



TOWN OF HANOVER
550 HANOVER STREET
HANOVER, MASSACHUSETTS 02339

Advisory Committee

Hanover Advisory Committee
550 Hanover Street
Hanover, MA 02339
Meeting Minutes
Wednesday, February 9, 2022 – 6:02 PM
Virtual Meeting

Committee Attendees

| | |
|-------------------|-------------------|
| Emmanuel Dockter | Steve Freedman |
| Sandy Hayes | Jim Hoyes |
| Joan Port-Farwell | Gavin Little-Gill |
| Greg Satterwhite | Gerry O'Hearn |

Residents At Large

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| Mike Cianciola | Doug MacLellan |
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Absent

Steve Kmito

Other Attendees

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|---|-------------------------------|
| Joe Colangelo, Town Mgr. | Chelsea Stevens, Finance Dir. |
| Tim Kane, Police Chief | |
| Ann Lee, Asst. Town Mgr., HR and Dir. of CDMI | |
| Tammy Murray, Director of Elder Services | |

Chairman Dockter called the meeting to order at 6:02 PM. There were 8 members present and 1 absent.

There were no public comments.

Chairman Dockter asked for a motion to approve the minutes for the January 12th meeting. There was a review of the changes recommended by the committee and the motion was accepted with amendments. The minutes were approved as amended with 2 abstaining because they were absent (Little-Gill & Hoyes).

Chairman Dockter asked for a motion to approve the minutes for February 2nd. There was a correction and the motion to accept the minutes was approved with corrections. The minutes were approved as amended with 1 abstaining because they were absent (O'Hearn).

Chairman asked Tim Kane, Police Chief to share his FY23 budget. Tim introduced himself and proceeded to review his budget. Tim first shared the department's mission statement and the objectives for the department. The objectives are the 6 pillars consistent with the standards & recommendations set forth by the President's Task Force on 21st Century Policing.

1. Building trust & legitimacy
2. Policy & oversight
3. Technology & social media
4. Community policing & crime reduction
 - DARE – we get grant money for this program
 - School Resource Officer
5. Officer training & education
 - Training Programs for FY23 are:
 - Annual In-Services
 - De-escalation
 - Implicit Bias
 - Fair & Impartial Training
 - Policy Legitimacy
 - Crisis Intervention
 - Office Wellness
6. The town has invested in educating officers - *4 officers have Master Degrees and 2 more are studying for their Master Degrees.*
7. Officer safety & officer wellness – *equipment on their person and cruiser; programs for mental health & physical health.*

Chief Kane shared noteworthy changes for FY23.

- Regional Dispatch – ROCCC in Duxbury
- Budget 299 has been eliminated
- Transition to IMC Computer Software – this is a whole new world for us. This is the software integrated through Regional Dispatch and is in all our cruisers, and our in-house computers. It is used to dispatch, we are able to tag evidence. We are able to get information from neighboring agencies. Any interaction with a subject in another town.
- Implementation of Station Clerk(s) Position
 - They do not field 911 calls.
 - Non-emergency calls
- Animal Care & Control moved into the police department. This has been a successful program. We share with the town of Pembroke.
- Police Union contract was approved in August 2021
- FY22 Contract increases paid in operating budget due to earlier than anticipated transition to the ROCCC
- Wage Increases (including retroactive pay – 2.5%/yr.)
- Body Worn Camera (BWC) Policy – This policy created the necessity to adjust steps.

Chief Kane shared his budget summary, personnel budget, and expenditures. Court time is being handled via Zoom instead of in-person since COVID. The Office Equipment Rental/Lease line is a

cost associated with software updates. Assessment Panel – we had 12 patrolmen, 2 sergeants and 2 lieutenants all took the assessment this year for potential promotions.

Question – The FY22 vs FY23 – comparing just the police end of things with the labor increase +18% represents clerks, secretaries and ACO.

There was a question on the FY22 number vs the FY23 number and the difference is that the Clerks, Secretaries and AOC clerks were not in the FY22 budget. ACO, Clerks and 2 secretaries are included in that number. These are real costs. Chelsea shared that in the past they were 3 separate departments and this year they are one department budget. FY22 = 4.145 and FY23 = 4.325 this year.

Chief Kane shared information on the SRO (school resource) program both at the high school and South Shore VoTech.

The Chief continued with a review of Regional Dispatch. In year 6, we are going to have to be ready to absorb the cost of dispatch services because we are working under a grant transition award that will run out in Year 6.

- Question – In year 6 when we are at 0% what is the net effect to the budget where we outsourced to the ROCC compared to if we had just kept them in-house?
 - Cost in house \$745,000. Forecast costs are spread out and he is not ready to put price tag. **They are always seeking grants and they're going to continue to do so not only for their benefit but also for our benefit. This is something we are going to proactively pursue, also.** The ROCCC is seeking to take on additional towns, and in doing so basically the spread out the costs based on the amount of towns that they serve. They are hoping to bring on at least 1 more towns and that should help bring that down a little bit. There are no promises. This will be a process. What the cost will be in 6 years, I don't have that now, but I can certainly work toward getting you a better answer than I don't know. I don't want to commit to anything in terms of putting a price tag on what that service is going to be in 6 yrs.
- Question 2 – Of the \$745,000 it's not like we took a reduction or an expense of \$745,000 because there were some expenses that we had to keep, i.e. station clerks What's going to be happening - are we going to have a net increase? It would be a good idea to have an understanding of equipment upgrade savings to that. Part of this grant allows us to upgrade all of our equipment in the station and in the cruisers. That is a big part of this whole transition.

Chief Kane then reviewed future objective for the department.

- Accreditation – Conducting our business in compliance with police reform and national standards and best practices. We will be identifying through self-awareness we will identify weaknesses and then the commission will go through all of our policies and make recommendations. They have identified 159 standards that need to be met and that is just to obtain certification. We would also need to satisfy an additional 98 standards within our policies along within our facilities here (booking area, cells) are meeting the standards. It will require a lot of administrative attention. We will need to name an accreditation manager who will take the lead on this. This will take care of a lot of liabilities that might occur.
- Officer Health and Wellness (Mental & Physical)
- Officer Recruitment & Retention
- Review Staffing Levels and Structure
- Implement Body Worn Cameras. The Chief shared a slide on costs. \$66,000 is the start-up cost. Off-site storage is proving to be better than on-site. We are seeking grant money to help support this initiative. Storage could be \$28,000 to \$30,000 per year. We are required by law to produce the footage.

The Chief highlighted Calls for Service

- Question – What is the percentage of Calls for Service between traffic violations and other types of calls – *Traffic enforcement probably 20% of calls overall.*

The Chief moved to review Transfer Station Violations (Bylaws).

- Have you had any calls for the transfer station – *we haven't had any calls for unauthorized, but we have had calls for belligerent when people are dumping in the wrong area.*
- Question – What are the fees for dumping outside of the transfer station? *When there is an illegal dumping we can be elevated to a criminal charge.*

Next, was a review of Capital Requests there is a request for three new cruisers. 2 cruisers utilizing free cash and 1 funded through either the Mall fund and/or the Public Safety Vehicle revolving fund. These vehicles are in use 24/7. The switch over to 4/4 over AWD has made it safer for the officers and efficient. We are able to reach people that we weren't able to reach in the past.

- Question – Is this 2 cruisers and 1 unmarked vehicle. *Unmarked vehicle is included in purchase.*
- Question 2 – Timeframe for purchase of vehicles? *We have 2 cruisers set aside knowing the issues of ordering vehicles.*

Chief Kane completed his presentation and Chairman Dockter asked if there were any additional questions.

- Question – Do you foresee adds to staff? *I can see the needs that will happen with Hanover Crossing and the addition of the apartments. I think I should highlight the Mall Officer Program. We want to bring that back. We used Special Officers. We are challenged to maintain those officers. Auxiliary officers have to go through rigorous training also. There are a lot of officers who are losing interest in being auxiliary officers and I am actively working on those who are interested in being Specials along with supporting the Hanover Mall.*

Chairman Dockter asked if there were any more questions. There were none for the Chief. Chairman Dockter thanked Chief Kane for his presentation. *Chief Kane told the committee if they have any further questions to reach out to him and I will get right back to you.*

A member of the committee had a question relating to Victor's budget program not having a history of FTE's? Can that be provided? *Chelsea will look into that and get back to the committee.*

Chairman Dockter welcomed Ann Lee to review the Community Development and Municipal Inspections Budget. Ann began her presentation giving the committee a review of the budget.

Prior to the beginning of COVID the Town Planner position became vacant. For approximately one year the Department functioned without a Town Planner. Now, ARPA funds are available to fund this position along with an Administrative Assistant position.

The increase to the Expenses Budget is due to a \$1,500 increase to pay Roberts Animal Hospital who is no longer able to provide free rabies testing on animals found on Town roadways. The other increase of \$1,500 will provide a clothing allowance for the CDMI inspectors who often times destroy their own clothing while they are out performing inspections for the Town. When this amount is broken down it is approximately \$180 per person.

Ann continued her presentation. She reviewed the CDMI Calendar Review. The number of the 7 different types of permits, # of inspections associated with permits and the revenue collected for permits.

Ann then reviewed the number of licenses and revenue collected from the 10 different areas.

Question: For food establishments is that new licenses or an annual thing? *That is an annual thing!*

Ann shared the CDMI organize chart. Additional positions at the town planner and an administrative position.

Question – Regarding the planner position, when ARPA funding ends is there any expectation that we can we use CPC funding for part of that. *Ann responded that it was a good question and she would get back to the committee.*

Ann highlighted that CPC pays ½ of her salary.

Chairman Dockter reminded that committee that if they had any follow-up questions to reach out to Ann. Chairman Dockter thanked Ann for her presentation.

Chairman Dockter welcomed Tammy Murray, Director of Elder Affairs. Chairman Murray began her presentation sharing the organizational chart for Community Services, which is an organization chart with some wish list position on it, also. She then shared a slide with a breakdown of paid employees and Volunteers/STWO (Senior Tax Work off). She shared that she also has 2 Bridgewater State University Social Work Interns who are non-paid positions. She continued with sharing the different funding sources.

Director Murray shared she is looking to add a Community Services Housing Coordinator. We would use ARPA funds for 3 years as a contracted position. No expectation that we would keep the person on after 3 years unless there was another funding source or that we really proved that we needed this person. This is not in the budget and not assigned any funding at this time.

- Question – I see what you just said and this position is not currently funded for, but in the budget document it has FTEs and it lists a .75 for a housing specialist. Does the budget document account for the cost? *In only accounts for the FTEs. No dollars are associated.*

The Visiting Nurses are part of Community Services. Director Murray reviewed the Visiting Nurses portion of that area and MIH has been needed with the testing site. The numbers are a little off because of a service award we had to add in after this was printed. \$151,780.

The hot topic is the Park and Recreation split. What we would be doing is keeping the part-time person, the funding from MOU's, rinks and courts, permits and scheduling. The revenue would come from permit fees, sponsorships, advertisements and gifts. The full-time director position would move to FACE. All of the current programs and they would get their money from program fees and student tuition. There was a question asked what the revenue stream was for Parks & Rec. I looked up from July to December and they brought in \$25,108. That is not sustainable for the programing they are doing. What we are hoping is in moving Park under FACE it gives continuity; it would be easier to sign up for things, they could work year round instead of seasonal. They could use their strengths better, and frankly Kelly is a wonderful organizer and we wouldn't be severing our contact would still be working together, continuing our adult programing and things like that and sharing space. This is something we hope the Board of Selectman will vote on soon. We have been in front of them a few times. Does anybody have any questions? I do not have budget numbers for Face.

- Question – Food trucks do we actually get anything out of that. *No we do not. They are just using property for free. There is a warrant article that will hopefully increase fees. There's been a history of sliding fees and that is not sustainable. This won't be permitted going forward.*

Community Services also includes PEG – Public Education Government Television July through December they brought in \$178,274 and expended \$171,245. They are holding their own right now. There is still some in reserve for emergency situations. I wanted to show how we have been tapping into that fund.

Veterans Services are also Community Services. Tammy is recommending hiring a behavior health clinical staff member and an administrative staff position. These positions would be funded through ARPA funds. James made a riveting speech at the Veteran's Day event. This opened the eyes of residents that we could provide to our Veterans services through a clinician staff member or a partnership with a community based counseling center. What we do during the intake process is access 3 things: 1. Are they eligible for Chapter 115; 2. Are the eligible for help from the VA; and 3. Provide help with mental health issues. Tammy investigated the insurance necessary and she is covered as an employee and the clinician who works for the town would be covered also. Liability was a question and MIAA has suggestions for covering that.

Question – is there a budget item with the FTE? *There is an FTE, but no budget item.*

Emmanuel shared his thoughts on the Behavioral Health Position – These veterans are combat veterans. They have had difficult deployments. Emmanuel encouraged members to listen to James's Veteran's Day presentation. Having local support to address the underlining conditions to help get

them back in the workforce and actually address the underlining challenges instead of just the symptoms is so key and so important. I hope there is a way for this to be considered and be included as a service going forward. That is my personal recommendation.

Tammy shared that money and help that are available are conditional. It is sad! Some might not get assistance and then others get assistance, and if we find the position necessary we will find grants or other ways to pay for them. It would be great for the community as a whole.

Any ARPA funds used within Community Services would be used conditionally. If after 3 years there isn't funding we would really work hard to get them in the budget or find grants for the position(s).

Emmanuel shared that his earlier comments related to the Behavioral Specialist and not the Admin. Asst. position; and Emmanuel shared there is a lot of money out there for Veterans and Veterans benefits. The challenge is trying to connect the benefits and figure out what is available. It is very difficult to bring in the benefits and connect them with services with a single person in the VSO role trying to make all of these connections. This is an area where the town can provide a service that adds net value and actually decreasing costs.

Question from a member related to subsidies for veterans. \$150,000 of the Veteran's budget goes to Chapter 115 or any other financial assistance that we can give to somebody and we will be reimbursed 93% from the state.

There are 2 CPC articles. CPC will be representing those to advisory at a later meeting.

Chelsea introduced Ryan Chabot who has been observing the meeting tonight. He is a high school intern working in the Finance Department.

Our next meeting will be next Wednesday, February 16th at 6 PM. The presentation will be from the schools and IT. The school budget is the most significant budget and Joe should have the presentation on Friday.

- Questions – details needed.

A motion was made to adjourn. The motion was seconded. The motion passed unanimously.

The meeting adjourned at 7:44 pm.