



## Board of Selectmen Meeting Minutes February 8, 2010

### Roll Call:

Bruce Breton, Vice-Chairman – Present  
Charles McMahon, Selectman – Present  
Roger Hohenberger, Selectman – Present  
Ross McLeod, Selectman – Present  
Galen Stearns, Chairman – Excused

### Staff:

David Sullivan, Town Administrator  
Laura Scott – Director of Community Development  
David Poulson – Transfer Station Manager  
Paula Wrenn – Minute Taker

### Call to Order/Attendance/Pledge of Allegiance

Vice-Chairman Bruce Breton opened the meeting at 7:00PM followed by the Pledge of Allegiance.

### Centrix Bank

Mr. Joseph Reilly, President, and CEO along with Ms. Crystal Surprenant, Business Banking Officer, of Centrix Bank were invited to speak and provide an overview of the types of services Centrix Bank can offer the Town of Windham. Mr. Reilly noted he is the co-founder of the bank and has been in the banking industry for 32 years. Mr. Reilly and his partner started Centrix Bank in 1999 and serve six primary communities (Manchester, Concord, Portsmouth, Dover, Bedford, and Milford). They have just celebrated their 10<sup>th</sup> Anniversary. Mr. Reilly said they have been very successful with very simple premises:

- being responsive to customers
- being able to make decisions and customize products based upon individual clients and/or institutions specific needs

Mr. Reilly said the Bank's focus is very strict. It started on the basis of providing high quality banking services on both sides of the balance sheet to small and medium size businesses and professionals. Three years ago, the bank entered into the non-for-profit and the municipality segment of business due to their growth and other successes.

Mr. Reilly said their bank is a success story and they will be expanding into other communities throughout the State of NH. He said they are a \$600 Million dollar institution; well capitalized; have very strong Regulatory relations; full member of FDIC and Federal Home Loan Bank System; and a State Chartered NH Banking Corporation.

Mr. Reilly said that Ms. Crystal Surprenant, Business Banking Officer, will be the principle contact for the Town of Windham, should the Town use their services.

Mr. McLeod asked Mr. Reilly how the Town will be apprised of new investment strategies and developments in order for the Town to take advantage of same. Mr. Reilly explained that Ms. Surprenant will monitor the Town's account on a weekly basis and will keep the Town advised accordingly.

### **Transfer Station Strategic Plan**

Mr. David Poulson, Transfer Station Manager, addressed the Board and reviewed the Transfers Stations' strategic plan. After the review, Mr. Poulson asked the Selectmen if they had any questions.

Mr. Hohenberger asked about the combining of the Maintenance, Highway and Transfer Dept. and sharing employees. There are 13 employees between the three departments. Mr. Poulson had met with the other department heads on the concept of trying to collaborate as a collective group to try and share resources. There would still be three departments but under one umbrella where they could share assets and resources. Presently Messrs. Poulson and McCartney are working together on the Brush Program and Salt Program. There could be cross-training and the sharing of staff when necessary. Management could monitor the situation and ascertain if some of the work that is done by outsiders such as mowing and remodeling, could be done by pooling resources as a cost savings mechanism. Mr. Poulson believes there would be a cost savings; however, no study has been completed at this time. It was also noted that Union discussions would have to take place prior to any decisions. Mr. Poulson will be working with the other two department heads in 2010 to see what they could do, after which they would present their proposal to the Selectmen.

Mr. McLeod questioned under the "Expand Outreach/Public Relations Programs" if Mr. Poulson could provide outreach to the schools with programs such as Earth Day, ecology and environmental.

Mr. McLeod asked under "IT and Security Upgrades" in Mr. Poulson's Strategic Plan if he could explain Station Monitoring. Mr. Poulson explained that since Mr. Senibaldi has come onboard they have been exploring better ways for security monitoring. One of the questions they ask themselves is "what happens after hours" as the transfer station is a very open environment. Mr. Poulson said they have upgraded software that trips on motion and tapes. They can now go back to the minute and review the tape. Their goal is to continue to upgrade and expand the system over time.

Mr. McLeod said that under the "Expand Internal Maintenance" he was in agreement. Mr. Poulson said he would like to work with Ms. Call and fine tune the Procurement Plan such as purchasing tires from the same vendor; purchasing oil for vehicles; define the life span of a vehicle (new vs. used). Mr. Poulson believes there could be cost savings for the Town.

Mr. McMahon asked what is "Interest-Based Bargaining". Mr. Poulson said he believes labor/management should have the same common ground. He went on to say that by having a common ground they could collectively bargain for one interest which should be the Town. They should brain-share and work together for a common goal. It is not "us against them" mentality. You need the buy-in of labor and management for this to happen and work together on common ground and common issues.

Mr. McMahon and Mr. Poulson had discussion on “Benchmark Performance”:

- Imposing timelines to complete activities & projects
- Possibly broaden job descriptions
- Multi-tasking
- Brush Program

Mr. McMahon and Mr. Poulson are in agreement that the Brush Program should be started in 2010. Mr. Poulson will have further discussion with Mr. Jack McCartney to ensure that this can be possible.

Mr. Breton would like the Procurement Program be a global plan where all department heads are involved. Mr. Poulson will make this a global plan.

Mr. Poulson asked to poll the Board as to where they see the Transfer Station in five years.

- Mr. McLeod said he likes the work that Mr. Poulson does and likes his strategic plan. He said he does not have a five year vision at this time.
- Mr. Hohenberger said he likes the collaboration Mr. Poulson proposes between departments. However, Mr. Hohenberger is not in favor of combining departments because of the three distinct disciplines. Alternatively, he does support the idea of overlaying employees within departments during busy times. He also would like to see Mr. Poulson work closely with the Highway Dept., as they will be neighbors over the next couple of years.
- Mr. McMahon said cross utilization of employees should be a goal along with the redefinition of employees multi-tasking. Mr. McMahon would like to reopen the discussion of the COW system with Mr. Poulson and the Selectmen.
- Mr. Breton said he would like to look at merging departments (2 depts into 1; 3 depts into 1) and explore what the cost savings would be.

Mr. McLeod is in favor of cross-training the workforce but opposes the merging of the 3 departments (Transfer/Highway/Maintenance).

Mr. McMahon asked that the wording be revised in job descriptions “to allow a multi-tasking resource”. Mr. Sullivan said they had at one time a maintenance/labor position which was a very well written job description. However, they did away with that position. Mr. Sullivan said they can change a job description, however, the issue is the union implications (impact bargaining).

Mr. McMahon made the suggestion to discuss with the Maintenance and Highway Depts. about some of these ideas that are being discussed. Mr. Sullivan has had discussions with the Maintenance and Highway Depts. and they are in agreement of exploring the idea of sharing resources and assets in 2010 to see what would work best for the Town. Their findings would be presented to the Selectmen.

Mr. Breton asked about 'Accounting Upgrades'. Mr. Sullivan explained they have eliminated the handling of cash at the Transfer Station. Mr. Breton would like it removed from the Strategic Plan since it has already been implemented.

Mr. McMahon asked about Interest Based Bargaining. Mr. Sullivan provided an explanation that this is a negotiation strategy in which parties collaborate to find a "win-win" solution to their dispute.

### **Community Development Strategic Plan**

Ms. Laura Scott, Director of Community Development believes a Strategic Plan is necessary to ensure that all departments are on the same page. Ms. Scott went on to say that the Strategic Plan for the Community Development Department was completed by all staff, Planning Board, ZBA, Conservation and Economic Development. They were all provided copies of the Plan and asked to review and submit suggestions.

Ms. Scott reviewed Community Development's Strategic Plan with regard to Customer Consideration, Employee Consideration and Process & Control.

Mr. McMahan discussed cross-training of employees and if there would be a need for additional staff. Ms. Scott said her employees reach out to help each other and welcome the opportunity to be cross-trained. Ms. Scott does not foresee adding any staff within the next 3 years.

Mr. McMahan and Ms. Scott had a discussion on what could be completed within the department vs. using outside services with regard to some of the Regulations that need to be updated (Excavation Regulations, Road Standards and Stormwater Management Standards).

Mr. McMahan asked about the expense of purchasing additional Munis licenses. The Town only has 8 licenses for Munis and there are more than 8 users. Mr. Hohenberger made the suggestions to have the IT Dept. set up an email notification system that will alert users to log-off so others can utilize the system.

Mr. Hohenberger asked Ms. Scott if she is satisfied with the number of staff due to all the changes that have occurred within her department. She explained that presently she is satisfied.

Mr. Hohenberger expressed his concern with the use of outside consultants. Ms. Scott said she has kept it to a minimum, however, with some of the rewriting of different Regulations and the technical expertise needed along with time constraints, her department has had to utilize outside services at times.

Mr. Hohenberger is pleased with the Public Workshops that Ms. Scott's department has offered. He would have liked the workshop on Workforce Housing be done sooner. Ms. Scott said they have two workshops planned for 2010 on CIP and Impact Fees.

Mr. McLeod has asked that Ms. Scott include the Conservation Commission and Economic Development under 'Streamline Department Application Processes' section of her Strategic Plan. Mr. McLeod would also like Ms. Scott to build into her Process and Control more time to engage the interested stakeholders to get them onboard to create a balance. This could be done with planning workshops in sufficient time to educate the public.

Mr. McLeod would like Ms. Scott to review the types of cases the ZBA is granting variances on and use that information as a cue for the Planning Board to review those sections of the Ordinance. Ms. Scott said she will also have her staff review what sections the ZBA has had the most trouble with over the last couple of years.

Mr. McLeod would like Ms. Scott to actively engage the public in focus groups. He feels there is a perception of Community Development being very development focused.

Mr. Breton said “video on demand” will be available this month for the Town. He suggested to Ms. Scott that some of her workshops be available for “video on demand”.

### **Bond Releases**

- *Pawtucket Estates (4-lot)*: Mr. Hohenberger moved and Mr. McMahan seconded to approve the LOC release of \$24,756.64 and \$300 cash release, retaining \$22,500.00. Passed 4-0.
- *Golden Brook Crossing*: Mr. McLeod moved and Mr. McMahan seconded to approve the release of \$18,975.00, retaining zero. Passed 4-0.
- *Castle Reach Pump House*: Mr. McLeod moved and Mr. Hohenberger seconded to approve the release of \$216,660.00, retaining zero. Passed 4-0.
- *1999 Site Plan*: Mr. McLeod moved and Mr. McMahan seconded to approve the release of \$20,000.00, retaining zero. Passed 4-0.

### **Old/New Business**

Mr. Sullivan said the next Selectmen's meeting will be on February 22, 2010.

Mr. Sullivan would like to review the current pricing for the salt sheds at the March 1, 2010 meeting.

Mr. Breton said it should have been made clear to the Town residents at the deliberative session that there will not be a full Board on Monday and that the recommendations that were made will stand.

Mr. Senibaldi is being asked a lot of questions about the Salt Shed from the public. He is asking for the Board to do some outreach to the public. Mr. McMahan and Mr. McCartney are going to be doing a video taping to be aired for the public. Mr. Sullivan said the Power Point Presentation that was made at the Town Meeting will also be available to the public via the Town website.

### **Non-Public Session**

Mr. McMahan moved and Mr. Hohenberger seconded to enter into a non-public session under RSA 91-A:3: II d Land Acquisitions. Roll call vote – all members “yes”. Present were the Board, Mr. Sullivan, and Mrs. Wrenn.

Mr. McMahan motioned and seconded by Mr. McLeod to approve the lease as proposed. Passed 4-0

Mr. Breton motioned to adjourn at 9:45pm. Mr. McMahan seconded. Passed 4-0.

Respectfully submitted,

Paula Wrenn  
Minute Taker

Note: These minutes are prepared in draft form and have not been submitted to the Board for approval.