

AGENDA

COMMITTEE ON TRAFFIC/PUBLIC SAFETY

August 10, 2004

**Aldermen Sysyn, Guinta, Smith,
Forest, O'Neil**

5:30 PM

**Aldermanic Chambers
City Hall (3rd Floor)**

1. Chairman Sysyn calls the meeting to order.
2. The Clerk calls the roll.
3. Communication from Alderman Forest requesting no through trucking and prohibiting commercial motor vehicular and truck traffic on Goffstown Road from Straw Road to the Goffstown line.
(Note: Responses from Robert Wheeler, Chairman, Goffstown Board of Selectmen and Steven A. Silberberg of First NH Development Corporation attached.)
Ladies and Gentlemen, what is your pleasure?
4. Communication from Mayor Baines regarding a proposal from Community Resources for Justice submitted to the Federal Bureau of Prisons for a federal halfway house in Manchester and urging the Committee on Traffic and Public Safety to schedule meetings to discuss the issue with federal officials and others involved.
Ladies and Gentlemen, what is your pleasure?
5. Communication from Peter Lauzon of The Manchester Church of Christ requesting the use of the Pine Street parking lot at the Federal Building on October 2, 2004 from 7 AM until 5 PM for their annual "Give-Away-Day".
Ladies and Gentlemen, what is your pleasure?
6. Communication from Jane Beaulieu of FOR MANCHESTER requesting the use of Arms Park on September 11 and 12 for the Second Annual Mill City Festival.
Ladies and Gentlemen, what is your pleasure?
7. Traffic Signal Optimization and Synchronization Study on NH 28 South Willow Street submitted by the Southern NH Planning Commission.
Ladies and Gentlemen, what is your pleasure?

8. Communication from Richard J. Mulvee of the Tower Realty Group requesting that two of the nine parking spaces on Elm Street in front of the Hampshire Plaza be designated as Handicap Only with a 30-minute limit.
Ladies and Gentlemen, what is your pleasure?
9. Responses to report on Parking Operations.
(Note: Received from Police, Ordinance Violations, Info. Systems and Tax. Traffic Department to bring their feedback to the meeting.)
Ladies and Gentlemen, what is your pleasure?
10. Report from the Traffic Department regarding depositing meter money directly to the bank.
11. Communication from Joseph Kelly Levasseur, Esq. regarding Clifton Crowley's noise complaint.
Ladies and Gentlemen, what is your pleasure?
12. Chairman Sysyn advises that the Traffic Department has submitted an agenda, which needs to be addressed as follows:

NO PARKING

On A St. south side, from a point 235 feet west of
Bowman St. to a point 100 feet west

On Blaine St., north side, from Second St. to a point 50
feet easterly

Alderman Smith

On Clarke St., north side, from Walnut St. to the dead
end

Alderman Roy

On Malvern St., west side, from Lowell St. to Concord
St.

On Beacon St., west side, from a point 100 feet south of
Lowell St. to a point 80 feet south

On Ashland St., east side, from Concord St. to Lowell
St.

Alderman Sysyn

NO PARKING (8AM-5PM MON-FRI)

On Rogers St., east side, from Hayward St. to a point
260 feet south
Alderman Shea

YIELD SIGN

On Theophile St. at Agnes St., SWC
Alderman Smith

STOP SIGN

On Hall St. at Pearl St. – 4 Way – NWC, SEC
On Pearl St. at Russell St., NEC, SWC
Alderman Sysyn

On S. Taylor St. at Laxson Ave., NWC, SEC – 4-Way Stop
School Zone
Alderman DeVries

RESCIND NO PARKING

On Rogers St., east side, from Hayward St. to a point
260 feet southerly (#8080)
Alderman Shea

On Rogers St., west side, from Harvard St. to a point 195
feet (#3573)
On Blaine St., north side, from Second St. to a point 100
feet Easterly (#8853)
Alderman Smith

On Elm St., east side, from Merrill St. to a point 45 feet
south (#2955)
On Union St., west side, from a point 65 feet north of
Plummer St. to a point 110 feet north (#6236)
Alderman Guinta

RESCIND NO PARKING BUS STOP

On Ashland St., east side, from Concord St. to a point
110 feet north (#2575)
Alderman Sysyn

RESCIND PARKING 15 MINUTES

On Laurel St., south side, from Beech St. to a point 70 feet westerly (#3222)
Alderman Sysyn

PARKING 1 HOUR (8AM-6PM)

On Kelley St., east side, from Montgomery St. to Dubuque St.
Alderman Thibault/Forest

RESCIND PARKING 1 HOUR (8AM-6PM)

On Kelley St., east side, from Montgomery East Back St. to Dubuque St.
Alderman Thibault/Forest

PARKING 2 HOURS (8AM-8PM 7 DAYS)

On Putnam St., north side, from Cartier St. to Dubuque East Back Street
On Putnam St., south side, from a point 38 feet east of Dubuque East Back Street to Cartier St.
Alderman Thibault

PARKING 2 HOURS (8AM-6PM)

On Elm St., east side, from Merrill St. to a point 45 feet south
Alderman Guinta

NO PARKING LOADING ZONE

On Belmont St., east side, from a point 45 feet north of Summer St. to a point 40 feet north
Alderman Osborne
On Elm St., east side, from a point 40 feet north of Hayward St. to a point 90 feet north
Alderman Guinta

CROSSWALK

On Commercial St. at the Bridge St. Bridge Staircase
Alderman Guinta

RESCIND PARKING 2 HOURS (8AM-6PM MON-SAT)

On Elm St., east side, from Hayward St. to Merrill St. (#8351)
Alderman Guinta

RESCIND NO PARKING HANDICAP ZONE

On Market St., north side, from Hampshire Lane to a point 116 feet west (#7961)

Alderman Guinta

VAN ACCESSIBLE PARKING SPACE (1 HOUR PARKING CITY BUSINESS ONLY 8AM-5PM MON-FRI)

On Market St., north side, from Hampshire Lane to a point 16 feet north

Alderman Guinta

Ladies and Gentlemen, what is your pleasure?

13. Discussion regarding signage at the Rines Center.
Ladies and Gentlemen, what is your pleasure?

TABLED ITEMS

A motion is in order to remove any of the following items from the table for discussion.

14. 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.)
15. 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. Communication from Leon LaFreniere, Building Commissioner and Thomas Arnold, Deputy City Solicitor dated July 6, 2004 attached.)
16. Report regarding parking garage contract RFP's.
(Tabled 08/12/2003)

17. 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.)

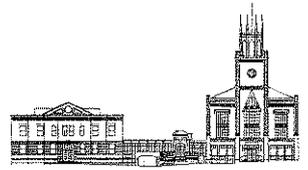
18. Discussion relative to usage of seatbelts by City employees in City vehicles.
(Tabled 6/7/04 and referred to Risk Manager. Response from Harry Ntapalis dated July 13, 2004 attached.)

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



CITY OF MANCHESTER

Board of Aldermen



July 6, 2004

Committee on Traffic
City of Manchester
Board of Mayor and Aldermen
One City Hall Plaza
Manchester, NH 03101

Re: Prohibition of Through Trucking on Goffstown Road
(from Straw Road to the Goffstown line)

Dear Colleagues:

In accordance with Chapter 70 of the Code of Ordinances I am requesting the Committee on Traffic regulate no through trucking, prohibiting commercial motor vehicular and truck traffic on Goffstown Road from Straw Road to the Goffstown line effective upon passage and when duly posted.

Your favorable consideration of my request would be most appreciated.

Sincerely,

Armand Forest

Armand Forest
Alderman – Ward 12

C: T. Lolicata, Traffic Director
Lt. Valenti, Police Traffic Division
Robert L. Wheeler, Chair, Goffstown Board of Selectmen
First NH Development Corporation

3



Town of Goffstown

TOWN OFFICES
16 MAIN STREET • GOFFSTOWN, NH 03045

July 13, 2004

Committee on Traffic
City of Manchester
Board of Mayor and Alderman
One City Hall Plaza
Manchester, NH 03101

Re: Prohibition of through trucking on Goffstown Back Road

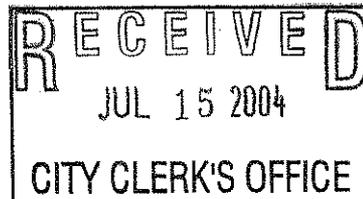
Dear Committee Members:

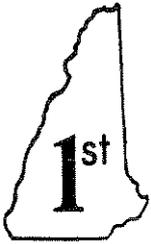
In response to Alderman Forest's letter to your committee dated July 6, 2004, please be advised that the Town of Goffstown has two main corridors – Goffstown Back Road and Mast Road. It is this board's opinion that thru trucking should not be restricted on either of these corridors.

Therefore, we respectfully request that the committee *not* favorably consider the request for no through trucking on Goffstown Back Road.

Sincerely,

Robert Wheeler, Chairman
Goffstown Board of Selectmen





First New Hampshire
Development Corporation

288 South River Road • Bedford, New Hampshire 03110 • (603) 668-9999 • Telecopy (603) 668-6470

July 19, 2004

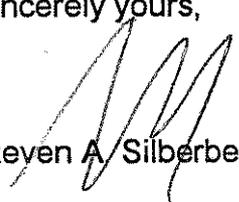
City of Manchester
Board of Aldermen
One City Hall Plaza
Manchester, NH 03101

Dear Sirs:

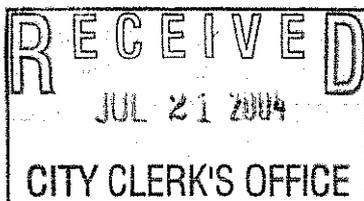
We are in receipt of your letter regarding elimination of commercial traffic on Goffstown Road and request notice of any hearing.

We appreciate and respect the City's desire to promote industrial and commercial growth, however, the proposed rule change, for a strip of 2,000 feet of road, seems aimed at stopping a proposed industrial development on the Manchester town line in Goffstown.

Sincerely yours,


Steven A. Silberberg

SAS/lbb



3



CITY OF MANCHESTER

OFFICE OF THE MAYOR

Robert A. Baines
Mayor

July 22, 2004

One City Hall Plaza

Manchester, NH 03101-1932

Phone: 603.624.8500 (V/TTY)

Fax: 603.624.6576

www.ManchesterNH.gov

To: Board of Mayor and Aldermen

From: Bob Baines

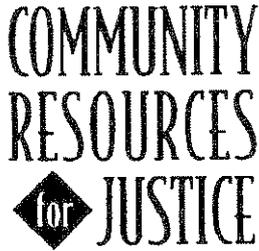
Re: Proposal Submitted to the Federal Bureau of Prisons

Our office has received the following letter regarding a proposal, from Community Resources for Justice, submitted to the Federal Bureau of Prisons for a federal halfway house in Manchester. This letter has been forwarded to Chief Jaskolka who is heading a committee to communicate with the Federal Bureau of Prisons on this issue.

Once again, I urge the Committee on Traffic and Public Safety to schedule meetings to discuss the issue with federal officials and others involved.

cc: Chief Jaskolka

4



July 21, 2004

RECEIVED

JUL 23 2004

MAYOR'S OFFICE

Mayor Robert A. Baines
One City Hall Plaza
Manchester, NH 03101

Dear Mayor Baines,

The purpose of this letter is to inform you that Community Resources for Justice, Inc. (CRJ) has changed the location for its proposed Comprehensive Sanction Center (CSC), or "halfway house" for federal offenders releasing to the Manchester, New Hampshire area. As you know, we had originally looked at the Edmund Terrace building in the Pinardville section of the city. After meeting with and listening to city officials and citizens, we are changing the location to a neighborhood that better meets the criteria they described.

- ◆ RESIDENTIAL & DAY SERVICES
- ◆ RESEARCH & EVALUATION
- ◆ PROGRAM DEVELOPEMENT
- ◆ COMMUNITY INITIATIVES
- ◆ PROFESSIONAL ASSISTANCE
- ◆ PUBLIC POLICY

The new location is 1490/1492 Elm Street which is near the downtown area, and is in close proximity to the agencies, transportation, and employment services which our residents will need. CRJ is purchasing this property and will obtain all necessary zoning permits and licenses required for operation of a CSC prior to the start date of the program. The building will need only minor renovations to meet the required Federal, State and local standards, and the operational needs of a residential program. We are confident that this will be a better location for the program and for the City of Manchester.

Our interest in this process is in response to a request for proposals (RFP) issued by the Federal Bureau of Prisons (BOP). The BOP encourages full and open competition in the procurement of these services; consequently, other offerors may also be responding to this RFP.

JULIA C. LIVINGSTON
PRESIDENT

As part of the CSC contracting process, the BOP requires that all contractors notify and seek input from the local law enforcement authority and two levels of locally elected government officials. This letter will serve as documentation of partial satisfaction of this requirement.

JOHN J. LARIVEE
CHIEF EXECUTIVE OFFICER

CRJ has been operating a residential community sanction center for over 35 years in Boston, Massachusetts, for the Federal Bureau of Prisons (BOP). Many of the clients of that program are residents of New Hampshire. The center is zoned appropriately and has all necessary permits and licenses for its operation.

107 Park Drive
Boston, MA 02115
T 617-867-0300
F 617-867-0301
Website: www.crjustice.org

The total term of the proposed contract is 5 years. The estimated requirement specifies 14 beds for males and 6 beds for females at the beginning of the contract term. These numbers reflect the BOP's best estimates of bed space needs at this

4

time. However, the proposed site will be able to accommodate additional offenders, and the BOP may exceed its original estimates if there is an unanticipated need for additional bed space in this area. Performance is to begin within 120 days from the date the contract is awarded.

The BOP has a long history of transferring inmates who are within a few months of release to a contractor-operated CSC for transitional programming. These inmates have often been removed from the community for an extended period of time. Sound correctional practices, as well as extensive research, show that CSCs enhance public safety by offering offenders the opportunity to find employment, establish a residence, and re-enter the community through a structured, supportive environment.

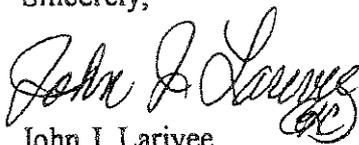
The BOP takes its responsibility for contract oversight very seriously. Contract language establishes requirements for inmate accountability, programming, life safety, staffing, inmate discipline, drug and alcohol surveillance, and a variety of other areas. These requirements are closely monitored by BOP staff, who provide training and conduct both scheduled and unannounced on-site inspections.

Federal offenders at the CSC will come from three sources: inmates who are transferred from a prison to the CSC for pre-release programming, inmates who are committed directly to the CSC to serve short sentences, and offenders under the supervision of the U.S. Probation Office for whom residence at the CSC is a condition of supervision. Nationwide, the average CSC placement is three to four months in length, although longer placements are sometimes made.

CRJ is a non-profit agency formed in 1999 through the merger of Crime and Justice Foundation and Massachusetts Half-Way Houses, two well established organizations with separate yet overlapping concerns about the problems of crime and social injustice. Today, CRJ is promoting a safe and just society for all people through an array of direct care programs, education and advocacy. We provide comprehensive residential programs and day services, in New Hampshire and Massachusetts, for people who need assistance to live civil and productive lives. We also develop and implement demonstration programs to test innovative strategies and creative solutions, conduct research and evaluation, and disseminate information and lessons learned through publications, forums and professional assistance.

The BOP is currently evaluating all proposals that were submitted for this RFP. The BOP and CRJ invite you to express your support for or concerns about this CSC facility. Comments may be directed to Ms. Patricia Donahue-Ormandy, Contracting Officer, Federal Bureau of Prisons, 320 First Street, NW, Room 5006, Washington, DC 20534. The phone number is (202) 307-3070. Please forward a copy of any correspondence to me at 355 Boylston Street, Boston, MA 02116 and feel free to contact me at (617) 482-2520, extension 112.

Sincerely,



John J. Larivee
Chief Executive Officer

4

The Manchester
CHURCH OF CHRIST
66 Mammoth Rd. • Manchester NH 03109 • (603) 623-5559
www.mhtchurch.org

July 17, 2004

Traffic Committee
Alderman Mary Sysyn
% City Clerics Office
One City Hall Plaza
Manchester, NH 03101

Re: Permission to Use Pine Street City Parking Lot

Dear Ms. Sysyn:

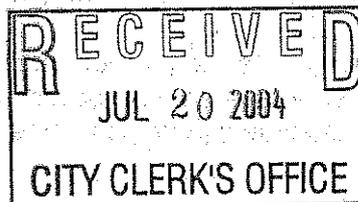
I represent the Church of Christ located at 66 Mammoth Road. Each year we have a "Give-Away-Day". The purpose is to help the needy in our city. We give away clothes, food, furniture, and many other useful items.

This year, we would like to again do this from a location in the inner city. Therefore, we request the use of the Pine Street parking lot at the Federal Building. We will keep the area neat and clean and leave it that way.

Location: Pine Street Lot
Date: October 2, 2004
Time: 7:00 a.m. – 5:00 p.m.

Sincerely,

Peter Lauzon
Peter Lauzon



"Seeking to be the church of God's intent—the visible body of Christ"

5



June
April 14, 2004

The Honorable Board of Mayor and Alderman
Committee on Administration and Committee on Traffic and Public Safety
City Hall Plaza
Manchester, NH 03101

Dear Mayor Baines and Board Members,

FOR MANCHESTER is requesting the use of Arms Park and Veteran's Park on September 11 & 12 for the 2nd Annual Mill City Festival. The Festival of 2003 was a success with the help of many city departments. The Festival Committee will work closely with UNH, DEKA, Cotton Restaurant and businesses in the immediate vicinity on set-up, parking and volume issues. Two streets will be closed to the general public Sept. 11 & 12. Those streets are located on either side of the UNH building. The emergency lane at Arms Park will remain open for emergencies and for vendors needing access at the beginning or the end of each day. We worked closely with the Health Department in 2003 and will again be discussing the food vendor permitting process and logistics. FOR MANCHESTER is fully insured for the event and all proceeds after expenses will help fund other initiatives.

Although the festival is a two day festival, we are requesting the use of Arms Park beginning on September 8 - 12. The festival will occupy the entire park this year and set up will begin on the 8th of September. Last year the festival attracted over 7,000 to the downtown area providing opportunities for local merchants. A trolley again will circulate from Arms Park to Veteran's Park where the Manchester Art Association will be having their yearly Art In the Park. The trolley will continue down Elm Street to the Fishways bringing families to their Annual Bug Ball.

Entertainment will be varied with local blue grass, acapella, folk, chamber, jazz and much more. The Children's Tent will provide interactive games, puppets and crafts. The Community Tent will provide space for local non-profits and other Cultural Institutions.

We are requesting the use of Arms Park for five days and Veterans Park for two days. We will have on-site security and will be working with dozens of volunteers to keep the park clean. Please grant us permission to use the parks. Please allow FOR MANCHESTER the opportunity to engage our community and tourist in celebrating Manchester's rich heritage.

Sincerely,

A handwritten signature in black ink that reads 'Jane Beaulieu'.

Jane Beaulieu
FOR MANCHESTER

FOR MANCHESTER

83 HANOVER STREET MANCHESTER, NH 03101 603-628-6880 FAX: 603-666-3966

6

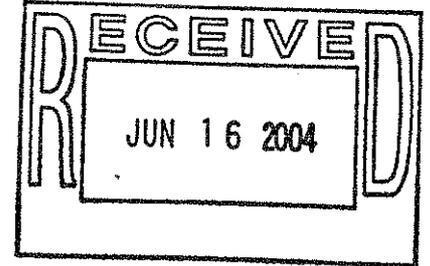


Southern New Hampshire Planning Commission

438 Dubuque Street • Manchester, New Hampshire 03102-3546

Telephone (603) 669-4664 • Fax (603) 669-4350

June 15, 2004



Mr. James P. Hoben
Deputy Director
Department of Traffic
480 Hayward Street
Manchester, NH 03103

Re: Coordination of Traffic Signals on NH 28 South Willow Street

Dear Mr. Hoben:

Enclosed please find the results of the study conducted for the co-ordination of traffic signals on NH 28 South Willow Street (between Driving Park Road and Goffsfalls Road & Huse Road). Included in the report are revised traffic signal timings for all the traffic controllers in the study section. Synchro and SimTraffic, traffic signal timing optimization and an animation programs, were used in performing the study.

The recommended timing plans call for few changes in the phasing sequences. If there is any way of warning the drivers about the changes in phasing, please do so. Please also inform the police about the change.

The pedestrian times were not included in the analysis. However, the pedestrian timings should be programmed, to run concurrent with the through movements. In few cases with exclusive pedestrian phases, the pedestrian timings should be programmed outside the cycle.

This coordination plan should be implemented between 10:00 a.m. and 6:00 p.m. when the corridor is most heavily traveled. The controllers should be allowed to run free at the other times. Once implemented, the effectiveness of the timings should be monitored and if required, adjustments should be made based on the field observations.

If you have any questions, do not hesitate to call.

Very truly yours,

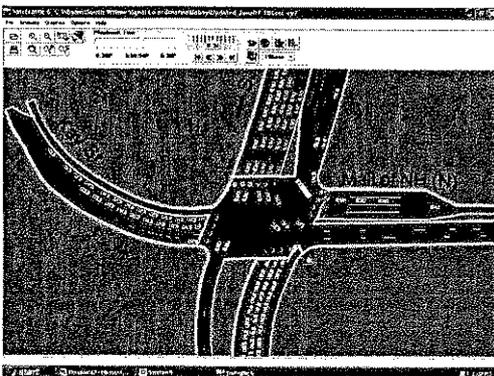
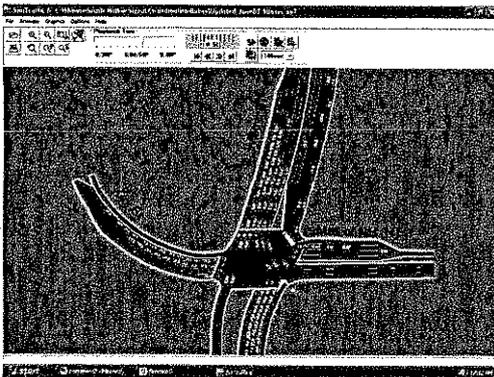
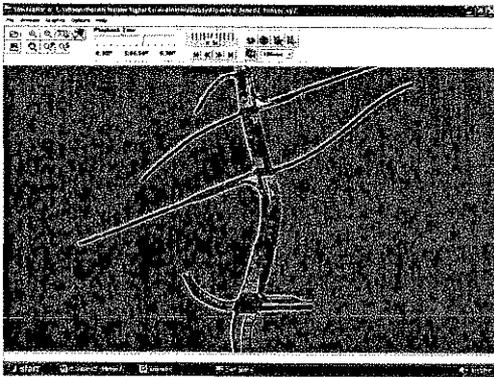
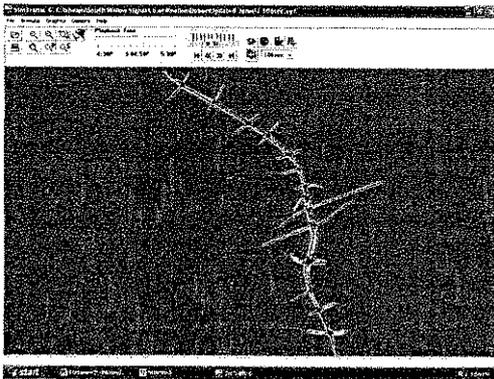
SOUTHERN NEW HAMPSHIRE
PLANNING COMMISSION

Shyam K. Gunda
Transportation Planner/Engineer

SKG: njh

Enc.

cc: M.N. Sharma (w/o enc.)

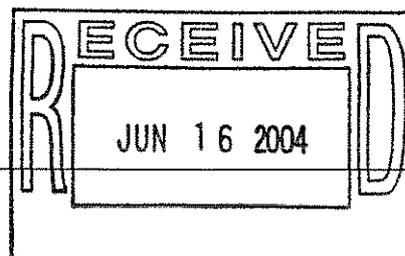


TRAFFIC SIGNAL OPTIMIZATION AND SYNCHRONIZATION

REPORT ON OPTIMIZATION AND INTERCONNECTION OF TRAFFIC SIGNAL SYSTEMS ON NH 28 SOUTH WILLOW STREET

Prepared by the
Southern New Hampshire Planning Commission

June 2004



7

Purpose of the Project:

The objective of the study is to revise the existing traffic signal timings and coordination plans for traffic signals on the southern section of NH 28 South Willow Street. Several changes, including close outs and opening of new stores, have occurred in the area and it was vital to revise the traffic signal timings and coordination plans. It was also studied if two of the currently interconnected systems in the study section can be combined into one system. Signal timing optimization and traffic simulation programs, Synchro and SimTraffic are used for the analysis.

The Study Area:

NH 28 South Willow Street is a major north-south arterial that runs through southern part of the City of Manchester. The arterial primarily provides access to the strip malls and commercial areas and there are several closely located signalized intersections. For this project, the section of arterial from intersection with Driving Park Road in the north to the intersection with Goffsfalls Road and Huse Road in the south is studied.

In the study section (depicted in figure 1), there are a total of 13 signalized intersections and one major/significant intersection controlled with a stop sign. The following are the thirteen signalized intersections from north to south:

1. NH 28 South Willow Street and Driving Park Road
2. NH 28 South Willow Street and Jobin Drive
3. NH 28 South Willow Street and March Avenue
4. NH 28 South Willow Street and Weston Road
5. NH 28 South Willow Street and Shopping Plaza (Osco Plaza)
6. NH 28 South Willow Street and John E. Devine Drive
7. NH 28 South Willow Street and South Porter Street
8. NH 28 South Willow Street and Gold Street
9. NH 28 South Willow Street and I-293/NH-101 WB Ramps
10. NH 28 South Willow Street and I-293/NH-101 EB Ramps
11. NH 28 South Willow Street and Kay Street & Mall of New Hampshire northern entrance
12. NH 28 South Willow Street and Mall of New Hampshire southern entrance & Barnes & Noble book store
13. NH 28 South Willow Street and Goffsfalls Road /Huse Road

Except for two, all the above intersections are four-way intersections. At several of the intersections one leg is a driveway to a strip mall or a commercial store. The intersection with John E. Devine Drive is a three-way intersection with both right and left turn movements allowed from John E. Devine Drive. The

Study Section

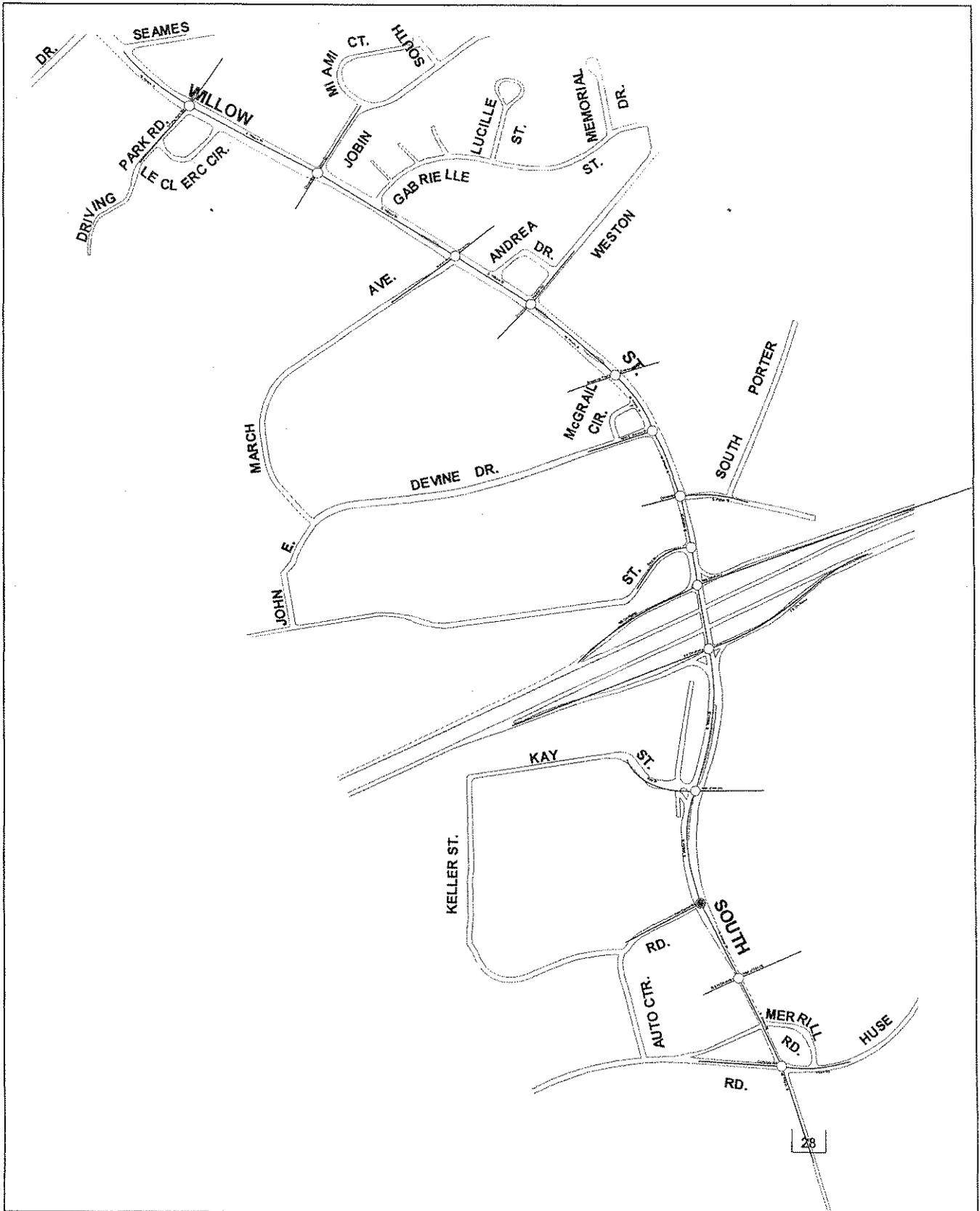


Figure 1

intersection with Gold Street is also a three-way intersection; however, left turn movement is prohibited at this intersection. The continuous median through the intersection on South Willow Street prevents the movement.

One un-signalized intersection, intersection of NH 28 South Willow Street and Auto Center Road, is considered in the study. Auto Center road leads to the Wal-mart store and other retail stores including car dealership stores. Left turn movements are prohibited from the Auto Center Road and is prevented with the use of a continuous median on South Willow Street through the intersection.

Existing Signal Timing Conditions:

The City of Manchester currently has two interconnected signal systems in this study section. The first (northern) system includes eight signals from Driving Park Road to Gold Street. The second (southern) system has three intersections; intersections with both entrances to the Mall of NH and Goffsfalls Rd/Huse Rd intersection. Both the systems are interconnected through hard wiring and they are controlled by one master controller. The other two signalized intersections (with I-293/NH-101 Ramps) are controlled by the NHDOT.

Both the interconnected signal systems controlled by the City currently operate with a Cycle length of 120 seconds. The controller at the I-293/NH-101 ramps has a cycle length of 106 seconds.

Data Collection:

The data that is required for doing the analysis can be divided into the following three categories:

1. Intersection geometry data
2. Traffic data
3. Traffic Controller data

Intersection Geometry data: Intersection geometry data includes the distances between intersections (link lengths), number of lanes, lane configuration, lane widths, and lengths of the turning bays, etc. The SNHPC staff collected this data. Traffic department from the City of Manchester also provided some helpful drawings.

Traffic Volume data: Traffic data includes the details of number of vehicles at each intersection by specific movement, percentage of truck traffic, etc. Turning movement volumes for the evening peak periods were collected for eleven of the thirteen signalized intersections. Data was collected by the SNHPC staff in 2003

from 4:00 PM to 6:00 PM. Data at the intersections with I-293/NH-101 ramps was obtained from the consulting company "Vanasse Hangen Brustlin, Inc." (VHB).

Traffic Controller data: Traffic Controller data includes the type of controller (signal or sign controlled) used. For a signal controller data includes type of signal (actuated, pre-timed), phasing data, cycle lengths, etc. Most of the data was obtained from traffic department of the City of Manchester. Signal data for intersections with I-293/NH-101 ramps was obtained from the New Hampshire Department of Transportation (NHDOT).

Methodology:

Signal timing optimization and traffic simulation programs, Synchro and SimTraffic are used for this study. Synchro has the capability to optimize and coordinate the traffic signals with the objective of reducing delays, stops and queuing penalty. SimTraffic uses the data from Synchro and has the capability to simulate and animate the traffic flow conditions based on the timings obtained from Synchro.

A network consisting of fourteen intersections (13 signalized and 1 un-signalized) was created in Synchro. The intersection geometry, traffic volumes, and traffic controller data for each intersection was then entered into Synchro. Data on percentage of truck traffic was not collected and it was assumed to be two percent for the analysis. This represented the existing conditions scenario.

In the next step the signal timings and offset values were optimized. Given a range of cycle lengths, Synchro has the capability to pick the best cycle length and give the optimized phase splits and offsets based on the phasing sequences that were input into the program. A range of 60 seconds to 120 seconds was used.

Both the interconnected systems maintained by the City were optimized separately. For each interconnected system, Synchro provided the following results:

- Optimized cycle length for the arterial;
- Optimized phase lengths for each intersection; and
- Offsets from the master controller

Optimization of the two interconnected signal systems indicated that cycle lengths of 100 seconds and 120 seconds would be best for the northern and southern systems respectively. Synchro also has the capability to recommend changes to phasing sequences that would further improve the performance. In few cases, the changes recommended by Synchro, were made.

These conditions were then animated with SimTraffic, along with the two intersections at I-293/NH-101 ramps in the middle, with 106 seconds cycle length. Some fine tuning was done in Synchro to make improvements in the areas where SimTraffic indicated problems. Although the problems were mainly because of high volumes of traffic, having three different cycle lengths along the same arterial was also a contributing factor.

The NHDOT is satisfied with the way queues are cleared from the I-293/NH-101 ramps with the current 106 seconds cycle length. As they would like to keep the existing timings at the ramps, a decision was made to see how the arterial performs if all the intersections are included in one system with a cycle length of 106 seconds. For the intersections in the northern system, this meant an addition 6 seconds. These 6 seconds were basically added to the northbound and southbound through movements (coordinated movements) at each of the eight intersections. For the three intersections on the southern system phasing splits were carefully adjusted to make the cycle length as 106 seconds.

If was found from the animation using SimTraffic that the overall system performed better with one cycle length of 106 seconds at all the intersections. Having one cycle length all along allowed for better "queue management" techniques to keep traffic from backing up, especially into the ramps from the Kay Street & northern Mall of New Hampshire entrance intersection.

Conclusions and Recommendations:

It is recommended that all the signalized intersections in the study section should be included in one interconnected system with a cycle length of 106 seconds. The analysis indicated that there would be a reduction in delay of about 21 percent with this new coordination plan. An alternative comparisons report comparing several of the performance measures for existing and the proposed conditions is attached.

Some changes to the existing phasing sequences are recommended. These changes were made based on recommendations from the software Synchro, for better coordination. It is recommended that the new phasing sequence be maintained even when the signals run free. This will make the phasing pattern to remain same all the time.

The detailed signal timing plans for all the signalized intersections are attached. Please note that the phase splits in the timing reports include the yellow time of 4 seconds and red time of 2 seconds for the phase. The reports also give the offset values and the reference phases. The referenced coordinated phases are always northbound and southbound through movements (2 & 6 phases in most cases).

Although the study was performed based on the evening peak period traffic, it is recommended that this coordination plan be implemented between 10:00 AM and 6:00 PM when the corridor is most heavily traveled. The controllers should be allowed to run free at the other times.

As with any signal coordination plan, it is very critical to monitor the conditions in the field after implementation. If required, adjustments should be made based on the field observations. In particular, the following are some of the critical movements that have to be monitored (based on the animation):

1. Northbound through movement at Goffsfalls Road & Huse Road intersection.
2. Northbound right-turn movement at I-293/NH-101 EB Ramps intersection.
3. Eastbound right-turn movement at the Gold Street intersection.
4. Westbound right and left turn movements at the Weston Road intersection.

Alternative Comparisons

Scenario 1: Existing Timings

Scenario 2: Proposed Timings

6/8/2004

S. Willow St

Scenario #	1	2
Control Delay / Veh (s/v)	23	22
Queue Delay / Veh (s/v)	6	1
Total Delay / Veh (s/v)	28	23
Total Delay (hr)	294	238
Stops / Veh	0.45	0.46
Stops (#)	16834	17183
Average Speed (mph)	9	11
Total Travel Time (hr)	427	371
Distance Traveled (mi)	3996	4000
Fuel Consumed (gal)	473	434
Fuel Economy (mpg)	8.4	9.2
CO Emissions (kg)	33.07	30.35
NOx Emissions (kg)	6.43	5.90
VOC Emissions (kg)	7.67	7.03
Unserved Vehicles (#)	266	282
Vehicles in dilemma zone (#)	0	0
Performance Index	341.0	285.9

Network Totals

Scenario #	1	2
Number of Intersections	14	14
Most Popular Cycle (s)	120	106
Alternative	Existing	Optimize
Timing Plan ID	PM Peak	PM Peak
Data Time	4:00 pm	4:00 pm
Control Delay / Veh (s/v)	31	29
Queue Delay / Veh (s/v)	6	4
Total Delay / Veh (s/v)	37	33
Total Delay (hr)	509	446
Stops / Veh	0.51	0.51
Stops (#)	25075	25306
Average Speed (mph)	8	9
Total Travel Time (hr)	690	627
Distance Traveled (mi)	5448	5455
Fuel Consumed (gal)	736	691
Fuel Economy (mpg)	7.4	7.9
CO Emissions (kg)	51.44	48.31
NOx Emissions (kg)	10.01	9.40
VOC Emissions (kg)	11.92	11.20
Unserved Vehicles (#)	717	602
Vehicles in dilemma zone (#)	0	0
Performance Index	578.6	516.0



Signal Timing Reports

South Willow Signal Coordination

7

Timing Report, Sorted By Phase
 1: Driving Park Rd & S. Willow St

6/8/2004

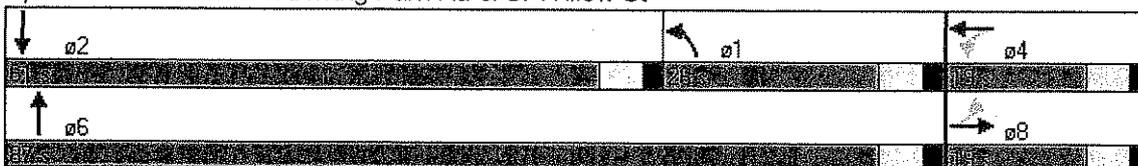


Phase Number	1	2	4	6	8
Movement	NBL	SBT	WBTL	NBT	EBTL
Lead/Lag	Lag	Lead			
Lead-Lag Optimize					
Recall Mode	None	C-Max	None	C-Max	None
Maximum Split (s)	26	61	19	87	19
Maximum Split (%)	24.5%	57.5%	17.9%	82.1%	17.9%
Minimum Split (s)	11	11	11	11	11
Yellow Time (s)	4	4	4	4	4
All-Red Time (s)	2	2	2	2	2
Minimum Initial (s)	5	5	5	5	5
Vehicle Extension (s)	4	5	5	5	5
Minimum Gap (s)	4	5	5	5	5
Time Before Reduce (s)	0	0	0	0	0
Time To Reduce (s)	0	0	0	0	0
Walk Time (s)					
Flash Dont Walk (s)					
Dual Entry	No	Yes	Yes	Yes	No
Inhibit Max	Yes	Yes	Yes	Yes	Yes
Start Time (s)	81	20	1	20	1
End Time (s)	1	81	20	1	20
Yield/Force Off (s)	101	75	14	101	14
Yield/Force Off 170(s)	101	75	14	101	14
Local Start Time (s)	61	0	87	0	87
Local Yield (s)	81	55	100	81	100
Local Yield 170(s)	81	55	100	81	100

Intersection Summary

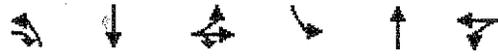
Cycle Length 106
 Control Type Actuated-Coordinated
 Natural Cycle 55
 Offset: 20 (19%), Referenced to phase 2:SBT and 6:NBT, Start of Green

Splits and Phases: 1: Driving Park Rd & S. Willow St



Timing Report, Sorted By Phase
 2: Jobin Dr & S. Willow St

6/8/2004

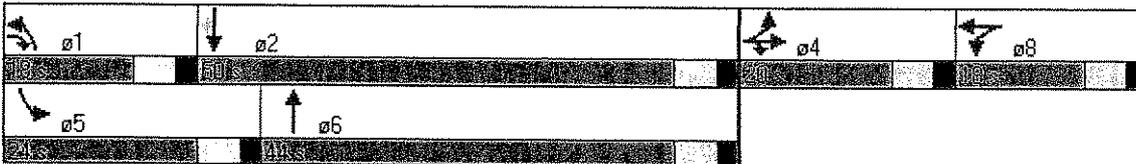


Phase Number	1	2	4	5	6	8
Movement	NBL	SBT	EBTL	SBL	NBT	WBTL
Lead/Lag	Lead	Lag		Lead	Lag	
Lead-Lag Optimize						
Recall Mode	None	C-Max	None	None	C-Max	None
Maximum Split (s)	18	50	20	24	44	18
Maximum Split (%)	17.0%	47.2%	18.9%	22.6%	41.5%	17.0%
Minimum Split (s)	11	14	11	11	14	11
Yellow Time (s)	4	4	4	4	4	4
All-Red Time (s)	2	2	2	2	2	2
Minimum Initial (s)	5	8	5	5	8	5
Vehicle Extension (s)	3	4	3	3	4	3
Minimum Gap (s)	3	4	3	3	4	3
Time Before Reduce (s)	0	0	0	0	0	0
Time To Reduce (s)	0	0	0	0	0	0
Walk Time (s)						
Flash Dont Walk (s)						
Dual Entry	Yes	Yes	Yes	Yes	Yes	Yes
Inhibit Max	Yes	Yes	Yes	Yes	Yes	Yes
Start Time (s)	18	36	86	18	42	0
End Time (s)	36	86	0	42	86	18
Yield/Force Off (s)	30	80	100	36	80	12
Yield/Force Off 170(s)	30	80	100	36	80	12
Local Start Time (s)	82	100	44	82	0	64
Local Yield (s)	94	38	58	100	38	76
Local Yield 170(s)	94	38	58	100	38	76

Intersection Summary

Cycle Length 106
 Control Type Actuated-Coordinated
 Natural Cycle 60
 Offset: 42 (40%), Referenced to phase 2:SBT and 6:NBT, Start of Green

Splits and Phases: 2: Jobin Dr & S. Willow St



7

Timing Report, Sorted By Phase
 3: March Ave & S. Willow St

6/8/2004

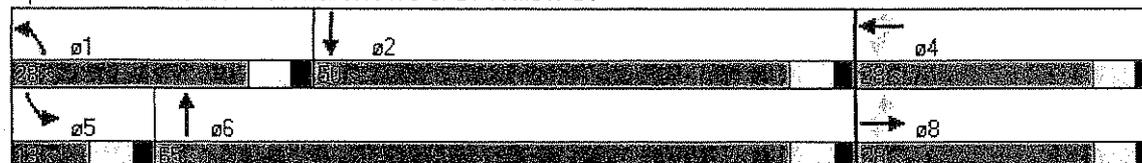


Phase Number	1	2	4	5	6	8
Movement	NBL	SBT	WBTL	SBL	NBT	EBTL
Lead/Lag	Lead	Lag		Lead	Lag	
Lead-Lag Optimize						
Recall Mode	None	C-Max	None	None	C-Max	None
Maximum Split (s)	28	50	28	13	65	28
Maximum Split (%)	26.4%	47.2%	26.4%	12.3%	61.3%	26.4%
Minimum Split (s)	11	14	11	11	14	11
Yellow Time (s)	4	4	4	4	4	4
All-Red Time (s)	2	2	2	2	2	2
Minimum Initial (s)	5	8	5	5	8	5
Vehicle Extension (s)	3	4	3	2	4	3
Minimum Gap (s)	3	4	3	2	4	3
Time Before Reduce (s)	0	0	0	0	0	0
Time To Reduce (s)	0	0	0	0	0	0
Walk Time (s)						
Flash Dont Walk (s)						
Dual Entry	No	Yes	Yes	No	Yes	Yes
Inhibit Max	Yes	Yes	Yes	Yes	Yes	Yes
Start Time (s)	11	39	89	11	24	89
End Time (s)	39	89	11	24	89	11
Yield/Force Off (s)	33	83	5	18	83	5
Yield/Force Off 170(s)	33	83	5	18	83	5
Local Start Time (s)	78	0	50	78	91	50
Local Yield (s)	100	44	72	85	44	72
Local Yield 170(s)	100	44	72	85	44	72

Intersection Summary

Cycle Length 106
 Control Type Actuated-Coordinated
 Natural Cycle 50
 Offset: 39 (37%), Referenced to phase 2:SBT and 6:NBT, Start of Green

Splits and Phases: 3: March Ave & S. Willow St



Timing Report, Sorted By Phase
4: Weston Rd & S. Willow St

6/8/2004

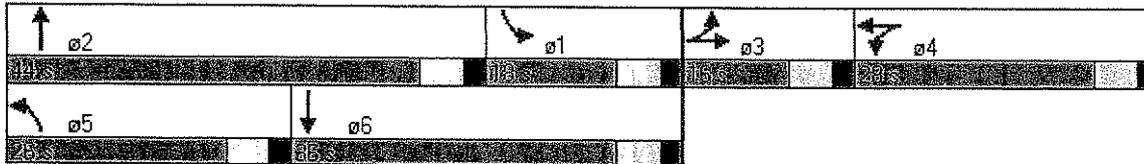


Phase Number	1	2	3	4	5	6
Movement	SBL	NBT	EBTL	WBTL	NBL	SBT
Lead/Lag	Lag	Lead	Lead	Lag	Lead	Lag
Lead-Lag Optimize						
Recall Mode	None	C-Max	None	None	None	C-Max
Maximum Split (s)	18	44	16	28	26	36
Maximum Split (%)	17.0%	41.5%	15.1%	26.4%	24.5%	34.0%
Minimum Split (s)	11	11	11	11	11	11
Yellow Time (s)	4	4	4	4	4	4
All-Red Time (s)	2	2	2	2	2	2
Minimum Initial (s)	5	5	5	5	5	5
Vehicle Extension (s)	3	4	3	3	3	4
Minimum Gap (s)	3	4	3	3	3	4
Time Before Reduce (s)	0	0	0	0	0	0
Time To Reduce (s)	0	0	0	0	0	0
Walk Time (s)						
Flash Dont Walk (s)						
Dual Entry	No	Yes	Yes	Yes	No	Yes
Inhibit Max	Yes	Yes	Yes	Yes	Yes	Yes
Start Time (s)	59	15	77	93	15	41
End Time (s)	77	59	93	15	41	77
Yield/Force Off (s)	71	53	87	9	35	71
Yield/Force Off 170(s)	71	53	87	9	35	71
Local Start Time (s)	18	80	36	52	80	0
Local Yield (s)	30	12	46	74	100	30
Local Yield 170(s)	30	12	46	74	100	30

Intersection Summary

Cycle Length 106
 Control Type Actuated-Coordinated
 Natural Cycle 90
 Offset: 41 (39%), Referenced to phase 2:NBT and 6:SBT, Start of Green

Splits and Phases: 4: Weston Rd & S. Willow St



Timing Report, Sorted By Phase

5: Shopping Plaza (Osco Plaza) & S. Willow St

6/8/2004

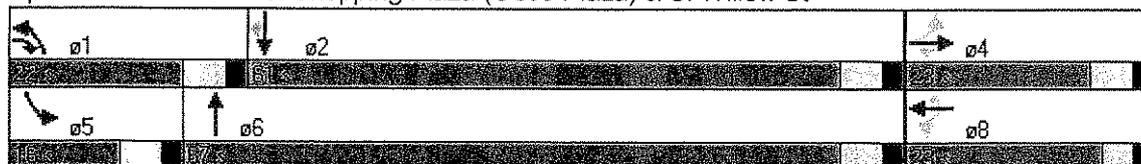


Phase Number	1	2	4	5	6	8
Movement	NBL	SBT	EBTL	SBL	NBT	WBTL
Lead/Lag	Lead	Lag		Lead	Lag	
Lead-Lag Optimize						
Recall Mode	None	C-Max	None	Max	C-Max	None
Maximum Split (s)	22	61	23	16	67	23
Maximum Split (%)	20.8%	57.5%	21.7%	15.1%	63.2%	21.7%
Minimum Split (s)	11	9	20	9	9	11
Yellow Time (s)	4	4	4	4	4	3
All-Red Time (s)	2	2	2	2	2	2
Minimum Initial (s)	5	3	5	3	3	5
Vehicle Extension (s)	3	3	3	3	3	3
Minimum Gap (s)	3	3	3	3	3	3
Time Before Reduce (s)	0	0	0	0	0	0
Time To Reduce (s)	0	0	0	0	0	0
Walk Time (s)						
Flash Dont Walk (s)						
Dual Entry	No	Yes	Yes	Yes	Yes	Yes
Inhibit Max	Yes	Yes	Yes	Yes	Yes	Yes
Start Time (s)	88	4	65	88	104	65
End Time (s)	4	65	88	104	65	88
Yield/Force Off (s)	104	59	82	98	59	83
Yield/Force Off 170(s)	104	59	82	98	59	83
Local Start Time (s)	84	0	61	84	100	61
Local Yield (s)	100	55	78	94	55	79
Local Yield 170(s)	100	55	78	94	55	79

Intersection Summary

Cycle Length 106
 Control Type Actuated-Coordinated
 Natural Cycle 60
 Offset: 4 (4%), Referenced to phase 2:SBT and 6:NBT, Start of Green

Splits and Phases: 5: Shopping Plaza (Osco Plaza) & S. Willow St





Tower Realty Group

1750 Elm Street, Suite 801
Manchester, New Hampshire 03104

July 12, 2004

Mrs. Mary A. Sysyn, Chairwomen Parking Committee
City Of Manchester
One City Hall Plaza
Manchester, NH 03101

RE: Elm Street Handicap Parking

Dear Chairwomen Sysyn,

Please consider this request that two of the nine spaces on Elm Street in front of Hampshire Plaza be designated Handicap Only with a 30 Minute limit. This would allow the Handicap visitors to the Post Office, IRS, and HUD offices improved access to the Plaza.

We have added 20 additional spaces in our garage, which accommodate longer visits but need the City's help for the short visit.

Thank you for your consideration.

Sincerely,

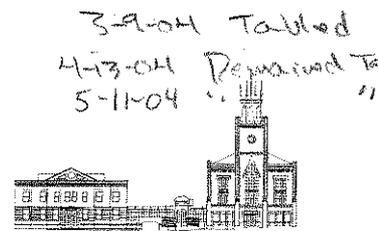

Richard J. Mulvee

8



CITY OF MANCHESTER

Board of Aldermen



Memo To: Committee on Traffic

From: Armand D. Forest *arf*
Alderman – Ward 12

Date: February 10, 2004

Re: Review of Parking Administration

For the last several months I have been trying to get information on parking issues. It is apparent to me that we are not doing an efficient job of administering parking. I believe that everything dealing with a parking ticket should be under one "roof", and that the City should be able to get one answer as to what the cost is, what the revenue is, what the law is, etc. I also think that parking as a priority needs a place of its own. Because of my frustrations I have asked the City Clerk's office to explore having all parking related administration under one roof.

I am asking the Committee on Traffic to officially request the City Clerk's office to explore combining all functions relating to parking. Exploration would include:

- Parking facility operations
(including security, contracts, maintenance, etc.)
- Parking meter operations
(meter installation, collection, maintenance, improvements, etc.)
- Parking enforcement operations
(collections, issuance, consumer services, etc.)
- Parking permit administration
(street & lot permits, consumer services, etc.)
- Other administrative requirements
(budgetary, staffing, software, space, etc.)

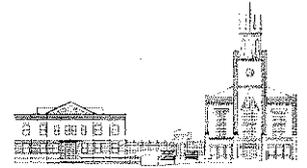
I would anticipate that a report would be provided to all members of the Board of Mayor and Aldermen, and that the Committee would review the report at a later date.

9



CITY OF MANCHESTER

Office of the City Clerk



Leo R. Bernier
City Clerk

Carol A. Johnson
Deputy City Clerk

Paula L-Kang
Deputy Clerk
Administrative Services

Matthew Normand
Deputy Clerk
Licensing & Facilities

Patricia Piecuch
Deputy Clerk
Financial Administration

June 4, 2004

Board of Mayor and Aldermen
Committee on Traffic
One City Hall Plaza
Manchester, NH 03101

Re: Report on parking operations

Honorable Members:

Earlier this year the Committee requested the City Clerk's office to explore combining all functions relating to parking including:

- *Parking facility operation* (security, contracts, maintenance, etc.)
- *Parking meter operations* (meter installation, collection, maintenance, improvements, etc.)
- *Parking enforcement operations* (collections, issuance, consumer services, etc.)
- *Parking permit administration* (street & lot permits, consumer services, etc.)
- *Other administrative requirements* (budgetary, staffing, software, space, etc.)

In response to that request, Mr. Bernier requested Matthew Normand and myself to conduct a review and report to the Committee. Enclosed for your review and further consideration is our report, which we anticipate presenting to you for discussion on June 7th. Both Matthew and I will be available at this meeting to answer questions. Additionally, the City's Internal Auditor, who has conducted an audit of the City's garage contracts will be available.

Sincerely,

Carol A. Johnson
Deputy City Clerk

9

REPORT ON PARKING OPERATIONS
Prepared for Committee on Traffic and Public Safety
June 4, 2004
By Office of the City Clerk

In providing this report we wish to first acknowledge the assistance of dedicated staff in a number of City departments. To provide a complete picture of the various issues information was initially gathered through meetings with various city departments and staff including:

- Traffic Department
(Tom Lolicata, Jim Hoben, Denise Boutilier)
- Finance Department
(Kevin Clougherty, Randy Sherman, Joanne Shaffer, Sharon Wickens, Kevin Buckley)
- Police Department
(Deputy Chief Leidemer, Captain Lussier, Lieutenant Valenti, Ordinance Violations staff)
- Tax Collector
(Joan Porter)
- Parks, Recreation, Cemeteries
(Ron Ludwig, Ron Johnson)
- Highway Department
(Frank Thomas)
- Human Resources Department
(Virginia Lamberton)
- Mayor's Office
(Seth Wall)
- Board of Mayor and Aldermen
(review of various Board and Committee minutes reflecting questions/comments raised)

We chose this cross section of departmental categories because in reality all are involved in various processes related to parking in the City. The "contributing factors" noted in no way reflect the dedication of staff of any department in a negative light, but rather the fragmented approach the City has used to address the parking needs of the City. Our task, as it was understood, was to review this fragmentation and provide recommendations on how to better address the administration in a concentrated format.

Because of the number of issues raised throughout this process, our research also included discussion with other municipalities in New Hampshire including Portsmouth and Concord, and review of systems used in communities and areas outside New Hampshire.

9

Observation I: Staff Burnout

It is apparent that staff of all of the major departments/divisions that provide daily support are frustrated with the current system.

Contributing factors:

- Traffic Department staff operate on a near daily presumption that the department is under threat of “takeover” resulting in a regressive rather than progressive role, reactive rather than proactive.
- Police and Traffic staff feel they do not have adequate resources to perform the tasks at hand.
- Ordinance Violation staff operate on a race track that never ends and is always uphill, with little connection to the “City” team.
- Workers in most departments are frustrated with the current process, and aldermen as well become frustrated in getting information or enforcement.

Suggested remedy

- The Committee on Traffic, working with the full Board must set policy and provide resources to enhance and revive the system.

Observation II: Parking Enforcement

Enforcement of parking violations is fragmented and inadequate. Four Parking Control Officers (PCO's), three on foot, and one mobile officer perform parking enforcement for the entire city. Additional parking enforcement includes assistance from an Animal Control Officer or by police officers.

Contributing factors

- Police Officers are taken away from vital public safety.
- Police Officers are unable to consistently perform parking enforcement functions.
- Police Officers do not have the parking control equipment creating costs on the collection side from hand writing the tickets to dual entry by the Ordinance Violations Unit. Lacking clear reporting standards, hand-written tickets frequently do not include vital enforcement information. Violation tracking of hand written tickets cannot be accomplished efficiently.
- Four parking control officers cannot adequately provide citywide enforcement of parking regulations; many areas of the city become under-enforced.
- In an effort to cover 12-hour parking enforcement, including enforcement for events at the Verizon Wireless Arena and Fisher Cat baseball at Gill Stadium, PCO's must be paid overtime to attempt adequate coverage.

- Only one person is responsible for all booting of vehicles throughout the city with a current backlog of approximately 900 vehicles. This same person holds the primary responsibility for parking enforcement in all areas outside of the downtown area and the towing of abandoned vehicles.
- To obtain daily, computerized information needed for the booting process requires using computer terminals in two different city locations. The user cannot enter updated and current information.
- Backlogs of violation entries and subsequent legal notices have created statute of limitation issues whereby court cases are dismissed and valuable employee resources and time have been wasted.
- PCO's and police officers have limited or no access to real time or even daily enforcement information.
- Current enforcement equipment is antiquated or obsolete. Equipment is unable to provide for efficient communication with main databases or provide even adequate reporting. Various companies serving current equipment do not support new ideas or needs and in one case is no longer in business.

Suggested remedies

- Add two part time parking control officers. The department is understaffed for a city of this size.
- From the pool of PCO's, authorize a second full-time officer to conduct enforcement with a vehicle. The vehicle could come from the current vehicle pool. Two mobile PCO's would provide more suitable enforcement for areas outside the downtown district, particularly evenings and weekends.
- Updating enforcement equipment would ensure all personnel were working with accurate and current information, reduce wasted travel and research time, and simplify enforcement training. New portable hand-held enforcement devices would provide bar coding for the lock box process; create virtually any necessary report; display urgent, real time information; and quickly upload data that is manually entered today. The City has ten usable vehicle boots for a growing list of 900 delinquent vehicles.
- Cross-train both Animal Control Officers in vehicle boot application to assist PCO's when possible.
- Create "Hot Sheets" for delinquent vehicles according to patrol officer routes so an officer is not required to scan hundreds of license plate numbers for a suspected vehicle. Only the vehicles known to reside; frequently ticketed; or continuously parked along an officer's route would be on list.

Observation III: Parking Revenue Collection

The current parking revenue collection process is antiquated at best and burdensome to the consumer. This process includes collections for parking violations and permitting.

Contributing factors

- Parking revenue is not being deposited as quickly as technology can accommodate.
- Ordinance Violations Bureau spends too much time conducting data entry or inquiries.
- Customers deal with four different departments (Ordinance Violations Unit, Tax Department, Traffic Department, or Police Department) depending on their needs.
- A single city employee is responsible for permit parking issuance and revenue collection. Employee absence results in customers' inability to conduct business with the City on permit parking.
- No database is presently set up for permit parking, nor is any planned at this time.
- Reporting capabilities are nearly impossible.
- Meters are not customer friendly; provide the City with far less than current technology can perform, and require maximum collection efforts.
- Meters presently require quarters only, which are still counted by technicians within Traffic Department. Auditing and liability for injuries are prevalent concerns.
- Time for preventative maintenance is nearly impossible with current collection practice.

Suggested remedies

- Transfer coins from meter collection directly to the bank rather than counting the coins in-house. Coins could simply be bagged and dropped off at our bank. The City currently pays \$1.50 per bag for the bank to count the meter deposits. For an additional \$1.50 per bag, we can simply drop off the bagged coin (including mixed coin deposits) and avoid the extra handling, sorting, and counting currently done. This would free hours of staff time to repair the substantial inventory of broken meters, allow for preventative maintenance on parking equipment, and additional collection.
- A Retail Lock box should be established so that all mailed parking violations would be deposited directly into the bank and the City would receive a daily data file that is simply uploaded to our system. Residents currently pay their municipal water and sewer bills in this manner. This process virtually eliminates wasted hours of data entry for City staff. Any mismatched payments are sent via courier to Ordinance Violations for reconciliation. By eliminating more than 90% of the data entry on routine parking violations, staff can focus on the enormous backlog of court summons, boot notifications, and ordinance violations under a 90-day statute of limitations.
- A central database of all parking permits would allow multiple users to service customers that want to obtain permits, quickly reveal Citywide availability, allow online access, etc. Information Systems could develop such a database.
- Instituting a lock box process and a centralized permit process, would dramatically improve reporting capabilities.

- Multi-space meters and pay stations should be considered. A couple of meters/stations could service a whole lot, garage or portions of them, reducing maintenance, labor and collection costs. Multi-space pay stations manage entire lots, allow for all forms of on-site payment, from coin and bills to credit and debit cards, provide marketing opportunities to reach multilingual customers, and will reduce labor and maintenance costs. Multi-space meters, simpler versions of the pay stations, control up to four parking spaces and can efficiently reduce the City's 2600 plus meter inventory. Use of the pay stations would not prohibit permit parking.
- Software for current meters should be upgraded to allow for reporting that present meters can accommodate.

Observation IV: Parking Administration

At least one aspect of parking administration is handled by no less ten city departments or divisions, leaving the administration so fractured that it cannot perform beyond the current levels.

Contributing factors

- Several divisions/departments handle parking tickets. Within the Police Department, the First, Second, or Third Relief of the Patrol Division may issue tickets in addition to the Parking Control Officers of the Traffic Unit. The Ordinance Violations Unit handles the paying customer. The Traffic Unit also enforces the legitimacy of contested violations, while the Legal Unit handles court summons for non-payment of fines, which have been issued by the Ordinance Violations Unit. The Traffic Department may then be called in to assist in determining whether a meter is functioning or signage is proper. The Tax Department is involved in enforcing payment of outstanding parking violations, however, because they are unable to collect on those balances, the consumer must go to the Ordinance Violations Unit to pay the outstanding fines, and then return to Tax Department to complete their business with the City. Additionally, the City Clerk's office maintains the regulations which the enforcement, maintenance and collections must follow. Among other tasks, the Clerk's office also prepares, monitors, and updates ordinance changes for the Traffic Department and Committee on Traffic & Public Safety. In addition, the Clerk's office maintains the sign posting for City Hall meetings at the Middle Street lot. Violations issued while the lot is posted are contested through the Clerk's office and then forwarded to the Traffic unit of the Police Department.
- Two departments issue permits for parking. Ordinance Violations issues residential permits and the balance, including on-street and parking lots, are issued by the Traffic Department.
- On-street or in-lot civic events are handled by the Office of the City Clerk, Police, Fire, Health, Parks & Recreation, Building, Traffic, Highway.
- Community outreach to permit holders displaced by municipal projects, civic events, etc. is inconsistent and insufficient. Departments often rely on the hope that another department has taken care of informing the public.

9

- Cost analysis of parking lots/spaces is non-existent.
- The City is not proactive but responsive to major parking issues.
- Positive marketing of municipal parking resources is non-existent and rarely reviewed for needs assessment.
- Garage security is virtually non-existent.

Suggested remedies

- Centralize scheduling lists for events or share information/applications so that the community can find out what is going on and how to satisfy all of the municipal requirements.
- Create a standard policy for notification to permit holders who may be displaced by events so that those affected will be contacted and assisted with alternatives. Know who is affected in each area (businesses, private employees, and residents) and have a contingency plan to help the community before an event. A centralized parking database will help.
- Thorough cost analysis of lots/spaces (i.e. revenues versus full costs of maintenance) should be instituted, with information updated continuously. Time will allow this to be accomplished if the management suggestions findings are addressed.
- The Internal Auditor could be requested to review cost analysis and report findings to the Committee on Traffic, and the Committee on Accounts, Revenue and Enrollment every two years for consideration of whether fees for parking are reasonable or meeting the policies the Board wishes to embrace. The department responsible for the cost analysis information should be included in this process as well as those responsible for economic development, through combined or separate reporting.
- Marketing efforts for parking should be ongoing, rather than the one time marketing effort prior to Verizon Wireless Arena opening. 11,000 people can fill the Verizon Wireless Arena on a given day, there is parking downtown. Identify solutions/alternatives, publicize effort, and assist businesses and their customers.
- Review of the parking needs of the City as a whole not just “downtown” should be considered. The City should take a proactive role in reviewing potentials for regulating and expanding parking in all areas, particularly where people gather. (e.g. Gill Stadium area should have been reviewed by a parking administrator early in the process long before construction began; schools, parks and other areas should be included, for safety reasons alone if not to make Manchester consumer friendly.)
- Police Department should be requested to conduct a needs assessment of security at parking facilities.

CONCLUSION

One could say the parking system is broken and should be fixed. We would rather say the parking system is in need of revitalization. The City could approach the revitalization of its parking system in a graduated manner, given current financial constraints and for other reasons probably should. As part of this process some immediate actions can and should be taken.

Parking should be delineated as Enforcement and Administration

Enforcement should always remain a Police matter.

It is our belief that parking enforcement should remain under the jurisdiction of the Police Department. Albeit Police Officers should be used as little as possible to enforce parking, enforcement and public safety is the profession of the Police Department.

Collections should not be a Police matter.

Administration, collections and maintenance optimally should be conducted under one "roof".

For optimal performance, all administrative and collection matters relating to parking permits, meters, and violation collections should be combined in one "place". Options would include a separate department or a division within an existing department experienced with revenue collections. Additional or transferred staff would be required. Space requirements would have to be addressed, adjusted or reallocated.

Collections could be conducted separate from administration and maintenance.

The City could opt to conduct collections separate from the administration and maintenance presently done by Traffic and other departments. Collections in that instance should be handled by a city department familiar with large scale collections, related administrative and technological functions, and public relations. Existing funding and positions relating to collections would need to be reviewed and transferred to the department responsible for collections.

Administration and maintenance as a separate entity from collections needs to be more efficient.

While administration and maintenance could be assigned to a department separate from enforcement or collections, the accounting, planning and technology must be updated and communication/information sharing must improve. Utilizing this report, the Traffic Committee in this instance should play a proactive role establishing a strategy and setting deadlines for progressive reporting to meet the goals. A management strategy could be developed through a team effort (i.e. Traffic, Finance, Police, etc.) providing the support needed to bring about staggered change, such as a timeline for short and long term goals.

Funding comments

It should be noted that a retail lockbox, if properly funded, could be implemented in less than three months. Initial costs would require investment of \$30,000 in handheld equipment, and well under \$21,000 annually to maintain. Two part-time PCO's would require approximately \$22,568, while two full time PCO's would require \$45,136 plus fringe benefits.



John A. Jaskolka
Chief

City of Manchester Police Department

Ralph Miller Public Safety Center
351 Chestnut Street
Manchester, New Hampshire 03101-2294
(603) 668-8711 Business Phone
(603) 668-8941 Main Fax
(603) 628-6137 Administrative Office Fax

Commission

James A. McDonald, Sr.
John J. Tenn
Nury Marquez
Thomas D. Noonan
Calvin T. Cramer

Deputy Chiefs

Richard P. O'Leary
Glenn S. Leidemer
Gary T. Simmons

Executive Secretary

Kim Demers

11 June 2004

Carol A. Johnson
Deputy City Clerk
Office of the City Clerk
One City Hall Plaza
Manchester, NH 03101

Re: Manchester Police Department Assessment of the City Clerk Report on Parking Operations

As requested by the Board of Mayor and Alderman Committee on Traffic, the following is an assessment of the 'Report on Parking Operations'. The scope of the assessment pertains solely to comments and recommendations involving the Manchester Police Department [MPD].

1. Staff Burnout

MPD agrees with the observation that as it relates to parking enforcement by Parking Control Officers [PCOs] and the collection of monies and administrative responsibilities at Ordinance Violation Bureau [OVB] there are not sufficient resources to adequately perform those duties, which in turn places the employees in an untenable position.

2. Parking Enforcement

MPD has four (4) full-time PCOs. Three patrol the downtown district on foot and one is mobile. The primary responsibility of the mobile PCO is patrolling non downtown areas and booting delinquent vehicles. However, it should be noted that with great frequency the mobile PCO is called upon to assist at OVB thereby taking her away from her primary duty.

A NATIONALLY ACCREDITED LAW ENFORCEMENT AGENCY



Email: manchesterpd@ci.manchester.nh.us

Internet: manchesterpd.com

The report offers that four PCOs is not sufficient to provide proper parking enforcement for a City of our size. MPD agrees. We are understaffed and we support the recommendation that two (2) part-time PCOs be added.

As noted in the report there are in excess of nine hundred (900) vehicles eligible to be 'booted' but with only one mobile PCO there is little opportunity to take enforcement action. With that being an issue, coupled with the frequent lack of availability of sworn officers to respond to parking complaints, we also support the recommendation that a second full-time PCO conduct enforcement with a vehicle.

We do however differ with the approach listed in the report. During traditional business hours primary concern for the PCOs is ensuring a rollover in parking spaces in the business district. To that end, a maximum effort is directed towards that goal and we do not support deviating from that strategy. But, if two part-time PCOs were added, on those occasions when a part-time PCO is on-duty someone from our current compliment of full-time PCOs would be utilized in a vehicle.

We also agree that updated portable hand-held enforcement devices would help streamline the entire parking ticket process. Not only would the new devices allow for a more productive approach to enforcement, they would also reduce the need for data to be entered manually by OVB personnel. Furthermore, updated equipment would also provide an opportunity to easily transition to the lock box process.

We do not support the recommendation that the Animal Control Officers [ACOs] be utilized to supplement the PCOs. The philosophy of not having enough PCOs for a city our size also holds true for the duties of our animal control personnel and we believe that using them in that fashion would be counterproductive.

3. Parking Administration

Although this section of the report predominately involves administrative responsibilities, it touches on the MPD Traffic Unit determining the legitimacy of contested violations. Comments addressing this point are offered later in this assessment.

The report also delves into security at the City's parking garages. Although we concur that the MPD's strategy specifically relating to garage security is accomplished through random patrols, we do not agree that garage security is non-existent. That said, perhaps there is merit to the notion that additional non-MPD security measures should be implemented at the garages.

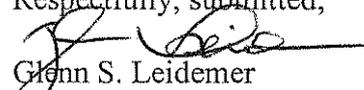
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4. Parking should be delineated as Enforcement and Administration

The Manchester Police Department agrees with this concept and strongly supports severing ties with the Ordinance Violations Bureau. While the police department should maintain all responsibilities surrounding enforcement to include the ability to determine the legitimacy of a contested violation, MPD acknowledges parking enforcement is a source of revenue credited to MPD. Therefore, as it relates to actually collecting monies for tickets we issued, to eliminate even the appearance of a conflict of interest, the City's police department should not be involved in that part of the process.

In concurring with this particular recommendation, we recognize that all salaries and benefits associated with OVB personnel would be removed from our budget.

Respectfully, submitted,


Glenn S. Leidemer
Deputy Chief

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July 7, 2004

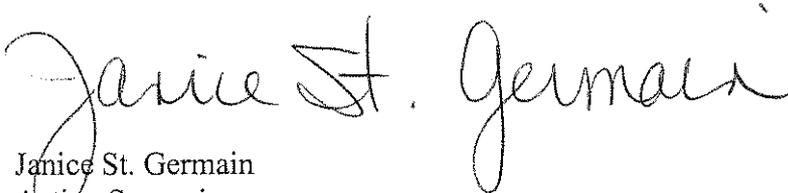
Re: Report on parking operations

The following report is an assessment of the Ordinance Violations Bureau's response to the City Clerk's report

The Ordinance Violations Bureau is budgeted for three full-time employees (one Supervisor and two Customer Service Representatives). Due to a union dispute, the supervisor position has remained open since April 1, 2003. The office has continued to run understaffed for 16 months and, consequently, has had an effect on the efficiency of the office. When the office operated with a full working staff, the paperwork was completed on a timely and daily basis.

Updating the parking enforcement equipment will definitely improve the citation payment process. Utilizing the lock box process will allow the OVB staff to devote more hours on other essential duties.

Respectfully,



Janice St. Germain
Acting Supervisor
Ordinance Violations Bureau

9



**City of Manchester
Information Systems Department**

100 Merrimack Street
Manchester, New Hampshire 03101-2210
Phone (603) 624-6577
Fax (603) 624-6320
www.ci.manchester.nh.us

Diane S. Prew
Director

August 4, 2004

Board of Mayor and Aldermen
Committee on Traffic
One City Hall Plaza
Manchester, NH 03101

Re: Report on Parking Operation

Honorable Members:

In response to the Committee on Traffic/Public Safety's request to review the Report on Parking Operations dated June 4, 2004, please see the attached analysis.

Should you require further information, please let me know.

Sincerely,

Diane S. Prew
Director Information Services

City of Manchester, NH
Parking Issues – Requested Responses – Information Systems Department

A. Response Comments

1. Hand-written tickets

- a. From July of 2003 to June of 2004, about 20,000 parking tickets were hand-written, as compared to about 64,000 tickets written by hand-held devices.
- b. Once entered into our ticket system, these are tracked in the same manner as tickets written with machines. There is no actual dual data entry occurring.
- c. Police can utilize unused ticket writers during evening and night hours if desired, to minimize the number of hand-written tickets.

2. Boot list

- a. The latest boot list (July 7, 2004) contains 918 license plates. This is based on tickets issued on or after January 1, 2003.
 - (1) An analysis comparing these plates to current Manchester motor vehicle registration records suggest that about 146 of these might still be active on vehicles registered in Manchester.
 - (2) Another 199 vehicles were to be renewed in Manchester but have not yet done so.
 - (3) 40 of these plates are temporary plates.
 - (4) 94 are out of state vehicles.
 - (5) The remainder (about 439) are most likely out of town (but in NH) vehicles.
 - (6) Without individually checking each plate on the boot list against current State DMV records (using SPOTS), it is not possible to determine whether the vehicles in question are still registered as they were when ticketed. For example, a vehicle on the boot list that was last ticketed in July of 2003 and then sold will not be found on the street nor will be picked up through motor vehicle registration at the Tax Office.
- b. Boot list eligibility is solely decided by the software in use by Ordinance Violations. Currently, only Ordinance Violations has this software, but other users in Police Dept or other departments could also have this software installed there for an additional license fee of about \$395 per user.
 - (1) This software generates a daily file which is transferred to Police Traffic Division and then downloaded into the handheld ticket writers. PCOs on patrol are notified with a special message whenever a plate is checked or ticket entered for a vehicle on that boot list.
- c. Information Systems can upon request develop reports to analyze boot list data for location-based enforcement and/or those vehicles not caught by the Tax Office during vehicle registration.

3. Real-time access to data

- a. The proposed PDA handhelds do not offer real-time connectivity or the ability to access the main parking tickets system. In most cases there is no need for such access by an officer or PCO.

9

City of Manchester, NH
Parking Issues – Requested Responses – Information Systems Department

- b. Wireless access to these devices is possible, but would incur a monthly fee for each device (similar to a cell phone bill). Even so, the software they run does not at this time offer real-time access to tickets information via a wireless connection.
- c. While it is possible to check every plate on a street for infractions from parking tickets to stolen vehicles, this is still an extremely manual process. It would require supporting software and current (but not necessarily *real-time*) data.
- d. Modern handheld ticket writers now tend to be based on PDAs which do offer more capabilities. For practical purposes, though, they cannot easily “create virtually any necessary report” or “display urgent real-time information”. That capability is available to the staff at Ordinance Violations.

4. Parking permits

- a. Information Systems can assist Traffic Dept and Ordinance Violations with placing downloadable print-and-mail forms online.
 - (1) Customers would be able to access these forms at any time. These would have to be downloaded, printed, and mailed in along with copies of any other required documentation to prove residency and/or legitimate usage.
 - (2) However, we are unable at this time to take online payments for these permits.
- b. A database application for tracking permits issuance, for use by both Traffic and Ordinance Violations, could be designed. Further analysis would be needed to determine what functions would be needed and which efficiencies would be provided.

B. Recommendations

1. Implement lock-boxing of parking tickets

- a. Once implemented this will also form the foundation for future online payments for parking tickets.
- b. Hand-written tickets may also be sent to the lock box for payment:
 - (1) This may require changes to the existing officer ticket stock, such as pre-printing of the ticket number in an OCR format and also the mailing address changed to the lock box address.
 - (2) Such tickets will incur additional lock box processing charges.
- c. Costs to implement include \$3,565.00 per handheld device (includes ruggedized PDA and belt printer) plus a one-time charge of \$1,495.00 for the software to load the payments files from the bank.
- d. Additional ongoing costs will be incurred for:
 - (1) lock box item processing

City of Manchester, NH
Parking Issues – Requested Responses – Information Systems Department

- (2) new parking tickets stock for the new handhelds
- (3) new ticket envelopes bearing the lockbox mailing address

2. Automate overdue notices mailing process

- a. Currently, overdue notices are printed, then folded & stuffed by hand. Volume varies by day, but since January of 2001:
 - (1) The number of late fees added to tickets ranged from a low of 1540 (June 2001) to a high of 5972 (December 2001).
 - (2) The overall average count of late fees added each month since January 2001 is 3064, or roughly 750 per week.
- b. We recommend using the City's current mailing service.
 - (1) The mailing service will pick up printed notices, perform the folding and stuffing, and deliver them to the Post Office.
 - (2) To avoid minimum fee charges and to take advantage of lower postage rates (which will usually offset much of the mailing service fees), notices should be mailed bi-weekly or monthly, rather than daily as was the norm.
 - (3) The downside is that persons with overdue tickets may not be notified immediately (up to 30 days past the date when it became overdue). However, this is unlikely to noticeably affect the rate of late payments.
 - (4) The costs of this service would be offset by reductions in postage costs.
 - (a) *We currently pay 4.05 cents per item for folding & stuffing, and another 4.1 cents per item for postal bar codes. That gets us the lowest postage rate of 27.8 cents per item for about 93% of the items mailed.*
 - (b) *New #10 window mailing envelopes would need to be purchased by Ordinance Violations that include the correct postal endorsement message ("Return Service Requested") and a postal permit account indicia.*

3. Develop new policies for handling old tickets.

- a. Recommend that some approach be developed for dealing with unpaid tickets that are older than a reasonable time period, such period to be determined.
 - (1) A special initial effort to deal with the 52,000 unpaid tickets from 1991 through 2000 will have to be discussed.
 - (2) After that, a rolling or annual process should be developed to prevent excess "deadwood" from being on file.
 - (3) Alternatively, an effort may be undertaken to try to collect such tickets, but the rate of collection is likely to be outweighed by the cost and time for such an effort.
- b. It is possible to perform analyses to identify whether more recent tickets exist for such vehicles (indicating that those vehicles may still be encountered).
- c. Finally, it should be noted that simply continuing the present approach does not cause problems with disk storage or system performance.

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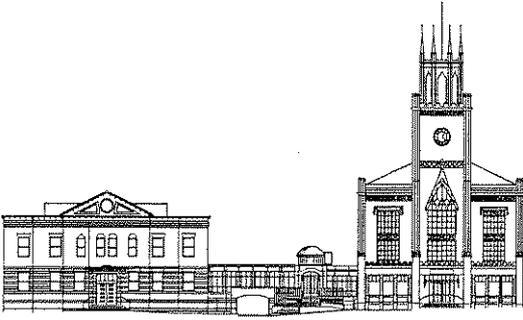
City of Manchester, NH

Parking Issues – Requested Responses – Information Systems Department

4. Develop additional reports for parking ticket analysis and enforcement

- a. We can meet with Ordinance Violations and Police staff to develop new reports which could be run on demand for such purposes as:
 - (1) Cross-referencing boot list data to the City's motor vehicle registration system, which would identify for summoning those vehicles not caught by the existing registration denial process.
 - (2) Location-based analysis of bootable plates, for identifying target enforcement areas
 - (3) Stale or unregistered vehicles, for further research purposes
- b. These reports will have only minimal impact on collections if other time-savers such as lock box and use of the mailing service are not implemented.

9



City of Manchester Office of the Tax Collector

City Hall One City Hall Plaza

Manchester, New Hampshire 03101

Joan A. Porter, Tax Collector

Tele: (603) 624-6575

Fax: (603) 628-6162

Web Site: <http://www.manchesternh.gov>

Email: taxcollector@ci.manchester.nh.us

Welcome to the City Of Manchester NH, Where History Invites Opportunity!

Alderwoman Mary Sysyn, Chairwoman
Committee on Traffic
1 City Hall Plaza
Manchester, NH 03101

Honorable Members:

This letter is in response to your request for information regarding Tax Collector involvement in the collection of fines for Parking Violations as it pertains to the June 4, 2004 report submitted by the City Clerk's office.

It is my understanding that many of the concerns have been addressed with the decisions to use lockbox, a mailing service and the additional Parking Control Officers along with new equipment.

The software currently used by Ordinance Violations (Ticketrac) is a separate cash receipting system from the two we currently employ. If we were to install it in the Tax Collector's office as a supplement to OVB, there is a licensing fee of \$400 per workstation. This would create a third deposit for each clerk to balance.

The current practice is to send the customer across the hall to the Ordinance Violations Bureau (OVB) and have them settle their account and then return to the same clerk and complete the transaction in the Tax office. The building was designed for this efficiency. In this manner, the customer is getting the most accurate up-to-date information and can set up a court date if they are protesting the fine. When they return to our office, all fines are paid (or protested) and they do not have to stand in line again.

The physical layout of the Tax Office does not support a separate line for collection of fines. We already have customers complaining because we cannot accommodate a separate line for Real Estate taxes. It appears that OVB has a continuous flow of people simply paying a fine. The line in the Tax office may discourage that person from paying at that time. Their customers also request various permits (for meters and for residential stickers), protest fines and report problem meters. These issues would be time consuming in the Tax Office and slow the process of auto registration.

As I said at the last meeting, we do currently collect parking ticket fines for the City of Nashua when notified by Nashua. This is a very small volume. We flag the plate number and when the customer attempts to register we offer them the opportunity to write a check to Nashua and we will mail it. Nashua has offered to do the same for Manchester once we agree on the format. Although we could do the same for OVB, I would not recommend that. I believe that very little time or convenience is lost to the customer and while the fine is being handled by those who are best suited to handle it, the Tax office is handling another customer for automobile registration.

I will be available at your next meeting on Tuesday, August 10, 2004 for questions. If I can research any items prior to the meeting please contact me at the office.

Sincerely,

Joan A. Porter
Tax Collector

Joseph Kelly Levasseur
Attorney-At-Law
119 West Merrimack Street
Manchester, NH 03101

Tel. 603-622-7575

JRWAA2@aol.com

Fax: 603-641-3433

City Clerks Office
1 City Hall Plaza
Manchester, NH 03101

Dated: 7/28/04

Dear Leo Bernier:

I am not sure if you are aware of the possibility of litigation against the City of Manchester by Clifton Crowley. He is the man who has been complaining about the lack of noise control by his house on Lake Avenue. I am writing to you as his legal representative to try and get his issue before the committee on Traffic and Public Safety.

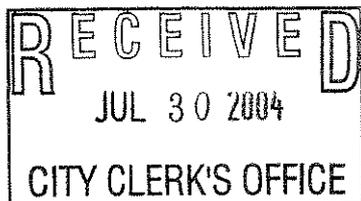
Please schedule a hearing as a soon as possible. It would be greatly appreciated. Thank you for your prompt attention to this matter.

Sincerely



Joseph Kelly Levasseur, Esq.

Cc: Cliff Crowley/City Solicitor/BMA



11

4/8/03 - Tabled
 6/16/03 - Tabled
 8/12/03 - "
 11/12/03 - "
 2/10/04 - "
 3/9/04 - "
 4-13-04 - "
 5-11-04 - "
 6-7-04 - "

held 3/18/03 on a motion of Ald. O'Neil
 duly seconded by Ald. Lopez the report
 of the Committee was accepted and its recommendations

(adopted) ~~(denied)~~

[Signature]
 City Clerk

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

The Committee on Traffic/Public Safety respectfully recommends, after due and careful consideration, that The Committee on Traffic/Public Safety respectfully recommends, after due and careful consideration, that the following regulations governing standing, stopping, and parking and operation of vehicles, be adopted pursuant to Chapter 70 of the Code of Ordinances of the City of Manchester and put into effect when duly advertised and the districts affected thereby duly posted as required by the provisions of that Chapter and Chapter 335 of the Sessions Laws of 1951.

Section 70.16 One-Way Streets

ONE-WAY STREETS
 HOLLIS STREET
 KIDDER STREET

Section 70.36 Stopping, Standing, or Parking Prohibited

STOP SIGNS:
 ON LOWELL ST AT BELMONT ST., NEC, SWC, FOUR-WAY SCHOOL ZONE

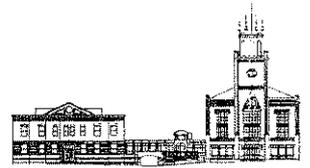
Note: refer back to Committee liability no identification of direction
[Signature]



Leon L. LaFreniere
Building Commissioner

CITY OF MANCHESTER DEPARTMENT OF BUILDINGS

One City Hall Plaza
Manchester, New Hampshire 03101
Tel: (603) 624-6475
Fax: (603) 624-6324



Matthew M. Sink
Deputy Bldg. Commissioner

Date: July 6, 2004

To: Committee on Traffic and Public Safety

From: Leon L. LaFreniere
Building Commissioner 

Thomas I. Arnold 
Deputy City Solicitor

Subject: Building Demolition Process

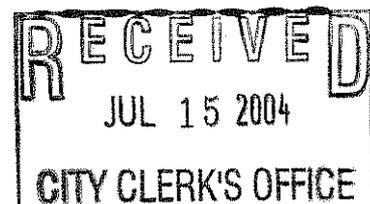
The Committee on Traffic/Public Safety has requested that the Building Department and the City Solicitor work together on a recommendation for speeding up the demolition process of dilapidated buildings. This request results from a concern that the current process takes excessive time to complete.

State law strictly defines the procedure specified for the demolition of privately owned property meeting the definition of hazardous and dilapidated. Chapter 155-B of the Revised Statutes Annotated outlines the required procedures that include the issuance of orders, manner of service, District court filing, enforcement and appeals. While this process is designed to provide the property owner with notice and an opportunity to be heard it requires significant staff resources to implement. As a result, it has historically been utilized as an enforcement tool of last resort to be employed only after traditional, and often faster, methods have failed.

Due to the fact that this procedure is strictly specified by statute, there is little opportunity to accelerate the process. In an effort to compress the time-frame required by state law, the Building Department and the City Solicitor's office have recently taken steps to initiate the process as early as possible once a building is designated as hazardous and dilapidated. By initiating the RSA 155-B process on a parallel course with traditional enforcement methods we are able to respond a bit more rapidly once a decision has been made to follow this route.

I hope that the Committee finds this information helpful. The Building Department will have representation at the Committee's next meeting to answer any questions that may arise.

E-mail: building@ci.manchester.nh.us
www.ci.manchester.nh.us



15



CITY OF MANCHESTER
Office of the City Clerk

8/12/03 - Tabled
9/9/03 Remainder tabled
11/12/03 - "
2/10/04 - "
3/9/04 - "
4-13-04 ""
5-11-04 ""
6-7-04 ""



Leo R. Bernier
City Clerk

Carol A. Johnson
Deputy City Clerk

Paula L-Kang
Deputy Clerk
Administrative Services

Matthew Normand
Deputy Clerk
Licensing & Facilities

Patricia Piecuch
Deputy Clerk
Financial Administration

MEMORANDUM

To: Alderman O'Neil
From: Lisa Thibault, Legislative Assistant *LTOA*
Date: 6/18/2003
Subject: Parking Garage Contract

At a meeting of the Committee on Traffic/Public Safety held on June 16, 2003, Tom Lolicata informed the group that you are chairing a committee that is looking at the RFP's for the parking garage contract. The Committee is asking that this process be completed and a recommendation be brought forward in August as they have just voted to extend the contract with Central Parking through September 6, 2003.

If you are not chairing such a committee, please advise the City Clerk's Office as soon as possible.

Thank you.

16



CITY OF MANCHESTER
Office of the City Clerk

5/11/04 - labeled
4-13-04 - removed
5/11/04
6/7/04
Tablacci

Leo R. Bernier
City Clerk

Carol A. Johnson
Deputy City Clerk

Paula L-Kang
Deputy Clerk
Administrative Services

Matthew Normand
Deputy Clerk
Licensing & Facilities

Patricia Piecuch
Deputy Clerk
Financial Administration

MEMORANDUM

To: Police Chief Jaskolka
T. Lolicata, Traffic Director

From: 
Leo R. Bernier
City Clerk

Date: February 19, 2004

Re: Metered Parking

Please be advised that at a meeting of the Board of Mayor and Aldermen held on February 17, 2004, it was voted to refer back to committee a report relative to the above-referenced.

The Board has requested staff to prepare a proposal for a parking study of the downtown area for submission to the Committee on Traffic/Public Safety.

Enclosed for your records is a copy of the report reflecting actions taken.

Enclosures

pc: Cmte. on Traffic/Public Safety
City Solicitor
Finance Officer

17

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

The Committee on Traffic/Public Safety respectfully recommends, after due and careful consideration, that all metered parking be changed from Monday-Friday, 8AM-8PM to Monday-Friday, 8AM-6PM.

Please note that nothing contained in this report shall change any regulation in regards to issuance of parking permits.

February 17, 2004.
In Board of Mayor and Aldermen.

On motion of Alderman Gatsas, duly seconded by Alderman Guinta, it was voted to refer back to committee and request staff to prepare a proposal for a parking study of the downtown area for submission to the committee.



City Clerk

Respectfully submitted,



Clerk of Committee

17



CITY OF MANCHESTER

Office of the City Clerk



Leo R. Bernier
City Clerk

Carol A. Johnson
Deputy City Clerk

Paula L-Kang
Deputy Clerk
Administrative Services

Matthew Normand
Deputy Clerk
Licensing & Facilities

Patricia Piecuch
Deputy Clerk
Financial Administration

Memo To: Mayor Baines and All Aldermen

From: C. Johnson 
Deputy City Clerk

Date: February 13, 2004

Re: Agenda Item S – Police Department response

Enclosed is a copy of a communication from Chief Jaskolka responding to Item S, a report of Committee on Traffic, appearing on the February 17th agenda.

C: City Solicitor
Finance Officer
Traffic Director



John A. Jaskolka
Chief

City of Manchester Police Department

Ralph Miller Public Safety Center
351 Chestnut Street Manchester, New Hampshire 03101-2294
(603) 668-8711 Business Phone
(603) 668-8941 Main Fax
(603) 628-6137 Administrative Offices Fax

Commission

James A. McDonald, Sr.
John J. Tenn
Nury Marquez
Thomas Noonan

Deputy Chiefs

Richard P. O'Leary
Glenn S. Leidemer
Gary T. Simmons

Executive Secretary
Kim Demers

February 12, 2004

Honorable Robert A. Baines
Board of Alderman
One City Hall Plaza
Manchester, NH 03101

Dear Mayor and Board of Alderman:

At the Traffic Committee meeting of February 10, 2004 the committee approved a plan to rollback the hours of paying for meters from 8:00 p.m. to 6:00 p.m. That plan will be presented to the Board of Mayor and Alderman with the committee's recommendation it be approved by the full board. The department has objected to this roll back at previous committee meetings and would ask the board to consider several factors before approving this ordinance change.

We would suggest that this action would have little if any positive effects on the consumer of the city and drastically reduce the revenue produced. I have taken the liberty of providing some revenue figures obtained from the Ordinance Violations Bureau to support my concern.

During the fiscal year from July 2002 - July 2003, from 6:00 p.m. to 8:00 p.m. the department issued 12, 855 parking tickets. With an average ticket fine of \$10.00 that resulted in \$128,550 in revenue collection. From July 2003 to February 11, 2004 the department has issued 8,302 tickets. With the minimum fine of \$10.00 that is \$83,502 in revenue. I would suggest that figure is low considering \$10.00 is the minimum fine and does not take into account higher parking violation fines and overdue fines.

The costs associated with paying for a Parking Control Officer during this period is less than \$15,000 in overtime. Not included in this revenue lose is the money obtained from those who pay the meters from 6:00 to 8:00 p.m. which I understand would be substantial.

The department understands the good will gesture of the committee to eliminate pay for parking after 6:00 p.m. but respectfully suggests it does not make fiscal sense for the sake of a few. Like the Alderman the department receives it share of complaints from those who receive parking tickets, no matter what time of day the ticket is issued. I would contend that the vast majority of parking fee complaints the department receives are the result of a citizen being issued a ticket and not the need to put 50 cents into a meter. I would suggest the vast majority of complaints about after 6:00 p.m. parking to the Alderman, are from those who failed to pay the 50 cents and received a parking ticket, not complaints about having to pay 50 cents to a \$1.00 to park for those two hours.

A NATIONALLY ACCREDITED LAW ENFORCEMENT AGENCY

Internet: www.manchesterpd.com

E-mail: manchesterpd@ci.manchester.nh.us

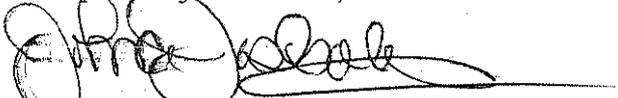


The arguments suggested in eliminating parking fees after 6:00 p.m. will have little effect on those visiting downtown. In previous years the city fathers at one time provided Holiday Parking downtown during the Christmas season. From mid - November through Christmas what initially started out as an excused parking ticket eventually turned into free parking during that time period. Every year around the beginning of November, Ordinance Violations Bureau and the department's Traffic Division would receive calls from store keepers, their employees and business workers wondering when they could stop paying meters for the rest of the season. What started out as a good will gesture by the City resulted in an abuse by tenants, shopkeepers and employees parking for free, with limited if any benefit to the holiday consumer. As a result the city discontinued this practice.

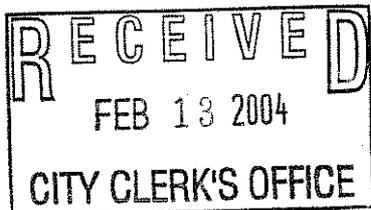
Again, I certainly understand the committee's gesture and the desire to invite people downtown, but question, the minimum loss of \$128,000 for an action that will provide limited benefit to the downtown visitor.

I would recommend that the Board of Mayor and Alderman maintain its current Ordinance, "pay for parking" until 8:00 p.m. I would suggest as an alternative that better advertisement and signage indicative of hours of pay for parking be enacted.

Respectfully submitted,



John A. Jaskolka
Chief of Police



CITY OF MANCHESTER
Department of Traffic



Thomas P. Lolicata
Traffic Director

James P. Hoben
Deputy Traffic Director



Administrative Services Manager
Denise Boutilier
Email: dboutilier@ci.manchester.nh.us

February 17, 2004

Board of Mayor and Alderman
Leo Bernier
City Clerk's Office
1 City Hall Plaza
Manchester, NH 03101

Dear Leo:

The Traffic Committee requested we submit information regarding the parking meter time limit reduction.

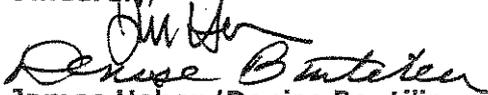
Please be advised that after careful consideration, there is a potential loss of revenue of between \$25,000 (on the low end) and \$150,000 (the high end). It is *impossible* to submit an estimate. Alderman O'Neil stated that we are grabbing a number out of the air. He is correct. We *can't* assume that all the meters (2500) are used for 2 hours between 6pm and 8pm every evening, every day of the week, 52 weeks out of the year, at .50 an hour. There is also a potential loss of future revenue when the new baseball field opens in the Millyard area. Approximately 800 meters in the Millyard will be free parking from 6pm to 8pm. Also, there will be an impacted loss of revenue from the Center of NH parking garage, the Pine Street parking lot and the Victory parking garage, as the meters on the street will be free parking from 6pm-8pm.

A reasonable timeline to get the meters labeled and the areas signed, considering the personnel shortage, and the weather, would be the end of April. The cost associated with this timeline is approximately \$2500.00.

We feel that reducing the meter time requirement from 8pm to 6pm would create a significant loss of revenue. The taxpayers of Manchester would subsidize this loss of revenue.

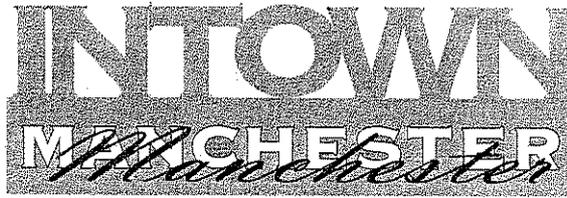
We also feel that it will eliminate customer-parking turnover, which will impact small businesses. When free parking was implemented on Saturday, there were complaints from small businesses that vehicles were parked all day at the free meters.

Sincerely,


James Hoben/Denise Boutilier

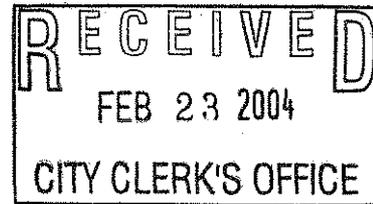
480 Hayward St., Manchester, NH 03103 Phone: (603) 624-6580 Fax: (603) 624-6583
E-Mail Address: traffic@ci.manchester.nh.us Web Site: www.ManchesterNH.gov

17



February 19, 2004

Alderman Theodore Gatsas
105 Birchwood Road
Manchester, NH 03104



Dear Alderman Gatsas,

At this week's Board of Mayor and Aldermen meeting, the Aldermen discussed at length the proposal submitted by the Traffic Committee to roll back parking meters to 6 PM. A few concerned business owners testified, both for and against the measure, at the public hearing prior to the meeting.

Although Intown Manchester conducted and released a brief poll of downtown businesses, to establish for the record where they stand on the subject, we do not feel that a poll is a proper means to address the complexity of the downtown parking issue. For that reason, we did not take a position on the issue. Rather, our Executive Committee recommends that our role should be to encourage the City to undertake a parking study, because of the broader concerns for future parking needs of our mixed-use downtown community.

To our surprise, you proposed such a study at Tuesday's meeting, and it met with quick BMA approval to post an RFP for a comprehensive analysis of the parking situation. We applaud the BMA for taking decisive action that night. It is clear that the city has changed so much in two years that a parking study will be beneficial to future planning.

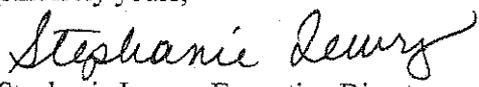
Regardless of the outcome of a study, you made a recommendation that I was particularly happy to hear. Recalling holiday seasons in the past, you mentioned that parking violators were remanded with a courtesy card on the windshield saying that their overtime fines would be waived during the holiday season, and you suggested that we look into being friendlier to our customers and visitors. This is the attitude we need in downtown! I posit that ruthless ticketing is the cause of customer ill will – not the fact that we charge for parking.

To confirm my last point, I enclose the attached letter that Richard Vareschi, owner of Richard's Bistro on Lowell Street, received recently. A customer from Nashua who dined at Richard's Bistro was astonished to see that his dinner cost him another \$10 when he returned to his car. His outrage says it all.

I am currently researching Portland, ME where they are reported to have a system where evening violators receive three warnings before they are fined. If and when a proposal for a similar initiative is introduced in Manchester, I urge you and other Aldermen to look favorably upon the possibilities of a friendly campaign to warn violators first, before they receive a fine.

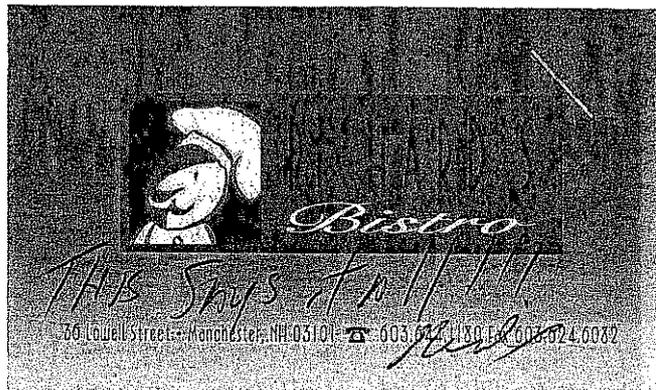
Thank you for your reasoned approach to this troublesome issue.

Sincerely yours,


Stephanie Lewry, Executive Director
Cc Alderman Sysyn and members of the Traffic Committee,
Richard Vareschi

February 13, 2004

Richards Bistro
36 Lowell Street
Manchester, NH 03101



Re: Citation #:P001028561

Dear Sirs,

It is with sincere regret that we must inform you that we will not be returning to your establishment. Although the dinner was extraordinary, we were not prepared for or expecting a parking violation affixed to the windshield of our car. I find it ridiculous that a downtown patron can receive a fine for parking at an expired meter at 7:20pm!

Living in Nashua, we're accustomed to a warmer welcome from our city. Nashua treats their downtown patrons with a kinder and more welcoming atmosphere. This also benefits the downtown restaurant businesses by offering a hassle-free dining experience.

Through no fault of yours, in the future we will be spending our hard-earned money locally where *public parking* during the evening hours is a privilege, not a business. I have no doubt that the city of Manchester unjustifiably targets the downtown business district after hours to prey on unwary visitors.

Sincerely,

Alberto and Mary Abelleira
7 Custom Street
Nashua, NH 03062

cc: City of Manchester, Mayor's Office
Nashua Telegraph
Manchester Union Leader

17

ALBERTO ABELLEIRA 12/92
MARY ABELLEIRA
7 CUSTOM ST.
NASHUA, NH 03062
PH. 603-888-6613

2596

54-153/114
481

Date 2/13/04

Pay to the order of

City of Manchester \$ 10.⁰⁰ /xx
Ten and no 00/100

Dollars



Citizens Circle Account



CITIZENS BANK

New Hampshire

For

Highway 2856/1
Rouba!

Mary Abelleira

2596

© Citicorp America

RICHARD'S BISTRO
36 LOWELL ST.
MANCHESTER, NH 03101
(603) 644-1180
MERCH # 1670203780

Sale

Server: 10
ID: 020378001
02/13/04
Batch #: 0933

20:11:35

DISCOVER

*****4262

Appr Code: 013821

Invoice#: 000032

Amount:

\$ 146.56

Tip:

20.00

Total:

166.56

Customer Copy
THANK YOU!
COME AGAIN!

CITY OF MANCHESTER NOTICE OF PARKING VIOLATION

The vehicle described below was parked in violation of the City of Manchester code or Ordinances listed.

Bureau window hours 8:00 AM to 5:00 PM
Closed Saturday and Sunday.

CITATION: P001028561

Date: FRI 02/13/2004

Time: 19:20

Officer: SHWERP

ID: CC2

Agency: MPD

Notes: Rt 3

TimeOut:

Loc: 8 LOWELL ST

Viol: 58

Desc: EXPIRED METER 70.48

PENALTY: \$10.00

Lic: 1548485

State: NH Meter: 364

Plate type: PC Color:

Make: FORD

Year: 4 DOOR

Remark: NO TIME LEFT

MANCHESTER POLICE DEPARTMENT
ORDINANCE VIOLATIONS BUREAU
P.O. BOX 1630
MANCHESTER, NEW HAMPSHIRE 03105
TELEPHONE - 624-6646
SEE REVERSE SIDE

17

3/9/04 - Handout



**City of Manchester
Department of Finance**

One City Hall Plaza
Manchester, New Hampshire 03101
Phone: (603) 624-6460
Fax: (603) 624-6549

March 9, 2004

Alderman Mary Sysyn
Chairman Aldermanic Committee on Traffic/Public Safety
C/o Office of the City Clerk
One City Hall plaza
Manchester, NH 03101

Dear Madam Chairman:

The Planning Director and the Finance Officer are in the process of refining a DRAFT request for proposals (RFP) for a study of the City's downtown parking program and related policies. We are also in the process of identifying a source of funding for the study and will be making recommendations to both your committee and the CIP committee. We expect to have a completed RFP/RFP Schedule and funding recommendation by the 1st of April.

Sincerely,

Kevin A Clougherty
Finance Officer

Bob McKenzie
Planning Director

Cc: Mayor Baines
Tom Lolicata
City Clerk

17



**City of Manchester
Department of Finance**

One City Hall Plaza
Manchester, New Hampshire 03101
Phone: (603) 624-6460
Fax: (603) 624-6549

March 9, 2004

Alderman Mary Sysyn
Chairman Aldermanic Committee on Traffic/Public Safety
C/o Office of the City Clerk
One City Hall plaza
Manchester, NH 03101

Dear Madam Chairman:

The Planning Director and the Finance Officer are in the process of refining a DRAFT request for proposals (RFP) for a study of the City's downtown parking program and related policies. We are also in the process of identifying a source of funding for the study and will be making recommendations to both your committee and the CIP committee. We expect to have a completed RFP/RFP Schedule and funding recommendation by the 1st of April.

Sincerely,

Kevin A Clougherty
Finance Officer

Bob McKenzie
Planning Director

Cc: Mayor Baines
Tom Lolicata
City Clerk

17



**City of Manchester
Office of Risk Management**

Harry G. Ntapalis
Risk Manager

One City Hall Plaza
Manchester, New Hampshire 03101
(603) 624-6503 Fax (603) 624-6528
TTY: 1-800-735-2964

July 13, 2004

Committee on Traffic and Public Safety
c/o City Clerk
One City Hall Plaza
Manchester, NH 03101

Re: **Seat Belt Policy**

Dear Committee Members:

Pursuant to your request, please find the current policy for the use of seat restraints adopted by the Board of Mayor and Aldermen on November 3, 1986.

We have followed these guidelines as part of the City's safety program and they have been enforced by the Safety Coordinator.

I would not recommend changing this policy and creating confusion in the administration of this matter.

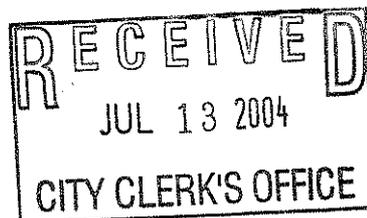
Please let me know if we can be of further assistance to the Committee.

Sincerely,

Harry G. Ntapalis
Risk Manager

HGN/hr
Enclosure

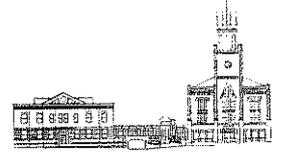
cc: Thomas R. Clark, City Solicitor
Thomas I. Arnold, III, Dep. City Solicitor



18



CITY OF MANCHESTER
Office of the City Clerk



Leo R. Bernier
City Clerk

Carol A. Johnson
Deputy City Clerk

Paula L-Kang
Deputy Clerk
Administrative Services

Matthew Normand
Deputy Clerk
Licensing & Facilities

Patricia Piecuch
Deputy Clerk
Financial Administration

RECEIVED

JUN 9 2004

RISK

MEMORANDUM

To: ~~Harry Ntapalis, Risk Manager~~
Thomas Clark, Solicitor

From: Lisa Thibault, City Clerk's Office *lth*

Date: June 8, 2004

Subject: Committee Action

Please be advised that at a meeting of the Committee on Traffic/Public Safety held on June 7, 2004 it was voted to have the Risk Manager and Solicitor work together on a policy for seatbelt usage by City employees in City vehicles with report back to the Committee at its next meeting.

The Committee on Traffic/Public Safety is tentatively scheduled to meet on Tuesday, July 13 at 5:30 PM. Please provide your recommendation to our office by Wednesday, July 7, 2004 so that it may be included on that agenda.

Thank you.

18

ALL DEPARTMENTS

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

Gentlemen:

The Committee on Transportation respectfully recommends, after due and careful consideration, that the Policies and Procedures relative to the Use of City Vehicles, be amended by inserting at the end thereof, the following:

MAINTENANCE AND USE OF SEAT BELTS

Seat belts in any City-owned vehicle/equipment required to be equipped with seat belt assemblies will be maintained in a serviceable condition and will be readily available for driver and passenger use.

Non use or malfunction of city motor vehicle/equipment seat belt assemblies which result in a reportable personal injury shall be explained why seat belts were not used by the injured person or, in cases of malfunction, what caused the malfunction and what remedial actions were taken to prevent recurrence.

Respectfully submitted,

[Handwritten Signature]
Clerk of Committee

At a meeting of the Board of Mayor and Aldermen held...11/3/86.....on a motion by Ald. Gervais..... duly seconded by Ald.....Thibault.....the report of the Committee was accepted and its recommendations (adopted) ~~(denied)~~.

[Handwritten Signature]
Deputy City Clerk

18