

City Council
Budget Workshop Minutes
March 26, 2012

Elizabeth Dragon spoke with the council about the ambulance, she stated it didn't make sense to pay \$12,000 for work to be done on an ambulance that was way past its life and it is time to replace the ambulance. Judy has been working on the leasing details with Republic First and they are asking the council to approve up to \$230,000.00 (the paperwork says \$240,000, but it will actually be \$230,000). The first payment is ten percent down, which is \$23,000; the interest is 4.19 percent over 7 years and the first payment would be out of the current operating budget. The first payment and every year after is the \$34,033.00 a year, after the trade in value.

Councilor Boyd asked about the warranty. Acting Chief Lachapelle indicated he has been working on this. He stated the warranty varies and he has been working on this all week. He stated that the warranty with the company they have spoken with extensively is a lifetime warranty on the box it's, structural integrity of the box. The warranty varies on the companies from anywhere from 3 years, to 7 years. Councilor Boyd asked if it was like a power train warranty that covers the engine, transmission, drive-train and Acting Chief Lachapelle stated that was correct and that this was all covered. This is why we choose to buy international trucks and Allyson Transmissions for the warranty and durability. Councilor Boyd stated he would hate to see the City buy a new vehicle and then have to put money into a blown engine in a year or so. Chief Lachapelle this is why they go through the extensive research that they do; he stated the diesel with the new technology the longevity of it seemed to be a no brainer to them.

Councilor Trudell asked what the age of the ambulance that is left and Acting Chief Lachapelle indicated it is approximately three years old, put it into service in 2009, it is in good condition, there have been minimal problems with wiring, multiplexing, and then normal wear and tear and that's it.

Mayor Merrifield asked about having a motion on the floor to discuss. Councilor Trudel indicated that he has a question first. He stated that should the council decide to have a motion to repair the existing ambulance, how many more years will the ambulance get if they put the \$12,000 into fixing it now. Acting Chief Lachapelle stated that is unknown, but due to the age, there are other components that could go. The ambulance has been towed 3 times this year. There is only a one year warranty on the fix. Councilor Trudel indicated that would it benefit them to do the engine and the transmission now so that the running gear is in A-1 Condition, so we don't have to worry about a failure in 6-7 months. Acting Chief Lachapelle stated that there are a lot more components than just the running gear.

MOTION: Councilor Boyd moved and was seconded that the Franklin City Council approve the purchase of a new ambulance to replace ambulance one for a lease purchase agreement with an unappropriation clause not to exceed \$230,000.00.

Councilor Sharon asked how many running hours were on the engine and Acting Chief Lachapelle stated there are just over 10,000 running hours on that ambulance.

Councilor Feener indicated from the report that there are some structural problems with the body. Acting Chief Lachapelle stated that there are. He stated they have been using a lot of TLC and keeping an eye on the cracks. There were some structural issues with this ambulance on the floor assembly soon after it was purchased and they have been monitoring it. There has been some buckling and where the welds have come together on the body themselves there are some visible cracks and some other body problems.

Councilor Feener stated there appears to be a lot more issues than just the engine at this point and a lot of unknowns. Acting Chief Lachapelle stated that is true and the unknowns are the biggest concerns and then the visible concerns.

Councilor Dzujna indicated that Councilor Feener asked the question for me, about the structure of the vehicle, so the question has been answered.

Councilor Clarenbach indicated he has no problem with replacing the ambulance and just wants to know where the funding is going to come from. He stated we are obviously entering into a 7 year lease, there will be 23,000 out of this year's budget, entering into a 7 year lease going forward, and will equipment be cut from the Fire budget, what is going to take the place of the \$34,000 lease going forward. Tonight we are going to discuss cutting, and wants to know what will be removed in place of this in the budget.

Elizabeth Dragon indicated that this is how things have to be dealt with in Franklin, as we don't have a capital reserve accounts we can pull this money from. So when things like this happen, we deal with them as a group. The Department Head team came together, said this is a priority and has come up with a plan. We prioritize by the year, and will be doing so until we have the money we can put into the capital reserve account.

Councilor Clarenbach stated he is not concerned about this year and next, as they have been accounted for, but what about the 5 consecutive years. A top priority for the next five years will make the payment on this ambulance. Manager Dragon stated that the city receives approximately \$70,000 in revenue from the second ambulance a year. So this is an investment with a return. Councilor Clarenbach stated he is aware of how the budget works; however, he added that the \$70,000 revenue is already spent elsewhere in the budget, and this is the problem. Manager Dragon stated that if the ambulance was not replaced then the city would lose this additional \$70,000 in revenue; so the revenue is being maintained. Councilor Clarenbach stated that he understands this, but that something is going to be lost in the budget going forward, after year two, in the amount of \$34,000; he stated is this another library worker lost, another day the transfer station gets closed, ammunition at the police department, and he understands that the council does not know this right now. Once the council commits tonight, they commit for 7 years, so they don't lose money.

Councilor Trudell stated with the current ambulance being 2 years old that the city can expect another 7 years out of this ambulance reasonably speaking. Acting Chief Lachapelle stated that this is reasonable; however, if it continues to work on its own, it won't last as long. He stated there is no question as to the need of a second ambulance. With the second ambulance it gives some relief, unless something catastrophic happens that we can't see right now. Councilor Trudel asked if the City is purchasing another ambulance as the backup and Acting Chief Lachapelle stated that it is a second ambulance, not working as a back-up but working along with the first ambulance. The second ambulance was needed on 83 calls in 2010 and 87 in 2011; and the Mayor indicated that these calls bring in an estimate of approximately \$70,000. Councilor Trudel asked if the Fire Department is staffed to run these two ambulances at the same time and Acting Chief Lachapelle stated that they are, with the residency requirement and the dedication of the staff. He stated that they haven't had to have another community answer a second ambulance call since they received the second ambulance. Councilor Trudel asked for a ballpark number on how many calls, where the ambulances have had to respond simultaneously to either the same or simultaneous calls and Acting Chief Lachapelle stated that is where the 83 and 87 numbers came from, where one was out and the second was needed for either the same incident or a subsequent other call. Councilor Trudel asked what would happen if there wasn't a second ambulance and asked if Franklin Hospital would be called, and Acting Chief Lachapelle stated that the Hospital's do not operate an ambulance and in the past Tilton Fire EMS or Andover would be called. In 2011, they only came to the community twice and only because we needed more than 2 ambulances. Mayor Merrifield stated the revenue follows the other carrier.

Councilor Trudel asked how severely would be the community impacted if the City didn't get another ambulance or refurbished the existing ambulance. Acting Chief Lachapelle stated that last week ambulance two

had an electrical problem and when they arrived at the scene they were locked in the ambulance and had to troubleshoot it and the ace mechanic was in the ambulance and the cardiac call had to be handled by Tilton. He stated that when the vehicle is in for maintenance that another community would have to be called for service. He stated this past fall someone stole the ambulance while they were on a fairly severe medical call. They went out to grab some gear and there was someone from the neighborhood in the driver's seat who was going to drive off in the ambulance.

Councilor Boyd indicated that everything in the budget is frugal and will remain frugal. The fire department is very important, but also there are the veteran's in our community and we are trying to increase their benefits, but we may have to put this off until the northern pass. Every department needs to be frugal, but this is a priority.

Councilor Desrochers stated he has a big concern regarding the roof of the fire station needing to be repaired, a not just patched, but the whole roof needs to be completely redone. This is going to cost between 57,000-61,000 dollars and he wanted to know if the city is going to have the money to repair the roof and get the ambulance. He stated the roof can't be put off any longer, and if the roof collapses there is other equipment (including a million dollar ladder truck) that could be damaged as a result of this. He stated he spoke with the chief and retired fire fighters and the general consensus is there is a need for a second ambulance. He stated the roof has been put off for 3 years and can't be put off any longer.

Manager Dragon stated that the roof is a priority. She stated that she cannot assure Councilor Desrochers that it will be done, in all good conscious. She stated Judie Milner and herself and the rest of the department heads are doing the best that they can, but there are unforeseen circumstances that take place. The group does work well together.

Councilor Dzujna stated he understands there are a lot of problems that need to be faced but that he is with Councilor Boyd and stated that part of Government is keeping the people of the city safe, and the second ambulance will keep the people safer.

Councilor Clarenbach stated the roof is a priority, he stated Highway dump trucks and one tons need replacing and sidewalk plows and the ambulance is amongst the mix and as there are limited resources the council needs to prioritize. The council needs to come up with a list of things that need replacing, and this is going to commit us to \$34,000 for seven years and the city only has two years of the money. So down the road the concern is that we can't replace a highway truck needed or a one ton because we have this \$34,000 payment.

Mayor Merrifield stated that \$11,000 times the current tax rate is over \$200,000, likely in new tax revenue by next year for Webster Valve. Councilor Clarenbach stated that the difference in taxes for Webster Valve should go into capital reserve for vehicles. Mayor Merrifield stated that additional tax revenue for the City will be received by Webster Valve.

Councilor Sharon said the issue for him is less about money and more about safety. He stated the priority is the ambulance for safety of residences. He asked if the council was willing to sacrifice the safety of the residences for the \$34,000 a year.

Councilor Trudell stated he doesn't believe it's a matter of public safety. He stated he thinks it's a matter of how much money we want to spend to bring this to a successful conclusion. If the need is there genuinely for a second ambulance then fine, but the money needs to come from somewhere and it appears we continue to spend money before we have it in our pocket. A lot of talk has been on northern pass; we are looking to the future but we can't spend money before we have it. He indicated he would rather pay the \$12,000 and fix the existing ambulance, then spend \$230,000. Acting Chief Lachapelle stated the big picture at the fire station and with the city is, that the ambulance gets repaired, both will be aged and the maintenance budget needs to go up. When crutch all the purchases in, his feeling is the city will be in worst shape. Councilor Trudel stated it makes sense, he asked if the

city has looked into a refurbished ambulance. Acting Chief Lachapelle indicated that the City could refurbish their own, but there aren't one's out there that are refurbished. He stated he did look at demo units. Ambulances are on different duty cycles, and when people trade in ambulances in they are run to their absolute end.

Council Clarenbach stated that in 2015 the Airpacks need to be replaced and this will be a \$250,000 expenditure. Without having a plan, there could be a problem. Need to look at the whole picture and not just each piece on their own.

Manager Dragon stated she understands about the future expenditures, if the Council decided they wanted to do the repair only, there are concerns about moving forward. The ambulance has been towed 3 times. It is a problem when you are transporting a patient and need to have the ambulance towed from the scene. The ambulance is bringing in the revenue too. If you remove the expense of the ambulance, then also remove the revenue that the ambulance brings in.

Five were in favor of replacing the ambulance and 2 were opposed.

Manager Dragon indicated that she had sent an email out to see what everyone wanted to work on tonight. She stated this is a No Numbers Budget Workshop, when you want to talk about the numbers and the service because that is what the budget is about. She stated a department head meeting was held and as there are new councilors some feedback was asked for from the councilors and didn't get a lot of feedback, so we went with each department doing a short presentation of the services their department provides and a summary and then trying to have a conversation with the council for the following: 1) to back up the budget process by a month so that it could possible get approved earlier or at least have time for more budget work sessions before we need to approve it in July; and, 2) by having this work session tonight, can get more feedback from the council, and more input before the actual budget is submitted.

There are also subcommittees with the different departments and the councilors to go over the various aspects of the budget.

Tonight I will talk about an overview and the departments will give an overview and then we will be looking for feedback. She stated last year was one of the most challenging years as far as the budget and some hard decisions had to be made by the departments and the council which impacted employees and services. This year budgets have been received, and even though the budgets aren't as scary as they were last year, Manager Dragon stated that she had to cut half a million dollars from the budget last year to keep under the tax cap, this year have to cut approximately \$230,000 to bring it under the tax cap, without capital (only one capital item and that is the fire departments roof). She stated she was trying to get it done sooner, but it's been a rough year for the City even with the good winter. The revenue's have not been coming in as hoped. It was indicated that we are down \$80,000 short just in motor vehicle fees alone in the current budget. As roll numbers forward, there is less revenue to work with.

City Manager Dragon indicated she would like to schedule a meeting with the assessors in April for the budget work session for the last Monday of the month at 6:00 p.m. She stated Assessing should talk to the Council about assessed values, as they are looking at doing an update in values and if they do an update in values that is going to impact the tax rate and will change the multifamily units. She stated there are cases before the BTLA that could significantly affect the taxes.

On the positive size, City Manager Dragon stated that for many years she has been fighting the pole tax exemption, and final it has gone away. She stated it is not a lot of money for the City, and it's about 28,000 of value added to the cities assessment. Also, the Mayor has mentioned the project at Webster Valve that is moving forward very quickly. Mayor Merrifield indicated they expect to be done by the first of 2013. Councilor

Boyd asked if Edmunds plant was starting this year. City Manager Dragon stated that this is moving forward this year.

The city is watching the retirement system. If the retirement system becomes a problem again, it may be a midyear change. Money has been lost in the block grant and in the flood insurance; however, the City is jumping on board and demanding payment for this. There has been a higher demand for rent payment in the welfare office. The City has looked at the Veteran's credit and will look at this through the budget session.

The CIP plan is being updated and the policies, and summary sheets.

The City can get itself in trouble because they have a hard time saying no. The City can't do everything and changes need to be made.

Municipal Services Department

Director Sullivan indicated they have challenges. Have tried to point out the essential services for the next ten years, and are keys for economic growth.

The department is in transition. The biggest concern is attrition, as 2/3 of the department will be retired within a 10-15 year period. Challenges are in waste water and water. Transitioning with a work force that's aging and replacement of equipment is a struggle. Other concerns are the roads and the infrastructure underneath the roads. Try and do the best we can with what we have and try to plan. The key is planning for the next 10 years. The roads and the infrastructure need to be done together. With the capital efficiency plan is making sure that the infrastructure is being replaced not because the road is being repaved but because it needs to be replaced. Over the next 3 years, biggest issues are capital efficiency, making sure the infrastructure is set for a road program and identifying and continuing what has been done over his time here with making improvements, applying for grants, and work within the city's means.

Director Sullivan stated that at the Department Level, during the Municipal Services Committee meetings they can go over what has been outlined.

Councilor Boyd stated it was good that Director Sullivan did the overview of each division within the Municipal Services Department that they can review.

Fire Department

Chief Lachapelle stated that he didn't go to the extent of Director Sullivan and type anything out. In the last 16 years, he has gone through the ranks and been mentored by everyone before him. He stated that when looking at the numbers, with the most important thing being the preservation of the people. He stated that with manager Doyon they looked at attrition as Brian Sullivan mentioned. He stated that the fire department has recently gone through attrition where several full time staff retired and he stated that they are not rebuilding, they are reloading. He stated the concern with the Call Staff is they have people with 40 years of service, and now there are 7 new call fire fighters. They have been able to obtain the goal of bringing new persons in. He stated that four of the five captains will be eligible to retire within 5 years, so they need to continue to build on the leadership.

A main concern of the budget is training and making sure that the proper training is available. Last year alone, the members collectively participated in 5,652 hours of training. A lot of their own time was used for the training.

Chief Lachapelle stated another thing with personnel is that drill attendance was a concern as new members came on it was hard to engrain in them that their participation to calls and training is very important. The call

participation for drills are up to 90% now, we were at the 60-70%. He stated his biggest concern and goal is maintaining the people.

Regarding the equipment, it has been talked about quite a bit earlier. He stated they are in good condition right now, but that they have an aging fleet. There is a 1988 Mac Fire Engine (Engine 1)- 24 years of good solid service and it's tired, it was refurbished once in 1997, and is in need of repair; 1985 Mac (Engine 3), in house mechanic was doing some repairs and called for parts and the guy on the other end laughed at him and said there is no way that truck is still in service and they don't have the part, pump is marginal and needs work this year; 2010 American LaFrance (Engine 4) is in excellent condition and has some excellent innovative technology that has brought the City into this era of firefighting; the ladder is in very good condition and is the best example of buying good equipment, as the City of Franklin has always taken pride in buying good equipment that's going to last and the intent was to have a 30 year truck and this truck is half way through its life and amazingly is in really good equipment. As far as the rescue equipment, the rescue and the boats are all in decent shape, their usage is not as high as the engines and the ladder. Our staff vehicles are in excellent condition.

The building: the roof is the main concern on the building. In 1952 they started to look at a new fire station and in 1970 is when they moved into the West Bow Street fire station, so it takes time. The roof is main concern and other issues of major concern are: Station Security including panic alarms and replacement of doors that are very old.

Chief Lachapelle stated that they are trying to help with savings and have put in a new boiler in the fire station which has cut their fuel usage and costs just about in-half. Employees have gone to the extent of ensuring that the thermostats are kept down, including light usage being down. Chief stated that the Franklin Fire Department has an amazing outlook on pride and ownership, which is what keeps their employees at the Franklin Fire Department and the reason why our vehicles are still in service are due to the pride in ownership of the employees at the Department. The pride in ownership will stay at a high level.

Goals: The immediate goals are to continue to build our solid leadership to make sure that we are reloading and not rebuilding. In enhancing EMS training, we've thrust into the future here with our EMS care. Ems is moving faster than they can keep up with and that is why the ambulance is \$230,000. When you talk about purchasing a DFib, which is life saving equipment, this alone is \$35,000. This equipment is saving more lives and is costly!

He stated the mission statement, which the employees are very serious about is: "To Preserve Life and Property while ensuring our members safety and providing the highest level of service to our customers."

He stated that regarding cutting services, he thought about this for a few days and there are a lot of things that the fire department does. He stated that last year they went to 1,582 emergency calls; however, throughout the rest of the day there are many other things that happen, whether changing a light bulb at the Rec. Center with the ladder or helping the High School Physics class with a project with the ladder; however, we always maintain operational readiness. He stated that there has also been a rash of cats in trees.

Planning and Zoning

Richard Lewis stated that the common goal between his department and the two departments that have already spoken are the planning for the future and looking at the long term interests of the City of Franklin. He stated that in Zoning a lot of the issues are neighbor to neighbor issues; however, the duties of the Zoning Department are enforcing the Zoning Ordinance for the City and protect the interests of the neighbor, make sure that there not conflicts between property owners, someone with a business in the neighborhood and other similar circumstances.

Mr. Lewis stated that the Planning Board also is looking towards the future, working with applicants and staff members to make sure all the necessary steps are taking through the site plan process. Another small site plan we had recently was a small manufacturing company that is currently located at 20 Canal Street, Long Range LLC, which specializes in remote control devices for shooting and other activities, have purchased the former Polyclad parking lot on Tannery Street and have received Site Plan approval to build their business on this lot. Positive for the City and for the applicant and the property will be put back on the tax records. They have submitted their building permit application currently.

He stated another aspect of Planning is the Master Plan process, and it was brought up at the Planning Board meeting a few months ago the fact that the last master plan was in 2005 and needs to be reviewed. In the next year Mr. Lewis will be looking at the status of the Master Plan for updates and other ordinances, such as sections of the Zoning and other ordinances or code issues for planning for the future.

There is a lot of cross over between our office and Code Enforcement, so the two offices work closely together and do inspections together regarding building, code issues or violations. We work with the resident's to try and resolve any violations as quickly and easily as possible. Enforcement and compliance are the goal for both offices.

There have been some property violations that could not be resolved quickly and Paul Fitzgerald has been called to step in. If we do end up going to court, keeping in mind the budget of the City of Franklin, we always seek for reimbursement of legal fees.

For special projects, such as the downtown project, we work with other state and private offices, such as DOT and other State Departments. He stated that he has been working currently with DOT and McFarland Johnson to get the downtown work completed this spring.

Some of the issues we find ourselves in is Brownfield work, such as the property on South Main Street. Hopefully we will be hearing from EPA on the status of our \$200,000 clean up. Between the efforts of the City of Franklin and the Lakes Region Planning Commission and EPA and DES, these applications are submitted so that the property can get cleaned up and put back on the tax roll.

Some grants have been applied for and received for water quality improvements of Webster Lake, in the area of a privately owned property on Lake Shore Drive. I try and make sure if there are departments that need assistance that we work with them. My assistant, Angie Carey, has done a lot of work with Brian Sullivan and MSD on trash issues and water and sewer and so we try and be as helpful as we can.

Police Department

The following is a copy and paste of the write up from Chief Goldstein:

Chief Goldstein stated that this evening we have been asked to discuss the states of our various departments. Of course, I am always delighted to chat about our police department. I would like to take just a few moments to offer an overview of contemporary police work. One would have to be unobservant not to realize that it is open season on police officers throughout the nation. In fact, a police officer is killed in the line of duty every 2 days somewhere in the United States. If the trends continue as expected, the number of police officers killed will exceed last year's numbers (166). In addition, more than 50,000 police officers will be assaulted this year and of those, at least 10% will suffer serious injury. Of course, these numbers do not include officers who are damaged or die from illness, suicide, or the like. As for police budgets, well...I do not have to explain that to this body.

At the same time, here in New Hampshire, there is an all-out assault against law enforcement and the laws by which we live. This is occurring in the halls, committee meeting rooms, and chambers of our legislature. Seasoned legislators and legislature-watchers have stated that the actions of many of our elected officials at the state level

are unprecedented in a negative sense. This became even more noteworthy when an email from one legislator to another raised the issue of shooting a NH police officer because the original legislator felt his tactical skills were better than the police. By the way, the inquiring legislator recently dropped one of the two .45 pistols he carries daily on the floor in the LOB.

Because tonight is a scheduled "no numbers" budget meeting, I will defer the presentation of specific departmental figures until a more appropriate time. However, there are legitimate issues to discuss this evening. The members of our police department continue to carry out their mission 24/7/365. Our roles have expanded to accommodate the increasing needs of the city. It is here that my concerns may be found. In a very general sense, a great deal of our crime is personal in nature as opposed to property crime. A week does not go by that we do not receive numerous complaints of illegal drug activities, domestic violence, sexual assaults, and more. A review of our police department may be divided into specific categories.

The physical plant continues to suffer HVAC issues. Kudos to MSD for keeping on top of this issue and responding at a moment's notice to address our problems. There are additional areas that should be addressed as well such as building security issues, a leaky sprinkler pipe and well-worn flooring. One visit to the station reveals that we are fast running out of storage space. File folders are piling up and we are in the process of trying to find a viable alternative. Unfortunately, due to the sensitive nature of our files, a secure location is required.

Our personnel roster is still short of our authorized strength. It would appear that we are having difficulties in hiring dispatchers. Due to the sensitive nature of their position within the department, these individuals have to be vetted to a degree close to that of a police officer. The training period for a new dispatcher is 12 weeks minimum...no easy task. As a result, I have had to assign a certified police officer to dispatch because he is also certified as a Communications Specialist. The problem here is obvious; an experienced police officer is not able to function in the role for which he was hired. An informal survey of similar dispatch centers has revealed that other departments are having comparable difficulties. Those that are not are paying their dispatchers much more than we can afford and during peak hours are able to schedule more than one dispatcher.

Please remember that we not only dispatch for our own department, but for Bristol, Andover, Danbury, Hill, and Alexandria as well. While such an arrangement helps defray dispatch costs, the tens of thousands of calls each year speak to the work load.

Our patrol force continues with the mission of the Department, but at a reduced number of officers. However, I am happy to report that we are close to hiring a new patrol officer and once we hire a new dispatcher I can release my dispatching officer from his communications duties and put him back on the street and we will be much closer to authorized strength. Unfortunately, this will take time.

The men and women who comprise our patrol ranks are some of the most professional and experienced police officers in the state. We now enjoy a reputation among our peers in which the Franklin Police Department is viewed as an organization at the top of its game. Our officers handle any type of call that comes our way—from a simple VIN verification to complex felonies. The most important thing to remember here is that when a citizen calls, we respond—without exception. It is also important to note that without the necessary manpower, equipment, and funding, response times are increased. I fear the day when some calls may go unanswered, but this will not happen on my watch. Concerning the latter, we are also pursuing the possibility of handling routine matters via the internet.

Our Detective Division also continues with its mission to investigate more involved and complicated crimes. In an effort to assist with this, our Detective Sergeant has been sworn in as a Special Merrimack County Deputy Sheriff. With this, he has state-wide police powers that aid him with drug investigations and the like. The Detective Division was also instrumental in assisting the NY State Police with a homicide investigation that involved Franklin residents.

Our Domestic Violence Liaison Officer works out of the Detective Division. As a result of these efforts, we are reaching more victims, educating more members of the community, working with established Crisis Centers and garnering praise for our efforts. In fact, the City of Concord is developing a program using us as somewhat of a template.

The Franklin Police Legal Unit is perhaps, pound for pound, the busiest division of the department. It falls to our prosecutor to coordinate Circuit Court, Grand Jury, and Superior Court cases. Given the elevated levels of activity from all our sworn members, this a daunting task at best.

About three months ago we reduced the paid legal interns from two to one. In May, our present intern will graduate and a new intern will take his place. At \$3.00 per hour we have a great bargain.

No organization can function without its support personnel. In this regard, the Franklin Police Department has hit a home run. We are fortunate to have two full time and one part time administrative assistants who enjoy their work and who are a very good fit for the department. They are bright, knowledgeable, and committed women who are capable of handling any matter they encounter. I sincerely hope that the private sector never learns about these folks...I could not compete with the offers that might come their way.

Finally, our equipment should be mentioned. Overall, the state of our equipment is good, but this is due to the diligence of the supervisory staff and the membership's desire to have functioning apparatus. However, it is very important to note that, by design, much of our equipment has or is approaching "end of life status". Included here for example is our fleet. While we have two new vehicles coming on line, one by design because it was funded by our last budget and one by happenstance that is, due to a serious accident, the fleet as a whole is aged and constantly breaking down. Other items including some of our Tasers and portable radios have reached their respective endpoints. Each is expensive to replace. In addition, the mandated switch to Narrow Band Radio will occur very soon and this has a price tag as well.

While much of the foregoing paints a negative picture, it is most important to remember that all the members of the Franklin Police Department are committed professionals and enjoy their respective positions within the Department. We will continue to respond to anyone in need and offer the finest in law enforcement service. We recognize fully that our primary responsibility is the safety of those who live in and those who visit the City of Franklin.

The early 20th century author, George Orwell, perhaps best known for his seminal work "1984" that warned us of restrictive and frightening government, put law enforcement's role into tight perspective. He wrote, **"We sleep safe in our beds because rough men stand ready in the night to visit violence on those who would do us harm."**

Finance

Director Judie Milner indicated that her office is run by herself and two full time finance assistants. She stated that their duties include, but are not limited to: Payroll processing with federal and state recording as well, accounts payable which include federal recordings, cash, budget preparation and monitoring, fund balance estimation and monitoring, financial preparation, trust fund monitoring, recording, audit coordination, cash flow management, grant recording and monitoring, department of revenue, administration recording, and financial policies and procedures. In addition finance does a lot of analysis and cost scenarios for various department heads and the City Manager.

Notary revenue, audit revenue. 89% of the budget is payroll and benefits and 11% is operating. Out of the 11% the auditing makes up about 72% of the 11% and only a small portion of the auditing is paid for by grants. Out of the remaining budget is postage for checks sent out weekly and publications, memberships and training to stay current on new rules and regulations on payroll and recording and other items.

Audit costs are down \$30,000 since Director Milner has been on board, with reducing financial statement preparation.

Small savings are: Office has renegotiated the electricity contract, natural gas contract, printer maintenance contract and toner at a lower price.

Goals are: trying to get department heads on board to our accounting network, so that Department heads can help themselves to the data that they need when they need it. Some other goals are financial information being available city wide and the goal she would really like to obtain is doing a comprehensive annual financial report.

Parks and Recreation Department

Notes below provided by Krystal Alpers:

Our mission is to make a positive difference in the lives of citizens of all ages through professionally managed recreation programs and activities, tournaments, and special events that foster economic impact, promote healthy lifestyles, social interaction, and civic pride among participants.

The City of Franklin Parks and Recreation Department offers a variety of adult and youth programs and activities. The adult programs and activities are aimed at increasing physical fitness and promoting social interaction between participants. The purpose of our youth programs and activities is to provide an enjoyable experience for each youth participant, while developing character, skills, sportsmanship and promoting good will among all teams and individuals. Although sports are competitive by nature, the City of Franklin Parks and Recreation Department's intentions are to place less emphasis on winning, while promoting the building of lifetime physical activity and health for each participant.

The Parks and Recreation Department is open to the public 7 days a week with the exception of the 8 week summer program and there are no weekend open gym hours in May.

1. Personnel
 - a. 1 Full Time Director
 - b. 3 Part time (20 hours per week) Event Supervisors
 - c. Summer Staff (9 weeks)
 - i. 10 full time counselors
 - ii. 3 part time counselors
 - iii. 3 full time event supervisors – same as year round personnel
 - iv. 2 part time beach attendants
2. We offer Multi-age programs to community members including:
 - a. Toddler Programs
 - i. Iddy Biddy Ballet, Tumbling Tykes, Toddler Time, Pre K Soccer and Basketball
 - b. Youth Programs
 - i. Kindergarten – High School Basketball, Soccer, Archery, Tennis, Floor Hockey, Cheerleading
 - c. Adult Programs
 - i. Pick Up Basketball, Floor Hockey, Tennis, Archery
3. We offer an 8 week Summer Program which includes:
 - a. Summer Activities for children
 - b. Bike Rodeo w/ Franklin Police Department

- c. Fire Safety Day w/ Fire Department
 - d. Special Events sponsored by the Library
 - e. Leadership opportunities for teens
 - f. Employment opportunities for teens & college students
4. With the exception of the 8 week summer program we offer Open Gym & Game Room
 - a. Open during the day for
 - i. Adults with special needs
 - ii. Toddlers
 - iii. Community members
 - b. Open after school for school-aged children
 5. We plan and run Special Events or are involved in the planning and running of various special events such as:
 - a. Community Day
 - b. Winter Carnival
 - c. Easter Egg Hunt & Field Games
 - d. Middle School Dances
 - e. Annual Odell Park BBQ
 - f. Halloween Celebration
 - g. Christmas Celebration
 6. Oversee and manage Parks and Beaches
 - a. Work in conjunction with Municipal Services Building and Grounds in the cleaning and maintaining of the parks and beaches and the equipment
 - b. Ensure park users are aware of city policies for park use
 - c. Oversees the City's Beaches
 - d. Oversees the maintenance and preparation of the city ball fields in conjunction with City and School Building and Grounds Departments
 7. Committee Involvement
 - a. Community Day
 - b. Odell Park Centennial Project
 - c. TRIP Center Advisory Board
 - d. HEAL Committee
 - e. New Hampshire Parks and Recreation Association
 - f. Booster Club
 - g. Joint Loss Management Committee
 - i. City of Franklin Wellness Committee
 8. Community Service Opportunities through Volunteering
 - a. Middle School & High School Students
 - b. Community members

Library

Rob Sargent indicated that he is only seeking level funding to maintain our current situation. He stated that last year they lost one employee, so they currently have three employees for a fairly good size building with two

public service doors. He stated that they can get through a normal day with three employees; however, if someone is seeking a vacation or is sick then only one person would be working during the lunch hour. He stated that they also reduced their hours from 64 down to 45 and cut out three nights a week.

With the hours declined, the usage is already up 10% for 2012 and with the limited employees it appears they are working double time.

City Clerk

Holly Burbank indicated that she has four full time employees in her department; being herself, the Tax Collector, the Deputy Tax Collector and two town clerks. She stated that they try and give the best customer service that they can as the services that they offer typical result in money being taken. She stated they understand the frustrations of the residents.

The biggest service that is provided is Motor Vehicle registrations, including City and State fees, processing registrations and renewals. She stated that the State is looking at over the next few years pushing everything down to the Town and City levels. She stated their internet connection is to the State Programs and they connect there and work from those files.

She stated that moving forward they will need to purchase printers and software for the new system. She stated this is the biggest thing in their department.

She stated the other big thing is the records and that they receive numerous requests for vital records which include: Marriage Licenses, birth certificates, death records, and to perform Justice of the Peace Services as needed.

Holly Burbank stated that elections are a huge part of their operations. She stated this year there will be four total elections. She stated that she has a great team and that Deb Kulacz has been the drive behind the elections and Holly indicated that she is thankful for her.

She stated that they do the Hunting, Fishing and OHRV licenses and these have to be reported monthly to the state.

She stated they do dog licensing which is their biggest pain in the neck and it involves the police department. She stated they manage over 1,500 registered dogs within the city alone, we have to send out notices and civil forfeitures, and people do get crazy when it comes to their dogs.

City Clerk's Office takes care of the coke machine in the lobby. The office does bring in a little bit of revenue from the machine.

Record retention is a big part of the clerk's office, with maintaining vital records as well as Council meeting minutes.

There are many miscellaneous items that the clerk's office takes care of, including:

1. Pole licenses
2. Amusement licenses
3. Department of Environmental services permit applications
4. Beach permits- as well as Krystal
5. Non-Sufficient Fund Returns
6. Ordering of Office Supplies

She stated that they take care of property taxes, sending out of the bills bi-annually, daily entry and acceptance of payments, answering phone calls relating to taxes due. She stated they have to reconcile with the Finance office monthly, which takes a good chunk of one full day.

She stated they send out water and sewer bills monthly (with 800 per month going out), daily entry of payments, answer phones relating to questions on water and sewer bills and set up payment arrangements. She indicated they also schedule shut off and sending out of the notices for shut offs and a lot of people will call during this time frame to set up payment arrangements.

She stated daily they take care of cash drawer reconciliation.

She stated her goals are customer service relations while working under the state law, increase on line registration- including on line dog registration, would really like to get credit card payments going and to update the tax software, as the current is very antiquated.

Councilor Dzujna indicated that whatever they are doing to make people happy when taking their money is working, because people have told him that they don't mind coming in and having the clerk's office take their money.

Welfare

Sara Tracy thanked the council for the opportunity. She stated that she has tried to not call the people that come to welfare clients, as she looks at this as a bad label. She stated she puts a lot of weight on getting people to help themselves. She stated that she has put emphasis on helping people get their GED, as this helps them to get a better job and if they apply for a job without a diploma they are just wandering around.

She stated there have been huge overages this year in fuel assistances. She stated she had 2,200 people present themselves as homeless, either in losing their house to foreclosure or being evicted from an apartment. She stated that a lot of people need assistance in organizing their lives, making phone calls and making appointments.

She stated that she has been looking at reimbursement for past assistance or current assistance, whether through working or through assets.

Sara Tracy stated that her job is anonymous, however, she does receive a lot of help from other departments and that this is really a team effort. She stated that she is hoping to recuperate some of the funds that are provided.

City Manager Dragon indicated that the Council has heard a brief summary from her and a summary from the department heads. She stated she has informed them of where they are in the budget process and informed the council of things that are currently going on in the budget and what the city has looking forward to the FY13 budget. She stated that she looking for any comments from the Council, as she knows they are thinking about the budget, and thinking about what might be your priorities or concerns, and asked them if they have anything to share or ask or weigh in on now or asked them if they want to do that at the individual committee meetings or budget meetings. She asked if there was any council or guidance.

Councilor Dzujna stated that he knows that the City has big challenges ahead of them and that it was just voted on for a new fire engine, but he agrees that they need to try and get money in the Capital Reserve. He stated it will be difficult and he doesn't know how to solve the challenge.

Councilor Clarenbach stated that at the school liaison committee meeting downstairs last week, he stated he discussed what the city is required to do by law. He stated there is a lot on the wants list, such as new tax collection software and items the Police Department needs, and wanted to know what they are required to do as

a committee by law, either federal law, state law, ordinance or whatever it happens to be and then work their way to the other items. He stated they should first take care of the things that they have to do, then the things that will raise efficiency of the city and then the other items will need to be removed, which could include the \$8,000 for the Ski Area for the liability insurance.

City Manager Dragon stated that as she has looked at the budget, she can comment that the council is not going to put money in the capital, to a significant amount, unless a service is cut. New software is not a requirement, however, collecting of taxes is a requirement, so the City can keep the software that they have even though the new software may make the process more efficient. She stated it needs to be weighed out as to whether the spending of money to make something more efficient will save the city money in the long run. She stated you can cut here and there, but it wouldn't be enough to fund the capital improvement plan. She stated currently you need to cut \$230,000 to stay within the tax cap, but then you would have to make more cuts to be able to put money into the capital, so you would now be talking about cutting a service or a person.

She stated that she will identify where the cuts are to bring the budget under the tax cap and beyond that, it's can we cut a little here and a little there. She stated it takes a long time and a lot of meetings to get where the budget needs to be, until the revenue picture changes. She stated the revenue is changing, just slowly. She stated if there is a service the Council wants to cut, to let her know now so that can be looked at.

The animal shelter has indicated that if they don't receive \$30,000 that they will be shutting their doors. They received \$20,000 from the City last year, as well as a lot of free service from Finance office and plus free electricity and other items. She stated that what she is going to recommend will be below this amount and probably won't make people happy. She stated this is the reality of the situation.

The Mayor asked if there was any more feedback from the council.

MOTION: Councilor Feener move and Councilor Boyd seconded to adjourn the No Numbers Budget Meeting of the Franklin City Council from March 26, 2012. All were in favor and the motion passed. Meeting adjourned.