

Chapter VIII Community Facilities

Introduction

Provision of community services and facilities is one of the primary functions of government. As the population and demographics of the community grow and change over time, it is important that the community make adjustments in its delivery of services to meet those changes.

Historically, rural communities in New Hampshire have provided very limited community facilities services. In many cases, community facilities were limited to only a Town Hall and, later, a public school. However, as the population of the State increased, more services have been required to meet the needs of the citizenry. Today, modern communities are expected to provide full-time police protection, fire protection, as well as highway crews, recreational facilities, and professional administrators to manage the daily operations of Town government. Trends for the future indicate that certain services will be provided on a regional basis, with multiple towns contributing the costs for equipment and staffing and receiving the designated service in return. Other services may in the near future become Internet-based, such as billing and payment of taxes.

The Contoocook Charrette, held in January 2000, helped to set a vision of what the village of Contoocook could be in the future. Issues such as parking and dangerous intersections were addressed in this two-day gathering of citizens and planners. Both of these issues are important to the delivery of community services since many Town offices are located in the village. Consensus was reached on these beginning steps to improve the economic vitality of Contoocook Village. For more information, see the Contoocook Village chapter of this Master Plan.

Several Hopkinton Town Departments and associated enterprises utilize historic buildings for meetings and functions. The historic buildings currently in use by the Town or other organizations are as follows:

The Town Hall, which is used by the Town Administrator, Planning and Zoning Office, Town Assessor, Board of Selectmen, Financial Benefits Coordinators, and the Hopkinton Recreation Department, and Columbia Hall, which is used by the Hopkinton Community Center Inc..

In addition, the barns at Houston Field are considered to be historic structures but are used for storage at this time. These buildings, in addition to the remaining historic structures in the Town of Hopkinton, should retain to the greatest degree possible their historic characteristics in the event of any renovation or alteration. For more information on the historic buildings located in Hopkinton, see the Historic and Cultural Resources chapter in this Master Plan.

The purpose of this chapter is to inventory and assess current town facilities and assess the adequacy of existing equipment. In addition, it will provide recommendations to meet future growth and demands. The chapter is divided into separate sections, each addressing a specific community facility.

The topics in this chapter include:

Key Findings	Population Trends
Community Survey and Visioning Results	Sewer District
Department of Public Works	Fire Department
Water Precinct	Police Department
Rescue Squad	Town Library
Town Hall/Selectman's Office	Town Clerk/Tax Collector
Solid Waste Disposal	Parks and Recreation Department
Hopkinton Community Center Inc. (Columbia Hall)	Board of Trustees
Hopkinton School District	

Key Findings

- The Contoocook Fire Station will need some sort of addition, a second floor or an extension out toward Park Avenue, to accommodate male and female sleeping quarters and extra storage space.
- The number of volunteer firefighters has declined significantly over the past ten years. While not dangerously low, the Fire Department should take measures to recruit and train more volunteers.
- The interior of the Town Hall must be reconstructed to address ADA and Life Safety Code specifications, maximize workable space and safety of the office staff, and improve acoustics for continued use of the Town Hall in its intended capacity.
- Parking around the library must be increased as more sports fields are constructed at Houston Field.
- The Town must provide incentives for recycling.
- Town business in the future may become more internet-based. The Town should make preparations to allow its residents to conduct business via electronic means.
- The Community Center Inc. must address safety issues with respect to Columbia Hall.
- The Town should coordinate communications and the computer network across the Town and the School Department.

Community Survey and Visioning Session Results

One survey went to every household and non-resident landowner. Approximately 2,650 surveys were mailed out in early 2000. 973 were returned for a return rate of approximately 36%. This survey allowed respondents to comment on the quality of services received and what future services might be considered in the future.

Community survey respondents generally rated Town services as fair to good. Services with especially high ratings include the Town Library (83.3%), Rescue and Ambulance Service (79.1%), the Fire Department (78.4%), and the Police Department (75.5%).

Residents' Rating of Town Services

Town Service	Total Responses	Good	Fair	Poor	No Opinion
Animal Control	868	34.1%	17.7%	11.8%	36.4%
Building Code Enforcement	842	25.3%	17.6%	10.8%	46.3%
Cemetery Care	872	52.1%	12.6%	1.5%	33.8%
Fire Protection	884	78.4%	7.2%	0.3%	14.0%
Health Regulations/Enforcement	851	29.3%	14.7%	3.2%	52.9%
Town Library	885	83.3%	6.9%	1.4%	8.5%
Parks and Recreation	862	42.9%	35.5%	5.2%	16.4%
Planning Regulation Administration	842	26.5%	25.5%	6.2%	41.8%
Police Protection/Enforcement	880	75.5%	14.8%	2.0%	7.7%
Rescue/Ambulance Service	887	79.1%	6.1%	0.5%	14.3%
Road Maintenance	890	54.2%	35.7%	6.5%	3.6%
Garbage Disposal/Recycling	881	58.3%	21.3%	7.0%	13.3%
Zoning Administration/Enforcement	825	23.6%	19.0%	8.0%	49.3%

Source: Hopkinton Master Plan Community Survey, 2000

With regard to the community services and facilities the Town should develop in the future, residents generally supported such recreational and social efforts as additional non-motorized recreational paths, a canoe and boat launch, and a teen center.

Future Community Facilities and Services to Consider

Community Service/Facility	Favorable Responses	%
Non-motorized Recreational Paths	426	43.8%
Canoe/Boat Launch	421	43.3%
Teen Center	350	36.0%
Picnic Areas	326	33.5%
Elderly Recreational Facilities	301	30.9%
Community Center Inc. Services	287	29.5%
Senior Citizen Needs (Non-physical)	245	25.2%
Cultural Activities	227	23.3%
Playgrounds	225	23.1%
Tennis Courts	216	22.2%
Basketball Courts	196	20.1%
Public Swimming Pool	172	17.7%
Additional Athletic Fields	133	13.7%
Hockey/Ice Rink	115	11.8%
Golf Course	100	10.3%
Recreational Needs (Non-physical)	91	9.4%
Motorized Trails	62	6.4%

Source: Hopkinton Master Plan Community Survey, 2000

A Visioning Session is a gathering of town residents and the personnel that will be writing the Master Plan. In this instance, the Visioning Session was held in May 2000 and was facilitated by the Hopkinton Planning Board. The purpose of this gathering was to identify the strengths and weaknesses of all aspects of the Town from transportation to community facilities to the best areas to go for a picnic. All these ideas help the Planning Board to identify which issues are most important to the residents of Hopkinton and should therefore be addressed in the Master Plan. The following, which is a summary of the comments made at the visioning session regarding Community Facilities, are the opinions of those who attended the Visioning Session in May 2000.

Town Offices

The Town Hall is among the most revered buildings in Town. The usefulness of the Town Hall is limited in providing office space, but it is suitable for committee and other official Town gatherings.

Town Library

In both its location and facility, the Town Library is viewed as an asset to the Town.

Community Center Inc.

The Community Center Inc.'s location and activities are seen as an asset to the Town and especially to Contoocook Village.

Recreation Department

Both the Houston Fields and George's Park are seen as strengths to the Town of Hopkinton. There is a perception that there are not enough baseball fields. Family-based recreation should be emphasized. Pedestrian access to the riverbank is seen as an opportunity to increase the quality of life in Hopkinton, as is access to Town-owned bodies of water in southwest Hopkinton.

Population Trends

Understanding population trends is crucial for establishing community service standards for municipal departments as well as for predicting future stresses on community infrastructure.

Since 1970, Hopkinton's population has grown from 3,007 (US Census) to 5,399 individuals (2000 Census). This represents an increase of nearly 80%. Based upon permits granted in Hopkinton over the past decade, the town has added approximately 170 new dwellings to the 1990 levels of housing stock, an increase of approximately 8.7%. Using a median of 2.4 persons per dwelling in the Central New Hampshire Region, it is estimated that Hopkinton's population will grow by approximately 41 people per year to a total population of approximately 5,600 by 2010. This represents a 3.7% increase over the current population in the community.

Department of Public Works



The Highway Department is responsible for basic maintenance of Town roads, including plowing, grading, ditching, installation of culverts, and resurfacing. It also performs maintenance activities for the Parks and Recreation Department. Currently, the Department consists of the Superintendent of Public Works, an Assistant Superintendent, and five other full-time laborers. The Department possesses all necessary equipment for road maintenance, resurfacing, and snow removal.

The resurfacing of public highways is based on a five-year resurfacing plan developed by the resident-staffed Roads Committee. This committee surveys public highways and evaluates needs based on a point system. The Roads Committee has prepared a new five-year resurfacing plan in the spring of 2001. Funding for road resurfacing projects comes from the State gasoline tax and contributions from the Town.

Comparison with Abutting Communities and National Standards

Compared to abutting communities, Hopkinton is average in both staffing levels and the amount spent on Highway Department expenditures.

Comparison of Neighboring Highway Department Statistics, 1999

Town	Population, 2000	Miles of Class V and VI Roads, 1998	Total Highway Expenditures, 2000	Highway Department Expenditures per Mile, 2000	Number of Highway Department Employees, 1999	Number of Miles per Highway Department Employee, 2000
Hopkinton	5,399	89.8	\$688,055	\$7,662	7	12.8
Bow	7,138	85.9	\$873,793	\$10,172	12	7.2
Concord	40,687	69	N/A	N/A	23	3
Dunbarton	2,226	45.9	\$343,417	\$7,482	2	23
Henniker	4,433	94.2	\$486,468	\$5,164	6	15.7
Warner	2,760	81.1	\$501,371	\$6,182	6	13.5
Weare	7,776	127.7	\$888,354	\$6,956	12	10.6
Webster	1,579	37.2	\$153,207	\$4,118	N/A*	N/A*

Sources: US Census 2000, Town Annual Reports, and NH Department of Transportation

* Highway services in Webster are contracted to a private entity.

Facility Needs

Currently, the Highway Department operates out of a 5,300 ft² garage on Maple Street in Contoocook. Included on this property are an outbuilding of 1,500 ft² and a combined office area/lunch room of 700 ft². In addition to the main garage, the Highway Department uses 1000 ft² in the Houston Barn and an additional satellite location of 200 ft².

The main garage is currently filled to capacity. The Highway Department recommends the construction of a 2000 ft² addition for vehicle storage and environmentally compliant vehicle wash bays by 2002. This facility is sited on a large parcel of Town-owned land that is readily available for expansion. The Building Facilities Committee has recommended that this facility be the storage area for all Town-owned vehicles.

Equipment Needs

The Hopkinton Highway Department is well equipped to confront the duties it is expected to perform. In the past decade, the department has been able to appropriate funds from the State gasoline tax and from the Town for the purpose of road improvement. This commitment to improving roads was made possible by the Department's possession of most of the equipment needed to complete the task.

It is anticipated that three new vehicles will be added to the fleet in the next decade, one dump truck and two 1-ton dump trucks. The first to be added, the two 1-ton dump trucks, are scheduled in 2003 at an estimated cost of \$70,000 each. The dump truck is scheduled to be added in 2008 at an estimated cost of \$90,000. According to the 2002 Hopkinton Capital Improvement Plan, a Capital Project-Capital Reserve Fund has been established for the routine replacement of this type of equipment. The addition of these three vehicles should allow the Highway Department to continue to provide the level of service it has provided throughout the 1990s.

Recommendation:

- The Town should investigate constructing wash bays at the Town garage in the earliest possible timeframe. The wash bays could be used to wash all Town vehicles and could therefore concentrate all oil, grime, and road salt in one area for simple environmental remediation or disposal.

Sewer District



The Sewer District serves 200 units in Contoocook Village with an aerated lagoon system of wastewater treatment with a capacity of 120,000 gallons per day. The system was built in response to Federal mandates regulating pollution of waterways and was funded largely by State and Federal funds. The system went online in 1985 and has been operating in much the same capacity since then. The remainder of units in the village and throughout Hopkinton utilize “on-site” treatment of wastewater via septic systems.

The current number of units on the system uses approximately 50,000 of the available 120,000 gallon per day capacity. During the planning of the facility, a Phase II and Phase III were outlined but never implemented. These possible expansions of the sewer district are currently being discussed by the Operations and Maintenance Committee in a preliminary manner; the Town Selectmen have not been approached with any formal plans nor are there any scheduled upgrades to date. Expansions of the sewer district would service “problem areas” such as Woodland Drive, Amesbury Park, and the Indian Ridge and Penacook Road area. These are defined as “problem areas” because of the density of housing in these areas. Improvements or upgrades to the sewer system are funded by a sewer fund created by sewer fees. Rather than turning in the overage to the Town for deposit into a general fund, the sewer district keeps the overage for its own repairs and upgrades.

These funds are earmarked for the following uses:

1. Sludge removal;
2. Major breakdowns, i.e.: pump stations; and
3. Major upgrades associated with renewal of discharge permits.

Discharge permits are renewed every five years. The most recent permit was issued in 1995; the sewer district is in the process of applying for a renewal of their discharge permit.

Recommendation:

- The Town should investigate the feasibility of carrying out Phase II and Phase III expansions to the Wastewater Treatment Plant.

Water Precinct

The Contoocook Water Precinct was established in 1898. The gravity-powered system uses Bear Pond in the Town of Warner as its primary water source, a 70-acre Class A water body located 4.5 miles from Contoocook Village. The precinct owns approximately 10% of the land in the watershed around Bear Pond, which lies in both Warner and Henniker, and seeks to purchase more within the next five to ten years. Funding for these purchases or any other capital improvements comes from the Contoocook Village Precinct taxes, not Town of Hopkinton taxes.

Currently, approximately 500 units are serviced by the water precinct. Additions to the water precinct are made on a lot-by-lot basis. The system as it currently operates can accommodate modest residential growth with no decrease in the level of service. A number of new users are expected to result from the current development of portions of Bound Tree Road, Pine Street, and a proposed development off Pinewood Drive. A user requiring significant draws on the water supply would need to be considered on a case-by-case basis.

Recommendation:

- The Town should work with the Towns of Warner and Henniker to coordinate Master Plans for the protection of water resources.

Fire Department



The Fire Department operates out of two stations, the primary station on Pine Street, pictured left, in Contoocook and a satellite station on Main Street, pictured right, at the eastern end of Hopkinton Village. Fire protection is delivered through a combination full-time and volunteer Department. The full-time employees are the Captain, a firefighter/EMT, and three firefighters/paramedics. The Chief of the Fire Department is a volunteer position. Presently, the Chief receives a small stipend. In all, the department presently has five full-time staff, four part-time staff, and approximately thirty volunteer firefighters.

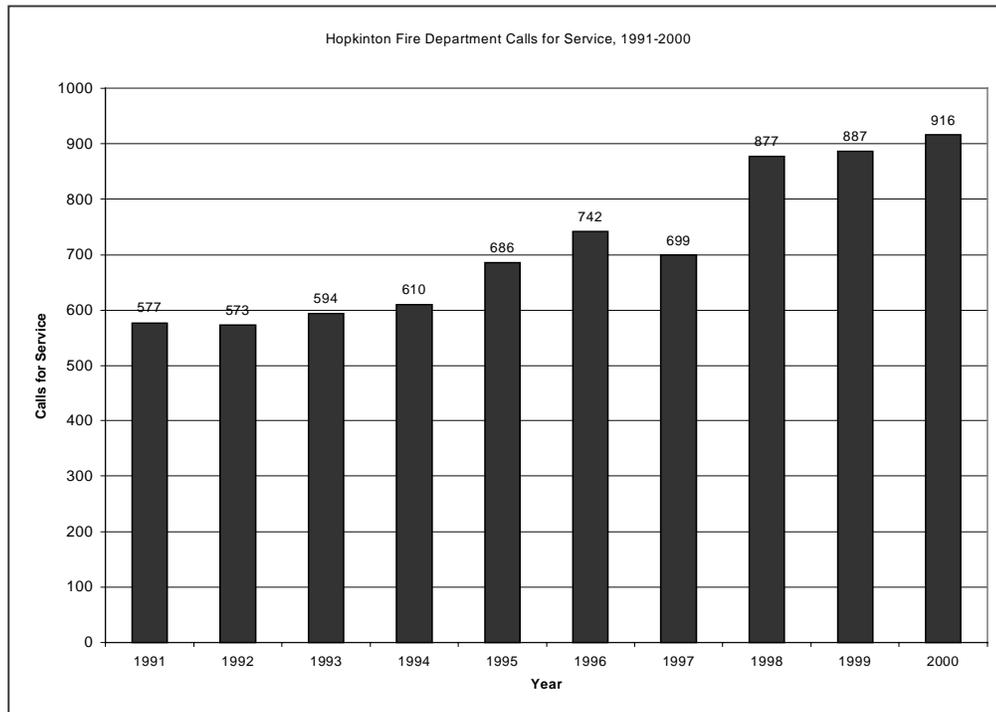
The Hopkinton Fire Department also provides ambulance services to the Towns of Hopkinton, Warner, and Webster. The latter two towns pay an annual fee to the Hopkinton Fire Department and maintain no staff or equipment of their own for this particular service. The fee charged to Warner and Webster are based on the number of calls requesting ambulance service in the prior year; an additional fee is levied on a per run basis. The Town is a member of the Capital Area Mutual Aid Fire Compact providing mutual aid to the following towns:

- Allentown
- Boscawen
- Bow
- Bradford
- Canterbury
- Chichester
- Concord
- Dunbarton
- Epsom
- Henniker
- Loudon
- Northwood
- Pembroke
- Pittsfield
- Salisbury
- Warner
- Webster

Calls for Service

Since 1991, the total number of calls for service has increased each successive year, with the only appreciable decline occurring in 1997, when the number of calls decreased by approximately forty. The highest number of calls for service occurred in 2000. A complete summary of fire calls for service is contained in graph.

Trends in Fire Department Calls for Service 1991-2000



Source: Town of Hopkinton Annual Reports

Comparison with Other Communities

Compared with neighboring communities, Hopkinton’s Fire Department takes a large number of calls and expends fewer resources than other towns in the immediate area. This indicates that the Hopkinton Fire Department operates efficiently to protect the Town.

Cost per Call

Town	Total Calls for Service, 2000	Calls for Medical Aid, 2000	Total Fire Department Net Expenditures, 2000*	Cost per Call
Hopkinton	916	678	\$149,104	\$162.78
Bow	757	382	\$300,241	\$396.62
Concord	N/A	N/A	\$5,725,530**	N/A
Dunbarton	144	53	\$39,029	\$271.03
Henniker	N/A	N/A	\$95,388	N/A
Warner	274	162	\$81,342	\$296.87
Weare	478	260	\$146,717	\$306.93
Webster	115	70	\$29,629	\$257.64
AVERAGE			\$820,873	

Source: Town Annual Reports

* Expenditures reflect actual expenditure for ambulance and Fire Department minus ambulance fees.

** Fiscal Year 2000 budget figure

Calls per Capita

Town	Population, 2000	Total Calls for Service, 2000	Calls per Person, 2000
Hopkinton	5,399	916	0.17
Bow	7,138	757	0.11
Concord	40,687	N/A	N/A
Dunbarton	2,226	144	0.06
Henniker	4,433	N/A	N/A
Warner	2,760	274	0.10
Weare	7,776	478	0.06
Webster	1,579	115	0.07

Sources: US Census 2000, Town Annual Reports

Facility Needs

The Fire Department operates out of the Fire Station located at 9 Pine Street in Contoocook. Built in 1973, this facility has a garage area of approximately 6,000 ft² and office space of 160 ft². Of the Department's thirty volunteer members, most operate out of this station. Long-term needs include additional storage and parking space, a locker room, and sleeping quarters for six male and two female firefighters should 24-hour coverage become necessary. The Building Facilities Committee recommends that, when these needs become critical, the Fire Department consider using storage space in the large barn at Houston Park. Other options include expanding the building's footprint toward Park Avenue and building a second floor.

Another option is to find a different location for the Contoocook Fire Station. The current location of the building is on the bank of the Contoocook River, which places it in the floodway of the river. As a general rule, emergency vehicles should not be housed in an area that is more susceptible to danger than other areas of town.

Another reason to consider finding another location for the Contoocook Fire Station is because the intersection of Park Avenue, Kearsarge Avenue, and Pine Street is among the most dangerous in Hopkinton, especially given the number of freight and logging trucks using this intersection daily. The Contoocook Charrette mentioned eliminating this intersection by extending Pine Street to Park Avenue and eliminating the portion of Kearsarge Avenue in front of the Fire Station; it would then end at a "T" intersection with Pine Street. This would require drivers to use this intersection with more care, thereby increasing pedestrian safety. The area currently occupied by the Fire Station could then be redeveloped into a riverside park.

In the short-term, a Chief's Office and additional office space are desired by the Department staff. In addition, the Building Facilities Committee recommends the Fire Department use funds from its operating budget during fiscal years 2001-2002 to do routine maintenance such as weatherizing windows, replacing lights (estimated cost: \$3,400 with some subsidized by Public Service of New Hampshire), and replace the furnace/boiler. An exhaust system for the vehicle bays is needed to remove fumes from the building when the engines are operating.

The Hopkinton Village Fire Station located at 110 Main Street has a garage area of 2,700 ft². It serves as storage space for both stations and stores two vehicles. Long-term needs consist primarily of replacing the floor drain to meet future code requirements. In the short-term, the Building Facilities Committee recommends the Fire Department use funds from its 2001-2002

operating budget to replace the furnace/boiler (estimated cost: \$7,000) and to repair the roof (estimated cost: \$9,200).

Equipment Needs

The equipment roster of the Fire Department includes three engines, one ladder, three tankers (including a forestry unit), and two ambulances. This inventory appears to be sufficient to provide adequate protection for the residents of Hopkinton. The 2001 Hopkinton Capital Improvement Plan calls for the addition of a new four-wheel-drive pickup truck in 2002. According to the 2002 Hopkinton Capital Improvement Plan, a Capital Project-Capital Reserve Fund has been established for the routine replacement of Fire Department equipment.

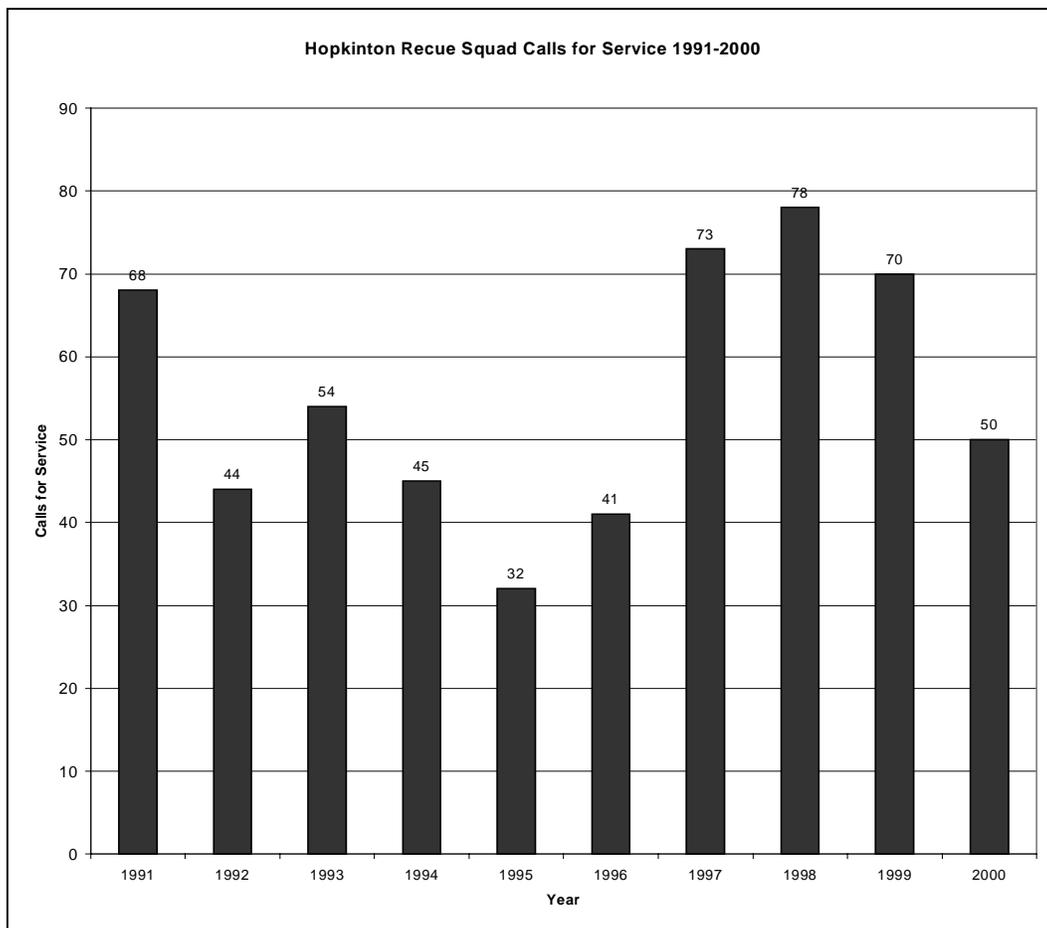
Recommendations:

- The Town should investigate the feasibility of expanding or relocating the Contoocook Fire Station for the purpose of increasing safety, creating storage and locker rooms and sleeping quarters for firefighters and paramedics.
- The Town should make a greater effort to retain experienced volunteer firefighters. Recruitment of new volunteer firefighters should be a regular Town activity.

Rescue Squad

The Hopkinton Rescue Squad is located at 31 Pine Street, adjacent to the Contoocook Fire Station. The Rescue Squad was formed in 1965 as a non-profit organization that is made up of volunteers under the direction of a Captain. Annually, the Town leases the 1,080 ft² wood frame building to the Rescue Squad for a nominal fee of \$1.00. Through donations, the Hopkinton Rescue Squad has acquired extensive ice and water rescue equipment. Additionally, the Town is fortunate to have four (4) certified divers available for water rescues, an All Terrain Vehicle (ATV) to assist the Fire Department during search and rescues, and other equipment, such as the hurst tool (Jaws of Life), saws, and cutters that are used for motor vehicle extrications. Annually, at Town Meeting, the residents agree to raise and appropriate a sum of \$8,775 to support the operations of the Rescue Squad.

Trends in Rescue Squad Calls



Source: Town Annual Reports, 1991-2000

Police Department



Police services are delivered from the new Police Department Headquarters located on Hopkinton Road just north of Hopkinton Village. This new station was completed in December 2000 and represents a great improvement over the former Police Department Headquarters, the Houston farmhouse in Contoocook. Unlike the Houston farmhouse, this new station satisfies all foreseeable facility needs. The Department is manned by six full-time and two part-time personnel.

According to the Police Chief, the Police Department prides itself on providing quality, personal service to the residents of Hopkinton. The officers are expected to be approachable and highly interactive with the community. The Citizens Advisory Committee comprised of fifteen residents of Hopkinton meets quarterly to report to the Chief how the Police Department has been operating. The basic function of this committee is to determine what protection and safety services the community wants but is not currently receiving.

The Police Department is currently undergoing a State of New Hampshire accreditation process, a four-step program that will help to improve professional standards within the department. Very few Police Departments in New Hampshire are accredited. The Hopkinton Police Department is expected to complete the process within the next four years.

As the population in Hopkinton increased from 4,806 in 1990 to 5,399 in 2000, the workload of the Department has remained relatively constant, indicating that the influx of people has not strained the capacity of the Police Department to provide adequate services to the residents of Hopkinton. In some cases, the numbers have declined, as indicated in the Calls for Service section below and the overall activity chart that follows.

Summary of Police Activity, 1991-2000

	1991	2000	% Change
Accidents	113	113	0%
Criminal Activity	529	897*	+41%

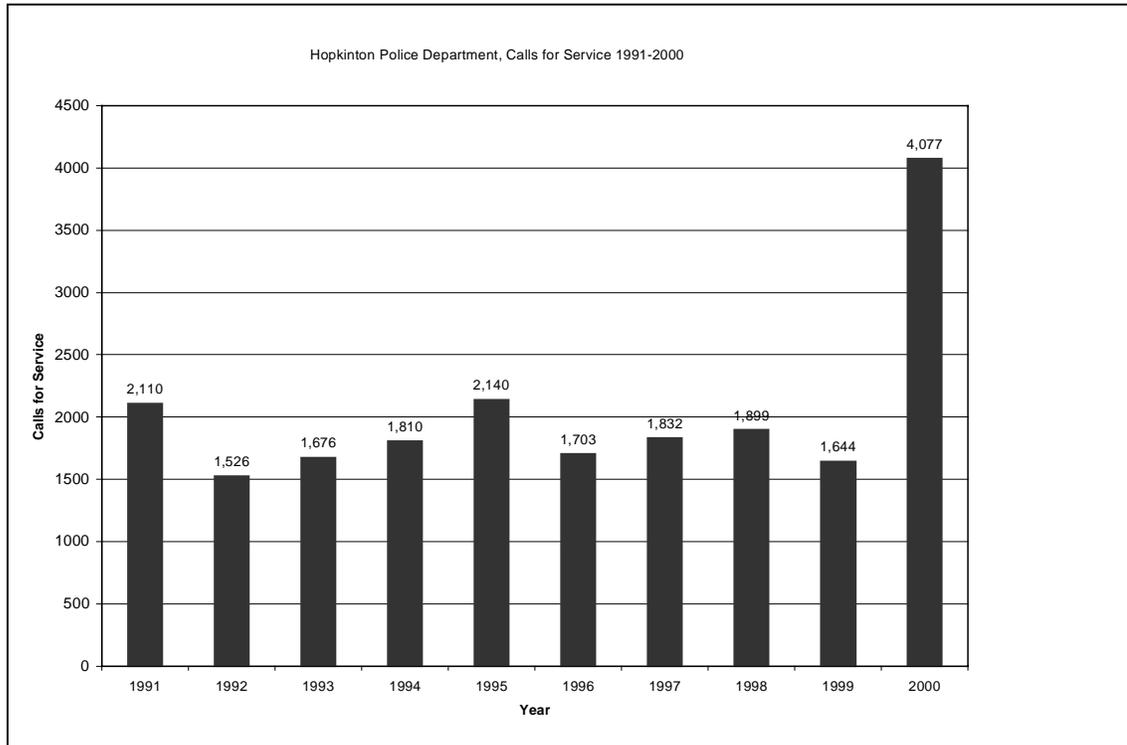
*Excludes "All Other Offenses"

Source: Hopkinton 1991 and 2000 Annual Reports

Calls for Service

In the 1990s, the total number of calls for service has ranged between slightly over 1,500 (1992) to over 2,100 (1991 and 1995). Since 1995, however, the number of calls for service has remained relatively constant, with a range of approximately 1,650 to 1,900 (1999 and 1998, respectively). A complete summary of total calls for service can be seen in the Figure below.

Trends in Total Calls for Service, 1991-2000



Source: Town of Hopkinton Annual Reports

NOTE: Figures shown above DO NOT include arrests, warrants, or summons.

NOTE: The Police Department is under new standards for reporting calls for service with the change in Police Chiefs in 2000.

Comparison with Other Communities

One common technique used to measure the efficiency of a Police Department is to measure the amount of resources expended per call.

Calls per Capita, Cost per Call, 1999

Town	Population, 2000	Number of Calls for Service, 2000	Total Police Department Budget Expenditure, 2000	Calls per Capita	Cost per Call
Hopkinton	5,399	4,077	\$390,431	0.75	\$95.76
Bow	7,138	7,702	\$779,174	1.07	\$101.16
Concord	40,687	34,230	\$5,230,700*	0.84	\$152.81
Dunbarton	2,226	N/A	\$91,187	N/A	N/A
Henniker	4,433	N/A	\$581,224	N/A	N/A
Warner	2,760	8,257	\$241,100	2.99	\$29.19
Weare	7,776	N/A	\$464,806	N/A	N/A
Webster	1,579	15,043	\$121,955	9.52	\$8.10
AVERAGE			\$987,572	N/A	N/A

Sources: US Census 2000, Town Annual Reports

* Fiscal Year 2000 budget figure

Budget per capita is also a common unit of measure to determine how efficiently a department operates.

Budget per Capita, 1999

Town	Population, 2000	Total Police Department Expenditures, 1999	Budget per Capita
Hopkinton	5,399	\$390,431	\$72.32
Bow	7,138	\$779,174	\$109.16
Concord	40,687	\$5,230,700	\$128.55
Dunbarton	2,226	\$91,187	\$40.96
Henniker	4,433	\$581,224	\$131.11
Warner	2,760	\$241,100	\$87.36
Weare	7,776	\$464,806	\$59.77
Webster	1,579	\$121,955	\$77.24
AVERAGE		\$987,572	\$88.00

Sources: US Census 2000, Town Annual Reports

Facility Needs

The new Department Headquarters located at 1696 Hopkinton Road (Route 103) is expected to satisfy all foreseeable facility needs. The new facility was completed in January 2001 consists of a 6,000 ft² facility with the amenities needed to conduct daily operations.

Equipment Needs

Currently, the Department has five cruisers ranging in age from new in 2000 to four years old. The Department replaces its vehicles on a four-year cycle. These are sufficient to serve the Town's safety needs. According to the 2001 Hopkinton Capital Improvement Plan, a Capital Project-Capital Reserve Fund has been established for the routine replacement of this type of equipment.

Recommendations:

- Complete the accreditation process to improve professional standards within the department.
- Continue to encourage the residents of Hopkinton to give feedback on the Department's performance at the Citizens Advisory Committee meetings and at all other times.

Town Hall/Selectmen's Office



The Town Hall, located at 330 Main Street in the Hopkinton Village, is one of the best examples of early New England architecture and is frequently referred to as the quintessential example of small-town New England. The Town Hall houses the Town Administrator, the Planning and Zoning Office, the Town Assessor, Board of Selectmen, Financial Benefits Coordinators, and the Hopkinton Recreation Department. It is a great asset to the Town, but its usefulness as office space for these Boards, Commissions, and Departments is decreasing as Hopkinton grows in population.

Existing Facility

The current office space is located behind the 2,090 ft² meeting room in the Town Hall. The total office space for the above mentioned departments is approximately 950 ft². According to the Town Administrator, the current office space is cramped, and maximum utilization of all available square footage has already taken place. There is no room for additional workstations, files, or

seating areas. Furthermore, there are no staff restrooms, closets, or kitchen. Visitors to the Town Hall approach the offices through the meeting hall, which does not allow the staff to see the visitor until he or she is in the office area. Measures must be taken to ensure the safety of the Selectmen Office staff. The building is not compliant with the Americans with Disabilities Act (ADA) and therefore requires a complete ADA review. In addition to the cramped quarters inside the office, little room exists for parking in the lot in front of the Town Hall. Overflow parking must park on Routes 9/202 (Main Street), a major thoroughfare for traffic, especially during rush hour.

The Building Facilities Committee recommends the Town Hall continue to be used as a meeting place and for Town government due to the building's historic significance. A 1995 engineering study found the building well suited for its present use. The second floor of the Town Hall, comprising additional floor space of 2,090 ft², is mostly unusable due to floor problems and a lack of heat, according to the Town Administrator. The 1995 engineering study found that this second floor area would be adequate for light office use but would require improvements to meet Life Safety Codes and ADA compliance.

According to the 2001 Hopkinton Capital Improvement Plan, an Architectural/Engineering Evaluation and Plan is scheduled to be completed in 2002. This study should give recommendations on how the building can be used in the future.

Equipment Needs

Overall, it is anticipated that the capital needs of the Town Hall and offices will remain relatively low over the next ten years. Estimated replacement costs of computer and copier equipment total approximately \$25,000-30,000 in the next five years. The Building Facilities Committee recommends additional short-term repairs consisting of additional insulation and improved access to the attic area. The estimated cost of these repairs is approximately \$1,500.

Recommendation:

- The building's interior must be reconstructed to address ADA and Life Safety Codes specifications, maximize workable space and safety of the office staff, and improve acoustics for continued use of the Town Hall in its intended capacity.

Town Library



The Hopkinton Town Library, located at 161 Houston Drive in Contoocook Village, was constructed in 1998 and is the successor to the Bates Library in the Contoocook Village. The library contains 17,656 children's and adult texts, as well as audio books, periodical subscriptions, videocassettes, and compact discs. Throughout the 1990s, library circulation has routinely been in the mid-30,000s. However, when the new library was built, circulation rose to the mid-40,000s.

Staff for the library consists of the Library Director, a part-time Children's Librarian, two part-time Library Technicians, and three part-time pages.

Programs offered by the library benefit children and adults alike. The summer reading program reaches over 200 children each summer. Weekly story times incorporate stories, songs, finger plays, and crafts. Three different discussion groups are sponsored by the library, two for adults and one for parents and their children. Monthly programs sponsored by the Friends of the Library have included cookbook authors and demonstrations, magicians, musicians, puppeteers, travel slide shows, and so on. At least one program per year is co-sponsored by the Humanities Council and has included programs on spirituality, Celia Thaxter and the Island of Shoals, and a program on shaping public policy for the United States. In addition, the library has hosted talks about bats and owls from the Audubon Society, a dog from the local vet, and a cat from the SPCA. The library visits schools to talk about books, offers workshops for the school district, and does individual Internet training for the public.

Summary of Hopkinton Town Library Collection, 1999

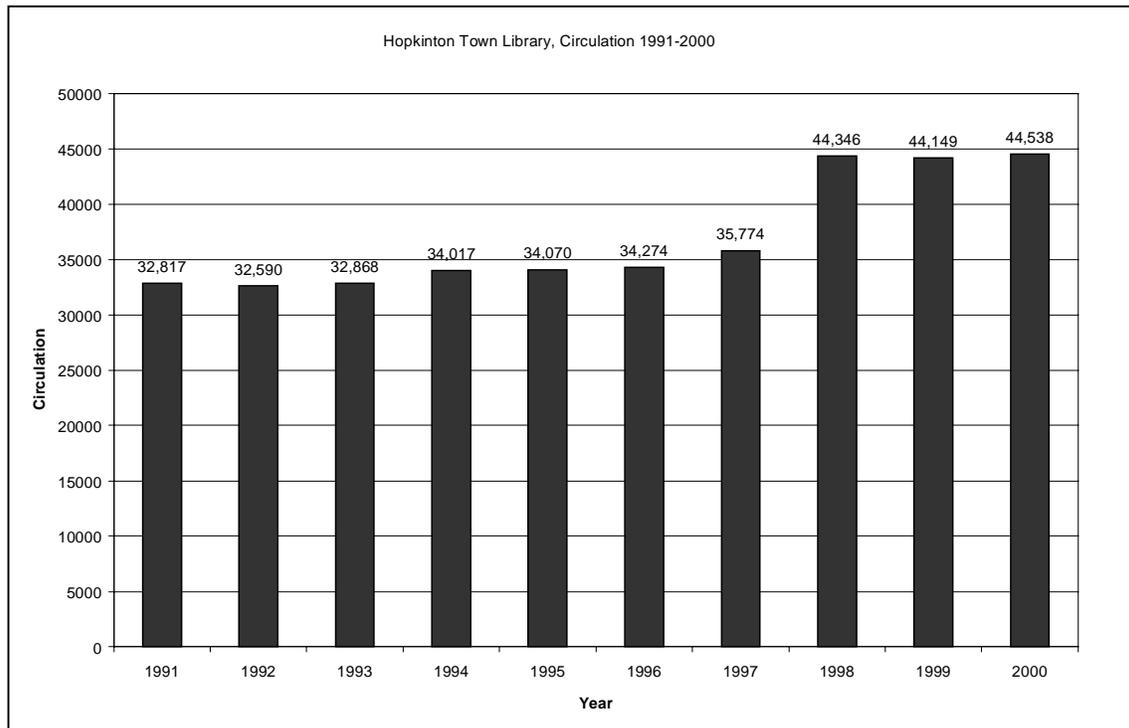
Adult Texts	9,399
Children's Texts	8,257
Total Texts	17,656
Audio/Video Cassettes, CDs	227
Audio Books	658
Periodical Subscriptions	55

Source: Library Director

Library Trends

As mentioned above, the number of library users has increased since the new library opened in June 1998. Circulation is expected to hold at the mid-40,000 level or increase slightly as population increases. The chart below shows circulation trends throughout the past decade.

Hopkinton Town Library, Circulation 1991-2000



Source: Town of Hopkinton Annual Reports, 1991-2000

The American Library Association publishes guidelines for staffing and facility standards; a summary of how the Hopkinton Town Library measures up to these standards is presented in the table below.

Comparison Hopkinton Town Library Staffing and Facility Standards to National Guidelines

	Planning Standard	Existing, 1999 (Population 5,167)	Future Needs, 2010 (Population 5,545)
Book Stock	3.5-5 Volumes per Capita	17,656	19,407 to 27,745
Seats	10 per 1,000 Population	200	50
Book Circulation	10 per Capita	44,149	55,450
Shelving Space	7.5 Volumes per Linear Foot	2,864	2,587 to 3,699
Staff Members	1 per 2,000 population	1	3

Source: Adapted from American Library Association

Facility Needs

As the library is a new structure, it is anticipated by the Building Facilities Committee and the Library Director that this building is adequate for the foreseeable future. There is ample space for additional stacks should the need arise.

One need to be addressed is parking around the library. At times, the library's two meeting rooms are being used for various functions and soccer games are in progress at Houston Field. The limited number of parking spaces is quickly filled and patrons must use the driveway leading out to Pine Street for overflow parking. However, this is a violation of fire codes, since an emergency vehicle is restricted from accessing Houston Drive when such a parking arrangement occurs. The library trustees would rather not see the building surrounded by asphalt, but agree that additional parking must be addressed, especially in light of planned Phase II and Phase III expansions at Houston Field. One possible solution is signage to instruct patrons to park on the grass and not on the asphalt on Houston Drive. The library trustees have approached the highway department for the appropriate signs. Another possible solution will be realized now that the temporary Police Department is razed. A number of parking spaces could be created in the footprint of the old building.

Equipment Needs

As with the Town Hall, the capital expenditures in the Town Library are expected to be minimal over the next ten years. Expected short-term expenditures include upgrading user computer terminals, a new Internet server, and purchasing a new copier. Total expenditures in this time period are anticipated to be approximately \$30,000-50,000.

Recommendation:

- Parking around the library must be increased as more sports fields are constructed at Houston Field.

Solid Waste Disposal



Solid waste disposal is provided through a transfer station opened in 1990 and run by the Town of Hopkinton. The Town of Webster contributes 20% of the cost and is allowed full use of the facility in return. Located on East Penacook Road in northeast Hopkinton, the facility collected over 4,100 tons of waste and over 460 tons of recyclable materials in 1999. Operations are conducted in one main building and several unattached storage sheds and collection bins. Daily operations are overseen by a full-time facility operator. Currently, the facility has two full-time employees and two part-time employees. Their activities are overseen by the Assistant Superintendent of Public Works.

Hopkinton and Webster belong to the Concord Regional Solid Waste Resource Recovery Cooperative, which sends its waste to the Wheelabrator Incinerator in Penacook. Until 2001, the compact stated how much waste was guaranteed from each town in the compact on an annual basis and was billed according to this Guaranteed Annual Tonnage, or GAT. In 2001, the Cooperative instituted a Fee-For-Ton (FFT) program that allows Hopkinton and other towns to dispose of solid waste at the incinerator to a predetermined amount. Solid waste tonnage over that predetermined amount is charged at an increased rate. For Hopkinton, the rate increases from \$37/ton to \$67/ton for overage.

The solid waste facility's recycling program, which commenced in 1990, collects recyclable materials including textiles, compost, cardboard, newspapers, glass, aluminum and tin cans, clear Polyethylene Teraphthalate (PETE or "#1") and colored High Density Polyethylene (HDPE or "#2") plastics, magazines, office paper, all metals, computers and other electronics, and Christmas trees. The Town approved an addition to be built onto the recycling bay to facilitate the recycling of mixed paper at the 2001 Town Meeting. According to the Assistant Public Works Superintendent, every ton of material recycled saves Hopkinton \$45 in hauling and disposal tipping fees. In addition to these savings, the market for recycled materials is continually expanding, offering the Town a source of income for many years into the future. A 12-14%

participation rate has been achieved since the inception of this voluntary program. If the Compact's FFT program results in the Town spending significant amounts of money on waste disposal, the Town may want to institute programs to increase the incentive to recycle. Such a program would have to first be approved at Town Meeting.

According to the Building Facilities Committee and the Assistant Public Works Superintendent, no capital improvements are anticipated at the facility and no staff additions are expected in the foreseeable future.

Equipment Needs

It is anticipated that the existing equipment at the transfer station will be adequate to serve the Town's needs for the foreseeable future.

Recommendation:

- The Town should implement educational and incentive programs to increase recycling and decrease consumption among its residents in order to save public resources on tipping fees.

Town Clerk/Tax Collector



Located in the former Bates Library at 846 Main Street in Contoocook, the Town Clerk's office collects taxes associated with property, vehicles, and pets owned by Hopkinton residents. It also collects user fees for the use of such facilities as the transfer station. This office is staffed by three full-time and one part-time personnel.

Facility Needs

Parking issues were discussed in the Contoocook Charrette held in January 2000. Parking in the front of the building is an issue confronting many of the businesses on Main Street in Contoocook. The buildings are spaced close together, meaning that there is little area to build additional

parking. Much of the parking comes at the expense of adequate sidewalks. Parked cars back out into traffic. Possible solutions include consolidating parking in two specific areas in the village: near the train depot, behind the Bank of New Hampshire building, and in the town parking lot on Cedar Street.

Equipment Needs

It is anticipated that the current equipment roster will be adequate to serve the Town Clerk/Tax Collector in the coming decade.

Recommendations

Town business in the future may become more internet-based. The Town should make preparations to allow its residents to conduct business via electronic means.

Storage of important Town documents, especially those that exist in only written records, should be moved from the basement of the Tax Collector's office, which is below flood level, to a secure area above flood level.

Hopkinton Community Center Inc. (Columbia Hall)



The Hopkinton Community Center Inc., a private, non-profit organization, is located in the town-owned turn-of-the-century Columbia Hall at 14 Maple Street in Contoocook, which it rents from the Town for a sum of \$1.00 annually. According to the Director, the location is “visible, yet anonymous” and is ideal for the primary consumers of the center’s programs; namely, children, the elderly, those without automobiles, etc. A number of new residents stop in for information about Hopkinton services and programs, assistance, or general information about what goes on in Town and what to see in the area.

As a privately operated, non-profit organization, the Community Center Inc. provides a number of services to the residents of Hopkinton from preschool activities to senior citizen programs. Six full-time employees staff the Community Center Inc. on a year-round basis with about five temporary employees serving as program instructors throughout the year.

Some programs located in Columbia Hall, such as the preschool, are able to run without outside fundraising. However, donations, fundraising, and funds provided by the Town help to maintain many of the service programs that benefit Hopkinton citizens, such as Dial-A-Ride, the Food Pantry, the Senior luncheon program, and the weekly blood pressure screening.

The Community Center Inc. preschool program, similar to the national Head Start program, is in high demand in Hopkinton and the surrounding towns. The Community Center Inc. is able to provide a number of scholarships. The preschool can accommodate 18 children per session and has a two day per week morning session and three full-day sessions, morning and afternoon.

A final program the Community Center Inc. provides is to work with the Hopkinton School District to reach special needs children.

Facility Needs

Columbia Hall, located in Fountain Square in Contoocook, is centrally located for its patrons. The people taking advantage of the Community Center Inc.'s services, primarily the elderly and the teen and preteen after-school populations, are able to walk to Columbia Hall from their houses and from the Maple Street and Hopkinton High Schools.

The Town Buildings Facilities Committee believes Columbia Hall is both unsafe and inadequate for the Community Center Inc. to deliver its services. Parking is insufficient, and vehicular traffic makes backing out of the limited parking spaces somewhat hazardous. However, ample parking is available within walking distance to the Community Center Inc.. For example, parking is available at the commercial area immediately across the bridge on Route 103. Additional parking areas are outlined in the Contoocook Charrette of January 2000. The building's interior falls short of Life Safety Code regulations since Columbia Hall was built before such codes were conceptualized.

Recommendations:

- It is recognized that the services provided within Columbia Hall are a valuable asset to the Town of Hopkinton. The Town should continue to support the Community Center Inc.'s activities.
- Life Safety Codes and ADA requirements must be addressed in order for Columbia Hall to be suitable for occupancy.
- In the event that safety concerns cannot be adequately addressed, the Town should consider the disposition of Columbia Hall.

Parks and Recreation Department

The Parks and Recreation Department in Hopkinton is staffed by one full-time director and various part-time employees as the seasons require. The maintenance of Town-owned parks and recreational areas is overseen by this Department.

Located in Contoocook Village, George's Park and Houston Field are the largest recreational areas in Hopkinton. A number of facilities at George's Park allow residents to participate in tennis, baseball, soccer, and softball, as well as field hockey, track, and basketball. Houston field is a newer facility that features soccer and baseball fields. Plans to develop additional fields within this complex are in various stages of completion.

Other recreation areas in Hopkinton include Kimball Lake, Kimball Pond, and playgrounds associated with the Harold Martin and Maple Street Schools. Kimball Lake, near Hopkinton Village, is a 51-acre parcel containing a number of cabins, a boat ramp, and a nature trail. Kimball Pond, a man-made water body, features a dock and picnic tables and benches on its 11 acres. A summer swimming program with lifeguards and instruction is sponsored by the Town at this location.

The Recreation Department in Hopkinton has of late had to create a niche for itself since many other established organizations, such as the Teen Center, the Community Center Inc., various sports leagues, and others, offer programs and services usually provided by a Town Recreation Department. The Hopkinton Parks and Recreation Department therefore focuses on scheduling trips to sporting events, organizing holiday activities and programs, and the expansion of Houston Field.

Facility Needs

The Parks and Recreation Department office is located in the Town Hall adjacent the Selectmen's office. The Town should consider relocating the office to a space that affords greater public contact and accessibility.

In terms of recreational facilities, a skate park located at George's Park would help to increase safety by removing skateboarders and in-line skaters from the street. A new ¼-mile track is desired in the future, which could be a new construction at Houston field or an upgrade of the track at George's Park. Expanding the basketball courts at George's Park is also desired. According to the 2001 Hopkinton Capital Improvement Plan, the Phase II construction of Houston Fields is to occur in 2001. In addition, the construction of a dock at Kimball Pond was completed in 2001. The Town owns a large barn at Houston Park that is currently used for dry storage.

Equipment Needs

The Recreation Director feels that the Department is in need of a passenger van to move small groups of people around Town. His estimated State bid price is \$25,000.

Recommendations:

- All recreation organizations in Hopkinton should make better use of the Town's web site. This would serve to increase communication among the organizations and to inform the public of the opportunities afforded them by the various recreation-based organizations in Hopkinton.
- The Town should investigate the need for a passenger van for transporting groups throughout Town.
- The Recreation Department should work in conjunction with the Hopkinton Fair Association to further develop the Town's recreational facilities.

Hopkinton School District



The Hopkinton School District's mission, in cooperation with family and community, is to ensure each student gains a love of learning – with the knowledge, skills, sensitivity, self-reliance, and character to be a contributing member of our global society – by educating all students in a joyful, supportive, and challenging environment.

The Hopkinton School District, located west of Concord in the Contoocook River Valley, encompasses the communities of Hopkinton and Contoocook. The student population of approximately 1,000 students is divided among three buildings – Harold Martin School (Kindergarten to third grade), Maple Street School (fourth to sixth grades), and Hopkinton Middle/High School (seventh to twelfth grades). In each of our schools we are fortunate to have highly dedicated, motivated, and student-centered faculty and staff.

Hopkinton School District has benefited from the extensive involvement of parents and communities within our schools and a tradition of support for school programs, personnel, and activities. More recently, the school district, in conjunction with the Hopkinton Police Department, Community Center Inc., and Hopkinton Recreation Department, has promoted a number of programs designed to meet the needs of youth both in our schools and after school hours. These programs have taken the form of a Youth Diversion Program, Project Second Step at the elementary level, support for a Community Teen Center, Hopkinton Community Center Inc. youth activities, parenting network, and summer programs for youth.

The Hopkinton School Board, composed of five community members, has consistently engaged staff and community in discussions related to student learning and development. Although the Board acknowledges the achievements of the district in statewide assessments of student learning, they continue to endorse the school's focus for intellectual and character development of the community's youth. The Board also has made a commitment insuring that our learning environments are well kept, safe, and available to the community.

Facility Needs

Students in the Hopkinton School District attend one of the three facilities: the Harold Martin School for Kindergarten to third grade, the Maple Street School for fourth to sixth grade, and Hopkinton Middle/High School for seventh to twelfth grade. The Superintendent's Office is located in a separate facility at 204 Maple Street. The facilities are in excellent condition due in part to the recent completion of the \$7 million additions and renovations to Maple Street School and Hopkinton Middle/High School. The following table depicts each facility's characteristics. The district continues to give thoughtful consideration to the maintenance and upkeep of the facilities as well as to the future expansion of facilities through the Town Capital Improvement Program.

Hopkinton School Facilities Data

	Harold Martin School	Maple Street School	Hopkinton Middle/High School
Site Acreage	8	5.8	9.63
Square Footage	36,400	32,400	150,000 (approx.)
Date of Construction	1958	1960	1952-53
Date(s) of Additions	1988	1998	1963, 1969, 1998
Grades Housed	K-3	4-6	7-12
Student Capacity	311	352	778
Students Enrolled (10/1/00)	273	251	464
Student Population 2005 (projected)	275	191	502
Number of Teaching Stations	18	16	37
Number of Floors	3	1	6

Recommendations:

- To maintain an appropriate staff, maintenance, and capacity for learning programs in our current facilities.
- To adhere to improvement planning as outlined in our Capital Improvement Plan.
- Closely monitor student enrollment as related to current capacity in each of the district buildings.
- Continue to work with the Town of Hopkinton in planning facility use that is consistent with the community and school strategic plans.

Board of Cemetery Trustees

The Board of Cemetery Trustees oversees eleven cemeteries in Hopkinton, five of which are still active for burials. The Board administers maintenance to cemetery features, such as headstones, fences, and trees, and works to procure new lands to expand existing cemeteries. Many projects are ongoing.

According to the Board, projects to complete in the future include the following:

1. Purchase of land for the expansion of the Blackwater Cemetery on Duston Road,
2. Install water at the Blackwater Cemetery after purchase of land,
3. Take photographs of all headstones in all Town cemeteries,
4. Clean all headstones in all Town cemeteries and repair broken stones,
5. Revise maps of all Town cemeteries,
6. Survey and excavate the land at Old Hopkinton Cemetery for the sale of lots,
7. Update the computer system,
8. Install additional roads in the Contoocook Village Cemetery, and
9. Upgrade the roads in the Blackwater Cemetery.

According to the 2001 Hopkinton Capital Improvement Plan, the Town has budgeted \$5,000 in 2002-2004 for the purchase of land and \$3,000 in 2003 and 2004 for the Blackwater Cemetery artesian well.