



**TOWN COUNCIL
COUNCIL CHAMBERS
(Virtual Meeting)
SPECIAL MEETING
APRIL 19, 2021
APPROVED MINUTES**

1) CALL TO ORDER

Mayor Trinks called the meeting to order at 6:30 p.m.

Present: Mayor Donald Trinks, Deputy Mayor Joe McAuliffe, Councilor Nuchette Black-Burke, Councilor Lisa Rampulla Bress, Councilor James Dobler, Councilor James Govoni, Councilor Donald Jepsen, Councilor Lenworth Walker and Councilor Kenneth Wilkos

2) SAFETY SERVICES

Police Department

Donald Melanson, Chief of Police, Captain Andrew Powers and Suzanne Brannack, Executive Assistant, presented the proposed FY 22 budget for Safety Services as follows:

- The Police Department's FY 21 Expenditures are expected to be under budget by \$85,920, or 0.8%. This is primarily due to savings from Personal Services, partial year vacancies, hiring new officers at a lower rate, military leave, and workers compensation.
- The Police Department's Overall Fiscal Year 2022 budget reflects an increase of \$437,160, or 4.1% over the FY 21 budget. This increase is mostly due to costs associated with Personal Services.
- The Police Department's General Fund Budget, including Town Support for Education, is increasing \$563,910, or 5.6%, primarily due to Personal Services as a result of contractual step increases, pension and benefit costs. It also reflects the addition of a ninth dispatcher to provide necessary dispatch coverage during the overnight hours, a part-time employee for junk car enforcement along with addressing other quality of life issues and improvements in traffic safety and enforcement.

The Police Department is well positioned to continue building upon Community Oriented Policing and providing professional, courteous, caring and accountable law enforcement services for the residents.

Councilor Dobler asked what the benefits of being in the new building are. Chief Melanson said that the lobby area is a big improvement because when citizens come in, they are welcomed right away. He also mentioned that the dispatch area, the phone and radio systems, and the security system throughout the building are all state of the art. The Chief went on to say that the training facility is the biggest benefit and is utilized internally as well as for regional training.



Town Council Special meeting
April 19, 2021

Councilor Black-Burke asked what continued training is included in the budget. Chief Melanson said there is increased funding for de-escalation and crisis intervention training in the FY 22 budget and overtime for shift coverage while officers are in training. He also stated that there is training planned for fair and partial policing and on-line training for domestic violence, in addition to the normal training that will take place.

Councilor Bress asked Chief Melanson to share the benefits of the new dispatch position and how it will help to keep citizens safe. Chief Melanson said there is currently only one dispatch person on the midnight shift to answer numerous calls. Having a second dispatch person during this shift will help when multiple calls come in.

Councilor Jepsen asked how staff shortages are being dealt with. Chief Melanson said that the department is currently down 4 positions which is comparable, or even less than, other surrounding towns and that it is difficult to fill officer positions based on recruitment interest.

Councilor Jepsen asked about the increased youth engagement FTE's in Town Support for Education. Chief Melanson said that the youth engagement is a reallocation of funding and FTE's went from Uniformed Patrol to Town Support for Education.

Councilor Jepsen asked if the fees for police private duty is equivalent to other towns. Chief Melanson said they are.

Councilor Jepsen asked how many police vehicles are in the budget. Chief Melanson said there are three in the General Fund and two out of police private duty fund.

Councilor Wilkos asked if we could have auxiliary or part-time dispatchers. Chief Melanson said it's difficult to fill a part-time shift with the needed training and skills.

Councilor Walker commented on the community providing support to help retain officers and thanked the police department for keeping our town safe. He asked what the Chief is doing to support Windsor Cadets. Chief Melanson encourages police officers to participate in programs with the Cadets. Town Manager Souza said that funding is provided in the General Government portion of the budget and may possibly get assisted with the COVID relief funding that is coming to the town.

Councilor Bress asked if a records dash board can be built with funds in this budget. Chief Melanson said he has been working with the IT department to create something that will go live by the end of the month.

Councilor Walker asked if funding could help with the Police Cadets deficit that resulted due to the pandemic revenue loss that the program took this year. Town Manager Souza responded that there is a potential to use the federal pandemic relief funding coming for this purpose.



Fire Department

Fire Chief, Bill Lewis, Assistant Chief Steve Bianchi and Fire Administrator, Paul Goldberg, presented the following:

- The General Fund expenditures for the current year are expected to be close to budget. Two problem areas are that the fire department has taken over the annual operating costs at the public safety complex due to the relocation of the police department and the purchase of COVID-19 supplies.
- The department has continued to participate in attempting to obtain grants, and last year, we were successful in obtaining a grant for COVID-19 which was used for decontamination supplies at the firehouses.
- We have continued to respond during the COVID-19 pandemic. Chief Lewis thanked all volunteer firefighters that have successfully kept the virus out of the Department as they respond to emergency calls.
- Many programs had to be delayed due to the pandemic, but we are slowly and safely trying to return to all of our training and outside programs. We continue to monitor and seek guidance from the CDC, Governor's Office and our own Health Department.
- We are in the process of revising our Department's rules and regulations and standard operating procedures.
- We have standardized department equipment in an effort to obtain savings and to insure the safety of all our members. No matter what firehouse a firefighter responds from, they will know both the equipment and the apparatus due to standardization.
- New protocols have been put into place for our radio system and we are creating a training program to fully utilize the benefits of our communication system.
- Right now the membership of the Fire Department remains stable with approximately 80 active members and 12 junior firefighters. Our membership ranges from 18 years of age to members in their 80's. We are fortunate to have retained many of our Explorers as regular members once they attain 18 years of age.
- Not unlike other fire departments in the region, day alarms and the number of firefighters is still a concern. Our firefighters have been doing a great job of responding, but we are a very busy department and we are watching how many firefighters are available during the day. We have sufficient firefighters to control most incidents during the day, but this could drastically change if we lose two or three key personnel. On occasion we have had some difficulty in daytime responses and we continue to monitor those responses more closely as time goes on. We are attempting to explore ways to make it easier for all members to perform effortlessly and more efficiently.



- We continue to submit essentially a maintenance budget and are attempting to replace outdated or worn out equipment when needed. We have continued to update our thermal imaging cameras which allow our firefighters to see the hottest areas of the fires and to rescue trapped victims of fires.

Councilor Dobler asked if they are getting any grants to help with membership recruitment. Chief Lewis said there are not a lot of recruitment grants out there. Word of mouth works the best in the Town of Windsor and more members have recently joined.

Councilor Bress wanted to thank the volunteer firefighters and mentioned considering using the town's media service for recruitment such as Facebook. Chief Lewis said that they do and also have signs out in front of the firehouses.

Councilor Bress asked if the fire department still receives matching monies from the town for fire department fund raising. Chief Lewis stated that ended a few years back.

Councilor Wilkos commented how well the volunteers keep us safe and how tough it is managing services on the highway.

Councilor Walker mentioned how fortunate Windsor is to have a volunteer department and how much this saves the town financially. Funding efforts should be given to help the volunteers out to keep the department volunteer as long as possible.

Ambulance Services

Terrance Greaves, Deputy Chief of Operations for Windsor Volunteer Ambulance (WVA), presented the following:

Mr. Greaves thanked the town management and the multiple town departments that support Ambulance Services throughout the year. Especially, the Finance Department and the men and women of the Windsor Police and Windsor Volunteer Fire Departments who we work with day in and day out to provide outstanding service to the citizens and visitors of the Town of Windsor.

Mr. Greaves also thanked the men and women of Windsor EMS. Every day they provide high quality care to every one of their patients and have remained dedicated in the face of this ongoing pandemic. As with all medical professionals across our state and country, this pandemic has been difficult on us both physically and emotionally. When the pandemic started they were faced with many unknowns about what each new day would bring. Each of our EMTs and Paramedics stepped up to the challenge as we continue to navigate treating patients in this new normal, it has been my honor to lead this great group of providers.

- In FY 20, with the assistance of our regional partners, we responded to 3,852 calls. 2,393 or 62% of those calls required transport to the hospital. 1,534 or 64% were Advance Life Support Transports which required a Paramedic to treat the patient en-route to the



hospital. 825 or 32% of the calls required Basic Life Support or an EMT to treat them en-route to hospital. By state and federal regulation in order to recover revenue for Emergency 911 calls, the patient must be transported to an Emergency Room. The other 38% of calls that were responded to have costs that we are unable to recover including fuel, employee resources, and supplies.

- While we do charge for our services, there are a number of factors that make it difficult to recover revenue for calls. 70% of our patients are on Medicare or Medicaid. These insurance plans have set reimbursements that are 71% below our state maximum rates.
- Our average response time to calls is 7 minutes. Currently the busiest day of the week is Monday and peak period for calls runs from 8:00 a.m. to 11:00 p.m.
- In addition to Emergency Medical Response, we also provide medical training for those inside and outside of the industry. Classes include CPR and First Aid for local businesses and community groups. Emergency Medical Technician initial courses are held in the Fall and Spring as well as an intensive 5-week course in the summer.
- The FY 21 budget is expected to come in under budget by \$311,320 or 15% due mostly to cost savings in Personnel services. Personnel related expenses account for 75% of our costs. The majority of those are related to increases in costs of medical benefits which increased this year by 12% for one of our plans. Additionally, savings have been realized in professional services as we have transitioned our medical billing away from third-party services to an internal support staff. We are still in the early stages of internally billing for calls, and while we have realized some improved returns, we are still implementing many of our systems. We won't fully know where the improvement is until the end of the fiscal year.
- Medical supplies are expected to come in over budget by 11.5% because of increased costs of medical supplies due to lack of supply as an ongoing result of the COVID-19 pandemic.
- The FY 22 budget is expected to come in 12.9% or \$250,950 below the FY 21 budget as we continue to realize savings from many of the same items discussed earlier.

Councilor Jepsen asked if the loss of revenues could be tied into the use of the COVID relief funds coming in. Town Manager Souza said he is awaiting further guidance from the treasury and believes optimistically some funding will be able to help the WVA.

Councilor Bress asked if the change in billing processes has helped in receiving revenues. Mr. Greaves said that it's too early in the change over to determine that and he will know better when year-end results are in.



3) HEALTH SERVICES

Michael Pepe, Director of Health Services, Jenny Waldo, Public Health Nurse provided an overview of the proposed FY 22 revenue budget as follows:

- For FY 21, overall expenditures are expected to come in over budget by \$135,180 due primarily to the cost of additional part-time temporary staff and contractual nursing services related to the COVID-19 pandemic and paid for by grant funds.
- The FY 21 General Fund expenditures are expected to be under budget by \$134,380 due to grant funding associated with the COVID-19 pandemic.
- The proposed FY 22 General Fund portion of the budget shows an increase of \$24,220 or 4.5% due to salary and benefit cost increases as well as funding for community health awareness and prevention programs with a focus on children and families.

Some of the goals for the department in FY 22 include:

1. Expand the internship program within the health department to include opportunities in public health nursing and environmental health throughout the year.
2. Continue with COVID-19 related activities including but not limited to contact tracing, employee health and vaccination clinics.
3. Emergency Management will continue to support the COVID prevention and vaccination efforts.
4. Develop and offer a new community health awareness and prevention program with the focus on families and children's health

Councilor Dobler asked if the town gets numbers showing how many individuals in town have been vaccinated. Ms. Waldo said some of the information is difficult, but Windsor;s clinics have vaccinated 1,200 individuals. Mr. Pepe added that there's been roughly 13,000 first dose vaccinations administered to Windsor residents.

Councilor Black-Burke asked if funding needs to be increased for up-to-date inspections and regulations. Mr. Pepe said they have what they need—both resources and staff for restaurants. Mr. Pepe said that skilled nursing facilities are only inspected for the kitchens. The state does the inspections of the licensing.



Councilor Black-Burke asked about the credentials and certifications in the department for epidemiologists. Mr. Pepe said that both he, Nurse Waldo and other staff are all equipped for these services.

Councilor Jepsen asked why the part-time FTEs are decreasing. Mr. Pepe said that the part time temporary positions are grant funded and he isn't sure if the grants will continue. Town Manager Souza added that there are grants currently in the works and the budget was prepared prior to those grants being available.

Councilor Black-Burke asked if .50 FTE's is enough in Clinic Services and does the town have a dashboard understanding what diseases are in Windsor. Mr. Pepe said there is a lot of information but it's hard on a timely basis to post because it's changing every day. Other disease information can be provided and posted on a quarterly basis. There is enough staff to do what is needed to be done, but grant funding can be used for additional staffing.

Councilor Walker asked if there are enough resources on staff in line with the pandemics. How much was the Loomis Chaffee vaccine employee clinic and did the state fund that or the town. Mr. Pepe said that the Loomis staff set up the premises, the town staff administered the clinic and funding came from state grants.

Town Manager Souza added that he feels the staffing level is adequate as presented in the FY 22 budget. He went on to add that he is optimistic that other resources are coming from the federal and state government and he is confident that non-pandemic responsibilities in the department are being fulfilled.

4) RECREATION AND LEISURE SERVICES

Director of Recreation and Leisure Services, Paul Norris; Recreation Assistant Director, Rich Henderson; Senior Services Coordinator, Rebecca Joyce; Senior Transportation Coordinator, George Headley; Northwest Park Manager, Marilyn Smith and Youth Services Bureau Coordinator, Sarah Maffiolini, gave an overview of the budget.

- The FY 21 overall expenditures for Recreation and Leisure Services will be under budget by approximately \$439,700 or 14.1%. This is primarily due to reduced and canceled programs and lower enrollments due to the COVID-19 pandemic. The FY21 General Fund expenditures are also expected to be under budget by \$76,800 or 3.7%.
- The Overall FY 22 budget reflects an increase of \$31,300 or 1.0%. The General Fund Budget is expected to increase by \$114,000. This is a reflection of an increase in Personal Services, and Energy and Utilities. Driving forces with these increases include Personal Services and Energy and Utility costs.
- In FY 22, we look to maintain a strong presence in the community. We are looking to enhance programming for our 55 and older residents, strengthen our staff engagement,



lay groundwork for a youth assessment, complete design work for Welch and Goslee pool, and expand the summer teen employment program both in the participation learning outcomes.

Councilor Bress said she hears from a lot of residents that the services the Recreation Department provides makes Windsor a great place to live. She also said the services provided throughout the pandemic, made the pandemic tolerable.

Councilor Black-Burke asked about the L.P. Wilson Community Center, 330 Windsor Avenue and the pools. What is the facilities funding for in the budget? Is it just utilities or does it include repairs because it becomes an equity issue. Mr. Norris said it includes small repairs and maintenance and small investments in the buildings outside of the Capital Improvements Program. Mr. Norris added that recently approximately \$50,000 was spent on 330 Windsor Avenue improvements.

Councilor Bress asked where in the budget is the maintenance of the recreational fields such as Clover Street school. Mr. Norris said that it's within the Public Works budget, and that he meets with them to discuss the maintenance schedule so it's in line with when the fields are being used.

Councilor Bress asked how the performance measure surveys are administered. Mr. Norris said surveys are done after programs are completed and a comprehensive survey is sent annually to all those that participated in a program during the year. Mr. Norris explained the types of questions asked to make sure they are meeting the wants and needs of the residents.

Councilor Govoni asked what the projected loss due to COVID is and how were costs funded. Mr. Norris said it's approximately \$180,000. Mr. Norris went on to say some programs were funded by the General Fund to provide virtual programs at a low or no cost to participants. Mr. Norris said swim participation was cut in half, but there was an increase in open swim usage and daily fees.

Councilor Walker asked how the Senior Center is tied to Recreation. Mr. Norris explained that there are overlapping services provided.

Councilor Jepsen asked why the rental fees in the price guide were increasing and was the facility rentals used a lot during the pandemic? Mr. Norris said that a year ago, rentals slowed down, but picked up over the summer. Mr. Norris added that bench marking was done and rental fees were low and therefore increased without hurting the users too much.

Councilor Jepsen asked why the drastic Teen-A-Rama deficit. Mr. Norris said that summer camp costs were more than what was brought in during the pandemic.



5) INFORMATION SERVICES

Enita Jubrey, Assistant to the Town Manager and Anna Posniak, Town Clerk were present to answer any questions from the Town Council.

There were no questions from the Town Council.

6) LIBRARY SERVICES

Gaye Rizzo, Director of Library Services was present to answer any questions from the Town Council.

There were no questions from the Town Council.

7) HUMAN SERVICES

Enita Jubrey, Assistant to the Town Manager, and Jasmine Hall, Social Services Coordinator, were present to answer any questions from the Town Council.

There were no questions from the Town Council.

8) CHILD AND ADULT DAY CARE ENTERPRISE FUNDS

Town Manager Souza explained how the pandemic financially and programmatically affected both the Child and Adult Day Care enterprise funds.

Child Day Care Enterprise Fund

Laura Casey, Discovery Center and Montessori School Director, was present to answer questions posed by the Town Council.

There were no questions from the Town Council.

Adult Day Care Enterprise Fund

Cheryl Rosenbaum, Caring Connection Manager, was present for any questions.

There were no questions from the Town Council.



9) APPROVAL OF MINUTES

- a) April 5, 2021 Public Hearing (FY 22 proposed budget)

MOVED by Councilor Jepsen, seconded by Deputy Mayor McAuliffe to approve the unapproved April 5, 2021 Public Hearing minutes (FY 22 proposed budget) as presented.

Motion Passed 9-0-0

- b) April 5, 2021 Public Hearing (Sage Park HVAC)

MOVED by Councilor Jepsen, seconded by Deputy Mayor McAuliffe to approve the unapproved April 5, 2021 Public Hearing minutes (Sage Park HVAC) as presented.

Motion Passed 9-0-0

- c) April 5, 2021 Regular Town Council meeting

MOVED by Councilor Jepsen, seconded by Deputy Mayor McAuliffe to approve the unapproved April 5, 2021 Regular Town Council meeting minutes as presented.

Motion Passed 9-0-0

10) ADJOURNMENT

MOVED by Councilor Jepsen and seconded by Deputy Mayor McAuliffe to adjourn the meeting at 9:07 p.m.

Motion Passed 9-0-0

Respectfully Submitted,

Linda Collins
Recording Secretary