

**TOWN COUNCIL  
AGENDA  
December 07, 2009**

The Town Council meeting will be held in the Moose Hill Council Chambers, Town Hall, 268B Mammoth Road, Londonderry. Regular meetings are cablecast live and videotaped for the convenience of our viewers at home. *All regular meetings will be adjourned by 10:00pm unless otherwise notified.*

7:00 PM

I. CALL TO ORDER – PUBLIC SESSION

II. PUBLIC HEARING

- A. Ordinance 2009-04 – Relative to an Amendment to the Zoning Ordinance Regarding Workforce Housing

III. PUBLIC COMMENT

- A. Interview of Land Use Board members

IV. OLD BUSINESS

- A. Application for a SAFER Grant

V. NEW BUSINESS

- A. Resolution #2009-20 – Relative to the renaming portions of Dan Hill Road and Nelson Road
- B. Resolution #2009-21 – Relative to naming the private access to 49A Seasons Lane
- C. Ordinance #2009-05 – Relative to the Creation of a new Gateway Business District
- D. Ordinance #2009-06 – Relative to the Creation of the Planned Unit Development Process
- E. Ordinance #2009-07 – Relative to Amendments to the Zoning Ordinance Associated with the Gateway Business District and the Planned Unit Development Process
- F. Resolution #2009-22 – Relative to the Posting of the Administrative Support Specialist position.
- G. Resolution #2009-23 – Relative to an Employment Agreement with the Town Manager

VI. APPROVAL OF MINUTES

- A. Minutes of Council's Public Meeting of 11/16/09 and Budget Workshops of 11/21/09 and 11/23/09

VII. OTHER BUSINESS

- A. Liaison Reports
- B. Town Manager Reports
- C. Board/Committee Appointments/Reappointments
  - 1. Re-Appointment/Interview of Laura Al-Azem to the Planning Board as a Full Member, three year term to expire 12/31/09
  - 2. Re-Appointment/Interview of Neil Dunn to the ZBA as a Full Member, three year term to expire 12/31/09
  - 3. Re-Appointment/Interview of Eugene Harrington to the Conservation Commission as a Full Member, three year term to expire 12/31/12.
  - 4. Re-Appointment/Interview of Mike Speltz to the Conservation Commission as an Alternate Member, three year term to expire 12/31/12.
  - 5. Re-Appointment/Interview of Sue Joudrey to the Heritage Commission as a Full Member, three year term to expire 12/31/12
  - 6. Appointment to Regional Economic Development Steering Committee – Full Members, Don Moskowitz & Scott Benson; Alternate Steve Young

VIII. ADJOURNMENT

IX. MEETING SCHEDULE:

- A. Town Council Meeting – Budget Workshop, December 14, 2009, Moose Hill Council Chambers, Town Hall, 7:00 PM
- B. Town Council Meeting – December 21, 2009, Moose Hill Council Chambers, Town Hall, 7:00 PM
- C. Town Council Meeting – January 4, 2010, Moose Hill Council Chambers, Town Hall, 7:00 PM

D. Town Council Meeting – FY11 Budget Public Hearing, January 7, 2010, Moose Hill Council Chambers, Town Council, 7:00 PM

Introduced: 10/19/09  
Public Hearing: 11/02/09  
2<sup>nd</sup> Public Hearing: 11/16/09  
3<sup>rd</sup> Public Hearing: 12/07/09  
Adopted: xx/xx/xx

**ORDINANCE 2009-04**  
***RELATING TO AN AMENDMENT TO THE***  
***ZONING ORDINANCE REGARDING***  
***WORKFORCE HOUSING***

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***WHEREAS*** the Planning Board and Staff have undertaken the process of systematically reviewing and updating sections of the Zoning Ordinance; and

***WHEREAS*** this process includes a review of State Statutes to insure town compliance with all applicable rules, regulations and laws; and

***WHEREAS*** the State Legislature recently enacted laws requiring municipalities to include land use regulations which permit workforce housing; and

***WHEREAS*** the Planning Board has recommended that the Town Council act favorably upon these recommendation in order to comply with State Statutes;

***NOW THEREFORE BE IT ORDAINED*** by the Town Council of the Town of Londonderry that the Town Zoning Ordinance be amended to address implications of the State's new Workforce Housing Statutes and to clarify numbering errors and other textual references.

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Michael Brown, Chairman  
Londonderry Town Council

***A TRUE COPY ATTEST:***

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***Marguerite Seymour - Town Clerk***  
*x/xx/xx*

***Town Seal***

TOWN OF LONDONDERRY

# Public Safety and Public Works Service Delivery Systems

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5-10 Year Strategic Plan

12/7/2009

***Town of Londonderry***  
***Public Safety and Public Works Service Delivery Systems***  
***5-10 Year Strategic Plan***

The Town Council, as part of its FY10 Work Plan, established the following goal:

***Create and implement a 5-10 year strategic plan to meet the future needs of service delivery, including police, fire, community development and public works. The plan shall consider planned economic development such as Exit 5 and Pettengill, and other local projects such as the I-93 widening.***

One of the outputs attached to this goal is to identify increased service delivery costs associated with development and growth in the community, and to adequately plan to accommodate that growth in order to insure that Town resources are not overburdened.

This study will focus upon those departments which by their responsibilities and organizational structures are labor intensive, and whose response to service demand increases would necessarily include hiring additional personnel. Many other Town business operations are better suited to manage growth through technological enhancements or other efficiency measures. Opportunities for the use of such measures in public safety and public works operations are not as readily available.

Though the economy has languished over the past several years, Londonderry, due to its location, development potential and policy decisions, is uniquely positioned to capitalize on the inevitable economic rebound. Accompanying that development will invariably result in an increased level of public safety service requests and more infrastructure to maintain.

As this study will present, there is no precise formula outside of the policy making arena to determine when additional personnel is necessary. For example:

- 1) At which point does the community feel discomfort with its current level of reliance upon mutual aid for fire and emergency medical services responses?
- 2) How does the Police Department address call stacking for non-emergency related responses?
- 3) As more roads and other infrastructure are constructed, will the resultant increase in time necessary to complete a plow route, for example, continue to satisfy community expectations?

Accordingly, it is anticipated that absent adoption of community service standards by the policy makers, allocating increased department resources will result from discussions and debate during the budget process concerning acceptable emergency response times, winter driving conditions and management of non-emergency calls for service.

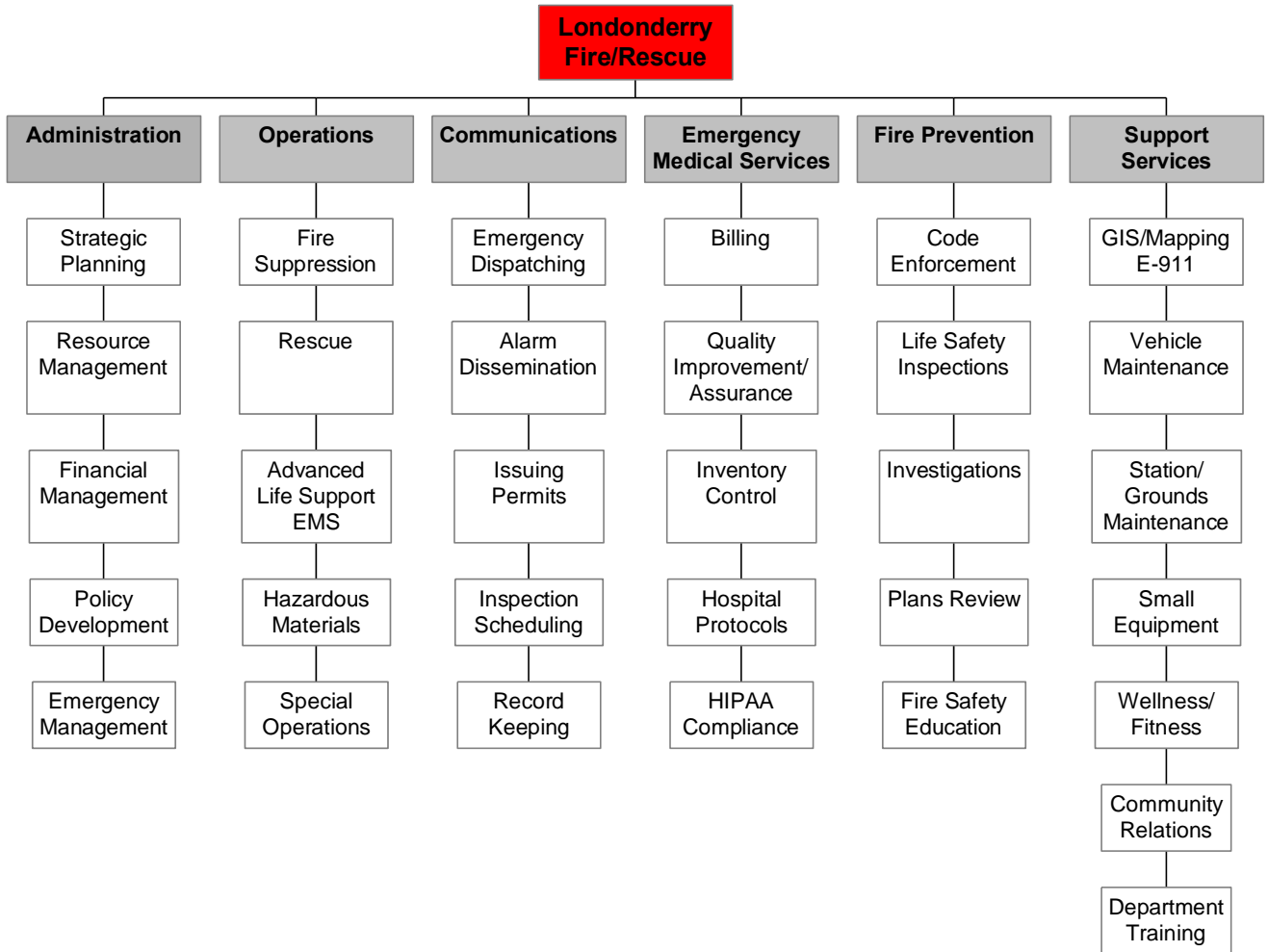
The community's decision makers are guided in their deliberations by national averages or standards by which Londonderry's services may be measured. That information, by itself, is not and should not be used to determine appropriate service levels. Rather, the community should undertake a rationale assessment of "acceptable" risk levels. For example, if current staffing and budgetary levels allow for a safe and adequate response in, say 95% of responses, how many additional resources should be dedicated to increase that adequacy level. Additionally, what methodologies should be employed to accurately measure whether increased service demands cause a diminishment of that service level. More importantly, what is the proper response to adverse findings? Public resources are much too limited to simply accept past implementation plans such as across the board staffing level increases, ignoring available data which help identify probable times and/or events which produce increased requests for service.

**Current Service Levels** – For purposes of this review, the underlying assumption is that the community is satisfied with current service levels. In order to better understand the level of resources necessary to accomplish this, the following

information presents current service level allocations:

Fire Department - The department currently employs forty-eight (48) full time personnel and two (2) part-time personnel. The personnel are assigned to the following divisions:

Administration	2 FT
Operations	40 FT
Fire Prevention	2 FT
Communications	4 FT and 2 PT
EMS Administration	Concurrent Duties w/ existing personnel
Support Services	Concurrent Duties w/ existing personnel





### Administration

Currently, there are two (2) personnel assigned to the Administration division: the Fire Chief, and Executive Assistant. There are also four (4) Captains, who have administrative responsibilities, whom are also responsible for the Operations Division and other concurrent support service duties.

### **Operations**

The Fire Department is a very labor-intensive service, which requires firefighters to perform life saving techniques in many areas from fire suppression and medical emergencies to hazardous material incident mitigation. The forty (40) full-time firefighters are assigned to four (4) groups. Currently there are ten firefighters assigned to each group in order maintain a staffing level of ten (10). This allows Station One (North Station) to have three (3) firefighters on duty, Station Two (South Station) to have two (2) firefighters on duty, and Central Station to have five (5) firefighters on duty.

### **Fire Prevention**

The primary responsibility of the Fire Prevention Division is the prevention of fires and minimization of hazards. Through plans review, site review, code enforcement, facility inspections, life safety inspections and enforcement, and scene investigations, the risk of potential hazards is greatly reduced. This division is staffed with two employees and is also responsible for injury prevention in the community. It accomplishes this through programs such as community CPR training and the use of AED's, first aid training, Fire extinguisher training and the Child Safety Seat Program.

### **Communications**

The Communications Division is responsible for communications relative to normal business calls, emergency calls, alarm notifications, emergency fire and medical dispatch procedures, and other related emergency procedures. This division is also responsible for the emergency and non-emergency statistical information, data input, report generation, fire and special permits, and

emergency plan updates.

Upon receiving notification of an emergency, the appropriate vehicles, equipment, and personnel are dispatched. All activities are then recorded until the emergency is concluded. Communications have four (4) full time and one (1) part time personnel assigned. All full time communications personnel are Certified Emergency Medical Dispatchers, able to provide pre-arrival instructions until emergency personnel arrive on the scene. Londonderry is one of a few departments in the state where this form of advanced dispatching is available.

### **EMS Administration**

Currently there are no full-time personnel assigned exclusively to manage EMS functions. The administration consists of two operation division firefighter/paramedics assigned concurrent duties over seen by a Captain. The department responds to request for emergency medical services through the operation division utilizing our cross trained personnel. From July 2008 through July 2009 the department responded to 1,810 medical incidents generating net revenue of approximately \$375-400,000.

EMS administration is also responsible to provide the continuing education required of employees to maintain their certifications. They maintain a professional, quality service through a Quality Management Team consisting of themselves, our providers, and a representative from our resource hospital.

### **Support Services**

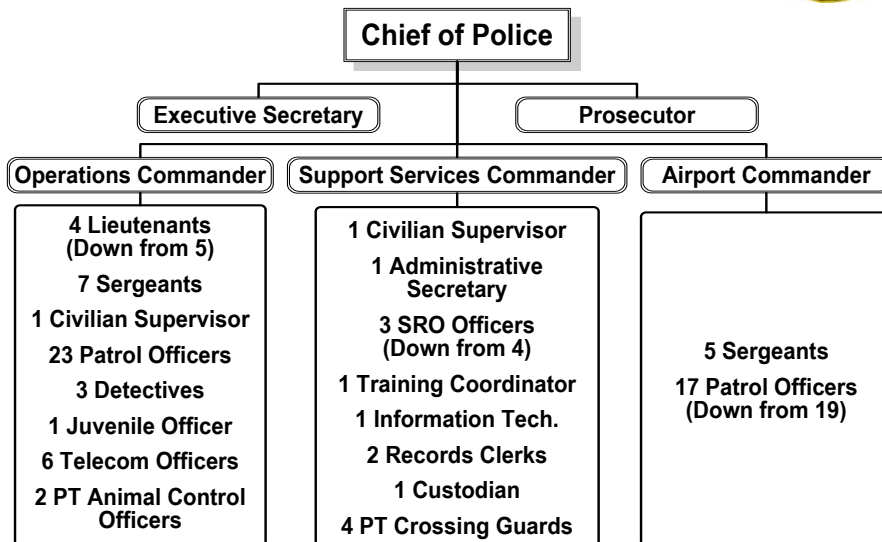
As with any organization, the support of the resources needed to effect a mission are necessary. Each Captain is responsible for certain support services in addition to their operational and administrative duties. There are no additional personnel assigned exclusively to this division. Rather, existing personnel are used in a dual capacity to fill this need. The coordinators associated with Support Services are: EMS, Vehicle Repair/Maintenance, Station Repair/Maintenance and Supplies, Geographical Mapping/E911, Communication Repair/Maintenance, Hazardous Materials, Public Fire Education/Community Relations,

Wellness/Fitness, Department Equipment, Training, and Emergency Management.

The Department also maintains a fleet of apparatus necessary to support operations:

- 4 Pumpers, 1 Ladder/Pumper, 3 Forestry Trucks
- 3 Ambulances and 1 Rescue vehicle
- 2 Command vehicles and 2 Prevention/ Inspection vehicles (All leased Ford Expeditions).

## Londonderry Police Department Personnel Resource Chart FY2009 Staffing Level



**Purpose:** The Town of Londonderry recognizes the need for public service inclusive of those directly related to law enforcement to ensure a desired quality of life. The level of these services is correlated to the quality of life desired and is determined in part by the tax impact identified as acceptable. It is the purpose of this section to identify the staffing levels necessary to provide professional service to the community.

**Discussion:** The Police Department examines several areas of consideration in

addressing staffing levels. These areas have direct impact on the department's ability to provide quality level of service inclusive of crime prevention, crime deterrence, roadway safety, violation enforcement, prosecution, record retention, emergency response management, investigation, personnel and building management.

An area of examination and consideration is the **staffing history** and statistical data of the department. The Table listed below presents department employment and activity level from 1987 to the present:

**Police Department Sworn Personnel Staffing History:**

		Incidents Dispatched	Crimes Investigated	Arrests
1987	36 sworn officers	- n/a	n/a	n/a
1996	33 sworn officers	- n/a	1,589	432
1997	35 sworn officers	- 7,719	1,754	476
1998	35 sworn officers	- 9,735	1,192	536
1999	38 sworn officers	- 7,594	1,093	521
2000	40 sworn officers	- 13,774	2,045	470
2001	44 sworn officers	- 13,765	1,898	465
2002	44 sworn officers	- 18,868	2,199	655
2003	44 sworn officers	- 22,677	2,458	864
2004	44 sworn officers	- 20,779	2,107	975
2005	44 sworn officers	- 19,654	1,884	605
2006	47 sworn officers	- 19,612	2,130	699
2007	72 sworn officers (25 sworn airport)	- 27,678	2,544	796
2008	72 sworn officers	- 27,385	2,506	786
2009	68 sworn officers (23 sworn airport)			

**Police Department Civilian Personnel Staffing History**

1987-	12 Civilian full time personnel-	1 part time personnel
1997-	14 Civilian full time personnel-	1 part time personnel
2007-	16 Civilian full time personnel-	0 part time personnel

This information addresses in part the direction and the level of service desired within the community. The increase in calls dispatched can be

correlated to population growth during this time frame. They are also related to the businesses within the community which directly affect traffic concerns and the transient population. Included in staffing levels as way of example are the four officers assigned to school resource program within the community. This desired level of service has been supported by the community and clearly beneficial to the youth within the Town. Additionally to be noted are the twenty three officers assigned to and paid for by the airport.

Another area reviewed are services provided and the **quality of services provided**. This area includes those desired by the community as identified above with the school resource officer. They also include those which are determined through legal requirements and or professional standards. The department's ability to professionally respond to criminal/accident investigation, emergency responses, prosecution, records management, personnel performance evaluations, personnel planning, progressive preventative deterrence of criminal activity and crime analysis are based on staffing and training levels. These areas are covered and can be viewed in the organizational charts provided. The ever changing functions of law enforcement and demands of professional service require professional standards obtained through quality training and a personnel management policy that ultimately requires adequate staffing.

**Analysis:** The **current sworn staffing** level of the Londonderry Police department though significantly below the average for the Northeast region appears to meet the current desire level of service to the community and are adequate to deal with statistical data provided. These calculations separate the airport division (23 officers) as those officers are dedicated to that specific service area and staffing is determined by Federal mandates and paid for by the City of Manchester. Current areas of service not currently effectively dealt with are proactive investigative services specifically in the areas of drug investigation and computer based criminal activity.

**Current civilian staffing** levels are considerably below acceptable

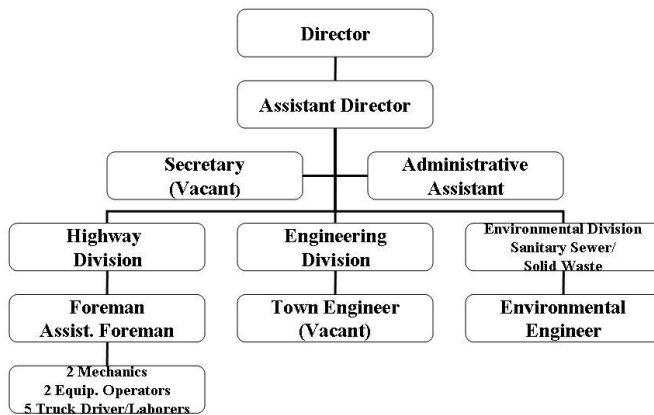
standards. While often incorrectly viewed as non critical, in fact civilian personnel in law enforcement serve a crucial part of the emergency and support function. Telecommunications personnel in particular serve as the heart of providing emergency response. Identified in the staffing level table above the civilian staffing population of the Police Department has seen a minimum of increase over the past twenty years. In relations to population growth and critical statistical data civilian personnel have not been at an equal level of service to the community.

**Reductions** in civilian personnel staffing would force the reassignment of sworn, uniformed personnel to in-station functions ultimately reducing effective emergency responses. Simply put personnel must be available to answer calls for assistance and dispatch the response. Additionally professional service requires effective records management and criminal prosecution.

Vehicles necessary to support operations include:

- 17 leased Ford vehicles in the police department (15 Crown Victorias and 2 Expeditions)
- There are 4 town owned Ford vehicles: Crown Vic- K-9 patrol, Crown Vic - School Resource vehicle, F250 Pickup Truck, Windstar mini-van.
- There are 3 donated Ford vehicles: Windstar - School Resource: Explorer - School Resource, and a converted ambulance used for special operations and crime scene investigation.

Public Works and Engineering Department -




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The Public Works and Engineering Department is made up of three divisions; Highway, Engineering, and Environmental with a total of 18 employees. The Department, with its \$7 million budget, provides services to over 24,000 residents and is responsible to maintain, design, and reconstruct 180 miles of town roads; manages the community’s sanitary waste collection with 40 miles of sanitary sewer lines and associated infrastructure, provides sewer service to 1,300 sewer accounts, manages and plans for the development of the sanitary sewer systems throughout the Town and manages solid waste disposal and recycling programs to over 8,000 households schools and municipal facilities, as well as the Drop Off Center and Hazardous Waste Days; Assists the Planning Board with reviewing plans for development projects in Town; manages oversight of town roadways, infrastructure construction in development projects.

Currently the department’s administrative functions are carried out by a Director, Deputy Director, Administrative Assistant, and Environmental Engineer. The Environmental Engineer’s primary duties include management of the sewer system and solid waste collection and disposal systems. The Director believes that with future population growth of the town and the demand on the services the department’s ability to provide the current level of service will require the secretarial position be filled.

Presently the Highway Division has 11 employees, which includes the foreman and mechanic. This represents only one employee per 16 miles of roads. The efficiency

of the division is affected by a significant amount of vacation time earned by veteran employees. The goal of the Department is to increase the highway division staff to 14 employees in order to staff two crews, which would increase the department's responsiveness to citizens' concerns with road conditions and provide better coverage during winter storms.

The following lists heavy equipment and rolling stock assigned to DPW:

- 9 6-wheeled dump trucks, 3 one-ton trucks, and 2 pick-up trucks used for various activities throughout the year including snow plowing and sanding/salting in the winter months. These vehicles are currently on a 8-11 year staggered replacement program.
- A variety of heavy equipment, including grader, loaders, grade-all, trailers, etc....

### **CURRENT SERVICE PERFORMANCE STANDARDS/VOLUME:**

Fire Department - The current service baseline (below) will be the standard performance measure which will determine the future performance measures to be used to determine the effect of economic growth on the department.

Call volume FY 09:	3,506 calls for service (9.6 calls per day)
Call volume average over last 5 years:	2,843 (7.8 calls per day)
Call volume average increase per year:	125
Average response time for fire calls:	6.5 minutes.
Average response time for EMS:	5.8 minutes
Unavailability of primary response unit:	25% of calls for service
Special response requirements:	20% of calls for service

In FY 2009 the Londonderry Fire Department had 1509 incidents in which there were multiple calls within the same time period that other units were engaged in operational tasks. During those events 304 engaged all response units leaving the town uncovered except by mutual aid. Of those 304 incidents mutual aid was actually needed 114 times. Average response time for mutual aid units to incidents was 17 minutes. Therefore, of the calls for service received by the Fire Department, mutual aid was required



3.25% of the time.

There were 3 incidents at the same time period with all available units working on 119 occasions; 44 times there were 4 incidents at the same time period with all available units working. . Each time there are multiple incidents in the same time period resources are reduced and response time increases.

Police Department – The Department is structured to operate with 24 patrol officers under the following analysis:

Minimum Staffing is four Patrol officers per shift  
4368 shifts per year required to fill minimum staffing of  
four officers per shift  
24 Patrol Officers cover 4896 shifts per year and allows for  
more directed patrols

The Department operates continuously with multiple calls for service, as the average daily volume of 75 calls will demonstrate. Response protocols and supervisors determine priorities responses, with non-emergency calls responded in order of severity

Public Works Department – The Department augments its full-time staff with contracted snow removal services; currently it takes approximately four hours to complete a plow route. The Department also contracts out a significant amount of construction work. Other routine maintenance activities are completed by town personnel.

### ***National/Regional Statistical Comparisons/Standards***

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There is statistical information, surveys and recommended standards available regionally and nationally by which Departments may use to measure their relative effectiveness and responsiveness. As stated throughout this report, this information should not be used as the sole basis upon which to determine the distribution of resources. Factors such as actual response times, multiple calls, risk exposures and other local determinants should take precedent when policy makers make recommendations to Town Meeting for appropriate funding levels.

Fire Department - NFPA 1710 Staffing standards (recommendations) for Fire Department apparatus is 4 employees per engine, 4 per ladder and 2 per ambulance. Londonderry currently considers its front line operational capabilities to be 3 engines, 1 ladder truck and 2 ambulances. 1710 would require the Town to schedule 20 personnel

per shift to staff all front line pieces.

Maintaining flexibility by cross staffing apparatus, the Town would need a minimum of 12 employees per shift to operate the 3 engines, 1 at each station. Alternatively, if one ambulance was staffed with the 3 engines the Town would need 14 employees minimum per shift and cross staff everything else. The Department prefers an approach to meeting these benchmarks would be to maintain the Town’s three stations with a staffing level of 12, an increase from ten per shift.

National surveys by the International Association of Fire Chiefs, Firehouse Magazine and Municipal Management Studies show the population to firefighter ratio to be 1.8 career firefighters per thousand for fire mission only departments and 2.0 career firefighters per thousand for fire mission departments that also operate Emergency Medical Services. For Londonderry, those ratios would equate to 45 - 50 personnel (compared to the current 40 employees assigned to operations).

Appendix B displays possible Fire Department organization models based upon anticipated Town growth and compliance with NFPA 1710 Standards.

<b>Quantitative Information of Surrounding Towns</b>							
<b>Town</b>	<b>Square Miles</b>	<b>Percent Residential</b>	<b>Percent Comm.</b>	<b>Percent Industrial</b>	<b>Population (Day)</b>	<b>Population (Night)</b>	<b>NFPA 1710 Compliance</b>
<b>Derry</b>	36.4	54%	5%	1%	34,200	34,200	70%
<b>Hudson</b>	28.5	62%	5%	2%	24,775	24,775	54%
<b>Nashua</b>	36	75%	9%	9%	89,000	89,000	100%
<b>Salem</b>	24.5	45%	11%	12%	85,000	30,000	65%
<b>Windham</b>	27.2	80%	20%	0%	19,000	16,500	38%
<b>Londonderry</b>	42.2	56%	8%	14%	45,000	24,570	54%

Fire/EMS Survey Data of Surrounding Towns								
Town	EMS Calls	Fire Calls	Service Calls	All Others	Totals	# of Stations	# of FF on Duty	# Admin.Staff
Derry	2,860	132	606	921	4,519	4	17	7
Hudson	1,521	1,020	60	0	2,800	3	8	6
Nashua	3,940	370	967	2,452	7,744	6	37	17
Salem	2,840	1,401	124	6	4,374	3	15	6
Windham	841	451	256	0	1,548	1	5	3
Londonderry	1,810	1,184	512	0	3,506	3	10	3

Police Department - It is clear each community has unique needs based on its demographic traits. For example a small town situated between two larger cities may require more law enforcement personnel than a community of the same size that does not have an urban center nearby. Nationally there is an average rate of 3.5 law enforcement employees per 1,000 inhabitants with the lowest rate of 2.3 employees per thousand with communities of 25,000 to 99,999. The Northeast region has an average of 3.2 employees per 1,000 inhabitants. Nationally there is an average rate of 2.3 sworn law enforcement officers per 1,000 inhabitants with the lowest rate of 1.8 officers per thousand with communities of 25,000 to 99,999. The Northeast region has an average of 2.6 officers per 1,000 inhabitants. Civilian department employees in communities with populations of 25,000 to 49,999 account for 21.6% of the department's personnel.

While it should not be decided solely on the Northeast average of 2.6 officers per thousand and 3.2 total personnel per thousand it can be a useful tool in estimating potential **future staffing needs** (Implementation of these averages would equate to an employment level of 65 officers/80 total personnel, compared to the present non-MHT compliment of 48/61). Anticipated business growth and the potential vehicular traffic should also be considered in estimating future staffing needs. Finally, trends in criminal activity, training requirements and identified potential prevention programs also help to

determine future staffing needs.

Based upon trends in calls for service, arrests, traffic volumes and criminal investigations, the Department strives for a staffing level of 27 patrol officers, analyzed as follows:

Projected Minimum Staffing FY 2012 is five Patrol Officers  
per shift  
5460 shifts per year required to fill minimum staffing for  
five officers per shift

27 Patrol Officers cover 5508 shifts per year

The delivery of police service to the community has changed dramatically over the last decade. At that time there thirty five (35) sworn officers, the administrative compliment was six (6), the detective was three (3) including juvenile and one (1) safety officer in the school, leaving twenty five (25) patrol officers, six (6) of whom were sergeants, whose primary responsibility then as now was supervision. The total calls for service handled by those remaining nineteen (19) officers was 7719, for a per capita annual response by patrol of just over four hundred. This resulted in 476 arrests. Detectives are not included in this as their work is typically not call for service based; rather it almost always follows the initial call for service.

Today there are is a very different mix: there are forty five sworn officers on duty today, the administrative compliment is the same six (6); detectives increased by one (1) to four (4); school resource officers have increased by two (2) to three (3); and we employ a fulltime training coordinator leaving thirty one (31) officers, again six (6) of whom are sergeants. The total calls for service handled by in those remaining twenty-five (25) officers was over 27,000, for a per capita annual response by patrol of just under twelve hundred. This is a three hundred per cent increase in work load in just ten (10) years. This resulted in 786 arrests. Again, detectives are not included in this as their work is typically not call for service based; rather it almost always follows the initial call for service.

This has been accomplished through strong and effective departmental management of human resources. That management success is predicated on adherence to professional standards, a strong training foundation that continues throughout the career of an officer. It is supported by high moral brought on by effective supervision and evaluation. The success of this agency is evident in the strong support of the community. That said without planning for continued growth, it will change for the worse.

*Department of Public Works – Similarly, local conditions should be determinant when allocating resources to Public Works. Factors such as the number of miles per road, sidewalks, the presence (or absence) of an urban/downtown area, municipal-owned utilities and/or treatment facilities all contribute to the resource allocation process.*

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**Future Growth in Londonderry** – As stated previously, Londonderry is well positioned to capitalize on commercial/industrial growth in the Greater Manchester area. Additionally, given its excellent school system and transportation network, it is anticipated that Londonderry will see its share of residential development. As an example of future development, the Community Development Department has forecasted the growth associated with the Pettengill Road project, and the associated increase in projected Fire Department requests for service (Appendix A). Over the estimated 16 year development horizon for the project, it is projected that calls for service for the Fire Department will increase by 1,785 calls per year, or 50% over current call volumes.

Additionally, the Community Development Department reports that on average over the past six years, there have been 48 single family housing starts, 1 duplex, and 30 multi-family units, which is anticipated to add an additional 14 calls for service per year.

### ***Conclusion and Recommendation***

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As stated throughout this report, policy input is required to establish a mechanism whereby additional resources are allocated to deliver municipal services. This study

should be used as a baseline from which additional information can be developed, and criteria established to recommend allocation of additional resources. The following are recommended for guiding principles and a process for moving forward:

- 1) National and regional information/standards are important considerations from which to measure Londonderry's resource allocations and performance, but should not be used as determinants of local funding.
- 2) Decisions should be based upon appropriate cost benefit analyses.
- 3) Policy makers and staff should jointly determine statistical parameters from which policy decisions are guided. (It is presumed that the Town currently employs technology which makes most of this information readily available.)
- 4) Included with each recommendation for additional resource allocation is an example whether non-essential services should be continued, expanded, reduced or eliminated, all which impact the availability of resources.
- 5) Once consensus is reached on the appropriate statistical parameters, all new development proposals should be measured with this information to determine the probable impact upon service delivery capabilities.

## **Appendix B**

The mission of the Fire Department is labor intensive. It takes highly trained professionals to care for the sick and injured, mitigate hazardous conditions, and extinguish fires. The fire department currently operates at a level below the accepted national standard as outlined in NFPA 1710 as many departments do in our district. Deciding on staffing to handle all real and potential emergencies is some standard, some reasonable estimate of what you can handle and what type of service you wish to maintain. Most departments attempt to provide the best service with marginal resources to be cost effective. Currently the Londonderry Fire Department provides the best service it can with marginal resources to be cost effective. To provide better service we feel that we should have more resources to handle the types of emergencies unique to this community. We also need to provide adequate reserve to handle any multiple incidents when mutual aid is slow to respond or unavailable considering at any given time we do not know if mutual aid is available and from where.

Based on the current incident type, volume and normal operational need the department struggles to maintain sufficient levels of protection required for a town our size and make up. With that in mind:

An increase in development projected for the Town of Londonderry would increase the burden to provide Fire Department Emergency Services to all when we are already at marginal levels. If the projected type of development should come as planned then the demand for services would also come with it. Based on the type and size of development proposed in the planning department design plan, the fire department emergency service should expect a 25% increase in service demand within the next five years and another 25% in the following five years.

To meet the challenge of providing services to the development planned there would be a need for an increase in staffing and some equipment as well as some upgrades to facilities.

1-5 years projected development:

Staffing:

- 4 firefighter/ paramedics
- 4 firefighter/emts
- 2 communications specialists
- 1 chief officer
- 1 ems officer

Equipment:

- 1- Ambulance
- 1 Tanker

Facilities:

- Renovations to Central Station

5-10 Years projected development

- 4 firefighter/ paramedics
- 4 firefighter/emts
- 1 assistant inspector

Equipment:

- 1- Engine
- 1- Staff car

As part of this conclusion is the following organizational breakdown and organizational structure, which is based on providing the services needed and the projected levels at the end of the development plan.

Based on having three Fire Stations with a first response Engine Company at each station, an ambulance at each station, an Aerial Platform Truck at Central Station, and a Rescue Vehicle at Central Station, which are all centrally located for appropriate response, fourteen (14) personnel would be required on-duty each day and assigned as follows based on expected increase in service demands.



**Central Station – 280 Mammoth Road**

***Engine Three***

Lieutenant  
utilized  
Firefighter  
Firefighter

***Truck One (Aerial Platform)***

Cross-utilized

***Rescue One***

Cross-

***Command***

Battalion Chief

***Medic One***

Firefighter/Paramedic  
Firefighter/EMT

**North Station – 22 Grenier Field Road**

Engine One

Lieutenant  
Firefighter

Medic Two

Firefighter/Paramedic  
Firefighter/EMT

**South Station – Young Road and Route 102**

Engine Two

Lieutenant  
Firefighter

Medic Three

Firefighter/Paramedic  
Firefighter/EMT

**Personnel – Administration**

The department should have one Fire Chief and two Assistant Fire Chiefs, who are responsible for the overall management of the department. The administration Division should also be supported by one Executive Assistant to perform various functions including payroll, recording and organizing bills for submission to finance, personnel paperwork, and other duties as assigned.

The Administration of the department is responsible for the management of resources necessary to achieve the mission of the department. This includes fiscal management,

personnel administration, policy development, and planning. Currently, there are two (2) personnel assigned to the Administration division: the Fire Chief, and Executive Assistant. There are also four (4) Captains, who have administrative responsibilities, whom are also responsible for the Operations Division and other concurrent support service duties.

### **Personnel – Fire Prevention**

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The division should have an Assistant Chief in charge with one full time Fire Inspector and one part time Fire Inspector. This division is responsible for all code enforcement, plans review, life safety inspections, investigations, Fire Safety Education, and all required permits.

The primary responsibility of the Fire Prevention Division is the prevention of fires and minimization of hazards. Through plans review, site review, code enforcement, facility inspections, life safety inspections and enforcement, and scene investigations, the risk of potential hazards is greatly reduced.

The Fire Prevention Division, inclusive of the above-mentioned responsibilities, performed more than 1,747 activities. Of these activities, there were approximately 1,900 violations corrected including 1,340 life safety violations (the single most important aspect of the Fire Prevention Division). There are two (2) personnel assigned to the Fire Prevention Division: a Fire Inspector and the Fire Marshal who is responsible for the subsidiary goals and objectives as assigned.

### **Personnel – Emergency Medical Services**

---

Should have full time status with either a Captain or assigned to an Assistant chief

### **Personnel – Support Services**

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Concurrent Assignment with existing personnel

As with any organization, the support of the resources needed to effect a mission are necessary. There are no additional personnel employed to this division. Rather, existing personnel are used in a dual capacity to fill this need. The coordinators

associated with Support Services are: EMS, Vehicle Repair/Maintenance, Station Repair/Maintenance and Supplies, Geographical Mapping/E911, Communication Repair/Maintenance, Hazardous Materials, Public Fire Education/Community Relations, Wellness/Fitness, Department Equipment, Training, and Emergency Management.

Each coordinator is responsible for the support of the resource area assigned.

### **Personnel – Communications**

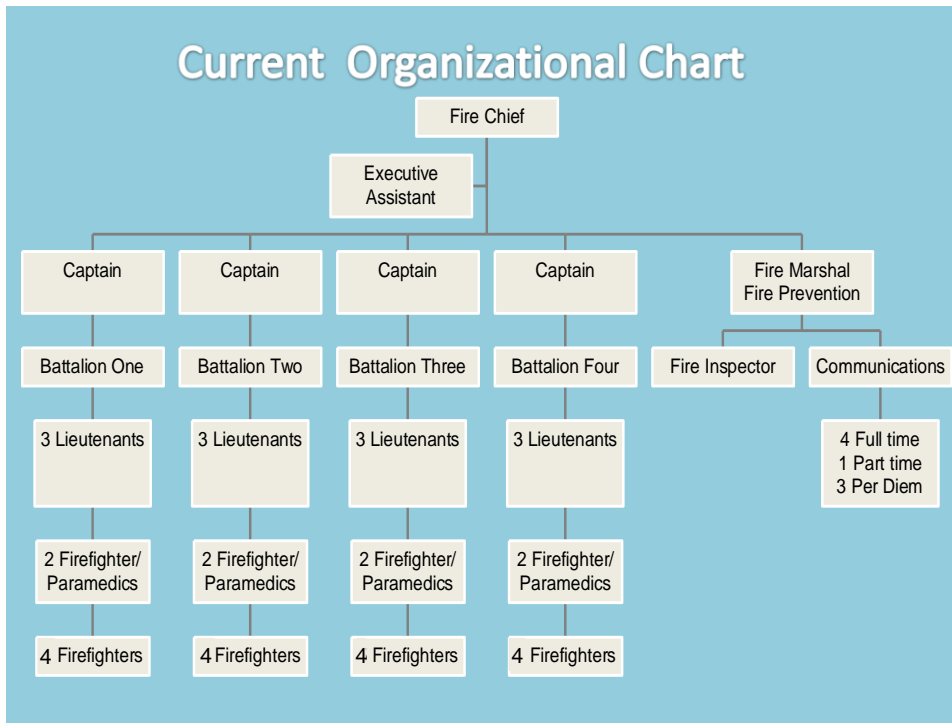
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This division should have 6 full time Dispatchers and 2 part-time dispatchers for 24-hour emergency coverage.

The Communications Division is responsible for communications relative to normal business calls, emergency calls, alarm notifications, emergency fire and medical dispatch procedures, and other related emergency procedures. This division is also responsible for the emergency and non-emergency statistical information, data input, report generation, fire and special permits, and emergency plan updates. This is where the emergency response process starts. Upon receiving notification of an emergency, the appropriate vehicles, equipment, and personnel are dispatched. All activities are then recorded until the emergency is concluded.

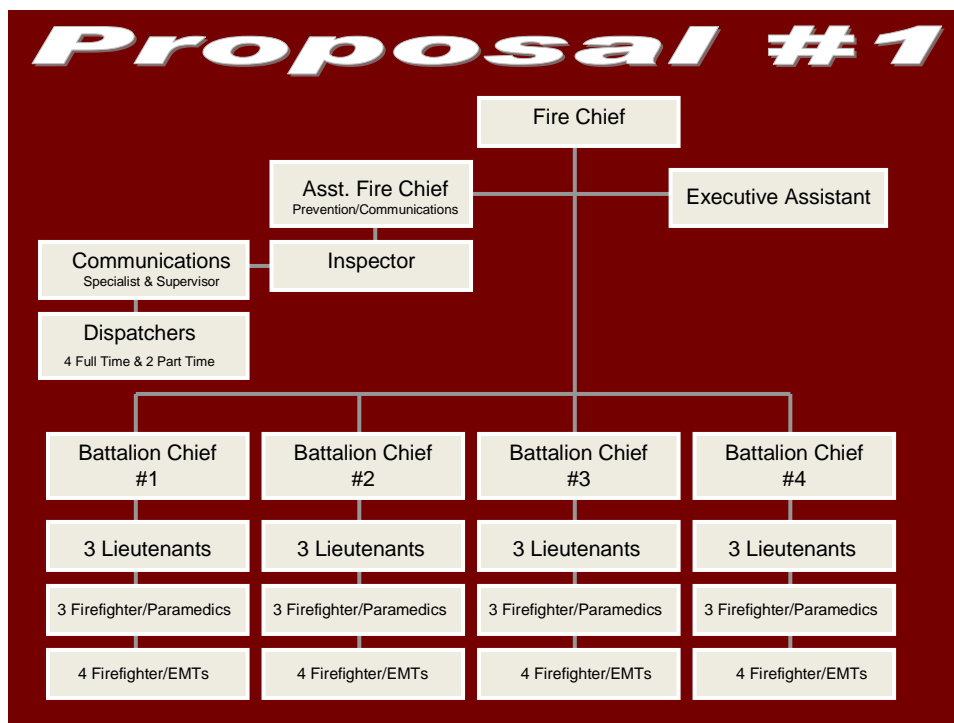
Based on the preceding information and planned development the department organizational structure would be as follows:

## Current Organizational Structure



COST: At present level

**Organizational Structure needed to provide services at present level.**

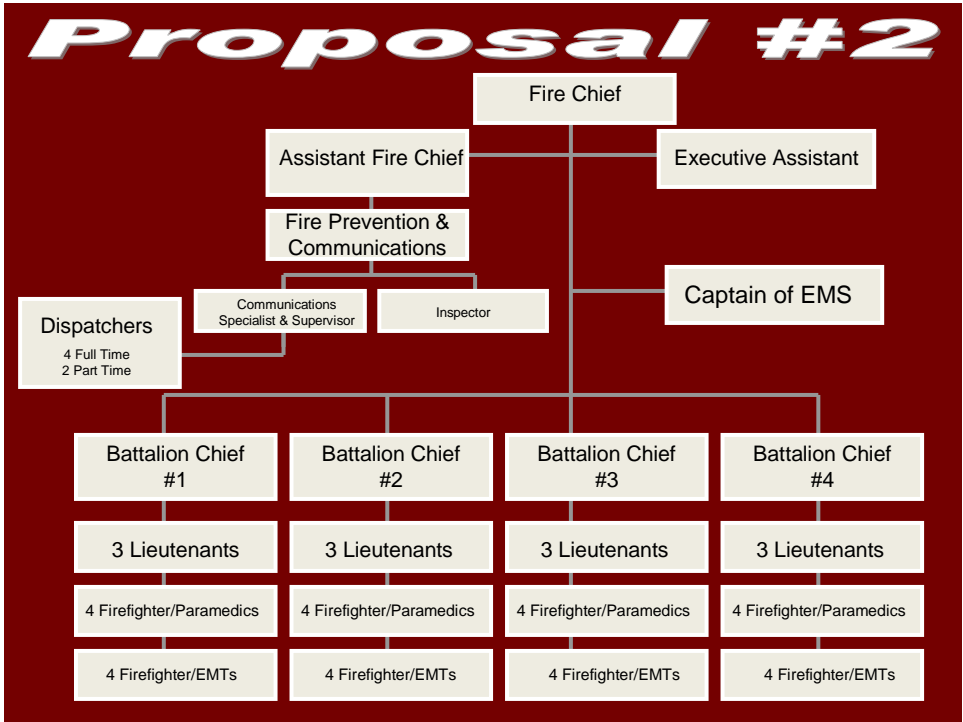


**COST:** Promote Fire Marshall to Assistant Chief Increase \$ 23,425.00 S&B

**Add 4 firefighter /paramedics \$377,276.96 S&B**

Add 1 Communications/ specialist supervisor \$ 89,759.75 S&B

**2-5 years projected development increase or change in performance measures:**



COST: ADD one Captain of EMS \$ 107,182.37 S&B

ADD 4 firefighter/ paramedics \$ 377,276.96 S&B

**EQUIPMENT COST:**

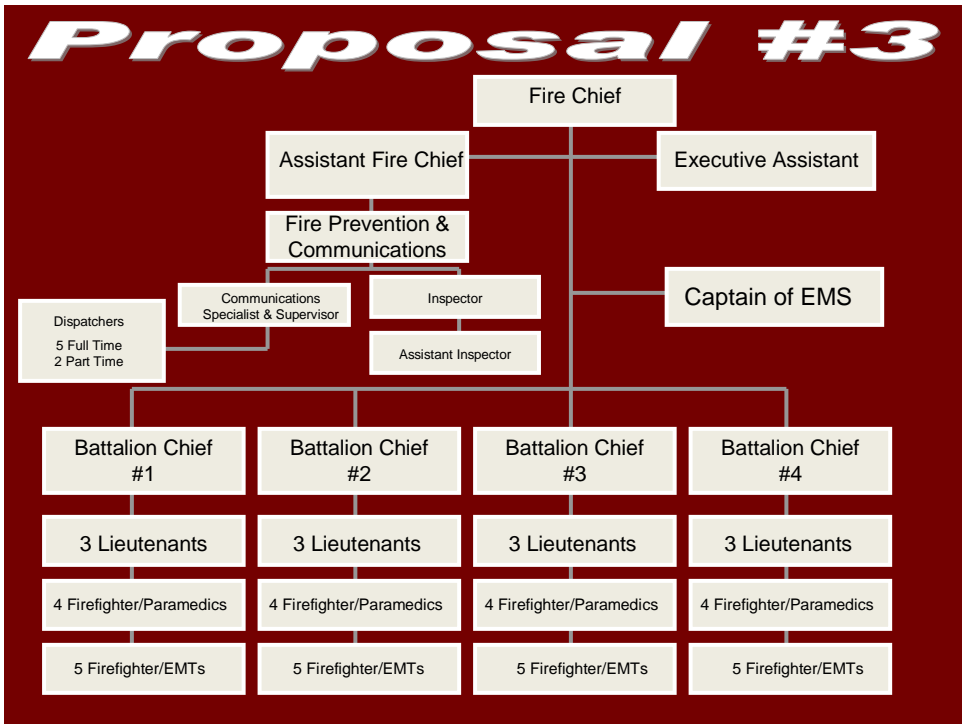
1- Ambulance \$ 190,000.00

1- Tanker \$ 375,000.00

**FACILITIES COST:**

Renovations to Central Station \$1,800,000.00

**4-7 years projected developmental growth or change in performance measures**



COST: ADD four Firefighter/ emts	\$359,039.00 S&B
ADD one Communications specialist	\$ 63,418.23 S&B
ADD Part time inspector	\$ 36,383.28 S&B

**7-10 years with projected development or change in performance measures**



COST: Promote Captain to ASSISTANT CHIEF	\$ 18,395.41 S&B
Eliminate Captain of EMS	
ADD one Communications specialist	\$ 63,418.23 S&B
ADD four Firefighter/ emts	\$ 359,039.00 S&B

**EQUIPMENT COST:**

1- Engine	\$ 525,000.00
1 Staff Car	\$ 30,000.00

**Attempting to meet recognized standards for professional fire departments and increases in service from growth and development.**



To cost effectively upgrade to the level required to meet recognized standards for professional fire departments and provide for the increases in services demanded by the growth of the community a phase in of staffing should be considered. That phase in would be as follows

Year 1:	Two firefighter/paramedics	\$ 188,638.48 S&B
	One Communication Specialist/supervisor	\$ 89,759.75 S&B
Year 2:	Two firefighter/paramedics	\$ 188,638.48 S&B
	Captain position EMS	\$ 107,182.37 S&B
Year 3:	Two firefighter/paramedics	\$ 188,638.48 S&B
	Upgrade Fire Marshall to Assistant Chief	\$ 23,425.00 S&B
Year 4:	Two firefighter/paramedics	\$ 188,638.48 S&B
	One Communications Specialist	\$ 63,418.23 S&B

During this time SAFER Grants would be applied for to help offset the cost for up to 5 Years if these were available and awarded. The requirement to apply for these funds is dependent on becoming NFPA compliant.

# RESOLUTION 2009-20

## A Resolution Relative to renaming portions of Dan Hill Road and Nelson Road.

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First Reading: 12/07/09  
Second Reading/Public Hearing: 12/21/09  
Adopted: 12/21/09

- WHEREAS** The Town of Londonderry is enabled by NH RSA 231:133 to name public highways; and
- WHEREAS** The Town Council established a Street Naming System Task Force to enhance public safety by reviewing and correcting addresses which are non-compliant with NH 9-1-1 addressing standards; and
- WHEREAS** Portions of Dan Hill Road and Nelson Road have been identified as non-compliant; and
- WHEREAS** The Task Force, in cooperation and consultation with property owners recommend the following street name alterations.

***NOW THEREFORE BE IT RESOLVED*** by the Londonderry Town Council that the portion of Nelson Road running southerly from Sargent Road to Pillsbury Road be renamed Sargent Road, that the portion of Dan Hill Road running westerly from West Road to the Litchfield Town Line be renamed Recovery Way, to become effective within 60 days of adoption of this resolution. Properties will be renumbered according to the Town Addressing policy.

Mike Brown, Chairman  
Town Council

( TOWN SEAL )

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Marguerite A. Seymour  
Town Clerk/Tax Collector

***A TRUE COPY ATTEST:***  
*xx/xx/xx*

# RESOLUTION 2009-21

## A Resolution Relative to naming the private access to 49A Seasons Lane

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First Reading: 12/07/09  
Second Reading/Public Hearing: 12/21/09  
Adopted: 12/21/09

- WHEREAS** The Town of Londonderry is enabled by NH RSA 231:133 to name public highways; and
- WHEREAS** The Town Council established a Street Naming System Task Force to enhance public safety by reviewing and correcting addresses which are non-compliant with NH 9-1-1 addressing standards; and
- WHEREAS** The Task Force entertained a request to name the driveway at 49A Seasons Lane to resolve longstanding difficulties; and
- WHEREAS** The Task Force, in cooperation and consultation with property owners recommend the following street name alterations.

***NOW THEREFORE BE IT RESOLVED*** by the Londonderry Town Council that the private driveway access to 49A Seasons Lane be named Snowcap Way, to become effective within 60 days of adoption of this resolution. Properties will be renumbered according to the Town Addressing policy.

Mike Brown, Chairman  
Town Council

( TOWN SEAL )

---

Marguerite A. Seymour  
Town Clerk/Tax Collector

***A TRUE COPY ATTEST:***  
*xx/xx/xx*

Introduced: 12/07/09  
Public Hearing: 12/21/09  
Adopted: xx/xx/xx

**ORDINANCE 2009-05**  
***RELATING TO AN AMENDMENT TO THE***  
***ZONING ORDINANCE REGARDING***  
***CREATION OF THE GATEWAY BUSINESS***  
***DISTRICT***

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***WHEREAS*** the 2004 Master Plan encouraged the Planning Board and Staff to consider innovative land use strategies to encourage appropriate development in the community; and

***WHEREAS*** the Town Council has identified economic development in general and the Pettengill Road area in particular as the focus to expand the Town's economy and enhance non-residential property tax revenues; and

***WHEREAS*** the proposed ordinance provides the Town with the appropriate tools to help achieve its economic development goals;

***NOW THEREFORE BE IT ORDAINED*** by the Town Council of the Town of Londonderry that the Town Zoning Ordinance be amended to reflect the creation of new Section 2.7 Gateway Business District and amend the Zoning Map to identify lots with the District.

---

Michael Brown, Chairman  
Londonderry Town Council

***A TRUE COPY ATTEST:***

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***Marguerite Seymour - Town Clerk***  
*x/xx/xx*

***Town Seal***

Introduced: 12/07/09  
Public Hearing: 12/21/09  
Adopted: xx/xx/xx

**ORDINANCE 2009-06**  
***RELATING TO AN AMENDMENT TO THE***  
***ZONING ORDINANCE REGARDING***  
***CREATION OF THE PLANNED UNIT***  
***DEVELOPMENT PROCESS***

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***WHEREAS*** the 2004 Master Plan encouraged the Planning Board and Staff to consider innovative land use strategies to encourage appropriate development in the community; and

***WHEREAS*** modern planning techniques encourage collaborative efforts between the regulatory authority (Planning Board) and the landowner to insure the orderly development of large-scale parcels in the community consistent with community goals and objectives; and

***WHEREAS*** the proposed ordinance creates a process by which the Planning Board and landowners can collaboratively “master plan” large scale developments;

***NOW THEREFORE BE IT ORDAINED*** by the Town Council of the Town of Londonderry that the Town Zoning Ordinance be amended to reflect the creation of new Section 2.8 Planned Unit Development.

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Michael Brown, Chairman  
Londonderry Town Council

***A TRUE COPY ATTEST:***

---

***Marguerite Seymour - Town Clerk***  
*x/xx/xx*

***Town Seal***

Introduced: 12/07/09  
Public Hearing: 12/21/09  
Adopted: xx/xx/xx

**ORDINANCE 2009-07**  
***RELATING TO AN AMENDMENT TO THE***  
***ZONING ORDINANCE ASSOCIATED WITH THE***  
***GATEWAY BUSINESS DISTRICT AND THE***  
***PLANNED UNIT DEVELOPMENT PROCESS***

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***WHEREAS*** the Town Council has considered and adopted amendments to the Zoning Ordinance to create a Gateway Business District and Planned Unit Development Process; and

***WHEREAS*** amendments to Zoning Ordinance are necessary to incorporate these new Sections 2.7 and 2.8; and

***WHEREAS*** the Planning Board recommends adoptions of these changes;

***NOW THEREFORE BE IT ORDAINED*** by the Town Council of the Town of Londonderry that the Town Zoning Ordinance be amended to reflect changes in Sections 2.11, 2.2 and 2.5.2.5.

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Michael Brown, Chairman  
Londonderry Town Council

***A TRUE COPY ATTEST:***

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***Marguerite Seymour - Town Clerk***  
*x/xx/xx*

***Town Seal***

# RESOLUTION 2009-22

Relative to the  
***POSTING OF THE ADMINISTRATIVE SUPPORT SPECIALIST  
POSITION***

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First Reading: 12/07/09  
Adopted: 12/07/09

***WHEREAS*** a vacancy has occurred in the position of Administrative Support Specialist; and

***WHEREAS*** the position was created in 2004 during a reorganization which eliminated a Department Head position and resulted in a number of responsibilities being coordinated into this position, including Buildings & Grounds management; vehicle fleet management; Beautify Londonderry; website maintenance; grant management and processing; energy conservation; risk management and insurance claims processing; cemetery management; and environmental property management; and

***WHEREAS*** Resolution 07-33 as adopted requires Council authorization to proceed with filling non-uniformed positions;

***NOW THEREFORE BE IT RESOLVED*** that the Town Manager is hereby authorized to post and fill the position of Administrative Support Specialist

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Michael Brown, Chairman  
Town Council

( TOWN SEAL )

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Marguerite Seymour - Town Clerk/Tax Collector

***A TRUE COPY ATTEST:***  
***12/07/09***

# RESOLUTION 2009-23

Relative to an  
***EMPLOYMENT AGREEMENT WITH THE TOWN MANAGER***

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First Reading: 12/07/09  
Adopted: 12/07/09

***WHEREAS*** the current Employment Agreement with the Town Manager is scheduled to expire on June 30, 2010; and

***WHEREAS*** the Town Manager wishes to continue serving the community and the Town Council wishes to retain the services of the Town Manager;

***NOW THEREFORE BE IT RESOLVED*** by the Londonderry Town Council that the Employment Agreement as attached is hereby adopted, which will extend the Town Manager's tenure through June 30, 2014.

\_\_\_\_\_

\_\_\_\_\_  
Michael Brown, Chairman  
Town Council

\_\_\_\_\_  
Marguerite Seymour - Town Clerk/Tax Collector

( TOWN SEAL )

***A TRUE COPY ATTEST:***  
***12/07/09***



**TOWN COUNCIL MEETING**  
**November 16, 2009**

The Town Council meeting was held in the Moose Hill Council Chambers, Town Hall, 268B Mammoth Road, Londonderry.

PRESENT: Town Council: Chairman Mike Brown: Vice Chairperson, Kathy Wagner; Councilor: Paul DiMarco; Town Manager Dave Caron; Executive Assistant, Margo Lapietro. Absent: Councilors Brian Farmer and Sean O'Keefe.

CALL TO ORDER – PUBLIC SESSION

**Chairman Brown opened the meeting at 7:02PM with the Pledge of Allegiance. This was followed by a moment of silence for the men and women fighting for our country. Chairman Brown explained the budget presentation will be discussed on Saturday morning due to the absence of Councilors Farmer and O'Keefe.**

Proclamation – November National Diabetes Month – Councilor DiMarco read the Proclamation.

**PUBLIC HEARING**

Motion by Councilor DiMarco to reconvene the public hearing for Ordinance 2009-04, second Councilor Wagner.

Ordinance #2009-04 – Relative to an Amendment to the Zoning Ordinance Regarding Workforce Housing - **Community Development Director Andre Garron said one of the questions from the last meeting was if Londonderry was to go forward with its own fair share analysis what would the cost and time-frame be. He said that the Southern NH Planning Commission (SNHPC) updates its housing needs assessment every 5 years. The fifth year is coming up shortly and they have issued a Request for Proposal (RFP). A lot of the information they are looking at from a regional stand point are what the Town would be looking at. The bid that was received was for about \$12K to create three models for estimating housing production needs for the region. If Londonderry goes forward there would be other issues from a local standpoint like updating the existing housing stock inventory. It would also involve a review of our ordinance to see where the Town stands meeting that requirement under our existing ordinance, and what is needed. SNHPC model is valid; the population needs are there as well as from an employment standpoint. No other communities have a separate consultant to investigate fair share housing needs. He said if the Town conducted a review it would cost between \$15 – 25K. The SNHPC has the expertise to do a lot of the work in-house. The time frame to complete the study will be about 3-6 months. Another question asked was if we can get a clear**

definition if we meet our current obligation for fair share housing with the new law. He stated he met with legal counsel last Monday and Ben Frost from the NH Housing Finance Authority. They were unable to get a clear definition; they need to get more information for their next meeting. The actual table for the existing housing stock was provided to Council. Chairman Brown clarified that the question for our statutory obligation for existing housing will be answered by the next meeting on 12/07/09. The other question was the time frame for houses intended for sale. According to counsel it could be anytime. Councilor DiMarco said at the last meeting he asked what is the definition of "housing stock" and the answer was that it is interpreted as any house in town. Town Planner Tim Thompson talked about a memo that was given to the Councilors tonight about his research into the existing market of properties in Town for sale and rental units and how Londonderry stands with the requirements. He stated it is not a fair share analysis, just a snapshot of where we are for existing housing stock for the statutes. Rental cost affordability per the statute the maximum affordable rent is 60% of the area media income adjusted for a family of 3 with an annual income of \$51,410. The maximum level of rent for that income would be \$1,290 per month. The current median rent in Londonderry is estimated at \$1,380 which would require an estimated annual household income of \$55,200 which is 68.3% of the area median income (AMI). Our median rent would not be considered affordable under the new law. He proceeded to provide analysis of housing stock in Londonderry and stated that a majority of the housing units in Londonderry are only affordable to those making 100% of AMI or \$95,200 with cash on hand for a down payment of \$30K. He said at the lowest amount of cash on hand - \$5K there are 41.8% of the assessed housing units in Londonderry that are at or below the affordability threshold. Every community that currently has an ordinance or are working on an ordinance for fair share analysis has referred to their regional planning commission for data. Staff believes that it is likely that housing opportunities for those meeting the statutory guidelines is likely to decline as prices and assessments rise. According the fair share analysis we are deficient in fair share of the low and median income on the on rental side. Our current zoning ordinances have two districts that allow residential development; AR-1 & R-3. AR-1 comprises the majority of land located in Town. The R3 currently allows for multi-family not restricted by age for elderly housing. Currently there are 7 vacant parcels zoned R-3 however only 3 are developable for multi-family residential development. One of those parcels has a conditionally approved plan for 96 units; another is town owned and is being considered for an affordable elderly housing project and the third is located on Sanborn Rd. The Town is currently powerless to prevent the conversion of rental properties (apartments) to condominiums. Staff believes Londonderry's existing housing stock only partially meets the fair share requirements of NH's workforce housing statutes. The Town is 1,000 units short of providing our fair share of affordable rental housing. We are not providing for reasonable and realistic development of workforce housing, especially in the provision of opportunities for the development of workforce rental housing. Staff continues to believe it is in the best interests of Londonderry to amend the zoning ordinance as recommended by the Planning Board to address the requirements of the state's workforce housing

statutes. Chairman Brown stated that Council will continue this meeting on 11/23/09. Open for discussion. Deb Paul, 118 Hardy Rd. asked where did T. Thompson obtain the numbers for rentals. He responded from the 05 needs assessments. D. Paul said there is a huge difference now. He responded that updated information will be obtained with the full share analysis. John Curran, 6 Faye Lane, said the Britain vs. Chester case was done 18 years ago, (1991) it was considered an emergency need 18 years ago and it took 18 years to pass it. He stated that although we need an ordinance in place, the statute is poorly written. He said the existing housing stock is not defined, the plain reading of the word is what is available in the community, not necessarily what has a "For Sale" sign on it. Ben Frost is a proponent for work force housing; we should be soliciting legal opinion from someone who is looking at it from an objective perspective. He asked why make it easier for developers by identifying the property and telling them how to approach the process, that isn't the solution. Councilor DiMarco asked if it is possible to wait until March before we act further or hold off passing the multi-family part. The information from SNHPC is very valuable information. A. Garron responded it is possible to wait but we can run some risks, he is meeting with legal counsel and Ben Frost again to get answers to our fair share because Ben was heavily involved with the state. Chairman Brown asked A. Garron to ask our legal counsel if it is OK to wait for the study to be done in March and what the risks are involved. A. Garron said we haven't created rental housing in town so we are deficient. Councilor Wagner asked if we should re-evaluate that one part of the ordinance. A. Garron said that by reducing from 36 to 24 units the board does have the opportunity to look at multi-force housing. Councilor DiMarco made a motion to continue the public hearing to 12/7/09, second Councilor Wagner. Council's vote 3-0-0.

Resolution 2009-19 – Relative to the Renaming of Cedar and Jefferson Streets -  
**Councilor** DiMarco read the second reading and made a motion to adopt, second Councilor Wagner **Town Assessor Karen Marchant and Firefighter Jim Bilodeau** the 911 coordinator were in attendance. J. Bilodeau said they met with the residents on the road and asked for name suggestions. Councilor Wagner said that the names of the streets – Foot Path Way and Wildlife Way - were selected by the residents. Chairman Brown asked why the original street names were deemed out of compliance. J. Bilodeau responded we have 2 Jefferson in town and 2 Cedars in town, the two selected names did not conflict with like sounding names. Councilor DiMarco expressed concern with Footpath Way he felt it conflicts with someone walking on a footpath in the Musquash. J. Bilodeau said 911 only regulates the road names. Council's vote on the amended Resolution was 3-0-0.

Councilor DiMarco made a motion to close the public hearing, second Councilor Wagner. Council's vote 3-0-0.

**PUBLIC COMMENT**

**Richard Cantu – Manchester Sewer Presentation.** Richard Cantu the Supervisor of

the Manchester Sewer Plant was in attendance and talked about the final expansion of the treatment plant. The Facilities Plan for the three towns (Bedford, Goffstown and Londonderry) is complete. It is a 10 year project being completed in 3 phases. He reviewed the topics to be discussed and also reviewed the agreement allocation. The total cost of the project will be \$78M; Londonderry's share will be \$4,744,573.02. Londonderry is using 14.72% of the plant usage. He stated Manchester Sewer has a permit with EPA and the state. The EPA regulates it and Manchester has to meet a certain criteria. Londonderry is looking to increase their flow by a million gallons. He showed statistics for daily plant flow, monthly flow and daily town flow. He showed the capital options breakdown. He explained everything is regulated under AECOM & NPDES permits; towns are using more capacity than anticipated. He reviewed the original IA and O&M breakdown. The original ratio is flawed when reviewing large items like salaries, chemicals, electrical & oil expenses. He explained the billing process; the more used the more percentage charged. He proceeded to explain the new equipment they are installing in the building and with the gain of efficiencies the rate costs will come down. He explained the full build out capacity and the increases to towns. Public Works Director Janusz Czyzowski explained they are actively reviewing our facility plan, user rates, etc. Starting in July the rates will go up in his budget he will need additional monies in the sewer funds. He stated it is very important to not underestimate our capacity that is needed because it is only a one time offer. He said he will have a public hearing in July for the rates. He said Manchester will be bonding every year, we don't have to have \$8M up front, we will be bonding annually, with payments peaking in 9 years. It increases from a 6% to 10% share. Chairman Brown asked if this will affect residential, commercial and industrial, Janusz responded yes. J. Czyzowski said these rates do not impact people on wells and septic systems in town. Chairman Brown asked the Town Manager to explain what is the special revenue fund. D. Caron responded it is an enterprise fund, there are no taxes being infused, rates are based on operating costs and their share of any debt service and other operating expenses. The sewer fund will remain self-sufficient. Chairman Brown asked how many residences were going to be impacted by the increased rates. The Town's Environmental Engineer Doris Beatty was in attendance and responded there are 900 residential properties that will be affected. Chairman Brown asked if we will have a revised or new inter-municipal agreement with Manchester, J. Czyzowski responded yes. Councilor DiMarco asked how much of our sewage goes to Manchester; J. Czyzowski responded the majority goes to Manchester, only a small portion goes to Derry. Community Development Director, Andre Garron asked why Manchester's usage went down. R. Cantu said the major reason was the loss of Jac Pac, Ni-Cor has reduced their usage and septage has been reduced. If the flow picks up for Manchester the flow for Londonderry will change.

### **OLD BUSINESS**

**None**

### **NEW BUSINESS**

**Approval of AFSCME 3657 Proposed Collective Bargaining Agreement – Town**

Manager Caron said this union consists of 72 full time and two part-time employees of the Londonderry Police Department. They are mainly uniformed but they also represent our support staff and dispatchers. The recommendation is a 3 year agreement with the union, it involves 3% salary adjustments, currently it is 3-4%. There is a step system for all union employees; typically it is about 5% between steps. A new scale for new employees would see the increments reduced from 5% to 2.5% for new employees. Currently approximately 90% of our employees are at maximum step so about 90% of our employees will only receive the 3% wage adjustment annually. That is the only compensation they will receive under the proposed agreement. The other major change is employees will see a reduction in how much sick time they will accrue and also how much sick leave they can cash in upon retirement or separation from town. Other provisions involve allocation of work details, overtime, shift scheduling and promotions. Tonight's action is that the Council recommend at the town meeting that voters approve the agreement. It will be a warrant article. The taxpayer cost is \$104, 098.00 for the first year which is about 3 cents on the tax rate; the total cost is \$160K. \$55,750 will be funded by the Manchester/Boston Regional Airport Law Enforcement Agreement. The effective date will be 7/1/10. Chairman Brown verified that both the Council and Budget Committee will vote on this warrant article. He questioned if the two Councilors who are absent tonight can request a re-vote. Town Manager Caron stated historically the Council votes on each individual article so the two absent Councilors will vote. He explained that it is important that the absent Councilor's vote on it soon so the union can receive an indication of the Council's support or non-support. Councilor DiMarco made a motion to support the AFSCME Agreement and move the bargaining agreement to the town warrant, Councilor Wagner second. Council's vote 3-0-0.

Order 2009-16 – Relative to the Expenditure of Rte 28 West Impact Fees - Councilor Wagner made a motion to adopt, second by Councilor DiMarco. Town Manager Caron explained the study anticipates the build-out of Pettengill Road along with some off-site improvements. The road is being updated and they are just looking for anticipated costs. A. Garron said the Order is to supplement the study for capital improvements needed at the Pettingill area. He clarified that the adoption and reading date on the Order should be changed to 11/16/09. Council's vote 3-0-0.

FY11 Budget Submittal – Moved to 11/21/09 at 8:00 AM

#### APPROVAL OF MINUTES

Minutes of Councils Public Meeting of 11/02/09. Councilor DiMarco added an edit to line 413 where it states “He said his oath of office states that he is going to comply with the state of NH”. Amend to read “He said his oath of office states that he is going to comply with the laws of the state of NH” Councilor DiMarco made a motion to accept the minutes as amended, second Councilor Wagner. Council's vote 3-0-0.

## OTHER BUSINESS

Liaison Reports – **Councilor DiMarco attended Ryan Zins Eagle Scout ceremony on Sunday**

**Councilor Wagner met with the Library Trustees who had concerns with the H1N1 virus. Elder Affairs is meeting tomorrow, she stated the Veteran's Day parade for last Saturday was cancelled due to the weather. She thanked the Londonderry Fire Department and their families for the turkey dinner held at the Senior Center.**

**Councilor Brown said he attended the Solid Waste Advisory Council (SWAC) last Thursday they discussed the October meeting they had with Allied Waste. They discussed how they could handle things differently. Allied is willing to perform audits at schools which the school principals were interested in. They mentioned the possibility of offering scholarships to students for environmental based work. They discussed better containers and signage they could offer at the Recreation Fields. Allied Waste might fund the waste newsletter that had been dropped due to budget restraints. There is a Heritage meeting on 11/19. Councilor Wagner asked Chairman Brown if the SWAC could change the date of the Hazardous Waste Drop-Off Day because of conflicts with the Veteran's Day parade. Councilor DiMarco said there were 3 different events in town that day. Councilor Wagner said it would have been a disaster if the parade had been done the same day as Hazardous Waste Drop-Off Day.**

Town Manager Reports – **Town Manager Caron stated that all three Councilors attended a presentation last Friday with the business owners in the north part of town. It was an update on the status of different Economic Development issues. The meeting was well attended. The budget calendar presentation is scheduled for 8:00AM this Saturday and he reminded council that they will be meeting for 5 successive Mondays for Council and budget hearings.**

Board/Committee Appointments/Reappointments - **Chairman Brown announced that Dorothy Greenler, Elder Affairs; and Robert Nichols, Planning Board terms have expired and they are not volunteering again.**

7. Re-Appointment of Julie Liese, Reed Clark, Art Rugg and Helga Kimball to the Lon. International Exchange Committee as Full Members, three year terms to expire 12/31/12
8. Re-Appointment of John Wissler and Gary Stewart to the Solid Waste Advisory Committee as Full Members, three year terms to expire 12/31/12
9. Re-Appointment of Gail Moretti to the Solid Waste Advisory Committee as an Alternate Member, one year term to expire 12/31/10
10. Re-Appointment of Nancy Irwin to the Elder Affairs

- Committee as a Full Member three year term to end 12/31/12
11. Re-Appointment of Flo Silver to the Elder Affairs Committee as an Alternate Member, three year term to end 12/31/10
  12. Re-Appointment of William Manning to the Recreation Commission as a Full Member, three year term to expire 12/31/12
  13. Re-Appointment of Gary Fisher to the Recreation Commission as an Alternate Member, one year term to expire 12/31/10
  - 14.

**Councilor Wagner made a motion to re-appoint all of the above, second Councilor DiMarco. Council's vote 3-0-0.**

### **ADJOURNMENT**

**Councilor Wagner made a motion to adjourn at 8:40 PM, second Councilor DiMarco Council's vote 3-0-0.**

**Notes and Tapes by: Margo Lapietro Date: 11/16/09**

**Minutes Typed by: Margo Lapietro Date: 11/ 20/09**

**Approved; Town Council Date:**

**TOWN COUNCIL MEETING**  
**November 21, 2009**

The Town Council meeting was held in the Moose Hill Council Chambers, Town Hall, 268B Mammoth Road, Londonderry.

PRESENT: Town Council: Chairman Mike Brown; Vice Chairperson, Kathy Wagner; Councilors: Sean O'Keefe; Paul DiMarco; Town Manager Dave Caron; Assistant Town Manager, Finance Director, Sue Hickey; Executive Assistant, Margo Lapietro. Absent: Councilor Brian Farmer.

Budget Committee Members: Chairman Mark Oswald; Vice Chair Tom Dolan; Secretary Todd Joncas; Richard Dillon; Jay Hooley; Don Jorgensen; and Deborah Shimkonis Nowicki.

CALL TO ORDER – PUBLIC SESSION

Chairman Brown opened the meeting at 8:10AM with the Pledge of Allegiance.

This was followed by a moment of silence for the men and women fighting for our country.

Budget Presentation - **Town Manager Dave Caron presented a general overview of the proposed budget and estimated revenues. He reviewed the CAFR Audit that showed the Town ended the year with \$135,601 in unexpended appropriations due to savings in solid waste disposal resulting from a weak economy. A number of line items were not totally expended due to a Town Manager directive to not spend 2% of budgets to account for diminished revenues. The Council directive for FY 11 is no greater than 2% increase in the Town portion of the tax rate. He stated he wants to return to normal investment levels for the capital reserve and trust funds. He reviewed the FY11 Municipal budget. The General Fund budget increase is \$616,805 or 2.44% The state budget reduced its share of retirement expenses for firefighters, police officers and teachers which resulted in an approximate \$160K tax impact. He said the CIP Committee originally recommended three bond issues: continuation of road improvements of \$1M; second is the construction of the North/West Fire Station. He stated that the Town received an AARA grant for \$1,655M for construction of the fire station. Third is Pettingill Rd. The final permits have not been issued yet, staff recommends holding back for a year to pursue alternate funding sources. Debt service has been declining minimally. Special revenue funds are supported by users fees they do not require taxpayer input. Sewer increases are due to sewer upgrades. Cable is up 34% due to equipment updates. The Sewer Division transfers \$300K every year and the Cable Division transfers \$40K to offset General Fund costs. He explained the Capital Reserve/Maintenance Trust Fund allows us to maintain our**



buildings and grounds and avoid the issuance of long-term bonds. \$325K is being recommended. He proceeded to review the Recovery Plan developed for the FY10 budget. This year's special warrant articles will include the NW Fire Station, three collective bargaining units and the Pillsbury Cemetery Expansion. He explained the bid for the fire station will be completed in January; he anticipates \$650K will be required in addition to the ARRA to complete the work. The "soft costs" for the Clerk of the Works, furniture, etc will be part of the \$650K. Any savings from this will be applied to Pillsbury Cemetery, expansion which will be needed by 2013. He proceeded to speak about the three collective bargaining agreements that are outstanding. AFSCME Local 3657 goes to the voters in March. The Overlay Veteran's Exemptions is currently at its maximum of \$500 for individual exemptions. The General Fund shows that Motor Vehicle permit fees hves been a downward trend. The Town has always used surplus funds for special projects and this fiscal year it will be used for the North West Fire Station. He said that this year we are at the lowest end of what we keep for reserve funds. He proceeded to review the budget schedule.

Chairman Brown said that Town Manager Caron recommended getting back to the prior schedule with his Recovery Program; he asked how much did we suffer. Town Manager Caron responded it is too early to tell. He said he thinks we will be OK with the one year decrease. He said we should increase appropriations over a 2-3 year period to return to normal levels. Chairman Brown asked if we establish a capital reserve fund is it done at town meeting, D. Caron responded yes.

Budget member Deborah Nowicki asked how are our investment losses. Town Manager Caron responded all our investments are in CD's, they are not invested in securities. There is little interest income, but the principal is safe. D. Nowicki verified that we have \$650K set aside for the North/West Fire Station. Town Manager Caron gave her a break down of the funding sources, including \$65K from impact fees and \$100K left over from South Fire Station. Discussion ensued about the original estimated price and the current estimated construction costs. T. Dolan questioned the annual bonding for highways. Town Manager Caron responded we were falling behind on roads; we used to raise money every year but the policy makers opted for bonding. T. Dolan asked what the Special Warrant Articles for the Pillsbury Cemetery expansion was about. Town Manager Caron explained that Phase 1 has 69 remaining plots, phase II will provide 296 additional lots with the expansion.

#### BUDGET WORKSHOP –

#### Building/Health/Zoning/Code Enforcement Department - Community

Development Director Andre Garron & Senior Building Inspector, Richard Canuel presented. A. Garron said most increases were due to contractual

increases. Salary reductions were due to the elimination of the Code Enforcement position. D. Nowicki asked what happened to the duties for that position. A. Garron responded that Richard and John Gilchrest were splitting the duties up among them. R. Canuel stated that they are managing to keep it up on a priority basis. T. Dolan asked it is feasible to look at a concentration of builders who are under par, is there something from the state that forces us to make them comply. R. Canuel responded we are dictated by state codes and can only enforce them. Councilor Wagner said the Code Enforcement Officer lost was not really a building inspector; it was part-time code compliance. R. Canuel responded it takes a lot of man hours to handle violations. A. Garron proceeded to review the budget and said everything was level funded. Key changes are contractual; continuation of existing programs and the web site changes. Councilor O'Keefe asked how many employees were in the Building Department, he responded 4. Councilor O'Keefe questioned what is Management Services. A. Garron responded they are marketing plans, the Small Master Plan, impact fee program, any type of planning initiative. Councilor Wagner said the telephone charges always go up. She asked Assistant Town Manager/Finance Director S. Hickey when our present telephone contract ended; she responded in 2010.

Town Manager Caron explained that half of the salary and benefits of the Zoning Department is paid out of the General Government. Key changes are contractual.

Planning & Economic Division Development - T. Dolan said the management line is \$26,500 and questioned if a large part of it was for marketing the Pettingill Road area. If it is, it is low. A. Garron responded he is comfortable with it for next year; the following year may be a different situation. T. Dolan stated we are in competition for new industrial business, how are we spending in comparison to other towns. A. Garron responded the only comparable community is Manchester, we are operating at a reduced level compared to the City. T. Dolan said that this is an area we should be sensitive to; we are in competition with other towns. This is one of our better opportunities to put the money out there to get that benefit to our taxpayers. Councilor Wagner asked A. Garron how much per year is the Town adding to the tax base. He responded we average about 250Ksq. ft of office space per year. Councilor Wagner asked how much does the Town spend enticing business into town. He responded he spends a lot of his budget to ensure we are well positioned. She announced we have a new business coming into town. A. Garron replied that Vulcan Flex will be moving their business into town. M. Oswald questioned if the money he had budgeted was sufficient to go for new business. A. Garron responded he will maintain that level for the next year. D. Nowicki suggested actively pursuing business to come to Londonderry by being proactive with our competitors. Can we pursue grants, do we have the

manpower to get them. A. Garron responded we are exceeding what other Economic Development Departments in towns are doing other than Manchester. He proceeded to explain the other towns handling of marketing strategies; the upgrades to our website and our approach is ahead of the curve. He said that staff looks for grants all the time; we are taking big steps to achieving our economic goals. D. Nowicki asked what we are doing for social media, when is the website going to be up and running. A. Garron replied the website is planned to be in operation in December and it is geared to people we want to attract. She also asked if \$26,500.00 is enough. Chairman Brown said his proposed budget is within the guidelines of no greater than 2% increase in budget. A. Garron replied he is working with that.

**Capital Improvements Plan (CIP)** Andre explained the top priority is the North West Fire Station, and roadway maintenance will continue. Priority 2 are: Pettingill Road which is on hold this year, and the Highway Garage Phase II. Priority 3 are: the GIS update which is a continuation of the program with additional fly-overs. Chairman Brown asked if the GIS Program affects the Economic Development Program. A. Garron responded yes, it affects every aspect and will be weaved into our website. Councilor DiMarco asked if the hardware and software were being updated as well, A. Garron responded yes. The GIS Manager has been working closely with the census bureau to make sure we are well represented with the Master Plan update. The Dan Hill Drop Off Center is another Priority 3 project and the Council is the agent to expend for that. At some point PW Director Janusz Czyzowski will appear before the Council to request authorization to expend the funds.

Public Safety –

**Fire/Rescue – Londonderry Fire Chief Kevin MacCaffrie presented.** He reviewed the operational and administrative staffing levels which have not changed. The calls for service were increased in FY09 due to the December ice storm. In FY10 he is projecting 3,125 calls. Budget Chair Mark Oswald asked what are the anticipated increased calls for the I-93 construction and Workforce Housing. He responded I-93 will be a phase in so he is not sure; there will be a little uptake for I-93, but not a significant impact. Workforce housing generally has 200 units which will generate about 100 calls. He said it depends on the density and issues on hand. He stated his budget is a labor intensive operation with personnel costs that are higher. The budget totaled \$5,599,929. Budget Member Tom Dolan asked what budget will we start seeing an impact from the I-93 expansion and is the 2011 budget too early to see that impact. Chief MacCaffrie responded the state has not given us a guideline, their schedule is over the next 8 years for construction start. He stated there is no exact time frame his guess would be at least 2013 before we have an impact. T. Dolan said Mammoth Rd will

have a lot of traffic during the construction period. He asked if the state or federal agencies can help with the manpower for the increased traffic and safety impacts. Chief MacCaffrie stated that the budget proposed keeps us in the 2% cap, the difference between the FY10 and FY11 will be a decrease of \$37,399. It includes the contractual agreements. Personnel costs went up by \$193,487 because of retirement, health insurance and contractual impacts. There will be some impact of staffing levels towards the end of the year. Town Manager Caron clarified that at town meeting last year the taxpayers approved a grant of a one time expense in FY10 of \$252K for air masks that is reflected in the FY10 expenses. Although the overall budget shows a decrease of \$37,399 when you remove that onetime expense from the budget it shows an increase. Town Manager Caron stated that in order to meet Council's directive he had directed police, fire and public works to reduce costs by \$180K. All those reductions will fall from the personnel line items. Capt. MacCaffrie said all his operating costs are basically level funded from the previous year. He proceeded to list the departments priorities; maintain existing level of service; complete building a pre-plan program; continue vehicle replacement plan, build North/West fire station; implementation of Economic Strategic Plan. Councilor DiMarco asked if that plan is the long term plan for additional firefighters. Town Manager Caron stated they will have it in the next couple of budget meetings. Councilor DiMarco asked if that report will include spikes with I-93. Chief MacCaffrie said a group meets every month to plan the project. PW Director Janusz Czyzowski said he is on the committee for the I-93 incident management control meetings every month. The intersection of 28 and 128 needs improvements and he does not see any money coming to the town to help with the detours. Councilor O'Keefe asked if we are considering station sharing with Manchester particularly with the North end of town. Chief MacCaffrie responded he had several meetings, until there is a major influx in one area or another no shift is planned. He spoke about automatic aid. Councilor DiMarco asked if there were any grant application for personnel. Chief MacCaffrie responded yes they have a SAFER Grant with a 12/18/09 due date; one of the stipulations of the grant is if we receive it they cannot lay off any personnel for 5 years. We will get full funding for 4 years; the 5<sup>th</sup> year is on us. Budget Chair Mark Oswald said the Budget Committee this year is taking a pro-active roll in reviewing vehicle fleets for LFD, LPD, PW and the School District The consensus is that they are well maintained and periodic replacements have worked out. Vice Chair Wagner asked when the strategic plan will be available, Town Manager Caron responded we will have it by 11/30/09. She stated they want to see revenue and revenue losses in mutual aid from this plan. Mutual aid comes from the ambulance aid. Chief MacCaffrie stated the call volume has gone up every year. He said it fluctuates from year to year we get more than we give because of the staff levels we have. Discussion ensued about ambulance calls from Elliott and Manchester Airport which generate the two biggest single call volumes. Budget Committee member

Tom Dolan asked the Chief if he knows where the cost even point is with the ambulance calls. He responded it is hard to tell. T. Dolan asked what is the revenue generated from ambulance fees he responded it is approximately \$600K per year that we receive. It is \$804K but we do not collect it all; it also varies year to year. The Chief said that call volume has not gone down in the past 5 years on the average.

**Police** – Londonderry Police Chief Bill Hart and Capt. Gerry Dussault presented. Chief Hart explained that Capts. Dussault, Tatham and Fulone spent a lot of time putting the presentation together and he proceeded to thank them. He reviewed the Mission Statement. He reviewed the organizational chart of top level employees and stated that with 69 sworn officers and 80+ employees they have had 2 internal affairs investigations this year and about 17 written employee complaints most were handled to the satisfaction of the person making the complaint. He proceeded to review the organizational charts of the Operating Division; Uniform & Investigation Bureaus; Communication & ACO Bureaus, Support Services Division, Administrative Service Bureau and the Airport Division. He said his department has seen increases in vice and applications for concealed weapons permits. They are looking at incorporating a paperless system for record retention. Capt. Dussault is working on that project to see if there are actual cost savings. The Chief also said they spend a lot of time in training. The lead time if more police are hired involves an 18 month training period but it takes 3-5 years to have a fully trained police officer. He explained the airport division is down from 25 to 23 officers over the past year. He reviewed the staffing level at the police station and over the last two years they are down 2 sworn personnel; 1 lieutenant and 1 school resource officer. They eliminated their community relations function and reduced their school presence. He reviewed the statistics; there was an increase in calls for service and reports; they think it will be up over 28K incidents this year. Arrests are up, motor vehicle accidents are static. Motor vehicle warnings are up in Londonderry, he explained that education is a fundamental part of what they do. Salary and benefits have not changed much over the years; training and ammunition costs have gone up. He said their goal is to put rifles in all cruisers. He reviewed the maintenance costs of the building and fleet. Fleet maintenance is static; they are looking at a 3 year lease in the coming years. He explained that Ford is considering stop making the 2011-12 Crown Vic for a cruiser. This will make them look at Chevrolets and Dodges. The largest cost in outfitting a cruiser is the cost of the light bar, it is well over \$1K and they have had a grant for 8 of them this year. By using the Fords they have in the past been able to share parts among the other cruisers. If they are forced to switch to the Chevrolets or Dodges that practice will not be able to continue. Councilor DiMarco said a question he gets a lot is why is there so many cruisers in the parking lot. Chief Hart explained that most of the time there are not a lot of cruisers parked in the lot but when the most are

seen are during shift changes. This summer over a 40 day period we had 0 cars in the parking lot, have a minimum staffing of 3 plus one supervisor. On a normal afternoon when they are at their busiest they have 5 cruisers on the road, not counting outside and special details. They have a total of 17 leased cars, 5 are donated. Councilor O'Keefe asked where are the vehicles for the airport. Capt. Dussault explained the airport buys the cruisers, they are located at the airport, every aspect is paid for by airport. Chief Hart reviewed other operational costs. He spoke about the need to maintain the 1.9 officers per 1000 citizens' ratio, and think about the lead time to train somebody. Budget Committee member Richard Dillon asked about using more technology like the possibility of putting more cameras at lights. Chief Hart stated that in NH we are not allowed to put cameras at lights to record license plates. Budget Committee member Todd Joncas asked what the costs will be to change the cruisers to other makes. Chief Hart said it will be about \$13K per unit amortized over a 3 year period. He said they are looking at different scenarios. T. Joncas asked if the Chief had thought about skipping a year in the staggered lease program. Chief Hart said they are doing those kind of analysis now. Councilor DiMarco asked about the succession plan for the K-9 what is his service life; what is the start-up price on a new dog, Capt. Hart said they are considering it they would like to keep the K-9 program. Budget Committee member Deb Nowicki asked if there has been an analysis done about converting to the paperless system and the increase in electrical costs. Chief Hart said that starting on January they will be looking at the costs. D. Nowicki asked why don't we hire only certified officers to cut costs and if so how much would we save. Chief Hart said he does not have that figure but will get it. He said they do save with certified officers because they don't attend the academy and they have field training. Our field training program is more stringent than what is done in the academy. Councilor DiMarco said the document retention for the paperless system will not be cheap; the system will be sophisticated and secured. Capt. Dussault explained the files will be in the IMC system and explained the cost savings involved. Councilor Wagner asked if some things will still have to be hand delivered to Concord per state mandates. Chief Hart responded yes and they have hired an outside vendor to handle those deliveries resulting in a cost savings.

#### Public Works

Councilor DiMarco said the flag mounted on the wall was presented to Council a few weeks ago by Janusz's son who is serving in Iraq.

#### Solid Waste – Public Works Director Janusz Czyzowski and Admin. Assist.

Donna Limoli presented. He said these numbers reflect what he was directed to do by Council and the Town Manager. He reviewed the organization chart and commented that his department still has two staff openings that are not being replaced during this budget season. He

reviewed the Mission Statement. The Environmental Division budget was adjusted due to a new contract, it was over \$2M and it is now \$1,857,034. Recycling is saving the town money and he proceeded to review the costs; solid waste is slightly less this year. He is hoping that the estimate of 11K tons for solid waste will be reduced to 9K tons. He reviewed the solid waste increased items; salaries were increased by moving a highway person to the solid waste line item. T. Dolan asked if his figures on the recycling line include the lease cost of the bins – J. Czyzowski replied no it is under solid waste. T. Dolan asked what is the actual cost of leasing the bins; it is \$76K annual cost for 5 years per Donna Limoli. He said the new system is working they have issued over 2K stickers and over 2K bins.

**Sewer** – J. Czyzowski presented the sewer budget, it is a special revenue account taxpayers do not pay for it. The FY11 budget is \$2,686,076 which is an increase over last years. He reviewed the non-increased items, and mentioned that the sewer user services is the contract we have with Manchester Sewer whose rates are going up. Our usage has increased, our agreement was 6.08%. Our new contract will be 10.16% for the increased capacity. We could go to \$96,341 a 55% increase with full build-out on a monthly basis. The improvements to Manchester Sewer will be \$78M which will be bonded for 20 years; we will be charged \$7,925,643 in total for 10 annual 20-year bonds. Councilor O’Keefe said the bonding will be for sewer usage people, why do other people have to pay if they don’t use it. J. Czyzowski said it only applies to people who have sewer, sewer users pay the entire increase. Councilor O’Keefe asked if we are going to put sewer into south Londonderry past Rt 102. J. Czyzowski said it only goes to the Nevins right now. T. Joncas asked what the increase will be per sewer users. J. Czyzowski said they are reviewing the rates now users won’t be charged until July; they plan to review the rates every 2 years. T. Joncas asked if the rate is based on usage for the residential homes, J. Czyzowski replied yes right now it is \$96/quarter. T. Dolan asked if we are we hitting our limitation with Derry yet, J. Czyzowski replied we are not near capacity with Derry. R. Dillon asked if we have the flow for 3M where are we now. J. Czyzowski said we bought the capacity for 3M, right now we are at 1.5M; right now it is the only time we can have an increase. R. Dillon asked how much capacity do we have for residents and commercial in town. J. Czyzowski said he does not have the figure a lot is based on industrial/commercial acreage. Councilor DiMarco stressed that these fees are incorporated into the sewer rate, the users pay for it. Vice Chair Wagner asked if we are OK with the hydrants, he responded we are OK.

**Highway** – The budget is \$3,273, 204 it is a slight increase. Contractual items and rental items were reviewed; the snow overtime was decreased by the Town Manager. Hydrants are a fixed rate. He reviewed non-increased items they are level funded. Electricity for street lighting increased. Currently there is no increase in fuel prices but he cautioned that depended

on the weather it might be over the line item amount. Vice Chair Wagner asked if they are combining their buying power with other towns or the state. J. Czyzowski replied we have done well on our own.

**J. Czyzowski said the street cleaning and maintenance budget has a slight increase. He explained that shim and overlay should be done every 12 years, he pointed out it is very important not to fall behind. He reviewed roads that were just shimmed and overlaid. The highway reconstruction budget is \$40K; he is submitting a warrant article for \$1,048,000 for the FY11 budget. He reviewed repair strategies & estimated costs. The 09-10 constructions were Judy Dr. Willow Lane and Bartley Hill Rd. For the FY11 budget he proposed Clark Rd. (section) Litchfield Rd culvert, Litchfield Rd, Stokes Rd. and the South Road culvert.**

#### General Government

**Town Council – Town Manager Dave Caron presented and reviewed the general government budget.**

**The Town Council budget is \$12,825 the increase is due to elected officials' pay being reinstated.**

**Moderator – Budget is \$300 no changes**

**Budget Committee – no changes down to \$50.00**

**General Government includes repairs and maintenance services, and we are in partnership with the schools for maintenance on the grounds. The request is down overall 4% or \$19,514.**

**Town Manager's Budget – all the operating line items are level funded. The budget is \$419,711, and is up 3% due to employee benefit costs.**

**Legal Budget – is level funded at \$120K. It funds all legal needs for all departments. The Collective Bargaining budget is anticipating negotiating 3 contracts, we have two fact finding reports to approve at town meeting. Town Manager Caron explained that when we go through the fact finder and mediation process each party is responsible for half the costs of the fact finder and mediator fees.**

#### Finance & Administration

**Finance – Assistant Town Manager and Finance Director Susan Hickey presented. Her budget is \$34,834, which is an increase of 7%. This increase is due to salaries which went up and Health Insurance costs. Operational line items have been level funded from FY10.**



**Human Resources – ATM/Fin. Dir. S. Hickey said the budget is included in the Finance Division section. She proceeded to list the HR statistics. Councilor DiMarco asked if there were any plans for software upgrades. S. Hickey responded no we implemented New World within the last two years.**

**Assessing – Town Assessor Karen Marchant presented her operating budget it is level funded, there are no updates for this year. There is a small increase for one out of 4 people in the department which is contractual. Councilor DiMarco asked if the phone usage is divided up between each department. S. Hickey responded there are two components; the regular phone charge and the trunk line. The previous Town Administrator had signed a 10 year for a Centrex line that is expensive. We will be out of that contract in 12/10. The cost for the trunk line is allocated to each department. It was built on an elevating scale, we can not get out until 12/10. Councilor Wagner asked how much of a savings do we anticipate. Town Manager Caron said he will get some numbers during this budget process, we expect it to go down. He said the savings are not calculated into this budget; he hopes to come back with a reduction in January. Don Joncas asked what is the cost of the Centrex system. S. Hickey said it is incorporated into our monthly invoice and varies from \$3,300 to \$5,000 per month. D. Nowicki asked K. Marchant if she had adequate staffing to get things done with the influx of record keeping needed now and mentioned her visit to the Assessing Dept. Her property record card was not up-to-date. K. Marchant responded usually the dates are entered the date the assessors were at the house. If the date was not listed it was due to an oversight. She explained they have a policy that if the tax bills just went out they give the people chances to apply for an abatement. They don't want to change their values for next year when they will be in shortly for an abatement. The data entry for 2010 is not done until after the first of the year. She explained data entry is weather driven if it is a good day the assessor is out measuring if a bad day the employee is in the office entering data. She explained that all the deeds and registry of sales are obtained from the Registry of Deeds. It takes about 15 days to have the previous month's sales in the system.**

**Town Clerk/Tax Collector – Town Clerk/Tax Collector Meg Seymour presented. She is requesting \$64,048.00 for the FY10-11 in non contractual obligations, an increase of \$4,588.00 in overall expenses. The increase was due to postal increases, increase in seminars and workshops, travel and mileage has decreased. She said they received an additional revenue of \$9,700 for civil forfeitures. Contractual expenses have increased due to town elections which have gone from 1 to 3 elections.**

**IT - ATM/Fin. Dir. Sue Hickey presented. There is an increase of 1% for contracted services. Machinery/Equipment shows a decrease of \$20,187. Councilor DiMarco confirmed that the contract is up in FY11. Town**

**Manager Caron stated we have a yearly agreement with EagleVue. Last year Council directed that we go out and take a look every 4-5 years and we will look at it this year.**

**Human Services – ATM/Fin. Dir. Sue Hickey presented. The budget decrease from FY10 is \$4K. She explained the adjustments. This division is outsourced to CHS in Derry, no staff in the office. Welfare was outsourced to CHS in Derry we no longer have staff. M. Oswald asked if the people know where to go. S. Hickey responded people know. The van at the Senior Center provides transportation. She said she has not had any negative feedback. M. Oswald asked what are the savings to the Town; she said she will get back to him with that information. Town Manager Caron said CHS manages other programs so they enhance our statutory responsibilities. D. Nowicki asked if the organizations we contribute to are legitimate. S. Hickey said the organizations make a presentation every other year to the Budget Committee and the Budget Committee makes the recommendation to Town Council.**

**Debt Service - ATM/Fin. Dir. Sue Hickey presented – it is level funded. Councilor Wagner asked if anything is dropping off soon. Town Manager Caron showed a slide that represents principal only, he said each year we pay a level principal payment, interest costs are dropping off every year. S. Hickey said the bonds that are dropping off in FY10 are water, sewer and public improvements. Councilor Wagner said based on the information provided we could see in 5 years 4 bonds dropping off. Town Manager said most of the larger debt issues will be with the Town for awhile. T. Dolan asked if we are still collecting impact fees for the library. Town Manager responded yes, and for fire facility, police facility and we have about \$80K in revenue that is being applied to the library and the police department debt schedule.**

**Municipal Insurance – Town Manager Caron said this is our general insurance coverage which funds all causality-liability, property, and vehicle insurance. We are currently with the Local Government Center (LGC). We are seeing increases in the past few years of 6-8% primarily because of the past 4-5 years there have been no increases by drawing down fund balance.**

**Supervisors of the Checklist – Deborah Currier and Ann Warner were in attendance. They reviewed their duties. They said this year's budget will be \$17,154K, an increase of \$8,462K in overall expenses. The increase was due to 2 extra elections this year resulting in an increase in their time. D. Currier gave a brief overview of the purge process which involves taking a list of people who have not voted in town meeting who by law have to be taken of the voter list. If by June 1<sup>st</sup> the person has not re-registered they are notified by mail and dropped from the list. A suggestion was made to**

put a notification on the website. Town Clerk/Tax Collector (TC/TC) M. Seymour notified Council that this happens every 10 years. She said the voters can come into the TC/TC's office any day during business hours to register. Budget member Richard Dillon asked how do they accommodate this burden. A. Currier said the computerized system helps but they have to scan everything. R. Dillon stated there is a \$5K difference in the budget how will it be done without the \$5K. A. Currier responded they were over budget last year and may be over again. They anticipate an increase of 4 hours per week. M. Seymour said the new system was implemented within the last 2 years; it is too hard for D. Currier to tell you how many hours will be needed. She said her staff is available to help them. Budget member D. Nowicki questioned the salary for the part-time poll workers; she asked if the volunteers get paid. D. Currier responded they get minimum wage. M. Seymour stated that poll workers are under the TC/TC budget.

#### General Government

**Cemeteries – Carolyn O'Connor presented. She reviewed the budget for the 8 cemeteries in town that are all level funded. The budget for \$34,945 is for maintenance costs and we are currently only selling plots in the Pillsbury cemetery. She anticipates it will cost \$210K for completion of Pillsbury Cemetery Phase II. Phase I has 69 plots remaining, 8 are only for cremation. She said that they anticipate by the end of FY13 all plots will be sold. Phase II will have 296 lots which have a life of 15 years before we run out of spaces. Budget member T. Dolan said some cemeteries are allowing burials one on top of another. Is that an option for us? C. O'Connor said she will review that with the Town Sexton, Kent Allen but we run into a ledge problem at that cemetery. She said they can look into it for Phase II. D. Nowicki said the maintenance costs are \$35K per year, when someone buys a plot is that considered revenue that is incorporated into the maintenance of the plots. C. O'Connor stated that the funds that are paid for the purchase of a plot are paid to the Cemetery Trustees that goes into trust funds. The income of the trust fund of \$17,500 offset operating costs; you can only spend the income. T. Joncas asked where does \$210K show. S. Hickey said it is listed under capital outlay on pg 118. R. Dillon asked how many acres are there in the Phase II. C. O'Connor said she will provide the information on 11/23. T. Dolan clarified the \$210K item is not in the general budget, it is Article 9 as a separate warrant article so the voters will be able to vote on it.**

**Historic District Commission/Morrison House – Town Manager said the budget for the Heritage Commission was level funded at \$870.00. The Morrison house is level funded at \$8,500. It pays for maintenance and upkeep of the bldg. The construction that you see recently was funded by the remainder of a warrant article passed 4 years ago. The money was originally raised to**

dismantle the original building to store it and at town meeting the intent was amended to start reconstruction; he noted material donations for the project from Continental Paving, Inc.

**Conservation Commission – Town Manager Caron said this commission is level funded; their budget request is \$3,500K. Councilor O’Keefe asked for a break down of that. S. Hickey responded \$900.00 for NHACC dues, \$150. is for miscellaneous office supplies, \$150. is for secretarial expenses and legal notices, \$125. is for reimbursement for different classes and reference materials, \$2K for base-line monitoring and management, survey work and grant applications. Budget member M. Oswald explained that the \$2K for baseline studies expenses would be a lot more expensive if we did not have the fortune to get interns from UNH to perform the duties, it would cost a lot more to have staff do it.**

#### Community Services

**Cable – Cable Access Center Director Dottie Grover presented. She pointed out that her budget is funded through revenues not tax dollars. She reviewed the increases of \$11,305, she explained all increases on the slide and how she is addressing them. A decrease of \$7,700 was explained The difference between increases and decreases is about \$4K. Machinery and equipment went up to \$116,550. She wants to use special revenue funds along with annual revenues to replace three studio cameras; 2 camcorders; a G-5 edit system. She would like to purchase a tricaster; cyclorama; wireless portacoms and wireless mics. T. Joncas said the electric went up, listed on page 127 why is there a difference between the \$3,100 listed on the slid presented tonight and what was listed on page 127 of the budget book. D. Grover said they were looking at a 2 yr increase rather than the 1 year increase listed on the slide. Councilor O’Keefe asked if there was a reason why she uses 3 cameras at the same time. D. Grover responded there is a difference. They need three the same age purchased at the same time because the models change. Councilor O’Keefe asked when was the last time the cameras were purchased she responded the existing ones are 10 yrs old. Councilor DiMarco asked if the cameras and other equipment had any re-sale value, D. Grover responded she will look at that. Councilor Wagner confirmed that the facilities will stay the same everyone will have use of the new equipment, D. Grover confirmed that is the way it will stay. D. Nowicki suggested instead of re-selling them have some of the students use the old equipment. D. Grover said the students will be using the new equipment until noon every day. It is not convenient to keep the older ones and use them for remote shoots because they are very heavy. She said she has a part-time volunteer coordinator who is paid for by the ABLE program for 20 hrs/week. Her position has ended. D. Grover said she would like to hire this person because she has invested time and money into her training. The salary would be \$10,400 per year with no benefits. She**

said in the past few years there has been a targeted transfer of \$40K from the Special Reserve Fund to the General Fund. and she would like to see that money not be transferred this fiscal year. Comcast is watching that and it is a reason for them to take that money back. Councilor O'Keefe said he does not see that about the reserve fund, he would like to wait and see. He said he is not so sure we could go another year with adding another position. Other departments have not been able to have new hires, look at it next year. D. Grover said it is highly possible that person will not be there next year. Councilor DiMarco asked Town Manager Caron if he has proposed moving the \$40K special reserve for this year, he responded it has already been moved this year. Councilor DiMarco asked if there is any planning in the Cable Dept. to have a mini-capital reserve for long term equipment planning. D. Grover said she has a 5 year plan to move into the digital world, any money not spent in the capital reserve fund is used. Councilor DiMarco said he agrees with Councilor O'Keefe about the part-time position, they eliminated a position in the LPD he said he cannot justify hiring a new person, wait another year. Budget member T. Dolan agrees to wait until we fill the part-time position. He suggested maybe requesting a contracted service for this person as an alternate approach. He said tapping into the special reserve fund as a one time or two year thing has risks involved if we continue; it is not good long term policy. People choose to pay this as part of their cable fee not out of a mandatory tax. In the future the entire cable cost might be on the shoulders of the taxpayers because the funds are being misused by communities. He said he is concerned that those who replace us will have to deal with this. D. Nowicki asked for an explanation of the ABLE program; D. Grover explained it is a federally funded program that is a maximum of two years; we do not pay anything other than sending that person to training. Councilor Wagner stated that everyone in the state will have to look into the franchise thing with Comcast. She agreed with Councilors O'Keefe and DiMarco, now is not the time to hire another person.

**Recreation – Recreation Director Art Psaledas presented. He said his budget is \$144,788K resulting in an overall increase of \$371.00. He stated his division basically functions with volunteers and they are in collaboration with the School District and the town. He said the number of participants on the youth side is extremely high and it has remained stable. Future needs indicate we are in good shape, need some more practice space and better times for some groups. He stated that they need more game time for women's softball and more space for wrestling. He stated if they could light the high school girl's softball field at night it would allow more use. If they can do that it would be cheaper than building another field. He said he has not had to hire new part-time summer people due to the economy. Water and electricity are the highest parts of the budget, this year he still has a flat budget. Councilor DiMarco said the general expenses are up 129%. A. Psaledas said they have moved things around to get it appropriated. Vice**

**Chair Wagner asked if the Recreation Director was requesting taking impact fees to light the softball fields at night – he responded yes that was the plan. If they do not have enough impact fees they will do fundraisers.**

**Senior Affairs – Senior Affairs Director Sara Landry presented. Her budget is \$54,198 level funded. She proceeded to explain the program highlighting their association with the YMCA for a lot of programs. D. Jorgensen asked why there is a decrease in the budget from FY10. S. Landry explained that was the year they were asked to reduce so they went up in fees for programs and charged impact fees. She said they are working on getting donations to offset expenses. Councilor DiMarco asked if the senior center repairs come out of this budget; Town Manager Caron responded 90% of the repairs come out of the maintenance trust fund. Councilor DiMarco asked if the construction goes forward for the new North Fire Station what will the empty space be used for. Town Manager Caron responded the space will be used for parking. S. Landry said she gave a space needs proposal to the Town Manager a few years ago. One of the big problems they have is with parking and it will be a lot of money to do that. Vice Chair Wagner asked if the building (old North Fire) is coming down. Town Manager Caron responded he does not see any need in keeping it, if the senior center expands they might consider that site, but not the fire station structure.**

**Library – Library Director Barbara Ostertag-Holtkamp said her budget increased by \$78, 945 in personnel and benefit costs. The majority of the increase is due to \$28,661 or 36.7% due to employee status changes in health insurance. The other line items have an overall reduction of. \$920. She proceeded to review statistics and said the Library had a productive year. She said they returned \$5,425.78 to the town; the overall budget was reduced by \$8, 885 from FY 07 to FY08. She asked that some of the reductions made by the Town Manager for this budget be returned. They had \$2,500 reduced from management services they are requesting that back because the overall program attendance from last year increased by 67.16%. They had more participant’s costs and it costs more money to provide those services. She is also requesting \$2,230 back from seminars/workshop to fund contractual obligations. The part-time custodial has been reduced. For years the library has had their own part-time custodian that they shared with the school district for about 20 hours per week. The Town Manger informed the library that that service will stop 6/30/10. She proceeded to read part of the job description and listed the significant amount of repairs from last year. They need a part-time maintenance position it is not a custodial cleaning position at 20hrs/wk at \$17/hr, no benefits just social security and Medicare which would roughly be over \$19K. She stated that the library would like to hire a part-time employee for this position. Councilor DiMarco asked if the position is included in the budget; B. Holtkamp said it was removed by the Town**

**Manager. Budget member M. Oswald asked what is the hourly rate being paid by the school district for this employee now? B.Holtkamp did not know, it is a full time position with benefits you would have to get the information from the SAU. Vice Chair Wagner asked S. Hickey to get that breakdown for the next meeting, she responded she would. M. Oswald said if we have experienced people at the school district that would be the way to go. B. Holtkamp stated she would like to make it an employee position but if she had to hire out on a contract basis she would do that, whatever is cheaper. T. Joncas asked for justification for the various employees, why so much staff at the library. B. Holtkamp explained they never had additional staff; they always restructure to meet their needs. She proceeded to explain the prior jobs that were eliminated and how they re-assigned the work duties. T. Joncas asked her if she has the right staff to support her needs. B. Holtkamp said she needs more staff but due to budget constraints needs the current staff cannot be reduced. D. Nowicki asked are all seminars and programs offered free of charge, she responded they are free. D. Nowicki asked if there was any possibility of charging fees to use conference rooms or charge for taking courses, for usage of computers, etc.**

**Family Mediation – Joanne McKay said she offers family mediation services to youths who are in conflict and she works with the seniors at the senior center. Her budget is level funded. M. Oswald asked her if she sees an increase in demand for her services. J. McKay responded it is a time thing; sometimes she just supplies additional skills. It is learning new methods of communicating. The people have to make a commitment to come to her sessions.**

**T. Dolan asked what was the guidance provided to the Department Heads when they brought in their budgets. Town Manager Caron responded that finance input all personnel information; operating costs were the bottom line; capital costs were carried forward with CIP recommendations, new positions brought forward for 2%. This allowed us to get the capital going forward again. T. Dolan said it will be worthwhile at future workshops to look at those parts that do not meet that criteria. Some budgets today went away from the guidelines.**

**Vice Chair Wagner said for the next meeting they would like to see the breakdown for the custodial services offered by the school district. She also requested a break down of how many hours per week they were at the library. T. Dolan requested we rank order the percent increases in the budget; look at the biggest department increases that are over 2% and go down. M. Oswald said at the 12/7/09 meeting he would like to have the requested information of the impact of I-93 and workforce housing.**

**Vice Chair Wagner said the Budget Committee Chair requested the Budget Committee members stay for a quick meeting after this meeting**

**Councilor O’Keefe made a motion to adjourn at 2:45 PM, second, Councilor DiMarco Council’s vote 4-0-0.**

**Notes and Tapes by: Margo Lapietro Date: 11/16/09**

**Minutes Typed by: Margo Lapietro Date: 12/ 01/09**

**Approved; Town Council Date:**



**TOWN COUNCIL BUDGET WORKSHOP MEETING**  
**November 23, 2009**

The Town Council meeting was held in the Moose Hill Council Chambers, Town Hall, 268B Mammoth Road, Londonderry.

**PRESENT:** Town Council: Chairman Mike Brown; Vice Chairperson, Kathy Wagner; Councilors: Brian Farmer; Sean O'Keefe; Paul DiMarco; Town Manager Dave Caron; Assistant Town Manager, Finance Director, Sue Hickey; Executive Assistant, Margo Lapietro.

**Budget Committee Members:** Chairman Mark Oswald; Vice Chairman Tom Dolan; Secretary Todd Joncas; Richard Dillon; Jay Hooley; Don Jorgensen; Deborah Nowicki

**CALL TO ORDER – PUBLIC SESSION**

Chairman Brown opened the meeting at 7:02 PM with the Pledge of Allegiance. This was followed by a moment of silence for the men and women fighting for our country.

**Chairman Brown said we are meeting tonight for a follow-up to the Council/Budget Workshop held on Saturday 11/21/09. ATM/Finance Director Susan Hickey distributed a memo dated 11/23/09 where she listed follow-up questions from the 11/21/09 Budget Workshop. She proceeded to review the answers in the memo.**

**The total numbers of acres in Pillsbury Cemetery was a question asked by Council. The total is 2.10 acres; Phase I is .90 acres, Phase II is 1.2 acres.**

**Council requested the total salary for the school maintenance personnel assigned to the Library and the average number of hours worked per week at the Library. The employee worked at the Library approximately 6 hours per day, the total salary is \$42,178; benefits are \$23,751. The value of the library work is approximately \$49,447.**

**Request by Council to provide percentage increases from the FY11 budget to the FY10 budget by department and a spreadsheet was supplied.**

**Councilor Wagner said she would rather pay \$7K at the school if we can contract them vs. paying \$18K per year. Councilor O'Keefe agreed with that and asked why the school was going to discontinue the practice. Councilor Wagner said the School determined last year that was a figure in the budget that they did not want and they decided they could drop it and gave us a years notice. She said they are no longer offering paying for the**

service. Town Manager Caron said he spoke with SAU Business Administrator Peter Curro today and they will continue the service if the town will pay their portion of the share of that position. Councilor O' Keefe stated he would like to keep it that way. Library Director Barbara Ostertag-Holtkamp asked if she could clarify. She said she got an e-mail from P. Curro where he stated the total cost of the school custodian is \$69,729 with salary and benefits. She said she gets approximately 5 hours a day from the maintenance person. The cost is really \$43,580 and the library is suggesting hiring someone for 20 hours per week at \$17.00/hr with the benefits it will only cost \$19K. She said if we contract with the school it will cost more money because they have to pay health insurance and retirement. They actually pay the person \$20.28 per hour where we are looking to hire someone at \$17.00/hour, it is not cost effective to continue with the school. B. Holtkamp said the library would only be paying \$19K per year versus the \$49,447 being charged by the school. Budget member Todd Joncas suggested having a study on exactly what time is really needed; he said he does not think 6 hours a day is needed. B. Holtkamp said she can get that information based on the time sheets. Budget member Tom Dolan said the confusion in the discussion was the services of a custodian versus a maintenance services. B. Holtkamp verified the school district employee did not ever do any cleaning just an occasional emergency clean-up. The services for this position are strictly maintenance, they would only do small repairs. The Library changed the title to maintenance technician the position is not to do cleaning. They have the same cleaning company that the town hall has. She proceeded to list the duties of the position and all the repairs that they incurred this past year. She said this position has been a position for the past 10 years. Councilor Farmer clarified that this begins with the school district wanting to get this off their books. The Library Trustees want to have this position filled. He said he would like to see the time sheets and an analysis of the 20 hrs./week as well as look at an agreement that documents the position. Chairman Brown asked if the part-time person she is considering would be in a bargaining unit. B. Holtkamp responded that person would not be in a bargaining unit, they would not be eligible for any pro-rated vacation, holiday, sick time, etc. She stated that the 20 hours was based on the prior time sheets. If you hire your own employee than you can schedule them when you need them. Councilors Farmer and Brown questioned they would not be in a union. She said they would have to work at least 28 hours to receive pro-rated benefits. Budget member Rich Dillon said the duties listed require a person who is licensed. She said that they are trying to get someone who has a specific skill set. If they don't have that skill they have to have the knowledge to oversee what is going on. She further stated that she didn't know the rate of the school, now she is not sure if she can get that person for that amount of money. Budget member Deborah Nowicki said a lot of the items listed appeared to be quarterly inspections. B. Holtkamp said they were not included, she said she listed only the repairs. D. Nowicki

said she wants everything broken down weekly, daily monthly and quarterly D. Nowicki said it is unrealistic to get a plumber, electrician or a boiler expert for \$17.00/hr. Councilor DiMarco said that he remembered from last year that we as a town council provide the Library Trustees with a budget and it would be a bottom line budget, Town Manager Caron responded that is correct. He stated that the Town Manager's suggested budget is \$1,314,204. Councilor DiMarco said the Council directive was to develop a budget which results in no greater than a 2% increase. The budget proposed by the Library Director is a 6.3% increase, \$78K more than the prior year. He said the Library Director needs to cut her budget. B. Holtkamp responded that the major increases are due to health insurance, retirement increases and contractual costs. Budget member Mark Oswald said the position does not currently exist. He asked how did she arrive at the \$17.00 figure. She said she watched papers and contacted agencies to see what they were getting. M. Oswald asked if the hours could be flexible, she responded yes it is better for them. M. Oswald said he agrees with Councilor DiMarco 2% was the directive Council provided to the Town Manager. Chairman Brown said the directive was for the Town Manager to develop a budget which resulted in no greater than a 2% increase in the town portion of the tax rate which is different than the increase that he is showing us in this budget. Chairman Brown said that S. Hickey gave a spreadsheet showing the trend year over year of the increases and decreases to the budget by department level and it is actually showing a 2.9% increase from last year. The slide that was shown on Saturday says that you are meeting the directive of less than a 2% tax rate increase on the town side. Town Manager Caron said that was correct; his directive from the Council was to return with a budget showing no more than 2% on the tax rate. The variables are in three areas that impact the tax rate

1. General Fund
2. Capital Reserve & Maintenance
3. Overlay reserve fund

Direction to the departments was that finance will calculate personnel costs based on the current roster of employees. Operating costs were "trued up" during last year's budget; he said he does not want to see an increase in the operating budget. Initially we carried forward the CIP recommendations for capital improvements. Insurance costs impacted small departments. Each department was reviewed on a department by department basis with the overall goal to meet the goal of less than a 2% rate increase. Councilor Brown said the general fund which is the operating budget as it was presented was a \$4.46 tax rate impact. Town Manager Caron explained the collective bargaining impact was 3 cents which was the police contract. The overlay and veterans was .18 which is a total tax increase of .09 and increase of 1.88% which is less than the directive as it stands today. Chairman Brown said some departments have more than 2%. Town

Manager Caron said they also have to consider the amount of money being raised and offsetting revenues for net to be raised for taxation. Depending on what that net result will be against our assessment base will determine the tax rate. We had some reductions in estimated revenues and some increases in estimated revenues projected for FY11. That essentially softens the impact of 2.7% spending adjustment on the general fund. If our revenues are flat as predicted for FY11 you would see a larger tax rate increase. We have some revenues we think will increase in FY11, some will go down in FY09 & FY10 if you put all those into the mix it comes out of a net to be raised by taxation and that will impact taxes. Chairman Brown asked what can happen between now and when we finish this budget process that could cause that 1.88%. to go up above the directive Town Manager Caron responded we are currently in negotiation with 2 union contracts, if the Council recommended a Fact Finder Report or if either of those units negotiated with the town and the Council agreed to support those two warrant articles it would increase the budget. If we have any additional costs coming through which he said he did not anticipate at this point that would impact the taxes. The biggest impact right now is if the Council will agree to the two Fact Finders Reports and or subsequent collective bargaining agreements. Chairman Brown said it is important to know that this directive is on 1/3 of the tax payers' tax bill Councillor O'Keefe asked Town Manager Caron what do we currently do on maintenance issues at the Cable Studio, Town Hall and the Police Station. He responded that the police have their own separate maintenance person. Carolyn O'Connor coordinates buildings grounds management. We have maintenance contracts on most of our mechanical equipment, (HVAC, Fire Alarm System, Fire Sprinkler System). Every two years she bids out contracts for plumbing and electrical. She also bids lawn maintenance for the school and town. The school has been very accommodating and does help with maintenance services, it is a common sense approach on how we handle issues, emergency things get done immediately if not an emergency we see if the school can accommodate us. We compile a "laundry list" for an outside contractor to handle things we can't get done. Councillor O'Keefe asked if we could accommodate the library? Town Manager Caron responded we could accommodate them but we need a clear understanding of the expectation on when things will be completed. Councillor O'Keefe said he would be comfortable with working with what we have rather than going out and hiring someone else for the position. T. Dolan said he noted on Appendix B the difference between the Department Head budget and the Town Manager budget on the library is coincidentally almost the exact same amount of \$17K. B. Holtkamp clarified that the Town Manager cut \$20K from part-time and cut \$2,500 from management services, he cut \$2,230. from seminars/workshops, cut \$2K from maintenance and cut \$10K from books and periodicals. Councillor Wagner asked Town Manager Caron how much the maintenance budget is on all facilities. He said he could get that figure, he does know we have raised

**\$100K from the Trust Fund. Out of the Trust Fund we budget between \$15K and \$20K for general building maintenance; he can get more information for next Monday. Councilor Wagner asked Library Director Holtkamp if she would be comfortable with this arrangement. She replied it depends on what the issue is because they have direct public contact. She said she would be thrilled if the School or Town could help them with the issue. T. Joncas said Councilor O’Keefe’s suggestion is good; using the common sense approach makes sense.**

**Councilor Brown said on slide 7 provided on Saturday the General Fund increased by 2.44%, but the spreadsheet tonight says 2.79%. Town Manager Caron said the slide presented on Saturday is the more accurate number. He said they are missing a line item somewhere and in order to create this spreadsheet they had to move information over from a different software package. He said he will go back and re-check but the 2.44% is correct. He explained the reason the spreadsheet was generated was that there was a question regarding how the departments performed by submitting budgets to the Town Manager and Finance. You will see with the operating costs a vast majority of the departments did not have extraordinary expenses. He proceeded to explain the changes in percentages but the costs are not up. Chairman Brown said the Department Heads did an excellent job of adhering to the flat line of operating costs. Chairman Brown said the total operating cost is just 2.2% and it was pretty good. Town Manager Caron said the personnel costs are total personnel costs not salary adjustments. All salary adjustments are directed by the different collective bargaining units. There are really three factors: salary adjustments, health insurance increases, retirement increases, all affect the police and fire. Municipal insurance is increased due to unemployment compensation.**

**T. Dolan said he had requested looking at those significant line items that are in excess of 2% and look at them only and spend the most time on them instead of spending a lot of time on the lesser line items.**

**Chairman Brown asked if the general public had any questions, none were asked.**

**Councilor Wagner asked Chief Hart if he had enough money in his budget for each cruiser to have a lock-out kit, camera with batteries and a memory chip. He said the suggestion was made for lock-out kits. He said it made sense because it was one of the best community tools they could have. They took a portion of drug money they received from drug arrests and on 11/30 every patrol car will have cameras with memory chip in each car. He said this was done at no cost to the taxpayers.**

**Chairman Brown said the next workshop is 11/30 action items will be looked at**

**then. He noted that the first public hearing on the budget is on 1/4/10 or on 1/7/10.**

Councilor O'Keefe made a motion to adjourn at 8:15 PM, second Councilor DiMarco. Council's vote 5-0-0.

**Notes and Tapes by:**                      **Margo Lapietro**                      **Date: 11/23/09**

**Minutes Typed by:**                      **Margo Lapietro**                      **Date: 11/ 24 /09**

**Approved;**                                      **Town Council**                                      **Date:**