



**MUNICIPAL SERVICES,
FACILITIES AND
INFRASTRUCTURE COMMITTEE
AGENDA**

Council Chambers B
June 8, 2016
6:00 PM

City of Keene
New Hampshire

Janis O. Manwaring
Randy L. Filiault
Robert J. O'Connor
Stephen L. Hooper
Gary P. Lamoureux

1. COMMUNICATION Laura and David Andrews – Request for Water Abatement – 46 Hamden Drive

2. MEMORANDUM Assistant Public Works Director & Water Meter Technician – High Volume Water/Sewer Bills

3. MEMORANDUM Assistant Public Works Director & Water Meter Technician – High Water Usage Quarter 4 – 2015 – 46 Hamden Drive

4. MEMORANDUM ACM/Planning Director – Status of the Dog Park

5. MEMORANDUM City Clerk – Warrant for Unlicensed Dogs

6. CONTINUED DISCUSSION Renaming of the “North Bridge” to the “Vietnam Veterans Bridge”

MORE TIME ITEMS:

- A. Reconstruction of the City Roadways and the Addition of Sidewalk Construction to Reconstruction Projects - Council Policy
- B. Driveway Code Review

Possible Non-Public Session

Ms Little,

2B

We are writing to you
today to ask for an abatement
on my water bill for the ~~4th~~ 4th quarter.
We have lived in our home for 12
years and never have we had a water
bill over \$350.00. Our forth quarter
our bill was over \$3900.00. The
water dept has checked for leaks and
to see if we had a pool and it was
no on both things.

We would like to be
heard on this matter.

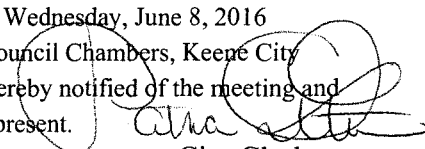
In City Council June 2, 2016.

Referred to the Municipal Services,

Facilities and Infrastructure Committee,

which will meet Wednesday, June 8, 2016

at 6:00 PM in Council Chambers, Keene City
Hall. You are hereby notified of the meeting and
requested to be present.


City Clerk

Thank-you

Laura + David Andrews
46 Hamden Drive Keene
603 ~~762~~ 762-3574

CITY OF KEENE
NEW HAMPSHIRE

DATE: June 5, 2016

TO: Municipal Services/Facilities, and Infrastructure Committee

THROUGH: Med Kopeczynski, City Manager
Kürt Blomquist, Public Works Director

FROM: Donna Hanscom, Assistant Public Works Director
Mike Cox, Water Meter Technician

SUBJECT: High Volume Water/Sewer Bills

Recommendation

The Municipal Services, Facilities, and Infrastructure committee recommends the City Council accept this memo as informational.

Background

Approximately one-third of the City's 2,200 water meters are read electronically and billed every month. The electronic readings are converted to an electronic billing file and a water/sewer bill is generated by the City's financial software based on the amount of water that passed through the meter since the last reading. The meters read in hundred cubic feet "units" – each unit is approximately 748 gallons of water.

The City's water meters use nutating disc technology. A Water Research Foundation and US EPA study of 7 types of water meter technologies in 2013, found the nutating disc to be one of the most accurate, least prone to failure from particulates, and showed no correlation between age and accuracy. When it does lose accuracy, this type of meter usually records a lower volume than actually flows through it.

When a high volume bill is identified, either when a customer calls or through the billing software, the high bill procedure is initiated. This procedure is based on several sections of the City Code and was presented to the Council in July 2005. Installing, reading, and maintaining water meters and investigating accounts with high water use is the responsibility of the Meter Division of the Public Works Department.

The first step is to read the meter a second time, a "check read", to make sure the first reading was correct. If it was correct, a member of the Meter Division sets up an appointment to do a walk through of the building with the customer and documents his findings on the City's "High Bill Checklist".

During the walk through, staff checks the leak indicator on the meter, inspects toilets for proper operation, goes into the basement to listen for water sounds, observes the indoor and outside

water fixtures, and identifies leaking faucets. If a leak is found, staff waits for the building owner to report that the problem is fixed and then reads the meter three weeks in a row to see if the usage has returned to normal. If it doesn't return to normal, staff works with the building owner to identify other potential areas of water use. In some cases of ongoing high usage, the owner is advised to work with a plumber.

Approximately 150 to 200 site visits are performed each year in response to high bills, most find malfunctioning toilets or the building owner identifies a leak or repair that was made during the previous 3 months. Investigations have revealed broken pipes, malfunctioning toilets, and leaking irrigation lines have resulted in excess water use up to 802 units per quarter. While unusual, it is possible for a pipe leak, toilet with a stuck flapper, or a hose that runs unchecked outside to continue for some time – using a surprising amount of water. Even a 1/16 of an inch hole can result in water use of 99 HCF (74,000 gallons) over a 3 month period.

If no leaks are found, and the customer has no information about repairs, heavy outside water use or other reasons why the usage was high, the customer has the option to request his meter be tested for accuracy, as described in Section 98-122 of the City Code. The Code dictates that if the meter is found to be within acceptable tolerance, the customer pays for the test. If not, there is no charge and the bill is adjusted to be comparable to previous quarters' bills.

Section 98-517(b) of the City Code authorizes staff to offer abatement to a customer's water/sewer bill if an error was identified. If water is delivered to the home and is discharged to the sewer through a leaking faucet or toilet, no error is identified, and no abatement is offered. The most common "error" is when not all of the excess water was discharged to the sewer. This might happen if there was a burst pipe and the water seeped into a dirt basement or an outside hose burst or was left running. In this case, the sewer portion of the bill is credited for any excess water that was discharged to the ground. For this, the customer is generally required to show some proof -- receipts for new parts, photos of the incident, signed statements, or repair bills. After the sewer credit is issued if the water portion of the bill remains high, the customer is offered the opportunity for installment payments.

If the customer does not agree with the Staffs' determination, he/she may petition the City Council under City Code Section 98-514(a) that gives the City Council the sole authority to abate, reduce, or otherwise forgive a water/sewer bill. After a customer petitions for abatement, the meter is tested, with the results communicated to the customer and the City Council. If the test results show the meter is accurate to plus or minus two percent, the customer is responsible for the meter testing charge. In addition, the City Code requires the customer to hire a licensed plumber to check for leaks and to present those findings to the City Council.

Since 1993 the City Council has received 17 requests for water/sewer bill abatement and in adjudicating them, it has demonstrated a high bar for bill forgiveness. Of the 17 requests heard by Council, four received credit on the sewer portion of the bill because the meter's accuracy was within tolerance and the section 98-511 of the Code is specific that the charge for water delivered shall be made, "whether water is actually used or wasted". One, in 1994, received credit for both water and sewer for the portion that was wasted when a tenant left water running at a number of fixtures. The remainder were denied.

CITY OF KEENE
NEW HAMPSHIRE

DATE: June 6, 2016

TO: Municipal Services, Facilities, and Infrastructure Committee

THROUGH: Med Kopczynski, City Manager
Kurt Blomquist, Public Works Director *KOB*

FROM: Donna Hanscom, Assistant Public Works Director *DH*
Mike Cox, Water Meter Technician *mkc*

SUBJECT: High Water Usage Quarter 4 2015 – 46 Hamden Drive

Recommendation

Background

Between January 1, 2014 and August 3, 2015, 46 Hamden Drive used an average of 10 hundred cubic feet (HCF) a quarter. The meter was read on November 4, 2015 to generate the Quarter 4 bill for 2015. This reading indicated water usage of 374 HCF – 37 times the normal usage. The billing quarter included the months of August, September, and October 2015.

David Andrews contacted the Meter Division of the Public Works Department on December 11, 2015 and a “High Bill” walk through was performed that same day. The inspection was performed by Michael Cox, Water Meter Technician, who found no leaks or malfunctioning toilets. Mr. Andrews indicated that no unusual water use had occurred during the late summer/early fall.

Because no leaks were identified, Mr. Cox initiated the “Monitor-Read” phase of the High Bill procedure. Meter readings were taken on three consecutive weeks to see if the usage had returned to normal. The meter readings were:

December 11, 2015	0737
December 17, 2015	0738
December 24, 2015	0739

These readings indicated that 2 HCF of water were used between December 11 and December 24. Extrapolating this out to a 12 week reading period, the usage would be about 12 HCF – a normal usage for this account.

Although the meter had been installed for less than 10 years, the one-time high usage prompted Mr. Cox to remove it on January 25, 2016 for testing. The reading on the old meter just before it

was removed for testing indicated a usage of 9 HCF for the 11 weeks between the Quarter 4 2015 reading and when the new meter was installed.

The reading date for Quarter 1, 2016 was the following week, and 1 HCF of usage was indicated by the new meter – for a total of 10 HCF for Quarter 1 2016. The most recent reading, Quarter 2 2016, was on May 4, 2016 and showed water usage of 11 HCF for the Quarter.

On January 27, 2016, Mr. Cox tested the Andrews' old meter using the Public Works Department's testing equipment according to the procedure developed by the American Water Works Association. The procedure uses three velocity rates and an overnight test. On May 11, 2016, Mr. Cox sent the meter back to the manufacturer for testing. Both sets of results showed the meter to be within the acceptance limits of 98 to 102% of actual.

	High flow – 15 gpm for 10 cubic feet	Medium flow – 2 gpm for 1 cubic foot	Low flow – ¼ gpm for 1 cubic foot	24 hour test
Keene (1-27-16)	100.6%	100%	99%	100%
Ti-Sales (5-11-16)	99.7%	99.9%	99.3%	

To put the water usage in perspective, 374 HCF is the equivalent of 279,752 gallons. Over a 90 day period, this is 3,108 gallons per day, or 2.1 gallons per minute. I spoke to the City Engineer to find out if it was possible to deliver 2.1 gallons per minute through a domestic water service. Based on measured water pressure in the Hamden Drive area, the water service diameter, material, and age, he indicated it is physically possible to deliver up to 15 gallons per minute, or 29 HCF per day.

I spoke to Laura Andrews on March 14 and explained that because the old meter passed its accuracy test, indicating the usage reading was correct, and because there was no indication the excess water was not discharged to the sewer, I did not have the authorization to offer her abatement on the bill and would not charge her for the meter test because the City initiated the action. I explained the process of requesting bill forgiveness from the City Council and I followed this conversation with an email including links to the sections of the City Code that deal with abatements.

The Andrews contacted the City Manager's office when I was on vacation in April, and I followed up with a second email on May 3 with additional detail for appealing to the City Council.

City of Keene
New Hampshire

MEMORANDUM:

TO: Municipal Services, Facilities and Infrastructure Committee
FROM: Rhett Lamb, ACM/Planning Director 
THROUGH: Med Kopczynski, City Manager
DATE: May 23, 2016
SUBJECT: Status of the Dog Park

Recommendation:

- 1) Accept the attached status report as information
- 2) Move that the Municipal Services, Facilities and Infrastructure Committee recommend that the location for a dog park in Wheelock Park shown on the Concept Plan prepared by Brickstone Land Use Consultants dated 12/30/15 be placed on hold so that City staff can investigate other locations for a dog park in Wheelock Park and report back to the MSFI Committee in one month.

Background:

The attached report provides an update on the status of the Keene Dog Park and background information to support this memorandum. The report includes three attachments:

- Timeline of the City Council process since 2009
- "Wheelock Park Concept Plan A" dated 6/6/14 prepared by Design Concepts/Greenplay
- "Proposed Dog Park Plan Wheelock Park" dated 12/30/15 prepared by Brickstone Land Use Consultants

Three options are proposed for the Committee to consider:

1. Proceed with the planning for a dog park in Wheelock Park as proposed in the Brickstone Land Use Consultants Concept Plan and construct the park at the time the Keene Dog Park Committee raises the necessary funds.
2. Place on hold the Brickstone Land Use Consultants Concept Plan so that City Staff can investigate other locations in Wheelock Park and report back to the MSFI Committee.

3. Direct staff to work with the Dog Park Committee to change the park criteria and evaluate and propose locations outside of Wheelock Park and report back.

Staff recommends option 2 as stated in the proposed motion above. The proposed location as shown in the Brickstone concept plan is not supported by the Dog Park Committee.

Representatives of that group will be available at the June 8th MSFI Committee meeting to explain their concerns. In addition the Brickstone plan conflicts with existing Wheelock Park programs including youth baseball and, until other planned improvements take place according to the Wheelock Park Concept Plan adopted in 2014, these conflicts will remain.

Staff has been working to identify other locations in Wheelock Park that could serve as either temporary or permanent locations for the dog park and the recommended motion would allow time for further exploration of these areas in conjunction with the Dog Park Committee. A report to the MSFI Committee would be provided in one month.

Proposed Keene Dog Park

Status Report

June 5, 2016

This report provides a status update regarding the establishment of a Dog Park, a proposal brought to the City of Keene by a citizens group, in 2010. Information from several sources has been relied upon in this report, primarily City Council and City Council Committee public meeting records and reports and also reports and memos prepared by City staff for Council committees. Attached is a chronology of the City Council process since 2009 prepared by the City Clerk and updated by the Planning Department. Also attached are the "Wheelock Park Concept Plan A" dated 6/6/14 prepared by Design Concepts/Greenplay, and "Proposed Dog Park Plan Wheelock Park" dated 12/30/15 prepared by Brickstone Land Use Consultants.

Original Submission

First record of this project is a petition submitted by Steve Lindsey asking that the City "consider designating a section of either an existing City park or from other land sources for a dog park". The petition has 61 signatories. It was received at the City Council meeting of 11/5/2009. A motion the following week from the MSFI Committee to "recommend the request to create a dog park be handled administratively" was approved by Council on 11/19/2009 with one vote in opposition.

A "friends group" was established by the advocates of the park referred to as the Keene Dog Park Committee.

City Council Vote of Record

The most recent City Council vote, reflecting the current direction from City Council was on 11/7/2013. At that meeting the Council voted 9 in favor and 5 opposed to carry out the intent of the committee report to:

Recommend a concept plan for a dog park in Wheelock Park be prepared and that the concept plan be brought back before the MSFI Committee for review and further public comment, and,

That Bent Court no longer be the designated area for the City to put a dog park.

Leading up to this vote in 2013, Bent Ct. was the designated area for a dog park as the result of a City Council vote on May 2011 (North St. /Carroll St. Park was eliminated as a possible location in 2010). Due to significant opposition to the Bent Ct. location, the Council in June 2013 authorized staff to evaluate other locations as possible alternatives to Bent Ct. A report comparing and ranking these locations was presented. Areas evaluated were: Carpenter Field, the Airport and Wheelock Park. MSFI held meetings throughout the summer of 2013 to evaluate these sites and to solicit public input. Significant public comment was received, particularly regarding Wheelock Park and the Airport. For the Wheelock Park location, a petition with 140 signatories was received calling for "delay consideration of Wheelock Park as a site for the proposed dog Park until the Wheelock Park Master Plan is available for your review."

After lengthy consideration, MSFI approved a motion on 9/11/13 to recommend that “a dog park be established at Wheelock Park”. At the Council meeting of 9/19/13 the Council voted 6 in favor and 9 opposed to carry out the intent of the MSFI motion, denying the recommendation. At the following meeting the Mayor used his authority to call for reconsideration of the 9/19 vote and referred the matter back to MSFI. The basis for this referral was to “allow the Council the opportunity to consider whether they wish to take further action on dog parks in 2013 or whether they wish to proceed with the currently approved location on Bent Ct.” Further MSFI and Council actions resulted in the action cited above and approved by City Council on 11/7/13.

Since 2013

In the early part of 2014, the Parks and Recreation Department contracted with Greenplay LLC and Design Concepts to prepare a Concept Plan for Wheelock Park. The work involved analyzing all aspects of the park and to determine future improvements to better meet current and future recreation needs. A February 2104 memorandum from Greenplay regarding the scope of work for their contract specifically identifies the City’s interest in evaluating the potential addition of an “appropriate sized dog park and or other elements”.

Through 2014 the Wheelock Park Concept Plan was developed. Public meetings were held which included discussions about a dog park location in the park. The concept plan was endorsed by City Council on 9/18/2014 on a vote of 11 in favor and 1 opposed. The Wheelock Park Concept Plan A showed a dog park as well as several other significant upgrades to Wheelock Park. The possible location for the dog park was shown between an existing softball field (Durling Field) and the proposed “Park Central” where, over time, the City would build a pavilion and other amenities to turn the area into a focal point for the park. This larger project would require relocating an existing youth baseball field. The Parks and Recreation Department began implementing the Wheelock Park Concept Plan A in late 2014 and through 2015 when, using funds from the sale of City property to Eversource, roads and parking lots were repaved.

A topographic property survey of Wheelock Park was prepared in 2015 and submitted to the City in December 2015. This survey was a necessary prerequisite to developing a proposed design for a dog park in the location shown on the 2014 Wheelock Park Concept Plan A. The proposed dog park design was prepared by Brickstone Land Use Consultants and was submitted to the City in January 2016.

The Brickstone design was reviewed with representatives of the Dog Park Committee in early January 2016. At that meeting the representatives expressed concern that the design is smaller than desired, and its location too close to, and in conflict with other park features and activities. The location shown is consistent with the Wheelock Park Concept Plan A. However, City Parks and Recreation Director Andy Bohannon noted that the Concept Plan A shows other significant changes to Wheelock Park are needed to make space available for the dog park in this location, including relocation of youth baseball fields.

Park Criteria

The following criteria were used in the evaluation of locations for the dog park. These criteria appear in a report by City Staff to the MSFI Committee dated 5/20/13 and were established in conjunction with the Dog park Committee:

- Location: Neighborhood proximity, traffic noise
- Size: Minimum of one acre
- Cost: Infrastructure investment (parking, water)
- Availability: other uses occurring in the same proximity
- Proximity to amenities such as restrooms, trail connections, shade, drinking water

Estimated cost

Cost estimates for four locations were prepared by the Engineering Division in August 2013. They are based on the following: 1 acre (800ft) of fencing, double gates, picnic tables, waste receptacles, water fountain, benches, signage, and parking.

Bent Court	\$121,756.25 (based on design by J Goller)
Carpenter Street	\$35,040.50
Airport	\$38,101.80
Wheelock Park	\$35,040.50

The estimate above for Wheelock Park was prepared prior the Brickstone concept design submitted in December 2015. No estimate is available for the Brickstone concept plan. It is important to note that the Brickstone Plan encloses an area of less than on acre.

Project Fundings

The record shows that throughout the process of working with the Dog Park Committee, that the following assumptions have remained constant:

1. The City would make land available for the park
2. The City would maintain the park once constructed including mowing, trimming, waste removal, trash removal, and maintenance
3. The park would be built using donations for all construction and capital expenses.

Fundraising and Fund Management

To date, the Keene Dog Park Committee has raised \$9,960.36

City Council voted on 9/2/10 to authorize the Parks and Recreation Department be authorized to “work with volunteers in order to raise monies through solicitation of donations for creation of a dog park”. At the MSFI meeting on 8/30/10, Mr. Bohannon stated that the Dog Park Committee felt they would be able to raise \$10,000 rather quickly. It appears from the record that the option of the City being the fiscal agent for donations, was preferred by the Dog Park Committee because of the cost to that group if they formed a non-profit. The first donation was accepted by City Council on 10/7/10. To date there have been 21 votes to accept donations submitted by the Friends of the Keene Dog Park, consisting of

approximately 26 individual donations (specific names identified in the acceptance memos). The most recent donation was accepted on 2/19/13.

The City Finance Department reported the following:

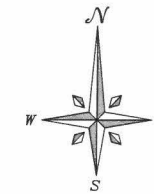
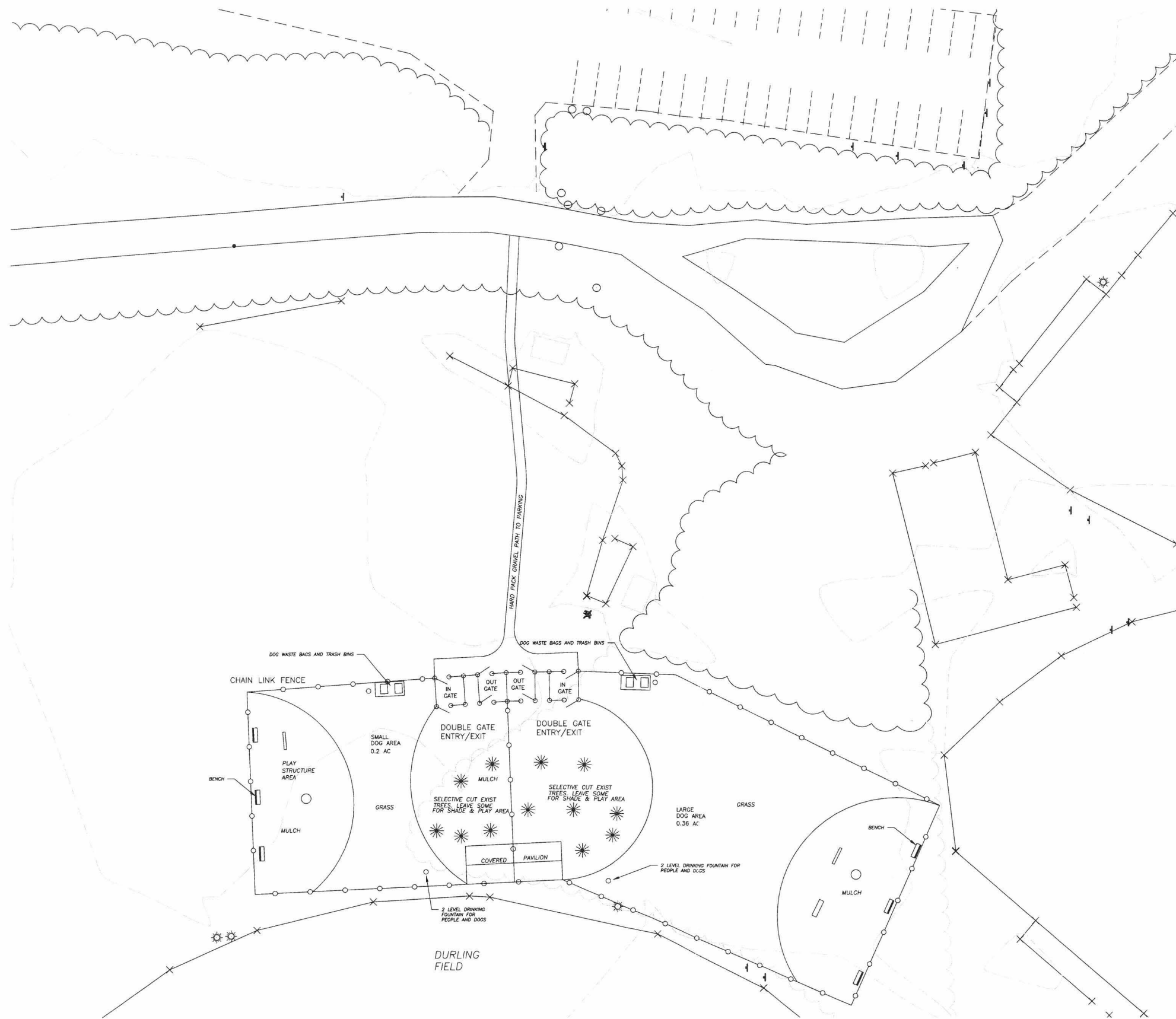
There is a donation account for Parks & Recreation #80102 which is a non-lapsing special revenue account which does not earn interest. Because donations are deposited into one account, Finance separately tracks the donation by purpose based on the memo to council. A separate spreadsheet for each donation purpose is maintained. The Dog Park currently has a balance of \$9,960.36.

Conclusions

1. The Wheelock Park location shown on the Brickstone plan is problematic due to:
 - Conflicts with the interests of the Dog Park Committee
 - Conflicts with the timing of other park improvements shown on the Wheelock Park Concept Plan A
2. Fund raising to date is insufficient to complete construction of the park
3. Moving forward -- Other locations in Wheelock Park may have fewer conflicts and meet the criteria for the park and the interests of the Dog Park Committee
4. Moving forward -- If other locations in Wheelock Park are not adequate, it may be necessary to change the site evaluation criteria and dog park design

Dog Park City Council Timeline

September 2, 2010	City Council unanimously voted to authorize volunteers to raise money through solicitation of donations for a creation of a dog park and also a skate park.
May 5, 2011	City Council unanimously voted to authorize the City Manager to do all things necessary for the creation of a dog park on City property located at the end of Bent Court.
June 2, 2011	Petitions received opposing the creation of a dog park at the end of Bent Court. The petitions were filed into the record.
June 16, 2011	Letters received opposing a dog park at Bent Court. The letters were filed as informational.
February 2, 2012	City Council placed the dog park issue on more time to study impacts to traffic and the environment.
March 1, 2012	City Council accepted the staff report on environmental issues as informational.
March 13, 2013	Memorandum submitted to MSFI by Andy Bohannon relative to the status of a dog park at Bent Court.
March 13, 2013	Communication received from Nancy Budd opposing the creation of a dog park off Arch Street and Bent Court filed as informational.
March 21, 2013	Communication received from Bonnie Champagne on behalf of the Keene Dog Park Committee with a request to move forward with the planning process for a dog park. The communication as filed as informational.
March 21, 2013	After considerable discussion, the City Council placed the status of the dog park on more time subject to the direction in the MSFI background notes.
June 6, 2013	City Council authorized the City Manager to prepare and present a report for possible locations for a dog park alternative to Bent Court.
August 1, 2013	Communication received suggesting Wheelock Park as a site for the dog park. The communication was filed into the record.
August 1, 2013	City Council filed as informational the report from staff for consideration of a potential dog park at Wheelock Park or Carpenter Street Field.
September 19, 2013	City Council voted 6 in favor and 9 opposed to deny Wheelock Park be considered as a potential site for a dog park.
October 3, 2013	Mayor's reconsideration and referral to MSFI.
November 7, 2013	9 in favor; 5 opposed to: 1 - Recommend a concept plan for a dog park in Wheelock Park be prepared and be brought back before the MSFI for review and further public comment and; 2 - That Bent Court no longer be the designated area for the City to put a dog park.



REVISIONS: DATE:

OWNER

CITY OF KEENE
PARKS AND REC. DEPT.
WASHINGTON ST
KEENE, NH

Brickstone
Land Use Consultants LLC
Site Planning, Permitting and Development Consulting
185 Winchester Street, Keene, NH 03431
Phone: (603) 357-0116

PROPOSED DOG
PARK
WHEELOCK PARK
KEENE, NH

CONCEPT
PLAN

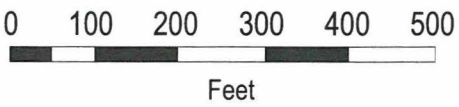
SCALE: 1"=20'

DATE: DEC 30, 2015

SHEET 1

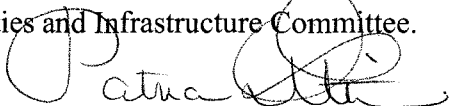


Wheelock Park Final Concept Plan A
 June 6, 2014



In City Council June 2, 2016.
Referred to the Municipal Services,
Facilities and Infrastructure Committee.

3B2



City Clerk

City of Keene
NEW HAMPSHIRE

June 1, 2016

TO: City Council

FROM: Patricia A. Little, City Clerk

SUBJECT: Warrant for unlicensed dogs



Recommendation:

That the City Council issue a warrant for unlicensed dogs pursuant to NHRSA 466:14, and the Animal Control Officer be directed to issue a civil forfeiture to those dog owners who have failed to license their dog by April 30, 2016.

Background:

State Statute provides that the City Council authorize the yearly warrant for unlicensed dogs. The civil forfeiture carries a \$25.00 fine that must be paid by the dog owner within 15 days of receiving notice. Failure to license the dog and pay the civil forfeiture would result in a complaint being filed with Keene's Eighth Circuit Court. The following mechanisms for reminding dog owners of the licensing requirement were followed: 2 official publications appeared in The Keene Sentinel, monthly reminder emails sent to dog owners beginning in February, reminder postcards sent to owners with no email address in April, and in May an Office volunteer facilitated personal phone calls to owners with no email address on file. To-date, the City Clerk's Office has issued 2,131 dog licenses for the 2016 license period. This year the warrant contains 471 dog owners, with 612 dogs remaining unlicensed.