



Town of Wilmington

Finance Committee

121 Glen Road Wilmington, 01887

Meeting Minutes

Thursday, February 25, 2021

Finance Committee Vice-Chairman, Theresa M. Manganelli called the meeting to order at 7:00 pm. Members present via video conferencing on ZOOM were, Michele Kincaid, Secretary, Jonathan Dugas, Marianne Gallezzo, Andrew Lavigne, Leigh Martinson, Bernard P. Nally and Kevin Stokes. Chairman John F. Doherty III was excused.

To begin the meeting Ms. Manganelli read a statement regarding Open Meeting Law and public access to the meeting via technological means, then took a verbal roll call of the attendees.

FY 22 BUDGET OVERVIEW

PRESENT IN INTEREST: Jeffrey Hull, Town Manager; Bryan Perry, Finance Director; Paul Ruggiero, Assistant Superintendent of Administration and Finance

INFORMATION TECHNOLOGY

PRESENT IN INTEREST: John O'Neil, Director of IT

Mr. O'Neil acknowledged the challenges that everyone has felt with the pandemic and acknowledged the critical role that IT played in transitioning through the changes and difficulties faced by the Town and departments. He thanked Susan Moran and Andrew Fradette from his department for their assistance and support in these efforts.

He then reviewed some of the website statistics that the Finance Committee previously expressed interest in seeing. There was an increase of 163,299 pageviews over LY. The top ten most visited pages also reflected the changing needs of residents during the pandemic, with online payments being the most visited after the home page, and a shift in focus to COVID-19 related information. The majority of visits to the website are with mobile devices as 99% of visitors are using a cellphone to view our website. The Town also opened a Facebook page and utilized its Twitter account to distribute timely information to residents through social media.

Mr. O'Neil highlighted some of the successes of his department over the year. He received a service grant through the State for successful town-wide Cybersecurity Awareness Training. This was a collaboration with the Town and School Department. There were 333 total employee participants with an 88.5% completion rate, compared to a 50% completion rate throughout the rest of the state. Due to this success the Town was also awarded this grant again for this year and Mr. O'Neil thanked Town Manager Hull for allowing Wilmington to participate again in the program.

There was an increase in total supports tickets over LY with 1801 in 2020 and 1768 in 2019. Many of these tickets are guidance and information related as there are typically few problems. The IT department completed a critical backup project, scheduled and hosted approximately 196 Zoom meetings, the Office 365 migration is to be completed in July and the IT team helped with the Dispatch Center redesign and temporary setup during the transition. Computers continue to be replaced on an ongoing basis with a goal of 20% replacement each year. Many building/office capacity changes throughout the year required continued moving of workstations and an increase in remote access accounts and setup. IT was also critical in implementing tablets for use by the Board of Health for contact tracing.

Mr. O'Neil presented his FY22 budget. A centralized IT budget for all of the Town's software and hardware allows for a well-monitored budget and contained costs. The School Department is separate. Personnel increases for salary and an increase in Miscellaneous Contractual Services for the MUNIS annual fee are the only changes over LY.

Capital requests include \$70,000 for Town-wide VOIP system. The current phone system has several points of failure and with critical emergency services on this system, reliability is crucial. \$35,000 for critical servers used for file shares. These were last replaced in 2017. And, \$30,000 to replace 5 mobile device tablets for police cruisers.

Ms. Manganelli asked for a year by year recap of the MUNIS transition since its approval at Annual Town Meeting and where it stands as of today. Mr. O'Neil emphasized how the implementation relies on the users being involved in the process and noted that the Town would do itself a disservice if all the necessary staff were not on hand to move forward with the rollout. He then spoke about the background work to customize the system. He then presented a breakdown of the timeline. Ms. Manganelli remarked that the timeline could not have been more disastrous given that key people left throughout the transition and then with the shutdown from COVID-19 everything has been delayed. She asked about the financial effect to the Town.

Mr. Perry stated that \$941,800 was voted to be used for the implementation and \$596,000 has been used to date. A large part of that is for annual fees. The Town received a credit of \$50,000 for the first freeze in the project (when the first round of staff left the Town). The go-live date of July 1, 2020 was on track until the shutdown. Town Manager Hull spoke about the current, outdated system and the security risks associated with it, as well as the value of the new system if executed to plan. Mr. O'Neil stated that the version of the Town's current system no longer receives updates from Softright.

Ms. Gallezzo asked what is the major need to complete the process. Mr. Perry answered that the build out work for the Town is complete but that all of the users have to test it. Mr. Hull said one of the challenges is that both the Town and the School have to go through the process. He suggested that Mr. Ruggiero could speak to the School Department's progress for the build out. Mr. O'Neil explained that dedicated bodies need to sit and use the system and under the current conditions we do not have the dedicated time to be able to do that as it is almost impossible to take people out of their current roles to dedicate time to this.

Mr. Ruggiero said the Schools do not have the man power to be dedicated to this, they simply do not have the capacity at the moment. The focus is on getting kids back into the schools. He added that in addition, two key staff on this project are retiring by the summer.

Ms. Manganelli asked if it was possible for the Town to move forward without the Schools. Mr. Perry said no, it would fail. Ms. Manganelli expressed frustration that another \$200,000 of tax-payer money would be spent while it takes another year to get implemented. She stated she understood that there could not have been worse circumstances with the rollout but that moving forward has to be an extreme priority.

Ms. Kincaid asked if temporary help has been explored as an option to complete the testing and implementation. Mr. Hull questioned if developing the foundation of the system could be done by people who are not the end users, as the value of the system is in its customization for the users. There was some discussion of this option. Mr. Hull stated that he would continue to give the Committee updates. Ms. Gallezzo said she appreciated the honesty of the School Department but stressed that a firm timeline was needed. Mr. Ruggiero

agreed that he would need to discuss this with the School Department and then would communicate back to the Finance Committee.

Mr. Perry then discussed the timeline of the rollout and the relationship with the consultants who were working with the Town on the rollout, Tyler Tech. Mr. Dugas asked if Tyler Tech could be used more for the build-out and if there were any potential funds left in the budget for the consulting fee. Mr. Perry said there was still \$350,000 remaining. Ms. Manganelli thanked Mr. Perry for the efforts to get the \$50,000 credit previously and asked if her understanding is correct that the major issue is the School side. Mr. Perry noted that the School was working alongside the Town and that it is not a lack of effort. Each side uses different work flows and the goal is to optimize the system for all users. There was some discussion about where each side is in the process and the goal to move forward together. Mr. Ruggiero noted that the School Department still has quite a way to go.

Mr. Stokes praised the IT Department for its ability to pivot all year and noted that the Committee should not lose sight of Mr. O'Neil's opening comments and what a year it has been. He congratulated Mr. O'Neil and his team for being so resourceful and successful and stated that they deserve recognition. He also encouraged the Town to continue with the transition to MUNIS and said that they are past the hardest point and not to be discouraged.

Ms. Manganelli seconded that statement and said on behalf of the Committee that they have confidence in the department.

TOWN CLERK

PRESENT IN INTEREST: Christine Touma-Conway, Town Clerk

Ms. Touma-Conway reviewed the last year, particularly being a Presidential election year. Her focus, she stated, was on keeping voters and employees safe. She acknowledged that there was a tremendous increase in the amount of work for a three-person department. Ms. Touma-Conway expressed how important the help they received from the members of the Recreation Department was with all of the mail-in ballots. In a typical State Primary there is about a 5% voter turnout. Ms. Touma-Conway noted that in 2016 that was the case but in 2020 there was a 37% turnout. There were over 3,000 mail in ballots and over 3,000 in-person voters. For the Presidential election there were 11,000 early and mail in ballots processed. She did apply for and receive a grant from the Center for Tech and Business Life to help offset some of the costs incurred. They also moved the election location to the Shriner's Auditorium in order to have indoor voting and appropriate social distancing to keep everyone safe. This was a Town-wide effort and many departments were involved in the success.

In presenting her FY22 budget, Ms. Touma-Conway noted that election expenses have decreased as there are two fewer elections as it is not a Presidential election year. She noted that State law requires no more than 4,000 residents per precinct and thus Wilmington will have to redraw its precinct lines as we will most likely reach 24,000 residents with the results of the latest census. This will bring the Town to seven precincts. All residents must be notified of the change and because of that the Printing, Advertising & Binding line item has increased.

Capital requests for Elections include \$45,000 for new voting machines. The current voting machines are approximately 20 years old and it is time to get the next generation of these machines.

Miscellaneous Contractual Services for the Registrars of Voters department will increase by \$2,500. The Town usually does the processing and printing for the Town census. This year Ms. Touma-Conway used a vendor. This

gave the flexibility for content and outsourced the work associated with mailing out the census while also providing a discount on postage. Mr. Nally asked how accurate the census is to give a total number of the residents in Town. Ms. Touma-Conway said it is not accurate at all but is the way to keep track of an up-to-date voter list. She stated that she relies on the Census Bureau for the true population of Town.

Personnel costs reflect the transition of the Senior Clerk to the Assistant Town Clerk position, with the retirement of the former Assistant Town Clerk. Training and Conference expenditures will increase to support this transition.

A focus for Ms. Touma-Conway for the coming year is to develop a re-codification process with the By-Law Committee in order to make searching the Town by-laws electronically more user-friendly for residents. This likely will be presented at Annual Town Meeting in 2022.

Ms. Manganelli and Town Manager Hull offered congratulations on the success of the year and election during the pandemic.

PUBLIC COMMENTS

There were no public comments.

OTHER BUSINESS

There was no other business.

APPROVAL OF MINUTES

The Finance Committee reviewed the Minutes from February 4, 2021. A motion was made by Ms. Gallezzo, seconded by Mr. Nally, and by the affirmative roll call vote of all it was:

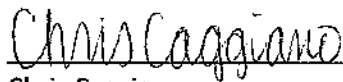
VOTED: To approve the minutes from February 4, 2021.

At the conclusion of the discussion, there being no further business to come before the Committee, a motion was made by Ms. Gallezzo and seconded by Mr. Dugas, it was unanimously and by roll call:

VOTED: That the Finance Committee adjourn.

Meeting adjourned at 8:36 pm

Respectfully Submitted,



Chris Caggiano
Recording Secretary