

AGENDA

COMMITTEE ON TRAFFIC/PUBLIC SAFETY

September 21, 2004
Aldermen Sysyn, Guinta,
Smith, Forest, O'Neil

5:15 PM
Aldermanic Chambers
City Hall (3rd Floor)

1. Chairman Sysyn calls the meeting to order.
2. The Clerk calls the roll.
3. Communication from Police Chief Jaskolka seeking exemption from the 2% budget reduction for the Police Department in order to meet needs for details outside of the Verizon Wireless Arena or consideration of other methods of funding for this purpose.
Ladies and Gentlemen, what is your pleasure?
4. Usage of seatbelts by city employees.
(Note: draft seatbelt policy enclosed.)
Ladies and Gentlemen, what is your pleasure?
5. Report from the Public Health Director re: signage at the Rines Center.
Ladies and Gentlemen, what is your pleasure?
6. Communication from Ron Carvel, Security Manager of the Verizon Wireless Arena, requesting various street closures and redirection of Spruce and Cedar Streets in order to accommodate a safe operating area for equipment and animals of the Ringling Bros. and Barnum & Bailey Circus from October 17th through October 25th.
Ladies and Gentlemen, what is your pleasure?

7. Communication from Kuei-Lin Chiang, owner of the Thousand Crane Restaurant requesting to rent two spaces on Mechanic Street from 5 PM until 8 PM indicating "Take-Out Only Parking".
Ladies and Gentlemen, what is your pleasure?
8. Communication from Ron Elias, owner of That Look located at 852 Elm Street requesting ten (10) spaces in the Middle Street Parking Lot be assigned to him so that he may provide valet parking to his clients.
Ladies and Gentlemen, what is your pleasure?
9. Chairman Sysyn advises that the Traffic Department has submitted an agenda, which needs to be addressed as follows:

STOP SIGNS:

On Whittington Street @ Whittington Street, NWC
Alderman Gatsas

On Hall Street @ Pearl Street, NWC, SEC 4-Way
Alderman Sysyn

On So. Jewett Street @ Maurice Street, NWC, SEC 3-Way
On Charlotte Street @ Bernice Avenue, NEC, SWC
On Charlotte Street @ Brent Street, SWC, NEC
Alderman DeVries

NO PARKING:

On Blodget Street, south side, from Ash Street to a point 70 feet westerly
Alderman Gatsas

On Union Street, west side, from a point 135 feet south of Concord Street to
Amherst Street
Alderman Guinta

On Hospital Avenue, west side, from Massabesic Street to Chase Way
Alderman Osborne

On Colby Street, east side, from W. Hancock Street to the dead end
On S. Main Street, west side, from a point 80 feet south at A Street to C Street
Alderman Smith

NO PARKING LOADING ZONE:

On Union Street, west side, from Concord Street to a point 45 feet south
Alderman Guinta

NO PARKING DURING SCHOOL HOURS:

On Circle Road, west side, from Weston Road to Manor Drive
On Circle Road, east side, from Weston Road to the start of the private way
On Circle Road, east side, from Manor Drive to Manor Drive
On Manor Drive, east and west sides, from Circle Road to Circle Road
Alderman DeVries

RESCIND NO PARKING:

On Union Street, west side, from Hanover Street to a point 50 feet north
Alderman Guinta

On Spruce Street, south side, from Cypress Street to Canton Street (Ord. 6540)
Alderman Osborne

On Circle Road, east side, from Weston Road to a point 100 feet easterly
(Ord. 8816)

On Circle Road, west side, from Weston Road to Manor Drive (Ord. 8815)
Alderman DeVries

On Colby Street, west side, from W. Hancock Street to the dead end (Ord. 2869)
Alderman Smith

RESCIND 1-HOUR PARKING:

On Union Street, west side, from Concord Street to a point 50 feet north of
Hanover Street (Ord. 6238)

Alderman Guinta

On So. Main Street, east side, from a point 160 feet north of Woodbury Street to a
point 100 feet south of Goffe Street (Ord. 6127)

PARKING 3 HOURS (MONDAY-FRIDAY):

On Union Street, west side, from a point 45 feet south of Concord Street to a point
90 feet south

Alderman Guinta

NO VEHICLES – BUSES ONLY (7-9 AM, MONDAY-FRIDAY) – DURING SCHOOL HOURS (EMERGENCY ACT):

On Notre Dame Avenue at Walsh Avenue
Alderman Thibault

DISCUSSION: Relating to traffic situation at Harvey Road and Bouchard Street.

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.

10. 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 meeting between Alderman Guinta, Tom Lolicata, and the constituents involved.)
11. Report, if available, from the Building Commissioner and City Solicitor regarding speeding up the demolition process.
(Tabled 08/12/2003 - communication from the Building Commissioner enclosed.)
12. Report regarding parking garage contract RFP's.
(Tabled 08/12/2003)
13. Review of parking administration.
(Tabled 03/09/2004)

14. 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.)

15. 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.
(Tabled 08/10/2004 pending further discussion with City, Goffstown, developer and Alderman Forest.)
16. Request to alter traffic patterns on Pearl and Orange Streets.
(Tabled 08/10/2004 pending further review by Highway, Fire, Police and Traffic Departments.)

17. 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.
(Tabled 08/10/2004 pending discussion with representative from Tower Realty.)
18. If there is no further business, a motion is in order to adjourn.



John A. Jaskolka

Chief

July 29, 2004

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

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
Nory Marquez
Thomas D. Noonan
Calvin T. Cramer

Deputy Chiefs

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

Executive Secretary

Kim Demers

RECEIVED

AUG 02 2004

MAYOR'S OFFICE

Dear Mayor and Board of Alderman:

As the City of Manchester works towards resolution of the School Funding Program, it has directed each City department to begin operating at 98% of their approved budget for Fiscal Year 2005.

A 2% reduction from the Police budget totals \$404,389.00. In response to that request, my staff and I looked for additional ways that this reduction could be met, understanding that Public Safety remain our number one priority.

On June 30, 2004 I forwarded a letter to the Board of Mayor and Alderman accompanied by a breakdown of services that our department would immediately implement in efforts at attaining a 2% reduction goal. That breakdown included but was not limited to keeping current patrol vacancies open, reassignment of divisional personnel to reduce overtime and elimination of the outside police detail at Verizon Wireless Arena events. At an overtime cost of approximately \$95,000, this was an obvious area to meet a 2% reduction in our budget.

When the Arena began operating in November of 2001, it had been determined that the City would be responsible for Police Details from the curbside out. Initially, five officers and a supervisor manned the detail at minimum. The detail assisted with motor vehicle and pedestrian traffic as well as enforcement operations around the arena. It is my understanding that the department's budget was allocated additional funding during that period of time to cover the costs associated with this new responsibility.

In review of previous budgets, the figures associated with overtime appear to confirm that assumption. Since fiscal year 2002, our overtime budget has been reduced and as a result we have cut back on the amount of officers assigned to outside posts at the Verizon Arena, presently two officers and one supervisor. With the reduction request we have eliminated it to meet the latest 2% goal.

Three events took place at the Verizon Wireless Arena since the elimination of the outside police detail. Although we did not receive one citizen complaint regarding this decision, we did have the opportunity along with the Mayor and his staff to view a film of the pedestrian and motor vehicle traffic leaving the Arena after some of those events. The film depicted hundreds of pedestrians crossing against the Don't Walk lights, crossing in areas where crosswalks didn't exist, and motorists driving through groups of pedestrians to make the green light. Some of these circumstances were anticipated but it was evident without police direction the potential for accident or injury is very credible. Based on this potential we have begun filling the detail again. There are no anticipated events taking place at the Verizon Arena during the month of August, however, future events are obviously being booked to include the Manchester Monarch Hockey Season.

A NATIONALLY ACCREDITED LAW ENFORCEMENT AGENCY

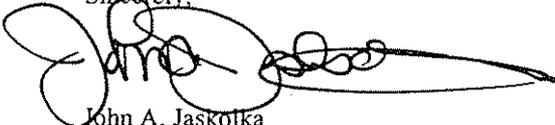


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The department feels that these events should be manned outside, but suggests the costs associated will not allow us to meet a 2% budget reduction without reducing other police services, keeping police positions open as they become vacant or other staff reductions.

I would ask the Board of Mayor and Alderman to consider exempting the department from this 2% budget reduction or consider other methods of funding the Verizon Arena outside details. The department remains committed to assisting the City with the budget issues it faces and will continue to make every effort to provide quality police service within our means.

Sincerely,



John A. Jaskolka
Chief of Police

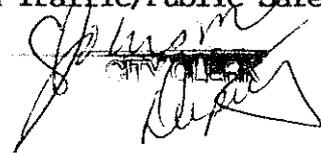
IN BOARD OF MAYOR & ALDERMEN

DATE: Sept. 7, 2004

ON MOTION OF ALD. O'Neil

SECONDED BY ALD. Forest

VOTED TO refer to the Committee
on Traffic/Public Safety


CITY CLERK



**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

To: Traffic and Safety Committee

From: Kevin O'Neil- Safety Coordinator

Date: September 10, 2004

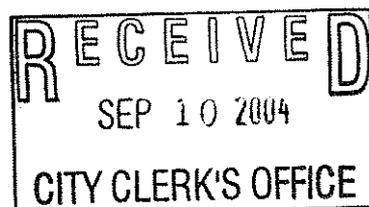
Re: **Seat Belt Policy**

Please find a draft change to our existing seatbelt policy.

Harry Ntapalis and I plan on attending the next Traffic and Safety meeting should you have any questions.

If I can be of further assistance please do not hesitate to call me at 624-6503.

Cc: Thomas Clark
Harry Ntapalis



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DRAFT

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

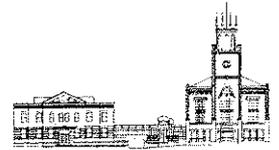
Seat belts in any City-owned vehicle/equipment required to be equipped with seat belt assemblies will be maintained in a serviceable condition and will be readily available for driver and passenger use.

Seat restraints must be in good operating condition and periodically inspected, maintained and used by all occupants riding inside City motor vehicles.

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.



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

MEMORANDUM

To: T. Clark, Solicitor
H. Ntapalis, Risk

From: L. Thibault, City Clerk's Office *LTh*

Date: August 11, 2004

Subject: Seat Belt Policy

Please be advised that at a meeting of the Committee on Traffic/Public Safety held on August 10, 2004 it was voted to refer the policy for the use of seat restraints to the Solicitor's Office for language review and report back to the Committee at their next meeting. The Committee also requested that Harry Ntapalis attend the next meeting.

The next meeting is tentatively scheduled for Wednesday, September 15 at 5:30 PM.

Attachment



**City of Manchester
Office of Risk Management**

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

8/10/04 - Refer
to Solicitor for
language + report
back at
Harry G. Ntapalis
Risk Manager
next
mtg. Have
Henry come
to next mtg.

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.

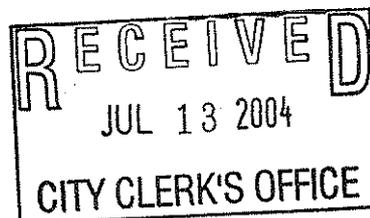
Please let me know if we can be of further assistance to the Committee.

Sincerely,

Harry G. Ntapalis
Risk Manager

HGN/hr
Enclosure

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



4

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)~~.

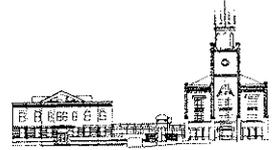
[Handwritten Signature]
Deputy City Clerk

4



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
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Licensing & Facilities

Patricia Piecuch
Deputy Clerk
Financial Administration

MEMORANDUM

To: Harry Ntapalis, Risk Manager
Thomas Clark, Solicitor

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

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.

4



CITY OF MANCHESTER

Office of the City Clerk

6/1/04 - letter to Mayor
& Solicitor to come up
with policy report back
Committee



Leo R. Bernier
City Clerk

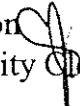
Carol A. Johnson
Deputy City Clerk

Paula L-Kang
Deputy Clerk
Administrative Services

Matthew Normand
Deputy Clerk
Licensing & Facilities

Patricia Piecuch
Deputy Clerk
Financial Administration

Memo To: Mayor Robert A. Baines
Kevin Sheppard, Deputy Public Works Director
Harry Ntapalis, Risk Manager

From: C. Johnson 
Deputy City Clerk

Date: May 12, 2004

Re: Seatbelt usage

Members of the Committee on Traffic expressed concern regarding the lack of usage of seatbelts by City employees in City vehicles.

Our research indicates that a related policy was adopted in November of 1986. The Fleet Policy adopted in 1994 somehow did not include anything addressing this issue, so I would gather there is nothing in place that presents that demand.

I have enclosed the related policy adopted in 1986 for your review and recommendation to the Committee at its next meeting.

In the interim, I will suggest the Mayor issue a communication to department heads requesting they direct their employees to utilize seatbelts within City vehicles whenever possible as indicated by members of the Committee.

C: M. Colby

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

Gentlemen:

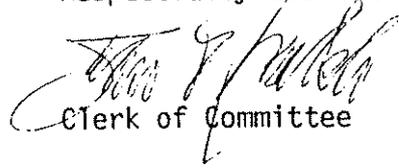
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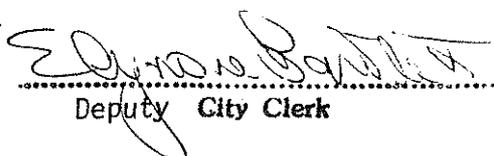
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Respectfully submitted,


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).


Deputy City Clerk



CITY OF MANCHESTER

Department of Health

1528 Elm Street
Manchester, NH 03101-1350
Telephone: (603) 624-6466
FAX: (603) 628-6004
www.ci.manchester.nh.us

BOARD OF HEALTH
Attorney Robert Christy, Chair
Nicholas Skaperdas, D.M.D., Clerk
Sophia Antoniou, M.P.H.
Richard Friedman, M.D.
Jazmin Miranda-Smith, M.Ed.

Frederick A. Rusczek, M.P.H.
Public Health Director

Richard DiPentima, R.N., M.P.H.
Deputy Public Health Director

August 27, 2004

Mary Sysyn, Chairman & Members of the Aldermanic Committee on Traffic & Public Safety
Board of Mayor & Aldermen
One City Hall Plaza
Manchester, NH 03101

RE: Signage at the Rines Center

Dear Chairman System & Members of Aldermanic Committee on Traffic & Public Safety:

I have reviewed the minutes of the meeting in regards to signage at the Rines Center and have met with Mrs. Georgie Reagan regarding the request of the Arts Commission for 2 dedicated parking spots at the Rines Center.

I certainly concur with the Committee in its recommendation that the parking signs along Elm Street be changed from "Parking for Health Department Business" to "Parking for Rines Center Business" or to "Parking for the Carolyn Rines Center". This change hasn't occurred yet because the plan was to make all the signage changes to the building at the same time. However, there is no reason to delay changing the parking signs while waiting for the building signage package to be completed.

In regards to dedicated parking spots for the Arts Commission, it would be my recommendation that we maintain all spots around the building as general parking on a first come, first serve basis. There are times when the parking around the Rines Center can be challenging. However, most here would agree that the parking is generally better than it is for City Hall visitors and staff. Since much of the Art Commission work will occur in the evening and on weekends, the availability for parking for the Arts Commission should be better than it would be upon most weekdays. Again, it would be my recommendation that we not dedicate parking for staff, volunteers, or department heads, but that we continue to keep parking accessible to all users of the Rines Center.

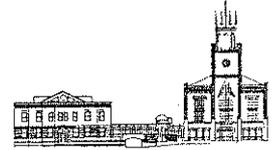
Sincerely,

Frederick A. Rusczek, MPH
Public Health Director

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CITY OF MANCHESTER
Office of the City Clerk



Leo R. Bernier
City Clerk

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Deputy City Clerk

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Administrative Services

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Deputy Clerk
Licensing & Facilities

Patricia Piecuch
Deputy Clerk
Financial Administration

MEMORANDUM

To: Fred Rusczek, Health

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

Date: August 11, 2004

Subject: Committee Action – Signage at Rines Center

Please be advised that at a meeting of the Committee on Traffic/Public Safety, held on August 10, 2004, it was voted to refer a request from Georgie Reagan, Chairman of the Art Commission, for two parking spots at the Rines Center to you. I have attached a copy of the discussion that took place at the meeting for your review.

The Committee would like you to work with Mrs. Reagan to come up with a solution and report back at their next meeting, which is tentatively scheduled for Wednesday, September 15, 2004 at 5:30 PM.

Attachment

pc: G. Reagan

S

Discussion regarding signage at the Rines Center.

Mr. Lolicata stated this is two-fold. One is a recommendation from Georgie Reagan involving parking in front of the Rines Center if you will for two spots for people involved with the McIninch Gallery. Also up there right now is an ordinance and it says it is for the Health Department. Well everybody goes to the rear of this building for Health and I thought this should be changed maybe to parking for the Rines Center only instead of just Health. It is a general thing for everybody who has business in that building.

Alderman Guinta asked how many different departments are in that building.

Mr. Lolicata answered at least three that I know of. Welfare is in there now with the Office of Youth Services.

Alderman Guinta asked Health, Welfare and the Office of Youth Services.

Mr. Lolicata answered yes those three that I know of and the Art Gallery.

Alderman Guinta asked is your recommendation that we change it to the Rines Center.

Mr. Lolicata answered it is worth it because everybody who goes to the Health Center goes to the rear of the building. It makes sense.

Alderman O'Neil moved to change the parking signs from Health Department to Rines Center in front of the building. Alderman Guinta duly seconded the motion. Chairman Sysyn called for a vote. There being none opposed, the motion carried.

Alderman O'Neil stated we have no attachments on the agenda for this item.

Alderman Guinta asked Mrs. Reagan are you looking for parking spots dedicated to...

Mrs. Georgie Reagan answered the arts. It is for the McIninch Gallery staff only and we had asked for two spaces because they will be there pretty much on a daily basis and the access from parking in the rear is not acceptable for people carrying large pieces of artwork. Since there already is a handicapped parking spaces and the rest of it seemed to be misclassified, if we could just have two spaces that say McIninch Family Gallery, Staff Only and Manchester Arts Commission at the bottom of that with the two signs having arrows pointing in each direction.

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Alderman O'Neil asked is the Health Department on the first floor.

Mrs. Reagan answered they are on the lower floor.

Alderman O'Neil asked who is on the Elm Street floor.

Mrs. Reagan answered the Welfare Department.

Alderman O'Neil asked don't they have to park out back.

Mrs. Reagan answered they have no access from the back. I don't know where there parking is.

Alderman O'Neil stated I just think we need to be consistent with the building and if we provide two spaces on the street for the Arts Commission we are going to have to do the same thing for everyone else then and we could open up a...I don't disagree with providing two spaces with you I just don't know if I agree they need to be out in front of the building.

Mrs. Reagan responded they wouldn't make sense any other place.

Alderman Guinta stated you are not talking about staff you are actually talking about when art is being loaded and unloaded.

Mrs. Reagan replied I am talking about the staff of the permanent residence, which would be the Manchester Artists Association.

Alderman Guinta asked why couldn't they just park at the first available spot closest to the building.

Mrs. Reagan answered there are not always available spots because you know Pappy's Pizza across the street probably uses it or people who park in the back and find out that they have to walk around the building use it. People automatically drive up in front because it still says Health Department. I think Tom's idea was to call it the Carol Rines Center and it made it available to everyone but it was not specific about it being the Health Department because that is no longer the case anyway.

Alderman Guinta asked can we see how changing the name on the signage affects the parking and then maybe address parking if it still needs to be addressed at a later date. Is that a fair compromise?

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Mrs. Reagan answered it is fair but I think they will require it no matter how long...

Alderman Guinta interjected again you are talking about staff. You are talking about someone who goes there every day?

Mrs. Reagan stated yes and there are volunteers who will be going in and out of there every day and there has to be someplace for them to park to get in and out. Each time you leave that facility you have to lock the door. If you left anything in your car and you were parked in the back or wherever you were you have to secure that door in order to leave that space and if they were at a meter or had to move their car, each time they had to leave their car they would have to secure the space.

Alderman Guinta asked are you saying if they are parked at metered parking and they have to go out to feed the meter.

Mrs. Reagan answered there are no meters there now. There are no meters there for anyone. There is no time limit.

Alderman O'Neil asked Georgie are you looking for two dedicated spaces on Elm Street for people at the Art Gallery.

Mrs. Reagan answered yes.

Alderman O'Neil stated my concern is that we don't provide that for anyone else there now. We could be opening a door that we don't want to go through. I can support providing on-site parking there for people somewhere but I don't know about providing parking right outside the front door for them.

Mrs. Reagan asked where else do you think it could be.

Alderman O'Neil answered there is parking on the side and in the rear.

Mrs. Reagan asked could that be specified for them.

Alderman O'Neil answered I don't know who is responsible. Is Health responsible for the building? I will move that we refer this to Fred Rusczyk to work out with Georgie Reagan and report back at the next Traffic meeting.

Alderman Guinta duly seconded the motion. Chairman Sysyn called for a vote. There being none opposed, the motion carried.

5



September 14, 2004

City of Manchester
Office of the City Clerk
One City Hall Plaza
Manchester, NH 03101

Dear Mr. Bernier,

As you are aware the Ringling Bros. and Barnum & Bailey Circus is returning to Manchester. In order to accommodate a safe operating area of the unloading and loading of equipment, the Verizon Wireless Arena would like to request a street closure permit for Chestnut Street and Willow Street from October 17th, 2004 to October 25th 2004.

The area affected on Chestnut Street will be from Spruce Street to Auburn Street. Traffic will be redirected East on Spruce Street and Cedar Street will not be accessible to Chestnut Street. This area is highly congested with equipment during the week of the Circus.

The area affected on Willow Street will be from Cedar Street to Auburn Street. This road will only be closed two hours prior and one hour post our listed show times. This will give us a safe means to move our animals from our compounds to the arena. In order to accommodate our patrons, Cedar Street will be converted to a Two-Way traffic road during these closure times.

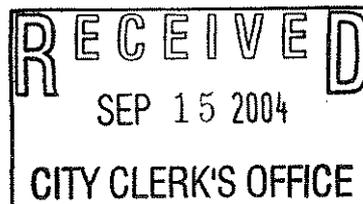
I have attached an outline map of our requested closures.

Thank you,

Sincerely,

A handwritten signature in black ink, appearing to read "Ron Carvell".

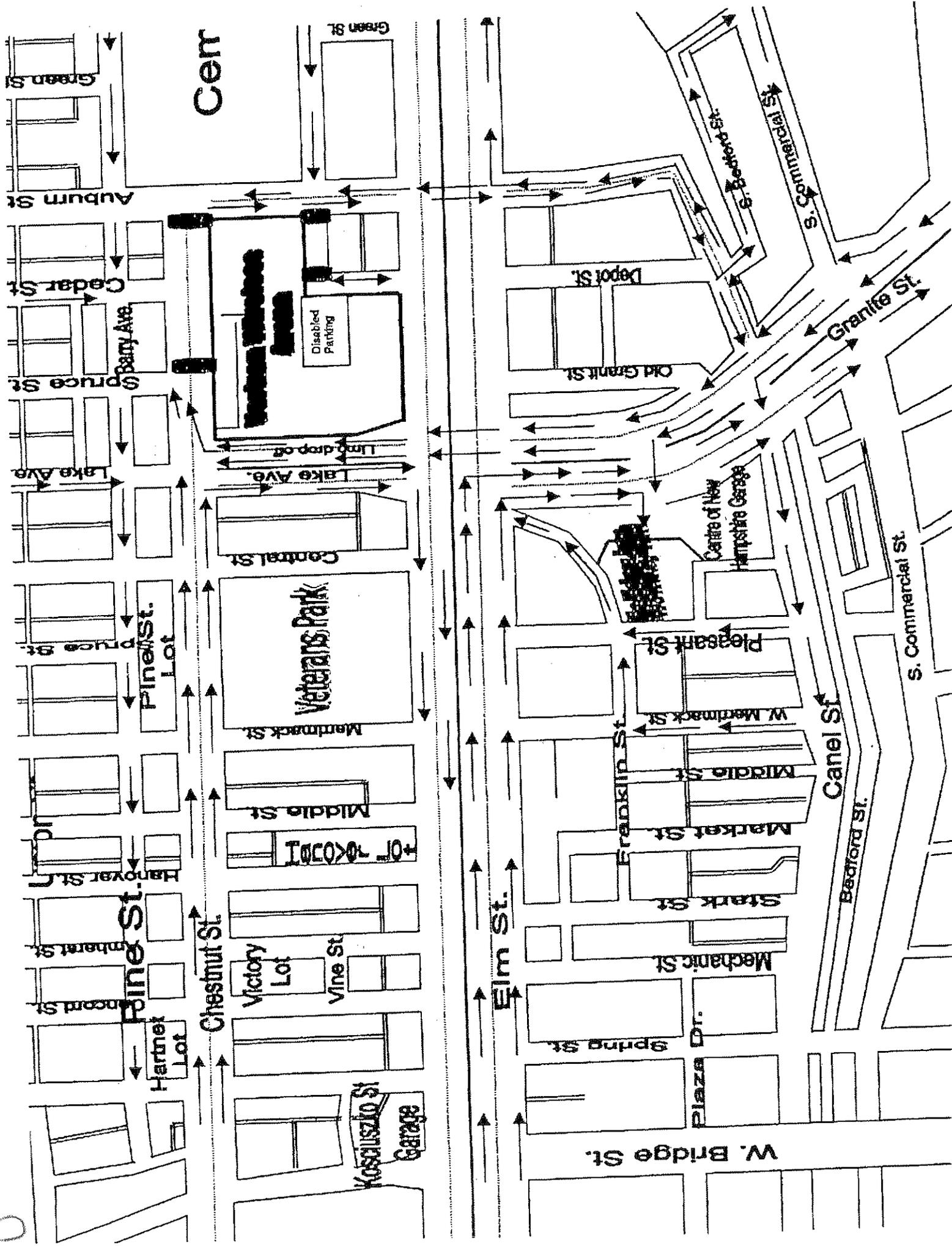
Ron Carvell
Security Manager
Verizon Wireless Arena



Cc: Tim Bechert



6



Cent

Auburn St
Cedar St
Barry Ave
Spruce St
Lake Ave
Central St
Merit St
Middle St
Victory Lot
Vine St
Chestnut St
Pine St
Hartnet Lot

Green St
Disabling Parking
Lake Ave
Central St
Veterans Park
Merit St
Middle St
Victory Lot
Vine St
Garage
Kosciuszko St

Elm St
W. Bridge St
Plaza Dr.
Spring St
Mechanic St
Stark St
Market St
Middle St
W. Merit St
Pleasant St
Centre of New Hampshire Garage
Depot St
Old Grant St
Granite St
S. Commercial St
Bedford St
Canel St

6

August 5, 2004

Board of Mayor and Aldermen
Committee on Traffic/Public Safety
Attn.: Mary Sysyn
One City Hall Plaza
Manchester, NH 03101

RE: Downtown Parking

Dear Aldermen:

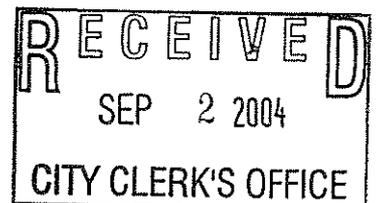
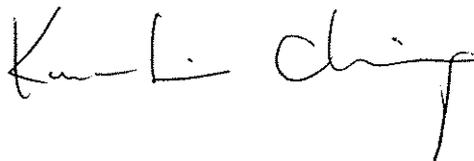
My name is Kuei-Lin Chiang and I am the owner of Thousand Crane Restaurant located at 1000 Elm Street. I have been open for almost two years now and have slowly been building my business. At times it has been rough, but Downtown has continues to grow and I am very excited about what the future holds. However, it is very difficult for a restaurant to survive nowadays on dine-in business alone. I have been trying to promote more take-out business from customers who drive not walk. As you know it is very difficult to find parking at times and this affects small business owner's like myself. I realize the benefits of being Downtown, but with the benefits come a lot of expenses. I have lost several customers who can not find a quick parking space to run in and pick up their take-out food. I can not afford to lose anymore, so I am asking for your help.

I would like to propose to the City of Manchester a scenario where I can continue to grow Thousand Crane and where the City is fairly compensated for their assistance. I would like to rent two metered parking spaces on the side of Hampshire Plaza on Mechanic Street. I am only asking to rent these two spaces from 5 P.M. to 8 P.M. for my "Take-out Only Parking". I obviously know that I must some how compensate the City for these metered parking spaces. I believe that a more than fair rate would be \$50 per space per month. This is more than the City could make from people feeding the meters every night during this time frame. I am even willing to sign a one-year contract if you so desire. It will take time and expense for me to start advertising that there is take-out parking at Thousand Crane, but it is necessary to continue the growth of my Downtown business.

Thank you so much for your consideration and I look forward to hearing from you.

Respectfully,

Kuei-Lin Chiang
Thousand Crane
1000 Elm Street
Manchester, NH 03101
(603) 634-0000



7

THAT LOOK
852 Elm Street
Manchester, NH 03101
(603) 624-HAIR
(4247)

August 18, 2004

Alderman Mary A. Sysyn, Chairman
Committee on Traffic/Public Safety
One City Hall Plaza
Manchester, NH 03101

Dear Madame Chair and Committee Members:

Since the early 1960's, I have had numerous business ventures located in Manchester. Most recently, I have relocated back here from California and was extremely surprised with the recent upturn in downtown Manchester's economic revitalization.

With this in mind, I decided the time was right for me to reopen a hair salon/day spa which I anticipate will be operational on or about September 15th. As we all know parking in the downtown area is at a premium and in order for a business to gain momentum it is very important to be able to provide our clientele with what they need most and as part of that service I would like to be able to provide them with Valet parking especially the elderly and handicapped clients coming in.

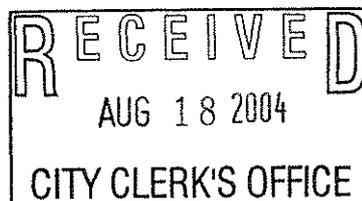
Therefore, I respectfully request of your committee that arrangements be made between myself and the City of Manchester to provide valet parking to my clients in the Middle Street Parking Lot. At this time ten (10) spaces would be adequate. I am willing to discuss the matter in further detail regarding any necessary arrangements which would be required by the City.

Thanking you in advance for your consideration of this request and I will be available at your next meeting to answer any questions you may have.

Sincerely,



Ron Elias
Proprietor



4/8/03 - U
 Tabled
 6/16/03 - Remained on Table
 8/12/03 - "
 11/12/03 - "
 2/10/04 - "
 3/19/04 - "
 4-13-04 "
 5-11-04 "
 6-7-04 "
 8-10-04 - "

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

No fee
 refer back
 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

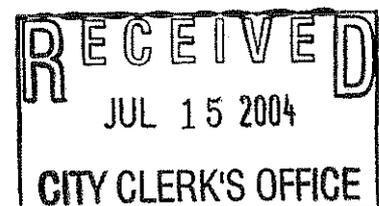
The Committee on Traffic/Public Safety has requested that the Building Department and the City Solicitor work together on a recommendation for speeding up the demolition process of dilapidated buildings. This request results from a concern that the current process takes excessive time to complete.

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





CITY OF MANCHESTER
Office of the City Clerk

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



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 *Lisa*
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.

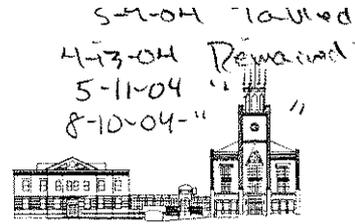
Thank you.

12



CITY OF MANCHESTER

Board of Aldermen



Memo To: Committee on Traffic

From: Armand D. Forest *adf*
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.



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

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.

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.

- 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



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.

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

July 7, 2004

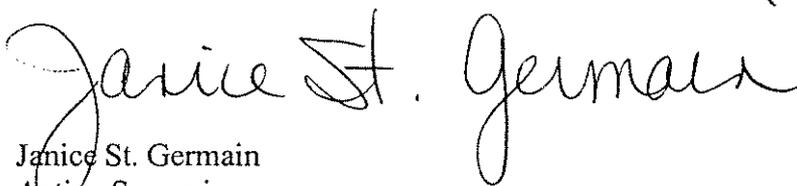
Re: Report on parking operations

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



**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

13

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.

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

13

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.

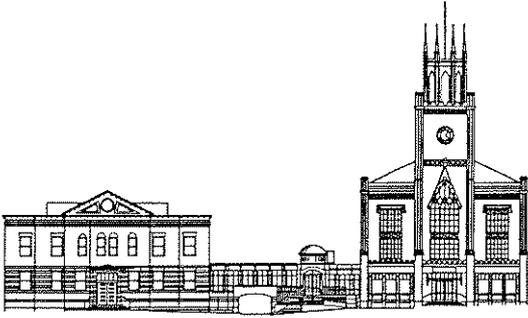
- a. Recommend that some approach be developed for dealing with unpaid tickets that are older than a reasonable time period, such period to be determined.
 - (1) A special initial effort to deal with the 52,000 unpaid tickets from 1991 through 2000 will have to be discussed.
 - (2) After that, a rolling 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.

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.

13



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!

Alderswoman 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

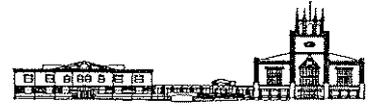
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CITY OF MANCHESTER
Department of Traffic



Thomas P. Lolicata
Traffic Director

James P. Hoben
Deputy Traffic Director



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

August 10, 2004

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

RE: Report on parking operations

Honorable Members:

The Traffic Department would like to respond to the items in the report on parking operations dated June 4, 2004.

It is a fact that the Traffic Department is frustrated. We are not frustrated with the current system of parking administration, but with the constant negative publicity parking administration receives.

We do operate with the daily presumption that the department is under threat of "takeover". The morale in the department due to the constant "threat" of consolidation is low. The Traffic Department has a contingency of long-term employees, with no turnover. Please let it be known that we take pride in our employment and the work we accomplish in the department.

RE: Observation III: Parking Revenue Collection:

The Traffic Department currently has over 3000 parking permits issued in the city to over 400 customers. We disagree with the statement, "the current parking revenue collection process is burdensome to the consumer". Attached please find twenty correspondences from customers who appreciate the "personal touch" and current system we currently utilize for issuance of parking permits.

A database would definitely expedite permit issuance, but the turnover of parking permits is so cumbersome, information systems wasn't sure they could invent a program as quickly as we wanted.

The Traffic Department currently has approximately 2500 parking meters and the system and procedure we follow has been reviewed. We have met with the Finance Department

13

and Citizen's Bank along with Loomis Fargo, and all agree that bringing bagged uncounted coins directly to the bank from the meter locations is not acceptable, as recommended by the report. Instead, the security company will pick up the bagged coins directly from the Traffic Department to Citizen's Bank. This will free approximately 1-2 hours a day for additional collections and maintenance.

If a central database of all parking permits is developed for multiple users, then the Traffic Department could actually collect payments for other services as well.

Instituting a lock box process would be beneficial, but a centralized permit process would eliminate the personal touch customers receive when dealing with the Traffic Department.

Multi-space meters and pay stations are very expensive, and the Board of Mayor and Aldermen refuse funding additional monies for the Traffic Department.

CONCLUSION:

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

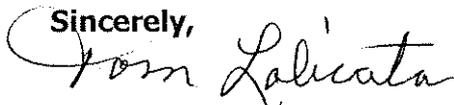
Current collections, administration and maintenance within the Traffic Department are currently operating properly. As evidenced with the consumer letters, customers are happy with the administration and customer service they receive at the Traffic Department.

The Board originally proposed creating a new department for parking when the Parking Operations was created. It was dismantled in 1994 and consolidated with the Traffic Department.

The Board of Aldermen will ultimately propose whatever changes they wish, but we feel the current procedure of handling parking permit issuance and revenue collections is adequate.

If you require any further information, please don't hesitate to ask.

Sincerely,



Tom Lolicata
James Hoben
Denise Boutilier





February 11, 2004

Denise Boutilier
Administrative Services Manager
Traffic Department
480 Hayward Street
Manchester, NH 03101

Dear Denise:

As you know, we lease a significant number of spaces in the Arms Lot and on Commercial Street, and as a representative of JCM Management Company, Inc., the managing agent for Five-Forty North Associates, you and I have developed a very pleasant business relationship over the years.

I have always found communicating with your department, and, more specifically, with you to be professional, accommodating, attentive and prompt. There is no question should we require assistance, guidance or information relative to our leasing contract, permits, parking issues, etc., that we would not hesitate to give you a call. If you were unable to supply the answer, we know that you would investigate the matter.

On a personal note, I think that you are a friendly, considerate and positive person and presence in the Traffic Department. You represent the City of Manchester very well by providing an excellent level of service.

Sincerely,


Roxanne Sinclair
Administrative Assistant

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13

TECHNOLOGY CENTER

February 13, 2004

Ms. Denise Boutilier
Administrative Services Manager
City of Manchester, Traffic Department
480 Hayward Street
Manchester, NH 03103

Re: Issuance of Parking Passes

Dear Ms. Boutilier:

I'm writing to express my appreciation for the marvelous job you routinely do in managing the parking passes for our companies. Each year, you have all of the passes organized and ready for distribution in a timely and efficient manner. When it is necessary to make changes such as adding, deleting or replacing lost cards, it is handled in a professional and timely manner.

I have had the honor of working with you over the past nine years and find you to be one of the most organized, competent and friendly public servants in this City. When issues such as relocation of the Impound Lot, partial closing of parking lots for functions such as the Mill City Festival and scheduled lot repairs, you communicate these instances to us as soon as you are made aware of them. This is critical as we have many people that are affected by parking policy changes who do not like to learn things either at the last minute or after the fact.

I would welcome the opportunity to respond to those voicing concerns regarding matters within your control. Please feel free to have these individuals contact me directly.

Thank you for your ongoing contributions to the City of Manchester.

Sincerely,



Don Clark

Director of Property Management
And Development

March 17, 2004

Denise Boutilier
City of Manchester
Department of Traffic
480 Hayward Street
Manchester, NH 03103

Dear Denise –

I apologize for the delay in getting this letter out to you. Too many things going on at the same time!!!!

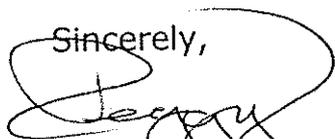
The purpose of this letter is to respond to the Board of Mayor and Aldermen's exploration of parking permit issuance/customer service.

Customer service from the City of Manchester Traffic Department is, in a word, excellent. It is always a pleasure to talk with you. You and the other individuals in your office have always been helpful and pleasant, which I truly appreciate.

Thank you for the opportunity to write this letter. I hope it helps in informing the Board of Mayor and Aldermen that Customer Service is not a problem at the City of Manchester Traffic Department.

Have a great day Denise!

Sincerely,



Peggy Lindahl
Silver Technologies, Inc.

Kenneth and Monique Beaudoin
14 Fairview Street
Manchester, NH 03102-1107
March 15, 2004

City of Manchester, Department of Traffic
480 Hayward Street
Manchester, NH 03103

Dear Sir or Madam:

I understand that the Board of Mayor and Aldermen are exploring the operations of parking administration. I would like to submit this letter as supporting data of the excellent service I have received while purchasing a monthly pass to park in the Pine Street lot.

Each month I receive a timely statement for my parking fees. I am a mother of two, working full time who at times has misplaced the bill. Due to time constraints with a 40 hour a week job, school work for one child and the other being a toddler, I have not been able to track and file my bills as I would like. The representative, Denise, at the office nicely reminded me and was very understanding without the embarrassment that others may have generated. I paid the bill without fear that my car would be towed while I was at work. I found this customer service and respect one I wish every company would offer.

Additionally, each year we are required to state if we will be renewing our permit. Denise makes the process quite easy for our entire office. My husband picks up the permit and has stated that Denise quickly finds the permit in a polite manner.

The only thing I would suggest at this time as a change is to procure a software package that would run a monthly total so people like me who do occasionally misplace a bill, would be able to see that a payment was missed. I think it would allow the City of Manchester to obtain their funds more timely.

I appreciate the excellent service given by Denise and the opportunity to give my support to the current billing office. Should you have any questions I can be reached from 7:30 am to 4:00 pm daily at (800)827-6311, ext. 5802.

Sincerely,



Kenneth and Monique Beaudoin

13

*Suddenly Susan's
Gourmet Deli
28 Hanover Street, Manchester, NH 03104
P: 603.625.1850 F: 603-625-0470*

April 3, 2004

Mr. Thomas P. Lolicata
City of Manchester
Department of Traffic
480 Hayward St.
Manchester, NH 03101

RE: Traffic Department's Customer Service

Dear Mr. Lolicata,

I would like to express our appreciation for the efforts of Denise Boutilier.

During the time that I have owned Suddenly Susan's, Denise has always been helpful in resolving any issues with our City Parking Permits. She is responsive to our questions, and makes sure that we understand our options. Having Denise at the Traffic Department makes this business owner's life a little easier!

If you have any questions, please do not hesitate to contact the undersigned.

Very truly yours,



Susan Orfanedes,
Owner

ONE DOW COURT, INC.
P.O. BOX 353
MANCHESTER, N.H. 03105-0353

3 March 2004

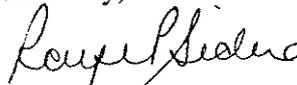
Ms. Denise Boutilier
Department of Traffic
City of Manchester
480 Hayward Street
Manchester, New Hampshire 03103

Dear Denise,

As requested, we are writing to report our experience in dealing with you over the years. We are very pleased to confirm that our experience has been consistently positive. Each request for information or permits has been handled promptly, courteously, efficiently and fully, for which we have always been very grateful.

Thank you very much for the service you have provided. We certainly look forward to a long and continuing relationship with your office.

Sincerely,



Ralph P. Sidore
Property Manager



State of New Hampshire
DEPARTMENT OF ENVIRONMENTAL SERVICES

6 Hazen Drive, P.O. Box 95, Concord, NH 03302-0095
(603) 271-1370 FAX (603) 271-1381

March 20, 2003



Mr. Thomas Lolicata
City of Manchester Traffic Department
480 Hayward Street
Manchester, NH 03103

Subject: Thanks

Dear Mr. Lolicata:

I would like to thank you and your staff at the City of Manchester's Department of Traffic for all your help and exemplary customer service relative to the New Hampshire Department of Environmental Services' (DES) air monitoring station at your Pearl Street Parking Lot. Since April 2001, DES has rented four parking spaces at your Pearl Street Parking Lot to maintain an air monitoring station. During this time, personnel from your Department have been approachable and open to any issues relative to our unique use of your parking spaces. I would like to extend special regard to Denise Boutilier who has always been responsive to our needs, and who works directly with me in our contractual process.

Thank you for your continued support of the DES Air Monitoring Program.

Respectfully,

Kendall L. Perkins
Air Monitoring Program Manager
Technical Services Bureau,
Air Resources Division



UNIVERSITY of NEW HAMPSHIRE
M A N C H E S T E R

February 11, 2004

Ms. Denise Boutilier
Administrative Services Manager
City of Manchester, Traffic Department
480 Hayward St.
Manchester, NH 03103

Dear Denise,

On behalf of the students, faculty, and staff, I would like to thank you and your colleagues at the Traffic Department for the quality service that has been provided to UNH Manchester. The Traffic Department has continually given attentive, respectful, and timely responses when we have requested parking permits at the beginning of each academic semester. In addition, regardless of the time of day or the frequency of our interactions, on a regular basis the level of customer service has always been excellent. We have also appreciated your willingness to fairly consider and when possible grant access to Arms Park when we have special events such as Trustee meetings and visits from members of the Legislature. While we try very hard not to abuse the situation, there are times when we need to have convenient parking for visitors who are here on behalf of the University System or the State Legislature for a specified period of time.

A more contentious issue has been snow removal. Our students complain to us and we in turn call you with their concerns. In these difficult situations, you have always treated us with the utmost respect and addressed our issues in a professional manner. You have always provided us with an honest and realistic assessment of the situation. In other words, we have a great deal of trust in you and value your opinions.

Thank you again for doing such a great job.

Sincerely,

Karol A. LaCroix, Ph.D.
Dean

cc: City Clerk

13

RIVERSTONE



250 COMMERCIAL STREET
SUITE 5000
MANCHESTER, NEW HAMPSHIRE 03101
TELEPHONE: (603) 656-2200
FACSIMILE: (603) 656-2400/2401

March 1, 2004

The Board of Mayor and Alderman
City of Manchester
Manchester, New Hampshire

Re: Department of Traffic

Gentlemen:

For the past four and one half years RiverStone Resources has had the pleasure of working with the members of Traffic Department concerning the on-street parking permits in the Millyard. RiverStone currently purchases 152 parking passes per month.

Our primary contact has been Denise Boutilier. Denise has been wonderful. Any problems with lost or stolen passes are resolved instantly.

In an era when most people see government as a hindrance in doing business, Denise is eager to solve your problem and send you on your way as a satisfied customer. The City could use more employees like Denise.

Sincerely,

A handwritten signature in black ink, appearing to read "Robert S. Kant".

Robert S. Kant
Assistant Vice President

Joanne Pendleton
16 Brenton Street
Litchfield, NH 03052

February 26, 2004

City of Manchester
Dept. of Traffic
480 Hayward Street
Manchester, NH 03103-5596
Attn: Denise Boutilier

Dear Denise,

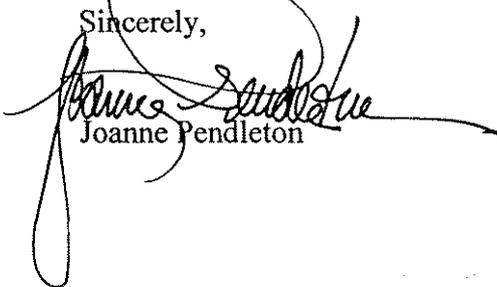
I am writing in reference to your letter of February 24, 2004, regarding customer service with the traffic department.

Having used the parking facilities on Pine Street for the past 13 years as I work at the Norris Cotton Federal Building, I have never had a negative experience with the traffic department. I remember, back when there were meters, if a meter did not register, it was just a matter of a phone call and referencing the malfunctioning machine.

In the years since annual passes were introduced, I have worked with you and have always been extremely happy with the customer service you have provided. You have always gone out of your way to help the federal employees when they had questions about the passes, etc. I have been picking passes up at your Haywood Street office for years and you have not only been a pleasure to work with but you, amazingly, have made it a point to remember many of us by face and even little details about us, making it a personal experience.

If there is any doubt about the customer service with your department, I wish to assure anyone who questions it, that it has always been personal, friendly and one I actually look forward to every June.

Sincerely,



Joanne Pendleton



YWCA of Manchester
72 Concord Street
Manchester, NH 03101
(603) 625-5785
Fax # (603) 624-4765

February 27, 2004

Denise Boutillier
City of Manchester
Department of Traffic
480 Hayward Street
Manchester, NH 03103

Dear Denise:

It is with pleasure that I write this letter on the quality of customer service the YWCA of Manchester has received in dealing with your office in relation to the issuance of parking passes at the Hartnett Lot for our employees.

I have worked with you for a number of years and have always received the very best customer service. You are always available to answer questions and respond to any request in a timely manner. It has been my pleasure to work with you in the past and I look forward to our continued relationship.

Sincerely,

A handwritten signature in black ink, appearing to read 'Catherine Gagne'.

Catherine Gagne
Administrative Assistant



13
*Peace, Justice, Freedom
and Dignity For All People.*



*MERRIMACK
MORTGAGE COMPANY, INC.*

March 1, 2004

Board of Mayor and Alderman
Manchester, NH. 03103

Dear Sirs/Madam:

Please be advised that Merrimack Mortgage Company Inc. maintains approximately twenty-five parking permits in the Harnett parking lot. We have contacted Denise Boutilier in the Traffic Department on many occasions with respect to the issuance of additional permits. Denise has been professional, courteous and follows up on any request that we may have. It is a pleasure in dealing with the Traffic Department as well as Denise during the last four years.

Sincerely,

Tim Boyle
Partner
Merrimack Mortgage Company, Inc.

13

ROYAL HERITAGE PROPERTIES, LLC

11 NORTHEASTERN BLVD. SUITE 140 • NASHUA, NH • 03062-3139
PHONE: 603-882-6456 • FAX: 603-882-8992

March 1, 2004

City of Manchester
Department of Traffic
480 Hayward St
Manchester, NH 03103
Attn: Denise Boutillier

Dear Denise:

Re: Royal Heritage Properties, LLC, 814 Elm St, Manchester, NH 03101

I would like to thank you for the professional help and assistance you have given us in handling the parking permits we have with the City of Manchester. I appreciate the personal attention you have given me and that you are readily available to render assistance when I need it. I hope this will be a long term relationship.

Thank you for any services you have provided in the past and look forward to working with you in the future.

Sincerely,



Joseph Stavre

13

MERRIMACK STREET GARAGE, Inc.

Authorized Volvo Cars Retailer

February 27, 2004

City of Manchester
Department of Traffic
480 Hayward St.
Manchester, NH 03103-5596

To Whom It May Concern:

We currently have 8 parking permits for the Pine St. Parking Lot. I wanted to compliment the ease of the parking permits as opposed to the meters that used to be in that lot.

I would like to take this time to also mention the wonderful service we get when having to call the Parking Permit Dept. The customer service that we've received has been great. Denise Boutilier, in particular, has been of great service. We've called in the past with questions, requests for more permits etc. and Denise has always been extremely helpful. She seems to go out of her way to come through for us. We've also spoken to others in the Traffic Dept who have also been very courteous. If they can't answer our questions they usually leave a message for Denise who returns the call very quickly and solves our problems.

Sincerely,



Deborah E Constantine
Office Manager

VOLVO

13



Mailing Address
P.O. Box 896
Manchester
New Hampshire
03105-0896

2/24/04

To whom this may concern,

As a VP of Administration with Members First Credit Union, I have had the pleasure of working with Denise Boutilier from Manchester Traffic Department for the last 7 years regarding the Pearl Street Parking lot permits.

Any time a call regarding a request for permit or billing question is placed, Denise has always given Members First immediate attention. Her mannerism is always upbeat and professional in nature. The service we receive is always exemplary!

Sincerely,

A handwritten signature in cursive script that reads 'Cathy M. George'.

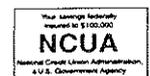
Cathy M. George

Vice President Administration
Members First Credit Union
44 Bridge Street
Manchester, NH 03101
(603) 641-2408
cgeorge@membersfirstnh.org

Manchester Locations
44 Bridge Street
270 Amory Street
200 Union Street
603-622-8781
Fax 603-622-0391

Franklin Location
886 Central Street
603-934-6323
Fax 603-934-6324

Visit us online!
www.membersfirstnh.org



13

Ben M. Gamache
16 Lowell Street
Manchester, NH 03101
(603) 623-4956 Phone
(603) 623-5282 Fax

.....

Wellington Trade Center, LLC

February 24, 2004

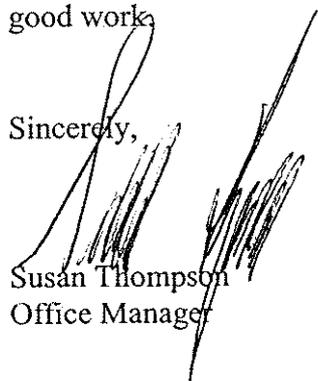
City of Manchester
Department of Traffic
480 Hayward Street
Manchester NH 03103

Dear Denise:

I would like to just take a moment to say that you are doing an exceptional job. My phone calls are promptly returned and you help me take care of any problem that may have occurred. Also, I appreciate the fact that you get the renewed permits to me in a timely fashion so I can distribute them prior to their expiration without panic.

Again, I think you and your co-workers are doing an exceptional job. Keep up the good work.

Sincerely,



Susan Thompson
Office Manager

13

.....



Granite State
Credit Union

We *Are* New Hampshire

February 26, 2004

To Whom It May Concern:

I am writing to let you know about the excellent service that we have received from your employee Denise Boutilier. Granite State Credit Union has rented its employee parking from the City of Manchester for approximately twelve years. We have dealt with Denise and other members of the traffic department on numerous occasions. The service that we have received has always been outstanding. Denise has always taken that extra effort to ensure that we got our parking permits in a timely manner. She is always quick to return our calls and to answer our many questions.

Having Denise to assist with our parking needs truly makes my life easier. She is an asset to your team and an employee you can be proud of.

Sincerely,

Dottie O'Gorman, PHR
Payroll/Benefits Supervisor

13

CRESCENT

A Subsidiary of Carolina Financial Corporation

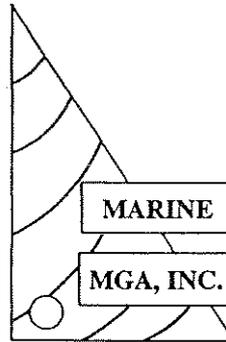
MORTGAGE

TO: Denise Boutilier
FROM: Kaye Nelson
DATE: March 5, 2004
SUBJECT: Customer Service

I wish to thank you for all your help with the parking passes issued to my company. You have never failed to assist me with any questions or problems I've had and I'm sure you will continue with this excellent service in the future.

13

1117 Elm Street
Manchester, NH
03101



March 5, 2004

*Ms. Denise Boutilier
Administrative Services Manager
City of Manchester, Traffic Department
480 Hayward St.
Manchester NH 03103*

Dear Ms. Boutilier:

I'm writing this letter to express my appreciation to you for the professional and friendly service you have provided us at Marine MGA, Inc.

For the past 10 years, you have been helping us with questions and concerns regarding the parking permits we use at the Fleet parking garage. Whether we need a new permit for a new employee or need to replace a lost one, you have always taken the time to get a new permit out to us as soon as possible. When we have a question, you have always returned our call in a timely manner and with the answer we need. Each year, our new passes are well organized and are here in a timely manner.

It is a pleasure working with you, and hope to continue working with you in the future.

Thank you for the support you give to us!

*Sincerely
Marc P. Mercier
Marc P. Mercier
Marketing Manager*

13



Hillsborough County Attorney
State of New Hampshire

30 Spring Street, Nashua, N.H. 03060-2072
Telephone (603) 594-3250
Fax (603) 594-3254

MARGUERITE L. WAGELING
COUNTY ATTORNEY

CATHERINE McNAUGHTON
DIRECTOR, VICTIM/WITNESS PROGRAM

March 5, 2004

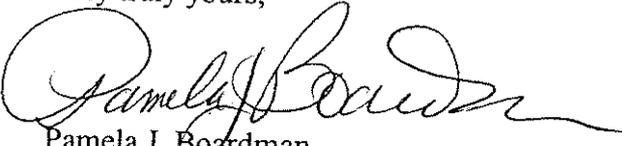
Board of Mayor and Alderman
One City Hall Plaza
Manchester, NH 03103

To Whom It May Concern:

I have been dealing with the Traffic Department, and in particular Denise Boutilier, for approximately fifteen years. I have found the staff at the Traffic Department to be extremely professional to deal with. As our office needs changed and expanded over the years, Denise made every effort to accommodate those changes. When questions arose, they were dealt with promptly and fairly. The cooperation and commitment demonstrated by the staff is exemplary.

I look forward to continuing doing business with them.

Very truly yours,


Pamela J. Boardman
Office Manager

cc: Denise Boutilier

13



City of Manchester
Department of Finance

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

August 6, 2004

Alderman Mary Sysyn, Chairperson
Committee on Traffic/Public Safety
C/O City Clerk, Leo Bernier
One City Hall Plaza
Manchester, NH 03101

RE: Comments on the "Report on Parking Operations"
Response to # 9 on the Meeting Agenda for August 10, 2004

Dear Chairman:

These comments are on Observation III of the Report which addresses "Parking Revenue Collection". I'm going to discuss lockbox collections and reporting capabilities for Ordinance Violations.

There has been a meeting to discuss the setting up of a retail lockbox for the processing of payments received for parking tickets. The implementation process has also been outlined and with the introduction of the hand-held devices that will be used to issue the tickets and the interfaces that will be effected to facilitate the uploading and crediting of individual tickets automatically, that transition should flow with relative ease.

Unfortunately, this is a separate piece of software, that is not a module of the HTE Financial Reporting System. So though it will update the data within itself, there is no direct interface with HTE. The aggregate amount of funds collected by Ordinance Violations for a fiscal year is in excess of \$ 1,000,000. Amounts that represent large volume swings of both issuances of Accounts Receivable and remittances/payments should be automatically interfaced to be recorded on a daily basis, similar to Property Tax Collections, MWW Utility, EPD Utility payments and all the other miscellaneous receipts to the HTE Accounts Receivable module.

Consequently, the City Finance Department has no idea of the amount of the outstanding A/R at any time during the year. Though transactions within the TicketTrax system will be automated, entry to HTE corroborating same will be input manually.

13

So, I'm thrilled that the City is moving forward with the lockbox; disappointed because the HTE module where these tickets would have been recorded would also be home to such other miscellaneous collections such as Food Permits, Septic System Permits etc.. Info Systems has indicated that another meeting is necessary to further discuss a direct interface with HTE. So I'm optimistic that that will ultimately occur.

Other items—

When issuing handwritten parking tickets, for which there is a sizable volume, the plan is to record those separately and not run them through the lockbox.

Recommendation-- Set up the proper ticketing sequences and numbers and interfaces because once a lockbox has been established the standardization of the processing of as many transactions as possible is what contributes to the simplicity of the process and the accuracy and efficiencies that are realized.

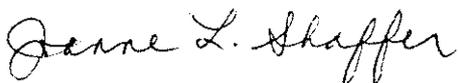
Request--

Accessibility to reports on-line that will provide and corroborate the daily transaction activity and the Accounts receivable status, etc.

The Ordinance Violations Collections process should be rolled into either the Tax Collectors Office or the City Clerks Office. The Tax Collectors Office by far collects the largest segment of revenue on behalf of the City. Because the collection of auto registrations is a responsibility of that office, it would be the most likely to accommodate the payments of parking tickets. It would allow for the cross training of employees and allow ample coverage for the very lean staff of two currently in Ordinance Violations.

Thank you for allowing the comments on various systems and procedures. The new steps that are currently being put in place will increase further increase productivity and accuracy. I'm always available for more discussion

Sincerely,



Joanne L. Shaffer
Second Deputy Finance Officer/Treasury Manager

Attachments

CC:

Kevin Buckley
Kevin A. Clougherty
Randy M. Sherman
Thomas Lolicata
Sharon Wickens
Carol Johnson



CITY OF MANCHESTER
Office of the City Clerk

3/9/04-Tabled
4-13-04-Transcribed
Table
5/11/04
6/17/04
Table

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

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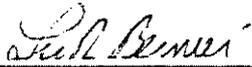
To the Board of Mayor and Aldermen of the City of Manchester:

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,

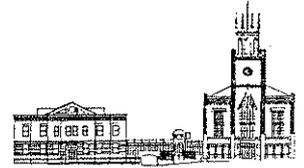


Clerk of Committee



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

14



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



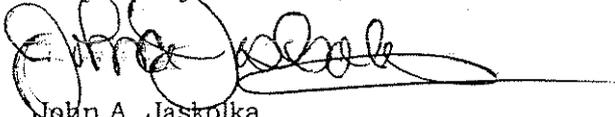
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The arguments suggested in eliminating parking fees after 6:00 p.m. will have little effect on those visiting downtown. In previous years the city fathers at one time provided Holiday Parking downtown during the Christmas season. From mid - November 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.

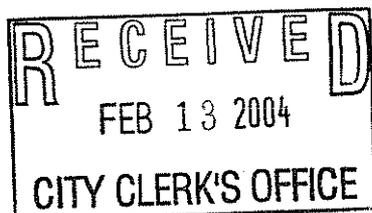
Again, I certainly understand the committee's gesture and the desire to invite people downtown, but question, the minimum loss of \$128,000 for an action that will provide limited benefit to the downtown visitor.

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. Jaskoika
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.

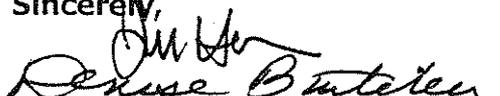
Please be advised that after careful consideration, there is a potential loss of revenue of between \$25,000 (on the low end) and \$150,000 (the high end). It is *impossible* to submit an estimate. Alderman O'Neil stated that we are grabbing a number out of the air. He is correct. We *can't* assume that 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

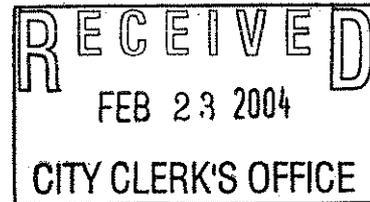
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480 Hayward St., Manchester, NH 03103 Phone: (603) 624-6580 Fax: (603) 624-6583 E-Mail Address: traffic@ci.manchester.nh.us Web Site: www.ManchesterNH.gov
--

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,

A handwritten signature in cursive script that reads "Stephanie Lewry".

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

14

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

14

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}
and no ⁰⁰/_{xx} Dollars

Citizens Circle Account



CITIZENS BANK

New Hampshire

For

Highway Robbery!
PO01028561

Mary Abelleira
2596

©Clarke American

RICHARD'S BISTROE
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

XXXXXXXXXXXX4262

Appr Code: 013321

Amount:

Tip:

Total:

Invoice#: 000032

\$ 146.56

20.00

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: SMOYER ID: CC2
Agency: MPD
Notes: Rt 3

TimeCHD:
Loc: 8 LOWELL ST
Mtr: 58
Desc: EXPIRED METER 70.48
PENALTY: \$10.00

Lic: 1548485
State: NH Meter: 364
Plate Type: PC Color:
Make: FORD
Model: 4 DOOR
Remarks: NO TIME LEFT

MANCHESTER POLICE DEPARTMENT
ORDINANCE VIOLATIONS BUREAU
P.O. BOX 1630
MANCHESTER, NEW HAMPSHIRE 03105
TELEPHONE - 624-8546
SEE REVERSE SIDE

14

3/9/04 - Handcut



**City of Manchester
Department of Finance**

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

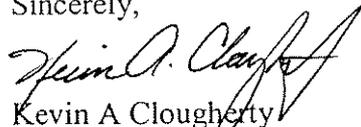
March 9, 2004

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

14



CITY OF MANCHESTER

Board of Aldermen

8/10/04 - labeled.
City, Goffstown &
developer to talk
about solution + inv
Ald
For

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



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

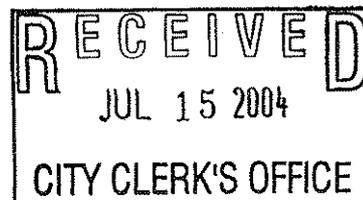
Dear Committee Members:

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

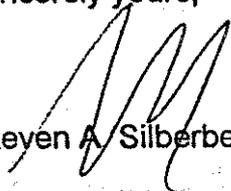
City of Manchester
Board of Aldermen
One City Hall Plaza
Manchester, NH 03101

Dear Sirs:

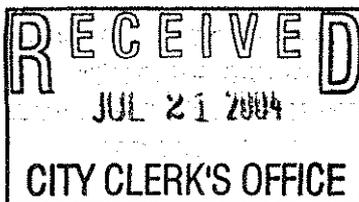
We are in receipt of your letter regarding elimination of commercial traffic on Goffstown Road and request notice of any hearing.

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

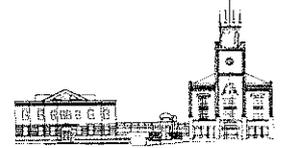
SAS/lbb



15



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

MEMORANDUM

To: T. Lolicata, Traffic
Lt. Valenti, Police Traffic Division

From: L. Thibault, City Clerk's Office *L. Thibault*

Date: August 23, 2004

Subject: Committee Action – Through Trucking on Goffstown Road

Please be advised tht at a meeting of the Committee on Traffic/Public Safety held on Auguts 10, 2004 it was voted to table the request of Alderman Forest to prohibit through trucking on Goffstown Road. The Committee asked that staff from the City meet with officials from Goffstown and the developer to work out a solution, and that Alderman Forest also be included in the discussions.

For your information, the next meeting of the Committee is tentatively scheduled for Wednesday, September 15 at 5:30 PM.

pc: Alderman Forest
Robert Wheeler, Chairman, Goffstown Board of Selectmen
Steven Silberberg, First New Hampshire Development Corp.

8/10/04 - sawiea
pending info from
Traffic, Police, Highw
& Fire.

Date: 9-August-2004

From: Bill Dion Property Manager of 138 Pearl Street, Manchester, NH

To: Tenants of 138 Pearl Street Manchester, NH

Subject: REQUEST TO ALTER TRAFFIC PATTERNS TO INCREASE PARKING

St. George Parking has been discontinued, effective immediately, per request of Westbridge Inc. the new owner of the St. George parking lot.

Do to the loss of St. George Parking a request to change traffic patterns on Pearl Street and Orange Street is being requested through Manchester City hall, Manchester Highway Department, and the City Alderman.

Measuring from the four-way intersection of Pearl Street and Pine Street there are approximately 160 residential housing units. The loss of the St. George parking lot rental option has made a bad parking situation worse. In an effort to maintain a vibrant downtown residential community it is in collective best interest of the property managers and the City of Manchester to help address the parking needs of its residence. Changing Pearl Street and Orange Street to one-way streets would almost double the available parking in the immediate area.

In the past we have been successful in attracting urban professionals into this area by offering parking options. If we are not able to provide some type of parking option then, we are concerned that we will not be able to effectively compete and attract working professionals to live in the Pearl Street Area.

We hope that there is something that can be done to increase available parking in the Pearl and Orange Street Area.

Thank you.



Bill Dion / Manager
Speed Management Group, LLC
Direct: 603.529.4496



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MEMORANDUM

To: T. Lolicata, Traffic
Lt. Valenti, Police
F. Thomas, Highway
Chief Kane, Fire

From: L. Thibault, City Clerk's Office *L. Thibault*

Date: August 11, 2004

Subject: Committee Action – Request to Alter Traffic Patterns

Please be advised that at a meeting of the Committee on Traffic/Public Safety held on August 10, 2004 it was voted to refer the attached request to the Traffic, Police, Highway and Fire Department for review and report back to the Committee.

The next meeting of the Committee is tentatively scheduled for Wednesday, September 15 at 5:30 PM and we would ask that you submit your response to our office by Wednesday, September 8 so that it may be included on the agenda.

Attachment



Tower Realty Group

1750 Elm Street, Suite 801
Manchester, New Hampshire 03104

8/10/04-Tabbed -
invite Mr. Mulvee
to next meeting.

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