

## COMMITTEE ON ADMINISTRATION/INFORMATION SYSTEMS

November 16, 2010

6:15 PM

Chairman Lopez called the meeting to order.

The Clerk called the roll.

Present: Aldermen Lopez, Osborne, DeVries, Corriveau  
Alderman O'Neil arrived late

Messrs.: J. Angell, G. Simmons, D. Norris  
Alderman Arnold

Chairman Lopez addressed item 3 of the agenda:

3. Communication from Jennie Angell, Director of Information Services, regarding support services for the Manchester School District's website.

Chairman Lopez stated the Superintendent stopped by before the meeting and asked if I would ask the Committee to table this because he wants to have some discussion with the IT Committee and the School Committee to try to get the necessary funds.

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

Chairman Lopez addressed item 4 of the agenda:

4. Innoprise Project update submitted by Jennie Angell, Director of Information Services.

Ms. Jennie Angell, Director of Information Systems, stated on the Innoprise Project, Alderman Lopez had asked me to provide an update every time you have a meeting so this is what I am doing. The first modules that we are working on are the permitting, code enforcement and business licensing. They are out of the same module. We have identified all of the permits and business license types that are used within the City. This includes Planning & Community Development, City

Clerk, Highway, Fire, and Health. I may have missed a department. We have identified them and we are actually diagramming the business process of all of these permits and then we are going to be looking at processes to see if there are places where we can streamline. We need to do this before it can be automated. That is where we are right now. We are working with the implement people at Innoprise and going through all of this. Then they are going to be coming on site and going through with City staff some potential configurations for setting up. What will this do for us and what will that do for us? Many permits and licenses are dependent on a lot of check offs and inspections from different departments. If you go to one department and you want a hair salon, you get a list of all of the things you need to do and you might get one list from the City Clerk and you might go to the Health Department and get a list with all of the same things on it but it may not necessarily be the same list because somebody else created it. What we are trying to do is make it standard across the board at least for those things that are common. So we are really looking at the process and making it easier for the constituent and reducing the amount of work that employees have to do.

Alderman DeVries stated I guess this question would go to the timeline. Do you see any variance? It is a rather aggressive timeline?

Ms. Angell replied this is a proposed timeline. This is not cast in concrete. This was based on our initial conversations on what was there and what we do is look at it and if we have all of the key participants within the City and we make sure they are available and not scheduled to be on a cruise somewhere to lay this all out. This is not cast in concrete but this is the guide that we are really trying to follow to meet these dates. At this point we don't see it as an issue. City staff has been very, very responsive.

Alderman DeVries asked is there anything from this Committee that would be helpful in the implementation?

Ms. Angell answered not at this point. It is a big project. It will have a major impact on the City and we are very hopeful that it will help streamline and ultimately reduce costs and improve constituent services. We appreciate your attention because this is important.

Alderman O'Neil asked I apologize if this question was already answered but how was the schedule developed as to which programs got implemented in which order?

Ms. Angell responded there were a number of things. First, we had a couple of projects especially with the City Clerk and Planning & Community Development that we were ready to work on getting implemented with HTE. There was a lot of

analysis that was done. Business licensing was one of them and we had money allocated for the code enforcement and permitting automation. Since the analysis was fresh, we had put a hold on those projects when we started looking at Innoprise so those were the projects that were ready to go first because we could get them going quickly. We also thought those were some of the areas that needed the most attention.

Alderman O'Neil asked needs from a technology standpoint or needs from a client services standpoint or a combination of the two?

Ms. Angell answered a combination I think. Getting business licensing and some of the permits out on the web improves constituent services but it also improves efficiency within the departments so we get a double benefit out of it.

Alderman O'Neil asked will we be able to do something with the Neighborhood Enhancement Team that we have not been able to do and is that reflected in here or is it inclusive?

Ms. Angell answered that is part of the Code Enforcement, Business Licensing, Neighborhood Enhancement Team. We have to get some of the permits and licensing in there before we can do the NET team but that is part of the first phase.

Alderman O'Neil stated I know you probably don't have the schedule in front of you. If you had to guess, when could we safely start using the new software for the NET team?

Ms. Angell responded possibly the second quarter but I am just saying possibly.

Alderman O'Neil replied to me that is important and I understand that some steps need to happen early but that still seems to be one of the biggest challenges in the City is coordination on the NET team and anything we can do to accelerate it would be good. I have confidence in you and your staff and this new program that we are going to be able to do it but in my eyes you can't do it quickly enough. There are still problems with the NET team not due to anything intentional. It is just the system we have set up doesn't work. If that can be accelerated I would appreciate it.

Chairman Lopez stated Jennie will be providing information that we need as we move along. One item that I mentioned to Jennie is to look at the cost of it and how we are drawing down on what we are paying as a notation at the end of the report. I think that would be helpful.

Alderman O'Neil stated if there was a way...I look at the right side and I think it is great to have the targets for the implementation but if it is possible could the text be revised in Aldermanic lingo? That would be easier for me. It is pretty technical.

Ms. Angell replied I can summarize it. I can do that.

Alderman O'Neil responded I think the goals and target dates on the right hand side are very helpful. I think Alderman Lopez asked for the draw down on the project and that would be helpful but if there was a way to put it in lingo that I would understand a little better that would be helpful to me.

Ms. Angell replied we can do that. If you have any other thoughts, feel free to e-mail or call me.

On motion of Alderman O'Neil, duly seconded by Alderman DeVries, it was voted to receive and file the report.

## **TABLED ITEMS**

7. Communication from Alderman Arnold regarding tax exemptions for individuals.

*(Note: Tabled 08/30/2010; Committee to obtain additional information)*

On motion of Alderman O'Neil, duly seconded by Alderman DeVries, it was voted to remove this item from the table.

Alderman Arnold stated I think the Committee is aware that I submitted this request back in July. It involves an issue that I think is an important subject that this Board discuss; that subject being tax exemptions and whether or not adjustments to the structure of tax exemptions can provide any additional tax relief to our citizens. We all saw the coverage in the *Union Leader* and I think every member of this Committee is aware of the tax decrease that we saw this year with the setting of the tax rate. I certainly think that any additional opportunities, whether it be through tweaking tax exemptions or other methods, we should certainly be having discussions about. Alderman Lopez and I have met with the Assessor's Office and I am content on continuing to have these discussions as part of the budget process. I certainly hope that the Board continues to take this subject seriously and look at every possible way we can to maximize tax relief for the City's residents and work out a system that is fair and equitable. With that, I am happy to yield to the Committee receiving and filing my communication. Thank you, Mr. Chairman, for allowing me to speak.

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

5. Communication from Louis DeMato, McLane, Graf, Raulerson & Middleton Professional Association, on behalf of 603 Entertainment Group, Inc., regarding their pending business license application.  
*(Note: Tabled 10/19/2010. The business license application and a communication from the Police Department have been sent under separate cover.)*

On motion of Alderman O'Neil, duly seconded by Alderman DeVries, it was voted to remove this item from the table.

Mr. Gary Simmons, Deputy Police Chief, stated good evening. The last time we were before the Committee we talked about the 603 Entertainment Group and we had previously sent a letter down objecting to their obtaining a license. We had some particular issues at that time. Those issues were resolved as you know. We discussed that at the last meeting and rescinded our letter. However, there remained some concerns by the Committee relative to this establishment opening up at its location and at that time they asked us to come back with our understanding on what conditions we would apply to the establishment and whether we felt comfortable in signing off on their license. With me is Attorney Dan Norris who represents the clients that are operating 603 Entertainment Group. You met him the last time. As a result of that meeting we subsequently had a meeting with Mr. Norris. We also drafted various license requirements before we would sign off on that license. We met with Mr. Norris, and he has since met with the ownership and they are in full agreement to sign off on every condition that we had regarding the business license. As a result, we did sign off on that license and forwarded it to the Clerk's office. Those stipulations would include the standard conditions we would apply to most businesses that serve alcohol. We did add a few extra ones, one of which was a police detail and another one dealt with surveillance cameras. I will tell you that working with Mr. Norris and the ownership has been fairly simple. They pretty much complied with everything we asked without question. Mr. Norris can certainly speak to this, but the ownership certainly got a message after that last Committee meeting that this City means business and that the City has had a history of problems with these types of establishments in the past. They clearly left that meeting knowing that they had to run a full-scale, solid, well-run operation. We have signed off on it. I think the Chief and I and the department are very satisfied with the conditions and we will certainly continue to work with the ownership in that regard.

Alderman O'Neil asked would it be possible for the Committee to get a copy of those conditions?

Mr. Simmons answered yes. I could certainly provide that.

Alderman O'Neil asked did you have a chance to brief Alderman Long on what those conditions were going to be?

Mr. Simmons replied no, I did not but I can do that.

Alderman O'Neil stated Mr. Norris, I think we know where to find you. I believe your office is next door. Do you fully expect that we will not be asking to meet with you or your clients at any time in the years ahead regarding compliance and conduct?

Mr. Dan Norris, Attorney, stated I agree with the Deputy Chief's assessment that my clients were here and heard the discussions last time. They fully understand what they need to do and are ready to do business in Manchester the way the City expects them to.

Alderman O'Neil asked you stand behind that as well for the record?

Mr. Norris answered I do.

Alderman O'Neil stated as I said, we know where to find you if something is going astray there. Anything you can do to make sure they stay in compliance would be greatly appreciated because, as the Deputy Chief said, we have not had a great history with these types of establishments. One final question for Mr. Simmons: What was the detail agreement?

Mr. Simmons replied right now the plan is to hire two detail officers on Thursday, Friday and Saturday evenings. That is subject to change at any time. If their business is squared away and there doesn't seem to be a need for two officers we would maybe reduce it. However, we would also increase it should we find that there is a problem there.

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

6. Presentation by Robert Cote, President of Brattle Consulting Group, Inc., regarding SubItUp.com and its impact on the Manchester Police Department.

*(Note: Retabled on 8/30/2010; Police Department to evaluate through December 2010. Originally tabled 04/20/2010.)*

This item remained on the table.

Alderman O'Neil stated I have one quick question for Deputy Chief Simmons. Are we going to do anything on this item at some point?

Mr. Simmons responded I would like to keep that tabled. We are finalizing that review right now. I have a feeling it will be received and filed at some point.

Chairman Lopez stated the Chief wants us to keep this tabled until December.

Alderman O'Neil asked does that mean we are going to be doing something with them? It is a yes or no question.

Mr. Simmons answered I have a feeling it is going to lean towards not doing anything.

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

A True Record. Attest.

Clerk of Committee