

**COMMITTEE ON ADMINISTRATION/INFORMATION SYSTEMS**

**December 1, 1998**

**6:00 PM**

Chairman Pariseau called the meeting to order.

The Clerk called the roll.

**Present:** Aldermen Pariseau, Rivard, Girard, O'Neil

**Absent:** Alderman Thibault

**Messrs:** T. O'Rourke, G. Sullivan, D. Prew, T. Arnold, S. Thomas,  
F. Thomas, J. Ritter

On motion of Alderman O'Neil, duly seconded by Alderman Rivard, it was voted unanimously by roll call, to enter into non-public session under the provisions of RSA-91:A-3 Paragraph 2(c) to discuss the denial of a license to operate a taxicab.

On motion of Alderman Thibault, duly seconded by Alderman Rivard, it was voted to return to public session.

On motion of Alderman O'Neil, duly seconded by Alderman Rivard, it was voted to grant a license to operate a taxicab to J. Ritter.

Chairman Pariseau addressed Item 4 of the agenda:

Update by Information Systems Director relative to the City's Comprehensive Integrated Municipal Information System; and a presentation concerning Year 2000.

Ms. Prew stated I would like to spend most of my time on Year 2000. Last time I spoke with you, we were looking for software for the Assessors system, their real estate assessment system needed to be updated. We have selected that software and we will probably sign the contract this week so that the schedule will be in place in time. The HTE system, we have installed an upgraded version of the software and that is supposed to be in Year 2000 compliance. We will be doing our own testing. We still have additional modules that we need to install for HTE. We still have the tax collection system and utilities billing. Those are the big ones. We hope to have those in place sometime in April of next year. April for

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tax and water and probably June for EPD. The community development module building

permits, code enforcements and those are also moving along and will be installed during next year so we should have all of that in tow. The desktops, which are the PC's in the departments, we will have all the departments upgraded by the end of this year and will be on the same software and by the end of January we should have city-wide e-mail in place. Hopefully, we will have the Internet access by the end of January for the desktop also. So that is moving along.

Alderman O'Neil asked are there any major costs there. I don't have either so I don't know.

Ms. Prew answered major costs relative to what.

Alderman O'Neil replied Internet and all that.

Ms. Prew responded there will be costs associated with Internet. There is the access that needs to be...like telephone service, we need to purchase that. We will be having a bid going out for that shortly and then we should have some concrete prices.

Alderman O'Neil asked but is every employee going to have access to the Internet.

Ms. Prew answered every desktop will have the capability. It will then have to be determined with the department head whether that employee needs that access or not, but what we are finding is that I believe access is probably going to be more widely needed than we anticipated initially. We have, in the Tax Office, the state is looking at maybe the Internet for exchanging information for motor vehicle registration. In the City Clerk's Office, they are looking to use the Internet. So people like, we never thought the cash tellers in the Tax Office would need Internet access but they probably will.

Alderman O'Neil asked but it won't get out of control where costs will get out of control.

Ms. Prew answered no. It is something that can be monitored and there are programs that we can see where people are going and there will be policies. We will come to you with a policy for usage.

Chairman Pariseau stated I have a question relative to that. I think that if the City, and I don't know how it works, but I think if the City pays the Internet access monthly charge, whatever, say it is \$4,000 a month or a year, how does that go.

Ms. Prew replied initial figures, depending on what kind of access, will probably be several thousand dollars a month.

Chairman Pariseau asked but no matter who gets on the Internet, the City is only liable for that initial amount.

Ms. Prew asked do you mean is it a flat fee per month.

Chairman Pariseau answered yes.

Ms. Prew replied I believe so. There are different types of programs and I think they do monitor also and of course then it depends what kind of response time you get. I mean if you have a taxpayer standing in front of you who is there to register his car, you need to have fairly good response time.

Alderman Girard asked these costs, the Internet access that Alderman O'Neil was talking about, have they been budgeted at all. Are they all new or were they considered part of the conversion?

Ms. Prew answered to get it started for the coming, what is left of this year, my budget will be able to deal with that. Then for the new budget year we will be putting in a request for that and then something that can be considered too is it may be possible to charge back the departments for the usage.

Alderman Girard asked is it possible that we will be avoiding other administrative costs, postage costs, things like that if we have departments like the Clerk's Office and the Tax Collector's Office communicating directly with Concord via the Internet.

Ms. Prew answered I suppose it is possible. In some instances, it may. Will it make up the cost of the Internet access? Probably not, but you are going for the efficiency, to provide better service, access, etc.

Alderman Thibault asked is there any safety here where someone that should not have access can.

Ms. Prew answered are you talking about someone on the outside coming into our system.

Alderman Thibault replied someone in any department that you feel should not have access to the Internet. Is there any safeties there to prevent that?

Ms. Prew responded that can be regulated with passwords and such so that only those people that a department head deems necessary have access and can use it. There are programs that are available where you can monitor where people go on the Internet.

Alderman Thibault asked and you will be taking care of that or will the department head take care of who has access.

Ms. Prew answered the department head would have to let us know who in their department is to have access. It is the same with any security. The department head notifies us and we have procedures for tonight. Not anyone in a department can call us and say I need access. It has to come from the department head or their designated representative.

Chairman Pariseau asked how much of a problem is the City faced with, with this Y2K project.

Ms. Prew answered okay, Y2K. It is a very large project. It is taking a lot of time and unfortunately there is no visible improvement in efficiency, you are just fixing a problem. We have already started to encounter some instances on, let me see what it was, it is on something, is it your office?

Deputy Clerk Bergeron replied our voter registration.

Ms. Prew stated there was an item that went out of the Tax Office and it had to do with properties going to tax sale and you are looking out there saying as of this date if nothing happens, well that date goes out to 2000 so the date comes out and it looks like zeros. So we are addressing the current problems. We are also addressing the problems that we know are coming. We are working with HTE. That software is supposed to be compliant. We will be doing our own testing. One of the big things with this issue is that the vendors can tell you that their products are compliant but really the only way to know for sure is to test it in your environment so you have a very large testing process that needs to go on. What we have done in order to address this, the Mayor has put in place a Year 2000 Committee that is made up of the members of the Systems Advisory Committee and then we have added to that Joe Kane, who represents the emergency operations center, we have Tom Clark and Dan Muller representing the legal issues and Harry Ntapalis dealing with risk management We kind of divided our activities into three major areas. We have our own systems, the obvious, the computer systems that need to be fixed We have our vendors that we deal with.

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We need to know whether our vendors are going to be able to provide us the support and then we have those areas which we really don't have control over,

such as the utilities. So those are the three areas that we are taking a look at. The utilities are being overseen by Joe Kane. He has been in touch with the PUC and I understand the PUC has just closed an RFP to have all utilities in the State audited for compliance so I think that is a good thing. One of the major concerns, really, for the City is power and because the grid is so...

Chairman Pariseau interjected they can't guarantee power today.

Ms. Prew replied well that is what people are saying.

Chairman Pariseau asked do you intend to get involved in the State's task force, I guess the Governor is appointing a task force for Y2K. I don't know if municipalities can become part of that or what.

Ms. Prew answered that I don't know. I do know that the State Office of Information Technology is coordinating the collection of information. Apparently, there was a piece of legislation that was passed to each agency to bring themselves into compliance but the responsibility for that was left within each agency so these agencies are reporting to the Office of Information Technology and they are collecting the information and they put out a report quarterly. Those reports are available on the Internet and we have printed them off. They don't provide a whole lot of information and at a seminar I went to they indicated that they expect it is going to cost the State another \$60 million to fix the problems that they have. So what we are going to be doing is encouraging departments that deal with specific agencies of the State, we do have a list of people at each department who is responsible for Year 2000, to contact these departments individually to find out what the situation is.

Mr. Thomas stated just to follow-up to your question about whether or not municipalities are involved in this Committee, I know that the Governor has asked the Municipal Association which we are represented by to put forward some nominees to serve on that Committee.

Alderman Girard stated at one of the public participation sessions a couple of months ago, a gentleman, I think his name was Mr. Bingle from Ward 10, came to talk about Y2K and he wanted to know whether or not the City had filed a compliance statement with the federal government that we were supposed to file and some other things. I guess he was working on the Y2K problem in the private sector. Do the same rules apply to the City as to private business about filing compliance statements and are we systematically dealing with Y2K?

Ms. Prew replied I believe that we are systematically dealing with. I am not sure, in the private sector, what he is referring to.

Alderman Girard asked so the City has no requirement to file any sort of plan of attack.

Ms. Prew answered our auditors will be looking at what we are doing. We have a number of committees that are dealing with the various aspects of the problem and we are working with our departments and we hope to have our first report put together some time in January that will outline where the City stands at that point and what needs to be done in what time-frames and what contingency plans we have. We are looking at all of the critical applications and saying that if we run into something we don't expect and it doesn't work, how can we deal with this in the short-term. So those plans will be addressed. We will be doing testing. As far as our HTE, we have a disaster recovery site where we will go and actually test those programs, we will run cable, we will set the clocks for Year 2000, run a payroll and make sure that those things are working. We are even looking at a contingency plan if there is no power and how we can manually do our payroll checks.

Chairman Pariseau asked there wouldn't be a threat if the firehouse door was open. This is what they are looking at in terms of the project.

Ms. Prew replied oh, yes. Those things have happened. There was, I think it was General Motors, that took one of its plants and set all the clocks to 2000 to see what would happen and the first thing that happened was that nobody could get in the building. These are real issues that need to be addressed. The other side of it is that there are issues that aren't quite as obvious like all the embedded shifts that are in automobiles, elevators and all kinds of things and those are a little bit harder to deal with. So we have been contacting all the dealers that we deal with and we are getting responses, but one of the seven items I went through dealt with legal issues and what the attorney have said. The vendor tells me they are compliant and you have this piece of paper in your hand and you say okay I am all set, but then when the Year 2000 comes and they are not compliant, now you have a problem and you say well okay we can sue them because we have this piece of paper. Well, if it is not working for you, it is not working for anybody else and there is a long line of people out there saying the same thing. We will keep you up-to-date on this issue.

Chairman Pariseau addressed Item 6 of the agenda:

Communication from the Assistant City Solicitor Arnold submitting a copy of the FCC's order in response to the Form 329 Rate Complaint filed on June 3, 1998.

On motion of Alderman O'Neil, duly seconded by Alderman Girard, it was voted to receive and file this item.

Alderman Girard asked this letter is bureaucratic for we were denied.

Asst. Solicitor Arnold answered yes.

Chairman Pariseau addressed Item 7 of the agenda:

Communication from Deputy City Clerk Bergeron submitting a copy of a response from Senator Judd Gregg regarding preemption of cable franchising and FCC response.

On motion of Alderman O'Neil, duly seconded by Alderman Thibault, it was voted to receive and file this item.

Alderman Girard asked whose job is it to monitor these public notices that we were told we missed.

Asst. Solicitor Arnold answered we, ourselves, did not receive a notice. Those publications usually come out of the Federal Register. That is one of the things we would like the Internet for.

Chairman Pariseau addressed Item 8 of the agenda:

Proposed ordinance:

“Amending the Code of Ordinances of the city of Manchester by amending Sections 111.45(C)(1), Amusement Device License and Fees, providing for an increase in license fees.”

Alderman Thibault moved to approve the request and refer it to Bills on Second Reading for technical review and approval. Alderman O'Neil duly seconded the motion.

Alderman O'Neil asked what is the effective date.

Deputy Clerk Bergeron answered there is no effective date other than it would become effective immediately. We prorate our licenses and the license period runs May 1 through April 30.

Alderman O'Neil asked so wouldn't that be the time to implement that.

Deputy Clerk Bergeron answered we could if that were what you want.

Alderman O'Neil stated that would be my suggestion. I asked that the City Clerk, when the time period would be and he said normally May 1 through April 30 and we could prorate it. I think that the appropriate time to kick it in would be April 1. This prorating can get dangerous, can't it. Maybe dangerous isn't the right word but is it fair.

Deputy Clerk Bergeron replied it is done by quarter. 100% for the first three months of the licensing year and 75% for the second quarter, 50% for the third and 25% for the final quarter. If this becomes effective for licenses issued effective May 1, then it will be prorated over the current \$1,000 license fee.

Alderman O'Neil asked does it effect budgeting. We didn't budget in this fee increase did we?

Deputy Clerk Bergeron answered yes.

Alderman O'Neil stated okay then actually we have to make this effective as soon as possible.

Deputy Clerk Bergeron stated actually the difference was that at the current revenue of \$1,000 per machine, we had projected revenues of \$382,000 but during the budget process those revenues were raised to \$582,000 which factors out to 400 machines times \$500 dollars. Now our licensing period actually falls into the current fiscal year so even if the licensing becomes effective for the May 1 license period, those are still the revenues that will be realized during the fiscal year.

Alderman O'Neil asked but we are looking at May 1 then. Does that include a date or are we just approving it.

Chairman Pariseau stated my concern is, and I don't know if it has any effect but, there is an attempt in Concord to do away with the video poker machines used for entertainment and that is going to harm our revenues.

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Alderman O'Neil asked if we don't enact this as soon as possible.

Chairman Pariseau answered I think we should get what we can while the getting is good.

Alderman O'Neil stated it would be effective the date of passage, right.

Alderman Thibault asked and we are going to lose that revenue after this.

Chairman Pariseau answered if Concord takes away the video poker machines.

Chairman Pariseau called for a vote. Alderman Girard being duly recorded in opposition, the motion carried.

Chairman Pariseau addressed Item 9 of the agenda:

Communication from Frank Thomas, Chairman Pro Tem, QM Committee, recommending that the Board approve the revisions to the Procurement Code Ordinance as enclosed.

Alderman Thibault moved to approve the request. Alderman Girard duly seconded the motion.

Alderman O'Neil asked, Frank, the purchases by price quotations, can you give me an example of that.

Mr. Thomas stated the limits are being proposed to be changed from \$500 to \$2,500, that is what is present now, to \$1,000 to \$10,000 and that would be any kind of purchase that you need for goods and services. What we would do is go out and get three competitive quotes. They can be verbal or written, but they have to be documented and based on these quotations, a decision would be made.

Chairman Pariseau stated this came up last year. My concern then and it is now is giving a department head the authority to spend \$10,000 without coming back to the full Board of Mayor and Aldermen. I still have that problem.

Mr. Thomas replied first of all, when we go out to bid, whether it is over \$2,500 or over \$10,000, we go through a bidding process and quite frankly we don't come back to the Board of Mayor and Aldermen now. We go, in the past we went through the Commissions and through the Solicitor's Office and the Mayor.

Chairman Pariseau stated but you got the approval from the Board to do it.

Mr. Thomas replied well you still give the approval to do it whether funding our budget or approving the CIP authorization, so you do have control in that manner. There was a consultant that was brought on by Dick Houle who looked at this whole procurement issue at one time and when the Quality Management Committee was asked to take it over, we called in this consultant and talked to him about a lot of different issues but one of the issues that is a prime concern to all the departments was the limits. We asked this consultant if he had knowledge of other municipalities throughout the country and a municipality of this size, around 100,000 people, these limits that I am proposing here tonight or that the Quality Management Committee is proposing here tonight, is on the low side. They are not extravagant. If you stop and think about it, the reason why we are proposing it is because it will speed up the process. Right now, I think if you remember a few meetings ago there was an issue, I think, by Tom Lolicata of Traffic who wanted to bring on a consultant to look at parking down on Commercial Street and he couldn't do it because it was a little bit over \$2,500 and as a result you are forcing the department to go through a whole selection, advertising and bidding process for a \$3,000 item which is foolish. It just takes a lot of time and when you stop and think about it, department heads, in my case, I have a \$12 million operating budget on the Highway side. I am allocating or approving parts constantly.

Chairman Pariseau stated I just wanted the Committee to be made aware of it.

Alderman O'Neil replied I don't think we are giving up anything.

Alderman Thibault stated I think we are looking at stuff, you know 25 or 30 years ago, that doesn't apply today. I have to agree with Frank.

Alderman Rivard asked we are talking about a \$10,000 limit.

Mr. Thomas answered yes.

Chairman Pariseau called for a vote. There being none opposed, the motion carried.

Chairman Pariseau addressed Item 10 of the agenda:

Communication from Alderman Girard submitting petitions regarding the restoration of EWTN to 24-hour service on MediaOne.

(Note: available for viewing at the City Clerk's Office and forwarded under separate cover to Committee members.)

Alderman Girard moved to refer this item to the Licensing Process Review Committee and to send a copy to MediaOne. Alderman Rivard duly seconded the motion.

Alderman Thibault asked, Mr. O'Rourke, as I talked to you a couple of weeks ago, the fair that they have at the...are you, if I understand you right you said to me if I understand it right, that the only reason that it was taken off the air for three hours was so that you could provide the service for the whole state or something to that effect. Am I right? So what we are saying now is this is not on TV, only three hours a day in order for you to provide it to the whole state, is that what you are saying?

Mr. O'Rourke answered I have a one page background that I would like to share with members of the Committee.

Alderman Thibault stated I think we should get that for our own knowledge. We should know this. If that is the case, do you (Alderman Girard) still have a problem with that.

Alderman Girard replied I have to tell you that I am not moving from my position.

Chairman Pariseau called for a vote. There being none opposed, the motion carried.

Chairman Pariseau addressed Item 11 of the agenda:

Communications from Ms. Amato, Ms. & Mrs. Caron, and Ms. Sylvestre relative to EWTN programming on MediaOne.

On motion of Alderman O'Neil, duly seconded by Alderman Girard, it was voted to refer this item to the Licensing Process Review Committee and to receive and file.

Chairman Pariseau addressed Item 12 of the agenda:

Communications expressing support of Manchester Community Television (MCTV).

On motion of Alderman O'Neil, duly seconded by Alderman Rivard, it was voted to refer this item to the Licensing Process Review Committee and to receive and file.

Chairman Pariseau addressed Item 13 of the agenda:

Communication from Joseph Lahr requesting increased funding and implementation of public access broadcasting.

On motion of Alderman Thibault, duly seconded by Alderman Rivard, it was voted to refer this communication to the Licensing Process Review Committee and to receive and file.

Chairman Pariseau addressed Item 14 of the agenda:

Communication from MediaOne advising that all matter pertaining to Form of Lists be directed to the External Reporting Group, MediaOne, 6 Campanelli Drive, Andover, MA 01810.

On motion of Alderman O'Neil, duly seconded by Alderman Girard, it was voted to receive and file this item.

Chairman Pariseau addressed Item 15 of the agenda:

Communication from Thomas O'Rourke, MediaOne, advising that beginning in September, MediaOne will offer new premium programming packages.

On motion of Alderman O'Neil, duly seconded by Alderman Thibault, it was voted to receive and file this item.

Chairman Pariseau addressed Item 16 of the agenda:

Communication from Jennifer Shipe, Manager of Government Affairs, MediaOne, advising of certain programming and line-up changes as of November 17, 1998.

On motion of Alderman Rivard, duly seconded by Alderman Thibault, it was voted to receive and file this item.

Chairman Pariseau addressed Item 17 of the agenda:

Communication from Sandy Jenkins requesting a list of companies that have purchased electronic mailing lists for \$500 in the years 1997 and 1998.

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Alderman Girard stated given the time, can we table it.

Chairman Pariseau stated I suggest that we don't do this.

Alderman O'Neil replied I don't think we can stop them.

Chairman Pariseau asked but why. Why can't we stop people from coming in and getting a list from the Assessor as to who owns property, etc.

Alderman Thibault stated there is so much junk mail out there now.

Alderman O'Neil stated the only way to stop it is to put a big fee on it.

Chairman Pariseau stated I don't appreciate my information going anywhere. If we can't stop it, then I recommend that we boost it up to \$1,000 a year.

Alderman O'Neil replied I don't think we can do that either.

Asst. Solicitor Arnold stated what we are dealing with is RSA 91:A, the Right-to-Know law. That law has very specific provisions. Basically, the list of property owners, for instance, here in the City is a public document and subject to public release under 91:A. 91:A also has provisions in it for what we can charge for such a list, you know, reasonable copying costs and that type of thing. So, that is something we could look at, but it is subject to limitation by the State statute.

On motion of Alderman Thibault, duly seconded by Alderman Rivard, it was voted to table this item.

Alderman O'Neil stated we should send this thing to the Quality Management Committee.

Chairman Pariseau asked, so Tom, if a company wants to come in and look through the files we cannot stop them.

Asst. Solicitor Arnold answered no we cannot.

Chairman Pariseau stated but to have the Board of Assessors give them a list of everything is different.

Asst. Solicitor Arnold replied 91:A provides that we have to make that information available to them.

Chairman Pariseau responded it is available on the cards.

Asst. Solicitor Arnold replied in a format which they can use it. As I said, it is something we can look at.

**TABLED ITEMS**

18. Communication from Deputy City Clerk Bergeron submitting proposed changes to the Taxicab Ordinance.  
(Retabled 6/9/98)

This item remained on the table.

There being no further business to come before the Committee, on motion of Alderman O'Neil, duly seconded by Alderman Girard, it was voted to adjourn.

A True Record. Attest.

Clerk of Committee