



Town of Wilmington

Finance Committee

121 Glen Road Wilmington, 01887

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TOWN OF WILMINGTON, MA

Meeting Minutes Thursday, February 9, 2023

Finance Committee Chairman John F. Doherty III called the meeting to order at 7:00 pm. Members present were Theresa Manganelli, Vice-Chairman; Marianne Gallezzo, Secretary; Chris DiOrio, Dr. Brad Jackson, Joseph Lavino, and Scott Neville.

Present in Interest: Town Manager Jeffrey M. Hull, Assistant Town Manager Susal L. Inman, IT Director John O'Neil, Library Director Tina Stewart, and Town Clerk Elizabeth Lawrenson.

John O'Neil introduced himself to the Finance Committee as a lifelong resident of Wilmington and a graduate of Wilmington Highschool.

The IT department was established in 2016. The IT Department covers all departments, excluding the school department. The IT department takes care of two independent networks, 18 sights across town, close to 500 devices, emergency vehicles, and about 300 users, 24/7. John informed the group that he oversees the graphical content for social media accounts and presentations for public meetings. The IT Department consists of three individuals, the information systems specialist, the systems administrator, and himself. Mr. O'Neil thanked Ms. Inman and Mr. Hull in their efforts to secure a part-time floater clerk position to assist the IT Department.

Mr. O'Neil informed the Finance Committee that the IT Department had acquired 2,031 IT support tickets, although this number does not capture the entire workload. The majority of the town's tickets and requests consisted of cyber security and general help.

Mr. O'Neil informed the committee that the IT Department oversees the town's reverse 911, Everbridge. The system is used by public safety, public works, residents, and most employees. The E.coli Outbreak occurring in 2022 caused a push for more citizens to enroll. At the end of 2022, there were 3,026 citizens enrolled in Everbridge.

Mr. O'Neil informed the Finance Committee that the IT Department is seeking \$54,000 in its final phase of the VOIP phone system. The IT Department is also seeking \$50,000 for five mobile computers for police vehicles.

Mr. O'Neil stated that the IT Departments operating budget for FY 24 would come in at \$1,128,476; the budget has increased since the beginning of the IT Department; however, a large amount of work has been done to get the town up to date with current technologies, including the costs of Munis. The budget includes internet service, fiber infostructure support for buildings and schools, the phone system for municipal buildings, websites, software for departments including dispatch, cell phone and data plans for employees, GPS tracking, printer and toner dispensers, and computer

replacements. The budget reflects a change of \$98,437 from FY 23. Mr. O'Neil defined specific cost increases, including personnel which contributed to a 33% increase.

Mr. O'Neil informed the Finance Committee that the IT Department had been tasked with taking on a multitude of departments and establishing online permitting. Grants will be sought out to assist with implementation. The town needs to complete a Munis upgrade by October; this upgrade will tie Munis sign-ins to computer user accounts.

Mr. O'Neil informed the Finance Committee that the town's insurance provider, MIIA, had established new requirements to be eligible for cyber liability insurance. On December 15th, it was announced that these requirements would need to be met by July 1, 2023. These requirements include EDR, a form of Antivirus. Insurance would also include Multifactor Authentication on accounts. The security requirements are a good thing; however, the deadline is difficult to reach. The proposed budget does not include resources to meet these requirements.

Mr. Doherty asked what the cost would be for services such as these. Mr. O'Neil informed Mr. Doherty that the cost would be about \$3.00 per user per month. Mr. O'Neil stated that school departments would receive an education discount. Mr. Doherty asked Mr. Hull if funding could come from the reserve fund to get this process started. Mr. Hull noted that he believed it would be an eligible purpose considering the short notice.

Mr. DiOrio asked if these requirements were standard amongst most insurance companies. Mr. O'Neil clarified that the IT Department had researched possibilities to self-insure, although found other insurance providers had more strict requirements.

Ms. Manganelli asked if the IT Department would need assistance to meet the requirements. Mr. O'Neil informed the group that discussions had been had regarding bringing in a service provider to assist. Mr. Hull noted that it would be preferred to contract an experienced vendor for some services out as opposed to hiring additional personnel.

Ms. Inman noted that the town is still finding out what exact requirements must be met, and MIIA has not been able to provide specific details. A managed service provider had been brought in to work with the IT Department and establish a timeline and goals. The idea is to leave no effort on the table and go full force to meet the requirements.

Mr. Doherty asked if the IT Department oversaw the GIS System. Mr. O'Neil stated that the GIS System is overseen by the DPW Engineering Department, and they have been working on updating it.

Mr. Lavino asked if the new requirements for MIIA would have been foreseeable. Mr. O'Neil stated he did believe the requirements had been foreseeable; however, MIIA had not provided communications in establishing these new requirements. Mr. Lavino asked if there were any legal protections for the consumer against insurers providing onerous mandates with no requirements and a drop-dead deadline. Mr. O'Neil informed the Finance Committee that the first written notice had

been received in December. Mr. Hull added that this notice had been received well into the budget cycle.

Dr. Jackson stated that the requirements are standard; it's the deadline that is unreasonable. Dr. Jackson expressed his belief in the town working diligently to meet these requirements. Ms. Inman added that the IT Department had made continuous efforts to meet new security standards over time.

Mr. Doherty asked if employees who didn't have a town-issued phone would be using their personal devices as a tool with MFA while logging in. Mr. O'Neil stated that the IT Department had been discussing the use of Toggles.

Mr. Doherty and the Finance Committee thanked Mr. O'Neil for his presentation.

LIBRARY

Tina Stewart introduced herself to the Finance Committee. Ms. Stewart provided the committee with a presentation informing them that more people are returning to the library post covid. Events displayed in the presentation included a welcome back event called the "Long Overdue Celebration", the Story Walk at Rotary Park, the libraries 3D Printer, the Big Wheels event with the DPW and Fire Department, a walk of the village historic district, the Welcome to Wilmington event, an after-hours concert founded by the Sons of Italy.

Ms. Stewart informed the Finance Committee that the library had applied to the Cummings Grant program and had received \$100,000. The library staff has initiated ongoing efforts for a makeover to make the space as user-friendly as possible. In 2018 a facility study was conducted by the town; the study concluded that the 15,000-square-foot building was undersized for the community.

Ms. Stewart stated that the grant received provides the opportunity to evaluate these space constraints and conduct the redesign. The goals of this project are to maximize the use of the footprint, create a visually appealing space, and improve staff service points. The library is currently working with a professional architect with the \$100,000 grant. In 2015, the library received notice that former Wilmington resident, Barbara Johnson, had named the Wilmington Memorial Library as a Trustee after her passing. The Barbara Johnson Trust had provided \$350,000 to the library, which so far has been used for renovations to the front stairwell of the library and the creation of a meeting room and an office on the first floor. Ms. Stewart noted that delays in materials would prolong the estimated completion date of the redesign project.

Ms. Stewart noted that the Personnel Budget included the same number of employees. However, it does reflect step increases and COLA increases. Ms. Stewart noted that the Personnel Budget had not gone up due to the retirements of longtime employees. Ms. Stewart informed the group that the Miscellaneous Contractual Services budget included various software programs, including a new computer and print management system, which allows library users to print from home and use their credit or debit cards to pay. The Library Programs budget increased by \$2,000 due to inflation, and

Training and Conference costs had slightly increased due to inflation as well. The Books and Materials budget has increased by \$2,000, which includes e-books and online subscriptions. The Furnishings and Equipment Budget included new computers.

Ms. Stewart displayed a visual of study pods, which will be purchased with the town's \$20,000 contribution to the library redesign project. The study pods allow visual privacy for individuals and provide an enclosed feeling for those who prefer.

Mr. DiOrio and Dr. Jackson spoke about their recent visits to the library, which were helpful and friendly. Ms. Stewart acknowledged that the library is a wonderful place to work and enjoys hearing the positive feedback.

Ms. Stewart informed the Finance Committee that the FY 24 budget presentation would be her last, as she is retiring. Ms. Stewart stated that it had been a privilege to serve as the Library Director for 27 years and an honor to have worked for the Town of Wilmington for nearly 49 years. Mr. Hull added that the environment Ms. Stewart has created over the years, experimenting, trying new things, and finding the possibilities for programs and social interaction. In recognition of Ms. Stewart's service to the town, Mr. Hull noted that the town had received an award from the Massachusetts Municipal Association for the Book Store Next Door, and the idea had assisted with the Friends of the Library in raising funds.

TOWN CLERK

Beth Lawrenson introduced herself to the Finance Committee as the Town Clerk. She noted that the budget included three different budgets.

Ms. Lawrenson stated that the departmental budget includes vital records, training, dues, and supplies. The workload implied on the Town Clerks' Office has increased due to the 2022 Election Law changes, requiring citizens every time they renew their licenses. The increase in overtime for processing contributes to the increase in budget. Ms. Lawrenson stated that an election worker was hired at minimum wage to assist with data entry for the month of October.

Ms. Lawrenson stated that Miscellaneous and Contractual Services consisted of typewriter maintenance for \$175, time clock maintenance for \$200, the change of the dog licensing and tracking system for \$800 a year, and a one-time payment of \$900. The new dog licensing and tracking system will help the Town Clerk's Office process over 2,700 transactions. Ms. Lawrenson noted that in 2021 there were 650 fines related to dog registrations. Through the efforts of the Assistant Town Clerk, and ample time and effort, there were only 50 fines in 2022. This new system would enable the Town Clerk's Office to communicate differently with the public, including through text messages. Ms. Lawrenson noted that the department's Training and Conferences had remained consistent. The Advertising, Printing, and Binding budget had increased due to inflation.

Ms. Lawrenson detailed the responsibilities and goals of the Town Clerk's Office. This consisted of the reorganization of records; to ease the research of department heads. The restoration of one or more

books a year, including the current project of restoring death records that are deteriorating. Adhering to census requirements and mailings.

Ms. Lawrenson stated that for Elections, FY 23 was busy for the Town Clerk's Office. The year included state primary, state election, and special town meeting; the office was required to mail postcards to residents informing of these dates and to attend weekly zoom meetings. Ms. Lawrenson informed that FY 24, there will be a town election, town meeting, and a presidential primary. Saturday hours are required by the state for such events, which would contribute to overtime costs. Ms. Lawrenson detailed the process of ballot intake and processing along with the tremendous amount of work associated with this task. The office supplies budget had been increased due to inflation and early voting requirements.

Ms. Lawrenson introduced the last portion of the budget, which was the Board of Registrars. The Board is responsible for correspondence with the registered voters within the town and certifying voter registration. Ms. Lawrenson stated that printing of censuses had been included in Miscellaneous and Contractual services; however, she believed this should be part of the Advertising, Printing and Binding budget, and that being said, this piece had been moved.

Mr. Doherty asked how record management was affected by the records retention laws and the development of technology. Ms. Lawrenson informed the Committee that even if documents are digitized, the office does need to retain originals.

The Finance Committee thanked Ms. Lawrenson for her budget presentation.

OTHER BUSINESS

Mr. Doherty stated that earlier in the day, a group had visited Harnden Tavern to evaluate the condition of the property.

Ms. Gallezzo noted that in the carriage house, the sky was visible through the ceiling and patchwork repairs would not be sufficient. She stated that it was unacceptable to see historical artifacts under a leaking roof. Ms. Gallezzo expressed her interest in the town replacing the roof of the carriage house sooner than later.

Mr. Doherty expressed his concern with this building holding the history of Wilmington. Mr. Doherty noted the \$15,000 appropriated for the study to replace the windows. However, the study should include the entire building and the carriage house. Mr. Hull stated he would consult with Superintendent of Buildings George Hooper.

Ms. Manganelli noted that on her visit to the Tavern, she kept thinking of the town's responsibility for the building and the artifacts within the building. She acknowledged buckets to collect leaks, water stains, and gaps in door frames. Ms. Manganelli stated that the town should be proud of this building. Ms. Manganelli also stated that the Historical Commission had been thankful for the helpfulness and responsiveness of George Hooper and the Building Department.

Mr. Neville informed the group that the visit and the condition of the Harnden Tavern were surprising.

Mr. Hull informed the Finance Committee that he would connect with George Hooper and schedule a visit to the Harnden Tavern to inspect the condition of the tavern and the carriage house.

ADJOURN

At the conclusion of the discussion, being no further business, a motion was made by Mr. Doherty for the Finance Committee to adjourn, seconded by Ms. Manganelli and unanimously:

VOTED: That the Finance Committee adjourn.

The meeting adjourned at 8:58 pm.

Respectfully submitted,



Thomas F. Donahue

Recording Secretary