AGENDA

COMMITTEE ON ADMINISTRATION/INFORMATION SYSTEMS

November 24, 2008 | **6:00 PM**
Aldermen O'Neil, Garrity, | **Aldermanic Chambers**
Osborne, Pinard, Domaingue | **City Hall (3rd Floor)**

1. Chairman O'Neil calls the meeting to order.

2. The Clerk calls the roll.

3. Communication from Mindy Salomone-Abood, Public Works Purchasing Agent, submitting an update on the activities of the Purchasing Division.
   Ladies and Gentlemen, what is your pleasure?

4. Communication from Barbara Potvin, New England Sampler, requesting the City hold a public forum to discuss the process of closing off city streets and the impact that these closings have on local small businesses as well as the benefits drawn by the City of Manchester and its local citizens.
   (Note: Referred by the Board of Mayor and Aldermen on 10/21/08.)
   Ladies and Gentlemen, what is your pleasure?

5. Ratify and confirm phone poll unanimously granting permission for Peter Ramsey of the Palace Theatre to hang a banner across Hanover Street Starting after November 7, 2008 and though December 2008, to advertise upcoming events at the discretion of the Committee.
   Ladies and Gentlemen, what is your pleasure?

6. Communication from Bryan Christiansen from Comcast with notification of certain price increases for cable services and equipment starting in December 2008.
   (Note: Referred by the Board of Mayor and Aldermen on 11/12/08.)
   Ladies and Gentlemen, what is your pleasure?

TABLED ITEMS

A motion is in order to remove any item from the table.

7. Proposal of new Department of Facilities, Grounds & Recreation submitted by Mayor Guinta.
   Note:
   (Note: At the 9/16/08 BMA meeting it was voted to approve this item. Tabled 2/5/08; Information requested from Parks & Recreation and Highway/Facilities enclosed.)

8. Proposal for new Community Development Department submitted by Mayor Guinta.
   (Note: The Committee is awaiting reports from the Human Resources Director, analysis of the salary structure and the organizational chart of the proposed department; the Facilities Division Director to provide a summary of proposed reconstruction of the Annex, 2nd floor to accommodate the proposed department; and from the three Department Heads effected by the proposal, including a copy of the current organizational chart for the departments and a listing of positions with salary grades. Tabled 4/1/08)

9. If there is no further business, a motion is in order to adjourn.

Kevin A. Sheppard, P.E.
Public Works Director

Timothy J. Clougherty
Deputy Public Works Director

Commission
William A. Varkas
Henry R. Bourgeois
Joan Flurey
William F. Houghton Jr.
Robert R. Rivard

CITY OF MANCHESTER

Highway Department

October 24, 2008

RECEIVED
OCT 27 2008
CITY CLERK'S OFFICE

Honorable Administration Committee Members
C/0 Alderman Dan O'Neil, Chairman
One City Hall Plaza
Manchester, NH 03101

RE: Progress Report, Purchasing Division

Dear Committee Members:

I am writing to update the Committee on Administration what the Purchasing Division has been doing.

- **Email Notification System**: With the roll out of the new website we updated our bid notification system and set up categories for vendors so that the notifications they receive pertain to their specific business. The email system has allowed for better notification to bidders, giving us potentially more bids to review than just advertising in the paper.

  We have also received phone calls from other cities asking how the system works because they would like to institute a similar system in their own city.

- **Bid/Contract Availability:** We have also updated our website to include:
  Bids available to download
  Contract Information
  Bid tabulations
  By making these things available to bidders/vendors we have cut down on mailing supplies, postage costs and the number of phone calls we receive looking for bids results and information.

- **Bid Numbering System**: Also with the roll out of the new website the Purchasing Division collaborated with the Internal Auditor and the Finance Department to implement a bid numbering system. Departments should be putting this number on everything from the advertisement to the contract and the purchase orders that pertain to the bid. This has helped the Purchasing Division keep track of all the other Departments bids as well as fulfilling a need that has been expressed by the external auditors of the City.

227 Maple Street • Manchester, New Hampshire 03103 • (603) 624-6444 • FAX: (603) 624-6487
E-mail: hiway@manchesternh.gov • Website: www.manchesternh.gov

- **Office Supplies/Paper/Toner**: We have been able to capture one years worth of the City's purchases for supplies, paper and toner. This is valuable information for City wide bids in the future. We know how much (quantity and cost) the City has spent on items and we can use that to our advantage in negotiating our bids in the future. While we may not be able to capture a financial savings to report at this time, we certainly have stretched Departments dollars and will have a price point to base future contracts on.

NEW CITYWIDE BIDS:

Citywide bids ensure that every City department is:

- Paying the same price for the same service
- The same products are available to every department
- The legwork has been done for the Departments
- Volume discounts
- Consistent service for all Departments

- **Duplicating:**
  - Negotiated pricing for services which include pick-up, delivery and express services.
- **Digital Copiers:**
  - Collaborated with Information Systems.
  - All machines have faxing and scanning capabilities (these capabilities could lead to other cost saving initiatives in the future).
  - Faxing (receiving and sending) can happen right from users desktop.

- **Stationery:**
  - Letterhead, envelopes and business cards are now standardized throughout the Departments.
  - Created/Assisted Departments in creating templates so that Departments can print their own letterhead and envelopes. (We know 13 Departments do in fact print their own letterhead versus buying from a printing company).
  - Worked out pricing with our office supplier for the needed paper and envelopes for business stationery.
  - By the time you get this, we should have awarded the contract for printing of envelopes and business cards.

- **Energy Products:**
  - Contract signed with a consultant that will develop an energy/fuel consumption and procurement strategy for all of the City's facilities. The Consultant will provide market expertise, information and recommendations to enable the City to make an informed decision about the procurement and use of energy. Currently being reviewed by the Special Committee on Energy.

Respectfully Submitted,

Mindy Salomone-Abood

Mindy Salomone-Abood
Public Works Purchasing Agent.

To the Board of Mayor and Aldermen of the City of Manchester:

The Committee on Public Safety, Health and Traffic respectfully recommends, after due and careful consideration, that the request from Barbara Potvin, New England Sampler, for the City to hold a public forum to discuss the closing off of city streets be referred to the Committee on Administration/Information Systems. *(Unanimous vote)*

Respectfully submitted,

Clerk of Committee

At a meeting of the Board of Mayor and Aldermen held October 21, 2008, on a motion of Alderman Sullivan duly seconded by Alderman O'Neil the report of the Committee was accepted and the recommendations adopted.

Deputy City Clerk

The
New England
Sampler

Specializing in
New England Products
&
Specialty Foods

42 Hanover St.
Manchester, NH 03101
603.626.4477

RECEIVED
OCT 07 2008
CITY CLERK'S OFFICE

September 26, 2008

Dear Mayor Guinta, Aldermen Mark Roy, Mike Lopez, Dan O'Neil, Peter Sullivan & Brandy Stanley,

As you may already know, the Palace Theatre held a fundraising event last Thursday, September 18th. Attached is a petition signed by a number of business owners and managers located on the one-way section of Hanover St., between Chestnut and Elm Street. Peter Ramsey, the Executive Director of the Palace Theatre has been provided a copy of this petition and discussions have been held with Peter. Stephanie Lewry, from Intown was present at a discussion between Peter Ramsey, and myself, Barbara Potvin regarding this petition, the blocking off of the street and the implications of blocking the streets off for any such event.

During this discussion, Peter Ramsey had suggested that the City of Manchester might consider holding a Public Forum to discuss the process of closing off city streets and the impact that these closings have on local small businesses as well as the benefits drawn by the City of Manchester and its local citizens. After great consideration and input from other businesses on Elm St., that have faced this situation and dilemma, I agree with Peter that a public discussion would be helpful and could provide us all, including the City Hall with a policy that addresses and considers the welfare of all business owners/managers, local community members as well as Manchester City Hall.

Feel free to contact me at 603-626-4477 with any questions you might have regarding this request and this petition.

Sincerely,

Barbara J. Potvin
Owner
The New England Sampler

cc: Peter Ramsey, Stephanie Lewry

September 19, 2008

We the signed business managers and owners would like the City of Manchester to know of our discontent and concern regarding the blocking off of Hanover St., between Chestnut and Elm on Thursday, September 18, 2008 for the Palace Theatre's Wine Tasting and Fundraising event. It is our understanding that they did not have permission to block off the parking spaces, but did have permission to block the street after 2PM. However, it should be noted, that most business owners and managers were not included in this decision nor were the majority notified that this would occur prior to this week. Many were never informed and only realized on Thursday when they saw the cones along the parking space.

Further, our concerns include:

- Most businesses were not informed that the streets and parking spaces along this stretch of Hanover St. would be inaccessible throughout most of the day.
- As business owners and managers we are concerned with the significant loss of revenue for each business located on this section of Hanover St. Many businesses had to either reschedule or cancel appointments. Others noted a drop in their sales because of the inaccessibility of the street and on-street parking. Some even ended up closing early due to the loss of revenue and lack of access for customers.
- Our concerns also include loss of revenue for the City of Manchester. Many parking spaces on both sides of the road were blocked off as early as 8AM.
- Finally, there is a concern for public safety and property, whenever such events occur, since ambulances and fire trucks can not safely access Hanover St.between Chestnut and Elm during the aforementioned events.

The following business owners/managers would like register their concerns regarding the lack of opportunity to give input and recommendations, as well as the lack of appropriate notification as to when these types of events will be occurring.

Name:	Business Name:	Address:
Scott Sewade	Suddenly Susan Gourmet Del	87 Hanover
[illegible]	A Break Tom Time	81 Hanover St
Bill Miller	OK Parker S.	89 Hanover ST
Jim [illegible]	Rheault Photographers	72 Hanover St
Chris Aker	Embasy	54 Hanover
Andrea Lessard	Shop Estella	52 Hanover St.
Jeanine Sylvester	Runners Way	36 Hanover St
Susan Matta	Salon Beauchesne	32 Hanover St
Sun Chung	Korean Place Restaurant	110 Hanover St
Renee Howel	Cottage Designs Furniture	73 Hanover St.
Barbara [illegible]	The New England Sampler	42 Hanover St
[illegible]	26th on Hanover	26 Hanover St.
[illegible]	Sdy Luna Jewelry	83 Hanover ST

To the Board of Mayor and Aldermen of the City of Manchester:

The Committee on Public Safety, Health and Traffic respectfully recommends, after due and careful consideration, that the request from Peter Ramsey, Palace Theatre, for permission to hang a banner across Hanover Street for the months of November and December to advertise upcoming performances, be referred to the Committee on Administration/Information Systems.

(*Unanimous vote*)

Respectfully submitted,

Clerk of Committee

At a meeting of the Board of Mayor and Aldermen held October 21, 2008, on a motion of Alderman M. Roy duly seconded by Alderman DeVries the report of the Committee was accepted and the recommendations adopted.

Deputy City Clerk

New Hampshire's
PALACE THEATRE
Where the arts come alive!

October 2nd, 2008

RECEIVED
OCT 06 2008
CITY CLERK'S OFFICE

Mr. Matt Normand
Acting City Clerk
One City Hall Plaza
Manchester, NH 03101

Dear Mr. Normand,

The Palace Theatre is respectfully requesting permission to hang a banner across Hanover Street. The purpose of the banner is to advertise our upcoming Nutcracker & Christmas Carol performances. Similar to the Glendi banner, our banner would hang on the corner of Chestnut and Hanover Street and would be designed to withstand the elements.

We would hope the banner could hang during the holiday season. The Palace Theatre would be happy to pay any expenses incurred with the hanging and removal of the banner. We have included a "Thank You" from the merchants of Hanover Street on the backside of the banner for visitors to downtown to see.

I look forward to hearing from you regarding our request. Please feel free to contact me directly should you have any questions.

Sincerely,

Peter Ramsey
President & CEO
The Palace Theatre

5-2

80 Hanover Street · Manchester, NH 03101 · 603-668-5588 · www.palacetheatre.org

In board of Mayor and Aldermen
Date: 11/12/08 On Motion of Ald O'Neil
Second by Ald. Gatsas
Voted to refer to Committee on Administration

City Clerk

RECEIVED
OCT 27 2008
MAYOR'S OFFICE

RECEIVED
NOV 06 2008
CITY CLERK'S OFFICE

October 24, 2008

Via Certified Mail Return Receipt Requested

The Honorable Frank Guinta
Mayor/Board of Alderman
City of Manchester
1 City Hall Plaza
Manchester, NH 03101

Re: Price Adjustments

Dear Mayor and Members of the Board:

Comcast is committed to offering the best value in home entertainment, providing a wide variety of programming and an array of packages to accommodate customers' preferences. In today's challenging economic environment, Comcast like many other companies is experiencing increased business and operational costs. As a result, certain prices for cable services and equipment will change starting in December 2008.

While we have been highly focused on controlling our costs for the benefit of our customers, price adjustments are a necessity in view of the increased cost of doing business, including gas prices, healthcare costs, increases in the cost we pay for programming, and technology and service improvements. Even with these pressures, our average New England customer's total bill will increase by 3.6 percent, which is well under the rate of inflation.

Comcast spends about $6 billion a year on programming alone to give our customers the best content and the most video choices. While we have been aggressive at controlling these costs, we anticipate continued increases in the cost to acquire programming, particularly for sports.

Comcast is also giving customers more choice with bundled discounts and new, more economical tiers for video, phone and high-speed Internet services. In fact we offer the lowest-priced basic video service among our competitors with our Basic Service, and have introduced Digital Economy cable service recently, giving cost-conscious consumers an additional low-cost option.

We're also continuing to increase the value of our services by making investments to offer the largest video on demand library, the most HD choices, a faster high-speed Internet and the newest technologies for our Comcast Digital Voice service – a low-cost, feature-rich digital phone service.

In addition, we're redoubling our efforts to improve the customer experience. We are investing in hiring and training personnel and in new technology more than at any other time in our 45-year history. We have hired over 15,000 customer service representatives and technicians in the past two years, including nearly 2,000 in New England alone, rolled out smart handheld devices and laptops to field technicians to improve on-time reliability, and developed new customer care technologies to help improve trouble-shooting and repairs.

Enclosed please find a copy of the Notices we are sending to our customers in your community which will provide you with further detailed information regarding the scheduled price adjustments. One particular change that I would like to call to your attention is that beginning with these price adjustment notices, a digital cable box will now be available as part of our Digital Additional Outlet Service Charge. Another change of note is that effective December 1, 2008, Standard Cable service will no longer be available for new subscription. Customers who subscribe to Standard Cable as of December 1st will continue to receive the service until they make a change to their package selection or until they receive further notice.

Comcast continues to be one of the best values for consumers' entertainment dollars. An entire month of Comcast cable television is about the same price as only one night at the movies for a family of four, and a third of the cost for the same family to attend a professional football game, concert or live stage show.

As always, if you should have any questions or concerns regarding this matter, or any matter, please feel free to contact me at 603-224-0957, ext. 202.

Sincerely,

Bryan Christiansen

Bryan Christiansen
Senior Manager of Government & Community Relations

IMPORTANT Information

Dear Comcast Customer,

At Comcast, our goal is to give you more value, including the largest video on demand library and the most HD choices, a faster high-speed Internet and the newest technologies for our Comcast Digital Voice service – a low-cost, feature-rich digital phone service. We're also redoubling our efforts to improve your experiences with us, investing more than at any other time in our 45-year history to hire, train and give our employees the tools they need to serve you better.

What this means for you.

While we continue to make these investments, Comcast, like many other companies, is experiencing increased business and operational costs from today's challenging economic environment. As a result, certain prices for cable service and equipment will change starting December 1.

While we have been highly focused on controlling our costs, price adjustments are a necessity in view of the increased cost of doing business, including gas prices, healthcare costs, increases in the cost we pay for programming, technology and service improvements.

Please review the information on the following page(s) that identifies the adjustments and the effective date of the adjustments. If you are currently enjoying a promotion, your price will remain in effect until the scheduled expiration date of your promotion.

> If you currently have multiple digital converter boxes in your home, the Digital Additional Outlet Service Charge now includes the price of a digital set top box. In addition, effective December 1, 2008, Standard Cable will no longer be offered as a new cable service option. However, if you currently subscribe to Standard Cable, you will continue to receive the service until further notice, unless you choose to make a change to your service or cable package.

What's happening at Comcast?

Comcast has increased the value of our services and made investments in our products to give you more variety, choice and control. Over the past year, we've more than tripled the number of HD choices we offer, with customers now having access to more than 1,000 HD choices at any given time – day or night – through the launch of several new HD networks and the addition of hundreds of HD On Demand programs. And our On Demand service now offers over 10,000 titles every month. We've also introduced a convenient, new feature called "AnyRoom On Demand," which enables you to start an On Demand program on any television and continue to view it on any other TV in the home that has a digital cable box.

We value your business.

Comcast values your business and is committed to providing you with the best possible experience. If you have any questions regarding these changes, please visit www.comcast-ne.com/information or call us at 1-800-COMCAST.

Thank you for choosing Comcast for your entertainment and communications needs.

Stephen L. Hackley
Senior Vice President
Comcast Northern New England Region

QUESTIONS & Answers

Q: Why are my prices changing?

A: We are highly focused on controlling our costs, but price adjustments are a necessity in view of the increased cost of doing business in this challenging economic environment, including gas prices, healthcare costs, increases in the cost we pay for programming and technology and service improvements. Comcast spends about $6 billion a year on programming to deliver our customers the best content and the most video choices. While we've aggressively controlled these costs, we expect continued increases in costs we pay for programming, particularly sports.

Q: When will this price increase take effect?

A: The price increase will take affect with your December or February bills as outlined on the following pages.

Q: What other package or service options are available to me?

A: Comcast offers a variety of packages to suit your needs. To explore any of the options available to you, please visit www.comcast-ne.com/information or call us at 1-800-COMCAST.

All prices listed in this notice are per month charges unless otherwise specified and do not include applicable regulatory fees, FCC user fees, franchise fees, or federal, state & local taxes. SA9800B1

IMPORTANT Information

Dear Customer:

At Comcast, our goal is to give you more value, including, a faster high-speed internet and the newest technologies. The following price adjustments to our Comcast High Speed Internet products will be effective December 1, 2008. Also, effective December 1, 2008, Comcast High-Speed Internet Performance Lite will be discontinued. If you subscribe to Comcast High-Speed Performance Lite, after December 1st you will receive Comcast High-Speed Internet Performance. Existing Performance customers (6Mbps/1Mbps) who also subscribe to Comcast Digital Voice will be receiving a speed upgrade at no additional cost. On December 1st, 2008, your new speed will be Performance PLUS (8Mbps/2Mbps) and your monthly rate will not change. If you would like to learn more about our various Comcast High-Speed Internet products and packages please contact your local Comcast representative or visit us online at www.comcast.com.

Your Current Product & Speed	Current Price	Your Product & Speed as of Dec. 1, 2008 *Please note there may be a change from the product you were subscribed to prior to Dec 1st*	Price as of Dec. 1, 2008
Performance Lite (4Mbps/384Kbps)	$57.95	Performance Lite is Discontinued, you will automatically be moved to Performance Plus (6Mbps/1Mbps)	$59.95
Performance Lite (4Mbps/384Kbps) for Digital Voice customers	$42.95	Performance Lite for Digital Voice Customers is Discontinued, you will automatically be moved to Performance Plus (6Mbps/1Mbps) for Digital Voice Customers	$42.95
Performance (6Mbps/1Mbps)	$59.95	Performance (6Mbps/1Mbps)	$59.95
Performance (6Mbps/1Mbps) for Digital Voice customers	$52.95	Performance Plus (8Mbps/2Mbps) for Digital Voice customers*	$52.95
Performance Plus (8Mbps/ 2Mbps)	$67.95	Performance Plus (8Mbps/2Mbps)	$69.95
Performance Plus (8Mbps/2Mbps) for Digital Voice customers	$62.95	Performance Plus (8Mbps/2Mbps) for Digital Voice customers	$52.95
**Blast! (16Mbps/2Mbps)	$67.95	**Blast! (16Mbps/2Mbps)	$69.95
**Blast! (16Mbps/2Mbps) for Digital Voice customers	$62.95	**Blast! (16Mbps/2Mbps) for Digital Voice customers	$52.95

If you have any questions regarding these changes, or for information about any Comcast products, please call 1-866-660-6137.

Sincerely,
Comcast

See reverse side for additional information.

10/08 X-25708

* Comcast Performance (6Mbps/1Mbps) combined with Digital Voice is still available on December 1st at the new rate of $42.95 per month.

** Comcast Blast™ not available in all areas. All prices are per month charges and do not include applicable regulatory, FCC user and franchise fees, or federal, state and local taxes. To receive the Comcast High-Speed Performance speed enhancements after December 1st, you may need to reset your modem, Comcast Home Networking Gateway or eMTA. You can reset your modem or Comcast Home Networking Gateway by unplugging it from the electrical outlet for 60 seconds and plugging it back in. If you have an eMTA it can be reset by depressing the "reset" button located on the back of the eMTA using a paperclip or similar object until the lights on the front of the unit go off. After the lights turn off release the reset button and wait for the eMTA to complete its reset. It make take up to five minutes for the eMTA to reset.

IMPORTANT Information

November 2008

Dear Customer:

Comcast is committed to keeping you informed about our products and services. As part of our efforts, we are providing you with advance notice that your Digital Bronze Cable Package price will increase from $12.95 per month to $13.95 per month effective with your December bill.

Please note that this package is no longer sold by Comcast. To receive all the features and benefits that Comcast has to offer, you may want to upgrade to one of our current Digital Value packages.

For more information about our current Digital Packages or other services available to you, please call 1-866-660-6137.

Sincerely,

Comcast

6-4

All prices are per month charges and do not include applicable regulatory, FCC user and franchise fees, or federal, state and local taxes.