

## Lincoln Town Manager Annual Report for 2004

My report to you will focus on our department heads, employees, and some of our elected and appointed officials who serve our community throughout the year. They all play a critical role in helping the Town achieve its goals. I value the contributions that each has made, and I feel fortunate that I am associated with such a dedicated and hard-working team of professionals.

In 2004 our **Public Works Superintendent, Bill Willey**, worked on numerous projects that took him away from his normal responsibilities. Bill approaches challenges with a positive, "can-do" attitude. The sewer lagoon cleanup project, for example, proved daunting at the start because of the problems encountered in dewatering the lagoons. We overcame that hurdle, thanks largely to Bill's persistence and expertise, and the project was finished successfully and significantly under budget. While juggling the sewer lagoon project and his daily tasks, Bill also provided oversight on the Mansion Hill upgrade and the ball field project. Bill and his crew can be proud of the role they played in the Town's many accomplishments this past year.

The Police Department, headed by **Chief Ted Smith**, faces challenges unlike those of other law enforcement agencies throughout the state. While the 2000 U.S. Census shows Lincoln's "official" population at 1,271, that number can increase to as many

as 20,000 during peak tourist times. Under the Chief's leadership, our Police Department consistently meets challenges that are typically encountered by much larger towns. The professionalism and standard of excellence displayed by the Chief, his officers, dispatchers, and his Administrative Assistant, Colleen Gordon, is evidenced by the recognition the Police Department has received by various state and national agencies this past year.

**Fire Chief Nate Haynes** leads an all-volunteer Fire Department in Lincoln. (While our firefighters receive nominal compensation for their work, none is employed full-time by the Fire Department.) In addition to responding to emergency calls, Nate's responsibilities include issuing fire permits, overseeing the maintenance of fire equipment and vehicles, and performing building inspections. Nate works full-time at FCI USA Inc. (formerly Burndy Corp.) We are grateful to officials of that company who provide him and other emergency response personnel with enough flexibility so they can fulfill their responsibilities to the Town.

**The Lincoln-Woodstock Recreation Director, Tara Tower**, has one of the largest departments to manage within the Town, when one considers the number of seasonal employees she hires annually. In addition to overseeing a variety of recreational programs for youngsters and adults, Tara is responsible for all summer and winter activities at the Kanc

Recreational Area. Aside from these day-to-day tasks, Tara is actively involved with several citizen committees in Lincoln and Woodstock. Her persistence and dedication, combined with her ability to interact successfully with parents, volunteers, and town and school officials, have helped our community realize two longtime dreams – construction of a new ball field and the acquisition, pending voters' approval, of a building that will be converted to a community center.

Visitors to Town Hall are well aware that **Planning Administrator Stacey Havlock** wears multiple “hats.” She provides technical support to the Selectmen, Planning Board, and Zoning Board of Adjustment regarding land use and development issues, and she is the Town's principal contact person for applicants seeking building permits, subdivision approval, or Site Plan Review. In addition to these responsibilities, Stacey is our Deputy Town Clerk and Tax Collector, providing back up assistance to Sue Whitman. In the past two years Stacey has also spent a significant amount of time resolving problems that have come up in connection with the 911 numbering system. She has an amazing capacity to learn new tasks quickly, and she is a valuable member of our team here at Town Hall.

**Paul Beaudin, the Manager of the Lincoln-Woodstock Solid Waste Facility**, and his two capable assistants, Jackie Pierce and Rocky Jones, spend their days making order out of chaos. All manner of household, business, and

construction waste are sorted and contained for trucking to larger waste collection facilities. Paul runs an efficient and customer-friendly service, always with an eye to the bottom line and achieving one of the State of New Hampshire's lowest per capita waste disposal costs. The safety, convenience, and reliability of this operation make a significant contribution to the well being and quality of life for all of us in Lincoln and Woodstock.

**Town Clerk/Tax Collector Sue Whitman** handles a tremendous volume of work on a day-to-day basis. It is interesting to note that the Town collected over six million dollars in taxes in 2004. Despite our society's reliance on computers, most people still pay their Lincoln taxes by check, so literally thousands of checks cross Sue's desk in the course of a year. She is vigilant about keeping accurate records and will work way past quitting time if necessary to make sure her books balance to the penny. She also keeps a watchful eye over our senior citizens and veterans when it comes to their taxes, making sure those who qualify receive exemptions and credits. In her role as Town Clerk, Sue serves as a careful custodian of Town records. She issues marriage licenses, birth certificates, and death certificates. She is responsible for registration and licensing of motor vehicles, and she oversees voting activities during town, state, and national elections. To say she is a “multi-tasker” is an understatement. We are fortunate to have her on the team.

Sue works closely with our **Finance Officer & Assessing Secretary Johnna Tuttle**, who is responsible for our assessing and bookkeeping functions, including payroll, payables and receivables. Johnna provides invaluable assistance to the Board of Selectmen, Department Heads, and to me throughout the year, and particularly at year-end as we begin preparation for the coming year's budget. Like Sue, she is a perfectionist who is extremely conscientious about her work.

Other officials who work with Sue at election time and throughout the year include **Town Moderator O.J. Robinson, Supervisors of the Checklist Doris Tetley, Janet Peltier, and Carol Riley**, and a dedicated group of ballot clerks. These individuals are responsible for ensuring that voters are properly registered, that polling places conform to all guidelines, and that votes are counted accurately. The next time you cast a vote in Lincoln, remember the civic minded individuals in this town who help make the process flow smoothly.

**Health Officer Marti Talbot** works part-time for the Town in what is essentially a volunteer position, but like all of our volunteers, she is diligent and conscientious in carrying out her responsibilities. She is responsible for following up on complaints that can range from unsanitary conditions in restaurants or hotels to bears roaming the streets and raiding dumpsters. She approaches this responsibility with enthusiasm, a sense of fairness, and

genuine concern for her fellow citizens.

I would also like to extend thanks to **Town Treasurer Judy Tetley**, who has been working part-time for the Town in a quiet and efficient manner for a number of years. Her banking background makes her a natural for this position, and we all appreciate her efforts in overseeing the Town's accounts and keeping accurate records.

Under the capable direction of our **Library Director Carol Riley**, the Lincoln Public Library continues to grow and attract new patrons. Carol was instrumental in bringing together a group of local residents who formed the Friends of the Library. This group, which has over 100 members, has increased awareness of the library and has sponsored many high successful fundraisers. The library has an active book discussion group and offers many diverse and interesting programs for youngsters. In addition to Carol, the library is staffed by Trudy Stockton, Janet Peltier, and Elizabeth West. All deserve credit for making the library a welcoming retreat and one of the Town's cultural resources.

My thanks also go to many other Town volunteers – including members of the **Municipal Budget Committee, Planning Board, Zoning Board of Adjustment, Library Trustees, and Cemetery Trustees**, for the time they devote to these activities. Having a group of civic-minded individuals who are willing to set aside time in their busy lives to become actively involved in

town affairs is critical to the successful management of our town.

**Ruth Bossie, Secretary to the Town Manager and Lincoln Board of Selectmen**, is to be commended for the work she does in assisting the Selectmen and me on a daily basis. In addition to her varied responsibilities, Ruth is charged with compiling and editing this Town Report, which has consistently been recognized for excellence by the Local Government Center.

Finally, I would like to thank the **Board of Selectmen – Deanna Huot, Peter Moore, and Patricia**

**McTeague** – for their dedication and commitment to our community. Each brings their own particular strengths to the Board, and it is a pleasure to work with them.

My door is always open. If you haven't already done so, please stop in to introduce yourself, or feel free to give me a call if you have any questions, comments, or concerns about the Town of Lincoln.

Respectfully submitted,

Ted Sutton, Town Manager