

**Town of Auburn  
Board of Selectmen  
February 12, 2018**

**Selectmen Present:** James Headd, Richard Eaton & Dale Phillips

**Also Present:** John MacLean of Municipal Resources, Road Agent Michael Dross, Rene LaBranche of Stantec Consulting, Planning Board Chair Ronald Poltak, Town Clerk Kathleen Sylvia, Tax Collector Susan Jenkins, Recreation Coordinator Amy Lachance, Finance Director Adele Frisella, Michael DiPietro, Michael Rolfe, Linda Dross, Paula Marzloff and William Herman, Town Administrator

Mr. Headd called the public meeting to order at 7:00 p.m. and led the audience in the Pledge of Allegiance.

**Approval of Accounts Payable for Week of February 12<sup>th</sup>, 2018**

***Mr. Eaton moved to approve the Accounts Payable Manifest in the amount of \$961,179.16 for the week of February 12<sup>th</sup>, 2018; Mrs. Phillips seconded the motion; all were in favor, the motion passed unanimously.***

**Consent Agenda – Week of February 12<sup>th</sup>, 2018**

Abatement – Refund Request:

- ❖ Cisz Daniel (Tax Map #5, Lot #65-ORA-9) – Campsite vacated over a year ago - \$71.00

Notice of Health Insurance Coverage Change:

- ❖ Executive Director, SchoolCare
- ❖ President, Auburn Police Union
- ❖ All Town Employees

***Mr. Eaton moved to approve the Consent Agenda as presented; Mrs. Phillips seconded the motion; all were in favor, the motion passed unanimously.***

**Appointments with the Board**

Presentation of MRI Operations Assessment of Town Hall Operations

John MacLean of Municipal Resources formally presented the Board of Selectmen with the report of the Operations Assessment of Town Hall Operations that had been ongoing since mid-of-last-year. Mr. MacLean reported the intent of the report is to

present the concerns of the management and administrative team, while also incorporating the findings of the MRI professional staff in such a way as to best identify opportunities for improvement. He indicated he felt the Board of Selectmen had outlined early in the process their overall thoughts and concerns, and he noted when the field work and interviews were conducted, they found the Town Hall operations functions well with excellent employees. In general, the Board of Selectmen had revealed concerns for staff development, cross training, succession planning, employee recruitment/retention, processing invoices and project management.

Mr. MacLean described the process they worked through and all of the various department heads and elected officials they interviewed as part of this process. He indicated one common theme that came up almost universally is that there does not appear to be a specific position or individual tasked with “being in charge” of the Town Hall operations. “Who has the authority to act” in between Board meetings. He noted they were offering a recommendation on that front in the reports overall recommendations.

Describing the report’s recommendations as “allowing for the day-to-day operation to function more efficiently and effectively”, Mr. MacLean outlined the following recommendations:

1. The Town Administrator meet with other administrative staff bi-weekly to review upcoming agenda items, discuss follow-up to recent BOS actions, share common concerns, and celebrate important employee milestones such as employment anniversaries, awards, and recognitions. A timed agenda should be created for this purpose.
2. That a periodic review of the Town's "Classification and Compensation System" be performed in order to reflect market conditions and significant changes in job descriptions and/or responsibilities.
3. Establish protocols for processing payroll by requiring employees to sign their individual time sheets; and submit formal requests in writing to their supervisor/department head for desired time off.
4. Seek budget authority from the BOS whenever possible to hire new employees in advance of retirements/resignations in order to ensure the transition goes smoothly; thus providing the new employee with the opportunity to learn from the outgoing employee.
5. As mentioned in the Police Department Assessment report, the

Town should consider the purchase of an additional license for the accounting software, MuniSmart, so that the police department office manager can access the accounting system remotely. The Town could also consider networking all Town departments.

6. Document procedures with references to authority as well as steps to be taken for each administrative function and include forms, reports, and key filing dates as appropriate.
7. Consider appointing rather than electing the Tax Collector/Treasurer positions in order to ensure that candidates for these offices have the necessary qualifications, experience, and personality to work as highly effective members of the administrative team.
8. Review the position of the elected road agent to determine new benchmarks for efficiency and service expectations. And consider whether it might be appropriate to upgrade this important position to an appointed Director of Public Works in order to include such activities as Highways, Fleet, Buildings and Grounds, Utility operations, and Cemeteries. Or if establishing a separate Buildings and Grounds function, that it be responsible for the overall respective facilities including parks, recreational areas and cemeteries.
9. Authorize the Town Administrator to act on the Board's behalf as the designated Human Resources Director for the Town and submit a quarterly report to the Board detailing activities and results.
10. Update the vital records page on the Town's website in order to allow customers to order vital records through the same portal as e-reg.
11. Provide tax bills online in order to decrease the number of phone calls and walk-in traffic to Town Hall, and reduce the amount of time the Deputy Clerk must spend helping the Tax Collector.
12. Add online payments and also accept credit cards for annual tax bills by expanding the Town's use of the Avitar software program currently in use by the Town Assessor's office. (Note: Avitar offers a premium online service to accomplish this purpose.)
13. Authorize the use of Administrative Regulations by the Town Administrator to be established on behalf of the BOS, thereby outlining a specific protocols, procedures, and guidelines to be

followed when implementing the policies adopted by the BOS affecting the current Personnel Policy.

14. Consolidate the functions of the Executive Assistant for Accounting, Human Resources, Purchasing and Welfare into one position reporting directly to the Finance Director.
15. Any finance activities performed by the Executive Assistant should be completed in coordination with the Finance Director and/or Town Administrator, and any routine matters that arise during the course of work should be brought to their attention, rather than directly to the Board of Selectmen. However, staff should know that a direct approach to the Board of Selectmen is appropriate in certain situations.
16. Contract for minute-taking services to provide for BOS and other boards such as Highway Safety Committee, Cemetery Trustees and Budget Committee.
17. Consider electronic record storage in order to address space issues, provide better access to files, and enhance transparency to public records in accordance with state laws and the use of PDF-A format.
18. Consider the potential of establishing a "private" office area for the Building Inspector and Land Use Administrator by dividing up the large open office area in the Town Hall.
19. Empower the Deputy Town Clerk and Deputy Tax Collector to handle multiple tasks within the office as needed to serve the public and meet the needs of both the Town Clerk and the Tax Collector.
20. Designate the Town Administrator as the supervising department head for the Town Hall with the Building Inspector, Finance Director, Land Use Administrator and Parks & Recreation Coordinator reporting directly to the Town Administrator. The Board of Selectmen would still retain their overall hiring authority responsibilities for all Town employees.
21. Designate the Parks & Recreation Coordinator as the supervising department head for part-time Parks & Recreation maintenance positions and for budget administration and purchasing oversight.

At the conclusion of his presentation, Mrs. Phillips indicated she felt the report and recommendation address a number of key areas and the Town should get to work on implementing the recommendations.

Mr. Eaton suggested they needed to read and re-read the report and its recommendations, and then work with the Town Hall staff to implement what we can within the restraints of staff and finances the Town has.

Responding to Mr. MacLean's inquiry, Mr. Herman indicated he felt the report provided a road map for improvements to Auburn Town Hall operations that were achievable, some sooner than others due to potential financial implications. But he felt there was nothing recommended that was out of line and, in the end, could help provide a more efficient and effective organization.

Mr. MacLean concluded he had truly enjoyed his work effort in Auburn. Based on his time with all of the Town officials, departments and Town Hall employees, he found everyone to be engaging, professional and committed to the Town. He believes the Town is being well-served, and had a real good nucleus to build upon for the future.

#### Renewal of Stantec Master Services Agreement with Town of Auburn and Auburn Planning Board

Planning Board Chairman Ronald Poltak and Rene LaBranche of Stantec Consulting met with the Board to discuss the renewal of Stantec's Master Services Agreement with the Town of Auburn and Auburn Planning Board.

Mr. Poltak indicated the Town and the Planning Board have had a long standing professional relationship with Stantec Consulting and its predecessor firm, Dufrense-Henry. He indicated the agreement appears to have last been renewed in 2003, and he felt it was appropriate to take the action now. He recommended the agreement be renewed so both the Town and the Planning Board could move forward on projects in process and they can continue to do the work we need to do. He felt the Town's relationship with Stantec has been professional, timely, and responsive, and their recommendations have been spot on. Their overall assistance to the Planning Board has been excellent, and he strongly recommended the agreement's renewal.

Mrs. Phillips felt the Town and Stantec has had a good working relationship during which no problems had arisen to suggest the relationship should be severed. She felt the Town and the Planning Board get answers to what they are looking for and Stantec has been timely in their response to the Town. She was in favor of moving forward with the renewal.

Mr. Eaton asked if corporate headquarters was after the local Stantec office to get the Master Services Agreement in place, he had not seen one before. Nor had he seen the Task Orders for individual projects. Mr. LaBranche noted the Master Services Agreement is identical to past contracts the Town has had, the last being in 2003. However the Task Orders are new from the current 'Notice to Proceed' document. Mr. Eaton requested a rate sheet be placed on file at the Town Hall. He felt if contractors or others had questions about their billings, Town Hall Staff would be able to refer to it. Mrs. Frisella noted the invoices themselves identify the rates charged, but a rate sheet wouldn't hurt. Mr. Eaton asked if the rates stay the same for the duration of the agreement, and Mr. LaBranche said the rates have always been adjusted by a percentage amount at the first of the year. Mr. Eaton wanted Stantec to come forward to the Selectmen and review the rate sheet on an annual basis.

Mr. LaBranche indicated the Board of Selectmen and the Planning Board may want to consider delegating signature authority for the Task Orders to staff personnel in order to move forward timelier with work requested. He recommended the Town Administrator be authorized to sign for Town work and the Land Use Administrator be authorized to sign for the Planning Board. Mr. Poltak indicated that is what happens now on the Planning Board side, so he believes that would be business as usual without any problems.

Mr. LaBranche also noted the Town Administrator had Town Counsel review the Master Services Agreement and he recommended three changes to the language that would be of benefit to the Town. Mr. LaBranche indicated Stantec had no problems with those recommendations and would incorporate the changes.

**Mrs. Phillips moved to approve the proposed Master Services Agreement between the Town of Auburn and Stantec Consulting and to authorize the Chairman of the Board of Selectmen to sign the agreement on behalf of the Town contingent upon the adjustments for inclusion of the rate card; signing delegation language and the changes recommended by Town Counsel being made. Seconded by Mr. Eaton. A vote was taken, all were in favor; the motion carries.**

#### Proposed Parks and Recreation Spring and Summer Programs

Recreation Coordinator Amy Lachance presented the Board with an outline of five programs the Parks and Recreation Commission is interested in offering to residents during the spring and summer of 2018. All of the programs would be self-funded, meaning fees charged would cover all costs with no funding to come from the Town operating budget. If approved by the voters, these programs would be operated through the Recreation Revolving Fund. But if the fund is not approved, she asked whether the Selectmen would consider accepting and expending the moneys for each program at the appropriate time. She was interested in beginning to promote the

programs in the March edition of The Auburn Village Crier, particularly for the one week summer camp program. The spring and summer programs include:

Camp Adventure for the week of August 6 through 10 at the cost of \$259 per week per participant. The age group for this activity are students entering 5<sup>th</sup> through 8<sup>th</sup> grade for the 2018-2019 school year. This program would be for a minimum of 30 students to a maximum of 40. There will be four councilors supervising the students, all of whom as teachers at the Auburn Village School. The students will meet at the school first thing in the morning, board a bus and will be transported to different activities and attractions for the day.

Town Wide Yard Sale on Saturday May 12<sup>th</sup> from 8:00 am to 2:00 pm. In this event, participants will set-up sales on their property and the day will be promoted to attract folks to come to Auburn. The work effort for Parks & Recreation is to create a map to promote every yard sale location in Town and to promote the event to a regional audience. The participation fee will be \$15.

Junior Chefs and Little Chiefs on April 9<sup>th</sup> (Breakfast and Brunch), May 14<sup>th</sup> (Healthy Snacks) and June 11<sup>th</sup> (Fun Summer lunches). This activity will be held at the kitchen area of the Longmeadow Congregational Church. Little Chefs are for ages three to five, while Junior Chiefs are for ages 6 and older. The fee will be \$19 per class.

Lil' Yogis is for ages three to five and will be offered on Thursdays from March 29<sup>th</sup> through April 19<sup>th</sup> at 9:15 am in the Safety Complex Meeting Room. The fee will be \$40 per session.

Cupcake Decorating will be offered for students in Grades Four through Eight on Wednesday, April 11<sup>th</sup> from 6 to 7 PM. This will also be held in the kitchen area of the Longmeadow Congregational Church at a cost of \$19 per participant.

The Selectmen were very supportive of the program offerings and complimented Mrs. Lachance on the effort to develop these activities. They agreed to take the steps required to hold these programs moving forward so promotion of them could begin.

**Mrs. Phillips moved to approve the Parks and Recreation Spring and Summer Program schedule including Camp Adventure in August; Town Wide Yard Sale on May 12<sup>th</sup>; Junior Chefs and Little Chefs in April through June; Lil' Yogis March through April, and Cupcake Decorating in April. Seconded by Mr. Eaton. A vote was taken, all were in favor, the motion carried.**

## **New Business**

### Proposed Voluntary Merger of Town Properties

Mr. Herman provided the Board with information concerning two abutting properties the Town owns, but treats as one parcel. The properties consist of an approximate two-acre parcel at the intersection of Wilsons Crossing Road and Pingree Hill Road (Tax Map #5, Lot #12 – 6) which the Town acquired in 1974. It is the property the Pingree Hill Fire Station sits on. The second property is a sliver of land of approximately 0.103 acres in size (Tax Map #5, Lot #14) abutting the previously mentioned lot along Wilsons Crossing Road. This property was acquired by the Town in 1987. Mr. Herman noted they are treated as if they are one lot, and there is nothing that the small 0.103-acre parcel could do for anyone as a stand-alone lot. Mr. Herman recommended the Board voluntarily merge them so they in fact become one lot. The Board members reviewed the Tax Map and supporting documents and agreed the voluntary merger was appropriate.

**Mrs. Phillips moved to approve moving forward with the Voluntary Merger of two Town of Auburn owned properties identified as Tax Map #5, Lot #12 and Tax Map #5, Lot #14, and to submit the required notice of request to the Planning Board. Seconded by Mr. Eaton. A vote was taken, all were in favor, the motion carried.**

## **Other Business**

### Joint Meeting with School Board

Mr. Headd announced the Selectmen would hold their next quarterly meeting with the School Board on Tuesday, February 13<sup>th</sup> at 6:00 PM at the Auburn Village School.

## **Minutes**

### February 5<sup>th</sup>, 2018 Public and Non-Public Meetings

***Mrs. Phillips moved to approve the minutes of the February 5<sup>th</sup>, 2018 public and non-public meetings; Mr. Eaton seconded the motion; all were in favor, the motion passed unanimously.***

## **Non-Public Session**

***Mr. Headd moved to enter into non-public session at 7:55 p.m. pursuant to RSA 91-A 3, II (c) matters which could affect the reputation of someone other than a member of the Board; Mr. Eaton seconded the motion; A roll call vote was taken; Mr. Headd – yes, Mr. Eaton – yes, Mrs. Phillips – yes. The motion passed and the Board entered into Non-Public Session.***



Meeting in Non-Public Session with the Selectmen was Town Administrator Herman and Finance Director Frisella.

***Mr. Headd moved to exit Non-Public Session at 8:26 p.m. Mr. Eaton seconded the motion; a vote was taken, all were in favor, the motion carried unanimously.***

***Mr. Eaton moved to seal the minutes of the Non-Public Session; Mrs. Phillips seconded the motion; all were in favor, the motion passed unanimously.***

**Adjourn**

***Mr. Headd moved to adjourn; Mr. Eaton seconded the motion; all were in favor, the public meeting ended at 8:27 p.m.***