

**City of Keene**  
**New Hampshire**

**FINANCE, ORGANIZATION AND PERSONNEL COMMITTEE**  
**MEETING MINUTES**

**Thursday, July 13, 2017**

**6:30 PM**

**Council Chambers**

**Members Present:**

Carl B. Jacobs, Vice-Chair  
Thomas F. Powers  
Terry M. Clark  
Bettina A. Chadbourne

**Staff Present:**

City Manager Medard Kopczynski  
Thomas Mullins, City Attorney  
Airport Manager, Jack Wozmak  
Asst. City Manager/IT Director, Rebecca Landry  
Parks, Recreation and Facilities Director Andrew Bohannon  
Facilities Manager, Scott Martin  
Finance Director, Steve Thornton  
Assistant IT Director, Andrew Mueller  
System Administrator, Sarah Miller  
System Administrator, Paul Boyd  
System Administrator, Rick Lemieux

**Members Absent:**

Vice-Chair Jacobs called the meeting to order at 6:30 PM.

**1) Acceptance of Donation - Sumner Knight Chapel - Parks, Recreation, and Facilities Department**

Parks, Recreation and Facilities Director Andrew Bohannon stated his department had received a donation of \$264 from Steve Larmon from a concert he had conducted at the Sumner Chapel. The donation is to be used for the upkeep of the chapel.

Councilor Clark made the following motion, which was seconded by Councilor Powers.

On 4-0 vote, the Finance, Organization and Personnel Committee recommend that the City Manager be authorized to do all things necessary to accept a donation of \$264.00 and that the money be used by the Parks, Recreation and Facilities Department.

Councilor Clark clarified the donation will be used for the upkeep of the Sumner Knight Chapel. Mr. Bohannon stated it would be.

**2) Cleaning Service Contract - Parks, Recreation and Facilities Department**

Facilities Manager, Scott Martin and Mr. Bohannon addressed the Committee. Mr. Martin stated the department put out an RFP for cleaning services as their contract with the current company is coming up for renewal. An RFP was sent out to obtain competitive pricing as well as to increase the functions currently being performed.

Proposals have been received and staff's recommendation is to enter into a contract with S.J. Services for one year with an optional second year. They will be paid out of multiple cost centers and would cover a majority of the cleaning services.

Vice-Chair Jacobs asked whether this company will replace the current staff. Mr. Martin stated they won't be and added there are two part time city staff who take care of the library and city hall and three full-time building mechanics (one for city hall and the other two who are split between the Police Department and Public Works and the Library and the Recreation Center).

Councilor Powers asked how many hours are outlined for this contract. Mr. Martin stated it will be 91 hours based on the amount of work.

Councilor Clark asked whether this company pays its employees more than minimum wage and if they receive any benefits. Mr. Martin stated he wasn't sure but stated they were a family business. Councilor Clark stated custodians are an important part of a company but they are the most vulnerable and wanted to make sure they are treated well. The Councilor asked whether the City has looked into shared custodial services with the school district as per the city's fiscal policies. Mr. Bohannon stated the School District has their own staff and don't use a contracted service. There has however, been a conversation about shared landscaping services. The City Manager stated this is a conversation the City has had with the school district which has no interest in sharing custodial services. Councilor Powers stated sharing does not work in this scenario because of the time frame but there is the potential for the City to buy the services from the school, county etc and might be something the City could look at for the future.

Councilor Chadbourne asked whether this service will have uniforms that they could wear so they look professional and could be identified by the public as working for the City. Mr. Bohannon stated they would but added they won't be in a building when it's open to the public, but agreed they do wear uniforms. The Councilor asked whether these individuals would wear any sort of Identification. Mr. Martin stated they can make sure they wear ID's.

The Manager added the school district and the City have the same floor space, but the school has more custodial staff than the city does. Councilor Clark encouraged the school and City to work on this item to save the tax payer money.

Councilor Powers made the following motion which was seconded by Councilor Chadbourne.

On 3-1 vote, the Finance, Organization and Personnel Committee recommend that the City Manager be authorized to do all things necessary to execute a contract with S.J. Services, Inc. for custodial services at multiple City facilities. Funds are available from Accounts: 01328, 01329, 01335, 11000, 10000 and 08006-62201. The base amount of this contract not including floor care is \$77,964.00 with a second year option at the same pricing. Councilor Clark voted in opposition.

**3) Banking Services Contract - Finance Department**

Mr. Thornton stated the City's banking contract with People Bank is set to expire in the Fall. The city sent out an RFP for banking services and got back four responses from People's Bank, TD Bank, Mascoma Savings Bank and Citizens Bank. Mascoma Savings Bank has agreed to provide banking services free of charge with a five year contract with a two-year extension. Staff has interviewed this bank and is recommending offering this bank the contract.

Councilor Chadbourne asked what incentive this bank would have to do business with the City if they are not making any money. Mr. Thornton stated the bank has ways in which to use the city's deposit funds to make money and Mascoma Savings Bank is also trying to establish a presence in this region.

Councilor Clark asked why the two local banks, Savings Bank of Walpole and Connective River Bank are not included in the list of banks being looked at. Mr. Thornton stated Connecticut River Bank is now part of Mascoma Savings Bank and Savings Bank of Walpole is always asked to bid on these contract but they are too small for the scope of services the City is looking for.

Councilor Chadbourne made the following motion which was seconded by Councilor Powers.

On 4-0 vote, the Finance, Organization and Personnel Committee recommends that the City Manager be authorized to do all things necessary to negotiate and execute a banking services agreement with Mascoma Savings Bank to provide general banking services to the City for five years, with a two year extension at the City's sole option.

**4. Airport Engineering, Planning & Architectural Services – Consultant Selection – Public Works Department**

Airport Manager Jack Wozmak stated the City has been using Stantec as the Engineer of Record at the airport for the past eight years. The City staff felt it was time to issue an RFP for these services; four companies responded and they were interviewed and scored. Mr. Blomquist stated the services this entity provides are more specialized in nature and they will work on projects that are funded by the Federal government.

Councilor Chadbourne asked whether any consideration was given to pricing. Mr. Wozmak stated pricing was not discussed at this interview level it was just about qualification. Each time a project comes up their fees and scope of services need to be discussed. If a successful price cannot be negotiated with this entity for a project the City can move to the next person on the list. He added this company is also available for the next five years for the City to receive feedback on issues that might come up.

Councilor Clark made the following motion which was seconded by Councilor Chadbourne.

On 4-0 vote, the Finance, Organization and Personnel Committee recommends that DuBois & King Inc. be designated as the City's Airport Engineer of Record for various projects and other technical support at the City's Airport.

**5. Monadnock Family Services/Monadnock Community Services Center Property Purchase – 11 93rd Street - Public Works Department**

Public Works Director Kurt Blomquist, David Bergeron Chairman of the Monadnock Community Services Center and Gigi Batchelder CEO for Monadnock Family Services addressed the Committee regarding 11 93<sup>rd</sup> Street. Mr. Blomquist stated in April 2017 the City Council authorized staff to negotiate with Monadnock Community Services Center/Monadnock Family Services for the purchase of 11 93<sup>rd</sup> Street.

Mr. Blomquist explained this parcel was acquired by the City in 1975 through various acquisitions for the construction of the elderly housing complex and the expansion of the Wells Street lot. In 1988, MFS approached the city for potential use of the property for parking needs. As part of that negotiation they were required to obtain additional space for additional parking. This lot was then leased to MFS. As part of the lease, MFS was responsible for constructing and maintain the lot that exists there right now. MFS has now expressed interest in purchasing this property and Council authorized staff to negotiate with MFS.

Mr. Bergeron addressed the Committee next and stated MFS looked at the price the City paid for the property as well as current assessed value. MFS took the assessed value and took out the cost of improvements made to the property as well as amounts paid for lease payments and proposed the price of \$38,000.

Councilor Clark clarified there has been no property taxes paid on this property as they are a tax-exempt entity and hence the City will not be losing or gaining money from this sale. Mr. Blomquist stated the City won't be losing money at the present time, but in the future should MFS decide to move and the property is sold to a private entity, it could turn into a tax paying property. The Councilor clarified the City does not have any anticipated use for the property in the near future. The Manager added the City loses responsibility for ownership.

Councilor Chadbourne asked when the property was being leased whether it was responsible for maintenance. Mr. Blomquist answered in the negative. The Councilor asked how much the lease amount was. Mr. Blomquist stated it was \$3,800 per year.

Councilor Powers made the following motion which was seconded by Councilor Clark.

On 4-0 vote, the Finance, Organization and Personnel Committee recommend that the City Manager be authorized to do all things necessary to develop and execute a purchase and sale agreement with Monadnock Family Services/Monadnock Community Services Center for the property at 11 93rd Street for \$38,000.

**6) Departmental Presentation: Behind the Scenes - IT Department**

Assistant IT Director, Andrew Mueller addressed the Committee regarding a presentation about the IT Department. Mr. Mueller stated the City of Keene is actually made up of 15 different organizations; each department is a unique entity and each requires unique applications. The average user just wants the problem they encounter to be fixed. Mr. Mueller stated they log in about 100 break/fix calls a month, which is misleading because if Deb McLaughlin, the department's helpdesk person, can address an issue the problem does not get routed to the rest of the IT staff.

Mr. Mueller stated the City has over 45 servers, majority of which are virtual. Because of the skill level of the team most of the work can be done in house.

The department also has 20 instances of database. Mr. Mueller then talked about the environment they operate under which it is under attack 24/7. The department has two internet connection, 75 network switches, three fire walls which are all under attack all the time. The City's firewalls protect the City from over 100,000 non-targeted attacks every month. Their spam service turns away ten million spamware fishing attacks per month. Mr. Mueller then turned the presentation over to the rest of his team to talk about what happens when something does get through.

System Administrator, Sarah Miller was the next to address the Committee. Ms. Miller has been employed with the City for nearly eight years. Ms. Miller stated the topic she will be covering is "ransomware" the reason ransomware has been so effective is because of out of date software and hardware. Her goal is to stay current or ahead of it. Ms. Miller stated she shows up to work early or stays later after everyone leaves to make sure these updates are getting in. She concluded her presentation with reference to an issue they had during a system maintenance process and the issue that took place with one of their critical applications.

Mr. Paul Boyd another System Administrator who has also been employed with the City for many years took over the presentation. He indicated when the application Ms. Miller talked about was having issues, the vendor had to be contacted to identify the issue quickly which was identified as ransomware known as CryptoLocker. Mr. Boyd then went on to explain what ransomware is; this is when others encrypt your data and they hold the key and you have to pay to unlock this data. Unfortunately, without this key, the data cannot be unlocked. For this particular ransomware the attackers made nearly 27 million dollars (as of December 2013). 41% who claimed to be victims paid the ransom. Fortunately for Keene because of its update features they were able to restore it to its original state.

Mr. Rick Lemieux took over the presentation by noting that once the servers are brought back online and all files are in place, it then becomes his responsibility to make sure the data is up to the minute. He noted that all City systems share information with one another and it is his task to make sure none of the business critical information is lost. Mr. Lemieux referred to a rendering of one of the databases he manages.

Mr. Lemieux then referred “SQL” – the manner in which you communicate to the databases. Through SQL Mr. Lemieux is able to transfer vendor record information to the City’s asset management software; this helps avoid duplicate data entry.

Mr. Mueller added when something like this happens such as the issue with CcryptoLocker it becomes a team effort to fight the virus and keep the system up and running. After this incident staff evaluated what they could have done differently, and one of the conclusions was that education for the user base is important and that as cams get more intricate it is important to keep on top of user education.

This concluded the IT presentation.

Councilor Jacobs stated all of the presentations he has heard from staff show a very high level of competency and staff who care about the City. The Councilor clarified the City did not have to pay anything as a ransom. Mr. Mueller agreed and added once you pay the ransom you become an easy target.

Councilor Clark asked what the chances are of someone serious could break through our system. Mr. Mueller stated any municipality is always a target, but Keene is not a high value target so the chances are pretty slim. However, if it is someone’s life work to get into the system, they will.

Councilor Chadbourne asked if help is available after hours. Mr. Mueller stated there is always someone on call and they carry pagers.

The consensus of the committee recommends the acceptance of the presentation as informational.

7) **Relating to Chapter 62 - Personnel - Performance Bonus - Human Resources Department Ordinance O-2017-12**

Asst. City Manager/Human Resources Director, Beth Fox address the Committee regarding Ordinance O-2017-12. Ms. Fox stated back in June Council took action adopting Ordinance O-2017-7A, adjusting salary grade for some public safety related positions. Ms. Fox stated this evening she is before the Committee regarding a modification to the performance bonus. The recommendation is that this be a phased in strategy for the time period of FY17 – to receive a prorated performance bonus.

Councilor Chadbourne made the following motion which was seconded by Councilor Powers.

On 4-0 vote, the Finance, Organization and Personnel Committee recommend adoption of Ordinance O-2017-12.

8) **Reallocation of Bond Proceeds - Capital Purchase Asphalt Reclaimer – Public Works Department Resolution R-2017-25**

Mr. Blomquist stated this item is for the purchase of an asphalt reclamation unit. The City Council approved this purchase in June as well as the funding proposed. The funding proposal is to utilize \$60,000 from the 2015 Rehabilitation project which has been completed and which has a remaining balance as well as funds from the FY17 operating budget. This Resolution is to reallocate funding from the Road Rehab project to this use. This is important because the original method of funding was a bond.

Councilor Clark felt this is not only going to save the City money by reusing ground up asphalt but it is also going to enable the City to make hot patch in the winter.

Councilor Clark made the following motion which was seconded by Councilor Chadbourne.

On 4-0 vote, the Finance, Organization and Personnel Committee recommend the adoption of Resolution R-2017-25.

On a 4-0 roll call vote, the Committee suspended the Rules of Order to address an item not on the agenda.

9) **Hangar Lease - Airport**

Mr. Wozmak stated this item is in reference to a privately owned hangar. The owners of the hangar are deceased and they owned the hangar at the airport since 1988. The Trust that holds the hangar would like to sell it. The current lease is set to expire in 2021. The new owner will be making some capital improvements to the hangar.

Councilor Chadbourne expressed concern about a 15 year lease which would prevent the City from being able to renegotiate pricing. Mr. Kopczynski stated the City has different classes of leases at the airport; land leases run anywhere between 15 – 20 years giving the owner of the building to depreciate the improvements they have made to the buildings. Restaurants have a shorter lease; the T-Hangars are at three years with a recurring cycle. Mr. Wozmak stated the Hex Hangars have a reverter clause which reverts back to the City.

Councilor Powers made the following motion which was seconded by Councilor Chadbourne.

On 4-0 vote, the Finance, Organization and Personnel Committee recommends the City Manager to do all things necessary to assign the current land lease agreement of Carl B. Thomas and Betty L. Thomas to Christopher J. Norton.

The meeting adjourned at 7:45 PM.

Respectfully submitted by,  
Krishni Pahl, Minute Taker