



The Town of Barnstable

Comprehensive Financial Advisory Committee (CFAC)

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CFAC Committee:

Chair:

Lillian Woo

Members:

Vice Chair, Ralph Krau
Clerk, Hector Guenther
John Schoenherr
Melanie Powers
Tracey Brochu
Wendy Solomon
Chuck McKenzie
Adam Carter

Staff Liaison:

Mark Milne
Nathan Empey

Councilor Liaison:

Paula Schnepf

MEETING MINUTES

5.10.21

6:00 PM

Zoom Meeting : <https://zoom.us/j/92721241497>

Meeting ID: 927 2124 1497

Roll Call:

Lillian W. called the CFAC Zoom meeting to order at 6:00 PM. Hector G. called the roll call.

- CFAC Members Present: Lillian Woo, Adam Carter, Hector Guenther, Melanie Powers, Tracey Brochu, and Chuck McKenzie
- CFAC Members Absent: John Schoenherr, Wendy Solomon, and Ralph Krau
- Councilors Present: None
- Staff Present: Mark Milne; Finance Director, Nathan Empey; Finance/Budget Analyst; Matthew Sonnabend; Chief of Police, and Anne Spillane; Finance and Support Services Director
- Other Present: None

Act on Minutes:

The following minutes were approved by unanimous vote:

04.26.2021

Public Comments:

None

Correspondence:

None

Old Business:

None

New Business:

Chief Matthew S. introduced the Police Department's proposed FY 2022 Operating Budget, which there is eight items to discuss. Chief noted the first request is for \$305,000 to outsource the department's IT services. Chief noted the IT person in the department had left in February, after he left we were able to contract this service to a company called Ockers IT Services to provide 24/7 remote help desk services. Chief noted while we were utilizing this outsourced service the department started looking at different things to do. We had an IT study done in 2020 that made some recommendations about the future. After the departure of the IT person we tried to implement these recommendations when working with the town, but we were having difficulty finding somebody. Chief noted while we were on that job search we started asking around to different companies and different police departments about outsourcing their IT services. After doing some talking and looking at the budget numbers, we came up with the idea of outsourcing IT as it would probably be better for the next year. Chief noted if the person we contract with doesn't work, we can always have them replaced through the outsourced IT service provider. Chief noted we won't have to provide that person benefits, sick time, or vacation, and that the vendor would replace that person if they are out. Chief noted one of the issues is trying to find a qualified person that wants to work in our environment, and we could find ourselves having to replace the hired person. This outsourced service for a year would give us more time to get our ship in the right direction IT wise. Chief noted with this request, we would have a person 40 hours a week and a 24/7 help desk. Anne S. noted there are advantages with the help desk; they put you through to a specialist for a specific issue. Anne S. noted it has been very hard to manage an IT person when you're really not well versed in IT, and by doing this outsourcing you have IT professionals managing IT professionals. Anne S. noted we did go to the extent of advertising for an IT director, and we had eleven applicants with two viable candidates, and that the pool of candidates is limited. Lillian W. asked when do you anticipate the contract to start? Chief noted it would start next fiscal year through the state contract purchasing requirements. Chuck M. asked about the talent pool, was COVID a factor or the same candidates without COVID? Chief noted not so much COVID, but the talent pool is more affected by what we are willing to pay them versus the private sector. Hector G asked are you doing a Request For Proposal (RFP) process, and thus could end up with a different vendor you are with now? Anne S. noted Ockers is on the state contract, if we feel Ockers is working well for us, then we may have the option of not going through the RFP process. Anne S. noted it is going to take time for any company to come into the department and acclimate; at this point we're just starting the process with procurement. Lillian W. asked are you satisfied with the services that Ockers providing you now? Chief responded it is kind of a mixed bag as it is a learning curve to learn some of our systems, but our experience with the person working physically at the department has been positive, but we have some mixed results with the 24/7 help desk service. Chief noted if we do stay with them for a little bit longer we're going to see more of this stuff get better, but we still have to prepare that RFP just in case we decide not to go with them. Tracey B. asked when you purchase this contract is there a service level agreement, such as a resolution period? Anne S. responded it is part of the contract, which is based on certain tasks; it will also be a part of the RFP process using delivery of services requirements. Adam C. asked is the \$305,000 the net impact to the bottom line, or is there additional cost savings that we realize from outsourcing these services? Chief responded if we're thinking long term there could be potential savings such no pension or having to pay overtime. Anne S. noted the police department is heavily technology driven, it has to be reliable and efficient, and we can't wait a long time for issues to be

fixed. Anne S. noted some of the things that we gain are through efficiency and effectiveness; you can't really put a price tag on it exactly. Anne S. noted it gives us a great deal of piece of mind that we have several resources we can call upon. Anne S. noted that we are moving from one person doing it all for a 170 users, so this outsourcing buys us two personnel plus a 24/7 help desk. Melanie P. noted through her own experiences if you do single source procurement, you can still use the RFP process to tweak some of these things with the firm, and deal with those items you're dissatisfied with or you'd like to have improved. Anne S. responded we did talk with procurement, so that we could refine the existing contract if we stay with Ockers. Mark M. noted the \$305,000 is the projected cost of this service, however, we currently have one authorized position in the police department with a salary that approaches \$100,000 a year and add benefits to that it is about \$150,000 which is about half of what this request is. Mark M. noted the study indicated that they need at least two positions to adequately support the IT operations augmented with outside services, we're getting close to a breakeven whether we do it inside or outside.

Chief noted the technology bundle is to fund the replacement and purchase of some new technology items such as virtualized graphic cards for virtualized training, email security gateways to prevent spamming, cloud based cyber security compliance to provide more security for our network, and we run a large virtual network and need to replace desktops to keep that system fresh.

Chief noted we're in the final year of a three year vehicle lease payment plan, which this request will fund that final year, and replace six new police vehicles, two unmarked vehicles, and some atv's. Part of this plan is also to purchase some hybrid models to reduce our gasoline purchases. Lillian W. asked how often do you replace vehicles? Chief responded about two or three years because we spend a lot of time idling vehicles where the vehicle needs to remain on so that your radios and gadgets work. Chief noted we were running into a problem a few years ago with vehicles having an excessive amount of mileage, so we entered into a leasing program, and we now have a better vehicle maintenance plan. Lillian W. asked does the police department maintain the vehicles in house? Chief noted we do have two mechanics that work in the department and that we do have a garage. Chief noted any warranty work we send the vehicle out to take advantage of that.

Chief noted this is the final year of a three year taser lease payment plan to replace all of our old tasers at the department. All the officers who are eligible have and are trained on the new tasers, with a few kept in reserves in case one breaks. Chuck M. asked what is the shelf life of a taser? Chief responded five years, but the model we were using went obsolete. Chief noted they won't support them after five years. Tracey B. asked after this taser lease will you start a new lease? Chief responded no, we're not looking at doing another lease at this point.

Chief noted Officer Wellness is a program we initiated in 2015, we have a peer support group in the police department who are trained if something traumatic happens. They check in on the officers to make sure their health is doing well, but we initiated another program on top of that using outside specialist to provide some training on recognizing PTSD, and drug and alcohol addiction. In addition, we mandate officers to meet with a mental health professional once a year. One of the issues of police reform is police departments have to make sure they provide training and mental health awareness checks for officers moving forward, so we added this into our budget request this year. This request pays for onsite councilors to meet with every officer and dispatcher over the course of the year and do consultation with them. Melanie P. asked is that a standard practice or an innovation of the police department? Chief noted we are the only police department in the area that does this.

Chief noted we have had pistols for a long time, the current pistol model we have no longer is produced regularly, and we couldn't get them from our normal supplier. What we are proposing to do is trade in all our current pistols, and that would replace one-hundred-and-fifty-four firearms. We're also looking at getting a mix of sizes to be able to incorporate a smaller size pistol for smaller framed officers. Chuck M. asked is it the same manufacturers or different? Chief responded we're going to do an evaluation with different manufactures.

Chief noted the increased overtime is to keep up with wages otherwise we would outstrip the money in reserve to pay for overtime. Anne S. noted this is effectively to account for pay increases.

Chief noted the training bundle is to fund training for the officers to keep up with their certification as well as support a software system we use to evaluate the officers. Melanie P. asked what portion of the request is for the software system? Chief noted it is an annual \$4,000 fee.

Mark M. noted the proposed operating budget for next year has been added to the town's website, the entire document has been added as a consolidated as well as a section by section format. The first readings will be on the May 20th Town Council agenda.

Matters not reasonably anticipated by the chair:

None

Adjournment:

Meeting adjourned at 8:00 p.m.

List of documents handed out

1. 04.26.21 draft minutes