

BUDGET REVIEW COMMITTEE

MAY 26, 2021

A meeting of the Budget Review Committee was held Wednesday, May 26, 2021, at 7:38 p.m. via teleconference.

Chairman Dowd

As Chairman of the Budget Review Committee, I find that due to the State of Emergency declared by the Governor as a result of the COVID-19 pandemic and in accordance with the Governor's Emergency Order #12 pursuant to Executive Order 2020-04, this public body is authorized to meet electronically.

Please note that there is no physical location to observe and listen contemporaneously to this meeting, which was authorized pursuant to the Governor's Emergency Order. However, in accordance with the Emergency Order, I am confirming that we are:

Providing public access to the meeting by telephone, with additional access possibilities by video or other electronic means:

To access Zoom, please refer to the agenda or the City's website for the meeting link.

To join by phone dial: 1-929-205-6099 Meeting ID: 851 5310 4060 and Passcode: 442422

The public may also view the meeting via Channel 16.

We previously gave notice to the public of the necessary information for accessing the meeting, through public postings. Instructions have also been provided on the City of Nashua's website at www.nashuanh.gov and publicly noticed at City Hall and Nashua Public Library.

If anyone has a problem accessing the meeting via phone or Channel 16, please call 603-589-3329 and they will help you connect.

In the event the public is unable to access the meeting via the methods mentioned above, the meeting will be adjourned and rescheduled. Please note that all votes that are taken during this meeting shall be done by roll call vote.

Let's start the meeting by taking a roll call attendance. When each member states their presence, please also state whether there is anyone in the room with you during this meeting, which is required under the Right-To-Know Law.

Alderman O'Brien called the roll and asked them to state the reason he or she could not attend, confirmed that they could hear the proceedings, and stated who was present with him or her.

The roll call was taken with 5 members of the Budget Review Committee present:

Alderman Richard A. Dowd, Chairman
Alderman Ernest Jette
Alderman-at-Large Lori Wilshire
Alderman-at-Large Michael B. O'Brien, Sr.
Alderman-at-Large Shoshanna Kelly

Members not in Attendance: Alderman-at-Large Ben Clemons, Vice Chair
Alderman Jan Schmidt

Also in Attendance: Kim Kleiner, Director of Administrative Services
Nick Miseirvitch, Deputy Director of IT
Pamela Andruskevich, GIS Technician II
Jeff Poehnert, Peg Program Manager

ROLL CALL

Alderman O'Brien

Alderman-at-Large Michael O'Brien is present. Alderman-at-Large Lori Wilshire?

Alderman Wilshire

I'm here.

Alderman Jette

I am here alone and I can hear the proceedings.

Alderman O'Brien

Alderman Jan Schmidt is absent. Alderman-at-Large Ben Clemons? And Chairman Alderman Dowd?

Chairman Dowd

Yes I am present in the chamber.

Alderman O'Brien

You have, at this time, 4 members in attendance. Also if I may Mr. Chairman, I don't know, if not it is repeating it for the transcriber the meeting started at 7:38.

Alderwoman Kelly

I am here, I am alone and I can hear everyone.

Alderman O'Brien

Outstanding, thank you so much. Mr. Chairman that brings us 5 members present.

Chairman Dowd

We have a quorum. Also in attendance?

Alderman O'Brien

Also in attendance is Kim Kleiner, Director of Administrative Services; Nick Miseirvitch, Deputy Director of IT; and Jeff Poehnert, PEG Program Manager; and Rick Vincent, Chief Assessor.

PUBLIC COMMENT

Chairman Dowd

Alright, thank you. The first order of business for tonight's meeting is Public Comment. Is there anyone from the public that would like to be heard? OK, name and address for the record.

Laurie Ortolano Yes, Laurie Ortolano, 41 Berkeley Street. I want to speak to the Information Technology Budget. I have some really serious concerns that we do not have a Director in IT. I feel that there are a lot of issues going on in the IT Department. I got ahold of policies and procedures in the last few weeks, I find them woefully inadequate, particularly when it comes to backups and maintenance of the system. There's not real discussion, no real schedule for redundancies and process as to how it is done. I found the procedures very superficial.

I think you should have an IT Director that is probably one of your highest paid positions in the City. You need a kick butt person in that seat. And you are having serious issues with emails that I was not aware of through Right-to-Know, I received information regarding corrupted emails that happened in February through the Assess Help Address. I know in January I sent in an Assess Help Email regarding two abatements and a Right-to-Know request is not recorded as being received in the Assess Help Account. And I don't know what that means. But I got an explanation from Legal on these corrupted emails and they said it has been a consistent problem that has gone on with Microsoft, prolonged. Well, you know what? That's unacceptable to me. And they also did not say whether those emails were recoverable. The Legal Office provided an unclear, unreasonably described an incomplete response using a lot of "ifs".

I have written back for clarity on that. I don't know how you can run a City this size, be moving all your records in Assessing into digital form and not have a Director in IT who is extraordinarily talented, because there are real issues over here. And I think that we need to have those addressed and we need to understand what is going on in our IT Department. Also, maintenance of records, deletion of emails, 33A – what happens with records when you have a lawsuit? The Police did a major investigation just over a year ago. They said to me nothing will be deleted.

Chairman Dowd

One minute remaining.

Ms. Ortolano I think you are going to find that a lot of stuff has been deleted. And I had a Right-to-Know lawsuit filed in February of 2020. We are not maintaining records the way we should and I am very concerned.

Chairman Dowd

Thank you. Is there anyone else that would like to be heard in public comment? Seeing and hearing no one, we will go on to Communications.

COMMUNICATIONS

There being no objection, Chairman Dowd suspended the rules to allow for a communication received after the agenda was prepared.

From: Susan K. Lovering, City Clerk

Re: Organization for Refugee and Immigrant Success (ORIS) Request to Waive Vendor's License Fees

MOTION BY ALDERMAN O'BRIEN TO RECOMMEND FINAL PASSAGE, BY ROLL CALL

ON THE QUESTION

Chairman Dowd

Ok the Communication was received by everyone. Anyone on the Committee have a question or concern with the waiver?

Alderman Kelly

Alderman Dowd? I'm sorry, we are having trouble hearing you. We are getting the feedback again and you sounded really fast Alderman O'Brien.

Chairman Dowd

OK the motion on the floor is we had communications from the City Clerk, Susan Lovering, regarding the letter that was sent to everyone on the waiver of fee for Organization for Refugees and Immigrant Success, ORIS, request to waive vendor's license fees. They provide food for people that need assistance in the cities in New Hampshire and they will be coming into Nashua. So it is a fee that they would like to have waived. So you have a question, Alderman Kelly?

Alderman Kelly

No, I heard you then clearly, thank you.

Chairman Dowd

Anyone else have a comment or a question? Alderman Jette?

Alderman Jette

Yeah just for clarification, what is the fee that we are waiving, what does that amount to?

Chairman Dowd

The fee is \$100.00.

Alderman Jette

OK and it's just one fee that we are waiving?

Chairman Dowd

One fee.

Alderman Jette

OK, thank you.

Chairman Dowd

Any other questions or concerns? Seeing none, would the Clerk please call the roll?

A viva voce roll call was taken which resulted as follows:

Yea: Alderman Jette, Alderman Wilshire Alderman O'Brien, Alderman Kelly, Alderman Dowd	5
Nay:	0

MOTION CARRIED

UNFINISHED BUSINESS - NoneNEW BUSINESS – RESOLUTIONS - NoneNEW BUSINESS – ORDINANCES - NoneTABLED IN COMMITTEE**R-20-016**

Endorsers: Mayor Jim Donchess
 Alderwoman Linda Harriott-Gathright
 Alderman Thomas Lopez
 Alderman-at-Large Michael B. O'Brien, Sr.

AMENDING THE PURPOSE OF A FISCAL YEAR 2020 UNLIKE ESCROW FOR THE COMMUNITY DEVELOPMENT DIVISION

(tabled at 4-20-20 mtg)

MOTION BY ALDERMAN O'BRIEN TO TAKE FROM THE TABLE R-21-142, BY ROLL CALL

A viva voce roll call was taken which resulted as follows:

Yea: Alderman Jette, Alderman Wilshire
 Alderman O'Brien, Alderwoman Kelly, Alderman Dowd 5

Nay: 0

MOTION CARRIED**R-21-142**

Endorsers: Mayor Jim Donchess
 Alderman Linda Harriott-Gathright

RELATIVE TO THE ADOPTION OF THE FISCAL YEAR 2022 PROPOSED BUDGET FOR THE CITY OF NASHUA GENERAL, ENTERPRISE, AND SPECIAL REVENUE FUNDS

- Public hearing scheduled for 6/21/2021 at 7:00 p.m. in the Nashua High School North Auditorium

DEPARTMENTAL REVIEWS OF THE PROPOSED FY21 BUDGET FOR THE CITY OF NASHUA

<u>Dept. #</u>		<u>REVENUE</u>	<u>Appropriations</u>
	<u>ADMINISTRATIVE SERVICES</u>		
122	INFORMATION TECHNOLOGY		107
120	TELECOMMUNICATIONS		101
124	CABLE TELEVISION ADVISORY BOARD (CTAB)	33 & 303	107 & 307
132	ASSESSING	32	125
134	GIS	32	129

Chairman Dowd

Alright that Motion carries and R-21-142 is back on the table. This evening we are going to be covering the following Departments: 122 – Information Technology with the Appropriations found on Page 107; Department 120 – Telecommunications with the Appropriations found on Page 101; Department 124 – Cable Television Advisory Board, CTAB, the Revenue is on Page 33 and 303 and the Appropriations are on Page 107 and 307; 303 and 307 are in the Special Revenue Fund, I believe they are the pink pages at the back of the book. And then we will also be doing Department 132 – Assessing and the Revenue is on Page 32 and the Appropriations are on Page 125. And then Department 134 – GIS, the Revenue is on Page 32 and the

Appropriations are on Page 129. We are going to try to have a separate session on total revenues, but if there are any specific questions relative to the revenues in these Departments that you see from viewing the pages I just mentioned, please bring them up. But we are going to focus on appropriations. The first Department that we will have this evening is Department 122 – Information Technology and the Appropriations are on Page 107. Is there someone here to discuss the IT Budget? Mrs. Kleiner?

Kim Kleiner, Director of Administrative Services

Good evening Chair and members of the Committee, thank you for having us back this evening to discuss the remainder of the Departments within Administrative Services. I would like to speak to one point before I turn it over to Deputy Director of IT, Nick Miseirvitch. We have some of the most talented IT staff, on staff here at the City. This past year, during COVID, has proved that over and over and over again. To be able to at the drop of a hat, move a City of this size remotely and keep this City operating without dropping a beat speaks to that very talent. There are policies and procedures within IT that are general in nature. That is for a reason. There is a security risk depending on information that you would release to the public when it comes to Information Technology. And we have seen municipalities across the country taken under cyber-attack. So I just want the Board to be aware that while I am certainly willing, I will provide the policies to any Board Member that wishes to see them, but that is why they are general in nature. They provide an overall, high level view. They do not speak to every specific maintenance or software that is used or when specific procedures may be performed and by who, for good reason. Having said that, I will pass it over to Mr. Miseirvitch.

Nick Miseirvitch, Deputy Director of IT

Thank you Director Kleiner. Nick Miseirvitch, Deputy Director of Information Technology. I am just going to jump right in to Department 122 which as Alderman Dowd mentioned Page 107. Section 51 the most obvious change is the elimination of the IT Director position. So that impacts 51100 as well as the fringe benefits 52100, 52150, and 52300. Moving down to Section 53, we requested a new line for 53412, the appointment scheduling services. This is to expand on the appointment schedule that is currently in place for motor vehicles. Other Departments have requested this service so we anticipate a cost of \$46,500.00 for the year to encompass all the departments that are interested in using the software. Since there was no other place to put it, it made sense to place it into IT's Budget and that's why that new line item is there and has been requested.

Section 54, Property Services – I am only going to touch on the items that increased by over \$5,000.00 and give you the reason why. Line 54421, Copy and Maintenance Contracts, the contracts have gone up. It is as simple as that. We had more units as well, increased cost. Same thing for line 54828, that also requests an increase and that was because additional units have been added to the lease. Overall, some of the other items have increased slightly and also some of the other items have decreased slightly. So it is a net increase of almost \$10,000.00 for this section.

Section 55 there is a net decrease of \$1,200.00. This is just to get stuff in line to more line up with actual costs. Section 61 – Supplies and Materials, we have got a decrease of Line 61615, Technology Equipment Consumables and again that's to get it more in-line with actual costs. Section 71 – Equipment, we requested an increase in 71221, Computer Equipment as well as 71228, Computer Software. We have a lot of PC's that are still getting older in age so we need to try to maintain some sort of schedule so we don't fall totally behind as we have done in the past. So we are trying to stay ahead of the curve and again with software, additional software pieces are being proposed to assist us in better maintaining the infrastructure and environment. So this section there was requested a net increase of \$37,000.00. In total, bottom line, we are actually about \$50,000.00 lower than last year's Budget.

Chairman Dowd

All set?

Mr. Miseirvitch

All set with this section, yes sir.

Chairman Dowd

OK does anyone on the Committee have questions for IT? Alderman Jette?

Alderman Jette

Just a comment. You know my interaction with IT, you know, I use the iPad that is provided to me by the City and, of course, with our remote meeting certainly they have made it possible for us to do that. I don't really understand a lot about IT but personally my interaction has been limited to having problems working with my iPad and the encounters that I have had with the staff have been very helpful and very pleasant. One fellow, I think his name is Adam has dealt with me and has done a very good job. So it's a very small insight and I'd just like to pass a good word along regarding him. I realize the Department is much, much more encompassing than my little view of it, but that was a positive one. Thank you.

Chairman Dowd

OK, questions? Alderman O'Brien.

Alderman O'Brien

Thank you. It's just a comment, Mr. Chair. Nick you did hear Alderman Dowd's and last night my complaints that my Chair, it did come back on our computer of a weak signal. So if you don't mind, can I super surround, go around the Help Desk Request and if you could take a look at that just to see if we might need an additional router as we are getting used to this facility again. Thank you.

Mr. Miseirvitch

Yes, we will certainly take a look, Alderman O'Brien.

Chairman Dowd

We both have an issue in the same spot. But I didn't have an issue when I was sitting here at the desk the night before last or last night or the night before last. Any other questions for IT? The one question and concern that I heard expressed from several City Staff is there were issues with emails; emails being delayed, emails not getting through. Has that issue come up to you before and is there anything that we are doing to address it?

Mr. Miseirvitch

We are looking, well we are actually in the middle of a migration for the email server, going from one version to another version and we are also in the process of implementing a new spam filter at the same time so that might be causing some delays. But as far as not being delivered, we would have to look into that. If someone could provide examples that would help us out quite a bit so we can zero in on the logs and try to determine what is going on.

Chairman Dowd

I know myself that I have my City emails forwarded to my personal email address and I never go into the City's email server because the messages presumably all come to me. I don't know if they collect there and start bogging the system down. But do you know if the emails get passed through, they did get action from

the pass through or are they deleted?

Mr. Miseirvitch

It depends on how your rules are set up. So I would have to look into what rules you are. If I do it from the server level than they are no longer maintained on the server, they just get forwarded. But if you created the forwarding rules on your own, there may be some stuff that is sitting on the server still. I will gladly get in touch with you and review that.

Chairman Dowd

I've also used your personnel pretty much before COVID when we would come in and talk to them about different things and I have always been happy with all of them; the service that we get from the IT Department. I think it may have been resolved because I haven't really had an issue in the past year. I think when I went in before, they may have done where they get knocked off, but we can double check it to make sure that they are not being stored. OK so I think we are all set with Department 122. The next Department is telecommunications, the appropriations are on Page 101. Who is presenting?

Mr. Miseirvitch

I am again, Chairman.

Chairman Dowd

OK.

Mr. Miseirvitch

Nick Miseirvitch, Deputy Director of Information Technology. The only change for Account 120 is a reduction of \$10,000.00 on line 55109 – Telephone Voice. And this is to get the budget more in-line with actual costs. We have seen that the costs have been stabilized so we are able to take some money back into the General Fund.

Chairman Dowd

Alright, are there any questions about Telecommunications from any of the members of the Committee? Seeing and hearing no one, the next is Department 124, Cable Television Advisory Board, CTAB. Revenues are on Page 33 and 303 and the Appropriations are on Page 107 and 307. The Revenue on 303 and the Appropriations on 307 are the Special Revenue Account for CTAB. Who is presenting for CTAB.

Director Kleiner

Good Evening Chair, Kim Kleiner, Director of Administrative Services, and of course, Mr. Poehnert is here and he will weigh in if needed. So the Revenue on Page 33, the Cable TV Franchise Fees. As you know, the City has an existing franchise agreement with Comcast Communications. That is expiring next year and we are in the process of renewal. So a Sub-Committee of CTAB has been set up by the Mayor. You will find a survey on the City Web Site that is collecting information and we are going through our ascertainment process. So with the franchise fees, the City collects 4% of the fee and 1.3% goes to the PEG Access Channel; 2.7% goes to the General Fund. The money that goes to the PEG Access Channel through CTAB is used for our public television and that is the budget that you will find on Page 307.

Chairman Dowd

It doesn't look like it has changed very much from the previous year.

Director Kleiner

No it hasn't sir. So you will see a slight increase in salaries, these are Unaffiliated Staff, that's the annual increase. You will also see an increase to the Other Contracted Services, Account 55699. That is a normal increase that each year to Community Media Services Group which runs the studio on Riverside and then some small increases in Other Contracted Services like janitorial, server maintenance and that's pretty much it for the Budget.

Chairman Dowd

So it said the Appropriations are on 107 but 107 is IT. So is that the wrong place or is just 307?

Director Kleiner

Yes sir, I believe it is only 307.

Chairman Dowd

That's good because I couldn't find it. I did find 307 though. Does anyone have any questions relative to the CTAB Budget? Anyone? No. Just one question I have. They must've had a real hard year with all the Zoom meetings and other meetings that they have had to do remotely. I know that they have done a phenomenal job with our meetings. One thing I won't miss at some point in the near future is Zoom Meetings, although you get to stay home but connectivity sometimes can be an issue. Any other questions for CTAB. No? Alright, next is Assessing, Department 132, Revenue is on Page 32 and the Appropriations are on Page 125.

Director Kleiner

So Good Evening Chair, we apologize, our Chief Assessor Rick Benson was planning to here. Unfortunately the thunder storm didn't cooperate and he has lost power. So I will go through it, if there's any information that you request, we can gather it for the Committee if I can't answer your questions. So the Revenue on Page 32 is actually budgeted Revenue that was more in-line when Assessing was open to the public and there were photocopies and things requested; printed property record cards copies, property record files. As you know, the kiosk is open and residents can come in by appointment. So we are hoping to see that line pick up this year but the reason it is so small is because we were remote for most of Fiscal '21.

We moved to the Budget on Page 125, you will see an increase in wages. Part of that is the Chief Assessor and the rest of it is normal annual increases, most of the staff is UAW.

Chairman Dowd

Right and the benefits just follow along with the prescribed percentages.

Director Kleiner

Correct. Yes. So we have reduced our consulting services. Line 53142, some of that is because we now have a very qualified Chief Assessor. We did keep some to allow for him to hire other appraisers as he sees fit due to workload. So that's the 25 that is remaining. We reduced the Staffing Services, 53452. We had \$20,000.00 for Fiscal '21 because we were short some staff. The staff is now at full staff, there are no open positions. We did keep the \$10,000.00 should we require additional help throughout the year. There is a very small limited change in increase in 55421, Employee Training. That is due to the new staff that I just spoke of. They will need to go through the State Training given at the DRA.

We also have a small decrease in 61630 that is due to some of the subscriptions that we deemed that were unnecessary. And really that is the major changes. I know there have been some questions recently that were raised on the overlay account and we just wanted to let the Committee know that amount remaining at the end of April was \$6.1 million dollars. We do watch this; this is not a budgeted item in the budget, as you all know. It is something that is generated when we set the tax rate, based upon the exposure that the City sees due to abatements. I am happy to answer any questions.

Chairman Dowd

Are there any questions for Assessing from any members of the Budget Committee? Alderman Jette?

Alderman Jette

Thank you, Mr. Chairman. So Ms. Kleiner, I know this is about the budget and this is really not a budgetary item, but where do we stand with the reassessing project? I know that with COVID we stopped trying to go into people's homes, have we given up on that or are we going to revisit that? And where do we stand on the whole process.

Director Kleiner

Excellent question. Actually Vision is due to come to our Board of Assessor meeting, the beginning meeting in June to speak more to this. But we will be sending out letters to residents requesting that they schedule an appointment with us for interior inspections. So Vision staff will be going out and completing interior inspections; we cannot require it. We strongly suggest it especially if a resident feels their value or their assessment is incorrect and those letters will go out early June / mid-June.

Alderman Jette

May I follow up?

Chairman Dowd

Follow up, Alderman Jette?

Alderman Jette

Where does the whole thing stand? When will people be notified of what their new values will be?

Director Kleiner

We have some time. That is going to be not until the summer of 2022. They are completing Ward 9, the exterior now so we will be done with the City and exterior inspections. They will have time to go back and meet with residents and do those interior inspections. Then they will begin analyzing sales and they will perform that work on the model up through the spring of 2022, determine assessments which would be more towards summer of 2022. Then August we will have the re-evaluation hearings where we invite residents in to talk to Vision about their assessments with final values sometime in September.

Alderman Jette

OK, thank you.

Chairman Dowd

All set? Anyone else have a question for Assessing? Just a couple questions; 1) Postage and Delivery during 2021 you've got \$9,592.00 in budget you had \$3,500.00 which you've budgeted for 2022. Can you just address why that's so high?

Director Kleiner

Excellent question, Alderman Dowd. That will be re-classed. That is postage that is due to the revaluation and will be expended towards the bond. Thank you.

Chairman Dowd

Good to know. I tend to pick up on those little things when we spend a lot of money and then try to budget a lot less. Let's see, the other question I have is when there is an abatement that is approved, the monies for that come out of the overlay account?

Director Kleiner

That is correct.

Chairman Dowd

Not out of the General Revenue.

Director Kleiner

Correct. The principal and the interest come out of the overlay account.

Chairman Dowd

The other general question I have, which I have been talking to Mr. Griffin about and you may need your crystal ball on your desk. With all of the construction and development going on in Nashua, I won't ask for an exact number because I know you don't have it. But do we have a feeling that our tax revenues are going to increase in '22 because of all the new taxable properties?

Director Kleiner

Actually that's an excellent question. So what we have been looking at is the reduction in assessments due to abatements. And then the increase in assessed value due to growth. So the City has been very fortunate to be able to offset any reductions in assessments due to abatements especially after the last revaluation with growth throughout the City. We saw a little bit of growth just on the tax bills that were issued for the first half, in May. We expect, working with the Planning Department, talking with Community Development and looking to see what is in their pipeline, were able to determine what we will generally see for pick on our MS1 this fall. You have a certain delay because you have projects that are going through the Planning & Zoning Board but don't actually have shovel in the ground. They may have permits pulled but they don't have any actual work. So you generally see some lapse between them going through that process and actually being able to pick up any value on the assessing side. But they do have a substantial number of projects in the pipeline.

Chairman Dowd

The Planning Board has had to go to two meetings a month and their schedules are loaded and I know we have been trying to fit things in for the School Project which is tough. And yes, there are not a lot shovels in

the ground yet, but I would expect a lot of these will shovels in the ground in '22, some of them may even be completed in '22.

But once they have shovels in the ground there's some tax revenue that starts coming into the City; it is progressive as they make their development grow. But it would be an interesting projection to see where we are at because they have just had an enormous amount of projects.

Director Kleiner

And, of course, we are only looking at that work that is completed as of April for Assessing purposes.

Chairman Dowd

Any other questions for Assessing? Alderman Jette?

Alderman Jette

So your question has generated a question in my mind. So you know a lot more about this stuff than I do. But I thought that as the, when you talk about new projects and the value of a new store or a new factory or new housing development, that increases the tax base. But I thought that didn't necessarily generate more income. I thought that we determine what our Budget is and then we, based upon that Budget, you know, that determines how much money we have to raise and that's kind of divvied up among all of the property owners. So if a new housing development comes in and further down West Hollis Street from where I live, so now you've got a new development with increased values. Theoretically as that gets divvied up, my share of the tax burden goes down.

The amount of money that we have got to spend is not, I mean we first determine the Budget and then we divvy that up, you know, according to the values, the assessed values of all the properties. That determines what the tax rate is and how much tax money we collect. So as new projects come in and they generate more value, theoretically the rest of us, our burden goes down a little bit. Is my understanding

Chairman Dowd

Yes.

Director Kleiner

Correct.

Chairman Dowd

The general taxpayer is concerned about, OK how much am I being taxed on my property. So, yes, we determine what we need to spend in the Budget. But if the taxable properties value increase across the City, when we set the tax rate, the tax rate will be lower just like if we had a whole bunch of businesses go away, we go in the other direction now. I do know that there's some concern, Ms. Kleiner can address if she wants to, but there's some concern about commercial property value going down. But our increases pretty are being seen are residential. So at some point the residential values of all those new properties, given a certain expenditure rate would lower the tax rate. I don't know if John Griffin wants to chime in on that as well.

Director Kleiner

So Alderman Jette said it completely. So your tax base talks about how it is proportioned out the budget that you set, sets the amount that you need to bring in. The same when you have a revaluation right? You are changing how it is divvied up but you are not increasing the amount of taxes that are raised. It does change the tax rate normally and it may adjust how much my property is assessed and your property is assessed, so

I may pay more or less and you may pay more or less. So there was some discussion at the Board of Assessor's Meeting last quarter with Vision about commercial properties. And it is something we are watching certainly, we have seen a number of commercial abatements.

We are also watching the residential properties and I am sure if you look at our sales tool or the sales in the papers, they are selling a lot higher than they are assessed at. So we are watching both; we will know more once Vision starts their analysis of sales for next spring.

Chairman Dowd

Thank you. Any other questions for Assessing? Seeing and hearing none, we will move on to Department 134 – GIS. The revenue is on Page 32 and the Appropriations are on Page 129. Who is here for this?

Director Kleiner

Chairman Dowd, we wanted to let the Committee know a little about GIS and how GIS is being run so there's a GIS staff member that you see budgeted in this Department, Ms. Andruskevich who is with us tonight. There's also a GIS Staff member that is located at DPW and we work very closely with Mr. Miseirvitch in IT. There's also a GIS Committee which consists of many Directors throughout the City. The IT staff, Assessing and we determine by that Committee the projects and how GIS needs to move forward for a more collaborative across the City. So this budget is only a piece of the overall work that is being done on GIS. With that, I'll turn it over to Ms. Andruskevich.

Pamela Andruskevich, GIS Technician II

Good Evening, can you all hear me?

Chairman Dowd

Yes.

Ms. Andruskevich

Great, thank you for having me. My name is Pam Andruskevich and I am with the GIS Department here in the City. Our Department is very small as Kim mentioned and I am probably going to reiterate some of the things that she just talked about. I am a full time employee and I am currently the only employee in the GIS Department. But you are looking at our Budget Narrative and you see on the organizational chart you will see what Kim was mentioning. The box containing GIS Steering Committee and this Committee is comprised of Directors and Department Heads and key staff from most of our Departments; Department of Public Works, Assessing, Community Development, Economic Development, Fire Department, Police Department, Emergency Response and the School Department as well.

This Committee meets quarterly and discussed individual Department needs and goals as they relate to GIS. The Steering Committee guides the overall direction and administration of the GIS Department both for the short-term and for the long-term. While I am the only employee to actually be in the GIS Department, I am very happy to say, as Kim mentioned, that we do have some very skilled GIS employees in the City. We have a very skilled GIS member in Community Development as well as the GIS Specialist at DPW. And very importantly we rely heavily on our City IT Department for creating and installing and maintaining our data bases and servers as well for technical advice and support.

So this group that I just talked about came together as the core GIS Unit during COVID. I just wanted to mention that we worked with the EOC and other agencies to create maps and applications as one of our many public resources during that period. And the information that was important early on was what was open, what was closed and what was impacted by COVID. As a unit, we map everything from municipal services, medical facilities, childcare, public transportation, food pantries, just to name a few. And this group also prepared applications to allow businesses to post their status and to track volunteer hours which would

allow us to submit for State and Federal reimbursement dollars.

One of my most important tasks is to continuously update and edit the data layers which are used for the City's many maps and applications. This is really essential to ensure that the integrity of the data we provide is good. And we not only provide data to the public but we also create maps and develop data and applications as requested throughout the City. Through the direction of the GIS Steering Committee, we are currently looking to provide educational opportunities for City Staff to become more familiar with the GIS resources that we currently have available; where to find them, how to use them to their full potential. We also want to begin to discuss ways that GIS Technology can help with everyday workloads within each Department, and again, provide educational opportunities for staff to do that.

So with that little short summary, we can take a look at the budget for GIS and it really hasn't changed much from last year. Salaries and wages and fringe benefits are based on contract and benefit increases. So if we look at line 53142, Consulting Services, you will see that we did not expend money from our consulting line during the last Fiscal Year. We had escrowed funds from last year for contracts that we had with two consultants. One was for application development and the other was for upgrades to our software and our GIS servers. Both of these projects were a bit slowed down by COVID. We have paid \$18,563.00 to date and have \$20,002.00 encumbered by open PO's with \$11,435.00 remaining. So the \$48,000.00 that was budgeted in the line item will be returned to the General Fund.

The Aerial Imagery Services Line is for the new aerial flight and images that the City has done every 2 years and I think every Department in the City will tell you how valuable these images are and how much they are used. Line 54407, Software Maintenance, this is our Software Maintenance Line and this is primarily for the GIS Software and our Enterprise License. This includes all of our desktop licenses as well as our GIS on-line which is where we publish data for both internal and external applications. As part of the consulting contract that I mentioned previously, we just added a new internal portal which we are configuring as a location where we can organize and publish data and where City Staff from all the Departments can find, download and use data as well as create and publish data for their work.

Line 55 – Training, you will that this line is less than it had been in previous years and that is due largely to COVID. The fact that conferences and classes were either cancelled or they were held virtually at no cost or minimal cost. Our supply line remains the same, our equipment dropped by half – furniture and fixtures – and that is because there's really nothing that we anticipated needing in the coming Fiscal Year. So with that, that completes the budget differences from last year. If you have any questions, I'll be happy to try to answer them.

Chairman Dowd

Questions or concerns with GIS? Alderman Jette.

Alderman Jette

Thank you, Mr. Chairman. So don't laugh at me when I ask this question. I've used your services, the GIS services quite extensively and recently I was able to use the aerial feature to measure out and locate a parking spot for a handicap parking spot on Water Street. But the other night, Director Cummings was trying to show us something and he couldn't get his GIS to work. So he said, oh that's no problem and he went to Google and was able to access a Google aerial view to show us and it looked the same, it looked pretty accurate. So when I say, don't laugh at me for this question, but do we have to take our own photos or hire someone to take our own photos, can't we piggyback on something like Google?

Ms. Andruskevich

Well first of all I will apologize for GIS being down that night, we were having an issue with our server and he could have tried for an hour and wouldn't have got it to connect; we had to do some repair. But as far as the

comparison of Google Maps and photos to the GIS photos, the custom flights that we have, for one Google photos are only done on a periodic schedule. I'm not sure what the most recent date of them is, but we are on a schedule of every two years, so particularly with the development that is going in Nashua continuously, we have new aerial coverage every two years. And the resolution and quality of those is actually much better than the Google Maps.

The additional feature of pictometry photos is that we get the obliques, so that you can basically pick an address and zoom in and look at all four sides of any particular structure which the Fire Department finds particularly useful because they can see the entrances and exits, they can map things on there. There really are a lot of features in pictometry that are maybe not readily apparent to the user and that's one of the things with educational discussions that we are having is just to spend some time with City Staff and I'd love to spend some time with the Aldermen as well; if you would like one on one or in session just to show you some of the features that it does have beyond just looking at the photos themselves.

Alderman Jette

OK thank you very much; forgive for my question.

Ms. Andruskevich

Oh no, not at all, it was a good question.

Chairman Dowd

Yes, Nick, did you want to add something?

Mr. Miseirvitch

Yes, I believe too and Pam correct me if I am wrong, that we also get contour information.

Ms. Andruskevich

The contour information comes from the (inaudible) flight which we are doing every 5 years; we hadn't been but that's the plan from the GIS discussions. So we can interplay contours from those, it would be an added cost beyond what is in the contract that we have with them. We have done that in the past.

Chairman Dowd

Alderman O'Brien did you have a question?

Alderman O'Brien

Just basically a testimony, coming from the Fire Department I have worked a lot with Pam and everything with her Division and it has worked out. And as we sit here now in the Chamber as with the previous meeting, I may be calling you again once we get to learn the new system, because in Infrastructure we do bring up some of the things. So I thank you for that offer.

Ms. Andruskevich

Oh you're welcome and I am sure we can develop something that will be helpful to you.

Chairman Dowd

Yeah I was going to suggest to President Wilshire that at some point when we get a little, I hate to use the word "normal" and we have the Chamber opened up more, that we have a training session for all the

Aldermen because I think there are a lot of things you can do with GIS that are helpful to all the different Committees.

Alderman Wilshire

I was going to suggest that Alderman Dowd, you stole my thunder.

Chairman Dowd

That's what I do.

Alderman Wilshire

That's what you do. I think that would be really fantastic, one evening when we don't have a meeting we could have a training session. That would be great.

Chairman Dowd

Right, especially with a new Chamber. At the moment we don't know how to bring up GIS on this system. One other thing is, I had a meeting with two Division Directors around noon time. They both tried to pull up GIS and neither one was successful. So I am not sure who the question would be for but is this thing running on a computer that can keep up with the demand or do we need a better computer? Nick?

Mr. Miseirvitch

Yes today's incident was due to our consultant trying to stage a new site, a new application and when he attempted to that it actually changed the bindings on the server so it was not pulling up our SSL Certificate which that's why no one could get in at noontime. And as far as the server resources, our server have plenty of resources to run this application.

Chairman Dowd

OK sounds good. Alright, all my questions are answered, does anybody else have any GIS questions? I think the training, probably two-fold, 1) if you could meet with Donna and/or the CTAB guys and figure out how we can bring up GIS in the short-term and then training session later for the Aldermen because I mean I use it a lot because of the building projects I am involved in. But I know there are other things you can do with it, that I haven't quite figured out on my own yet. And when I try to look up addresses sometimes it just doesn't work at all, so it's got to be a trick there. I think the training would be great.

Ms. Andruskevich

Happy to. Thank you.

Chairman Dowd

OK so we have gone through the Departments that we were going to cover this evening. So I need another motion from Alderman O'Brien.

MOTION BY ALDERMAN O'BRIEN TO TABLE R-21-142, BY ROLL CALL

A viva voce roll call was taken which resulted as follows:

Yea: Alderman Jette, Alderman Wilshire
Alderman O'Brien, Alderwoman Kelly, Alderman Dowd

Nay: 0

MOTION CARRIED

R-21-145

Endorsers: Mayor Jim Donchess
 Alderman Richard A. Dowd
 Alderman-at-Large Michael B. O'Brien, Sr.
 Alderman Thomas Lopez
 Alderman-at-Large Lori Wilshire

AUTHORIZING THE INTERFUND TRANSFER OF \$325,000 FROM THE BROAD STREET PARKWAY CAPITAL PROJECT ACTIVITY TO THE NASHUA MILLYARD DOG PARK CAPITAL PROJECT ACTIVITY FOR THE PURCHASE OF PROPERTY LOCATED AT "L" PINE STREET (MAP 77, LOT 5)

- Requires a Public Hearing scheduled for Tuesday, June 1, 2021, at 7:00 p.m.

ON THE QUESTION

Chairman Dowd

I'll take a motion to table R-21-145 until after the Public Hearing on June 1, 2021.

MOTION BY ALDERMAN O'BRIEN TO TABLE R-21-145 PENDING THE PUBLIC HEARING ON JUNE 1, 2021 AT 7:00 P.M. BY ROLL CALL

A viva voce roll call was taken which resulted as follows:

Yea: Alderman Jette, Alderman Wilshire
 Alderman O'Brien, Alderwoman Kelly, Alderman Dowd 5

Nay: 0

MOTION CARRIED

GENERAL DISCUSSION - None

PUBLIC COMMENT

Laurie Ortolano - Sure, then I think Laura wants to be heard. Laurie Ortolano, 41 Berkeley Street. Just to let you know the Agenda that the public has access to does not list Public Comment. It didn't last week and it confused me and it is not on there now and that's why I think Ms. Colquhoun is a little bit confused. She was trying to figure out if we had one.

A couple quick things, I do think the email issue and the IT is real and I've heard it from other Aldermen and I'd like to say that I have written in to the administration regarding an email I sent on January 17th with two abatement applications that simply never showed up. And I haven't been able to get the City to acknowledge what happened to that email and I would like to send it in to have Nick try to figure out where did it go? Also the Legal Office sent an email to myself and my Attorney Lehman on March 17th of 2020 that we never received; neither one of us had it. And last Friday on May 21st I received an email, I wrote to the City to let them that they hadn't responded to a request that I was supposed to receive information on May 14th. I received an email from the City on the 21st and it was backdated to May 14th. I don't know if that's because they think they sent it, but once again I did not receive that email. And that is a big issue to me and I have a list of other citizens who have said that their emails were not responded to when it came to applications.

I would like to understand what is going on there because it's, you know, ultimately it gave me a problem that

ended with me getting arrested because I was trying to get those abatement applications stamped. The exposure report I have some concerns about. I have been getting copies of the exposure report, but it doesn't actually show the true exposure and I am wondering if the City does create a copy that shows the true exposure. It is a report that is showing the 2020 values but I have an abatement listed on there and it shows a value for a single year, but if it were to be awarded it would be paid out for '18, '19 and '20 and that exposure is not in the table and I'd like to find out where that is.

The overlay account, my understanding is the General Revenue is paying for these abatements based on the checks we are getting. When it comes to Assessing, I want to put a bug in your ear that I think this Budget Committee should consider outsourcing commercial properties...

Chairman Dowd

30 seconds.

Ms. Ortolano Yeah ... and get rid of the two commercial assessors we have. One of them is close to retiring, I think the other one is grossly unqualified and should have never been promoted to a supervisor level and get that as an outsourced function and I think you would save some money in this Budget and you would have a much better result with commercial properties. Thank you.

Chairman Dowd

OK. Ms. Colquhoun did you wish to provide public comment?

Laura Colquhoun- Laura Colquhoun, 30 Greenwood Drive. I am a little confused because Ms. Kleiner is saying this money is coming out of an overlay abatement and it is really funny because the last time you see that on any of the City's schedules is 2011. And I accidentally found that the City is paying out of the General Fund monies for abatements and I am up to \$3 million dollars. I have a very big concern about this overlay account because it is going through our General Fund and not going through any other accounts so I would like somebody to question that if they can. Thank you.

Chairman Dowd

Thank you, any other public comment? Seeing and hearing none, Remarks by Aldermen?

REMARKS BY THE ALDERMEN - None

POSSIBLE NON-PUBLIC SESSION – None

ADJOURNMENT

MOTION BY ALDERMAN O'BRIEN TO ADJOURN BY ROLL CALL

A viva voce roll call was taken which resulted as follows:

Yea: Alderman Jette, Alderman Wilshire
Alderman O'Brien, Alderwoman Kelly, Alderman Dowd 5

Nay: 0

MOTION CARRIED

The meeting was declared closed at 8:51 p.m.

Michael B. O'Brien, Sr.

Committee Clerk

Office of the City Clerk



City of Nashua
229 Main Street
Nashua, NH 03061-2019
(603) 589-3010, Option #5
CityClerkDept@NashuaNH.Gov

Susan Lovering
City Clerk

Memorandum

To: Board of Aldermen
From: Susan K. Lovering, City Clerk 
Date: May 5, 2021
Re: Organization for Refugee and Immigrant Success (ORIS)
Request to Waive Vendor's License Fees

Attached please find a request to waive the vendor's license fees in the amount of \$100.00, as prescribed by NRO 231-11,G.

As indicated in Ms. Witri's letter, the Organization for Refugee and Immigrant Success, (ORIS), is working with Grow Nashua and other organizations to identify gaps in fresh food access for Nashua residents. They recently partnered with the Amherst Park Apartments located at 525 Amherst Street and are currently in the process of identifying other locations within the city for their mobile market to visit throughout the summer season.

Although additional paperwork and details are needed prior to this office issuing a license, I am forwarding the request for the Board's review and consideration. Thank you.



**Organization for Refugee
and Immigrant Success**

434 Lake Ave, 2nd Floor
Manchester, NH 03103

www.refugeesuccess.org

www.freshstartfarmsnh.com

May 5th, 2021

Dear Susan,

My name is Laurel Witri, and I am the Food Access Specialist at the Organization for Refugee and Immigrant Success, an ethnic-community based nonprofit organization in Manchester, NH. We run several programs that serve the new American communities in our state, including a farmer training program, healthy families program, employment services, a youth program, and our mobile market program. I manage the mobile market program, which is essentially a farmer's market on wheels, which was launched in summer 2019. We started with 3 limited-income housing sites in Manchester, and have expanded to 19 "community food access" sites in Manchester and Concord last year.

This year, we are expanding into Nashua, and have been working with our colleagues at Grow Nashua and other organizations to identify gaps in the fresh food access for Nashua residents. We are targeting northwest Nashua, an area that is more sprawling and has less focused food access work happening currently. The Amherst Park Apartments building is our first partner to sign on, which houses seniors and families. We are in conversation with several other potential partners as well, and expect to visit Nashua once a week throughout the summer season.

Our market offers fresh, local, fruits and vegetables, meats, eggs, and dairy at a negligible markup, and residents with SNAP/EBT receive 50% off produce through the Granite State Market Match program. We do not cover the cost of operations by sales, and this is a grant-funded program. We barely break even on procurement alone, and we see what we do as a service rather than a business enterprise, however we are always working towards building sustainability with partnerships and sponsorships. The city of Manchester waives our vendor fee, and the city of Concord considers our site visits "charitable events" instead of, say, "food truck" stops.

We would appreciate it if the city of Nashua also waived our fee for our vendor license, however we would be happy to pay it if necessary and are ready to do so upon request.

I can be reached at lwitri@refugeesuccess.org with any questions.

Kindly,

Laurel Witri, Food Access Specialist, ORIS