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TOWN OF DERRY



ANNUAL REPORT FISCAL YEAR ENDING JUNE 30, 2010



TOWN OFFICERS

Town Council

Bradley N. Benson, Chair
Councillor at Large
(2011)

Janet Fairbanks
District #1
(2012)

David E. Milz
District #2
(2013)

Neil Wetherbee
District #3
(2011)

Brian K. Chirichiello
District #4
(2013)

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

Joel C. Olbricht
Councillor-at-Large
(2013)

Treasurer

Rita Correia
(2013)

Town Clerk

Denise E. Neale
(2013)

Moderator

Margaret Ives
(2012)

Supervisors of the Checklist

Roland Routhier, Chair
(2012)

Renee Routhier
(2014)

Judy Strakalaitis
(2016)

Derry Public Library Trustees

Joan Crimlisk
(2013)

Elizabeth Ives
(2013)

Paul Lofler
(2011)

Brendan Walsh
(2011)

Marilyn Sullivan
(2011)

Paul Hopfgarten
(2012)

Kathleen McPherson
(2012)



TOWN OFFICERS

(Continued)

Taylor Library Trustees

Candace Andrews
(2013)

Ben Hamblett
(2013)

Edward Ciancio
(2011)

Carla Carney
(2011)

Pamela Otis
(2012)

Trustees of Trust Funds

Mario Iannaccone
(2011)

Douglas Newell
(2012)

Michael Gill
(2013)

TOWN DEPARTMENTS AND OFFICES

EXECUTIVE DEPARTMENT

R. Gary Stenhouse, Town Administrator
Stuart Arnett, Arnett Development Group LLC

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
Eric Bodenrader, Parks and Recreation Director
Alan Côté, Superintendent of Operations
Robert Mackey, Code Enforcement

TOWNS DEPARTMENTS AND OFFICES

EXECUTIVE DEPARTMENT

1 City Center, Town Administration
100 State Street, Town Office Building

FINANCIAL DEPARTMENT

100 State Street, Town Office Building

IT/COM

100 State Street, Town Office Building

LEGAL

100 State Street, Town Office Building

PLANNING DEPARTMENT

100 State Street, Town Office Building
100 State Street, Town Office Building
100 State Street, Town Office Building
100 State Street, Town Office Building
100 State Street, Town Office Building

POLICE DEPARTMENT

100 State Street, Town Office Building
100 State Street, Town Office Building
100 State Street, Town Office Building
100 State Street, Town Office Building

PUBLIC WORKS & ENGINEERING DEPARTMENT

100 State Street, Town Office Building

RECREATION DEPARTMENT

100 State Street, Town Office Building

SEWER & WATER DEPARTMENT

100 State Street, Town Office Building
100 State Street, Town Office Building
100 State Street, Town Office Building
100 State Street, Town Office Building
100 State Street, Town Office Building

TOWN BOARDS & COMMITTEES

PLANNING BOARD

David Granese, Chair
(2013)
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

Vacant
(2010)

Darrell Park
(2012)

Frank Bartkiewicz
(2011)

ZONING BOARD OF ADJUSTMENT

Allan Virr, Chair
(2011)
James Webb
(2013)

David Thompson, Vice Chair
(2012)
Ernest Osborn
(2013)

Cecile Cormier, Sec.
(2011)

Alternates

Vacant
(2013)
Stephen Popp
(2011)

Michael Fairbanks
(2011)

John DeBonis, Jr.
(2012)
Vacant
(2013)

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
Steve Wallack
Vacant

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
(2015)

Capt. Steve Warren
(2012)

David E. Milz
Council Representative

TOWN BOARDS & COMMITTEES

Committee Name	Members	Term
Planning Board	John J.	2011-2013
...

Committee Name	Members	Term
...
...

Committee Name	Members	Term
...
...

Committee Name	Members	Term
...
...

CONSERVATION COMMISSION

Margaret Ives, Chair
(2013)

Paul Dionne, Vice Chair
(2012)

Jim Arruda
(2012)

Beverly Ferrante, Treasurer
(2011)

Dennis Wiley
(2012)

Paul Doolittle
(2013)

Riccardo Buzzanga
(2011)

Neil Wetherbee
Council Representative

Alternates

Richard Tripp
(2013)

Margaret Kinsella
(2012)

Marianne Page
(2012)

Aaron Chapple
(2011)

HERITAGE COMMISSION

Frank Santiago, Chair
(2013)

Rebecca Rutter, Vice Chair/Sec.
(2011)

Karen Blandford-Anderson
(2011)

Elaine Connors
(2013)

Janet Fairbanks
Council Representative

Alternates

Bill Petch
(2011)

Donald Kirkland
(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)

ENERGY & ENVIRONMENTAL ADVISORY COMMITTEE

Tom Minnon, Chair
(2013)

Brian Pellerin, Vice Chair
(2013)

Jonathan Keaney, Secretary
(2012)

Mary Lomont Till
(2012)

Mark Brassard
(2011)

Alternates

Chris Cox
(2013)

Tom Cardon
(2012)

Ernest St. Pierre (Temp. Alternate)
(2011)



CHARTER COMMISSION
2009 - 2010

Jim MacEachern, Chair
John O'Connor, Vice Chair
Doug Newell, Secretary
Kevin Coyle
Kimberly Cyr
Paul Dionne
Michael Gill
Chris Reisdorf
Brenda Willis



TOWN OF DERRY DEPARTMENTS & OFFICES

Town Council

Town Administrator

Capital Improvement Plan

Community Cable TV17

Conservation Commission

Derry Public Library

Derry Fire Department

Ambulance Services

Dispatch Services

Emergency Management

Economic Development

Energy/Environmental Advisory Committee

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

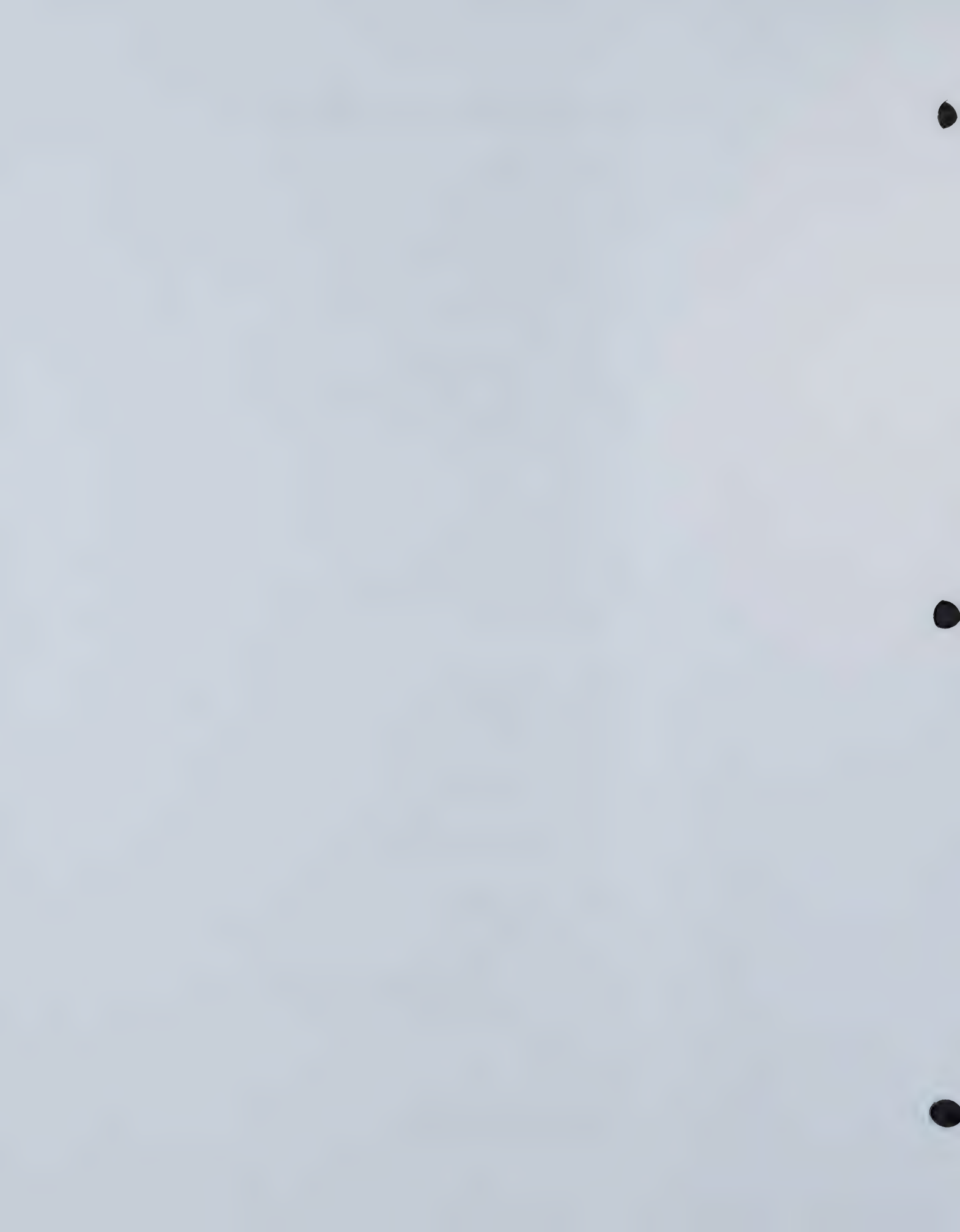
Taylor Library

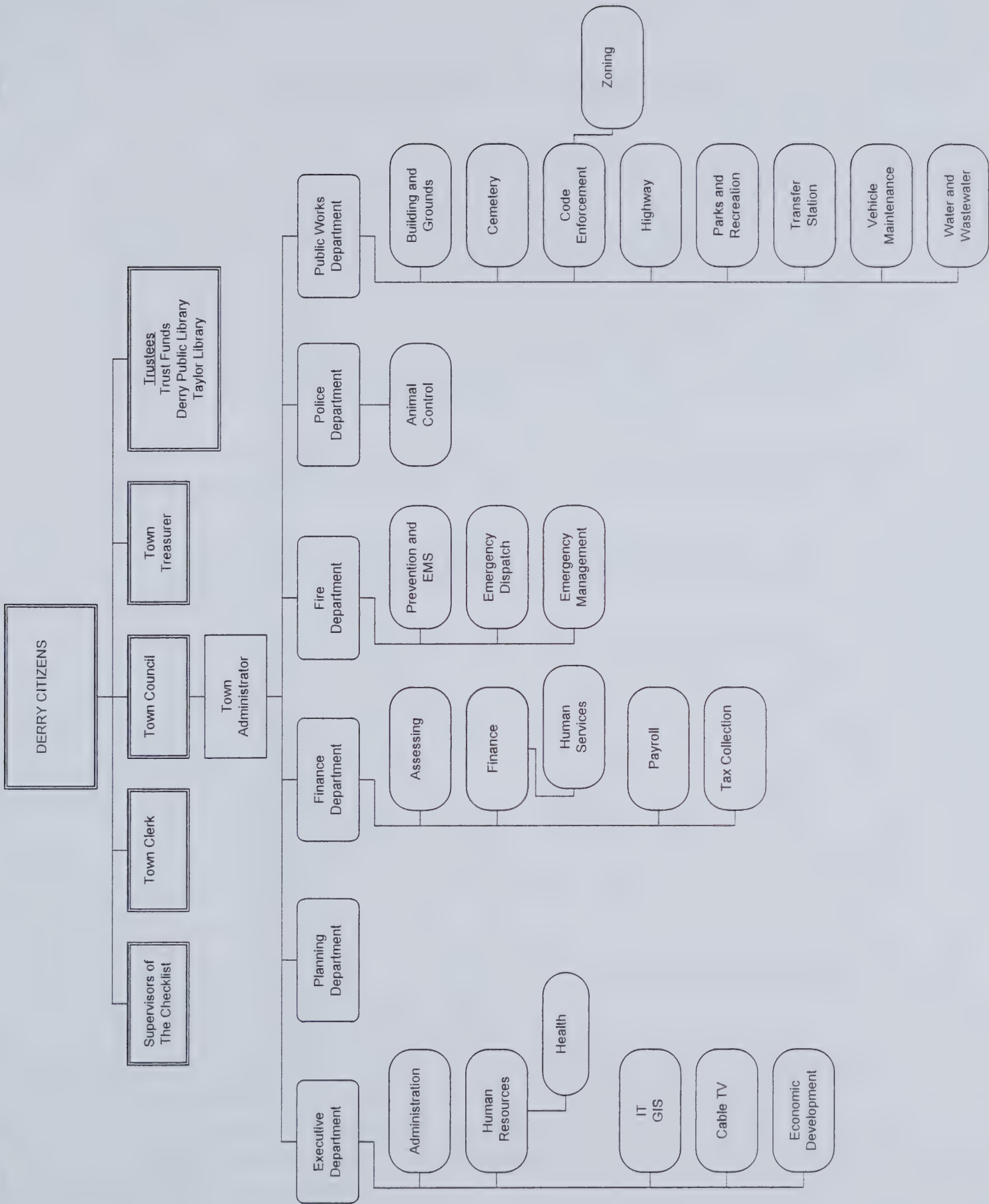
Town Clerk

Treasurer

Trustees of the Trust Fund

Zoning Board of Adjustment







Town Council Chairman's Annual Report

It has been an honor to serve as the Chair of the Town Council. The economic challenges that have existed for the past several years continue to exist and as a result have created some dynamic and challenging times for town officials, employees and residents alike. This year's town election saw the election of Brian Chirichiello to a third term, David Milz to a first term and Joel Olbricht to a first term on the Town Council. Our Town Administrator, Mr. Gary Stenhouse has chosen to retire after approximately forty years of public service. It has been a pleasure to have worked with Mr. Stenhouse. Mr. Stenhouse has done an exceptional job for the town of Derry. His knowledge and leadership will be missed. I wish him and his family well in the years ahead.

There have been many positive events that have occurred during the past twelve months. I would like to take a moment and briefly recap some of the highlights and accomplishments the Council has achieved this year.

- The Council adopted a budget for the 2010 fiscal year that reflected the economic realities facing the town and its residents with no tax increase and continuation of all governmental services.
- The Council resurrected and funded the shortfall for the route 28 Tax Increment Financing Project. The road work is expected to be completed in 2011. This project is expected to be a successful first step into reinvigorating economic development in Derry.
- The Council funded an update and makeover of the Master Plan which was adopted in March 2010. This revised Master Plan will be the strategic blue print for Derry's future.
- The Council funded major renovations to Hood Park including a handicap accessible bathroom and much needed retaining walls that allowed more usable park area.
- The council made the decision to fund and move forward toward receipt of the final EIS statement for Exit 4A and funded same. This project has been placed back on the ten year highway plan and will most likely be undertaken as part of the continued widening of Interstate 93.
- The Derry Rail Trail Alliance answered the fund raising challenge and was able to meet the matching grant and oversaw the completion of Phase I of the Bike Trail. Phase I runs from Kendall Pond Road to Bowers Road.
- The Council worked with a nonprofit group, East Derry Village Improvement Association, in order to turn over the ownership of the Upper Village Hall to this group for much needed renovations and for use as a community activities building.
- The Council encouraged and authorized the creation of a "downtown business group" aimed at identifying and expanding commercial growth and business retention in the Central Business District.



- The Council made significant strides in their goal of furthering economic development by retaining the Arnett Development Group to assist with developing an overall economic strategy for the town and moving special projects forward such as the creation of a Farmers Market.

In closing, I would like to thank all those who volunteer on various town boards and commissions to make Derry a better place to live and work. Your commitment, effort and thoughtfulness does not go unnoticed. To my fellow members of the council, thank you for all your hard work and effort. It is my belief that we are a better community today because of you and all the effort you put in. Lastly, thank you to the entire staff of the town. You are what makes Derry an exceptional place to be. I hope that all the positive momentum and energy that has developed will continue forward in 2011. It has been my honor to serve.

Respectfully submitted,

Bradley N. Benson, Chair

Derry Town Council

Councilor-at-Large



TOWN ADMINISTRATOR'S ANNUAL REPORT

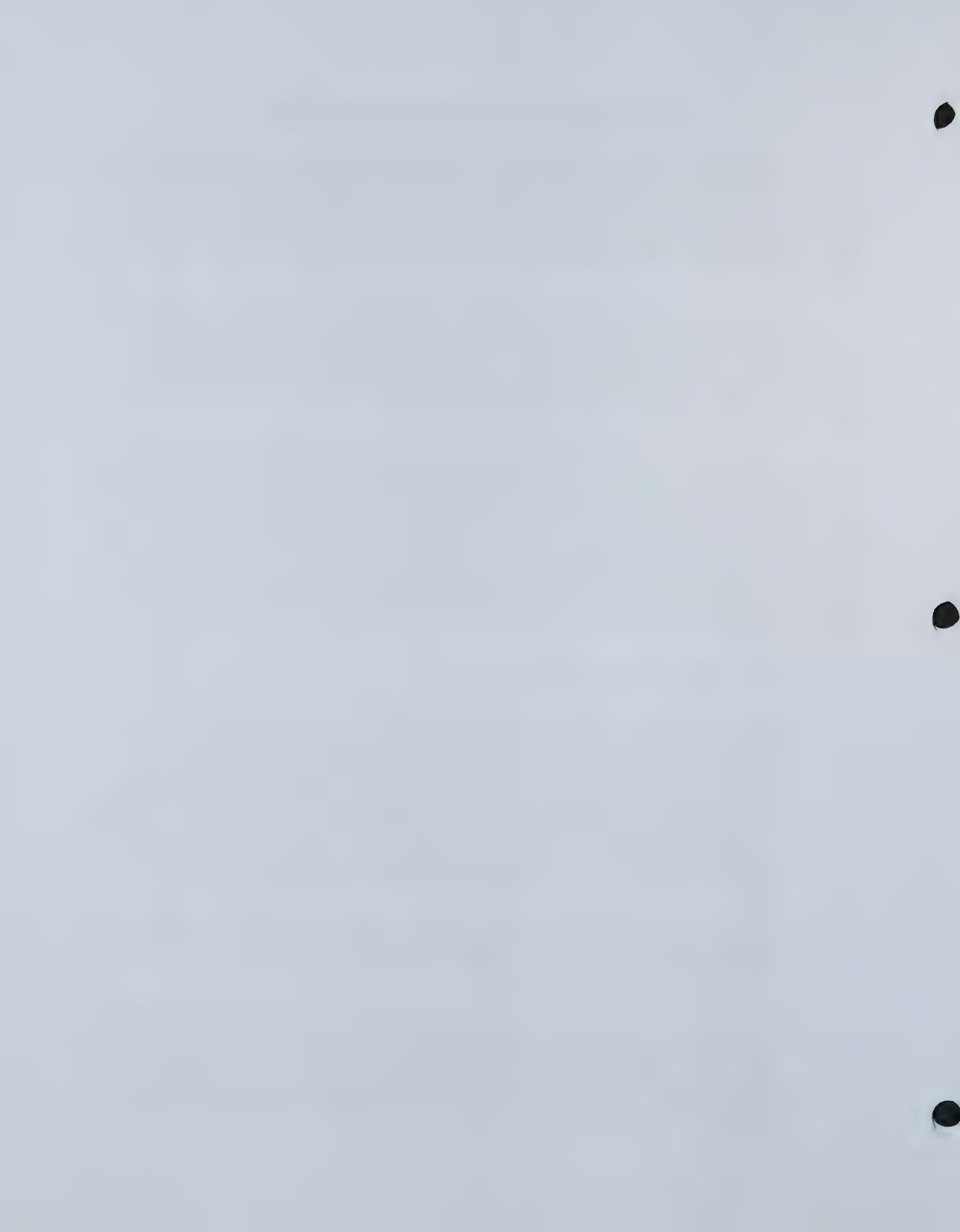
I would like to use this opportunity to say goodbye to you the residents of Derry as this is my last Annual Report. However, by the time you get to read this report I will have retired from Derry and from my career as a Town and City Manager which has spanned nearly forty years. I have served as Derry's Town Administrator since 2007 and feel privileged to have worked with our residents, Town Council and our excellent staff.

Despite the broad recession, which has affected all of us both locally and nationally, Derry continued to provide its residents, businesses and visitors with the highest level of services this past year. Thanks to a dedicated staff that all pulled together we were able to continue that tradition of high quality services even though it was necessary to eliminate thirteen positions in 2010.

At the same time, 2010 presented some very real challenges to the Town's Government, again due to the national and state economy. Revenues from other than real estate taxes plummeted due to a couple of economy related facts. First interest earnings dropped from nearly \$1.5 million annually in 2007 to \$122,000 in 2010. Why? Well a couple of years back interest rates on our deposits were in the 4-5% range. In 2010 this rate was less than ½% and in 2011 will be even lower. Next motor vehicle registration fees were much lower than expected again due to the economy. Finally, little new construction added to our financial problems but again we were able to make do with less.

A few highlights of the past year are:

- In last year's report I went over Derry's lead role in the infamous ice storm of December 2008. This year there was another significant storm event in February. Winds were over 100 M.P.H. and according to FEMA, Derry was among the hardest hit communities. Our Emergency Operations Center again did a wonderful job along with crews from, public works, police and fire. After the storm they got things back to normal in record time. Due to the excellent job of record keeping led by our Finance Department, Derry received one of the highest reimbursements for our out of pocket expense in the State of NH.
- We received a \$50,000 grant to improve the quality of our equipment at the Town operated Cable Channel 17. In addition, we now have an additional channel Cable Channel 23 which will be primarily for use by the public.
- Work began, and at this writing, is nearly complete on a long needed intersection improvement to the junction of Route 102, Crystal Avenue and Birch Street. Not only will this improve the flow of traffic through downtown, but will facilitate better turning movements, beautify the appearance of downtown and provide an additional Town parking lot on Birch Street. Due to the fine work of our Public



Works Department we were able to get the state to pay more than 80% of this \$2 million dollar project.

- During the year a couple of energy savings projects at the Municipal Center, Fire Stations and Derry Public Library were completed which should give the Town definite long term savings. In addition we were awarded a Stimulus Grant which when added to local funds will enable us to undertake significant improvements to energy use at the Veterans Memorial building.

Thus we can see that it is a combination of both small successes and fairly large ones that help to make Derry a community that enjoys a high quality of life. It is not just Town staff who makes that difference; it is these people who serve without pay or sometimes even recognition who deserve our special thanks. In addition to well recognized boards such as Planning Board, Conservation Commission, Zoning Board of Adjustment, we are fortunate to have others such as our Downtown Committee, Heritage Commission, Highway Safety Committee, Housing & Redevelopment, Energy/Environmental Advisory Committee, Arts Council and the many others who contribute to Derry each and every day.

In closing I want to thank you all for your support over the past 3+ years. It has been my pleasure to contribute in whatever way I could to help make Derry the fine community that it is.

Respectfully submitted,

Gary Stenhouse
Town Administrator



TOWN OF DERRY, NH
Town Council Six Year Capital Improvement Plan
FY 2011 - 2016

SUMMARY	FY 2011	FY 2012	FY 2013	FY 2014	FY 2015	FY 2016
FIRE (1)	\$711,950	\$509,551	\$715,000	\$796,500	\$637,500	\$65,000
EMERGENCY MANAGEMENT	\$22,000	\$46,750	\$18,000	\$19,500	\$29,000	\$94,000
EXECUTIVE / FINANCE	\$60,003	\$100,003	\$110,003	\$20,003	\$50,503	\$3
COMMUNITY DEVELOPMENT	\$0	\$0	\$0	\$0	\$0	\$0
POLICE	\$400,080	\$232,500	\$190,000	\$450,000	\$0	\$0
PUBLIC WORKS (2)	\$6,896,001	\$2,196,001	\$1,925,001	\$1,706,001	\$825,001	\$200,001
DERRY PUBLIC LIBRARY	\$0	\$150,000	\$0	\$0	\$0	\$0
TAYLOR LIBRARY	\$0	\$0	\$0	\$1,900,000	\$0	\$0
TOWN OF DERRY GOVERNMENT Sub						
Totals (excluding W, WW, Cable & DCSD)	8,090,034	3,234,805	2,958,004	4,892,004	1,542,004	359,004
WATER	315,000	7,476,000	293,000	695,001	270,000	0
WASTEWATER	192,500	6,795,000	697,000	1,225,001	5,570,000	0
CABLE	25,500	26,000	25,000	33,000	37,000	12,000
TOWN OF DERRY TOTAL CIP	\$8,623,034	\$17,531,805	\$3,973,004	\$6,845,006	\$7,419,004	\$371,004

(1) Includes \$421,000 for regional training simulators (FY11-FY14), that would only be funded if grants were received and accepted. The Town has received notice of grant for installation of sprinkler systems at 3 Fire Stations (FY11). The CIP includes the Town's 10% share of the project cost.

(2) Includes \$6,500,000 for Route 28 Corridor TIF District infrastructure to be started in FY11. Appropriation and funding has been previously approved. Also includes \$278,000 for Veterans Hall energy efficiency and related upgrades. Appropriation and funding has been previously approved, with approximately 50% funded by a grant.



DERRY COMMUNITY TELEVISION, CABLE C23 & GOV-17

Derry Community Television remains focused and committed to improving our operation to meet the changing needs of our community. Our funding is generated solely from franchise fees paid by cable subscribers, with no fiscal impact to taxpayers. We have just completed the final phase of negotiations with Comcast and are launching to our new channel, Derry Community Television, C23. This new addition gives the Town of Derry two channels: GOV-17 dedicated to government meetings and Town business, and C23 for Community Programming. This new channel will be dedicated to local access programming, allowing us to expand our community outreach efforts. As in the past twenty years, we strive to provide the town with the best possible programming.

Derry's Government Access Channel, GOV-17 exists to provide the community with an opportunity to stay informed by viewing first-hand, unedited coverage of its governing boards and committees. GOV-17 airs all scheduled Town Council, Planning Board, Zoning Board, and Conservation Commission Meetings. We also provide coverage of special workshops and public hearings, as well as State of New Hampshire meetings that are of interest to the citizens of Derry. With the new dedicated Government Access Channel, we will be able to re-broadcast meetings on a regular basis to give Town Residents a chance to stay up-to-date with Town proceedings.

Taped meetings are also available 'on demand' through our website (www.derryctv.com). VOD (video-on-demand) has proven to be very popular with the public and local press. It allows people who were not able to view the meetings live, and those outside of our viewing area, to watch our local government meetings.

Derry's new digital Public Access Channel, C23, will continue to foster community shows and programming. C23 exists to give the Town of Derry residents access to the community and a voice that is normally difficult, if not impossible, to come by. Through public access, residents are able to communicate their concerns and share their interests with fellow residents. Public access allows a statement to be made on a nonpartisan basis. Whether it be current events, Town history, variety shows or instructional programming, we are only limited by your imagination.

Our studio, located at the Municipal Center, is set up with all the lighting and equipment necessary to produce a great show. Some of these quality productions include: "*Be Fit Be YOU!*" with Ramon, "*Literary Corner*" with Eleanor Strang, "*Wellness TV*" by CATS, "*Eye on Health*" with Dr. Spindel, and "*Mental Health Matters*" produced by the staff from CLM (Center for Life Management). In the field, we cover the Derry Holiday Parade, the Memorial Day Parade, DerryFest, the Miss Derry Pageant and the Summer Concerts held at McGregor Park. Our staff can be found at local businesses and organizations gathering footage for "*Business Connections*," and "*Around Town*." In addition, we have several local producers that create programs of diverse interests providing an entertaining and lighter side of local access such as "*The Jazz Room Live*" with Joan Watson Joans, and local arts filmed and edited by Tom Woods. We also air regional and national programming such as NASA TV, Granite State Outdoors, and local church services. With the capabilities of our new truck, and the efforts of our staff and volunteers, we hope to expand our community programming to local sporting events such as Football, Basketball or Soccer, as well as other arts and entertainment venues.



Derry Community Television provides training to anyone who is interested in producing a show. We offer camera, audio, lighting and editing classes, as well as 'How to Produce a Show' workshops, all at no cost to the community. We have just completed a very successful Media Camp, in which 26 children between the ages of 12 and 19 came to learn about Television Production. This event was sponsored by CATS (Community Alliance for Teen Safety) and was an overwhelming success. Many of the participants and instructors are looking forward to more such events.

We have strived to improve the look and function of the Community Bulletin Board (Message Board) which can be viewed between programming. The Message Board focuses on Public Service Announcements informing residents of upcoming events and activities. It is updated daily and is a great resource for local interests. We continue to work closely with Emergency Management, Fire, Police, Public Works, Bureau of Public and the Superintendent of Schools, keeping the community informed of road closures, shelter locations and other emergency announcements with slides and continual crawls at the bottom of the screen.

This year we bid farewell to long-time station administrator, Barbara Ellingwood, who retired in the spring. Barb has served as a beacon in the community and will be missed.

In closing I would like to thank the staff, Larry Seaman and Debbie Roy, all the volunteers who have helped cover events throughout the year, and the producers who have produced shows. There is always room for new volunteers and new producers! To learn more about Derry Community Television, C23 or Derry Government Access GOV-17, go to our website at Derryctv.com, 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.

Chris Martin

Station Coordinator

Derry Community Television, C23

Derry Government Access, GOV-17



DERRY CONSERVATION COMMISSION

The DCC conducted 16 site walks this year including for offices, commercial expansion, homes and the Rail Trail. We also conducted several dredge and fill site inspections.

Land:

The Commission received a gift of land from Ruth Miller of 14 acres on Mill Road, primarily wetland. The Commission approved and the Town Council approved an allocation of \$240,000 for the Robert and Ben Low properties totaling 133 acres off Hubbard Hill Road. These properties were awarded wetland grants with conservation easements and will continue to provide hiking and hunting recreation.

Guests:

Bob Mackey, Code Enforcement Officer updated the Commission on pertinent zoning changes affecting wetlands and buffers.

Doug Rathburn, Information Systems Coordinator gave a presentation on the 2008 aerial mapping of Derry's wetlands.

Doug Cygan, Invasive Species Coordinator for the NH Department of Agriculture presented information on the spread of invasive species such as bittersweet, burning bush and Japanese knotweed. Descriptive literature and control measures are available at dcygan@agr.state.nh.us.

Charlie Moreno, Forester, presented a forestry management plan for the 36 acre Shepard Park. Controlling invasives is the first step towards a productive forest and meadows. The Commission is working with Rockingham Conservation District on obtaining a state grant to control the invasives and plant native plants.

Scouts:

There were two Eagle Scout projects this year. Alex Hayes from Troop 412 replaced two bridges at Cole Marsh. Michael Pica from Troop 405 refurbished the hand pump and platform and built a sturdy picnic table at Broadview Farm. We thank the scouts for these projects. The gardeners at Broadview and the walkers at Cole Marsh appreciate these conveniences. We had over 36 gardeners at Broadview this year raising a variety of vegetable crops.

New Committee:

As a result of the Planning exercise to update Derry's Master Plan one of the planning groups that stayed active renamed itself "Go Green." It reports to the Commission with an agenda of environmental education and exploration, recycling and advancing the Beaver Lake Watershed plan for stream teams that test the tributaries feeding into the lake. 4 walks were held on conservation land over the summer with 15 to 23 participants in each group. The committee meets the first Thursday of the month, has several active volunteers and welcomes others to participate. Paula Frank is the chair. The committee can be reached at www.GO-GREEN-DERRY.org.

Other:

The dam was repaired in September at Cole Marsh.

We thank Ellie Sarcione for her many years of active service on the Commission.

We thank the many volunteers who help maintain our conservation lands.

Members: Jim Arruda, Ric Buzzanga, Paul Dionne, Vice Chair, Paul Doolittle, Beverly Ferrante, Treasurer, Margaret Ives, Chair, Dennis Wiley. Alternates: Aaron Chapple, Peg Kinsella, Marianne Page, Richard Tripp, Secretary

Respectfully submitted,

Margaret Ives, Chair
Derry Conservation Commission



DERRY PUBLIC LIBRARY – FY 2010

As I look back over the last year, I am struck by how much our staff of 18.8 FTE's (full time equivalents) accomplished covering 59 weekly hours of operation with 160,182 people coming through the door borrowing 242,515 items. Although our foot traffic is basically steady compared to last year, our circulation statistics, the number of items we actually lend out, is up by almost 28,000 items. Direct patron requests, a new feature within the GMILCS catalog which expedites interlibrary borrowing, have boosted these numbers by 7,500 items. Derry Public Library is a busy place!

One of my primary goals as Director continues to be the maintenance of our physical facility. We seek to provide a safe, beautiful place for reflection and a bit of peace in our increasingly chaotic society. Many people view libraries as vast storage facilities, static in nature and consigned to the fringes of society. *We are* a storage facility of sorts: we “store” relevant materials, unique services, and supportive and skilled people whose purpose is to assist this community. Constant evolution is our mandate.

Another of my goals is, of course, the well-being of the staff. Nothing is more frustrating to staff and patrons than lack of attention to detail. It is so often the small things that trips us up. To combat this, I have instituted an ongoing list of suggestions, criticisms, assignments, and projects in limbo to readdress. Every month at the Senior Staff meeting we use this list as an agenda. Communicating decisions made at these meetings to the rest of the staff is the responsibility of the department heads. We also hold quarterly all-staff meetings to discuss general issues and problems of service. Focusing on accountability at all levels makes us a stronger, more service oriented organization.

BUILDING

The management of the building has been an important focus for us over the last year. Since we are charged with the management of the library building as well as the library operation, considerable amounts of time and resources are devoted to that task. This is primarily done by the Director of the Library with approval from the Board of Trustees, along with personnel assigned to building management and custodial work.

Once again I am reporting to you about – what else but windows! This year we had two major windows projects on our to-do list. Having completed the massive retrofit of the largest windows in the building last year, we sorely needed to address all remaining glass issues from both energy conservation and safety standpoints.

The largest project, by far, was the retrofit of all the windows in the original library building, ca. 1927. Mike Fowler, DPW Director, graciously handled both the bid and payments process for us. The total cost of the project was \$35,478, installed by Portland Glass. The project encompassed removing the old double hung and Palladian windows, as well as the storm



windows, and replacing them with aluminum clad, low-e, double glazed windows. In addition to being drafty, the weight balancing system had failed in these windows. Once we had reached the point of not being able to keep the windows open without the assistance of a prop, and suffered loud crashes when a prop failed, we knew replacement time had arrived. This project was completed just after Thanksgiving.

We also completed the retrofit of the double-hung windows in the newer (1989) portion of the building in November. Those windows could no longer be pushed open and closed, but were perpetually jammed. Queen City Glass was the company in charge of this project.

We are now totally done with windows.

As with any public building, we have endured our share of vandalism over the years. One of our most troubling problems has been damage in the main floor men's room. The Children's Room is located directly below the main floor, so vandalism to the main floor lavatories causes leaking into a supply closet. This has been particularly destructive and difficult to resolve. After a failed series of efforts designed to control access and limit damage, we finally installed three "high velocity" toilets on the main floor. What a difference! We have experienced no new damage caused by backups. As a bonus, we have also saved a bit on the water/sewer bill.

Keeping the building in good repair also means keeping it safe. To that end we have installed several infrastructure alarms. We have modified the dry sprinkler alarm to alert us to low pressure in that system. Should the dry system fail, it would flood with water, activate the sprinklers, and begin dumping water all over the contents of the old portion of the building – largely books of the adult fiction collection. This new alarm will immediately notify us of low pressure, so that we should be able to respond in time to stop the system from flooding.

There is also a new low temperature alarm on the furnace. From now on, if the furnace stops working, our alarm company will receive the alert and notify us. We will then be able to call for repair and intervene before serious damage occurs.

In addition, we have installed a strobe light over the keypad at the main entrance of the building. This is a visual reminder for entering staff that the building is alarmed. It is especially helpful since one of our full-time employees is deaf and unable to hear the sound alarm that rings when someone enters without inputting the security code.

Once again, improvements to our underground oil tank return to our annual report. This year we needed to repair and upgrade the concrete pad in the Library's driveway around the tank opening, install a new tank cover and spill bucket, and repair the overfill alarm. All has been accomplished. The concrete pad is rugged enough to endure all of our traffic, we have a nice five gallon spill bucket, and the oil tank cover is traffic rated and recessed. Having the cover recessed eliminates a 20 year old problem of snow removal vehicles catching the lip of the tank cover and plowing it up into the nearest snow bank. Once these repairs and upgrades were made, we



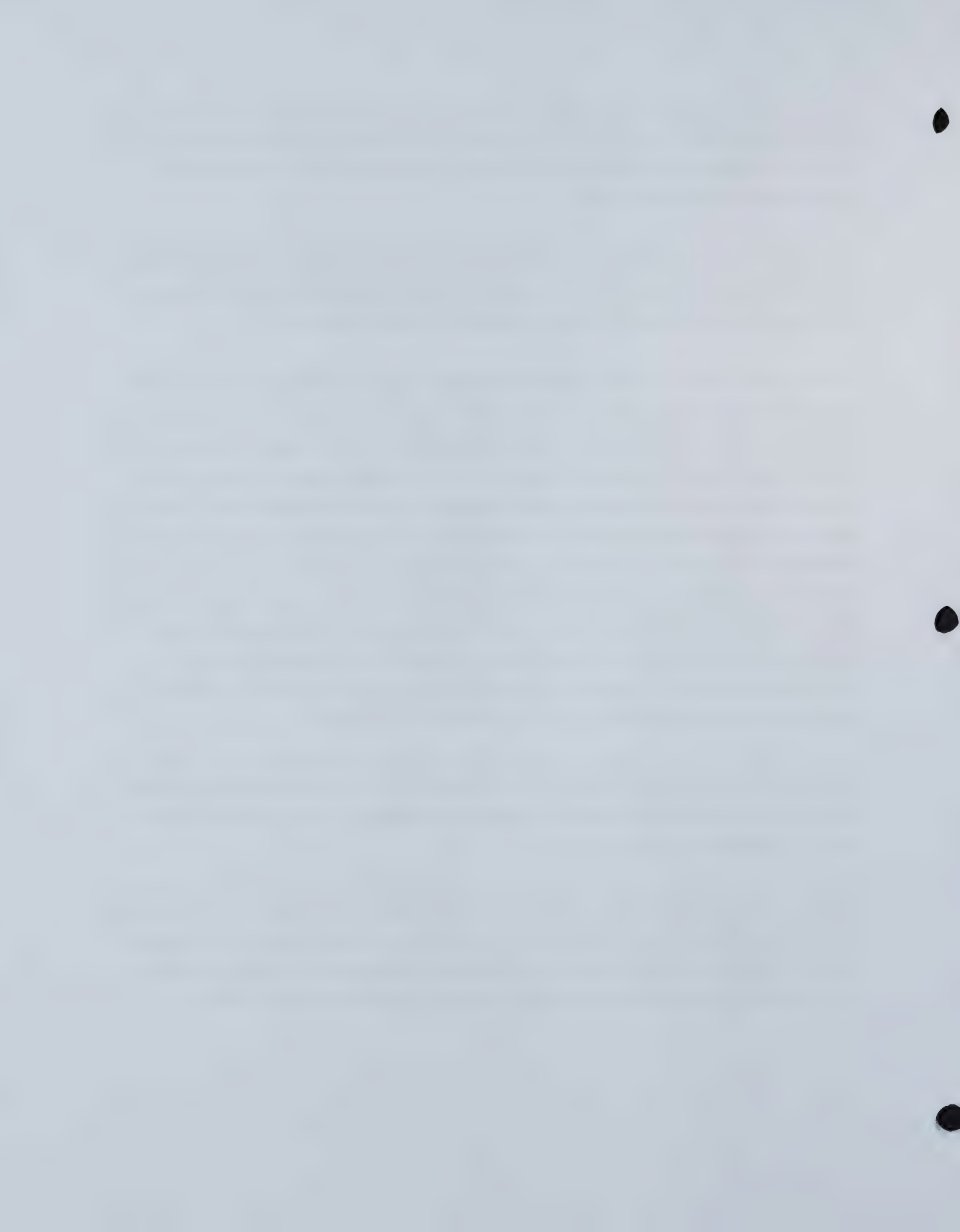
passed our “cathodic protection” inspection with flying colors on the first go-round. Many of you may remember the thousands of dollars we spent back in 2003 just trying to pass this critical inspection, which assures the tank is in compliance with all state and federal regulations regarding underground storage tanks.

Another safety upgrade we accomplished this year was the installation of five security cameras. Four of them cover only library property and the fifth, although mounted on the library building, is shared with Parks & Recreation; it covers the area behind the library building and sweeps across the park, encompassing everything from the bandstand to Broadway.

Planning on the main floor redo has begun in earnest and is both a building issue and another facet of customer service. It doesn't seem possible that this newest portion of the building is already over twenty years old. While everything structural is in good condition, the building is showing wear; the walls need to be patched and repainted, the carpet is faded and worn, and has numerous stains. More importantly, library services have changing priorities, which dictate different space usage. Our community needs a facility that is more oriented to the 21st century; a building that can accommodate itself to changing needs. For example, when we moved into the building in 1990 we had one computer for staff use only, and there was no internet access for the general public. Books were the primary focus of our collection, with only a few videotapes and audiotapes. Now, although we still have a substantial print collection, more of our purchases are focused on other formats, including CD's, DVD's and Playaways. We also now dedicate significant space for public computers to access the internet and all our electronic and downloadable resources. In addition, we struggle to meet a growing demand for seating to accommodate patrons with their own devices using our Wi-Fi network.

All these considerations and more are changing the way our physical space is used. To keep pace with these outside influences, our physical layout, while not expanding the building footprint, must also change. Plans are underway for renovations leading to a building that can serve as more of a community center for all ages.

Finally, on a disappointing note, we have been unable to alleviate any parking issues this year. In spite of the efforts of the Downtown Development Committee, the Town Council decided to pass on the opportunity to purchase the Shugrue property adjacent to the Library when the family made it available. Staff of the Library have long thought this would be an ideal location for expanded patron parking, the lack of which is the single greatest complaint we hear.



MATERIALS COLLECTION

We now have 116,894 items in the collection (books, music, movies, etc.), and circulated 242,515 items this year. The number of items checked out is up by nearly 28,000, a significant jump from the previous year's total of 214,551.

So why, you may ask, do we have what we have?

When developing our collection, we strive to offer a wide variety of material on many topics and representing multiple viewpoints. The challenge lies not in simply adding to the collection, but in selecting the highest quality, most accessible materials in a mix of formats. This creates a body of materials which is constantly in flux, constantly being evaluated, and, ideally, matching the needs and interests of our patrons. While our collection can never be totally comprehensive, we want to be able to get you started on your search. This philosophy spans the purchase of all of our material, whether children's or adult, fiction or nonfiction.

Collection development also includes inconspicuous activities. For instance, library staff are constantly evaluating materials for withdrawal or updating. They make changes to descriptive cataloging such that underused materials become easier to find. We also add donated items to enhance coverage of a topic, or to replace worn copies.

An important element of creating an organized, well-balanced collection lies in maintaining a balance of formats. We always look analytically at new formats before making a significant investment. For instance, we consider patron requests and historical circulation statistics. This analysis of patterns of use, interest, and preferred formats results in the most successful and cost-effective delivery possible.

For the nonfiction collection, we balance our selection among books, books on CD, Playaways, downloadable audio books, DVDs, magazines, databases, and ebooks. Fiction is collected primarily as books, downloadable audio books, Playaways, and books on CD. Children's materials collections focus on books, spoken word and music CD's and DVD's.

We also participate in a state-wide program, coordinated by the NH State Library (NHSL), to give patrons access to downloadable audiobooks and ebooks from Overdrive. Since its inception in 2006 this collection has grown from 927 titles to 2902. Derry-only circulation has grown from 68 checkouts the first month to over 200 every month in 2009. The number of Derry patrons participating is still growing, from 41 initial users to over 559 as of the end of this fiscal year.

Some of our important electronic resources are provided by the NHSL. Unfortunately, this has recently posed a challenge to our efforts to maintain a stable collection, as state funding has become somewhat irregular. Changes in NHSL support are occurring with very little advance



notice, resulting in budgetary nightmares for all public libraries. The NHSL dropped two databases last year, Gale Biography Resource Center and Ancestry.com, an extremely popular – and expensive – genealogical database. We decided to maintain access to Ancestry.com since it is used extensively. Fortunately we were able to save on the subscription by negotiating with the vendor as part of the GMILCS consortium.

This year, in our continuing effort to provide easy access to our collections, we rearranged selected materials into three “neighborhoods.” In this arrangement, all material on a given topic, no matter the format, is located together in one place. For example, in the Travel neighborhood we have books, videos, and DVD’s, as well as handouts and bookmarks which explain how to use travel oriented electronic resources such as Global Road Warrior. This database offers current information on 175 countries, including festivals, recipes, business etiquette, weather, and visa requirements. Another travel oriented database, Maps A to Z, provides access to over 4000 political, physical, outline, population, climate and other thematic maps.

The second neighborhood is “World Languages”. New language materials include books, audio books, Playaways, and DVDs, as well as access to Mango, a language learning database. Mango is multi-sensory and fully interactive, with an oral/aural component which allows a learner to speak and listen to the language in addition to just reading it.

The Jobs and Careers neighborhood combines materials on resume writing, interviewing, and job-hunting skills, along with career planning books. This has been very handy for job seekers and students alike.

Finally, if patrons are looking for something which we do not own, we often borrow from other libraries in the region. Thanks to our membership in GMILCS, our collection of available materials expands to include the holdings of 11 other libraries. We also frequently borrow from other libraries in the state, including the NHSL, and the libraries of UNH, Dartmouth and St. Anselm’s. Only rarely are we unable to satisfy patron requests.

PROJECTS

So much of Derry’s history is lost every day; we dig it up, pave over it or toss it away. To complicate matters, much of our visual material record, because of its ephemeral nature, degrades every day. We at the Derry Public Library along with Richard Holmes, of the Derry History Museum, have long discussed how to capture this visual history and make it available to the widest possible audience. In 2005 the two agencies signed a “Statement of Cooperation” agreeing to “...a plan of mutual cooperation in the development of our collections, dispersal of donated items, and accessibility of resources.” In September of 2009 we embarked on a joint program that we affectionately call “The Post Card Project” in order to share resources and digitally capture some of Derry’s history.



Both institutions have collections of historic Derry postcards. The Library collection is very small, but offers easy access during our open hours. On the other hand, the Museum has a large collection but limited access. A volunteer is currently scanning both the sides of all our postcards thus giving us both the historical pictorial image as well as verbiage and captions on the reverse of the image. These images are posted on Flickr.com for public viewing and annotation. Since viewers have the ability to post comments and/or additional data as well, we hope this interactive project will provide a means for anyone interested to participate and assist in preserving local history. There is a link to this Post Card database from the Derry Public Library website.

We continue to serve as a community point of access for all IRS forms in both hard copy and electronic formats. This year we also provided access for Census forms, for drop-off of forms, and for one-on-one personal consultation with a Census worker.

PROGRAMMING

This is the first year we ran an all-ages library-wide Summer Reading Program. Usually the program focuses on school age children up through grade 6 and teens, and this year we added an adult component as well. Although our success was moderate in terms of numbers of participants we had some very successful all-ages programs and family programs. After evaluating this expansion, we agreed that we could build on lessons learned this first year, and create a stronger program in FY11.

The Children's Room has adopted a mascot. He is a cute, furry squirrel named "Chippy" by our young patrons. Chippy has a wonderful home in a large tree right in the middle of the children's room. He has also become quite a traveler: he has gone to Las Vegas, floated in the Mediterranean on a cruise ship, and seen some local sights as well. I understand he is so popular, he is likely to be an integral part of all future publicity from the children's room. Hopefully he will spin some yarns about his future world travels.

Derry Teens were also offered a variety of programming, such as a new knitting club, writer's group, Teen Advisory Group, Anime Club, Open Mic night and other activities designed to encourage middle and high school students to come to the Library.

The seventeen programs run for adults this year were a mix of entertainment and education. Some of the topics covered were gluten free cooking, job hunting, interior decorating with an HGTV personality, and how to get set up on Facebook. When planning, we attempt to choose subjects of interest to Derry residents. We base this on our perception of patron demand, staff suggestions, and analysis of our circulation statistics. The attendance at these programs averaged 18 people per program.

STAFF



Our new Assistant Director, Diane Arrato-Gavrish, technically began her duties during the last two weeks of the last fiscal year. She has done much public service over the last year. Since she is a Derry resident and was actually a former library director here at DPL she has been reconnecting with many of our long term patrons. At the same time, she is developing lots of new contacts with the community and at Town Hall. Diane is working on fulfilling an important part of our short and long term goals and objectives, which is getting the word out about who we are and what we have to offer.

Our new Young Adult Librarian has also had a busy year. Joan Swerdloff joined the staff right in the middle of our summer reading program and not only had a significant number of teens finish the program but recruited them to help at the wrap-up party at the end of the program as well. She has kept that enthusiasm running strong right through the year. Joan has also been building community relationships through presentations at Gilbert H. Hood Middle School, participation in book discussions at Pinkerton Academy, and interactions with several youth oriented organizations including the Upper Room and CATS.

We hired a part-time Library Assistant, Nancy Chase, for children's services. This 10 hours per week staffing increase gives us greater flexibility in serving our patrons at peak traffic times.

The additional staffing in Children's and Young Adult services is of great importance to the Library. With over 40% of the households in Derry having children under the age of 18, Derry is the third largest school district in the state. Clearly, children and teens constitute a significant share of Derry's population and should be receiving services and enjoying programs targeted to their unique needs and interests. They are tomorrow's taxpayers and voters. We know that if they do not use the library today, they are less likely to be educated library supporters in the future.

TECHNOLOGY

On August 4th we were officially connected to the Derry Municipal Center via the new fiber optic connection. We can now log in to the DMC (Derry Municipal Center) intranet. We can also log in directly to the MUNIS accounting system, making it possible for our administrative assistant to directly enter payroll and accounts payable. This is a great example of technology saving us time and effort, and thereby increasing our productivity.

On Monday, March 1, 2010, the Town of Derry designated us an emergency warming center during a multiple-day power outage for the entire town. That Monday we had 920 people enter the library. We provided full library services in addition to hot drinks, sandwiches, snacks and movies. We were very thankful to have Envisionware, our internet sign-up software, to assure fair and equitable access to our internet computers in the face of such demand. On an average day we have about 65 logons, on that day we had 105 – and no fist fights! With so many people wanting access to the internet, those with their own laptops briefly crashed our wireless network. DPL was the Place to Be!



During this crisis, we also used our accounts on Twitter and Facebook , as we regularly do for programs and events, to let the public know that we were open and providing full services. Even patrons with no electricity could get information from us on Twitter via their cell phones. Currently we have 310 “fans” of the Derry Public Library on Facebook who regularly follow us to stay current with what’s happening at the Library.

We routinely use Google Analytics to analyze our website use. A sample comparison measuring traffic on our website shows that in June 2009 we had 10,648 visits to our homepage; and in June 2010 we had 11,868 visits, an increase of 11.46%. How did patrons connect? June 2010 saw 7,424 visits via cable (6,767 in June 2009.) There was also an increase in web visits via T-1 users. Finally, there has been a slight decline in visits via DSL (9.30%) and a huge decline (42.71%) via dial-up. Modems are rapidly becoming a thing of the past.

To publicize programs we run and the wonderful services and products we provide we use email marketing software called “Constant Contact”. It targets our audience with attractive, attention getting emails designed by Library staff. Patrons can sign up to receive these emails in a number of ways. We currently have 631 subscribers, and the list grows constantly. Additionally, patrons can now register to participate in many of our programs directly from our online calendar through Eventkeeper software. Especially when there are limitations on the number of attendees to a program, Eventkeeper handles the notifications and creation of waiting lists with no staff intervention. Again, we are leveraging new technology to increase convenience for our patrons and productivity of our staff.

TRUSTEES

Our Board of Trustees has seen some significant membership changes over the last year. Paul Hopfgarten unseated Phyllis Howard in the 2009 election; he then resigned in April of 2010. Brendan Walsh, due for re-election in 2011, resigned in May of 2010. The Trustees nominated Jack Robillard, former Assistant Director, to fill Paul Hopfgarten’s post, and Susan Piper to fill Brendan Walsh’s post. Joan Crimlisk was elected to fill longtime Trustee Katherine Prudhomme-O’Brien’s vacancy after she left to pursue another political office.

FRIENDS OF THE DERRY LIBRARIES

The Friends of the Derry Public Libraries continues to support us and the Taylor Library through their monthly book sales and T-shirt and tote bag sales. Their store is located here in the basement of the Derry Public Library. The Friends group routinely funds museum passes for both libraries; they bought the Derry Public Library a Wii electronic game system; and they help out with programs and celebrations needing baked goodies, ice cream scooping talents, and extra bodies. We also depend on them for providing candy for the library’s participation in “Trick or

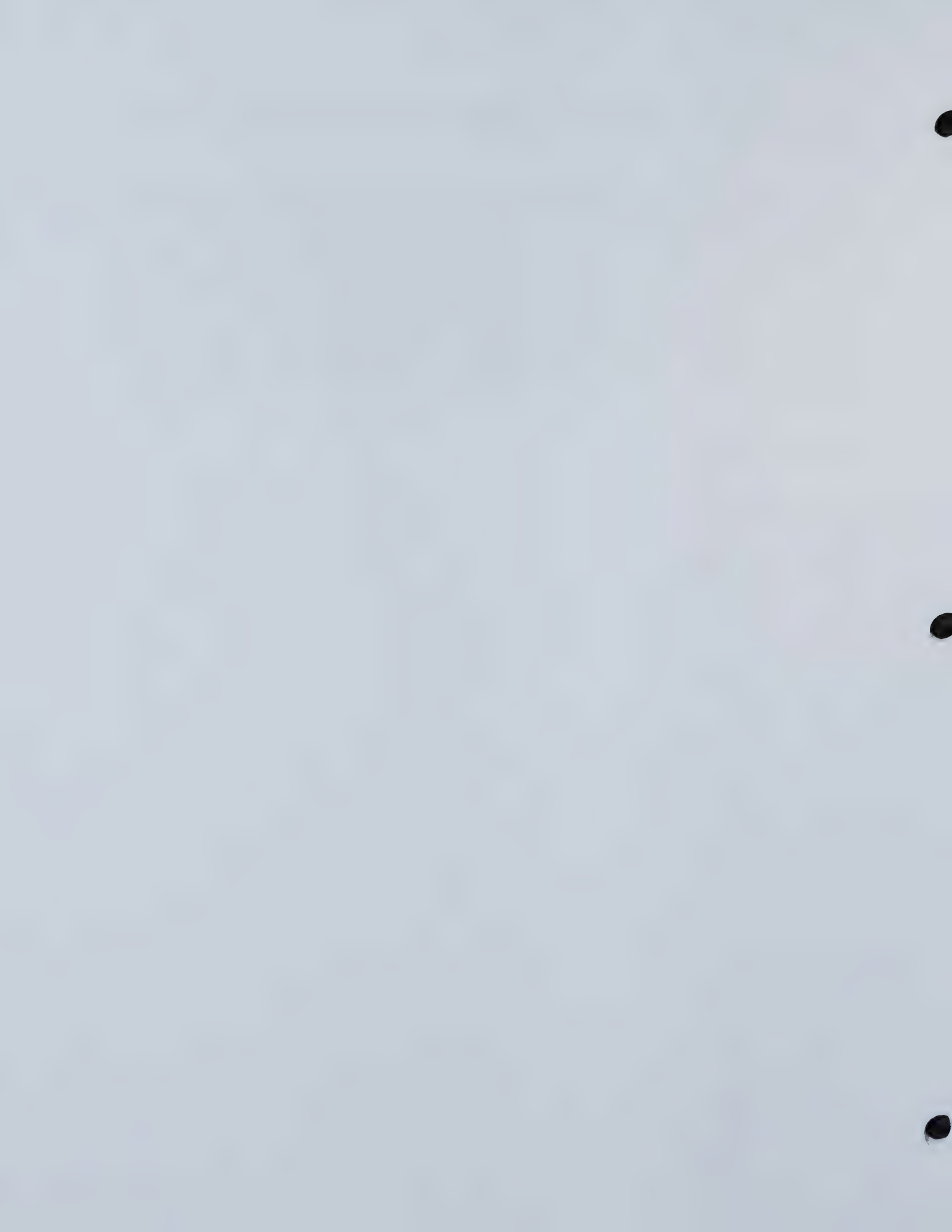


Treat on Main Street". Although small in number, the Friends join in willingly for whatever needs to be done.

As much support as the Friends group currently provides, we cannot sustain our current level of services with level funding from the Town. To be eligible for many grants and far more corporate donations, the Library, or one of its organizations, has to qualify for a 501c3 (an Internal Revenue designation) status. The Friends group was interested and wanted to pursue the possibility, so on June 24th they invited Terry Knowles from the NH Attorney General's Office to speak to them regarding this status. What we all learned was that a small group of Friends could not possibly raise the amount of money we would need to make up for budget shortfalls. Nevertheless, our staff values and appreciates all the good deeds and encouraging words our Friends supply.

Respectfully submitted,

Cheryl Lynch
Director
Derry Public Library



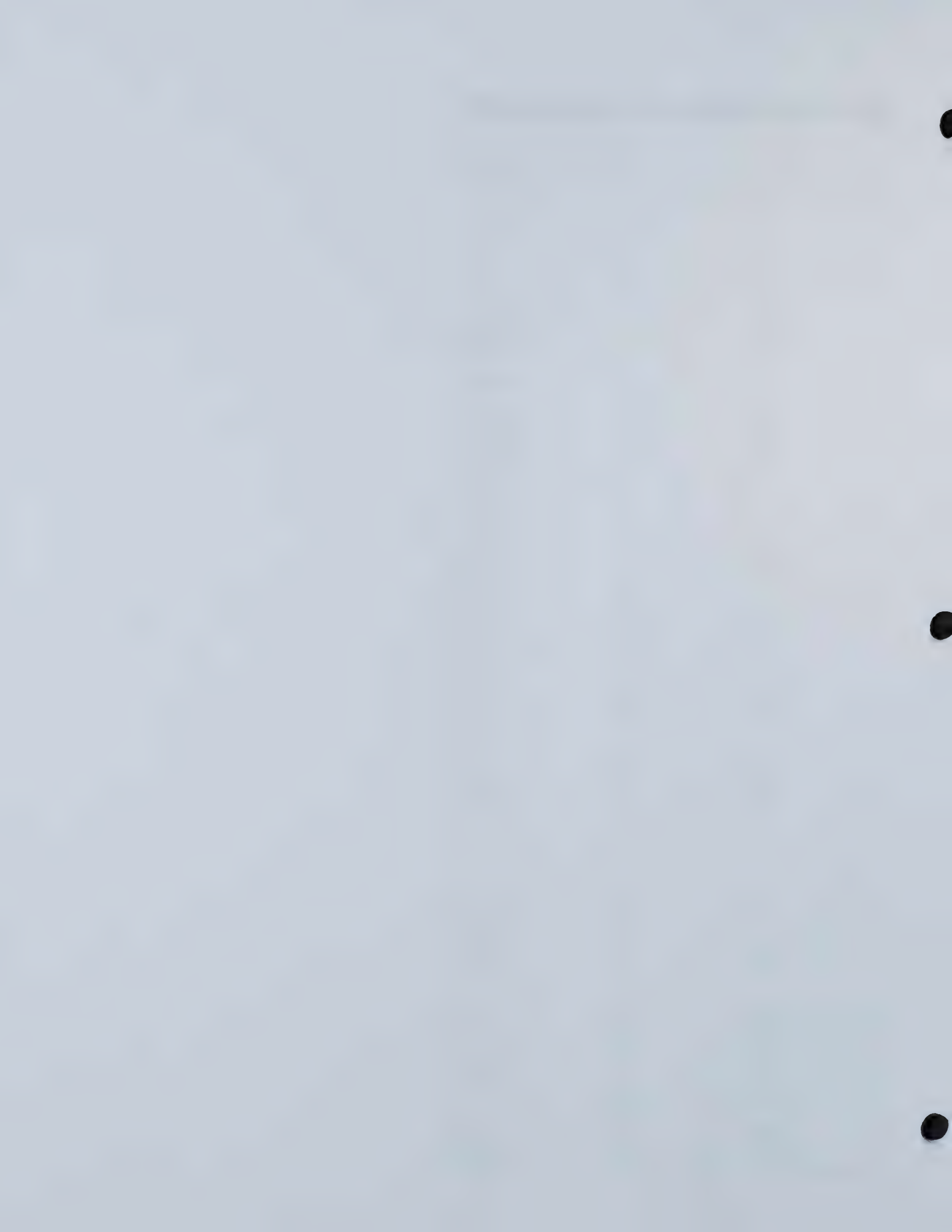
USE OF LIBRARY FOR YTD 2010

TYPE OF USE:	TOTAL FY-10
ADULT DEPARTMENT:	
CIRCULATION	163388
PATRON VISITS	160182
CIRCULATION TELEPHONE CALLS PLACED	5164
CIRCULATION TELEPHONE CALLS RECEIVED	5240
STUDY ROOM USEAGE	827
MEETING ROOM USEAGE FOR NON-LIBRARY PROGRAMS	74
MUSEUM PASS USEAGE	227
NEW REGISTRATIONS	1816
REFERENCE QUESTIONS	13114
NUMBER OF VOLUNTEERS	25
VOLUNTEER HOURS	172.5
OVERDUE NOTICES SENT	2600
BOOKS ADDED	6395
BOOKS WITHDRAWN	8832
GMILCS	
ILLS REQUESTED	499
ILLS RECEIVED	536
ILLS OTHERS REQUESTED	3574
ILLS OTHERS RECEIVED	2767
DERRY BORROWED CBC	5464
DERRY LOANED CBC	11947
HOLDS REF REQUESTED	3049
OUR PATRON REQUEST ON-LINE	14842
OTHER LIBRARY PATRON REQUEST ON-LINE	14368
COMPUTER USEAGE	
ADULT INTERNET AREA	16031
15 MINUTE INTERNET USE	2349
WORD PROCESSOR AREA	1416
WEBSITE HITS TO HOME	114141
WEBSITE HITS TO TEEN	288
PROGRAMMING	
PROGRAMS - NUMBER HELD	24
PROGRAMS - NUMBER ATTEND	485
YA PROGRAMS - NUMBER HELD	47
YA PROGRAMS - NUMBER ATTEND	569
CHILDREN'S DEPARTMENT STATISTICS	
CIRCULATION	79127
REFERENCE QUESTIONS	6951
CHILDREN'S INTERNET AREA	655
PC GAME USEAGE	3245
WEBSITE HITS TO CHILDREN'S	3970
CHILDREN'S PROGRAMS - NUMBER HELD	286
CHILDREN'S PROGRAMS - NUMBER ATTENDED	9764



NUMBER OF VOLUNTEERS	95
VOLUNTEER HOURS	327
CIRCULATION	242515
REFERENCE QUESTIONS	20065
ALL INTERNET AREAS (ADULT, CHILDREN, 15 MINUTE, WORD PROCESSOR)	20451
WEBSITE HITS (ADULT, TEEN, AND CHILDREN)	118399
PROGRAMS - NUMBER HELD	357
PROGRAMS - NUMBER ATTEND	10818
NUMBER OF VOLUNTEERS	120
VOLUNTEER HOURS	499.5

TOTAL FY-09	DIFFERENCE	PERCENTAGE
141167	22221	15.74%
161112	-930	-0.58%
	5164	
	5240	
	827	
	74	
	227	
2274	-458	-20.14%
13430	-316	-2.35%
	25	
	172.5	
3511	-911	-25.95%
7500	-1105	-14.73%
6179	2653	42.94%
529	-30	-5.67%
530	6	1.13%
3526	48	1.36%
2826	-59	-2.09%
7601	-2137	-28.11%
10872	1075	9.89%
2226	823	36.97%
10778	4064	37.71%
10903	3465	31.78%
16076	-45	-0.28%
2850	-501	-17.58%
952	464	48.74%
	114141	
	288	
19	5	26.32%
259	226	87.26%
43	4	9.30%
417	152	36.45%
	0	
73384	5743	7.83%
7452	-501	-6.72%
485	170	35.05%
3078	167	5.43%
	3970	
339	-53	-15.63%
8214	1550	18.87%



89	6	6.74%
235.5	91.5	38.85%
214551	27964	13.03%
20882	-817	-3.91%
20363	88	0.43%
0	118399	
401	-44	-10.97%
8890	1928	21.69%
89	31	34.83%
235.5	264	112.10%

FY 2010 – ECONOMIC DEVELOPMENT ANNUAL REPORT

Summary

In FY 2010 -as the national recession entered its second year - the Town took concrete steps to rebuild its economic development capacity.

First, the Town Council established a set of Economic Goals in the summer of 2009, providing long-term direction. Subsequently, a number of citizens, employers, and an economic development contractor are now engaged in its implementation. By increased community involvement, better communications and outreach, and with an innovative contract for economic development project services, an impressive amount of progress was made on many fronts, and immediate and long-term results are beginning to show. Results are described herein.

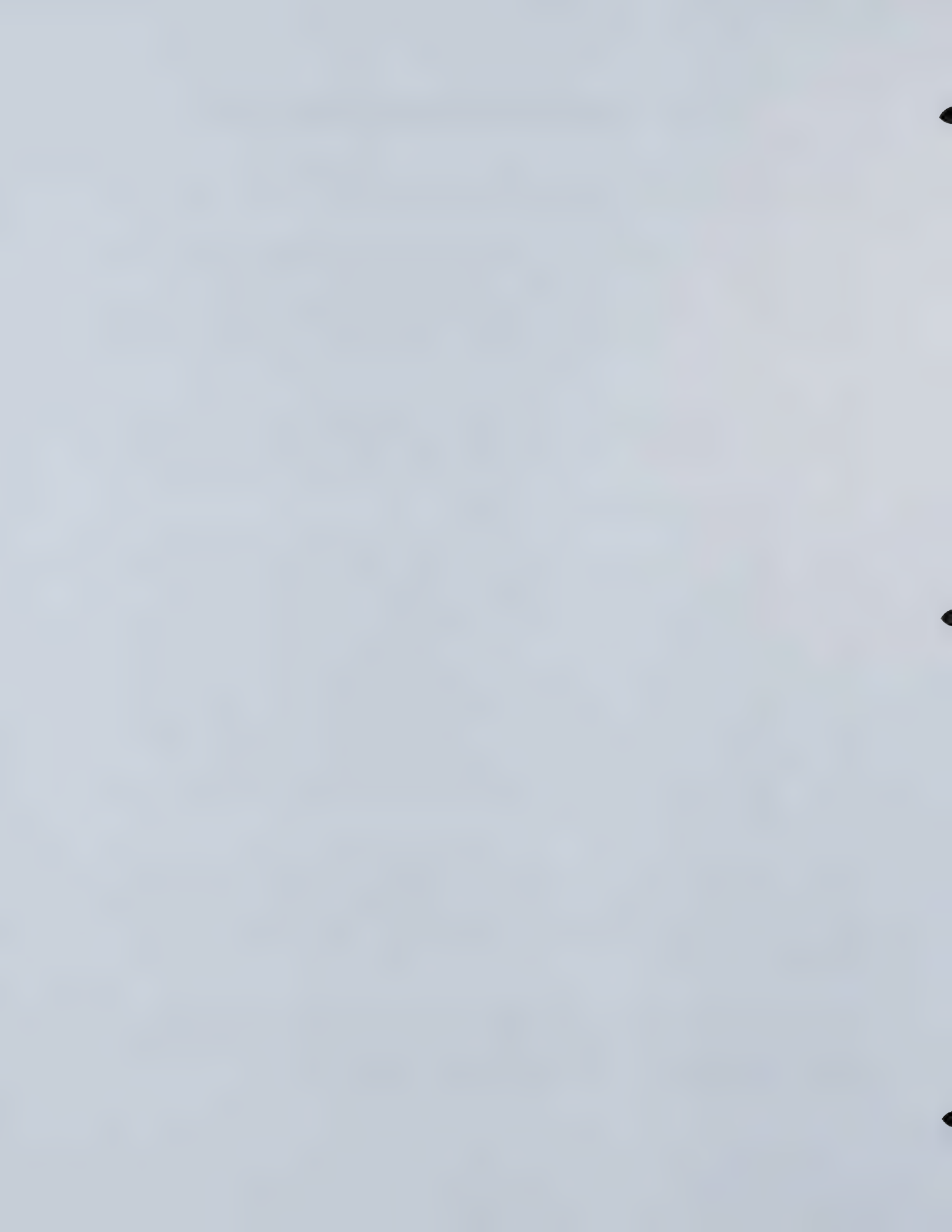
Economic Development does not occur on the turn of a dime. It requires a long term commitment with sound strategic action steps. More work will be required in the years ahead before Derry has a first-class economic development team in place. But a solid foundation of ideas, people and trust has been established, and immediate economic needs have been met.

Introduction, Background and Progress-to-Date

Over the past several years, Derry has not had a consistent economic development effort; the ability to envision and implement a strategic plan, to assist a business in need, or to pursue an economic opportunity. Its grant-funded arrangement with the private not-for-profit Derry Economic Development Corporation (DEDC) was sidetracked by internal problems at the DEDC, and later by a growing rift between Town Council expectations and DEDC actions. The Town decided to bring economic development “in-house” in 2008; to build up and staff an internal economic development capacity, focused on individual businesses needs. The Town hired a full-time, experienced Business Development Manager in 2008. Unfortunately and unrelated to the assignment, the Manager’s health deteriorated necessitating an extended leave, before needed services or strategies were put into place. The Business Development Office position was zero budgeted in the FY 2010 budget. The Town Administrator was asked to contract out for specific economic development project services, budgeted at two-thirds what the full-time position had cost the prior year.

Acting on that policy direction, Town Administrator Gary Stenhouse– in coordination with the regional Rockingham Economic Development Council (REDC) - issued an innovative Request-for-Proposals (RFP) in September of 2009. After reviewing several vendor responses, the Town selected the **Arnett Development Group LLC** (the Group) of Concord NH to be its **Project Manager**, and assigned it specific projects that were identified by the Town Council from its *2010 Economic Strategy*.

The Group is unique alliance of five specialized community-development firms, including economic development, land-use planning, land design, building architecture, and community resources, all coordinated by the Project Manager for the same cost as one firm. The Group is united by their Mission that “... *all communities can have a better future*”.



Projects Assigned:

The Route 28 TIF (Tax Increment Financing) District:

TASK: Design and begin to implement a marketing and development strategy that would best ensure the success of this area for new jobs, and for new property taxes at least equal to the bond payments required to up-grade Route 28.

Results: The Arnett Development Group has offered the Town two innovative redesigns for this District, first to the Planning Commission in April and later to the Town Council in June. These designs are intended to increase the density, job creation and property-tax potential by as much as 400%, while enhancing the area's natural slopes and wetland features, and adding community facilities for hiking and recreation. Once a joint development strategy is agreed to by the private owners of the TIF site and the Town, a private-public sales campaign will be launched. This sales campaign has been temporarily scaled down to interrupt the permitting process of Wal-Mart, but will resume in FY11. For now, the state's Industrial Recruiters, as well as owners, various developers, realtors and businesses are now aware of this site's positive features for possible New Hampshire business expansions.

The Town also has designated the TIF District as a state-recognized **Enterprise Zone**, which enables modest but attractive tax-savings for a business that expands in the Zone.

The redesign options are available for review on the Town's web-site and in the Planning Office.

1. **Town-owned properties downtown on Abbot Court:**

The Town had wisely acquired four strategically located properties in the center of downtown over several years. These four properties – located on Abbot Court near the junction of West Broadway and East Broadway (often referred to as the DiFeo site) - offer the Town over 2.4 acres to redevelop to motivate the future development of the entire downtown.

TASK: The Arnett Development Group is to identify and propose redevelopment options for the Town for these key properties, and to begin implementation once a development option is selected.

Results: Four options for the development of these sites were presented to the Town Council and to the new **Derry Downtown Committee** (DDC) in 2010. Both groups were enthused by the range of options and the possible positive impacts on Derry's future. The Council and the DDC will prioritizing the Options in FY 2011, before asking the Group for implementation plans, budgets, actions and funding options.

The Abbot Court Options have also been shared with realtors, lenders, potential businesses, and adjacent property owners.

The Project Manager has been actively supporting the Director of Planning in establishing and supporting the new Derry Downtown Committee, which has made much progress in its first few months of existence.

2. **A Communication and Marketing Plan.** In its *FY 2010 Economic Strategy*, the Town Council set the writing and establishment of an internal and external Communication and Marketing Plan



as a priority. The Plan would address both internal and external audiences, and would encourage community outreach and open, transparent dialogue.

Task: Write and begin to implement this Plan. One aspect of a Plan is the *internal Communication Plan* between Town departments, and the departments with the community. The Town Administrator is leading this effort. The other focus of a Plan is the *external* communication to other Derry organizations, local and regional media, government offices and legislators at the local, state and federal levels. The Arnett Development Group is the lead for external communications.

The **Marketing Strategy** has been outlined, is being implemented, and is ready for community participation. A Marketing Strategy requires the community to ask - and answer- "*Why Derry?*" To be efficient and focused, the Town must know specifically what is being marketed, by whom, to whom, how, for how much, and are there any financial incentives to locate here versus many other competing communities? The Plan will encompass the specific Route 28 TIF (which requires the cooperation of the private-sector owners of this District), the Abbot Court town-owned properties, as well as the development of a "Derry brand".

Results: A Communication and Marketing Plan was drafted in the fall of 2009, and initial steps are being implemented, including additional outreach, better media relations, and the utilization of social media including facebook and twitter to communicate with tech-savvy citizens.

Outreach sessions included a joint Legislator-Town Council session, hosting of a Congressional visit, helping the Heritage Commission with a citizen-recognition event, and hosted a meeting for School Board Representatives, Derry legislators, Town Councilors with the Governor and his Legal Counsel on pending school funding issues and the impact on Derry residents.

3. **Other Projects Assigned:** Once a economic development presence capacity was again established at the Municipal Center – Stuart Arnett or another Associate of the Group is now on-site two days a week – other important projects were identified and assigned. These include:

Task: Establishment of a **Sustainable Farmer's Market** - a new project especially important to the Town Council, preferably as a downtown feature, before the summer growing season.

Results: The Group was assigned this project, and completed it in three steps:

- An initial *Feasibility Report* was presented to the Council in November 2009 as authored by our Associate firm **G2M Communications**.
- Options, and a recommended *Business Plan for a Sustainable Market* were presented and adopted in Spring 2010
- By using our funds to subcontract with a talented local person to be the **Market Manager**, the Market successfully launched in June of 2010. The Market Manager is ready to offer ways to continue the Market into the Fall and Winter, and thereafter.

Task: Another project assigned to the Project Manager was an important component of the road-widening of Route 28 that is scheduled for construction in 2011. Specifically, to project-manage a satisfactory relocation of the **Pinkerton Tavern Restaurant**, a popular family-owned business. The relocation is required due to the taking of road-frontage that is needed to widen the



road. The secondary objective is to offer to the Town options to the disposition of the building – **the Pinkerton House** – hopefully finding an option that affordably allows for the building’s reuse, avoiding its demolition, and preserving its historic and cultural legacy.

Result: Working with our state-designated relocation expert **Auxilium, Inc.**, the Arnett Development Group is regularly communicating with the *business owners* about their relocation options. These include the possible moving of the building to be re-used for the restaurant, as well as introducing new sites for a relocated restaurant. We have communicated to the business owners the levels of financial support the Town is required to offer, and the initial projection of costs for each option to the Town Administrator. Our Associate firm **Hawk Planning Resources** assisted in determining resolutions for any land-use options for this potential relocation.

Using the Group’s design Associates – **Saucier & Flynn Landscape Designs**, and **UK Architects** - we have produced four options for the re-use of the *Pinkerton House*, including three that could allow for the continued operation of the existing restaurant on site; with the building moved back from the road. Many questions remain, including determining which option will be selected by the business owners, the property owner, and by the Town Council.

Task and Results: The administration of a Town Revolving Loan Fund: The Project Manager assisted the Town Administrator in the successful transfer of a Town Fund to the oversight of the REDC, so economic development loans could again be made to Derry businesses.

Task and Results: Help businesses with their immediate needs: While not specifically in the contract, the Project Manager team has confidentially assisted several businesses in need. Assistance has included referrals, financing assistance, counseling on business matters, and acting as a liaison with Town, state or federal authorities. The Project Manager has also confidentially represented the Town to private developers and investors.

Conclusion

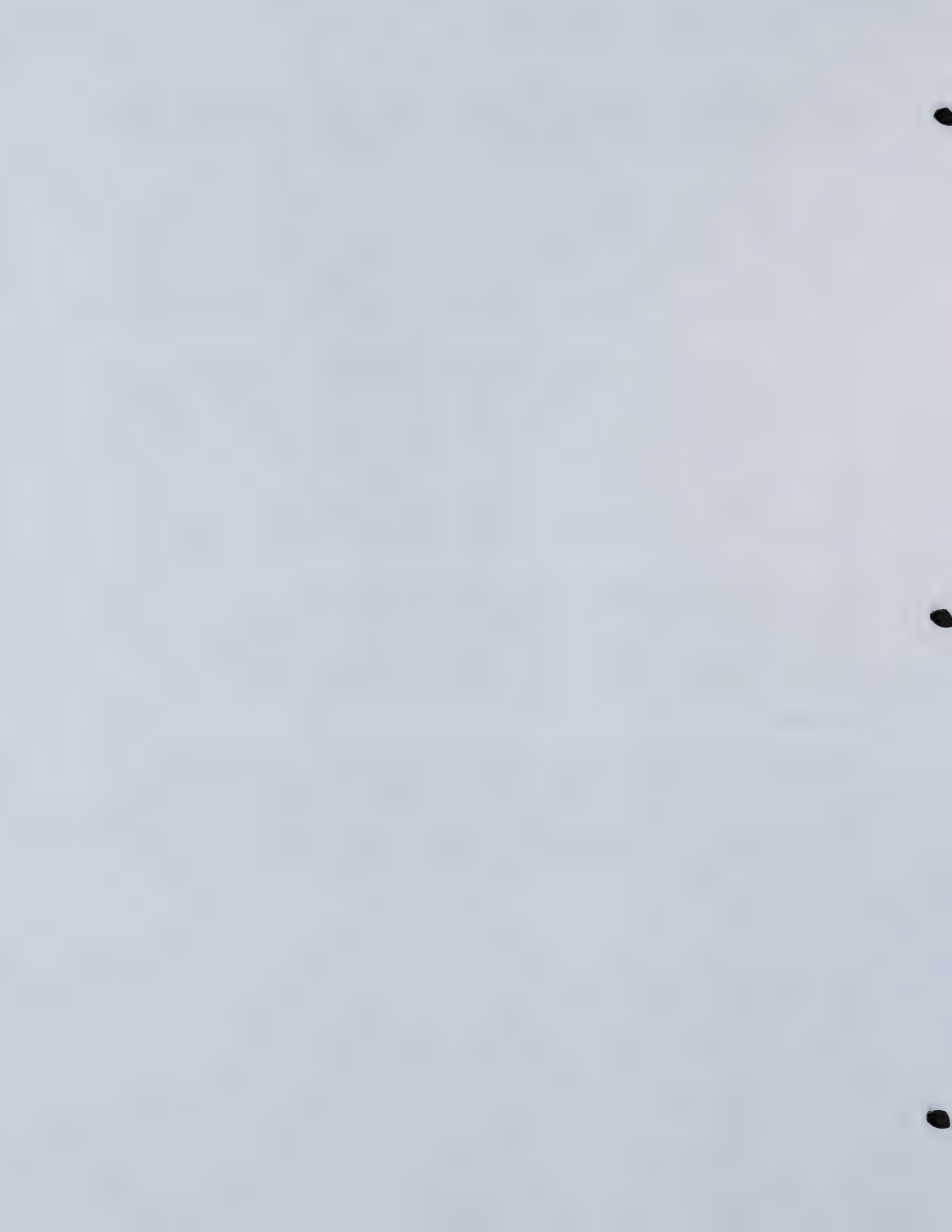
In FY 2010, the Town of Derry has made a good start on rebuilding its economic development team, as well as responding to immediate needs and opportunities. The Project Manager is very grateful for the assistance of Administrator Stenhouse, Planning Director Sioras, their colleagues working for the Town, the Town Council and the many concerned and helpful citizens engaged in moving Derry forward. With the good works of these good people and others, *Derry’s economic future looks bright.*

Respectfully submitted,

Stuart Arnett

Arnett Development Group LLC

Derry Economic Development Project Manager



Derry Energy & Environmental Advisory Committee

Background:

Committee was established by Town Council on October 27, 2009

First organizational meeting was held November 12th, 2009

First official meeting held December 7th, 2009

Meetings are held first and third Mondays of the month. (one meeting per month in June, July, August)

Members:

Tom Minnon, Chair

Brian Pellerin, Vice Chair

Jonathan Keaney, Secretary

Mary Lamont Till

Mark Brassard

Chris Cox – Alternate

Tom Cardin – Alternate

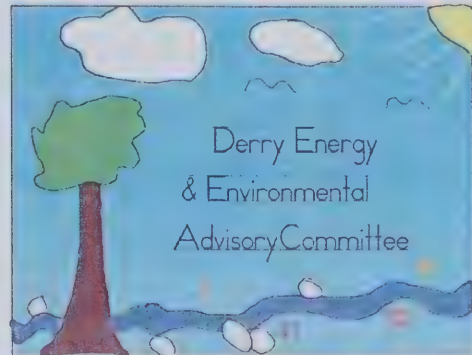
Ernie St. Pierre – Temporary Alternate

Garon Kachanian – Alternate (has since resigned)

Ernie Woodside – Temporary Alternate (has been removed due to absence from meetings)

David Milz – Town Council liaison (original liaison was Brent Carney)

We currently have two vacancies



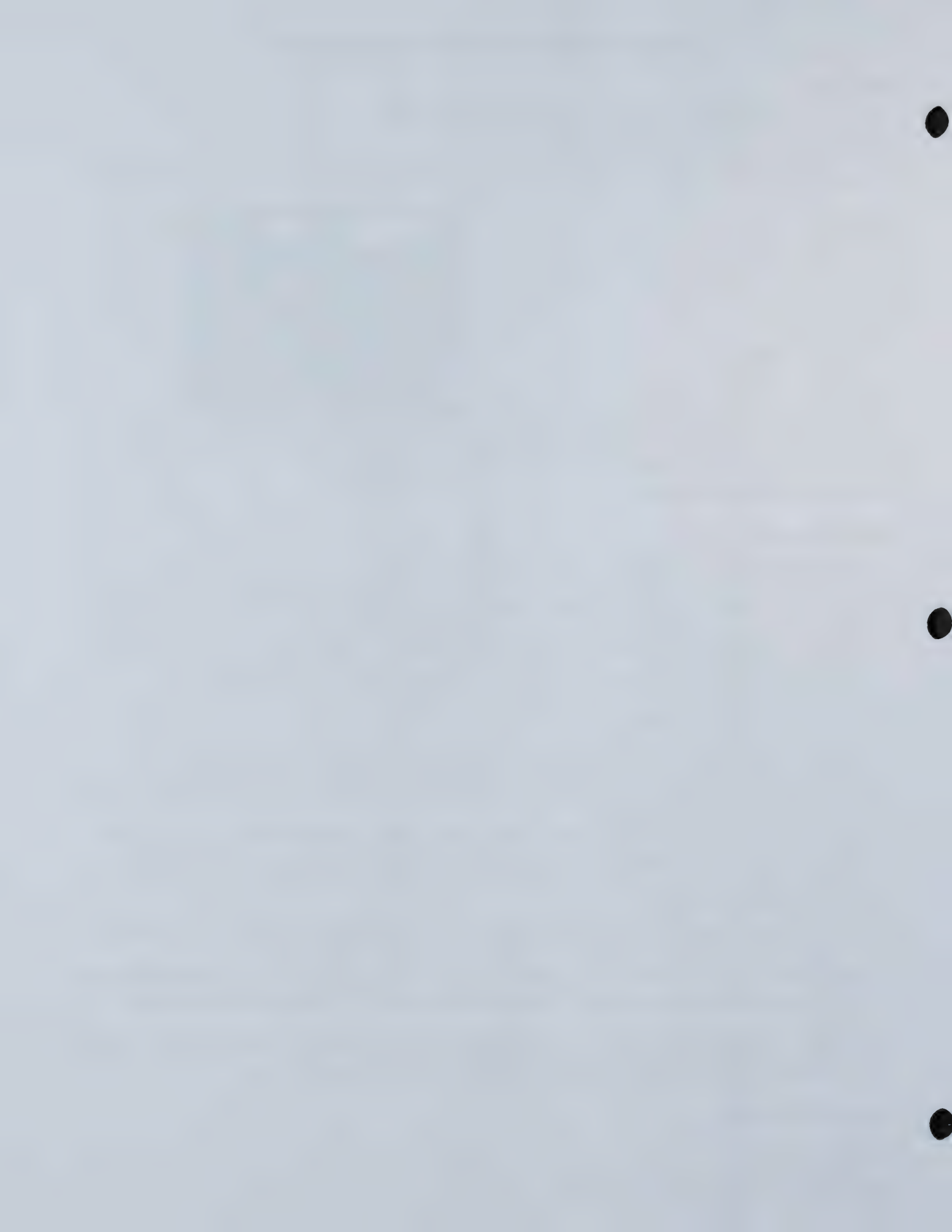
Accomplishments:

- Established committee bylaws. Copy can be viewed on web site.
- Established a committee web site as part of the Town of Derry web site. Several links are included for people to learn more about organizations involved in energy and the environment.
- Conducted an energy audit of the Taylor Library. This historic building was in dire need of reducing its heating and electrical costs of over \$3300 per year. We were asked to make recommendations within the \$10,000 budget appropriated by the Town Council. Our recommendations were unanimously approved by the Library Trustees and the Town Council. *Town Council approved \$10,000 for energy improvements.*
- 5 members installed several energy improvement measures at the Taylor Library on April 17th; including weather stripping, sealing ductwork, installing foam sealers at switch and outlet covers, installing setback thermostat, and installing 14 W CFL bulbs in place of 60 W incandescent resulting in a savings of 75% in lighting costs.
- Conducted a walk through at the Veteran's Hall to make recommendations on how to decrease the building energy use and improve human comfort. *Recommendations being implemented this year.*
- Organized an Energy Committee logo design contest for students in grades 6-8. Winner is Emily Harris of Gilbert Hood School.
- Introduced an ordinance that would exempt property taxes on solar and wind equipment installed on Derry homes and businesses. *Town Council approved these tax exemptions on March 2.*
- Installed recycle bin for batteries and cell phones in town's Municipal Center. www.call2recycle.com
- 5 members conducted downtown Derry clean-up day on April 24th in conjunction with Earth Day activities.
- Working with Cheryl Lynch at Derry Library in making recommendations on new paint and carpeting that will meet LEED standards in keeping with Derry's Clean Energy Ordinance.

Respectfully submitted,

Tom Minnon, Chair

Energy/Environmental Advisory Committee



DERRY FIRE DEPARTMENT AND BUREAU OF EMERGENCY MANAGEMENT
ANNUAL REPORT

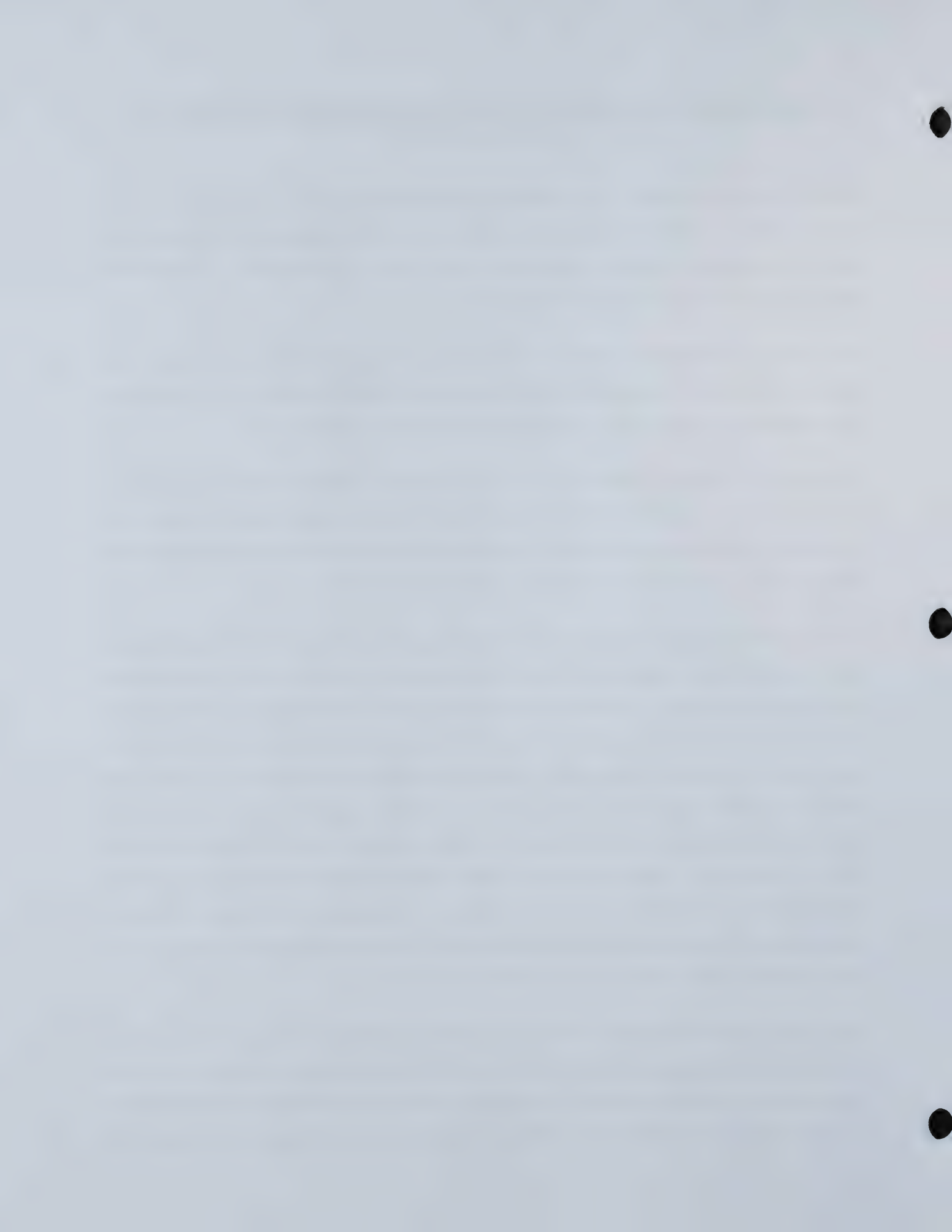
The Derry Fire Department is a full service fire department that provides emergency services and protection from fire, natural and manmade disasters and medical emergencies. It provides these services through four integrated and related areas within the Department – Fire, EMS, Emergency Dispatch and 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 from 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 FY 2010.

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. The changes also allowed us to have an operational plan that continued to have the four stations located throughout the town to remain open. We continue to address the problem that several areas of the town do not meet the nationally accepted response times for response to medical emergencies and fires. Further, in 2009/10 the Department modified the manner in which apparatus respond to calls based on the E-911 call determinant. Medical emergency calls that are determined to be at an alpha level (as determined by the call taker at E-911 in Concord) are now dispatched to respond with normal traffic flows and without emergency lights and sirens. This mode of operation is done so for the safety of the firefighters as well as for the safety of the citizens.

During this year the Department was forced to deal with a number of long-term vacancies due to personnel injuries and illness. In order to remain within the budget that was adopted by the Town Council the Derry Fire Union agreed to forego all contractual pay increases for the fiscal year FY 11. This allowed the Department to maintain an adequate minimum staffing for the remainder of



FY 10 and develop staffing plans for FY 11 that would allow all four fire stations to remain open. This labor–management partnership in public safety is an example of successful problem solving that encourages collaboration within the Department.

Last year the Town Council approved a False Alarm Ordinance. The ordinance allows the Town to fine occupancies that have numerous false alarms due to improper maintenance or carelessness. The intent of this ordinance was to make occupancies that had numerous false alarms to become aware and then to properly maintain or upgrade their alarm equipment. The long term impact will assist the Department in having apparatus ready to respond to true emergencies when needed. To date, this has been determined to be a successful program.

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 has continued to reduce its energy consumption and make 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 that are described in the facilities portion of this report.

BUREAU OF EMERGENCY MANAGEMENT

It was a busy year for the Town of Derry Bureau of Emergency Management. There was a valuable pandemic flu exercise, seasonal floods, a wind storm with severe power outages, preparations for both severe heat and a possible hurricane. We welcomed a new member of the team to the Bureau. Ray Brown, a retired Coast Guard Captain, has assisted the Bureau in reviewing our current Emergency Operations plans and developing policies for the Bureau. Ray was a huge asset during our emergency operations during this past year.

EMERGENCY MANAGEMENT

The flu exercise, a statewide exercise enabled by the Federal Department of Homeland Security in the fall, brought together the community and as a by-product enabled actual immunizations.



Both the capabilities and limitations of New Hampshire DHHS were realized, as were the emergency character of local medical facilities. All this is valuable information for future events.

There were no disasters, but simply the yearly challenges where buildings are perhaps in less than optimum sites. The “Wind Storm of 2010” began on the night of Thursday, February 26th. Gusts did reach 100 mph. Some 300,000 homes in New Hampshire lost power. The area of Derry / Greater Derry was the hardest hit region in the state, with ninety percent of buildings losing power. Governor Lynch declared a “State of Emergency.” This unavoidable emergency never became a crisis owing to Derry’s emergency responders. Many roads in Derry and in the approaches to Derry were closed or dangerous owing to high water, downed trees, hot wires and shoulder erosion. The Community Emergency Response Team was promptly activated and performed admirably. The Derry Emergency Operations Center was activated at 0000, 2/26, with a much used EOC Hotline. Marion-Gerrish Community Center was quickly established as a warming center. Derry and Londonderry established and co-staffed Londonderry High School as a shelter, which became the most visited shelter in the state. Cooperation was excellent. Water was made available to the community at both the Municipal Center and at Central Fire. Response and Recovery was essentially concluded by noon on Tuesday, March 2nd. All concerned did learn and apply lessons from the Ice Storm of December 2008. The Derry Public Library was for the first time employed as a warming center. Private enterprises, Planet Fitness and Workout Club and Wellness Center, opened their doors at no charge. The Community worked as one. The number of service calls to the Fire Department spiked over a 48 hour period. There were heat, generator and flooding problems.

In both prevention and in actual incidents/emergencies, the Bureau of Emergency Management employed all means of communication to advise citizens - Code Red, Cable TV, press releases, radio, signage and wellness checks by CERT Team visits. The programmable signs reported last year proved invaluable for public information. As the weekend was ending, concerns about school status rose considerably in call queries. The portable signs with hotline / school / assistance information were very well received. Wellness checks by teams comprised by Police, Public Works, CERT, and Fire – both visits and area assessments - were well received, provided confidence to the community, and determined where and where not to expend efforts. PSNH did make every effort to be responsive. Press reports were generally of assistance to the effort and



positive in tone. Town councilors did fully understand the difference between governance and operations. The lessons learned with respect to communication, public information, shelter, and staffing are important, but in no way demonstrate a requirement for major changes in Derry Emergency Management. Planning for acquisition of communication needs for both the EOC and the alternate EOC (at the Police Department HQ) are underway, partially accomplished and pending current and future budgetary deliberations.

Later in 2010, in the high summer, the Bureau of Emergency Management also undertook preventive measures for potential heat waves and a hurricane, advising the public through all available means of communication and considering worst case staffing requirements. However, the planning became nothing more than a valuable drill. The relationship with Cable TV and other news media outlets continues to be an important emergency management resource.

C.E.R.T.

The Derry Community Emergency Response Team (C.E.R.T.) was busy throughout the year with training, preparing, assisting with a number of exercises and responding to local emergencies. The current C.E.R.T meets monthly at the Hampstead Road Fire Station to train and review procedures. The team has grown to nearly twenty active members. The C.E.R.T. assisted with the pandemic flu exercise held at West Running Brook School. Members assisted with emergency operations during the Wind Storm of 2010 by providing personnel for road detours and traffic control, clearing of debris, wellness checks and damage assessment. The Derry C.E.R.T. assisted with the manning of the Derry-Londonderry co-sponsored long term shelter operations at the Londonderry High School. During the summer heat-wave the Derry C.E.R.T. prepared to staff cooling stations within at the Marion Gerrish Community Center.

The Team trained throughout the year with team building exercises, such as, ICS 317 training, PSNH Fires and Wires, Propane Safety and Awareness, Traffic Control and SkyWarn Training. The Derry C.E.R.T. recently assisted with Traffic Control at the June 2010 - DPD Blood Drive. The CERT Team is a welcome addition to our community and is always willing and available to assist the Town in times of emergencies and when volunteer help is needed.



FIRE DEPARTMENT

PERSONNEL

This past year, we bid farewell to Lieutenant Brett Scholbe. Brett was a member of the Department for 28 years. Lt. Scholbe was one of the first Firefighter/Paramedics in the State of NH and was the first Director of Communications, Fire Alarm and Technology. As such, he was responsible for the development of the professional and technically skilled staff that dispatches our emergency calls, coordinates all communications and maintenance and design of our internal information and technology programs and equipment. Lt. Scholbe's skills, knowledge and technical expertise had a tremendous impact of the communications center over the years and will be sorely missed. We thank Brett for his guidance and assistance in developing this Bureau and we wish him well in his future endeavors.

With Lt. Scholbe's departure we welcome Jon Goldman as the Director of Communications for the Derry Fire Department. Jon comes to us with over fifteen years experience in police/fire/EMS and was also the IT manager at his previous employer. Jon's first day of work was February 26, 2010 the day of the wind storm, and he was put right to work. Jon looks forward to a long career here in Derry, and is excited to be working for our department.

Battalion Chief Michael Gagnon received the 2010 VFW Firefighter of the Year Award. This decision was made unanimously by all Chief Officers of the Department. Chief Gagnon oversees all emergency operations and develops the policies, procedures and operating guidelines for those operations. As the Operations Chief he has delegated, trained and worked with other officers to enhance and develop operational programs. As an officer in the Department he leads by example. As the Senior Battalion Chief he has shown great leadership in developing his peers and subordinates. He has worked with the other Chiefs to build consensus on Department issues and objectives. He has recognized internal issues in the Battalion Chiefs' Office and is willing and capable of dealing with those. Mike is a very able chief officer in every duty and assignment he has been given. Through his management and guidance the Department has made numerous changes (based on funding) that have continued to enhance our operations maintaining the level of service the community expects as well as maintaining safe working operations for our



members. Externally he has worked with the area fire departments in developing effective automatic aid responses both in Deny and to surrounding communities. Through collaboration and team building we have seen effective changes in how we deliver our services. In each instance Chief Gagnon has fulfilled the duties with professionalism and a commitment to excellence. Mike performs in a professional manner and expects nothing less from his fellow Battalion Chiefs, Officers and Derry Firefighters. We congratulate Mike on this award.

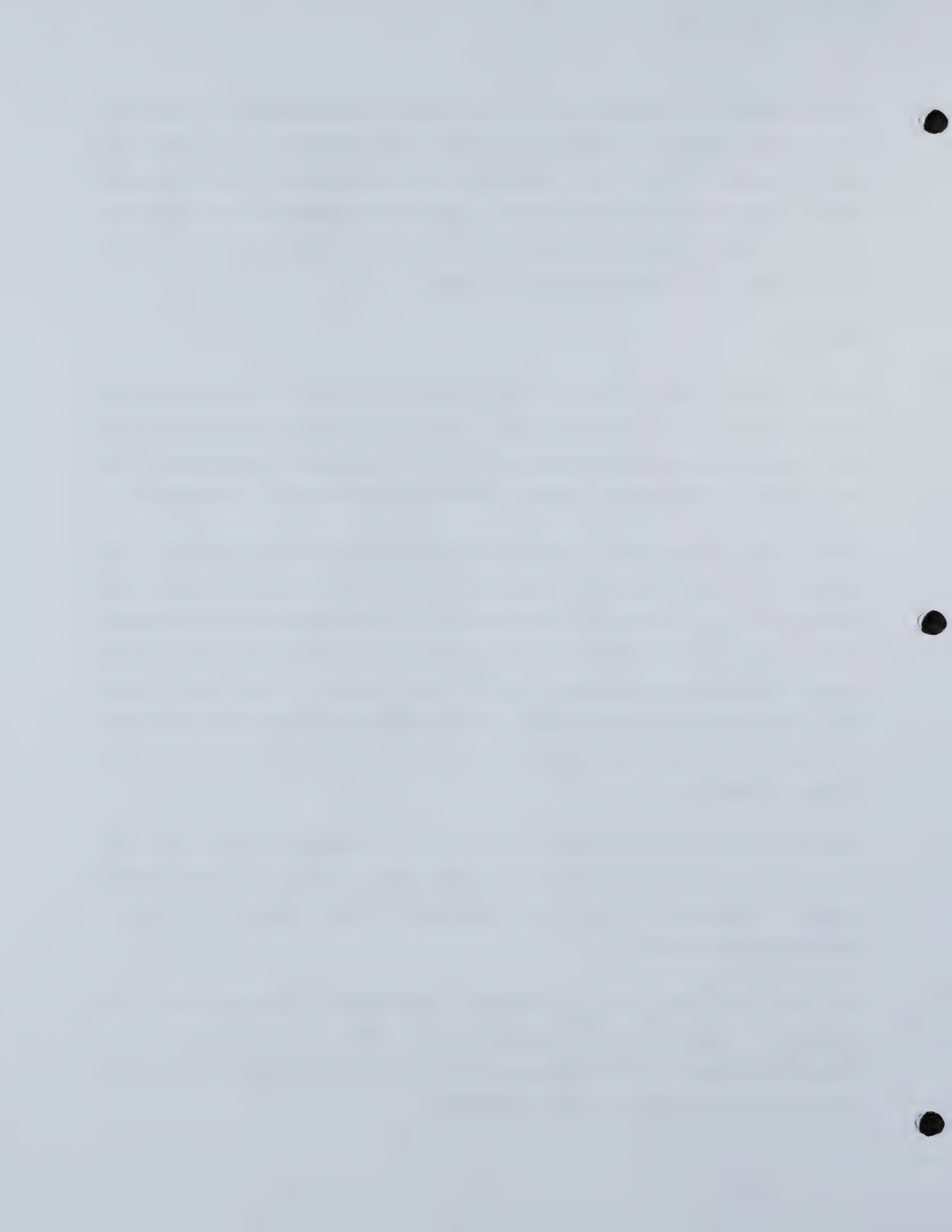
TRAINING

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 for the Derry Fire Department.

Between July 1, 2009 and June 30, 2010 members of the Department have participated in 7,924 staff/hours of training. With 4,227 staff/hours of EMS refresher and continuing education training; and 3,541 staff/hours of fire, rescue, prevention, and emergency management training. This averages 116 hours of training per department member. This training was delivered using a variety of techniques, including the use of an EMS patient simulator, on-line training, traditional class room training and hand's on training. Online training was through the Fire Emergency Training Network and online training was available for firefighters through the Federal Emergency Management Agency.

This year's training has been focused on four areas: (a) Mandatory EMS Refresher and Continuing Education Training, along with EMS training on new skills and techniques; (b) Fire Inspector Certifications; (c) Review and maintenance of basic firefighter skills and; (d) Hazardous materials training.

The results of this and prior years training has been apparent by the performance of the firefighters and dispatchers at several technically difficult EMS calls, the increased number of cardiac saves observed and several dangerous and technically difficult emergencies including the Windstorm and the recent fire at 78 Warner Hill Road.



A goal of the Department is to get the individual fire companies more involved with fire inspections of places of assembly and to assist with inspections of schools. With this in mind, the Derry Fire Department partnered with the National Fire Protection Agency. Twenty-one department members have started the process of becoming certified as NFPA Fire Inspectors. This process will be complete by October of 2010. Once completed, the Department will have over twenty-five certified Fire Inspectors.

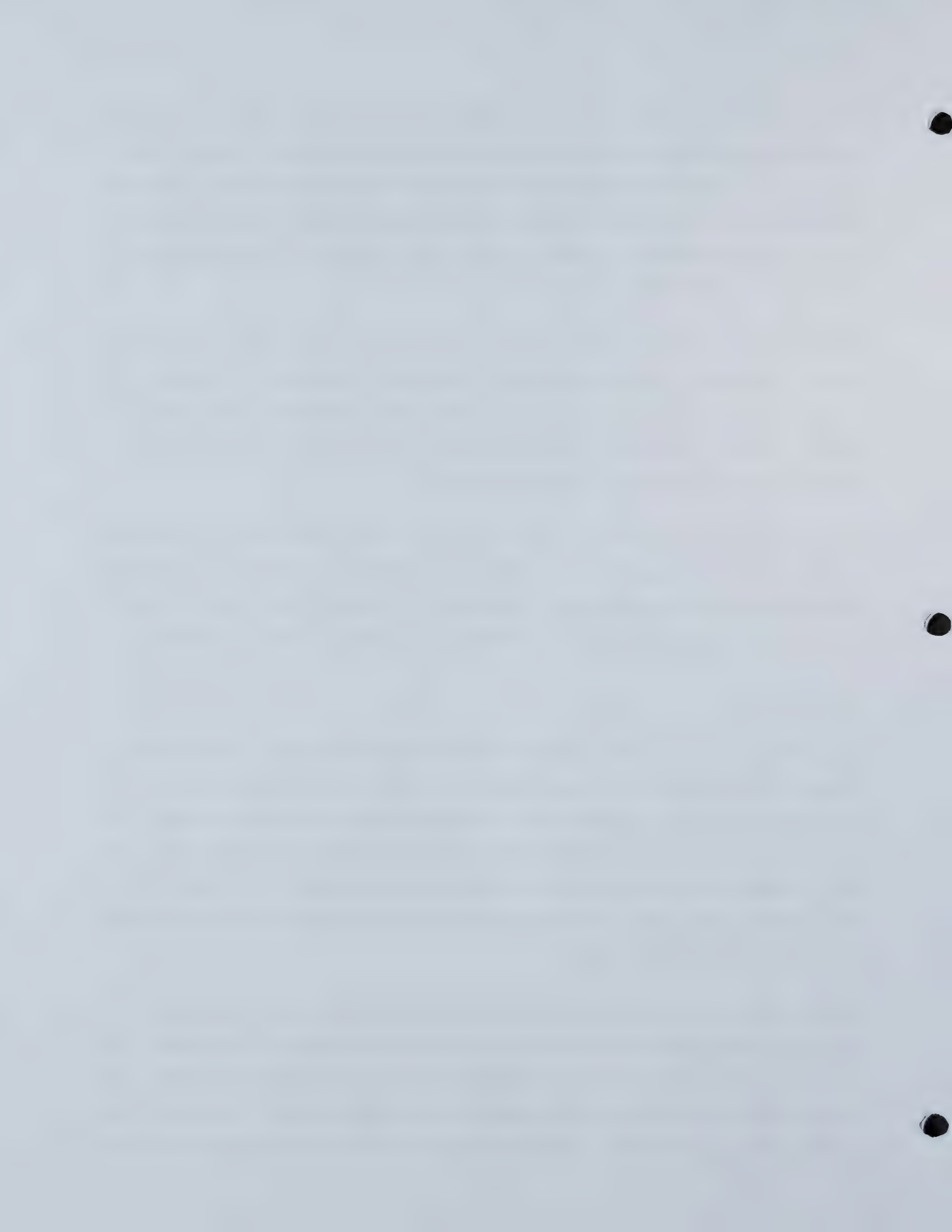
This fiscal year Battalion Chief Mike Gagnon completed his four years of training through the National Fire Academy and was awarded the certification of Executive Fire Officer. This prestigious designation is only given to about 150 fire officers, across the country, each year. Currently, Battalion Chief Jack Webb and Lieutenant Bill Gillis are enrolled in the same program and will be completing it in the upcoming years.

This year has seen the Department become more involved with coordinating and developing training with the New Hampshire Fire Academy. Fire Chief George Klauber is on the New Hampshire Fire Standard's and Training Commission while Battalion Chief Webb is a member of the committee writing a Heavy Vehicle and Machinery Extrication and Rescue curriculum.

FACILITIES

Central Station - The Derry Fire Department Central Station is located at 131 East Broadway, just west of the Danforth Traffic Circle. The station is a 9500 square foot facility (6500 sq. ft garage space and 3000 sq. ft dispatch, office and living quarters). It contains living quarters for up to seven emergency response personnel that are assigned to the station for 24 hour shifts. 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.

The natural gas usage continues to be higher than we would like to see. The budget has not allowed for us to upgrade or replace heating units in the apparatus area in accordance with engineering, so we continue to run units that are not of sufficient size to operate efficiently. 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 and meet State



EMS requirements. The high call volume of over 4,000 runs a year means that the apparatus doors are opened and closed often. We have implemented some changes to control heat loss, including: installation of a door timer on Bay 2 to close the door automatically after apparatus leaves and we have 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.

The one two punch of the Windstorm in February and the flooding in May resulted in property damage to some interior space, the parking lot, fencing, introduced mold into the station and required flooring to be replaced.

The Central Fire Station will benefit from a recent FIRE ACT Grant to equip the station with sprinklers. An automatic fire suppression system will protect the employees and equipment at Central Station.

There will be additional facility needs during the next fiscal year(s). The roof is in need of significant maintenance and water flows into the station through floor drains under pressure when it rains. We have noticed acceleration in the rate at which the pavement at the front of the station is sinking and failing. These items will be addressed as budgets allow.

English Range Road - The Derry Fire Department English Range Station located at 1 English Range Road continues to serve the north end of Derry. The station houses Engine 3, Medic 3 and the fire alarm division truck. The station also houses the antique fire apparatus and Museum collection. Repairs and upgrades to the Station included: repairs to the driveway in order to improve drainage and reduce slip and fall issues outside in inclement weather; driveway lines were repainted as well as lines in the apparatus bays by the Derry DPW; and flooring in the common areas of the living quarters was replaced to make maintenance cost effective and provide a lasting product. The February Wind and Ice storms battered the station and grounds causing damage to trees and landscaping at the station. Damage to electrical supply lines created electrical fluctuations which caused damage to the kitchen range hood in the building, the Smokey Bear Fire Danger sign and permanently damaged the flag pole. These repairs will be completed in FY 11 through claims that were placed through our insurance carrier. Energy conservation continues to be a priority at all fire stations in Derry and this station is keeping in



line with that mission. Environmental factors are the biggest concern in maintaining the fuel consumption.

Hampstead Road Station - The Derry Fire Department Hampstead Road Station is located at 74 Hampstead Road. The Station was built in 1974 as a 3 bay call fire station and an addition was added in 1994 to increase the apparatus bay area by one bay, increase the size of the administrative and living quarters and add a training room. The building is approximately 110 feet wide and 60 feet deep (approximately 7800sq/ft) is located on 0.7 acres and is serviced by a well and a septic system. The Station is staffed full time by 4 shifts of between 3 and 5 personnel depending on staffing levels. The station also houses a 150kw portable generator and a trailer for emergency management. The only training room that is sufficient for the Department's use is located at this station. The room is used for daily crew training, train the public, CERT meetings, state classes and some college level classes when related to fire science. It also doubles as a meeting room for post incident analysis or crew meetings. The cascade/compressor system to fill the Derry Fire SCBA cylinders and a repair room for repair and maintenance of all breathing equipment is located at this station.

Island Pond Station - The Derry Fire Department Island Pond Station is located at 190 Warner Hill Road. The one major improvement was the replacement of 3 oil fired furnaces and 1 A/C unit with two high efficient heaters and one 1 new 4 ton A/C unit all running on propane. These units have allowed us to save on fuel and have given us additional needed storage space on the apparatus floor. Energy conservation has been and will continue to be high on our list to evaluate.

FIRE PREVENTION

The Bureau of Fire Prevention is responsible for all fire code and gas piping inspections, plan reviews, and public safety and fire education. The Bureau completed a number of multi-family occupancy inspections during the year as the Department emphasized residential inspections. The Bureau has been working with local businesses and multi-family owners to bring their buildings into Fire Code compliance. With a sluggish economy the Department is working with a number of property owners to develop acceptable timelines to complete the improvements

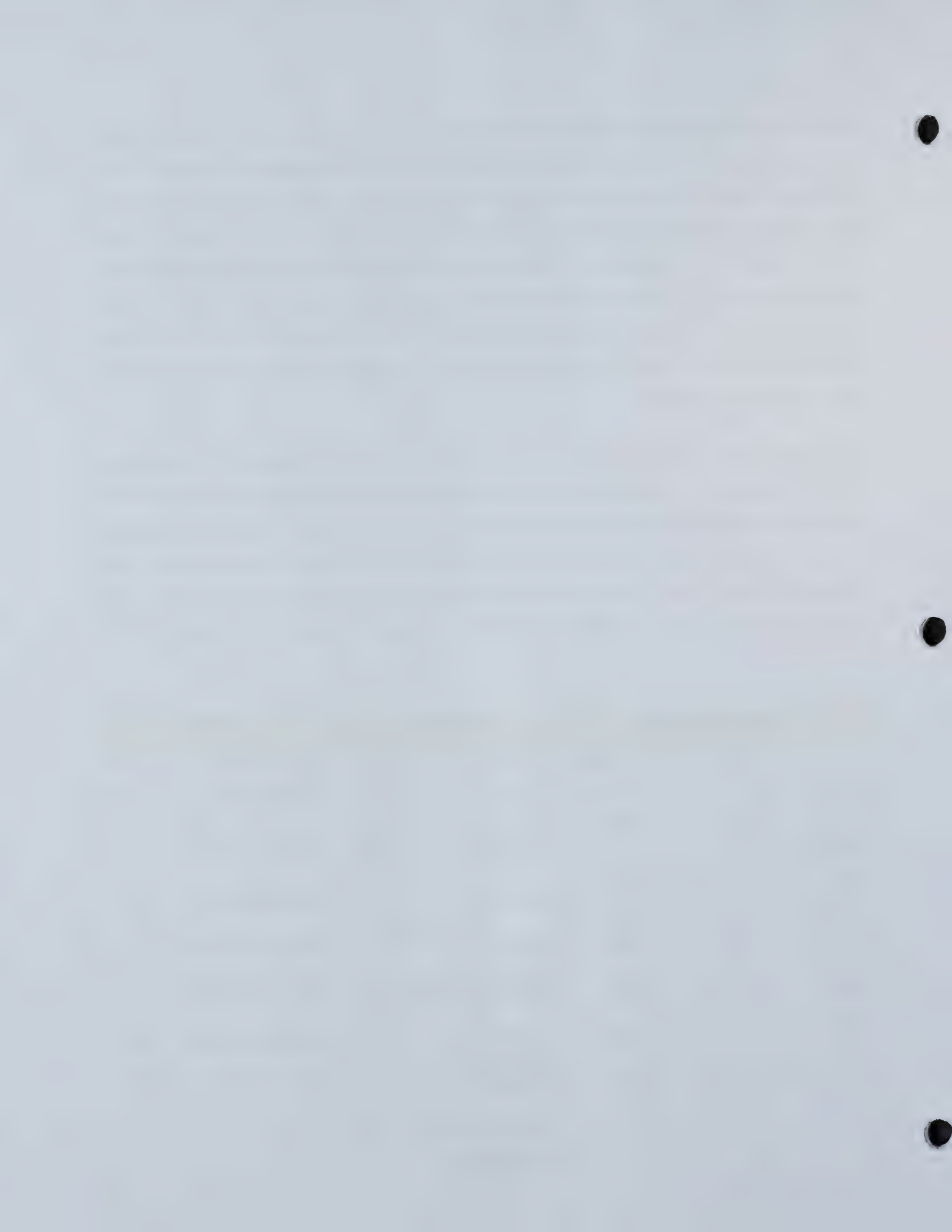
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required to meet the fire code requirements. The Bureau continues to be a busy office. Although the economy remains slow the Bureau continues to be busy with occupancies throughout Derry requesting change of occupancy and usage, renovations, upgrades and additions. The Bureau has seen numerous requests from businesses and homes for inspections for gas and oiled fired heating upgrades and replacements. With the winter storms that Derry experienced the past two years we are seeing an increase in propane stationary generators being installed. We issued 239 gas piping permits, 204 gas burner permits, and 64 oil burner permits this year. The Bureau attended 23 technical review meetings, to review new development plans as well as review for new and relocated business.

The Department is continuing to emphasize fire safety and public education to be the primary means of keeping our community safe from the devastating defects of fire. This year we did 80 presentations for our middle and elementary classrooms. We were able to reach 2854 students out of 4148 students. Fire safety talks and fire extinguisher training was provided to 1476 persons. Our open house was a great success which was attended by over 547 people. One hundred twenty-two public education presentations were given this year with a total of 4,877 attendees.

Prevention Activity			Inspections		Permits	
	Occurrences	Persons	Residential Occupancy	31	Burning permits (*Derry Only)	3691
Educational Facilities	80	2854	Commercial Occupancy	47	Assembly permits	71
Fire Station Tours	15	181	Educational	38	Blasting permits	2
Public Safety	19	939	Assembly	71	Plans Reviewed	68
Fire Ext. Training	7	356	Day Care	8	Gas Piping Permits	239
Open House	1	547	Gas Pipe Residential	212	Gas Burner Permits	204
Total		4877	Gas Pipe Commercial	27	Oil Burner Permits	64
			Oil Burner	64		
			Gas Burner /Wood Stove/ Fireplace/	207		



TOOLS AND EQUIPMENT

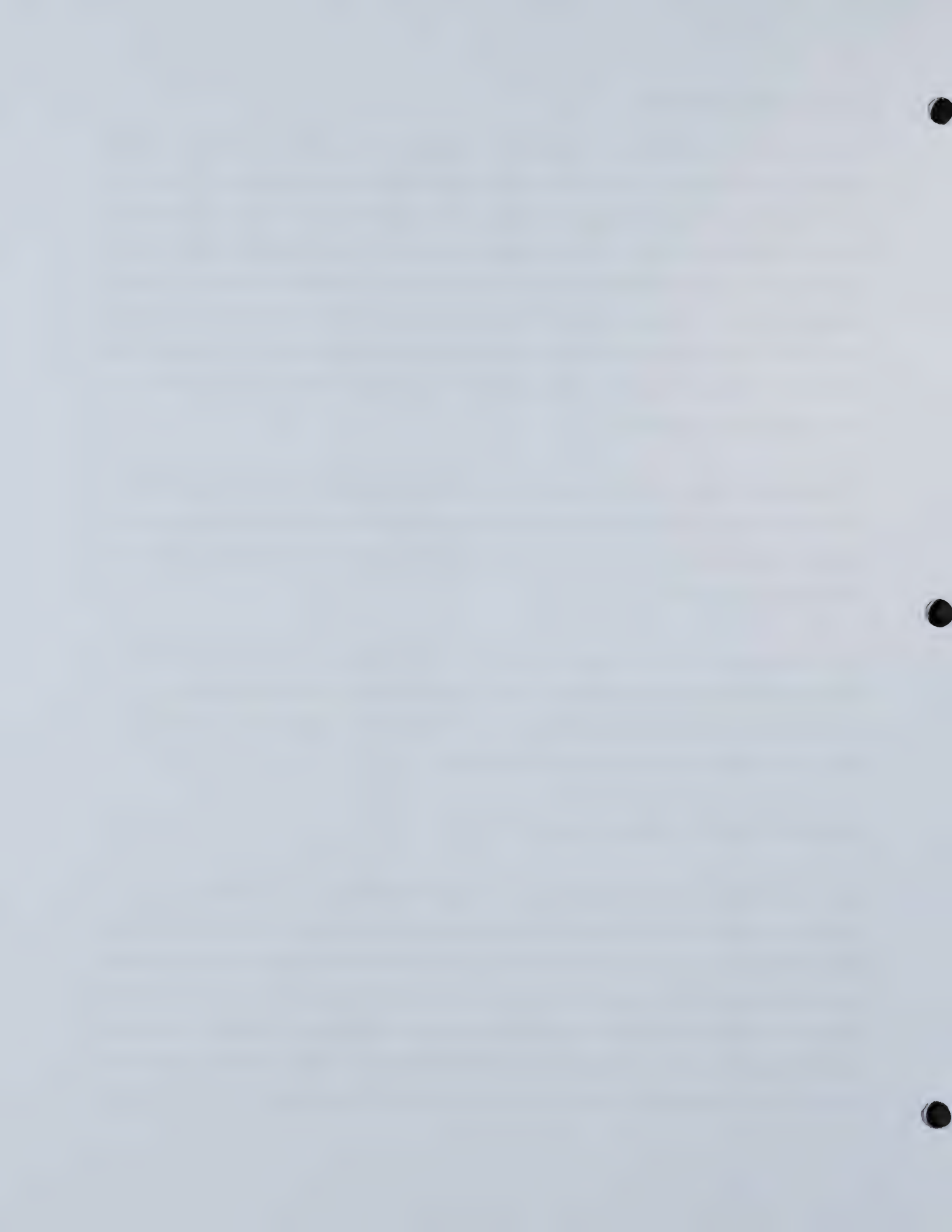
The Derry Fire Department has continued to maintain all essential equipment, personal protective equipment (PPE) and uniforms during these times of reduced budgets. This is the result of careful planning and management during prior years. During FY 2010 the Department purchased replacement Rescue Lifting Airbags for Rescue #1. The lifting bags were nearing their 10-year life span. By replacing the lifting bags at this time the Department was able to take advantage of a trade in program offered by the manufacturer. The Department also purchased several TFT firefighting nozzles. All apparatus firefighting equipment was updated and standardized. The members have worked diligently to maintain the Department's inventory of hand tools and related equipment.

PPE was inspected and replaced as required by the Department's Safety Plan. This year PPE has been inspected early to assess the need for replacement and to allow ordering before the expected January price increase. Each firefighter has been issued new structural firefighting gloves that enhance dexterity and safety.

The Quartermaster system has completed year 4 of the 5 year plan. This has allowed level funding of uniforms. The Department's plan to meet the NFPA standards appears to be an obtainable goal. In the upcoming fiscal year the Department is planning to explore on-line ordering to streamline purchases and control inventory.

EMERGENCY MEDICAL SERVICES AND AMBULANCE

CAAS Accredited Derry Fire Department firefighters/EMS providers provide emergency medical services to our community at a level unsurpassed 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. This independent accreditation process provides confirmation to residents, businesses and visitors of Derry that high quality, pre-hospital emergency medical care will be provided whenever there is a request for medical aid. The Derry Fire Department is one of seven fire



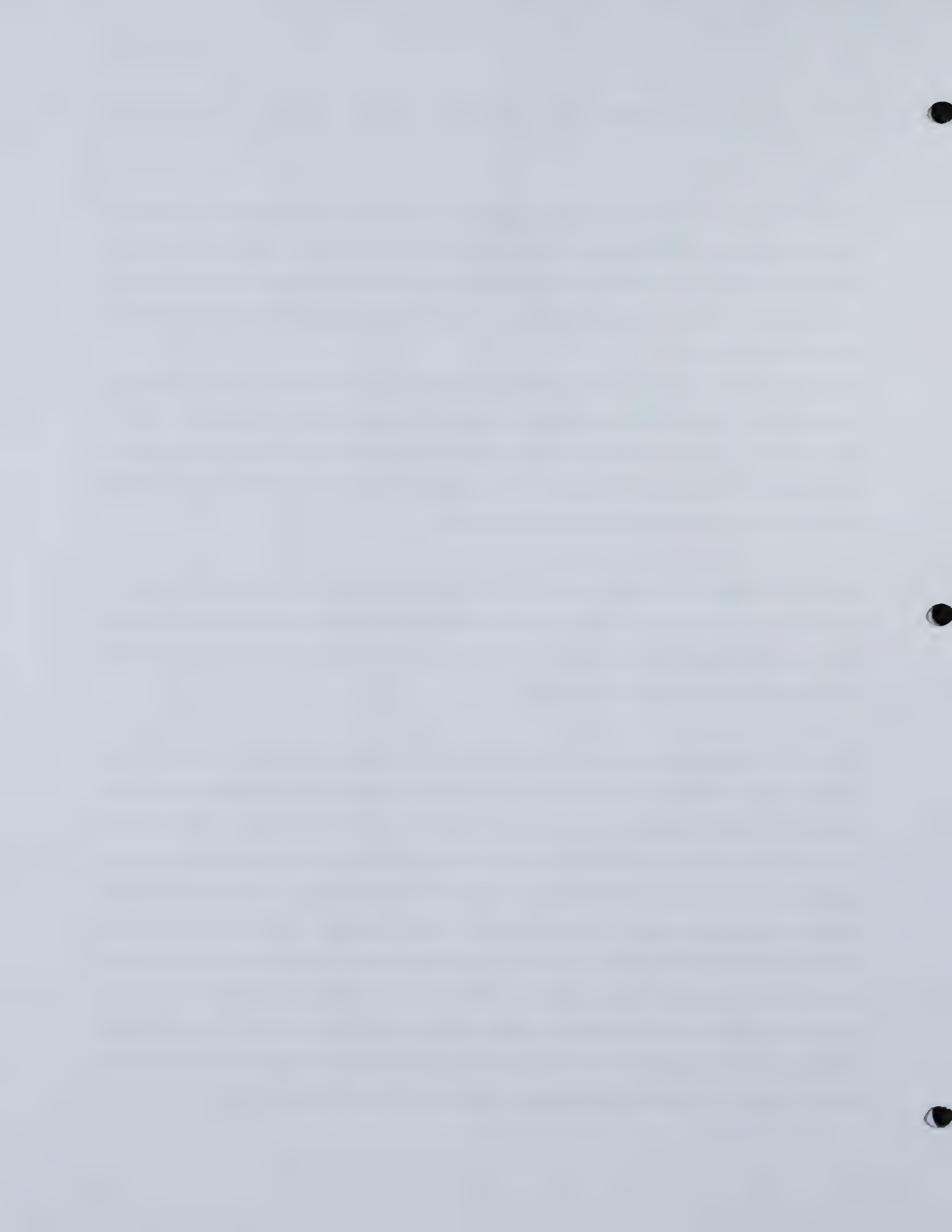
based municipal EMS agencies across the country that has achieved this prestigious accreditation.

The Derry Fire Department successfully completed the process of recertifying and relicensing our National Registry EMT/Basics, Intermediates and Paramedics whose certifications were due to expired in March, 2010. EMS providers must recertify with the National Registry of EMTs every two years. National Registry certification is required as a prerequisite for New Hampshire EMS Provider Licensure.

The Director of EMS, a licensed EMS Instructor/Coordinator, provided State of New Hampshire, Bureau of EMS approved refresher training programs and required continuing education to on-duty companies. Continuous EMS training is scheduled for the first full week of each month. Each Derry Fire Department EMS provider has available to them no less than 36 hours of EMS refresher and continuing education each calendar year.

Derry Fire Department Paramedics successfully completed the State of New Hampshire, Bureau of EMS renewal process for Rapid Sequence Intubation (RSI) certification, an advance airway skill. Derry Fire Paramedics are the only EMS providers in our region certified to perform this emergency life saving advance airway skill.

The Derry Fire Department continues to promote our 2007 HeartSafe Community Initiative. 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 800 residents have been trained in American Heart Association CPR/AED and over 20 Public Access AEDS have been registered. According to the American Heart Association only 5% of out of hospital cardiac arrest victims survive. Survival rates across Derry, as a result of this Community Initiative, have increased from 5% up to 24%. We are well on our way to saving more lives. Our goal is to train 10% of the community in American Heart Association CPR/AED. The HeartSafe Initiative will allow anyone from Derry the opportunity to become CPR trained. As a result of our HeartSafe Initiative and community based CPR/AED trainings, in 2010 the New Hampshire Department of Safety, Bureau of EMS and the Department of Health and Human Services, designated the Town

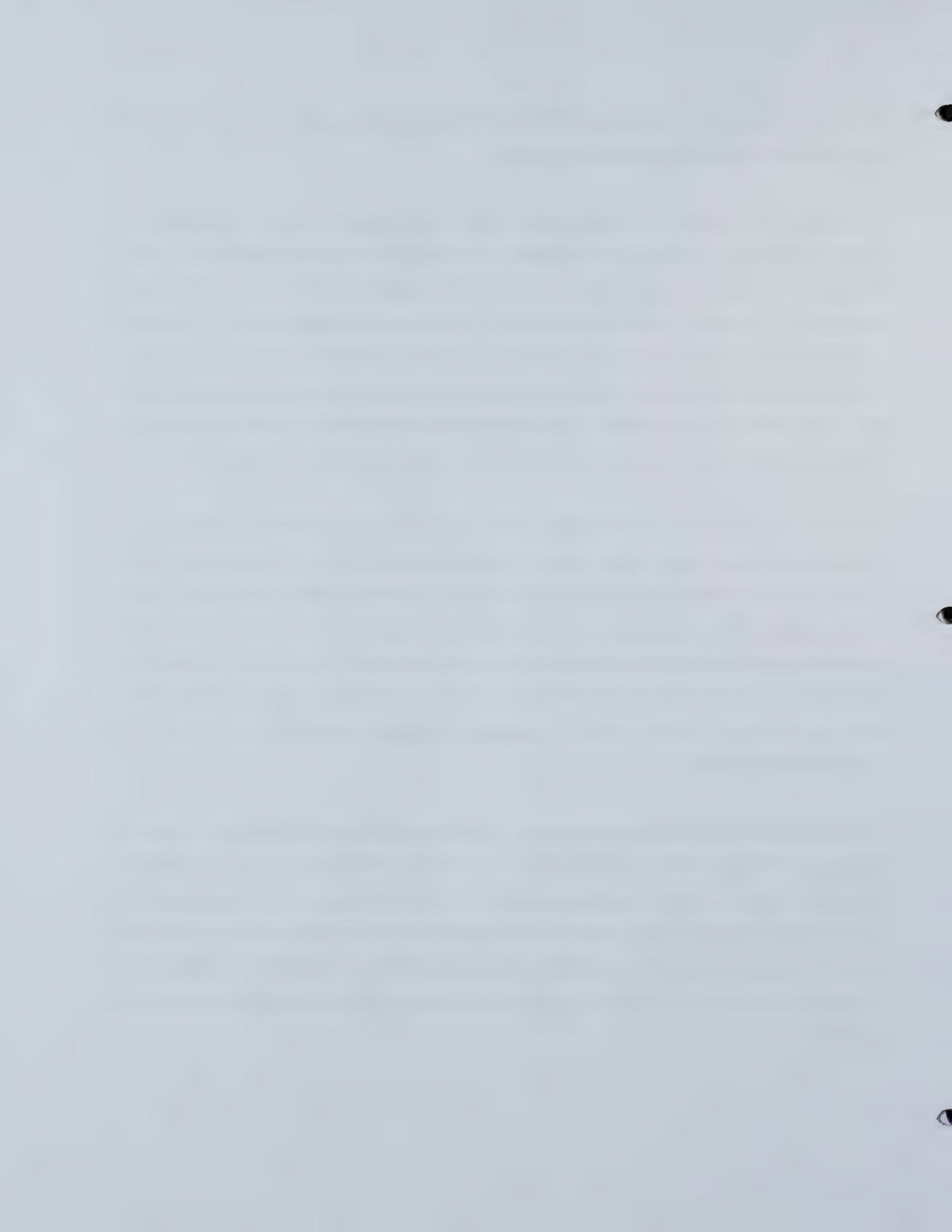


of Derry as a HeartSafe Community. The Town of Derry was among the first New Hampshire communities to obtain this HeartSafe designation.

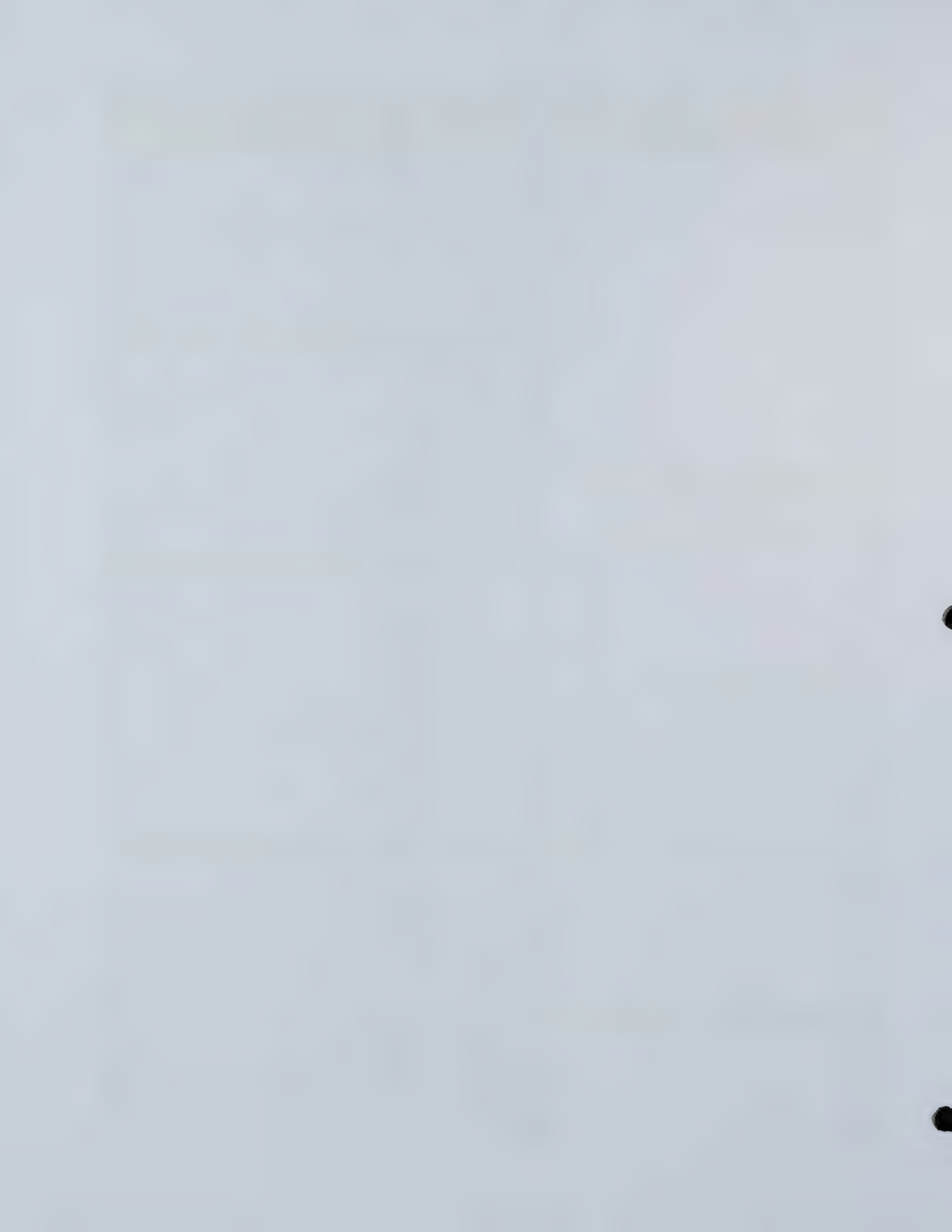
The Derry Fire Department, in collaboration with the Rockingham VNA, has implemented a referral program for elderly residents, known as Elderly Falls Prevention, intended for elderly residents who have fallen and refuse treatment and transport by EMS. Falls in the elderly population is a serious public health problem. Falls have devastating and life changing implications on the elderly with high morbidity and mortality rates. Many of these victims refuse to be transported, fearing a loss of their independence and placement into nursing homes. Prior to this collaboration, Derry Fire EMS providers had no resources to offer our elderly residents. It was expected that there would be another fall and an eventual transport to the hospital.

This new and unique program will identify elderly fall victims seen by EMS. Our mutual goal is to ensure a safe and healthy home for our elderly residents. EMS will be required to obtain written permission from the fall victim so that their protected health information can be released to Rockingham VNA. Rockingham VNA will contact the fall victim as well as their personal physician and schedule a home health and safety inspection. The services provided by Rockingham County VNA to our elderly population has significantly reduced additional falls and injuries associated with these falls. This unique collaboration has improved the quality of life of our elderly population.

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. This new ambulance replaced our oldest ambulance, a 2002 Ford that retired after many miles and years of faithful service. The unique design of this ambulance was modeled after our first AEV ambulance placed in service in FY 2009. The design provides a safer transport for both the patient and the EMS provider.



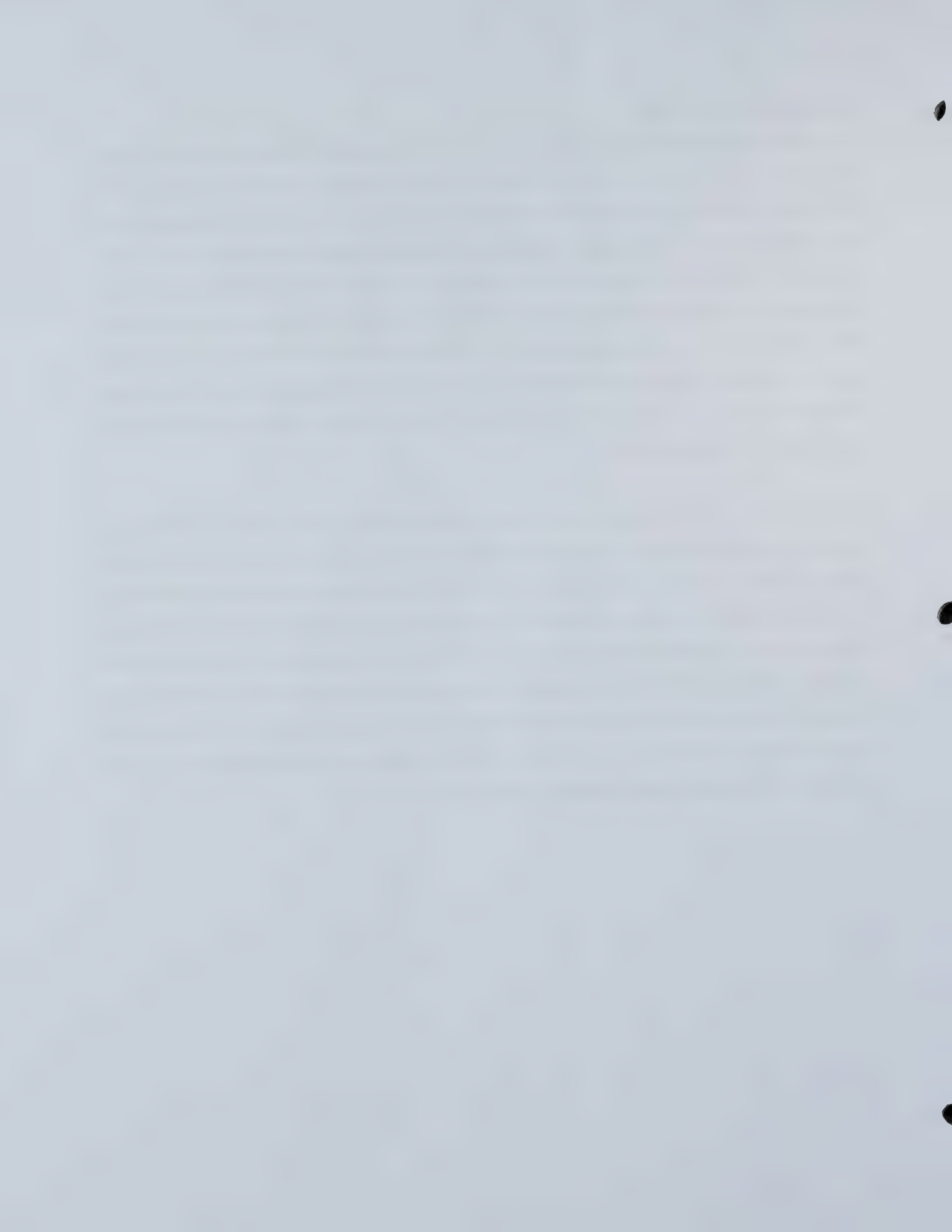
Derry Fire Department EMS Patient Encounters			
Total EMS by Community		EMS Response Breakdown	
Atkinson	5	ALS 911 Response (Scene)	2923
Auburn	213	Walk-In Emergent	7
Chester	163	ALS Intercepts other Towns	5
Danville	2	Hospital to Hospital Emergency Transfers	3
Derry	2564	Mutual Aid	112
Hampstead	23	Standby	2
Litchfield	1	Total	3052
Manchester	1	Response Disposition	
Londonderry	60	Cancelled Enroute	57
Salem	2	Dead on Scene	19
Sandown	9	No Patient Found	23
Windham	9	Patient Refuses Care	597
Total	3052	Standby Only	2
Total EMS Other Communities	488	Treat and Release	25
(Derry provides contracted EMS transportation)		Treated, Transported by Law Enforcement	2
Total Transports		Treated, Transported ALS	2327
BLS	756	Total	3052
ALS1	1444	Hospital Destinations	
ALS2	119	CMC, NH	81
SCT	8	Concord Hospital, NH	1
Total	2327	Elliot Hospital, NH	255
		Exeter Hospital, NH	9
Derry Transports		Holy Family, MA	5
BLS	677	Landing Zone for Helicopter	6
ALS1	1237	Lawrence General Hospital, MA	1
ALS2	97	Mass General, MA	2
SCT	8	Parkland Medical, NH	1965
Total	2019	Mass General, MA	2
		Total	2327
Chester Transports		EMS Response by Location Type	
BLS	34	Farm	5
ALS1	92	Health Care Facility	318
ALS2	11	Home Residence	1892
SCT	0	Industrial Place	10
Total	137	Jail/Sally Port	23
		Lake/River	6
Auburn Transports		Place of Recreation	59
BLS	45	Public Buildings/Schools	144
ALS1	115	Street/Highway	491
ALS2	11	Trade or Service (Business, Bars, Restaurants)	104
SCT	0	Total	3052
Total	171		



COMMUNICATIONS CENTER

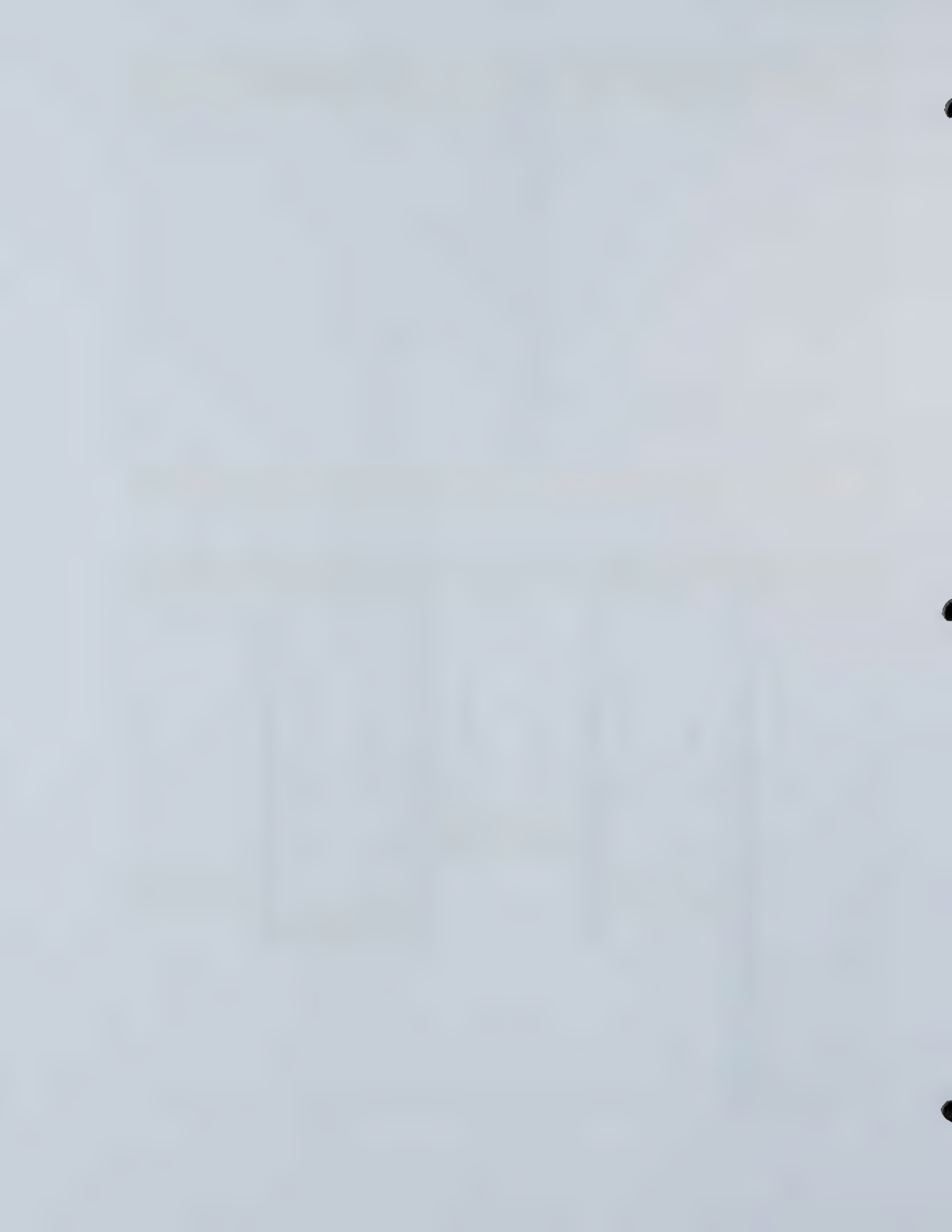
The Derry Fire Department Communications Center is responsible for dispatching the fire and emergency medical services for the Towns of Derry, Auburn, Chester, Hampstead and Windham. Additionally, Derry Fire Alarm provides dispatching, record keeping and support for the Southeastern New Hampshire Hazardous Materials Mutual Aid District and is the Coordination Center for the Southern Tier of the NH Statewide Fire Mobilization plan. Derry Fire Alarm Communications Dispatchers dispatched a total of 8,127 calls for service last year. Derry Fire Alarm has consistently seen calls dispatched increase over the years. We currently staff one dispatcher on per shift and between overlap and second dispatcher coverage we have an additional 62 hours per week of "double coverage." As call volumes increase it would be our goal to have double coverage 24/7.

Our Dispatchers are the greatest asset of the Communications Center. These professionals constantly devote themselves to continued education in order to improve themselves. They do this by seeking out and attending free, or low/no cost training classes and conferences, sometimes on their own personal time off. We have three personnel assigned to the regional HazMat teams' communications section. We have two personnel on the NH Telecommunicator Emergency Response Task Force, which is a unit supported by the State of NH Office of Emergency Management that deploys dispatchers all over the state to assist with large scale incidents such as the Wind Storm of February 2010 or anytime another communications center needs relief either due to natural disaster or other needs.



Fire and Rescue Responses by Type		Communications Center Calls Dispatched	
Structure	56	Derry	4546
Vehicle	14	Auburn	488
Brush	47	Chester	533
Fires, other types	43	Hampstead	1030
Alarm call no fire	407	Windham	1508
Hazardous Condition	160	SENH Haz-Mat	22
Good Intent	239	Total Calls Dispatched	8127
Service Call	547		
EMS /Rescue Responses(Does not include Pt's treated/transported in	3033		
Total Responses	4546		

Fire and Rescue Responses by Units									
STATION 1		STATION 2		STATION 3		STATION 4		ADMIN/STAFF	
Unit	Responses	Unit	Responses	Unit	Responses	Unit	Responses	Unit	Responses
CAR 1	642	MEDIC 2	130	MEDIC 3	424	MEDIC 4	552	CHIEF	7
CAR 2	19	E2	541	E3	854	E4	704	U 1	27
MEDIC 1	2298	TANK 2	5	TOTAL	1278	TRUCK 4	187	K 1	17
E1	2283	U2	8			R4	29	K 2	7
E6	3	TOTAL	684			MAR 4	6	TOTAL	58
TRUCK 1	178					TOTAL	1478		
TANK 1	113								
F 1	46								
R 1	290								
RQTR	1								
U 3	18								
TOTAL	5891								



FINANCE DEPARTMENT

FISCAL YEAR 2010 ANNUAL REPORT

As mentioned in last year's report, Fiscal Year 2010 was highlighted by the transition to a new Tax Collector and deputy Tax Collector on July 1. Nancy Watson assumed the position of Tax Collector, having served as the Town's Deputy Tax Collector since 2006 and had served for 12 years as the Town Clerk & Tax Collector in Hampstead. Dalia Ragas assumed the position of Deputy Tax Collector, having served as a Customer Service Assistant in the Tax Collection Division since March 2007. Ongoing training of employees is a hallmark of the Department as we strive to continually improve the professionalism and customer-oriented service of our staff. I am blessed with a dedicated, competent, customer-oriented staff and I continue to 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 Collector Nancy Watson, Assessor Dave Gomez and Human Services Administrator Jill McLaughlin.

With no increase in the consumer price index used to determine the tax cap each year, the development of the FY2011 budget was again a significant challenge given inflationary and contractual increases in the Town's operating cost. All Departments were aware of these constraints as they prepared their budgets requests that would result in no increase in the tax rate that was approved for 2008. 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 budget that was 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 was at the 2009 tax rate level and proposed utilizing \$466,000 of general fund balance. The final FY2011 budget approved by the Town Council on May 18, 2010 was also at the approved 2009 tax rate, but utilized no general fund balance.

Despite the continued difficult economic times being experienced locally, as well as nation-wide, the Town's finances remain 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 FY2009 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 FY2010.

Respectfully submitted,

Frank L. Childs

Frank L. Childs
Chief Financial Officer

Assessing Division

Fiscal Year 2010, as in past years, was a very productive and busy year for Assessing as we implemented the assessment update action plan for Tax Year 2009, part of the original plan that covered Tax Years 2008 & 2009. The plan was presented to the Town Council during the Town Budget deliberations in March and April of 2009 and the necessary funding approved. To determine the scope and costs of the project, the Department conducted sales to assessment ratio studies. The ratio studies looked at sales from midsummer 2008 through to early summer of 2009. The studies indicated that if we did not update assessments for 2009, the overall sales to assessment ratio would be over 110%. Completing the 2009 update is 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 1.

For 2010, as part of our yearly routine, we have completed the annual cycled inspection program. The project this year focused on all residential and commercial condominium complexes, including condex properties. Condominium properties encompass all geographic areas of the Town, with commercial units centered in the Downtown and Manchester Road/Route 28 areas. There were approximately 2300 parcels visited, with call backs being made as necessary. We also reviewed all properties with outstanding building permits, as well as all property sold during the year.

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 2009 indicates that the Town's overall level of assessed value to market value was 95% (for 2008 it was 96.9%), 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% for year 2009, an improvement over 2008 (9.6% for 2008). This C.O.D. is considered to be in the 'excellent' range, for tax year 2009, as it was for 2008. Also, our studies through June 2010 indicated that this number would have climbed to over 10%, which approaches a 'fair rating', if we had not done cycled inspections and permit/sale reviews. 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. Due to this 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 that the assessment update program moves forward every two or three years, the next being 2011/2012. This 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 2010 net taxable valuation is \$2,478,610,559, the figure that will be used by DRA to set the 2010 tax rate in October 2010. The net valuation decreased by \$2,397,186 compared with the 2009 tax year. That net decrease reflects the slowdown in the economy with few new building permits issued since April 1, 2009, and changes as a result of the cycled inspection

completed this summer. Also there was an increase in the number of elderly and blind exemptions granted. Within the Town of Derry is the Chase's Grove Village District that must be reported to DRA separately, though its valuation for 2010 (\$10,870,390) is included in the overall valuation shown above. The Town's 2009 net taxable valuation, upon which the tax rate was set, was \$2,481,007,745, with a resulting tax rate of \$27.88 / \$1,000 of valuation. Since there was no appropriation for the Village District for tax purposes for 2009, there was no tax rate to report.

The public can access much of our assessment data on-line. Assessment data is updated monthly and may be viewed at www.visionappraisal.com for the Town of Derry. We ask that you if you use this tool, that you report any issues you find with the data to the Department as soon as you can so that we can address them immediately. We have found that the VISION system is very user friendly and it has easy look up and reporting routines. Also, there is one workstation in the Public Research Area, at the Municipal Center next to the Assessor's Office which is available for the general public to access this data. Property record cards are printable from that workstation and 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. We also have links on the Department's site for exemption and Veteran Credit qualifications and application procedures, as well as Current Use and other information.

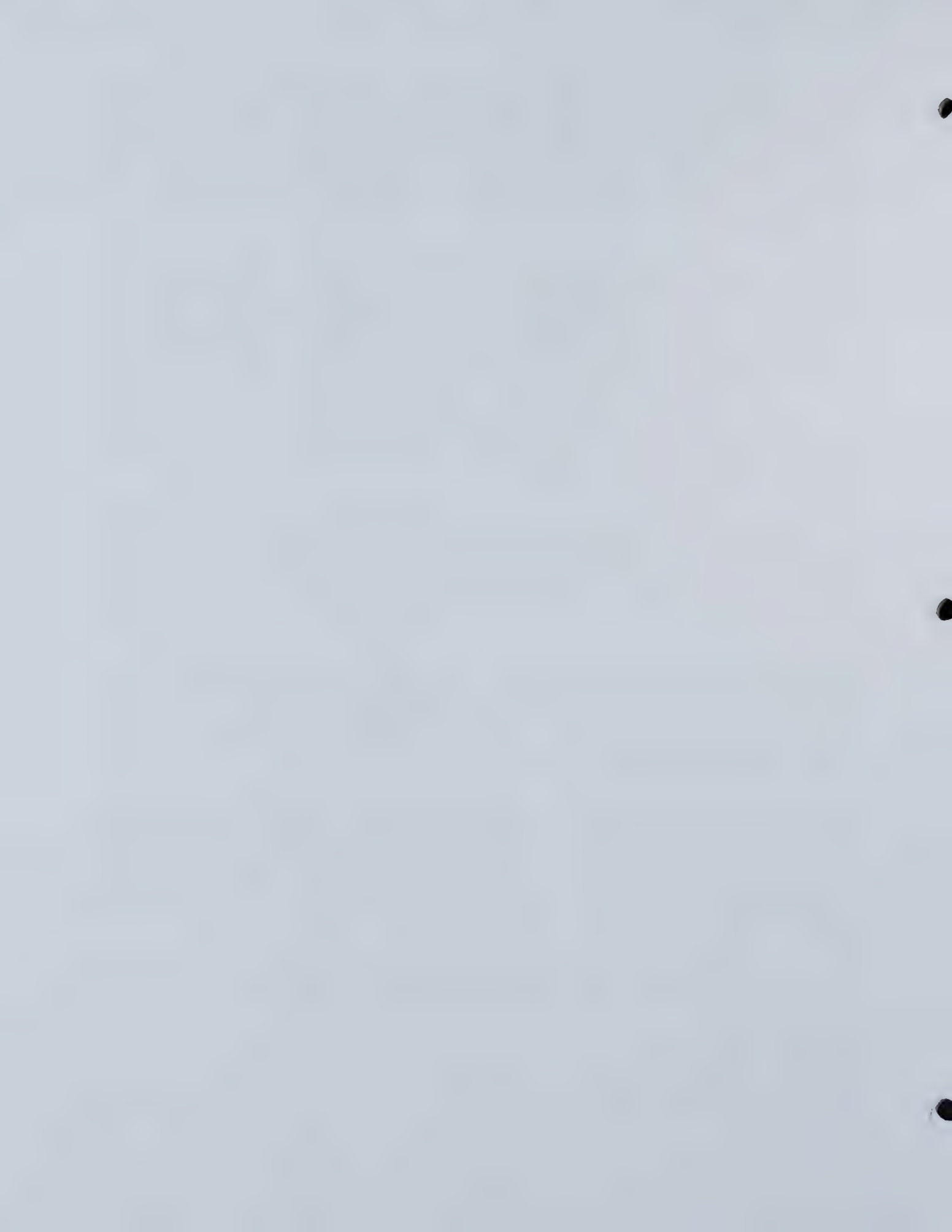
We encourage taxpayers to review the reverse side of their tax bills for very important collection and assessment information, including tax relief assistance that is allowed by State Statute that may be available through this office. All applicants must meet various levels of criteria to qualify for any programs offered. If you feel you may qualify or have questions, please do not hesitate to contact the Department at 603-432-6104.

I thank my staff for a job well done. Throughout 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 and attentive to the responsibilities of our office.

The Assessing staff and I wish to thank the public and our other Town departments and staff for their assistance, cooperation, understanding and patience throughout the year.

Respectfully Submitted,

David N. Gomez
David N. Gomez, CMA, CNHA
Assessor



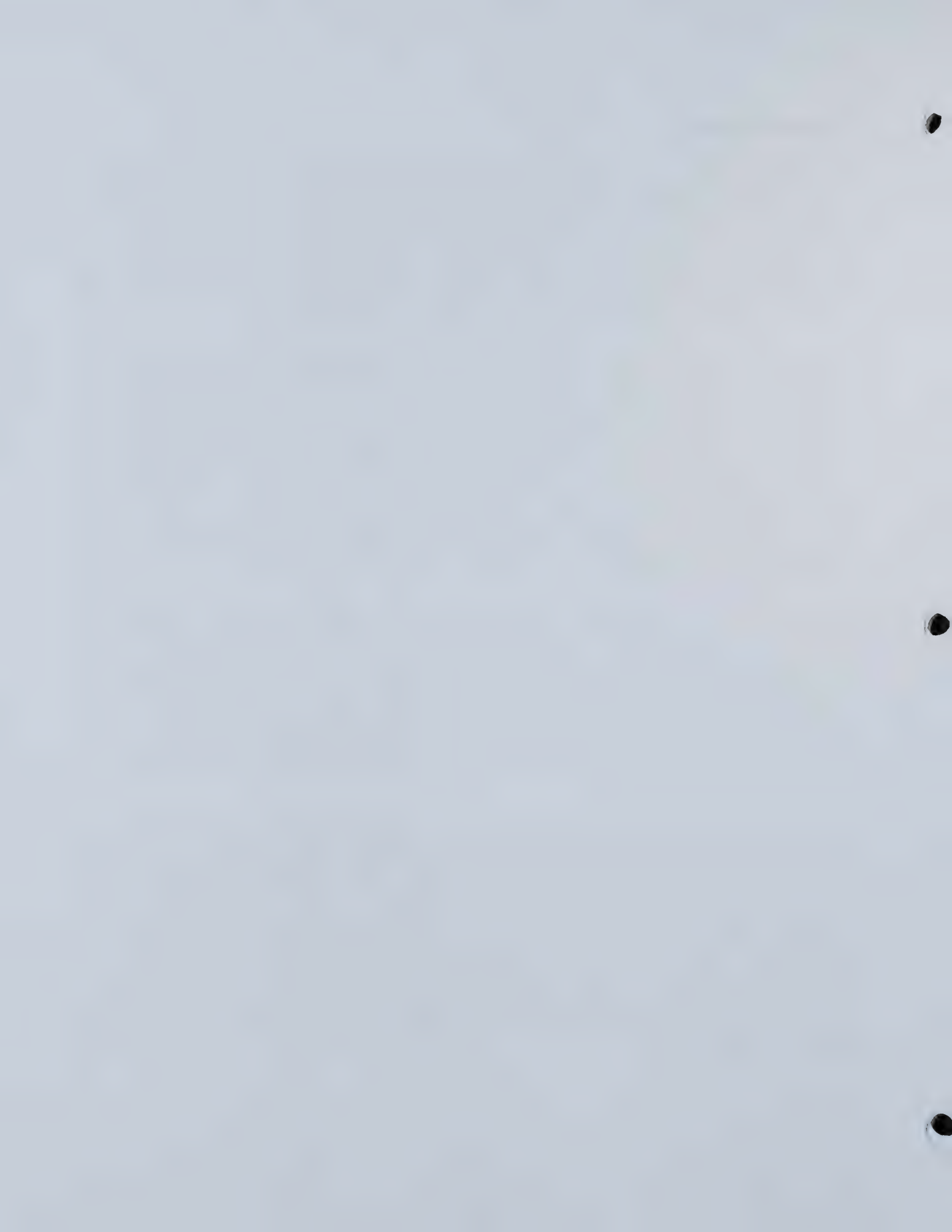
Finance Division

For the 12th 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, 2009. 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.

Early in 2010, the town issued a Request for Proposals (RFP) for a new audit firm. The Town's Charter requires that the auditors must change every five years and FY2009 was the fifth year of audit services being provided by Vachon, Clukay & Co., PC. In response to the RFP, two firms submitted proposals and Melanson Heath & Company, PC, Nashua, New Hampshire, was selected as the Town's new Certified Public Accounting firm. The Town's first annual audit by Melanson Heath, for the fiscal period ending June 30, 2010, is scheduled for mid-September, with some preliminary audit field work done in June. When the final audit and Comprehensive Annual Financial Report are completed, the reports will be reviewed by both the newly-formed Audit Committee and the Finance Committee, after which they 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 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. Department staff also plays an integral role in the collective bargaining process by providing cost projections for items that are being negotiated, giving the negotiating team critical factual data to assist them in their deliberations. In addition to these routine responsibilities, the department staff assists with special projects and provides general financial advice/recommendations to the Town Administrator, the Town Council and Town Departments.

During the year one of our employees relocated to California and one retired, both full-time employees. Both were devoting substantial effort to collection of public safety billing, including ambulance services. As part of the process of transition of these positions, written procedures for the Bookkeeper were expanded and improved, helping to insure a smooth transition for the replacement employees. Those employees were replaced by one full-time and one part-time employee and have made improvements to the collection effort, both in process and effectiveness. The town continues to pursue clients who do not respond to billing requests or do not apply for hardship by 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.



Other key highlights for the year were:

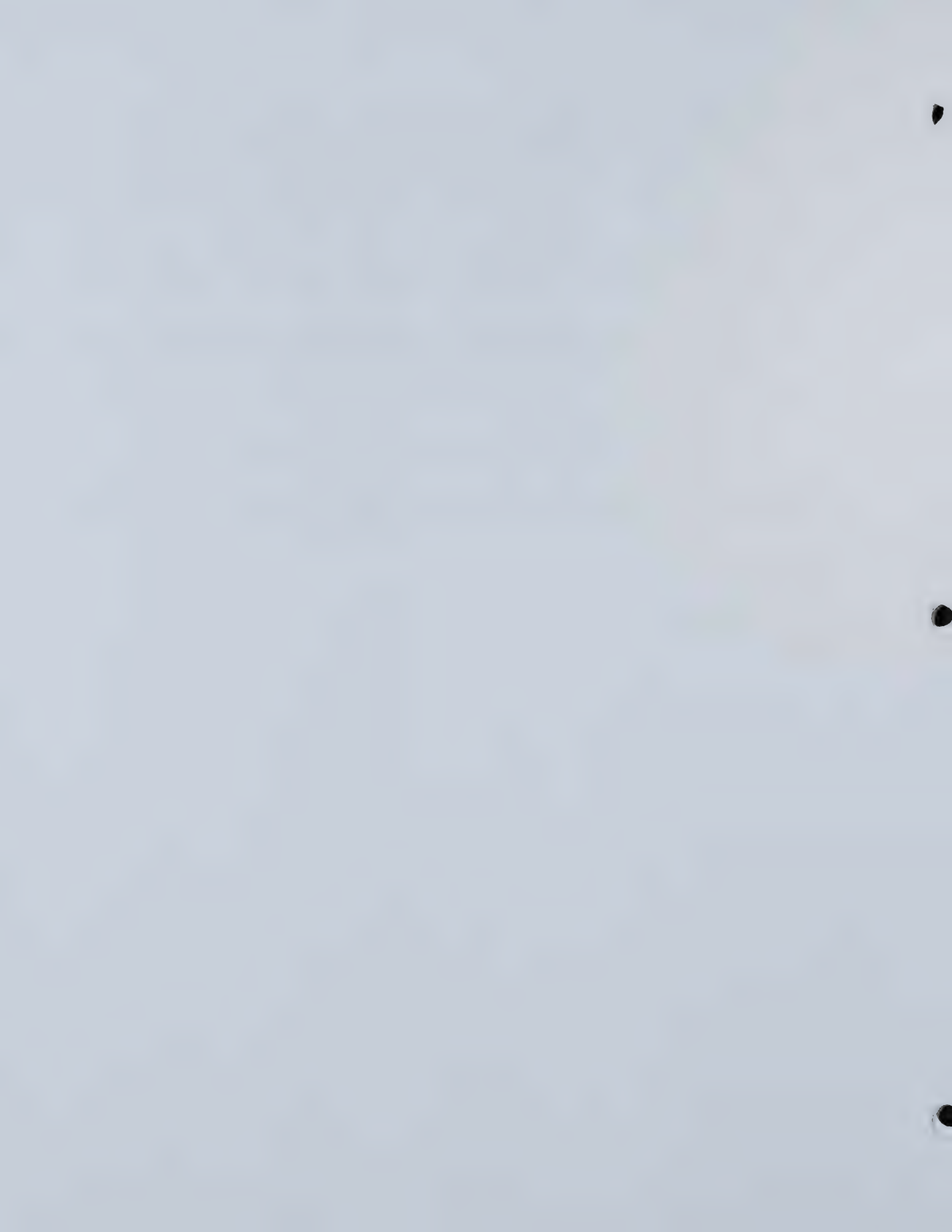
- the continuation of our property, liability and workers' compensation risk management programs through the NH Public risk Management Exchange (NHPrimex)
- successful recovery from FEMA of a significant portion of the costs incurred by the Town due to the spring 2010 wind storm, a storm that caused much devastation town-wide
- enhancement of our banking relationship with Citizens Bank through increasing the handling of transactions electronically
- completion of the FY2009 audit with no management comments by our independent audit firm
- in accordance with new Government Accounting Standards Board pronouncement, Town easements were added to capital assets with significant assistance from our Academy of Finance student intern from Pinkerton Academy
- the Controller worked with the new Tax Collector to insure accurate and improved reporting of revenue collections
- continued community outreach and involvement by members of the finance division

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 2010, the Human Services Department provided emergency general assistance to 249 unduplicated households which is a 12% increase over last year. Rent and utility assistance were the largest expenditures paid on behalf of clients. Some families and individuals received assistance more than once during the year depending on their level of need.

The economic recession and exhausted unemployment benefits resulted in increased single person households seeking general assistance. While a more varied clientele with higher levels of education and professions have applied, our office continues to serve individuals and families below the poverty line; the working poor, the unemployable, and the disabled. The average monthly household income was \$779. There are limited housing options under this threshold. As a result, increasing numbers of individuals and families are moving in with nearby family and friends as they cannot afford to meet their basic need living expenses.

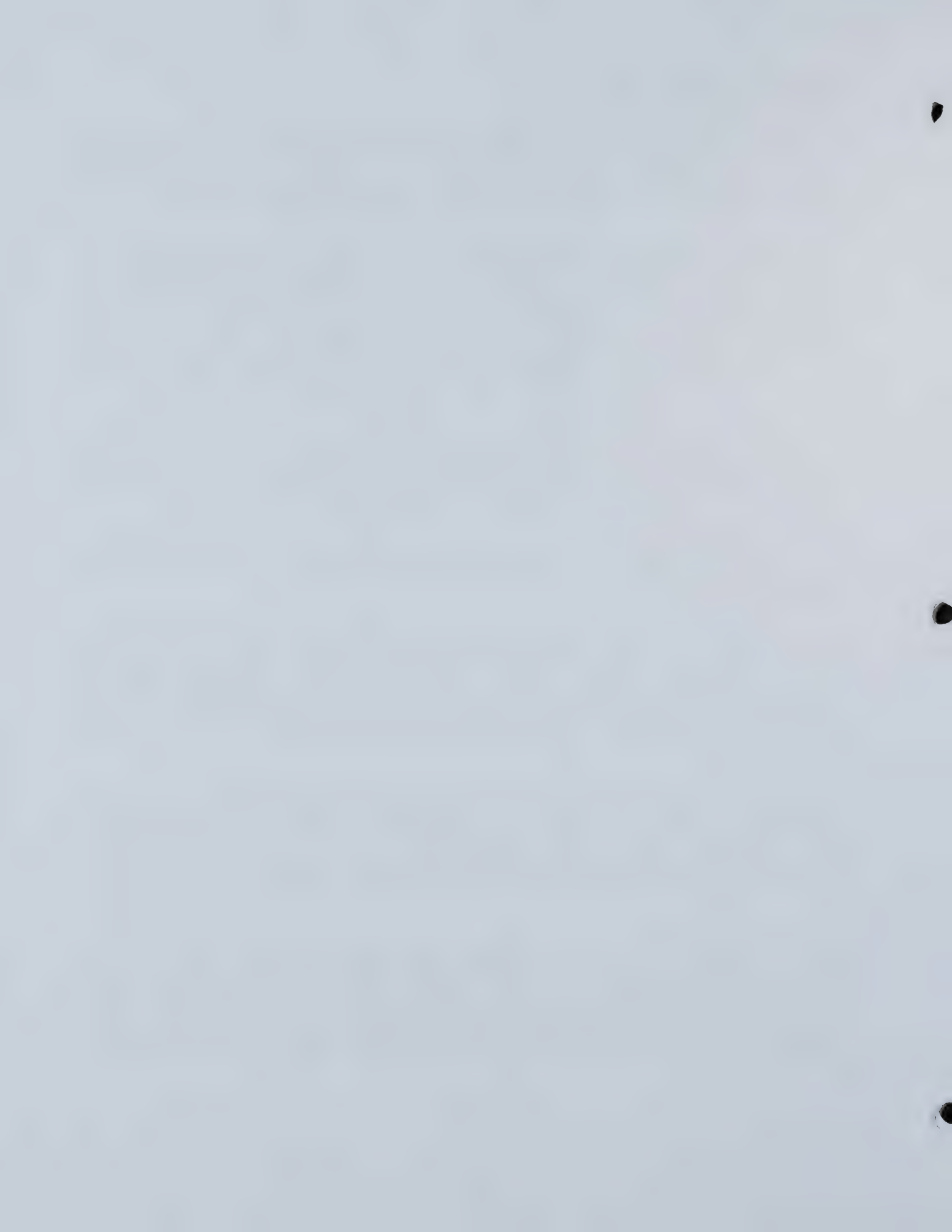
In March 2010, the number of Americans receiving Food Stamp benefits exceeded 40 million for the first time. This means that an eighth of the U.S. population is on Food Stamps and the number is expected to continue rising. NH residents receiving Food Stamp benefits in March totaled 105,115, which is 8% of the population and is an increase of 33% over last year.

The Town workfare program continues to be 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: American Red Cross - \$500, Big Brothers/Big Sisters - \$1,500, Community Alliance for Regional Transportation (CART) - \$44,000, Community Caregivers - \$16,000, Community Health Services (CHS) - \$50,000, NH Association for the Blind - \$500, Rockingham Nutrition and Meals on Wheels - \$11,500, Sonshine Soup Kitchen - \$1,500, Upper Room - \$39,700, and the YWCA - \$3,300.

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 or programs discussed this year include: Fuel Assistance, Free Income Tax Filing Assistance and Earned Income Tax Credit, NH Healthy Kids, Workplace Success, Families at Work, and the Workforce Investment Act.

If you or someone you know needs 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 Way and is an 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 information needed to get help or give help.



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

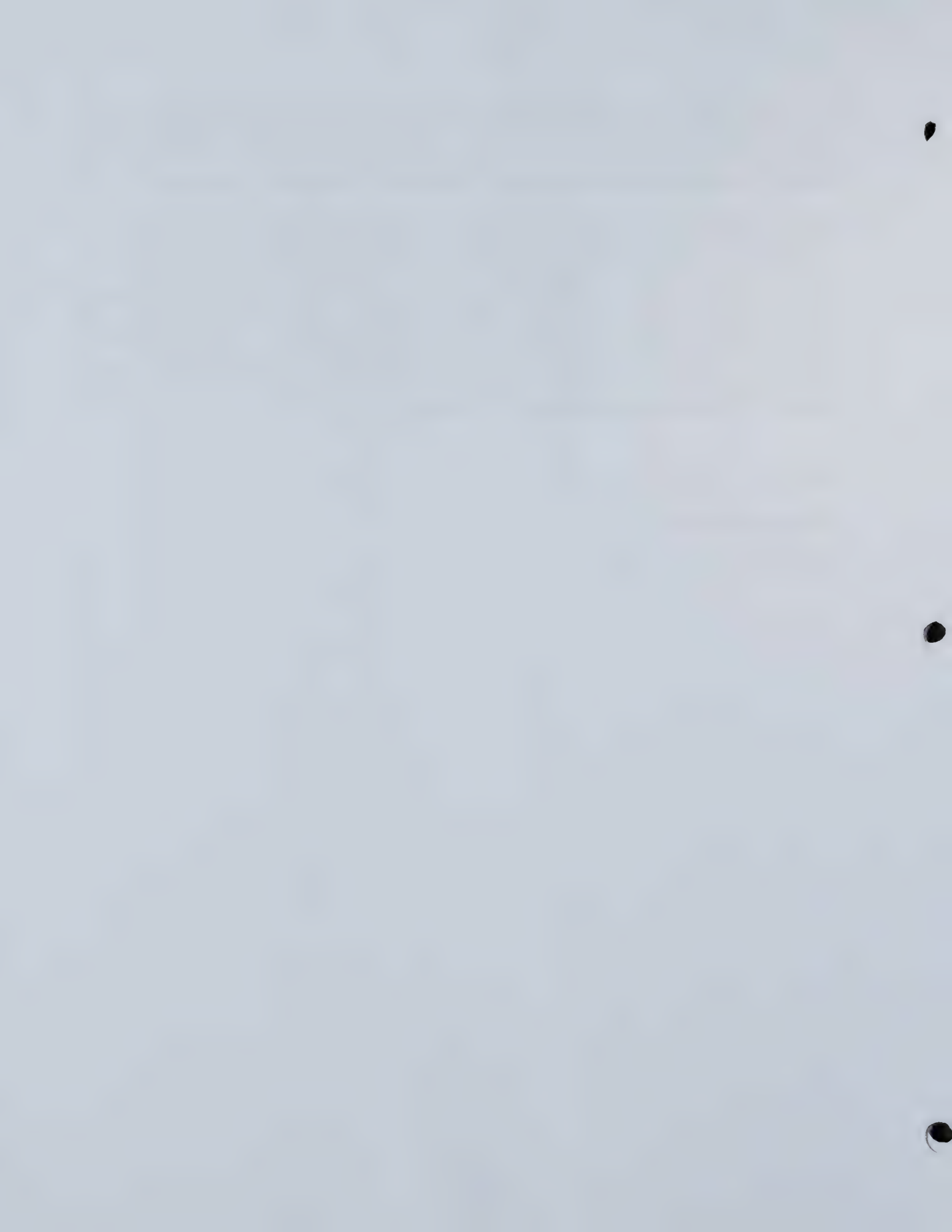
If you are interested in applying for Town Aid, please stop by the office. You will be asked to complete a contact sheet and the Human Services Secretary will make an initial assessment of your situation. You will receive information regarding state and local agencies that you can apply for benefits 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,

Jill McLaughlin

Jill McLaughlin

Human Services Administrator



Tax Collection Division

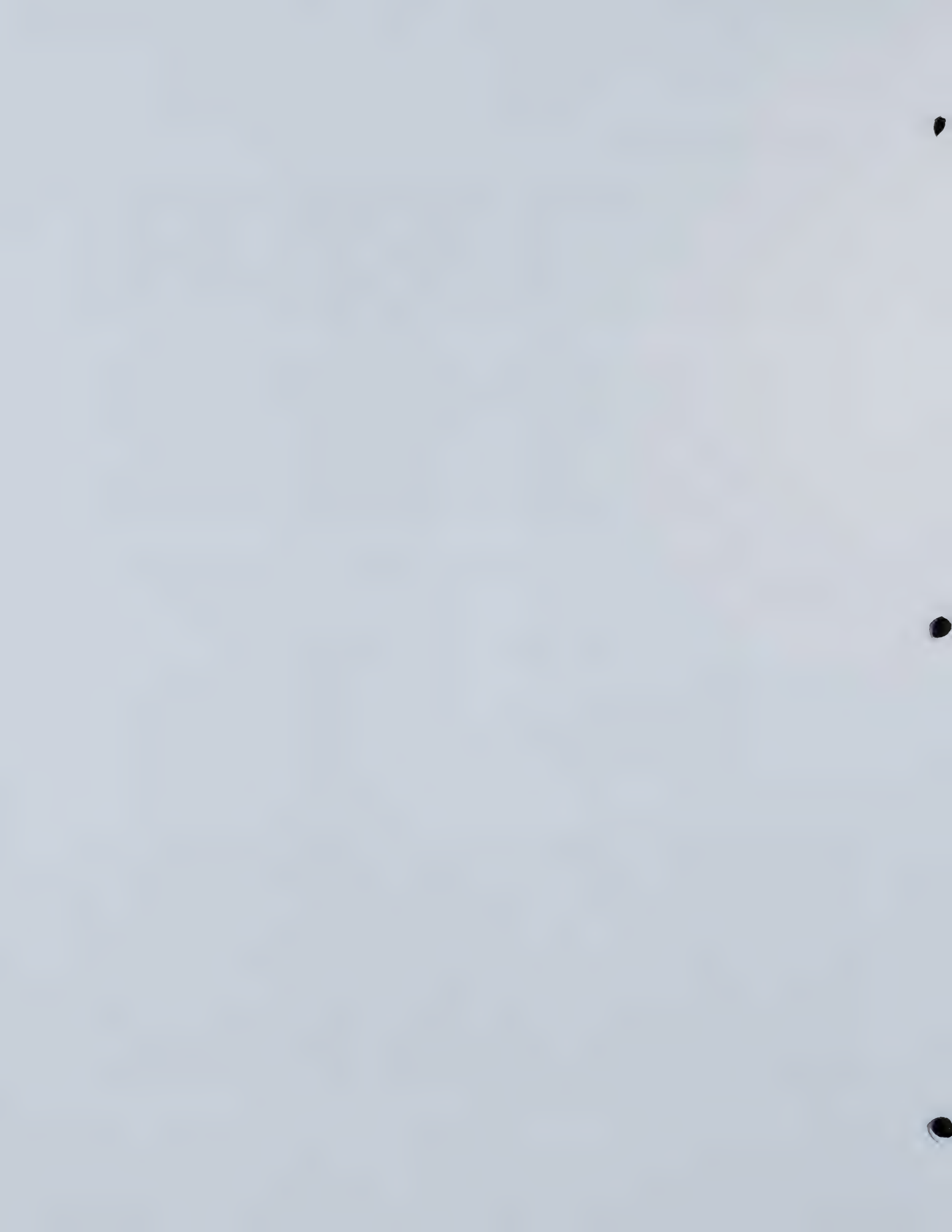
The Tax Collector's Office is an essential part of the Town's Finance Department as shown by the many residents we assist with transactions, such as: registering motor vehicles; accounting for the collection of money for tax, utility and general invoice billings. When we begin the process of tax liening and deeding annually, as required by state law, we are challenged with educating the property owners as to the consequences of falling behind in their property tax payments. We work with them to make payment plans that are within their resources to complete. We also record the revenues for all town Departments.

Working as an agent for the State of New Hampshire Department of Safety, we annually strive to improve services as the state increases the types of transactions we are allowed to handle locally. Promotion of the ATM machine located in the lobby has been a benefit to those expecting to use credit or debit cards, allowing transactions to be completed without leaving the building; 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 taxpayers in a timely manner.

Motor Vehicle permits issued in FY2010 and the revenue from each of the related sources are set forth below:

Motor Vehicle Permits – 38,251	\$4,025,499
Title Fees	13,894
Municipal Agent Fees	111,333
Transportation Improvement Fees	175,285
Waste Tire Reclamation Fees	<u>106,342</u>
Total	<u>\$4,432,353</u>

Due to the continuation of the sluggish economy, the Town experienced a decrease in actual motor vehicle permit revenue of \$262,800, a 6% decrease when compared to the previous year's permit revenue collected, following a 5% decrease from FY2008 to FY2009. This decrease is a result of residents keeping their current vehicles longer, purchasing less expensive vehicles and purchasing more used vehicles. 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. The number of vehicles registered during FY2010 increased since residents are purchasing more used vehicles, therefore trading vehicles in more often. Municipal Agent transaction fees increased 3% due to the number of additional transactions. These fees help the Town cover some of the administrative costs of completing the state portion of residents' motor vehicle registration, as well as defray the cost of providing the residents with the mail out renewals, at no additional cost to them.



Property tax collection showed an increase for the 2010 preliminary bill of 6 % as of June 30, 2010, as compared to the same period for the 2009 preliminary bill. The increase of the revenue committed for collection was 1.6 % compared to the 2009 preliminary warrant. Many residents continue to ask about credit and debit card payments. The potential cost to the Town and fees charged by the credit card company that would be incurred by the residents are unknown. We are searching for the most secure, economical way to implement this technology that may benefit all residents utilizing town services.

The Tax Collector's Office handled a steady flow of activity as the end of the Town's fiscal year 2010 came to a close: the 2010 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. Despite all of that, we had a smooth transition to begin business on July 1st. I also express my thanks to the Division's staff, as well as all Town Departments for their assistance and support.

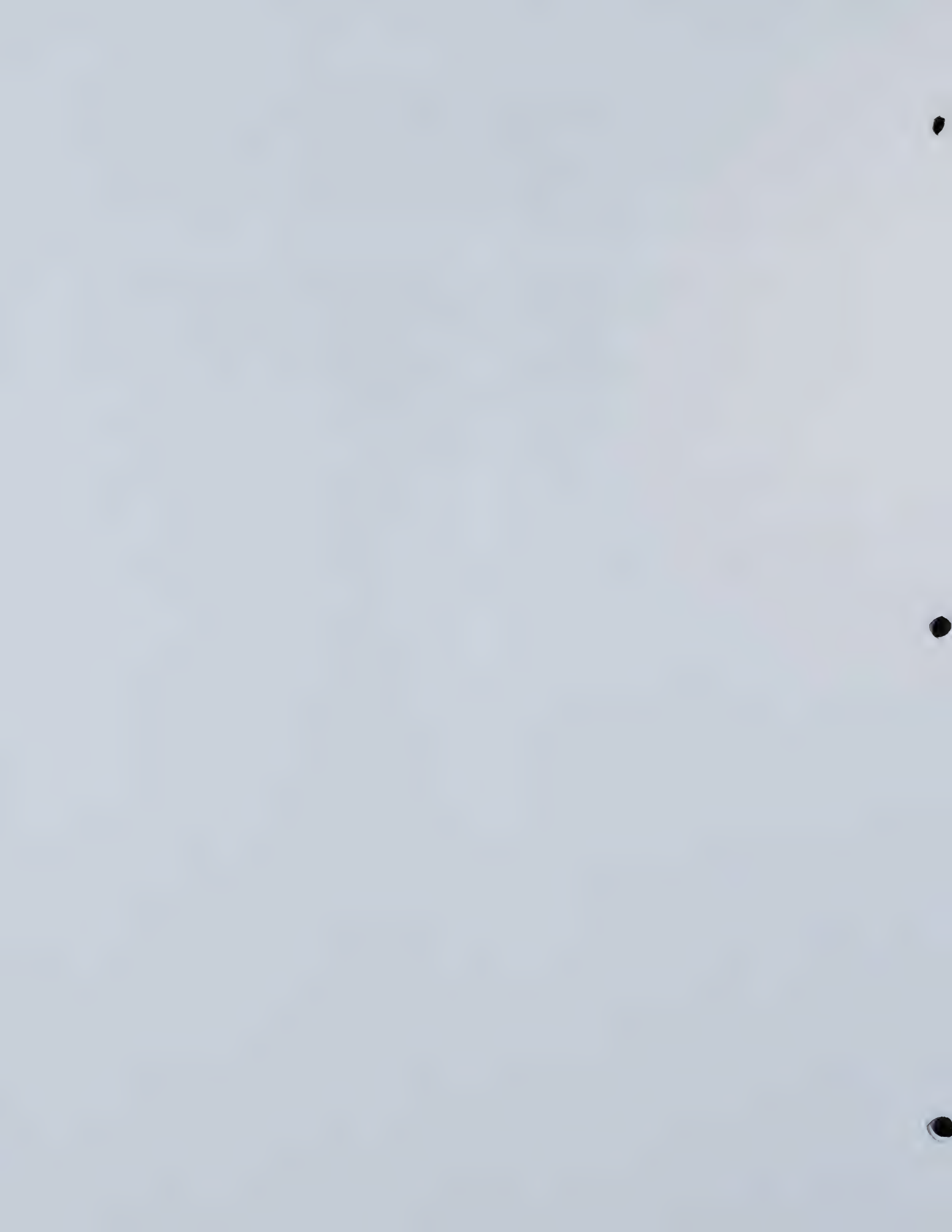
The MS-61 Tax Collector's Report for this fiscal period follows.

Respectfully submitted,

Nancy H. Watson

Nancy H. Watson

Tax Collector/Municipal Agent



TAX COLLECTOR'S REPORT

For the Municipality of: **Derry**Year Ending: **June 30, 2010**

DEBITS

UNCOLLECTED TAXES-		Levy for Year of this Report	PRIOR LEVIES		
BEG. OF YEAR*			2009	2008	& previous
Property Taxes	#3110	xxxxxx	6,449,113.15	1200.08	
Land Use Change	#3120	xxxxxx			
Yield Taxes	#3185	xxxxxx		1,236.00	
Excavation Tax @ \$.02/yd	#3187	xxxxxx			
Utility Charges	#3189	xxxxxx	762,181.75	4.21	
Property Tax Credit Balance**			-130,718.91		
Other Tax or Charges Credit Balance**			-9,885.83		

TAXES COMMITTED THIS YEAR

Property Taxes	#3110	34,585,576.59	34,940,195.44
Resident Taxes	#3180		
Land Use Change	#3120	12,650.00	96,720.00
Yield Taxes	#3185	4,841.09	8,138.99
Excavation Tax @ \$.02/yd	#3187		
Utility Charges	#3189	4,094,891.96	8644.29
Utility Transferred to Tax			43,981.27

FOR DRA USE ONLY

OVERPAYMENT REFUNDS

Property Taxes	#3110	4446.66	241,075.30	76147.84
Land Use Change	#3120			
Yield Taxes	#3185			
Excavation Tax @ \$.02/yd	#3187			
Utility Refunds		12,266.82	255.01	
Interest - Late Tax	#3190	61.08	288,268.83	328.66
Interest Utility	#3190	21,878.88	9,293.86	-4.09
Unreconcilable Difference			563.64	
TOTAL DEBITS		\$38,736,613.08	\$42,709,826.79	\$78,912.70

*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 amounts pre-paid last year as authorized by RSA 80:52-a.

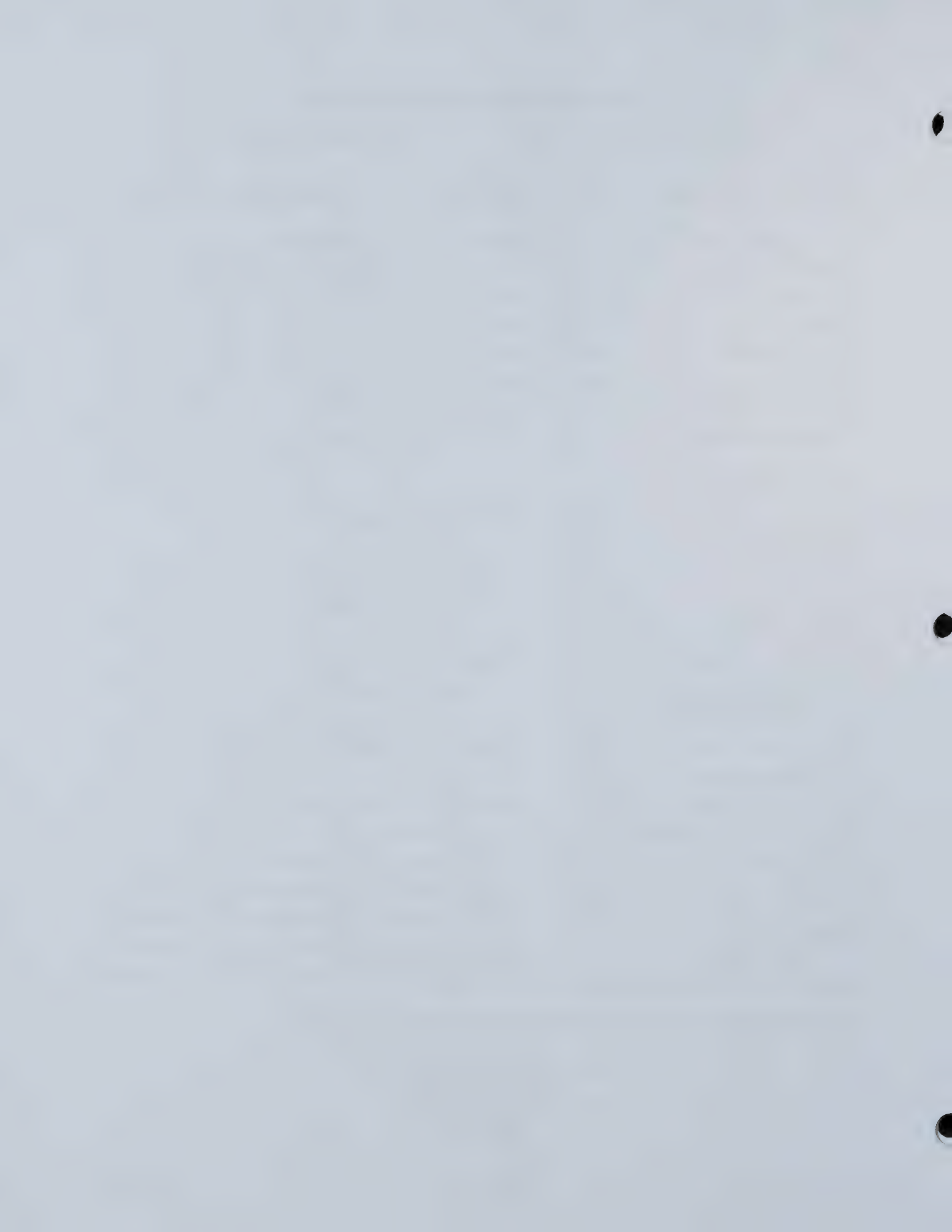
**The amount is already included in the warrant & therefore in line #3110 as positive amount for this year's levy.

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: June 30, 2010

CREDITS

REMITTED TO TREASURER	Levy for this Year 2010	PRIOR LEVIES (PLEASE SPECIFY YEARS) 2009 2008 & Previous	
		2009	2008 & Previous
Property Taxes	29,439,682.36	39,718,269.40	1,200.08
Resident Taxes			
Land Use Change	12,650.00	94,220.00	
Yield Taxes	1,010.98		
Interest (include lien conversion)	61.08	288,268.83	328.66
Penalties			
Excavation Tax @ \$.02/yd			
Utility Charges	3,192,157.13	733,192.86	-417.26
Utility interest	21,878.88	9,293.86	
Conversion to Lien (principal only)		1,622,780.82	
DISCOUNTS ALLOWED			

ABATEMENTS MADE

Property Taxes	913.07	203,008.97	76,147.84
Land Use Change		4,500.00	
Yield Taxes			
Excavation Tax @ \$.02/yd			
Utility Charges	192,130.13	14,745.54	417.38
Utility Transferred to Tax	26,462.09	13,227.83	
Write Offs		110.71	
Miscellaneous Reconciling Issues			
CURRENT LEVY DEEDED			

UNCOLLECTED TAXES - END OF YEAR #1080

Property Taxes	5,247,841.69	39.99	
Land Use Change	0.00		
Yield Taxes	3,830.11	8,138.99	1,236.00
Excavation Tax @ \$.02/yd			
Utility Charges	700,901.25	28.99	
Property Tax Credit Balance**	-98,413.87		
Utility Credit Balance**	-4,491.82	XXXXXXXXXX	XXXXXXXXXX XXXXXXXXXX
TOTAL CREDITS	\$38,736,613.08	\$42,709,826.79	\$78,912.70

*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 appropriate taxes or charges actually remitted to the treasurer).



TAX COLLECTOR'S REPORT

For the Municipality of: **Derry**Year Ending: **June 30, 2010**

DEBITS

	Last Year's Levy 2009	PRIOR LEVIES		
		2008	2007	2006 previous
Unredeemed Liens Balance at Beg. of Fiscal Year		1,467,924.97	655,358.64	326,407.34
Liens Executed During Fiscal Year	1,750,962.32			
Interest & Costs Collected (AFTER LIEN EXECUTION)	7,709.46	81,587.41	117,357.97	64,964.29
Overpayments	182.53	2,262.83	2,733.66	338.19
Write Offs				
Unreconcilable Differences	116.72			
Adjustments				
TOTAL DEBITS	\$1,758,971.03	\$1,551,775.21	\$775,450.27	\$391,709.82

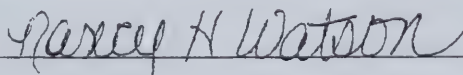
CREDITS

REMITTED TO TREASURER:		Last Year's Levy	PRIOR LEVIES (PLEASE SPECIFY YEARS)		
			2008	2007	2006
Redemptions		333,699.21	679,408.10	343,887.82	129,914.28
Interest & Costs Collected (After Lien Execution)	#3190	7,709.46	81,587.41	117,357.97	64,964.29
Unreconcilable Difference					
Abatement Refunds		182.53	2,249.19	2,733.66	338.19
Write Off				2,958.74	300.79
Abatements of Unredeemed Liens		653.87	2,728.68		
Adjustments		47.50	158.36	57.50	
Liens Deeded to Municipality					
Unredeemed Liens Balance End of Year	#1110	1,416,678.46	785,643.47	308,454.58	196,192.27
TOTAL CREDITS		\$1,758,971.03	\$1,551,775.21	\$775,450.27	\$391,709.82

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

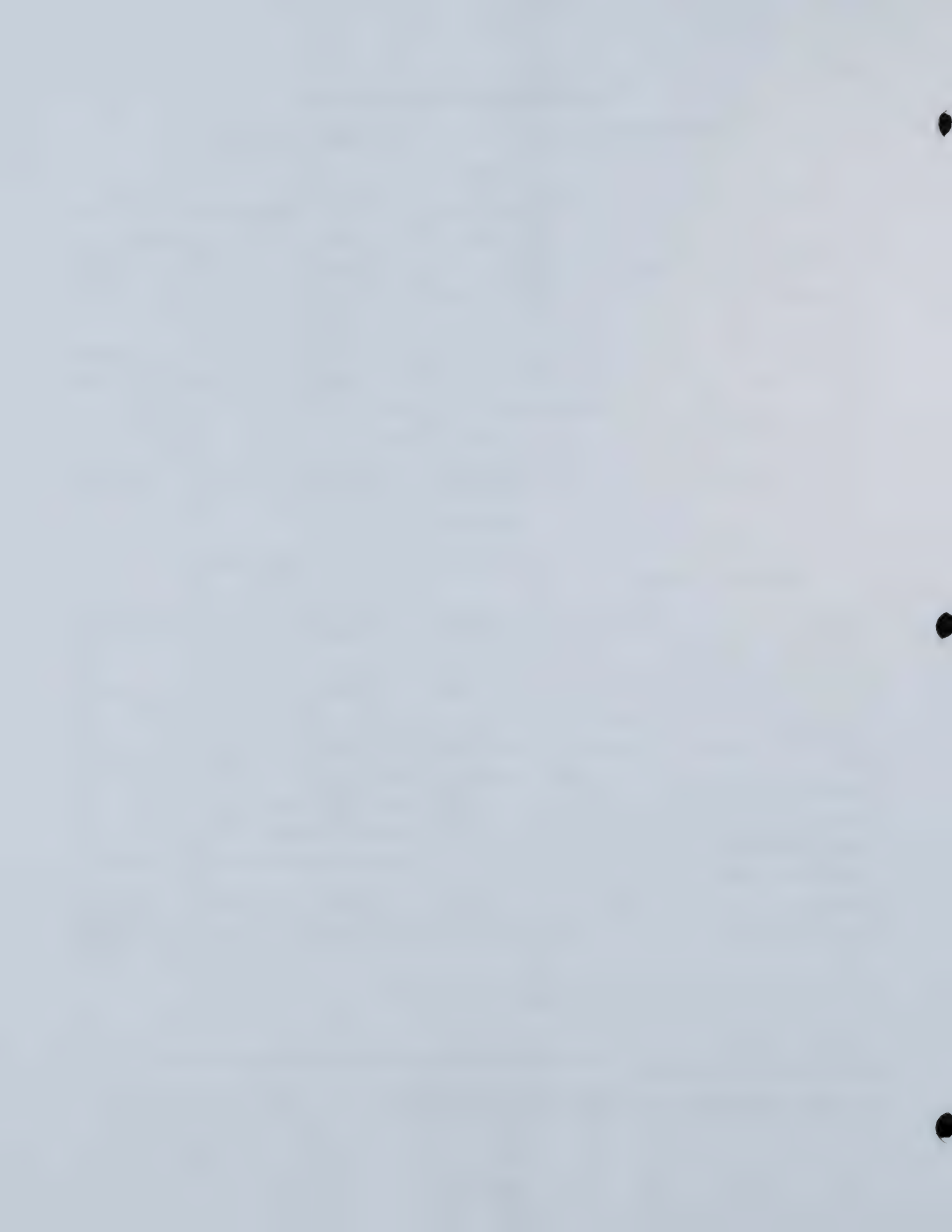
Under penalties of perjury, I declare that I have examined the information contained in this form and to the best of my belief it is true, correct and complete.

TAX COLLECTOR'S SIGNATURE


DATE **September 27, 2010**

Rev. 03/10

MS-61



HERITAGE COMMISSION

The Heritage Commission has undergone a tremendous change this year. Two long-time members have retired and are now indelibly etched into the history of our Town. Rick Holmes long-time Chairman of the Heritage Commission has retired to allow himself more time for his family and for his writing. Rick's many years of service, dedication and enthusiasm have reflected well for the Heritage Commission and the Town of Derry.

Janice Rioux long-time member of the Heritage Commission has also retired this year in order to spend more time with family. Her efforts and steadfast dedication to preserving and promoting the history of Derry is admirable and she is well respected by her peers.

The Heritage Commission wishes thank and acknowledge both Rick and Janice for their tremendous efforts throughout the years. They will be sorely missed.

As we moved into this new year, the Heritage Commission has focused on not only being the keepers of Derry's history, but also its promoters. We have made it one of our goals to get the word out to the residents of Derry that we exist, we have a museum, and that the history the museum contains is so rich and interesting, it can only be described as the "stuff movies and legend are made of".

One of the major projects the Heritage Commission is working on is a puppet exhibit from the collection of the Emmy Award-winning master puppeteer Nikki Tilroe. Nikki was a resident of Derry who sadly passed away in September 2005. Her more popular works included muppets on the Fraggle Rock TV Show as well as the Snuggles bear in television ads. The Derry History Museum has hundreds of pieces from the collection.

Derry has a long and fascinating history of which most residents are not aware. The Heritage Commission is focusing its efforts this year to reach out to the residents of Derry. As part of our mission, we not only preserve the history of Derry but strive to share that knowledge with the residents. Most people are aware of such notables as Alan Shepard and H.P. Hood, but the majority has never heard of the infamous Starr Faithfull or Ocean Born Mary.

The website for the Derry History Museum is www.DerryMuseum.org and both the museum and the Heritage Commission can be reached via e-mail at DerryMuseum@gmail.com. We would love to hear from you.

The Heritage Commission wishes to thank the residents of Derry for their generous donations of personal items that help us to preserve the history of our Town. We also wish to thank the Town Council, Town Administrator and support staff for their help and support throughout the year.

Respectfully submitted
Frank Santiago
Chairman Heritage Commission



DERRY HIGHWAY SAFETY COMMITTEE REPORT

July 1, 2009 – June 30, 2010

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.

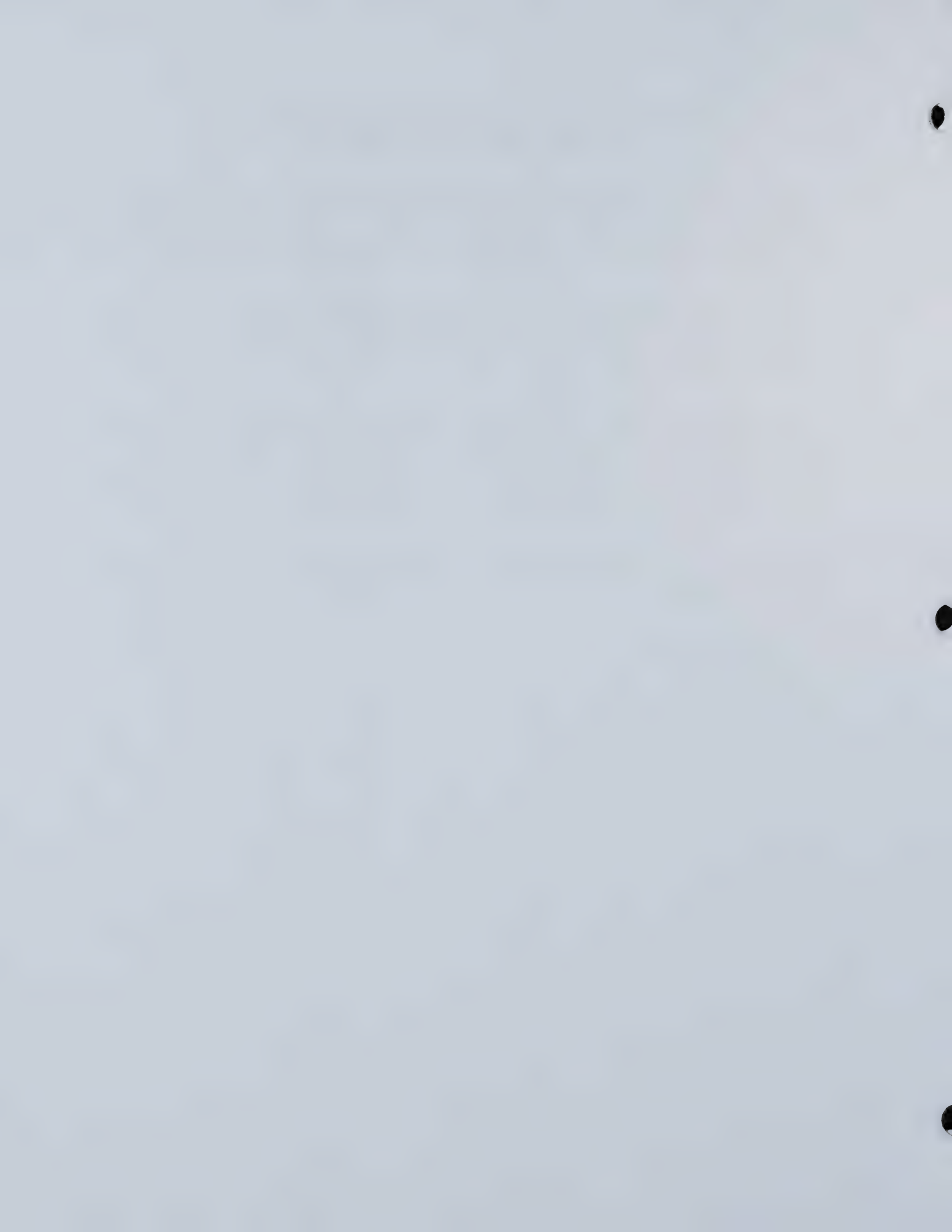
The Committee meets every third Thursday of the month at 9:00 am at the Derry Municipal Center on the 2nd floor, Room 207. The public is welcome to attend any meeting. All safety requests must be submitted in writing and forms may be obtained at the Derry Municipal Center.

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 23 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

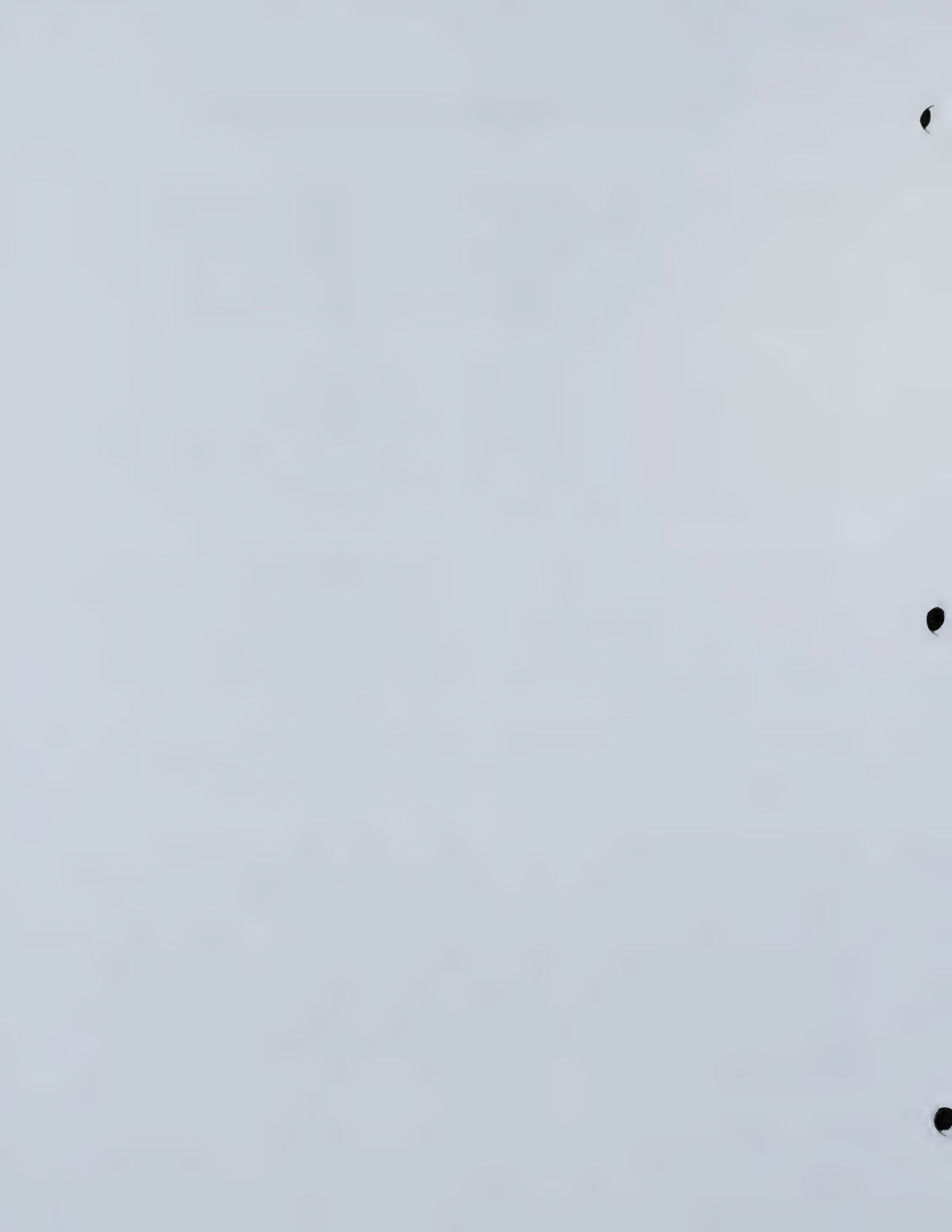
I am pleased to submit the 2010 Annual Report for the Derry Housing and Redevelopment Authority (DHRA). The DHRA administers 100 Section 8 Housing Choice Vouchers in Derry, and owns 27 units of housing for low-income elderly and disabled residents of Derry. Currently, the DHRA's waiting list contains 245 applicants which is an increase of seven percent over the previous year. An applicant can now expect to wait approximately two and one half to three years for assistance. Through the first eight months of 2010, the DHRA has received 86 applications and turned over only 6 units.

The DHRA is governed by a five member Board of Commissioners. Led by Chairman J.L. Sweeney, the Board is currently comprised of Fred Tompkins, Tom Hosey and Sandra Amabello. Former Commissioner David Milz was elected to the Derry Town Council in March and now serves as Liaison to the DHRA Board for the Town of Derry. Captain Stephen Warren of the Derry Salvation Army was chosen to replace Mr. Milz, but after two months he was transferred to Laconia and had to resign from the Board. We are actively searching for a dedicated resident to finish Captain Warren's term.

The 2009 fiscal year audit was conducted and the final report indicated no findings or compliance issues. Overall, the DHRA realized a surplus of \$8,383 for the 2009 fiscal year. The DHRA is preparing to submit its biannual Section 8 Management Assessment Program (SEMAP) report to the Department of Housing and Urban Development. SEMAP is the federal government's "report card" on the efficiency, accuracy and compliance of a public housing authority. When the DHRA submitted its last report in 2008, it was determined to be a "High Performer", and it is expected that the 2010 report will yield the same certification.

It is important to note that in addition to the services provided to the low-income residents of Derry, the DHRA plays a major role in the economics of the Town. In 2009, the DHRA placed \$719,725 into the hands of local landlords for rental assistance. The estimate for 2010 is \$725,590 for a two-year total of \$1,445,315.

In 2008, the DHRA submitted a Community Development Block Grant application in the amount of \$100,000 which was approved. The funds were to be used for major renovations to its Vintage Grace facility. In late 2009, the work was completed and the facility is now more viable, code-compliant and accessible to the residents and clients it serves. Work completed included new exterior siding, the installation of a new HVAC system, the installation of a new fire alarm panel, the installation of handicap accessible entranceways and the retro-fitting of all restrooms to make them fully handicap accessible. We are very proud of the results of this effort and the Vintage Grace facility stands out in the neighborhood. The DHRA added some handicap accessible features to its Vernon Kelley Apartment complex as well during the past year including the installation of a wheelchair ramp, and both exterior and interior handrails for residents in need.



In the coming year, the major project is anticipated to be the installation of a code-compliant range hood system in the Vintage Grace kitchen.

In November of 2009, the DHRA entered into an agreement with the owners of 6 West Broadway to provide property management services for that building. It was a tribute to the staff and Board of the DHRA to be considered for this role, and it has provided much needed revenue to the Agency.

We look forward to working in the coming year with the Town and other local agencies to provide decent, safe and sanitary housing for the low-income residents of Derry.

Respectfully submitted,

Robert G. Fleig, PHM
Executive Director

HUMAN RESOURCES ANNUAL REPORT FISCAL YEAR 2010

The Human Resources (HR) 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 negotiation and administration of seven union contracts, facilitates dispute resolution, provides recruiting assistance to Town departments, administers drug testing programs, maintains personnel and related records, advises managers regarding the employment relationship and assists employees however possible. The Department sponsors and facilitates employee safety, wellness and social activities – relying upon the support and participation of members of the Town Wide Joint Loss Management Committee (safety) and the Employee Activities Committee (wellness/social.)

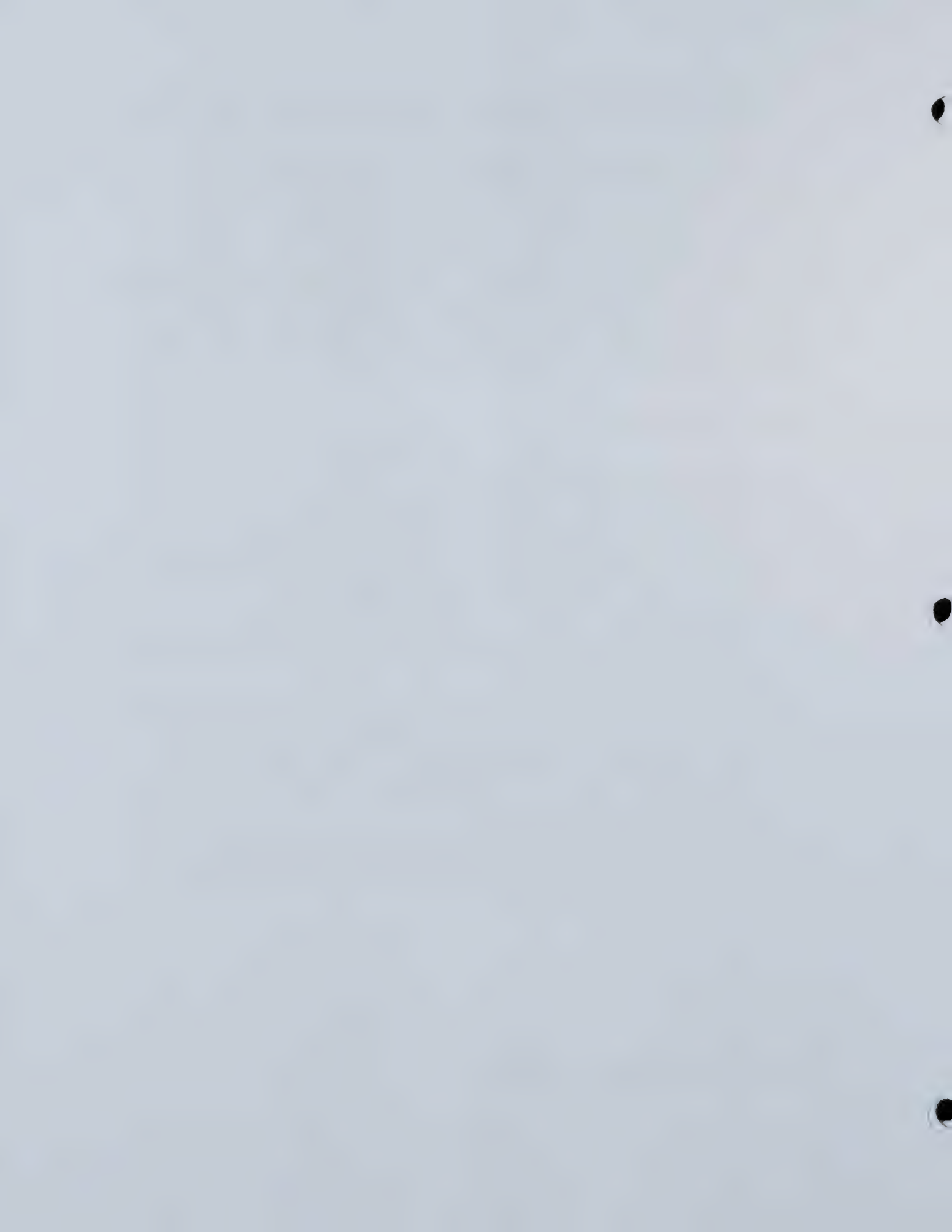
Fiscal Year 2010 highlights:

- A collective bargaining agreement was reached with Public Works employees represented by Teamsters Local #633.
- Despite continued negotiations, the Derry Police Patrolman's Association continues to operate under a contract that expired on June 30, 2008.
- Although the Town eliminated thirteen full-time positions in FY10 (from 250 to 237), we recruited fourteen new employees to replace vacant positions in Finance, Fire, Human Services, Police, Public Health and Public Works.
- HR facilitated the development and introduction of the Derry Municipal Center Emergency Response Guide – a practical guide for employee response to a wide variety of potential safety threats.
- Derry employees participated in the annual United Way Campaign and the United Way "Day of Caring," the Salvation Army Backpack Program, "Go Red for Women" (American Heart Association), the Governor's Council on Physical Activity and Health's Intergenerational Wellness 5k Walk, the 17th Annual CIGNA/Elliot 5k Road Race, "Fitness Boot Camp," Transitions Lifestyle Weight Management program, and much more.
- Employees attended the 4th Annual Health and Wellness Fair and the 11th Annual Employee Recognition Luncheon, (sponsored by the Employee Safety and Activities Committees) and the 3rd Annual Derry Municipal Center Cookout, (provided by the HR Department).

Respectfully submitted,

Larry Budreau

Larry Budreau
Director, Human Resources & Administration



PUBLIC HEALTH DEPARTMENT
ANNUAL REPORT – FISCAL YEAR 2010

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, daycare facilities, 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 153 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 7 reports/complaints of food service health violations. The Health Department works closely with the NH Food Protection Section to ensure all cases of potential food contamination or agro-terrorism are reported and investigated.

▪ **Residents' Health Complaints**

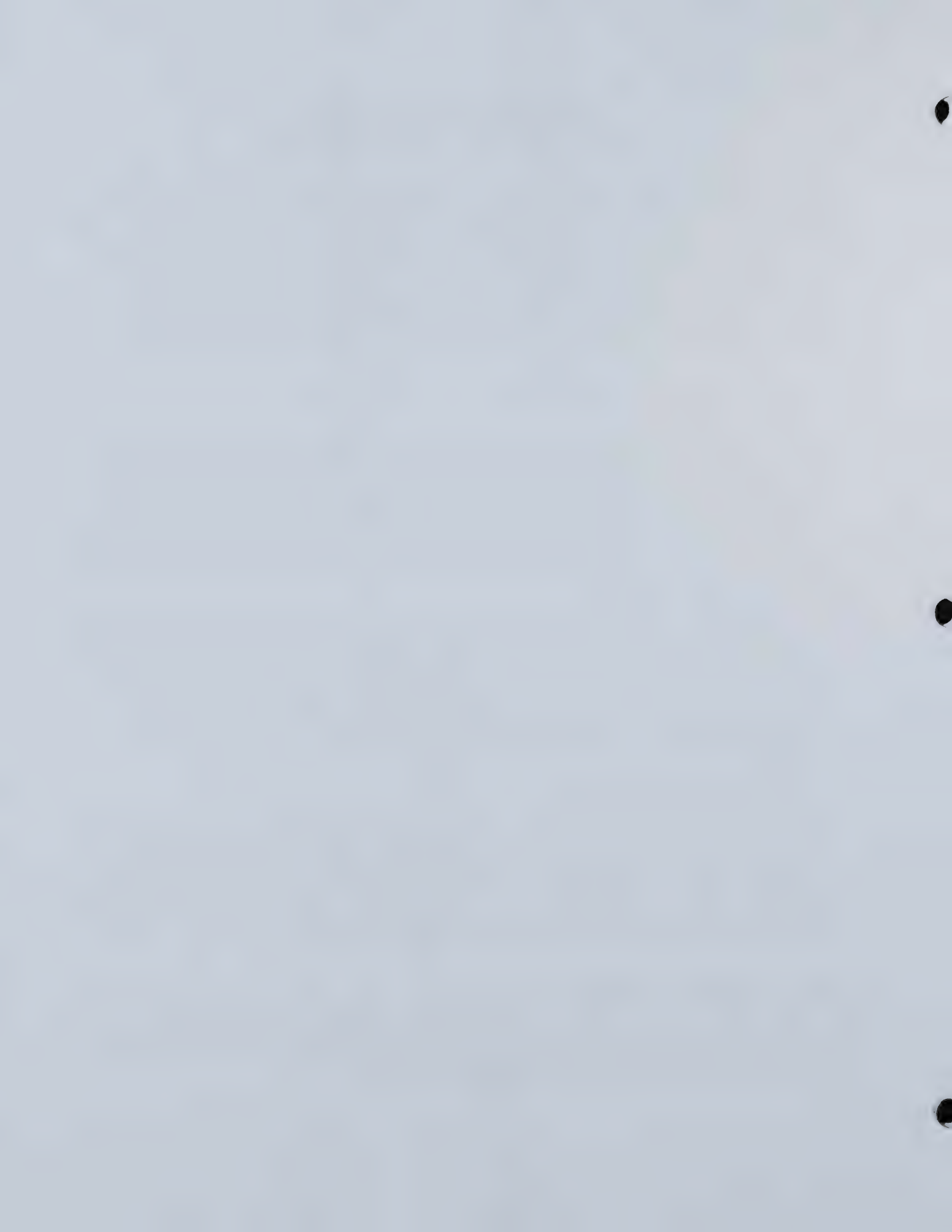
During FY10, the Health Department responded to over 230 phone calls, 11 emails, 7 mail, and 13 walk-in customers. Of those contacts, 93 were related to residential health complaints. The Health Department responded to complaints regarding air and water quality, lack of heat and hot water, rodent and 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 Building Code Compliance Director, as well as the Derry Fire Inspector.

▪ **Day Care and Foster Care Inspections**

There are 31 Day Care facilities, 16 of which are licensed that are inspected by the Department. There are currently 33 Foster Care homes, 15 with current licenses that are inspected as well. During FY10, the Health Department responded to approximately 17 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.

Grant Funded Public Health Activities

The Town of Derry is the host agency for public health emergency planning in the region. Federal and state grants support several activities that promote regional planning and coordination in response to public health events. Below is a listing of the grants received in fiscal year 2010 and a description of the activities that were supported by these funds.



- **Public Health Network Grant**

New Hampshire Department of Health and Human Services (DHHS) funds the Greater Derry Public Health Network. The purpose of this grant is to facilitate a regional planning process for public health emergencies. Ten towns participate in the planning collaborative. The goal of the planning process is to develop regional capacity to coordinate resources and information in response to a public health event. Such capacities include, infectious disease control and prevention, emergency mass dispensing of medicines or vaccines, and acute care during a medical surge event. These funds support the position of the Public Health Network Coordinator and planning initiatives led by the regional planning advisory committee. The Public Health Network Grant is funded through fiscal year 2012.

- **Cities Readiness Initiative (CRI) Grant**

In fiscal year 2010, a separate grant was received by the region to support emergency mass dispensing planning in response to bioterrorism incidents. The purpose of this grant was to support a full-scale Point of Dispensing (POD) exercise. A POD is an emergency service location used to dispense medicines or vaccines to a large number of people. In October of 2009, the region participated in a state-sponsored POD exercise where Seasonal Influenza vaccine was provided to review client throughput. This exercise brought together approximately 130 emergency response personnel and volunteers to exercise the emergency mass dispensing plan; approximately 500 people received Seasonal Influenza vaccine. In fiscal year 2011, CRI funding has been incorporated into the funding level of the Public Health Network grant.

- **H1N1 Influenza Pandemic Response Grant**

In April 2009, a pandemic strain of Influenza (H1N1) emerged, elevating the need for a coordinated response in the form of a public vaccination campaign. Centers for Disease Control & Prevention (CDC) provided funding to DHHS for H1N1 response activities. These funds were distributed to the Public Health Networks to implement regional planning and response to the declared pandemic. The funds supported a temporary, part-time Public Health Nurse, a temporary, part-time planning consultant, purchase of clinical and emergency response resources, and costs associated with running approximately 20 vaccination clinics. These funds expired at the end of fiscal year 2010.

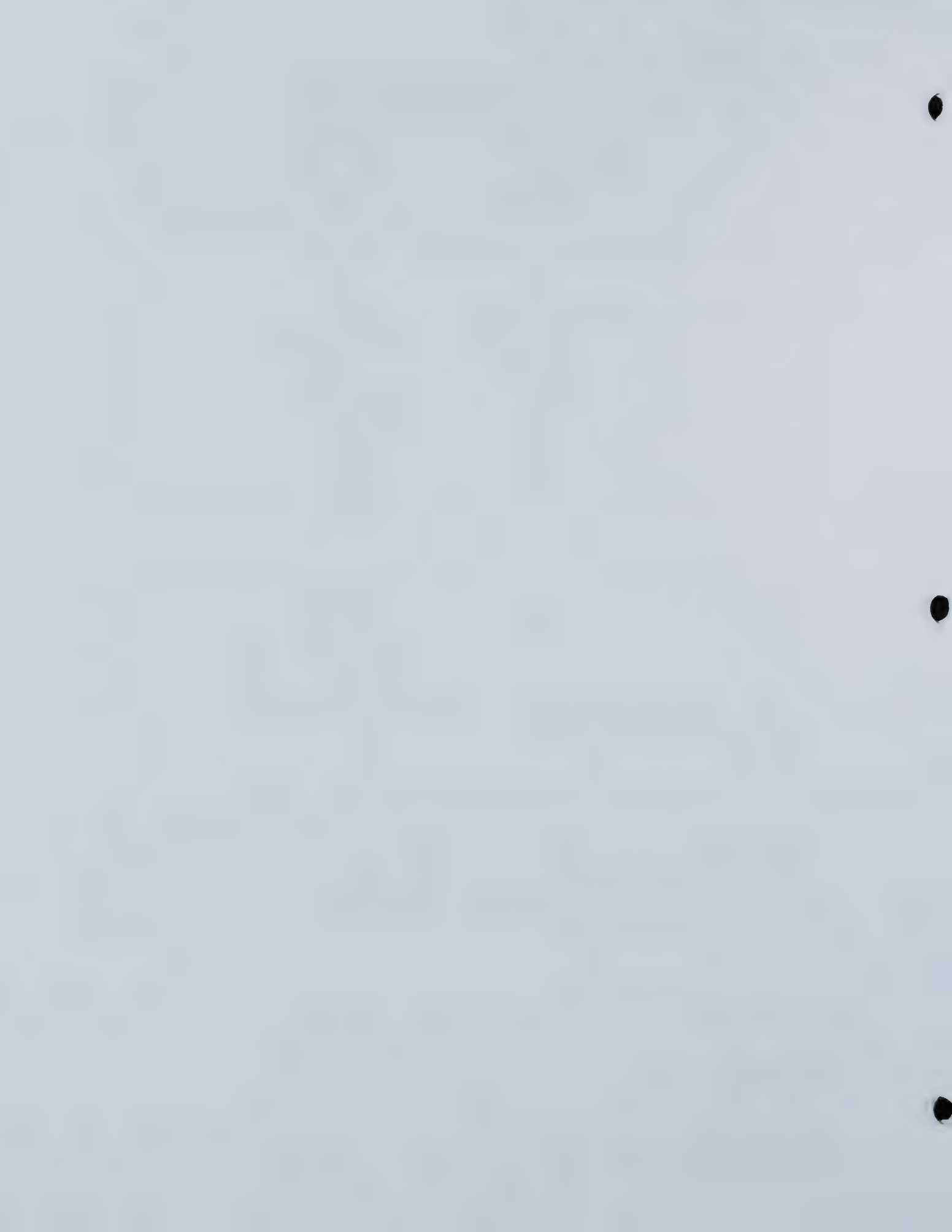
- **Medical Reserve Corps (MRC) Capacity Building Award**

The Public Health Network Coordinator serves as the director of the Greater Derry Medical Reserve Corps (GDMRC). GDMRC is a volunteer organization that supports clinical response during a public health event. The National Association of City and County Health Officials (NACCHO) offers an annual award to support MRC unit development. This award funds a ten-hour per week coordinator position in support of the unit director. GDMRC volunteers have been activated to support medical needs sheltering (December 2008 Ice Storm) and the H1N1 vaccination clinics in the region.

Respectfully submitted,

Paul Raiche
Health Officer

Garrett Simonsen
Public Health Network Coordinator





IT/GIS DEPARTMENT

2010 has again been another busy year for the IT/GIS Department. We've continued to implement server virtualization and shared storage across the Municipal Center infrastructure. Another such project is also now underway at the Derry Police Department. This project will consolidate and virtualize the Police Department's server infrastructure. As with the Municipal Center, savings will be realized in the areas of power consumption and capital hardware costs. The virtual environment affords us the ability to consolidate far more computing power on less hardware. For the first time direct connection to shared storage between both facilities can be realized due to the implementation of this virtualization project. We will continue to analyze and research ways in which we can create more efficiency within the department utilizing current technologies.

Other upgrades to our infrastructure have included new switching in the Municipal Center and Fire Department. The new hardware replacing existing gear that was over 12 years old. We are now running full gigabit speeds across our entire network. Enhanced WAN connectivity has also been installed (replacing "end of life" equipment) between the Municipal Center and the Recreation offices.

Regarding software, we've migrated our financials over to the MUNIS ASP solution. Our data is now hosted at a datacenter in Falmouth Me. with a redundant datacenter in Boston Ma. As with virtualization cost savings realized by this transition are quite similar. No server hardware is required and the MUNIS ASP team handles any maintenance and upgrades required, thus freeing up our small IT staff to take care of other more pressing issues. Recware Safari, our current recreation software, has become obsolete. We have migrated to the Recware ActiveNet application. Once again hardware costs will be realized as this application is a hosted web based solution.

We are very proud of our new public GIS online interface. This new interface was developed in conjunction with our consulting firm, Camp Dresser and McKee. It sports an enhanced user interface as well as a plethora of new tools and features. This was made possible by the use of ESRI's latest GIS platform, ArcGIS server. Some of the more prevalent features; Aerial photography from both the 1998 and 2008 flyovers, direct links to Google and Bing maps and easier GUI navigation. By far one of the greatest features of this new technology happens behind the scenes; As edits are done to the maps the data is then displayed in real time negating the need to keep multiple copies on our servers.

We look forward to implementing more new and exciting technologies in the upcoming fiscal year.

Respectfully submitted,
Doug Rathburn, IT/GIS Manager

Derry Planning Board Annual Report

Fiscal Year 2010 was another challenging and busy year for the Derry Planning Board. The number of new subdivision and site plans that came before the Planning Board increased a bit from the previous year. In addition to the regular work of subdivision and site plan review, the Planning Board finalized and adopted the update to the Master Plan in March. The Planning Board reviewed four subdivision applications and reviewed five site plan applications. The Board also approved two lot line adjustments, seven Site Plan Determinations, and revoked two approvals. As of the writing of this report in October, the Planning Board has held 25 meetings this fiscal year. Please refer to the report of the Planning Department for additional details.

The Planning Board also held many workshops to discuss Zoning Ordinance amendments. Sixty eight properties were rezoned in the area of Wilson Avenue, and several parcels were rezoned in the downtown area and in the vicinity of the Danforth Circle. The Planning Board held numerous workshops as a result of a citizen re-zoning request of property located near the Robert Frost Farm. During the workshops, the Planning Board took input from residents, Trustees of the Farm and the State of New Hampshire Division of Historical Resources. The intent of the proposed zoning was to best meet the needs of all of Derry's citizens, balancing economic development with preservation of the character of a National and State Historic site. The Board also met with the Town's Economic Development Consultant to determine the highest and best use of the Route 28 TIF District, which resulted in an architectural rendering of possibilities for the District. The Board held a Design Review hearing with Walmart to review non-binding plans for a proposed new site on Ashleigh Drive.

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 Planning, 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 2010

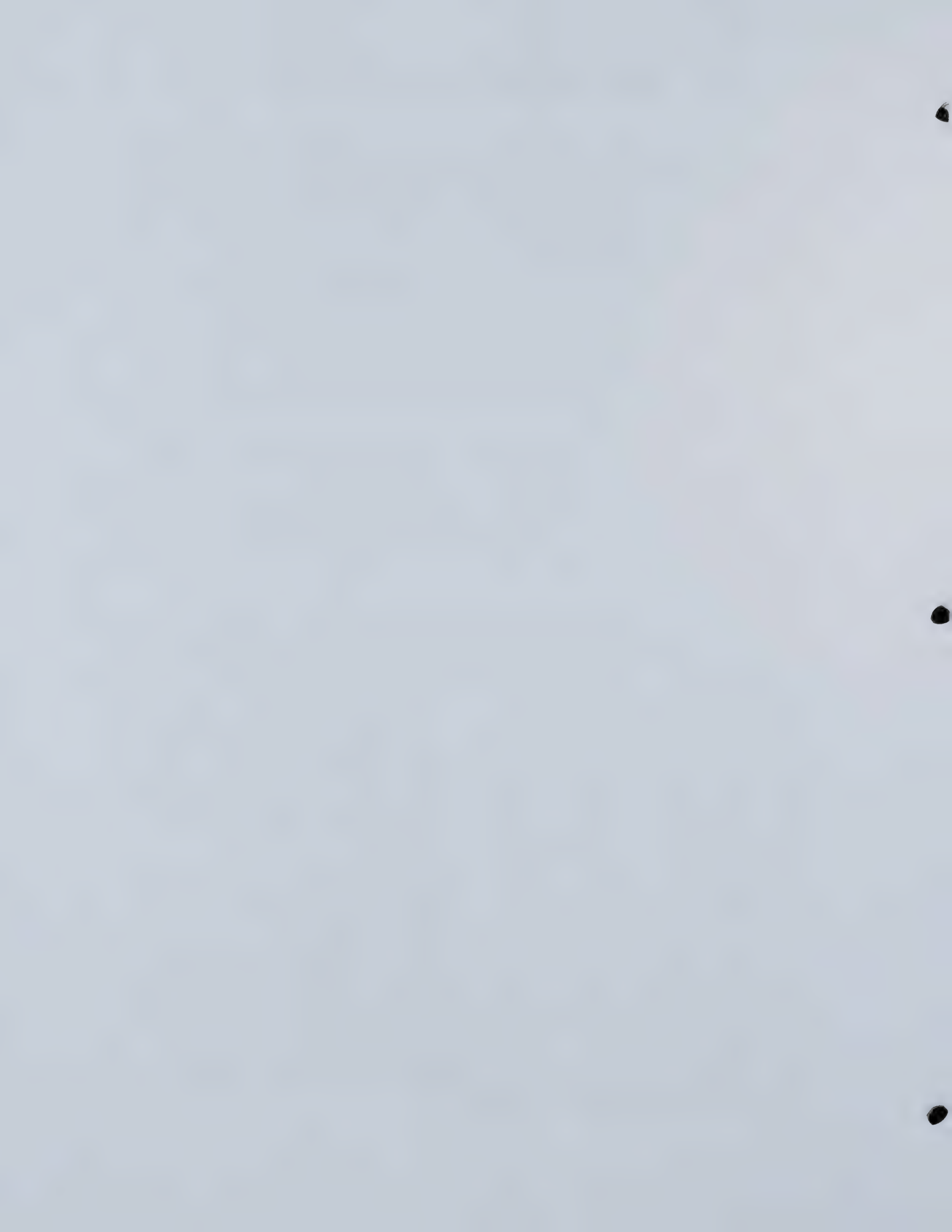
Fiscal Year 2010 saw an increase in activity in the Department as compared to the last couple of years. Although the housing subdivision plans continued at a slow pace we did see an increase in the amount of commercial activity and new small businesses coming into our office for change of uses paperwork and permits as well as commercial site plans being reviewed by the Planning Board.

Staff and the department began our first major reviews of the proposed super Wal-Mart store off of Ashleigh Drive. The project is moving forward and it is the intent of the Wal-Mart officials to go before the Planning Board in the Fall of 2010 and early winter of 2011 for their site plan approvals. In conjunction with this project the department has met and begun working with developers who have purchased the former Allen Motors property for potential retail development. This activity and the proposed widening of Route 28 in this area has generated serious interest in development plans for the TIF district along Manchester Road.

This past year we worked with the Southern New Hampshire Planning Commission and the Planning Board on the Master Plan document and its adoption in Spring 2010. This followed up work on the Open Space Plan, Route 102 Traffic Management Corridor Plan and the Beaver Lake Watershed Plan. Additionally, staff is working with the Planning Board on the re-zoning of the area along Route 28 and the Robert Frost Farm area. Public Hearings are scheduled for the Fall of 2010 for approval by the Planning Board and Town Council.

This past year we applied for and received a grant to conduct a Downtown Civic Profile Meeting through UNH. We had a very successful turnout on a Saturday in April of nearly 60 people who discussed and strategized plans for our continuing Downtown revitalization efforts. Success of that meeting saw the creation of the Downtown Farmer's Market and the re-establishment of the Downtown Committee. We have begun monthly meetings of the Committee and hope to work on more projects and initiatives for the future success of the Downtown. The department has also been working closely with Arnett Associates on the town's economic development efforts and worked on the Enterprise Revitalization Zone application which was approved by the state Department of Resources and Economic Development. The department also worked with the Derry Housing and Redevelopment Authority for federal economic stimulus funding for the conversion of the former Floyd School into elderly housing.

The department continues to be an active participant and Board of Director member of the Rockingham Economic Development Corporation. We also are a participant and Board of Director member of CART, our regional transportation transit/van system that provides transportation for the public with focus on elderly and lower-income and handicapped residents in the region to jobs, medical appointments, shopping, and other social trips. We also have begun working with the Greater Derry-Salem Regional Transit Council to provide transportation for social service agencies in the region. Also we are working with Town of Salem officials on a fixed-route bus transportation system between Derry and Salem. Lastly we are an active participant in the Metro Center economic development efforts through the Southern New Hampshire Planning Commission and the Greater Manchester Chamber of Commerce.



Lastly the department also worked with the Derry Trail Alliance on grant applications for funding of the bikepath/rail trail expansion as well as providing assistance to the East Derry Village Improvement Society on their grant application for funding on preserving the historic Upper Village Hall.

In closing I would like to thank the members of the Planning Board for their continued support and assistance with our department and welcome aboard our new chairman, David Granese, as well as thank our past chairperson, Ginny Roach, for her work with the Board and the department. I also want to thank and acknowledge the staff in the Police, Public Works, Code Enforcement, and Fire Departments for their cooperation and efforts on making the Technical Review Committee (TRC) a success and our efforts to be business-friendly and our expedited review of development plans and permitting.

Finally, I would like to acknowledge and thank Liz Robidoux for all her hard work and dedication in making the Planning Department run smoothly and her work on providing excellent staff assistance to the Planning Board and the Planning Director. And congratulate her on her promotion to Planning Assistant this past year!

The Planning Department looks forward to continue to provide professional and prompt service to the Town of Derry and its residents and business community.

Respectfully submitted,

George H. Sioras
Planning Director

DERRY POLICE DEPARTMENT ANNUAL REPORT FISCAL YEAR 2010

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 one vacancy, we have a staff of 73. 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.

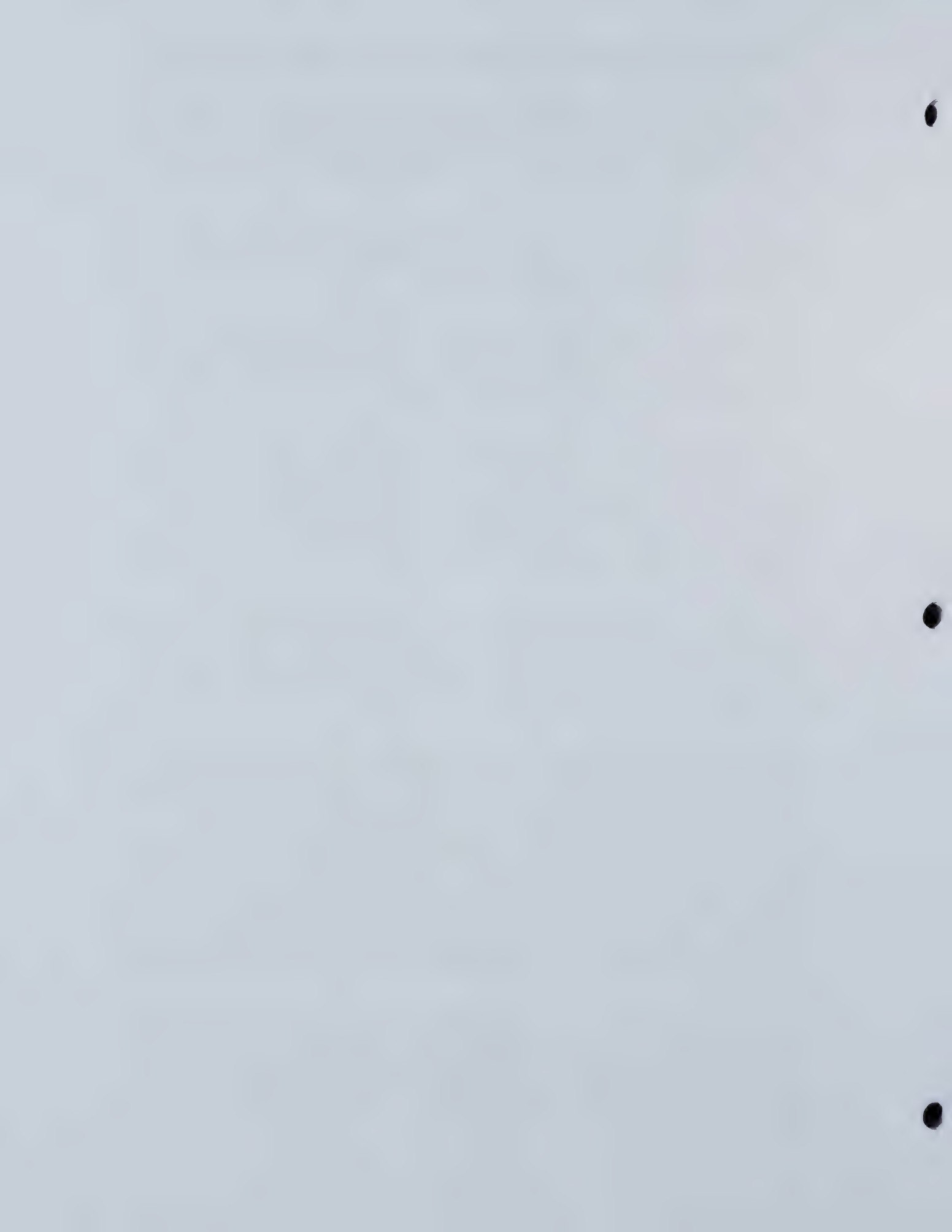
We are currently one officer below our approved sworn officer allotment of 57 officers which is down from 58 as was approved in the FY 2010 operating budget. That reduction is the result of hiring a civilian attorney to act as our prosecutor. The prosecutor position prior to hiring that civilian was a certified police officer.

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 2010, the Department hired six officers to fill vacancies that occurred throughout the year as the result of retirements from the department. Officers Nicholas Granville, Mark Borgatti, Kimberly Bouse, Jeffrey Dawe, Patrick Starkey and Jonathan Imperial began working for the department. All of those officers are now 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.

As we mentioned last year we were eager to begin an online citizen reporting system. We are pleased to announce that the system was installed and we are now accepting online police reports for certain crimes. The system can be accessed via the Town's web site. Approximately 80 reports have been filed as of this writing. Derry is the first NH police department to implement such a program.



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

During calendar year 2010, we received 23,438 requests for police service. This number represents a slight increase from the previous year; however, the total number of crimes reported remains constant with 3798 crime reports investigated, a slight increase from the previous year.

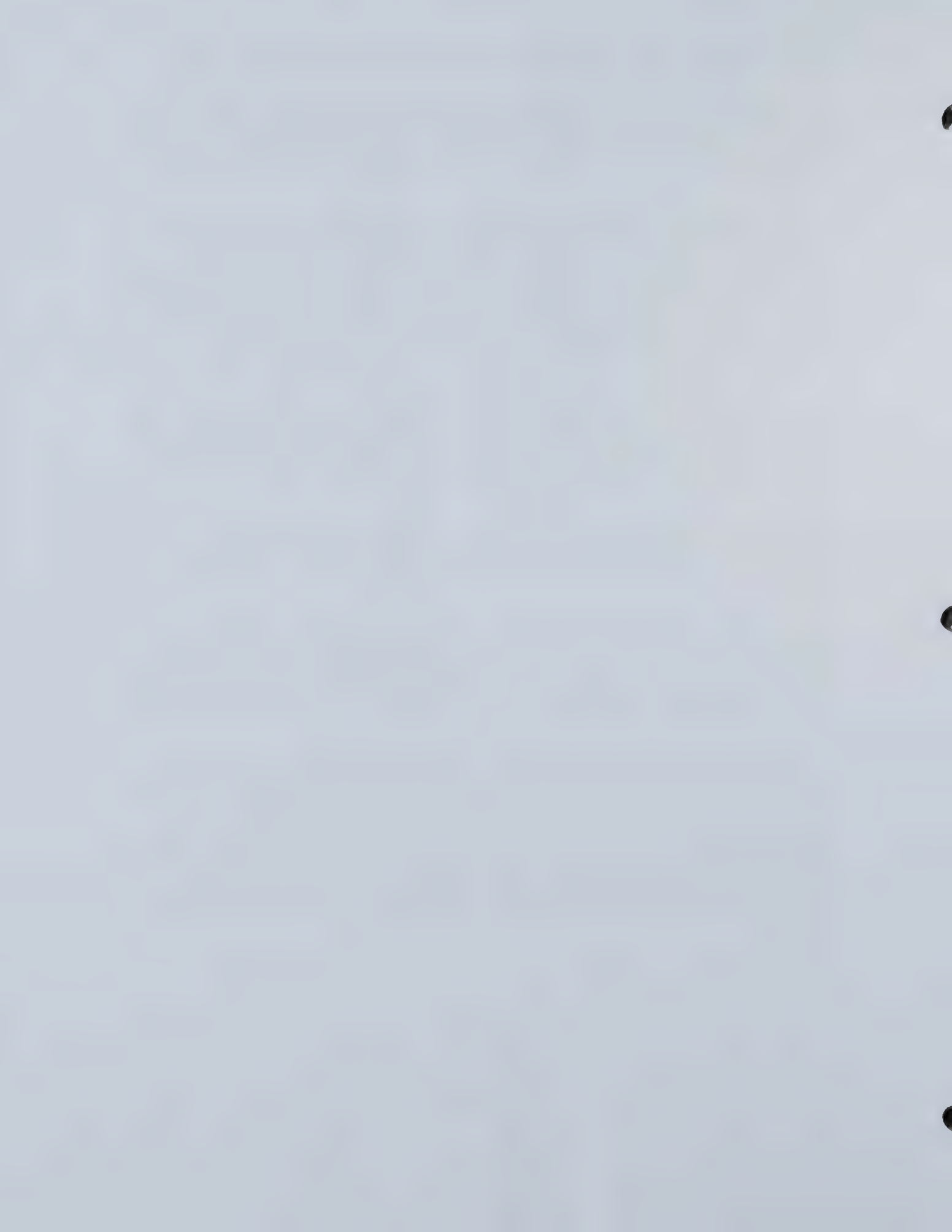
We continue to apply for funding from the State to fund our OHRV enforcement efforts. During FY 2010, we used grant funding to place our two four-wheeled vehicles into service on the Rockingham Trail to conduct OHRV enforcement. The program continues to be well received by neighbors of the trail and 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. Unfortunately the State has greatly reduced the available funding for the coming year so the patrols will be much less frequent.

This year the town faced a challenge with a significant increase in crimes associated with illegal trafficking of counterfeit goods at a local Flea Market. In addition to the crimes the town experienced a huge influx of traffic every weekend which created some serious quality of life issues for neighbors of the market and residents traveling in the southern part of town during these high traffic periods.

In order to deal with the traffic police officers were stationed at the market on the weekends. All of the costs associated with the assignments were borne by the market owner.

The department was instrumental in drafting legislation to combat the trafficking of counterfeit products and with the help of Senator Letourneau the legislation became law. Subsequent enforcement efforts have greatly reduced the traffic in the area of the market and resulted in the arrest and prosecution of approximately a dozen vendors as well as the seizure and destruction of large quantities of counterfeit goods.

In February of 2010, the town experienced a wind storm reminiscent of the December 2008 Ice Storm. 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 five 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.



Animal Control Bureau

Animal Control was successful in facilitating the enactment of a Livestock ordinance. This ordinance establishes parameters for maintaining roosters and fowl on residential property. It also addresses concerns relating to maintaining space to properly care for horses.

Animal Control has been working diligently with the Town Clerk to identify unlicensed dogs in Derry. We have established new methods to communicate ACO licensing regulations to our residents to gain compliance to with State law. Information is now provided through email, newspaper briefs and local cable television public service announcements. Reminders of the licensing requirement are also linked with spring time car registration notification, water bills and at the annual Rabies Clinic. When time allows, the ACO calls residents from a list accumulated over time of "forgetful" patrons. New dog owners get a notice to license when the rabies certificates are sent to the town clerk from the veterinarians.

Moose and sick wildlife abounded this year resulting in many calls for information made to the ACO. Many of these necessitated a call-out response from the ACO. One skunk tested positive for rabies in the Collette's Grove area. An obviously sick Moose was shot this year by New Hampshire Fish & Game after Derry Animal Control notified them of its status and location. The animal was suffering from a "brain worm". This illness cannot be passed to humans.

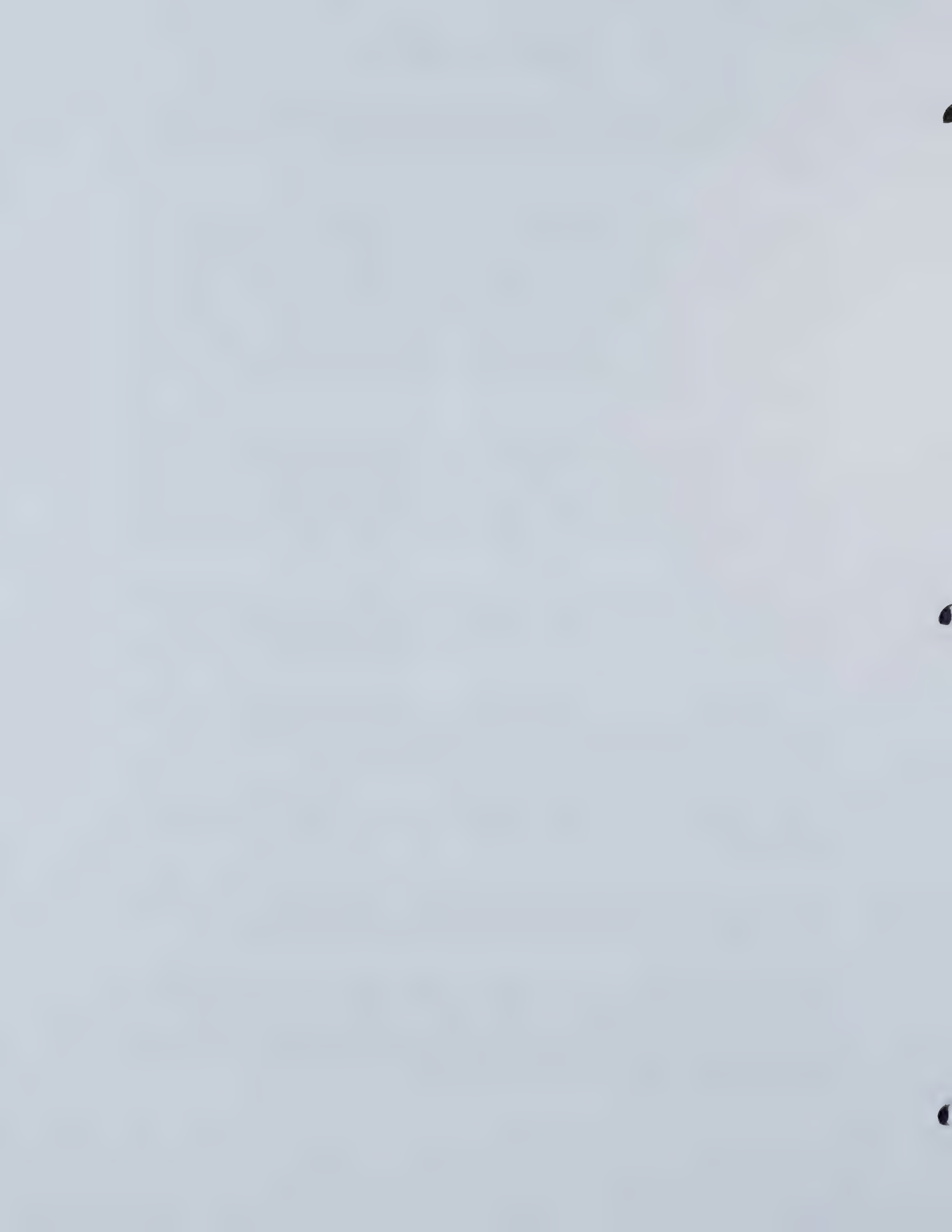
We received numerous calls about a Pigmy goat running loose in the greater High Street area. It was captured on Corporate Park property and temporarily placed at the pound. No one claimed ownership of the animal and after several days it was fostered out to a local farm.

Calls for service worthy of note included a Great Blue Heron that died after hitting power lines. A Hawk was caught in the netting at the golf course on East Broadway, after hanging upside down for a couple of hours it was able to free itself.

Two dogs leaped from a second floor window of their home and attacked a neighbor's rabbits. The dog owner was required (by New Hampshire Law) to pay damages to the rabbit owner.

There were twenty dog bites during the year. Many involved family members who were bitten by their pet. Most owners chose to keep their pet after the bite when it was apparent that the animal may have been mishandled prior to the occurrence.

Animal Control evaluated the biting incidents and made some interesting observations. Many dogs are being brought here from the south. The relocated animals appear to show some trouble with disease and attitude issues that don't surface until the animals are adopted into their new homes. Those animals are usually returned to the rescue group that brought them here when those groups are identified.



During the year Animal Control received several calls from residents seeking to surrender their pets due to economic considerations or personal health issues. They were referred to local Human Societies/Shelters who are often able to adopt out healthy pets.

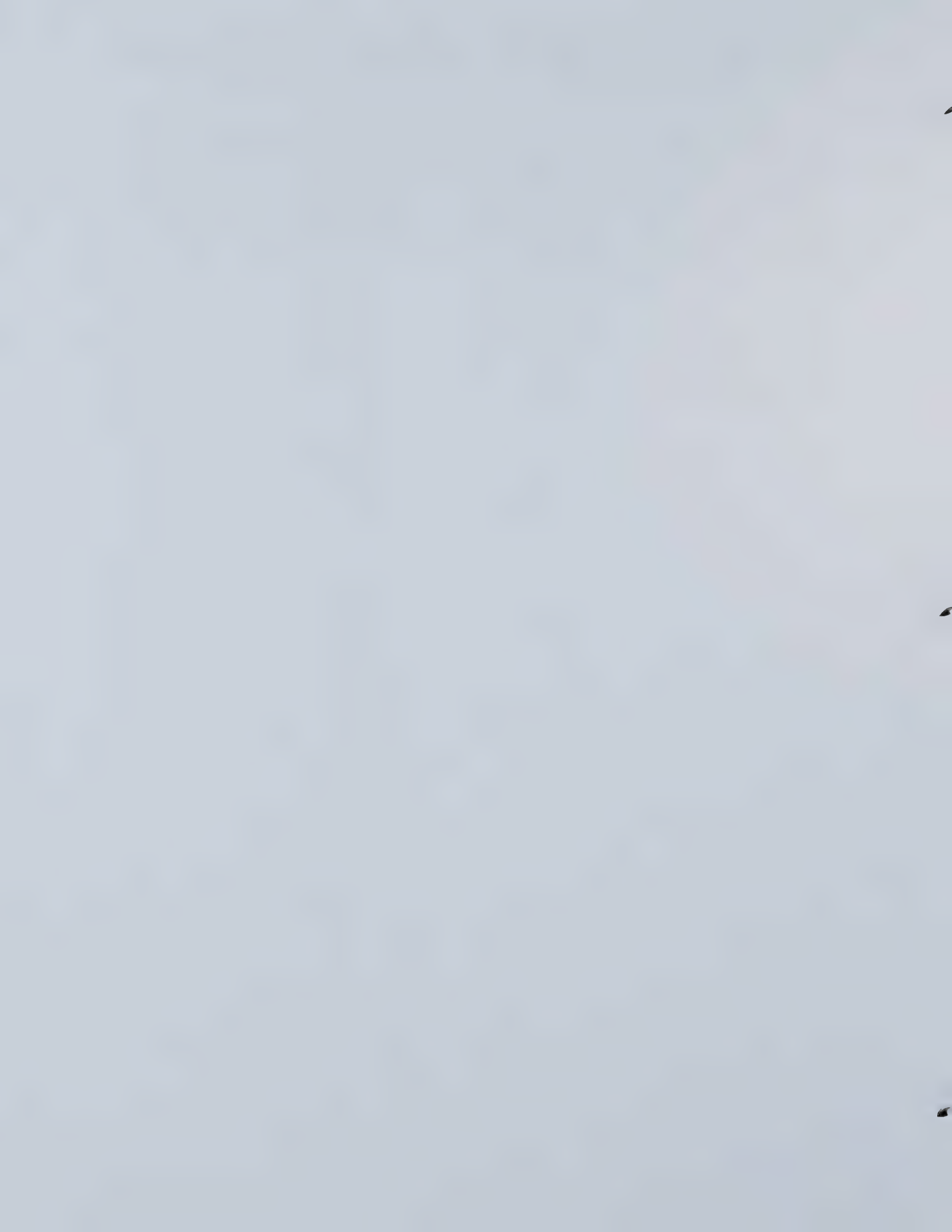
As always the men and women of the Derry Police Department remain committed to providing the highest level of service to the citizens of the community with the resources available to us. Given the fiscal realities of the day, the department will work to provide basic and core services to the community. 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 1999-2009

Group A Offenses Reported	1999	2000	2001	2002	2003	2004	2005	2006	2007	2008	2009
Arson	29	32	36	46	27	11	33	32	17	26	21
Assaults	572	695	757	683	597	753	823	731	771	761	823
Burglary	205	159	188	163	124	145	163	150	164	143	154
Drugs	93	124	127	140	133	166	170	161	154	128	142
Forgery	11	20	19	24	28	25	29	32	26	21	42
Fraud	19	30	57	120	115	171	158	173	173	160	155
Homicide	1	1	1	0	0	0	0	0	1	0	1
Kidnapping	7	13	12	12	12	22	19	13	5	9	12
Robbery	11	12	12	5	14	11	12	14	22	10	11
Sex Assaults	36	43	51	94	66	67	74	56	55	49	43
Stolen Property	27	38	27	32	40	55	39	34	26	51	44
Theft	596	548	697	531	596	536	591	574	541	620	635
Vandalism	498	599	535	682	813	825	662	583	519	496	537
Vehicle Theft	101	122	111	78	98	89	54	64	60	63	61
Weapons Violations	15	16	18	6	11	18	12	15	12	7	10
Sub Total	2224	2453	2648	2616	2674	2894	2839	2632	2546	2544	2691
Group B Offenses Reported	1999	2000	2001	2002	2003	2004	2005	2006	2007	2008	2009
All Other Offenses	694	781	791	702	528	694	683	627	630	657	660
Bad Checks	25	48	19	10	19	25	19	14	17	13	13
Disorderly Conduct	24	35	34	21	20	29	26	40	26	26	26
DWI	146	139	186	150	138	130	132	118	117	100	93
Family Offenses	30	47	41	40	31	21	26	10	27	27	30
Intoxication	101	125	117	131	95	122	178	107	80	89	86
Liquor Law Violations	59	77	75	95	186	200	194	161	128	125	108
Runaways	146	154	115	74	69	78	44	44	69	102	63
Trespassing	56	67	70	78	46	71	52	55	58	60	28
Sub Total	1281	1481	1448	1301	1132	1370	1354	1176	1152	1199	1107
Total Group A and B Offenses	3505	3934	4096	3917	3806	4264	4193	3808	3698	3743	3798



Other Activity Totals 1999-2009

Activity	1999	2000	2001	2002	2003	2004	2005	2006	2007	2008	2009
Incidents Logged	21543	25467	25804	26151	24546	28180	27214	24395	22411	22163	23438
Arrests & Summonses	1330	1635	1441	1465	1576	1906	1887	1535	1397	1302	1339

Traffic	1999	2000	2001	2002	2003	2004	2005	2006	2007	2008	2009
MV Accidents	948	1004	976	876	842	895	857	730	846	763	723
Total MV Stops	6112	8379	8603	10465	9072	11375	9586	7621	6260	5942	6703
Summonses	1329	1916	1816	1623	1470	2002	1262	1189	885	744	831
Warnings	4783	6463	6787	8842	7933	8958	8324	6226	5220	4974	5491
Parking Tickets	762	1208	1712	900	1329	737	1090	804	698	427	342

Animal Control Activity Totals

	FY 2007	FY 2008	FY 2009	FY 2010
Calls received	1460	1980	2118	1597
Dogs picked up	129	137	119	93
Euthanized	1	4	1	3
Cruelty complaints	7	8	10	16
Fees Collected	\$4,025.00	\$4,648.00	\$4,455.00	\$3,355.00
Dogs transported to shelters	8	14	12	4
Livestock at large	20	37	22	9
Dog Bites	16	19	19	20
Summons to court	1	3	7	3
Nuisance abatements	8	6	11	11
Livestock at large	20	37	22	9
Wildlife Pick up Live	21	11	8	15
Deceased	59	60	53	55
Verbal Warnings	260	400	675	690



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.

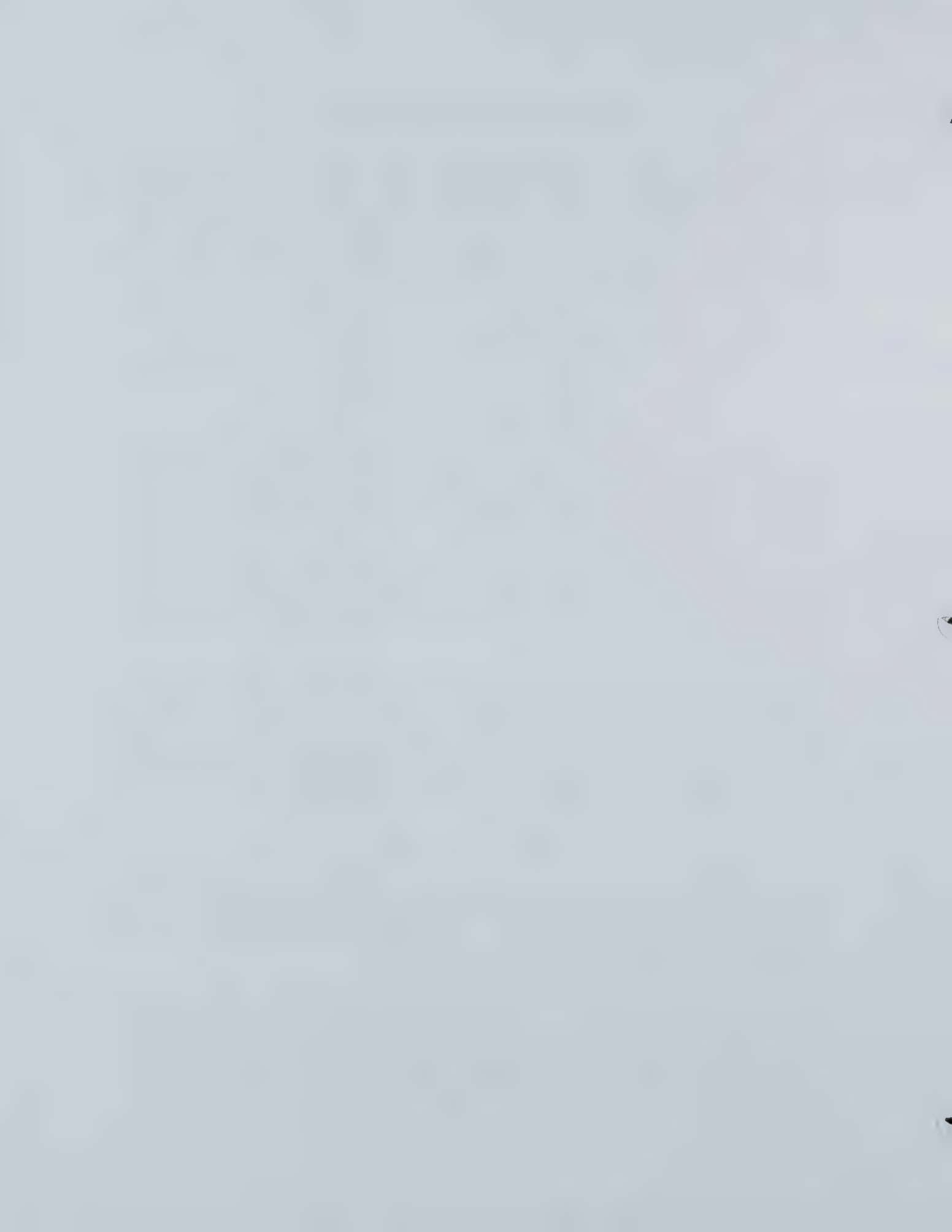
In a continuing effort to reduce energy consumption, the Police Department HVAC system and controls were upgraded this year. Plans for renovations to Veterans' Memorial Hall have been completed and renovations to that building are slated for the 2011 fiscal year.

For the first time, a bid was solicited for purchase of third party electricity supply. Constellation/New Energy furnished a price of 7.49 cents per kilowatt hour (kWh) to supply fifteen Town facilities with total annual usage of 3,000,000 kWh. The PSNH default rate was 8.77 cents per kWh which projects to approximately \$40,000 in savings for the upcoming fiscal year. The division continues to aggressively seek ways to reduce consumption and reduce expenditures through efforts such as these.

CEMETERY DIVISION

Forest Hill Cemetery is looking very well groomed and has recovered quite nicely from the tree damage which occurred in December of 2008. Division personnel cut brush which had overtaken the field behind the Taylor Library and pulled the stumps allowing for the field to once again be mowed on a routine schedule.

With the help of Dorothy Goldman and Richard Holmes, the Town contracted with Arthur's Memorials, to repair over 125 gravestones in the oldest section of the cemetery. Many of these stones were over 200 years old. In addition, Ms. Goldman continues to train volunteers on how to safely clean and restore headstones. Anyone interested in learning more about this program is encouraged to visit the website: www.forest-hill-1721.webs.com.






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.

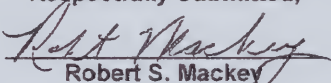
CODE ENFORCEMENT DIVISION

Permit activity for the past fiscal year was ahead of the previous year based on building permits issued for single-family dwellings – 26 compared to 20 for the previous year – and total permits issued – 964 versus 908. There was a large increase in total permit revenues due in large part to the permit fee collected for the Pinkerton Academy Freshmen building. It is anticipated that new residential housing activity will continue at a fairly slow pace while commercial activity may increase as there are several projects anticipated to be developed in the coming fiscal year.

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. During the year, this facet of the job consumes a considerable amount of time and resources of the division as these issues typically require inspection, written notification and follow up.

**OFFICE OF THE BUILDING INSPECTOR
TOWN OF DERRY, 14 MANNING ST.
PERMITS**

Date : 7/01/2009  To 7/12/2010  

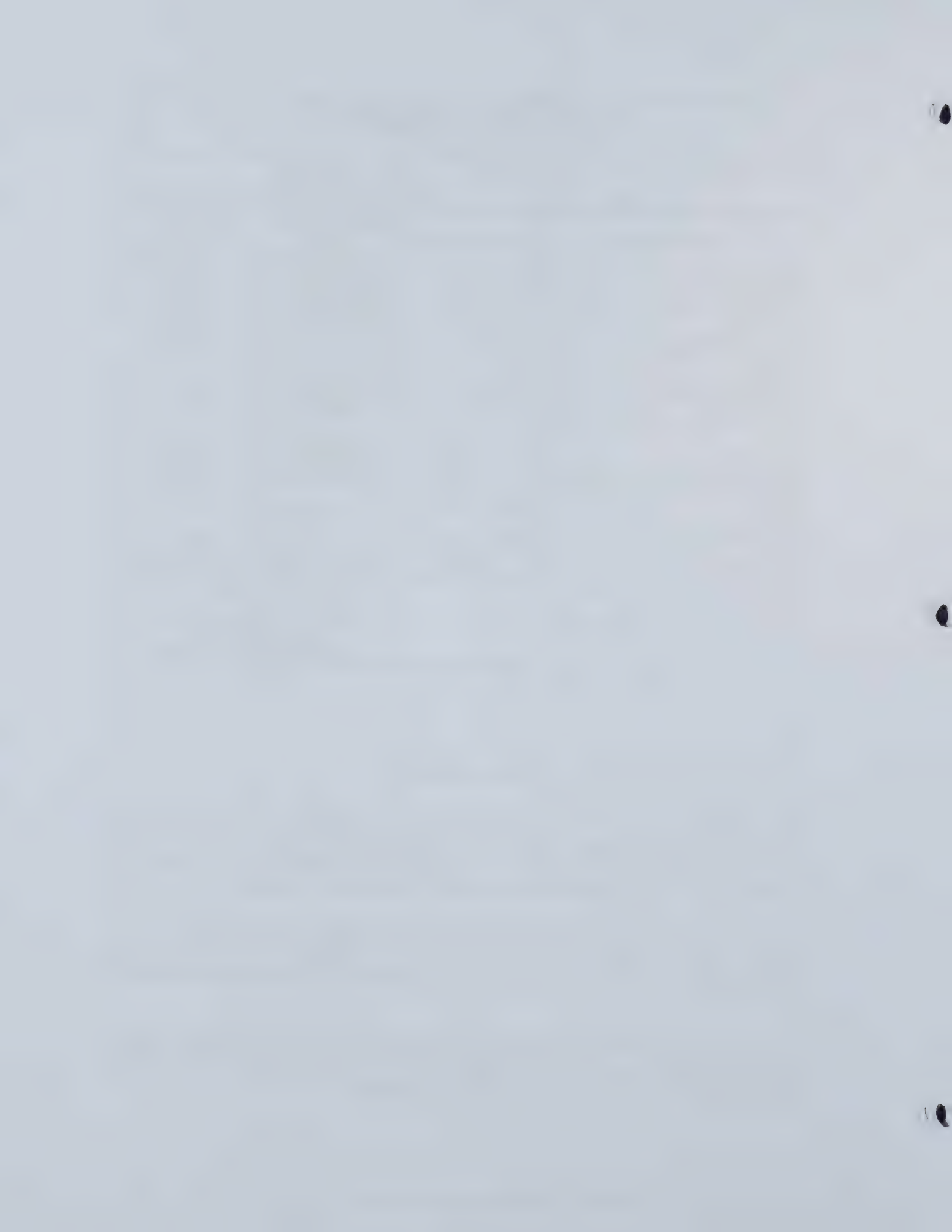
TYPE OF PERMIT	NUMBER ISSUED	CONSTRUCTION COSTS	PERMIT FEES
Commercial	36	22,436,544.35	174,321.23
Demolition	15	26,175.00	375.00
Electrical	354	2,055,072.00	9,127.95
Failed & New Septics	79		3,950.00
Industrial			
Masonry/Chimneys	3	75.00	75.00
New Residential	26	3,438,360.00	36,604.61
Other			
Plumbing	101	333,880.00	1,891.00
Residential Additions & Renovations	271	4,251,288.90	24,288.88
Signs	64		2,426.27
Utility Shed			
Wells	18		450.00
TOTALS	964	32,541,395.25	253,509.94
Total fees for month of \$ 253,509.94		Respectfully Submitted,  Robert S. Mackey Code Enforcement Director	

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 system 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 designed and inspected the water main extension project to loop Ashleigh Drive to Bypass 28. The division also took a prominent role in construction administration at the Florence Street bridge replacement project completed in December 2009.

The Engineering Division collaborated on a number of projects to be started in Summer 2010 including the Route 102/28 intersection, the Fordway bridge replacement, and the Pennichuck Water Works East Derry water main extension.



Construction inspection of site plans and subdivision developments was greatly reduced due to the weak economy. Inspections of Cella Drive and Pinkerton Academy freshman building were the largest projects inspected by the division.

HIGHWAY DIVISION

The Highway Division had a relatively uneventful winter when compared to the previous winter when we dealt with the major ice storm. The major challenge was the wind/rain storm at the end of February that left parts of Derry in the dark for several days. In addition, the flooding caused a culvert on Drew road to partially collapse resulting in the road being closed down to one lane until wetland permits are approved and the culvert can be reconstructed as a bridge in late 2010.

The Highway Division completed its draft salt reduction plan for the Beaver Brook Water Shed. This document is currently under review by the State of New Hampshire DOT, NHDES, FHWA, and the EPA. While it will be challenging to reduce salt usage and continue to provide adequate service to motorist, the rewards will not only be an improvement in surface waters but a savings in salt purchases. There will also be a need for motorist to adjust their driving habits to the roadway conditions. It is anticipated that it will take several years to implement this plan including reeducating town employees, contractors, and the public.

The Florence Street Bridge was replaced this past year and the Fordway Bridge went out to bid for construction in the upcoming fiscal year.

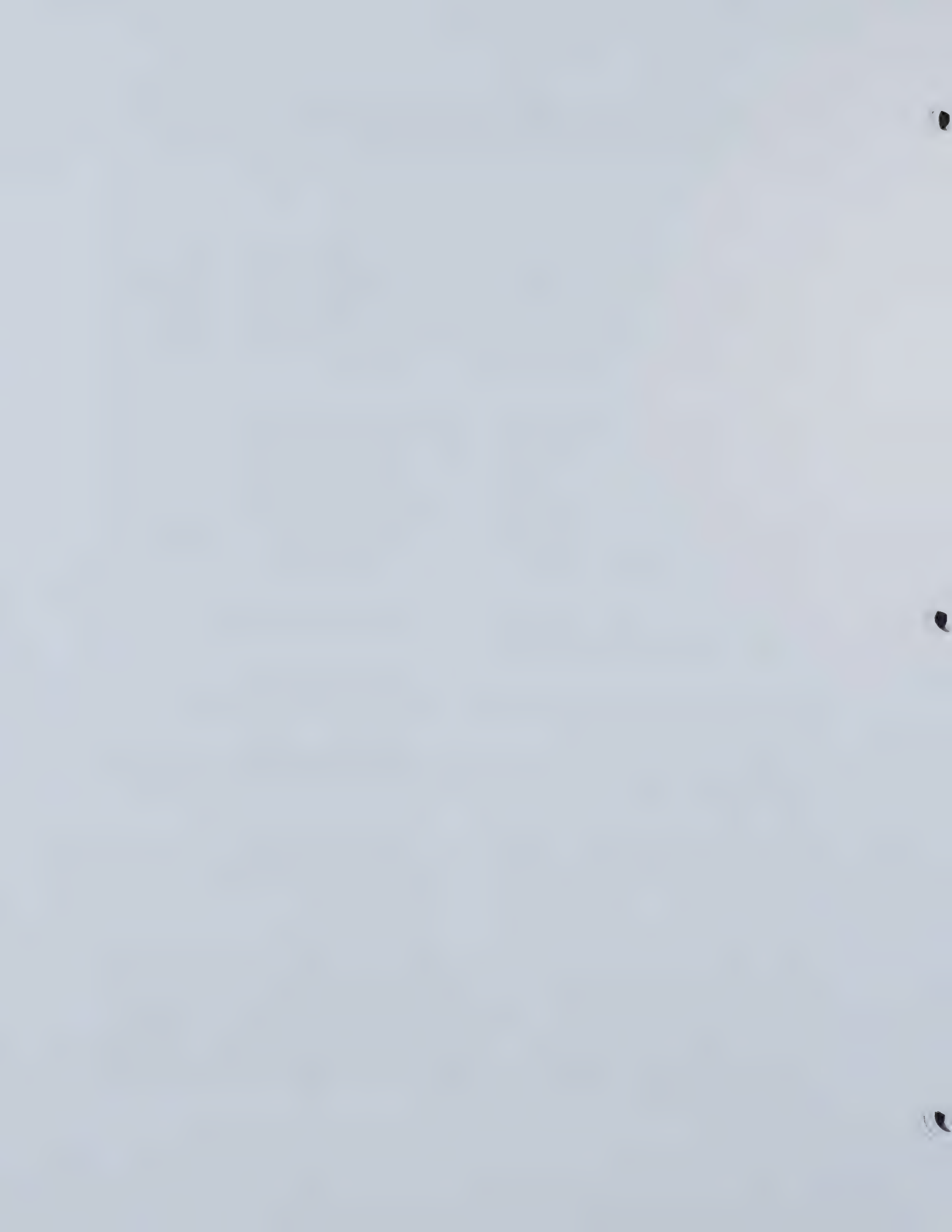
Multiple roads were reclaimed and resurfaced in the past year continuing the town's proactive approach to pavement management. Streets upgraded last year included:

Reclaims: Al Street, Bill Street, Elaine Avenue, Eleanor Avenue, Goodhue Road (phase 3), Valley Street (South of Aiken), Stonegate Lane, Ela Avenue, Weston Street, Morrison Road, Sagamore Drive and Fordway Extension.

Shim/Overlays: Westerly Drive, Regency Road, Berge Lane, Dickey Street, Belmont Terrace, Coventry Lane, Kristin Drive, Peter Drive, Jessica Lane, and Butternut Lane.

PARKS & RECREATION DIVISION

During fiscal year 2010, the Parks & Recreation Division continued to encounter a significant increase in participation in all of its programs, activities, special events. The Division experienced noticeable increases in most programming, but particularly in swim lessons and winter basketball, and, moreover, patronage at Gallien's Beach, Hood Park, and the Splash Pad at Don Ball. The Division also offered new or expanded programming to include additional yoga classes, a beginners line dancing program, and Zumba fitness dancing.



The Division continued to complete a capital improvement project at Hood Park by installing a new handicapped accessible restroom and constructing additional retaining walls to create additional useable park space. The much needed improvement has almost completed the overall restoration plan at Hood Park and has achieved positive results and feedback from our patrons. In addition, the Wolverines, Derry Demons, and Derry Youth Lacrosse Organizations collaborated and expanded upon their Adopt-a-Field Agreement and constructed a 20' a 60' storage/utility building at the Don Ball Practice Field. This was an outstanding facility improvement that solved our collective storage needs without any fiscal impact to the Division's operating budget.

TRANSFER STATION DIVISION

The Transfer Station Division continued its commitment to cost effective management of solid waste. The division processed 9077 tons of solid waste, 743 tons of cardboard, 814 tons of newspaper, and 770 tons of scrap metal. Recycling markets were more stable during Fiscal Year 2010. Commodity pricing for metals and cardboard rose steadily throughout the year.

Revenues from Commodity Recycling

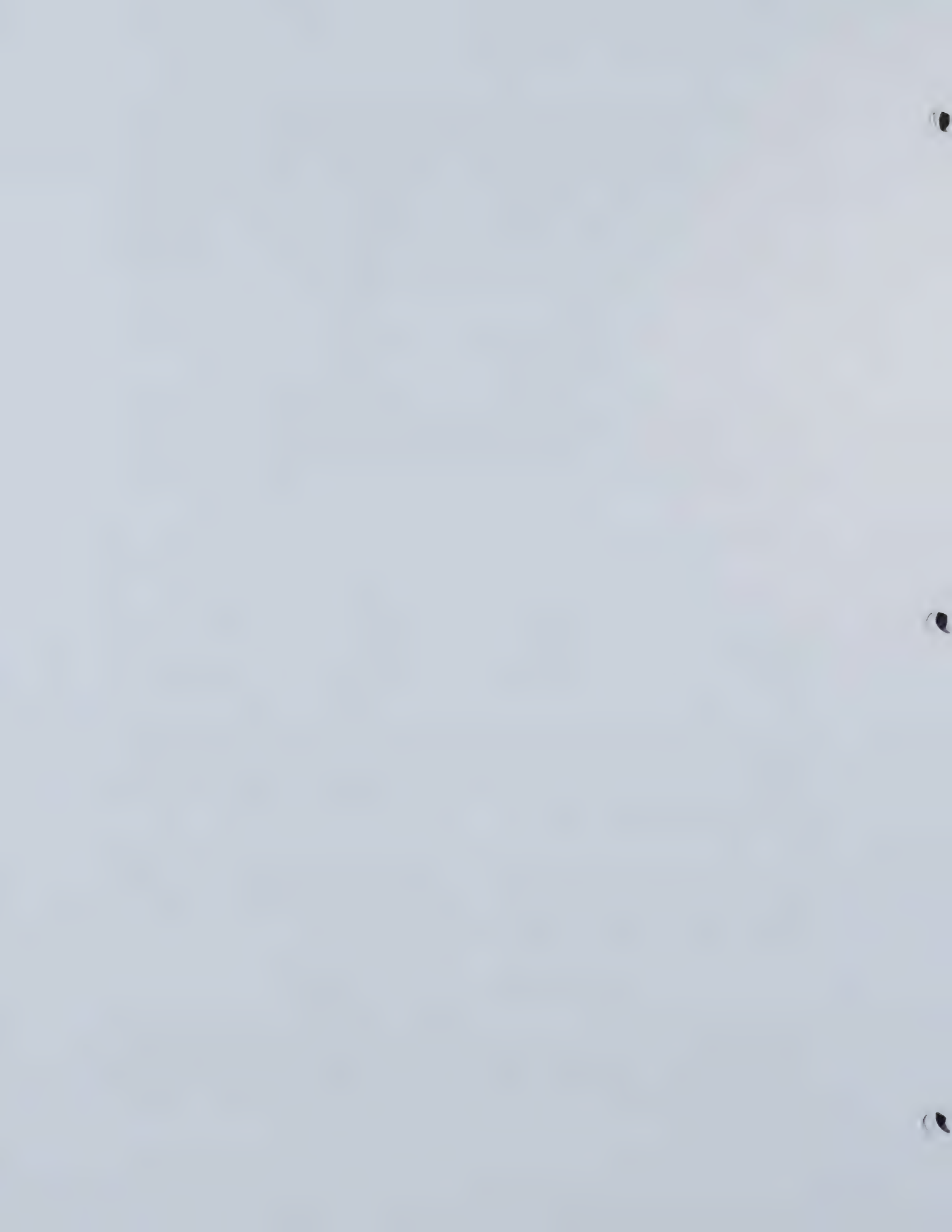
	FY2008	FY 2009	FY 2010
Cardboard	\$ 52,455	\$71,457	\$59,290
Newspaper	\$ 92,110	\$57,463	\$70,414
Scrap Metal	<u>\$176,516</u>	<u>\$97,714</u>	<u>\$110,463</u>
Totals	\$321,081	\$226,634	\$240,167

In April 2010, the Town of Derry and Maine Energy Resource Company (MERC) extended the trash disposal contract to December 31, 2016. MERC agreed to immediately reduce the disposal rate from \$61.54 per ton to \$59 per ton and suspend annual CPI adjustments until January 1, 2012. The negotiated reduction will have a significant impact in Fiscal Years 2011 and 2012.

Contracts for recyclable materials have also been amended to require the haulers to transport and supply the open top trailers. Capital and maintenance costs savings will be realized in future years as the Town fleet will drop from six trailers to four trailers in order to transport trash only to MERC in Biddeford, Maine.

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, safety inspections, to heavy equipment repair.



The Vehicle Maintenance division was involved in rebuilding a 25,000 lb lift over the course of the fiscal year. The lift was refurbished at a cost of \$8900 as opposed to purchasing a new lift at a cost of \$70,000. This work should prolong the life span by at least another 5-7 years.

WATER DIVISION

Average annual water usage in FY2010 for all of Derry's 6 municipal water systems increased from 1.17 to 1.24 million gallons per day. The core water system supply capacity from Manchester Water Works remains at 2.9 million gallons per day of which 2.83 million gallons has already been purchased under Derry's wholesale water agreement with Manchester Water Works. Total billed water usage from FY2009 to FY2010 increased an average of 5 %. The individual water system usage totals are:

System	# of Service	FY2008	FY2009	FY2010	Annual
<u>Water System</u>	<u>Connections</u>	<u>Usage</u>	<u>Usage</u>	<u>Usage</u>	<u>Change(09-10)</u>
Autumn Woods	29	8,500 gpd	7,013 gpd	7,157 gpd	+ 2.0%
Meadowbrook	58	11,800 gpd	9,780 gpd	10,841 gpd	+11.0%
Rand-Shepherd Hill	60	18,000 gpd	15,300 gpd	14,588 gpd	+ 4.7%
Willow Bend	23	8,000 gpd	6,127 gpd	5,574 gpd	+ 7.3%
Woodlands	60	10,800 gpd	9,361 gpd	9,767 gpd	+ 4.3%
Core Derry System	4,005	1.193 Mgpd	1.124 Mgpd	1.182 Mgpd	+ 5.2%

Gpd = gallons per day

Mgpd = million gallons per day

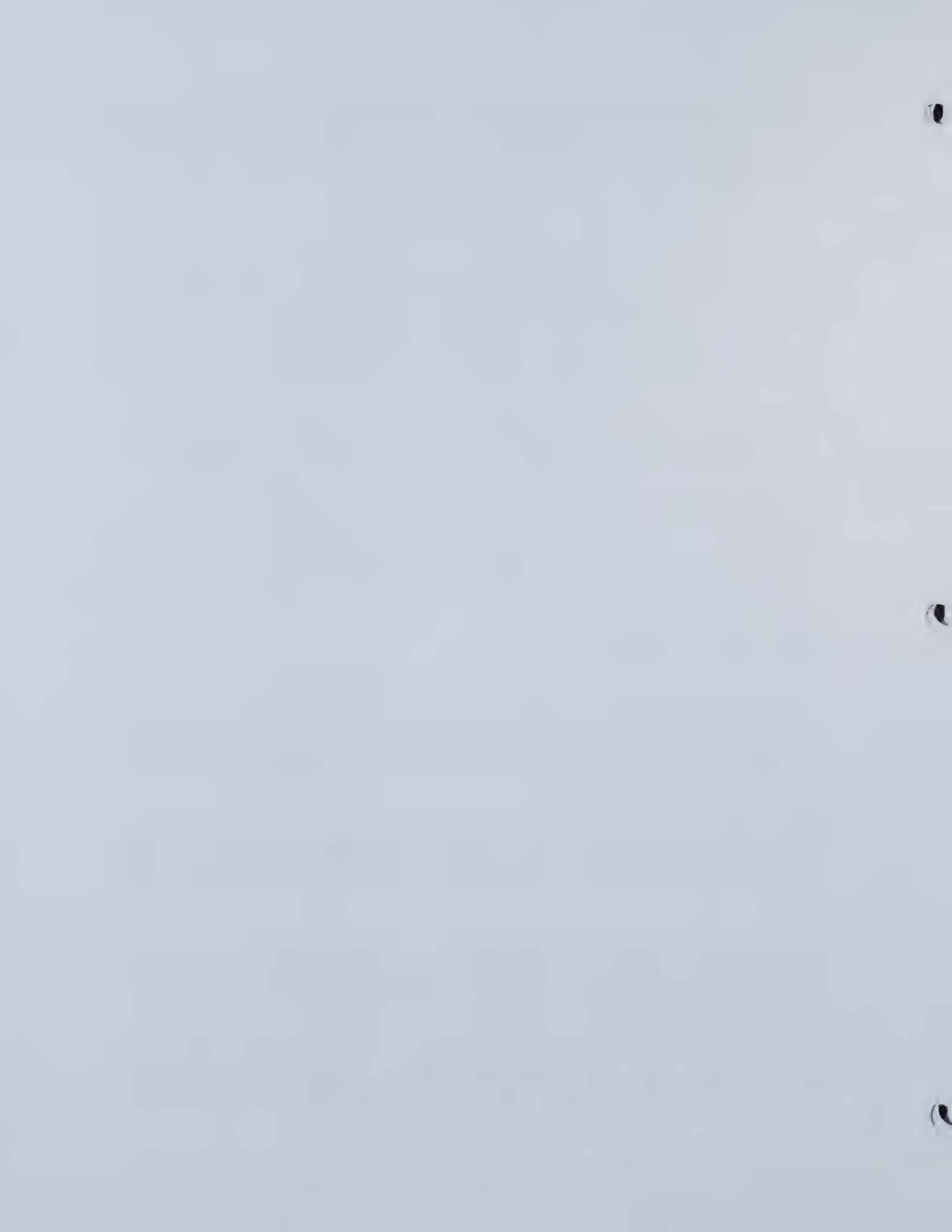
Total metered service accounts increased from 3,990 to 4,005 from FY2009 to FY2010.

Municipal water rates were unchanged in FY2010 at \$22.88 per quarter per living unit as the minimum base charge and the consumption rate is \$2.47 per 100 cubic feet (748 gallons).

In our ongoing effort to improve meter reading efficiency and accuracy the Water Division added 336 remote radio Orion transponders and replaced 184 existing meters on existing water service accounts. Fifteen (15) new meters were installed on new service accounts.

In FY2010, 1000 feet of new water mains was installed along Route 28 By-Pass from Eastgate Road to Old Coach Road and 1700 feet of new main was installed cross country from Ashleigh Drive to Old Coach Road. This completed the Scobie Pond high pressure loop improving service pressures and fire flows to this part of town.

In April 2010, the Town Council approved an agreement with Pennichuck Water Works for a joint major water system expansion project to East Derry which will connect Derry's Meadowbrook community water system and Pennichuck Water Works' Drew



Woods system to the Derry core water system via a 6500 foot water main along East Derry Rd./Hampstead Road. This work is scheduled for completion in the fall of 2010.

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 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 discharge flows from the Derry Wastewater Treatment Plant to the Merrimack River in FY2010 averaged 1.80 million gallons per day, a 2.7% decrease over last year. Heavy precipitation in March 2010 strained the Plant's capacity with influent flows exceeding 7 million gallons per day. While the sewer collection system has some inflow and infiltration, the primary source of the flow increase during flooding events are illicit sump pump connections to the sewer system. Billable sewer usage decreased by 2.5% in FY2010.

The sewer treatment plant capacity remains at 3 million gallons per day. Municipal sewer accounts however increased from 3,029 in FY2009 to 3,049 in FY2010.

Municipal sewer rates were unchanged in FY2010. Minimum sewer base charges are \$35.66 per quarter per living unit and usage rates are \$2.98 per 100 cubic feet (748 gallons) of usage.

There were no new municipal sewer extensions in FY2010.

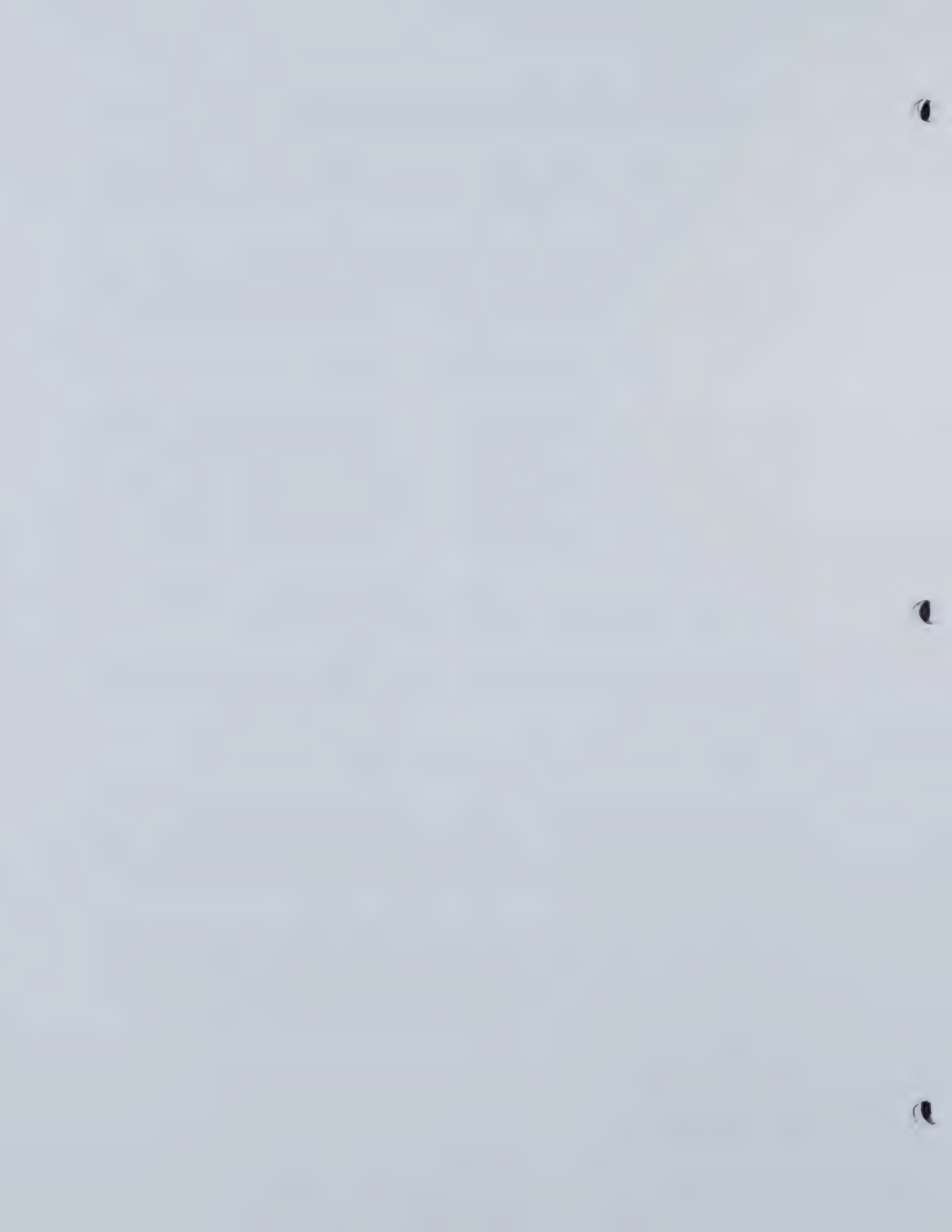
Maintenance activities included cleaning 1/3 of the sewer collection system mains, manhole inspections and repairs, and pump station and Wastewater Treatment Plant repairs, and inspection and repairs of sewer cleanouts and air releases. Significant work continued in FY2010 in clearing the Wastewater Treatment Plant lagoon embankments in accordance with directives from the NH Dam Bureau.

The Wastewater Division continues to comply with all EPA wastewater discharge permit requirements. The Town's National Pollutant Discharge Elimination System (NPDES) permit reapplication is under review by USEPA and NHDES. The new permit to be issued in FY2011 is not expected to have any significant changes in its requirements.

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, 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) Continued to provide assistance on the Exit 4A project, including the project SEIS;
- 4) Represented the interests of the Town on the Derry-Salem SE-TRIP project;
- 5) Represented the interest of the Town on the CART Board of Directors and the CART Executive Committee, including attendance at a Town Budget Committee hearing;
- 6) Participated in several discussions regarding Rockingham County Economic Development held in Exeter, which was attended by Derry officials;
- 7) Prepared and printed copies of an Open Space Assessment of the Town's policies and regulations to the Planning Board as part of the CTAP project;
- 8) Participated in Beaver Lake Watershed Study meetings;
- 9) Worked with the Derry Planning Board and staff on the Derry Master Plan update;



- 10) Assisted the Town in addressing traffic issues on the NH 102 Corridor by completing a NH 102 Access Management Plan;
- 11) Presented information on the importance of economic development to Derry officials;
- 12) Sponsored two meetings with Town Administrators and Public Works Directors and Road Agents to discuss the feasibility of establishing purchasing cooperatives;
- 13) Coordinated Workforce Housing and Conservation, Porous Pavement and Concrete Amendments to Shoreland Protection Act, Small Energy Systems and Workforce Housing Legislation, and Innovated Land Use Planning Techniques for SNHPC Planners' Roundtable meetings attended by Derry officials;
- 14) Preparation and mapping of enhanced GIS-based information, including up-to-date Existing Land Use data obtained from aerial photography;
- 15) Updated Community Planning Assessments including facilitation and presentation of Road Maps Report for use and scheduling of CTAP services and grants by the municipality;
- 16) Gave PowerPoint presentation on Connecting Land Use and Transportation to the Derry Planning Board;
- 17) Facilitation and preparation of new or updated Open Space Plans;
- 18) Preparation of Build-Out Studies and maps showing future growth and development of the community under current zoning utilizing Community Viz Software;
- 19) Assisted the municipality in preparing, receiving and implementing \$15,000 CTAP Discretionary Grant used by Derry to retain consulting services to complete phase one of a market study for the downtown;
- 20) Assisted municipality in preparing, receiving and implementing \$10,000 CTAP Collaborative Grant for Derry to develop and implement an Economic Development Plan for the region in collaboration with towns of Auburn, Candia, Chester, Deerfield, Goffstown, Hooksett and Raymond;
- 21) Assisted municipality in preparing, receiving and implementing \$10,000 CTAP Target Grant which has been or is currently being used by Derry to complete phase two of the market study for downtown;
- 22) Provided assistance to the Planning Board in updating the town's Master Plan;
- 23) Prepared and developed an Atlas of the town's commercial and industrial zoned land;
- 24) Updated the Derry Hazard Mitigation Plan;



- 25) Worked with Emergency Management Directors from all the municipalities in the region to develop a region-wide Community Preparedness Program;
- 26) Conducted a number of public opinion surveys on various topics of regional concern, including existing and future land use, economic development, historic preservation, transportation, etc.;
- 27) Provided Brownfields Program assistance to all municipalities, held several advisory committee meetings throughout the year which were attended by municipal officials, and accepted a total of seven sites into the brownfields program with environmental assessment work underway or recently completed;
- 28) Facilitated four Natural Resources Advisory Committee meetings throughout the year for Conservation Commission members focusing on a variety of topics including fluvial erosion hazard ordinance development and mapping, the Piscataquog River Watershed Land Conservation Plan, case studies of local recycling programs, identification of tree species; the Northern Forest Sustainable Economy Initiative; Lamprey River watershed research, and the Piscataquag Region Estuaries Partnership technical assistance program;
- 29) Facilitated four meetings during the year for Planning Board members and town planners which focused on mixed use development; lessons learned by various Planning Boards during the year; the process and benefits of forming a local energy committee; a review of the innovative land use planning techniques; and zoning enforcement;
- 30) Compiled building permit and certificate of occupancy permit records to record dwelling unit totals in all communities and prepared a summary report.

Derry's Representatives to the Commission

David N. Gomez - Treasurer
Joel Olbright
John P. Dowd
Beverly A. Ferrante
Brian Chirichiello – Alt.

Executive Committee Members

John P. Dowd
Beverly A. Ferrante
David N. Gomez - Treasurer



SUPERVISORS OF THE CHECKLIST ANNUAL REPORT

In the fiscal year of July 2009 through June 2010 several changes have occurred in the office of the Supervisors of the Checklist...

With the resignation of long time Supervisor 'Nip' Lewis, Bruce Neale was appointed to fill out the vacated term until the March 2010 election. Bruce was defeated in the March election and a new candidate, Judy Strakalaitas, was elected to the office. Her term will expire in 2016.

The only election held during this period was the March 9, 2010 Town Election. The turnout for this election was 10% of the registered voters which is the usual turnout for our town election. There was an additional state required session of the Supervisors on June 1, 2010 due to the primary to be held September 14, 2010.

The work to bring the voter checklist up to the state standards has been a long and tedious one requiring many hours of computer work. Unfortunately, when the voter records were transferred to the state required ElectioNet software, much of the existing information on each record did not transfer. This information had to be looked up manually on each paper voter record and input. This is an on-going project that was started in April 2010 and should be completed by the end of August 2010.

We wish to acknowledge the assistance we get throughout the year by other Town Departments:

Chris Martin and Debbie Roy assist us with our notification of sessions on the Derry TV channel.

Doug Rathburn and Nancy Bulens assist us with any computer problems both at the office and at the elections. They make it possible for us to have a computer at each location during the elections which is a tremendous help.

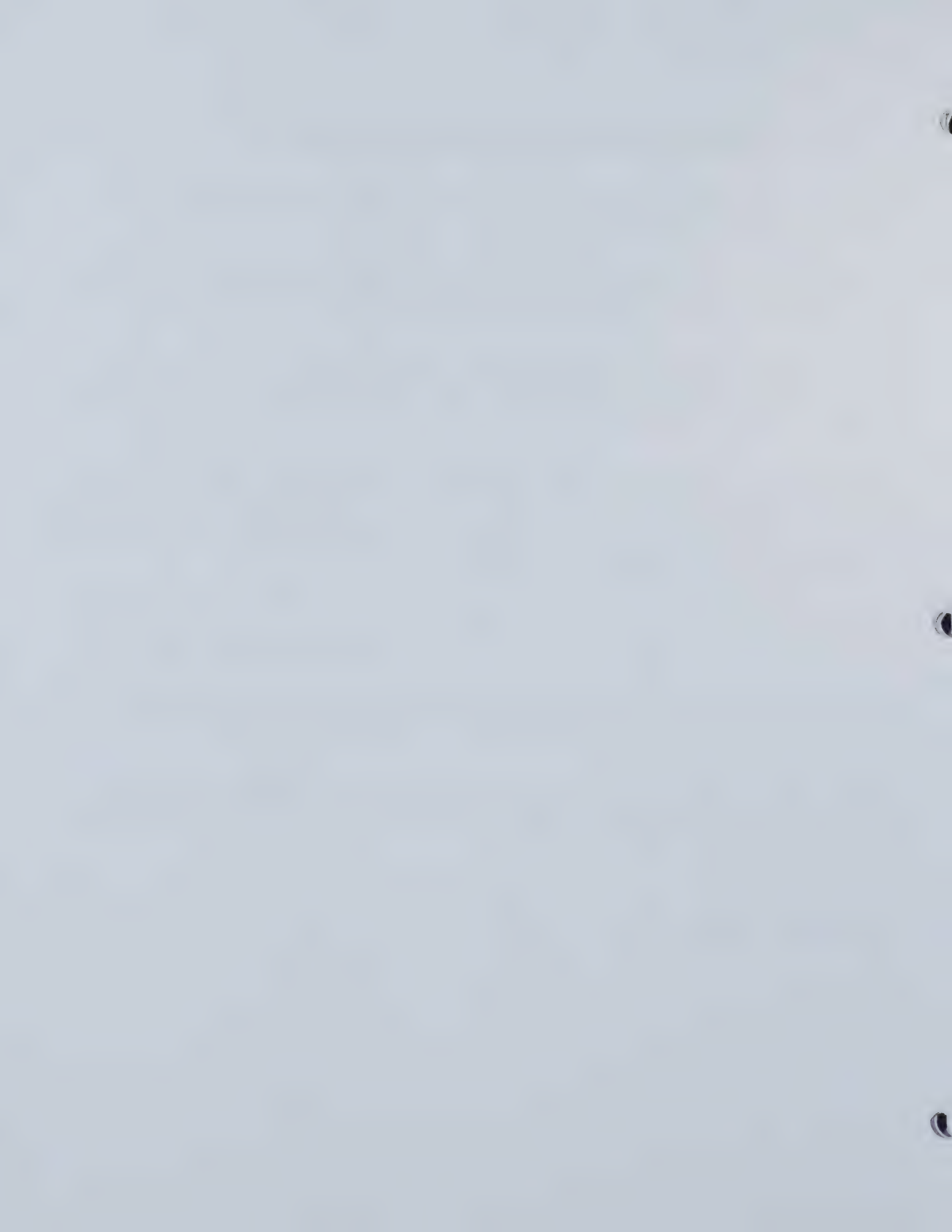
Last, but certainly not least, Town Clerk Denise Neale and Deputy Town Clerk Ruth Robinson assist us throughout the year by accepting new registrations and change cards any hours that they are open and act as backup at any time that we need them.

Respectively submitted,

Roland Routhier, Chairman

Renee Routhier

Judy Strakalaitis



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 now has twenty 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 also serve delicious refreshments. Where else can you get a free night out with good company?

We once again offered five story hours per week for children ages two through six. We continue have the children who go to kindergarten join us for stories and crafts. We meet on Mondays, Wednesdays and Fridays at 10 AM and Mondays and Wednesdays at 1 PM. We have started to mix ages to accommodate families with children who would have been in the 2 & 3 year old program and those with older children who would have been in the 4-6 year old class. Each week we offer a theme based craft to go along with the stories we read to the children.

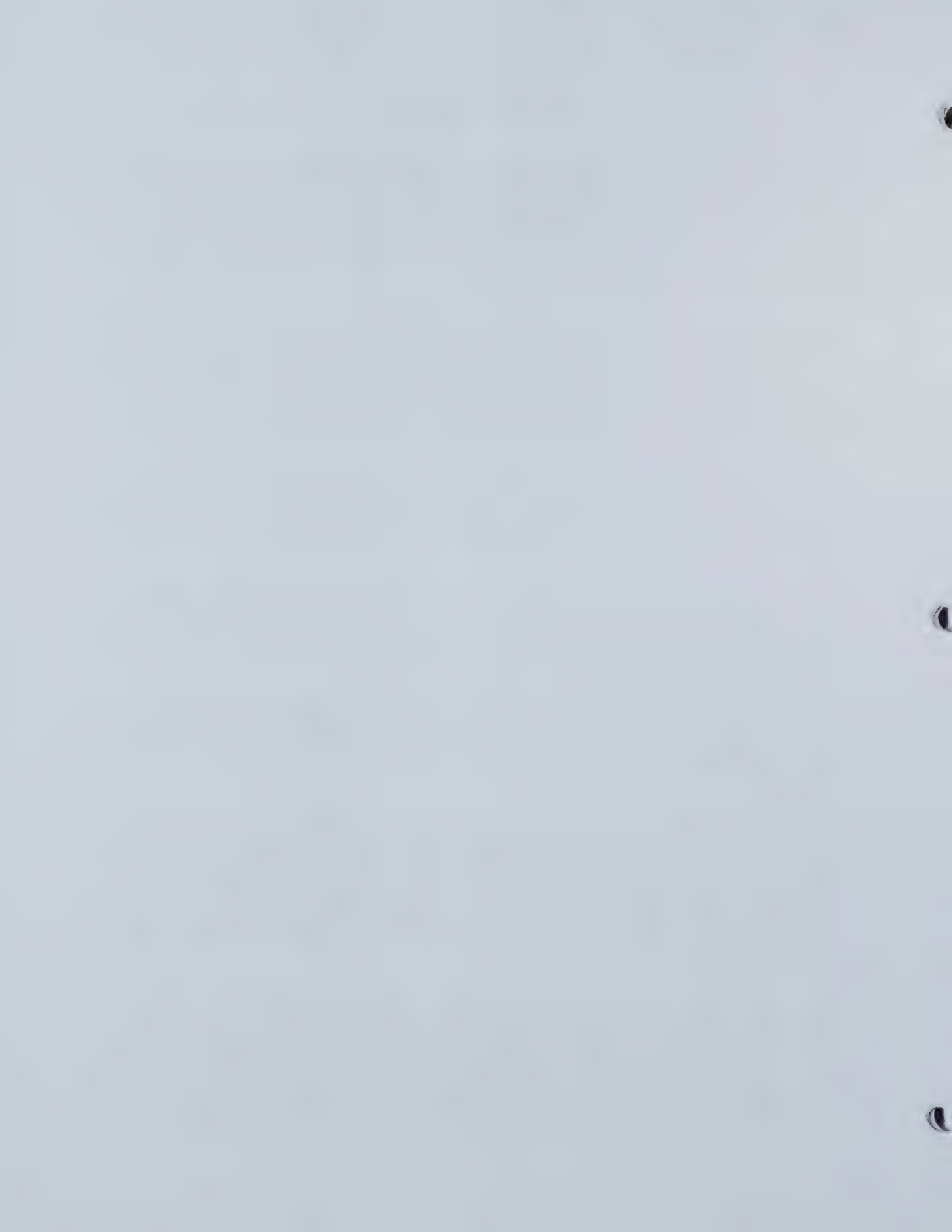
We will be offering a Tiny Tot class in the fall as there have been many calls for it. These children will range in age from 6 months to 2 years old. We will offer stories, rhymes, music, instruments and dancing. These activities will be repeated each week as this is how children learn.

We once again offered our various holiday programs. In October, we offered an evening Halloween Story and Craft Hour led by Adam Burke and Maddie Hanlon. The children came dressed in costumes. Adam and Maddie read the children stories, helped them with their crafts and served refreshments which they actually made that afternoon.

Marge Palmer once again offered her Adult Holiday Readings in December. We had a full house that evening. The fireplace was lit and the lights were dimmed. Everyone enjoyed the stories which got us all in the mood for the holidays. Staff and Trustees baked the goodies for refreshments.

Polar Express story hour was held three consecutive nights in December. The library was transformed into a train and the children came dressed in their pajamas to enjoy a trip to the North Pole. We actually met up with Santa Claus each evening. The children received a silver bell and white nougats from Santa after sitting on his lap and telling him what they wanted for Christmas. All three nights were full with thirteen children riding the Polar Express to the North Pole. The small intimate setting that the Taylor Library lends is a perfect backdrop for our annual trip each year.

We continue to offer our Summer Reading program to the children of Derry. The children read 3,833 books. We offered 41 programs for all ages and actually served 2,536 patrons. We received donations from Canobie Lake Park, Victorian Park, Shaw's Supermarket and Clam Haven. The Derry Friends of the Libraries once again offered their support in the entertainment we offered to the children of Derry. These programs were done jointly with the Derry Public Library and Derry Parks and Recreation. We once again had our teen volunteers help us out with



the programs. Thank you to Adam, Owain, Stephanie, Maddie, Annie, Brendan, Spencer, Emily, Katie, Sarah and Jon for all the hours you gave us. Without your help, our summer would not have been as successful as it was.

A special thank you goes to Eric at Parks and Recreation and Adele from the Derry Public Library for all of your help and collaboration last summer with programming.

BUILDING:

We continue to accept donations to our building fund in hopes of future expansion.

This past spring, the Energy/Environmental Advisory Committee visited the library and did an energy audit on our historic building. They came up with ideas as to how to save money. It was recommended that we add more insulation to the roof, around the plugs and switches and around the outside doors and the attic door. Also, we changed the light bulbs to energy-efficient bulbs. The hot water heater was changed to a point of use electric water heater. This will certainly save energy and money in the long run. The company has been chosen to install storm windows on the inside of the building. They should be installed before the snow flies. This will help with the drafts in the library during the winter. Already in the first month after volunteers did the insulation work and the energy efficient light bulbs, kilowatt usage dropped. It is estimated that with these few changes, the library might save up to \$ 2,000.00 in oil and electricity. The money for this project was set aside last year for energy improvements. We would like to thank Tom Minnon and his committee for making these recommendations.

The town's cemetery crew has done a beautiful job this past spring sprucing up the outside of the library. The back field is now cleared and is mowed weekly. The children this spring were able to go out and run around it during one of the story hours.

OTHER:

We continue to upgrade our website. Thank you to Steve for making these changes for us. We have added the Union Leader to our website. With a password you can go into the site and read it for free. We have added an RSS feed and a mailing list section to our website. When you subscribe to these two areas, you will receive updates to the Taylor Library whenever they are made. We continue to have upcoming events on our website, our newsletter and our monthly column from the Derry News.

We have 3 laptop computers for public access to the internet. We also allow you to bring in your own laptop and connect to the internet.

Our circulation continues to grow. With the recession, many patrons are now borrowing books instead of buying them. This is also true for DVD's, CD's, and Audio Books. We now circulate Wii Games, XBOX Games and Play Station Games. The children and adults love these games as they can try them out before making a purchase.

The three laptop computers are available for public use. Thank you to Comcast for the free internet connection. Patrons come in to job hunt, read their email or just surf the web. This



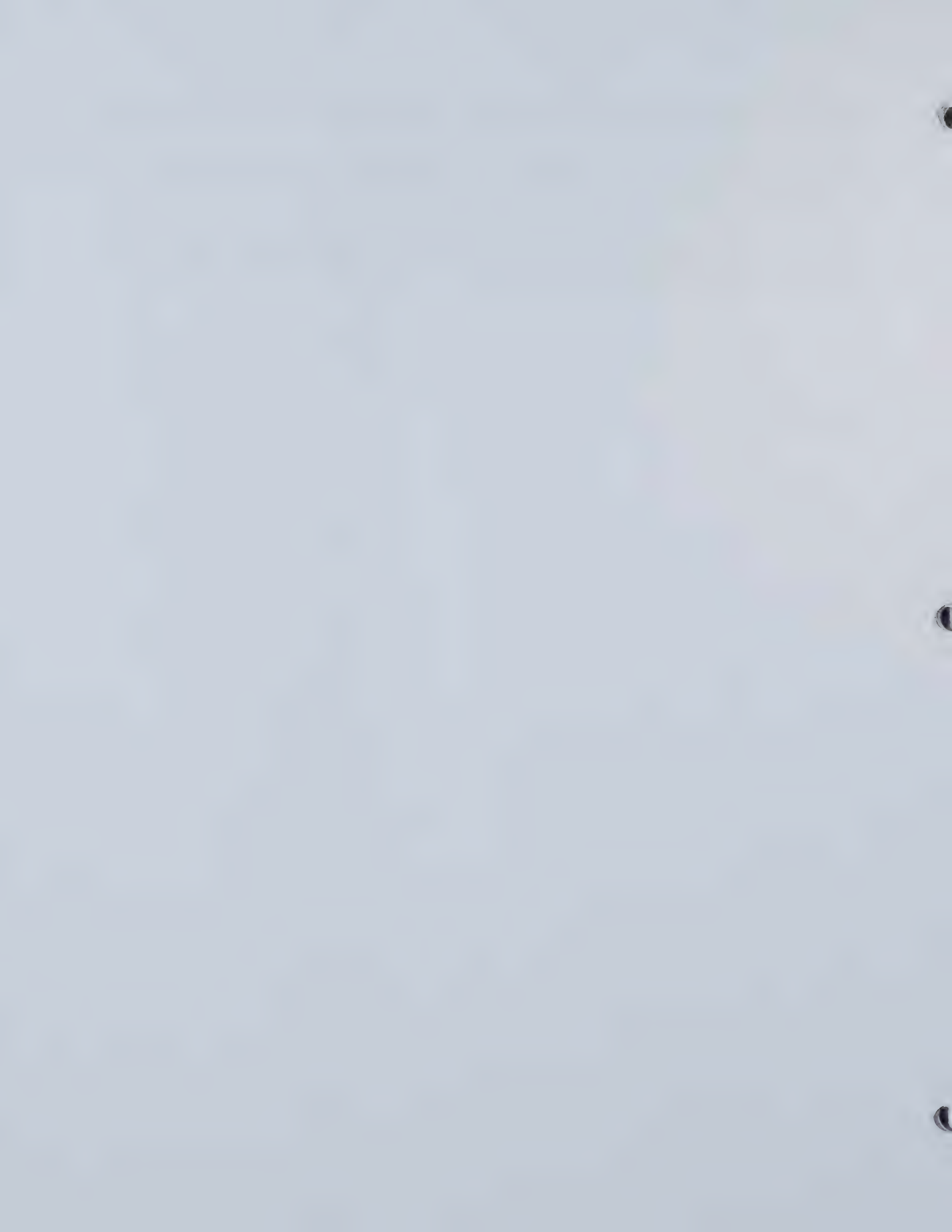
service is a money saving item to many households. Families have had to cut this service when someone in the family has lost a job.

We also offer passes to our patrons for free or for a reduced rate to visit various museums in New Hampshire or Massachusetts.

On behalf of the Trustees and the Staff at the Taylor Library, I would personally like to thank you all for the 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 State of New Hampshire has placed many new requirements on our office. Changes in laws and requirements of Towns in NH have kept us on our toes. Research by citizens, attorneys and other groups has caused an influx of visitors to our office.

Our new "ELI-Online" dog licensing program assisted over 300 citizens with a more efficient means to license their dogs on time. The office has received many compliments in regards to this new service.

Another service the Office has is Vitalchek. An online Vital Record requests service through a third-party vendor and Point of Sale which allows the customer to use a debit or credit card. Although there is a \$2.50 convenience fee for the users of the POS, customers seemed happy to have an alternative method of payment.

Dog licensing increased by 1100 licenses over last year. However, Civil Forfeiture fines decreased by 150 dogs over 2009. This is a positive outcome because citizens are becoming more aware of the State of NH laws requiring dogs to be licensed.

Vital record requests also increased this year. Some of this attribution was due to Civil Unions being converted to Marriages on January 1, 2010.

Elections were to say the least an experience for the entire Election Official members. This year we had two Elections; one for the Charter Commission members and the other was the annual Town Election. Both produced a recount and one produced a tie – breaker. The Charter Commission voters totaled 1336 and the Annual Town Election was 2139. A reminder to the Derry Voters your vote counts here first in the town elections, followed by the State & Federal Elections. Please support your Town. We have 21,000 voters and 2139 is a small percentage for the town election.

We are always looking for poll workers at election time. These are paid positions; contact the Town Clerks office if you are interested.

It is time again to thank all the departments that assist the Town Clerks office in many ways when information is needed and there is an overload upon the Town Clerk & Deputy. Sheila Bodenrader, Executive Administrative Secretary who assists with the Town Council's needs, the Election Officials, Public Works and the Police Department for their support during election time, Marlene Bishop of Animal Control for assisting with our ever growing dog population but most of all to Ruth Robinson for her dedication and commitment to this office and the Town of Derry.

Respectfully submitted

Denise E Neale, Town Clerk



Town Clerk's Revenue Report

July 1, 2009 – Jun 30, 2010

Description	Processed	Town	Paid to State of NH
DOGS REGISTERED ONLINE	319	*****	*****
DOG LICENSE (Dog Calendar: 5/1-4/30 annually these figures reflect the fiscal year)	4980	Town \$25738.50	State \$11738.50
CIVIL FORFEITURES	588	Town \$14725.00	Issued by State Statue
UCC	Issued from State of NH	\$4500.00	*****
Marriages/Civil Unions	228	\$1652	\$8968
VITAL RECORDS	4150	\$13753	\$17,999.00
MISC FEES	Late fees, other fees & reimbursements	505.80	*****

TOWN OF DERRY RESIDENT VITALS RECORDED

July 1, 2009 – June 30, 2010

Births 241 Marriage/Civil Union 228 Death 194

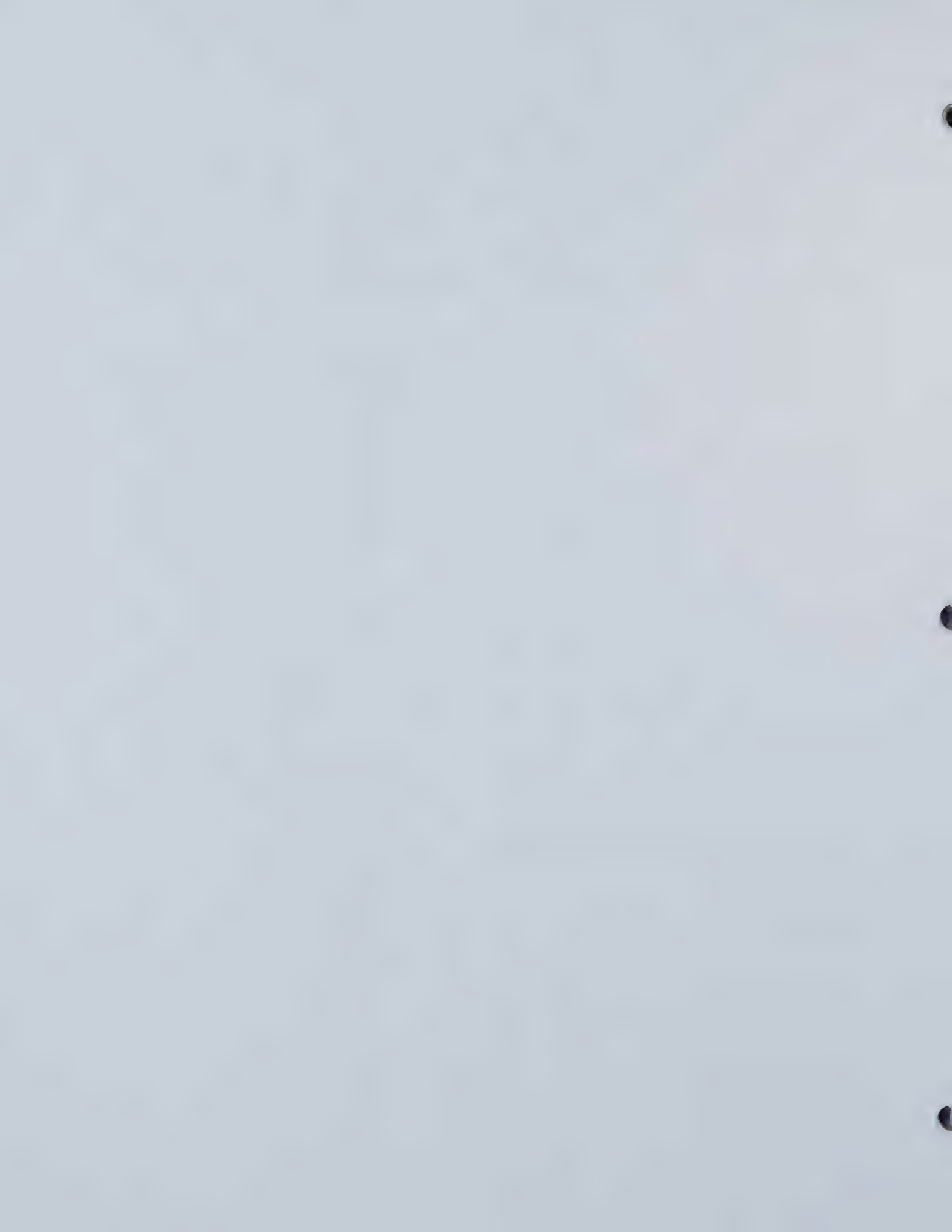
Increase in Dog Licensing by year	2007 – 3124	2008 – 3464	2009 – 3,854	2010 - 4980

Collected on behalf of: Animal Control Department

Nuisance Abatements	\$ 2450.00
Boarding Fees	\$ 1592.00

Collected on behalf of the: Supervisors of the Checklist

Sales of Checklist & Misc	\$303.20
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**2010
TOWN OF DERRY
ELECTION WARRANT**

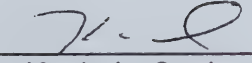
TO THE VOTERS OF THE TOWN OF DERRY, IN THE COUNTY OF ROCKINGHAM, STATE OF NEW HAMPSHIRE:

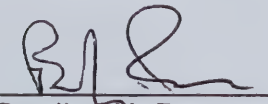
Voters in Districts 1 and 4 are hereby notified to meet at the Gilbert H. Hood Middle School, Voters in Districts 2 and 3 are hereby notified to meet at the West Running Brook School, in said Town on Tuesday, the Ninth (9th) day of March, 2009 at seven o'clock in the forenoon (the polls will be open 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 2 (3 yr. Term District Voters only); District 4 (3 yr. Term District Voters only); One Councilor-at-Large (3 yr. Term); One Town Clerk (3yr Term); One Town Treasurer (3 yr Term); One Trustee of the Trust Funds(3 yr. Term); One Town Moderator (2yr. Term); Two Derry Public Library Trustees (3 yr. Term); Two Taylor Library Trustees (3 yr. Term); One Supervisor of the Checklist (6 yr. Term)

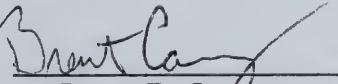
Given under our hands and seal this 16th day of February, 2010.

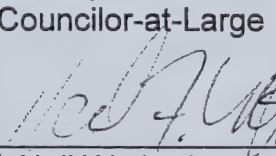

Richard Metts, Chair
Councilor-at-Large

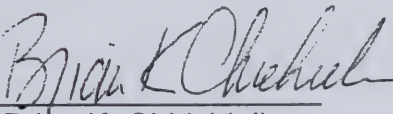

Kevin L. Coyle
Councilor-at-Large


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 2139

Final



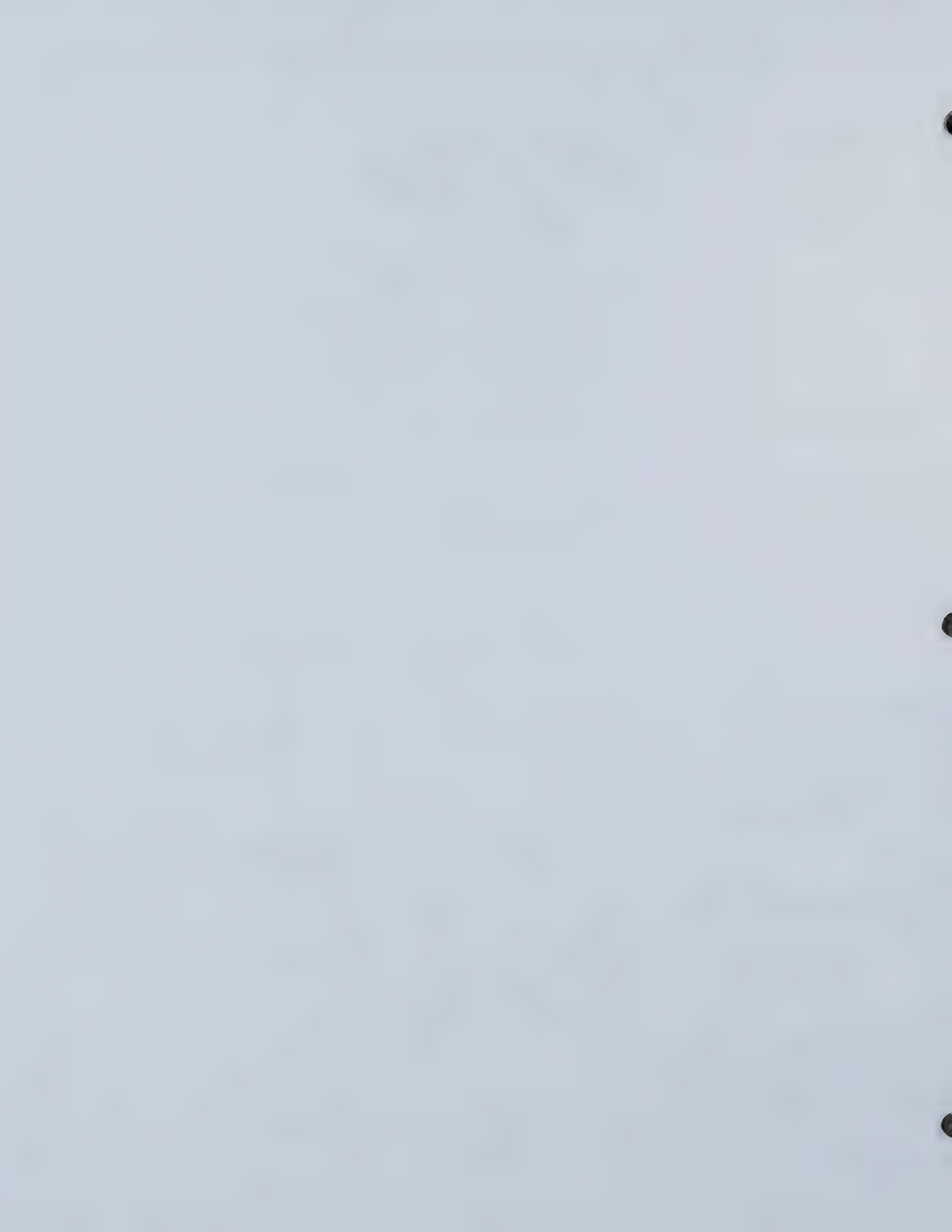
OFFICIAL BALLOT
ANNUAL TOWN ELECTION
DERRY, NEW HAMPSHIRE
MARCH 9, 2010
DISTRICT 1, 2, 3, 4

Denise E. Neale
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.

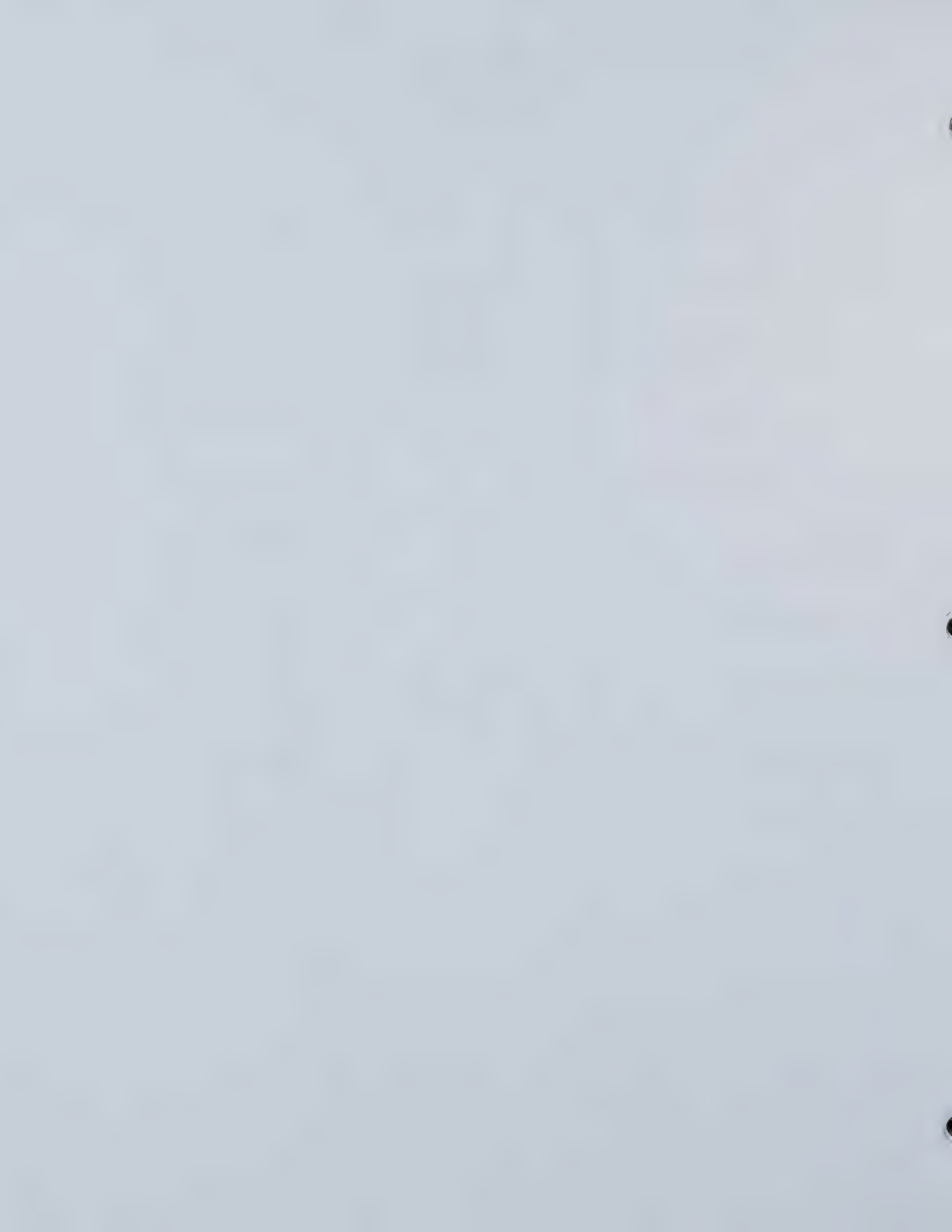
<p>COUNCILOR AT LARGE</p> <p>Vote for not more than ONE</p> <p>Three Years</p> <p>DOUGLAS NEWELL 868 <input type="radio"/></p> <p>JOEL C. OLBRICHT 999 <input type="radio"/></p> <p>JAMES WEBB 121 <input type="radio"/></p> <p>(Write-in) <input type="radio"/></p>	<p>SUPERVISORS OF THE CHECKLIST</p> <p>Vote for not more than ONE</p> <p>Six Years</p> <p>BRUCE C. NEALE 763 <input type="radio"/></p> <p>JUDY STRAKALAITIS 851 <input type="radio"/></p> <p>(Write-in) <input type="radio"/></p>	<p>TOWN TREASURER</p> <p>Vote for not more than ONE</p> <p>Three Years</p> <p>RITA M. CORREIA 1607 <input type="radio"/></p> <p>(Write-in) <input type="radio"/></p>
<p>TOWN CLERK</p> <p>Vote for not more than ONE</p> <p>Three Years</p> <p>DENISE E. NEALE 1624 <input type="radio"/></p> <p>(Write-in) <input type="radio"/></p>	<p>DERRY PUBLIC LIBRARY TRUSTEES</p> <p>Vote for not more than TWO</p> <p>Three Years</p> <p>JOAN CRIMLISK 1237 <input type="radio"/></p> <p>ELIZABETH IVES 1494 <input type="radio"/></p> <p>(Write-in) <input type="radio"/></p> <p>(Write-in) <input type="radio"/></p>	<p>MODERATOR</p> <p>Vote for not more than ONE</p> <p>Two Years</p> <p>MARGARET IVES 1621 <input type="radio"/></p> <p>(Write-in) <input type="radio"/></p>
<p>TRUSTEE OF THE TRUST FUNDS</p> <p>Vote for not more than ONE</p> <p>Three Years</p> <p>MICHAEL (MIKE) GILL 1518 <input type="radio"/></p>	<p>DISTRICT #2 COUNCILOR</p> <p>Vote for not more than ONE</p> <p>Three Years</p> <p>FRANK SANTIAGO 43 <input type="radio"/></p> <p>TOM CARDON 288 <input type="radio"/></p> <p>FRANK R. FARRIS 30 <input type="radio"/></p> <p>DAVID E. MILZ 289 <input type="radio"/></p> <p>(Write-in) <input type="radio"/></p>	<p>TAYLOR LIBRARY TRUSTEES</p> <p>Vote for not more than TWO</p> <p>Three Years</p> <p>BENJAMIN HAMBLETT 1304 <input type="radio"/></p> <p>CANDACE E. ANDREWS 1392 <input type="radio"/></p> <p>(Write-in) <input type="radio"/></p> <p>(Write-in) <input type="radio"/></p>
<p>DISTRICT #4 COUNCILOR</p> <p>Vote for not more than ONE</p> <p>Three Years</p> <p>BRIAN CHIRICHIELLO 227 <input type="radio"/></p> <p>JOSEPH DICHIARO JR 128 <input type="radio"/></p> <p>ALBERT M. DIMMOCK SR 80 <input type="radio"/></p> <p>(Write-in) <input type="radio"/></p>		



TONW OF DERRY
TREASURER'S REPORT
GENERAL FUND
JUNE 30, 2010

Beginning Balance, July 1, 2009		\$	46,179,772.46
Revenue Receipts:			
Received from Tax Collector	\$	82,642,065.99	
Received from Town Clerk	\$	116,137.55	
Received from Libraries	\$	41,866.33	
Interest Earned on Investments	\$	133,607.02	
Received from State/County	\$	3,209,519.52	
Received from Federal Funds	\$	54,661.23	
Total Revenue Receipts		\$	86,197,857.64
Other Revenues:			
Received from Capital Projects/Other F Grants	\$	-	
Trust Funds		\$	802,719.33
BAN/BOND		\$	600,000.00
Capital Lease	\$	-	
Total Other Revenue		\$	1,402,719.33
Disbursements:			
Council Orders to Pay	\$	86,297,956.88	
Voided Checks	\$	(93,432.35)	
NSF Checks	\$	(645,463.75)	
Total Disbursements		\$	85,559,060.78
Ending Balance, June 30, 2010		\$	48,221,288.65

Rita M. Correia



**TOWN OF DERRY, NH
REPORT OF TRUST FUNDS ON JUNE 30, 2010
MS-9**

NAME OF TRUST FUND	PURPOSE OF TRUST FUND	HOW INVESTED	%	PRINCIPAL				INCOME					GRAND TOTAL OF PRINCIPAL & INCOME		
				BALANCE BEGINNING YEAR	NEW FUNDS CREATED	CASH GAINS OR (LOSSES)	WITHDRAWALS	BALANCE END YEAR	BALANCE BEGINNING YEAR	INCOME PERCENT	DURING YEAR AMOUNT	EXPENDED DURING YEAR		FEES	BALANCE END YEAR
Total			100.00%	5,207,284.17	5,850.00	57,604.07	0.00	5,270,738.24	315,608.46	100.00%	148,305.37	(155,178.01)	(17,139.32)	291,595.50	5,562,334.74
Total General Funds															
East Derry Cemetery	Perpetual Care	Stocks & Bonds	35.45%	1,846,105.24	5,850.00	20,422.00		1,872,377.24	42,443.37	34.19%	50,589.03	(55,000.00)	(5,860.78)	32,171.62	1,904,548.86
Hopkins Home	Cemetery Care	Stocks & Bonds	2.40%	125,124.55		1,384.15		126,508.70	63,055.38	3.41%	5,040.82		(583.98)	67,512.22	194,020.92
Carr Fund	Derry Visiting Nurses	Stocks & Bonds	5.38%	280,334.97		3,101.12		283,436.09	6,015.44	5.18%	7,670.54	(11,484.99)	(888.64)	1,312.35	284,748.44
MacGregor Pioneer Park	Playground	Stocks & Bonds	48.69%	2,535,576.88		28,049.10		2,563,625.98	164,651.00	48.89%	72,331.68	(74,154.00)	(8,379.68)	154,445.00	2,718,074.98
Taylor Library	Park Upkeep	Stocks & Bonds	4.73%	246,397.09		2,725.70		249,122.79	3,498.25	4.52%	6,694.01	(4,000.00)	(775.51)	5,416.75	254,539.54
James Alexander	Library	Stocks & Bonds	1.18%	61,546.89		680.84		62,227.73	1,207.88	1.14%	1,681.03	(2,406.55)	(194.75)	287.61	62,515.34
Sylvanus Brown	School	Stocks & Bonds	0.22%	11,640.93		128.77		11,769.70	1,221.01	0.23%	344.54		(39.91)	1,525.64	13,295.34
Edward T. Parker	Human Services	Stocks & Bonds	0.75%	38,864.22		429.92		39,294.14	14,182.34	0.96%	1,420.97	(2,000.00)	(164.62)	13,438.69	52,732.83
Sarah MacMurphy	East Derry Improvements	Stocks & Bonds	0.20%	10,417.65		115.24		10,532.89	5,088.50	0.28%	415.37	(5,261.95)	(48.12)	193.80	10,726.69
Helen Hood	Library	Stocks & Bonds	0.00%	1,939.88		21.46		1,961.34	38.67	0.04%	53.00		(6.14)	9.07	1,970.41
Arts & Crafts	Library	Stocks & Bonds	0.22%	11,687.44		129.29		11,816.73	196.80	0.22%	318.35	(423.80)	(36.88)	54.47	11,871.70
Helen Noyes	Library	Stocks & Bonds	0.02%	1,169.51		12.94		1,182.45	19.23	0.02%	31.84	(41.94)	(3.69)	5.44	1,187.89
Charles Adams	Memorial Day Flowers	Stocks & Bonds	0.02%	1,169.51		12.94		1,182.45	510.94	0.03%	45.01	(28.32)	(5.21)	522.42	1,704.87
Frank Adams	Street Repairs	Stocks & Bonds	0.48%	25,248.72		278.31		25,528.03	9,879.73	0.64%	940.99	(300.00)	(109.01)	10,711.71	36,239.74
Harold V. Abbott	Scholarship	Stocks & Bonds	0.19%	10,060.69		111.29		10,171.98	507.27	0.19%	283.09		(32.80)	457.56	10,629.54
	Civic/Education	Stocks & Bonds	0.00%	0.00		0.00		0.00	3,092.65	0.00%	445.10		(9.60)	3,528.15	3,528.15

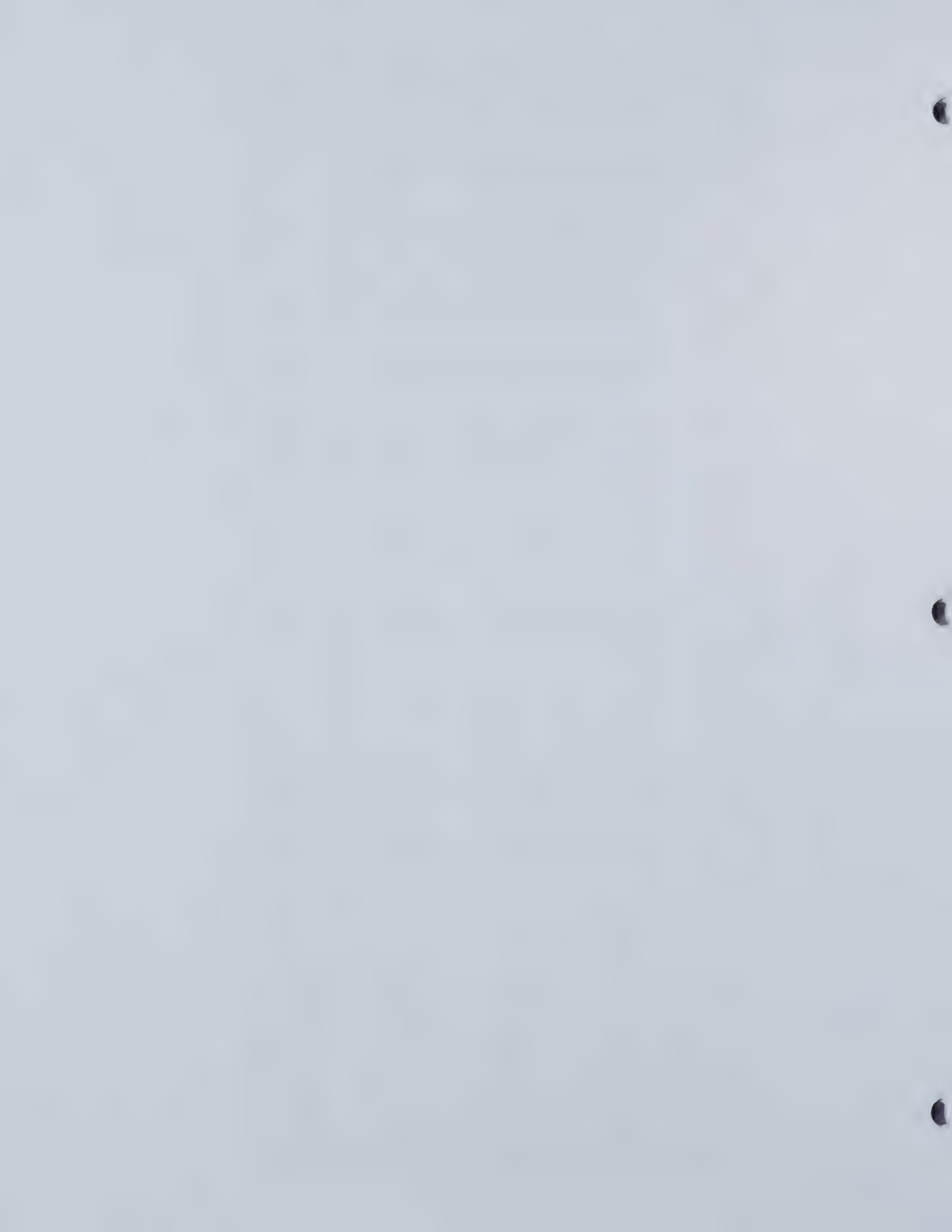
NAME OF TRUST FUND	BEG OF YEAR FAIR VALUE *	PRINCIPAL ONLY		END OF YEAR FAIR VALUE
		UNREALIZED GAIN/LOSS**		
Total General Funds	1,831,603.29	88,922.25		1,920,525.54
East Derry Cemetery	124,141.64	5,620.24		129,761.88
Hopkins Home	278,132.82	12,591.85		290,724.67
Carr Fund	2,515,658.85	113,890.92		2,629,549.77
MacGregor Pioneer Park	244,461.54	11,067.46		255,529.00
Taylor Library	61,063.41	2,764.51		63,827.92
James Alexander	11,549.49	522.87		12,072.36
Sylvanus Brown	38,558.92	1,745.67		40,304.59
Edward T. Parker	10,335.81	467.93		10,803.74
Sarah MacMurphy	1,924.64	87.14		2,011.78
Helen Hood	11,595.63	524.97		12,120.60
Arts & Crafts	1,160.32	52.54		1,212.86
Helen Noyes	1,160.32	52.54		1,212.86
Charles Adams	25,050.38	1,134.10		26,184.48
Frank Adams	9,981.66	451.89		10,433.55
Harold V. Abbott	0.00	0.00		0.00
Total	5,166,378.72	239,896.88		5,406,275.60

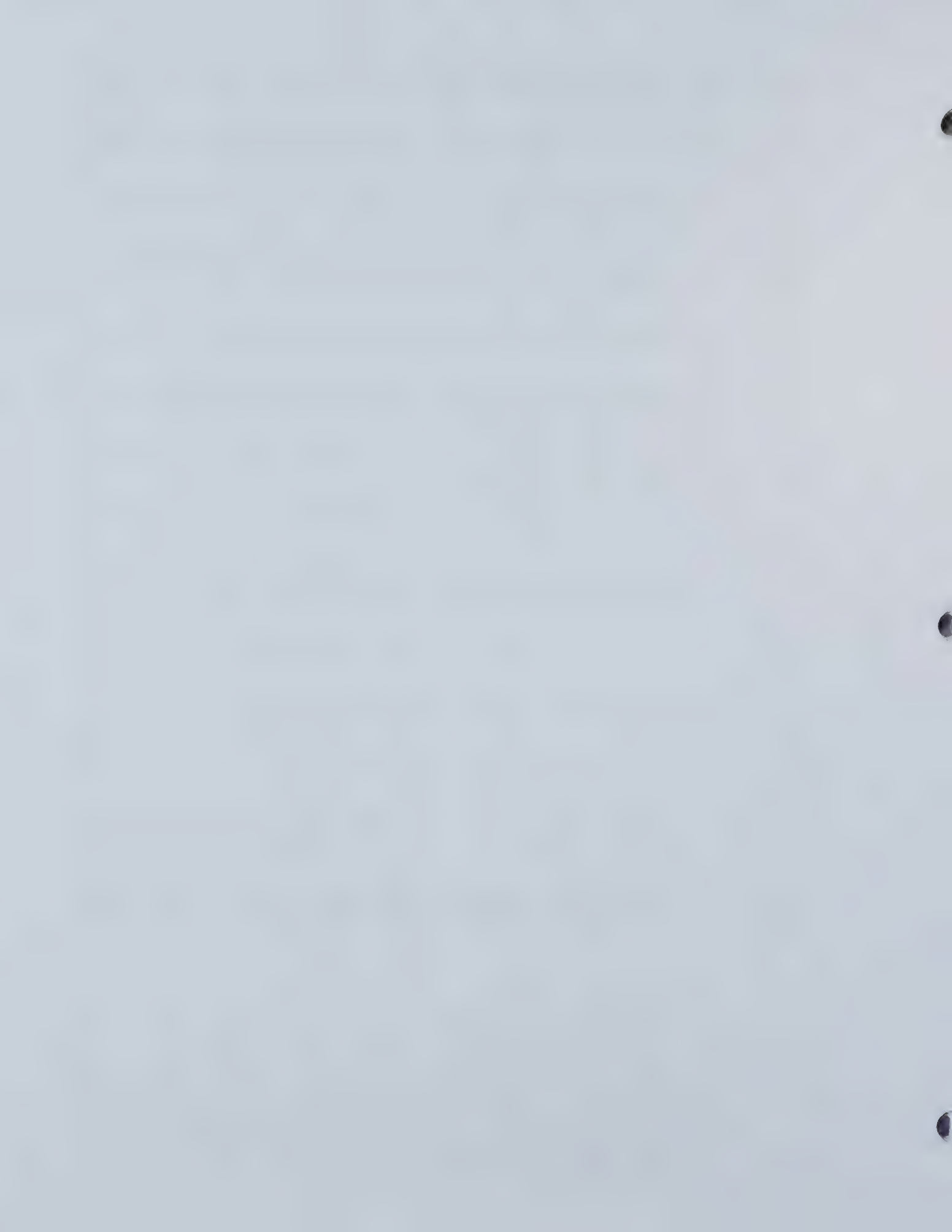
*Revised Beginning of Year Fair Value

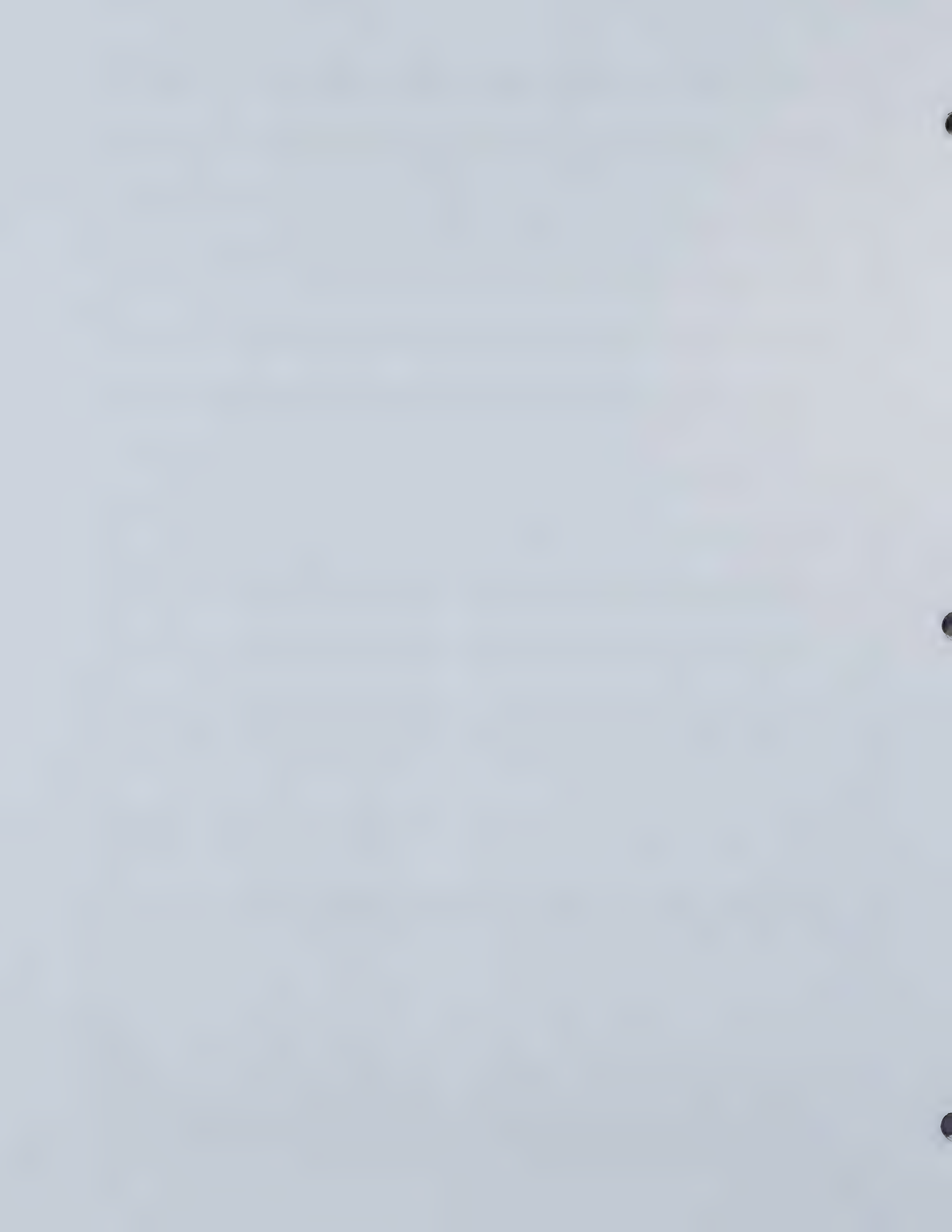


TOWN OF DERRY, NH
REPORT OF TRUST FUNDS - CAPITAL RESERVE FUNDS ON JUNE 30, 2010
MS-9

NAME OF TRUST FUND	%	PRINCIPAL					INCOME				GRAND TOTAL OF PRINCIPAL & INCOME
		BALANCE BEGINNING YEAR	NEW FUNDS CREATED	CASH GAINS OR (LOSSES)	WITHDRAWALS	BALANCE END YEAR	INCOME PERCENT	DURING YEAR AMOUNT	FEES	BALANCE END YEAR	
TOWN OF DERRY DESIGNATED FUNDS											
WASTE TIRE RECLAMATION EXPENDABLE TRUST	5.19%	320,937.52	107,658.00	252.09	(38,500.00)	390,347.61	5.19%	1,870.53	(76.42)	1,794.11	392,141.72
LAND & BUILDINGS FUND	6.08%	376,545.02		243.39		376,788.41	6.08%	1,905.28	(79.25)	1,826.03	378,614.44
WASTE WATER CAPITAL IMPROVEMENTS FUNDS	6.59%	407,779.50	17,585.60	274.93		425,640.03	6.59%	2,120.36	(87.58)	2,032.78	427,672.81
COMPENSATED ABSENCES EXPENDABLE TRUST	51.87%	3,210,159.78	311,217.00	2,070.45	(317,921.00)	3,205,526.23	51.87%	15,864.15	(650.24)	15,213.91	3,220,740.14
FIRE APPARATUS FUND	4.03%	249,149.23		42.77	(183,446.00)	65,746.00	4.03%	831.84	(44.57)	787.27	66,533.27
FIRE DEPT. COMPENSATED ABSENCES FUND	0.00%	0.00		0.00		0.00	0.00%	0.00	0.00	0.00	0.00
TAYLOR LIBRARY	3.13%	193,567.22	10,085.99	131.64		203,784.85	3.13%	1,028.60	(42.86)	985.74	204,770.59
ASSESSOR DATA COLLECTION RESERVE	2.46%	152,362.27		69.47	(45,000.00)	107,431.74	2.46%	665.74	(30.14)	635.60	108,067.34
DERRY LIBRARY CAPITAL IMPROVEMENT FUND	0.81%	49,869.00		8.56	(36,720.00)	13,157.56	0.81%	166.50	(8.93)	157.57	13,315.13
POLICE VEHICLE REPLACEMENT FUND	0.01%	702.25		0.45		702.70	0.01%	3.56	(0.15)	3.41	706.11
E-GOVT TECHNOLOGY DEVELOPMENT FUND	1.72%	106,536.13	48,652.00	100.23		155,288.36	1.72%	652.78	(24.52)	628.26	155,916.62
WINTER SNOW/ICE CONTROL FUND	1.67%	103,535.17		66.92	(165,000.00)	103,602.09	1.67%	523.88	(21.79)	502.09	104,104.18
MUNICIPAL TRANSPORTATION IMPR FUND	0.27%	16,705.41	160,336.80	7.87		12,050.08	0.27%	199.85	(12.08)	187.77	12,237.85
PARKS FACILITY FUND	1.69%	104,434.75		67.50		104,502.25	1.69%	528.42	(21.98)	506.44	105,008.69
WATER COMPENSATED ABSENCES FUND	0.17%	10,686.16	2,500.00	8.18	(529.00)	12,665.34	0.17%	57.40	(2.25)	55.15	12,720.49
WASTEWATER COMPENSATED ABSENCES FUND	0.17%	10,686.16	2,500.00	8.18	(529.00)	12,665.34	0.17%	57.40	(2.25)	55.15	12,720.49
FIRE FACILITIES & EQUIPMENT FUND	7.53%	466,059.81		282.56	(29,000.00)	437,342.37	7.53%	2,290.41	(96.86)	2,193.55	439,535.92
EMERGENCY MANAGEMENT EQUIPMENT FUND	0.07%	4,300.82		2.78		4,303.60	0.07%	21.75	(0.90)	20.85	4,324.45
SUBTOTAL		6,784,016.20	660,535.39	3,637.97	(816,645.00)	5,631,544.56		28,788.45	(1,202.77)	27,585.68	5,669,130.24
DERRY COOPERATIVE SCHOOL DISTRICT											
DCSD-BUILDING/GROUNDS IMPROVEMENT FUND	3.01%	185,991.25		87.66	(50,504.00)	135,574.91	3.01%	823.05	(36.98)	786.07	136,360.98
DCSD-BUILDING/GROUNDS MAINTENANCE FUND	3.54%	219,002.42		141.56		219,143.98	3.54%	1,108.13	(46.09)	1,062.04	220,206.02
TOTAL CAPITAL RESERVE FUNDS	100.00%	6,189,009.87	660,535.39	3,867.19	(867,149.00)	5,986,263.45	100%	30,719.63	(1,285.84)	29,433.79	6,015,697.24







NUMBER OF SHARES	NAME OF BANKS, STOCKS, BONDS	BALANCE BEGINNING YEAR	PURCHASES	CASH CAPITAL GAINS	PROCEEDS FROM SALES	GAINS/LOSSES FROM SALES	BALANCE END YEAR	BALANCE BEGINNING YEAR	INCOME DURING YEAR	EXPENDED DURING YEAR	BALANCE END YEAR	PRINCIPAL & INCOME END OF YEAR	BEGINNING YEAR FAIR MARKET VALUE	UNREALIZED GAIN/LOSS **	END OF YEAR FAIR MARKET VALUE
350.00	UNTIED TECHNOLOGIES CORP	21,208.36			20,162.10	8,431.74	9,478.00	0.00	808.00	(808.00)	0.00	9,478.00	31,843.87	(10,316.45)	21,527.52
0.00	US BANCORP	20,896.64			21,388.82	551.98	0.00	0.00	155.00	(155.00)	0.00	0.00	14,361.56	(14,361.56)	0.00
200.00	VERIZON	16,800.37			7,802.09	(1,531.45)	7,466.83	0.00	682.00	(682.00)	0.00	7,466.83	13,036.26	(7,728.04)	5,310.22
330.00	WAL-MART STORES	38,546.25			19,925.81	609.03	17,226.47	0.00	606.33	(606.33)	0.00	17,226.47	31,970.31	(16,936.81)	15,033.50
330.00	WASTE MANAGEMENT	17,453.87			8,806.62	658.75	9,564.00	0.00	551.45	(551.45)	0.00	9,564.00	15,830.47	(6,146.06)	9,784.39
710.00	WELLS FARGO & COMPANY	40,670.94			12,694.89	(17,587.01)	10,389.04	0.00	152.30	(152.30)	0.00	10,389.04	22,507.67	(9,311.34)	13,196.33
0.00	YUM! BRADS	10,039.60			13,946.55	3,514.85	0.00	0.00	223.00	(223.00)	0.00	0.00	12,573.91	(12,573.91)	0.00
	MUTUAL FUNDS														
0.00	COLUMBIA SMALL CAP FUND CL Z	111,942.04			87,929.45	(24,012.59)	0.00	0.00	233.87	(233.87)	0.00	0.00	70,809.61	(70,809.61)	0.00
0.00	COLUMBIA ACORN FUND CL Z	104,850.04			128,743.15	23,783.11	0.00	0.00	0.00	0.00	0.00	0.00	166,030.15	(166,030.15)	0.00
0.00	COLUMBIA ACORN INTL FUND CL Z	172,577.84			211,960.52	39,382.78	0.00	0.00	0.00	0.00	0.00	0.00	61,923.18	(61,923.18)	0.00
0.00	COLUMBIA INTERNATIONAL FUND CL Z	114,199.92			101,535.78	(12,664.16)	0.00	0.00	0.00	0.00	0.00	0.00	105,365.32	(105,365.32)	0.00
0.00	COLUMBIA MULTI ADVISORS INTL FD CL Z	160,000.00			128,935.78	(31,064.21)	83,860.80	0.00	0.00	0.00	0.00	83,860.80	0.00	87,643.26	87,643.26
7,600.00	ISHARES COMEX GOLD TR	0.00	83,660.80				0.00	0.00	45.88	(45.88)	0.00	0.00	0.00	3,707.87	3,707.87
100.00	ISHARES FTSE/NIHUA CHINA 25 INDEX	0.00	4,055.00				4,055.00	0.00	53.71	(53.71)	0.00	4,055.00	0.00	11,424.79	11,424.79
185.00	ISHARES INCMSCI BRAZIL FREE INDEX	0.00	13,564.50				13,564.50	0.00	101.97	(101.97)	0.00	13,564.50	0.00	13,314.92	13,314.92
595.00	ISHARES INCMSCI CDA INDEX	0.00	14,405.65				14,405.65	0.00	920.46	(920.46)	0.00	14,405.65	0.00	39,092.04	39,092.04
1,445.00	ISHARES MSCI EMU INDEX FD	0.00	51,334.45				51,334.45	0.00	220.07	(220.07)	0.00	51,334.45	0.00	27,896.66	27,896.66
3,200.00	ISHARES MSCI JAPAN	0.00	32,886.00				32,886.00	0.00	508.51	(508.51)	0.00	32,886.00	0.00	30,479.75	30,479.75
900.00	ISHARES MSCI PACIFIC EX-JAPAN	0.00	35,829.00				35,829.00	0.00	0.00	0.00	0.00	35,829.00	0.00	2,916.54	2,916.54
275.00	ISHARES MSCI TAIWAN INDEX FUND	0.00	3,347.00				3,347.00	0.00	66.88	(66.88)	0.00	3,347.00	0.00	13,345.34	13,345.34
315.00	ISHARES MSCI SOUTH KOREA INDEX FUND	0.00	14,818.55				14,818.55	0.00	148.08	(148.08)	0.00	14,818.55	0.00	5,732.79	5,732.79
265.00	ISHARES MSCI SWEDEN INDEX FUND	0.00	6,274.70				6,274.70	0.00	291.57	(291.57)	0.00	6,274.70	0.00	17,047.85	17,047.85
385.00	ISHARES MSCI SWITZERLAND INDEX FUND	0.00	20,049.40				20,049.40	0.00	501.11	(501.11)	0.00	20,049.40	0.00	25,470.86	25,470.86
2,000.00	ISHARES MSCI UNITED KINGDOM INDEX FUND	0.00	32,180.00				32,180.00	0.00	829.99	(829.99)	0.00	32,180.00	0.00	160,318.12	160,318.12
3,125.00	ISHARES S&P SMALL CAP INDEX FUND	0.00	184,218.34				184,218.34	0.00	136.20	(136.20)	0.00	184,218.34	0.00	26,882.75	26,882.75
1,000.00	SELECT SEC SPDR MATLS	0.00	34,310.00				34,310.00	0.00	73.73	(73.73)	0.00	34,310.00	0.00	14,969.11	14,969.11
225.00	SPDR INDEX SHARES FUND ASIA PACIF ETF	0.00	15,638.50				15,638.50	0.00	0.00	0.00	0.00	15,638.50	0.00	26,882.75	26,882.75
2,600.00	SPDR S&P MIDCAP 400 EFT TR	0.00	365,910.00				365,910.00	0.00	871.46	(871.46)	0.00	365,910.00	0.00	318,211.40	318,211.40
7,486.04	TEMPLETON GLOBAL BOND ADVISOR #616	0.00	188,300.00				188,300.00	0.00	2,815.17	(2,815.17)	0.00	188,300.00	0.00	91,121.41	91,121.41
10,028.06	VANGUARD ADMIRAL GNMA FUND #536	0.00	107,200.00				107,200.00	0.00	577.01	(577.01)	0.00	107,200.00	0.00	104,525.95	104,525.95
30,000.00	VANGUARD ADMIRAL FIXED ST CORP #539	0.00	321,000.00				321,000.00	0.00	2,453.99	(2,453.99)	0.00	321,000.00	0.00	305,024.92	305,024.92
8,720.44	VANGUARD INTER TERM BD INDX SS #1350	0.00	87,058.50				87,058.50	0.00	122.59	(122.59)	0.00	87,058.50	0.00	93,375.12	93,375.12
78.00	WISDOMTREE TRUST	0.00	1,718.36				1,718.36	0.00	0.00	0.00	0.00	1,718.36	0.00	1,638.36	1,638.36
	TOTAL	5,207,284.17	2,481,060.51	0.00	2,483,262.96	55,656.52	5,270,736.24	315,608.46	148,306.12	(172,318.08)	291,596.50	5,562,334.74	5,166,378.72	239,896.89	5,406,275.61

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, administrative appeals and requests for re-hearing that arise out of a use or area restrictions do not allow the petitioners their 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 26 cases brought before the board with the greater majority granted by the ZBA.

The current members are: Allan Virr, Chairman; David Thompson, Vice Chairman; James Webb Secretary; Member, Cecile Cormier; Member, Ernest Osborn; Alternates, John DeBonis, Michael Fairbanks, Betsy Burtis, Stephen Popp, and Jason Gesing.

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 and Code Enforcement Officer, Bob Mackey for their past and present support and assistance in the conduct of our meetings.

Respectfully Submitted,

Allan D. Virr
Chairman

STATE OF CALIFORNIA

The County Board of Supervisors... of business and industry... to be held...

The Board... administrative... to be held...

In the year... the Board...

The Board... with...

As Board Chairman... to be held...

Respectfully Submitted,

Alvin D. Vito
Chairman



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