

HUDSON, NH BOARD OF SELECTMEN

Minutes of the August 4, 2015 Workshop Meeting

1. CALL TO ORDER - by Chairman Maddox the meeting of August 4, 2015 at 7:04 p.m. in the Selectmen's Meeting Room at Town Hall.

2. PLEDGE OF ALLEGIANCE - led by Captain Bill Avery.

3. ATTENDANCE

Board of Selectmen: Rick Maddox, Roger Coutu, Pat Nichols, Marilyn McGrath, Ted Luszey

Staff/Others: Donna Graham, Executive Assistant; Lisa Nute, IT Director; Jim Michaud, Assistant Assessor; Chief Jason Lavoie and Captain Bill Avery - Police Dept.

4. DISCUSSION ITEMS

Department Reviews

A. IT Department

Chairman recognized IT Director Lisa Nute.

Good evening and thank you Mr. Chairman and members of the Board. Lisa Nute noted the last time we met it was just cut a little short and you asked me to come back. There were only a couple of items that I didn't cover that I would like to discuss tonight that will affect the budget or I hope will affect the budget or that we need to prepare for in the future. You also asked that I come back with my matrix that I had given you before with the outlook of projected projects and actually put some estimated costs in there as if it were a budget.

The first thing Ms. Nute wanted to talk about has to do with infrastructure. It was in my IT report as a goal. That is fiber optic at Robinson Road. Before this Board even made it a 24/7 manned station, what the crew was doing was going down to Robinson Road and then coming back to Lenny Smith Central to do the recording. Once it became fully staffed, they remain up there and do the reports. We knew the VPN was not going to be adequate. You did allow along with the Budget Committee to go ahead and put the money in for fiber optic down on Robinson Road and as you know, that was the year that the voters turned the budget down. In default we lost it. I would like to go ahead and budget again that cost this year. It is \$65,000 plus \$3,000 to \$5,000 in details depending on how many hours they'll be out there in the street.

Chairman Maddox asked this \$70K will get us to Robinson Road. Ms. Nute stated that is correct. Chairman Maddox asked what is the final loop would probably be double that to get to Alvirne. Ms. Nute said you're exactly right. I did a quick little measure on GIS. This is just that one leg at a minimum we need to do this. There will be a return on investment. Certainly not like it was going down 111. That was paid for in 2 ½ years. This is closer to 30. But you can't really put a figure on the soft costs that we'd be saving. We continue to get tickets. Day one they were out there. Things are too slow or we're timing out. We have put in several hours of IT work getting it as fast as possible but a virtual private network is how we're connecting down there and they're going over the internet to get to things including servers here. It is the internet and it's just not adequate.

Chairman Maddox asked can I ask you a couple of questions. What are they on presently? Are they on Comcast. Ms. Nute said they are on Comcast. We did go ahead and enter into a three contract to up that speed which certainly did help. We did quite a bit of firewall work to try to get it as fast as possible but we're seeing that it is just still not adequate. Chairman Maddox noted Comcast is now offering 150 megabytes per second. We need faster than that? Ms. Nute said we aren't going that fast but you're still going to have - it's still not going to be having your own town owned pipe going down there. There's also things we can get rid of. If I had town owned fiber optic, we can get rid of their phone system there and save that cost, faxes, etc. because we could have them on our phone system. I can't do that over an internet line.

Chairman Maddox's final question and, again, this is me. If we're paying \$100 a month, that's \$1,200 a year. It's going to take us 55 years to break even going Comcast versus our own pipe. I'm just having a tough time making that leap. Where am I wrong? Lisa Nute indicated we're currently paying \$150 a month for Comcast. It's 75 down, 15 up is the speed, plus you have the phone cost of approximately 30 a month let's say per phone. It's going to take about 30 years. However there's down time; there's IT time trying to respond to these tickets. Trying to help them out best we can. They time out. They lose things. They start over again on a report or again it's the soft costs that you can't really measure. Chairman Maddox was just having a difficult time. I just can't picture what they could be possibly uploading and downloading that 75 megabytes per second won't handle it. Ms. Nute said we have data intensive applications. They're doing their public safety reporting what we call IMC or perform software. Chairman Maddox asked it's taken that kind of bandwidth to upload a form. Ms. Nute said its grabbing data from a database and it's pulling and pushing. Chairman Maddox noted basically \$70,000. Now this is going to eventually hook up to Alvirne correct? Ms. Nute said if this Board so desires. That would help us out long term for disaster recovery. Chairman

Maddox asked how much has the school paid towards this project. Ms. Nute said this piece to Robinson Road nothing. Chairman Maddox asked they've paid their piece to get to Alvirne. Ms. Nute said absolutely.

Selectman Coutu told the Chairman I've already told you what I'm supporting this year - zero increase in the tax rate.

Lisa Nute said I would be offsetting this with capital reserve as I try to do with all of our large projects like this. Chairman Maddox said we're getting requests to spend ¾ of a million dollars on new radio consoles and equipment on that end. I'm just having a real tough time and maybe I need to spend some time at Robinson Road and try to upload a form. I just can't see how much data you could be transmitting back and forth that you're eating up now at 150 megabytes per second. Selectman Luszey you know better than most but I'm just having a tough time understanding the kind of bandwidth you're looking for.

Selectman McGrath asked what other reports are they preparing out there. How many calls - I didn't bring the Fire Department's monthly report with me and I read it but I don't remember what the calls are per month out of Robinson Road. How many reports would they be generating that - I'm with Selectman Maddox on this. I'm having a hard time justifying in my mind spending...

Lisa Nute thought that would be a question for the Chief to answer or someone from fire staff. I can tell you what applications we've loaded out there. I know that one of the newest ones is a project that Chief has a firefighter out there who will be assisting him with certain projects so he's got an application...Selectman McGrath said such as. Ms. Nute believed the renovations that are upcoming and I'm not sure what else but...Chairman Maddox said that Microsoft project. That you can run on a cell phone. Ms. Nute said that would be a question I think the Chief could answer better for you as far as how many reports and I can just tell you that we do get complaints about the speed, etc.

Selectman Luszey we may or may not be going out but they're at least recording it and we can see it later.

Selectman Coutu asked how much money is in the capital reserve fund that we've been using from. Ms. Nute said KC in the middle of her audit I did not check with the Finance Director for an exact but there's at least \$70,000 last time that we decided to pull out the AssessPro software and that I believe does not - another chunk that maybe in this coming fiscal year. I can get a more accurate cost.

Selectman Coutu said I wouldn't be averse to taking it out of capital reserve if we didn't commit it to anything else. Just add it to the budget.

Selectman Luszey had a couple of things. The plan that you're talking to here is the plan that was put together at least 6 maybe 7 years ago when it started correct. Ms. Nute said even 8 years ago yes. Selectman Luszey said the technology that your base infrastructure is running on is that if not older. Is that a safe assumption? Your server architecture is - the design of it and not necessarily the equipment of what the purchase date. The implementation of the technology is at least that old because you're still running a Windows environment with an SQL database and all that correct? Lisa Nute said we're running Pervasive Database but that...the point Selectman Luszey was trying to make is 7 or 8 years ago when you put that plan together, it was a good plan then for where we were. What I don't see us really trying to talk about is what your refresh cycle is and strategy is for the technology that is out today. To Chairman Maddox's point, people are streaming movies to their phones over household networks and 4G technologies and it's not even close to the type of bandwidth that you're talking about needing. I'm having somewhat of a difficulty trying to understand. I understand the concepts of the transactions that have to take place between a client and server to get the information but those are small packets of data that are flying back and forth and they're not dedicated to it.

Selectman Luszey wasn't sure if we truly understand what we need in terms of the total network anymore. If I was to outsource the entire IT Department, what would be the bandwidth that I would need to come into this building? Lisa Nute indicated a lot more than what you're doing now because everything would be over the internet. We're just trying to get them here to Town Hall to access our servers. So you have a direct connection in the full pipe. Selectman Luszey said what is that. Is it a terabyte? I don't know. What size of the pipe...Ms. Nute said this would be the equivalent of instead of a Comcast 75 megabyte down and 15 up, this would be the equivalent of purchasing, leasing a dedicated - your entire FIOS line just for...Selectman Luszey said well say 48. Ms. Nute said that would be the equivalent. You'd never be able to afford something like that to lease that. You would never be able to afford that lease cost for dedicated fiber just for Robinson Road. That's the equivalent. That's what you get when you get the entire full pipe when you're purchasing town owned fiber optic. You own it.

Chairman Maddox said I guess I got to see why it's just taking that much bandwidth to send reports back and forth. I'm just having a tough time. Lisa Nute said that would be a question for the Chief Buxton.

Outsourced Helped Desk. Lisa Nute said I passed out and on the board is the timeline, the matrix that I had included with the IT plan. So there in the first column we have an item #1. There's the fiber optic to show down Robinson Road. There's where I'm coming up with the \$70,000. The next project if you look down in that FY17 column is the

second upgrade to the Nortel phone system. This is the upgraded phone system that I propose we budget for this year for the Police Department. As you know we are currently working on Town Hall this year. This one is one or two years older and it's one of our most important pieces of equipment is the phone system. People obviously call dispatch and how each building communicates among each other. This is as crucial as your generator, as your radio system. This also I anticipated setting at least 50 percent with capital reserve like I have done this year. Chairman Maddox stated that would be coming out of the 70 we have in capital reserve. So we're spending the 70 twice already right. Again, we have to make those decisions and that's what I'm trying to come from.

Selectman McGrath said you've got a price of 730 each.

Selectman Coutu remarked no the next item - number 4.

Lisa Nute indicated that one I didn't put up here on the board but that is because you won't see that in my budget and you probably won't even see that in the Chief's budget. That's rolled up in the cruiser replacement cost - the cruiser cost. It's just simply an antenna and it's on here because it was part of our goals and part of the infrastructure changes where we need to continue. We've been doing this for a few years now.

Selectman McGrath commented the 730 each is for the cruisers and...Ms. Nute said yes and that cost is rolled up in the Chief's cruiser replacement costs.

Chairman Maddox asked isn't this the one we tried to do quickly and then I guess the Chief wanted to wait until I guess we did each cruiser. Is that the...Ms. Nute said when they go through outfitting, he sends them down and they get the new antenna and takes care of it then.

Chairman Maddox asked Chief you're satisfied that waiting out three years for some of these cruisers to be swapped out is doable. Again it was explained to us that this needed to be done instantly so we voted to spend the money. Ms. Nute said no we've been doing it a chunk at a time. You'll see it one more time here.

Selectman Coutu asked to stick with the upgrade of the Nortel EMC system. Assuming that we were to budget it, how long is that going to last? Lisa Nute said Nortel had been bought up via - so a phone system can last 10 years to 20. We're going on 10 plus with this but again they've also been bought out. They're not supporting things any more. It's more and more difficult to get the phones. What we're doing is purchasing the compatible phone system so that I don't have to replace all the handsets on everybody's desks. Everything is going to still be able to be used but the main box itself is what needs to be swapped out. At a minimum, I would expect 10 years out of this hopefully more. We've gotten about 10 years out of this one.

Selectman Coutu asked is Nortel system compatible with what everybody with the latest and greatest is using today. Lisa Nute said the system we are going to here at Town Hall what I'm proposing for the Police Department is the same one we are using at the senior center right now. What happens is all these phone systems get networked. The reason that the Town Hall one costs just slightly more than this is because it's kind of like the hub phone system so that if let's say Verizon or Fairpoint goes on strike again like this is a real live scenario as they did with the senior center and Highway both being affected, I could have if I had already had the replacement equipment, I could have moved Highway directly here and had them using their phones without missing a beat - certainly not for 10 days like the Fairpoint strike had us down for. These are improved systems today and definitely capable of a whole lot more.

Chairman Maddox commented a lot of buttons on your phone that you never use.

Selectman Luszey asked the school district is looking at upgrading their entire system. Why wouldn't we jump on theirs? Lisa Nute indicated I did meet with the IT Director there on several occasions so far talking about different things that he's got coming up that I have coming up looking for possible collaboration. The reason this doesn't make sense for us to jump on what they're planning on doing or if he's even decided. No different than vice versa. He's welcome to - I gave him all the information on our phones as well. Because if I were to go with an entirely new system, it's not going to be working with the senior center that we just put in a short time ago. It's not going to work with Highway. It means that I'm going to have to replace every single handset on everybody's desk because this is a brand new system and totally different. We looked at the cost and it doesn't make sense to collaborate on the exact same phone system when the bang for the buck just isn't there. This is the best case scenario where you just replace this one little piece is all I'm trying to do and that does not affect the whole rest of the network. We can 4 digit dial everybody's extensions from Highway. They can call our Administrator's office as they do on a daily basis with just pick up the phone or press a button. You wouldn't get that if you didn't have these phones networked. The same scenario I just gave Selectman Coutu is that if the Highway were to go down again, I want that capability or I can now move people. If we get fiber optic to Robinson Road, I can put them on the same phone system too. If their phone goes down - we've got other phone systems in the network that they can be rerouted to. Things like that are definitely an advantage for not jumping ship and starting over.

Selectman Luszey said I would like to see the technical information on the phone systems and why they're incompatible. This is a VOIP system that we have in here today and you're replacing basically the controller.

Lisa Nute said I'm not doing VOIP on all phones. Digital on some but... an example of where I do want that is the Fire Administration. That connection from that old building to Lenny Smith and then to here has just been problematic for us. So there's a perfect example of why we do want - it's a more expensive phone but that's why we do want them on a voice over IP type system versus the digital system which we've been using VOIP at Burns Hill. We've been using it for Rec. but selectively. It makes more sense in the building where the actual box is and piece of equipment just to have them digitally connected. It's been up and running and the same thing with fire dispatch and police dispatch. I can guarantee their connection a whole lot better by just having it directly in that digital system.

Chairman Maddox said it's still not going out. I'm getting texts from various people saying they just see color bands. Again we will keep pushing forward. Did that answer your question Selectman Luszey?

Selectman Luszey said no. I would still like to see the plan on why we do some digital, some VOIP and what the benefits and non-benefits are. Lisa Nute indicated I'll work on something.

Chairman Maddox asked how much time does the IT Department spend on phones. Since you last asked, Ms. Nute said not quite a year ago you had asked me how much time do we spend on software versus hardware. I didn't have that capability in our free ticket system but we have built that in and done some extra reporting and stuff. I might be able to come up with at least a six month figure or something. I don't have that in front of me. I can estimate. Certainly when we modify offices like when we redid Community Development upstairs and moved people around, that's when we need to reconfigure phones and things. We will certainly have phone work at fire when they do their renovation. It's sporadic. I'll have a phone that goes out especially in a lightning storm or something. Sometimes they get zapped.

Chairman Maddox guessed the reason why I'm asking - I'm kind of going in different direction than Selectman Luszey is why don't we look at lease purchase? Somebody else takes care of the maintenance. You buy it for a 10 year time frame, they install it, they maintain it, at the end of the 10 years we get out another lease. It seems like we're always buying the stuff that is out of date by the time you get it installed. They maintain it. It takes the pressure off and I don't have to hire another IT Specialist to maintain phones. That's their problem. They take care of it. I'm just saying that I think this is something we need to look at before we commit to going out and buying a \$52,000 piece of hardware that could be problematic. We don't know.

In just a short time, Lisa Nute said I'll be showing you the lease versus own cost of Microsoft Office as an example. I kind of look at it as no different than leasing a vehicle. You certainly want to do the math, figure that out after so many years. How long are you going to keep that vehicle, and what did you pay in the end, and what did you give up or what did you benefit from even if it is more of a cost? That's the type of analysis that would have to be done and look at a lease purchase if you want me to do that.

Chairman Maddox said I don't know where the Board wants to go. I'm just saying that that's an option that we should at least take a look at to say we always seem to have these dilemmas. When we go to these lease purchase programs at the end of it, we own it for \$1 or whatever it maybe or we just trade it in like we do with some of the vehicles. It just seems like this technology just keeps advancing so much and you're saying that this company got bought out with this company. We're having to deal with all of that rather than having a vendor, that's their problem. They take care of it for the next X number of years and we don't have to deal with - again putting stress on your department or having to hire more head count to maintain a system that is in and out.

Selectman McGrath asked is the phone system problematic more so than - I would think that the computer system would be far more problematic than the phone system is. If you're only having outages on the phone system when there's a bad storm...Chairman Maddox said but you're having to replace it now at 10 years. Ms. Nute indicated equipment is equipment. Its pieces and parts and you do need to replace equipment. It's an unending cycle and we need to just plan for that, manage that, and that's why we...

Selectman McGrath said if you look at this, you're suggesting \$52,000. Over a 10 year span, that's \$5,000 a year. So trying to find out what a lease would be, I can't image that it would be so much less than that. I don't know but I can't imagine that it would be significantly less than \$5,000 a year. Chairman Maddox didn't want to save money. I was trying to save labor. Selectman McGrath said that equates to money.

Lisa Nute said the phone is not an everyday thing. Software is our biggest issue. Software by far is probably 80 percent of the day. Phones - like today we had a storm. I didn't hear a peep. We even had power fluctuating throughout the day. We didn't have a single phone problem. The last time I dealt with the phone issue I think was in the Town Clerk's office maybe four months ago for one phone that just a few buttons stopped working. I plugged in a new one and it was done or sent an intern up there with it. It's minimum.

Selectman Coutu said the phone system works we don't have to spend \$52,000. Ms. Nute said the phone system at the Police Department is getting up there. It's seen its days and I won't be able to replace it. I can't get pieces and parts for this. It needs to be replaced. This is a very important piece of equipment. I don't know what to tell you.

Chairman Maddox asked will it have the ability to do MOBX where if you call my desk phone at work it rings to my cell phone at the same time. It rings both my desk phone and my cell phone. Nobody is at their desk anymore. Ms. Nute wanted to say it does. Chairman Maddox said we may be all on cell phones in 10 years. Landlines are going away rapidly. Ms. Nute said certainly our field workers could benefit from that.

Chairman Maddox asked where they wanted to go and put this into her budget.

Selectman Coutu asked to make a comment. Based on what I just heard, I have a very difficult time as would the voter - I know it doesn't appear that we're on the air but apparently we are. Apparently sooner or later we'll have a visual but when this is rerun, which is where we get the bulk of our audience, people are going to see and hear what was said. You made a statement Ms. Nute that last time you had a phone problem you had to deal with was in the Assessor's office and that was some 3 months ago - I don't want to misquote you. To the person with the same limited intellect that I have about today's technology, someone would hear that and say why should we spend \$52,000 when the IT Director just said we haven't had a problem for 3 months with the phones. Why do we want to change something that isn't broken. That's not palatable for the average citizen.

Lisa Nute indicated what I'm referring to is a handset that went out. I need to be concerned with the back end of this. What we're replacing is the back end. I don't need to replace all the desktops, all the handsets on everybody's...Selectman Coutu understood that. That's what you stated. Lisa Nute said they do go out. I need to be concerned about being able to replace this phone system if it has a problem. If a card goes out, etc., I'm not going to be able to get pieces and parts for this. This is no longer available. It's not longer supported. When Nortel was bought out, they're not supporting this anymore. So they did support it for quite some time and we went along with it for as long as possible. I'm letting you know that I can't replace this anymore. If the phone were to die at the Police Department, we're out of luck. I honestly will not be able to get a part on this. Our service vendor already has told us that this needs to be replaced and this is an emergency operation here. This is involving public safety. I am making you aware that this is something that needs to be addressed. If we kick the can, it's kind of like the generator let's take our chances or we don't. That's all.

Selectman Coutu said that's what I'm having a difficulty with Mr. Chairman is that companies - we have one represented in our town that's a multi-billion dollar corporation. They don't have this sophistication on their phone network and our phone system is as valuable to us as is any other item in that store. It needs to be up. It needs to be running in order for us to stay in business. Why do we have to have this sophistication? What it is about our phone system that the whole Police Department can go down and be inoperable until we go out and buy...it would appear to me that what you're saying is if the phone system were to go down in the Police Department, it's down until we get this Nortel BCM phone system installed and this box put in and up and running. Is that what you're saying?

Lisa Nute said unless our vendor happens to have the exact piece and part that went out and they come and they can fix that. Selectman Coutu asked is that a mechanism within the box that could fry or...Ms. Nute said you could lose your voicemail piece and then all the voicemail goes out. You could lose a certain card and then one part of the building goes out. Let's say all of Town Clerk's is not out but another office may still be up and running because we have these cards in there that allow us to have whatever number of users that I have. It's pieces and parts like that. I don't know what will go out. Selectman Coutu asked it's within the box. Ms. Nute said that was correct. I don't care if the music goes out.

Selectman Coutu asked when is the last time we've had a breakdown - any kind of a breakdown inside that box that you can recollect approximately. Ms. Nute said a year ago that they we had a card after a major storm that didn't...Selectman Coutu asked prior to that - rough guess. Ms. Nute would say the year and a half ago was the Town Hall one. The Police one I'd say maybe a year or two years. Selectman Coutu noted we're due.

Chairman Maddox said if you can predict that, I want you to pick my numbers.

Selectman Coutu was sympathetic for the need but unlike Mrs. Nute or Selectman Luszey when somebody asks me, I want to have some information that I can translate and have some sort of knowledge. I understand that cards need to be replaced. I understand that. If people start talking to me about our computer system, I'd say you know I don't know why we're still not using Windows 2000 because I thought that was a great system but already we're now switching to Windows 10 and giving away all the other computers. That's enough for now. Thank you.

Selectman Nichols understood this upgrade would last maybe 10 to 20 years more or less. How long did our other one last? Lisa Nute said we're going about 10 years with the police phones. Selectman Nichols without too many problems but a few. You cannot get parts for the old system anymore. So you need the new system in order to keep...Lisa Nute said it was time to upgrade and refresh this. The newer technology is going to give us some advantages as well.

Chairman Maddox interjected and said this is the problem with the lowest bidder. They had this thing sitting on the shelf and they said hey we'll sell it to the Town of Hudson. You're leading me right down the path of leasing. It's their

problem. If somebody buys out the manufacturer, that's their issue to fix. It seems like we bought a piece of equipment that was old the day we installed it if it's already phased out. You're telling me that phone systems today are only meant to last 8 to 10 years? Lisa Nute noted I guess I'm comparing it to my refrigerator. I don't know. Hopefully not. Chairman Maddox indicated I had my original refrigerator in my basement. Its 25 years old. Ms. Nute said a minimum 10 years is what I would imagine. Chairman Maddox said okay. Again if that's what the average is. Again having \$52,000 but again I think that the Board needs to look at that but that would eat up most of your \$70,000 that we have in the reserve for this. It's something we'll have to make that decision when it gets to budget season.

Selectman McGrath asked how difficult Lisa would it be to get an estimate on leasing. Ms. Nute indicated I can do that. Selectman McGrath thought that would be the right path to take. At least then we'd know what the leasing cost would be and then we'd also know what the replacement cost is - what they're estimate is.

Selectman Luszey said on that same note, it's more than \$52,000 because you got your annual maintenance cost contract that you normally pick up with that. Ms. Nute said we don't. Selectman Luszey noted then we do an on-call. Ms. Nute said when we started going level funding, level funding, level funding, things had to go. One was printer cycles, second was phone maintenance. So I pay on an as needed basis. I think HCTV pays for maintenance for the senior center and their center but we have not. Our vendor has been very good. We've been a customer with them when they won the bid quite some time ago. They can appreciate that we're public safety and we've done all right by them. Selectman Luszey indicated when you bring those numbers in, we'll see what the cost of ownership for today, the cost of ownership for your proposed one that you want to replace it, and then for a lease.

Chairman Maddox asked does that get us down to item C.

One last thing if Lisa Nute may Mr. Chairman is that on that matrix, the last budgeted item is Microsoft Office. We do need to look at that. We are still on Office 2007 as has been the case in Hudson. We do share where possible and we keep software for as long as absolutely possible. We're getting to that point where we need to look at Office 2013 and compare that to Office 365 which is a leased version as we're talking about. Subscription versus owning a license. I do have a comparison of those two.

Selectman Coutu noted we went from 10.5 to 13. Chairman Maddox said it was 2010 right. Selectman Coutu said and a 10.5. Ms. Nute didn't know about a 10.5. Selectman Coutu asked didn't we just convert to 2007 like 2 years ago.

Chairman Maddox indicated you save \$100 a user. How many users do we have? Lisa Nute said 180 users. The thing with the subscription is that it's buy user. So unlike a license, I can install Office on a PC and then I can have 15 different patrol officers or firefighters using that same PC and I've got one license in use. The subscription you'd use is by user. So every time there's another profile - so it will come down to a list and a little more involvement as to does this user absolutely need office and can they get away without the standard versus OfficePro and that kind of nitty gritty thing when you're paying by user is what we will need to do.

Lisa Nute said if you don't mind looking at TV. This is using today's costs. Office 365 with no e-mail is \$8.25 per user. So for 12 months that comes to \$99 a year per user. So we've got 180 users in approximately in our e-mail system. So that's the number I used there. So that's projected out for those users are \$17,820. Over four years - because this is an annual cost, so \$17,800 every year is what you'd pay for that subscription. After four years, you've paid \$71,280. After eight years, you've paid \$142,560.

Selectman Coutu said historically haven't those fees gone up year to year. Ms. Nute said you're absolutely correct. Selectman Coutu stated you're not factoring that in. Ms. Nute said that was correct. That's why at the top on the left in all fairness I really need to just use today's costs. I can't project out what that will go up to. In the next column is Office 65 including e-mail. If everybody were to have Outlook as well, that becomes a \$1,250 per users per month cost over the 12 months is \$150,000 per year per user. So when I multiply that by my 180 users, it's \$27,000. Over four years, you've paid \$108,000 for that subscription and over eight years, you've paid \$216,000. The final row is Office Standard 2013 along with an upgrade in year 8. Since I don't have to go by users anymore, I'm using approximately 130 PCs which is generous. So that's over the 96 months. By PC, that's \$29,000 non-recurring until I'm ready to update. So if I figure in year 8 I'd do it again, I've spent \$58,000 over the course of 8 years.

Selectman Luszey had a question. Last week Microsoft made an announcement about the Office 360. They said as of January they're not going to support or sell any more licensing. They're going pure subscription. Ms. Nute indicated for obvious reasons. Selectman Luszey asked why would we do the 13 if we know that starting January that's a dead product. There will be no support for it in 24 months. Ms. Nute indicated I don't have support on my 2007 but we're still using it. So if I can get at least 4 years out of it or whatever, again, it's \$71,000 that I didn't have to spend over four years and I've at least got some years out of it. Again that's something that this Board will need to have to sign.

Selectman Coutu said it's true that you not have spent \$17,000 but you would have based on what you said you will spend a portion of that \$17,000 because you still don't know how many can get away with Office Standard only.

There are going to be other people that are going to fall out of that category, correct? Lisa Nute wanted to make sure I understand you Selectman Coutu. The \$17,820 is for the leased version of Office Standard. That's why I compared it to the licensed version of Office Standard. This is not even Pro. Pro will get you Publisher and Access. I really don't have many users who need that. The majority of our users will all be just standard users. That's the subscription that I did look at.

Selectman Coutu commented let's assume it's won't be supportable. There isn't effective now - as of January it's not supportable. If it's hacked, is that a problem? Selectman Luszey said yeah it would be. Lisa Nute noted if it's a licensed version, I wipe it out on the hacked PC and I reinstall it. That's just some IT support time to get that back up and running. I would own the license so, again, I can install that. I'm just replacing the same PC after I've fixed it. I'm just reinstalling that. I'm not adding another license. I'm just reinstalling what I fixed. On the basis of that, Selectman Coutu noted it's a no brainer for four years. Why would we spend 17 or 27 if we could get away with 29 and ride it out for four years? I would agree with that. That's a considerable savings. Would you agree?

Selectman Luszey asked why would you upgrade at all.

Selectman Coutu said there's nothing debatable here.

Selectman Luszey's difficulty he's having with some of this is the whole software paradigm is shifting. We're still in a model that says we buy and maintain in house. The software companies and Microsoft is out in the league with it. Amazon is out in the league with it. Oracle is out in the league with it. HP is out in the league with it. That is they're going to subscription based products. People are not going to be able to buy a license for a one time for everything anymore, including hardware. The cost of hardware has come down where companies are renting space on it. IDC the last time I checked had a gig of space for less than \$.03 you can rent space. That is cheap disk space to rent out in the cloud. We're still on this own and support model. Have we really given a whole thought about what it's going to take to get into the tool set that's being developed by developers today? Lisa Nute stated absolutely which is why I try to project out for you with the matrix. These are the things that are coming down the pike. We already have been forced off some of our software. You're seeing the numbers. Everybody is going to lease for good reason. It's annual recurring income for them. So yes it's definitely changing. Our accreditation software was the first one were boy that was very little maintenance on our part but we had to put in several hours, build an ADFS server so that they can host. It's supposed to be the could but that created work for us. Once we're on it, I mean fine. We've got our ADFS server built now and it's working but we are paying this recurring lease and as Selectman Coutu pointed out, that only goes up whereas you buy a license and you keep it for several years until you decide it's time to upgrade or you don't need it any more.

Selectman Luszey asked have we done that exercise though. We're buying all these licenses for all this different software and we know that paradigm is shifting. So do we know when things are going to start dropping off and we have to be into a different way of doing business? Lisa Nute said what we need to be concerned with is the internet bandwidth. The more subscriptions we bring, it's not in our in house and on our servers. We're going out through the internet to get this. So you're talking a lot slower for users and you're talking there's going to be a future cost to us for telecommunications. Hardware goes down in cost. If you look over the years and over the decades, telecommunication just keeps on rolling and going up. It is the future. That's why capital reserve is so important and why we did put a little chunk from the Police Department Spot System. If you remember that we will no longer have that cost of a leased T-1. We now are maintaining that VPN for the State in house. So that was a savings there and we rolled that over to capital reserve. That's a miniscule amount for future bandwidth. That is what we need to keep on. I've talked with my team about some better tools. We need some better tools to be able to look at that bandwidth and exactly...we're doing some manual looking. It needs to be more automated.

Selectman Luszey's comment - and I'll talk to your place of employment. There's two huge box stores that have a couple of hundred POS systems operating all the time. I'll bet you if we were to put a network monitoring on it, they are creating more traffic than we do inside our town. They don't have huge pipes. Lisa Nute didn't know what their telecommunications cost but I can guarantee you they're paying a lot more than what we are paying. It is something we need to monitor. The Town Clerk's office - in fact I had John Beike in here today doing some testing upstairs. So we're going to see the first Clerk go on that if the State gets back with us tomorrow. We'll start monitoring how that motor vehicle traffic affects us and everybody else because the more people you have on this internet telecommunications connection that we've leased, the slower everybody gets. So this will be our first real test on motor vehicle traffic.

Selectman Coutu said I'm going to take you off the hook Mrs. Nute and I'm going to address my question to you Selectman Luszey. I said to you some time ago you had provided us with a copy of a report that was generated out of the Town of Salem, NH. Year after year we sit here with our IT Director and we have these conversations. There's always that veiled threat of why don't we just job this all out. What would it cost us to do a study similar to what Salem did? According to that publication, they saved a considerable amount of money. From what I understand, they don't even have an IT Department anymore. What is the cost for a feasibility study to look into that instead of rather just talking about it, having her come in year after year with this veiled threat of let's abolish IT? I'm looking to see...

Selectman Luszey's guess was about \$50,000 to have a consultant come in to do the systems analysis work and tell you what you need. Selectman Coutu reiterated and that's a guess. Thank you.

Selectman Nichols wanted to say I got that same paper and I kept it. I went looking for the State to see how many others in the State have this. I couldn't find two. I could find Salem the only one. To me if Salem has this setup, whenever they have a problem, they have to call someone in which is fine but they don't get the same person all the time. So that person comes in, fixes that little spot, and disappears into the wilderness. Now if something else happens, they call again and someone else comes in and not the same person and someone else fix another little square or whatever. I'm not a mechanic for the PCs or anything. It seems to me as though a lot of money is being sent out and wasted. I would prefer it to be in house where you've got somebody you can call. They're on call. They answer the phone immediately. They're there to fix it. They can sometimes fix it from home. My own children do that. They get the phone call, and they get in the computer, and they fix things from home. Sometimes they have to go in but most of the time they can fix it from home. I would still like to see - I don't know if I would care for this being sent out because I couldn't find any other towns that had it. I wanted to read up on it.

Lisa Nute said first I want to make sure that you're clear on what happened in Salem. It was very similar to what happened here in Hudson because we did outsource and for the exact same reasons that Salem did, what happened in Salem is that they lost IT personnel on the town side and the Administrator needed assistance. The only IT people left at the time were the police. They didn't have the time to be able to give the Town Administrator what he needed for support. So his solution was well let's just start from scratch versus bring in some more people. I also want to be clear on what that savings was. They were not even virtualized. So when they talk about saving \$200,000, that is also equivalent to what we saved which was also that large amount of money by virtualizing where get rid of servers. You get rid of licensing and you consolidate down to equipment. That wasn't just a savings of now I don't have to pay a payroll. That was not it at all. All they got rid of is I think maybe one person in the Police Department. Their savings was because they were not virtualized, the computer room was a total disaster - cables everywhere. It was spaghetti and they consolidated. They cleaned up. That was a huge savings in equipment. They could count all the maintenance that they got rid of by powering off these servers. We did the same thing. We had a huge savings in the Town of Hudson in the same manner. The only other outsourced department that I'm aware of in NH is Londonderry. They are still not virtualized. They are status quo.

Ms. Nute indicated when you get outsourced people, and what happened in Hudson real case scenario is that we paid equivalent of a full time salary - I believe it was \$72,000 at the time for the year yet you got part time employee help. It was approximately 20 hours a week. The Finance Director was supposed to be getting support in the managerial end of things, helping with the budget, and things like that. She was very disappointed in the amount of hours that she got. She did not see it. The Town of Hudson then hired a consultant to help offset what was lacking, that happened to be Vin Guarino. He started working on database work and the things that were crucial to keep Finance, and Town Clerk, and everybody else running. What we found at the time and then when I ended up taking over because the Board of Selectmen decided that it wasn't in our best interest to remain outsourced, that it made more sense and it was a better bang for the buck to bring it in house, hence the reason we brought all of IT under one umbrella and starting sharing resources, starting consolidating things, got the consultant off the payroll and lowered the rate. Obviously you've got benefits. What we found is that you also had people who were invested. We hit the floor running. You had 3 employees and still do who are town residents, understand the taxpayer's dollars, consolidated, streamlined, and we continue to do that today. You're getting a huge bang for your buck. You are getting more than 40 hours a week out of all of us. You won't get that by outsourcing. If you do do the comparison, and I actually did look at at least the helpdesk outsource because as you know, we need more helpdesk support. You have to compare apples to apples - the actual hours that you're getting.

Lisa Nute said I also found that they were going to be charging us to duplicate a lot of the software and tools we already have. We can monitor systems from home. We get e-mails automatically that this storage device just lost a drive, or this just happened, or you have a virus happening on this specific PC more than a minute or so many seconds apart. We get alerted to that. So the outsource company will come in and they want to do their own software. We would be paying for that. They needed to charge me to have duplication of what I already have for software. Again it's one of those analysis where we need to just do the math but it's also those soft costs and exactly what my liaison spoke to. You've got dedicated employees who care about fixing a problem for long term. What happened with Hudson's outsource person is that they fixed it just for that fire. They fixed it just for that day. Well what happened is cyclically, okay, tax report came up again one month later, one year later, six months later. The same problem occurred because they only fixed it for then and there. They didn't go in and think long term. Well I need to reprogram this because it's going to break again the next time we run this next year. Things like that. They put substandard hardware in. We were still dealing for at least 3 years of substandard processors and things - hardware where they took the cheap way out. Is every outsource company going to do that? I don't know. Maybe it was you get what you pay for. I'm not sure. I'm sure there are better outsource companies and there are worse outsource companies. We would really need to do our homework and be sure we're getting what we're getting.

Lisa Nute indicated this is kind of a segway if I may continue Mr. Chairman into the last piece that I did want to speak to as well. You've heard me say on countless times we'll we've got projects really backed up. You've heard from the Fire Chief where he would love to have more support and more IT dedicated. Again we're getting a great bang for our

buck. Our interns currently are not working for us. We spend a lot of time training. We spend a lot of time getting them up to speed and just when they're now working very well on their own, and this is no offense to the students - they've been outstanding students, but there is a lot to learn. In any organization you start so by the time we get them up to speed and we work great with them and comfortable with them, they're obligation for school is up and now they're out the door. I don't have any position even part time to offer them. We're doing a lot of that. As you know, I have a Pinkerton student who's limited. I get him maybe 2 hours after school. It's very difficult to have him do a whole lot. He can run cartridges. He can fix printers and things like that. He's been good that way but it's very limited and it's just not working. I would like to...Chairman Maddox filled in eliminate the interns. Ms. Nute said if I could in lieu of that have a regular part time person who's on a regular basis and a regular schedule that would be benefitting us more.

Chairman Maddox asked how much are you paying for the interns now. Ms. Nute said normally its \$15 an hour for a college...Chairman Maddox asked total dollars that you've spent. Ms. Nute said I'd have to look that up. They're here only here for a...

Chairman Maddox thought you've convinced us all that no more hiring of interns. Done. You're going to save man hours in your personnel and you're not getting any value. This is where I thought we would outsource. I'm sorry. I think that I never wanted to eliminate the entire IT Department but I think we need to look at ways to get the small stuff. You know that 216 pages that you handed us last year, I still have it and I was reading it. Seventeen pages were dedicated to a printer cartridge at the Police Department. By the time all the tickets went though, somebody checked to see if we ordered this. It just kept going, and going, and going. I think we could look at having somebody take care of those kinds of hardware issues. For the dollars we're paying our IT Specialists, they shouldn't be replacing cartridges. Is there a way that we can kind of split that baby and get a company that would take care of a lot of the hardware issues and focus our people that are very good at what they do onto the more important things - the projects, the security, the infrastructure and outsource some of these printer cartridges. Again I didn't like reading 17 pages of order a new cartridge.

Lisa Nute asked to interrupt. That actually has been turned over to the Information Manager and she now maintains all the cartridges. Chairman Maddox noted so you're down to under 200 pages in that report that you gave us. I think we need to look at other, again, to have Vin Guarino go and change out a monitor.

Lisa Nute noted that is where my Pinkerton student has come in handy. However is somebody is down a monitor...Chairman Maddox said its Monday and he's not coming in until Thursday. That's why I'm saying that's where I'm thinking and Board, again, my employer hires a company that takes care of all that. Ms. Nute asked they'd come on site and...Chairman Maddox said yup. They fix what they can over the internet but if it's a hardware issue, they come out and fix it. Their service says within 24 hours. I'm just not interested in adding head count. I think it comes down to how much we're going to put into the budget this year but I don't think headcount is in my future. Let's see where it takes us. I think there's some way to split that baby and be able to take care of maybe some training as well. If we're sending Vin Guarino to the Robinson Road fire station to show him how to change a cartridge or whatever. Ms. Nute said I can guarantee you we're not doing that Mr. Chairman if I may interrupt. No, no, no. We do not do that. We'll get a message from like the Secretary at the Fire Department that Robinson Road needs a cartridge. I put it out on the Finance cabinet because I do all the purchasing at least and I can keep track of who's going through a lot of cartridges suddenly. She will come pick it up and they get it down there. We're not doing things like that. Absolutely not.

Selectman Coutu thanked Lisa Nute for your response relative to my inquiry about the study that was done in Salem. You gave me a lot more insight and I think it was well explained. You don't need to be a technology expert to understand what you were saying. For several years now the burden of technology from what I can see has increased significantly. No matter how smooth they try to make things, it gets increasingly difficult because companies are being bought out day in, year in, year out, things change. I've heard more from her department than I have in the other because we're in the age of technology that pieces and parts are no longer being made for this, that, and the other thing. I think she made probably without saying it directly the strongest argument ever that would convince me to replace all of the intern with a permanent part-time position in her department. Someone who was in house; someone who would be vested; someone that she, or Vin, or whoever is at the controls can direct and get things done. The only frightening thing about part time, and especially in the field of technology, is finding someone that only wants a part time job as opposed to someone who's seeking temporary employment to go on to bigger and better things later. That's my only fear.

Selectman Coutu said I didn't think she made a compelling argument for us to seriously look into a good amount of consideration for providing her with that part time position. You've been working at a staff of 3 with these kids for how long now? Since everything was brought in house? Ms. Nute indicated last five years at least. Selectman repeated so five years at a minimum. I've been here 8 years and the 3 of you have been. I don't know how long we've had the interns. It's been at least 8 years since I've been here. She asked for help every year and every year we say we're going to consider it. Of late Mr. Chairman, especially the past two years, maybe a year and a half since your company moved into Hudson, you keep making these statements about - and I don't dispute what you're saying about well we just job it out. They come in, they fix it, and away they go. I've never seen anything tangible. Nothing to look

at. No company report. No price quotes of what your company is paying for this service so that we can do a comparison of apples to apples relative to what would such a person costs. I don't think it's going to cost any less than a full time person as opposed to hiring somebody part time. There's no benefits. It's just a salary or an hourly wage. I'd like to see that comparison because I'm really, really beginning to be - I'm almost there that you need a part time person to augment the staff that she has.

Chairman Maddox stated I will say this that I have walked that fine line. I didn't want to bring in the vendor that I'm using for my company is using. I can certainly ask what those numbers are. I think that this is going to be the - the part time animal control officer too. Brutally honest. If you get somebody that you train and get them up to this speed, they're going to be gone. It's going to be a constant rotation. If you hire a company, their personnel rotation is not our problem.

Selectman McGrath asked Lisa Nute if there were any retirements in the future for your staff. I know at least one of them. Lisa Nute indicated that is also on my agenda to cover. So there's something obviously I need to be preparing for, concerning you with that as well, keeping on top of that. Worst case scenario is I have two people who up and leave me. That's where outsourcing comes in because I would have no other choice. I don't think that we're dealing with that and both John and Vin have been up front so far. Nobody is going anywhere right now. It's no secret that they will be eligible soon. They will be vested after 10 years. So there's at least a couple more that they have no intention of going anywhere. I keep asking them and I believe will give me ample time. That's where if we did have at least a part time person and they happened to be staying on, some of that knowledge can be transferred. Then we're in a better position to have something available. I'm hoping that they will continue to be up front with me and that we can plan ahead because even if I had a whole year notice and if we were able with this Board to go ahead and hire somebody knowing that there will be a retirement and here's the date, even if we had that overlapping full time person and a person going out once the person goes out, you're going to see the cost savings by having a lower end tech. versus my expertise that I currently employ.

Selectman McGrath's reason for asking that question is if we did agree to hire a part time permanent person, we could get someone who had some of their background so that they could roll into that position if there was a retirement or you never know when someone is going to get ill and they have to take time off or they have to leave for whatever reason. I agree with Selectman Coutu. What you just enunciated about all that Lisa has provided us with information about the Salem outsourcing, I think that it makes sense to hire a part time person. They don't get benefits and I don't know what the salary would be but if we're paying interns \$15 an hour now, it's certainly within I think an acceptable range.

Lisa Nute wanted to let the Board know with Selectman Coutu's question on he would like to see the numbers. I did do the exercise October of 2014 for the budget process and the sake of conversation. It was part of my annual plan then just to show the difference. The cost or just the help desk outsourced was an annual recurring cost of \$112,500 and then I had that one time cost of \$6,000 because of the licensing that I had referred to but I wanted to come in and they would need to install their own tools so that they could monitor from off site. So you still need people on site to put eyes on things. Obviously if they're remote only. They would charge you as - we've had to verify. I don't remember if that was part of the cost or travel time here. I would imagine it is. That was at \$112,500 annual recurring costs for the outsourced help desk. That wasn't servers and things like that.

Selectman Nichols was going to ask the same question as Selectman McGrath asked about retirement. I am also in favor of Selectman Coutu's suggestion that we have someone hired part time in house because if someone gets sick or if someone retires, they've already got the background and can move in. Maybe it's somebody who only wants to work part time for a year or two. There's a lot of people that they have children. They want to work part time and they don't want to work full time. Part time is a good segway into maybe going later on into a full time position if someone gets ill or if they retire. That's my thoughts on that.

Chairman Maddox asked that \$120,000 was based on \$60 a unit so that was 12 months. Lisa Nute added \$112,000 - this was more than a year ago that I did this. It was broken down. I'm using the same 180 number that I had. It was help desk for 180 users at \$30 each and that there was that monthly cost projected out. 180 desktop applications for ticketing was \$5 and then quantity 155 remote monitoring and alerting. I'm not sure what that 155 number is. Chairman Maddox said 30 times 12 months times 180 is about \$62,000. Ms. Nute said there was an administrator counsel's remote tools cost - \$150 each per month. So that's another \$750. They had itemized everything that we called it help desk so that if I get somebody in Town Clerk's office hey I need whatever.

Chairman Maddox thought that's something we need to look at. I think if you're trying to say that it's \$115,000 - \$120,000 if we outsource this, I think that number is awfully high. I know we do have 24 hour a day with police and fire but the number I've heard is \$30 a computer so I did 30 times 180 times 12 and came up with the \$62,000. Something if you can look into and I will get the company that does my place and see if they would like to at least give us some numbers and see if we can at least take a look at that. The only problem I'm having with part time is the chances of - and I forget her name now who was the part time Animal Control Officer for - Carol. That's what she wanted. She liked the hours. She liked part time. We've burned through a number of them since then because they have other life desires. They've moved on. All those things, I think you're just going to have a tough time finding an

IT Specialist other than maybe mother's hours or whatever. I just think you're going to burn through them very quickly cuz by the time you train them like the intern, oh I can get a full time job now and off they go. Let's take a look at those options. I hate to do this but I think we need to move on. I got two more departments in the shoot here and we do have nonpublic as well.

Selectman Luszey had one last question. I'm requesting a formal analysis of outsourcing all of the hardware and software or is that off the table. Selectman Coutu added at a cost of approximately \$50,000 to do it. Chairman Maddox said I would have a tough time spending \$50,000. Selectman Coutu said I would have a tough time spending \$50,000. Selectman Luszey said that's only equivalent to having a person. Selectman Coutu said in light of the explanation we got about Salem sheds a whole different light on it for me. Selectman Luszey told them there's also other communities that have given up their entire police departments and are having the State Police police their communities because of cost savings. That's a form of outsourcing. Selectman Coutu understood that but we're not about to do that. Selectman Luszey said there's another community - and I wish I brought the article - they actually built up their infrastructure to outsource other communities where like us we would go to them. They're selling their services.

Selectman Coutu indicated we are.

Selectman Luszey said we're not offering our services to any of them. Selectman Coutu said yes we are. We're selling some services...Selectman Luszey stated well I didn't say that - on the fire side but I'm talking about a formal program to actually do that to make it a revenue generator.

Chairman Maddox was not convinced in spending \$50,000 to tell us that..

Selectman McGrath commented add me to that list.

Chairman Maddox thought that if before we go to hiring a part time employee, I think we ought to at least look at - I think there's a company in town that does this. Let's take a look at what those costs are going to be and compare them to bringing on somebody part time. I really think your problem is going to be keeping that person but I guess we can take a look. I will get you that number.

Selectman Luszey's final comment is then if we're not going to look at the outsourcing portion of this solution, we really have an issue with the maturity of her organization. So what is the long-range plan? To Lisa's point, you're not going to bring somebody in two days after one of them retires and think they're going to be up and running. It's not a part time person.

Selectman Coutu said in all fairness I'm sure Mrs. Nute could devise as could any department head any kind of a plan. It doesn't mean that that plan is going to come to fruition. I think she qualified her remarks relative to the two people that she has working on her staff saying that yes they will be vested in approximately two years but there is no immediate indication from either of them I would think based on what she said that they're about to leave. However she has stated this evening as she has stated in the past that the potential is always there. In my conversations as minimal as they are with both Vin and John, I don't get any indication that either of them are about to leave unless we've pissed them off and they just say that's it I'm done I'm leaving. We haven't gotten that far yet. I think that...Chairman Maddox said you're saying it's now time to stop this conversation.

Selectman Coutu said no. I'm saying that it would be not difficult for a department head to put together a succession plan but putting together a succession plan but putting together a succession plan still requires finding people to replace them and what's available today may not be available tomorrow, etc., etc., etc. except to say that this will be my recruitment plan and how I would go about recruiting. Or I'm going to build in and outsource in the interim during the transition. I mean there are different approaches. I don't know what her approach would be any more than I would know what the Police Chief's approach would be if 20 people walked off the job tomorrow morning. Can that happen? I've seen it happen. I've read about it happening in other police departments across the country. Nothing locally but it's conceivable. You know I don't think that and not necessarily convinced that the part timer is the cure all to the problem but I think it will go a long way towards alleviating and is conceivable that in her discourse about potentially hiring a part timer, we might want to look for a retiree to take the position. Somebody that doesn't want to work more than 20 hours as opposed to a young college upstart who's really looking for a full time job and would just grab onto this. We can write not necessarily a job description, we can recruit looking for a retired person who would like to come back. They've been like I've done sat at home for a month or two with their wife and said oh my God I wish I was working again and might want to take a 20 hour a week job. Nothing disparaging against Doris. She knows. She knows I love to work and I love to keep busy. The full time gig is getting a little bit.

Chairman Maddox wanted to wrap this up. Of the \$70,000 we have in technology that the Board is probably leaning towards - the phone, we've got to do something. As much as I would love to gamble three more years, we probably have to look at that and the Microsoft upgrade which is going to eat up most of that \$70,000. So when she comes in for budget, that's probably the way we're leaning today. I think that maybe to Selectman Luszey, why don't we have the Town Administrator contract an outsourcing - call whoever Salem used and see. At least let them make a

proposal to us. I don't want to spend \$50,000 but I would like to hear what they could offer us. Is the Board amendable to at least looking at that option?

Selectman McGrath indicated without spending any money.

Chairman Maddox said again, they're going to come in and tell us what they can do and what the price would be.

Selectman Coutu was good with that. I'm willing to listen to anybody.

B. Police Department

Chairman recognized Police Chief Jason Lavoie.

Before we get started, Chief Lavoie wanted to take a minute to talk about the last time we were here a few years ago we had a workshop. Some of the things as a result of that workshop, we took the information that we had discussed and we said okay what are some of these things that we can start working on to try to improve because the whole idea of the intent of the workshop was to identify issues of concerns that are coming up towards the future, or what issues that you have now, and what can we do to try to resolve those issues. A few of those that were able to work on we had talked about the sprinkler system. For those of you who weren't here, I'll be real brief. I know we're trying to move on here. We had scheduled 10 pipe and correct me whenever I speak out of turn. The scheduled 10 pipe will last approximately 10 years or so. We were 15 years into the scheduled 10 pipe and for the 3 years, around year 12 we started receiving leaks and things of that nature. So that became a problem. That was a costly one but we were able to fix that within our budget over the course of the next year before the end of the fiscal year.

One of the issues that we had Chief Lavoie indicated was the Records Clerk position. Back in 1988 we had two Records Clerks. When I was in for the last Workshop, we were down to one Records Clerk. We were talking and the Board saw that there was a need to make some changes there because obviously we had a lot more records keeping that takes place and the Board chose to get that position refilled and move on. That was also done.

Chief Lavoie said the last thing that we were able to do was we had a concern with the evidence room and for those members that were here, I apologize I think Selectman Luszey was part of that group as well. We had talked about the evidence room. We were bulging and we had no place to put things. That one there is part of the slide show that I have here to talk about. So this is what we've done with it. We were able to take a look at it collectively. We made some changes to it and what we did was we rebuilt and added cages to the evidence room to create more space. Now we have empty shelves where before we had evidence that was on the floor and things of that nature. So doing the cages as well as having our evidence team make some modifications and sent them off to schools to learn some ideas, we were able to condense it down quite a bit. You can see the other half of the evidence room where we have more empty spacing for shelves. The last time that we were in here for the workshop, everything was full, things were on the floor. We literally had one foot isles to walk down to and from. Since the workshop, we took the information that we discussed here, thought outside the box, made some changes and we felt that the workshop was beneficial and we proceeded from there with that. I did want to say that I'm glad we had the chance to come in and talk about those things and make some changes.

As we move forward, Chief Lavoie indicated I only have a few more slides that will be coming up afterwards and it's just to give you a better visual depiction as to for example part of the building - the facilities. The things that we see moving forward that we're going to have to start identifying is one will be the expansion of the police facility. Back when the building was built in 1995, the original plans came in around 24,000 square feet. It was cut in half down to 14,000 square feet. We were given half the budget to work with. At that time, 24,000 square feet was going to cost about \$3 million. The Board at that time said you're only getting half of that so make it work. So with the \$1.5 million, we ended up with our current 14,000 square foot facility. In recent CIP meetings that we've had I think even at the last workshop, some of you will recall when I sat before you I encouraged the Board to really work on it and including the capital improvements meetings that we've had to really focus and work with the taxpayers and work with the Fire Department because I felt that's where the need was. We needed to work on a central fire station. I am not saying we need a police station expansion at this time. But this is something that we're getting closer and closer to and that's what I've been saying for the last 3 or 4 years that we need to start taking some things off your checkmark and I believe that is what these workshops are for is to keep these things in front of your attention. Different Board members come on and don't have the experience that we had with the other three at the previous workshop and that's the intent of this meeting is my understanding. I'm here to remind you that as we move forward and some renovations will be made, the Board was able to get through and the taxpayers climbed on board and supported the renovation to the Central fire station. That's what we felt looking at the best interest for the town that that needed to be dealt with and you all accomplished that.

Chief Lavoie thought some of the things that we need to start taking a look at is the police facility. Since we've been in there, we've lost a report writing room, a conference room, an interview/interrogation room. We've lost storage area. We've made a lot of modifications in order - because Castle Bows when they designed this building and they built it, the 24,000 plan that they had they told us would probably last about 25 years from the time that it was built.

When the building was scaled down to approximately 14,000 feet, they said this will last you about 10 to 15 years. They were actually pretty well identified. We had to make a lot of modifications to the building to keep us within the building. Some of the areas that we see issues are going to be happening with will be the evidence room as we continue down but I think we have a good lock on that for several more years. Areas such as we're using lockers in the locker room to try and store equipment in. Not the best place to have it but that's what we're utilizing. We're trying to make do with space. We have computer cartridges and computer stuff above what used to be a closet is now a report writing room and we have stuff stored right above the offices heads as they're trying to report on some shelving units that we've had to put in. Again I would bring that to the attention now.

Chief Lavoie indicated we are doing some things to help with that as we move forward. One of the things I would suggest to the Board is maybe there needs to be a discussion with the Board. Capital reserve funds have worked out well I believe for the governance of this community. I think the Board needs to maybe start taking a look at is there's a way we could work in a capital reserve fund that will put so much money aside so that the taxpayers aren't seeing any big spikes for these types of studies that we were suggesting earlier and utilize the capital reserve fund to say that okay we need some thought here. We need to go to some experts to find out is this feasible for us to do? We have a reserve fund that we can use that will help give us information from experts and not from department heads who aren't qualified to take a look at a building and make design recommendations or anything like that to do studies to say yeah there needs to be an expansion here. Maybe something like that would be helpful. Again something I'm suggesting so that the Board can make decisions as to what's their next project that we can start working on for the best interests of all the town buildings that you are ultimately responsible for.

Our parking lot as part of the building needs, Chief Lavoie said is starting to fall apart. It's the original parking lot. You can see some slides here. Some of the work that we've had to do, we've had to cut out some sections and have them replace - the one square in the front and then the two rectangular ones that are wet as we move further up the screen closer to the title all were areas that had to be replaced. When you look back, these are one of the main entries to the employee parking lot. You can see by all the cracking going on and things of that nature. Where the pavement is crumbling if you go out back by the area of the sally port and the dumpster, again, you can see a lot of sections that had to be cut out and repaired already. Then it gets a little bit worse as we move along. You can see a lot of the cracking going on in the pavement where it's breaking up. As we get closer to some of those larger circles that you see where the vehicle is, the speed trailer, etc., here the circle at the bottom of the screen the one to the right underneath where the OHRVs are the sandy area and then the large mass to the left, those are all sink holes that we had to call DPW to come and fill in and repave over. Some of them have been done I believe a couple of times now. The sink holes just keep getting bigger. Thankfully for Kevin and his crew, they were able to come in and fix those for us. We may be looking at - those are one of the other things that's going to cost money that is outside our normal budgetary items that we have. These would be some of the things that we need to be taking a look at.

Communication equipment. Chief Lavoie has been working on pretty aggressively for the last several years with aggressively in the sense of meetings. Last year the Board of Selectmen chose to increase our capital reserve fund to start focusing on those leads as a town collectively. That reserve fund will certainly help. One of the things we had talked about at the time was trying to get some communication equipment on the cell tower that's on West Road now. We've had a lot of issues with trying to work with that. It has not run well. Where the Fire Chief and myself we've had conversations about that where that just does not seem like that situation is going to work. The Fire Chief had some work done and we looked at - another option would be to add a monopole to our current location on West Road where we're at now. That would be a 100 foot monopole. I'm going to come back to that monopole in a second.

When we talk about the infrastructure to the department of our communications, you can see when we talk about the antenna at the Police Department. So if you're looking at that (on the slide) you can see how the tree line is above the antenna which causes us difficulty when trying to transit out. This is one of the tower issues that we have. We're still able to get out and coverage is good but there's a lot of background noise. Frankly a lot of this stuff is not - I didn't go to school for engineering on radio systems and understanding all that stuff that comes along with it. A little closer picture of that that shows you the pole that's at our station and again we're shooting upwards because we don't have anything to get us up further. We're standing on the training annex to get these pictures. If we were able to get a level position with that, you would see that the trees are certainly way above that tower.

Chairman Maddox asked what the height of that one - 35? Chief Lavoie said not it's about 40. I don't have that off the top of my head. I'm sorry. Chairman Maddox noted but we want to go to 100. Chief Lavoie indicated that was correct. In looking at that monopole that I was referring to on West Road, we feel that having something like that there will help us with the reception problems that we are having in the north end. If you look at that top shadow going across starting closer by West Road and going downwards towards the center of the screen, by putting the monopole up and moving the antenna to that location, it gives us a clear line of sight to Merrill Hill. We believe that that freedom to have that line of sight as well as getting us up higher and over the hills, that is a topographical map showing where the tower would be with what's around there for land and how now it gets us up above, higher. The 100 foot monopole there would allow better reception over at the speedway. We believe it would allow us better reception in the difficult areas along 102 that we have.

Chairman Maddox asked how much was a monopole. Chief Lavoie said \$100,000. It's like \$99,000 and some change. Chairman Maddox said you want to buy two 100 foot towers...again, here's where I'm going Chief and if you think I'm going somewhere else but watch this. If we have a 100 foot tower at the police station and 100 foot tower at West Road, could we microwave from West Road to your station, from West Road to Alvirne and cut out the ring of fire. Chief Lavoie said I don't have an image that would show West Road to our station. The 100 foot monopole in my conversations with Chief Buxton definitely to Merrill Hill would create a line of sight to do something like that to...Chairman Maddox was trying to get the redundancy Chief and I was trying to see if there was another way rather than spending \$140,000 to run fiber if this would do it for a lot less money to go to a microwave link as opposed to fiber. Again I think that's one of the things that we need to look at and not you probably. Some engineer.

Chief Lavoie indicated that was my preface in respect to the capital reserve fund and having something that allows these feasibility studies to be done what's the best way to do. Obviously you probably can't have all that specific but it could be generic so that it allows the Board flexibility with where they want to use it whether it's a building study or if it's an infrastructure study something such as this. Again my suggestion with the Board to make those decisions on.

Chairman Maddox thought this is important. I think not only we need to hear this but the people hopefully on the other side of the cameras now that it's hopefully working that hears that these are issues that are going to be coming up. For the five of us to know, great but I think when we try to present this I think that they've heard this at the last meeting, at this meeting, at the next one. They hear that there's going to be a need at some point to be able to expand that station.

Chief Lavoie said I failed to address one of your comments that you had made or questions I should say. You asked would this be in our next budget. No. What this is is I'm here to address issues that are concerning to myself and the Fire Chief. The IT Director has a role in this as well. What I'm trying to do is say these are our concerns that we're working on moving towards. The Board has already taken a step and that was dealing with the dispatch issue with having equipment that isn't being made anymore. Parts are obsolete. We do have some spares. Hopefully if something breaks it's what we have in place regardless of all that. The Board has already made a decision. This is important to the town. The taxpayers said the same thing and voted in favor of getting this capital reserve fund done so that we could start replacing this. The benefit of this capital reserve fund - so this year we take one bite of that elephant. Next year with more money that gets placed in the capital reserve fund, we'll be able to start chipping away at these poles. I apologize if I'm leading you to believe that I'm coming in saying this is what I need in my budget this year.

Chairman Maddox thought that the Board realizes that this is important. We don't want to hear it but we need to hear it. You never want to see that we're going to be spending more money. I think it's terribly important for us and the voters to know that these issues are coming up. Again because of the reserve fund, Chief Lavoie said there will be no spike to the taxpayers. I think it's well done.

Selectman McGrath said the pole at the police station that needs to be replaced increased in height. I thought when I went out there and we talked about that, that that was more of an immediate need than the monopole. Let me just continue for a second here. I also toured Lenny Smith Station with Chief Buxton. He pointed out to me where they're putting an antenna on the side of the building that's going to increase the height. I thought that that was going to be something that was going to be happening soon. Am I not correct that that's not an immediate issue for your - the antenna on the PD?

Chief Lavoie noted what I had said to you was I want you to take a look at this antenna because pretty soon we're going to be talking about over the next couple of years here that - you're part of the board - we're going to be having a lot of discussion on the infrastructure of what we're doing. I've talked about dispatching and he said right now we have a capital reserve fund that's in place. Everything that we talk about fixing the consoles, it's the stuff that goes from the dispatch console, under the cement floor, and into our server room, and then start sending information out. Then we went out back and showed you the pole. I said when we're talking about changing out towers, sometimes my bad I use antenna interchangeably for tower. We need to change out the towers so that we can get up above the tree line and here take a look at the trees and here's the pole. Yes I'm glad you remembered the conversation. That is what took place.

Selectman McGrath said I absolutely did and I remembered touring the evidence room and how impressive that was. I just wanted to ask about the antennas and what timeline we were really looking at for those. To you point about Chief Buxton and changing to work on the antenna here at the Fire Department, Chief Lavoie said our plan is to co-mingle our equipment on that same pole. So we will also be getting a better higher elevation here as well.

Chairman Maddox noted that is part of the renovation.

One of the other areas that we look at as we're moving forward, Chief Lavoie stated which we'll be having more discussions on. We've actually talked about this a handful of times over the years and that's looking at a position increase in staff of one for a Lieutenant that oversees Detectives and Prosecution. What that will do is it will be a similar command structure that we have in patrol. Every squad and patrol will have the patrol officers, the Sergeant,

and then the Lieutenant. Then the Lieutenant reports over to the Captain. Right now we have a handful of Detectives that report to a Sergeant and then the Sergeant reports directly to the Captain. So what happens is we sometimes it would be nice to have the Sergeant being able to go out into the field with the Detectives on different Detectives and overseeing no different than what we have as a Sergeant out in patrol that shows up on these calls, shows up on motor vehicle stops. We can also have a Lieutenant that's also helping out with another group of Detectives, etc. as well as filtering all these things up to the Captain as to what's going on. So we have more direct supervision going on. Detectives also is more of a higher profile cases. It's all of our Felonies or significant Misdemeanors where maybe there's multiple instances of something that has occurred. The Detectives, I'll the Captain talk about the amount of cases that they're carrying.

Captain Bill Avery noted they're carrying minimum of 12 to -depending on the month - 20 cases per Detective. That doesn't count pistol permits that come in that the Detectives are assigned to do a quick background check, make some phone calls, but it's time consuming and to draft a quick report on every pistol permit. That doesn't include any narcotic investigations that they're working on that they all of a sudden develop a confidential informant and start a narcotic investigation. These are burglaries, thefts, robberies, sexual assaults, arsons, major thefts. We're not talking a bicycle was stolen but we're talking - last week they just had one. I believe the number was \$38,000 theft from a company down the south end of Hudson. They are constantly getting cases in daily. I have cases in my mailbox when I come in the morning that are getting assigned back there. The difference between patrol and Detectives is they're doing multiple reports on one investigation. Normally a patrol officer is going to take an initial report and send it off. The Detectives are constantly following up on these cases til you bring it to a successful resolution. They may be working on 10 cases but more cases keep coming in and they keep getting backlogged. I think it goes to the point of Chief Lavoie as far as having more direct supervision back there. It is very important for me to oversee that and I do oversee it. I also have patrol and I also have the Legal Division that I have to keep an eye on as well. I think having a Lieutenant back there would definitely get more supervision and it would allow Sergeant Lucontoni who's currently the Detective Sergeant to be out there doing more things than he's already doing. I know Selectman Coutu can speak about the work that he has performed over the last 5-6 years as it pertains to the drug investigations. I can sit here and tell the people of Hudson, he is second to none as far as the job that he's doing out there.

Selectman Coutu commented enough said. Captain Avery repeated enough said.

Selectman McGrath said just so I can understand and again going back to when I took the tour with you. I remember exactly where they were and what the setup is in the area that they are. So you want to have a Lieutenant back there with them to assist them with their reporting requirements. Captain Avery indicated the Lieutenant would oversee. He would be in charge of all the report approvals. It's kind of two-prong for me. One is our Lieutenant back there during the day. He would oversee a team of Detectives but if I got another Lieutenant - a Lieutenant would take care of that but now I would have second shift Detectives with a Detective Sergeant out there on second shift. Currently Detectives work from 8 a.m. until about 8 p.m. depending on the day of the week. We have them from 8 to 12. They normally work alone but they could be working in pairs depending on what case they're working on. This would allow me coverage from either 7 in the morning or 8 o'clock in the morning to 11 o'clock at night. So the calls that I receive at 9 o'clock at night that we just had a - it just happened a couple of weeks ago. We had a call come in. Captain we need Detectives out here. No problem. We've got to call them all in. If we have Detectives there until 11 o'clock a night where there's already a Detective Sergeant, he can oversee that crew and start on the case. So it gives me more coverage as well as more supervision.

Selectman Coutu commented just so that the average viewer doesn't get hung up on the word "supervision" because it could be translated very subjectively. As is the case with the Police Chief and both of our Captains. Supervision doesn't mean just standing there and standing over someone's shoulder and looking at what they're doing and walking around. You also go out on calls. I know you go out on calls Chief. Billy I know you go out on calls. I know that Captain Tousignant through his career as a Police Captain also goes out on calls. You are there as a supervisor. That is your priority. Everything gets filtered before it gets to the Chief. All the Is have to be dotted. All the Ts crossed and the paper trail ends at the Captain before it gets to the Chief. However, there are many occasions where any of the Supervisors down to the Master Patrol Sergeants have hands on on a daily basis depending on what the workload is. I don't want people to think that you're asking just to bring in an additional person to fold his arms and stand over somebody and say yeah that looks good, put it on my desk, yeah that looks good. That's what Ted Luszey used to do back in the day. I'm only kidding Ted. That's not what supervision is. Supervision is also hands on actual police work.

Captain Avery noted these are working positions. So the Lieutenant would be handling a caseload as well as a Detective Sergeant. Selectman Maddox happened to be on a ride along one night when I got called out for a barricaded suspect. Yeah I was in charge of that scene but yeah I was also negotiating with this individual even though I had a Sergeant there and several patrol officers there. I have to and the Sergeants have to take control. The Lieutenant would take control and obviously when the Chief shows up, he's ultimately in control.

Chairman Maddox thought that this will be a Lieutenant that will facilitate two things. It will give the Detectives one point. It will take away some of the workload off of the Captain in charge of patrol which is probably very busy and Legal but also give you the ability to have with the nighttime on site working second shift or whatever - B Squad or

whatever you're calling it. There would be more coverage so that they're not calling out the Captains or the Chief at 10 o'clock at night. Captain Avery said we would get a phone call but it would be taken care of. It would give me heads up. Captain we just had an armed robbery but my whole staff - or let's say a sexual assault comes in. They're right on scene. They'll call me and let me know so I can brief him first thing in the morning and they're off and running with the investigation. The part about the Legal Division, that Lieutenant would also be cross trained in prosecution so if our Attorney was to be out on vacation or whatever and we need coverage at the courthouse that Lieutenant would be filling in during prosecution.

Selectman McGrath noted that would be the initial arraignment and that type of thing. Captain Avery indicated it would not be trying cases. Only in extreme emergency if we didn't have an attorney fortunately we have Officer Dan Connelly in there who just took the bar exam last week. He may be a bar attorney as soon as he gets the results back. We're keeping our fingers crossed.

Again Chief, Chairman Maddox thought that this is one I guess we need to ask is this coming. You're proposing this for the budget for this next cycle? Chief Lavoie thought I'm leaning towards proposing this for this upcoming budget cycle. Chairman Maddox was looking at the room. I think you have at least tacit support at this point. I think, again, more detail on paper but again crime isn't going down unfortunately. They seem to be getting more and more complicated. Again it's something we'd have to take a look at. That's going to bring you back to where do you put this person in the facility side. I think we need to take a look Chief at your site plan and maybe at least look at the Town Engineer and see what things we could do with the facility. Finding some money to be able to take a look at what our options are. Since drugs cause crime, could we use drug monies to do some of this study? Chief Lavoie indicated that's on page 4. Chairman Maddox noted we're getting there. I'm just trying to ask if we could find a funding source, we should look at this sooner rather than later so that we have a plan going forward.

Two more areas to talk about that will be very brief. Chief Lavoie said one of the other things that we're looking at is we always take a hard look at our cruiser mileage and things of that nature. We're looking at what we have now. We've been budgeting \$120,000 a year for the automobile purchase line item. We've been budgeting \$120,000 for that line item since 1999. It's been a long time. Cruisers don't cost that \$12,000 to \$15,000 anymore. We're getting to a point where as we're swapping out these cruisers and changing over to them, the feedback has been outstanding from the patrol group with these boards. They're really working out very well. We're looking at a small increase but yet an increase to that line item because the cost to buy those cars is \$26,000 - \$28,000 a car for the newer ones. We're getting buy be these are something that we're looking at. We may have to make an adjustment there as we move forward. Looking down the future over the next couple of years, we'll probably be coming in asking to purchase maybe swap out one of the motorcycles - our oldest motorcycle that we have. Again it's not going to be in this year's budget it's just as we're coming, I'm just trying to give the Board some general stuff as to what we're looking at internally.

Chairman Maddox asked Chief Lavoie isn't a third of the cost for the cruisers this year in changing out all of the cages, the supports, the light bars and all of that stuff isn't that like \$6,000 a cruiser. Chief Lavoie said it is. Chairman Maddox asked won't that revert once we hopefully stayed at one platform again for a while.

Chief Lavoie indicated there's a couple of things that we have to look at. We were buying for many years the change out of our fleet that were doing was anywhere from 4 to 6 vehicles a year. When I talk about us watching the mileage and stuff like that, we were down to about 3 cars to 4 cars a year. So we're doing the best we can to keep shuffling - okay you're not in this car tonight but you can take this car and we keep switching them so that we can try to keep that mileage down as best we can to get a good solid 3 years out of them in patrol. Remember these cars are 24/7 just about every day of the year until we have to start slowing them down to try to manage that mileage. So we're doing our part there. When I talk about an increase, it might be around that \$5,000 mark. I'm just prepping the Board. That's all I'm here for. I'm not looking for nothing significant. I probably should have started with that. I heard you how's that.

Chief Lavoie stated the only other items we had already talked about was a capital reserve fund for looking at funding outside consultants to help make decisions for those large scale ticket items like the facility. Before I get to this next one, this was not on the agenda item but I believe I'm going to need some help with the Board in talking to State Reps. One of the things that we've recently have been encountering I guess is the word I want to use is currently with accident reports the State is telling us that we can't relinquish accident reports any more. Only the State can. It's also a revenue stream for the town because people purchase those from the town. They're telling us that we're not by Statute, and it is in the Statute, so we can talk more about that at another time if you would like. That's something where I would encourage some discussion, dialog take place as to what we can do to try to get it so that we can continue doing what we've been doing for years.

Chairman Maddox asked how much dollars are you talking about Chief. Chief Lavoie stated unfortunately I'll take the hit for this Mr. Chairman is that when we collect these monies, we do provide receipts but it all goes to the town as one source. When we have our pistol permits that come in, the money goes in and it all just comes in. We don't have an itemized breakdown of that if you will. That will be close is my understanding. Now if something different at Town Hall...Chairman Maddox asked \$2,000, \$10,000, your estimate. Chief Lavoie's estimate would be we have roughly

400 to 500 reportable accidents over the course of the year. A report would be anywhere around a minimum I think \$10 for the first page I believe is what the town has in its Code Book and then maybe \$1 or something like that for every subsequent page. So if we have about 400 accident reports that are going out to insurance companies, then you add the lawyers that get involved, you could be at a minimum of \$4,000 to \$9,000, \$10,000 a year. I wish I had a better breakdown but that's the best I can provide.

Selectman McGrath thought I saw that in your monthly report the number of reports that are sold. Captain Avery noted it's under Deb Kirkwood. I can show it to you.

Chairman Maddox asked Chief Lavoie to put something together and I think we're going to see probably a lot of our legislators if we need to ask. What's going to happen? Is somebody going to now go to the State to get a copy of this and they're the ones that are selling it? You can tell a citizen that has an accident in Hudson has to drive to somewhere to get a report from the State so that they get the money?

Selectman Coutu said the State is not only passing them down the burdens of some of the money shortfall, now they're going to take some of our revenue stream to try to help their side.

Chairman Maddox stated we don't see this so again this is the kind of stuff that - I just think it's an inconvenience for our citizens to have to drive somewhere else. They're going to drive to the station thinking that's where they've always picked them up and now you're going to have tell them no we can't help you you have to go to wherever or call somebody and they'll get your credit card and send you a report.

Chief Lavoie indicated a couple of issues we're trying to clear up with the exact definition is that lawyers, insurance companies, and citizens. If you're a driver in it, I think we can relinquish it to the driver only but not the insurance, not the lawyers. We get lots of calls on this and it's a little hodge podge. I can certainly prepare something and come back to talk in more detail with it.

Chief Lavoie noted the last thing is narcotics. A lot of us have seen, and I just want to preface this, the Board understands. I get it. I really can't talk about a lot of the things that we have going on with narcotics. I did want to give a very brief blurb as to kind of what's been happening and where our focus is moving forward. We recognized that we're not large enough, although we're the 9th largest department in the State, we're not a Boston or an LA. We can have 20 or 30 people working narcotics and dealing with those types of investigations but we do value the ability to partner with other organizations, groups, police departments who we can work collectively because there is a need. There is a need for us to be looking out for our community as a whole so we have formed partnerships as the Board is aware of. These groups, although they do end up in the media, they prefer to stay low, lay low underneath the radar and what not. This heroin and fentanyl issue can be used. Those words can be used interchangeable as a lot of the heroin is just pure fentanyl. It's doing a lot of destructive work. So these groups that we've been looking at - what are we doing to arrest the drug dealers that are involved with this? These two groups have made over 140 arrests of your mid level, low level drug dealers in the last 6 months. Just within the last 6 months, they've made over 140 arrests focusing on that. Some of the arrests you've seen on the news. I don't want to get into details of locations or where but I'm comfortable in saying that you've seen it on the news some of their work that they've done. My hat goes off to them. Part of their work and part of the decision making for doing this was as we were looking out towards the future is how do we come up with money for expansion? Going the route that we chose and making those decisions when we analyze where's the funding going to come from, we believe that we will have the ability in a handful of years that the asset forfeitures that take place during these arrests and as these cases progress, hopefully we'll have some matching funding sort to speak that we can use with the community to say we have this much we can throw at it because there's certain guidelines that have to be followed and we have to meet certain criteria but we have a lot of money that we can contribute to getting to this expansion that will help carry us further into the future and take care of the needs that we have with our current facility. Those are the decisions that we make to implement during that and that is part of our goal as to moving forward to fix some problems or concerns that we are here but how are we going to address them in a few years.

Chairman Maddox said I know everybody is talking about narcotics and if you've read the paper - the front page of the HLN has been talking about any number of concerns. I think that my personal opinion Chief is this is a project for the State. I think to expect Hudson to be able to do much as far as prevention, treatment, anything of that nature. I think that's really what the State is there for. I don't think that we have the resources to be able to fund those types of activities. Again this is where our bigger - they'd have treatment centers for multiple areas as opposed to Hudson trying to take care of its own. It's something we're going to have to deal with. It looks like it just seems to becoming an ongoing project all the time. I hear on the police scanner you're always going to overdoses. Let me ask you this. I can't read from here the date you started. From when you started to today, what do you think the increase has been in...

Chief Lavoie indicated it's a lot. I think the type of drugs is significantly worse. Drugs are always around and people could always get them. I think we have to take part in trying to make that as difficult as we can as far as accessibility goes because there is a trickle down cost that happens to all of us here. Often times people that we arrest is stealing things, shoplifting things for drug money so that they can sell these things to get money to buy drugs or trade off for

drugs. There is the effect that happens when people steal from their own family members after awhile. They lose their jobs. They then get sick and they end up in the hospital but they don't have a job, they don't have health care, things have to be paid for, that comes back to people with insurances and deals with the rates of those things to pay off for hospitals as they figure it out into their costs. We're seeing stuff now with the crocodile stuff out there. It's just nasty, nasty stuff that people are putting in their system. It's just eating them up alive. I agree. I think we need help from the State. The State needs to step up and do a lot more. I look at this a lot like mental health court or similar to mental health court where they're saying don't charge the person that has overdosed. Well the mental health court is people that have mental health issues. I full heartedly and in support of mental health court. What that system does is it says listen you have some issues. You know that you have some so if you start working on those issues and you attend counseling and you do certain things, these charges go away. They put you in the system for a couple of years where they're working with you to get better. I don't see why this drug situation, I don't see how it's all that much different. People that are ingesting drugs if they're being brought back by Narcan, Narcan only works on those types of people is my understanding. I'm not in the medical field but it works on people who have overdosed on things that probably aren't supposed to be in their body and that's possession. The possession is within their body. We don't need to have an amount. Something is there.

Chief Lavoie commented now let's get them into a system that the State has built up. Right now there's no full loop of them. That's what we need is let's set this up like a mental health board where for the next two years you have this possession charge over your head but the encouragement is you go to your counseling. You go to drug treatment. You stay clean. Again that takes staffing. Like you said from the State level, where's the money going to come for that to have like probation parole type people that monitor these people and get them the help that they need to get off these things.

Chief Lavoie indicated we do have a drug court. Sergeant Lucontoni is active in that and goes every Monday to meetings. So there is stuff that's being done about it now and Hillsborough County is active in that but we do need more staffing from the State like you said.

Chairman Maddox asked if somebody uses drugs and they overdose or whatever, they're charged correct? Captain Avery said not necessarily. Chairman Maddox asked how do they get into the system. I think that, again, how does that get tracked? Chief Lavoie said if we go there and there's a needle in their arm and we have bags of heroin or whatever drugs around them, we can charge them. If it's something that a lot of times they don't have anything around them, there is no evidence of anything...Chairman Maddox said if you have to put Narcan up them to stop the reaction, then they had it in their system. Captain Avery said we have field tests and then up to the State lab to be tested. Chairman Maddox commented at least it gets them into a system that hopefully tracks and gives them the services they need. Chief Lavoie indicated that's my point. Chairman Maddox was hopeful that that's what the drug court is going to do. Chief Lavoie said we used to have a charge - and I'm drawing a blank on the whole workings of it but internal possession. If a juvenile was under 21 that was driving and had alcohol in their system, we charge them with internal possession of alcohol. That went away and I can't remember all the reasons why it went away but it was taken off the books. Captain Avery noted it works for some courts. Our courts did not acknowledge that charge. We started bringing kids in for internal possession and they said stop. We stopped.

Chairman Maddox guesses where I'm going is how do you get them into a system. How do you get them into a program if you're not tracking them somehow? I read something in the paper that some guy has been picked up by ambulance 70 times. At some point they would him the help that they need. You're racking up \$1,000 every time that ambulance goes around. It just becomes very expensive for the communities. Again I think this is where the State needs to step in and have established programs that are regionalized. I think it's beyond our scope of manpower and expertise. I'm hoping that they're going to do something at that level to be able to - you keep reading these articles about people that are taking stuff, injecting stuff into their bodies and don't know what it is and it's rotting away parts of their flesh. They've seen their friends die. I don't get it. Obviously it's a very powerful narcotic that affects their brains and they need help. Whatever we can do - if we're going to be talking to the Legislatures maybe there's something else that you could put together and we can see what they'll do for us.

Selectman McGrath commented I want or Police Department to be actively trying to enforce our drug laws. I think that we certainly have a problem. It's evident but it's not just Hudson. It's nationwide. I'm a news hound. I watch the news. Pretty much that's about all I do is watch the news. I might have a couple of other home and garden type programs that I like. It's unbelievable to me again nationwide the problem that this is costing families their livelihood. It's costing them family members that they're having to put in the ground. All you have to do is read the obituaries. The local obituaries on a weekly basis - I don't have to know how they died because all I have to do is look at their name and the age and I can pretty much tell that it's because of a drug overdose. That wasn't always the case but it is now. I want our Police Department to be actively pursuing certainly the dealers that are providing this poison to the people that are craving it for whatever reason. I agree too that we need to have the State providing more funding so that the users can get the help that they obviously need. It's a horrible, horrible problem.

Captain Avery said that I know of a family that obviously will remain nameless had a son addicted to drugs. It cost that family \$38,000 to get him clean and he's clean. That was the cost to that family.

Selectman McGrath said not that that's a small cost but it could be much larger. They could have been completely wiped out and then still having to bury their son or daughter. It's a vicious problem but it's something that I think we need to be really aggressive about and that's what I want our Police Department to do is to be aggressive and try to at least keep our town as clean as we can.

Chairman Maddox told Chief Lavoie I think this is why we have the workshops. I know it's another night out but I think that if we don't hear it, it just gets forgotten. When we get to budget season, we're trying to get \$20 million in 3 nights it's a challenge. I think that this is a worthwhile investment in your time and ours to be able to say to people we've talked about this multiple times. So let's kind of take away the communications equipment. Was it 200 or 250 that we put in last year? Chief Lavoie believed there's a \$20,000 to \$40,000 carryover from the previous year. Chairman Maddox noted we have \$250,000 now you were talking about 750 when we talked about replacing everything at once. Where are we with that cycle?

Chief Lavoie indicated last year when we got some pricing from Motorola, the pricing for the dispatch center just dealing with the communication piece again that's it was right around that 250 to 275 mark. The Chief and I plan on looking at around that October to December time frame. I think that's how their fiscal year runs is on the calendar year. They usually have deep cuts is what we were told last year. They had deep cuts last year. So we'll be looking for that again and we'll be in communication with them to see what's available for the product. We may be coming back then. We may be looking at trying to sign something then and then looking at okay this is what we have available moving forward where we see that there may be some leftover money as we move towards the end of the budget where we typically have those leftover things.

Chairman Maddox said it's still out there. There's this (inaudible) to replace the infrastructure at the station both yours and the Fire Departments for consoles. Chief Lavoie indicated whenever we're speaking about the dispatch infrastructure - I'm going out on a limb here and speak for the Fire Chief and say we're talking about collectively. We're looking at co-mingling and getting our equipment together on the same site so that they're not oh I'm over here and you're not, and we're over here and you're not. We're trying to work that out so that we are all on the same locations.

Selectman Coutu had one last thing. Thank you Mr. Chairman. I just want to bring this to everyone's attention. I'm sure like most residents in the Town of Hudson when we get the Hudson Litchfield News on Friday, we open the paper. Some of us go to - I happen to glance from first page to last page but a lot of people open up the Thumbs column. One of the most irresponsible comments I have ever read was one that appeared last week. It was a Thumbs Down to the Hudson and Litchfield cops. "They're quick with their guns. Can't wait to shoot somebody." There is another story in the news where a cop in Massachusetts shot and killed a Vet leaving his children fatherless. Cops are now a danger to the communities. They are supposed to protect. Stop cop violence. We have always prided ourselves, and I'm sure that I could speak volumes about our neighbors in Litchfield as well. We have spoken volumes about how the Police Department is well guided and well trained here in Hudson. So much so we take a great deal of pride in our CALEA assessment and our being noted as having one of the finer Police Departments. We certainly got that recognition last year as one of the finest Police Departments in the country. I'm talking about 3 years ago. This year we've been reaccredited again. Reaccreditation is a rigorous format for any department to have to go through and we pride ourselves on exposing our department expressly for that purpose so that we don't have rogue cops out in the street. You'll see it on television and you'll hear about it across the country that there's a rogue cop out there. It's getting more attention now than it ever did. This is nothing new. It's ongoing. Whether you work for the Post Office, or you work for a police department, or you have a fireman out there setting fires because he gets a thrill out of watching his trucks go out there. There are rogues out there in every industry. It's just now it's being highlighted more than ever. When you count the number of incidents versus the total population of police officers, it's significant in that it shouldn't happen but it's insignificant when you look at the numbers.

Selectman Coutu noted to even suggest that we have trigger happy cops locally is sheer insanity. Sheer insanity. I'm sure that we are so well vested in our police department that if we had even some semblance that we had one on the police force - we don't have 10,000 cops out there. We're the ninth largest in the State but we don't have an uncontrollable number of police officers that we can't manage. If we even have some sense that we had one on the department, you would have your thumb on it immediately. I don't know if you want to respond to something that is as irresponsible because this really hurt me. It irked me and it hurt me to think that someone would actually call a newspaper and actually say something like this. I believe in the freedom of the press but I wish I just wish that the publisher of the Hudson/Litchfield News would be a little more responsible about what they put in the paper. There are people out there now that have read this and believe this to be true when you, especially you and I Chief and I'm sure you Captain as well know this is anything, anything but the truth.

Chief Lavoie indicated when I read the comment, I found it comical by the time I got to the end of it that they're accusing the Litchfield and the Hudson Police Departments to be trigger happy cops but then the example they give is some place in Massachusetts. I'm like okay. It's interesting. I do understand that the Editor of the paper tries not to play favoritisms and puts in there what people comment on and send his way so that he's showing that he is not playing favoritism or whatever the case may be and just publishes it. Sometimes yes it does bother us. I certainly agree but it's times when we get around people that really have an idea as to what's going on and when we come to

meetings like this and then the Board has something nice to say about the department. There's also been a number of great comments in the Thumbs Up as well towards the officers. It's absolutely incorrect. Not only would I not tolerate something like that, my Captains wouldn't, my Lieutenants wouldn't, my Sergeants wouldn't and the officer's peers wouldn't accept it.

Selectman McGrath noted and we wouldn't.

Interestingly enough, Chief Lavoie showed Ms. McGrath an old newspaper article that was printed back in the '70s and '80s. In it it says the Hudson Police Department fist heads. It's about an 8 page long article and I had that framed. That's in our department. The reason why is because I believe firmly and I said this when I was interviewed by the Board for the Chief's position that I'm not happy with those times but I'm not afraid to talk about those times because you can't appreciate where you're at today if you don't know where you came from as well as trying to figure out where you want to go in the future. So we have that article all framed up nicely and there's multiple pages. The last picture is the CALEA Award with Excellence to remind everybody. Pretty soon Captain Tousignant is retiring August 21st. Myself and the Captain, there's a lot of us that are going to be retiring in the upcoming years ahead. Well pretty soon they're going to forget about those things that were said and I want them to make sure that they recognize that CALEA Award with Excellence and the significance of that and to remind them. This is where we want to stay focused. This is why the Board embraced CALEA a number of years ago and the former Chief did and this is why we do those things and this is why we are so demanding. We deal small issues because we want to get things fixed so that we're better.

Chairman Maddox thanked Selectman Coutu. I think that, again, I read that and I couldn't believe it. I'm glad you brought it up. I got to tell you as a boy from Billerica sitting in the front seat of a police car, that's unusual. I have seen nothing but professional people doing a difficult job. Some of the comments that people make and they either try to instigate problem or whatever and the officers are always so professional. I'm just always impressed with the ability of the training that they're provided and obviously the supervision and the guidance they get to be able to do the job. With that thank you both and to your department.

Chairman Maddox declared a 5 minute recess before we assess. It's 9:38 p.m. and we're back. Now we are going to do Assessing.

C. Assessing Department

Chairman recognized Assistant Assessor Jim Michaud.

Good evening. Jim Michaud indicated the Board is in receipt of my Memo of August 4th. There's quite a few number of attachments. As there are some new members of the Board, I've included some of that material that I've had in the past as well. On the first page I give a brief overview of the department. There's two full time employees and two part time employees. I've given their titles, the length of time that they've been here. Out of the two, there is one that is in the retirement category of life but there's no indication that there will be a retirement anytime soon. I wanted to point that out as I've heard that prior tonight was a question.

In addition to the internal resources, Mr. Michaud wanted to say that Exhibit A I've attached an organizational chart. In addition to internal resources from the bottom of page to the top of page 2, in the past we have used George Sansoucy and Associates for Public Utility valuation. We've used Property Valuation Advisors for commercial and industrial evaluation and appeals. We most recently have been using Nashua Regional Planning Commission to assist us on tax maps. Of course as other departments do, we are using Tarbell and Brodich Law Firm and we have some remaining cases with our prior law firm of Hage, Hodes. We also have a contract with Patriot Properties which is an annual contract and our software provider for our mass appraisal software. They also host our property assessment data on line.

The middle of page 2, Jim Michaud noted I give a 10 year look back other personnel which has not changed in its count and also the departmental budget.

Selectman Luszey asked on the computer aided appraisal software you said that data is posted on line at their site. Mr. Michaud said that was correct. Selectman Luszey indicated the data is outsourced. It's not internal to us. Mr. Michaud said that's correct.

Jim Michaud went to the next to the last paragraph on page 2; I speak to an annual planning guide that's in Exhibit B. It basically goes through on a calendar year basis and month by month and goes through a lot of the deadlines, a lot of the requirements that the department is responsible for, along with this Board of Assessors - Board of Selectmen in fulfilling the State laws and rules that are required. I include that. I think it's a helpful guide not just for new members for all members of the Board as well as my department. At the end of that page, I discuss the department revenue and the NH Legislature as adopting an assessment review process whereby once every 5 years every community in the State gets reviewed. We have to have our values up to date - between 90 and 110 percent of value. They go

through and they look at our exemptions and credit procedures, current use, a lot of detail that they go into. The last time that we went through assessment review was 2012. The next time we go through assessment review is 2017.

From the bottom of page 2 to the top of page 3, Jim Michaud said I focus more discussion on funding for the next re-evaluation in 2017. Prior Board of Selectmen as well as this Board of Selectmen has been committed to putting funds into a capital reserve account for the next re-evaluation. Currently that capital reserve account has approximately \$114,000. I speak to other communities such as the Town of Salem and the Town of Milford that I've gone out to bid to get some outside assistance and having them do their re-evaluations. Through the middle of the paragraph, I discuss how many properties we have - approximately 9,700 properties. What I would expect a Public Utility valuation contract to come in for approximately \$40,000. It's an estimate. I also discuss how we use our own department's resources to do most of the residential end and we have traditionally farmed out our commercial/industrial and public utility to outside contractors. So we've done kind of a hybrid approach to re-evaluation as opposed to farming the entire operation out.

The middle of page 3, Exhibit D, Mr. Michaud said I've included a property tax abatement filing history. So we have 9,700 accounts. We have approximately 2 percent that will appeal each year. Sometimes within those 2 percent that appeal each year we have some rather significant ones as we do this year and prior years - Eversource, Liberty Utilities, Fairpoint, plus all of our residential folks that on occasion are concerned about their assessed value. I think the point there is that we have a relatively small percentage wise appeal level.

From the middle of page 3 through the bottom of page 3, Mr. Michaud noted I talk about ongoing projects that we continue to work on. It's a cycle that does not end. So every April 1st, every 5 years, every calendar year we're responsible to make sure that we're maintaining the tax base accurately.

Selectman Luszey said under the "continuing budgets" why are we capturing digital photos of property. Jim Michaud said the last time we really went through the whole town and captured photos was really for the re-evaluation in '01-'02. When we go out to properties, we do take new photos as we go out to them. An addition gets puts on, the property has changed. We maintain a database of these images. I think it's important for folks to see okay my assessed value is \$150,000. They like to see the photo of their house. They like to see the photo of their neighbor's house. I think it provides a picture is worth a 1,000 words. We don't value by picture. It's informational. We provide it as information.

Selectman McGrath asked to add something to that. That is helpful for the Zoning Board members. They look at that as part of the informational packet that they get on any of the requests that come in whether it's a special exception, a variance, whatever. They look at those property assessment cards and they can identify the house. They know that that's what they went out to see. It matches up. It's very helpful.

Selectman Coutu said I didn't want to get too far off. I want to go back to something Jim and I wish I had called you. I'm not trying to embarrass you because you know I had a discussion about Sansoucy. I believe that in our last discussion about the utilization of Mr. Sansoucy for our utility assessment or valuations, a statement was made that he is perhaps the only expert in the State of New Hampshire that does this.

Jim Michaud said he is one of the few in the State that does this. I believe he happens to be one of the best.

Selectman Coutu said the reason why I'm bringing this up was because in one of the documents, and I thought I had made a notation here and maybe it's in your own report further down somewhere, I had made a note about in the law suit about Public Service of NH or whatever they're called now, there was an attempt being made by either our attorneys or some attorneys to prohibit them from bringing in their expert witness. How come they can find an expert witness relative to assessments on utilities but we can only find one or very, very few. Who are they using as an expert witness that we're unaware of?

Jim Michaud stated Eversource/PSNH went through a series of appeals in February of this year at the Board of Tax and Land Appeals along with NH Electric Co-op. I know that Eversource brought in Thomas T. Garner Associates out of Kansas City, MO, or Kansas City, KS, - one of those - and he is a national expert. He goes around the country and he testifies for public utilities traditionally and traditionally he's trying to get their value lowered. Selectman Coutu commented so he makes his money as an expert witness traveling around from State to State testifying. So he's just a professional witness. Mr. Michaud said he teaches courses. There's an annual Public Utilities School in Wichita, KS, each year. He participates in textbooks. Selectman Coutu noted I don't have much respect for people like that but that's all right. Thank you Jim. You answered my question.

Towards the top of page 4, item #2, Mr. Michaud said I talk about other projects being considered. Right now the Assessing Department has two vehicles that we are currently using that we purchased from the Police Department. I've give the mileage there. I believe the police estimated tonight that they would be trading in 1 or 2 vehicles. I talked to the Chief briefly before the meeting. I think he was talking in the range of \$6,000 estimated trade in value for those. It's up to the Board. If the Board wants, we can stay with the vehicles we have. They're working. They're not 250,000. They're in the range of 108,000 and 90,000 miles. I just include that that if the Board feels we should

replace them we can. If not, then I won't be budgeting it for that replacement. You know how repairs go. A couple of years the repairs are nominal.

Selectman Coutu commented just don't wait until the last minute like you did last year with the request.

Chairman Maddox thought that is a function that the Town Administrator was tasked with putting this together so that I don't want to hurt the Police Department on their trade ins but I also don't want to be in the scramble. So hopefully you're having a discussion with the Town Administrator who will then get with the Police Chief and see what vehicles we need to replace that don't need to be brand new. You have 2002s and we're trading in 2012. That makes no sense to me. Hopefully we will get it right this year.

Selectman Luszey asked do you know how many miles we've put on these things annually. Jim Michaud indicated very few. I want to say in the 5,000 to 8,000 tops per year per car. Selectman Luszey said if we were to cost that out - the 5,000 or 8,000 miles would it be more cost effective to have the employees use their vehicles and pay them mileage. Mr. Michaud said I haven't done the analysis. I'm estimating 5,000 to 8,000 miles a year. I can get you between oil changes and we can work it out to a finite number. There's two parts to that. Obviously the part that is whatever the standard mileage rate is and then they submit their mileage per week. The other aspect of it is does the employee want to do that? The third aspect of that might be liability. The fourth aspect is when you drive up with a town vehicle and you have a town ID - right when you drive up first of all they know it's not the pizza guy. So there is some aspect. You can put magnetic stickers on personal vehicles. I'm not discounting what you're saying.

Chairman Maddox noted it has a G plate on it. You know it's a government car. If somebody is sitting in a car outside your house at least if it has a G plate and the town sticker on it, you pretty much know it's not somebody casing the place and that type of thing. You're less likely to call the Police Department which will rack up those costs.

Jim Michaud said it's not something that in my tenure we've looked at. So I'm not discounting it. I'm just saying it has not been looked at. Item B. So I referenced the court case we have with Eversource. So that's not scheduled for trial yet. It's at the Board of Tax and Land Appeals. Our Attorney Dave Lefevre is going to be filing his appearance and he'll be representing the Town in that case. I anticipate that that case will come up for trial in the next fiscal year starting July 1. We may settle. They may withdraw. We may go to trial. I need to be able to present to the Board, to Steve, some estimates of what it may cost to defend on an appraisal side and on a legal side. They're estimates. I can obtain estimates from other utility appraisers. What would it cost for an appraisal? What would it cost for your services for consulting prior to and during the trial? Those are going to be estimates. They're not going to be contracts. They're going to be estimates. That's the largest case that this town will have had in really since the mid '90s when we had a case with Lockheed Sanders and the money was less than. So that's our most significant case.

Selectman Coutu asked a question about that. One of the things that puzzles me Jim is why aren't we - because there are a lot of towns that are going through what we're going through with utilities and assessments. Can't we regionalize this? Won't the courts allow us to enjoin one another and proceed in that fashion? I don't see the merits of each case being any different by going separately than pooling all our resources and going after them.

Jim Michaud thought that's a good combined question that could be answered in combined with our attorney. There's a litigation aspect to it, a strategy aspect to it, and there's also a practical aspect to it asking two governing bodies to cooperate on the sharing of resources for a defensive value that have maybe different strategies on how to deal with things. It's hard enough right for 3 out of 5. If we want to have another Board involved, I think it gets a little more difficult. Going out to an appraiser and saying okay us and Nashua. We want to contract with one appraiser that's going to handle the defense on these cases. That's possibly something that could be looked at. Sometimes our years are off though. We have a 2013 year with Eversource. Nashua could have a 2012 or a 2014 year. I understand what you're saying. A lot of what drives these cases and I don't think this is a secret to the Board is the cost of defense. What's driving the settlement? There's so much to lose that the settlement seems far better than trying it not because we think our value is incorrect but because you're looking at the business end of it. You're saying it makes sense to settle on some of these. I have to do a dance. I have to try to arrive at some funding if we have to fight it but at the same time, we should be exploring settlement on these larger ones because the cost of defending them is so great. In my years here, this is the first time that PSNH has appealed. So I've been here 20 years come September. They must have said it's time for Hudson. They've been appealing all over the State. Utilities really have been appealing all over the State. The ones where they're not appealing, the values are much markedly lower.

Chairman Maddox noted you put "significant" and then you underlined it - increase in funds. Let's hit that item.

Jim Michaud thought the Police Chief said I'm looking for more funding for vehicles and then at the end he said \$5,000. I would add a zero to that de minimis just for Eversource.

Chairman Maddox thought, again, I think that we may want take a look at much like we've done with the fuel. If we told the Budget Committee we're putting \$50,000 into legal for these types of appeals it will not be spent other than on these, I think we'd probably have a lot easier time getting through the budget rather than saying we're going to

increase the budget for legal by \$50,000. It only has one use. It's there if we need it but that money is a return much like the gas. I know we can move monies around but this Board has made a commitment that if we don't need it for fuel, we're not going to use it. So we have some credibility I guess is the word I want to use with the Budget Committee and the voters. I don't want to add \$50,000 to \$60,000 into our budget if we're not going to use it but you have it there if you need it. I think it's something we need to kick around and when we get to budget season.

If I may, Jim Michaud thought there was a carve out. I don't know if it had all the corrals around it like you're talking about but there was carve out in the legal budget for defense of tax appeals. I want to say it was \$25,000 was what the Board arrived at last fall within this current year. I don't think it had what you were talking about that if we don't spend this 25 it can't be moved around. I don't think it had that kind of corral around it but the Board did go through that process and say we put a pool of money here. It's within the legal budget but it's a subset of the legal budget and it's for defense of these tax appeals. Chairman Maddox noted it's something we need to talk about when we get to the budget cycle - an increase of \$50,000 is almost a 30 percent increase. Mr. Michaud said it may not be an increase because I think you already have 25 I believe. If I'm soft in the numbers, I know Steve will view this and correct me but it would be 25 plus 25. I don't have an estimate. I throw out 50 because you asked what significant number mean. I took 5 and I added a zero. I don't have the numbers. I'm just estimating. Well we saw a recent estimate of what it might cost to defend another one of these larger cases recently. This is a larger case than that. Again if we don't fund it, I don't want to go pry this discussion in the fall. I'm just giving you a heads up. Chairman Maddox said I just wanted to know the definition of "significant".

Jim Michaud indicated then we have our Fairpoint which is less significant in money but it's certainly significant in terms of the potential for loss. I'm funding for a much larger amount of overlay on that relative to the value of the property because of the issues involved in that - involving right of way value, involving the pole valuation numbers themselves, and the fact that it's a 2011 case. We have '11, '12, '13, '14 - the numbers start building. We're waiting for Supreme Court to rule on a Concord case that started in the year '00. We're like about 170 communities with Fairpoint on this matter. We're not nearly alone on this. They have sued every single community. I say Fairpoint. It's the telecommunication companies. Fairpoint happens to be the largest one and it's the one here in Hudson. All the telecommunication companies are concerned and they've filed suit.

Chairman Maddox said I was fascinated to see on my telephone bill that a third of it is taxes if not more. So they're already putting money in for this in their...Mr. Michaud agreed. They got the okay from the PUC for a municipal property tax surcharge I believe is the wording they put on there. They claim that that's about a 1/3. Chairman Maddox thought that was just fascinating they get to collect the money up front.

Good Will. Jim Michaud indicated the Good Will exemption appeal is scheduled for September. That may or may not go through all the way and then I think I referenced another property that we may have some discussions with in the Memo. At the end, what do you know the Assessing Departments aren't the most popular departments in the community but I appreciate the support of this Board, and support of Steve and fellow department heads. If we didn't like doing it, we wouldn't be doing it and we do enjoy what we do. We look forward to serving the community.

Chairman Maddox agreed. It's not one of the most popular jobs in town. Selectman Coutu said it's one of the easiest. Chairman Maddox said it goes back to that mantra of fair and consistent. I think if people believe that it's not correct, they contact you and you go out and explain why you've come up with your number, and you adjust it if it needs to be adjusted. Again your people are very professional. I see them out there. It is a job that not many people want to...and some of it is subjective. Again the difference between fair and good between the 5 of us would probably be different. So as long as we're being consistent in how we're judging these properties, then everybody's tax bill should be as close to right as possible. Kudos to your department and to all those that help them out.

Selectman Coutu told Jim that I used to think I talk to a lot of people local politics. When I was at my store, I'm more exposed now than I ever was. I have had several people who have approached me in the past year to compliment the professionalism in your staff in particular Amy. She deals in more sensitive numbers and she's dealt with several people who have felt that they have been treated not necessarily always they wanted the result to come out but very professionally by her in particular. They mention her by name and how pleased they were with the discretion that she uses in processing their application and how well they were treated in your office. Again that too speaks volumes for you and your staff.

Jim Michaud thanked Selectman Coutu very much and I will pass that along.

Selectman McGrath had one thing that I will say. I haven't had much to do with the Assessing Department over the years. Since I was elected to this Board, I can't tell you how many people have told me when Jim's name comes up that he's one of the smartest if not the smartest person in this building.

Selectman Coutu asked people say that.

Chairman Maddox said well you keep asking Jim. I don't know how that works.

Selectman Coutu asked how much money do you have left in your wallet.

Chairman Maddox noted he's our longest serving department head.

Selectman McGrath said that's the absolute truth.

Selectman Coutu said he is a very intelligent man when he wants to be.

Chairman Maddox asked Mr. Michaud if Assessing 101 on your web page. Mr. Michaud didn't believe it is. Chairman Maddox thought maybe we want to put that on there. I'm sure that I speak for most of the members that assessing is the last thing we look forward to doing is our job. It is just so difficult to pull all those numbers and import valuation but it is how we garner our revenue.

Selectman McGrath was glad to get this document. I read through it today and I was really pleased to see what you've included because I'm going to keep it to refer to because like I said, I haven't had much interaction with Assessing. This is a good thing for anyone to have.

Chairman Maddox asked to get that up on your web page. Again for people that want to get some idea of how this is done. Mr. Michaud indicated I need to refresh a little bit. I have some old dates in there. I didn't recreate it for this meeting. It will be up in relatively little time.

Chairman Maddox said I know this is difficult I think sometimes to go through but, again, if you've lived through trying to do budget without having this prep done, you know how painful it is to try to ask questions while you're trying to compress \$20 million into 3 nights. Again the time that we've spent here we've heard some things that we won't deal with budget wise this year. We've also brought some questions up that again in fairness to the department heads they've had now time to do some research before they come back for budget. I know some people weren't as thrilled to be here.

Selectman Coutu noted you've justified it will.

5. NONPUBLIC SESSION

Motion by Selectman Nichols, seconded by Selectman McGrath, to enter Nonpublic Session pursuant to RSA 91-A:3 II (e) Consideration or negotiation of pending claims or litigation which has been threatened in writing or filed against the public body or any subdivision thereof, or against any member thereof because of his or her membership in such public body, until the claim or litigation has been fully adjudicated or otherwise settled. Any application filed for tax abatement, pursuant to law, with any body or board shall not constitute a threatened or filed litigation against any public body for the purposes of this subparagraph, carried 4-0 by roll call. Selectman Luszey in opposition

Chairman Maddox indicated Nonpublic Session will be entered into at 10:05 p.m., thus ending the televised portion of the meeting. Any votes taken upon entering open session will be listed on the Board's next agenda. The public is asked to leave the room. Open session was entered into at 10:14 p.m.

Motion by Selectman Coutu, seconded by Selectman Luszey, to seal the Nonpublic Minutes, carried 5-0.

Selectman McGrath discussed her internet going down last week. She had received several e-mails relative to Eagle's Nest. She was upset about Selectman Luszey saying that Selectman McGrath was not responding to the e-mails. The Planning Board and the Board of Selectmen have to be careful in responding.

Selectman Coutu indicated he too was receiving e-mails and not responding to them as they can be discoverable.

Selectmen Luszey requested Selectman McGrath to do your job as it's in your domain.

7. ADJOURNMENT

Motion to adjourn at 10:35 p.m. by Selectman Coutu, seconded by Selectman Luszey, carried 5-0.

Recorded by HCTV and transcribed by Donna Graham, Recorder.

HUDSON BOARD OF SELECTMEN

Richard J. Maddox, Chairman

Roger E. Coutu, Selectman

Pat Nichols, Selectman

Marilyn McGrath, Selectman

Ted Luszey, Selectman