



Approved as amended by City Council on July 3, 2017

## **City Council Budget Workshop Meeting Monday, June 12, 2017**

### **Call to Order**

Interim Mayor/Councilor Clarenbach called the meeting to order in the Council Chambers, Franklin City Hall at 6:00 p.m.

### **In Attendance**

Councilor Ribas, Councilor Moquin, Councilor Desrochers, Councilor Wells Councilor Zink (arrived at 6:11 pm), Councilor Dzujna, City Manager Dragon and Interim Mayor/Councilor Clarenbach.

### **Absent**

Councilor Giunta.

Salute to the Flag was led by City Manager Dragon.

### **I. FRANKLIN MAYOR'S DRUG TASK FORCE – pg 123**

City Manager Dragon introduced Lauren Malloy as Drug Task Force Coordinator. DTF Coordinator Malloy stated they are in year 7 of a 10 year grant funded by Drug Free Communities. Each year there is \$125K given towards these efforts and they are focusing on substance abuse among youth and within families. City Manager Dragon stated they focus on three (3) areas - marijuana, prescription drugs and alcohol. Those were selected through a process as to what was most used. Their efforts are prevention and they are now reaching out to those in middle school as well as the high school. They have an action plan that is submitted to the Drug Free Communities Program and they approve the plan. There is a leadership team that meets the on 1<sup>st</sup> Thursday of the month.

Councilor Dzujna asked if you have seen any big swings in the last few years. City Manager Dragon stated they noticed a higher use of synthetic drug use but alcohol is still the most misused among the youth. They try to adjust their messaging based on those changes that they see.

Councilor Desrochers stated that if the State of NH decriminalizes marijuana how are you going to convince kids not to use it. City Manager Dragon stated they talk about the science and the impact of the brain. It is definitely more of a challenge.

## **II. POLICE DEPARTMENT – pg 92**

Police Chief Goldstein began by talking about the arrests Franklin PD has done. In April they had 98 physical arrests and today in two (2) hours they had seven (7) arrests. Franklin has more arrests per capita than Manchester. 15-19% of officers suffer from PTSD compared to the U.S. Military. He stated if you replace police with fire you will find the results are similar.

Chief Goldstein stated dealing with fewer resources annually is exhausting and the Chief talked about a situation he was in due to exhaustion. His officers are at a high level of exhaustion but continue to move forward.

Chief Goldstein showed a video about police chasers from Keene who came to Franklin and ambushed the officers at night. His officers did a great job about staying calm and handling the situation appropriately and not getting rattled by them.

Chief Goldstein talked about some successes as for the first time in a while they have all the people they are supposed to, Max has obtained all of his certifications for patrol and drug protection duties, additional third (3) detective to handle all investigations, addition of the part time secretary has helped with prosecution. The Granite Hammer grant has helped with the carfentanil case and they are working on four (4) highway/safety grants. The police academy now has Franklin scenarios in their simulator so officers can train on situations with Franklin scenery.

Chief Goldstein spoke about future initiatives that included leadership training for officers on mountain bikes. He mentioned National Night out is in August. Officer Rector and Max have been invited to join special operations unit in Belknap County. Franklin Police Officers continue to receive training for certifications.

City Manager Dragon stated she was impressed how the officers kept their cool when being engaged by the group from Keene.

City Manager Dragon stated one expense in the future is the need to update the dispatch center.

City Manager Dragon stated that they will adjust, again next year, the amounts towns pay based on percentage of use. They are looking at setting up a fund to use a percentage of the money to set aside for the equipment.

Councilor Dzujna asked what is going to be the cost for the whole radio system and Lt. Clough responded about \$500K. Councilor Dzujna mentioned that they would have to put aside quite a bit for this. City Manager Dragon stated communities will share in the expense. Councilor Dzujna asked if the communities know and Chief Goldstein stated they are all aware.

Councilor Desrochers asked how much can they cannibalize parts from other radios. Chief Goldstein stated they have been doing that and eventually the parts will run out. Councilor Desrochers asked how much longer will the system last. Lt. Clough stated they just extended it for another two (2) years. Councilor Desrochers asked if there are any grants out there they can apply for. Chief Goldstein stated not that they know of but will continue look to see if there are any as that would be a specialized grant.

Councilor Zink stated that on page 98 there is a 111% increase in maintenance for the radio dispatch. Chief Goldstein stated in the right hand column states what it is and it includes monitoring and repairs. Lt. Clough mentioned that if a radio is down just for the company to look at it is \$1,500.

Councilor Ribas stated that line shows three (3) towers is that all the towers we have and can replacement be incremental. Lt. Clough stated that you would just have to make sure the new equipment and old equipment are compatible and it could be more expensive if it is done incrementally. City Manager Dragon stated that they are looking at a lease to purchase.

Councilor Desrochers asked what is the revenue from the other communities. City Manager Dragon stated it was on page 59 and it was \$85,758.

Interim Mayor/Councilor Clarenbach stated we can't burden the small communities with the largest portion since Franklin is the biggest user.

City Manager Dragon stated the Franklin takes all calls and then they allocate costs based on usage. We do have other towns who want to be dispatched by us but we are at our max.

Councilor Dzujna commented that when you have people like in the video you just have to grin and bear it and thanks to the officers.

City Manager Dragon stated that they are looking at what is happening in the community. We just started sharing the call volumes on Facebook. There is a business owner who calls all the time with negativity about the police department and she had a discussion with him about the future and will continue to educate. The police department does do a great job and the items on social media are normally politically motivated and not actual facts. The negative people don't want to listen and hear the facts.

Councilor Zink stated on page 57 it states we are getting a DOJ grant and it looks like we will get that again next year but there is a \$23K grant that we are not predicting this year. The DOJ is for the drug task force and we got last year and will get this year but the \$23K was the Granite Hammer grant that was shared with Tilton but not sure we will get it again.

Councilor Dzujna stated they mentioned exhaustion and what is the true answer, more people or pay. Chief Goldstein stated more people would be great but no more money would be great but no it is effectiveness and society needs to be changed as there is no one word answer.

City Manager Dragon stated it is a combination of things for police and fire as they are overstretched and the work that is being done are important pieces long term but it takes time.

Councilor Ribas stated on page 98 it mentions the metal doors and their replacement. Chief Goldstein stated they are rusted and they are required to have a safe building. Councilor Ribas stated on page 95 the administrative uniform cleaning is half what was expended and Lt. Clough stated to wait until the end of the year. Councilor Ribas stated on page 94 under legal notices it states food for prisoners detail. Chief Goldstein stated it has always been there.

Councilor Zink stated on page 59 for K9 program have they not done fundraising. City Manager Dragon stated that comes through as matching funds and not into this line.

### **III. FIRE DEPARTMENT**

Fire Chief LaChapelle stated he has three (3) different sections for presentation. He stated he is in his 5<sup>th</sup> year as fire chief and had set goals at the initial swearing in to be open minded, have flexible relationships and be resilient.

Chief LaChapelle stated that EMTs in NH must now be certified in the active warm zone with gun fire. They have switched to red shirts all the time and there was a national article that stated firefighters/EMTS should wear something other than blue.

There were 1982 incidents in 2016 and that number has gone up 98% since 1996. In 1987 Franklin went to 3 FF/shift during the daytime. In 2017 Franklin still has 3 FF/shift daytime and calls are up 100%. In 1987 there were about 40-45 personnel and today there are about ½ that number. Fifteen years ago Franklin Fire Chief Clarenbach and Manager Doyon predicted what is happening today. Fires are down but EMS is way up and extremely expensive.

Chief LaChapelle stated Firefighters aren't coming back as they are working so many overtime hours (ex: a shift captain alone has 1000 hrs in OT last year). The department is struggling to handle the calls and struggling with resilience.

Chief LaChapelle stated on pg 100 it shows the amount of calls and pg 101 tracks the calls with concurrent calls growing. There is federal funding for personnel but there is no sustainability with these grants. Berlin and Claremont get federal funding but don't run ambulances and when the grants run out they will have to make up the funding difference. City Manager Dragon agreed that if there was a grant and a way to strategically use it we would apply but until we are ready to sustain the personnel from it we won't go for it. Chief LaChapelle stated

that the firefighters are averaging 165 calls per firefighter. Mutual Aid Chiefs meet once a month and Tilton/Northfield & Sanbornton are called automatically with fire calls.

Chief LaChapelle stated that one of the proudest items is we are ahead for safe schools and have implemented a program with our school district.

Chief LaChapelle stated that they have gotten over \$300K in grants and EMS billing we have gotten \$365K in revenue to start and are up to \$500K now.

Chief LaChapelle spoke about some national statistics like 68% of firefighter deaths are due to firefighters doing OT. National statistics show that radios over 15 yrs old is contributing to one (1) death and Franklin's radios are over 16 yrs old so that is something to think about.

**Administration – Page 103 – 4.1% increase**

Chief LaChapelle stated that for administration there are no significant issues.

**Suppression – Page 104 – 2.2% increase**

Chief LaChapelle stated that the OT line goes up annually and OT is driven by calls. The machine and equipment line has decreased as the engine 1 project is completed. They are waiting to hear if they got a grant for \$65K for hose/nozzles/thermal imaging.

**Code Enforcement – Page 105 – 10.4% increase**

Chief LaChapelle stated code enforcement work has more than doubled. City Manager Dragon stated that Inspector Reale is going on the ambulance. Chief LaChapelle stated that absentee landlords are feeling the pressure. Multi families work and inspections has doubled and they are requiring landlords to be at inspections not just tenants. They are averaging 5.36 calls a day so Inspector Reale is spread thin.

Councilor Zink stated the OT number for suppression we're budgeting is less than what we had expended in April. City Manager Dragon stated we always do that but we are gradually increasing with money from other lines. Chief LaChapelle stated injuries are covered by OT and when there is a vacancy it is always covered 24/7. OT is not just shift coverage it is also vehicle maintenance which \$12-15K is spent on overtime to fix vehicles as it would cost us \$60-80K a year if we sent vehicles and radios out for repair. It is rare that a vehicle goes out to be fixed.

**Fire Alarm – Page 86 – 2.0% increase**

Chief LaChapelle stated the fire alarm division is no longer just working on fire boxes. When new telephone phones are installed this requires a full installation on those poles.

Chief LaChapelle stated that the hospital relationship is not that great. Training requirements are almost nonexistent so there are two (2) firefighters who are paid to do the trainings.

Chief LaChapelle stated the \$62K we pay for the dispatch services is also a relationship with our mutual aid partners. The infrastructure within the dispatch services needs to be replaced and that line will continue to grow.

**EMS – Page 109 – 2.0% increase**

Chief LaChapelle stated that the relationship with Andover has changed as the calls have doubled and that meant the fire staff being out of town more often. New London hospital has picked them up so they are not doing EMS calls to Andover anymore.

Chief LaChapelle stated that the cost of supplies has increased so that line has increased.

**Emergency Management – Page 109 – 23.0% decrease**

Chief LaChapelle stated emergency management has had a spike due to purchase of computers.

**Fire Station – Page 110 – 12.7% decrease**

Chief LaChapelle stated the cost of the station items have come down as the repairs are finished.

Councilor Desrochers stated OT costs are equaling 39 weeks so at what point do you add another firefighter and when will you reach that threshold. Chief LaChapelle stated he didn't have an answer tonight but those discussions are happening regularly. The pressure is certainly being felt as there were 2 firefighters that left this year.

Councilor Wells asked when is Inspector Captain Bodien retiring. Chief LaChapelle stated no date has been given yet. Councilor Wells asked how do the shifts go that the guys work. Chief LaChapelle stated they work a 24 hr shift then they have two (2) days off then work 24 hr shift and have four (4) days off. A 36 hr shift is when they pick up OT and could work a 36 hr shift straight. Their normal work week is 42 hrs but sometimes they can work 48 hr and then the next week it is 36 hrs. Councilor Wells stated that to eliminate OT you would have to go to staffing four (4) firefighters. Chief LaChapelle stated we could hire four (4) firefighters during the day and have three (3) at night and there are different staffing models to look at. One firefighter is about \$85K with pay and benefits.

Councilor Dzujna stated that the chief mentioned other cities like Berlin and Claremont so what is their fire to EMS ratio. Chief LaChapelle stated it is about the same. They pay about \$380K contract fee for EMS services but their fire departments may take over the EMS. Councilor Dzujna asked looking down the road would they move staff to EMS vs fire and have a split firehouse. Chief LaChapelle stated that there is nothing in the RSA that states the firehouse has to do EMS. EMS in Franklin requires a lot of staffing.

Councilor Clarenbach stated the challenge is the demographics of the community is driving the levels. EMS is not a legal obligation of town but the state comes in and dictates where patients go. Outside agencies are forcing us to do that and we don't have funding for that. Until the demographics change nothing will change. This is a community wide problem and the community has taken over the contracted resources.

Councilor Desrochers stated that there is a junk yard in town that is moving as code enforcement has been there multiple times. It will happen but it will take years to do it.

Councilor Zink stated that on page 59 Medicaid reimbursement rates have increased but will it increase for those with insurance. Chief LaChapelle stated private insurance pays \$1800 as that is an industry standard. Private insurance charges 500% over Medicaid rates.

Councilor Zink asked how long have fire permits been \$5. Chief LaChapelle stated it has been about seven (7) years now. Councilor Zink asked if they check the permits and Chief LaChapelle stated they do not check all of them.

City Manager Dragon congratulated Chief LaChapelle on his recent award as Emergency Management Director of the year.

***Motion to adjourn made by Councilor Dzujna, seconded by Councilor Zink. All in favor; meeting adjourned at 8:12 p.m.***

Respectfully Submitted,

Lauraine G. Paquin