



# TOWN OF MERRIMACK, NEW HAMPSHIRE

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6 BABOOSIC LAKE ROAD · MERRIMACK, NH 03054 · [WWW.MERRIMACKNH.GOV](http://WWW.MERRIMACKNH.GOV)

**FOR IMMEDIATE RELEASE TO THE RESIDENTS OF MERRIMACK, NH – UPDATE #3**

**TOWN FACILITIES CLOSED TO THE PUBLIC BEGINNING THURSDAY, MARCH 19, 2020 (UNTIL FURTHER NOTICE) AS FOLLOWS:**

We continue to actively monitor the COVID-19 situation, which is rapidly evolving. The Town is committed to the continued health and optimal safety of our residents as well as our employees, and we intend to do our part to “flatten the curve” of the COVID-19 pandemic. To that end, in consultation with our Emergency Management Director, we have decided that **effective Thursday, March 19, 2020, Town Hall and other Town facilities will be closed to the public until further notice.**

However, we will still be working to serve the residents of Merrimack. We intend to do our best to operate as a “**VIRTUAL TOWN HALL.**” In today’s world, most of the transactions for our residents can be done online or arranged via phone, email, or drop box. Resident questions can and will be answered via phone or email. And as a last resort, you may schedule an appointment in Town Hall with the appropriate Town personnel to complete your transaction. Our Town Hall employees will be working both remotely and on-site (in very limited numbers as necessary)—but we will continue to be at your service.

**FIRE AND POLICE:** While the Police and Fire Departments are limiting many of their normal in person, non-emergency, public engagement tasks, they will continue to provide exceptional first responder services to the Residents of Merrimack.

**If you have non-emergency COVID-19 related questions, please call 2-1-1** (a state hotline manned 24/7 specifically for such questions).

**PUBLIC MEETINGS:** **All Town board and committee meetings in March will be cancelled and more information will be forthcoming about meetings in April and beyond.**

Finally, rest assured that we will be monitoring all local developments related to COVID-19, and as your Town officials, we are committed to timely and ongoing communication about any and all changes to our operating status as well as any recommendations to the public from public health and other government officials.

Please see the following pages for how we intend to operate our **VIRTUAL TOWN HALL.**

## **“HOW TO” CONTACT AND COMPLETE TOWN TRANSACTIONS**

### **FACILITIES AND BUILDINGS CLOSED TO THE PUBLIC:**

<b>TOWN CLERK/TAX COLLECTOR’S OFFICE:</b>	<b>(603) 424-3651</b>
<b>TOWN HALL GENERAL TELEPHONE NUMBER:</b>	<b>(603) 424-2331</b>
<b>ASSESSING OFFICE:</b>	<b>(603) 424-5136</b>
<b>COMMUNITY DEVELOPMENT:</b>	<b>(603) 424-3531</b>
<b>HIGHWAY:</b>	<b>(603) 423-8551</b>
<b>FINANCE:</b>	<b>(603) 424-7075</b>
<b>LIBRARY</b>	<b>(603) 424-5021</b>
<b>PARKS &amp; RECREATION (located at Wasserman Park):</b>	<b>(603) 882-1046</b>
<b>PUBLIC WORKS ADMINISTRATION:</b>	<b>(603) 424-5137</b>
<b>WELFARE:</b>	<b>(603) 423-8535</b>

### **FACILITIES AND BUILDINGS WITH LIMITED ACCESS FOR THE PUBLIC:**

<b>POLICE STATIONS:</b>	<b>(603) 424-3774</b>
<b>FIRE STATIONS:</b>	<b>(603) 424-3690</b>
<b>SOLID WASTE:</b>	<b>(603) 424-2604</b>
<b>WASTEWATER:</b>	<b>(603) 883-8196</b>

**WEBSITE:** The Town website address is [www.merrimacknh.gov](http://www.merrimacknh.gov) and we encourage you to visit the website frequently for new information and updates.

**TOWN HALL MAILING ADDRESS:** Should you need mail anything to Town Hall, the address is as follows:

(Specify which Department, if possible)  
Merrimack Town Hall  
6 Baboosic Lake Road  
Merrimack, NH 03054

**TOWN HALL DROP BOX:** On the sidewalk near the main entrance of the Town Hall, there is a secure, white mailbox where you may drop off checks (**NO CASH**) or other paperwork. Should your paperwork not fit, please refer to the list of contacts above to make alternative arrangements.

**TRANSACTIONS:** The following is a list of the transactions most often performed for our residents in Town Hall and directions as to how each may be accomplished until the COVID-19 crisis passes and we can safely re-open our doors:

### **Town Clerk/Tax Collector's Office**

- **Registration of NEWLY ACQUIRED Vehicles:** All new vehicle registrations are being conducted "contact free" and require additional processing times and steps for completion. For assistance, contact the Town Clerk/Tax Collectors office (603) 424-3651.

20 day temporary plates issued after February 26, 2020, are valid until April 30, 2020, per order of Governor Sununu on 3/17/2020.

If you do not have temporary plates and have an immediate need to drive your vehicle, you may contact the State of NH DMV to make arrangements for a temporary plate.

To do so you will need to email the state at: [NH.DMVHelp@dos.nh.gov](mailto:NH.DMVHelp@dos.nh.gov), with a subject line of "20 day plate". You will need to include:

1. The name of the town you are from
2. Name, address, DOB and phone number
3. If you have the ability to fax or scan and email
4. Can you provide the DMV with a copy of your ID? (phone picture will be acceptable)
5. Do you have the ability to pay with a credit card when you are called back?

If you do not have access to email or answer "no" to any of these questions, please call the DMV to schedule an appointment at (603) 227-4000. – **UPDATED 4/7/2020**

- **Renewal of a Car Registration:** At this time, the State has NOT extended the deadline for vehicle registration RENEWALS. Can be made in one of three ways: (1) online via the website portal (<https://www.merrimacknh.gov/onlinepayments>); (2) via mail (checks or money order ONLY) or (3) via dropping a check in the drop box (check or money order only). If renewing by mail or drop box, be sure to provide a copy of the renewal notice or a listing of all license plate numbers for vehicles needing to be renewed. Payment should be made to the Town of Merrimack. For questions or if you need assistance contact the General Town Clerk/Tax Collector's Office, (603) 424-3651.
- **Copies of Vital Records (birth or death certificates):** Can be made via the website portal (<https://www.merrimacknh.gov/onlinepayments>) or via mail. The online payments portal can be accessed via the "Merrimack Resources" section on the left-hand side of the page. For mail transactions, please contact the Town Clerk's office at (603) 424-3651 or [dtrippett@merrimacknh.gov](mailto:dtrippett@merrimacknh.gov).
- **Tax and Sewer payments:** Can be made in one of three ways: (1) online via our website portal (<https://www.merrimacknh.gov/onlinepayments>); (2) via mail (checks ONLY and post dates will be honored as the date of payment); or (3) via dropping your check in the Drop box (the secure white metal mailbox outside of Town Hall (again, no cash). Contact Town Clerk/Tax

Collector Diane Trippett with questions ([dtrippett@merrimacknh.gov](mailto:dtrippett@merrimacknh.gov), (603) 424-3651).

- **Dog licensing:** Dog license renewals can be done in one of three ways: (1) online via the website portal (<https://www.merrimacknh.gov/onlinepayments>). (2) via mail (checks or money order ONLY) or (3) via dropping a check in the drop box (check or money order only). If renewing by mail or drop box, be sure to provide a copy of the renewal notice. For **new registrations**, a mail-in license form can be found in the Dog Licensing section of the Town Clerk/Tax Collector's website, <https://www.merrimacknh.gov/doglicenses>. Contact Town Clerk/Tax Collector Diane Trippett, ([dtrippett@merrimacknh.gov](mailto:dtrippett@merrimacknh.gov), (603) 424-3651).
- **Boat licensing:** Renewals can be made via mail (checks or money order ONLY) or by dropping a check in the drop box (check or money order only). If renewing by mail or drop box, be sure to add the \$5.00 boat agent fee to the registration fee for each boat and provide a copy of the renewal notice. Registration of new boats by appointment only. Contact Town Clerk/Tax Collector Diane Trippett, ([dtrippett@merrimacknh.gov](mailto:dtrippett@merrimacknh.gov), (603) 424-3651).
- **Voter registration:** Contact Town Clerk Diane Trippett, [dtrippett@merrimacknh.gov](mailto:dtrippett@merrimacknh.gov) or 424-3651 (with Town Meeting approaching there may be a need to do appointments or drive ups as there are no mail or online provisions for voter registration they must be conducted in person).
- **Absentee ballots for Town Meeting:** Absentee ballots are currently not available as of this printing (3/17/20). Request for absentee ballot can be made via mail, fax, or email (written or scanned request with SIGNATURE is required). An absentee ballot request form can be found in the Elections and Voting pages of the Town Clerk's website, <https://www.merrimacknh.gov/elections-voting>. The link to the form is at the bottom of the page. Contact Town Clerk/Tax Collector Diane Trippett, [dtrippett@merrimacknh.gov](mailto:dtrippett@merrimacknh.gov), (603) 424-3651).

### **Assessing Office**

- **Abatement applications:** Contact Administrative Assessor Tracy Doherty ([tdoherty@merrimacknh.gov](mailto:tdoherty@merrimacknh.gov), (603) 424-5136).
- **Property Record Cards:** Can be sent via email; contact Administrative Assessor Tracy Doherty ([tdoherty@merrimacknh.gov](mailto:tdoherty@merrimacknh.gov), (603) 424-5136)
- **Filing for and renewals of Exemptions and Credits:** The Elderly Exemption, Disabled Exemption, Residential in Commercial Zone, Tax Exempt properties, All Veterans tax credits, Solar Exemption **application deadlines have been extended to May 15, 2020.** Information for verification or renewal can be sent by mail or dropped off in the drop box; questions can be directed to Administrative Assessor Tracy Doherty ([tdoherty@merrimacknh.gov](mailto:tdoherty@merrimacknh.gov), (603) 424-5136).
- **Intent to Cut and Intent to Excavate:** Can be mailed or scanned/sent to Tracy Doherty ([tdoherty@merrimacknh.gov](mailto:tdoherty@merrimacknh.gov)).
- **Verification of Owners on Abutters List:** Already created abutters lists can be emailed for ownership verification to Tracy Doherty ([tdoherty@merrimacknh.gov](mailto:tdoherty@merrimacknh.gov)).

### **Community Development Department**

- **To file land use board submissions** (including Planning Board, Zoning Board, Conservation Commission), or **to review property files, site plans, subdivision plans, etc.** please contact Community Development Director Tim Thompson ([tthompson@merrimacknh.gov](mailto:tthompson@merrimacknh.gov)) or Planning & Zoning Administrator Robert Price ([rprice@merrimacknh.gov](mailto:rprice@merrimacknh.gov)), (603) 424-3531 to arrange.
- **GIS/map questions:** visit our website (<http://www.merrimackgis.org/>) or contact Kyle Fox ([kfox@merrimacknh.gov](mailto:kfox@merrimacknh.gov)) or Tim Thompson ([tthompson@merrimacknh.gov](mailto:tthompson@merrimacknh.gov)).

### **Fire Department**

- **Fire Department tours and visits and car seat inspections:** Suspended until further notice.
- **In-person Visits:** Citizens are encouraged to not respond to the fire department lobby unless absolutely necessary.

Station 1 (432 DW Highway): Any requests made in person will be handled via the lobby telephone to limit face to face contact. Visitors wishing to speak to the on-duty crews must ring the doorbell. On duty personnel will then call the lobby phone to speak to the visitor.

Station 2 (196 Naticook Road): Personnel will answer citizen questions and needs from a safe distance through a window at the lobby.

- **Burning Permits:** will be handled via a sign-up sheet in the Station 1 (432 DW Highway) and Station 2 (196 Naticook Road) lobbies. Citizens need only to fill in the information on the sheet and they will be able to burn. Permits can also be obtained online as (<https://nhdflweb.sovsportsnet.net/>).
- **Fire and Code Enforcement:** Inspections will be limited to essential inspections and complaint follow-up. Contact [jmanuele@merrimacknh.gov](mailto:jmanuele@merrimacknh.gov) or call (603) 420-1710.
- **Home and Building Inspections:** As long as construction proceeds, inspections will continue either virtually or in person. Please contact the Building Division ([cminer@merrimacknh.gov](mailto:cminer@merrimacknh.gov) or [rjones@merrimacknh.gov](mailto:rjones@merrimacknh.gov), (603) 420-1730) for more information.
- **Building Permits:** Permit applications are available on-line ([www.merrimacknh.gov/buildingdivisionforms](http://www.merrimacknh.gov/buildingdivisionforms)) and at Station 1 (432 DW Hwy) in the entry lobby. Permit applications will be processed and reviewed, expect up to 2 weeks turnaround time. Electrical, Mechanical and Plumbing applications are available on-line and at Station 1 entry lobby
- **Health Inspections:** Routine health inspections are suspended until further notice. We will respond to complaints and related incidents involving public health safety. Please contact the Health Division at ([cminer@merrimacknh.gov](mailto:cminer@merrimacknh.gov) or [rjones@merrimacknh.gov](mailto:rjones@merrimacknh.gov), (603) 420-1730).

### **Library**

- The Merrimack Public Library is closed until further notice: For Library updates, visit <https://www.merrimacklibrary.org/>

### **Media (Cable Access) Division**

- The normal Business hours will be changed to Monday through Friday from 8:30am - 4:30pm. During this time there will be no public use of the community TV studio and no evening hours (unless an elected board or committee holds a meeting). Contact Media Services Coordinator Nicholas Lavalley ([nlavalley@merrimacknh.gov](mailto:nlavalley@merrimacknh.gov)) or Assistant Media Services Coordinator Justin Slez ([jslez@merrimacknh.gov](mailto:jslez@merrimacknh.gov)), (603) 423-8524.

### **Parks & Recreation**

**Recreation Programs:** The following recreational facilities are closed until further notice:

- O’Gara Drive Skateboard Park, Basketball Courts (O’Gara Drive, Twin Bridge Park, Wasserman Park)
- Twin Bridge Park (Entire Park is closed)
- Norma French Playground at Wasserman Park
- The Warriner Playground at Veteran’s Park
- Sports are cancelled on all Town Athletic Fields.

Other amenities within our Town Parks (Tennis Courts, Dog Park, walking trails, Open Space Areas, etc.) will remain open at this time as long as visitors continue maintaining proper social distancing.

We are making preparations for Summer and are still planning on running our Summer Camp Programs as long as the CDC, the State of New Hampshire and Town Officials deem it safe to do so. The NH Department of Health & Human Services, who are responsible for issuing licenses for Summer Camps to operate are currently still moving ahead with issuing those Camp licenses for the summer.

**- UPDATED 4/2/2020**

We would encourage you to view our Parents Resource page by going to:

<https://merrimackparksandrec.org/covid-19-resources>

**Customer Service:** The Parks & Recreation Department will assist residents by phone and email. Contact Parks & Recreation Director Matthew Casparius, ([mcasparius@merrimacknh.gov](mailto:mcasparius@merrimacknh.gov)) or Recreation Coordinator James Golisano ([jgolisano@merrimacknh.gov](mailto:jgolisano@merrimacknh.gov)), (603)882-1046

### **Police Department**

- **In-person Visits:** Citizens are encouraged to not respond to the police department lobby unless absolutely necessary. Any requests made in person will still be handled via the lobby telephone to limit face to face contact.

- **Live Scan Fingerprinting:** Live Scan fingerprinting for members of the public will not be available.
- **Non-emergency Complaints:** All non-emergency complaints will be handled over the phone. This will not affect emergency calls for service and those calls which require officers to respond.
- **House Checks:** The department will continue to conduct House Checks, but will only take requests over the phone.
- **Report requests:** Report requests will temporarily stop. If a report is needed for an emergency hearing, you may call the police department to request the information for pickup, (603) 424-3774.

### **Public Works**

- The Public Works Department is committed to continuing to provide normal services to our residents and businesses but will be limiting interpersonal contact as much as possible. Email contacts and phone numbers for each of our Divisions is provided below. For information please visit our webpage <https://www.merrimacknh.gov/public-works-department> and utilize our Facebook page for information and contacting any of our Divisions <https://www.facebook.com/MerrimackDPW/>
- **Administration:** (603) 424-5137, Director Kyle Fox ([kfox@merrimacknh.gov](mailto:kfox@merrimacknh.gov)), Town Engineer Dawn Tuomala ([dtuomala@merrimacknh.gov](mailto:dtuomala@merrimacknh.gov)), Executive Secretary Becky Starkey ([bjstarkey@merrimacknh.gov](mailto:bjstarkey@merrimacknh.gov)),
- **Highway and Equipment Maintenance:** (603) 423-8551, Operations Manager Lori Barrett ([lbarrett@merrimacknh.gov](mailto:lbarrett@merrimacknh.gov)), Secretary Betsy Berube ([bberube@merrimacknh.gov](mailto:bberube@merrimacknh.gov)).
- **Solid Waste (Transfer Station):** (603) 424-2604, Foreman Kris Perreault ([kperreault@merrimacknh.gov](mailto:kperreault@merrimacknh.gov)), Scale Operator Pat Davis ([pdavis@merrimacknh.gov](mailto:pdavis@merrimacknh.gov)).  
Please note: The Swap Shop will be closed during the period of Virtual Town Hall.  
The Recycling Building will be limited to one lane of traffic in the building and the Transfer Station will have alternate windows and parking spaces closed to promote proper social distancing.  
– **UPDATED 4/1/2020**
- **Wastewater:** (603) 883-8196, Assistant Director Sarita Croce ([scroce@merrimacknh.gov](mailto:scroce@merrimacknh.gov)), Chief Operator Leo Gaudette ([lgaudette@merrimacknh.gov](mailto:lgaudette@merrimacknh.gov)), Secretary Becky Sullivan ([bsullivan@merrimacknh.gov](mailto:bsullivan@merrimacknh.gov)).

### **Town Manager's Office**

- **Burial plot sales and internments:** Contact Becky Thompson ([bthompson@merrimacknh.gov](mailto:bthompson@merrimacknh.gov)), (603) 424-2331 to arrange.
- **Itinerant Vendor Licenses:** Contact Kristin Wardner ([kwardner@merrimacknh.gov](mailto:kwardner@merrimacknh.gov)) for information.

### **Welfare Office**

- The department will work to develop and provide alternative means of handling applications and processes (electronically, by mail, by phone) wherever possible. A more detailed summary of proposed operations and procedures can be obtained from Welfare Administrator Patricia Murphy at [pmurphy@merrimacknh.gov](mailto:pmurphy@merrimacknh.gov) or (603) 423-8535.
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**SCHOOL DISTRICT INFORMATION, <https://www.sau26.org/>**

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## **IMPORTANT TOWN CONTACTS**

Have a question for a particular department? Please contact the following staff members either via email or by phone:

**Tax questions:** Town Clerk/Tax Collector Diane Trippett, [dtrippett@merrimacknh.gov](mailto:dtrippett@merrimacknh.gov), (603) 424-3651.

**Marriage Licenses:** Town Clerk/Tax Collector Diane Trippett, [dtrippett@merrimacknh.gov](mailto:dtrippett@merrimacknh.gov), (603) 424-3651.

**Vehicle or Boat Registrations:** General Clerks' Number, (603) 424-3651.

**Dog Licensing:** General Clerks' Number, (603) 424-3651.

**Assessing Department Questions:** Assessing Coordinator Tracy Doherty, [tdoherty@merrimacknh.gov](mailto:tdoherty@merrimacknh.gov), (603) 424-5136.

**Building Department Questions:** Building and Health Official Richard Jones, [rjones@merrimacknh.gov](mailto:rjones@merrimacknh.gov), (603) 420-1730 or (603) 420-1733.

**Cable Division Questions:** Media Services Coordinator Nicholas Lavallee, [nlavallee@merrimacknh.gov](mailto:nlavallee@merrimacknh.gov), (603) 423-8524

**Finance Department Questions:** Assistant Town Manager/Finance Director Paul Micali, [pmicali@merrimacknh.gov](mailto:pmicali@merrimacknh.gov), or Deputy Finance Director Thomas Boland, [tboland@merrimacknh.gov](mailto:tboland@merrimacknh.gov), (603) 424-7075.

**Fire Department Non-emergency Questions:** [firedept@merrimacknh.gov](mailto:firedept@merrimacknh.gov) or (603) 424-3690.

**Human Resources/Town Employment Questions:** Human Resources Coordinator Sharon Marunicz, [smarunicz@merrimacknh.gov](mailto:smarunicz@merrimacknh.gov), (603) 423-8506 or (603) 424-2331.

**Parks & Recreation Questions:** Parks & Recreation Director Matthew Casparius, ([mcasparius@merrimacknh.gov](mailto:mcasparius@merrimacknh.gov)) or Recreation Coordinator James Golisano ([jgolisano@merrimacknh.gov](mailto:jgolisano@merrimacknh.gov)), (603) 882-1046.

**Planning and Zoning Questions:** Planning & Zoning Administrator Robert Price, ([rprice@merrimacknh.gov](mailto:rprice@merrimacknh.gov)), (603) 424-3531.

**Police Department Non-emergency Questions:** [policedept@merrimacknh.gov](mailto:policedept@merrimacknh.gov) or (603) 424-3774.

### **Public Works Department questions:**

**General Questions:** PW Director Kyle Fox, [kfox@merrimacknh.gov](mailto:kfox@merrimacknh.gov), or Executive Secretary Becky Starkey, [bjstarkey@merrimacknh.gov](mailto:bjstarkey@merrimacknh.gov), (603) 424-5137

**Engineering related issues:** Town Engineer Dawn Tuomala, [dtuomala@merrimacknh.gov](mailto:dtuomala@merrimacknh.gov) (603) 424-5137.

**Road issues, Snow Plowing, Roadway drainage, Right of Way Permits:** Operations Manager Lori Barrett, [lbarrett@merrimacknh.gov](mailto:lbarrett@merrimacknh.gov), (603) 423-8551.

**Trash and Recycling:** Solid Waste Foreman Kris Perreault, [kperreault@merrimacknh.gov](mailto:kperreault@merrimacknh.gov), (603) 424-2604.

**Sanitary Sewer/Industrial Pretreatment related questions:** Assistant Director Sarita Croce [scroce@merrimacknh.gov](mailto:scroce@merrimacknh.gov) or Chief Operator [lgaudette@merrimacknh.gov](mailto:lgaudette@merrimacknh.gov), (603) 883-8196.

**Welfare questions:** Welfare Administrator Pat Murphy: [pmurphy@merrimacknh.gov](mailto:pmurphy@merrimacknh.gov), (603) 423-8535.

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***If have a general question and you are not sure who to call, please contact your Town Manager and Town Council Office as follows:***

**Town Manager Eileen Cabanel:** [ecabanel@merrimacknh.gov](mailto:ecabanel@merrimacknh.gov), (603) 424-2331.

**Assistant Town Manager/Finance Director Paul Micali:** [pmicali@merrimacknh.gov](mailto:pmicali@merrimacknh.gov), (603) 424-7075.

**Town Manager's Office Staff:** [bthompson@merrimacknh.gov](mailto:bthompson@merrimacknh.gov) or [kwardner@merrimacknh.gov](mailto:kwardner@merrimacknh.gov) or [smarunicz@merrimacknh.gov](mailto:smarunicz@merrimacknh.gov), (603) 424-2331.

Also, you can always use the Contact function on our website: <https://www.merrimacknh.gov/contactus>