

As of April 16, 2013

**DRAFT  
TOWN COUNCIL AGENDA  
Regular Meeting  
Wednesday, April 24, 2013**

1. **6:30 PM - CALL TO ORDER**
  2. **ROLL CALL**
  3. **PLEDGE OF ALLEGIANCE**
  4. **APPROVAL OF MINUTES**  
April 10, 2013 public minutes
  5. **AGENDA OVERVIEW**
  6. **CONSENT AGENDA**
    - a. LGC donation of \$500 to the Joint Loss Management Committee
    - b. Police Vests: Grant of \$6,650 from Bulletproof Vest Partnership
    - c. Police Homeland Security Radio Grant: \$29,090 from Homeland Grant funds
    - d. Police Homeland Security Radio Grant Round 2: \$7,075.68 Homeland Grant funds
    - e. Police DWI Grant: \$10,227.50 from NH Highway Safety Agency
    - f. Police Speeding Grant: \$7,670.63 from NH Highway Safety Agency
  7. **TOWN ADMINISTRATOR'S REPORT**
  8. **PUBLIC INPUT: 15 Minutes**
  9. **NOMINATIONS AND APPOINTMENTS**
    - a. Rob Duhaime: District 2 Councilor
  10. **SCHEDULED APPOINTMENTS**
    - a. Kathie Northrup re Veteran's Park and Heritage Commission update
    - b. PSNH re river shoreline
  11. **15 MINUTE RECESS**
  12. **OLD BUSINESS**
    - a. 12-122 Police Commission Discussion
    - b. 13-25 District 2 Councilor
    - c. 12-139 Deeding update
    - d. 12-121 Planning/ Zoning/ Building reorganization
  13. **NEW BUSINESS**
  14. **SUB-COMMITTEE REPORTS**
  15. **PUBLIC INPUT**
  16. **NON-PUBLIC SESSION**
    - a. NH RSA 91-A:3 II(c) Matters which, if discussed in public, would likely affect adversely the reputation of any person, other than a member of the public body itself.
- I. **ADJOURNMENT**
- Anyone requesting auxiliary aids or services is asked to contact  
the Administration Department five business days prior to the meeting.**

As of April 15, 2013

## **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.

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

**TOWN COUNCIL MEETING  
MINUTES  
Wednesday, April 10, 2013**

**CALL TO ORDER**

Councilor Sullivan called the meeting to order at 6:30pm.

**ROLL CALL - ATTENDANCE**

Chairman James Sullivan, Dr. Dean E. Shankle, Jr. (Town Administrator), Leslie Boswak, Nancy Comai, Vincent Lembo, James Levesque, and Todd Lizotte.

Excused: Susan Lovas Orr and Michael Downer.

**PLEDGE OF ALLEGIANCE**

**APPROVAL OF MINUTES**

**03/27/2013 Public Minutes**

*J. Levesque motioned to approve the public minutes of March 27, 2013 as presented.*

*Seconded by V. Lembo.*

*Vote unanimously in favor. T. Lizotte abstains.*

**03/27/2013 Non-Public Minutes**

*J. Levesque motioned to approve the non-public minutes of March 27, 2013 as presented.*

*Seconded by V. Lembo.*

*Vote unanimously in favor. T. Lizotte abstains.*

**AGENDA OVERVIEW**

Chairman Sullivan provided overview of tonight's agenda.

**CONSENT AGENDA**

- 13-36 Fire Department Homeland Security Grant

*T. Lizotte motioned to approve the consent agenda. Seconded by J. Levesque.*

*Vote unanimously in favor.*

**TOWN ADMINISTRATOR'S REPORT**

- Deliberative session - last Saturday, April 6, 2013, approximately 50 residents attended, videotape is on the website [www.hooksett.org](http://www.hooksett.org)
- Budget videos - on the website [www.hooksett.org](http://www.hooksett.org) with each dept. head (i.e. Police, DPW, Recycling, etc.), also CIP (Vice-Chairman Marc Miville)
- Boston Cane Plaque - Tuesday Katie & I presented plaque to Evelyn Woodbury
- Fun-in-Sun Day Summer Camp - conducting interviews for Director and other staff
- Old Town Hall Committee - Kathie Northrup scheduling meeting for next Thursday night, April 18, 2013
- Neighborhood Heritage District - two forums at Town Hall Chambers 6:00pm April 11<sup>th</sup> and April 22<sup>nd</sup>
- Tax Collector - next Town Council meeting Tax Collector may be on our agenda to present possible properties to be deeded and to update you on the process. Letters were mailed on April 9<sup>th</sup> to 173 property owners. May 22<sup>nd</sup> is the tax deed date.

- SNHPC - Regional Planning – Robert Duhaime is the Hooksett Rep. at the SNHPC monthly meetings. Recently they presented the “Ready Set Go!” program for certified sites and there are workshops on the same to come. General Stark birthday festivities are on April 20<sup>th</sup> and 21<sup>st</sup> and SNHPC working with New Boston, Goffstown, Dunbarton and other communities in celebration.
- Hooksett Community Food Pantry - Dr. Shankle received and read a letter from the operating committee in appreciation to the Town of Hooksett for their assistance in 2012
- Family Services – Dr. Shankle received and read an e-mail from Director Joy Buzzell stating that the Salvation Army has been helping Hooksett families considerably over the last few months. \$7,000 from seasonal bell ringing funds was used in March alone for rent, emergency fuel deliveries, etc. If these funds were not donated, they would come out of Hooksett taxes.
- DPW Training – Two DPW employees completed the safety training program at UNH
- Advisory Committee - Survival through Regionalization workshop at SNHPC on April 25<sup>th</sup> 4-6pm for elected officials

J. Levesque: The 173 letters mailed by the Tax Collector are for properties to be deeded to the Town of Hooksett?

Dr. Shankle: That is correct.

V. Lembo: We are short a Councilor for district 2 and there is only one person on the ballot. Could we appoint him at this point, so we have a quorum?

J. Sullivan: We can appoint someone within 30 days. However, one person signed up to run, so I don't think it would be out of order to motion to make him effective tonight if you would like to be.

V. Lembo: We were on the border of not having a quorum tonight. As long as he is not opposed, we should appoint him. I would like the Councilors to way in.

N. Comai: I believe he (district 2 ballot person) would still have to run. Proper protocol is to nominate him this evening and appoint him at the next meeting. From then until the election we may or may not have a meeting.

V. Lembo: The Town Administrator should reach-out to him first.

J. Sullivan: Whoever is appointed, if that gentleman wins, that term does not start until July 1<sup>st</sup> anyway.

***L. Boswak motioned to nominate Robert Duhaime as Councilor for district 2 through June 30, 2013. Seconded by V. Lembo.  
Vote unanimously in favor.***

Dr. Shankle: It was on the Council's next agenda anyway. I will talk with him to see if it is an issue.

## **PUBLIC INPUT**



None.

### **NOMINATIONS AND APPOINTMENTS**

J. Sullivan: Nominations will be made at the Council's first meeting in June and appointments will be made at our second meeting in June.

#### **1. 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

J. Sullivan: I will open the public hearing and discussion for each of the above items separately.

#### **a. Public Hearing on Police Vests**

J. Sullivan: I declare as duly posted a grant to the Hooksett Police Department in the amount of \$6,650.00 for replacement bulletproof vests. Recommendation is to accept the Bulletproof Vest Partnership Grant under RSA 31:95-b, III (a).

#### **Open public hearing and discussion**

Chief Bartlett: I am here to answer any questions you may have for this grant request. This is a ballistic vest replacement grant to replace a portion of Town funds with the grant. There is a 5 year expiration on the vests and then we need to replace or purchase.

V. Lembo: What does a vest cost?

Chief Bartlett: Typically \$675 per vest. Mine was \$775 when I started. There are other brand names we can look at to keep costs down.

V. Lembo: What is the quality?

Chief Bartlett: 2A threat level to protect against multiple caliber hand guns and working on the road.

V. Lembo: Is \$6,650 enough to purchase vests for all officers?

Chief Bartlett: We will replace vests as needed.

J. Levesque: A 6 millimeter machine gun round, how big is the caliber?

Chief Bartlett: Vests are for multiple calibers; i.e. 40 and 45 caliber.

T. Lizotte: "FN" is Fabrique Nationale.

J. Sullivan: Someone from the Police Dept. had to apply for this grant.

Chief Bartlett: PSSG, Captain Daigle, and the Police Commission worked on getting this grant. Now we are having the hearing to accept this grant.

Public Input: None at this time.

**b. Public Hearing on Police Homeland Security Radio**

J. Sullivan: I declare as duly posted a grant to the Hooksett Police Department in the amount of \$29,090.116 for 9 portable radios. Recommendation is 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 under RSA 31:95-b, III (a).

**Open public hearing and discussion**

Chief Bartlett: The interoperability is to update the police portable radios for communication from one agency to another. This technology will allow us to communicate seamlessly. The leather gear is included and the electronics are from Ossipee Mountain. We need to replace our older radios, because they are not in good condition. This is for the officers' own safety too.

Public Input: None at this time.

**c. Public Hearing on Police Homeland Security Radio Grant Round 2**

J. Sullivan: I declare as duly posted a grant to the Hooksett Police Department in the amount of \$7,075.68 for 2 portable radios. Recommendation is 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 under RSA 31:95-b, III (a).

**Open public hearing and discussion**

Chief Bartlett: There are two additional radios. I am not sure why b & c above were split.

Public Input: None at this time.

**d. Public Hearing on Police DWI Grant**

J. Sullivan: I declare as duly posted a grant to the Hooksett Police Department in the amount of \$10,227.50 to provide 120 hours of officer overtime for additional roving DWI patrols in FY 2013. Recommendation is to accept the New Hampshire Highway Safety Agency grant under RSA 31:95-b, III (b).

**Open public hearing and discussion**

Chief Bartlett: I applied for this grant. This will allow us to place officers in a specialized capacity to look for impaired drivers and to pay for the officers' overtime. The hours worked will be during crucial times of the night (i.e. when bars are closing).

J. Sullivan: Have you heard that restaurants are looking to allow be open until 2:00am? What is your take on this?

Chief Bartlett: Will they be serving alcohol until 2:00am?

J. Sullivan: Yes.

Chief Bartlett: There may be an increase in auto accidents due to impairment or folks falling asleep at 2:00am driving home. I don't see a need to prolong the closure process to 2:00am.

J. Sullivan: If this does pass the State legislature to 2:00am restaurant closures, will this work in conjunction with this grant?

Chief Bartlett: Yes, we can cover 11:00pm to 3:00am after establishments are closing.

Public Input: None at this time.

**e. Public Hearing on Police Speeding Grant**

J. Sullivan: I declare as duly posted a grant to the Hooksett Police Department in the amount of \$7,670.63 to provide 90 hours of officer overtime to target unsafe speeding motorists in FY 2013. Recommendation is to accept the New Hampshire Highway Safety Agency grant under RSA 31:95-b, III (b).

**Open public hearing and discussion**

Chief Bartlett: The last time I was before the Council the Police Dept. had an uptake in stops for the first 3 months I have been here. It is admirable that the officers are doing their job. This grant focus is on motorists' speed. These officers won't be doing anything but monitoring speed unless they are combined for some reason with another task. We will target morning commuter hours, afternoon commuter hours, and school buses dropping off kids. For the hot spots around the Town we will have extra speed enforcement.

J. Levesque: I am the Councilor for district 3 and live on Hackett Hill Road. They named the road the "Hackett Hill speedway" north of Cross Rd.

Chief Bartlett: If we know of anyone complaining about speed areas, I will put something on our website that we will target manpower in those areas.

T. Lizotte: The disposition of older equipment, radios, can those be used for anything else in Town?

Chief Bartlett: They are analog radios, so I am not sure if they would fit with the frequency requirements with other departments (i.e. DPW).

T. Lizotte: Are the radios traded-in or can they be donated to a sports group?

Chief Bartlett: We can certainly look into that.

Harold Murray: There would be a license frequency issue to allow someone else to use them.

J. Sullivan: The hearing on Police items a-e above is open tonight. At our next meeting, we will vote to accept the grants.

**OLD BUSINESS**

**a. 13-28 Town Meeting**

Dr. Shankle: The Town meeting gives people time to discuss any questions or for us to educate people before the vote.

N. Comai: Is there anything in the Hooksett Banner about the discussion at the Town Meeting on the Police Commission piece? Any corrections from that day's event should go into the Banner next time so it is out there one time before the vote.

Dr. Shankle: The Union Leader did a story and prior to the election they print a sample ballot in the Banner.

J. Sullivan: We can make the Banner informed of the correct information.

Katie Rosengren: We are updating the voters' guide as well.

J. Sullivan: We have ballot item explanations on-line and via videos. The turn-out can be better. There were about 45 citizens who attended with no direct impact to the discussion. We should make sure the sound is correct at the beginning of the meeting.

Dr. Shankle: We used the School Board new system. Next year extra speakers around the room would work well. I tested it before the meeting, but there were not people sitting in the room that then cut the sound.

#### **b. 12-121 Administration Department Reorganization**

J. Sullivan: This is something we have seen before.

Dr. Shankle: As you know the Human Resources (HR) Director moved on and upward to be the Town Administrator in Milton, NH. This reorganization would no longer affect her. In addition we are seeing that it is important we have the Administrative Services Coordinator position for the new Union to be formed. If the Union contract passes you will sign it and most employees will be unionized; except for those working in this building. In the Union contract the grievance procedure forum is first to the crew chief, then to the department head, and then to the Town Administrator. This is an important time we get this down right. The goal is capacity building to work with the department heads and crew chiefs in disciplinary lines, so they know what is expected of them. We have approximately 125 full-time employees in Town. Personally I don't see a need for a HR person/title between me and the employees. This reorganization will bring us more in line to what needs to be done for more administrative tasks rather than just HR tasks. I hope you will support it.

V. Lembo: Dr. Shankle with all due respect, we have had this discussion before about eliminating the HR Coordinator position. I see the HR position as being a liaison between the employee and his/her supervisor. An example is not doing the overtime list properly. Where I worked, the HR person steps in and acts as a mediator before it goes outside the company and becomes arbitration. There are more legal fees if there is no HR person in place. The HR person also answers questions for employees about benefits. I don't know if I want to put this burden to the department heads. For an organization this size we need a HR person to do this thing. There are also exit interviews. I don't know if the HR person who just left did an exit interview or with whom she did it. If the reason an employee is leaving is because of their supervisor, they won't tell their supervisor they are leaving because of them. I am opposed to this reorganization.

Dr. Shankle: For policy and health insurance questions employees can go to that person (Administrative Services Coordinator). For exit interviews and grievances employees should feel comfortable to come to me for an organization this size. In the Union contract, grievances stay in the department until it goes to the Town Administrator. I understand a larger organization may need a HR Coordinator, but we are 125 employees in size. I want people to come to me. I have an open door policy with everybody. Most departments in this building have two people. Unions have very specific processes.

V. Lembo: The Union I am in the HR Coordinator isn't in progression of grievances, but sits in as an objective party. The HR Coordinator is an intricate part of the grievance process where I work.

N. Comai: On the second page of the Administrative Services Coordinator job description it states "responsible for working in conjunction with Town Administrator on union negotiations, grievances and contract compliance."

Dr. Shankle: I have been here 1 ½ yrs. and have only one grievance.

N. Comai: I think you (V. Lembo) may be hung up on the title HR Coordinator title. The Administrative Services Coordinator is encompassing of many things such as HR, Budget, Administration, and Family Services. We don't need an HR Coordinator. I support the multi-tasks of this new job description. I see HR being covered here and also a back-up to many things.

V. Lembo: It has been my experience that if someone other than HR Coordinator is trying to straighten out employee benefits with the health insurance company, they will not get the right communication on the other end unless they say they are the HR Coordinator.

T. Lizotte: In my personal experience, my organization, we don't have a HR Coordinator. The head of my finance department is in San Jose, CA and handles the insurance issues and cuts the checks to these organizations. My plant in Japan has almost 2,000 employees. It is a multi-disciplined position. I am leaning toward this. Human Resources is an administrative task. The Union contract is written to the Town Administrator vs. HR. Years being on the Town Council there has been disconnect between HR and the Town Administrator. I would like the Town Administrator to take the task on it. It is not out of the ordinary. We hired the Town Administrator to set-up the Town organization as he sees fit.

L. Boswak: Where would the HR duties lie for things like FMLA that are deadline specific and detail oriented?

Dr. Shankle: That would be part of this Administrative Services Coordinator position to work with me. This position will also maintain all personnel records.

J. Sullivan: We are not eliminating the roll/title of Human Resources we are changing the name/title to go beyond the scope of just HR. This will be jelled between the Town Administrator and this position.

Dr. Shankle: We are a lean organization and are trying to do a lot with a little. If I could have three people besides myself one would be a HR Coordinator. The staff I have will do the best with this.

N. Comai: Does this put your mind at ease Councilor Lembo? The bottom of page two “municipal government functions specifically related to human resources, training, risk management and general administration . . .”.

T. Lizotte: HR knowledge and training I will reaffirm that it is on the top of the agenda for what the Town Administrator is looking for.

V. Lembo: Dr. Shankle are some HR duties being down shifted to department heads?

Dr. Shankle: Department heads are responsible for running their department and taking care of their personnel in the first place. With new Union the two department heads will need training on dealing with Unions. These are the DPW and Transfer & Recycling heads. They have never done Union dealings in the past. Down shifting HR duties? Not that I am aware of. Example is DPW, before Liz (HR Coordinator) left she was very organized and has checklists for what needs to be done in every situation. I had her sit with Katie (Project Coordinator) and Mary (Finance), because a lot has to do with money and they already handle some of this. Leo, DPW Director, approached me if Jodi could learn some of this training. They are not here in Town Hall and it is common for the DPW employees to go to Jodi for questions. That was initiated by that department not us. If it is better service to DPW employees, then I won't stop that.

V. Lembo: The first discussion on the reorganization started with a position of HR Coordinator/Asst. Town Administrator and I thought that is where this was going. It was to give the HR Coordinator more duties for when you are out. Did the previous HR Coordinator have other duties other than HR?

Dr. Shankle: The job description states they could do other things as assigned by the Town Administrator, but not specific things. In the Administrative Services Coordinator & Project Coordinator job descriptions the first paragraph states they may be appointed by the Town Council to act as Town Administrator in the absence of the Town Administrator. In a small organization like ours it is very important to have overlapping responsibilities and knowledge. We all need to be willing to do what needs to be done and not just focus on HR. It's going to be serving the public. When someone comes into administration I want them walking out knowing what they need to know. We are here to service the public.

V. Lembo: I agree with that philosophy. If you are on vacation for a week or two the person you have as Administrative Services Coordinator would have to come to the Town Council to be appointed as the Town Administrator. If we had the position title as HR/Asst. Town Administrator you wouldn't have to do the appointment with the Town Council.

J. Sullivan: Who took the lead last year when you were on your vacation? Christine or HR? Should we address the concern for the position title? Who should take the lead as Town Administrator, the Administrative Services Coordinator or Project Coordinator or just one of them?



N. Comai: You are cross-training to take over in your absence. It is not a pigeon hole. It is just a title and not a big deal.

V. Lembo: The title of Asst. Town Administrator would automatically step that person up and not have to be appointed.

T. Lizotte: We are a \$50,000,000 organization. I am worried about dollars in and dollars out via the Finance Department. This is the main piece. I was under the impression that if he goes on vacation he can appoint whoever he would like. I thought if there was a catastrophic absence, then the Administrative Services Coordinator/Project Coordinator may be appointed.

Dr. Shankle: I don't see a need to appoint someone while I am on vacation. Last year I was in daily contact with my office. If I have a catastrophic absence, whoever the Council feels comfortable to fill-in would be appointed. An organization that falls apart when the Town Administrator is gone is not a good organization. If we were a large organization, then you would need to look at this differently. I want to get everyone moving in the same direction. I want to get people comfortable and don't want people to worry about titles. I want people coming into Town Hall to get the information they need. We will keep growing with what we have. I am feeling good about adding this position.

L. Boswak: For an Asst. Town Administrator the Charter provides the Council appoint an acting Town Administrator; example if Town Administrator has an extended illness. Bringing someone new in with the title of Asst. Town Administrator will require a probation period to know what type of employee you have. I work for a smaller organization and when my Finance Manager was gone we broke-up the duties. The title of this position is not something I would be hung up on.

***N. Comai motioned to approve the reorganization as outlined in the Town Administrator's staff report dated April 10, 2013. Seconded by T. Lizotte.***

**Roll Call**

**J. Levesque – Yes**

**T. Lizotte – Yes**

**V. Lembo – No**

**J. Sullivan – Yes**

**N. Comai – Yes**

**L. Boswak - Yes**

***Vote 5 in favor, V. Lembo opposed. MOTION CARRIED.***

J. Sullivan: What is the timeframe to put this person into this seat?

Dr. Shankle: A week or so ago I posted two internal positions: 1) Administrative Services Coordinator, and 2) Human Resources Coordinator. I did get one internal application for the Administrative Services Coordinator.

**c. 12-103 Goals**

J. Sullivan: There were five (5) goals discussed at the last Town 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

L. Boswak: At our last meeting Dean wanted to zone in on one goal, but I feel all the goals are important and need to be pursued.

Dr. Shankle: I had four (4) original goals and then Councilor Downer split one of them into two (2) for total of five (5) goals. These are strategic goals so if the Town Council buys in, then we set specific tasks to move forward.

J. Sullivan: There is the suggested Charter change to section 11.1.A for the Planning Board to remove the Town Administrator and DPW Director as voting members. This would make this Board a 7 member (vs. 9) with 3 alternates.

L. Boswak: We should concentrate on the three (3) financial goals:

- 1) reduce the budget by \$150K to bring the budget in line with the elimination of the bond payment for the Safety Center
  - 2) ensure that the \$260K from the elimination of the TIF district bond in 2012/2013 is not utilized to pay for expanded budget
  - 3) work with the Finance Director to identify, pursue and collect unpaid tax balances
- before we start setting more goals. I would prefer to see this a little bit looser, then be more finite with the dollar amount.

J. Sullivan: We have the five (5) goals and then the three (3) dollar amounts. At his discretion Dr. Shankle will come back and discuss this in more detail.

Dr. Shankle: That is fine. I have taken some action on the five (5) goals, but not organized them as a real strategic plan. If you agree with these goals, now I will turn this into more of a strategic plan.

T. Lizotte: I want to look at the Town Council's role in these goals as well as the initiative to push them. Not making decisions or being prepared could impact these goals. We the Town Council also need to have our own goals. Example is I would like to see us driving toward a method on how we analyze policies and evaluate how we collect data. We need to find a common ground. I like more data, however others may like to make an educated guess. We need to establish a procedure so we don't get into a battle over how we grind and pass a policy.

L. Boswak: For data driven decisions we should engage citizens in some type of survey. The data we collect may say "X" but the citizens have a different answer and they are the ones paying the bills. That citizen data needs to be part of the data collected.



J. Sullivan: We have discussed the more administrative goals and Councilor Lizotte would like the Council to set our goals.

T. Lizotte: For the Town owned land forestry plan, we could provide a portion of this for fuel assistance in winter, generate revenues, and other purposes (i.e. sell it to other regions). I would like to explore this further. We have a lot of Town property with fallen trees.

J. Sullivan: Dean will provide the specifics as we progress with the administrative goals and we will establish the Town Council goals.

Dr. Shankle: The forestry plan as outlined could fit under tax stabilization for proper use of Town resources. Also, Councilor Boswak and I attended and spoke today at the legislative office in Concord on SB 43 about Robies. I think it went well.

L. Boswak: I think all of us need to have a running goals' list in an organized and orderly fashion.

N. Comai: Could we have a workshop sometime to talk about things in forum in public, so we are going in the same direction on the goals? After the May 14<sup>th</sup> vote, we will know where we stand. We didn't do that after the last vote.

J. Sullivan: Excellent idea to have a workshop.

## **NEW BUSINESS**

### **a 13-34 Council Proclamation for Hooksett Citizen of the Year**

J. Sullivan: Since 1993 the Town Council has presented this proclamation. We got a request from the Lion's Club to participate. Leslie will present the citizen of the year honoring Barbara Brennan. Read the proclamation ". . . the Town Council representing all matters of governance thereof . . . congratulates Mrs. Brennan for her outstanding service in our community , . . Hooksett is a better place to live . . . as of this date, April 10, 2013 A.D. by the Hooksett Town Council."

*L. Boswak motioned to accept the proclamation. Seconded by T. Lizotte.  
Vote unanimously in favor.*

### **b 13-35 Financial Software Purchase Recommendation**

J. Sullivan: The financial software form is from the recommendation approved by the voters at the last election.

Dr. Shankle: I concur with the Finance Director's software and vendor recommendation.

Christine Soucie, Finance Director: The voters approved \$47,000 in May 2012 to purchase financial software. For the RFP we had seven (7) vendors ranging from \$32,000-\$177,000. We chose the two lowest bidders for presentations. The software with have a purchasing system, general ledger, payroll, and accounts payable as the four main items. After the vendor demonstrations, I called the two references they gave me and found a third reference on my own. All three vendors came highly qualified and their software looked good. It was hard to narrow down financial software for Hooksett. BSNA is out of Michigan and the best route for us. They

are the sole source of their software; they developed it and support it. It is strictly a municipal software and is expandable for taxes, etc. It is a source document so that all departments can view their budget in real time. A department will only be looking at their budget and not the total Town.

***T. Lizotte motioned to award the financial software to BSNA, LLC and to have the Town Administrator sign the agreement. Seconded by L. Boswak.***

L. Boswak: I would like to compliment Christine on this process. We used to always try to fit all departments into one software system. This is fantastic We are looking at finance's needs and only your needs.

N. Comai: The vendor being from Michigan, are there proper testimonials for them being far away?

C. Soucie: I contacted their clients in Michigan, Florida, and Wisconsin and they all said BSNA's highest quality is support with a 15 minute call back time.

N. Comai: There was only a \$400 difference in vendors. Did they have a ten-digit worksheet?

C. Soucie: Their account # is flexible.

N. Comai: As long as you have the ten-digits you should be alright.

C. Soucie: BSNA had the lowest maintenance, therefore going forward we should have more savings.

T. Lizotte: What we are going to get for a vendor with their timeline for installation and bringing it up to departments, what was the start-up phase and milestones?

C. Soucie: All vendors stated 7-8 weeks to 6 months. BSNA will work with Town to what fits our needs; they didn't give a timeframe. My personal timeframe is July 1, 2013 which is the new fiscal year. As we roll this out initially we will set-up the system the same way we are doing it now. Over the next year to 1 ½ years we will utilize the system more efficiently. We want to get the software in and get staff trained.

T. Lizotte: Is the purchasing module part of it?

C. Soucie: Yes and it will be live when we go live.

T. Lizotte: Payroll?

C. Soucie: Yes.

T. Lizotte: For integration into an odd-ball work week is it a seamless integration?

C. Soucie: When we start payroll this first year each department will do the same process and have staff fill-out their timesheet we input it into the software. Going forward each department

will key their timesheet information into the software and then we will see it as a checks and balance. This will save a step to key in timesheet data twice.

V. Lembo: The contract we sign with this company, if they don't meet their contract, can we terminate the contract with no penalty?

C. Soucie: I haven't read their contract, but they have a 1 year money-back guarantee. We can put a no penalty clause in the contract.

J. Sullivan: Councilor Lembo are you recommending an amendment to contract motion?

V. Lembo: As long as Christine makes sure it is in the contract to state no penalty for termination, I am all set.

C. Soucie: For transparency it is \$63,000 not \$43,000. \$63,000 includes the software, support, and conversion.

J. Sullivan: I see the fiscal impact where you clearly noted is a workers comp line. Does the Council need to grant the authority to transfer funds from a different department?

C. Soucie: We should wait toward the end of this fiscal year (June 2013) for the Council to authorize the transfer, because then we will know what line item to take it from.

J. Sullivan: \$16,480 is to be transferred at a later date.

N. Comai: I will vote no based on the fact that the contract has not been read/reviewed.

### **Roll Call**

**J. Levesque – Yes**

**T. Lizotte – Yes**

**V. Lembo – Yes**

**J. Sullivan – Yes**

**N. Comai – No**

**L. Boswak - Yes**

***Vote 5 in favor, N. Comai opposed. MOTION CARRIED.***

### **SUB-COMMITTEE REPORTS**

T. Lizotte: For the Conservation Commission I couldn't attend their last meeting. They have a meeting next week. I have nothing to report.

J. Levesque: The ZBA cancelled their last two meetings and are rescheduled for next Wednesday. I will report after their next meeting.

V. Lembo: Nothing to report.

J. Sullivan: The meeting for the Old Town Hall Preservation will be next week at the Library.

N. Comai: For perambulation Manchester has solidified a line. I received a nice e-mail from Marty, Manchester surveyor and I will wait until the new Council is picked to pass the torch. We were waiting for months for a line for perambulation and now there is just one more step to finalize it.

J. Sullivan: The Board of Assessors last meeting occurred prior to our last Town Council session.

L. Boswak: Nothing to report

### **PUBLIC INPUT**

J. Sullivan: Tonight we opened the hearings. **Now the Police public hearings on items a-e are closed.**

N. Comai: Two finance reports for budget close of Feb 28<sup>th</sup> and Mar 31<sup>st</sup>, is the Sewer Department budget ever included?

C. Soucie: I don't get the sewer data until the auditors come in at the end of the fiscal year.

N. Comai: The riverside fence replacement money was approved a couple of months ago, but the money has not been expended.

Dr. Shankle: The old fence is down and they are working on it.

J. Sullivan: I believe the fence came down by a car. We need to use the money before the end of this fiscal year.

Dr. Shankle: They will probably wait until the ground is not frozen.

N. Comai: For the revenue report the vehicle registrations are way down.

C. Soucie: We are \$100,000 over what we budgeted for. June is a large month to collect a lot of revenues.

N. Comai: There was a \$14.00 mileage line item? Doesn't look like you will use the \$1,000 on that line.

C. Soucie: For fuel lines, Diane Boyce and DPW, every department is struggling with vehicle maintenance. They are all over expended as of March 31<sup>st</sup>.

N. Comai: Will a lot over that line hurt us later on?

C. Soucie: I think we will be able to manage it and not go over the bottom line.

N. Comai: This is something for our goals.

### **PUBLIC INPUT**

None.

*N. Comai motioned to adjourn at 8:15pm. Seconded by L. Boswak.  
Vote unanimously in favor.*

**ADJOURNMENT**

**Chairman Sullivan declared the meeting adjourned at 8:15pm.**

**Respectfully submitted,**

**Donna J. Fitzpatrick**

**Staff Report**  
**Acceptance of a Donation – Joint Loss Management Committee**  
**April 24, 2013**

**Background:** During the month of January, Jodi Pinard member of the Joint Loss Management Committee attended a Health & Safety Coordinator Workshop sponsored by LGC. By doing this the Joint Loss Management Committee was given a \$500 check to be utilized as the committee sees fit. This is the second check for the Health and Safety Coordinator Workshop.

**Issue:** The committee would like the town council to accept this donation under RSA 31:95-b, III (b). so that the committee can begin to use the funds on workshops to support the staff in stress management, work place health & safety, possible prizes for work place safety contests, etc.

**Discussion:** To have the town council accept this donation so the committee can continue to provide workshops and motivational tools that promote workplace health and safety.

**Fiscal Impact:** None

**Recommendation:** I recommend the Town Council accept the \$500 donation under RSA 31:95-b, III (b).

**Prepared by:** Jodi Pinard, Joint Loss Management Committee Chairman

**Town Administrator Recommendation:** Concur

  
\_\_\_\_\_  
Dr. Dean E. Shankle, Ph. D  
Town Administrator

Attn: Dr. Dean Shankle

Town of Hooksett

Main Street

Hooksett NH 03106

Dear Dr. Shankle:

I am writing to you to express my interest in being appointed as a member of the Town of Hooksett, Town Council.

I have owned and operated a small business in Hooksett since 1984. I grew up in Hooksett and have lived the majority of my life as a Hooksett resident. I take great pride in our town and care about it's future.

I have been a member of the Planning Board since 2003. I was on the CIP Committee for the past 8 years and I was the Planning Board Representative for the Conservation Committee for 2 years. Currently, I am a member on the Southern NH Planning Commission.

Thank you for your consideration.

Sincerely,

A handwritten signature in cursive script that reads "Robert Duhaime". The signature is written in dark ink and is positioned below the word "Sincerely,".

Robert Duhaime



Public Service  
of New Hampshire

PSNH Scheduled appointment

PSNH Energy park  
780 No. Commercial Street, Manchester, NH 03101

Public Service Company of New Hampshire  
P.O. Box 330  
Manchester, NH 03105-0330  
(603) 669-4000

The Northeast Utilities System

DRAFT LETTER  
SAMPLE

Dear Merrimack River Property Owner:

As you may be aware, the natural habitat of the Merrimack River shorelines from near the Amoskeag Dam in Manchester to the Sewall's Falls Dam north of Concord are now protected as part of a federal Shoreline Management Plan (SMP), administered by PSNH. The SMP was put into place during recent relicensing of the PSNH hydro generation projects on the Merrimack River by the Federal Energy Regulatory Commission (FERC).

You are receiving this letter because you own one or more structures that are located within areas subject to the SMP, and which must conform to federal requirements in order to ensure the continued protection of the natural habitat. These structures include (but are not limited to) the following:

- docks and boat ramps;
- boat houses and lifts;
- retaining walls;
- stairways and walkways; and
- beaches.

We are pleased to inform you that the existing structure(s) that are located on your property either conform to the SMP requirements, or are allowed by the SMP; and, we are enclosing a permit that entitles you to maintain and repair your structures in their current size, location, and configuration.

*If you have no plans to move or enlarge your structures, no action is required on your part. The permit is yours to keep on file as proof that the structures have met the SMP requirements.*

*If you wish to make any changes to the existing footprint or location of any structures that are within the Shoreline Management Plan zone, you must first contact PSNH for approval. Under the federal licensing regulations, unauthorized modifications to any structure within the SMP zone are subject to removal.*

**Before modifying your structures in any way, or if you have questions concerning your permit, please contact Curt Mooney at PSNH (603-744-8855, ext. 5841; or email [curtis.mooney@nu.com](mailto:curtis.mooney@nu.com)).**

PSNH hopes you continue to enjoy all the Merrimack River has to offer, and thanks you for your cooperation in helping to preserve the shoreline habitat for generations to come.



**Staff Report  
Deeding Update  
April 24, 2013**

AGENDA NO. 12-139  
DATE: 4/24/13

**Background:** This is an update to the Tax Deeding process.

**Issue:** This report is an update to the Town Council regarding the upcoming tax deed process. The tax deed date is May 22, 2013. This involves properties with delinquent taxes ranging from 2005 through 2009.

**Discussion:** As an updated I have mailed out my Notice of Intent to Deed to the property owners with taxes that are delinquent from 2005 through 2009. I mailed out approximately 180 letters. Below is a list of the amounts due per year for the principal less any amounts for properties that are in a known bankruptcy.


2005 has a total due on principal \$ 12,217.20  
2006 has a total due on principal \$ 35,160.52  
2007 has a total due on principal \$ 79,181.42  
2008 has a total due on principal \$ 194,385.50  
2009 has a total due on principal \$172,149.70

**Fiscal Impact:** Recovery the delinquent property taxes.

**Recommendation:** *DISCUSSION*

**Prepared by:** Kimberly Blichmann CTC Tax Collector

**Town Administrator's Recommendation:** *Concur*

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

AGENDA NO. 12-121  
DATE: 4-24-13


**STAFF REPORT**  
**Meeting of April 24, 2013**  
**Planning and Zoning/ Building Reorganization**

**Background:** Reorganizing of these departments has been discussed since I have been here.

**Issue:** Can improve services to the residents by increasing efficiency.

**Discussion:** Out of the four positions currently in these two areas, two of them are going to be unfilled soon. This seems like a good time to re-evaluate whether the structure should be adjusted.

**Recommendation:** At this point just a basic discussion. Staff needs to put together a more comprehensive recommendation for a future meeting.

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