



**TOWN COUNCIL  
HYBRID MEETING – VIRTUAL AND IN-PERSON  
March 20, 2023  
Regular Town Council Meeting  
Council Chambers**

**APPROVED MINUTES**

**1) CALL TO ORDER**

Mayor Trinks called the meeting to order at 7:30 p.m.

Present: Mayor Donald Trinks, Deputy Mayor Lisa Rampulla Bress, Councilor Nuchette Black-Burke, Councilor James Dobler, Councilor Ronald Eleveld, Councilor Kristin Gluck Hoffman, Councilor Kenneth Smith, Councilor Ojala Naeem and Councilor Lenworth Walker

Guests: Kevin Gremse and John Gerber, NDC

**2) PRAYER OR REFLECTION**

Councilor Walker led the group in prayer/reflection.

**3) PLEDGE OF ALLEGIANCE**

The Girl Scouts led the group in the Pledge of Allegiance.

**4) PROCLAMATIONS AND AWARDS**

- a) Proclamation Declaring March 12, 2023 as Girl Scouts Day

Deputy Mayor Bress read the Proclamation out loud.

**5) PUBLIC COMMUNICATIONS AND PETITIONS**

Karen Zak, 25 Seymour Street, stated she was at a Council meeting a few weeks back regarding an incident that happened with Windsor's EMS service. She is very pleased with the Health & Safety Committee's response to that and she is very pleased to see that on tonight's agenda the matter regarding the EMS issue is on there. She is also happy that the town will be looking into using some consultant services. She is glad to see that the Town Council is taking it very seriously. She encouraged the Council to continue.

## **6) COMMUNICATIONS FROM COUNCIL MEMBERS**

Councilor Naaem stated that she had some updates on the Finance Committee. They reviewed the annual audit. The town has been working with the same auditing firm for five years now. The committee will be conducting interviews with two other firms for future audits. That will be taking place at the end of this month or in April. The third item that was discussed was the Tax Increment Financing Credit Enhancement Agreement. The committee voted to recommend to the Council the approval of the Tax Increment Financing Credit Enhancement Agreement for the development of 144-152 Broad Street.

Councilor Dobler stated he had the pleasure of attending the eighth daddy/daughter dance that they had at the Marriott. It was a great night. He congratulated the group for making it a great evening.

Councilor Walker reminded residents to support their local businesses. There are also ongoing exhibits at the Windsor Historical Society.

Councilor Black-Burke gave a thank you to the citizens that come out to the Town Council meetings to voice their concerns and also to give their feedback.

Councilor Gluck Hoffman thanked Town Manager Souza, his team and the Department of Public Works in taking down the tree on the green. Unfortunately it had to be done. She thanked the Department of Public for all their hard work.

Councilor Eleveld was at the gala. The girls did a great job. Many came up to speak to councilors and members of the public, which can be daunting for younger girls. The Shad Derby will be kicking off its event this Friday with the Exchange Club at Back East Brewery. Sunday is the Shad Derby bowling event. There will be many more events as well to come.

Deputy Mayor Bress went with some of her fellow councilors to the Shad Derby event. It was a wonderful event to support the young women that are doing their best to demonstrate their abilities and skills. They did a great job. She also went to the State Capitol with Representative Garibay. It was for a press release about a bill that is coming forward about the exoneration of those that have been falsely accused of witchcraft in the past. It was an interesting experience. She pointed out that the Council has already exonerated those in Windsor who have been accused of witchcraft. She also went to the Phenomenal Women's event that was run by the Human Relations Commission. It was uplifting to see so many wonderful women in our community. Lastly, she sends her congratulations to the 2023 basketball champs at St. Gabriel's School that just happened and also to Team Paragon coming in at second place in the Robotics competition.

Councilor Smith sent his regrets that he could not attend the Phenomenal Women's event as he was attending the Town of Windsor's Recreation and Youth Services Bureau program "protecting youth against the dangers of today's marijuana". He

encouraged all parents of children 10 years and older to view the presentation at [johnnysambassadors.org](http://johnnysambassadors.org).

Mayor Trinks thanked the girl scouts for coming to the meeting. There were four troops represented tonight.

## 7) REPORT OF APPOINTED BOARDS AND COMMISSIONS

### a) Public Building Commission

Rick Hazelton, Public Building Commission, gave the following report:

#### **Sage Park Middle School Energy HVAC Efficiencies Upgrades Project Phase 2 & 3– 9519**

The remaining phase two project work involves replacement of ventilation units which cannot be installed with students in the building. The phase three work will start in mid to late May when the heating season is over. Current project schedules are for phase two to be completed by the end of August 2023 and Phase three will be completed by the end of November 2023.

#### **Aquatic Facilities Improvements Gosslee Pool Houses Renovations –9564**

The construction work began six weeks ago. Demolition work has been 90% completed. No issues have been reported concerning delays in deliveries of any project materials. The construction is scheduled to be completed in mid-late June 2023.

#### **Milo Peck School HVAC Construction – 9538**

The PBC is waiting further directions from Town Council regarding this project's progression.

#### **Clover Street School Roof Replacement Design Project – 9549**

The project design architect, Hibbard & Rosa, has completed the construction and specification drawings. The PBC reviewed the completed drawings. Construction is scheduled for FY 2026.

#### **LP Wilson Community Center HVAC Renovations Project- 9551**

Phase One of this project was awarded to Action Air systems of Manchester, CT. Project equipment submittals have begun between the architect, staff and contractor. Equipment has been ordered and shipping dates for the DOAS units have not been confirmed. At is last meeting, the PBC awarded contracts for the HazMat abatement and air sampling monitoring and replacement flooring. Work is expected to begin in May and to be completed in October 2023.

#### **330 Windsor Ave. Community Center Gym HVAC Renovations -9550**

The contractor and town staff have received information that roof top units are scheduled to be shipped in late March 2023. Once RTU'S are on site, it will take the contractor one week to install them.

**Design for Clover Street School Restroom ADA Code Compliances – 9552**

The PBC reviewed completed drawings at their September 13, 2022 meeting. Construction is scheduled for FY 2024.

**Design for LP Wilson BOE Restroom Renovations- 9553**

The PBC reviewed completed drawings at their September 13, 2022 meeting. Construction is scheduled for FY 2025.

**LP Wilson Social Services Relocation Project - 9545**

This project is complete. The PBC expects to close this project in April 2023.

**O'Brien Field House Renovation Design Project - 9546**

The PBC received the final draft of the Feasibility Study at their meeting last week. The PBC has turned this study over to the Town Manager's Office for further direction.

**Sage Park Middle School Roof Design Project – 9541**

The PBC has been informed by the Town Manager's Office that this project has been delayed until the summer of 2024.

**Poquonock Elementary School Roof Design Project – 9558**

The awarded architect has started the process of designing construction drawings for this project. The PBC expects to receive completed drawings at one of its April 2023 meetings.

**JFK Elementary School HVAC System Upgrades Phase III Project**

Town staff has received and approved equipment submittals for this project. The contractor has placed orders for the new equipment. Construction is scheduled to start in June 2023 and to be completed in October 2023.

**Sage Park Middle School Slab Moisture Mitigation Project**

Town staff and the architect are in the process of reviewing contractual documents. Once completed and signed, it is expected that the investigative work will begin in June 2023. This project is for the investigation, diagnosing, and resolving the moisture floor slab issues in areas in this building;=s 1994 additions.

b) Commission on Aging & Persons with Disabilities

Kathryn Roby, Commission on Aging & Persons with Disabilities, gave the following report:

**Membership**

The Commission had certain challenges with maintaining a stable and active membership during 2022. We unfortunately lost two of our members (Sharon Gauthier and Charles Copeland) who were unable to continue due to changing work schedules and increased demands on their time. We were able to add Commissioner Marva Douglas to our group. The Commission also feels however that we do need additional and more diverse members in order to effectively improve our awareness of community needs and to effectively contribute to Windsor's outreach to the senior and disabled residents.

### **Activities Calendar Year 2022**

In the first quarter of 2022, the Commission completed the final edits on their Community Resource Booklet. With the guidance of Commissioner Brown (who has extensive familiarity with ADA requirements for this type of booklet), the final edition was fully compliant with font and print requirements. It was placed online and funds were made available for a number of printed copies to be made available and distributed. The feedback was excellent and it is our plan to review and update it as needed in future years.

The Lion's Club offered its Vision Screening program again and Commission members were happy to be able to assist with this event. As a follow up to it, Commissioner Brown led the Commission to present a very interesting program "Living With Low Vision" which focused on the resources and adaptations to improve the safety and accessibility for those with visual impairments. This was well received.

In the late spring, in response to concerns raised by the Commissioners, Liaison Joyce worked with the town's Risk Manager to have an AED ordered for the Senior Fitness Center at LP Wilson. The Risk Manager will provide an update as to when the unit will be installed. Senior Services staff is trained in how to use this equipment.

The Commission met with Representative Garibay to learn what plans the Committee had for 2022 and how we could best work with her to identify and meet the needs of our target populations. This is being further addressed in 2023.

In the fall of 2022, Commission members participated in the Windsor Senior Services Annual Health Fair and also had a booth on the Green for the Lion's Club Craft Fair.

In 2021, Carmon Funeral Homes began hosting a Bereavement Support Group at the Senior Center. This has become so successful and clearly is filling a significant need that a second session was added and held in the evening at the Senior Center.

As an adjunct to this, Commissioner Massa is working with Liaison Joyce to survey the community to determine if there is a need of a similar group to support those who have lost pets. She is also working with the local shelters to provide a Pet Food Drive as many members or our target groups are finding that inflation makes it hard for them to provide for their pets.

### **Activities Planned for Calendar 2023**

At the close of Calendar Year 2022, the Commission began to look toward 2023 and plan activities for that year. Following is a brief summary of what we hope to do this coming year:

- a) To increase our membership. We will update our marketing materials and resume outreach via articles and announcements encouraging interested persons to consider joining the commission. We have already received one request to return

to the Commission from a former member. Our goal is to try to add at least two more new members to the Commission.

- b) The Commission met with Rep. Jane Garibay in February and we have made a plan to hold two outreach sessions with her at the Center. Ms. Garibay will present the various draft proposals her Committee is considering and will gather input from seniors and their families as to what their needs are to remain safely in the community. One session is planned for the lunch or early afternoon time and the second in the early evening.
- c) The recent issue of the football player suffering a cardiac event and surviving due to the presence of a CPR trained person has led the Commission to work with Jen Waldo at the Health Department and the Fire/EMS Department to present a program in late spring/early summer on how to respond to an emergency in your home followed by basic CPR/Emergency First Aid. Dates are not set yet but there is significant interest in this topic.
- d) The Commission is also hoping to further support the Veteran community by insuring that all Windsor Veterans are fully aware of the many programs that are available to them; perhaps with a VA speaker for the whole senior community as many are spouses or disabled children of a Veteran with benefits available.
- e) The Commissioners will plan to be a presence at the many community events Windsor offers and they are very open to any suggestions or recommendations the Council may have for future programs.

c) Metropolitan District Commission

John Avedisian, Metropolitan District Commission, gave the following report:

- Hiring at MDC for 2023 – there were 7 new hires and 4 terminations. For 2022 total positions funded was 438 that are currently filled, 405 are active and recruiting 7.
- The District has a tentative agreement with local 3713.
- Job consolidation restructuring has been approved by the committee and is scheduled to go to the Board on Monday, March 27<sup>th</sup>. Negotiations went well.
- MDC met with CT DEEP staff in early December. They have installed very important required telemetry equipment for continuous monitoring of the discharge from the dump. They are still in negotiations with that for the \$20 million. They will be going to court regarding the issue.
- Only two of the four water pumps are operational at the dump right now.
- Customers receiving shut off notices is 937 out of the 300,000 to 400,000 individuals receiving service. There is a balance of about \$2.7 million in shut off fees that have not been paid. In the Town of Windsor, the number of accounts on the shut off list (not shut off yet) is 80 and the number of accounts that have been shut off are around six, totaling around \$266,000 of unpaid bills. The MDC is working on that.
- Operation Fuel received 345 donations totaling \$63,900 for the month of February.

- Niagra Bottling Company for February is at approximately 644,000 gallons per day that they are using. Last month was 698,000 per day. The MDC will be speaking to them about adding more production.
- Average daily monthly production for 2022 was 43.10 gallons per day and the average per day was 33 gallons.
- Both reservoirs are full.
- Gary Johnson has been appointed as a Town of Windsor representative to the MDC, making that two votes on the Town of Windsor's side.
- PFAS regulations are coming and we should begin to be ready for it.

Councilor Naeem commented it seems that there is less water usage. She hopes that is good as individuals are being more mindful of the use of water. She is hoping that the MDC is being innovative in how they make up for the loss of revenues affiliated with that. She encouraged all to use better habits of water use. Mr. Avedisian said that yes it is a good thing because they are looking at water and making sure that it isn't being wasted. The only problem with that is that the MDC sells water. That is the reason why they we are looking at new technology to subsidize that lack of sales in water.

Councilor Dobler asked what are their biggest concerns over the next five years for towns? Mr. Avedisian stated that for Windsor, they are in pretty good shape in the way of piping compared to other towns. New technology is the basis of this year and the next five years. The DEEP and EPA have already approved the new plan to stretch out the amount of work MDC is doing on the clean water project so they don't spend so much money. It helps to keep the costs down. If we are going to do more with less, we will need new equipment.

Deputy Mayor Bress stated that the vacancy on the MDC has been there for a quite a while. She'd like to thank the governor and anyone else who helped in getting the vacancy filled.

Councilor Smith asked if the Town of Windsor is charged the same rate as other towns. Mr. Avedisian stated that yes all towns pay the same rate. The only exception is the Bloomfield Water Company as MDC was hoping they would use more water. Unfortunately, it didn't help.

Councilor Smith asked if the PFAS measurement is in the trillions. Mr. Avedisian said that it might be 35 million at this time.

Councilor Smith asked where the MDC stands in terms of hydrant maintenance. Mr. Avedisian said that they probably have more people doing hydrant maintenance than before. Every year there is a good amount that they open up and clean.



## 8) TOWN MANAGER'S REPORT

### **New Technology to assist Law Enforcement**

Similar to other area towns, the Police Department fixed Automated License Plate Readers (ALPR) to enhance crime prevention and reduction. In addition to Hartford, Glastonbury, East Hartford, Wethersfield, West Hartford, Avon and other towns in the region we have deployed ALPR systems.

Over the past several years, a large portion of crimes committed in Windsor involve vehicles who either enter or flee prior to police arriving on the scene. Many times, stolen vehicles are used. Victims of crime can usually only provide partial registration or general vehicle descriptions, which limits the ability to solve these cases.

In 2019, the department deployed two mobile ALPR units on patrol vehicles. Building on this, the department has deployed six fixed cameras at various locations in town, focusing on the I-91 corridor from exits 34 through 39 as well as in town center. The ALPR units are motion activated and only take a still image of passing vehicles.

The images capture objective data and do not capture occupant descriptions. The ALPR system will alert police in real time when a vehicle is identified as stolen, or a known or wanted suspect vehicle from a state or national crime database enters the town, or if a vehicle involved in an Amber Alert or Silver Alert is detected. The cameras are not "red light" cameras and are not intended for traffic enforcement or parking violations. Rather, they will be used for investigating significant property or crime incidents.

Every search of the ALPR data requires justification. As with our current ALPR use, each search is logged and requires justification. Its use is strictly limited to a legitimate crime related event. The ALPR data is not sold or shared with third parties and is deleted after 30 days.

The ALPR system will assist officers in detecting crimes as well as identifying, apprehending, and convicting individuals associated with criminal activity. They will play an integral role in solving and reducing crime in Windsor.

### **Property Revaluation**

Vision Government Solutions, Inc. has been hired to help conduct the 2023 town-wide Property Revaluation. Vision will be working with the town's Assessing Department on the nearly year-long process. There are five major phases to a municipal revaluation: Data Collection, Market Analysis, Valuation, Field Review, and Informal Hearings. Vision will be primarily working on the residential properties and Larry Labarbera, Town Assessor will be handling the majority of the commercial / industrial properties.

In the next week or so, we will be notifying the public and properties owners of the revaluation process. Residential owners will be getting a direct mailer to their address of record which will include a data form to be completed and returned to Vision. Over



the coming months we will also be providing several public information pieces to help explain the overall revaluation process.

### **COVID-19 Vaccine Clinics**

The Windsor Health Department will host COVID Vaccine Clinics in partnership with the DPH/Griffin Hospital VAX Van in March on:

- Wednesday, March 22, 2023, LP Wilson Community Center, 4 PM – 7 PM, 6mo+
- Wednesday, April 12, 2023, Windsor Library, 10 AM – 1 PM 12yo+
- Tuesday, April 18, 2023, LP Wilson Community Center, 4 PM – 7 PM, 6mo+

No appointment is needed. This clinic is a walk-in clinic and recipients should bring their vaccine, insurance cards and ID with them.

### **March 30 Budget Workshop for Windsor Residents**

Residents are invited to a budget workshop on Thursday, March 30th from 6:30 PM to 7:30 PM here at town hall. The meeting is an informal and interactive gathering that will provide residents with an opportunity to hear an overview on the proposed fiscal year 2024 budget.

A public hearing on the FY 2024 budget will be held on April 3rd.

On May 2nd and May 3rd, community budget forums will be held throughout the town sponsored by the League of Women Voters and CT Votes.

A detailed schedule of budget hearings, workshops and community forums can be found on the town's website. For more information call 860-285-1835.

### **Yearly Voter Canvass**

Every year between January and May, the Windsor Registrar of Voters are required by state law to conduct a canvass of the voters. Any Windsor voter that filed a change of address with the U.S. Post Office within the past year will receive the notice in the mail. Registrars may also canvass a voter when they receive notification of the voters move by other means.

The letter will be in an envelope that reads in red lettering **“Don't Risk your Right to Vote – Read Carefully”**

### **Received a letter? Here's your next steps:**

#### **Letter addressed to a voter that still resides at address:**

- Voter must respond within 30 days to remain on the active voter list
- Complete the form and mail back to the Registrars

**Letter addressed to a voter no longer residing at your address:**

- Do not open the envelope. Mark the envelope with the following: Does Not Live Here. Mail back to the registrars, no extra postage is required.
- If the voter is a family member who moved, please forward the mail to the voter.

**Questions about your voter registration?**

[State Voter Registration Lookup](#)

**Need to change your voter registration?**

[State Voter Online Voter Registration](#)

**Friends of NWP Pancake Breakfast**

On Saturday, March 25<sup>th</sup> from 8:00 AM – 11:00 AM for the Friends of NWP will host their 36<sup>th</sup> annual Pancake Breakfast. Pancakes and sausages, with 100% pure maple syrup produced right here at NWP, will be served. Refreshment choices include orange juice, coffee, tea and hot chocolate. \$6.00 for adults, \$4.00 for children under 12 years of age. Children under the age of 3 are free. Proceeds will go toward programs and projects at the park. For more information, call 860-285-1886.

**Community Garden at Northwest Park**

Starting April 1<sup>st</sup> you can rent a plot in the Community Garden at Northwest Park. Raise your own produce in a 36 square foot plot that's been harrowed and staked out at the start of the growing season. There's a nearby water source but gardeners need to bring their own hose and tools. \$60 (Windsor resident), \$75 (non residents). There is a \$50 refundable security deposit. Starting on April 1<sup>st</sup> register for the season, call 860-285-1886.

**Town Green Tree Plantings**

Public Works crews are in the process of removing two diseased trees in front of town hall and the Chamber of Commerce office on the town green that are in severe decline. Unfortunately, these trees are suffering from environmental damage so they do not pose a hazard to those utilizing the town green. The soils in the areas adjacent to the trees will be reconditioned so that they can be replanted with new trees. Plans are currently underway to replant the green this spring and ensure that its beauty, stature, and vibrancy remains the same. Please follow this link for more information: <https://townofwindsorct.com/app/uploads/2023/03/Town-Green-Tree-Removal.pdf>

Councilor Black-Burke said as we approach budget season, do communications go out to citizens regarding that? Town Manger Souza responded that the town uses Email Direct (an email subscription service that is now up to approximately 1,100 subscribers) and social media outlets to get that information to the public.

**9) REPORTS OF STANDING COMMITTEES**

Town Improvements Committee – Councilor Dobler had nothing to report.

Finance Committee – Deputy Ojala Naeem has nothing more to report. She said that the budget meeting schedule is online and is available to the public via that avenue as well.

Health and Safety Committee – Councilor Black-Burke stated there will be discussion a little later in the agenda regarding the committee meeting.

Personnel Committee – Deputy Mayor Bress stated that there are some individuals slated to be voted onto boards and commissions tonight.

## 10) ORDINANCES

- a) Approve an ordinance entitled “AN ORDINANCE AMENDING CHAPTER 5, ARTICLE XVII, PROPERTY TAX RELIEF FOR ELDERLY AND/OR DISABLED HOMEOWNERS.”

MOVED by Deputy Mayor Bress, seconded by Councilor Naeem that the reading into the minutes of the text of the ordinance entitled, “AN ORDINANCE AMENDING CHAPTER 5, ARTICLE XVII, PROPERTY TAX RELIEF FOR ELDERLY AND/OR DISABLED HOMEOWNERS” is hereby waived, the full text of the ordinance having been distributed to each member of the Council and copies being made available to those persons attending this meeting; and the full text of the ordinance be recorded with the minutes of this meeting.”

Motion Passed 9-0-0

MOVED by Deputy Mayor Bress, seconded by Councilor Naeem to approve an ordinance entitled, “AN ORDINANCE AMENDING CHAPTER 5, ARTICLE XVII, PROPERTY TAX RELIEF FOR ELDERLY AND/OR DISABLED HOMEOWNERS.”

Councilor Eleveld stated that he doesn’t want the issue that he brought up at the last meeting regarding Veterans to fall through the cracks. Town Manager Souza replied that he has a report in draft form that he will be providing to the Council prior to the April 3<sup>rd</sup> meeting.

Motion Passed 9-0-0

## 11) UNFINISHED BUSINESS

- a) Approve a Tax Increment Financing Credit Enhancement Agreement for proposed mixed use development at 144-152 Broad Street.

MOVED by Deputy Mayor Bress, seconded by Councilor Dobler to approve the proposed credit enhancement agreement between the Town of Windsor and 144-152 Broad Street LLC as presented and the Town Manager is authorized to execute the agreement.

Town Manager Souza stated that this agreement has been reviewed by the Finance Committee. It has also gone through the Economic Development Commission review as is outlined in the Tax Increment Financing policy.

Councilor Eleveld stated when Mr. Gremse was presenting at the Finance Committee he heard that he was involved with \$4 billion worth of projects. He asked Mr. Gremse of all the projects that he has taken on, which were successful and how many were not? Mr. Gremse stated that \$4 billion has been approved but not all that development has been completed. Those developments which have been placed into service, about one-half or two-thirds, have had a transformative impact in those various jurisdictions. The more challenging part of these mixtures in developments is the commercial piece, which has a higher level of risk involved because it has a higher level of vacancy. However, in Windsor's case there is existing retail that is going to allow the opportunity for owners to stay within the community. With most of the projects the company has been involved with, it has had a transformative impact and it's been a catalytic impact for attracting additional investment in those various jurisdictions.

Councilor Eleveld stated the center of town in Windsor does not have a large amount of retail. It's not West Hartford center. He asked Mr. Gremse, based on his experience, does he believe this development would transform that in the center of Windsor? Mr. Gremse replied that the opportunity is to strengthen and enhance the retail opportunities that already exist in retail base. Based on 106 units, it is estimated that there will be about \$3 million of additional disposable income. If it doesn't attract new retail base, it will strengthen the existing retail base based upon the new disposable purchasing power that will come in due to the new residential units that will be brought into downtown.

Councilor Eleveld stated that one other item mentioned in NDC's report is that if not for the CEA, then this project could not go forward. Is that correct? Mr. Gremse stated that yes, that is correct. They looked at the capital and operating budgets very carefully based upon the development budget and operating budget and the resulting income stream. But for the savings or the reimbursement, part of the Credit Enhancement Agreement, it was evident to them that the developer and its investment partner would not be able to generate a level of return that is consistent with the market place for a comparable development in order for them to proceed for this developer. But for the availability of the reimbursement, or the rebate through the Credit Enhancement Agreement, the development doesn't result in the metrics required by not only the investors but for the lenders that are expected to be a part of this transaction.

Councilor Eleveld said the metrics placed Windsor in the middle of the range. Is that correct? Mr. Gremse stated yes. They looked at it from a lender perspective, specifically debt coverage ratio and then from an investment stand point they looked at three different return metrics. Without the rebate through the Tax Increment Financing Credit Enhancement Agreement, that coverage ratio and the investment ratios for the returns on investment would not be met. Therefore if the lender and investor are not meeting their expected thresholds, the requisite funding through the debt inequity would not be able to be attracted and the development would not be able to proceed. Even though

there is a benefit through the rebate coming in from the Credit Enhancement Agreement (CEA), should that not be available, it is very unlikely the development would proceed because the lender and the investor would not be meeting their expected returns.

Councilor Eleveld asked if this project unfairly enriches the developer at the expense of the taxpayers. Mr. Gremse stated that what they look to establish for every tax incentive agreement they look at for a jurisdiction is to resolve two things: Number one is but for the availability of that tax incentive the developer would not be able to proceed. That is unequivocally in our estimation and based on our analysis true. The second issue is based upon the availability of that incentive, those savings through the tax rebate has not resulted in undue enrichment. The developer asked for a tax rebate that was more attractive to it than what was proposed to the town. They went back and forth in terms of what was necessary to establish financial feasibility and demonstrating there was a net public benefit. If we look at the returns to the investors and to their metrics realized by the lender, it is establishing moderate returns to the investor but in no way are those returns in any way undue enrichment. It is moderate but creates feasibility for a developer.

Councilor Eleveld asked for clarification on the developer asking for a more aggressive CEA than what has been proposed or is he misunderstanding that? Mr. Gremse said that is accurate. They were seeking a rebate of close to 100% for the 10 year period. Ultimately what was agreed to was a 100% rebate for the first four years and then a burn off of that reimbursement for years 5-10.

Councilor Eleveld asked when the rebate will begin. Mr. McMahon stated that there are two phases, based on two different things in the Credit Enhancement Agreement. It will begin either when it gets a Certificate of Occupancy and/or if it gets to a value of \$10.7 million, which we expect to happen in year 2025.

Councilor Eleveld asked how we can get more businesses in town that people will want to visit. Mr. McMahon replied there are additional opportunities to attract destination retail. We are unlikely to have national retailers looking at downtown Windsor, but those mom and pop retailers have locations in downtown such as Hairdresser on Fire, when Dr. Sachdev builds across from Jim's pizza that will be another establishment, and there may be some additional units available when Greg pursues his development. We are working very closely with First Town Downtown (FTDT) to identify those locations and find a way to market the available spaces in the town center. We think this will be a catalyst and as Kevin mentioned, his analysis was about \$3 million. We fine-tuned it and looked at a 5 mile driving time to Windsor Center and we came up with about a \$2.5 million spending per year from those 106 units, so that will make a big impact to our local businesses. Town Manager Souza added that part of that is the repositioning of present spaces. That may be part of this opportunity and working with FTDT to get landlords. By adding another 150 residents with disposable income, it will recreate some momentum in town center and some interest. It could be homegrown businesses or other service-oriented ones. We are a service-oriented town center in large part. That also includes hospitality, entertainment and restaurants. We continue to be challenged because we

have half a downtown. We have a beautiful Connecticut and Farmington River but those are constraints. So as a community, we need to do our best to try to combat some of those constraints. This project, along with other projects that the Town Council incentivized such as the condominiums on Mechanic Street, continue that effort.

Councilor Eleveld asked what would happen with the current tenants at the property, such as Giovoni's, Blue Dragon Fly, etc. Mr. McMahon stated that Blue Dragon Fly is going to move their shop forward and still have sorting and operations in the rear building. Mofongo's and Peking Kitchens are going to continue in their current locations. Dance Craze will be moving forward. The developers have had conversations with the owners at Giovoni's.

Councilor Eleveld asked what the anticipated rent would be for a single unit along with renting a workforce unit. Mr. McMahon stated for the workforce housing, a one bedroom would be \$1,600 per month. That's \$160 less than the market rate would be. Councilor Eleveld said that is not exactly low income housing.

Councilor Black-Burke stated that anytime you start using the terms low income and workforce, the two terms are not interchangeable. Low income housing as to what has been described since the beginning was workforce housing. Just thinking about other properties in Windsor \$1,600 is a reasonable price for workforce housing. She wanted to make sure that everyone knows that the low income and workforce housing are very different.

Councilor Naeem commended town staff and the consultants who have done a great job with this proposal. She feels what was proposed to the developer was very reasonable, keeping in mind what we are bringing forward and to make sure we don't provide undue enrichment.

Councilor Naeem stated since this project was proposed, interest rates have gone up significantly which increases the costs to the developer. They are still making it work within the parameters we have set forward. If we did not provide this and provided a cash runway for this developer to operate, this developer would not be able to enact on this development. The decision we make today sets a precedence. Our ability to attract development and compete with the towns, cities and state around us, is not easy.

Councilor Naeem commented that there has been much discussion on the impact to the town center. When you look at West Hartford center or you look at some of the development that is happening in Glastonbury where there has been significant investment put into infrastructure such as road developments, etc. it has been a result in an increase of population in those areas. If we do not see an increase in populations, specifically the population that has the income and are willing to dispose of it by going out to eat, night life, etc. we need more of that. We need to attract businesses and younger individuals here in Windsor as well as those establishing families and roots.



Councilor Smith said the economic multiplier with the spending metric of \$44,000 per unit, if you take 35% of that, you get \$2,500,000 that benefits the community. Is that correct? Mr. McMahon stated that is correct.

Councilor Smith asked if the Transit-Oriented Development (TOD) was envisioned for 2014? Mr. McMahon replied that it was.

Councilor Smith stated since COVID, has that compromised both the center and Great Pond? Don't we need dynamic development to bring people into Windsor and not trap them in Windsor with nothing to do where there are about 10 places that they can spend their money? Mr. McMahon stated that he believed there are about 50-60 businesses in Windsor center. They are not all destination retail shops, but we have the restaurants and the services and all together they create the echo system which makes your downtown successful or makes it die. Windsor has a pretty vibrant downtown. With more feet on the street and more spending power, he believes the residents will see some improvements that they want to see which were envisioned in the 2014 TOD plan.

Councilor Smith commented that after 6:00 PM, you don't see much happening in the center of town. Mr. McMahon said with the participation of some of the property owners, we can get those spaces that are currently not utilized activated and get those online and then you'll see some major changes.

Deputy Mayor Bress stated that she wanted to make sure that individuals are aware that the financials for this project long term are very favorable to Windsor. The financial evaluation clearly demonstrated that there is going to be a financial benefit to Windsor. Some of the other benefits that we'll be receiving is the present establishments such as the library, cultural arts, etc. will get more traffic. She sees this as a benefit not only as financial, but it will help our established businesses. It also gives us the opportunity of getting more people on boards and commissions, more people volunteering at our local organizations and more people attending, joining and bringing funds into those organizations. She sees it as a way to not only vitalize our town center but to possibly vitalize all of the non-profits in our community. Using Northwest Park as an example, individuals will be driving over there to hike, explore etc. Let's not forget that this dynamic arrangement we are making that it will not only benefit our small businesses financially, but it will benefit our non-profits and town boards and commissions.

Councilor Gluck Hoffman spoke of foot traffic in town. A lot of the foot traffic in the center of town is really bringing in the civic organizations' events such as Shad Derby, Chili Fest, etc. Things roll up at 6:00 PM, but some of the restaurants do stay open longer.

Councilor Gluck Hoffman wanted to ask about First Town Downtown (FTDT) and how it plays a role in this. What about the Chamber of Commerce and their role? Mr. McMahon replied that the Chamber has a town-wide focus and FTDT has more of a focus in the center of town, but they are partners as well. He thinks of it as the town, FTDT and the Chamber working together.



Councilor Eleveld said this is a very difficult decision for him tonight. He has voted for and agreed on abatements in the past. This is tied with \$3.2 million from the state. It's the grant that is giving him an issue, but he is going to vote yes on the CEA.

Councilor Naeem stated she has been working in Economic Development initiatives for the last 10 years and has seen most major development projects get funding coming in from different state programs. Those are there to incentivize people to do further development. She is very glad that we have a Windsor project that is receiving those funds. That's taxpayer money we're putting into it and she'd love to see it come back to Windsor. If it needs to be spent, let's spend it in Windsor.

Motion Passed 7-2-0 (Councilors Smith and Walker opposed)

## 12) NEW BUSINESS

- a) Approve a resolution to accept and expend a grant from the State of Connecticut in the amount of \$3,200,000 for proposed mixed use development at 144-152 Broad Street

RESOLVED by Deputy Mayor Bress, seconded by Councilor Gluck Hoffman that the Windsor Town Council approve the acceptance and expenditure of a Connecticut Communities Challenge grant through the State of Connecticut Department of Economic and Community Development in the amount of \$3,200,000 for the proposed mixed use development at 144-152 Broad Street.

Patrick McMahon, Economic Development Director stated that in 2022, the Department of Economic and Community Development (DECD) solicited applications from municipalities for the CT Communities Challenge, a competitive grant program to spur investment across the state through high-quality, transit-oriented development projects in Main Street districts. The Town Council authorized the submission of a grant application to assist 144-152 Broad Street LLC led by local developer Greg Vaca, in the redevelopment Windsor Center Plaza. The project's proximity to the Windsor train station on the Hartford Line made the project attractive for state financial assistance. Windsor was one of twelve projects to be awarded a grant in the first round.

On November 21, 2022 the Town Council authorized the Town Manager to finalize and execute a grant agreement with the State of Connecticut in the amount not to exceed \$3.2M with the understanding that funding appropriation is subject to Town Council and Special Town Meeting consideration.

We are asking the Council this evening to approve the acceptance and expenditure of the Connecticut Communities Challenge grant in the amount of \$3.2M and set the Special Town Meeting. A Special Town Meeting is required to consider the project authorization per Sec. 9-3 of Town Charter as the value of the project exceeds 2% of the current tax levy.

For non-distressed communities there is a requirement of the program that there be a local match of 50% of the grant amount requested. So for a \$3.2 million grant, a match of \$1.6 million is required. In the case of Windsor's grant award, developer equity would constitute the match. No town funds are required for the grant match. The Town is solely serving as a pass through of state funds to the developer to assist in project construction costs. Requests by the developer for grant drawdowns would be reviewed by the town and submitted to DECD for processing.

The State assistance is conditioned upon the developer providing a leasehold mortgage in favor of DECD as security for the completion of the project and the developer cannot sell or transfer its interests in the project for five years without DECD's written consent.

Councilor Smith asked for clarification under 'discussion and analysis' in the second to the last line it states 'approximately 36 additional units and 3 three story buildings'. Is that correct? Mr. McMahon responded that was correct.

Motion Passed 7-2-0 (Councilors Smith and Walker opposed)

- b) Set a Special Town Meeting for April 3, 2023 at 6:30 p.m. to act on a resolution to accept and expend a grant from the State of Connecticut in the amount of \$3,200,000 for proposed mixed use development at 144-152 Broad Street.

RESOLVED by Deputy Mayor Bress, seconded by Councilor Gluck Hoffman that a Special Town Meeting be held in the Council Chambers of Windsor Town Hall on April 3, 2023 at 6:30 p.m. to act on a resolution to accept and expend a grant from the State of Connecticut Department of Economic and Community Development in the amount of \$3,200,000 for the proposed mixed use development at 144-152 Broad Street as approved by the Town Council.

Motion Passed 9-0-0

- c) Receive Memorandum from Board of Education relative to Public Act 13-60

Peter Souza, Town Manager, stated the town's general government departments and school department have a long history of collaborating both formally and informally. For example, the town's public works department for many years has been responsible for grounds maintenance and snow removal at school facilities. We have a combined risk management function staffed by one person. Through this formal arrangement, we combine administrative functions related to property and causality liability insurance, worker's compensation and safety training.

Working in partnership with the Public Building Commission, our respective facilities management staff (2 town and 1 BOE) coordinate the planning, designing, and implementation of major building projects at the various school facilities. The town's defined benefit pension plan includes non-certified BOE staff and is managed by a committee comprised of representatives from both entities. We have also worked closely

with the school administration in transitioning both entities to self-insured health and prescription drug programs.

There is a memorandum from Danielle Batchelder, Director of Business Services and Human Resources, which outlines the costs in total of approximately \$6.3 million. These are essentially the non-educational services. In year's past, the Town Council has reviewed this and they have not made any comments or recommendations to the Board of Education in large part because of the town's history of service sharing both formally and informally with the Board of Education.

This is presented to the Town Council to decide if they want to provide a response to the Board of Education. If they do, they could do so by adding that action on the April 3<sup>rd</sup> agenda.

- d) Introduce and approve an ordinance entitled, "AN ORDINANCE APPROPRIATING \$2,900,000 FOR COSTS IN CONNECTION WITH THE BAKER HOLLOW ROAD RECONSTRUCTION PROJECT; AUTHORIZING THE USE OF \$800,000 AMERICAN RESCUE PLAN ACT FUNDS TO FINANCE A PORTION OF THE APPROPRIATION; AND AUTHORIZING THE ISSUE OF \$2,100,000 BONDS AND NOTES TO FINANCE THE REMAINING PORTION OF THE APPROPRIATION."

RESOLVED by Deputy Mayor Bress, seconded by Councilor Naeem that the reading into the minutes of the text of the ordinance entitled, "AN ORDINANCE APPROPRIATING \$2,900,000 FOR COSTS IN CONNECTION WITH THE BAKER HOLLOW ROAD RECONSTRUCTION PROJECT; AUTHORIZING THE USE OF \$800,000 AMERICAN RESCUE PLAN ACT FUNDS TO FINANCE A PORTION OF THE APPROPRIATION; AND AUTHORIZING THE ISSUE OF \$2,100,000 BONDS AND NOTES TO FINANCE THE REMAINING PORTION OF THE APPROPRIATION" is hereby waived, the full text of the ordinance having been distributed to each member of the Council and copies being made available to those persons attending this meeting; and that the full text of the ordinance be recorded with the minutes of this meeting."

Motion Passed 9-0-0

MOVED by Deputy Mayor Bress, seconded by Councilor Naeem to introduce and approve an ordinance entitled, "AN ORDINANCE APPROPRIATING \$2,900,000 FOR COSTS IN CONNECTION WITH THE BAKER HOLLOW ROAD RECONSTRUCTION PROJECT; AUTHORIZING THE USE OF \$800,000 AMERICAN RESCUE PLAN ACT FUNDS TO FINANCE A PORTION OF THE APPROPRIATION; AND AUTHORIZING THE ISSUE OF \$2,100,000 BONDS AND NOTES TO FINANCE THE REMAINING PORTION OF THE APPROPRIATION."

Bob Jarvis, Director of Public Works, stated there is ongoing development, and increased interest in additional development, along the unimproved portion of Baker Hollow Road between Marshall Phelps Road and Old Poquonock Road. Staff is

proposing the reconstruction of the unimproved portion of Baker Hollow Road to conform to town roadway construction standards. These improvements will enhance development within the Day Hill Road Corporate Area and provide a suitable roadway surface for those entities currently existing, or proposed, along Baker Hollow Road.

The Town Council previously approved funding for survey and design services. The design was completed and the project was recently bid. This proposed project consists of the construction of a consistent 30-foot wide paved road with an adequate drainage system and curbing throughout. Substandard horizontal and vertical geometry will be addressed and a new stream crossing structure will be installed. The installation of water and sewer systems are included and the addition of street lights is also anticipated. A drainage easement from one adjacent property owner will be needed.

At this time, staff is seeking funding for the construction of this project. If funding is approved, the construction is expected to commence in the spring of 2023 and be substantially complete in early winter of 2023 depending on weather.

Town Manager Souza stated that the proposal is to borrow \$2.1 million and then to use \$800,000 in American Rescue Funds. By utilizing the \$800,000 in grant funds, the town avoids a projected \$1.1 million in principal interest costs over a 15 year period. This item is in the Capital Improvements plan. Town Manager Souza gave an overview of the American Rescue Funds and where the town now stands with them.

What we are asking for tonight is \$800,000 in American Rescue Funds, which would leave approximately \$3.2 million available. At this point, those are tentatively allocated for the potential park in Wilson on Route 159.

Councilor Dobler commented that he was totally in for this in the beginning, but then he saw the cost of \$2.9 million, he was mulling it over to himself \$2.9 million for a road that nobody really uses? He drove down it this past weekend and it started hitting him more and more that there is a big manufacturing center there. He asked Town Manager Souza if that has been filled yet? Town Manager Souza stated that a newly constructed building has been built there. Councilor Dobler added that as you drive down the part that is going to be renovated, there is a ton of space for new construction. So, if nobody goes down that road, it would be the perfect place to put businesses. That's when he changed his outlook on it to vote in favor of it.

Councilor Eleveld stated that there are several buildings already built, but it looks like two additional parcels that can be built upon. Is that correct? Town Manager Souza confirmed that was correct. It opens up approximately 45 acres of undeveloped land. There's two parcels on the north side and one larger parcel to the south. There is also property on the approved side of Baker Hollow Road as you come from the south from Day Hill Road that is also available for development. Constructing this section of the right-of-way would improve the overall traffic network between Day Hill Road and Marshall Phelps Road.

Councilor Eleveld asked if that would allow for the development of the property that sits at the end of Baker Hollow where Baker Hollow and Old Poquonock connect? Town Manager Souza replied it has that potential at that intersection. There is one larger lot that used to be Thrall's Tobacco which is now under a different ownership. There's another 8-10 acre lot just to the south which some will refer to as the place where the Christmas trees are sold.

Councilor Eleveld stated by doing this development there is the possibility of bringing in additional tax revenue at some point plus fees, etc. Correct? Town Manager Souza responded that is correct.

Motion Passed 9-0-0

- e) Set a Special Town Meeting for April 3, 2023 at 6:30 p.m. to act on an ordinance entitled, "AN ORDINANCE APPROPRIATING \$2,900,000 FOR COSTS IN CONNECTION WITH THE BAKER HOLLOW ROAD RECONSTRUCTION PROJECT; AUTHORIZING THE USE OF \$800,000 AMERICAN RESCUE PLAN ACT FUNDS TO FINANCE A PORTION OF THE APPROPRIATION; AND AUTHORIZING THE ISSUE OF \$2,100,000 BONDS AND NOTES TO FINANCE THE REMAINING PORTION OF THE APPROPRIATION."

MOVED by Deputy Mayor Bress, seconded by Councilor Smith that a Special Town Meeting be held in the Council Chambers at the Windsor Town Hall on April 3, 2023 at 6:30 p.m. on the following ordinance entitled, "AN ORDINANCE APPROPRIATING \$2,900,000 FOR COSTS IN CONNECTION WITH THE BAKER HOLLOW ROAD RECONSTRUCTION PROJECT; AUTHORIZING THE USE OF \$800,000 AMERICAN RESCUE PLAN ACT FUNDS TO FINANCE A PORTION OF THE APPROPRIATION; AND AUTHORIZING THE ISSUE OF \$2,100,000 BONDS AND NOTES TO FINANCE THE REMAINING PORTION OF THE APPROPRIATION" and BE IT FURTHER RESOLVED, that the Town Clerk is authorized and directed to post and publish notice of said Town Meeting.

Motion Passed 9-0-0

- f) Discussion of Emergency Medical Services

Councilor Black-Burke stated that during the last Health & Safety Committee meeting on March 1st, the members asked that the Town Manager bring information back to the full Council for this meeting.

Town Manager Souza stated the Emergency Medical Services delivery system is made up of multiple components and players. A standard emergency medical call comprises a range of resources from dispatchers to police officers to EMS resources. Once the call is received by the dispatcher they initiate gathering pertinent information through a process

called Emergency Medical Dispatch. Once key information is collected from the caller a police officer is dispatched along with an EMS unit(s).

Windsor police officers are certified as Emergency Medical Responder (EMR). EMRs can provide immediate lifesaving care to patients. EMRs have the knowledge and skills necessary to provide immediate lifesaving interventions while awaiting additional EMS resources to arrive. EMRs also can provide assistance to higher-level personnel at the scene of emergencies and during transport. Emergency Medical Responders are a vital part of the comprehensive EMS response. Under medical oversight, Emergency Medical Responders perform basic interventions with minimal equipment.

Under Connecticut law medical transports are required to be completed by a certified EMS organization and that any ambulance used shall meet the requirements for a basic level ambulance including requirements of medically necessary supplies and services.

Depending on the severity of the medical call Windsor EMS has two types of ambulances to respond.

***ALS: Advanced Care for Critical Patients***

The advanced life support ambulance has a paramedic on board, along with an Emergency Medical Technician. The ambulance is equipped with advanced airway support equipment, cardiac life support, cardiac monitors as well as various medications for a wide range of medical emergencies. Patients in an ALS ambulance require a higher level of medical monitoring and include those who need IV medications, advanced airway management, and those who require cardiac monitoring and/or electrical therapies

The paramedics who staff the advanced life support ambulances have a higher level of training than their EMT partners. Due to their advanced training, paramedics are allowed to start IVs, administer medications, and give injections to help stabilize the patient on the way to a nearby trauma center.

In FY 22 there were 1,750 ALS calls that required transports. For the first half of FY 23 there have been 735 ALS calls that required transports. The average response time for an ALS ambulance in FY 22 was 5 minutes 16 seconds compared to 5 minutes 52 seconds in FY 23.

***BLS: Transport for Basic Patient Care***

Staffed by EMTs, basic life support transport is for patients who have minor trauma injuries, psychiatric patients, and other non-emergency medical transportation.

The personnel of BLS ambulances are not allowed to do advanced procedures, which includes giving injections, administering medications, starting an IV, or any necessary medical process, including cardiac monitoring. Some exceptions do exist based on local protocols. Examples for Windsor EMS include administration of epinephrine for anaphylactic reactions and oral glucose (sugar) for diabetic patients with low blood sugar. No advanced procedures are permitted.



For the first half of FY 23 there have been 614 BLS calls that required transports. The average response time for a BLS ambulance in FY 22 was 6 minutes 44 seconds compared to 4 minutes 59 seconds in FY 23.

### **Staffing and Coverage**

There are times when there are higher call volumes and simultaneous calls. These are generally unpredictable as well as is the location of the calls. While reviewing the attached 'heat map' it can be seen that medical calls occur in every part of town, with more densely populated areas experiencing a greater share. When Windsor EMS is unavailable to respond to a call an outside EMS agency is contacted by emergency dispatch for assistance. The outside agencies are Suffield Volunteer Ambulance Association, Inc. (SVAA) and East Windsor Ambulance Association, Inc. (EWAA), as well as with Bloomfield Volunteer Ambulance (BVA), Windsor Locks Lions Ambulance, Granby Ambulance Association (GAA), Ambulance Service of Manchester (ASM), Aetna Ambulance Service, and American Medical Response, Inc. (AMR).

Windsor EMS currently runs one ALS ambulance twenty-four hours a day, seven days a week. A second ALS ambulance runs from 7:00 a.m. until 7:00 p.m., seven days a week. Each ambulance is staffed by two personnel qualified for that level ambulance. There have been occasions in which due to staffing vacancies an ALS ambulance has needed to be staffed as a BLS ambulance, and there are occasions when the second ambulance is unable to be staffed as planned.

Town Manager Souza added that in CT they have lost over 7,000 EMS providers through retirement, attrition, or people leaving the field for other employment over the past 10 years. The pandemic has accelerated that due to the stress of providing the services. For those that entered the field in 2018-2021, 70% did not renew their certifications and left the field.

Like many industries in the course of the last 18 months, there has been an increase in upward wage pressures. That is an area where Windsor Volunteer Ambulance (WVA) has fallen behind the curve in the ability to keep up on an hourly wage basis. WVA has a number of positives that are in their advantage, but from a wage perspective they have fallen behind.

Medical Reimbursement is another issue. That comes into play where we also have the 'payer profile' or 'payer mix'. Windsor has a fair amount of residents that are on Medicare or Medicaid and those reimbursement levels are substantially lower than those that are on private insurance plans. In Windsor, approximately 65% of all calls fall into either a Medicare or Medicaid category. That has been a challenge that has been raised in the past and continues to be a challenge.

If you combine those two, there are times when WVA has not been able to staff two ambulances at a time, which is their goal, between the 7 AM – 11 PM time frame. They do not meet that 100% of the time. When that is the case and they have multiple simultaneous calls, a transport medical call can take anywhere from 70 minutes to a full



90 minutes from dispatch and full turn-around time for that unit to become available. When those units are tied up and we are not able to staff enough ambulances, we do rely on neighboring communities for service.

WVA is also facing the challenge of the timing of reimbursements. It takes 6-8 weeks for reimbursements to be processed, depending on the party. At times, this can create a challenge of cash flow. A couple of years ago, the Council provided \$130,000 mid-year allocation to the WVA to help with their financial situation.

This past year, the Town Council used American Rescue Fund money for the WVA's budget. Town staff had proposed an increase in the annual contribution to WVA. The Town Council reduced that annual contribution but substituted that contribution with additional American Rescue Fund money. At this time, we are looking at two different components. One is the immediate financial situation for Windsor EMS. We are working with EMS and their cash flow situation. We are anticipating to bring this to the Town Council at their first meeting in April with a report for their cash flow and potentially a request for an appropriation to ensure they are able to meet their expenses while they are awaiting reimbursements and also the potential to provide additional money for either overtime or contracting for additional coverage at key times during a work week. Town Manager Souza stated for a longer range goal, he is working right now to engage an EMS consulting firm which will help gather and analyze additional data relative to topics of staffing levels, peak call times, hours of utilization, as well as identifying a variety of staff coverage options and projected cost estimates to meet the desired service levels. The consulting services will be able to be paid through the overall Public Safety unit, as there are salary savings within that unit.

Town Manager Souza stated that he is anticipating that there will be an additional funding request for FY 24 built into the proposed FY 24 budget that all councilors will be receiving at the end of the month.

WVA response times are still within reason for the first half of this fiscal year. The response time has been approximately 5 minutes and 52 seconds for those advanced life support calls (have paramedics on board). For those units that have EMTs on board, that response time for the first half of this fiscal year has been 5 minutes from dispatch to arrival.

Councilor Gluck Hoffman asked what is the turnaround time for bills going out to those using the service? Town Manager Souza stated it will vary if there is an outside agency that comes in as they will have their own billing time frame. He will have to ask Windsor EMS on how that translates. Windsor EMS uses a third party on billing services. Part of that is the time in which it takes for Windsor EMS to do their quality control of the billing which is critical to make sure that quality control and the submittals are appropriate so that doesn't delay on the backside and the reimbursement. This is something we will look at with the consultant.

Councilor Dobler commented that it seems that every year, we look at this. He asked the Town Manager at what quarter are we expecting to get a report back from the consultant? Town Manager Souza stated that at this time, he is reviewing the proposal. They would look to get started by the 1<sup>st</sup> of April. Then it will take between 60-90 days for the study. He is striving to have a report by the 60 day mark and a final report within the 90 day time frame. In the shorter term, he is hoping to bring to the Town Council in terms of cash what WVA will need and if there's the possibility of being able to find additional money that can pay for overtime and/or contract services while that longer study is being completed in the 90 day time frame.

Deputy Mayor Bress stated she remembered the request for money from the Council and one of the questions she raised when the Council gave the WVA some money a while back was looking at having full-time employees instead of per diem employees and another question was whether or not they will be using a collection service to get the funds back that they needed as they were having trouble with their finances at that time. Was that done by WVA? She hopes the consulting firm will be addressing those issues. Can the EMS consulting firm help us in addressing some of those questions? Town Manager Souza stated that yes, they can. The consulting firm will be taking a holistic view, in addition to what was mentioned, and looking at operating procedures and reviewing their SOPs. From that, we should get a clearer picture. Right now, the WVA and EMS has five full-time paramedics and five full-time EMTs with two additional individuals that are in training, which should be able to be certified for riding 'solo' within a number of weeks. There are a number of per diem paramedics and EMTs that supplement that. They will also be reviewing the wage bench marks in terms of market place and where the current salary ranges are versus what the private sector and other non-profit entities are currently paying.

Councilor Walker thanked the Town Manager for hiring a consultant for the WVA and the holistic approach they will be taking with it. Delays in getting some serious medical emergencies is increasing. This is a concern. He is going to wait for the consultant's conclusions and recommendations. He did want to go over the issue of the staffing and shortages. He thinks salaries might be a big part of the problem along with benefits. The WVA cannot use an RN, can't use an ARPN, or can't use an MD to ride in the ambulance unless they go through a particular course. Maybe this needs to be at the State level where they can make this course something that nurses can do something online and that will give us a larger pool of resources. It seems backwards in his mind that individuals need to go to a course that they are overqualified to go to. Town Manager Souza thanked Councilor Walker for bringing that up as it was an 'eye opener' for him.

Mayor Trinks stated there is a bill that was initiated by Dr. Saud Anwar from South Windsor to increase the reimbursement rate to ambulances such as Windsor. It's currently at a low amount. He has it graduated to increase incrementally to 2028.

Councilor Black-Burke added to the conversation. She wanted to mention the most alarming pieces for her are the billing and how those receipts are collected and the cost of the supplies that are needed. How can we assist in finding a better way to ensure that

the supplies that are needed are being used? This is another large piece to the concern that we have as we continue to talk about Emergency Medical Services here in town.

g) Amend Town Council Rules of Order

MOVED by Councilor Smith, seconded by Councilor Dobler to approve amendments to Sections 23 and 24 of the Town Council *Rules of Order* as presented in attachment A.

Councilor Smith stated that he wanted to revert back to the original role as far as substitutions went. It would be more productive for the Council to have the minority leader talk to the Mayor before committee appointments are made. The Mayor still has his discretion to do whatever he might want to do. One thing that was missing is the 'attending' versus the 'participation'. That is currently under review by the Town Attorney.

Deputy Mayor Bress will be voting 'no' tonight. She doesn't have any particular concerns about the changes, but this rule has provided some unintended positive consequences for the Personnel Committee. The Personnel Committee has met seven times with three very busy committee members and we've managed to make sure all of us are there. That has been a real positive because in the past that has not happened for her as Chair of the Personnel Committee. It sometimes takes 4-5 emails to get a date in which they can all attend the meeting, but they are there once a date is set. This has also forged a bond for us in the Personnel Committee and allowed us to, even when someone was missing, work collaboratively together even across the aisle.

Motion Passed 8-1-0 (Deputy Mayor Bress against)

### 13) RESIGNATIONS AND APPOINTMENTS

Moved by Deputy Mayor Bress, seconded by Councilor Gluck Hoffman to:

- Accept the resignation of Thomas Hayes from the Human Relations Commission
- Accept the resignation of Ojala Naeem from the Economic Development Commission
- Accept the resignation of Alex Correia from the Town Planning & Zoning Commission
- Appoint Patrice Holiday as a Democratic member to the Human Relations Commission for a three year unexpired term to expire May 31, 2024 or until a successor is appointed.
- Appoint Alfred Tanguay as a Democratic member to the Insurance Commission for a four year unexpired term to expire October 31, 2024 or until a successor is appointed.
- Appoint Amy Avedisian as a Democratic Alternate member to the Commission on Aging & Persons with Disabilities for a two year to expire November 30, 2024 or until a successor is appointed.
- Appoint Julie Bergeron as a Democratic member to the Conservation Commission for a five year term to expire November 30, 2028 or until a successor is appointed.

- Appoint Charles Copeland as a Democratic member to the Human Relations Commission for a three year unexpired term to expire May 31, 2023 or until a successor is appointed.
- Reappoint John Avedisian as a Democratic member to the Metropolitan District Commission for a six year term to expire January 2, 2029 or until a successor is appointed.
- Reappoint Deborah Baker as an Unaffiliated member to the Wilson/Deerfield Advisory Commission for a three year term to expire April 30, 2026 or until a successor is appointed.
- Reappoint Dominic DeCarlo as an Unaffiliated member to the Board of Assessment Appeals for a four year term to expire November 30, 2026 or until a successor is appointed.
- Reappoint Linda Massa as an Unaffiliated member to the Commission on Aging & Persons with Disabilities for a three year term to expire January 31, 2026 or until a successor is appointed.
- Reappoint Noel Oswiecki as a Democratic member to the Insurance Commission for a four year term to expire October 31, 2026 or until a successor is appointed.
- Reappoint Kathryn Roby as a Democratic member to the Commission on Aging & Persons with Disabilities for a three year term to expire January 31, 2026 or until a successor is appointed.
- Reappoint Marva Douglas-Wilks as a Republican member to the Commission on Aging & Persons with Disabilities for a three year term to expire January 31, 2025 or until a successor is appointed.

Motion Passed 8-0-1 (Councilor Naeem abstained)

#### **14) MINUTES OF PRECEDING MEETINGS**

##### a) Minutes of the March 6, 2023 Public Hearing

MOVED by Deputy Mayor Bress, seconded by Councilor Smith to accept the minutes of the March 6, 2023 Public Hearing meeting as presented.

Motion Passed 9-0-0

##### b) Minutes of March 6, 2023 Regular Town Council Meeting

MOVED by Deputy Mayor Bress, seconded by Councilor Smith to accept the minutes of the March 6, 2023 Regular Council meeting as corrected.

Councilor Walker pointed out the name spelled 'Selena' in the minutes should be 'Sulema'.

Motion Passed 9-0-0

**15) PUBLIC COMMUNICATIONS AND PETITIONS**

Adam Gutcheon, 19 Mechanic Street, stated this was a great meeting tonight. The Council took up matters referred to them from the administration, you took up matters that were brought through applications from third parties pursuant to your policies, you took up a matter that was brought up in the committee process that has originally come forward from someone who came during the Public Communications piece and you took up procedural matters related to how the Council operates by talking about the Rules of Order. He has one objection. He asked that the Council please pronounce the name of people correctly. He noticed and certain members of the public noticed as well.

**16) EXECUTIVE SESSION**

**17) ADJOURNMENT**

MOVED by Councilor Naeem, seconded by Councilor Gluck Hoffman to adjourn the meeting at 10:18 p.m.

Motion Passed 9-0-0

Respectfully Submitted,

Helene Albert  
Recording Secretary