

City of Portsmouth

New Hampshire



Annual Report

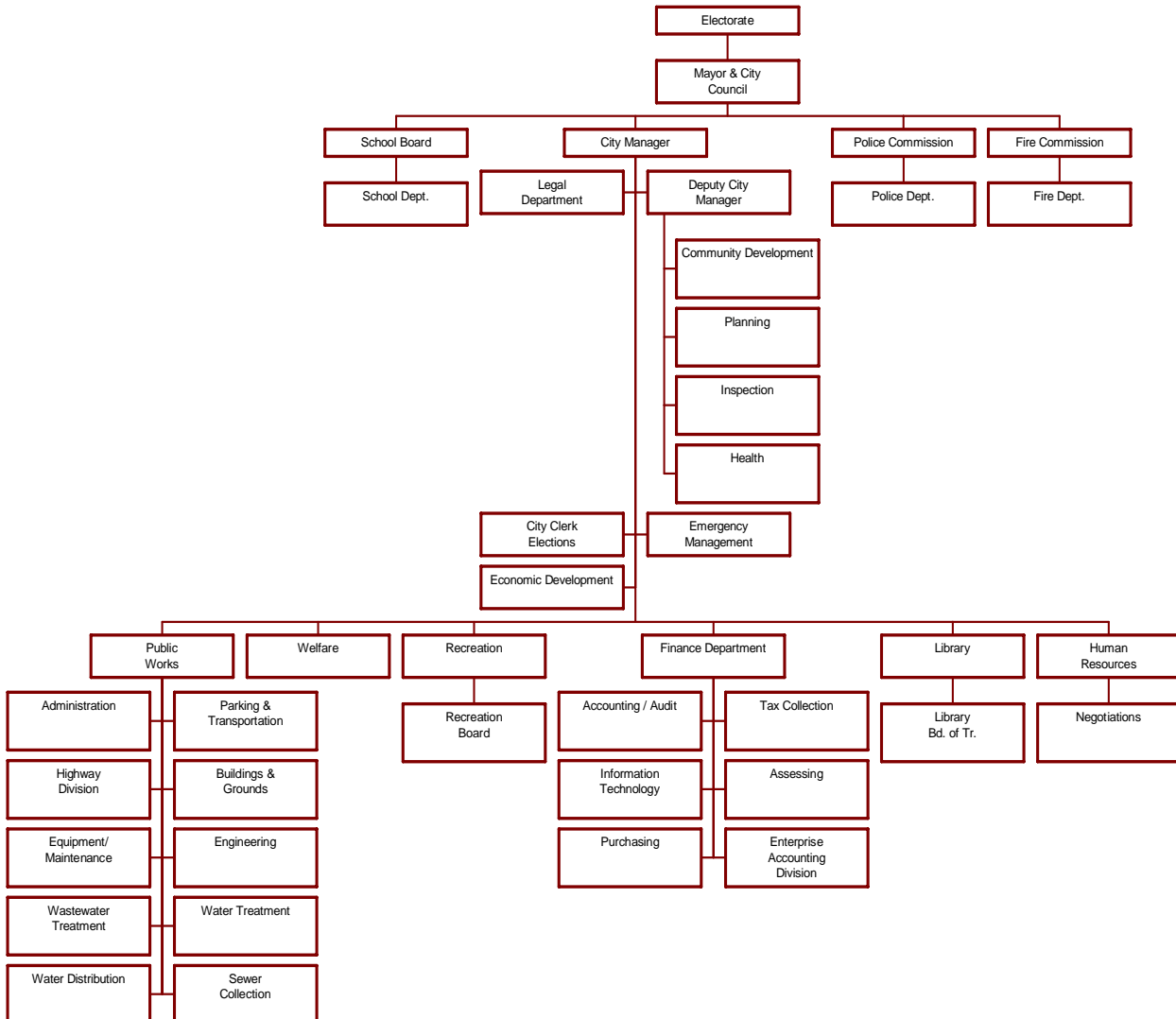
FY 2011

July 1, 2010 — June 30, 2011

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City of Portsmouth Organizational Chart



INFORMATION DIRECTORY

CITY HALL HOURS OF OPERATION: 8 a.m. to 4:30 p.m.

1 Junkins Avenue, Portsmouth, NH, 03801

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

City Office	Direct Number	City Office	Direct Number
Animal Control	610-7441	Legal Department	610-7204
Art-Speak	610-7222	Library	427-1540
Assessing Department	610-7249	Little Harbour Elementary	436-1708
City Clerk	610-7245	Mayor	610-7200
City Manager	610-7202	Middle School	436-5781
Community Development	610-7232	New Franklin Elementary	436-0910
Connie Bean Community Center	427-1549	Outdoor Pool	427-0717
Crime Stoppers	431-1199	Parking Office	610-7229
Dondero Elementary	436-2231	Planning Department	610-7216
Economic Development	610-7220	Police (Non-Emergency)	427-1500
EMERGENCY	911	Public Works Department	427-1530
Finance Department	610-7223	Recreation Department	766-1483
Fire (Non-Emergency)	427-1515	School Department	431-5080
Greenleaf Recreation Center	766-1483	SNOW BANS	766-7669
Health Department	610-7273	Spinnaker Point Recreation Center	766-1483
High School	436-7100	Tax Collection	610-7244
Human Resources	610-7270	Trash Collection	427-1530
Information Technology	610-7276	Water & Sewer Billing	610-7237
Indoor Pool	427-1546	Welfare	610-7246
Inspection Department	610-7243	Zoning Enforcement	610-7279

For Answers On:	Call the:	For Answers On:	Call the:
Administration of City Government	City Manager	Parking Tickets	Parking Office
Assessments on Property	Assessing Dept.	Permits and Licenses	City Clerk
Birth Certificates	City Clerk	Property Records	Assessing Dept.
Boards & Commissions	City Clerk	Property Tax Payments	Tax Collection Dept.
Boat Registration	Tax Collection Dept.	Pools	Rec Dept.
Building Permits	Inspection Dept.	Real Estate Information	Assessing Dept.
Channel 22	Main Number	Recreation Programs	Rec Dept.
Death Certificates	City Clerk	Sports Leagues	Rec Dept.
Dog Licenses	City Clerk	Streets & Snow Removal	Public Works Dept.
Dog Problems	Animal Control	Taxes	Tax Collection Dept.
Education	School Dept.	Trash Removal	Public Works Dept.
Elections	City Clerk	Vehicle Registration	Tax Collection Dept.
Employment with the City	Human Resources	Voter Registration	City Clerk
Employment with Fire Department	Fire Dept.	Water & Sewer Bills	Water & Sewer Billing
Employment with Police Department	Police Dept.	Water & Sewer Service	Public Works Dept.
Employment with Schools	School Dept.	Welfare Programs	Welfare Dept.
Food Service Permits	Health Dept.		
Library Information	Library		
Marriage Licenses	City Clerk		
Meeting Schedules & Minutes	City Clerk		

Emergency Numbers
DIAL 911 FOR POLICE, FIRE, AMBULANCE

Mayor and City Council



Nancy Novelline Clayburgh
Assistant Mayor



Mayor Thomas G. Ferrini



Robert Lister



Jerry Hejtmanek

The Portsmouth City Council is elected for a two-year term with the entire membership up for re-election at the same time. The next election is November 8, 2011.

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

The current City Council was seated in January 2010, with Tom Ferrini re-elected to a second term as Mayor and his fourth on the City Council by virtue of garnering the most votes in the Municipal Election the previous November.

Nancy Novelline Clayburgh serves as Assistant Mayor in her second term on the Council. The other members of the Council are Robert Lister (1st term), Jerry Hejtmanek (2nd term), Eric Spear (2nd term), M. Chris Dwyer (3rd term), Tony Coviello (1st term), Esther Kennedy (2nd term) and Ken Smith (3rd term).

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

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

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



Eric Spear



M. Chris Dwyer



Tony Coviello



Esther Kennedy



Ken Smith

Mayor and City Council

Major Fiscal Year 2011 Initiatives

- Adopted a budget of \$86,456,844 for Fiscal Year 2012 (July 1, 2011-June 30, 2012)
- The Council held 25 regular meetings, 10 work sessions and a retreat in FY11
- Appointed a City Charter Advisory Commission to review the City Charter
- Increased the elderly and disabled property tax exemption income limits for FY2012 to \$33,514 for single and \$41,343 for married, and increased the total assets limit to \$111,718 whether single or married
- Approved a \$6.4 bonding resolution for Capital Improvements Projects indentified in the FY11 Budget
- Held work sessions regarding: Continuing Care Retirement Community; Comprehensive Recreation Needs Study; Downtown Parking Report; FY12 Budget Review (two); Downtown Parking Omnibus; and the School, Municipal, Police and Fire Budgets
- Authorized construction of a Youth Recreation Facility with \$1.8 million from the Undesignated Fund Balance and an additional \$1.65 million, with the Middle School Joint Building Committee to oversee the project
- Approved a \$3 million proposed bonding resolution for Treatment Plant Engineering and Equipment Performance Testing and Long-Term Control Plan Implementation
- Authorized \$100,000 in Urban Development Action Grant funds for the African Burying Ground Memorial Park
- Increased downtown metered parking space and lot rates to \$1 per hour, and also authorized Sunday meter enforcement between noon and 7 p.m. (holidays excepted)
- Authorized \$500,000 for lease purchase to replace Fire Engine No. 6
- Authorized establishment of an online contact form for each City Council member
- Authorized a number of actions, including: retaining Vision Appraisal Systems to place assessing information online; submission of the final Wastewater Master Plan to the EPA; a pilot program for use of City property for outdoor seating with alcohol service; and allowing non-residents to join Spinnaker Point Recreation Center
- Adopted ordinances related to wetlands protection, rooftop appurtenances and features, and gateway development sustainability standards
- Accepted a number of grants, including:
 - ◆ \$594,463 Community Development Block Grant (CDBG);
 - ◆ \$226,938 to fund the Internet Crimes Against Children (ICAC) Task Force Program;
 - ◆ \$41,339 to fund the Victim/Witness Advocate;
 - ◆ \$36,575 for sobriety checkpoints, DWI/DUI patrols, red light running enforcement, and pedestrian and speed enforcement patrols; and
 - ◆ \$5,000 toward the Greater Portsmouth Medical Reserve Corps Unit

City Manager

City Manager: John P. Bohenko

Executive Assistant: Ann Sharpe

E-mail: Info@CityofPortsmouth.com

City Hall Room 431

Phone: 610-7201

Fax: 427-1526

Web: www.CityofPortsmouth.com/citymanager



I am pleased to present this Fiscal Year 2011 Annual Report to the citizens of Portsmouth.

Despite financial difficulties nationwide, we have maintained a stable economy due in part to the diversity of our busi-

nesses. As a result, our unemployment rate is well below the state and national averages.

The Tradeport, home to over 42% of our office space and responsible for 96% of net growth in employment, continues to be a major driver of our economic engine. Over 7,000 employees work at 205 companies there, generating over \$5.2 million in revenue for the City.

Portsmouth also remains attractive to visitors. In FY11, our city was named a "Preserve America Community," one of 29 designated last year, and also one of Boston Magazine's 52 top weekend getaway destinations in the Food and Wine category, for example.

While Portsmouth is blessed with a relatively robust economy, we remain keenly aware of the challenges posed by current economic conditions on our residents and our municipal budgeting. Downshifting of costs from the State and County levels makes it difficult to maintain the stable tax rates our citizens have come to expect.

However, Portsmouth's equalized tax rate is among the lowest in the state. The Tax Foundation's most recent report ranked New Hampshire as 44th out of 50 states in combined state and local tax burden. Within New Hampshire, the City's tax rate ranked 182nd out of 240 municipalities according to the most recent data from the Department of Revenue Administration.

Meanwhile, the City continues to pursue long-term financial policies promoting stability and predictability. As a result, our bond rating remains at its historically highest level with both Standard & Poor's Rating Group, and Moody's Investors Service, resulting in considerable savings for our taxpayers due to reduced borrowing costs.

In FY11, we opened our new "green" Fire Station No. 2 on Lafayette Road and work began on the \$37.5 million energy-efficient, renovated and expanded Middle School. The City Council also voted to move forward with

building a second gym at the Middle School location to replace the outdated Connie Bean Recreation Center.

We completed important infrastructure and sewer improvements, including the State Street Utility Upgrade and Street Improvements and the Bartlett and Islington Area Sewer Improvements, as part of our Long-Term sewer separation program to help reduce Combined Sewer Overflows and the frequency of localized flooding.

We also concluded or launched several projects to upgrade streets, sidewalks, and parks.

Our three-year-long Wastewater Master Plan was submitted to the Environmental Protection Agency and our new energy-efficient Madbury water treatment facility was near completion, allowing Portsmouth to maintain compliance with Safe Drinking Water Act requirements.

As part of our longtime commitment to the principles of sustainability, we moved to "no sort" or "single stream" recycling, with early data indicating an additional 17 tons recycled each month.

We also used a grant to offer 60-gallon rain barrels to Portsmouth Water System customers at a substantially reduced price, saving each home about 1,300 gallons of water during the summer.

City Government

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

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

The Council, by charter, must adopt a budget by June 30 of each year. In June 2011, the Council adopted an \$86 million budget for all departments to provide services in Fiscal Year 2012.

The City views this annual budget document as a means to communicate with our citizens. Other vehicles include the City Web site, electronic "Community Newsletter," and Channel 22 to broadcast meetings and events.

I invite you to learn more about the City's many FY 2011 efforts by visiting the pages that follow.

John P. Bohenko

Boards and Commissions

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

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

The **Animal Control Committee** (formerly the Vicious Dog Committee) is composed of the Police Chief (or his designee), a veterinarian and a resident. It hears complaints related to vicious dogs, dogs at large and nuisance animals. *No chair*

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

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

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

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

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

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

The **Fee Schedule Study Committee** was established to create a more efficient system for the City to adopt and adjust municipal fees annually. It consists of one City Councilor, the City Manager and a Finance Department representative. *Chair: Nancy Novelline Clayburgh*

The **Historic District Commission** reviews exterior changes to buildings and structures located within the Historic District. (7 members, 2 alternates; 3-year terms) *Chair: Sandra Dika*

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

The **Operational Efficiencies Blue Ribbon Committee** is charged with determining operational efficiencies for all City government departments and reporting to the City Council with findings and/or recommendations for operational efficiencies prior to the commencement of the Fiscal 2012 budget process. *No chair*

Boards and Commissions

The **Peirce Island Committee** encourages the use and enhancement of Peirce Island in the manner that maximizes the value and use of the island for the residents of Portsmouth while minimizing the impact on the environmental condition and natural beauty of the island. *Co-Chairs Steven Marison & Richard Smith*

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

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

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

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

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

The **Safe Routes to School Committee** uses a variety of education, engineering and enforcement strategies to help make routes safer for children to walk and bicycle to school, and to encourage more children to walk and bike. (12 members; 3-year terms) *No chair*

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

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

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

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

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

The **USS Virginia Welcome Committee** was formed to organize Host City events and help the officers, crew and families of the USS Virginia nuclear submarine feel welcome in the Seacoast during its 18-month maintenance period at the Portsmouth Naval Shipyard. (unlimited membership) *Chair: Bob Lister*

The **Vendors Committee** enforces all local rules and regulations relative to the operation of vendors in the city of Portsmouth. *Chair: Nancy Novelline Clayburgh*

The **Zoning Board of Adjustment** hears and decides requests for variances from the terms of the Zoning Ordinance, requests for Special Exceptions as allowed by the Zoning Ordinance, and appeals of Administrative Decisions. (7 members, 2 alternates; 5-year terms) *Chair: David Witham*

City Clerk

City Clerk: Kelli Barnaby
Deputy City Clerk I: Dianne Kirby
Deputy City Clerk I: Valerie French
E-Mail: CityClerk@CityofPortsmouth.com

City Hall Room 218
Phone: 610-7245
Fax: 427-1579
Web: www.CityofPortsmouth.com/cityclerk



City Clerk Kelli Barnaby discusses voting wards with Deputy Clerks Dianne Kirby and Valerie French

The City Clerk’s Office serves and supports Portsmouth’s residents, the City Council and municipal staff through a variety of activities.

It records and preserves the records of births, deaths and marriages in Portsmouth, and issues official certificates for each. In Fiscal Year 2011, the Department’s three employees processed 5,328 requests for vital records, compared to 5,448 in FY10.

Elections fall under the purview of this department. The Clerk’s Office administers voter registration and also administers and ensures the integrity of the voting in the local, state and national elections. In FY10, the State-mandated 10-year verification of the Voter Checklist was conducted, with 4,071 names removed because they had not voted in elections during the previous four years.

Portsmouth residents cast a total 2,812 ballots in the September 14, 2010, State Primary Election and 8,434 for the General Election on Nov. 2, 2010, to elect the governor, State Representatives, State Senators, and Executive Council.

Preparations also began for two elections scheduled in FY12: the November 2011 Municipal Election and the Presidential Primary Election.

The Department also issues a variety of permits and licenses. These include licenses for dogs,

amusements, bowling and billiards, employment, mobile homes, news racks, petroleum, sidewalk obstructions, vendors, and taxi licenses and medallions. It also issues permits for events and tag days.

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

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

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

City Clerk Statistics

	<i>FY10</i>	<i>FY11</i>
<i>Births: Total</i>	<i>579</i>	<i>595</i>
Portsmouth residents	131	128
Non-residents	448	467
<i>Marriages: Total</i>	<i>291</i>	<i>266</i>
Couples with city residents	75	74
Couples with no residents	216	192
<i>Deaths: Total</i>	<i>319</i>	<i>228</i>
<i>Permits & Licenses: Total</i>	<i>2,491</i>	<i>2,732</i>
Dog Licenses	2,248	2,447
Other Licenses	192	224
Permits	63	61
<i>Election Ballots:</i>		
State Primary 9/14/10		2,812
State General 11/2/10		8,434

Community Development

Deputy City Manager: Cindy Hayden
Director: David Moore
Facilities Project Manager: Dan Hartrey
Office Manager: Terry Poulin
E-mail: Info@CityofPortsmouth.com

City Hall Third Floor
Phone: 610-7226
Fax: 427-1593

Web: www.CityofPortsmouth.com/community



Prescott Park's Hovey Fountain

The Community Development (CD) Department administers the U.S. Department of Housing and Urban Development (HUD) Community Development Block Grant Program (CDBG), which has a primary goal of benefiting residents who earn low or moderate incomes. CDBG funds also can be used to remove architectural barriers to accessibility.

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

In Fiscal Year 2011, Community Development Block Grant funds were used for:

Housing Rehabilitation and Residential Accessibility Grant Programs: One family received CDBG assistance to repair code deficiencies (plumbing, heating, electrical and other problems). The program provides grants to property owners who meet HUD low and moderate income guidelines. Two families received grants for accessibility improvements to help them remain independent in their homes. Typical modifications include widening doorways, building ramps, installing lifts, and making bathrooms accessible.

Hillcrest Estates Water Meter Fit-Up Project: In FY 2011, nearly \$11,000 in CDBG funding was used to assist 30 eligible households in the Hillcrest Estates neighborhood to make improvements to their water meter connections.

Public Service Agency Grant Program: A total of \$117,000 in grant funding was awarded to 16 local agencies that provide emergency shelter, health care, child care, and other social services to over 4,000 Ports-

mouth residents.

Concord and Porpoise Way Streetscape Improvement Project: The CD Department oversaw completion of the engineering and design work for this public facility project in the Atlantic Heights neighborhood. These streets are the final ones in a series of roadways improved as part of a multi-year neighborhood revitalization effort. Work is underway to install new sidewalks, granite curbing, and street trees as well as water, sewer and drainage improvements.

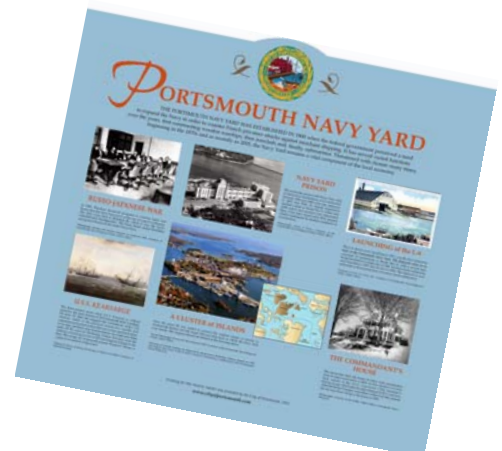
Accessibility Improvements: The CD Department funded \$10,250 in accessibility improvements to the popular Ensign Charles Emerson Hovey Fountain in Prescott Park.

Betty's Dream Generator Project: In FY11, \$27,000 in funding was provided to Betty's Dream, A Foundation for the Physically Disabled, for the acquisition and installation of a generator to service the 24-unit housing development during power outages and other emergencies. This grant leveraged \$12,000 in additional project funding and was coordinated with the City's Fire and Health Departments.



Historic Marker Replacement Project: Seven historic markers installed as part of the Historic Marker Replacement Project were designed with the assistance of volunteer historians. Topics include *First Print Shop in NH, South Mills, Haven Park, Marcy-Pettigrew Shipyard, Powder House, John S. Blunt Painter, and Portsmouth Navy Yard.*

This project, though not funded by CDBG dollars, was overseen by Community Development staff.



Economic Development

Program Manager: Nancy Carmer
Phone: 610-7220
E-mail: Nmcarmer@CityofPortsmouth.com

City Hall Room 434
Fax: 427-1593

Web: www.CityofPortsmouth.com/economic

The Economic Development office supports initiatives to ensure continued economic prosperity, as well as preserve the qualities that attract and retain businesses within Portsmouth.

The ED Program Manager is staff to the Economic Development Commission and provides expansion, retention and relocation assistance to businesses. The manager also participates in the Pease Tenant and downtown business associations.

In Fiscal Year 2011, the City's Economic Development Commission accomplished the following:

Tourism

- Renewed the partnership with the Chamber of Commerce to support Chamber tourism efforts.
- Participated in the Chamber's *Destination Portsmouth* initiative to create new tourism collateral materials and website.

Economic Alliances

- Partnered with the Green Launching Pad initiative by co-hosting the marketing seminar for participants in Portsmouth. The Green Launching Pad provides renewable energy business consulting and financial assistance to winning businesses that create renewable energy.

Parking

- EDC representatives participated in a focus group established by the Planning Board and comprised of downtown property owners and developers to review downtown parking policies.

Public/Private Partnerships

- Supported the partnership with the owners of Portwalk to create surface public parking downtown on Portwalk property.

Business Retention and Attraction

- Held meetings at significant employers to discuss workforce needs, business concerns and growth opportunities. Visited the New Hampshire Innova-



Tourism and downtown transportation/parking issues are ongoing economic development concerns

tion Commercialization Center at the Pease International Tradeport.

- Organized an Economic Revitalization Zone Tax Credit Seminar for businesses in Economic Revitalization Zones.
- Attended Tech World at the Pease Tradeport. In an effort to attract technology businesses, the City shared a trade booth with the Pease Development Authority.

- Participated in two local international exchanges with German and Indonesian companies through the NH International Trade Resource Center.

Business Development

- Worked with an EDC subcommittee to cultivate the local film industry.
- Assisted a joint EDC/Cable Commission subcommittee established to analyze current and future high-speed broadband and telecommunication needs for business attraction.

Bridges

- Tracked the status of the ME-NH Bridge Connections Study design and provided input on preferred design alternatives on behalf of the City.



The replacement of the Memorial Bridge between Portsmouth and Kittery, Maine, is important to local and interstate commerce

Finance Department

Accounting - Assessing - Information Technology - Tax Collection

Finance Director: Judie Belanger
Controllers: Gail Cunningham & Andrew Purgiel
Assessor: Rosann Maurice-Lentz
Revenue Administrator: Kristin Regis
IT Coordinator: Alan Brady
E-mail: Info@CityofPortsmouth.com

Accounting: 610-7223 **Fax:** 427-1575
Assessing: 610-7249 **Fax:** 427-1579
Tax Collection: 610-7244 **Fax:** 431-6402
IT: 610-7255 **Fax:** 427-1575
Web: www.CityofPortsmouth.com/finance

The Finance Department serves residents, officials and all City departments with financial accountability, timely reporting of financial results, prudent cash management, and effective public communication and information technology.

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

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

The City's Annual Budget Document and Comprehensive Annual Financial Report (CAFR) can be found on the City's Web site.

In FY11, the total assessed value of Portsmouth's residential and commercial property was \$3.9 billion, up \$95 million from the previous year. The NH Department of Revenue Administration approved a tax rate of \$17.41 per \$1,000 valuation:

- Municipal, \$8.50
- School District, \$5.40
- Statewide Property Tax, \$2.43
- Rockingham County, \$1.08

Judie Belanger directs the busy Finance Department



Finance Department FY11 Highlights

- The Finance Department began online payment processing of property taxes, water/sewer bills and parking fines, and prepared to launch online motor vehicle registration and renewals.
- The City currently has been rated AA+ and Aa1 by Standard & Poor's Rating Group and Moody's Investors Service, respectively, saving taxpayers thousands in reduced borrowing costs.
- The City received its 5th consecutive ***Distinguished Budget Presentation Award*** for the FY 11 Proposed Budget Document from the Government Finance Officers Association of the U.S. and Canada. This continued Portsmouth's status as NH's only municipality to receive the highest form of recognition in governmental budgeting for its proposed budget document.
- To date, the City has received 17 ***Certificates of Achievement for Excellence in Financial Reporting*** for its Comprehensive Annual Financial Report (CAFR). The CAFR for the Fiscal Year ended June 30, 2010, was submitted to GFOA and was still under review at the end of FY11.



Tax Collections Clerk Kate Nesman helps a customer

Assessing Division

Assessor: Rosann Maurice-Lentz
Appraiser I: Joseph White
Field Appraiser: Aaron Doe
Assessing Clerk: Karyn Newton (through March 2011)
E-mail: Info@CityofPortsmouth.com

City Hall Room 220

Phone: 610-7249
Fax: 427-1579

Web: www.CityofPortsmouth.com/assessors

Top 10 Taxpayers in Fiscal Year 2011

<i>Public Service Co. of NH</i>	<i>Utility</i>	<i>\$162,129,600</i>
<i>HCA Health Services of NH</i>	<i>Hospital/Office</i>	<i>\$73,935,300</i>
<i>TGM Beechstone LLC</i>	<i>Apt</i>	<i>\$42,536,900</i>
<i>Liberty Mutual Insurance Co.</i>	<i>Office</i>	<i>\$35,443,200</i>
<i>Inishmaan Assoc. Ltd. Ptnshp.</i>	<i>Apt.</i>	<i>\$23,578,000</i>
<i>DSQ Holding LLC</i>	<i>Retail</i>	<i>\$21,996,900</i>
<i>Bromley Portsmouth LLC</i>	<i>Retail</i>	<i>\$21,732,300</i>
<i>Kenard Development LLC</i>	<i>Industrial</i>	<i>\$20,496,100</i>
<i>Northern Utilities Inc.</i>	<i>Utility</i>	<i>\$18,411,800</i>
<i>Harborside Assoc.</i>	<i>Hotel</i>	<i>\$18,353,400</i>



Aaron Doe, Lisa Siegel and Joe White

The Assessing Division completed the 2010 revaluation which consisted of 7,095 residential, 1,333 commercial and 381 exempt parcels in Fiscal Year 2011. The overall level of assessment for all parcels in the City changed from 94.2% in tax year 2009 before the revaluation to 98.1% for tax year 2010 after the revaluation.

The State of New Hampshire Department of Revenue Administration’s report of the revaluation concluded “a reasonable and transparent assessment effort is evident,” and that the Assessing Division achieved a 100 percent score on the Uniform Standards of Professional Appraisal Practice’s (USPAP) Standard 6 governing mass appraisal, development and reporting.

The City offers property valuation exemptions for qualified elderly and disabled citizens. For Fiscal Year 2011, the City Council had approved elderly and disabled exemptions of \$33,514 for single taxpayers and \$41,343 for married couples. Total assets for both exemptions were \$111,718, whether single or married. Applications are available on the City’s website.

Tax Collection Division

Revenue Administrator: Kristin Regis
Deputy Tax Collector/Office Manager: Edward Gioioso
Collections Clerks: Kate Nesman & Cathy James
E-mail: Info@CityofPortsmouth.com

City Hall Room 221

Phone: 610-7244
Fax: 431-6402

Web: www.CityofPortsmouth.com/tax



Ed Gioioso and Cathy James confer

The Tax Collection Division is responsible for collecting, processing and depositing property tax payments, water and sewer payments, motor vehicle registration fees, and other City department revenue. The division is also a Municipal Agent of the State of New Hampshire authorized to process motor vehicle title and registration transactions on behalf of the State’s Division of Motor Vehicles.

	<i>FY10</i>	<i>FY11</i>
Property tax bills	8,320	8,360
Warrant amount	\$64,136,442	\$67,027,315
Collected as of 6/30	\$61,795,498	\$64,483,089
Percentage of collection	96.4%	96.2%
Vehicles registered as of 6/30	23,635	21,505

Continued from Page 13

Information Technology Division

Information Technology Coordinator: Alan Brady
24-hour support: Seacoast Computer
E-mail: Info@CityofPortsmouth.com

Phone: 610-7255
Fax: 427-1575
Web: www.CityofPortsmouth.com

The Information Technology Division provides the City with consulting, technical support, maintenance services, application support, education services, software development, and strategic technology planning.

Technology support and maintenance services are provided to all City departments during normal business hours, as well as on a 24x7 basis for special projects and emergencies. In Fiscal Year 2011, the IT Department expanded the online payments system, upgraded the Channel 22 analog system to digital, replaced network switches to improve management and reliability of the metropolitan area network, and upgraded the back-up power system for the computer server room.



Seacoast Computer's Gary Rooney checks the City Hall computer server

Administration of the City's website and Local Government Access Cable Channel 22 are also responsibilities of the IT Division. The website is continually updated with information, including meeting calendars, agendas, webcast meetings for viewing, budget and financial information, postings for bids and RFPs (Request for Proposals), job postings, downloadable forms, etc. The IT Division also oversees the recording of live City Council and board meetings, as well as school-related activities such as concerts and athletic matches, for broadcast on Channel 22.

Continuing IT-related education for all City departments is provided through classes to keep employees current with the latest computer programs, such as Microsoft Word, Excel, Access and Outlook.

Accounting Division

Purchasing, Billing, Payroll & Accounts Payable

Accountant: Helen Byrne
Purchasing Coordinator: Lori MacGinnis
Accounting Assistant: Fran Cavanaugh
Collections Clerk: Maria Gerace
Account Clerk: Fay Estes

City Hall Room 306
Phone: 610-7223
Fax: 427-1575
E-mail: Info@CityofPortsmouth.com
Web: www.CityofPortsmouth.com/finance

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

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

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

All bids and Requests for Proposals (RFPS) are listed on the City's website.



Accountant Helen Byrne

Fire Department

<p>Chief: Christopher J. LeClaire Executive Assistant: Tracy Freeman Assistant Chief: Steven Achilles Deputy Chief: Steven Griswold Fire Commission: Richard Gamester, Michael Hughes, Paul Wentworth E-mail: Info@CityofPortsmouth.com</p>	<p>170 Court Street EMERGENCY: Dial 911 Phone: 427-1515 Fax: 427-1555 Web: www.CityofPortsmouth.com/fires</p>
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The Fire Department stands ready at all times to serve Portsmouth residents, business owners and visitors.

The Department does so by providing quality fire protection, emergency medical care, fire prevention, hazardous materials response, and special rescue services through proactive strategic planning, maintaining a well-educated and well-equipped fire-fighting force, constant performance improvement, and sound financial management.

In FY11, the Department responded to 2,472 fire service calls and 2,970 Emergency Medical Service calls. It also provided hundreds of instances of fire prevention, inspection and education services.

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

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

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

Fire Department personnel staff two engines, one ladder truck and two ambulances at all times, with reserve pieces of apparatus available for recall personnel.



Fire Boat "Sagamore" during Sail Portsmouth May 2011

The Fire Chief serves at the discretion of the Board of Fire Commissioners, which has budgetary and policy authority over the Department. The Chief is the executive officer of the Department and oversees daily administration, overall control and emergency scene authority of personnel and equipment in accordance with NH RSA154.

The Assistant Fire Chief oversees emergency response, including apparatus readiness, shift staffing and station assignments. He also administers the Department training program, logging hundreds of hours annually for ongoing training, professional development and recertification.

FY 2011 Fire Department Activity

<i>Fire service calls</i>	<i>FY10</i>	<i>FY11</i>
Fires/Explosions	74	77
Rescue Calls	1,292	1,338
Hazardous Conditions	209	171
False Calls	546	495
Others	449	391
Total	2,570	2,472

<i>Emergency Medical Service (EMS) calls</i>		
Emergency Transports	1,837	2,144
Service Calls/Non-Transports	725	826
Total	2,562	2,970



Car 2 at Pease Air Show August 2010

Continued from Page 15



PSNH Wood Processing Plant fire on February 28, 2011

The Fire Department maintains three fire stations staffed 24 hours a day. Located in the historic downtown district, Station 1 houses the administrative and prevention offices, Engine and Ambulance Company 1, one forestry truck, and command support resources. The Department docks a fire boat along the waterfront at a New Hampshire Port Authority pier.

Station 2, in the southern portion of the city, houses Ladder 2, Tower 5 and Ambulance 2. Station 3, at the Pease International Tradeport, houses Engine and Ambulance Company 3, as well as Rescue 3. Two reserve engines and one reserve ladder truck complement the fleet.

The Department provides a number of services to the community:

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

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

Marine and Waterfront Fire and Medical Response is provided by the 33-foot fire boat available year-round to

respond to fire, medical and environmental emergencies.

Firefighters are trained in fire boat operations, as well as in how to respond to fire and medical emergencies aboard the ships that travel the Piscataqua River.

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

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

Hazardous Materials and Disaster Response services include initial hazardous materials response, identification and containment services by personnel certified in Hazardous Materials operations and decontamination.

Firefighters are trained to respond to special rescues (building collapse, confined space, heights), and mass casualties. They also plan for natural and manmade disasters.

The **Fire Prevention and Inspection Bureau** is responsible for all plan review, life safety code enforcement and public education. The Deputy Fire Chief oversees this bureau. He and the Fire Inspector inspect all assembly occupancies and special hazard locations, as well as perform numerous life safety classes for target audiences.



Tower 5 outside the new Fire Station 2

Health Department

Health Officer: Kim McNamara
Health Inspector: Kristin Shaw
Public Health Nurse: Kim Coffey-Philbrick
E-mail: Health@CityofPortsmouth.com

City Hall, Third Floor

Phone: 610-7273

Fax: 427-1593

Web: www.CityofPortsmouth.com/health

The Health Department protects residents and visitors by providing a wide array of environmental health services.

The Health Officer and Health Inspector are responsible for permitting, regulating and inspecting food establishments and food-related events. The Department issued 289 food service permits in Fiscal Year 2011. Numerous summer and holiday events such as Market Square Day, Farmers' Market, Chowder Festival, Taste of the Nation, Ghosts on the Banke, etc., draw large crowds and food safety is vital for successful and enjoyable events.



Health Officer Kim McNamara heads to Star Island to learn about its public health emergency response capabilities

The Department also inspects schools, in-home daycares, daycare centers, residential care facilities, foster and adoptive homes, and nursery schools.

In addition, the Department conducts investigations into fires in restaurants and other food service establishments and responds to a variety of environmental health complaints, including possible food-borne illness; unsanitary living conditions; rodent and insect infestations; failed septic systems; sewer back-ups; and asbestos, lead paint, and water and air quality issues.

Another area of responsibility is ensuring compliance with state and federal food recalls. The Department maintains information about recalls on its Web page at www.CityofPortsmouth.com/health.

Health Department staff are involved in emergency and disaster preparedness. They participate in the Portsmouth Area Emergency Planning Team (PAEPT). The PAEPT includes representatives from municipali-

ties, emergency services, medical facilities, social service agencies and volunteer groups from Portsmouth, Greenland, New Castle, Newington, North Hampton and Rye to plan for—and respond to—regional emergencies and disasters. Part of this response effort is the Greater Portsmouth Medical Reserve Corps, a regional volunteer group comprised of medical and non-medical volunteers that can assist in a variety of public health and emergency management functions, such as immunizing or dispensing medication to our population in the event of an outbreak, staffing a shelter, or assisting at public events that require first aid stations.

The Department works closely with the City's Department of Public Works to investigate and address the problem of Fats, Oils, and Grease (FOG) in our City sewers. This is vital for compliance with state and federal laws.

The Health Department conducts environmental investigations into disease outbreaks. The Department also monitors, and when necessary responds to, environmental health threats such as mosquito-borne disease and provides public notification and education regarding these diseases, including on its Web page.

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

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



Health Inspector Kristin Shaw checks a local ice cream truck

Human Resources

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

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

Web: www.CityofPortsmouth.com/hr

The Human Resources Department works to attract, select, develop and retain an effective Municipal workforce, which at the end of Fiscal Year 2011 numbered 569 men and women.

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

In FY11, the Department reviewed 1,116 applications to hire 58 full-time and part-time employees for the Municipal workforce. The Department is responsible for the pre-employment and promotional activities leading to filling all classified positions, except for the Police, Fire, and School Departments. This includes advertising positions, as well as conducting interviews and background checks.



HR Director Dianna Fogarty assists a City employee

salary structure for these positions. Human Resources represents the City on all employment grievances and arbitrations. In FY11, the HR Department processed five grievances.

The implementation and administration of all City of Portsmouth employee benefit programs also fall under HR purview. These include medical, dental, life, long-term disability, retirement, worker's compensation, vacation and sick time accruals, educational reimburse-

ment, and wellness.

In FY11, Human Resources provided leave administration services and consulted with City departments for three long-term disability claims, nine retirements, and 21 Family Medical Leave requests.

The HR Department also coordinated several training programs and coordinated ergonomic evaluations of several workstations. It processed 71 work-related claims, and 116 property and liability claims.

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

The HR Department also is involved in risk management, classification and compensation studies, and administering the municipal telephone system.

Municipal Recruitment

	FY09	FY10	FY11
Applications	1,138	1,019	1,116
Hires (FT & PT)	67	50	58
Applicants interviewed	120	144	156
Turnover rate	0.22%	5.1%	6.5%

The Department was involved with continuing negotiations of six collective bargaining agreements that expired on June 30, 2008, for the Municipal, School, Police, and Fire Departments. In addition, HR worked with the Professional Management Association to reopen its contract to change insurance, resulting in a savings of \$110,000 for the Fiscal Year 2012 budget.

HR conducted a wage and classification study for the department heads and implemented a new



Barb Chrane at the switchboard

Legal Department

City Attorney: Robert P. Sullivan
Asst. City Atty.: Suzanne M. Woodland (part-time)
Asst. City Atty.: Kathleen M. Dwyer (part-time/School Dept.)
Prosecutor: Rena Dilando-Dandurant
Zoning Enforcement Officer: Jason Page
Legal Assistant: Raeline O'Neil

City Hall, Room 423

Phone: 610-7204

Fax: 427-1577

E-mail: Info@CityofPortsmouth.com

Web: www.CityofPortsmouth.com/legal



(l to r): Suzanne Woodland, Robert Sullivan, Kathleen Dwyer
 (back) Jason Page, Raeline O'Neil

The Legal Department advises and represents the City Council, City Manager, departments, officers, employees, boards and commissions concerning issues related to their official duties.

The scope of these legal services includes:

Representing the City in litigation, as necessary, including Zoning Board of Adjustment and Planning Board appeals, real estate tax abatements, and a variety of other types of cases (at the end of Fiscal Year 2011, there were 32 open litigation files, 14 of them new in FY11);

Interpreting laws, statutes, regulations and ordinances;

Preparing, reviewing, approving and negotiating contracts, drafting bid documents and Requests for Proposals (50 in FY11), leases, bonds, easements and other legal documents in which the City is a party;

Preparing or assisting with the preparation of ordinances;

Attending City Council, School Board, Planning Board, Board of Adjustment and other board meetings as required;

Conducting or overseeing Portsmouth District Court prosecutions on behalf of the Police Department (the FY11 total of 1,404 cases does not include the numerous Administrative License Suspension hearings handled monthly at the Motor Vehicle Department);

Providing zoning enforcement services through employment of a full-time Zoning Enforcement Officer to investigate and, as appropriate, help resolve zoning ordinance violations;

Providing legal opinions for all City departments, boards and commissions; and

Responding to citizen inquiries, including Right-to-Know Law requests, City ordinances and other legal issues. Most inquiries and requests are handled immediately on request without the need to schedule appointments with Legal Department staff.

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

Some selected cases/projects that required the expertise of the Legal Department in FY11 were:

- Resolve property owner disputes;
- Finalize the long-term lease of the former public library to the Portsmouth Historical Society;
- Various issues regarding Portsmouth Toyota;
- Right-of-way acquisitions for Public Works projects;
- Assist the Joint Building Committee with contractual aspects relative to the new Middle School;
- Perform legal work regarding auction and conveyance of the surplus Fire Station 2 property;
- Negotiate lease of the South Meeting House to Portsmouth Public Media;
- Zoning enforcement and appeals;
- Support the City's participation in the Great Bay Municipal Coalition;
- Coakley Landfill Group Executive Committee;
- Board of Tax and Land Appeals hearing relative to taking of two easements;
- Handle media requests about Greyhound bus incident;
- Develop pilot agreements for alcohol service on City sidewalks;
- Contract review and support for all Departments;
- Refinance \$300,000 City CDBG-funded loan to Wamesit Place;
- City Charter Advisory Committee meetings;
- Tax litigation cases: D'Angelo Inc., Anthony DiLorenzo, 100 Market Street, LLC, and 31 Raynes, LLC, and Portsmouth Place Apartments; and
- Work on removal of deed restrictions for Alumni Field and Connie Bean Center.

Inspection Department

Chief Building Inspector: Richard Hopley
Asst. Building Inspector: Roger Clum
Plumbing/Mechanical: Brian Kiely
Electrical: Scott Young
Administrative Clerk: Meg Egan (secretary Cheryl Newton retired 1/11)
E-mail: Info@CityofPortsmouth.com

City Hall Third Floor

Phone: 610-7243

Fax: 427-1593

Inspector Office Hours: 8-10 a.m.; 1-2 p.m.

Web: www.CityofPortsmouth.com/inspection

The Inspection Department is responsible for ensuring the integrity of Portsmouth's existing and future built environment through implementation and enforcement of the City's building, electrical, plumbing and life safety codes.

In FY 2011, the Department processed 853 building permits with a total declared construction value of \$40.9 million, and began posting monthly construction permit reports online. An additional 1,293 electrical and plumbing/mechanical permits were issued.

FY10 FY11

Building permits		
(including fire protection systems)	845	853
Declared construction value	\$51.2M	\$40.9M
Electrical permits	537	566
Plumbing/mechanical permits	643	727
Total permits	2,025	2,146

The Inspection Department provides services in five general areas:

- **Plan Review and Code Consulting:** The inspectors review all documentation associated with each construction project, discuss technical aspects with clients, and inform them of any design deficiencies in meeting City codes. The Department also reviews sign permit applications.
- **Permit Issuance:** Permits are required for all new construction and general renovations that change the overall size of a building, or portions thereof, or involve creation of new rooms or spaces. Any expansion of electrical, plumbing, mechanical or fire protection systems also requires a permit. Permits are not necessary for reroofing. The Department coordinates and processes final permit



Chief Building Inspector Rick Hopley checks reinforcing at Service Federal Credit Union's new headquarters building



Electrical Inspector Scott Young reviews plans with design engineers

documentation and issues permits to the licensed contractor or homeowner doing the work.

- **Construction Inspections:** The Department performs a series of inspections as the work progresses to ensure it conforms with City codes, and notifies responsible parties of the results.
- **Construction Completion:** The inspectors perform final site inspections and if the building, electrical, plumbing, mechanical and/or fire system work meets codes, they issue a Certificate of Occupancy.
- **Code Enforcement:** The inspectors also investigate claims of building, electrical, plumbing, mechanical and zoning code violations.

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

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

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

Library

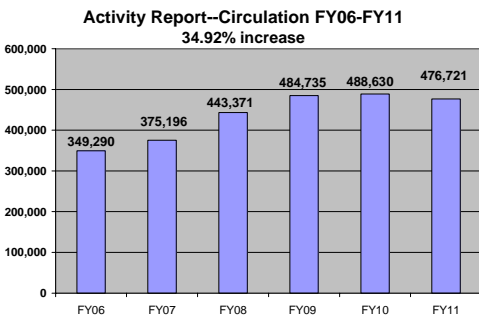
Director: Mary Ann List
Assistant Director: Steve Butzel
Reference: Michael Huxtable
Public Services: Sherry Evans
Youth Services: Susan Laun
Technical Services: Pat Palmer
E-mail: Info@lib.CityofPortsmouth.com

175 Parrott Avenue
Phone: 427-1540
Fax: 433-0981
Hours: Monday-Thursday, 9-9; Friday 9-5:30 p.m.
 Saturday 9-5; and (Sept.-May) Sunday 1-5 p.m.
Web: www.CityofPortsmouth.com/library

The Library continues to fulfill its five roles in the community, serving as a Popular Materials Library, Reference Library, Youth's Door to Learning, Community Activities Center, and a Community Information Center.

In Fiscal Year 2011, there were more than 295,000 physical visits to the Library, more than 476,000 items circulated, and over 32,000 reference questions answered. Historical trends show steady growth in the Library's use over the past seven years.

Examination of usage statistics indicates that,



while use of physical space and materials remains fairly steady, growth areas in 2011 have been in the use of the virtual library, a 24/7 resource.

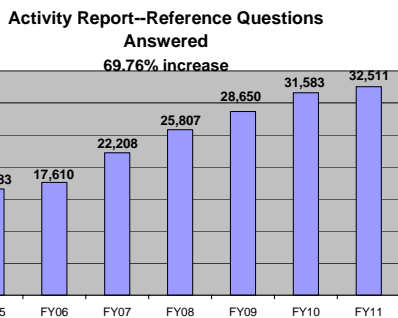
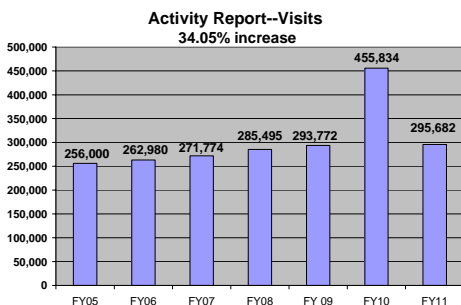
Comparative

statistics also show the Library far outperforms libraries in New Hampshire and nationally. It has received the highest rating in the state on the HAPLR Index (Hennen's American Public Library Ratings), registering 845

points on a scale of 1,000 to reach a performance rating in

the 98.7 percentile of libraries nationwide.

Responding to rapidly evolving technology in many areas of information science, the



Library Mission and Goals

- The Portsmouth Public Library was established by ordinance in May of 1881 as a free public library "for the use of all of our citizens."
- It serves as a gateway to reading, information, culture, community activities, and cultural heritage.
- *The Library is a true shared community resource;* a place to learn together, to relax together, to enjoy the community of others, to discuss topics of importance locally and globally.

downloadable audio book and e-book collections were expanded along with access to e-reading devices and assistance in the operation of the new technology.

Online databases give easy access from the Library, or from home, school or office to general research, language learning, genealogy, auto repair, and business identification, research and development. Mobile-friendly interfaces are offered for most of the Library's web-based services. Some statistics from FY11:

- In-house public computer use: 68,564 logins by 28,972 unique users, averaging approximately 2,400 users per month
- WiFi use: 23,439 sessions by 4,916 unique users, averaging 409 users per month
- Database searches: approximately 2,400 per month

The Library's role as a Community Activities Center also grew in 2011 with expanded program offerings for all ages. Adult programs brought learning opportunities and entertainment in such broad areas as music, poetry, movies, sports, computer literacy, and world affairs.

Assistant Director Steve Butzel and staff member Kyle Belmont discuss DVDs for recommended lists



Continued from Page 21



Youth Services staff select books

Youth Services staff provided both individual attention and group programs in fulfillment of the Library's role of Youth's Door to Learning.

Lap Times, and Toddler and Pre-School Story Times brought the joy of

reading to children from birth to school age on weekdays and weekend days alike.

Class visits brought Portsmouth schoolchildren to the Library, and Youth Services staff visited all Portsmouth elementary schools and the Middle School

Building Days, Game Days, and Crafternoons provided opportunities for relaxation to older children and teens.

The Summer Reading Program kept more than 350 children and teens reading throughout the summer.

In addition, Library meeting rooms provided space for community groups to meet, conduct business and share ideas.

Year-Long Visioning Work established priorities for the Library of the Future to give the community a highly performing institution aimed at meeting local needs and, as much as possible, bringing global possibilities to the Portsmouth community. This institution shall balance Library traditions with new technology while maintaining the core value of free access to everyone.



Reference Director Mike Huxtable and staff member Kate Giordano search for information



Library employee Suzanne Loder helps a patron with reading selections

More Portsmouth Library Statistics

	<i>FY 2010</i>	<i>FY 2011</i>
Patrons Registered	18,799	18,700
Hours Open Weekly	68.5	68.5
Total Items Circulated	488,630	476,711
Books: Adult Fiction	81,434	77,912
Books: Adult Non-Fiction	62,470	55,871
Books: Children's	155,557	156,230
Books: Young Adult	15,447	14,968
Audio: Books & Music	46,538	48,923
Video: DVD & VHS	105,370	100,209
Magazines	13,974	11,630
Other	4,228	5,479
Audios downloaded	3,582	4,376
E-books downloaded	N/A	1,113
Resources Available		
Books	127,818	129,023
Audio: Books & Music	7,895	8,660
Video: DVD & VHS	9,286	10,258
Other	138	138
Magazine & Newspaper		
Subscriptions-Print & Microfilm	422	430
Online Databases	58	58
Downloadable audios	1,016	4,798
Downloadable eBooks	N/A	1,816
Reference Questions		
Adult	18,588	18,616
Children	13,265	13,895
Total	31,583	32,511
Program Attendance		
Adults	6,621	8,131
Children	9,520	11,580
Total	16,141	19,711
Study Room Use	1,575	1,838
Meeting Room Use		
Community Groups	412	382
Library Programs	858	1,113
Other Municipal Departments	53	64
City Schools	11	23
Total	1,334	1,582

Planning Department

Director: Rick Taintor
Principal Planner: Lee Jay Feldman (through March)
Environmental Planner/Sustainability Coordinator: Peter Britz
Administrative Assistant: Jane Shouse
Administrative Clerks: Mary Koeppenick & Liz Good
E-mail: Info@CityofPortsmouth.com

City Hall Third Floor
Phone: 610-7216
Fax: 427-1593

Web: www.CityofPortsmouth.com/planning

The Planning Department advises the City Manager, City Council and local land use boards on issues relevant to the development of Portsmouth.

The Department's **long-range planning** responsibilities include preparing the City's Master Plan (generally every 10 years); conducting studies and preparing plans relating to land use, development and environmental protection; and revising and updating the City's land use ordinances and regulations.

In FY11, the Department devoted a significant amount of time to issues related to off-street parking in the central business district. Following a report by the Planning Board's Downtown Parking Focus Group in July 2010, work sessions were held with the City Council, Planning Board and Economic Development Commission, leading to the submission to the City Council of a "Downtown Parking Omnibus," including recommendations for zoning regulation changes, which remain under review pending Council decisions regarding expansion of the downtown parking supply.

The Department's **day-to-day planning** functions include interpreting and administering land use ordinances and regulations; coordinating the review of applications for land use permits and approvals; reviewing requests for zoning changes and use of municipal property, and making recommendations to appropriate local authorities; providing technical assistance and support to local land use boards; and coordinating with other City departments and state and federal agencies on issues related to land use and development.

Major development projects reviewed and approved during FY11 include the renovation and expansion of the Middle School, the new Service Credit Union corporate headquarters on Lafayette Road, and a 20-lot subdivision off Kearsarge Way in Atlantic Heights.

In addition to normal regulatory reviews, the Service Credit Union project required several modifications to the regulations for the new Gateway District. The development also includes the provision of land for a connector road between Lang and Longmeadow Roads,



The Martingale Wharf project on Bow Street

which will eventually resolve long-standing traffic problems at the Ocean Road and Lang Road intersections.

Also, three large downtown development projects were completed or underway in FY11: the Marriott Residence Inn on Deer Street, Residences at Portwalk on Hanover Street, and the Martingale Wharf project on Bow Street.

The Planning Department provides staff support to the City's four local land use boards: the Planning Board, Board of Adjustment, Conservation Commission, and Historic District Commission.

The **Planning Board** acts on applications for site plan review, subdivisions, lot line relocations, and conditional use permits, and also provides recommendations to the Council in response to its referrals. In FY11, the Board considered 17 site plan review applications, 6 subdivision applications and 20 conditional use permits.

The **Board of Adjustment** hears and decides requests for variances from terms of the Zoning Ordinance, special exceptions as allowed by the Ordinance, and appeals of administrative decisions related to interpretation of the Zoning Ordinance. In FY11, there were 86 variance requests, 15 special exception requests, 1 equitable waiver request and 2 appeals of administrative decisions.

The **Historic District Commission**, which reviews exterior changes to buildings and structures in the Historic District, held 104 public hearings and 17 work sessions in FY11.

The **Conservation Commission**, charged by statute with the protection and proper utilization of the City's natural resources, makes recommendations to the Planning Board and the NH Department of Environmental Services. In FY11, it reviewed 14 State wetlands permit and 20 conditional use applications.



The Marriott Residence Inn and the Residences at Portwalk

Police Department

Chief: David “Lou” Ferland
Deputy Chief: Stephen DuBois
Police Commission: Gerald Howe, John Russo, John Golumb
E-mail: Info@PD.CityofPortsmouth.com
(Do not report crimes by E-mail)

3 Junkins Avenue
EMERGENCY: Dial 911
General Business: 427-1500
Fax: 427-1510
Crime Stoppers/Alcohol Tip Line: 431-1199
Web: www.CityofPortsmouth.com/police

The Portsmouth Police Department’s mission to prevent crime, preserve order and protect the lives, rights and property of all residents, business owners and visitors has continued for more than 350 years.

In Fiscal Year 2011, the Department fulfilled this mission with a force of 64 sworn full-time officers, 25 auxiliary officers and 21 civilian employees protecting a year-round population of 21,000 plus approximately 25,000 commuters and tourists.

This was accomplished via a wide-ranging and comprehensive approach that included car patrols, downtown walking beats, bicycle patrols, motorcycle patrols, increased directed patrols and numerous local operations and programs.

The Department also leads the New Hampshire Internet Crimes Against Children Task Force and partners with the national affiliate, and also supports regional law enforcement team initiatives dealing with DWI and



One of almost 6,800 traffic stops in 2011

alcohol (there are 142 businesses licensed to sell alcohol in Portsmouth), prescription drug take-backs and motorcycle noise.

Portsmouth Police embrace a community-focused, problem-solving proactive model.

Among the public outreach methods employed are frequent Neighborhood Coffees with the Chief, Facebook and Twitter pages, Senior Citizen spaghetti dinners and the extremely popular

Citizen Police Academy, now in its fourth year of offering Seacoast citizens and business owners a behind-the-scenes look at police work.

The Department also works with the Citywide Neighborhood Committee to sponsor participation in the National Night Out against Crime. In FY11, 22 neighborhoods took part in the 15th annual event.



Chief Ferland



2011 Portsmouth Police Statistics

- 31,115 calls for service
- 1,189 arrests
- 68 DWI arrests
- 128 felony arrests
- 235 protective custody arrests (people too drunk to care for themselves)
- 1,057 property damage accidents
- No alcohol-related fatalities for past 11 years
- 82 personal injury accidents
- 104 drug/narcotics arrests
- 12 rapes
- 24 disorderly conduct arrests
- 34 credit card fraud incidents
- 23 impersonations (includes identity theft)
- 101 thefts from motor vehicles
- 65 burglaries (buildings/homes)
- 6,675 motor vehicle stops
- 2,080 traffic enforcement calls
- 703 traffic citations issued
- 1,268 park and walks
- 518 noise complaints
- 1,763 legal documents served (i.e., subpoenas, and domestic violence or trespassing orders)
- 120 felony indictments/prosecutions
- Over 100 warrants
- 3 underage drinking parties; 24 arrests
- 12 people arrested for selling alcohol to minors

Note: The Police Department compiles calendar-year statistics in compliance with federal standards.



Captain Mike Schwartz briefs the news media



Officer Brian Houde displays drug seizure results



Sgt. John Aubin in the shift commander's office

Additional Portsmouth Police Department Creative and Proactive Initiatives Include:

- *Reverse 911 Community Notification System to alert citizens to citywide and neighborhood emergencies*
- *The Emergency Communications Center handles 73,000 calls in dispatching police, fire, ambulance and emergency public works operations*
- *Internet Crimes Against Children investigations: Statewide task force leaders with detectives trained for online computer investigations and forensic computer analysis*
- *Increased crisis intervention training to help the mentally ill and a Mental Health Court established*
- *Crime Stoppers tip line*
- *Monitoring of 120 registered sex offenders*
- *Alcohol tip line*
- *Alcohol over-service warning letters to businesses that last served those arrested for DWI or taken into protective custody*
- *Alcohol compliance checks to ensure liquor license holders are not selling alcohol to minors*
- *School Resource Officer with a focus on preventing underage drinking*
- *Narcotics investigations*
- *Drug Recognition Experts trained to detect those under the influence*
- *Seacoast Emergency Response Team (SERT): Regional SWAT team for 11 communities*
- *Gambling investigations*
- *Cyber stalking/harassment prevention*
- *Police K-9 dogs: Titan and in FY11, K-9 Bruin was acquired and trained to replace the deceased Wess*
- *Laptop computers in cruisers allow officers to remotely access files and records, and complete reports, so they spend more time in the field*
- *Special events management and security*
- *In-service training, such as defensive driving, sexual harassment prevention, use of force issues, and legal updates*
- *Child safety seat installation program: Assisting the public with correct installation in vehicles*
- *Selective traffic enforcement and education (STEP): Using message boards, stealth stat and directed patrols to prompt safer driving habits*
- *Crime prevention surveys: Detectives suggest ways to better protect homes & businesses*
- *Operation ID: Help the public document valuable property*
- *Homelessness outreach: Proactively assisting the homeless in finding services and shelter*
- *PAL (Police Athletic League) Basketball*
- *Law Enforcement Torch Run for Special Olympics*
- *Law Enforcement Explorers State Champions 2011*



PPD Sobriety Checkpoint

Public Works Department

Director: Steven F. Parkinson, P.E.
Deputy Director: David S. Allen, P.E.
City Engineer, Water/Sewer: Peter Rice, P.E.

E-mail: Info@CityofPortsmouth.com

680 Peaverly Hill Rd.
Phone: 427-1530
Snow Bans: 766-7669
Fax: 427-1539

Web: www.CityofPortsmouth.com/publicworks

The five Department of Public Works (DPW) divisions are responsible for maintaining the municipal infrastructure that includes City streets, parks, municipal buildings, recreation facilities, the water system, and the sanitary sewer collection and treatment system.

Public Works: By The Numbers

- Maintains, cleans & plows 136 miles of streets
- Maintains 75 miles of sidewalks
- Maintains 16 City-owned bridges
- Maintains nine playgrounds, 10 parks/ball fields and four historic cemeteries
- 114 full-time employees, 20 part-time
- 150 pieces of equipment

In Fiscal Year 2011, the **Water Division** continued work on the Madbury Water Treatment Plant, which is being constructed using the Leadership in Energy and Environmental Design (LEED) standards and will meet future drinking water needs. Upgrades also were completed at the Bellamy Reservoir Dam, including features to improve the water quality prior to the treatment plant.

The Automated Meter Reading (AMR) system was completed and monthly billing began. The Water Division continued selling rain barrels at a discount, thanks to a federal stimulus grant, helping customers conserve water and money. The Division also performed leak detection operations on approximately 25% of the distribution system.

The **Water Division**, which provides water to all or parts of Portsmouth, Newington, New Castle, Greenland, Rye, Madbury and Durham, also is responsible for:

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

In FY11, the **Sewer Division** submitted the final version of the Wastewater Master plan, which includes recommendations for the upgrade of the Peirce Island Wastewater Treatment Facility and an update of the Long Term Control Plan outlining the City's sewer separation

program. Two major sewer separation projects—the Bartlett Street/Islington Street area and State Street—were substantially completed in FY11 and included upgrades to underground utilities. The State Street project, which also included major improvements to the downtown streetscape, was 50% funded by a federal stimulus grant.

The **Sewer Division** also is responsible for:

- Two wastewater treatment plants: one on Peirce Island (4.8 million gallons daily) and the other on the Pease Tradeport (1.2 million gallons daily);
- Operating/maintaining 20 wastewater pump stations;
- Cleaning, inspecting and repairing 100 miles of sanitary sewers; and
- 6,221 service connections (98% of all residential and commercial properties).

The **Highway Division** maintains City streets and sidewalks, as well as municipal parks, playgrounds, recreation facilities and buildings. It maintains the City vehicle and equipment fleet, oversees mosquito control, performs snow removal, and provides daily sweeping and litter control in the central business district.

Its solid waste/recycling program serves 8,100 households generating 13,000 tons of material; diverts almost 6,400 tons from the landfill; conducts curbside pickup of 3,500 tons of recycling and yard waste; maintains a drop-off Recycling Center offering disposal of such items as electronics, tires/batteries, and motor oil/cooking oil; and holds two Household Hazardous Waste Collection Days annually.

The **Parking & Transportation Division** is responsible for downtown public parking facilities, including 2,450 off-street and on-street

spaces; parking and traffic studies; and the operation, maintenance, collection and enforcement of 321 electronic and 47 Pay & Display meters. It works with COAST to expand public transportation so that 90% of the City is accessible and also with downtown merchants on the Parking Validation Program offering patrons parking rate discounts.

The **Engineering Division** designs and implements a variety of capital projects, reviews site and subdivision plans of new and proposed projects, and provides technical support to other City departments.



City mowing operations

Top Fiscal Year 2011 Infrastructure Improvements

Highway Division

- Initiated Concord and Porpoise Way Streetscape Project: Sidewalks, drainage, water, sewer, curbing, trees & paving
- Initiated construction of the Mechanic Street seawall replacement
- Replaced Rte 33 railroad bridge: New drainage, paving, signage, landscaping, sidewalks & signalized intersections from Peverly Hill Rd. to Borthwick Ave.
- Pavement improvements to Thornton St., Whipple St., Meredith Way, Pine St., Clinton St., Fairview Drive, Centre St., Garden St., Spinney Road, Pinehurst Road, Lookout Lane, Griffin Road and Davis Street
- Completed streetscape improvements for the McDonough Street Area: (Dover, Salem, Cabot, McDonough, Rockingham and Cornwall Streets)
- Made Pine St. Playground improvements including accessible walkways, playground equipment and landscaping
- Completed intersection improvements at South Street and Lafayette Road
- Completed the reconstruction of the seawall on South Mill Street utilizing both new and salvaged materials
- Completed replacement of the cedar roof system on the Sheafe Warehouse in Prescott Park



South Mill Street seawall reconstruction

Engineering



Solid waste collection

- Continued the design process for the replacement of the Sagamore Bridge on Route 1A
- Completed design of improvements to Islington Street/Spinney Road intersection
- Completed design of streetscape improvements in the McDonough Street Area
- Completed the design for storm drain improvements in the Maple Haven area
- Completed the design of the Concord and Porpoise Way Streetscape Project
- Completed the design of improvements to the Municipal Complex Parking Lot, including period-appropriate lighting, new pavement, sidewalks and entrance signage
- Completed the design for rehabilitation to the South Mill Pond Tennis Courts, including new fencing, lighting and pavement along with color coating surface system
- Completed brick sidewalk replacement design on State St. from Middle St. to Church St.
- Initiated the design for Middle Rd. sidewalk replacement from Middle St. to Spinney Rd.
- Completed design work for replacement of the Mechanic Street seawall adjacent to the Mechanic Street pump station

Parking & Transportation

- Continued installation of Pay & Display meters allowing credit card and coin usage
- Continued implementation of the In-Vehicle meter system to complement Pay & Display meters
- Continued the snow ban parking coupon program allowing residents to park in the High-Hanover Parking Facility for \$3 with a City-issued coupon during snow emergencies and snow removal periods
- Extended the traditional two-week downtown meter free parking to three weeks during the Christmas holiday season
- Continued the Parking Validation Program
- Continued the High-Hanover Parking Facility Security Plan, including security 7 nights/week, increased lighting and zero tolerance on graffiti
- Continued repair of the High-Hanover deck spalling, repainting of structural steel, replacement of the stairway system in the Hanover Stair Tower and replacement of joint sealant
- Continued long-term Masonic Parking Lot lease for supplemental downtown parking
- Added the 200-space gated & leased lot at Portwalk Place for public use

Water & Sewer

- Submitted the final Wastewater Master Plan to the New Hampshire Department of Environmental Services and the U.S. Environmental Protection Agency
- Substantial completion of the State Street Utilities Upgrade & Street Improvements and the Bartlett & Islington Streets Sewer Improvements Projects
- Completed reservoir improvements
- Continued construction of new water treatment plant
- Began Parrot Ave. Sewer Separation in conjunction with the Middle School construction



Checking traffic control equipment

Recreation Department

Director: Rus Wilson
Asst. Dir./Program Coord.: Barry Foley
Spinnaker Supervisor: Tim Bailey
Recreation Supervisor: Tom Kozikowski
E-mail: Info@CityofPortsmouth.com

Phone: 766-1483
Fax: 431-6403
Spinnaker Point: 766-1483
Connie Bean Community Center: 427-1549
Pools: Indoor 427-1546 **Outdoor** 427-0717
Web: www.CityofPortsmouth.com/recreation

The Recreation Department provides diversified and affordable recreation and leisure activities year-round for all segments of our community.

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

In FY11, the Department completed a "Comprehensive Recreation Needs Study" to evaluate programming and facilities with citizen input. Major facility and programming changes have resulted.

Currently, the Department serves the community via existing facilities, parks and playgrounds, including:

Connie Bean Youth Center (Daily)



Sports leagues available for all ages

- Over 1,000 children enrolled in various programs and sports, including leagues for K-12
- Drop-in programs (ping-pong, pool, basketball, etc.)
- Other active and passive programs for infants through seniors

Spinnaker Point Adult Recreation Center (Daily)

- 1,400 members, including senior citizens, residents and non-residents
- Fitness center for 18+ (equipment, weights, indoor track, basketball court, tennis, volleyball, dance, yoga, tai-chi, Pilates, karate, exercise and spin classes, pool, hot tub, sauna, etc.)
- 18+ leagues (basketball, volleyball, ping-pong, etc.)

Indoor Pool (Daily, year-round in FY10)

- Open 7 days a week
- Lessons to 1,000 children, plus 160 on swim teams



Exercise opportunities at Spinnaker Point

- Hosted regional annual Special Olympics meet

Peirce Island Outdoor Pool (Daily/9 weeks)

- Free lessons to over 600 residents
- Open 7 days per week; open swim times every afternoon
- 26,000 visits for open swims, averaging 413 per day

Summer Programs/Camps (9 weeks)

- 450 children (50 per week) in Summer Day Camp
- 1,100 children participate in other programs and sports camps (basketball, soccer, baseball, field hockey, softball, cross-country, golf, volleyball)

July 4th Holiday Fireworks

- Annual display drawing 30,000-40,000 people

Other Special Programs

- Fall soccer/spring baseball
- Monthly Middle School dances
- School year vacation camps
- 16 senior citizen day trips
- Peirce Island Boat Launch
- Family Halloween, Father/Daughter & Mother/Son Dances; Easter Egg Hunt



Annual Mother-Son Mother's Day Dance

School Department

Superintendent: Edward McDonough
Asst. Superintendent: Stephen Zadravec
Business Administrator: Stephen T. Bartlett
Student Services Director: Paula Wensley
School Nutrition Director: Patricia Laska
Title 1/Reading Director: Joanne Simons
Technology Director: Susan Birrell
E-mail: Info@CityofPortsmouth.com
Web: www.CityofPortsmouth.com/school

Central Office: 50 Clough Drive
Phone: 431-5080 **Fax:** 431-6753
Portsmouth Early Education Program (PEEP): 422-8228
Dondero Elementary: 436-2231
Little Harbour Elementary: 436-1708
New Franklin Elementary: 436-0910
Middle School: 436-5781
High School: 436-7100
Robert J. Lister Academy: 427-2901

School Board: Dr. Mitchell Shuldman (Chair), Ann M. Walker (Vice Chair), Carol A. Chellman, Leslie Stevens, Kent LaPage, Thomas Martin, Rebecca Emerson, and Dexter R. Legg. Henry "Clay" Hayward replaced Lisa Sweet in September 2010.

The School Department's mission is to educate all students by challenging them to become thinking, responsible, contributing citizens who continue to learn throughout their lives.

Thanks to the Department's many competitive grant awards, the per pupil cost based on the New Hampshire Department of Education's allowable tuition formula is \$14,621.20. Of that, 82% was paid by taxpayers through local and statewide education taxes, with the remaining 18% funded by tuition, other non-tax revenue, and state and federal sources.

In FY11, the School Department was led by Superintendent Ed McDonough and 359 full-time and part-time employees supported through the general fund and approximately 152 additional positions supported by grants and other revenues.

The staff provided support to 2,667 students in a preschool program, three elementary schools, a middle school, an alternative secondary school, and a high school that is also a regional vocational center. A total of 73% of the professional staff hold a master's degree or beyond.

The School District's strategic model for large-scale improvement remains the use of Professional Learning Communities, collaborative teacher teams focused on results.

Portsmouth teachers pride themselves on providing personalized education for every student. Over the years, the School Department has protected direct instruction to children by maintaining reasonable class sizes, especially at the elementary level.

In grades 6-8, teachers use a teaming approach that allows them to record the progress of each child



Design for the "green" renovated and expanded Middle School scheduled for completion in fall 2013

by addressing physical, personal, academic and social needs.

At the high school level, students are provided with a rich curriculum that allows them acceptance into the nation's best colleges and universities. Eighty-four percent of 2011 graduates went on to post-secondary programs.

In the last school year, the ESOL (English Speaking Other Languages) Program provided direct instruction to 55 students speaking 19 different languages.

The number of educationally disabled students was 409 in the 2010-2011 school year, or 15.43% of the student population.

The School Department also works closely with SAU 50, which serves Rye, Greenland, Newington and New Castle. Students from SAU 50 towns represented about one-third of the high school's pupils.

June 6, 2011, saw a groundbreaking ceremony for the expansion and renovation of the Portsmouth Middle School. Phase I involves new construction, including a second gym known as the Youth Recreation Facility, and was scheduled to be completed for the opening of school in the fall of 2012. This high performance school will be renovated in two additional phases and finished for the opening of school in 2013.

Continued on Page 30

Continued from Page 29

Portsmouth Public School Statistics

	2009-2010	2009-2010 State Avg.	2010-2011	2010-2011 State Avg.
<i>Cost per pupil</i>				
Elementary	\$15,005	\$12,599	Avail. 9/11	Avail. 9/11
Middle	\$13,715	\$11,594	Avail. 9/11	Avail. 9/11
High School	\$14,710	\$12,037	Avail. 9/11	Avail. 9/11
<i>Students eligible for Free & Reduced Meals</i>	22%	23.95%	23.45%	25.68%
<i>Budget</i>	\$36,241,880		\$36,904,000	
<i>High School dropout rate</i>	1.1%	3.8%	0.3%	Avail. 12/11



Portsmouth Schools offer students a variety of learning opportunities



2010-2011 School Year Points of Pride

Friends of Rachel collected 210 boxes of nonperishable food items for the Seacoast Family Food Pantry and raised over \$3,000 for families in need over the holiday season.

As a community service project, students in the **KIDS program** created over 100 Valentines for the Wentworth Connection Program, a Middle School neighbor providing many services for the elderly population of Portsmouth.



New Franklin students partnered with the Seacoast Martin Luther King Jr. Coalition to create the *Beloved Community Project*, a month-long initiative honoring positive student contributions to our community.

PMS Eighth-graders sponsored a food drive resulting in over 2,000 items being collected and donated to the Salvation Army during the holidays.

Robert J. Lister Academy students provided and served a traditional Thanksgiving holiday meal to over 150 guests.

The **Clipper Marching Band** had its most successful season in nearly 20 years, receiving gold-medal ratings in all categories: music, visual, drum major, color guard, percussion and effect.

The **Portsmouth High School Percussion Ensemble** won the Gold at the World Championships in Dayton, Ohio.

PMS Band & Choir received Gold and Platinum Medals at the Great East Music Festival in Agawam, Massachusetts.

20 PHS students traveled to **Nichinan, Japan**, to perform in a national musical event. Later in the school year, 20 Japanese students traveled to Portsmouth and attended classes at PHS. It is our hope to continue this important and **historic exchange with our Japanese sister city** in the future.

Portsmouth Middle School is the proud recipient of **three Excellence in Education grants** for the programs Worlds of Work, Ending the Cycle of Bullying, and Project Safety presented to PMS students during the spring of 2011.

Where New PHS Graduates Go

The Environmental Protection Agency (EPA) recognized **Portsmouth High School as an Energy Star Building**. PHS scored an 88 out of a possible 100 points based on an Energy Performance rating system. The reduction in energy also means a reduction in greenhouse gas emissions of 1,469 metric tons of CO₂ per year.

PHS Baseball set the national record for consecutive wins.

	Class of 2010	Class of 2011
4-year colleges	60%	61%
2-year colleges	20%	15%
Other	5%	6%
Armed Forces	2%	2%
Employment	13%	16%

Welfare Department

Director (Part-Time): Keith Bates
Case Technician: Ellen Tully
E-mail: WFDept@CityofPortsmouth.com

City Hall Room 206
Phone: 610-7267
Fax: 427-1594

The Welfare Department assists Portsmouth residents unable to provide for their own documented shelter, food, medication, utility or other emergency needs.

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

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

In Fiscal Year 2011, the Welfare Department took applications on one or more occasions from 287 individuals and families, 147 of whom were filing for assistance for the first time. The Department assisted 240 cases, 15 fewer than in FY10. Also, 47 applicants (16%) were found ineligible and/or were referred to other local sources of assistance to meet their needs.

The FY11 total general assistance expenditure was \$255,382, virtually the same as for FY10.

The assistance breakdown was:

	<i>FY10</i>	<i>FY11</i>
Couples	30	23
Single females	55	46
Single males	91	76
Single parents	86	65
Couples with children	31	28
Single widows/widowers	5	2

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

While most welfare recipients are unable to do so, the law requires them to make reimbursements for City assistance when they are financially able. In FY11, the Welfare Department collected \$48,054 in reimbursement revenue from liens, reimbursements from recipients and government entities, and service



Director Keith Bates and Case Technician Ellen Tully

fees from other communities.

Welfare Department services include:

- Determining qualified applicants, processing requests for service and making referrals;
- Administering emergency assistance vouchers based on New Hampshire law and the Welfare Guidelines adopted by the City Council;
- Monitoring changing federal/state law and regulations;
- Working with federal, state, and local agencies to maximize other services and benefits available to Portsmouth residents;
- Organizing holiday and back-to-school donation drives;
- Facilitating the responsiveness of other agencies to Welfare Department referrals; and
- Advising the City Manager on appropriate City-administered grant funding to local social services agencies.

In FY11, the City distributed \$157,181 to local social agencies that provide services and benefits to Portsmouth residents. The Welfare Department works cooperatively with these agencies to assure maximum access to all available support for Portsmouth families and individuals in need.

Welfare Expenditures		
	<i>FY 2010</i>	<i>FY2011</i>
Food	\$2,260	\$857
Medical/Prescriptions	\$7,489	\$9,850
Shelter	\$220,091	\$214,064
Emergency Shelter	\$1,223	\$5,812
Utilities	\$11,511	\$10,155
Burials	\$6,750	\$5,700
Fuel Oil	\$2,003	\$3,805
Personal Goods	\$927	\$1,541
Transportation	\$2,848	\$3,598
Other (misc. needs)	\$0	\$0
TOTAL	\$255,102	\$255,382



The Annual Report was produced by Pat Remick.
Many of the photographs were taken by Jason Page.