

## **PUBLIC HEARING**

A Public Hearing was conducted by the Planning & Economic Development Committee on Tuesday, April 16, 2019, at 7:03 p.m. in the Aldermanic Chamber.

Alderwoman Mary Ann Melizzi-Golja, Chair, presided.

Members of Committee present: Alderman Ernest A. Jette, Vice Chair  
Alderman-at-Large David C. Tencza  
Alderman-at-Large Brandon Michael Laws  
Alderman Jan Schmidt

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### **O-19-038, Amended**

#### **AMENDING THE SIGN ORDINANCES RELATIVE TO ADDRESS NUMBERS OF GROUND SIGNS**

As provided for in NRO 5-28, Chairwoman Melizzi-Golja gave a brief explanation on amended Ordinance O-19-038.

#### Chairwoman Melizzi-Golja

The Public Hearing tonight is related to Ordinance 19-038 as amended. If you remember, we amended it regarding the height of the letters on signs; "a minimum of 4 inches to a maximum of 8 inches in height for a total square footage not to exceed 10 square feet". And the address identifier is not considered as part of the total allowable sign area. This went to the Planning and Alderman Tencza if you'd just like to report back from that meeting.

#### Alderman Tencza

Sure, Planning Board, this was the second time it was in front of the Planning Board. Director Marchant had presented the first iteration of the Ordinance. They were happy with the amendment and approved it and thought it was good to go forward.

#### Chairwoman Melizzi-Golja

Ok, thank you, so I am taking testimony in favor.

TESTIMONY IN FAVOR - None

TESTIMONY IN OPPOSITION - None

TESTIMONY IN FAVOR - None

TESTIMONY IN OPPOSITION - None

The Public Hearing was declared closed at 7:05 p.m.

Alderman Jan Schmidt  
Committee Clerk

## PLANNING & ECONOMIC DEVELOPMENT COMMITTEE

APRIL 16, 2019

A meeting of the Planning and Economic Development Committee was held on Tuesday, April 16, 2019 at 7:06 p.m. in the Aldermanic Chamber.

Aldерwoman Mary Ann Melizzi-Golja, Chair, presided.

Members of Committee present:     Alderman Ernest A. Jette, Vice Chair  
  Alderman-at-Large David C. Tencza  
  Alderman-at-Large Brandon Michael Laws  
  Alderman Jan Schmidt

Also in Attendance:                     Tim Cummings, Economic Development Director  
  Bruce Codagnone, IT Director

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PUBLIC COMMENT - None

### COMMUNICATIONS

From: Tim Cummings, Director, Economic Development  
Re:    Court Street Programming Update

**There being no objections, Chairwoman Melizzi-Golja accepted the communication and placed it on file.**

### PRESENTATIONS

#### **Court Street Programming Update**

Chairwoman Melizzi-Golja

This evening, we have Director Cummings with us to give us an update on the programming at Court Street. So Director Cummings, if you would like to join us. He has a presentation for us, Director Cummings, before I forget, if you would make sure it gets e-mailed to Ms. Lovering so it can be attached to the minutes for this meeting. I requested that Director Cummings come and just give us an update regarding what is going in the building, businesses that are there, any further plans. We know that there has been work on the artist studios; to give us an update on that and anything else related to that general area around the library and Court Street. So Director Cummings, the floor is yours.

Tim Cummings, Economic Development Director

Yes thank you. So again for the record Tim Cummings Director of Economic Development. I am just going to, if it allows me to the agenda center so I can pull up the Memo which you should have. Bear with me for one second. I am pulling this up because there are some visual aids that may be helpful in the conversation we are about to have. Again, I am here to speak to you this evening about 14 Court Street. I provided this Memo to you in advance, so I will keep my comments brief and hopefully we can then open it up to a more Q&A and a dialogue.

With that being said, 14 Court Street is approximately a 30,000 square feet structure on just over half an acre of land that sits across the street from 30 Temple. Over the years it has had many different types of uses; we know it as originally as the Central Fire House and there was an expansion addition to that structure in the 60's, 70's time frame which now houses the Community Theatre known as the Janet Streeter Theater. 250ish seats and there are ancillary office suites and multi-purpose type rooms in that venue. So the current use which I wanted to talk to you a little bit about is the Streeter Theater is still being used as is, as originally conceived. It is predominantly community theater used in a way to support local cultural stakeholders,

organizations here in the City or regionally; community and art/theater type groups. Most folks know it through either the Actors Singers Guild or Peacock Players. It is used regularly, actually. I spoke to our Risk Department earlier in the month, last week and they said 6 to 8 weeks in a year on average when it is not used. So it is used relatively regularly and then in addition to that there is some office space that's in the building again to support artist cultural type uses.

The Fire House which I think is something I am going to focus more on this evening has just recently been activated. The fire apparatus bay area was an area that could not be used, it did not have an occupancy permit, it was pretty much moth-balled as storage type space. Up until recently that was how it was used and then through a creative public/private partnership, Liquid Therapy, a brand new brewery in town opened up in that place taking on a yeomen's amount of work to actually get the build out done, something in excess of \$150,000.00. We, the City, through the City's Revolving Loan Program, a grant program issues to us from the Economic Development Administration loaned them approximately \$125,000.00 and we set up the program in a way where – they being Liquid Therapy – would pay us the loan, give us loan payments back to repay the loan over 5 years. And we would not charge them rent until after that loan was paid off. But once the loan was paid off, it would go up to a market rate type of rent, something around \$30,000.00 a year.

It was a great way to activate the space that was otherwise not usable and the City did not have to put out that capital expenditure. So Liquid Therapy is doing well and I think it has helped bring a breath of life into that structure. Then subgrade, in the if you will the basement level, we have what was again non-occupied space that did not have an occupancy and it really was left over space that was mothballed and use predominately for storage. And Alderman Ken Gidge approached the Administration and talked about doing something that was very similar, done something in a way that was very similar to what was done in Lowell in Mill #5 which was creating these micro-artist studio type spaces. So I was before you, not necessarily this body but the Board of Aldermen and the Finance Committee last fall, mid-summer to last fall where we appropriated money to do the build-out that would allow for 9 artist studios to be constructed; which just came to completion just after the first of the year. Through public/private partnership with Nashua Area Artist's Association, we are looking to help market and attract artists to that space. We are still developing the programming and some of the operational policies; but we are looking to charge a rent of around \$125.00 a month which is market rate type rent, a little less than what they are getting in Lowell but our space is a little bit less than what the Lowell artist space offers.

So nine studios are currently available; we have interest from 3 folks already which I think is pretty good. My goal is to see this filled up within the next year. If we could get something by next winter as being completely full, I think that would be success. And if that turns out to be the case I think for future use of 14 Court Street, I think we could have a conversation about possibly expanding this type of use into other floors in the building which are not used as heavily; those multi-purpose type rooms that I referenced when I first started speaking a few moments ago.

Some general improvements that have been made or are currently underway depending on where we are in the process; a big issue and it limits the ability that we will be able to use the building as of right now is we have some public safety code related issues that we need to work through. We are working through those issues; so sprinklers, fire suppression system needs to be upgraded or updated or just put in place in certain areas of the building. We are currently in an RFP type process with that. Once that is completed, that would allow us more functionality to the building.

We repaved the walking paths and the landscaping in the rear of the courtyard which will help with ADA and accessibility issues. Another thing that we did, as I mentioned, was the basement improvements, the firehouse improvements. In both of those places we actually did a glazing project and we replaced the windows in both the basement and at the fire apparatus street grade level. I'm just going to pull up an image of the building in case folks want to ask me about a certain area of the building.

We also want to point out to you that there are some other projects that need to occur in the building. We have gutter replacement, brick reappointing and then just general, cosmetic type upgrades that are necessary. I have some attachments which should be in your packet but basically outlines, they were printed in black and white interesting. So here's the studio space I was referencing, just to back this out a little bit so

you can kind of see it. So this would be the street here and I'm sorry, let me re-orient this. So this would be, let me rephrase that, this is the courtyard right here. That's probably the better way to describe it; the back of 14 Court Street. So this is the Artist Studio Space, so again this is the back courtyard area here so this is the common space here, the studios of just a little less than 100 square feet. This would be the common area lobby area if you will to the central building. So if you are familiar with the building, this was just old basement, unimproved space. Here are the windows and glazing that occurred right here. So again, just wanted to give you an orientation as to what we were talking about.

So we already have someone for this unit here, I believe someone is interested in this unit and someone is interested in this unit. So it's good progress because it's only been, really if you will, available for the last couple of weeks. We are looking to put a little sign out that kind of talks about where this artist work studio space is in the building to again just help give a little identity. This is the back of 14 Court Street and this is the back area here. So again, this is just an image of what it looks like, it is pretty raw space, we just put up drywall, we kept the floors, we kept the ceilings and it is was pretty much just building it out.

Here is a floor plan of Liquid Therapy, so again this would be the street right here, this is the fire apparatus base or the glazing project that we took on; seating right in through here. This back area would go into that central lobby common area on the street level; that street-grade level, back in through here would be where, actually it would be back in over here is where the theater is. Again so seating area right here, this where the bar is, if you will, where the taps are on so you can try; here's where they make the beer and brew their beer and some ancillary support and storage. The bathrooms are in the rear. Again, previous to all of this, this was just empty space, a little less than 3,000 square feet of just space that was otherwise not really being used and it was a good win/win type of scenario.

So I can pull up if you have any specific questions about 14 Court Street. Here it is right here, so again, so this is the back area I was referencing right in through here and it is below grade where the studio space is. This area right here, that would be where the Liquid Therapy space is. This is lobby space right in here and then the theater is right here. And below the theater, on this level is office space. I'm happy to take any questions.

Chairwoman Melizzi-Golja

Any questions?

Alderman Laws

Thank you and thank you Director Cummings. You and I have spoken about this before about my excitement for programs like this. I know they have been wildly successful in England and in Italy where it has taken some communities back from the precipice, you know, by doing these public/private partnerships. Two questions about it; first of all are we making interest in the loan?

Mr. Cummings

Yes.

Alderman Laws

Ok I've just never asked that, so thank you. And second of all are you actively, are you able to talk it, but are you actively working with any other small business owners or anybody else to do something similar to this anywhere else in the City.

Mr. Cummings

No. To answer your question though it is in the back of my mind to talk about whether this artist studio space could be used in other buildings if we can prove that there is a market. So first I think you know I think the Pickering Artist Studios is a good indicator; I think this would be a good indicator. I think once we would

demonstrate a little more demand and if the right opportunity came along where there wasn't a big capital expenditure build-out, then this would be an interesting use. The building that I have in the back of my mind would be formerly owned by Judge Gauthier over by the milliard, I want to say it is referred as Mill 78 or Mill 73, something to that effect. It's right here, it is this building right here. That would be an interesting use for this building because that's going to be a really tough building to convert and make usable. So again it would take a willing private sector partner who would be interested in doing something like this, but I do think that there's real potential.

Which leads me to an interesting Segway and something that I wanted to talk to this group about, is the idea, and this is more of a planning initiative, so it is something that I would encourage you to have a conversation with the Planning Department and Director Marchant about. She knows that I am bringing this up; which is the idea of creating more of an Arts District in the downtown through like a zoning overlay. It was recommended in the web report. It is not uncommon to see downtowns do something like this, in the Duncan Webb Report, it was mentioned they are doing something from Hunt to Hunt, you know, something to capture the key, something to capture Court Street, something to capture the future Performing Arts Center in the City as all major anchors as driving that creative economy. Might be something for you to think about looking at through this body, maybe seeing if it can be part of the Master Plan or look at other examples that are being done in other communities because it has been done quite regularly. And I bring that up because if you were to do a zoning overlay you allow for the uses by right, it may be a little easier for a private sector, building owner to take on such a project.

#### Alderman Laws

You answered my next question, my last question for you, we had spoken a while ago about perhaps converting that office on the top floor of Court Street into a music rehearsal space. Are you waiting on me or I am waiting on you for that?

#### Mr. Cummings

That's a great question, so ideally I would like to have a third party involved to know that there is demand, I mean this was a constant refrain that I had with Alderman Gidge; was making sure that we actually weren't just building it and crossing our fingers that they would come. So I think if we built out that business plan, that operational model a little bit more then we could have a further conversation about it. And if I understand you correctly, it would be this area in here that you'd be looking at because this is, right here, if you can make this out. So this is basically a conference room that really isn't used much. So when you walked through and made that suggestion, that's the area you are referencing.

I have no idea what the costs would be to build out a music sound studio booth, the equipment I'm sure would be expensive. So you know we would have to look at you know how we would try to get a return on our investment.

#### Alderman Jette

During the one of the meetings of the Budget Review Committee, there was talk about the fact that, I think it was a fact, that the utility bills for this building are on one meter. So the City pays all of those utility bills. So is it impractical, you know, could you talk about whether or not it would make sense, or is it impractical, or does it defeat the purpose to require the tenants to pay their share of the utilities?

#### Mr. Cummings

Well they do, for Liquid Therapy at least. So Liquid Therapy's lease contemplates what is called a modified gross lease structure which legally we can't do a triple net type lease. So we looked at the averages of what the utility use is and particularly concern over water because they are going to be a heavy user of water in particular. They pay us a pro-rated share based on usage. Now the point is well taken and can you break out the utilities; I would say it would be cost-prohibitive and you probably wouldn't see a return on that.

So I wouldn't necessarily recommend that. You are just going to have to create unique type of deal structures like we did with Liquid Therapy for some of these other, for some of these other users.

Alderman Jette

So are you saying that in addition to paying the loan, the principal and interest on the loan, they are paying us something else towards those utilities?

Mr. Cummings

Correct.

Alderman Jette

And when you talk about the artist area, that is directly below where Liquid Therapy is?

Mr. Cummings

Correct, yes.

Alderman Jette

And that part of the building is, if I recall correctly, that's sprinklered?

Mr. Cummings

That part is, yes.

Alderman Jette

And so we don't have the same code issues that we do in the rest of the building?

Mr. Cummings

So the entire building isn't sprinklered so you do have issues with increasing the occupancy load and use of the building in areas that don't have the sprinklers. So this area doesn't have the sprinkler, this area doesn't have the sprinkler system or if they do, it is very limited. And so you'd need to make those improvements to be able to increase your occupancy and to be able to use the building at a higher level, more intense level.

Alderman Jette

But is Liquid Therapy and the artist area sprinklered.

Mr. Cummings

Liquid Therapy and the artist area is sprinklered.

Alderman Jette

They are, ok. And also when you talk about an art's district, what does that, can you help me understand what that would mean? What's the advantage of that? What does that mean? What will be different about, potential developers are dealing with now?

Mr. Cummings

Sure, I am just going to quickly pull up if the computer will work for me.

Chairwoman Melizzi-Golja

While Director Cummings is doing that, as he stated, when we were in the early stages of talking about the Performing Arts Center, we talked about an area of the City that would be an arts district and not just art in terms of sculptures and two dimensional studios and galleries. But also looking at Performing Arts, including our live music scene in that arts district, including some of our studios that have already come into the City; what we are looking at there. So, and again we talked about from the top of Main Street at the Hunt, going all the way down to the Keefe basically and looking at that. And just making people aware of us recognizing the importance of the arts and initially just making it a – kind of hanging out a welcome sign. If you've ever been in cities where they are building arts districts, you'll see little studios going in and communities building of like-minded people; as well as retail shops going in. And I know Director Cummings can do much better than that.

Mr. Cummings

That was really good actually. I just wish that the computer was working for me but for whatever reason I can't get it to work. I was going to pull up the City of Worcester and City of Somerville.

Alderman Jette

If I could just clarify my question, I thought you were talking about the zoning district, not a marketing...

Chairwoman Melizzi-Golja

But it is, part of that is saying to developers, this is what we are looking at here. So it is related to development

Mr. Cummings

Very much so, Zoning is often used as a marketing tool because it sends a signal to your development community, to your entrepreneurs, who are looking to build and take risk. That they know with some relative confidence that the community is interested in a certain type of use or certain type of design or whatever it might be. You know in San Diego you have the gas lamp district which is again, just another way of saying an arts and entertainment district. You have throughout the entire country, different places that designate themselves and brand themselves and identify themselves to be in a certain way. Theater districts are very common; whether it is in Boston, New York, the west end in London. Again, whether you are overt in it or it is subtle, it's just understood as a way of setting yourself apart. And it is a way of telling developers in particular that some uses for instance not necessarily an issue here in Nashua; but in other communities, some uses are prohibited. And so you know a developer wouldn't necessarily want to undertake the expense of building out a sound studio next to an office building if it wasn't necessarily encouraged because you'd get a lot of complaints. And so it is working through those types of issues. So to make sure everyone understands that use would be expected or understood; and so people are comfortable with it.

Alderman Jette

I guess I need more education about it because when I think of a zoning district, like if you want to encourage more affordable housing you can increase the density for example. I'm just trying to figure out how an arts district would differ from the general business district that we currently have.

Alderman Laws

It seems more symbolic than practical.

Mr. Cummings

It can be both; so it's also a way of setting tools up. I don't know if I can download this.

Alderman Jette

We need the assistance of the IT man.

Mr. Cummings

The keyboard wasn't working.

Bruce Codagnone, IT Director

I'll find some batteries.

Mr. Cummings

Oh perfect, thanks.

Chairwoman Melizzi-Golja

Bruce we are so happy you are here tonight.

Mr. Cummings

Ok let's see if I can pull it up somewhere else.

Alderman Schmidt

When I think of an Arts District, what I think of is an area where artists are drawn together in a smaller area so that when there are people who are interested in purchasing, in viewing, they will be able to come to one location and they will be able to go between these places. And it is very popular to have an app on your phone that when you get into a district you ask for "arts". It could give you a map and downtown Nashua could be filled with these different buildings that have all of these little businesses. And that would very popular, a very good way to bring people into the City.

And by the way, I went down to the artist area when they were putting in the doors, they are beautiful, they are absolutely gorgeous. What had been there before was this metal that sort of warped when you pulled it, it's beautiful now. Everybody should get a chance to go down there and see it. Thank you.

Mr. Cummings

Another example of the way you see overlay zoning districts work that wouldn't necessarily be arts related is in the biotechnology field. So oftentimes a community would implement an overlay zoning in certain areas of the City to tell the Biotechnology Community that that is an area in the City that they would like to see that type of industry spur and develop. It is a way of helping give the private sector some confidence. Again I was just pulling up here, you have Arts Union which is in Union Square in Somerville which is again an arts district that was recently dubbed by the city as a way to gentrify or renew an otherwise struggling neighborhood in the community.

Alderman Jette

I noticed on that there was a tab that said “zoning”.

Chairwoman Melizzi-Golja

It said “zoning and policy”.

Mr. Cummings

I'll go back to it. So the zoning provides incentive for arts related development including an arts overlay district and density bonuses within the new transit oriented district of Union Square. While the arts zoning ordinance is the legal document, we have created a laymen's guide to explain the market and the arts component of the revised zoning.

So again, you can offer tools to a specific area of a City to help incentivize that type of growth; whether you do it through density bonuses as you were talking about. Whether you allow certain uses to be by rights; so you relax some of the permitting; whether you just designate and brand it and start doing some signage to help people feel like they are in that area of the City. Street-scaping, some beautification types of projects; a little of that goes a long way in helping create a new tone, a new flavor for a neighborhood.

That was what Duncan Webb was referencing in his report; I would suggest that that is well within the purview of the Planning & Economic Development Committee to further explore that. I think that is something that you would want to work very closely with the Planning Department. Obviously my office, being Economic Development, would play an ancillary supportive role to it. But it's something that you may want to consider as clearly the market is starting to already move in a direction of actually creating an arts district there. So it would be a little bit of the tail wagging the dog, but it might be also a way of pushing the market to help strengthen it.

Chairwoman Melizzi-Golja

And if I just may make a comment, I think about some of the art districts that I've been in or I've heard about and you know if you think about artists and studios, they are often living where they are working. So you've got that increase in density of housing also wherever the studio is which is a real nice component to then encourage small businesses to open up and come into the area. And two years ago I was in Rochester, New York and traveling down a street I typically don't go down and all of a sudden I saw these big signs, that were done mosaics of tile and mirrored glass. They were Art District Signs and there were lamp poles, every so many poles was done a different way. What I noticed was some of the old mom and pop shops that were in that area that had closed down had now opened. And there was a coffee shop and there was a bookstore. And so you start seeing some of those businesses come in because people are back living in those neighborhoods and there is the density between the people who are living there and the people who are coming in to allow those business to survive.

So it is about the arts and providing a home for the artist and a place to work. But I think we also get the added benefit of the retail as well as people reinvigorating those neighborhoods because they move in and they own it. So I think there are many ways in which certain parts of this City would benefit from that designation.

Alderman Laws

I completely agree with you, I think it is a wonderful idea and I am looking forward to working with you in the future, both of you and everyone on this Committee to make this happen. I just want to remind you, Director Cummings, that on June 29<sup>th</sup>, there is going to be about 2,000 smiling people hanging out outside of this newly renovated Court Street Theater.

And if there is some way that we could integrate filling any vacant spaces or getting some kind of community feedback on what they would like to do with that unused office space up at the top floor, I think that would be a great thing. And I'd love to work with you on it in Committee; we meet every Friday.

Mr. Cummings

Understood.

Chairwoman Melizzi-Golja

And Alderman Laws, why don't you tell people what's going on June 29<sup>th</sup>?

Alderman Laws

It's the second Nashua Pride Parade. Very, very excited about it.

Chairwoman Melizzi-Golja

So other questions? I believe everyone who is here was on the tour that we did of the building. So Alderman Tencza or were you not there.

Alderman Tencza

I was not there unfortunately for the tour. I like the idea of an arts district as well. I'm not sure that it has got to be the whole length of Main Street. When I think of art districts and I have it pulled up what they are doing in Worcester in Main Street; that's an area that historically they have not been able to develop that area since I grew up there 38 years ago. And so our downtown is much different, right. I think of another area in Miami where they just had 4 or 5 blocks that were abandoned and now it's a great commercial arts area. A lot of different artists use it, everything, coffee shops. That is not necessarily what our entire downtown is; our downtown has an identity already but I think there probably are some areas around downtown that we can locate and try to draw artists into.

Chairwoman Melizzi-Golja

And I think to that point for as long as I have been on the board, we have always talked about "how do we grow the side streets" and I think this gives us that opportunity to grow the side streets.

Mr. Cummings

I think this is a great conversation and I think it is exploring some of these more finer points is what needs to occur to actually understand where this potential overlay could be and what the community wants. What the local stakeholders, residents and the like are interested in seeing in that area and that's why it is not a short-term solution by any stretch. It would be a longer term conversation. You also have a Master Plan conversation coming up so maybe incorporating it into that conversation, that public input conversation that will be taking place. So it could be something that evolves out of that as well. I just wanted to suggest it to this group that you know we have some great cultural assets in the downtown; 14 Court Street being one of them, soon-to-be future Performing Arts Center, Keefe Auditorium. You know a little bit further out you have Make IT Labs, you have the Picker Artist Studios, you have a lot of cultural assets in a concentrated area. And wherever you want to define that, you will be successful.

Chairwoman Melizzi-Golja

Just kind of to dovetail in with this, the Library Board of Trustees had their first meeting I believe the beginning of April to start the process in looking at Library Plaza and what is happening there. And I know we've had conversations at this meeting and many of us in the past about how interconnected the Library, Library Plaza, the Court Street Building and the Riverwalk and that whole area is and looking at that as a neighborhood and that greenspace is being an important greenspace for people who live downtown.

As we all know it's very highly utilized during the summer with all of the programming that goes out on the Plaza. I have always thought it a very exciting area to look at as a whole and comprehensively to say "what is we can do there" and maybe going up Canal Street or heading down Temple Street when you have the Senior Center only a few blocks away; you've got a playground there. And so looking at that and what the options are and what the possibilities are.

Alderman Tencza

Can I just ask another question? You mentioned about the Court Street Theater, just some cosmetic updates. Anyone who has been in there recently knows that just a fresh coat of paint in there would brighten things up. And maybe some updates inside the theater with the seating and paint as well. Is that something that would be so terribly expensive that we couldn't find some money to do that now before other major improvements are made to the building?

Mr. Cummings

So my recommendation to you would be is to focus all of our efforts and energy on improving the sprinkler fire suppression system right now. That is a code-related issue that is overdue, we know it, we are working on it; it is going to take some effort to be able to get that done. There is a roof improvement that is necessary, you know, we really shouldn't be spending a lot of money on the interior if it gets wet and it is leaking. And we know this, so to spend the money as wisely as possible, let's take care of the roof; some of the public safety issues; some of the code-related issues that need to occur. It is the low-hanging fruit though very important, the cosmetics, no question about it. But you know if I was to prioritize the projects and they are costly but creating a pathway forward for the fire suppression and the roof is I think the most critical right now. And then I think the others can fall into place with just a little attention.

Alderman Tencza

If I could follow up. Is there a expendable trust fund that is set up for the Streeter Theater?

Mr. Cummings

Not that I am aware of.

Alderman Tencza

Ok.

Chairwoman Melizzi-Golja

Any other questions or comments? Director Cummings, thank you and we have been having a lot of downtown conversation.

Mr. Cummings

Thank you. Yes we have.

Chairwoman Melizzi-Golja

So would you like to make an introduction for us?

Mr. Cummings

Yes thank you I will. Actually sitting in the back of the room is a new addition to our office.

Chairwoman Melizzi-Golja

Please come up.

Mr. Cummings

We have Komba Lamina.

Chairwoman Melizzi-Golja

Have a seat Komba.

Mr. Cummings

Komba is the new downtown specialist and program coordinator who just recently joined my office in April and is a resident of Nashua. He lives on Clairview. So please join me in welcoming him.

Chairwoman Melizzi-Golja

Welcome. And Alderman Laws if you haven't already met, is our representative on the Downtown Improvement Committee, so you will probably be seeing a lot of each other.

Alderman Laws

7:45 in the morning on Fridays. Good times, the greatest.

Chairwoman Melizzi-Golja

Thank you very much and welcome and I can say that as you've heard from the discussion, everyone on this Committee is very interested in what is happening downtown. But I think it is safe for me to say all of the other members of the Board of Aldermen are also very interested in what is happening downtown. So I am sure we will all be giving you opinions on what we think should be your priority. So just nod your head and smile and just know we are here to support you. And welcome.

Komba Lamina, Downtown Specialist and OED Program Coordinator

Well thank you.

Chairwoman Melizzi-Golja

Thank you for staying and for coming this evening. Director Cummings thank you very much.

Mr. Cummings

Thank you.

Chairwoman Melizzi-Golja

So Ms. Kleiner and is Bruce joining you? And do we need new batteries? Are you going to share the keyboard? So, thank you both for being with us this evening. Some of you may be wondering "Information Technology" what have we got to do with it. But if you look at the NRO's information technology actually comes under Planning & Economic Development. So Ms. Kleiner and I had had a conversation probably a good 6 or 7 months ago about IT. I said "Well let me know when you want to come to PEDC" so here we are and thank you. So we have Ms. Kleiner and then Bruce Codagnone from our IT Department. So I don't know if all of you have met Bruce or not, but thank you also for staying this evening and joining us.

## Information Technology Department Update

### Kim Kleiner Chief of Staff

So thank you very much for having us here tonight. I am smart enough to let the IT Director run the mouse and run the PowerPoint. But we did, we don't have anything as exciting as Art and Music to talk to you about this evening, but nevertheless it is very important. So back when CFO Griffin and I presented the Audit Management Report, we talked about a number of issues. Some of them related to IT, although not IT really related issues sort to speak. So some of them have to do with us just not being as friendly and as transparent to our citizens as we could be. So I went to Director Codagnone shortly after Mayor Donchess asked me to continue on with helping the Assessing Department and reached out to him and his team. We have already had some improvements that we'd like to share with you this evening.

So one of the things that unfortunately with the revaluation and with all the excitement that the Assessing Department has generated, we have had a number of requests, significant requests for information. So when you have citizens coming in and they are asking to view 50, 60 files, that is a very tedious process for our staff; they have to pull those files, they have to check those files for confidential information that should not be given out to the public, pull that, copy those files. It was creating a big of an issue and although we always want to be as friendly as we can and we certainly want to give the citizens any information that they are requesting, we do have a number of functions that we are required by Law to complete in a certain amount of time. Those right now being abatements and building permit upgrades, capturing that building permit data before the file capture on April 30<sup>th</sup>.

So we were running into an issue where we had these citizens requesting information, coming into the Department and we also had staff trying to get their work done. So what we created was a process where now citizens can ask for information; this does not mean their property card. If they come in and they request their file, we will handle that immediately. But if they are coming in and they are asking for 5, 10, 20 files, we are going to ask them to fill out a form and we will call them when that information is available; when we've pulled it, we've checked it, we've made copies for them. But if they come into the office and then they leave and then we call them, there are two trips right?

So how can we make this more friendly? So we put up a form on-line, and we are telling people now, "if you have a large request, please go to the web site, fill out the form and our staff will call you when the files are available and let you know approximately what the charge will be" because there is a charge for copies within the City. That is set by the NRO that is listed on the form which is what Director Codagnone is showing you right now. So we are hoping that that makes it a little easier for our citizens to request large amounts of data.

The other issue that we looked at right away was we had ... I'm sorry?

### Alderman Jette

Can we ask questions while you are going through this?

### Ms. Kleiner

Sure.

### Alderman Jette

Would that be ok?

### Chairwoman Melizzi-Golja

Yes please, Alderman Jette, please.

Alderman Jette

Can you help me understand, what type of information that would be in somebody's file, like would be in my file that you want to look at would be confidential? What is it about property assessment that would be confidential?

Ms. Kleiner

So if you have a file and you've asked for an abatement or you've filled out for an elderly exemption or something like that, there may be your social security number. We are certainly not going to share that information. So it is information like that that we must pull. But if they are asking for your property card, that's public information and we would give them a copy.

Alderman Jette

So when you talk about the cost of copying, can't we just e-mail that stuff to people, can't we do it digitally instead of making paper copies?

Ms. Kleiner

We could look into doing it digital. There is the NRO that automatically says that there are copies and in the past that has always been the process. I am happy to explore it and certainly check with Mayor Donchess and see how he'd like it handled. It is a process; many of these property cards are of a certain thickness so they are not normal paper. When you are asking for large amounts of data, like what we've seen, I mean 50, 60 property cards in one request, it is an awful lot of information for us to go through. Would that information even fit in one PDF file back; that may be an issue, there may be multiple files that would have to be created. But we can certainly explore it if you'd like?

Alderman Jette

It's less what I would like, I'm just trying to think of an easier and cheaper way of providing the information rather than making paper copies. If the information is already digital it would seem easier if it's not digital, than scanning it would seem quicker than making paper copies. But I just asked the question because it occurred to me, that's all. But I think it would be worth, unless you have a reason why we can't do this, exploring it I think would be a good idea.

Chairwoman Melizzi-Golja

Ms. Kleiner just to follow up on that, how much of this information is already available digitally, or is most of it hard paper copy?

Ms. Kleiner

Well so an I am going to get to that a little bit; certainly when you go on to WebPro and we know this is our on-line, it's not as friendly and it does not have all the information that your on-line property card would have. And we know that that is the case, we know that even if we upgrade the software, the WebPro is not going to change. Certainly Director Codagnone and his people are looking at what options they have internally to help us with that situation. But ideally, if you are asking for things that are in the file, yes they are not most likely available on-line. So that data and we do realize we certainly want to make our Energy & Environment Committee happy and cut our copying. I think this year we have seen probably more in Assessing than we've ever seen before. And if we can scan things, I don't know, but my first stop would be legal to check out and see if there's any reason why we can't. But certainly we'd like to find the most economical and easiest way to get data to our citizens.

Alderman Jette

Just quickly the other advantage of digital is once you've got it in a digital format, you just send it to whoever is requesting it. They don't have to come back in, you don't have those people in your office. It takes, I'm exaggerating, but a few seconds to do it, rather than having people come in and handing them and then they ask questions.

Chairwoman Melizzi-Golja

Now Alderman Jette you are making it sound like it's not friendly to come in.

Alderman Jette

I've heard that the staff is very friendly. But I've also heard that they are very busy and that this is causing them extra time and so I am just trying to help that's all.

Alderman Tencza

Well first I'd like to volunteer Alderman Jette to come in and scan all the property cards into the system so they can easily be sent out. The large request that you are getting, is it from a few individuals or are you seeing that from a lot, many people?

Ms. Kleiner

A few individuals.

Alderman Tencza

Are these folks who are looking for residential or commercial information?

Ms. Kleiner

Mostly residential.

Alderman Tencza

Ok I just wanted to make sure because someone I think at one of the Budget Committee meetings or maybe the Mayor mentioned that there is almost a cottage industry in abatements right now. So I just wanted to make sure if these are folks who are getting paid good money then I don't know if there is any way we can charge commercial folks more.

Ms. Kleiner

So most of your commercial people, they know of ways to obtain the information that they are looking for. They are using different sites and avenues and tools versus necessarily our Assessing Department to gather their data. I mean they are pretty knowledgeable in how to look up commercial property values. There are a number of different tools out there so it is not them that would most likely be coming to the Assessing Department to have other commercial values.

Alderman Tencza

OK and are there other tools like that for residential that we could be directing people to?

Ms. Kleiner

So what we are really hoping is that we will be able to have it on-line on our site. So by upgrading some of our systems, we are hoping that we will make it easier for them to do it right from their own living room or office, home office, which may make the form obsolete. I'd be happy to see that; if that happens. But one of the things that we heard was that our systems aren't that friendly to use and I have to agree. I went in to try to use the Property Sales Look Up Tool and I'll Director Codagnone show you where it is. The property sales.

*Director Codagnone demonstrated the city's online policies and sign-off process that is being developed for city employees. He also demonstrated how to navigate the new intranet/employee portal that was recently launched*

Bruce Codagnone, IT Division Director

As far as the sales? Well the first thing you have to do is get the document in instructions on what to do to find property sales. It is a 6 page document so scrolling through and reading it all and memorizing it, very difficult. But if you notice it is set up in various sections with search by each of these topics up here; advance search by multiple fields; by use code; and so on. So one of the things was I asked our web developer if he could make it a little bit easier and so when you click on this all you get is that there. You've got to go back to where the instructions, whether you printed them out, or if you can find them, they are there somewhere and that's the hard part. So on the Search Page, what we want to do and let me see if I can do this from here, or else I can just go to another link, let's see, that's not what I want.

Alderman Jette

I think you can rest your case, it's not user friendly.

Ms. Kleiner

It's not user friendly.

Mr. Codagnone

So this is the same page now with the instructions on the page.

Chairwoman Melizzi-Golja

That's novel.

Mr. Codagnone

It makes it easier so that when you are referencing what you want to do; so any of the pages that are on there, I'm going to go back to the main ... where was it? I think the mouse is just too far away from the sensor. If I go back to the main list and then say click on another one if I want to search by date, it gives you a date but no instructions what to do. So we have development environment that's why I am going up here and changing the URL, if I can get that in the right spot. I think that's right. So now you see it has the instructions on how to do it. So each of these pages is going to be updated, we will still leave the instructions out there for someone that wanted to have a nice little book to read at night. But however, each of these pages will be updated and have the instructions for that particular section on the page itself to make it easier for people to use the tool to search for things.

Ms. Kleiner

So that is our second upgrade; the third is something that we've had a lot of requests for. So this afternoon Director Codagnone, CFO Griffin, Pam Andruskevich from GIS and I met with Jason Brennan from CDM Smith who is doing an audit of the GIS System for us. We started to have a very preliminary conversation.

He had a draft of his report and wanted to at least give us some initial conversation. And in that conversation what we realized was we can provide an on-line viewing of their property card. So if you are looking at our GIS System now and if you go to the Assessment or the Link Tab, sorry I think it's the link tab there. Their assessing card there, if you click on that will just take you to WebPro which is this and it doesn't give you much information. If you've seen an actual property card, it gives you a lot more information; it's a front and back and it has some very specific codes. Some of the complaints that we've heard from the public is "we are not seeing what you are seeing".

So in talking with Mr. Brennan and working with the director, we believe that we can take the property cards from AssessPro; download those into a PDF document and link those to the GIS website. It's not going to be an overnight process; but it shouldn't be a month process either. It is just basically getting all those property cards downloaded into the PDF, to link them to the GIS. We are hoping that that alone will solve a lot of people from having to come into the Assessing Office. It will at least provide them more information than the current on-line system does. But we will have this as we always have if they've grown fond of it for some reason, it will continue to be there. But that will be stagnant, so remember that will be a PDF and we will only look at doing that twice a year so we will do that in April after the file capture and all that; and we will do it again in December. So those are really your two times during the year that you would see upgrades and things like that to the property cards, so that's we have chosen those dates.

#### Alderman Schmidt

Is there a reason that it's only updated twice a year?

#### Ms. Kleiner

Well they are updating their property card all year long but that's really when you see any update for assessing purposes, when they are getting ready to run tax bills and things of that sort. So yes, if they had had a building permit say closed out and maybe our assessing staff has gone in and closed it out and come back and updated your property card, it's really not going to affect you until one of those dates. But you could always come in and check and see if there have been changes. So that's really the assessing changes so far. We have a lot more but they are not IT related and I think a couple members of the assessing staff and I are coming back on April 30<sup>th</sup> to talk to you about a lot of other exciting assessing things.

But one of the other things we wanted to talk to you about tonight was also during the management audit, we might have touched on this briefly that Mayor Donchess had formed a Policy Committee to look at other policies. Those policies can be from a variety of different functions. So they can be HR Policies like sexual harassment; they can be Risk Policies like safety; they can be IT Policies like accepted use and things of that sort. Those are really the main policies you see, there are a lot of financial policies as well, those tend to be covered by the financial – there's a whole book that is issued on financial policies. So those themselves won't be covered, they are covered by the NRO's and things like that. We are working together, all of our Divisions and Departments on updating all of these policies. The reason we thought that it was important to bring it forward to you tonight is we have come up with a way working together to take those policies and do something that has not been done before

IT bought a software application when we had a software breach and I don't remember how long ago that was, in the schools – I don't know if you remember that. They've used this software NO before, to send up trainings that have to do with security issues and how you know if an e-mail may be a virus or have links on how detect a good e-mail versus a bad. And they put us all through that training, which is interesting and it lets your supervisors know if you haven't completed the training and it's really good.

So Director Codagnone came to the committee and started to talk to us and said "Why don't you use this tool to push out the policies". Which is an excellent idea, because we were trying to figure out how we are going to reach all of our employees and get signed statements from them that they've read the policy, because that's really what goes into your personnel file and allows the City to take course, should it ever have to, that you've violated the policy.

And with this, IT will have a record that you have read the policy and you've signed off that you've read it. So we thought that it was important for you to see that tool. So I am going to turn it over to the Director to show you

Mr. Codagnone

So what each employee will get is a sample of the e-mail, so I had it send me an e-mail, sign me up for the acceptable use policy. They would get an e-mail that says "you are now enrolled in the acceptable use policy sign off, you must acknowledge the following policies". There is no end date to it; and you click on this link in your e-mail and it'll bring you to a page, it's going to be a little bit different on mine because of the fact that I am an Administrator so it will come up with a page that I'll have to navigate around. Let me see if I can copy and paste it.

Alderman Laws

Am I mistaken in thinking that all the Alderman did something very similar to this?

Alderwoman Melizzi-Golja

I was going to say I believe as you come on to the Board of Alderman.

Alderman Laws

I think technology has beaten us today I mean you just have to accept that.

Mr. Codagnone

I think the wireless keyboard and mice don't necessarily go this far away. I can open it up right here. The sending unit is right underneath their desk and it makes it very difficult. I can weed through it here.

Alderman Laws

I'm just asking – what is your password sir?

Mr. Codagnone

And never save it.

Chairwoman Melizzi-Golja

Never.

Mr. Codagnone

So on here it is going to be a little different than what other people see, so I'll go into what they would see and I just have to go to my training. So what I get here is another test they had down below which is completed; I would get this form that says "start" you click on that and make it a little bigger there, it comes up with this particular policy. And you can arrow through the policy. So let's just say I don't really want to read this policy, let's arrow through all the way to the end, say yeah, yeah, yeah, bla, bla, bla, I don't care, I am just going to say "I accept" and move on with my life. If I click on it, it says "you have spent 0 minutes of the 3 minutes required to read this policy".

So you may as well read the policy, we've put a timer on the policies so you can't just go right through it; you have to go through and read the policy, spend the 5 or 10 minutes whatever we set it up for. So if you're going to sit there for 5 or 10 minutes, you might as well read it. And when you're all done, you'll then get an e-mail saying "congratulations" your manager will probably get an e-mail as well if we set it up that way.

Then we also can generate a report, going down here, that I can generate and send to HR so people have records. This particular one shows all the people that completed that particular policy. Right now no one has completed it, when I ran the report it's Kim Kleiner, Larry Budreau and myself have to take the test.

Alderman Jette

Is there a test?

Mr. Codagnone

Oh it's not a test, it is reading the policy.

Alderman Jette

So if we really want to make sure that people read through this, couldn't we test them? Couldn't you have a little ....

Mr. Codagnone

In some we may want to look at like the ethics type things, we might want to look at putting together a test; that they would have to then go through and have to pass the test. That would be a follow on. Right now we just want to make sure we can push out the policies to people, have them read it and acknowledge on-line that they did do it; and then have a record of it electronically that they read the policy. If they do violate the policy we have a record that says "yeah you read the policy, you agree to it at the end".

Alderman Jette

I think that's a good step in the right direction but I think more importantly we don't want to catch people who lie about whether they read the policy or not, what we want to do is educate them as to what the policy is so they don't violate to begin with. We are trying to teach people what the right code of conduct is. I realize it's a step, and we are taking steps here, this seems like a step in the right direction. But I would recommend if it's possible to follow up with some type of testing that shows that you know the test is to the teacher in the room, but testing also serves to teach people because you've got to figure out the answer in order the question.

Ms. Kleiner

I think Alderman Jette brings up a very good point. When we came in to the City one of the first things that I asked is "where are all the policies". And people said to me "Well we are working on them - Under Mayor Lozeau they were working on them, they are saved to a drive somewhere". And I said, "there isn't a policy manual, there's not a policy book or just one section where I have to go as a new employee and said I've read all these policies". No, there was a couple if you handled cash you had to read and sign off, and I found that odd coming from a private industry there are policies for everything. So I think we making steps in the right direction and I think that as we are doing this we are realizing that the need for some policies have changed. And Mayor Lozeau did make a very good effort at putting all of this together before she left office. But even then, even after 3 years, some of them have changed.

Policies always are constant evolution and you always have to look at things. We know that HR rules and regulations and State Statutes change, so we always have to keep up with those. And I think that wasn't being done, now it is. We are excited about that. The other thing that we really wanted to address where are all these policies going to sit? So if we have that new employee come in and they ask the question, what is our answer going to be? And Director Codagnone's team has done a terrific job.

When I came in there was that they called this “Intranet” for employees. And the first thing that comes up on it is the staff directory and to be honest that’s probably the page that I’ve used. I just never explored it more than that. It wasn’t what I think was the most friendly site and they have completely changed it and that’s where these policies will be housed so that we have the answer to that new employee that comes in and wants to know. I think we thought one of the most interesting things, because I’m not sure how many Aldermen have ever seen the Intranet, old or new. We will show you.

Mr. Codagnone

Because it’s internal.

Alderman Tencza

That was another e-mail we got when we first began.

Mr. Codagnone

Let me bring up the old one first. So this is what we had before, the old Intranet which was nice, you could change your colors, do all kinds of fancy things or even dark if you like dark but it was also difficult to say “Ok what do I need to do to find things” you know where the forms are, how to get to certain things and some of the things were redundant where they were. We had things down the side here, we had things over here for helpful information or do I go to the departments and look for things. So it was kind of cumbersome and hard to use.

A new web developer created a whole new page. This new page makes it a little bit easier, people use KRONOS every day, you can either punch in/punch, request time off. Employee self service allows you to get your pay stubs, vacation time, anything you want from an employee standpoint, benefits, what you’ve signed up for and you can also go to the City Web Site. This scrolling banner here allows to have updates on various things to give people – like right now open enrollment is going on. So it highlights all new activity. There’s going to be another button here, what we call M&M’s these little round ones, that says Policies to make it upfront and easy to find so that people know where the policies are; instead of on some share somewhere, that no one knows where. It will be upfront right on this website here.

The staff directory is up here or down here which makes it easy to find somebody. This is probably one of the things that gets used the most; you can type in a name, you can type in an extension and you get a picture of the person so you know what they look like at least. Some people’s pictures I don’t think have been updated for the past 20 years but that’s ok too. So on the new portal, we have access to application, help center, various documents in HR that you can go to and get. And this is going to be a living, breathing type website, we are constantly going to be looking at this, changing things, getting feedback from people, what works and what doesn’t work to make it easier for our employees within the City to get information. From a management perspective, to be able to onboard a new hire, what do I need to do for training and things of that nature.

So we have simple things like general training, help with various applications, management resources, help desk. There are lot of self-help things we are going to put on here as well so that people can solve problems themselves. So these are some of the management type resources that are available too, if you want remote access for somebody or you have a new hire starting or if you have to have access to various buildings, there is building access forms, parking forms, field duty forms if people work throughout the City. So it makes it easier for management to get the information they need to onboard somebody.

Chairwoman Melizzi-Golja

I think this is great also because I'm sure all of us have been in situations where someone handed us a form to fill out and we then found out it was the form that was two generations ago but that's what they had because they never got the new one. So this way you know people will always have the most recent form.

Mr. Codagnone

Right. Something we just recently rolled out, so we wanted to get it out for the purpose of open enrollment so that people have all the benefit information they need to make an educated decision on what health plans that they need to decide upon.

Chairwoman Melizzi-Golja

And Ms. Kleiner have had conversations about just communication within the City and whenever we can make information easily accessible by everything regardless of how computer literate they are, then we know we have a higher percentage of people reading the same information rather than saying "OH I keep trying to get that and I can't". And then someone says "OH I will just tell you what it says" and they leave out a key piece of information. So I think anything we can do to promote accurate information being shared across the City, be it between employees or between City employees and the residents of the City. It just makes it a lot easier to have conversations because we are coming from a shared knowledge base.

Mr. Codagnone

Right, having a one look/one view this way makes it easier to put all the information in one spot. People don't have to go file shares or rely on someone else having the information on their desk. It makes it easier

Chairwoman Melizzi-Golja

Right. Anyone, questions, comments? Well this is great. I'll be interested in hearing what the response is.

Mr. Codagnone

We've been looking to see if we will get feedback; we haven't had anything back from people negatively or positively. But we are always welcome to suggestions for improvement.

Ms. Kleiner

It's important too when you see the employee self-service, we've really been trying to cut down on the number of payroll checks. We want people to sign up for that service, they can get all their information on line, view all their paystubs. So having everything in one spot that's one click, right? Everybody wants one click they don't want a number of different sites that they have to go through and search bars and everything else. I signed up for it quite a while ago and it is very friendly to use if you have the link right there to click on.

Mr. Codagnone

We also have that same link on the NashuaNH.gov at the very bottom as well as the e-mail link so that people can access this information from home. You can get your W2's through there for previous years, you know, if you are refinancing your house and you need paystubs and W2's, you can go there and download the documents and then just e-mail them to your mortgage provider or anywhere else you need the information for. So it's all one the employee self-service.

Chairwoman Melizzi-Golja

That's great. Comments/suggestions?

Mr. Codagnone

There's been multiple conversations about the ADMINS system, which is an old system that used to run the entire city. If you go back 30 years ago, computers really weren't a big thing and there weren't pc. Everything was really on this one particular box. It was a VAX. It is still living and it is still running very strong. However, we have been over the past couple of years migrating things off of there. There's about 80 applications on that system, some were custom developed; some were packaged applications. We are nearing the end of getting them all off of there and finding new solutions for them. One of them is new RedNMX CAD system for the fire department that we just implemented. A CAD system is computer aided dispatch. It makes it easier to get information for ambulance and fire. We do have some other solutions to move things off.

The only thing from an assessing standpoint that is on there is abatements, exceptions and credits. That capability is in the assess pro so we're going to look at migrating that to assess pro and hopefully be off the ADMINS system.

It's been a lot of work with a lot of people working on it over the course of years.

Chairwoman Melizzi-Golja

As things as migrating off of this, what's the feedback and how are things going?

Mr. Codagnone

Financials used to be on there and payroll used to be on there. Now they are on Lawson, it's an ERP. They are all moving to packaged applications instead of custom things. There used to be a team of people back in the day that used to maintain and take care of the system. You don't really need that team of people for this one thing. Having packaged applications is a little bit easier to maintain, but there's not one system that does everything for everybody. There will always have to be some different systems that integrate with each other. We used a system called Munis for the property tax and utility billing.

Alderman Jette

What is ERP

Mr. Codagnone

Enterprise Resource Planning. It really is an enterprise system for financials and payroll, contract management and procurement, all those kinds of things.

Alderman Jette

I would like to complement the two of you. I think we're heading in the right direction. I think you're off to a good start. I appreciate the desire to be responsive to the taxpayers. I think it is very important that people feel, like in the assessing area, that they are being treated fairly. It's easy for people to get the impression that they are not being treated fairly if their taxes go up or their assessment goes up. I think if they can obtain information, except for the confidential like social security numbers, the rest of it is supposed to be public information, everybody ought to be able to access this information. It shouldn't just be professionals that are in the business. Everybody ought to be able to do this. If you feel like you are being taxed unfairly, if your assessment you think is higher than your neighbors or other people, the only way that you can prosecute an abatement is to do comparable and look at other people's information.

When you see what other people are being assessed at, maybe you reach the conclusion that everybody is being treated the same way and I don't really have a complaint. Or, maybe you find out that other people with similar houses aren't being treated the same and you have a legitimate complaint. Everybody has a right to seek an abatement, and they ought to have the tools to do that. I applaud you for heading in the right direction in this. Thank you.

Ms. Kleiner

I didn't realize, and this has been a total pleasure working with this group, they do a lot of education. I don't think this is something that rose to the Mayor's Office or that we were aware of, but we have some of our administrative staff that goes out to talk to the Senior Center. They go to some mobile home parks and talk about the elderly exemption. This came up, and I said: "Mayor Donchess is holding a Senior Summit this Saturday and would you be available?" "Absolutely. We will come and we will sit and talk to people and give them forms." I think we are really very lucky to have people that are willing to devote as much time and effort into education. They care about their citizens and they really have been a pleasure to work with.

Chairwoman Melizzi-Golja

I think in that office, as well as in the city clerk's office, it's really important. I have always felt very positively that we have people working in those positions who view educating the community as one of their primary roles. I think their efforts to deliver information as well as everything we do electronically just makes it so much easier for everyone to have conversations because we have confidence in our information and we have shared information that we are talking about. I think it starts the conversation off farther down the road than if we don't have all of that available to everyone.

I have one question. As we move forward and we want to keep things running and running smoothly, what are we anticipating in costs? We know we have some systems in the city that probably don't communicate well with each other and we're working on it. There's hardware that needs to be changed. What are we looking at?

Mr. Codagnone

Aside from assessing, I brought up in the budget committee that back in 2006-2007 timeframe, there was a bond for a project called NGIN, which was Nashua Government Innovation, which was money to spend to basically upgrade everything at a moment in time. That's a great wonderful thing. It was \$7.5 million to upgrade everything. The problem with upgrading everything 12 years ago and the moment in time is if you don't increase your operational budget that moment in time just kicks the can down the road and you need to upgrade. We do have upgrades that need to take place, but we don't have the money in the operational budget. Kronos needs to be upgraded, our document management system is on an old version that we need to upgrade. We're paying a premium for support right now.

We have over 140 pcs that are over ten years old that will cost a lot to upgrade and the things we want to do with upgrading assess pro. It's on a windows 2000 server, which is about almost 20 years old. It runs great, it works fine. All of these things, we don't really have any technical issues with them. I have the luxury of having a very excellent group of technical people. When I say I have 140 pcs that are ten years old, the users don't know that they have ten year old pcs. They work like they are brand new. They have put in solid state drives in them, increased the memory, a whole bunch of other things to make them seem like they are very fast, actually not seem fast but be fast. They have been very creative in how they do things and make things work. We have very minimal technical issues that way, but we do have to at some point address the elephant in the room that these things do need to be upgraded. All of these things, even with assessing, we do need to do an upgrade. We do need to look at how we do things electronically and digitally. And, all of these things take money.

Alderman Jette

I have a computer in my office which is an Windows 95 operating system. If that helps you, I'm happy to give it to you.

Alderman Laws

I don't know if this is even possible, but we regularly vote on in the Finance Committee new trucks, new cars for different areas in the local government. I think an updated, at least efficient computer system/network is just as necessary to the IT Department as a police cruiser is to the police department. I'm wondering if there's anyway we can integrate IT into the CERF fund or start a separate fund. We don't want to spend \$12 million a year upgrading your equipment, but it would be nice if we could trickle in a few new systems.

Mr. Codagnone

Yes so it's all constant every year.

Alderman Laws

That way you are being proactive instead of reactionary, which is not a good way to be in IT from what I gather.

Mr. Codagnone

When you look at the IT budget, you have software, maintenance and salaries which are based upon union contracts. Eighty percent of my budget is controlled by contractual agreements. Those contractual agreements have an increase of four to five percent a year. You have a Spending Cap of 1.8 percent. That is not maintaining an increase in my budget that is a decrease every year. There's a cut every year. So not only did we not have the operational influx to make up for the technology refresh, we also have cuts every year based upon the Spending Cap. You see it in other areas of the city too. We're not unique to that.

Chairwoman Melizzi-Golja

Any other questions? Okay, thank you. We appreciate you staying with us this evening, and we will continue the discussion.

UNFINISHED BUSINESS – RESOLUTIONS – NoneUNFINISHED BUSINESS – ORDINANCES**O-19-038, Amended**

Endorsers: Alderwoman Mary Ann Melizzi-Golja  
Alderman June M. Caron  
Alderman Tom Lopez

**AMENDING THE SIGN ORDINANCES RELATIVE TO ADDRESS NUMBERS OF GROUND SIGNS**

- Also assigned to the Planning Board; Favorable Recommendation Issued 3/7/2019
- Amended & Tabled pending Additional Public Hrg – 3/19/2019
- Withdrawn from Committee, Amended & Re-Referred to PEDC & NCPB – 3/26/2019
- NCPB issued Favorable Recommendation on Amended Version – 4/11/2019

Chairwoman Melizzi-Golja

This is the ordinance that we had before us. We amended it here in committee and then because of the changes we made it went back to the planning board. They gave us a favorable recommendation as you heard Alderman Tencza state. We are now voting on the amended version.

**MOTION BY ALDERMAN TENCZA TO RECOMMEND FINAL PASSAGE OF O-19-038 AS AMENDED  
MOTION CARRIED**

NEW BUSINESS RESOLUTIONS – None

NEW BUSINESS – ORDINANCES

**O-19-042**

Endorsers: Alderwoman-at-Large Shoshanna Kelly  
Alderman-at-Large Ben Clemons  
Alderwoman Mary Ann Melizzi-Golja  
Alderman Tom Lopez  
Alderman Jan Schmidt

**DESIGNATING THE SOUTHWEST CONSERVATION AREA AS CITY CONSERVATION LAND**

Chairwoman Melizzi-Golja

I didn't hear from Alderwoman Kelly, so just as a courtesy I would like to have someone make a motion to table this until our next meeting. I don't have a sense this is time sensitivity, unless someone else has some other information.

**MOTION BY ALDERMAN LAWS TO TABLE O-19-042  
MOTION CARRIED**

PUBLIC COMMENT – None

REMARKS BY THE ALDERMEN – None

ADJOURNMENT

**MOTION BY ALDERMAN JETTE TO ADJOURN  
MOTION CARRIED**

The meeting was declared adjourned at 8:52 pm.

Alderman Jan Schmidt  
Committee Clerk

**Assessing**



# City of Nashua Property Sales Lookup

- ▣ [Advanced Search - Multiple Fields](#)
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- ▣ [Search by Style & Use Code](#)
- ▣ [Search by Style & Sale Price](#)
- ▣ [Search by Style, Use Code, & Sale Price](#)
- ▣ [Search by Sale Price](#)

\*All searches return data for 2 years prior to the search date unless searching by specific date. If searching by date, all searches will return all records within the date range entered. All searches are also limited to sales prices greater than \$5000.00 unless searching by sales price. If searching by sale price all searches will return all records within the sales price range entered.

Original <http://addons.nashuanh.gov/SearchAdvanced.aspx>  
<https://addons.nashuanh.gov/dev/SearchAdvanced.aspx>

Original <http://addons.nashuanh.gov/SearchUseCode.aspx>  
<https://addons.nashuanh.gov/dev/SearchUseCode.aspx>

Original <http://addons.nashuanh.gov/SearchDate.aspx>  
<https://addons.nashuanh.gov/dev/SearchDate.aspx>

# Policies

Click here to download pictures. To help protect your privacy, Outlook prevented automatic download of some pictures in this message.

From:  City Of Nashua <do-not-reply@nashuanh.gov>  
To:  Codagnone, Bruce  
Cc:  
Subject: Please acknowledge your mandatory policy

Dear Bruce Codagnone,

You are now enrolled in Acceptable Use Policy sign off . You must acknowledge the following policies by (No End Date):

- Acceptable Use

Please use this link to complete your assignments:

<https://training.knowbe4.com/login?email=CodagnoneB@nashuanh.gov>

Thank you for your compliance.



**City of Nashua - HR Department**

229 Main St|PO Box 2019|Nashua, NH 03061-2019

T: 603.589.3230| F: 603.589.3244

<https://training.knowbe4.com/login?email=CodagnoneB@nashuanh.gov>



# **Admins System**

# Admins Retirement

Started out with over 80 applications on the Admins system

Remaining;

<b>ADMINS Process</b>	<b>Replacement</b>
Tax/Treasurers- Wastewater Utility Billing	Will be converting to MUNIS
Tax/Treasurers - DrainLayer's Processing	Will be converted to CIVICGOV
Tax/Treasurers - DPW Retirement Plan	Will be converting to third party software
City Clerk – Licensing and Permitting	Will be converted to CIVICGOV
Cemetery	Will be converted to new Internal Application
DPW – Sewer Permits	Will be converted to CIVICGOV
Environmental Health – Licensing and Permitting	Will be converted to CIVICGOV
Assessing – Abatements	TBD
Assessing – Exemptions and Credits	TBD
Fire - Accidental Injury maintenance	RedNMX
Fire - Fire Complaints	RedNMX
Fire - Inventory Maintenance	RedNMX
Fire - Repair Order Maintenance	RedNMX
Fire - Truck designation/vehicle maintenance	RedNMX
Solid Waste Billing	Creative Info Systems Billing Module