

**BOARD OF SELECTMEN**  
**Minutes of February 25, 2013**

**MEMBERS PRESENT:** Vice-Chairman Ross McLeod called the meeting to order at 7:00 PM. Selectmen Phil LoChiatto, Kathleen DiFruscia, and Roger Hohenberger were present; as was Town Administrator David Sullivan. Mr. McLeod opened with the Pledge of Allegiance.

**ANNOUNCEMENTS:** Mrs. DiFruscia advised that tickets would soon be going on sale for the Windham Community Band Dance; March 2<sup>nd</sup> at Castleton. Contributes enormous amount to Town.

Mr. LoChiatto noted that Chairman Breton was home from the hospital, recuperating, and was feeling better than ever.

Mr. McLeod extended congratulations to the following Windham High School Athletes: Nicole Taylor, who won the Division 2 championship in slalom and assisted in leading the overall team to a 3<sup>rd</sup> place win in the Division; and to the wrestling team who, for the second year in a row, won the Division 3 State Title. He noted, in particular, the accomplishments of wrestlers, Jeff Armstrong, Dylan Swiderski, and Chris Ferri.

**LIAISON REPORTS:** None.

**MINUTES:** Tabled.

**CORRESPONDENCE:** Bond release/Lake View Farm. After brief discussion, Mrs. DiFruscia moved and Mr. Hohenberger seconded to approve the final release of the \$1,500 cash guarantee for Lake View Farm. Motion passed 4-0.

**TAX ABATEMENT:** Tax Assessor Rex Norman updated the Board on the request for abatement submitted by the El-Hefni Foundation; giving a brief history of the previous discussion in November. Mr. Norman noted that, since then, El-Hefni has clarified usage percentages for the parcels and submitted plans depicting same. He noted that, originally, abatements of 75% on parcel 8C-100, 72% on 8C-102, and 100% on 13C-400 had been requested by El-Hefni; which is a qualified 501:3c entity. Mr. Norman indicated that, through negotiation, El-Hefni had demonstrated 75% usage of parcel 8C-100, 50% of 8C-102, and 0% of 13C-400. Mr. Norman advised that, should the Board approve the abatements at the latter, recommended percentages, then the abatement amount for tax year 2012 would be \$42,857. He then noted that these percentages would be adjusted as of April 1, 2013 to 75%, 72%, and 50%; respectively.

Discussion ensued as to tax years beyond 2013, and Mr. Norman clarified that if they can ultimately prove 100% usage they would be eligible for a total abatement. Uses of the parcels and construction thereon was then discussed, and Mr. Hohenberger questioned how the increased percentages for 2013 were justified if the trails/property were unchanged. Mr. Norman explained that the Foundation had been on the property for a considerable amount of time since April of 2012; citing trail construction over the summer as an example. Mr. Sullivan added that surveys show that these trails occupy 75% of one lot and 72% of another. Discussion ensued regarding the loss of considerable taxes with the purchase of this property by El-Hefni, and Mr. Hohenberger questioned whether any could be recouped if the property were to be sold or subdivided. Mr. Norman replied in the negative; clarifying that the property is not in Current Use. He added that El-Hefni has owned the property since the 1980's, and has paid taxes since at full value. Further discussion ensued regarding the nature of a qualifying entity, and that this situation is similar to that of a church or school.

Mrs. DiFruscia noted that she shared Mr. Hohenberger's concerns regarding lost tax revenues; adding however that she felt the property was a wonderful asset to the Town. She questioned whether there will be monitoring in the future for compliance, and Mr. Norman clarified that per statute the owner will need to apply every year in order to qualify.

Mr. McLeod noted that the question seems to be whether “education” is confined to a structure; noting that this is a somewhat non-conventional circumstance. He inquired whether El-Hefni was simply setting up trails for use once a year in order to qualify for the exemption. Mr. Norman replied in the negative, noting that the Conservation Commission has visited the site.

Mr. Wayne Morris, Conservation Commission, approached and gave the Board a brief explanation of the trail system; also expressing concerns regarding posting of the property by the owners. Lengthy discussion ensued regarding the need for the property to be open to the public as part of the qualification, specifically the trails and the access road, and the negotiation since the previous discussion.

Mr. Ralph Valentine approached inquiring whether the Foundation had a syllabus detailing their current/planned use of the property. Mr. Sullivan replied in the negative; adding that per legal opinion the exemption text was met if the property was owned/used for educational purposes and that same did not have to occur 365 days per year.

Mr. Valentine suggested that the Town post the property with affirmative language that the public may walk on the roadway into the property. He also questioned how much of an abatement the owners should be receiving prior to issuance of a certificate of occupancy. Mr. Sullivan clarified that no abatement was being requested for the parcel in question for this tax year.

Mr. LoChiatto then moved and Mrs. DiFruscia seconded to approve the abatement as recommended by the Assessor, and that the landowner post the Class VI road as accessible to the public at any access point to the property. Discussion ensued regarding gating the roadway in question to prohibit OHRV, etc., access, but that the road should be posted.

Further discussion ensued regarding the differing percentages between the two parcels, which Mr. Norman clarified were established by Town Counsel, any statutory restrictions on the property as a result of receiving the exemption, and the negotiation/survey process.

Motion passed 3-1, with Mr. Hohenberger opposed.

**CHIEF LEWIS:** The Chief advised that a former intern of the Department had arranged for a donation of six (6) computers to the department; valued at \$25/each. The Chief noted that this equipment was newer than existing, and one has been tested by staff.

Mr. LoChiatto excused himself from the meeting.

After brief discussion, Mr. Hohenberger moved and Mrs. DiFruscia seconded to accept the donation of six computers with thanks. Passed 3-0.

*Chief Lewis* then advised that he had obtained quotes, after the deductible, for replacement of the totaled cruiser, as follows:

<i>Hillsboro Ford</i>	\$23,851.00
<i>Londonderry Ford</i>	24,135.72
<i>Irwin Ford</i>	24,492.88

Mr. LoChiatto returned to the Board.

Chief Lewis advised that, after review of each vehicle, including specifications, wiring/LED packages, and equipment needs, his recommendation would be to award the bid to Londonderry Ford; explaining that although their bid was higher than Hillsboro, it included a \$3,000 equipment package. Discussion ensued as to how much this package would reduce the cost to retrofit the replacement cruiser, and Chief Lewis indicated it would probably be a wash; adding that Londonderry is offering this vehicle at their cost.

Mrs. DiFruscia moved and Mr. LoChiatto seconded to approve the purchase of the replacement cruiser from Londonderry Ford, including the equipment package, for a cost not to exceed \$24,135.72. Motion passed 4-0.

Brief discussion ensued, and the Chief clarified that the excess cost would be absorbed within the Departmental budget.

**EDC SEMINAR REVIEW:** Mr. McLeod indicated that concerns had been raised regarding a Property Tax Abatement Seminar being advertised by the Community Development Department and endorsed by the Economic Development Committee. He indicated the Board would first speak to Mr. Bob Young, Chairman of the EDC, who had opted to discuss this matter in the public forum.

Mr. Young approached, clarifying that although he was Chair of the EDC, he was present to speak to the Board only in his capacity as a resident and a volunteer; not as the Chairman. Mr. Young explained that all he knew about the seminar was what was contained in the flyer for same. He indicated that the EDC had not discussed this seminar; rather he had made a decision to respond to Ms. Scott's inquiry regarding same on his own as he felt it was in keeping with the EDC's mission statement to assist in education and outreach.

Mrs. DiFruscia noted that the first goal on the EDC is to promote tax revenue, however, this seminar seems to fly in the face of that by advising businesses how to battle the Town to reduce their taxes. Mr. Young noted the need for the EDC to have a balanced perspective, and Mrs. DiFruscia replied that while she has a lot of respect for the EDC's efforts, she would hope they look closer at such things in the future. She felt that any businesses having such concerns should be going to Mr. Norman for assistance.

Discussion ensued regarding transparency, the excellence of the Assessing Department and the availability of information. Mr. Young reiterated that, pressed for time to respond, he had made a snap decision; which was the only time he had ever done that. Mr. LoChiatto suggested that the substance of the discussion planned for the seminar was not an issue; but rather the way it came about may be.

Mr. McLeod indicated he had spoken to Mr. Young about this, and that his issue was related to whether the EDC was aware of the seminar; adding that he also felt the seminar promoted the opposite of the EDC primary goal. Discussion ensued.

Mrs. DiFruscia inquired of Ms. Scott why Mr. Norman had not been in the loop; adding that if the business community wishes to understand the process they should be referred to Mr. Norman. She also inquired who was funding the seminar and whose interests were being promoted.

Ms. Scott noted that there was no cost related to the seminar, and that the intent of it was not to imply there was a problem; rather it was an opportunity to have a different voice give that message to the business owners. She indicated that, what she hears from the business owners is that they do not understand the process involved. Ms. Scott then clarified that she had contacted McLean, and that the intent was not to portray that Mr. Norman's assessments were incorrect. She noted that she has since spoken to Mr. Norman, and sees the other perspective now, and hopes Mr. Norman will conduct such a seminar in the Fall.

Mrs. DiFruscia sought clarification of Ms. Scott's claim of a recurring theme from business owners having problems, and whether Ms. Scott has ever approached Mr. Norman regarding same. Ms. Scott replied in the negative, and a lengthy discussion ensued.

Mr. McLeod indicated that the Code of Ethics requires that nothing be undertaken that is contrary to Ms. Scott's overall primary responsibility, which is to the Town not the business community; adding that the seminar appears to actively encourage abatements. He expressed concerns that Mr. Norman had not been included, as he was an excellent resource. Mr. Sullivan advised that he had met with Ms. Scott and Mr. Norman, and he was confident such an issue would not happen again.

Mrs. DiFruscia again inquired whether recurring concerns were being raised regarding a lack of understanding, and Mr. Norman replied in the negative. He indicated that he and Ms. Scott had had no conversations about it prior to this seminar issue; adding that assessing happens all year long and he is always happy to look at requests, as abatements should be a last resort. Mr. Norman also indicated he had not heard from the businesses, either, and that there have not been a lot of abatement requests. He explained he had received only ten requests for the year and, of them, only one had been commercial.

**NON-PUBLIC SESSION:** Mr. Hohenberger moved and Mrs. DiFruscia seconded to enter into nonpublic session in accordance with RSA 91-A:3 II e. Roll call vote all “yes”. The topic was legal and the Board, Mr. Sullivan, Mr. Norman, and Ms. Devlin were in attendance. Mr. Norman updated the Board on a tax abatement issue. No decisions were made.

**WORKSHOP – COMMUNITY DEVELOPMENT/JLMC:** Ms. Scott reviewed with the Board the Joint Loss Management Committee strategic plan, as attached. Highlights of the discussion included installation of CO detectors in all facilities, annual inspections by the JLMC, and monitoring of the maintenance facility inspections for life/safety issues. Ms. Scott noted that all critical items were completed immediately, and no life/safety issues remain. Mrs. DiFruscia inquired about scheduled training, and Ms. Scott noted that same is planned on a quarterly bases.

*Ms. Scott* reviewed the Community Development Department strategic plan as attached. Brief discussion ensued regarding IT/hardware integration, and the MUNIS software.

**SOUTHERN NH PLANNING COMMISSION MEMBERSHIP:** Ms. Scott noted that the change from the Rockingham Planning to the Southern NH Planning Commission has been approved and the determination will need to be made as to liaison appointments; adding that Ms. Maloney, Mr. Griffin, and Mr. Samsel who are currently representatives to the RPC would like to continue with the SNHPC.

Discussion ensued regarding having the Planning Board advertise for Ms. Maloney’s position, which is expired. Mr. LoChiatto then moved and Mrs. DiFruscia seconded to appoint Mr. Peter Griffin and Mr. Mark Samsel as representatives to the SNHPC for the duration of their current terms.

Mr. Sullivan suggested that the Board appoint Mr. Carl Griffin as well, in the event that he is interested, and confirmed that staff will advertise for Ms. Maloney’s position, as well as for alternate representatives.

Mr. LoChiatto amended his motion, and Mrs. DiFruscia her second accordingly. Motion passed 4-0.

Ms. Scott then noted that there are several other liaison positions that will need to be determined, as well. After review of same and the requirements of each, the Board made several motions:

- Mrs. DiFruscia moved and Mr. Hohenberger seconded to appoint Ms. Scott as representative to the Transportation Advisory Committee (TAC). Passed 4-0.
- Mr. Hohenberger moved and Mrs. DiFruscia seconded to appoint Mr. Delong as regular and Ms. Scott as alternate representatives to Broadband Planning. Passed 4-0.
- Mr. Hohenberger moved and Mrs. DiFruscia seconded to appoint Mr. Sullivan and Mr. LoChiatto to the Mutual Sharing project, with Mrs. DiFruscia as alternate. Passed 4-0.
- Mr. Hohenberger moved and Mrs. Difruscia second to appoint Mr. Sullivan as alternate to the TAC. Passed 4-0.
- Mrs. DiFruscia moved and Mr. LoChiatto seconded to appoint Ms. Elizabeth Wood and Ms. Nancy Prendergast to the Planners Roundtable. Passed 4-0.

Discussion ensued regarding representation to the Sustainable Communities regional committee, that the contract language regarding same transfers from the RPC to the SNHPC, and whether updates will be provided to the Board regarding same.

**TEN-YEAR TRANSPORTATION PLAN PROPOSALS:** The Board reviewed the attached memo, which notes that the SNHPC must have the Board's requests for inclusion in the upcoming plan by March 8, 2013. Discussion ensued regarding inclusion of the Wall Street/Route 111 corridor engineering for roundabouts, as well as the relocation of the light at Range Road and the park and ride project. Mr. Max Puyanic of Convenient MD approached noting that it was his understanding the relocation of the signal was up to the Town. Brief discussion ensued regarding previous discussions of the Board relative to Route 111A and the signal in question.

Mr. Wayne Morris approached seeking clarification as to where the pedestrian/bicycle greenway project fit in with the recommendations. Mr. McLeod suggested that Mr. Stannas of the DOT be asked to attend a future meeting to discuss this and other recommendations. Mr. Sullivan noted that, procedurally, the Town must submit the recommendations to the SNHPC. Discussion ensued as to how the request regarding the greenway project should be drafted.

Mr. Sullivan then advised that the Highway Agent recommends requesting the bridges at Castle Hill, Golden Brook, and Moeckel Road be included. Further discussion ensued, and it was the consensus of the Board that Mr. Morris draft a narrative for the greenway project for inclusion, and that the corridor study engineering and roundabouts also be included. Mr. Sullivan indicated that staff will prepare these three items for the Board's review on at the March 4<sup>th</sup> meeting.

**CHEMICAL TOILETS:** Mr. Sullivan noted that the Recreation Coordinator was requesting the Board waive the bid process to allow continuation with the current vendor at the same price. He noted that only two bids had been received last year, and that the current contractor had been the low vendor at the time. Mr. Sullivan noted that Ms. Haas is very satisfied with the service that has been received.

Mr. Hohenberger moved and Mr. LoChiato seconded to waive the process as requested to continue with the current vendor as outlined. Brief discussion ensued, and the motion passed 4-0.

**RAIL TRAIL COMMITTEE:** Mr. Mark Samsel, Chairman, approached advising that their annual 5K run is scheduled for June 9<sup>th</sup> beginning at 6 AM. After a brief discussion, Mr. Hohenberger moved and Mr. LoChiato seconded to sponsor the annual 5K race for liability purposes. Passed 4-0.

Mr. Samsel then noted that there was much interest expressed in a 10K race, and that Convenient MD would like to sponsor one on 9/29; with all proceeds to go to the WRTA. Discussion ensued in that the Town could not indemnify a "Convenient MD 10K Race"; rather the sponsor would need to provide insurance. If unable to provide same, joint sponsorship is available but the race cannot be named as such.

Mrs. DiFruscia moved and Mr. Hohenberger seconded to endorse the 10K race on behalf of the WRTA. Passed 4-0.

*Mr. Samsel* then noted that there is a need to develop a policy for use of the Trail, as there have been an increasing number of requests for use of it for fundraising races; including from the Windham Cooperative Kindergarten the previous week. Mr. Samsel noted that the Co-op would like to hold a 5K race, and seems to be able to cover the liability requirements. Discussion ensued.

Mr. Hohenberger sought clarification that, given that State and Town funds were used for the trail, the Town cannot refuse such requests. Mr. Sullivan noted that the area has to be open to any member of the public, but such uses extend beyond "casual" use. Further discussion ensued, and it was the consensus of the Board that the WRTA draft a policy and return to the Board with it for discussion.

**OLD/NEW BUSINESS:** None.

**NON-PUBLIC SESSION:** Mr. Hohenberger moved and Mrs. DiFruscia seconded to enter into nonpublic 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 Mr. Norman were in attendance.

Mr. Norman advised the Board of a pending legal matter, and it was the consensus of the Board that he proceed as discussed.

Mr. Hohenberger moved and Mrs. DiFruscia seconded to adjourn. Passed unanimously.

Meeting adjourned at 10:30 PM.

Respectfully submitted,

Wendi Devlin, Administrative Assistant

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



*OLD VALUES - NEW HORIZONS*  
**JOINT LOSS MANAGEMENT COMMITTEE**

PO Box 120, Windham, New Hampshire 03087  
(603) 432-3806 / Fax (603) 432-7362  
[www.WindhamNewHampshire.com](http://www.WindhamNewHampshire.com)

**JOINT LOSS MANAGEMENT COMMITTEE**

The mission of the Joint Loss Management Committee (JLMC) is to bring workers and management together in a non-adversarial, cooperative effort to promote safety and health in all Town government workplaces. As a way of meeting this mission, JLMC was involved in the following activities in 2012:

- 1) Reviewed and commented on all incident reports where Town employees are injured on the job and provide recommendations on how to avoid such injuries in the future;
- 2) Conducted building and fire inspections of all Town-owned facilities and made recommendations to the Board of Selectmen and Department Heads of corrective actions that should be taken;
- 3) Made specific recommendations for Automated External Defibrillator (AED's) and Carbon Monoxide (CO) detectors for Town-owned facilities, a majority of which were purchased and installed in 2012 with the remainder to be completed in 2013;
- 4) Prioritized items for corrective action in the annual Facility Maintenance report and provided that to the Board of Selectmen and Department Heads based on safety and health concerns;
- 5) Inspected First Aid Kits in all Town facilities to ensure that they were sufficiently stocked;
- 6) Submitted the bi-annual NH Department of Labor Safety Summary Form for the Town; and
- 7) Ensured that all Departments/staff are provided with JLMC meeting agendas and minutes to keep them informed of the Committees work

The current members of the JLMC are listed below for your information.

Laura Scott, Chair	Management
Pat Robinson, Vice Chair	Labor, Fire Union
Cheryl Haas, Secretary	Labor, Non-Union
Deputy Chief Bill Martineau	Management
Mike McGuire	Labor, Municipal Union
Dave Poulson	Management
Bruce Breton	Board of Selectmen Liaison

In 2012, we had two members resign from the Committee, which were Al Barlow (Management) and Jessica Flynn (Labor, Police Union).

The Committee will continue to work in 2013 to improve the safety and health of all Town employees through trainings, revised policies and procedures, equipment purchases and upgrades, and facility maintenance.

All of our meetings are open to the public and we welcome your comments, suggestions and participation. If you have any questions, or would like additional information, please feel free to contact any of the JLMC members listed above.

Sincerely,  
Laura Scott, Chair



*OLD VALUES - NEW HORIZONS*

## **JOINT LOSS MANAGEMENT COMMITTEE**

PO Box 120, Windham, New Hampshire 03087

(603) 432-3806 / Fax (603) 432-7362

[www.WindhamNewHampshire.com](http://www.WindhamNewHampshire.com)

### **2013 Strategic Plan**

The mission of the Joint Loss Management Committee (JLMC) is to bring workers and management together in a non-adversarial, cooperative effort to promote safety and health in all Town government workplaces. The Joint Loss Management Committee is working to meet this mission through 4 subject areas, which are listed below.

#### **Trainings/Education**

**Goal: Hold quarterly trainings on topics of interest and importance for all Town Employees**

January-March	Blood Borne Pathogens/Basic First Aid
April-June	Workplace Fire Safety/Fire Extinguisher Training
July-September	Emergency Action Plan Drills
October-December	CPR and AED Training

**Goal: Provide information and educational resources to Town employees to enhance their own health and safety**

1. Development and full utilization of JLMC web site for information distribution.
2. Creation of Employee Medical Disclosure Form and education/outreach on its purpose and use.
3. Creation of Employee Inoculation Records program and education/outreach on its purpose and use.

#### **Town-Owned Facilities**

**Goal: Ensure that all Town-Owned Facilities are safe for employees, customers and visitors.**

1. Conduct annual inspections of all facilities to look for building code, fire code, and safety deficiencies. Prepare a comprehensive report of facility inspections with deficiencies listed, as well as corrective actions to be taken, which is to be provided to all Department Heads, the Town Administrator and the Board of Selectmen.
2. Review the annual maintenance facility report and provide comments on and recommendations for corrective actions, which is to be provided to all Department Heads, the Town Administrator and the Board of Selectmen.

# Windham Strategic Plan

## COMMUNITY DEVELOPMENT 2012-2014 PLAN

<u>Customer Consideration</u>	<u>Employee Consideration</u>	<u>Process and Control</u>
<p><u>Increase use of Town web site to keep up to date on department and board activities</u></p> <p>Posting of all Board and subcommittee hearing notices, meeting agenda, and minutes (draft and approved) - ONGOING \$</p> <p>Ensure up to date ordinances, forms, applications, reports/studies, and contact information - ONGOING \$</p> <p>Post announcements and public service/educational information from Department and Staff - ONGOING \$</p>	<p><u>Training on MUNIS for all staff and full utilization of applications for all department activities</u></p> <p>Comprehensive and correct utilization of software for department functions, where applicable - ONGOING \$</p> <p>Ongoing training for all staff on MUNIS as system is updated - ONGOING \$</p>	<p><u>Streamline Department application and inspection processes</u></p> <p>Targeted survey of ZBA, PB, and building permit applicants to solicit feedback on application and inspection process, procedures, fees, and forms - 2012 \$</p> <p>Develop ability to fill-out &amp; submit inspection requests online- 2012 (W/ IT ) \$\$</p> <p>Develop flow charts for ZBA applications - 2012 \$</p>
<p>Create Floodplain information page on Town web site - 2012 (w/Admin) \$</p> <p>Add to web site FAQ page; include library resources/map list; post articles - 2012 (w/Admin) \$</p>	<p><u>Sharing of Staff Resources</u></p> <p>Coordinate with other Admin Depts in the sharing of admin staff across dept jurisdictions, as allowed by Union Contract - 2012 \$</p>	<p>Review and revise building permit applications - 2012 \$</p> <p>Develop Driveway Regulations and Permit process for BOS review and adoption - 2013 (w/Highway &amp; Fire) \$</p> <p>Participate in Stormwater Permit Application Process &amp; ensure Dept applications/inspections are compliant - 2012 (w/Stormwater) \$</p>
<p>Review and revise flow charts for PB applications - 2012 \$</p>		<p>Review and revise flow charts for PB applications - 2012 \$</p>

# Windham Strategic Plan

## COMMUNITY DEVELOPMENT

<u>Customer Consideration</u>	<u>Employee Consideration</u>	<u>Process and Control</u>
<u>Utilization of Departments public computer and printer</u> Set-up so that PB, ZBA, Building permit, and other applications can be filled out at public computer, printed, and submitted - 2013 (w/IT) \$	<u>Cross-training of employees within Department</u> Project collaboration; staff education and training opportunities; work coverage during sick or vacation times - ONGOING \$	<u>Review and revise Department procedures &amp; policies</u> Collect all existing procedure and policies (Town and Department) and distribute to staff in binder- 2012 \$
Make MUNIS data available to public on public department computer for viewing & printing- 2014 \$\$ (w/IT)	Staff to do a presentation on an item they are responsible for at staff mtg during year to cross-train other staff members - ONGOING \$	Annually solicit feedback from staff on areas of improvement - ONGOING \$
Set-up so that color maps can be viewed and printed from public computer - 2012 \$ (w/IT)	Hold quarterly trainings for staff on topics of interest at monthly staff meetings - 2012 \$	Annually review policies and develop list of suggested changes to make for Department and Town- ONGOING \$
		Review and update written procedures for financial processes & management of Planning Board financial guarantees - 2012 (w/ Finance) \$
		Review and update written procedures for ZBA application process - 2012 \$
		Streamline and create written procedures for building and other department application processes - 2012 \$
		Review and update written procedures for PB application process - 2012 \$

\$ = Little to no Cost; using existing resources

\$\$ = Moderate Cost; \$1,000-2,500

\$\$\$ = Intermediate Cost ; \$2,500-5,000

# Windham Strategic Plan

## COMMUNITY DEVELOPMENT

<u>Customer Consideration</u>	<u>Employee Consideration</u>	<u>Process and Control</u>
<u>Work to ensure good public relations and promote outreach and education on Department functions</u>	<u>Better file and data maintenance &amp; management</u>	<u>Accurate GIS data &amp; tax maps</u>
At least 4 articles a month in weekly papers on relevant topics (PB, Code, Building, Economic Development)- ONGOING \$	Ensure all conservation lands/easements/trails have complete and accurate files - 2012 \$	Quarterly update of tax map from Planning Board actions, public corrections & new deeds online & paper copies - 2013 (w/IT and Assessing) \$\$
Host 2x year public workshops/forums on relevant topics - 2012 (w/other Boards & Committees)	Separate out and organize all Legal, Code, and ZBA information out of existing Building files - 2014 \$	Update of Zoning map after Town Meeting online and paper copies - 2012 (W/IT & Assessing) \$
Institute business visitation program - 2012 (w/WEDC) \$\$	Review, consolidate, and organize all PB case files - 2013 \$	2x/yr update of road map with classifications online & paper copies - 2012 (w/IT) \$
Work to keep community development web site up to date and responsive to users needs - ONGOING \$\$ (w/AdminInternet)	Review, consolidate, and organize all maps/plans - 2012 \$	Make maps and GIS layers from CTAP, Master Plan, and Wall Street project available on web site - 2012 (w/IT) \$
	Develop systems to accurately track Impact Fees received - 2012 (w/Finance) \$	Adding Town-owned lands and conservation lands layer to tax map - 2012 (w/IT, Admin, CC) \$
	Ensure that all PB financial files are up to date and accurate - 2012 (w/Finance) \$	
	Process older roads for Town Acceptance - 2012 (w/PB, Hghy, Fire, Legal, KNA, BOS) \$	

# Windham Strategic Plan

<u>Customer Consideration</u>	<u>Employee Consideration</u>	<u>Process and Control</u>
<u>Seek public feedback on Department functions</u>	<u>Enhance the working relationship with other Boards/Departments &amp; volunteers/staff</u>	<u>Review &amp; revise Board(s) procedures &amp; policies</u>
Online customer survey - 2012 \$ (w/IT)	Annual workshop with all relevant Boards/Committees to discuss common interests/projects - 2012 \$	Review and revise Site Plan Regulations - 2012 \$\$ (w/PB & KNA)
Solicit feedback from Board members on Department process and functions - 2012 \$	Outreach by Department head to other Boards/Committees/Departments to discuss issues/concerns/projects - ONGOING \$	Implement Master Plan recommendations - 2012 \$ (w/PB)
Solicit input from department staff and other Town staff annually on department functions - 2012 \$	Setting employee and project goals and tasks - ONGOING \$	CC rules of procedure update; CC land conservation acquisition, ranking and monitoring policies -2012 \$ (W/CC)
	Employee appreciation & recognition - ONGOING \$	Develop Design Review Regulations - 2012 (w/PB & FitzDesign) \$\$
	Coordinate mtg with BOS, ZBA, CC, WEDC & PB re: RPC membership in 2013 with presentations by RPC, NRPC, and SNHPC - 2012 \$	Review and Revise ZBA & PB Applications after Town Meeting - 2012 \$
		Review and Revise ZBA & PB Rules of Procedure - 2012 (w/ZBA & PB) \$
		Revise Well and Septic Regulations for BOS review and approval - 2012 (w/Health Officer) \$

Windham Strategic Plan

COMMUNITY DEVELOPMENT 2013-2015 PLAN

Customer Consideration	Employee Consideration	Process and Control
<p>Increase use of Town web site to keep up to date on department and board activities</p>	<p>Training on MUNIS for all staff and full utilization of applications for all department activities</p>	<p>Review and Revise Department application and inspection processes</p>
<p>Create Floodplain information page on Town web site - 2013 (w/Admin &amp; IT)</p>	<p>Comprehensive and correct utilization of software for department functions, where applicable - ONGOING</p>	<p>Targeted survey of ZBA , PB, and building permit applicants to solicit feedback on application and inspection process, procedures, fees, and forms - 2013</p>
<p>Staff training for web site posting and content management - 2013 (w/Admin &amp; IT)</p>	<p>Ongoing training for all staff on MUNIS as system is updated - ONGOING</p>	<p>Develop ability to fill-out &amp; submit inspection requests online- 2014 (w/ IT )</p>
<p>Utilization of Departments Public Computer and Printer</p>	<p>Adding MUNIS on all staff computers - 2014 (w/IT)</p>	<p>Develop flow charts for ZBA applications - 2013</p>
<p>Set-up so that Building permit and other appropriate applications can be filled out at public computer, printed, and submitted - 2014 (w/IT)</p>		<p>Participate in Stormwater Permit Application Process &amp; ensure Dept applications/inspections/regulations are compliant - 2013 (w/Stormwater)</p>
<p>Make MUNIS data available to public on public department computer for viewing &amp; printing- 2015 (w/IT)</p>		<p>Develop Driveway Regulations and Permit process for BOS review and adoption - 2013 (w/Highway &amp; Fire)</p>
		<p>Develop handbook for businesses on permitting, approval, etc required - 2014 (w/WEDC)</p>

# Windham Strategic Plan

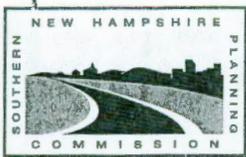
Customer Consideration	Employee Consideration	Process and Control
<p><b>Seek public feedback on Department functions</b></p>	<p><b>Cross-training of employees within Department</b></p>	<p><b>Review and revise Department procedures &amp; policies</b></p>
<p>Online customer survey - 2013 (w/IT)</p>	<p>Project collaboration; staff education and training opportunities; work coverage during sick or vacation times - ONGOING</p>	<p>Review and update written procedures for PB application process - 2013</p>
<p>Solicit feedback from ZBA, CC, WEDC and PB Board members on Department process and functions - 2013</p>	<p>Staff to do a presentation on an item they are responsible for at staff mtg during year to cross-train other staff members - ONGOING</p>	<p>Annually solicit feedback from staff on areas of improvement - ONGOING</p>
<p>Solicit input from department staff and other Town staff annually on department functions - ONGOING</p>	<p>Hold quarterly trainings for staff on topics of interest at monthly staff meetings - ONGOING</p>	<p>Annually review policies and develop list of suggested changes to make for Department and Town- ONGOING</p>
		<p>Streamline and create written procedures for internal department processes - 2013</p>
		<p>Review and update written procedures for building permit application process - 2013</p>
		<p>Create written procedures for PB financial guarantees &amp; Impact Fees - 2013 (w/Finance)</p>

# Windham Strategic Plan

Customer Consideration	Employee Consideration	Process and Control
<b>Work to ensure good public relations &amp; do public education &amp; outreach</b>	<b>Better file and data maintenance &amp; management</b>	<b>Accurate GIS data &amp; tax maps</b>
At least 4 articles a month in weekly papers on relevant topics (PB, Code, Building, Economic Development)- ONGOING	Process older roads for Town Acceptance - 2013 (w/PB, Hgby, Fire, Legal, KNA, BOS)	Update of tax map & road map from PB & BOS actions, public corrections & new deeds online & paper copies - 2013 (w/IT & Assessing)
Host 2x year public workshops/forums on relevant topics - 2013 (w/other Boards & Committees)	Separate out and organize all Legal, Code, and ZBA information out of existing Building files - 2015	Update of Zoning map after Town Meeting online and paper copies - 2013 (W/IT & Assessing)
Work to keep community development web site up to date and responsive to users needs - ONGOING (w/AdminInternet)	Review, consolidate, and organize all PB case files - 2015	Make maps and GIS layers from CTAP, Master Plan, and Wall Street project available on web site - 2013 (w/IT)
2x Business Seminar Series - Ongoing (w/WEDC)	Ensure that all PB financial files are up to date and accurate - 2013 (w/Finance)	Making accurate land use map - 2013 (w/IT, CC & Assessing)
Business Visitation Program 4 businesses/month - Ongoing	Develop systems to accurately track Impact Fees received - 2013 (w/Finance)	
Development & implement Welcome Packet for new residents - 2013	Update and manage Department resource library - ONGOING	
Business promotions through open houses, Business Expos and Holiday Extravaganza - ONGOING	Research and identification of open space parcels and obtain copies of property restrictions - 2013 (w/Assessing)	
Develop & Implement Adopt-A-Street/Adopt-A-Spot Program - 2013 (w/Maintenance & Highway)	Customary Home Occupation Approval Research & Compliance - 2013 (W/Assessing)	

# Windham Strategic Plan

Customer Consideration	Employee Consideration	Process and Control
	<p><b>Enhance the working relationship with other Boards/Departments &amp; volunteers/staff</b></p> <p>Annual workshop with all relevant Boards/Committees to discuss common interests/projects - 2013</p>	<p><b>Review &amp; revise Board(s) procedures &amp; policies</b></p> <p>Review and revise Site Plan Regulations - 2013 (w/PB)</p>
	<p>Outreach by Department head to other Boards/Committees/Departments to discuss issues/concerns/projects - ONGOING</p>	<p>CC rules of procedure update; CC land conservation acquisition, ranking and monitoring policies -2013 (W/CC)</p>
	<p>Setting employee and project goals and tasks - ONGOING</p>	<p>Implement Master Plan Goals - 2013 (w/PB)</p>
	<p>Employee appreciation &amp; recognition - ONGOING</p>	<p>Revise Well and Septic Regulations for BOS review and approval - 2013 (w/Health Officer)</p>
	<p>Board appreciation &amp; recognition - 2013</p>	<p>Revise ZBA &amp; PB Applications after Town Meeting - 2013</p>



**SNHPC**

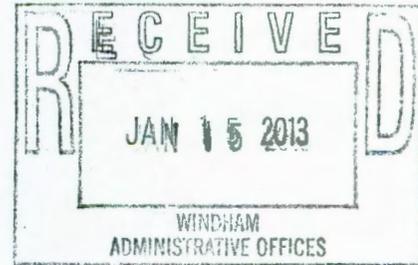
## Southern New Hampshire Planning Commission

438 Dubuque Street, Manchester, NH 03102-3546, Telephone (603) 669-4664 Fax (603) 669-4350

www.snhpc.org

January 11, 2013

Bruce Breton, Chairman  
Windham Board of Selectmen  
P.O. Box 120  
Windham, NH 03087-0120



RE: Update of the State of New Hampshire's Ten-Year Transportation Improvement Program FY 2015 – FY 2024

Dear Mr. Breton:

Pursuant to the New Hampshire Department of Transportation's (NHDOT) timetable for the update of the Ten-Year Transportation Improvement Plan (Ten-Year Plan), the Southern New Hampshire Planning Commission (SNHPC) is requesting projects from its member communities and agencies.

From the initial solicitation of projects to the final approval, the Ten-Year Plan takes approximately two years to complete. Once complete, the initial years of the Ten-Year Plan will form the fiscally constrained SNHPC MPO FY 2015 – FY 2018 TIP.

The current FY 2013 – FY 2022 Ten-Year Transportation Plan, signed into law by the Governor on June 11, 2012, provides a plan to improve the State's infrastructure while realistically reflecting the current limited availability of financial resources. Projects considered essential to the SNHPC region, such as improvements to I-293 Exits 6 and 7 and construction of I-93 Exit 4A, are currently not included in the Plan. Additionally, this financial situation has once again placed limits on the ability of NHDOT to consider adding new projects to the next version of the Plan. However, SNHPC will continue to emphasize the importance of the Ten Year Plan process as a means to 1) establish and document local priorities for transportation improvements; and 2) communicate this information to the State.

**Please develop a prioritized list of projects for your community for possible inclusion in the FY 2015 – FY 2024 Ten-Year Plan.** To formulate this list, please consider including: 1) new projects; 2) projects deleted from previous versions of the Ten-Year Plan; and 3) projects currently in the FY 2013 – FY 2022 Ten-Year Plan. There are six projects in the Town of Windham currently in the Plan.

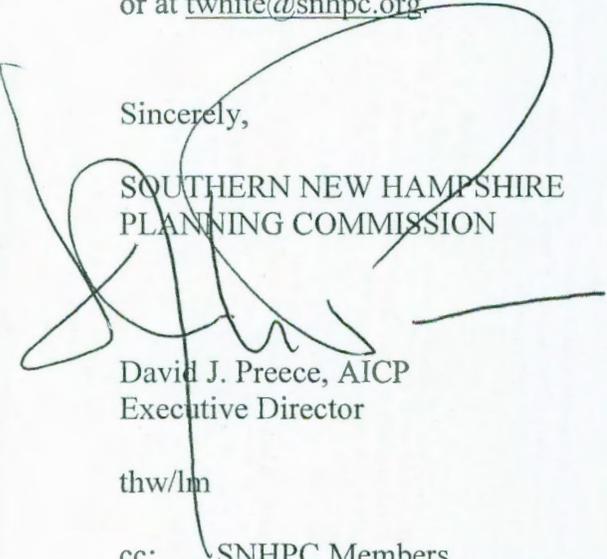
Additionally, we also ask that you include any additional projects representing more long-term priorities that are not being considered for inclusion in the Ten-Year Plan at

this time. These long-term projects, as well as those submitted for the Ten-Year Plan, will be included in the next version of the Regional Transportation Plan (RTP) for the SNHPC Region. The SNHPC RTP, which addresses all transportation modes that are in use or potentially could play a role within the thirteen municipalities comprising the SNHPC region, is intended to establish a master guide for funding transportation projects. SNHPC plans to begin assembling data on all projects received in order to facilitate their eventual implementation.

Once we have received prioritized project lists from communities and agencies, a Technical Advisory Committee (TAC) meeting will be called by the SNHPC to discuss priorities and establish a project list to document regional priorities. To be considered for review, your response **must be received by the Commission by close of business on Friday, March 8, 2013.**

Thank you in advance for your assistance in this matter. If have any questions or require further information, please do not hesitate to contact me or Tim White at (603) 669-4664 or at [twhite@snhpc.org](mailto:twhite@snhpc.org).

Sincerely,



SOUTHERN NEW HAMPSHIRE  
PLANNING COMMISSION

David J. Preece, AICP  
Executive Director

thw/lm

cc: SNHPC Members  
Town Managers  
Chairmen, Boards of Selectmen  
Planning Board Chairmen  
TAC Members