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Town of Danville
Board of Selectmen
Monday, May 02, 2022
7:00 PM

6:56 PM

Meeting is Video-Recorded

Selectmen Present: Shawn O'Neil, Chair; Dottie Billbrough, Vice-Chair; Steve Woitkun, Sheila Johannesen, and
Absent and excused: Dennis Griffiths

Others Present: Kimberly Burnham, Selectmen Administrator; Ray Feoli, President of Inception Technologies of Manchester, NH; John (no surname provided), of DocuWare, New Windsor, NY; James Seaver, Road Agent; Andy Ward, Danville Highway Dept.; Chief Wade Parsons, Danville Police Dept; LT Justine Merced, Danville Police Dept.

Shawn called the meeting to order at 6:56 PM and opened the meeting with a moment of silence for the troops who put themselves in harm's way. All stood for the Pledge of Allegiance

I. Delegate Session

Shawn opens the Delegate Session and asks if there are any members of the public not on the agenda who wish to address the BOS. As no members of the public wish to speak, Shawn closes the Delegate session at 6:57 PM

II. Agenda

Inception Technologies Presentation: Ray Feoli introduces himself to the BOS as the president of Inception Technologies. They are one of several vendors who have bid on the proposed digitization project. Mr. Feoli explains that he has met with the Town Hall employees on a couple of occasions while preparing his quote. He explains that his company goes into organizations such as municipalities and helps them not only digitize their existing records but more importantly set them up for the future. He explains that just setting up the Town to digitize its records doesn't solve the long-term problem, so his company teaches employees to use Inception's platform to minimize the creation of paper records and that is Inception's essential function.

Mr. Feoli explains that his proposal is two-fold. The first proposal is to digitize the current paper records. This estimate is based on measurements and other numbers provided by the Town. The second proposal is to provide the platform that will make the digitized documents searchable, with the ability to link them to the Town's website for public searches.

Shawn asks if Inception will give the Town "tools they can use on the Town's website to do searches for these documents." Mr. Feoli explains that the first step is to digitize and determine which records are "public records", and set up the platform correctly so that the Town can restrict access to those records that are not public, but that all the records will be on the same database. He states that Inception Technologies is currently working with Moultonboro, Nashua, Salem, and Windham on the same kind of project and will provide the tools to create a searchable database. The Town can purchase an additional module that will allow it to embed an URL on the Town's website and create a link that will bring up the criteria for those documents that are searchable. He gives an example of land records that can be searched by street name, or by the map and lot number. Shawn notes that this will allow for self-service.

Mr. Feoli explains that this project is a process that will take time to complete. Shawn agrees and states that the Town has "a lot of historical stuff in the safe and the goal is to get that digitized so the community can see the old records, so there is the historic aspect. Second, the logistics of having to store these documents properly. The goal

is that after digitizing these records, the original paper documents will be sent up to the State archives for proper storage. Third, is to have public access to these records and to have ongoing support for the process so the Town won't have to keep doing this (digitizing records)." Shawn states that he wants to be able to digitize the Town's records as they are created and categorize them as public and/or non-public.

Mr. Feoli explains that to start, the Town will need to "get the paper under control." Once the paper is controlled, Mr. Feoli notes that he is working with towns that started the digitization process a couple of years ago and are now digitizing and eliminating the creation of paper records. Mr. Feoli gives an example of permit applications that are in electronic form. Once the forms are filled out, they are automatically stored and there is no paper created. The platform also has the ability to trigger a "workflow." When the application is submitted, it is automatically routed to the proper person/department for action. Access to these documents can be through the computer, a tablet, or a phone because all the records are cloud-based. Shawn confirms that Inception does all the hosting of this data.

Mr. Feoli introduces John, representing DocuWare, who explains that everything is hosted in Microsoft Azure. Shawn asks if the Town or Inception owns the data. Mr. Feoli reassures him that the Town will own all the data and images. Shawn asks what format the data is stored in. John explains that typically the data is stored in the common forms of .pdf, Word, Excel, etc. He explains that if the Town leaves Inception/DocuWare, "all the Town data is kept separate (it is never co-mingled with data from anywhere else) and the files can be exported into whatever drive the Town determines." John explains that in earlier times, this type of data was proprietary to the vendor and was stored in inaccessible file formats, but that is usually no longer the case. John notes that DocuWare has been doing this for over thirty-two (32) years and the average customer stays with his company for over twenty (20) years. His turnover rate is under 5% per year. John notes this is mostly because resellers (such as Inception) are invested in ensuring that their customers are using all the services that are provided.

LT Merced asks Mr. Feoli if he is working with police departments, noting that storing that particular data has certain compliance requirements. Mr. Feoli states that no DocuWare customers are using it for their police departments and that none of the towns he works with have any police departments actively on the platform. He is currently talking to Dover and Salem regarding this issue. Mr. Feoli explains that most municipalities are storing data from two areas: the city/town clerk's office and buildings. Shawn notes that both the Town and the Police Dept have a lot of documents, but that the two need to be segregated. John states that DocuWare does have police departments among its customers and that he is able to set up the appropriate content.

Sheila states that she believes the BOS wanted to include all the Town's departments (in the digitizing project) including the police department. Shawn agrees. He reiterates that the requirements are "vastly different and the records must be segregated." Sheila notes that she just wants to ensure that everyone is included.

Shawn explains that the BOS is doing their due diligence and Inception Technologies is one of several companies they are having these discussions with. The BOS wants to be sure that they are examining all the options available and want to be comparing the companies equitably.

Mr. Feoli explains that his approach is different. He started as a "solutions provider," providing solution-based software. He states he is not looking to have his customers on a "recurring scanning process" every year, noting that other companies want to have that regular scanning process. He explains that his platform minimizes that paper creation so that ongoing scanning is not necessary. He explains the documents are created digitally and are automatically filed and sorted. This eliminates the need for scanning and these documents can be printed as needed. He notes this is what separates him from his competitors is the ability to eliminate the creation of paper that then needs to be stored and/or scanned.

Shawn asks how the process works for anything that requires multiple departments to handle. He gives an example of building permits, a process that requires multiple steps among multiple departments and multiple signatures. Shawn notes that the BOS is currently looking into an electronic signature program. Mr. Feoli explains that Nashua has integrated DocuWare with DocuSign for signatures. They have used this for grant applications that

are stored and routed appropriately based on the information entered in the document and at some point, these documents need approvals. Mr. Feoli states this is a differential the Town would need to make, noting that document approval can be done in DocuWare with non-validated signatures, but if validated signatures were required, the document would automatically be routed into DocuSign and once all the signatures were collected, would automatically return to DocuWare and be available. He also notes that there would be a copy of the validated ID report that verifies the signatures. The Town can choose to keep the original copy or replace the source document. Most customers are keeping the source documents so that they have the document history.

Steve expresses his concern that the process makes things more complicated. He gives the example of fire inspections, noting that he signs the inspection cards “on site.” Shawn reassures him that the BOS would need to evaluate every form on a case-by-case basis. Shawn confirms with Mr. Feoli there is an option for both paper documents as well as those online and explains to Steve that he would be able to have an online form so that the inspection would be searchable. Mr. Feoli explains that Steve could potentially go into a site with an iPad or a phone and fill out the form on-site. He reminds him that there is a signature format in DocuWare (it is just non-validated) and once Steve signs the document it is automatically submitted and “filed.”

Steve asks if the system could be set up to store ACO (Animal Control Officer) records and reports. He explains to Sheila that would give her access to them. Sheila asks him what good that would do because the records are not going where they should be going. Steve notes that he was looking for “a simple solution to a complicated problem.” John notes that very few organizations are completely digital, there is always some combination of processes used that need to remain as paper documents. He explains that “as different departments start building ‘efficiencies’ around it (electronic forms), it can change minds.” He notes that the process “starts with ‘two pain points and as they (the customer) build up efficiencies, they can scale up later.” With DocuWare, the customer gets all the functionalities and can just use what they need to based on the total number of users required. John reiterates that DocuWare is a nice model for scalability.

Mr. Feoli notes that Windham is a good example and they were one of Inception’s first DocuWare customers. They focused on the Town Clerk’s office, making records searchable and accessible and freeing up her time. He explains that she spent 8-10 days each month filing vehicle registrations. Now registrations are printed and automatically indexed in DocuWare, eliminating the need for the Town Clerk to spend that time physically filing those registrations. He also notes that after the Town digitized all their meeting minutes, she was able to fill a request for minutes from the ‘70s-‘80s by using a keyword search. This saved her hours of searching. Mr. Feoli reiterates that this saved time where towns see the return of going digital. Shawn confirms that Inception is doing OCR recognition on scanned documents.

Sheila asks if Inception has digitized any smaller towns, noting that the towns Mr. Feoli has stated he is working with are much larger than Danville. Mr. Feoli states that his company is about to sign a contract with Webster, NH and that he has contracts with Abbingdon, MA, which is the same size as Danville, but more affluent. He also has contracts with Hopkinton and Everett MA, Moultonboro NH, and Hollis NH. He explains that he has worked with companies that have only 4-5 people and that Windham started with only three (3) users. He notes that towns don’t have to be big to reap the benefits of digitizing. Mr. Feoli suggests that the Police Dept. be broken out into a separate database with its own set of users, noting there is a security algorithm built into DocuWare that is “pretty robust down to the field level.” The platform can restrict whatever the Town wants to, including functionality. He notes that he sees a lot of security requests.

Shawn reviews the proposal and confirms that the quote for scanning is for all the documents the Town identified. He asks Kim if this number has been estimated consistently with all the vendors so the BOS can have an accurate comparison. Kim explains that she did not escort Mr. Feoli, but he estimated the (number of documents) in the Land Use office and the Town Clerk’s office. Mr. Feoli confirms that he also saw the safe, but never got the volume estimates from Gail. Shawn wants to ensure that Mr. Feoli has all that information so that he can update his quote and ensure that the price comparisons are valid. Mr. Feoli notes that he did include pricing options for such things as large-format scanning in the quote, even though he didn’t have information on the amount of those documents.

Shawn expresses his concern with the Town's original historical documents and asks how Mr. Feoli deals with "things like old books and chain-of-custody issues assuming that scanning is done off-site." Mr. Feoli explains that everything is tracked through Inception's production control system. Each batch, box, and/or container is assigned a unique barcode ID and can be tracked by who worked on it, how long they worked on it, and in what stage of the process they worked on it. Every employee must sign off on the instructions for each step of the process. Mr. Feoli states that his process has to be "tight" because a security breach could destroy his business.

Sheila confirms that Mr. Feoli's quote does not include documents from the Police Dept. Mr. Feoli states that he was not brought to the Police Dept. on his first visit. Shawn notes that Mr. Feoli needs to have a conversation with the Police Dept. about the process. He asks that the Police Dept. evaluate if the process will meet their criteria. Mr. Feoli offers to provide a demonstration of the platform to the BOS. Shawn explains that the BOS is currently getting information for the project and comparing the options. Once the BOS determines what is best suited for the Town's needs, they will have that vendor return and demonstrate their system. Shawn notes that he does not want to waste the vendors' time.

Sheila confirms that the BOS wants Mr. Feoli to have all the correct numbers for his quote. Mr. Feoli states that he appreciates the opportunity to adjust his quote, noting that document changes will impact his proposal. Shawn reiterates that the scanning process would be a "one-time fee" and that the BOS is looking for a way to not "keep repeating the same process." Mr. Feoli encourages the BOS to reach out to the towns he's worked with for recommendations. He states that he's "extremely hands-on with his customers" and that he is also looking for a long-term relationship. Shawn reiterates that he will ensure that Mr. Feoli receives all the updated information that was discussed and thanks him for coming in to talk to the BOS.

Sale of Town Equipment: Mr. Seaver has provided the BOS with a list of equipment and vehicles that the Highway Dept. no longer uses. He states that he has spoken with Steve (as the Fire Chief) and with Chief Parsons regarding the old fire engine and the old Police pick-up truck. He also has several plows, old trailers, etc. Shawn states that if these are things the Highway Dept. no longer wants and there are no reasons to save them, Mr. Seaver could try to liquidate them. He explains to Mr. Seaver that any cash made from the sales of this old equipment would return to the Town as "generic cash" and would go into the General Fund. He also explains the sale process would be through sealed bids. To be completely transparent, the bids should be sent to the BOS office by a pre-determined deadline. Bids will be opened and recorded with members of the BOS and Highway Dept. present.

Sheila asks if any of the equipment would be going to the State for the State Auction. Mr. Ward explains that currently everything is at the Highway Garage and they were going to list everything to "do a one-time deal." He notes the Town wouldn't get any more money out of the State Auction. Jim notes there would be extra expenses incurred by having to trailer the vehicles up to the State. There is a discussion regarding the storage and selling of the items. Mr. Seaver asks if there is an auction form. Chief Parsons notes that he sent a copy of the form to Kim.

Sheila confirms with Steve that he is supportive of selling the old fire truck. Steve asks Mr. Seaver about the timeframe of the auction. He explains that last week, he researched, but has not yet contacted, a company that gets rid of old fire equipment and would consider selling the old fire truck to them if Mr. Seaver's plan is 4-6 weeks out. If the company doesn't take the old fire truck, then Mr. Seaver could re-add it to the auction list and try to sell it. Mr. Seaver explains that he plans to line up the equipment and have a walk-through as part of the bidding process. Steve and Mr. Seaver agree that they will keep in communication regarding the status of the old fire truck.

Beaver Dam Update: Shawn asks Mr. Seaver how he is addressing the beaver dam issue, noting that there are now dams on both sides and the water is no longer receding on the south side. Mr. Seaver explains that they have found a "bunch of beaver dams while walking through the woods." Shawn states that he recalls there were some issues with the Rockrimmon culvert construction. Mr. Seaver notes that the project is almost completed and he and the BOS will need to discuss where the other culvert is. Shawn expresses his concern that the Town needs to get this issue addressed. Mr. Seaver explains that he has spoken with the State (DOT) and they want to be there when the Highway works on the culvert because the State owns the culvert and the road. He notes that the State DOT has offered to help.

Ballfield Update: Mr. Ward states that all the signs have been installed as previously discussed at the ballfields and the tennis courts and it is now a matter of keeping an eye on the issue. Shawn states that he is aware of the discussion with the Danville Youth League (DYL) at the last meeting and the ongoing issues with the ballfields that were discussed. Mr. Seaver states that he spoke with “Rod” and they have agreed that they will get together at the end of the baseball season and draw up a plan of who does what. Shawn states that it has been a “loose arrangement” for a long time and that he believes it is time for something more formal to be in place. There is a short discussion regarding some of the projects. Mr. Seaver states that he looks at all the issues that involve safety, noting the fields are owned by the Town and there are liability issues involved.

Kim explains that DYL’s insurance is issued by a League and that to be insured every year, a representative from the League comes and reviews all the ballfields. If something is not to their standard, it has to be addressed before the insurance policy is issued. She states that she feels it’s important to know that DYL expects that the Town will keep the grass mowed and spray for mosquitoes. Shawn notes that the Town has been doing that. Kim expresses her concern that the other projects that the Highway Dept. has been doing “may create false expectations of what the Town is spending time and money on versus what they are collecting money from and for.” Shawn states that the Town shouldn’t be “doing extra stuff for the sake of doing extra stuff.” Mr. Ward explains that Mr. Seaver is working towards determining who does what. Mr. Seaver explains that his understanding is that the DYL does all the “dirt work (maintaining the infields, bases, etc.) and that they have also worked on some of the fencing and the dugouts. He expresses his concern that this is Town property. Shawn agrees but notes that he would like both the Town and the DYL to work on it. Mr. Seaver states that he has already talked to the DYL and after the season they will outline the duties for each organization. Mr. Ward notes that the Highway Dept. has repaired a lot of the gates and fences. Mr. Seaver explains that they have the parts on hand to do that.

Kim reiterates that if the fields don’t meet the standards of the League, DYL won’t be able to get the required insurance. Mr. Ward asks if the League has a list of requirements. Kim confirms that they do. Mr. Ward asks for a copy of that list. Kim explains that he will need to get it from the DYL. Kim reminds the BOS that she is “out of the loop” regarding the DYL. She explains that she has received a schedule, but not a calendar. Mr. Seaver explains that DYL hasn’t made up the calendar yet as Day Field is not ready to be used. They are waiting for the grass to grow. Mr. Seaver states that he believes the games have not been scheduled yet for that reason. Shawn notes that the League has insured DYL in previous years and the Town and Highway Dept. have recently been improving their efforts on the fields. Mr. Seaver states that he will check with “Rob.” Mr. Ward notes that the seats in the dugouts were tipped back so badly that they created a safety issue. The Highway Dept. fixed them so that no one would fall out of them. Shawn asks Mr. Seaver to work everything out with DYL and let the BOS know so that everyone is on the same page.

IMC Discussion Update: Shawn reviews a copy of the letter from the BOS, as approved at the April 18, 2022 BOS meeting requesting that the Police Dept. input the ACO reports into IMCⁱ. He also reviews the response from the Police Dept. to that letter in which they are declining to do thatⁱⁱ. Shawn states that he agrees with LT Merced’s response and reasoning for declining that request.

Steve begins the discussion by stating that he is looking for a simple solution. He states that through Fire Services he is familiar with the personnel and supervisors at Rockingham Dispatch. Steve explains that last week he called and spoke to Capt. Kevin Walsh and asked him two (2) questions. The first question he asked was if Sheila (ACO) was required to file her reports on IMC. Capt. Walsh responded that he was not aware of any statute, rule, or regulation that mandated that ACO reports be entered into IMC. The second question was if it is against the law or any rules for the Police Dept. to enter the ACO reports into IMC. Capt. Walsh responded that he did not believe there were any regulations that would prevent the Police Dept. from doing that. Steve states that this issue has gone on for a long time and the BOS needs to remedy it. He does not agree.... He notes that Capt. Walsh also stated that he believes that IMC will be gone in eighteen (18) months. Steve notes that he cannot vote to spend \$15,000 for a system that “will be leaving us in eighteen (18) months.” Shawn agrees.

Steve states that with the correspondence going back and forth, it is the BOS's responsibility to make a decision and enforce it. Shawn asks for clarification. Steve explains the ACO is not under the supervision of the Police Dept., but there has to be some sort of supervisory or governing body over Animal Control and asks if it is the BOS. Shawn explains that it is not the BOS because "it's a solely elected position that is only accountable to the voters." Shawn explains that this is the point of contention. As LT Merced pointed out in her response to the BOS letter, the person who inputs the ACO reports is responsible for those reports because they are the one who is logged into IMC. Steve suggests that the report could state that the officer is entering reports for the ACO. Sheila and Dottie agree. Steve states that he believes that could be easily accomplished.

Sheila explains that when someone goes into IMC to enter the report, there is a place to enter an employee number. LT Merced explains that Sheila no longer has the code. It was dissolved last year when the Police Dept. separated from the ACO. Sheila states that it's not a code but is actually an employee number and she still has her number. LT Merced reiterates that the number is an "identifier" and when she spoke to Rockingham that number was dissolved from the Police Dept.

LT Merced explains that if she signs into IMC using her "identifier" she can input whatever she needs to in the body of the report, but that report will still be linked to her name. She asks the BOS what happens if what she is entering for someone else (the ACO) is not true. She now has attached herself to that untrue information. LT Merced explains that by inputting someone else's report she is connecting herself to information that she can't validate or prove, and the Police Dept. does not want that kind of responsibility.

Steve asks Sheila why it is necessary for her to enter her reports into IMC, into a criminal data system. Sheila explains that the system is not all criminal, it is also a log. If she has an ACO issue that is an ongoing issue, for example, that involves animal cruelty, her reports right now don't go anywhere except for the ACO laptop. LT Merced states that Sheila can't investigate an animal cruelty case because that is a crime. Sheila states that she can only go to a certain point and then the matter has to be turned over to the Police Dept. She explains that because she is unable to work with the Police Dept. when she does e-mail a document to the Police Dept., she also e-mails it to other authorities because she knows those other authorities will "carry on" if the Police Dept. "drops the ball." Sheila states that is "the only way that she knows certain calls are going to get where she believes they need to go (to be investigated)." Sheila explains that "if the Police Dept. takes her e-mail and investigates the issue, that's great and is what is supposed to happen, but she has no way of knowing (if that is happening)."

LT Merced asks if the report is put into IMC, how will Sheila know if the Police Dept. is following up with it. LT Merced clarifies that Sheila is stating IMC would help her know if the Police Dept. is following up and asks how Sheila would know that from IMC. Sheila states it wouldn't help her but would help the Police Dept. to follow through. Sheila asks if LT Merced is saying that the Police Dept. would not follow through with just the e-mails that she sends them. LT Merced responds that this is not the case. She states that Sheila does forward information to the Police Dept. and it does get followed up on as appropriate.

Shawn asks Sheila if there is a specific instance where the Police Dept. did not follow up. Chief Parsons states he watched the last BOS meeting (April 18, 2022) and Dennis was taking the lead and asking RMON to create a database with Access or Excel that Sheila could use to track her information, sort it, and search it; and then take that information and export it to IMC. Chief Parsons states that his concern is "if the importance is that when the Police Dept. is informed about the work that Sheila is involved in "prior to" she could provide the Police Dept. with a copy of her database. The Police Dept. doesn't have to re- input everything into IMC for themselves and can use her data report."

Sheila notes that not everything is about animal cruelty. She explains how it was done before. Her call was entered into IMC and if later calls "turned criminal" she does her report and notifies the Police Dept. Through IMC, the Police Dept. can have the complete history of calls for that case because there is a record for all calls related to that case.

Steve explains that the data would be the same record because the first report would be exported to the Police Dept. and they would have a record of that and when the issue turned into a criminal case the Police Dept. could search through her files for all that history. Chief Parsons clarifies that Sheila could provide all her information to the Police Dept. as a courtesy, but he doesn't see the need to put it into IMC and can't do it for the reasons outlined in the response letter.

Sheila states that when she started in 2004, she was doing "IMC input," noting it was another program back then. She confirms with Chief Parsons that she had only certain access permissions and that she had the same level of access after the ACO position became an elected position. Chief Parsons agrees that was correct back then. Sheila states that when the legal issue over the elected vs the appointed ACO position was resolved, she and Chief Parsons sat down with her attorney and the Town's Counsel and constructed a job description and an SOP (Standard of Operating Procedure) for the elected/part-time ACO position. In that SOP, Chief Parsons states that the ACO is supposed to input her reports into IMC.

Chief Parsons explains that Sheila does not have the authority from Rockingham to be in the system. He explains that Sheila is asking the Police Dept. to grant her authority when Rockingham, who owns the property (the IMC system/servers) is stating that she cannot have access to this property (system/servers). Sheila states that Chief Parsons had that authority in 2015 when he signed those documents. Chief Parsons states that he no longer has that authority. Sheila asks what is the difference. Chief Parsons explains that he doesn't have the authority for Rockingham's servers.

LT Merced explains that as the Police Dept and Rockingham worked through the ACO issues, Rockingham admitted that they weren't aware that the Danville ACO position did not fall under the Police Dept. because the Danville ACO position is the only elected position in the State. LT Merced states that changes things because Rockingham now has a civilian employee who essentially answers to no one being a part of the IMC program. Sheila explains that is why it was set up so it was done on a laptop, so she wasn't going into IMC through the Police Dept., but was entering everything only through the ACO laptop. LT Merced reiterates it was a misunderstanding from Rockingham. Sheila notes that it was a misunderstanding for a lot of years. LT Merced agrees.

Sheila explains that all the other ACOs are entering their reports into IMC through their Police Depts. LT Merced asks if they are elected or are they employees. Sheila states that it doesn't matter, they are doing the same job. LT Merced reiterates that an employee answers to someone. Sheila reiterates that she just wants to get her information where it belongs. LT Merced states that it doesn't belong in IMC and that it is Sheila's opinion that IMC is where the ACO information belongs.

Dottie explains that when she was looking at the different job descriptions and discussing wages and salaries from other towns, she spoke to the ACO who covers Hampstead, Plaistow, and Atkinson. That person told her that her reports are entered into IMC via another software called Blue Star. Dottie states that she doesn't understand why Danville's ACOs reports can't go into IMC. Dottie states that she does not care that Danville's ACO is not an officer, and she just can't understand why the Police Dept. won't cooperate and input the ACO reports.

LT Merced asks why the Town doesn't get Blue Star so the ACO can do that. She notes that Hampstead does use IMC and reminds the BOS that this discussion came up before when Sheila was the ACO for Hampstead, noting that Sheila did not input her reports into IMC then either. Sheila states that the dispatcher did input her reports for her. Sheila also notes that when they originally set up the ACO laptop with IMC she had to have a background check completed.

LT Merced references her notes on a conversation she had with Hampstead's Deputy Police Chief Pelley in 2021. According to Deputy Chief Pelley from January 1, 2008 through December 9, 2020, there were sixteen (16) reports that involved Sheila that were entered into IMC. At the same time, LT Merced states that she spoke with the administration from Rockingham and informed them that Sheila was the only civilian ACO with IMC access that was not under (the supervision) of a Police Dept. All the other civilian ACOs with access to IMC are town employees.

Shawn states that the discussion is “just beating a dead horse.” He will not change his opinion and he respects the Police Depts. purview on the issue. He agrees that Sheila should definitely forward her information by e-mail to the Police Dept. in an Excel file to make them aware so they can act on any issues. He reiterates that the Police Dept. has stated that they do act on issues appropriately. Shawn states that he feels that system is working. He respects the Police Depts. position relative to IMC access and user criteria to get into their system. LT Merced shows the BOS a record that the Police Dept. is investigating that is related to a report that Sheila sent to them so that she can confirm that Sheila’s reports are getting documented and that Sheila is sharing what needs to be shared. LT Merced again confirms that Sheila’s ACO records are being kept by the Police Dept.

Shawn states that as long as the records are being kept and are being acted on and that he could understand Sheila’s argument if that was not happening. He asks again if there is something specific that Sheila believes should have been acted on and wasn’t.

Mr. Ward asks if Sheila wants all her ACO information to be input into IMC. Sheila states that any calls she is called to through Rockingham Dispatch or the Danville Police Dept. should be documented. Mr. Ward expresses his concern that perhaps Sheila is overwhelming IMC with “crazy stuff, like a lost cat.” Sheila states that those kinds of reports are simple one-liners. She explains that when she is dispatched, she receives a call number with a small description attached. She gives an example of a lost dog. This is still documented that it was given to the ACO. Sheila reiterates that all calls are input regardless of “how silly it is” because she was dispatched out and responded to that call and explains that she types up her response. Mr. Ward expresses his concern that Sheila “is taking the time to write her reports for something small, creating more work for herself for what she gets for money.” Sheila states that it’s not about the money, it’s about how the job should be done and how everything should be documented. Mr. Ward reiterates his concern that everything is “getting bogged down with all this petty information.” Sheila agrees, noting it’s the same issue with a barking dog. Mr. Ward asks what the issue is if she does all this reporting and gives a copy to the Police Dept. and why she needs to go through IMC. He states that if she gives the information to the Police Dept., “they have all the information and it’s out of her hands.”

Sheila explains that if the Town was ever sued, there is no record, only the IMC record of the call. She states that the report is on her laptop, but “isn’t going anyplace.” She states that if anyone asks for a record, it is supposed to be provided and the Police Dept is supposed to give it to them. LT Merced asks why Sheila wouldn’t be providing these records as she is her own (ACO) department. Sheila states that the Police Dept. would have access to those records because the calls come through IMC. Sheila reiterates that until someone sues the Town....

Steve states that this is all hypothetical. He explains that when Rockingham dispatches the Fire Dept., when the Fire Dept. returns from that call and is back in service, Rockingham faxes them the times of that call. He enters that information into his call logs which are input into his Firehouse software and fills out the report. Medical calls are logged into the Firehouse software and also into the State’s Temsis system. Both reports are exported to the State. Steve notes that he keeps his paper records for seven (7) years. Sheila and LT Merced confirm that Rockingham Dispatch does not send either the ACO or the Police Dept. a fax of their call times. Sheila explains that the Police Dept. goes back into IMC and files their response, which is what she used to do. She differentiates these simple calls from calls with larger issues that require a report that is more of a narrative. Mr. Ward confirms that “one-liners go to Rockingham” and that Sheila writes up the bigger reports. Steve notes that Rockingham doesn’t number the Fire Depts. dispatches, he numbers his own calls and writes up his own reports that are submitted to the State monthly. Mr. Ward asks if Sheila could hand off her reports to the Police Dept. monthly.

Sheila states that’s what she’s asking for and the Police Dept. doesn’t want to do it. LT Merced states that is correct. Steve states that he believes the Police Dept. said that they don’t want to enter it into IMC. He believes that he heard the Police Dept. state that they would take her calls and review them. LT Merced clarifies that Sheila’s ACO reports are not reviewed, but are put into a binder. Chief Parsons explains that the ACO reports are not reviewed because the Police Dept. can’t make any corrections or changes to those reports, they have to accept the reports exactly as they are written. The Police Dept. takes that information whether it’s on paper or electronic, and keeps it as a reference. Chief Parsons also notes that as Dennis suggested, files could be created that are searchable by name, a dog, or an address. LT Merced notes that the Police Dept. uses IMC daily and is not sure

how often Sheila would use it. She explains that when doing an investigation, there has not been a need for immediate access to ACO information and the Police Dept. can call Sheila for what information they need on a non-emergency basis. She reiterates that the Police Dept. has never needed immediate information from the ACO.

Sheila explains that if Rockingham Dispatch sends her to an address that she's not familiar with, she will ask them for a background. She gives an example that she received a call regarding a "found dog" and the situation was odd, no one answered the door. She had to call Rockingham Dispatch back and asked for more information and history because it looked more like a well-being check. She then had to call the Police Dept. to assist and the officer ended up having to resolve the issue.

LT Merced explains that she's trying to clarify the idea that the Police Dept. has been called to "all these ACO calls for her safety, etc." She asks Sheila how often this happens. Sheila states that she's "had other calls before." LT Merced asks Sheila how many times has she had to call the Police Dept. in 2022? Sheila states that she doesn't know, but that she doesn't always need the Police Dept. She reiterates that she does often request information from Rockingham Dispatch and they can tell her if a previous ACO call has been made. She asks for the nature of that call and can only get that information because it was input into IMC and that's the whole reason it's important to have her calls in IMC. LT Merced states that Rockingham Dispatch would also have the nature of that call from the old call logs, independent of any incident reports. Sheila confirms with Steve that Rockingham Dispatch can and will look up past information for her. She reiterates that is why it is important that her reports are in the system. She confirms that Rockingham Dispatch only records that she's accepted the call and the time of the call.

LT Merced explains that Rockingham Dispatch can only provide a call log. The other information is considered an incident report. The call log reflects the reporting party, the problem, the address, and whatever other information that Dispatch received from the caller. She states that the Police Dept. does not always generate an incident report, sometimes there is just the log and the response, but the system still documents that call. LT Merced confirms that IMC records are available back to about 2014. Chief Parsons explains that from 2000 to 2014 IMC was on a local server. In 2014, IMC was transferred to Rockingham County's servers. Mr. Ward clarifies the process with LT Merced and that Rockingham is getting their information from the IMC system. LT Merced clarifies that even if they don't have an incident report, Rockingham Dispatch can access the history of that call. Steve notes this clarifies a few things for him. Shawn states that he believes this leaves the issue at "status quo" and closes the discussion at 8:10 PM. He thanks Chief Parsons and LT Merced for coming.

Burnett Property Acquisition Update: Shawn confirms the Town has completed all the transactions needed to accept the Burnett property that was bequeathed to the Town. The deed has been recorded. He asks Kim to send an appropriate thank you to the Burnett family on behalf of the Town. Kim confirms the deed was recorded on April 18, 2022.

2022 Selectmen's Newsletter: Kim has prepared the 2022 Selectmen's newsletter for the BOS to review. This letter is included with the June tax bill. The BOS reviews the information contained in the newsletter. Steve compliments Kim on a "job well done." Shawn states that the letter is complete. There is no further discussion. The consensus of the BOS is to approve the letter as presented.

HAWC (Hampstead Area Water Company) Update: Shawn expresses his concern with how the issue was represented to the BOS at the April 18, 2022 BOS meeting. Sheila explains that her understanding is that he has not been responding to the PUC/HAWC e-mails and the last time the BOS discussed this issue, he had said that he would take care of it and "obviously he wasn't working on it." Shawn asked if it was because Dr. Kim Farah had complained. Sheila states that Dr. Farah is no longer a Selectman. Shawn states that she is still on the e-mail list. Sheila explains that Dr. Farah is trying to get her name removed from the list and that Shawn should be on it. Shawn confirms that he is on the e-mail list, that he gets all the e-mails, and has been responding. He notes that he has had video conversations with the Commissioners, so Sheila's information has been error.... Sheila and Dottie ask him to bring the BOS up-to-date on what is going on regarding this issue.

Shawn explains that currently, HAWC is trying to come up with a settlement agreement. Shawn states that as an “intervener” he has taken two (2) positions. First, HAWC is trying to charge all the towns that have their water systems for fire hydrants a rate increase of almost five (5) times the current rate. Danville has only two (2) hydrants on HAWC water and was going to be charged \$2000 per hydrant, per year. Steve (as the Fire Chief) states that was wrong and one of the issues resolved was to ensure that the “dry” hydrants were working and the Town can use them.

Shawn explains that when Peter Lewis, the original owner of Lewis Builders went through the Planning Board for the Colby Pond Development, he was also the president of HAWC. Mr. Lewis had stated that he would provide the water to the development’s hydrants. Now, HAWC is trying to raise those rates. Shawn states that other towns with HAWC water systems are not being assessed the increased rates. Another member of the “interveners” has suggested to Shawn that this may be in retaliation for Danville being an “intervener.” Shawn explains that this issue will be brought up in the court case currently going through the PUC.

The second issue is in regards to the fact that Colby Pond is an isolated water system. HAWC has been discussing the rate increases as a result of all their upgrades and the Colby Pond residents are paying for a system they will never receive a benefit from. In addition, the PUC Commissioners just recently learned that HAWC is owned by the parent company of Lewis Builders, and all the pieces are coming together including an 850-unit Condo complex that has been approved by the Atkinson Country Club, which is also owned by Lewis Properties. Shawn states the issue is becoming more obvious as to who is really benefitting from the new HAWC upgrades.

Shawn states that it is his opinion that the whole process of the ongoing issues with HAWC is so that they can get water to their “sister company” (Lewis Builders) so they can put in the Condo complex at the Atkinson Country Club (also a Lewis Property) Shawn explains that Lewis Builders could not put in the Condo complex without water and that is why HAWC did the infrastructure upgrades. Shawn notes that if a construction company can have a water supplier pay for the water infrastructure with the PUC putting tariffs on all of HAWC’s properties,” this is a great win for the Atkinson Country Club.”

Shawn explains that all these relationships are being exposed. The PUC hearing is scheduled for May 18, 2022 and that will be a critical date. Some of the towns and interveners have stated that they are not settling with HAWC and want to go through a full hearing in front of the PUC Commissioners. Shawn notes that he is familiar with one of the people presenting and is “looking forward to the unloading she will do in front of the PUC about HAWC and Lewis Builders.” Shawn states that he has already seen some evidence that paints HAWC in a very bad position. The interveners are asking the PUC to “throw out the rate hikes.” These are the temporary rate hikes currently in place until they are ratified by the PUC. The Colby Pond residents and the Town of Danville would be part of that if those rate hikes are rescinded. Shawn asks if the BOS has any questions about the information he has shared. There is no further discussion. Dottie thanks him for updating the BOS.

Sheila asks if Dr. Farah can be removed from the e-mail list. Shawn explains that he has no control over that list, and notes that Dr. Farah was on that list as the “other Selectman”, and also as an intervener, not tied to her role as a selectman. Shawn states that Dr. Farah did not lose her right as an intervener just because she is no longer a selectman and that he was unaware that she did not want to remain on the list as an intervener now that her role as a Selectman has ended. Kim states that she did e-mail Dr. Farah asking if she wanted to be removed as an intervener and has not received a response to date. Shawn asks her to re-send the e-mail to confirm that Dr. Farah receives it.

599 Main St. Quotes: Kim states that she has received only one quote for the clean-up of the property, and has not received any quotes on the other issues that need to be addressed. She notes that the quote for the clean-up was “larger than anticipated.” Shawn explains that the BOS has selected Farms and Barns as the real estate agency to handle the sale of the property and is now trying to get the property ready to put on the market as soon as possible. The property needs to be cleaned up and the Town must also deal with the “bus issue.”

Shawn explains to Mr. Seaver that he will ask the Highway Dept. to remove the bus from the property and will need to store it at the Highway Garage until the Town can determine what they can do with it. He notes there are still issues with the deeds, titles, and “chain-of-command.” The bus is considered abandoned property, but the scenario is that the Town took possession of this abandoned property, and the owner was provided with an opportunity to remove their personal belongings and did not do so. Shawn states that he believes the Town owns the bus but needs to clear the title in order to sell it, and he wants it removed from the property while the property is being sold.

Steve notes that he is aware that this property has “been a thorn in the side of the Town for years,” but when he walked through, he noted there were still photos, clothing, and other personal items left behind. He expresses his concern that the Town should put these items in a storage unit for ninety (90) days, give the previous owner the key, and tell them that they have ninety (90) days to clean out the storage unit.

Shawn states that he understands Steve’s concerns, but that his viewpoint is that the Town went “above and beyond multiple times allowing the prior owner access to the property to retrieve personal belongings and every time the BOS bend over backward to be accommodating and compassionate, the previous owner made the BOS regret those decisions.” Shawn states that at some point, this issue must end and he does not feel that anything will change. Sheila agrees. The discussion ends.

AED/CPR Certification: Kim states that eight (8) Town employees have registered for the class which is scheduled for Thursday, May 19. The class will be held at the Community Center.

Community Center Deck and Window Replacements: Shawn states that the BOS has received three (3) bids for each project. The front deck project will replace the entire front deck of the Community Center from the roof down and will also include replacing the handicap ramp. Kim explains that there is a second deck under the top deck that will also need to be removed. Sheila asks if the contractor will be able to re-use some of the composite material from the stairs. Kim states that she believes the vendors will re-use what they can, but that material is the only material that can be re-used. Shawn states that the lowest quote for this project is \$16,000 and is from the Town’s preferred vendor, noting that this vendor is very reasonable and does good work for a fair price. The other two quotes for the deck project were for \$27,000 and \$37,000 respectively. Shawn confirms with Steve that the date on the quote for \$16,000 is December 22, 2021.

Kim states that she has had a conversation with the vendor and he will give the BOS a new quote if they want him to. She notes that prices have leveled off, and reminds the BOS that she has been working on this issue for some time. Shawn states that the BOS used that vendor bid for the budget during the budget season. Kim explains that these repairs were not budgeted for and that during the budget season, BudCom had reduced the repair line for the Community Center from \$10,000 to \$6,000. She explains that the Community Center Committee has some money to put towards the project and that the Lion’s Club has notified them that they have also raised funds to be put towards the deck repairs. Kim also clarifies that the window replacement project is separate from the deck replacement project.

Shawn suggests that the Community Center Committee waits until the Fall to do the window replacements so that the BOS can see what funds might be available. He notes that the deck and the ramp have to be done to meet accessibility requirements and that project needs to be completed before the September Primaries. Shawn expresses his concern about coordinating the project with the use of the Community Center for safety reasons.

Kim states that the Committee has spoken with the vendor. The Community Center is currently scheduled through August. They would like to start the repairs in September and are planning to close the Community Center for a month. She notes that the Committee would need to discuss the timetable with the vendor to confirm his availability, but believes that it would not be over the summer. Shawn expresses his concern with the tight schedule for using the Community Center from September through December, noting several annual events occur during that time. Kim notes that she could cancel the two (2) scheduled August events and do the deck replacement project then if the vendor is available.

Shawn confirms that the consensus of the BOS is to accept the quote of \$16,000 from Carl Skinner and asks Kim to confirm Mr. Skinner's availability in August and if necessary to cancel the two (2) events currently scheduled for that month.

Shawn notes that the project involves two phases: the removal of the old deck(s) and ramp, and the rebuilding of the new deck, ramp, and stairs. He suggests that the deck and stairs could be rebuilt so there will be access to the building while the ramp is being rebuilt. He notes that he is aware there would be no handicap access to the Community Center until the ramp is complete. Shawn asks Kim to find out the timetable for the demo and the reconstruction to the point of making access available via the stairs. He reiterates his concern with ensuring that everything is done before the September Primaries. Kim reminds the BOS of the difficulty of getting vendors to quote a price for this project, noting that she has been working on this for a year-and-a-half and she appreciates those vendors that did take the time to bid on the project. She states that she will go back to Mr. Skinner to confirm his timetable and start date and will bring that information back to the BOS.

Sheila asks if the money for this project is in the Community Center budget. Kim clarifies that the money is actually in the Government Buildings budget. Sheila requests clarification as to how the Community Center is a "government building" and also has its own budget. Shawn explains that the Community Center has its own budget because it is overseen by the Community Center Committee. When projects like redoing the bathrooms were done, the Community Center Committee was able to get grants as its own entity. This also allows the Town to separate money that is dedicated to the Community Center. The Government Buildings budget includes all the Town's buildings and that money must be shared among all the buildings. Shawn reiterates that because the Community Center is overseen by the Community Center Committee, keeping it separate as its own entity is the best way to budget for it. He explains the BOS will need to re-allocate funds from the Government Buildings budget to the Community Center budget to cover the costs of these repairs because the Community Center Committee does not have enough funds in its budget to do so. Shawn notes that the important thing is that the BOS understands and agrees to re-allocate the money to pay for the repairs because the Community Center can't do the repairs on its own.

Sheila states that the Community Center Committee needs to re-open the discussion regarding agency donations. She notes that the Committee has already raised the rental rates for the Community Center. Sheila expresses her concern about the number of agencies using the Community Center for free, noting that the Committee cannot maintain the Community Center that way. Shawn reminds Sheila that these agencies (all non-profits) are also funded by donations as well. He explains that this is an issue of the Town choosing to support these organizations as a community and he believes that the taxpayers do support that. He notes that he believes any agency donations should be going to "every day" costs like electricity and heat.

Steve states that the BOS could also choose to use ARPA funds for this project. Sheila agrees. Steve notes that the Community Center is the Town's emergency shelter and can be used for COVID testing and/or vaccination and that would qualify the building repairs for ARPA funds. Kim agrees.

Kim explains that regarding the window replacement; the windows are becoming un-glazed in the sashes and dividers creating a large safety hazard. Shawn agrees. He reviews the three (3) replacement window bids. Kim states that the Community Center Committee have discussed these quotes and while they knew that they would need to ask the Town for money for the deck and ramp replacement, had believed they had the funds in the budget for the window replacement. Once the Committee became aware that BudCom had reduced the Community Center's repair budget by \$4000, they realized that they will need to ask for additional funding from the Town for this project as well. Kim and Sheila confirm that the Committee is recommending the bid from Window Source for the project. They state they believe that by using this vendor, they will not need to close the Community Center during the replacement process because the vendor would be using a crew to facilitate the replacement process. The windows provided by this vendor come with a lifetime warranty. Shawn expresses his concern that the Community Center Committee compared "apples-to-apples" when looking at the windows because the quality of windows can vary greatly. He notes that the other quotes were for Harvey Windows and Matthew Brother Windows, both quality windows. He states that he does not know the quality of the windows

quoted by Window Source. Kim reads the specifications for the windows that are cited in the quote. Shawn reviews the quote and confirms that the Community Center Committee's recommendation is for the quote from Window Source for \$7997. He notes the other two quotes were for \$16,000 and \$23,797 respectively.

Kim reiterates that the money for replacing the windows is coming from a separate budget line. Shawn confirms with Kim that the Community Center repair budget was reduced to \$6000. Kim states that they have used \$600 from that line so far. Shawn expresses his concern about spending the entire repair budget to replace the windows, leaving no money in that line for the remainder of the year. He asks Kim how much is budgeted for the Government Building repair line. Kim states that there is \$25,000 in that line for repairs for the Town Hall, the Fire Dept, and the Police Dept. She reiterates that the Community Center has its own repair line in the budget.

Kim notes that she has already ordered the lamps for in front of the Safety Complex from the Government Building repair line. Steve explains that the existing lamps were the original, plastic ones, they were not working, and one is missing. Doug Taylor gave them a quote to replace them with four (4) new lamps in front of the Fire Dept. Shawn notes that the BOS also has an Infrastructure account that is set up for purposes like the window replacement project. Sheila agrees. Shawn notes that the Warrant for this fund also granted the BOS authority as the custodians of that account, so they can access those funds. He notes that he believes there is enough money in that fund to pay for both replacement projects. Sheila notes that it is fortunate no one has broken the windows or has accidentally gone through them.

Kim notes that the 2022 Warrant Article requested \$10,000 for the Infrastructure account and that it was approved. Shawn states that he believes there is already \$30,000-\$40,000 in the account, noting that the BOS has not withdrawn from that fund since it was established. Shawn states that he believes that the two replacement projects are two instances of unanticipated expenses that were not budgeted for during the budget process, and notes the importance of putting money aside for unexpected expenses like these.

Steve states that he believes these two projects are a good investment. Shawn recommends that the BOS move forward on both projects and determine later how they will fund the costs, either from the Government Building budget, the Infrastructure fund, or a combination of both, noting that the BOS has that kind of flexibility. The consensus of the BOS is to move forward and they will address the funding sources later. Shawn reiterates his request for Kim to work with Mr. Skinner for an updated proposal and a timetable for the deck and ramp removal/replacement project. Sheila notes the importance of making the Community Center ADA compliant.

Affinity/Unitil Street Lamp Replacement Update: Kim states that Affinity has completed the LED street light changeover and the Town has received the reimbursement/incentive check from Unitil for \$5,591. Steve and Shawn compliment Kim on getting this project completed, noting that there was a lot of hard work dealing with the complicated logistics of the project.

III. Old/New Business

Signature File: The BOS review and sign the payroll and pay warrants in the Signature File.

Minutes: Dottie asks if the BOS has received the minutes for the April 18, 2022 BOS meeting. Kim explains that the recording secretary had a medical emergency and was unable to finish the minutes for tonight's meeting. Shawn notes that the recording secretary is provided by a third-party vendor and asks Kim to look into arranging for a backup person to do the minutes.

PA-34 (Acquisition of Property): Shawn explains this is a required form for the Town and the DRA regarding the acceptance of the Burnett property. Dottie motions to authorize the Chair to sign the form. Second by Sheila. Vote is unanimous (4-0).





Shawn reads the Town announcements listed below. He notes that the time for the Memorial Day Parade has changed from 10:00 AM to 11:00 AM and that it will end with a luncheon at the Community Center.

Dottie adds a notice that NH Fish and Game will be doing a Bobcat program at the Colby Memorial Library on Saturday, May 7, 2022 at 1:00 PM.

Sheila asks that the letter from the BOS to the Police Dept. and the response letter from the Police Dept. regarding inputting the ACO information into IMC be attached to the May 2, 2022 BOS minutes. The BOS agrees to that request.

IV. Town Announcements

Calendar

-  **May 7- Saturday:** NH Fish and Game will be presenting a program on NH bobcats at the Colby Memorial Library at 1:00 PM. The program is open to the public.
-  **May 16- Monday:** Board of Selectmen meeting at the Town Hall at 7:00 PM
-  **May 19- Thursday:** Town Hall will close at 2:00 PM for AED/CPR training. Regular office hours will resume on Monday, May 23, 2022
-  **May 28- Saturday:** Memorial Day Parade will begin at 11:00 AM (***Please note this time change***) at the Danville Elementary School and will end with lunch at the Community Center.

Shawn states that the BOS will need a Non-Public session under NH RSA 91-A 3:II (c). As there are no further items to discuss in the public session, Dottie motions that the BOS move into the Non-Public session as requested. Second by Sheila. Roll call vote: Shawn-yes, Steve-yes, Sheila-yes, Dottie-yes.

The public session of the BOS meeting ends at 9:00 PM

Minutes derived by video provided on the Town of Danville website.

Respectfully Submitted
Deborah A. Christie

ⁱ See Attached letter from the BOS to the Police Dept. dated April 25, 2022

ⁱⁱ See Attached letter from the Danville Police Dept. dated April 26, 2022