

# COMMUNITY FACILITIES

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Provision of community services, recreational facilities, and utilities is one of the primary functions of government. As the population and demographics of Loudon grow and change over time, the community must adjust its delivery of services to meet the changing needs.

Historically, rural communities in New Hampshire have built limited community facilities and provided fewer services to residents. In many cases, community facilities had been comprised of only a Town Hall and later, a public school. As the population of the State increased, more services were required to meet the needs of the citizenry. Today, modern communities are expected to provide full-time police and fire protection, ambulance service, highway maintenance, recreational facilities and professional administrators to manage daily operations of Town government.

The purpose of this Chapter is to inventory and assess current Town facilities, utilities and identify publicly sponsored services; identify and assess the adequacy of existing equipment and infrastructure; and identify current and long-term staffing needs. Recommendations on

how to meet some of these needs will be provided at the end of this Chapter. Town Department leaders were interviewed for a report on the status of their Department's facilities, staffing and equipment and were asked to provide an assessment of their current and anticipated future needs.

## CHAPTER OBJECTIVES

### OBJECTIVE 1

To assess the present condition of the Town's community facilities, equipment and services and to gauge the residents' opinions on how well they feel the Town is performing these services.

### OBJECTIVE 2

To anticipate future demands on Loudon's community facilities in consideration of future population growth and development.

### OBJECTIVE 3

To assess the current and maximum capacity levels of utility service, including telephone, cable, telecommunications, natural gas, electricity, and broadband in Town and to identify the locations and range of service for each utility service provider.

## COMMUNITY SURVEY RESULTS

The Community Survey results provide important insights to the residents' opinions of how well Loudon's community facilities serve the townspeople. The following tables indicate the sentiment of survey respondents regarding the Town's ability to perform the listed

### VISION STATEMENT

To ensure continued delivery of quality Town Services to the residents of Loudon by meeting the needs of the facilities that serve the greater community over the coming years.

**DRAFT October 18, 2018 for Public Information Session**

services and the level of spending for these services. These results indicate that the residents of Loudon are generally satisfied with the quality of services the Town provides. This is evidenced by the high amount of “Good” ratings in virtually every category, even in the categories for which the majority of respondents had no opinion or declined to answer the question.

Loudon residents are most satisfied with their police, fire protection, rescue and ambulance services (78%, 76% and 76% “Good” rating respectively) followed by the Maxfield Library (72%) and snow removal (70%). In those categories in which many residents had no opinion or declined to answer (welfare, health regulation and enforcement, animal control, cemetery care, zoning administration and enforcement, natural resource conservation, and planning regulation and enforcement), respondents provided a favorable rating. This indicates that, of the people dealing with those particular Town Departments, the majority was satisfied.

In response to the question regarding Town spending, many respondents indicated that the current amount of spending was adequate to maintain Town services. Residents would like to see more spending on road maintenance (43%) and parks & recreation (26%). Few responses indicated there should be less spending for welfare (18%) and the library (11%).

**Community Survey Question 54:** Please Rate the following Town services.

Q. 54	Good	Fair	Poor	No Opinion/ No Answer	Total Responses
Animal Control	45%	21%	5%	29%	306
Building Code Enforcement	48%	25%	5%	22%	309
Cemetery Care	35%	25%	14%	26%	301
Fire Protection	76%	16%	0%	8%	308
Health Regulations & Enforcement	44%	24%	2%	30%	302
Library	72%	17%	2%	9%	309
Natural Resource Conservation	46%	30%	1%	23%	301
Parks & Recreation	44%	38%	3%	15%	299
Planning Regulation & Enforcement	41%	30%	6%	23%	300
Police Protection	78%	16%	2%	4%	311
Rescue / Ambulance Service	76%	13%	0%	11%	307
Road Maintenance	45%	41%	10%	4%	308
School System	54%	23%	5%	18%	307
Snow Removal	70%	23%	4%	3%	305
Garbage Disposal & Recycling	64%	22%	4%	10%	302
Welfare	24%	18%	2%	56%	293
Zoning Administration & Enforcement	39%	29%	7%	25%	298

**Community Survey Question 55:** How much money should the Town spend on each service?

Q. 55	More	Same	Less	No Opinion/ No Answer	Total Responses
Animal Control	5%	65%	9%	21%	270
Building Code Enforcement	5%	68%	9%	18%	272
Cemetery Care	22%	56%	2%	20%	268
Fire Protection	17%	66%	5%	12%	270
Health Regulations & Enforcement	7%	65%	5%	23%	268
Library	22%	54%	11%	13%	276
Natural Resource Conservation	22%	55%	7%	16%	278
Parks & Recreation	26%	56%	4%	14%	272
Planning Regulation & Enforcement	6%	66%	8%	20%	272
Police Protection	19%	64%	5%	12%	276
Rescue / Ambulance Service	20%	66%	1%	13%	271
Road Maintenance	43%	47%	0%	10%	277
School System	20%	56%	9%	15%	275
Snow Removal	12%	75%	1%	12%	273
Garbage Disposal & Recycling	11%	71%	3%	15%	274
Welfare	3%	41%	18%	38%	270
Zoning Administration & Enforcement	5%	62%	10%	23%	269

Community Survey Question 48: Do you have access to broadband internet (DSL, cable modem) that is adequate for your needs? If no, please note the street or general area that does not have service.

Q. 48	Total	Percentage
Yes	287	86.4%
No	30	9.0%
No opinion	15	4.5%
Total	332	100.0%

For those that answered no, many currently only have only one option and wish there was a choice of providers. Many also stated that they feel the broadband currently available is overpriced. Specific roads and road segments that were mentioned that currently don't have access or adequate access include Upper City Road, NH 129, NH 106, Mudgett Hill Road, Greenview Drive, East Ricker Road, Currier Road, Wellington Road, Plateau Ridge Road and Piper Hill Road.

## DISCUSSION OF POPULATION TRENDS

### HISTORIC TRENDS

Table 8.1 shows the population of Loudon increased about 19% between 2000-2010 to 5,317 people while housing growth increased 22% to 355 units. Loudon’s overall growth since 1970 has increased by 212% in population and 246% in housing units, about tripling both population and housing units over the last four decades.

Though not presented in Table 8.1, the NH Office of Strategic Initiatives (OSI), formerly the Office of Energy and Planning, recently released Loudon’s latest population estimates which projected a population of 5,466 residents in 2016, a 2.8% growth since 2010.

### CURRENT TRENDS

Population trends over the past 15 years are presented in Table 8.2. Much of the region’s growth occurred between 2000 and 2010 and the newest 2016 population estimates are conservative. Of the area communities, Loudon had the highest overall increase in population at 985 people, a 22.0% increase between 2000 and 2016. Gilmananton saw the next highest increase (671 people, a 21.9% increase) over the same time period. Pembroke (2.5%) and Pittsfield (3.6%) saw the lowest percent increases in population over the period. Overall, Merrimack County grew by 8.6% or 11,760 people.

### FUTURE PROJECTIONS

Table 8.3 displays population projections for Loudon through 2040. Loudon’s population is projected to increase on a steady basis through 2040, with an overall expected increase of 993 residents between the 2016 estimates and the 2040 projections.

Overall, statewide population projections show NH will continue to grow, but at a slower pace than experienced in the past.

**Table 8.1: Growth Trends, 1990-2010**

U.S. Census Year	Population	Net Change		Housing Units	Net Change	
		#	%		#	%
1970	1,707	-	-	568	-	-
1980	2,454	747	43.8%	880	312	54.9%
1990	4,114	1,660	67.6%	1,476	596	67.7%
2000	4,481	367	8.9%	1,611	135	9.1%
2010	5,317	836	18.7%	1,966	355	22.0%
<b>Total Change from 1970-2010</b>		<b>3,610</b>	<b>211.5%</b>		<b>1,398</b>	<b>246.1%</b>

Sources: U.S. Census Bureau

**Table 8.2: Population Trends for Loudon and Abutting Communities**

	2000 (U.S. Census)	2010 (U.S. Census)	2016 Estimate	# Increase 2000-2016	% Increase 2000-2016
Canterbury	1,979	2,352	2,366	387	19.6%
Chichester	2,236	2,523	2,573	337	15.1%
Concord	40,687	42,695	42,501	1,814	4.5%
Gilmananton	3,060	3,777	3,731	671	21.9%
<b>Loudon</b>	<b>4,481</b>	<b>5,317</b>	<b>5,466</b>	<b>985</b>	<b>22.0%</b>
Pembroke	6,897	7,115	7,072	175	2.5%
Pittsfield	3,931	4,106	4,072	141	3.6%
Merrimack County	136,225	146,445	147,985	11,760	8.6%

Source: U.S. Census Bureau, NH OSI 2016 Population estimates

**Table 8.3: Population Projections for Loudon, 2020-2040**

2010 Census Population	2016 Estimate	Population Projections				
		2020	2025	2030	2035	2040
5,317	5,466	5,671	5,982	6,193	6,354	6,459

Source: NH OSI Municipal Population Projections, September 2016

## DEPARTMENT INVENTORY

### HIGHWAY DEPARTMENT

The Highway Garage is located at 433 Clough Hill Road beside the historic Town Hall. In its current state, extensive repairs would have to be completed within the next ten years to keep the building functional. The roof has been redone and new windows would be the next most important repair. Ideally, the Highway Department would be located in a new larger building next to the Transfer Station.

The current Highway Department garage measures around 60'x60' and holds most of the equipment. An office area within the garage contains the daily administrative operations. A small 16'x16' freestanding shed adjacent to the main structure houses miscellaneous equipment items. A salt shed is located at the Transfer Station on Dump Road.

Several pieces of equipment have been replaced since the previous Master Plan Update. A sandblaster remains on the list



Loudon Highway Garage on Clough Hill Road

from the 2001 Master Plan equipment needs. The existing equipment is found in Table 8.4.

**Table 8.4: Existing Highway Department Equipment**

Existing Highway Department Equipment
1986 Caterpillar Backhoe/Loader
1987 HiWay 10' Sander
1995 Bandit Perf. 250 Chipper
1997 International Dump Truck 2554
1999 John Deere F925 Front Mower
1999 John Deere Mower Trailer
2000 Laroche Plow & Wing Assembly
2000 HiWay Sander/Spreader
2001 HiWay 1 Ton Sander
2001 International Dump Truck
2001 Caterpillar 924G Loader
2002 Volvo Excavator EW170
2003 International Dump Truck w/conveyor
2003 Ford F350 Truck
2004 Chevrolet K1500
2005 John Deere Tractor
2005 Ford Crown Victoria
2007 Everest 11' Plow
2007 Everest Sander
2007 Everest 11' Wing Plow
2007 International Dump Truck
2008 International Dump Truck
2010 HiWay 10' Sander
2012 John Deere Grader 772G
2014 Ram 3500 Truck
2014 International Dump Truck
2017 Mack Plow Truck

Source: Loudon Highway Department

**Table 8.5: 2015-2016 Highway Dept. Comparisons with Abutting Towns**

Town	2015 Estimated Population	Miles of Town Owned Road (Class V & VI)	Total Highway Expenditure	Highway Expenditure per Mile	Number of F/T Highway Employees	Number of Miles per Highway Employee
Canterbury	2,365	61.5	\$583,570	\$9,488	5	12.3
Chichester	2,573	48.9	\$634,176	\$12,969	3	16.3
<b>Loudon</b>	<b>5,420</b>	<b>88.5</b>	<b>\$422,556</b>	<b>\$4,774</b>	<b>6</b>	<b>14.8</b>
Pembroke	7,088	62.2	\$1,022,914	\$16,445	9	6.9
Pittsfield	4,077	54.2	\$703,281	\$12,975	5	10.8

Sources: Loudon FY2015-2016 Annual Report, 2016 Town Annual Reports; NH DOT  
 \*Information was not available for all of Loudon’s abutting communities.

The Road Agent anticipates equipment replacements will be needed within the next ten years. The Town’s Capital Improvements Program includes several equipment items for the Highway Department, helping to plan for any financial impact.

To meet present Town needs, the Highway Department Garage is not large enough. The trucks are bumper to bumper and many are parked outside of the Garage which exposes the equipment to weather conditions and contributes to early wear-out and additional maintenance. The facility is too small, too old and requires too much maintenance to be sustainable. A new, larger garage is required to fulfill community needs.

Currently, the Town employs a full-time Road Agent, Assistant Road Agent and four Equipment Operators. Depending on the growth of the Town and the construction of new roads within the next five to ten years, additional employees may be needed.

On a per-mile basis, the Town spends \$4,774, an amount noticeably lower than that of nearby Pittsfield, Canterbury and Chichester which are directly comparable. As a theoretical analysis, the *Number of Miles per Highway Department Employee*

also shows that Loudon employees are maintaining more miles of roadway than their neighboring counterparts, except Chichester.

**DEPARTMENT NEEDS SUMMARY**

Short Term Needs (Present to 2020)

- Replace the windows.
- Replace sandblaster.

Long Term Needs (2020 to 2025)

- Continue to replace equipment as needed.
- Purchase land and construct a larger highway garage.

**FIRE AND RESCUE DEPARTMENT**

The Fire Department is located in the Village at the Arthur W. Colby Safety Complex, which also houses the Police Station. Staffing is provided by firefighters/emergency medical technicians (EMTs) from 6am- 6pm, seven days per week. A full-time Fire Chief works Monday-Friday from 8am-5pm. Nighttime coverage is mostly handled by volunteer standby personnel. A roster of thirty-eight paid/call employees provides the remaining staffing. Loudon is a member of the Capital Area Mutual Aid Fire Compact which covers twenty-two communities.

In addition to its main facility located on 8 Cooper Street, the Department also has a second Fire Station located at 56 Clough Hill Road. This facility allows the Department to offer faster response to emergencies in the northern part of Town. The Clough Hill Road Station houses one engine, one ambulance and one forestry truck.

Fire Department equipment is displayed in Table 8.6. With three active engines, one tanker truck, and one new ladder truck in operation, the goal is to purchase a new truck about every five years to replace an existing truck. A capital reserve fund has been

established for this specific purpose, but as the costs of engines rise, the amount of money in the fund may need to increase. The current yearly installment is \$100,000 if approved annually at Town Meeting.

The Fire Department has two ambulance vehicles fully equipped for Advanced Life Support emergencies. The newest truck is housed at the Safety Complex for five years and then rotates out to the Clough Hill Road Fire Station for another five years. The ambulances are replaced when they reach ten years old. Because the Department contains two ambulances five years apart in age, they are replaced about every five years. The Town has a capital reserve fund established for the replacement of ambulances and equipment such as cardiac monitors and stretchers. The current yearly installment is \$40,000 if approved annually at Town Meeting. As the cost of ambulances and equipment increases, the amount of money in the fund must increase. In 2014 a new ambulance with equipment was purchased at a cost of \$241,000.

At the 2015 Town Meeting, the Town voted to raise and appropriate the sum of \$325,000 for the purchase of a used 2004 aerial ladder truck and equipment using funds from the Fire Apparatus Capital Reserve Fund. The replacement vehicle is expected to last for at least twenty years. This apparatus was not a part of the planned capital reserve fund for replacement.

From 2006-2016, the Fire and Rescue Departments have seen a 30% increase in the number of calls for service. This is a significant increase that has levied additional strain on Department resources.

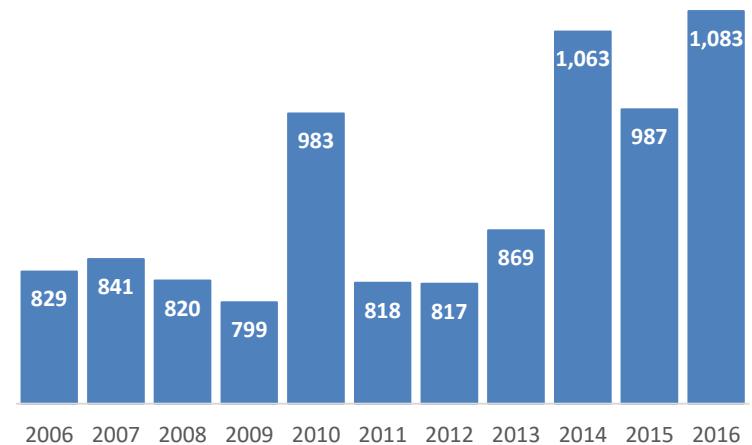
Response time is a critical component of providing effective emergency services. As response time to emergency calls

**Table 8.6: Existing Fire and Rescue Department Equipment**

Unit ID	Year & Equipment
61 Engine 1	2002 Freightliner FL80 Pumper
61 Engine 2	2013 Ahrens-Fox Fire Engine
61 Engine 3	1997 Freightliner FL80 Pumper
61 Tanker 1	2007 Freightliner M2 Tanker
61 Ladder 1	2004 E-One Cyclone II 95' Tower (purchased 2015)
61 Utility 1	1998 John Deere Gator OHRV w/equipment
61 Boat	1999 Zodiac Rigid Hill Rescue Boat
61 Forestry 1	1985 Chevrolet 250 Forestry Truck
61 Forestry 2	1989 Chevrolet Ranger Forestry Truck
61 Chief 1	2004 Chevrolet F500 Pick Up Truck
61 Ambulance 1	2014 International Terrastar Titan
61 Ambulance 2	2009 Chevy C-4500
	2000 Northland MBL6123S Trailer
	2007 Street Stroller Trailer

Source: [www.firenews.org](http://www.firenews.org), Loudon Fire Department

**Figure 8.1: Fire Department Calls, 2006-2016**



Source: Town of Loudon Annual Reports

increases, the likelihood of increased property damage or loss of life increases.

Currently, the average response time is approximately four to seven minutes for general fire and medical emergency calls when the Loudon Fire Station at the Safety Complex is not staffed.

The Fire Departments of Loudon and Chichester have a unique relationship for providing transportation of patients to area hospitals. Transport duties are shared on a rotating two-week basis. As part of this relationship, Loudon’s full-time personnel respond to all medical emergency calls in Loudon and Chichester during Monday-Sunday from 6am-6pm. Every two weeks Chichester on-call personnel is responsible for providing transportation to the hospital for both towns from 6pm-6am and likewise, Loudon on-call personnel is responsible for providing transportation to the hospital for both towns from 6pm-6am for the next two weeks. This system was established since 1997 in an effort to reduce the possibility of personnel burnout. During the two weeks when Loudon is responsible for the transport of patients, three personnel are on duty (two EMTs and a driver). During the two weeks when Chichester is responsible for transport of patients, two personnel are on duty (two EMTs).

Table 8.7 shows the diversity of calls over the past six years, from 2011-2016. The vast majority of calls are in response to medical-related emergencies. When human life is at stake due to an injury or illness and the patient needs a level of medical attention available only at area hospitals, response time is critical.

In the future, the Town should monitor average annual response time. If large increases in response time are observed, the Town should review all options to reduce response time, including the hiring of more full-time personnel.

Table 8.7 Fire Department Calls by Type 2011 - 2016

	2011	2012	2013	2014	2015	2016
Reported Building Fires	17	20	14	15	10	15
Search for mission Person	1	-	2	-	1	-
Trouble Alarms	-	7	-	-	12	13
Reported Cooking Fires	1	1	2	4	6	8
Chimney Fires	7	6	6	5	6	5
Reported Outside Fires	3	30	5	12	42	32
Unauthorized Burning Calls	29	-	41	55		
Electrical Problems	-	2	3	4	3	4
Reported Smoke Investigations	9	7	10	15	11	19
Reported CO Detector Activations	13	6	8	11	8	8
Emergency Medical Calls	428	461	448	530	662	626
Station Coverage	7	9	8	8	5	8
Reported Vehicle & RV Fires	2	4	3	7	7	4
Fire Alarm Activation	49	40	64	57	42	57
Hazardous Materials Incidents	22	13	12	17	6	10
Reported Motor Vehicle Accidents	84	113	88	98	72	128
Service Calls	49	58	58	48	62	76
Dispatched and Cancelled en route	56	-	54	57	-	-
Good Intent Calls	-	8	-	15	7	15
Wires Calls	41	32	43	92	10	21
Appliance Fires	-	-	-	-	2	2
Brush Fires	-	-	-	-	13	9
Mutual Aid Fire Calls	-	-	-	-	-	23

Source: Town of Loudon Annual Reports

The Safety Complex contains 5,600 square feet of space for Fire and Rescue equipment. The office area is currently small but adequate. The current and expected population growth and call volume increases may necessitate dormitory-style overnight accommodations with showers and additional office space in the future. Although full-time personnel are important to the



*Loudon Safety Complex on Cooper Street*

Department, the on-call members serve a very critical role.

Recruiting and retaining call members is becoming more difficult when people's personal lives are so busy and people work outside of Town. The retention problem translates into increased training costs; initial training to either the lowest level of firefighter or EMT is approximately \$800 per person. When personnel leave within a year or two, the Department has not had sufficient time to recover those costs.

To ensure accessibility to water is available for fire-fighting, the Fire Department owns and maintains 17 dry hydrants and 7 cisterns throughout the Town near developed areas. This provides an additional level of fire safety for residents and businesses.

The position of Fire Chief is consuming many more hours when compared to twenty years ago. Reasons for the increased time commitment include increased paperwork for regulatory agencies, meeting attendance requirements and fire-prevention and inspection requirements. In no small way, Town growth is

playing a significant role in the increased time commitments by the Chief.

In the future, the Town should monitor average annual response times, the number of calls, and the number of call members responding to calls to determine if there is a need to hire more full-time personnel. If a large increase in response time occurs or a large increase of call volume with minimum personnel turning out are observed, the Town should review all options to reduce response time, including the hiring of more full-time personnel.

The entire Safety Complex building encompassing both the Fire Department and Police Department has problems with rodents and birds invading work spaces, behind walls, ceilings, storage bays and maintenance rooms. These pests chew through wires, disrupt communication and can cause public health issues. Extermination is necessary as well as locating and repairing the gaps where the animals enter the building.

#### DEPARTMENT NEEDS SUMMARY

##### Short-term needs (Present to 2020)

→ Address the pest problem.

##### Long-term needs (2020 to 2025)

- Replace Engine #3 Freightliner Engine/Tanker.
- Replace Engine #1 Freightliner Engine.
- Replace Ambulance #2.

**POLICE DEPARTMENT**

The Loudon Police Department is located in the south wing of the Safety Complex at 8 Cooper Street in Loudon Village. The Department is staffed by a total of eleven personnel, comprised of the chief, a sergeant, a corporal, and four full-time patrolmen and four part-time patrolmen. With increases in the population of the community, the workload of the Department has also increased. Along with increases in work, the Department has strived to maintain a strong commitment to care for the needs of residents.

Major equipment used by the Department essentially consists of police cruisers. Currently, the Police Department has a total of eight cruisers and an SUV. Table 8.8 inventories the cruisers as well as their condition and estimated cost of replacement. The Police Department anticipates replacement of several pieces of equipment over the next five years. One cruiser is replaced per year; each cruiser is kept for at least five years.

Currently, the Police Department occupies a 2,000 square foot facility in the Safety Complex, 1,600 sf of office space and 400 sf of garage space. This space is adequate and the Department does not anticipate needing additional space within the next ten years.

The number of calls for service in Table 8.9 has decreased between 2011-2016, from a high of 5,224 in 2011 to a low of 3,071 in 2016. In 2016, the most frequent types of calls were for Motor Vehicle Warnings (553) and Department Assists (376). The MV Warnings fell dramatically from all previous years (over 1,200 from 2015) and represents the bulk of call volume decrease.

**Table 8.8 Existing Police Department Equipment**

Name of Equipment	Condition	Number of Miles or Hours	Year Acquired	Anticipated Replacement Year	Estimated Replacement Cost
2006 Chevrolet SUV	Good	12,800	2006	2017	\$45,000
2008 Ford Crown Victoria	Fair	77,720	2007	2012	\$30,000
2008 Ford Crown Victoria	Fair	89,834	2008	2013	\$30,000
2009 Ford Crown Victoria	Fair	86,100	2009	2014	\$30,000
2010 Ford Crown Victoria	Good	27,423	2010	2015	\$30,000
2011 Ford Crown Victoria	Good	55,487	2011	2016	\$30,000
2013 Ford Taurus	Good	32,870	2013	2018	\$30,000
2014 Ford Taurus	Good	10,630	2014	2019	\$30,000
2015 Ford Taurus	Excellent	2,500	2015	2020	\$30,000

Source: Town of Loudon

**DEPARTMENT NEEDS SUMMARY**

Short Term Needs (Present to 2020)

- Hire an additional full-time patrolman.
- Replace Ford Crown Victoria Cruisers.

Long Term Needs (2020 to 2025)

- Replace remaining Ford Crown Victoria Cruisers.
- Begin replacing Ford Taurus Cruisers.

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**Table 8.9 Police Department Calls by Type 2011 - 2016**

Call	2011	2012	2013	2014	2015	2016
Arrests	206	117	213	131	114	147
Alarms	86	118	90	114	113	101
Animal	187	195	220	189	161	170
Armed Robbery	1	0	0	0	1	0
Arson	1	1	2	0	0	0
Assault	32	40	33	22	17	33
Attempt to Locate	0	0	0	0	1	1
Bad Checks	6	7	4	8	2	7
Burglary	31	19	22	10	9	14
Civil Matters	83	59	66	91	57	45
Civil STNDBY/Assist	33	28	27	13	27	17
Criminal Mischief	47	89	46	44	37	33
Criminal Threatening	15	16	12	22	8	10
Criminal Trespass	23	22	12	13	17	10
Department Assists	371	320	295	362	372	376
Department Info	105	51	46	81	122	141
Domestic	55	61	53	62	76	62
Drugs	17	21	24	4	7	40
Sexual Assault	5	3	5	3	5	2
False Alarm/Report	2	0	0	0	0	0
Harassment	69	41	46	15	39	24
Indecent Exposure	1	1	3	1	2	0
Junkyard	4	1	7	3	2	2
Juvenile Cases	60	53	26	19	20	29
Littering	2	5	6	3	6	6
Attempt Kidnapping	0	0	0	0	0	0
Bomb/Terrorist Threat	0	0	0	0	0	0
*DWI	21	8	12	7	7	10
*Protective Custody	56	32	30	22	26	26
Lost/Found Property	47	51	49	25	41	34
Mental Person/IEA	1	1	5	7	7	9

Source: Town of Loudon Annual Reports

Call	2011	2012	2013	2014	2015	2016
Message Service	0	0	0	0	0	0
Missing Person	12	7	6	6	14	11
Motor Vehicle Accident	99	123	152	113	112	111
Motor Vehicle Assist	103	73	77	66	79	49
Motor Vehicle Complaint	228	230	232	210	191	168
Motor Vehicle DE TAG/WARN	1,871	1,850	1,167	1,493	1,759	553
Motor Vehicle Summons	122	150	71	84	95	172
Neighborhood Dispute	8	15	16	24	21	16
Noise Complaints	51	70	43	53	45	26
O.H.R.V. Complaints	12	9	13	5	4	8
Open Door/Window/Gate	11	15	14	13	3	2
Reckless Conduct	3	3	2	0	0	1
Road Hazard	43	53	33	37	28	24
<b>SERVICES:</b>						
Domestic Viol. Pet.	13	8	24	26	29	27
Citizen Assist	278	182	166	86	89	109
Juvenile Petitions	12	13	8	3	0	9
Subpoenas	176	69	66	78	66	55
Sex Offender Registrants	16	19	32	21	22	14
Suspicious Person/Veh/Act	389	292	264	240	211	181
Suicide Attempt/Threat	7	9	6	1	9	7
Theft	144	133	110	125	50	52
Untimely Death	5	4	4	3	4	7
Unwanted Person	-	26	40	32	26	14
Welfare Check	45	64	112	58	91	101
Violation of Domestic Order	9	5	2	8	4	5
<b>LTO WARNINGS/FINES</b>						
Curfew	0	0	0	1	0	0
Business License Req'd	0	2	0	0	0	0
Use of Power	0	0	0	0	1	0
Skateboarding/Bicycles	0	0	0	0	0	0
Parking	0	15	5	6	0	0

## TOWN OFFICES

The Town Offices had recently occupied a renovated 200-year-old house since 1999, a half-greystone, half-white clapboard Cape Cod style-colonial hybrid along a narrow driveway. Adjoining the Town Office is a restored and modernized barn historically known as Charlie's Barn, serving as a large-capacity Community Building for Town meetings. Although together the buildings occupied 5,300 square feet, the layout, storage and parking were inadequate for long-term local government activities.

After annually depositing funds into a capital reserve fund since the early 2000s, in March 2016 the decision was made to construct a new Town Office building in the Village. The Town purchased the former Grange/ American Legion Post 88 property in 2013 on South Village Road. The Grange building was dismantled and moved to a private property in Town, clearing the way for new construction.

The newly constructed 2017 Town Office building is located at 55 South Village Road. An Open House was held for Town Meeting 2017 so voters could review the progress but the building is to be completed later in the spring before the Town Office services move into the new facility.

The Town Offices have a staff of six and serve as the primary workspace for the Selectmen's Office, Tax Collector, Town Clerk, Planning & Zoning Coordinator and Treasurer. The Town Offices are open Monday through Thursday with varied hours for each department. All departments are open one evening each week in order to better serve the working community. At this time, staffing is adequate and no additional staff members are anticipated.



*Town Office Rendering on South Village Road*

Like most professional offices, the majority of equipment used in the Town Offices is related to data entry, storage and processing of paperwork. The Town Offices currently have eight computers, a photocopier, several desktop printers, and a network server. The server was replaced in 2014; computers are replaced as needed, generally every three to four years. The copier is in need of immediate replacement.

### DEPARTMENT NEEDS SUMMARY

#### Short Term Needs (Present to 2020)

- Replace photocopier.
- Move into the new Town Office building.

#### Long Term Needs (2020 to 2025)

- Not identified.

**CODE ENFORCEMENT AND HEALTH OFFICE**

The Code Enforcement and Health Office shares space with the Fire Department in the Safety Complex at 8 Cooper Street. Code Enforcement has three employees while the Health Officer’s Department has two employees, a Health Officer and a Deputy Health Officer. This is adequate for the Town’s needs and the Department does not anticipate needing additional staff within the next ten years.

Most permits issued are for inspections followed by mechanical permits and sign permits. Between 2011-2016, the total number of permits rose from 142 in 2011 to 809 in 2016 as displayed in Table 8.10.

**Table 8.10: Building Permits and Inspections, 2011-2016**

Structure	2011	2012	2013	2014	2015	2016
Additions	20	12	15	15	12	15
Accessory Structures	21	24	29	29	35	41
Blasting Permits	1	2	1	1	2	2
Business Permits	1	1	1	1	1	0
Cease & Desist Orders	1	2	1	1	2	1
Compliance/Code Complaints	5	8	6	6	9	7
Demolition	0	0	0	0	8	8
Hawkers & Peddlers Permits	24	19	17	17	8	8
Health Complaints/Inspections	1	0	0	0	4	3
Inspections	48	89	63	63	179	359
Mechanical Permits	0	0	40	40	71	229
Mobile Homes	0	2	2	2	2	6
New Construction	8	10	20	26	31	34
New Replacement Const.	0	0	0	0	2	0
Other (comm/utility, etc.)	4	7	7	7	4	2
Renovations	8	12	10	10	13	21
Sign Permits	0	45	50	50	63	73

Source: Town of Loudon Annual Reports

**MAXFIELD PUBLIC LIBRARY**

The Maxfield Public Library provides several important community services. Foremost, it provides reading materials for circulation and hosts a number of library activities open to the community, such as story time three times per week, three summer reading programs, and two monthly book discussions. The library holds movie nights for children, a wide variety of informative workshops, yoga classes four nights per week, a LEGO club as well as art shows and art workshops organized by Loudon Village Arts. The Library has built a good rapport with the Loudon Elementary School (LES). Each year, children are brought to the Library to encourage excitement about reading. The Library augments the services offered by LES by offering a wide selection of non-print materials and by providing access to materials after school hours, on weekends and throughout the summer.

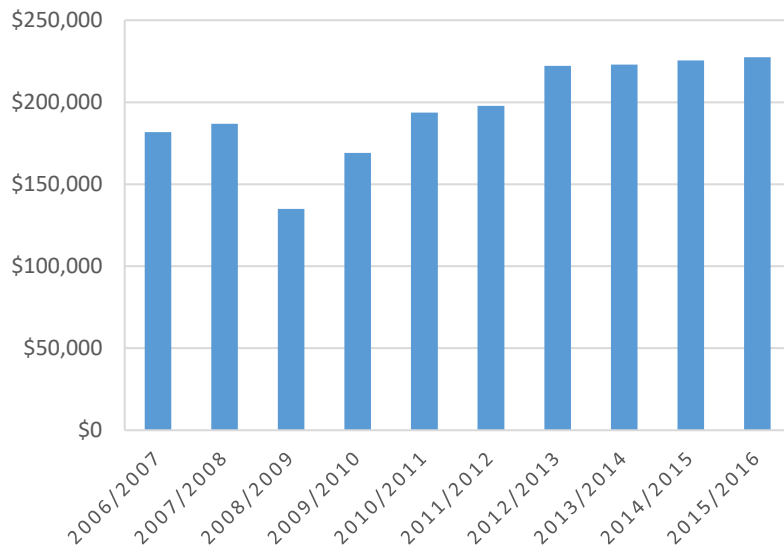
The Library provides six computers for public use which have internet connection and hosts an open Wi-Fi connection for devices brought into the facility. The Library keeps the community informed of events through postings in the Suncook Valley Sun. The meeting room is used almost nightly to accommodate a variety of groups, classes and workshops. The Library holds monthly book sales to raise money for its programs and to reduce its excess materials. Books left over from the sale are typically donated to the Chichester Town Library. The Library relies on funding from the Town, private donations and revenue from programs and shows to make its activities possible.

The Maxfield Public Library has recently undergone construction and renovations to accommodate growing space needs. A three-phase plan was created, the first of which was completed in 1996 and added 2,850 square feet to the already existing 1,450 square feet. As part of Phase II, the lower level, with an area of 2,115 square feet, was



Maxfield Public Library on NH 129

Figure 8.2: Library Materials Budget 2006/07 –2016/17



Source: Maxfield Public Library and Annual Reports

finished in the 2003/2004 fiscal year. This area primarily serves as the children’s room with shelf-space in the main room, a small, tile-floored room designed for arts and crafts programs, additional meeting space, a materials processing area with a sink and general storage space. Phase III is underway and includes a Library expansion study currently in progress. A design has been drafted for two options. One option depicts an addition to the South side of the building. Another option is to build an additional building. This planned expansion is designed to meet the current facility needs of more storage space, additional meeting space as program popularity and diversity grow, an area specifically for processing, and further shelf-space for the ever-growing collection of books and DVDs. Additionally, an updated heating system is desired since the current system is outdated and inefficient.

The Library employs two full-time employees, the Library Director and a Children’s Librarian. Six part-time employees are essential staff that keep programs in operation. The Project Coordinator who currently works 32 hours a week and facilitates the yoga classes may later be upgraded to full-time hours. The Library has a policy of maintaining at least three people on duty at all times, one upstairs, one downstairs and another to float between floors. Large events and books sales attract willing volunteers and the summer months bring back previously employed college students for the library’s busiest season.

#### DEPARTMENT NEEDS SUMMARY

##### Short-term needs (Present to 2020)

- Hire an additional one to two pages.
- Upgrade part-time Project Coordinator to full-time.

##### Long-term Needs (2020 to 2025)

- Complete Phase III of the expansion project.
- Update the facility’s heating system.

**TRANSFER STATION**

Currently, Loudon has no curbside refuse pickup. Loudon residents must bring their trash to the Transfer Station at 42 Dump Road, where they are able to participate in a voluntary recycling program. The Town has a contract with the Wheelabrator Corporation to dispose of non-recyclable trash and the trash of those opting not to participate in the recycling program. However, the Town is considering making recycling mandatory. Such a mandate would create the need for several additional pieces of equipment. Among the needs are a roll-off trailer, roll-off trailer cans and a baler.

Several buildings comprise the Transfer Station facilities. The building that houses the compactor will need expansion within the next five to ten years; the building that houses the recycling center was expanded in 2014. The Transfer building and the old salt shed will also need concrete flooring and new siding within the next five to ten years.

The Transfer Station has four employees, two full-time and two part-time operator/groundskeeper/laborers. Currently, this level is adequate, but if Loudon adopts a mandatory recycling policy, additional workers will be needed in order to meet the new demands. Residents can drop off recycling three days per week for 8 hours according to the seasonal winter/summer schedule.



*Aerial view of Transfer Station on Dump Road*

**DEPARTMENT NEEDS SUMMARY**

Short Term Needs (Present to 2020)

- Purchase roll-off trailer and roll-off cans.
- Purchase baler.
- Hire additional staff (dependent on adoption of recycling mandate).

Long Term Needs (2020 to 2025)

- Install new concrete flooring and siding for the Transfer building and salt shed.
- Expand the compactor building.
- Continue to examine alternative waste disposal methods.

**Table 8.11: Existing Transfer Station Equipment**

Transfer Station Equipment
1989 Accurate Trailer
1990 Bobcat Front-end Loader
1998 Toyota Forklift Model 42
2005 International 8600 Truck
2006 Steco Packer Trailer
2011 Steco Steel Closed Ejector Trailer
2015 Skid Steer Loader

*Source: Town Highway Department*

**SOLID WASTE/RECYCLING COMMITTEE**

Loudon delivers its solid waste to the Wheelabrator facility in Penacook. Solid waste disposal represents a significant cost to the taxpayers of Loudon (see Table 8.12), which has remained the nearly same over the 2011-2016 period at about 3,200 tons. The tipping fee of about \$66 has been kept artificially low by subsidizing the cost with cash from other Coop funds. If unsubsidized, the true tipping cost would be around \$80 per ton.

A random trash bag check performed in 2014 found that, on average, about half the contents by volume of a trash bag could be recycled. Any additional material taken out of the waste stream and recycled saves money and makes money. By paying closer attention to what is being thrown away and what could be recycled, the Town can more generate revenue.

The Northeast Resource Recovery Association congratulated the Town of Loudon in 2015 for its recycling efforts. Table 8.13 shows the recyclable materials from Loudon that were sent to market to be remanufactured into new products.

The Solid Waste/Recycling Committee strongly encourages residents to recycle because any materials that can be recycled can be kept out of the waste stream, lowering the costs of trash disposal and in addition, generate revenue for the Town. In 2016, the Town recycled 319 tons of materials saving \$21,017 in tipping fees and generating \$61,912 in revenue (Table 8.14).

**Table 8.12: Tonnage Delivered to Incinerator 2011 –2016**

	2011	2012	2013	2014	2015	2016
Tons of Trash	3,337	3,143	3,031	3,054	2,890	3,212
Tipping Fee/Ton	\$66.80	\$66.80	\$66.80	\$65.00	\$65.31	\$65.96
Total Cost	\$222,912	\$209,952	\$202,471	\$198,510	\$188,761	\$211,834

Source: Town of Loudon Annual Reports

**Table 8.13: Tonnage Delivered to Incinerator 2015**

Recyclable Material	Amount Recycled in 2015	Environmental Impact One benefit of using the recycled material rather than natural resource (raw materials) to manufacture new products
Aluminum Cans	5,813 lbs.	Conserved enough energy to run a television for 591,763 hours
Electronics	46,187 lbs.	Conserved enough energy to power 7 houses for one year
Paper	214 tons	Saved 3,650 trees
Plastics	47,839 lbs.	Conserved 35,879 gallons of gasoline
Scrap Metal	144.6 tons	Conserved 144,407 pounds of coal
Steel Cans	8.8 tons	Conserved enough energy to run a 60-watt lightbulb for 512,720 hour

Source: Northeast Resource Recovery Association 2015

**DEPARTMENT NEEDS SUMMARY**

Short Term Needs (Present to 2020)

- Encourage more recycling to gain more revenue.

Long Term Needs (2020 to 2025)

- Use the recycling revenue to make staffing and infrastructure improvements to the Transfer Station.

**DRAFT October 18, 2018 for Public Information Session**

**Table 8.14: Recycling Tonnage and Revenues 2011 – 2016**

Material	2011		2012		2013		2014		2015		2016	
	Qty/Tons	Revenue	Qty/Tons	Revenue	Qty/Tons	Revenue	Qty/Tons	Revenue	Qty/Tons	Revenue	Qty/Tons	Revenue
Cardboard	83.4	\$11,750	81.7	\$8,825	83.8	\$9,312	95.7	\$10,171	94.5	\$7,909	98.9	\$10,045
Mixed Paper/Newspaper	128.4	\$8,713	112.4	\$5,429	117.6	\$2,840	119.6	\$3,126	120.3	\$2,294	124.9	\$4,918
Aluminum Cans	4.1	\$7,137	4.0	\$5,469	4.4	\$5,736	3.4	\$5,006	2.9	\$3,045	5.591	\$5,232
Glass	32.0	-	32.0	-	32.0	-	32.0	-	33.0	-	64.0	-
Metal	124.3	\$30,164	103.4	\$21,814	114.9	\$22,884	114.7	\$22,089	162.1	\$14,302	190.0	\$14,311
Batteries	2.1	\$595	1.9	\$1,273	1.0	\$627	1.93	\$1,236	2.1	\$980	3.0	\$1,379
Plastic	22.0	\$9,293	29.6	\$6,179	27.0	\$3,936	20.3	\$4,397	23.9	\$5,575	25.3	\$3,526
<b>Subtotal</b>	<b>396.3</b>	<b>\$67,651</b>	<b>375.0</b>	<b>\$48,988</b>	<b>380.6</b>	<b>\$45,335</b>	<b>395.0</b>	<b>\$46,012</b>	<b>438.8</b>	<b>\$34,105</b>	<b>511.7</b>	<b>\$39,519</b>
Transport Charge/Rental		\$-3,986		\$-4,455		\$-4,175		\$-4,839		-\$38,656**	-	\$42,141
Cost Avoidance	396.27 x \$66.80	\$26,471	374.96 x \$66.80	\$25,046	380.58 x \$66.80	\$25,423	394.93 x \$66.80	\$26,381	390.99 x \$65.31	\$28,659	318.64 x \$65.96	\$21,017
Savings:		\$90,136		\$69,579		\$66,583		\$67,564		\$63,062		\$40,895
Other revenue*:		\$37,102		\$37,291		\$38,403		\$38,395		\$38,954		\$43,519
<b>Net Revenue</b>		<b>\$127,238</b>		<b>\$106,870</b>		<b>\$104,986</b>		<b>\$105,960</b>		<b>\$63,062</b>		<b>\$61,912</b>

*Source: Town of Loudon Annual Reports, figures are rounded so may not total exactly*

\*Other revenue comes from tires, white goods, septage, building demolition, shingles, sheetrock, mattresses, furniture, porcelain items, motor oil, lightbulbs, electronics, resident stickers, etc.

\*\* Included in the 2015 Solid Waste/Recycling Report is 174.54 tons of demolition at \$85 per ton to dispose of which has not been shown in previous reports.

**LOUDON SCHOOL DISTRICT**

A member of the Merrimack Valley School District (MVSD), the Loudon School District is comprised of the Loudon Elementary School (LES) on School Street in the Village. MVSD provides public education and is comprised of five elementary schools in Loudon, Salisbury, Webster, Boscawen and Penacook and the shared MVSD Middle School and MVSD High School in Penacook.

Table 8.15 compares the relationship of LES students to the other schools in the district. Loudon students represented the second highest student body in the MVSD at 282 students in 2016, with Penacook Elementary students the highest at 380.

In Figure 8.3, the number of Loudon Elementary School (LES) students has declined steadily since 2010, when the students numbered 341. As of the October 2016 enrollment, 282 students enrolled, depicting an overall decline of 17%. Within the MVSD, Loudon students (696) of all grades (including the Middle and High Schools) represent 28% of total enrollment (2,482).

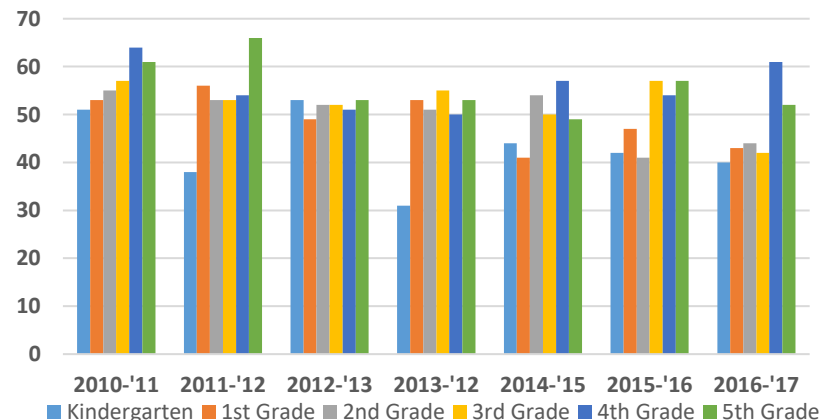
The LES building, originally constructed in 1860, has been undergoing major upgrades over the years. Most recently in 2006/2007, upgrades included a new gymnasium addition, art and music classrooms, general classrooms, a new administration area, parking lots and security system. The existing facility is approximately 42,000 square feet. Presently, a grant for the acquisition of a large generator is being sought so the school can serve as the Town’s emergency shelter. Seventy-seven percent (77%) of Community Survey respondents felt the school system was positive.

**Table 8.15: Merrimack Valley School Enrollment, October 2016**

Grade	BES	LES	PES	SES	WES	MVMS	MVHS	Total
Pre-School	23		33					56
Kindergarten	27	40	53	7	19			146
1 <sup>st</sup> Grade	43	43	50	13	13			162
2 <sup>nd</sup> Grade	32	44	55	14	14			159
3 <sup>rd</sup> Grade	44	42	64	15	16			181
4 <sup>th</sup> Grade	37	61	65	14	17			194
5 <sup>th</sup> Grade	32	52	60	12	16			172
6 <sup>th</sup> Grade						181		181
7 <sup>th</sup> Grade						190		190
8 <sup>th</sup> Grade						202		202
9 <sup>th</sup> Grade							205	205
10 <sup>th</sup> Grade							226	226
11 <sup>th</sup> Grade							196	196
12 <sup>th</sup> Grade							212	212
<b>Total Students</b>	<b>238</b>	<b>282</b>	<b>380</b>	<b>75</b>	<b>95</b>	<b>573</b>	<b>839</b>	<b>2,482</b>

Source: MVSD October 2016 Enrollment  
 BES-Boscawen Elementary School; LES-Loudon Elementary School; PE –Penacook Elementary School; SES–Salisbury Elementary School; WES–Webster Elementary School; MVMS–Merrimack Valley Middle School; MVHS–Merrimack Valley High School

**Figure 8.3: Loudon Elementary School Student Trends, 2010-2016**



Source: NH Department of Education



Loudon Elementary School on School Street

### DEPARTMENT NEEDS SUMMARY

#### Short Term Needs (Present to 2020)

- Complete lead abatement on the building's exterior.
- Upgrade the electrical system which includes a large generator.
- Enhance reception's security.

#### Long Term Needs (2020 to 2025)

- To be determined.

### TOWN CEMETERIES

There are four active cemeteries where burials can occur, Mount Hope Cemetery (Church Street), Loudon Center Cemetery (Clough Hill Road), Moore Cemetery (Church Street) and Loudon Ridge Cemetery (Ridge Road). Loudon Center Cemetery is owned by the Union Cemetery Association, Ridge Cemetery is owned by the Loudon Ridge Cemetery Association, and Mount Hope and Moore Cemeteries are owned by the Town. Although there are other public cemeteries in Loudon, no future burials can be accepted. All identified cemeteries are listed in Table 8.16.

The Town of Loudon is dotted with small, family cemeteries. These are closed to the public from interment. These historic resources are located on private property and enrich the history of the community.

Table 8.16 Loudon Cemeteries

Cemetery Name	Location
Mount Hope Cemetery (Active)	Church Street
Moore Cemetery (Active)	Church Street
Loudon Center Cemetery (Active)	Clough Hill Road
Loudon Ridge Cemetery (Active)	Ridge Road
Maxfield Cemetery	William Maxfield Drive
Loudon Mills Cemetery	Route 129
Abbott Cemetery	William Maxfield Road
Blaisdell Family Cemetery	Mudgett Hill Road
Blake Cemetery	Blake Road
Cate Cemetery	Lower Ridge Road
Cate Family Cemetery	Storrs Drive
Fletcher Cemetery	Old Shaker Road
French Cemetery	Ridge Road
Hill Cemetery	Route 106 North
Hill Family Cemetery	Loudon Country Club #1
Hilliard Cemetery	Pleasant Street
Ladd Cemetery	Route 129
Lougee Cemetery	Mudgett Hill Road
Lovering Cemetery	Clough Pond Road
Merrill Cemetery	Route 129
Moore-Sleeper Cemetery	Ridge Road
Pearl Cemetery	Voted Road (east end)
Sleeper Family Cemetery	Lower Ridge Road
Smith-Sargent Cemetery	Voted Road (west end)
Whittemore Family Cemetery	Shaker Road
Winslow Cemetery	Bear Hill Road

Source: Loudon Hazard Mitigation Plan 2016

Because of the four open cemeteries, there seems to be no need for future cemetery expansion at this time. Vandalism of both public and private headstones is a concern but is not prevalent in Town. Perpetual care trust funds are invested and used to help maintain the cemeteries.



Moore Cemetery / Mount Hope Cemetery on Church Street

## DEPARTMENT NEEDS SUMMARY

### Short Term Needs (Present to 2020)

- Continue cemetery maintenance.
- Deter vandalism of graves and headstones.

### Long Term Needs (2020 to 2025)

- Continue cemetery maintenance.

## SOURCES FOR FINANCING COMMUNITY FACILITY NEEDS AND IMPROVEMENTS

The following is an inventory of alternative financing sources and strategies Loudon could employ to help acquire needed staff, equipment and community facilities.

- **User Fees:** User fees for funding of numerous public facilities and services are widely adopted throughout the nation. Several communities in New Hampshire have adopted user fees to help

finance facilities and programs. Examples of user fees include water district charges, transfer station fees, and library programs.

- **License and Permit Fees:** Fees for applications for building and code enforcement permits, zoning approvals, and planning board subdivision and site plan approvals are all examples of permit fees. Such fees are highly equitable and are successful for minimizing the burden on taxpayers for specific programs.
- **Community Development Block Grants:** Depending on the location, social value, and functional use of a community facility, Community Development Block Grants (CDBG) can sometimes be a suitable source of financing. CDBG funds are allocated from the US Department of Housing and Urban Development and, in New Hampshire, are administered by the NH Community Development Finance Authority (NHCDFA).
- **Capital Reserve Funds:** Capital reserve funds are similar to savings accounts, as they allow the Town to contribute money annually to a specific account for the purpose of purchasing or defraying the cost of significant items such as school additions, highway equipment, fire trucks, municipal buildings and facilities.
- **Sale of Surplus Town Property and Land:** Sale of Town-owned or tax-deeded property is another viable option for raising funds to pay for new community facilities. Parcels that should be liquidated include those that have no significant conservation or cultural value, or limited potential for future community facilities.
- **Bonds:** Bonding is a popular method of raising revenue to construct or purchase town equipment and facilities. Though viable, the Town should avoid encumbering too much debt as it limits the ability of the Town to pay for future, unidentified needs.

- **Private Foundations / Trusts:** For years, communities have been the beneficiaries of trusts and donations created by private citizens and foundations. The Town should actively solicit such resources for assistance regarding the development or expansion of community and recreational facilities and programs.

## COMMUNITY FACILITIES NEEDS SUMMARY & ADDITIONAL RECOMMENDATIONS

Efficient community facilities and services that meet the needs of the public are important for maintaining and improving the quality of life in Loudon. Each Department in Loudon has specific needs that could include additional staff, new or expanded facilities, or equipment upgrades. It is anticipated that once each municipal Department is upgraded to meet its current needs, it is unlikely that any significant expansions thereafter will be needed for the foreseeable future. A development boom would have a heavy impact on the existing Town services and infrastructure, which may not be able accommodate much future growth without facilities expansion and staffing increases. The following are a list of recommendations that the Town should implement to improve Town and School services and facilities.

- Consider a study for redesign of the Village area into a Village Center to allow safe and easy pedestrian access to the Village and community facilities, including consideration of future traffic impacts, to incorporate into the Village Plan.
- Look for opportunities for setting aside land for possible construction of a future large Meeting Hall to accommodate Town Meetings and other events, instead of using the Loudon Elementary School to accommodate anticipated Town needs.
- Develop a plan to acquire additional land for community facility use, particularly land adjacent to any land currently owned by

the Town, for community facility use such as a new Highway Garage.

- Consider developing a plan for how the community would handle future development. The limited infrastructure (such as no Town water or sewer, some natural gas areas, areas of high-speed internet) and existing Town services (such as maintaining the existing roads, Transfer Station intake and Fire and Police services) could accommodate some additional economic growth and population, but not too much.

## PUBLIC UTILITIES

As part of the infrastructure of daily lives, public utilities are an important component of any community and its future growth. As New Hampshire's economy strengthens, a robust collection of public utilities is needed to serve the present and future needs of Loudon's residents and businesses.

### ELECTRICAL SERVICE

Eversource Energy currently provides regulated electric service in Loudon. Eversource maintains a 34.5 kV electric transmission line which passes from Concord through Loudon near Hot Hole Pond and then down to the Loudon substation on Oak Hill Road near North Village Road. The service splits at the Loudon substation into two branch circuits. The southern branch provides power to the Village, Oak Hill, School Street, NH 129 to Pleasant Street, and south on NH 106. The northern circuit follows North Village Road to NH 106 serving the center of Town. A third circuit comes from a substation in Chichester and serves Pleasant Street to NH 129 and the Loudon Ridge area.

Eversource maintains nearly 14 miles of transmission lines delivering three phase power to the primary commercial areas of Town including

the NH Motor Speedway (NHMS), NH 106 and its intersection with NH 129, and the Village District.

Three phase service at 12.47 kV starts at the Loudon substation on Oak Hill Road, runs along North Village Road, NH 106, Mudgett Hill Road, Hollow Root Road and then along NH 106 to the NHMS. This circuit provides three phase service for three pole sections along Dump Road, eleven pole sections on Shaker Road and eight pole sections on International Drive. In addition, three phase service at 12.47 kV runs from the Loudon substation along Oak Hill Road, School Street, South Village Road and then eleven pole sections along NH 129.



*Eversource Substation on Oak Hill Road*

Three phase service was recently expanded along NH 106 from NH 129 to Chichester Road. Eversource has examined the possibility of extending three phase service at 34.5 kV along NH 106 from the 319 Line crossing at NH 106 to the area just north of International Drive. The 319 Line crosses NH 106 approximately a quarter mile north of

NH 129. The completion of this project could take place as early as 2017 depending upon load growth in the area.

In the northern part of Town, Eversource owns land and various easements that could accommodate a 150-foot right-of-way for a proposed 115 kV transmission line project that would span from Pittsfield to Gilmanton. As of March 2017, Eversource served 2,524 customers in Loudon.

Unitil serves a small section of Loudon (142 customers) with a service area of Hot Hole Pond at the Concord town line following west to Oak Hill Road, southeast to Wales Bridge Road, crossing NH 106 south of Chichester Road then crossing Bee Hole Road, extending northwest nearly to Crooked Pond and cutting east to the Chichester town line. The NH Electric Co-op (NHEC) services only 4 customers.

Eversource does own easements in Loudon that could be used for the construction of a new power line in the future. This information is located on the Town's tax maps.

#### **NATURAL GAS LINE**

Liberty Utilities maintains and operates 22 miles of original natural gas pipeline running from Concord to Tilton known as the Hi-Line pipeline. The recent Tilton Hi-Line Reliability Project is a multi-year effort to replace a 50-year-old, 6-inch pipeline with a new 12-inch steel gas main. As part of this project, a new segment of pipe has been installed along the east side of NH 106 at the Josiah Bartlett Road/NH 106 intersection for about 5 miles, then runs westerly on Shaker Road for 3,200 feet ending at an existing regulator station on Old Shaker Road.

On July 26, 2016, New Hampshire Public Utilities Commission (PUC) issued an order approving the two Soucook River crossings for the pipeline, 30 feet under the river bottom. One 54-foot crossing is near the Wales Road Bridge Road and NH 106 intersection and the second

crossing, 135 feet of pipe, is north of the NH 129 intersection with NH 106. The pipeline also crossed Shaker Brook but is not subject to the same regulations.

The line is also accessible to some customers on Wales Bridge Road, Village Road, Lesmerises Road, Shaker Road and through a 2-inch main at Church Street, School Street and Oak Hill Road. Lazy Pines Trailer Park is served through a one and a quarter-inch main on North Village Road.

As of December 31, 2016, 179 Liberty Utilities gas customers were located in Loudon. In addition to improving reliability, Liberty Utilities expects the upgraded pipeline will increase available service in the Lakes Region.

**BROADBAND**

The term broadband commonly refers to high-speed Internet access that is always on and faster than the traditional dial-up access. Broadband includes several high-speed transmission technologies such as: Digital Subscriber Line (DSL), Cable Modem, Fiber, Wireless, Satellite or Broadband over Powerlines (BPL).

Areas of Loudon that report being underserved by broadband include northeast Loudon bordering Pittsfield and southeast of the NH Motor Speedway. The majority of Loudon reports as being served by broadband (See Figure 8.4). The areas reported as served have high-speed service defined as an average download speed greater than 10 Mbps and an advertised upload speed greater than 6 Mbps.

**Table 8.17: Residential Broadband Service**

Provider	Type of Service	Fastest Speed	Price/Month	Availability
Xfinity	Cable	150 mbps	\$49.95/10 mbps	95.2%
FairPoint	DSL	25 mbps	\$50.95/10 mbps	81.2%
TDS	Fiber	1000 mbps	\$44.95/25 mbps	31.1%
TDS	DSL	25 mbps	\$34.95/15 mbps	23.4%
MetroCast	Cable	75 mbps	\$57.95/50 mbps	1.2%

**Table 8.18: Business Broadband Service**

Provider	Type of Service	Fastest Speed	Price/Month	Availability
Comcast (Business & Enterprise)	Cable	150 Mbps	\$69.95-249.95 (Quote needed for Enterprise)	86.2%
FairPoint	DSL	25 Mbps	\$55.99-89.95	77.3%
MetroCast	Cable	75 Mbps	\$59.95-349.95	0.4%
SingleDigits (Enterprise Provider)	Fixed Wireless	50 Mbps	Quote Needed	38.7%

**Table 8.19: Mobile Internet Service**

Provider	Type of Service	Fastest Speed	Price/Month	Availability
AT&T	Mobile	10 Mbps	\$50 @ 5GB	100.0%
Verizon	Mobile	10 Mbps	\$60 @ 12 mbps	100.0%
Sprint	Mobile	6 Mbps	\$50 @ 6GB	99.7%
U.S. Cellular	Mobile	3 Mbps	\$40 @ 10GB	99.3%

**Table 8.20: Satellite Internet Service**

Provider	Type of Service	Fastest Speed	Price/Month	Availability
HughesNet	Satellite	15 Mbps	\$59.99-159.99	100.0%
Dish	Satellite	15 Mbps	See website	6.2%

Source: [broadbandnow.com](http://broadbandnow.com) for Tables 8.17 – 8.20

Table 8.21: Television Service

Provider	Type of Service	Number of Channels	Price/Month	Availability
Comcast	Cable	Up to 260	\$30 - \$120	94.9%
TDS	IPTV	Up to 190	\$60 - \$75	31.7%
DirectTV	Satellite	Up to 315	\$50 - \$125	100.0%
Satellite Television	Satellite	Up to 315	\$50	100.0%

Source: InMyArea.com

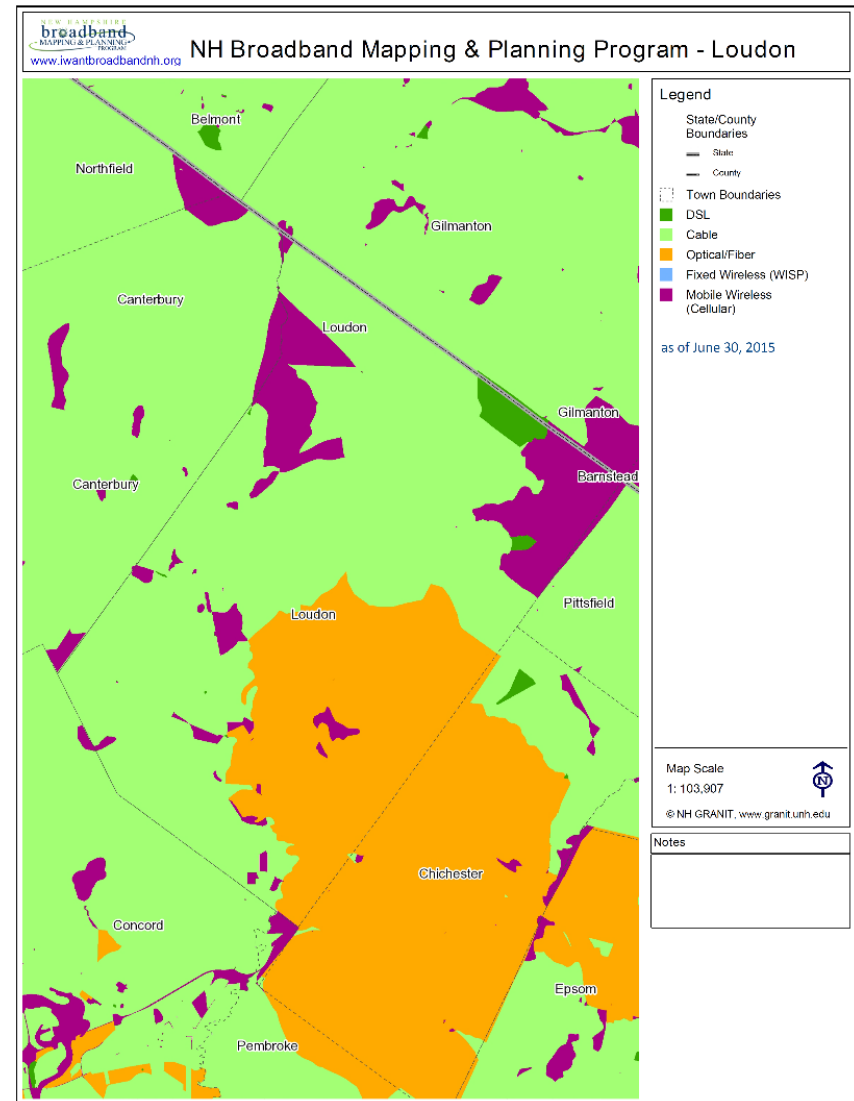
The NH Broadband Mapping and Planning Program (NHBMP) cataloged in 2015 displays the availability of broadband internet service in Loudon by Census tract. The number of broadband providers available in Loudon per tract ranged from four to nine different providers, offering most residents a choice of service. The NHBMP tested broadband speeds ranging from 1 to >18 Mbps while those participating in the survey reported maximum advertised download speeds ranging from 3 Mbps to > 1 Gbps. The Town is covered at moderate speed but does not have full coverage over its entire geographic area.

In the Community Master Plan Survey, 86% of respondents claimed to have access to broadband internet adequate for their needs, while 9% said they did not have access to suitable broadband internet.

Loudon’s primary broadband providers are Comcast Xfinity and FairPoint Communications. While Comcast is the primary cable provider, MetroCast serves a small percentage of cable customers. FairPoint is the primary DSL provider while TDS also serves several customers in town. TDS is also the only fiber service provider yet coverage only exists for approximately 1/3 of the town’s customers.

All told, there are fourteen different internet providers across a variety platforms and delivery systems. The data can be found at <http://broadbandnow.com/New-Hampshire/Loudon>.

Figure 8.4 Broadband Availability in Loudon, 2015



Source: [www.iwantbroadbandnh.org](http://www.iwantbroadbandnh.org)

Several areas of Loudon still do not have access to high-speed internet as shown in Figure 8.4. Two large areas, one along Route 106 at the Canterbury Town line near the NH Motor Speedway and one within the Pittsfield Road and NH 129 block are present in Town. Pockets of no broadband or DSL availability are dotted throughout the southern half of the community, including the NH 106 and Currier Road intersection.

#### **TELEPHONE SERVICE**

Basic landline telephone service once played a critical role in everyday life but as cellphone usage increased, there became less of a reliance on landlines. The technology has evolved over the past 60 years from mechanical switching centers and a fragmented network with party lines to digital switching systems and fiber optic networks. Universal service, once a distant vision, is now a reality. Telephone companies now offer wireless services, internet access, satellite television, and digital subscriber services (DSL) to many of their customers. While many still use their landline phone for a DSL or dial-up connection, there is less of a reliance on landlines with the use of cellphones.

Landline residential telephone service in Loudon is provided by TDS Telecom and FairPoint Communications. TDS fiber is available in certain parts of Loudon, including along the southeast border with Chichester and certain areas adjacent to Routes 106 and 129.

#### **TELECOMMUNICATIONS**

Telecommunications law in general is shaped by a mix of federal, state and local laws and regulations, and a developing body of case law. The federal Telecommunications Act of 1996 (TCA) was the first major overhaul of communications law in over 60 years, amending the Communications Act of 1934. The goal of the law was to ensure that all communication businesses are allowed to compete with each other in any market and to promote such competition. Broadly, the

Act preempts all state and local laws that would prohibit or have the effect of prohibiting an entity from providing telecommunications services. The TCA sets boundaries for local land use decisions on wireless tower applications and for management of public rights-of-way. The Act also creates separate regulatory tracks for cable and telecommunications – the telephone industry, not broadband per se, but there are implications for broadband since much of the infrastructure necessary for the provision of broadband overlaps with telecommunications, cable, and increasingly, wireless facilities.

Loudon voters originally approved a Wireless Telecommunications Towers and Antennas (cellular tower) ordinance in 1999 with subsequent amendments over the years. The 2015 Central NH Regional Broadband Plan identified several recommendations for municipal governments to consider adopting as part of a comprehensive approach to telecommunication in their community.

The current Town ordinance requires a Special Exception from the Zoning Board of Adjustment and site plan review by the Planning Board for all towers. There are currently towers on Oak Hill Road, NH Motor Speedway (2), NH 106 and a tower located on Pleasant Street. Towers in Pittsfield and Chichester generally serve the Loudon area. Certain areas in Town may still need a shorter “area” antenna for adequate coverage.

Given the recent amendments to telecommunication law at the federal and state levels, Loudon should evaluate its current ordinance to ensure the Town is compliant with those changes and has the most up-to-date references and approaches to where and how these facilities should be sited.

#### **WATER SUPPLIES**

Just over 87% of Loudon’s households and businesses are served by individual wells. These wells typically withdraw groundwater from

**Table 8.22: Residential Wells  
Installed 2007-2016**

Year	# of Wells
2016	11
2015	16
2014	3
2013	5
2012	7
2011	17
2010	22
2009	16
2008	20
2007	29

Sources: DES OneStop Data, April 2017

stratified drift aquifers located underground and treat the water onsite to attain drinking water quality standards. The majority of wells in Loudon source from the large stratified drift aquifer underlying the Soucook River corridor. In the past ten years between 2007 and 2016, a total of 146 new or replacement wells have been installed in Loudon, shown below by year in Table 8.22.

Just under 13% of Loudon is served by public water systems monitored by the NH Department of Environmental Services (NHDES). Some public water systems may source water from groundwater similar to a well, while others may source water from a larger waterbody capable of providing a large of enough volume of water for the system’s needs. In Loudon, this includes the large stratified drift aquifer under the Soucook River corridor and other small lakes and ponds.

A community water system is defined by the NH Department of Environmental Services (NHDES) as a water system serving at least 25 year-round residents. Commercial, retail, manufacturing and

**Table 8.23: Registered Public Water Systems**

# of Wells	Name of Public Water System	Location	Population Served
1	106 Motel and Apartments	NH 106	42
1	Brookside Mall	NH 106 North	300
4	Cascade Campground	NH 106 South	588
1	Cascade Campground/ Lower	NH 106 South	200
1	Cascade Park Campground/ Spring	NH 106	120
1	Cascade Park Campground/ Tenting Area	NH 106	163
1	Dunkin Donuts	NH 106 South	500
1	Family Bible Church	Loudon Ridge Road	49
1	Flintlock Apartments	NH 106	30
1	Fox Pond Plaza	NH 106	60
5	Freedom Hill/Pine Ridge	Pine Ridge Rd, NH 106	375
1	KOS Manufactured Housing Community	Shaker Road, NH 106	137
1	Loudon Big Apple	NH 106	60
1	Loudon Country Club	NH 106	100
1	Loudon Elementary School	School Street	355
2	Loudon Mart	NH 106 North	300
2	NH Motor Speedway	NH 106	4,500
1	NH Motor Speedway/Main Office	NH 106	45
2	NH Motor Speedway/RV Camping	NH 106 North	75
1	Presidential Pines/Lower	N Village Road, Pierce Lane	51
1	Presidential Pines/Upper	N Village Rd, Lazy Pines Dr	60
1	Red Roof Inn	NH 106	100
1	Speedway Convenience Store	NH 106 North	125
2	Villages at Loudon	Iris Lane	49
1	Volunteers of America NNE Senior Housing	S Village Road	50
1	Z1 Express	NH 106 North	200
<b>37</b>	<b>Total PWS Facilities</b>		<b>8,634</b>

Source: NH Department of Environmental Services, 2014

industrial establishments, the Elementary School and multi-family housing developments in Loudon require public water supplies to accommodate resident, employee and consumer needs. Detailed in Table 8.23, there are currently a total of 37 public water supplies in Town, most of which are bedrock wells. The high-yield NHMS wells are gravel pack wells.

A large coarse-grained stratified drift aquifer underlies the Soucook River in Loudon. Transmissivity is a measure of how quickly water travels, measured in feet squared per day. In Loudon, there are large areas of aquifer transmissivity between 2,000 and 4,000 feet squared per day, surrounded by areas of lower transmissivity. These areas are largely clustered on the east side of Route 106 and around the Soucook River corridor. The Soucook River aquifer could serve as a public water supply should the need arise in the future. There are currently no plans to explore a municipal water supply and if the need arises, a deep well(s) concept would be another suitable option.

#### **SEWER (WASTEWATER TREATMENT)**

Decentralized (on-site tank and leach area) wastewater treatment is a very common treatment option in the United States. About one-fourth of the total population in the US is served by onsite wastewater systems and about 37 percent of new construction employs this type of treatment. Small, rural communities represent about 10 percent of the total wastewater need in the country, but decentralized systems are not limited to these areas, since more than half of onsite systems are found in metropolitan areas. The federal Environmental Protection Agency (EPA) estimates that anywhere from 10 to 30 percent of onsite systems are failing annually. Citizens of Loudon need to be vigilant and monitor improperly operating onsite wastewater systems and take appropriate action when necessary.

The State Department of Environmental Services (NH DES) provides both direct and indirect assistance in the area of municipal wastewater treatment technologies. Direct assistance includes one-on-one discussions about design, operation and maintenance of systems, and problem identification and solution. Indirect assistance includes support for the development of regulations; technical information; and guidance, assessments, evaluation, and cost estimates for the design, construction, and operation and maintenance of municipal wastewater treatment facilities.

The Town is served by private septic systems and leachfields. A municipal sewer system is not necessary or feasible in the near term for Loudon. Owning and operating wastewater treatment facilities (WWTF) and collection systems represent a significant lifelong investment for any community. Loudon does not have nor can foresee a residential or business concentration that would trigger unacceptable decentralized treatment options.

#### **PUBLIC UTILITIES NEEDS SUMMARY & ADDITIONAL RECOMMENDATIONS**

Continual upgrade of utilities will provide the necessary infrastructure and technology Loudon residents require to live, work and recreate. Many public utilities are a choice to consumers such as cellular, telephone and internet providers while other services are territory-based such as electrical and cable internet. The Town government should strive to ensure its citizens and businesses are provided with the best available utilities to enable prosperity and future development opportunities. The following are a list of recommendations that the Town should implement to improve Loudon's public utilities.

- Work to ensure high-speed internet (broadband, DSL, fiber optic, etc.) coverage is available to the entire community.
- Since Eversource covers the vast majority of the community, work to ensure coverage is available to the ~150 customers of NH Electric Co-op and Unutil.
- Continue supporting the Liberty Utilities natural gas pipeline upgrade project and consider if gas should be made available to other locations in Town.
- Continue to review the locations of new development and consider the need for a future potential municipal water system in the more dense areas of the community.
- Look for opportunities to monitor the Soucook River aquifer for signs of stress from groundwater levels and wastewater contamination.
- Consider adopting policies governing the public rights-of-way for the installation of telecommunications facilities within those rights-of-way.
- Consider a policy stating the basic municipal objectives sought through cable franchising (i.e. ubiquitous, cable plant extension, access programming service to public Library and other public buildings) outside of any cable franchise negotiations.

## RECREATIONAL FACILITIES

As an important part of a healthy community, recreational facilities offer the chance for socialization, exercise and community spirit. Cultural bonds are forged during events that take place annually such as Old Home Day or during summer baseball games. Residents can

relax at the Town Beach or hike along trails. The Town owns several recreational facilities that further bring townspeople together, enriching the lifestyle and fabric of Loudon. Using the Town facilities, an active Recreation Committee works to ensure recreational programs are available to people of all ages.

### **LOUDON TOWN HALL**

The Loudon Hall at 433 Clough Hill Road was placed on the National Register of Historic Places in 1990. Built in 1847, this Greek Revival building is a historic meetinghouse in center Loudon. Although still owned by the Town, the Town Hall now serves as the home of the Loudon Center Freewill Baptist Church and hosts their activities.



*Loudon Town Hall on Clough Hill Road*

### **COMMUNITY BUILDING/HISTORICAL SOCIETY**

Formerly known as Charlie's Barn, the building at 29 South Village Road behind the old Town Offices have been used as a Community Building for over 20 years. The Town Board and Committee meetings



Loudon Community Building on South Village Road

have been held in this large, renovated meeting space with kitchen and restroom facilities. The Historical Society offices and museum occupy a section of the building. Local programs such as the Young at Heart (Senior's) group use this building for meetings and outreach. With the new Town Office building on South Village Road, many of the Town meetings may be moved from this facility.

#### **TOWN BEACH (CLOUGH POND)**

The Town Beach at Clough Pond has been a regular draw to locals. A 46-acre mesotrophic pond surrounded by privately owned lots, the Town owns two of these lots known collectively as the Town Beach. Historically a trout pond, a public boat access ramp allows for fishing boats and canoes to enter the pond. The NHDES Volunteer Lake Assessment Program Report from 2015 indicated that water quality had improved in comparison to the early 2000s, but there are opportunities for improvements as water quality can be impacted by winter de-icing activities in the watershed. The beach has been used



View of Loudon Town Beach (R) and Rules and Regulations Sign (L)

by the Loudon Recreation Committee for swimming lessons and stand-up paddle board lessons.

#### **LOUDON VILLAGE RECREATIONAL FIELDS**

The Loudon Village Recreational Fields on South Village Road are used for a variety of local events. The Recreational Fields contain baseball diamonds, soccer fields, tennis courts, empty flat fields, stadium and concessions, and more. Used by a variety of local groups including the Recreation Committee, the fields host sports and games, summer recreational programs, special events such as Old Home Day, musical guests at the gazebo, and other special Town activities. Special permits are granted to use the facilities for private events.

The Recreational Skate Park on Recreation Drive is another example of well-maintained recreational facility for Loudon's youth. Behind the Town Offices and Safety Complex, the Skate Park is another component of the Recreational Fields.



Recreational Fields and Skate Park on South Village Road & Recreation Drive

**LANDRY FIELD**

Landry Field on Staniels Road is another widely-used venue in Loudon for public and private sporting and competitive events. The field is best known for local baseball games but during downtimes, other events such as dog sport competitions keep the field occupied.

**TRAILS AND CONSERVATION AREAS**

The Loudon Conservation Commission and other agencies such as the NH Fish and Game Department oversee over nearly 2,700 acres (9% of total land) of conservation easements and protected property in Town. Some of the lands are deeded to the Town and others to

private property owners. Several of the public and conservation properties contain non-motorized trails including the Recreational Fields and NH 129 #2 Lot. Winter snowmobile trails are managed by the NH SnoShakers throughout Loudon. Several private trails on conservation land have the potential for public usage with landowner agreement.

The Conservation Commission developed the Open Space Trail System in 2001 for the Town with assistance of the CNHRPC. This document reviewed the existing conservation lands, public and private trails and investigated potential new trails to become part of a future recreational trail system. In January 2017, the Conservation Commission responded to the desire of residents to create a trails system and granted permission to establish a trails subcommittee.

The trails subcommittee has since worked closely with CNHRPC to map and gauge the potential for trails in several areas around town. Batchelder Town Forest has been identified as an area of focus and the trails subcommittee plans to work with Trailwrights, a non-profit group, to learn how to properly construct and maintain trails.

**PRIVATE RECREATIONAL FACILITIES**

The Town hosts a few private but significant recreational businesses that are economic assets to the community and draw people from all over NH and beyond. Other than the locations previously mentioned in this Chapter, the sites in Table 8.24 indicate recreational facilities in Loudon.

**Table 8.24: Private Recreational Facilities**

Facility	Location	Type of Recreation
Cascade Park	NH 106 S	Camping
Loudon Country Club	NH 106 N	Golf
NH Motor Speedway	NH 106 N	Racing

Source: Hazard Mitigation Plan 2016

## RECREATIONAL FACILITIES NEEDS SUMMARY & ADDITIONAL RECOMMENDATIONS

The following are a list of recommendations that the Town should implement to improve Loudon's recreational facilities and programs.

- Identify the reuse options of the Community Building meeting space with the assistance of the Historical Society if the building would no longer be used for Town Board and Committee meetings.
- Continue to work to improve water quality at the Clough Pond Town Beach.
- Determine whether the access to the Soucook River could be obtained and made available for public recreational use, such as through tax deeded parcels.
- Explore the development of a non-motorized trail system and publicity brochures/maps on public conservation lands.