

TOWN COUNCIL MEETING
May 02, 2011

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

PRESENT: Town Council: Chairman Sean O’Keefe; Vice Chairman Joe Green; Councilors: John Farrell, Tom Dolan, Tom Freda; Town Manager Dave Caron; Executive Assistant, Margo Lapietro.

CALL TO ORDER

Chairman O’Keefe opened the meeting at 7:00 PM with the Pledge of Allegiance. This was followed by a moment of silence for the men and women fighting for our country.

PUBLIC COMMENT

Councilor O’Keefe read a memo from Town Clerk/Tax Collector Meg Seymour that May is the final opportunity to register dogs in Town. He proceeded to list the registration fees and reminded people that they would incur additional fees if their dogs were not licensed.

Boards/Committees/Commission Updates

Londonderry Housing & Redevelopment Authority – Paul Donehue, Chair of the Londonderry Housing & Redevelopment Authority reviewed their history and their mission which is to take underused parcels of land in the industrially zoned area south of the airport and put them to more productive use. Their plans this year involve developing land on Harvey Rd. They are also involved in the discussion of the area around Pettengill Rd. He informed Council that they are funding the summer intern for the Community Development Office. Councilor Farrell asked if there was any update on a bus depot, P. Donehue said their interest waned. Chairman O’Keefe thanked him and his committee for their service to town.

Recreation Commission – Art Psaledas, Director of the Recreation Commission was in attendance. He noted when and where they meet, he explained what the volunteers do, and stated that there was a little drop in numbers and it parallels the school enrollment. The fields are in great shape right now. He explained the median cost for Parks and Recreation is \$65 in the US, in Londonderry we are between \$5.00 & \$6.00. He explained that Sid Kerr, the maintenance person drives around the fields using his own old truck which might not pass inspection. In the future they will be looking for a pick-up truck that can pull a trailer. Councilor Farrell said we have an efficient leasing program have you explored that. A. Psaledas responded we have not reached the stage we are at now. Councilor Farrell asked Council if it is acceptable for the Town Manager to pursue obtaining a vehicle and the consensus was to do it.

PUBLIC HEARING

Councilor Farrell made a motion to open the Public Hearing, second Councilor Dolan. Council's vote was 5-0-0.

Resolution #2011-06 – Relative to the Renaming North Perimeter Road, South Perimeter Road, and East Perimeter Road – Councilor Freda made a motion to adopt, second Councilor Farrell. Chairman O'Keefe asked if the abutters were contacted. Town Assessor Karen Marchant said the committee was approached by the Manchester/Boston Airport, they had a meeting with them and the other owners and abutters. No. Perimeter Rd will be the only Perimeter Rd. remaining in Londonderry; there are no actual properties that are taxable within our jurisdiction that have frontage on it. So. Perimeter will become Commerce Way; E. Perimeter Rd. will become Navigator Rd. Other roads in the area are airport roads that will be re-named and some of the old names will be brought back. She said they have only received positive feedback. GIS Manager John Vogl said they have been in contact with the Engineering. Dept. at MHT and the Project Manager of the Access Rd. at DOT. They have support from both. **Council's vote was 5-0-0.**

Councilor Farrell made a motion to close the Public Hearing, second Councilor Green.

OLD BUSINESS

FY12 Goals and Objectives – Councilor Dolan made a motion to postpone the discussion on FY12 Goals and Objectives to the 5/16/11 meeting, second Councilor Green. Council's vote was 5-0-0.

NEW BUSINESS

Resolution #2011-07 – Relative to an Inter-Municipal Agreement with the Town of Derry to provide Fire/EMS Dispatch Services - Councilor Farrell read the first reading/public meeting and held his motion because the Town Manager had a presentation and he recommended yielding to the public and hearing from them first before Council adds their comments. Councilor Green questioned if we had an amendment to the Resolution. Councilor Farrell responded and read it. “and further to recommend to the voters at the 2010 meeting to allocate savings realized from this agreement to increase expenditures for fire emergency personnel in the form of additional personnel or overtime.” Chairman O'Keefe questioned the Councilors if they agreed to yield to the Town Manager and they all agreed. Town Manager Caron said the Resolution is presented for the following reasons: it aligns with the Council's goal to provide a cost-effective government to achieve greatest value at the lowest cost as directed by the Council in the last goal setting process last April and May. It enhances public safety by ensuring that at least 2 telecommunicators will be on duty 24/7 at Derry. It also address concerns heard during the FY12 budget process regarding the proposed combination of police/fire dispatch lacked the necessary synergy with different procedures between the police and fire, the terminology was different and was not a really good match. It would provide the Council with an opportunity to realistically relocate resources in the FY13 budget for emergency personnel. In FY08 the Town agreed to an IAFF goal to reduce the work week from 48 to 42 hours. With that agreement the Town then needed to fill 4 shifts as opposed to three; consequently the Town has only enough personnel to fill the recommended minimum staffing of 10. Any vacant shifts caused by

illness/vacation/training/injuries would have to be filled by overtime. At that time the Fire Chief estimated that an additional \$189,000 was needed for overtime which the Town Meeting voters approved as part of that collective bargaining agreement. The firefighter/ambulance overtime budget was increased to \$455,680 at that time and currently stands in the new FY12 at \$410,535. Actual overtime expense peaked in FY09 at \$485,621. The proposal offers the opportunity to relocate resources to fund emergency personnel. Chief MacCaffrie estimates that an additional \$105K is needed to fully fund the 10 personnel/shift target. The anticipated FY13 savings would be \$106,805. He reviewed the proposed agreement that also requires review and approval by the State Attorney General's Office. The main points to the agreement are that Derry Fire will provide fire/EMS dispatching for Londonderry as they currently provide for Windham, Chester, Hampstead and Auburn. It is a proposed 5 year term, it requires that the center be staffed 24/7 by 2 telecommunicators. It proposed to loan some dispatch hardware to Derry to hold down costs, which would make it easier to re-establish fire dispatch in Londonderry should a future Council make that determination. Derry would be responsible for maintaining the hardware; if it becomes obsolete Londonderry will replace it which will allow Londonderry some flexibility to resume service in the future. Cost may be re-opened to address additional unforeseen circumstances. It will address those situations and costs which would result in an additional burden to whichever entity is providing that service. We do not anticipate re-opening negotiations for issues that are currently funded such as salaries, benefits and other operating costs. The time frame is targeted for implementation on 7/1/11 if the Resolution is approved. If implementation takes place after 7/1 the first year expenses will be pro-rated with the Town of Derry.

Cathy Wagner, 7 Fiddlers Ridge Road asked why this was not brought up at Town Meeting; she stated it should have been brought up. She asked where the directive came from to cut dispatch. Town Manager Caron responded it was the directive of the Town Council during the budget process to make our services as efficient as we can at the least cost. During the FY12 budget process the Council concurred that combining Police and Fire dispatch was not appropriate and they directed him to continue to seek opportunities both within and outside of town government. K. Wagner asked if it was the directive of the prior or present Town Council, the Town Manager Caron responded the prior Council. She said she had a memo dated 2/2/10 and wanted to know why this was not brought up at Town Meeting. She stated that an amendment was presented at Town Meeting to put \$400K back in the budget because we were afraid of cuts and overwhelmingly people did not want any more cuts on safety issues. Council confirmed that they were not going to cut anymore. K. Wagner stated that if Councilor Green did not think that dispatch services at the fire department were a safety issue he is wrong. He responded he didn't. Councilor Farrell said a study was done that it was not financially feasible at that time to combine the communications center for both fire and police. It was decided to explore all opportunities. The Town of Derry came forward and said they could offer fire/dispatch and the Council said at that point they should explore all opportunities. K. Wagner said she is angry because she found out last Thursday that we have a contract and tomorrow night the Derry Council is voting on it. Chairman O'Keefe responded it is only a done deal if the Council votes on it tonight. K. Wagner said Council is gutting the fire department and she wants to know why. Councilor Freda said we are not cutting the service; that will be provided by Derry, right now we have a service performed by one dispatcher per shift, it will be 2 per shift by using Derry. The questions you should be asking is if this service is safer or not; better or not. K. Wagner said it is a safety issue. Councilor Freda said there is a problem with overtime, it is not being funded and this is a manner to do that, we can't continue to unfund that. K. Wagner questioned where we

came up with the fees for the operating costs. Town Manager Caron responded they estimated the cost to add 2 additional dispatchers for \$235K using figures from the most completed years. K. Wagner said Derry has the right to adjust fees based on unforeseen circumstances, population increases or calls going up. She asked if the Access Rd., Woodmont, and Pettengill Rd. were considered with these fees. She said she does not think that we are saving as much money as we think. Councilor Freda agreed, it is never what is estimated and Derry has the option to re-negotiate. She asked if we are trying to save money to spite ourselves. Councilor Freda said he has gotten e-mails from residents questioning if Londonderry should establish a regional dispatch center. K. Wagner said she agreed with that 100%. Councilor Freda said it is therefore a revenue issue not a safety issue. K. Wagner said it is still a safety issue because it is staying here in the community. Councilor Freda stated that safety is his concern and in the studies that he has seen they have said that the real safety issue is single person dispatch centers. Councilor Green said that there are 227 local fire departments in NH; 6 are self-dispatch, 98% of the communities are already on this and they are a lot larger than us. He said he does not see them saying this is an unsafe condition.

Town Manager Caron clarified that the financial analysis in the memo did not include any increases in costs to Londonderry if the service was maintained; he stated that in reality expenditure increases will track closely because they are predominantly funding personnel costs. There is no requirement of the Londonderry Council to act on this this evening or else the deal is taken off the table. Londonderry will proceed with its review at its own pace as will the Derry Town Council. Councilor Dolan had a question on the term; it is a 5 year contract that terminates in 2016. If Derry and Londonderry agree to move forward with this contract and if at the deliberative session the taxpayers want to have the dispatch reverted back to Londonderry are there any options we have to get out of the contract. Town Manager Caron responded absent of a breach of contract, each community can remove themselves from the contract anytime with a one year notice. Councilor Dolan then said if at the deliberative session the vote is to get out of the contract than we would not be out of it until spring of 2013, the Town Manager responded that was correct. Keith Tharp, 235 Winding Pond Rd. said he is 100% against it and said he does not understand why Council keeps targeting the fire department, there are other places to make cuts. Derry is dispatching for 4 towns what happens when they add us as the 5th and they realize they need more personnel for increased call volume and will re-negotiate and we say no we don't want to pay that money. We then have to wait a year to get out. Councilor Freda responded that sounds right. Town Manager responded under that particular scenario Derry will notify Londonderry by 8/1 and if the parties don't reach agreement by 9/1 then the contract terminates as of the next fiscal year. K. Tharp asked are the start-up costs considered in this price and have we thought about the cost of re-installing it back into this town if we decide we don't like the arrangement. Town Manager Caron responded that he is sure there may be some transition and hiring costs should we decide to return to Londonderry. K. Tharp stated that the fireman do a lot of volunteering in the community over and above what is required and he said he is against this. Councilor Green stated that there is a very big difference between a call center and a firefighter; we are not talking about front line firefighters.

Mike Brown, 5 Carousel Court said this is not a new goal, from FY11 the Council goal was to streamline costs and give a level funded tax rate. There was talk in the fall of 2010 about combining the Londonderry Police Dept. and the Londonderry Fire Dept. communications center which did not work out as part of the FY12 budget. The Council agreed to have the Town Manager pursue other opportunities for consolidating fire dispatch and to keep it at the forefront of the Council's goals for the following year. This direction was given to the Town Manager at the Town Council meeting on 1/17/11 and included a memo that is still online addressing that.

The Town Manager followed up his directive and tonight is what resulted from that directive. Research has found that having more than one fire department dispatched from a central location is not a novel premise in the State of NH or nationwide. Approximately 98% of the fire departments in this state already successfully use some form of central/regional dispatch. 9 communities dispatch through their local police which is the model the Town Manager previously investigated and found that they couldn't do. Several other communities joined together in small regional dispatch centers like the one being proposed with Derry. A significant number have joined one of the three large regional dispatch centers that handle between 23-40 fire departments each to cut costs. There are only 6 communities that self-dispatch, Londonderry being one of them. Londonderry will gain 2 full time dispatchers 24/7, it is an enhancement to safety. Infrastructure costs and the synergy issues listed with the previous merger are eliminated with this agreement; we generate savings in the 1st year after the one-time costs are taken out. He said he supports re-investing the savings which will be an average of \$93K per year into the front line responder funding it is a good idea instead of putting it into the General Fund. The agreement is in line with Council's goals set up for the last 2 years and he is in favor of it.

Capt. Jim Rogers, 5 Crosby Ln. said he appreciated what the Town Manager is doing with consolidation of town operations, it makes sense. He had issues with our equipment that cost \$95K going to Derry; Derry will be charging \$300 per commercial call boxes that would amount to about \$57K of revenue that goes to Derry. He said the fire department gets a lot of calls from citizens all the time for all reasons other than for emergencies. He said Mark Tetrault wanted to charge \$150 per box for supervisory purposes. The Council at that time said it was not a good idea. Now it is OK for Derry to charge \$300 to our customers in Londonderry. Capt. Rogers said we in Londonderry have administrative controls, if that control does not fit the situation the dispatchers are instructed to ask the Captain. The Captain in the Chief's absence runs the fire department. He proceeded to relay what happened with the fire at 38 Hemlock St. He said on the way to that fire he received critical information and as the commander he requested an additional Derry engine to the scene. Not a mutual aid but to lay a supply line 800 ft. away from their hydrant. It took 23 minutes, which would not have happened with the Londonderry dispatch because he would have gotten the closest engine to the scene. He said he has had the opportunity to talk to other Chiefs and they are not totally happy with Derry as a regional dispatch. He said it is more of a common sense thing. Our dispatch is 42 square miles, they know the town and what is going on in it; they communicate well with the shift commander who has the responsibility of not only the firefighters but the public as well. He said he asked Chief MacCaffrie today if they have a problem in Derry how are we going to handle it. He said he will talk to George Klauber. Derry fire was over last week to the Londonderry fire department and Capt. O'Brien asked if a problem that occurred on the 13th had been corrected, it has not. He said we have a good system here, it is the right way, it works for us. Councilor Freda said Londonderry has single dispatch, what happens if a dispatcher is incapacitated; Capt. Rogers responded a firefighter will take over. Councilor Freda then asked what would happen if the firefighters are out on a call; Capt. Rogers said if the dispatcher recognized his signs or symptoms he will notify LPD and they will fill in for us. Councilor Freda said having just one dispatcher is a recurring issue in all the studies that he has read including the Derry Fire Study and the US Fire Administration. He asked Capt. Rogers if that would be his concern and he responded it is a concern. We have a great relationship with LPD, we have a back-up plan. Councilor Freda said they would therefore encounter a delay. Capt. Rogers said it is only travel time just going from one building to another. Councilor Freda said when the LFD was applying for the SAFER Grant they said more hands are better at a scene so wouldn't the same logic apply at a dispatch center.

Capt. Rogers said all our dispatchers live in town and they respond off-duty to all emergencies; people are our number one resource. He said we are 42 square miles, the town is growing and we only have 9 on staff tonight. Chairman O'Keefe responded that what they are proposing tonight is the ability to fund the deficit. Capt Rogers said Derry fire is not flexible enough, Londonderry dispatch handles calls with more technology than Derry. Councilor Freda stated that the Councilors have received e-mails from people suggesting that Londonderry start its own regional dispatch center. Capt Rogers said if we did become a regional dispatch center it would still have a personal touch and might require increases in staffing.

Mary Wing Soares, 2 Gail Rd. pointed out at the last Town Meeting the taxpayers had cuts to the fire department put back into the budget. Councilor Farrell stated that according to the figures he had tonight, we are actually going to lose money because it is getting interesting when you start adding in the \$58K per year. M. Soares said we are losing more than the money, we value our town environment, we would lose the personal touch. If we have a regional dispatch it will keep it in town, we will never have the personal touch with Derry. Chairman O'Keefe said the growth is a concern; we have 1 person per shift which is a safety issue. Councilor Farrell said he took the outsourcing costs and added the \$58K into each year so over a five year period on the revenue side Derry will take in \$1.726M. He said if he took the fiscal year \$378K number and increased it by 8% per year we would be at \$2.028M. If we charged \$58K a year for radio boxes we would be at \$1.738M. If we outsourced it we would save \$12K. Councilor Freda asked if the \$58K was added into the contract. Councilor Farrell responded he did not know, he just knows that they are going to charge \$58K and we have the ability to do the same. He said he knows exactly how central stations work because he closed 80 and reduced the number to 6. There are standards in place for "dead man" back-ups.

John Grenich, Jewell Court, #14 said this is not a safety issue. He said he listened to a Londonderry Dispatcher correcting a Litchfield tanker truck that was going to the wrong address and Londonderry immediately corrected them. The dispatchers are first responders. When Derry goes to the wrong address in Londonderry the dispatcher in Derry is not familiar with Londonderry to make a timely correction. We are giving our money to Derry, and when they are running short they will ask for more money. He said we are making a mistake, this is misguided. Margaret Saur, 4 Mountain Home Rd. gave an example where she called 911 while in front of Mack's and was required to give the closest "mile marker" to the 911 dispatcher. She then called the LFD and the dispatcher was helpful with the medical situation they encountered and knew exactly where they were. Robert Saur, 4 Mountain Home Rd. talked about the Alpine Software used at the dispatch center at LFD and his experience in the IT field. He said that in the contract it states that the software will be transferred to Alpine Software but in the start-up costs he said it does not state what the start-up costs are if a third party can use it, most licenses are not transferable. Councilor Farrell stated that we still own the software we are only letting a third party use it so the question should be is whether a third party can use it not if it is assignable. R. Saur stated that Council is being asked to make a decision on this tonight and you don't have all the answers yet. It could be a significant cost. He questioned the right to retain dispatch, how can you maintain dispatch at a reasonable cost if you are transferring all your resources to Derry? He asked if we have done a comparison study to see what training and staff certification we have and what Derry has. Town Manager Caron responded that one significant difference is that Derry does not provide Emergency Medical Dispatch (EMD), they rely upon the 911 system. Londonderry provides that duplicate service of EMD. Councilor Green said that he said that we are talking about dispatch versus first responders and budgets. Everybody

realizes the short-fall coming from the state, we are all looking for ways to fund dispatchers, he meant that this is a possible solution. R. Saur relayed his experience on I-93 at the Montvale exit in Stoneham MA. He called 911 and was asked for the location of the “mile marker”. The local knowledge of dispatchers is critical; having dispatch in your own town is a safety issue. He asked which towns that are larger than Londonderry in terms of population and business served and square mileage use a regional dispatch located outside of their jurisdiction. Having dispatch in your own town is a safety issue. Councilor Farrell said the regional dispatch will offer the same service but it is very different. B. Saur said the amendment speaks to staffing full time fire positions. Councilor Freda replied it is for filling overtime to fund 10 per shift. R. Saur said this is a quality of life issue in Londonderry. Gene Jastrem, 19 Horseshoe Ln. a firefighter in Londonderry asked how many actual departments dispatch for themselves. He said the majority are in Southern NH. They are Londonderry, Salem, Hudson, the Cities of Nashua and Manchester. Councilor Green responded that North Hampton and Seabrook do as well. J. Gastram said we get about 3,500 calls per year. Councilor Green said Derry does 4,240. J. Gastram said there is redundancy in the system, if the phones are not answered they go to Derry. He explained that if they call their own dispatch and there is no answer they will immediately go to the dispatcher but it will be manned maybe with a delay. Central has been staffed for 33 years 24/7 – if Derry handles the calls there won’t be anyone there – that is a major safety issue. Councilor Farrell said he is interested in charging for call boxes. J. Gastram said if we decide we don’t want this service in Derry it will cost us more money to move the equipment back to Londonderry. He said there is a lot of capacity in our system. He said he has an issue with \$400K going to Derry.

Paul Leishner, 3 Shady Lane, who is not an employee in town said the employees who work in town should have an opinion. He said it is a huge mistake to send dispatch services to Derry. Derry Fire is doing this to increase their revenue, don’t use our tax money to fund Derry. He said it is not a valid point to have 2 dispatchers. Councilor Green said studies around the nation have many incidents of problems with a single dispatcher. 98% of NH communities use the 2 dispatcher type of dispatching, there is a cost savings involved. Over \$500K over 5 years will be saved and used to hire more firefighters. Councilor Farrell said the balance we will save will be \$460K; if we charge for fire boxes like Derry does the balance we save is \$170K. P. Leishner asked why we are not charging businesses for fire boxes in Londonderry. Councilor Farrell said charging for fire boxes has been poised to Council in the past but their decision is that we do not charge and it is provided as a service as taxpayers. Councilor Green asked the Town Manager how many fire boxes we have in town; he responded roughly 200 and at \$300.00 each it would generate about \$60K. P. Leishner suggested charging businesses for call boxes to generate revenue. He wants the dispatcher to be EMD qualified. He is against giving the revenue to another community and letting another community whose dispatchers are not as qualified as ours handle our calls. Brian Young, 8 King Dr. an employee of the fire department asked what the other towns pay to the Derry dispatch center and he wanted to make sure that we were going to be charged an equitable amount compared to the other towns. He said he is against this and explained he has worked in other regional dispatch centers as well as non-regional dispatch centers. He said a lot of the towns he has worked with have a lot of volunteers and he wanted to make sure that the citizens of Londonderry are protected. He stated he does not want his tax dollars going to another town. If our dispatch center is underfunded then we should appropriately fund it. He explained that regional dispatch centers do not provide the same attention that we get in Londonderry, a regional system will have 4-5 calls ahead of you and that your call will have to wait. He said the transmissions that occurred with the Hemlock St fire

from the time of dispatch to the time of under control had 472 radio transmissions that those dispatchers were responsible for. Londonderry does a great job now, it is not broke, don't fix it.

Cindy McCann, 28 Bancroft Rd. said she has been a resident of Londonderry for almost 36 years. She has been a town employee, dispatch supervisor for LPD for the last 23 years as supervisory almost 26 as a town employee. She said almost 16 years ago the budget committee asked about combining the dispatch centers. She met with the budget committee and brought along numerous studies that were done about combining the two departments. She said she is not now and never has been against combining dispatch centers. She is against combining dispatch centers with too much speed and in an ill advised manner. When you look at combining dispatch centers purely for a short term financial gain, and you don't look at all the intricacies of combining those dispatch centers the chain of command, the span of control, and everything else, you are dooming that combination to failure. She asked the Council if they knew how many of the communities that have the combined dispatch centers have done it in less than a year, how many did it six months later. In most cases they do a study that takes a year or two. In the contract it states that the towns that contribute the financial resources to Derry will have a chance to give their input but they have no control. Sec 5.3 of the contract says "The Town of Derry Fire Chief shall have the responsibility of managing and operating and shall have complete control over the emergency dispatch services and personnel." She said she thinks we need to establish a committee, we need input from the public and consider this for a year or two before implementing this plan. It is a disaster waiting to happen the way you are trying to do it.

Keith Tharpe said Londonderry Fire also dispatches for ALERT and explained that will be gone if this goes to Derry. He also stated that you can't make this decision tonight. Steve Young, 7 Fiddlers Ridge Rd. said we don't have all the facts. One is how many people Derry is currently serving. Councilor Green said 101,265. S. Young said it is also important to know what the other towns are paying. He asked what is the difference between dispatch at LFD and LPD when the LPD runs with one dispatcher and it is not a safety issue with them. Consider the value of the Derry dollar, the tax rate is unreasonable in Derry so what do we get for our dollar there. Derry has run out of developable land, we have more land. The amendment is on the floor tonight but we did not hear about that on the floor, how we have an amendment when we did not have a meeting. Town Manger Caron said if the Council wants to adopt the amended Resolution they would have to make an amendment to the original Resolution. Anne Gaffney, 28 Tokanel Drive stated when you know the people you are working with you get better service all around, you are able to give better service because you know the people you are helping. We can't lose this just because everyone else does it. Lisa Whittemore, 40 Griffin Rd. a member of the Budget Committee said during the budget season with its numerous meetings and at town meeting a number of questions were asked and this is the first time that those questions were responded to with the idea of going with Derry. She stated that this Council has the responsibility to listen to the voters, give people the opportunity to speak about this proposal. Councilor Freda said we got a lot of questions today that need answers. He would like some answers too: he did not realize that the Londonderry dispatchers had a higher level of training than Derry and wants to know what the effect is; he said he wants to know some of the answers to the contract questions. He does not like subsidizing other towns because we may have more money than them; he would like a definite answer on the call box issue. He said people have asked questions and they should have an answer. He said he would be interested in continuing this until we got some answers. He said he would like to continue this hearing. Councilor Freda said he would like to see what we are going to buy into if we do buy into it. Councilor Farrell said it will be about

40% of what it will cost them to run their center. Councilor Farrell said we are going to take all of equipment and put it over there, they can use our equipment and throw theirs away, we just did them a really big favor. Councilor Dolan had questions: why does Derry host regional dispatch and why don't we; he would like to have more options. If the Town doesn't need the antennas on the cell towers for dispatch does that have an impact with the cell tower company which could negatively impact the \$20K revenue we receive from that company; who will do burn permits if dispatch is gone. He asked how many of the 40K calls received in the past 15 years were substandard due to a single dispatcher being in place. If the answer is none than there should be no change. The Council dealt with a difficult budget this year and the taxpayers said cutting deeper into public safety elements was no longer acceptable. We have hit the line with public safety. He said he would like to see a "soup to nuts" review on what happened that day starting with the dispatch calls for Hemlock Dr. all the way through to body recovery. Until that is done he thinks it is irresponsible for us to move forward with this. If this should be a debate about public safety infrastructure is fire dispatch a core item that we want to retain in the community or should we outsource it to another community. Councilor Green thanked everyone for coming out tonight, they raised a lot of good questions. The studies that he read proved that this was more of a safety issue for him, it was safer to go to a 2 person dispatcher with a cost savings which is the way he looked at it. There are language issues with call centers; having a centralized call center helps with that when you are doing mutual aid issues. We need more facts; he said he does not feel comfortable making a decision tonight and said he would like to move this to a later date. Chairman O'Keefe said he has a lot more questions than answers that he would like to see answered before he is comfortable voting on this issue and at this point he would like to take a motion. **Councilor Green said he would like to make a motion to move this Resolution to at least 6/6/11 possibly 6/12/11.** Councilor Farrell asked Councilor Green to amend his motion to table it because we don't know how long it will take to get the report from the fire department. Capt Rogers explained how they produce the report and said it will take another month and a half to get the report. Councilor Farrell asked if it would be available by 6/20, Capt. Rogers responded if you need it done by then it will be done. Councilor Freda asked if the report has to be reviewed by the state causing further delay, Capt. Rogers responded no it is basically observations. Councilor Green said it sounds like we could have it by 6/20, he would like to have ample time to review it. He said he wouldn't be interested in tabling the issue and he would like to move it to the 7/18 meeting to get more information in by 6/20. Chairman O'Keefe asked what we are trying to do by waiting for the report. Councilor Green said that according to research he had done some procedures are different with call centers. He said we are going over to the Derry call center which is less educated than Londonderry and that doesn't make any sense at all. If we do move the dispatchers out are they going to work for Derry. K. Wagner asked if people still have questions can they contact Councilors with the questions, Chairman O'Keefe responded absolutely. K. Wagner then brought up the issue that the attendance is low in the summer, don't rush it through. Councilor Freda summarized the questions:

What are the call volumes for all the towns in the Derry System?

What is the level of training the Derry dispatchers have compared to ours?

What are the additional licenses going to cost from Alpine

What are the costs of contracts from various towns and get a unit cost based on the call volume

What is the transition time it takes to get on-line – will we have to run our system for a while while we are paying for the Derry system

Councilor Farrell said there is nothing in the contract about redundancy systems.

Chairman O'Keefe said his question is the feasibility of Londonderry being a dispatch center. Mary Soares said the question is if we can bring other fire districts into our district.

Councilor Dolan said this is such a significant change; we need more input from the public he recommends tabling it in a time period that would allow us to actually go through one election cycle. He has never been in favor of putting opinion polls on our ballot. Citizens might want to put it on the ballot to get a wider opinion of the community. We would be looking at a two year commitment to back out of it. **He recommended we table this indefinitely through the next deliberative session and elections, Councilor Farrell seconded it.** Councilor Farrell asked Councilor Dolan if he was asking for a Councilor's privilege, he responded yes. Councilor Dolan said he is not asking this to be delayed by one meeting he is suggesting the Council table this indefinitely through next spring. Chairman O'Keefe said before he gets a vote on this he stated he does not support it; he does support getting these questions answered. A lot of work went into this Resolution and he would like the Town Manager to get them answered. Councilor Farrell stated there is no motion for a vote. Councilor Farrell stated he seconded the Councilor's privilege to table, we don't vote on Councilor's privilege. Councilor Dolan said he did not make a motion he would like the Council to consider tabling the issue until next Spring. He did not want to shut off discussion with a motion. Councilor Farrell asked Councilor Dolan if he is evoking Councilor's privilege to table. Councilor Dolan responded if he did that he thinks it is for only one meeting and he might do that. He said he is suggesting a timeframe for tabling it. Councilor Green said he heard very clearly that there was a motion to table and he thought he heard a second. Councilor Dolan asked the secretary to read back what was said resulting in **Councilor Farrell withdrawing his second, motion dies.** Councilor Freda said we are looking at continuing this matter until 7/18 and hopefully the fire department will have their action report done. We have questions for the Town Manager to answer. **Councilor Freda made a motion to continue this matter until the 7/18/11 Council meeting, second Councilor Green.** Councilor Dolan said we will get an incident report probably the end of June, at that point we should pull it apart and start examining it and proceeded to list exactly what he wanted to look at. The answers to reading the report will take some time and moving it into a July time period will not give us the opportunity to get the answers he and the public are looking for. A lot of people will be out on vacation, he said he does not see the reason why we are hurrying forward with this. Once Derry finds out we are putting this off a few months they are going to have to change their priorities because they are looking for revenues for the next fiscal year. We are not going to be in a position to provide that to them if we delay to July. He said he can't support the motion on the floor because we don't have enough time to get the input from the public. **Councils vote was 3-2-0.** Al Baldasaro, State Representative said there is a mandate that is put on business in this town for fire boxes, is it proper to put a tax on the boxes and give that tax to another town. Chairman O'Keefe responded the Town Manager will get an answer for him.

At this point in the meeting Councilor's took a five minute break.

Ordinance #2011-03 – Relative to Amendments to the Municipal Code – Councilor Farrell made a motion to scheduled for a public hearing on 5/16/11. Council's vote was 5-0-0.

Staffing Levels – Community Development and Senior Affairs – Andre Garron, Dir. Of Community Development and Richard Canuel, Sr. Building Inspector/Health/Zoning and Code Enforcement Officer were in attendance. A. Garron explained that John Gilcreast retired as the Assistant Building Inspector in February of this year and the position is currently open. There used to be 4 in that department but due to the Code Enforcement Officer’s retirement the position was assigned to R. Canuel. He explained the increase in activity which supports filling the Assist. Building Inspector position and he proceeded to list all the developments being proposed in town. He explained our staffing levels compared to other communities are low with just two in the department; the third is the Fire Marshall who does some aspects of the inspections. The Council asked us to look at the Municipal Codes to see if there were any inefficiencies or redundancies that can be address and R. Canuel did that. A mechanical review was particularly reviewed. Councilor Farrell asked if the position was full time, A. Garron responded yes. Councilor Farrell asked if they looked at an outside contractor that we would not pay benefits to. R. Canuel responded a few years ago they looked at having Municipal Resources do some work and it was expensive. To contract on an as-needed-basis would be very difficult. Councilor Farrell asked if there was a way to generate more revenue. R. Canuel said when he did an efficiency review he found out many of the building services are duplicated by the fire inspector. The Building Dept is taking on some of those inspection duties. Implementing mechanical permits could generate some significant revenues for us but it could get to a point where permit fees are enormous, it would discourage people from getting permits. Councilor Dolan said in 2010 the fees went up 35 – 40% showing increases in permits. R. Canuel said activity did go up in the quantity of permits. A. Garron said Londonderry always maintains a moderate level of development with a fair amount of activity. Councilor Dolan asked if our fees are in line with other communities, R. Canuel responded we are in the middle. Councilor Dolan verified that these are just building inspection fees, A. Garron responded that is correct. Councilor Dolan asked if they can look at seeing if our fees could be increased without going up too much. A. Garron said we did that a few years ago but they could look again. Councilor Green asked if the new person could do more code enforcement and generate more revenue with fines. R. Canuel said fines are done through the court with violation fines. Councilor Dolan said the primary goal of code enforcement is compliance. Councilor Farrell asked R. Canuel if he was experiencing any delays with the permitting process, R. Canuel responded yes. He also stated that code enforcement never goes away and gets worse with the bad economy. The consensus was to fill the position.

Economic Development Update - Community Development Director Andre Garron reviewed key employment sectors; primary industries; employment comparison; industry segments; economic development focus. He said the Londonderry Housing and Redevelopment Authority is funding a summer intern which was cut from the budget. The intern will be working on furthering the business retention effort, updating our current inventory of existing businesses in the town; putting together a survey to find how better we can serve the business in town and what their needs are, etc. He gave a background of Economic Development in Londonderry. He talked about the upcoming projects in town and having an Economic Development Committee and a Master Plan. Funding for the Pettengill Rd. project for the EDA application was not successful. Councilor Dolan suggested a walking tour of the Access Rd. for an upcoming meeting, Councilor’s agreed. A. Garron said they will be re-submitting our application for the 6/10/11 funding round. We need a plan in place for the funding for the roadway itself because an item on the rejection letter was concern if funding was in place for the roadway. He said he was seeking guidance from Town Council on how they could seek funding for the Pettengill

roadway. He talked about the prospects in town and listed them. Councilor Freda asked if there have been losses with business in town within the past 6-8 months, he responded no. He explained in the Marketing area staff is replacing the present site selector feature. He explained they are tapping into the NH Commercial Real Estate database which should be up by mid-May. Councilor Green said he wants to see how successful we have been in bringing in tax revenue sources A. Garron said he has that information and he can provide it for the last two years. He said we have the land but don't have the existing buildings. Discussion ensued about bringing in roads into the Pettengill area and applying for more grants. Councilor Dolan said he liked Councilor Green's idea about charging the Economic Development Committee with finding revenue techniques the other idea he has is to organize them into "capture team" activity to help A. Garron to try to accelerate some development.

APPROVAL OF MINUTES

Councilor Dolan made a motion to approve the Public Meeting Minutes of 04/18/11, second Councilor Freda. Council's vote was 5-0-0.

OTHER BUSINESS

Liaison Reports – Councilor Green attended the Recreation Commission meeting and he told them about cutting expenses. They discussed the fields and decided to keep them up because they are an investment. Councilor Dolan said the only fields we maintain are at West Rd and another field, the rest are maintained by volunteers. Councilor Green said they have had to cut \$12K from their budget.

Town Manager Report - Town Manager Caron stated there will be a public hearing on 5/16/11 about the chloride reduction and the meeting will be about a grant for \$65K to buy the equipment needed. It will be a 20% local match funded through the Capital Reserve Fund.

Board/Committee Appointments/Reappointments –

Resignation of Nancy Irwin from the Elder Affairs Committee, term expiration 12/31/12.

Councilor Farrell made a motion to accept the resignation, second Councilor Dolan. Council's vote was 5-0-0.

Appointment of Deb Nowicki to the Demolition Delay Commission, Ad Hoc position.

Councilor Dolan made a motion to appoint, second Councilor Farrell. Council's vote was 5-0-0.

Councilor Dolan made a motion to go into a Non-Public Session according to RSA91-A:3 II (b&c), at 11:22 PM. Aye Councilor John Farrell, Aye Councilor Tom Dolan, Aye Councilor Sean O'Keefe, Aye Councilor Tom Freda, Aye Councilor Joe Green.

During the Non-Public Session the Council discussed hardship abatements and a personnel matter. **Councilor Dolan made a motion to exit non-public session at 11:27PM, second by Councilor Green. Council's vote was 5-0-0.**

Councilor Farrell moved to grant hardship abatements for the 2011 tax year to properties 9-32; 6-99-106; and 12-560-62 in amounts equal to the elderly exemptions if the property owners were otherwise eligible, second by Councilor Green. Council's vote was 5-0-0.

Councilor Freda made a motion to adjourn at 11:29 PM, second by Councilor Farrell. Council's vote was 5-0-0.

Notes and Tapes by: Margo Lapietro Date: 05/02/11

Minutes Typed by: Margo Lapietro Date: 05/05/11

Approved; Town Council Date: 05/16/11