

Revised: 04/03/13

TOWN COUNCIL AGENDA
Regular Meeting
Wednesday, April 10, 2013

1. **6:30 PM - CALL TO ORDER**
2. **ROLL CALL**
3. **PLEDGE OF ALLEGIANCE**
4. **APPROVAL OF MINUTES**
 - 03/27/2013 Public Minutes
 - 03/27/2013 Non-public Minutes
5. **AGENDA OVERVIEW**
6. **CONSENT AGENDA**
 - 13-36 Fire Department Homeland Security Grant
7. **TOWN ADMINISTRATOR'S REPORT**
8. **PUBLIC INPUT: 15 Minutes**
9. **NOMINATIONS AND APPOINTMENTS**
10. **SCHEDULED APPOINTMENTS**
 - a. Public Hearing on Police Vests
 - b. Public Hearing on Police Homeland Security Radio Grant
 - c. Public Hearing on Police Homeland Security Radio Grant Round 2
 - d. Public Hearing on Police DWI Grant
 - e. Public Hearing on Police Speeding Grant
11. **15 MINUTE RECESS**
12. **OLD BUSINESS**
 - a. 13- 28 Town Meeting
 - b. 12-121 Administration Department Reorganization
 - c. 12-103 Goals
13. **NEW BUSINESS**
 - a. 13-34 Council Proclamation for Hooksett Citizen of the Year
 - b. 13-35 Financial Software Purchase Recommendation
14. **SUB-COMMITTEE REPORTS**
15. **PUBLIC INPUT**
16. **NON-PUBLIC SESSION**
17. **ADJOURNMENT**

**Anyone requesting auxiliary aids or services is asked to contact
the Administration Department five business days prior to the meeting.**

Public Input

1. Two 15-minute Public Input sessions will be allowed during each Council Meeting. Time will be divided equally among those wishing to speak, however, no person will be allowed to speak for more than 5 minutes.
2. No person may address the council more than twice on any issue in any meeting. Comments must be addressed to the Chair and must not be personal or derogatory about any other person.
3. Any questions must be directly related to the topic being discussed and must be addressed to the Chair only, who after consultation with Council and Town Administrator, will determine if the question can be answered at that time. Questions cannot be directed to an individual Councilor and must not be personal in nature. Issues raised during Public Input, which cannot be resolved or answered at that time, or which require additional discussion or research, will be noted by the Town Administrator who will be responsible for researching and responding to the comment directly during normal work hours or by bringing to the Council for discussion at a subsequent meeting. The Chair reserves the right to end questioning if the questions depart from clarification to deliberation.
4. Council members may request a comment be added to New Business at a subsequent meeting.
5. No one may speak during Public Input except the person acknowledged by the Chair. Direct questions or comments from the audience are not permitted during Public Input.

Unofficial

**TOWN COUNCIL MEETING
MINUTES
Wednesday, March 27, 2013**

CALL TO ORDER

Councilor Sullivan called the meeting to order at 7:10 pm.

ROLL CALL

L. Boswak, Nancy Comai, M. Downer, Vincent Lembo, James Levesque, Todd Lizotte (excused), Susan Lovas Orr, Chairman James Sullivan and Dr. Dean E. Shankle, Jr. (Town Administrator)

PLEDGE OF ALLEGIANCE

APPROVAL OF MINUTES

March 13, 2013 Regular Meeting

M. Downer motioned to approve the minutes of March 13, 2013 as presented. Seconded by V. Lembo.

Correction pg. 3 as a result there is a vacancy in district "6", change to district "4"

Pg.4 "mandatory" curbside recycling

Pg. 5 Gerber Dental Group's request for a "waiver" for a larger sign...

Vote unanimously in favor as amended. N. Comai abstained

CONSENT AGENDA

- (a) FEMA reimbursement
- (b) Homeland Security Grant Funds
- (c) NH Fire Academy Training Grant
- (d) Beaver Brook wetlands permit

J. Levesque motioned to approve the consent agenda. Seconded by M. Downer.

S. Orr requested to remove of item (d) Beaver Brook wetlands permit

Vote unanimously in favor (not including BB Wetland permit

Beaver Brook wetland permits.

L. Lessard stated that the permit had expired and they are looking to renew it. The permit is in the Town's name so it must be signed by the town. It is on site for that project. It is just an extension of the existing approval.

Steve Keach stated that it is in the Town's name because the crossing is in the town's right of way.

This is an offsite improvement required by the Planning Board. Conservation gave a favorable approval for the renewal of the wetlands permit however Councilor Lizotte, representative to Conservation Commission requested Council's approval prior to signing by Mr. Lessard. This is a residential subdivision.

***S. Orr motioned to approve the BB wetlands permit. Seconded by L. Boswak
Vote unanimously in favor***

TOWN ADMINISTRATORS REPORT

- Dr. Shankle distributed a copy of the open filing positions.
- Liz Dionne will be leaving the Town of Hooksett to become a Town Administrator in another community after working in Hooksett for 24 years.
- Lee Ann Moynihan completed her certification for a Measurer and Lister with DRA.
- The trucks on Main Street will be addressed by the Police Chief
- Fun in Sun is being planned and there will be new and old counselors on staff
- Bass Pro is moving ahead
- ICM region summit was attended by the Administrator
- Taped Interviews with the Department Heads have begun. They include the review of the budgets and the warrant articles.
- Boston Post Cane will be presented next Tuesday afternoon by Dr. Shankle.

PUBLIC INPUT

None

NOMINATIONS AND APPOINTMENTS

Council Secretary

L. Boswak nominated V. Lembo as Secretary for the remainder of the Fiscal year.

Vote unanimously in favor

SCHEDULED APPOINTMENTS

Matt Mercier, HEDC

Some of the Councilors attended the meeting on HEDC summit on February 20th and we are in the beginning stages of determining what "business friendly" looks like. The next step appears to be a series of meetings over the next several months to speak to business owners who are in

town and determine what it is like to do business in town. We will conduct online surveys and find different venues to gain input and a report will be written.

The Ambassador Program has been difficult. Craig Ahlquist and Dave Scarpetti thought it might be good to determine who has recently received a Certificate of Occupancy in town and target those individuals for input.

There was some discussion about the Bass Pro situation and people were forthcoming with the information. HEDC would like to be more closely involved in the preliminary discussions with businesses looking to come to town. The committee is vital and active and we are excited about continuing the work.

The HEDC's Charge is three pronged:

- Assist in the recruitment
- Retain current business
- Unify the vision of the town organizations

We would like to be involved in the courtship process with prospective businesses.

L. Boswak thanked Matt for this work and the work of the committee.

Police Commissioners and Chief Bartlett

J. Sullivan stated that the Commission is here as a result of a letter received from Commissioner Chair McHugh requesting the opportunity to speak to the Council.

J. McHugh read a statement to Council and delivered a three part presentation.

Status of Police Department (Commissioner Karolian)

A review of the past and present situation at the Police Department was given which included the status of the SOP's, morale, and review of staff and vehicle inventory.

Budget (Commissioner McHugh)

J. McHugh review the budgets and spending over the past 5 years.

Implementation of the Audit (Commissioner Scherer)

K. Scherer reviewed the audit process and the resulting actions by the Commission including the hiring of a new Police Chief.

Overview -Chief Bartlett

The Chief reviewed long and short term goals of the department.

J. Sullivan stated the Council will not discuss the petition article.

M. Downer: Thank you all the Commissioners for coming forward. The numbers presented by Commissioner McHugh and Chief Bartlett show a level of engagement by the officers on the street. I appreciate the level of thoughtful review for the budget. The audit discussion touched on department improvements; did that activity give cause to look at the commission's process and were there lessons learned as commissioners?

J. McHugh: One of the findings in the audit was the need for chain of command. There have been times when we violated that ourselves and it was a situation with prior commissions as well. We were made aware that we need to adhere to that.

Ken Scherer: This is the third time we are here in the past year. We have never been adverse to that. We try to be as transparent within the guidelines of 91 A. We have had a long difficult process. We, as a commission, are not adverse to any type of open dialogue with the Council.

L. Boswak: I made the motion to not discuss this. We were in a time of just hiring a Chief and I wanted to let things go. On behalf of the sworn and unsworn staff, to allow them to flourish with the new chief was my reasoning for the motion. I would love to see the Commission invest in a camera so you can communicate with the public. I have heard great things about the Chief. Missing from the presentation was the recognition of the work of the men and women of the department to make it all happen.

J. McHugh: I do appreciate the members of the department without whom it would not be successful. We have recognized them through promotions.

Commissioner Karolian: I believe we did speak about that.

K. Scherer: When we speak and use the word "we", I am referring to the entire department not just those at the table. It is the entire team.

S. Orr: Has there been consideration for the morale issues and the great strides you are making to have a random satisfaction survey for the staff. It is great to have the conversations, but there is a value in the anonymous feedback.

Chief Bartlett: That was one of my intentions as things move on but I wanted to wait longer than my first 57 days. I wanted to make my assessments first and get to know everyone. I think an anonymous survey is essential. I want a citizen survey as well. It is imperative for us to know what the community is expecting.

S. Orr: Where are you in the SOP process and how much more needs to be done?

J. McHugh: The format doesn't allow you to see the old and new policy. I have spent 8 to 10 hours reviewing 12 to 14 hours for each. Some have not been reviewed since 1997. Some are reviewed more than once before approved. Thus far we have reviewed 75 to 85 policies in the past four (4) months.

Chief Bartlett: Coming into the process mid-stream, there are a lot completed and signed off. The ones not completed are difficult to determine. The employee tasked with that when PSSG was here is no longer doing that alone. Her work is refocused on that for the entire workweek. 200+ standard operating procedures is a work in process. My goal is to have this complete by June 1st. They need to be in a functional process and electronically distributed.

S. Orr asked how the disciplinary action is different now with the new Chief.

Chief Bartlett: My sense of discipline needs to be given out in a progressive nature. If someone violates a policy or rules of the department, it must be addressed on the front line supervisory level with documentation. Any infraction is documented to make corrections and retrain. If I see fit to open internal affairs and there is an investigation, that moves forward and it will be vetted out completely and the employee will be given all the rights. It must be consistent and not subjective to the person.

S. Orr: School bus safety issue, you said you were in contact with Dr. Littlefield. I have a daughter at Manchester H.S. Students of the High School were not notified of the incident although letters went out to elementary students. Keep in mind that the High School students also wait for buses and should be notified as well when incidents happen.

Chief Bartlett: That point is well taken and it will be communicated with Dr. Littlefield on how to bridge that gap.

N. Comai thanked the Commission for their work and knowledge.

V. Lembo thanked the Commission for coming.

V. Lembo requested that the Chair express congratulations to Captain Daigle for being recognized as the employee of the year.

Dr. Shankle: How will it affect everything you are trying to do if we end up with a default budget next year?

J. McHugh: We are currently working with a default budget which has been difficult and has hampered projects that we have wanted to go forward with. We do our best to manage the funds

we have been given. Over the last few years, we had the increase in retirement which is an added cost to several departments in town as well as the increase in insurance and fuel cost. With the new vehicles, we hope fuel and maintenance cost will decrease. The overtime line will be minimized as much as possible.

Chief Bartlett: Regarding the truck traffic on Main, I would like to contact SNHP to do a vehicle weight survey for the road if possible. I looked at the signs and they appear to be placed appropriately. We will look to see what we can do for enforcement action.

V. Lembo: The major problem is the GPS in the trucks take them through Main Street rather than College Park Drive. I think the sign is a little small and possibly move the sign back so trucks can anticipate not making the turn.

Old Home Day – Carrie Hyde

The committee has starting planning early for 2013. We would like to get more sponsors and more vendors. The Community involvement was huge. We will continue with the parade. I met with Chief Bartlett and reviewed the process. I sent the permit to the State and hope to make it an annual event. We are hoping to see an increase in attendance and more sponsors and vendors.

We had an increase of 45% last year and we hope to have a 32% increase this year.

The Date is planned for September 21st, 2013 at 10:00 am with the parade and opening ceremony at 11:00 am. The bids for the fireworks went out a month before the event last year and I requested Mr. Lessard send out the bids much earlier this year.

The Road Race is coordinated by Kiwanis.

OLD BUSINESS

Town Warrant: Motions and Seconds

D. Riley, Town Moderator reviewed the procedures for the Deliberative Session on April 6th at 9:00 AM.

Council Goals

N. Comai asked that we look into the phone and internet contacts and the web.

L. Boswak requested that we update the website with living people.

The Town Hall front door is still a problem and people still are confused about the entrance.

L. Boswak asked if there has been consideration given to putting legal services out for bid. This will be placed on the agenda

Dr. Shankle presented the following list of goals:

- Tax stabilization

- Improve community engagement and increase social media. A survey is a good idea.
- Data Driven decision making which will lead to putting together performance based budgeting
- More training and standard operating procedures.

J. Levesque suggested looking into more “eye catching” signs to be erect on Hackett Hill Road in reference to the signs requested at the last School Board Meeting by a young resident on Hackett Hill.

Appointment of District 2 Councilor

J. Sullivan has 30 days to appoint a Councilor.

NEW BUSINESS

Amendment to Section 218 Agreement

V. Lembo motioned to sign the 218 Amendment to the agreement between the State of New Hampshire and the Town of Hooksett increasing the exclusion paid to election workers in the TO \$1600. Seconded by N. Comai.

Vote unanimously in favor

SUB-COMMITTEE REPORTS

J. Levesques stated the transfer committee met last night.

Earth Day is April 20th.

J. Sullivan – Old Town Hall Committee, a meeting is being scheduled.

Heritage Commission continues to work on a date for the Native American Mural

Veterans Park continues with a dedication planned for September

Heritage Day fund raiser is May 17th (Antique Road Show)

S. Orr – Planning Board

Dunkin Donuts came to the Board with a conceptual design for their entrance way.

SNHU is planning to build a library (3 stories) and learning center.

Austin Woods is looking for extensions for their conditional approvals.

Public Input

M. Miville, 42 Main Street: Regarding legal representation, I agree there have been some issues. Based on the comments regarding how to get the word out on the budget, I wrote a letter for the voter’s guide; what is the Council planning to do to promote the budget? I will be posting my letter on social media as well as the website. We need to educate the voters over the next month and half.

Recycling, it seems we need better explanations before the warrant goes out. 31% based on tonnage is a very good participation nationwide. I'm concerned that fees may be levied and resulting in loss of service.

Police Commission, based on what was said tonight, having sat at many Police Commission meetings, I have never seen a Commission work harder than this group. Look at where they were and where they've come. I commend the Commission for holding the budget. A survey would never have been accomplished with the prior administration. Those wanting to abolish the Police Commission do not have first hand knowledge of the commission. I am pleased to hear the Council's praised for their work.

Non-public

M. Downer 91A:3 © into non-public at 9:55 pm. Seconded by L. Boswak.

Roll Call Vote unanimously in favor

*L. Boswak motioned to exit non-public at 10:10 pm. Seconded by J. Levesque seconded.
Vote unanimously in favor.*

*L. Boswak motioned to seal the minutes. Seconded by s. Orr.
Vote unanimously in favor*

ADJOURNMENT

**M. Downer motioned to adjourn at 10:12 pm. Seconded by V. Lembo.
Vote unanimously in favor.**

Respectfully submitted,

Lee Ann Moynihan

Staff Report
Agenda Item
Meeting Date

AGENDA NO. 13-36
DATE: 4/10/13

Background: Per RSA 31:95-b, III (b) for such amount less than \$5,000. Council shall post notice in the agenda and shall include notice in the minutes of a Council meeting in which such moneys are discussed.

Issue: To accept grant funds for reimbursement of Fire Department operating costs and move those funds into the Fire Department overtime wage line.

Discussion: The U.S. Department of Homeland Security has made available grant funds specifically for training as a Public Information Officer. This training provides a participant the opportunity to develop and/or enhance basic skills in writing, public speaking, working with the media and handling interviews, inquiries and news conferences. This information can also help to conduct awareness campaigns and public safety announcements. A Department member assigned this role can help manage an emergency response situation that would expect or require a media presence.

Reimbursement of funds allows our personnel to obtain this training while keeping the training cost neutral to our community.

Those taking part in this specific training program are eligible for overtime and backfill costs. Figures listed below include both wages and benefits estimate costs.

Fiscal Impact: Costs related to this grant funded Public Information Officer course application equal approximately \$918.52. It is requested to move this amount to the Fire Department overtime wage line for reimbursement of wages.

Recommendation: Motion to accept grant fund reimbursement for an approximate amount of \$918.52 under RSA 31:95-b, III (b).

Prepared by: Assistant Fire Chief Dean Jore

Town Administrator Recommendation: *Concur*


Dean E. Shankle, Ph.D.
Town Administrator

Public Information Officer Program Costs; March 19-20, 2013; overtime & benefits estimates

Captain Dan Pesula: Public Information Officer training program

Training location: Tilton School

Course Cost: No Cost- Grant funded

Course dates & times: March 19-20, 2013; 8:30am-4:30pm

Overtime: March 19: Overtime: 8.0 hours @ \$43.98/hr. = \$351.84

March 20: Overtime: 8.0 hours @ \$43.98/hr. = \$351.84

Benefits expenses for OT costs \$214.84

Total hourly wage expense approximation: \$703.68

Benefits expenses: \$214.84

Total requested reimbursement for this training: \$918.52

Total requested reimbursement to HFR overtime Wage line: \$918.52

Hourly wage rates taken from Fire Department Overtime Worksheet, FY 2012/2013.

Department Member's overtime rates are used for above calculations

AGENDA NO. _____

DATE: 4-10-13

Staff Report
Bulletproof Vest Partnership Grant
March 13, 2013

Background: Per RSA 31:95-b, III (a) Council shall hold a Public Hearing for all unanticipated monies in the amount of \$5,000 or more.

Issue: The need to replace police officers bullet proof vests that are due for replacement in the required time period.


Discussion: A grant was awarded to the Hooksett Police Department in the amount of \$6,650.00 for replacement bulletproof vests.

Fiscal Impact: No fiscal impact.

Recommendation: Motion to accept the Bulletproof Vest Partnership Grant in the amount of \$6,650.00 under RSA 31:95-b, III (a).

Prepared by: Francine Swafford, Executive Assistant

Town Administrator Recommendation: *Concur*



Dean E. Shankle, Jr., Ph.D.
Town Administrator

Staff Report**Local Radio Programming of Homeland Grant funded Radios distributed as part of 2012 Homeland Local Law Enforcement Radio/Interoperability Upgrade Initiative****April 10, 2013**

Background: Per RSA 31:95-b, III (a) Council shall hold a Public Hearing for all unanticipated monies in the amount of \$5,000 or more.

Issue: To achieve/improve statewide interoperability.

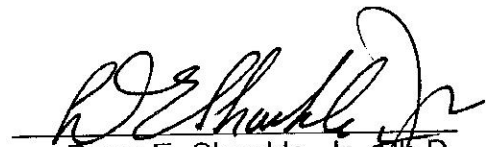
Discussion: The State received a grant to expand interoperability. As part of the grant, funds were made available to local police departments be used to purchase portable radios. The Department was able to purchase 9 portable radios. A grant was awarded to the Hooksett Police Department in the amount of \$29,090.16 for 9 portable radios, through the Local Radio Programming of Homeland Grant funded Radios distributed as part of the 2012 Homeland Local Law Enforcement Radio/Interoperability Upgrade Initiative.

Fiscal Impact: No fiscal impact.

Recommendation: Motion to accept the Local Radio Programming of Homeland Grant funded Radios distributed as part of the 2012 Homeland Local Law Enforcement Radio/Interoperability Upgrade Initiative in the amount of \$29,090.16 under RSA 31:95-b, III (a).

Prepared by: Francine Swafford, Executive Assistant

Town Administrator Recommendation: *concur*


Dean E. Shankle, Jr., Ph.D.
Town Administrator

AGENDA NO. _____

DATE: 4-10-13

Staff Report

**Local Radio Programming of Homeland Grant
2012 Homeland Local Law Enforcement Radio/Interoperability
Upgrade Initiative-Round II**

April 10, 2013

Background: Per RSA 31:95-b, III (a) Council shall hold a Public Hearing for all unanticipated monies in the amount of \$5,000 or more.

Issue: To achieve/improve statewide interoperability.


Discussion: The State received a grant to expand interoperability. As part of the grant, funds were made available to local police departments to be used to purchase portable radios. The Department was able to purchase 2 portable radios in round two of this grant. A grant was awarded to the Hooksett Police Department in the amount of \$7,075.68 for 2 portable radios, through the Local Radio Programming of Homeland Grant funded Radios distributed as part of the 2012 Homeland Local Law Enforcement Radio/Interoperability Upgrade Initiative-Round II.

Fiscal Impact: No fiscal impact.

Recommendation: Motion to accept the Local Radio Programming of Homeland Grant funded Radios distributed as part of the 2012 Homeland Local Law Enforcement Radio/Interoperability Upgrade Initiative-Round II in the amount of \$7,075.68.00 under RSA 31:95-b, III (a).

Prepared by: Francine Swafford, Executive Assistant

Town Administrator Recommendation: *Concur*


Dean E. Shankle, Jr., Ph.D.
Town Administrator

Staff Report
Acceptance of Donations: DWI Patrols
April 10, 2013

Background: Per RSA 31:95-b, III (b) for such amount less than \$5,000. Council shall post notice in the agenda and shall include notice in the minutes of a Council meeting in which such moneys are discussed.

Issue: To accept a donation of \$10,227.50 donated to the Hooksett Police Department.


Discussion: This money is being provided by the New Hampshire Highway Safety Agency in order to provide for additional roving DWI patrols in FY 2013. The funds will finance 120 hours of officer overtime and includes related payroll deductions.

Fiscal Impact: The donation is a gift to the Hooksett Police Department for a total amount of \$10,227.50, no fiscal impact.

Recommendation: Motion to accept the donation of \$10,227.50 under RSA 31:95-b, III (b).

Prepared by: Peter Bartlett, Chief of Police

Town Administrator Recommendation: *Concur*



 Dean E. Shankle, Jr., Ph.D.
 Town Administrator

Staff Report
Acceptance of Donations: Speed Enforcement
March 28, 2012

Background: Per RSA 31:95-b, III (b) for such amount less than \$5,000. Council shall post notice in the agenda and shall include notice in the minutes of a Council meeting in which such moneys are discussed.

Issue: To accept a donation of \$7,670.63 donated to the Hooksett Police Department.

Discussion: This money will be provided by the NH Highway Safety Agency for FY 2013. The funds will provide for 90 Hours of officer overtime and related payroll deductions. The project objective is to target unsafe speeding motorists travelling within the town of Hooksett. Officer will monitor vehicle speed by using moving and stationary radar equipment and issue violation summons as necessary.


Fiscal Impact: The donation is a gift to the Hooksett Police Department for a total amount of \$7,670.63, no fiscal impact.

Recommendation: Motion to accept the donation of \$7,670.63 under RSA 31:95-b, III (b).

Prepared by: Peter Bartlett, Chief of Police

Town Administrator Recommendation:

Concur


Dean E. Shankle, Jr., Ph.D.
Town Administrator

AGENDA NO. 12-121
DATE: 4-10-13

Staff Report
Administration Department Reorganization
April 10, 2012

Background: In October the Council approved a change in the Administration Department that included the addition of a project coordinator. At that time I indicated that I would be bringing in further changes to the department.

Discussion: I am requesting that the remainder of the reorganization be approved which includes:

- Creating the position of Administrative Services Coordinator (proposed job description attached)
- Eliminating the position of Human Resources Coordinator and changing the Administrative Code sec. 3.1 to eliminate the reference to the position
- Updating the Classification Plan as required in the Personnel Plan, Section 3, pg. 15

Recommendation: Approve the remainder of this reorganization as outlined above.

Town Administrator's Recommendation: A motion as follows:

I move that we approve the reorganization as outlined in the town administrator's staff report.


Dean E. Shankle, Jr., Ph.D.

**Town of Hooksett Job Description Administration Department
“Administrative Services Coordinator”
Grade 14**

Date: December 12, 2012

General Position Description: Under general supervision of the Town Administrator; performs a variety of technical, analytical, and administrative support duties in providing responsible staff support to Town departments; and performs related duties as assigned. This job description is meant to be illustrative and is in no way all-inclusive. It shall be used as a tool or guide in the job performance of the employee to whom it applies. May be appointed by Town Council to act in the Town Administrator’s place in the absence of the Town Administrator.

Distinguishing Characteristics: The Administrative Services Coordinator works with department or division heads on human resource management, training, document management, committee support functions, risk management, special projects, reports, or other assignments, performing a variety of administrative support functions that involve an in-depth knowledge of a wide range of Town policies, procedures and technical work processes. The Administrative Services Coordinator is expected to, assist the Town Administrator in completion of a variety of special and/or technical projects, reports, and other related duties, many of which involve requirements by other public agencies or enforcement of Town ordinances, while executing some, but not all, administrative and office support functions expected of an Administrative Assistant.

Essential Duties and Responsibilities: The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical extension of an assignment. .

Responsible for identifying loss exposures for all Town real and personal property and threats of personal injury, and developing and implementing risk reduction programs.

Responsible for working with Town Departments to ensure compliance with established human resources policies and to assist them in developing the skill sets necessary to carry out these functions appropriately.

Responsible for maintaining all town employee personnel (including health) records.

Responsible for collaborating with the Finance Department in the procurement and administration of health, dental, and pharmaceutical programs for employees and retirees.

Responsible for developing and coordinating training programs for all Town personnel and maintaining training jackets documenting the same.

Responsible for working in conjunction with Town Administrator on union negotiations, grievances and contract compliance.

Responsible for coordinating with the various boards, commissions and committees to work to ensure that they are provided with the appropriate level of staff support, including taking of minutes and proper document management.

Responsible to work with Town Administrator during the budget process to ensure that there is appropriate funding requested for each of the administrative support functions.

Receives and screens visitors and/or telephone calls providing general and specialized information regarding assigned function that may require the use of judgment, tact and sensitivity and the interpretation of policies, rules and procedures; skillfully handles complaints and inquiries regarding Town functions and responsibilities; researches and responds to requests or refers complaints and requests to other staff when warranted.

Researches and collects financial, statistical, technical and specialized data from multiple sources for assigned research and special projects, including the compilation and completion of a variety of complex and time-sensitive reports as required by other public agencies or for the Town's internal use; as necessary, performs data analyses and comparisons; develops and maintains spreadsheets to facilitate data interpretation and manipulation.

Composes, revises and edits a variety of routine to moderately difficult correspondence, reports, and informational materials; from rough notes, drafts, dictation, or brief oral instructions, types, formats, edits, revises, proofreads and prints reports, correspondence, memoranda, contracts, agreements, technical charts, tables and other specialized materials ranging from routine to complex; proofreads and checks typed and other materials for accuracy and completeness and for compliance with policies and regulations.

As assigned, designs, develops and/or maintains specialized databases using standard spreadsheet software; utilizes software systems and programs, including the development and maintenance of work order tracking database; utilizes and maintains other software utilized by the Town; as required, provides support to staff in mid-range computing functions and applications for specialized and technical hardware, programs and applications, including the telephone.

Other Duties: May act as backup to Family Services. May assist in supervising and scheduling student volunteers and community service participants.

Desired Minimum Qualifications:

Knowledge of: Municipal government functions specifically related to human resources, training, risk management and general administration; basic informational technology practices and usages; methods of report presentation; office administration practices and procedures; principles and practices of sound business communication; Town Charter, organization,

ordinances, rules, policies and procedures applicable to departmental operations; basic functions of public agencies, including the role of an elected Town Council and appointed boards, committees, and commissions; advanced uses of word processing, spreadsheet, database and other standard software to create documents and materials requiring the interpretation and manipulation of data; recordkeeping, filing and purchasing practices and procedures.

Ability to: Prepare clear, accurate and concise reports, records and other materials; communicate clearly and concisely, orally and in writing; operate a computer using word processing, database and spreadsheet software; collect, evaluate and interpret varied information and data; interpret, apply, explain and reach sound decisions in accordance with regulations, policies and procedures; coordinate multiple assignments and meet critical deadlines; organize, set priorities, take initiative and exercise sound independent judgment within areas of responsibility; type accurately at a speed necessary to meet the requirements of the position; compose correspondence from brief instructions; understand and follow written and oral instructions both with Town staff and customers; use tact and discretion in dealing with sensitive situations and concerned people and customers; establish and maintain effective working relationships with Town managers, staff and others encountered in the course of work.

Cognitive and Sensory Requirements:

Vision: Necessary for visual operation in all aspects of the position such as reading, observing, creating.

Hearing: Necessary for receiving instructions, attendance during meetings, assisting the public, and for safety while working.

Speaking: Necessary for communicating with employees, residents, and the general public.

Taste and Smell: Necessary for detecting fumes and gases.

Dexterity: Necessary for operating equipment, handwriting, and computer keyboard operations, etc.

Mobility: Needed to walk around the departments and other municipal locations as well as other outside locations in order to perform all functions of the job in, out, and around vehicles and equipment.

Physical Requirements:

Lift up to 10 pounds: constantly required.

Lift 11 to 25 pounds: frequently required.

Lift 26 to 50 pounds: occasionally required.

Lift over 50 pounds: rarely required. Assistance may be available.

Carry up to 10 pounds: constantly required.

Carry 11 to 25 pounds: frequently required.

Carry 26 to 50 pounds: occasionally required.
Carry over 50 pounds: rarely required. Assistance may be available.
Balancing: regularly required.
Push/pull: regularly required.
Reach above shoulder height: frequently required.
Reach at shoulder height: constantly required.
Reach below shoulder height: frequently required.
Sit: one total hour per day.
Stand: six plus hours per day.
Walk: four plus hours per day.
Twisting: occasionally required.
Bending: frequently required.
Crawling: rarely required.
Squatting: rarely required.
Kneeling: rarely required.
Crouching: rarely required.
Climbing: occasionally required.
Driving: occasionally required.

Fine motor skills:

Grasping: constantly required.
Handling: constantly required.
Controls and equipment: office equipment.

Work Surfaces: Office area includes workstation with desk, computers and cupboards. Table, filing cabinets, closet with shelves, bookshelf and bulletin boards. All surfaces are at various heights.

Summary of Occupational Exposures: Most work occurs within the office setting. Some travel in a motor vehicle is required. May be exposed to short periods of sunlight and unfavorable climatic conditions when out of the office. When in the office may be exposed to long periods of unnatural light, office equipment noises, office product chemicals, air conditioning, etc.

Training, Skills, and Experience Requirements: A typical way of obtaining the knowledge, skills and abilities outlined above is graduation from a college or university with a bachelor's degree in a field that provides an appropriate background, with a minimum of two years of increasingly responsible administrative experience; or an equivalent combination of training and experience. Experience in a government setting is highly desirable. NH driver's license. Any equivalent combination of education and experience that demonstrates possession of the required knowledge, skills, and abilities.

Schedule: Normal work day is 8:00 am to 4:30 pm but is expected to attend Council meetings and other evening or weekend events as assigned by the Town Administrator.

12-103
~~15-35~~
AGENDA NO.
DATE: 4-10-13

Staff Report
Goals for the Town Administrator/Town
October 14, 2009

Background:

There has been an ongoing discussion of goals related to what Council would like to see as priority items.

Issue:


To provide guidance to the Town Administrator.

Discussion:

See addendum.

Recommendation:

It is recommended that the Town Council discuss and determine goals and priorities.


Dean E. Shankle, Jr., Ph.D.
Town Administrator

Goal Addendum

The goals discussed at the last Council meeting:

1. Tax stabilization
 - a. Economic Development initiatives
 - b. Increased efficiencies
2. Improved community engagement and communication
 - a. Increased use of social media and video capabilities
 - b. Citizen survey
3. Increased capacity-building
 - a. Training
 - b. Internal procedures
4. Increasing data-driven decision-making
5. Move toward Performance-based Budgeting

The following three goals were set during the Town Administrator's last review:

Goal 1: To reduce the budget by \$150K to bring the budget in line with the elimination of the bond payment for the Safety Center.

Goal 2: To ensure that the \$260K from the elimination of the TIF district bond in 2012/2013 is not utilized to pay for expanded budget.

Goal 3: Work with the Finance Director to identify, pursue and collect unpaid tax balances.

**Staff Report
Financial Software
April 10, 2013**

Background: The Town has been using BMSI for its financial software since the mid 1990s. At the May 2012 election, the Town passed funding in the amount of \$47,000 to purchase financial software, including data conversion, 1st year support and hardware. In January of 2013, the Town released a Request for Proposal for sealed responses for finance software that included general ledger, payroll, accounts payable and purchasing applications.

Bids were returned to the Town by seven vendors, with costs ranging from \$32,876 to \$177,770. All seven bids were reviewed for technical features and ability to meet the stated requirements. The three lowest bidders, Edmunds & Associates, BS&A Software and Tyler Technologies' Infinite Vision software, were asked to demonstrate their product to the town staff including finance, administration and department heads.

Discussion: After seeing the demonstration, I can say with confidence all three softwares can provide Hooksett with better data for managers in real time. Throughout the process multiple criteria were considered, including but not limited to, functionality, cost, expandability, ease of use, service/support, ability to customize reports, existence of NH clients, and company reputation. During customer reference checks, all three vendors had high marks for conversion, implementation, support and software.

Consideration was given to Tyler Technologies' Infinite Vision. Tyler purchased BudgetSence from Unifund in March 2012 and re-branded the software as Infinite Vision. While they have several communities in NH already using Infinite Visions, Tyler Technologies supports more than 10 products lines. My concerns are the continued development and support of the Infinite Visions product. Both BS&A Software and Edmunds & Associates only have one product in which they developed and support. Tyler Technologies cost is \$63,015 for software installation and the five year annual maintenance cost is \$24,837.

While Edmunds & Associates has the lowest costs of \$32,876, with five year annual maintenance of \$27,625, their functionality was not as strong as BS&A and Tyler, for example: Edmunds & Associates only holds 10 years of history. They do not currently have drilldown capabilities from reports to source documents, therefore requiring staff to access additional reports. Also during the demonstration, I noticed a few things that are not the norm in the industry, for instance the first two digits of the expense account refer to the year. So if you are going to look up the detail of a supply line for FY 2008-09, you would have to know that FY 2008-09 is "05" or five years ago.

After careful consideration, demonstrations and reference checks on all three vendors, I feel the best fit for Hooksett is BS&A Software. BS&A is based in Michigan and has been in business for 25 years with a sole focus on governmental software. While they do not have customers in NH, they do have them in 15 other states. They have developed and support only this product. BS&A is full of functionality, such as, unlimited history, drill down to source documents, import and export to excel, and flow charts that can at a glance show where a requisition is in the approval process. BS&A cost for software and installation is \$63,480, but had the lowest annual maintenance for five years of \$21,952.

Fiscal Impact: The warrant article was approved for \$47,000. The additional \$16,480 (\$63,480-\$47,000) can be found within the FY 2012-13 worker's compensation line, which is under budget due to vacant positions during the year. There are no maintenance fees for the first year, which would be FY 2013-14. Since the town will no longer be paying maintenance on the current software the increase in maintenance will be just under \$2,000 for each of the following 4 fiscal years.

Recommendation: Motion to award the financial software bid to BS&A Software, LLC and to approve the Town Administration to signed the agreement with BS&A Software.

Prepared by: Christine Soucie, Finance Director

Town Administrator Recommendation:

Concur



Dean E. Shankle Jr.
Town Administrator