – Fire, EMS, Emergency Dispatch and Emergency Management.

The Derry Fire Department provides fire protection through education, enforcement and suppression activities. We respond from four fire stations located throughout the Town and Administrative and Code Enforcement offices located in the Municipal Center.

The Derry Fire Department strives to provide a safe, healthy, and pleasant environment in which to work in. We accomplish this with a systematic approach which includes programs of preventative maintenance, replacement of outdated inefficient equipment, new technologies, and quality products. This report reflects changes made during 2009.

Central Station at 131 East Broadway continues to be an exceptionally busy fire station. Since the closure of Station 1 on West Broadway, the personnel and apparatus at Central continue to protect what are the busiest and second busiest districts in the Town. The Department continues to review and modify our response zones as well as the numbers and types of resources that we send on all calls. These changes have allowed us to maintain response times and maintain staffing and resources in areas of the Town more often than in previous years. We continue to address the problem that several areas of Town do not meet the nationally accepted response times for response to medical emergencies and fires.

This year the Department introduced and the Town Council approved a False Alarm Ordinance. This ordinance allows the Town to fine occupancies that have numerous false alarms due to improper maintenance or carelessness. The intent of this ordinance will allow apparatus to be ready to respond to true emergencies when needed.

In July of 2008 the Fire Department embarked on an energy conservation initiative pursuant to the goals established by the Town Administrator. This initiative targeted all aspects of the department; operations, training, apparatus, and facilities. The Fire Department reduced its energy consumption and is making a positive impact on the “carbon footprint” that we leave in our community. This is being accomplished through directives, changes in operations, building enhancements, efficient use of technology, developing an internal paradigm shift by our Department members’ and through future capital projects.

Bureau of Emergency Management

The Derry Bureau of Emergency Management was challenged this year when the Town of Derry and the State of New Hampshire suffered its worst natural disaster in history. The evening of December 11th into the early hours of December 12th, 2008 brought the start of one of the most significant disasters experienced by the Town as well as the State of New Hampshire in its history. Winter conditions mixed with ice accretion totaling 2" in some areas, brought down the utility infrastructure causing power outages in 211 of the 241 municipalities including about 90% of the homes and businesses in Derry. The incident, which extended for over 3 weeks, saw freezing temperatures with below zero windchills, two significant snowfalls, power and communication outages lasting for weeks and, tragically, the loss of four lives.

The Town's EOC was opened at 1:00 AM on December 12th and remained opened around the clock for twelve days. Throughout the weekend the EOC and responders were dealing with downed trees and lines, nearly the entire town without power or communication and roads and highways blocked by snow, ice and wires.

This event taxed all of the Town's resources. Police, fire and public works officials worked tirelessly throughout the incident. Twenty-four to forty-eight hour shifts became the norm for many during the early days of the incident. The utility companies quickly became overwhelmed, calling in resources from other parts of the country and Canada to supplement their own crews. The extent of the damage caused significant delays in assessing restoration needs, compromised the provision of accurate, realistic restoration information, and caused issues and delays with road clearings during the two snowstorms that occurred during the event (downed lines prohibited snow plowing). The Town participated and worked at the regional shelter that was opened by the Red Cross in Londonderry. Over 100 people took shelter there during the next 12 days as well as hundreds that went there for hot meals and showers.

As difficult and extensive as this disaster incident was, incredible resiliency and cooperativeness was exhibited by the people of Derry. Throughout the event people came together to help one another and to tackle difficult situations cooperatively and innovatively. Though there were over six structure fires, numerous EMS calls and over a thousand door to door wellness checks no Derry resident succumbed to injuries nor were there any serious injuries throughout the event.

Since the Ice Storm the Derry Bureau of Emergency Management has spent the past year reviewing and updating our Community Notification systems, programs and equipment. This included updating and replacing our community notifications system with Code Red® and training for personnel. The system is regularly tested throughout the community and can be used by both Police and Fire. This year BEM worked with all Departments to complete training in the National Incident Management System (NIMS).

The Bureau of Emergency Management in partner with the Fire Department had a new programmable sign built at the Central Station. This sign will be used to alert citizens to important information including turning their AM Radio dial to 1610 AM and will enhance our ability to notify the public.

Fire Department

Personnel

This past year, we bid farewell to four employees: Lieutenant Barry Phillips, FF Gordon Greenway, FF Wendy Cooney, and FF/Paramedic Vincent Dude. Retiring from the Department was Lieutenant Barry Phillips. Barry was the senior officer in the East Derry Fire Department when the two Departments consolidated and was instrumental in the successful transition. Also retiring was FF Gordon Greenway one of our senior firefighters. Leaving the Department after eighteen years was Firefighter Wendy Cooney and eight years was Vincent Dude. We wish them all well in their future endeavors.

Firefighter Michael Stanhope received the 2009 VFW Firefighter of the Year Award. This decision was made unanimously by all Chief Officers of the Department. Firefighter Stanhope as a member of the Derry Fire Department has always exemplified what being a true fire service professional is all about. His dedication to the profession, the organization, his peer group, and the Citizens we most proudly serve is inspiring. Michael has been a member of the regional hazardous materials team for over ten years, and is responsible for calibrating all hazardous gas detectors in the department to assure they are functioning and always accurate when needed. Mike has left his mark on each assignment that he has had throughout the Department and the Department continues to use and enjoy Mike's handiwork. Besides being a great firefighter and an accomplished craftsman we all would agree Mike is a pleasure to work with.

This year the Department has graduated its first chief officer from the National Fire Academy Program for Executive Fire Officers, Battalion Chief Gagnon congratulations to BC Gagnon. This program prepares Chief Officers to lead and manage fire departments.

Training

Starting January 1, 2009, The Derry Fire Department switched to a computer based training records management system using Red Alert™. This switch has allowed us to more effectively track training, meetings, and document competencies. This is the same software suite that is used for pre-planning buildings and for Computer Aided Dispatching.

Between January 1, 2009 and September 9, 2009 members of the department have participated in 5,628 staff/hours of fire, rescue, hazmat, and fire prevention training. This averages 80 hours of training per member so far, and it is projected that the department will complete 7800 staff/hours of training or 112 hours per member. Since January, department members have completed an average of 14 hours each of on-line training using the Fire Emergency Training Network and online training available for firefighters through the Federal Emergency Management Agency.

This year's training has been focused on four areas: (a) training of fire officers on State of New Hampshire requirements for the inspection of schools, this training was coordinated with the New Hampshire Fire Marshalls Office; (b) Driver training; (c) and training on a new hoseload; and (d) extensive training on Self Contained Breathing Apparatus.

Vehicle accidents are one of the leading causes of firefighter injury, deaths, and insurance claims. This year Lt/Mechanic Bill Rutherford and FF/EMT Tony Rossignol became certified as Emergency Vehicle Driving Instructors through the Volunteer Firefighter Insurance Fund (VFIS). The New Hampshire Fire Academy also uses the VFIS curriculum. This year alone, Derry Fire Fighters completed an average of 12 hours each of driver training. This training consisted of practical training, class room training, and online training.

The Derry Fire Department also did extensive training on the new self contained breathing apparatus (SCBA), rescue air pack, and firefighter electronic tracking. This equipment was purchased through an Aid to Firefighters Grant from the Department of Homeland Security. Firefighters averaged over 20 hours of training on SCBA, and will be doing additional training before the end of the calendar year. The training included a department produced video by Lt. Richard Payne, FF/EMT Jim Moran, and FF/Paramedic Jason Case. The video included instructions on how to use training prop that they built along with SCBA emergency procedures.

The culmination of SCBA training occurred over the summer at 15 North Main Street. Pinkerton Academy allowed the Fire Department to use the house for several weeks, prior to the building being demolished; this building was used to support SCBA training, search and rescue training, shoring, ladders, ventilation, and other firefighting skills.

Facilities

The Derry Fire Department Central Station is located at 131 East Broadway, just west of the Danforth Traffic Circle. In addition to the area that the station protects since it was built in 1972, it also protects the district formerly covered by Station 1 on West Broadway. The station is a 9500 sq. ft. facility (6500 sq ft garage space and 3000 sq. ft. dispatch, office, and living quarters) Central Station has 6 bays, one of which is oversized to accommodate the Ladder Truck. It contains living quarters for seven emergency response personnel that are assigned to the station for 24 hour shifts. Of the seven personnel assigned to the station each day, 3 firefighters are assigned to Engine 1, the Battalion Chief responds in an SUV and the remaining personnel staff Medic 1, Truck 1, Rescue 1, Forestry 1 and Tanker 1 as needed.

The Derry Emergency Communications Center that dispatches emergency calls for the towns of Derry, Windham, Hampstead, Chester, Auburn and the South Eastern NH Regional Hazardous Materials Team are also housed here.

Of the recent modification made to the station, the public information sign is the most visible. The sign reflects the professional image of the organization and its personnel while providing timely information to residents and visitors. In addition to providing daily information on fire danger, we can quickly warn and update residents about public emergencies. Recently, the sign was used to warn residents of a Tornado warning and information of Eastern Equine Encephalitis (EEE).

Energy Conservation has been the focus of facility improvements for FY2009. We made several facility improvements to conserve electricity, including: Replaced of all incandescent bulbs with compact florescent bulbs, replaced light switches with occupancy sensing and timer controls



where practical, removed approximately 50% of the always on lighting from the apparatus floor, installed motion sensing energy efficient lighting on the apparatus floor near the gear area, installed sleep timers on the computers were made to put computers in sleep mode more quickly when not in use and replaced out dated with energy star appliances. Due to the facility modifications and behavior modifications we realized and charted significant savings.

Conserving Natural Gas utilized for heating proved to be more challenging. The apparatus floor at Central Station is 6500 square feet of un-insulated space. The equipment and apparatus must be maintained at constant temperatures to maintain readiness. The high call volume of over 4,000 runs a year means that the apparatus doors are opened and closed often. We turned the heat down as low as we are permitted to by State EMS Rules, installed a door timer on Bay 2 to close the door automatically after apparatus leaves and installed a heavy duty vinyl curtain on Bay 1. The curtain hangs down from the roof line approximately four feet and traps heated air near the ceiling in the building. We have realized some savings on therms used, however it has not been as significant as the electricity savings.

Fiscal year 2009 at the English Range Station brought several improvements in addition to routine maintenance. A museum storage area was completed, to protect our historic equipment and memorabilia. A new storage shed was added to provide safe storage of property maintenance equipment, supplies and hazmat spill mitigation material.

A new asphalt project was completed to include; a repaired area in front of the apparatus bay doors, replaced a broken gray water tank lid with one that will support vehicle traffic and asphalted the area over it for loading supplies and to facilitate snow removal. A new area was added near street/hydrant to provide safer turnaround for returning apparatus, as well as operator safety; limiting time spent interrupting traffic on the public road.

The Derry Fire Station located at 74 Hampstead Rd was built in 1970, as a 3 bay call fire station. An addition was added in 1994 to increase the apparatus bay area and increase the size of the administrative area, living quarters and a training room. The building is approximately 110 feet wide and 60 feet deep, sits on 0.7 acres and is serviced by a well and a septic system.

The Station is staffed full time by 4 shifts of 3 personnel. All personnel are cross trained for fire and medical response. They cover Engine 4, Medic 4, Rescue 4, and Marine 4. The station also houses a 150kw generator and a trailer for emergency management. A confined space and trench rescue trailer and 2 town pandemic trailers are also stored at the station.

The Station possesses the only training room in the Derry Fire Department. It is used for daily crew training, training the public, CERT meetings, State classes, and some college level classes when related to fire science. The station also stores the only cascade/compressor system to fill all Derry Fire SCBA cylinders and also houses a SCBA room for the repair and maintenance of all Derry Fire SCBA.

In the past year the station has seen significant improvement. The kitchen was completely remodeled. Gear lockers were installed on apparatus floor. One small room upstairs was converted into a gear locker room. The roof mounted heater /AC unit was replaced with a more

efficient AC only unit. Last summer the crews worked to make a patio at the rear of the station for outside eating and to cook on the BBQ. This spring the old station horns as well as the old satellite dish were removed from the roof.

The past year brought little change to the Island Pond Station and property. Regular maintenance and upkeep was performed as well as the replacement of some landscaping trees which were damaged during the ice storm. Castagna Consulting Group performed an analysis of the facility and recommended the replacement of the current outdated building and bay heating systems, as well as additional insulation to the attic spaces. The work is scheduled to be performed prior to the upcoming winter heating season. The ice storm of 08 challenged us as our current backup generator failed and could not be repaired without the ordering of parts. Fortunately, we were able to utilize a large portable generator from emergency management. This area of town was hit the worst and the station was without power for several days. Upcoming projects for the station consist of the possible replacement of aging siding and roof shingles as well as electrical upgrades.

Fire Prevention

The Bureau of Fire Prevention continues to be a busy office. Though the economy has slowed down there have been steady requests from businesses and homes for inspections for gas and oiled fired heating upgrades and replacements. The department issued and inspected 495 permits for gas burning equipment. The Bureau completed a number of multi-family occupancy inspections during the year as the Department emphasized residential inspections. With a sluggish economy the Department is working with a number of property owners to develop acceptable timelines to complete the improvements required to meet the fire code requirements.

This year we did 81 presentations for our middle and elementary classrooms. We were able to reach 3000 students out of 4148 students. Fire safety talks and fire extinguisher training has increased to 4824 attendees.

Tools and Equipment

The Derry Fire Department has met the need to improve and maintain all essential equipment, personal protective clothing and uniforms. This has been completed on time and on budget. Through careful use of the RFP and competitive bidding process the department was able to fund an unexpected need without having to request funds.

During fiscal year 2009 the following major items were purchased and placed in service. Two new thermal imaging cameras were purchased. A committee assessed several cameras and selected the camera manufactured by ISG Corporation. These cameras greatly enhance our firefighter's safety and allow them to make better assessments during emergencies.

The Department purchased four Humat valves to be placed one on each 1st due engine. These valves improve the engine company's ability during both rural and hydrant water supply operations. By purchasing four at once the department was able to update water supply SOG so that each company can support operations interchangeably. The department also purchased 1200

feet of 4 inch hose for water supply operations. This new hose replaces hose no longer serviceable due to age, wear and tear, or damage.

During the post incident analysis of the December 2008 ice storm event the need to upgrade the engine company's ability to down trees was identified. To meet this need five matched chain saws have been purchased. Each substation received one chainsaw and two were placed at Central. These saws can also be used to support crews during large brush fire events.

During the late winter of 2009 it was brought to the department's attention that auto manufacturer's had changed material and designed rollover protection in cars. This new design necessitated the purchase of new more powerful cutters for Amkus auto extrication ensemble.

The department's personal protective equipment program is on track. By program planning each firefighter has two full sets of NFPA compliant structural firefighting equipment. This program assures firefighter safety and allows the department to budget in a financially responsible manner.

The Quartermaster system has completed year 3 of a 5 year phased in program. This programs goal is to ensure that all personnel have up to date NFPA compliant station wear uniforms. The dress uniform program is ahead of schedule. The program has been on time and on budget and after the completion of the phase in the department we will see a leveling of uniform costs.

Emergency Medical Services and Ambulance

CAAS Accredited Derry Fire Department firefighters, paramedics and EMTs provide emergency medical services to the community at a level unmatched in our region. Accreditation signifies that the Derry Fire Department has met the "gold standard" determined by the American Ambulance industry and is considered essential for the delivery of modern emergency medical services. These standards often exceed those established by state or local regulation. This independent accreditation process provides verification to our community leaders, to our medical community and also to residents and visitors of Derry that quality, pre-hospital emergency medical care is provided throughout our community.

The Derry Fire Department successfully completed the process of recertifying our National Registry EMT/Basics, Intermediates and Paramedics whose certifications expired in March, 2009. EMS providers must recertify with the National Registry of EMTs every two years. National Registry certification for all levels of EMTs is required by the State of New Hampshire, Bureau of EMS as a prerequisite for New Hampshire EMS Providers Licensure. To accomplish this goal the Director of EMS coordinated and instructed National Registry approved refresher training programs to on-duty providers. EMS Training is scheduled by the Director of EMS for the first full week of each month. In addition to scheduled fire trainings and programs, Derry Fire Department EMS providers receive no less than 36 hours of EMS refresher and continuing education each year.

Derry Fire Department Paramedics successfully completed a state approved advanced training program called Vaccination Administration. Vaccination Administration is a critical skill that



allows paramedics to administer vaccinations during a declared public health emergency, such as a pandemic. Derry Fire Department would play a pivotal role in establishing a regional vaccination clinic should it be determined by the State that the general public needs vaccinations to prevent the outbreak and spread of communicable diseases such as H1N1.

The Derry Fire Department continues to promote our HeartSafe Community Initiative. The New Hampshire Department of Safety, Bureau of EMS and the Department of Health and Human Services, through an application process, are designating New Hampshire Communities that work at becoming HeartSafe. The Town of Derry has successfully completed the HeartSafe Community requirements as established by the State and has submitted a completed HeartSafe Community application to the Bureau of EMS. The Town of Derry is well on its way to becoming one of the first New Hampshire Communities designated as a “HeartSafe Community”.

The Fire Department continues to offer American Heart Association CPR/AED training free to the public on the third Wednesday of every month. To date over 350 residents have been trained in American Heart Association CPR/AED. The HeartSafe Initiative will allow anyone from Derry the opportunity to become CPR trained.

This year the Derry Fire Department placed a new type-III ambulance into service. American Emergency Vehicles (AEV) of Jefferson, NC submitted the winning bid and was awarded the contract to build a Modular Ambulance on a 2009 GM C4500 chassis. The new ambulance replaced our oldest ambulance that retired after many miles and years of faithful service. An ambulance committee comprised of fire department members worked tirelessly over many months meeting with several ambulance vendors designing a new concept ambulance that would make patient and EMS provider safety the priority.

The new ambulance allows the primary care EMS provider to remain seated in safety restraints while providing pre-hospital care. The unique design places all the necessary EMS equipment and supplies within arms reach of the seated EMS provider. The unbelted or standing EMS provider in the back of a moving ambulance was at significant risk for injury or death should an accident occur.

This year the Derry Fire Department also placed into service a new Physio Control LP-15 Cardiac Monitor/Defibrillator. The new monitor replaces an older Physio Control basic cardiac monitor that had outdated technology. The New Physio Control LP-15 has the most current technology to include 12-lead EKG acquisition and transmission, Capnography and a Massimo Rad-57, a module that can determine carbon monoxide levels in a victims blood quickly and accurately.

Derry Fire Department EMS Patient Encounters

Derry Fire Department EMS Patient Encounters	
Total EMS	EMS Response Breakdown



Atkinson	2	ALS 911 Response (Scene)	2811
Auburn	164	Walk-In Emergent	9
Chester	175	ALS Intercepts other Towns	10
Danville	1	Hospital to Hospital Emergency Transfers	17
Derry	2503	Mutual Aid	139
Hampstead	22	Standby	5
Londonderry	92	Total	2991
Salem	2	(Includes Pt's treated/transported in other call types, i.e. fire calls)	
Sandown	11		
Windham	19	Response Disposition	
Total	2991	Cancelled Enroute	108
		Dead on Scene	13
Total EMS Other Communities	149	No Patient Found	17
		Patient Refuses Care	541
Total Transports		Standby Only	7
BLS	759	Treat and Release	53
ALS1	1401	Treated, Transported by Law Enforcement	3
ALS2	78	Treated, Transported ALS	2249
SCT	11	Total	2991
Total	2249		
Derry Transports		Hospital Destinations	
BLS	683	Beth Israel Deaconess Medical Center, MA	1



ALS1	1226	Brigham's and Women's, MA	2
ALS2	66	CMC, NH	90
SCT	11	Concord Hospital, NH	2
Total	1986	Dartmouth Medical Center, NH	1
		Elliot Hospital, NH	245
Chester Transports		Exeter Hospital, NH	3
BLS	44	Holy Family, MA	8
ALS1	91	Landing Zone for Helicopter	7
ALS2	5	Lawrence General Hospital, MA	5
SCT	0	Mass Eye and Ear, MA	1
Total	140	Mass General, MA	2
		NEMC.MA	1
Auburn Transports		Parkland Medical, NH	1868
BLS	32	Portsmouth Hospital	1
ALS1	84	Southern NH Medical, NH	8
ALS2	7	St Josephs Hospital, NH	1
SCT	0	VA, Hospital, NH	2
Total	123	Other	1
		Total	2249



Communications Center

The Derry Communications Center is responsible for dispatching the Fire and Emergency Medical Services for the Towns of Derry, Auburn, Chester, Hampstead and Windham. Additionally, it is the responsibility of the Derry Fire Department Communications Center to provide primary dispatching and support for the Southeastern New Hampshire Hazardous Materials Mutual Aid District and also functions as the primary southern coordinating center for the NH Statewide Fire Mobilization. With the historic Ice Storm of December 2008 and the unusually wet and sometimes severe summer weather over the last 12 months, the Derry Communications Center call volume continues to increase, dispatching over 8000 calls in five communities.

Our telecommunicators don't just dispatch emergency calls. While busy with calls, they are also responsible for greeting the public, issuing burning permits (which are at a record high volume), 24 hour alarm monitoring of over 225 alarm systems in five communities, management of the Departments Website, IT equipment maintenance, property data management for five communities, radio programming, and managing the Reverse 911 System and the Towns Emergency Notifications Systems, just to name a few. Since the Communications Division has no dedicated Fire Alarm personnel, Telecommunicators and Firefighters also maintain the Towns 100-milliamp Municipal Fire Alarm System.

System Upgrades:

The Department continued to make technology advances in 2009 with the installation of the Mobile Fire Prevention and Inspection module of the Departments Computer Aided Dispatch (CAD) System. This new module allows Inspectors and Fire Companies performing incident pre-planning to enter important emergency response and life hazard information for Derry properties while in the field, so that it can be recalled by apparatus during emergency operations.

As part of a joint venture between the Towns IT and Police Departments, a fiber optic backbone was installed throughout the downtown area, linking the Derry Municipal Center and the Police and Fire Departments with high speed data capabilities. As part of this project, the Communications Division was also able to deploy all new, higher capacity fire alarm circuits in the commercial district to replace the antiquated wiring that has been hanging on the poles for decades.



Fire and Rescue Responses		Prevention Activity	
Structure	39	Public Education	4824
Vehicle	19	Attendees	4824
Brush	28	Fire Station tours	12
Fires, other types	48	General Public Safety Programs	109
Alarm call no fire	409	Fire Extinguisher Training	7
Hazardous Condition	292		
Good Intent	211	Inspections	
Service Call	613	Residential Occupancy	80
EMS /Rescue Responses(Does not include Pt's treated/transported in other call types)	2860	Commercial Occupancy	56
Total Responses	4519	Educational	52
		Assembly	70
		Day Care	254
		Gas Pipe Residential	213
Comm. Center - Calls Dispatched		Gas Pipe Commercial	28
Derry	4519	Oil Burner	5
Auburn	452	Gas Burner /Wood Stove/ Fireplace/	254
Chester	519		
Hampstead	976	Permits	
Windham	1573	Burning permits (*Derry Only)	3691
SENH Haz-Mat	14	Assembly permits	73
Total Calls Dispatched	8053	Blasting permits	5
		Plans Reviewed	136



FINANCE DEPARTMENT FISCAL YEAR 2009 ANNUAL REPORT

Fiscal Year 2009 was highlighted by the retirement at year end of Tax Collector Patricia Milone after eighteen years in the position and the transition to Nancy Watson as the new Tax Collector effective on July 1, 2009. Nancy has served as the Deputy Tax Collector since 2006 and had served for 12 years as the Town Clerk & Tax Collector in Hampstead. As a result of Nancy's promotion, Dalia Ragas was promoted to Deputy Tax Collector within the Tax Collection Division. Ongoing training of employees continued, contributing to a stronger level of staff professionalism and enhancing the Town's commitment to a customer-oriented workforce. I am blessed with a dedicated, competent, customer-oriented staff and I thank them for their work effort and professionalism. I particularly want to recognize the continued strong contributions by the Department's Division Heads...Controller Janice Mobsby, Tax Collectors Pat Milone and now Nancy Watson, Assessor Dave Gomez and Human Services Administrator Jill McLaughlin.

The development of the FY 2010 budget continued to be a significant challenge given the limited funds available to cover inflationary and contractual increases in the Town's operating cost. Departments were asked to prepare their budgets within the amount allowed by the tax cap, as well as to present a budget that resulted in no increase in the 2008 tax rate. The Town Administrator's recommended budget represented the first scenario and the second scenario was presented as a part of the budget with management priorities assigned to each proposed cut and the potential impact of such a cut. The Chief Financial Officer and Controller reviewed all budgets with Town departments before the draft budget was submitted to the Town Administrator for his consideration with department heads. Subsequent meetings with the Town Administrator and the department heads were held to reach consensus on the two budget scenarios that were then presented to the Town Council. The Town Council then held a series of public workshops with Town staff, as well as a public hearing, to review and discuss the budget, and make changes that they deemed appropriate. The budget developed and presented to the Town Council and ultimately adopted was below the allowed tax cap and utilized some fund balance to pay off a bond anticipation note. The final FY 2010 budget approved by the Town Council on May 26, 2008 was not only below the tax cap, but below the approved 2008 tax rate.

Despite the difficult economic times being experienced nation-wide, the Town's finances continue to be in excellent shape, under girded by a reasonably healthy fund balance. A key accomplishment, discussed more in the Finance division section of this report, was being awarded a Certificate of Achievement for Excellence in Financial Reporting for the Town's FY2008 Comprehensive Annual Financial Report.

Separate reports that follow this report for the Assessing, Finance, Human Services and Tax Collection Divisions provide more details on division operations during FY 2009.

Respectfully submitted,

Frank L. Childs
Chief Financial Officer



TOWN OF DERRY, NH
Six Year Capital Improvement Plan Adopted by Council
FY 2010 - 2015

SUMMARY	FY 2010	FY 2011	FY 2012	FY 2013	FY 2014	FY 2015
FIRE (1)	\$726,500	\$668,000	\$646,051	\$608,000	\$768,500	\$1,154,500
EMERGENCY MANAGEMENT	\$32,000	\$168,750	\$50,000	\$11,000	\$29,000	\$94,000
EXECUTIVE	\$26,003	\$56,002	\$90,502	\$100,002	\$20,002	\$2
COMMUNITY DEVELOPMENT	\$0	\$0	\$0	\$0	\$0	\$0
POLICE	\$210,575	\$392,000	\$0	\$140,000	\$400,000	\$0
PUBLIC WORKS (2)	\$548,000	\$2,250,001	\$1,951,001	\$1,535,001	\$921,001	\$755,001
DERRY PUBLIC LIBRARY	\$12,042	\$0	\$0	\$0	\$0	\$0
TAYLOR LIBRARY	\$0	\$0	\$1,900,000	\$0	\$0	\$0
TOWN OF DERRY GOVERNMENT Sub						
Totals (excluding W, WW, Cable & DCSD)	1,555,120	3,534,753	4,637,554	2,394,003	2,138,503	2,003,503
WATER	212,001	1,437,293	4,946,721	1,205,358	685,179	687,526
WASTEWATER	0	656,000	3,092,924	1,130,498	2,084,371	2,334,550
CABLE	20,000	35,000	40,000	35,000	18,000	0
TOWN OF DERRY TOTAL CIP	\$1,787,121	\$5,663,046	\$12,717,199	\$4,764,859	\$4,926,053	\$5,025,579

(1) Includes 465,000 for projects, that would only be funded if grants were received and accepted.
(\$145,000 for regional driving simulator and \$320,000 for sprinkler systems at 3 Fire Stations)

(2) Includes \$300,000 for replacement of Florence Street Bridge, for which funds have been previously set aside.



Assessing Division

Fiscal Year 2009 was again a very productive year for the Assessing Department as we implemented the assessment update action plan for Tax Year 2009, part of the original plan approved by the Town Council that covered Tax Year 2008 & 2009. The Department conducted sales to assessment ratio studies that looked at sales from midsummer 2008 through to early summer of 2009. The studies indicated that if we do not update assessments for 2009, the overall sales to assessment ratio would be over 110%. Completing the 2009 update would be in keeping with State of New Hampshire Statutes, Assessing Standard and Equalization Board requirements, and Department of Revenue Administration (DRA) Rules. Corcoran Consulting Associates was retained, as a result of a bid process, to complete the 2009 update. The project is designed to keep assessed values as close to, but not over 100% of market value as of each April 1st.

The overall project plan for the 2009 update, now underway, and slated to be complete by mid August 2009, is to adjust the assessed values of all classes of property in the entire Town, thereby keeping assessments in line with market activity that has occurred since April 2008. Also, as a matter of routine, we have completed the annual cycled inspection program for Residential Neighborhood 102. Residential Neighborhood 102 encompasses the geographic area of the Town generally beginning off Adams Pond Road at the Chester Town line, south to the State of New Hampshire Recreational Trail, East to the Hampstead Town line following that line north to Sandown, and up to Chester then Westerly along that line to the point of beginning – Adams Pond Road area. There were approximately 2100 parcels visited, with call backs being made as necessary. Also for 2009 we have completed cycled inspections of all Commercial and Industrial properties in Town, regardless of their location.

Upon completion of the update process, the Department will send assessed value change notices to all properties affected. The notice will explain the process and will direct property owners to call the Department with any questions, and to schedule an Informal Hearing with an Appraiser.

Each year the DRA, as required by State Statute, performs an equalization study of all communities in the State. The DRA's study conducted for 2008 indicates that the Town's overall level of assessed value to market value was 96.9% (for 2007 it was 100%), within the Town's targeted range of 90-100%. The acceptable range by State Standards is 90% to 110%.

Also, the DRA's study indicates the co-efficient of dispersion (C.O.D.) to be 9.6% for year 2008 (8.8% for 2007). This C.O.D. is considered to be in the 'excellent' range, for tax year 2008, as it was for 2007. It is important to note that it has increased for 2008 as compared to 2007, and that has raised concerns about the Town's equity in assessments. Also our studies through June 2009 indicate this number would have climbed to over 14%, which approaches a 'fair rating'. The C.O.D. measures uniformity in assessments through ratio studies. It indicates the measure of appraisal uniformity that is independent of the level of appraisal (ratio) and permits direct comparisons between various properties (like and other properties). Any decision to conduct assessment updates and revaluations must consider this number above all others. A goal of the 2009 valuation update is to bring the C.O.D.'s more in line.



Due to the above oversight by the DRA, we continue to recommend to the Board of Assessors (the Town Council) that our regular program of cycled inspections moves forward each and every year, and the assessment update program moves forward every two or three years, the next being 2011/2012. This process is crucial to the well being of the Town, not only from the individual taxpayer's perspective, but also from the overall fiscal health of the Town. It assures that no one taxpayer will pay more than their fair share of the property tax burden in the Town of Derry.

The Town's 2009 net taxable valuation is \$2,481,007,745 and is the figure that will be used by DRA to set the 2009 tax rate. The net valuation decreased by \$175,325,879 compared with the 2008 tax year. That decrease reflects the depressed real estate market activity from April 1, 2008 through April 1, of 2009. There is a Village District within the Town of Derry, Chase's Grove Village District that must be reported to DRA. The net assessed value of this district reported for 2009 is \$11,002,216 and is included in the Town's 2009 net taxable valuation shown above.

The Town's 2008 net taxable valuation, upon which the tax rate was set, was \$2,656,333,624, with a resulting tax rate of \$25.53 / \$1,000 of valuation. There was no appropriation for the village district for tax purposes for 2008; therefore there was no tax rate to report.

The public can access much of our assessment data on-line in a system that is very user friendly and has easy look up and reporting routines. Assessment data is updated monthly and may be viewed at www.visionappraisal.com for the Town of Derry. There is one workstation in the Public Research Area of the Municipal Center, next to the Assessor's Office, that is available for the general public to access this data. Property record cards are printable from that station, as well as on-line. The on-line feature of the new system has and will continue to save the Department time as appraisers, realtors, attorneys, the general public and the various Town Departments can easily access the data on-line. Other on-line features found at www.derry-nh.org are the Town's tax maps and 'Derry GIS' that has search fields that will locate owners, assessment information, abutters lists, the location of town water and sewer lines and many other features. All this information is available to print from your home or office.

Through the past year, there have been continued concerns expressed by real estate professionals of all levels, and the general public in regard to the real estate market and what that all means to the Town and its assessment base, and taxes. Our continued efforts to monitor the ever changing real estate market and subsequent recommendations to the Board of Assessors on how the Town needs to address those changes keeps us very active, in tune and on our toes. The Assessing staff and I wish to thank the public for their assistance, understanding and patience. I thank my staff for a job well done. We are looking forward to a very healthy and productive Fiscal Year 2010 (Tax Year 2009).

Respectfully Submitted,

David N. Gomez

David N. Gomez, CMA, CNHA
Assessor



Finance Division

For the 11th year in a row, the Finance division has received the prestigious Certificate of Achievement for Excellence in Financial Reporting as a result of our town's Comprehensive Annual Financial Report (CAFR) for the period ending June 30, 2008. The CAFR award is the highest form of recognition in governmental accounting and financial reporting. The receipt of this award is not only a tribute to the work of the Finance Department, but to the efforts of other departments throughout the Town. The CAFR provides financial and statistical information that is useful in analyzing the financial health and strength of the Town of Derry.

The Town's annual audit for the fiscal period ending June 30, 2009 is scheduled for early October, 2009 by Vachon, Clukay & Co., PC, the town's Certified Public Accounting firm. When the final audit and Comprehensive Annual Financial Report are completed, the reports will be available on the Town's website (www.derry-nh.org), in addition to being made available as a reference item at the Derry Public Library and Taylor Library.

In order to comply with Internal Control and Fraud Prevention practices, a written Fraud Policy was issued which defines Fraud and outlines the notification responsibility of public officials and staff.

In addition to the annual budget and financial reporting responsibilities, the department is responsible for general billing, vendor disbursements, payroll processing, grant administration, and capital asset reporting. In addition to these routine responsibilities, the department staff assists with special projects.

Tina Palardis-Langdale and Mary Greenhalge have been dedicating substantial efforts to collection of public safety billing, including ambulance services. As a tool to pursue clients who do not respond to billing requests or do not apply for hardship, the division began pursuing collections through small claims court. This method provides an additional resource to improve collections and extend the town's legal right to reimbursement. Many clients that do not have the means to pay in full are ultimately establishing payment plans to avoid court actions.

Debbie Mailloux is responsible for processing check requests payable to our vendors. During this year, over 6,500 checks were processed to our 1,500 vendors. Since the town has a decentralized accounts payable process whereby each department enters their bills and forwards the backup to Finance for review and processing, it is important to maintain training of remote staff to ensure accuracy and maximize efficiency. Debbie continues to provide formal training to town-wide staff in regard to purchasing policies, expense classifications and recommended documentation to support payment requests, ensuring accurate bill processing within the confines of the town's purchasing policy. Debbie followed IRS regulations to recover funds through a new federal program which requires the Town to withhold funds from vendors in order to pay outstanding federal tax delinquencies.

In addition to his weekly payroll processing and benefit changes, and ongoing responsibilities related to the reporting of and follow-up of property, liability and workers compensation claims, Bob McCarthy was responsible for implementing the changes associated with the collective



bargaining agreements negotiated and approved for Firefighters, Fire Supervisors, PATE and AFSCME Support Staff unions. Also during the year, Bob facilitated the training to transition initial employee setup and pay change duties to the Human Resources Assistant. These changes improve the segregation of duties and oversight regarding employee setup and payroll system changes, improving internal control processes. This transition will enable Bob to verify the payroll changes and also focus more on insurance reimbursement and benefit changes, including new COBRA requirements as it relates to the American Recovery and Reinvestment Act of 2009.

Senior Accountant, Mark Fleischer focus during the year was substantially consumed by overseeing grants that have been awarded to the Town for Health, Public Safety and Highway and Bridge programs. Of particular significance, the town received a half a million dollar reimbursement from FEMA to cover local emergency operations associated with the historically-significant winter ice storm event. Our financial recordkeeping during and subsequent to the emergency were commended by FEMA officials who performed a site review of our records before reimbursement was authorized. The clarity and quality of our records expedited and maximized our reimbursement opportunities, including successfully challenging and overturning initial denials of some costs.

The division will continue to provide data for sound financial decisions and review and monitor the effectiveness of town's policies to safeguard the town's financial condition and its assets.

Respectfully submitted,

Janice A. Mobsby

Janice A. Mobsby
Controller



Human Services Division

In fiscal year 2009, the Human Services Department provided emergency general assistance to 434 unduplicated households. Of that amount, 233 households were assisted in December 2008 alone. The office experienced an extensive increase in volume of applicants between December 15th and December 19th due to the ice storm emergency declaration. Applicants were seeking food vouchers to replace food that spoiled during the power outage. Applicants were screened based on financial ability to absorb the replacement cost of food. Applicants were required to provide verification that they were Derry residents and show financial hardship.

The overall average of assisted households, despite a peak in June, was fairly consistent with the prior year when removing the affect of the ice storm from the statistics. Some families and individuals have received assistance more than once during the year depending on the level of need. The majority of assistance provided was rent, food, and utilities.

The trend of applicants applying for general assistance has been an increase in those unemployed or without income due to exhausted unemployment benefits. New clients need assistance with navigating the social service system and are often overwhelmed by the amount of agencies that may be able to serve them and the required paperwork. Each new appointment normally takes about an hour and a half. Many calls are made on behalf of clients, applications are verified, budget worksheets are completed to determine eligibility, and case management plans are developed which may require follow up appointments.

The Town workfare program is continuing and has been a success. Individuals with no source of income, who are able bodied, perform duties at various job sites within the Town of Derry while they are simultaneously looking for employment.

Agencies funded by the Town that provide critical services to Derry residents are as follows: Adult Learner Services of Greater Derry - \$2,500, Big Brothers/Big Sisters - \$1,500, Community Alliance for Regional Transportation (CART) - \$42,250, Community Caregivers - \$15,000, Community Health Services (CHS) - \$60,000, NH Association for the Blind - \$500, Rockingham Community Action Program - \$5,000, Rockingham Nutrition and Meals on Wheels - \$11,000, Sonshine Soup Kitchen - \$1,500, Upper Room - \$44,000, and the YWCA - \$3,800.

Our goal at Derry Human Services is to provide superior customer service and case management for applicants and clients. The Human Services Administrator attends monthly meetings to stay current on resources available to our community. Some of the topics covered this year include: Social Security Disability, AIDS, Fuel Assistance, NH Healthy Kids, and 211.

Due to a great deal of turnover with approximately seven new temps in the role of the Human Services Secretary, the wait time increased for applicants seeking information and guidance. Training within a fast paced office environment that provides essential basic need assistance to disadvantaged Derry residents presented many challenges. The office would like to thank the public for its understanding and patience with new staff. I am pleased to report that in June 2009, Mark Jesionowski was hired as the permanent part time Human Services Secretary.



If you or someone you know is in need and need direction on where to apply for services, please call 211 or visit their website at www.211nh.org. "2-1-1 NH is a statewide initiative of the United Ways of New Hampshire and easy-to-remember phone number that connects people in need with health and human services throughout New Hampshire. By dialing 2-1-1, callers are connected with a trained information and referral specialist, at no cost, who can provide them with the information they need to get help or give help".

For further questions regarding Human Services, please visit our website www.derry-nh.org. Click on departments and then Human Services. Categories include: contact information, family assistance, food assistance, fuel assistance, housing and shelter, legal assistance, medical assistance, transportation, and resource for the elderly and disabled.

If you are interested in applying for Town Aid, please stop by the office. You will be asked to complete a contact sheet and the Human Services Secretary will make an initial assessment of your situation. You will receive information regarding state and local agencies that you can apply for benefits with and this office will provide you with a listing of required verifications. Once you have the required verifications gathered that apply to your household, this office will provide you with an application and set you up with an appointment time. At the appointment, you will meet with the Human Services Administration and a determination will be made regarding eligibility. If an applicant does not meet the eligibility criteria, our office will provide referrals to other area agencies that may be of assistance.

Respectfully submitted,

Janice A. Mobsby
Janice A. Mobsby
Controller

Jill McLaughlin
Jill McLaughlin
Human Services Administrator



Tax Collection Division

The Tax Collector's Office is an essential part of the Town's Finance Department as shown by the many residents we assist with transactions, such as: registering motor vehicles; accounting for the collection of money for tax, utility, and general invoice billings; problem solving with respect to property tax payments, by assisting tax payers in setting up payment plans; and recording revenues for all other Town departments. In light of personnel changes with the retirement of long time Tax Collector Patricia Milone, residents may be the beneficiaries of fresh ideas and changes made to policies/procedures to further enhance customer service, with a goal of making Tax Collection an even more friendly, efficient and flexible place to do business.

Changes made to improve service to customers include: more motor vehicle services available locally due to the latest changes in the state on-line program, such as transactions where the first name on the registration changes may now be completed locally; the availability of an ATM machine located in the lobby has been a benefit to those expecting to use credit or debit cards or who do not have sufficient cash, allowing transactions to be completed without a resident having to leave the building and return; the ongoing promotion of EREG (Electronic motor vehicle registration, available through the Town's webpage at www.derry-nh.org) transactions; and the ability to complete address change forms on line through the Town's web page, allowing the office to insure correspondence reaches residents in a timely manner.

Motor Vehicle permits issued in FY09 and the revenue from each of the related sources are set forth below:

Motor Vehicle Permits – 34,549	\$4,287,253
Title Fees	14,058
Municipal Agent Transaction Fees	107,588
Transportation Improvement Fees	178,515
Waste Tire Reclamation Fees	<u>108,306</u>
 Total:	 <u>\$4,695,720</u>

Due to the economy, the Town experienced a decrease in actual motor vehicle permit revenue of \$237,183, a 5% decrease when compared to the previous year's permit revenue collected. Motor vehicle permits dropped from 39,175 last year to 34,549 this year, a 12% reduction in permits issued. This decrease is a result of residents keeping their current vehicles longer, purchasing less expensive vehicles and in many cases decreasing the number of vehicles in their household. Newer vehicles purchased pay the highest mil rate charged and, thus, a lower number of new vehicles being registered results in a decrease in revenue as compared to previous years. A \$.50 increase in the Municipal Agent fee per transaction (from \$2.50 to \$3.00) became effective October 1, 2008, resulting in a 14% increase in this revenue. This fee helps the Town cover some of its costs for administration and providing the residents with the mail out motor vehicle



renewals, since the Town provides the postage for return of the registration at no additional cost to the resident.

Phase 1 (Printer Project) of the New Hampshire Department of Safety's Municipal Agent Automation Project (MAAP) was completed September of 2008. As of September 2009, all residents should be in possession of the new motor vehicle registration, which improves the technology with regard to registration security, and aids law enforcement and inspection stations through the availability of faster information. The use of bar coding also makes the counterfeiting of registrations more difficult.

Property tax collections had a slight increase of 1% for the 2009 first bill as of July 5, 2009, over the similar 2008 period, although bankruptcy filings and foreclosures have increased in response to the economic downturn we are experiencing. Many residents continue to inquire in regard to payment by credit and debit card. We continue to search for the most economical and secure method to implement this technology for the benefit of citizens. In looking to implement such a service, the Town will look to have the additional fees charged by the credit card company paid by the citizen when utilizing this method of payment. We also need to consider the additional costs to the Town to implement this service.

The Tax Collector's Office handled a steady flow of activity as the end of the Town's fiscal year 2009 came to a close: the 2009 first half estimated property tax bill payment came due; the collection of quarterly utility bill payments; June MV registrations came due, and the year end state motor vehicle property inventory needed to be completed. Additionally, the transfer of responsibilities to a new Tax Collector/Municipal Agent was taking place. Despite all of that, we had a smooth transition to begin business on July 1st. I would like to express my appreciation to Pat Milone for her past service to the Town of Derry and my office staff –newly appointed Deputy Tax Collector /Municipal Agent Dalia Ragas, Customer Service Clerks Lorene, Norma and newest members Kerry and Kathi for their continued hard work and support during my transition as Derry's Tax Collector/Municipal Agent. I also express my thanks to all other Town Departments for their assistance and support.

The MS-61 Tax Collector's Report for this fiscal period follows.

Respectfully submitted,

Nancy H. Watson

Nancy H. Watson

Tax Collector/Municipal Agent



TAX COLLECTOR'S REPORT

For the Municipality of Derry Year Ending 6/30/09

DEBITS

UNCOLLECTED TAXES-		Levy for Year of this Report	PRIOR LEVIES		
BEG. OF YEAR*		2009	2008	2007	2006 & Previous
Property Taxes	#3110	xxxxxx	\$ 6,186,463.66	\$ 1,200.08	
Resident Taxes	#3180	xxxxxx	0	0	0
Land Use Change	#3120	xxxxxx	0	14,000.00	0
Yield Taxes	#3185	xxxxxx	10.22	1,236.00	0
Excavation Tax @ \$.02/yd	#3187	xxxxxx	0	0	0
Utility Charges	#3189	xxxxxx	674,914.48	0	0
Utility Charges Credit Balance	#3189		-9,441.90	0	0
Property Tax Credit Balance**			-138,565.33	-958.66	-1568.22

TAXES COMMITTED THIS YEAR

Property Taxes	#3110	34,045,262.03	34,961,344.36
Resident Taxes	#3180	0	0
Land Use Change	#3120	0	8,304.00
Yield Taxes	#3185	221.36	958.37
Excavation Tax @ \$.02/yd	#3187	0	0
Utility Charges	#3189	3,712,403.45	21,891.04

FOR DRA USE ONLY

OVERPAYMENT REFUNDS

Property Taxes	#3110	5,274.56	253,379.66	53957.12	45,971.32
Resident Taxes	#3180	0	0	0	0
Land Use Change	#3120	0	0	0	0
Yield Taxes	#3185	0	0	0	0
Excavation Tax @ \$.02/yd	#3187	0	0	0	0
Interest Utility Late Tax		13,795.46	10,611.49	0	0
Interest - Late Tax	#3190	0	295,960.88	0	0
Utility Refunds	#3189	2,925.49	1,738.00	0.00	439.19
Utility Debits			0	0	
TOTAL DEBITS		\$ 37,779,882.35	\$ 42,267,568.93	\$ 69,434.54	\$ 44,842.29

*This amount should be the same as the last year's ending balance. If not, please explain.

**Enter as a negative. This is the amount of this year's taxes pre-paid last year as authorized by RSA 80:52-a.

**The amount is already included in the warrant & therefore in line #3110 as positive amount for this year's levy.

NH DEPARTMENT OF REVENUE ADMINISTRATION
MUNICIPAL SERVICES DIVISION
P.O. BOX 487, CONCORD, NH 03302-0487
(603)271-3397



TAX COLLECTOR'S REPORT

For the Municipality of Derry Year Ending 6/30/09

CREDITS

REMITTED TO TREASURER	Levy for this Year 2009	PRIOR LEVIES		
		2008	2007	2006 & Previous
Property Taxes	27,732,142.35	\$ 39,432,516.79		\$ -
Resident Taxes	0	0		0
Land Use Change	0	5,604.00	14,000.00	0
Yield Taxes	221.36	968.59	0	0
Interest (include lien conversion)	0	265,413.74	0	0
Interest Utilities (Includes lien conver)	13,795.46	9,383.46	0	0
Excavation Tax @ \$.02/yd	0	0	0	0
Utility Charges	2,944,836.00	685,808.15	0	0
Conversion to Lien (principal only)	0	1,608,719.85	0	0
Conversion to Lien Utility	0	21,891.04	0	0
DISCOUNTS ALLOWED				0

ABATEMENTS MADE

Property Taxes	0	220,332.08	53,957.12	44,403.10
Resident Taxes	0	0	0	0
Land Use Change	0	2,700.00	0	0
Yield Taxes	0.00		0	0
Excavation Tax @ \$.02/yd	0	0	0	0
Utility Charges	17,114.99	1,031.45		439.19
Write Offs	0	340.40	-0.35	0
Miscellaneous Reconciling Issues	1,082.03	3,964.08	-958.31	0
CURRENT LEVY DEEDED	0	8,891.09	0	0

UNCOLLECTED TAXES - END OF YEAR #1080

Property Taxes	6,449,113.15	0	1,200.08	0
Resident Taxes	0	0	0	0
Land Use Change	0	0	0	0
Yield Taxes	0	0	1,236.00	0
Excavation Tax @ \$.02/yd	0	0	0	0
Utility Charges	762,181.75	4.21	0	0
Utility Credits	-9,885.83	0	0	0
Property Tax Credit Balance*	-130,718.91	XXXXXXXXXX	XXXXXXXXXX	XXXXXXXXXX
TOTAL CREDITS	37,779,882.35	42,267,568.93	69,434.54	44,842.29

*Enter as a negative. This is the amount of taxes pre-paid for next year as authorized by RSA 80:52-a
(Be sure to include a positive amount in the Property Taxes actually remitted to the treasurer).



TAX COLLECTOR'S REPORT

For the Municipality of Derry Year Ending 6/30/09

DEBITS

	Last Year's Levy 2008	PRIOR LEVIES		
		2007	2006	2005 & Previous
Unredeemed Liens Balance at Beg. of Fiscal Year		\$ 1,489,680.93	\$ 529,092.53	\$ 165,256.95
Liens Executed During Fiscal Year	\$ 1,766,313.81	0.00	0.00	0.00
Interest & Costs Collected (AFTER LIEN EXECUTION)	4,460.83	93,445.83	108,372.26	15,152.31
Overpayments	0.04			920.10
OverPayment Refunds	0.00	1,526.68		1,644.28
Undetermined Reconciling Adjustments	0.00	0.00		
Liens Deeded to Municipality				
TOTAL DEBITS	\$ 1,770,774.68	\$ 1,584,653.44	\$ 637,464.79	\$ 182,973.64

CREDITS

REMITTED TO TREASURER:		Last Year's Levy 2008	PRIOR LEVIES		
			2007	2006	2005 & Previous
Redemptions		\$ 292,285.44	\$ 810,719.91	\$ 305,128.88	\$ 34,177.86
Interest & Costs Collected (After Lien Execution)	#3190	4,460.83	93,445.83	108,372.26	15,152.31
Excess Credit		0.04		0	920.10
Write offs		1.86	25.42	0	0
Undetermined Reconciling Adjustments		78.00	0	0	1,469
Abatements of Unredeemed Liens		6,023.54	16,186.28	0.0	0
Liens Deeded to Municipality		0.00	8,917.36	9,261.63	19,548.77
Unredeemed Liens Balance End of Year	#1110	1,467,924.97	655,358.64	214,702.02	111,705.32
TOTAL CREDITS		\$ 1,770,774.68	\$1,584,653.44	\$637,464.79	\$182,973.64

Does your municipality commit taxes on a semi-annual basis (RSA 76:15-a) ? yes

** Beginning Balances 2006 & Previous Lowered by the amount of Fees & Penalties which should not have been included.

TAX COLLECTOR'S SIGNATURE Marcey H Watson Date 09/29/2009
Revised Date 11/5/2009



Town Report Sept 2009

Heritage Commission

The Heritage Commission has had a very productive year in satisfying our mission of preserving, protecting and promoting Derry's history. The museum at 29 West Broadway continues to increase its collection of artifacts, documents and photographs. Each week many locals and outsiders visit our museum to learn about local history or that of their family or homes. At present we are working with the Derry Public Library in scanning our collection of 1400 different antique Derry postcards. They will soon be available on line so these century-old views of our town will be easily assessable. The Commission is always eager to provide speakers or give tours for schools or private groups.

One major project has been at the Foresthill Cemetery. The wrought iron front gate has been restored to its appearance in 1885 when it was donated by Civil War General George Thom. Also at the cemetery Dorothy Goldman has been spending countless hours photographing grave stones. She has also been instrumental in founding a support group called the Friends of the Forest Hill Cemetery. Her cadre of Girl Scouts has spent 100's of hours cleaning and documenting stones. A day-long workshop on gravestone cleaning and repair was sponsored by the Heritage Commission. Much of the credit to the success of this event goes to Mrs. Goldman who was assisted by Donald Kirkland. The Derry Garden Club and the local chapter of the Daughters of the American Revolution have purchased shrubs to improve the appearance of the cemetery's front entrance.

Kudos should be given to Carol Vincent of Derry Village Memorial School. She was the driving force in the project to have the school's students create over a hundred tiles illustrating the history of Derry. Well done Mrs. Vincent! Well done students!

The commission has worked with the East Derry Village Improvement Society in the efforts to acquire and restore the Upper Village Hall. The commission is unanimous in believing the preservation of this 1876 building is of major importance in honoring Derry's history. It would be a tragedy if this building-our first town hall and library-is lost to future generation.

This year the Heritage Commission has sponsored a new history of Derry. This new book called *The Road to Derry* will tell the history of the town from 1719 up to present times. It will be available at many locations in town including the museum and municipal center where the royalties from the book will be donated to the Heritage Commission artifact acquisition fund.

The Heritage Commission which to extent its heart-filled thanks to the many citizens who have donated items to the museum or shared with us their personal memories. We also thank the town administrator, town council and support staff for making this a very good year for the preservation of the history of Old Nutfield.

Respectfully submitted
Richard Holmes
Chairman Heritage Commission.



DERRY HIGHWAY SAFETY COMMITTEE REPORT

The Derry Highway Safety Committee was originally conceived to provide a means to access State and Federal funds for safety needs of the Town. The Committee started in the late 1960's and received funds for ambulances, police vehicles, radar units and many more worthwhile projects that have funneled into the Town of Derry by the Committee.

The Committee meets every third Thursday of the month at 9:00 am at the Derry Municipal Center on the 2nd floor, Room 207. The public is welcome to attend any meeting. All safety requests must be submitted in writing and forms may be obtained at the Derry Municipal Center.

The Committee is comprised of Citizens and Department Heads. The members are Derry Police Chief, Edward Garone; Derry Fire Chief, George Klauber; Department of Public Works, Alan Cote, Supt. of Operations; and School Department, Jane Simard. Appointees are: Grant Benson, Jr., Chairperson; Tom Caron, Randall Chase, Steve Wallack, Al Dimmock, Mike Houghton and Sharon Trenholm as our Recording Clerk.

This year the Committee reviewed 15 cases through the Town. I wish to thank all Departments for their assistance this past year. We are looking forward to working with you again next year.

Respectfully submitted,

Grant Benson Jr.

Chairman



DERRY HOUSING AND REDEVELOPMENT AUTHORITY

2009 ANNUAL REPORT

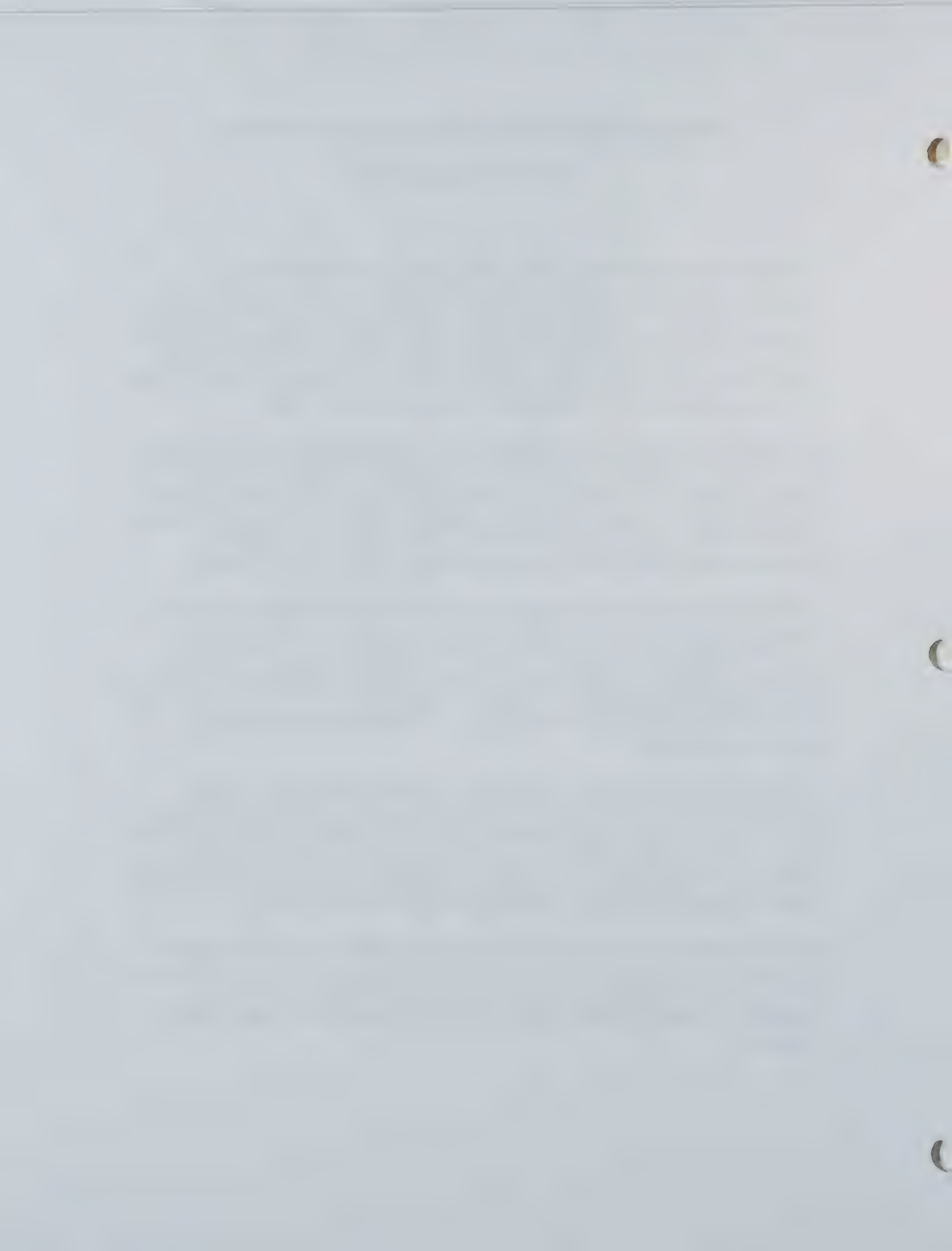
I am pleased to submit the 2009 Annual Report for the Derry Housing and Redevelopment Authority (DHRA). The DHRA administers 100 Section 8 Housing Choice Vouchers in Derry, and own 27 units of low-income housing for the elderly and disabled as well. Currently the DHRA's waiting list contains 229 applicants which is an increase of 20 percent over the previous year. An applicant can now expect to wait approximately three years to receive assistance. Through the first eight months of 2009, the DHRA has accepted 117 applications and only turned over 12 units.

The DHRA is governed by a five member Board of Commissioners. Led by Chairman J.L. Sweeney, the Board is comprised of David Milz, Fred Tompkins, Tom Hosey and Sandra Amabello. Mr. Tompkins was re-appointed for another term and I am grateful to the Town Council for re-appointing him. I would also like to acknowledge Brent Carney, the Derry Town Council Liaison to the DHRA. Mr. Carney has been extremely supportive of the DHRA, and brings sound insight and opinions to our meetings.

The 2008 fiscal year audit was conducted and the final report indicated no findings or compliance issues. Overall, the DHRA realized a surplus, net of depreciation of \$13,489. I am proud to announce that the DHRA received a High Performer Status designation from the U.S. Department of Housing and Urban Development (HUD) on its 2008 Section Eight Management Assessment Program (SEMAP). SEMAP is the "report card" that HUD uses to determine the efficiency and effectiveness of a housing authority's operations.

In 2008 the DHRA submitted a Community Development Block Grant (CDBG) application in the amount of \$100,000. This application was approved and subsequently much needed construction and rehabilitation is currently underway at our Vintage Grace facility. The renovations include new exterior siding, the installation of a new HVAC system, a new fire alarm panel, the installation of handicap accessible entranceways and the retro-fitting of all restrooms to make them fully handicap accessible.

In 2009, construction was completed on a new laundry facility at the Vernon Kelley Apartments. The facility contains two washing machines and two dryers and allows the residents to do their laundry on-site rather than having to walk or drive to a local laundromat. In addition, all new windows have been installed at the Vernon Kelley Apartments.



The DHRA has been in negotiations with the owner of 6 West Broadway in Derry in order to develop a management agreement that will allow the DHRA to become the property manager for that site. It is anticipated that the agreement should be ready by October 1, 2009, and will provide the DHRA with much needed additional revenue from the management fee to be earned. It is a tribute to the Board of Commissioners and DHRA staff that we were considered for this role.

Not all of the news from the past year was good. The DHRA's application for Neighborhood Stabilization Program (NSP) funds was denied by the Community Development Finance Authority (CDFA). The funds were to be used to purchase and rehabilitate the Floyd School in Derry in order to create 15 units of housing for the elderly and disabled residents of the Town. While the project was deemed worthwhile and important, it was determined by CDFA that it did not meet the "spirit" of the NSP requirements for funding.

The DHRA did not escape unscathed from the severe ice storm of December 2008. Our properties were without power for many days and the residents of Vintage Grace needed to be evacuated. The response from the Derry Fire Department was excellent. The residents were extremely grateful for the kindness and concern shown to them by the representatives of the Fire Department.

In the coming year, we anticipate performing additional upgrades at Vintage Grace and adding some handicap accessibility features to the Vernon Kelley Apartments. We look forward to continuing to work with the Town and other local agencies in providing decent, safe and sanitary housing for low-income residents of Derry.

Respectfully submitted,

Robert G. Fleig, PHM
Executive Director



Human Resources Annual Report – Fiscal Year 2009

The Human Resources Department strives to ensure that Town jobs are staffed appropriately, that employees have meaningful, enjoyable and challenging career opportunities and that personnel and labor administration activities are timely and effective. The Department supports the administration of seven union contracts, provides recruiting assistance to Town departments, maintains personnel records, advises managers regarding the employment relationship and assists employees however possible.

Key Human Resources activities in Fiscal Year 2009:

- Collective bargaining agreements were reached during the year with the Derry Firefighters and Derry Fire Officers (IAFF Local 4392), the Professional, Technical and Administrative Employees of Derry (SEA Chapter 67 / SEIU Local 1984) and the AFSCME # Local 1801 Derry Administrative Support Staff bargaining units.
- The Derry Police Patrolman's Association was without a contract for the year.
- The Town recruited and welcomed seven new employees in FY09 to replace vacant positions in Fire, Police, Public Health, Administration and the Tax Collector's office. Overall, budgeted full-time positions remained unchanged.
- Town of Derry employees participated in the 2008 Heritage United Way Campaign and the 2008 United Way "Day of Caring."

Respectfully submitted,

Larry Budreau

Larry Budreau
Director, Human Resources & Administration



Public Health Department Annual Report – Fiscal Year 2009

The Derry Public Health Department has two main functions. Its primary role is to serve the residents of the Town of Derry with a part-time Health Department which focuses on inspections of local food service establishments, daycares, foster care homes, residential complaints, and is available on a part-time basis to answer residents' questions regarding personal and community health. Its secondary function is funded through State and Federal grants. These activities include demonstrating public health capabilities and public health emergency preparedness planning through a regional collaboration of ten towns. This planning collaborative includes the towns of Atkinson, Chester, Danville, Derry, Hampstead, Londonderry, Plaistow, Salem, Sandown, and Windham.

Activities performed by the Health Department for the Town of Derry:

- Food Service Inspections

The Town of Derry has approximately 150 Food Service Establishments, each of which requires a minimum of two inspections annually. The Department's Health Officer is responsible for inspections and enforcing the NH Rules for the Sanitary Production and Distribution of Food. Additionally, the Health Officer responded to approximately 15 reports/complaints of food service health violations. The Health Department works closely with the NH Food Protection Bureau to ensure all cases of potential food contamination or agro-terrorism are reported and investigated.

- Residents' Health Complaints

During FY09, the Health Department responded to over 250 phone calls, 9 emails and 20 walk-in customers. 77 of those contacts were related to residential health complaints. The Health Department responded to complaints regarding air and water quality, lack of heat and hot water, rodent and insect infestations, suspected lead and mold issues, trash and squalor conditions, and other of health related concerns. The Health Officer often coordinates inspections with the Derry Code Enforcement Director, as well as the Derry Fire Inspector.

- Day Care and Foster Care Inspections

There are 28 licensed Day Care facilities that are inspected by the Health Department. There are currently 24 Foster Care homes that are inspected as well. During FY 09, the Health Department responded to approximately 16 Foster Care or Day Care phone calls. The State of NH requires that these facilities be inspected a minimum of once every three years. However, the Health Department will conduct an inspection and possible follow-up inspections if a complaint is filed against one of these types of facilities.



Activities performed by the Derry Health Department under the Greater Derry Public Health Network grants:

- **Regional Public Health Emergency Planning**

The Greater Derry Public Health Network facilitates regional public health emergency planning. The group meets monthly to collaborate in the development of a regional Public Health Emergency Preparedness and Response Plan, identify training needs, and support drills and exercises to identify planning improvements.

The Greater Derry Public Health Network continues to engage the region's education and social service sectors in public health preparedness planning activities, including pandemic influenza planning.

- **Support Activities of the Medical Reserve Corps**

The Greater Derry Public Health Network Coordinator serves as the director of the Greater Derry Medical Reserve Corps (MRC). The Greater Derry MRC is a volunteer organizations that supports clinical response during a public health emergency or disaster. Activities of the Greater Derry MRC are coordinated through grants from the state and the National Association of County & City Health Officials (NACCHO).

Respectfully submitted,

Garrett Simonsen

Garrett Simonsen
Public Health Network Coordinator



**Protect Your Family
Test Your Well**

**Common Health Related Contaminants
In NH Wells**

Radon

Uranium

Gross Alpha

Radium

Lead/Copper

Arsenic

Fluoride

Bacteria

Nitrate/Nitrite

and other contaminants

Please see the document below for further information:

www.des.nh.gov/organization/divisions/water/dwgb/well_testing/documents/well_testing.pdf

The Spanish version is available at:

http://des.nh.gov/organization/divisions/water/dwgb/well_testing/documents/pozosartesianos.pdf

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IT/GIS Department

2009 has been a very busy and progressive year for the IT/GIS Department. Server virtualization has been at the forefront of our initiatives during the past year. This falls directly in line with the "Green" initiative as discussed by our Town Council during the FYI 2010 budget review. Our goal over the next two years is to reduce our physical infrastructure by 75%. This has an immediate impact energy costs and manpower workloads associated with maintaining physical hardware. We will be looking at virtualizing our desktop environment in the near future.

For the first time all major facilities; the Municipal Center, Fire, Police and Wastewater Departments are connected utilizing a fiber optic loop installed during this past summer. A major benefit of this project is ability to mirror and store data across physical sites as well as the ability to share resources that used to be physically isolated. The Town of Derry Library was also a beneficiary of this project as we were able to include them in this project as well. An immediate benefit has been realized as we are replacing video surveillance hardware in this facility with the ability to monitor events directly at the Derry Police Station thus improving overall facility security.

During the month of February the newly revamped (developed) Municipal website went online. Ease of use and the ability to quickly navigate relevant information were overall factors when doing the redesign. Based on public feedback we've been successful in accomplishing these goals. Many thanks to all of those involved in making this project such a success.

During the spring of 2009 we also finish our wetlands delineation project. This project, a joint venture between the Town of Derry GIS/IT department and the University of New Hampshire, utilized infrared photography captured during the 2008 aerial fly-over as well as field observations to delineate and classify the current wetlands in Derry. Examples of this very interesting project could be seen at the Conservation booth during Derryfest.

2010 should prove to be a very interesting and challenging year as we continue to implement new and exciting technologies.

Respectfully submitted,
Doug Rathburn
IT/GIS Manager



Derry Planning Board Annual Report

Fiscal Year 2009 continued to be a challenging and busy year for the Derry Planning Board, despite the downturn in the economy. The number of new subdivision and site plans that came before the Planning Board decreased; however, the Board saw re-submittals of previously approved plans that had expired for one reason or another. In addition to the regular work of subdivision plan review and site plan review, the Planning Board has been moving forward with the drafting of the update to the Master Plan. The Planning Board reviewed three subdivision applications and reviewed four major site plan applications; three for new businesses and one for a multi-unit townhouse. The Board also approved one voluntary merger, four lot line adjustments, four Site Plan Determinations, one excavation permit, two Waivers of Strict Compliance, and revoked one approval. In addition, the Planning Board adopted The Town of Derry Open Space Plan and the Beaver Lake Watershed Management Plan. As of the writing of this report in October, the Planning Board has held 29 meetings this fiscal year. Please refer to the report of the Community Development Department for additional details.

The Planning Board also held many workshops to discuss Zoning Ordinance amendments. The amendments approved by Town Council include the Livestock Ordinance that went into effect in September of this year. The Planning Board will complete the update of the Master Plan and continue in its efforts with regard to zoning district changes that will best meet the needs of all of Derry's citizens, balancing economic development with preservation.

In closing, I would like to thank the board members who volunteer their time in service to the Town, the Town Administrator and Town Department Staff, particularly in the Community Development, Public Works and GIS Departments, who provide the board with valued support and technical assistance.

Respectfully submitted,

David Granese

David Granese
Chair, Derry Planning Board



Planning Department Fiscal Year 2009 Report

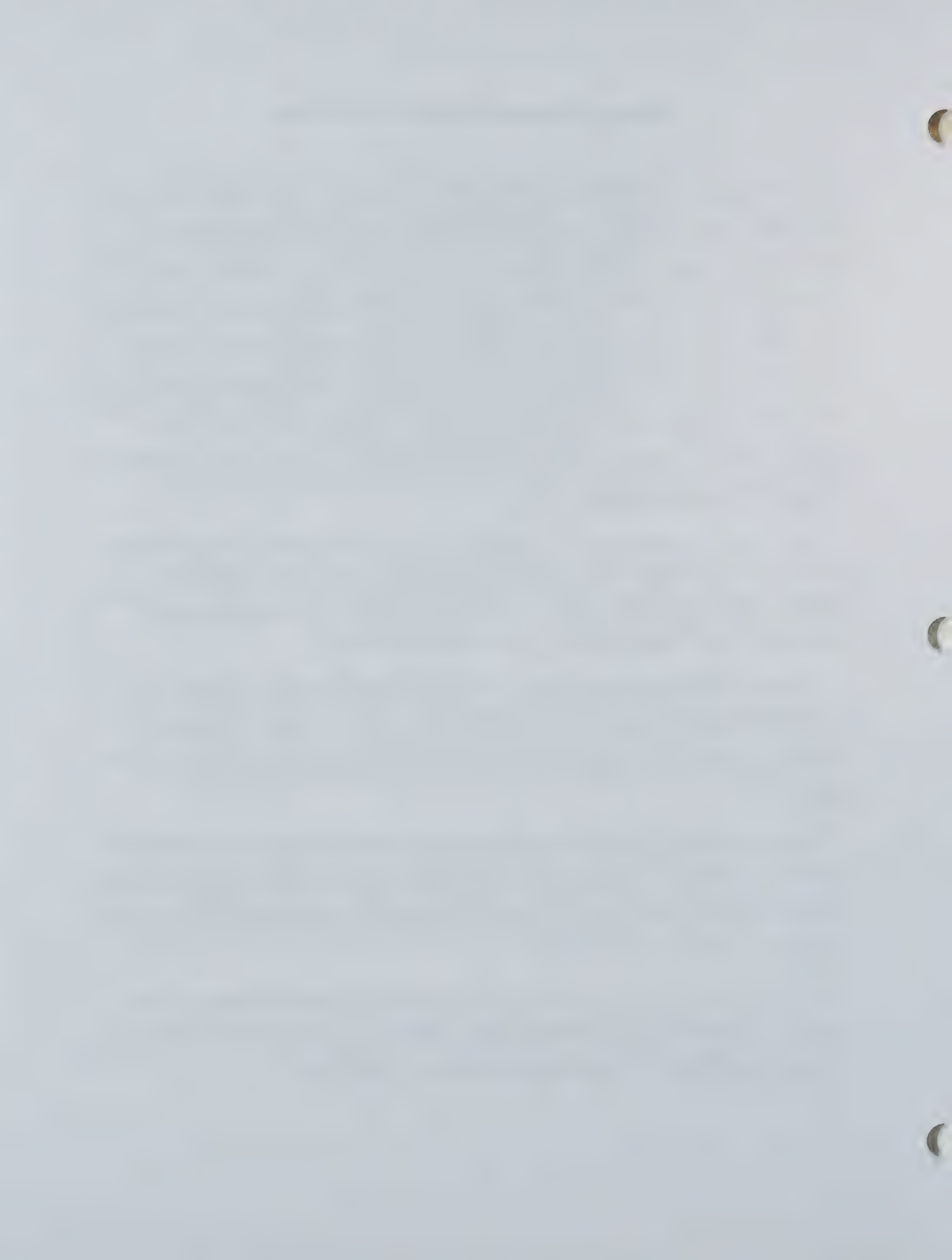
In Fiscal Year 2009, the department began in earnest work on the Master Plan Update. We had a very successful Community Profile Meeting on a Saturday in April at the West Running Brook Middle School in which close to 150 people participated in a day-long workshop of discussing planning for the future of Derry. Small break-out groups were established to discuss various topics including recreation, economic development, open space and natural resources, downtown revitalization, education, transportation, municipal government and services, housing, seniors, cultural, and planning, zoning, and code enforcement. Working subcommittees from the profile were established and have been working over the last few months on specific goals, visions, and work products which will be incorporated into the final Master Plan document. The Saturday Community Profile Meeting was by far one of the best attended planning meetings and events in recent memory. The make-up of the attendees reflected the diversity of both citizens in the community as well as the various organizations and civic groups in town. We hope to continue to feed off the energy of those who attended and thank everyone for participating in the profile meeting. Also a thank you to the folks at the UNH-Cooperative, and in particular Michele Gagne who facilitated the meeting.

As part of the Master Plan Update, the department also worked on the Open Space Plan and the Beaver Lake Management Plan which both reports will be incorporated into the final document. An additional report that will be part of the Master Plan document will be the Route 102 Access Management Plan. Staff worked with the Southern New Hampshire Planning Commission, Public Works, and Police Departments on this report.

This past year the department worked with the Derry Housing and Redevelopment Authority on an application to obtain federal funds through the NH Community Development Finance Authority to convert the former Floyd School into housing for the elderly. Although not successful in obtaining the funding for the project, the application process enabled us to look at other potential sources of funding and grants for this type of project with state agencies and programs.

The department was successful in obtaining a grant for \$8000 through the US Department of Commerce Economic Development Administration to do a Business & Parcel Inventory and Survey Mapping project. Staff has begun working with the Southern New Hampshire Planning Commission and the Rockingham Economic Development Corporation to create this database of businesses. This database will assist the town in its economic development marketing efforts and goals.

This past year the department provided assistance to the Derry Rail Trail Alliance on their efforts on grant applications to obtain additional funding for the bike path project to both the NHDOT and Department of Resources and Economic Development, Bureau of Trails. Our grant application for \$25,000 was successfully awarded by the Trails Bureau!



Staff and the department continue to be an active participant on the CART Board of Directors on providing public transportation for Derry residents. The department is also on the Rockingham Economic Development Corporation Board of Directors as well as the NHDOT Community Technical Assistance Program (CTAP) which allows us to pursue potential state and federal funding for road projects, utility expansion, and downtown redevelopment studies.

Finally, as part of the staff support to the Planning Board, I would once again like to thank all of the Planning Board members for their continued support and assistance. A big thanks to Ginny Roach for all her great work the last few years as chairman and a welcome aboard to our new chair, Dave Granese! And again this year a thank you to the representatives of our Technical Review Committee from Code Enforcement, Public Works, Police and Fire Prevention for their input on development plans and new business applications. Positive feedback from the business community this past year re-enforced the efforts of the Friday morning review meetings!

Finally, I would like to acknowledge the work and enthusiasm of my co-worker in the Planning Department, Liz Robidoux. Liz has been a tremendous asset and addition to the department, Planning Board and the Town of Derry since we stole her from the Town of Auburn two years ago! We strive to better serve the community in a professional, prompt manner.

Respectfully submitted,

George H. Sioras
Planning Director



DERRY POLICE DEPARTMENT ANNUAL REPORT FISCAL YEAR 2009

The Derry Police Department has historically been staffed at an approved staffing level of 77 employees. As this report is prepared and as a result of personnel reductions implemented on July 1st 2009, we are operating with an approved 74 positions. Currently, due to several vacancies, we have a staff of 71. This number includes one Animal Control employee.

The staff reductions are the result of the FY2010 budget which reduced the police officers ranks by one, the animal control officer ranks by one and the elimination of the Victim Witness Advocate in the prosecution bureau.

We are currently two officers below our approved sworn officer allotment of 58 officers. Fifty six officers provide the community with a police officer to citizen ratio of 1.62 officers per 1000 residents. The average ratio for communities our size in this part of the country is 1.9 officers per 1000. Using the current population estimates provided by the State, the Town has a population of 34,386 (2006 estimate). Utilizing that number as a basis to calculate and the average of 1.9, the Department should have a sworn officer compliment of 65 officers. While the difference between 1.62 and 1.9 may appear small, the difference represents 8 officers.

During Fiscal Year 2009, the Department hired three people to fill vacancies that occurred throughout the year. Officers Adam Petkus, James Ciulla and Timothy Pelletier began working for the department in December 2008. All three are currently assigned as Patrol Officers in the Operations Division.

The Police Department continues to maintain a presence on the Internet. Department logs are posted and updated weekly. The web page has expanded greatly since last year. In addition to crime and traffic statistics, yearly reports, and links to related sites, we now have a page devoted to educating citizens about fraud. The Fraud page provides information on everything from how to avoid becoming a victim and recognition of fraud to how to report a fraud if you do become a victim. We also added a link for citizens to access the State of NH Sex Offender Registry. Lastly, an improved comments page has been added. The public can use this page to let us know how we're doing or to leave a tip about a crime. Please visit the site by accessing it from the Town's Main Page www.derry-nh.org or directly at www.derrynhpolice.com. Your comments and feedback are welcome. In the very near future the Department will begin accepting crime reports online through a new program called CopLogic. CopLogic allows citizens to file reports via the internet saving time for both the citizen and police department. Derry will be the first NH police department to employ such a program.

The attached crime statistics show that our activity level continues to remain high.

During calendar year 2008, we received 22,163 requests for police service. This number represents a slight decrease from the previous year; however, the total number of crimes reported remains constant with 3743 crime reports investigated, a slight increase from the previous year.

We continue to apply for funding from the State to fund our OHRV enforcement efforts. During FY 2009, we used grant funding to place our two four-wheeled vehicles into



service on the Rockingham Trail to conduct OHRV enforcement. The program continues to be well received by neighbors of the trail and others who use the trail. Comments from users were that they believed the trails were much safer for bicyclists, horseback riders, and hikers as a result of our efforts.

This year we saw an alarming number of violent crimes perpetrated in Derry. While most of the related investigations resulted in arrests, the nature of these crimes is of concern. Weapons were used in several crimes including firearms. Illicit drug activity was involved in most of these crimes.

Suspects in a homicide investigation which occurred in 2008 faced prosecution during this fiscal year. All but two of these men plead guilty to their crimes and are serving prison sentences. The remaining suspects will go to trial in the Fall of 2009.

A person who has been described as a career criminal was arrested after he broke into the Derry Police Impound lot and set fire to a recovered stolen vehicle. The arson destroyed that vehicle as well extensively damaging a police vehicle that had been stored there as a parts car.

We had a number of burglaries to businesses on Crystal Avenue in the latter part of this year. Police officers on the midnight shift arrested two men for the commission of these crimes as they attempted to flee the area immediately after the commission of one of the burglaries.

Detectives investigated three armed robberies where the suspect produced a knife and robbed convenience stores of cash with a threat to stab the clerk should he choose not to cooperate. We arrested a local man from West Broadway for these crimes after an investigation that lasted several days.

A Derry man was finally brought to justice after he committed fraud crimes locally and along the east coast of the US. His crimes are estimated to have cost victims \$1.3 million dollars. Derry Police Detectives were instrumental in tracking this man and connecting him to crimes elsewhere which ultimately led to his arrest.

A storage container belonging to the Derry Demons Football Program was set ablaze at the beginning of this year. There were no suspects at the time of the crime. Several months of investigation led to the identity of juvenile suspects who are now facing court and restitution.

The Derry Police Accident Investigations Unit was deployed several times during the year. We experienced four fatal accidents in town and also assisted other agencies with fatal crashes in their communities. Charges were brought against two people in the Derry crashes.

December brought with it the largest Ice Storm in recent history. Derry Police worked diligently to locate and identify areas of town that had no power or other hazards so that they could be mitigated by appropriate utility companies. Public safety concerns took precedent over all other police functions for approximately ten days until most of the town had their utilities restored. Supervisory staff and others went well above and



beyond the call of duty to insure continuity of operations within the police department while addressing the needs associated with the disaster.

One of our long tenured detectives retired at the beginning of the fiscal year. He was one of the few remaining officers who were hired in the early to mid 1980's who met and exceeded the eligibility requirements for retirement. His replacement was drawn from our pool of patrol officers. He has tremendous energy and has done an outstanding job in the detective function.

Animal Control Bureau

The Animal Control Bureau received numerous wild animal complaints regarding Skunks and Foxes acting strangely or just out during the day over the past year. Foxes hunt during the day which is unknown to many residents.

The torrential rains we received during the month of June drove many wild animals from their dens to seek alternate shelter. Derry's development over a number of years seems to have reduced the amount of natural habitat for them to exist in. A population of Wild Turkeys in and around developed areas caused concern to many residents as these birds are not afraid of people and are very attracted to bird feeders.

The Animal Control Officer responded to calls for wandering moose, bears and coyotes during the year.

The Animal Control Bureau, with the assistance of Derry Code Enforcement and the Derry Planning Board, authored a new live stock ordinance. The ordinance has since been brought before the Town Council where it gained approval and became law. Many hours were put into this effort to address residents' concerns regarding loose fowl, crowing roosters and large animals that are housed on insufficiently sized parcels of property.

The Animal Control Officer has been reviewing Animal Control related ordinances within the town code to determine if they meet current needs. The State of New Hampshire had modified related RSA's and our ordinances should be consistent with State requirements and associated fines for non-compliance.

The Animal Control Bureau's budget was significantly reduced for 2010 resulting in the loss of the Assistant ACO. We have begun the process of reviewing tasks and the manner by which they are performed in an effort to streamline the ACO function while still providing the outstanding product our residents have come to expect. Toward that end we have begun forwarding calls from the ACO telephone to a cell phone answered by the Animal Control Officer when out on the road. This efficiency should reduce costs for the town as it will not be necessary to return to the office to check the recorder for pending service calls.

Animal Control staff and staff from the Derry Town Clerks office have combined efforts to address the issue of delinquent dog licensing. Many people who have forgotten or neglected to register their dogs have been contacted which resulted in greater registration compliance. This has resulted in an increase of revenue for the town and a safer



community. Dog owners are required to provide recent rabies vaccination certificates before they can register their pets. Prompting dog owners to register their pet has had the secondary effect of their updating their pet's vaccinations. We have surpassed the 4000 mark for dog tags issued this year. This is a clear reflection on the success of our efforts to gain compliance with our ordinance.

As always the men and women of the Derry Police Department remain committed to providing the highest level of service to the citizens of the community with the resources available to us. Given the reduction in personnel the department faces, we will work to provide basic and core services to the community. However programs that have been a staple in the community may look different in the future. Programs that are likely to be retooled include the bicycle patrols, OHRV patrols, School Resource Officer programs and Community Relations programs.

Respectfully submitted,

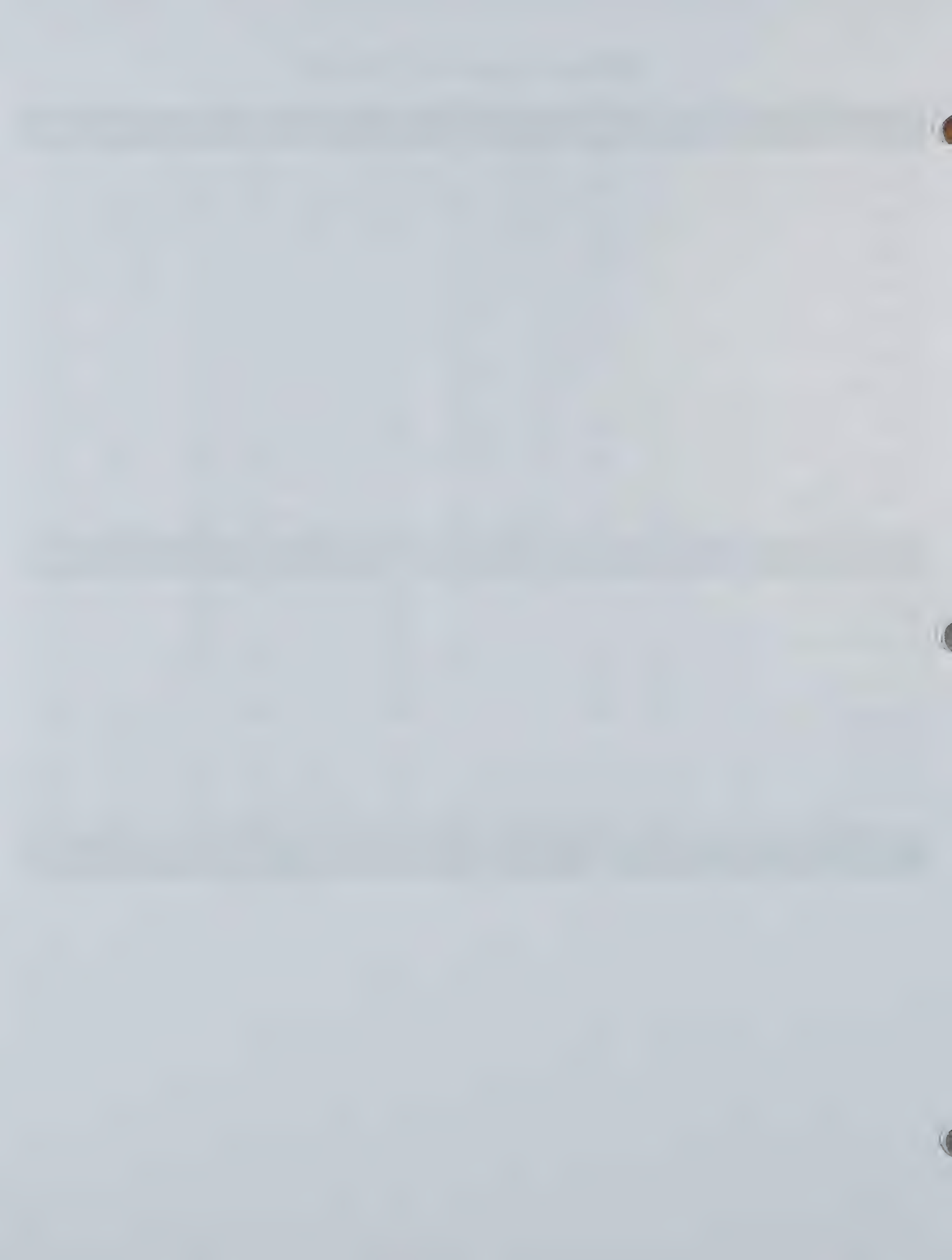
Edward B. Garone

Edward B. Garone
Chief of Police



Offenses Reported 1998-2008

Group A Offenses Reported	1998	1999	2000	2001	2002	2003	2004	2005	2006	2007	2008
Arson	31	29	32	36	46	27	11	33	32	17	26
Assaults	566	572	695	757	683	597	753	823	731	771	761
Burglary	186	205	159	188	163	124	145	163	150	164	143
Drugs	93	93	124	127	140	133	166	170	161	154	128
Forgery	18	11	20	19	24	28	25	29	32	26	21
Fraud	14	19	30	57	120	115	171	158	173	173	160
Homicide	2	1	1	1	0	0	0	0		1	0
Kidnapping	11	7	13	12	12	12	22	19	13	5	9
Robbery	12	11	12	12	5	14	11	12	14	22	10
Sex Assaults	38	36	43	51	94	66	67	74	56	55	49
Stolen Property	26	27	38	27	32	40	55	39	34	26	51
Theft	554	596	548	697	531	596	536	591	574	541	620
Vandalism	449	498	599	535	682	813	825	662	583	519	496
Vehicle Theft	126	101	122	111	78	98	89	54	64	60	63
Weapons Violations	11	15	16	18	6	11	18	12	15	12	7
Sub Total	2137	2224	2453	2648	2616	2674	2894	2839	2632	2546	2544
Group B Offenses Reported	1998	1999	2000	2001	2002	2003	2004	2005	2006	2007	2008
All Other Offenses	773	694	781	791	702	528	694	683	627	630	657
Bad Checks	29	25	48	19	10	19	25	19	14	17	13
Disorderly Conduct	25	24	35	34	21	20	29	26	40	26	26
DWI	147	146	139	186	150	138	130	132	118	117	100
Family Offenses	32	30	47	41	40	31	21	26	10	27	27
Intoxication	128	101	125	117	131	95	122	178	107	80	89
Liquor Law Violations	57	59	77	75	95	186	200	194	161	128	125
Runaways	184	146	154	115	74	69	78	44	44	69	102
Trespassing	28	56	67	70	78	46	71	52	55	58	60
Sub Total	1403	1281	1481	1448	1301	1132	1370	1354	1176	1152	1199
Total Group A and B Offenses	3540	3505	3934	4096	3917	3806	4264	4193	3808	3698	3743



Other Activity Totals 1998-2008

Activity	1998	1999	2000	2001	2002	2003	2004	2005	2006	2007	2008
Incidents Logged	21598	21543	25467	25804	26151	24546	28180	27214	24395	22411	22163
Arrests & Summonses	1330	1330	1635	1441	1465	1576	1906	1887	1535	1397	1302
Traffic	1998	1999	2000	2001	2002	2003	2004	2005	2006	2007	2008
MV Accidents	842	948	1004	976	876	842	895	857	730	846	763
Total MV Stops	5461	6112	8379	8603	10465	9072	11375	9586	7621	6260	5942
Summonses	1542	1329	1916	1816	1623	1470	2002	1262	1189	885	744
Warnings	4526	4783	6463	6787	8842	7933	8958	8324	6226	5220	4974
Parking Tickets	1142	762	1208	1712	900	1329	737	1090	804	698	427

Animal Control Activity 2007-2009

	FY 2007	FY 2008	FY 2009
Calls received	1460	1980	2118
Dogs picked up	129	137	119
Euthanized	1	4	1
Cruelty complaints	7	8	10
Fees Collected	\$4,025.00	\$4,648.00	\$4,455.00
Dogs transported to shelters	8	14	12
Livestock at large	20	37	22
Dog Bites	16	19	19
Summons to court	1	3	7
Nuisance abatements	8	6	11
Livestock at large	20	37	22
Wildlife Pick up Live	21	11	8
Deceased	59	60	53
Verbal Warnings	260	400	675



PUBLIC WORKS DEPARTMENT

The Public Works Department provides a wide range of services to the residents we serve. The Department is tasked with providing vital community services such as maintaining the roads during winter, processing solid waste, delivering safe drinking water, treating wastewater, parks and recreation management, engineering and code enforcement. The employees of the Public Works Department are a skilled and professional group who stand ready to provide these services on a daily basis.

The highlights of the Department's ten (10) divisions are noted below:

BUILDING & GROUNDS DIVISION

The Building and Grounds Division continued to provide excellent service to the facilities it maintains throughout town. In addition to providing regular custodial and maintenance at the Municipal Center, Veteran's Hall, Adams Memorial Building, and the Police Station, the division also assists with some repairs at other Public Works facilities.

In a continuing effort to reduce energy consumption, the Municipal Center HVAC control system was upgraded this year. In addition, the Police Station which turned 24 years old this year got a new roof. Upgrades to the HVAC system at the Police Station are planned for the upcoming year.

CEMETERY DIVISION

This past year was exceptionally challenging in the Forest Hill Cemetery. The December ice storm decimated the trees in the older portion of the cemetery. The situation was very dangerous and the Public Works Department had to close the cemetery for several weeks. This is the first time in decades that the cemetery was closed for more than a day. By the time all the clean up in the cemetery was complete 114 trees required significant trimming and six large trees had to be completely taken down. Amazingly, only a handful of gravestones were damaged by the falling trees and limbs. It's quite surprising how little evidence of the tree damage is noticeable as the trees have sprouted new growth.

The new section of the cemetery is establishing a good sod base. It was anticipated that the town would run out of space in Section 39 and that sales of lots would begin in 2009. The economy as well as the increase in cremations has actually slowed the sale of lots. There are still quite a few lots available in Section 39.

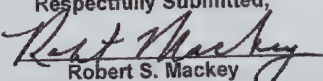
Plot owners are reminded to please follow the regulations for the Forest Hill Cemetery regarding the installation of planters, shrubs, and other items in the cemetery. Any questions can be directed to the Public Works Department at 432-6144.



CODE ENFORCEMENT DIVISION

As expected, due to the current slow housing market, permits for new residential dwellings were down from the previous year. Although the number of permits issued for commercial projects were similar to last year, there were fewer of the large scale projects that had been seen in the previous fiscal year. Overall, the total number of permits remained about the same but there was a substantial decrease in revenue as compared to Fiscal Year 2008, which was well above the 10 year average.

Code Enforcement is responsible for plan review and inspection of residential construction as well as all types of commercial and industrial projects. Zoning compliance and responses to complaints involving these issues is handled by this Division. Typically, this facet of the job consumes a great deal of the time and resources, especially during the slower economy.


OFFICE OF THE BUILDING INSPECTOR TOWN OF DERRY, 14 MANNING ST. PERMITS			
2008/2009 YEARLY BUILDING PERMIT REPORT			
TYPE OF PERMIT	NUMBER ISSUED	CONSTRUCTION COSTS	PERMIT FEES
Commercial	46	\$5,361,525.00	
Demolition	18	48,420.00	
Electrical	309	1,344,632.00	
Failed & New Septics	75		
Industrial			
Masonry/Chimneys	9	14,500.00	
New Residential	20	2,406,700.00	
Other			
Plumbing	97	360,683.00	
Residential Additions & Renovations	265	4,861,845.00	
Signs	49		
Utility Shed			
Wells	20		
TOTALS	908	\$14,398,305	\$108,490.51
			Respectfully Submitted,  Robert S. Mackey Code Enforcement Director

Print

Total Revenues for Building Permit fees	\$108,490.51
Total Revenues for Mobile Home Licensing	\$850.00
Total Revenues for Zoning Board fees	\$3,612.70

Total Revenues Code Enforcement Dept. \$112,953.21

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ENGINEERING

The Engineering Division provides technical support to a number of DPW divisions. The division reviews and inspects subdivision/site plans, designs sewer and water systems improvements and manages the Pavement Management Program. Their role is critical in insuring proper design methods are followed and constructed according to plan.

Division personnel managed the sewer main extension project to Upstone Lane and Brookview Drive. Other major projects managed by the Engineering Division include Courthouse Lane construction and drainage improvements on Phase II of Goodhue Road. Also, significant effort to bid Phase I of the Derry Rail Trail from Kendall Pond Road to Bowers Road was performed by this division.

Several private site plans and subdivisions were inspected during the past fiscal year including McDonald's, River Bank, Etz Hayim Synagogue, Goddard School, Harvest Estates and Tire Warehouse.

HIGHWAY DIVISION

The Highway Division faced one of its most challenging natural disasters this past winter. The December ice storm was an event that the young will tell their grandchildren about many years from now. More than two hundred roads in Derry were closed at the height of the event by literally thousands of trees and limbs tangled in electric, telephone, and cable TV lines. Employees from all divisions of Public Works and several contracted companies assisted in cutting trees, chipping brush, and pushing debris off the roadways in the days following the storm. Adding insult to injury, Derry experienced three snow storms within 10 days of the ice storm that dumped more than 2 feet of snow. Many employees worked without a day off from the 11th of December up until Christmas Eve to help clear the roads.

When the snow melted, it revealed the mess of vegetative debris that needed to be cleaned up. The Highway Division worked from March to early June to pick up over 15,000 cubic yards of brush along 330 miles of roadside. Fortunately, the town was able to recoup a large portion of the expenses incurred for the storm from FEMA.

The Highway Division continues to work closely with the New Hampshire Department of Transportation and Department of Environmental Services to attempt to reduce salt usage on roadways thereby reducing the chloride loads in the water sheds. It is a difficult balance to provide an adequate level of service on the roadways while minimizing the environmental impact.

Derry has also continued to make strides in storm water quality. The Town Council adopted a storm water ordinance this year. This is necessary to remain in compliance with EPA regulations regarding non-point source run-off. Several youth and adult volunteer groups stenciled hundreds of catch basins throughout town in an effort to educate the public. Best Management Practices (BMP's) have been implemented on all



Highway projects to ensure no adverse effect from construction run-off occur during construction projects. In addition, all Public Works Facilities at Transfer Lane were incorporated into the Storm Water Pollution Prevention Plan (SWPPP).

Multiple roads were reclaimed and resurfaced in the past year continuing the town's proactive approach to pavement management. Reclaimed roads included: Delores Avenue, Raelyn Drive, Goodhue Road (Phase II), Sheldon Road (portion), and Shelley Drive. Overlaid roads included: Belmont Terrace, Berge Lane, Butternut Lane, Coventry Lane, Donna Drive, East Derry Road (portion), Fox Hollow Road, Keats Drive, Regency Road, Richard Drive, Walden Drive, and Westerly Drive.

PARKS & RECREATION DIVISION

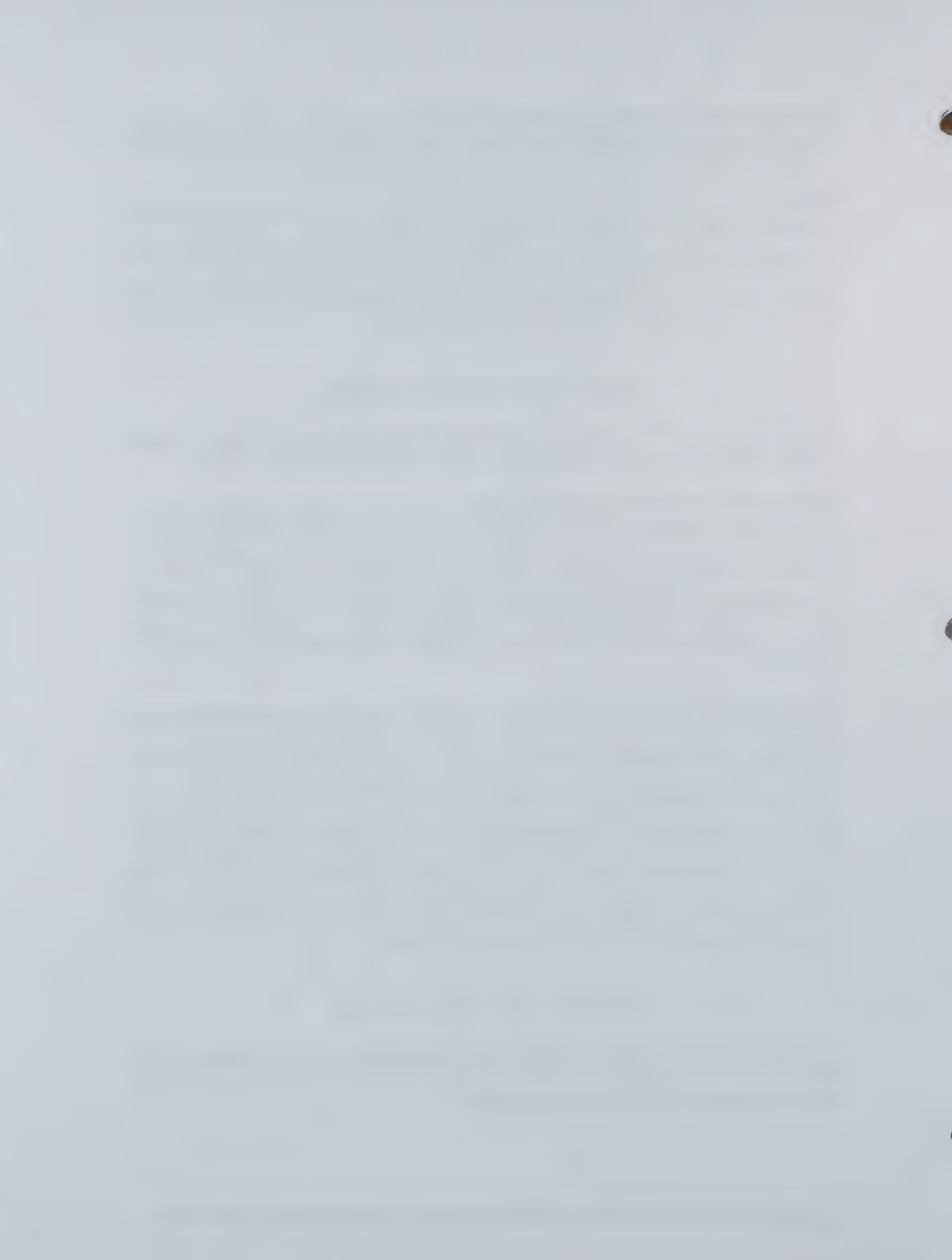
During fiscal year 2009, the Parks & Recreation Division continued to coordinate and facilitate many programs, activities, special events and park improvement projects.

The Division continued to complete capital improvement projects and improvements at the various park locations. There was a focus on improving and refurbishing playground equipment at the Don Ball Park, which included the purchase and installation of a tower/slide structure. In addition, thanks to John Pelkey, the Dana Ball Tennis Tournament, and the Derry Village Rotary Club, new swings were donated and installed; thus, completing another phase in the replacement program. In addition, the irrigation system at the Rider Fields was tied into the municipal water source as the existing well was failing.

The Recreation Division continues to see consistent increases in program enrollment and participation in town wide special events. The Frost Festival commemorated its 10th anniversary by expanding the weekend's events to include entertainment and additional outdoor winter recreational activities. This Division continued to offer a regiment of over 100 programs, activities and events throughout the year. In essence, Division personnel are attempting to target the various segments of our community and improve upon and/or enhance our existing programming and services. We continue to collaborate and work with every organization, service club, and athletic organization in order to offer additional activities and services to the public with little or no fiscal impact to the operating budget. It is sincerely the Division's goal to keep our activities and programs attainable and, moreover, affordable to all of our residents.

TRANSFER STATION DIVISION

The Transfer Station Division continued its commitment to cost effective management of solid waste. The division processed 9540 tons of solid waste, 1041 tons of cardboard, 951 tons of newspaper, and 732 tons of scrap metal.



The division also processed a record 1542 tons of brush in FY 2009. In the aftermath of the Ice Storm, residents were allowed to bring brush to the Transfer Station at no cost. The Town was fortunate to contract with a company offering no cost to chip, transport and reuse the wood chips. There was a massive amount of brush collected from December 2008 to June 2009 as residents and Town crews cleaned up after the December 11/12 Ice Storm.

Recycling markets were under pressure during the first half of fiscal year 2009. Unit prices for recycled metals, newspaper and cardboard dropped dramatically due to global economic conditions. Unit prices rebounded slightly during the first half of calendar year 2009, but not to the levels from the previous fiscal year. As a result, division revenues for cardboard, newspaper and scrap metal were down from Fiscal Year 2008 but level with Fiscal Year 2007.

	FY 2007	FY2008	FY 2009
Cardboard	\$ 45,971	\$ 52,455	\$71,457
Newspaper	\$ 60,521	\$ 92,110	\$57,463
Scrap Metal	<u>\$121,911</u>	<u>\$176,516</u>	<u>\$97,714</u>
Totals	\$228,403	\$321,081	\$226,634

The Division continued the State-mandated television and computer monitor recycling in Fiscal Year 2009. Costs for television and computer monitor recycling have risen and as a result, the Town instituted a disposal fee based on the size of the unit.

Division personnel will continue to search all avenues to increase revenues and reduce disposal costs. These positive results can also be attributed to resident participation in the Town's recycling program.

VEHICLE MAINTENANCE DIVISION

The Vehicle Maintenance Division is responsible for management of the DPW vehicle fleet. The Division works proactively to perform preventative maintenance on the fleet in an effort to lengthen the useable service life of each vehicle. The full service garage performs services ranging from oil changes, brake jobs, inspections, to heavy equipment repair.

Vehicle Maintenance was involved in preparing specifications for the purchase of a new wheeled excavator for the Highway Division. The new Caterpillar M318 replaced a 1997 model.

The 2008-2009 Winter was particularly tough on the fleet. The ice storm required immediate repairs on critical pieces of equipment. Fortunately, the equipment has been well maintained in advance of the storm and the amount of downtime was limited. The Vehicle Maintenance Division is also responsible for supporting the snow/ice removal



effort. Employees of the Division are on-call to repair any damage to trucks involved in snow/ice removal. This year was particularly difficult with several weeks of continuous storms which resulted in greater repair requirements throughout the winter.

WATER DIVISION

Average annual water usage in FY09 for all of Derry's 6 municipal water systems declined significantly from 1.25 to 1.17 million gallons per day. Our core water system water supply capacity from Manchester Water Works remains at 2.9 million gallons per day of which 2.787 million gallons has already been purchased from Manchester Water Works under the Merrimack River Source Development Charge. Total billed water usage from FY2008 to FY2009 also decreased an average of 9 %. The individual water system usage totals are:

<u>System</u>	<u># of Service Connections</u>	<u>FY2008 Usage</u>	<u>FY2009 Usage</u>	<u>Annual Change</u>
Autumn Woods System	29	8,500 gpd	7,013 gpd	-17%
Meadowbrook System	58	11,800 gpd	9,780 gpd	-17%
Rand-Shepherd Hill System	60	18,000 gpd	15,300 gpd	-15%
Willow Bend System	23	8,000 gpd	6,127 gpd	-23%
Woodlands System	60	10,800 gpd	9,361 gpd	-13%
Core Derry System	3,760	1.193 Mgpd	1.124 Mgpd	-5.8%

Gpd = gallons per day

Mgpd = million gallons per day

Total metered service accounts increased from 3,977 to 3,990 from FY2008 to FY2009. Although considered a single service connection, Pennichuck Water Works connected its Maple Hills Community Water System to the Derry Water System. Maple Hills services 182 Derry homes in the Bedard, Brady, Dustin, Claire and Steven Ave. neighborhoods.

Despite the additional water customers, the sharp decline in water consumption (likely attributed to vacant properties and water conservation efforts as well as a wet spring season) resulted in an increase in water rates in FY2009. Minimum base charges increased from \$20.59 per quarter per living unit to \$22.88 with consumption rates remaining the same at \$2.47 per 100 cubic feet (748 gallons) of usage.

In our ongoing effort to improve meter reading efficiency and accuracy the Water Division added 595 remote radio Orion transponders and replaced 610 existing meters on existing water service accounts. Twelve (12) new meters were installed on new service accounts.

No new water mains were constructed in FY2009. We are presently seeking wetlands permitting and easements for the water main improvements to the Scobie Pond – By-Pass 28 service zone which were deferred to 2009 but will not be completed until FY2010



The Division also replaced vehicle 567, an F350 1 ton utility truck as part of the Town's vehicle replacement plan.

Maintenance activities included flushing of the distribution system, service and gate valve maintenance, hydrant inspections, cross connection control surveys and inspections and booster station repairs.

The Town of Derry Meadowbrook Community Water System received a Letter of Deficiency from the NH department of Environmental Services in June 2008 due to the inability of the system's water supply wells to meet summer time demands. The Town is working with NHDES to complete improvements to the wells in FY2010. The Town secured up to \$40,000 in federal ARRA grants to complete this work which will all include customer education and outreach relative to water conservation initiatives.

The Derry Water Systems continue to comply with all EPA primary drinking water quality standards. Copies of the Town's annual Water Quality reports were mailed to all our customers in June and are available on the Town's website and at the Department of Public Works.

WASTEWATER DIVISION

The average annual wastewater flows into the Wastewater Treatment Plant in FY2009 averaged 1.85 million gallons per day, an 11% increase over last year. The sewer treatment plant capacity remains at 3 million gallons per day. Municipal sewer accounts however increased from 3,021 in FY2008 to 3,029 in FY2009. Despite the increase in sewer flows (which can be in part attributed to inflow from illicit sump pumps during the wet spring as well as this past winter's substantial snow melt), overall water usage, upon which sewer user charges are based, declined. This, combined with stagnant growth and increases in operational expenses, resulted in an increase in the minimum sewer base charge from \$22.38 in FY2008 to \$35.66 in FY2009 per living unit per quarter with the consumption rate remaining the same at \$2.98 per 100 cubic feet of usage.

In FY2009, we completed the extension of 1,200 ft of sewer main on Upstone Lane and 550 ft of sewer main on Brookview Drive.

The Division also replaced vehicle 543 with a new F350 pick-up per our vehicle replacement plan.

Maintenance activities included cleaning 1/3 of the sewer collection system mains, manhole inspections and repairs, and pump station and Wastewater Treatment Plant repairs, and inspection and repairs of sewer cleanouts and air releases. Significant work was done in FY2009 and continues into FY2010 clearing the Wastewater Treatment Plant lagoon embankments in accordance with directives from the NH Dam Bureau. Other improvements in FY2009 included the replacement of the motor control drive in the Main influent pump station.



The Derry Town Council revised the Code of the Town of Derry: Sewer Use Ordinance in August of 2008. These revisions specifically adopted EPA's 2005 amendments to their rules and regulations identified as the Streamlining Rule.

The Wastewater Division continues to comply with all EPA wastewater discharge permit requirements. The Town has reapplied for its National Pollutant Discharge Elimination System (NPDES) permit which expires in September 2009.

Respectfully,

Michael A. Fowler

Michael A. Fowler, P.E.
Director of Public Works



REPORT OF THE SOUTHERN NEW HAMPSHIRE PLANNING COMMISSION

The Southern New Hampshire Planning Commission has a wide range of services and resources available to help dues-paying members deal with a variety of municipal issues. Technical assistance is provided by a professional staff whose expertise is, when necessary, supplemented by consultants who are selected for their specialized skills or services. Each year, with the approval of appointed representatives, the Commission staff designs and carries out programs of area-wide significance that are mandated under New Hampshire and federal laws or regulations, as well as local projects which would pertain more exclusively to your community.

Technical assistance is provided in a professional and timely manner by staff at the request of the Planning Board and/or Board of Selectmen. The Commission conducts planning studies and carries out projects that are of common interest and benefit to all member communities, keeps officials apprised of changes in planning and land use regulation and, in conjunction with the New Hampshire Municipal Association, offers training workshops for Planning and Zoning Board members on an annual basis.

Services that were performed for the Town of Derry during the past year are as follows:

- 1) Co-sponsored the Municipal Law Lecture Series, which was attended by Derry officials;
- 2) Conducted traffic counts at 47 locations in the Town of Derry and forwarded data to the Planning Board Chairman;
- 3) Hosted a special Planning Board Training held on April 22, 2008 for new Planning Board members focusing on planning board procedures, responsibilities, and planning law;
- 4) Co-sponsored, along with St. Anselm College, a public forum on Commuter Rail with former Governor Michael Dukakis as a presenter;
- 5) Continued to provide assistance on the Exit 4-A project, including the project SEIS;
- 6) Facilitated region-wide Brownfield's Advisory Committee meetings held on February 12, 2008, April 23, 2008, June 18, 2008, and September 18, 2008, which were attended by Derry officials;
- 7) Represented the interests of the Town on the I-93 Transit Feasibility Study Advisory Committee;
- 8) Represented the interests of the Town on the Derry-Salem SE-TRIP project;
- 9) Represented the interest of the Town on the CART Board of Directors and the CART Executive Committee;
- 10) Participated in several discussions regarding Rockingham County Economic Development held in Exeter, which were attended by Derry officials;



- 11) Prepared and provided copies of an Open Space Assessment of the Town's policies and regulations to the Planning Board as part of the CTAP project;
- 12) Participated in Beaver Lake Watershed Study meetings;
- 13) Worked with the Derry Planning Board and staff on the Derry Master Plan Update;
- 14) Assisted the Town in addressing traffic issues on the NH Route 102 Corridor by obtaining State Planning and Research Grant to develop a NH Route 102 Access Management Plan;
- 15) Sponsored two planning forums on recent Workforce Legislation held on October 8, 2008 and Community Energy initiatives held on November 6, 2008;
- 16) Presented information on the importance of economic development to Derry officials;
- 17) Sponsored two meetings with Town Administrators, Public Works Directors, and Road Agents to discuss the feasibility of establishing purchasing cooperatives;
- 18) Facilitated Brownfield's Advisory Committee meetings held on February 12, 2008, April 23, 2008, June 18, 2008, and September 18, 2008, which were attended by Derry officials;
- 19) Coordinated topic discussion on Workforce Housing and Conservation, Porous Pavement and Concrete; Amendments to Shoreland Protection Act; Small Energy Systems; Workforce Housing Legislation; and Innovated Land Use Planning Techniques for SNHPC Planners' Roundtable meetings, which were attended by Derry officials;
- 20) Sponsored region-wide Water Supply Task Force meetings held on March 7, 2008 and November 21, 2008 on the proposed Merrimack River Basin, which impacts Derry;
- 21) Sponsored and coordinated the Conservation Commission Institute meeting including topics on Sustainable and Integrated Landscaping and Innovated Landscaping Techniques held on February 21, 2008, Regional Conservation Commissions projects held on April 17, 2008, and Merrimack River Watershed Restoration Plan held on July 30, 2008, which were attended by Derry officials; and
- 22) Sponsored and coordinated the Natural Resources Advisory Committee including CTAP Open Space Planning Assessments held on October 29, 2008.

Derry's Representatives to the Commission

David N. Gomez
Joel Olbright
John P. Dowd
Brian Chirichiello
Beverly A. Ferrante, Alternate

Executive Committee Member
David N. Gomez



Supervisor of the Checklist Annual Report

There have been significant changes to the office of the Supervisors of the Checklist during the fiscal year of July 2008 through June 2009.

Peter Correia resigned effective August 31, 2008. Renee Routhier was appointed as an acting Supervisor effective September 1, 2008. She was then elected to the office at the Town Election March 11, 2009 to finish out the 5 years left open in Mr. Correia's term. Mayland "Nip" Lewis resigned effective March 31, 2009. Bruce Neale was appointed as an acting Supervisor effective April 3, 2009 until the Town election March 2010.

There were numerous elections held during this period:

September 9, 2008 Primary election

November 4, 2008 General election/Presidential

March 11, 2009 Town election

June 9, 2009 Special Election

The November 4, 2008 General Election turned out to be a major occurrence for the Town of Derry. During the month preceding the election, over 1000 new voters were registered at the town hall. These voters were assisted not only by the Town Clerk and Deputy Clerk but also all three Supervisors of the Checklist as well. These registrations took up numerous additional unprecedented man hours by the Supervisors of the Checklist.

As in the past yearly reports, the supervisors of the checklist had strongly recommended additional Polling Places for the Presidential Election instead of everyone voting at Pinkerton Academy. This did occur for the November 4, 2008 General election where we successfully accommodated 15,797 voters of which approximately 1100 plus voters were new registrations on that day. Voting took place at three different polling places, namely District #1 and #3 at Pinkerton Academy, District #2 at Calvary Bible Church and District #4 at Gilbert Hood School. This proved to be very successful in eliminating the parking problem as well as being convenient for the voters and new voters registering at the polls. The extensive notifications to the voters by newspapers and TV assisted in this successful election.

Barbara Ellingwood assisted us throughout the year by posting our sessions and voting information on the Derry TV channel.

During the year we have been helped by Doug Rathburn and Nancy Bulens with our computer problems and installation at the polls and it is been most appreciated.

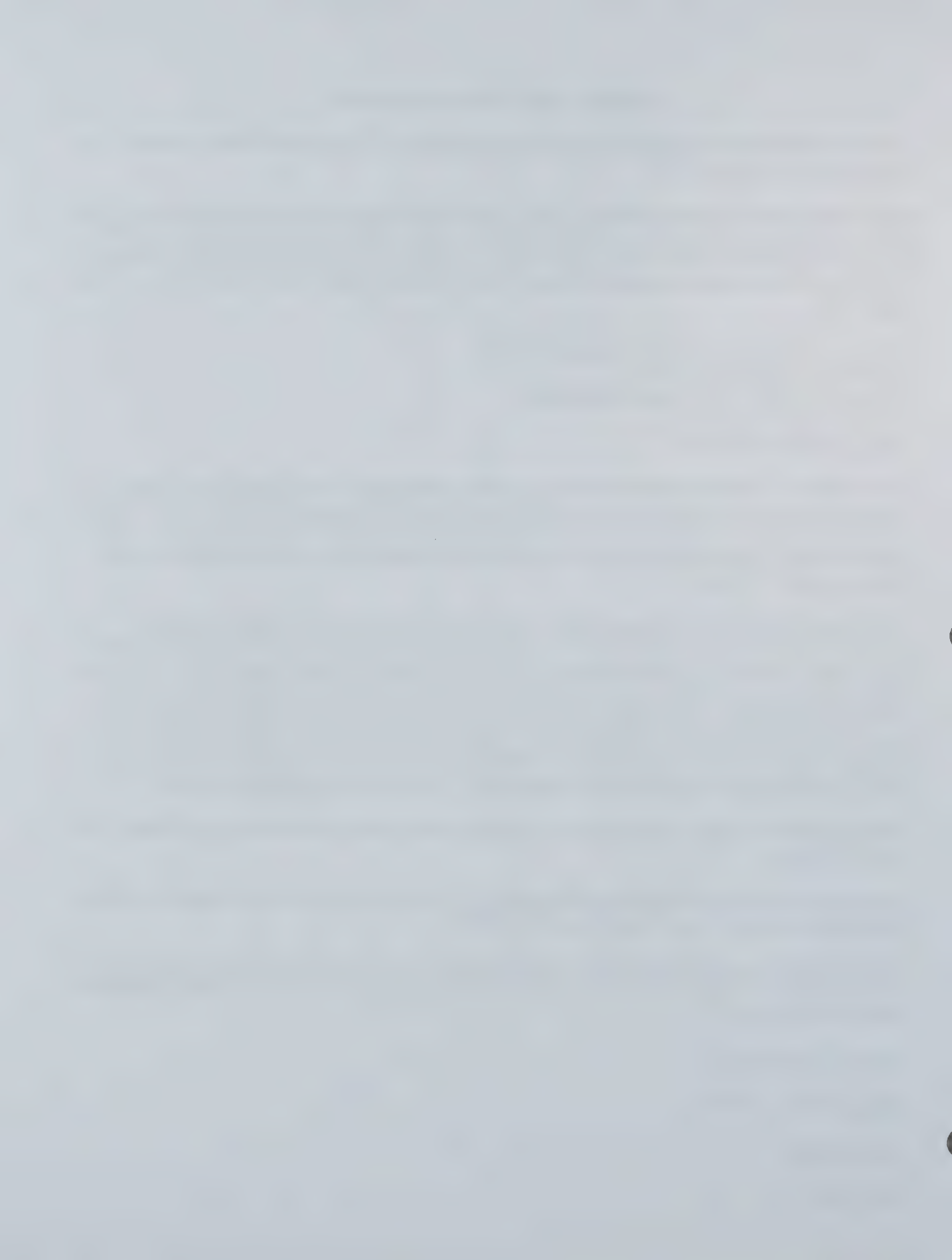
We also wish to extend our thanks to our Town Clerk Denise Neale and Deputy Ruth Robinson for their continued help and service that we receive almost on a daily basis and to other town employees who have aided us during the year.

Respectively submitted,

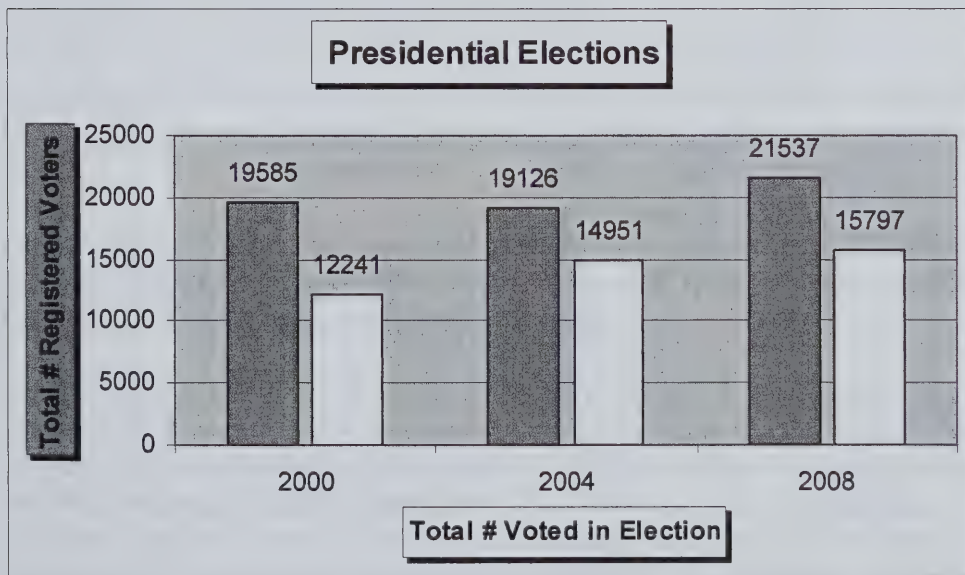
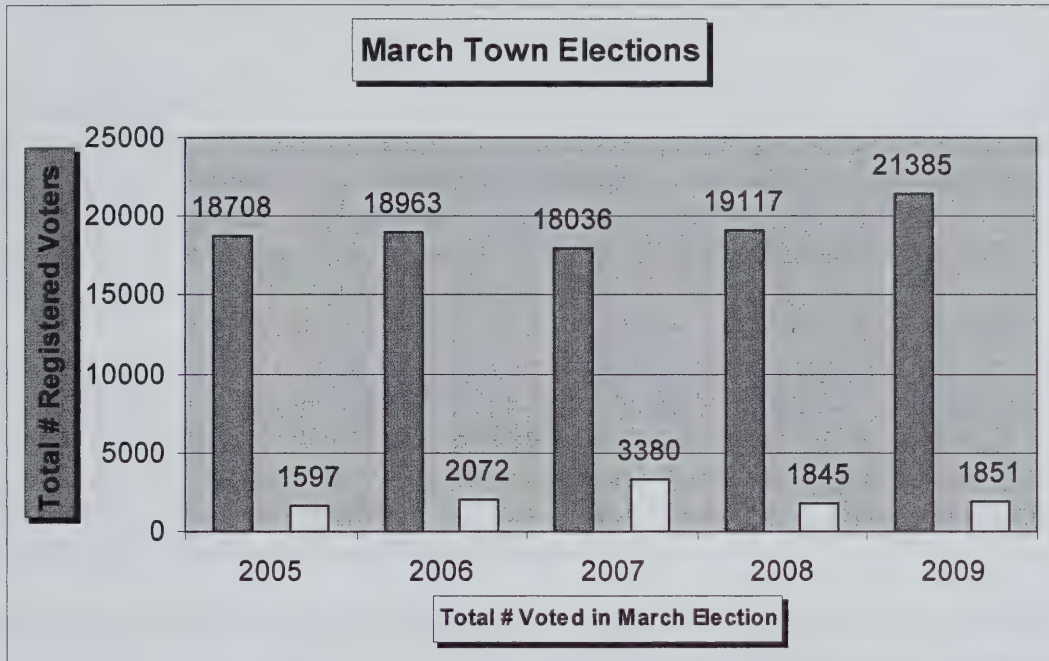
Roland Routhier, Chairman

Renee Routhier

Bruce Neale



VOTER COMPARISON CHART –TOTAL # REGISTERED VOTERS VS. TOTAL # VOTED





TAYLOR LIBRARY

PROGRAMMING

Once again we have completed another successful year of programming for children and adults. Our Adult Book Group meets the second Monday of each month throughout the year from September through May. We take the month of December and the summer off. Our group this year averaged 15 members. Any adult who would like to have a night out is encouraged to join us. We read anything from the classics to mysteries.

We once again offered five story hours per week for children ages two through six. Many of the children who started public kindergarten this past year, still join us at the library for stories and crafts. We meet on Mondays, Wednesdays and Fridays at 10 AM for the younger children and at 1 PM on Mondays and Wednesdays for the older children. We do overlap ages to accommodate families. Each week we offer a theme based craft to go along with the stories we read to the children.

Last December we had to cancel all three nights of our ever popular Polar Express Story hours. We were in the middle of that famous ice storm that hit southern New Hampshire in December. Our three nights were scheduled during the week without power. We took each day as it came and cancelled each one. Between getting to the library to make the calls (phone service was OK) or riding around Derry trying to charge my cell phone, we made all the calls to 40 disappointed children. For 13 of these children, it was the second cancellation for them. A terrible snowstorm hit Derry 2 years ago on their special magical night. We hope to have no power outages or snowstorms this year in December when we present our 8th running of the Polar Express. The small intimate setting that the Taylor Library lends is a perfect backdrop for our annual trip to the North Pole to see Santa.

Marge Palmer and Serena Levine once again read selections at our annual Holiday Readings. Refreshments were made and served by the staff and trustees of the library. The Derry Friends of the Libraries sponsored the event.

We continue to offer our Summer Reading Program to the children of Derry. They read 5,114 books this past year. This was accomplished by 94 children who actually turned in charts. We had 139 children and adults register to take part. Canobie Lake Park and Mel's Fun Park once again donated certificates that were used for the grand prize awards. Clam Haven once again donated ice cream certificates to each child who turned in a reading chart. Other donations were received from Shaw's Supermarket, Victorian Park and the Fisher Cats baseball team. A big thank you goes to all of you for making our program a success.

We also had a group of 16 teen volunteers who helped us out with the various programs we offered. Without their help, we could not have offered all of the programs that we



presented. Thank you to Anna, Emma, Adam, Sarah, Shannon, Brendan, Spencer, Elizabeth, Owain, Peter, Stephanie, T.J., Amanda, Emily, Annie, Isabelle and Isaac.

Thank you to Eric and the Parks and Recreation Department for sponsoring our kickoff program along with Derry Pubic Library. We had over 500 participants that evening. Derry Friends of the Libraries sponsored a concert with children's author Marty Kelley and Steve Blunt who writes music for children. That afternoon over 90 children sang and danced to their original songs and stories.

We received a grant from the Kids, Books and the Arts program. We brought Reptiles on the Move to the library. Children were able to hold snakes, lizards and other creatures. Thanks also go to First Parish Church. We used their hall for the program so we could accommodate over 100 adults and children.

BUILDING UPDATE

We continue to accept donations to our building fund in hopes of future expansion. This past summer, the children of the Taylor Library did an art fundraiser. They had fun creating their original art. We sent their pictures away and the company sent back proofs. The children then took their order forms home and parents were able to buy various items with their child's art creation. From t-shirts, mugs, mouse pads, pillow cases, the children will have their art creations and will know they helped with the building fund.

OTHER

This past year saw the retirement of Charlotte Smith from our library. Charlotte worked at the library for over 20 years. The children loved seeing her on Thursdays when she would help them find books and check them out. Charlotte even saw the automation of Taylor Library. She learned how to use the computer for the first time and even started to like it. Charlotte, thank you for all of the years you gave us and the many friendships made while you worked and volunteered at the library. I certainly do miss our Thursdays together.

The web page continues to expand with the help of Steve. You can now go to our card catalog and reserve books. In the near future we hope to get the renewing feature up and running.

Our circulation continues to grow. With the recession, many patrons are now borrowing books instead of buying them. Last year we saw a 38% increase from the first quarter of 2008 to the first quarter of 2009. With the automated system, it makes our job of keeping track of books that much easier.

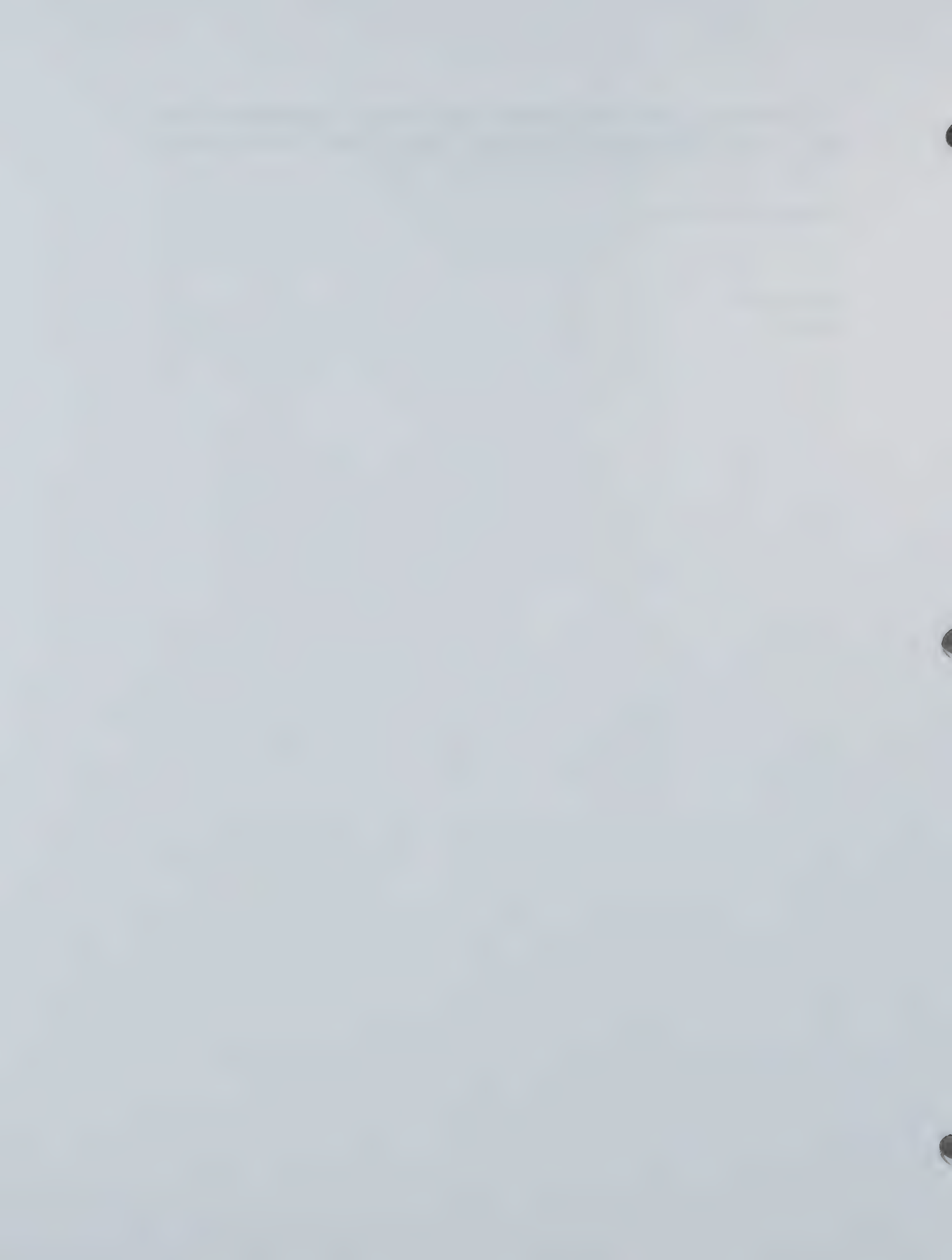
We now have 3 laptops available for public access. Most days all three computers are in use. Patrons come in to check their email, or job hunt. Thanks go to Comcast for the free internet access.



On behalf of the Trustees and the Staff at the Taylor Library, I would personally like to thank you all for your support and invite you to stop by and visit "The Little Library on the Hill". You will certainly be surprised at what we do here.

Respectfully submitted,

Linda Merrill
Director



Town Clerk Report

This year the Town Clerks Office was very active with Elections. There were four Elections held, the largest being the Presidential in November. For the first time Derry had three polling places which seemed to cut the waiting time and parking situations to minimum at each location. Most voters appreciated the pre-notification and advertising of the changes. The last election held this year was in June to decide if a "Charter Commission be established for the purpose of revisiting the Municipal Charter or Preparing a New Municipal Charter". The results were: Yes: 742 - No: 588.

The Town Clerk would like to thank Town Moderator, Margaret Ives, the Supervisors of the Checklist, the Assistant Town Clerks and Ballot Clerks and all the departments and the Town Councilors for all of their assistance this year.

It was another busy year with dog licensing and enforcement of unlicensed dogs through Civil Forfeitures. In accordance with RSA 466:16 A Warrant was issued in August 2008 for 700+ unlicensed dogs. Dog registrations increased from last year by 200. By June 2009 we were informed of 600 more new dogs residing in the town that have not been registered.

We are aware that adoption agencies and Veterinarians do not tell residents to license their dogs within their towns; however it is a NH State law. Please notify the Town Clerk's Office if your dog no longer resides in Derry or has "passed away". This avoids letters being sent and saves on postage. A new note in regards to Dog Licensing: You may now re-register your dog online through our website. Visit www.derry-nh.org click on E-Services.

The Town Clerk's Office had twelve books preserved this year. They included: Town Council Minutes, Vital Records and Planning Board minutes from 1959 – 1960. Preservation is an important part of recordkeeping for the residents of the Town and preservation of history.

Again this year I would like to Thank Deputy Town Clerk Ruth Robinson for her commitment to our office and the Animal Control Officer for all of her assistance in communicating to dog owners. We look forward to continually working collectively as a team with other departments in the future.

Respectfully Submitted,
Denise E Neale, Derry Town Clerk



Town Clerk's Revenue Report

July 1, 2008 – Jun 30, 2009

Description	Processed	Town	Paid to State of NH
DOG LICENSE	3854	Town \$18,523.50	State \$10,278.50
CIVIL FORFEITURES	738	Town \$18,472.50	Issued by State Statue
UCC	Issued from State of NH	\$4500.00	*****
Marriages/Civil Unions	236	\$1652	\$8968
VITAL RECORDS	3969	\$13753	\$17,999.00
MISC FEES	Late fees, other fees & reimbursements	\$5512.88	*****

TOWN OF DERRY RESIDENT VITALS RECORDED

July 1, 2008 – June 30, 2009

Births 275
 Marriage/Civil Union 206
 Death 153

Increase in Dog Licensing by year	2006 – 2237	2007 – 3124	2008 – 3464	2009 – 3,854

Collected on behalf of Animal Control Department

Nuisance Abatements	\$ 2905.00
Boarding Fees	\$ 2455.00

Collected on behalf of the Supervisors of the Checklist

Sales of Checklist	\$182.00
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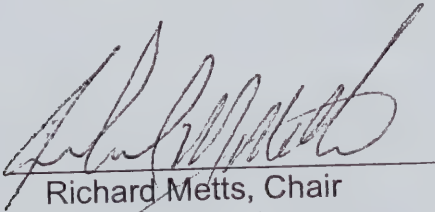
2009
TOWN OF DERRY
ELECTION WARRANT

TO THE VOTERS OF THE TOWN OF DERRY, IN THE COUNTY OF
ROCKINGHAM, STATE OF NEW HAMPSHIRE:

Voters in Districts 1 and 4 are hereby notified to meet at the Gilbert H. Hood Middle School, Voters in Districts 2 and 3 are hereby notified to meet at the West Running Brook School, in said Town on Tuesday, the Tenth (10th) day of March, 2009 at seven o'clock in the forenoon (the polls will be open between the hours of seven a.m. and eight p.m.) to act upon the following matters:


To cast your votes for One Councilor District 1 (3 yr. Term) (District 1 Voters only); One Councilor-at-Large (3 yr. Term); One Trustee of the Trust Funds (3 yr. Term); Two Derry Public Library Trustees (3 yr. Term); One Taylor Library Trustees (3 yr. Term); One Supervisor of the Checklist (5 yr. Term to finish vacancy)

Given under our hands and seal this 19th day of February, 2009.

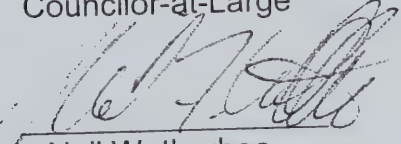

Richard Metts, Chair
Councilor-at-Large

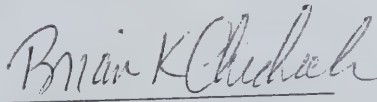
Kevin L. Coyle
Councilor-at-Large

Bradley N. Benson
Councilor-at-Large


Janet Fairbanks
Councilor District #1

Brent R. Carney
Councilor District #2


Neil Wetherbee
Councilor District #3


Brian K. Chirichiello
Councilor District #4



Total Votes 1846



OFFICIAL BALLOT
ANNUAL TOWN & SCHOOL ELECTION
DERRY, NEW HAMPSHIRE
MARCH 10, 2009
DISTRICT 1 - 4

Denise C. Yeale
TOWN CLERK

INSTRUCTIONS TO VOTERS

- A. TO VOTE, completely fill in the OVAL to the RIGHT of your choice(s) like this:
- B. Follow directions as to the number of candidates to be marked for each office.
- C. To vote for a person whose name is not printed on the ballot, write the candidate's name on the line provided and completely fill in the OVAL.

<p>COUNCILOR AT LARGE Vote for not more than ONE</p> <p>Three Years</p> <p>KEVIN COYLE 993 <input type="radio"/></p> <p>ALFRED M. GARRON 59 <input type="radio"/></p> <p>JOEL C. OLBRICHT 733 <input type="radio"/></p> <p><input type="radio"/></p> <p>(Write-in)</p>	<p>TRUSTEE OF DERRY PUBLIC LIBRARY Vote for not more than TWO</p> <p>Two Years</p> <p>JOHN P. CONNOLLY 411 <input type="radio"/></p> <p>PAUL HOPFGARTEN 764 <input type="radio"/></p> <p>PHYLLIS D. HOWARD 589 <input type="radio"/></p> <p>KATHLEEN MCPHERSON 778 <input type="radio"/></p> <p><input type="radio"/></p> <p>834 <input type="radio"/></p> <p>(Write-in) <input type="radio"/></p> <p>(Write-in)</p>	<p>SUPERVISOR OF THE CHECKLIST Vote for not more than ONE</p> <p>Five Years remainder of Vacant Term</p> <p>RENEE ROUTHIER 1022 <input type="radio"/></p> <p>JUDITH W. STRAKALAITIS <input type="radio"/></p> <p><input type="radio"/></p> <p>427 <input type="radio"/></p> <p>(Write-in)</p>
<p>DISTRICT 1 COUNCILOR Vote for not more than ONE</p> <p>Three Years</p> <p>JANET FAIRBANKS 280 <input type="radio"/></p> <p>MAUREEN P. HEARD 198 <input type="radio"/></p> <p><input type="radio"/></p> <p>(Write-in)</p>	<p>TRUSTEE OF THE TRUST FUNDS Vote for not more than ONE</p> <p>Three Years</p> <p>DOUGLAS NEWELL 854 <input type="radio"/></p> <p>GRANT G. BENSON JR. 788 <input type="radio"/></p> <p><input type="radio"/></p> <p>(Write-in)</p>	<p>TRUSTEE OF TAYLOR PUBLIC LIBRARY Vote for not more than ONE</p> <p>Three Years</p> <p>JOAN CRIMLISK 548 <input type="radio"/></p> <p>PAMELA J. OTIS 776 <input type="radio"/></p> <p><input type="radio"/></p> <p>756 <input type="radio"/></p> <p>(Write-in)</p>

TURN BALLOT OVER AND CONTINUE VOTING

**FOR SCHOOL BOARD
AT LARGE**

Three Years	Vote for not more than TWO	
JOSEPH L. CARTER	458	<input type="radio"/>
JEFF LAWMAN	479	<input type="radio"/>
NEAL OCHS	950	<input type="radio"/>
MARK BELAND	930	<input type="radio"/>
		<input type="radio"/>
	(Write-in)	<input type="radio"/>
	(Write-in)	<input type="radio"/>

**FOR SCHOOL DISTRICT
MODERATOR**

Three Years	Vote for not more than ONE	
KEVIN COYLE	891	<input type="radio"/>
ROGER KONSTANT	890	<input type="radio"/>
		<input type="radio"/>
	(Write-in)	

WARRANT ARTICLES

1. Shall the School District raise and appropriate as an operating budget, not including appropriations by special warrant articles and other appropriations voted separately, the amounts set forth on the budget posted with the warrant or as amended by vote of the first session, for the purposes set forth therein, totaling Seventy-Eight Million Five Hundred Sixty-One Thousand, Six Hundred Ninety-Eight Dollars and Seven Cents (\$78,561,698.07)? Should this article be defeated, the 2009-2010 operating budget shall be Seventy-Nine Million, One Hundred Forty-Three Thousand, Seven Hundred and Thirty-Five Dollars and Eighty-Four Cents, (\$79,143,735.84), which is the same as last year with certain adjustments required by previous action of the School District or by law; or the governing body may hold one special meeting, in accordance with RSA 40:13, X, and XVI, to take up the issue of a revised operating budget only.

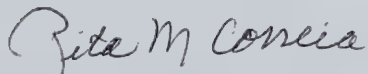
1156
YES
NO
365

YOU HAVE NOW COMPLETED VOTING



TOWN OF DERRY
GENERAL FUND
TREASURER'S REPORT
JUNE 30, 2009

Beginning Balance, July 1, 2008		\$	45,104,444.11
Revenue Receipts:			
Received from Tax Collector	\$	81,349,239.54	
Received from Town Clerk	\$	116,830.13	
Received from Libraries	\$	53,855.35	
Interest Earned on Investments	\$	690,920.42	
Received from State/County	\$	3,536,477.46	
Received from Federal Funds	\$	1,201.06	
Total Revenue Receipts		\$	85,748,523.96
Other Revenues:			
Received from Capital Projects/Other Funds	\$	-	
Grants	\$	-	
Trust Funds			
BAN/BOND			
Capital Lease	\$	-	
Total Other Revenue		\$	-
Disbursements:			
Council Orders to Pay	\$	84,075,160.34	
Voided Checks	\$	(44,874.43)	
NSF Checks	\$	642,909.70	
Total Disbursements		\$	84,673,195.61
Ending Balance, June 30, 2009		\$	46,179,772.46



Rita M. Correia
Treasurer



ZONING BOARD OF ADJUSTMENT

The Derry Zoning Board of Adjustment (ZBA) is a quasi-judicial board made up of members and alternates who serve with a sense of commitment to the Town and its residents. Zoning laws do not always permit property owners to enjoy their property to its fullest extent: The ZBA hears and reviews requests from the public and decides whether the tests required, that granting the petition from the applicant is just and fair.

The ZBA hears petitions from property owners for variances, exceptions, special exceptions, special exceptions, administrative appeals and requests for re-hearing that arise out of a use or area of the petitioners desired use of their property that is not permitted by the zoning ordinances. The petitioners must demonstrate that their intents meet the requirements set by law. The petitions brought forth by property owners are heard on the first and third Thursday of each month at 7:00 pm. You can observe the working of the ZBA either in person, or live on the Cable Network. The public is always welcome.

In the last year, the ZBA has heard 22 cases brought before the board with the greater majority granted by the ZBA.

The current members are: Allan Virr, Chairman; David Thompson, Vice Chairman; Cecile Cormier; Secretary; Albert Dimmock, Member; James Webb Member; Michael Fairbanks, Alternate; John DeBonis, Alternate; Ernest Osborn, Alternate.

As board chairman, I would on behalf of myself, members, and alternates would like to thank the staff of the Code Enforcement Office, our Recording Secretary, Ginny Rioux, Gloria Hebert, Bob Mackey, and Fred Kelley for their past and present support and assistance in the conduct of our meetings.

Respectfully Submitted,

Allan D. Virr
Chairman

WORKING BOARD OF ADJUSTMENT

The Levy Working Board of Adjustment (LWBA) is a quasi-judicial board made up of members and advisors who are sworn to the Town and its residents. Working laws do not always benefit property owners to enjoy their property to its fullest extent. The LWBA hears and reviews requests from the public and decides whether the laws required, that granting the petition from the applicant is just and fair.

The LWBA hears petition from property owners for variances, exceptions, special exceptions, special conditional subdivisions requests and requests for reducing the rate out of a use or use of the petition is granted if their property law is not permitted by the zoning ordinance. The petitioners must demonstrate that their property meets the requirements set by law. The petitioners must provide a plan for their property based on the fact and that the value of each parcel is 100 per. You can observe the working of the LWBA either in person, or in on the Cable channel. The public is always welcome.

In the last year, the LWBA has heard 15 cases and eight before the board with the greatest majority granted by the LWBA.

The current members are: Alan Van Clarendon, Vice Chairman; Cecilia Gomez, Secretary; Alan Brown, Member; James B. and Member; Michael Fontaine, Alternate; John Fontaine, Alternate; Eric Fontaine, Alternate.

As board chairman, I would be proud to meet members and citizens would like to thank the staff of the Code Enforcement Office and Planning Secretary, Emily Rosen, Gloria Fisher, Bob Martin, and Paul Kelly for their past and current support and assistance in the conduct of our business.

Respectfully Submitted,

Alan D. Van
Chairman



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