

**City of Keene**  
**New Hampshire**

**FINANCE, ORGANIZATION AND PERSONNEL COMMITTEE**  
**MEETING MINUTES**

**Thursday, May 10, 2018**

**5:30 PM**

**Council Chambers**

**Members Present:**

Mitchell H. Greenwald, Chair  
Carl B. Jacobs, Vice-Chair  
Thomas F. Powers  
Terry M. Clark  
Bettina A. Chadbourne

**Councilors Present**

Janice Manwaring  
Margaret Rice  
George Hansel  
Stephen Hooper

**Staff Present:**

City Manager, Elizabeth Dragon  
City Attorney, Thomas Mullins  
City Clerk, Patty Little  
Finance Director, Steve Thornton  
Asst. Finance Director, Mary Howe  
Public Works Director, Kurt Blomquist  
City Engineer, Don Lussier  
Police Captain, Todd Lawrence  
Parks Recreation and Facilities Director,  
Andrew Bohannon  
Human Resources Director, Beth Fox  
Asst. City Manager/Planning Director,  
Rhett Lamb  
Library Director, Nancy Vincent  
Planner, Tara Kessler  
Wastewater Treatment Plant Operations  
Manager, Aaron Costa  
PW Administrative Assistant, Maria  
Castellano  
Human Services Manager, Elizabeth  
Sayre  
Asst. IT Director, Andrew Mueller

Chair Greenwald called the meeting to order at 6:30 PM.

**1) Acceptance of a Donation - Pickle Ball Courts - Parks, Recreation and Facilities Department**

Parks, Recreation and Facilities Director, Andy Bohannon stated this donation is from the Keene Lions Club for \$15,900 for pickle ball courts to be installed behind the Jonathan Daniels School. This is a legacy gift from the Club.

Councilor Clark made the following motion which was seconded by Councilor Powers.

On 4-0 vote, the Finance, Organization and Personnel Committee recommends the City Manager do all things necessary to accept a donation from the Keene Lions Club for \$15,900.00 for pickle ball courts located behind the Jonathan Daniels School.

Councilor Chadbourne was not present for this vote.

## 2) **Banner Sponsorship Update - Parks, Recreation and Facilities Department**

Mr. Bohannon stated last month he was before the Committee regarding an update on the sponsorship program. He indicated the following organizations have paid for additional sponsorship:

- Mascoma Savings Bank \$5,000 for the score board at the Recreation Center.
- Monadnock Ford one year for \$450 for a banner at Durling Field.
- Keene Orthodontist Specialist has renewed their banner placements at Wheelock Park and the Recreation Center for another one year agreement for \$1800.

This money goes into the revolving fund for the Recreation Center.

Councilor Powers made the following motion which was seconded by Councilor Jacobs.

On 5-0 vote, the Finance, Organization and Personnel Committee accepts the sponsorship update for Wheelock Park and the Recreation Center as informational.

## 3) **Lease Agreement - Senator Shaheen - Parks, Recreation and Facilities Department**

Mr. Bohannon stated this lease is for Senator Shaheen's office located on Gilbo Avenue. Senator Shaheen's office sent back a contract which looked different compared to the one the city entered into in 2011. The document has been reviewed by staff and staff is asking the Finance Committee to authorize the Manager to enter into this agreement with the Senator's office and extended it through 2021.

Councilor Jacobs made the following motion which was seconded by Councilor Powers.

On 5-0 vote, the Finance, Organization and Personnel Committee recommends that the City Manager be authorized to execute a lease agreement with United States Senator Jeanne Shaheen for the office space located at 12 Gilbo Avenue.

## 4) **Re-Allocation of FY 2018 CIP Funds to City of Keene Land Use Code Update**

Planner, Tara Kessler stated she is before the Committee to request permission to reallocate \$30,000 from the FY18 capital improvement funds to the land use code update project. Staff is taking on a lot of work related to this project but this \$30,000 would help support some of the extra work related to a marketing consultant, legal assistance as well as some outreach and engagement work. Attorney Mullins stated because this is a unique program in New Hampshire,

the attorney wanted the documents to be reviewed by outside legal counsel but the plan is to keep the costs fairly low.

Councilor Chadbourne made the following motion which was seconded by Councilor Powers.

On 5-0 vote, the Finance, Organization and Personnel Committee recommends that City Council re-allocate \$30,000 appropriated in the FY18 Capital Improvement Program for the Downtown Revitalization Study to the Land Use Code Update.

#### **5) Public Works Fill A Truck Project - Food Donations**

Public Works Director Kurt Blomquist and PW Administrative Assistant Maria Castellano were the next two speakers. Ms. Castellano stated as part of National Public Works week all the public works departments throughout New Hampshire are being asked to participate in a campaign called the Fill A Truck campaign. She noted that the donations collected in Keene will be split between the Keene Community Kitchen, the St. Vincent DePaul Society Food Pantry and the Monadnock Understands Child Hunger (MUCH). This event is planned for the week of May 21. The truck will be parked in different areas of Keene during this week in order to collect donations.

Councilor Clark made the following motion which was seconded by Councilor Powers.

On 5-0 vote, the Finance, Organization and Personnel Committee recommends the City Manager be authorized to do all things necessary to solicit and accept donations for the Public Works Department "Fill a Public Works Truck" campaign to celebrate National Public Works Week 2018.

#### **6) Rose Lane Change Order-Loureiro Engineering**

Wastewater Treatment Plant Operations Manager, Aaron Costa addressed the Committee and provided a brief background about the Rose Lane site. This site came into operation in the 30's (the city's first wastewater treatment plant) and was open until 1985 when the new site was constructed. In 2007, DES classified a portion of this site as a sludge monofill and the city since that time has been working on a proper closure plan. Construction on the site has begun; Bazin Brothers is currently doing this work. There are still some old remnants of the former site (sludge drying beds) which are located on the eastern portion of the property.

What the city is looking for Loureiro Engineering to do is to fill in these beds and property grade the site. Change order 4 will include the shoreland permit because these beds are next to the river, construction oversight, evaluation of how much fill will be required, and property fencing to extend through the tire store site.

Councilor Powers noted these monies are coming out of the sewer fund and the project is still under budget. Mr. Costa agreed.

Councilor Powers made the following motion which was seconded by Councilor Jacobs.

On 5-0 vote, the Finance, Organization and Personnel Committee recommends the City Manager be authorized to do all things necessary to execute change order 4 with Loureiro Engineering for an amount not to exceed \$9,818 for Contract 04-16-04.

**7) Gilbo East Parking Lot Improvements - Resolution R-2018-15**

Mr. Blomquist stated the original project for the Gilbo East parking lot was approved through the FY18 CIP and had a budget of approximately \$118,700. The City Engineer prepared a plan to fit within this budget. During discussion with the MSFI Committee they asked staff to come back with some additional improvements, such as lighting, sidewalk, curbing and such other things. The total cost for the project is now \$298,000.

These additional funds are not available in the project balance. With the assistance of finance staff, funds have been discovered in the downtown infrastructure capital reserve.

Councilor Jacobs made the following motion which was seconded by Councilor Chadbourne.

On 5-0 vote, the Finance, Organization and Personnel Committee recommends the adoption of Resolution R- 2018-15.

**8) Departmental Presentations - FY 2018-2019 Operating Budget**

City Manager Elizabeth Dragon addressed the Committee first. Ms. Dragon began by hi-lighting the reorganization of the fourth floor. She explained the Planning, Code Enforcement and Health Departments are being combined into one “Community Development Department” which would help achieve many of the community goals such as streamlining city government and enhancing the organizational structure of the city along with facilitating communication and collaboration. The budget also focuses on the Land Use Code Update Project – the purpose of this project is to create a unified code and make the permitting process simpler. This is an 18-month long project.

Ms. Dragon went on to say that a few months ago the Council created a new position which is included in this budget – the Economic Development and Special Projects Coordinator. Even though this is a position approved by Council, this would be the first time the position will be seen in the budget. This position will oversee the land use code rewrite, inventorying the parking structures and facilities, overseeing the library annex project, and other development opportunities that might come forward in the city.

This budget also builds on the work the Council has done on the Marlboro Street project and there is funding to move this project forward.

Another item Ms. Dragon referred to was the cost of insurance for the city. The budget in front of the Committee tonight is before a change to the insurance was made by staff. The budget has an operational increase of 1.45% or \$361,855. However, with the work done by Beth Fox, Steve Thornton and Vicki Flanders on the health insurance, the budget is being successfully reduced in

various department by a quarter of a million dollars, which then brings the increase to .61% which Ms. Dragon noted has been the lowest for several years.

Ms. Dragon stated another item she wanted to mention is not something included in the budget; working with MEDC to create the position of a Downtown Coordinator. This won't be a city position and is actually a suggestion that was brought forward by Councilor Hansel. This position will be funded partly by the city, in the amount of \$25,000. This position will work with the downtown businesses and be a facilitator for events happening in the city and to help market the city. With that the City Manager turned the presentation over to the Finance Director.

Mr. Thornton stated he would like to talk about fiscal policies first. The first policy has to do with ratio of debt versus capital outlay – the goal is to hold this at 15% over a period of five years. The city has been in excess of this number for several years because of large facilities that have been built in the city. The goal is to be in compliance with this policy by FY23 or maybe by FY22.

The second fiscal policy has to do with property tax revenue. City policy is to limit the city's tax increases to a 3 year average of the Boston CPI. This year the number turned out to be 1.47%. The proposed budget has a property tax increase of 1.45%.

The third policy is the City's unassigned fund balance – money the city uses in emergencies, to balance out property tax changes and the policy is to hold the fund balance between 7% and 10% of the operating budget and tax levies owed to the school district and county. This budget has the rate projected at 8.35% (page 4 of the budget document).

Mr. Thornton then talked about operating expenses (page 7). Operations are up by about 1.3 million dollars, capital expenses are up by \$310,000, and debt service is down \$364,000, for a net increase to budget of \$1,268,000 (3.3%). With the health insurance savings the net increase is \$1,059,000 (2.75%).

The personnel budget (page 6) outlines some of the increases. Last year a few positions were converted to full-time: Parks and Recreation, Building Mechanic in the Library, Planning Technician, and Human Resources. The increase is about \$68,000. Mr. Thornton went on to say in the Facilities Department, custodial staff retired over time and they were replaced by contracted janitorial services. However, these contracted employees were not working out and the Director requested this service be replaced with contracted city employees. There is now an increase in the facilities budget for part-time custodial work and a decrease to contracted work (net between the two is about \$3,000). TIF District expenses have increased by about \$255,000 compared to last year (bottom of page 9). This is mostly because of the library project and the downtown infrastructure capital reserve appropriation.

Mr. Thornton went on to review revenues (page 9) (page 33-36) – Motor Vehicle Registration; there has seen a steady trend of growth and this budget has an increase of \$173,496. In addition, Ambulance Fees have grown steadily \$931,000 to a million budget for this year. There is also a new revenue (page 35) payment of \$89,648 which is an interest payment to offset the cost of the

new market tax credit for the library project. Interest on Investments (page 35) line 46101 – has seen a \$176,000 increase.

Chair Greenwald referred to page 35, Sale of Surplus Property which is projected for a million dollars and asked what this was for. Mr. Thornton stated this is for sale of property at 560 Main Street and these funds would pay for the clean-up of this property.

Councilor Clark referred to page 34, Line 44301, clarifying the campgrounds are going to be closed, and asked how the revenue is being budgeted for this year as it was for the prior year. Mr. Thornton stated this budget book was put together sometime in April and the action to close out the campground was something the Council decided recently. Mr. Thornton stated he will provide the Committee a corrected number for this line.

Mr. Thornton went on to discuss the Water and Sewer Fund (page 10 and 11) – noting that when the CIP document was prepared a rate increase for the combined utility rates of 3.09% was built in for residential households. When the water and sewer budget was presented by staff there was a large increase to health insurance as well as a large list of supplemental requests (this list can be found on page 25). In talking to staff it was decided \$127,000 of these requests should be included in the operating budget which would increase the combined utility rates to 6.2%. What has been ultimately decided is to reduce the capital reserve appropriation to each of those funds by \$100,000 which would result in a 3.26% increase (\$41.88) for a typical household for the water and sewer bill.

Relative to General Fund Debt Service (page 39 and 40) – Mr. Thornton noted all outstanding bond issues are listed on page 40. Interest payments scheduled for FY19 are listed in these pages as well. This concluded Mr. Thornton's presentation.

Councilor Manwaring asked where in the revenue section is the extra \$5 you pay when you register your car listed. Mr. Thornton referred to page 33, line 42218 (transportation improvement fund) – noting this contributes about \$100,000 per year which is used for transportation projects such as sidewalk work, bike path work, matching funds for Winchester Street work, etc.

Councilor Powers noted the Manager has included in this budget a proposal for reorganization and this is something which has been discussed in the past and felt it is something that should be moved forward with. The Manager agreed a lot of work has gone into this process.

## **MAYOR & CITY COUNCIL**

Mr. Thornton stated this budget is down about \$12,000 from last year. What is shown in this budget are salaries for the mayor and council, part-time employees (minute takers) and the part-time administrative assistant who supports the mayor and city manager. He noted there are also items that support the council such as advertising, mayor and council official expenses; the big item here is under line item 62175 (other services) municipal code update and archive service which is managed by the City Clerk's office.

Councilor Hansel was invited to address the Downtown Coordinator contribution to MEDC. Councilor Hansel stated he is on the Board for MEDC and what he has before the Committee is an exciting opportunity between the city and MEDC. He noted MEDC came about from the original entity known as KIDC which was funded by the city, the chamber of commerce and the downtown housing corporation. The Councilor made note of the many contributions MEDC has made to this community, equating to \$105 million worth of development and thousands of jobs. He referred to the Tritown Collaboration which is a partnership between Hinsdale, Swansey and Winchester who have received grant funding through CDFA to do some economic development work.

Councilor Hansel stated what he is proposing is something similar for MEDC and the city to work in partnership and the position being suggested will be a full-time position with a \$25,000 contribution coming from the city and \$25,000 from area businesses. So far there has been \$8,000 in soft commitment from the downtown business community. He talked about the many events that are being planned for the downtown which are positive, but there are also some issues such as empty store fronts and pending infrastructure work. The Councilor stated this position being proposed would build on the positive momentum that is happening downtown.

Ms. Dragon stated this position will report to the President of MEDC but a work plan will be developed by the city. This position will go a long way in addressing the need for downtown coordination of efforts; to be able to find one person to implement the idea and plans which the city has. She felt MEDC was the best location for this position, an agency which is already in the field of economic development, they are looking at other relationships and the city has a good partnership with this organization.

Councilor Chadbourne asked whether the Manager sees this as a position that would work in coordination with the existing contract position of economic director. Ms. Dragon stated the existing position has some specific tasks; the land use code project, overseeing the construction of the library and analyzing the parking structures and assets throughout the city and how they can be better utilized. The new position will work with the existing position, but would have some definite tasks assigned to him/her.

#### **UNCLASSIFIED ITEMS (Page 48)**

Mr. Thornton stated community events are down because the Fall Festival is no longer being considered but there is allowance being made for the Pumpkin Festival.

Councilor Clark asked what the supplemental item in community event wages (\$15,000) was. Ms. Dragon stated this is for the Pumpkin Festival; she noted the organizers have indicated they would be participating in fundraising and hence is hopeful the city wouldn't have to expend these funds.

Councilor Chadbourne asked what the funds for Cities for Climate Protection will be used for. Mr. Thornton stated they have been used this year for membership renewal to ICLEE and Monadnock Buy Local.

Mr. Tim Zinn representing the Pumpkin Festival stated they are excited about the connections they have made so far with the downtown businesses. He noted they are actively fundraising and were hoping to request only \$5,000.

## **GENERAL FUND CAPITAL APPROPRIATIONS**

Mr. Thornton stated pages 49 and 50 are items that came through the capital improvement program process. One addition is the conservation land fund (\$75,089).

## **EMPLOYEE BENEFITS**

Mr. Thornton referred to line 61304 – General Personnel – COLAS for non-union employees. It also has a dollar amount for health insurance for qualified part-time employees.

Relative to Parking Rental – he noted there is an increase expected this year under this line.

## **RISK MANAGEMENT**

This is the property and liability insurance. There is a 3.67% decrease seen this year. The airport liability insurance is for the underground fuel tanks.

## **OUTSIDE AGENCIES**

Human Services Manager, Elizabeth Sayre addressed the Committee next. Ms. Sayre stated she was here to present the City Manager's recommendation for funding of outside agencies. She explained the proposals the outside agencies submit are reviewed by a committee made up of city staff; what the Committee looks at are things like whether the city would be mandated to provide such a service in the absence of the providing agency, does the service provide have a direct impact on the city and if it does not then does it have an impact on things like prevention and intervention.

Ms. Sayre stated there are 12 organizations that have provided proposals this year and they are outlined on page 45. All the agencies were invited to be present today; only one notified staff they were not able to be present – HIV Taskforce, the State had asked to take over these services. The Taskforce located in Nashua assumes all administrative costs. The only cost for the Monadnock region is for the caseworker who works directly with people suffering with HIV AIDS. They extended their apologies for not being able to be present today. They serve 32 individuals in the region and 12 in Keene. There are no other agencies in the region that supports these individuals.

Keene Senior Center – This is the focal point for people who are 50 years and older. This center provides many recreational opportunities for seniors in the region and one of the benefits they offer to seniors is preventing isolation. The Center requested an increase but the Committee and Manager have recommended level funding because there doesn't seem to be an increase to their membership.

The Chair of the Senior Center Board stated they have seen an increase to their membership this year to 574 members, of which 434 are Keene citizens. Other towns do contribute but other grant opportunities are ceasing to exist.

Monadnock Substance Abuse Services – This organization is affiliated with Monadnock Family Services and provides treatment for those experiencing substance abuse. They requested an increase and based on what is going on in the community, the committee and Manager recommended an increase.

A Clinical Supervisor with this organization stated they appreciate the support from the city and surrounding communities and noted they are expecting an increase in the need for services across the board. Because of this expected increase they are looking to increase their staff. He hi-lighted two items for the committee; they are looking to medical assisted program as well as opening their own health clinic on site in collaboration with the hospital.

Big Brothers Big Sisters – Provides mentorship for school-aged children; they requested level funding and this has been provided.

Mr. Greg Burdett, former CEO and current member of the Board stated they have provided one to one mentorship for 96 children in this community (6 to 17 years of age). These are mostly at risk children and once they enter the program are less likely to enter into at-risk behaviors and are more likely to stay in school. There are 22 children still on the waiting list and the program is looking for mentors.

Keene Community Kitchen- Provides hot meals and a weekly pantry program. The Community Kitchen asked for an increase but it is the recommendation of the committee and the Manager to keep it at level funding. One of the reasons is because they have received increases in the past and it was brought to the attention of the city that the Kitchen received a bequest of \$548,900. The committee is very supportive of the fiscal responsibility the Board is taking for a roof (10-15 years down the road) and starting a capital campaign for their food program.

Ms. Phoebe Bray, Director of the Community Kitchen stated they asked for an increase because the use of the kitchen by Keene residents has increased. In 2017 2,851 clients registered through the pantry program of which 1,665 or 58% were Keene residents which is a 4% increase over the previous year. It costs the Kitchen \$637,500 to collect and prepare food for 417,264 meal equivalence that was distributed, for the City of Keene this equates to \$296,144.

The food given out through the pantry is fresh fruit and vegetable which is unusual for a pantry. Ms. Bray noted it has been indicated the Kitchen attracts the homeless, but wanted it noted the population the Kitchen serves is 24% seniors, 22% school-aged and the other are the working poor. They collaborate with other agencies and provide food for other pantries. The request for increase in funding is because of the increase in need.

Councilor Chadbourne asked whether the Kitchen has approached other communities for assistance. Ms. Bray stated every year they apply to all municipalities and Peterborough and 23

of the 25 support the Kitchen (1/3rd of the budget). The Councilor asked whether they received any federal funding. Ms. Bray stated the only federal funding they received was through the block grant and this came through the City. The Councilor asked whether the local grocery stores support the Kitchen. Ms. Bray stated Hannaford's, Target, Aldi's and the Food Coop support the Kitchen.

Meals on Wheels – This program has requested an increase of \$450. The committee recommended the increase because this program has shown how they have expanded their efforts to secure additional funding from other towns and have looked at ways to reduce costs.

Ms. Susan Ashworth from Home Healthcare began by thanking the city for their support with Meals on Wheels and the City Express. She indicated Meals on Wheels provides one hot meal a day and the drivers provide a safety check. 1,150 meals were delivered to the elderly Keene residents which is a 13% increase over the prior year. 78% of the participants indicate this is their only meal for the day. The drivers who provide the safety check is the only person these individuals see on a daily basis. These driver checks help with intervention and reduce on ambulance calls.

Home Healthcare also supports the City Express which is public transportation. Last year the City Express provided 33,000 rides for residents of all ages. The funding from the city is the match money the City Express uses to operate. Ms. Ashworth stated they will be looking at the route again this year to make sure everyone is being provided access to this public transportation. Ms. Sayre referred to line 62142, transporting, this refers to City Express. They have had difficulty getting licensed CDL drivers as they pay only \$12 per hour and this increase is to help with that. She added City Express also provides free passes to Human Services for their clientele.

Southwestern Community Services – Requested level funding and level funding is being recommended.

Mr. Keith Tebo of SCS stated last year assistance to Keene residents was a little over 2.9 million dollars. One program which is of importance is fuel assistance program which provided \$515,000 to 666 homes last year. Every community in Cheshire and Sullivan counties are asked for assistance and the formula they use to obtain assistance from these communities is 1% of whatever assistance the communities are getting (cap of \$10,000).

One Hundred Nights Shelter – They requested level funding and the Committee and Manager approved level funding.

Ms. Mindy Cambiar of 100 Nights addressed the Committee next and stated in 2017 they provided 202 individuals with 5,619 bed nights of shelter which is an increase compared to 2016 (139 males, 63 females, 10 veterans, 22 children). Some of these families used the shelter for months. 61 people had Keene ID's which is a smaller number compared to ones that claimed residency. These 61 people have 2,258 bed nights of shelter at a cost of \$24.14 equal to \$54,508.12.

Ms. Cambiar noted this year their organization is receiving \$9,900 in funding from adjoining towns.

HIV Task Force - Requested level funding and it has been recommended.

Monadnock Region Child Advocacy – Requested an increase but the committee recommended level funding.

Mr. Phil Huber of the Child Advocacy Center stated when child abuse is reported by DCYF, the Child Advocacy Center is the first entity that is contacted to coordinate that investigation and the only organization that does that work. They consist of a team comprised of the County Attorney, the police, DCYF, medical and mental health services. He indicated the CAC performs the initial interview in a safe manner for these children. He noted 24% of the children who come to the center are not even kindergarten age.

Councilor Chadbourne asked where this agency's funding comes from. Mr. Huber stated they have federal, state and local funding. The federal funding tripled last year and these funds are derived from fines and restitution. They also have a fundraiser that is conducted by a group of volunteers which raises close to \$300,000 each year.

Keene Housing Kids Collaboration – This is a new organization requesting funding. They provide children who live in subsidized housing to participate in programs they would not otherwise afford; it is limited to a certain percentage of Keene residents. The Committee did not approve the funding request as they felt they did not meet the conditions for funding.

Ms. Anna Crasby Youth Service Coordinator for Keene Housing Kids Collaboration stated even though they only serve 500 students in the Keene area, these are children who are living in households with an annual income of \$23,000 and 60% of these children are likely to live in poverty even as adults. The goal of this organization is to be able to provide opportunities for these children who would otherwise not be able to participate in programs their affluent peers do. She added instead of creating new programs they partner with already existing programs these kids could participate in. She went on to say last year they spent nearly \$2,300 for Parks and Recreation programs to provide for pool passes, archery classes, basketball and this served about 65 kids. There were many kids interested in summer camps but not all could be accommodated. She added that last year they gave back close to \$60,000 to the community paying for tuition fees and camps.

Councilor Jacobs asked what criteria were used to refuse funding for this organization. Ms. Sayre stated Parks and Recreation also provides scholarship for children who have a financial need. Because the city is already providing assistance through Parks and Rec and because this was for a targeted group of kids, the Committee did not feel this request could be supported. Ms. Sayre stated there was also the discussion about perhaps expanding the scholarships the Recreation Center offers but then there could be the issue of capacity.

Ms. Denise Pratt member of the Keene Housing Kids Collaboration Board stated this organization does not just serve a few kids but it serves the entire family which number could

end up in the hundreds. Councilor Chadbourne asked what Ms. Pratt means when she says it serves the entire family. Ms. Pratt stated when a child is served the parents are introduced to a diverse socio economic background in the community.

Samaritans – Carmen Trafton, Director of the Samaritans stated suicide is a difficult topic to talk about. She indicated they based their request on a dollar per person served and they are anticipating serving 10,000 people.

Ms. Trafton stated they served 7,309 people last year of which Keene residents were 6,415 (ones who can be positively identified). She noted most of their agency needs, such as snacks, office supplies, etc. are donated.

Ms. Trafton then went over some of things they have done in the community: 20,000 outreach opportunities to the community, the superintendent has asked the Samaritans to work with the schools (expecting 1200 more families). They have a support group that meets every week and have 22 active members. She added they need more money as the need for their service is getting greater.

She noted they have just moved to a new facility at the Hannah Grimes site to save on rent. Ms. Trafton noted as the United Way stops supporting the Samaritans they would be seeking additional assistance next year. There is no state and federal funding for suicide prevention.

Councilor Chadbourne asked whether this agency serves the entire state. Ms. Trafton stated they service the entire State as they are the only Samaritans in NH and there are only five left in the country. They are a free standing Samaritans founded by a local family. The Councilor asked why they won't be funded by the United Way anymore. Ms. Trafton stated United Way has determined three funding sources Children 0 – 5, Workforce Development, and Educational Attainment; suicide prevention is not part of it.

Councilor Rice asked whether the Samaritans have collaboration with NAMI (NH Alliance for the Mentally Ill). Ms. Trafton stated they are one of their strongest partners. The Councilor asked whether the Samaritans are connected to the National Suicide Hotline. Ms. Trafton stated this is not an anonymous hotline whereas the Samaritans are anonymous; people like the anonymity of the Samaritans.

Councilor Clark felt Human Services and agencies they represent should be a high priority for the city.

Let it Shine - Mr. Tim Zinn representing Let it Shine stated the Pumpkin Festival has been a forum for many of these non-profit organizations to raise money and are looking to fit that into the smaller version of the Pumpkin Festival.

## **HUMAN SERVICES (Page 103)**

Ms. Sayre stated her department provides general assistance to residents of the City of Keene. She indicated the client needs remain the same, they are doing a lot more advocacy ultimately

eliminating their need for city resources. Human Services is working with Health and Code Enforcement this year on housing standards for those homes rented to clients. This program will begin with the new fiscal year.

Page 104 – general assistance is a loan and one has to go through an application process to obtain this assistance. There are three revenue streams the city gets assistance from – NH Medicaid, Social Security, and Applied Rents (renting from a property owner who is delinquent with property taxes and water and sewer).

### **CITY MANAGER (Page 53)**

Ms. Dragon stated some of the priorities listed in this section include: implementing the reorganizational changes, developing the land use code, fostering economic development, long term plan for parking, dig once policy and broadband plan, and to monitor recruitment and workforce challenges.

The largest change Ms. Dragon referred to was on page 56, which is the position for Economic Development Special Projects Coordinator. There are also some items like Meetings and Dues which are now being brought back to the city manager's budget because the Manager's position is no longer an interim position.

Councilor Clark talked about a sustainability position for the city which is a position that has been discussed in the past and hoped this position will be considered a priority.

### **CITY ATTORNEY**

Attorney Mullins noted the court hearing line has been increased and the reason for that for instance the city has had to take properties by tax deed which requires filings with the courts.

Outside legal services line – since the Assistant City Attorney left some contract legal services has been necessary. Other than that, the budget is pretty much the same as in prior years.

### **CITY CLERK**

City Clerk Patty Little stated her department has identified three primary objectives. The city has the state primary and state general election this fall. They have also identified improving audio for council chambers and recodification of city code.

Ms. Little stated the recodification is a project that started last year which is a process that involved the Clerk, Code Enforcement Superintendent and Attorney. It required separating the administrative ordinances them from those that affect the general public. The municipal code corporation has come forward with specific questions, to which staff is responding. FY19 calls for phase 2 of this work. This work would be followed by the land use code. FY20 would involve looking at the entire code and rewriting of same which would involve the Manager's office; FY20 would bring about major code renovations. The last time this work was done was in 1970.

Ms. Little went on to say with reference to the election item, the Clerk's office is appreciative of the Manager approving some of their supplemental requests. Election workers used to be provided with a meal mid-day and the Clerk's office would like to go back to that practice.

Staff is glad Ward 5 now has a new home; good space affects good election results. The Monadnock Covenant Church has agreed to be the new polling location for Ward 5 but they are asking for a rental fee.

Council Chambers – The PA systems and the assisted listening devices need to be fine-tuned and replaced. When the room is split into two the systems cannot meet ADA requirements.

Councilor Chadbourne referred to Page 65, staffing summary, line 61305 and line 61307 – asked for clarification. Ms. Little stated Administrative Assistant I is for a full time administrative position and 61307 is for two part-time positions.

## **ASSESSMENT**

City Assessor Dan Langille stated their budget stays pretty much the same from year to year. 91% of the budget is personnel and most of the increases is because of healthcare.

Mr. Langille in the next few weeks the city will be releasing a new mapping system.

Councilor Manwaring asked who is responsible for updating the pictures of homes that show up on the assessing maps. Mr. Langille stated this summer staff is planning on starting to update these photos.

## **FINANCE (Page 76)**

Mr. Thornton stated the finance department put out an RFP for a banking contract and ambulance billing – these have been awarded and implemented. Staff has been working with IT in reference to payroll, implementation of same will happen in FY19.

He noted that Finance has three sections – purchasing, revenue collection and accounting. The Finance budget is down compared to last year due to personnel changes.

## **HUMAN RESOURCES**

Ms. Fox stated Human Resources is a small department (3 employees) but are involved with a large workforce of the city to deliver a variety of services to the city. HR is in the process of putting in place a new on-boarding system which would make the applicant to employee process much easier to handle. HR has also been getting administrative staff together on a regular basis to share ideas and educate each other to make their work efficient.

There are a few changes to the HR budget; part-time administrative assistant is now full-time, software support for on-boarding and applicant tracking.

Councilor Powers asked why there is no appropriation for recruitment. Ms. Fox stated last year recruitment was a carry forward for the recruitment of the city manager. The department does not budget directly for recruitment, it get billed to the respective departments, with the exception of last year for the manager's recruitment. Councilor Powers asked about the safety program. Ms. Fox stated the cost center for safety is under 00081.

## **INFORMATION TECHNOLOGY**

Ms. Landry stated there is one particular increase in this budget associated with the library's access to Keene State College's millennium catalog application. This resides on Keene State's servers and provides catalog service for the public library as well. Keene State has negotiated a significant increase which is close to \$15,000 in the system maintenance budget.

## **IT - PC REPLACEMENT**

Ms. Landry stated the city has Microsoft operating systems on its laptops, desktops, and servers as well a publishing suite and Microsoft exchange for the email platform. All three are due for an upgrade which has already been postponed for a year (\$100,000). Councilor Jacobs asked whether this is an appropriation that is spread over a period of time. Ms. Landry stated this is a cost that is billed to departments.

Chair Greenwald thanked the departments who presented this evening, and Councilors who were present.

The meeting adjourned at 8:45 PM.

Respectfully submitted by,  
Krishni Pahl, Minute Taker