

Selectmen Meeting
February 29, 2024, 6:00 PM

In attendance: David Dufresne, Chair; Rich Eichacker, Vice-Chair; Derick Veliz, Clerk; Jim Ferrera, Town Administrator; Karen Dusty, Administrative Assistant

Open Meeting: 6:00PM

Pledge of Allegiance:

- Mr. Dufresne stated that the Board is going to move the introduction of the new Police Officer Patric Gillespie up, so Officer Gillespie can get back to work. Chief Millette introduced Officer Gillespie. He is a 21-year veteran from the Army and married for 17 years with two teenage boys. The Board welcomed him and is glad that he joined the force.
- 1. **Kickoff presentation by the Central Massachusetts Regional Planning Commission on updating the Town's American with Disabilities Act Self-Evaluation and Transition Plan.** Mr. Dufresne turned over the time to Mr. Robichard from Central Massachusetts Regional Planning Commission (CMRPC). He then introduced Mr. Mazik and Mr. Kennedy. The attached agenda was followed.
- 2. **Presentation by Entre Technologies for management of IT services for the Town.** Mr. Dufresne turned the time over to Ms. Hart and Mr. Klozak from Entre Technologies to answer questions and explain what they would offer the Town as far as managing our IT services. See attached information.
- **Introduction to the new Police officer Patric Gillespie** moved to the beginning of the meeting.
- 3. **Review and discuss a request from the Board of Sewer Commissioners to start new hire, Christopher Elmore at Step 1 on the PW-2 wage scale. (Anticipated Vote)** Mr. Eichacker made a motion to accept Christopher Elmore at Step 1 on the PW-2 wage scale to work at the Wastewater Plant, 2nd by Mr. Veliz, all in favor, passed unanimously.
- 4. **Communication from Ms. Paula Keefe regarding her resignation from the Board of Assessors.** The Board accepted her resignation.
- 5. **Discussion on proposed Fiscal Year 2025 Selectmen's Budget (Anticipated Vote).**
This was tabled until next week because of not receiving the numbers from MIIA.
- 6. **Discussion and reappoint Kathleen Odiorne as a Registrar for a (3) three-year term (Anticipated Vote).** Mr. Eichacker made a motion to reappoint Kathleen Odiorne as Registrar for (3) three-year term, 2nd by Mr. Veliz, all in favor, passed unanimously.
- 7. **Warrants & Bills (Anticipated Vote)**
 - a. Warrants Mr. Eichacker made a motion to pay the following warrants, 2nd by Mr. Veliz, all in favor, passed unanimously.

i. #49	Payroll	\$ 56,685.97
ii. #50	Vendor	\$ 202,651.74

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- b. Bills Mr. Eichacker made a motion to pay the following bills, 2nd by Mr. Veliz, all in favor passed unanimously.

i. Weston and Sampson	\$ 15,638.00
ii. KP Law	\$1,050.58+330.00=\$ 1,380.58
iii. National Grid	\$24.31+1,377.76=\$ 1,402.07
iv. Town of Warren Sewer bill	\$ 570.00
v. Buffone Cleaning	\$ 880.00
vi. Richco	\$ 165.32
vii. Lowe's	\$ 47.48
viii. WB Mason	\$ 225.96
ix. Marlin	\$ 1,107.23
x. Comcast Business	\$ 20.30

8. **Minutes: Review and possible acceptance of any minutes (Anticipated Vote).** Mr. Eichacker made a motion to accept the Selectmen's minutes from February 15, 2024, 2nd by Mr. Veliz, all in favor, passed unanimously, Mr. Eichacker made a motion to accept the minutes from February 22, 2024, 2nd by Mr. Dufresne, all in favor, pass unanimously, with Mr. Veliz abstaining due to not attending the meeting.

• **Town Administrator Report:**

- Energy Conservation Inc. came in to do an assessment of the Warren Senior Center and Shepard Building to work on the Green Communities Grant that we are applying for since we have completed the last Green Communities Grant, we are now eligible for another \$200,00.00.
- The Finance Committee has looked over all of the budgets and are meeting with the Departments to go over any budget questions that they might have.
- Earlier we had the same presentation from the Central MA Regional Planning Committee (CMRPC) on the American Disability Act (ADA) Kick off for departments that could not be here tonight.
- We applied for the first reimbursement for the Economic Development Administration grant today. This is an 80-20 split.
- We are making progress with the hiring of a Town Accountant. The person we made an offer to is doing her drug test tomorrow. So, we will have an executive session for a contract soon.

• **New Business: NONE**

- **Old Business:** Water under the bridge is still being worked on by the Highway and they are planning to do more work once Spring comes.

• **Correspondence: Lucy Stone Easter Egg Hunt March 30, 10:30 AM start**

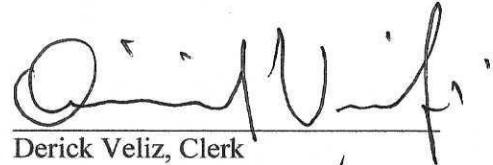
• **Comments and Concerns:**

- Mr. Eichacker stated that Community Development Advisory Committee had their 1st Master Plan meeting, and it will be held every 4th Wednesday at 4:00 PM in the Shepard Building.

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- Mr. Kondrat stated that there is a site that has a list of all items that have been recalled by the government or companies.
- Mr. O'Brien stated that we needed to figure out a way to keep the young people from leaving the Town. Mr. Dufresne answered that this is why we are doing a revised Master Plan. Feedback like this from all residents is what we need to make sure that the Master Plan is the Town's Master Plan not just a Committee's Master Plan.
- **Next meeting: Thursday, March 7, 2024, 5:00PM executive meeting and 6:00PM regular meeting**
- **Adjourn** Mr. Eichacker made a motion to adjourn, 2nd by Mr. Veliz, all in favor passed, unanimously. Adjourned 8:31PM

Respectfully Submitted by
Karen Dusty, Administrative Assistant



Derick Veliz, Clerk

**WARREN ADA SELF-EVALUATION AND TRANSITION PLAN
START-UP SESSION AGENDA**

Thursday, February 29th – 4:00 PM and 6:00 PM

- I. INTRODUCTIONS (CMRPC, CLW/JMM, Town)
- II. BACKGROUND (Jim Mazik)
 - Summary of Americans with Disabilities Act and Requirements
 - MA 521 CMR
 - Overview of Plan Content and Format
- III. SELF-EVALUATION (Mike Kennedy, CLW)
 - a. Survey Form
 - b. Components of a Self-evaluation and Areas to be Evaluated
- IV. TRANSITION PLAN (Jim Mazik)
 - Areas to be Assessed
 - Format and Process of Assessments
 - General Timeline
- V. QUESTIONS

I. INTRODUCTIONS

Mike first

JMM

- 40 yrs professional planner, last 32 w/PVPC as Deputy Director and overseeing CD Department
- CLW (Mike Kennedy) and I connected around 2006 when I did Millbury's original ADA Plan and started a partnership doing ADA Self-evaluation and Transition Plans. Since 2018 we've collaborated on 26 accessibility projects, 25 being ADA plans or facility assessments

II. BACKGROUND

A. AMERICANS WITH DISABILITIES ACT (ADA)

Signed into law by President George H.W. Bush on July 26, 1990 – over 30 yrs ago

ADA is a Civil Rights Law

equal access for all persons to programs and services
and

civil rights guaranteed to persons with a physical or mental impairment

5 Titles under the ADA

Title I - Employment (Equal Employment Opportunity)

Title II - State/Local Governments and Program Accessibility

requires access to programs and services

requires the preparation of a Self-evaluation and Transition Plan

Title III - Private spaces open to the public (supermarkets, malls,
Restaurants, etc.)

Title IV - Telecommunications

Title V - Miscellaneous provisions, TA, Manuals, Training

Current standards for Buildings and Facilities are the 2010 ADA Standards, went into effect March 2012

B. 521 CMR

MA is one of the few, if any states, that has regulations on construction and accessibility as part of a specialized section (521 CMR) of the State Building Code

Triggered only by construction

- a) If work < 30% value of the building and less than \$100,000, only the work must comply
- b) If work < 30% value of the building and greater than \$100,000, the work, access, drinking fountain, bathrooms, etc. must comply
- c) If work > 30% value of the building then there must be 100% compliance
- d) 3 year window

C. ADA vs. 521 CMR

We look at the higher standard of the two

ADA also allows options such as relocation programs/services and modifying policies/procedures

D. PLAN CONTENT AND FORMAT

- 1) Front End (Reference Guide)
- 2) Self-evaluation (Policies, Procedures, etc.)
- 3) Transition Plan (Facility assessments)
- 4) Appendices (Survey Form, Sample Documents, Funding Sources)

1) Front End (10 Chapters)

- ADA and 5 Titles
- Other Federal Accessibility Regulations including enforcement and contact information
- 521 CMR
- Alterations to Historic Properties (exceptions)
- EV Charging Station Guidance
- Emergency Preparedness for Persons w/Disabilities
- ADA Service Animals vs. Emotional Support Animals
- ADA Compliant Portable Toilets
- Emergency Eyewash Stations
- Accessible Routes and Playground Surface Materials

2) Self-evaluation (11 areas looked at – only 5 required)

- Commission on Disability

- ADA Coordinator
- Public Notice
- Grievance Procedure
- Policies/Procedures/Practices
- Reasonable Accommodations (Policies, Forms)
 - Maintenance
 - Effective Communications/Auxiliary Aids/Virtual Meetings
 - Website Accessibility
 - Emergency Preparedness
 - Polling Places

E. TRANSITION PLAN

Includes Buildings (and Schools), Facilities, Recreation Areas, Sidewalks and Curb Ramps

- Format
 - General Description with Photo
 - Narrative Summary of Obstacles Which Limit/Restrict Mobility
 - Detailed Assessment (Word Table Format)

Description of Obstacle
2010 ADA Standard or Regulation
521 CMR Standard or Regulation
Action to be Taken
Priority (1, 2, 3, 4)
Feasibility (1, 2, 3, 4)
Time Frame (Immediate, Near Term, Long Term)

Note: Adhere to stricter standard of ADA or 521 CMR.

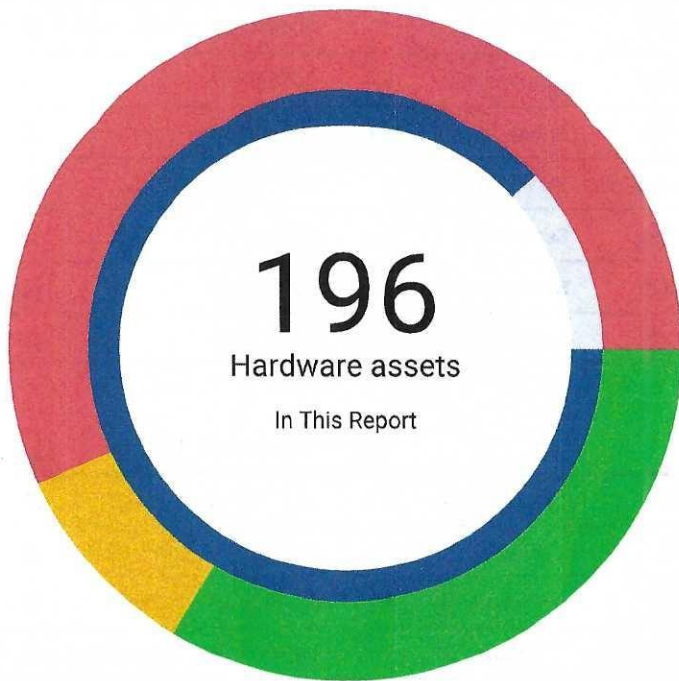
Considerations:

1. Tolerances (0" – 2"-1/8", 2" – 36"-1/2", > 36"-1"); but do not apply to slopes or a range of dimensions
2. Reasonable Accommodations (DPW, Police, Fire) – strict physical requirements to meet essential functions of the position
3. Employee work spaces (ADA governs, 521 CMR does not)
4. Schools (Pre-K, K-3, 4 – 6, 7 – 12) Variations between 521 CMR and ADA including age (ADA) vs. grade (521)

Hardware Lifecycle Report

Sunshine Build Group

August 2021



About This Report

This is an overview of known server and workstation hardware for Sunshine Build Group. A detailed breakdown starts on page 2. The sample evergreen report appearing on the last page is for discussion purposes only, and doesn't represent an actual quote. Please contact us with any questions and we would be pleased to discuss this report in further detail.

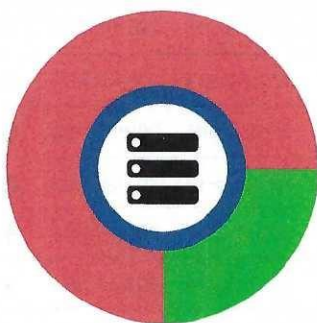
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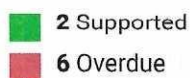
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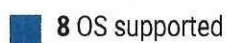
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Servers



Replacement status:



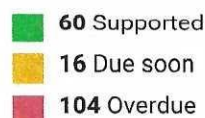
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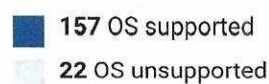
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Workstations



Replacement status:



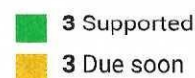
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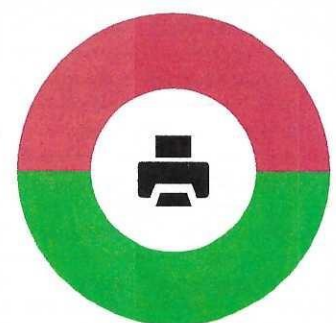
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Network



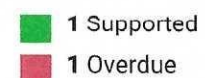
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





























































































2
Imaging

































































Replacement status:







Workstations	User	Make	Serial	Model	OS	Age	Purchased	Expires	
 09-GateTide.87	kmanning	Dell	XDIDPH9	OptiPlex 7010	Windows 10	8.4	2013-04-03	2025-03-06	
 ij-GeneralNoise.kl	pmccarthy	Dell	KYGEE7T	Latitude 5501	Windows 10	1.2	2020-06-10	2021-06-11	
 jk-FortyUmbrella.l	zrusso	Dell	41M3YNZ	Latitude 5501	Windows 10	1.3	2020-05-05	2021-05-06	
 hi-KnowWink.jk	edickson	Dell	RTFB4E7	Latitude 5501	Windows 10	1.3	2020-05-05	2021-05-06	
 st-PowderFirebox.	klindsay	Apple	ZN07YFSSI868	MacBook Air (Retina, 1	macOS 10.15.3	1.3	2020-04-22	2023-04-21	
 65-SeedFever.43	vday	Dell	OH2JVLQ	Latitude 5501	Windows 10	1.3	2020-04-16	2021-04-17	
 tu-BrainWord.vw	rconner	Dell	T7Q1CVA	Latitude 5501	Windows 10	1.3	2020-04-16	2021-04-17	
 no-TrainRainbow.	mskinner	Dell	KJV3BFW	Precision 7820 Tower	Windows 10	1.5	2020-02-25	2023-02-26	
 ef-PaperFog.gh	wleonard	Dell	CY43B0Q	OptiPlex 7070	Windows 10	1.5	2020-02-20	2023-02-21	
 32-SwimPing.1a	jhunter	Dell	UZ1DLXD	Latitude 7400	Windows 10	1.5	2020-02-19	2023-02-20	
 z0-Lightsync.98	bvang	Dell	P5TWKI6	Latitude 7400	Windows 10	1.5	2020-02-14	2023-02-15	
 wx-EclipseLens.yz	mlyons	Dell	69P330E	OptiPlex 7070	Windows 10	1.5	2020-02-06	2023-02-07	
 qr-WeCurve.st	fthompson	Dell	WQJN3CE	OptiPlex 5070	Windows 10	1.6	2020-01-25	2023-01-26	
 jk-DirtButler.lm	mvargas	Dell	8B5R5TJ	OptiPlex 5070	Windows 10	1.6	2020-01-24	2023-01-25	
 qr-PhoenixChant.s	sdaniel	Dell	Y50DL04	OptiPlex 5070	Windows 10	1.6	2020-01-24	2023-01-25	
 vw-CopperCyclon	jburns	Dell	PZDNH60	Latitude 5500	Windows 10	1.6	2020-01-10	2023-01-12	
 1a-NuclearBonker	tmiranda	Dell	HW3N7U3	Latitude 5500	Windows 10	1.6	2019-12-30	2023-01-01	
 qr-LogicZoom.st	psanford	Dell	KG675Q0	Vostro 3470	Windows 10	1.8	2019-11-12	2022-11-14	
 54-DarkParade.32	ghaney	Dell	QGZ1NS8	Latitude 5500	Windows 10	1.8	2019-11-12	2020-11-13	
 cd-BlinkLeft.ef	zjackson	Dell	TN43KB1	Latitude 5500	Windows 10	1.8	2019-10-31	2020-11-01	
 no-BloodNerve.pq	gcraig	Dell	LUB52D7	Precision 7920 Tower	Windows 10	1.8	2019-10-11	2022-10-12	
 ij-FlickerFlip.kl	omcknight	Dell	LPGUR9J	OptiPlex 7050	Windows 10	2.3	2019-05-14	2022-08-12	
 65-4Stairs.43	ydoyle	Dell	H2GKSAG	OptiPlex 7050	Windows 10	2.3	2019-05-14	2022-08-12	
 kl-TinConcrete.mn	cbenton	Dell	DTBBVNJ	Precision 7820 Tower	Windows 10	2.3	2019-05-14	2022-05-14	
 rs-ZengaTuba.tu	yhogan	Dell	EV8HXX5	Precision 7820 Tower	Windows 10	2.3	2019-05-14	2022-05-14	
 cd-JumpingBrown	ucaldwell	Dell	PS3FL3Z	Precision 7820 Tower	Windows 10	2.3	2019-05-14	2022-05-14	
 21-MyCraft.ab	glandry	Dell	RN9L9TS	OptiPlex 7050	Windows 10	2.6	2019-01-17	2022-04-17	
 st-Tunnel6.uv	hwatts	Dell	HL5M9DT	OptiPlex 7050	Windows 10	2.6	2019-01-17	2022-04-17	
 op-GristleSeek.qr	xwhitney	Dell	42I4HBD	OptiPlex 7050	Windows 10	2.6	2019-01-17	2022-04-17	
 st-SpaceLeaf.uv	slane	Dell	BMDC99N	Precision 7520	Windows 10	2.4	2019-04-07	2022-04-07	
 st-SeedMillion.uv	ypaul	Dell	70MLO0R	OptiPlex 7050	Windows 10	2.4	2019-03-22	2022-03-22	
 de-DressBonk.fg	omcknight	Dell	KQ1VAHZ	OptiPlex 7050	Windows 10	2.4	2019-03-22	2022-03-22	

Workstations	User	Make	Serial	Model	OS	Age	Purchased	Expires	
 87-Out7.65	wkane	Dell	PPJSHZF	Latitude 5580	Windows 10	3.3	2018-05-01	2021-05-02	
 cd-OverTomato.ef	gcraig	Dell	VP8FG7A	Precision 7520	Windows 10	3.3	2018-04-29	2021-04-29	
 21-ChildWrite.ab	umoran	Lenovo	8K4RBFAC	P52s (Type 20LB, 20LC	Windows 10	3.4	2018-03-23	2019-03-22	
 de-TunnelBuzz.fg	vtorres	Dell	S6UY42P	OptiPlex 7050	Windows 10	3.5	2018-02-21	2021-02-21	
 vw-TerraRainbow.	igay	Dell	TINIZPK	OptiPlex 7050	Windows 10	3.5	2018-02-21	2021-02-21	
 ij-SweetWord.kl	jtyler	Dell	VSVDCRX	OptiPlex 7050	Windows 10	3.5	2018-02-21	2021-02-21	
 gh-CondorSnap.ij	avasquez	Dell	X12XE2K	OptiPlex 7050	Windows 10	3.5	2018-02-21	2021-02-21	
 rs-ScubaTime.tu	qpowell	Lenovo	N7HAK6QX	P52s (Type 20LB, 20LC	Windows 10	3.5	2018-02-15	2021-02-14	
 qr-CycleShoe.st	whiggins	Dell	B8R2VTO	Latitude 5580	Windows 10	3.6	2018-01-20	2021-01-21	
 lm-OptiHill.no	djordan	Dell	UJ3QS00	Latitude 5580	Windows 10	3.7	2017-12-15	2018-12-16	
 uv-LineMine.wx	vparkers	Dell	4IU5WJ4	Latitude 5580	Windows 10	3.7	2017-12-15	2018-12-16	
 xy-IntelliSun.z0	jdrake	Dell	AHC0MU6	Latitude E5570	Windows 10	3.9	2017-09-21	2020-09-23	
 54-BaldCloud.32	gbarker	Dell	M7SST2V	Precision Tower 5810	Windows 10	3.9	2017-09-14	2020-09-15	
 54-EclipseHips.32	vgates	Dell	LEE01ZS	OptiPlex 7050	Windows 10	3.9	2017-09-13	2020-09-14	
 st-EchoTone.uv	vgates	Dell	6PSBL9X	OptiPlex 7050	Windows 10	3.9	2017-09-13	2020-09-14	
 uv-SixtyOpal.wx	scalhoun	Dell	F97ZP48	OptiPlex 7050	Windows 10	3.9	2017-09-13	2020-09-14	
 1a-StopAmoeba.b	scalhoun	Dell	RKOGI4K	OptiPlex 7050	Windows 10	3.9	2017-09-13	2020-09-14	
 54-BugStop.32	vgates	Dell	NXDxE78	OptiPlex 7050	Windows 10	3.9	2017-09-13	2020-09-14	
 vw-SnipTin.xy	eday	Dell	Q0G9786	OptiPlex 7050	Windows 10	3.9	2017-09-13	2020-09-14	
 32-Grand500.1a	fscott	Dell	RNVQNVO	OptiPlex 7050	Windows 10	3.9	2017-09-13	2020-09-14	
 no-GroundSwim.p	vpittman	Dell	M8D8ID4	OptiPlex 7050	Windows 10	3.9	2017-09-13	2020-09-14	
 fg-WestStar.hi	eday	Dell	068EXHG	OptiPlex 7050	Windows 10	3.9	2017-09-13	2020-09-14	
 fg-JiveNew.hi	scalhoun	Dell	AVE2AG0	OptiPlex 7050	Windows 10	3.9	2017-09-13	2020-09-14	
 bc-WeBrick.de	upotter	Dell	QILCCGQ	OptiPlex 7050	Windows 10	3.9	2017-09-13	2020-09-14	
 hi-ShowJangle.jk	hhyde	Dell	9JJQ2QN	T7810 XL	Windows 10	5.2	2016-06-09	2020-09-07	
 wx-EightFist.yz	ismall	Dell	TLWRM54	Latitude E5570	Windows 10	4.1	2017-07-26	2020-07-28	
 76-SugarFlame.54	emcneil	Dell	0NKCEQA	Latitude E5570	Windows 10	4.2	2017-06-02	2020-06-04	
 hi-HowFlow.jk	voneil	Dell	6Z6HSY3	Latitude E5570	Windows 10	4.2	2017-05-24	2020-05-26	
 jk-MonkeyEclipse.l	nmarquez	Dell	SEKFAZ9	OptiPlex 7050	Windows 10	4.3	2017-05-01	2020-05-02	
 jk-Skydyne.lm	pbonner	Dell	46G40TN	OptiPlex 7040	Windows 10	4.3	2017-04-20	2020-04-21	
 ab-DanceOomph.c	bsimon	Dell	5U2MWLJ	Latitude 3570	Windows 10	4.3	2017-04-17	2018-04-18	
 mn-PeaceGrassho	ihyde	Dell	4JDGPTJ	OptiPlex 7040	Windows 10	4.4	2017-03-10	2020-03-11	

Workstations	User	Make	Serial	Model	OS	Age	Purchased	Expires	
 qr-TomTomCrack	omcknight	Lenovo	VJHLVV2L	W550s Laptop (ThinkP	Windows 10	5.7	2015-12-07	2019-01-20	
 tu-PacificPillow.v	bpadilla	Dell	1EJCJR6	Latitude E6540	Windows 7	5.7	2015-12-11	2018-12-12	
 z0-SecretCauldron	xholloway	Dell	0JCCI42	Latitude E6540	Windows 7	5.7	2015-12-11	2018-12-12	
 21-ArtHundred.ab		Lenovo	8Q2SLPQQ	M93p Desktop (ThinkC	Windows 7	6	2015-08-12	2018-09-25	
 lm-BigEureka.no	qpowell	Lenovo	I2V9MJV1	M93p Desktop (ThinkC	Windows 10	6	2015-08-12	2018-09-25	
 hi-AtomFlip.jk	iharrington	Dell	TJCQE0U	OptiPlex 9020	Windows 7	5.9	2015-09-17	2018-09-18	
 gh-GrasshopperO	wcross	Dell	4HP39TL	Latitude E5550/5550	Windows 7	6	2015-08-07	2018-08-08	
 qr-StoneDirect.st	edurham	Dell	LPT2B10	Precision M4800	Windows 10	6.1	2015-07-18	2016-12-27	
 1a-FlickerWink.bc	cwalls	Dell	2T0Z0JN	Precision M4800	Windows 10	6.2	2015-05-23	2018-05-23	
 76-NeutronDiamo	roconnor	Dell	8E0P7QW	Latitude E6540	Windows 7	6.3	2015-05-14	2018-05-15	
 no-PacificWest.pq	cbaird	Lenovo	UATRUEV8	W550s Laptop (ThinkP	Windows 10	6.4	2015-03-10	2018-04-23	
 ab-DownZoom.cd	wwynn	Dell	16U0HQP	XPS 8700	Windows 10	6.4	2015-03-09	2016-10-05	
 ij-NightCedar.kl	yodom	Dell	TYA9GZH	Latitude E6540	Windows 7	6.6	2015-01-07	2018-01-08	
 mn-GoldenMind.o	ringram	Dell	PE7QF1Y	Latitude E6540	Windows 10	7	2014-09-02	2017-09-02	
 cd-DreamGrassho	tweber	Microsoft	G189ME86UMQJ	Surface Book 256GB i7	Windows 10			2017-09-01	
 de-PlasticWinter.f	kromero	Lenovo	KK6HOKCJ	M73 Desktop (ThinkCe	Windows 7	7.5	2014-02-28	2017-04-13	
 de-MusicShow.fg		Lenovo	AEIPSOP4	M73 Desktop (ThinkCe	Windows 7	7.5	2014-02-28	2017-04-13	
 43-HouseFog.21	mdickson	Lenovo	RU825Q20	M73 Desktop (ThinkCe	Windows 7	7.5	2014-02-28	2017-04-13	
 vw-TomatoChees		Lenovo	MYUL2TM6	M73 Desktop (ThinkCe	Windows 7	7.5	2014-02-28	2017-04-13	
 ef-SeekShield.gh	ghorn	Lenovo	G4K6T72A	M73 Desktop (ThinkCe	Windows 7	7.5	2014-02-28	2017-04-13	
 65-4Stairs.43		Lenovo	B71MVB2Y	M73 Desktop (ThinkCe	Windows 7	7.5	2014-02-28	2017-04-13	
 32-GreatDirectorat		Lenovo	WGPXRG7V	M73 Desktop (ThinkCe	Windows 7	7.5	2014-02-28	2017-04-13	
 uv-Exploding50.w		Lenovo	CFHHYA1I	M73 Desktop (ThinkCe	Windows 7	7.5	2014-02-28	2017-04-13	
 43-WinterPillow.2	umoran	Lenovo	OM3VBEJ6	M73 Desktop (ThinkCe	Windows 7	7.5	2014-02-26	2017-04-11	
 uv-CelloShoe.wx	khickman	Dell	YUPYBYG	Latitude E5540	Windows 10	7.4	2014-03-26	2017-03-27	
 ab-BearAtlantic.cd	scalhoun	Lenovo	2EDUX9RJ	M73 Desktop (ThinkCe	Windows 7	7.5	2014-02-01	2017-03-17	
 cd-5Fall.ef	bcollins	Microsoft	JIFVVKMBIN0T	Surface Pro 3 - 128GB	Windows 10			2016-12-16	
 ef-DingoFactor.gh	zrusso	Dell	HHUT6XR	OptiPlex 9020	Windows 10	7.7	2013-12-13	2016-12-14	
 wx-RedBug.yz	jcantu	Dell	AEVK6S0	OptiPlex 9010	Windows 10	7.8	2013-10-23	2016-10-24	
 tu-BigCool.vw	uwhitney	HP Inc	3DP910IKEY	HP Compaq 6200 Pro S	Windows 7	9.5	2012-02-09	2015-03-05	
 ab-FishBig.cd	xacosta	Dell	3P7Y41K	Latitude E6520	Windows 7	9.6	2012-01-13	2015-01-13	

Sample Evergreen/Replacement Budget

This table provides an idea of a sample replacement budget spread over four quarters for devices which are overdue or are due within the next 180 days.

Due soon/Overdue	Q1	Q2	Q3	Q4	Total
 Servers \$3,000/ea	2	2	1	1	6
 Workstations \$1,000/ea	30	30	30	30	120
 Network \$1,000/ea	1	1	1	-	3
 Imaging \$500/ea	1	-	-	-	1
Budget Amount	\$37,500	\$37,000	\$34,000	\$33,000	\$141,500

The Hidden Cost of Old Hardware

The true cost of slow systems can be surprisingly high for any business. Slow workstations are estimated to drop productivity by 2.75% (13 minutes per day, or 5.5 days per year). The problem is exacerbated with server equipment, which can dramatically affect a large number of users in parallel. As a result, the 1-year ROI for replacement of old systems is often 5X to 10X. We would be happy to discuss with you how best to plan your evergreen/replacement budget.



Internal Weekly Service Report

This report covers data from the previous week. The reports are interactive when viewed online. Clicking on different parts of the charts and graphs will drill into additional detail. *All of the text found in this report is for example purposes only including this one.*

Prepared for:

Jan 17, 2020

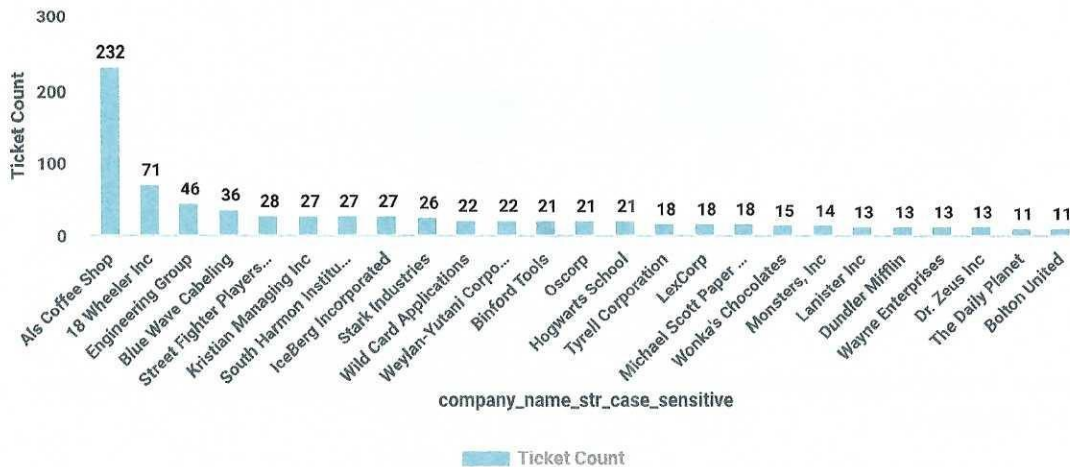
Created by

Jonathan Guerra

	WORK ORDER	END USER	SERVER	INFORMATIONAL	INCIDENT	AUTOMATED RENEWAL	TO BE MOVED TO SERVICE DESK BOARD	R&D WORK ORDER	(EMPTY)	
LexCorp	5		0	1	4	8	0		0	0
South Harmon Institute of Technology	15		1	0	4	7	0		0	0
The Daily Planet	6		1	0	1	3	0		0	0
Wonka's Chocolates	7		0	0	0	7	0		0	1
Total	103		6	3	66	68	2		1	1

Top Customer Ticket Review (by Type) is a view of ticket types submitted by pre-selected customers by our team. These include: 18 Wheeler Inc., Blue Wave, Engineering Group, Kristian Managing, LexCorp, South Harmon Institute of Technology, The Daily Planet, and Wonka's Chocolate. If a customer is not listed in the chart for a given week, then no tickets were submitted by them during the measured time period. Clicking on the customer name will drill down into details about the tickets submitted. ****All customer names and data found in this report are fictitious****

Most Active Customers - Previous Week



Service Desk and Support

56 Kill Rate Previous Week

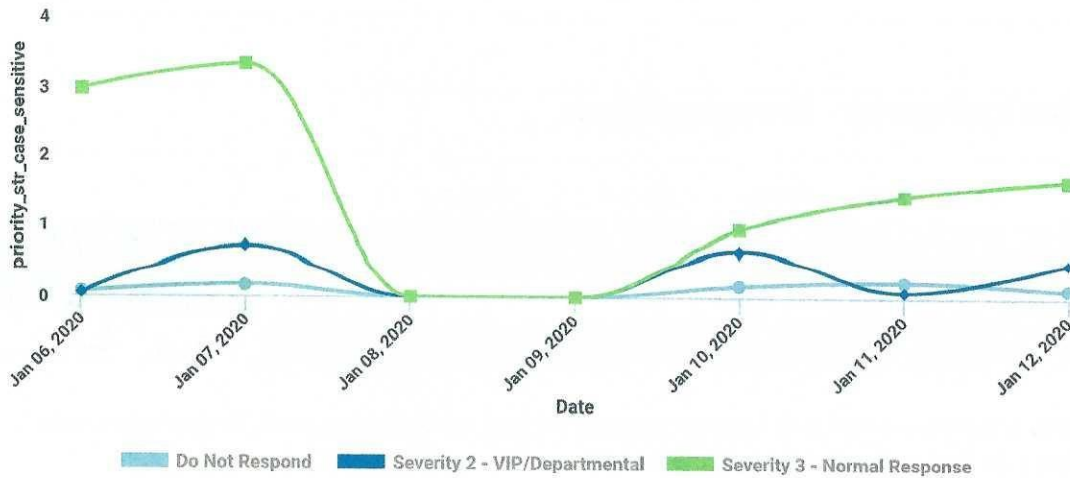
Kill Rate is the number of new (open) tickets from the previous week minus the number of tickets closed in that same period. A positive number indicates more tickets open then closed. A negative number indicates more tickets closed then opened. The goal is +/- 20. A number too high or too low can indicate too much or too little resources available to resolve tickets in a timely manner.

Tickets Opened vs. Closed Previous Week



Tickets Open vs Closed is a look on a day to day basis of the comparison of the amount tickets being open vs closed. While there is no specific goal on a per day basis, the weekly average (measured as Kill rate) has a goal of +/- 20 tickets. Clicking on each column will drill down into the details from that day.

Average Time to Resolution by Priority - Previous Week



Average Time to Resolution by Priority is a review of the duration a ticket is open (in Hours) before being marked as resolved. In general, the higher the priority ticket the quicker the resolution time should be. If a priority does not appear, then there was no incident of that priority in the reporting period

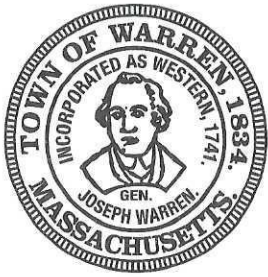
16.53 Average Time to Acknowledgement - Previous Week
minutes

51.38 Average Time to Acknowledgement - Year to Date
minutes

Average Time to Acknowledgement of Ticket represents the time it took to acknowledge and move a ticket to assigned. Our SLA for most customers is 30-60 mins and the goal for the Support Team is currently 30 mins.

Response SLA Statistics by Priority - Previous Week

PRIORITY	TOTAL	MET	MISSED	NO SLA	% MET SLA	
Severity 2 - VIP/Departmental		80	80	0	0	100%
Severity 3 - Normal Response		143	143	0	0	100%
Severity 4 - Scheduled		449	363	3	83	81%



TOWN OF WARREN
BOARD OF SEWER COMMISSIONERS
P.O. BOX 1537
WARREN, MASSACHUSETTS 01083

THE TOWN OF WARREN IS AN EQUAL OPPORTUNITY PROVIDER.

February 21, 2024

Warren Board of Selectmen
Charles E. Shepard Municipal Building
48 High Street
Warren, MA 01083

Dear Board of Selectmen:

This morning, Christopher Elmore of Palmer was interviewed for the position of Wastewater treatment plant Operator/mechanic, a position that has remained unfilled for four months. The labor market has made it impossible to fill the position at the current entry-level minimum of \$22.83 per hour.

The Board of Sewer Commissioners would like to extend a job offer to Mr. Elmore. Based on Mr. Elmore's years of professional work experience we believe that he will be an asset to the department. We are respectfully requesting that the Board of Selectmen allow us to offer him the job with a starting pay of \$23.51 (Step 1) per hour, for the position of WWTP Operator/mechanic.

Your attention to this matter is greatly appreciated.

Sincerely,
Warren Board of Sewer Commissioners

Joan A. Lavigne, Chair

Town Administrator

From: Pbkwitch <pbkwitch@aol.com>
Sent: Tuesday, February 27, 2024 8:48 AM
To: Town Administrator
Subject: Board of Assessors

Good Morning Jim

It has been my pleasure to work with you and to serve the Town of Warren. That said best of luck to all of you. This is my resignation.

Paula Battis Keefe

[Sent from the all new AOL app for iOS](#)



LAURA J. STOCKLEY
TOWN CLERK

OFFICE OF
TOWN CLERK

CHARLES E. SHEPARD MUNICIPAL BUILDING
P.O. BOX 603
48 HIGH STREET
WARREN, MA 01083-0603

TEL: 413-436-5701 EXT. 111
FAX: 413-436-9754
TOWNCLERK@WARREN-MA.GOV

INTEROFFICE MEMORANDUM

TO: Board of Selectmen

FR: Town Clerk, Laura J. Stockley *LJS*

RE: Board of Registrar Re-appointment

DT: February 21, 2024

Please re-appoint Kathleen Odiorne as a Registrar for a three-year term.

Thank you!



BOARD OF SELECTMEN MEETING

CHARLES E. SHEPARD MUNICIPAL BUILDING

DATE: 2/29/24

Attendee:

Joseph Kandiak Jr

Attendee:

Connor Richman

Attendee:

Tim Mazile

Attendee:

Mike Fenwick

Attendee:

Jolene Hert

Attendee:

Craig Slozak

Attendee:

Ray Kopacko

Attendee:

Dan Thibodeau

Attendee:

Attendee:

Attendee:

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