

## BUDGET REVIEW COMMITTEE

MAY 25, 2022

A meeting of the Budget Review Committee was held Wednesday, May 25, 2022, at 7:00 p.m. in the Aldermanic Chamber and via Zoom which meeting link can be found on the agenda and on the city's website.

Alderman Richard A. Dowd, Chairman, presided.

Let's start the meeting by taking a roll call attendance. If you are participating via Zoom, please state your presence, reason for not attending the meeting in person, and whether there is anyone in the room with you during this meeting, which is required under the Right-To-Know Law.

Members of Committee present: Alderman Richard A. Dowd, Chairman  
Alderman-at-Large Michael B. O'Brien  
Alderman John Cathey  
Alderman Ernest Jette  
Alderman-at-Large Shoshanna Kelly  
Alderman John Sullivan  
Alderman-at-Large Lori Wilshire

Also in Attendance: Alderman Patricia Klee  
Alderman Thomas Lopez  
Alderman Derek Thibeault  
Kim Kleiner, Director of Administrative Services  
Nancy Trask, Human Resources Manager  
Peter Donovan, Payroll Manager  
Katelin Pimentel, Employee Benefits Manager  
Nick Miseirvitch, Chief Operations Officer  
Jennifer Deshaies, Risk Manager  
Jay Hunnewell, Building Manager  
Kelly Parkinson, Purchasing Manager  
Pamela Andruskevich, GIS Technician II

### ROLL CALL

### PUBLIC COMMENT

#### Laurie Ortolano

Laurie Ortolano, 41 Berkeley Street. I noticed in this budget there's two new departments - Payroll and PEG access channel that I'd be interested to know how payroll got moved over into this area. I know the Mayor appointed cable TV to Miss Kleiner.

When we go through the budget within the Assessing Department, I'd like that somebody to pay attention to who is going to be doing all the redacting on the property record files to get them up online, what positions are allocated to this. Have we looked at outsourcing the entire Assessing office given the decline in employees within that office?

How is Right to Know training done within your department since you want to hire a Right to Know paralegal? I did receive documents back from various departments on Right to Knows as of January 1<sup>st</sup>. I don't think the paralegal is justified based on the quantity of questions being asked and how they're processed. But we need to understand what the city and what specifically the Administrative Services Office considers the Right to Know request.

What are we doing about the appeal costs - abatement appeal costs when it comes to settling in house? We seem to be drawing those out for years and years and we're spending 6% interest on those when other municipalities are settling those rapidly and not paying the literally hundreds of thousands in interest expenses. I think we should look at that. And what are we doing about the position that we need to collect the \$10 million of unpaid taxes that haven't been collected on over a large number of years? I think we should be working on that. Do we need a paralegal or somebody to collect \$10 million of unpaid taxes for people who have let property taxes slide 5, 6, 7, 10 years?

IT department. How are we moving to move away from backup tapes? When are we planning to get away from backup tapes as opposed to cloud based storage? We got emails on cloud based storage. How many other municipalities are using backup?

Alderman O'Brien

One minute

Laurie Ortolano

And what have we done to look at the 366 data storage policy based on litigation issues? What are we doing? Is there any cost increase to extend past one year to three years? What is happening with the Arc GIS project as far as linking the database to GIS? How many people in it are involved on this? Who will be responsible for updating all of the GIS data? And what are the difficulties in hiring right now?

Risk Management is a big area...

Alderman O'Brien

30 seconds

Laurie Ortolano

I'm really interested in. I think there's costs there that needs to be looked at. What are our biggest risks? What are our concerns? What are we doing to minimize liability? How is the department capturing and tracking risks exposure.

Purchasing. What changes have been made to the department? Payroll - where did it come from? GIS updating data. I know my time's up. Thank you.

Alderman Dowd

Anyone else for public comment? Seeing no one and no one online, well end public comment.

COMMUNICATIONS - None

UNFINISHED BUSINESS - None

NEW BUSINESS – RESOLUTIONS - None

NEW BUSINESS – ORDINANCES - None

TABLED IN COMMITTEE

**MOTION BY ALDERMAN O'BRIEN TO REMOVE FROM THE TABLE R-22-035  
MOTION CARRIED**

**R-22-035**

Endorsers: Mayor Jim Donchess  
Alderman-at-Large Michael B. O'Brien, Sr.  
Alderman John Sullivan  
Alderman Patricia Klee  
Alderman Thomas Lopez  
Alderman Alex Comeau  
Alderman Richard A. Dowd  
Alderman John Cathey  
Alderman Derek Thibeault  
Alderman-at-Large Lori Wilshire

**RELATIVE TO THE ADOPTION OF THE FISCAL YEAR 2023 PROPOSED BUDGET FOR THE CITY OF NASHUA GENERAL, ENTERPRISE, SPECIAL REVENUE AND GRANT FUNDS**

DEPARTMENTAL REVIEWS OF THE PROPOSED FY23 BUDGET FOR THE CITY OF NASHUA

	<u>ADMINISTRATIVE SERVICES</u>	<u>Appropriations</u>	<u>REVENUES</u>
106	ADMINISTRATIVE SERVICES	72	
110	ARLINGTON STREET COMMUNITY CENTER	75	
111	HUMAN RESOURCES	78	
112	PAYROLL	81	
113	BENEFITS	83	
120	TELECOMMUNICATIONS	86	
122	INFORMATION TECHNOLOGY	89	
128	RISK MANAGEMENT	93	
129	CITY BUILDINGS	97	
130	PURCHASING	100	31
132	ASSESSING	102	
134	GIS	105	31
2505	PEG ACCESS CHANNELS FUND	244	32

Chairman Dowd

This evening we're going to be reviewing Administrative Services, appropriations, and revenues. They are listed on your agenda and we'll be starting with Administrative Services. Is there someone here that's going to lead us through the Department/Division?

And let the record show that Alderman Lopez has joined us.

Kim Kleiner, Administrative Services Director

Good evening. Kim Kleiner, Administrative Services Director. This evening we've provided you all with a packet hopefully to answer some of the questions that have been asked of us. If we have not answered the questions, please let us know and we'll be happy to get those for you.

So in the Administrative Services Office, there's three unaffiliated employees and one proposed employee. The Director, myself, 85% of my salary is charged to Administrative Services, the Department 15% of my salary is charged to the benefits self-insurance fund.

Throughout our Division, we are made up of unaffiliated employees and UAW Clerical and Professional employees. I understand the other evening there were some questions regarding the unaffiliated plan. That plan was adopted four and a half years ago and it consists of eight steps. The reason for the eight steps was that at the time, the plan, the cost to implement the plan was expensive. We worked to realize what the market value of each job was and that's step eight. So if you think of it, step eight is the market value. People were put on the steps according to their level of experience within and the desire is to get those employees to step eight, which was market value at the time. The only thing I would caution is this was four and a half years ago. So that was market value then and market value for positions for salaries has changed drastically over the last couple of years after COVID-19. So if the desire is to get them to market value at step eight, that step at step eight is receiving 2.3%. Steps in between are we saving 4% plus the 2.3%, which is the cost of living adjustment.

Chairman Dowd

Will you take any questions now?

Kim Kleiner, Administrative Services Director

Sure.

Alderman Sullivan

Thank you. Okay just want to understand this because I'm reading it, and you're talking, and I'm trying to do it all together - like walking and chewing gum. Okay so you're saying that there are 23 grades and 8 steps. When you say a grade, and what I've looked at for contracts so far just I'm gonna try to draw a parallel, for instance the teacher's contract. So depending on the amount of years that they have in education and whatnot puts them at a certain grade and then they go up from there. Is that what happens here?

Kim Kleiner, Administrative Services Director

No. So great question though. So when you look at the unaffiliated plan - it's hard - don't compare it to a union contract.

Alderman Sullivan

Okay.

Kim Kleiner, Administrative Services Director

The unaffiliated plan, these jobs are put on the grade according to many factors: job responsibilities, level of degree that's required, how many employees you may supervise, the level of experience that is required. So you may have the Director of DPW which is grade 23, where you may have the CFO, or the Director of Administrative Services which is a 22. So it's the level of experience and the job responsibilities that really placed you on the grade.

Alderman Sullivan

Got it. Thank you. The eight steps you said the last step so from step seven to step eight is a 2.3% increase only. Steps one through seven are 4% plus a 2.3%.

Kim Kleiner, Administrative Services Director

Correct.

Alderman Sullivan

Okay.

Chairman Dowd

Any other questions on that subject?

Alderman Cathey

When does the contract expire for the unaffiliated?

Kim Kleiner, Administrative Services Director

So the unaffiliated plan is different than a contract. The unaffiliated plan is brought forth by the Mayor and approved by the Board of Aldermen. Generally, it had been quite a while when we last brought it forward but we try to look at it when we feel the need, especially when we see that salaries are not at market value and we're having a hard time hiring but it does not expire.

Alderman Cathey

So it's not a binding thing. It's a plan. We want to do this. We want to pay our employees X percentage per year or 2.3 plus 4% but let's say the city had an asteroid strike and they couldn't pay anyone. They wouldn't be legally bound to pay a 6.3% increase. That's just what he wants to do, correct?

Kim Kleiner, Administrative Services Director

Unless the Board of Aldermen passed the legislation, you're bound by the plan. The plan is actually was approved in ordinance.

Alderman Cathey

Okay, thank you.

Chairman Dowd

The unaffiliated is just as valid as the other contracts. It's just what was presented by the Mayor, adopted under ordinance by the Board of Aldermen, and it's in place until they come back and want to change the ordinance.

Alderman Cathey

So it's governed by an ordinance rather than by a contract?

Chairman Dowd

Yes.

Alderman Cathey

Okay.

Chairman Dowd

Actually all the contracts are binded by ordinances as well. That's why they come here for our approval. Any other questions on that subject? Next subject Ms. Kleiner.

Kim Kleiner, Administrative Services Director

So there is one position that is proposed to be added to the Administrative Services office. Originally it was put forth as a paralegal. We're working with the Mayor's office and the Legal Department on the job description. So it's draft form. We really need to decide how best to effectively address this position. The concern is that we have a number of documents that needed to be redacted both on the docuware system and both through Right to Knows. Currently, our Administrator has been performing that duties and unfortunately is causing other duties that she is assigned to be quite time constrained. So this office administrator position that you see was moved to mid-year from the Risk Department to Administrative Services. So when the original administrator office administrator left, Ms. Veino was moved over from Risk to form that position. She's done a great job but with the increase in responsibility both through redaction and answers of Right to Knows for the entire Division, that has become too much. So we need to add an office Administrator and we would prefer that it has experience in Right to Know.

There's also one half grant writer position. I'm not sure if Ms. Davies is with us tonight on Zoom but she is half funded in our Department and half funded by the Nashua School District. She's done wonderful things within the last year. If anyone would like to hear about the grants, I'm sure that she would be willing to give you a synopsis of those.

Chairman Dowd

Ms. Davies is online if somebody has a question.

Alderman Jette

It's not about the grant writer, it's about the proposed paralegal position. So you use the term "paralegal" but are you requiring that someone have a - I'm not sure. Paralegals are oftentimes just people who work in law offices who used to be secretaries and now they're called paralegals. There are people who actually get degrees in Paralegal Studies - either an Associate's or Bachelor's Degree in Paralegal Studies. Are you requiring that a person have a Paralegal degree or is that just a name you're using for the position?

Kim Kleiner, Administrative Services Director

Great question. So in discussion, we have realized that it's really more important that this person has municipal experience, Right to Know experience, records management experience. So not necessarily would they need a Paralegal

degree if they have those other qualifications. So as we look at finalizing up the job description if it is approved by the Board, we can rename that position to something that would more fit.

Alderman Jette

Okay. Thank you.

Alderwoman Kelly

Thank you. My question is regards to the Paralegal as well. I know that we funded our Right to Know lawyer in the Legal office. What would be the difference in the responsibilities for the Paralegal to your Department?

Kim Kleiner, Administrative Services Director

It's a great question. So the Right to Know Attorney in the Legal office provides us all with legal assistance and answers all of our legal questions. This position would not be that. In fact, this position would commonly reach out to the Attorney in the Legal office with any questions as we always do. This position would actually be working with the departments obtaining any of the documents, working with the redaction, answering the responses. It would also deal with records management throughout our division and then other duties as assigned.

Chairman Dowd

If I could just interject. I talked to Attorney Bolton and that Attorney is going to be trying to do more other legal work than Right to Know so.

Alderwoman Kelly

Thank you. That was very clear. I forgot my question. I'll come back to it.

Chairman Dowd

Anyone else?

Alderman Sullivan

Thank you, Mr. Chairman. Under the wages, I see under the wages for Administrative Services Department 106 that those wages are up 38% year over year.

Chairman Dowd

Did we jump ahead?

Alderman Sullivan

Did we? I thought we're on 106.

Chairman Dowd

Okay.

Alderman Sullivan

So if I add into that - so I just want to make sure that I have the blank filled in - the paralegal position that's what we'll call it - \$60,000 and then the balance is the half of the grant writer? Do I have that right? Plus other maybe there's other the other increases for the 3.35. I saw your 2.35 full time employees in '22; 3.35 proposed for '23. So just help me understand where that 38%. I appreciate it.

Kim Kleiner, Administrative Services Director

Sure. So in 51100, you have 85% of the Director. You have the current Office Administrator and that was an increase

because the original Office Administrator was only roughly \$43,000. The Office Administrator that was moved from the Risk Department was \$87,000. Then you have half of the Grant Writer and the proposed position.

Chairman Dowd

The Grant Writer is split between us and the Board of Ed - or the School Department. And by the way, the Grant Writers bring money into us.

You all set Alderman Sullivan?

Alderman Sullivan

Yes, thank you.

Alderman Kelly

Alderman Dowd I remembered my question.

Chairman Dowd

Okay. Alderman Kelly you remember your question?

Alderman Kelly

I do thank you. Miss Kleiner you were talking about how the proposed paralegal would do a lot of the redactions and working through the records that we need to get up online. Do you anticipate them having enough work after those records are put up to keep them full time or do you think it's going to be more of a temporary position?

Kim Kleiner, Administrative Services Director

Great question. So I think one of the things to remember with the docuware system and with providing records online is that is going to be ongoing because documents will come, they'll be added to the system, they'll constantly need to be reviewed. Once you begin a process like that, which is very beneficial, you'll always have documents that have to be reviewed. We just have a lot right now.

Alderman Kelly

This person will be very busy. Thank you.

Alderman Jette

Thank you. So back to the paralegal - the Right to Know Paralegal. So can you just answer - I've heard the criticism that, you know, when someone calls City Hall and asks a question if you just answered the question there wouldn't be this necessity to go through this whole Right to Know procedure. What is your answer to that?

Kim Kleiner, Administrative Services Director

I would agree. If it's a single question, I would hope that our staff is answering the question. A Right to Know, and I'll give an example, when you're asking for multiple documents that require the pulling of multiple files within Assessing, reviewing those files for any necessary nonpublic information that takes time. That's consuming. You can't answer that over the phone. Then we would commonly have those files reviewed, redacted if necessary, and then given to the individual that's requested. That's a Right to Know and that's what this position would do.

If someone called and asked one of our staff members in any department a question, I would hope that we would be able to if not answer the question immediately at least find the information and return the call.

Alderman Jette

Can I follow up? So there are requests for information which become Right to Know requests even though the person

doesn't say, I'm filing a right to know request. There are requests that just fall into that category without it being declared such?

Kim Kleiner, Administrative Services Director

Yes, there are requests that fall into that category. Commonly the requests I just spoke of where there's a large number of documents that need to be reviewed, redacted if necessary, and then supplied.

Chairman Dowd

All set Alderman Jette, or?

Alderman Jette

Yeah, I think so. I just think the public is under the impression that a Right to Know request is a document that's labeled "Right to Know" that is filed with some body. I think is being explained to us that you know that there are requests that fall under that category and come under the Right to Know Law that aren't necessarily labeled as such by the requester or, you know, it just happens that the nature of the request makes it fall into that category.

Chairman Dowd

I could be wrong and you're an Attorney. I think when somebody says Right to Know Law that it has some legal implications beyond just the question.

Alderman Jette

I think, if I can.

Chairman Dowd

Sure.

Alderman Jette

I think what Director Kleiner is saying is that without someone saying that this is a Right to Know request, you know, if they just ask a question and in order to answer the question, it requires a procurement of documents and stuff. I think Director Kleiner is saying that that would fall under the Right to Know even though it's not labeled as such. Am I understanding that correctly Director Kleiner?

Kim Kleiner, Administrative Services Director

That's correct. We would treat that as a Right to Know request whether or not it's specified.

Alderman O'Brien

Yup just as a State Rep., I'm under the impression the city is not a purveyor of sub secret squirrel information or anything. Everything is a public document. So any request from the public is a Right to Know request. I mean some can be answered easy – where's the men's room. You could say it's around the corner but when you're asking for documents with due to the personal nature, which I totally appreciate, that somebody is redacting and eliminating some of the stuff that should not really be out there in the public information. But any formal or informal request is a Right to Know by RSA law.

Alderman Klee

Thank you so much, Mr. Chairman. I just wanted to make a comment about redacting and so on. I did it for both Department of Defense and for the Department of the VA when I worked with quality management and when I worked with the admin office. I can tell you that it's not just a matter of taking a document and striking it out. I'm not sure how you all do it here but we had to take it, we had to read it, we had to strike it out, and then you had to make a Xerox copy of it because oftentimes you could still read through the marker. We had to make another copy of it so that you could not read through the blacking. So it's not just a matter of taking it, and marking it, and there it's done. You actually have to have



copied the document, you have to mark it, and then you have to recopy it. I'm not sure if that's exactly how you do it here but you don't quite do it that way. Is that Correct? Oh, you have computer's that do the redacting. I'm old school. I had to do the whole...

Chairman Dowd

I was going say US government come up with a better way.

Kim Kleiner, Administrative Services Director

Thank you to our IT Department, we have a much better way.

Alderman O'Brien

Yeah, I would just further like to say on the Right to Know. I mean there are certain things that the city does withhold and that's understandable. Particularly like contract negotiations. You don't want one particular union contracting any particular boards or anything else like that with the Right to Know request during negotiations. So therefore – and the other thing is like real estate transactions. Those that have been here for a while and are relatively new, I think already seen it that the city enters into some agreements that we privately discussed because if the information publicly got out there, it could double the price. We may not be getting the fair market value for the taxpayer. The Right to Know can hurt you as well as it can help you. So it's very prominently judged and written. Thank you.

Alderman Cathey

Thank you, Mr. Chair. I heard you mentioned docuweb so I have some questions about that but I can ask them later if you have other things that you need to present first or - I don't want to jump the gun.

Kim Kleiner, Administrative Services Director

We've prepared a summary further on in the packet.

Alderman Cathey

Okay.

Chairman Dowd

Any other questions on what's been presented so far? If not, Ms. Kleiner.

Kim Kleiner, Administrative Services Director

We're all set with 106. We can move on to the Arlington Street Community Center.

Chairman Dowd

Page 75.

Kim Kleiner, Administrative Services Director

So the Community Center as some of you may know had a Director and the Director has joined the Mayor's office. The position was posted. We have made an offer and we are at that step. So you'll see a small decrease in the wages for that one position and that is due to it being a new hire.

Relatively everything else is staying the same. But in your packet, I do give you a copy of the Arlington Street Community. This is a special revenue fund that is created for the Center. The current balance is \$13,893. The Center is rented to families within the area or within the Nashua community. The revenue from those rentals goes into this funds and the Director can draw from that for program expenses as needed. So when it's important when you're looking at the Center to realize that that's not all of the expenses. There is revenue generated and some small expenses from that.

Chairman Dowd

Any questions on the Arlington Street?

Alderman Cathey

Thank you, Mr. Chair. Do we receive any grants related to Arlington Street?

Kim Kleiner, Administrative Services Director

So Ms. Davies did receive a grant and if I may let her speak to that.

Pamela Davies

Yes, we did receive a grant this year. We received a \$10,000 grant from the US Conference of Mayors for economic mobility innovation to be used for programming at the Arlington Street Community Center. We also currently have an upgrade (inaudible) specifically for programming at the Community Center for around \$6,000 right now. Once we have the new Director in place, we'll begin looking for additional grants to fit the money that she or they want to see.

Alderman Cathey

Thank you.

Alderwoman Kelly

Thank you. Director Kleiner actually you started to answer one of my questions because I was wondering where the rental came from because I know we own the building. My question is, and maybe this is for whoever is currently doing the filling the position of running the Center, but do we approach people who want to rent it in an equitable way so if someone can't afford it do we waive it?

Kim Kleiner, Administrative Services Director

Absolutely. That's part of the basis for the Center. When we opened the Center, the Center was specifically to address a lot of the issues brought forth by My Brother's Keeper. So some of the families that have rented this Center have been families - and we're talking very minimal costs - to rent it have been families that just need a place to have a birthday party for their children because they don't have enough room in their apartment. That's commonly what you see. It could be a baby shower or something of that as well.

We have had a few outside businesses that have rented the Center. More specifically like a speech pathologist that rented the Center that wasn't with the School District to hold some training sessions and that sort of thing. But it is up to the Director. They do fill out an application. The Director works closely with the Risk Department and the policy was set by the Arlington Street Community Center Board.

Alderwoman Kelly

Thank you.

Alderman Lopez

To Miss Davies or Miss Kleiner- whoever can answer it. In terms of grant writing, has there been - what does that scene even look like after COVID? Like you can't point to previous years exactly for activity when everybody was closed. I'm not sure if all agencies that are currently aligned for providing grants and have the same kind of priorities. So how do you rebuild after that and what are we likely to see the Arlington Street Community Center able to do over the next couple of months?

Pamela Davies

Yes if you're asking me, I understood. The Arlington Street Community Center actually did a lot of programming during COVID. I probably shouldn't speak to this. Should whoever's doing the Arlington Street cover it next but it was really easy to sell them to funders because of the how much outreach they did in terms of connecting families with the resources that they needed during the pandemic in terms of like, electronics and also running remote classes. They did a lot of equitable preschool, kindergarten readiness programming were able to provide remotely with students from Rivier. So the grant

that we did receive the one from the US Conference of Mayors will be based on the strength of the remote programming that they were able to provide during the time period that you're referring to and building on that and actually taking that work and reaching out more to the English language learner population in the neighborhood and in the city to grow the reach of that within that population if that answers your question.

Alderman Lopez

I didn't realize there was another presentation coming. Sorry.

Alderman Klee

Thank you. Mr. Chairman if this is not the right time to ask this question, please feel free to...

Chairman Dowd

I'll interrupt.

Alderman Klee

Thank you. I appreciate that. As they've gone through some of the revenue sections in here, I do notice that at the end of like the city revenue and the school special revenue that there's a page that says "revenue funds funded by grants". Is that what - and I know that I have worked with her for with the NEA grant and so on - so I know she is phenomenal. Would these also be some of the work that she does as far as the grants are concerned? So for instance on page 257 of the budget...

Chairman Dowd

Is that as all the city grants because they're extensive?

Alderman Klee

I'm sorry, Mr. Chairman. So like, for instance, I'm looking at these city special revenue funds, revenue, and appropriations. So page 257 says, "This is for the City of Nashua". Under the school revenue, there's also a page with grants and so on. So I didn't know if those are some of the grants that she would have gotten.

Kim Kleiner, Administrative Services Director

Right. So the grants that are listed on page 257 are actually secured. I mean some are secured from the Division themselves such as the Police Department. Those grants, those Homeland Security grants, they apply for those grants year over year. So that really is a much more extensive list than the grants that Miss Davies would.

Alderman Klee

Thank you. I appreciate it and I do appreciate everything that Miss Davies does. Her enthusiasm is electric. Thank you.

Chairman Dowd

Any other questions?

Alderman Sullivan

Thank you very much. Director Kleiner on the - I see that the salary for that line item for Arlington Street went down but benefits went up and then just kind of a subset of that question. The 55,000 that reflects the active offer that is out there now because that currently that one full time employee, that's an open head right now but you do have a job offer out to a candidate and that reflects that offer?

Kim Kleiner, Administrative Services Director

Yes that does reflect that job offer. Great question on the benefits. So when you have an open position within the city, and we are in budget preparation, we need to budget appropriately for the benefits. So we budget out at two person plan

because you don't know if that person coming in is going to be single, family, two person. So it's a middle of the road estimate that we make and that's why you see it increasing. That may not necessarily be what the new hire chooses and you may have some savings in that line.

Alderman Sullivan

All right. Thanks for clarifying.

Alderman Cathey

Just to piggyback off of that question. If there were savings, where does the money go? Does it sit in your in your budget for other uses or how does that work?

Kim Kleiner, Administrative Services Director

No, it would lapse back to the general fund.

Alderman Cathey

Okay, thank you.

Chairman Dowd

Thank you. Anyone else? For the new Aldermen, do you have a very brief overview of the fact that the city has owned this building for a number of years and how it evolved into the community center.

Kim Kleiner, Administrative Services Director

Certainly. Back in 2016 when Mayor Donchess joined the city again, he initiated the My Brother's Keeper and accepted the My Brother's Keeper initiative. We did a strategic plan working with agencies across the city, and the Nashua School District, and many city divisions to outline what they saw as one of the greatest needs within the community. It was decided after a day long and weeks long of study, that they needed one central place where we could offer programming. So commonly you'll see, for instance, the Public Health Department will go there and use the Community Center for vaccinations or for education. It's a place that allows them to go and offer it outside of their Mulberry Street location.

You may see teachers that use the Community Center. We also have had programming for Pre K. We've had programming that we've offered for Dr. Crisp School, which was one of the facilities at the time that was in need of additional space. So this really was a joint collaboration between all of the city divisions. At the time the building had become it was city owned, it had become unoccupied because the renter had left the building. There were no funds expended other than the Aldermen appropriated some money to install computers. So there's a computer lab at the Center. Other than that, all work was done by the committee and volunteers to clean, paint, repair, and get the Center open for business.

Chairman Dowd

All set on the Community Center. Next department.

Kim Kleiner, Administrative Services Director

So the next item that we just wanted to bring up briefly is you'll see in your packet, there's a fund called "City events" and some Aldermen might be familiar with this. We manage this account as well within the Administrative Services office and this is the account where funds, donations are made for city events most of it being the Pride event. The donations are made to the city. They're kept here and expenditures are made as appropriate.

Chairman Dowd

I think the next in line is the Human Resources.

Alderman Sullivan

Sorry. Before you move on, I looked at the - it's not the cover page. It's the first page in and I see the term "commodities" next to payroll. I'm not familiar with that term when it comes to budgeting. Could you help me?

Kim Kleiner, Administrative Services Director

Certainly. So that spreadsheet that you're looking at is the summaries, the totals without benefits. So we back out benefits commonly when the Divisions are given an expectation by the Mayor, it is less benefits because that's not something that they have control over. So the totals that you're looking at exclude benefits and the commodities are everything else except salaries. So all the other expense line and items, excluding salaries and benefits, in each department.

Alderman Sullivan

Thank you.

Nancy Trask

Nancy Trask, Human Resource Manager.

Kim Kleiner, Administrative Services Director

So I will say just to begin the first couple of documents in your packet were actually a request that we received. We received a request to see open positions within the city, which Nancy and her staff manage and the employee counts by Division. Important to note that when you talk about employees, there's many different types of employees: full time, part time, per diem, seasonal.

The other request, which actually came much earlier, our apologies, was turnover. It's something that we've looked at in the city, especially this past year. I was pleased to see that throughout 2019 to 2022, it showed nothing that I wouldn't have expected. In fact, I would have expected more especially since COVID because that's what we're seeing out there with other employers. I think what has happened is the city has had a number of employees leave, which are at high level and very visible which makes us question should we look at this? It's a great question and we'll continue to track it now that we've got a system to do that. The city sees spikes. So as you look at the graphs, you're gonna see that Ms. Trask and her team work very hard because they're ramping up for summer or seasonal help. So you'll see a lot of new hires somewhere between April and June and then you're gonna see a large spike of terminations come the end of August into September. Right? And that's what we saw.

The other turnover that we saw, stays relatively constant and it's nothing that I would consider looking at other municipalities and talking to other municipal managers that I would consider out of the ordinary. I want to caution that our data does not include schools. We do not hire for the schools and it does not include police or fire. So here you're looking at DPW, City Hall, Public Health and those are commonly the ones that Ms. Trask and her staff deal with, although they do onboard everybody.

Alderman Sullivan

Thank you very much. When you look at turnover for those key positions that you've talked about, does the city have a succession plan in each department? So should a Director leave, what happens? Is there someone at a different level that could assume that position or do you have to go out and hire each and every time?

Kim Kleiner, Administrative Services Director

Great question. I'm gonna say I would hope so. So as a Division Director, that should be something that you're looking at and that you're offering the training and approaching hiring in that way. So we've done quite a bit of work in in our Division to ensure that we have some succession planning and that we have some individuals that can step up, especially for our key roles. It becomes a little bit harder to do in a department like Assessing where you have had a lot of turnover. But for most of our departments, we are in really good shape.

Alderman O'Brien

Yeah Director Kleiner you could probably just to assist the new Aldermen. Is it not really a city policy to first preference is to city workers as far as any type of promotional or anything else people can swap within divisions if qualified to, you

know, take that particular position. Case in point, I remember getting those flyers within the Fire Department. I don't think anybody was going to leave the Fire Department for another occupation here at City Hall. Not saying that the people don't do a great job here but the thing is it leads to a segway into my next thing. Perhaps Ms. Trask could take those numbers of police or fire, which are stable organizations, and apply City Hall and have them as the base study to see what the turnover rate basically is and it would probably assist in that regards. But to get back to city policy of trying to keep within opportunities do exist.

Kim Kleiner, Administrative Services Director

Yes and no. So Ms. Trask and her staff handle the posting policy, but it's different in each union contract but there are limitations and you must post appropriately for personnel that are qualified to step forth and apply first - internal policy.

Alderman Cathey

Thank you, Mr. Chair. Maybe you were already going to address this and if I'm jumping the gun. I apologize. Can you walk me through why the change from HR to Payroll? Because I noticed last year that those payroll positions existed just under HR. So I'm curious if there was a reason you had to or if there's a benefit to doing it this way because I noticed there was a jump in the salary on the payroll side versus the HR side. If I could get more clarification on those things either one.

Kim Kleiner, Administrative Services Director

Great question. So to the succession planning, that's what you see on the payroll side. So perfect lead in here. When there was a Human Resources Division and you had a Division Director specific to that Division. Human Resources, Administration, Payroll and Benefits were all within that Division. We kind of had them join the Administrative Services Division and that Division Director no longer - position is no longer within the city. We looked at it and what you had were three very capable managers within those departments and they do do very different functions, although they do work very closely together. So Human Resources has its functions and operates extremely well under Ms. Trask. Benefits operates under Katelin Pimentel. Again, that's another example of succession planning. Mr. Pimentel moved up and these managers have their own staff, although the three departments do collaborate together and there is specific benefits from having them as their own departments with their own managers, their own goals, their own priorities, and their own budgets.

Alderman Cathey

Just for clarity for my sake, and I apologize if this is a dumb question, but what I think I hear you saying is you did it so there could be a succession plan. So if someone was essentially hitting the ceiling in HR, they're doing a payroll job. They have gone over the payroll department so they can go up to a manager position but underneath payroll is that's what's happening or did you need to create the department for some other reason because it didn't exist last year if I'm not misunderstanding.

Kim Kleiner, Administrative Services Director

So I think there's some confusion as to did it exist. It existed okay so there was the Human Resources Division and then there was HR, Payroll, and Benefits. Each their own specific job function with their own specific employees and each had a manager. All we did for budget purposes was split this out number one, so that we can look at how the goals, and the priorities, and the salaries are being allocated. And number two, to give each manager some sense of what their budget is and how their budget reflects their priorities and their goals. But payroll always existed. Benefits always existed. They were just all under this HR Division umbrella.

Alderman Cathey

Thank you. That does clear it up. So you're just breaking it out more specifically so we can get our eyeballs on it. Okay, thank you.

Chairman Dowd

Eliminated a Division Director and eliminated the Division and the three departments that were in the Division are now separate.

Alderman Kelly

Thank you. My question is actually a perfect follow on to that. I know that your position as Administrative Services Director was created and you've been doing a lot of work to look at these departments. As we've done that, I've noticed like sometimes we lose someone who's a Director and we've decided oh we're just not going to replace them. So I'm sort of interested in how you go about deciding when that person should be replaced and when they shouldn't.

Kim Kleiner, Administrative Services Director

I'm going to ask for clarification - when a Division Director should be replaced?

Alderman Kelly

Right? So for example, I know we for a little bit did not - we were talking about not putting a Chief Assessor in and then we also, I believe, we didn't do a Director of IT anymore when that retirement happened. So when you're looking at those things as you're kind of figuring out the payroll come out over here, how do you evaluate that decision? Does that make sense?

Kim Kleiner, Administrative Services Director

Yes. So I think, ultimately, let's start with the Assessing Department. There's a very valid reason you need a Chief Assessor. So State DRA rules and ASB rules require Assessing Supervisor. That's a certification. So we need a Chief Assessor. We need that function or at least an Assessing Supervisor. So there's some departments where you look on you need a specific level of certification, right, and qualification. When we look at a department like IT, you have three incredible managers within Information Technology and you have one individual that we put forth as Chief Information Officer some time ago because infrastructure security wise, he has that expertise. So there's other ways that you may structure a department other than it needing a director at the top. That Department has three very separate functions, all with very solid expertise and managers at the top. Same with Payroll, HR and Benefits. You have three very solid managers and really no need for a division director to be over that position reporting to another division director if that makes sense.

More specifically if it's outside of the Administrative Services Division, and of course anything that I would do I would propose to the Mayor as well, Divisions are looked at and we make recommendations to the Mayor, and the Mayor would ultimately have the authority to say whether or not a position was necessary. But I think that in the past, we've done some great restructuring within the city which has really made sense. It's optimized not only the salary cost but the educational levels of the people and the positions that you have on staff.

Alderman Kelly

If I can follow up, please. Thank you. You started to get to my follow up which was just as you have that attrition, I'm sure you're looking at that. How often are you looking at, you know, how restructuring might be able to help you with salary and attrition pass?

Kim Kleiner, Administrative Services Director

So I think it's different within each division, although we do commonly because of our function speak with other Division Directors and work through restructuring with them. So most recently, Director Sullivan and some changes that were made within his Division. I think you really look at it, always. Right. So you should look at it while you're preparing your goals and your priorities for the coming year. You should look at it when you have turnover and you've lost some degree of education. I don't think it's a specific time. I think it's ongoing.

Alderman Cathey

Thank you, Mr. Chair. I noticed in the payroll breakout for salaries that the Human Resources Specialist, if my math is correct and maybe it's not, the increase is a 9% bump from the prior year but all the other ones I've noticed are either 6% or below that matching the unaffiliated scale. Just curious if you could speak to why that jump is outside of the typical ranges I'm seeing. I can give you specific numbers if I needed to.

Kim Kleiner, Administrative Services Director

I'm assuming you're speaking of the position within Human Resources?

Alderman Cathey

Yeah under 51100 Human Resources Specialist. I notated that in 2022 they're at 5414 and this year, they're 55872, which is a jump of 9% if my math serves me correctly.

Kim Kleiner, Administrative Services Director

So there was a position - I want to be careful because as we did eliminate the HR Director last year, we looked at the positions – Miss Trask - at the positions and the duties that were assigned and more duties were brought down both to Ms. Trask and also to her staff. We raised that position because that position assumed more duties.

Alderman Cathey

So it was really a restructuring of the role per se rather than just bumping them up.

Kim Kleiner, Administrative Services Director

Yes, the job description was altered and added to.

Alderman Cathey

Do you, and maybe you don't know the answer to this, sorry, Mr. Chairman. Do you know if there are any other positions in your department that are mirroring this or is this sort of a one offer, or two off, or something like that or is there a lot of this in the Department? I didn't go through all the numbers, but I didn't know if that was irregular just for this year or there's a lot of positions like that this year?

Kim Kleiner, Administrative Services Director

There is a position within the Payroll Department and one position within the IT.

Alderman Cathey

Thank you.

Chairman Dowd

Other questions? We hit a little bit on payroll but Payroll is next.

Peter Donovan, Payroll Manager

My name is Peter Donovan and I'm the Payroll Manager.

Kim Kleiner, Administrative Services Director

So to Alderman Cathey's question on the restructuring, Mr. Donovan if you could talk a little bit about the positions that moved within your Department.

Peter Donovan, Payroll Manager

Well we did have one promotion. We had a Payroll Analyst that was working with us for five years now going on five years and she's done an excellent job. She's gained an incredible amount of knowledge and different aspects of the payroll process. With her interaction with third parties that we deal with all the time like the IRS, different garnishment issues, New Hampshire Retirement System. So she was well deserving of a promotion and so after five years, she received one.

Then we did have somebody who resigned and we did bring on a new employee. As you know, it's been a horrible time to bring on any employees because the qualifications of people out there it's hard. It's hard to really get somebody that is



qualified. We did find someone and brought them on in March. We are currently fully staffed for the first time in quite a few months.

Chairman Dowd

Other questions for the Payroll Department? None. Thank you.

Kim Kleiner, Administrative Services Director

Benefits. And we apologize, Miss Pimentel couldn't be here this evening but everyone's favorite. So as we talk about benefits, I did include a few notes for you. I understand that this is an area that can be very daunting. I do want to say that the city, both Miss Pimentel and I work extremely closely with Workplace Benefits Solution, otherwise known as "WBS", who are our consultants.

So I think it's important to note where we are. For medical, we're looking at a 7.2% increase. Now why is - I'm sure everyone's next question and there's a number of reasons. So we have here to date through the end of March, we have 66 members with claims in excess of \$75,000 totaling \$12.3 million. In addition to that, we have six members with claims in excess of \$350,000, which is our stop loss, totaling \$3.8 million. And we actually give you kind of a brief oversight here of what a claim can look like. So just to remember anything over \$350,000, our stop loss kicks in. Definitely want to have stop loss insurance, but I will say Stop Loss Insurance is getting increasingly expensive out there in the market. So we were expected to have a 20% increase in the cost of our stop loss but considering these claims I just mentioned, you don't want to go without it. We did go out for an RFP for that. Our current stop loss carrier being Anthem did not come in as lowest cost. QBE did right around the 20% mark. So that is who we are signing with for Fiscal '23.

It's important, I think, to note that even if you had claims this year - say of \$40 million. The general industry trend is 8%. So that 40 million and in the same claims next year is going to be 8% higher. That's just industry trend. It could be the same exact claims. It's just the cost of inflation for the industry. So when we look at redesign, health care redesign, which is what you see in many of the labor contracts being brought before you, that's what we're trying to mitigate. That 8% industry trend on inflation and we've done very well. So we're very thankful most of our unions have worked with us and we're seeing some real savings. Most recently with the teacher's contract - a little over \$2 million in savings there. And where does that savings come from? That savings comes from the city's cost for the 80% that we put in.

The other thing that has really impacted us this year is COVID. It's impacted everyone. So we saw \$1.3 million in COVID expenses through the end of March. \$478,000 was testing alone. \$825,000 was treatment. So when we look at COVID overall for our claim period, it added about 5% to our claims and that's pretty significant.

I did include some of our enrollment numbers. Right now, we are currently trending 106% of budget for this year. The good news is we've seen some of our claims level off since March. So through April now heading into May, they seemed to have leveled. We aren't seeing any COVID hospitalizations, although you're still seeing testing costs. So we think we'll come out about 104% of budget. A little bit of good news.

So I did also include the benefits fund, which is the self-insurance fund and I just want to mention that these fund accounts that I'm providing to you are generally located – you'd find them in Financial Services. They're part of the packet that Financial Services puts out on the website each month. But those are really where we're - dental is flat. No increase to our dental. So you're really looking at 7.2% in health claims and the 20% in stop loss. Those are our big ticket items.

Chairman Dowd

Questions?

Alderman Cathey

I have a few questions if you'll bear with me. The first one is, is this a usual year? I noticed when you were talking the claims, it seemed like you were you're indicating that they seem high. Is this a typical year for it or is it a higher year for us with all these claims?

Kim Kleiner, Administrative Services Director

Great question. So we were very concerned with COVID that people had put off health care, right. To some extent, health care wasn't accessible for them. So we looked at this and we built in a little bit of a buffer, not enough I think, but

we've seen other entities have about a 3% increase in just ordinary claims which we're attributing to that period where people really didn't have access to health care for either routine screenings or for care on existing conditions. So we think that the claims are higher than we budgeted for some of that reason.

Alderman Cathey

Follow up, Mr. Chair. Thank you. Just a few more. I noticed on the employer high deductible contributions there was a pretty significant increase. I'm going to assume that's from this change over to the new plan and now we're contributing more to the HSAs for the employees? Is that correct?

Kim Kleiner, Administrative Services Director

Great question. So we, the city goes into open enrollment generally - this year we're a little late. Generally, it's mid-April and of course, we're crafting our budget for the next year but we don't know what people's enrollments are going to be. So we saw this last year where we underestimated the HSA contributions and that we had a number of labor unions that had changed, right? They've gone to the higher HMO. So you had a lot of employees switch over to the HSA. This year, we're trying to take some of that into consideration, especially considering that it's the teachers union that is switching to the higher HMO and we expect many of their employees will switch to the HSA. So we've raised that considerably.

Alderman Cathey

Another follow up Mr. Chair. Thank you. I noticed under equipment for the fund, it's quite a big jump for computer software - up to \$150,000 for the benefits health insurance fund. Can you speak to that?

Kim Kleiner, Administrative Services Director

So that is Aight System and the contract came before Finance in February. I may be wrong in those dates but that is for our open enrollment and it's going very well. It was a very fast implementation. I cannot say how fantastic our benefits team, working with IT, working with our consultants, implemented that system in such a short time period. We did use it for this open enrollment. There's quite a few benefits to having that software. Number one, this was all done by paper. So it was very inefficient. Employees seemed to be enjoying the fact that they can go on from anywhere and enroll in their benefits. They can actually cost them out and realize real life scenarios. We'll be expanding Aight so that we're offering a lot of different benefits, and information, and cost scenarios on that software. But that is the first year cost for that software.

Alderman Cathey

One more Mr. Chair. In our benefits package, I assume we offer a 401k. What is our match? What is the city's match for employees?

Kim Kleiner, Administrative Services Director

So we don't. We have a 457 plan.

Alderman Cathey

Thank you.

Chairman Dowd

Any other questions?

Alderwoman Kelly

Thank you. I have a few questions. Can you just explain what a stop loss is? I don't think everybody knows what that means.

Kim Kleiner, Administrative Services Director

Sure. Stop loss is insurance that you carry for the city. Anytime there is a claim and it's one individual, one incident, so it

has to be the same claim for the same type of illness. Anytime that exceeds \$350,000, our stop loss picks up and reimburses the city for the costs.

Alderman Kelly

If I could have one follow up. Thank you. I just didn't know if everyone knew what that was.

So the other question I had, and you may or may not be able to answer this, but the COVID related expenses. I know we got a lot of federal dollars that could reimburse us for stuff. Is that a possibility with these expenses specific to COVID that you've outlined?

Kim Kleiner, Administrative Services Director

Great question. I'm hesitant. So we received a lot of federal dollars that certainly helped in terms of public health, and emergency management, and those types and that did help us in this area as well to some extent because we had employees that were receiving testing, and you know, vaccinations, and things through public health that we wouldn't have seen. But we're also held to the same standard as other employers where if you had a group plan, a group health insurance plan per President Biden's ruling, you had to reimburse for COVID tests that they went to the pharmacy and bought. With a self-insured plan that costs is entirely the city's, right. So I think the federal funding has helped in that it's been given to other divisions, which has supplied our employees with some benefits but it hasn't directly impacted the self-insurance funds as dollars brought in.

Alderman Kelly

Okay, thank you.

Alderman Sullivan

Thank you, Mr. Chairman. Under - this caught my attention - \$4.1 million in malignant neoplasm claims. First of all, I had to Google what a malignant neoplasm was and then \$4.1 million. Of those 66 people, do you have an idea of how many are claiming that and is that a red flag for the city? It seems to be a lot?

Kim Kleiner, Administrative Services Director

Great question. So each year at the close of a benefit year, we receive specific information regarding the plan from Anthem and we actually do a walkthrough of all of the charges. I try to supply the Board a memo towards the end of the year. Does it seem high to me? No unfortunately. I think these are some of the costs that you're seeing as a result of delayed testing, and delayed care during COVID, and unfortunately if you look at the age of our population, you all still have to take some of that into consideration. So I try to include that in my annual summary to you all and I can get you last year's if you'd like.

Alderman Sullivan

Yeah, thank you.

Kim Kleiner, Administrative Services Director

You're welcome.

Alderman Sullivan

Thank you. Under the COVID expenses, \$1.3 million in COVID expenses. The expenses listed below that 478825 et all. Do those make up the 1.3 or is that in addition to?

Kim Kleiner, Administrative Services Director

Those make up.

Alderman Lopez

Regarding the retirement plan, I know what a 401k is mutually funded, in theory, plan for retirement and 403bs are what nonprofits use, and then more tax deductible. I did not know what a 457. Is that specifically municipalities that have advantages? Is that a 404 error on my part?

Kim Kleiner, Administrative Services Director

Yes, the 457 is the municipal, the public government.

Alderman Lopez

Follow up. Is there a difference in either the types of things you can invest in as a result of that or the city's obligations to match?

Kim Kleiner, Administrative Services Director

Great. So the city does not match. It's all employee funded and depending upon there's a number of companies that you can look – I'm at a loss of word – investment - thank you. So depending, ours is now we're currently with Empower but the city does not match. It's not like a traditional 401k that you're thinking of with a public with a private entity. We do have a 403b on the school side.

Alderman Lopez

I just think I need to go do more research.

Alderman Jette

So I have several questions. But the first one through you if I could ask Alderman Sullivan, what did Doctor Google tell you about malignant neoplasms?

Alderman Sullivan

I only play one at aldermanic meetings. A malignant neoplasm is another term for cancerous term. The term "neoplasm" refers to an abnormal growth of tissue. Term "malignant" means the tumor is cancerous and is likely to spread, metastasize beyond its point of origin. That is from the ClevelandClinic.org.

Alderman Jette

So to follow up on that point, is that related to any occupations that we have within the city? I remember hearing about firefighters being especially susceptible to cancer because of the things that they're exposed to. Is there any correlation there?

Kim Kleiner, Administrative Services Director

No, not that has been brought to our attention. You know neither - our Anthem does have the opportunity to drill down in claims. I would think that if something like that existed, it would be brought to our attention but no things are throughout. When we look at health insurance, we're talking every entity in the city – police, fire, schools.

Alderman Jette

Okay, thank you.

Another question. So I noticed under the plans there are a total of 2,034 people covered by the plans. High Deductible Health Plan there's only 22. I thought the High Deductible Health Plan was the answer to our high expenses? We were moving people into that. Did I misunderstand that? Is it a different one that we're moving people to?

Kim Kleiner, Administrative Services Director

Yes. So I just want to say that these are 2,034 employees. So they're not necessarily plan participants because you could have their families. Normally it's around 5,500 in total being covered. These are the number of employees in these plans. The 22 that you're seeing, that's the high deductible health plan without an HSA - a health savings account. The

high deductible plan with an HSA is that 873 employees. That's the plan where the city contributes. They have depending on single or two person family, they have a \$2,000, a \$4,000 deductible and we contribute \$1,500 to \$3,000. So that 873 under the HSA is the one that you...

Alderman Jette

So what kind of an increase what did we have in that in the HSA?

Kim Kleiner, Administrative Services Director

So when you're looking at rate increases, it's across the board.

Alderman Jette

I meant how many more people switched to that plan?

Kim Kleiner, Administrative Services Director

So I would - we had a great number and I didn't bring the numbers with me for last open enrollment. I don't have the numbers from this open enrollment which is just ended Friday but I can get those to the Board.

Alderman Jette

One more. So you said that we've switched from Anthem to something called QBE. What is that? What does QBE? Did I hear you correctly?

Kim Kleiner, Administrative Services Director

Yes. So QBE is another insurance company that provides stop loss insurance. I did know the full name and it has escaped me but I can get it for you. There were five bid on the RFP that WBS put out and QBE is one that WBS has some experience - good experience with but I can do the full name.

Alderman Jette

So that brings up another question. So this is just the stop loss. Anthem was managing our health plan. Are they still managing the health plan?

Kim Kleiner, Administrative Services Director

Anthem is still managing the health care. Anthem has a number of products. So not only does Anthem manage our health care plans, Anthem is also our HSA provider but they also had an arm or have an arm that extends the stop loss insurance. It's just they had a significant increase of almost 30%. So we decided not to go with them for the stop loss coverage.

Alderman Jette

But as far as the employees are concerned, they're still dealing with Anthem, and the doctors, and health providers that are associated with Anthem?

Kim Kleiner, Administrative Services Director

Yes, none of that has changed.

Alderman Jette

Thank you. That's all I have.

Alderman Cathey

Sorry just one more quick question. This is more of a curiosity. Who covers our dental? Is it Delta or who do we have our dental plans through? You can email to me later. It's not super important but I'm just curious because you said the claims were flat.

Nancy Trask, Human Resources Manager

Northeast Delta Dental.

Alderman Cathey

Okay. You said that it was flat, like there weren't a lot of claims for dental. There weren't a lot of claims for dental, there were no claims, or is it just the same number of claims like it didn't go up or down?

Kim Kleiner, Administrative Services Director

We fell within budget, so there's no increase for Fiscal '23.

Alderman Cathey

Okay, thank you.

Alderman Lopez

Is a claim something's wrong with my teeth or is a claim like I went to the dentist? Like are we gonna have like a surge this year because nobody got their teeth brushed during COVID?

Kim Kleiner, Administrative Services Director

It's a great question. So depending on those several different dental plans - and the Teachers Union has I think seven different plans - so different levels. What I mean by that is different levels of coverage, right. So some might offer you two cleanings a year and another one might only offer you one and you pay different rates for the different coverage. So quite often, you'll find people that may have children with braces - remember those years - that tend to buy what we call the dental buy up plan, right, because they get more coverage for that. We haven't seen any increase and when we talk real claims, we're talking, you know, anything. You go for the cleaning, there's a cost to that. You go for a crown, there's a cost to that but as long as those claims are within the amount that the city and the employee are finding, you're fine. That's when they're flat, right. There's no additional cost to the city.

Alderman Lopez

Thank you for understanding that I meant cleaning and not brushing.

Chairman Dowd

Any other questions?

Alderman Thibeault

Thank you Mr. Chairman. Maybe I missed it here. I'm looking. Do we offer a vision for?

Kim Kleiner, Administrative Services Director

Great question. Yes, we do offer vision insurance and it's probably one of the cheapest insurance I've seen. It's entirely up to an employee whether they decide to sign up for the vision which is separate but it's a very low cost to our employees.

Alderman Thibeault

Does that fall under just the regular claims or is that a separate line item in here?

Kim Kleiner, Administrative Services Director

It does fall under the regular claims.

Alderman Thibeault

Okay, great. Thank you.

Chairman Dowd

Any other questions on benefits?

Alderman Lopez

Is the vision plan available for Aldermen or would I drive everyone's premium way up? Sorry.

Chairman Dowd

No. Any other questions?

Alderman Wilshire

I don't have a question but towards that before I started on the Board a long time ago, the Aldermen did get health benefits from the city. Probably I'm gonna say 30 years ago - health and dental benefits from the city. I know that in Manchester, they're trying to do away with it because they Aldermen I guess get medical and dental benefits from the city. I think I read that last week in the Union Leader.

Chairman Dowd

Okay. Any other questions on benefits? Seeing none, next we go to Telecommunications. That's on page 86. So names and address names and positions please.

Nick Miseirvitch, Chief Information Officer

Nick Miseirvitch, Chief Information Officer.

Dan McMullen, Technical Services Manager

Dan McMullen – I am the Manger of Technical Services.

Kim Kleiner, Administrative Services Director

Jason Toohey who is the Manager of Project Development. He couldn't be with us this evening. So there's no changes to Telecommunications for Fiscal '23.

Chairman Dowd

No budget changes.

Alderman Cathey

Mr. Chair just for clarity – out of curiosity. I noticed all the other departments have or most of them have a cellular line item but this also has a cellular line item. What is this covering in the telecom, city employees or?

Kim Kleiner, Administrative Services Director

So I'll speak to the cellular in the regular departments is when an employee receives a stipend for their cellular phone when they're using it for business purposes. I'll point to Mr. Miseirvitch for the telecommunications cellular.

Nick Miseirvitch, Chief Information Officer

Alright. That line item is for departments such as the fire, the MBTs in their vehicles. Telecommunications pays for the cellular plans for those devices.

Alderman Cathey

Thank you.

Alderman Jette

Maybe I thought Alderman Cathey's question was about the telecommunications. They are only two items - telephone voice, telephone cellular. There are no employees. There are no benefits. There's none of the usual things that we see in a department.

Kim Kleiner, Administrative Services Director

Yes, so I may have misunderstood Alderman Cathey's question. I thought there was a question whether these line items were the same as the ones you see within the Division budgets.

Alderman Jette

You may have answered his question, but my question is about...

Kim Kleiner, Administrative Services Director

They are separate. These are separate. There's no employees - this isn't really a department. This is more a place where these charges sit because they are of like charges and they're their own contracts and plans managed by IT.

Alderman Jette

So the employees are in a different department?

Nick Miseirvitch, Chief Operations Officer

There are no employees for Telecommunications. So there's no salary items. There's no benefit line items. It's just more like a category, if you will. It's just separated in the budget from IT.

Alderman Jette

Okay. Thank you.

Chairman Dowd

I think that will become clearer under IT.

Alderman Klee

Thank you. It's just and oddly I went back and I looked at 21, 22, and 23 and I saw that we've actually decreased the telecommunications budget from '21 to '23 by about over \$10,000. Why is that?

Nick Miseirvitch, Chief Information Officer

For continued savings throughout the years, renegotiating contracts with vendors, and such. Its flat this year because of the cost savings compensated for the cost increases.

Alderman Klee

Thank you.

Chairman Dowd



When a question is asked, please say who's answering it so the person doing the recording can get the right names.

Alderman Lopez

Does the budget or the savings that Alderman Klee has identified does that include the selling of the software that I think you guys made to Manchester for Public Health Department or the revenue we got?

Nick Miseirvitch, Chief Information Officer

No. That funds go into the general fund. It doesn't go into telecom or IT.

Alderman Lopez

Thank you for doing that.

Chairman Dowd

Any other questions on Telecommunications? Seeing none, IT.

Kim Kleiner, Administrative Services Director

So there's a few changes within the IT budget and I think there were some questions to specific line items such as software, maintenance, and hardware maintenance which I'll look to Mr. McMullen and Mr. Miseirvitch to answer.

I do want to say that there's a significant amount of projects and work that's being done within IT with an incredibly small staff for the work that they complete. We're looking at - we've had a number of implementations and upgrades over the past couple of years. I think starting way back with Assessing, and AP5, and then, you know, moving right on Munis, which Mr. Toohey's team looks at for our Tax Department. They also have Risk Management coming up, which you may have heard about that contract at Finance. That needs to be upgraded.

One of the things that you're going to notice about software costs in general, and you'll see it within other Divisions that come forward, that pay for their own or at least some of their own like police. There's been a general increase in software across the industry. Some of this is the reliance that we all have in order to complete our business functions and some of that reliance increased during COVID. So you'll hear we are certainly not, although we're probably the largest, we are not the only ones that you'll see before you that will talk about those IT costs. For specific increases, I'll turn it over to Mr. Miseirvitch or Mr. McMullen.

Nick Miseirvitch, Chief Information Officer

I'll start and then I'll let Dan chime in on a couple items. To expand on Direct Kleiner's remarks about software maintenance, the industry is making a shift in licensing costs to catch up to virtualization. So we no longer have physical servers, per se. Everything's been virtualized and we used to pay per what's called "per socket", which is a socket is the actual CPU within the server. All of our host machines have two sockets in them. So we were paying on that. They are getting wise to the industry of starting to license by cores. So we still have two sockets, but the number of cores increase with each generation of the processing chip. So to compensate for that, software vendors are starting to charge per core instead of per socket which they make more money and it costs us more money.

Other changes are we moved stuff around from software maintenance to hardware maintenance because it should have been broken out long ago. As we sat down and really focused on the budget this year, we identified a lot of pieces that were really in the wrong place. So just to get a better understanding of where the money's going, we made those changes for Fiscal Year '23.

Other reasons are all these new applications require software maintenance going forward. So as we buy new applications, there's a corresponding software maintenance cost for the future.

And finally, we have some - I wouldn't say contracts, but for lack of a better term contract that we pay multi- year. So we'll get an offer of paying for two years and get the third year free but we have to pay it all upfront and we have some of those hitting in FY23. So it actually saves the city a considerable amount of money doing it that way.

Dan McMullen, Technical Services Manager

I don't have a whole lot to add to the software side. As Nick explained, that's kind of more his area and Jason as well.

My area deals more with as we go further down in the list that Director Kleiner supplied you with is the computer equipment. So I can do comments on that or I can wait. I don't want to get ahead of anybody here either.

Alderman Cathey

Thank you, Mr. Chair. Just a few questions. I know when we met we spoke and I know earlier this year we had an appropriation for the - I keep getting the name wrong - emergency data center. Is that roughly correct? I know that there's more appropriations coming - requests for appropriations coming. Is that included in the budget or is that going to be a separate items later on in the year? I'm assuming they're coming this year.

Nick Miseirvitch, Chief Information Officer

It's the disaster recovery site that you're referring to and those appropriations are coming out of different funds, not our IT budget.

Alderman Cathey

Oh, okay. Follow up Mr. Chair. The software you spoke of is the majority of the software mainly on contracts or are we buying a lot of it upfront and not having to continually pay fees over, and over, and over again like monthly or yearly sort of contracts or (inaudible).

Nick Miseirvitch, Chief Information Officer

It's a combination. So depending on the software - for example, one that came up last week at Finance Committee was for Infor and that's just on a yearly basis. That's probably one of our most expensive software maintenance renewals coming in at \$292,000 and it increases every year.

Alderman Cathey

Thank you. I noticed that the website visits were down quite a bit and that was curious to me because in this information age, I would assume that those would go up as people visit the website to get more information about the city, whatever they need. I know I'm on it quite frequently but maybe that's just because I'm an Alderman. Is there a reason why? Are we haven't trouble with the website, people getting to it? Is there any sort of issues that is going on on the back end that we need to be aware of or is it just people just not visiting as frequently as they did?

Nick Miseirvitch, Chief Information Officer

It's just because people aren't visiting as frequently. There's been very little interruption with the vendor that hosts the website for the city.

Alderman Cathey

Okay, thank you.

Alderman Sullivan

Thank you. The software contracts that you alluded to, does the city have a procurement person that negotiates these contracts?

Kim Kleiner, Administrative Services Director

So Kelly Parkinson, our Purchasing Manager, she works with all of our departments whenever there is a procurement. A lot of these software maintenance packages are required. You have the software, for instance, like Lawson that was a very large purchase and implementation 8 - 9 years ago. It would be millions of dollars for the city to move away. So in those type of instances, you're negotiating with them and you only have so much room on a large package like that.

When it's a new purchase, we certainly look at the cost of ongoing maintenance. Many of the contracts that you're seeing that are year over year are existing packages within the city that have provided functions and it would be extremely costly for the city to move away from those.

Alderman Sullivan

Okay, thank you.

Alderman Jette

Thank you. I'm not sure if this is the right place to ask this question but are you in charge of the website, the website design that the public accesses? Is that part of your department?

Nick Miseirvitch, Chief Information Officer

No. That falls under the Programming Department, which is Jason Toohey's team. As far as redesign, we are limited to a template that the hosting company provides. We can modify colors and stuff like that but you know, the overall presentation, it's in a template. If we want to modify that template, which we can, there will be a cost associated with that.

Alderman Jette

Follow up. So just to put this out there, I use the website all the time and I kind of go to where I'm used to going without really thinking about it. But other people have said to me that they find our website to be very difficult to negotiate and find anything. I'm making you aware of that. People who don't use it all the time, they say it's not very user friendly. So that's just (inaudible).

Kim Kleiner, Administrative Services Director

Thank you. I will say that Rich Berube who's our website designer or administrator, he worked to with the Mayor's office and Division Directors about a year ago. We did make some significant changes to the website. That was part of an upgrade that comes about I think every two years. Don't hold me but by contract, you're allowed to make more changes than normal and we did that. I think it's better than it was but we always look for feedback. If there are changes that we can make within the existing template, we will. The numbers going down, I think they're going to go back up the more information we get out there. So I will say that, just to mention it here, we just put the link to docuware on the system on the website today. It has some issues, which they're working through and they hope to have it resolved by tomorrow. But as we're putting information like that on the website, I think you'll see a lot more people moving towards it. That's the desire is if we can make information as easy for our citizens to get without them having to actually get in the car and come over and see us - not that we don't want to see them please don't take that - but I think certainly if anyone has any suggestions, please Mr. Berube is very open to hearing them.

Alderman Jette

Thank you.

Alderman Klee

Thank you, Mr. Chairman. I just wanted to make a comment. When I first became Alderman, it was a very different looking website. I know both myself and at that time Alderman Schmidt had spoken to IT about some of the things that we found very difficult with our constituents and so on and those changes were made. I do appreciate it and I think anytime someone goes to a website, it's very difficult because they're embedded menus. It doesn't become intuitive until you use it and then you start to see it. When I'm looking for the Police Department, now I just go straight to the police web but I can get the Police Department from there. I can get to Community Development. I can get to all of those different ones but I have to know what's under Community Development in order to find it because it's like a giant menu, and tree, and everything. Sometimes I do the searches which tend to bring me more to documents than to the webpage but that would probably be my only suggestion but it's - I see a lot of changes you've made and I appreciate that.

Chairman Dowd

To get us back on track, the website is not part of their budget.

Alderman Lopez

Oh I had a suggestion.

Chairman Dowd

Any other questions?

Alderman Cathey

Two questions. One - what department is the website under again? Remind me, please.

Kim Kleiner, Administrative Services Director

Project Development. Jason Toohey is the Manager and he's part of IT.

Alderman Cathey

Yeah, that's fine. Follow up. I should have asked this earlier. The disaster recovery site is that going to be completed this year? Is that the plan or I mean I know we always have a plan but just curious if there's an ETA on that?

Nick Miseirvitch, Chief Information Officer

Yes that is the plan to have it completed this calendar year. However, we're still waiting for equipment to show up that we've ordered back in January. So that just gives you an example of how long things are taking for shipping.

Alderman Cathey

Thank you.

Chairman Dowd

Other questions? I have a question. Do we have an optimal Wi-Fi system in this building?

Nick Miseirvitch, Chief Information Officer

We'll define optimum.

Chairman Dowd

Do we have a better system?

Nick Miseirvitch, Chief Information Officer

There are some adjustments that can be made. I just need to know what areas are you experiencing issues with. I mean is it here in the chamber?

Chairman Dowd

Here in the chamber is one. Connectivity is not great sometimes. So anyway, enough of that question.

If there's nothing else for IT, we'll go on to Risk Management.

Alderwoman Kelly

I believe the gentleman was gonna talk about the computer equipment and I had a question around that. Do you want him to speak first and then I can ask my question?

Chairman Dowd

Ask the question and he can answer it.

Alderman Kelly

That's fine, too. I noticed that under the computer equipment that you're replacing a bunch of printers. I seem to remember that we also had a contract in front of us that we rented a lot of them. So is it a mix? Are these - I'm just sort of interested in that.

Chairman Dowd

Because you weren't a mask, could you bring your microphone closer? It's hard to hear you.

Alderman Kelly

Is that better? Would you like me to repeat my question?

Chairman Dowd

Yes.

Alderman Kelly

Okay. I said I was looking at the equipment. You had a number of printers that you are replacing. I also remember a contract for renting printers. I was wondering if it's a mix or are we going from renting them to deciding that we should own them?

Dan McMullen, Technical Services Manager

So we've got about 150 network printers that we support - and my group supports in about 35 buildings. Of those, the majority of them we own. The ones that you see - the contracts that you see for the leases are for the multifunction printer. So for a simpler term, the copiers – scanning, printing, copying. Of those, there's probably about maybe about 30 of that 150 that we lease. So we lease them for four to five year period of time. Lease comes up for renewal, we renegotiate and lease it again. But for the majority of the network printers, we own them.

Alderman Kelly

Thank you. So let's get nerdy about printers for a second. I think I'm interested as we're looking at buying a quite a few of them, at least in my (inaudible) but who know. Maybe it's a tiny amount of the ones that you actually buy. Are we looking at efficiencies in terms of how they print and also I know there are printers that allow you to sort of keep people from just printing long documents and walking away, and forgetting about them, and having to print them again. Are we doing any of that to kind of reduce paper paths?

Dan McMullen, Technical Services Manager

So back in 2014, we actually embarked on a program when Mayor Lozeau was here. She was big against printing. She wanted to reduce costs as well. So we did an entire study on major buildings in the city as far as how many printers we had, how many people, where they were located, etc. We were able to make some consolidations at that point. At the same time, we actually implemented a software piece of software called "papercut", which some of the employees here can attest to. Sometimes I get irritated with it but the design of that basically allows us to have more control over what is printed and how it's printed. We can even restrict large print jobs to go into smaller printers which have a higher cost per page and we can have them forced sent to the print shop, which is a much lower cost. Also, there's a pop up so if you're printing a color document now, you get a pop up every time that pretty much says do you want to print this in color. Many times you might have an email, or you might have a spreadsheet, or something and you're going to print it not even realizing that your setting is set to color. So by default, it would print the color every time. The cost is ten times the cost per page. So black and white is about a penny a page. Color is about \$.10 or \$.11 cents per page. So that's actually been very effective. I run reports every week, look at trends, try to see where there's areas. Occasionally I'll send out a little reminder email - not always well received but it's there. So overall, I think we've done a pretty good job of trying to consolidate. Many, many years ago you'd find a lot of individual printers in individual offices. It didn't make sense. So we kind of did away with those. Now we have more network printers centrally located that can serve as you know, a number of people. So overall, we've made some pretty good steps in that direction.

Alderman Kelly

Thank you. I appreciate that.

Alderman Cathey

Thank you, Mr. Chair. Curious what the lifespan of the actual computer hardware is. A couple years, 10 years, what are we looking at here, and just walk me through who vets it or goes out for the contracts, and that sort of thing?

Dan McMullen, Technical Services Manager

So yeah, there was a second sheet I believe Director Kleiner put in there. A spreadsheet that I had kind of thrown together a while ago to kind of give her an idea of the ages of a lot of the computers we have. Unfortunately, a big bulk of them were probably 12 to 14 plus years old, which was definitely presenting a problem for my group. And as a city, you know, when you're trying to attract new employees, and you're trying to support people, you're trying to offer them decent technology. We were definitely behind the curve there.

This year as noted in the packet that Director Kleiner provided you with, we were able to make some good strides in replacing, especially the old stuff. I personally I think that years ago the software was driving the hardware. I think to some degree, that's plateaued a little bit. A lot of our users, you know, they use maybe email and a web browser so it's not a problem for them but when you have a City Engineer that's trying to use AutoCAD and other things and the a computer's basically spinning there for half an hour, that's not effective. So we're trying to make some headway this current fiscal year and hopefully next fiscal year to try to get some of those numbers a little bit better shape. It's hard to say exactly how old - ideally, maybe a five year period. Ideally, again, it depends on the department. So when even when we spec out equipment, it's not just one flavor is for everybody. It really depends on their job function.

Alderman Cathey

So you're not like, you know, bulk buying City Hall needs a bunch of HP computers and you're just buying them buy them all year. You're just individually what do you need for your job function?

Dan McMullen, Technical Services Manager

Well actually we do bulk buy. So we will bulk buy X amount and we know pretty much where those are gonna go. And then we might buy a different set of bulk for a different set of users. So a different tier of users you might say that have a different set of needs. So again, it's each new computer whatever it is not going to meet the needs of every individual.

Alderman Cathey

Is it possible or would there be any cost savings to leasing like you do with the printers?

Dan McMullen, Technical Services Manager

So we did do carbon ROI a number of years ago leasing versus purchasing. At that time, there really was not any advantage. It's something we've talked about, readdressing at some point. In fact, I've engaged our Dell sales rep. He's actually working on some of those numbers for me now. So things change obviously over time. So something we're looking at now to see if there's any advantage to looking at re-circling back and looking at that again.

Alderman Cathey

One more. Curious if you know, maybe you don't, if these older machines have led to downtime and some I don't know slowness in some other department trying to get some work done or is it is that sort of minor?

Dan McMullen, Technical Services Manager

I don't necessarily think it's impacting their jobs. It definitely impacts my team when we have much higher failure rates and, you know, you're trying to scurry around to figure okay this is not working so what can I provide them with? Unfortunately, we're not Best Buy. We don't have a stock on obviously all the equipment. So usually we're trying to - we do pretty well. Usually we can pull something together pretty quickly and get somebody back up and running. So the

impact probably to the job would be the downtime if it's a failure. As far as the slowness of it, there might be some impact there. It's kind of hard to measure.

Alderman Cathey

But it's probably minimal?

Dan McMullen, Technical Services Manager

Yeah, I'd say it's minimal.

Alderman Cathey

Thank you.

Chairman Dowd

Just for clarification, Ms. Kleiner would you point out that the School Department and the Police Department have their separate ID groups

Kim Kleiner, Administrative Services Director

That is correct. The Police Department and School Department have their own IT departments, although they do talk and they work together very well when needed. There was talk years ago, but I think it works very well currently as the situation is.

Chairman Dowd

Just wanted to clarify that especially for the new Aldermen. So if you have IT questions for the School Department, you can ask them when they come in because they have a lot of computers.

All right if there's nothing else, we'll go to Risk. Risk Management is on page 93. Again, please state your names and positions for the record.

Jennifer Deshaies, Risk Manager

Jennifer Deshaies, Risk Manager.

Jay Hunnewell, Maintenance Manager

Jay Hunnewell, city buildings - Maintenance Manager.

Chairman Dowd

Okay. Ms. Kleiner dot you want to start us off?

Kim Kleiner, Administrative Services Director

Yes. So you'll see where the Risk Manager - so Risk Management Ms. Deshaies also oversees the city Building Department. I know there were some significant questions regarding the increases to the Risk Management Department. So I'm gonna look to Ms. Deshaies to best answer those.

Jennifer Deshaies, Risk Manager

I think I'm going to start by first talking a little bit about something called the IBNR because I do not think it's very transparent in our budget. It looks like we had a huge increase and we actually didn't. So our budgets put in place at the end of July, as you know, but our IBNR – and I'll talk about what IBNR is in a second. The IBNR is not set until after the fiscal year is over. So we do not get those numbers till around September. So with that being said, we had a \$541,000 increase to our IBNR this past year. So our budget already increased 16.22% on top of - it's a booked. So let's get into what the IBNR liability. It's an IBNR liability and it's a book liability. So it's incurred but not reported and it's all to do with

claims. So it's your tail claims that haven't yet been reported or the life of the claim itself. So how do I explain it a little better here?

So we have an actuary that comes in and they look at all our claims that are on the books right now as of the beginning of July. So 6/30 of that fiscal year, they look at all the claims on our books and they take the incurred - the reserves, they look at the economy, they look at expenses out there in the world, they look at payroll, our fleet, everything you can think of goes into these actuary reports, and they come up with a number and that number is if we were to go totally self-insured tomorrow and we got we got away from the self-insurance, that's how much money it would cost us to pay for those claims that are on the books for the rest of their lives.

Workers comp is open for life. You have liability. You have three years to report. So all those different kinds of claims is what that IBNR makes up. So it's a booked liability and like I said, it doesn't go on the books till September. So we're already behind the eight ball this year by \$541,000. So the actuarial IBNR expense was drawn down off the risk management fund balance and we opened our fund balance this year at a little over \$50,000. The requested FY23 budget expenses, excluding the booked IBNR liability activities, is an overall 6.18% - higher than last year. So prior fiscal year at 4.9. The request for FY23 is 5.90. Does anyone have any questions about the IBNR before? It's really tough to explain but if you have any questions, I can answer them before I get into the budget itself.

Alderman Sullivan

Thank you, Mr. Chairman. I have so many questions. I'm probably going to need a side session. I would just love to know what IBNR stands for. Is that acronym?

Jennifer Deshaies, Risk Manager

Yeah. It's incurred but not reported. So it's a net reserve. So every claim has a reserve number right up until the day it closes. When it closes, the reserves all go to zero but until that time, it has a number assigned to it in dollars. That's put there by a claims adjuster. When the actuarial study happens, they come in and they take into consideration everything going on in the world, you know, COVID, the cost of meds, the cost of lumber. Everything goes into that because these are your claims for everything - workers comp, property, lawsuits, police brutality, all that goes into that number and it's not just what's on the books for claims, it's what has yet to be reported, which could be - I mean everything you have three years to report a claim against a liability claim. Worker's comp - the tale on that is it's open for the life of a person. So all that goes into this one number that these actuaries come up with.

Chairman Dowd

By the way if you have questions that don't get answered tonight, you can send an email to the person but make sure that all the Aldermen get the questions and the answers.

Alderman Sullivan

I have a follow up to your question. So I can email everybody with my questions.

Chairman Dowd

No you email the department with the questions and get the answers. They go to Donna and she makes it public.

Alderman Sullivan

Okay, got it. Is this a dotted line to the benefits that we were just talking about maybe a half hour ago? Does it have anything to do with that?

Jennifer Deshaies, Risk Manager

No.

Chairman Dowd

Do you want to address that Ms. Kleiner?



Kim Kleiner, Administrative Services Director

So no. So they're very separate and just to be clear, when you look at when they actuaries come in and they are determining this potential liability that you have for these claims, they're preparing an actuarial report that may or may not, but taking into consideration what the life of these claims may be, that's a liability to the city that we must book. I think we came forth last year at the end of the year because we actually needed an appropriation in order to book the \$541,000 and at that time it was 250. So it completely - the IBNR booking completely depleted the fund - the additional appropriation of the 250 left it with a \$50,000 balance. Now these can go either way depending on your claims and depending on the trend of your claims. I think it's probably for some Aldermen who haven't been here forever, I know that there's been other presentations on this. It may be worth a sit down with Ms. Deshaies.

Alderman Sullivan

I would appreciate that. I have a thousand questions and I don't really know what to ask you because this is - I'm just trying to follow it so I'll spare you.

Jennifer Deshaies, Risk Manager

Thank you.

Chairman Dowd

I'm sure that she'd be willing to meet with you one on one.

Alderman Sullivan

If that's okay, I'd appreciate it.

Alderman Cathey

Thank you, Mr. Chair. Why aren't the salaries under the Risk Management Department? Where are they? Oh, I thought it was separate. That's my bad.

Jennifer Deshaies, Risk Manager

So \$251,000 of the request that we're asking for this year, which is the bulk of our request, consists of increases to our insurance policies and our claims lines. \$129,000 increase to the policies, that's 9.6% of an increase. It's an anticipation of new city business and its taking into consideration - this has been the hardest market that I have worked in, in over 25 years. This insurance market, I mean, we're still in negotiations. We're on month three. We'll negotiate right up until the day before 7/1 when our new policies take effect. But it's been terrible. COVID is giving them a lot of leeway because of uncertainty. We have a lot of insurance companies dropping out of the market. It's been a crazy world. I don't think I've ever seen it this bad.

As it relates to the claims, we have about \$122,000 increase that we're asking for in claim cost. That's a 4.4% anticipated above our claim activity of this year. I'm going to talk a little bit if I could about each of these two items a little bit more in detail. As it relates to the insurance policies, we have marketing alternatives for all lines of insurance in an attempt to keep these premium increases at a minimum. We're a really, really good account. We're an excellent account. We've had our carriers for years. Unfortunately, many of the increases that we're seeing in the market, they're not being driven by client relations or portfolios. It's being driven by business decisions. It's made the market so unstable and unpredictable. Workers comp - we're working right now at keeping that increased below 5%. I'm confident we'll be able to get there. We've had no changes in operations. Our payroll is minimal and we've had no increases in our large losses. We've had some national legislative presumptions under the workers comp. So there's been a little bit of an uptick but other than that, we don't anticipate any large swings.

As it relates to general liability which covers so many policies, we have a lot of it bundled. We have a couple separate. It's fiduciary, public officials, Parks and Rec liability, motor vehicle bonds, the Jackson Mills dams on this, cyber liability. Probably the most unstable due to the current economic climate right now and the claim trend uptick in the industry is off the charts. We've added a few more policies to this, which speaks to a little bit of the increase. But the most challenging policy right now to renew is cyber liability. The carrier is saying that we're going to see - they're seeking about 100% increase in premium due to the macro claim trends in municipalities. I'm not even sure if we're going to be able to get that

renewed this year. There's only two municipal cyber liability carriers left in the industry. Everybody else dropped out during COVID.

As it relates to our property, we've been with the Hartford Insurance Company for about 40 years now. They advise last month that they're non renewing our policy. The lost trends of municipal government, it's not profitable especially those with large amounts of K through 12 schools because a lot of municipalities they're not keeping up with their infrastructure. So they're realizing more losses and that's a decision they made. The good thing is at the end of last week, an underwriter that I've been working with for about 20 years made some calls to our current underweight writer and we're gonna be meeting with them next week to see if they're willing to keep us on. So hopefully that will be a good outcome.

As it relates to claims, we're looking at about a .4% increase and that's purely, you know, anticipated claim activity based upon trending in a five year average of consideration. COVID put a wrench in our trending. It threw it all over the place and a lot of things slowed down during COVID. So that's part of the reason you're seeing the increase but also we have some claims on the books. A lot of people didn't pursue some of their claims against the city and we're seeing them start to rev up now.

Auto - we had a great year and property we had a loss of an elevator. A total loss of an elevator that we're replacing and part of that will be funded this fiscal year and the rest will be funded next fiscal year. That's pretty much it for the big ticket items. I don't know if you have any other questions as it relates to other parts of the budget.

Alderman Sullivan

Thank you very much. On page 95 under other expenses loss prevention program. I saw there was a big jump year over a year.

Jennifer Deshaies, Risk Manager

Right, right. So that loss prevention line item covers so many things. Again, a lot of it has to do with COVID. Our office during COVID, we did a lot of things that weren't risk management. We took temperatures. We were geez - we did the supply chain. There was only two of us in my office so a lot of stuff got put in the back burner and loss prevention it covers so many things: safety, mitigation. We use it for non-claim issues, legal services, police detail, surveys, tree removal, engineering inspections, and a lot of these things we're starting to see come forward now. So they've been on hold for two years a lot of it and we're ramping that up again. If you look at what my office expended this year, it's minimal. It's nothing. I mean that's all going to carry over until next year.

Alderman Sullivan

Yes, I'm all set. Thank you.

Chairman Dowd

Any other questions? All right. Moving on to city buildings.

Jay Hunnewell, Buildings Manager

I'm Jay Hunnewell and I'm the City Buildings Maintenance Manager and I'm on page I think it's 97 in your book. Pretty straightforward budget. You'll see the increases in the payroll that were input by the Payroll Department I guess. So I don't maintain those numbers but the numbers that I do, I'll draw your attention to property services where you'll see a little increase in there and that is for electricity, heating, gas, water across many city buildings - well up to a few of the ten buildings that my Department takes care of. So you'll see a little increase their. A modest increase in clothing and uniforms, cleaning and janitorial supplies, and that's it. And some of that's based on just trend data and anticipated use on the property services for electricity, gas, and water. So that explains that and I'd be happy to answer any questions.

Chairman Dowd

So you have all city buildings except the School Department.

Jay Hunnewell, Buildings Manager

That is correct. School Department, Police, and Fire are totally different.

Alderman Kelly

Thank you. My question is around the buildings. We have a portfolio of buildings - some are old, some are new. I'm interested in how we look at efficiencies, especially with heating costs, and electric going up, and when do we kind of determine oh well we should be doing X, Y & Z to this building to bring down those costs.

Jay Hunnewell, Buildings Manager

Sure. We're always looking for opportunities for energy efficiency. Obviously, it's budget driven. We do have an Energy Manager and when it comes to capital improvements to any of the buildings up the chain, I go through my supervisor, Jennifer Deshaies, and then Director Kleiner, all the way up to the agent to expand the Mayor, and this Board at the will of the Board and the city for those major expenses.

Alderman Kelly

Can I have follow up?

Chairman Dowd

Follow up.

Alderman Kelly

Thank you. Do we ever like routinely look at okay well the Hunt building against the Library is the heating is out of control. Do we ever routinely kind of look at as these building ages what might need more work in the efficiency department?

Jay Hunnewell, Buildings Manager

Okay, well the Hunt building is not under my Department, but I understand the question.

Alderman Kelly

Sorry, it was just one that came to mind.

Jay Hunnewell, Buildings Manager

No I think I understand the question. As buildings age, what are we doing to identify areas that need improvement? We discuss those frequently and those come at a higher level than where I'm at. So for example, I will present the wish list up the chain and then that wish list will be reviewed and possibly go to capital improvements for funding and approval. I don't know if that answers your question.

Alderman Kelly

No, it does. I'm on the Energy Environment Committee so I appreciate all the work you do. But it's always a place that we can find savings whenever we can upgrade and I know how hard it is with old buildings. You're often dealing with grandfathered in things that are no longer, you know, doing the work that they should be doing. Just reinsulated my house and let me tell you my bill is totally different. So thank you.

Chairman Dowd

Quick question. Do you like the School Department maintain a deferred maintenance list and prioritize what gets repaired?

Jay Hunnewell, Buildings Manager

Yeah. I have a list that I work off of. I mean, I have a preventative maintenance list the schedule that I take care of routinely, quarterly, and then we have the other larger ticket items that I present for review for approvals to do and seek funding.

Alderman Cathey

Thank you, Mr. Chair. I noticed under wages part time you guys were way under what you had budgeted for last year. Just curious why that was.

Jay Hunnewell, Buildings Manager

I was short staffed last year. My part timer left for another position with the School Department so I had a period of I think four or six months where that position was empty. It's since been filled. I do have a part timer working right now and just lost a full timer about two weeks ago so that position will be posted. So we're all struggling to keep our staffing levels at 100%.

Alderman Cathey

Thank you.

Alderman Klee

Thank you, Mr. Chairman. Again, I went back looked at '21, '22, and '23 and I saw that you had a significant decrease from '21 to '22 and it was mostly in the utilities area - about \$100,000. Was that because of some changes that we made for efficiency and so on?

Jay Hunnewell, Buildings Manager

In regards to usage?

Alderman Klee

Yeah. Well like I said, when I looked at the 2021 budget versus the 2022 budget and then 2023. I mean I see that the 2023 and 2022 kind of stayed the same but there was \$100,000 difference from 2021 to 2022 and was mostly in utilities and that's why I want to know if that was due to efficiencies that you kind of put in changing the lights to LED and different things within the buildings.

Jay Hunnewell, Buildings Manager

Yes, that's part of it and the other part of it is we had some other assets that we no longer have. So for example, I maintained the Burke Street facility and had to absorb utility costs for that, which we no longer have. So there have been some buildings that have rotated in and out of the department that would influence that property services line.

Alderman Klee

Okay, thank you. I appreciate that.

Chairman Dowd

Do you maintain a list of all the buildings and city buildings and their replacement costs?

Jay Hunnewell, Buildings Manager

We do have assessments on the buildings that I'm responsible for and then some that are managed by Risk Management. So yeah, we do have those and it's a guide and those are constantly being updated as upgrades are made. For example, Court Street has a new roof so that document has been updated to reflect the fact that the Court Street Theater has a new roof. In 30 years, we should be considering, you know, a replacement. Then it also identifies other areas of improvements such as windows, glazing, exterior trim, repointing stuff like that. So over the past few years, we have been putting together building assessment packages for all the buildings.

Chairman Dowd

The reason I asked the question is that based on the replacement values of buildings, there's an industry standard as to amount of deferred maintenance. It's sort of what we're looking at in the schools area. The School Department has over a billion dollars in buildings. So we'll be talking about that with the School Department but they maintain a very accurate list. Any other questions? Okay, now we can move on to Purchasing.

Thank you very much.

Kim Kleiner, Administrative Services Director

Hopefully Ms. Parkinson our Purchasing Manager is still with us.

Alderman Klee

She's not on.

Kim Kleiner, Administrative Services Director

No? The Purchasing Department has one unaffiliated - Ms. Parkinson and then two full time UAW and one part time. The part time employee is our mail services employee that delivers mail between the buildings. Purchasing also manages what Mr. McMullen referred to a little while ago as the "print shop", which is one of the employees and they print for Divisions throughout the city. Everything from business cards, to functions, to forms, the budget book. We have found that a lot of the printing that they do is really more than one person. So we thought we'd get here at some point but unfortunately the city the size that we are, it has finally come to a head. So Ms. Parkinson put forth a request for an increase of \$8,000. Part of it is to accommodate for a 34% paper price but another part of it is to actually manage some printing services. We may look at moving some small things off site during the year. Business cards are extremely difficult to do in the print shop. You have to print them. You have to cut them and there's a constant request. So we're looking at what makes sense to keep in house with one person and the equipment we have and what makes sense to kind of move out.

The other increase in her budget is advertising. So this is advertising everywhere – schools, employment advertising, advertising for the Board, advertising for Planning, Zoning, you name it Purchasing does it.

Chairman Dowd

Just to clarify for the general public and maybe the new employees, the advertising we're talking about is the legal requirements we have for advertising public hearings, and other meetings, and employment opportunities.

Kim Kleiner, Administrative Services Director

Correct.

Chairman Dowd

We're not selling anything.

Kim Kleiner, Administrative Services Director

And unfortunately that has grown and so they have requested an additional \$11,000 in that line item.

Chairman Dowd

Any questions in Purchasing?

Alderwoman Kelly

Thank you. My ears perked up with advertising but I know a little bit about it. My question around the public notices, and this is potentially a legal one is, are we required to have print ads and is there a certain amount, and what if you don't have a local paper. Like I'm sort of interested in like what is required by law, and are we over it, or just meeting it, and why haven't they updated it?

Chairman Dowd

I could answer it but I'm gonna give it to Ms. Kleiner.

Kim Kleiner, Administrative Services Director

From the instructions that I have received is we are required to print it. It has been challenging at times, but quite often we will use the Union Leader and then we will use the Telegraph Saturday. It makes it very difficult when you're scheduling, especially around the Telegraph coming out only on Saturday. We've actually had to have longer posting timeframes, you know, when we're scheduling public hearings and things. So it is a challenge but I have been told unless the Legal Department gives other instructions that it must be printed.

Chairman Dowd

And post agendas and things here at City Hall and the Library.

Alderman Kelly

I know that part. I just wasn't sure about if we were required to put it in a certain number of newspapers, etc. Like, what about cities that don't have a local paper?

Chairman Dowd

I'm not sure what the exact requirement is for number of papers but right now, the main place is the Union Leader and perhaps the Telegraph. Those are the requirements to being met and that's all handled through Legal. Thank you.

Alderman Kelly

I'll follow up with them.

Alderman Cathey

Thank you, Mr. Chair. I've actually done quite a bit of research on this and you do have to post in two separate places and you have to post in our newspaper but you can bypass that if you post it on the website. So if a city didn't have a newspaper, they could do other means but we do. I thought we did both bulletins in City Hall and the website.

Chairman Dowd

We do.

Alderman Cathey

That's why I thought. Okay.

Alderman Lopez

I post in the Union Leader comments all the time.

Alderman Sullivan

Thank you, Mr. Chairman. When it comes to - one question on could you help me understand Lawson requisition approval? What is that? I think we talked about that at IT but is that software? What is that?

Kim Kleiner, Administrative Services Director

So Lawson requisition approvals are when a city employee puts in a requisition within our Lawson and it goes to the Manager, or Division Director, and quite often it has several different approvals depending on the amount of the requisition. Then ultimately when it has been approved, will route to the Purchasing Department to be processed.

Alderman Sullivan

Follow up. Thank you. Does this Department keep track of a metric when they're negotiating contracts for original value of the contract and then the negotiated final price of the contract?

Kim Kleiner, Administrative Services Director

Yes. So Ms. Parkinson has a number of different metrics that she carries. A lot of them have to do with the RFP process and she does maintain different spreadsheets and things of that sort that some have been required in the past. I think last year there was an inquiry, but certainly feel free to reach out to her and she can provide you some data. She does track it.

Alderman Sullivan

Fantastic. Thank you.

Alderman Cathey

Thank you, Mr. Chair. I see under the wages part time is that the same issue that Building Manager had was short staffed. Is that why the numbers are down?

Kim Kleiner, Administrative Services Director

Yes. We were without the mail services individual for a period of time.

Alderman Cathey

Thank you.

Chairman Dowd

Any other questions of Purchasing? Seeing none, thank you. We'll move on to Assessing.

Kim Kleiner, Administrative Services Director

Assessing. So there's two areas in Assessing that should be noted. The first is wages full time, although it's a small part of a decrease, we have left the funding for the Chief Assessor within the budget. It is a position the city cannot do without. It's very sad for us that Mr. Vincent has retired. We have posted the position in everywhere that we can possibly think of and we have actually begun calling consulting firms to see what firms can provide us what services. At this point, to no avail. When we looked at the need, we felt we needed to fund both the Chief Assessor as a salary, but also as a consulting line item depending on which we can obtain first. So not necessarily may we expand all this, but we need both options available to the city, especially in a year of a revaluation.

Alderman Cathey

Is this the point where we can ask about DocuWare? Thinking about the website. I know earlier this year we spoke about it. I was wondering if there was any update on when we might think that that project would conclude number one. And then number two if you were able to sort of ballpark what you would need in terms of a budget or appropriations to expedite that process? I'm assuming you'll need more employees to redact and so forth. I'm assuming it wouldn't be just one person. That seems like a lot of work for one person. I didn't know if you had any information on that.

Kim Kleiner, Administrative Services Director

So it's in your packet and I'm not going to say that I necessarily recommend. I leave it up to the Board. When we spoke earlier, we are looking at the number of individual pages and I said well over a million individual pages. So now that we are nearing, we have 398,109 documents. Documents may be multiple pages. These have now been placed into document categories, which allows us to make some documents public in a click of a button, right. We know a property record card is a public document. All property record cards were forced to public. That's been successful. We've gone through that process. So out of the 398,258 and change have been switched to public. 139,000 remain in private. 12,000 have already been reviewed. We've asked that they be switched, which will leave us a balance of 127,000. Here's the part everyone loves. They actually have to be looked at. So we did a test. Me and a couple other people. On average, it moved relatively quickly. It was about two minutes to breeze through a one page, two page document. If there's no redaction, it's a click of a button to turn it to the public. Redaction is pretty easy through Docuware. It's actually easier through Docuware than I say through like an Adobe or a nitro product, which is what we generally use. So I feel comfortable saying it's about two minutes for a document on average. Some are going to go quicker. Some are gonna take longer. If you look at that and you estimate on that, then I would say it's about 265 days of two people.

Alderman Cathey

Yes, thank you. I appreciate you dropping the numbers. So right now, those 12,378 those are available to the public on the Docuware?

Kim Kleiner, Administrative Services Director

So I will say, we have tried everything. I wanted so much to tell you this evening that yes they were so much. The link is up. The documents are there. They're made public. They are having the problem with the link between our website. They have assured me that tomorrow they will have worked out the kinks. My apologies.

Alderman Cathey

These total documents they're all under the original quote that we got from Inception Technology? We're not going to need to go out for another bid or pay them more for all the scanning of the documents?

Kim Kleiner, Administrative Services Director

Great question. So they still have 28 boxes on site at their facility that they're processing. That's all the original quote. We have another 50 boxes of documents and items that we could have Docuware scan or we could scan in house. At some point, the scanning has to be going to move in house. Assessing is going to continue to create documents till the end of time that need to be scanned into Docuware. So we haven't had those conversations but I did note it here that there's an additional 50 boxes of different records which we haven't decided whether we would contract outside or scan in house.

Alderman Cathey

One more. On your note it says not recommended at \$25 an hour. Are you saying don't hire them at \$25 an hour?

Kim Kleiner, Administrative Services Director

So and I certainly - I spoke to the parents. The pleasure of the Board. You're looking at hiring two people at \$25 an hour because these individuals have to have some knowledge of the records that they're reviewing, and somewhat the Right to Know Law, and what is public, and private information. So you're looking at \$53,000 when I think between the position that we'd like to hire within Administrative Services and the Admins. downstairs in Assessing who could rotate, right. You have two Administrative Assistants down there that could rotate so that they're not necessarily devoting all their time. They have to get their regular job done. We could start to make some significant progress in those 127 that are left.

Alderman Cathey

Oh, so you're saying keep it in house for now and then instead of hiring new people. But then again, it would not be as quick as a process as the 265 days because there'll be doing other tasks as well. So it would take a little bit longer.

Kim Kleiner, Administrative Services Director

Yes it would.

Alderman Cathey

Okay, thank you. I appreciate it.

Alderman Lopez

Director Kleiner through the Chair. You looked at any city departments that might have parallel skill sets that what you're looking for like maybe Librarian staff or the anybody in the School Department who might be able to if they were trained and they happen to foresee opportunities or openings be willing to pitch in?

Kim Kleiner, Administrative Services Director

I have not looked at the Library. That's excellent suggestion. We did discuss whether we thought we hire interns generally through the school system. I didn't know if that was really a skill set that I would expect a junior in high school to have and if it would be that easy for them. So I didn't suggest that as far as but there may be other school employees that we could look at. It's good suggestion.



Alderman Lopez

Okay. Also double down and recommend looking into Rivier and see if a partnership could be made there.

Kim Kleiner, Administrative Services Director

Yes. Thank you.

Chairman Dowd

Other Assessing questions? Okay.

Kim Kleiner, Administrative Services Director

I just wanted to inform the Board because I know there's been a lot of conversation around the revaluation. So June 2<sup>nd</sup> at 9 am in the City Auditorium Vision, Mike Tarello, the Vice President, and the other staff will be updating the Board of Assessors. They will be providing more information than they have in the past. So right now, we haven't had a lot of information to share with the public but that meeting we're expecting more, of course, it will be taped and viewed on YouTube, and we can send the link. I felt it was important to let you know this evening.

Alderman Cathey

Just a quick follow up on that. When you say more information, that's not the final numbers they're just updating us or will that be the final numbers that they've tabulated?

Kim Kleiner, Administrative Services Director

So no it will not be the final numbers, but they're gonna actually start to talk a little bit about trends.

Alderman Cathey

Okay. Thank you.

Chairman Dowd

Okay. Next will be GIS. GIS appropriations on 105. Revenues on page 31.

Pam Andruskevich, GIS Technician

Good evening. I'm Pam Andruskevich and I'm the GIS Technician here in the City of Nashua. We actually only have a couple of line changes this year. One is notable and that's the software maintenance line. The reason that - I think you probably had an update about this. We are at the end of a three year contract agreement with ESRI, which is our GIS software. That contract ends on July 31<sup>st</sup> and we just recently, last week I believe it was, got the updated quote and it increased to a total was \$81,000. Of that \$81,000, \$1,872 we share that contract cost with Pennichuck and our portion is 50% which would be \$40,936. That's an increase of a little over \$13,000 from last year. So that line item would need change from \$30,000 to \$43,200, which would cover the cost of the ESRI contract and three add on software programs that we use. So that's the largest increase.

The second increase was to line 55421 which is employee training and certifications. That went up \$3,000 and that's primarily due to the return of in person conferences. It also covers the cost of two employees. We have one DPW employee who does GIS for the Department of Public Works and she is included in the training and certifications line. That's the extent of our changes for this year.

Chairman Dowd

Questions for GIS?

Alderman Cathey

Thank you, Mr. Chair. First, I'd like to say I love the GIS software. I'm on there almost on a daily basis. So I really appreciate that the city offers it. Once I figured out what it does, I love it. So I appreciate it. It's well worth the cost.

I just had a quick question about the aerial image services. It looks like you're well under your budget. Didn't know what the reason for that was.

Pam Andruskevich, GIS Technician

We just made a payment to them. They did a spring flight for us. It was completed in April. They just delivered it and you can actually see the new photos if you use the pictometry link from GIS. You'll be able to see the 2022 photos. So if you ran a budget report today, you would see that that has been paid and I think our remaining budget is like \$386 in that line right now.

Alderman Cathey

Okay. Thank you.

Pam Andruskevich, GIS Technician

You're welcome.

Alderwoman Kelly

I just want to make sure I'm looking at the right page. So I'm looking at page 105. I see your software maintenance was at \$30,000. My understanding is this is late breaking news since this was printed is that correct?

Pam Andruskevich, GIS Technician

Right. I will point out that of that \$30,000, 275 was for the software and that's 50% of what the total cost was.

Alderwoman Kelly

Okay. So my follow on. So if that goes to \$43,200, if I'm correct, then your total budget is \$229,507 not the 216?

Pam Andruskevich, GIS Technician

I did not do that math but I'm sure that you're correct.

Alderwoman Kelly

I did it twice.

Kim Kleiner, Administrative Services Director

Very good. I couldn't do it that quickly either. So we found out very late. We were in talking with ESRI and in negotiations and then Mayor Donchess and I met with Pennichuck and we just finalized it last Friday that we're going to move forward. So it is an increase that I agree, reported to Financial Services and but it will be needed to be added.

The other thing that I just wanted to point out because I know there was a question asked during public comment, we are on track with the ESRI tool for the revaluation. Both GIS through Ms. Andruskevich, and our IT team, and our Assessing team are working on that project.

Chairman Dowd

Other questions?

Alderman Sullivan

Thank you, Mr. Chairman. The renewal contract is it another three year contract?

Pam Andruskevich, GIS Technician

It is a three year contract. Yes.

Alderman Sullivan

That's a large jump.

Pam Andruskevich, GIS Technician

They haven't increased - I think it's been close to ten years. I haven't been involved in the budget process for that entire ten years but I did look back. I have access to some of the budget records going back to 2016 and our costs have not changed at all since 2016. But what they've built into the software has increased enormously so I'm getting pretty good value over these last few years. So I'm not surprised. The representative that we work with from ESRI has told us that they don't foresee another increase. He threw out the number of another ten years but I mean, I certainly can't hold them to that. It has been a while since there has been a constant increase.

Alderman Sullivan

Have we looked at competitors?

Pam Andruskevich, GIS Technician

Yeah, it's tough because there really is no competitor to ESRI. I don't know if you're familiar with Environmental Systems Research Institute I think is what it stands for. They are the industry leader in GIS software and they're used almost universally, especially in government - from the local level right up to the federal level. As I was thinking about this, too, because I anticipated that might be a question. The reason that ESRI is so popular is that it integrates very well with a lot of other software packages, big software packages like Civicgov that we use. Cartegraph that we use. Pictometry - the aerial images that we use. Our GIS viewer. It integrates with a lot of big systems that we currently use and I'm sure that there are others that you know which is what makes them an industry standard.

Alderman Sullivan

Okay, thank you.

Chairman Dowd

Any other questions? I have one question. I have problems printing when you go to print in GIS.

Pam Andruskevich, GIS Technician

It takes a really long time, right.

Alderman Wilshire

Call the help desk.

Pam Andruskevich, GIS Technician

It has always been a little bit on the slow side and we are very, very shortly coming out with a new version which I've tested and it's a little better. Still not - it's still a little on the slow side. That's definitely I think it will be a little bit better.

Chairman Dowd

Also one of the capabilities on the GIS is to locate the fire hydrants. But recently we found that some of their locations aren't exact. How often are they update and how do they update?

Pam Andruskevich, GIS Technician

Right, that's a good question. Over the last year, Pennichuck has started updating a dynamic service that whenever they update their records, which is actually daily they state, update this hydrant service daily. We have been able to connect to that service and link it to GIS. So it should be pretty good. If it's not, then we might be having some sort of a problem with the service that they're providing to us. I know there's been a couple of times that I had to reach out to them and ask them if it was populating overnight like they said it was. So if you've noticed that things are not...

Chairman Dowd

I ask that because the DPW project we added a hydrant or adding a hydrant and the other hydrant didn't look like it was in the right place on the map based on where it really was.

Pam Andruskevich, GIS Technician

Okay and that was on the GIS viewer - the public viewer. Okay. Yeah, we are going to have to do it a little bit differently with a new viewer. It will probably be updated on a periodic basis, not necessarily using the overnight service that we were using. The reason for that is that there's a lot of information that Pennichuck does not want to share publicly. Locations, they're fine with that but there's a lot of information that should not be shared to the general public. So what we have proposed to do so that we can still use their data is to do periodic downloads and then we will use that in in our GIS viewer rather than have it update dynamically overnight because that would end up being a bit of a security issue for them.

Chairman Dowd

Any other questions on GIS?

Alderman Cathey

Thank you, Mr. Chair. How does GIS populate things like wetland buffers because I know I was looking at a parcel of land that after I talked to Director Sullivan found out that it does have a wetland buffer on it but on the GIS, it wasn't there or the whole thing wasn't there? So I didn't know how it populates that information or if it's just going off of old data, or.

Pam Andruskevich, GIS Technician

The wetlands data - so there's a couple of different things that show up in GIS. There's a symbology that you see with little white swamp symbols and that comes from planimetric data, which is generated from old aerial flights. The new viewer will have wetlands that show that were generated from 2019 flight that we had done that produced planimetric data. So the wetlands would be a plan metric data set.

And then there's wetlands that I actually compile probably 10 years ago from the old paper maps that the Planning Department had and that was to identify prime wetlands, critical wetlands, and then something called "other" and other is broken down into different categories of other greater than 9,000 square feet, and 3,000 to 9,000, and then under 3,000. Probably more information than you wanted. But anyway, so that was generated manually.

So the other information that you see would be surveyed wetlands and every time there's a survey done in the city, we request the AutoCAD files from the surveyor and I take that information and bring it into GIS coordinately and that line is a surveyed line and that's differentiated in GIS so that you can tell what the difference is between something that was taken off from an aerial photograph. That's what you can do as opposed to something that was field mapped by a soil scientist, flagged, and then survey located.

Chairman Dowd

They aren't accurate on 100% accurate because we just spent a few thousands of dollars to find out that three of the items that were showing up as vernal pools not only aren't vernal pools but could never be vernal pools and that's what we've had to go to the State for the school wetland permit. So just because they're on there doesn't mean they actually exist and we can have these our survey reports sent - well Matt Sullivan has it.

Alderman Cathey

I was just more curious. Like I said earlier, I think the service does a great job. So I appreciate your hard work. Thank you.

Pam Andruskevich, GIS Technician

Thank you.

Chairman Dowd

Any other questions on GIS? Seeing none, we'll move on to PEG Access Channel fund. That's on 244, revenues on page 32.

Pete Johnson, Education Channel Access Administrator

My name is Pete Johnson and I'm the Education Channel Access Administrator for the city and I'm here on behalf of Jeff Poehnert who is unavailable this evening. I have my copy of the budget here and for the most part, it's a budget which holds the line on many of our categories. There are a couple of changes though. Obviously, salaries will be going up. So those were put in by one of the other city departments.

We are looking, if you look under salaries and wages though, salaries part time. Those are our videographers. People that are sort of back in the back rooms when you're doing your meetings, or covering a football game at Stellos Stadium, and those types of things. They're currently getting \$15 an hour for their work and I think we're looking to increase that to I believe \$18 an hour. So there is a small increase in that part time wages going from \$45,000 to \$54,000.

As you know last night, the Board of Aldermen approved a contract with BRB TV and that is paid for out of this budget as well. Due to the increase in costs, we had to increase the line under our other contracted services, which is down at the bottom of the first page from \$150,000 and change to \$175,000.

Chairman Dowd

Thank you. Questions?

Alderwoman Kelly

Thank you. I actually had a question in terms of you said per diem employees are often people who work here late at night over here. So some of my colleagues are very verbose. Just kidding a little bit, but how do you give – is it just an estimate? Like if we go five hours, that's way different than if it's a one hour meeting.

Pete Johnson, Education Channel Access Administrator

How it's worked out, and it's worked out in the industry, is in Nashua we pay \$60 for a meeting and if it goes over four hours, it goes by hour after that. Talked with several other departments at a conference call the other day and they're actually trying to get their meetings a little bit shorter. So what they're doing is saying once it goes over four hours, they get another four hours. So that hasn't been brought up here yet, but it might help get the meetings done a little quicker.

Chairman Dowd

When our meetings run late, just be thinking that added cost.

Alderwoman Kelly

That was the only question I had so thank you.

Alderman Sullivan

Thank you, Mr. Chairman. I had a question about revenues specific to the cable franchise fee. It's my understanding these are revenues collected by Comcast, correct? Isn't that part of your bill? You have to pay part of that.

Pete Johnson, Education Channel Access Administrator

Correct. Only on the cable television portion of a bill. Yes.

Alderman Sullivan

I'm curious to know into the future as more homes and Nashua get cable television through streaming devices, Roku, Firestick, whatnot what is the future of this revenue line? Is that going to continue because at that point, a household only subscribes to internet and no longer cable television?

Pete Johnson, Education Channel Access Administrator

Correct. We haven't seen a drastic decrease yet but we have seen decreases. About seven years ago when our last franchise agreement was drawn up, our portion for a PEG channel fund was around \$480,000 and we just got our final payment for this past fiscal year and it's \$416,000. So that has come down. One of those years was a 10% decrease because of the way Comcast does their accounting. They have what they call the triple play at one time where you got cable, internet, and telephone. They changed the percentages of what out of that triple play how much was going toward TV, how much was going toward internet, and there was about a 10% drop four or five years ago. There was a large drop at that point. I don't know what's going to happen as Consolidated Communications puts out there, competing internet service but I imagined that there'll be some losses at that point as well.

Alderman Sullivan

Okay, thank you.

Alderman Jette

Thank you, Mr. Chairman. So on that point under revenues, we've got cable TV franchise fees of \$475,000 and then we've got use of fund balance \$567,878 if I can read that correctly. What is the use of the fund balance?

Pete Johnson, Education Channel Access Administrator

Basically since it's a revenue account separate, those are the carryover funds, if I'm saying this correctly, from year to year. So we've done a pretty good job since Mr. Barker was then head of the IT Department and trying not to spend the money that we get and be faithful to our ratepayers. We've saved some money in the past. It's obviously an expensive thing to keep the studios, and the cameras in multiple rooms across the city, and people to run it. So I believe - I lose my train of thought here.

Alderman Jette

You were telling us about the fund balance.

Pete Johnson, Education Channel Access Administrator

Right. We we've managed to save some money over the years, but it is expensive and as we do lose revenues from the franchise fees, that's also going to help play a part in keeping the service from using general fund monies for the future or at least the foreseeable future.

Alderman Jette

So that fund balance is money that's reserved for cable TV for this?

Pete Johnson, Education Channel Access Administrator

Correct. For those that may not know, we talked about the franchise fees earlier. The city collects 4% on the cable television portion of the bill. 2.7 of that goes into the city's general fund and currently 1.3% goes into this special revenue account to operate all three PEG channels - the public, education, and government channels.

Alderman Jette

So how much money is left in that fund after we after we spend the half a million for this year or next year?

Pete Johnson, Education Channel Access Administrator

That has remained about a half a million dollars. It's gone down from about \$600,000 three or four years ago down to about half a million right now. Anticipate that will go down even faster as some of those other revenues decrease.

Alderman Jette

So if we have a half million in there and we're going to spend a half a million, wouldn't the balance be zero?

Pete Johnson, Education Channel Access Administrator

We aren't spending a half a million dollars. So if you look at the last item on the capital improvements line, it lists a budget of a half a million dollars but we are not going to spend that during the year. If you look this year, we've spent about \$60,000 of that year to date, so there'll be 440 left assumingly at the beginning of next year.

Alderman Jette

Okay, thank you. I was comparing the total appropriations to the total revenue.

Pete Johnson, Education Channel Access Administrator

It's just so it will balance out in the end and you see a balanced budget. That's how it works.

Alderwoman Kelly

Thank you. I'm not sure if this is a question for you or Director Kleiner but I'm gonna put it out in the ether fair. As the franchise funds - it sounds like that's very much how you fund your budget. Do we have a long term plan if that continues to go down or goes away all together as technology shifts?

Kim Kleiner, Administrative Services Director

So we are in negotiations currently the Cable TV Advisory Board and we're wrapping up now with Comcast. The idea has been thus far to recommend not to increasing the franchise fee. You're limited to 5% but possibly if the fund and if the expenses require it looking at how the city uses the 2.7 versus the 1.3, there are many communities that do not take the funds into their general fund or at least not at that percentage rate. So it gives you some room to look at. Do we structure that differently? But right now, you know, we've been fortunate enough to be able to operate the fund very successfully. I mean we have had some upgrades to equipment. You saw the upgrades in 208. The upgrades here. Upgrades to the Auditorium. But certainly Mr. Johnson's right. The equipment at the studio is not going to last forever and there will at some point become costs that we may have to look at how we structure this differently in the future.

Alderwoman Kelly

Thank you.

Chairman Dowd

There's been some discussion about providing access at Nashua High North but that's a pretty hefty budget to do because there's nothing there now for that, right?

Pete Johnson, Education Channel Access Administrator

Access meaning?

Chairman Dowd

Zoom.

Pete Johnson, Education Channel Access Administrator

Yes and that would probably be something under the budget for the School District. It's not necessary for television so I know they got a quote during the pandemic for about \$35,000 to add that and that didn't even include a computer to run the Zoom.

Chairman Dowd

That's why it didn't happen.

Alderman Cathey

Thank you, Mr. Chair. Piggybacking off of the contract negotiation, I wanted to ask how long the contracts typically are.

Pete Johnson, Education Channel Access Administrator

The last contract was seven years and we'll be ending late this year. They're looking at I believe a 10 year contract coming up.

Alderman Cathey

This might be a question for CTAB but in that contract when you're negotiating, are we thinking long term and saying hey, you're gonna get less subscribers so we need to change the fee structure or is it just like a flat fee for the next 10 years?

Kim Kleiner, Administrative Services Director

It would be open to negotiate. So even though we'd lock in at a rate right now, we wanted to leave that flexibility, especially with a ten year term. Should it need to, it would require a public hearing and approval by the Board.

Pete Johnson, Education Channel Access Administrator

And as Director Kleiner mentioned earlier, it's capped at a maximum of 5% by the FCC.

Alderman Cathey

Thank you.

Chairman Dowd

Any other questions for PEG? Seeing none, thank you very much. Any final wrap up questions for Administrative Services before we table the budget?

Alderman Sullivan

Thank you, Mr. Chairman. Director, Kleiner I couldn't help but notice the number of departments that report into you. How many direct reports do you have personally?

Kim Kleiner, Administrative Services Director

Okay, great question. So right now there's Assessing, which when we have a Chief Assessor it's a lot easier but you would have roughly 12 or 13 if we had a Chief Assessor.

Alderman Sullivan

So now it's ten plus the eight?

Kim Kleiner, Administrative Services Director

Yeah I think ultimately, I mean I'll tell you this is one of the best teams you could possibly work with. The departments work very well together. I think that we try to find common solutions to problems and I'm very fortunate. I couldn't work with a more talented group of people.

Chairman Dowd

Okay if there are no other questions.

**MOTION BY ALDERMAN O'BRIEN TO TABLE R-22-035  
MOTION CARRIED**



PUBLIC COMMENT

Chairman Dowd

Even though it's not on the agenda, we will now open up for public comment. Name and address for three minutes.

Laurie Ortolano

Laurie Ortolano, 41, Berkeley Street. You know I'd like to ask this Board to think a little bit about this some of what's going on in Assessing. You're gonna have a really hard time finding people to come here because of how you've set up that office. This whole redacting, and records issue, and Right to Know documentation isn't happening anywhere else in the State. No other municipality is doing this. No other municipality redacts their records. No Assessing Chief has to deal with that at all. I just got records from - I put in to see how many Right to Knows have been filed since January. The Mayor's office had five. They were from me. They came back to me fully redacted with my name and email and address off of it and black to me. The DPW had six or seven records. Donna Graham had eight. That's in about five months. That is not excessive. Kim Kleiner sent me a spreadsheet or Administrative Services. There's 55 on there.

There is so much ridiculousness going on in there and when she says to you I would hope general questions are being answered. They're not. Nobody's coming to Nashua to work in an office like this. When you can be a chief or a leader in any other municipality and not have to worry about redacting all your records, or getting in trouble because you left an address on, I have to come up here and state my name and address - 41 Berkeley Street for the whole public to know. I don't have to do that at the State House and yet the email that comes back to me, 41 Berkeley Street is redacted because that's confidential private information. Okay.

Also, property record cards came out of the legal office to me with all the addresses redacted off the card. I had never seen such a thing. I thought we were going to be in redaction heck in the deep darkness of that. We have hundreds of 1000s of property records cards.

Alderman O'Brien

One minute

Laurie Ortolano

That the Legal office came back and said that was a mistake. They're not going to do that. And you don't need to hire a Right to Know Paralegal or somebody who understands redacting to do this. And you're not going to educate them on how to read a property record card with 800 fields. You can do that to anyone. They're going to make mistakes and things are going to be missed. It's okay. There won't be many. The Legal office makes mistakes and sends me stuff unredacted in error.

Alderman O'Brien

30 seconds

Laurie Ortolano

Mistakes happen but what you've done is create a total mess out of a situation that there's no getting out of. Nobody should ever come to Nashua to work in Assessing with an office setup like this. It's absurd. Thank you.

Chairman Dowd

Anyone else for public comment? Seeing no one online? We'll end public comment.

GENERAL DISCUSSION

Alderwoman Kelly

Yup I have two requests. To the point that was made earlier, Director Kleiner has assumed a number of departments under her. So I would request maybe next year, we break this up into one or two nights. We used to do many of them separately. So I know my brain is mush after about two and a half hours.

And then my second question or just requests is that I know it's really exciting when we have people in from the different departments. We don't always get to see them but I would request that my colleagues ask questions that are pertinent to the budget and keep us moving on. Thank you.

Chairman Dowd

Anyone else? Moving on.

REMARKS BY THE ALDERMEN

Alderman Sullivan

Thank you very much. I just wanted to say thank you to all the city departments that came in and to Director Kleiner. That was a marathon. Thank you very much for your time, your attention, and the knowledge of the budget, and what's going on. I appreciate it. Thank you very much.

Chairman Dowd

Just to know years ago we used to do the School Department on a Saturday.

Alderman Sullivan

Thank you for moving that.

Chairman Dowd

But that's when they felt unrestricted as to what they could ask for. So nothing else.

ADJOURNMENT

**MOTION BY ALDERMAN O'BRIEN TO ADJOURN  
MOTION CARRIED**

The meeting was declared closed at 10:25 p.m.

Alderman-at-Large Michael B. O'Brien, Sr.  
Committee Clerk