

JOINT MEETING - PLANNING AND ECONOMIC DEVELOPMENT COMMITTEE and  
HUMAN AFFAIRS COMMITTEE

OCTOBER 17, 2023

A joint meeting of the Planning and Economic Development Committee and Human Affairs Committee was held Tuesday, October 17, 2023 at 7:00 p.m. in the Aldermanic Chamber.

The roll call was taken with 7 members of the Planning and Economic Development Committee and Human Affairs Committee present:

Alderman-at-Large Melbourne Moran, Jr.  
Alderman-at-Large Michael B. O'Brien, Sr., Vice-Chair  
Alderman June M. Caron  
Alderman Derek Thibeault  
Alderman Thomas Lopez, Clerk  
Alderwoman-at-Large Shoshanna Kelly, Vice-Chairwoman  
Alderman Patricia Klee

Members not in Attendance: Alderman-at-Large Ben Clemons  
Alderwoman-at-Large Gloria Timmons

Also in Attendance: Alderman-at-Large Lori Wilshire  
Alderman Ernest Jette  
Sam Durfee, Planning Manager  
Liz Hannum, Economic Development Director  
Adam Pouliot, Fire Marshal  
Bob Mack, Welfare Officer  
Bobbie Bagley, Chief Public Health Officer  
Matt Sullivan, Community Development Director

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PUBLIC HEARING

**O-23-059**

**AMENDING THE LAND USE CODE NOTICE PROVISIONS TABLE AND THE HISTORIC DISTRICT COMMISSION  
REVIEW PROCEDURE**

Sam Durfee, Planning Manager

Good evening. So this is a proposal to basically update our notice requirements that are in the ordinance. So this is for all land use boards mostly Planning Board, Zoning Board. The reason for this we were doing a review and we found that there were a number of references, Statutes that were inaccurate. Some things that were not consistent with State Statute. In general, we've been going over and beyond statute and we're continuing to do that but we were also finding that we were running into issues where the timing of our notice requirements for our land use boards and very specifically getting publications out in newspapers was very challenging based on when the notice was required, when we were receiving applications. It was very difficult to do and also the cost associated with publishing in the newspaper is quite high – to the tune of about \$500 to \$600 per agenda. So you have two Planning Board and Zoning Board meetings a month. You're up to about 20 meetings a year, times \$500 per meeting so it's a significant cost, and so we were just trying to bring things into compliance with State Statute as well as kind of streamline our process while still meeting and going beyond the notice requirements required by Statute.

Chairman Moran

Thank you. Any questions?

Alderman O'Brien

I do have one question. On the newspaper and everything, I'm totally sympathetic. I mean one of my favorite things was pick up the Telegraph and read it. I remember when it was an afternoon paper and not so much the daily but unfortunately now, a lot of people don't subscribe to it. It's hard to get it in print. There's online access but a lot of people may choose not to really get that. So are you still requiring paper notifications seeing the next periodical would be the Union Leader and I don't know if that is germane to Nashua you know.

Sam Durfee, Planning Manager

Sure. So the Union Leader is actually more expensive than the Telegraph. The State Statute was amended a couple of years ago to permit the posting of Planning Board agendas online - posted on the City's webpage. That amendment did not include the Zoning Board so we would still be doing newspaper notification for the Zoning Board. So there will still be that element but we would be saving that expense on the Planning Board agendas.

Alderman O'Brien

Follow up if I may? Well keeping up with the times would it be better to follow our guidelines to how we post a meeting and post it online the City's website and stuff like that and maybe gear in the future to eliminating the newspaper? I mean like I say trying to think of the taxpayers to just save a few dollars you know doesn't sound like anything that's going to break the bank but I really don't know. It's a complex issue. It's not like it's a regular periodical daily anymore.

Sam Durfee, Planning Manager

Yeah and I think what were doing we post signs on the properties for which applications have been received.

Alderman O'Brien

Correct.

Sam Durfee, Planning Manager

I think that's highly effect because while like you say not everyone reads the paper. If you are walking by a site and you see the sign, they're very noticeable, they're fairly large, and they stick out. That's actually I think a very effective way to provide notification to those directly in the neighborhood that would be most affected by whatever is being proposed. Someone reads it in the newspaper, they could live in the southwest quadrant and this could be up on Canal Street and that's not the target audience for the notification I guess you could say. So I think the signs do a very good job of noticing the neighborhood in which an application is proposed.

Alderman O'Brien

So my last one Mr. Chair. So we're still doing the newspaper but we could look in the future and maybe eliminating it possibly?

Sam Durfee, Planning Manager

So with this ordinance amendment, we're actually proposing to do away with Planning Board agenda notification in the newspaper. That's one of the changes.

Alderman O'Brien

Okay. Then I would be more than satisfied. Thank you.

Chairman Moran

Alderman Klee.

Alderman Klee

Thank you. So you're going to continue with the Zoning Board in the newspaper?

Sam Durfee, Planning Manager

Yup.

Alderman Klee

The question I have here is I see that you've struck the language about the newspaper but then it says, "the abutter application fee shall be any necessary postal fees plus \$3.00 per abutter". So is the \$3.00 per abutter just kind of like an administrative fee for us to get the notice, and have to do up the mail, and so on. So they're paying that plus the \$3 administrative fee.

Sam Durfee, Planning Manager

Yup and that's not changing. That's been in that section of code for however long. We're not touching that.

Alderman Klee

May I follow up?

Chairman Moran

Follow up.

Alderman Klee

The only reason I ask is that you write we're not touching it. I just recently came from - for lack of a better term I'll use that as a user fee - I just came from a meeting where they talked about that we have to continue to bring our user fees and our costs up because fees like this are supposed to be specific as to what it's actually costing us to do something. So I didn't know if you had wanted to, not now, but in the future consider some of these fees going up a little bit whether it be by a couple dollars or so. Every penny counts and if we try to, I assume the \$3.00 is to cover the expense of the act of doing all of this and so on. Just keeping that in mind, I think it's something that we need to start looking at all departments.

Sam Durfee, Planning Manager

And just to speak to that a little bit, the language in here does allow for a necessary postal fee and that has been increasing. We're actually up to almost \$8.00 per certified mailing which if you're noticing a hundred abutters, that's a significant application cost. \$800 plus depending on the application, the \$3.00 would apply as well. So that's notification by mailer is no small expense depending on the project.

Chairman Moran

Follow up?

Alderman Klee

So just to clarify, the person who has put the application in is paying for that fee and not the City?

Sam Durfee, Planning Manager

Correct.

Alderman Klee

Okay. I just wanted that to be very, very clear. Thank you.

Chairman Moran

Alderman Lopez and Alderman Jette.

Alderman Lopez

Do you utilize the community television that we have also to put notices out?

Sam Durfee, Planning Manager

Not for notification of meetings though all of our meetings are televised via that service.

Alderman Lopez

Okay. Is that something you'd consider?

Sam Durfee, Planning Manager

Certainly, yeah.

Alderman Lopez

And put flyers up when there's downtime?

Sam Durfee, Planning Manager

Sure.

Chairman Moran

Alderman Jette.

Alderman Jette

Thank you. I assume there's no one from the public. I don't want to take up the public's time.

Chairman Moran

No I think we're good Alderman Jette.

Alderman Jette

So when I looked at this I was concerned because I don't know about the other Aldermen but I've received complaints from people in neighborhoods who, for example, the definition of "abutter" is pretty limited. So you have some people who aren't a direct abutter but they're the next lot over, or maybe a couple of lots but it's their neighborhood, but they don't get the mailed notices. We have a lot of condominiums in the City and all of those people who live in the condominiums could be and usually are very interesting in what's going on around them. They don't get notified because it's only the condominium association gets the notice and those condominium associations/homeowners associations don't necessarily and as far as I can tell don't usually pass that notice on to their members.

So a lot of people have complained that they've been completely taken by surprise about different things that go through the Zoning Board/Planning Board. So I'm concerned about number one - taking the notice out of the newspaper. I understand the number of people who read the Telegraph are probably less. You know there's no question they're less than they used to be. I happen to be a subscriber and I look at that faithfully every Sunday but it's the only thing we got and to take away that notice in order to save some money, the right for the public to know what's going on. I mean I'm constantly hearing people complain about they have no idea what's going on in the City and in particular your department, the Zoning Board and Planning Board. So have you thought about that and have you thought about a way of replacing that?

I notice that you talk about signage but then for the Historic District, you're talking about eliminating signs unless it's limited to, I think, it was four properties. If it only affected four properties otherwise you're not putting signs out. So it sounds like you're - I'm not saying it's your intention like but the consequence of what you're doing are reducing the time from 10 days to 5 days and some of the signage.

Chairman Moran

Alderman Jette I would say that's more of a debate that we're going to have to bring up when the motion to either pass it or table it.

Alderman Jette

Okay. Well there is a question there.

Chairman Moran

Yeah so let's get the question and then we can bring it up. I'm sure Sam is sticking...

Alderman Jette

I'm happy to wait for the Committee meeting if that's your preference.

Chairman Moran

No, you can ask your question.

Alderman Jette

Yeah so the question is have you thought about that and have you come up with any way of replacing that notice so that people will know what's going on and they're not caught by surprise?

Sam Durfee, Planning Manager

Yes. So we certainly did consider this and it's not a decision or not something that we contemplated lightly. We recognize the value of noticing as broadly as possible but also within reason and we do find that obviously with the changing of the times not as many people are reading the Telegraph. It's not as effective as a notice vehicle and it was kind of a cost benefit analysis. You know when year over year you're looking at north of \$10,000 in newspaper notices. How many people are reading the notices and then we looked at our other notification methods.

We'll start with the mailers. You bring up the condominiums which I think is a very good point. We talked a lot about this. It is very dependent on the association and how that is governed and how news is shared amongst the owners within the association. We don't have any control over that. Now say there is a proposal but the Zoning for a lot that abuts a 50-unit condominium. The lot may only abut 10 of the condominium units. Notice, of course, goes to the HOA. Now the entire HOA theoretically is notified. Whether or not that is disseminated to all of the owners that is incumbent on the HOA to do that. We are following State Statute.

So then we get back to the argument of does the Telegraph notice kind of pick up that slack? We don't have the data. We can't make that informed decision. So what we see as the middle ground to fix is that signage. So should anyone be leaving the condominium development and drive past the abutting lot, they'll see these notices that are posted in the front lawn and that I think would hope to catch their eye, they would inquire, they would call. We do get calls from people saying oh we saw the sign could you tell us what that's about and we're happy to answer those questions. So it really does come down to a cost benefit analysis. I think that the signage that we do, and this is above and beyond State Statute something that we have found to be effective over the years, I think that that does kind of fill that gap.

Alderman Jette

Okay. Could I have a follow up? What about the Historic District? Why are you reducing the signage there?

Sam Durfee, Planning Manager

Yes. So this is required for the rezoning. The reduction is rezoning if the proposers only would affect five or fewer lots. So five or fewer lots can be a very small area. There's a lot of history behind this and how we've conducted land use over the years. I will say that this is more or less a band aid as we are entering basically and overhaul of Land Use Code and we will be reevaluating some of these operating procedures.

Based on what we've seen in rezoning's as Alderman Moran can attest to, we recently had a rezoning up on Amherst Street which was a large area. There was quite a few lots. A rezoning fewer than five lots is very rare, very rare because that can be construed as spot zoning which is not a good practice in planning. Very hyper-focused local rezoning for

whatever purposes is more of a decision that's made in a vacuum for maybe a specific project. So we try to avoid that. So that's why we wouldn't even consider rezoning anything fewer than five lots so therefore, we wouldn't need a notification standard for fewer than five lots because it's just something that we really wouldn't consider.

Chairman Moran

Let's hold the rest until we actually bring up the motion because we want to get the public testimony and get into the regular meeting if that's okay. If everyone else could also.

Alderman Jette

Okay.

Chairman Moran

Thank you Manager Durfee. So I'll call it anyways, but we'll see if anyone is in favor and from the public who wants to testify.

TESTIMONY IN FAVOR - None

TESTIMONY IN OPPOSITION - None

TESTIMONY IN FAVOR - None

TESTIMONY IN OPPOSITION - None

The public hearing on O-23-059 was declared closed at 7:17 p.m.

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The regular meeting opened at 7:17 p.m.

Regular Meeting

ROLL CALL

The roll call was taken with 7 members of the Planning and Economic Development Committee and Human Affairs Committee present:

Alderman-at-Large Melbourne Moran, Jr.  
Alderman-at-Large Michael B. O'Brien, Sr., Vice-Chair  
Alderman June M. Caron  
Alderman Derek Thibeault  
Alderman Thomas Lopez, Co-Chair and Clerk  
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Liz Hannum, Economic Development Director

Adam Pouliot, Fire Marshal  
Bob Mack, Welfare Officer  
Bobbie Bagley, Chief Public Health Officer  
Matt Sullivan, Community Development Director

## DISCUSSION

- Discussion of Unhoused Outreach and Unsheltered Residents

### Chairman Moran

Thank you all for joining us to talk about the unhoused outreach and unsheltered residents here in the City. Especially given the past changes with COVID era funds running out, the City's been experiencing and not just the City the State and I'm pretty sure the nation, a crisis of unhoused residents. It's been boiling over in the country for quite some time. Our Department of Public Health, City Welfare, Planning, Economic Development and all these other great departments have been working hard to resolve some of the emergent issues that have been having here in the City and we just wanted to hear what else is going on, how we can support you, and if there's anything you need from us to help communicate to our constituents. I would gather that Chief Bagley is the lead here. So unless someone else? Everyone else has their head down Chief.

### Bobbie Bagley, Director Division of Public Health & Community Services

Director Bagley, Division of Public Health and Community Services. I'm here this evening to talk about some of the efforts that we put in place in response to what we've been seeing as an increase in the unhoused population in this City. So what we've been able to do is really doing an alignment of our municipal entities with our Divisions and our Departments to respond to what we've been seeing with engagement of Public Health, with our Community Development, with our City departments including Emergency Management, with Fire, and Police as well as with other community agencies that have been working with individuals that have been unhoused.

Most of the individuals that have been experiencing homelessness we've also identified as folks that have mental health or behavioral health issues as well as maybe experiencing some substance use disorder. So it calls for, you know, a pretty wide approach and again with the alignment of all of those entities to address this complex issue. It's not anything that's new. It's been going on in the City for quite a while now. I would say with the increase in individuals that were exited from the hotels when there was a change with the rental assistance that ended back in April and then in June, we knew that there was going to be an increase in folks that were going to have issues with homelessness.

So some of our efforts started to begin then focusing on what are we going to be some of the strategies that we're going to put in place to address the population, see if we could get services, and have some more intense attention paid to individuals. As you know, we had the big encampment that was over at the Temple Street over by the railroad and then we have the information that was provided to us with regards to CSX needing CSX wanting to have folks move so they could do some work. Working together in an area in the City was identified of where folks will be temporarily placed of which probably about 15 individuals ended up down in that area. We did have a public hearing, or a public meeting, or whatever we want to call that gathering led by Alderman June Caron to give the neighborhood an opportunity to voice concerns because of the moving of individuals in the encampments. It was done relatively swiftly because once we receive information about what the railroad folks wanted to do, we needed to get folks out so that he could be in a safer place.

The location on Crown Ave. is a temporary location and with the couple of different things that have happened. You know there was the intention of looking at how we can move things along faster with getting people housed so we could get them moved along in either treatment, recovery, whatever other things that they felt they had need of, right. Just most recently, the opportunity came through using some of our opioid abatement funds to move folks into some hotels. So those have been some of the changes that have happened as of late with the intentionality, again, of that being temporary with the real goal of getting people housed.

The issue that we're facing in Nashua, and across New Hampshire, across the country is the issue of housing or the lack thereof. Without stable housing, people aren't going to be able to take care of their health, they're not going to be able to sustain their health, they're not going to be able to sustain any mental health, or behavioral health, or even substance use disorder treatment. So our focus right now is to do as much as we can with identifying housing, stabilizing folks so that we

can get the services that people need, being able to meet people where they are as well because there've been a lot of challenges, a lot of processes that are in place that actually prevent people from being able to get into stable housing as quickly as they can. So I hope that's a good overview and if there's some more specific questions as to how things have been playing out as late, those are welcomed as well.

Right now there have been probably 10 people 12 people that have been placed in Motel 6 for right now with a goal of identifying those couples that have vouchers that we can get connected to housing or those that are looking to make a plan for medically assisted therapy to get them connected as well and find some housing in the community for folks. There's probably about I want to say at my last interaction with folks probably about six to maybe eight folks that are still at the site on Crown Street but then we still have a number of individuals that are throughout the community and encampments. Some that are known and some that are unknown. So we do have a large number of folks that we're working with, with regards to moving them along in this process of helping to find some stable housing for folks.

Chairman Moran

Well kudos to you and your team. When I was at the community meeting last week, it was much higher number there to get people rapidly rehoused even in temporary shelter. It's quite an achievement for the City such a short order period of time.

One thing I had a question about and then I'll open it up to others who might want to add, and Director Sullivan may know more about this one, but we have the inclusionary housing meeting. Is it the median income 80%?

Bobbie Bagley, Director Division of Public Health & Community Services

MI 80 percent?

Chairman Moran

Yes MI and that basically its new builds have to have a certain percentage of low income - not low income - 80% of the median income. I wonder if - I know it's hard to get developers in even with that. Lowering it further down to actually be low income. I'm not sure if you should speak to the barriers of that or?

Matt Sullivan, Community Development Director

Yeah if I may Mr. Chair just before I answer that question directly, I do want to just say that we're excited about the opportunity to talk to this joint body this evening about the developments particularly at Crown Street. I think just to be fair, we're likely going to respond most productively to questions directly about what's happening on that property, the ongoing developments there, and the efforts to rapidly rehoused individuals related to that encampment. So to that end if any questions that are directed to Director Bagley, Mr. Mack, myself, or other City staff as part of this conversation, I just want to make it clear that this is an ongoing dialogue. So likely this evening if you ask us questions about certain housing opportunities or funding sources, I want to apologize in advance if we seem a little bit dismissive but we're actively working to try and actually lay out a more comprehensive plan. So I just - we're going to be having a more ongoing conversation with this body and other groups as well and so, you know, pardon us if we seem a bit dismissive but we're trying to work on those next steps beyond what's happening at the encampment right now.

Chairman Moran

That's completely okay. It's an evolving situation and I'm sure we'll have many questions because I think everyone around this table - raise your hand if you don't agree wants to help our residents both housing and unhoused and it all starts with open communication dialogue between one body of government with the other.

Matt Sullivan, Community Development Director

I appreciate that, Mr. Chairman.

So to answer your question directly, folks may remember that we're involved in the inclusionary zoning and its drafting and its passing that lower incomes were certainly considered as part of that conversation. Put this in the category of things that we probably want to have a longer dialogue with this group about. There are challenges with doing that. It makes



things less developable in some cases. It makes the equation if you will development of it a bit more challenging but certainly, you know, community needs do change and so put that in that category of things that I think certainly should be part of one of the possible solutions to a larger term conversation on housing. I just need to say there are certainly implications to that but you know, again, we'd love to come back and talk about that at a later time with this group as well.

Chairman Moran

Alderman Thibeault, then Alderman Lopez, and then Alderman Klee.

Alderman Thibeault

Thank you, Mr. Chairman. I hope Director Sullivan you're not dismissive about this because I'm going back in the past, not in the future, not in the present. So as any board of any city or town knows that when people aren't told about what's happening, people can freak out and not really understand the situation that's coming before them. I say all this with a ton of support for our Public Health and everybody that works at the City. I think we do a great job here or you guys do a great job. I don't do anything.

But as Aldermen that represent Wards - like Ward 8 is far removed from downtown and even I was starting to hear things about it and false things about it because people are using this as a political football now because it's an issue that can be used against the City, right. The City's not doing enough, what are they doing, and lots of derogatory things that I'm not really going to repeat. So I find it that I know it had to happen quick but there had to be a way that the Aldermen could have been told ahead of time that we could start getting out there and work the crowd and as much of the abutters as we possibly could whether, you know, any one of us may have raised our hand to walk. I know he's not an Alderman but Candidate Tim Sennott who lives in that area would be more than happy to help out with the message to get out there and maybe the other candidate would have as well.

But I think, you know, the first thing is getting out the right news, right. This is what's happening, this is why it's happening. Because, you know, on the way here I stopped into the Bright Spot which is a little store on East Dunstable Road and I saw one of my close peers Michael O'Brien. We regularly go there to sneak a candy or something that our diabetic bodies don't like. Sorry Mrs. O'Brien and hopefully my wife isn't watching but as we were there, we were in line and we were talking to the woman behind the counter and she says to us do you know what they're doing in Nashua? They have homeless people living on Crown Street and like in an area right outside people's homes like 500 feet from people's homes. There's a man that just had a baby there and he can't believe that these people are there. There's drugs all over the place.

Now the problem is and she's hearing it from someone, who's hearing it from someone, who's hearing false information, right. So me and Mike have been trying to trying to convince, you know, tell her what we think is happening but, again, now it's two words against each other. We didn't have the right information to go and say this is what's going on, this is what's happening and so there's a lot of misinformation out there with people that live in the City. Some people use some of this stuff and they believe it's scary. They think, you know, I've heard all homeless they're violent. That's just not true. The violence has come more from the other side than it has been from the people that are unsheltered and we certainly want to find a way to help them but it's hard to when we're getting really bad information from people that just don't understand the situation of the problem. So I don't know if there was a way to get that information to us quicker or find a way to tell the abutters but I think that was the key piece at first that everybody was freaking out and we couldn't really control it and then it spun into this meeting where poor Alderman Caron had to have. I heard that there was quite an uproar in that meeting which probably maybe rightfully so I don't know. But I was just like I guess my question there is how can we make sure that we're getting information so we can support the City better with the constituents that we have out there throughout the City?

Chairman Moran

Who would like to field that question?

Matt Sullivan, Community Development Director

I'm happy to at least...

Alderman Thibeault

Don't be dismissive.

Matt Sullivan, Community Development Director

I'm not suggesting that I'll be dismissive in any way. I mean only to suggest that I think there's additional information needed on some of the questions that will come up tonight. I don't want to speak for City staff but I can certainly say for myself having attended the meeting last week, having been involved with some of these conversations, communication is something that we were very cognizant of but I think we're all in agreement that we need to be very, very sensitive to moving forward based on some of the communication that did and did not happen as part of the initial setup of the encampment. I don't need to sit here and say that we were working very diligently because I think everyone around this horseshoe knows that and everyone knows that the situation was rapidly evolving.

But I go back to some comments that I believe Director Bagley and another Director at the meeting may have made last week and that is we were very sensitive in this particular instance and this is a response and not an excuse. We were very sensitive in this instance to the fact that the safety and security of not only these individuals but also the surrounding neighbors was of the utmost importance. So we took great care in the way the information was communicated to not immediately sensationalize any of what was happening as part of this situation as part of the setup of infrastructure as I'll refer to it at the Crown Street site. I won't deny the fact that there could have been more direct outreach to certain individuals, and parties, and groups that were involved but ultimately, the rapidly moving nature of the situation and the fact that, you know, we wanted to be sure that the safety and security of all parties involved was respected. We did not ultimately feel that a broad-based outreach announcement was prudent. I'm not saying that's what you're suggesting Alderman Thibeault but even the level of outreach that you're suggesting I think we all see there could have been value there but in the moment, we did not feel it was appropriate. So I think we recognize that. We've lived through the experience so if the setup of the infrastructure took place there, you know, there may be further messages that need to be conveyed to the public and I can only assure you that we'll take great care when that time comes to try and use what we've learned to do a better job but that may not necessarily mean that there'll be broad-based communication. It just might be more strategic in nature. I hope that is an answer because I really hear what you're saying but I think it was a challenging message to convey without sensationalizing the situation.

Chairman Moran

Follow up?

Alderman Thibeault

So thank you, Mr. Chairman. So I mean do you think it became sensational because somebody on the other side did shoot a gun off and get into an argument with one of the unsheltered, right? Do we feel that we were ended up being as safe as it could be or could it have been worse than that? I mean at the lowest sense, could you at least think that maybe - I am not saying again like you said, I'm not saying make sure an email blast goes to 90,000 citizens but 15 Aldermen? I don't know. They're going to have to field those questions and be prepared with and I know it's hard to write up talking points when you're trying to do something quickly. So I can understand not being able to deliver us with a set of talking points or anything but a heads up so we're like, you know, I'm not wandering around with people going hey you hear about this? I'm like no, I have no clue let me look into it and weekend and like oh great, no one is gonna be around now. I think at least to that extent, it would be it would be nice or at least I don't know it would be good I guess.

Chairman Moran

I can add to that. I think speaking individually to my colleagues, the frustration of not knowing and not being able to have answers for our constituents and I've said this last night and I said this at other points, it's not the Board of Aldermen's job to manage you or any of you. That's the Mayor's job. We're here to support and fund projects or get communication back so we can talk to our constituents because even when there's a pothole, Aldermen get contacted first before the Board of Public Works or the form on the website. We're usually the first contact for quite an amount of people and just a phone call if it involves infrastructure, Alderman O'Brien could get a call, Planning, me, Human Affairs of course Alderman Lopez, and we could talk to our colleagues from there. Hindsight is 20/20 but I think the administration needs to know the frustration that many of us had felt in this unsheltered process.

Matt Sullivan, Community Development Director

And I'll respond just to say that I've had individual conversations I think with nearly everybody around the horseshoe about this. Alderman Moran, Alderman Thibeault your comments are they're common to many of the folks around here. Certainly, you know, we appreciate your support through this situation when maybe that communication could have been approved but, you know, I can assure you we're talking internally about how to make sure that's improved moving forward or certainly recognize this issue and tweak what needs to be tweaked with our communication about issues as sensitive and such one moving forward.

Chairman Moran

Well, I appreciate you hearing that. Alderman Lopez.

Alderman Lopez

Yeah so I'm gonna break ranks a little bit here. As an Alderman with pretty dense urban area, I routinely find out that they're encampments next to people's property from the people who are there. This is not an experience that is unique to the Crown Hill area at all. As the Alderman for those areas, I typically relay that information to Public Health and to different nonprofits that I've cultivated a relationship because I'm an Alderman. I represent the neighborhoods that are there and I want to make sure that all of our residents are safe and being cared for.

So I do feel for the shock of people who haven't encountered this before but I would encourage residents who do see unsheltered people to understand that they're not alone and that we are doing a lot of work as a City to try to intervene, and to try to stabilize these situations, and try to manage the safety. I don't think enough can be said about how much Nashua Police has invested in trying to self-educate, try to reach out, try to connect, try to build partnerships not just in recent years but over time because they want to make sure that there's neighborhood safety and public health is a major part of that as well. Trying to establish, you know, any number of safety factors whether it's making sure we don't have an outbreak of hepatitis, or the flu, or any of these other things that can be happening in addition to dealing with all these different things. Public Health has maintained an outreach program for years. Director Bagley, Lewis is a hero. He's out there all the time engaging with people. You have a lot of staff members who really know the community and are really appreciated and welcomed whatever they're doing. In addition to the specific outreach, there's also the other outreach programs like driving the health van around and making sure underserved areas are being engaged. These are things I know about as an Alderman because I need to know them and I need to pass them on to my constituents. I think all of us here have an obligation while we're asking the City staff to be more direct and specific with things that might arouse public interest to also be engaged in maintain those relationships so that we're not so far out of the way when these decisions are being made and we do have resources, or ideas, or supports to bring to the table because the situation while it did erupt in that specific area at Crown Hill, it's not new and it's not likely to be immediately resolved. Even if we put people - we find resources and we're able to place some people into temporary situations, a lot more work has to be done and I know Director Bagley knows that. I know that's why a lot of the City staff are reluctant to unveil larger plans or reassurances because it's a complex situation and we need to put a lot of resources together and build on programs that are very complicated in and of themselves.

The conversation about what Director Mack does alone with the coordinated entry system and the number of different organizations and agencies that are operating tonight to house people, to shelter people, to stabilize them, that's not one meeting. That's a continuing series of meetings. I've been very vocal about inviting Aldermen to the Continuum of Care meetings. I've encouraged them to go to the Board of Public Health meetings where every month we talk about the identified number of people that we are working with in various levels of support, what it's costing the taxpayers, and what the strategies are that are being used. That's not necessarily a red flag or an alarm bell being rang. This is people doing their jobs, doing their work, and helping in the community, and it's something we all need to keep our pulse on as much as we want the City staff to be able to tell us.

If the City staff have to respond to a short-term situation that emerges and there isn't necessarily a great alternative or situation, they can't necessarily always do it by committee. That's our job. While we definitely want an appreciative that you're here tonight to talk to us to the committees to make sure that we're in the loop, I do think it's important that we also proactively engage and make sure that we're being there as a partner not as a finger point, or a blamer, or any of those things. So I would like to hear a little bit more from the police about the kind of efforts that you've done or fire.

Chairman Moran

Police couldn't make it. They're in a conference training.

Alderman Lopez

Well if you have anything to add. Maybe Director Bagley you could talk a little bit about the crisis response efforts that the police have been coordinating with, particularly like the mental health crisis interventions, and the training of officers, that kind of stuff.

Bobbie Bagley, Director Division of Public Health & Community Services

So one of the things that we have partnered with the Police Department is our response to some of the mental health calls that they may get at their Department because we've partnered with them with our behavioral health team which has been working pretty well. We've had two of our staff, our licensed clinical social worker and our (inaudible) behavioral health person spend at least 40 hours during the course of the week with our Nashua PD in respond to calls that they deem appropriate for them to be there. Some of those that have even overlapped with situations that may not seem like it will require a crisis but when any individual has some type of traumatic thing that happens, that's a stressor for them and so our staff is able to be with the police when they respond and help individuals cope with that particular situation. Some of them have been very serious calls that they have responded to and I think it's, you know, I can't think of the word but I think the staff making themselves availing themselves to work in partnership this way with the Police Department is a great attribute for our City and how we're responding right now. That's not to take away from anything anybody else is still with mobile crisis with our Greater Nashua Mental Health but it's an additional effort that we put in place because, again, there were gaps. So when we're working together and when we align ourselves to be immediate in their response to what we're seeing in our community, I think it's a good thing.

Alderman Lopez

I think it's a great thing. I think it's important for people to remember because as much as we can talk about the taxpayer roles, and the aldermanic roles, and the communication, and everything, the people we really need to focus on in talking about the homeless are the homeless. That is not a pleasurable way of life, or a deliberate life choice, or we can talk about oh some people make these choices, these choices. We can apply whatever label we want to dehumanize them but it is very stressful being homeless. Nobody loses everything they have or breaks all of the relationships that they have trying to be sheltered and then goes and lives in a tent and feels like it's a nice night out. Things are going great. It's a very difficult time and I think having our police there to manage public safety but also being trained to be compassionate, and engaging, and understanding is very important. I think that will make this problem get much, much better in addition to all the resources that we're doing because when our frontline people are knowledgeable, engaging, and you know can be trusted, then the people who most need to make these decisions and engage in these programs are more willing to do that. So I think that's a great step that you've been doing - the community health worker expansions, all the collaborations you've been doing like I said, I think that can't be credited enough and I think you're doing a great job.

Bobbie Bagley, Director Division of Public Health & Community Services

Thank you, Alderman Lopez.

Chairman Moran

Alderman Klee.

Alderman Klee

Thank you, Mr. Chairman. I'm going to start off a little bit on the negative side and then kind of go very positive but kind of adding on without piling on to what Alderman Thibeault and Alderman Moran had said.

If we could somewhat going forward let us know what's going on, I understood what happened. I know things happen fast. I knew there would be movement of those individuals. I had been in a meeting where I'd heard CSX say you have to the end of the month. So I mean I knew that everything was people's feet were on fire so I understood that. But I'll be honest with you on Sunday I was sitting at the Center for the Arts and all of a sudden a Patch Report came up and said people moved to Motel 6 and the Mayor was there. So I went right over and went do you want to talk to me about it? Kind of put his feet to the fire and said, you know, I want to know. So we had a little bit of a conversation but I would like to know at least at the same time the Patch is knowing. I don't know how they - I don't know if we did a press release. I assume we didn't. That somebody called them and said this was happening and that's how they got it. I know it was in

the Union Leader and much like the other Aldermen, I get phone calls. I'm going to turn around and say I'm sorry I don't know at this time but I'll find the information. I don't blame anybody and I'm not blaming anybody. Trust me. You guys are doing a phenomenal job so I apologize for being even a little bit negative here but just kind of moving forward if we could get a heads-up same time, I know we get the press releases from the police at the same time the press is getting them so but at least we know what's going on. So if something like that happens, just kind of keeping that in the future.

Then I have kind of like a couple of comments to add to what Alderman Lopez said about the - if I may?  
I'm sorry. I apologize.

Chairman Moran

Of course.

Alderman Klee

Finding encampments. Truthfully, I've seen them too and I actually call Alderman Lopez to say there seems to be an encampment here or I've got to report that there's an encampment there. He's my go to person for that and he'll say to me, he'll pass the information on and so on. I know as a City we are working collaboratively. I know this is not the only encampment. It was just a very large one that had to be moved quickly. It was bad circumstances and so on but I can tell you from someone who spent quite a bit today on social media with people saying well what are you guys doing? You've been there for six years or for this many years. You were up in the State House. What are you doing? Truthfully I wrote this very, very long message about the things that we are doing, some of the things that I worked with. I was very disappointed to hear a candidate say that all we have to do is fix mental health, and we fix the homeless, and wouldn't it be nice if we had a magic wand to be able to do all that, and that's not how this works. We don't just fix one. If I'm hearing things properly, you guys have multiple amount of balls in the air trying to work at some kind of solution and that might only just fix one of the little problems and then you have to move on to the next and so on.

So having said that if you don't mind, Mr. Chairman, I wasn't able to go to the meeting. I was actually in the hospital when you had the meeting in Ward 7. I'd just like to hear what our plan was. I know it was a very loose plan but what our plan was because it really was a temporary. This whole thing has been a temporary until we can find permanent housing. So I hear bits and pieces of it. If you wouldn't mind, what was the idea? It was to move them there temporarily to make sure that there was some kind of sanitation there, police, so on, we're going to be monitoring. I know Director Bagley I've talked to personally I know your people were going out there. You were going out there at night. If you could just kind of talk to the people that are hearing that weren't at that meeting if I'm not putting in too much on the spot as to kind of what our idea and our thinking was.

Chairman Moran

Director Bagley.

Bobbie Bagley, Director Division of Public Health & Community Services

Yeah so I'm in a space because it seems like we're targeting this population and I'm hearing we want to know what's happening with this population as if I just...

Alderman Klee

May I?

Chairman Moran

Yes.

Alderman Klee

I agree with you and I apologize for coming out that way. It sounds like we're just...

Bobbie Bagley, Director Division of Public Health & Community Services

Well I mean it's not just you Alderman Klee. It's we are fixated and targeting a population of folks and I'm just - I don't know. I'm just in a space. I'm sorry. This is...

Alderman Klee

May I?

Chairman Moran

Yup.

Bobbie Bagley, Director Division of Public Health & Community Services

If you want to speak again. I just don't think this is fair that we want to know what's happening with this population of folks, when they're moving, send me a notification. We need to know everything that's happening with this population of folks and I want to know why? Why are we targeting the homeless population? This one particular group of population when we've had homeless individuals in this community for years and now - and I understand the sensitivity around what happened at Crown Street but now we want to know what's happening with this population, every move, and everything that we do. I'm trying to understand that and then help me understand what information you need to know and when you need to know because there's some things that we can't talk about. So I want to know why this particular population is being targeted at this particular time. If it seems like I'm just coming - I'm just in that space right now. I apologize if folks can't receive that but this population is stigmatized enough and we're just doing it more.

Alderman Klee

May I?

Chairman Moran

Yes.

Alderman Klee

You're right. You're 100% right with everything you said. We are targeting this particular one and I apologize for it to come off like that because I know we have encampments in Mine Falls and we have encampments various other places in the City. As an Alderman, I hear about those particular ones and I've reached out to Alderman Lopez and said what are we doing? This particular one, I think, the reason for us as Aldermen being kind of like feeling like we were blindsided was because it was so controversy. So you are 100% right. It does feel like we are targeting this group of people and truthfully I want to see this group, I want to see any other group get programs. That's why I mentioned the comment about that you have many balls in the air because you're not just trying to fix this problem here on Crown Street. You're trying to fix the homeless, the mental health population throughout the entire City so that's why I had said it.

This particular one, I'm sorry if you feel that you are being targeted or they're being targeted I should say but as an Alderman, as a person who is an elected official, we are getting those phone calls. When we're blindsided and we don't know how to answer, it's not that we come off sounding like we're completely clueless or anything like that, it just kind of gives a heads up. This is coming down the road. The newspapers are going to go for it and they're going to twist it. Social media is going to go there and they're going to twist it. What it does is it gives us the opportunity to make the focus on their negativity and so on in a more positive way. Everything you said is 100% accurate. Why focus in on this? We shouldn't be. You're right. We should not be focusing on this when we have this problem throughout the City. We have it in various areas and so on.

The problem that I have, and I don't mean to sound negative, it's just that when I get blindsided by this and I'm suddenly having people answer questions, I want to support you. I want to support everything that the City is doing because I think the City is doing a phenomenal job. Our homeless population in the State has over doubled. I'm sure that Nashua has even and Manchester have gone even more than over doubled. We can't keep up, we can't deal with capacity, and so on but if we know what's coming down the pike, if we know everything that's being happened, we can help you. We can get some of those monkeys off your back. We can get some of that negativity so you can do your job without having to feel

that you are being attacked by us or by anybody. So no you are 100% right. We should not be focusing just on this area. That is not just the only important area but if we don't know what's happening, we can't help you.

Bobbie Bagley, Director Division of Public Health & Community Services

And I don't feel like I'm being attacked.

Alderman Klee

No. Thank you.

Bobbie Bagley, Director Division of Public Health & Community Services

It's just the emphasis on this particular population to me just seems - the issue is housing. We need to be addressing the housing issue. The folks can't help that they're homeless if they don't have places to go.

Alderman Klee

I agree.

Chairman Moran

And honestly these unhoused residents are still residents. They're also our constituents.

Alderman Lopez

And they're voters. Just reminding them.

Chairman Moran

They have been vilified to the extreme. Some of the things that I've saw at that community meeting heard, and other things that I've saw online, and the more information that we have to combat misinformation - I mean they were calling these people "pedophiles", "drug addicts". I've had my own words where people have called me and said what are you going to do with these people? These people are your neighbors now. We are going to help them just like we would help on a multi-million-dollar BAE System taxpayer because they all deserve equal treatment by the City and they have a right to be defended by their elected officials. The fact that homelessness if not new but they've been demonized on WMUR and shot at in these other aspects. I would love to be prepared with facts as much as possible beyond what I already know in my profession to help them. It's not anything - some people are just cruel.

Alderman Klee

May I just continue for a few more moments? Director Bagley I agree with you. It is housing. I think the fact that it was brought up about the 80% AMI and so on, it was kind of let's not be dismissive of that but I think that's really where we do need to go. I think this conversation could expand if we could talk about that.

Personally, I sent Director Sullivan a text message saying that I went to a meeting today and found out that Hudson got rid of their elderly housing ordinance that allows for age restriction. I'd love to be able to do that and open up more space for people of all ages of people that, you know, of lower income housing, and so on. I would like to be very creative. I'd like to get the 80% down to 60/40, whatever it is that we need to get down. I know that Alderman Kelly has also been talking about how we need to intermix and not just put people all within one area and so on so I agree. I'd love that conversation to happen here but I don't think that that's what's going to happen. I think that's probably a conversation for kind of got the impression for another day at another time.

My only issue about that, and I'm not trying to direct it at you in a particular way, I want the public to know that this is a temporary situation. We are doing everything we can whether it's for someone in Mine Falls, or someone that's in Greeley Park, or someone that's in Crown Hill. We are doing everything we can. I know that Alderman Lopez talks to me about the head counts and knowing where these groups of individuals are living and so on. I want the public to hear that we are aware of any and all groups and that we're doing everything we possibly can. This was just a crisis. We could have not

done anything and just let everybody go wherever they wanted to go but we were more humane and we set up a situation, I think, which was a good thing. I don't think it was a bad thing. I think it was a humane thing to do because these are people. So again, I apologize if I came off sounding like I was on the attack because I really wasn't.

Chairman Moran

Alderman O'Brien.

Alderman O'Brien

Thank you. First, I would like to thank Ward 7 Alderman Caron for hosting that particular meeting. I was in attendance. Several other Aldermen were there and it was the right format, you know, to hear from the people some of their concerns and everything. Some of it argumentatively was founded and some of it not so much founded. I know there was a concern of 1,000 feet near a school and I went on the GIS and that's more than 1,000 feet away from school. But, you know, this is right now I think time is everything. Unfortunately, we have an election coming up November 7 so something like this has probably raised to a level where it probably may not have been so much on the front burner as it probably would have been in another time. But that being said, I think now is the proper thing to get the correct information out there.

Now I was taught by a former Alderman Brian McCarthy if you really want to represent the people well, get off your duffer and Brian used to go down and walk the parks of particular areas and everything else like that. I walked this area down there to find out how the people were making out. I don't encourage the public to do so because these people deserve their space too. The State of New Hampshire has a far different description of what a domicile is then probably what traditional people come to realize. This is their home but what I did find is that the people there once identified themselves with my very nifty ID badge here that they were great, they communicated well, they provided me with information and different things, and got to hear a lot of their concerns. Shortly after that came Alderman Caron's meeting.

Today I read in the Union Leader, due to the unfortunate lack of the Telegraph, but they did have an article on how we're dealing with it. So my question in all this is to you Director Sullivan. Can you rehash - because I think the time now is to deal with the facts of the situation and basically I don't know if you made that statement to the Union Leader, or did it come via the Mayor's Office, or who actually did do it but I found it to be not the ultimate solution but it shows how we as a City are doing our job in solving this particular situation that was thrown upon us. You know CSX owns the property. They have the right to allow people to stay on it or not and yet we tried to do the best in a temporary solution. This Crown Hill facility seemed to work out the best.

But now I see that now we're trying to get them. Weather's turning cooler. I am concerned. Part of me that is a firefighter when people get cold, I don't want them doing anything irrational that affects their life safety particularly in a tent. A tent is hard to keep warm. So I see in the paper though Director Sullivan that the Union Leader did say that the City is moving and trying to work to close down and that we are putting some of the people into Motel 6. There is funding available. Can you dabble into a little bit of the funding so that the people understand that and then also, too, how we're kind of waiting for December 1<sup>st</sup> with the possibility of more beds becoming available. Let's get the truth out there and not the speculation and I think that would help us out a lot here. Do you have any thoughts on that? This is your moment to shine

Matt Sullivan, Community Development Director

I appreciate that Alderman O'Brien but I certainly don't - I think it's an opportunity to correct the facts and talk about what we are doing versus what we're not. Director Bagley will have to help me with the motel placement response to some extent but I'm aware of the Union Leader article. My response would be we are as a City we are handling this in the same manner that we would any other critical time-sensitive need that an individual or group of individuals have. That's not to say that this is equal, more equal, less equal, if those concepts even exist in any of those other problems but I can assure you that we have formed a multi - these are all the classic buzz words but it's true - we have formed multi-jurisdictional meetings, task forces around this issue. We are meeting regularly - and I mean regularly - daily about responding to this problem but Director Bagley's comments much like we would many other problems around the City. So this is not unique and so I want to be careful targeting this initiative and saying that it's different than something else.

What is different about it is that we have a very clear moment in time in early December that we're looking towards with concern and we're doing our best to position not only ourselves but our other agency partners and the very individuals that we're talking about here to have an opportunity for housing throughout season that we know will be challenging. That's



what we're working on full stop. We are working on a variety of different solutions. Some of that might be rapid rehousing through motel rooms but I can assure you that every other option is on the table to us right now and that's not to say that we don't know what direction we're heading in. We can't yet say exactly what that looks like but just to - you've given me an opportunity to sort of correct something you said Alderman O'Brien. We are not waiting. We have approximately 40 days until, you know, early December. That's time we cannot afford to waste. We're working seven days a week - talking seven days a week about this. We're working constantly and we're working as a team.

I will just say that we all have a different area of expertise around this issue and we're trying to bring those perspectives to it. Bobbie and her team have been unbelievable. Chief Rourke, Director Cummings, Megan Caron there's a bunch of folks we could thank for their efforts but we are looking to bring some additional expertise in to help with this issue. We're currently hiring a position to assist with not only some of this response but with some other broader housing issues that some of what we'd like to come back to talk to you about. So we know there's a real resource need that we're not filling right now but I can only emphasize the criticality and the effort that's being put in. I think the Union Leader article did a decent job with the quotes that were in there and the statements that were in there reflecting that.

Alderman O'Brien

Follow up if I may? Would you like to discuss what was printed in the Union Leader on the funding and where some of the funds are coming?

Matt Sullivan, Community Development Director

Alderman O'Brien if I could, I'd like to ask Director Bagley to comment on that.

Alderman O'Brien

Yeah that would be adequate for the Chair.

Bobbie Bagley, Director Division of Public Health & Community Services

Thank you. The funding source that we're using - so you're aware that there's been the Opioid Abatement Trust Fund that's been put in place. There are several States that are receiving the funding. New Hampshire happens to be one of them. There were at least 21, 22 subdivisions in our State that actually are part of that settlement. Nashua just happens to be one of them as well. We have had this funding. We've been using the funding to support some of our community-based organizations that have been providing services to individuals that have substance use disorder. I was down at the encampment on Friday and the temperature is starting to drop relatively quickly and it was cold. It was cold on Saturday. I put in a request to the Mayor to allow for some of the Opioid Abatement Trust Funds to be used for the rapid rehousing of getting some of the folks from that particular encampment. We had learned about this when this was identified as a temporary site, that it was going to be very cold down there, the wind, the wet, and I was there on Friday. That's what it was. I was there Friday morning. The wind was blowing the tents. It was cold. So an immediate action needed to be taken with regards to, again, health and safety of these individuals and because of other things that were happening down there.

So the proposal was put forth. The funding for the Opioid Abatement Trust Fund can be used for housing and supportive services for individuals who have substance use disorder. So that funding is what's right now supporting the individuals that are in the motel. It's not just the folks at the Crown Street encampment though that we need to find housing for. So those were the immediate ones that we could get into the space. These are couples who shelters do not take couples. The ability for these folks to get into places was going to be a little bit difficult for them. Individuals if once the shelter space opens up and that will take place hopefully sooner than December because the temperatures are getting colder but this gave an opportunity to use some of the funds that we already have that's not related to any taxpayer dollars. Any complications with regards to folks being upset about money being used to house folks, it's trust fund that will come through and it's money that's created for this very purpose. So that was what was actually used and will continue to be used as we look at housing folks going forward.

Alderman O'Brien

I thank you both for clarification to the question. Thank you Mr. Chair.

Chairman Moran

Thank you. Alderman Caron, and Alderman Thibeault, then Alderman Kelly.

Alderman Caron

Thank you.

Chairman Moran

Actually Caron and then Kelly because Thibeault already had a bite of the apple, sorry.  
My apologies.

Alderman Caron

Thank you. First of all, I came to the meeting tonight thinking that we were just going to get an update on housing and this event that took place which I appreciate very much. I have to say that whatever happened basically happened to me in my Ward and I've moved on. After I got the phone call, I talked to Director Bagley and her and I worked very diligently to set up a quick meeting to try to get the neighbors there and to have a conversation because I know very well that we have had homeless people for a very long time. It's just that this was not an area that you would see a lot of homeless people.

Moving on. The other part of this is no matter what you do, no matter what you say, and everyone who spoke that evening - I can't thank them enough - there will always be people there who do not understand that by the grace of God go they. At any one time, any one of us could be in that situation and I don't think I need to have my problem brought out in public. Conversations need to be made. How do we help these people? How do we help our neighbors and that's what I was trying to bring across to the people within the Crown Hill area. Yes it got out of hand a few times because of people who wanted to make this political. This is not political. This is your life. This is someone's life. We're trying to help. The people who work within city government are trying to help.

My questions tonight, basically were about some of the issues that the neighbors had concerning the sign because of the dead-end street, because of people probably shouldn't be there anyway. The light that was out and they felt that it was unsafe for everybody not just them, the neighbors. The other thing was the fencing. Hopefully these things are still gonna get taken care of because no matter what we do, there will always be someone camping out somewhere. You and I talked afterwards about someone finding an encampment down on Harbor Ave. near Salmon Brook. So we talked about it and hopefully that someone went out to check on it because the gentleman - he wasn't rude. He said this is what was going on. I go by there all the time. I never noticed it.

So yes, I would have liked a head up. I don't do social media because that is the worst place you can go to find out anything because most of it isn't true. This thing about the shooting. I heard about that shooting the day it happened and the story I was told by the Police Commission was totally different from what the media was saying then people were saying on social media. So that wasn't fair to the lady and it wasn't fair to the gentleman who decided to do something stupid with a gun and that's basically what it was. So I think I appreciate what you were able to do this week. What the State needs to do is give the money sooner to communities so they can open those beds to put people in them so they're not out in the cold. I think we have to move forward from this and working with you. We have to do this in the right way and we should not be making it about them and us. It's about what we can do for our community and the people who live here. Thank you.

Chairman Moran

Thank you for those great words Alderman. Alderman Kelly.

Alderwoman Kelly

Thank you. Now I have to follow that?

Alderman Caron

Thank you and I didn't write it down.

Alderwoman Kelly

I know I didn't write it down either. I've worked in homelessness for as long as I can remember. I worked on it in college and I think it is a vast community issue. I think what I'm struggling with was the same thing that Director Bagley was struggling with in terms of how we're talking about this problem. This is a flash in the pan for us around this horseshoe but there are people in this community who are working on this every single day but if you notice, they're the ones that are quiet because they know that they're out there doing this work. I'm not at a Board for the Soup Kitchen Board to be here tonight. So there is work that's being done and it's not that we're not going to end homelessness tonight. It is we have to look at the housing stock. What are we paying people with? So many different things have to happen to slowly start to make a shift there. I think what has been tough for some of us as we've heard is just a villainization of this population. We constantly talk about the drugs and the violence. Just because you're unhoused that does not mean that that is what is going to happen within an unhoused population or space. I think that's really tough for us to continue talking that way.

So to shift the conversation to what can we do and how can we support the people in the City that are working on this because they are working on it. We're here in this meeting and we hear a little bit every once in a while about what things are going on but I know that Director Bagley is working on this every day. I know that Bob Mack is working on this every day. I talked to Matt three times a week about what are we doing with the Affordable Housing Trust Fund? How are we going to start to open up housing, get people rapidly rehoused, and then housed into spaces so that they can stay in Nashua? That's a big problem. It's not a problem we're going to be able to fix today, maybe not tomorrow but slow with short term and long term.

So I think my personal feeling is that the City did a great job in handling the situation, having a community conversation about it, and moving it very quickly to a solution. There are encampments everywhere in the City. There are and that is something that I'm sure everyone in this horseshoe you would prefer not to have. So we have to work in long and short term to make things change.

I have some questions but I'm gonna let Alderman Thibeault chat and then go from there.

Chairman Moran

Just to add to that too I think it has to be an ongoing continuing conversation to help all the unhoused. There's only a certain amount of what the City can do. You need State partnerships and private partnerships. Alderman Thibeault.

Alderman Thibeault

Are we sure everybody that hasn't talked yet has talked or wants to talk?

Chairman Moran

Alderman Wilshire?

Alderman Wilshire

I'm listening.

Alderman Thibeault

Are we sure that everybody that hasn't talked yet has talked or wants to talk?

Thank you, Mr. Chairman. So a couple things here. One you asked me for something. I wasn't finger pointing. Certainly wasn't finger pointing. I'm not blaming anybody. I'm just asking that in the future we have something and that goes for other issues, right? So Police and Fire like somebody said do a great job letting us know what's going on. I don't know how many times somebody said hey I heard of a fire. We know about it. This is what I know or a police issue or whatnot. So there's no finger pointing there. It was just like if there's a way to get better. I'm not asking for War and Peace. I'm not asking for, you know, a huge document, or I'm not asking for us to approval anything, or that it's just that, you know, we have citizens too that we have to speak for. We are servant leadership. We serve our people and it's hard to serve our people when we don't have information. So it's not a blame of anything gone wrong. It's talking more about the future, right? I'm not pushing something behind because I want to talk about the past. I want to talk about the future of it.

Again, it's not just this issue. I'm not trying to make this specific issue the issue. I'm not looking to make every specific homeless issue this issue.

Obviously I don't want sensitive things to be talked about, right? That's not the right way to do any of this stuff. I certainly wasn't dehumanizing anyone and I don't think anybody in this room would dehumanize anyone that's at any of the encampments or even if they're not at the encampments. No one in this horseshoe would dehumanize anyone. We got to worry about the people that are dehumanizing the people out there. That's the problem I have, right, or the papers, or people. We have a literal candidate for political office that said he would take everybody out. He would get rid of the homeless in that area. That's not the right approach to this problem and you guys all know that. I'm preaching to the choir. If that person gets in office, I'll tell you we won't have a thoughtful process here of how this works. Some of you guys won't be in office. Some of us may not be in office, right, and so that's going to take a bad turn for the people that we need to help most. So I'm not here to dehumanize anyone. I'm certainly not here to blame anyone.

At the affordable housing forum a couple of weeks ago, I was the only one that said we should have went further on the inclusionary zoning rule. I was also the one that said we need affordable housing in every part of the City. When I said affordable, I mean low rent/affordable in every part of the City from the northwest corner of Amherst Street, down to the Daniel Webster Highway, to the middle of the City as well and I got an applause for that. I say that because I do support all of that. I want to make it clear that that's what I support.

I am glad to know that Alderman O'Brien has given me a way to find out about City news now. All I got to do is read the Union Leader and I know what's going on in the City. So thank you for that. I will cancel my subscription to the Telegraph and quickly pick up the Union Leader from now on.

Alderman O'Brien

For my wife's benefit if I may, Mr. Chair?

Chairman Moran

Of course.

Alderman O'Brien

I was picking up the paper not candy at Bright Spot so.

Alderman Thibeault

I did not see any candy. Thank you.

Chairman Moran

Alderman Jette.

Alderman Jette

Thank you. So listening to the discussion, I remember at the Ward 7 meeting the Mayor talked about – may have been others - but I remember the Mayor saying that there were a certain number of beds becoming available December 1<sup>st</sup>. The problem was that it's the money that's going to be paid by, I think, the State to the City on December 1<sup>st</sup>. So it occurred to me isn't - we have a lot of money stashed away and different expendable trust funds for example. There are surplus funds in various places. So it occurred to me can't we borrow the money necessary to get make those beds available immediately? Borrow that money from one of these other funds and then pay it back when we get the money from the State? We did it recently. We took money out of an expendable trust fund to come up with the funding to replace the lights at the Sargent Avenue tennis courts. Couldn't we do something similar to help solve to help assist in this problem immediately rather than waiting for the money that's coming from the State. I assume that money is money in the bank so to speak. We just haven't received it yet. So I don't know. Who could answer that if anyone?

Chairman Moran

Alderman Jette are you asking if we can take money from an expendable trust fund and give it to Nashua Soup Kitchen and Shelter who would be opening up these beds to allow them to open up and staff them sooner than December 1<sup>st</sup>? Is that what you're asking?

Alderman Jette

Yeah whoever it is that's going to provide the beds that's waiting for the money yes.

Chairman Moran

Director Sullivan or Director Bagley.

Bobbie Bagley, Director Division of Public Health & Community Services

So I don't think it's just a matter of the funding coming from the State. So there is additional funding that the City is actually providing as well. You know it's staffing. It's them having the supplies in there. They're working on that now and so they're moving forward with some of those things already so that's not necessarily the issue. Staffing capacity is one piece of that as well. So they've gotten because they have positions posted. They have to have the staffing there to provide the services for individuals. Then the shelter is one option. It's not going to be an option for everyone. The number of beds that they have is 24. The mission that we have, and Bob can attest to this, usually is full on a regular basis. From the count that the police had, there's up to about 70 individuals that are unhouse and living in the encampments and that's not including other folks that are living in their cars or folks that are doubling up in other people's homes that are homeless as well. The Nashua Soup Kitchen and Shelter is going to be able to provide some service to some folks but there's still going to need to be more opportunity. Thirty-four beds will help some people but the funding is not necessarily the issue.

Chairman Moran

Director Sullivan.

Matt Sullivan, Community Development Director

The space is actually not yet complete either as I understand it. It's currently under renovation and so the timing, the December timing is actually due to the work being completed to allow the people into the space. So funding is not the primary issue. Staffing and then completion of the space were the major impediments to those beds being available.

Alderman Jette

Thank you.

Chairman Moran

Alderman Lopez.

Alderman Lopez

Director Bagley or Mack can correct me if I'm wrong but I believe December 1<sup>st</sup> is also the onset of the cold weather emergency rules for the State of New Hampshire which means you're not creating new beds per se. You're recognizing that now there's a humanitarian crisis. Homelessness is really really, really dangerous being outside when it's snowing or freezing weather and so that's why the State has done that for all this time. Those are typically full as well so we don't want to count the same capacity twice and say let's solve today's problem by prefilling because we're gonna have the same problem later. So I think the holistic approach that Director Bagley and Director Sullivan had been trying to encourage us to take rather than focusing on one nuance, or one solution, or one golden you know gun, I think we need to look at this holistically.

Chairman Moran

Alderman Wilshire and then Alderman Kelly.

Alderman Wilshire

It'd be great if we could eradicate homelessness in the near future. What I see is the cost of housing is so high that we're gonna have more homeless people not less. We're gonna need more shelter beds not fewer. I mean that's just what I see. The price of apartments is so much. There was a couple that I met and they said well I work and I just can't afford anything that's why we live where we live. My opinion it's gonna get worse so we need to ramp things up even more.

Chairman Moran

Alderman Kelly.

Alderwoman Kelly

I agree with that Alderman Wilshire. I know that's something that we're trying to do as a City.

I know that the Soup Kitchen is trying to adjust to do the December 1<sup>st</sup> additions and they are having some issues with getting some occupancy. They have 11 affordable housing units that actually are really beautiful if you haven't gotten over there but they're set up so that you can have families which was something we didn't have before. So you can break up the room based on that. That'll be great but they're already taken care of so we can't think of the Soup Kitchen is the only way that's going to fix this. We built this whole new shelter and it has all this capacity that we've already filled. So I think it is a part of the solution but not the only part of the solution.

I had a question though if I could. I was interested in there was a conversation last night and this is a piece that I'm starting to hear that I'm interested in hearing more about is like the shelters won't take people unless they are not on drugs and alcohol and that becomes an issue for some of the housed populations. Then I heard a nuance that like Manchester will work with some people but we don't. Do you know what the difference is in terms of why we won't?

Chairman Moran

Director Bagley.

Bobbie Bagley, Director Division of Public Health & Community Services

I believe the newest community resource center that Manchester set up, they set that up as a low barrier shelter. So what that means is that individuals even if they are high, they can go in and they can receive shelter. Our shelters are not set up that way. Bob could speak more to how the mission is set up because it doesn't take State funding. They can set their own rules. Our Nashua Soup Kitchen and Shelter they do test folks and if their tests come back showing that they have any type of substance, then they are not allowed to go into the shelter. Bob can speak more to that.

Bob Mack, Welfare Officer

If I may?

Chairman Moran

Of course.

Bob Mack, Welfare Officer

Yes there's two shelter programs in our City proper. That's the Nashua Soup Kitchen and Shelter Program as you know and the Southern New Hampshire Rescue Mission which has two shelter programs. One for single men and one for single women. They are a private faith-based organization. They do not allow people under the influence to go into that shelter program. As I understand it, the Nashua Soup Kitchen and Shelter there's some allowance there but it is not - I guess there's been some conversation at the State that all shelters that receive State funding must be low barrier but I don't know is that's built into all those contracts yet. I've had past conversation with Melissa Hatfield who's in charge of the shelter contracts that they're looking to kind of make some of those adjustments. They do promote low barrier shelter programs and the funding through Hillsborough County that the Soup Kitchen has just applied for will target a low barrier threshold. So it will allow more people access for the winter beds. That particular grant was done in partnership. It is a

county grant so it was actually done in partnership with 1269 Cafe up in Manchester which is not a shelter program but a warming site which is also a low barrier site just to give an example of some alternative options. So it's not a sleep-in shelter but it's an overnight warming station where people can go and get out of the elements.

So throughout all this conversation this evening, it's clear this is a very complex issue. It's not just about money, it's not just about shelters, it's not just about housing, but it's about all of those things. I agree. We do need to work together to address these issues. The Welfare Department we've been dealing with this as long as I've been Welfare Officer and prior to that so it is not a new issue. We continue to assess people that apply for assistance. If we cannot get them into a shelter program, we will put them up somewhere temporarily in a motel. Unfortunately, there are some folks that that's not an option for whatever reason and we scrambled to find some other alternative but it's not a simple issue, and it's very complicated, and we'll continue to work on it. As has been said, there have been many, many meetings, and discussions, and plans that have been put on the table to try to address this very complicated issue.

Chairman Moran

Thank you for that. I think that was a very strong point that we have to continue to educate the public, laypeople. You guys are experts on the matter and know what in and out and all the barriers that you face. Our neighbors, not so much and they grab on to this misinformation that you heard earlier. There was a proctologist who's running for elected office who's spreading some misinformation out there. So when someone hears a doctor say something, there's that white coat mentality and they take it as fact. That's why having some check out that committee meeting, replay it, listen to the other experts in the community here and talk about it so they don't mislabel what's going on and what the efforts you guys are trying to do.

Any issues with fire over at the...

Adam Pouliot, Fire Marshal

All I can say is that we respond daily to calls involving our unhoused and the calls really run the gamut from fires, encampments, medical emergencies, and a common one is just somebody sleeping. Sometimes they're on a public sidewalk, sometimes they're under the canopy at St. Pat's, sometimes they're in the bushes. So sometimes there's no emergency, they're just sleeping. People don't like getting involved. They call 911. So we're involved daily. It's easy if they're out on the sidewalk visible but that's not always the case. We get calls to encampments and for us the big-ticket item is to identify where the encampments are prior to go in there for emergency. So that's where we work really well with the Police Department, Health Department, Solid Waste. They really have a good idea where these are because they get those complaints. So the information sharing over the last year regarding this issue has been great. It's helped us because when we have to go out to these encampments trying to locate them especially at night, trying to find the best access to them, so we try to stay ahead of that. My office goes out pretty regularly to visit encampments. We look for immediate fire life safety hazards. We look for other things like if there's needles. If we go out there at night, the potential for some of our people to get stuck my needles is very real. So we try to head that stuff off and we have some outreach agencies in the city that that we work with regularly. I can call and say hey there's an encampment, give them a location, they'll go down, and they'll take care of needle clean-up for us. We're involved.

Chairman Moran

Great. That's great everything that you guys are doing and being proactive to in getting out to identify before an emergency happens so you're getting your guys in there safely as well to respond. So I think has that run out all the questions, I hope.

All right. Well thank you guys so much for joining us and humoring us with this meeting. I'm hoping that we can continue the conversation well after December 1<sup>st</sup> as I've spoken to other department heads that there might be other options to present back to the Board. Most likely just Aldermen Lopez's Committee unless it involves Planning or Economic Development because truly I do think addressing the homeless issue does impact economic development in our City.

So thanks, again, for coming. We appreciate it. As a former homeless person, unhoused person, this particular matter is one of the reasons why I became a social worker. I appreciate all the efforts that you guys are doing to help people get back on their feet. Thank you.

And with that, Director Hannum you can come on up. May be we can take a 5-minute bathroom break at 8:42 p.m.

- Update on Multilingual Business Accelerator Program

Chairman Moran

All right I'm going to resume the meeting. We're going to have a quick presentation from Director Hannum on the Multilingual Business Accelerator Program.

Liz Hannum, Economic Development Director

Liz Hannum, Economic Development Director. I just wanted to come give you information about a program starting next month. I've been spending a lot of time looking at the ImagiNashua Strategic Plan Master Plan, specifically around the economic mobility issues. So we're working on diversifying our business ownership. I recently got a grant to hold a business accelerator program. We hired Co-Starters which is a company based out of Tennessee who specifically focuses on building entrepreneurial ecosystems through this accelerator program. Through this grant, we'll have enough funding for 20 people to go through a boot camp version which is a weakened kind of ideation. So if you have an idea and you want to figure out if it's marketable, if it pencils out, that's the program for you.

Then we have enough money to do 10 people for a 10-week intensive training that takes them from a brand new business or a young business like less than a year, all the way through the process to accelerate your progress through that so that you can kind of grow quickly during that 10-week program. We will be doing that in three different languages which is pretty exciting. So we have locally sourced trainers. So Co-Starters will come in and train our trainers. So not only will we have these people for the boot camp and the core intensive program but we will be able to continuously offer this program going forward because we'll have locally trained trainers. We'll offer it in three different languages and we've got quite a few people that are already interested in participating.

I'm just really excited about the potential for this program and the diversified options for kind of underemployed, multiple job owners, and people who are looking for upward mobility and diversifying business ownership. So just letting you know about that program. It'll start November 8<sup>th</sup> and 9<sup>th</sup> will be the training of trainers and then that first week in December, we'll host that first boot camp program.

Chairman Moran

How does one qualify? Is there income requirements or anything like that?

Liz Hannum, Economic Development Director

There is not. Anyone that speaks one of the three languages can participate.

Chairman Moran

What are the three languages?

Liz Hannum, Economic Development Director

We've got Spanish, Portuguese, and English - Brazilian Portuguese.

Chairman Moran

And how are we on notifying potential applicants?

Liz Hannum, Economic Development Director

Yeah so we have a notification that's gonna go out next week. That will be kind of an application process. I've got a little committee that's put together so that it's not just first-come, first-serve, or just people who can put an application together. So we're going to kind of go through and make sure that we're picking the best programs. Because we have trainers locally, we'll be able to host additional programs going forward so it will be open to people that didn't get chosen during that first round.



Chairman Moran

Have you partnered with any other multicultural associations to get up to there?

Liz Hannum, Economic Development Director

We have not. So I've been struggling to get the notification out in multiple languages. I've been working with a lot of churches. So that's been kind of my primary notification process just to get the word out. We're also working with the SBA out of Portsmouth. They're actually going to come and participate in all of the boot camps and the core program so that there's kind of building that ecosystem so we're not just putting them through that program and then they're on their own. We've got a long-term plan for them and support systems going forward.

So SCORE will also be participating and we've got a few banks that are interested in coming to a graduation ceremony where they could potentially get funding as well. Yeah so it's pretty exciting.

Chairman Moran

Sorry to ask a bunch of questions. Anyone else have any questions? Alderman Klee and Alderman Lopez.

Alderman Klee

My question is just kind of quick. I thought I heard you say about SBA is going to be - are they part of this grant process or are they just coming in to kind of watch, oversee, to see how the program runs, or they take an active part in it?

Liz Hannum, Economic Development Director

They're going to take an active role in the program. So they'll be there kind of participating working with the cohort as they go through the process and building relationships there. They were not part of the grant process. I brought them in afterwards to try and build that ecosystem around these people to build that support network.

Alderman Klee

May I follow up?

Chairman Moran

Of course.

Alderman Klee

I really appreciate that because SBA is kind of a little secret that people don't even understand in this City. For those that are trying to get loans and trying to get everything, the SBA is a great resource which is why I'm surprised. You mentioned SCORE and so on. So I know SBA played a really big role with our small businesses during COVID and so on. That's actually when I learned how much that they do. I had a constituent who called me about trying to get a loan and getting startup for our business that they were going to run. I went right onto the SBA website. I gave them all the resources and so on. So I think if SBA is even just in the room, it's going to help the success of these people that you're talking about. So I appreciate you bringing them in. Thank you.

Liz Hannum, Economic Development Director

Yeah.

Chairman Moran

Alderman Lopez.

Alderman Lopez

Yeah so SBA and SCORE are great partners. They both have a lot of really good relationships in the community. I was surprised you didn't mention the Cultural Connections Committee as a potential link point or One Greater Nashua. Have you been able to contact any of them or?

Liz Hannum, Economic Development Director

I haven't actually. So that's something that I can certainly do. I think probably the next couple of steps will be to bring in more people. One of the training of the trainer's projects is to - there's like a three-hour workshop where community partners come in with the trainers to, again, continue to build that ecosystem around entrepreneurs. So that's definitely a group that I will go to for that.

Alderman Lopez

Great. Donna Marceau is the Chair of that and it was originally the Mayor's Ethnic Awareness Committee. It's a function of the City and it's the Mayor's appointees. So I definitely recommend checking in with them. They're very well connected as well.

Liz Hannum, Economic Development Director

Okay.

Chairman Moran

Alderman Jette.

Alderman Jette

Thank you. I'm wondering about the selection of the three languages. Is that just a numbers thing? I'm thinking of French not because they're my people but there are a lot of people from the Caribbean, people from Africa for whom French is a primary language.

Chairman Moran

Director?

Liz Hannum, Economic Development Director

Just for volume purposes, we chose Portuguese and Spanish but we do have the option to start adding on as we add more programs. This is going to actually be the first program that three languages will be spoken during the entire training. So this is kind of a pilot project for Co-Starters. They've done two languages before but never three. So we're kind of trying to keep it as simple as possible while we figure out the kinks around those three language issues. So we've got multiple translation going on at the same time and then we will continue to add. I think we've heard Cambodian is another big language that we would tap into eventually.

Chairman Moran

Khmer.

Liz Hannum, Economic Development Director

Khmer, yes. The Cambodian population sorry.

Chairman Moran

I'm from Lowell so it's large on Cambodian/Laos population. All the intricacies of their culture.

Liz Hannum, Economic Development Director

Yeah.

Alderman Jette

Thank you.

Alderwoman Kelly

Yup. I'll be sure to add French.

Chairman Moran

Thank you so much and thank you for being so patient.

Liz Hannum, Economic Development Director

Yes, of course. Thank you.

#### COMMUNICATIONS

From: Sam Durfee, Planning Manager

Re: Referral from the Board of Aldermen on proposed Ordinance O-23-059, amending the Land Use Code Notice Provisions Table and the Historic District Commission Review Procedure

***There being no objection, Chairman Moran accepted the communication and placed it on file.***

Alderman Thibeault

Point of Order Chairman. So at this point or maybe a little bit before, we usually have Public Comment on here. I know we don't have anyone but it should be on here I think, right?

Chairman Moran

Oh yeah I can address that.

Alderwoman Timmons

It's at the end.

Chairman Moran

It's at the end.

Alderman Thibeault

But don't we have it at the beginning and the end of every meeting?

Alderman Klee

No. We have a choice.

Chairman Moran

On this particular one because we were doing the Public Hearing and because we had such an important subject to discuss, the Public Hearing was for what was being acted upon tonight and the other stuff wasn't being acted upon tonight. So Alderman Lopez, Co-Chair, and I moved it to the end.

Alderman Thibeault

All right.

UNFINISHED BUSINESS – None

UNFINISHED BUSINESS – None

NEW BUSINESS – RESOLUTIONS - None

NEW BUSINESS – ORDINANCES

**O-23-059**

Endorsers: Mayor Jim Donchess  
Alderman-at-Large Michael B. O'Brien, Sr.  
Alderman John Sullivan  
Alderman Patricia Klee  
Alderman Derek Thibeault

**AMENDING THE LAND USE CODE NOTICE PROVISIONS TABLE AND THE HISTORIC DISTRICT COMMISSION  
REVIEW PROCEDURE**

**MOTION BY ALDERMAN THIBEAULT TO RECOMMEND FINAL PASSAGE**

ON THE QUESTION

Chairman Moran

Any questions for Sam?

Alderman Jette

I'll wait my turn but if it's my turn, yes.

Chairman Moran

Alderman Thibeault.

Alderman Thibeault

Yeah I mean I think it's a good idea. Thank you, Mr. Chairman. I think it's a good idea of what you're doing here. I mean the Telegraph – RIP. It's dead. It's gone. I love it. I still get it but you know, by the time I get it, I've already read the Union Leader and I know what's going on in the City so it doesn't really help me much.

So I like to save the money. I wish we had a regular paper. I really do. I wish we could put that stuff in there but I think that time has passed. The people that say they never hear anything, they're not reading the paper anyway it sounds like. So it doesn't really matter if it's in the paper or not, right? I wish there was a different way we could communicate to people. I wish there was more ways we could communicate. I have a newsletter goes out to 300 people every week and I put every Planning Board meeting, Zoning meeting, every meeting we have here, all the documents, and so does Alderman Klee. I wish I had more than 300. I'm not sure how many she has probably like 10,000 or something. It's only 300 in Ward 8. I'd like to get that information out to everybody so they have their information, they know what's going on, they know what might be coming and abutting their areas, or what's being built where, and all that stuff because I think it's important. When they come up and something gets built where like why is that there now and they never heard of it, they couldn't come to a meeting to speak on it because they didn't know about it. So it's hard to get information out these days. It gets often twisted too so. You see big things when you get things like the asphalt plant that seems to get around pretty quick but it took a lot of people to go around to a lot of places to get people to come in for that. Even then it was only just a full room. So thank you.

Chairman Moran

And there is that section of the population who want to set it and forget it in regards to engagement with any government or

they want to live their lives. If it doesn't impact them directly, they may not even notice a sign, or they read the newspaper, or look for things until it falls in their lap. Alderman Klee.

Alderman Klee

Yeah I have a question but I don't want to really step on Alderman Jette's toes. Because I know he is going to speak about this but may I ask? Two things one is about the signs. Personally because we were talking about not necessarily having it in the newspapers and so on, the one thing I get calls from are people saying I saw a sign on a property. I drove by, or walked my dog, and so on can you tell me about it? Most of the time I go no and I give them the Planning Department's number and tell them, you know, call. They're there for you. If they don't want to call, then I will call and I will ask and so on. So I think the signs are very important.

So I'm a little confused, especially if we're not going to put it in the newspaper. I'm a little confused about that less than five is the only time we have to put signs up and also in addition to the signs, where does the location have to be? Because if it's on someone's window, that doesn't help. Does it have to be planted on the lawn close to where passerbyers can see it?

Sam Durfee, Planning Manager

Yes. Right along the frontage. Basically we have the signs and when we receive an application, we inform them okay you're going to need to check with so many butters and also please come in and pick up your signs when they're ready. We have to - we have these signs that all say site plan or subdivision but then we actually we write up basically a title for what the application is, when it's going to be before the Planning Board, and we have to cut those out and paste them onto the sign so that each sign is actually specific to what is being requested. So that takes a little processing time. So we say all right we'll process these signs. So you'll note that we really want to be consistent with all of our applications and everything that's on this table as well. So signage is all going to be five days. So that means the sign has to be posted within five days of the hearing. The reason for that it was 10 days on some of them before. The problem would be the applicant would apply and then to make that 10 days, it would be the very next day. So one - staff would have to be very quick in their turnaround and then the applicant would have to be available to come and pick it up which that is not always the case. There's been issues where they did not come and pick up their sign, they didn't post it, and now they have not complied with the noticing requirement. We have to kick them out a month. So it's a bit of a snafu. We want to be business friendly, development friendly while also making sure that we do notice the public. It's a fine line to walk but the signage really does seem to be effective as you have indicated having received calls.

The question about the five or fewer lots. So as I've spoken to before with Alderman Jette's question, there's a couple of ways to look at this. So another way I guess - and it's probably a more effective way to describe it - so say you have a large rezoning of an area. Say it's the Amherst Street corridor is getting an MU overlay. We did not sign every single parcel that would be there. We would run out of signs. So this is also just to kind of contain and isolate, you know, when we're looking at an area, how big, and how many lots do we actually have to sign. Now if it's a block that works. We can go all the way around the perimeter of the block. A lot of this was also just looking at it from a practical standpoint of what is reasonable because some of these things, you know, it's applicant driven. Other times, it's more City driven. We want to do a rezoning. We kind of went through some mental exercises of how we would do sorts of things and that's how we came to that number.

Chairman Moran

Follow up?

Alderman Klee

Yeah I'm not going to ask too many more because I really want to hear the questions from Alderman Jette. Just so that I understand it, what you're saying is if there's a big plot of land that will be less than four or five, they only put one sign there but it still has to have signage. If someone is doing something to their own property, that property would have to have one sign. So I was getting confused. I thought you were saying only if it was less than four.

Sam Durfee, Planning Manager

Right. So a good example would be the Mohawk Tannery Redevelopment. There's one lot that really has the frontage but

there's multiple lots deeper into the site. So this was four, or five, six, maybe even seven lots – I don't have the map in front of me - but because there was the frontage there and because this was, you know, under this ordinance change, we would put the sign out there. Even if it was in excess of the five lots because it has a single frontage, we would still err on the side of signing. We always want to do that but if it is above and beyond and some crazy amount of signage, we would make that call and say no. This wouldn't be appropriate. In larger rezonings, larger requests, typically find their way out into the public via word of mouth or we'll even post stuff on the Facebook page. We try and get word out there as best we can. We are constrained by staff, time, money, real world things but we try to be as effective as possible.

Alderman Klee

Thank you. I'll wait on any other questions.

Chairman Moran

Alderman Caron.

Alderman Caron

Yup I just have - in talking about the Telegraph and the cost and I think Alderman Lopez mentioned it earlier, why not use our government channel and our community channel because the Aldermen get a list, especially for Planning and Zoning what is on there and that's like five days or before your meeting. At least people would see it and it could be the advertisement when there's nothing going on and that wouldn't take extra staff because of the person that's doing it in the first place but just get it so that it would be on the TV. That would save you money because obviously you're not paying for that kind of advertisement. I thought Alderman Lopez's suggestion was a good one. So it's something for your staff to think about.

Sam Durfee, Planning Manager

Agreed. I think it is a great idea.

Alderman Caron

Thank you.

Chairman Moran

Thank you. Alderman Jette.

Alderman Jette

Thank you. So in trying to take this in order. So regarding the doing away with newspaper notice. I understand your argument about the cost and whether it's cost effective and given the current situation but I would rather we erred in favor of giving notice to people in this. There's something about a notice in a newspaper. Newspapers have always traditionally been considered kind of a you hear the term "newspaper of record". There's something about a newspaper that it's an official way of propounding a notice to the public. If we feel that the Telegraph has become ineffective, part of me says you know we ought to be supporting the Telegraph, trying to help it hang on but if we determined that it wasn't effective, there is the alternative of the Union Leader currently that has a lot of subscribers. It is considered a newspaper of record for legal notices. So I would rather we, you know, we keep that. If that fails, the other suggestions that I've heard are good ones.

I see the notices that Alderman Thibeault and Alderman Klee put in their weekly newsletter of what's coming up before the Zoning Board and the Planning Board. Those are good. I've been talking about trying - I think what they're doing is great. I'm thinking of trying to imitate them and do the same thing. The numbers that they talk about, it's really a small number of people who are getting that but it is a way of would there be a way that I get a notice from is it Kate Poirier? Is that her name?

Sam Durfee, Planning Manager

Yes.

Alderman Jette

I'm sure other, you know, maybe she sends it to all the Aldermen but is there a way for people to sign up with her and that they would get this by email? That's another way of...

Sam Durfee, Planning Manager

Yes there is.

Alderman Jette

...of getting the word out. I'm against doing away with the newspaper altogether.

The other thing is that has been brought out - and I have a tremendous amount of respect for you, and Director Sullivan, and everybody that works in your department, but I'm fond of saying that hopefully you'll be here forever but maybe not. The next person who occupies your position may not have the same attitude. They may think, you know, what's the minimum I have to do? I look at the ordinance and this is what the ordinance requires and that's all that I'm going to do. That's all I have to do. The way you've written it is that signage shall only be required for a rezoning if the proposed rezoning would affect five or fewer lots or require posting along four or fewer frontages. You said that that almost never happens. The zoning is always usually bigger than that.

So basically what I hear you saying is that if this passes, you won't be posting any signs because it's not you personally but it's not required so you wouldn't have to post any signs to alert the public about a proposed zoning change. So when you take away the newspaper ad saying that the signs are more effective, but then you taking away the signs, what is left?

Sam Durfee, Planning Manager

Certainly. So I've only been here about a year now. We haven't had too many rezonings in my time. So I'm gonna keep referring to the MU overlay up on Amherst Street. So this would not fall under that. It's more than five lots. It's more than four frontages. You have Amherst and then all of the side streets that come off of that. Without this language right now, we wouldn't be signing anyways and even with this, we wouldn't either. Basically what I'm saying is that current practice for these large rezonings have not been signed. With this, it is enshrining that for smaller ones we make sure that they are signed. Now Mohawk is a good example because it's only one frontage even if it is more than five lots that would be signed, this is really looking at those kinds of block rezonings where you do have four frontages even if you are over five lots.

So I'm not saying that it wouldn't happen and it is more geared towards we want to make sure that we are signing the potentially smaller rezoning efforts the more neighborhood ones but you are correct in observing that this is a change. I wouldn't say a gross deviation from current practice but I would look at it more as a way that we make sure that we are signing for these smaller, arguably more impactful neighborhood rezonings if and when they do occur but traditionally, they're far and few between.

Chairman Moran

Alderman Jette.

Alderman Jette

Thank you. So when you say that currently rezoning doesn't require any signage, I'm looking at Table 126-1 of the existing ordinance and it says rezoning signage 10 days. So?

Sam Durfee, Planning Manager

So I mean more speaking to what I've seen as past practice. I haven't seen large amounts of rezoning signs go out for very large rezonings. Now that would arguably be in conflict with what our ordinance requires and I do recognize that and that would be a misstep on our part. Again, the MU overlay on Amherst Street was so large signing that would be

impractical. It received a lot of attention. It was it was well publicized. I think word of mouth travels a lot as well, you know, and it's certainly supported at the aldermanic level. So there had been conversation about it in other realms around this horseshoe. So it's hard to say that it's a case-by-case basis because we that's not how we want to approach this. We want to have standardized practice but from what I had observed in past practice, we needed something a bit more concrete in recognizing that large rezonings signing for those was really just impractical.

Chairman Moran

Alderman Jette.

Alderman Jette

May I? I can't imagine that you - not you generally - you your department with the aid of the Municipal Association and other jurisdictions must deal with this problem. When you have a large zoning area, I can understand you wouldn't want to have to put a sign up on every lot that's affected but maybe like the Amherst Street thing. Maybe a sign that on Amherst Street as you enter that area that's proposed to be affected. So that, you know, maybe there's a way of constructing language that would take care of the problem that you see with the individual signs but also provide notice to people so that we don't end up rezoning part of the City and without everybody knowing about it.

And I have one last thing if I could, Mr. Chair?

Chairman Moran

Of course, yes.

Alderman Jette

And then, you know, reducing the 10 days to 5 days. I heard your answer to the question about the reason but couldn't that be taken care of by changing the schedule. If somebody applies for something and the 10 days is just too - there's just not enough room couldn't you schedule it out so that they'd be room for the 10 days because 5 days is really a short period of time. If you're shifting the notice to signs as opposed to newspaper, I would think we would want to give people more of a chance to know about what's happening so that they can learn about it. If you're depending on people driving by and seeing the sign and the sign alerts you that something's going on but without getting out of your car and walking up to the sign, you really can't see what's going on. You have to read it. You have to get out, go look at it, or call you. So giving people time to do all of that, five days just seems tight.

Chairman Moran

Mr. Durfee.

Sam Durfee, Planning Manager

Sure. So yes five days is the minimum. Five days had been in this table for a number of these noticing scenarios as we were just trying to be consistent. Five days is the minimum. We typically have these signs prepared two weeks out from the public hearing. Again, it's incumbent on the applicants to come and pick them up and post them. If they aren't out within ten days before the meeting, they're in violation of the requirements of the ordinance. Granted that would require us catching that which I'll admit, we don't go out and inspect every posting for everything that's on each of our agendas. It's again, it's just a very time-consuming thing to do. So while theoretically a sign could be out five days before the meeting, I think in reality it would be much closer to that 10 days simply because we don't drag our feet in preparing the signs. We want to get them out as quickly as possible so then the applicant has the opportunity to bring them and post them out on the frontage.

You had another comment relative - I'm trying to remember what it was. I had good answer for you though.

Alderman Jette

While you're trying to think of it when you say you're trying to make it more consistent under the current table, I count five situations where ten days is required and only two where five days is required. You're changing it so everything is going to



be five days so instead of going with the majority provides for now, you're going with what the minority provides for. You're reducing the amount of time that people will be able to...?

Sam Durfee, Planning Manager

Yes. I am remiss because I do not have my marked-up version. I'm looking at what's proposed and with that note, I now remember that we are actually adding signage requirements for things that didn't have them previously. You know things that could actually be signed. Something like a communication tower that's probably not going to be applicable for signage because the radius is massive. We did go through this and we also looked for opportunities where we can provide notice that would be appropriate for a certain type of application even if there isn't already a notice provision in the table. We also did add other actions in that a column that we have applications for but they weren't on the notice table. So this is more of a comprehensive effort to not only streamline things, make some consistencies, rectify some misquoted statutes but also bring in to make sure that all of our applications are incorporated into this table.

Chairman Moran

Alderman Thibeault.

Alderman Thibeault

Yeah, thank you Mr. Chair. So I'm gonna support this for now but I will say that Alderman Jette as always brings up enough points to make me start thinking about things. I would definitely support you if in your vast wealth if you bought the Telegraph and started to put it out every day. I'd even write a column for you, a weekly one, because I would love to have the Telegraph back and then I'd be supporting Alderman Jette 100%.

I think, you know, the five days, ten days I mean I would like them to be up longer too to a certain extent and I know you said that they're available to put up longer. It's up to the person to come and get them and put them out. I mean I don't know how you get them to how to force them to come out. I guess you're just kind of making this easier for them to be able to put them out and have less time to have them out I guess. I mean are we kind of taking the bad behavior of the person that's putting out the sign and kind of amending this so that it's easier for them or?

Sam Durfee, Planning Manager

I wouldn't say that. It's more you know like I said where the turnaround is almost immediate where applicants they get notified hey your sign is ready. You have to come in the next day and post it. People go on vacation. People are - these design professionals are working in other towns. Sometimes it's just not feasible and then they are out of compliance with the notification and we have to bump them a month. There's a lot of frustration that goes into that. Alderman Thibeault as you know, you get on a spring Planning Board agenda, everything's ramping up for construction season and we start shifting big projects around, that really can throw off our agenda when we had you know nice three-hour meetings lined up and now because someone missed the notification deadline, we have a one hour and a five-hour meeting.

This actually gets to the point that I recall and I wanted to bring up. Expanding the time for signage, we ran run into a cycle issue where applicants come in, we process their application, we generate their signage, it gets posted, the meeting occurs. If we start stretching out the application period, right now you basically have to apply a month and a half in advance of the meeting. We would be asking them okay well, now you have to apply two months in advance of the meeting or more to be able to get those signs out for a longer period of time. When you have applications - we're running two meetings a month per Board. This becomes a lot to juggle especially peak season.

The only other thing I do want to say about the newspaper, it's only the Planning Board and the Historic District Commission that were attempting to no longer be required to notice. The Zoning Board the State Statute hasn't been amended to allow Zoning Board applications to not be included on local newspapers. So the Zoning Board agenda will still go out to the Telegraph.

Chairman Moran

Alderman Klee and then hopefully we can.

Alderman Klee

Thank you. I don't get to vote on this. I hear being on the Planning Board I understand and I hear what you're saying about having to maintain that cycle and everything. So I'm not disagreeing with anything but my concern would be that if we only do five days, which again I don't get to vote on, you put the sign up and you've got five days. Depending upon the weather especially when you're talking about the spring and so on, they have to put it five days before the meeting begins but then we also have all of those deadlines even for the public as to when they can write in public comment. They can come to the meeting and they can speak to it and so on. Having been on that on that Board, one thing that I do know is that it's not always the abutters that come and want to talk. It could be somebody and especially the Historic District is in my Ward. So I go to the HCC meetings. One of the things that we hear about is, you know, their roof is going to be too high, or they're going to change the line of that roof and so on. So if there's only five days, those that live maybe not physically touching, and I know an abutment is also across the street. So I do understand it's not just the physical touching but it could be somebody within the neighborhood whose also part of the Historic District. They take it very seriously. They're very - I don't want to say they covet it but they look at it as we're trying to keep this and trying to maintain this.

I know that we had one issue a couple of years ago where we had to do a cease and desist because they decided to change out their windows and so on. That was a person who wasn't going to do – they were going to try to get out of being in compliance if someone hadn't walked by and saw that they were doing something different. It was someone from the City that actually had seen that. This is a person who's only going to put it out for five days because they don't want to give the neighbors any warning. They don't want to do this. So those that are good might get it out for ten days if you if you get it done but I'm telling you that those that can push the envelope may not even put that sign out and now that we've just announced that you don't go out and look at them, some people are gonna take that to heart. I mean that's my concern. I wish we could do a seven day versus a five day but I don't vote on this. It is my concern that it's not again to give people - we have foul weather, we have this, we have snow, they put it there, snow comes on. It's there for five days but no one can see it. So I'd like to know what is that and spring leads up to all those weather issues and that's a big one but I do understand and respect that the schedule issues.

Chairman Moran

One thing too if we didn't make changes here, we'd have to go back, have another public hearing. So my suggestion is that we vote on it. If any member wants to make a change at the full Board and that receives a majority of the vote, then it can come back with a public hearing, and then we do it all over again.

Alderman Klee

Do we want to do that public hearing sooner than later? Just saying.

Chairman Moran

Well also if I'm hearing that if anyone wants to make a change, they might not be a member of this Committee. I can I might have to make it at the full Board versus here so with that, I'm gonna call for the vote.

**MOTION CARRIED**

TABLED IN COMMITTEE - None

GENERAL DISCUSSION - None

PUBLIC COMMENT - None

REMARKS BY THE ALDERMEN

Alderman Thibeault

Thanks, Mr. Chair. So I just wanted to comment on the conversation we had earlier about the unsheltered and the homeless situation. You know I guess I was a little disturbed by the conversation more so because it's a tough problem to solve. It's national. It's probably international, right? If someone had the quick trick to make sure people got what they need, there would be no homelessness in this country. So we need to keep the discussions humane, and compassionate, and empathetic but at the same time we need to make sure that the City is doing what they can.

I trust our Public Health officials. I think they do a marvelous job. I don't think anybody here was trying to criticize or go after them as much as we just wanted to know what we could do to help and what's going on. Some of us here have Wards where it's more prevalent than others and they're involved a lot with the situation. Others like myself are on the outskirts of it but still, you know, try to get involved whenever I can and try to certainly voice my opinion because I think it's an important issue. We need people to be safe. We need people to be able to find places where they can be, and be sheltered, and get the services they need whether it's mental health.

In the recent forums that we had last week, I literally heard a candidate call these people "crackheads" which disturbed me to the core. That's not what they are and you can't put them all in the same group. The only group they're in is they don't have a place to stay but they're all different. They all have different issues that they need solved. I wish we could solve them all like that and we can't but we try. We have many, many people on this board that care and some of them work in the field of mental health that certainly deal with it a lot more than some of the rest of us.

So you know I think it definitely - I think Alderman Lopez does a great job with his Human Affairs Committee to constantly bring up the ways that we can help people and not just the homeless but help people in general whether it's mental health or, you know, getting the services they may need even though they're housed. I think the rest of us need to continue to pay attention to that stuff and continue to try to find ways that we can help people. That's what we should do. Like I said earlier, we serve people. That's our position here. We don't serve ourselves. We're here to serve other people. So I don't know what that discussion was supposed to be about. I thought it was just somebody said earlier just an update on what was going on. I'm to blame too it kind of derailed a little bit. I guess it's just a rant but I just wanted to bring that up. I think we're all committed to continue to do what we need to do to try to help our City and help the people in it so thank you.

#### Chairman Moran

Thank you. Alderman Klee.

#### Alderman Klee

Thank you. I want to - I don't usually share conversations I have with people afterwards but after that meeting, I had a little bit of a conversation with Director Bagley. She was not just speaking of that one population with within Crown Hill. She was talking about the homeless population in general. What happens is - and I'm going to use my own words and not hers. Population du jour of the day kind of thing. We've seen the public do this to those who had HIV. We've seen the public do this to minorities where we want to villainize and we want to make them something that they're not. They're human beings like all of us and that was I think the point that she was trying to make and wanted to assure that we don't single out any one population because what we will do is exactly what has been happening here - dehumanize, villainize them, and we make them less than human beings. As a society and as a community, we can't do that. So I applaud her for her comments. It brought things right back to perspective. I think she was probably overwhelmed with some of the comments that were coming at and this has been a very long and hard work that they've all done.

So I just want the public to know, we cannot single out. I'm not just talking about that particular group. We can't even just single out the unhoused and call them crackheads, or call them drug users, or say that they all have mental health issues. Alderman Moran you shared that at one point you were homeless. For the grace of God, I wasn't. I shared with Director Bagley that I lived in Ogden, Utah and came home on vacation. Christmas Eve got a phone call. My apartment burnt down. I lost everything. The only thing I had was my car that a friend of mine had taken me to the airport. I remember turning to my mother - I was 19 years old and I turned to my mother and said I gotta go back there because I have a job. That was my job. I had to go back there but what do I go back to? I didn't have an apartment. I didn't have any clothes other than what I had taken with me and I had my car. Back then in 1980 I think it was, I pictured myself sleeping in my car until I could get those first couple of paychecks so that I could get an apartment and so on because I was living hand to mouth. I did not have a savings. I did not have any of that thing. I say but for the grace of God because I had the most amazing people. It was Christmas so family bought me clothes. Friends that I had there found an apartment for me. Red Cross gave me \$150 for that. I had such a support system and these people don't and but for the grace of God and I truly mean that.

I could have been one of those people. You were. So to turn around and to classify these people as crackheads, or people who don't want to work, or lazy. We have veterans there. I was looking at the population when we had that meeting yesterday as to what is being served. They don't all have mental health issues. They don't all have drug issues. We see mothers who from domestic violence who are hiding and have children with them. So I think we need some more compassion. If information gets out before we know about it, it's going to be frustrating but we will go with the flow and we

will support and do everything that we possibly can. I want the public to hear this. They have a roof over their heads and there are some people that have roof over their heads but they're sleeping on someone's couch because they have no other place to go. So I just like us all to lead with compassion and I am grateful for somebody like Director Bagley who took the time to explain exactly what it meant. She was frustrated there but she did a phenomenal job and has worked very hard so thank you.

Chairman Moran

Thank you. Alderman Lopez.

Alderman Lopez

I think it's worth pointing out that if are very, very well educated, compassionate, and hardworking Director can be overwhelmed in a conversation about homelessness try to imagine what the people who are stuck in that situation are feeling right now. You're not seeing them at their best. I think it's important for us as a City to remember that even people who are struggling can bring a tremendous amount back to our City. Having worked with the homeless for 20 years, I've seen a lot of them regain their housing, regain their jobs, build families, and you'd be surprised. I mean I guess Alderman Moran someone has accomplished as you wouldn't be surprised because you know what it takes to build up from the beginning or from the bottom. I think we need to remember that these struggles are also opportunities to help people out of the darkness that they're in and back into our community and it's not going to start by slashing tents, pushing them out, or any of that kind of stuff but I don't think that reflects that neighborhood either. I think they were dealing with a situation they couldn't anticipate. As long as we all remember that we don't always show our best face in the middle of a crisis, then we can move on and not continue to treat every moment as though it is an ongoing crisis.

So I want to thank everybody who came particularly because with Alderman Moran I thought it was important that we have a City Alderman level meeting. I didn't want encroach on Alderman Caron's neighborhood meeting because I think that was where the neighbors needed to be heard and had to be their voices, their concerns, and their priorities but as Aldermen, we have bigger priorities and we need to make sure that we're funding the programs that need funding, we're bringing resources back to the departments that need them, and we're maintaining those relationships with people. So I appreciate everybody who showed up tonight as an Alderman and as a leader to find out what was going on and to offer your support for this ongoing issue and the many issues that are attached with it.

I think Nashua has a very good heritage of nonprofit organizations coming together and dealing with crises, and overcoming adversity, and helping people, and keeping the focus on the people that are struggling the most, and I think we'll navigate through this as well. We'll come up with new innovative ways that, you know, we can be proud of to say this is how we tackle this as a community and this is what we're about as a community. So thank you everyone.

A quick announcement as well. I'm doing the Main Street community watch meeting tomorrow morning at 9:00 am over at Caribbean Breeze. It's mostly meant for residents and businesses on Main Street but if anybody's interested in finding out what's going on, Nashua Police is always very supportive. The Public Health Department is also helpful and we typically have nonprofit organizations that are there to tell us what they're up to and what kind of resources are available.

Chairman Moran

Great. They have an excellent breakfast there as well.

Yeah I, too, would like to thank everyone who came out from the City to discuss the unhoused residents. I won't go further into my personal life but Tom will know this because he's also a mental health clinician. You kind of avoid things that you find to be traumatic and when I was at that public meeting last week, I recalled many things from my past that was resurgent into my brain. I think the way in which these people were vilified struck a chord with me. When I talked to Alderman Lopez about having this meeting one - I think Alderman Wilshire put it perfectly. We need to ramp up services. We can't have meetings without it being a public meeting.

We can't talk about how we can introduce legislation, create legislation, or have larger conversations without violating public meeting laws. I think it's a good thing that we had the meeting. I don't think wanting information and sharing it with our constituents is a bad thing overall. I can see how it can get frustrating being a subject matter expert and that be your professional life and then trying to explain to others that don't understand I definitely get that. It's not meant to attack or criticize any means but we're just asking to be partners because these are folks that elect us to represent them whether

they're housed or unhoused. We have a duty to educate all of our constituents and we have a duty, I believe, to engage with the City administration on what they're doing to support our constituents. I think that's what we did here tonight.

I've been a Director. I've been a Chief Clinical Officer. I'm an owner or whatnot and yet you have to be prepared to have critical questions asked of you no matter what you run. We are a very supportive Board for our City departments. Sometimes it's part of the job to be criticized. I don't know what else to say. That's just the way life works. Public/private that's just the way life works.

ADJOURNMENT

**MOTION BY ALDERMAN THIBEAULT TO ADJOURN  
MOTION CARRIED**

The meeting was declared closed at 9:40 p.m.

Alderman Derek Thibeault  
Committee Clerk