



BOARD OF SELECTMEN

TOWN OF TEWKSBURY

TOWN HALL

1009 MAIN ST

TEWKSBURY, MASSACHUSETTS 01876

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MEETING MINUTES NOVEMBER 18, 2014

Chairperson Todd Johnson called the meeting to order at 6:31 p.m. Present for the Board of Selectmen meeting were Bruce Panilaitis, Clerk and Board Members, David Gay and James Wentworth. Richard Montuori, Town Manager and Attorney Charles Zaroulis were present. Scott Wilson, Vice Chair was not present.

Scheduled Items

Comcast Cable Television License Renewal Hearing

Mr. Wilson, due to a potential conflict of interest as he is an employee of Verizon, has recused himself from this hearing and will not participate in any discussions or votes on this matter.

Mr. Johnson explained the Board of Selectmen is the statutory Issuing Authority for the Town of Tewksbury. The purpose of the hearing is to review the performance of Comcast Communications, one of the two cable television operators in Tewksbury, during its current license term and to hear testimony on future cable-related needs and interests of the Tewksbury community. The notice of tonight's hearing had been published in the Tewksbury Town Crier on October 29, 2014 and November 5, 2014. He provided a copy of that notice for the public record (a copy is attached as Appendix A).

Tonight's hearing is mandated by the renewal provisions of the federal Cable Act. The current cable television license held by Comcast will expire on September 19, 2015. The Town is currently involved in the federally-required ascertainment process. The purpose of tonight's hearing is to 1) identify future cable-related community needs and interests, and 2) review the performance of Comcast under its current cable television license.

Once the Town has gathered community input, it will forward the results to Comcast in what amounts to a Request for Proposal, or RFP. This RFP will basically inform Comcast of the kinds of services and facilities that the Town expects will be provided during any possible renewal term. The testimony given tonight is very important. All present were encouraged to speak candidly and specifically about any cable-related matters.

Residents were requested to give their name and address before speaking. Because this is an ascertainment hearing for the Town, direct questions may not be posed for Comcast to answer. All testimony and/or inquiries were requested to go to the Chair. Written testimony will also be provided tonight.

A Comcast representative was not in attendance and this is not uncommon. This hearing is to gather information and then discuss with Comcast the outcome.

Mr. Johnson clarified that while this is an ascertainment hearing on cable television matters, there are two (2) related subjects over which the Board of Selectmen has no authority to regulate. The first is the rates that Comcast charges for its services and the second is the commercial programming Comcast chooses to show on its cable systems. These are two important issues for cable subscribers. People are certainly free to comment on these matters this evening, but it is important for everyone to realize that the Selectmen cannot mandate the specific rates that Comcast can charge, not can the Selectmen mandate the commercial programming that Comcast carries on its Tewksbury cable system.

The hearing was opened for public comment.

Mr. Robert Cusolito of 12 March Road stated he has been a customer since 1982. He recently received an email from Comcast to self install new modems and had the option of scheduling Comcast to do this work. When a Comcast service technician came to install the new modem he realized the phone service at his home went out. Mr. Cusolito then contacted Comcast the very next day in the morning, in the afternoon, at 3:00 p.m. and at 5:30 p.m. when he spoke to a manager on the phone. The manager stated Mr. Cusolito's name will be added to the services calls for November 4, but no one from Comcast came to fix the phone service that day. On November 5, he called again and still no results. It was explained to Mr. Cusolito that a technician could come out but it would be for a fee and can't get out to Saturday night. Mr. Cusolito was upset as Comcast put the new modem in wrong and he should not pay for their mistakes.

His opinion is Comcast does not care about the customer and many are switching to Verizon due to Comcast's poor service. Eventually his phone service was fixed, but service has definitely gone downhill. Written version of this testimony was given to the Selectmen. The town does have a community liaison and these comments will be brought to the liaison.

Mr. Bill Gillman requested permission to speak as he is not a resident; but the editor and publisher of your Tewksbury Today. Mr. Gillman lives in Marlborough, but has a business in town. The Selectmen granted Mr. Gillman permission to speak on this matter.

Mr. Gillman stated there are over 10,000 homes in Tewksbury with an average income of \$88,000. This is approximately \$880,000,000 of potential income for the cable companies, who want to tap into this market. The Board is an authority and this is a unique opportunity for the town. Tewksbury is way behind the curb when it comes to into public access cable services. The Town is in need of a fully functioning and fully staffed cable studio and a vibrant public channel to host its own TV shows. Additionally this would be a huge opportunity for Tewksbury High School, for Tewksbury senior citizens who could receive discounts, and for the town as a whole to receive reliable audio and visual equipment in order to meet the needs of those at home to watch and see important town news. Considering the income potential, a cable company should be willing to provide allot. In terms of negotiating, Mr. Gillman suggested an attorney should be outsourced who specializes in negotiations with cable TV providers. He strongly concluded this is a very unique opportunity for the Town of Tewksbury and hopes it will not be squandered.

Mr. Montuori noted the town's contract was executed 10 to 15 years ago, and is currently working with outside counsel who does specialize in these issues.

Mrs. Jane Miller of 820 Shawsheen Street, came forward and also noted that she has a local cable access show in Wilmington. She encouraged the Board to reach out to Wilmington for information. The studio in Wilmington was constructed in the new high school for Wilmington and is fully functional. The landscape for community access TV is huge as recordings can be viewed on many social media sites. Tewksbury can really negotiate to get better equipment and services and improve this gap amongst town leadership and residents.

Mr. Joe Dermody of 230 Cardigan Road, agreed with previous comments tonight and concurred this would be a huge benefit to Tewksbury. For the schools in Wilmington, WCTV worked with 8th through 12th graders in learning about media. Seniors were also involved with some great programs at the Senior Center. A new studio could serve as a public access studio at TMHS. Verizon has proposed to do this and additionally have an educational channel. Any cable provider can start with the studio already in place at TMHS as all the equipment is there.

The Chair noted his office received an email from Leo Mazzuchi of 51 Pratt Street as follows:

I wish the above subject matter to be discussed during the Ascertainment hearing between The Town of Tewksbury and Comcast Communications on November 18, 2014.

I am writing this letter in regards to the fact that I lose my phone service every time I have a power failure. I have been a Comcast customer since the Service was made available in my area (approx. 20 years)

Comcast advertises that you will have limited phone service during a power failure via the battery backup system.

Every time we have a power failure my Comcast phone does not work. I have reported this problem to Comcast several times. They have sent a Tech to my house to check the battery backup system out. The battery backup works fine.

After several complaints Comcast has told me the same power that powers my house also powers their system and when their system goes down the battery backup becomes useless.

I have a profound hearing loss and I am over 65 years of age. I have amplifying system on my home phone. My hearing loss prevents me from using a cell phone.

Any relief you can grant me with this problem would be greatly appreciated.

Thank you,
Leo R. Mazzuchi
51 Pratt Street
Tewksbury, MA. 01876

Comments from the Tewksbury's IT Director, Jamie Bent were as follows:

“The original INET Loop was installed by then Time Warner cable contract (now Comcast) under the town's 10-Year Contract. The INET Loop was installed free of charge and the support would be free of charge. Connectivity via coax is no longer a viable solution and needs to be replaced. In lieu of maintaining/upgrading and or supporting the INET (which was provided by Comcast) the town is

looking to replace the Inet with fiber between buildings. Once a fiber infrastructure is in place, technology projects such as security cameras, VOIP Phone systems, site security systems, and other demanding technology projects where speed, reliability and bandwidth is required can move forward.”

Mr. Dermody addressed Mr. Bent’s comments as he concurs with all of them but would add including a security, cable TV, and fiber optic network for all schools as well as all municipal buildings.

Mr. Cusolito added a remark that Comcast they always claims they have a backup system, but it did not work for the phone service.

Mr. Johnson opened the hearing for comments from the Selectmen.

Mr. Panilaitis sees the new opportunities that can be available with cable TV shows but cautioned we should be reasonable about how this is provided and not spend allot of capital if it can be replaced by online resources, such as YouTube later.

Mr. Gay agreed and is glad to work with Comcast. He feels this is a good opportunity for the Board to take a look at and he wants to see improvements.

Mr. Wentworth agrees with all comments. His main focus is to make it easier to get information out to the community. All seem to be in favor of doing this. His fear is Comcast will honor the requests of the town and then raise rates. Mr. Wentworth is cautious in these negotiations as he does not feel customers should pay for improvements.

Mr. Johnson stated we are fortunate we have choice as many towns do not have choice of a provider. In his research there is a 60/40 split between the two providers for Tewksbury. The first priority should be focused on the need to improve the quality of IT infrastructure and output of the public based meetings. He would like to ask for expertise from information management on building a current up-to-date infrastructure.

Mr. Johnson opened the hearing up for other public officials to speak. There was no further comment on this matter.

The hearing was concluded for this evening, but will remain open for 14 days. Additional testimony from interested parties is encouraged and can be submitted in writing on any renewal –related issue discussed tonight or regarding any cable-related issue to the Board of Selectmen’s Office by December 2, 0214 at the Board of Selectmen’s Office, Town hall, 1009 Main Street, Tewksbury MA 01876. Any questions about tonight’s hearing or the cable television renewal process, please call the Selectmen’s office at (978) 640-4300.

Department Head Goals and Objectives

Mr. Montuori introduced this portion of the agenda. He requested his staff to present on three goals for the remainder of the fiscal year; and then would like all staff members to come back in June 2015 and present for FY 2016, and by doing so, department goals and objectives will coincide with the current budget and Annual Town Meeting.

Goals and Objectives



Community and Development

- Finish Master Plan
- Improve Permitting Process
- Start Wamesit Indian Park Project

Community Development: Steve Sadwick

1) Finish master plan

- Underway with RKG Associates; visioning session took place last month.
- Meeting with Department heads and community groups
- Contract to December 31 will extend to February if needed; once complete will conduct a public input phase in conjunction with the Planning Board over a 6 month period

2) Improve permitting process

- Always as struggle and room for improvement
- Over next 6 months, Economic Development Process Review Committee will meet and start to drill down to tasks on what will help improve the permitting process; goal is to have this be a global process not just Planning Board and Building Department issues
- Need interdepartmental review meetings

3) Start Wamesit Indian Park Project

- Planning Board did receive money when expansion took place and then went back to Town Meeting for additional funding
- Design and plan is in place; alignment needed with Massachusetts Department of Transportation on improvements

Comments from the Selectmen:

- Holding a master plan visions session will be held and other opportunities for resident to participate will be offered. Public is always welcome to give input, however no official meetings are scheduled at this time.
- The need to communicate to residents to educate on what is being proposed.
- Are there any companies on the horizon coming into town? There are no leads at this time, average monthly of inquiries are in the single digits.
- Much appreciation of the good work this year

Goals and Objectives



Council on Aging

- Improve Nutrition of Tewksbury's Elderly Population
- Increase Outreach to Homebound Seniors
- Improve Transportation for Tewksbury's Elderly Population

Council on Aging: Ashley Stuart

- 1) Improve Nutrition of Tewksbury's Elderly Population
 - Introduce a salad bar at the Senior Center, at least one day per week.
 - Remove dry goods from walk-in refrigerator and use to store food on site. Necessary cabinetry will be installed in the servery, with formula grant funds, to increase dry good storage.
 - Choose healthier options for presentations and special events at the senior center. Cheese and fruit vs. cakes and pastries.
 - Encourage the use of Tewksbury's Food Pantry and SNAP (food stamps) benefits by assisting eligible seniors with the application process.
- 2) Increase Outreach to Homebound Seniors
 - Initiate telephone check-ins to at-risk seniors, which will be executed by volunteers approximately 1x/ week. For example, seniors who live alone, seniors that have no family and seniors that have multiple or complex medical conditions.
 - Launch a Friendly Visitor Program, which will provide homebound seniors with companionship through volunteers. Similar guidelines to Telephone Check-in Program.
 - Utilize volunteers to follow-up and complete case management items, such as Fuel Assistance, Masshealth, Lifeline, Elder Service Referrals, etc... Volunteers will not be used in Protective Services cases.
 - Explore ways to introduce a paid Outreach Worker to the Senior Center staff in FY16.
- 3) Improve Transportation for Tewksbury's Elderly Population
 - Open a line of communication with the Lowell Regional Transit Authority, which currently provides limited Road Runner services to Tewksbury's elders, about additional services.
 - Communicate with nearby Senior Centers to learn what transportation services are available to their seniors.

- Identify funding sources for additional transportation services, whether these are provided by an outside agency or through a vehicle operated by the Senior Center. Apply for grants where necessary.

Comments from the Selectmen:

- Would like to see collaboration with other elder communities such as Blair House and Ameritus on transpiration and lunch programs.
- Definitely a disconnect on food programs as food pantry requests for seniors has increased
- Asked about the transition into new role, and Ms. Stuart commented was difficult but now have found balance and looking forward to continuing on. COA has benefits and challenges and new members has only been one member. Many good new ideas coming forth.
- Mr. Gay noted he is the Selectmen representative for LRTA and offered to help facilitate a meeting with Ashley and head of LRTA.
- Suggested to share good life experiences with younger generation and seniors through the school system
- Has consideration been made to put out a survey as to what reasons are for not coming to events or luncheons at the senior center? Ms. Stuart noted a survey did go out and still receiving responses. A high school intern is compiling responses.
- Encouraged to work with other nonprofits for help with transportation.

Goals and Objectives



Fire Department

- Install and begin using new ambulance patient reporting software and laptop/tablet computers
- Put into service two power ambulance stretchers
- Equipment evaluation and inventory

Fire Department: Chief Michael Hazel

- 1) Install and begin using new ambulance patient reporting software and laptop/tablet computers.
 - Software purchased through 2014 Fall Special Town Meeting funding article
 - Replaces software that will become non-compliant with new State requirements
 - Will allow for expedited transfer of reports to ambulance billing vendor
 - Provides EMTs with the opportunity to start reports in the field
 - Provides patient history at the medical scene
 - Automatic backup and transfer of information from the laptop/tablet to the server

- Allows for patient refusal forms to be signed electronically in the field
- 2) Put into service two power ambulance stretchers.
- Equipment purchased through 2014 Fall Special Town Meeting funding article
 - Replaces aging ambulance stretchers that have reached end of useful service life
 - Provide for assisted patient lifting on a daily basis
 - Reduced back and muscle strain injuries experienced by EMTs
 - Advanced safety features not present on current ambulance stretchers
 - Reduced service and repair costs
- 3) Equipment evaluation and inventory.
- Conduct survey of existing firefighting equipment on department apparatus
 - Bring up to date the inventory of equipment carried on apparatus
 - Evaluate the equipment being used and compare to current industry products
 - Document outdated equipment that has been carried over from engine to engine
 - Request through budget process funds to replace outdated equipment

Comments from the Selectmen:

- Does town have efficient equipment to serve town? Yes, need to use as few resources so equipment can be used. Resources are available need to stay ahead of curve to keep technology current
- Still in need of new fire station, and is an embarrassment to not have a new station. Due to being limited to three goals to accomplish this was left off, but wheels are in motion and all are aware. The Town Manager has noted this as a future goal with the hopes the community is open to implementing a plan
- What is the ladder truck capital plan? Mr. Montuori explained is will probably be pushed out for now and would be close to \$1M expense. Will keep on maintenance as doesn't get a lot of use.
- State has added more training sessions on fire codes to get more information out to trades and contractors.
- Acknowledgment from Board members on how this department does more with less. The Selectmen will begin the budget process shortly--will take notes and take those notes to meetings with the state delegation. Requested the Fire Chief and all fire staff to come forward with more ideas on how delegation can help accomplish goals. Selectmen want to raise the bar on what Tewksbury asks for.

Senator-Elect L'Italien arrived at the meeting. The Chair took a brief recess from the Goals and Objectives to let Senator-Elect L'Italien speak to the Selectmen and the residents.

Barbara L'Italien was present to introduce herself. She is a resident of Andover and met some residents during the Tewksbury Veteran's Day services, and the Habitat build meeting, the Livingston Park build and the Common Core vote at town meeting. She will represent four communities Tewksbury, Dracut, Andover and Lawrence in the State Senate. She is due to meet with Jim Lyons and Representative Miceli shortly during her transition. Her last time as a legislator was during Mitt Romney's term. Senator L'Italien noted she would like to come back along with the other members of the state delegation after the governor has filed the budget.

The Selectmen would welcome another meeting with the state delegation as a whole to discuss items they can be of assistance with. The Selectmen may meet members of the delegation individually. The Chair noted Route 38 is a big focus. Senator L'Italien noted this and commented she would also like to be appraised of the town's master plan.

Department Head Goals and Objectives (continued)

Goals and Objectives



Police Department

- Review/Revise/Update Department Policies and Procedures
- Develop Maintain/Improve Community Outreach and Crime Prevention Programs
- Develop/Review/Revise/Improve Department Website/Media Relations/Social Media Campaign

Police Department: Chief Timothy Sheehan

- 1) Review/Revise/Update Department Policies and Procedures:
The Department's Policies and Procedures and Rules and Regulations need to be reviewed and some additional updates performed. In addition, some new policies are needed. Outdated policies have often resulted in exposure to liability and expensive litigation.
 - Support a review team consisting of up to two Superior Officers and the Deputy Chief.
 - Review recommended revisions personally.
 - Discuss revisions with Town Manager.
 - Provide notice to the Unions then bargain the impact of any change in working conditions (if applicable).
 - Long term goal of Accreditation/Certification.
- 2) Develop/Maintain/Improve Community Outreach and Crime Prevention Programs:
The Department's community outreach and crime prevention programs are fluid based on community issues and needs, including R.A.D. Kids, R.A.D. Seniors. Citizen Police Academy, Safe Halloween, DEA - National Drug Take-Back Initiative, National Night Out Program, Bike Rodeo, Operation Graduation, Substance Use Prevention and Education Week, and others.
 - Maintain and improve community outreach and crime prevention programs.
 - Develop new interactive educational programming that can be viewed at individual's leisure (busy family schedules).
 - Video programming and run on local cable access network.
 - Identifying community funding sources and pursuing grant programs.
 - Using social media to promote new and existing programs.
 - Working alongside Town departments.
 - Survey community on what is preferred and needed.
- 3) Develop/Review/Revise/Improve Department Website/Media Relations/Social Media Campaign:
Work with the Administration and employee representatives to develop an improved Department website and develop a social media campaign. We are very proud of the work this Department is

accomplishing and the resources it has developed for the community and we need to highlight this work and available resources in our website design and with modern social media platforms.

- Form a website/social media committee.
- Train the members of the committee in the appropriate disciplines.
- Revise Department's Social Media Policy to incorporate the use of social media.
- Work with other police departments who have successful social media programs and interactive websites.
- Involve the community and Town departments in the development/maintenance process.
- Survey the community annually and maintain committee to keep pace with ever-changing technology and needs.

Comments from the Selectmen:

- Using web-based activity and recording programs would be a good alternative over a one-time cost over 3 to 5 years for a consultant.
- Complimented the department on fighting substance abuse, hopefully with Motel Caswell being removed this will improve the situation.
- Compliments to Jenny Welsh doing a tremendous job as safety officer
- Proud and grateful for the police department's job during the Harvest Festival as the Public Events Committee didn't expect traffic issue and officers took the time to help out. Good crowd control and took time to solve problems and help residents.

Goals and Objectives



Town Clerk

- Document Management
- Provide consistent communication, training, and support to Town of Tewksbury Boards and Committees
- Ethics and Conflict of Interest Annual Distribution and Mandatory Training

Town Clerk: Denise Graffeo

1) Document management

- Continue to administer document management plan
 - All other records are beginning to be digitized and meeting minutes as well
 - Current Planning Board and Board of Appeals decisions are being digitized while older ones are offsite at Iron Mountain

- Incorporate 2013/14 Vital Records, Meeting Minutes and Planning Board and Board of Appeals Decisions into the Laser fiche document management system
 - Facilitate accessibility to records that are currently being stored off-site during Town Hall renovation
 - Work with appropriate authorities to create acceptable storage vaults that will accommodate current and future Town permanent records
 - Once appropriate conditions for storage are developed, we will begin to implement our plan to conserve archival material that is deteriorating because of handling and/or storage conditions
- 2) Provide consistent communication, training and support to Town of Tewksbury Boards and committees
- Collaborate with the Town Manager and Board of Selectmen's Office to continue to develop strategies to streamline the appointment process utilizing the Boards and Committees Application
 - Input data into Boards and Committees Application (Committee Charges, Conflict of Interest/Mandatory Training dates)
 - Keep members of public bodies informed relative to Open Meeting Law regulations, training, and educational initiatives
 - Obtain changes and final approval from Town Manager and Town Counsel and begin to distribute Town of Tewksbury Boards and Committees reference guide
- 3) Ethics and conflict to interest annual distribution and mandatory training
- Work with Admin. Services, School Department and Department Heads to distribute annual conflict of interest law and mandatory ethics training
 - Facilitate collection and filing of certificates of receipt and mandatory training documentation
 - Annual conflict of interest and ethics and mandatory online training which will have a certificate

Comments from the Selectmen:

- Office is always upbeat and pleasant and communication is great.
- Old records need prioritizing the digitizing
- Appreciation expressed for changing the swearing in process
- Glad to see open meeting law education; made an effort to bring in more residents to be involved
- Been good to see more education; especially around open meeting laws

Goals and Objectives



Library

Improve Service to all Residents:

- Obtain funding to hire a Teen Librarian to further develop Library services for Tewksbury's Teens
- Finish and launch website redesign
- Continue to train staff on security best practices
- Implement Library Long Range Plan for 2015-2019

Public Library: Diane Giarrusso

Improve service to all residents is main objective.

- 1) Obtain funding to hire a Teen Librarian to further develop Library services for Tewksbury's teens
 - Many comments on service for teens is needed; do not have right now
- 2) Finish and launch website redesign
 - Design for homepage just finished will look slightly different than town and schools
 - Want to have more ways to get information out and intuitive info for residents to find
- 3) Continue to train staff on security best practices
 - Second floor security is an issue
 - Pleased to serve all who walk through the door; but staff is dealing with a number of behavioral issues; the staff works extremely close with the police department; and will continue to insist on behavior standards
 - Society is changing and respect for institutions has diminished by the public
 - Will continue to train on customer service
- 4) Implement library long range plan for 2015-2019
 - Reopening to original hours 60 hrs/week including Sundays; want to get off accommodative status
 - May not be able to be off waiver, but can get back hours of operation and reach to get material spending back up

Comments from Selectmen:

- Share goal about waiver; community has continued to invest in the public library—we should not be on a watch list. Think it is inappropriate the Tewksbury is not operation or function according to standards. The promise of State Aid or other funding does not work--should be more on performance and less on funding.

- Mr. Gay noted he has had opportunity of working with Mrs. Giarrusso and complimented her on working with Public Events Committee.
- Shares support of the goal to obtain full hours; and discussed the potential to shift hours, i.e. open later or shifting off day to low attendance days.

Goals and Objectives



Department of Public Works

- Develop a system of measure to evaluate Public Works' production to improve efficiencies in service delivery focusing on the priorities of each division's mission
- Collect attribute information relative to location and description/type for various elements within the Town's infrastructure systems
- Advance the development of Town infrastructure as it relates to current and future needs of the community where expansion, upgrade, and rehabilitation of aging structures are of concern

Goals and Objectives



Department of Public Works

- Identify where administrative and field staff will benefit from training experiences to address areas of improvement and loss of institutional memory due to turn-over of key staff
- Develop and approve rules and regulations for the use of Town infrastructure to insure compliance with Federal, State and local requirements

Department of Public Works: Brian Gilbert

Mr. Gilbert was allowed five goals instead of three due to number of divisions in his department.

- 1) Develop a system of measure to evaluate Public Works production to improve efficiencies in service deliver focusing on the priorities of each division's mission
 - Computerize production information for Fleet Maintenance Division, which is currently completed on hardcopy forms.
- 2) Collect attribute information relative to location and description/type for various elements with the Town's infrastructure systems
 - From recommendations outlined in the storm water GIS evaluation report, the following steps will be undertaken to establish a framework to build a Geospatial database:
 - Define database Schema (structure)
 - Reach out to neighboring communities to understand what challenges they have faced when developing their Geospatial database.
 - Incorporate what information the Town already has for existing infrastructure
 - Define what information is missing
 - Collect missing data for Asset groups (water, sewer and storm water)
 - Pilot a practice to require Contractors, providing services, to submit an electronic report associated with work on each discrete element of the identified Asset groups (e.g. catch basins, manholes, etc.)
 - Tax Relief Volunteer shall begin to scan Water main valve locations and field tie measurements; the documents shall be attached to GIS point data locations
 - Hire a PM responsible for advancing technology and information in the department; water and sewer modeling; managing GIS and upgrade to town's metering software; advancing computer use in the field and website work
- 3) Advance the development of Town infrastructure as it relates to current and future needs of the community where expansion, upgrade, and rehabilitation of again structure are of concern
 - Review the 2006 Water Distribution plan and develop a matrix of what has been accomplished and what remains; develop a pipe replacement plan for replacement of 2" iron and 6" AC piping... taking into account our Capital plan for road improvements
 - Bid and Award of the WTP Construction Projects
- 4) Identify where administrative and field staff will benefit from training experiences to address areas of improvement and loss of institutional memory due to turn-over of key staff
- 5) Develop and approve rules and regulations for the use of Town infrastructure to insure compliance with Federal, State and local requirements

Comments from Selectmen:

- Staffing retirements and changing from one department to another
- Will continue to look for grant funding; currently no state or federal funding available for water/sewer , possibly for storm water items
- Seen a great progression on long term planning with this department; and department has been taking on more projects themselves instead of outsourcing—is a tremendous benefit to our community with a positive evolution
- Livingston Street Funway Park tremendous community effort but could not have been done without DPW team

Goals and Objectives



Administration, Finance, Human Resources

- Continue Capital Projects and Improve Planning
- Develop new or improve and update Policies, Procedures and By-Laws
- Economic Development along Route 38
- Continue working on land transfers from the Commonwealth

Goals and Objectives



Administration, Finance, Human Resources

- Develop Disaster Recovery Plan
- Upgrade MUNIS to 10.5
- Rollout new programs/processes through MUNIS
- Improve Employee Development and Training
- Prepare an Employee Performance Evaluation process and conduct Employee Assessments

Administration, Finance and Human Resources: Richard Montuori Administration

- 1) Continue Capital Projects and Improve Planning
 - Town Hall Project.
 - Microwave upgrade.
 - Design of Water Treatment Plant Upgrades
 - Upgraded School Playgrounds.
 - Develop a short and long range plan for recreation field maintenance

- 2) Develop new or improve and update Policies, Procedures and By-Laws
 - Develop Policies to assist Board of Selectmen.
 - Review and update Town By-laws and recommend changes as needed
- 3) Work to improve Economic Development along Route 38
 - Work to secure funding for Infrastructure improvements to Route 38
 - Assist owners along Route 38 to improve their property and attract businesses
 - Improve outreach to stakeholders along Route 38
- 4) Continue working on Land Transfers from the Commonwealth
 - Bring to a conclusion the Cemetery land transfer
 - Finalize the transfer of Recreation fields on Livingston Street

Finance:

- 5) Goal 5: Begin to Develop Disaster Recovery Plan
- 6) Goal 6: Upgrade MUNIS to 10.5

Human Resources:

- 7) Goal 7: Rollout new programs/processes through MUNIS
 - Application Tracking – update application and make accessible to public
 - Employee Self-serve (ESS) – with the new upgrade in Munis, much of the work will need to be recreated and tested by small groups before rolling out
 - Upgrade to Munis 10.5 in Nov/Dec 2014, work to get these programs set up and implemented.
 - Add healthcare and Affordable Care Act information to both ESS and Town Website
- 8) Continue Employee Development and Training
 - Schedule monthly training courses for employees through MIIA/EAP (including Webinars with Department Heads at staff meetings)
 - Offer Sexual Harassment/Discrimination training to departments
 - Conduct MCAD Discrimination Prevention Training with departments heads
- 9) Work with Town Manager to rollout a Performance Appraisal system with Department Heads. The eventual goal will be to have Department Heads conduct performance appraisals on their staff in the near future

Residents

Mr. Johnson opened the hearing up to the public, no one present came forward to speak.

New Business

Common Victualler Application—Crystal General Store

MOTION: Mr. Wentworth made the motion to approve the transfer of the Common Victualler License to Crystal General Store as presented; seconded by Mr. Gay and the motion carried 4-0.

A & Shankar, Inc. (Crystal General Store) –Requests Sunday 10 a.m. opening

MOTION: Mr. Wentworth made the motion to approve the request from A & Shankar, Inc. d/b/a Crystal General Store to change their hours for the sale of alcoholic beverages to now take place at 10:00 a.m. on Sundays effective immediately; seconded by Mr. Gay and the motion carried 4-0.

Aubut's Liquors, Inc. –Requests Sunday 10 a.m. opening

MOTION: Mr. Gay made the motion to approve the request from Aubut's Liquors, Inc. to change their hours for the sale of alcoholic beverages to now take place at 10:00 a.m. on Sundays effective immediately; seconded by Mr. Wentworth and the motion carried 4-0.

Stephen M. Powers –Disclosure by Municipal Employee for Snow Plowing

Mr. Stephen M. Powers, a non-elected official as a Tewksbury Firefighter is disclosing his contract to snowplow for the Tewksbury Department of Public Works. These services will be provided outside his normal working hours as a municipal employee, the services are not required as part of his regular duties as a municipal employee, and he will not be compensated for more than 500 hours during a calendar year.

MOTION: Mr. Gay made the motion to accept the disclosure provided by Mr. Stephen M. Powers as presented; seconded by Mr. Panilaitis and the motion carried 4-0.

Michael B. Merrill –Disclosure by Municipal Employee for Snow Plowing

Mr. Michael B. Merrill, a non-elected official as a Tewksbury Firefighter is disclosing his contract to snowplow for the Tewksbury Department of Public Works. These services will be provided outside his normal working hours as a municipal employee, the services are not required as part of his regular duties as a municipal employee, and he will not be compensated for more than 500 hours during a calendar year.

MOTION: Mr. Gay made the motion to accept the disclosure provided by Mr. Michael B. Merrill as presented; seconded by Mr. Wentworth and the motion carried 4-0.

Lillian Bean –Disclosure by Municipal Employee for Election Worker

Ms. Lillian Bean, a non-elected official working at the Tewksbury School Department as a yoga teacher is disclosing her employment as a Poll Worker. These services will be provided outside her normal working hours as a municipal employee, the services are not required as part of her regular duties as a municipal employee, and she will not be compensated for more than 500 hours during a calendar year.

MOTION: Mr. Gay made the motion to accept the disclosure provided by Ms. Lillian Bean as presented; seconded by Mr. Panilaitis and the motion carried 4-0.

Town Manager

Special Municipal Designation Town Employees for refereeing and umpiring school sports

Mr. Montuori is working with Senior Town Counsel Charles Zaroulis on a special municipal designation for town employees who for referee and umpire school sports. Researching a blanket special municipal designation, however it cannot be voted on tonight and it is being reviewed by the state ethics commission. Hoping to get resolved quickly as individuals are waiting to be paid who have already done work. The town cannot pay them until this is resolved. There was a complaint on not advertising for the job and it only came to his attention this past week. This is mostly for school sports at the high school. The Board took no action but recognized the issue.

110 State Street Property Tax

The land at 110 State Street is being transferred and there are some outstanding expenses that need to be paid. If the property was being sold to a private entity, these would be paid by the buyer, but since the buyer is a non-profit (Habitat for Humanity) they do not have the funds to pay. The total is approximately \$50,000. The town is trying to waive any fees associated with these expenses.

Habitat is trying to close if can resolve by the next Selectmen's meeting. Mr. Montuori suggested approving the transfer from the Tewksbury Affordable Housing Trust Funds not to exceed \$50,000. Habitat for Humanity may need additional funds in the amount of \$20,000-\$30,000—still reasonable amount to provide an affordable home for community.

MOTION: Mr. Panilaitis made the motion to approve the transfer from the Tewksbury Affordable Housing Trust Fund not to exceed \$50,000 for the expenditures of 110 State Street; seconded by Mr. Gay and the motion carried 4-0.

MOTION: Mr. Panilaitis made the motion to for the Town Manager to execute the deed of 110 State Street from the Town of Tewksbury to Habitat for Humanity as presented; seconded by Mr. Wentworth and the motion carried 4-0.

Approval of Minutes November 3, 2014 (regular session)

MOTION: Mr. Panilaitis made the motion to approve the minutes of November 3, 2014; seconded by Mr. Gay and the motion carried 4-0.

Board Member Reports

Scott Wilson (not present but Chair made notes)

- Attending regional meeting with coalition of communities regarding the Kinder Morgan pipeline where he has been representing the Board of Selectmen; an update will be given at the next meeting and materials on this matter are posted on the town's website

David Gay:

- December 7th will be the Second Annual Tree Lighting at the Tewksbury Library; bussing has been approved from the State Hospital to Library to improve parking—many plans are underway and volunteers are needed

James Wentworth:

- No report given this evening

Bruce Panilaitis:

- Thanks Mr. Gay for joining him at the Habitat for Humanity build meeting; a good turnout was had even with competition with residents who wanted to attend the high school football game
- Looking forward to Kinder Morgan update and noted that they are planning to move forward with their original route despite alternatives proposed

Todd Johnson

- Great Veteran's Day activities and thanked new veteran's agent for his support on this event

- At next meeting on December 2nd the Selectmen will review the contractual agreement with the Town Manager and conduct his performance review; the goals stated tonight are the goals that will be presented

The next regularly scheduled Selectmen's Meeting following Town Meeting will be held on Tuesday, December 2, 2014 at 7:00 p.m. Happy Thanksgiving to all residents!

Adjournment

MOTION: Mr. Gay made the motion for the Board to adjourn at 10:00 p.m.;
Mr. Panilaitis seconded, and the motion carried 4 to 0.

Approved by Board of Selectmen on December 16, 2014