4. COMMUNITY FACILITIES & SERVICES

1. Introduction

This chapter of the Master Plan examines Hooksett’s community facilities along with their associated buildings, land and infrastructure. This review includes the departments of police, fire, ambulance, highway, parks and recreation, as well as the municipal building and library facilities. Also examined are the town’s utility systems, including water, sewer, and electric.

Without comprehensive planning, the competing demands of maintaining existing facilities versus the construction of new facilities to service future development can overwhelm the capacity of a municipality to respond effectively to changing circumstances. The lack of adequate municipal facilities can also impede future growth and compromise efforts to encourage economic development. See Map 4-1 for the location of community facilities.

2. Hooksett Police Department

The Town Council, working through the Chief of Police, has the ultimate responsibility for the Hooksett Police Department. The Town Council are collectively responsible for hiring, evaluating, promoting, and terminating members of the Police Department as appropriate, and for overseeing the management of the police department within the guidelines of applicable law and appropriated funding.

The police department is currently composed of the following positions:

A. Sworn Officers

1 Chief
2 Lieutenants
4 Sergeants
3 Detectives
11 Patrol Officers

B. Clerical Personnel

Administrative Assistant
Transcriptionist
Administrative Records Clerk
Receptionist
C. Other Civilian Personnel

Prosecuting Attorney
Animal Control Officer

D. Communications Unit Personnel

1 Dispatch Supervisor
3 Dispatchers, grade I
4 Dispatchers, grade II

The Police Department currently has 18 vehicles:

10 marked police cruisers
5 unmarked police cruisers
1 Van
1 DARE Program vehicle
1 Motorcycle

The detectives, patrol officers, dispatchers, and three of the administrative staff personnel are represented by the Teamsters of New Hampshire, Local 633.

Future staffing demands will be dictated by the pace of growth occurring in and around the community and the type of criminal activity in the region.

E. Police Facilities

The police department is located in the Safety Center on Legends Drive, which is just north of the Granite State Marketplace. The total floor area devoted to the police department is approximately 13,606 square feet. The location is the most central point in town in terms of emergency responses. This facility was constructed in 1997 and was expected to serve the needs of the police department for the next 20 years. If the community continues to grow at a rate similar to that experienced over the last five years, the Department may require additional space prior to the year 2017. These growth trends and the type of demands placed upon the Department will dictate future space needs. Fire and Ambulance dispatch moved to Concord Dispatch in June 15, 2005.
F. Operations

The mission statement for the police department states:

“The mission of the Hooksett Police Department is to serve the community, to prevent crime, to fairly and impartially enforce the law, and to protect life and safeguard property. The Hooksett Police Department will strive to instill public confidence by maintaining a high degree of professionalism, dedication and expertise in the delivery of law enforcement service. The integrity of, and respect for, the Hooksett Police Department is enhanced by its contribution to the welfare of the citizens, its concern for excellence, and by the guidance it provides to its members towards a high level of ethical practice.”

The police department includes the K-9 Team as part of its patrol component. The department continues to provide Drug Abuse Resistance Education (DARE) to students. In addition, the Department sponsors the GREAT Program, Gang Resistance Education and Training. The existing computer system is currently not meeting the Department’s needs. The Department continues to evaluate emerging technologies to ascertain which improvements could help to provide better, more efficient services to the community.

The police department continues to enjoy sound working relations with neighboring jurisdictions. In addition, the department works closely with the Office of the Merrimack County Attorney, the High Sheriff of Merrimack County, and the Major Crime Unit of the New Hampshire State Police on major or sensitive investigations that call for their particular expertise. Moreover, the department has a mutual aid agreement with the Manchester Police Department that allows it to call upon that agency’s Special Reaction Team and/or crisis negotiators as situations dictate. The department has made use of all of these resources in the past, and will continue to do so in the future. The department also works with federal agencies such as the Federal Bureau of Investigation (FBI), Drug
Enforcement Agency (DEA), Immigration and Naturalization Service (INS) and the Bureau of Alcohol, Tobacco, and Firearms (ATF). This interaction is the result of these federal agencies’ activities in Manchester and the resulting movement of crime from the urban area into adjacent rural communities.

Table 4-1 outlines police activity of the last five years. Since 1998/99, increases in police activity can be seen in both thefts and traffic accidents, which had the most dramatic increase of 33.7% over the five year time period. Figure 4-1 outlines total Police Department calls since 1995.

<table>
<thead>
<tr>
<th>Activity</th>
<th>1998/99</th>
<th>1999/00</th>
<th>2000/01</th>
<th>2001/02</th>
<th>2002/03</th>
</tr>
</thead>
<tbody>
<tr>
<td>Arrests</td>
<td>276</td>
<td>254</td>
<td>269</td>
<td>300</td>
<td>286</td>
</tr>
<tr>
<td>Burglaries</td>
<td>38</td>
<td>42</td>
<td>27</td>
<td>27</td>
<td>38</td>
</tr>
<tr>
<td>Robberies</td>
<td>1</td>
<td>4</td>
<td>3</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>Assaults</td>
<td>64</td>
<td>73</td>
<td>80</td>
<td>83</td>
<td>100</td>
</tr>
<tr>
<td>Thefts</td>
<td>290</td>
<td>294</td>
<td>190</td>
<td>228</td>
<td>342</td>
</tr>
<tr>
<td>Criminal Mischief</td>
<td>196</td>
<td>226</td>
<td>172</td>
<td>200</td>
<td>184</td>
</tr>
<tr>
<td>Traffic Accidents</td>
<td>524</td>
<td>569</td>
<td>435</td>
<td>614</td>
<td>701</td>
</tr>
</tbody>
</table>

Figure 4-1 - Police Department Calls for Service
G. Police Department Recommendations

1) The Department’s computer system will require a major upgrade within the next two years. Monies have been set aside that will assist in funding this capital expense.

3. Communications Center

The Hooksett Fire-Rescue Department is dispatched for all emergency and service call requests through the Concord Fire Dispatch Center. Concord Fire Dispatch receives the majority of these calls from E-9-1-1, and then dispatches the necessary department. This dispatch center serves over 20 communities who belong to the Capitol Area Mutual Aid Fire Compact (CAMAFC). Hooksett Fire-Rescue became a member of this Compact in 2005, and has used this dispatching service since that time. When Hooksett Fire-Rescue joined this Compact, the dispatch center hired an additional dispatcher to accommodate the increased call volume. Hooksett pays a dispatching fee for this service. In 2015 the fee was $138,190.00. Calls for emergency response activity (Fire & EMS) are as follows:

<table>
<thead>
<tr>
<th>Year</th>
<th>2011</th>
<th>2012</th>
<th>2013</th>
<th>2014</th>
<th>2015</th>
</tr>
</thead>
<tbody>
<tr>
<td>Responses</td>
<td>2285</td>
<td>2047</td>
<td>2074</td>
<td>2165</td>
<td>2068</td>
</tr>
</tbody>
</table>

4. Ambulance Service

Hooksett Fire-Rescue Department began EMS Ambulance transport at the Advanced Life Support (ALS) level in 2008 on a part-time basis. Hooksett Fire-Rescue Service provided the transports during evenings, weekends and holidays to augment Tri-Towns Ambulance service to the community until 2010, when Hooksett Fire-Rescue began to provide the ambulance transport service full time, at the ALS paramedic level. The two Hooksett ambulances were purchased with Impact Fees, at no cost to the tax payer, and since that time have been staffed with the existing Firefighter-EMTs. All Hooksett Firefighters have been trained to the EMT basic life support (BLS) level since 1990 and have been 1st responders to all EMS incidents in Town since that time. For over 10 years, it has been a prerequisite for employment with Hooksett Fire to be licensed at the Advanced/Intermediate EMT (ALS) level. Each duty shift contains at least one paramedic level EMT. The EMS requests for service are dispatched through the Concord Fire Dispatch Center. While the number of responses has slowly increased annually, the technical nature of the medical intervention and equipment has increased patient care responsibilities greatly. Lab work and other diagnostic communication with the receiving hospital now begins at the patient’s home or location of the incident. Hooksett Fire-Rescue EMS is fortunate to have modern and progressive medical equipment to aid in this process. The revenue generated by billing the patients insurance for services rendered provide the costs to replace the ambulance and all equipment in it, as well as the maintenance of the vehicles and associated equipment, including all consumables. This revenue also provides for the training and relicensing of all department responders. Currently this generated revenue also offsets the wages and benefits for two
members of the Fire-Rescue Department and covers 50% of the Fire Department dispatching fee. Even prior to assuming the emergency transport of patients to the hospital, Hooksett Fire’s ratio of EMS to Fire responses has been approximately 60% EMS vs. 40% Fire incidents.
Community Facilities and Services

Hooksett Master Plan Update 2017

Destination Hospital of Transport / Non-transport Patients

- CMC
- Elliot
- Concord
- Non-Transport

Year:
- 2013
- 2014
- 2015

Graph showing the number of hospital destinations for transport and non-transport patients over the years 2013, 2014, and 2015.
5. Fire Department

A. Personnel

The Hooksett Fire Rescue Department currently has 32 full-time personnel.

1 Assistant Fire Chief – Operations/Training
1 Deputy Fire Chief – Prevention/Inspection
1 Captain inspector/prevention/Safety Officer
2 Station/Shift Captains – One per Station
6 Shift Lieutenant Officers – one each, per remaining shift
20 Firefighters
1 Fulltime Administrative Assistant

In addition HFRD has 8 Part-time Personnel:

1 Fire Chief/Department Head
1 Forestry Special Deputy Warden
1 Call Company Captain
4 Call Company Firefighters
1 Chaplain (Volunteer)

Fire Department recommendations

It is worth considering increasing and reorganizing staffing to include a designated Shift Commander per shift. The responsibilities of this position include acting as the incident commander (IC) at all fire responses, technical rescues, including motor vehicle crashes (MVCs), serious medical incidents & mass casualty requests and overall operational oversight for the shift and acting as an executive level official representing the Town and Department as emergency management needs unfold. This allows for the completion of a directed assignment without reducing crew efficiency or separating the officer from the duty group for supervisory activities elsewhere. Incident safety is greatly improved as well the return to service time diminishes to allow responses to additional calls. Hooksett Fire continues to see an increase of back-to-back requests for service, stretching fire & EMS services to their capacity regularly.
B. Facilities

There are 2 Fire Stations in Hooksett. They are strategically located as follows:

1. Hooksett Safety Center
   Hooksett Fire & Rescue Central Station (Hooksett Public Safety Center)
   15 Legends Drive

2. Hooksett Village Fire Station
   Station # 1
   3 Riverside Street

All full-time Company Officers and Firefighters are required to be trained and certified to a minimum standard of: Emergency Medical Technician, Hazardous Materials Operational responder, Professional Firefighter qualifications, Commercial Driver License – Emergency Vehicle Operator, National Incident Management System and Incident Command. In addition to these mandatory levels, all members have gained certifications in other areas. These areas include: Emergency Medical Technician – Intermediate/Advanced, EMT-Paramedic, Hazardous Materials Technician, Technical Rescue Specialist, Water Rescue Technician, Company Officer, Fire Instructor, Fire Command & Control courses, Fire Protection/Fire Science Associates Degree, as well as other higher education degrees, etc. Training never ceases and Continuing Education is mandatory for medical re-licensing of all personnel.

The Hooksett Fire and Rescue Central Station is located in the Hooksett Public Safety Center, located at 15 Legends Drive. It was built in 1997 and houses both staff and apparatus. The Public Safety Employee’s Fitness room is located here. This location also serves as the Hooksett Public Safety main training facility and the emergency management action center. The Central Station has 16 Firefighters assigned as 1st responders for fire suppression & EMS. Central Station personnel are divided into 4 groups or “Shifts.” Each shift consists of 4 personnel, 1 Duty Officer and 3 Firefighters. This staffing allows the Fire Department to meet the National Fire Protection Association (NFPA) standard #1710, Minimum Staffing Level of 4 personnel per shift, when all assigned personnel are on duty. However, each shift at the Central Station has the flexibility to reduce staffing by one Firefighter in order to allow for a vacancy created through scheduled or unscheduled leave (sick, emergency, single day vacation, etc.) on each shift, while continuing to provide the minimum requirement of 3 Fire personnel. This would again satisfy the cost saving measure desired by and for the community. The Administrative Officers work out of the Central Station. The Chief Officers consist of the Chief of the Department (Department Head, Emergency Mgmt. Director, and Forestry Warden) Assistant Chief (Training and Operations, Deputy EM Director, Deputy Forestry Warden), Deputy Chief (Inspection and Prevention, Deputy Forestry Warden) Administrative Captain (Inspector/Safety Officer, Deputy Forestry Warden) and the full time Administrative Assistant (Notary Public).

Hooksett Fire Station #1, located at 3 Riverside Street houses four duty shifts consisting of 1 Fire Officer-EMT and 2 Firefighter-EMTs. This Station also has a fitness area, an SCBA training maze and classroom training area. It is staffed and operates 24 hours a day/ 7 days a week. Staffing remains at 3 assigned personnel on each of the four shifts.
This illustration breaks down the types of emergency incidents the Hooksett Fire-Rescue Department responded to between years 2010 & 2015.

**Fire Department Recommendations**

It is recommended that the Town of Hooksett make plans to acquire property (approximately 2 acres required) in the Exit 10 vicinity. There has been continual planning for the expansion of the sewer line to the Exit 10 area. Once that occurs, it can be anticipated that industry and business and possibly residential areas will increase. This would undoubtedly increase the number of responses to this area and as such, a substation at this location would be critical towards reducing response times to those dwelling or doing business here. It is estimated that the assessed valuation of this property is between 50 - 75 million dollars. The residential and business areas of Exit 9 would also see improvement with response times to their neighborhoods. While it is easy to determine and discuss property values, the life safety improvements due to decreased response times should never be underestimated and are primary in the consideration of the need for a station within this area.
C. Fire Apparatus and Equipment

Vehicles and Fire Apparatus located and operated from the Central Station at 15 Legends Drive provide initial coverage for the Town of Hooksett south of the Granite Hills line, and to the Candia, Auburn and Manchester borders. Fire apparatus currently located at the Central Station is as follows:

Engine 2 is a 1998 American-Lafrance pumper with a 1500 GPM pump carrying 800 gallons of water, 30 gallons of class A foam for fire suppression, breathing apparatus for a crew of 4 as well as ground ladders, firefighting tools and equipment, emergency medical service (EMS) equipment, technical rescue equipment and rehab supplies. There are over 113,000 miles and more than 7800 hours on this Fire Engine. This is a reserve engine, used as needed when other engines are out of service.

Engine 3 is a 2008 HME fire pumper with more than 36,000 miles on it and over 2800 engine hours. It carries 1000 gallons of water and pumps at 1250 gpm. It was purchased in 2010 and has been a 1st response engine from that time. It carries breathing apparatus for a crew of 4 as well as ground ladders, firefighting tools and equipment, emergency medical service (EMS) equipment, technical rescue equipment and rehab supplies.

Tanker 1 is 2013 HME water tender. It carries 2750 gallons of water for use in our non-hydrant district. It has a 1250 gpm pump and rear and side jet dumps to quickly release the water for portable tank filling operations. It has 6200 miles and 520 hours on its chassis and pump. It also carries a complement of hose, breathing apparatus for 2 and various tools and water supply equipment.

Truck 1 is a 2003 KME Quint. It has a 75’ aerial ladder, a 1500 gpm pump, carries 500 gallons of water and 30 gallons each of class A and B foams for fire suppression and fuel spills, respectively. It carries a full complement of hose. It also carries motor vehicle extrication tools, technical rescue equipment, ground ladders, EMS supplies, rehab supplies, breathing apparatus for a crew of 4 and numerous tools and equipment used for emergency incidents of various types. It has undergone a major refurbishment in 2016 and currently has over 41,000 miles and 4900 hours.

Forestry 3 is a 1962 Dodge Power Wagon deep woods brush truck. It’s odometer displays 27,457 miles on it. It carries a mounted BB-4 portable pump and 250 gallons of water. It also transports off road and into the woods forestry fire fighting tools and equipment.

Forestry 4 is a 2006 Ford F-550 4-door cab truck. It currently has 12,100 miles and 925 hours on it. It carries 500 gallons of water and has a 250 gpm pump. It is used for carrying forestry equipment, personnel and supplies. It is an on road vehicle suitable for urban-interface wildland firefighting. In the wintertime, the forestry equipment and pump are removed and it
Central Station Apparatus continued...

**Car 1** is a 2007 Chevy Tahoe with over 63,000 miles on it. This vehicle is used as a mobile command post and personnel carrier. It also carries breathing apparatus and a basic supply of EMS equipment.

**Car 2** is a 2005 Ford Expedition with over 100,000 miles on it. This vehicle is used as a mobile command post, personnel carrier and it also carries breathing apparatus and a basic supply of EMS equipment.

**Car 3** is a 2004 Ford Expedition with over 107,000 miles on it. This vehicle is used as a mobile command post, personnel carrier and it also carries breathing apparatus and a basic supply of EMS equipment. This vehicle is a repurposed Police vehicle. The car serves as a mobile office and is utilized at incident scenes for fire investigation as needed.

**Car 5** is a 2011 Ford Explorer-Interceptor with 21,000 miles on it. This vehicle is used as a mobile command post, personnel carrier and it also carries breathing apparatus and a basic supply of EMS equipment.

**Utility 1** is a 2008 Ford F-350 pick-up truck. This truck is used to carry cold weather response equipment in the wintertime. It is also used as a plow truck to clear the fire cisterns and stations whenever snow falls to relieve the DPW of this task. This vehicle has 23,000 miles on it.

**Boat 1** is a 2013 Mercury rubber inflatable boat. It has a 9.9 HP outboard motor and supports water rescue operations. It can carry an operator and 2-3 other people. It carries water rescue and safety equipment. It is on a trailer and may be pulled by the Utility, Forestry or Command vehicles.

**Ambulance 1** is a 2008 International chassis ambulance transport vehicle. It is licensed with the NH Bureau of EMS as an ALS EMS transporting vehicle. This vehicle has 45,000 miles and more than 3100 hours on it. This vehicle does emergency patient transports to the Concord, Elliot and CMC hospitals.

**Ambulance 2** is a 2010 International chassis ambulance transport vehicle. It is licensed with the NH Bureau of EMS as an ALS EMS transporting vehicle. This vehicle has over 91,000 miles and more than 5900 hours on it. This vehicle does emergency patient transports to the Concord, Elliot and CMC hospitals. **Ambulance 2** has been the primary transporting ambulance for the Department.

**SENH HazMat District Spill Trailer** is a small enclosed trailer which houses materials used for petroleum spills. It is capable of mitigating spills of 25-50 gallons while the District HazMat Team responds with additional materials for spill control.

**Helipad** – In June 2002 a heliport/helipad was constructed in front of the Safety Center (Airport Registration Location # NH 61). The landing pad is 100 x 100 feet and is illuminated. The pad serves Medivac operations from Boston to Hanover, NH State Police, National Guard, and other Federal and private agencies. It is used by private companies with prior permission arranged.

**Station #1**, located at 3 Riverside Drive, provides initial coverage for the “Village” area, and the west side of the Merrimack River, as well as including south to the Granite Hills.
community and to the Manchester, Dunbarton, Goffstown, Allenstown and Bow borders. Apparatus located at Station 1 is as follows:

**Engine 4** is a 2005 Emergency One Typhoon fire pumper with more than 81,000 miles on it and displays over 6400 hours. It pumps water at up to 1500 gpm and carries 800 gallons of water along with breathing apparatus and a basic complement of ground ladders, hose, tools and EMS supplies. It can transport four Firefighters to the scene.

**Engine 5**, a 2006 Emergency One pumper with a 1500 GPM pump carrying 800 gallons of water. It also carries breathing apparatus for a crew of 4 and a basic complement of ground ladders, hose, tools and EMS supplies. This engine has over 77,500 miles and 5621 hours of service. It shares 1st response duties with Engine 4.

**Forestry 2** is an urban-interface off-road forestry vehicle. It is a 2002 Ford F-350 set up with a 95 gpm portable pump (BB-4.) It carries 300 gallons of water, a winch, forestry tools and EMS supplies. It currently has 29,000 miles on it. In the wintertime, the brush equipment is “winterized” and it remains available for brush fire fighting should that need occur.

**Car 4** is a 2001 Chevy Impala, a repurposed Police vehicle. It has 100,000 miles on it and is mainly used as a firefighter transport vehicle between stations.

**Boat 2** is a 2004 Mercury rubber inflatable boat. It has a 25 HP outboard motor and is the primary craft for water rescue operations. It can carry an operator and 2-3 other people. It carries water rescue and safety equipment. It is on a trailer and may be pulled by the Utility, Forestry or Command vehicles. This boat, motor and trailer were a donation from the Hooksett Happy Helpers organization.

The **Special Operations Trailer** is an enclosed trailer obtained by Homeland Emergency Management grant in 2005. It has been up fitted with a generator, lighting and attachment points for cargo tie down points. This trailer is used to transport other Fire Department equipment as well as to dress or prebrief/debrief firefighters at the site of a technical rescue requiring special clothing or privacy.

A **2004 John Deere Gator ATV**, with 105 hours on the meter, is housed and transported in the Special Operations trailer. This ATV can transport 4 personnel or be configured to accommodate a backboard and basket litter to transport an injured patient. It has been used at athletic events, wildland fires and searches for people lost in the back woods. It is not 4-season as it does not travel in deep snow.

**Fire Department Recommendations**

It is essential to adhere to the CIP for apparatus replacement. An adequate budget for proactive and needed maintenance for the Fire fleet is necessary. A Fire Dept. certified mechanic would be beneficial towards improving fleet longevity & maintenance goals.
6. Municipal Building

Hooksett’s Town Office is located at 35 Main Street. The two-story brick structure is set on a ??-acre site and contains ??? square feet of floor space on the first and second floors. The original portion of the building was constructed in 1936 as the Hooksett School and expanded upon in 1968 and continued to serve as the elementary school until ?. The building was converted to the Town Office in ???. The facility is served by municipal sewer and water services. The entire building is handicap accessible.

The Town Office building serves primarily as an office building for various town functions. Located on the first floor of the building are the Town Clerk/Tax Collector’s Department, Assessing Department, Family Services Department, and Town Council Chambers, which are used as a meeting room for various boards and committees. The building houses the Administration Department, Finance Department, Building Department, Community Development Department, and an employee break room. Personnel include three employees in the Assessing Department; five in the Community Development Department; four in the Town Clerk/Tax Collector’s Department; three in the Administration Department; three in the Finance Department; and two in the Family Services Department for a total of 20 employees.

Many of the town records are kept in the Town office. These include: financial records, payroll records, tax records, property assessments, automobile registrations and vital statistics.
7. Historical Resources

A. Arah W. Prescott Historical Library

Listed to the NH State Register of Historic Places, 2008. For detailed information and history, see the State’s Inventory form.

The Arah W. Prescott Historical Library (originally named the Arah W. Prescott Library) is owned by the town and since 1975 has been the home of the Hooksett Historical Society, a private organization. Located on Main Street next to the old Town Hall, it was built in 1909 by the town of Hooksett with a generous donation by local resident Arah Prescott. It served as the town’s library until 1973 when the library was moved to larger quarters on Route 3.

In 1975 the passage of a warrant article allowed the Hooksett Historical Society permanent use of the building to accommodate various memorabilia of Hooksett interest. It was renamed the Arah W. Prescott Historical Library at that time.

The building is a single room with no restroom or suitable storage space. It is heated by a gas furnace in the basement. It has an interior space of approximately 660 square feet (approx. 22’ x 30’) and houses the Historical Society’s collection of artifacts. The Historical Society is responsible for the collection; maintenance of the building remains the responsibility of the town.

Accessibility concerns mentioned in the 2004 Master Plan were addressed in 2013 when a ramp and new barrier-free rear entrance were installed, providing access to both the library and the old town hall. The design of the back door and ramp was reviewed by the NH Division of Historical Resources and determined to address accessibility concerns without diminishing the historical significance of the building’s architectural design. The new back door was constructed utilizing the space previously occupied by a window to minimize damage to the building.

Parking is inconvenient for some due to steep slopes. The location of handicap parking vis-a-vis the building entrance makes getting to the building difficult for some users.

This building is best suited to continue as a small museum featuring the best of the town’s historical collections. Access to restroom facilities will be resolved when the old Town Hall renovations are complete.
Shared access when needed is recommended.

If the Society is to meet its obligation of care and preservation of the collection, additional storage is necessary to better display items and provide access to the public. Donated artifacts are still being accepted, but space is very limited. Secure display space off premises has been utilized to help alleviate the crowded conditions.

Any new storage should be climate controlled in order to protect and preserve sensitive documents, antiques, and artifacts. Over the years, many current and former residents have entrusted family, organizational, and business items to the Society. These are important pieces of the town’s history, and it is to everyone’s benefit to ensure that the Society can continue accepting these items, keeping them safe, and making them accessible.

B. **Head School and Head Cemetery**

Listed to the NH State Register of Historic Places, 2007. For detailed information and history prior to the 2009 reversion to a school, see the State’s Inventory form.

The Head School is a town-owned building located at 16 Pleasant Street at the southeast corner of the Head Cemetery property.

The site consists of two buildings:

- The main schoolhouse, built in 1839, is a 24' x 28' brick building with a granite foundation and asphalt-shingled roof. It has electrical service, but no water, heat, or bathroom facilities. There is attic space, access to which is gained through an entry in the ceiling of an anteroom in the southeast corner of the building, but it is not used.

- The 10' x 14 ½’ adjoining wood-framed shed/storage building (date of construction unknown) contains two “two-hole outhouse” areas and room for overhead storage. The exterior is clapboard; the roofing material is similar to that on the schoolhouse.

A schoolhouse was first built on the site in 1805 by the town of Chester. Hooksett built the present brick structure in 1839 at a cost of $500. It served as the District 1 schoolhouse until it was closed in 1912 for lack of pupils. The town voted to raise the sum of money ($300) necessary to remodel No. 1 schoolhouse as a chapel in 1922. Not much has been found about its use until 1965 when a renovation project was undertaken by the Hooksett Women’s Club. On May 15, 1966, the dedication of the building as a nondenominational chapel was held. A review of the guest book indicates that from 1966 to 1984 visitors stopped by the chapel frequently; the chapel was then closed (locked) to public access.
In early 2004, the Hooksett Heritage Commission, with the approval of the town council, adopted the rehabilitation of Head Chapel as a project. The Commission completed the project in 2010, returning the building to its original use as a school.

Interior work: The metal ceiling was restored, electrical units in the classroom removed, the plaster stabilized and skim coated, carpet removed, and wood flooring sanded and refinished. Interior was repainted. New student benches were built by a volunteer, and furnishings for the interior were collected by the Heritage Commission and Head School Society.

Exterior work: Clapboards on the privy were replaced; sill and foundation replaced; roof reshingled on both buildings; replaced Plexiglass in storm windows with Lexan; constructed one new storm window for the window in the northwest corner which had been covered with plywood; replaced sill on that northwest window; and painted clapboard, windows, and trim areas.

The Head School Society, a group of retired Hooksett teachers, formed in 2009. They developed a living history program and since 2010 have been offering programs to local first and third graders as well as classes from neighboring communities. Thousands of students have visited since 2010. Classes and visits are generally scheduled in the fall and spring. The schoolmarm also offer programs for adults and other groups. They charge a nominal fee to cover expenses and expand their programming. The Society rents a port-a-potty for use when classes are scheduled.

The earliest documented graves in Head Cemetery date to 1800 when this area was part of Chester. Early Hooksett settlers and their descendants are here as is Natt Head, NH Governor (1879-1881).

We anticipate that the buildings will continue to be used for living history and other programs to benefit the children and citizens of Hooksett.

**C. Old Town Hall (formerly Town House/Hall then Municipal Building)**

Listed to the NH State Register of Historic Places, 2009. For detailed information and history prior to the building closing in 2008, see the State’s Inventory form.

Hooksett’s original Town Hall (1828-1961) and former Municipal Building (1961-2008) is located just west of the Merrimack River in the heart of the Village.

The facility is served by municipal sewer and water services. The building was closed in 2008 when town offices moved to the former Village School.

The Town Hall Preservation Committee was formed by a vote of the town council in June 2009. Its charge is to stabilize, preserve and maintain the building historically known as the Hooksett Town Hall located at 16 Main Street. Various configurations of the group have existed over the years. Minutes from their
meetings are available on the town website.

After reviewing various sources of public input and deliberations of prior committees, a plan was developed by the current membership—the second floor in the main building will be removed, and both the main hall and the 1937 addition will be rehabilitated and made available for public use once again. Women’s and men’s rooms, a kitchen, storage, and a reception area are planned for the addition. Accessibility has been addressed with a new ramp and designated entrance door. Parking is inconvenient for some due to steep slopes and distance to the entrance.

The deconstruction work so far has been done by the Department of Public Works. Two major grants have been received for work in the main building—the first will restore the 1928 metal ceiling and the second will fund restoration of the four large windows in the main hall which were infilled during the 1961 conversion to town offices.

Funding thus far has come from grants, the building maintenance line, and fundraising activities. Further work will be prioritized and done in phases.

D. The Pinnacle

Listed to the NH State Register of Historic Places 2011. In describing the State Register status, the Division of Historical Resources said: “The Pinnacle is significant not only as a unique area created by nature but also because of its cultural significance as a recreational destination and landmark.” For detailed information and history, see the State’s Inventory form.

The Pinnacle is a natural formation on the west side of the Merrimack River in Hooksett Village off Route 3A.

It was advertised as a tourist destination as early as 1823. Henry David Thoreau visited in 1839 and wrote about the experience in A Week on the Concord and Merrimack Rivers first published in 1849.

In 1880 Henry C. Carbee and his wife purchased a large parcel that included the Pinnacle. At the base, off what is now Route 3A, he built a large home for his family. They welcomed overnight guests and took in summer boarders operating as the Hotel Pinnacle.

He developed Pinnacle Park into an attraction. The large pine grove, which was equipped with electric lights, had swing chairs and a pavilion for dancing. In what the Carbees called a “Natural History Exhibit” there was a fenced-in deer park and a small zoo which by varying accounts included a moose, foxes, wolves, a couple of monkeys, and other small wild animals.

Henry built a road for carriages, winding through the woods, about a mile in length, to the summit. In 1892 he built a six-story wooden observation tower at the top.

Henry died in 1916; Martha continued to operate the park for a few years. She lived at the
homestead/Hotel Pinnacle until it was destroyed by fire in 1920. The tower fell into disrepair and was torn down in 1923.

Upon Martha’s death in 1953, the property was left to her daughter, Lena Carbee Locke, and her husband. Their son, Arthur J. (Bud) Locke was the third generation of the family to own and live at the Pinnacle. By the 1960s the property was closed to the general public. Visitors generally accessed the site with permission of the Lockes (or without permission).

After Arthur’s death, his daughters sold 34.5 acres including the Pinnacle, land at the base, and protected shoreland of Pinnacle Pond on the west to the town of Hooksett in early 2011. The deed specifically addresses protecting the property for various conservation purposes such as its scenic value, cultural significance, forest management, low-impact outdoor recreation, water quality, and fish and wildlife habitat for the public benefit. The Conservation Commission has refined trails and provided historical information at the site. Further trail development and signage is planned.

E. Lilac Bridge

Formerly Hooksett Village Bridge

Listed to State Register of Historic Places April 2008, Official Project of Save America’s Treasures 2000, and eligible for listing on the National Register of Historic Places. For detailed information and history, see the State’s Inventory form and the NH Historic Property Documentation by Historic Documentation Company Inc, Portsmouth RI.

The bridge was built by the town in 1909 at a cost of $26,000 to replace a wood-lattice truss bridge. Designed by John William Storrs, NH’s only specialist in bridge design during the early 20th century, it is the only remaining three-span Pratt truss bridge in the State.

In the flood of 1936 the southern span collapsed into the river after being impacted by a wooden truss bridge washed downstream. The span was replaced in kind closely following the original drawings by Storrs. The bridge remained in use until bypassed in 1976 when the Memorial Bridge opened. The town council renamed it the Lilac Bridge in 1997 at the suggestion of Grace Pomeroy, then president of the Historical Society.

A routine State inspection in 2014 found critical deficiencies in the structure, and it was deemed unsafe. Restoration was determined economically impractical so its future was the subject of many meetings with State and Federal officials. The town council voted to demolish the superstructure and replace it with a pedestrian bridge sympathetic to its surroundings. As part of that process the existing bridge was advertised for sale and a contract to preserve one span (southern span) will be coordinated with the removal and construction of a new pedestrian-utility bridge. As of April 2017, the Town will be determining whether to proceed with the construction project.
F. Robie’s Country Store

Listed to National Register of Historic Places 2000, State Register of Historic Places 2002, Official Project of Save America’s Treasures, designated historic site by the town council.

The site is privately owned by an IRS § 501(c)(3) nonprofit. Robie’s is located at 9 Riverside Street along the Merrimack in the heart of the Village.

At the same site since settlement times, when it closed Robie’s store was the oldest continuously operating business in Hooksett. The original building had a dock facility and received merchandise by river barge until the advent of the railroad in 1842. The building burned in 1857, was rebuilt, burned again in 1906, and was again rebuilt. George A. Robie bought the store in 1887, and over the next 110 years it was passed down from father to son.

State and local candidates and presidential hopefuls in New Hampshire for the nation's first primary find the picturesque shop an ideal photo opportunity, perhaps as a way to be seen keeping in touch with "small-town America." Campaign posters, keepsakes and photographs of candidates are displayed on the walls of the store. Memorabilia, keepsakes, and historic artifacts from the late 1800s to the present decorate the museum-like interior. The store is an opportunity for a glimpse into the past of a small business in a rural New England town and provides a resource and research tool for our children.

The last family owner of the store was Lloyd Robie, the fourth generation to operate the store and post office. Lloyd and his wife Dorothy took over the business in March 1965. Hoping to preserve a building of such historical significance, as well as the character of the enterprise operated by the Robie family for 110 years, a group of local volunteers formed Robie’s Country Store Historic Preservation Corp. when the store closed.

In 2000 the corporation purchased the property from the Robie family. It leases the space to operators who will continue the country-store tradition while abiding by lease terms and conditions designed to protect the structure and character of the store.
8. Public Works Department

The Public Works Department has recently gone through a re-organization. The Department now consists of 4 divisions, the Community Planning Division, the Highway Division (which includes fleet maintenance and building maintenance); Parks, Recreation and Cemetery Division, and the Recycling and Transfer Division.

Community Planning Division

This division is currently overseen by the DPW Assistant Director/Engineer. The division also includes a Planner, a Code Enforcement Officer, an Administrative Assistant, and a part time Recording Clerk.

Highway Division

The Town of Hooksett, Department of Public Works Highway Division is located at 210 West River Road. The current facility was constructed in 1989. The building is approximately 200 ft. x 90 ft., and includes a garage with ten truck bays, three maintenance bays, one paint/washing bay, and a mechanics office with storage for parts and inventory. There is a two story section that includes restroom and shower facilities, a lunch room, two offices and a second floor that is being used for storage of plans and files and some building maintenance and custodial supplies.

The Division presently includes sixteen employees when fully staffed which include a Director, an Assistant DPW Director/Engineer, one Crew Chief, one Asst. Crew Chief, Hwy, one Asst. Crew Chief Building Maintenance, one Administrative Assistant, two Heavy Equipment Operators, four Truck Driver/Laborers, one Laborer, one Master Mechanic, one Mechanic, three Part time Custodians.

The road maintenance portion of the division is responsible for routine maintenance of catch basins, roadway shoulders, drainage ditches, paving, patching potholes as well as winter plowing, sanding and salting. The Town presently has eighty nine miles of roads and around one hundred fifteen plowing miles it is responsible for. The Department oversees paving contracts and the reconstruction of roadways.

The fleet maintenance portion of the division performs town-wide fleet maintenance on all cars, trucks, heavy equipment, light equipment, fire apparatus, mowers, and hand tools. This equals an estimated 267 pieces of equipment that is repaired or maintained by the Fleet division.

The building maintenance portion of the division is responsible for all of the Town owned buildings. The division consists of one full time assistant crew chief and 3 part time custodians. The maintenance includes small repairs, receiving quotes for outside vendors when needed, the purchasing of custodial supplies, and general maintenance and cleaning. Presently we are responsible for the following buildings: Town Hall, Station I, Safety Center, Courthouse, Library, Recycling and Transfer Division (consisting of three buildings and an awning), Highway Division (consisting of one building and two large awnings) Parks and Recreation Division consisting of three buildings. Also maintained by this division are two radio towers, and two historical buildings.
Community Facilities and Services

Highway Division Recommendations:
To adjust with the growth in Town the Department may need to add on more personnel and more vehicles in the future. The Highway garage has space to address its present needs but the Town may need to think about an addition in the future for additional vehicle storage and possibly a larger mechanics bay. There is a second floor to the garage that could address any additional office personnel and some storage in the future.

Parks, Recreation and Cemetery Division

The Parks and Recreation Division has a total of six employees when fully staffed including one Crew Chief, one Assistant Crew Chief, three truck driver/laborers and two laborers. A seasonal employee is also hired when needed. This division comes under the Highway Division during the winter months.

The Parks, Recreation and Cemetery Division is responsible for the mowing, maintaining and the excavating of all Town cemeteries. There are five cemeteries currently being maintained. Donati Field includes eight playing fields two tennis courts, a basketball court and the Kids Caboose playground. Fraser Field has two tennis courts, a playground and a basketball court. Petersbrook Field presently has two playing fields and construction is ongoing for another four fields. The division maintains the school playing fields and athletic fields. Other parks include Lamberts Park, Pinnacle Park, Heads Pond trails (in conjunction with the Hooksett Kiwanas), Veterans Park and the Hooksett Dog Park located by the courthouse. Every year this division prepares for and cleans up the Community Gardens located at both Donati Field (by the Town Hall) and Fraser Field. The Parks, Recreation and Cemeteries Division also works with the Boy Scouts on the Eagle Scout projects, Historic Society and the Garden Club. This division is instrumental in working with the Old Home Day Committee preparing for Old Home Day. The division is also responsible for working with the Hooksett Youth Athletic Association doing all the playing field layouts and striping and for the coordination of all events and works with the Parks and Recreation Advisory Board to plan long range park and recreational needs.

Parks, Recreation and Cemetery Division Recommendations:
The Parks and Recreation Division of the DPW within the next year or two will be planning an addition to the existing building to park additional equipment that will be needed to meet the demands of the expanding facilities that are to be maintained. A security fence will be needed adjacent to the building for the storage of materials and larger pieces of equipment. Parking will need to be added to the Donati Park to adjust to the increase in programs and use of the fields. An overlay of the entire existing pavement will need to be considered. Purchasing additional equipment and adding additional employees will be needed to serve the growing community. Constructing a new bathroom facility should also be a priority. Another major need for the Town is a recreational facility/community center. Such a center would provide day and night programs and recreational activities for children, adults and seniors. A fund should be established to address this need and it should be funded by Town funds and donations from local businesses, residents and local clubs, as it could be utilized by all.
Recycling and Transfer Division

The Recycling and Transfer Division of the Department of Public Works has seen many changes over the last few years. The Division is responsible for the curbside collection of both trash and recycling, the operating and maintenance of the drop off facility at 210 West River Rd., and the hauling to off sites in of all the material collected from residents, Town departments and in-town commercial businesses. The Division previously had manual collection trucks but has purchased automated collection trucks and barrels used at the curb, which helps to provide more service with less personnel and less injuries to employees. The facility borders the Town landfill which has been capped since 2000. The landfill is presently monitored per the Department of Environmental Services. The facility consists of an office, a transfer building, a recycling building (which houses the trucks during off hours), an outside material storage area that is covered on 3 sides, a vehicle scale, an outside loading dock and a 1,000 gallon used oil tank to head the recycling building and 10,000 underground diesel fuel tank. This division of the facility also houses the diesel fuel pumps for all Town Departments.

This division is fortunate to have a Solid Waste Special Revenue Account. The money that is put into this account is from recycling revenues and user fees. We can use this money towards the purchase of vehicles if it is approved at Town meeting. This account has helped this division purchase trash trucks, a storage area, skid steer loader, a front end loader and a pickup.

In 2012 the Town of Hooksett began an automated collection program. The program was initiated to reduce the amount of trash collected at the curb and to provide a curbside recycling program. Each resident is issued two barrels, one for trash and one for recycling. This program has provided more service with less personnel. The automated trucks are safer to run than the manual collection which puts men on the back of the truck lifting heavy barrels and being exposed to traffic. This program has provided a much quicker, safer and efficient collection process. In 2012 this Department was averaging 7% recycling. Since we began the curbside recycling the recycling totals have increased to 30%, and we could do better! Education is needed to continue or to increase the recycling rates.
Recycling and Transfer Division Recommendations:

It is difficult to predict the direction of both trash and recycling as they are both commodities, but it is safe to say that recycling is here to stay. To increase the numbers it would be recommended that the residents receive more information and more education. The Department will need additional trucks and personnel to adjust to growth in the future. The present office/scale house may need updating in the future. A building addition to house trucks (which was addressed with the highway division) will be needed. Regular upkeep and maintenance to the facility should address any long term needs for this division.

10. Cemeteries

The Town of Hooksett has seven cemeteries:

1. Martins off old Martins Ferry Road
2. Head Pleasant Street
3. Austin Mary Ann Road off Bow Road (private)
4. Cate Davis Hackett Hill Road
5. Riverside Route 3A
6. Clay off Chester Turnpike on long dirt road (no longer in use)
7. Holy Rosary private (Main Street)

A. Martins and Head Cemeteries

Martins Ferry and Head Cemeteries –
Two of the public cemeteries, Head and Martins Ferry are available for burials at present. Currently, there are single grave lots for sale. The Martins Ferry Cemetery may not be expanded until most of the single sites are purchased. Hooksett residents, former residents and families can purchase grave lots.

All Town public cemeteries exist in accordance with the sections of NH RSA 289, and are placed under the local control of three Trustees, who are elected by the voters of the Town.

The cost of each individual grave lot is $300.00. The funds from the sale are turned over to the Trustees of the Trust Funds for deposit in the Cemetery Maintenance Trust Fund. A deed, granting burial rights only, is issued by the Town to the purchaser for his/her gravesite(s). Employees from the Department of Public works, Parks, Recreation and Cemeteries Division accomplish the opening and closing of graves and the cemetery maintenance in Hooksett.

Private Cemeteries
Holy rosary Cemetery, located on Main Street, is a private cemetery owned and operated by the Holy Rosary Cemetery Church. The Church controls all sales, burials and maintains the records. The required burial permits are turned over to the Town.

Future Expansion
The Town owns land adjacent to Martins Cemetery, should be retained and reserved for future cemetery development.

Recommendations
The Town owned land west of Martins Cemetery, located on the north side of Martin’s Ferry Road, should be retained and reserved for future cemetery development. Eligibility guidelines and purchase costs need to be in place to preserve space for current and former residents and their families.

Cemetery Commission should review and update their regulations to include eligibility guidelines, make the change to selling “rights to inter” vs selling the lot property, and costs of cemetery operations.
11. Hooksett Public Library

The Hooksett Library is located at 31 Mount Saint Mary’s Way. The library occupies a two-story building of approximately 25,000 square feet. The building features meeting rooms, stacks and community spaces. At the 2015 Community Forum, the library was overwhelmingly identified as the town’s community center.

Since the writing of the 2004 Master Plan, the library has seen exponential growth in resources and use by the community. Circulation of materials has increased 250% and library visits have increased 150%.

Utilizing the library's six meeting room spaces, approximately 2,000 meetings are hosted each year. Three of the six meeting rooms provide large-screen or audiovisual features and the current New Hampshire Room will be renovated to accommodate additional meetings in 2017. In 2014, the Hebert and Village Depot meeting rooms were equipped with a full audiovisual system and two large drop-down screens providing a conference space that accommodates 120 people.

The library provides high-quality events and learning opportunities for all ages. In 2016, the library is working to provide live-streaming of events and meetings. Community attendance at library events in 2016 was over 11,000 with 60% attending youth programs and 40% attending adult events.

As of 2016, the library has several areas of focus:

1. Early literacy with young children birth through first grade. The library will be adopting the nationally acclaimed Family Place Libraries model.
2. Technology literacy for all ages.
3. Emerging technologies such as 3-D printing
4. Digital content in addition and/or in lieu of physical materials. The library currently provides ebooks, e-audios and e-magazines.
6. STEAM (Science, Technology, Engineering, Arts and Math) focus on programs and services provided to youth such as the FIRST Lego League and STEAM-focused programs provided by library staff.
7. In 2017, the library will renovate the Youth Services Department to create age-defined spaces for youth, such as areas for babies/toddlers, preschool age play and learning areas, preschool to elementary age exploratory play spaces that provide opportunities not available if sharing the space with young toddlers.

Looking Ahead:

Three to Five Years;

1. Increase library hours to include Sunday afternoons and Friday evenings (extend to 6:00pm).
2. Increase library staff for all open hours, focusing on children’s staff
3. Community collaboration – Providing space and resources for community members to create content and collaborate with one another.

Hooksett Master Plan Update 2017
4. Digitize New Hampshire collection and local resources.
5. Outdoor community spaces – outdoor play area for children and an outdoor space for all ages to meet, collaborate and relax.

Five to Ten Years:
1. Explore alternative energy resources for the library such as solar power.
2. Renovate large storage room for increased public space.

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Table 4-6 - Total Book Circulation FY 1992 - 2016
12. Public And Private Utilities

A. Electric Service

Electric service is provided by Eversource (formerly known as EVERSOURCE). With the onset of “deregulation” or “customer choice”, customers can choose their supplier of “Kilowatts”, but Hooksett is still a franchised area of EVERSOURCE “poles and wires”. The capacity is currently adequate and will be expanded as needed. Three areas are targeted as growth areas where new facilities/capacity is needed. Capacity on Route 3 near Mt. Saint Mary’s is at maximum and new lines need to be added; especially as the Head’s Pond development begins. The new retail area at exit 10 on Route 3A needs to be upgraded from single phase to three-phase power to feed the new shopping enterprises and surrounding growth. By-pass 28 is also a growing area and facilities there need to be upgraded to 3-phase service. EVERSOURCE is currently in the relicensing process for the Amoskeg, Hooksett and Garvin’s Falls dams.

The Hooksett Hydro Dam on the Merrimack River is one of nine hydroelectric plants that EVERSOURCE owns and is one of the smallest at 1.6 Mega-Watts. EVERSOURCE may be selling all of its power plants (hydro & fossil-fueled) in 2004 as part of the deregulation agreement reached with the State, in an effort to spur market competition. Seabrook Station has already been sold to Florida Power & Light.

1. Electric Service Recommendations

Continue to work with EVERSOURCE to provide lead-time on major planned projects and enhancements. The utility is committed to upgrade facilities and capacity as needed.

B. Cable Service

AT&T Broadband provides cable services within the Town of Hooksett. These services include traditional cable (video) service, high-speed Internet access, and local digital telephone service. As part of the video produce offerings, there are several packages available of digital television and music channels.

Adelphia Cable is the cable provider for the Granite Hill residential area as part of a twenty-year contract negotiated prior to cable coming to Hooksett in 1986. The contract expires November 2005. A cable committee is in place, to enhance or renegotiate an extension with them after this time. Adelphia does not provide broadband Internet service, which is a much-requested option by many residents. If Granite Hill does not renew the contract with Adelphia, the existing providers for the Town of Hooksett will likely absorb the customers served.

The new development (372 multi-family units) adjacent to Granite Hill is not bound by the Adelphia contract and will likely choose the existing provider in the area if they offer more services, such as broadband internet and cable channel selection option packages.

Cable company provider service is negotiated by contract with the Town. Renegotiations are underway for the next contract.
1. **Cable Service Recommendations**

- Maintain contracts in the best interest of residents, and require providers to expand to meet the needs of residents.
- Provide for a local cable access station for government and schools.

C. **Cell Towers**

![Cell Tower](Image)

There are two cell towers located within the Town of Hooksett’s borders and one recently approved by the Planning Board. One is located on Gosselin Avenue (off Route 3A), and one on land located on Route 3 behind the former Dolly Dimple Motel. The third tower will be located in the area of the 28 Bypass. There is also a water tower located in the Campbell Hill Development, which holds antennas. Map 4-2 outlines the location of existing tower locations.

1. **Cell Towers Recommendations**

The Planning Board will continue to regulate, through the zoning ordinance, changes in cell tower technology.
Town of Hooksett Master Plan

Telecommunication Towers

Legend
Telecommunication Towers
- Gosselin Avenue - 180 Feet
- Route 3 (Dolly Dimple Motel site) - 180 Feet
- Bypass 28 - 180 Feet

Source: Town of Hooksett

1 inch equals 6,000 feet

Prepared by the Hooksett Community Development Department for the 2004 Town of Hooksett Master Plan.

March 2004


D. Water Service

The Town of Hooksett is served by over one dozen public and private water systems. The following entities provide water service to the majority of Hooksett’s “urban” areas served by public water:

- Hooksett Village Water Precinct;
- Hooksett Central Water Precinct; and
- Manchester Water Works.

The service area boundaries of each of these three public utility providers are shown on Map 4-3. This Map also indicates the location of the approximate highest elevation that can be served by the system without booster pumping, as well as major water mains in the system.

1. Village Water Precinct

This system provides water to the northern part of the Town, and is centered in the historic Hooksett Village. On the east side of the Merrimack River, the Precinct boundary is located just north of the Granite Hills development on Route 3, in the vicinity of Hannah-Ho-Hee Pond, and extends to the Allenstown town line including Head’s Pond. On the west side of the Merrimack River, the Precinct extends from just north of I-93 – Exit 10, to the Bow town line.

The Hooksett Village Water Precinct (HVWP) was established as a governmental subdivision of the Town in 1941. The affairs of the Precinct are administered by an elected board of (5) five commissioners, which employ a superintendent and professionally licensed system operators to perform day-to-day operations.
The Precinct’s water is provided by four wells located around Pinnacle Pond. Maximum average daily supply is approximately 1,224,000 gallons per day (gpd). The maximum permitted production volume of the system is 1,840,000 gallons. Present usage varies considerably but is approximately 369,000 gpd.

System storage includes a 250,000-gallon tank located off Route 3, which has an overflow elevation of 420 feet. The highest elevation served by the system from this tank without booster pumping is 340 feet+-. A 1,100,000-gallon tank and booster station are located in the Head’s Pond area, forming a high elevation zone for the Carriage Home development.

Over the years, the HVWP Commissioners have shown appropriate resolve and understanding of the system needs and development projects needs to continue to provide effective water service to its customers, and at the same time negotiate necessary upgrades to the system to address the needs of the future. Expansion of the Precinct’s active service area is generally initiated and funded by private commercial and residential development.

Significant developments in recent years have required fairly extensive additions and upgrades to the water system. On Route 3, approximately 1,600 linear feet of new 12-inch water main was installed from Post Road to the Head’s Pond development entrance. Just to the southeast of that installation, approximately 1,600 linear feet of new 8-inch water main was installed to service the second phase of the University Heights residential development.

As part of the servicing of those two large development projects, with the potential for hundreds of additional residential units, the Precinct has constructed two of its four gravel-packed wells, the booster station and the larger of its two storage tanks. These improvements provide water storage as well as domestic and fire flow benefits for both the development projects and the entire HVWP system.

To plan for the future needs and demands of the HVWP system, the HVWP Commission regularly evaluates emerging issues pertaining to the adequacy of the system. Recent studies have focused on groundwater exploration, available development capacity and storage needs. As a result, a larger-sized replacement for the smaller storage tank is being designed and new source exploration is ongoing.

Available capacity will be limited, once currently planned development projects are fully completed. HVWP anticipates that the new source and tank will assist the Town in providing fire flows and potable water to the planned commercial and industrial growth on Route 3A adjacent to Interstate 93 between Exits 10 and 11.

The clustering of HVWP’s current sources, as well as their proximity to Route 93, suggest that a redundant emergency source would be beneficial. The Precinct plans to continue evaluating possibilities for a new well source or an emergency interconnection with a neighboring public water system. HVWP is also planning to replace the redundant connection over the old Merrimack River Bridge to provide a second supply line over the River in case of disruption to the existing water line on the auto bridge.
Community Facilities and Services

2. Central Water Precinct

The Central Hooksett Water Precinct was established in 1955. The Precinct has its own Board of Commissioners elected by its Precinct members with day-to-day operations supervised by a Superintendent.

The Precinct boundary begins at Zapora Road where it abuts Manchester Water Works service area and goes north to Granite Hill where it abuts the Hooksett Village Water Precinct. The easterly boundary is dependent on the ability of the Precinct to provide service.

The original water supply was a series of gravel-packed wells. Use of these wells was discontinued in 1991. Central Hooksett Water Precinct now distributes Manchester Water Works (MWW) with two connections. The connections are located at North River Road near Southern New Hampshire University and on Zapora Road near Springwood Drive.

Under the 2013 wholesale agreement Central Hooksett Water Precinct shall limit its usage of MWW waterworks Average Daily Flow (ADF) of 700,000 gpd and a Maximum Daily Flow (MDF) of 1,000,000 gpd. Due to these restrictions Central Hooksett Water Precinct enforces restrictions. There is no outside usage of water Monday, Wednesday and Friday from July 1 through September 15 each year.

The wholesale agreement defines Average Daily Flow (AFD) as the total volume of water measured at a metering station or stations during any two consecutive monthly billing period divided by the actual number of days in the billing period. For the period ending December 2015 the ADF to the Central Hooksett Water Precinct was 470,498 gpd.

The Central Hooksett Water Precinct maintains three pressure zones. The original “gravity” system operates from an overflow elevation of 491 feet +/-. Two tanks are presently in service, which provide 1,250,000 gallons of storage at this elevation. These tanks are primarily fed by MWW’s high service area, which has an overflow elevation of 500 feet.

There are three additional service areas which are fed by booster pump stations. The first is Granite Hill
Development which has a tank overflow of 560 feet. The second is the Campbell Hill Development which has a tank with an overflow at elevation of 590 feet. The third is the Glencrest Tank which has an overflow elevation of 545 feet providing both fire and domestic water. The highest service elevation for the original non-pumped system is 410 feet +/-.

Properties located above the 410 foot elevation could possibly be served by one of the higher pressure service areas, particularly Campbell Hill. The Campbell Hill tank could serve developments at or below a 517 foot elevation. The Granite Hill tank could serve developments at or below the elevation 480 foot elevation.

Central Hooksett Water Precinct expansion and upgrades to the water system are dependent upon private development. For example a pump station was added to the system to provide both fire protection and water supply to the new residential homes of Berry Hill Estates and to aid with fire protection and water supply to the Glencrest area.
3. **Manchester Water Works**

The Manchester Water Works (MWW), which is a municipal corporation of the City of Manchester, has been providing water to the southern portion of Hooksett since the 1930’s. In more recent years, it has extended service to the I-93 – Exit 10 area on the west side of the Merrimack River.

The MWW obtains its water from Lake Massabesic. It treats this supply and distributes water to Manchester, Derry, and parts of Auburn, Londonderry, Bedford, and Goffstown, as well as to Hooksett. Its operations in Hooksett are regulated by the New Hampshire Public Utilities Commission (PUC) in regard to rates and expansion of their franchise area. An appointed Board of Water Commissioners oversees operation of the MWW through a director and staff. The MWW presently serves approximately 600 users in Hooksett. Expansion by MWW beyond the limits of the existing service areas shown on the Map 4-3 requires permission of both Hooksett and the PUC.

The Hooksett service areas are primarily connected to the MWW so-called Third Pressure System. This system operates from a storage overflow elevation of 620 feet and a highest service elevation of 590 feet. The MWW Wellington Hill tank in Manchester is now augmented by a second tank located on Beacon Hill in Hooksett.

Expansion of the Manchester Water Works system in the delineated service area is much like the HVWP and HCWP, dependent upon private development. A developer must determine the construction cost to install the water mains and services for the project. The developer must then provide the estimated funds to MWW, then MWW either contracts the work or the work is performed by the developer. MWW has extended water supply mains when the water main work is associated with an upgrade of their system, which has included looping dead-end mains.

A recent improvement to the MWW water distribution system in Hooksett is a 24-inch water main crossing the Merrimack River near Exit 10. This crossing provides a much-needed redundant water supply connection from the east side of the Merrimack River to the west side and provides additional water supply to the Rte. 93 Exit 10 area in Hooksett. MWW is currently constructing a “Radial Well” along the westerly shore of the Merrimack River near Exit 10. This well along with a future planned water treatment facility will provide an additional supply to the MWW.

4. **Other Systems**

Aside from several small community systems with on-site supplies, there are two other providers of water in Hooksett.

One such provider is the Pennichuck Water Works (PWW) of Nashua, New Hampshire; which operates water systems serving Smyth Woods, off Bypass 28 in the southeastern part of Hooksett, and the Wesco system off Pine Street in northwestern Hooksett. PWW purchases domestic water (no fire protection) from MWW for the Smyth Woods area. The Wesco system is supplied by water purchased from the Hooksett Village Water Precinct. Both of these systems have limited capacity to serve other areas beyond their
Community Facilities and Services

boundaries.

The Pembroke Water Works provides water to 15 customers on Pleasant Street at the northern border of Hooksett with Allenstown. Pembroke has a PUC-regulated franchise area, as shown on the map. Expansion of the service area requires approval of Hooksett and the PUC. One of the Pembroke storage tanks is located in Hooksett, but there is presently no direct connection for this tank to the water main serving Hooksett users.

Both Pennichuck and Pembroke operate under PUC regulations.

5. Water Service Recommendations

In an effort to insure that balanced growth occurs within the community, with the commercial & industrial base growing to offset the costs associated with residential development, the following recommendations are proposed:

A. Providers should have a ten-year expansion and replacement plan. This plan should address the quality of the distribution system. In addition, areas outside franchised areas should be evaluated and incorporated into existing or new water precincts when and where feasible. As a part of this plan, the feasibility of connecting to the adjoining municipal systems of Allenstown & Pembroke should be considered.

B. As noted in the 1988 Master Plan, a concerted effort should be made to consolidate the three main water systems (Central, Village & Pennichuck) into one entity. This consolidation will lead to consistent planning efforts and insure maximum water planning coordination is achieved.

C. MWW should be part of a Town of Hooksett Utility Advisory Committee that would include representatives of various utility companies, water precincts, the Sewer Commission and the Public Works Department to meet quarterly to address utility-related issues, coordination of work in town streets and new service extensions for development work.

D. Provide a water system connection for a redundant water supply and supplemental fire flow between Hooksett Village Precinct and MWW systems on Rt. 3A.

E. Additional wells are possible in the Pinnacle Pond area. The Town and Hooksett Village Precinct should work together to develop wellhead protection measures for this area.

F. The several water providers and the Town of Hooksett should work with other communities in our region and the Nashua region to develop a plan to encourage inter-regional water connections to guard against a disruption of water service.
**E. Sewer Service**

The Wastewater Treatment Facility and sewer collection system are operated by the Hooksett Sewer Commission (HSC). The HSC has three elected commissioners who oversee the HSC operations. There are eight full time and one part-time employees. The administrative staff consists of office manager, administrative assistant and a part-time accountant. The plant operations staff includes Superintendent, Asst. Superintendent, Laboratory Director, and three operators/mechanics. The HSC is funded by user fees. The current rate is $6.05 per thousand and $36 per quarter.

The HSC office and the Wastewater Plant are located at 1 Egawes Drive in Hooksett. The office was built in 1998 and is adequate to service the Commission’s needs for the next twenty years.

The Wastewater Plant was constructed in 1969 and went on-line in September of 1970 with a capacity of .255 MGD. As flows increased the plant underwent upgrades in 1973, 1980, 1988, and 1990 to 1.1mgd. In 2005 Hooksett undertook an ambitious three phase capital improvement project to upgrade the facility, increase plant capacity, and lower the nutrients and phosphates in the effluent. The upgrade started in 2008 and was completed in 2011.

The WWTP major treatment components include:

**Preliminary Treatment:** Influent screening, Grit removal.

**Biological Nutrient Removal:** Anoxic / Anaerobic Reaction Tanks.

**Integrated Fixed–Film Activated Sludge (IFAS) Tanks 1, 2, 3, and 4.**

**Chemical Coagulation:** Flocculation Tanks 1 and 2.

**Secondary Setting:** Clarifier Tank 1 and 2.

**Disinfection (Chlorination / Dechlorination)**

**Discharge:** Effluent pumping during high river levels.

**Solids Handling Dewatering Press (2 meters.)**

Additional blowers for the IFAS system.

As of today the treatment facility has an EPA permit of 2.2 MGD.
Due to legal issues between the Department and a sub-contractor we do not know how many gallons we are actually able to handle.

The Town of Hooksett Wastewater collection system consists of 57 miles of sewer main and interceptor mains of which 14.5 miles are private sewers; five town owned pump station and four privately owned pump station. The system has calculated inflow /infiltration rate of 2,400 gallons per day mile of pipe.

The present service area of the sewer collection system is over 6000 acres, with a potential service area of 13,000 acres. This is over 54.4% of the town’s total land area. Historically, expansions of the sewer collection system has been accomplished through private development, primarily residential development.

In the 1998 Wastewater Master Plan population projections corresponding to increased wastewater follows were identified, as were limitations of the existing collection system. Two major sections of existing sewer interceptors were identified as requiring improvement. These include: replacement of 5,200+/- linear feet of interceptor with a 24 inch pipe on the Messer Brook interceptor; and the Mammoth Road interceptor, which includes replacement of 1,800 +/- linear feet of 24 inch interceptor.

The Hooksett Board of Sewer Commissioner’s has these recommendations

1. Exit 10 and Exit 11 of Rt 93: This area is a prime commercial area and we are working with the Town to set this area up as a TIF district. We have already done some preliminary designs for the area.
2. Another section of town that has already been designed for sewer expansion is the Pinnacle Hill area. This will include the following streets: Donald Street and Summit Drive. This was designed and set up for the protection of the Village Water Precinct wells on the south side of Pinnacle Pond.
3. Expand the sewer system to Bypass 28 in the area of the Barking Dog.
4. Work with Manchester Sand to try to bring sewer in the industrial park area off of Lehoux Drive.
5. The Commissioners have looked into what areas of town are suitable and/or not suitable for sewer expansion. Part of this information is in the current Master Plan, the remaining is still being determined.
6. On any development that comes before the town the town need to work with the Commissioners try to get easement from developer for
use in possible future sewer expansions. 
Items already completed include:

1. Over the years we have expanded the property down at the Treatment Facility from five acres to over 20 acres. This has been done to give the future commissioners more options when considering future upgrades.

2. We also have property in Manchester Sand for future composting facility, which, once set up, will handle all of the Town’s leaves, wood chips, grass clippings, etc. This would all be composted and turned into topsoil and made available to the townspeople, and possibly for sale.

3. The Commissioners have looked into what areas of town are suitable and/or not suitable for sewer expansion. Part of this information is in the current Master Plan, the remaining is still being determined.

Projects “on the books” but not completed include:

1. There are two large residential areas that have not been built because of the economy: over 300 building units at Granite Hill and over 400 building units at the Head’s Pond project. At this time there are still many building projects which started in 2000 and are only partly completed:

2. Berry Hill, Webster Square, Manor drive and Granite Hill remain to be completed.