



## **Special City Council Workshop Meeting Minutes**

**May 20, 2019, Council Chambers**

**4:30PM LEAN Workshop**

**6:00PM – Public Hearing**

### **Call to order**

Councilor Jo Brown called the meeting to order in Council Chambers at 4:35PM.

### **City Council in attendance:**

Councilor George Dzujna, Councilor Kathy Rago, Councilor Karen Testerman, Councilor Paul Trudel, Councilor Bob Desrochers, Councilor Ted Starkweather.

### **Others in attendance:**

City Manager Judie Milner, Finance Director Frank Lossani.

### **Absent:**

Mayor Giunta, Councilor Scott Clarenbach, Councilor Vince Ribas.

Salute to the Flag was led by Councilor Dzujna.

LEAN Expert Richard Ellert began the meeting with an update on how the LEAN process is moving through the City Departments and School. The 5s process is going well throughout the City Hall offices. The City Clerk's Office cleared away approximately 25% of items not needed in the office and opened up some clear spaces. The next steps would be analyzing how long it takes to do whatever daily actions are normally done and see if there can be any refining opportunities to create efficiencies in those actions.

Ellert informed the group that the Fire Department did a fantastic job on their LEAN process. Later in June, Ellert will work with the Fire Department once again as they map out the Property Maintenance Process. Ellert instructed Fire Chief Mike Foss to invite a person from any other departments who are involved in that process so information, opinions, and suggestions can be gathered in order to create improvements in the process.

The Municipal Services Department was completely engaged in their LEAN Workshop and did a great job interacting and building out their roadmap filing it with action items that are within their control that they can do themselves. Ellert was very impressed.

Ellert informed the City Council that the School Board LEAN Workshops were going really well. The actions they created on their roadmap are meaningful and the group overall is working great together.

City Manager Milner stated that the City Manager's Office has been 5sing for six Fridays in a row and many have seen its impressive makeover. There were numerous unused items removed from the office and the overall flow of the space has been greatly improved. Ellert stated that there will be upcoming audits to see how everyone is progressing in their work spaces and in doing so; he will teach employees how to do their own audits so the improvements can be maintained.

City Manager Milner opened the Roadmap on her computer and shared it on the projector screen. Ellert commented on the items for April that are in a RED status meaning they weren't completed but they weren't moved over to May as they likely should be so it doesn't look like they dropped off. City Manager Milner stated that the items in April were moved out another month and May items moved to June. Ellert suggested to remove them because it just looks like they weren't done at all rather than just moved out one or two months.

### **Education: Collaboration with Schools – Council Champion Scott Clarenbach**

These items are red and no progress has been made. Ellert asked if there should be a new champion assigned to this. There were a few comments and agreement that this should be re-assigned to Councilor Brown because she has been working with the school on education topics. Brown replied that out of all the other Councilors, she has worked the most with them so it does make sense for her to take this. She hopes that the school will have the right people to do what is needed to make progress. Brown requested that the City Manager Milner move the Downtown Group to another Councilor and location to allow her time to take this on. Milner agreed.

Councilor Testerman arrived after the meeting start time and apologized for being late due to a miscommunication on the time.

City Manager Milner will notify Councilor Clarenbach and let him know that his schedule doesn't allow for him to support these activities and that the Education piece will move over to Councilor Brown.

### **Recreation – Council Champion George Dzujna**

Councilor Dzujna, with the help of Director Krystal Alpers and Audrey Lanzillo, identified over 30 non-profit organizations and looked at a few of the organization's calendars of events to compare and get ideas on how this should appear on the City Website. Dzujna stated that all of the organizations were in agreement that a Community Calendar on the City Website was a great idea. If only one central calendar can be utilized and updated, then duplication on their organization calendars isn't necessary. This calendar would show everything that is happening in the City. The organizations themselves can see what is happening on any given day so to possibly avoid scheduling an event on the same day as another organization which would affect either turnout. The process to create the Community City Calendar was fairly simple and once an organization creates an event and submits it, it should only take a small amount of time for

Krystal or Audrey to accept the content that an organizer creates so that it can appear on the calendar. There was no extra cost to the City whatsoever to set this up.

Dzujna and Alpers held an informational meeting with all of the organization's contacts and walked through the steps to submit an event to the City Calendar. We have the blessing from the City Manager and City Council to roll it out on June 1<sup>st</sup> which is ahead of schedule. The Council congratulated Councilor Dzujna on the completion of this task.

For the Measuring of Events piece under Recreation, Krystal monitors her events but Dzujna isn't sure how he could monitor outside events. It's possible that once these events get on the City Community Calendar, he can see what is going on and ask the organization's contact if the turnout is good or better than the last time. Ellert offered a suggestion on approaching outside groups for their event attendance data and stated that Dzujna could request percentages and percentage changes of attendee crowds. Councilor Brown agreed on asking for percentage changes mentioning that most organizations know their member base and how well their event was attended. Once the organizations use the City Calendar there should be an increase in event attendance and they should be able to let us know if it's improving. The purpose of doing this is to see if what we're doing is making a positive impact and worthwhile doing. Many of our events go through the Parks and Rec department so we should be able to tell quickly if the Community Calendar is making an impact.

City Manager Milner updated the Council on the Recreational Activity plan with SWEEB. The Mill City Park Board determined that this would not be a good fit for Mill City Park because the idea is to promote free recreation and the SWEEB would require maintenance and someone to oversee the structure. The ski area would not be a good fit either because SWEEB needs to be relatively flat and this is the opposite of the ski area. There are other locations that could be considered in the future but at this time, it wouldn't be a good fit. Odell Park could be a possible option.

Milner also provided an update on the Economic Development meeting where members attended the Main Street Academy event here in Franklin. The City is still working to advocate for the \$1.5M allocation from the state. State Senate Finance Committee Chair Lou D'Allesandro will be targeted for the City to reach out to as well. The City is considering a grant from Commissioner Caswell's budget under Outdoor Recreation. Senator French is willing to make that motion in Concord. Members of the City Council along with the public are welcome to write letters to congress to let them know how important this is to Franklin. This task is GREEN except for the SWEEB piece.

### **Business – Council Champion Jo Brown**

Councilor Brown and director Lewis created a How to Start a Business document. The on-line document lets a person know what forms need to be filled out. The document includes hyperlinks to specific zoning and permitting rules to follow, links to other organizations that provide helpful information, and a link to state requirements. The last page has a list of all the hyperlinks in case someone doesn't have the on-line version and wants to know what the actual

link is. A “final” version was sent to all the Councilors for their review and Brown stated that she hopes it can be reviewed once more and then posted on the City Website by the end of June. The next steps would be to have someone actually go through the motions and notate the time it takes a new business owner to go through the steps. This will help to identify possible inefficiencies and further streamline the process. Another side to this is marketing and attracting businesses to come here.

### **Safety – Council Champion Karen Testerman**

Councilor Testerman stated that she spoke to Police Chief Goldstein about offering a “coffee with the Chief” once a month. This would increase visibility.

Testerman also shared the good news that the comfort dog puppy has been born and the Police Department and the Fire Department are excited to have the new member join their teams. The puppy will begin training in a few months.

Ellert asked the Council how this should be more formalized and does it address the visibility concern that the Council stated they have at the beginning of planning the roadmap. Ellert stated that there needs to be steps documented around this if this is addressing what the Council identified as a visibility need.

Councilor Testerman stated that she did ride along with the Fire Dept and the PD and they have an inordinate amount of work and area to cover. In the winter months, an opportunity could be a sit down or coffee to address the visibility need.

Councilor Dzujna stated that the residents would like more police presence however the City’s budget is hindering the ability to hire another patrol officer.

Councilor Brown stated that this could be more aspirational but still something the City wants to work toward. The time the Chief walked downtown, all the businesses talked about it. Brown also stated that she wants to leave the comfort dog on the roadmap. Ellert stated that aspirational items in the road map should not be there. Items in the roadmap need to be measurable. Councilor Brown explained that comfort dog meetups are measurable and specific events can be planned and measured. On Community day, the trainers counted over 200 interactions with attendees and the dog.

Councilor Testerman agrees and also wants to leave it on the roadmap. She stated that the difficult part may be advertising the meetups for the Police Chief or Comfort Dog. A suggestion from Councilor Dzujna was to utilize the City Community Calendar. Ellert agreed that this is the specific item he was describing that is the measurable piece. Testerman would like to utilize papers and grocery stores or the Library. Ellert mentioned the electric sign board that sits on the side of the road can be used as well. Dzujna suggested that flyers could also be another option.

### **Safety - A Vibrant Healthy Community**

Councilor Testerman stated that she spoke to the Fire Chief, Steve Reale, and Dick Lewis regarding the Property Maintenance Process Map.

### **Resources**

City Manager Milner stated that Councilor Starkweather just got on board and will need a little time to dive into this.

### **Economic Growth**

In May, pitching Opportunity Zone grants. Investors are coming forward. Main Street Academy visited Franklin. The Downtown Group needs a new leader and wants to be heard on what they would like to see downtown. Standard signage will be part of the discussions. Colby Sawyer is looking to do their capstone projects here. We were offered an intern from George Washington University to help with some social media and marketing in the downtown area.

Next steps are working on the free items and having these groups help us market.

The Art Block and museum at the Library is moving along. PermaCityLife decided not to do an Art Block so the church may be a good option for an ART Block there. The museum at the Library is moving forward. Vulgar Brewery has a good space to place art. Next steps are where to put the ART Block.

Positive stories and Testimonials need to get out there. The City Website should be utilized more for this.

### **Training for City Employees**

Director Lossani stated that many of the directors have been working on their Time Studies. He suggested the Time Studies activity move to May and the Skills Matrix be moved to June. The training program should move to July. Five City-wide skills have been created and will be added to the matrix. The Department Heads are working on their Department level skills. Then the five job related skills will go into the matrix. The standard cookie cutter annual evaluations will be replaced by next year. The skills matrix will then become the new evaluation tool.

Ellert informed the Council that the skills matrix is a much better way to evaluate since it provides information on how an employee is doing right now and highlight whatever training is needed in order to bring that employee where they need to be. The matrix will be based on what department you work in so an employee can be evaluated to their specific job as well as the skills that are set City-wide.

Councilor Starkweather stated that the matrix must be realistic. One of the measures when he worked for the City was the ability to write communications with the public. He asked how many men who are plowing snow need to compose a letter to the public.

Ellert informed the group that cross training is very important and the evaluation process is a two-way conversation. He offered his assistance if anyone needed it as they build the matrix for their department. Ellert also mentioned that the audits will be coming soon and anyone who has a safety issue in their area will receive an automatic zero.

The Overall feedback from the Council of utilizing this roadmap is positive. Councilor Brown stated that it helps keep her organized.

**Public Hearing on Resolution #20-19 opened at 6:00PM.**

Call for any public discussion. There was none.

Public Hearing on Resolution #20-19 closed at 6:00PM

**Motion – Councilor Desrochers moved that the Franklin City Council adopt Resolution #20-19, to accept grant funds in the amount of \$8,500 from the NH Department of Safety, Division of Homeland Security and Emergency Management \$8500 to be used to update the current Local Emergency Operation (L.E.O.P) and Continuity of Operations Plan (C.O.O.P).  
Seconded by Councilor Trudel.**

Call for discussion. There was none.

**RESOLUTION #20-19**

**A Resolution Granting Authority to Accept Grant Funds from the NH Department of Safety, Division of Homeland Security and Emergency Management**

**In the year of our Lord, Two Thousand Nineteen,**

**WHEREAS**, the City Council of the City of Franklin, New Hampshire adopted a budget for Fiscal Year 2019 beginning July 1, 2018, **and**;

**WHEREAS**, the City Council understands that the City Manager and Fire Chief have identified that the City's Local Emergency Operation (L.E.O.P) and Continuity of Operations Plans (C.O.O.P) need to be updated, **and**;

**WHEREAS**, the City has been awarded a grant of \$8,500 from the NH Department of Safety, Division of Homeland Security and Emergency Management, to help offset the costs of both plans, **and**;

**WHEREAS**, matching funds, in the form of donated funds and services, in the amount of \$8,500, will be directed towards this project for a total project funding of \$17,000, **now**;

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***THEREFORE, BE IT RESOLVED***, that at a regularly scheduled meeting of the City Council on Monday, May 20, 2019, the City Council of Franklin New Hampshire does hereby vote to adopt resolution #20-19 to accept \$8,500, in grant funds from the NH Department of Safety, Division of Homeland Security and Emergency Management, to update the City's Local Emergency Operation (L.E.O.P) and Continuity of Operations Plans (C.O.O.P), with required matching funds of \$8,500, **and**;

***THEREFORE, BE IT FURTHER RESOLVED***, that the City Council does hereby authorize City Manager, Judie Milner, to sign all relevant documents pertaining to the acceptance and administration of this grant award and hereby authorizes the following non-lapsing appropriations,

**An Increase in Revenues:**

State Grants Revenue Acct. No. 01-0-000-33591-000 – Eight Thousand Five Hundred Dollars (\$8,500),

Donations from Non-Public Sources Acct. No. 01-0-000-35085-000 – Eight Thousand Five Hundred Dollars (\$8,500),

**An Increase in Expenditures:**

Emergency Management Mach & Equipment Expense Acct. No. 01-2-208-40740-000 – Seventeen Thousand Dollars (\$17,000),

**By a roll call vote.**

**Roll Call:**

<b>Councilor Brown</b>	<u><b>Yes</b></u>	<b>Councilor Dzujna</b>	<u><b>Yes</b></u>	<b>Councilor Ribas</b>	<u><b>Absent</b></u>
<b>Councilor Clarenbach</b>	<u><b>Absent</b></u>	<b>Councilor Lauer-Rago</b>	<u><b>Absent</b></u>	<b>Councilor Testerman</b>	<u><b>Yes</b></u>
<b>Councilor Desrochers</b>	<u><b>Yes</b></u>	<b>Councilor Starkweather</b>	<u><b>Yes</b></u>	<b>Councilor Trudel</b>	<u><b>Yes</b></u>

**All in Favor. Motion PASSED.**

City Manger Milner reminded the Council that their signatures on the grant documents are needed as well as for the Hazard Mitigation plan. Both can be located with Audrey Lanzillo.

**Other Business**

None

**Motion to adjourn was made by Councilor Starkweather. Seconded by Councilor Desrochers.**

**Meeting adjourned at 6:03PM.**

Respectfully Submitted,

Audrey Lanzillo