FINAL

LEBANON CITY COUNCIL
COUNCIL CHAMBERS OR
REMOTE VIA VIRTUAL PLATFORM
5:30PM, TUESDAY NOVEMBER 14, 2023

MEMBERS PRESENT: Mayor Tim McNamara, Assistant Mayor Clifton Below, Erling Heistad, Karen Liot Hill, Christian Simon, George Sykes, Douglas Whittlesey (REMOTE), Devin Wilkie, and Karen Zook

MEMBERS ABSENT:

STAFF PRESENT: City Manager Shaun Mulholland, Deputy City Manager David Brooks, Deputy City Manager of Special Projects Paula Maville (Remote), Director of Human Services Lynne Goodwin, Assistant Director of Human Services Rebecca Desilets, Deputy Chief of Police Matthew Isham, Finance Director Vicki Lee, Deputy Finance Director Alesia Williams, Director of Cyber Services Perry Eaton, Human Resources Director Samantha Lauzon, DPW Administrative Services Manager Kelly Crate

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1. **CALL TO ORDER:** Mayor McNamara called the meeting to order at 5:30pm.
City Manager Shaun Mulholland explained the meeting is available by phone, livestream via the City's website and virtually via Microsoft Teams. He said all three methods can be accessed live via the Meetings Page of the City's website. He said public comment is reserved for the Public Hearing, scheduled for December 13, 2023 at 6:00pm.

City Manager Mulholland explained the purpose of the work session. Mayor McNamara said Councilor Whittlesey was attending remotely because of illness.

2. **Review Of 2024 City Budget - Question & Answer Session**

   A. **HUMAN SERVICES -** Presented by Lynne Goodwin, Director of Human Services (HS)**.** (Complete Line Item Details can be found on ***page 4, City Council agenda packet***).

   Human Services Director Lynne Goodwin said she would begin with the Human Services direct budget for assistance, and then discuss the Outside Agencies 2024 assistance requests.

   Wages
   Ms. Goodwin noted that the budget that City Manager Mulholland had provided the Council included her own full-time wage and the part-time wage of the Assistant Human

Services Director. She said she had submitted the request that the part-time position be made into a full-time position for 2024. She said the Assistant Human Services Director has been working an average of 29 hours per week in 2023. She said the numbers of people seeking assistance have increased greatly in the last two years:

Comparison Appointments Jan -June 2023 vs Jan – June 2022		
Month	**2023**	**2022**
Jan	49	19
Feb	64	19
March	87	22
April	60	19
May	75	14
June	74	22

She said they have been making home visits to clients who are either hotel-bound or are living in the transitional housing unit. She said she is often away from the office because of the work she is doing related to community and statewide efforts to improve homeless and housing services, and it would be beneficial to the department to have the Assistant Director there full-time to cover the office hours while she is away. She said she understands that the budget increase is significant this year, and that City Manager Mulholland did not put forward the request for that position to become full-time.

Emergency Winter Shelter
She said a significant increase in the Human Services budget for 2024 is under **Other Purchased Services**, which includes $210,000 for the operational expenses of the Emergency Winter shelter. She said the City is still developing the contract with The Upper Valley Haven for those services.

Assistant Mayor Below asked what the budget impact would be to have the part-time position become full-time. Ms. Goodwin said for the HS budget, an additional $27,400 in wages, FICA & Medicare, and Life/Disability insurance costs. She said the change would include the cost of a benefits package for the Finance Department budget. City Manager Mulholland estimated the total additional budget impact would be about $55-60,000.

Ms. Goodwin said she attributes the increase in need to the economy, the lack of housing, and an increase in homelessness. She also noted there has not been an increase in direct assistance provided to individual households. She said there is still an average of 100 households a year that receive direct financial assistance, but there are far more that need help accessing state and federal benefits, applying for housing, maintaining housing etc. She said her department is becoming a one-stop location for many kinds of support.

Councilor Liot Hill said it is not just the funding for unhoused people that has gone away; stimulus-related funding has also gone away. Ms. Goodwin said currently there is no money to be accessed for paying for hotels or for eviction prevention. She said it is far more cost effective to help people stay in their homes than finding them new housing, but she said there are very few partners who can help them with rents that are in arrears. She said Listen and The Haven are major partners, but Tri-County CAP and Southwestern Community Services have not had eviction prevention funds for months. She said there had been a lot of money available with Covid funding, but there is nothing now for eviction prevention. She said they are making decisions on a case-by-case basis.

Councilor Sykes said Assistant Mayor Below added funding last budget year to help with expenses and $60,000 for a new position, which did not happen. He asked how the numbers of this budget compare to the added funding of last year.

- Ms. Goodwin said the **Direct Assistance: Rent** line item is $165,000, which was $60,000 more than what she had requested. She said that $60,000 difference is the additional funds appropriated by the Council last year.
- She said the **Public Assistance Revolving Fund** had $125,000 in it. She said $65,000 ($35,000 remaining) of that was used last year in January and February for the Emergency Winter Shelter program and the rest was used to help off-set the overage in the HS budget for housing assistance.
- City Manager Mulholland said other money was transferred from other parts of the budget to cover the expenses.

Councilor Sykes said the budget requested reflects further expenses in this department, so the City does not fall further behind. City Manager Mulholland said there is a 45% increase in the HS department budget from last year to meet those needs. He said the federal funding programs are gone and very little comes from the state. He said besides donations, the City is on its own to meet the need. He reminded the Council that the City has a statutory requirement to meet these needs, so funds will have to be allocated from other parts of the budget if the HS budget falls short.

Mayor McNamara noted that of the $165,000 allocated for **Direct Assistance: Rent,** the 2023 Year-to-Date expenditures are $154-155,000, according to the budget materials in the agenda packet; he said by the end of 2023, that will probably be $165,000. Ms. Goodwin said the 2023 YTD figures are as of October 16, 2023. Mayor McNamara said the budget for this department is different than others because of the statutory requirement that the City must meet, so funding must be provided.

Councilor Wilkie said last year, an outside payment to Tri-County CAP for more assistance in homeless outreach was added back to the budget to ease the burden on the City's HS department. He asked if any results or increase in involvement from Tri-County CAP have been realized.

Ms. Goodwin provided some **additional data on 2023 expenditures**:

- From May to October 2023, the department spent $15,000 per month in direct assistance for housing, shelter sponsorship, electric assistance, cremation, etc. She said that is a significant increase from past years.
- YTD in 2023, the City has spent $95,000 on motel assistance alone. She said the average cost per night is $172.
- The $100-120,000 in the 2022 **Public Assistance Revolving Fund** for the Emergency Winter Shelter Program was paid for January and February 2023. She said they hope the current budget request for $210,000 for operational expenses at the Emergency Winter Shelter will provide shelter for four months in 2024 for up to 15 people. She said the money will go significantly farther for more people for more nights.

Mayor McNamara noted the operational expenses will also be offset by donations. City Manager Mulholland said the City is proposing adding additional money into that fund as a reserve. He said, if there is money left in the fund, it would be given to the shelter in Hartford, VT, which is not a seasonal facility like the Emergency Winter Shelter.

Councilor Sykes said he is very concerned that, with the rise in obligations that the City is facing, the part-time position is not being expanded to full-time. City Manager Mulholland said the main objective of the department is to meet the statutory requirements and that is how the money is allocated. He said there is no question the department could use more full-time staff, but, because of the anticipated rise in the tax rate, he told all departments that no new staff positions would be approved. He said the City must focus on providing direct services to people with the current staff.

- **Outside Human Services Agencies**

  City Manager Mulholland said there would not be individual presentations for each of the agencies. He said only two have changes from last year's budget.

  Listen

  Ms. Goodwin said the pilot project with Listen to create a transitional housing program from motels to permanent housing has been very successful. She said remaining funds in the 2022 budget were used to fund that program. She said the current budget request for funds for this program looks like a big request, but she said she doesn't have leftover funds in the budget this year to put toward the project.

  She said the $25,000 in last year's budget funded Listen's core programs: food, housing, electric, and utilities. She said this year's budget shows a 25% increase for each of those programs. She said about $30,000 in this year's budget is for the transitional housing program, which covers a year's worth of rent, utilities, cleaning to turn over the property and supportive services. She said five households (6 adults and one child) have taken advantage of the program.

Mayor McNamara noted that these expenses are significantly less than hotel costs. He asked if the City is also receiving funds from Listen. Ms. Goodwin said every dollar that the City spends to help Listen provide food, housing, and utilities, that is money that doesn't have to come out of the HS budget.

Councilor Sykes said he supports the additional funding for Listen and this project. He said the housing at 10 Parkhurst Street, which is a similar transitional housing situation, has been one of the true successes in the City. He said finding ways to provide further transitional housing is money well spent.

Central Behavioral Health / Twin Pines / Valley Court Diversion
Ms. Goodwin said the budgets for these agencies have increased slightly because the number of clients increased or the cost to provide services increased.

Councilor Sykes asked if the transition of responsibilities between Valley Court Division and Communities for Alcohol-and Drug-Free Youth (CADY), Inc, is the reason for the additional funds in this year's budget. Ms. Ellen Whitcomb, Executive Director of Valley Court Diversion, said the plan to transition services with CADY did not come to fruition. She said Valley Court Diversion has seen an uptick in referrals throughout the county. She said people also have a much higher level of need.

Tri-County CAP
Councilor Wilkie asked again about what the City has seen from Tri-County CAP since last year. Ms. Goodwin said she had concerns that, when the Emergency Rental Assistance Program ended for people in motels, it would be difficult to know which people were Lebanon residents prior to going into the motels, who then might need her department's assistance. She said funding ended fully on June 15. She said there was no warm hand-off from the CAP agency, and she only knew who the Lebanon residents were by visiting the motels and asking them. She said the transition and support from Tri-County CAP did not go well. She said of all the partnerships her department has with other agencies, this is the one where there is not an easy transfer of information.

She said Deputy City Manager Brooks conducted an evaluation mid-year (2023) and found that Tri-County CAP had provided $428,000 in benefit services to Lebanon residents from January 1 to June 30. She said only half the budget amount of $28,600 had been paid by that point. She said for every dollar that Lebanon had provided to Tri-County CAP, more than $30 in state and federal funds were accessed to support Lebanon residents. She said that is a significant contribution to the City.

She said Tri-County CAP does not get paid to do homeless outreach in Lebanon. She said her department did not know that and will no longer expect it to do homeless outreach. She said there has been a staff member participating in Housing First meetings in 2023, and the agency has provided operational guidance and emotional support for planning the Emergency Shelter program.

She said, however, staff turnover happens, and her department is never notified – she said she is notified by clients. She said the Lebanon Tri-County CAP office appears to be vacant and no one is ever there. She said, as of early 2023, the phone number is a centralized number for housing stability services, and clients and service providers have reported that they never hear back from case workers. She said, as of last Friday, she learned that Tri-County CAP is now using just one phone number for all services, and all referrals for any services must go through 211. She said now, her department cannot make direct referrals to Tri-County CAP. She said recently her office tried to make a referral to Tri-County CAP to ask if there were any available beds at a local shelter. She said her office was told it's against shelter policy to disclose whether there are available beds. She said she asked to see the policy and has not heard back.

Mayor McNamara asked if the $400,000 that was provided to Lebanon residents was Covid funding. Ms. Goodwin said no – it was fuel assistance, electric assistance, and housing stability services provided by the state. She said that money is available this year, except for eviction prevention funds, which do not seem to be available. She said the funds that Lebanon provides to Tri-County CAP are for administrative operations.

Mayor McNamara asked if we do not give the budgeted funds to Tri-County CAP, will Lebanon residents not receive this assistance. City Manager Mulholland said the funds are federal and state grants that must be allocated to all communities in the coverage area. Mayor McNamara asked if the City would not be better served if the funds were used in the City's HS department instead of being given to Tri-County CAP.

Councilor Wilkie said last year the fact that the department is overextended was discussed and the funds for Tri-County CAP were supposed to alleviate the burden. He said it does not sound like that has happened. He said it seems like the City has seen less support from Tri-County CAP and the City's HS department is even more overburdened. City Manager Mulholland said Tri-County CAP is providing heating assistance and other direct services to Lebanon residents. He said they are just not sharing information like other outside agencies do. He said, last year, the Mayors' group asked DHHS for a response to the issues that Lebanon and other communities were having with CAP agencies and never got a response. Councilor Wilkie said our goal of helping our HS department with the funds to Tri-County CAP was not met, so it seems there is an acute need for additional staff support in the City's HS department, whether that comes from the Tri-County CAP line item or not.

Councilor Sykes said he is on the Board of Tri-County CAP. He asked the Councilors to consider the following points:

- Tri-County CAP provides a wide range of services to the City, and we should not diminish that contribution because of the concerns we have about homelessness.

- Homelessness is one of Tri-County CAP's programs that operates at a significant deficit. He said they don't have the money for administrative work they do or for the needed services to residents.
- The switch to 211 was in cooperation with DHHS's Bureau of Homeless Services. He said sometimes the agencies are directed to make changes. He said there is a dispute at the agency about what kind of information can be disclosed and what cannot.
- Steps are being taken to try to do more with Tri-County CAP and progress is being made. He asked the Council to be patient with the challenges Tri-County CAP has with homelessness.

Councilor Heistad said it would be difficult for the City's HS department to provide the services that Tri-County CAP provides, with or without the budgeted funds. Mayor McNamara said, if the budget funds to Tri-County CAP were reduced, the City would still receive their services and the rest of the budgeted funds could go to the City's HS department. City Manager Mulholland said reducing the funds would make it even harder for Tri-County CAP to provide services to Lebanon residents. He said this is a problem, but he did not feel taking the money out of the budget was the right solution.

Paula Maville, Deputy City Manager of Special Projects, said she has had direct experience working with Tri-County CAP. She said they are the gatekeepers of the funds, so the City does need their services to administer the state and federal monies that comes through them. She said we cannot keep having unrealistic expectations about Tri-County CAP's role in the support system for Lebanon residents. She said the City should allow Tri-County CAP to play its part and not expect it to be more than it is.

Mayor McNamara said he learned in his conversation with other mayors that some mayors had no problems with their CAP agencies, but the most concerns shared were about Tri-County CAP. He said clearly it is a big source of frustration that the City cannot get a basic operational level of service from Tri-County CAP that other mayors get from their respective CAP agencies.

Councilor Liot Hill said she said she understands Mayor McNamara's idea of possibly removing the funds from Tri-County CAP. She said she would be interested in understanding from Tri-County CAP why we cannot seem to have a better working relationship.

She asked if Tri-County CAP does not have a contract for homeless outreach, which organization does provide homeless outreach. Ms. Goodwin said individual agencies apply for state funding, and in the past, homeless outreach was part of the contract Tri-County CAP had with the state, but it is not part of this currently. She said no other agency that provides these services to the Lebanon area has sought that contract with the state.

[No representative from Tri-County CAP was present at the Work Session to answer the questions that were raised by Councilor Liot Hill.]

Councilor Whittlesey said it is not fair to say Tri-County CAP does not get federal funding for administrative operations. He said the agency gets a 14% Indirect Cost Rate, which is money to cover administrative overhead. He said he roughly estimates that, based on its 2021 Single Audit, Tri-County CAP spent between $2.4-2.7 million for F&A (facilities and administration). He said it is part of Tri-County CAP's mandate to provide services to Lebanon residents. He said he's hesitant to continue allocating funds if the City is putting money in and getting nothing for it. He said, if the agency is not alleviating any burden, perhaps the City should use the funds for the full-time position. City Manager Mulholland said New Hampshire is set up in such a way that the state receives the federal funds and distributes them to the various agencies. Councilor Whittlesey said the state is paid indirect funds as well.

Councilor Liot Hill said the funds that Tri-County CAP provides are funds that people who qualify are entitled to. She said it is very troubling to see that Lebanon is the most densely populated City in the service area, and there does not seem be a staffed office in Lebanon to provide these services. She said she is glad that $400,000 was provided to Lebanon residents in the first half of 2023, but if it should have been $800,000, and people just could not reach anyone to receive service, then our residents may be underserved. She said the Council needs to have a conversation with Tri-County CAP about these issues. She said this is the second year in a row that the relationship is unsatisfactory, and nothing has improved, and this situation is untenable.

Councilor Simon suggested reducing the amount of budgeted funds provided to Tri-County CAP to send a message that things need to improve. Councilor Sykes said it is not necessary to do that; he said the Tri-County CAP Executive Director would be happy to come and talk to the Council. Councilor Simon said he would support what the Mayor is asking the Council to do.

Ms. Goodwin said if the Bureau of Homeless Services made the recommendation that all referral requests go through 211, she said she will look further into it. She said if it is a statewide change for referrals, that makes it a little easier to accept.

B. Fire Department

Fire Chief Wheatley reviewed the budget materials for the Fire Department (FD) included in the agenda packet materials. (Complete Line Item Details can be found on ***pages 8 - 10, City Council agenda packet***).

Fire Chief Wheatley gave an overview of the organizational structure of the Fire Department. He said the department measures its service delivery by availability, capability, and operational effectiveness.

He said 75% of the **Call Volume** is EMS-related (Emergency Medical Services) and the other 25% is everything else.

Technical Rescue:

Chief Wheatley detailed the Technical Rescue services provided:

- Ice Rescue
- Swiftwater Rescue
- Heights Rescue
- Confined Space Rescue
- Active Threat Rescue

He said the department has specialized equipment and highly trained staff to execute these services. He noted that airport rescue firefighting demand will increase as activity at the Lebanon Airport increases. He said the replacement fire engine that is being requested in the Capital Program is to fight fires at the airport.

He reviewed the incidence of **Simultaneous Calls** and noted that the volume continues to increase. He explained the three-year breakdown of simultaneous calls. He also reviewed the **Calls per Member** for 2022. He said the calls for Lebanon for 2023 will total 168, per the current call volume.
He said the Lebanon Fire Department has one of the largest land areas in the state. He said the 2022 FD budget was about 12.6% of the total City budget. He said the 2023 FD budget is 11-12% of the total City budget. He said, when compared to other communities, Lebanon's FD is one of the lower funded departments in the general operating budget.

He said potential increased **Revenues** for 2024 include:

- EMS contracts with Enfield and Grantham are up for renewal and will have a 3% rate increase (estimated $33,000 increase)
- Significant Medicaid base rate increase (estimated $100,000 increase)
- Annual increase in call volume by 3% (estimated $32,500 increase)

He noted that, of all their **Energy Expenditures** (including heating, electricity, propane, gasoline, and diesel fuel), diesel fuel is the greatest expense. He said once the new fire station is built, it will include electrical vehicle charging. He said the technology for EV emergency vehicles and fire trucks is not quite refined enough to be appropriate for Lebanon, but he said the department is looking forward to the future when EVs can be used to help reduce the amount and cost of fuels used by the FD.

Chief Wheatley said **Mutual Aid** requests (where Lebanon needs to call other communities to help with a fire or an emergency) continue to rise. He said the negative impact is that Lebanon is taxing other communities that are also busy and, every time his department calls another community for ambulance mutual aid, the City loses that transport revenue to the other community.

Total Call Volumes

Chief Wheatley gave an overview of call volume in West Lebanon. He said Zone 2 is the busiest volume because it is the most densely populated. also gave an overview of call volume in Lebanon. He said the busiest zone is Downtown Lebanon. He said the biggest increase in call volume is Zone 6 because it is becoming more densely populated with businesses and residents.

National Standards NFPA 1710

He said the National Standard is to have **4 firefighters on an engine no less than 90% of the time**. He said the Lebanon Fire Department is achieving this standard 9% of the time right now. He said the City is applying for a grant to fund more firefighters to improve this situation.

He said the National Standard is to have an **ambulance arrive on scene in less than 4 minutes no less than 90% of the time.** He said Lebanon EMS teams are achieving this standard 40% of the time right now. He said Lebanon will never be able to meet this standard 100% of the time because of the vast service area and the distance between the fire stations in Lebanon.

Revenues Generated

Chief Wheatley said the revenue dropped in 2022 because of a problem with the EMS billing system. He said the revenue for 2023 should recover the small loss in 2022 because the billing error has been corrected. He said EMS billing is the biggest source of revenue for the fire department. He said the alarm fees are used to offset the cost of the alarm inspector. He said the department is projected to be $150-175,000 ahead of last year with revenue.

Budget Changes for 2024

Chief Wheatley said there's an 8% increase in the 2024 budget (about $5.2 million). He said training costs are higher because of the EMS refresher cycle scheduled for 2024.

He said a staff vehicle is due for replacement this year, so that amount is up 2% for 2024. He said this cost would typically be in the CIP, but it was added to the general operating budget this year.

He said the **Medical Services** line item is up to $60,000 to cover annual physicals, chest X-rays, blood draws, and cancer screenings for all firefighters.

Councilor Liot Hill asked if the projected increases in revenue will result in an increase in workload. Chief Wheatley said no, and City Manager Mulholland said much of the increase in revenue is due to the increases in Medicaid rates, which does not impact staff workload.

Chief Wheatley explained that ambulance intercepts are situations where Lebanon EMS staff will meet an ambulance en route from another smaller community to provide advanced services (i.e. paramedic level of services) that the other community is not equipped to provide.

Chief Wheatley said the staff vehicle up for replacement serves a fire inspector and it is one of the oldest vehicles in the fleet. He said it has the highest mileage and hours and some cosmetic damage. He said it currently does not incur significant expenses but that could change at any time.

C. Human Resources

Human Resources Director Samantha Lauzon gave an overview of the 2024 Human Resources (HR) Budget. (Complete Line Item Details can be found on ***page 57, City Council agenda packet***). She said approximately 90% of the budget is for wages and benefits for three full-time employees and one part-time employee.

She noted two changes for 2024:

- Increase in full-time wages of 20% - Ms. Lauzon said this increase reflects the full wage of the Deputy Director of HR. She said the position was only funded for nine months in 2022. She said there will be similar increases in the benefits line item for the same reason.

- $3,000 for the Human Resources Employee Programs line – to offer implicit bias training for City staff and elected officials

She gave an overview of the HR services provided to the City staff, which includes retirees. She said this past year was a year of transition, and the changes were handled seamlessly by the City's HR staff.

Ms. Lauzon detailed the **accomplishments of the HR department in 2023**:

- Started the wage classification study in preparation for upcoming negotiations
- Began work on implementing a citywide professional development program to better prepare new and future leaders
- Reconstituted the City's staff equity team to evaluate how the City, as an employer, can be a more inclusive workplace
- Requested $3,000 to begin implicit bias training program for City staff and appointed / elected officials
- Conducted an employee demographic survey to better understand the population of City staff to create a more inclusive work environment
- Went to market for ancillary benefits and selected a new carrier that will provide a better experience for employees (saving the City approx. $8,800 per year)
- Created new ADA-compliant job description templates and have begun revising all job descriptions. City Manager Mulholland said the City received help from the Diversity, Equity, and Inclusion Commission (DEI) on those job description revisions.
- Migrated to new applicant-tracking platform

City Manager Mulholland said the HR department has provided an improved level of service and has pushed the City's HR services far ahead of where it was. He said he is very impressed with Director Lauzon and her team.

Councilor Sykes asked if, during the job description revisions to make them more ADA-compliant, employees are involved in the process. Ms. Lauzon said employees are involved in the process of revising their job descriptions. City Manager Mulholland said the unions also give input into job descriptions. He said the police department will be the first to participate in the wage classification study and will have input on job descriptions.

Councilor Liot Hill said she is glad to hear the City is taking on an implicit bias training program and that work continues on the City's diversity / equity / inclusiveness programs.

D. Cyber Services

Mr. Perry Eaton, Director of Cyber Services, reviewed the 2024 Budget for Cyber Services (Complete Line Item Details can be found on ***page 59, City Council agenda packet***).

He recognized his staff for their **work in 2023** ($12,000 / year in savings for the City);

- Responded to more than 2,000 Help Desk cases
- Replaced 61 PC laptops
- Completed OneDrive to SharePoint migration
- Migrated scale virtual server environment to VMWare
- Completed move from DocuSign to Adobe Sign

He said his team also implemented a new **Project Management Application,** called Atlassian (a JIRA / Confluence product). He said this tool will help City staff work collaboratively on projects and will help the City Manager keep track of work as it is being accomplished. City Manager Mulholland said the goal is to create a public dashboard and to provide a tool to track activity and allow for collaboration across teams.

Cybersecurity

Mr. Eaton said, this year, the team implemented an AI system to help identify anomalous behavior and help prevent attacks. He said ongoing internal and external penetration assessments performed by a third party to ensure property security measures are in place.

He provided the following **data**:

- Phishing attacks are responsible for 90% of data breaches
- 4.1 million websites are infected with malware; of those, 18% contain critical cybersecurity threats
- An estimated 300,000 new malware is created every day; a hack attack occurs every 39 seconds

- 92% of the attacks are distributed through email and with an average of 49 days to be detected
- There was a 95% increase in cyber-attacks on government organizations in the last six months of 2022

City Manager Mulholland said the City employs a company to try to break into its systems and get access to computers in the buildings. He said Mr. Eaton schedules the attacks and does not tell him when they are happening. He said employees have been very responsive to alerting IT about potential phishing emails.

Mr. Eaton said his department will implement a formal cybersecurity training program this year for all City staff, which will include in-person training, videos, continued phishing tests, and training related to social engineering. He said ongoing cybersecurity training includes cybersecurity tabletop exercises.

Wi-Fi for City Parks
Mr. Eaton said an ongoing initiative is to bring Wi-Fi to City parks. He said Civic Memorial, Eldridge, and Riverside Parks are being evaluated for what technology is needed to implement Wi-Fi. He said Eldridge Park should have Wi-Fi by Spring 2024.

Redundancy
Mr. Eaton said the City is going to be using **Starlink Satellite Internet** services to provide redundancy to City facilities that provide critical services. He said the Landfill is the first facility targeted for this technology, because it will soon be relying on credit card payments and system redundancy is needed to ensure uninterrupted service.

Budget Increases for 2024
Mr. Eaton said budget increases for 2024 involve the following:
- Technical Services – Funds are needed to upgrade the 2019 Windows Operating Systems and to add public Wi-Fi
- SAS (Software as a Service) – Some of the City Manager's SAS costs have been added into the Cyber Services budget, as well as the Atlassian software
- Other Purchased Services: Have a fiber assessment done of the fiber network (previously managed by the Fire Department) that exists throughout the City

Mr. Eaton said the Fire Department had been maintaining the fiber network and the City would like to move that cost to the Cyber Security budget. He said he would like to build resiliency into the fiber network.

City Manager Mulholland said the Council will now move to non-meeting.

The Work Session ended at 7:23pm.

Respectfully Submitted,
Paula Roux
Recording Secretary