

**MINUTES**  
**SELECT BOARD**  
**TOWN OF PETERBOROUGH**  
Tuesday, January 28, 2020 – 6:00 PM  
1 Grove Street, Peterborough, New Hampshire

**Present:** Tyler Ward, Karen Hatcher, Bill Taylor

**Also Present:** Rodney Bartlett, Nicole MacStay, Alison Kreutz, Leo Smith

Budget Committee: Ronald Patten (Chair), Ed Henault, Bob Hanson, Richard Clark, Ron McIntire, Mandy Sliver, Carl Mabbs-Zeno, James Long

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Chair Ward opened the meeting at 6:03 PM.

*Authorization of Nicole MacStay to sign Purchase & Sale Agreement for Cold Stone Springs*

Chair Ward explained that in Rodney Bartlett's absence, the Board needed to vote to authorize Nicole to sign the Purchase & Sales Agreement (which all members of the Board had previously reviewed).

*Motion:* Ms. Hatcher made a motion to authorize Nicole MacStay to sign Purchase & Sale Agreement for Cold Stone Springs on behalf of the Select Board.

*Vote:* Mr. Taylor seconded. All in favor. Motion passed.

Budget Committee Chair Roland Patten introduced the members of the Budget Committee.

*Town Clerk*

Town Clerk Linda Guyette explained the role of Town Clerk, which is an elected position, with election occurring every three years. The Town Clerk's office is often the first place people go when establishing residency. The Town Clerk's Office assists those who need to register to vote, register or retile vehicles (including boats), license dogs, and need vital records. The Town Clerk also runs school, town, state, and federal elections, and provides the oaths of office for newly elected town officials.

Overall budget is \$1,022,167.00. Ms. Guyette noted that revenues are up and expenses are down slightly, compared to last year. Expenses for Supervisors of the Checklist are up, and the expected costs of putting on the primary election drove the total up.

Dues and publications are up by 25% (\$100.00) due to increased cost of subscription to online service for car registrations.

Ms. Sliver asked about the Recycling Fee. Ms. Guyette explained that it's the 'Recycling and Reclamation Fee' that's collected during vehicle registration.

Chair Ward asked what the current balance was. Ms. MacStay said it was over \$30,000.

Mr. Mabbs-Zeno asked about the services line item, which had no expenses charged to it last year.

Ms. Guyette said it used to be computer services. Mr. Smith said it was for official record preservation. It was not done last year, but may need to be done this year.

Mr. Mabbs-Zeno asked why it needs to be allocated again this year, if it wasn't used last year.

Chair Patten explained that, when those funds weren't used last year, they went into the General Fund, and so new funds needed to be allocated.

Ms. Hatcher asked about the staff changes. Ms. Guyette said Gail Bohle was hired as the new Deputy Town Clerk, and the previous part-time clerk Bob Lambert has retired.

*IT, GIS and PEG*

IT Director Fash Farashahi introduced himself and gave an overview of the services that GIS/IT provides. There are three staff members in IT (previously known as IMS), all full-time: Mr. Farashahi, Network Administrator Cole Royal, and IT Specialist/System Architect Tim Brezovec.

Mr. Farashahi said PEG (Public Education Government TV), as seen on Channel 22, was established 10 years ago and is due for an upgrade.

Mr. Farashahi explained how the Town Network and Office Connections are organized. All business offices are connected to the Town House via VPN tunnel. We use the Comcast subscriber line and the speeds were increased recently, which explains the Comcast increase in the budget. PFR and the Police Department (which serves as a redundant data center) have a fiber line that connects directly to the Town House.

Mr. Farashahi said 411 tickets were submitted to the Helpdesk in 2019. The current Business Hardware Inventory includes:

- 67 Desktops
- 26 Laptops
- 27 iPhones
- 10 iPads
- 18 Network Switches
- 9 Firewalls
- 2 Data Storage Appliances
- 3 Hardware Server (23 Virtual Servers)

Mr. Farashahi said there were 19-20 servers when he started 18 years ago. Those physical servers were consolidated into only three (two at the Town House, one at the Police Station) through virtualization software. "It's an easier restore" and less expensive and faster.

Mr Farashahi said the "big project" for next year is to replace our storage appliances, which are separate from servers, but hold all our data.

*IT & GIS Resiliency*

As our data exists in two locations (the Town House and the Police Station), the redundancy protects the data in the event of something disastrous happening to one location or the other. On premises are:

- Backup System Data
- Staff and Department Documents and Archives
- GIS Databases
- Financial Apps and Databases
- Police Database

Email server was moved out to the Microsoft Cloud nine years ago, after the ice storm. Also in the Cloud:

- Business Software (Office365)
- GIS Apps
- Fire Rescue call data
- Websites

We only want our staff accessing the network to minimize security risk, which is part of why the website is in the Cloud.

*MS Teams and SharePoint*

Mr. Farashahi said Mr. Smith would probably agree that MS Teams has been helpful for working on budgets, which previously were all done via email. With Teams, you can see who made what adjustment, at what time,

and changes are made live, in real time - "It's been very successful." It now comes installed in all Microsoft Office software. SharePoint is used for human resources and personnel forms.

### GIS

For the past 14 years, there has been a CIP Capital Reserve item for aerial flight. We contract with someone to fly over town and capture images and land-based features. The technology keeps improving; Last time it was done was in 2017, and we picked up over 100 outbuildings we hadn't seen before. New LiDar technology provides much more accurate terrain and topography data. The goal is to have a flight every 5-7 years. State will be doing a flight in the spring of this year, so we're hoping to hold off on our flight until 2023.

Mr. Hanson asked if the State has the same technical requirements as Mr. Farashahi. Mr. Farashahi said that when we contract "we have say in what we get back, and with the State, we get what we get," but the State said they would be able to match our resolution, which is good.

### *Project Spotlight: Storm Water Inventory*

For the last two summers, there's been a mapping project to capture storm water management infrastructure. So far, 984 catch basins and 14 miles of drainage pipe have been mapped. This work was predominantly done with interns and an engineering tech hired through CEI. The EPA has slowly been implementing regulations for larger municipalities and working their way down to smaller cities, so this work will ensure that we're prepared once they start imposing those regulations on towns our size. It's also used in the CRS (Community Rating System). It gives people with flood insurance a 10% discount.

### *Parcel Viewer*

Mr. Farashahi said the Parcel Viewer is the flagship of IT, and lots of departments utilize it. The Parcel Viewer provides access to tax map information, plans, and assessing cards. Mr. Smith said, "it's worked really wonderfully" and has greatly increased the efficiency of conveying assessment information to the public. Mr. Farashahi said the Police Department goes into the parcel app before every time they serve a warrant. He added that it's \$3000 cheaper than the previous program.

Chair Ward asked if there are any plans to add historic inventory information to GIS. Mr. Farashahi said there are no plans to link it, but some of it is included in the Walking Tour app. GIS is also available via mobile devices.

### *Assets Inventory*

Mr. Farashahi explained that DPW field crews use GIS on regular basis, when previously they had to rely on printed maps. Plans and sketches were scanned and linked to correlating locations/projects, so staff could easily view previously generated information in a digitized format, and valuable paper records were preserved. Mr. Farashahi noted that Mr. Bartlett and previous Town Administrator Pam Brenner were instrumental in the development of GIS being used for Asset Inventory. Interns were an integral part of the data collection. Scanned records include:

- Record Drawings
- Black Books
- Inspection Reports
- Main Break Reporting
- Asset Pictures
- Utility Plans and Easements

DPW employees can also collect their own data, make their own sketches, and add it to the app, so it can be seen by the rest of the staff, creating a "common operational picture."

### *DPW Task Management*

DPW Task Management started a few years ago as a way to track requests internally. When someone calls and reports an issue, the details are put in the system, assigned a category, and then routed to the correct department or individual.

*Worx Portal/Inspection Programs*

Worx Portal allows for internal app creation for DPW assets and inspections. A basic app was developed for tracking backflow inspections, which Mr. Farashahi estimated saves roughly \$50,000 annually by increasing efficiency and reducing the need for outside consultant. Other inspection programs include hydrants, gate valves, and manholes.

An app for Fire & Rescue, which includes water system data, was recently added.

*Upcoming Phases: Single Pane of Assets*

Mr. Farashahi said over the next few years his team will be working on “bringing everything into one place” via a ‘Single Pane of Assets’, which displays a visual synopsis of essential data.

In closing Mr. Farashahi reviewed the benefits of GIS applications including:

- Easy reproduction, publication, and distribution of data, report, & plans/maps
- Asset Management
- Cloud/Mobile allows easy field access
- Cost Savings for engineering projects
- Financial Reporting, Grant Applications, & Environmental Permitting
- Creates Common Operational Picture and Operational Efficiency

Chair Patten asked Mr. Farashahi to explain the 46% increase. He explained that the allocation for his salary has been shifted out of other departments and consolidated into the IT Budget.

Mr. Smith added that it was determined the payroll taxes and retirement were overstated in the IT/GIS operations, and between those two accounts, the total expenses will be decreased by \$18,419.00, so the net budget, including CIP, would be about a 34% increase, rather than 46%.

*Library*

Library Directory Corinne Chronopoulos handed out an info sheet of 2019 PTL stats to all members of the Select Board and Budget Committee.

Ms. Chronopoulos presented a PowerPoint. She explained that the Library has three main expenses: Staff, materials (supplies and more than 39,000 items), and utilities. In 2019, there were over 55,000 onsite visits and 14,388 virtual visits, and 548 new library cards were issued. The Library has more than 4,000 active card holders.

*Technology Resources*

The Library provides vital access to public technology (mainly the internet). Visitors come to use the internet for a variety of reasons, including to work and apply for jobs, and they also use the Library to scan, copy, and print needed documents. Patrons used the Library for more than 39,000 internet sessions last year.

IT staff member Tim Brezovec spends 10 hours a week at the Library, where he teaches Tech Classes. There were 338 Tech Class students in 2019, providing a value of \$8,450. Every Wednesday, Mr. Brezovec comes to the Library to help patrons with any type of tech problems or questions.

*Special Services*

In 2019, there were 1,894 items exchanged via interlibrary loan. Ms. Chronopoulos said there are many people in Town with “eclectic research needs” that the Library helps to fulfill. Historical newspapers (Peterborough Transcript, Monadnock Ledger and other earlier publications) through 1970, as well as the most recent editions, have been digitized and are available to view.

Ms. MacStay asked if the digitized newspapers were available to everyone, or just card-holders. Ms. Chronopoulos said they were available online to anyone.

Ms. Chronopoulos explained that two years ago the River Center asked if the Library would be willing to be the referral point for employment services. The Library agreed, and has since been assisting job-seekers with resumes, mock interview, etc. Last year the Library staff coached eight individuals in the career services program.

#### *Collections and Programs*

There are over 39,000 items available for check out and 73,431 items were checked out in 2019 (includes about 11,000 digital items). At a conservative estimate of \$15 per item, this is a value of over \$667,950, which is far greater than the operating budget.

The Library also offers a variety of online services including Acorn TV, Transparent Language app, ACT/SAT prep course, and much more.

The Library staff are champions for early literacy, and hosted 85 Early Literacy Storytimes. Ms. Chronopoulos explained that Early Literacy is about “hands on learning” and families reading and learning together, and children who are engaged with books from an early age have better comprehension and larger vocabularies. Storytime is held at the Library three times a week. Ms. Chronopoulos provided an overview of the ‘1000 Books Before Kindergarten’ program.

The Library offers affordable programs for all ages. In 2019, programs included Paint Night, Music Recording with Kids, Inflatable Planetarium visit (which had 120 attendees), and the Cookbook Club, which has 15-20 regular members.

Outreach services doubled in 2019. In a collaboration with the Red Department, everyone in the Playground Program received a library card, regardless of residency.

A Baby Storytime is held at the Riverview Apartments once a month.

Five of the Library staff are Masters of Library Science and there are two certified Para-Librarians. The staff is very dedicated, very well trained, and have a lot of experience.

Ms. Chronopoulos said all that taxpayers need to do to get a return on their investment is to use the Library, whether by checking out books, taking classes, getting museum passes, or using online resources.

#### *FY 2021 Library Budget Changes*

Salaries line item has been reduced by \$10,000 due to planned staff retirement. The Library reorganized to optimize full-time positions, and Ms. Chronopoulos said she had hoped this change would be timed with opening the new library so that no increase would be needed in the salary line item, but “we do expect to add back the \$10,000 in FY 2022.” Ms. Chronopoulos said the budget she needs to staff a two-floor building is the budget she has now.

There has been an addition of expenditures for rental space. Several spaces have been looked at, but a space has not been secured yet. Adding \$20,000 towards that item, but will redirect utilities expenditures towards the rent costs. \$35,000 total has been budgeted for the move, which included the move for both the expansive collection and the library furniture and offices. Revenue budget has been increased by \$42,700 by the Library Trustees to offset most of expenses. Ms. Chronopoulos said the budget is coming in “actually better than flat.”

Mr. Clark asked when construction will start. Ms. Chronopoulos answered that a little more than \$5 million has been raised, with \$500,000 remaining, and the hope is that construction will begin in the spring. She noted that the project was bid last January, and if there is escalation, more money will need to be raised by the non-profit to cover it.

Kaufmann Drive resident Judy Ferstenberg asked if a reduction in the scope of the project had been considered, rather than raising funds. Ms. Chronopoulos said it has been reduced since the original plan, and is now the size of a ‘best-practice’ sized library. Reducing the size further would make the Library smaller

than a best-practice facility. Ms. Ferstenberg said she didn't see libraries as "the wave of the future" and that people don't use libraries as much as they used to. She said she would "never go to a library" and didn't want to be paying for it.

Ms. Sliver asked about the increase in revenue in the 'miscellaneous' line item. Ms. Chronopoulos answered that it's copy money, and money that the library trustees have available to budget.

Marsha Patten, Chair of the Library Trustees, asked Ms. Chronopoulos to explain what would be required to reduce the size of the planned library, especially pertaining to architects' fees. Ms. Chronopoulos explained that "we would have to go back to the design table" and money would have to be spent to reduce to scope, and reducing the scope would reduce the Library's ability to serve the current population. She said the project page on the library website is a good resource for learning more about the origins of the project, which started in 2004 when it was determined that it would cost \$2.5 million just to renovate the existing library. Ms. Hatcher pointed out that the only thing the Town is on the hook for is the \$3 million bond.

Ms. Ferstenberg said that a bigger building costs more to manage, and requires more utilities and more staff. She said technology was less accessible in 2004 but is now "incredibly cheap", and "we could afford to give everyone Comcast internet and their own tablet for less than what this library will cost...I see this as frivolous."

Mr. Patten said the Library and the Trustees are responsible for raising the money, the Town will not be saved any money if the size is reduced. "If they're willing to take it on, I'm willing to let them." Addressing Ms. Ferstenberg, Ms. Chronopoulos said, "Respectfully, just because one person doesn't need the Library doesn't mean that it isn't needed." Mr. Hanson added the Library is "definitely used, without question."

Ms. Ferstenberg said there were other places that could be providing the services the Library and she didn't feel it was a good use of her taxpayer dollars.

Chair Ward pointed out that the Library Project was overwhelmingly supported by the taxpayers at Town Meeting two years ago, and said that the Library Director had "a very responsible budget and a stellar program."

### *Planning and Community Development*

Director of Community Development Pete Throop provided an overview of the Office of Community Development (OCD).

The OCD Mission is to support the orderly and coordinated development of the town according to the wishes of the citizens are articulated through the Master Plan and reflected in Town policies and regulations; to assist various Town committees to identify and carry out priorities and statutory obligations; and to provide support to citizens, landowners, and developers. Mr. Throop noted that the town committees and volunteers are incredibly dedicated, and large part of what OCD does is helping those volunteers be productive and successful in the work they do.

#### *List of Committees Served*

- Planning Board and subcommittees
- Zoning Board of Adjustment
- Economic Development Authority and subcommittees
- Master Plan Steering Committee and subcommittees
- Greater Downtown TIF Committee
- West Peterborough TIF Committee
- South Peterborough TIF Committee
- Capital Improvement Program Committee

#### *Core Activities*

- Planning & Zoning Related
  - Subdivision and Site Plan development analysis and review

- Public engagement related to development of ordinances
- Drafting of Ordinances and Planning Board Regulations

Mr. Throop noted they spend a lot of time talking to applicants to help determine what is best for the Town while helping the applicant meet their goals. After discussions and revisions, by the time it gets to the Planning Board for approval, often it can be done in one meeting. Once the Planning Board reviews a plan, often a conditional approval is given, so we work with applicants to ensure those needed conditions are met.

- Master Plan Development
  - Research and data collection
  - Public engagement and facilitation
  - Facilitating community goal setting and prioritization
  - Communication and education

Mr. Throop said the Master Plan Steering Committee did an update of summary of all the chapters of the Master Plan, which can be found on the Town website. He said the work that the Community Task Force on Housing is now doing will inform the rewrite of the Master Plan, and the last meeting had good turn-out. Attendees had an opportunity to hear data from New Hampshire Housing Authority on ownership trends and rentals, and they worked to understand the “diversity of terminology.” He said it was a “really valuable process” and the Task Force is “test-driving...how we engage the community as a whole.” Mr. Throop continued that the Town needs to learn what people perceive as the needs and wishes applying to housing. Once Master Plan is updated, it will be used by the Planning Board to help develop revisions to the zoning ordinance.

- Economic Development Authority
  - Business retention and workforce development projects
  - Relationship building and coordination
  - Social Media Promotion

Mr. Throop said the EDA interviewed major employers in the region to find out their needs and concerns relating to the workforce, which ties directly to housing. A survey was sent out to those employers to gather a census of their employee base by wage level, so it can be determined what those employees can afford for housing. One of those employers projects 300-500 new jobs needed in the next 3-5 years. “If those employers can’t hire employees, they don’t have incentive to stay in the area.”

The EDA has been engaging people via Social Media Promotion, and it has been found that people are actively researching communities before moving to them. It’s tough to get young people to move to New Hampshire, and “we need to make sure there’s housing that’s suitable for young families.”

- Code Enforcement
  - Land Owner and Developer Assistance
  - Plan Review
  - Zoning Interpretation
  - Permit Issuance
  - Building inspections
  - Respond to complaints
  - Pursue enforcement actions

The State adopted 2015 Building Code this year, and our Code Officer had to get up to speed quickly, so there is an increase in training and education budget for employees. There are also several new board members who need training. The office hours for the Code Officer are 8:00-10:00 AM and by appointment after that. Mr. Throop said the Code Officer’s workload has grown exponentially. He responds to a lot of complaints and is responsible for working with town attorney and administration for the enforcement process when necessary.

#### *Significant FY Budget Items*

For the first time, the budget includes department staff overtime. Currently hourly employees used flextime—if they work extra hours one day, they compensate by taking time off another day, so as not to work more than 40 hours in a given week. As workload has increased, in this budget we’ve started paying overtime. The budget includes overtime for assistant planner, though that position is currently vacant. He noted that it’s only spent if it’s needed. There is a need to provide good service and coverage for the department.

Chair Ward asked what the revenue stream is related to the development projects.

Mr. Throop said it depends on the complexity of the project, but the bulk of revenues is from building permits. Rates we adjusted about a year ago, and we could look at adjusting planning board application rates as well. Mr. Throop said the fees are typically tied to size and scale of the project. In the last two years, revenues from building permits have ballooned and are probably triple what they were three years ago. RiverMead campus expansion had between a \$5,000-\$10,000 permitting fee, and “that year was a windfall.” Mr. Throop said he has been reluctant to suggest an increase in the budgeted revenue related to those fees because factors like economic downturn can impact revenues.

Mr. Hanson asked when developers have to pay for the permit. Mr. Throop explained they generally first pay a permitting fee for site-plan review, and the more complex a project is, the more expensive, and the more time-consuming for staff.

Ms. Hatcher asked what the split is regarding time spent between Planning and Community Development. Mr. Throop said the Assistant Planner supported EDA and Master Plan Steering Committee, and, because a lot of the Planning Board project work was very technical, Mr. Throop spent a lot of time focusing on that. He recommends that the future assistant planner be more of a ‘planner tech’ so they can have more of the technical skills needed for Planning Board review.

Mr. Mabbs-Zeno asked what employees felt about the overtime change. Mr. Throop replied that they were “delighted.” He said he was thankful OCD has the funds needed in the budget for to cover overtime this year.

Mr. Clark asked about the capital outlay regarding software for permits. Mr. Throop explained how building permits are handled currently; though it’s a “clever” spreadsheet and captures the needed data, it has a lot of inefficiencies. The Code Officer has been working with Finance, DPW, IT, and PRF, and the code software will allow for coordination with all those department. Code Officer Tim Herlihy put together a list of the many benefits of permit software including:

- Tie-in to BS&A financials and customers will be able to make payments online.
- Dramatically improves workflow management.
- Program facilitates coordination of all departments involved in permitting.
- Integrates to Outlook and MS office; allows automatic notification, updates, and letter generation.
- Simplifies inspection scheduling; customers can schedule inspections without direct communication with staff.
- Organizes all permit and inspection data where both staff and our customers can have access to the information with ease.
- It offers the greater accountability to our customers.

Mr. Throop said it was one of Mr. Bartlett’s top priorities to get this done. The \$40,000 allocated also includes training costs.

Regarding revenue, Ms. Sliver asked why salary expenses, which were previously drawn in part from all three TIF Districts, are no longer being taken from Downtown TIF. Mr. Throop said that was a result of TIF Board Vote. He explained that each TIF District has an Advisory Board, which makes a recommendation to the EDA, which then makes a recommendation to the Select Board. A majority of the Downtown TIF members felt that the funds should be used for on-the-ground TIF projects, but Mr. Throop said he felt that with all of the work that different staff members put into TIF projects, “it would be to your advantage” to use TIF funds to help with salary expenditures.

Chair Ward asked Mr. Throop if TIF Advisory Boards had authority to make decisions like that. He answered that ultimately it is determined by Select Board vote.

Chair Patten asked Mr. Smith if the Downtown TIF funds were used to pay for the parking lot and foot bridge. Mr. Smith confirmed. Mr. Throop added that the construction of the Bridge Street Rehab Center, scheduled to begin in the spring, will provide a significant bump to the TIF.

Ms. Hatcher wanted to note that \$15,000 had been raised from a Plan NH grant, and Mr. Throop said those funds wouldn't be spent until 2021/2022.

*Community Task Force on Housing*

Mr. Throop shared that there were 36 people at last meeting of the Community Task Force on Housing, which has met monthly since October and has had a consistent showing of members. Mr. Throop said "these folks are really revved up, and we're really beginning to hit our stride." He said they are learning a set of skills that will be used to design how we go out into the community, and community support is needed in what's being done on the housing front. Consultant funds were used to hire two consultants; Lee Rush, who is affiliated with Peter Block, and NH Listens, which is part of the Carsey School at UNH, and they work with towns across the State. Mr. Throop said the process is about "having meaningful and deep conversations." He continued that housing is extremely complex, and people are starting to understand that complexity, and he thought part of the challenges faced in the last few years have come from people not understanding, and feeling like they weren't listened to or heard. He said he cannot stress the importance of the Task Force strongly enough, and he recognized Ms. Hatcher's great effort and involvement in the process. OCD is asking for another \$10,000 in next year's budget, and \$15,000 was raised from Plan NH and another \$2,500 was secured from CDFA. The Plan NH grant is to be used expressly for community outreach and engagement and developing the zoning ordinance. He noted that the last payment of the grant will not get paid until zoning ordinance is on the ballot.

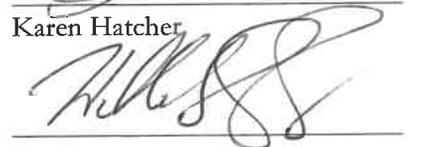
Chair Patten said he understood that Mr. Throop would be moving on from the Town. Mr. Throop confirmed, and said his last day will be April 3<sup>rd</sup>, but he will be happy to continue in a part-time or contracted basis to help the Town.

Chair Patten thanked Mr. Throop for his years of service to Peterborough. The group applauded.

Mr. Hanson made a motion to adjourn the meeting at 8:00 PM. Mr. Mabbs-Zeno seconded. All in favor. Motion carried.

Respectfully Submitted,  
Alison Kreutz, Department Assistant

PETERBOROUGH  
SELECT BOARD:

  
Tyler Ward  
Karen Hatcher  
Bill Taylor

**ACTION ITEM PENDING LIST**

1.

