



TOWN OF MERRIMACK, NEW HAMPSHIRE

6 BABOOSIC LAKE ROAD · MERRIMACK, NH 03054 · WWW.MERRIMACKNH.GOV

FOR IMMEDIATE RELEASE TO THE RESIDENTS OF MERRIMACK, NH –

TOWN FACILITIES OPENED TO THE PUBLIC ON JUNE 15, 2020 FOR IN-PERSON SERVICES, BUT RESIDENTS ARE ENCOURAGED TO CONTINUE TO UTILIZE “VIRTUAL TOWN HALL” SERVICES.

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.

Please see the following pages for how we intend to operate our **VIRTUAL TOWN HALL** for those who wish to utilize the services.

“HOW TO” CONTACT AND COMPLETE TOWN TRANSACTIONS WITHOUT ENTERING TOWN FACILITIES

TOWN CLERK/TAX COLLECTOR’S OFFICE:	(603) 424-3651
TOWN HALL GENERAL TELEPHONE NUMBER:	(603) 424-2331
ASSESSING OFFICE:	(603) 424-5136
COMMUNITY DEVELOPMENT:	(603) 424-3531
HIGHWAY:	(603) 423-8551
FINANCE:	(603) 424-7075
LIBRARY	(603) 424-5021
PARKS & RECREATION (located at Wasserman Park):	(603) 882-1046
PUBLIC WORKS ADMINISTRATION:	(603) 424-5137
WELFARE:	(603) 423-8535
POLICE STATIONS:	(603) 424-3774
FIRE STATIONS:	(603) 424-3690
SOLID WASTE:	(603) 424-2604
WASTEWATER:	(603) 883-8196

WEBSITE: The Town website address is 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.

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:

Town Clerk/Tax Collector's Office

• **Registration of NEWLY ACQUIRED Vehicles:** New vehicle registrations can be conducted “contact free”. “Contact free” transactions require additional processing times and steps for completion and can take a week or more to process.

- You may mail or leave your paperwork in the drop box.
- You will need to provide a title if the vehicle is a 2000 or newer model.
- For 1999 and older vehicles you will need a bill of sale and one of three additional items:
 - 1.) VIN verification form or 2.) A title or 3.) A NH registration or copy of a NH registration.
- You will also need to provide a copy of your ID, proof of residency, and indicate the type of plate you wish to obtain.
- If transferring, you need to provide the original registration.
- In addition, please provide contact information.
- For quicker service, you may also leave a signed, blank check payable to the Town of Merrimack for the registration fees. If you do not, you will be contacted for the amount. Upon receipt of payment, transactions will be processed and mailed.
- For further assistance, contact the Town Clerk/Tax Collectors office (603) 424-3651.

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, 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.

- **Registration Renewals:** Registration renewals can be conducted “contact free”. Renewals of vehicles previously registered in Merrimack may be done online at www.merrimacknh.gov using the EReg link found under the Online Payments (fees apply). Residents may also mail or leave their renewal notice and payment in the drop box. If you do not have your renewal notice, you may leave a copy of your registration in the drop box and you will be contacted with the amount due. For quicker service, you may leave a signed, blank check payable to the Town of Merrimack for the registration fees.

If you are a new resident, you will need to leave a copy of your registration, a copy of your ID, proof of residency, and a State of NH Record Change form. The form can be found online here:

<https://www.nh.gov/safety/divisions/dmv/forms/documents/dsmv30.pdf> – **UPDATED JUNE 15, 2020**

NH DMV EXPANDS APPOINTMENT-BASED SERVICES TO THREE ADDITIONAL LOCATIONS

CONCORD, N.H. – The New Hampshire Division of Motor Vehicles (DMV) announces the expansion of appointment-based services to three additional locations. Starting Monday, May 11, Salem, Nashua, and Keene will open for appointment only services, in addition to Concord, Dover, Manchester, Newport, and Twin Mountain.

The following appointment only services will resume on Monday, May 11:

- *Motorcycle permit testing – by appointment only. Call 227-4000 to schedule an appointment.*
- *Motorcycle testing – by appointment only, limited to the Concord location. Call 227-4020 to schedule an appointment.*
- *Motorcycle Rider Training classes. Call 227-4025 to register for a class.*
- *In-person driver license renewals are available for customers whose licenses have expired or will expire by June 30, 2020 – by appointment only. Call 227-4000 to schedule an appointment. Customers are encouraged to renew at www.nh.gov/dmv, if eligible.*
- *Customers transferring a license from another state – by appointment only. Call 227-4000 to schedule an appointment.*

The DMV offers the following important service reminders:

Driver Licenses

- *Non-Commercial Driver License driving road tests are not currently being conducted.*
- *All Commercial Driver License related transactions can be conducted by appointment only. Call 227-4000 to schedule an appointment.*
- *Customers whose licenses have expired or will expire by June 30, 2020 may apply for a 6-month license extension. Call 227-4020 to apply for the 6-month license extension over the phone. Customers are encouraged to renew at www.nh.gov/dmv, if eligible.*
- *The REAL ID compliance deadline has been extended until October, 2021. REAL ID transactions will not be conducted for the duration of the Stay at Home Order.*

Vehicle Registrations

- Existing vehicle registrations are renewed by your city or town clerk's office. Please visit your town website or call your local town clerk's office for vehicle registration renewal options.
- NH DMV 20-day plates as well as NH authorized dealer 20-day plates, issued on or after February 26, 2020 have been given an automatic extension through May 31, 2020. Residents are encouraged to reach out to their local city or town clerk's office for permanent vehicle registration options.
- Walking disability placards or license plates may be issued 6-month extensions without meeting the in-person application and medical certification requirements.

State of NH DMV Drop box services are available Monday through Friday from 8 a.m. until 4:15 p.m. at the following locations: Concord, Dover, Manchester, Newport, Twin Mountain, Salem, Nashua, and Keene.

For all other transactions, please call DMV customer service at 227-4000 to determine the availability of services.

Customers should take advantage of the DMV's online services, including online driver license renewal for those who are eligible, ID renewals, and online ticket pay at www.nh.gov/dmv.

• **ELECTION INFORMATION: *UPDATED May 8, 2020***

Absentee ballots for Town Meeting: Absentee ballots for the Annual Town and School District Meeting are now available. The rescheduled date is June 23rd. Requests 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, (603) 424-3651).

The NH Secretary of State and NH Attorney General have advised that due to COVID-19, all voters are eligible for an absentee ballot. For more information see the NH Secretary of State's website <http://sos.nh.gov/>

Absentee Voter Registration: Due to COVID-19, persons needing to register to vote are eligible for absentee voter registration. Please see the NH Secretary of State's Office website: http://sos.nh.gov/VotingEmergency.aspx?fbclid=IwAR3dprxjgCFK2J2Go8_gDhMNNbrpdL6x0Mosp_VvfHNzLbFpKgK3NPHU3Jc

- **Property Taxes:** Property tax bills were mailed June 5, 2020 and are due by July 6, 2020. Payment may be mailed or left in the drop box. For a receipt enclose the entire bill along with a self-addressed envelope. – ***UPDATED JUNE 15, 2020***
- **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.

- **Tax and Sewer payments:** Can be made in one of three ways: (1) online via our website portal (<https://www.merrimacknh.gov/onlinepayments>) (fees apply); (2) via mail (checks ONLY - 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, (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, (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. New boats must be registered in person. Contact Town Clerk/Tax Collector Diane Trippett, (dtrippett@merrimacknh.gov, (603) 424-3651).

Assessing Office

- **Abatement applications:** Contact Administrative Assessor Tracy Doherty (tdoherty@merrimacknh.gov, (603) 424-5136).
- **Property Record Cards:** Can be sent via email; contact Administrative Assessor Tracy Doherty (tdoherty@merrimacknh.gov, (603) 424-5136)
- **Exemptions and Credits:** Questions can be directed to Administrative Assessor Tracy Doherty (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).
- **Verification of Owners on Abutters List:** Already created abutters lists can be emailed for ownership verification to Tracy Doherty (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) or Planning & Zoning Administrator Robert Price (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) or Tim Thompson (tthompson@merrimacknh.gov).

Fire Department

- **Fire Department tours and visits:** Suspended until July 1, 2020.
- **Car Seat Safety Inspections:** Now available, email CarSeats@merrimacknh.gov
- **In-person Visits:** Citizens are still encouraged not respond to the fire department lobby unless necessary.

Station 1 (432 DW Highway): Any requests made in person will initially be handled via the lobby telephone to reduce 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:** Residents are encouraged to obtain their burning permit on line at: <https://nhdfweb.sovsportsnet.net/> In-person 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. Seasonal burning permit inspections will be conducted.
- **Fire and Code Enforcement:** Inspections will be conducted using appropriate safeguards and social distancing practices. Contact jmanuele@merrimacknh.gov or call (603) 420-1710.
- **Home and Building Inspections:** Inspections will be conducted using appropriate safeguards and social distancing practices. Virtual inspections are also available. Please contact the Building Division (cminer@merrimacknh.gov or rjones@merrimacknh.gov, (603) 420-1730) for more information.
- **Building Permits:** Permit applications are available on-line (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:** Inspections will be conducted using appropriate safeguards and social distancing practices. Please contact the Health Division at (cminer@merrimacknh.gov or eolson@merrimacknh.gov, (603) 420-1730).

Library

- The Merrimack Public Library building is closed to the public until further notice. We are continuing to offer many virtual services and digital materials. For Library updates, and information about Curbside Pick-up of physical materials, call 424-5021 or 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 Lavallee (nlavallee@merrimacknh.gov) or Assistant Media Services Coordinator Justin Slez (jslez@merrimacknh.gov), (603) 423-8524.

Parks & Recreation

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

- Naticook Day Camp will be closed for Summer 2020
- The Annual 4th of July Parade has been cancelled for 2020
- The Annual 4th of July Fireworks Display has been cancelled but we are working on a new “Fall Festival” type of event for September or October and Fireworks will be a part of that event. Details will be announced once they have been determined.
- Summer Concerts in the Park will begin in person on Wednesday, June 24th at Abbie Griffin Park. Social Distancing and cloth face coverings are highly encouraged until you get to your seating area.

Parks & Recreation Facilities:

- O’Gara Drive Skateboard Park will be reopening on Monday, June 15th
- Basketball Courts at O’Gara Drive and Wasserman Park will be reopening on Monday, June 15th. The Basketball Courts at Twin Bridge Park will reopen in late June after paving work on the parking lot has been completed.
- Twin Bridge Park – Playground remains closed until further notice. Base Baseball Field will remain closed until late June once field preparations have been completed.
- Norma French Playground at Wasserman Park remains closed until further notice.
- The Warriner Playground at Veteran’s Park remains closed until further notice.
- All athletic fields will be reopening on Monday, June 15th. All permitted sports leagues will be required to adhere to the Governor’s guidance on Amateur & Youth Sports issued on June 11th, 2020.
- Beach Volleyball Courts at Watson Park will reopen on Monday, June 15th (or as soon thereafter as the Department of Public Works can get the nets installed.)
- The Function Hall at Wasseman Park remains closed at this time while we continue updating our operating procedures to meet the State of NH Guidance for Function Hall facilities. We are hopeful that we will be able to reopen the building in early July. Details to be announced.

Other amenities within our Town Parks (Tennis Courts, Dog Park, walking trails, Open Space Areas, etc.) will remain open.

Customer Service: The Parks & Recreation Department will assist residents by phone and email. Contact Parks & Recreation Director Matthew Casparius, (mcasparius@merrimacknh.gov) or Recreation Coordinator James Golisano (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 are now available. If a report is needed, 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), Town Engineer Dawn Tuomala (dtuomala@merrimacknh.gov), Executive Secretary Becky Starkey (bjstarkey@merrimacknh.gov),
- **Highway and Equipment Maintenance:** (603) 423-8551, Operations Manager Lori Barrett (lbarrett@merrimacknh.gov), Secretary Betsy Berube (bberube@merrimacknh.gov).
- **Solid Waste (Transfer Station):** (603) 424-2604, Foreman Kris Perreault (kperreault@merrimacknh.gov), Scale Operator Pat Davis (pdavis@merrimacknh.gov).
Please note: The Swap Shop will remain closed at this time.

The Recycling Building will be limited to one lane of traffic in the recycling building. The office trailer will remain closed to the public but normal transactions will continue over the scale. 2020 Transfer Station decals will be available at the Transfer Station decal booth outside of the trailer or at the Public Works Administration office in the lower level of Town Hall

Town Manager's Office

- **Burial plot sales and internments:** Contact Becky Thompson (bthompson@merrimacknh.gov), (603) 424-2331 to arrange.
- **Itinerant Vendor Licenses:** Contact Kristin Wardner (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 or (603) 423-8535.

SCHOOL DISTRICT INFORMATION, <https://www.sau26.org/>

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, (603) 424-3651.

Marriage Licenses: Town Clerk/Tax Collector Diane Trippett, 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, (603) 424-5136.

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

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

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

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

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

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

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

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

Public Works Department questions:

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

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

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

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

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

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

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, (603) 424-2331.

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

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

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