



**City Council Special Meeting Workshop Minutes**  
**March 25, 2019 – 6:00 PM**  
**Franklin City Hall**

**Call to order**

City Manager, Judie Milner called the meeting to order at 6:00PM in Council Chambers.

**City Council in attendance:**

Councilor Jo Brown, Councilor George Dzujna, Councilor Kathy Rago, Councilor Karen Testerman, Councilor Paul Trudel.

**Absent:**

Councilor Bob Desrochers, Councilor Scott Clarenbach, Councilor Vince Ribas

Salute to the Flag was led by City Manager Milner

City Manager Milner opened tonight's City Council Special Workshop Meeting – LEAN Update stating that our LEAN Expert Richard Ellert has provided some feedback on our progress and wants to relay to everyone that Action Items should be adjusted as follows: If there isn't a unit base and a goal, then there is no way to measure it therefore the item needs to be removed. Tonight's focus will be on those items that need to be removed. We have to think of this as a strategic set of next steps not just a report card of action items that are listed. March items will be reviewed and dive into what needs to happen to turn an item to green. Then June tasks will be added into the roadmap.

**Roadmap Area:**

- **Education – Council Champion Scott Clarenbach**

Councilor Clarenbach was unable to attend tonight's meeting. City Manager Milner informed the group that Clarenbach was going to reach out to the School Board Chair first, then the Superintendent and City Manager Milner regarding collaboration discussions regarding finance and operational areas, possibly merging these areas with the City. This task is now in a red status.

Councilor Brown stated that LEAN Expert Richard Ellert met with key school leaders on April 5<sup>th</sup> and that she had attended that meeting. Brown thought the meeting went well. They discussed the challenges of hiring the right people with the current pay scale. Mr. Ellert asked that the school focus on things that they could control. Changing the school's Mission Statement wasn't something the school leaders felt would be necessary.

There is a draft roadmap from the school but Brown hasn't seen that yet and she also stated that there is another LEAN session schedule for next week.

City Manager Milner stated that she testified recently regarding the state Adequacy Bills at Lakes Region Community College. She also stated that the City of Berlin came up to speak after her and that Franklin Superintendent Dan LeGallo and Franklin School Board Chair Tim Dow also spoke and echoed her comments. She then attended the Concord meeting and again, Berlin attended and this time the Town of Pittsfield attended. Milner stated that they echoed the same Adequacy comments made at the LRCC meeting. Unfortunately, there was no-one else from Franklin there to help support the Adequacy problem. If any other meetings get scheduled in Concord to address Adequacy type Bills, she will inform the group.

Milner stated that the Joint Finance Meeting will be scheduled in April.

There were no new June tasks added.

- **Recreation – Council Champion George Dzujna**

Councilor George Dzujna updated the group on the Calendar of Events action items and thanked Krystal Alpers and Audrey Lanzillo for helping complete some of the tasks listed and could start to focus on the May action items. There are still a few outstanding questions regarding the City Calendar and the Community Calendar. Dzujna contacted local organizations (currently over 25) and held a meeting with the organization's contacts to review the process steps of sending the City requests to post their events to the City's Website on the Community Calendar. He handed out the instructions on how to post events and explained the guidelines of what types of events can be posted on the City Website Community Calendar. Almost any event that is beneficial to our community can be posted. Dzujna stated that there are no additional costs to the City for this service and the official roll-out could be planned for May or June.

The following are the instructions that Councilor Dzujna created for Community Organizations to follow when submitting an event to the City Calendar:



# City of Franklin

## Community Connections

## Calendar

### Community Calendar Instructions:

1. Open your internet browser
2. Type in [www.franklinnh.org](http://www.franklinnh.org)
3. Scroll to the bottom of the Home page and click on **"Login"**
4. Type in your **user name** and **password**, click on **"Log in"**
5. Scroll to the bottom and click on **"My Account"** link
6. Click on **"Event Submissions"** under Group Membership heading
7. Click on **Create Content** (left side of page)
8. Select **"Event"**
9. Fill in required fields:
  - Title
  - Event Type - select **"Community Event"**
  - Start/End Date and Time
  - Upload a picture into the Image field (not required)
  - Enter your information into the "Body"
10. Click on **"Address"** at the top on the right hand side.
11. Enter the location of the event (enter a full street address as the system will use this information to generate a Google Map link. If the information is incomplete then the address link will not work properly.)
12. Click on **"File Attachment"** at the top on the right hand side. Upload a file. (not required)
13. Double check that all your information is correct under each tab on the right.
14. Once all your information is complete, click on **"save and close"**. This will submit your event.
15. Note - if you include an image then there will be an error when you first click "save and close". The system requires "Alternate text" for images in this field but you can not enter that text until after the image has been uploaded. Therefore, when you get this error message, enter a name of the image into the "Alternate Text" box and then then click Save and Close again. This will only happen if you include an image.



If you have questions or know of an organization that would like to post events, please contact:

Krystal Alpers at [kalpers@franklinnh.org](mailto:kalpers@franklinnh.org) / 934-2118 or

Audrey Lanzillo at [alanzillo@franklinnh.org](mailto:alanzillo@franklinnh.org) / 934-3900

Improving venue attendance was then discussed and the challenges of capturing headcounts at events such as Community Day. The recent Annual Boat Bash was well attended but still a fairly new event and expects to grow every year. Dzujna will make a list of the current events and estimated attendance so new metrics on increasing attendance can begin to be tracked. Tasks for April, May, and June were updated.

City Manager Milner stated that Marty Parichand will be presenting the roll-out of Mill City Park at the next LEAN Workshop on April 22<sup>nd</sup> @ 6PM. UNH Main Street Academy will be holding an event in the Opera House on May 7<sup>th</sup>. There will be presentations on our downtown development plans and a tour of these areas and current businesses.

- **Business – Council Champion Jo Brown**

Brown stated that March, April and most of the May tasks were completed. She stated the Planning and Zoning Director Dick Lewis created a draft of instructions and information on how to start up a business in Franklin. Also created was a draft document on signage and what our current RSA states regarding signage guidelines. She will bring these documents in front of the Council for approval. May and June tasks were updated.

Councilor Rago wondering if the thought of housing and what types of business guidelines there should be when the White-Water Park is in full swing. Councilor Dzujna asked if a Legislative Committee should discuss these needs and guidelines around them.

- **Safety – Council Champion Karen Testerman**

City Manager Milner stated that metrics need to be created for the Police Visibility tasks. Councilor Testerman stated that the City should list when and how police will do this but also that the City needs more patrol officers in order to commit to doing this. She also stated that there should be something written regarding Code Enforcement and how this process is followed. The challenge is where the money will shift from. If the City gives more to the schools, City services will suffer.

City Manager Milner asked the group if publishing statistics in the Newsletter would be useful. Councilor Testerman stated that the Police Chief Goldstein gave her the number of hours spent in one month on service calls. Information such as this would be good for the public to know. Also provide to the public, any mutual aid data that our Fire Department provides to other communities. Milner suggested that Audrey Lanzillo reach out to the Police Chief as well for the statics and publish that information in our Quarterly Newsletter.

Milner added Police Visibility metrics into the roadmap. Councilor Trudel suggested adding School Resource Officer (SRO's) data to the spreadsheet as well. He asked City Manager Milner how often do our officers stop into the Library or the Community Center just for presence.

A member of the public spoke to the Council and stated that it would be difficult to measure how many people stopped to speak to the officer if they were walking the street for police presence purposes. He suggested that one way to measure would be tracking how much time the officer spent doing the actual police presence walk.

- **Resources – Council Champion Ted Starkweather (replaced Heather Moquin)**

Franklin for a Lifetime update will be pushed out another month since Ted has just replaced Heather and he is not here yet to provide him with the details and information on this effort.

In the area of Economic Growth, Councilor Dzujna stated that Councilor Starkweather could reach out to Colby Sawyer for marketing input. City Manager Milner stated that Colby Sawyer is attending the Downtown Economic Development Group Meeting on April 8<sup>th</sup>.

City Manager Milner stated that she will find someone on the City staff who can use Twitter to communicate City Information. Councilor Paul Trudel volunteered to accept the Tweeting responsibility for the City.

Milner would like to capture the number of hits on the City's website for the Business Economic Affairs Division. She stated that she will begin focusing on making progress in this area and then Ted will be taking it over.

Milner communicated to the Council that she is dedicating \$5K toward marketing and promotion efforts. She also stated that Mr. Fields lives on Daniel's Point and donates money to the City every year to be used per the City Manager's discretion. For the previous three years, Milner has given it to the schools but this year it will be used for marketing.

The Opportunity Zones are a current focus and the USDA is offering a grant which Director Lewis is working on so it can be submitted by this Friday. Additional funding from The New Hampshire Community Loan Fund for PermaCityLife will also focus on Opportunity Zones. Milner stated that she will be speaking about the Opportunity Zones in April with Michael Sununu. Action items for April, May and June were updated.

Councilor Dzujna stated that Economic Development must include art and museums as part of the plan for a successful community to grow. He stated that he spoke to a Franklin Library Board member and Library Director Rob Sargent and they are excited to possibly create an art gallery in the upstairs grand hall at the Library. There are already a few art donors beginning to reach out to Library Director Sargent.

- **Talent – Council Champion Vince Ribas**

Councilor Ribas was absent so no update was provided.

- **Value – Council Champion Paul Trudel**

City Manager Milner stated that training for City Employees has begun. Department directors have started their Time Studies and will be meeting later this week to identify each of the 5 job specific skills each specific job requires. Skills will be defined at the City Level and also at the Department level. Employees will receive training if the skills outlined are not met for in their specific job or at the department or City level. Milner stated that we are on track with training. Tasks were updated for April, May, and June.

Milner asked the group if they have seen the City Manager's office since the 5s process began. Supplies were consolidated and many unnecessary items that were no longer used were thrown away or placed in storage. The overall flow in the Manager's office has significantly improved. Milner's office space will be the next area to organize and that will begin on April 5<sup>th</sup>. She also stated that the Welfare Office has completed the 5s process as well as the City Clerk's office. Police is underway and the Fire Department has already completed the 5s process. Finance, Parks and Recreation, Planning and Zoning, and the Library are gearing up to get started. Tasks for April, May, and June were updated.

Councilor Trudel stated that periodic audits should be scheduled to make sure the 5s process is being sustained. Milner added that standardizing will need to happen first then the audits can begin in July. Milner made the 5s task a yellow since it is not actually complete yet but everyone is making great progress.

Councilor Testerman asked when a performance-based audit could be considered. City Manager Milner replied that there has to be agreement from the schools to do this even though the City is responsible for all the areas including the schools. Milner stated that we should encourage collaboration at this point and not force anything on the schools. As the LEAN process occurs in the different areas, efficiencies will be uncovered and the natural progression and discussions of possibly combining some areas will make sense.

Milner stated that in support of pushing forward, she will reach out to Councilor Clarenbach and inform him that she would like to reach out to Superintendent LeGallo and School Board Chair Dow to begin a few of the tasks listed under him. Councilor Trudel offered his assistance if she needed it.

**Motion to adjourn made by Councilor Testerman. Seconded by Councilor Brown**

**Meeting adjourned at 8:19PM**

**All in Favor. Motion PASSED.**

Respectfully Submitted,

Audrey Lanzillo