

DIVISION OF PARKS AND RECREATION



Fiscal Year 2010 Annual Report



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DIRECTOR'S MESSAGE - ANNUAL REPORT 07/01/2009 – 06/30/2010

Four major events happened in the Division during this time period:

1. The Division of Parks and Recreation 75th Anniversary, celebrating the state's dedication to the preservation of state lands;
2. The Ten-Year Strategic Development and Capital Improvement Plan was approved and published;
3. The \$14.5 million Hampton Beach Redevelopment Project was approved for capital funding by the state legislature; and
4. \$3,065,000 was also approved for the Mittersill Expansion at Cannon Mountain.

Celebrating 75 Years of New Hampshire State Parks

2010 celebrates the 75th Anniversary of the Division of Parks and Recreation and the state's dedication to the preservation of state lands. In 1935, with 18 parks acquired, the state created the Forestry and Recreation Commission, which replaced the Forestry Commission. This marked the beginning of the Parks and Recreation division. Early on the Commission recognized and promoted the importance of forests as multiple-use areas valued for their saw logs but also for their recreational uses.

The state quickly acquired properties as state parks. In 1961 and 1985, the legislature clearly and appropriately defined the purposes of the State Park System codified as RSA 216-A:1. Today, the Division of Parks and Recreation manages 92 properties including campgrounds, beaches, natural areas, waysides, historic sites and recreational trails. The Division is comprised of the following four bureaus: Bureau of Park Operations, Bureau of Trails, Bureau of Historic Sites, and Cannon Mountain.

Ten-Year Strategic Development and Capital Improvement Plan

With the assistance of the State Park System Advisory Council, thorny problems were tackled in the development of the strategic plan, including: funding, deferred maintenance, conflicting governance in state statutes, paid vs. non-paid visitation rates, emerging recreation trends, prioritization of capital investment needs, and setting performance benchmarks to assess the opportunities and challenges of meeting the plan's goals.

A Vision Statement to support the Mission of NH State Parks was codified in the plan, setting the Division's management sights on a forward-thinking path that acknowledges the special lands entrusted to the Division's care, the importance of recreation to a healthy population, the unique public-private partnerships so highly valued in our state, and the contribution of parks to both the quality of life and the economic development opportunities in New Hampshire.

Guiding principles were outlined to focus decision-making along consistent values, including: exemplary stewardship, excellent service, productive partnerships, citizen involvement, visitor

education, outstanding employees, workforce development, effective management based on performance, and the use of best practices in research and technology to improve delivery of products and services.

The Ten-Year Strategic Development and Capital Improvement Plan is a living document, designed to continually drive the Division towards the goals identified with resource stewardship; funding; statutory framework and legislation; management and operations; and marketing, programming and product development. Anyone wishing to learn more about the Plan is encouraged to visit the Division's website at: <http://www.nhstateparks.org/who-we-are/division/reports.aspx>.

Hampton Beach Redevelopment Project

Completed in 2001, the Hampton Beach Master Plan envisioned a refurbished and rejuvenated New Hampshire seacoast anchored by Hampton Beach State Park. Centered around the Seashell complex located on the main beach in the heart of the Hampton business district, the master plan recommended expanding visitor support facilities to reduce congestion and adding more space for improved visitor services.

Hosting more than a million visitors per year, Hampton has been a seaside recreation destination for decades. As an economic engine for the seacoast area, the state recognized the importance of updating its state park facilities and guest services by approving a \$14.5 million dollar appropriation in the FY 2011 capital budget. Reconstruction of the state park facilities using high quality construction materials and energy efficient technologies will reduce maintenance costs to the state while providing enhanced visitor services to include shaded seating areas, pedestrian-friendly access between the beach and retail establishments located across Ocean Boulevard, more bathroom capacity, improved entertainment venues, and expanded visitor information opportunities.

The redevelopment project at Hampton Beach State Park will benefit the people and economy of New Hampshire for many years to come. Scheduled for completion in 2012, the refreshed facilities and beaches at Hampton Beach State Park will draw many new visitors to Hampton. All of the state's seacoast communities will benefit as more visitors seek restaurants and lodging in the Hampton area. Please visit the project's webpage at: <http://www.hamptonbeachredevelopment.com> for updates on progress. This major investment in the state's recreation and economic future is truly an accomplishment that the Division takes great pride in helping to bring to fruition. We look forward to celebrating the completion of the Hampton Beach Redevelopment Project with all of New Hampshire's citizens.

Mittersill Expansion at Cannon Mountain

The Cannon Mountain trail crew completed ski trail work and trail reclamation during the Summer, 2009, having celebrated the long-awaited acquisition of the Mittersill Ski Area through a land exchange with the White Mountain National Forest earlier that year. The Mittersill Terrain Area / Backcountry Area are managed as one large gladed area, with lift-access from the Cannon side and weekend/holiday shuttle service at the base.

Cannon Mountain began installation of the Mittersill Double Chair lift during the Summer, 2010, with completion and its grand opening scheduled for the 2010-2011 winter season.

Conclusion

While the Division's 75th Anniversary, its Strategic Plan, the Hampton Beach Redevelopment Project and Mittersill Expansion are highlighted as important events during this time period, many other improvements across the NH State Park System were also completed including new bathhouses, new playgrounds, repaved parking areas, updated water systems, and expanded camping opportunities. Everywhere you look in NH State Parks, things are happening.

The people of New Hampshire love their parks and have made their voices heard at the highest levels of state government. These treasured resources, including trails and historic sites, are to be preserved and managed at the best possible and most accessible levels. The staff of the Division are just as passionate about the parks, and are committed to ensuring that the mission of the Division of Parks and Recreation, as noted in the Ten Year Strategic Plan, to "provide New Hampshire's citizens and guests with outstanding recreational, educational, and inspirational experiences through the responsible management and cooperative stewardship of the state's natural, recreational, and cultural resources" is more than just a statement—it is the compass heading to which all our efforts are dedicated.



A handwritten signature in black ink that reads "Gail A. Wolek".

Gail A. Wolek, Interim Director
NH Division of Parks & Recreation

DIVISION MISSION

The Division of Parks and Recreation preserves and protects the unique recreational, natural, historical and cultural resources of the State of New Hampshire, as enabled by RSA 216-A. It provides high quality recreational and cultural experiences to guests of the state's historic sites, parks, and trails.

Pursuant to RSA 216-A:3-I, the Division is operationally self-funded through a system of fees it charges guests for access to and use of park lands and facilities. This State Park Fund provides the operational budget for staffing, park services, and maintenance of the resources within the state park system. The Division manages these resources through three bureaus: the Bureau of Historic Sites, the Bureau of Park Operations, and the Bureau of Trails. Other major Division organizational units are: Franconia Notch State Park which includes Cannon Mountain Ski Area; Finance and Enterprise Functions which includes Camping Reservations and Retail Operations; the Public Information and Outreach Office; and the Land and Water Conservation Fund Program.

The mission of the Division of Parks and Recreation is to:

- Develop a comprehensive state park system that protects and preserves recreation, historic, scenic and natural areas of the state;
- Continually provide such additional park areas and facilities;
- Make state parks accessible to the public for recreational, educational, scientific and other uses consistent with their protection and preservation; and
- Encourage and support tourism and related economic activities within the state. (RSA 216-A:1)

The Division accomplishes its mission by working cooperatively with its sister divisions and other state and federal agencies; and through partnerships with statutory commissions, municipalities, businesses, non-profit organizations, and friends groups and volunteers.

BUREAU OF HISTORIC SITES

Benjamin Wilson, Historic Sites Specialist - The Bureau of Historic Sites continued to make some important head way in 2010 towards fulfilling its mission of preserving, protecting and promoting the state historic sites and resources under stewardship of DRED. With a season of good weather combined with excellent programming, both our active house museums and passive non-staffed historic sites saw increased visitation and usage.

Maintenance and restoration projects completed the past year included, but were not limited to;

- The Bureau installed much needed perimeter drainage around the main house and barn at the Robert Frost Farm. The house and barn also received a new Alaskan Yellow Cedar Roof as part of a federal grant program secured by U.S. Senator Judd Gregg. Other activities surrounding the Frost Farm included a full season of guided tours, educational programming sponsored by the Trustees of the Robert Frost Farm, and a great deal of donated maintenance services by the Derry Village Rotary and AOK Landscaping. The Bureau was also heavily involved with the Derry Planning Board in the crafting of a zoning change abutting the Farm along Route 28.
- The Bureau was fortunate to hire in the spring the head preservation carpenter at Strawberry Banke Museum to complete \$35,000 of structural and cosmetic repairs at the Wentworth-Coolidge Mansion in Portsmouth. This restoration work will continue to the end of June 2011 and will complete 85% of the desperately needed repairs for the Mansion, which is one of New Hampshire's most iconic historic public buildings. Also, through the cooperation of the Division of Forest and Lands and the Thompson School at UNH, two White Oak logs were felled and milled for the purpose of restoring the 19th century anchor located at the Mansion. Like the Mansion itself, the anchor obtained from the U.S. battleship Ohio, and purchased by J. Templeman Coolidge for the site, has been a landmark in Portsmouth since the early 1900's.
- After a summer of investigation into the conservation of building fabric and systems, Tip Top House located on the summit of Mount Washington will receive an updated, more efficient heating plant as well as cosmetic repairs meant to maintain the restored hotel's period interiors and exterior stone work. This maintenance work will be completed by June of 2011, and will help to insure the building's future for the visiting public. Tip Top House is open for visitation from Late May to Columbus Day and frequently sees 20,000 guests per month, making it one of the most visited museums in New England.
- The Weeks Act of 1911, which will celebrate its Centennial in 2011, established the Eastern National Forests and is named for U.S. Senator John Wingate Weeks of Lancaster NH. The Weeks Estate, in honor of this centennial, will under go a complete restoration beginning 2011 through the site's construction centennial of 2013. This work will be funded through the Conservation license plate (or "Moose Plate") program, as well as private donations and grant funding.

- In 2011, the Franklin Pierce Homestead will see a complete exterior restoration, as well as upgrades to the site's security and fire systems. The funding for this project will also utilize the Bureau's annual Moose Plate appropriation.
- Other Bureau projects in the works for the upcoming 2011 season include: exterior repairs to the Patch Farm House in Fitzwilliam; improvements to Duston Island and the Hannah Duston Memorial; interior repairs to the Daniel Webster Birth Place in Franklin; and landscape and interpretation improvements at Fort Stark, Fort Constitution and the Governor Wentworth Historic Site in Wolfboro.

The Bureau looks forward to an equally successful year in 2011, with the completion of the aforementioned projects, a continued strong collaborative relationship with the Division of Historical Resources, the Department of Cultural Resources, the Department of Transportation, the NH Preservation Alliance, the National Trust, as well as its sister Divisions within DRED.



Weeks State Park

BUREAU OF PARK OPERATIONS

Michael Housman, Supervisor of Park Operations - The Bureau of Park Operations is comprised of six functional areas: South/Seacoast Region, Central Region, the Great North Woods Management Area, Mount Washington State Park, the Planning and Development Office, and the Construction and Maintenance Office.

A summary of what worked well and what needs improvement was compiled at the end of the summer season debriefing with Regional Managers, known as the “Cheers & Jeers” list:

“Cheers”

- A larger applicant pool resulted in a good group of seasonal hires.
- Weekly Words, an internal communications initiative, facilitated improved communications.
- DRED’s new Supply Depot at Bear Brook has worked well for the distribution of supplies.
- The “3 C’s: Cull, Clean and Cut” initiative helped to set cleaning and grounds maintenance schedules, public expectations, and accountabilities.
- Although retirements have reduced the department maintenance crew, a carpenter was hired to help keep projects on schedule.
- Distribution of paychecks has been streamlined.
- Integration of retail operations has resulted in effective labor and cost controls.
- An alcohol ban at the beach areas of Pawtuckaway and at Silver Lake has resulted in an improved family-oriented environment.
- IT initiatives now enable 14 parks to submit attendance and financial reports electronically.
- An updated Procedures Manual was distributed and adopted by the field staff.
- Gilson Pond Campground was opened and celebrated.
- Hampton Beach redevelopment is underway and greatly anticipated.
- “Discover the Power of Parks” interpretive program in partnership with the Student Conservation Association, enjoyed its fourth year and continues to be well received.
- Forest Lake, with the help of the local community, and Clough State Parks have been reopened.

“Jeers”

- Communications could still improve.
- Simplify the Bus Program.
- Streamline the Beach Advisory Program, possibly through onsite testing to reduce the one-day lag time between results from DES in Concord.
- Improved sharing of common successes among peers.
- Streamline and provide better training and education of the Special Use Permit program.
- Additional training on Guest Services.
- Address deficiencies and lack of vehicles and equipment.
- Strengthen enforcement policies.

MOUNT WASHINGTON STATE PARK

Mike Pelchat, Park Manager - 2010 was another busy year at Mount Washington State Park, the highest state park in the northeast United States at 6,288’ on the summit of Mount Washington. The focal point of the park is the Sherman Adams Summit Building, which hosted over 250,000 visitors who made the trip to the top of the mountain by hiking trail, the Cog Railway, or the Auto Road’s toll road.

Park staff duties are many and complex integrating many specialized job skills including: responding to medical and mountain rescue calls; providing visitor and historic site information; operating a waste water treatment plant requiring staff certification; operating a retail food service and gift shop; caretaking the needs of 18 summit tenants; winter snow tractor operations; and year round maintenance of all summit structures and buildings. During the often formidable winter season, only one park employee performs the daily caretaking tasks at the summit.

The operation and maintenance of the park, which has grown out of necessity into a year round operation, is self-funded like the rest of the NH Park System. Revenue and operational expenses, including the bond payments for acquisitions of the Dartmouth parcel and capital improvement projects are attributed to the Mount Washington Fund. Staff labor and benefits, however, come from the State Park Fund.

One hundred and forty five lives have been lost atop Mount Washington, with a hiker’s fall from the Tuckerman Ravine headwall last July. Rescues on the mountain are all too common as park staff assists NH Fish and Game and other agencies in responding to hiker’s calls for help. However, through the rapid and correct actions of park staff, a life was saved when a visitor to the summit suffered a cardiac arrest in August: the visitor is expected to make a full recovery.



Mount Washington State Park

SOUTH/SEACOAST REGION

Gary Bashline, Assistant Regional Manager - The South/Seacoast Region stretches from the Seacoast to the Vermont border. The region contains a diversity of parks from Odiorne Point State Park in Rye, location of the state's first colonial settlement; to Pisgah State Park in Chesterfield, Winchester and Hinsdale, the state's largest park; to Greenfield State Park in Greenfield, the largest campground; and many other wonderful resources. Below is a highlight of some of the work done this past season:

- **Clough** - Had a successful season with the help of the staff and many volunteers working toward park restoration and beautification.
- **Pawtuckaway** - The staff got the park operating with limited resources. Accomplishments include banning alcohol from the day use area of the beach, building a hike-to campsite, developing a new trail map for the park, and installing more trail signs.
- **Silver Lake** - The staff did a great job taking care of visitor needs, and keeping the park safe and in good working order.
- **Odiorne** - There have been a large number of volunteers working within the park this year including, Timberland Corporation, UNH Proves Team, North Hampton 7th and 8th grade classes, and local Boy Scout troops. The invasive species eradication program continues with the help of DES Coastal Program, Rockingham County Conservation District, and the Seacoast Science Center. We are also working with the NH Fish and Game on a bat habitat project. The staff also cares for Rye Harbor and mows all the grass in the Seacoast parks.
- **Fort Stark** - Volunteers clean up the trails and operate the museum on weekends. The parking lot has been expanded to enable more guests to enjoy the park.
- **Kingston** - The staff worked with limited resources to keep the park safe and visitor friendly.
- **Hampton Lifeguards** - This has been the year of the rip tides where lifeguards participated in many ocean and land rescues. Lifeguards work with local fire and police personnel to keep Hampton Beach a fun, safe, and family-friendly beach.
- **Seacoast Maintenance** - The staff had very little problems this season: all seacoast vehicles were pre-inspected before going to the Construction and Maintenance Bureau for final inspection. Both beach rakes were repaired and painted, and are ready for next summer.
- **North Hampton** - The toilets were removed from service in July due to a septic system failure and portable toilets were installed. Plans are to reopen next spring.
- **State Park Patrol** - The 2nd phase of the installation of parking pay stations at Hampton Beach and Jenness Beach was completed. The staff installed and maintained over 200 parking meters in the beach area.
- **Rhododendron** - A new basement staircase was constructed in the old Patch Cottage by Monadnock staff.
- **Annett** - About 60 labor hours of work was completed by the Monadnock staff with the help of the Student Conservation Association (SCA) to remove and chip debris around park left over from the 2008 ice storm.

- **Mount Monadnock** - The Gilson Pond campground opened on July 9th with over 3,200 campers having visited from July to season close. Over 25 search and rescue incidents were conducted for lost or stranded hikers. The staff cleared all trails of downed debris after the ice storm. About 50 hours were required for graffiti removal at the summit.
- **Greenfield** - Clean up of blow-downs from 2008 ice storm continued. The water line to the camping area was repaired.

CENTRAL REGION

Kevin Donovan, Regional Supervisor - The NH State Parks Central Region is made up of approximately two dozen Division properties geographically located within the Lakes Region and White Mountain areas of the state. Eleven of these properties are operated as full-service state parks, providing outstanding day use areas and facilities. Five of these parks also offer campgrounds, including the state park system's largest RV facility at Ellacoya State Park on Lake Winnepesaukee. Other properties within the region include waysides, geological sites, picnic grounds, hiking trailheads, and boat launches. Many of the state's most scenic properties are located within the region.

The park staff has long been committed to providing visitors with well maintained facilities and exceptional service. The clean condition of the beaches, picnic areas, campgrounds, and buildings all generate complimentary remarks from park guests, and reflect well on the entire state park system. These team successes were achieved under limited budget resources, and are a testament to the consummate dedication of the region's staff.

Revenue increased within the region as a whole for FY10. Total day use and camping fees surpassed \$1 million in revenue for the first time in the Central Region, and retail sales at park stores were over \$350,000 dollars, also a historical high. Visitors remained loyal to their favorite state park sites and continued to use them regularly.

Capital improvements were made at several of the region's busiest parks. The largest project was the parking lot drainage and paving work carried out at Mount Sunapee State Beach, which proved to be a dramatic improvement over prior conditions. Water system improvements were carried out at White Lake, Wellington, and Ellacoya State Parks. Bathhouse renovations also took place at White Lake and Wellington. White Lake also benefited from having one of the campground shower buildings completely upgraded.

Routine maintenance projects were also accomplished throughout the region; geared toward servicing the guest effectively using limited resources. Projects included painting of buildings, sign upgrades, picnic table repairs, and more effective grounds maintenance.

In cooperation with the NH Department of Environmental Services, water and air quality are being monitored at various park facilities with emphasis on maintaining acceptable public health conditions. Park swimming areas and drinking water systems are sampled regularly, with all testing carried out at the State Laboratory in Concord, or one of its satellite facilities. Air quality concerns are addressed by limiting vehicle motor idling in campgrounds and parking areas.

The Central Region staff looks forward to providing the same quality service in FY 2011. It is a privilege to serve the citizens and visitors of New Hampshire.

GREAT NORTH WOODS MANAGEMENT AREA

Sanford Young, Supervisor - The GNWMA is comprised of the most northern state park properties, including Dixville Notch, Mollidgewock, Umbagog, Lake Francis, Beaver Brook Falls Wayside, Deer Mountain Campground, Coleman, Androscoggin Wayside, Milan Hill, Nansen, Jericho Mountain, Moose Brook and the Connecticut Lakes Headwaters Working Forest (CLHWF) tract. The CLHWF property alone is 25,100 acres of state-owned conservation land, 400 miles of state-owned roads, and 146,000 acres under an easement that allows for public access and recreation.

When the staff is not busy maintaining the parks, they can be found working with park partners to enhance guest services. A car top boat access was constructed at Big Brook Bog: "A Special Place in The Forest," with the help of DES and the Connecticut Lakes Timber Company (CLTC). A new partnership has developed in which the business and municipal communities of Dalton and Whitefield helped to revitalize the day use area at Forest Lake State Park. At Milan Hill State Park, staff has replaced steps, decks and other interior needs. Two new tent platforms were installed on previous rehabilitated tent sites. New signage has been installed on all roads and campsites. New concrete blocks were added to the boat ramp at Jericho Mountain State Park. A major cleanup involving tree and brush removal was accomplished at Moose Brook State Park. Dixville Notch State Park was revitalized in the spring of 2009 with The Balsams Hotel providing labor and equipment to install and replace damaged signs and mowing the waysides. The sense of pride and purpose by the state parks field staff are reflected in the work they do for the citizens and guests of the state park system.

The parks within the GNWMA have been very busy working on Capitol Budget projects at Lake Francis State Park and Umbagog Lake State Park with installation of a new septic field and water well. Rehabilitation of the toilet and shower buildings, and metal roofs were installed on the rental cabins. Work continues by Trails and Parks Bureaus to get all roads, trails and parks back into usable condition after damages from flooding and high winds in the fall of 2009.

Great North Woods Management Area 2009 Road Summary - This is a brief summary of the road maintenance activities and expenditures for the 2009 operations of the Connecticut Lakes Working Forest:

- **Grading and Raking** - 92 miles of road was graded, including raking with 7-8 passes per mile totaling over 500 miles of road raking. No roads were compacted during this grading season.
- **Culverts** - A total of 75 culverts were installed on the property for rehabilitation, on-going maintenance and flooding. The culverts were provided by the Pittsburg Ridge Runners Snowmobile Club, Colebrook Ski-Bees and DRED. The resetting of 20+ pipes was accomplished by staff and outside contractors. Many culverts were plugged during the season due to high water and beaver activity. Some of the culverts could be cleaned, and some had to be removed or replaced.
- **Ditch Maintenance** - Using outside contractors and staff, ditch lines damaged by high water were cleaned, repaired, reseeded, and mulched. Long term maintenance of the ditch line occurred on Deadwater Loop Road.
- **Road Rehabilitation and Repair** - North Fork Road off Camp 8 was ditched, and culverts were replaced and shaped. Lois Lane was also ditched, reshaped and culverts replaced. CLTC will do bridge and culvert work under the Forest Management plan in 2010. Deadwater loop road had spot repairs done. These roads are in need of gravel to endure truck traffic.
- **Mowing** - Approximately 30 miles of road was mowed. Again for this season, the mowing was concentrated on very heavy ditch line vegetation allowing the road to dry faster and enhance visibility. Some of these roads took 4 to 5 passes, totaling 225 hours of mowing in six weeks.
- **Bridge Repair** - The first bridge on Perry Stream Road was redecked.
- **Signage** - More mile marker signs and posts were installed on proposed logging operations by Trails Bureau and the Ridge Runners, Swift Diamond Riders, and the Colebrook Ski Bees.
- **Friends Groups** - The Pittsburg Ridge Runners and Colebrook Ski-Bees assisted with the purchasing of culverts, decking, and providing labor hours.

OFFICE OF PLANNING AND DEVELOPMENT

Johanna Lyons, Planning & Development Specialist - The office is responsible for project management and design, regulatory permit applications, and fixed asset management for all Department of Resources and Economic Development facilities. In addition, the office is responsible for recreational and public use planning, as well as providing input on policy and procedures, and developing and updating a Procedural Manual for the Division of Parks and Recreation.

The Planning and Development Office has been busy this last year with general facility management including energy efficiency projects, the Hampton Beach State Park Redevelopment project and other fiscal year 2010-2011 capital projects, as well as the planning and cost estimates for the 2012-2013 capital budget.

Hampton Beach State Park Redevelopment - The fiscal year 2010-2011 capital budget included \$14.5 million of state funds for the redevelopment of Hampton Beach State Park. Through an innovative use of the Construction Management process, the Bureau of Public Works selected Harvey Construction Corporation as the construction management firm to handle the project. Design and engineering services were provided by Samyn-D'Elia Architects, ORW Landscape Architects and VHB Engineering. Site preparation and construction of the North and South Bathhouses began in March 2010, and continued all summer with limited interruption to guests of the park. The Division is on schedule to officially accept the facilities at the end of 2011.

Harvey Construction Corporation began demolition of the Seashell Complex just after the annual Seafood Festival in September. Since October, three construction sites have been in full swing with up to 80 workers onsite per day, working diligently to pour foundations and close in buildings before winter sets in. Work will continue through the winter completing the perimeter seawall and framing the new Seashell Building. Work next spring will include the parking lots north and south of the Seashell Complex and the Seashell North and South Pavilions. The Seashell Building, which includes the stage area, is expected to be operational by 2012, however, plans for a temporary stage are being developed for the 2011 season. The project website is hamptonbeachredevelopment.com.

2010-2011 Capital Projects

- **North Country Resource Center, Lancaster** - This complex has been re-roofed. Site drainage and parking lot improvements are scheduled for spring. A thorough energy audit will be conducted this winter, with improvements for energy efficiency implemented in the spring.
- **Urban Forestry Center, Portsmouth** - The Stone House/Office complex and Learning Center were re-roofed. An ARRA energy project will fund a new central heating system with wood fired boilers. A new entrance to the main floor of the office complex is being designed for construction over the winter and spring.
- **Shieling Forest, Peterborough** - The Visitors Center that was damaged heavily in the ice storm of 2008, will receive new electrical and plumbing systems and major interior renovations.
- **Pawtuckaway State Park, Nottingham** - The water systems on Horse Island and Big Island received new pumps, meters, and valving. The electrical service entering the park was upgraded with new switch gear and panels installed in conjunction with service upgrades done by the NH Electric Cooperative. A new roof was installed on the Park Administration Building.
- **Umbagog State Park, Cambridge** - A new central septic system was installed to replace several inadequate existing systems that had begun to fail.
- **Roofing Projects, Statewide** - New roofs were installed at the following locations in addition to the ones listed above;
 - Franconia Notch, Flume Visitor Center
 - Franconia Notch, Flume Covered Bridge
 - Fox Forest Barn
 - Weeks Estate, Carriage House
 - Robert Frost Farm

- **Monadnock State Park, Gilson Pond Area Campground** - On July 9, 2010, the Gilson Pond Area Campground opened. The 2003 Monadnock Master Plan recommended that family camping be separated from the youth camping, and that it be relocated to a quieter part of the park. Capital funds were appropriated in 2006 and 2008 for the construction of the campsites, park roads, and bathhouse. This facility is the first campground the Division has built from concept to completion in 40 years. The campground has 35 car camping sites and five remote, “walk-to” sites. Reservations can be made online for this beautiful new facility.
- **Phase II Parking Pay Station Installation** - On May 1, 2010, eight additional Cale Wireless Parking Pay Stations were installed, enabling the public to pay for parking at Hampton Beach State Park more easily. These additional Pay Stations were installed in the State Park Parking Facilities from the Marine Memorial North to Great Boars Head. Two Cale Wireless Parking Pay Stations were also installed at Jenness Beach State Park in Rye. The project was funded through the Hampton Beach Capital Improvement Fund. During Phase III, an additional eight Pay Stations will be installed at Hampton Beach North from 6th Street to High Street; and three Pay Stations will be installed at North Hampton Beach State Park for the May 1, 2011 opening season.
- **Hampton Beach State Park, North Beach Seawall Repair** - On June 5, 2010, Northern Construction Service, LLC completed 15 thirty foot sections (450 feet total) of concrete seawall along Ocean Blvd North from the 8th Street stairwell to 10th Street stairwell at a cost of \$903,524.40. This work is a continuation of the general repairs to the North Beach Seawall initiated in 2006 and 2009. Another 900 feet is planned for repair starting April, 2012, pending Capital funding.



Rendering of the New Seashell Complex at Hampton Beach State Park

FRANCONIA NOTCH STATE PARK AND CANNON MOUNTAIN

John De Vivo, General Manager - Franconia Notch State Park includes the Flume Gorge and Lafayette Place Campground within its business unit.

FY 2010 Projects:

- Repaired / rebuilt roof at the Flume Gorge
- Repaired / rebuilt roof on the Flume Gorge footbridge
- Rebuilt abutment on the Flume Gorge Bus Road at covered bridge
- Replaced compressor and furnace at the Flume Gorge
- Fixed the worst spots (paving) on the FNSP Paved Recreation Trail
- Electrical power line completed at Lafayette Place Campground
- Reconditioned all decks at Lafayette Place Campground
- New roof on storage shed at Lafayette Place Campground
- New primary restroom / shower facility complete at Lafayette Place Campground
- Paving and erosion control at Lafayette Place Campground
- Utilized AmeriCorps to get a solid jump on spring cleanup

John De Vivo, General Manager - Cannon Mountain Aerial Tramway & Ski Area is comprised of the summer Aerial Tramway operation, the Cannon RV Park, Echo Lake State Beach, and the winter Tramway & Ski Area operation.

FY 2010 Projects:

- Snowmaking upgrades completed
- Notchview Lodge refurbishment / retail area
- New rental & repair facility at Peabody lodge
- Mittersill trail work / reclamation
- Peabody Lodge HVAC / Mechanical work
- Peabody Lodge electrical upgrade
- Fire suppression work at Peabody
- Tram Valley Station roof repairs
- Peabody Lodge expanded family room & new Cannonball Pub
- Communication line replacement / Eagle Cliff Triple Chairlift



Installation of Mittersill Chairlift

BUREAU OF TRAILS

Chris Gamache, Bureau Chief - The Bureau of Trails administers multiple-use trails on state, federal, and private lands. The Bureau assists organizations, municipalities, and trail clubs with the development of trails on both public and private lands, and facilitates and supports the Statewide Trails Advisory Committee (STAC). Included in the bureau's management are 250 miles of wheeled off-highway recreational vehicle trails, over 300 miles of state owned rail-trails, and 6,830 miles of snowmobile trails.

Major activities accomplished by the Bureau include:

- **Jericho Mountain State Park** - The Bureau continues trail development with 60 miles of OHRV trails that have been developed since the state received the park in 2006, and another 75 miles of trails planned in future years.

The new Visitors Center with an information area, restrooms, offices and storage area is being built through a cooperative agreement with Berlin High School's Career and Technical Education program. This innovative and exciting agreement provides hands-on career development and trade skill training to high school students while benefiting park development. Jericho Mountain State Park was featured on WMUR's New Hampshire Chronicle in September, 2010.



New Visitor Center at Jericho Mtn. State Park

With American Recovery & Investment Act (ARRA) funding granted to the North Country Council as part of an economic development initiative, the first annual Jericho ATV Festival was held with great anticipation and success that exceeded expectations. The two-day jamboree brought ATV enthusiasts from all over New England to discover Jericho Mountain State Park. Riders traversed the trails; demonstrated their skill in the mud pit competition and obstacle course; tested the latest demos; and enjoyed the many family-oriented activities.

- The 2009-2010 winter season brought below average snowfall, and snowmobile registrations were down by 12-14%.
- The Bureau administered \$900,000 in Grant-in-Aid projects and an equal amount in Recreation Trail Program grants to local municipalities, nonprofit organizations, and trail maintenance projects.
- Major bridge construction and replacement projects were implemented by Bureau staff in the western areas of the state.
- The Bureau collaborated with the Statewide Trails Advisory Committee to develop a NH Trail Etiquette publication to inform trail users of the courteous way to interact with others on recreational trails.
- The Bureau facilitates and collaborates with the Great North Woods Management Area staff and volunteer partners to maintain the 400 miles of state-owned roads on the Connecticut Lakes Headwaters tract.

FINANCE AND ENTERPRISE FUNCTIONS

Bruce Nichols, Department Internal Auditor - Following is a report on Parks Related Audit Activity as of December 1, 2010. This activity was initially begun in response to the LBA Audit of 2008. Key issues within the audit were:

1. A risk based approach
2. Improvements to Revenue reporting and controls over cash management
3. Improvement in communications

Risk based approach:

- A full audit plan has been developed and executed by park. The objective is to audit all major parks each year and the minor parks every two years on a rotating schedule. This is intended to ensure that at least 70% - 80% of the revenue sources are audited annually.
- A management risk survey and assessment has been conducted and results will be presented before the end of December.
- Locations for more intense scrutiny have been identified and in cooperation with parks staff, plans have been developed around these issues.
- A series of seminars were conducted to raise the awareness of fraud and improve the ability of staff to identify risk.

Improvements to revenue reporting and controls over cash management:

- Test compliance to procedures
- Examine (financial) operations
- Enhance training and understanding of staff
- Develop an awareness of areas of weakness or requiring more in-depth attention
- Cannon was examined extensively and separately from the balance of parks. This is appropriate since they are a large contributor to the revenue base.
- In response to the detailed audits, we have recently transferred detail cash posting activity from the business office to Cannon. This will reduce the work load to both the business office and Cannon staff.
- We are examining a similar move for requisition processing.
- Cannon's use of the Siriusware Application is being expanded and may involved productivity changes for Mount Washington.
- The work flow for all cash management and recognition is under review.
- Issues at the individual parks regarding the handling of cash were addressed as identified.

Improvement in communications:

- Development and adherence to standard policies and procedures
- Policies and procedures for park management were standardized and a comprehensive park manager's manual was put together by the park staff.

- All policies and procedures are under scrutiny for possible revision to enhance operations, reduce risk and improve data access.
- A major design of the audit program has been to identify areas where more training is needed
- Park management and staff are regularly advised of the status and finding of all audit activity.

Additional challenges:

- The Payment Card Industry has developed a series of Data Security Standards (PCI-DSS). The impact of non-compliance to these standards is extremely costly and totally unacceptable to the state. As such the department and division have been taxed to develop new policies and procedures surrounding PCI-DSS. The internal audit staff has assumed this responsibility.
- The repeal of the Rooms & Meals tax on camping required a large effort to ensure that more than 7,600 tax refunds were processed accurately and sent to the campers.
- A major web application support vendor was identified by the state as needing to be replaced. A team approach is being used to ensure all parties are involved and the application gets replaced on schedule.

Several forms of analysis including Return-on-Investment (ROI), payback, labor hours, revenue comparisons and others have been provided to parks and Design & Development and Construction & Maintenance staff.

The Division continues to experience difficulties in retrieving and distributing detailed financial statements from the state financial system, thereby making it difficult for the Division to make timely, effective, and efficient financial decisions and adjustments as each recreational season unfolds.

CAMPING RESERVATIONS AND GUEST SERVICES

Louise Basha, Customer Service Specialist - Camping reservations for 2010 did very well, due in part to good weather and an efficient reservation system now in use. The ReserveAmerica reservation system has proven to be a good tool, both in reaching more potential visitors, and as an efficient and accurate way to track reservations. Since implementing the system, double bookings are non-existent, and there has been a sizeable reduction in refund requests and complaints.

ReserveAmerica serves 60% of the State Parks camping reservations in the U.S. An online camping reservation process has shown to be the preferred way of making reservations for 85% of NH campers. ReserveAmerica has added direct links for support and inventory corrections, which has provided better communication and quicker response time, and improved tracking for changes, closures, additions, and corrections.

The Guest Services Office serves as the first responder on phones at Park Headquarters. The office handles questions, complaints, and disputes on behalf of the Division and for Hampton Beach meter tickets. Gift certificates, season passes, and vouchers are also processed here. Procedures have been fine-tuned to meet customer needs and legal requirements, resulting in improved customer service, efficiencies, responsiveness, and better communication.

OFFICE OF RETAIL OPERATIONS

Grant Goulet, Retail Operations Supervisor - The New Hampshire State Parks Retail Program has gained valuable momentum in its mission of becoming a more efficient, effective, and consistent operation. An enhanced product mix, an improved in-stock selection, a self-sustaining price strategy, exemplary customer service, expanded recreational services, and a strategic and clean product presentation drove park retail sales from \$1,222,968 in fiscal year 2009 to \$1,357,778 in fiscal year 2010. Even more exciting was that the account spent \$200,000 less on stock and trade purchases. This reflects a 21.5% increase in profit margin, from 34.5% in FY09 to 56% in FY10. This past season, 8 out of 19 retail centers, throughout the state, experienced their highest revenue producing season in NH State

Adapting to the changes in demographics, market conditions, and customer demands has impacted the success of the retail program. Increased team work, financial accountability, and incentive-based business plans have spearheaded the significant achievements of retail centers throughout NH State Parks.

Moving forward, the program is on pace to generate over \$1.4 million in retail revenue for fiscal year 2011. The Division of Parks and Recreation will maintain its momentum towards continuous improvement as the Retail Program explores revenue-producing and cost-saving opportunities.



Crawford Notch State Park

OFFICE OF PUBLIC INFORMATION & OUTREACH

Amy Bassett, Public Information & Outreach Specialist - This past year has been a productive one for the Public Information & Outreach Office in which the Division developed a new brand, launched a new website, and produced a new state parks guide.

The Division's new brand is based on a classic look that has been updated and revised. The brand will be used for all promotional pieces, advertising, signage and all things that tie all units of the Division together. Through this new, updated look, the Division will gain more excitement, awareness and recognition. In the next year, the Division will create logos for individual parks, for the Bureau of Trails, and for the Bureau of Historic Sites. All logos will follow the same branding standards to ensure consistency.



NHStateParks.org Homepage

As part of the Advertising Program, the Division website was identified as a major marketing asset that needed a complete redesign to launch the Division's new brand. The goal for the redesign was to have it more user-friendly, which included merging the nhstateparks.org and nhtrails.org websites together, providing easier navigation, and highlighting all Division properties and experiences. Features added to the site include photo galleries for individual parks, better layout of information, an interactive map, seasonal color/image changes, and a better content management system. Overall, the new website has an improved layout, is user friendly, and is visually appealing.

The Public Information & Outreach Office works closely with the Division of Travel and Tourism Development (DTTD) and its advertising agency on improved marketing and advertising programs for the Division. As part of this relationship, DTTD included a NH State Park Guide as part of the Travel Guidebook contract. The guide has listings of all state parks and its offerings, and is produced at no cost additional to the State. These are distributed to Welcome Centers, state parks, and various other locations, as well as to guests who request them.

The staff assisted the Division of Parks and Recreation Director in the developing a final product for the Ten-Year Strategic Development and Capital Improvement Plan. That effort included Public Information Sessions, as well as communications pre- and post-release of the Plan.

The Division once again held the New Hampshire Great Park Pursuit. The goal of the program is to provide a fun way to get children and families in the outdoors and to gain awareness for New Hampshire State Parks and its recreational opportunities. The 3rd Annual New Hampshire Great Park Pursuit was kicked off at Bear Brook State Park on Saturday, June 6th. Teams signed up online, with each team having at least one child under the age of 18 and one adult over the age of 18. This year, the field was limited to 150 teams and 147 teams registered (93% NH Residents). Five weeks of events were planned, with three guided events and two self-guided events all within the state parks. Guided events were held at Bear Brook State Park, Greenfield State Park, and Wadleigh State Park; and self-guided events were held at the Robert Frost Farm Historic Site and an event held at one of two locations hosted by the New Hampshire Recreation and Parks Association. The Student Conservation Association, NH Fish and Game Department and the New Hampshire Parks and Recreation Association all provided programming for the events. Many private companies also supported the program through donations of prizes.



2010 Great Park Pursuit at the State Forest Nursery

Comments from a Great Park Pursuit team, The Nawth Fawty Dream Catchers:

“You all did a great job and our team appreciates all of the work and time you all put into this adventure. THANK YOU SO MUCH. We all love going to new places and being able to hook up with other friends that are participating in the program. This is a mom’s dream! We can all hook up and not have to plan a thing. Just keep up the good work and everything will be great for next year!!!!”

Discover the Power of Parks is an interactive series of interpretive programs designed for visitors to New Hampshire’s State Parks. The program is a collaboration between the Division of Parks and Recreation, the Student Conservation Association (SCA), and Public Service of New Hampshire (PSNH), with program support from the American Reinvestment and Recovery Act (ARRA) and the National Corporation for Service, AmeriCorps.

Four college-age interns were recruited and trained by SCA/NH Conservation Corps (NHCC) to provide guided hikes, interpretive tours and imaginative environmental workshops for children, families and other visitors. Interpretive programs focus on connecting participants with nature and building an appreciation for New Hampshire’s unmatched natural heritage. The parks included in this year’s program were: Pawtuckaway, Greenfield, Monadnock, White Lake, and Franconia Notch State Parks. A website and a URL are maintained by the Division for the program, www.discoverpowerofparks.com and the programs are advertised at each park.

When Discover the Power of Parks was initially envisioned, there were several goals agreed upon by the collaborating partners. Those goals included:

- Serving the environment;
- Driving economic development; and
- Meeting State priorities.

The interns provided information to thousands of visitors, campers, and hikers; and delivered high-quality environmental education programs. The interpreters were asked to keep track of the number of visitors they had reached and reported the following:

Park	Program Attendees	Informal Contacts	Trails Contacts	Fall Outreach
Pawtuckaway	397		545	45
Greenfiled	267		367	
Monadnock	57		3,230	
Franconia Notch	485	2,198	710	
White Lake	955	711	135	11

Total Visitor Contact = 10,113

With guidance from the Education staff at the SCA/NHCC and State Park staff, the interns created imaginative programs connecting families with the outdoors. With over 10,000 visitors participating, this program has been very successful.

LAND AND WATER CONSERVATION FUND PROGRAM

Jane Carey, LWCF Program Specialist - One of the responsibilities of the Division of Parks and Recreation is to administer the federal Land and Water Conservation Fund (LWCF) Grant Program. LWCF provides funds on a matching reimbursement basis for state and local outdoor recreation projects. In addition to administering the competitive selection process and federal guidelines for current projects, the Office is responsible for assuring the stewardship responsibilities of over 680 projects awarded since LWCF's inception in 1965. New Hampshire has changed from a grant round each year to a two year grant round for FY's 2010 and 2011.

The NH Statewide Comprehensive Outdoor Recreation Plan (SCORP) which is the State's requirement to be able to conduct the LWCF grant program will begin in 2011 to compose a new SCORP for the 2013-2018 edition.

APPENDIX: 2010 LEGISLATION

Bill #	Title	Sponsors	Status
HB0558	(2nd New Title) establishing a procedure for leasing state parks.	Rep. Taylor, Graf 2; Rep. P. McMahon, Merr 3; Sen. Fuller Clark, Dist 24	Inexpedient to Legislate
HB1159	relative to the classification of snowmobile trails maintenance vehicles.	Rep. D. Reed, Merr 2; Rep. Palfrey, Merr 2	Signed by the Governor 05/25/2010; Effective 07/24/2010; Chapter 0088
HB1175	relative to duplicate registrations for snowmobiles.	Rep. Reed, Merr 2; Rep. Palfrey, Merr 2	Signed By the Governor 05/07/2010; Effective 07/06/2010; Chapter 0025
HB1186	prohibiting smoking within certain areas of New Hampshire state parks and historic sites.	Rep. Kepner, Rock 15; Rep. J. Day, Rock 13; Rep. Bettencourt, Rock 4	Interim Study Report: Recommended for Future Legislation in 2011
HB1231	establishing a committee to study methods of replacing the Old Man of the Mountain as part of the overall state tourism plan.	Rep. Gidge, Hills 24	Inexpedient to Legislate
HB1269	relative to the operation of OHRV's and snowmobiles adjacent to public highways	Rep. Packard, Rock 3; Rep. Ingersoll, Coos 4; Rep. Stohl, Coos 1; Sen. Gallus, Dist 1; Sen. Letourneau, Dist 19	Signed by the Governor 07/06/2010; Effective 09/04/2010; Chapter 0253
HB1378	establishing an adopt-a-state park program within the state park system.	Rep. St. Cyr, Belk 5; Rep. Bettencourt, Rock 4	Signed by the Governor 06/01/2010; Effective 07/31/2010; Chapter 0108
HB1379	relative to promotion of the state parks.	Rep. St. Cyr, Belk 5; Rep. Bettencourt, Rock 4	Signed by the Governor 06/14/2010; Effective 08/13/2010; Chapter 0146
HB1421	establishing regional advisory councils in the state park system.	Rep. P. McMahon, Merr 3; Rep. Drisko, Hills 5; Rep. Gottling, Sull 3	Inexpedient to Legislate
HB1422	establishing a committee to study the establishment of a department of natural resources.	Rep. P. McMahon, Merr 3; Rep. Drisko, Hills 5; Rep. Gottling, Sull 3	Signed by the Governor 05/19/2010; Effective 05/19/2010; Chapter 0073
HB1445	eliminating the rooms and meals tax on campsites.	Rep. H. Richardson, Coos 2; Rep. Boutin, Merr 9; Rep. Chandler, Carr 1; Rep. Ingersoll, Coos 4; Rep. Swinford, Belk 5; Sen. Letourneau, Dist 19; Sen. Gallus, Dist 1	Signed By the Governor 05/03/2010; Effective 05/03/2010; Chapter 0006
HB1518	increasing certain OHRV registration fees and fee for transfer of registration of an OHRV or snowmobile	Rep. D. Reed, Merr 2; Rep. Palfrey, Merr 2	Signed by the Governor 06/21/2010; Effective 07/01/2010; Chapter 0181
HB1520	relative to the rulemaking authority of and administrative fine authority for the department of resources and economic development.	Rep. Stiles, Rock 15; Rep. Renzullo, Hills 27; Rep. Borden, Rock 18; Rep. J. Day, Rock 13; Rep. Nevins, Rock 15	Signed by the Governor 06/28/2010; Chapter 0230; Section 10-12 Effective 06/28/2013; Remainder Effective 06/28/2010
HB1561	relative to off highway recreational vehicle registration.	Rep. Hopper, Hills 7; Rep. Kurk, Hills 7; Sen. Gallus, Dist 1	Signed by the Governor 06/28/2010; Effective 07/01/2010; Chapter 0216

APPENDIX: 2010 LEGISLATION

Bill #	Title	Sponsors	Status
HB1620	establishing state park license plates.	Rep. A. Peterson, Hills 3; Rep. Campbell, Hills 24; Rep. Bergin, Hills 6; Rep. Nixon, Hills 17; Rep. G. Katsakiores, Rock 5; Sen. Hassan, Dist 23; Sen. Odell, Dist 8; Sen. D'Allesandro, Dist 20	Signed by the Governor 07/26/2010; Effective 01/01/2011; Chapter 0373
HB1660	repealing the authority for the assessment of an administrative penalty for various OHRV and snowmobile violations	Rep. D. Reed, Merr 2; Rep. Palfrey, Merr 2	Signed by the Governor 05/18/2010; Effective 01/01/2011; Chapter 0066
SB313	extending the repeal date of the state park system advisory council	Sen. Odell, Dist 8; Sen. Hassan, Dist 23; Sen. Fuller Clark, Dist 24; Rep. Webb, Merr 2; Rep. Kepner, Rock 15; Rep. Ahlgren, Carr 4; Rep. Campbell, Hills 24	Signed by the Governor on 07/26/2010; Effective 07/26/2010; Chapter 0374
SB366	relative to size limitations on OHRVs operating on state-owned trails.	Sen. Carson, Dist 14; Sen. Gallus, Dist 1; Rep. Theberge, Coos 4; Rep. Ingersoll, Coos 4	Interim Study Report: Not Recommended for Future Legislation in 2011
SB375	relative to the state parks and the state park system as self-supporting entity	Sen. Odell, Dist 8; Sen. Merrill, Dist 21; Sen. Hassan, Dist 23; Sen. Fuller Clark, Dist 24; Rep. Gottling, Sull 3; Rep. Hubbard, Straf 1; Rep. Webb, Merr 2	Inexpedient to Legislate
SB414	relative to the Mount Washington commission.	Sen. Gallus, Dist 1; Sen. Houde, Dist 5; Rep. Remick, Coos 2; Rep. Ingersoll, Coos 4; Rep. Theberge, Coos 4; Rep. Bouchard, Merr 11	Interim Study Report: Recommended for Future Legislation in 2011



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