

COMMITTEE ON TRAFFIC/PUBLIC SAFETY

June 7, 2004

6:45 PM

Chairman Sysyn called the meeting to order.

The Clerk called the roll.

Present: Aldermen Sysyn, Guinta, Forest, O'Neil

Absent: Alderman Smith

Chairman Sysyn addressed Item 3 of the agenda:

Discussion relative to usage of seatbelts by City employees in City vehicles.

Alderman O'Neil moved the item for discussion. Alderman Forest duly seconded the motion.

Alderman O'Neil asked if we have a policy that has been adopted, why isn't it implemented.

Chairman Sysyn stated we don't have a policy. Some time in the 80's they talked about keeping seatbelts in shape but there is no policy in wearing seatbelts if you look at Item 3.

Alderman Forest asked is it up to us to make a policy or should we refer it to staff.

Alderman O'Neil stated it is certainly something worth pursuing. I don't know who the lead agency would be. Kevin Sheppard seems to handle all vehicles but maybe it is a Risk Management thing.

Alderman O'Neil moved to refer the item to Risk Management. Alderman Forest duly seconded the motion.

Alderman Guinta stated I am certainly in favor of moving this forward. Is there something we can do to expedite it or does the Committee prefer a recommendation from the Risk Manager.

Alderman O'Neil responded in my motion I wasn't suggesting we were looking for a recommendation. I would like to go on record that I think it is a good policy and I want to know what we need to do to implement it. Maybe we should refer it to the Solicitor's Office at the same time. That might make some sense.

Alderman Guinta asked can we have them report back at the next meeting.

Alderman O'Neil answered yes.

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

Chairman Sysyn addressed Item 4 of the agenda:

Discussion relative to policy for parking meter bags and an action relating to increasing fees to \$15.00.

Alderman O'Neil moved the item for discussion. Alderman Guinta duly seconded the motion.

Alderman O'Neil stated it is my opinion that the meter bag policy is abused in the City, in the downtown and that it is so cheap now that they can afford to abuse it. I witnessed bags that are left up at night and over the weekend and people because they see the bag choose not to park in those spaces. I think we need to come up with a policy and get better control. I think these bags are given out very easily. They end up taking up a lot of downtown spaces where I don't believe that was the intent. If somebody is a plumbing contractor or an electrical contractor they were supposed to be able to have one truck. In many cases they might have four or five vehicles from that one contractor taking up prime space on Elm Street or the side streets. I am not even sure that \$15 is enough to put some bite into it.

Alderman Guinta stated it is increasing the fee to \$15 per bag per day.

Mr. Lolicata answered yes.

Alderman Guinta asked what is it now per day.

Mr. Lolicata answered \$10.

Alderman Guinta asked didn't we discuss \$25/day. Realistically is a \$5/day increase going to matter?

Mr. Lolicata answered I think so. I think it will knock some of them down. We have already lost a lot of customers with PSNH and telephone when it went up. They were leasing them by the month and those have gone up. Ours are all dailies now, people who are contracting downtown. I think the rate is pretty decent.

Alderman Guinta asked so right now it is \$50/week for Monday through Friday.

Mr. Lolicata replied correct. They are informed. We take the person's name, the company, the telephone number and the address. We get a \$25 deposit. They receive that deposit when they return the bag in good condition. They are charged \$10/day and they are told to take them off at night if they have them for the week or more than one day. Each one is told this.

Alderman Guinta asked so the suggestion is to go from \$50/week to \$75/week.

Alderman O'Neil stated Mr. Lolicata mentioned the phone company and that. That is not where I see the abuse. I think it is great if a phone company employee is sent to a call at a certain place on Elm Street and if they can pull up with their truck nearby. That, I think, was the intent of this. It is where there is abuse when the bag is used from 6 AM until 10 PM. I don't see that with the phone company.

Mr. Lolicata responded I didn't say that. I said Public Service and the phone company are not getting as many bags as they used to. They used to lease by the month, not the week. What I am saying is that is when they went up to \$10.

Alderman O'Neil stated the other thing was coming up with a policy for use. I don't see any policy. Was the City Solicitor supposed to work with you and get us a policy?

Mr. Lolicata answered this goes back quite a way where I think there was a policy for Parking Violations and then we took over. Like I said the word is policy not ordinance. It was always passed through the Traffic Committee for increases. The last three we went through you people. If you are looking for some type of ordinance, I guess you could have the Solicitor write something up.

Alderman O'Neil stated there was an e-mail sent out that said just as a reminder at the May 11 Traffic Meeting the Committee voted to have the Solicitor and Traffic Director work together to come up with a policy for the bags and an increase in the fee for the next meeting, which is scheduled for June 8. Where is the policy?

Mr. Lolicata responded there is none and I have not spoken with Mr. Arnold concerning that. It has been a policy of the Traffic Committee. If there is

something that has to be done through the City Solicitor I would imagine you are looking for an ordinance of some type.

Alderman O'Neil replied I don't know if an ordinance is the right thing but we talked about this at the last meeting and not a thing has been done on this other than you coming in for a \$5 increase.

Alderman Forest asked isn't there something that we are going to discuss later...is this involved in that also.

Deputy City Clerk Johnson answered you could.

Alderman Forest stated I guess we would have to vote on the \$15 increase but we have another item here where we are going to be discussing some of the things I had asked for earlier. It is on the table and I am probably going to be taking it off the table and maybe we can discuss it then and hold it to then.

Chairman Sysyn responded I think we need to raise the fee.

Alderman Forest stated I agree about raising the fee but I mean as far as the policy.

Deputy City Clerk Johnson stated I agree that you need to set your \$15 because that is what the budget laying on the table includes based on my understanding. In terms of requesting a policy, you could do it one of two ways. You could ask Tom to come back with a written policy at the next meeting for you to consider. I think he didn't understand that that is what you were really asking him to do or you can take it up as part of a later discussion, whichever you prefer.

Alderman Guinta stated I think that is a very gentle way of putting it. Everybody in this room last month understood what we wanted. This is not necessarily directed towards you Tom. The impression or the understanding from the Committee was that at the next meeting and we were trying to expedite this to get this completed. The expectation of this Committee was a recommendation for an increase and a recommendation of policy to insure that abuse would be halted. The problem and we talked about it last month and Alderman O'Neil is correct to have some frustration. We get complaints from local business owners when a construction worker, and this is an example, a construction worker will come in at 6 AM or 7 AM and parks there all day into the evening and they are just parking there. It is not even construction or vehicles that are required...it is someone's personal vehicle that is there. Those are the kinds of abuses that we wanted addressed and we wanted them addressed for this meeting. Now to be fair this e-mail went to Tom Clark on May 13.

Mr. Lolicata responded it was my understanding that this was brought forth by an Alderman due to revenue enhancement.

Alderman Guinta stated well it might have been talked about subsequently – revenue enhancement, but initially this Committee wanted to be a little more fair about the use of parking spots downtown. If a company legitimately needs to use the parking spot all day with a bag then so be it but what is happening are construction workers because it is so inexpensive are buying a bag, parking there all day and not allowing consumers or customers to use those parking spots and downtown business owners are losing customers because of it. The direction of the Board was to your department and to the City Solicitor's Office to come up with a reasonable increase and a policy and to me the policy probably rests more with the City Solicitor's Office. My reiteration is that this was issued to you, Tom and to Tom Clark on May 13. So we are doing our job and the City Clerk is doing their job in getting the notification out. There needs to be a little more fire under people's feet to get these things accomplished.

Chairman Sysyn asked in the interim do you want to raise that fee and have them bring the policy back.

Alderman Guinta answered the problem I have is there is no basis for it – just an arbitrary number unless you can expand upon the \$5 increase. Is that going to solve part of the problem or should the increase be to \$20 or \$25?

Mr. Lolicata replied we agreed on the \$15. I think \$20 is too much. We talked about it amongst ourselves knowing what we sell during the week and during the month and based on the customers we have already lost. We figure that is a fair price.

Alderman O'Neil asked Mr. Lolicata is there anyway that enters into long-term...is monthly the most you can get these bags for.

Mr. Lolicata answered it can go longer than that depending on who...like Public Service and the phone company were utilizing them but lately it hasn't been going that long at all. It has been cut down and it is by the day or by the week. The biggest ones right now are the ones you see down by McQuades for that big renovation. Maybe one company will get them for one or two weeks at a time. It is usually daily for one or two or three days.

Chairman Sysyn asked is it the construction company that pays for that or the owner of the building.

Mr. Lolicata answered the construction company working there pays for it. We take their name, address, etc. and that person is responsible.

Chairman Sysyn stated I had a complaint about somebody who drove in with his motorcycle and parked there all day. I am sure it wasn't a construction worker.

Mr. Lolicata responded they are already told to remove these at night. Now that is the part where you people are coming from. I think now you are going into enforcement. That is where I think the Police should be involved with the Solicitor and myself. I haven't heard too much lately unless you have but they have been told right along to take those bags off at night.

Alderman O'Neil replied well it hasn't happened. The one on Merrimack Street is a great example where those bags stay there seven days a week.

Chairman Sysyn asked Ms. Comstock do you remove your bags at night.

Ms. Robin Comstock answered no.

Alderman O'Neil moved to increase the meter bag fee to \$15/day and have the Traffic Department, City Solicitor and Police Department work on a policy regarding the use and enforcement of meter bags. If we need to do it by ordinance we will do it by ordinance but there is definitely abuse going on and we need to correct it.

Alderman Guinta duly seconded the motion.

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

Chairman Sysyn addressed Item 5 of the agenda:

Communication from the State of NH Department of Transportation advising of various stop sign erections and removals at different locations throughout the City.

Alderman O'Neil asked do we need to take action or is this just informational. Are they looking for us to approve...

Mr. Lolicata interjected these have all been passed and most have been taken care of by the City anyway. Right now they belong to the City that is what they are telling us.

Alderman O'Neil asked what is the correct motion.

Deputy Clerk Normand answered you could receive and file.

Alderman O'Neil moved to receive and file.

Alderman Forest asked Tom on these now for the state I know there are quite a few on Route 3A. Are we taking on the added expense now if we have to replace them or maintain them? I notice there are a majority of them that they are giving back to the City and then there are a few that they have taken away and they have taken the responsibility. Does that offset each other?

Mr. Lolicata answered we have been maintaining them anyway believe it or not. The Traffic Department used to send up to the state every single stop sign that you passed by ordinance. We are the only ones that ever did it. They in return have a...what they are trying to say is we are returning it back to you to remove or take care of. The boundaries have been set. The ones you are talking about, that is still the City of Manchester. They are giving us permission to maintain it, which we have always done. I mean there are not too many calls out there but when we do get a call we take care of it.

Alderman Forest duly seconded the motion to receive and file. Chairman Sysyn called for a vote. There being none opposed, the motion carried.

Chairman Sysyn addressed Item 6 of the agenda:

Communication from Nicholas Bonardi requesting the closure of So. Bedford Street at the intersection of So. Commercial Street.

Alderman O'Neil moved to refer the item to the Highway Department.

Deputy City Clerk Johnson stated if we are understanding that it is a petition to discontinue we will initiate the process for discontinuance, which is different than what was requested. That is what we are not clear on. We asked that he appear or to call us and we haven't had any response at all. We have called him a couple of times.

Alderman O'Neil stated the intent is to close the street.

Deputy City Clerk Johnson asked to close it or to discontinue it so that he can petition to own it with the court.

Alderman O'Neil answered to discontinue it I guess is the correct term.

Deputy City Clerk Johnson stated then refer it to the City Clerk and we will put it through the process.

On motion of Alderman O'Neil, duly seconded by Alderman Forest it was voted to refer this item to the City Clerk's Office to start the process for street discontinuance.

Chairman Sysyn addressed Item 7 of the agenda:

Communication from Carol Jaworski requesting the reinstallation of "No Trucks" signage on Wellington Road between Bypass 28 and Edward J. Roy Drive.

Alderman Forest moved the item for discussion. Alderman O'Neil duly seconded the motion.

Alderman Forest asked Tom on these signs were they there originally.

Mr. Lolicata answered yes. They are just missing.

Alderman Forest moved to reinstall the "No Truck" signage on Wellington Road as requested. Alderman O'Neil duly seconded the motion.

Alderman Roy stated at Edward J. Roy Drive by the time you see the sign and then find a location to turn around and not violate it you are up in a residential neighborhood. I know the petition here is asking for Edward J. Roy Drive. Is there a way to move it closer to the intersection so people aren't getting off the highway, turning past Eastern Drive and then Edward J. Roy Drive before they are actually notified that they can't...

Mr. Lolicata interjected these are for trucks.

Alderman Roy responded I know but what I am saying is that short of...everything is residential even if it is multi-family residential from Eastern Avenue westerly so by the time a truck sees the sign at Edward J. Roy Drive in order not to violate the sign they are turning around in a residential neighborhood. I am just wondering if Tom could find a location closer to the highway. I am in favor of it, I am just wondering about the location of the signs.

Mr. Lolicata replied yes that can be done.

Alderman Roy stated everything from the highway westerly is residential.

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

Chairman Sysyn advised that the Traffic Department has submitted an agenda, which needs to be addressed as follows:

STOP SIGNS:

On East High Street at Beacon Street, (NEC, SWC)

Alderman Sysyn

PARKING (2 HOURS):

On Temple Court, east side, from Harrison Street to a point 100 feet south of
Brook Street

Alderman Guinta

PARKING (2 HOURS – 8:00 AM – 6:00 PM):

On Union Street, west side, from Auburn Street to Auburn Southback Street

Alderman Guinta

PARKING (2 HOURS – 8:00 AM – 6:00 PM – METERS):

On Orange Street, south side from Elm Street to a point 80 feet easterly (3 meters)

Alderman Guinta

PARKING (2 HOURS – 4:00 PM – 10:00 PM):

On Auburn Street, north side, from Lincoln Street to Maple Street

Alderman Osborne

NO PARKING:

On Spruce Street, south side, from Maple Street to a point 100 feet westerly

Alderman Guinta

On Blaine Street, north side, from Second Street to a point 100 feet easterly

Alderman Thibault

NO PARKING ANYTIME (EMERGENCY ACT):

On Temple Court, east side, from Brook Street to a point 100 feet south

NO PARKING (8:00 AM – 6:00 PM – EMERGENCY ACT):

On Parkside Avenue, south side, from a point 235 feet east of So. Lincoln Street to
a point 40 feet east

Alderman DeVries

RESCIND NO PARKING:

On Auburn Street, north side, from Lincoln Street to a point 75 feet westerly
(Ord. #2581)
Alderman Osborne

On Auburn Street, north side, from Maple Street to a point 100 feet easterly
(Ord. #2580)
Alderman Osborne

On Floyd Avenue, both sides, from Titus Avenue to the dead end (Ord. #6446)
Alderman Garrity

RESCIND ¼ HOUR PARKING (8:00 AM – 6:00 PM):

On Orange Street, south side, from Elm Street to a point 60 feet easterly
(Ord. #3469)
Alderman Guinta

RESCIND 2 HOUR PARKING:

On Temple Court, east side, from Brook Street to Harrison Street
(Ords. #6197 & 8325)
Alderman Guinta

RESCIND 10-HOUR PARKING METERS:

On Orange Street, south side from a point 60 feet east of Elm Street to a point 20
feet easterly (Ord. #6512)
Alderman Guinta

Alderman Guinta asked Tom the No Parking on Spruce Street, south side, from
Maple Street to 100 feet westerly, why is my name on that.

Mr. Lolicata answered I am trying to picture where that is. That is probably
Alderman Osborne's ward.

Alderman Guinta responded it is. I don't have a problem with it though.

Deputy Clerk Normand stated there is one new item that was added by the Traffic
Director. It is No Parking on Tarrytown Road, west side, from Central Street to a
point 65 feet northerly. It is a request from Alderman Osborne.

On motion of Alderman O'Neil, duly seconded by Alderman Forest it was voted to
accept the traffic report.

TABLED ITEMS

9. Portion of report of Traffic Committee referred back to Committee 04/08/2003 regarding the adoption of regulations:
One-Way Streets
Hollis Street
Kidder Street
(Tabled 04/08/2003 pending a meeting between Alderman Guinta, Tom Lolicata, and the constituents involved.)

This item remained on the table.

10. Report, if available, from the Building Commissioner and City Solicitor regarding speeding up the demolition process.
(Tabled 08/12/2003 pending collection of comments from departments and final version of the ordinance.)

Alderman O'Neil stated a report was supposed to come back to us on this and there is no report. An e-mail went out and we didn't get anything from the department. Can the Clerk's Office follow-up on that?

Alderman Guinta stated I will note again that the Clerk's Office sent an e-mail on May 22. The Clerk's Office is doing their job.

This item remained on the table.

Alderman O'Neil stated I have an item of new business. I want to commend Lt. Valenti. I know that I spoke with him about a half a dozen times as well as several other Aldermen on the speed enforcement program that we eventually set-up in the CIP Committee. A number of \$13,000 comes to mind, which is considerably less than what we had talked about but I think it is a step in the right direction. I know that I spoke to Lt. Valenti several times about that and his input was very helpful to many of the Aldermen in establishing a citywide traffic enforcement program. I just thought it would be appropriate tonight to recognize him for that.

Alderman Forest stated I have something to bring up under new business also.

Chairman Sysyn stated well we have something to take off the table first.

Alderman Forest stated I am not sure if I got this from the City Clerk or from Verizon directly but there were some complaints about there not being enough handicap spots around the Verizon Wireless Arena. Actually this past week I spoke with the City Clerk's Office and Jim Hoben from Traffic. I also spoke with

Tim Bechert and Jeff Eisenberg and I think between all of us we have come up with a solution that we would like this Committee to go along with. What we thought about was to make some of the no parking zones along Lake Avenue in their drop-off area to Chestnut Street and then on Chestnut Street from Lake Avenue to Spruce Street. I believe, Tom, you said that would give us something like 20 handicapped spots?

Mr. Lolicata answered I would have to go and measure it.

Alderman Forest stated it would mean having some bags printed to put over the parking meters on event nights that would say handicapped on it. There would be some posting of signs making the parking meters handicap accessible on those nights and it would solve some of the problems with accessibility on the south side of the building, which is really not accessible. The Verizon Wireless Arena and the Monarchs have agreed to foot the cost of the bags if we have to have bags printed.

Alderman O'Neil asked are you talking only on Chestnut Street.

Alderman Forest answered I am talking about five spots on Lake Avenue. There are five spots on Lake Avenue east of their ticket drop-off and then from Lake Avenue to Spruce on Chestnut, which would be both sides of the street.

Alderman O'Neil asked do they end up losing the drop-off area then.

Alderman Forest answered no. They would still have five spots for their drop-off area.

Alderman O'Neil stated I have seen them pull buses in there to drop people off.

Alderman Forest responded it would be below the bus stop.

Alderman O'Neil stated I guess what I am seeing is that a majority of that space is going to be taken up.

Alderman Forest replied but it would be east of the bus stop. There would be five spots below the bus stop for the ticket office pick up and drop off. Above that we would get five spots from there to Chestnut Street. Then it would give us the parking meters on both sides of the street from Spruce to Lake Avenue. The bags would be put on the meters on event nights.

Alderman O'Neil asked how many spaces are you picking up in total.

Alderman Forest answered you can pick up 13 on Lake Avenue or 8 or 5 or whatever and on Chestnut Street the way he is talking it sounds like about 10 spots to me on both sides of the street.

Alderman Forest stated this will actually be Lake Avenue just after the entrance to the arena.

Deputy City Clerk Johnson asked is he talking both sides of Chestnut Street or only one side.

Alderman Forest answered both sides from Spruce Street to Lake Avenue.

Alderman O'Neil asked so eight spaces is that your recommendation. That is what they are showing here on the map.

Alderman Forest asked they are showing eight spaces. I thought there were more than that.

Mr. Lolicata answered they show five and then there is a hydrant and then there are eight more.

Alderman Forest asked so there would be eight on Lake Avenue right.

Mr. Lolicata answered there are 13 in all. Whatever you want to do with it.

Alderman O'Neil stated that is taking all of the drop off area then. That is what I just asked.

Alderman Forest responded that is why I am asking Tom for a count. The five drop-off spots would remain.

Alderman O'Neil replied then it looks like you can only have eight spaces on Lake Avenue.

Alderman Forest stated right and then you have spots on Chestnut Street.

Alderman O'Neil responded that is a step in the right direction that's for sure.

Alderman Forest replied absolutely. There was an idea to have the Verizon staff bag the meters but apparently Lt. Valenti wants to control that. The officer on duty there would do that and control the bags.

Lt. Valenti stated I would ask that we maintain control of the bags. I would hate to see a private entity control the bags because obviously somebody could misuse them.

Alderman Forest stated the management at Verizon has agreed to that also. They did say that they would pay for the cost of the bags up to \$500. It is about \$15 to \$20 to have the bags printed if we go that route.

Deputy City Clerk Johnson asked can we just clarify one other thing because I know we are going to get calls on it. When are the bags going to go out in those instances? People go there and park early and feed the meter before the event and then somebody goes and puts the bags out, how is that going to be handled?

Lt. Valenti answered outside detail starts an hour and a half before the event.

Deputy City Clerk Johnson stated so if somebody is already parked in the space at the meter then obviously the bag wouldn't be put on.

Alderman Forest stated there has been a suggestion that we have some signs posted on both Lake Avenue and Chestnut Streets.

Lt. Valenti responded that would create a problem because the detail doesn't start until an hour and a half prior to the event. What we could do is bag them all and if the folks leave then it would be available for handicapped parking otherwise if they did feed the meter we wouldn't be able to tag them.

Alderman O'Neil asked Lt. Valenti if there is somebody already parked there...I mean somehow the intent is not to penalize somebody who is already parked there. That will be so noted and those people will not be tagged for...I have to guess that is a pretty hefty fine.

Lt. Valenti answered it is a \$250 fine.

Alderman O'Neil asked so are you comfortable that we are not going to get in trouble on this thing and that the mechanics of it will work without people paying fines that shouldn't be paying fines.

Lt. Valenti answered yes. The officers that are tagging should be the officers that are working the detail and the PCO's. They will be made aware of that situation by the detail officers.

Mr. Lolicata stated Lake Avenue has to have some kind of signage. They don't have meters there.

Alderman Guinta asked couldn't that just be full-time handicapped parking as opposed to just bagging it because nobody is parking there anyway right now. Let's just make that handicapped...

Chairman Sysyn interjected that is what he is telling you. There are no meters there now anyway so he is just going to make that for handicapped parking only.

Lt. Valenti stated that wouldn't be a problem.

Alderman Forest stated we could just do Lake Avenue for a trial basis.

Deputy City Clerk Johnson asked are you talking about doing Lake Avenue handicapped parking only. How many spaces was that?

Mr. Lolicata asked do you want all 13 or just half.

Deputy City Clerk Johnson answered just eight.

Alderman Forest moved to have eight permanent handicapped parking spaces on Lake Avenue. Alderman Guinta duly seconded the motion. Chairman Sysyn called for a vote. There being none opposed, the motion carried.

Note: Following the meeting, a phone poll was taken to rescind the vote on the handicapped parking spaces and bring the issue back to the Committee at a later date. The vote was rescinded with Aldermen Sysyn, Guinta, Forest and O'Neil voting yea. Alderman Smith was not present at the meeting and was not polled.

Chairman Sysyn stated the Chamber of Commerce is looking for two other spots. I don't know if you are aware of it Lt. Valenti. Merrimack Street has been blocked. I think it is open now but in the meantime if it stays blocked perhaps she should get together with you on two other spots. It is for the Visitor's Welcome Center. Robin, do you want to come up and address it?

Deputy City Clerk Johnson stated I think those bags were actually issued by Traffic.

Chairman Sysyn asked Tom did you issue those bags to the Chamber.

Mr. Lolicata answered those two bags were done by ordinance. They are always there. They never come off. They are right there in the corner.

Chairman Sysyn stated they were there yesterday but the street was open. That is why I wondered if it is open or closed now.

Mr. Lolicata responded I guess when the street was closed they couldn't even get in there. I guess that was her problem.

Ms. Robin Comstock stated I think the problem is two-fold. Tom and I were talking before the meeting. It was closed because of particular underground piping issues but the other problem is compounded with the construction of the building so delivery trucks come in, park at those bagged meters and our Granite State Ambassadors can't get into the spaces so I am just wondering while they are renovating that building if we could possibly move those two bags in a close proximity so the volunteers can still get into the building and when the construction is completed we can move them back.

Chairman Sysyn stated I think if you worked with Lt. Valenti on that, that would be fine.

Alderman O'Neil asked why are we using bags and not permanent signage.

Ms. Comstock answered I don't know. That was a City decision.

Alderman O'Neil stated that sounds to me like one of the places where this is abused. I don't think bags are the right way to handle this. I don't know why there isn't signage or something.

Chairman Sysyn responded I think it works when the street is open.

Ms. Comstock stated we have not had a problem throughout the course of the last year. Perhaps the City chose a bag option so they could take the bags off when the Welcome Center was closed so they would have that option. We only care about the hours that the Welcome Center is open and operating.

Alderman O'Neil stated I think that is part of the problem. There is nobody at the Welcome Center but yet the bags are still on the meters. Alderman Guinta just made a great point that the bags are a short-term fix. We really should come up with a permanent fix.

Ms. Comstock stated we have Granite State Ambassadors there from...the shifts I believe go from 10 AM until 8 PM. It doesn't matter to us what mechanism you use just that the volunteers can get into that building.

Alderman Forest stated I think we as a Committee and I think it went through the Board we did make a decision on those two parking spots when the Welcome Center first opened up because I remember the Chamber had come to ask us for two spots on Elm Street and then the MTA stated that they needed them. Tom had suggested those two spots and I was under the impression at that time Tom that you were going to take those meters off and post them as those spots for the Welcome Center so I don't know how the bags ended up there.

Mr. Lolicata responded that is because like she was saying for 10 or 12 weeks during the summer or so many weeks when they opened up once that stopped you take them off and then your meters are there for the rest of the winter or whatever.

Alderman Forest stated I think we as a Committee thought that those two spots were going to be designated for the Welcome Center.

Ms. Comstock stated the Welcome Center is open year round.

Alderman Forest stated I think those meters, actually the bags should come off and it should be posted as that. I thought that is what we had voted on.

Chairman Sysyn replied in the meantime if you are not going to use them right now because the street is blocked you are going to have to find a couple of spots somewhere else.

Ms. Comstock stated our concern is in part the construction going on in the building and delivery trucks just don't have a place to load and unload and we are losing volunteers. Some of our volunteers are handicapped and elderly.

Alderman Forest responded that is another discussion on that street and I have to ask some questions on that too. I don't know if it is appropriate to talk about it now.

Chairman Sysyn asked what.

Alderman Forest answered Merrimack Street. I guess I could ask Lt. Valenti. I was under the impression that when you had construction on a street unless it was on an emergency basis one lane was supposed to be open. I know Merrimack Street has been totally closed off for quite awhile now. In some cases I have gone downtown and I thought unnecessarily. There are some streets that are closed off all over the City. They did it in one or two days and this project here has lasted almost three weeks now for half a street and I am just wondering why it is closed or why it has stayed closed for as long as it did.

Lt. Valenti responded it is supposed to be open. I am well aware of the problem. I have been down there a couple of times to speak to the foreman of the Water Works who is doing the project down there as I have received complaints from the Merrimack Street Garage. I have addressed that with them and both times I have been assured that the street is open.

Alderman Forest stated I believe it was open today but I was under the impression that unless it is an emergency situation, which I don't think this project was...why it was closed off I mean fully closed off for the three weeks that it was. I received some complaints on my side of the river about that street and they are only working on one side and they had it totally closed off.

Lt. Valenti stated they do have some large equipment in there that obviously for public safety they have tried to limit the amount of vehicle traffic.

Chairman Sysyn asked does anyone want to make a motion.

Alderman Forest stated as far as those two parking spots. I believe our original motion was that they become part of the Welcome Center so the motion I will make is that we make those two spots...we post them for the Welcome Center and you take those meters off the posts. I think that was our original motion.

Chairman Sysyn stated in the meantime she is looking for two other spaces. She needs two temporary places.

Alderman Forest stated we can put an amendment that they can take those two bags for now and put them across the street at two meter, which was suggested the last time.

Ms. Comstock responded that would be a perfect solution until the construction is done.

Chairman Sysyn stated and we can have her work with Lt. Valenti on where those two spots are going to be.

On motion of Alderman Forest, duly seconded by Alderman Guinta it was voted to have the two current parking spots for the Welcome Center permanently posted as such and to have Lt. Valenti work with the Chamber to find two alternative temporary spots until the construction is completed.

Mr. Lolicata asked do you want me to find spaces on Elm Street.

Chairman Sysyn answered you might have to go across the street.

Alderman Forest stated I think one time we had said they could use spaces across the street.

Mr. Lolicata asked but the permanent spaces are staying on Merrimack Street right.

Deputy City Clerk Johnson answered on Merrimack Street where they presently have the bags is where you are going to permanently post. Temporarily, Lt. Valenti will find someplace for them to move the bags to.

Ms. Comstock stated thank you very much. I really appreciate it.

11. Report regarding parking garage contract RFP's.
(Tabled 08/12/2003)

This item remained on the table.

Alderman Guinta stated the residents who live at Amoskeag Place between Hollis and Kidder Streets would like to expand the residential parking area – not solely because of construction. They have wanted to do this for a number of months. They would like to expand residential parking to include Bedford Street and if possible the Bedford lot. Can we do that?

Mr. Lolicata responded you got my e-mail. When construction starts we are going to be putting 50-75 of the construction workers in the Bedford lot. There are over 100 spaces. You told me a figure of 35-40 I believe.

Alderman Guinta replied there are 40 units.

Mr. Lolicata stated we can take care of them at the Bedford lot and on Bedford Street. They can be taken care of.

Alderman Guinta asked do we need a motion.

Deputy City Clerk Johnson answered yes because lots are not included at all right now in your residential parking zone. Those are established by ordinance, not by regulation. It requires a change to the ordinance to change a zone. It is not just something you do by a committee report. Lots aren't in the ordinance currently. They are listed separately so I will have to look at that. I am not saying it can't be done we are just going to have to figure this out. We will submit an ordinance on behalf of the Committee if you want to move on that.

Mr. Lolicata stated this isn't permanent. This is on a temporary basis.

Deputy City Clerk Johnson responded no he is looking for permanent.

Alderman Guinta stated again this is not because of the construction. This is in response to the Brady-Sullivan building and the parking it requires, the Keyspan employees, you have the pharmacy college there now. All of those employees and students are parking in residential parking so the residents of Amoskeag Place don't have anything beyond the private parking they have, which is one space per unit. Usually they would be allowed to park on Kidder and Hollis. That is no longer sufficient throughout the day and when the college is in session even into the evening. So the request that came from the Board of Directors of Amoskeag Place to me was we would like to expand residential parking to Bedford Street and the Bedford Street lot.

Mr. Lolicata answered those are done by permits like you and I were talking about. After 7 PM I have no problem at all. The Bedford parking lot during the daytime is permit parking only.

Alderman Guinta asked who parks there.

Mr. Lolicata answered we have people from the Millyard.

Alderman Guinta asked is it usually full during the day.

Mr. Lolicata answered we are going to be putting up workers who are going to be working on Bridge and Elm.

Alderman Guinta stated I am not concerned about the workers right now. Right now at the Bedford Street lot I go down there at different times of the day. Sometimes there are cars there but there have been months where there is nobody utilizing that lot.

Mr. Lolicata asked if you are talking during the day they would have to pay like anybody else. After 5 PM they can park there all they want. Monday through Friday is when the permits are by ordinance. I think it is until 6 PM or 7 PM but after that they can park for free.

Alderman Guinta asked after 8 PM.

Mr. Lolicata answered after 5 PM I think Monday through Friday.

Alderman Guinta stated what I would like to do is expand the residential parking to at least Bedford Street.

Deputy City Clerk Johnson stated if you want to move to do that first and then we can research the lot.

Alderman Guinta stated so for now I can at least tell them that if they want to park in the Bedford lot after 5 PM until 8 AM...

Mr. Lolicata interjected anytime after 5 PM they can park there.

Alderman Guinta asked until what time in the morning.

Mr. Lolicata answered until about 6 AM. I think 7 AM is when most people come in if I remember correctly. We can get the hours for you.

Alderman Guinta moved to expand residential parking to Bedford Street. Alderman O'Neil duly seconded the motion. Chairman Sysyn called for a vote. There being none opposed, the motion carried.

Alderman O'Neil stated this was news when I heard tonight about these construction workers parking in the Bedford Street lot. Are we being paid for that?

Mr. Lolicata answered yes.

Alderman O'Neil asked how much.

Mr. Lolicata answered whatever the going rate is. I think it is \$35 or \$40 per car. The foreman came to us about a week and a half ago inquiring about what it would cost. At the height of the construction they figure there will be 85 people. It will be 25 or 30 or 40 but at the height there will be up to 85 people and they are willing to pay for this and that is the only place we can put them.

Deputy City Clerk Johnson stated I have the numbers for the Bedford lot. At this point there are 158 permits out for that lot.

Alderman Guinta asked and how many spots.

Deputy City Clerk Johnson answered 108.

Alderman Guinta asked so how are you going to put another 85 cars in there.

Mr. Lolicata answered easy. What they don't fit there we will put on Bedford Street. It is called marketing. We are doing very well believe me. It is just like you see down at Arms Park. There are 353 cars down there but you see 250 spaces open every day. It can be done. I am utilizing Bedford Street also. It will be done.

Alderman Forest stated that brings up a question. At the base of Hollis Street where the High Five building is, the lot to the north of it does that belong to the High Five or does that still belong to the City?

Mr. Lolicata answered that is private. I don't know who that belongs to.

Alderman Forest stated it used to be a City lot.

Mr. Lolicata responded it could be Ralph Sedore. I am not sure but I think it is private.

Chairman Sysyn stated Mr. Sedore came down the other day. You had the fireworks and those bands at Arms Park and he said it took one of his workers eight hours to clean up after. Is there a way we can put barrels down there or have somebody clean up like Highway? You are going to have another one on the Fourth of July. It was a mess. I think, too, a lot of it is because there are no containers down there for trash.

Deputy City Clerk Johnson asked where are you talking about.

Chairman Sysyn answered on Dow Street I think. Where is Mr. Sedore's building?

Mr. Lolicata stated he is down toward the Brook Street area. He is up at the northern end across from Jefferson.

Deputy City Clerk Johnson asked are you looking to have the street swept in that area or the lot.

Chairman Sysyn answered either that or have some containers down there. If you had containers some people might be using them but there is nothing to put trash in.

Deputy City Clerk Johnson stated that is a private lot.

Lt. Valenti stated when we communicate with Highway for barricades we can make a recommendation that they put some trash bins on Commercial and Canal Streets for the events.

Communication from Alderman Forest requesting that the City Clerk be allowed to study the parking control issue and report back to the Committee with recommendations.

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

Alderman Forest moved the item for discussion. Alderman O'Neil duly seconded the motion.

Chairman Sysyn stated I think you all got a copy of the recommendation from the City Clerk's Office.

Deputy City Clerk Johnson stated the Clerk's Office was asked by the Committee to prepare a report on parking operations and part of that was to look at physically the overall parking operations and try to look at the functions and consolidating some of them and combining them. In that end Leo had appointed Matthew and myself to try and go through all of the stuff that is available regarding it and put together a report for the Committee. We did do that and we gave you I believe a substantial report that breaks it down in detail but at the request of the Chairman we did put together a summary which is what we would like to present to you and then we can answer questions if you would like. Basically the Clerk's Office was asked to look at it because the City has a fragmented approach to its parking. We find that it is inefficient and it is costly and it is causing a lot of customer and staff frustrations in the process. I think that we well laid out throughout the observations that we put in the report. There is staff burnout. There are definitely costs that are being incurred. Labor wise the customers are going around to several different areas and there were a lot of contributing factors as to why it would be considered inefficient overall. The report basically outlines that an integrated approach would be better for the City. We see this as broken down into two different parts. One would be enforcement and one is administration. Administration basically consists of your planning, collections and maintenance. With all of the things we found we felt that the strategy for the Committee and the City should be to set some good policy and revitalize the parking system program for the City. Based on the fact that you need better information there are basically no reporting mechanisms out there at present. There are no cost analyses and there are a whole lot of things that could be more informative overall. Enforcement activities could be improved and we could be more cost effective in that process and it would be nice to be consumer friendly in the process as well.

On the parking system the way it is operating presently, enforcement in our opinion is over extended and it is inadequate. If you refer to the way we broke down the report in observation two I think we outlined a number of contributing factors on Page 2 of the report with regards to the enforcement factor. We also gave you some suggested remedies to that but basically what we are saying is that a police officer should not be giving out a ticket that then when you get into revenue collection has to be double entered. When you are doing enforcement and you are using police officers to give out parking tickets they are obviously being taken away from other duties. The Parking Control Officers that are out there are over extended. They need the help of the police officers and the dog control people and whatever else they can get in order to accomplish it Citywide. It is not being done in a fair mechanism. In terms of revenue collection we found it to be antiquated and burdensome and that is both on the collection side of your parking fees as well as on your permit side and collecting it out of your meters and what happens there. You are still counting coin on a daily basis in the Traffic Department. You have Ordinance Violations that is trying to catch up with...they are swimming up the river every day of the week and not functioning well there and that is partially because they are not taking in what they could be taking in if you had those monies going directly to a bank through a lock box mechanism or something of that nature. They are working on...I believe they were working on January notices in May and you have the 90 days statute of limitations so you are losing money on that process. In addition, you have a PCO who is trying to keep up with the booting process. She is like 900 vehicles behind. She is probably never going to get to the 900 the way it is going and in order to do that she has to go to two different departments to get the information to do her job or to send out police officers who are out on route. Basically we are saying the administration is fractured at this point and they just can't perform beyond what you are getting now, which is why you sent us out to get the information. We got here by doing business the same way for 40 years. Technology has come about that we are not taking advantage of and options are out there with the banks that we are not taking advantage of. That is pretty much the basis of it. Your option is to do nothing. In our opinion you could do nothing and continue the fragmentation and you could continue what is happening and keep with your labor-intensive process. You could combine your administrative functions and enhance your enforcement and break it into just the two categories. You are getting no planning set out. You are getting nothing under the present system that you could be getting otherwise. As a third option you could enhance your enforcement and you could break out collections, maintenance and planning a more or less three separate issues and determine where you want those to go. It is a choice basically of the Committee. We are recommending that you should do something obviously and we would suggest that you ease into these changes. For fiscal year 2005 it has been suggested that you increase the Police budget for their PCO's and give them at least two additional part-time officers that could be sent out in route in the

evenings and on weekends and you might get some outside of inner City work done that is not getting done at present. It is believed by the Police Department as I understood it from Chief Jaskolka and I ask that you would be able to increase revenues on the other side to offset your costs. We also believe that a lock box is an important step in the right direction and if you were to set aside funds in fiscal year 2005 to order that the lock box processing be initiated we believe within a three month period you could actually initiate that. That would save a lot of time and allow Ordinance Violations or Collections, whoever is doing it, to go out and actually send out the notices and maybe get to some of the other booting and things that aren't getting done. We believe that if you order your coin deposits directly to the bank, which could be done for an additional \$1.50/bag, you would see a big reduction in the amount of labor intensity there and you could utilize those staff for other duties. We would seriously suggest that you consider transferring all of the collections to a collections department that specializes in that. The reasons for that are because technology wise you will find that they generally are more advanced in those areas and they are more consumer friendly. They know how to handle the customers. That is their focus – customers and collections. Right now your collections are enforcement and they are in with signals and signage and that is not necessarily the best. You have people trying to get permits and they go to two different locations. In one instance you have only one person issuing permits. If you are doing on-street or lot permits there is only one person in the entire City that can do it and if that person is out you can't get a permit. For a City of 100,000 that doesn't make a whole lot of sense. If you implement those recommendations we believe you would have an improved and equitable enforcement program. You could redirect labor costs for improved efficiencies and services in other areas. You could increase your revenues and have equitable collections so that everybody who has a ticket that is over seven days would be paid the same. People now mail them in and if the 90 days goes by and you don't enforce it, it gets thrown out of court so now you have wasted all of the resources of the staff time that has gone into that as well. You can also improve your reporting capabilities. Reporting actually could be...just by for instance taking your revenues that are being collected and your coinage if you took those and you broke them out in bags and you did them by district and you submitted them you would be able to get reports from the bank just by the deposits and now somebody has time to do entry on the other side. You could track a lot more information just simply by doing that. That is aside from all of the other things that you could gather off the system. if you were just getting updated information from the bank on the lock boxes and you went out and actively pursued the other. In the future we would suggest as you are easing into the process to improve your administration and integration and set your policies we really believe that you need to continue to move in that direction. You need to update technological resources and that would include your meters. I think that it is obvious that we are not considering things like multi pay stations or a meter that

is set-up to handle four spaces so you are only collecting money out of one rather than four meters. It is cheaper to buy a four set-up than a single set-up. In reality you are going to save money on both sides of the fence there. Certainly in a lot that runs straight or even a street area that runs straight where you have a straight run of spaces it would be simple enough to do that. Obviously you wouldn't want to do that on something like Market Street going downhill. That is not a good idea. You could certainly do it in certain areas. You have no cost analysis information set-up now. You don't know what it costs you to maintain a parking spaces or a parking lot or a space in a parking lot. Those are things that should be done and there are things that could be done as you get more advanced and you start getting more reports out of your systems. Certainly if you used your internal auditor and you took and used your Traffic Director and your economic development people and Planning staff and you combined them together they could give you a lot of good information and you could go back and look at your fees on an annual basis and determine what your policy should be. You would have it based on some hard evidence and hard information that you are not getting now. There needs to be that internal auditing related to reporting in our opinion. I think that the City is in dire need of a needs assessment for parking. I don't think that you had that real look over City wide. The baseball stadium is a perfect example of some of the chaos that goes on. Nobody looked at that at least from the Traffic Department perspective because they weren't asked to. I don't think that anybody considered it until last minute and they were ready to open and now well what are we going to do about the parking situation. There should never be a situation like that. It should be planned out ahead of time and that is not getting done. There is no marketing. We did marketing when you did Canal Street parking at one time and the Verizon was open. You said okay let's go out and do some marketing and that was the only one time marketing that the City has ever done to our knowledge. Those are all suggestions. We have outlined it in more detail obviously in the report. We also did not touch upon the garages all that much other than to say that pay stations should be considered along with security. We left that more or less to Finance because you already had the internal auditor who has prepared a report and he is present here if you have any specific questions about that. I guess with that we will open the floor.

Alderman Guinta asked Tom do you think this is a fair assessment of parking operations.

Mr. Thomas Lolicata answered well there are some things that I could speak against or speak for. Overall, there are some things that can be taken care of or should be taken care of but some of the things I just don't agree with. I am not going to sit here and argue point by point but for example taking the money and bringing it to the bank and letting them do the work for \$1.50/bag. Well I like checks and balances. I like to know what we got first and then give it to the bank

to see if we come out all right. Things like that. That doesn't tell me that if we give them a whole bunch of money that that is going to be missing there also. These men are under security and I think there is a check and balance involved there. Multi-stations. I can go into that. They cost \$7,000 or \$8,000 just to get started. Some of them can take up to six to ten meters. That is the average. Matt explained a new one to me that takes up four. I haven't researched that one yet. To me I think that you are talking about a lot of money there depending on where you want to put these things. You have to think of vandalism, tickets, collecting, maintenance and it is big money. There is a lot involved with these things. I have gone through it. I have seen them come and I have seen them go. There are a lot of things you can do when you have money.

Alderman Guinta stated let's leave the policy to the policymakers. I like to remind departments and employees that the Board of Mayor and Aldermen are the policymakers. I appreciate and rely on factual information from the departments. If you have a and it might make sense to have a little bit of a specific response because I think there probably are some very good suggestions in here and there might be some things that don't make sense. I certainly value your opinion as we move forward with the transformation of parking collection. It is interesting to note for example counting the money. How do we count the money that is collected right now? We literally have people employed by the City who sit in a room and count the money?

Mr. Lolicata answered it is in a lock box. They take it. It has to be dumped and we have a coin collector. They are under security. There are two people at all times. Each box is counted that way. With that goes different aspects of taking out foreign objects first and the whole nine yards. I guess the bank can do it to from what I have been told.

Alderman Guinta asked don't we in other areas of the City send money directly to banks without City oversight. We already do that don't we?

Deputy City Clerk Johnson answered I don't know that there are a whole lot of departments that take in coin but yes all departments now send their money directly to the bank and in most instances you know what you are taking in. In this instance and I will let Matthew address it because perhaps he can address it better than I can but most communities what they do now is they collect it by bags and they send it to the bank. I will let him talk to you about the detail of how the bank does that.

Deputy Clerk Normand stated currently we talked to Portsmouth and we talked to Concord. Alderman Forest was present. We spoke with Concord and I spoke with the Parking Coordinator on the phone in Portsmouth. Both of them use Citizens

Bank, which we currently use and there is no coin counting done. In talking to the person that is involved at Citizens Bank that we would deal with on this end, we currently pay \$1.50/bag, which I think holds 1,000 coins. For an additional \$1.50 or a total of \$3.00/bag they would do all of the counting. If it was mixed change they would do that. It goes into a room. It is a dual control room where there are 48 cameras set-up. It is very safe and secure. Every time there is a count whether it is every day or whenever we decide to do the deposits if that is the decision that moves forward here there is a reporting that comes back directly to the City and if there is some kind of discrepancy...I am assuming that Tom would know a given route on a collection and what it generally draws for revenue and then in turn if that does not jive with the information coming from the bank then that would obviously be a discrepancy that we would have to address.

Alderman Guinta stated Tom you said there are two people who are counting money. How many hours a day are those two people spending counting money?

Mr. Lolicata answered it can average anywhere from an hour and a half up to three or four hours depending on the take and the section and the coins. You could collect \$2,000 from one section and \$67 from the next section.

Alderman Guinta asked and that is on a daily basis.

Mr. Lolicata answered yes.

Alderman Guinta asked do the people who count the coins have other job responsibilities besides that.

Mr. Lolicata answered yes.

Alderman Guinta asked what are they.

Mr. Lolicata answered maintenance of the meters. While two of them are counting the other guy is out taking care of the maintenance.

Alderman Guinta stated but essentially the responsibilities with respect to the meters, those are their sole responsibility in the department.

Mr. Lolicata answered no collection and maintenance. They take care of the meters also.

Alderman Guinta stated but it is just the meters. Their responsibilities are focused on the meters and we have three people employed. What do they make? \$30,000, \$40,000 or \$50,000 each?

Mr. Lolicata answered two of them probably range in the \$30,000's and the supervisor is probably at around \$42,000.

Alderman Guinta stated so roughly \$100,000 between the three of them. I am getting off track here a little bit but when I advocated consolidation you got pretty angry at department consolidation. You seemed to take it very personally.

Mr. Lolicata responded because it means services lost.

Alderman Guinta replied that is fine. Do you think if we took this money...if we changed the policy and sent this money directly to the bank and got rid of those three people in your department do you think that services in this City would be reduced?

Mr. Lolicata responded definitely.

Alderman Guinta asked how.

Mr. Lolicata asked who would maintain the meters. If you are going to get rid of them who is going to maintain the meters.

Alderman Guinta stated say we got rid of one of them or two of them.

Mr. Lolicata asked who is going to collect the money.

Alderman Guinta stated here is my point. Right there, future considerations, that is all about consolidation. As a matter of fact the word combine under available options means consolidation. What I would like to do in this City is improve services. This seems to be an archaic way that we collect revenue in this City with respect to the meters. I think you would agree that there are some areas that we can improve upon in revenue collection right? It is just an old meter process. We have been doing the same thing for 40 years. That is what this says. That is what is frustrating to me because when it comes to setting budgets and increasing people's taxes these are the things that I get phone calls on. When people see reports like this and I am not picking on you but when the public sees reports like this they call Aldermen and they say why are you not implementing change. I would like to see some changes and some of these are good. Some of them may not work. I would certainly like your input but I think we need to move into a different direction and if we need to move into a more technology based direction with respect to this, I think there are probably other areas in all departments, not just yours, where we can make improvements. Isn't that fair to say?

Mr. Lolicata responded I agree 100%. We have implemented changes. How many cities do you find in the northeast that have perfect parking – on street and parking lots?

Alderman Guinta replied I don't think there are any with perfect parking. My basic premise is that I think we can make some general improvements in this City.

Mr. Lolicata responded I agree with you as long as services aren't dropped or hurt. I am agreeing with you, Alderman.

Alderman Forest stated I don't know whether I would 100% agree with what Alderman Guinta is saying. I know a lot of this I started 17 or 18 months ago mainly looking for a more efficient way of again collecting money and finding out information on parking tickets. I know Lt. Valenti occasionally gets a call from me. I had asked him about a certain amount of tickets that were done in my ward and I wasn't...he wasn't able to tell me on certain streets. They could tell me how many tickets they gave out in one day but not exactly what they did in my ward. I can understand that because we don't have the technology to do it. Also, in your department, which was the depositing of the money – not only yours, there were several others but I am not under the same impression that Alderman Guinta has that by doing this we are going to get rid of three employees. I am under the impression that if we do the lock box system we are going to take those three employees that you say work anywhere from an hour and a half to three hours a day counting money and put them on a service of repairing the meters and the money will go directly to the bank. That is what I was thinking. I was also thinking of not consolidating departments but consolidating what they do. I didn't realize...I said three or four departments that I had to deal with to find out where the revenue came from for a parking ticket but I guess from this report there are more than three departments. What I would like to see in this lock box...if we don't do anything else this lock box here in other towns the money that is collected from parking tickets and meters and all of that goes directly into the bank the same day it is received and the City starts collecting money and interest right away – not three weeks from now or seven days from now. There is a tendency here to get the money that the City deserves and there are some other things that again I like in this report because I generated it or I started to ask for it.

Mr. Lolicata stated I agree with you but you have to admit that all of the money that we collect goes in immediately. There is no hesitation. By noontime it is in the bank. Secondly, anything you ever asked of Traffic as far as monies or anything you always got an answer didn't you?

Alderman Forest replied absolutely. You are on the defensive again, Tom.

Mr. Lolicata responded no I am just saying...

Alderman Forest interjected this is not personal and again I am not trying to take your job or anybody else's job away from them.

Mr. Lolicata stated I am not looking at it that way. I am answering your question. When you ask us a question you always get an answer. That is all I am saying to you.

Alderman Forest responded but that is only one department. Now I can't get an answer from every department and I should be able to. Again, like Matt said we went to Concord and to Portsmouth. I went to Portland, Maine. You go to one person and ask questions and they rattle off answers from the top of their head. It seems like this City and I am not going to single you out but it seems like we want some information and we can't get it. We have to wait a month or two or three and it happens a lot. It is not only you. It is not all of the department heads but I would like to get information when asked and not have to wait three weeks because sometimes three weeks is too late. I think reorganizing the way parking tickets are given out in this City and parking permits and all of that I think will work better for the City. The other thing is the PCO's. I think there are four PCO's and two of them are part-time. One works in the Ordinance Violations Bureau. I agree with the recommendation that we add some. There is one PCO and her duties are she spends four hours helping in Ordinance Violations because they are short-handed. She goes out and boots cars. She is 900 cars behind. Her responsibility is also that if we have any complaints in the outer edge like in one hour zones or something she takes care of that. I have no idea how she can do it and I don't believe she can do it properly and I think having extra PCO's and having it under one commander per say will straighten this out. It will get cars tagged at the north end and the West Side where I haven't seen a ticket in 20 years. The police officers have a lot to do. When it is quiet they can go out and do something but they have other things to do other than going out and concentrating on one-hour zones. I think I have said enough.

Alderman O'Neil stated Carol I am going to work off of the package that you sent out prior to tonight if I can and it is all included one way or the other in your Powerpoint presentation. On Observation I you talk about staff burnout and I quote "Ordinance Violations staff operate on a race track that never ends and is always uphill, with little connection to the "City" team." I don't see a...is there a recommendation for more staffing or technology that would help them. If there is, I didn't see it in the report.

Deputy City Clerk Johnson responded I think the biggest thing that would help them right off the top is to do a lock box and in order to introduce that into the

system what would happen is basically that would eliminate 90% of the daily mail that they are dealing with now. You need to get new handhelds for the PCO's that can generate a specific type of...

Alderman O'Neil interjected take me through this one step at a time. We are talking about Ordinance Violations. Is it called the Ordinance Violations Bureau?

Deputy City Clerk Johnson responded Unit I think is what they are using at the Police Department according to the organizational chart that I saw last.

Alderman O'Neil stated Deputy Leidemer is shaking his head no.

Deputy City Clerk Johnson stated I think we all know who we are talking about.

Alderman O'Neil stated I just want to make sure of what I am talking about because I will go down the road here a little bit where we do have at least six departments and sometimes two or three divisions within a department involved. So the lock box would probably eliminate 90% as a safe number but even if it was 50% of their mail that is a step in the right direction.

Deputy City Clerk Johnson stated you would eliminate a substantial portion of what they are dealing with. The way it would work is you would need to purchase for the Parking Control Officers new handheld units. The handheld units cost about...well they have been priced out at about \$3,300 a piece. If you were to hire the two part-time PCO's in addition to the four full-time that exist and you presume one for back-up that is the price that you would be looking at to purchase.

Alderman O'Neil replied let me stop you there for a second. To the best of your knowledge does the software we currently have...

Deputy City Clerk Johnson interjected I am getting to that.

Deputy Clerk Normand stated one thing I would like to add though is the reason we need new handhelds is because the current handheld units do not generate the bar code, which is needed to do the banking and the lock box process. In order to do a lock box you need a handheld that will create the bar coding that the bank will accept. That is why we have to start with that step.

Deputy City Clerk Johnson stated so in essence you start with new handheld units and in addition you need to set up certain things with the bank like a PO box. The bank charges you approximately at the high end \$1,200 a month. It roughly works out to about \$.35 a ticket to process through a lock box once you are up and

running and that is at the high end. It may be as low as \$.25 but you are looking somewhere between \$.25 and \$.35 per ticket.

Alderman O'Neil asked do you have any idea what that cost is under our current system.

Deputy City Clerk Johnson answered you are not getting them processed now. That is the real point of the matter because you are using two full-time staff plus one that has not been filled for probably two years now to get that job down and in essence you are not getting it done or it is sitting there for quite a bit of time – a lot of it. If you were to institute it our suggestion would be if you institute the lock box in the first instance that is going to remove a lot of the day-to-day stuff they are doing and that gives them a chance to get at the notices that aren't going out, which are the after 7 or 14 days or whatever. They go in and run another set and then if there is no response after that it goes into the summons process. So they can't get to those items and if you keep borrowing from Traffic, which is the PCO that Alderman Forest referred to you are also using a PCO for four hours a day to try to process parking tickets, which makes no sense at all because obviously then she can't be out on the street. When I say you are not getting it done, you are and you aren't but you aren't getting the whole process.

Alderman O'Neil stated you did identify \$30,000 for the handheld equipment. Is there any software upgrade that is required?

Deputy City Clerk Johnson responded if you use the \$30,000 figure and you only purchase seven you certainly would have enough for the upgraded software that would be required because it would require software upgrades.

Alderman O'Neil asked so that is in there or not in there.

Deputy City Clerk Johnson answered it would be in the \$30,000 if you are only going to purchase seven handhelds. In our opinion it went together so I used \$30,000 as an estimate for that.

Alderman O'Neil stated going to your observation on parking enforcement, I can certainly understand that there is the need to have some control over this. Again, when you talk about there only being one person doing the booting of vehicles you do recommend and this is just your recommendation to cross-train the two Animal Control officers.

Deputy City Clerk Johnson responded that was a suggestion actually of the Police Department. They do have one who is working on being trained. I know they now have two Animal Control officers so my theory was if one can do it the other can.

Alderman O'Neil asked was there any feedback from them on that recommendation yet.

Deputy City Clerk Johnson answered that is what they were intending on doing. That was my understanding. Deputy Leidemer is here and he could certainly address it but that was a suggestion from him actually.

Alderman O'Neil asked regarding the two part-time PCO's and I only throw this out because this actually has come up in discussion with some of the Aldermen regarding nighttime parking. They have started a very successful program with reserve officers and I know there have been some discussions with the Chief about expanding that program and the possibility of helping out with night time enforcement from November until April.

Deputy City Clerk Johnson answered if that is the case then our suggestion would be that you increase your handhelds because you are dual entering anything that is handwritten in a ticket.

Alderman O'Neil stated that hasn't gone anywhere. We have had some preliminary discussions with the Chief about the use of reserve officers, which has been a very successful program for other initiatives but there has been some talk about using them for night time parking. I am not trying to put the Deputy on the spot tonight. I just don't know if he has any information on that.

Deputy Police Chief Glenn Leidemer stated if I could I would like to clarify one thing when you were talking about the Animal Control officers. Maybe I wasn't clear to the City Clerk's Office that it wasn't our intent or initially it isn't our intent to use them on a regular basis during their normal work hours but to use them after hours much like we use PCO's on overtime. I just want to make that clear. We have talked to the Chief about using reserve officers. One of the strategies we looked at was having them come in and maybe work from midnight until 4 AM to assist with parking issues. Having said that, I think that it would be cost-effective and very productive and I think at least initially since cost is a concern that we could download the tickets issued during the day and reuse the handhelds by those officers at night. It would be much more productive and cost effective.

Alderman O'Neil asked did you recognize and again I am not putting you on the spot it is just a number that blows me away that we have 900 vehicles that possibly could be booted. Is that something the department has had a chance to take a look at?

Deputy Chief Leidemer answered I haven't looked at that directly. I was actually surprised when I got this document and saw the number. In fairness to the Parking Control Officers, Carol has mentioned that...I am not sure if it is four hours a day but certainly with some frequency we send our Parking Control Officers down to Ordinance Violations to assist them. The department supports adding part-time Parking Control Officers. I think it would be productive and cost effective to have those people mobile to go out to, as Alderman Forest said earlier, somewhere other than the inner City areas. That would be wonderful and we support that.

Alderman O'Neil stated if I can I would like to move on to Observation III, which is the parking revenue collection. I was surprised by one line, "no database is presently set up for permit parking."

Deputy City Clerk Johnson responded no. The parking permits are issued in two locations as we indicated. One is the Traffic Department and the other is Ordinance Violations. Residential is issued through Ordinance Violations and the others are issued by Traffic. What they have is an Access spreadsheet. It is actually not a database so you can't really generate any reports out of it because it is not a database oriented program obviously.

Alderman O'Neil stated I am no way a computer expert but is there software out there that exists that can be used similar to our current structure where we have multiple departments that somehow have their hand in it.

Deputy City Clerk Johnson responded Information Systems could easily write a program as they have for our dogs and other things that other people can view so in essence you could have something and I am going to use Tony because he is the one that is usually assigned those kinds of assignments but Tony in essence would develop the program for it based on the needs and you might have a view only from Police or wherever else might need to access the information. He would also set it up so that it could generate whatever reports the Committee might want or the Traffic Department or the Collections Department depending on where ultimately that were to reside. The same could be said for what Ordinance Violations has. It is the same thing. It is not...you really should have a comprehensive database strictly for permit issuing. It also would allow you to tag what your costs are for those lots or what you should be charging for your permits in those lots.

Alderman O'Neil asked can you pay any of that on-line currently.

Deputy City Clerk Johnson answered no. You cannot on-line even access a form that will tell you what to fill out. It is not there.

Alderman O'Neil asked is that something that could be explored.

Deputy City Clerk Johnson answered that would be a very simple thing to do and I am sure Information Systems could help Traffic do that with the on street and the other and the Police with theirs if necessary.

Deputy Clerk Normand stated that could be done overnight.

Alderman O'Neil asked can you walk me through and again we are in the revenue collection. Can you walk me through the retail lock box? I get a parking ticket now. Bring it down to the average citizen for an example.

Deputy City Clerk Johnson asked the way it is now or the way it would be.

Alderman O'Neil answered the way it is now.

Deputy City Clerk Johnson stated the way it is now if I get a ticket I have an option. I can mail the ticket in and Ordinance Violations will open the envelopes and go into the computer...

Alderman O'Neil interjected so those go to Ordinance Violations over in the West Wing of City Hall.

Deputy City Clerk Johnson responded right. Then somebody there will open the envelope, take out the money, go on to a screen and note that the ticket has been paid and there is a substantial process they have to go through to do that. After that is completed...

Alderman O'Neil interjected or I could pay in person.

Deputy City Clerk Johnson stated right. The alternative would be that you could come to the window at City Hall and pay your ticket there. Now there are only two people in the office, one obviously during lunch hours and they are trying to do data entry and cover the window at the same time so they start entering, they get up and go to the window and then come back to their spot and it pretty much goes on that way all day long. So, if you were on a lock box in terms of the consumer it would be no different. They would mail it in. The difference is it is going into a PO box and the bank runs it through a machine and we get an upload to our database and all they have to do is look at the problem areas.

Alderman O'Neil asked does the City own the PO box or the one that leases the PO box.

Deputy City Clerk Johnson answered yes.

Deputy Clerk Normand stated it is just like we do with Water Works and EPD.

Alderman O'Neil asked so somebody from the bank goes in and collects that every day.

Deputy City Clerk Johnson answered yes. It gets uploaded...it is like an automatic system. Because of the barcodes it is automatically read and it goes right into the bank account. If there is a discrepancy there of some sort then they would get a separate report and those are the ones they would have to follow-up on. That can be done by fax or uploaded by data and our suggestion is if you do the handhelds and you do it right and you give them the software then it is going to be an easy thing just to get a data upload directly so all they have to do is basically feed a disk.

Alderman O'Neil asked did you happen to come up with a number for what that would cost us for the year.

Deputy City Clerk Johnson answered it can run up to about \$1,200 a month to maintain.

Alderman Forest stated I also have a comment regarding where you are going. Here is some of the frustrating part for a person who gets a ticket that doesn't believe that they owe the ticket and here is where some of the problem lies. That person goes to the Police Station and most of the time they are redirected to Ordinance Violations. They question the ticket at Ordinance Violations and then they are given two choices. They can either go back to the Police Department and question the ticket or you go to court and plead not guilty but then you have to go back to the Police Department and then again you have to either question the officer that gave you the ticket or you go into Traffic and see Lt. Valenti or Sgt. Fournier to justify it and they may or may not take it back. They may send you to District Court. So it gets a little frustrating sometimes when a person has that ticket that they think is questionable.

Alderman O'Neil asked do we know how many tickets...I am guessing and this is just a guess that 75% to 80% of people just pay their tickets. Do we know that at all?

Ms. Janice St. Germain, Acting Supervisor, Ordinance Violations stated first I would like to address the Aldermen regarding giving the ticket. There are two ways. We can give you a court summons right from our office or you dispute it by a letter.

Alderman Forest responded or you get sent to the Police Department because it just happened to me this past week on a ticket. You sent me to the Police Department.

Ms. St. Germain replied because you didn't get the ticket I believe.

Alderman Forest stated no I did not but I still was sent to the Police Department.

Ms. St. Germain stated well you can't dispute the ticket if you didn't get it.

Alderman O'Neil stated my question is for every 100 tickets issued in the City of Manchester how many are just paid.

Ms. St. Germain responded I would say 90%.

Alderman O'Neil stated so the lock box would take care of approximately 90% of all tickets.

Ms. St. Germain answered yes.

Alderman Guinta stated it would free up a lot of your time though because I pay a lot of tickets in this City. It would free up a lot of your time.

Alderman O'Neil stated this has nothing to do with the number of people working there this is just how can we improve a system.

Deputy City Clerk Johnson stated the other part of the lock box is if you get a ticket and you mail it into the lock box, let's say you choose not to, then you would still have the same options available as you do today. We are not saying to change those other options for the other 10% that either don't pay and want to argue the case or wait for the notices to come out and end up in court. The other piece to that is the people who go into the Tax Collector's Office to register their cars find out that they have outstanding tickets. Now the system as it stands now they tell them you go next door and they will tell you how much you owe. So they have to go next door and they get that information. If we got the system software and we did read only we might be able to get the ability for the Tax Office to collect the money.

Alderman O'Neil responded that is a very good point and we will get the Tax Collector up here in a second. Janice let me go back to you. Of the 90% that you said are paid, in that number how many of those 90 out of 100 tickets show up to the window if you had to guess? I am just looking for a number.

Ms. St. Germain replied I would guess between 20 and 25.

Alderman O'Neil asked of those 90 actually show up and pay in person.

Ms. St. Germain answered yes. Maybe a little bit more.

Alderman O'Neil stated now that I understand how our system works and how the lock box would improve that let's go to the transfer of coins if I may. So employees from the Traffic Department go out and actually collect money at the meter correct?

Deputy City Clerk Johnson responded yes.

Alderman O'Neil stated there are one or two of them and they load it into a van.

Deputy City Clerk Johnson replied as I understand it and Tom is certainly here to correct me if I am wrong but as I understand it you have a supervisor that goes out with the collection people. Some are collecting and the supervisor is doing some of the maintenance on the meters. They collect whatever district they are doing and then they go back and unload that and take out the bubble gum and the slugs and whatever else and the rest is put in the coin machine.

Alderman O'Neil responded I understand what happens so they collect money and it goes into the little two wheel unit that they use to collect it and then that is loaded into some container in the van. I am not worried so much about security but I want to know how this works. I am not worried that somebody is going to go down and hold up the...

Deputy City Clerk Johnson interjected are you asking how it would work if we changed it.

Alderman O'Neil asked how do you improve...how do you then process that. Does it still have to go back to Traffic to be put in bags to be taken to the bank? That is where I am going with this whole thing.

Deputy City Clerk Johnson answered it could be done either way. It could be taken directly from the bank. Let's say you collect all of District 1 and you bring that to the bank. Now you know what you are collecting from District 1.

Alderman O'Neil asked and to do this transfer of coins to the bank you don't have to count and it can come in in some kind of container.

Deputy City Clerk Johnson answered you put it in bags and they charge you \$3/bag.

Deputy Clerk Normand stated for any coinage.

Deputy City Clerk Johnson stated let's say you changed the meters and said we are going to take dimes and nickels in there. It would take any coin that you have.

Alderman O'Neil asked and you are saying the cost for that is \$3/bag.

Deputy City Clerk Johnson answered yes. You are paying \$1.50/bag now so they would increase that cost to \$3/bag, which is \$1.50 increase per bag.

Chairman Sysyn stated on Elm Street you have mixed coins because they use dimes and nickels.

Alderman O'Neil stated I will note when you talked about multi-space meters that I was just in the City of Nashua today...

Deputy City Clerk Johnson interjected can we just step back because I want to tell you the other option. The other option is to do like they do now and bring it back to the Traffic Department and that could then be picked up by a security company the same as we do for all of the other departments now but you could eliminate that step entirely.

Alderman O'Neil asked is there a cost for that.

Deputy City Clerk Johnson answered well they are picking up anyway for Finance. Finance already has a contract with them so I don't imagine it would be a great deal more. If there were issues with that that we don't see we are saying there is another option there.

Alderman O'Neil stated I just wanted to note that I was in Nashua today and paid at a multi-space meter. You hit the button. You are either the left space or the right space. That might make some sense. I don't know what forced them to go to that.

Deputy City Clerk Johnson stated the four space meters are \$900. We are paying \$350 a piece if you have a meter upgraded. It is \$900 for a four unit meter that you hit the A, B, C or D on basically.

Alderman O'Neil asked and what is a single meter.

Deputy City Clerk Johnson answered \$300 to \$350 depending on what you are...because you are talking about putting electronic eyes on them and those basically come out to about another \$50 a meter.

Alderman O'Neil asked any idea what those two space meters that Nashua has cost. Is it somewhere in between?

Deputy City Clerk Johnson answered I didn't check two space. I checked four. Battery wise they take the same type of batteries, which last the same amount of time. You are just collecting from one meter instead of four.

Alderman O'Neil asked do you know Tom.

Mr. Lolicata responded I don't know much about the four. The batteries are all the same and start at \$7,000 to \$8,000.

Deputy City Clerk Johnson replied what. He is talking about two spaces.

Deputy Clerk Normand stated two spaces runs about \$900.

Alderman O'Neil stated the City of Nashua has them right on the backside of City Hall.

Mr. Lolicata asked is it a double-header.

Deputy Clerk Normand stated one meter for two spaces.

Alderman O'Neil stated there is only one window on it. You hit a button and it says you are either doing the space to your left or the space to your right.

Mr. Lolicata stated I didn't know you were talking about those. Those are anywhere from \$450 to \$700 depending on the company and whether it is an electric card or not, etc.

Alderman O'Neil stated just one final comment. To my knowledge the parking garage issue is really limited to the Victory Parking Garage. I would not say that security is non-existent in there. As a matter of fact I would say it is one of the most secure garages around. I have actually and people comment to me that they feel safe in that garage. I can't talk to you about any other parking garage.

Alderman Forest stated I just want to make a comment on Alderman O'Neil's line of questioning. Concord, Portsmouth and Portland have those multi-functional

pay stations in their parking garages. They have meters in their parking garages so it would be a way to keep track on a lower level of our parking garages.

Chairman Sysyn asked what do you want to do. Do you want to try to implement some of these items?

Alderman O'Neil stated number one I very much appreciate the work that the City Clerk's Office did because I think it gives us a chance to really take a look and to do some soul searching. I guess one of the things I would ask...I don't know if the departments have had a chance to thoroughly sit down with you or Matt, Carol and how you reached some of your conclusions. Has that happened?

Deputy City Clerk Johnson stated we sat with the Chief on Friday and we did sit with Tom briefly on Friday morning when the draft was available.

Alderman O'Neil asked are they expected to get you some comments at some point.

Deputy City Clerk Johnson answered I don't believe so. We were just asked to submit it to you so beyond that we didn't ask for feedback directly.

Alderman O'Neil stated I think it would be helpful and I think we owe this to the Clerk that we get some feedback from the Police Department and their various divisions and the Traffic Department and who else am I missing. I would like to before...I lost my train of thought and I see the honorable Tax Collector sitting back there just dying to come up. Joan would you come up for a minute please? You are now able to flag when somebody comes in to register a vehicle you are able to flag if they have some outstanding parking tickets?

Mr. Joan Porter responded yes. We actually don't even have to flag it. It is automatic. When we put in their plate number if they have outstanding tickets it just pops up.

Alderman O'Neil stated I am just throwing this out. I don't know if it works but it might help Ordinance Violations with their workload a little bit but I don't know if this is even legal under state law. Do you collect for any other departments if there is an outstanding issue?

Ms. Porter responded we don't collect anything for any other departments, however, one of the ways we can handle the parking in Manchester is integrating the whole financial system where we could actually process the payment through our financial system and have it credited to Ordinance Violations by going to the right accounts. If that were not possible because they have different software, we

collect Nashua's parking tickets right now. If they have an outstanding Nashua ticket and we know about it because Nashua will send us a list and tell us and we will flag it, we can take the check made out to the City of Nashua and send it to Nashua and go ahead and register the car.

Alderman O'Neil asked and you allow them to register their vehicle.

Ms. Porter answered yes so if we had to we could tell the person if you make out a check to Ordinance Violations or the City of Manchester for the amount of your ticket we can give it to Ordinance Violations and they can process it if it is not possible to run it through our system. Either way what it would do is prevent the customer from leaving the station, going to pay the ticket and coming back.

Alderman O'Neil stated it is fairly convenient. Your doors are very close to one another.

Ms. Porter responded that was deliberate with the building because we were sending them to the Annex before and we also don't make them wait in line when they come back so they can go over there and pay the ticket and come back to us. We don't give them the amount only because we are not sure how current as of like today our dollar amount is that is showing up in front of us. Rather than create a problem for Ordinance Violations we just tell them we know you have tickets. You need to go over there find out how much it is and pay it.

Alderman O'Neil asked regarding Nashua that works okay.

Ms. Porter answered yes.

Alderman O'Neil asked how current is the information you get from Nashua.

Ms. Porter answered they send us a list before each renewal month and it is usually about 10 or 12 people. It is not many and not all of them are in our system so maybe five of those people go into our system and they tell us how much money they want to collect. We will call Nashua and say is this what you want us to do and then take the check and send it to them.

Alderman O'Neil asked if you had to grab a number out of the air do you have any idea the number of times in a week that somebody...the flag comes up that they owe parking tickets or fines.

Ms. Porter answered I am probably not the best person to ask because I am not on the counter all day every day. I wouldn't want to underestimate it. Jan may know

better than I because she knows that we send them over. Pat probably knows better in my office.

Alderman O'Neil stated I am just curious. I know I am asking for a lot of numbers tonight.

Ms. Porter responded it is not something that is happening so frequently that it is like a mad rush over there and then back.

Alderman O'Neil asked could it be a dozen a week maybe.

Ms. Porter answered yes.

Alderman O'Neil stated Jan is saying more.

Ms. Porter responded I was going to say that there is a possibility it is four, five or six people a day. It is probably more towards the end of the month. That is why they haven't registered the car because they didn't address the ticket issue. We get them in the mail too.

Alderman O'Neil stated I would like to quote our long time Traffic Director, one of his most famous quotes "there is a lot involved here." Madame Chair are you looking for some direction.

Alderman Forest asked do we want to table it until we get that information or do we want to pass this on to the full Board.

Deputy City Clerk Johnson stated the only thing I would suggest and if you want to table it that is fine but you are dealing with the budget tomorrow night and final action so you may want to consider whether or not you want to put some money aside in contingency and add money on the revenue side in order to have something to draw upon to address your lock box if nothing else.

Alderman O'Neil asked that is approximately \$25,000 or more.

Deputy City Clerk Johnson answered \$30,000+...if you are going to deal with that and perhaps your PCO's maybe you want to put like \$50,000 aside and I think that you would increase your revenue on the other side.

Chairman Sysyn asked you want to set how much aside.

Deputy City Clerk Johnson answered \$50,000. I think because you are going to have to order print outs in advance you are probably looking at three to six months

out before you are...you are going to table it now certainly you are looking at three to six months out so you could reduce it maybe to \$40,000 because it is not going to be a full year. You are looking at PCO's or reserve officers for parking control issues. You were looking to perhaps increase that down the road and you were looking at your lock box, which we know those are pretty fixed costs.

Chairman Sysyn asked so you would say around \$50,000.

Deputy City Clerk Johnson answered somewhere between \$40,000 and \$50,000 would be appropriate but I would also note that you would increase your revenues as well.

Alderman Forest asked so are we looking for two PCO's and equipment.

Deputy City Clerk Johnson answered equipment, software, lock box, you need to rent the post office box and you are going to have some administrative costs for the bank.

Alderman O'Neil stated I think we are eventually going to get there. I don't want to speak for my colleagues but I think there is a sense that we need to make some changes. I don't know, without having everything fully...I think there are still a lot of unanswered questions this evening. We had suggested some feedback from the departments. I hate to try to rush this thing in tomorrow night to get a number put in.

Alderman Forest stated I know for me it is not a rush because I have been working on this for 17 months. I think whatever this Committee recommends...I think some of these could be implemented right away. Others we could work on but it all depends on what this Committee wants.

Chairman Sysyn stated just for the lock box and the handheld units you figured \$30,000.

Deputy City Clerk Johnson responded you are talking a partial year so yes you could probably...probably somewhere in the \$30,000 to \$35,000 range because you have got at least six handhelds that you have to buy and that would cover you and you figure \$1,000 to \$1,200 a month to maintain the lock box.

Alderman Forest stated I believe we had a presentation on the lock box process at the Administration Committee that we sent somewhere or is that on the table in Administration also.

Deputy City Clerk Johnson responded I think you asked them to pursue some of the other information on some other things and come back but I will have to go back and check the records. You could designate it to the Committee on Traffic and not expend it if you don't...

Alderman O'Neil interjected I don't know if the Deputy Clerk behind us has a recommendation.

Deputy Clerk Normand stated it is going to cost you upwards of \$50,000 to put this in place but as Carol said and what is in the report is that if you can offset that with your revenue increase there should be a realization from your revenues that is going to offset those costs.

Alderman O'Neil asked where do we put the money.

Deputy City Clerk Johnson answered you could put it in contingency and transfer it to the appropriate departments when it is time to make the physical purchases.

Alderman O'Neil asked what about the revenues. Where do the revenues show up?

Deputy City Clerk Johnson answered currently they are under the Police Department because Ordinance Violations collections are all there. The Chief, I think, had agreed that they remain there as well in our discussion with him.

Alderman O'Neil asked so we want to increase the revenues of the Police Department by \$50,000 and then set aside \$50,000 in contingency.

Deputy City Clerk Johnson answered either contingency or you can create a line item for the Committee on Traffic. That is something we can take up with Randy before the meeting tomorrow night and just bring in a general recommendation.

Alderman O'Neil stated so that at least gives us an avenue to get this going whether it is three months from now or six months from now, hopefully not nine months from now but without that we can't go forward.

Deputy City Clerk Johnson responded without that you can't implement for another year because I don't think anybody has that kind of money available to put up front.

Alderman O'Neil moved to increase the revenues of the Police Department by \$50,000 and to set aside \$50,000 and I really don't have a strong feeling one way or the other whether it is contingency or a line item for the Traffic Committee...

Deputy City Clerk Johnson interjected that \$50,000 be set aside to implement...

Alderman O'Neil interjected in order to once we have a little more information move forward with implementing the lock box, which includes new handheld units and all of that. I move on that.

Alderman Forest duly seconded the motion.

Alderman Guinta stated Matt you said we could institute overnight on-line collections.

Deputy Clerk Normand responded yes. Simply if you had a form...you said collections and what was brought up was the permitting process. Currently there is no information on the permitting process. If there is a form that is filled out at the Traffic Department in order to obtain a permit or whether there is one for residential permits at Ordinance Violations that form can be simply scanned and put on the website overnight. We do it all the time at our office.

Alderman Guinta asked does that cost us any money.

Deputy Clerk Normand answered no.

Deputy City Clerk Johnson stated that is just a matter of requesting that the departments do it. Information Systems could tell them how to do it.

Chairman Sysyn called for a vote on the motion to increase the revenues of the Police Department by \$50,000 and set aside \$50,000 for implementation of the lock box and purchase of handheld units for the PCO's. There being none opposed, the motion carried.

Alderman Forest asked do we now just make a motion to table the rest while we work on it or do we send it somewhere else.

Deputy City Clerk Johnson answered I guess it is fine to table it. I don't know if it is because the Committee wants to look through it some more or whether you want reports back from the departments that we have mentioned in the report. I think you need...if you must put it on the table and you don't have a sense of what you want...

Alderman Forest interjected even if we say what we want lately we haven't been getting it. Let's see if we can get a directive to get something done that we want.

Alderman O'Neil stated I think some feedback from the departments would be healthy.

Deputy City Clerk Johnson asked do you want that feedback to come through us and then we can submit it all or do you want them to submit it just to the Traffic Committee at its next meeting. That might be the easiest way. I presume you are talking about the Traffic Department and Police primarily.

Alderman O'Neil stated I think we would like to see if there is any input from the Police Department. I think if the Tax Collector could just put some comments together about what she has going on because this Nashua thing sounded very interesting. I think we also need to hear from Diane Prew regarding the database and obviously the Traffic Department itself. I don't think we missed anyone here.

Deputy City Clerk Johnson stated Economic Development or Planning in terms of marketing and those issues but I don't know that you want to deal with that right now.

Alderman O'Neil responded I think we have to crawl before we walk before we run here. That is my opinion.

Alderman Guinta stated I would like to have a directive issued to make the on-line permit available for parking. I think we should be able to do that on-line.

Deputy City Clerk Johnson stated people could download the form and get some instructions.

Alderman O'Neil asked put the form on-line or actually doing the permit on-line.

Alderman Guinta answered both.

Alderman O'Neil asked is the technology there to do...

Deputy City Clerk Johnson interjected I think you would be asking a bit much to do that overnight but certainly they should be able to put on some information about how you apply and have a form on there that they can fill out and send in and then get a response from. At the very least that should be available. If somebody wants to know how to get a birth certificate they can go on-line and all of the instructions are there and there is a form there. They can get all of the information about what they need to do and how they have to do it and what it is going to cost them and then they get the form and they fill it out and they send it in. It should be no different to get a parking permit or anything else.

Alderman Guinta stated I think we need to streamline all of the processes in the City. I think everything...we need to move into the on-line...

Deputy City Clerk Johnson interjected without databases and those sort of things I think it is a little difficult. I know they have to verify that the person is residing there. There are other things that they do in certain instances but I think the information at the very least should be there for them to initiate the process. They shouldn't have to come down to the department just to initiate the process. That was our point.

Deputy Clerk Normand stated there is nothing on-line right now. It is no different than a business license. If you want to open a business in the City of Manchester you don't need to come down to our office to do it. You can read what is on the Internet on our website what you need to do. You can download the application, complete the application and send it into our office through the mail and never come down to City Hall. It should be no different for a parking permit. Now if there is some verification process just like our office where we have to get sign-offs from other departments to issue the business license if there is a verification process that needs to occur for the permitting then so be it but that doesn't require an individual off the street or a resident to come down to do it. It shouldn't have to.

Deputy City Clerk Johnson stated I think driver's licenses and registrations and those types of things can be copied and sent through the mail as well. There should be something on-line.

Alderman Guinta stated the idea is to reduce the number of people coming in and out of City Hall on all of these things right.

Deputy City Clerk Johnson responded well to make it more convenient for them so that they don't have to come down as well.

Alderman Guinta replied I understand. So we can have our resources, the people in the City, doing more important things.

Deputy City Clerk Johnson responded yes.

Alderman Forest asked is that a motion.

Alderman Guinta answered a motion or directive or whatever you need.

Chairman Sysyn asked what about depositing the money to the bank from the parking meters.

Alderman O'Neil stated I think Alderman Guinta is looking for some direction to move this process along regarding putting the form on-line.

Alderman Guinta responded it is a directive.

Alderman O'Neil duly seconded the motion to issue a directive to make the on-line permit available for parking. Chairman Sysyn called for a vote. There being none opposed, the motion carried.

Alderman Forest stated I think the lock box was taken care of before.

Alderman O'Neil stated I think she was asking about coin collection.

Chairman Sysyn stated the coin collection. It would free up some of the help at Traffic to do other things if they could deposit that money directly.

Deputy City Clerk Johnson stated I am sure Finance could work with them on that issue. Do you want to have them report back to you at the next meeting?

Alderman O'Neil stated I think the only way we are going to get some things done is with some motions. I will move on that.

On motion of Alderman O'Neil, duly seconded by Alderman Guinta it was voted to have the Traffic Department work with Finance on depositing the money from the meters directly to the bank and report back at the next meeting.

13. Report of the Traffic Committee recommending that all metered parking be changed from Monday-Friday, 8AM-8PM to Monday-Friday, 8AM-6PM. *(Tabled 03/09/2004 awaiting recommendations from Finance and Planning of a draft request for proposal for study of the City's downtown parking program and relative policies and identifying a source of funding for the study.)*

This item remained on the table.

There being no further business, on motion of Alderman Forest, duly seconded by Alderman O'Neil it was voted to adjourn.

A True Record. Attest.

Clerk of Committee