

MINUTES
Cheshire County Commissioners Meeting
Wednesday, October 21, 2015 09:30AM
County Hall Building
Commissioners Conference Room
12 Court Street
Keene, NH 03431

PRESENT: Commissioners Charles Weed and Peter Graves, (Commissioner Rogers absent with notice)

STAFF: Finance Director Trombly, Grants Manager Bansley, Sheriff Rivera, IT Director Hummel, County Attorney McLaughlin, Register of Deeds Tilton, County Administrator Coates, and Assistant County Administrator (ACA) Bouchard

GUESTS: Westmoreland Selectman Hammond, and a member of the public

Vice-Chairman Weed opened the meeting at 09:30AM and recognized County Administrator Coates for the purpose of presenting the Weekly County Operations report. Coates reported the following items:

Liberty Utilities installed a 4” gas line stub from Center Street in the rear parking lot of the Sheriff’s area in anticipation of converting one of the County Hall boilers to gas in 2016. There is no change to the County for this work.

Coates then discussed the repairs needed for the 1860 wall clock in his office and said that the quote for repair is between \$500.00 and \$700.00. He also said that the clockmaker that examined the clock said that once full repaired the clock has a value of between \$10,000.00 and \$15,000.00.

Coates reported that the front entrance on Winter Street has had the damaged and deteriorating concrete replaced and that a hand rail will be installed before the winter season begins.

Coates then said that the installation of curbing and the paving of the newly refurbished parking lot on Center and Court Streets is scheduled for this week.

He then discussed the grant that the Sheriff’s dispatch center has received for new equipment and radios that will update the decades old equipment currently in use. He also discussed the proposed plan to move the dispatch center to the first floor adjunct to the front office areas.

Also discussed was the rollover of 2015 approved budget funds for the “Daycare” house at the Westmoreland property and the additional request of monies in the 2016 budget that will allow the house to be torn down next year. The structure is in very poor condition and the cost of rehabbing the building exceeds its value.

A discussion of the meeting with the New Hampshire Association of Counties and the results of the meeting with the executives of the association concerning Correctional Officer certifications was reviewed.

Coates then reviewed the status of the Blood Farm sale and Bouchard spoke to the creation of individual tax cards for each of the parcels that have now been identified and documented. The surveyor and attorney working on the project will continue their work with a goal of completing the parcel adjustment and tax cards by the end of the year.

Coates reported that the next meeting of the Delegation’s Maplewood sub-committee will be on October

MINUTES
Cheshire County Commissioners Meeting
Wednesday, October 21, 2015 09:30AM
County Hall Building
Commissioners Conference Room
12 Court Street
Keene, NH 03431

30th at 10:00am in the Commissioners Conference room at 12 Court Street.

Master Agenda Item #303: Wage and Classification Study RFP Recommendation was then addressed and Administrator Coates and Director Trombly said that they would need to speak to the matter next week as some of the pricing was changed by one of the vendors due to a misunderstanding by the vendor of the scope of the RFP request. He said that another vendor is being approached for the work and that negotiations were just beginning. He stated that he hoped to be able to provide a recommendation by next week provided all discussions and reviews were completed.

Amanda Littleton of the Conservation District was then recognized for the purpose of providing her semi-annual report that was postponed at the request of the Commissioners office from last month.

Littleton introduce herself and discussed the background and history of the Conservation District and covered the equipment rental program that the district provides for area farmers. She said that the rental program has been very well received and that an additional piece of equipment known as an interseeder was being considered for acquisition.

She then discussed the grant program received to help improve the waste water runoff at a local farm and described the river bank clean-up efforts this year that removed 2-3 tons of the trash from the river banks in Keene. She said that over 115 volunteers had helped including over 70 school children.

Littleton then addressed another grant program in the amount of \$155,000 that was received to replace a major culvert in the town of Swanzey that will open up over ten (10) miles of aquatic passageways on the Ashuelot River. The final reviews are being completed by the State Department of Environmental Services and the project is expected to be completed in the summer of 2016.

She then discussed the sixteen (16) sites around the County that are being used as pollinator locations and reviewed the monitoring program that is being tested.

Sheriff Rivera was then recognized for the purpose of providing a department head report and he discussed the two (2) Homeland Security Grants that were just awarded for dispatch consoles and radio repeaters and a grant for Sharps Disposal kits received from C&S Corporation. A discussion of the potential move of the dispatch center to the first floor was undertaken and the Sheriff said that even though the bulk of the anticipated equipment cost had been covered by the new grants a significant amount of funding still needs to be identified for the infrastructure build out that needs to be done in the former Jury Assembly room to accommodate the move of the dispatch department. He said that he and ACA Bouchard are working together to study cost options and to determine the best way forward.

The conversation then returned to Littleton who reviewed the Monadnock Menu's program that the Conservation district runs and reported that the financial target for 2015 was set at \$100,000.00 and thus far just over \$80,000.00 in sales has been achieved. She said that she was very pleased with the progress the program has made over the past few years.

MINUTES
Cheshire County Commissioners Meeting
Wednesday, October 21, 2015 09:30AM
County Hall Building
Commissioners Conference Room
12 Court Street
Keene, NH 03431

She then discussed the “Double Bucks” program for low income recipients which allows the purchase of vegetables and other produce from local farms. She said that the program matches individual purchases dollar for dollar. The program has greatly increased the access to healthy eating alternatives for people normally have not have been able to afford purchasing fresh produce.

Lastly, Littleton spoke of the Annual Conservation Meeting and dinner to be held at the Keene County Club on November 5th and invited the Commissioners and everyone at the meeting to attend.

Grants Manager Bansley then provided documentation that needed to be signed for CDGB concerning the Westmill project in Keene. Commissioner Weed reviewed the document and signed the forms.

Information Technology Director Hummel was then recognized for the purpose of providing the semi-annual Department of Information Technology Report

Hummel presented and discussed the following items;

Staffing & Workload

Overall, support calls from users and vendors averaged 218 tickets per month from January to September. The level of end-user assistance calls remained fairly steady. Hardware-related calls, such as problems with printers or other physical services, were relatively constant as well.

Internal work, performed by IT staff on the network infrastructure or internal services, has continued to increase because of several initiatives in the IT Department as well as an increased emphasis on preventative maintenance and monitoring.

Overview: Availability, Continuity, and Security

The objective of the IT Department is to ensure the availability of computing resources to all County departments and to ensure the County’s continuity of business. To this end, IT has made significant improvements to the network and resource infrastructure.

A majority of critical applications, running on our servers, are now virtualized and run in a hardware-independent fashion. These services are replicated in real-time to backup servers, providing for the ability to survive a total failure of a single server. Software corruption can be remediated by retrieving and restoring entire servers from backup. Long-term archiving of these systems has also been implemented.

The security of the County network continues to our largest concern. The security policies put in place in 2014 have continued to increase security by reducing our “attack surface.” Limiting the ability of programs to install without IT supervision has reduced the incidence of virus infections. User-awareness of security issues has also improved. To date, in 2015, only six reports of computer failure that may have been virus-related were handled.

MINUTES
Cheshire County Commissioners Meeting
Wednesday, October 21, 2015 09:30AM
County Hall Building
Commissioners Conference Room
12 Court Street
Keene, NH 03431

Our Internet-filtering service continues to be a significant factor in reducing end-user exposure to viruses, malware, and cyber-attacks. Blocking suspicious sites and domains, the service heads off most threats before a user can access them. Our public interfaces (firewalls, public IPs) continue to be subject to nearly constant probing and directed attacks. No successful penetrations have been observed.

Ransomware (Cryptolocker/Cryptowall) is now in its third generation and becoming increasingly more sophisticated. This malware and its related versions continue to represent a threat to the integrity of the county network. Cryptowall is ransomware that seeks out and encrypts documents on the infected machine and any connected network shares or drives. The encrypted files are held ransom for a fee. If the fee is not paid, the encrypted files are unusable. IT has measures in place designed to reduce the likelihood of a Cryptowall infection. We continue to work on proactive measures to prevent an infection from affecting the network.

County-Wide IT Projects

1. Telephone Service Provider Conversion (Complete)

The telephone provider conversion to FairPoint was completed. The final billing adjustment from FairPoint was established as a \$12,000 credit to the County's favor.

2. Courthouse Renovation (Complete)

The courthouse renovation required a new LAN and telephone infrastructure design as well as design of a new computer center that would meet security and performance requirements for hosting all Keene-located departments as well as the Sheriff and Dispatch centers and external agencies. The initial setup and conversion is complete.

3. Server & Systems Upgrades (On-going)

We continue the conversion of our servers from Windows Server 2003/2008 and physical hardware to Windows Server 2012 and virtual hardware. The Maplewood and Sheriff campuses are now completely virtualized. Keene's virtualization, the conversion of the Harris and Kronos servers, is scheduled to be completed in 2015. The HOC will be fully virtualized by the end of 2015 as well.

4. Mail System (On-going)

The County currently uses GoDaddy hosted email, enabled by a local provider. The capabilities of this system have been outgrown. IT is currently testing deployment of a secure, in-house email system with an improved interface.

5. Backup, Disaster Recovery Preparation (On-going)

MINUTES
Cheshire County Commissioners Meeting
Wednesday, October 21, 2015 09:30AM
County Hall Building
Commissioners Conference Room
12 Court Street
Keene, NH 03431

The County's backup and recovery strategy has evolved significantly in 2015. Virtual machines, running critical applications, are now replicated in real-time, providing a 5-minute data loss crash-consistent recovery option. Because the entire machine is replicated, rather than just data, full operation can be restored in minutes, rather than hours. The backup plan now retains the prior 14 days operational images for each virtual machine in live storage. These images are archived to tape storage daily in a four-week rotation, providing a total of 6 weeks of available restoration images. Further archives are performed on a monthly and yearly basis.

Maplewood

1. Rehab/Optima software selection and installation. (On-going)

Support for a project driven by Maplewood staff to add a program designed to support documentation and billing of rehabilitation services.

2. Maplewood Medical Cart Project (Complete)

IT worked with Maplewood staff to implement a computer-based medication dispensing system using laptop computers coupled with medication carts.

3. LNA Workstation Upgrade (Complete)

The LNA logging stations, positioned throughout the nursing home, have been upgraded to ergonomically suitable wall-mounted station that improved security, usability, and appearance.

Sheriff/Dispatch

1. Dispatch Terminal Upgrade (On-going)

IT is working with the Sheriff to configure a supportable dispatch terminal upgrade based on virtualization technology.

2. IMC Servers (Complete)

The upgrade and virtualization of the IMC dispatch/records program is complete. In addition, the IMC "switch" PC, that handles the interface between local dispatch and the State's SPOTS system was virtualized. Additionally, both the IMC Mapping option and E911 option have been installed and configured.

3. Mobile Data Terminals (Complete)

The Deputy mobile data terminal program was upgraded, replacing 5-year old cruiser hardware with new purpose-built laptops. These systems were configured and integrated by IT.

MINUTES
Cheshire County Commissioners Meeting
Wednesday, October 21, 2015 09:30AM
County Hall Building
Commissioners Conference Room
12 Court Street
Keene, NH 03431

Finance

1. KRONOS (time and attendance) server virtualization and software upgrade (version 6 to version 8). (On-going)

2. Harris (AP/Payroll) server virtualization. (On-going)

3. ECS Accounts Payable upgrade and integration. (On-going)

4. Keene user files and print services virtualization. (Complete)

House of Corrections

1. COMTEC security system end-of-life remediation. (On-going)

The control computer systems at the jail are out of support and experiencing a higher rate of system failure due to their age. IT is developing a method to preserve operation while avoiding a \$100k upgrade cost.

The Commissioners thanked Hummel for his report and then recognized County Attorney McLaughlin who provided his previous postponed semi-annual report to the Commissioners.

McLaughlin provided and discussed the following information;

The County Attorney's Office has had one personnel change this period. Americorps volunteer Angelika Wilkerson completed her service and has gone on to pursue her law degree.

Jessica Survelas has stepped in as Americorps volunteer and is now working with the Victim/Witness program. Jessica works primarily with victims of misdemeanor domestic violence.

295 felony case files were referred to our office, and a Victim/Witness Coordinator was assigned to all of these cases. We have indicted 91 individuals, on a total of 234 charges.

There were 4 cases that proceeded to trial. 65 cases were resolved prior to trial, by plea. 38 felony level cases were resolved as misdemeanors at the Circuit Court level. Our office handled 86 Violations of Probation, and 31 Superior Court Petitions to Annul.

The Regional Prosecutor Program has had one personnel change this quarter. The vacancy created by Mary Orlep's departure has been filled by Attorney Benjamin Mackey, who joined the Regional Prosecutor Program in April of this year.

MINUTES
Cheshire County Commissioners Meeting
Wednesday, October 21, 2015 09:30AM
County Hall Building
Commissioners Conference Room
12 Court Street
Keene, NH 03431

395 case files were referred to the program, of which 252 were misdemeanor cases. A Victim/Witness Coordinator was assigned to 58 of these cases.

The Domestic Violence Prosecutor reviewed 17 Felony Domestic Violence cases this quarter, and 20 Misdemeanor Domestic Violence Cases. One DV case went to trial, and 2 Felony Domestic Violence cases were resolved as Misdemeanors at the Circuit Court level. A Victim Witness Coordinator was assigned to each of these cases.

The Commissioners discussed with McLaughlin the potential impact of the Statewide "Felonies First" program and the costs it imposes on the County. McLaughlin covered the additional personnel request he has asked for in the 2016 proposed budget to cover the program and discussed the new office space that they moved into this year. He said that the staff was very pleased with the new space and that they are now able to hold meeting with outside agencies in their offices for the first time.

Register of Deeds Tilton was then recognized and discussed that the State Department of Revenue Services would be auditing the department in December for the first time. She said that she does not expect any issues. She then discussed the purchase of a scanner that was acquired for under \$70.00 that will help process documents in the department much more efficiently.

At 11:20AM the Commissioners entered into a recess of the meeting to discuss the on-going Collective Bargaining Agreement underway at Maplewood Nursing Home.

At 12:22PM The Commissioners exited the recess and resumed the public meeting.

The Commissioners then reviewed the Commissioners Calendar.

The Weekly Census was then reviewed.

The Weekly Manifest was then reviewed and Commissioner Weed moved to accept the Manifest as presented and was seconded by Commissioner Graves. Upon vote the motion passed unanimously.

The minutes of October 14, 2015 were then reviewed and Commissioner Graves moved to accept the minutes as amended. Commissioner Weed seconded the motion and upon vote the motion passed unanimously.

At 12:55PM there being no further business to discuss, Commissioner Graves moved to adjourn the meeting. The motion seconded by Commissioner Weed and upon vote the motion passed unanimously.

Respectfully Submitted,
P. Graves, Clerk