

**TOWN OF ENFIELD
MUNICIPAL FACILITIES ADVISORY COMMITTEE**

MEETING MINUTES OF JULY 22, 2019

Present: Phil Shipman, Tracy Young, Rob West, Mark Tarantelli, Maynard Southard, Shirley Green, Ryan Aylesworth

Guests: Donna Nashawaty, Town Manager; Mindy Atwood, Library Director; Daniel Ruggles, Chief of Fire; David Cahill, Chief of Police

The meeting was called to order at 3:00 PM.

The meeting began with the approval of the July 8, 2019 minutes.

Mr. Southard motioned to approve the minutes. Mr. Tarantelli seconded. Mr. Aylesworth abstained. All Committee members were in favor (6-0).

The Committee then traveled to Sunapee to visit multiple municipal facilities including: Town Office, Abbott Library, and the Public Safety Building.

The Committee began tours at the Town Office building located at 23 Edgemont Road in Sunapee. Town Manager, Ms. Nashawaty, gave the Committee a tour of the facilities.

The Town Office building was built in 1989/1990. The idea was originally to build all town offices and emergency facilities together, but the cost at the time was deemed to be too high. The plans were changed to develop a contractor-built house for the Town Offices which cost \$75,000 at the time it was built. The population of the town is roughly 3,300 residents, with high seasonal fluctuations (50% of the town is property located on the lake).

The basement of the building held a meeting room which included:

- A separate entrance from the main building, which included key card access that is remotely programmed
- A large seating area in addition to the oak tables for board and committee seating; maximum occupancy of 80 people
- A built-in microphone and a camera that is mounted on the ceiling on the far end of the room for streaming meetings
 - o It was noted there are typically no daytime meetings that take place in this area, particularly not meetings which expect public attendance as there is not adequate parking available
- The town contracted with the state prison to build the oak tables utilized for meetings
- Lolli columns are covered in paneling
- The cement floor was designed and painted to be more visually appealing
- Two closets serve as storage for records and voting materials for booths, etc.
- There is no generator for this building
- Redundancy of file server

The basement also had:

- an employee lunch room
- a file server room

- a cement vault which was built with a Moose Grant; contains town clerk records, mortgages, permanent and historic records. A dehumidifier was installed to assist in protecting the documentation within the vault
- a food pantry – maintained by volunteers and overseen by the Welfare Director

The main floor included:

- Stairway access from the basement (behind locked key-card access doors, not open to the public)
- A hallway closet that stored office supplies and mailboxes
- Two restrooms
- A custodial closet
- The Finance Office
 - An office space which held the Finance Office – including two desks and working space. The Committee inquired if they felt they had appropriate operational space for their roles; both agreed that they did. The current issue was having three years of financial records stored in the office due to lack of storage space.
 - The office was built with two doors to the hallway by design so that, if necessary, it could be split into two offices by installing a wall.
 - Software was discussed regarding different programs that can assist in electronic usage of documents – such as electronic approval of bills and the transmission of documents between employees, as well as electronic records used for auditing purposes, etc. The current software being use has been phased out by the software company, however, finding the right program and managing the expense of such a program to replace the current system has been problematic.
 - As a safety precaution, there is currently a plan for building a door and small porch with stairs to allow for an emergency exit from the office.
- The entryway
 - The entryway had two inner glass doors that were present all season long. In addition to the inner doors, there is an external set of doors and windows which can be installed in the vestibule area during the winter months to create an airlock. The windows and doors are removed and stored during the summer season.
- The Lobby
 - The building lobby is designed to with several customer service counters (i.e., Planning & Zoning, Water/Sewer, Tax Collector/Town Clerk, etc.), and this makes things quite efficient and straightforward to residents
 - Two offices - accessed behind locked doors with glass service windows located in the entryway; one for the Town Clerk and one for the Tax Collector
 - A door to the Planning and Zoning office
 - The person fills a shared position between Sunapee and New London
 - A doorway which led to the hallway for the Administrative Assistant, the Town Manager's Office, and the Assessing Office
 - The Assessing Office holds three positions, two of which are shared with the town of New London and with Newbury.
 - It was noted there are a significant number of old records in the Assessing Office which should be scanned and digitally filed to save space
 - A doorway which led to two offices for the Water and Sewer Commission
 - A multi-use office which can be used for one on one meetings or utilized for part time positions
 - It was noted some recreation items were being stored in this office. The Sunapee Recreation Department is a shared position with New London, totaling about 30 hours per week. This is a contracted position where there is a shared telephone expense, a laptop for access to the cloud/server, and ability to use office space in

the Town Office building. Most Recreation Department supplies are stored in a shed at a field or in the Town Clerks room.

Notable details:

- The building does not have a sprinkler system.
- There are 10 employees that work in the building.
- The building was built in a marsh (fill added) which makes it hard to expand, if necessary.
- The town recently hired a full-time maintenance person with responsibilities spanning all Town facilities. Ms. Nashawaty noted that it was difficult to pass the vote for approval; however specialized care is necessary to maintain the buildings to their best capacity. For example – Maintenance staff installs and uninstalls windows and doors for the vestibule, assist with lighting updates and maintenance, and perform regular maintenance schedules for air filters and necessary painting, etc. They will also have a hand in the construction of the emergency exit from the Finance Office. They developed a plan that involved a supervisory position which oversees the maintenance scheduling needs, as well as a skilled laborer who could perform or assist in the ongoing tasks. Ms. Nashawaty noted that this was of particular benefit when there was an issue with paneling that did not stand up to the product warranty. The town was able to secure new paneling under the warranty; however, the product replacement did not include installation. This was something the maintenance staff could take on.
- Ms. Nashawaty noted that the relationship with the architect and ongoing communication is important
- The plans were out to bid and local contractors were encouraged to bid, but many couldn't compete with the price and timeline offered by other outside companies. Ms. Nashawaty noted that 'building local' is extremely challenging.
- The Committee inquired as to if there were any buildings or properties decommissioned in the process of building the new Town Offices. Ms. Nashawaty noted that the town sold a barn, which had historical value – but could serve no purpose for town functions. There was also a Quonset hut which was previously on the site that was removed to build the building.
- North Branch Builders built the office, with a 5% contractors' price and a maximum cost set.
- The furnace and air system have been difficult in that the first contractor that designed and installed the system has gone out of business. There is now a second company assisting them, but it has been difficult to find the right balance of heat and air movement.

The Committee also discussed the building of the emergency complex with the Town Manager. The building did not pass the first time it was presented to the voters at Town Meeting with a proposal of a \$4.1 million budget, and approximately 32,000 square feet. When the plans were reaffirmed for a second vote, the market had changed so dramatically that in order to meet the prior years proposed \$4.1 million budget, the proposal had to be adjusted and cut down to 24,000 square feet.

The Committee then toured Abbott Library with the Library Director, Mindy Atwood.

Details:

- The building was built in November of 2015
- 6,200 square feet (previous library was two floors, totaling 3,400 square feet)
- Built on slab with radiant heat
- The town did not own the land – it was foreclosed property which was purchased
- The property was the primary choice for location as it has good visibility for the community
- Built with \$975,000 Town Bond and \$1.3 million raised in private fundraising

- Did not pass by four votes on the first proposal to the town; passed on second vote
- The building was purposefully built as one floor. Ms. Atwood noted that it was challenging for staff to manage two floors in the previous facility
- There was only one parking area outside of the facility when it first opened and it was recognized this was not sufficient parking. Fundraising was completed to build an additional second level of parking.
- Construction was completed by Trumble Nelson.
- The building was cut in size, it was supposed to be 7,200 square feet but due to market changes they lost 1000 square feet between the first and the second vote. The same layout was utilized, but it was scaled down to fit the budget.

The facilities included:

- A staff workroom, located behind the circulation desk
- A Directors Office
- A staff kitchen and break room with a private staff bathroom
- An Activity Room
 - o Glass walls with two entryways from the library – one regular door and one set of doors that slid open; one exterior door specifically to access this area only. Could be locked so people could not get into the library, but could be given a key to utilize the Activity Room when the library was closed.
 - o Bathroom facilities
 - o AED
 - o Groups that utilize the space are mainly nonprofits
 - Managed using Google calendar; can be booked by multiple staff members – not one specific point person. Choices for hosting groups is at the discretion of the Library Director.
 - Users are asked to sign a policy prior to use
 - There is an external door for groups to access the activity room outside of normal operating hours; ex. of group use: Superintendent forums, authors speaking, afterschool programming, educational presentations, etc.
 - o Projector system and speakers were added after it was built
- A closet containing the IT Network
 - o Wifi is available on an ongoing basis, even when the library is closed. Some patrons park in the parking lot to use it.
 - o The network is broken into different points of access: staff only wifi, encrypted wifi for public access, and a plug-in network. A filter is run for the 8 computer stations.
- 8 public computers – more consistently utilized in the summer months
 - o The library also proctors middle school and high school students over the summer
- A fish tank (specified donation to the library)
- A circulation desk which Ms. Atwood noted was an excellent naming opportunity; fundraising was opened to all levels of donations which gave everyone in the community a chance to participate and give something to the new library. The circulation desk was built by a local builder with donated time and materials.
- A quiet study room blocked off by glass walls and a door
- A section of rolling shelves which assists in holding a larger volume of books
- The teen section was purposely put near the adult section so teens didn't feel they were in the little kids' area
- A doorway led out to a covered patio with chairs and small tables
- Many areas of seating located around the library, some with small tables or desks along the wall
- Special donation given for the fireplace area

- Art hanging on the walls; the art rotates on a monthly basis. Special fixtures were installed on the walls to make it easier to hang art

Ms. Atwood noted that the Historical Society purchased the equity of the previous library from the Library of Trustees. It now serves both public and private usage.

Notable:

- o There are not a lot of storage spaces; however, there is some storage available to the library in the basement of the Safety Services building
- o Patron usage has increased since the new library was opened. Ms. Atwood noted that there is a trend with people lingering and staying longer. There is also more programming being facilitated in the space that helps drive the volume and flow of people.
- o After two years of operation in the new building, the library added 22 additional part time hours. In total, there are two full time employees as well as additional part time employees who make up a total of 4 full time employee positions.
- o Evaluate restricted donations and consider if there is a long-term care plan necessary; example: a fish tank was donated that needs to be serviced on a regular and ongoing basis which can have an impact on the annual budget
- o When asked if there was something she would change, Ms. Atwood noted three things that she would change:
 - She would prefer the location of the Directors Office to be closer or more relative to the staff work area. Being across the hallway has some drawbacks and doesn't always help streamline communications.
 - Make the atrium, where outside group meetings are held, bigger.
 - Plan for more storage space on site

The Committee then toured the Safety Services Building at 9 Sargent Road in Sunapee Village. Fire Chief Ruggles walked the Committee through the fire house and Police Chief Cahill walked the Committee through the police station.

Details:

- The building was built in 2006
 - o Architect – Denis Meyers; Contractor – North Branch
- The building was built on existing town owned property
- Currently 3 floors high, roughly 8,000 square feet per floor
 - o Basement – police locker rooms, exercise room, janitorial closet; also used for utilities such as IT, boiler room
 - o 1st floor – split with police and fire
 - o 2nd floor – used by fire department (Fire Association paid for finishing of the 2nd floor)
- The original plan was for a 32,000 square foot facility for \$4.1 million; the plan did not pass on the first vote. Before the plans came to a second vote, the market changed and plans had to be cut down to a 24,000 square foot facility for the \$4.1 million valuation.
- The building is heated with radiant heat which is more economical for the structure, particularly of open bays, etc.; and is superior to maintaining a consistent temperature
- There was an issue with the shingles that were installed when the building was built, they failed after 12 years of use and had to be replaced. When the shingles were replaced, they also added a drip edge so that ice doesn't build up on the roof.
- The architect estimated that the building would utilize \$16,000 for electricity and \$16,000 for heating annually. Mr. Ruggles noted that this has been the set budget for the last 16 years with

very little variation on cost from the original estimate. Mr. Ruggles did note that specific items like phone, elevator services, and inspections had their own line items within the budget for maintenance.

The apparatus floor has 5 bays on each side of the building including: seven bays for fire apparatus, one bay for contracted ambulance services, and two sally ports for police. The sally ports for police were purposely constructed to be able to knock out the current walls and expand the bay doors in the event the fire department needed to expand into that space in the future.

The Fire Department apparatus floor includes a hose room, a room for supplies and tools, an air compressor, exhaust ventilation systems, electrical ceiling drops (which was designed with a dedicated breaker for each vehicle), a large storage room for EMS supplies, and a specialty washing machine for cleaning carcinogens off of fire gear (no dryer). In addition to fire engines, the Fire Department boat, ATV, and antique units are stored in two of the seven fire bays. Chief Ruggles noted that there is plenty of room for all of the current equipment with nothing stored off site.

The 1st Floor

Fire

- Training room is located near front lobby where both fire and police can utilize it; attached to commercial kitchen for utilization by both departments.
 - o The training room is used for mutual aid and is available to outside groups such as nonprofits. The training room can be accessed by the public from the front entryway and all doors to access the kitchen/offices/hallway are locked to secure the space.
- Fire Department Chief office
- Emergency Dispatch office

Police

- Front Entryway opens to police dispatch and doors to offices
 - o The front entryway is made of bulletproof glass
 - o The doors are locked and unlocked using a computer system
 - o Between the hours of 2-6am the front doors are locked and there is an outside phone that can be used to activate dispatch
 - o A \$30,000 donation was given to install Kevlar in the wall to the front offices and dispatch area
- There are currently 14 officers on the force including 5 full-time, 6 part-time
- The Patrol Room – utilized an old phone system purchased from Newport offices; this saved money in the budget when building the complex and was planned as an expense into the future budget as an update. Furniture for the building was procured by taking a tractor trailer to a large re-sale facility to purchase gently used office furniture in bulk. The maintenance staff helped to build the desk structure and layout for the room based on the sourced furniture.
- The building includes 18 security cameras which all feed to surveillance in the Patrol Room. There are three computers which function as work stations which are connected to a host server located in Massachusetts. Chief Cahill purposely suggested that the room be built with windows high on the walls for privacy and security purposes.
- A conference room – sometimes utilized as a break room, also used for interviews and to receive public complaints (so as to provide privacy for a confidential conversation; not holding conversations in front lobby).
- A dispatch and secretary area – including a second desk which can currently be utilized by officers, but if necessary, can be repurposed to expand the dispatch position. The office has a door that can be closed and locked for security purposes and has a mini-split that was installed to ensure proper air circulation.
- A restroom
- A door to access the hallway to the Fire Department

- A booking room – which includes motion sensor lighting, a cage (added after initial construction), and four jail cells, roughly two by six feet each. A flush function was located on the external wall of each cell to be safely accessible by police to flush if/when necessary.
 - o The facilities are equipped to serve the newer state laws which regulate sight/sound separation when necessary
- The booking room opens to the two police sally ports. The two garage bays can fit three SUVs when necessary.
 - o The department vehicles include three SUVs, one unmarked F-150, and an electric harbor patrol vehicle which was a donation to the Police Department. The Police Department also has a patrol boat that is parked at the docks.

The Basement – Police/Utilities:

- Male/Female locker rooms
- Records storage
 - o Employee records, juvenile records, etc.
 - o Anything that can be will be shredded after 10 years; however, arrest reports are kept indefinitely
- Evidence Lockers
- Evidence room – including safe for items such as firearms, money, drugs, etc. which must be kept behind two locks per protocol
- A janitor closet
- A communications room
- A data and electrical room
- An exercise room (open to use for police/fire and town employees)
- A mechanical room
 - o Houses generator – which can supply 96 hours of power and supports every outlet in the building
 - o Oil tanks for radiant heat
- ‘Walden’s Den’ – a storage room that has been utilized by the library for storage for about 10 years. (The library paid for the installation of ceiling, shelving, and painting, for the space). Has the potential to be a dispatch center if necessary, to expand.

The 2nd Floor - Fire

- Strictly fire department usage. There is space that is currently used for obstacle course trainings; however, it is intended to be built into bunks and restrooms in the future.
- There is desk space available for use by a fire prevention officer and a safety officer

There is an elevator that can be used between the three floors which can be locked out to prevent unauthorized access by the public.

Notable Emergency Infrastructure – Fire/EMS:

- Although the Fire Department provides emergency medical services in the form of a FastSquad, Sunapee no longer has ambulances, and instead contracts with New London for \$54,000 per year to be present at the firehouse during the daytime hours. New London performs all of the billing for Sunapee, and is currently under a five-year contract.
 - o Lebanon currently performs transports between 6am-6pm.
- The governance structure for the Fire Department has changed to a Fire Ward. There is a \$15,000 stipend given to the Fire Chief, plus an hourly call rate.
 - o There are currently 35 members of the Fire Department; some members are cross trained between EMS/Fire, but this is not a requirement

- Mr. Ruggles informed the Committee that there was an average of 528 calls in 2018, and 540 in 2017 with regard to Fire and EMS services (a 50/50 split for Fire/EMS each year).
- The Committee inquired as to what the call model might look like in the future – whether they were looking to continue volunteer and on-call or full-time employees. Mr. Ruggles noted that while they are still trying to operate on the call model, it is likely going to come to needing a full-time chief or firefighter/EMT to be present for the department.
- There is a second fire unit located on Route 11 on the way from Sunapee to Georges Mills. There is one truck which is located at that station which is operated by two people.
- Having the police and fire departments in the same building has presented some challenges. Boundaries can be difficult. The departments get along, but acknowledge they have different roles within the community so it can be hard to be on the same page all the time. It was acknowledged that the nature of the work between police and fire also has different structures when it comes to command which can challenge the dynamic as well.
- The boat that belongs to the Fire Department can be utilized for shallower waters – such as ponds, whereas the police boat is only fit for deeper water – therefore it remains on the lake. The police and fire cross train every June for emergency response via boat.

Notable Emergency Infrastructure – Police:

- The police currently serve as back up dispatch for New London
- The police utilize a 16 by 20-foot area in a highway department bay. This is used to store tires and can also be used to impound vehicles if necessary.
- Chief Cahill noted that there has been an incident where a valve burst in the mechanical room which caused several inches of water to flood the basement. It was unclear if the valve location was a design flaw where the valve should have been located outside the building so that if it did rupture it would not flood the facilities.

The Committee recognized throughout the tour that the building was in excellent maintained condition and it was hard to imagine it was 16 years old. Both Chief Ruggles and Chief Cahill noted that this was due to having a specified maintenance program, which included creating a new position to fulfill the maintenance schedule. In addition, the police utilize a janitorial service to assist with maintaining their portion of the building.

Suggestions from Chief Ruggles:

- Build a bigger training room

Suggestions from Chief Cahill:

- Having all public safety professions under one roof is a huge savings in resources – sharing heat/hot water/training facilities, etc. – and also helps from a service delivery standpoint
- Build separate break rooms for fire and police.
- Chief Cahill stressed the importance of having a facilities and maintenance person to assist in maintaining a new facility. For example – there was an issue with the siding of the building not standing up to its warranty. The company agreed to provide replacement siding at no cost; however, it is still on the town to install it as there were no contractors to complete the work. The maintenance person can now take this on as a task.
- He would add evidence collection off of booking; whereas now they have to take to the basement for processing and storage
- Install sprinkler heads below where a drop ceiling would be installed – this was particularly relevant to their basement areas where improvements such as walls and drop ceilings were made after the structure was complete.
- He encouraged the Committee to consider the planning of a building in how it would be utilized and how it would work with the daily flow of activity.

- Chief Cahill also noted that there were some challenges with the utilization and operation of the air exchange system and making adjustments to fit the needs of different areas.
- Chief Cahill was a member of the Hillsborough Police Department prior to his work in Sunapee. Hillsborough went through the process of a new facility and instead of buying new land, the town spent \$20,000 to excavate the area where they constructed their facilities.
- Chief Cahill stressed space-space-space. Build for more space than you think you will need. The '50-year building' concept should allow for room for growth within the departments. He also stressed the importance of the relationship between the town and the architect – that communication was key, including weekly or monthly meetings as the plan developed.

It was noted that the Town of Sunapee had built and maintained the Highway Department, the Library, and the Safety Services building all within a ten-year period.

Mr. Shipman motioned to adjourn. Mr. Aylesworth seconded. All committee members were in favor (6-0).

The meeting was adjourned at 7:05 pm.