

HUDSON, NH BOARD OF SELECTMEN
Minutes of the March 5, 2013 Workshop Meeting

1. CALL TO ORDER - by Chairman Coutu the meeting of March 5, 2013 at 7:05 p.m. in the Selectmen's Meeting Room at Town Hall.
2. PLEDGE OF ALLEGIANCE - led by Selectman Brucker.
3. ATTENDANCE

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

Staff/Others: Steve Malizia, Town Administrator; Fire Chief Shawn Murray; Deputy Rob Buxton; John Cashell, Town Planner; Lisa Nute, IT Director; Bill Oleksak, Building Inspector/HO; Jim Michaud, Assistant Assessor

4. DISCUSSION ITEMS

A. Inspectional Services Division

Chairman Coutu recognized Chief Murray and Deputy Chief Rob Buxton to give a little bit of history. I want to remind the viewers that we'll have a discussion about combining inspectional services. We have inspectors in the Fire Prevention Bureau as well as having building inspectors at Town Hall. The Fire Chief and the Deputy Fire Chief were tasked with looking at 1) the potential for housing to combine all of the inspectional services, and 2) obviously, to see how feasible and what would be the benefits or lack of combining inspectional service.

Thank you Mr. Chairman, good evening members of the Board. Chief Murray thought Chairman Coutu covered everything and what the goal is to combine inspectional services. This is our second visit here and we went forward from direction of the Board a couple of meetings ago. Deputy Buxton has put together a comprehensive inspectional services package for you which you should have received in your packages. If I may, I'll have him walk you through it and open the floor for discussions.

Good evening Mr. Chairman and members of the Board. Thank you for seeing us tonight. Deputy Buxton indicated that the scope of the project was to look at the potential merger of the building, fire, life safety inspections underneath the Fire Department and bring them into the inspectional services team and to also look at the combining of all permitting practices for the building, fire, zoning, engineering, planning under one permitting spot. This did not take into account the health scope and those types of things. Those are discussions that we had not had at that meeting on January 22nd. Currently the Town of Hudson practices 3 different permitting practices. The Fire Prevention Bureau and the Community Development Department, which is broken up into 2 areas - one being Engineering and then the other being billing and Planning and Zoning area. The focus if you go to slide 3 was to bring all 3 of those permitting areas under one division being the Inspectional Services Division. That would be responsible for approximately 2,600 permits per year and that would be inclusive of Engineering, Fire, and Building.

Deputy Buxton said one of the things that we did after the 22nd is we went back and we looked at the mission statement for the Fire Department to see if we could bring this two different together and try to come up with a mission statement. Certainly I've provided you the mission statement of the Fire Department but if you review that, it does lead you the ability to look at the fire prevention, public education, and property preservation and so forth. We developed a mission statement for the Inspectional Services Division. The Inspectional Services Division is committed to providing direct support to the Hudson Fire Department's mission by providing quality building, fire, life safety, and permitting services. This was put together not only by myself but by several members of staff that reviewed the core mission of both fire prevention and billing services that are provided today.

Deputy Buxton indicated they looked at a vision who said where do we want to go, what do we want to do? We came up with a potential vision statement for the Division. I want to review with you very quickly the challenges that we see that we need to bring forward. One is to implement a unified and functional organizational structure, the formation of a responsive organization that will openly communicate and respond to the needs of our personnel, customers, and the community, development an adequate facility for this division, and develop and implement technology that will bring the division forward, establish a work force that is cross trained and able to provide uninterrupted, knowledgeable, and efficient inspectional services, and offering our protection to the community through a proactive enforcement of local state, federal, and best industry standards across the board.

We talked about the implementation of this plan and how that would work. Deputy Buxton said we had some brief discussion if you remember the circular chart from our first meeting into how this would work. One of the things that I want to point out is prior to us coming to you and showing you new policies, procedures, and those sorts of things, we need to know what the scope of the team is and how those practices are going to be reviewed and what's actually on the table and needs to be reviewed. Examples of that would be permitting, training, building, inspectional pieces, and scheduling, and how that would be looked upon across the board both fire, building, and life safety.

One of the pieces that was also examined during our first meeting was the housing. Deputy Buxton said this was actually discussed extensively at that meeting was the concern that there was a task flow analysis being done and there was some potential moves being contemplated within town hall for services. So what we did is we went back and we looked outside of our organizations and said how do we make this achievable for everybody across the board. We actually came up with an idea of moving the inspectional services piece over to the Fire Prevention Division, which is over at the Fire Administration building and moving forward with that practice - bringing a permitting person over there and process all that work through that area. That would have an additional cost, which we haven't developed fully yet for renovation to bring all permitting underneath one roof over there.

The Board has asked what would the organization chart for the Division would look like. Deputy Buxton said it would fall underneath one of the Deputy Fire Chiefs. This is the first time that you see a change. That change that I want to draw your attention to is a Permit Technician and then the Administrative Aide's position. One of the pieces we had conversation about was with the Fire Department's Administrative Aide support the counter person over here in Community Development. If there was a move to move the Inspectional Services Division over to Fire Administration, we thought and through the input of employee's within Community Development and Fire Prevention that we would create a Permit Technician, which is a credential position and we would convert one of the Administrative Aide positions upstairs to this Permit Technician. This is not a new hire. This is not a new position. This would be a transition of that current position into a new title and we would need to work with the labor group that is responsible for the administrative staff to obviously negotiate that change.

Deputy Buxton indicated that one of the pieces that was highlighted was how would the backup be accomplished for this person. We had discussion about the Fire Department Administrative Aide coming over to Community Development and covering wants and those sorts of things. We felt that if the Inspectional Services Division was moved over to the Fire Administration building we would be easily be able to cover that process.

What is a Permit Technician? Deputy Buxton said the Permit Technician would be a credential position through the International Code Council. This position would be responsible for scheduling, permitting, customer inquiries, record keeping, and monthly activity. This would be the one stop shop that we talked about a couple of different times for all the permitting activity, creation of the permits, tracking of permits, activity on the permits, lack of activity on the permits, and where they are in the process. We had a lengthy conversation the last meeting in regards to scheduling and the way those things would take place. This person would drive the daily schedule across the board for that area.

If you look at the Inspectional Services administrative task responsibility, this is where the first -you see that shared responsibility in the center which is the work flow that moves back and forth if you can envision that pendulum back and forth - the covering of the Permit Technician, the Administrative Aide that's already assigned over the Fire Department. Sharing that work as the work flow increases and decreases across the board to make sure we have that uninterrupted service all the time.

Permit application process. Deputy Buxton indicated this would be a snapshot of what the permit application process, that Permit Technician would be responsible for that first layer and then obviously down below you see the specific disciplines. One of the things that we spoke with staff about, and I believe it was John Cashell at the department head meeting reviewed the site plan process with you he talked specifically about the IDR process and how we seamlessly meet today and those type of things meet today. I just want to make sure that I echo that there are communications that do take place across the Fire Prevention, Engineering, and Community Development Departments today. The site plan subdivision, those are done at the IDR. Engineering is done through the preconstruction meetings that Gary Webster and now Patrick Colburn administer and the plan and review stuff is done through fire prevention. I would see those 3 things staying tomorrow as much as they're here today as the team environment continues to move forward.

We talk about the Inspectional Services team. Deputy Buxton believed it was Selectman Luszey started to reference the Fire Prevention Officer, the Building Inspector and the Fire Inspector as Inspectors and moving them down underneath one title. The futuristic view of the Division, I see that coming full circle through cross training. One of the things that happens today is the Fire Prevention Division is responsible for 13,000 contacts across the town. It's not just responsible for the inspectional side of the house. They also maintain the 100 mill fire alarm system, they do a lot of consulting outside of there, they do public education. So when we start talking about bringing the inspectional team together, we need to look at what's a transition and where does that work flow move to and come across the board.

Certainly with the hiring of a Building Inspector, you would want to draw somebody in that has heavy building history and heavy building techniques and tasks that they can accomplish and come in seamlessly and then start to cross train them on the fire prevention side of the house.

Goals for our program - Deputy Buxton said increase customer service, one stop permitting, improve the organizational structure, increase code interpretation, and proof cost affecting this and productivity, reduce duplication of efforts, increase the level of safety, and once again increase our customer service. One of the things that we looked at today as late as this afternoon was what are those customer service pieces that we envision that we may be able to look at. I think the list is really an ending. How do we increase our service to the public? I think Patti Barry took a page right out of the box book when she expanded her hours one of the evenings to allow people to get to the clerk's office later in the evening. Do we increase the way we inspect? Change the hours of that inspection team? Is there a potential for a Saturday down the road? I don't know. These are things that would be answered down the road.

What are we looking for tonight? Deputy Buxton stated we're looking forward to you to adopt our proposal to create the Inspectional Services Division, direct the Fire Chief to develop a job description and outline for hiring a full time Building Inspector who will be part of this new inspectional services team, and direct the Fire Chief to work with the Town Administrator to identify associated monies in the Community Development budget and prepare them to be transferred to the Fire Department budget for 2014.

For the purpose of clarification, Chairman Coutu wanted to express his appreciation to you on behalf of the Board. I think this was a well prepared document. I can see that a lot of time and effort was put into it. We've had occasion to talk about this. In fairness to the Board and Selectman Maddox happened to pop his head in the store today when we were about to have some discussion and I invited him to stay. We were just hoping one of you wouldn't call while the two of us were there. That might constitute a formal meeting. We've had a lot of our questions answered. I had said to you this afternoon that though we agree with the concept, there may be some minor things in there that we want to take a look at. I'm satisfied with the answers that I received. I think that we may want to modify this a little bit and I want to give each member of the Board an opportunity to express concerns if they have any, ask any questions if they have any, and to let us know whether if a majority of this Board is ready to not only authorize you to go ahead and continue with the plan so that we can bring it to a close and collectively put the team together, and of course also critical to all of that would be the hiring of a Building Inspector. That process is going to take at least 6 weeks. We hope that you can present 3 qualified candidates to us with your recommendations 1, 2, 3 and that with the down time in the early spring, we can really start the cross training. There will be plenty of time for cross training.

Selectman Nadeau said he was doing good up until moving it over to the Fire Administration building. I have a couple of concerns with moving it over there. One is a lot of the work is done here in this building between the departments of Engineering, Sewer, Water. My other concern is 1) the age of the building over there; 2) the making it handicapped accessible and 3) parking is a huge problem over there. All the trucks that come in here - I'll use the electricians or the plumbers trucks that pull in here sometimes. They have 10 feet of pipe hanging off and they park. This way over here on School Street and the parking lot over here they have room to park over here. I think by moving it over there, I think it would be more of a pain for them to go over there when they come to Town Hall to do other things as far as going to the Assessing Office to look up their stuff. I just think moving it over there is not such a good idea just because of the parking and the accessibility issues to the building.

Chairman Coutu asked if they could deal with that Selectman Nadeau and then I'll relent and give the floor back. Deputy Buxton this would be the third member of the Board that's expressed that concern. Would you like to address it please?

Deputy Buxton said sure. One of the reasons that we looked at redeveloping the inspectional services group over at the Fire Administration building was out of concern that it was pushed forward from this group when we talked about bringing Fire Prevention over to Town Hall. We had talked about the space needs and the unknown impact of the work flow analysis that was being completed by department heads. This was a side project that was outside of that scope. We looked and tried to work and come up with the most efficient model available. We're not close minded to staying at Town Hall. We never have been close minded to staying at Town Hall. We think with some modifications that that could take place. That was more or less to try to relieve some pressure from the other work that had been completed by the department heads. We are open to that and open to input on that.

Selectman Brucker said her concern also was with moving it over there. The last time we spoke, it was going to be here in the Community Development area which I thought made sense. I'm a little concerned about that.

Selectman Maddox thought it's heading in that direction. I think that this is Town Hall and we're set up for ADA. We have a counter there. We're still going to have Planning, Engineering, and Zoning over here. They do cross pollinate so it would make more sense to keep it here. We'll have to do some adjustments but also you'd be eating up your

entire bottom floor to do this. There would be no place for a conference room so we have an appling named Buxton Community room that's here in this building. Again, I think for all things considered if we're ever going to do anything with tearing that building down to do something with a fire station, it makes no sense to put any more money into it moving people over there. We could do something with some of the people that are here transferring them now into the bottom floor of the fire administration building downstream Sir.

Selectman Luszey said where they physically are is not the main concern of mine. ADA I believe the lower level of that building is ADA Complaint. A person can get in and out of there with a wheelchair, crutches, whatever. Parking - with some minor modifications and policies around what gets parked in that lower parking lot, i.e. no fire vehicles, I think your parking situation is alleviated. To me it's not a major concern where they go right now. My concern is whether or not we move forward and consolidate the organizations or not.

Chief Murray said certainly with another quick look up there at Community Development, we can go back there. It is potentially handicapped accessible. However, I don't think that doorway into there would meet the ADA width. The only other problem is like you state, by any given right now without adding all the 2,600 other permits, we can have 3 or 4 vans or service trucks there and that does become a problem. As Deputy Buxton said, that was just in response to I knew what the department heads were working on and stuff. I have no problem staying at Community Development.

Selectman Brucker said the Administrative Aide and then the Permit Technician I'm a little fuzzy. You mentioned what those people are doing now and then it wouldn't be a new position. Would you mind going over that again?

Chief Murray indicated that currently in Community Development there are 2 Administrative Aides and one counter person. One Administrative Aide works with Mr. Cashell. The other Administrative Aide works with Mr. Oleksak, and we have a temporary position there who is a counter clerk. In our plan what we would propose is we would take one of the Administrative Aide positions and re-title that job as a Permit Technician. That would not be a new position. It would just be renamed. Our proposal then is to take the Administrative Aide position and the Engineer and move them up to Community Development. When that happens, the Administrative Aide for the Engineer picks up the additional Administrative Aide responsibilities for either Mr. Cashell or Mr. Oleksak and that keeps that area all whole too. So essentially what would happen is a counter position would go away. You would still maintain the Administrative Aides by combining Engineering Administrative Aide.

Chairman Coutu said he had the same question today and you seem as confused. I was confused too. Can you expand upon that Deputy relative to the position? What is required technically for that position and how we're going to get there in order to see that the person is qualified to serve in that capacity. If you read on page 10, specifically the creation of the Permit Technician right away I thought that meant we were going to be looking to hire or create another full time position. I received some satisfactory answers relative to that and it was thoroughly explained to me. I think if you expound upon it, I think it will become clear to everybody.

Deputy Buxton said what they were looking to do is to convert one of the Administrative Aide positions as the Chief said upstairs. The International Code Council is the credentialing group that provides credentialing for the building official and the code enforcement area and those areas. They also have a permit technician which is built into their credentialing process. That position would be responsible for the management of the permitting practice basically. They would be credentialed, educated, and tested from the International Code Council. We have staff on hand that has started down that path. They have not completed that. They have some of the skill sets needed. I'm going to be very candid with all of you. We were not aware of that at the beginning of this process that was talked about as we dove into this and we peeled the layers of the organization back and truly got into the roots of the substructure upstairs and found out the technical expertise that is available upstairs for the permit technician area. A lot of those skills are in place today and the credentialing needs to take place, and the testing needs to take place but the training is already started. That could be accomplished relatively easily. From permitting and understanding how the permits are pulled, what to look for, with the input from the Zoning Administrator, the Fire Department, the building official, the inspectional team, those things are available to that individual and to be pulled forward in their expertise will be brought to the table and be able to process the permits quicker.

Chairman Coutu indicated a new job description would be written specifically for a permit technician and we're fortunate from what we understand that we have a person well on her way to being certified for that position. If they're glad to see somebody took the initiative to try to advance in their position. Selectman Brucker said that person is doing this kind of work right now already. Chairman Coutu said partially. Selectman Luszey stated that they have been.

Deputy Buxton said they have started looking at a job description. We felt it was premature to bring forward a formal job description tonight without knowing the wishes of the Board and whether they were supportive or not.

Chairman Coutu said he understood that. I think you went as far as you could possibly go before going any further without...we don't want to see you wasting your time if we can't get at least 3 members to support this.

Selectman Brucker question the Administrative Aide. Did you say that would be the person who would be working with Mr. Cashell and Mr. Oleksak now? Deputy Buxton said under the original thought process in that organizational structure you have right there in front of you, that was bringing the inspectional services team to the Fire Department. One of the things if we're going to bring and we're going to leave it within the Community Development walls, we need to look at how that will function upstairs within Community Development. Our plan is to bring 2 administrative staff up there. One from Engineering and one that's currently housed up there and how would they support the Permit Technician that would be up front handling the permit traffic on a day to day basis. Lunch hours and those types of things will need to be examined an need to be worked out between the Town Planner, Zoning Administrator, and Engineer who would be supported by those people. We had thought that it would be a good practice to have the Administrative Aide at the Fire Department if the Permit Technician was out. It's a simple move to come downstairs at lunch and cover that spot. If they're not physically located in the same area, they can certainly share some of those shared responsibilities that was further looked at. If you look at shared responsibilities between the Permit Technician and the Administrative Aide, a lot of those things can happen electronically across the parking lot. It does not matter if they're physically located in the same building. They're the responsibility of the counter work would need to be worked out with the administrative staff.

Chairman Coutu stated we're talking about lunch hour, 1 hour a day, and we're talking about vacation times.

Selectman Brucker said she knows that the Town Engineer has a person who works for them. I know that there are two people upstairs that are working with the Town Planner and the Zoning Administrator. Are you saying those 3 people would somehow be involved in this? Deputy Buxton was saying is that the Administrative Aides upstairs within the Community Development Department are strictly that. It's my understanding that under contract they're administrative staff. They perform functions for not only specifically the Zoning Department and the Planning Department, but they also provide support for the Building Inspector, Code Enforcement, Health Officer, and those other tasks that are covered in that area. What we're suggesting is to take one of those positions and transfer that and recreate it into that Permit Technician slot. With the movement of the Town Engineer upstairs, you now gain their Administrative Aide upstairs to support listening...

Selectman Luszey said he wouldn't go that far. That's an assumption that we need to talk about.

Selectman Nadeau thought the way or discussion was going the last time that we were going to bring over one of the people from the fire building over here to do that. Just hearing about bringing the one from down here up there, that wasn't what we were thinking or as the Board was discussing at the last meeting. So that's a little concerning to me and that was one of my questions that I was going to ask when Selectman Brucker was on that topic. I thought we were taking one of the positions over at the Fire Department, bringing them over here to help out at the counter. That's what we were talking about at the meeting. I see the Fire Chief shaking his head no but a lot of us over here were all under the assumption that's what we were doing.

Selectman Luszey asked a clarifying question. Under your proposal as it stands if we were to move the group over to your building, where is that Administrative Aide coming from? Is that your person over in that building today or are you still looking to pull it from here? Chief Murray said it was going to be pulled. Selectman Luszey said that is not part of the guidelines. I'm now with Selectman Nadeau.

Chairman Coutu said he disagreed.

Selectman Maddox said we could utilize some amount of time. That was the thought process that the Administrative Aide at the Fire Department would do some things - back up and whatever. So there's some support there but because we want to keep it in this building, and I think it's the right thing to do because you're still going to have Engineering, Planning, and Zoning here. Rather than the Fire Department's person covering the counters, we're going to take those Admins. that are presently there supporting 3 people. Planning is down. The ZBA only meets once a month and we still have a position that we're not filling. The counter person is still there but we're not filling it. If in 3 years the boom is on and we're building like crazy. I think that 2 Admins. supporting those 3 people plus covering the counters and those types of things is doable. We still have the ability downstream but we have saved one position at this point. Let's see where this takes us. Again if the Fire Administrative person is doing some billing or whatever she's going to be doing, again electronically she's not going to come over to this building. I think this is the building to have it in.

Selectman Luszey had a clarifying question. You say that there's a position we haven't filled and maybe the Town Administrator can help me here. I believe we have zero unfilled Administrative Aide positions in Town Hall. The Engineer has a part time...Steve Malizia indicated that was unfilled. Selectman Luszey said there's a body there

today. Steve Malizia said okay but it's not a full time...Selectman Luszey understood but there is a body there today. You have another temporary upstairs. Steve Malizia said we have a temp. upstairs. Selectman Luszey said in terms of head count, bodies, we're at full compliment. We're not saving anything. This plan would say that one of those we'd have to hire it. They'd have to go full time. Am I not reading that correctly? Chairman Coutu said no you're not.

Chief Murray said right now in Community Development you have the two Administrative Aides and you have a front counter person. Selectman Maddox said no you have 4 because Engineering has one. Chief Murray said you haven't essentially moved that position yet. I'm just saying as we sit today, there are 3 Administrative positions up in Community Development. One assists John Cashell, one assists Bill Oleksak, and the third person in that position now which is a temporary employee is servicing the front counter and working the front counter. Under our proposal...Selectman Luszey ask for clarification. In terms of the people you're talking about - those positions, two of them are full time employees and one of them is part time. The one full time position you're going to convert to your Permit Technician. The other one stays where that person is correct? Chief Murray said potentially. However they organize that.

For the purpose of clarification because Chairman Coutu is getting confused, we have 2 full time people upstairs. We have a temporary part time person. Steve Malizia said she's full time. Upstairs, that person is full time. The person down here in Engineering is part time. Selectman Luszey said that was his point. Chairman Coutu said we're not changing any of the positions. There will still remain 3 positions upstairs plus...when all is said and done Mr. Chairman, Chief Murray said there will be one less position upstairs because you're going to take this engineering position upstairs. Steve Malizia said that's not what the Board has decided yet. That's what you're supposedly but they haven't supposed to move Engineering yet. Chief Murray said that's the proposal. The purpose for that is you have to build up backup all around. If you take one out and someone is out sick, or goes out, you need someone to back it up. If I can on the subject of mine Administrative Aide, I know the Board talked about it but I didn't have a chance to come before you and tell you that she has a whole number of other jobs she does. I don't know why someone would assume that she would automatically become a piece of that. As Deputy Buxton said if we were staying in Admin., she was going to become the Permit Technician's backup because she was physically located in the building and they could cover for each other if they were out or something. That's only one little piece of her time. She has a number of other responsibilities on the fire side that she does.

Selectman Luszey said they were digressing. Chairman Coutu said we need to deal with the concept of this plan and whether or not we're going to move forward. Housing, we're going to have to discuss. Selectman Luszey said it sounded like the housing is a real big deal here. If it's housed here, we don't get to use the opportunity of not filling a position that we otherwise are going to have to if they stay here. We don't get to use and capitalize on resources that are available to us in its entirety. Chairman Coutu thought they were trying to do that. We're trying to maximize the staff that we have without having to create new positions.

Selectman Luszey said when I started this off if you go back to my guidelines is we would not hire or fill the opening that was created when an Administrative Aide left the Community Development Department. What I'm hearing out of this proposal is in fact we would do that. Chairman Coutu said no. Selectman Luszey said he was not convinced. Selectman Nadeau said he was missing something too. Chairman Coutu said if they wanted to get into those weeds, we'll get into those weeds. Selectman Luszey thought we have to. Chairman Coutu said I know we have to but I want you to understand the concept. Obviously I wanted to. I was confused until we spent some time together and Selectman Maddox had a lot of questions too and concerns. I didn't care about the housing initially but then I thought back about other things that you were talking about at the same time when I tasked you with going around and looking at efficiencies and what we can do. One of our major concerns, or one of your major concerns which we shared with you but it was how we're going to do it is how can we create a little more space in Town Hall, use it a little more effectively, and Selectman Maddox and I have ideas. He's shared some ideas primarily with me and I looked into them and said you know this can be done. We can move a few people that are in an uncomfortable in a more comfortable situation and we can use some of that dead space for a whole new purpose that's going to open up space in other areas of Town Hall. I think these are things that we have to share. Obviously that has to be an aside. In terms of what we're going to hire, or how many people are going to be here, that needs to be thoroughly explained. I don't want you to think that - because I certainly and you certainly don't understand that we're hiring or creating a new position here. Correct Selectman Maddox? Did you get that impression through any of this?

Selectman Maddox believed that we're going to be one down from where we could be. The counter person is going to go away. Chief Murray said that is correct. Selectman Luszey, based on your premise from the previous meeting that one position should not remain there, that is what ends up at the end of this. Chairman Coutu said the counter person is going Selectman Luszey and we're going to use one of the Administrative Aides is going to take that position plus coordinate all the activities of inspectional services. Ninety percent of the calls that go to that counter are going to be for inspectional services. What was the total number of permitting last year? Chief Murray said 2,600. Then the Engineer if you decide will share his Administrative Aide to complete that picture up in Community Development.

Selectman Luszey said that's where we've got a huge gap and disconnect. Chairman Coutu asked what's the disconnect? Selectman Maddox said on whether or not we're backfilling or going to bring in a full time person for the Town Engineer given the work of the permitting piece and all that that this person is going to be picking up out of that. If some of that work is being absorbed into the Permitting Technician's role, then you really have to take a look at what is the need of the Administrative Aide and the Town Engineer's office and what do they really do, and what does the Town Engineer need a dedicated Administrative Aide for I don't see it. That's what I keep hearing is because we move a department up there all of a sudden they have access to this other resource when I'm of the opinion we would not need that resource at all.

Selectman Maddox said we're agreeing with you. Selectman Luszey said he wasn't hearing it though. Selectman Maddox said right now Mr. Oleksak basically has an Admin. - Zoning. The Engineer has an Admin. and Mr. Cashell. Those 3 people are going to share 2. So there is 1 less. By bringing Engineering up, the 3 of those functions will have 2 Admins. and not 3. Chairman Coutu said that's where the savings occur. That was previously a full time position. Now down to a part time serving at our will.

Selectman Nadeau said he was still lost. What are we doing downstairs here with the Engineer? Are we hiring a full time person or are we hiring a part time person? Chairman Coutu said if he were to relocate upstairs, everything is an assumption at this point and we haven't decided. Let's assume that Engineering moves upstairs in the Community Development office. Selectman Maddox explained that we have 3 people up there. The Engineer will share that staff among that staff. Whoever is free and can do his typing or whatever he needs done, or if one person...Selectman Luszey said you have the Town Administrator shaking his head no. Steve Malizia said you only have 2 people up there right now. The 3 people would include this full time person.

Deputy Buxton though the confusing piece comes down to is when you reference the counter person as an Administrative Aide. Steve Malizia said they're a temp. They're a receptionist. Selectman Maddox said the job was an Administrative Aide. Steve Malizia said no it wasn't. The counter person was never an Administrative Aide. It was always a Secretary and not an Administrative Aide. It was a lesser paid grade position. You had 3 Administrative Aides. One in Engineering, one that supported Zoning and Building, and one that supports Planning. Those are the 3 Administrative Aides. If in this theory you're moving people around and let's say you cram everybody up there, you no longer need the Secretary at the counter but you would have 3 Administrative Aides. One which would now be retitled "Permit Technician" and the other two would now support Zoning, Engineering, and Planning.

Without getting into the weeds, Chairman Coutu wanted to set their minds at ease. There's no intent to cram anybody anywhere. Steve Malizia was just saying if you're putting 2 fire inspectors and 2 ½ Engineering people up there, it's going to be tight. Chairman Coutu said he was hoping they're out in the field doing their inspections. Mr. Malizia said they still have to have a place to put their butt when they come in, log on, and do whatever they do. Chairman Coutu hoped they do that. Mr. Malizia assumed they're all going out on the road. I'm saying it's going to be tight. That's all I'm saying. I'm not an expert. I'm not a floor guy. I'm just saying. Chairman Coutu said when they get into the weeds, you'll see that it's not going to be tight.

Selectman Maddox thought Mr. Chairman that we need to take the concept and say yes. Move forward and then we start to get some of the weeding. Now you can come in with names and people on the list. They didn't want to go through that exercise but I think if we say this is the way we want to go, then they can do some of this and answer these questions. I think a chart saying here's what they did, here's what they're going to do type of thing might help a lot. Chairman Coutu said a rewrite of some of the job descriptions. We have a clearer view. It's not worth the effort for them to go beyond this unless two things take place tonight. We have to agree to the concept. We'll deal with the weeds with them later, and we have to agree that we need to fill the Inspector's position. If we can get to that point, then we can work on the housing...that's not part of the critical mass tonight. It's whether or not we agree with the concept. If somebody wanted to entertain a motion, I think the votes are there to do it.

Motion by Selectmen Luszey, seconded by Selectman Maddox, the that Board of Selectmen accept the proposal dated February 27, 2013 to create an Inspectional Services Division reporting into the Fire Department and task the Fire Chief and his staff to put together the detailed organizational charts with names, places, people, and things.

Selectman Luszey indicated that this all started with some opportunities that presented themselves to us by folks leaving different departments within the Town. I think this is an excellent opportunity to begin to utilize to the fullest extent the skills and knowledge of our current employees and to get a better bang for the taxpayer's buck.

Selectman Maddox thought this is something that we've all known needs to get done at some point to provide better service, one stop shopping, and that whole concept of one check for the permits rather than going to 3 different places. So we're moving this forward but we're doing it in an organized manner. We're going to ask for costs to do some renovations, the Town Administrator to recognize where those monies are to fill in the gap between the part

time and now the full time. You said there is money there so we'll just identify that so that we can transfer that. This is moving forward and that's the goal tonight.

Selectman Brucker said she liked the idea of trying to provide better service to our customers in Town. That would be my endorsement for it not to just eliminate a position. My hope would be that these 3 people that we're going to end up with can provide the services to our people, our employees.

Selectman Nadeau said he was going to be taking Selectman Maddox's spot in how I'm going to vote. I think the idea is there. I think the concept is almost there. I'm not sold on how the personnel are going to be moved around. Until I see that in black and white, then I think I will probably be okay with it. This evening I can't vote for moving forward with this until we get some other answers. I can see how the votes are going as Selectman Maddox always says. We'll move forward.

Chairman Coutu said he certainly respects Selectman Nadeau's position. I endorsed the concept. We're on the same page. We endorsed the concept. We're trying to provide a better customer service environment and we were looking for ways to accomplish this. Selectman Luszey set the wheels in motion and what sounded a little befuddling to me at first, the pieces are starting to fall together. The concept is great. The housing and all the intricacies, and as long as we're not putting on more positions and we're not head hunting and trying to cut people out of their jobs, we're trying to utilize the people that we have to their potential. That's what you've been discussing with us for quite some time and I applaud the work that the Fire Department put into this. I'm sure it wasn't exhausting but you have the intellect and the bodies and staff to be able to put something like this together. It gives us a good working document. It's a great start for us.

Selectman Luszey had a follow up. One is the language that Selectman Brucker uses - the elimination of positions. We are not eliminating any positions. People have left the organization that we didn't eliminate anything. What we're trying to do is not have to refill those positions, which is a big difference. Using the words to eliminate a position does tend to spread like wildfire within our little local communities that we are head hunting and we are not. I'm not looking to lay off anybody. I just don't want to hire anybody if we can. To Selectman Nadeau if we don't start it, we will continue to come back here with papers. There's a saying of another Selectman about government being glacial. That is the exact reason why government is glacial. We will never have 100 percent of the information that we need to make a decision but we need to make decisions based on the information that we have at hand and do it in a timely fashion so that we can move this government of ours forward.

Selectman Nadeau said if the plan tonight was to hire a Building Inspector, it would be 5 to 0. I have no problem with putting that forward and working our way towards that. Just some of the parts of this plan to me are fuzzy. I just don't have the answers or what I thought we were looking for. I know where we're going to go. I'm all for hiring a Building Inspector and getting that moving.

Selectman Brucker said maybe I don't understand then. I know that the counter position has only been filled by a temporary. Is that what you're saying that we're not eliminating a position we're not refilling it? Don't we have 2 Administrative Aides and one part time Engineer person that we're left with? Is that right? Chief Murray said he would be glad to meet with you.

Vote: Motion carried 4-1. Selectman Nadeau in opposition.

Motion by Selectman Nadeau to post for the Building Inspector's position.

Selectman Nadeau asked if we had the job description. Selectman Maddox indicated that's what they were going to do next. Chairman Coutu indicated that they would have to come back with a...Selectman Nadeau asked the Fire Department to come back with the job description and all that, I'll be more than happy to make the motion to go forward with it. Seeing no job description...Chairman Coutu said the job description is obviously going to be modified. It's going to change because they're going to be consistent almost across the board.

Chairman Coutu asked what they needed for a time frame for the job description. Deputy Buxton said probably the next meeting. Steve Malizia said the next meeting is Monday. The meeting after that is the 26th. Deputy Buxton said that they can get it done. It needs to be on the agenda by Thursday, correct? Chairman Coutu asked if anybody else wished to make the motion then or are you all going to wait for the job description? Selectman Nadeau said he was waiting for the job description. I'm not jumping on the...Chairman Coutu indicated that Chief Murray and Deputy Buxton had the Board's approval on the concept even though I had said and I will continue to hopefully maintain the agenda well under control next Monday night because 3 Selectmen are going to have a long day on Tuesday for Election Day. Two of us just stand out in the rain if it rains, but they're predicting sun so we should be all right. If you would get it to us by Thursday so that we can have it in our agenda packet. We'll have the weekend to look it over with whatever questions. I would also suggest Selectman Nadeau because you're one that like Selectman Maddox

you go around and ask a lot of questions that maybe you ought to sit down with Deputy Buxton and look over the plan and get those questions answered. Rick and I had to do it. I understand where you're coming from. I'm not insulting your intelligence when I said it was easy. It's easy once you have clarification. You have not received that. I'm sure the Deputy would make himself available to you as always.

Selectman Maddox asked if they should also make a motion to have them get some prices to fit up the Community Development space in Town Hall so we decide that so they're not going between two different buildings and move that forward. Chairman Coutu said they haven't decided on housing. You're making an assumption that there's a majority of the Board...Selectman Maddox said that's why he's trying to make a motion so that they can go out and get pricing on whatever we need to do. Selectman Nadeau indicated that they can go out and get pricing. Chairman Coutu agreed. What Selectman Maddox was going to say is as we looked upstairs, they still have the issue with the insulation that we've talked about that's up above there. If we're going to do this...Chairman Coutu said one time and let's do it right.

For clarification, Selectman Luszey said we just asked these gentlemen to go off and do something. When does all this go into effect after the next meeting or...Chairman Coutu said the next meeting assuming that we agree and we come to a conclusion on what the job description should be, we're going to go ahead and post that. Selectman Luszey said that's for that one. I think, and if we didn't I'll make the motion, aren't we combining these resources now? Based on that, there are resources out there that need to know who they report to next week. Chairman Coutu said it wasn't going to happen that fast. Do you see this thing being implemented in one week? Selectman Maddox thought they were coming back with now the details and one of those would be a timeline. Chief Murray said this is the big step we needed tonight was you've give us permission to go after. We'll now start moving forward in the increments to come back with job descriptions for the Building Inspector, Permit Technician and you need to reach out to the Administrative...Chairman Coutu stated and a clear picture of where everybody is going to be in this.

Selectman Luszey indicated he had that piece but also on here that there's a contracted Building Inspector that we have right now. There's a contracted Electrical Inspector that we have right now. Do they now report to Deputy Chief Buxton or...Chairman Coutu said his perception is they will continue in that capacity until we have a Building Inspector hired and on board. We got rid of that contractor person and we still have to have a discussion about the other position, which we will do later. It will become clearer. Thank you gentlemen, a healthy conversation.

Selectman Maddox would ask that we move item D. ahead of telephones and clouds. Selectman Nadeau didn't disagree. I'll second the motion if you need a motion. Selectman Brucker said yes.

Motion by Selectman Maddox, seconded by Selectman Nadeau to move out of order Item D., carried 5-0.

D. Utility Services - Liberty Utilities

Chairman Coutu recognized Selectman Maddox and Mark and Rick Charbonneau of Continental Paving.

Selectman Maddox indicated that it was brought to my attention in another investigation that they wanted to get this thing started yesterday. Knowing that next week is election week and we like to keep that meeting as short as possible, the next meeting is the 26th of March. I asked you as Chairman to see if we could put this on here so that any questions we might have could be answered either tonight or worse case next week and they can do what they need to do. That's why I've asked you to have it put on the agenda.

For the record, my name is Mark Charbonneau of Continental Paving. We're the ones before you to install this gas main. With me is Maureen. I'm Maureen Kirk. I'm the Marketing and Sales Manager for Liberty Utilities. Basically to give you a little concept of what's going on here, Mark Charbonneau said this is a little different project that's happened in the past. We at Continental Paving are taking over the installation. Very similar to the water main industry where you install it and then give it to the utility. It really hasn't happened with gas so it's a whole new experience. We're the permitting agent. We're responsible for everything. We'll be doing the bonds, all the permits with the Town, and doing the restoration and everything. Liberty will be doing all of the inspections to make sure that it's put in properly. When the project is complete, it becomes their property. So we're before you because this is a 4.2 miles. Just to give you a little scenario where it starts, it starts over on Highland Street right by Ottarnic Pond, goes all the way over to Greeley, up over Greeley to Old Derry Road, down Old Derry Road to Robinson Road and we're going to tunnel under 102 over to West Road landfill road. It's basically 4.2 miles. We're looking at about a 90 day completion date. We'd like to start the first week of April.

Assuming that the start point looking at it from south to north, assuming that the start point is Ottarnic Pond, Chairman Coutu asked where is the terminal? Mark Charbonneau said right at Ottarnic Pond - right on landfill road. We're going to our asphalt plant facility.

Selectman Nadeau said he's been going over the information on this and I think this is an excellent opportunity for the Town. I think it's an excellent opportunity for the businesses that could benefit from this gas line expansion. One of the things I overheard tonight was they're going to be using it primarily in April, which is when they start up their asphalt plants. They won't be using it during the peak times for the winter. I think the expansion of this line is just a great thing to be doing and I think we should move this forward tonight. If anybody has any concerns, I talked to Selectman Maddox earlier. A couple of the things that we were talking about was how to - Selectman Maddox had the answer to one of the questions I had earlier.

Selectman Maddox stated his big concern is we just paved Old Derry Road and Greeley Street. I think there's 3 town roads that are on the wrong side. I think the one thing I would ask is if you already have that equipment there that you go underneath those roads and stub on the other side. Mark Charbonneau said we're going to do directional boring. We're going to go over that without Kevin Burns. The only thing is on Derry Road, we've talked to Kevin and we probably have to come up the edge of the pavement and we may have to overlay a whole section. Whatever needs to be done for the proper procedure to put it back to what he feels comfortable is what we will do. We're going to try on Greeley Street. We believe we can stay in the shoulder all the way. We'll probably open cut just Sousa and some of those side streets because those haven't been paved. We're going to directional bore across to Greeley and then come up from highland to Greeley, we're going to directional bore there because that's new pavement. Old Derry Road was paved about 6 years ago but there's already some failing occurring in that area because it's a wet area. When the road got built years ago, it really isn't so we're probably going to have an issue in there but if we have to, we'll overlay the entire road in that area.

Selectman Maddox said he was thinking like Timothy Lane and those. I think I was told by Engineering they on the wrong side. Those were directional bored so that we...Mark Charbonneau said we will go over that with the Town. If they feel they need directional bore, we'll directional bore them. Selectman Maddox thought that this is a great opportunity. When people say what can we do for economic development, well these people are doing it. so all we have to do is say go and they're going to put 4 miles of gas line in to the Town of Hudson that the potential businesses can hook up to later. This is absolutely one of those cases where we need to say yes and fast.

Chairman Coutu asked Mr. Charbonneau if his company would be willing to provide the actual written cost data for this project, cost of pipe, laying of the pipe, the trench work and stuff, and would you be agreeable to providing that commitment in a timely fashion so that we'd have available that data. There's obviously a value in assessment to the utility company the value of that pipeline. Mr. Charbonneau said we have a value but it's an internal cost to us. I would have to check with Liberty because I don't know how they figure their costs with PUC and all that. It's not my expertise. We're giving it to them for free but that doesn't mean everybody is going to tie in for free because they have to base that across. I don't know if Maureen can answer that.

Maureen Kirk indicated that currently we have a letter of intent that was actually just executed. We still have to work out details through our formal agreement so attorneys and attorneys will be speaking. We really can't discuss yet all the costs and who's bearing all the costs until we resolve that. We're fast tracking this so that we hopefully can meet there - asphalt season.

Chairman Coutu didn't think that I'm suggesting that we get this in advance. We'd like to have it as factual as we can. I think that by the time the last pieces of pipe are being laid, we'll know what the whole project costs. If we could get that data. Mr. Charbonneau said they have no problem giving it to anybody but its more up to whether the gas company allows us to release it. We're giving it to them for free. For us, it's costing us X amount of dollars and we don't like to make that public information. That's our business. At the end of the day, it's for free. It's zero cost to Liberty Utilities.

Selectman Maddox said he didn't know where we were going with that because what could we do with that information if we had other than maybe assessing. If that's what we're asking for, then that's what we should be saying that's what we're looking at for it. Chairman Coutu said all utilities have a value. Selectman Maddox indicated that somebody assigns that. We pay somebody to assign that and why would we get into this weeds. Chairman Coutu indicated that we were trying to get actual rather than guess work. Mr. Charbonneau stated ours is going to be at a lower cost that what your appraisal will come out at just to be honest with you.

Motion by Selectman Maddox, seconded by Selectman Nadeau, that the Town of Hudson, Board of Selectmen, supports the 4.6 miles gas line expansion with the condition that they meet with the Town Engineer, Road Agent, and Police Chief to work out the details to move this forward in a timely manner, carried 5-0.

Before you leave Mark, Chairman Coutu said we don't often have an opportunity, and I know how you and your family are, we don't have ample opportunities to meet. I want to express my sincere appreciation for what you do for our community without getting into the details.

A. Community Development Telephones

Chairman Coutu recognized Selectman Luszey and John Cashell, Town Planner.

Selectman Luszey said a few weeks back there was some issues with the Community Development telephones where people were calling and not getting not only anyone to answer but also full mailboxes. I actually happened to be one of those persons that that happened to a few months ago, which lead to a conversation here where Mr. Cashell then responded that stated that he went and talked with the Community Development folks and the resolved the issues and he wrote a memo that talked about if available a receptionist would answer all incoming calls on the first ring. On the ring twice either Ms. Kennedy or Ms. Lavoie would answer the call and then on the third ring, some staff must answer the phone. I replied back to Mr. Cashell saying that's kind of old age thinking on how businesses run. With today's technology and when a person is calling especially a Community Development type office where they're looking for a Building Inspector, or an Electrical Inspector, or a Planning agent, or the Zoning Officer. They already know who they want to talk to. So our phones should be set up where the person can either directly call that person or if they call the office of Community Development they're given a choice of who they would like to speak to and have that phone directed to that person first rather than a receptionist.

What Selectman did was I actually replied back to Mr. Cashell those thoughts and he answered saying that's a good idea. I also understand there's a significant cost in reprogramming our phones. I need to help get some clarity on that. The bottom line is everyone has a copy of the e-mail train from myself and Mr. Cashell. You can read it. Hopefully you read it and you're in agreement that I believe we can provide a better level of service to our community if we do some minor tweaking to the phones.

Not that Chairman Coutu is trying to get his neck out of the noose, it shouldn't be in a noose and I don't think that's your intent. I had a discussion with Mrs. Nute relative to reprogramming - and I think there's a simple solution to what you want to achieve. One thing we have to mindful of is that if Mr. Cashell is sitting down with a potential developer and his phone starts ringing and he doesn't answer it because he's trying to pay attention to somebody that wants to develop in town, we have to be mindful of that too. That's why I like prescreening phone calls but certainly not by an answering machine.

In the environment Selectman Luszey came from, when I would go into a meeting like that there was a little simple 3 digit code I could plug into my extension and it would automatically go to...Chairman Coutu indicated your personal voice mail. Selectman Luszey said he could either direct it to his voice mail or direct it to some other person. Chairman Coutu said Mrs. Nute relative to a reprogramming of phones or to accommodate having a body answer rather than a machine answer. Lisa Nute indicated that they can do whatever you would like. What Mr. Luszey is talking about - forwarding. Our phone is perfectly capable of doing that as well. It would be a matter if someone goes out they forward it to somebody else. I just want to make you aware that when we first did this phone system throughout Town Hall, we did set up the auto attendant which is what happens when you dial the 6000 number. If you want Community Development for instance, you press something. Once you get there, it was set up the exact same way that Assessing is currently. Jim Michaud chose to do what Shawn Sullivan at the time chose for Community Development. If you want Planning, press this. If you want Zoning, press that. That is what we had in place when Susie left if I may use a name but when apparently some other issue happened. I then was asked to take that off. I did need to bring in the phone vendor to take back off one of the auto attendants. It was pretty deep in the changing configuration of the phone. I don't know a couple hundred bucks or something I could it back on if necessary. We made at least 3 or 4 different changes to the phone system in Community Development - number of rings. It won't go to voice mail until it rings 6 times, versus 4 times, versus 3 times. I can make changes like that. Whatever you feel best, we'll make that change.

Chairman Coutu asked John to explain to us how it's set up now and whether or not we've resolved the problem. John Cashell said one thing people have to take into consideration is a lot of people that call Community Development they don't really know whether they need to deal with the ZBA, they don't even know what the ZBA is so a lot of time the lay person or Planning or Zoning. Not everybody that calls knows who they're trying to get a hold of or what division of the department they're trying to get a hold of. When we tried that initial setup, that's when we were getting bogged down with messages being left and people not getting answered by a person in our department as quickly as possible. I'd say the system is antiquated relative to today's corporate standards. The whole idea with corporate America, this is my opinion, is that you the consumer have a choice of who you're going to do business with. From my personal experience, I like Comcast because as opposed - and I'm just talking multimedia. As opposed to the other carriers Verizon, Dish, or whatever, I can get a human with Comcast without having to wait too long. I know my issue is going to be resolved. Now that's corporate sector.

John Cashell indicated that the local resident or business person having to deal with local government, they don't have a choice. The choice of the resident consumer relative to their local government needs, I don't think there's anybody out there that given a choice isn't going to want to be able to talk to a human being as soon as possible and not have to deal with the 10 prompts to get to somebody. We all are waiting to talk to somebody. Most of the time we don't get our issue resolved by prompts. Chairman Coutu said he knows that but how is the problem been solved in Community Development. Mr. Cashell said the problem's been solved because of paramount importance is when the phone rings somebody is going to answer it. If there's one person in that office, whatever they're doing if its just one person, that person is going to try to answer that phone. They may not be able to and then it will go into a voice mail situation. If there are 2 people or 3 people there, the opportunity for that caller to receive a human's ear and start conversing human to human is 99.9 percent. That person is going to talk to the caller and make sure that the message is taken and delivered to the proper person whether it be zoning, whether it be myself, or administrative assistance in the office. The whole idea is to really try to give the best customer service we can and not get into that situation that I really wasn't aware of that people weren't getting their phone calls answered. That wasn't the right setup and that's when we were doing that phone call transition. We were trying to figure out what was going to work best and we've gotten ourselves in a real jam. I really didn't know about it or remember it until a couple of meetings ago.

Lisa Nute indicated what John was saying what Community Development did is we took off that auto attendant. Their choice was to have all the phones ring because as they were losing people as well, temps., you now had nobody at the counter etc. rather than a phone call go off in a certain area - Planning or Zoning - if they were out in the field. They rang everywhere. So now whoever is on staff ensures that that phone gets answered prompt.

Selectman Luszey said he was mystified. Quite frankly Mr. Cashell as a user I would like to talk to the person that would have the answer not just some random person. I think we would be providing a better level of service to our consumers if they were given the choice of who they wanted to talk to because they probably have an idea who they want to talk to and if they don't, the default on every system that I know is hit zero for an attendant and talk to the person. I think to have just the phones ringing randomly throughout the entire department and having a random person answer it is not the best customer service that we can provide.

John Cashell said he begged to differ. We talked about cross training, and work flow analysis. A lot of things that I deal with Pam can answer for the consumer or even the receptionist can because we are doing as much cross training and making sure that everybody is being dealt with in the most effective, efficient, productive, quick manner possible. That's really what we're trying to do. A lot of the stuff that I may be able to answer, Pam has been around for over 20 years. She knows her job inside and out and she really can keep a lot of the stuff that I really don't have to deal with off of my plate and she can handle it. No one is robotic and they know exactly who they want to talk to and what needs to be done, and they can only talk to that one person. I deal with a lot of zoning stuff Mr. Chairman because a lot of times I'm there. I'm set to help people. If I have the time to do it, I'm going to do it and vice versa. Bill will help out with Planning stuff. We're all one big working group as far as I'm concerned and we really just try to get everybody in and out of there with happy faces on to the extent possible.

Lisa Nute said she's seen it work differently in all departments. What John is saying is true even in the Police Department. Everybody wants to talk to the Chief of Police. For a reason, there's somebody in between him and whoever because they don't always know who they want. It ends up by your answer is going to be answered more appropriately by the shift supervisor for instance. I understand that. There's also every phone in Town Hall has an actual phone number. So if you were to publish maybe or if you're doing business with someone if the Planner, the Planner's assistant whoever gave them their direct line, you want to call me back call me directly at 816 this is my extension. So maybe a little bit of customer service as well can help solve that where if you're dealing with somebody on an ongoing basis, your permit will be ready, etc., call me directly at. Then you don't even have to go through that receptionist. All the phones don't have to ring. It's going directly to Pam to assist, or to Julie, or to John if he's directly dealing with somebody.

Selectman Nadeau thought one of the ways to fix this is on our website and put a directory with all the phone numbers. If you know who you're calling like certain numbers here I know that I call, I know that number to that office and that's the number I use. I think just putting a phone directory on our web page because most people nowadays use that, also posting one here at Town Hall with all the paperwork that we have on the desk out there so people can pick it up and take it or when they're in Community Development and they're asking the questions on the permit page, the back page could have the phone numbers on it. There's some simple things like that that we can do. One of the things that happened to me more than once and not just with that department is I got kicked over to the Fire Department because I was getting a live attendant like I supposed to. He wasn't expecting me to call him over there, or the dispatcher wasn't expecting me to call in over there. I thought I dialed the wrong number because I happened to call over there quite frequently. I was a little concerned that that happened. I know that I talked to you about that and I think you corrected that.

Lisa Nute said they have certain fail safes in place. If somebody were to dial let's say 6001, which we have no actual phone for in this building, yet it's between our 6000 and our 6002 which is water. So our carrier knows that that's somewhere in here. It doesn't actually go to a phone. If somebody were to dial that number, or dial something else, or a line happened to just have a network glitch for a second, I find it important that they just don't go out to never, never land or it just keeps ringing. I purposely have defaulted things like that to go to the only body I know will be available 24/7, 365 and that is one of our dispatchers. If you were calling somebody in this side of our network, it's going to go to Fire Dispatch. So something happened if you got Fire. It's a body and I thought that that was a better plan than having a phone just ringing and it's going nowhere because then the person will never know that that's not an appropriate number or that's my fail safe - a body that I know will be there.

John Cashell said let's also not forget e-mail. I'd say the dominant mode of communication now is e-mail. Most of the professionals I deal with and a lot of residents, I'm dealing directly e-mail wise. Being on the internet when you want to deal with AT&T or whatever, you're doing live chat. A lot of times it's happening with local government.

Selectman Maddox said to Mr. Cashell that your e-mail to us says, "Sincerely, John M. Cashell, Town Planner". It should say, "Town Planner, direct number is" on all of our outgoing e-mails so that people that do correspond have that number. I think that Mr. Chairman as much as this must be the night of the weeds, I think all the departments everybody should have their direct number on their e-mail so that if you do send an e-mail to them, that is available. I guess I'm really half way in between. I think that a lot of people that call Community Development don't know who they're looking for. I think there's going to be that confusion. If the phone tree said dial 1 for John Cashell the Town Planner, dial 2 for Code Enforcement, and then the 4th or 5th one was if you don't know, this will go to the desk so that you stop - I think that it's crazy that all the phones ring in the department but I'm not there. Especially if we're going to combine Inspectional Services in there, you're going to have 10 phone numbers potentially given...Chairman Coutu said if we combine. Selectman Maddox said when we combine, they'll all be ringing in that space.

Selectman Luszey said you just said we're combining. Chairman Coutu said we are but it doesn't matter where.

Selectman Brucker stated that of all the departments, that's the one area where people go out of the building quite frequently. I mean I see the problem and I can see why you would have resorted to having phones ringing just so that somebody would answer it.

Chairman Coutu thought one of the problems is I had stated originally was that for example one of the times I called I ended up with the Fire Department. Another time that I called I got shifted around and eventually ended up in a mailbox that said, "sorry mailbox is full" or whatever it's called. I'm a guy that wants to develop in Hudson and this is what I'm getting. I can't get a person to answer and then when I'm put into someone's box it's full? I'll go deal somewhere else. John Cashell indicated that was that initial system that we changed once we got a lock on it. Chairman Coutu stated the point is these are the things that I was concerned with and I didn't think were being taken care of because I was still getting calls from citizens saying I'm still getting connected to the Fire Department. It might have been just a misdial. I understand that when you explained it to me Ms. Nute about trying to hunt between the open numbers and as close to if 11 through 15 were open and they dial 13, it's 11 or 15 and it tries but it might not be. It might be 21. To save a lot of money Mr. Chairman, Ms. Nute said we did dump a lot of copper lines. It was like a \$26,000 savings. It was worth doing but we got rid of a lot of numbers that used to be there. People could have those still. I'm not saying that's everything that's happening. If I do hear about problems if you're constantly getting Fire, then something definitely is wrong and I will look into that. I could even be the digital line drops.

Chairman Coutu said it would behoove us if we hear anything or we experience something that we communicate with you. If you see it 3 or 4 times in the next month, you say there's a problem here.

Selectman Maddox said he was going to go back in the weeds. I think that having the Fire Department getting the calls - I understand you want somebody permanently attending but they should be dialing 911 if that's their issue. Why doesn't it just default to the Selectmen's number and on Monday they'll get a call back and say but you wanted to talk to John Cashell, I will connect you or something of that nature. Sending it over to the Fire Department who knows nothing about what Mr. Cashell is doing just ties up that resource. I think that we might want to look at some other way of doing this then just sending it because they're always there. If somebody calls at 3 o'clock on a Sunday morning, what would they be looking for the Town Planner for? I don't understand. Ms. Nute said they could also be looking for somebody in the Fire Department for all that matters. Selectman Maddox said 911. Ms. Nute said well no it's not an emergency. This is if someone is dialing 886...Selectman Maddox said 6001, it goes nowhere. Why would you send that to the Fire Dispatcher. Lisa Nute said she had to assign one phone to that. I think that you're going to have less of a problem if somebody answers it to say they're closed but on Monday they're opening, or yes I do have that person in this department let me transfer you. Even Fire can transfer to a voice mailbox. It's not like it happens often. I also wanted to mention that on the phone system if you dial 6000, you can dial a specific person by name - first name or last name, put in the first 2, 3, 4 digits even. You wanted Kathy let's say and you dialed Kat, you'll get

Kathy Carpentier first, then you'll get Kathy Wilson. If you would that like person, press 1 now or press * now. So we do also have that in the phone system.

Chairman Coutu told John Cashell that he would like to bring this to a conclusion. John Cashell said he had one other thing. I don't know if all staff e-mails are on the website. I'd really like to get a directory of e-mail addresses as well as the telephone numbers. Chairman Coutu thought that wasn't a bad idea. I thought they were on each individual site but...Selectman Maddox thought they were all by department. Ms. Nute said they are. Selectman Maddox said they should start a procedure that all e-mails have their direct dial number and see if that helps too.

Selectman Luszey indicated that we're talking about telephones and the rest of the world is talking about BYODs - bring your own devices to work now.

On that subject matter, John Cashell said it was mentioned not that long ago in front of this body about laptops. Everybody is dumping them and it's tablets. I personally got a tablet for Christmas and it's the best device. The only thing it doesn't have is a phone. The industry won't put the phones and the tablets together yet because the Smartphones would be out the window. If you're going to buy anything communication device for Police, Fire, or whatever, Inspectional Services, it's the tablet. You can type faster on a tablet than you can on a laptop. The software application you just type a couple of letters and you come up with a word. You press the word and you're onto the next one.

We're all set Mr. Cashell. Chairman Coutu indicated if they have a problem, we'll direct it to Ms. Nute. Not just your phone, any phone line at Town Hall. As long as we don't hear any complaints, we're all happy campers I guess.

B. Discussion relative to "Cloud Services"

Chairman Coutu recognized Selectman Luszey.

Thank you Mr. Chairman. Selectman Luszey indicated that a couple of members of this Board has over the last year or so made statements to me around why aren't we in the cloud. I belong to a technical group called "Cloud Computing" and I get all kinds of resources relative to the cloud. This past few weeks I actually went out and looked up our vendor, TriTech, to see if they have any cloud services that they offer. They are beginning to bring their applications which are some of the ones that we use into the cloud. Also I dropped off an article called "Life in the Clouds". It talks about a community and I think this one was up in Maine where they put together an internal cloud environment and then outsourced to surrounding communities as a revenue stream. What I'd like to do tonight is really kick off a conversation that is not a one night conversation. It's really to ask our IT Director to begin to take a look at what we have and begin to put together a road map that shows how Hudson can get its applications and technology into the cloud over the next 3 to 5 years. I believe based on where some of the applications we use, that's what it would be. If you take a look at private industries - I won't say governments - but private industries that have moved their IT resources to the cloud, they see anywhere from 40 to 70 percent savings because you eliminate all of the big hardware servers, and storage needs, and backups, and stuff like that. That all becomes part of a SAS or software as a service subscription that you would pay monthly or annually for that service and all that redundancy is out there and all that good stuff. That's kind of what I'd like for us to start talking about tonight.

Chairman Coutu said it's not unknown by members of this Board that I certainly am - I'm going to be 70 years old this year. I don't have the knowledge that you have and other people have that are much younger than me relative to clouds of things that are up in the sky to me but I understand the concept of calling them clouds. I was interested and I spent some time with Mrs. Nute and talked about it. I thought when I read the article I said wow Maine is catching up with the rest of the world. I did get a general description of what's involved with the types of services that the clouds provide, which is that space up there that does storage and all that stuff that we can do from our laptops, or our computers, whatever we're into. I did get an explanation and I have a better understanding. With that I'll let you make your presentation and if the camera person can focus in on the big screen television while she's making her presentation, we'd appreciate it.

Lisa Nute said the gist of that talks about a County that is doing a cloud service and has opened that up to surrounding communities in that County. So that is basically a private cloud that that County is running and then these other agencies that they trust and know are using the compatible software that they have available. That is nothing more than we are already doing here in Hudson and Mr. Luszey is correct. We actually projected more than a 40 percent savings. It was a minimum 50 percent savings in energy alone. We reduced, which is your case study that was done a few years ago by Mosaic Technology which is the company that helped us put our virtualization and our private cloud in place. These are the two fiscal years where we realized those savings. This is all totally related to our fiber optic going from the Police Department, Animal Control, Highway, down here to Fire, Town Hall, etc. That was the first thing that had to be put in place. I had to connect all of our departments in order to have a private cloud. The second thing we did, a majority of it through an energy grant was to virtualize all of our servers. We went from 11

servers down to 5 to 6. By reducing all that hardware, you minimize your electricity obviously. You don't have all the equipment replacement or the maintenance on it and the overhead of maintaining it. It's absolutely correct. It is a big savings. It is worth doing and we saw that and realized those savings.

Lisa Nute indicated that the second part of that document when it talks about Auburn, their case study, you're right. They finally caught up to what Hudson is doing. That is specifically talking about TriTech which we do use. TriTech is who bought out IMC about 4 years ago. Their software now with this latest version we just loaded is now called Perform instead of IMC. So Perform Cross Agency works hub to hub. It's brand new. We went to a new IMC hosted conference to look at what they're doing new and exciting and this was one of it. It is with let's say chief by in. We could share some of the information. Let's say that Nashua is doing because Nashua also uses TriTech. It's a hub to hub. It would be like our dispatchers or our records clerks doing a record check on Joe Schmo, Joe Doe and up pops Nashua has this on file, or Nashua has something call them at 885-3500, etc. They can do as much or as little information as they want to share that way. That's what the Cross Agency is. The perform multi-jurisdiction module is nothing more than what Mr. Maddox has already heard about and our Chairman Mr. Luszey when it comes to joint dispatch actually Ms. Brucker as well. We talked about combining our 2 dispatch modules that we currently use, combining them into one, and that's called multi-jurisdiction. That is a possibility and that's that little software piece that I've always listed if we did do joint dispatch, that's what we would do.

As far as getting together a schedule, Ms. Nute would like Mr. Luszey to know and I mentioned that before. We have looked at this. Every time it comes time to reup a maintenance agreement or we generally don't have the money to put in new applications. We're doing well with what we have. We're looking to usually combine processes or change processes to increase efficiencies and things is what our focus is more in this fiscal year. When we do reup maintenance, I do look at the alternate cloud service if they offer that, compare the price, and we've done that with e-mail for the past 4 years. We've looked at most recently was the AutoCad. My biggest concern is speed. That's one thing that you have to look at above and beyond the cost of having our resources outside is or using somebody else's resources and paying for that is the speed to get there. If the internet goes down of course you're down. So that's number one. Number two, the speed to get there. It's okay if I make sure that I buy a big enough pipe to get out into the internet but there's a number of hops that I have no control over to get to where I'm trying to get to in the application. If you've got data intensive applications, it's even slower. Those are the things that I've looked at and have still found that it's more cost effective to keep it in our private cloud which we're doing which was at a very cost effective way of doing business right now.

Lisa Nute stated that the other thing that we've worked to do in the last several years is to reduce points of failure. When we first came in we had a number of switches and then it goes here, and then the hop goes here even within our own private network. We worked really hard to reduce those points of failure. Even in a storm today every time we've had a major disaster if something went down, we looked at, why did that happen, and what can we do to make sure it doesn't go down. The private cloud that we have offers a great opportunity to do that. We are able to move data across our network from Police Department to Town Hall. It's over the fiber optic which is the large yellow pipe there and the orange pipe is fire admin. to Central. It's just a different kind of fiber which is why the color difference. The pipe is large for a reason and we own it. We have no leases. I got rid of lease lines. It paid for itself in 2 ½ years. That was another huge savings which we continue to save. If you look at the small remote sites, they're all going out in the internet and those lines are very small for a reason. If that internet goes down, they have no access. We do have access and if you look at this network picture which shows our public safety software, this is again the yellow pipe is our town owned fiber and the two servers. If one of the servers goes down, we can point them to the other server and they continue to run. This is public safety that I need to be concerned with. If this pipe goes down, if somebody hits a pole on 111 etc. and that goes down, these are set up redundantly so that they can both work separately as well. We have things in place and redundant so that police dispatch will get what they need and fire dispatch will continue to have what they need as well even if this does go down. We worked hard in the last 5 years to put this in place. It's working well and private cloud is the best thing since sliced bread I agree.

Chairman Coutu indicated that those are the only 2 networks - we don't have our Town Hall network tied into these at all. When we go down, we go down at Town Hall. Ms. Nute said if we go down, no like Munismart - no, I have everything redundant at Police Department so we can point to the Police Department and still have active directory which is what the users need to even log in, etc. We do have things like that in place. We do snapshots of things too, etc.

Steve Malizia said are you asking that if we go down, Town Clerk is still functioned by using a backup is that what you're saying? I think that's what he's asking. Lisa Nute asked if you're saying if the whole server room blew up downstairs. As long as I can still have their PCs working, it all depends on the scenario. If we have power, this has been our goal. If one side goes down, even Town Hall, they can work from the other side of the network. I can just point them all here. As an example our fire wall, we lost at Town Hall, we sent them out the Police Department. Users had no idea because we never lost e-mail. They never went down on e-mail and I was pointing them all to the police side of our network otherwise they would have down for who knows how long. So things like that go unnoticed

by town personnel or police personnel because we have these things in place and they're all because of our private cloud and the abilities that it affords.

Chairman Coutu said he sees it now. Do you feel that as Selectman Luszey that continued discussion is healthy or good for this Board to have relative to clouds as things improve. He's not suggesting that we take action. He's suggesting that this should be an ongoing conversation. Lisa Nute said an ongoing thing that I always look into and compare. As technology gets better too.

Selectman Luszey said the conversation that I was looking for is not just an ongoing conversation but one that plans out in a 3 to 5 year horizon that would put us out in a public cloud and not a private. In about that time frame, we are going to be looking at a renewal of basically everything she has listed on that slide if I'm not mistaken. All you servers, all your storage, all your network hubs - they'll all be coming up ready for renewal, to be renewed, refreshed. I think if we were to keep having this conversation and really focusing on what it would mean to put this in a public cloud versus keeping it in a private cloud, that's the conversation we need to keep having. What I hear all the time is we need to keep this as a private cloud in house and I'm not convinced of that anymore.

Chairman Coutu said when he thinks in those terms, public and private, I think secure and not secure. I would be concerned about the security of going to a public cloud. I don't know the answers to that. I don't know if one is as secure as the other but when you think private cloud, you say that's my own personal domain, nobody can get into it. Selectman Luszey said the moment you go out and connect to the internet, you are as secure as the person that is managing your firewalls. There are companies out there that specialize in hardening cloud applications if you will - server environments for companies to put information in. We talk a lot about security here. If you were to walk into an IBM, a Hewlett Packard, an Apple, they would consider their financial and their RND information as critical and needs to be as secure as information that is sitting in our State Departments. Yet they are in secured public clouds. If they can do that, I think there's a notion that we need to break through. You go out in the Midwest, again, it's an attitude we have that if it's not invented or made here or we don't control it, it's not a good solution. You go out into the Midwest and you see regional fire, and police, and all kinds of stuff. Shared resources because it doesn't make sense for a town to be putting a lot of money into technologies and resources when they can share them among several towns and make it less expensive.

Selectman Brucker thought that Mrs. Nute also mentioned the speed with which you're exchanging information and that..Selectman Luszey said you can get it as fast as the speed of light. Selectman Brucker said the problem is going out on the internet you don't have a direct control over this. Selectman Luszey indicated that yes you do. I manage networks from Nashua, all the way into Europe, and into Australia, Japan and I was able to work with the local telephone carriers to actually minimize how many hops I had, the size of the band width that I had. You pay for it. You can have bandwidth that you can throttle. You can pay for a 3 meg line and you can throttle it up to 350 meg line if all of a sudden you need it in a burst. You can do those types of things. Selectman Brucker indicated that you said you have to paid for it. Selectman Luszey said it's like you can pay on demand. Selectman Brucker asked how are you saving money by doing it that way then. Selectman Luszey said we're paying for this right now 100 percent. The notion of the cloud is you only pay - software is a service is getting to the point where they're going into what they call fractional economies where you will be paying for the amount of time you use an application like Microsoft Work is going to become that very shortly. Whenever you use it, Microsoft will be ticking you bank account for 100th of a penny for so many seconds. That's where this is going. All I'm saying is we need to start taking a look at being prepared to transition into that environment. It's not overnight. It's gradual. This is something that will be glacial.

Lisa Nute said certainly things like Office, etc. are definitely things to look at and again balance that cost. It's a matter of how much do you want to pay? How fast do you want to get it and what's your plan b if the internet goes down is basically what you look at. If you're going to go out to a public cloud, there are a whole number of things to look at like what do they have for security? What do they have for backup? More than likely, I'm still taking care of that all in house. I'm still backing up my data. There's a whole number and level of services. When Mr. Luszey talks about out west and people doing this and that, a lot of that is State run. I can guarantee you that currently just like our TriTech does not offer a cloud version, there's a lot of our applications that don't offer a cloud version. Do we change just to find the cloud version? There's a big cost to that too. Besides retraining, we've invested things into our Munismart for instance, which is our financial software package. We've customized things. We're about to go on a piece of the cloud to work with ours for in house billing and stuff. That works with our Munismart. You get rid of that, you're going to start from scratch - we're a medium sized agency. You're going to have to pay a big dollar amount to start and then you're not going to have the animal control licensing piece, or you're not going to have this, or you're not going to have that. You might get other things but you're not going to have what we currently have molded and worked to work for us here in the Town of Hudson. I can also tell you that with our public safety software, our TriTech, we are finger printed anybody who has IT experience and gets into those databases is finger printed. We are audited by the FBI and the State. There are certain obligations that we have for reporting, etc. They're not going to allow us just to go put all of our data out in a public cloud and make someone else responsible for the data because the FBI and the State can't be chasing globally all the people who are holding our data. For public safety, it makes absolutely most

sense to have that in house in our private cloud until such time that things do become available. For Office, absolutely. That's a minimal thing. It's not governance and it's not highly dependent on data going back and forth and things like that. Again, it's a matter of how much do you want to pay and how fast do you want to get it, and what kind of service do you want. Some examples are Town Clerk wasn't even open. It was about a quarter of when they went in to go log on and they could not get into Munismart. We're familiar with things. They put in a ticket to our support. The IT specialist happened to be Vin at that time saw it, was familiar with the problem, he got it, it was a licensing issue that overnight upgrades had destroyed, corrupted. He reloaded it and within 10 minutes before Town Clerk even opened the door, it was fixed. That's the kind of service that you get in house. With a cloud service, you wait until 8 o'clock before you even try calling somebody, and then they wouldn't have been familiar with what that is. You're going to get somebody new possibly at the other end of the phone every time you call. Things like that or something that the soft costs that you also have to consider. I do want you to know that I do look at that and every time we need to reup something, that is a discussion that we have and that is something that I do look at the costs on and compare.

Chairman Coutu said that Selectman Luszey agreed that for once this would be glacial. This should be an ongoing discussion based on need, availability, and obviously cost.

Two things Mr. Chairman. Selectman Maddox thought it was last week I have a software program that was pushing their cloud as that's where you could store a lot of their data. I got an e-mail saying sorry yesterday their provider shut down the cloud. I didn't have anything on there but if people had stuff on there, they're SOL. I think until some of this shakes out number one, but I think that the in between point Mr. Chairman and we talked about it at Candidate's Night. I think this is where we and the School Department have some synergies that we should be looking at. It's still a private cloud but there's no since in both entities and Library to an extent...Selectman Luszey said if you can crack that one, I'm for you. Selectman Maddox was just saying that it's the same payers. It is the same region. It's off the same network if you would - the fiber. There's an opportunity for us to utilize a private cloud to benefit the taxpayers by having one system that takes care of both. I agree that it could be challenging but no more than going to wherever that massive server farm is and trying to do the same.

Chairman Coutu said he and Mrs. Nute had that very discussion. We're not going to give up Ted. It's not going to be an easy task but let's just keep fighting for it. We can win that one. Selectman Luszey said, "God bless ya". That's all I can say now. Chairman Coutu thought taxpayers will respond to costs. Selectman Luszey said he will say a little antidote. I was set back before I went on vacation. I actually stopped in and saw Mrs. Nute about payroll. We still enter time card information into our financial systems by keyboard entry. I almost fell over backwards. Lisa Nute indicated that what he means is that why don't we swipe a card when somebody comes in a door and it registers that they are not on duty. It's kind of like the time clock or something but electronically. Yes we don't have that. We don't have a time clock. Chairman Coutu said he has it at his store. That was part of the whole new security thing. I want to know who's coming in at what time and what time are they leaving at night. They tell me they open the store at 7 a.m. and I look in, they logged in at 7:22 a.m., I just paid them for 22 minutes they didn't work. Selectman Luszey said we pay people to sit there and do data entry - a 1972 technology. Chairman Coutu said his stores or 90 days. I can look at it on the internet. It stores for 90 days every single time they checked in or checked out. It's there.

5. OTHER BUSINESS/REMARKS BY THE SELECTMEN

Selectman Nadeau - Just a reminder that supposedly we have another storm coming in this week. The parking ban is still on until April 1st so be aware of that. A few upcoming things for the Police Department. They're doing a Citizens Police Academy that will be running for the residents of the town and businesses in town. It's an 8 or 10 week course. Very informational on the Police Department and how things work. If anybody is interested, they can call Master Patrol Officer Chris Cavallaro at 816-2271 or they can call the Police Department and get further information on that. There's a blood drive coming up for the Police Department on the town website and the times and dates are on there. They also have a woman's self defense course coming up. That's put on by Master Patrol Officer Adam Linchinsky. Again, those are on the Police Department's website and also on ours.

Selectman Nadeau indicated that one of the correspondence we got this week in our mailboxes - we have a lot of Eagle Scouts come before this Board and do projects for the town and we have a lot of girl scouts that come before and do projects for this town. Matt Gleason did a project over at St. Kathryn's. He did a big patio over there, did some brick work, and really enhanced St. Kathryn's Stations of the Cross outside. Usually we have the Eagle Scouts come in before us because it's town projects. This is one of those ones that was done on a private area but in the Town of Hudson that definitely did beautify a portion of the town. As we do the Eagle Scouts that usually come before us or the Girl Scouts that come before us, we have proclamations that are done up for the town thanking them for their different items. Chairman Coutu said he already agreed to go. I know is family and I know him. Selectman Nadeau said he's seen the work because I go over there quite often but I just think that he should be recognized for his Eagle Scout project in the town. Chairman Coutu said we plan on doing that. They had made one up for my signature and I said that's in April. A lot of things can happen between now and that date. I said let's not get hasty

about who the Chairman is going to be or who's going to get elected. Selectman Nadeau didn't want it to fall by the wayside in case things happen. One of the things we can put on our to do list...Chairman Coutu said whether I'm sitting here or not, I still plan on going because I know the family.

Selectman Nadeau indicated that the Junior Woman's Club has the Bunny Breakfast coming up so I hope to see everybody at the Bunny Breakfast. I know it's coming up in March. Chairman Coutu indicated it was on the Saturday the week before Easter.

Chairman Coutu wanted to remind everyone too as well that all of the matter that you talked about relative to Police the blood drive and the Citizens Police Academy are all on HCTV as well with the dates and times.

Selectman Nadeau had one other thing just before I forget. Hopefully the other Selectmen will touch on it also. The official sample ballots have been printed up. They'll be out this week in the Hudson Litchfield News. I'd just like to make sure that the residents that will be voting are aware of the times of the polls. It's open at 7 a.m. and closes at 8 p.m. That's on March 12th at the Hudson Community Center or for some of the older people in town, Lions Hall. The sample ballots are all printed. So if anybody would like to see them, they are on the Town's website also so they can look them up. I look forward to seeing everybody during voting.

Selectman Maddox - A couple of things. As long as we're doing Police, there's also a survey that they're asking the citizens to go to their website and fill out. So people have that have interaction with the police over the last year, they'd appreciate filling out the survey. To bring this Board some information from the Planning Board, the Planning Board has before them an applicant that wishes to modify their site plan agreement in regards to a 55 or older community. They have data that says that because there's no school children, they shouldn't have to pay the school impact fee. It is working its way through the system but I just wanted to make this Board aware of it that that is ongoing. One of the things that may happen is we may need to redo our fee schedule or look at what the impacts are. Maybe this is the time we take a look and say ambulance impact and what we need to do on that end. The Fire Chief has come in a couple of times and say well we didn't want to spend the money. Well if we're already spending the money, we may want to take a look at that avenue to augment monies to a new fire station, which is something we're going to try to do. Again, just to keep this Board apprised of what was going on over at the Planning Board.

In deference to Selectman Luszey, Selectman Maddox indicated that you always want to run this like a business. Selectman Luszey said it is a business - a service business. Selectman Maddox said one of the things we talked about is trying to get the Rec. to get more kids into the summer program and something we also talked about years ago was a revolving fund. If we gave the Rec. the incentive as they do in business to say you raised this much money last year if you raise this much because you bring in another 50 kids, we put that into a revolving fund - and I think we'll probably have to go through a warrant article to do this - I know the Town Administrator is looking up...Steve Malizia said you have to do a lot of things before you do that but that's okay. You have to go to the attorney too. Selectman Maddox was just saying here's an incentive to them to get more kids into the program but if we were able to have that revolving fund, they could have kicked off Lacrosse a lot easier. They would be able to do some things on their own type of deal without getting into the budget for 18 months from now. It's just something that we might want to look at that does some of what you're looking for as a business type incentive and doesn't cost the taxpayers anything but it does bring in more revenue that can be used for other sources.

Selectman Nadeau asked about the Rec. Department and the summer program. Did we authorize them or did we have the discussion with them about allowing them to take in other...Selectman Maddox said yes. I believe we said no more than 50. Selectman Nadeau wanted to make sure that that was one of the things - out of town. Chairman Coutu thought he told Selectman Nadeau, one of the problems we're having right now is that our previous Director of the summer program has decided not to return this year. Recreation Director Yates called me and asked me if he should post the position so that he can get applicants in. I said wouldn't it make more sense - we're talking about a Director of a summer program - wouldn't it make more sense to try and compile the names of 5, 6 or 7 people that have worked for us and have done it for several years that we know that we trust and have the skill set. He said well if I could do that, I could think of 4 of them right now. I said rather than go out there and try to bring a stranger into the program if nothing else, we should promote from within. I said why don't you come back with 3 solid names and your recommendations. He's going to sit down and pick one of the members of the Recreation Committee to sit down with him to go through the interview process. They're each going to grade them and they'll come back with a recommendation. Rather than spend money on advertising, try to promote from within and bring somebody in that we've known. Like you, we've been down there so we know a lot of those people that have been working for the program. It's the same faces almost every year. I think that made more sense. I hope you people don't mind that I authorized them to do it that way. I think if he can't find somebody inside, then obviously we'll have to go outside. Selectman Nadeau wanted to make sure that didn't fall through the cracks of the government.

Since Selectman Nadeau was not here last meeting, Selectman Maddox wanted to tell him that at the previous meeting you had a question about fire lanes. I kind of spoke off the cuff and said yes they were. I did check with

Captain Avery and he said they have had directed patrols and they have issued tickets for fire lane violations. That has been researched. Selectman Luszey said he watched an officer tell someone that they were parked in the fire lane and asked them to politely move without ticketing them and as I sat there and watched, 5 vehicles parked in that no parking lane. Selectman Maddox said that is their first thing is to educate as opposed to ticket.

Finally Mr. Chairman Selectman Maddox indicated that as much as this was a little weedy, I think that these workshops are excellent. I think that if we can stay on this track as far as Hudson and having a lengthier discussion about things that we certainly don't have time during a regular meeting with people stacked up, I think that if we can have a fruitful workshop it gives more time to the departments and to us to ask questions and to kick it around as opposed to a regular meeting. I hope that workshops continue like this as much as it's more work but it's something that's rewarding and I think it will benefit the town in the long run.

Selectman Luszey - Just a few items. It's great to be back in sunny downtown Hudson. First order of business. I'd like to request for the Fire Chief to have a fireman help with election night. I'll bring all the ballot boxes and stuff like that back like we did the last time. Chairman Coutu said they transported the ballots to the Clerk's Office. Selectman Nadeau said in the morning the Highway Department did it and in the evening the Fire Department did it. Selectman Luszey said he wasn't aware of the morning one. Selectman Nadeau said he took care of the morning one. They brought the ballots from the safe here...Chairman Coutu said the absentee ballots have to be secure and in transport. I wanted to make sure that people know their absentee ballot is secured and locked up until the Town Clerk opens them.

Selectman Luszey was glad the no parking in the fire lane was brought up. I had a conversation with one of the counter persons at Rite Aide and they said it is terrible there. I said that I'd go sit out in my truck and I'll watch. In the course of a 15 minute time frame, there was no less than 6 cars that parked in that no lane for more than 3 minutes each. They'd go into the drug store. Most of them went into the liquor store. Chairman Coutu said all the times I've sat there, they all headed into the liquor store. Selectman Luszey said the majority of them were going to the liquor store and the dry cleaner. I think we do need to work a little bit on that because that particular day I really didn't realize how bad of a congestion it gets right there. The folks at Rite Aide really do have a complaint there. It's bad. I think we need to work on that a little bit.

Selectman Luszey indicated that he met with the Seniors the week before I left. They have a concern coming up for summer. I'm not sure what day it is but they get booted out of the community center. Chairman Coutu said they were very satisfied with the arrangements we've had in the past 2 years. We've been consistent. We're going to try and make those same arrangements for them. Selectman Maddox said there is a tickler file that the Rec. Director is supposed to come back to us the first meeting in April. Selectman Luszey said we need to bring that forward to the new Affairs Committee so that they understand and can get that information out. They're all like what happens. Selectman Maddox said they didn't want to fall into that trap that we did one year where it was June and we had no plan. The Rec. Director is supposed to come back.

Selectman Luszey's last comment is to Thumbs Down. I was reading in the Thumbs Down when I got back about the Senior Center request for \$1.7 million on our ballot this year. Folks that is not right. It is \$117,000. If you were to really think about it this year we have \$300,000 that is being appropriated through the tax rate which if I calculate that correctly is about \$.12 on the tax rate. The \$117,000 is less than \$.05. So we actually have a reduction in the tax rate for the senior center is one way to look at it. I hope folks don't talk those numbers in Thumbs Down to heart and I hope that they look at the sample ballot that will be coming out that will have the correct figures in it. Article 12.

Selectman Brucker - I wanted to also remind people to go and vote next Tuesday and to support the warrant articles. Contrary to the Thumbs Down, it is not going to add \$1,000 to your tax bill next year. I think that somewhere in the area of \$1 a week, \$51 for the town warrant articles is what on an average home of \$250,000 value. Please vote for those warrant articles. Our employees deserve to be supported. They worked very hard and have been several years without contracts. I think that they deserve it. I want to see you all at the polls. There will be 3 of us working there.

Selectman Coutu - I don't think there's much else I can say except that as Selectman Nadeau stated, the latest indications are that on Thursday morning all the way through Friday night, we're going to have an accumulation of 6 to 8 inches of wet, heavy snow with wind gusts up to 50 mph. You're going to have the combination of the wet snow adhering to branches and also the wet snow will cause the roads to get very slippery and will ice up in the evening. I'm asking everyone to be aware of that and to drive carefully. Better times are ahead. It looks like it's going to be in the 50s come Sunday, Saturday in the 40s. Election Day is supposed to be sunny. We will have instead of our regular Tuesday meeting, we will have a brief meeting hopefully this coming Monday. I hope that you will all get out and vote, especially Selectman Maddox and I certainly hope you will get out and vote and we look forward to serving you again another 3 years.

6. NONPUBLIC SESSION

Motion by Selectman Maddox, seconded by Selectman Luszey, RSA 91-A:3 II (a) The dismissal, promotion, or compensation of any public employee or the disciplining of such employee, or the investigation of any charges against him or her, unless the employee affected (1) has a right to a meeting and (2) requests that the meeting be open, in which case the request shall be granted; (b) The hiring of any person as a public employee; and (c) Matters which, if discussed in public, would likely affect adversely the reputation of any person, other than a member of the public body itself, unless such person requests an open meeting. This exemption shall extend to any application for assistance or tax abatement or waiver of a fee, fine, or other levy, if based on inability to pay or poverty of the applicant
carried 5-0 by roll call.

Chairman Coutu indicated that Nonpublic Session is being entered into at 10:10 p.m., thus ending the televised portion of the meeting. Any votes taken upon entering open session will be listed on the Board's next agenda. The public is asked to leave the room. Open session is being entered at 10:41 p.m.

Motion by Selectman Luszey, seconded by Selectman Maddox, to terminate Al Marcelle, part-time Appraisal Technician, effective March 5, 2013, carried 4-1. Selectman Nadeau in opposition.

Motion by Selectman Nadeau, seconded by Selectman Brucker, to hire Joseph Bourque as a part-time Electrical Inspector at the rate of \$28.00 per hour until September 5, 2013, carried 5-0.

7. ADJOURNMENT

Motion to adjourn at 10:45 p.m. by Selectman Luszey, seconded by Selectman Brucker, carried 5-0.

Recorded by HGTV and transcribed by Donna Graham, Recorder.

HUDSON BOARD OF SELECTMEN

Roger E. Coutu, Chairman

Benjamin Nadeau, Vice Chairman

Richard J. Maddox, Selectman

Ted Luszey, Selectman

Nancy Brucker, Selectman