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### TOWN COUNCIL MEETING November 20, 2010

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

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PRESENT: Town Council: Chairman Paul DiMarco: Vice Chairperson, Sean O'Keefe; Councilors: Mike Brown; Tom Dolan; John Farrell; Town Manager Dave Caron; Assistant Town Manager – Finance & Administration, Sue Hickey; Executive Assistant, Margo Lapietro.

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Budget Committee Members: Chairman Don Jorgensen; Vice Chair Todd Joncas; Secretary Richard Dillon; John Curran; Dan Lekas; Mark Oswald; and Lisa Whittemore.

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# CALL TO ORDER - PUBLIC SESSION

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Chairman DiMarco opened the meeting at 8:02 AM with the Pledge of Allegiance. This was followed by a moment of silence for the men and women fighting for our country.

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BUDGET WORKSHOP - 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 a surplus of a little over \$1/2M which was a result of departments returning 1.25% of their appropriations to offset the anticipated revenue shortfalls. Council's directive was to develop a budget with a level tax rate from 2010 which is \$4.74. The budget also needed to fund the New Hampshire Retirement cost increases, health insurance increases and collective bargaining obligations. Two years ago due to economic conditions the Town impacted the long term budget planning initiatives and then established a recovery plan to return to customary levels by FY12. Due to continued unfavorable economic conditions the recovery period is extended to FY15. He proceeded to review the areas of the budget that corresponds with the Warrant every year. Only a few areas impact the tax rate including the General Fund Budget; Capital Reserve Expendable Maintenance Trust Funds, Veterans' Exemptions/Overlay and Collective Bargaining Agreements. The General Fund Budget request for FY12 is about \$315K less than the current operating budget. There is a \$115K reduction in personnel costs; employee benefits increased by \$484,668; operating costs are down by \$727,520 and debt service is up by \$42K. The Town Manager reminded the Council that the Revolving Fund Police Detail is totally funded by Manchester-Boston Regional Airport (MHT). The Town also receives a 10% administrative reimbursement fee on some personnel costs from MHT. On bond issues he is recommending only one bond for the Highway Road Management. Pettengill Road is not being recommended due to staff continuing to seek partnerships to reduce the local share of the costs; it is currently not included in the FY12 budget. Debt service has been fairly constant for the past 3 years. The Town has 3 Special Revenue Funds that are self-funded, which include Police Outside Details, Sewer Division Expenses and the Cable Division Expenses and require no taxpayer support. They are fairly level funded with the exception of the Cable Division and he is recommending reducing that department by one full-time employee. The sewer transfer to the General Fund to help defray general administrative expenses allocated to sewer division matters is up \$20K.

46 47 The Capital Reserve/Maintenance Trust Fund had a multi-year recovery program to return the 48 town investment to pre-recessionary levels but it has been extended to FY15. It is proposed to 49 take \$50K from the Undesignated Fund Balance to complete funding for the Master Plan update. 50 He proceeded to explain the Recovery Plan using more of the Undesignated Fund Balance than 51 There are two unresolved Collective Bargaining Agreements that may originally planned. 52 appear on the Warrant, which are LEEA (Department Managers) and IAFF (Firefighters) Overlay Account is set at \$245K. The Veteran's exemptions have been level funded at \$488K to 53 maintain individual exemption amounts to a maximum level of \$500.00. He explained the 54 revenue trends that are down to include motor vehicle permit fees; building permit fees; interest 55 56 on deposits. He reviewed a summary of estimated revenues for the General Fund Operating Budget totaling non-property tax revenues of \$10,822,683. He explained the use of the 57 58 Undesignated Fund Balance involving \$48K for interest & costs on the FY12 bond; Master Plan 59 Update cost of \$50K; Expendable Maintenance Trust of \$125K; Capital Reserve of \$105K; and 60 the Overlay Account of \$125K. He explained the Fund Balance is getting smaller each year as budgets get tighter. The Estimated Town Tax Rate is \$4.74. He reviewed the Budget Review 61 62 Schedule. Councilor Brown clarified there were no cuts in veterans exemptions. Town Manager Caron responded that is correct. Councilor Brown verified that there is no bond being posted at 63 64 this time for Pettengill Road, Town Manager Caron responded that is correct. Councilor Brown 65 stated that the trend for motor vehicle permit fees, building permit fees and interest on deposits are all down. Councilor Brown said that the General Fund Budget shows a decrease in proposed 66 appropriations at \$315,368 or 3.15%. Councilor Brown said that traditionally we have given the 67 68 Town Manager a default goal. Budget member Todd Joncas asked about the state aid at \$1.8M. The Town Manager explained that the state has pulled back on its long-standing promise to fund 69 35% of public safety retirement costs, which is now funded at 25%. The Town lost \$300K in 70 71 general revenue sharing from the state two years ago; the remaining state aid is in rooms and meals about \$1M and Highway Aid (\$500K), which has been stable. We have contractual 72 73 agreements with the state to pay off some of our sewer debt and landfill debt at Auburn Road. T. 74 Joncas asked about the departmental income of \$803,750; Town Manager Caron responded ambulance fees comprise \$450K-\$600K of that amount. 75

#### **Community Development**

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Community Development Director Andre Garron presented, along with Senior Building Inspector Richard Canuel and Town Planner Tim Thompson.

Zoning/Building/Health Department/Code Enforcement - Key changes are contractual, salary & other associated benefit lines were increased to reflect the Town Manager's proposal to transfer the fire inspector position to the Building Department. The Building Department proposes adding two new fees associated with the Town Council's direction to identify obsolete or redundant policies. Richard Canuel reviewed revenues, mainly permit fees. To make up for the revenue shortfall, he proposes increasing our fees for plan review and permitting. By doing this it will make our fees comparable to the neighboring communities and increase our revenue by about \$1,500 projected for next year. They are taking a look at implementing a mechanical permit for HVAC and industrial commercial exhaust systems which would generate an estimate of \$12K next year. They reviewed the fire inspector duties and found that some duties overlapped. They will look at the fees they charge as well as the building department end to see if there is a possible revenue gain for the department. A. Garron said they are proposing to increase the ZBA application fee which has not been adjusted in over 20 years from \$60 to \$95.

He reviewed the revenue sources totaling \$14,130. He reviewed the Zoning/Building/Health/Code Enforcement budget that totaled \$395,996. The Zoning budget key changes are contractual; half of the salary is paid by the General Government. The 2012 proposed budget is \$872,219. The target amount is \$785,523.09.

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Capital Improvements Plan (CIP) Tim Thompson explained the Priority 1 & 2 projects that the Planning Board had approved of the CIP as part of FY12 budget. The Town Manager is recommending the bond for the DPW Roadway Rehab/Reconstruction program. The second is the Pettengill Road project which is not being recommended to move forward this year as he has already explained. Priority 2 projects are: the DPW highway garage; Rt. 28/102 corridor plan update and the Sanborn Road off-site improvements. Priority 3 projects are: Master Plan update, DPW Recovery Way drop off center improvements and the GIS update & maintenance program. Councilor Dolan asked S. Hickey what the impact would be of a million dollar bond for roads. Town Manager Caron said the policy position is to pay off highway bonds in 10 years. He explained a principal payment of \$125K is about 4 cents on the tax rate in FY13. There would be no tax impact in FY12. Councilor O'Keefe asked what the Reclamation Trust Fund is and how much is in it. S. Hickey responded there is approximately \$450K. Town Manager Caron said town meeting approved the program about 5 years ago. It is restricted to the funding of improvements to the drop off center and disposing of certain automobile related waste such as tires and batteries. There is a plan in place to improve that area. Todd Joncas asked how close we are to securing grants for Pettengill and bond funding. A. Garron said over the summer two grants were submitted; the Town was unsuccessful and still waiting to hear about a grant in the amount of \$3.7M for the sewer portion of the project. T. Joncas asked if there was a time limit on using the grant money; A. Garron responded they want to see something happen within a year of the grant. He said they are actively looking for more grants. T. Joncas questioned if he only got that grant would he be able to do the sewer project. A. Garron responded the sewer combined with the roadway network will stimulate investment. The sewer alone will not achieve that. T. Joncas asked about the DPW highway garage improvements which are \$265,500 will there be any impact to the taxpayer for that. Town Manager Caron responded that is funded through the Maintenance Trust Fund. Councilor Farrell said the Conservation Commission from year to year keeps asking for funding for Open Space. The majority of the CIP Committee and the Planning Board is that there are no monies in these economic conditions for Open Space. Conservation Commission feels that this is the best time to buy property and they asked the Budget Council and the Council to consider that.

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Planning Department –Key changes are contractual, and the proposal to eliminate the Secretary position. We were given the goal to reduce our budget 95% of what it would be. An additional \$280K was needed to be cut due to a 13% increase in healthcare costs and declining state revenues. He said 26% of the additional funds needed will come from the elimination of the secretary's position in the Community Development Department. He proposed saving the position by targeting an amount of \$75,754. This will result in a reduction of a full-time position of 40 hours to 32 part-time hours saving \$33,500. At this point in time A. Garron explained the duties of the secretary stating that it was a key position to the department. He also proposed repurposing an existing Purchase Order in the amount of \$42,254. The combined totals will meet the target amount of \$75,754. Management Services are being reduced by 36% which will affect economic development and planning efforts. The proposed printing budget is being reduced to advertise in just one paper versus two as has been done in the past. The proposed budget for the Planning and Economic Division is \$435,446.00. Councilor O'Keefe asked how much do we pay for engineering services, A. Garron responded private developers pay for

required review services. Councilor O'Keefe asked what PO would be repurposed. A. Garron responded it would be the GIS PO. We will have a surplus and he would like it to be used for the secretarial position. Councilor O'Keefe asked if at a future date he will be asking to replenish those monies. A. Garron responded it is only a one year proposal, hopefully he won't have to need it in the future. Councilor Dolan asked if there was an increase in the septic permit fees for commercial shouldn't there be revenues shown on the line item. R. Canuel said there was nothing to compare it to because this would be the first time implementing it. Councilor Brown verified that with the elimination of one secretary another staff person would be responsible for all her work. He asked how many people does the full time secretary currently support and how many people would this remaining staff position support if the proposal went through. A. Garron responded right now the secretary supports 3 people within the Planning Division. The duties will be transferred over to the Secretary currently supporting the ZBA, Conservation Commission, she is the receptionist for the Town Hall and the floater secretary that backs-up all the other secretaries in the building. This person currently supports two boards, two staff members and the Building/Health secretary. It would be 6 individuals and 3 boards plus a Councilor Brown asked for clarification of the salary for the full time secretary position that is proposed for elimination. The salary is listed in the budget book at \$48,483; he said that A. Garron proposes to retain it in a half time capacity which will save \$33,500. He asked what the full cost for this position is; A. Garron responded it is \$75K including salary and benefits. Councilor Farrell asked what is the average payroll burden for an employee (health benefits, FICA, etc) what is the percentage of salary on average. Town Manager Caron responded it can range from 33-50%, the average is the low 40's. Councilor Dolan mentioned the anticipated future development near the airport, he asked what the anticipated tax revenue would be when business moved in. A. Garron said he has that figure and will have it for Monday's meeting. Lisa Whittemore asked what particular grants coming from Washington are funded by the stimulus funds. A. Garron said most of them have been targeted toward DOT projects. L. Whittemore asked what the names of the grants are. A. Garron responded the TIGER is one of them which were administered by the USDOT at \$600M.

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#### Public Safety -

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Fire/Rescue - Londonderry Fire Chief Kevin MacCaffrie, Captains Doug Cardwell, Darren O'Brian and James Rogers were in attendance Chief MacCaffrie gave a background of the department's structure. He explained staffing levels with the proposed cuts of one Fire Marshall and one Fire Inspector. He explained that as of 2010 there have been 2,930 calls for service with a projection of 3,322. The proposed FY budget includes the elimination of the two positions. He explained the 5% requested reductions in costs. He stated the impact will affect the staffing level of captains, telephone services will be reduced, public education services will be reduced in area programs, safety program services will eliminate the replacement schedule for personal protective equipment. It will eliminate the scheduled replacement of small vehicles this year. Facility expenses will be reduced by \$6K for station general supplies; machinery and equipment. This will result in a reduction in maintenance and the replacement schedule will be put off; requiring repairing old equipment instead of replacing them. EMS Ambulance overtime, training, ambulance and EMS Office replies will be reduced. Overtime will be reduced which would decrease the staffing and possibly reduce the availability of the second ambulance thus requiring the need for mutual aid and reducing revenue. Ambulance training reduction would eliminate the tuition payment for staff being trained as paramedics reducing the number of paramedics on staff. The reductions will also include firefighting training, fire expense supplies

and the elimination of the Call Fire Department. Chief MacCaffrie outlined what an impact these cuts would have on the department. Councilor Farrell clarified that with the elimination of the 9 Call Firefighters the regular firefighters will be called in on their days off which will result in the town paying them overtime. Chief MacCaffrie said eliminating the Fire Inspector position will result in the Fire Marshal doing the work of both. The Town Manager proposed eliminating that division and putting the Fire Inspector with the Planning Department resulting in a net gain of \$28K. The impact will be a reduction of services to business and the public, reduced customer service, it will affect the future growth of Woodmont & Pettengill areas. He stated that these reductions do not relieve the Fire Department of its statutory responsibilities. The Town Manager is proposing combining the Police and Fire Communications and transferring the funds of \$238,482 to the police budget. He said the impact of this will result in a loss of high quality cost effective dispatching service, loss of customer service, loss of back-up communications system, initially they will incur a high cost of start up, the police will be responsible for all repair and maintenance of the fire radio equipment and will lose the operational control of service. Staffing will be reduced from 10 - 9 per shift affecting the department's ability to handle simultaneous multiple call. We are currently at 43% of the calls. This will close stations periodically. Loss of funding will affect short and long term department operations including the replacement schedule for personal protective equipment, department vehicles and fixed equipment. Overtime has been reduced the past 3 years and will be continued. In summary combining communications will limit customer service, eliminating the ability to do business with the Fire Department 24/7. Eliminating the Fire Prevention Division will restrict the fire departments ability to enforce the fire code and investigate fires effectively. Business and general public customer service will be limited. Future growth projects will be unable to have the support necessary to review large and small projects in a timely fashion. He said the Fire Department will go back to providing only basic mission services. He listed the FY12 Councilor O'Keefe stated that they are budgeting \$20K for Call Firefighters and priorities. asked how much has been spent this year. S. Hickey responded that they were paid \$16K last year. Todd Joneas asked with the calls increasing and staff decreasing – what kind of impact and support can we expect, how will they be able to handle simultaneous calls. The Chief responded there will be an impact; he has no data to answer that question. He did say it reduces our efficiency by 35% on scene it will lead to response time. We will use mutual aid more. T. Joncas asked if everything is kept the same what the tax rate would be. Town Manager Caron said it would be about fourteen cents on a thousand; \$42 per year on a \$300K house. Capt. Rogers said dropping from 10 to 9 firefighters per shift might be breaking federal OSHA laws by reducing staff at fires. Capt. Doug Cardwell pointed out that our mutual aid is right now going Councilor Farrell asked the Chief by eliminating the Fire Marshall position, who will be taking on that responsibility, the Chief responded he is technically responsible. Councilor Farrell said the Building Department rules are different than Fire Departments. The Chief acknowledged that they are different. Councilor Farrell asked what is the increased risk of firefighters getting hurt in the field if we reduce staff from 10-9. Chief MacCaffrie responded there is a 35% more chance of injury to staff currently there are no statistics on staff ratio and risks involved but more staff lowers the risk. Capt. Doug Cardwell explained the "dead man pump" scenario. Councilor Farrell asked if we reduce the budget by \$1K will we lose \$1K in revenue, what is the net impact of loss of revenue. The Chief said currently the average loss with mutual aid is \$130K in revenue. It will increase. Councilor Dolan asked if homeowners' insurance costs will be affected by the cuts, the Chief responded yes, ISO will be back in two years. Councilor Dolan asked if the design review process will be affected with the future potential development planned in town, the Chief responded yes. Staff spends time reviewing the plans. Councilor Dolan asked the Town Manager if he will talk to the Planning Director

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about that. The Town Manager said the recommendations do not reduce emergency personnel, it reduces overtime. Mark Oswald said it has been standard practice in the past years to look at firefighter gear it is a safety issue for firefighters. Capt. D. Cardwell said the life span on their gear is 5-6 yrs; they replace 9 sets a year out of 43. This year just 7 sets of gear were replaced. He said this cut will not allow us to provide protective gear to firefighters this year. Don Jorgenson asked if there is a community that does their telecommunications like we do. Capt. Cardwell said Londonderry is rated in the top 20, we rank #9 in population he said he does not have that information available. D. Jorgenson asked how many times we are called out on mutual aid; Capt. Cardwell said he has that breakdown and will give it to the Town Manager. D. Jorgenson also asked if we are tracking the anticipated call volume on Rt. 93. Capt. Cardwell responded that they have been tracking that and he will provide the Town Manager with those statistics. D. Jorgenson asked if staff goes down, what station will be closed. Chief MacCaffrie responded when staffing drops to 8 they will close station# 2. Councilor Brown stated that the vast majority of communities in NH do centralize their communication department. Derry can centralize for themselves and four communities and have done this for a while. The Town Manager suggested the Londonderry Police Department (LPD) can handle that, which is common practice with several communities. Councilor Brown said the Town Manager's suggestion is part of the restructuring requested by Councilors we should seriously consider this because other communities are successful in combining their communications departments. He thanked the Town Manager for bringing it up and said the discussion is long overdue. Rich Dillon confirmed the 2 positions in the LFD telecommunications division will go over to LPD. the Chief said that was correct. R. Dillon suggested charging a fee for all the classes offered to the public. Councilor O'Keefe clarified the proposed FY12 budget saying the proposed 5% reduction is coming out of salary, benefits, and one staff position. Councilor Farrell asked the Town Manager if we will need new software that handles LFD & LPD, are we looking at cross training the dispatchers. Town Manager Caron responded that Chief Hart will address those issues. Councilor Farrell said an implementation plan will be difficult, actual reductions may not show for a full year. Town Manager Caron said that Chief Hart is working with the LFD, gathering all facts and information. He said that Chief Hart has formed a committee of fire, police and civilians and they are working on a written report due in 4-6 weeks. That will allow us to make a decision to go forward. He said he doubted in short term about cost savings, but maybe there would be in the future. Betsy Mahon, 26 King Arthur Dr, who is also a dispatcher at LFD, asked if there was a cost to moving all the equipment from the LFD to the LPD. Chief Hart of LPD responded no, not at this time. Councilor Brown said 90% of the communities in the state consolidate their dispatch; it is something we should consider. Chief Hart said there are problems in some towns. John Curran asked about the redundancy in hardware and software costs between both systems. Chief Hart said he does not know that is an issue they are looking at it. Dan Lekas asked if he knew of other communities that do this, Chief Hart said he has talked to other communities and there is a variety of opinions. Brian Johnson, acting Fire Marshall said he was on a committee looking at combining communications on a regional basis and said some are not satisfied. He listed the communities involved. Discussion ensued about a regional fire dispatch center. B. Johnson cautioned the Council to make an informed decision. A lot of communities have combined dispatching duties because of budget reasons which is why they were looking into a regional dispatch center; the initial cost was huge so some communities dropped out. Councilor Brown said that he knows of 11 communities who centralize with their own police departments There are only 5 departments in NH that do what we do. Chief Hart said the fire and police have different language in their communications. Al Baldasaro, 41 Hall Rd. complimented the ambulance service. He spoke about the policy of sending a fire truck out with the ambulance and stated he does not see the need of that. He said we should save money

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and stop doing it. He spoke about freezing wages for one year instead of laying off people. Capt. Fred Heinrich, EMS Director explained fixed costs exist and explained why fire and ambulance go out on a call together. Capt Rogers said they did try just sending just an ambulance but they have found that the use of the fire engine is also sometimes needed because they are also EMS trained. Not knowing exactly what the call is for allows them to have additional help if it is needed. Councilor Dolan said that has always been a dispatch issue about being partly deployed for the next call being out of the station. Capt. Heinrich said if a fire truck is first on scene they will wait for an ambulance and turn the patient over to them. Sgt. Mike McKutchen, a citizen in town and a LPD officer shared his experience of being a walk-in to the LFD needing help for a family member. He said 11 out of the top 20 fire stations do have separate dispatch services and advised the Council to look into that. Sgt. McKutchen verified that the Town Manager was not reporting any reductions on the EMS services, the Town Manager responded yes. Betsy Mahon 26 King Arthur said in addition to being a dispatcher they also take in money for permits and fees and asked who will handle those job responsibilities. Chief MacCaffrie said some one else will have to handle it. B. Mahan said they also handle all records, Chief MacCaffrie said it would have to be handled by some other means. T. Joncas reminded everyone we were talking about 14 cents per \$1K; it is \$42.00 on a \$300K home. Capt.Cardwell explained the question about overtime. Captain Roger spoke about not having a deputy chief. He explained that the Captains go to meetings, write manuals and do a lot of work while not on shift. The command staff will have to do other duties while not on shift due to Reed Clark, Stonehenge Drive said he is willing to pay extra money to have shortages. emergency services.

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Police - Londonderry Police Chief Bill Hart made the presentation and thanked Capt. Gerry Dussault, Lt Michaud and John Ledoux who helped with the presentation and with the budget. Chief Hart reviewed the mission statement. He explained that with his cuts in budget his department will no longer be able to provide pre-active community police services. He reviewed organizational levels in the LPD. He said this June we will be at the end of a 3 year agreement providing service at the Manchester/Boston Regional Airport (MHT), they are working on another 2 year option. Everything is paid for by MHT. The SRO program will end in FY12. Animal Control has 2 part-time positions w/o benefits, which has enabled them to expand coverage by 13 hours. The cuts in budget are reducing coverage from 50 hrs/wk to 16 hrs/wk. Housing and code enforcement will have to be limited. Changing communications providers will enhance the departments and reduce the costs for the communication department. Using the IMC system to scan files has resulted in a fully digital management system. It has resulted in savings in the "discovery" process dealing with lawyers. Training and Career development will be limited with current cuts. Currently he has 24 patrol officers, that is being reduced to 22, they will transfer 2 SRO's who will be added to patrol officers. They are reducing the Training Coordinator hours to a part time position. He said the state mandate of 32 hours for every certified officer by the Training Coordinator may be in jeopardy. The Training Coordinator does schedules for the officers; these cuts of \$9,500 decrease this year's training for 65-70 people. Councilor O'Keefe asked if the Training Coordinator is a sworn officer, Chief Hart responded yes. He explained that that individual is cross trained in law enforcement which is why a civilian is not used. He said the cuts also call for eliminating a full time custodian person. Currently he has 7 crossing guards who are being proposed to come under the school budget. The Telecomm officers have already been discussed. He stated that he is losing 2 officers at MHT effective March. He proceeded to review staffing over the years for both uniformed and un-uniformed divisions. These budget cuts mean they will have to eliminate all community functions. A key consideration is the elimination of a police school presence, in the past 12 months the SRO's had

3 now none. Since 1989 there has been at least one SRO in the school. The ACO presence has been reduced. Overtime is grossly underfunded. He said they spend about 21% in overtime on vacation coverage and sick days. He explained Police and dispatch are highly stressful positions. He spoke about the spending on overtime to 15% on training 9% on court and 4% on Old Home Day. There will be 1 staff position eliminated in the administrative staff. The combined communication center will take time and thought to implement. Elimination of the custodial position will compromise the buildings cleaning and result in the potential devaluation of repairs that will take place. The current custodian can handle haz mat contamination in the building and in police cars. He also acts as an escort when someone comes into the building for repairs. Whoever does clean and do repairs will need back-ground checks to have free access to LPD. Snow & ice removal will be limited as well as ground maintenance. He reviewed calls for service with 44 police officers and have estimated up to 26K calls. Written reports have increased as well as arrests and incidents. He said it costs about 92 cents out every dollar to have a professional police officer in Londonderry He listed the spending allocation for FY12 breakdown totaling 173,897 for FY11 (2.5%), In FY 12 he projected the spending allocation to Building costs and operational costs were discussed; tuition costs were be \$153,897 (2.3%). decreased with the help of the unions and he thanked them for that concession. investigations were reduced; office supplies & postage will be reduced due to going digital. In the future we will have business and residential community growth, increased training requirements and succession planning. Councilor Farrell stated that he is the liaison for the School Board and they communicated to him that they are frustrated and very tired that the first thing that happens is that SRO's are eliminated. That has been the threat for the past 5 years. They will go to sheriffs and hire them to provide services. They feel it is irresponsible for this community to eliminate those positions. Councilor Farrell said he would support an SRO in Londonderry High School. Chief Hart said he is disappointed, but he had to make this choice. Serious crime has increased; it would be irresponsible of him if he cut patrol officers. Councilor O'Keefe stated that we are forced with the same kind of issues. We have shortfalls presented by the state. We have already asked unions to freeze their pay and they refused. It has to come from somewhere and we have to make the best of it. He asked what other options we have. Chief Hart said there are no other options. Councilor Dolan said if the school board did hire their own SRO's are there any legal issues with having an additional police force in town. Chief Hart said communication and intelligence sharing would pose problems. An agreement would have to be made for sharing communications. If they hired outside services they would have to be equal in pay. Councilor Dolan asked if our school board could hire our own police officers. Chief Hart responded it could be done but they are in the teaching business not in the policing business. Councilor Dolan said we are decreasing officers at MHT, are they happy with our customer service. Chief Hart responded all the airport tenants including MHT like them. Councilor Dolan asked if the state mandated training is paid for by the state. Chief Hart explained in order to maintain certification a police officer has to have a total of 32 hours of training and they have looked for ways to manage costs. Councilor Dolan suggested having the 7 part-time crossing guards be a volunteer force and asked if there are any other communities that have part-time volunteer crossing guards. Chief Hart said he would have some training and liability concerns with that proposal. The crossings at Londonderry High School and South are dangerous. Councilor Dolan asked if we decrease our police presence what would be the value of having neighborhood watches, self policing, do they have any value. community policing is valuable. We build a trust basis with the community, we follow-up on it. We reach out to the business and community. He said the greatest tool a police officer has is their training and their brain. Councilor Brown said we don't have a police officer currently in every school. Chief Hart said currently we have one SRO assigned to LHS, and one is located in

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the Middle School who responded to the lower level schools. He said he originally had 4 SRO's now down to 2. Councilor Brown asked if a police officer currently checks into the schools, Chief Hart responded yes. Councilor Brown asked if there were any communication options like giving admin staff radios to check in with the LPD. Chief Hart said they have a different radio frequency, yes it could be done but he would like to get more information. Councilor Brown asked what the total cost of the SRO's is; S. Hickey responded \$200K. Councilor Brown asked about the cost of having crossing guards, Chief Hart said it is about \$37K. Councilor Brown asked if we had any flexibility in using MHT officers for calls for service to supplement regular officers. Chief Hart stated we have ongoing communication with MHT. Councilor Brown asked how much is the custodian salary. S. Hickey responded total costs including benefits are \$81K. Councilor Brown said we rarely loose officers to other departments, what is the turn-over percentage. Chief Hart said in 10-15 years only 2 left in and they came back. Councilor Dolan said there would be security concerns with outside custodian. Dan Lekas asked what it cost for crossing guards; Chief Hart responded about \$37K. D. Lekas asked what measures would be taken if the volunteers don't show up would you have back-up. Chief Hart responded a police officer would be back-up, there are concerns about using volunteers. Lisa Whittemore asked what the CALEA standards are. Chief Hart answered they are the educational standard making body for law enforcement, we are not a member. L. Whittemore asked what the cost to hire outside custodians is; Chief Hart said he is just starting to obtain that information. The building will have to be maintained on a week-to week basis, the cruisers have to be cleansed of bodily waste and the custodian would have to have biological hazard training. L. Whittemore asked him to describe all the community relation functions that would be dropped on the list. Hart said some have already been limited and proceeded to explain them. questioned about extending the life of the cruisers. Chief Hart explained leasing helps keep the costs down. The fleet manager gets high turn-in value because of the rotation and maintenance schedules. J. Curran asked if we get restitution from the courts with court cases, Chief Hart responded said sometimes you get restitution. J. Curran asked if the 2 SRO's will go back to assigned duties. Chief Hart explained that what is happening is we have 2 empty positions, down from 24 to 22. The two former SRO's will be rotated back into patrol duties. J. Curran talked about replacing the SRO's with sheriffs, and asked if they are as well versed with juvenile cases in court. Chief Hart said that is a bridge that will be crossed when we get there. The mission of sheriffs is different than local police. They will need to be trained; there won't be the same investment in the community. The sheriff does not have that investment. Todd Joncas asked what the tax rate is if we kept it intact; Town Manager Caron responded 15 cents about \$45 per home to maintain it as it is. T. Joncas said calls are increasing per officer he asked the Chief what his plans are on handling those increases are there any delays. Chief Hart said yes there will be delays they will always prioritize their calls. T. Joncas asked about keeping the 3 year car leases longer. Chief Hart said when they turn them back in they get a higher return. T. Joncas said he is looking forward to finding out about using the sheriffs. Dan Jorgenson asked if there was any relation between economic conditions and crime. Chief Hart said the decrease in economic conditions does reflect an increase in crime. That correlation can not be made in Londonderry. D. Jorgenson asked what benefits you saw from the SRO. Chief Hart said yes, there were benefits. Without an SRO we will see an increase in call volume, increased court time for the juvenile officer and the prosecutor. The SRO's dealt with the court issues in the past. D. Jorgenson asked how many hours would be done in training if it was not state mandated. Chief Hart stated he would have continuing training whether it was mandated or not. Richard Dillon asked how long the open sergeant and patrol positions have been open. The Chief replied one was about 4 months and the other 5 months. R. Dillon asked if they used the SRO at all in other positions. The Chief responded yes during the summer, but when school is in

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session they try to keep them there. R. Dillon asked if there is a break-down when there is a down time when you use the SROs. Chief Hart explained it is important that officers and dispatchers take time off from their stressful jobs and the SRO's are used as fill ins. R. Dillon asked how much does it cost to meet minimum training standards. The budget had \$20K in training; the total amount spent in training was \$40,275. What was the base amount? Chief Hart said most of the cost of training comes out of overtime. The amount was over spent because ammo costs that are included in the training have gone up. Councilor Brown verified that the proposal is to not fill 2 positions as to lay two people off. Town Manager Caron said we have 2 vacant patrol positions. The proposal is to lay off crossing guards and a janitor. Councilor Brown asked how many service calls you get from the 2 park/ride facilities in town. Chief Hart responded he can get statistics, as a percentage it is extremely low. Martin Srugis, 17 Wimbledon Dr. asked when and how did the SRO program start. Chief Hart said it started in 1989, first as a Safety Officer and then as a DARE Officer. In 1997 Chief Ryan delegated a second police officer due to the high volume and went to the idea of community policing. In the early 2000's the Dept. of Justice offered a grant (CIS) we applied for 3, received the grant and deployed 2 more officers to the school. Chief Hart stated the interactive relationship with the school officer reduces crime. M. Srugis also stated that he thinks it is fine to combine the communications dept with the LFD. He brought up elderly housing, taxes, and state aid. He stated we have to cut back on services. Art Psaledas, 12 Mont Vernon Drive, and the Assistant Principal at LHS said the SRO's get to know the kids; we are being short-sighted. He said the subject came up about getting volunteers as crossing guards and didn't think that was a viable solution; it is difficult getting volunteers. He suggested putting in a warrant article for the SRO. They are an extremely important part of the schools, and he strongly advocated keeping the SRO's, they are a necessity. Dan Lekas verified that we are not letting 2 police officers go (SRO's), we are replacing 2 officers.

## **Public Works**

 <u>Highway</u> – Public Works Director Janusz Czyzowski and Admin. Assist. Donna Limoli presented. J. Czyzowski said their mission statement is the same

Solid Waste has increased due to contractual obligations. Councilor O'Keefe asked how much of an increase? Janusz explained there is an increase in recycling, and a decrease in tonnage. He explained that the economy effects garbage. Curbside pick-up is working very well; tonnage will be about \$10K. Councilor Brown said the increase in solid waste is \$55K. J. Czyzowski stated if we stayed with the old contract it would cost us much more. Councilor Brown said the new program mitigated our costs.

Sewer is lower it is a special revenue account paid for by users. He announced that he has hired an environmental engineer to fill the vacant position and he will be starting 11/29/10. He listed the decreased items that dealt with usage services and sewer machinery & equipment for Manchester Water Works. Sewer Management Services increased at the Plaza 28 pumping station. Sewer repairs & maintenance was increased due to cleaning of the collection system per EPA permit. Councilor Dolan asked are there costs attributed to the General Fund, J. Czyzowski responded they are paid for by user fees.

Highway Division was reduced this year and he stated that he couldn't do this again at the next budget season. Contractual items and rentals had a small increase. Non increased items had a small change. He reviewed the decreased items totaling \$1,527,500. He explained he is keeping equipment a little longer so the maintenance is costing more. He reviewed the shim and overlay cycle. Councilor Dolan asked for a description of shim and overlay. J. Czyzowski proceeded to explain the whole process including grinding of a road. J. Czyzowski explained there is no money in paving & reconstruction for this year. If a bond is supported he will use it for paving and reconstruction. He reviewed the projects he finished this year. Fuel costs were the non contractual items that increased for the FY 12 budget. If the bond passes he will do sections on Auburn, Litchfield, Mohawk Roads, and all of Stokes Rd. will be done. asked if everyone in the highway gets 5 hours overtime every week. J. Czyzowski said yes many years ago they agreed their work schedule would be 45 hr./wk. Councilor Farrell said Mark Greenwood is complimented for a good job at a recent accident. Janusz said we have very good highly trained staff. Councilor Dolan asked how much does it cost to put in a box culvert that is 6 x 6; J. Czyzowski responded about \$40-\$60K. Councilor Dolan said for a future consideration we would benefit by installing a "people tunnel" across from Sargent Rd to LHS. Councilor Brown said the \$48K addition to a warrant article is four cents for FY13. Chairman DiMarco asked what happened to South Rd.; J. Czyzowski said it will be part of the state project; it is not in our budget and will not cost us anything. T. Joncas asked if we have enough salt in the shed, Janusz said yes, we use an average of 400 tons. T. Joneas asked what you do to reduce consumption of salt; J. Czyzowski said we only use what we absolutely have to. Don Jorgenson asked how many miles of road repair were needed and how much was done. J. Czyzowski responded the need was \$25M, the lower section of Bartley Hill was done; he said he will send him the information. Martin Srugis thanked Janusz for his work and for the re-painting of the fog lines.

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Recreation – Recreation Director Art Psaledas presented. He said he is requesting \$128,549.00 for the FY 12 budget. A 5% reduction will be for the part-time salaries in the summer program There will be an increase in maintenance and repairs but it will result in an overall decrease of \$15,266. They are going to one site at Matthew Thornton for the summer program. Councilor O'Keefe thanked A. Psaledas for working with a lot less money with a lot of programs. A. Psaledas said "kudos" go to the volunteers. A. Psaledas announced he has one new activity this year, it is adult dodge ball.

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<u>Senior Affairs</u> – Senior Affairs Director Sara Landry will present her budget at the Town Council Meeting scheduled for 11/22/10.

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<u>Library</u> – Library Director Barbara Ostertag-Holtkamp will present her budget at the Town Council Meeting scheduled for 11/22/10.

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<u>Family Mediation</u> – Town Manager Caron said this budget is \$26,827 and is being eliminated for FY12. He explained they served 475 people on an annual basis. L. Whittemore asked what alternatives we have. S. Hickey responded that we participate with the Upper Room in Derry and the school has resources. Don Jorgenson asked what the implications of loss to those families are. Town Manager Caron said he will go over the transition with the current director and Community Health Services. Most referrals come from LPD and School Dept. D. Jorgenson asked if the services will still be at no cost, Town Manager Caron responded he didn't know. Councilor Farrell asked what was the donation to the Upper Room, S. Hickey said the budget was \$12K then it was reduced 5% after that. Councilor Brown asked if the cost for management

and service could be provided by volunteers. Town Manager Caron responded the Director provided services herself. Councilor Brown said hopefully the volunteers continue the program, and asked if space will be available. Town Manager Caron said he would look at it.

Assessing – Town Assessor Karen Marchant presented her operating budget. She said she has some outstanding PO's so she is reducing line items by using her PO's. She said her full-time secretary's hours have been reduced to part time, down to \$24,900 to make a \$57,700 total reduction. Some line items have been reduced by \$3,460 and she is taking a PO equal to \$17K. These reductions will mean the office will have to be closed because the appraisers are in the field. Reduced hours will be done for appraisers as well. Closing the office will result in no access to computers, maps, and property record cards. Phone calls are going to voicemail. She proceeded to list all the admin delays. Councilor Brown asked what the total cost of a full-time secretary is; S. Hickey responded \$84,419 with full benefits and she supports 3 other people. Chairman DiMarco asked when the DRA re-certification is, K. Marchant responded in 2014. He asked if there was any way to use a temp; K. Marchant said she needed someone who was trained. Councilor Farrell asked what software costs were she responded \$6K and \$15K on the web.

Town Clerk/Tax Collector – Town Clerk/Tax Collector Meg Seymour presented. She has an overall increase of \$6,238 in her budget for FY12 and is requesting \$506,938.00. She went through line items trying to go with past trends. If she has to reduce a full time position to 32 hours, the wait time will increase to the public as well as staff. She talked about fleet management requiring a window to be closed with less staffing. The presidential primary elections are time consuming and are governed by state law. She proceeded to list the impacts the decreased staffing levels will have. Councilor Dolan asked if there is any way to expand our services to license boats. She responded she has asked but the state won't allow it. Councilor Dolan asked if there is any other class of vehicle we can do, M. Seymour responded we are doing everything that the state will allow us to do. Chairman DiMarco said we should talk to our state reps about getting more.

Supervisors of the Checklist – Deborah Currier and Ann Warner were in attendance. A. Warner explained that 98% of what they do is required by state law. She proceeded to review their duties. The FY 11 budget was \$17,039,99; the FY12 budget is \$17,314.00. The increase of \$275 or 2% is due to increased hours resulting in increases in salaries and changes in hours. They work on a 4 year cycle and explained their work load throughout the 4 year cycle. involved elections, presidential primaries and purging records. Their work grows as the population grows. She explained the purge procedures. They have to get trained from the Secretary of State's office; they must identify and notify all voters subject to removal from the checklist. She explained they must re-register any of the notified voters who contact us, and remove all non-responsive voters. L. Whittemore asked what is the criteria for purging and A. Warner said the state targets inactive voters. Councilor Dolan stated the postage seems low, A. Warner said they are sending them postcards to keep costs low. Councilor Dolan asked why they don't check ID's at elections. Deborah Currier said it is against the law, they think it is If the person did not have an ID they would have to go to the state to buy a discriminatory. Chairman DiMarco suggested they talk to state reps to change that. They cautioned that the population of Londonderry continues to grow. That means more voters and more work to maintain the checklist and the associated files.

583 <u>Town Council</u> – Town Manager Dave Caron presented and reviewed the general government budget. The Town Council budget was decreased \$12,104.

The Moderator has no changes in her budget of \$300.

The Budget Committee decreased their budget to \$1.

<u>Legal Budget</u> – Town Manager Caron said this is being reduced again this year to \$104,500. This is due to the fact that we have a knowledgeable veteran senior staff. We are also using a retired negotiator to help with the collective bargaining units. We will negotiate 2 contracts in FY12. Councilor Dolan asked if we cover potential legal expenses for the library. S. Hickey responded we cover it. Town Manager Caron said we have not had legal activity there. John Curran asked how the legal bills were billed, Town Manager Caron said it is done on an hourly basis and has been steady. J. Curran asked for the fees, the Town Manager responded he will get it for him.

Town Manager - Up 1.5% to \$385,081.00; all operating funds are level funded or down. He said that 1/3 of the cost of the Admin. Services Coordinator will be funded from the Expendable Maintenance Trust. He has the skills to make minor repairs in all our facilities. Town Manager Caron said that he thought eliminating funding for the Southern NH Planning Commission but Community Development Director Andre Garron recommended not leaving that organization. Chairman DiMarco asked what the cost is; Town Manager Caron responded it is \$14-15K. He explained it is an organization that is a lobbying service which is critical to the town.

General Budget – Town Manager Caron said this is \$418,249.00, down 6.5% or \$29,427.00. Personnel costs of \$36,685 are being moved to the Community Development Division. He removed Environmental Testing of \$4K because it has not been active for a while. He is adding \$25K for gasoline. He explained our usage has been consistent for about 6 years. It pays for all fuel except for the highway vehicles. It pays for the LPD, LFD and town staff vehicles, and includes gas and diesel. There is a reduction in Cultural Activities of \$1,693. The funds for the Morrison House are being reduced to \$1K; cleaning services in Town Hall are being reduced from 5 to 3 days. Our telephone system contract has ended; the IT Dept. got a new system that should save money. L. Whittemore asked what was the environmental testing for. Councilor Dolan said he was involved in it and said with the power plant coming to town there was a lot of concern with environmental items to include MHT and the town's well water. They picked several areas in town to check local wells to test if we saw a deterioration. to get a baseline so they could find the source of contamination. Now the data can be used for the future. L. Whittemore asked when was it started and was anything found at MHT. Councilor Dolan stated it was in 2001 or 2002 and varying levels were found mostly the high levels were located in Manchester. We have 3 EPA superfunds in town the most in the state but they have all been cleaned up.

#### **Finance & Administration**

<u>Finance</u> – Assistant Town Manager and Finance Director Susan Hickey presented. This year's budget has an increase of \$6,121 or 1%. One position in the Finance Department was reduced to 32 hours. The operational line items have been level funded from FY11. The budget for the

Human Resource Division is included in the Finance Division section and she proceeded to give the statistics.

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<u>Human Services</u> - ATM/Fin. Dir. Sue Hickey presented. The budget decreased \$17,325 or 8.6% because donations to outside agencies were reduced; all other line items are level funded. Town Manager Caron stated the Town outsources services to Community Health Services in Derry and they do a great job.

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651 652 Human Resources – S. Hickey explained this department is included with the Finance Dept. Councilor Farrell asked if HR handles all the hiring, life, and dental, insurance benefits. S. Hickey said the benefits are explained to employees; training and benefits are handled through HR. The HR Manager also helps to prepare with labor negotiations. Town Manager Caron explained the HR Manager does all the admin paperwork she coordinates the benefits fair, advertises job openings; proctors police and fire exams in this building. Councilor Dolan asked if we have an employee assistance program, S. Hickey responded it is done by LGC. Councilor Dolan asked if the HR Manager offers a sexual harassment training course, Town Manager Caron responded it is done by the LGC she coordinates it. John Curran asked if there was any chance of outsourcing HR, he said a lot of companies have been doing it. He also asked if all town employees get life insurance, Town Manager Caron said life insurance is provided by the town. Dan Jorgenson talked about salaries and asked if they are compared to other towns. Town Manager Caron said that is another task that HR does and the HR Manager will get that information if requested. Councilor Dolan asked if the insurance could be picked more than once a year, S. Hickey said it is only done once a year at the annual benefits fair, it is a onetime enrollment.

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IT - ATM/Finance Dir. Sue Hickey presented. She said there is a decrease of \$16,885 or 5% in Spaulding Hill Networks is our new vendor and changing vendors resulted in a savings of \$17,125. Management services increased by \$2,300; general expenses increased by \$900. Increases are due to IT supplies. Machinery equipment decreased \$1,338. Don Jorgenson asked for an explanation of line items under IT on page 49; S. Hickey explained the costs for him. Councilor Brown asked how many employees have blackberries and is it for phone calls and a data plan. He said employees who are on call positions should only have phones. Hickey said department heads only have them and we pay for phone calls and a data plan. If personal calls are made the employee reimburses the town. Councilor Brown said he wants a breakdown of who has one; S. Hickey said she will provide a list. Chairman DiMarco said software is not cheap. Town Manager Caron said we transitioned to an outside firm, now that we have a person on site it has been beneficial to us. Councilor Dolan asked if we are adequately funded for security and offsite back-up. S. Hickey said we have off-site storage; we do daily back-up and every Friday do off-site back-up. Councilor Dolan asked if we are comfortable with having security for taxpayers for e-reg. S. Hickey responded we don't keep that information; it is kept at a separate location. We pay a small admin fee to a secured vendor.

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<u>Debt Services</u> – ATM/Finance Dir. Sue Hickey presented. The net property tax supported debt \$2,495,147. The next bond to be retired is a multi-purpose bond that will end in FY13.

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<u>Municipal Insurance</u> - Funds all casualty - liability property, and vehicle insurance, they are requesting \$234,006. Councilor Dolan asked if the school is part of this coverage. Town Manager Caron responded they receive some but Town is a member of LGC and are in a

the Town can look at different health providers for savings.

Cemeteries - Town Manager Caron said this budget was reduced to \$32,974. The expansion of the cemetery on Hovey Road has been completed. The expansion should be good for the next 12 years. Councilor Dolan asked if Open Space is available for cemeteries, Town Manager Caron

municipal pool, resulting in a \$94K credit for securing all lines of coverages. If the unions agree

 said he is currently looking at that.

<u>Historic District Commission/Morrison House</u> – Town Manager said the budget for the Heritage Commission was reduced.

<u>Conservation Commi</u>ssion – Budget reduced to \$3,300.00. Councilor Farrell asked if the Council wants to explore Woodmont. Town Manager Caron responded it needs town meeting approval.

Cable Services – Will be presented at the Town Council Meeting scheduled for 11/22/10.

Councilor Dolan said at the next meeting we should refresh the benchmark of what the town portion of the tax rate is with local communities. Councilor Brown thanked the Town Manager and Assistant Town Manager/Dir. Of Finance for all the material provided. Chairman DiMarco thanked everyone for being here today.

Councilor Farrell made a motion to adjourn at 4:45 PM, second, Councilor O'Keefe Council's vote 5-0-0.

Notes and Tapes by: <u>Margo Lapietro</u> Date: <u>11/20/10</u>

**Minutes Typed by:** 

Margo Lapietro Date: 11/30/10

711 Approved; <u>Town Council</u> Date: <u>12/07/10</u>