

**BOARD OF MAYOR AND ALDERMEN**

**October 21, 1997**

**7:30 PM**

Mayor Wieczorek called the meeting to order.

Mayor Wieczorek called for the Pledge of Allegiance, this function being led by Alderman Domaingue.

A moment of silent prayer was observed.

The Clerk called the roll. There were twelve Aldermen present.

**Present:** Aldermen Wihby, Elise, Reiniger, Sysyn, Clancy, Soucy, Shea, Domaingue, Pariseau, Cashin, Robert, Hirschmann

Mayor Wieczorek stated before I start with the Consent Agenda, I would just like to acknowledge that Jean Desany is here from the Voluntary Action Center and this year President Clinton and General Colin Powell and the other former Presidents of the United States issued a call to action and what they were talking about was volunteerism and all of the volunteers indicating that government certainly can't solve all of our problems and that each one of us can contribute something to make the place that were in a better place to live. Now, on October 25, 1997 which is the 7th Annual Make-a-Difference Day and it's really an ideal opportunity for people to respond to the challenges put forth by all of these folks. To recognize that what we did was to issue a proclamation which reads as follows:

**- MAKE A DIFFERENCE DAY PROCLAMATION -**

**WHEREAS,** though serious social problems concern our nation and threaten its future, the American people have a tradition of philanthropy and volunteerism; and

**WHEREAS,** connecting with others and working together through volunteer service can bridge the differences that separate people and help solve serious social problems; and

**WHEREAS,** last year, more than one million self-sacrificing individuals touched and enhanced the lives of countless millions on the Sixth Annual Make A Difference Day, by giving where they saw a need, rebuilding what had been torn down, teaching where there was a desire to learn, and inspiring those who had lost hope; and

**WHEREAS,** government alone cannot solve our communities' problems; each of us can contribute to strengthening and bettering our little corner of the world by volunteering or donating or sharing in some way a bit of ourselves, be it our money, personal possessions, or valuable time.

**NOW, THEREFORE,** I, Raymond J. Wieczorek, by virtue of the authority vested in me as Mayor of the City of Manchester, in the State of New Hampshire, do hereby proclaim October 25, 1997 as

**MAKE A DIFFERENCE DAY**

in Manchester, and urge my fellow citizens to observe this day by connecting with friends, fellow employees and relatives, and with religious, school and civic groups to engage in projects benefiting our community.

**IN WITNESS WHEREOF**, I have hereunto set my hand and caused to be affixed the Seal of the City of Manchester, this Twenty-first day of October in the year of our Lord, One Thousand, Nine Hundred and Ninety-Seven.

Mayor Wiczorek stated I have to add that I think that we're very fortunate that we will in the City of Manchester where whenever people are called they always respond and we've had so many organizations that have really participated in making the City of Manchester a much better place. We've had thousands of volunteers that have been involved in so many activities each doing their little thing that helps to enhance the community that we chose to live in and I would like to recognize Jean Desany who is the Director of the Voluntary Action Center. Jean we appreciate everything that you're doing here as the coordinated for volunteerism because it's through you that we're able to recruit a lot of our volunteers and get them working in areas that we know are of enormous benefit to our community, so thank you on behalf of the City of Manchester.

#### **CONSENT AGENDA**

Mayor Wiczorek stated if you desire to remove any of the following items from the Consent Agenda, please so indicate. If none of the items are to be removed, one motion only will be taken at the conclusion of the presentation.

#### **Approve Under the Supervision of the Department of Highways**

- A. New England Fiber Communications, LLC's Pole Petitions Nos. 59A, 59D, 60A, 60D, 61A, 61D, 62B, 62C, 68B, 68C, 69B, 69C, 1, 63C, 64C, 65B, 65C, 66C, 4, 6, 16, 1, 16, 18, 20, 18, 19, 20, 20, 27, 31, and 32.

#### **Informational to be Received and Filed**

- B. Communication from the Manchester Transit Authority submitting minutes of their August 26, 1997 meeting and the Financial Report for the month of July and Ridership Report for the month of August, 1997.
- C. Copy of monthly school and inspector daily deficiency note and penalty totals for September 2-26, 1997 report from the Director of Public Buildings Services.

#### **REFERRALS TO COMMITTEES**

##### **COMMITTEE ON COMMUNITY IMPROVEMENT PROGRAM**

- E. Communication from Alderman Robert requesting that the stairway connecting Amory and Bartlett Streets be renovated through the CIP budgeting process next year.
- F. Communication from Alderman Robert relative to disposal of properties on Tax Map TPK 3, Lots 24 & 25 or 137 & 135 Turner Streets.

- G.** Communication from Parks, Recreation & Cemetery Department, requesting the Board authorize the Mayor to execute acceptance of an access easement from 540 North Associates for an area along the Merrimack River used by Amoskeag Slalom Paddlers.

#### **COMMITTEE ON FINANCE**

**H.** Resolutions:

“Amending the 1995 and 1998 Community Improvement Programs, transferring, authorizing and appropriating funds in the amount of \$3,964.91 to the 1998 CIP 5.10252 Downtown Parks Rehabilitation Project.”

“Amending the 1997 Community Improvement Program, authorizing and appropriating funds for various Health Department Projects.”

“Amending the 1997 Community Improvement Program, authorizing and appropriating funds in the amount of \$3,000 for the 1997 CIP 5.20201 Library Literacy Volunteers of America Project.”

“Amending the 1998 Community Improvement Program, authorizing and appropriating funds for various School Department Projects.”

“Amending the 1998 Community Improvement Program, authorizing and appropriating funds in the amount of \$2,800,000 for the 1998 CIP 7.30260 Residential Soundproofing Program.”

“Amending the 1998 Community Improvement Program, authorizing and appropriating funds in the amount of \$5,000 for the 1998 CIP 7.60110 Piscataquog Riverbank Stabilization Project.”

“Authorizing the Finance Officer to effect a transfer of Sixteen Thousand Twenty-seven Dollars and Ninety-one Cents (\$16,027.19 from the 1996 7.10217 Valley/Tarrytown/Massabesic Intersection Improvements to the 1998 CIP 7.10115 Bridge Rehabilitation Project.”

#### **COMMITTEE ON TRAFFIC/PUBLIC SAFETY AND COMMITTEE ON ADMINISTRATION/INFORMATION SYSTEMS**

- I.** Communication from Claudia Lee, Executive Director, First Night New Hampshire, seeking permission to hold “First Night Concord/Manchester” on Wednesday, December 31, 1997, requesting free parking, closure of streets, and that vendors be allowed to secure their positions that day by 8:00 AM.

#### **REPORTS OF COMMITTEES**

#### **COMMITTEE ON COMMUNITY IMPROVEMENT PROGRAM**

- J.** Recommending that a request allowing for the acceptance and expenditure of grant funds by increasing Title IV from \$115,200 to \$122,451 and the Apprenticeship Program from \$75,000 to \$77,785; and by adding Safe and Drug Free Schools/Community Grant - \$37,900 and Application for Goals 2000 Grant-Enhancing Science Education/ Collaboration with UNH Manchester - \$53,529 be granted and approved; and for such purpose an amending resolution has been submitted.
- K.** Recommending that a request allowing for the acceptance and expenditure of grant funds for various Health Department projects by adding the 1997 2.20504A Public Health Program - \$135,000 (\$75,000 State, \$60,000 Private); 1997 2.20705A Immunization Program Enhancement - \$62,811 State; 1997 2.20708A HIV Prevention -

\$83,128 State; 1997 2.20711A HIV Testing & Counseling - \$28,900 State; 1997 2.20715A Refugee Health Program - \$7,392 State; and by increasing the 1997 2.20706 Tuberculosis Control from \$20,350 to \$29,350, and 1997 2.20709 Homeless Health Care from \$130,771 to \$134,694 be granted and approved; and for such purpose an amending resolution and budget authorizations have been submitted.

- L.** Recommending that a request decreasing the 1995 CIP 6.40404 Project Greenstreets - \$3,964.91 CDBG; and increasing the 1998 CIP 5.10252 Downtown Parks Rehabilitation Project - \$3,964.91 CDBG increasing the budget from \$125,000 to \$128,964.91 CDBG be granted and approved; and for such purpose an amending resolution and budget authorizations have been submitted.
- M.** Recommending that a request allowing for the acceptance and expenditure of FAA grant funds by adding the 1998 CIP 7.30260 Residential Soundproofing - \$2,800,000 (\$300,000 MAA, \$2,500,000 FAA) be granted and approved; and for such purpose an amending resolution and budget authorization have been submitted.
- N.** Recommending that a request allowing for the acceptance and expenditure of grant funds by adding the 1998 CIP 7.60110 Piscataquog Riverbank Stabilization Project - \$5,000 Other, be granted and approved; and for such purpose an amending resolution and budget authorization have been submitted.
- O.** Recommending that a request allowing for the acceptance and expenditure of grant funds by increasing the 1997 CIP 5.20201 Library Literacy Volunteers of American project - \$3,000 from \$12,500 Other to \$15,500 Other, be granted and approved; and for such purpose an amending resolution and budget authorization have been submitted.
- P.** Recommending that the Director of Planning be authorized to submit an application for designation under the American Heritage Rivers Initiative.
- Q.** Recommending that a request of the Health Officer that the Board approve a one year lease extension beginning on November 1, 1997 under the same terms and conditions as their current lease at 795 Elm Street and authorizing leasing of additional space not to exceed \$7,000 be granted, subject to the review and approval of the City Solicitor.
- R.** Recommending that a 10-year renewal lease commencing on October 26, 1997 between the City of Manchester Water Works and Cynthia U. O'Brien, President, Harp Co., Inc. and individually d/b/a Spatt's Restaurant be approved subject to Manchester Water Works obtaining an appraisal of the property next year; and further recommending that such lease be authorized for execution subject to the review and approval of the City Solicitor.
- S.** Recommending that a 4-year renewal lease commencing on June 1, 1997 between the City of Manchester Water Works and Massabesic Realty, Inc. (Sandy's Variety Store) be approved subject to Manchester Water Works obtaining an appraisal of the property next year; and further recommending that such lease be authorized for execution subject to the review and approval of the City Solicitor.
- T.** Recommending that a petition for discontinuance of Cul-de-Sac "Ears"--Meagan's Meadow as herein enclosed be referred to the next road hearing.

**HAVING READ THE CONSENT AGENDA, ON MOTION OF ALDERMAN CLANCY, DULY SECONDED BY ALDERMAN SHEA, IT WAS VOTED THAT THE CONSENT AGENDA BE APPROVED.**

- D.** Communication from Susan Eid, Vice President, Corporate Counsel, MediaOne, regarding franchise renewal proceedings, pursuant to the Cable Communications Policy Act of 1984, Section 626.

Alderman Cashin stated I would just hope that the Committee on Administration when they meet with MediaOne discuss the fees, they seem to have gone out-of-sight. I know I'm getting a lot of complaints. Once we sign the franchise, we lose control and I would certainly hope that they look into it.

Mayor Wiczorek stated I agree with you and I think everybody has been put on notice and has probably received calls just as you have indicating that a lot of things have been changing and they have been changing rather rapidly without our having contracted for a lot of these things, so you can be sure that they will all be very cautious in proceeding with the licensure this time.

Alderman Cashin moved that the communication from Susan Eid be referred to the Committee on Administration/Information Systems. Alderman Pariseau duly seconded the motion. There being none opposed, the motion carried.

**Warrant to be committed with abatements totaling \$ 122,467.40 to the Tax Collector for collection under the Hand and Seal of the Board of Mayor and Aldermen.**

U. Warrant for Collection of Sewer Charges in the amount of \$122,467.40.

Clerk Johnson stated reports have been distributed reflecting abatements totaling \$2,116.25 and requested that the warrant be committed as abated.

Alderman Sysyn moved that the warranted be committed as abated.

Alderman Soucy duly seconded the motion. There being none opposed, the motion carried.

Confirmation of the nomination of Alice Monchamp to succeed Marion Ciechon as a member of the Airport Authority, term to expire March 1, 1999.

On motion of Alderman Domaingue, duly seconded by Alderman Cashin, it was voted to confirm the nomination of Alice Monchamp to succeed Marion Ciechon as a member of the Airport Authority, term to expire March 1, 1999.

Confirmation of the nomination of Marc Pappas to succeed himself as an alternate member of the Board of Adjustment, term to expire March 1, 2000.

On motion of Alderman Robert, duly seconded by Alderman Sysyn, it was voted to confirm the nomination of Marc Pappas to succeed himself as an alternate member of the Board of Adjustment, term to expire March 1, 2000.

Confirmation of the nomination of Brooks McQuade to fill the unexpired term of Christopher Vaal as a member of the Retirement Board, term to expire January 1, 1999.

Mayor Wiczorek stated I have a letter here from Brooks and read it into the record as follows:

Dear Mayor and Aldermen:

Unfortunately, I am in New York on a buying trip and unable to attend tonight's Board meeting.

I am very pleased and excited to have your vote of confidence in electing me to the Retirement Board. As your representative I will do everything in my power to uphold the high standards expected of this position.

s/Brooks McQuade

On motion of Alderman Elise, duly seconded by Alderman Pariseau, it was voted to confirm the nomination of Brooks McQuade to fill the unexpired term of Christopher Vaal as a member of the Retirement Board, term to expire January 1, 1999.

Brief presentation by the Riverfront Park Foundation, Inc. regarding plans being developed for a riverfront esplanade walkway and bikeway along the east bank of the Merrimack River.

Mr. Sommers stated I'll try and make this a brief as possible. Peter Ramsey from The Foundation is also here for this presentation. Essentially, a couple of weeks ago Peter Ramsey talked with me about a potential boardwalk and extension of ideas with respect to the potential riverwalk along the eastside of the Merrimack River coming up from the stadium and going to where the islands are. I think everybody knows that For Manchester has been involved with respect to trying to get access to those islands, so what I was going to try and do tonight and Alderman Reiniger was also involved in these discussions. What I want to do is run through quickly a brief history. I've given you each an informational packet so you can kind of mull it over and won't go through all of it, but what you will notice is a list of studies that have been done since the 1970's and what we're going to show is compatible with those studies. There has been a lot of studies done, a lot of work done on the idea of promoting the Merrimack River as a major recreational entity in the City and it is quite frankly our best natural resources. So, in that regard we started looking at some of those studies and Ron Johnson and Bob MacKenzie were very helpful in helping us look at some of these things. The first study that I just wanted to provide you with is the Heritage Trail Study. Now, if you look at this map this is basically the Merrimack River moving south to north, this is Elm Street along here, the Granite Street Bridge, and the Bridge Street Bridge to give you a little indication of where you are. If you look at this you will see the dotted lines of the Heritage Trail moving along existing ways and part of that way is right along the River and that's really part of the riverwalk that we are talking about, of which has been constructed and the intention is to try and connect that to the south and the north. This is in place, but what we're talking about is really enhancing that particular project. Now, in 1995 the Parks & Recreation went to the State for ISTEAs money which was a project that they promoted as an overall cross trails project for bike trails, walking, etc. and if you look at the grey area you will see the Heritage Trail, a part of which was just shown on the other plan, and the area we are talking about is right here and you'll also see a cross trail that goes west to east and that's really a rail trail through the abandoned railroads and then you'll see another future trail along Mammoth Road. This really presents the vision that Parks & Recreation has put together for the City of a trail system. I didn't know about this particular study and I

thought it was pretty exciting. The importance of this is that Parks & Recreation as I think everybody knows the City has purchased the rail trail going from Goffstown to the Merrimack River and they already own the railroad crossing and what we're really talking about is moving from there is extending the soccer stadium now northerly along the Merrimack River as a boardwalk and then tying it in and then extending as a boardwalk again and connecting in the entire system. Everything being connected back to existing streets and the other improvements that are being done and promoted in the City. If you go from south to north you begin with where the stadium is, the dotted black lines are an indication of approximately where we would put a boardwalk or our preference as to where we would put a boardwalk along the riverside of the mill buildings, underneath the Granite Street Bridge, going north again to the backside of the buildings and then tying into the existing system up to Arms Park, connecting up further under the existing system, and then using a boardwalk again. I've walked this and it is doable. We will probably have to go through a number of ideas and concepts because I'm not sure exactly how For Manchester and other people interested in tying in the islands up at the Falls want to do that, so that it still up in the air. What we're really here to do tonight is to present the concept, I don't have numbers, I don't have dollar figures in front of me, we have to do all of that yet. We really are trying to promote this so that you know what's going on and that we can hopefully get your support and proceeding forward in doing more detail study in terms of numbers, etc., so that we can move forward with this. The red lines represent plans for connection of Elm Street down into the Millyard and those are already in the works, the study has been done on those and what you can see is that they would all be connected under this scenario. So, the other point is that being realistic, you're not going to construct this all at once, so as part of any program we're probably going to have look at how we would phase it and that's going to be a function of cost and what's doable and where and we may even have to change locations, maybe this part can't be done and it has to go here. The other things that we have to do is we have to talk with more of the landowners, I know that The Foundation members have talked with some, very preliminarily just to get the idea out, but we know that we are going to have to speak with more of them to get agreements. There is a lot of work to be done ahead and we're still fairly early in the process, but just to give you some idea of what a boardwalk might look like we have a couple of ideas here...if you look at this as being the wall that typically runs along the east side of the river, we would like to connect the boardwalk to that and either use a pile system which doesn't have to go out into the river because if you go out and look you'll see that there is during low water, the normal river flow is below...there is a dry area and if we can't do that because of permitting processes we could go to a cantilevered system in which we support the boardwalk system from the wall entirely and maybe we'll use a combination of those. So, those things have to be factored in through this whole program. We believe that it's doable and Peter who is here can speak for himself, but I think they've already shown their ability to promote and to get things done and with than I am open to any questions and Peter and Chris are here from The Foundation and I'm sure they can answer questions also as is Ron Johnson and Bob MacKenzie.

Mayor Wieczorek stated, Tom, I think it's very appropriate that you should be talking about this here on this agenda. Ron Johnson and Ron Ludwig and I just came back from Providence after a couple of days and it was a session on urban parks and it had to do with water and we looked at the new water walk that the City of Providence has just put in and they have spent a huge amount of money in trying to do that and hooking in a couple of rivers. I think the one thing that I got out of the session here for the last couple of days is that people are very interested in water. Everybody likes water and everybody wants to be doing something with it and all communities that have water are trying to capitalize in some shape or form onto water whether it's a river or a lake or whatever they have, the ocean, whatever they may have located in their community. I think this is very exciting. I have always felt that we should have a focus on the river and we just have never really been able to come to grips with whatever it is out there, but I think with the things that are occurring in the Millyard now there is a lot of excitement that is building and I think this is really a very appropriate time to be taking a look at something like this. I don't know if there is anybody on the Board who has a different view or another idea or something they'd like to say to Tom or Peter.

Alderman Wihby stated, Tom, as far as the landowners, do we have to get permission from all of them.

Mr. Sommers replied the City owns some of the property, obviously, but there are landowners there that we are going to have to work with and get easement rights or whatever it takes. From the brief discussions that I know Peter has had and I haven't talked to them personally, I know that there is a generally favorable impression. Obviously, details have to be worked out and stuff and they aren't going to say it's great because it all depends on how they feel they are going to be affected by it.

Alderman Wihby stated about the liability issue or something like that.

Mr. Sommers stated those things will all have to be worked out and I believe those things could be worked out.

Alderman Wihby stated I think it's to everybody's advantage to do this and have it opened up and have people down there.

Mr. Sommers stated one of the things I didn't say was if you put a boardwalk out there then you've opened this up to other uses...maybe retail can go in there...you have the carts that go along there in the summer, you have some shops, you have some open cafes that if they're not right on the boardwalk maybe they're adjacent to them, but there's just a whole lot of things that can happen in tying this community together.

Alderman Domaingue asked have we narrowed down the funding mechanism that is going to supply us with money to be able to do this, are we looking at grant money.

Mr. Sommers replied we will be looking at ISTEPA and I know that that may not be feasible, but Ron Johnson is already using some of that for the Piscataquog River area, but we would still look at that and I know there's more funds coming up for that in the future. I think that we're also going to look at private money and if there are grants look at that too, but the next step is to go and get some more detail, try to tie a budget number down and then move forward into that mechanism to look for the funding.

Alderman Wihby stated it seems like the last time you came to us, Tom, we were talking about the train down there, remember, and we actually did a whole lot of work with the State and we had committees where there were 40 of us in a room trying to figure out who had what jurisdiction over somebody else over there and we still couldn't figure it out.

Mr. Sommers stated this might be a little less controversial, I don't know, but we'll have to go through some issues, there will be permits and there will be some obstacles to overcome.

Alderman Reiniger stated as this report shows, this is not a new idea, this has been around for many decades. I think the point is that the time is now to do it. A lot of things have come together, a lot of developments are going on and we have a group The Riverfront Park Foundation which has proven that it can get the job done and it can raise money, so I think now is the time to move forward and I agree with the Mayor that Riverfront development is a key to revival of the Downtown and to cities generally.

Mayor Wieczorek stated I guess if there are no comments that are negative then, Tom, I guess we suggest that you continue and come back with more information, I think it presents a lot of very exciting ideas here.

Alderman Wihby stated I know Peter Ramsey's here and I think everybody feels the same way as far as complimenting him on how the stadium came in and maybe with Channel 40 here he can just tell us what some of the events are coming up, do we know some of that so we can get it on TV, I know there's some soccer and other things.

Mr. Ramsey stated thank you. It's a pleasure to be here tonight. I'm proud to say that I left directly to come here from a soccer game being played at the new stadium. West High School women are playing Trinity High tonight, it started at six-thirty, 500 people were there and it's going great. The field is wonderful and I think you all should know that in my humble opinion Manchester now has one of the finest fields in New England...bar none, the location is superb, lights are working great, the fans seems to love it, and it's only because of you people that it's there now, so you ought to be very proud of yourselves. I might say not in response to what Tom said that Ron Ludwig and Ron Johnson up at Parks & Recreation and Bob MacKenzie have, I believe, the study and the concepts to move the riverwalk idea forward and frankly, I disagree a little bit with the idea that it only has to be on the eastside. I think it's foreseeable

five years from now that there be a riverwalk on both sides of the Merrimack River and that Manchester could be a place where people from all over the State come. I think with the kind of support you thirteen have shown, I think it's foreseeable that it could work. Funding wise, I think the appropriations in the area that would take to it wholeheartedly...there's some federal funds. I think it's exciting to think about and there are a lot of people like Chris Zoulios, many, many people since it came out in the paper that called. I think it could be fun to work on and I think we'll be back to you soon.

Mayor Wiczorek asked, Peter, what other events are scheduled currently between now and the time the snow flies over at the new park.

Mr. Ramsey replied on Thursday night we have a doubled-header - West High School boys and girls are playing Memorial. On Saturday morning Trinity is playing, I think Memorial. Next week we have several games scheduled and they'll be a grand opening, I think I can announce to you, I hope you've been invited officially, but there's a grand opening next Thursday at four and you're all invited, please come and it will be a short affair, so we can cut a ribbon and there are several events next week, there will be something in the paper about it.

Mayor Wiczorek stated thank you, Peter, I think that it really came out very well. If you haven't been out there to take a ride and take a look, it really came out beautifully. You're absolutely right, the location is perfect, the field looks like it's just in fantastic shape with the new grass and with the lights and the seats that you have there and the booth that you have, it's really a credit to everybody that has done so much hard work on it starting with the idea.

Mr. Ramsey stated I think it's something that you as representatives of the City of Manchester can truly be proud of.

Alderman Cashin stated, Peter, you're to be congratulated. I know what you went through from the start of this and a lot of people would have given up and for asking me to help you and work with you, I'm certainly proud of it and you certainly did a great job. It's people like you that make Manchester the City it is and thanks a lot.

Mr. Ramsey stated thank you, but it's really as someone who has served in government, it's a complete two-way street. You people had the courage to vote for it, there was no guarantee and you people take the time and the courage to run for office, it's not easy and you should be congratulated.

Alderman Hirschmann stated for commercial enterprises that would like to fly a banner at your stadium could you repeat an address or a phone number for people that would like to advertise at the stadium.

Mr. Ramsey replied they can call 668-9702, they can ask for Ken Provencher or myself and we're trying to save money and don't have an office yet, but we will eventually, I hope.

Brief presentation by the Finance Officer, Director of Information Systems, and the Human Resources Director relative to the new HTE System, its status and future.

Mr. Clougherty stated the HTE system is an important project for the City. At the last meeting, the Board asked for an update and I informed the Board that we had 17 weeks of data that we were trying to go back and make sure was accurate going into the system. We now have approximately four or five weeks, three of which are in process, so we've made a big dent and we're going to continue to work on that and hopefully these last four or five weeks will roll through fast. Just to bring you up-to-date on a couple of things. Diane Prew is here and she is going to talk a little bit about the system and the status with respect to what we've gone through to get it to this point and then Mark Hobson is going to make a presentation and then I'll make some brief comments at the end.

Ms. Prew stated what I'd like to do is take you very quickly through how we got to where we are now. In 1996, as part of the CIP budget we were given \$2.58 million to fund this project and there were actually three components to the project. It was a metropolitan area network which is initially complete at this point connecting the 21 buildings throughout the City. It also included the upgrades of PC's throughout the City and that is about 90 percent complete, and then there was the installation of an integrated municipal information systems. Now, it was the Systems Advisory Committee that was going to oversee this project and the Systems Advisory Committee is made up of the Mayor as Chairman, a representative of the School Department, and five representatives of major user departments. The Information Systems Committee then formed the Automation Steering Committee and charged them with proceeding to select a vendor for the project. The Committee was made up of a broad representation of departments and it worked very closely with all City departments conducting meetings to discuss their needs and this included the School Department. As a result of these meetings a Request for Information was put out and as a result of that request we had numerous vendor demonstrations and these were attended by many City departments including the School Department, the whole effort was to involve City departments, the people that would be using the system as much as possible. Using the information gathered during the RFP process a Request for Proposals was put together and this was extensively reviewed by the School Department and given its blessing. The Request for Proposal was issued in June of 1996 and the RFP resulted in more vendor demonstrations and site visits. Several members of the School Department visited Needham, Massachusetts to review their implementation of HTE and they saw what they liked. On the basis of that, HTE was selected as the vendor in November of 1996. A School Board presentation was made in January of 1997 and at that time the School Board approved the project. In March of 1997, the IBM AS400 computer was installed. From March through June of 1997, there was intensive implementation training for all City departments. The School Department took part in this training and attended 26 days of formal training. On July 1st the system went live. Where we are today, the system is up and running including the general

ledger, the accounts payable, accounts receivable, purchasing, and payroll. Have there been problems? Yes, there have as there are with any project of this magnitude. Over 2,700 employee records were manually entered into the system. In order to accomplish this temporary data entry clerks were used, these were people that were not as familiar with the data as regular staff would be. The regular staff was dealing with a brand new system, brand new financial system, brand new payroll, and in some instances their first exposure to PC's and to Windows. So, they were dealing with a rather difficult learning curve. As a result, there were problems with the data entry. But, this is not uncommon when you put in a system of the size that we're talking about. When you consider that we've consolidated four systems into one, we've taken the City system, the School system, the Water system, and the Airport. There were some delays. The new Superintendent of Schools was not comfortable with the chart of accounts as it was originally recommended and so adjustments had to be worked out and they were. However, this did take time and there were some delays in the implementation of the final chart of accounts that amounted to about two months. Our current status -- payroll, all payrolls have been posted to the general ledger except for July. July was the tough month, these were the first payrolls, they are presently being fixed and they should be completed in two weeks or less. Accruals will be showing up on the employee's paychecks with the October 30th payroll. Year-to-date balances will be taken care of by year-end and there will be one W2 issued. Another area that still needs to be completed is the completion of the project balances, multi-year projects such as this one, those balances haven't been brought forward as yet, but it's anticipated that that should be completed within a month. Now, departments will have to take some care and review their payroll reports and their general ledger accounts to ensure that everything is posting appropriately. I think you can understand when you have a new chart of accounts it's easy to transpose numbers, but those kinds of things have been entered and obviously the system doesn't know where it should go, it can only post based on what has been keyed in, so that will have to be carefully reviewed. Once the data is corrected, the reports are there, there is extensive extended reporting capabilities available, the departments have the capability to request those reports on their own, they can print them in their own departments, they can print those on demand. If the standard reporting isn't sufficient, we will be having additional training...HTE will be coming in, there's a capability for custom reports with something called their extended reporting. We will also be installing additional tools which are a little bit easier for the departments to use and they'll be able to do their own customer inquiries and they'll also be on-going in-house training...accounts payable, accounts receivable, those kinds of things we plan to have those on a regular basis for the City departments and, of course, HTE is on call if we have difficulties, they have come up and assisted us and will continue to do that. In conclusion, we were charged with finding a system to handle the needs of the entire City including Water, Airport, and School and we believe that this system can do that.

Alderman Wihby asked when you're talking about we're all up and in place and the payroll's going to be posted through July and all that stuff are you talking about the School Department as well.

Alderman Wihby stated so even though they've stopped using it, you're still going to continue.

Ms. Prew replied if the School Department goes back to their old system there is going to be a certain amount of time that is going to be required for them to do that. During that period of time, we will have to continue to pay School Department employees with the new system. So, we will have to continue to pursue that. In order for them to bring up their old system for W2 purposes, they will need information from the new system in order to be able to report for the entire year.

Alderman Wihby asked they will be able to downline the new system to the old system or are they going to have to have two W2's.

Ms. Prew replied the way it is now, if that were the case they would need to bring that information into their system otherwise they wouldn't be able to do the reporting that they need.

Mr. Hobson stated, Alderman, I was going to address that issue in my presentation. Kevin Clougherty and Diane Prew and I decided that it might be a prudent thing for me to discuss my own background and experience with the conversion in the School system. I started with the School system in November of 1994 and in December of that very same year, I became involved with the conversion. Secondly, I left the School system this past fall and have been involved in the conversion on the payroll side and that's really what I'm here to briefly talk about tonight is the chronology of HTE and the rationale of why we went to what we went and where we're at now. First of all, the School computer system has been discussed over the last month as a back-up system and that School would run parallel systems. A couple of things that I think we need to know about in terms of a business decision and I realize that the people at School know this...the current School computer system was installed in 1984. It was last upgraded in 1989, it was last maintained on a contract in 1991. The system is dated. Secondly, the system cannot handle fiscal year 2000 calculations. Like many other computer systems that was one of the driving reasons behind going towards a new box. Thirdly, the computer system for School experiences serious hardware and software failures over an 18-month period. One of those failures occurred around Thanksgiving last year and we have still had a problem with W2 payrolls from 1996 for School employees because of that system crash that's being repaired still to this date. Finally, the School computer system did not easily and successfully communicate with the City computer system and the New England Automated Clearinghouse which most of the banking network use to have direct deposit for many of its employees. One of the School conversion issues that came up...there were quite a few and quite frankly while I was there I had to deal with many of them. Account code entry errors were made as Diane pointed out by several temporary employees that we had to hire, however, those entry errors are being corrected every single day. That improper entry means that we might have inaccurate information in the system in some places and in some cases and in some modules, but it does not mean that we have an inadequate system because we may put something into the system that's wrong doesn't mean that we can't correct it, it can't correct itself, we have to do that. Payroll

problems were addressed on a regular basis and these have decreased significantly. Four payroll periods ago, we had 180 employees that were not paid properly in the system...four were from City departments and 176 were from School departments. Since that time, we have shrunk that to approximately one or two manual payroll entries that have had to be taken care of. Each week errors are decreasing and the successes are increasing. Finally, this past week as Diane discussed every employee throughout the entire City and the School system received a newsletter from our office updating them of the status of the conversion. So, where are we going. Payroll batches are in process and will be fixed by the end of the month, that means that information from the payroll system will be upgraded with information from the general ledger and the emphasis system. Now is the time where we need to put additional resources towards training and refinement of procedures between departments, particularly departments like the School system, the Finance office, and the Human Resources office, the payroll system on our side. If we spend a lot of time on redundant systems that is looking backwards over our shoulders. We're going to divert resources from achieving the goals that are lying in front of us. This, in my opinion, and with all due respect to people at the School it's not the time to look behind and split our resources, it's the time to come together and maximize our efforts. We need to look forward, we need to stay on task. I have a lot more detail in this four page report that I handed out to you and there are three items attached to that report...one, includes a letter regarding the RFP from School and the other two dates back to something that I'll job your memories and that's 1994 when we brought together a technology plan and I was a member of the School District at that time and we talked to the Aldermen and School Board members down at the University of New Hampshire about where school technology was headed in the future and one of the items that we discussed was bringing together a network capable system that could do school site based management and I'm here to tell you that we have such a system. I'd like to pass out for you, just for your review and I'm not going to explain them some various reports that were pulled off the system today by people in my office. These reports that were right off the system, right off the menu, this did not take a good deal of time looking at something called "query or writing it", you don't have to be a programmer to do this. So, if you can just take one and pass it on.

Alderman Pariseau asked, Mark, do you think the School Department will take as much time bringing up their old system as it would to correct the problems with HTE.

Mr. Hobson replied one of the things I addressed in this chronology and this is just my opinion is that if we...I was just trying to think about this and I talked to Diane Prew and Janelle Laroque who's the Compensation and Benefits Manager...if we were to take the information off the new system to put it into the old system so we could run redundant systems, we would have to get the information off of the new system first, then we would have to manually enter it into the old system. Now, if the information in the new system is wrong, it has to be fixed before you can take it off that box and put it in box A-1. So, it would appear to me that that doesn't make sense from a standpoint of the best use of resources. What I think I'd rather do is extend every effort

that we possibly can to the School system to try to fix whatever the problems are. Again, I think it's a time to come together.

Alderman Pariseau asked do we have any authority to mandate the School Department to stay with HTE.

Mayor Wiczorek asked Solicitor Clark to respond to Alderman Pariseau's question.

Solicitor Clark replied as you all know the School Department can spend their own money. If they have money that they want to start up their old system with, you can't stop them from doing that. The issue has come up quite a few times over the year with the Aldermen trying to mandate how they spend their money, and we can't do that. We can, I believe, set up a standard City system and have them participate in it, but we can't tell them to spend the money on it. I didn't get any communications from the School Department on this, but I did see a little bit of the meeting and I noted the votes and I understood that the vote was to use the old system until the new system was fixed, at least that is the way it seemed to me and that they also took a separate vote to schedule a meeting with Human Resources, Finance, and Information Systems and HTE to try and work out the problems.

Alderman Pariseau stated I understand that it hasn't cost the School Department a dime to come up with this HTE inputting and all of this other stuff. If we were to find out how much it cost the City to do what it did on behalf of the School Department, could we submit a bill to the School Department although it was through the bonding and I just say that...maybe in the hopes of deterring them from doing what they want to do which would undermine the whole process.

Solicitor Clark replied I would have to discuss that with Finance and the others. I really don't have anything on that one.

Alderman Pariseau asked would it be legal, I guess.

Solicitor Clark replied I would have to take a look.

Mayor Wiczorek stated I think the vote that was taken by the School Board was that they would try to run the two systems simultaneously inputting the information into the old system and maintaining the new system, but I have serious reservations about that because I don't think they have the personnel to do that, I don't and that's just my opinion.

Alderman Pariseau stated in watching the School Board meeting relative to this new system, it amazes me to find out that Tanguay sat there and didn't say a word about him holding up the process for two months. If he had questions about the new system, then I think he should have met a lot sooner with Finance and with Information Systems instead of holding up the process

for two months and coming in on Channel 40 complaining to everyone that the system just won't work for the School Department and it will if they give it time.

Alderman Domaingue stated, Mark, is it safe to say that the School Department personnel probably represents one of the largest departments for the City of Manchester.

Mr. Hobson replied yes.

Alderman Domaingue stated to be blunt about it, what we're really talking about is a sensitivity issue of payroll, are we not. Are we talking about payroll, Mark.

Mr. Hobson replied payroll is the area that I'm responsible for and I certainly have a great...

Alderman Domaingue stated we're talking about glitches in getting this information together which payroll is a hot button issue, let's face it.

Mr. Hobson stated absolutely.

Alderman Domaingue stated if somebody gets a paycheck and it doesn't represent what they worked, they're going to be a little bit bent out of shape, would you agree.

Mr. Hobson replied yes and they should be.

Alderman Domaingue stated so you're talking about a real issue for employees of the School Department and I don't think we need to underplay that, but at the same time I'm looking at a system that is brand new and is going to bring us all, city-wide into the 21st Century and I'm a little perplexed, quite personally, that I have an education system that seems to want to roll backward instead of forward. The system specialist here said that the School Department was represented from the beginning in 1996, I'd like to know who was doing the representing, was it a member of the School Board, was it the department head, could someone tell us that.

Ms. Prew replied it was the previous Business Administrator, Mr. Roger Descheneau.

Mr. Hobson interjected and the Director of Technology, Terry Bullard who was the Director of Information Technology at that time and Roger Descheneau was the Business Administrator at that time and the two...they were in communication with Diane and were in communication with the Advisory Committee and they along with me and I think one other person internally worked on the Request for Proposals. Another thing that I just want to comment on is that I worked for the School District while the Superintendent was raising his issues and I want it to be publicly stated and I think that Kevin and Diane would agree that everything that the Superintendent brought to our attention were...at least I know in my opinion... they were legitimate concerns, they were things that he had serious reservations or questions about how this would work or

what procedure would take place. On the same side, in terms of his sincerity, I think the people on the Advisory Committee and the Mayor's Office did everything they can to try to quickly and expediently address his concerns. The problem is with what was brought up earlier that close to two months passed and we were faced with moving the payroll forward on May 29th where Janelle on the City side had moved the payroll forward weeks ahead of time. So, School including me...we were caught in a time crunch.

Alderman Domaingue stated then the timing was the major factor.

Mr. Hobson stated time was a problem.

Alderman Domaingue stated I don't want to get into the personalities of who did what, when. My concern right now is you've got a School system that should be wanting to move forward, particularly in the area of computerization whether it's for their own employees or whether it's the message they send to the school children in the classrooms which says we need to be prepared for the future and I would hope that whether it's their payroll or whether it's their classroom they're sending the same message and it's a uniform message. We talked about 26 days of training, are you telling us that the Business Administrator and the Superintendent are the only two people who participated on the School side in the training.

Mr. Hobson replied no. Actually, Diane has a training calendar from the rosters of everyone who attend the training had to sign in. The training calendar will show you that there were...

Alderman Domaingue stated there were more than two representatives from the School Department who participated in the 26 days of training.

Mr. Hobson replied probably closer to five to ten people.

Alderman Domaingue asked who is going to pay the cost of whatever input is necessary for the School Department to revert back to their old system, is that coming out of their education budget.

Mr. Hobson replied, I don't know. I guess my goal is that I think we need to do everything possible so that they don't need to do that. I think we need to do everything we can and when I say we I mean people in the workforce. We need to do everything we can to move them forward. At the same time, and I'm not just saying this about School this happens with any computer conversion if you want to find a helping hand you should look at the end of your arm because that is where you are going to find one first and with computers you need to be hands-on, you need to get on the box and you need to learn and I believe that that's happening and I think that we need to do everything that we can to move that forward. I just think it would be, in my opinion it's a waste of time and resources for people to try to be in two places at the same time.

Alderman Wihby stated I'm going to echo somewhat of what Alderman Domaingue said but especially what Mark has to say. We can sit here and get mad at the School Department and we can say that you should have listened to us and you should have this one system and we're not going to give you more funding and we're going to take something away from you or whatever you want to say, but they did have a change of Superintendent's, he had some legitimate questions, we have some problems with payroll and I've been involved because they've been calling the Labor Department and I'm hearing from the employees who aren't getting their paychecks correct. I've been talking to Mark and it seems like a lot of the work has been necessary in data entry is what they're looking for and my feeling is and like what Alderman Domaingue and Mark are saying is that we have to work with them and we have to do this. Even if it means that we convince them to stay with the new system and that we will fund the data entry people ourselves out of the General Fund budget to get this done, get them working, and get them going in the right direction. Maybe that will convince them that we'd like them to keep the system going, we want them to keep it going, and they don't have to take it out of their budget. But, if they're going to have to input things twice and go into the new system and put it into the old system they're never going to change back for once, they're going to keep the old system going and all the data that we wanted in the City and the reason why we did this conversion was to move forward for the 21st Century. I know it's reversed and some people are mad at the School Department, but my attitude would be let's fund it ourselves, whatever the money is going to be let's get it done because it's data entry work only is what my understanding is to straighten the problem out and see if we can convince them that way that we want to work with them to make them convert to the new system. Otherwise, I don't think we have any authority to make them go back to the new system if they don't want to and we're just going to hit them and they're going to say that they don't have the funds and I just think we ought to work on this issue. We did push them a little bit faster than they wanted to be pushed but we had a new Superintendent, so we can't get mad at him at this point, he wasn't around and they were talking to him in California when we were implementing the system and he had questions just like any good administrator would ask when he was coming in here, but I think and, Mark, if we were to issue a directive that they could spend so much more money for data processing to keep the new system, would the problem be solved if we had enough people in there to help out or Kevin or whoever wants to answer that.

Mr. Hobson replied I'm not sure.

Mr. Clougherty stated let me jump in and try to wrap up the presentation side, at least. We throw terms around like chart of accounts and files and things like that and it really may not mean much, but what's happening here is you're going from a system and it wasn't just the School system, it was Water, Highway, a whole bunch of systems out there that we consolidate onto one. Whereas before, you'd look at the School chart of accounts that might have one box for a particular function and the problem we had is when you went to make decisions you didn't have good cost information, you had aggregate information, but you never had the cost

information. The difference between their old system and all the old systems and this new system is that you probably have 15 boxes underneath where that one was before laying out all of the detailed costs associated with a particular program or function. So, the charts of accounts so-called in the new system is much more detailed to get at the cost information at very low programmatic levels...in the Highway Department, in the Water Department, and in the School Department. In order to use the new system you have to make sure that you are paying more attention to your data entry than you did under the old system to make sure that you make the correct charges so that when Frank or Claire over at Highway are looking at a particular individual's weekly salary they've got to make sure that they tell us is he going to plowing and what district and what equipment is he assigned to...much more detail than before in order to get it back and the same with School. So, it's a much more quality control sensitive system and that's hard for people as I've said in the past to make that transition. So, when you say we're going to make the conversion from the old system to the new system it's apples and oranges. You're not going to be able to take an old system/new system conversion very easily. I will remind the Board that the last time we tried to interface the School system to just the LGFS system that we're coming off that is not as nowhere as sophisticated as the new system, it took a year of programming. There are multi bank account issues, all kinds of detail and the conversion just isn't as easy as perhaps people might think. But, all that being said we've been giving you these progress reports over the last couple of weeks and telling you where we are and moving along this system and I think the hurdles are not insurmountable and I think the confusion with respect to cost comes from a form that was given to some of the School Board members. Each year at this time, as you know, we send our forms up to DRA for the tax rate setting and included in that are forms for the School Department which show not only what the School budget is, but all of the City functions that are related to School. So, for example, even though we pay for and budget for plowing for all of the schools in Parks & Recreation, it's not a charge to their budget but when we set the tax rate we have to show that that is a School related cost and the reason we do all those things whether it's Officer Friendly from Police or Refuse Maintenance from Highway, the reason we do all those types of things is so that when they set the out-of-town tuition rates the people paying their share of what is the tuition for the City is balanced and as part of that we are showing the School Department associated costs for the system are being counted in that way. But, we are not asking them to pay out of their budget for these costs and I know you people understand it because we've gone through these MS forms with you and you know what we're trying to do here in setting that up, but to School Board members who maybe look at those for the first time, it's a little confusing and that is where we have to go back and make sure that they understand that they are not being charged for this, it's coming out of the bond issue and we're all trying to move this thing together. One thing I'd like to say and you can go back and forth on all of these points... today in Boston is the Annual Bond Buyers Conference and it's a conference where all of the municipal underwriters, all of the cities and towns that issue debt, all the state treasurer's are meeting with underwriters with bond counsel and credit rating agencies. Today, as one of the major presentations credit rating people were asked what is going on in New England and there was a report that was put out by Moody's Investor Services, this is the first time that a report of this type has ever been done by a

credit rating agency and basically what it does is it says is what's going on in New England and it compares all cities and towns. The title of this is New England Cities and Their Struggle Against Urban Decline. An Analysis of Economic Trends and Their Impact on Credit Quality. Manchester looks terrific in this report. So, for all of the hard things that we are working on and trying to do, it comes forward in this report and I just want to read you a couple of things that I think are important to the point I want to make here tonight on these systems as to why we're doing this. "The profound changes that have affected New England cities have had a direct impact on their credit quality. From 1970 to 1997 15 of the 17 city ratings were lowered, only two ratings improved. Those of Boston and Manchester, New Hampshire. The long-term decline and credit quality corresponds directly to economic difficulties the cities have endured throughout this period." Manchester's distinguished itself in this report. It goes on to say and Some Cities Have Fared Better Than Others, is the title here and I'll try to make of this and get it out to you. "Three cities in the study from northern New England - Nashua rated A1, Manchester rated AA and Portland rated AA have performed particularly well. By almost any measure their economies are healthier than any other cities in this study." Now, the other cities in this study just to give you some point of reference as to who we're being compared to are Boston, Worcester, Providence, Springfield, Bridgeport, Connecticut, Hartford, Connecticut, New Haven, Connecticut, Waterbury, Connecticut, Lowell, MA, Fall River, MA, Brockton, MA, Nashua, Lynn, MA, Lawrence, MA, Portland, ME, and then the United States as an average. When you listen to this you say Manchester is in pretty good shape, so what's the rush to try and do some of the things that we're talking about with computers. And, the one thing you have to remember is what we've talked about over the years and the presentations about the economics of the City and cycles and that's something that the School Board has not had the ability to look at and to attend. If you take a look right now and say everything is fine, let's stay with the system we have, we have no problems. I've got to tell you it's an ostrich mentality. Go back and take a look at the data, look at the scatter grams that the economists are showing you...1970 in the tank, 1980 in the tank, 1990 in the tank, 2000. Take a look at where the economies of these cities and this City were in 1987 and 1988 and take a look at where we are now. Take a look at where we were in '77 and the comparisons are startling. The urgency to put in a good cost accounting system for this City is not because everything is doing okay today. We're thankful for that, the Board made some tremendously hard and difficult decisions to get it where it is and it deserves every bit of credit it gets in this report today, but you can't stop. What's going to happen is if we hit this 10-year blip and it's on schedule, it's a year away. Now, if we're going to be able to deal with the downturn we have got to have better cost information than we have ever had on any of those other systems or we're going to be dead. We have been able to survive the last downturn mainly because we took advantage of some credit rates and did some refunding, we were able to do some things trimming back budgets...I've got to tell you and you know this better than anyone. The City department budgets are not inflated, they have been cut back for a long period of time, you have done some shifting between departments so that you've cut out some administrative...remember the pie charts that showed administration and the shift into safety and the shift into education, you've shifted resources, but there is not an awful lot of fat there if you go back into a recession and you're going to have to

have...you can't just look at aggregate dollars, you've got to get down in programmatic level information. If we wait until we're in the recession, the City is dead in the water. You can't try and put in the system and I know people are criticizing me for pushing and pushing and that's fine, I'll take that criticism because if we don't push forward and don't get at least a year of information into the system so that we can test these costing analysis when you people need to make hard decisions and maybe with a little luck we won't have to, but when that cycle hits and if you have to make hard decisions you have got to have the detailed information. We have talked about this for a long time and that was the recommendations of the auditors is to get everybody on one system so you could do those types of models and that the City could retain its competitive advantage. The City of Manchester today...I wish we could have filmed this because Manchester got some good reviews and I think that is going to carry on, but we can't rest on our laurels and that's what this is all about...bringing along a new detailed system that wraps up all the information together so that you can make decisions. The School Board, I know, could probably get along with the system that it has and that would be fine from their point of view, but it's not going to be what you need to make decisions that are difficult as we move forward and it's not what we're going to need to market the City properly in a competitive environment. So, this is all about preparation and timing, I know that there is some pressure to make some changes. From our standpoint the Board of Aldermen have passed a bond issue, asked us to put in the system and we're moving forward. The School Department has taken their vote, but the way we understood their vote they are still going to try and work with us. We think we're getting towards the end of the tunnel here. We think we're going to be able to start turning some things around before you start to see the need to go back to another system. It is going to require that they cleanse some data and we will help them. I know I had a call today from Norm, I didn't get back from Boston till right before the meeting, I'll call him tomorrow and we'll sit down and we're going to try and work out what needs to be done so that they can get the information. On another note, just because the system is not passing out formal reports out of the general ledger does not mean that there isn't information available in all the modules and that it's available to download and pull together in a spreadsheet format, that is here and has been there all along and we will work with them to make sure that those items are available to them. But, each department as Diane pointed out is going to have to go back once these reports come out and make sure that they've made proper entries. The Human Resources Department, the Information Systems Department, and the Finance Department don't know if Mary Jones should be charged to Special Ed in part and General Fund in part or whether Tom Smith should be in Highway Refuse, each department is going to have to go back and refine those and the department's are ready for this. Again, the City departments including School have put in a lot of work on this and there are levels of frustrations as you go through these conversions and I think we're near the end of it.

Alderman Wihby stated, Kevin, I think this Board knew what they were doing when they okayed the money, I think it's the School Board that needs the direction on doing and continuing with the new system. How are we going to do that, have I heard from you that you

think that before they switch you'll have them convinced that the new systems works and they'll never switch, is that what I'm hearing you say.

Mr. Clougherty replied I think they're going to have to stay on the new system in order to have the information that they need.

Alderman Wihby stated so you're not concerned with them switching, you think they're going to stay under the new one.

Mr. Clougherty replied for two reasons, Dave. First of all, if you listen to what Diane was saying the old system isn't maintained. Go back to the audit reports of a year or two ago, if you look at last year's audit report it doesn't have anything in there because the auditors knew they were going on the new system and they didn't comment.

Alderman Wihby asked did they know this when they voted.

Mr. Clougherty replied I'm not sure what the School Board knew and I think we need to have a broader discussion of why the system's going in.

Alderman Wihby asked can we move the system along faster, Mark, somehow.

Mr. Hobson replied what I heard the Superintendent say and what he told me on the phone today is that what he wants is a system that's going to give him good information and he can move into a site based management concept, he wants that, and he needs to do that. I think and I passed out to you, I asked Janelle Laroque today, I said to her give me some information about West High School, list for me every single employee, what their budget is, what they've been paid to date, what kind of employee that they are, how were they funded - from the General Fund or from Project Funds - what's the total FTE count, just for West High School. So, what I think we are going to have which we're building is not just good information for the School Superintendent, I think we're going to have great information for the Board of School Committee and the Superintendent. But, I think that is going to take time, it's a very large and extensive system, and yes in my opinion the School District central office probably needs more support and more funding to get the job done, but it's not my job to say where that has to take place. I think that we should be working with them to try to bring solutions. Alderman Domaingue said how many employees do they have. At peak times with the substitute payrolls they run over 1,600 FTE's, that's big. The rest of the City is probably running between 1,200 to 1,400 FTE's. We have more unions, we have far more diversity on the City side. School has almost 1,000 people that are paid as teachers out of one payroll cycle, so it's a lot of folks. So, I think that if anything tonight I'm just trying to underscore that we think it's a good system and we stand ready to help and we hope that the people at School are ready to work with us.

Alderman Wihby asked do you feel the same way Kevin does that they'll probably go back to the new system anyway once they find out what the old system is missing.

Mr. Hobson replied I think it would be a huge waste of time for the School District to continue to run its old system.

Alderman Wihby stated Janelle did a super job in keeping these guys and these people on-line, I know she was the one that got most of the phone calls, so keep up the good work, I guess and hopefully they don't call anymore.

Mayor Wieczorek stated I don't think there is any question about it, she has really put in an awful lot of time. People that have gone far beyond what would normally be expected of them on their job, no doubt about it. Mark, one question here. They had a number of employees though that left the School system that were trained, right, or had received a degree of training.

Mr. Hobson stated as things would have it actually there were almost eight employees, I believe that left the School District since the conversion started. People who were involved in one capacity or another and frankly that includes me. So, there's been turnover and I think Alderman Wihby stated also that the Superintendent came in halfway through the year and he brought a whole new team together as well. So, yes, there has been turnover...training has been maintained and that's to Diane Prew's credit and Rick Linder's credit from Info Systems and maybe we need to do more training which is what I said earlier, maybe now is the time to do what's called extended report training, something I'm very excited about and I hope that department heads will be as well that are here. We're going to start to be able to do applicant tracking, we're actually going to have a system to track people who come in the door and fill out applications and be able to cross-reference them with the skills that are needed for the jobs that we have open, that is phenomenal and School will have that as well. So, there are some great things to come and now is the time we just have to bear down and hold on.

Mayor Wieczorek stated I've had a couple of meetings with them and I've offered them the resources that we have to try to work through the situation, so I think as a City we are trying to do everything that we possibly can to assist them.

Alderman Soucy stated, Kevin, first of all my compliments to you and your department on that report, that really was outstanding and it really is a reflection of difficult decisions that this Board has made, but also some of the guidance that you've provided in recent years on this particular issue. I think long-term that all of this is necessary and is needed and it's crucial at this time in the City, but in my observation watching the School Board meeting this weekend, I think that the School Board's concern right now having rectified most of the payroll issues and understand it is their short-term need to start working on a budget and from what I can understand their biggest concern is their inability at this point to get the information, although it's being collected in the system, they're not able to generate it in reports and that's their

biggest short-term concern. Is the additional training requirement that they are going to need, obviously if they have had that many people leave in this short a time period, I think what they're lacking right now is trained people to start extracting that information in preparing their budget. Is that something that is going to be an additional charge to us or is that something that's included in the current contract with HTE.

Mr. Clougherty replied I think what we have to do is...we've done a lot of cleansing of the system. Once the payroll module hits the general ledger that is going to be a very telling time and you get those out to the departments. Now, what Frank Thomas is going to do is he is going to take his report and break it out and give it to a supervisor and he's going to say okay test this number and make sure it's right and the same thing can happen at School. There is no reason why they can't break that out and send it out to the Principal at West and the Principal at Central and the elementary schools and have their input and share with them the data that is there and refine the system that way and that can happen very quickly. I think that with respect to the reports, as I understand it, what the Superintendent's concern is is that he wants the report off the general ledger. Now, that's okay and you can wait for that, but that ignores the fact that there is already reports in these other modules. You can go into the payroll report now and generate the reports that Mark's talking about and pull those out and be refining them and looking at those and along with that and with what's been posted to the general ledger you know where you are. So, you can either go on-line or you can go in through those queries. The problem that we've had is that a lot of times we will get a request for a report in Finance and you have to understand that our rule is to go into the departments which is one of the reasons why we got into this. You don't want us going in and extracting it. So, we will call Diane or HTE and it's not something that we can turn around in 15 minutes for a meeting or a half-an-hour in short time, but if you sit down and say all right, let's cleanse and look at the numbers and pull together the format, the report you can start to pull together and cleanse this, I think, pretty quickly and start to get the information that you need. Department's have been doing that right along at different levels. Small departments have been doing it and larger ones as well.

Alderman Soucy stated I realize that process needs to take place, but in the short-term right now as they are starting to prepare for their budget will the HTE contract cover the cost to train additional people in the School Department to move this process along that much more quickly which has to happen if they are to prepare their budget.

Mr. Clougherty replied part of the normal process of evolution of a new system is you go through training before you come live with the system and you put in a lot of training, but to be honest you're looking at blank screens and fake data or you're looking at test materials and it's hard to really get a sense of how the system works, but as soon as you go live and you have the people coming into you, you start to realize that I should have set up this account or this person should be over here and you start to work through some of those details and that's normal. You can't think of everything in anticipation of the system and as you go through the training until you get your data in there and your people things don't pop out and hit you in the face the way it

would. So, you have to go through that very trying first quarter of getting information and looking at the different cycles and seeing what's wrong. At the completion of that, you start to see people getting over that and saying all right I'm past my data entry problems and how do I get this stuff in and how does it work and don't do something out here because I'm too focused and they start to open up and say all right, now I want to get information out and we're seeing that at all of the department levels and that's the normal flow. So, the system that we have put in place is designed to gear towards that and we had a department head meeting last week and said to the departments we are going to see Phase II here is now starting. We will be going out and doing more training, the Finance Department will be coming out doing training, HTE will be doing training and you're going to see a big step up in how you get information out and we will, as the Mayor said, work with School to try and help them get whatever they need out of the system. But, understand that what we can get out of the system is what they've put in. If you haven't put in information or if you've put in the wrong information that is something that each department has to go back and participate and fix too and then you've got the system completed and that will be another several weeks, but I think that's where we are, we're moving forward, we will work with them. I don't think it is as easy as cranking up the old system and plugging it in to get it going. The technological conversion as I understand it from Diane not to mention the banking and other aspects of this aren't things that you can just do overnight.

Alderman Shea asked how long will HTE afford training expenses. In other words, is it a five-year, two-year, under the contract.

Mr. Clougherty replied you talk about the formal training sessions and things like that, but then there is support and I think after a while you start to get where somebody has a particular issue which becomes a support item, no longer training...it's I've got this problem with this entry, how do I work it. Those types of things are covered under the agreement and that will be on-going for the life of this system that we should have for a long time.

Alderman Shea stated in this discussion it's really broad and I think that what we should do is possibly get people together who are involved with the decision-making...yourself, Mark, Diane, and the Superintendent of Schools....we can talk with each other or at each other here, but I think the important concern is to get a resolution by meeting with Superintendent Tanguay and any representative from the School Board and whether it be a School Board member in trying to resolve the problem because as it stands now it seems that you're heading in different direction, so my comment would be the sooner you can meet with them, the better.

Mayor Wiczorek stated we've done that, Alderman, on more than one occasion. We're still hoping that we'll be able to bring them on board and continue to move forward with the system.

Alderman Clancy stated I know the system's new and all systems have glitches, but how much longer is it going to take for this system to be up and running properly.

Mr. Clougherty replied right now, the system is up and running properly. The problem is that the data that is keyed into it isn't right and you have to go back and fix the data. So, the system is prepared. You put the right code in for the individuals and it will post to the general ledger, but in starting up you're dealing with much more detailed information at a much more detailed level of organizational breakdown and that's new and people have to get used to that. You have to understand that, you have to be tolerant and expectant of an error rate as part of a new system and to think that you're going to start things and it's pretty much going to be the same as something you've been running for five years or twenty years is an unreasonable expectation. You have to allow these things to work. We've got some departments that have people that a few days after the system went on-line were great, they have great aptitude and they're ready to go and then you have other departments that still didn't understand the old system and they're going to have to be brought along, but you can not move forward because some people take a little bit longer to get up the learning curve than others. You try to pull them along and help them and that's what we're doing.

Alderman Cashin stated, Kevin, it sounds to me like we might have rushed it a little bit, okay, maybe I'm wrong, but that's the way it sounds. You run into this, you can't help it but you've got a system you've got to put on-line and that's it. You can't help that. My feelings are that this Board tonight shouldn't make any recommendation, shouldn't take any vote, shouldn't do anything. They've asked for a meeting with you people, as I understand it, so why don't you have the meeting and try to work out the differences that you have and then come back to this Board.

Mr. Clougherty stated that's a good point. We didn't ask for any action by the Board. We understand that you've taken the action, we're moving forward on that and we'll try to work with them, so I would concur with that and that is the direction we are trying to move in, get the system moving.

Alderman Hirschmann stated that is what I was going to recommend, as well, Alderman Cashin's suggestion. I watched Channel 40 this weekend and I saw how confused the Board of School Committee was and waving around the document and as Kevin said it wasn't a bill, it was just a statement of account of what was spent and I think that as soon as Kevin gets together with them and explains to the Board of School Committee what this system is going to do for them and explains that chart of accounts and the cost that was attributed to them, but it's not a bill and I think they'll be in a better mood and they'll understand what's going on and we'll all get along and this will move forward.

Alderman Robert asked, Diane, does the staffing in your department have anything to do with the problems that we're having.

Ms. Prew replied on the HTE system, not directly, Alderman. These are more data entry issues and the installation of the HTE system was not affected by the staffing issues that I'm facing.

Mayor Wieczorek stated I'd like to thank Diane, Kevin, and Mark for bringing the Board up-to-date.

On motion of Alderman Cashin, duly seconded by Alderman Clancy, it was voted to recess the regular meeting to allow the Committee on Finance to meet.

Mayor Wieczorek called the meeting back to order.

### **OTHER BUSINESS**

A report of the Committee on Finance was presented recommending that Resolutions:

“Amending the 1995 and 1998 Community Improvement Programs, transferring, authorizing and appropriating funds in the amount of \$3,964.91 to the 1998 CIP 5.10252 Downtown Parks Rehabilitation Project.”

“Amending the 1997 Community Improvement Program, authorizing and appropriating funds for various Health Department Projects.”

“Amending the 1997 Community Improvement Program, authorizing and appropriating funds in the amount of \$3,000 for the 1997 CIP 5.20201 Library Literacy Volunteers of America Project.”

“Amending the 1998 Community Improvement Program, authorizing and appropriating funds for various School Department Projects.”

“Amending the 1998 Community Improvement Program, authorizing and appropriating funds in the amount of \$2,800,000 for the 1998 CIP 7.30260 Residential Soundproofing Program.”

“Amending the 1998 Community Improvement Program, authorizing and appropriating funds in the amount of \$5,000 for the 1998 CIP 7.60110 Piscataquog Riverbank Stabilization Project.”

“Authorizing the Finance Officer to effect a transfer of Sixteen Thousand Twenty-seven Dollars and Ninety-one Cents (\$16,027.19) from the 1996 7.10217 Valley/Tarrytown/Massabesic Intersection Improvements to the 1998 CIP 7.10115 Bridge Rehabilitation Project.”

ought to pass and be enrolled.

On motion of Alderman Wihby, duly seconded by Alderman Clancy, it was voted to accept, receive, and adopt the report of the Committee on Finance.

Communication from Elias Ashooh, Chairman, MDC Civic Center Sub-Committee, informing the Board of substantial progress made in the building and concession manager selection process noting that they wish to review the selection process and present their finalist to the Board of Mayor and Aldermen on November 18, 1997.

On motion of Alderman Wihby, duly seconded by Alderman Robert, it was voted to have the MDC Civic Center Sub-Committee make a presentation at the November 18 meeting..

Resolutions:

“Amending the 1995 and 1998 Community Improvement Programs, transferring, authorizing and appropriating funds in the amount of \$3,964.91 to the 1998 CIP 5.10252 Downtown Parks Rehabilitation Project.”

“Amending the 1997 Community Improvement Program, authorizing and appropriating funds for various Health Department Projects.”

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On motion of Alderman Clancy, duly seconded by Alderman Wihby, it was voted to suspend the readings of the Resolutions by titles only.

On motion of Alderman Pariseau, duly seconded by Alderman Wihby, it was voted that the Resolutions pass and be Enrolled.

There were no nominations presented by Mayor Wieczorek.

Mayor Wiecezrek stated I do want to make note of the fact that I neglected to introduce Joanne St. Pierre who is sitting here as the former Director of the Voluntary Action Center and is now the Director of the For Manchester program and I neglected to acknowledge her presence and I want to apologize for that and I see that she is already gone.

Mayor Wieczorek stated the other item is that Election Day is on November 4th which would be our next meeting and what we want to do is set November 5th as our next Aldermanic meeting.

On motion of Alderman Pariseau, duly seconded by Alderman Sysyn, it was voted that the next regularly scheduled Board meeting would be held on Wednesday, November 5, 1997.

**TABLED ITEM**

Petition submitted by State Representative Vaillancourt seeking the Board's endorsement regarding resident concerns of the Airport Access Road.

(Tabled 7/1/97)

This item remained on the table.

**NEW BUSINESS**

Alderman Robert stated in my ward we had a State Representative resign and I'm interested in making sure that my constituency is fully represented in the General Court and I'm asking for a special election so this person can be replaced.

Alderman Wihby asked who resigned.

Clerk Bernier replied it's Bob Asselin.

Alderman Robert stated he left the ward.

Mayor Wieczorek stated okay, Leo, so what.

Clerk Bernier replied all we need is a motion for me to direct me to send a letter to the Secretary of State's Office requesting a special election.

Alderman Robert so moved to direct the clerk to forward a letter. Alderman Cashin seconded the motion. There being none opposed the motion carried.

Alderman Shea stated I would like to take a few minutes to extend the gratitude of Ward 7 constituents to Chief Mark Driscoll and to the Police Department. In recent days, Chief Driscoll has spoken to over 65 Ward 7 constituents at a ward meeting, he's listened to their concerns and subsequently addressed these concerns at meetings conducted at the Police station on October 8, 15 and 20 along with the constituents and myself. Also appreciated is time and effort expended by Captain Pepsi, you all know who he is, Lt. Tracy, Sgt. Tibbetts, Sgt. LeBlanc, and most especially the patrol officers covering Ward 7 who have been instrumental in implementing and enforcing measures that have helped Ward 7 constituents enjoy a better quality of life. Thank you, Chief Driscoll, and your officers and I know that Alderman Cashin brought up compliments to you when they had trouble on the west side and I want to mention that we are sincerely grateful to you and to your officers for their efforts. We really appreciate that and my constituents wanted me to express their concern to you. Thank you.

Mayor Wieczorek stated I think that probably we ought to notify all of our residents that the modular home that we talked about to open the Police substation on the west side has now been

delivered, is in place, and that will be up and functioning very shortly and I think it's a good time to put the criminals on notice that we're going to make life very uncomfortable for them because you are right, Alderman, the Police Department and Chief seem to be everywhere and I just want to make sure that we give them the resources and the tools that they need to continue doing the good job.

Alderman Domaingue stated there are two items that I wish to bring to the Board's attention. The first one is to ask that the Board refer to the Risk Manager a letter I've received from constituents living at 437 Bodwell Road who had one of those new water meters installed and shortly after the new water meter was installed the feed pipe broke, not once, not twice, but three times. Apparently, their insurance covered most of the flooding damage in the building, however, the Water Department apparently decided to bill them for \$133.80 to shut the water off which is a little excessive and they'd like to have this looked at if we can.

Alderman Domaingue moved that the letter be referred to the Risk Manager. Alderman Clancy duly seconded the motion. There being none opposed, the motion carried.

Alderman Domaingue stated the second item has to do with the issue surrounding the controversy at the Post Office site and I was wondering whether or not you had any additional information as to why that particular project had been started and whether or not the City had given any indication that they did not need to contact us.

Mayor Wieczorek replied, no. As a matter of fact, they did apologize. I did have a meeting with Senator Smith and Representatives of both Senator Gregg's office and Congressman Sununu's office and I met with the Post Office officials that are in charge of the State of New Hampshire and they recognize that perhaps they did something that they shouldn't have done and are going to try to make sure that we get that thing corrected. We're going to have a meeting scheduled Thursday morning with the Post Office department where hopefully we're going to be able to iron out all of the problems that they've created. The new shed that they are trying to build I guess is right in the glide path of the new ILS system that we are having installed this month. So, there are a few complications in there and I think it's just an indication that sometimes the federal agencies don't coordinate the way they should be coordinating too, so we'll get this straightened out and by the end of the week I think we'll have a resolution to the problem.

Alderman Domaingue stated I'm glad to hear you say that, I hope that it correct, but I have to tell you that there are 115 homes in the neighborhood that directly abuts that site and those home owners and the people on Goffs Falls Road were assured by the Airport Director that there would be no building in that area. An excessive amount of beautiful trees came down to provide for a safety landing system, so that those homes would never have to worry about whether or not there would be any interference from aircraft for the safety of the passengers as well as the

homeowners, they were assured that the impact on their neighborhood when the Airport came in and further cut trees on their properties would end and suddenly they are faced with a warehouse postal facility. They are not anti-progress, your Honor, but they've certainly been impacted to the point where they've had it and I think that we can all understand that. I'm going to ask that the Clerk make copies of a letter that I have here from February 1973 from the Executive Assistant to the Postmaster General in which they acknowledge that the neighborhood is in existence there in 1973 and that the problems of impact on the neighborhood were real and significant and that they were willing to accept prohibitions against right-hand turns from their driveway onto Goffs Falls Road and left-hand turns from Goffs Falls Road into their driveway and I think the Board needs to be supportive of the neighborhood at this point because the impact that this kind of development is going to have on them after everything that they've been through is no small impact and I'm hoping that this Board will at least be sensitive to the neighborhood issues.

Alderman Cashin stated I don't know about anybody else on the Board, but I've had a great deal of concern about the impact that the Planning Board and the Zoning Board's are making in neighborhoods in this City. It seems to me like we're getting an awful lot of hot dog stands and an awful lot of drug stores and an awful lot of other things that just aren't compatible to some areas, at least in my area with some of the things that are happening just aren't compatible and I know by State Statute that we cannot talk to the Zoning Board and we cannot do certain things, but I did talk to Tom Clark and he did say that we could meet with the Chairman of the Zoning Board, the Chairman of the Planning Board, Bob MacKenzie, and probably the Building Commissioner to discuss with them just how they come up with the reasons that they allow certain things to happen. Somehow, I think we've lost some control and I'm getting more and more complaints about this and not only in my ward, but all over the City and I think when you drive around we're all impacted by it.

Alderman Cashin moved to invite the Chairs of the Planning and Zoning Boards, the Building Commissioner and the Planning Director to discuss with this Board what we'd like to see happen and how they form their decisions. Alderman Domaingue duly seconded the motion. There being none opposed, the motion carried.

Alderman Clancy stated the portable classrooms at Beech Street School are up and running, we have two new first grades and two new third grades, so I'd like to thank everybody involved, thank you, and the overcrowding at Beech Street School is now taken care of.

Alderman Hirschmann stated at the last meeting I asked for a landfill status update, presentation and it wasn't available. Could that happen at our November meeting, please. On behalf of the residents I'd like them to see the status update.

Mayor Wieczorek stated we will have someone here from the Highway Department at the next meeting.

Clerk Johnson stated there was a letter received from the Moore Center and suggested it be referred to the Committee on CIP.

A communication from the Moore Center was presented requesting approval to apply for a variance to meet legal requirements for its clients.

On motion of Alderman Wihby, duly seconded by Alderman Cashin, it was voted that the communication from the Moore Center be referred to the Committee on CIP.

A report from the Police Department relative to smoking at Gill Stadium was presented.

On motion of Alderman Pariseau, duly seconded by Alderman Soucy, it was voted to receive and file a communication from the Police Department regarding the smoking at Gill Stadium that had been requested by the Board at its last meeting.

There being no further business to come before the Board, on motion of Alderman Pariseau, duly seconded by Alderman Sysyn, it was voted to adjourn.

A True Record. Attest.

City Clerk