

PERSONNEL/ADMINISTRATIVE AFFAIRS COMMITTEE

FEBRUARY 3, 2020

A meeting of the Personnel/Administrative Affairs Committee was held on Monday, January 3, 2020, at 7:01 p.m. at City Hall in Room 208.

Chairman June M. Caron presided.

Members of the Committee present: Alderman-at-Large Ben Clemons, Vice Chair
Alderman Thomas Lopez
Alderman-at-Large Shoshanna Kelly
Alderman Skip Cleaver

Also in Attendance: Kim Kleiner, Administrative Services Director
Bruce Codagnone, IT Director
Jason Toohey, IT Manager
Rich Berube, Web Designer
Alderman Elizabeth Lu
Mayor Jim Donchess

ELECTION OF COMMITTEE CLERK

MOTION BY ALDERMAN CLEMONS TO NOMINATE ALDERWOMAN-AT-LARGE SHOSHANNA KELLY TO SERVE AS COMMITTEE CLERK FOR THE 2020-2021 TERM

MOTION BY ALDERMAN LOPEZ TO NOMINATE ALDERMAN-AT-LARGE BEN CLEMONS TO SERVE AS COMMITTEE CLERK FOR THE 2020-2021 TERM

**MOTION BY ALDERMAN CLEMONS TO CLOSE THE NOMINATIONS
MOTION CARRIED**

**MOTION BY ALDERMAN CLEMONS CARRIED TO ELECT ALDERWOMAN-AT-LARGE SHOSHANNA KELLY AS COMMITTEE CLERK FOR THE 2020-2021 TERM
MOTION CARRIED**

PUBLIC COMMENT - None

COMMUNICATIONS - None

INTERVIEWS

Animal Dog Park and Advisory Committee

Megan Villacis (New Appointment)
78 Beauview Avenue
Nashua, NH 03064

Term to Expire: January 31, 2023

Mayor Donchess

Thank you Madam Chair and members of the Committee. So I have nominated Megan Villacis to the Animal Dog Park Advisory Committee.

You will remember that we formed this Committee some months ago with the purpose of advising the City regarding animal issues but also specifically to establish a downtown dog park. We have already appointed and you have confirmed two other people; Amber Logue and June Lemon. Megan will be the third member of the Committee. The first meeting of the Committee is scheduled for some time in the first half of March.

Megan has two dogs, cockapoos. She's very interested in making sure that we have a dog park to serve Nashua residents; downtown and elsewhere. This would be when we are successful with this it will be the only free dog park in the City; there's already one that is a membership only kind of approach. This will be an alternate and it will be downtown. She works in the pet supply industry and is very interested in helping other dog and pet owners be able to exercise their pets. Therefore, Megan, I think will do a wonderful job on this Board or Committee. Maybe Megan will tell us, briefly, she's a little nervous – she hasn't done this before. But Megan can tell you a little bit about herself and of her interest in this particular Committee.

Megan Villacis Hi I am Megan, so yeah I do have two cockapoos and I do like social media influencing with them so we work with different brands small and large and kind of promote their products. Right now we go to other dog parks or they go to doggie daycare so it would be nice to have one downtown.

Chairman Caron

Do we have any questions from the Committee?

Alderman Lopez

Comments always. I already knew Megan because I am friends with her local legend Oscar over here. But I am very impressed by the background that you have on your resume, your business experience I think is definitely going to bring a lot to this and I am excited for it. So thanks for being willing to put your time into this.

Megan Villacis Thank you.

Chairman Caron

Anyone else? Well we are glad that you are willing to serve on this new Committee and you will be able to help set up some policies and ideas and move that group forward. We look forward to what we come up with ideas concerning a park down in the downtown area. So we will bring your nomination later in the meeting; and if we do, then we would see you at the next Board of Aldermen meeting to get sworn in, alright? Thank you.

Megan Villacis Ok. Thank you.

Conservation Commission

Joel Ackerman (New Appointment)
13 Woodcrest Drive
Nashua, NH 03062

Term to Expire: December 31, 2020

Mayor Donchess

Thank you Madam Chair. I think you all know Joel Ackerman. He most recently served on the Board of Public Works where he did a very good job. But he has been active in the community in many respects. He's been on the Huntington Board of Trustees for a few years now. He is on the Parish Council out at Resurrection on Broad Street.

He's been a CYO Basketball Coach, he's a member of the Knights of Columbus, he's a member of the Lion's Club. I talked with Joel about whether he'd be willing to continue to serve the community and he said he would be very eager to do that. We talked about how he might be most interested. I had asked him if he would think about the Conservation Commission and he said that sounded very interesting to him. He went and talked with Sarah Marchant, Community Development Director at great length about the responsibilities and what the Conservation Commission entailed. She has, after talking with Joel, she let me know that she highly recommends Joel as a member. Of course, I know he would do a good job so I am appointing Joel as a member of the Conservation Commission. Again I think he's done a lot for the community and he will continue to do a lot for this roll. With that, I guess, I would turn it over to Joel to tell you, to the extent you don't already know, a little bit about himself.

Joel Ackerman Certainly Mr. Mayor, thank you very much. I appreciate the opportunity to continue to serve the community. I think the natural resources of Nashua are very, very important to us. We just need to continue to preserve them as best we can as we move forward with future development. I look forward to working with everybody and go from there.

Alderwoman Kelly

How much do you know about pervious surfaces? I'm just kidding. Just kidding, I was on the Conservation Commission for the last 2 years and there's a lot of like pervious and this kind of material and you know, how close you get to the wetlands. It is really an interesting Commission and I appreciate you stepping forward. You'll know a lot more after this.

Alderman Lopez

So normally I am a stickler for "have you been to meetings before" but given your extensive experience on other committees and Public Works, I am wondering if you have any particular areas that you think we are going to need to be looking at?

Joel Ackerman I had wonderful opportunity to sit down with Sarah Marchant and she was very informative and very knowledgeable and I actually have a much better appreciation for what her group and land boards do as well as what the City is all about. I have no particular agenda, I just want to make sure that we continue to preserve them the best we can as we move forward with future development and make sure that we are doing the right thing so that the resources remain as they are, as they are meant to be, for future generations.

Alderman Lopez

So you are just here to serve.

Joel Ackerman I am here to serve.

Alderman Lopez

Thank you.

Chairman Caron

Anyone else? Well I think that it is great that you are willing to continue serving to your community after 4 years on Board of Public Works. I know with the help of Alderwoman Kelly you will learn all the definitions of the new words you are going to learn. As I told Megan, we will take up your nomination later in the meeting and we would expect to see you at the next Board of Aldermen meeting to get sworn in.

Mayor Donchess

That is on the 12th, is that the 12th?

Chairman Caron

The 12th yes, because Tuesday is election day.

Mayor Donchess

At the Police Station I forgot to mention that, because they are going to be working at the Aldermanic Chamber.

Alderman Lopez

7 or 7:30?

Mayor Donchess

That's at 7:30.

Chairman Caron

7:30 as usual.

Mayor Donchess

So if you go into the lobby they will direct as to where to go.

Chairman Caron

So as usual Mayor, you have some good nomination. Are you staying for the next resolution about the electric.

Mayor Donchess

And we have Helen who is not here?

Chairman Caron

Right and she will be taken up at the next meeting.

Mayor Donchess

If you don't mind, I mean I can talk about the electric thing but I'd like to have Doria here when that happens, do you mind?

Chairman Caron

No. OK so let's get through the appointments and then we will talk about that. OK? Thank you.

APPLICATION TO LICENSE HAWKER'S, PEDDLER'S, ITINERANT VENDOR'S LICENSE - None

APPOINTMENTS BY THE MAYOR

**MOTION BY ALDERWOMAN KELLY TO RECOMMEND THE CONFIRMATION OF THE APPOINTMENTS OF MEGAN VILLACIS AS A MEMBER TO THE ANIMAL DOG PARK AND ADVISORY COMMITTEE WITH A TERM TO EXPIRE JANUARY 31, 2023; JOEL ACKERMAN AS A MEMBER TO THE CONSERVATION COMMISSION WITH A TERM TO EXPIRE DECEMBER 31, 2020; THE FOLLOWING MEMBERS TO THE DOWNTOWN IMPROVEMENT COMMITTEE: EDWARD HAYES, STEVE SAXE, AMANDA SCHNECK WITH TERMS TO EXPIRE DECEMBER 31, 2022 AND JAMES TOBIN WITH A TERM TO EXPIRE NOVEMBER 2, 2022; MARIELLEN MACKAY AS A MEMBER TO THE HISTORIC DISTRICT COMMISSION WITH A TERM TO EXPIRE DECEMBER 31, 2020; AND THE FOLLOWING MEMBERS TO THE NASHUA HOUSING AND REDEVELOPMENT AUTHORITY: JAMES TOLLNER WITH A TERM TO EXPIRE OCTOBER 14, 2021, ERIC WILSON WITH A TERM TO EXPIRE OCTOBER 14, 2022.
MOTION CARRIED**

NEW BUSINESS – RESOLUTIONS

R-20-009

- Endorsers: Mayor Jim Donchess
- Alderman-at-Large Michael B. O'Brien, Sr.
- Alderman Patricia Klee
- Alderman Richard A. Dowd
- Alderman Thomas Lopez
- Alderman-at-Large David C. Tencza
- Alderman Jan Schmidt
- Alderman-at-Large Brandon Michael Laws
- Alderman Linda Harriott-Gathright
- Alderman-at-Large Lori Wilshire

ESTABLISHING AN ELECTRIC AGGREGATION COMMITTEE

Mayor Donchess

Well I can address that if you want. Do you want to wait for Dorie?

Alderman Kelly

Do you want me to table it, I can table it if you want?

Chairman Caron

If you want to table it, we can do that or if you think you can ...

Mayor Donchess

Why don't we discuss it and you decide whether you want to hear from Doria, does that sound reasonable?

Chairman Caron

Ok, that's fine, OK. But we need a motion first?

MOTION BY ALDERMAN CLEMONS TO RECOMMEND FINAL PASSAGEON THE QUESTIONMayor Donchess

So the New Hampshire Legislature in the last session authorized what they call “electric aggregation” and what we are calling “community choice power”. What the enabling legislation authorizes the community to do is to begin to purchase electricity on the market for all customers that are served by Eversource. Now Eversource is a distribution only company; they do not generate any electricity. They were required to leave the generation business by the PUC quite a few years ago. Seabrook, for example, used to be owned by Public Service but is now owned by a power company that is a long way away.

So they are fine with all of this; they get paid for distribution. If you look at your bill, you will see that there are charges for distribution for demand and for a few other things that Eversource either is paid for or collects the money for. And then there is a power charge. At least the initial look we have taken suggests that it may be possible to save up to 2 cents a kilowatt if the City undertakes this approach to purchase power for Eversource consumers. We use the term “choice” because any consumer can opt out of this at any time and remain as a customer for whom Eversource buys the power.

The consumer will see no change in the whole billing mechanism. Again, Eversource bills customers, they get paid for distribution, they would continue to bill customers. The bills would appear the same, the whole process of payment would remain the same. The only difference would be potentially the price of power.

Under the legislation, we need to form an Aggregation Committee which would look in detail at this subject. This would form a Committee, it would be comprised of some City people as well as Dorie and a couple of other City people as well as members of the community whom I would appoint and you would confirm. Then they would do a report and come back to the Board of Aldermen with the details and their findings and then the Board of Aldermen would need to vote to proceed with aggregation.

I think we want people on the Committee that have business sense and could ask the right questions to make sure that there would a good likelihood of success. I think actually we would meet with Eversource in terms of getting their purchasing experience and they have offered that because they are purchasing much greater amounts of power on the market now. They have offered to provide any insight that have. Doria Brown, who is the City Energy Manager and previously worked for Worthern Industries, has looked into this in great detail and has been working with some other communities that are moving towards aggregation including Lebanon. She will, of course, report her findings to the Aggregation Committee and, assuming they recommend proceeding in their report, will brief the Board of Aldermen on everything that she knows along with what the Committee has found.

At least one person who has expressed interest in being on the Committee is Bob Blaisdell who is the owner of Marsden up in Railroad Square and how lives in the City in the north end. I think we can find a few other people who would be very able to evaluate this whole opportunity. That’s what Dorie would tell you, so if you’d like to see Dorie, I don’t have a problem with waiting. On the other hand, if you think that’s good enough, then you could vote now. We can come back again if you want Dorie and want to hear from Dorie.

Chairman Caron

OK so let’s hear from the Committee.

Alderman Kelly

Thank you, actually we talked about this at great length during Energy & Environment Committee so I was familiar with it. I did, maybe you know the answer and maybe Doria does, but I was interested to know if this Committee is only an exploration committee and would it go away if we do choose or would they stay on as an oversight committee.

Mayor Donchess

Well under the statute they don't have a function beyond making a recommendation but I mean the City, at our option, could keep them in place. There's nothing that prohibits us from keeping them in place to continue to evaluate the situation.

Alderman Kelly

Sure, thank you.

Mayor Donchess

One thing I didn't mention, I'm sure you probably know this already, most of you do or all of you, it's not like the City has no experience in buying power, because we buy power in two separate contracts already. One for the School Department and one for the City; we do use an energy broker for that. We are buying power and the reason we buy it in that fashion is that we are buying it at less than the price that Eversource would supply them. Now that's not as big a purchase as for all Eversource consumers in the City but still we are in the energy market and we are selling energy out of the two dams.

Mine Falls is a very long standing, long term contract and we are selling power out of Jackson Falls. So we are in the energy business already; although this would of course be a larger undertaking.

Alderman Lopez

I am in favor in voting. I can find no fault with your presentation. I think this is a very current issue and we can take charge; it's within our power.

Alderman Cleaver

Just a quick question, since this would affect every consumer in Nashua, should we think about some sort of sales pitch to the public? I mean obviously if you are going to reduce rates, it's a given. But I think if you are going to mess with everybody's bill they ought to know about it.

Mayor Donchess

Yes, well we definitely would want to, as part of the process of reporting to the Board of Aldermen, that would I think require a public report and a presentation so that everybody in the City would know what is happening. Now again, you do have, as a residential consumer, you already have the option of going to another power supplier, some people have but I'd say the vast majority have not done that. Some people buy power, or have a contract with someone other than Eversource for the actual electricity, number one. So this would be many or most consumers, but not all ...

Alderman Cleaver

So it wouldn't affect those who have opted out of Eversource?

Mayor Donchess

It wouldn't affect you. And anybody who is with Eversource who doesn't want to do this, can opt out and go back to Eversource, either before the thing begins or at any time during the project. It would also cover businesses, but most who are Eversource customers, at least larger businesses, mostly have their own contracts for electricity. Smaller businesses would be affected but like consumers now, they have the option of going out to enter a contract with a third party to buy power. So if they haven't done that already, they would now be part of the City's project, unless they opt out.

But yes, that's a long answer, the short answer is yes we would definitely want to do everything we can to educate the public as to what it is we are undertaking.

Chairman Caron

Do you have something to say or are you talking about the motion? OK I'll come to you.

Alderman Kelly

Thank you, I actually just wanted to add on to, I had the presentation by Dorie at our meeting. One of the things that she brought up was something that you are talking about, which is that there is third party suppliers but they are less, you can't depend on them necessarily to be very upfront and some people get taken advantage of. So having the City doing it, has a much more trusted and watched after way to get the third party and get those savings.

Mayor Donchess

Alderman Kelly will probably agree with this because she has worked with Doria to some extent. But Doria has proven, I think, to be an incredibly resourceful, unbelievably enthusiastic, unbelievably energetic employee, totally committed to all this stuff. She is very imaginative and creative. So I think we were fortunate to get her as the Energy Manager and I think over time, putting this project aside, I mean I think over time we are going to see a lot of very productive and positive contribution by Doria.

Alderman Cleaver

Just one quick – so will every consumer in the City have the choice and be notified of that choice?

Mayor Donchess

I think we would have to do that, yes.

Alderman Cleaver

Whether they are in Eversource or not?

Mayor Donchess

Correct. I mean we would have to work through that with the Committee and exactly how we would notify people. Probably we should do a mailing or something and let everybody know; but we just need to work out the details at how exactly we would put that together.

Alderman Cleaver

Or go through Eversource, I know Eversource gave options about suppliers at one time so people had options and so on and so forth; they did that through their mailing.

Mayor Donchess

Right, we could probably work with Eversource and they are definitely willing to cooperate on this project; they have offered that. Again, we are not competing with them, they get paid for their distribution one way or the other. So we are not displacing them in any way, they are fine with – I mean you're in the legislature now. They didn't oppose this, they are probably neutral on this in the Legislature.

Alderman Cleaver

Yes.

Mayor Donchess

So you know they will help us and cooperate and they have offered to do that, in fact they were here today.

Alderman Cleaver

Thank you.

Alderwoman Lu

If you are going to present to the full board then I can wait until then. I just, I'm not quite clear on what motivates, what the incentive for Eversource to give all of these residents that they already have as customers, to give them a lower rate?

Mayor Donchess

I think they are a distribution company so they make money on the distribution of electricity. They don't make money on the sale of electricity; in fact for them, they provide it to the customers at the same price that they buy it. So they don't make a profit off the electricity, so they are fine with somebody taking an initiative such as this and they don't see a problem with it.

Alderwoman Lu

OK, thank you.

Mayor Donchess

One thing that I did not mention is what the law authorizes is for the City to charge 1/10th of a cent per kilowatt hour as kind of a commission which must be used either as, it can be used for very limited purposes. Number one, it can be used for energy saving measures; so it could be used to invest in solar or invest in other energy efficiency measures that the City wishes to take. Or it can be returned to consumers at the option of the Board of Aldermen or it could be a combination of both.

So there is a way that we could help, were we to undertake this and were it successful, it is a way to undertake other green projects, it would pay for green projects and save consumers money at the same time.

Alderman Lopez

Like electric cars.

Mayor Donchess

Exactly, used electric cars.

Alderman Clemons

Well yes my motion was to recommend final passage.

Chairman Caron

Alright you heard the motion, any other comments, concerns or questions?

MOTION CARRIED

NEW BUSINESS – ORDINANCES

O-20-001

Endorser: Alderman-at-Large Ben Clemons
Alderman-at-Large Michael B. O'Brien, Sr.
Alderman Richard A. Dowd
Alderman Thomas Lopez
Alderman Linda Harriott-Gathright
Alderman-at-Large Lori Wilshire

**EXTENDING THE HOURS OF SALE OF ALCOHOLIC BEVERAGES BY ON-PREMISES
LICENSEES TO 2:00 A.M.**

Alderman Clemons

I am going to make a motion to table this because there are some issues that I am working out with legal and some of the other Aldermen who brought some other things up on this. I think we should have everything ready to present, there's a companion piece of legislation that I want to present with this. So hopefully by March that will be ready and so for that reason I am going to make a motion to table 20-001. I don't want to stifle comments though either, so if I have to withdraw of we can have some leniency that's fine.

Alderman Lopez

I just have a point of clarification, are you going to try to get this done by St. Patrick's Day because I feel that is severely hitting the ground running if we tried that.

Alderman Clemons

Probably. To answer your question no I doubt that it will be ready by St. Patrick's Day.

Alderman Lopez

I'm thinking like a soft opening.

Alderman Clemons

Yeah, no I think we might be ready to discuss the legislation by St. Patrick's Day. I really don't think it is going to be enacted because I have a couple of amendments and things.

I'd rather not talk about it now in too much detail but to answer your question, no I don't see that happening.

Alderman Lopez

OK.

Chairman Caron

I appreciate the fact the you wanted to table this because you had some other concerns and you wanted to get them squared away so that we weren't holding it up again.

MOTION BY ALDERMAN CLEMONS TO RECOMMEND TABLING R-20-001

MOTION CARRIED

O-20-002

Endorser: Alderman-at-Large Ben Clemons
Alderman-at-Large Michael B. O'Brien, Sr.
Alderman Patricia Klee
Alderman June M. Caron
Alderman Thomas Lopez
Alderman Linda Harriott-Gathright

ESTABLISHING ELECTION POLL HOURS

MOTION BY ALDERMAN CLEMONS TO RECOMMEND FINAL PASSAGE

ON THE QUESTION

Alderman Clemons

I'd like to speak to that. Thank you. So I presented this because traditionally whenever we schedule an election in the City, we establish the polling hours with a Resolution. For as long as I can remember, the hours have been 6:00 AM to 8:00 PM. What this Ordinance would do is put into place those polling hours by Ordinance so that when the Resolution comes up to establish an election, we are simply picking the day and not the hours.

The reason that I feel that this is an important change, is because – it's for a couple of reasons. One, Nashua is a commuter City that a lot of times people will choose to either vote early in the morning, or if they can't do that, they'll come back late and vote between the hours of 7:00 and 8:00 because they work in Boston, there's traffic, things like that.

The second reason is the New Hampshire Legislature over the years has not been very helpful to the commuter voter because and I don't want to speak for her, but Alderman Klee can testify she was going through some things in the last election and they told her, you can vote absentee. But if you show up at the polls that day then we can invalidate your vote if you submit the absentee ballot. So there are these really archaic rules that just don't make sense and actually somebody could even challenge your ballot if they saw you grocery shopping or something in town and they knew you had voted absentee.

So those are things that the Legislature is going to have to, I think, address. So the reason for the Ordinance is to make sure Nashua continues to have the largest amount of time for people to vote until such a point when the Legislature decides that they are going to make voting easier for folks. Then we can adjust the hours at that point. I think this gives people a little bit of ease in knowing that when the City establishes an election, they know what the hours are going to be.

It's not a question and if a future Board wants to change that, they are going to have to go through the Ordinance process to do it. We can at least get some public debate on this. So that was the reason for this and I am happy to discuss the issue.

Alderman Lopez

I think it seems pretty straight forward, I mean I was wondering myself earlier, like I know it's usually 6 to 8 but I had to double check on the City's Web Site and all that. So just by clarifying it, you know, in perpetuity, then we don't have to go through it every single time and it doesn't leave that question or room for confusion.

Alderman Cleaver

Just an FYI, a Bill in the State House of Representatives, would make Election Day a Holiday. It probably has a fair chance, so that would be very interesting.

Alderman Clemons

Absolutely and I agree. I think still I think even with that, while I don't necessarily disagree with that, Nashua is unique in that a lot of folks work in Massachusetts. So even if the State passed a holiday, our folks here wouldn't necessarily get that off. So I think the key for me would be to see some legislation that allowed more no fault absentee voting or early voting or different things like that, that the City could take on. But that is a good point and I hope it gets some traction.

Alderwoman Kelly

I think this is a good idea and I think it makes sense to make it more standard for people so they are not wondering when it is. I just wanted to weigh in on the discussion because I think it's interesting. I think the holiday thing is interesting; but the other thing you have to think about is there are people who are working not just 9 to 5 jobs. So that may not help them necessarily go vote, so like you were saying early voting or no fault absentee voting will allow more people to get out and vote. But that's not our purview necessarily, just my comments. Thank you.

Chairman Caron

So I worked the polls for over 20 years so you know I can understand the need sometimes for 6 to 8, but there are other times when it is dead from 5:00 to 8:00. An election like the Presidential, the Primary, those things are very busy. But there are times and we are the only community that is open this many hours. It is a lot of work for staff, because they are there at 5:00 in the morning and they probably don't get out of there until 10:00 at night. It makes for a long day and I agree and I was up in the House and sat on election law with your mother. It was a battle cry and you are right, they need to come up with some ideas on how to do voting for those who cannot get there, no matter how they try or early voting.

I don't know, some States like Florida, they start voting almost a week before the actual voting day. So these are things to think about; but I don't have a problem with setting this. Because as you said, future boards can change that. But you have to remember that these people are not working to make that money because when you average it out, it's \$2.00 an hour. So I think we have to keep in mind that this could change or the need for it to change is not so far away that you can't do it. But I will support you on this as well. So do we have anything else? Ok.

MOTION CARRIED

TABLED IN COMMITTEE - None

DISCUSSION

Presentation by Administrative Services Division/IT – Website Upgrades and Completion Date

Presented by Kim Kleiner, Administrative Services Director; Bruce Codagnone, IT Director; Jason Toohey, IT Manager; and Rich Berube, Web Designer

Rich Berube, Graphic Designer and Web Administrator

My name is Rich Berube. I am the web admin and graphic designer for the City.

Bruce Codagnone, IT Director

I'm Bruce Codagnone, IT Director for the City.

Jason Toohey, Application Manager

Jason Toohey, Application Manager to the City.

Kim Kleiner, Administrative Services Director

Kim Kleiner, Administrative Services Director for the City.

Chairman Caron

OK so who is going to give us a little bit of background?

Bruce Codagnone, IT Director

I can start with a little bit of a background, IT Director. Our particular web site, one of the benefits that really didn't cost the City a whole lot for us to do this. That was one of the benefits, five years ago before to do the web site. Web sites cost, custom web sites can cost anywhere from half a million up to a million dollars. We've paid \$45,000.00 for the web site; the reason being is CivicPlus, that's all they do is for municipalities. They have over 2,000 municipalities that they do this for, it is modular based. They know how to do municipalities. They have all these packages all ready to go; we can configure it the way we need to do it, the way we want it.

One of the big benefits of it is every five years, we get to do a redesign free of charge, it doesn't cost the City any more money. We are at that five year point and we are doing a redesign, Rich has a lot of experience in website design as well as making things ADA compliant for the web site. He can speak a lot more to the fonts, the colors and all of those things that make things easy to read. To me I like black and white. So I can't really speak to that but Rich can walk through and show you what they have so far and hopefully go live in a few weeks here with a new web site design. I hope you like it.

Ms. Kleiner

Thank you very much. I want to commend the IT Department, I think that they have undertaken some really extensive projects. So I just want to give the Committee a little bit of background here. While they are also working on the web site redesign and they have had input from many different departments, so they have had a Committee since it's been on the Mayor's Office and Economic Development and Community Development. As Administrative Services, working on this.

Alderwoman Kelly

Our mics turned off.

Chairman Caron

Ok Committee will get back into session with the presentation from IT. Do you have anything else Ms. Kleiner.

Ms. Kleiner

Kim Kleiner, Administrative Services Director. So we were saying that, really commending the IT Department. So working with this project and a number of different departments that have served on the Committee, taking information that we gathered over the past few years. Some information that citizens have raised to the Mayor's Office, they put a lot of recommendations into this creation and I think it is going to serve the City well. Also to say, just a little bit of background, they are working on a number of projects right now, more than I would think that one department could possibly handle at once and they have done an amazing job. Justin Toohey is also working on the CivicGov upgrade for Building Permits and Licensing & Permitting. They've had the Assessing, AssessPro update, they've been working on, not to mention a whole redesign of the GIS system and policies and procedures around that. So they have had their work cut out for them, I'm not quite sure how they've done it, but they have. So that's a little bit of background of everything.

Chairman Caron

Thank you, OK, who is next?

Richard Berube, Web Admin

Richard Berube, Web Admin, so the current web strategies is full width and multi-screen so obviously any web site needs to fit on multiple screens. So mobile, tablet, desktop and then everything in-between. A lot of web sites now are also going full width, so they are using the full real estate of the screen so if you are on a mobile it is going to fit edge to edge of your screen. If you are on a tablet, the same thing; and with a desk top you have a lot of wasted space, margins, so a lot of web sites are going full width to maximize the width of the screen.

With that, our current web site does have a fixed width, we do have margins on desk top. And then if you go to a smaller screen size, it does adapt and will automatically shrink and fit everything on to that width of a screen. So if that was a mobile device, obviously it adapts very well but we do have some items that don't still fit the full screen, don't go full width. So mega menu still has categories and then it will stack the items and you can drill down into the menus.

With that we looked at other cities other sister cities, partner cities, web sites, things that we liked, something with a large photo on the top, something that we can feature. A nice element on the top and not so huge logo so you can bring more major content up higher when users come to the screen. We looked at web sites that had bold type faces something that is easy to read, quick and easy to read and then a simple layout so that users could come to the web site, find what they want quickly and then drill down into the web site easily as well.

Mr. Codagnone

It is also important to note that the majority of people that visit our web site are on mobile devices. So that's a trend that we saw going from home users to more mobile.

Mr. Berube

Alright so the colors we picked, we kept the logo the same, focused on a darker color scheme. Obviously the requirements of the web site pretty much stays the same, we made a list of what the web site does, who it serves, all the calendars, all the agendas, all the committees, everything. So those specs did not change, document management, calendars, language translations, State and Federal Law compliance, ADA. So all the same stuff, the purpose of the web site, we had to make sure we followed our purpose and stuck with that purpose instead of gagging off into tangents. Target audience, make sure it is mobile friendly and then our content is not changing. So with that, obviously all the agendas, all the minutes, all the pages are not changing so it is ultimately a reskinning so it's a new style, new theme. The home page is changing and two of our major department pages are changing and that's Transit and Economic Development. They do have their own custom themes, and then the home page. So then the internal pages for the site map of these internal pages are getting a theme wrapper, so the content is not changing, it is just going to fit right into the new template.

We looked at Boston.Gov, Portsmouth, Portland, Maine, Bedford, NH and a couple of last – Museum of Science as inspiration to see what they do, how they do it; their font choices, the color choices. With that, this is the City of Boston's color scheme, Museum of Science color scheme, City of Portland and our current color scheme. As you can see, the three other sites are a triad so lower left hand, upper right and the 3:00 mark, lower left, upper 3:00 mark, lower left, upper 3:00 mark. And then ours is the complete opposite which how do I say it? Different and green is not very readable especially green and red are usually the two number one colors that are not seen by colorblind. So it was just funny that this triad was selected for our current web site versus a different triad.

So our suggested color scheme will be a triad, lower left, upper right and a 3:00. That red looks more pink on that screen but I can promise you it is a little more red than it is pink. Salmon color. And then we are going to pick a roboto, which is a sans serif so it's just a straight solid blocky font with an Arial fallback and a sans serif sub title and then the blue, blue is going to be the primary, red is going to be secondary and then yellow is also going to be either a secondary or a tertiary color.

Alderwoman Lu

Can I ask a question. Are you talking about the colors for the fonts or for the backgrounds?

Mr. Berube

For everything so the major color scheme, blue will be primary, and then the red secondary.

Alderwoman Lu

I thought red was unreadable or not easy thing to read?

Mr. Berube

So green is more of the not seen color scheme. But if the red is dark enough, you'll be fine. Ok and then the design styles for width, responds to mobile, tablet and desktop. So we have been working on this since August so we have had meetings with all the Divisions, all the Team Leaders, Directors, and meeting with Committee, working with CivicPlus the web partner, and going through the wire frames, going through everything that we just discussed in here. The last part of it were about here so the last stuff that I am working on is content and images, so just tweaking some final stuff, finding some new photos that, not that we didn't think of it before, but just getting some fresh stuff up there so we can impress people once we launch. We are scheduled for mid-February in 2 ½ weeks.

Yes it is by contract it is included so there's no cost to the taxpayers compared to, and I know Bruce did mention this, but Boston.Gov actually when they did theirs a couple years ago they were budgeting about \$200,000.00 to \$300,000.00 and per their article that they wrote for themselves, their total was just shy of a mill when they were done.

So here's the main photo feature so we can showcase, currently we usually showcase just scenic pictures and we would like to showcase more of an active, lively community, healthy, vibrant City, instead of just pictures of the river. And then we use analytics to pick and select the top ten most used links and destinations so users can come to the web site, come right here, pay their taxes, get a wedding license and all this stuff. So all the popular links cataloged over here.

Alderman Kelly

Just a quick question about how you determined that, do we have a list of where people go most?

Mr. Berube

So we use analytics, we have an analytic account and we can track that right off the report and we get a running report for a year and then the top 10 most popular, common hits, highest hits, give us this data.

Alderman Kelly

Thank you.

Mr. Berube

Then we will have a news widget so that we can post news articles with an option for an image, we can do a default image if we can't find an image and then we can do click all to see all the news items. The calendar, general calendar, city meeting calendar and then a community calendar that we have on the web site now. And then we can do a Facebook feed, a spotlight area so we can focus on the Mayor's recent electric car. You want to do a new shoot. And then alerts and updates are part of the system with the web site guys, so they can click right into all of our notifications and also sign up for new news alerts.

Alderman Lopez

So is this part over here down logging in then?

Mr. Berube

So you can see, yes, so you can see these without logging in there is a direct link to the module. But to sign up, the user will need to sign in. If they do click on that they will be prompted. And then community links so links that can go outside, the Library, Community TV, Safe Stations, and then a bigger footer that we have current on our web site, this one features address, hours, some quick links and some of our legal stuff, some of our links that we currently have on our web site as well. So that's the home page, internal pages again just wrapped with current content and then sign in.

So the same header as the home page for internal page a photo slider, photo strip and then the main content of that internal page. Again content fits within the same template, it is pretty much the same format for the template that we have on our current web site. We do have an option to get rid of this third column and just have the two column and bring this content helped a little bit more. So it is pretty straight forward. Again the content hasn't changed, it is just wrapping in this new shell.

Alderman Kelly

And are those headers unique to the pages?

Mr. Berube

Say that again.

Alderman Kelly

So you had a slide show on that page, is that unique to that page?

Mr. Berube

It is not, currently it is not. We can customize a slide show.

Mr. Codagnone

The left side is though.

Alderman Kelly

OK.

Mr. Berube

These links are unique to the page but the slideshow is not. I don't know if you guys want to go through all of these, it is pretty much just the same.

Alderman Lopez

I'm just glad you are getting rid of that big tin bar.

Mr. Berube

Yeah and the content does have a little shadowed box just to frame it a little good and then at the bottom we have those common links and the footer that stays at full width.

Alderman Lopez

I think some people like little buttons and pictures but other people just like the words so it is a good combination of all of that.

Mr. Berube

Yeah. And then the Transit and Economic Development, let's do Economic Development first. So almost like the home page with a main slider, his most current buttons.

Alderman Lopez

One button is out of line there.

Mr. Berube

This is loading a little funny so I am definitely going to talk to CivicPlus about that one. And then intro paragraph, his contact, his specific Economic Development specific calendars, City News, we can throw in an Economic Development specific news widget depending on if the Director wants to manage it. Then the same similar community links. Then Transit, same slider, transit buttons, transit news, transit calendar and we are dropping in there, transit actually is working with another partner, an interactive map for their bus routes.

Alderman Lopez

Oh Thank God, can you figure out where you are in the middle of the bus route?

Mr. Berube

I don't know if has GPS but it is a colored bar, almost like a map of the T in Boston, so the Red Line, the Green Line, the Blue Line and it has a map of all of their bus routes, color codes. It is pretty cool, so Sarah and I are working to get that job done. So it's going to be pretty cool. Then the Trip Planner was updated so you can enter in where they are starting from, where they want go, hit "Go" and it will go right to Google Maps and actually uses the transit application. You can find out exactly where you are at and find your closest bus stop and you can pick up a bus whenever you want.

Alderman Lopez

Like when you are 5 minutes out of your doctor's appointment late.

Mr. Berube

So that's still in development and then a spotlight area, the social media feed and then the common footer links and footer, actually customer footer for Transit. It's a lot of work.

Alderman Lopez

Where is the integration for when the meetings are being streamed live?

Mr. Codagnone

Very bottom, you have to scroll down.

Alderman Lopez

Because I always thought that was a really good feature but it's like hidden.

Mr. Codagnone

Is it on that too as well, right, the CTV link on the bottom?

Mr. Berube

So the Government TV...

Mr. Codagnone

That's the live stream there.

Alderman Lopez

We can watch ourselves.

Alderwoman Kelly

Gavel to gavel coverage live.

Alderman Lopez

We are streaming this live.

Mr. Berube

Are you talking about video agendas or video?

Alderman Lopez

Yeah the meetings, so people can watch them if they don't have TV.

Mr. Berube

So there is GTV, YouTube archives on demand and then the live, streaming live schedule. So YouTube is updated a day or two after each meeting and then on our video partner's page, they also have some archives as well.

Alderman Lopez

Is there any way to link that with the agendas for the meetings they are coming out of? Or is that like a big job?

Mr. Codagnone

Expensive.

Alderman Lopez

Nevermind.

Mr. Berube

It's a project and of course once we get the main web site updated and launched and what not, obviously cleaning up the content and making sure everything is more user friendly. That is always ongoing but yeah.

Alderman Lopez

I don't know if there's some way to hashtag it or something, just create an index so that people can find the video to go with the agendas and everything.

Ms. Kleiner

I think one of the things we have heard is there is at least some people that would like to see our videos linked with Legislation and Agendas. We started to research some different companies that off that. And like the Director said, they are expensive so we are starting to look and see if there is an alternative in-house that we might do or if there are other partners that we haven't thought of. Should we go out for an RFP and search for more options? But there are solutions out there and there are cities out there that do that where you can link Legislation to the specific meeting where it passed and where it was discussed. Or you can link an Agenda and click on certain areas of the Agenda to that portion of the video. So it something we researching.

Alderman Lopez

I just can't even begin to, like how much time that would have saved us on like the dog ordinance or the cat registering. What people are wondering about an issue, if we could just like point them to the actual meeting instead having to go 20 different links and everything.

Ms. Kleiner

We have heard that; I mean Directors are looking for Legislation that passed and you have to go to the Legislation tab and all down to the proposed or the approved and kind of figure out when it was. And then search all the meetings; it's – we understand, it would be a timesaver.

Alderman Lopez

I would rather this than flying cars for futuristic things.

Chairman Caron

Thank you Alderman Lopez.

Mr. Berube

Alright, I think that's it for me.

Chairman Caron

OK do we have any questions. No questions?

Alderman Clemons

Just a comment, great job and looking forward to the roll out.

Mr. Berube

Thank you.

Alderwoman Lu

I have a question, this might not be in your purview, but so I've been in a City where when you get to the bus stop there is an identifier for the bus stop and if you text that number, I don't know what infrastructure does this but you get a text back to tell you when the next bus is scheduled.

Alderman Lopez

We don't have that. You can call and they'll tell you when it is. All the little bus signs have a QR Code, you can scan so you get the bus route.

Mr. Berube

Yes, there was one project that I worked on they actually had GPS on the bus, so you downloaded the app and you had live tracking of the fleet on the map as well. So it just depends on what Transit wants to invest in and what kind of tracking software or procedures that they want to invest in.

Alderman Lopez

You can follow along live on Google but also the buses literally narrate what stop they are on for the entire six block radius.

Chairman Caron

Nice job. Is this going to be user friendly to us non-geeks?

Mr. Codagnone

As much as it can be.

Chairman Caron

OK because that seems to be sometimes a question, you know. I have a Ward that has elderly people in it and they are trying to find things and then I'm trying to find it for them. Sometimes we get a little lost. So I think a lot of this is a lot easier to read now with your changes and your color changes. I appreciate that. So when you launch this are you going to announce this so that the public knows that this change is coming so you have some idea?

Alderman Lopez

Put something on the web site.

Chairman Caron

Sometimes you open up and you get something and you go "Oh My God what happened".

Ms. Kleiner

We may have press releases that are issued and will also be asking for community feedback. So certainly if people are having problems navigating around the site, we want to know. So we will be asking for some community feedback as well. The site will be down very briefly.

Mr. Berube

I think it's only a couple hours while we switch it over. We might, so it's actually on the 19th which is the Mayor's State of the City.

Alderman Lopez

Nobody will be using the web site, it's fine.

Mr. Berube

Everybody is going to be out of City Hall anyways.

Alderman Lopez

Can you have a little pop up Mayor Donchess to answer questions like in the corner.

Mr. Berube

Have a little "how can I help you today".

Chairman Caron

I think this is great that we are able to do this at no cost and to think that in 5 years, things change. So I think this is good for the City, it's good for seeing different pictures rather than just the snowcapped mountains or whatever. My question though is what are you expecting from the Committee, just to give our blessing because you know you are coming out with this. We gladly will have somebody make a motion because this is great. I think we all appreciate it. Is that what you would like?

Ms. Kleiner

Yes we would like your blessing.

Alderman Lopez

I'd like to make a motion for thumbs up.

Alderwoman Lu

Thank you. I just wonder what is under "requests and concerns". Is it the same thing that is there now?

Mr. Berube

Yup, yup it's the same module that citizens can contact us. Yeah.

Alderwoman Lu

Thank you.

Alderwoman Kelly

Thank you. Just a question of clarification. Someone was asking about you know "will it make it easier for people to find things". We are not actually changing any of the site map or UI of this, it is just the design. So anything that you were looking for is still in the same place as it was, it just looks prettier.

Alderman Lopez

Well it is literally easier to read.

Mr. Berube

I think a few items, GIS is going to be coming out of Assessing, so they are going to be their own Department. I think the Pride Parade is coming out of the Mayor's Office so some stuff is moving out but ultimately the home page is the biggest change. Some internal pages will be moving around but for the most part, the content is not changing it will just be where we will replace it. And of course the web site it is always fluid. So if we find that users are not finding something, we will move it around and try to put it in a place where people can find it easier.

Alderman Kelly

I just wanted to say "thank you". This is what I do for my day job and I know how much work goes into this stuff so thank you, it looks lovely.

Mr. Berube

Thanks, appreciate it.

Chairman Caron

So we are looking for a motion to give our blessing to IT and the new web page design that they have been working on.

**MOTION BY ALDERMAN LOPEZ TO APPROVE NEW WEB SITE DESIGN
MOTION CARRIED**Chairman Caron

Well we thank you very much for showing this to us and you have our blessing, it looks good. A lot brighter. Thank you all.

PUBLIC COMMENT - None

REMARKS BY THE ALDERMENAlderman Clemons

I take every chance I get, don't forget to go vote on February 11th. If you are not registered to vote, you can do that at the polls. It's your civic duty and hopefully we will have a record turnout this time.

Alderman Lopez

So as referencing the web site, you can actually create an individualized account if you just click on the bar across the top and then you can use that to subscribe to major city events; to sign up for Code Red and other useful services. So anyone who is watching this who is interested, definitely do that. And then also this Saturday is the Chocolate Stroll, noon to 5. So go downtown, check out the chocolate stroll, there's more information on Great America Downtown's web site.

Chairman Caron

Thank you Alderman Lopez.

POSSIBLE NON-PUBLIC SESSION – None

ADJOURNMENT

**MOTION BY ALDERWOMAN KELLY TO ADJOURN
MOTION CARRIED**

The meeting was declared closed at 8:25 p.m.

Aldерwoman-at-Large Shoshanna Kelly
Committee Clerk



Nashuanh.gov

WEBSITE DESIGN PROJECT

Site Design and Enterprise CMS



Requirements

- Provide alerts, email and website notifications
- Provide news, press releases, and news flashes
- Provide options to make civic and non-civic payments (ecom)
- Provide maps and tax information
- Provide social media, video, department directory, and contact information
- Provide city and community calendar events
- Provide language translation for guests
- Provide agenda and meeting minute management
- Provide document management
- Be responsive and adaptive to browser type and screen size
- Provide the best Web Accessibility (ADA) experience as possible
- Comply with all State and Federal laws within scope

Website Purpose

- Provide information and services to the Greater Nashua Community
- Communicate, inform, and maintain

Target Audience

3 DEMOGRAPHIC ARCHETYPES

1

Community Members (Residents, employees, patients, students, etc.)

2

Guests, Visitors, Prospective

3

Businesses (Current & Prospective)

Structure & Design



Mobile & Multi-Screen Friendly

- Mobile users on Nashuanh.gov have surpassed desktop users
- Cross-browser & backward compatible (Need to support IE 11)



Sitemap

- Keep as-is
(Link color will change, see following pages)

Services

Community

Government

I Want To...

Services

Airports & Transportation

- Nashua Airport
- Nashua Transit System
- Bus Schedules

Citizen Services

- Alerts & Notifications
- Citizen Service Requests
- Road Construction & Paving
- Tax & Wastewater Self-Service
- Trash & Recycling

Public Safety

- Emergency Alerts
- Emergency Management
 - Emergency Status
 - NH Alerts
 - Get Involved
 - Nashua Local Emergency Planning Committee
 - Greater Nashua VOAD
 - Until Help Arrives
 - Community Emergency Response Team
 - Resilient Nashua Initiative
- Fire Rescue
- Police Department
- Safe Stations

Bid Opportunities

Pay Bills Online

Contact Us

Community

About Nashua

- Welcoming City Initiative
- Our Citizens & Government
- Our Neighborhoods
- Explore Nashua Parks
- History of Nashua
- Historic Landmarks
- Mayor's Help Book (PDF)

Downtown Nashua

- Main Street Overhead Banner Availability Calendar

Arts & Leisure

- Arts & Humanities
- Explore the Arts of Nashua
- Nashua Arts Commission
- Nashua International Sculpture Symposium
- Sports & Leisure

Community Events

CTV - Nashua Community Television

Community Resources

- Arlington Street Community Center
- Hunt Memorial Building
 - Availability Calendar
 - Donate
 - History
 - Office Space Lease
 - The Architect

Nashua Public Library

Senior Resources

Design

Steps

- Concept/Goals
- Wireframes
- UI/UX
- Mockups/Design
- Development
- QA & Testing
- Launch

Websites that were researched and compared with the current site:

Analysis

- Boston.gov*
- Cityofportsmouth.com*
- Portlandmaine.gov
- Bedfordnh.org
- Onslowcountync.gov
- Hamiltoncounty.in.gov
- pcgov.org
- mos.org*

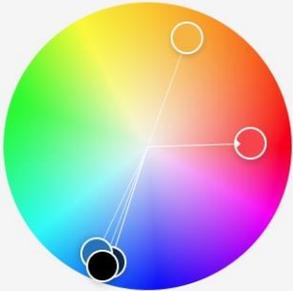
*Not on the CivicPlus platform

Color Styles

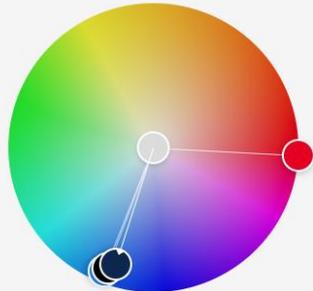


Nashua

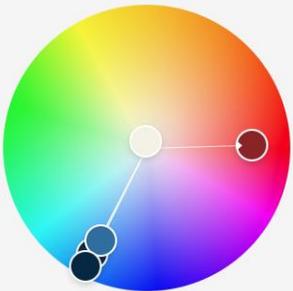
NEW HAMPSHIRE'S GATE CITY



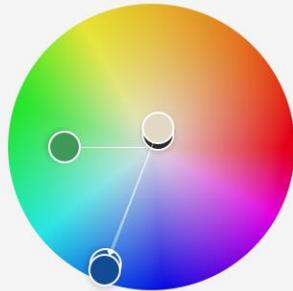
City of Boston, MA



Museum of Science



City of Portland, ME

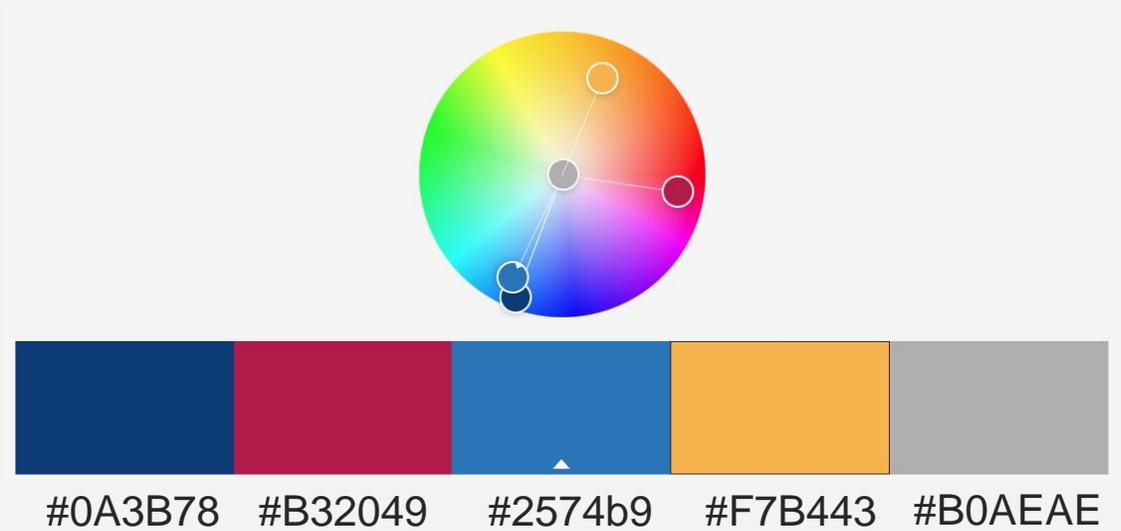


City of Nashua, NH

Suggested Style



Nashua
NEW HAMPSHIRE'S GATE CITY



Design Style

1. **H1** Roboto, Arial, sans-serif, #fff, uppercase, font-size: 65px, weight:900, line-height .8
2. **H2** Roboto, Arial, sans-serif, #2574b9, font-size: 32px, weight:900, line-height 1
3. **H3** Time, serif, #2574b9, font-size: 28px, weight:200, Italic
4. **Btn** Based on Bootstrap css, color #2574b9
5. **H4** CONTACT US – **H5** Dept Name – **H6** Email
6. **Active links:** color # C6413B

1

HOW TO GET A BIRTH CERTIFICATE

Optional subhead style (not an H-tag)

2

Born in Nashua? You can order your birth certificate online

Any birth record from the year 1935 until present (excluding the years of 1949 and 1950) are available at any city or town clerk's office in the State of New Hampshire. If you were born in 1949, 1950 or prior to 1935, you will need to obtain your birth certificate from the city or town clerk in the community where the birth occurred or from the NH Bureau of Vital Records in Concord. Copies of birth records for persons born in Nashua are available from the City Clerk at 229 Main Street. The Bureau of Vital Records in Concord is located at 9 Ratification Way.

[Nashua-Born Order Online](#) btn

CONTACT US
City Clerk's Office
[Email Clerk's Office](#)
Physical Address
229 Main Street
Nashua, NH 03060

3

If you are not sure, use the "Vital Records by State" link below and search for the State you think the birth occurred

Not Born in Nashua?

Regulations covering the retention and issuance of birth records vary from state-to-state. If you weren't born in New Hampshire and need to know whom to contact for your record, visit the National Center for Health Statistics' page on [Where to Write for Vital Records.](#) The document provides information for every state and U.S. territory.

[Search for Vital Records by State](#) btn

[New "kick-out" Section](#) [New "kick-out" Section](#) [New "kick-out" Section](#) [New "kick-out" Section](#)

Next Section [Semantic HTML landmark sections](#)

More content

Design Style

New CSS “full-width” styles

Responsive layout will adjust to fit on mobile/phone, tablet, and desktop screens.

HOW TO GET A BIRTH CERTIFICATE

Optional subhead style (not an H-tag)

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[Search for Vital Records by State](#)

CONTACT US

City Clerk's Office

Email Clerk's Office

Physical Address

229 Main Street

Nashua, NH 03060

New "kick-out" Section

New "kick-out" Section

New "kick-out" Section

New "kick-out" Section

Next Section

More content

Inner width

Full-screen width

Timing & Delivery

- Kick-off meeting
- Concepts & Wireframes
- Theme, templates, fonts, etc
- Development & Navigation
- Content & Images
- Final Approval

Scheduled Launch:

February 19, 2020

Budget

Free - Included

With current contract by CivicPlus

COMPAIRED TO:

City of Boston Web Redesign, 2016

Expected Budget: \$200,000 - \$300,000

Total: \$880,800¹

¹ Boston.com & efficientgov.com