

HUDSON, NH BOARD OF SELECTMEN  
Minutes of the September 3, 2013 Meeting

1. CALL TO ORDER - by Chairman Maddox the meeting of September 3, 2013 at 7:05 p.m. in the Selectmen's Meeting Room at Town Hall.
2. PLEDGE OF ALLEGIANCE - led by Selectman Luszey.

3. ATTENDANCE

Board of Selectmen: Rick Maddox, Roger Coutu, Ted Luszey, Ben Nadeau

Absent: Nancy Brucker

Staff/Others: Steve Malizia, Town Administrator; Lisa Nute, IT Director; Representatives Lynne Ober, Russ Ober, Richard Levasseur, Mary Knowles, Jordan Ulery, Andy Renzullo; Senator Carson

4. DISCUSSION ITEMS

- A. Discussion with NH State Representatives

Chairman Maddox said it was nice to see all those smiling faces in the audience. I think what I'd like to do is poor Mr. McIntosh if you can take the camera and pan to the audience. Ms. Knowles if you'd start off. The School Board unfortunately had first day of school today so they weren't able to come tonight.

Representative Maryann Knowles. I live on Quail Run Drive here in Hudson. After a two year hiatus after two terms, I'm back for my third term in the House. I am currently serving as Vice Chair of Election Law.

Representative Lynne Ober. I'm serving my fifth term in the NH House and I sit on the Finance Committee. Always by the time June rolls around anybody who sits on the Finance Committee wonders what they're doing here. Too many nights where you work until 3:30 in the morning and come back at 9:30 in the morning makes you quite tired at the end of June.

Representative Russell Ober. I'm in my fifth term also. I serve on Ways and Means. The outstanding joke is I get the money, she spends it. Representative Ober said it's the same dinner conversation whether it's our personal finances or the State finances. What can I say to that?

Representative Rick Levasseur. I'm on my first term. I find it most illuminating. I'm on the Science, Energy, and Technology Committee that's primarily discussing windmills and Northern Pass.

Representative Jordan Ulery. I'm on my fifth term. I serve with Russ on Ways and Means, which is perhaps one of the more interesting committees. It's an exciting time the first year every year term up there trying to figure out what we're going to tax next or like Russ says, not tax next.

Representative Andy Renzullo. This is my fifth term, 10 years. I'm on the Resources, Recreation Development Committee which is parks, lands and all of that good stuff. I'm also the Deputy Minority Whip – Republican Whip.

Good evening. Senator Sharon Carson. I have the pleasure to represent Hudson in the NH State Senate. I'm currently in my third term and I'm a member of Senate Leadership as well as the Chair of Senate Judiciary and Senate Executive Departments and Administration.

Chairman Maddox said he knows the last time we were here we talked about where we might be headed, where we can hopefully work together to benefit the citizens of Hudson. I know that probably most of you have already heard that there is potential for a large development in the industrial park that we are hopefully going to garner. There is also some development going up on the north end of town as water and natural gas are going into that area. Hudson I think is going to be busy in the next few years and we're hoping that with some people on Ways and Means, Finance, and those types of committees that we will hopefully be able to do some things that will benefit the citizens and the businesses of Hudson infrastructure wise. I know we have some ERZ zones in here and I know that that's an item that's kind of being how that's going to work out. I hope that that continues as we try to fill up the industrial park. Again, I will open it up to you. If there's anything that we should be brought up to speed on.

Representative Russ Ober noted that some of the Selectmen it might be nice to comment about what we think from the State standpoint we've done for the town. I have three items here that I wanted to mention that you may – well I'm sure you are aware of – one is the increase in the meals and rooms tax that you're going to get more money from the rooms and meals from the State due to our finances and the way we've done things. It amounts to a 75 percent

increase, up to \$5 million. We won't get all \$5 million but we'll get a bunch of money that you didn't have. That goes until we get back to the 40/60 ratio. The 40/60 ration used to be the town got 40 percent and the State got 60 percent of the meals and rooms tax. That kind of deteriorated until the towns weren't getting very much. The work is to get back to 40/60. This is a start to it. It's not there yet but it will be in the next couple of years.

Representative Russ Ober indicated that the other thing is, and I really think this is important, is the vital records fee. Now we changed how the fee is divided up when you ask for copies of your vital records. People come down to Town Hall, say I need a copy of my birth certificate, copy of marriage, whatever. It used to be that most of the fee went to the State and a little bit went to the town. So now we're changing it. The Town instead of getting \$4 is going to get \$7 of the first copy of every vital record and from \$3 to \$5 of every subsequent copy. It's not going to be millions and millions of dollars but it's certainly going to be nice money coming into the town coffers.

Thirdly, and this is of rather important to you folks, Representative Russ Ober said House Bill 522 changed about signing the manifests. I'm sure you remember. I remember this. Year, after year, after year you had to come in here to sign the manifest because it had to be the proper meeting. You couldn't sign it anywhere else. It had to be right here at the meeting and everybody is sitting around saying what am I signing? What am I signing? But you had to sign it here. We've changed that. Now what it says instead of in a public meeting is – and I can't even be sure of what this says: "A non contemporaneous time signed by each of your members." So theoretically you can sign these things whenever you want to and put them all together. That's what the new law says which I think is a tremendous advantage having to come in and say well so and so is not here, we can't have it signed or geez I don't know what this is all about. Do I want to sign this now or not? Those are the three things I'd like to mention that I think the State has done for our town.

Representative Lynne Ober said you're also probably going to get completely paid out the deferred grant from Department of Environmental Services. In 2008 by executive order, then Governor John Lynch stopped all payments on wastewater treatments, sewerage plants, and all the projects that were listed under deferred grants. I think Hudson still had an outstanding out – about \$6,000 which ought to get completely paid off because we fully funded that this year. The economy has turned around. We have more revenue coming in. We have no new taxes. We just have more revenue and we spent everything we could trying to provide the best services for the State and the towns.

Chairman Maddox asked what they were doing in the Senate. As you now probably today, Senator Carson said they elected a new Senate President. We're looking forward to working with Senator Chuck Morris from Salem. Chuck had been the Chair of Senate Finance who really steered this year's budget which was a budget that was pretty much unanimous between both parties. It's a really good budget. Again, building upon some very hard decisions that were made two years ago and of course Representative Ober worked closely with Senator Morse on the budget. We're excited about Senator Morse taking over the helm of the Senate Presidency.

Senator Carson indicated that we also did number of really good things. I'd like to think that everything we do benefits every citizen of Hudson just as it benefits the citizens of Londonderry, just as it benefits the citizens of Auburn. We struggled with a number of issues. I'm trying to think because off the top of my head I can't pick out one particular thing because, again, everything we do benefits everyone. Again, the thing that I can think of that we really did but it wasn't this term was making sure that the court didn't move out of Nashua into Manchester, making sure that the court was going to be accessible for the citizens of Hudson. Instead of having to go to Manchester, they now can still go to Nashua.

Selectman Coutu asked about Route 3, Route 111 corridor. Is there anything that our contingent of legislatures can do to convince the State to take a serious look at the corridor that they don't plan to build and we would like to make available or future industrial growth and see if we can't work something out with DOT in terms of having the State turn the corridor over to us for some sort of construction in the future. Representative Lynne Ober said a number of years ago we passed legislation that you could buy the property. I don't think the State is going to give you the property Selectman Coutu but I do believe you could negotiate a fair deal to purchase the property. That was done the last year. Perhaps Senator Clegg was in the position that Senator Carson is now in. That still stands on the books and you could certainly negotiate for that property.

Selectman Coutu indicated that may be so but I think that it would be best for the Town if our legislative contingent would go into DOT or at least appoint a representative or two to go to DOT and get us all of the facts and figures and bring it back to us so that we can sit and analyze what may or may not be available to us and at what cost.

Representative Ulery said the problem with that is that the Town hasn't taken an action. If the Town takes an action, then we can support the people of the town through their elected Representatives. Until such time as the town takes an action that they're interested in doing this, now if you're asking Selectman Coutu what procedure needs to be followed, that's certainly fine. If you're asking us to work with DOT to do something, the question is what is something?

Selectman Coutu indicated he was going to make a final comment and get off this subject because I'm getting nowhere. It's apparent to me that the way this legislative body works compared to other States, you go to other States the legislative body that represents the district un masque join and go in and try to get things for their communities. What I've heard is and I appreciate Russ what you said about legislation that was passed that will increase our revenues. It is additional money. This year we're operating on a default budget. Fortunately on our side of the budget it was only \$35,000. I'm sure after having looked at what our increased share of the meals tax is going to be, it's going to offset that \$35,000 plus we'll have additional revenues. Don't feel as though I'm not appreciative. It's just that I'm not accustomed to a legislative body not stepping up to the fore to try to get something done for a community without having to have a piece of legislation in front of them or without having the town saying well we'll go do all the work now you can jump on the bandwagon. I think it should be the other way around. If this legislature doesn't operate that way, there's nothing we can do about it.

Representative Lynne Ober said she didn't think he said that. Selectman Coutu noted he said he couldn't do anything until we... Representative Lynne Ober said no. I believe he also said we need to fully understand what the something is that you want. Have you formulated what you want to do? Even just a brief memo to tell us so we know exactly what you want. I think that's what Representative Ulery tried to say. I'm not sure that came across with everything else.

Chairman Maddox indicated that we now have an action item. I guess we'll take it from here.

Selectman Coutu thought he made it very clear what we wanted but apparently I didn't. I didn't want Lowell Road. I asked for 3 to 111 corridor.

Chairman Maddox said he feels your pain but they have a procedure and we have a procedure.

Selectman Nadeau said his question is exactly what did you guys need. Do you need a memo from us stating what we're interested in or what we're trying to do? Representative Lynne Ober said exactly. Selectman Nadeau indicated that's all I really want to know.

Representative Levasseur wanted to ask a question. Is any of this on the existing master plan? Chairman Maddox stated it is indirectly. The Town of Hudson has been bisected by what was I guess a 1958 the circumferential. So the road has been there for a couple of decades. What they were going to do with it I guess can no longer be done because it won't fit on the 10 year plan that goes out 40 years. We're trying to say at a local level is there a way that we can possibly build that as a town road. I know that there was environmental issues and all of that. I don't think we as a town believe we can build Lowell Road wide enough to deal with the traffic issues that are continuing to come. That land that is sitting there we were hoping to be able to use but we need to formulate that in a better manner than tonight.

A follow up on it. Representative Levasseur said we just recently lost one of our supermarkets. I'm not sure you may have more information but didn't they have a piece of dedicated land behind Stop and Shop that was supposed to be the beginning of the circumferential off the bridge or are we going to lose that? Chairman Maddox said no. They abutted to it but they did not occupy any of it. We tried to put soccer fields out there with their assistance but that fell through for a number of reasons. Representative Levasseur asked who owns the land. Representative Lynne Ober said the State owns that land. Chairman Maddox indicated the State owns all the way from 3A to 111 and then pieces from 111 to 102. Again, it has been always a thought that if we could get it at least to go from 3A to 111, all that traffic that is presently using Wason Road as the circumferential we could then better handle.

Selectman Nadeau thought about that piece of property or the land is like Albuquerque that runs through Litchfield. If you want to call it 2 1/2, 3 lane road that goes through the middle of everything so that you can get from one end to the other with limited access. Not looking to build more roads onto it, just trying to get a quicker route. A bypass.

Chairman Maddox said we have had NRPC do some preliminary numbers and very, very preliminary design. I think we need to get that to you and see how we get the procedure started. Representative Ulery indicated that's what I was trying to get across to Selectman Coutu. What is the something that you want us to do? If I understand it correctly, what you're looking to do is either purchase or lease the land for the purpose of constructing a town road that intersects with Route 3 and Route 111. Chairman Maddox said yes. Since it's been bought for a roadway, we were hoping that DOT could continue to own the land. We would just utilize it until such time as they decide to ever build that circumferential highway.

Representative Lynne Ober wasn't sure what Litchfield Selectmen did with Albuquerque but that's really a good idea that you've got because somehow they passed an ordinance that there could be no driveways onto Albuquerque. Although there are intersections, there are no driveways that are allowed to come onto Albuquerque.

Chairman Maddox was hoping to put some of those roundabouts only on that road.

Representative Renzullo said it was his understanding that Albuquerque is not built on State property. I know what you're looking for. The issue that you're facing, and we're all facing, is that there is State statute which requires that land has to go through a sale process. There may be some things we might be able to do statutorily that might be able to modify that. We need to know what you're looking for. We need to know pretty soon because September is when we put bills in. It make take more than one session to get something through and something to modify that Statute that might allow a town which intends to put a roadway in to get a break on the land or maybe have that land leased to the town for a nominal fee but not completely get rid of the statute which basically protects the taxpayers of the State to make certain that the State's property gets the money that it's due.

Selectman Luszey thought you understand what it is we're asking. We need help to build a corridor. I think what would make this Selectman very happy is if you could get the Statute such that we could lease that land for \$1 for 99 years. Just like Maine does a lot of his timber land to the paper mills.

Chairman Maddox said we're getting in the weeds. At least you understand the concept of what we're trying to do and we need as a Board to get something moving towards on paper what we're looking to do.

Representative Lynne Ober said one of the things that would support that, DOT has what they call problem intersections and problem roads. They define those as roads with a number of accidents. In 2011, it was 12. There was some talk about raising that to 15. I would have to check with them to know if they've done that. If you have, and we surely have traffic reports from the police, do we have 15 accidents a year on Lowell Road? That's the kind of thing that actually puts some teeth into this request. It helps us get to the point where Selectman Luszey would like to be.

Senator Carson also suggested that you contact the Regional Planning Commission that you're a part of because they can come out and do traffic counts on the roads and they can do a lot of the study. Do you have that information available? Chairman Maddox said yes.

Selectman Luszey said what we're talking about was the old circumferential highway. That was on a master plan for the State. It was on the NRPC's master plan and I believe DOT took it off or NRPC took it off. Representative Lynne Ober said DOT terminated the plan. Given that it was there, Selectman Luszey said the State saw a need for it starting back in 1958. Given that for whatever reasons, they decided not to do it. I'm not sure why all that information still isn't available. It's there today. It hasn't changed. It's actually gotten worse. Representative Lynne Ober said the piece you're wanting is for the State to give you the land for 100 years for \$1 as opposed to buying the land. In order to support that kind of request is why you get the backup about the accidents that have existed on the roads while we're trying to alleviate the traffic. If you just want to say to the State because that legislation has passed, we'd like to buy that property at fair market because we want to put a road on it, there would be no problem. What we're trying to do is build the background...Selectman Luszey said that's not my point. It was a priority. The real question is why did DOT take it off the list. Representative Lynne Ober said the bridge that was supposed to go over to the interstate went into the bridge and to the airport. So that bridge went away and that was supposed to go to that interstate. They were not able to get the permitting across Litchfield in addition. We're not talking about the Litchfield piece. So they terminated the plan because of technical difficulties and the fact that they moved the bridge. Now what we're saying is yeah we can help you and the more data you can give us to tell us about the traffic and some of those other things, the traffic study as Senator Carson suggested gives us ammunition to make that case for you.

Selectman Luszey asked what is our drop dead date to have this information to you to have it in this session. Representative Knowles responded the 27<sup>th</sup> is the last day we can file a bill.

Senator Carson indicated if you would like, I can see about facilitating a meeting if there are a couple of you that would be willing to come up to Concord to meet with the Commissioner and start to have a dialog. That might be a place to...Representative Lynne Ober said the Senate is going to be able to put bills in later. Senator Carson thought we're a week after you. We'll have a little bit more time but just to sit down and have a conversation with him, let him know what you're thinking I think would be a good thing. Commissioner Clement is reasonable. I've worked with him in the capacity of trying to resolve some traffic issues with Hudson before so I think he would be more than willing to sit down with you folks and to start a conversation to see about what exactly you would like and then at that point find out what he needs from you folks.

Representative Ulery said understand that \$1 on property that's worth millions is not going to set well with several hundred other towns. This is something that we need to come up with a strong argument as to how it's going to benefit not just Hudson but Salem, Londonderry, Litchfield, and Nashua even. Even Tyngsboro would benefit from this as a matter of fact. I'm not saying it's a bad idea at all. I'm just trying to lay out that there are some practical situations that need to be considered when you're making your proposal.

Senator Carson also think it's important that you folks are willing to fund the road. You're willing to build it as opposed to asking the State to come in and build it and find the money. That's huge. That's a huge issue. So I think you already have a couple of bargaining chips but I think sitting down with the Commissioner and letting him know

what you're thinking about is a really a big step forward. If all of you can kind of give me some ideas about when you're available, times, and dates, I can get working on that tomorrow. If the State Reps. want to be there too just let me know.

Representative Ulery said to Selectman Maddox if I recall correctly, the town had requested a bid for Pelham Road – the intersection by Midas Muffler, and the town did the work. I believe what the town did was substantially higher quality and a better design than what the State proposed at a much lower cost if I'm not mistaken. Is that correct? Chairman Maddox answered yeah but we did not put in the light which in all fairness certainly skews that number. They did that I think for \$42,000 and the State with the light was \$440,000. Yes we have some talking to do internally. I thank you for your input and I will see what dates are available. We know that by the study that was done, and this is just a preliminary study from NRPC, the traffic reduction on Lowell Road was about 30 percent. Off of Wason Road, it dropped 60 percent if this roadway went in. By all accounts, and I count Wason Road, that whole swing from Cahill's to Market Basket, dramatic drop in traffic there. I'm certain that there's 12 accidents on just Wason alone in any given year. We have some things to take away. Thank you.

Another subject that I'm not sure you're aware of, Chairman Maddox said the infamous unintended consequences. The Police Chief was in a month ago for his workshop. He sat at that table and told us that almost all of our command staff will be gone and a good number of our police officers because of the retirement setup that is now in place to where if they do not retire, and help me out Selectman Coutu – is it January 1, 2015 or 2016? Selectman Coutu said 2015. Chairman Maddox said 2015 then they're going to be underneath the new plan and...Selectman Coutu said they would get less retirement than they would if they stayed there a full 30 years. Chairman Maddox was sure that we're not the only community that has got the same problem. I'm just wondering if you've heard this from others and what...

Senator Carson said no. This is the first I'm hearing of this. As you know, we had to make some very serious changes to this plan. We were well over \$4 billion in arrears. So we had to make some really tough decisions. There was a lot of pushback as you can imagine from Group II which are the police and firefighters. We made a number of substantial changes. One was requiring that if you were not vested, meaning if you were from day one to ten years, you were going to be required to work longer. You were going to be required to pay more into the system. These folk we didn't make any changes to the folks who were vested. I don't understand where they're coming from. Perhaps if I could see something and I can ask the retirement system to take a look at it, that would be very, very helpful but we deliberately we couldn't touch the vested employees because they're very protected. To hear that they have to do something by 2015 or they're going to lose something is perhaps there's an interpretation out there. I'm not sure.

Representative Lynne Ober wondered if it's not retirement but medical insurance. The State for its employees and for its retirees is what the Obama care plan calls a "Cadillac" and there will be a fine of \$2,000 per participant per year for having a Cadillac plan. I wonder if this is going to affect some of the spouse coverage given the fact that you said 2015. No bill has passed changing the retirement this year. A few more details will be significantly helpful.

Chairman Maddox asked Selectman Coutu as the police liaison do you know more than the Chair? Selectman Coutu said no. What I was going to say was listening to Senator Carson, I think maybe as in a lot of things that people bring forth until they read the bill, they only hear rumors and hear from counterparts that say it's a lot worse than it really is. I was questioning by what rule of legislative order took place in order to hurt the vested employees. It was unheard of and he's talking about people that are going to have 20 – 30 years in. We know at 10 they're vested. I think that another action item perhaps if you could get us a copy of the legislation. Senator Carson said you know that passed three years ago and we do have the legislation. It's not a recent bill. It passed 3 years ago and went into effect. I would agree with Representative Ober that I suspect this might be issues concerning medical coverage and that we have no control over that. That is from the federal government. These are new rules that are coming down from the Affordable Care Act. I think that communities are going to have to take a good hard look at the types of benefit packages they're offering their employees. I know that I have asked the Municipal Association questions about what's going to happen. We're under a completely new health care system what happens to the existing contracts. I haven't really been able to get an answer because this whole issue with the Affordable Care Act is constantly moving and constantly changing. We're operating in a really gray, foggy area right now. I'll try to get you answers if you have questions but please understand that this whole thing is changing and we really don't have a lot of control over it.

Representative Lynne Ober asked what was the date of that workshop. The minutes must be on line right? Chairman Maddox said it was the first meeting in August.

Representative Knowles wanted to point out that quite recently we had a very good workshop presented by the New Hampshire Insurance Department that was open to the entire House. It was fairly well attended and it was primarily to instruct and illuminate us about the Affordable Care Act. It was very, very helpful very informative. We received a lot of information. The one thing they made quite clear is that they are there to help and that they want to hear from anybody who has questions. Obviously municipal governments are going to be right up there. There is much

information that can be had. I have some contact information here. Representative Lynne Ober said she had those slides in a PowerPoint that I e-mailed to all the Republican Reps. and I can e-mail them to you Mr. Chairman. Representative Knowles said there are many resources. There's federal resources, State resources, and a lot of information out there. What they want everyone to do is to make sure that they do have correct information and there is much of it out there. It's just that it has not yet been widely disseminated and that's one of the things that we as legislators ought to be trying to do right now is to see to it that there is more of a push to get that information out there.

Chairman Maddox thought when we sat hear and hear that the command staff down to Sergeants would be leaving. I can't picture for \$2,000 for healthcare. So there's got to be something else here that we're not... Representative Lynne Ober said that's a fine the State will pay. The State's health plan is so rich, the State under the Obama care will pay a fine of \$2,000 per participant per year because it is called a "Cadillac" health plan. We didn't make any changes to the retirement system for 3 years. So I'm really kind of... I will look up those minutes. I'm sure the rest of them will too and see. Senator Carson stated she was surprising to hear that. Chairman Maddox indicated that we were very surprised and, again, that's why we're asking you because we figure everybody in the State must be in the same boat. We need to do some research on that item.

As we speak, Selectman Coutu said the Affordable Care Act is being redefined and rewritten daily in Washington. There's nothing clearly defined. Even legislation that's suppose to take effect, the first piece, at the end of this year as I understand it could be redefined. Representative Knowles said that is certainly not what we were lead to believe. We were given some very – I would really suggest that you read through and look over that slide presentation. They made it quite clear what was going to be going into effect. As a matter of fact, the plans will be open for enrollment starting October 1<sup>st</sup>. Chairman Maddox said there's nothing proprietary that we could put it on our website. Everybody is confused by this. Everybody I think we're scared of the unknown and this is one of those big items. Representative Lynne Ober indicated I had turned it into a PDF. What I'll do is e-mail you the PDF so anybody can see it if you want to put it on your website.

Again, Chairman Maddox stated that we're just reacting to things we're hearing. So you feel that there will be no new taxes. Representative Lynne Ober noted that there were no new taxes in the budget that passed. There were no new fees in the budget that passed. Legislation is being filed now. One has no idea what one's fellow Reps. and Senators are filing for legislation. I can tell you what was passed as of June 30<sup>th</sup>.

Rep. Ulery said there were some rumors that some things will take place but they're only rumors.

Rep. Lynne Ober said there's the perennial income tax bill. Chairman Maddox said there's a page and a half every Sunday of what is going on in Concord. We're just trying to get a handle on what will affect us. I think that hearing that the rooms and meals tax will hopefully be getting back up. That was just a stagnant number. We're seeing registrations thankfully going up finally after years. Now the interest rate is going nowhere but our registrations have I think actually eclipsed what they were. We're hopefully going to get the ability to register boats in the near future. That was something that raced off and then screeched to a stop. I guess they're doing the training classes at the end of this season and they'll be able to do those next year. You don't see anything more coming down the pike to us? Rep. Knowles said we'll know better by the end of September once we get to see what RSAs are filed.

Senator Carson did know that there is a Senator who is intent on filing a gas tax bill. We don't know what's going to happen but I think there will be a bill filed about the gas tax.

Rep. Ulery said also some ease to the Police Department because if Hudson wishes to, and I believe we have the technology already in line, put in remote arraigning from Hudson as opposed to and even remote attendance at DMV hearings. So you don't have to pay for the guys to go up to Concord and sit around all day.

Rep. Lynne Ober said that's been piloted in a couple of towns and it's been very successful. Court arraignments have been piloted in a couple of towns and have been very successful. Really it means that your people are not making the commute. They're sitting in the police station doing what they need to do and as soon as it's over, they're not driving back, they weren't driving there. You have people on staff all the time. I'm hoping to see other towns want to participate in that because it seems to me it not only helps the court system but also helps the local prosecutor, local police officers, people who have to go to court it's a drive. Even to get to Nashua, you've got to drive; you've got to park; you've got to get back. If you can do it across the internet through an electronic connection, you're just saving staff time and manpower.

Chairman Maddox asked if there's State software that we'd have to buy. Rep. Lynne Ober said no. They were using just off the shelf. Senator Carson said we now have open source. I don't really think there would be an added cost. As Representative Ober said, it's working wonderfully in a lot of other areas and it would save wear and tear on your police vehicles, and gas, and things like that. They don't have to drive.

Selectman Luszey said so the courts have no concern about security. Rep. Ulery said no. There's no information of a secure nature that's involved in these types. One is an administrative hearing. Everything at the administrative hearing is public record unless you're dealing with a juvenile. The other one is a court action and everything in a court action is public record except for those few things that aren't. For the routine case involving say speeding and the driver's license suspension that may or may not occur from that. You do it that way. If it's a more serious case and there's some undercover operatives that are involved, then the court has the flexibility to determine which cases will or will not be done in that fashion. I think Hudson already has pretty good technology. Selectman Coutu said we're set up at the court house as well as well as the police station. We have a technician – one of our IT persons, they're all being cross trained now who can handle any technical difficulty and it's working well for us.

As a matter of fact, Rep. Ulery said Hudson and the Hudson infrastructure was one of the towns that was suggested that there would be very little cost when the question of costs to the towns arose. There was some argument the first time that the bill was introduced. The second time, people learn and at best.

Records retention. Chairman Maddox said a real barn burner of an issue but as the technology changes. Once you just had to keep this piece of paper and we have a storage facility over in Nashua that we purge every century or so. How are you moving forward with the electronic and all of the things that can we scan these documents at some point? Ideally it would be nice if the State set up a State retention area and we could all use it rather than we all go out and try to find our own space. Yeah in the cloud Ted I know.

Rep. Lynne Ober told the Selectmen twice I filed the Bill and I'm going to do it again this year. I don't do it the year of the budget but I've tried this twice to allow records to be stored electronically with an appropriate backup. Twice it has been turned into this plus it turns into a Christmas tree. Oh and Maryann would like to have this added on to it so she submits an amendment and they accept it. This one wants that added onto it. Eventually it gets so many pieces onto it that it gets killed. Last time they had a whole bunch of stuff about Trustees of the Trust Fund added onto it. I'm going to try again just a simple little bill allow records to be kept electronically by towns and by the State with appropriate backup. You decide how you want to do it. We'll see what happens. They say keep doing it and eventually it will show up and pass. This will be the third time and maybe it will be the charm.

Again, Chairman Maddox indicated it becomes an issue of just trying to manage that at this point, space, and what do we keep, and how do we keep, and what is consider...if you kept it on your Wang writer, Mr. Seabury was using that for plenty and her husband continued it for some time. So now you have a technology that's not readable. Again, trying to find a way to make this move forward.

Rep. Lynne Ober asked if you pay dues to the New Hampshire Municipal Association. The Board replied yes we do. Rep. Lynne said they put out a legislative bulletin. You guys get it. We get it. They came out and they said oh maybe three years ago, would you like to get this electronic it would save us a lot of money. I said sure I'd like to have it electronic. I can save it. So now starting January 1<sup>st</sup>, they're going to make that so you have to be a member to see the electronic version. I've said to them, I'm going to let my Selectmen know this because that's part of how I keep aware of all issues that many towns are interested in. I did e-mail them and say this because I'm saving you money. You're not mailing that to me. You're not copying it. It was done with a color header on it. You're saving a lot of money but now you're changing your website and you're going to lock us out if we don't have membership passwords and State Reps. do not have membership passwords. They do not pay dues to this Association. So when you talk to them, you might tell them that you want your State Reps. to be able to continue to get their legislative bulletin so we're aware of issues facing the town. Sometime something is going on that you haven't heard from in your Selectmen and then you suddenly say hey is this a problem for you guys. Yeah, yeah we need that fixed.

Representative Ulery thought perhaps what's needed with the Municipal Association is a little competition from some of the others that out there? Representative Lynne Ober said she didn't know. I'm just pointing that out to you. I've been getting it electronically for 3 years. I did e-mail them when they said that's what they were going to do and said really.

Again, Chairman Maddox said I'm hoping that this dialog is able to make us work better together. I think the people that we all represent hope that we will work together to accomplish what they think should just magically happen. We see that we need to do something on our end to make you be able to do something on your end. Again, I think that as much as we all want instant gratification and the bill passed yesterday, we understand that with 400 members trying to herd those cats into a corral is tough enough with five of us. I can imagine with 400 it must be interesting. The Senate probably a little easier because you're more...Senator Carson said no. Again, Chairman Maddox hoped that we keep the dialog going to where the citizens see that we are working together.

Senator Carson indicated when we were here the last time earlier this year in the springtime, you have mentioned there was something that you were interested in and it dealt with the ability of the Town to send out one bill for both water and sewer. Representative Lynne Ober said they can do that. I researched that. I e-mailed you. Chairman Maddox said he sent it off to KC and I think there's some stuff that we have to do internally. Representative Lynne

Ober stated probably to make it happen. I did follow up on that. Senator Carson wanted to make sure because we do have this open window for filing bills if something needed to be done.

Selectman Luszey brought up the one that I asked and that was whether or not we could get a bill passed to put the library budget on its own warrant. Representative Lynne Ober said that will go to ED&A and Sharon you Chair that on the Senate side. That would be a good thing for maybe – I'd be happy to co-sponsor but I don't sit on that committee. So you know that a little better than I do.

Representative Ulery asked what would be the advantage to that to the Town and to the State. Selectman Luszey said the advantage is actually just in the side of the town because right now a lot of voters and taxpayers really don't realize that the Library Trustees is an elected set of officials that manage the library budget. We don't have say over what they spend or do not spend yet it is part of the Selectmen's budget as a line item. When there's spending going on in the library, the Board of Selectmen are the ones that are being asked to be held accountable for that and we can't be. By having it as a separate warrant just like the school district is, the voters would get to say yea or nay to the amount of money the library is spending. Senator Carson said she'd be happy to file that for you. Representative Ulery said it seems to me it would also help the Selectmen in their budgeting process. Selectman Luszey said they don't have any control over it. Representative Ulery stated you would if it was separated. Not that you'd have control but you would know how much money is being spent where.

Representative Levasseur asked if you were able to do this, would you have a separate deliberative session just for the library. Selectman Luszey said it depends on how you write the RSA. Representative Lynne Ober said it needs to be written as part of the town. You don't want to be printing a third set of ballots. That would be a waste of money but a separate warrant article on the town ballot so it could be discussed at the town deliberative session solves the problem. Representative Ulery thought it seems like a move of transparency. Representative Renzullo said something was knocked off in municipal and count I thought last year around libraries. Senator Carson said she'd have to look up the Bill but I do remember that...Representative Renzullo thought a bill did show up that had to do with libraries. Representative Lynne Ober indicated that Sharon could do that in the Senate. We can't do it now.

Just so you know if you don't know, Representative Lynne Ober noted that two years ago when the last ed. funding bill passed, the money given to school districts was stabilized for two years. This year it is going to start to fluctuate. If you're in a school district where school enrollment is diminishing, you will receive less State aid because it is based on a per pupil enrollment. If you're growing, you'll start to receive more State aid. That passed two years ago and it was flat for two years. Whatever you got no matter what your enrollment did it was going to stay the same to let everybody be able to budget for it and pass the warrant that this coming year that would kick in. That has now happened in this year's budget cycle and why you don't calculate that I believe school aid filters through you to the school district indirectly.

Representative Ulery asked to be corrected if I'm mistaken. Answer this if you would please. If the Town had the ability to go out and seek insurance from other than the Municipal Association, would that be a benefit to the Town? Chairman Maddox asked for health insurance? Representative Ulery said yes. Chairman Maddox stated unfortunately the way our contracts are written, those are named in the contract. So we're kind of a strange animal aren't we Steve inasmuch that...Representative Ulery asked why is it named in the contract. Selectman Coutu said each insurance plan is identified in each union contract by name – the insurance carrier. It was negotiated years ago and we inherited it. Representative Ulery said if that wasn't the fact, would it be a benefit to the town. Chairman Maddox said absolutely. We are working with...As Representative Ulery understood if you're a member of the Municipal Association, you're locked into their insurance. Steve Malizia indicated he wasn't aware of that. I'm aware that you can get it. I'm not aware that you're locked in. It's a benefit but I'm not aware that you have to get it from...we have a CIGNA policy for employees. It has nothing to do with NHMA. I'm not aware that we're locked in at all. If you're not a member, you can't get theirs but that doesn't mean you can't go anywhere else. What they're just telling you is if you don't have membership in the LGC or NHMA, whichever organization it is now, you can't buy their insurance. It doesn't preclude us from going anywhere if we could negotiate that with our unions. It doesn't really matter. It's more of our union contracts that have handcuffed the town.

Representative Ulery said that brings up another question. Representative Knowles and Representative Ober – I read through the information that was presented by the insurance commissioner. There is a surcharge on Cadillac policies. If you're participating in the State policy by contract, is the State responsible for that fine or would it be the town responsible. Representative Lynne Ober indicated the State is responsible. Representative Ulery indicated that that's going to increase the cost of insurance substantially. Representative Lynne Ober said the State doesn't give insurance to the towns. The State issue kicks in is when a first responder retires and is on the retirement insurance but the retirement plan has already taken some steps away from that. The retirees wanted this plan when Governor Lynch wanted them to start paying a monthly premium. So the way their plan works, let's say you're on the State retirement – first responders and firefighters, all of those people in the retirement system who get insurance have a compass plan. Let's say you need an MRI and you call and you say I live in Hudson I need an MRI. They say you can go here, here, or here. This one costs \$1,500 less than the top one but you have the choice. If you go to the one that's \$1,500 less, you actually get a cash check for \$100 in your pocket instead of paying the \$4,000 that it costs at provider A, you get it for \$4,000 minus \$1,500, they will send you a check of \$100. The retirees have just jumped on



this plan and they loved it so much that that is the plan that the Governor recently negotiated with the State Police and the State employee union and the State Police accepted it and the State employees turned down the contract. They're working towards those steps to move away from being the Cadillac plan.

On the Cadillac plan, Selectman Luszey said he understood the State part but if the Town is obligated to pay for a Cadillac plan contractually, when will we the Town be obligated to start paying the fine because that's what I just heard. Selectman Coutu said there is no fine. Representative Lynne Ober said that is part of the affordable care. It's not part of the retirement system. That's between the town and the feds. if you have to pay a fine. It has nothing to do with us. Selectman Luszey asked when does that go into effect. Representative Ulery said January 1, 2015. Representative Lynne Ober said that's a piece that has caused a lot of angst and I do think there's going to be some revisions, although our insurance company – the insurance agency as Representative Knowles said no this is the plan. This is what's going into affect and open enrollment is starting. That is very true. That still doesn't mean that legislation can't be filed to make changes as you go along.

Representative Maryann Knowles said definitely what is in place now will be in place for 2014. After that, there will be other changes coming in. I'm sure that if there are questions raised and enough people are interested in changes, then that will be something that we'll have to be dealing with. Representative Lynne Ober suggested that you get your congressmen and national senator in here to really go over those nuances. We're still all of us going to education sessions ourselves doing what we can to learn as much as we can. The nuances of this and the bills that are being filed are at the national level.

Selectman Luszey thought we needed to find out an answer because we're going to start working on the 2015 budget and if we're going to be liable for something that could be there if we don't get new contracts, I think we need to figure that one out.

Representative Ulery said one of the reasons that it was brought up, which as Representative Ober said, the individuals to talk to are the two senators and the congresswoman.

Chairman Maddox noted with that I thank you and let's keep talking.

B. Departmental Review – Information Technology Department

Chairman Maddox recognized Lisa Nute, IT Director.

Lisa Nute thanked the Board for this opportunity to provide the public with an overview of the IT Department. You had asked department heads to come in with a 10 year snapshot and show where we've been, where we've come from, and where we are today and go over my replacement plan among other things. I will start with the 10 year snapshot with staffing and work load. That long ago IT was actually run in two separate departments. Under the direction of the current Finance Director there were two full time people at Town Hall and then under the Police Chief there were approximately 50 dedicated IT hours at the police department where I worked as an Information Manager. We had a part time tech. as well that was John Beike.

In 2005 the data processor at the Town Hall began moving financial software off of a UNIX based VAX system and onto a Windows operating system running Munismart. She had approximately 7 to 8 modules up and running when she walked out on KC. The work load was picked up by the remaining full time employees still there and additional hours were outsourced to a company that a nearby community was using at the time.

At the end of 2006, Lisa Nute thought it was approximately a year later the remaining full time employee also left and besides the outsourced company, the Town hired a consultant to pick up the load on this end of the network. The Finance Director and the Board of Selectmen at the time determined that that scenario was not working at Town Hall. It was not cost effective and it was actually costing more and providing fewer hours which was not helping customer service as well. All the while I'm happy to say the police department was running smoothly and efficiently with up to date technology. It was largely due however to taking advantage of grants during the (inaudible) era. So at that time, the Board of Selectmen decided to make IT its own department and moved all of us under one consolidated umbrella. I started in April of 2007 with some immediate priorities. I found Town Hall to be 20 years behind in technology. When I took the job, the Board of Selectmen were reluctant to give me two full time people. In retrospect, I could have used at least 5 at the time. All we did was put out fires for that first year. All three of us worked 45 to 72 hours I would say every week. It took us quite some time to rebuild this side of the network. It was a very difficult year and I remember people whether here or in the public not understanding why we didn't have a website already rewritten, and why didn't we already have e-mail coming in all the things that I promised that I would be able to do.

In reality, Lisa Nute said she could not build upon a foundation that was just crumbling. So it took us some time. The phone system was junk. There was no disaster recovery plan. There weren't even battery backups on crucial systems. There was huge overhead. Every single Microsoft operating system that was out there whether it was support or not was running on Town Hall systems and fire. We worked to limit the number of applications that we

would support and use. It was a training nightmare. As an example, I had a temp. person who came in and she would fill in for one person and they would have Netscape as a browser, and then she'd go work for another employee weeks later, and now she's using Internet Explorer, and the next desk over had a different version of Internet Explorer. There was Pegasus mail, there's was Outlook Express, there was Outlook mail, and it was just a disaster. So that was one of our biggest priorities. Also we worked very quickly to guard against fire, minimize paper storage, and provide automated document searches with a document imaging system.

Ms. Nute said she was very pleased with the vendor that we chose because it worked for all departments and not just the immediate need that was in Community Development at the time. To this day we are in fact using the document imaging system in all of our departments. We needed priority was interdepartmental communication. We didn't even have e-mail throughout the Town where employees could communicate on the same platform. So we brought in an exchange server and trying to get from let's say the police department or Highway into the payroll system here at Town Hall. Our budget screens were painfully slow. So we also had infrastructure to work on and put in a fiber optic backbone that was installed in conjunction with the fire personnel.

Ms. Nute indicated that it was crucial that we provided better disaster recovery. We still work on this to improve always. We can't predict IT disasters but we can certainly work proactively to stay a step ahead of those that can be prevented. We certainly have had our share of major storms in the last several years and with every storm we improve in this area and reduce our single points of failure. We focused on budgeting technology that would provide return on investment and that fiber optic backbone paid for itself in just about two years. Our replacement phone equipment reduced our bill by approximately \$26,000 annually. We virtualized Town Hall and police department servers and that cut our energy and the data center at a minimum 50 percent and saved us hardware maintenance reduced by at least 55 percent. In those first couple of years, we had converted all of our VAX data to Munismart or make it accessible by other means. We did so and then we were able to power down the VAX saving additional energy. We did a huge amount of system analysis particularly in the beginning but still work on that. Questions users processes and why are you doing that? Now that we actually had people operating interdepartmentally it was then easier to begin to share resources and see that things are being done redundantly or that there can be a better way to do that. We continue to look at that area. So we have come a very, very long way.

Some of the current challenges that we have is security. It is a full time job being diligent. We're currently working our BYOD policy. We've been allowing people on an as needed basis to bring their own devices. We've had and still do phones, lap tops, etc. My policy needs to become more stringent now. Security is just a creep show. Employees who are using their own devices or are currently seeking to do so will just need to resign on the new policy.

Our work load continues to be a current challenge. This Board asked department heads to talk about our succession plan. I can tell you that I have no plan to leave any time soon and there's plenty of challenges still in my job. I would work with this Board to find my replacement. I think more of a possibility is that I would lose an IT Specialist first. I can tell you that this would be a big loss for us. Of course anybody is replaceable including myself and will survive but we've got two very experienced and educated IT Specialists working with me. We get a huge bang for our buck in the Town of Hudson I can tell you that. We don't spend added time rolling back a lot of software because mistakes were made. There's no on the job training and experimentation. When things are done, they're done correctly. If people do go down, they're back up in a timely manner because it's quickly determined what the problem is with experience behind it.

Pro-activity is huge. When I said we've come a long way, we are not putting out fires on a daily basis. We're working way more proactively now which is what an IT Department should be all about. In the long run, expertise does save us money. When I do lose an IT Specialist, they would be replaced with a lower end tech. Our help desk, the ratio out there, is currently I believe 70 users to 1 help desk only. That doesn't mean server maintenance. That doesn't mean security. That doesn't mean updating the website and things like that or even telecommunications. That is help desk alone. I can tell you that we could in fact use a low end tech. and a better way for us to be running right now would be to have that low end tech. on staff learning and mentoring from the experience that we do have which would allow us then more time to get projects done more timely. I've got projects that have backed up for quite some time. Fire comes to mind. We've got a circuit at Alvirne anyway that we would like to try replacing with fiber optic which is town owned and get rid of that leased line which is a return on investment if I could just free up people with enough time to do that.

Ms. Nute said another challenge is the bare bones budgeting that we've been doing for several years. I would like to thank the Board of Selectmen for supporting the belief I have heard is that you may be allowing an increase for contractual costs and things like that that has killed us over the years. As an example, I can tell you that our Munismart software in 2007 was like \$17,800. Today it's \$28,000. What has happened is that if I don't have enough in that bottom line, replacement systems have gone undone. Our replacement cycle has gone astray. We've been able to save quite a bit of money in other areas which is the only way we have survived. We've saved in hardware maintenance. I took advantage of an energy grant and put in the other half of our virtualization down at the Police Department. That saved us over \$24,000 so far in the last three years and hardware maintenance we have a much smaller footprint in our data center and have reduced our energy, though I don't see that directly in my own budget.

The phone savings, again it's not in my budget, but in the past four years we've saved over \$104,000 there. We've saved over \$40,000 so far in leased data lines with our fiber optic.

Some of the upcoming projects that Lisa Nute indicated we have going on. I've got Vin working with the Fire Department and a local company on a fire app. that runs on IPADs. We've currently made those purchases in lieu of Toughbooks which are a far cheaper choice. We will be running that in our private cloud and that will be at no additional cost to the Town. We are, again, looking to replace the radio circuit at Alvirne and John's been working on technology improvements in the Criminal Investigation Division in their forensic work area and accommodating unit changes that the Chief made there. We've been collaborating with the Library to share software tools which are beneficial to their IT staff that we current have and can share.

Other than questions that you may have, Lisa Nute thanked the Board for their continued support and to Vin and John for meeting our goals and working as a collaborative team. We do I believe a good job together and hopefully I will have them for quite a while.

Selectman Luszey thanked Lisa for the history lesson but I'm not sure that's what I know from my own personal perspective what I was looking for. I know I've talked with you about this a number of times. What I'm more interested in is what is your road map on where we are taking the technology environment, infrastructure, organization in three to five years out. I belong to a number of IT related organizations. One of them is the virtual data center. This morning I received one the conversation is called "Virtualize your entire data center". There is a huge move under foot and I'm going to read just the opening sentence. "Today's businesses are transforming from a client server to a mobile cloud where IT is delivered as a service." When they talk about that, they talk about the software defined data center. They're available today. I believe we us VM Ware for your virtual environment. Lisa Nute said that was correct. Selectman Luszey said it offers an environment to run your existing data center and their virtual environment. What would be interesting for me to know if we were to do that, again, it gets to where are we going to be 3 and 5 years out because if we start truly moving toward a virtual IT environment, we don't have servers and storage erase sitting in the building any more. We wouldn't be paying for them. We would be paying for a subscription to a service that allows us to run all of our applications, and store of all of our data, and to manage all of our backups with advanced data protection, talk about security advanced encryption on those. There's a product out right now where you can have an encrypted drive in your pocket and boot up on any laptop into a secured environment. So those are the types of things that I'm looking at.

Selectman Luszey indicated that you talked about our financial software going from \$17,000 to \$20,000 over the last few years. That is an area where I believe if we were to dump ours and jump on board with the school system, we could save \$20,000 in a heartbeat because their system is not only capable but is much more powerful than ours. That's where I'm thinking and how do we get there. I don't know if the rest of the Board is thinking like cuz if you're not, then you need to say so. I know I've been beating Lisa up big time about this.

Selectman Nadeau said the only question I have is will it save us money. Selectman Luszey stated the way I would answer that Selectman Nadeau is if you've got companies moving their entire IT infrastructures into these types of environments, they're not doing it because it's costing them money. They're doing it because it gives them a savings. A significant operating cost savings not only in terms of hardware, software but of people. You don't need a whole staff of IT people running around to take care of a virtual environment. It doesn't mean you get rid of them all, you do need some but you don't need as many as you have.

Lisa Nute noted last March I came before you because that entire topic was on the table then. I discussed it at the time. I will reiterate what I said then. There are several different types of cloud computing. There's both private cloud, there's public cloud, and there's hybrid clouds. The example that Mr. Luszey brought to the Board and we discussed, he gave us an example of the State of Maine doing cloud computing for a number of agencies in the area, different counties in Maine. They were using the exact same software that we do use. The scenario was actually what we are already doing with virtualization. We are a private cloud. It did save us money and I would beg to differ about the school department having a more robust system because if not equal, I don't think that that is the case. The conversation was at the last time and where I left that is the footprint or the plan I believe because you can't just go and eliminate what we're currently doing for public safety and go find some cloud version out there. You need to have a reason to move to the cloud and it has to be a viable solution. If you're going to put public safety in a public cloud rather than our private cloud which has saved us money, you're relying on the web to be up 24/7. If something is going down in a major disaster, I can guarantee you the first thing that goes is the internet. So to put all our eggs in one basket after we have worked very hard to and through grant money to come up with a virtual solution to provide disaster recovery across our network so that if one side goes down, we're dispatching from the other side unbeknownst to them. The web goes down, you're down. To simply say that that saves money is a fallacy because now you're down and out. That's just one thing. To say that it's as simple as encryption, encryption is not the end all. What you need to do have is layers of security throughout. Then if you're talking public cloud, there's a number of scenarios there too. There's platforms of service. There's softwares of service, and there's infrastructures of service. When it comes time to either needing replacement systems or time to upgrade applications, which is what I said last March and where I thought we left this is that when it's budget time, I will come before you to say okay it is now time

that we upgrade our office for instance. I will show you a side by side comparison. Here is your cloud version. This is what it will cost us. This is what it's currently costing us. If you got rid of this 1/20<sup>th</sup> of a server on our virtual system, this is what you're saving, which is basically nothing. Until you can get rid of everything, you're not getting rid of two virtual servers and a storage device. Public safety is not just like any corporation out there. This is a different scenario and it needs to be looked at much differently than corporation city. When it comes time to budget for an upgrade, you will see the side by side comparison. I will have you help make that decision. We can do this. This is what option A will get you. This is what option B will get you in a public cloud running this way, public cloud running this way, and a public cloud running that way. These are the outcomes and this is how it will affect people. You need to look at speed. You need to look at uptime. There are a number of factors and it's not as easy as okay in 3 years we're going to have no IT staff and all the servers are gone. I can tell you right now, it's not going to work that way as long as there is public safety and the number of applications that we have.

Selectman Luszey said you actually just hit right the whole essence of the conversation is. Where are we in 3 years? Listening to you speak in our conversations is you put this emphasis on public safety. Now I'm not saying public safety is not critical but that does not mean you can't have a plan to get to using not only the current technology but emerging technology because they do get better and they get faster. When I take a look at your organization, you're behind the curve. You're not on the curve right there or even pushing at it. You're a follower. You're not an early adopter. If you begin to look at where technology is going to be and how you apply those technologies that are beginning to become mature, to your point yes. In a natural disaster, you may not have a network but network isn't the solution there. You'll have mobile communication which now is satellite technologies. We had a major disaster here where network lines are down and we had people running dispatch out of the back of a truck. What I'm looking for is are we going to stay in this environment where we will always stay within a four walls context of our own infrastructure or will we break down those types of technological barriers and begin to use and I guess harvest the mass amount of technologies and cost savings that can be had by taking a look at the technologies that are becoming available. I'm not sure how to say it differently.

Lisa Nute said over my past several years working for the Town, there were several occasions where I was at the forefront of technology. That came back to bite me when I ended up then having to redo because companies belly up or it's not the secure solution that they perceived to be at the time for whatever. I can tell you that there is safety in numbers too. There is a very big portion of New Hampshire, Massachusetts, and Rhode Island using our public safety software that we have. Because of that, the State is quick to get them on board and they take care of their agencies where I was an island before and now it's my responsibility to make sure that that vendor does what the State needs because now they're making changes legislatively, or through the FBI, or whatever. That's not a very good scenario to be in. So being at the forefront of everything is not always a good thing. Again, I think that the next thing that's coming up is Office. Until that comes up, I can tell you right now I don't have the staff to put my resources together which would take a lot of my time to go through every one of my 30 some applications and tell you at what magic year we're going to be able to get that off. Until such time software becomes available, or technology is improved, security is improved, things like legislation and other things where we have to follow certain guidelines as well with reporting. As an example even just anything with motor vehicle, or medical, or this, or that, it's not as easy just putting that on the cloud because there are guidelines to follow. We are finger printed every year by the FBI because we have access to databases and things like that. They actually come in and verify that we don't have certain systems that aren't protected by firewall or that are in the cloud. So it's not feasible to say in 3 to 5 years that we could have every single one of these 30+ applications off and in the cloud. I can tell you realistically that cannot happen.

Selectman Luszey said, "Okay, I'm done".

Lisa Nute said she would also like to know when we were running dispatch out of a truck because we did not lose our network. Selectman Luszey said the ice storm. Chairman Maddox said they were running out of the back of the command vehicle. Ms. Nute said that was not because they didn't have dispatch – that wasn't just an improvement in technology where they could run from the scene but we also had dispatch here back at the back of the station. Selectman Nadeau said no the dispatch center here was out. They ran it out of the command vehicle out in the front of the building. Lisa noted that I see what you're saying. Selectman Luszey said he had no further questions.

Chairman Maddox thought that Selectman Luszey brings interesting questions. I don't want to be at the forefront because my swear jar is getting very full because I have a Windows 8 machine now. It does things on its own. It does whatever. I think that we need to look at it sensibly. I think that the thing that is attractive to the Selectmen probably is you keep on saying you need more staff. If we were to farm some of this off to the cloud, we're hoping that we could at least stay static where we are with staffing and hopefully at some point merge with other departments in the town to, again, not increase it but at least stay stable. You keep on saying you need more staff for every step of the way. I think that's the part that at least scares this Selectman. I understand that everything takes time. One of the things we were hoping is the new person up in the Selectmen's office was going to be able to take off some of the burden of the website and be able to take over the administration for the lack of a better term of making sure that all of that is up to date, it's not as static as it appears today, get her some training on whatever. I think there's probably a happy medium between the cutting edge technology of Selectman Luszey and the fire horse

of some of us. I think that what we're trying to look at is there options to steps? I don't think we're ready to make the leap that Selectman Luszey wants to make but I think we want to look at where does this go. You're saying like Office 365 is the new thing that you buy a subscription to.

Selectman Luszey said he wanted to be real clear. I'm not ready to make any leap. All I'm looking for is a plan that has a best guess on where we should expect the Town's IT Department and technology to be in 3 to 5 years based on information available today and that discipline. I'm not ready to say move everything outside today. By the way, I will add one other thing and that is this Town is at serious, serious risk. You have 2 people that run all of the IT infrastructure in this Town. One of them gets hit by a truck, where in some serious trouble because there's a knowledge base that becomes missing. The workload becomes expeditious on the 2 remaining people until we can find somebody to come in and learn that technology that's sitting there today. So getting some of this stuff out to me is actually a safe guard but I'm not ready to make a total leap to say put it all up in the cloud. I'm looking for a plan on how we migrate over to that in 3, 5, 6 years.

Chairman Maddox said this Selectman doesn't disagree. I think we should have a plan to see what we can move. I think Office 365 is the starting point. It's relatively safe if you want to use that term. Universal for the lack of another one. I'm not sure the public safety thing. I think that is something we're going have to wrestle with. But yes are there other systems that we could use? I know that Selectman Coutu you're right up on top of that 387 machine that you've got going at full tilt. We are relying on your expertise and I think we're looking for how do we get there in a realistic approach both cost wise and time wise. We're not going to drop a million dollars to do everything we need to do next year at what cost and what savings if you would. I think we need to have a discussion about what can be done at a realistic pace whether it meets one schedule or another, I think we need to take a look at where we could or should head.

Selectman Nadeau said most of his questions have been answered. Some of them may be answered sooner rather than later.

Chairman Maddox thanked Lisa Nute for her time. Lisa Nute thanked the Board. Seriously, Selectman Luszey said thank you.

Mr. Chairman before she leaves, Selectman Coutu thought that it was fair to say that I can speak on behalf of all of the members of the Board of Selectmen in expressing our deepest sympathy on the passing of your father. We're truly sorry. Thank you.

Selectman Luszey said no planning. We just had a 45 minute discussion and we're nowhere. Selectman Coutu thought what she articulated was, if I might Mr. Chairman, we are not obviously as computer savvy or we don't have the technological expertise or the language down as you have and she for that matter. I think what she was expressing was that – maybe she didn't enunciate it clearly but the Chairman hit upon it is that every time we see here it's something about we need more people. I think it's a combination of two things. Its money and additional staff if they're going to try to maintain the infrastructure that we have now during the transitional period. We obviously have to maintain the staff but we would need an additional, at least one additional full time person and some additional monies to make those changes. I think that's the point that needed to be made. She did so but it wasn't articulated in that fashion. The other point is that it clearly wasn't defined as part of a strategic plan for the out years – the next 3 to 6 years. So I understand your frustration. I think that given the history and not the first time we've heard the history. I don't think we needed the history. I think we needed more the plan than the history. I didn't see it either but I think that in fairness she feels her hands are tied because of lack of funds and lack of manpower to be able to put any plan of action in place. If you don't put it down on paper and you don't ask and articulate properly, you'll never get it. I understand your frustration.

Selectman Luszey stated that was what I was hoping would talk a little bit about but I don't hear this Board saying they even want a plan. Chairman Maddox disagreed. I thought I said I wanted a plan. Selectman Coutu indicated we didn't say it. Selectman Luszey said we didn't say it and the IT Director walked out of here with no action item to produce a plan on any level other than status quo.

In all fairness and I'm sure the Town Administrator who's been here a lot longer than me, Selectman Coutu said usually when we do departmental reviews, this is basically what we've been getting. We've been getting an overview of the department, where it came from, where it is, what the needs might or might not be. It's just that I think that in her frustration of not being able to get additional monies or an additional person, she feels – I can't speak for her but the conversations I've had with her, her hands are somewhat tied that she's not in the position to do an out plan because she's not getting the tools which is both cash and personnel to accomplish it. We've never enunciated to our department heads that we want anything other than what she presented us except that we talked about line of succession in departments. She gave us a little bit of an overview and then you hit upon the fact that we only have 2 people who are hands on. We lose one – you're right, we could be in trouble. Again, we need to probably enunciate more clearly what we expect our department heads to bring in and maybe each and every one should come in with

an out plan of say a minimum of 5 years. What their needs are going to be based on statistical data that they may be able to provide us and things of that nature.

Selectman Nadeau indicated one of the things that she hit on and I don't know if we would look at a part time person to do the low end IT stuff that she's looking for for the next budget season or if we would look at a full time person, which I don't think we would but she's been using interns during the summer and that has helped her workload during the summer time and when she can get the IT people from Alvirne – the students that are doing different projects and stuff that she's had in the past. I think that it's something that we might want to consider for the budget maybe putting in a part time person 20 hours a week Monday, Wednesday, and Fridays or however she works it out to do the low end IT stuff. Like she said, setting up the computers when we get new ones and that type of thing. Maybe that might help her out and free up some time from the other 2 IT people that are currently doing this. She's expressed it in the past and that's how we've started with a lot of other departments. Hearing it again tonight, I think it's something that we need to have her give us a plan and see what we need for this budget season to follow through with something like that.

Chairman Maddox said he's going to take another tactic. Come in with a plan for the 3 to 5 years of what you're going to need but contract out some of that. Why bring in somebody part time that's low end. Bring somebody that's going to come in and do X. That's what their function is. That's what their contract is. They're to take and move this from here to there or whatever it is and there's a finite end to that. There's a price to be had and there's a result to be had and pick off X things per year but with a cost that you can – putting in a part time person becomes a full time person and you still seem to have the same problems. If you say you wanted to move Microsoft Office to the cloud and the contractor is going to charge you X thousands of dollars to migrate everybody to do that, so be it. We put that into the budget. I think, in my opinion, that's a way that we can at least manage our costs as opposed to just adding a person that you're going to have to train them. As soon as you train them – I just think part time people in this application maybe challenging. I guess what do we take away to the department head what are we looking for.

Selectman Nadeau thought that might be one solution or as we do with the Engineering Department, we use paid summer interns and maybe we should be looking at doing a paid summer intern for her as part of the solution and get a college student to do it for the summer. You're going to get some good experience. You've seen what we've had for the interns for the Engineering Department. I think that's worked out good for us. That ought to alleviate some of her problems. Like you just said, contract certain things out but I think this would be another way to try to help her out at least for the next year.

Selectman Coutu asked doesn't she get two interns in the summer time. Chairman Maddox thought so. Steve Malizia indicated she's had unpaid ones come in. They've been for a shorter duration. Chairman Maddox said by the time you train them and what we do here, you've lost half your time.

Selectman Luszey guessed that's where I get hung up a little bit. You say by the time we train them. Low end IT people if we're talking about people answering questions on how do I use an office product and I know there are many calls to her department on I have a problem with an Excel spreadsheet. I got a problem with my e-mail. I got a problem with PowerPoint. That's not an IT call. All those calls we actually should be telling them to call someplace outside and have the department pay for that because that is either telling us that we have a whole bunch of users that don't understand how to use some very common computer automated products or we've got some real issues on the way we're using the products. So we shouldn't be using highly paid technical people for that. Our folks should be managing the back office. The back room. That's what their real function is. If they're managing any user stuff, it's a whole different conversation and they shouldn't be in that ballpark.

Chairman Maddox said if I'm getting you right, I think what we should be looking at is a service that would charge X amount of dollars per call and it gets charged to the department. So quickly the department head is going to hopefully help that move along rather than 300 phone calls to this service at \$25 a call, they will quickly...Selectman Luszey said yeah. They're changing a print cartridge, or a toner cartridge. That's not an IT call. Chairman Maddox said he didn't disagree with you. So as her liaison, can you bring to her that's some of the things we're looking for? Selectman Luszey stated sure. Chairman Maddox asked if the rest of the Board in agreement. The Board indicated yes.

##### 5. OTHER BUSINESS/REMARKS BY THE SELECTMEN

Selectman Brucker – The first one is between me and Selectman Luszey. We've been getting quite a few – I don't know about the rest of the Board e-mails about the skate park. We have a couple real good potential people coming forward to take over the skate park committee if you want to call it that. I've had quite a few individuals in the last couple of days come forward and it all came from a post on Facebook believe it or not. I thought that was pretty good. I've contacted a couple of the, which I thought were kids, but they're in their mid 20's to mid 30's – Hudson residents that were interested in helping facilitate the youth of Hudson to work on this skate park. I thought that was very interesting and I haven't gotten back to 4 or 5 that had e-mailed me today but I will be doing that later on in the week. I will be talking to Selectman Luszey with a couple of them.

At Selectman Luszey's request, Chairman Maddox said it's on for the next agenda. Selectman Nadeau said that as his next question. Selectman Luszey indicated based on your response to the e-mail. Chairman Maddox thought they needed to have that conversation with those two people. If they're not on board, I think we're...Selectman Nadeau stated he didn't disagree. I know the two people that you're talking about and I think that we'll put it on the next agenda and if these two people are serious and they come in and talk to us about forming the committee, then I think that would be...Selectman Coutu said they're not talking about the same thing. Selectman Luszey indicated what he's talking about is a response that the Chairman made to an e-mail that I said I would start gathering people together. His response was not very positive. If the Recreation Department and the Highway Department are not on board with this being successful, it's doomed from the start. My hypothesis was that if that's the case then why are we fooling ourselves and we should do a final vote as to what the nature of the demise of this park be.

From what Selectman Nadeau thought the conversation went is if we could find some individuals to take over this project, then we would be open and interested to listen to them and go from there. Selectman Luszey said we're in agreement. I have a response from the Chairman that is contrary to that. That's why I requested that it be brought up for a final vote at a future meeting.

Selectman Coutu was aware of the communication that was put out but I didn't read it as though it were a dead end. I read it as though what he was saying was if we can't get the two department heads to agree that we can make this work, then we're dead in the water. So the conversation shouldn't be held amongst just ourselves. We should bring both of them in. My understanding and if we bring them in we'll find out next Tuesday. My understanding was from Mr. Burns who's our Road Agent that he will do whatever the Board of Selectmen recommend that we do with the skate park. If we want it reopened, he'll reopen it and he'll do whatever he has to do to keep it open. He hasn't really recommended shuttering it. He recommended shuttering it until we made a decision. We haven't made that decision. Well we've made a decision. The decision was that if we could entice enough people in the community to want to pull together like they had done originally and not necessarily be responsible for the skate park but certainly coordinate some activities. I can remember 3 or 4 years ago having a skate board company coming to the skate board park and running activities for the kids. That kind of outreach would need to be done because it brings more kids to the park who are interested in skate boarding and when there are greater number, they're going to work together more closely to protect that environment that they so enjoy. I certainly feel very comfortable in telling you that the Recreation Director will do what he can to make it a success if a group of people are willing to step forward and put this thing together. I think that's the avenue and I thought that you and Selectman Nadeau were pursuing. Seeing if you get a response from the community and if there is a response, then reformulating the skate park committee to see what they can do. If they want to raise funds, if they're going to come in with a plan for us with the new revenues we've got in the recreation budget, maybe we can look at that as a possible avenue of getting better ramps. I know in Nashua what they do is they're all made out of cement. So it's a little difficult to break, or move them around, or pick them up. It just isn't done because they're cement. Maybe it's worth the expense. Do it once, do it right, and we're done with it. I think there's an opportunity to save the skate park. We just need community involvement.

With Selectman Nadeau said we have Friends of Benson's. I'm looking to have something similar to be the Friends of the Hudson Skate Park. That's what I've been discussing with a couple of these people. Just like the dog park has a dog park committee, I think a skate board park committee would be right in line with that. That way they can keep on top of it and if there's problems, they can enlighten us with what the problems are and what the solution would be to fix it. I'm looking forward to having that discussion I guess next week.

For those of you who are into golf, Selectman Nadeau said the Friends of Benson's will be doing a golf tournament and it's on the Friends of Benson's website. You don't have to go just to the golf tournament. For those of us who don't golf, they will be having a dinner/ticket so you can go to that. That is all I have this evening.

Selectman Luszey – Thank you Mr. Chairman. Just a couple of things. We talked about the skate park. I was going to talk about that. I was going through the minutes of our last couple of meetings and the alleyway research, we said a few months and weeks. We never came up with an actual time as to when we can expect something back from our Attorney.

Steve Malizia said this afternoon I received a 16 page analysis of the situation which I just started to read. I will forward it to all of you because I just got it. I believe our Attorney Jay Hodes has provided an analysis and is most likely recommending a couple of options for the Board to consider. In reality, you will have that probably for your next meeting.

Senior center. Selectman Luszey said drive by. There's concrete sticking out of the ground. It is really beginning to take shape. On that note, the Council on Aging, I have an e-mail from them that the second part of the building fund will be donated on September 24<sup>th</sup> and I also agree that they can donate the money for the appliances at the same time because I'm sure we can cover the deposit until then through the building money.

Comcast. Selectman Luszey would like this Board to bring whoever is in charge of this region's, us, Comcast service in for a little chit chat. If you want to take a look at my text messages from the past couple of days, I will share them with you. The end of my street got hit by lightening at 4:39 Sunday morning and it took out 5 out of the 7 resident's cable boxes along with miscellaneous other equipment. The issue I have with them is I personally called and reported it as well as all the other people. Monday morning there was a red sticker on my door that says go reset your modem, all set. Not true. At 1:30 Monday afternoon, I was on the phone with Comcast because I had now begun to get phone calls and text messages from irate customers that they were being given the run around from Comcast. So I called them. I can understand their frustration. Comcast declared there was no issue in our neighborhood and they wouldn't do anything unless 5 people had called because they don't declare a status of an outage until they have 5 reports. I know of at least 5 who have reported. When I turned down my road, there was a Comcast truck working on the pole. While I was on the phone with their call center saying there's no issue yet we could not get status on when or what the problem is. That is like real lousy customer service and us being the commissioner of that utility, I think we need to let them know how they are treating our customers.

Selectman Nadeau said good luck.

All Selectman Coutu was going to say is that we are not the commissioners of Comcast. Comcast is an independent enterprise that dictates their policy and how they're going to run their business. All they do is provide us lines and cable to be able to have local broadcasting on public service channels. That's the only interaction directly that we have with Comcast. I, like a lot of many other subscribers, am a subscriber. I've been told bluntly that if you don't like Comcast get DirecTV, get DISH. Like they do in many communities, no one is going to come in and compete against them for 50 percent of the business. So it's not financially feasible or worthwhile for them to come into a community to compete against others who provide cable service. However, I know that I have spoken to the Executive Secretary to the Vice President of Customer Service. I've had good rapport with her. I will on behalf of the Board if the Board would like me to call them and see if they can have a Representative come in to talk to us so that the people can hear what they're saying. Are there problems? I have them almost daily. I love picking up the phone and hitting redial because it's already set at 1-800-COMCAST because that's what I do every day. I have interrupted service all day long. I have the voice go out. It's an absolute nightmare. Our main television in the den tells us that there's no signal. It searches for the signal. Ten minutes later it comes on, runs for 45 minutes and you're in the middle of another program, it's out for another 5 minutes trying to find the signal. This has been an ongoing problem for almost 2 years now. I'll be watching television where they only have that little digitizer box or whatever you call it and it will go just completely out. It just goes black. I went a whole day only getting the bottom tier of the channel package basic 2 through 33 the weather channel, so I wasn't able to get...that's on any TV that had those little boxes but I can go upstairs on the main TV and I can get everything. I call them and you know what they say to me more often than not, we are aware that there's a problem in your neighborhood and we are working on it. I ride around my neighborhood and I don't find any Comcast trucks out there. It's an ongoing problem with a lot of people in this community cuz I hear it all the time. People come in the store and say do you ever have trouble with Comcast? Yeah I do every day. Yeah me too it keeps going out. So it's not just in our area.

So if Selectman Luszey may, as a franchising authority, because that's what we are, which means we regulate that utility right. Selectman Coutu said no. Selectman Luszey said we grant the franchise which means we don't have to grant it. Chairman Maddox indicated we just sign for another 8 years. Selectman Luszey indicated he understood that but that doesn't give us any right to lodge complaints on behalf of the community on the poor service. Selectman Coutu said we can do that. They don't have to listen to us. They've said it in so many words they have said you can't tell us how to run our business no more than we can...Selectman Luszey stated he didn't disagree with that. All I'm saying is I think we owe it to the cable viewing residents to let them know that we're aware of it and that we're telling them they got a bunch of ticked off customers out there.

Selectman Coutu said you know what I've always said Selectman Luszey, there's strength in numbers. If there are 6,000 subscribers at Comcast in the Town of Hudson and we said to them starting Monday morning start calling all 6,000 of you and cancel your subscription. You'll see how quickly they will come into Hudson to address the problems but nobody will do that. You might get one or two. So you might as well not shut it off for one or two because you're not going to get 4,000 or 5,000 subscribers to call but there is strength in numbers. I will make an attempt to get the Vice President of Customer Service an agent that he can send in to talk to us about problems. They may not want to do it on television. They might want to do it privately. Selectman Luszey said his whole point is to do it on television. Chairman Maddox didn't know how we could go into nonpublic. Selectman Coutu said no I'm saying 2 Selectmen and the Town Administrator sit down with them. It's not a meeting but I would ask them if they want to be televised.

Chairman Maddox said he voted with his wallet. I moved on. When the franchise contract came up, I tried to put some of that language that they would come in every 6 months, and the Board said nope, and we didn't want to get involved, and now we do. I think we're going to have to go back and take a look at the document and see what we can do. I thought there were certain things that we could request a list of service outages or whatever. I think we're going to have to go back and take a look at the contract. If you can get them to come in, we'll certainly love to have them. I just don't see them coming in. Selectman Coutu indicated he could but if they're not recording the calls as Selectman Luszey said, they said well they're not going to come out and provide service unless they had 5



complaints. He says that he knows. I was aware that his service went down over in his area. I thought a lot of stuff got fried in your house. Selectman Luszey noted it did. Selectman Coutu knows that more than one person must have called and if they're telling him well we don't have 5 people that called, they're not logging their calls. They're going to say we don't get any calls for Hudson but we can try. I'll try to do it and see what they say.

Selectman Luszey's last comment is the Director of the Library Charles Matthews his mother passed away this week. I'm not sure what the protocol is for the Board of Selectmen in sending their condolences. I don't know if we send a card or... Steve Malizia indicated we sent a modest donation to the charity listed in the obituary as is practice.

Selectman Coutu – Very briefly Mr. Chairman. This Friday evening is the first football game for Alvirne High School. It's at 7 p.m. Obviously at the Alvirne High School field. I want to tell those who are interested especially the new team coaching staff in pre-season they went 4 and 0. They won all 4 of their pre-season games. Despite the fact that the coach at Timberland who we will be hosting this weekend has made statements that this is going to be an easy win. We're going to wrap it up. This is the way to start the season. I think he's in for a shocking surprise. I think Alvirne is going to take them down. I'm predicting by a 12 point margin and I'm very proud of the way this team is going. Unfortunately one of the kids who is a potential starting quarterback got hurt. It's not as serious as they thought it was. He's in a sling but he certainly won't be quarterbacking or playing football for a while. I hope to see him on the field. I hope to be there this Friday evening. I've invited my good buddy Selectman Nadeau and we haven't determined whose child it is but our son to come with us to the game. I think he's going to join me there at the game. We're looking for a good night of football watching Alvirne start off the season as winners. Thank you Mr. Chairman.

Selectman Maddox – After all that, the Chairman just has a motion to adjourn.

7. ADJOURNMENT

*Motion to adjourn at 9:10 p.m. by Selectman Coutu, seconded by Selectman Luszey, carried 5-0.*

Recorded by HGTV and transcribed by Donna Graham, Recorder.

HUDSON BOARD OF SELECTMEN

\_\_\_\_\_  
Richard J. Maddox, Chairman

\_\_\_\_\_  
Nancy Brucker, Selectman

\_\_\_\_\_  
Roger E. Coutu, Selectman

\_\_\_\_\_  
Ted Luszey, Selectman

\_\_\_\_\_  
Benjamin Nadeau, Selectman