



FINANCE, ORGANIZATION AND PERSONNEL COMMITTEE
Council Chambers B, Keene City Hall
August 25, 2022
6:00 PM

A. AGENDA ITEMS

1. Councilor Randy Filiault - Spectrum Service Issues
2. Comprehensive Housing Needs Analysis - Senior Planner
3. Cheshire Rail Trail Phase 3, Construction Engineering Change Order #2 - City Engineer
4. Municipal Services Agreement - Keene State College - City Manager
5. Relating to Parking Rates
Ordinance O-2022-08
6. Relating to Water and Sewer Utility Charges
Ordinance O-2022-10

B. MORE TIME ITEMS

1. Councilor Filiault - Charter Amendment Related to Municipal Primary

NON PUBLIC SESSION

ADJOURNMENT

To: Mayor Hansel and Keene City Council
From: City Councilor Randy L. Filiault
Re: Unacceptable Cable/Internet Service
Date: July 20, 2022

Many constituents have complained about unacceptable outages and delays in cable and internet service provided by Spectrum. Unfortunately, Spectrum's reply has been "we don't see a problem in your area," when clearly there have been issues. This response to the frequent service interruptions is unacceptable.

I therefore ask the Keene City Council request Spectrum representatives appear before a Council committee to address these concerns.

A handwritten signature in black ink, appearing to read "Randy L. Filiault", written diagonally across the page.



CITY OF KEENE NEW HAMPSHIRE

Meeting Date: August 25, 2022

To: Finance, Organization and Personnel Committee

From: Mari Brunner, Senior Planner

Through: Elizabeth Dragon, City Manager

Subject: **Comprehensive Housing Needs Analysis - Senior Planner**

Recommendation:

That the Finance, Organization and Personnel Committee recommend to City Council that the City Manager be authorized to do all things necessary to negotiate and execute a professional services contract with Camoin Associates for consulting services for an amount not to exceed \$45,000.00. In the event that negotiations with the preferred vendor are not successful, the City Manager is authorized to do all things necessary to negotiate and execute a professional services contract with Stantec Consulting Services, Inc. for an amount not to exceed \$45,000.00.

Attachments:

1. Housing Needs Assessment Scope of Work

Background:

The highest priority implementation strategy of Keene's Comprehensive Master Plan is to "*Rewrite the City's Land Use and Zoning Regulations to Proactively Achieve the Community's Vision for the Future.*" In May 2021, the City made major strides toward this goal with the adoption of a comprehensive land use code update that combined the City's zoning and land use regulations into a single document, the Keene Land Development Code (LDC). This effort was focused mainly on re-organizing and streamlining regulations, in addition to creating new form-based zoning districts in the downtown.

The next phase of this project involves reexamining the City's residential and other zoning districts outside the downtown and assessing how well the City's regulations align with the community's Master Plan goals, including those related to housing. To assist with this effort, a local housing needs analysis is needed to document existing housing conditions within the City of Keene, identify market and other forces that affect housing supply and demand now and into the future, and identify gaps or deficiencies in maintaining equitable access to safe, resilient, and reliable housing to as many City residents as possible. This local housing needs assessment would complement and build off the results of the Regional Housing Needs Assessment currently underway at Southwest Region Planning Commission.

In July 2022, the City of Keene released a Request for Proposals (RFP) for the purpose of selecting

a qualified firm(s) to complete a Comprehensive Housing Needs Analysis that articulates the critical issues, opportunities, and solutions to address the community's housing needs. The scope of work for the RFP is attached to this memo. A total of five proposals were submitted in response to this RFP. A team of five staff reviewed and evaluated the proposals, and selected three firms for interviews. The evaluation of proposals was based on the following criteria: understanding of the project, Experience and capability of the consulting team, proposed project approach, successful completion of /experience with similar projects, quality of work samples, capacity to perform the work on time, and the cost proposal.

After conducting interviews with three firms, two firms rose to the top of the list and received nearly identical scores (Camoin Associates and Stantec Consulting Services, Inc.). Staff followed up with three references for each company and reviewed work samples for each firm. Overall, Camoin Associates received a slightly higher score. This firm is based in Saratoga, NY and specializes in economic development.

The majority of the funding for this project will come from account 30J004A – "Land Use Code Update" in the amount of \$30,409.92. Staff intend to submit a grant application to cover the remaining required funds in the amount of \$14,590; however, in the event the grant is not received, funding will come from any leftover funds from the Community Development Budget FY 22 at year end.

In the event that negotiations with Camoin Associates are unsuccessful, staff request that the City Manager be authorized to negotiate and execute a contract with Stantec Consulting Services, Inc.

Exhibit A – Scope of Services

1. Project Overview

This Request for Proposals (RFP) is issued for the purpose of selecting a qualified firm(s) to complete a comprehensive housing needs analysis for the City of Keene that articulates the critical issues, opportunities, and solutions to address the community's housing needs. The assessment will document existing housing conditions within the City of Keene; identify market and other forces that affect housing supply and demand now and over the next 10 years; and identify gaps or deficiencies in maintaining equitable access to safe, resilient, and reliable housing to as many City residents as possible. The total project budget is \$45,000.

2. Background

The City of Keene is a community of 23,047 residents, located in the southwestern corner of New Hampshire near the borders of Vermont and Massachusetts. The City serves as the county seat and economic and cultural hub for the predominantly rural Monadnock Region. Keene is also home to three higher education institutions, nonprofit and human services organizations, and the region's major hospital. The City of Keene has made it common practice to take new and creative approaches towards solving community challenges. The City continues to be recognized within the state, nation, and internationally for its innovative, practical efforts and solutions to contemporary issues. These issues include climate change, community sustainability, and resiliency.

Today, the City is experiencing significantly different demographic trends and socioeconomic circumstances than the decades following World War II, which is when many of the City's residential zoning districts last underwent a comprehensive update. These years were characterized by substantial in-migration and rapid housing development. During this era, the paradigm for planning and land use regulation was focused on limiting or in some instances controlling growth. In more recent years, the City's growth rates have sharply slowed and are projected to stay low over the next thirty years. Keene faces considerable challenges including a rapidly aging population, slow economic recovery, loss of youth and young professionals, and increased competition in an increasingly globalized society. Housing has been identified as a critical challenge for many years and is now at the crisis stage, affecting the local economy and workforce retention and recruitment.

The highest priority implementation strategy of Keene's Comprehensive Master Plan is to "*Rewrite the City's Land Use and Zoning Regulations to Proactively Achieve the Community's Vision for the Future.*" In May 2021, the City made major strides toward this goal with the adoption of a comprehensive land use code update that combined the City's zoning and land use regulations into a single document, the [Keene Land Development Code](#) (LDC). This effort was focused mainly on re-organizing and streamlining regulations, in addition to creating new form-based zoning districts in the downtown. The next phase of this project involves reexamining the City's residential and other zoning districts outside the downtown and assessing how well the City's regulations align with the community's Master Plan goals, including those related to housing.

3. Project Schedule

It is anticipated that the services under this proposed contract would start in September or October 2022. All deliverables shall be delivered to the City Community Development Department by May 31, 2023. The City reserves the right to revise the following tentative schedule:

Date	Milestone
July 11	RFP Issued
August 1	Proposals due by 4:30 pm
August 9 & 11	Interviews (if needed)
August 25	Presentation to Finance, Organization, and Personnel Committee
September 1	To City Council for Approval
September 15	Contract signed by City Manager

4. Scope of Work

4.1. Project Management and Coordination

A. Coordination with City Staff:

Throughout the project, the Consultant will communicate routinely with City staff to coordinate and confirm details and materials of each task and related deliverables. The Consultant will work with City staff to determine a schedule for these routine meetings, which can take place via telephone, videoconference, or in person. The consultant shall anticipate a minimum of bi-weekly check-ins with City staff and provide updates on progress towards key deliverables.

City staff shall be responsible for the following:

- Provide access to relevant records
- Provide existing City plans and research
- GIS support and data for the project
- Assist with project management and administration. Staff will attend all meetings with the Consultant and assist the Consultant as a liaison with the Public as needed.
- Administer and coordinate public meeting/hearing meeting agenda, minutes, and meeting information packets.

B. Public Meetings:

The consultant should plan to participate in at least three public meetings to garner input throughout the project and present results and recommendations. At a minimum, the consultant shall participate in the following:

- At least two meetings with the Joint Committee of the Planning Board & Planning, License, and Development Committee to review and evaluate proposed recommendations for land use policy. Participation in one of these meetings may be virtual.

- Final Presentation at a City Council meeting to present results and recommendations. This presentation shall be in person.

4.2. Housing Conditions Assessment

A. Housing Conditions Assessment

The consultant shall complete a comprehensive housing conditions, needs, trends, and opportunities assessment, which includes the following information:

1) *Socio-Economic Profile of City*

- Population Count and Demographics
- Employment and Income
- Population Mobility
- Population with Unique Needs (disabilities, family-size, elderly, student, un-domiciled, etc.)
- Households

2) *Housing Inventory and Characteristics*

- Housing Supply and New Housing Pipeline/Trends
- Vacancy Rates
- Housing Types and their Availability (rental, owner, single-family, 2+ family, transitional housing, short-term housing, single room occupancies, supportive housing, co-housing, subsidized housing, family-sized housing, workforce housing, etc.)
- Age of Housing Stock
- Housing Condition and Quality
- Affordable Housing Waitlist and Demand Statistics

3) *Housing Market Conditions*

- Affordability by Tenure
- Housing Real Estate Activity
- Housing Construction Rates and Demand
- Gentrification and Displacement Trends/Forces
- Housing development Opportunities
- Keene's "Brand" and Quality of Life as it Relates to Housing
- Keene's Competitive Position in the Market

4) *Housing Resilience*

- Housing at risk due to Climate Change and Flooding
- Future housing development constraints
- Areas or neighborhoods amenable to sustainable development patterns (e.g. Complete Streets/multi-modal options, infill mixed-use)

B. Community Engagement

The housing assessment must be informed by a robust and meaningful engagement process that includes public sentiment on housing issues, stakeholder (e.g. developer, housing advocate,

housing service provider, and elected official) input on conditions and opportunities, and provider input on service gaps and needs.

An initial step in the analysis shall be the preparation of an Engagement Strategy for review and approval by the City. The strategy should be diversified so that multiple opportunities for engagement are provided in order to attain maximum “reach” in the community. This may include small and large meetings, interactive charrettes, online engagement/surveying, interaction with City committees, and leveraging stakeholders and representative groups to connect with hard-to-reach populations. A Community Forum discussion involving the City Council, City committee representatives, the public, development community members, and housing providers should be considered.

4.3. Housing Gap Analysis

The consultant shall determine where housing gaps currently exist and how they may change over the next 10 years given existing and future conditions, as well as existing and anticipated demand. The assessment will address both market rate housing “opportunities” and affording housing “needs.” Community impacts and pressure on public services shall be identified that either directly or indirectly result from unmet housing needs.

This analysis shall involve identifying:

- Housing opportunities for new market rate development that is in keeping with the City’s goals;
- Housing needs that are not being met; and
- Associated community impacts related to unmet housing needs.

4.4. Housing Strategy / Regulatory Toolkit

Considering the housing “gaps” identified in the assessment, the consultant shall develop an actionable list of local interventions the City should develop or implement to capture local housing development opportunities and address local housing needs. This Strategy shall organize interventions according to immediate, medium-range, and long-range actions, and incorporate relevant analysis to support each intervention outcome. This task may include developing scenarios and modeling the anticipated outcome of each intervention to demonstrate which interventions would be most impactful to addressing identified housing “gaps”.

4.5. Deliverables

1. Project schedule that includes a schedule of meetings with City Staff, dates for public meetings, community forums/workshops, presentations to the Joint Committee and City Council, and deliverable deadlines.
2. Engagement strategy that includes proposed outreach methods and a schedule of activities.
3. A draft report that documents the findings of the Housing Conditions Assessment, the Housing Gaps Analysis, and proposed recommendations.

4. A final report including an executive summary, summary of outreach results, the housing conditions assessment, the housing gaps analysis, recommendations, and any associated background or technical documents.
5. Public Presentations:
 - a. A presentation on the draft report to the Joint Committee of the Planning Board and Planning, Licenses and Development Committee.
 - b. A presentation on the final report to the Joint Committee of the Planning Board and Planning, Licenses and Development Committee.
 - c. A presentation on the final report to the City Council.

5. Submission requirements

Proposals should be provided in 3 identical copies and should address the following items:

- Demonstration of the firm's qualifications and experience with developing housing needs assessments for local communities;
- Samples (including printed and/or web-based) that demonstrate experience in developing materials for similar projects;
- Description of the experience and qualifications of staff and any subcontractors that will be undertaking work throughout the course of the contract;
- A project organization chart that includes the roles of lead consultants and subcontractors (if applicable) and outlines the team's responsibilities (including project manager and specific task assignments and staff);
- Description of related work experience coordinating public participation processes and working with municipal officials;
- Demonstration that the firm can comply with the required schedule and scope of services;
- Description of a methodology / approach for project management and responding to the scope of services contained herein;
- A not-to-exceed cost proposal for all work described under the Scope of Work, broken down by task; and,
- Names, address, phone number, contact person of at least three references.

6. Selection Process

A Selection Committee assembled by the City will review all statements and may select a number of firms to conduct formal presentations and interviews either in person or by videoconference. The following criteria will be used by the Selection Committee to evaluate each statement. Incomplete submissions not meeting the above selection requirements will be considered non-responsive.

- Understanding of the project
- Experience and capabilities of the consultant / consultant team
- Experience of supervisory / lead personnel
- Proposed approach for project management
- Capacity to perform work on time
- Successful completion of similar scope of work

- References
- Clarity of statement

The Selection Committee shall recommend the finalist to the City Manager and, if required, to City Council. The City of Keene reserves the right to request additional information following a review of the initial submission. Selection of a consultant shall be on a non-discriminatory basis without regard to race, color, national origin, sex, age, or handicap.



CITY OF KEENE NEW HAMPSHIRE

ITEM #A.3.

Meeting Date: August 25, 2022

To: Finance, Organization and Personnel Committee

From: Donald Lussier, City Engineer

Through: Elizabeth Dragon, City Manager
Kurt Blomquist, ACM/Public Works Director

Subject: **Cheshire Rail Trail Phase 3, Construction Engineering Change Order #2 - City Engineer**

Recommendation:

Move that the Finance, Organization and Personnel Committee recommend that the City Manager be authorized to do all things necessary to negotiate and execute a contract Change Order with Greenman, Pedersen Inc. for an amount not to exceed \$4,000 (Subject to NHDOT approval). Funding is to be provided by Project Cost Center 75J0004A-300-O-541020.

Attachments:

None

Background:

Construction for the Cheshire Rail Trail Phase 3 project is nearly complete. This project is funded with a Federal Highway Administration (FHWA) "Transportation Alternative Program" (TAP) Grant. Under the TAP Grant program, the Federal government reimburses 80% of eligible project costs.

On August 5, 2022, the City received a letter from our construction contractor, Adams Trucking & Excavation, to request an extension to the final contract completion date to September 2. The reasons for the requested extension, outlined in Mr. Adam's letter, are a common refrain this year. Contractors are having difficulty sourcing both materials and labor. Subcontractors for construction safety flagging are not able to commit to the project, as originally intended when the project was bid. COVID-19 continues to affect a wide sector of the industry. For these reasons, we believe the extension request to be legitimate.

In order to oversee the work and meet the requirements for federal funding for the extended completion date, the City requested a proposal from Greenman, Pedersen, Inc. (GPI). They have successfully performed construction engineering to-date for this project. The total requested fee for the additional oversight is \$3,991.46. Of the requested amount, the City's share will be \$798.29. The remaining \$3,193.17 will be funded by the FHWA (Subject to NHDOT approval). A previous change order added \$7,150.12 to the contract amount. The total amount of the prior change and this request represents over 15% of the original contract value.

Ordinarily, the construction contract allows the City to charge liquidated damages for failing to complete the project within the contract timeframe. These charges allow the City to pay for the extended oversight when a contractor fails to perform in a timely manner. Because we believe the extension request to be legitimate, we do not recommend charging liquidated damages against the construction contractor.



CITY OF KEENE NEW HAMPSHIRE

ITEM #A.4.

Meeting Date: August 25, 2022

To: Finance, Organization and Personnel Committee

From: Elizabeth Dragon, City Manager

Through:

Subject: **Municipal Services Agreement - Keene State College - City Manager**

Recommendation:

That the Finance, Organization and Personnel Committee recommend that the attached Fifth Amendment to Municipal Services Agreement between the City of Keene and Keene State College be forwarded to the City Council with a recommendation to extend the term of the agreement for one additional year.

Attachments:

1. Fifth Amendment to Municipal Services Agreement

Background:

In March 2015, the City and Keene State College entered into a Municipal Services Agreement relative to the cost of life safety services provided to the College by the City. The term of the original agreement expired on June 30, 2019. However, due to ongoing changes at KSC the parties wish to extend the term of the agreement to June 30, 2023.

**FIFTH AMENDMENT TO
MUNICIPAL SERVICES AGREEMENT**

WHEREAS, **CITY OF KEENE** (the "City") and **KEENE STATE COLLEGE** (the "College") (the "Parties") entered into a Municipal Services Agreement dated March 19, 2015 ("Agreement"), relative to the costs of life safety services provided to the College by the City; and

WHEREAS, the Parties entered into previous amendments ultimately extending the term of the Agreement to June 30, 2022; and

WHEREAS, the Parties further amended the Agreement to include the sharing of the cost to the City of a City employee to provide job related services beneficial to the City and to the College; and

WHEREAS, the Parties wish to further extend the term of the Agreement for one (1) additional year ending on June 30, 2023.

NOW, THEREFORE, in consideration of the mutual covenants contained herein and other good and valuable consideration, the receipt of which is hereby acknowledged, the City and the College agree as follows:

1. Amend Paragraph 8 of the Agreement, as amended, by deleting it in its entirety and replacing it with the following new paragraph:
 8. The term of this Agreement, as amended, shall be for one (1) year commencing on July 1, 2022, and terminating on June 30, 2023. The City and the College will work cooperatively to have a successor agreement negotiated and executed no later than June 30, 2023.
2. All other provisions of said Agreement shall remain in effect and be binding to the Parties hereto.

IN WITNESS WHEREOF, the City and the College have signed this Fifth Amendment to Municipal Services Agreement between the City of Keene and Keene State College on this the ____ day of August, 2022, in duplicate.

CITY OF KEENE

Witness

By: _____
Elizabeth A. Dragon, City Manager
Duly authorized

KEENE STATE COLLEGE

Witness

B: _____
Dr. Melinda Treadwell, President
Duly authorized



CITY OF KEENE NEW HAMPSHIRE

ITEM #A.5.

Meeting Date: August 25, 2022

To: Mayor and Keene City Council

From: Chelsea North, Parking Operations Manager

Through: Medard Kopczynski, Economic Development Director/Special Projects
Elizabeth Dragon, City Manager

Subject: **Relating to Parking Rates**
Ordinance O-2022-08

Council Action:

In City Council July 21, 2022.

Referred to the Finance, Organization and Personnel Committee.

Recommendation:

That Ordinance O-2022-08 be referred to the Finance, Organization, and Personnel Committee for their review and recommendation.

Attachments:

1. Ordinance O-2022-08

Background:

In 2020, the parking fund operated on a lean budget due to decreased usage during the peak of the pandemic. It has since returned to pre-pandemic levels and usage in several Main Street and Central Square areas has exceeded availability, with levels of Central Square often at 90% or higher of supply. Despite the increased usage, the budget has barely kept up with expenses and the fund will go negative in the future.

As was detailed in the 2021 Strategic Parking Plan, rate increases are necessary to continue to fund the maintenance and operation of the parking system, for the benefit of Downtown Keene and the Monadnock region. The parking fund is a self-sustaining fund that pays for the maintenance and beautification of the Downtown area, in addition to the operation of the parking system. The parking fund's income is generated through several revenue streams including hourly metered parking, quarterly permits, ticket payments, leases, and parking space rentals. The parking fund operates on a lean budget. It is of the utmost importance to maintain the parking system and its safety, attractiveness, and utility to its customers and users.

To be consistent with City Council Goals, Strategic Governance, and the Strategic Parking Plan, fees should be reviewed regularly and consistently. This is a balancing of the system to allow use as well as meet expenses. The main intention of these changes is to manage municipal finances in a manner to support the burden on the property taxpayer and continue to ensure that Keene's

municipal infrastructure supports the varied needs of Keene residents and businesses. Parking Services intends to revisit fees with the City Council, in a scheduled and consistent pattern with some review and, if needed, adjustment for some of the systems on a biannual basis, as defined in the City Council’s fiscal policy R-2021-37. Section III(F) states, “Rate structures should be sensitive to the market price for comparable services in the private sector or other public sector entities” and section III(H) states, “Fees and charges shall be reviewed in accordance with a schedule developed by the City Manager that has each fee reviewed biannually. Recommended changes will be reviewed and approved by the City Council when required.” Evaluation of fees on a biannual basis allows for adjustment or non-adjustment of these fees as opposed to greater increases on a sporadic basis.

There is a symbiotic relationship between the aesthetics of the downtown area and the ability to attract residents and visitors, as well as a business's ability to attract and retain workers. Proper management of the parking system is crucial to the growth and sustainability of the parking fund, as well as it funding the amenities and maintenance of the Downtown Core. One cannot work without the other. Landscaping, lighting, and other amenities are directly funded by non-metered parking rates, thereby decreasing the property tax burden of Keene residents by maintaining its self-sustaining budget. Metered parking space revenue is used to maintain and manage parking spaces and parking lots, plowing and sanding, and maintenance of the parking meters.

The Downtown Core is the heart of the community, as well as the Monadnock region. Visitors are attracted to it because of its beauty and business offerings. While visitors are a part of the attraction and usage, there is a strong residential and business base that depends on the attraction to the Downtown. Several businesses operate within its boundaries, including healthcare, restaurants and retail, manufacturing, and education, among others. Under the Land Use Code, there is no requirement for property owners and developers to provide on-site parking. That responsibility is on the shoulder of the parking system, and rates and availability have not kept pace with the demand.

METER RATES:

In September 2018, it was recommended to the City Council in the proposed action that the parking rates be increased to \$1.00/hr. on Main Street and Central Square. Additionally, it was recommended in 2019, that the price of parking on Main Street and Central Square be raised to \$1.25/hr. and \$1.00/hr. on the side streets, and to adjust the hours of enforcement from 10:00 AM to 9:00 PM. These proposed increases and adjustments were not accepted during those years. The budget continues to be lean and flat and operational costs are rising.

Recent Historical Proposals and Increases:

Year	Proposed On-Street Increase	Actual Increase	Proposed Off-Street Increase	Actual Increase
2018	.75 to \$1	.75 to .85	.30 to .35	.30 to .35
2019	\$1 to \$1.25 for Main Street & Central Square \$1 to stay the same for side streets	No Change Made	.35 to .40	No Change Made

Despite an increase in the City’s parking rates and ticket fees in 2019, our rates have not kept pace with parking rates in the New England region. The following table details parking rates in area cities and towns:

City/Town	Hours of Operation	Meter Rate, Per Hour	Meter Time Limit	Garage/Lot Rate, Per Hour	Garage/Lot Time Limit	Ticket Amounts
Nashua, NH	Mon-Sat 9-7	.50-1.00, zone dependent	0, 1.5, 2 hrs. zone dependent	.50	No limit	\$10.00
Portsmouth, NH	Mon-Sat 9-8 Sun 12-8	1.50-5.00 zone dependent	Progressive charge by hours stayed	1.00, 2.00	Varying Limits	\$15.00, \$35.00, some \$50.00
Manchester, NH	Mon-Fri 8-8 Sat 10-8 (one street only)	.75	2 or 10 hrs. zone dependent	.75	10 hours	\$10.00, \$15.00, \$30.00, \$50.00
Durham, NH	Mon-Fri 8-8 Saturday 10-4	1.50-2.25 zone dependent	Progressive charge by hours stayed	1.50/hr. (first 2 hours) \$2.00/hr. (2-4 hours)	Progressive charge by hours stayed	\$25.00
Dover, NH	Mon-Sat 9-8	1.00-3.00	Progressive charge by hours stayed	.50-1.00	3 hours or no limit	\$20.00-\$50.00 (10 day pay period)
Concord, NH	Mon-Sat 9-7	1.00	3 or 10 hours	.50	10 hours	\$15.00-\$25.00 (10 day pay period)
Brattleboro, VT	Mon-Sat 9-6	1.00	2 hours or 30 minutes Zone dependent	.40, .50, 70, 1.00	3 or 10 hours Zone dependent	\$10.00-\$20.00 (14 day pay period)

We would propose to raise on-street meter rates by \$.15, from \$.85 to \$1.00/hr, and off-street parking rates would increase \$.15, from \$.35 to \$.50/hr. Through our mobile payment apps and pay stations, we can provide options for discounted rates for Keene taxpayers and downtown workers. One such program we are considering is offering \$.15 off per hour of parking in the Commercial Lot and the Gilbo East lot with proof of Keene's residency or employment in the Downtown Core District. This would allow this demographic of our parking customer base to pay at the current parking meter rate. Operationally, there are still some program details to negotiate.

Current On-Street Meter Rates	Proposed On-Street Meter Rates	Current Off-Street Rates	Proposed Off-Street Rates
.85/hr.	1.00/hr.	.35/hr.	.50/hr.

It is of additional note that Parking Services has had two successful trials of pay stations in front of City Hall and the Library that allow a parker to park in any of the pay station's parking spaces for free when the total session is 15 minutes and under. This allows for quick trips into businesses and stores. We anticipate that this program will be extended to many suitable areas in the downtown core, as the pay stations are added throughout the system. We believe this loading zone benefit will be a great advantage for customers and decrease the frustration with increasing fees. With pay stations and our anticipated second method of pay-by-app software, we can "white list" vehicles and produce tiered-pricing structures for the City of Keene's property taxpayers and workers. The flexibility of rates will be crucial to the modernization, adaptability, and management of the parking system.

TICKET FEES:

In FY19, the parking rates and ticket fees were raised. \$5.00 tickets were raised to \$10.00, and \$15.00 tickets were not raised at that time. Rate increases should be a whole number that relates to change amounts between 10 and 25 cents. This simplistic number increase is easier for parking users to understand and pay for the amount of parking they need, without the need for complex calculations and setting at the meters.

The purpose of a ticket is to be a deterrent for violating the parking code and to encourage parkers to pay the parking rate, which is designed to primarily promote the turnover in parking spaces. The ticket costs are low enough that some consider them to be a good price for parking in a parking spot for hours on end.

At this time, Parking Services would propose to increase parking ticket fees by \$5. The current fees for the majority of violations are \$10 and some are \$15. Late fees will include doubling the base ticket amount at 30 days past due and doubling again at 60 days past due. This would leave the existing late fee schedule for \$10 tickets in place; however, a \$20 ticket would double in 30 days to \$40 and then double again within 60 days to \$80. It currently escalates to \$35 and again to \$75. A consistent pricing structure will simplify the fee schedule and reduce confusion about ticket rates.

Current ticket	Current late fee schedule	Proposed ticket amount	Proposed ticket late fee schedule
\$10.00	\$10/30/60	\$15.00	\$15/30/60
\$15.00	\$15/35/75	\$20.00	\$20/40/80

If the increases are adopted, it will provide funding for current levels of operation, routine maintenance of Downtown areas, parking decks, and parking lots through FY 25.

SHIFTING HOURS:

Additionally, in the near future, a proposal will be brought forward to shift the hours for paid parking during the summer maintenance period which extends from May 1 to October 31. The hours would be shifted from the current time from Monday through Saturday, from 8:00-17:00 to Monday through Saturday, 10:00-19:00. This is to effectively manage the parking system by promoting turnover when it is at its busiest and some parking areas operate at capacity. This will align with the City's busiest seasons and daily hours regarding parking usage. It is also a consideration for the parking service officers who work these hours. It allows them to be more accessible to the public for questions and parking information.

Conversely, during the winter maintenance period, the parking usage is less and the days are shorter, creating a hazard for parking service officers working in the dark. Parking Services' survey data shows a notable decrease in parking usage; therefore, the hours of operation during the winter maintenance period (November 1 to April 31) would remain in effect Monday through Friday, from 8:00 to 17:00.

To make these changes, the Code will need to be changed in several places. However, the current priority lies with meter rates and ticket increases to align with rising operating costs and to be comparable with parking rates in nearby markets.

PROPOSALS:

Increase on-street meter fees to \$1.00/hr and off-street rates to \$.50/hr

Increase ticket fees



CITY OF KEENE

O-2022-08

Twenty-two

In the Year of Our Lord Two Thousand and
Regarding Parking Rates

AN ORDINANCE

Be it ordained by the City Council of the City of Keene, as follows:

That the ordinances of the City of Keene, as amended, are hereby further amending by removing the stricken text and inserting the bolded text in Article III, section 94-181 entitled "Established" and section 94-211 entitled "Meter Rates," of Chapter 94, entitled "Traffic, Parking and Public Ways" as follows:

Sec. 94-181. Established.

- (a) *Penalty.* Unless a penalty for the violation is otherwise specified, any person violating the provisions of this chapter shall be subject to a fine of not more than \$100.00 for each offense, which shall be collected under the following procedures, and may also be subject to the towing or immobilization of the motor vehicle as provided in section 94-183.
- (b) *Fine schedule and summons.*
 - (1) Within 30 days of the time when a notice of violation of parking regulations was attached to the vehicle, the registered owner of any vehicle parked in violation of this chapter, or the registered owner's designated agent, shall pay to the city by mail or by depositing in the appropriate receptacles a fine payment according to the following schedule:
 - a. For each violation of subsections 94-94(a) through (c) and (e), ~~\$10.00~~**15.00**.
 - b. For each fire lane parking violation of subsection 94-66(11), \$75.00
 - c. For each handicap parking violation of subsection 94-66(21), \$250.00.
 - d. For each violation of all other sections, ~~\$15.00~~ **20.00**
 - (2) If payment has not been made within 30 days of the notice of violation, the registered owner of the vehicle shall pay to the city a fine according to the following schedule:
 - a. For each violation of subsections 94-94(a) through (c) and (e), \$30.00.
 - b. For each violation of all other sections, ~~\$35.00~~ **40.00**.
 - (3) If payment has not been made within 60 days of the notice of violation, the registered owner of the vehicle shall pay to the city a fine according to the following schedule:
 - a. For each violation of subsections 94-94(a) through (c) and (e), \$60.00.
 - b. For each violation of all other sections, ~~\$75.00~~ **80.00**.
 - (4) If the registered owner of the vehicle fails to make payment within an additional five working days, a summons may be issued to the owner who shall be charged with a violation under RSA 625:9 and shall be subject to a fine of not more than \$100.00 plus court fees, costs and penalty assessment.
 - (5) Multiple violations. Any operator or registered owner who parks in violation of subsection 94-94(a) pertaining to two-hour zones in excess of six consecutive hours shall pay to the city a fine of \$25.00. This fine is in addition to the fine for the underlying violations.

PASSED

Sec. 94-211. Meter rates.

- (a) The meter rates set forth in this chapter pertain to all single space parking meters, multi-space meters and any other payment technologies.
- (b) Parking rates.
 - (1) On street parking is defined as any metered space directly accessed from the roadway, except for Roxbury Plaza and Library Annex Lot.
 - a. Rate of parking is ~~\$0.85 cents~~ 1.00 for one hour of time.
 - (2) Off street parking includes Elm Street, Commercial Street, Wells Street lot, Gilbo East and West parking lots, City Hall ~~and Wells Street Parking Garages~~ and any other assigned location.
 - b. Rate of parking is ~~\$0.35~~ 50 cents for one hour of time.

George S. Hansel, Mayor



CITY OF KEENE NEW HAMPSHIRE

ITEM #A.6.

Meeting Date: August 25, 2022
To: Mayor and Keene City Council
From: Kurt Blomquist, ACM/Public Works Director
Through: Elizabeth Dragon, City Manager
Subject: **Relating to Water and Sewer Utility Charges
Ordinance O-2022-10**

Council Action:

In City Council August 18, 2022.

Referred to the Finance, Organization and Personnel Committee.

Recommendation:

That the City Council perform first reading of Ordinance O-2022-10 Water and Sewer Rates and the Mayor refer the Ordinance to the Finance, Organization and Personnel Committee.

Attachments:

1. Ordinance O-2022-10_referral

Background:

The City's Sewer and Water Funds operate as Enterprise Funds. This requires that expenses associated with the production, distribution, and treatment of drinking water and the collection and treatment of wastewater be recovered through associated rates.

The City Council in 2021 reviewed the rate structure for both sewer and water. The City Council chose a rate structure of two components: a fixed cost based on meter size and a single volumetric charge per hundred cubic feet for all users. During the discussions on the rates, the City Council chose to maintain the fire service charges at the level they were in 2019. It was also discussed that sewer and water rates would be reviewed annually and adjustments be made as appropriate.

With the development and adoption of the FY23 Operating Budget and the FY23-FY29 Capital Improvement Program, City staff has completed the review of the Sewer and Water Funds and the associated rates.

The largest influence on revenue for the Sewer and Water Funds is the amount consumed by users. Over the last 10 years, consumption has been decreasing and leveling off. There are many influences of this trend that include: businesses developing and using processes that are more efficient, consumers using water more wisely, as well as the construction industry and appliance technology trends that are using less water. As a result, staff is using a flat consumption projection.

Sewer and water operations are heavily dependent on electricity, chemicals, and materials. These items have seen a significant increase in cost and it is anticipated that this trend will continue.

The unassigned fund balances were reviewed for both funds. The Sewer Fund has a healthy unassigned fund balance while the Water Fund is at a low level. The reason for the low fund balance in the Water Fund was the result of the unplanned replacement of the Drummer Hill Water Tank and Booster Station during FY20 and FY21.

Based on the review of both funds, City staff is recommending that the sewer rates be held at the current amounts (both fixed and volumetric) and the water rates (both fixed and volumetric) be increased.

In FY21, the City Council did not update the fire services charges. As reported during the FY21 discussion, when the fire services charges were held at the existing level, approximately \$300K of expenses were shifted from non-residential customers to residential customers. These charges have not changed since 2009 and in the proposed ordinance, it is recommended that these charges be updated.



CITY OF KEENE

O-2022-10

In the Year of Our Lord Two Thousand and Twenty-two

AN ORDINANCE Relating to Water and Sewer Utility Charges

Be it ordained by the City Council of the City of Keene, as follows:

That Appendix B Fee Schedule of the Ordinances of the City of Keene, as amended, are hereby further amended by deleting the stricken text and inserting the bolded text under effective 11/1/2022 in the accompanying rate schedule in Section 98-511 of Appendix B so that Section 98-511 (a) and Section 98-511 (g), and the accompanying rates in Appendix B, would read as follows:

Appendix B

<u>Section 98-511 (a). Water Meter Rates</u>	effective <u>11/1/2021</u>	effective <u>11/1/2022</u>
Volume Rate (\$ per hcf)	\$ 5.06	\$ 5.35
Fixed Quarterly Charge (meter size in inches)		
5/8 inches	\$ 24.36	\$ 24.33
3/4 inches	\$ 36.53	\$ 36.50
1 inch	\$ 60.89	\$ 60.83
1 1/2 inches	\$ 121.78	\$ 121.65
2 inches	\$ 194.84	\$ 194.64
3 inches	\$ 365.33	\$ 364.96
4 inches	\$ 608.88	\$ 608.26
6 inches	\$ 1,217.76	\$ 1,216.52
<u>Section 98-511 (g). Public and private fire protection service charges:</u>	effective <u>1/1/2009</u>	effective <u>11/1/2022</u>
Private Fire Protection (per connection, per year)		
Private Fireline 1 1/2"	\$ 36.13	\$ 29.42
Private Fireline 2"	\$ 64.22	\$ 62.70
Private Fireline 4"	\$ 256.89	\$ 388.14
Private Fireline 6"	\$ 578.00	\$ 1,127.46
Private Fireline 8"	\$ 1,027.56	\$ 2,402.66
Private Fireline 10"	\$ 1,605.57	\$ 4,320.81
Private Fireline 12"	N/A	\$ 6,979.30
Private Hydrant (per hydrant, per year)	\$ 578.00	\$ 1,127.46

In City Council August 18, 2022.

Referred to the Finance, Organization and
Personnel Committee.

PASSED

Deputy City Clerk

George S. Hansel, Mayor