

IPSWICH SELECT BOARD
Meeting of Monday, August 2, 2021

Pursuant to Open Meeting Law M.G.L. Chapter 30A, §§ 18-25, written notice posted by the Town Clerk and delivered to all Board members, a meeting of the Select Board was held on Monday, August 2, 2021 at 7:00 PM in Meeting Room A.

Board Members present: Dr. Tammy Jones, Chair; William Whitmore, Vice Chair; Linda Alexson; Kerry Mackin; Sarah Player

Also present: Anthony Marino, Town Manager; Eileen Page, Recording Secretary

With a quorum present, Dr. Jones called the meeting to order at 7:00 PM.

Welcome/Announcements

RETIREEES

Edward Rauscher Sr. passed away earlier this week. He was a longtime member of the Ipswich Police Department and valued member of the community.

SHELLFISH

The Shellfish Advisory Subcommittee will meet on August 3 at 7 PM via Zoom.

The Red Tide advisory has been lifted, but most shellfish beds remain closed. Permit holders should call the Shellfish line at (978) 356-6651 before harvesting.

ESSEX SELECT BOARD

On August 9, the Essex Select Board will holding a Public Hearing regarding a cannabis dispensary proposed for a property on the Essex/Ipswich line.

Citizen Queries

Kelley Jane Kloub (Mitchell Road) asked if the water tower was ever painted with funds approved at Town Meeting several years ago. Mr. Marino stated that he would look into it. Ms. Kloub stated that phone alerts regarding COVID-19 vaccination clinics are sent out too frequently, and the phone notification system should only be used for emergencies. Ms. Kloub stated that vegetation at the new Peatfield Landing non-motorized watercraft launch is overgrown. Ms. Kloub asked if restitution owed to the Town regarding stolen instruments several years ago was ever paid. Police Chief Paul Nikas confirmed that it was.

Boards and Committees

I. Marianna Ovnac – Historical Commission – Alternate – Confirm Town Manager Appointment

- *Vote: Ms. Player moved to confirm Ms. Ovnac's appointment to the Historical Commission as an Alternate. Ms. Alexson seconded. The motion carried unanimously via roll call.*

Farmers Market at Appleton Farms Application, 1634 Meadery LLC

- *Vote: Ms. Alexson moved to approve the application. Mr. Whitmore seconded. The motion carried unanimously via roll call.*

Presentation, North Shore Regional 911 (NSR911), Mass State 911 Department

Dr. Jones noted to the many residents in attendance that the agenda item was a presentation and not a public forum, and as such, comments and questions should be submitted in writing to the Select Board. She stated that a Public Hearing would be held at a later date.

Alyson Dell Isola (Director of PSAP Operations for Mass State 911 Operations; Director of 911 Operation Center) made a presentation to the Board. The regional 911 dispatch center opened in 2013. It is a \$12 million, 10,000 sq. ft.

facility designed specifically for regional dispatch, with an emphasis on redundancy. The center dispatches police, fire, and EMS, and currently serves 40,000 residents throughout Amesbury, Essex, Middleton, Topsfield, and Wenham, with the capacity to serve up to 220,000. In 2020, the center processed 75,000 calls for service, including 9,700 911 calls, 36 Text 911 calls, 40,000 non-emergency calls, and 895 records requests. The center is staffed by thirty-one (31) telecommunicators, nine (9) supervisors, and four (4) administrators. 24/7 coverage is provided across three (3) shifts. The center functions under an intermunicipal agreement (IMA) between MA State 911 and participating communities. The IMA facilitates collaboration between the MA State 911 Executive Director, a Police Advisory Board, a Fire Advisory Board, and an Administrative Board. Police and Fire Boards meet annually, and under the Boards, Chiefs or their designees collaborate in working groups to advise on how dispatch should be handled for their specific communities. The center strives to be an extension of local departments, rather than an outsource.

The center holds certifications with APCO Agency Training, NCMEC Missing Kids Readiness Project, and Weather Ready Nation. Specific services provided include 911 Public Safety Answering Point (PSAP), an integrated CAD system, police and fire records management, incident involvement backfilling, CJJS/CRI/Arrest Packets for active calls, CJJS administration, station lobby monitoring and interaction, CAD administration, notification of ancillary services, and emergency notification systems.

Ms. Alexson asked about how mutual aid is handled under the IMA. Ms. Dell Isola responded that the center facilitates all mutual aid requests, even if the responding community is not a member of the regionalized dispatch. She noted that Topsfield often utilizes Boxford for mutual aid, even though Boxford is not a part of the collaborative.

Ms. Player asked what the center's maximum service capacity is. Ms. Dell Isola responded that the center can serve up to 220,000 residents, and if Ipswich were to join, four (4) additional staff members would be hired to accommodate the increase in service.

Under Ipswich's current dispatch, only one (1) dispatcher receives calls at a time, making it impossible to answer more than one call at a time. The regional center utilizes two (2) police dispatchers, two (2) fire dispatchers, and two (2) additional call takers on a single shift, in addition to supervisors and administrators. Dispatchers are cross-trained on every discipline.

MA State 911 has quoted Ipswich a \$0 cost to be taken onto the system. Funding is provided through the Massachusetts 911 Operations budget. Mr. Whitmore asked for clarification that if Ipswich regionalized, they would not have to pay for dispatch or equipment. Ms. Dell Isola confirmed that there would be no cost for the duration of the contract, which ends in 2029. Ms. Dell Isola recommended that the Select Board speak with the Executive Director for information about budget projections beyond 2029.

The regionalized system is able to get to know local colloquialism to provide for expedited service. For example, if a caller reports an accident as "Dead Man's Curve," the system can be programmed to recognize that location as "123 Main Street." "Cautions" can also be created in the system to alert dispatchers that individuals in need of special attention or specific care live at a particular address in case of a call for service.

Ms. Alexson asked Ms. Dell Isola to expand on the Auto Attendant feature referenced in the feasibility study. Ms. Dell Isola stated that the Auto Attendant is for non-emergent calls only, such as general inquiries and records requests. In the event that a person inadvertently calls the business line instead of 911, the first thing the system will say is, "If this is an emergency, please hang up and dial 911." Ms. Alexson asked what lessons were learned from when the center was run under the Sheriff's Department. Ms. Dell Isola stated that the previous model was not sustainable, and was completely overhauled in 2017 when Sheriff Kevin Coppinger took office. This included a fully revamped hiring and training system, and full management, fiscal, and procedural audit. Ms. Alexson asked if regionalizing had ever caused services to be directed to an address in the wrong community. Christopher Ryan (Deputy Director of North Shore 911 Center) responded that it had happened once when the call was answered by a new dispatcher, but was caught by senior dispatchers in under a minute, and was analyzed afterwards to figure out what went wrong. Ms. Alexson asked if any communities had left the system since joining. Ms. Dellisola responded that Beverly technically left, but never actually went live in the center in the first place. Amesbury Police also previously came to the center with concerns, which were addressed, and they remained in the system. Ms. Alexson

asked how backup centers in Andover, Framingham, and Maynard would benefit Ipswich. Ms. Dell Isola stated that a Continuity of Operations Plan (COOP) is in place in case of an emergency evacuation of Middleton. In October 2020, the center conducted a real-time simulation of an evacuation and transitional operations. Chief Nikas added that Andover also currently provides backup for Ipswich under FEMA and MEMA.

Dr. Jones asked how calls are filtered through regional service when made from cell phones instead of landlines. Ms. Dell Isola stated that a portion of calls currently are directed to PSAP when Ipswich dispatch is unavailable due to a backlogged queue in order to prevent clogging dispatch lines.

Mr. Marino reiterated that regionalized dispatch would not be done as a cost savings technique, rather, it would be done in an effort to free up funds that could be reallocated throughout public safety.

Discuss/Vote Forming Public Safety Building Reuse Committee

The Board discussed an ideal roster of qualifications for residents who would make up the Public Safety Building Reuse Committee. One of the goals of the Committee would also be to identify a new location for the existing victory gardens on the property.

Mr. Whitmore asked that the Committee name be amended to address *properties* instead of just *buildings*. He noted that the current fire station is a historic building, but the police station may not be. Changing the phrase would allow the group to be as creative as possible in their suggestions.

It was decided that the Committee will be made up of one (1) Select Board member, one (1) Finance Committee member, two (2) citizens, a representative from the Historical Commission or Ipswich Museum, a member of the Ipswich Housing Authority, a member of the Ipswich Garden Club or Shade Tree & Beautification Committee, and one (1) business owner. It was also suggested that Kerrie Bates (Director of ReCreation & Culture) be invited to join.

- *Vote: Ms. Player moved to approve the suggestions made regarding membership of the Public Safety Properties Reuse Working Group. Ms. Alexson seconded. The motion carried unanimously.*

Consent Agenda

- I. One Day Wine and Malt License Applications
 - a. Elizabeth Donhauser, Essex County Brewing Co., Pizza Picnics at Appleton Farms on 8/5, 8/7, 8/12, 8/19, 8/21, and 8/26/21.
 - b. Alexis Harwood, Helen's Bottle Shop, Appleton Farm Suppers & Pizza Picnics, 8/4, 8/6, 8/11, 8/13, 8/18, 8/20 & 8/25, and 9/9/21.
 - c. Event date for license change for Ipswich Ale Brewery, 1634 Meadery, Mill River Winery approved for 7/29/21 moving to 8/6/21.
- II. One Day All Alcohol License Application
 - a. Andrew Skillman, Ipswich Masonic Temple for Birthday Party on 8/7/21.

New Business

- I. Partial Sidewalk Blocking Application
 - a. Rob Moir, Ocean River Institute Inc, at 45 Main Street from 12:00 PM to 6:00 PM on Monday, August 9, 2021.
- *Ms. Alexson moved to approve both the Consent Agenda and Partial Sidewalk Blocking Application. Ms. Mackin seconded. The motion carried unanimously.*

HEART & SOUL CAFÉ

Ms. Alexson asked that Heart & Soul be asked to come in for a discussion regarding outdoor seating. Dr. Jones agreed and asked that it be put on the agenda for the August 9 meeting.

ANNUAL TOWN MEETING

Ms. Alexson noted that she had previously asked about a warrant article that would release Annual Town Meeting from a mandatory date of the second Tuesday in May. She had suggested it be written into the bylaw to be held “no later than the third Saturday in May” to allow for more scheduling flexibility. Mr. Marino responded that George Hall (Town Counsel) had resolved to look into it, and suggested that if the article were to wait until May 2022 and proposed at Annual Town Meeting, it could be put to a ballot vote to avoid going through legislature.

FOX CREEK TAVERN

Ms. Player noted that Fox Creek Tavern is scheduled to return to the Select Board for a follow-up discussion regarding their entertainment license. Mr. Marino stated that it would be put on the August 23 meeting agenda.

CYCLE SAFE TASK FORCE

Mr. Whitmore asked that the Cycle Safe Task Force be added to the August 9 agenda.

Old Business

Mr. Marino reminded the Board that Fire Chief Andy Theriault’s last day will be Friday, and an open house will be held at the Fire Department from 9 AM to 11 AM for anyone who wants to celebrate Chief Theriault’s retirement. Interviews have begun for Chief Theriault’s replacement.

Miscellaneous and Correspondence

None.

- *Vote: Ms. Alexson moved to adjourn. Ms. Mackin seconded. The motion carried unanimously.*

The Select Board adjourned at 9:01 PM.

*Respectfully submitted by Eileen G. Page
08.13.2021*