

Report for the City Manager Community Services Department

Date: January 12, 2026



The purpose of this document is to summarize the work the City of Dover Community Services Department from November 1st through December 31th, 2025.



Figure 1: CS staff clearing snow in the downtown.

The Reality of Winter Operations in Dover:

Each winter storm in Dover brings more than snow and ice; it brings long, demanding hours for our Community Services (CS) team members responsible for keeping the City moving. While most residents experience a storm from the safety of home, Community Services staff, across multiple divisions, report for duty knowing the work ahead may last well beyond a full day, often exceeding 30+ hours without meaningful rest.

What is less visible, however, is that Dover's winter operations begin long before the first snowfall. The Department's staff reviews recent pavement and sidewalk condition assessments throughout the year to prioritize repairs, coordinate capital improvement projects, and plan maintenance activities that directly affect winter operations.

Poor pavement conditions, deteriorated sidewalks, uneven surfaces, and failing curb lines not only impact drivers and pedestrians, but significantly increase the difficulty and risk associated with snowplowing and sidewalk clearing. Damaged pavement is more susceptible to plow blade strikes, accelerated deterioration during freeze-thaw cycles, and reduced effectiveness of snow and ice control treatments. Similarly, uneven or degraded sidewalks complicate winter clearing efforts and increase the likelihood of ice buildup and pedestrian hazards. As a



Figure 2: Sidewalk repairs to improve pedestrian safety and the ability to maintain the sidewalks in winter.

result, CS crews use these assessment reports not only to improve vehicle and pedestrian safety year-round, but also to strategically plan warm-weather construction and maintenance work that prepares Dover's infrastructure for the demands of an unpredictable, and sometimes unrelenting, New England winter. In this way, winter operations are truly a year-round effort.



Figure 3: CS crews pretreat the roads with Brine to reduce the amount of salt applied to the roadways.

When storms do arrive, they rarely align with normal work schedules. Call-ins occur

overnight, on weekends, and during holidays. Operators routinely leave families in the middle of meals, family gatherings, or in the early morning hours, while most folks are asleep, uncertain when they will return. Time that would otherwise be spent with children, spouses, resting, or attending to personal responsibilities is sacrificed so roads, sidewalks, and critical infrastructure remain accessible to the public.

The physical and mental demands of the job are significant. Operators navigate heavy equipment through the narrow residential streets, busy downtown corridors, and steep hills of a 400+ year old community, while visibility is limited and conditions are often rapidly changing. Fatigue accumulates as storms persist, yet the expectation remains the same: safe, precise operation of large vehicles in hazardous conditions while remaining alert for emergency vehicles, pedestrians, stranded motorists, and parked cars obscured by snow.



Figure 4: CS Utility crews working to address a sewer back up in the middle of a storm while sidewalks are being plowed by CS staff.

Community Services staff also continuously work to improve winter maintenance practices in ways that protect both public safety and the environment. Dover CS staff attend the annual New Hampshire salt symposium to stay current on best practices and emerging research related to snow and ice management. In addition, in the past year, Dover's Community Services workforce became Green SnowPro certified as a unit through training conducted at City their Mast Road facility. This certification focuses on techniques to reduce salt usage while maintaining roadway and sidewalk safety, helping to protect water quality, infrastructure, and public assets.



Despite these challenges, Community Services staff continue to perform this work with professionalism and dedication. Their efforts ensure emergency services can respond, residents can travel safely, utilities can operate, and businesses can reopen as quickly as possible after a storm. The effectiveness of Dover's winter response is directly tied not only to storm-time operations, but also to year-round planning, infrastructure assessment, and continuous improvement driven by the data contained in these pavement and sidewalk reports.

Please join Community Services in extending sincere thanks to all those who serve on the front lines during winter storm events, and especially to Brian Landry, Superintendent of Streets, whose leadership, coordination, and long-range planning are central to Dover's ability to maintain safe roads and sidewalks throughout the year.

Staff Spotlight: Kevin Sullivan

Please join Community Services in congratulating Kevin Sullivan on his recent promotion to Streets Supervisor. Kevin steps into this role after serving as a Heavy Equipment Operator on the Streets and Stormwater Crew, where he has built a strong reputation for reliability, technical skill, and dedication to public service.



Figure 5: Kevin Sullivan

In 2026, Kevin will mark 10 years of service with the City of Dover. In his new position, he will support Superintendent Brian Landry in the day-to-day management of the Streets and Stormwater Crews and play a key role in coordinating and assisting with winter maintenance operations—a critical function for keeping Dover's roadways safe and accessible.

We thank Kevin for his years of committed service to the City of Dover and wish him continued success as he takes on this new leadership role.

Staff News:

2025 Dover Holiday Parade:

Staff and their families once again participated in the Annual Dover Holiday Parade on November 30th. The rainy weather could not dampen the spirits of those on the parade float which once again took first place in the Civic category. The theme of the float was “Let it snow” which is very fitting for Community Services.

Dover Utilities Commission (Krystian Kozlowski): The DUC met on November 17, 2025 and on December 15, 2025. The November meeting discussed Resolution R-2025.11.12-73, which passed and forgives any interest charges of late fees accrued on City utility bills and miscellaneous service bills during the Federal shutdown for active Military and Federal employees not receiving paychecks for the period October 1, 2025 to November 7, 2025.

Additionally, Chairman Bret Carmichael and Richard Robison were both elected to City Council, and will be leaving their positions at DUC in January. The DUC met briefly in December, and nothing substantial was discussed.

Planning Board (Ken Mavrogeorge): The Planning met once in November (11/18) and once in December (12/09).

At the November 18th regular meeting, the Board approved a Transfer of Development Rights application for a redevelopment at 36 Forest Street that will include four residential units, two of which will be deed-restricted to HUD Fair Market rents, with conditions related to fees, deed restrictions, and plan revisions. The Board also approved a site plan for a redevelopment project at 376-378 Central Avenue to convert the existing building into four commercial spaces and 15 residential units, granting waivers for landscaping and traffic analysis and setting



Figure 6: CS' entry into the 2025 Holiday Parade.

conditions for technical documentation, construction planning, and final signatures. Staff also shared updates on forthcoming projects and public surveys related to hazard preparedness.

At the December 9th meeting, the Board approved a minor subdivision at 143 Long Hill Road and two lot line adjustments on Dover Point Road and Tuttle Lane, each with subsequent plan documentation conditions. The Board granted a Conditional Use Permit for construction of a single-family home within the Conservation District on Saddle Trail Drive and approved related conditions. A combined Conditional Use Permit and site plan for Summit Land Development's industrial expansion at 14 Industrial Park Road was also approved with several waivers and detailed subsequent requirements. Additionally, the Board approved a site plan amendment converting the former Ames building into a fitness facility, including multiple conditional waivers and technical plan requirements. Continued items were scheduled for the January 27, 2026 meeting.

Transportation Advisory Committee (TAC) (Jillian Semprini): TAC met on November 24th, 2025. The next meeting is scheduled for January 26th, 2026. Meeting highlights include:

- Discussion regarding traffic concerns on Columbus Ave, Horne St, and Atlantic Ave, noise concern on Whittier St, right-of-way concern at the corner of George St and Central Ave, and review of a Bike Route prepared by Seacoast Strong Towns.

Technical Review Committee (Jillian Semprini): There were seven (7) TRC meetings that took place in November and December. Meeting highlights include:

- Site Plan for Jones & Beach Engineering (Owners: The Dover Condominium & Essential Properties, LLC), located at 851- 888 & 829-833 Central Avenue. (Proposal is to convert former department store to Traene fitness facility consisting of 10 pickleball courts and fitness areas with a 24' wide driveway connection between the two parcels.)
- Site Plan for Mechanic Street Realty Trust, located at 9 11 Mechanic Street. (Proposal is to construct an 8,750 s.f., five (5) story mixed-use building, with commercial space on the first floor.)
- Site Review for 5 Sherman Street, LLC, located at 103 Court Street. (Proposal is to maintain an existing single-family dwelling and construct four (4) new single-family homes for a total of five (5) dwelling units with two (2) of the new single-family homes size-restricted to 1,400 square feet each.)
- Site Plan for Civilworks New England, n/o InSite Development Services, LLC (Owner: 914 Central Avenue, LLC), located at 914 Central Avenue. (Proposal is to construct a 10,075 s.f. childcare facility.)
- Site Plan for Summit Land Development, LLC (Owners: 16 Industrial Park, LLC), located at 14 Industrial Park Road. (Proposal is to construct a 14,560 s.f. warehouse and a 6,200 s.f. addition to the existing building)
- Site Plan Amendment for Jones & Beach Engineering (Owners: The Dover Condominium & Essential Properties, LLC), located at 851- 888 & 829-833 Central Avenue. (Proposal is to convert former department store to Traene fitness facility consisting of 10 pickleball courts and fitness areas with a 24' wide driveway connection between the two parcels.)
- Site Plan for JSR, LLC, located at Venture Drive. (Proposal is to construct an approximately 10,080 s.f. building with four (4) contractor bays and office space with associated parking and stormwater management.)



Municipal Alliance for Adaptive Management (MAAM) (Tim Puls): MAAM met on November 20, 2025 but did not meet in December. The meeting in November focused on recommendations for next steps with EPA/NHDES/Stakeholders, discussion of the CY26 budget, and an update to the Inter-Municipal Agreement.

Seacoast Stormwater Coalition (SSC) (Tim Puls): The SSC met on December 17, 2025, and topics included a presentation from PREP on their stormwater outreach tool kit, MS4 requirements for municipal redevelopment, and updates to the Stormwater Management Plan (SWMP).



Community Services

Dover, NH



Streets and Stormwater:

During November, the Streets and Stormwater staff focused on completing critical fall maintenance and transitioning operations in preparation for the coming winter season. Catch basin cleaning activities were substantially completed prior to the onset of freezing conditions and will resume in the spring. Crack sealing operations were also conducted to preserve roadway surfaces and mitigate further deterioration during winter freeze-thaw cycles. In parallel, winter preparation activities were fully underway, including equipment readiness, material staging, and operational planning to ensure the City was prepared for early-season weather events.

December operations were dominated by winter weather response. CS crews shifted fully into winter operations mode, responding to multiple icing events and snowstorms throughout the month. Activities included pretreatment and treatment of roadways and sidewalks, snow plowing, sanding, salting, and post-storm cleanup operations as conditions warranted. Staff maintained readiness for successive events and adjusted operations to address changing weather patterns, including frequent icing early in the season followed by moderate snow accumulations later in the month.

Customer Service

Streets and Stormwater staff regularly respond to service requests throughout the year. The majority of the service requests logged and closed during November and December were winter weather related.

Service Calls		
Time Period	Logged Service Calls	Resolved Service Calls
November & December 2025	216	187
2025 YTD	1062	1006



Figure 7: Crack sealing took place with Indus Inc. Crack sealing took place over the course of 6 days totaling 35,575 pounds of crack sealing materials over 12 roads.

Snow Report:

Between November 24th and December 31, 2025, the Community Services Department responded to ten (10) winter weather events. Late November and early December Late was dominated by multiple icing events which required treatment of roadways and sidewalks but resulted in minimal to no snow accumulation.

Snow-producing events began in early December. Dover experienced five measurable snowfalls during the reporting period, with accumulations ranging from approximately 1.5 inches to 7.5 inches. The largest event occurred on December 23th-24th, generating approximately 7.5 inches of snow citywide, followed by the December 2nd-3rd storm, which produced approximately 7 inches. A mid-December event resulted in approximately 3.5 inches of accumulation. Cleanup operations were conducted on December 11th and 26th in response to prior snowfall, with no additional accumulation recorded.

Overall, winter operations to date have been characterized by an increased frequency of icing conditions early in the season, followed by several moderate snowfall events later in December. Total snowfall for the period is estimated at approximately 19.5 inches.

According to the National Weather Service's NOAA's Climate Prediction Center, La Niña conditions, while still present, appear to be weakening and have roughly a 75% chance of transitioning to El Niño-Southern Oscillation (ENSO)-neutral during January-March 2026. According to NOAA, ENSO-neutral conditions occur when ocean temperatures are near average making seasonal outcomes less predictable.



City of Dover, New Hampshire Community Services		Season: 25-26																
Title: Winter Events															Total Event Cost (\$)			
Event #	Start Date of Event	End Date of Event	Weather Condition	Parking Ban	Accumulation (in)	Total OT Hours	Total OT Cost (\$)	Contractor Cost (\$)	Salt (tons @ \$75.02 per ton)	Sand (tons)	Sand Cost (\$24 per ton)	Salt/Sand Mix (yds)	Salt/Sand Mix Cost (\$37.69 per yd)	MgCl (gal)	MgCl Cost (\$1.35 per gal)	Brine (gal)	Brine Cost (\$0.665/gal)	
25-26-01	11/24/2025	11/24/2025	Icy Roads			14.50	\$ 708.12		12.65	\$ 948.00	0							\$ 1,657.12
25-26-02	12/1/2025	12/1/2025	Icy Roads			6.35	\$ 247.97		17.10	\$ 907.74	0							\$ 1,155.71
25-26-03	12/2/2025	12/2/2025	Snow	Yes	7	505.61	\$23,625.72	\$13,797.50	3,65.00	\$ 27,484.93	144	8	\$ 301.52	470	\$ 634.50			\$ 56,844.17
25-26-04	12/16/2025	12/16/2025	Icy Roads			49.99	\$ 1,795.91	\$ 306.00	34.00	\$ 4,051.08	240	8	\$ 301.52	300	\$ 675.00			\$ 7,153.59
	12/11/2025	12/11/2025	**Clean Up**	Yes		61.26	\$ 2,538.22			0								\$ 2,538.22
25-26-05	12/14/2025	12/14/2025	Snow		3.5	245.70	\$11,064.76	\$ 3,135.00	207.50	\$ 19,317.65	96	18.3	\$ 697.27	1000	\$ 1,350.00			\$ 35,984.68
25-26-06	12/23/2025	12/24/2025	Snow	Yes	7.5	372.32	\$17,101.92	\$ 17,101.92	172.50	\$ 12,940.35	72	72	\$ 2,715.68	570	\$ 1,107.00	1137	\$ 108.02	\$ 33,971.57
25-26-07	12/26/2025	12/26/2025	Cleanup			81.78	\$ 3,999.23	\$ 1,000.00	34.10	\$ 2,558.18	0	27	\$ 1,017.63	80	\$ 108.00			\$ 8,550.04
25-26-08	12/27/2025	12/27/2025	Snow		1.5	90.23	\$ 4,202.71		119.35	\$ 8,953.64		11	\$ 414.59					\$ 13,670.94
25-26-09	12/29/2025	12/29/2025	Icy Roads			47.92	\$ 2,248.85		75.90	\$ 5,694.82	72	23	\$ 866.87					\$ 8,609.74
25-26-10	12/29/2025	12/31/2025	Icy Roads		6.25	62.34	\$ 3,027.97		77.90	\$ 5,776.54	456	38.3	\$ 1,451.07					\$ 10,265.58



Engineering

Customer Service:

In addition to supporting other City Departments and working on Capital Projects, Engineering staff takes Service Calls from the public and responds to them as quickly as they can. The team meets regularly to review open Service Calls and discuss how to respond. The Table below shows the total Engineering related calls year to date and over the past month.

Engineering		
Time Period	Logged Service Calls	Resolved Service Calls
November 2025	8	4
December 2025	4	1
2025 YTD	169	149

Engineering Projects:

Water Service Line Inventory (WSLI):

Community Services staff prepared and mailed out notifications for December 1, 2025, as required by the NHDES and the EPA, notifying customers in which the city does not have records of the material used in their water service. The notifications provide information on the next steps that the city is undertaking to continue to identify water services with unknown materials. Staff fielded calls and emails from customers in the month of December as a result of the notifications.

Cochecho Waterfront Redevelopment:

The private development continues to move towards completion with Building C expected to be ready for occupancy the end of January. The plaza area between Buildings C and D is almost complete with the exception of landscaping. Final pavement and striping has been installed across the entire interior parcel between C and D. The developer purchased Parcel 1-7 (Building F) in November and began ground improvements in December.

The public improvements continue to progress with completion of the granite bridge deck, and the installation of the stabilized stone dust area at the gateway to Nebi Park. The outlook area has been completed with the installation of the granite engraved City of Dover seal and flag pole. The shoreline rehabilitation in front of the Pavilion is scheduled to begin early January with the removal of the steel sheet pile bulkhead.

The contractor is nearing completion of the Seaport Way Extension (heading towards Maglaras Park) including drainage, new sewer connection for the existing residence abutting the work, and base pavement.

The Pavilion is now watertight, and the asphalt shingles have been installed. Electrical, HVAC, and plumbing work within the interior of the building is nearing completion. The granite steps in the rear of the building have been installed as well as the granite curbing and brick pavers.





Figure 8: The Cochecho Waterfront comes alive at night with new street lighting as the Nebi Park pavilion keeps moving along.

Central Ave (Central Core Ph 1) WM Replacement:

The project, consisting of replacing the 1880s vintage watermain on Central Ave from Broadway to Abbey Sawyer Memorial Drive and on Abbey Sawyer Memorial Drive, was advertised to potential



bidders in November 2025. A pre-bid meeting was held in early December 2025. The bids were opened December 18, 2025. S.U.R. Construction, Inc. was the apparent low bidder. Work is expected to take place in 2026 and continue into 2027.

Court Street and Union Street Reconstruction:

S.U.R. Construction, Inc., completed base course pavement installation on Court Street from Central Ave to Union Street in late November. All new stormwater drainage infrastructure on this section of Court St. is functional and in use. The below roadway stormwater drainage infrastructure on Union St. between Central Ave. and Court St. is complete. The contractor has laid the gravel roadway subbase on Union St. which will receive the base course of asphalt pavement in Spring of 2026. The contractor will continue to install drainage on Court St heading south of Union St during the winter months. Engineering staff will continue to work with residents in the project area to coordinate location for the new storm water service connections being provided at each property.

Hale Street and Locust Street Reconstruction:

S.U.R. Construction Inc. mobilized on December 8, 2025 and advanced construction quickly. SUR worked through the most challenging portion of the project during the first week, which consisted of shutting Locust St down near Hale St to all vehicular traffic. Locust St was re-opened to traffic on December 12, 2025. Work ceased between December 23, 2025 and January 2, 2025 for the holiday period. Work is anticipated to be substantially completed in mid-January 2026.



Figure 9: Fresh pavement has been placed on Court Street.



Figure 10: Hale and Locust Street drainage work in action.

Fifth and Grove Reconstruction:

The contractor, N. Granese and Sons, has completed the final punch list items including pavement markings, installation of shields on the street lights, and installation of a Rapid Rectangular Flashing Beacon (RRFB) on Chestnut St at Fourth St. The project is now complete.

Henry Law Avenue/Payne Street Reconstruction:

The reconstruction project will include the installation of two underground stormwater management systems, and improvements to the sidewalk, roadway, and street lighting. Parking is anticipated to increase around the park as part of the work. The design consultant, Kleinfelder, has been working towards finalizing the contract documents with anticipation of bidding the project in mid-January.

County Farm Culvert Replacement

The project includes the replacement of the existing culvert with two-larger sized culverts to increase the hydraulic capacity of the existing crossing. The design consultant, Apex, as completed the field investigations including soil borings, wetland delineation, and survey, and are moving into the design phase of the project.

Permits and Licenses:

Permit and License Summary for November and December 2025:

Driveway Permits: 7
Utility Licenses: 7
Paving Licenses: 4
Excavation Permits: 7
Certificate of Occupancy Inspections: 0
Construction: 5
Obstruction Permits: 1

Wastewater Permit Review Summary for November and December 2025:

Sewer Connection Permit: 2
Septic Design Reviews: 3

Site Review/Project Oversight Support:

Preconstruction Meetings:

There were three pre-construction meeting held in November and December consisting of Waterfront Private Development - Building F, Dover Highschool Athletic Fields, 376 and 378 Central Avenue.

Construction Oversight:

Engineering Technician, Jordan Chambers, continues to conduct oversight of private construction projects approved by the Planning Board. Projects that are underway or have been completed include:

- 725 Central Ave Development (Central Ave and Brick Rd.)
- Mixed Use Residential – The Station (2 Grove St)
- Waterfront Private Development
- Pointe Place
- Fisher St. Residential (Lenox Dr)
- McIntosh Commons
- 59 Tolend Rd.
- 110-114 Silver Street
- 180 Tolend Road
- 17 Summer Street
- 73 Locust Street (Dover Public Library)
- Dover Fields (Route 108 & Mast Road)
- Gulf Rd / Oak St (Emerson Ridge)
- 136 Locust Street
- 34 Industrial Dr
- 1 Cold Springs Rd
- 44 Third St



Community Services

Dover, NH



Utilities

Ongoing Maintenance and Emergency Response:

During November and December, the Community Services Utilities Crews were actively engaged in maintaining and repairing critical water and sewer infrastructure across the City of Dover. Crews responded to and repaired multiple water main failures at several locations, including Sixth and Maple Streets, Washington and Arch Streets, the Ham and Park Street intersection, and Mount Vernon Street. These repairs involved addressing deteriorated cast iron and ductile iron mains, replacing compromised sections of pipe, and restoring system integrity to minimize service disruptions for residents and businesses.



Figure 11: Broken drain line and old gas line encountered prior to locating the water main on Mount Vernon St..

In addition to emergency and corrective water main work, the Utilities Division completed annual hydrant pumping activities and successfully thawed approximately five hydrants to ensure continued winter operability. Sewer-related work included responding to backup concerns in the north end, where crews coordinated with a private contractor to confirm that three (3) buildings were connected to a shared service line, helping to clarify the source of the issue and support appropriate resolution efforts.

Winter Operations and New Equipment:

Throughout this period, Utilities Crews also provided essential support for winter operations, assisting with plowing and sanding during snow and ice events. The division strengthened its operational capacity with the delivery of new equipment, including a vacuum truck for Water Service Line



Figure 12: New equipment has been secured to replace less reliable vehicles.

Inventory (WSLI) potholing, a Volvo mini-excavator, a Volvo mid-size excavator, and a specialized sewer easement machine designed to improve access and maintenance in hard-to-reach sewer corridors.

Service Calls:

Between November and December 2025, the Utilities Division logged 228 service calls, many associated with the ongoing WSLI project and scheduled in advance, with 52 calls resolved during this period. Sewer collection-related calls totaled five, all of which were resolved, reflecting continued progress in addressing both routine and project-related service demands.



Figure 13: New Vac Truck for WSLI potholing.

Utilities Service Calls		
Time Period	Logged Service Calls	Resolved Service Calls
Nov/Dec 2025	*228	52
Sewer collection	5	5

Water Treatment

Production Summary for Nov-Dec 2025:

Total Water Produced: 58,348,111 gallons

Average Daily Production: 1.88 million gallons per day (MGD)

One primary water treatment plant operated continuously (24 hours per day), while two additional treatment plants were brought online during periods of higher system demand. Operators continued to actively balance well withdrawals by rotating production and providing recovery periods to support aquifer recharge. Groundwater well levels remain low due to ongoing severe drought conditions, requiring continued operational adjustments to maintain system reliability while minimizing long-term impacts to the aquifer. Despite these constraints, all facilities maintained full functionality while meeting system demand.

Weather & Drought Conditions:

Precipitation: 4.27 inches for December

Groundwater Conditions: Low across all aquifers.

Drought Status: Severe Drought; 100% of New Hampshire continues to be classified as dry or in drought conditions, with the majority of the state categorized as Severe Drought.

- Although some short-term rebounds in stream and river levels were observed following late fall rain events, dry ground conditions moderated longer-term gains.
- Stream flows across the state remain below normal for this time of year.
- Winter lake drawdowns across New Hampshire are now complete, further limiting opportunities for groundwater and surface water recovery.

Operators will continue strategic well resting and cautious production management during the winter season.

Major Projects & Maintenance Activities:

Facility Improvements - WTP Floor Painting:

One of the major projects completed during the winter downtime was painting (Battleship Gray) the floors at multiple water treatment facilities. Many of these buildings had never been painted,



Figure 14: Newly painted WTP floors.

and the new floor coatings significantly improved both appearance and housekeeping conditions. Floor painting was completed at the Calderwood and French Cross Water Treatment Plants, making these facilities cleaner, brighter, and easier to maintain.

Caustic Chemical System Challenges:

One of our challenges continues to be difficulties associated with caustic soda systems. The 50% caustic solution used for pH adjustment begins to crystallize at temperatures below approximately 60°F, making winter operation particularly difficult. Despite maintaining chemical room temperatures above 70°F and installing heat tape on all caustic injection lines, operators continued to experience issues with caustic lines freezing. Operators continue monitoring these systems, responding quickly to freezing events and making adjustments to ensure uninterrupted chemical feed and safe operation.

Lowell WTP - Caustic Pump Failure and Response:

One of the repairs addressed this month involved a caustic system pump failure at the Lowell Water Treatment Plant. Operators observed a pH drop late at night, initially indicating a potential pump failure. Using SCADA, the system was remotely switched to the redundant caustic pump, restoring proper chemical feed and maintaining treatment stability.

Operators rebuilt the failed pump the following day and returned it to service. The attached image documents the caustic pump failure alarm captured during the event.



Figure 15: Crystallization of 50% caustic solution.

Water Quality:

Two water quality complaints were received during the month. Both were investigated and determined not to be related to the water treatment or distribution system. The water being provided met all treatment goals and regulatory requirements in both cases.

Water Treatment Service Calls			Water Treatment Work Orders
Time Period	Logged Service Calls	Resolved Service Calls	Work Order Completed
December 2025	3	3	37
2025 YTD	153	153	606

Water Quality Compliance Note:

All water quality results are within state and federal drinking water standards.

- I. All 30 'absence of bacteria' monthly system samples have been collected / submitted to independent lab and are all confirmed to be absent of bacteria.
- II. December Artificial Recharge report has been submitted. No water recharged.
- III. December Fluoride report has been submitted. All levels within compliance.
- IV. Q4 DBP Report has been submitted. All levels within compliance.
- V. A Temporary water discharge permit was granted by NHDES for Cummings Well Cleaning.



Community Services
Dover, NH

Facilities, Grounds and Cemeteries

During November and December 2025, the Facilities, Grounds, and Cemeteries (FG&C) staff within Community Services continued to support City operations through a combination of routine maintenance, seasonal activities, and special projects.

Customer Service:

The FG&C division closed out the calendar year by resolving more than 1,100 Service Calls and more than 1,200 Work Orders demonstrating consistent progress in addressing operational demands.

FG&C Service Calls		
Time Period	Logged Service Calls	Resolved Service Calls
Nov-Dec 2025	152	146
2025 YTD	1,132	1,113

FG&C Work Orders		
Time Period	Logged Work Orders	Resolved Work Orders
Nov-Dec 2025	167	159
2025 YTD	1,284	1,264

Seasonal grounds work was a major focus in November. Crews spent several weeks collecting and removing leaves at Pine Hill Cemetery until weather conditions shifted to snow. With the onset of winter, staff transitioned fully into snow response operations. Crews actively supported snow events by maintaining assigned plow routes and ensuring safe access at City facilities, including City Hall, the Train Station, Indoor Pool, Information Services Building, Public Works Building, the Veterans Center, and four buildings at Pine Hill Cemetery.

Staff also contributed to several community-focused and seasonal enhancement projects. Crews partnered with the Dover Doers group to decorate new light poles in Waldron Court and along the Joe B. Park Riverwalk. They assisted with the installation of the City Christmas Tree at Henry Law Park and supported the Lights Committee by helping decorate City Hall with holiday lights and wreaths.



Figure 16: CS working with the Dover Doers to decorate new light poles.

In addition, crews continued ongoing maintenance projects, including sanding and repainting metal trash barrels at Henry Law Park, supporting both aesthetics and long-term asset preservation.

Overall, the November–December period reflected a balanced focus on core maintenance responsibilities, winter readiness, and community enhancement initiatives.

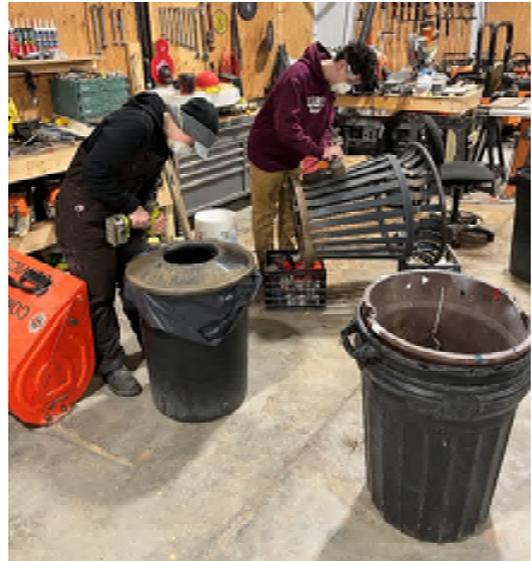


Figure 17: Staff sanding and painting trash receptacles.

Facilities Projects:

Library Expansion/Renovation:

The Dover Community Services Department, in collaboration with the Library Department, is pleased to report significant interior progress on the library renovation project over the past month. Following the successful completion of the building’s exterior envelope and site paving, construction has moved into the final finishing stages. On the second and third floors, drywall installation is now complete, and walls have received their final coats of finish paint. The floors have also seen the installation of Acoustic Ceiling Tiles (ACT), and crews have transitioned into the final phase of mechanical work, beginning the installation of plumbing, electrical, and HVAC finishes such as lighting fixtures and air grilles.



Figure 18: New flooring has been installed in the library.

In the historic portion of the building, preservation efforts have reached an exciting milestone in the basement. The historical stacks have now been painted, marking a major step in preparing this unique structural feature for its new life as the children's book maze. This transformation honors the building's architectural heritage while creating an engaging, modern space for the community's youngest readers.

The project remains on schedule and continues to move forward smoothly. With the interior now protected from the elements and finishing trades making rapid gains, substantial completion remains anticipated for early 2026.

Griffin Well:

The City of Dover continues to make significant strides on the Griffin Well Building Upgrade project this month. Following the formal contract award to True Maintenance, construction has moved swiftly into the installation phase. Crews have successfully completed the installation of the main building roof, along with a specialized roof extension designed to protect the outdoor A/C condenser.

With the structural envelope nearing completion, the focus has shifted to the facility's internal systems. Electrical and HVAC teams are currently on-site installing the new heat pump system, which includes the outdoor condenser and two indoor mini-split units. This modern system will provide efficient heating and cooling for the space, replacing older infrastructure.

Jenny Thompson Pool:

The Community Services Department is making significant strides in the renovation of the Jenny Thompson Outdoor Pool, with project efforts now centered on major structural and mechanical milestones. A primary focus has been the completion of the pool shell, where crews have been steadily pouring the pool walls, leaving only 130 feet remaining to be completed. Additionally, contractors have begun work on the new gutter system around the perimeter of the pool, an important component of the facility's improved circulation and filtration design.

Parallel to the pool work, the site's support structures have seen substantial advancement. The concrete slab for the new maintenance and storage building has been successfully poured, and vertical construction of the building is now officially underway. To ensure the safety and

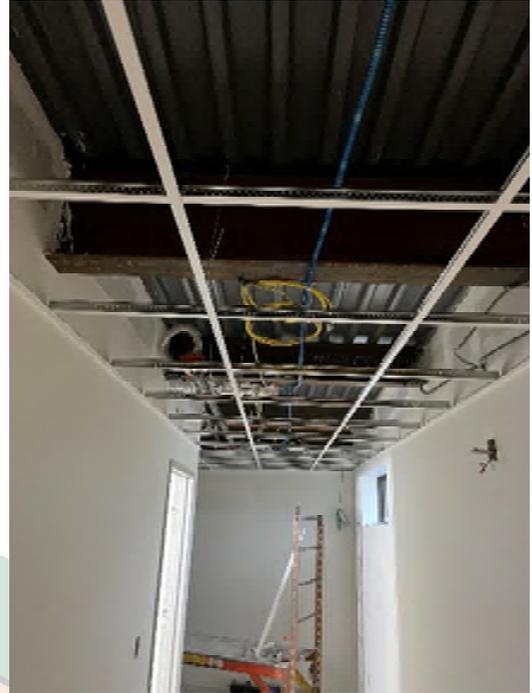


Figure 19: Interior work continues on the library.



Figure 20: Griffin well building is being renovated.

convenience of the public during this active period, the pedestrian walkway was paved to provide a secure travel path for patrons of the adjacent ice arena. As site grading continues and mechanical upgrades move forward, the project remains on schedule, moving toward the next phase of the renovation.

City Hall HVAC Renovation:

The City Hall HVAC renovation project has reached a major milestone this month with the successful completion of the mini-split installation phase. Working efficiently to modernize the building's climate control, Palmer & Sicard has installed nine new mini-split units distributed across three primary office spaces. These units are powered by three high-capacity condensers positioned outside, creating a streamlined and effective cooling network. While the system is fully capable of providing reliable backup heat during the winter months, its primary purpose is to serve as the building's principal air conditioning system, ensuring consistent comfort for staff and visitors.

The contractor successfully finalized the routing of all updated refrigerant and condensate lines, integrating the new infrastructure into the existing mechanical spaces. This work was conducted with careful coordination to ensure that the installation within the office suites caused minimal disruption to daily City Hall operations. The project remains strictly on schedule, and the completion of this phase represents a significant investment in the facility's long-term energy efficiency and system reliability. With these nine units now fully operational, the building is better equipped to maintain a stable and comfortable environment moving forward.



Community Services

Dover, NH



Waste Water Treatment Plant & Pump Station

Customer Service:

November Metrics for WWTP	
Wet Tons Biosolids Processed:	250.69 Tons
Gallons of Septage Received:	41,550 Gallons
Million Gallons Wastewater Treated/Discharged:	56.08 MG
Million Gallons of Average Daily Flow:	1.87 MGD
Peak Flow:	2.16 MGD
Wastewater Work Orders:	283

December Metrics for WWTP	
Wet Tons Biosolids Processed:	312.62 Tons
Gallons of Septage Received:	26,700 Gallons
Million Gallons Wastewater Treated/Discharged:	63.73 MG
Million Gallons of Average Daily Flow:	2.06 MGD
Peak Flow:	5.38 MGD
Wastewater Work Orders:	278

River Street Pump Station:

The River Street Pump Station has received significant upgrades to enhance operational efficiency and site integrity. Crucially, VFDs have been successfully installed on both Pump 1 and Pump 2, a modernization step that provides greater control, improved energy efficiency, and reduced wear on the equipment. The project is nearing completion which is scheduled for

2026.



Figure 22: Compressors have been moved from the basement up to the primary level



Figure 21: Double walled piping installed for Sodium Hypochlorite.

3rd Secondary Clarifier Project:

The clarifier project demonstrated strong progress in November as the concrete for the base slab was poured in November along with one section of the clarified wall.



Figure 23: Work continues on pouring the slab for the 3rd Secondary Clarified at the WWTP.



Figure 24: Clarifier wall section forms are up and sections are ready for concrete.

Solid Waste

Operations & Tonnage Updates:

Waste & Recycling Volume: The city averaged approximately 4,060 tons of trash and 2,301 tons of recycling during this period, which remains consistent with historical averages.

Leaf Collection & Processing:

The Recycling Center received between 250 and 300 tons of leaves between November and mid-December. Curbside leaf pickup yielded at least 107 tons as of December.

A new policy was implemented requiring residents to remove leaves from landscape bags due to recurring contamination issues (e.g., sheetrock and trash).

Brush Grinding:

Annual brush grinding was completed in late December at a cost of approximately \$35,000 to \$40,000. The resulting material is sent to a processor in Massachusetts to be dyed and sold as ground cover for landfills.



Staffing:

The division recently added a new worker at the Recycling Center, which has already assisted in reducing material contamination.

Future Planning:

Toter Program & Education:

Automated Collection (Toter) Transition: Public outreach at Apple Harvest Day showed strong resident support for the upcoming transition to toters, though many expressed concerns regarding storage for the units and the 2027 implementation timeline.

Outreach Strategy:

The City is planning a full year of resident education before the program's July 1, 2027 finalization. Efforts will include collaboration with the Planning Department's resilience coordinator and potential "welcome packages" for new residents.

Ordinance Review:

The committee is currently reviewing and seeking recommendations for ordinance changes required to support the new collection program.

Budget & Facility Requirements

New Equipment Needs:

For the upcoming budget, the division anticipates requesting:

- Two new roll-off containers (approx. \$18,000 each).
- Replacement of the Recycling Center’s entrance and exit gates (\$3,000).
- 5–6 sets of new downtown trash cans to replace damaged units (\$3,000 per set).

Facility Maintenance:

Plans are in place to repaint both the interior and exterior of the Recycling Center office, which was last updated in 2016.

Personnel Requests:

Discussions are ongoing regarding the need for a part-time Code Enforcement Officer to manage compliance once the new toter program is launched.

Committee Leadership

In December, the committee elected Dave Dinzeo as Chairman and Doug Kemp as Vice Chairman. The committee also formally recognized Council Liaison Debra Hackett for her service as she concludes her term.

Customer Service

Solid Waste and Recycling staff routinely field service requests for missed trash pickups, overflowing bins, and other recycling center related questions and concerns. A summary of the Service Calls during this period is as follows.

Solid Waste Service Calls		
Time Period	Logged Service Calls	Resolved Service Calls
Nov-Dec 2025	161	155
2025 YTD	1,129	1,195

