



MANCHESTER CITY EMPLOYEE APPRECIATION BARBECUE

DATE SET FOR WEDNESDAY, SEPTEMBER 14, 2011



The **City of Manchester Employee Appreciation Barbecue** is once again being planned for this September.

Our two co-chairs: Nate Wasserstrom of the Facilities

Division and Mike Roche of the Water Works Division are working hard with the rest of the Quality Council Team to provide food, fun and prizes for the many valued employees of the City of Manchester.

To date, we have secured the newly remodeled McIntyre Ski Area/Building for Wednesday, September 14, 2011 from 11am-2pm.

All city employees are welcome to stop by, fill out a raffle ticket, (just for attending) then grab some lunch and mingle with some of your fellow city employees.

City Employees who choose to donate food or other items to the **Bob Powers' Memorial Food Pantry** or the **Manchester Animal Shelter** will be given additional raffle tickets for each item donated for a chance to win two special prizes. (*lists of needed items will be available on this website and via email by August 1st*)

Both of these organizations are greatly appreciative of the generosity of others and the City of Manchester Employees have always come through for them with flying colors!

So please have a safe and happy summer and we look forward to seeing you all at the barbecue in September!

Sincerely,

Debra Young
Manchester City Library,
Quality Council Member

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6TH ANNUAL CITY EMPLOYEE & FAMILY ART SHOW

Welcome to The 6th Annual City of Manchester Employees and Families Art Competition.



Come see the results of outstanding talent by our City Employees and their family members!

Departments include City Hall, Police, Highway, Fire Departments, Library, Parks and Recreation, Health, Airport, Waterworks and the School Department, and in total 87 people entered a total of 140 entries to be shown in the Art on the Wall at City Hall Gal-

lery between July 8th- August 30th, 2011. A presentation of a total of \$2400 in cash prizes and awards will be held at the Aldermanic Chambers on July 22, 2011 beginning with a reception from 4-5pm with the award ceremony starting promptly at 5pm. Downstairs at the Art on the Wall at City Hall Gallery everyone is invited to enjoy the NAP City Employee exhibit, meet with any of the winning artists, and enjoy light refreshments, bring your family and friends for a great Art-night out!

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OUR DEAR VICKIE PUTS THE LEVITY IN LONGEVITY!



EPD was pleased to have Mayor Gatsas and Kevin Sheppard join our staff in celebrating Vickie Engheben's 81st Birthday! Vicky started with the City on March 29, 1977. She has 34 years of service with the City.

Even though she got a late start in beginning her career with the City (She began working for the City when she was 47), she is proof that you can still enjoy a long career if you choose.

Vickie was surprised and pleased that the Mayor took time out of his busy schedule to come to EPD and celebrate her special day. As she put it, "This is probably the most memorable birthday I've had since working with the City!" She thanked the Mayor, Kevin and all her coworkers for the special celebration. She has already begun next milestone year by plugging away at her daily tasks.

We at EPD can't help but admire her ability to still put in a full 8-hour day and continue to maintain a household. Although staff cringes at the prospect of still putting in a productive workday at 81, we all pray that we have the stamina and vigor that Vickie exudes at 81. When you can still smile, be cordial and not complain about what life has offered over many years you're bound to make an impact on those around you. Vickie has made that kind of impact on our lives and we are pleased that she still hasn't turned in her retirement papers.



NEWS FROM THE FACILITIES DIVISION

ARAMARK PARTNERS WITH CITY TO REDUCE ENERGY COSTS

As the result of an RFP, the City of Manchester signed a contract in December of 2010 with ARAMARK Technical Services, a division of ARAMARK Higher Education Division to provide energy services. This comprehensive agreement provides a full time energy manager to assist the city manage and reduce its energy consumption. The program will provide several services covering the following areas:

City Wide Energy Audit

Energy Awareness Program

Energy System Optimization and Retro-Commissioning

Energy Project Implementation

Aramark completed the energy survey of 35 buildings totaling 2.6 million gross square feet, which accounts for well over 90% of the energy budget for the City and Manchester School District. The

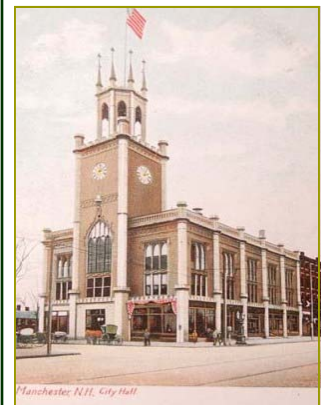
product of this energy survey is a comprehensive Energy Project List. This list provides a description of each energy measure identified in the survey; the estimated annual energy related savings and the estimated capital cost to implement the measure. The overall list contained nearly two hundred projects. These energy measures include projects related to lighting, building automation control, heating systems improvements, and tuning of building operations coupled with energy awareness training.

After review with the Highway Department and the Facilities Division, the list was narrowed down based on the following criteria: available funding, Quick-est Return on Investment, Reducing Deferred Maintenance. A great deal of the funding from this program comes from grants, utility and state energy programs. The program metrics are expected to reduce the City's energy costs by \$440,000. In the process, ARAMARK will be managing the implementation of \$2.3 million of capital projects.



This project works as an operational partnership between the staff of the Facilities Division, Public Schools, Park and Recreation, and other city organizations. One of the outcomes of this partnership is the submission of a city facility for the EPA Energy Star, National Building Completion, called "Battle of the Buildings". This contest covers several types of Commercial and public building types in which 246 separate buildings are competing for the national award. West High School was entered into the competition based on the reduction in energy consumption that has taken place over the last year. The application was approved and Manchester West High is the only building in New Hampshire to be in the competition. The finalist for this competition will be selected in July and the national winner announced in September. The winning building will be based on overall energy reduction, energy strategy, and community promotion and involvement.

Heading the overall energy program at the local level is Jeffrey Myrdek, a lifelong city resident. Jeff has worked in facilities and energy services on both the national and international level. He will be reaching out to work with city employees and students on energy education and support to efforts to make Manchester a more efficient place to work and gain an education.



CLIMBING OUT OF THE TRENCHES TO GIVE YOU THE MOST UP TO DATE INFORMATION



DEPARTMENTAL PERSONNEL

We wish Sandy LeBlanc farewell and good luck on her new role as Administrative Services Manager at Welfare.

"Know your Numbers" Campaign a success!

As many of you know the City of Manchester and Anthem Blue Cross Blue Shield ran a campaign "Know your Numbers" this past June. The campaign allowed City of Manchester employees the opportunity to have biometric screenings at no cost. The week long campaign allowed 271 employees the opportunity to learn about their blood pressure, blood sugar, cholesterol, and their height and weight. The staff at Workforce Wellness LLC deserve a big round of applause for all their support and hard work to help make this campaign a success. One lucky participant David Jay, from the Fire Dept., was chosen as the winner of a \$500 gift card to the vendor of his choice! Congratulations David!

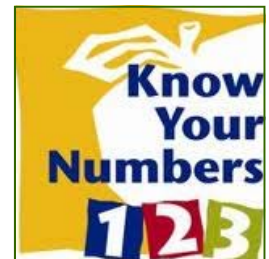
SUMMER HAS FINALLY ARRIVED!!!!

Ronald L. Robidas, CPP, Security Manager

The days of scraping off your windshields, shoveling snow, slipping on ice, and trying to keep every part of your body warm is now a memory, at least for the next few months.

It is never too early to begin planning ahead for what we hope will be one great summer. During warm evenings we may unknowingly make ourselves a potential target for crime, without even realizing the consequences of our actions. We begin to leave windows open overnight for additional ventilation. Unfortunately, while we try to escape the heat and get a peaceful night's sleep, there are unscrupulous characters attempting to take advantage of these situations. It sometimes runs in cycles, however it is not uncommon to find thieves entering homes through open ground level windows while families lay asleep, sometimes but a few feet away. Old movies and television shows commonly referred to them as "cat burglars" and often portrayed them as likeable bumbling idiots. There is nothing to like

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How They Break In:



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about these people and they present a real danger to you and your family.

Imagine if you will, the anxiety of getting up one morning and find that someone had been rummaging in your home while you were asleep. Even worse, imagine if you or a family member came face to face with one of these people? As distasteful as it may be, it is an unfortunate scenario that does occur to unsuspecting honest people. It's difficult to explain the emotional feelings of being "violated" in your own home your most secure and trusted place.

Here are a few suggestions that I hope will be helpful in reducing the chances of becoming a victim:

Burglars like to take advantage of people who are running air conditioners. The sound of the air conditioning units provides them a mechanism that sound proofs their actions.

When you call it a day, remember to lock any ground level and/or basement doors and windows in any room that is not occupied, even if your bedrooms are located on the same floor.

If you sleep on an upper level, all basement and ground floor windows should be locked.

Do not leave your pocketbook, wallet or other valuables on the kitchen table. Take them into the bedroom with you.

If you have a need or wish to keep ground level window(s) open for ventilation they should be "pinned." Pinning is a process that locks the window in a desired position, preventing anyone from the outside from raising or lowering the window.

If you have vinyl windows on your home, they are most probably equipped with vinyl tabs on the upper sash that flip out. These will provide the same type of appropriate security measure.

If you have an older home or wooden windows, Dowel pinning kits can be used, which are inexpensive and can be purchased from any hardware or home improvement center. There's also an effective

method of pinning that generally does not require any purchase. This method can be accomplished by:

Drilling a small 45-degree angle hole in the upper left and right hand corners of the inside window sash with the window in the closed position.

Drill through the inner (lower) and halfway into the second (upper) sash.

Drill a second hole in the second (upper) sash approximately 3 inches above the first hole.

Take two nails and tie a piece of string near the nail head. Tack the opposite end of the string on the inside of the window casing (preferably concealed by window curtains.)

Manually insert (do not hammer) the nail in any of the desired positions. You should be able to remove the nail with ease by pulling on the strings. This is especially important if the need arises to use the window as an escape route in the event of a fire. If you wish to keep the window slightly open, use the upper position. This will allow for some ventilation, however, prevents anyone from the outside raising the window any higher.

The pinning method can also be effectively utilized if you have removable air conditioners in your windows. Many times, people do not use or have lost hardware supplied with the air conditioner at the time of purchase. Thieves will take advantage of this by removing the air conditioning unit to gain entry into homes, both when you are at or away from home.

Also, please remember to lock your car doors. You would be surprised at the number of thefts that occur simply because doors were left unlocked.

I hope some of these suggestions are helpful in preventing you and your family from becoming a victim this summer. If you have any questions or if I ever may be of assistance, please do not hesitate to contact me at Human Resources 624-6543 Ext. 5205 or rro-bidas@manchesternh.gov

Additional information regarding benefits can be found on CityView under Employee Benefits Pages.

INFORMATION SYSTEMS DEPARTMENT-TIPS AND TRICKS

Did you know that you can transfer telephone calls that come in to your office from the public to most other City Departments and the School District? You can also set up a 5 way conference call from your office.

These features require you to **FLASH** the system. Different phone systems do this in different ways. On a Comdial system you will press the **TAP** key. Some systems will have a **FLASH**, **Hookswitch** or **Line Key**.

- Transfer an outside call to another Department
 - o Have a call on the line
 - o DO NOT press HOLD
 - o Press your **TAP (flash)** key. Hear *stutter* dial tone
 - o Dial the last 4 digits of the department's phone number that you wish to transfer to
- ★ *Example **TAP (flash)** 6577 – this will transfer the call to Information Systems.*
- If you wait for the line on the other end to ring and then hang up, the caller will be transferred to Information Systems.

- If you want to be extra polite, you can wait for the phone to be answered and announce the call. The caller cannot hear you talk. When you hang up, the call will be transferred.
 - If the line is busy when you try to set up the transfer, press the **TAP (Flash)** key and you will get the call back.
 - Set up a 3-way conference.
 - o Perform the same actions you did to transfer a call except don't hang up.
 - o Press the **TAP (flash)** key again. You will then have both callers on the line.
 - o Set up a 5-way conference on a Comdial System
 - o Set up the 3-way conference
 - o Press **TRNS/CONF**
 - o Select another outside line and setup another 3-way conference call
- Join the 2 line together. Press **TRNS/CONF** key



TO KEEP YOUR
LIBRARY ACCOUNT
AS SECURE AS
POSSIBLE...

THE LIBRARY IS
NOW ADDING
PHOTOS TO
PATRON ACCOUNTS

PARKING DIVISION NEWS!

Denise Boutilier (interim Parking Manager) and her husband, Tom, became the proud grandparents of their first grandson, Mason Adam Mazzaglia, on May 3, 2011 at Catholic Medical Center. Mason weighed in at 8 lbs 4 oz and was 21.25 inches long. Mason is the first child for Adam Tousignant and Chantelle Mazzaglia, who are both doing fine.

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(left to right) Jodi Boisvert, PCO; Brandy; and Martha Hozzman (PCO)

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The employees of the Parking Division said good bye to Parking Manager, Brandy Stanley on Thursday, June 2 with a party at the Victory garage in her honor. Brandy accepted a position as Parking Manager for the City of Las Vegas, Nevada. She was presented with a monogrammed plate and vase, as well as a scrapbook filled with memorable events, activities and humor (and plenty of it) from her years as the Parking Manager. The department made sure she received a ticket and a "boot" as a final parting gift. Brandy will be missed greatly by the entire staff of the Parking Division and is certainly wished all the best in her new position. A huge "thank you" goes out to the Parking staff who made the event possible.

MANCHESTER WATER WORKS DIVISION NEWS

Manchester Tap Water Ranks in top 5 nationally for water taste!

As a result of placing first in a New England challenge for best tasting tap water, Manchester Water Works qualified to compete in the Best of the Best Tap Water contest held June 14th at the American Water Works Annual Conference in Washington DC. Tap water samples from Manchester were shipped in advance of the competition where a panel of taste experts and local dignitaries were given the task to judge the samples based on their color, odor, taste and overall appeal. Manchester's water was in competition with 24 entries from throughout the United States, each of which had won a similar competition in their own section. When the votes were counted, Manchester made the final five but lost out to Greenville SC. Among the other five finalists were Anchorage Alaska, Denver Colorado, and Glencoe Illinois.

The story of Manchester's tap water starts in Lake Massabesic with a watershed that is located primarily in Auburn, Candia and Hooksett. For over 100 years, Manchester Water Works has worked and invested to protect this area through the purchase of large tracts of forested buffer areas surrounding upland ponds and streams. Massabesic is a pristine supply that is isolated from most man made sources of pollution yet is still available for small boats and kayaker to enjoy.

The next part of the story involves advanced treatment to clarify and disinfect this water and assure that it complies with all State and Federal Drinking Water standards. Recent renovations at this facility have greatly reduced the reliance on chlorine for disinfection. These changes have resulted in far less chlorine by products and overall better quality.

For Manchester Water Works achieving a top 5 finish is a huge honor and recognition that the protection activities associated with Lake Massabesic and treatment techniques employed at the Water Treatment Plant are not only important to insure purity and public health, but also improve palatability, a focus of recent process improve-

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Ranked 5th Nationally!



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ments. However a good design is no better than the individuals entrusted to operate the facilities and test the water. We credit our outstanding operations and watershed staff for diligent supervision and a 24/7 attitude to assure the community does not suffer from impure or inadequate water supply. We salute them and congratulate them on this honor.

"MANCHESTER WATER WORKS: MAKE A SPLASH"

2011 Water Education Program

Manchester Water Works has been actively engaged in local youth outreach efforts since 1994. The MWW staff presently provides support for the current Water Education Program, which includes classroom presentations by our staff, Fourth Grade Water Science Fairs, Third Grade Poster Contests, and Water Treatment Plant Tours. The program curriculum encompasses various aspects of water science, including the hydrologic cycle, watershed awareness, water treatment, municipal distribution, pollution prevention, and water conservation. This program has been designed to emphasize these concepts to elementary students that live around and visit the Lake Massabesic Watershed. The ultimate goal of our program is to educate and promote interest and awareness of safe drinking water and water conservation among local youth and other members of our community.

Approximately 570 fourth grade students participated in a water science fair. By researching and learning about their projects, students were able to teach others about many different aspects of water, and through these experiences gained an appreciation and greater understanding of a precious natural resource. All third grade posters portrayed this year's theme: **"Make a Splash"**. We received 770 posters from students around the city and hung each and every one up at the Water Treatment Plant. Almost every school in the City of Manchester participated in some aspect of our program. We appreciate all the effort put forth by the students, teachers, and Manchester Water Works em-



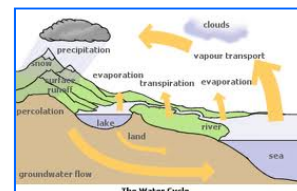
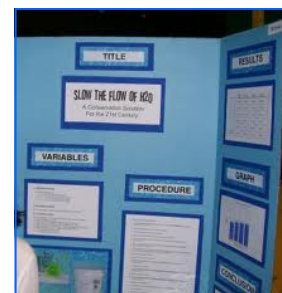
4th Grade City Final Science Fair Winners (From L to R): Wesley Newsam (Webster, HM), Carlos Sanchez (Jewett St, 3rd), Keenan Alnahas (Smyth Rd, HM), Julia Robitaille (Northwest, 1st), Kaylee Franklin (Green Acres, 4th), Hope Nichols (Hallsville, HM), Hunter Lortie (Gossler Park, HM) & Madeleine Lapierre (Highland, 2nd)

ployees. We also want to give a big "Thank You" to all of the city employees who dedicated their time to volunteer as a judge at one (or more) of our science fairs or poster contest. Our program could not be the success that it is without people like you!

This year Manchester Water Works Water Treatment Plant opened its doors to host the City of Manchester 4th Grade Water Science Fair Finals and Fun Day on Saturday April 23rd. We were pleased to host the top four winners of each individual school 4th grade science fair, 3rd grade poster contest finalists, 4th graders who displayed their science projects, and many other siblings, parents and teachers! We had a fun day here with games, food, and the City of Manchester Science Fair Finals. The winners of the City Wide Science Fair were announced, along with the winners of the 3rd Grade Poster Con-



Panel of 4 "taste" experts sample and rate tap waters from throughout the US in American Water Works Association's Best of the Best tap water taste test





1st Place Poster Contest
Winner: Olivia Somerville
(Northwest)



test. The top four winners of the 4th grade City Wide Science Fair then proceeded to compete in the State of New Hampshire Science Fair. All students who participated did very well and should be extremely proud of their accomplishments!

All of the coordinators, volunteers and participants share an important value of water resource education. It is only through the cooperative support of the community that this program will continue to successfully establish the fundamentals of watershed protection, safe drinking water and water conservation awareness in local youth and beyond.

GREETINGS FROM THE MANCHESTER-BOSTON REGIONAL AIRPORT

Big news! The new Airport Access Road is scheduled to open in November and we are very excited!

Look at the progress!



And.... did you all know that Executive Councilor and former Manchester Mayor Raymond Wiczorek was honored in June when

the bill naming the new Manchester-Boston Regional Airport access road after him was signed by Gov. John Lynch?

Granite State Ambassadors Bernie & Charlie Kallfelz advertising for us on a recent cruise! You can see their smiling faces here at MHT when they staff the NH

Information booth. We ❤️ our GSA's! For more information on NHGSA's, you can visit their web-site www.nhgsa.com



Don't forget to like us or follow us or just plain check us out!



www.flymanchester.com



President's Message

We Love Municipal Employees!

Founded over 61 years ago as Manchester Municipal Employees Credit Union, it is understood why we love municipal employees. Members First is honored to serve you. We work hard every day to earn your continued business. We are also grateful to be the "credit union of choice" for our municipal employees.

As a show of support, we continually offer special promotions in celebration of our relationship. For example, there is a loyalty program that we have recently launched for members of the Manchester School District. Look for the article elsewhere in this issue for all the details!

Refinance a Non-Members First Auto Loan

One of the biggest secrets in money management that is not often exercised by consumers is refinancing their car after it is purchased. If you have a car, motorcycle, ATV, RV or boat loan from another bank or finance company, chances are we can beat your existing interest rate to lower your monthly payment, or shorten your loan, or in some cases do both! We would be glad to quote a new rate for qualified members who want to discover if they can save some money.

Low Mortgage Rate Loans for Our Members

One of the comments I receive most often is "I didn't know Members First had mortgage loans." In fact, we do! So whether you are thinking about purchasing a new home or refinancing your existing mortgage, this low-rate environment is a great time to lock in a low mortgage rate today!

Members First in our Community

Members First has been very active in the community during the first half of the year by working with the following organizations: New Horizons Soup Kitchen, Manchester Police Athletic League, Bob Baine's Blarney Breakfast





10 year fixed rate Mortgage 3.396% APR* No Points

*Fixed rate Mortgage Payment example is based on a 120 month term, \$100,000.00 mortgage, zero points, at the rate of 3.375% and APR of 3.396%, and monthly payments of \$983.01. These payments do not include taxes, insurance, or closing costs. Title insurance required. Homeowners insurance may be required. The loan application fee process requires a credit report fee of \$25.00. This fee is non-refundable. An appraisal fee of \$350.00 for single family and \$550.00 for multi-family homes will apply. Annual Percentage Rate (APR) is accurate as of June 23, 2011 but can change at anytime.



PLEASE MAKE A NOTE OF OUR New Hours

MAIN LIBRARY 405 PINE ST.	BRANCH LIBRARY 76 NO. MAIN ST.
MONDAY 8:30AM TO 8:30PM	MONDAY CLOSED
TUESDAY 8:30AM TO 8:30PM	TUESDAY CLOSED
WEDNESDAY 8:30AM TO 5:30PM	WEDNESDAY 12:30AM TO 8:30PM
THURSDAY 8:30AM TO 8:30PM	THURSDAY 9:30AM TO 5:30PM
FRIDAY 8:30AM TO 5:30PM	FRIDAY 9:30AM TO 5:30PM
SATURDAY 9:30AM TO 2:30PM	SATURDAY CLOSED

benefiting the NH Special Olympics), Manchester's Saint Patrick's Day Parade, Manchester Fire Departments Fire Prevention Program, Muscular Dystrophy Association, Manchester Chamber of Commerce 150 Year Celebration, New Horizons Walk Against Hunger, Manchester Central High School's 165th Birthday Celebration and the Mayor's Senior

Luncheon. We are not able to do any of this without your continued membership and support.

If you'd like to talk with us about a new loan or mortgage, give us a call! Remember that we are here for you and our community because at Members First it really is all about you!

Bernie McLaughlin
President/CEO

Members First wants to provide school supplies to Manchester Classrooms!

Are you, or someone you know, an employee of the Manchester School District? If the answer is yes, then you may be eligible to receive a \$50 gift card to Staples, which you can then use to buy school supplies for your favorite classroom!

How am I eligible, you ask? * If you are already a member of the Credit Union and you open a new mortgage, home equity, or consumer loan, we'll mail you a gift certificate! If you aren't a member yet, you have two options to receive your gift card: open a new checking account with direct deposit or a new mortgage, home equity, or consumer loan. It's that simple!

This offer is only good for a limited time, so act quickly! If you have questions, feel free to give us a call at 603-622-8781, option 3.

*Must be currently employed by the Manchester School District to be eligible. Limited time only. Gift cards mailed after account opening.

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wass298@msn.com

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