

## COMMITTEE ON ADMINISTRATION/INFORMATION SYSTEMS

June 2, 2009

4:30 PM

Chairman O'Neil called the meeting to order.

The Clerk called the roll.

Present: Aldermen O'Neil, Garrity, Osborne

Absent: Aldermen Murphy, Pinard

Messrs: J. Angell, K. Sheppard, T. Arnold, K. Kincaid

Chairman O'Neil addressed item 3 of the agenda:

3. Appeal of the denial of a Taxicab Driver's License

On motion of Alderman Garrity, duly seconded by Alderman Osborne, it was voted to deny this item.

Chairman O'Neil addressed item 4 of the agenda:

4. Presentation by the Information Systems Department and the Highway Department, on web access to paper maps and related documents.

Ms. Jennie Angell, Information Systems Department, stated this is one of the more fun parts of my job. Instead of dealing with budgets this is an actual project that I think is very helpful to the city. We've had a good time putting it together. I also want to say this project is a result of a suggestion that we got on the Mayor's customer service survey that we did in October. We looked at this and this was something that we could do very inexpensively with a big pay back. First thing: maps on the web. The Highway Department started doing an imaging project back in 2004. They have about 11,000 images and large scale maps. A lot of these maps are over 100 years old and they use them on a very regular basis so they were deteriorating quickly. We gave them a large scale scanner and they've slowly gotten these 11,000 maps scanned into the system so they no longer have to access the paper maps that have been filed away. They can use the electronic maps. The types of documents include street maps, drainage and sewer pipe locations, bridge and covered design, quarrying data and written documentation. What has been going on up to now is outside consultants and engineers would go to the

Highway Department looking for information, while using the Highway Record Clerk's time to locate the map because there was no public access. Once they find what they were looking for, they might print a map or not. What we have put together is a searchable database that will provide access to the 11,000 maps through the City's website. The public will be able to find the information that they need without using the time of the Record's Clerk. So the Record's Clerk at Highway will be able to spend his time serving other public needs. There are two types of images: basic and high-resolution. These maps are large and they are very detailed, so we're providing basic images that will be available for free to everyone. This is what we are proposing: Make the high-resolution images, what the engineers are really looking for, available online, with an annual subscription fee. As I said, currently these aren't available online at all. We are proposing a \$300 annual fee per organization to have access to these maps online. The reason we want to do this is because these maps are very large and if we allow people to download them at will, we would use up all bandwidth that we have and I wouldn't be able to do this project. I believe Highway did ask some of their consulting firms what they might be willing to pay and this is about the fee that they came up with. Right now they are not paying this because it is a new service that we're hoping to offer. Access to the high-resolution images, however, will not require a subscription fee. If someone wants one, they can still go to Highway; they can still do the same thing they are doing now: ask for assistance and pay the standard fee. As I said, this is a new service. With the money that is generated per statute, we would like to charge for the use of the data so the revenue can be used to maintain the GIS System. Later in this meeting I have an item on the agenda requesting to set up a special revenue fund that will be used to assist in maintaining the GIS System. That's basically it. What I would like to show you is a high-resolution map so you can actually see how much you can see on these maps. So if an engineer is looking, he can really see the nitty-gritty. The low-resolution of the same map is a little fuzzier, but this is what we would provide for free to anybody who wants to poke around and look. It's interesting to see the database and get online and put in your address. You will be able to pull up all the maps that have ever been created in the last 100 years that had anything to do with your property. This is what we are proposing. We would like to get these out: The engineers have asked for it, it will save Highway a lot of time, but I do need to implement a subscription to control access.

Alderman Garrity asked will the annual fee of \$300 cover the cost of the system?

Ms. Angell replied it won't cover the cost of the GIS System, but it more than covers our cost of allowing this to be out on the web.

Chairman O'Neil asked do we have any idea how much...I know \$300 wasn't reached arbitrarily, but are the consultants getting a good deal with that, especially those that have on-going work and would be on the system regularly? Is this a fair amount?

Mr. Kevin Sheppard, Public Works Director replied I think it's a great deal for a consultant who is going to be using it quite often. What I think we're going to find is a lot of consultants who are going to use it once or twice a year and they are going to want to pay that fee so they can get access to it. This is new. It's new to Jennie, it's new to us. This is something we want to put out there with a fair price and monitor it. Maybe the fee will go up over time, but I think we need to put it out there and see what happens. We're hoping we will see some activity. As she said, we have engineers coming in and surveyors trying to gather information from us. They can now get this off the web. The person at our front desk is not only issuing permits, but he's pulling plans. This may free up some time for him to start managing.

Chairman O'Neil asked if you had to guess how many different engineers, contractors, or surveyors might file for the annual fee?

Mr. Sheppard replied I'd say from 15 to 30. I think surveyors would be interested in our information, as well as engineers.

Chairman O'Neil asked this number you don't seem 100% comfortable with, but it's a starting point?

Mr. Sheppard replied right. I think it's something we need to throw out there and see how it fits in and then monitor it over time.

On motion of Alderman Garrity, duly seconded by Alderman Osborne, it was voted to approve this item.

Chairman O'Neil discussed item 5 on the agenda:

5. Communication from Ron St. Cyr of Boy Scouts of America, requesting the permit fee be waived for a classic car show.

On motion of Alderman Osborne, duly seconded by Alderman Garrity, it was voted to approve this item.

Chairman O'Neil discussed item 6 on the agenda:

6. Communication from Carol Martin, Cigna Healthcare, requesting permission to hang a 60-foot banner across Elm Street (at Elm and Amherst Streets) marking the official Start Line of the 17<sup>th</sup> Annual CIGNA/Elliot Corporate 5K Road Race.

On motion of Alderman Osborne, duly seconded by Alderman Garrity, it was voted to approve this item.

Chairman O'Neil asked Matt, I remember this from last year, and if I remember correct it wasn't up for a long period of time, correct?

City Clerk Matt Normand replied that's correct. It's down by the end of the race.

Chairman O'Neil addressed item 7 of the agenda:

7. Communication from Jonathan Hallet of Jonathan's Quick Eats LLC requesting permission to operate his business twenty-four hours a day, seven days a week.

On motion of Alderman Garrity, duly seconded by Alderman Osborne, it was voted to discuss this item.

City Clerk Normand stated I can tell you Mr. Hallet is a peddler, a hotdog vendor, currently operating in front of the Black Brimmer Restaurant. He's looking to operate 24 hours in the Middle Street Lot. The position of our office would certainly be to deny.

On motion of Alderman Osborne, duly seconded by Alderman Garrity, it was voted to deny this item.

Chairman O'Neil addressed item 8 of the agenda:

8. Communication from Jennie Angell, Information Systems Director, requesting a Special Revenue account be set up for revenue generated by the GIS system.

On motion of Alderman Garrity, duly seconded by Alderman Osborne, it was voted to discuss this issue.

Alderman Garrity asked I would assume this is for the \$300 annual fee? Is this what this revenue account is going to be?

Ms. Angell replied it's for the \$300 annual fee, but there is also some other money that is being generated by GIS that is going into the general fund. I'm not sure what other departments have done, but in our office this year we've generated \$650 for selling of layers and I would also put that in this fund. Working with departments, if there are other items that come up that we're able to generate money by putting it in the fund. We did get funding this year to cover the maintenance with the budget that was approved. What we haven't done since 2003 is flyovers and that's something we need to come up with funding for in the next few years, to do new flyovers. This is something that could be used towards that.

Alderman Garrity asked does anybody know the amount raised citywide on the GIS? Would you happen to know that?

Ms. Angell replied no, I don't because I think it's going into different departments.

Chairman O'Neil asked Jennie, do you happen to know on these types of reserves that we set up, can the department just draw down as it needs or is one that needs two-thirds of the Board and all that?

Ms. Angell replied I don't think so. We might want to talk to Bill Sanders, but he's recommended that we set up a non-lapsing special revenue so it doesn't go away at the end of the budget year, so for flyovers that we do every few years, if we wanted to save up for it, we could. I am not sure the answer to your question.

Chairman O'Neil asked Tom, on these special revenue accounts what's the normal procedure how one would draw down on them?

Mr. Tom Arnold, Deputy City Solicitor stated the particular statute we are dealing with here does not set the procedure for drawing down. What it does is set forth a mechanism by which you can take the income and put it in a special revenue fund that is then used to fund the GIS system.

Chairman O'Neil asked traditionally, how would we draw down on these? This isn't the first one we've ever created.

Mr. Arnold replied it probably would be done through the budget process. You certainly have set up special reserve accounts that have restrictions on them. The special reserve accounts for the City and the School District come to mind, such as the special revenue account, that sort of thing which can be put to certain purposes and other purposes with super majorities. Here the statute provides that you can set up the special reserve account to be used for funding the GIS system.

Chairman O'Neil asked would that necessarily need approval of the Board?

Mr. Arnold asked to withdraw money from the special account? In some form it probably would, yes.

Chairman O'Neil stated I have no problem moving this along to the Board, but it doesn't have to go tonight. Maybe sometime by the time it reaches the Board in two weeks we can have that cleared up. I think we need to know how to draw down on it. There has been a little bit of, I don't want to say controversy, but issues on some of these accounts recently and we need to make sure we have the mechanism in place, whatever that is.

On motion of Alderman Garrity, duly seconded by Alderman Osborne, it was voted to approve this item.

Chairman O'Neil asked before it goes to the full Board can we get some language on how we would draw down on it?

## **TABLED ITEMS**

9. Recommendation from Matthew Normand, Acting City Clerk, regarding a policy for street closures and license events.  
*(Tabled 03/16/09)*

This item remained on the table.

10. Communication from the Board of Assessors updating the Committee on the changes in the Disability Exemption Law.  
*(Tabled 03/16/09)*

This item remained on the table.

11. Communication from Alderman Lopez requesting reorganization of the Assessors Office.  
*(Note: Referred by the Board of Mayor and Aldermen on 11/12/08. Response from the Board of Assessors attached. Tabled 03/16/09. Retabled 4/14/09.)*

On motion of Alderman Garrity, duly seconded by Alderman Osborne, it was voted to remove item 11 from the table.

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

12. Communication from Thomas Clark, City Solicitor regarding a Naming Rights Policy.  
*(Note: Referred by the Board of Mayor and Aldermen on 2/3/09. Tabled 03/16/09)*

This item remained on the table.

13. 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. Tabled 11/24/08 recommendation to be submitted by staff)*

This item remained on the table.

### New Business

On motion of Alderman Garrity, duly seconded by Alderman Osborne, it was voted to discuss the taxi cab rates.

Alderman Garrity stated I have one question I forgot to ask the other day when we had our conversation. Looking at the chart, I think we should raise them a bit, as compared to other cities, but did you have a conversation with the taxi drivers?

Mr. Kevin Kincaid replied yes, sir, I have. The drivers provided a petition where they asked for the rate increase. There were a few who were uncomfortable with the rate increase, but the majority of the drivers that I spoke with are asking for it. They are saying the fuel prices are climbing back up again and their expenses are pretty high.

Alderman Garrity asked did you have a conversation with the owners of the companies at all?

Mr. Kincaid replied I spoke with two of the cab company owners. One was a little ambivalent. He said as long as it was what the drivers wanted he wasn't going to question it. If there were going to be any rate increases in the future, he would have some concerns with that.

Alderman Garrity asked when you were having a conversation with the owners was there any commitment from them to have the condition of the cabs in better shape?

Mr. Kincaid replied absolutely. We had one cab company that recently went out of business because the owner was deceased. There is a new group coming in and they are bringing in all newer vehicles. The other two cab companies are rotating their fleet pretty regularly.

Alderman Osborne stated you said some of them had a problem with this particular 40 cents. They don't want it, or they want it more?

Mr. Kincaid replied they were a little conflicted, sir. They wanted a rate increase, but they were afraid that the rate increase would cause them to lose business, so they were begrudgingly willing to go forward with it, but they did have concerns about it. One of the other recommendations that I made had to do with asking on a yearly basis for a review of the rates are so we can adjust them accordingly and more regularly. It's been a while since the rates were brought up.

Alderman Osborne stated maybe we should watch it every six months, not every year.

Alderman Garrity stated well with the gas prices the rate goes up and down, as with everything else.

Mr. Kincaid replied that's possible, sir. Whatever the Board decides.

On motion of Alderman Osborne, duly seconded by Alderman Garrity, it was voted to accept this item.

Chairman O'Neil asked we have no control over how much the cab owners charge the drivers? We have no legal jurisdiction?

Mr. Kincaid replied that's correct.

Chairman O'Neil stated I was hoping there were some drivers or some owners here, but I know your office has worked very hard. Especially recently I know you were in the news for taking some cabs off the road and getting some drivers who were operating illegally off the road. I have no problem supporting this and you can take this back from me to the drivers and the owners. We're going to continue to put pressure on them and we're going to have the best cab service possible. They're going to live up to their agreements. I think we did agree to take a look at a couple of the issues; the front passenger issue was one we were willing to take a look at. I want to think one of them wanted to try a different kind of car and we were willing to try that. In general, you and your office, with the support of the Manchester Police Department, are going to be regularly monitoring what's going on and we're going to take the illegal vehicles off the road and we're going to take the illegal drivers off the road. I think I can speak for my colleagues on that.

We've seen a great improvement, but we still have a ways to go with it. So thank you for your efforts on that. Kevin, would it be helpful if we sent this to the full Board tonight and get it implemented?

Mr. Kincaid replied I think it would be every helpful.

City Clerk Normand stated Mr. Chairman, that's going to require an ordinance rewrite and that's certainly not prepared for tonight. We would need a new ordinance to change those rates and that needs to be drafted and approved by the Solicitor's Office before we can send it to the full Board. So we could report that in the July meeting.

Chairman O'Neil asked are the drivers under any expectation when we were going to implement this? I know they were looking for this a month ago.

Mr. Kincaid replied they understand the process.

Chairman O'Neil asked Kevin, do you need us to take action or Matt, do you want action that says we are going to review this at least annually?

City Clerk Normand replied it would be helpful if you want to take a separate motion.

On motion of Alderman Osborne, duly seconded by Alderman Garrity, it was voted to review this item every six months.

There being no further business, on motion of Alderman Garrity, duly seconded by Alderman Osborne, it was voted to adjourn.

A True Copy. Attest

Clerk of Committee