

SPECIAL MEETING
COMMITTEE ON PUBLIC SAFETY, HEALTH AND TRAFFIC
February 14, 2022 at 5:15 PM

Chairman Barry called the meeting to order.

The Clerk called the roll.

Present: Aldermen Barry, Long, Stewart (late), George-Kelly

Absent: Alderman Sharonov

Messrs.: K. Sheppard, C. Goodnow, D. Boutilier, Ald. Fajardo, Ald. Trisciani

1. Discussion regarding winter parking and snow emergencies.

Chairman Barry stated the Police Department's here and Public Works Department is here also. I know that myself and other aldermen throughout the city have been receiving quite a few complaints and concerns about parking and people refusing, especially during snow emergencies, to move their cars. The discussion here today, and we have only 45 minutes, but the discussion here today is so that we can try to come up with a solution. I know part of the problem is enforcement and unfortunately it is not getting done as well as we were hoping for. I think unfortunately the message that these people need to get is that if they're not going to get towed, especially during a snow emergency, at the very least they get ticketed. Even during our odd/even times, they should be ticketed. I know we have a Parking Division, we have the Police that go out there in the evenings, and we expect to hopefully enforce some of these odd/even incidents. One of the suggestions I have that we can discuss is especially during a snow emergency that if we're going to tow vehicles in a certain area, target the ones that are on the wrong side of the street to begin with. Get them off the street. If we are at all going to tow the ones that are parked legally, the ones that aren't I think we should target them.

Alderman Long stated first of all we need to establish whether it has been getting worse in the last four, five, six, eight years. I'm getting more calls and what I'm seeing in my ward is it is getting worse. If DPW, MPD, and the Parking Division could acknowledge that it is getting worse unless they believe that it's not and it's the same it's been for the last five or six years. That way we can look at how to improve this.

Alderman George-Kelly stated I think that we also need to hear from you all what you think the challenges and barriers are to making this happen in a successful way so that we can then move towards some kind of problem-solving and overcoming those challenges.

Chairman Barry stated if we could have Kevin and a representative from the Police Department and Denise from Parking come up that would be great. Please give us an outline of what your job function is during snowstorms, and then we can go into the odd/even and so on. I think one of the focuses is on towing. How many cars are we towing? Where are we towing them from? Is there enough room there or do we have

enough tow trucks in operation that we contract out? I guess Kevin, maybe you could start.

Kevin Sheppard, Public Works Director, stated I can give a quick summary of how our winter operations work and I think that'll be helpful to the new aldermen as well as people that may be listening and watching this show. We begin in October/November and this year we actually began talking about the winter in July because of my concerns with staffing levels within Public Works. Fortunately, with Covid, we didn't have a pandemic go through Public Works and we had the staffing and our guys did a great job so far this winter and I'm sure they'll continue. In late fall we begin training our new operators working to make sure the equipment is in place. We work with Fleet to try to get things done. I did pass out a handout of who we inform during the fall before the winter starts. We put out posters in a variety of stores in both English and Spanish. We deliver odd/even information to the larger apartment complexes in Manchester with the hopes that they're going to pass that on to their tenants. So there's a whole list. We put it in different city offices and we try to get the message out as much as we can to residents before the winter operation starts. That's part of what we do in the fall. Some ideas like inserts in auto registrations is a great idea but once we get into our winter operations, we depend on our weather forecast. We receive weather forecasts on a daily basis and sometimes if we're getting a storm we'll get them twice a day. Once we receive a forecast, we take a look at the next day or projection for the night, and that's when we make a determination to call or not to call a snow emergency. We try to do that as soon as possible. Typically, it's very soon after noon time, probably between noon and three and typically between one and two. We will call a snow emergency where we then contact Police who get the ball rolling on their side.

Chairman Barry stated before you go any further, other than the flashing lights, and I know every intersection has one of those flashing lights and I know what it's for but I'm assuming others may not know so what other alternatives do we have to get the message out? Do we use Channel 9, do we use WMUR, InkLink, Nixle, all that? Are there any suggestions or anything else we can do other than knocking on their door and saying hey you can't park here?

Mr. Sheppard responded we do send out a press release and there is the ability for residents, and we're always pushing this, for residents to sign up online to get notifications when there is going to be a snow emergency. When we do call a snow emergency, a press release goes out and the information also goes up to anyone who signed up online to be notified.

Chairman Barry asked social media.

Mr. Sheppard answered we do not use social media. I'd love to use social media but we've actually tried to get a Facebook page and from what I'm told the City may not be creating new Facebook pages. I'm sure the Police can tell you more about what they do once they receive notification because I think they help get information out to residents.

Chairman Barry stated Alderman Stewart just advised me that Nixle does go out on social media so we're all set with that.

Captain Chris Goodnow, Police Department, stated connecting with what Kevin said, and I sent you that email today just thinking to get the ball rolling, you have to understand that our tow contract is very stringent. We have to make sure that the operators and the tow trucks are vetted because a lot of times what we're having towed is evidence and things like that. We end up getting five to six tow companies a year. When you call for a snow emergency, each tow company will show. You have to have a minimum of two trucks; if they have them some bring more but not each time. You're looking at ten to twelve tow trucks total for the snow emergency. We send four officers out, and whether it's a lot of snow, ice, or whatever it may be, it takes a long time to tow the cars that we tow because we have a limited amount of tow trucks and we only have four officers out there because we only have so many tow trucks. Plus, it's a hard job to fill. It's the middle of the night, it's a snowstorm, and things like that. A lot of times we'll have to force officers off their shift to work. It's not an easy lift on our end. It usually comes in late, because they need to make sure the storm is going to be what it is; so at three or four o'clock in the afternoon we're calling guys to come in at ten o'clock at night. During the last snowstorm that we had on February 5, we towed 141 cars with 23 tickets. On January 29, we towed 158 cars and during the first snowstorm, I don't see the date on it, but we towed 129 cars. So you're looking between 130 and 160 cars that could be towed in a night and that's where we're at max. I could tell you there's at least 500 out there we need to get off the street. Those four officers are busy towing those cars so we don't have the assets to go out and write tickets unless somebody doesn't have a tow truck to come to them so they'll hit a street and try to hit that area the best they can and be as efficient as we can. That's why you're not seeing tickets on our end during a snow emergency and that's why we're only taking that many vehicles off the street. Plus, we only have one impound lot because the operation is so small, and that fills up at 150, 160, 170 cars. That's where we're at on the snow emergencies right now; it's as much as we can do.

Chairman Barry stated the four officers that are coming in, they're on overtime right.

Captain Goodnow replied it's a detail rate and a lot of times if you have officers where their regular rate is just what detail rate is, they're not coming in in the middle of the night in a snowstorm to tow people's cars for that rate.

Chairman Barry asked the patrol guys can give out tickets right.

Captain Goodnow answered yes but as you know the patrol is busy all night long and very rarely do they have time to hit a street to give out snow emergency tickets.

Alderman Stewart asked did I hear you correctly say on the most recent snow emergency on the 5th, 141 cars were towed and only 23 tickets were issued.

Captain Goodnow responded yes and the other two emergencies we didn't issue any tickets.

Alderman Stewart stated that sounds like you could be issuing more tickets. To Alderman Barry's question, with regard to patrol officers, correct me if I'm wrong but is volume the same for patrol responding during snow emergencies? It would seem that you might be responding to fewer normal calls.

Captain Goodnow answered the volume is the same for patrol calls and that's all we have for guys; it's four guys. That's all we can do with those four officers. If we revamped the system...I have a couple of ideas to revamp the system. We could hire more people just as ticket writers, but then it becomes a financial thing that we'd have to work out because the vehicles towed pay for the officers that are out there.

Alderman Long stated so you're saying there are roughly 400-500 cars that need to be towed and we are only capable of doing 130 to 160.

Captain Goodnow responded that's just a wild guess but yeah I would say that's pretty conservative.

Alderman Long stated it doesn't appear that we could get to where we need to be; clear all the cars that need to be cleared or ticket all the cars that need to be ticketed. So how about if we looked at sectors? So if there's a snow emergency that we're anticipating on Thursday night, we're going to concentrate on these two sections and put the notices out like you're doing now at the corner stores, larger units, and getting calls that there is going to be a snow emergency and tell your residents. Would that be helpful?

Captain Goodnow stated that's exactly what we do. When we get the email from DPW, they give us three primary locations and three secondary locations to target. We'll hit those locations and that's usually as far as we get in a night. So that's exactly what we're doing and by looking at it, it looks like they move it around the best they can. There are obviously some areas that need to be cleared like Spruce Street on the way to the hospital and things like that that have to be dealt with every storm. The last thing you want is an ambulance not to get through because there are cars on either side or there are snow banks too high. Unfortunately, some areas need to be dealt with every storm quite heavily.

Alderman Long asked so just in those sectors there are more than 160 cars.

Captain Goodnow replied yes.

Alderman Long stated in those sectors how many cars are there. Four hundred or five hundred?

Mr. Sheppard asked when you say sectors are you saying the areas that we've towed in.

Alderman Long responded yes. How large is a sector that you pick that you're going to concentrate on?

Mr. Sheppard answered we typically give the Police Department a scenario. We say we're going to concentrate in this area right now and as he said, typically, there are enough cars to take up the whole time. If there's fewer vehicles there, then we expand it and go into a secondary area. We try to tow all night. The vehicle tow lot probably has a capacity of 100 to 210 roughly. We've hit capacity before but it's not typical and I think

part of it is because of the issue with the ability and the number of tow trucks that are out there to tow vehicles.

Alderman Long asked so you give them a sector to begin with and then when you go to another sector is that sector all set.

Captain Goodnow stated yes. What we will do is have all four officers take four different locations or if it's a big location we send them to two. Once the streets are done, they call into the supervisor running the mission and they'll say Spruce Street from Union up is clear. We have communication with each other so then that truck will go up and really scrape that down. When the next street is done, we'll call it in and this is done while these guys are trying to keep the roads clear enough to travel on. That's exactly how that works.

Alderman George-Kelly stated in my ward I know that in this last snowstorm there was a temporary parking ban a couple of days after in order to get cars off the road to then clear the road because the cars weren't towed during the storm. What do you think the effect would be if you were to actually publicize that the emergency parking ban was only in a certain sector of the city and then the following sectors were days after that? Because what's happening right now is people think emergency parking bans are a joke because they don't take their car off the road and they don't get towed and have no consequences so they continue to park during emergency parking bans.

Captain Goodnow replied I think you would be creating that by publicizing where we're going to tow because then nobody is going to move their car off the road while they're trying to clear the road in those areas. It's not just about cleaning the streets, it's about keeping them open, too. If you have cars on either side, those trucks are large trying to clear the road. If people know that they don't have to move or they're not going to get ticketed, they're not going to move their car.

Alderman George-Kelly stated but that's what is happening now.

Captain Goodnow responded I agree but that would make it worse. At least there is a chance you're going to get towed and move your car. If we have to go get it, if it gets struck by a plow truck, we tow it. We have the ability to tow wherever we want if we have a choke point or a bad area. I think if you advertise where you're going to tow from, then the rest of the city is going to be a mess because nobody's going to get off the road for these guys to do what they have to do.

Mr. Sheppard stated I'd agree with that.

Chairman Barry stated I don't think that we should be advising the public that tonight there is a snow emergency and we're going to be towing from a certain area. No, we're towing from the whole city and that's just what we need to do. They all need to have the mindset that there's a chance their car might get towed. I think one of the main problems, and Chris you're one hundred percent right, we need to make sure that at the very least the roadways for emergency vehicles going up to the Elliot Hospital are clear. I think what we did with the odd/even where it's February, it's the second month and an even month so if you're on the odd side you're on the wrong side was easier for people

to understand. At the very least, I think we should be targeting people who are parked on the wrong side. We need to get them off the street because we need to make sure, and I'm going to talk about Ward 11 more than Ward 10 in between Kelly and Amory, Dubuque and Rimmon and all those small streets, those are the ones that I get calls for those areas about people parking on both sides of the street during a snowstorm and it's hard to get by with vehicles, never mind a fire truck or something big that may try to get through there.

Alderman Stewart stated it certainly sounds all the way around like it's a capacity issue. It's a towing capacity, ticketing capacity, impound lot capacity, it's an off-street parking capacity. I'm curious, Denise, is it Police that administers the tow contract?

Captain Goodnow stated it is our tow contract and the only one we have in the city right now.

Alderman Stewart stated I'm curious to know, is one more challenging than the other with regard to would it be better if we had more tow trucks, more tow companies with more tow trucks. Is that the bigger issue or is it the impound lot capacity issue that's bigger?

Captain Goodnow stated I think if we expand the operation, however we may do it, we could definitely get different lots. I remember a long time ago that we had lots on either side of the city. West Side Arena was one and Derryfield Park was one so you had two lots operating. If you have a big enough operation and enough tow trucks and enough personnel, you could do that. How we get there I guess is a talk we'll have to have.

Alderman Stewart stated Denise, maybe this is more of a question for you and your division of parking. I know looking at the city's website where people can go to take their cars. I think we have three lots right now that city residents can use to park their cars. We have one impound lot in Derryfield Park. But the city has a lot more capacity than that. We have more parking lots, we have schools, and we have a lot of surface area. What thought has been given to expanding that capacity?

Denise Boutilier, Parking Manager, asked are you talking about using our lots as an impound lot.

Alderman Stewart responded I would say both looking at surface parking assets for both increased impound lots and increased options for city residents to park their cars off street.

Ms. Boutilier stated the Arms Lot down in the millyard is probably the biggest lot we have with quite a lot of spaces. We don't have a lot of use in that lot right now. I think, Alderman Long, you probably see it more than anyone. That lot is fairly empty right now. I wonder if that's something we can think about.

Chairman Barry stated my understanding is, like the West Side Arena, we use that for emergency parking as well as Pearl Street. My understanding is that they are overloaded. I was talking to another gentleman that works for the city and he said the Pearl Street lot was an absolute mess.

Ms. Boutilier stated so is Victory Garage. People were parking everywhere. We figure we have about 600 available spaces in Victory that we use. Pearl has about 300 spaces that get completely full. I'm not sure what West Side Arena has.

Chairman Barry asked do we use Arms Park.

Ms. Boutilier stated no we don't.

Chairman Barry asked can we.

Ms. Boutilier stated we use Pearl now so I don't know why we wouldn't be able to use Arms.

Chairman Barry stated let's use as many as we can. We don't have many storms and I know this one was really inconvenient because we had two of them back to back. If we're going to do that, if we have different options to go to, if we want to use Arms Park as an impound that's an option. Or if we want to use Arms Park or Hartnett for people to park there overnight during snow emergencies, we need to come up with something. If they are overflowing at these other places, that's great news because people are using them. I don't want people to go there and if they're legit and turn around and say there's nowhere to park so I have to park back at my home.

Ms. Boutilier stated the only concern that we have about using a surface lot is we can't plow the surface lot when it is full of cars. So that lot the next morning, even if it's a handful of users that come in and they might not be able to find a spot, they're paying for parking. That's my only concern but it's certainly an option.

Chairman Barry asked what time do they have to leave when they park overnight.

Ms. Boutilier stated they have to be out by eight.

Chairman Barry asked is it followed pretty good.

Ms. Boutilier stated at Victory Garage we enforce it right after 8 o'clock. We issue a handful of tickets for people that are still there that haven't paid. I believe the majority that are picking their car up later in the day are paying through our app.

Chairman Barry stated the last thing we want to do, honestly, is to hit people in the pocket, especially people that are in the inner city and people that can't afford it, but we also want to make sure we send a message that they know we have rules and they have to be followed because it makes the city a mess. It really does. You see the plows going by, especially in the ice storm we just had, and three or four days later those same vehicles are encased in ice. They still haven't moved.

Ms. Boutilier stated that's one thing I wanted to say. The Parking Division, in far as enforcement, is we go out immediately after the storm on the next business day that we're working. We go out that morning and ride around looking for cars that are

encased. Even though the storm is done, we look for the cars that are encased in snow because we need proof for court.

Chairman Barry asked do you take a picture.

Ms. Boutilier stated we take very good pictures of this. We issue them the snow emergency ticket. We issued thirty so far this year out of the two storms and we've towed a lot of cars. We work with the police with red tags. We red tag and tow vehicles. Last year we towed almost 253 and we have towed almost 80 this year which is helping toward the snow emergencies.

Chairman Barry stated I think you work with me almost every day, too.

Alderman George-Kelly asked can you tell me how much or what percentage of that happens outside the center city.

Ms. Boutilier asked can you repeat that.

Alderman George-Kelly asked what percentage of those tickets or towing occurs outside of the center downtown city.

Ms. Boutilier stated the red tags are outside of the downtown area. They're in the wards. I get calls from a lot of the aldermen and texts from a lot of the aldermen and emails to red tag vehicles in their neighborhoods that they've gotten a complaint about. We also get the constituent calls and emails asking us to go over to Walker Street on the west side and look at this vehicle that is unregistered, un-plated, tires are missing, to go over and get rid of it. That's done by our mobile unit. They're outside of the downtown area. I have officers who work in the downtown area, so they take care of what's down here. They're also out in the wards.

Chairman Barry asked how many employees do you have in the mobile unit.

Ms. Boutilier responded I have two employees working the mobile unit and I have three on-street walking our downtown.

Chairman Barry stated you have five total.

Ms. Boutilier stated right now I have five. I have some unopened positions. I'm trying to keep our expenses down due to the dividend being short by the revenue shortfall.

Chairman Barry stated Kevin has plenty of money if you need some.

Mr. Sheppard stated I'd gladly pay her staff overtime to work.

Ms. Boutilier stated that's the other issue. I questioned my staff. We had a meeting and they don't want the overtime. They don't want to work an eight-hour overtime shift and then work an eight-hour shift walking downtown or getting in the truck and working overnight and then coming back to work their regular shift. They just don't want it. I have two that are willing to come in a couple of days a week at four o'clock in the morning

and work two hours and get out there and really hustle and get some odd/even tickets or snow emergency tickets written. They're willing to do that for the rest of this winter until we can figure out how it's going to get better.

Chairman Barry asked they will get overtime for the extra hours they are working.

Ms. Boutilier stated they will. I don't have an overtime budget so I'm not sure where that money is going to come from, Kevin...

Mr. Sheppard stated our winter operations are one of the primary focuses of ours during the winter months and we'll do whatever it takes. I know the aldermen support our winter operating budget is what it is, and if it goes over budget we'll come to the aldermen or if our budget goes over, we've got savings this years because of salaries. Salt is up 46% per ton this year but we've got some saving in salaries. Whatever it takes to get cars off the streets. It's not only during a snowstorm; it's the odd/even parking, too.

Chairman Barry stated part of the solution is going to be we have to do better with enforcement. We have to give out more tickets. I'm not looking for the revenue. I just think we need to send a message. If someone honestly has a legitimate reason, they can contact our parking division and talk to them about why they got ticketed and give their reason why they did what they did and you guys can deal with it. I honestly think that we need to be more efficient with enforcement.

Alderman Long stated there were 9,600 more people that moved into Manchester in the last ten years. That is what our census says. So I'm guessing there are some people that don't know. I know on Orange Street there were three cars that you went around, and that's across the street from free parking. That was at 4 AM and I went into the Pearl Street lot and there was plenty of room for those three cars. So I'm guessing those three people don't realize what a snow emergency is. We need to get that message out. How can we get that message out to everybody? There are some people that move into Manchester and they don't realize what those strobe lights are for. I used to get a ding on my phone from Nixle which I don't get anymore. However, I do get an email from Nixle telling me that it's a snow emergency. I don't know why my phone stopped dinging.

Mr. Sheppard stated I get them on my phone and my email. I'm not too sure why you're not. We are working on a brochure that we want to send out to new residents in the city. We'll probably start by sending it out to all residents. It's information about Public Works. The initial concentration was to talk about trash removal, recycling, how to place your carts, when to place your carts, but we're also going to include the opportunities in Manchester – the different parks and swimming areas that are available. But we are also going to be putting on there information about our winter operations and the odd/even parking. That is going to be sent out to all new people moving into Manchester. That will be our next step of informing new residents. We do have what I will call the Ed Osborne lights. People thought he was crazy at the time when he came up with those but those work very well. Anyone that drives on the streets will see those on the signals and they'll see the sign right next to them that says when these are flashing there's a snow emergency and there's no parking on city streets. I appreciate

people saying they don't know, but you saw the list of places that we notify and we do the Nixle and a press release. I am sure maybe all the information isn't getting down to the tenants. I spoke to Alderman Kelly and in her area the management company sends out an email to all the residents but they still park on the street. The residents do know, in her area, that there is a snow emergency there is no parking but they still park in the street.

Alderman Long stated the only way we're going to find out whether they know or not is when they get a ticket. That's the only way we'll find out because they are going to continue saying they don't know, or maybe they don't know. Once there is a ticket, that's the issue. We can't give out the tickets that need to be given out. We need to know how we can do that. We need recommendations on that. The other issue is odd/even. That might as well not be an ordinance. It's just not being followed and there are no consequences. I get calls from constituents that are telling me the plow is beeping their horn at 2 AM because he can't get through because there are cars on both sides and there is nobody coming out of the homes to move their cars. If you'd like, I'll go out there and I'll beep my horn forever until people decide to come out of the house and move their cars. Give me the ticket book. Ticketing has to be done because it seems like it is worse this year than it ever has been. On Prospect Street, I know you cleaned it thank you but there was a whole line of cars. I went out at about 4 AM and my first turn was on Prospect Street from Elm to Chestnut and there wasn't room for any car to park. The first car by Elm Street and the last one were parked illegally because those were no parking spots. But this is what happens. Everybody it seems around the area are parking on Prospect Street because that's where they think they can park even though it's just two blocks away from the Pearl Street Lot, which isn't bad. The issue is primarily emergencies. How can we give out more tickets? It appears that the towing isn't going to get any better; that's maxed out. If we're trying to increase that it's just not going to happen. If it can, let's try it, but the tickets are essential because people have to know. How much is that ticket by the way?

Ms. Boutilier stated the snow emergency ticket I believe is \$50.

Captain Goodnow stated \$75. Odd/even parking is \$25. Speaking with the Chief about this the last couple of weeks, the Police Department can increase enforcement on this but it's going to be on an overtime basis. That being said, every time a ticket is written it goes in the general fund, correct?

Ms. Boutilier stated it goes in the Parking Division's revenue.

Captain Goodnow asked so at that point do we work together and send officers out on an overtime basis for a certain amount of hours. They clearly will more than pay for themselves. Are we able to bill, as the Police Department, our hours to wherever that money goes whether it's the general fund or the Parking Division to recoup that cost? We can complete that mission; however, we will drain our budget doing it when it will more than pay for itself even at the \$25 a ticket rate. Even the most senior guys' overtime will get covered very easily, even an on odd/even parking night.

Alderman Long stated with that scenario how many tickets could we give out.

Captain Goodnow replied I'd say ten an hour at least per guy. A minimum of ten an hour. Thirty tickets time twenty-five. Do a three-hour hit, 3 AM – 6 AM or something like that. The guys would do that. It's not all night. The other angle we were looking at was adding our complement of officers to the snow emergency itself and having three to four ticket writers which at \$75 a ticket, writing a minimum of ten tickets an hour, you're more than paying for the top overtime officer in the department by far. It would incentivize the officer to work if he is getting his or her overtime rate and that would more than pay for itself. How money goes back and forth certainly that is not in my lane but I wanted to communicate that to you folks to see if we could figure that out.

Chairman Barry stated so Chris, what you're saying is if someone's working a seven to eleven shift, after they got off at eleven if they want the overtime they can work from eleven to two.

Captain Goodnow answered right or we can do a whole eight hour shift during the snow emergency with ticket writers. We can really work with that easy enough. Even if we only did three hours, three hours there, if we can only find one guy or girl that wanted to write tickets, either way that person is paying for themselves and could supplement the money that we're not taking in for the tows. The tows pay for the officers too. If we change this pay rate to the overtime rate, although it's a little more, we could supplement it with the ticket writers and folks would probably take that detail and go out and work it. That's where we're at.

Alderman Long stated that's for snow emergencies.

Captain Goodnow stated snow emergencies and odd/even parking.

Alderman Long stated so you have four officers and you would add four more.

Captain Goodnow replied right. We'd have a location. Kevin would give us three or six locations where we know we are going and that's where those ticket writers would go. They'd make sure, because if you're going to hit an area you have to hit the whole area. You can't just do half the street because you know where that goes. It's very unfair and it produces a lot of complaints. It's the same thing with towing. You have to pick and choose. If you know it's five o'clock and you only have a half hour or 45 minutes to go to get tow trucks out here, you have to find a street where you can only take that many vehicles. If you take half the street, you know how it goes. I don't have to explain that.

Alderman Fajardo stated I'm listening to all the conversation back and forth and I want to ask in thinking about an ounce of prevention is worth a pound of medicine, any thoughts or ideas about what we could be doing proactively rather than reactively. Something that comes to mind for me and I don't know how this could or currently folds into a detail or if we could figure out how to fold it in, but can we proactively put flyers on cars in the dense downtown areas twice a month. I think we overestimate awareness. I could be wrong on that but that is my hunch. I hear certainly from a lot of people who have awareness; they are the ones who are calling me pretty frequently right now. Similar to Alderman George-Kelly in Ward 12, we have Eastern Avenue and Karatzas Avenue and I think it's a similar scenario there where I think there is a high degree of awareness and a low degree of compliance. What comes to mind overall is that I feel

like we're not making it easy for people to get their car out of the way. They don't have a place to go that's easily accessible the following morning. People have to get to work. I'm sure these are all things we've all thought of, but how can we reframe these pinpoints and try to come up with solutions that are again more proactive rather than reactive?

Alderman Trisciani stated I did not send my email to you two but I did send it to the committee. One of the thoughts I had was when people register a car in Manchester we have an opportunity whether they are coming into the desk and registering or whether we're sending it and they are doing it by mail to do a third sheet of paper, bright-colored, that literally explains how the winter parking works and where they can go to get information to find out when a ban is in place. It's low cost as we are already paying the postage on the mailer. Hell, maybe we can get AutoFair to throw in a few hundred bucks to do it for us but we could have something when you register your car that says these are kind of your winter rules. I would love to say that everybody...if I knew how to communicate with everybody it would have made the election a hell of a lot easier. No matter what avenue we think we're attacking people with, people aren't seeing it. People have joked with me, and I think we can do a Captain Goodnow, Kevin Sheppard, and Denise Tick-Tock channel. You guys could dance about a snow removal but the problem is people are not looking at the channels and the traditional channels that we think they're looking at. Maybe being proactive and throwing that slip of paper in when you get your registration stating here are your snow rules. At least then people with cars who are registering them will have some sort of notice in advance of where they can go and how to get the information. It takes care of a little bit of the proactive with getting the message out.

Ms. Boutilier stated the other thing is ordinance violation bureau does a mailing. We could do it every month but now we do it every couple of months to give people a notice on what their outstanding citations are. Ordinance violations sends those out or we have a mailing company send it out. Maybe we could add a flyer to that as it goes out in the winter letting people know the rules.

Mr. Sheppard stated we typically do have a flyer at the Tax Office for when people are registering in person but a lot of people are now doing it by mail. I know part of their mailing already has a flyer included. We learned this because we put out mailings with what used to be our sewer bills but now it's the water and sewer bill and it's a limited weight obviously. I'll check with Brenda. I get my car registration in the mail and there is another flyer that comes in about vehicle inspections or something like that but I can check with Brenda. I think that's a great idea.

Alderman Trisciani stated the water and sewer bill is a great thought, but unfortunately these people there are a lot of renters and people like that aren't seeing that water and sewer bill. We're trying to find something that everybody with a car will actually see.

Mr. Sheppard stated I think the flyer that our office is working on as far as welcome to Manchester, here is a little bit about Public Works would work. We're going to be targeting the new residents. One of the aldermen mentioned, I think Alderman Long, that 9,600 new residents came to Manchester in the last 10 years. Well, we will be sending information out on all the property purchases because we're going to be getting

the information from the Assessor's Office. We are not going to be getting it from the tenants though so if they're not sharing with their tenants, that information not's getting to the tenants. You are right that most tenants have cars.

Alderman Trisciani stated they're not sharing with the tenants. I would love to see a database of property owners and be able to trust them to share with the tenants but they're just not. That's not on their radar.

Chairman Barry stated we only have two minutes left so I think what I'd like to do, and I'm sure the committee will agree, is we've got you three experts here. If you could work on a proposal for our Board meeting tomorrow that would be great. Kevin, think about anywhere else like JFK, any of the parks, or parking lots, that we could possibly use for snow emergency so that people could go and park there during the day or thoughts for an additional or bigger impound lot so that we can get more tow trucks and more cars towed off the streets. If you can come back with something to present to the Board tomorrow night that would be great. I know we don't have many more weeks of winter left and I know we're not going to accomplish everything the rest of the snow year. If we could do that.

Mr. Sheppard stated I'm sorry but I can't commit to tomorrow night. I have a bunch of stuff going on tomorrow. We've got a presentation on our CSO program tomorrow night. I have staff that can work on it but I think there's a lot of information to put together and talk about.

Alderman Long stated I think that's fine. Tomorrow night is a quick turnaround. We've got two weeks. We have a traffic committee the first of March. Why don't we do that? Denise, with respect to parking are your revenues getting back to 2019?

Ms. Boutilier answered no. Sharon will do a forecast tomorrow night but we're still about \$1 million short which is about \$800,000 to the dividend.

Alderman Long stated I like the idea that the Police have with respect to adding staff and whatever we needed to do to change the ordinance with respect to allocating the funding so that that covers that goal. My three things, Mr. Chairman, are getting the public to know what's going on with odd/even and emergencies, and then ticketing. Those are my priorities.

Mr. Sheppard stated we can take a look at other surface lots. We can create another tow lot but if we don't have the capacity to tow...I think the lot we have has capacity for the number of vehicles that we're towing so I think concentrating on getting the information out to our residents and taking a look at possibly doing some more ticketing is what we should do. We don't like, and I'm sure the Police and Denise don't either, to tow cars. We don't like to ticket cars, especially because the center city where the narrower streets are and its tougher is a socio-economic area that we really don't want to target, but that's where the tighter streets are. The last thing we want to do is ticket people and give people fines. What we want people to do is comply and change behavior.

Alderman George-Kelly stated I think there are two things we need to consider. I think one of them is having emergency lots where people can park that are accessible to all wards. From Ward 12, the lots are not walkable. Unless somebody has a ride, they're not moving their car there. Then the other thing I would say is I hear what you're saying around the low income people in our community and not wanting to target them, and I think that we can do both things where we have ticketing and towing happening, but also on the other end have the ability for somebody to claim economic hardship and maybe they learn their lesson the first time around and they don't have to pay their ticket or for their car to get back out and then they don't do again. But second time around, third time around, sorry, you have to figure out how to pay for it.

Chairman Barry stated thank you. Kevin, think about JFK if you could.

Alderman Long asked Kevin, could you get that information, the recommendations to us by the Monday prior to the March meeting.

Mr. Sheppard responded yes, and as for school sites, we can't allow parking on school sites.

Alderman Long stated I just want to make sure we can take action on this at that meeting; whatever you're recommending.

Mr. Sheppard stated I'll look at everyone else here but I believe we can.

Captain Goodnow stated we can step off right away as long as we have that agreement of backfilling our funds. How that works I'm not really sure.

Chairman Barry stated we can't authorize overtime.

Captain Goodnow stated however that's supposed to go, whatever avenue I need to take with that, we can step off right away as soon as we have that agreement.

*There being no further business, on motion of **Alderman Long**, duly seconded by **Alderman Stewart**, it was voted to adjourn.*

A True Record. Attest.

A handwritten signature in black ink, appearing to read "Matthew Normand". The signature is fluid and cursive, with a long horizontal stroke at the end.

Clerk of Committee