

Town of Northumberland

JLMC Committee

Meeting Agenda

Dates: Thursday, June 28th, 2018

Place: Town Office – 19 Main Street

Time: 12:30 to 1:00 P.M.

Committee: Members Present: Elaine Gray, Randy Potter, Jim Weagle, Jim Gibson, Sam Oakes, Robin Irving, Cody Brown, Keith Knapp, Melinda Kennett(entered after meeting started), Winston Hawes, Becky Craggy

Craggy called the meeting to order at 12:31 pm

The committee will meet to discuss the following items;

- **Discuss/review safety measures when dealing irate taxpayer/resident situations** - Craggy asked to discuss review of safety protocol for all employees. Craggy mentioned we all encounter or have to deal with angry, unreasonable people during our workday, this review may help everyone better handle situations when they arise for a positive outcome.

Craggy said here at the Town Office there will be a resident in the very near future that will be having court papers served. She said measures have been taking to make sure panic alarms are working, the police department has been notified of the court schedule and timing of certain documents being served. The Chief has offered to park a police cruiser in front of the Town Office on crucial days. All traffic is being channeled through the back door so as everyone is seen in advance.

Potter mentioned a door buzzer, Craggy said good ideas. The staff have also discussed budgeting for cameras. Craggy also mentioned a monitor or even a remote lock from staff's desks, if they feel someone is approaching that means harm.

Weagle mentioned the Board has discussed the cameras here at the office and that is something that is definitely going to be budgeted for the ensuing year.

Craggy mentioned she talked to the Chief about even positioning one of the cameras on the building at the intersection to try to help them with efforts if they ever need to monitor people driving through our community Gibson asked if this would include activity at the gazebo? Craggy said absolutely, that has been discussed as well.

Craggy mentioned a few years ago some of us in the office went through training in dealing with people/situations and tools to use to calm situations down and be in control of the matter at hand. Craggy asked if any members think that revisiting this training would be helpful to them? Potter said if you thinks so. He further explained there are some people and instances when nothing is going to calm them down to be to get through them.

Craggy said the training her and Gray went through, helped with recognizing triggers,

body language, signs to look for when situations may become volatile. Gray mentioned if someone makes an appointment ahead or is all of sudden become silent.

Craggy concurred she said if there are any changes in someone's personality, if they are usually boisterous and suddenly become silent or the opposite.

Craggy asked if the committee felt it would be worthwhile, she could check with Primex. Consensus seemed to feel it would be worthwhile.

Gray also recalled in the training, if the employee is sitting down, stand up (be at their level) and make a presence, sometimes just doing that and taking a step or two toward the individual makes a difference.

Weagle suggested if someone has a taxpayer that just can't be dealt with, just tell them they will have to come to the Board and try to end it right there. Weagle was especially referring to the guys out in the field.

Potter reminds them he is a taxpayer too.

Gibson brought up they have quite a few fire permit request. He said they get belligerent, he said they do not understand the ambulance and fire department are separate. Gibson tells them to take it up with the fire commissioners if they cannot get a hold of anyone. He said it has become a real nightmare. Gray brought up about past ambulance personnel who were also on the fire department and could issue permits.

Craggy asked Irving do we have anything on our Town website that directs people on how to obtain permits? Irving said yes, we absolutely do. Gibson said many they talk to do not have computers or credit cards. Craggy mentioned about the handout at the Town Office with the fire department contact info. and the State website. Gibson say they do mention it and direct them here, he said more often than not they have the sheet, but still cannot come in contact with anyone.

Craggy asked Potter, Brown and Knapp what they encounter everyday or often to have to deal with? Potter said it is the same thing you all have to deal with. He said of late it is the trash issues, he hopes things will get resolved. Craggy said it will. Weagle said he has been confronted and asked why the town crew can't pick it up. Weagle has to explain why quite often. Potter said the public does not understand what it entails.

Gray said we had 4 people ask yesterday where the dump is. Kennett said no matter what we are damned. She always suggests to go to the Board meetings to bring up their issues. Craggy said there will be some resolve, this is a temporary situation. She said we all know this, but there are some communities who do not even have curbside service. She said people hate change. They do not realize in our community how good they have it.

Weagle said what bothers him is they come in and bother the staff. Irving said that is on the Board for not directing the comments toward the Board she said then you would have an idea of what we are dealing with. Craggy said people know we are accessible and here and they want to vent, they are angry. Discussion ensued about the recent junk violation letters that went out as well and the response from them.

Craggy said what has been revealing to her through this round of trash complaints is that it is not the elderly that are complaining, it is the younger ones that are having

the hard time. She said the elderly are adapting and finding ways to take care of their trash, it is the young ones that are having the hard time with it. Irving commented it is because they have been spoon fed all their lives. Irving gave an example on Cloutier Drive they all have pickup trucks and they keep adding to the pile! Why don't they load up their trucks and take it to the dump.

Irving related a conversation with a resident who was disgruntled about an issue, the resident commented to Irving by the tone of her voice she must be dead inside. Irving said maybe that is the way to calm them down and diffuse the situation for safety protocol. Show no emotion.

Hawes mentioned when it is mentioned out in the field to residents to come to the Town Office to register a complaint, the response is usually that doesn't help. Weagle suggested telling them to come to a meeting. That they do not have time for that.

Discussion ensued about receiving, handling, resolving complaints. Hawes says when we encounter people who are disgruntled, we have to "win them over", let them know we are there to help them and that we are in their corner. He feels it goes a long way with our residents. He said it is tough to do. Craggy said it is a good point. Irving said we don't have to KA, Hawes said no, but we should be diplomatic.

Kennett said she always suggests going to the meetings.

Craggy asked about streaming our meetings for people that can't attend physically. Weagle said there has to be quite a bit in place for that to happen. Discussion ensued about only filming the Board, and restating questions from the public and who asked them for the record.

Potter asked do any other towns do that? It was indicated many do. Craggy asked is it an expensive venture. Weagle doesn't feel that it is. Craggy said maybe something to look at in the future. Weagle is not sure our website would be able to handle it. Weagle mentioned about doing it on UTube and sharing it on the website.

Discussion ensued about the mirror here at the office and maybe putting it up to help with seeing people coming up the stairs. Discussion ensued about the resident mentioned earlier and the precautions that are being taken.

Craggy mentioned she had discussed with the Town attorney when these situations evolve, it is in the backs of everyone's mind is this going to turn into another "Draega" situation. Discussion ensued about that event.

Weagle mentioned to the ambulance staff, if they get a call to that residents place, have the police go with them.

- **Any other business to be brought forward** - Irving asked if a "no bill" for water/sewer could be put on the lot that Wheelock is merging so he is not the next one to have to worry about. Discussion ensued with Kennett and Gray and Weagle.
- **Adjournment** - Motion to adjourn by Kennett, seconded by Gray, committee voted to adjourn.
- **Meeting adjourned at 1:02 pm**

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