

**BOARD OF SELECTMEN**  
**Minutes of April 16, 2012**

**MEMBERS PRESENT:** Chairman Bruce Breton called the meeting to order at 7:05 PM. Selectmen Phil LoChiatto, Kathleen DiFruscia and Roger Hohenberger were present; as was Town Administrator David Sullivan. Selectman Ross McLeod was excused. Mr. Breton opened with the Pledge of Allegiance.

**ANNOUNCEMENTS:** On behalf of all, Mrs. DiFruscia extended condolences to the families involved and residents of Greenland NH for their losses.

Mrs. DiFruscia advised that the previous Saturday's 10K and 1K run/walk fundraising events at the High School had been very successful.

Mrs. DiFruscia noted that this coming Saturday would be the 4<sup>th</sup> Annual Earth Day event, and residents may register at 9AM at the Bartley House. Alternatively, you may register in advance by contacting Dianna Fallon at 893-7334.

*Mr. Breton* requested that Chief Lewis update the Board regarding the home invasion reported in the news. Chief Lewis advised that Saturday evening a burglary/home invasion had occurred, but it was believed the house in question was specifically targeted as opposed to it being a random act. He noted that one subject had been apprehended and the second is being sought. Chief Lewis noted that they have the perpetrators' vehicle, and a number of leads. He reiterated that this was not believed to be random, and there was no reason to believe that any other resident was in danger.

*Chief Lewis* then advised the Board, with regrets, that Records Clerk Norma Ryan has tendered her resignation after nine years of service. Chief Lewis explained that Ms. Ryan is moving on to a full time position and he will be advertising to fill this vacancy. He extended best wishes to Ms. Ryan, noting she was a tremendous employee and will be missed.

**LIAISON REPORTS:** None.

**ANNOUNCEMENTS, CONTINUED:** In recognition of National Volunteer Week, Mr. Sullivan extended thanks to the Town's volunteer forces; noting that the annual ad will be appearing in this week's Windham Independent.

**MINUTES:** Tabled.

**IT ASSESSMENT PRESENTATION:** Mr. Sullivan explained that Mr. Scott Baetz, owner of AdminInternet, had volunteered to conduct a network assessment of the Town. He noted that Mr. Baetz had met with all departments, expending over 100 hours on the project; and that his findings will be utilized toward strategic planning. Mr. Baetz then proceeded to conduct a PowerPoint presentation for the Board, highlighting the following areas of assessment:

- Approach to the assessment, which included reviews of equipment assets, software applications, and policies/procedures.
- Workstations: most are running the obsolete Windows XP, and most are dated equipment resulting in support/serviceability concerns.
- Physical environments: the servers are not in a controlled environment nor are they configured to go to battery back-up the event of a power/generator failure.
- Network infrastructure: mixed use of consumer/commercial grade products and a lack of network monitoring/remote access control exists; internet security via proxy server is effective but needs more attention; most cabling is CAT 5, and putting wireless in place could remove the need to upgrade to CAT 6; unified plan for remote access should be crafted.
- Servers: are running a version of Windows that is no longer supported; move should be made to full OS/full server back-ups at a remote, third party location.

Mr. Baetz then reviewed a series of recommendations with the Board, which included:

- Assets: an IT Capital Strategy should be established and followed; virtualization should be considered, along with mobile devices such as tablets or smart phones.
- Global software applications: MUNIS financial software is excellent, but staff is arguably undertrained in its use; more time needs to be spent on the GIS which is a very effective tool; FrontPage, which is currently being utilized for the website updating is not currently causing any issues, however it has been discontinued since 2003; Microsoft Access is an underutilized tool.
- Police: the IMC application is excellent, but challenges are faced with its reliability/access to the server by a third party for repairs; an alternate staff member should be trained within the Police Department to provide basic support/access in the IT Director's absence; also the software should be stand-alone.
- Fire Department: while there are not the same reliability issues with their Red Alert software, there are similar concerns regarding access.
- Website administration: a content management system is recommended which will allow department heads to submit their own updates to the site moderator; this would also allow for a ticketing system to report issues to IT.
- Training: MUNIS training needs to be evaluated, and it is evident that some staff could benefit from some Office training.
- Policies: review and documentation of procedures is needed.
- IT Department: it is vital to provide a remote access application to the IT Director to improve support and efficiency.
- Departmental redundancy: there is currently zero redundancy in place and the town does not have an IT "department", but rather a single IT professional; if the Town is going to continue to deal with aged equipment secondary support should be considered allowing him to operate strategically rather than reactively; additional professional development should be provided to the IT Director.

Mr. Baetz then presented his full assessment report to the Board, which will be posted on the website, indicating he would be happy to return to the Board to discuss it in greater detail if they wished. He noted Mr. DeLong has been very forthcoming and helpful throughout the assessment, and extended his thanks to him.

Mr. LoChiatto extended his thanks to Mr. Baetz for volunteering so much of his time to complete this assessment; noting it showed to him how difficult it was for one person to manage the Town's systems and exhibited a need to begin expending funds to maintain same.

Mr. Hohenberger echoed Mr. LoChiatto's thanks, and went on to express concerns he had regarding virtualization and a ticketing system; noting that the former seems to be a step backward and the latter, in his experience, tends to slow down repairs. Mr. Hohenberger did note that he now agreed moving to ASP is critical, which is contrary to his former position on the MUNIS transition. Mr. Baetz noted that the MUNIS move to ASP was a fabulous idea, and added it should also be done for any other software applications which will support it. He then indicated he also agreed regarding the ticketing system, however, the problem as it exists today is that there are too many of the Town's systems in need of repair and a means is needed to track and distinguish user issues versus equipment issues. Mr. Baetz also noted that he understood Mr. Hohenberger's concerns regarding virtualization, however, it has become so inexpensive to virtualize and the meantime between failure and repair is so much greater when it's implemented. He added that he believed the IT Director needed more support as he was overwhelmed with issues, despite his not showing it. Discussion ensued regarding commercial grade versus consumer products and virtualization.

Mr. LoChiatto noted that Mr. Baetz had seemed to suggest that the CAT 5 pipeline may not be sufficient to handle the MUNIS ASP, and sought clarification. Mr. Baetz noted that, while that CAT 5 is slower, it should be suitable; adding he would be concerned though regarding the current switches/hubs in place and the lack of network monitoring tools. Mr. DeLong clarified that MUNIS had conducted a stress test with the Town's Cisco router and had assured that it was adequate. Discussion ensued regarding the switches/hubs and the benefits of a ticketing system given the way the departments are spread throughout different facilities.

Mr. Jacques Borcoche of the Technical Advisory Committee approached noting an assessment should also be completed regarding repairs as it pertained to costs, and that a policy needed to be developed regarding replacement/cloning of systems. He went on to express concerns regarding the hubs, which are currently unmanaged, and he indicated they should be replaced with “smart” switches. Mr. Baetz concurred, and a discussion ensued regarding prioritization and future workshop with the IT Department.

Mrs. DiFruscia inquired about the physical environment of the servers, and whether Mr. Baetz had any recommendations regarding same. Mr. Baetz noted that the Town does not have a controlled or secure environment, and that he believed closing off the areas would be a great idea as it allowed better control of the environment. Discussion ensued regarding the previous improvements to the area and a partial move of the equipment to a different location, as well as the impacts of budget cuts to completion of the latter. Mr. Sullivan advised that the Town, on average, spends only \$3,500 per year on IT equipment, and a discussion ensued. Mr. Baetz noted that while the Town’s tried to be frugal, the system environment is a problem.

*The Chair* called for a five minute recess.

**WORKSHOP – FIRE DEPARTMENT:** The Board met in workshop session with Fire Chief Tom McPherson; who conducted the attached PowerPoint presentation for the Board followed by a question and answer session.

Mr. Hohenberger inquired whether call firefighters report to a specific Lieutenant. Chief McPherson replied in the affirmative, noting that they are assigned to a group, but clarified that when responding they report to whichever Lieutenant is on shift.

Mrs. DiFruscia inquired how the “two in/two out” works during a fire response, and Chief McPherson replied it is a delicate operation with one pump operator working two trucks. Mrs. DiFruscia then inquired whether there is an added cost for mutual aid, and the Chief replied in the negative. Discussion ensued regarding the mutual aid process.

Mr. Hohenberger inquired who, if all five on shift respond to each EMS call, mans the station at night. Chief McPherson explained that all staff responds and, if the ambulance proceeds to transport, then three return to the station. Mr. Hohenberger queried whether that meant, during that time, nobody was at the station and Chief McPherson replied in the affirmative. Discussion ensued.

Mr. Sullivan inquired whether the Chief had any large purchases or future bids planned, and the Chief replied in the negative. Mr. Sullivan then requested that Chief McPherson update the Board on overtime and staffing at the Department. Chief McPherson indicated that he continues to monitor the overtime daily and, since last June, he has implemented six different changes to back filling procedures in order to manage the overtime budget. He noted that, currently, in the event of multiple absences only the first is filled; indicating that while he did not like this solution he would continue to operate as such. Mr. Sullivan inquired as to the timing of hiring for replacement staff, and Chief McPherson indicated that oral boards would be conducted on April 30, with interviews to follow for firefighters.

Mrs. DiFruscia inquired about the Southeastern NH Hazardous Materials Mutual Aid equipment, and the Chief explained that the District has over \$1M in assets over 14 communities, including technical rescue and confined rescue equipment; much of which is housed in Windham.

Mr. LoChiato extended congratulations to the Chief on holding to his budget; indicating he knew it had been difficult but the Chief had proven it could be done while maintaining safety. Discussion ensued.

Mr. Breton suggested that the Chief work to place the Department’s burn permit information and/or a request for same on the Town website. Discussion ensued, and the Chief indicated he was not opposed to looking at getting the information about the permit on the website but that he was hesitant to include the ability to apply online. Discussion ensued regarding customer service efforts of the Department, including informational fliers and the like and the community outreach undertaken by Assistant Chief Martineau.

Mr. Breton indicated that, during the Board's road tour, he had noticed a large number of homes without a number clearly displayed and inquired whether there should be a policy requiring same. Discussion ensued and the Chiefs clarified it is not required. It was suggested by Mr. LoChiatto that a requirement for developers to provide 8" house numbers be added to the Department's checklist. Further discussion ensued.

**OLD/NEW BUSINESS:** Mr. Sullivan presented the Board with a current Town equipment list, and noted that staff was also working on binders for the members compiling union contracts, workshop items, and personnel policies for the Board to utilize during department workshops.

*Bond release/Cristy Road:* Mr. Sullivan advised that the swale work had been completed and satisfactorily inspected by the Highway Agent. Mrs. DiFruscia moved and Mr. Hohenberger seconded to release the bond in the amount of \$5,000 to M&H Development. Passed 4-0.

*Mr. Breton* noted that a letter had been received from Mr. Cliff Sinnott of the Rockingham Planning Commission regarding the "Sustainable Communities Initiative". He requested that Mr. Sullivan have Community Development Director Laura Scott coordinate Mr. Sinnott's attendance at an upcoming meeting to discuss this issue as well as provide a general RPC update. Mr. Sullivan indicated he will arrange for this to be an agenda item on April 30.

**NON-PUBLIC SESSION:** Mr. Hohenberger moved and Mrs. DiFruscia seconded to enter into non-public session in accordance with RSA 91-A:3 II c. Roll call vote all "yes". The topic of discussion was reputations and the Board, Mr. Sullivan and Ms. Devlin were in attendance.

Mr. Sullivan presented several forbearance agreements as previously approved by the Board for signature. Each was executed by the members.

Mr. Sullivan reviewed with the Board a request for forbearance agreement. Mr. Hohenberger moved and Mrs. DiFruscia seconded to approve the agreement as described in the amount of \$200/month. Passed 4-0.

Mr. Sullivan discussed the impending expiration of an existing forbearance agreement. Mr. Hohenberger moved and Mrs. DiFruscia seconded to support the restructuring of the agreement as discussed for a period of one year. Passed 4-0.

Mr. Sullivan discussed the remaining properties subject to deeding and staff recommendations regarding same. Mr. LoChiatto moved and Mrs. DiFruscia seconded to give the property owners in question an additional thirty (30) days to redeem the properties. Passed 4-0.

Mr. McLeod moved and Mr. Hohenberger seconded to adjourn. Passed unanimously.

Meeting was adjourned at 10:30 PM.

Respectfully submitted,

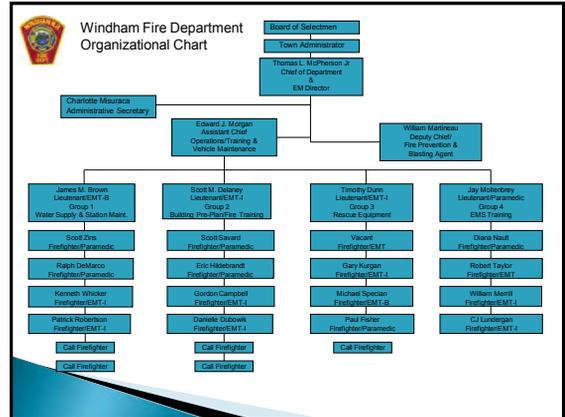
Wendi Devlin, Administrative Assistant.

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

# Board of Selectmen Workshop Windham Fire Department



April 16, 2012



## Projects Completed / Introduced

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- Purchase and Placement into Service New Engine
- Grant for Haz Mat Detection Equipment
- Jet Ski Watercraft placed into service
- Department Breathing Apparatus Annual Flow Test
- All Ground and Aerial Ladders Annual Certification testing
- All Fire Pumps Annual Test

## New Programs Update

## New Programs Begun/Results

- ▶ New Grant Funded Firefighting/Haz Mat/Tech Rescue Trainings with Assistance of Federal Dollars
- ▶ Annual RIT/SCBA Training for all Department Personnel
- ▶ Completed Collision Avoidance Training through PRIMEX for all Department Personnel
- ▶ Department trained 7 new members to AHA CPR/First Aid Instructors

## Personnel / Staffing Matters

## Safe and Adequate Staffing

The Windham Fire Department continually strives to meet the following standards to ensure the safety of our personnel:

NFPA 1710 – Standard for the Organization and Deployment of Fire/EMS/Special Operations to the Public by Career Departments

“Two-in/Two out” – For Every two FF’s In / two FF’s Ready to Enter

NFPA 1500 – Standard on Health and Safety

## Activities of Duty Personnel

- Provide Fire, EMS and Hazardous Materials Response Services
- Equipment Checks/Minor repairs
- Participate in and conduct Training Activities
- Provide Mutual Aid / Automatic Aid Assistance in;
  - ↳ Fire Ground Operations
  - ↳ RIT
  - ↳ Water Supply
  - ↳ Station Coverage
- Civic Details
  - ↳ Community/Civic Events
  - ↳ Firework Details
  - ↳ Non-Emergency Transports

## TYPICAL EMS RESPONSE



3

1 Officer  
1 Driver  
1 Tail board



2

1 Driver  
1 Rider

## TYPICAL FIRE RESPONSE



ENGINE 4  
1 Officer  
1 Driver  
2 Tail board



TANKER 1  
1 Driver

## Year To Date Incident Statistics

- ▶ Total Calls – 347
- ▶ EMS Patient Contacts – 204
- ▶ Simultaneous Calls – 105 (30.36% of Total Call Volume)
- ▶ Mutual Aid – Provided
  - EMS – 7
  - Fire – 13
- Mutual Aid – Received
  - EMS – 24
  - Fire – 12

## Financial Report

- ▶ Overall department spending is at 21.6% as of 03/31/2012
- ▶ Revenues Collected to Date- \$86,190.85
- ▶ Currently down (2) full-time vacancies
- ▶ Utilizing Call Firefighter on Temporary basis to offset Spending
- ▶ Continuing to provide Safe and Adequate Staffing while managing Budget

## Report of Committee Involvement

### Chief of Department -

- ▶ Chair Board of Operations For SENHHMMAD
- ▶ Chair Town Highway Safety Committee
- ▶ Participate in Regional Health Network
- ▶ Participate in Border Area Mutual Aid
- ▶ Director of Towns Emergency Management

### Assistant Fire Chief -

- ▶ Oversees all department Operations and Training
- ▶ Participates in Town's JLMC Committee
- ▶ Coordinates with various Civic Groups
- ▶ Participates in Statewide Physical Ability Testing with NH State Fire Academy
- ▶ Oversees all Vehicle Maintenance

### Deputy Chief - Fire Prevention -

- ▶ Participates in Town's TRC
- ▶ FD Rep to Town's JLMC
- ▶ Active with School Construction Projects

# Strategic Plan Report

## 2010-2012 Strategic Plan Results

<u>Customer Consideration</u>	<u>FRS</u> <u>Employee Consideration</u>	<u>Process and Control</u>
<p><u>Provide for "On-Line" Permits</u></p> <p>Purchase computer system - 2010 (COMPLETED)</p> <p>Create template for Permits - 2010 (w/IT) (COMPLETED)</p> <p>Implement Use of Permit Program - 2011 (COMPLETED)</p>	<p><u>Provide for full 24 hr "ALS" Service</u></p> <p>Increase number of Paramedics by One - 2011 (DEFERRED TIL 2013 DUE TO FUNDING)</p> <p>Implement Coverage Plan to Ensure at least one paramedic is on shift daily - 2012 (DEFERRED TIL 2014)</p>	<p><u>Expand Departmental Technology Capabilities</u></p> <p>Update Town GIS Mapping - 2010 (NOT COMPLETED - EXPECTED 2012)</p> <p>Purchase 19 sets of PPE (Personal Protective Equipment) - 2010 (\$49K) (COMPLETED)</p> <p>Purchase MDT (Mobile Data Terminal) and associated software - 2012 (\$93K) (DEFERRED TIL 2014 DUE TO AVAILABILITY OF GRANT FUNDING)</p> <p>Purchase 22 sets of SCBA (Self Contain Breathing Apparatus) - 2012 (\$80K) (DEFERRED TIL 2013 DUE TO AVAILABILITY OF GRANT FUNDING)</p> <p><u>Replace/Add to Equipment Assets</u></p> <p>Purchase new engine (Engine 3 Replacement) - 2011 (\$45K thru CIP) (COMPLETED)</p> <p>Purchase new Quilt (Engine 2 and Ladder Replacement) - 2012 (\$50K thru CIP) (DEFERRED TIL 2014)</p> <p>Purchase New Ambulance (Replace 1998 Ambulance) - 2013 (\$18K thru CIP)</p>

## 2010-2012 Strategic Plan Results

<u>Customer Consideration</u>	<u>FRS</u> <u>Employee Consideration</u>	<u>Process and Control</u>
<p><u>Reestablish Fire Dispatch Locally</u></p> <p>Study feasibility of bringing Fire Dispatch back to either Police Department or in separate facility within Fire Station - 2010 (COMPLETED)</p> <p>Create Policies and Procedures for Fire Dispatch Locally - 2011 (DEFERRED INDEFINATELY UNTIL COST BENEFITS ARE IN TOWNS FAVOR)</p> <p>Purchase "Code Red" Software - 2012 (DEFERRED TIL 2013 FOR USE BY EMERGENCY MANAGEMENT)</p> <p>Train to NFPA 1061 Standard of Dispatching - 2012 (DEFERRED INDEFINATELY UNTIL COST BENEFITS ARE IN TOWNS FAVOR)</p> <p>Hire New Communication Supervisor for Dispatch function or promote current employee to handle responsibilities - 2012 (DEFERRED INDEFINATELY UNTIL COST BENEFITS ARE IN TOWNS FAVOR)</p> <p>Transition away from Derry Dispatch and bring system fully back "in-house" - 2012 (DEFERRED INDEFINATELY UNTIL COST BENEFITS ARE IN TOWNS FAVOR)</p>	<p><u>Provide for full 24 hr "ALS" Service</u></p> <p>Increase number of Paramedics by One - 2013</p> <p>Implement Coverage Plan to Ensure at least one paramedic is on shift daily - 2014</p>	<p><u>Expand Departmental Technology Capabilities</u></p> <p>Purchase MDT (Mobile Data Terminal) and associated software - 2014 (\$69K)</p> <p>Purchase "Code Red" Software for Use in Emergency Management situations - 2013</p> <p>Convert existing light switches to motion sensors - 2012</p> <p><u>Ensure Operational Directives are Current</u></p> <p>Review and Update all Department Directives and SOP's</p> <p><u>Replace/Add to Equipment Assets</u></p> <p>Purchase new Quilt (Engine 2 and Ladder Replacement) - 2014 (\$50K thru CIP)</p> <p>Replace Aging AED's (6 in total) and LifePak Units (2 in total) - 2013</p> <p>Purchase New Ambulance (Replace 2002 Ambulance) - 2013 (\$18K thru CIP)</p>

## 2012 - 2014 Strategic Plan

<u>Customer Consideration</u>	<u>FRS</u> <u>Employee Consideration</u>	<u>Process and Control</u>
<p><u>Provide for full 24 hr "ALS" Service</u></p> <p>Increase number of Paramedics by One - 2013</p> <p>Implement Coverage Plan to Ensure at least one paramedic is on shift daily - 2014</p>	<p><u>Update Employee Equipment/Protective Gear Based on Standards</u></p> <p>Purchase 28 sets of SCBA (Self Contain Breathing Apparatus) - 2013 (\$214K)</p> <p><u>Ensure EM Staff and Volunteers Remains Current in Training</u></p> <p>Conduct "Table Top" training exercise for daytime EM Staff - 2012</p> <p>Providing at least one day of training for EM Volunteers - 2012</p> <p><u>Sharing of Staff Resources</u></p> <p>Coordinate with other Administrative departments in the sharing of administrative staff across departmental jurisdictions as allowed by Union Contract - 2012</p>	<p><u>Expand Departmental Technology Capabilities</u></p> <p>Purchase MDT (Mobile Data Terminal) and associated software - 2014 (\$69K)</p> <p>Purchase "Code Red" Software for Use in Emergency Management situations - 2013</p> <p>Convert existing light switches to motion sensors - 2012</p> <p><u>Ensure Operational Directives are Current</u></p> <p>Review and Update all Department Directives and SOP's</p> <p><u>Replace/Add to Equipment Assets</u></p> <p>Purchase new Quilt (Engine 2 and Ladder Replacement) - 2014 (\$50K thru CIP)</p> <p>Replace Aging AED's (6 in total) and LifePak Units (2 in total) - 2013</p> <p>Purchase New Ambulance (Replace 2002 Ambulance) - 2013 (\$18K thru CIP)</p>

Questions?