Rochester City Council Public Hearing
August 17, 2021
Council Chambers
6:30 PM

Agenda

1. **Call to Order**

2. **Amendment to Chapter 275 of the General Ordinances of the City of Rochester Related to the Dimensional Standards of Table 19-B P. 5**

3. **Adjournment**

City Council Workshop
August 17, 2021
Council Chambers
31 Wakefield Street
Immediately following the Public Hearing

Agenda

1. **Call to Order**

2. **Public Input**

3. **Communications from the City Manager**

4. **Communications from the Mayor**

5. **Presentation: NH Harm Reduction Coalition- Lauren McGinley**

6. **Update: 79-E Property Summary P. 13**

7. **Poll Pad lease proposal for November Municipal Election – City Clerk P. 19**

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City Clerk's Office

8. **Department Reports P. 51**

9. **Other**

10. **Adjournment**

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City Clerk's Office

Amendment to Chapter 275 of the General Ordinances of the City of Rochester related to the Dimensional Standards of Table 19-B

THE CITY OF ROCHESTER ORDAINS:

That Chapter 275, Table 19-B of the General Ordinances of the City of Rochester and currently before the Rochester City Council, be amended as shown in **Exhibit A** attached to this Resolution (amendments highlighted in yellow).

These amendments shall take effect upon passage.

EXHIBIT A

ZONING
275 Attachment 7
City of Rochester
Table 19-B Dimentional Standards - Commercial Districts
PROPOSED AMENDMENT

Commercial Zoning Districts	Lots				Setbacks				Standards				Notes and References
	Minimum Lot Area (square feet)	Minimum Frontage (feet)	Minimum Lot Area /Dwelling Unit (square feet)	Maximum Lot Coverage	Minimum Front (feet)	Maximum Front (feet)	Minimum Side (feet)	Minimum Rear (feet)	Maximum Height Building part 1 (feet)	Minimum Roof break stepback (feet)	Maximum Height Building part 2 (feet)	Minimum Height (feet)	
Downtown Commercial (DC)													
All Uses	4,000	40	500		5	10	--	15	55	15	75	30	

Request for Zoning Ordinance Amendment

Date: ___July 27, 2021__

The Planning Board, hereby recommends a proposed change in <u>Chapter 275 – Attachment 7 Table 19-B Dimensional Standards – Commercial Districts</u>, of the General Ordinances of the City of Rochester.

This was discussed at the July 19th Planning Board Meeting and at that meeting the Board voted to recommend the following amendment.

It is respectfully requested that the Honorable Mayor and City Council amend the above as follows:

(Note: Please give a completed description of the change requested; if a zoning change is proposed supply full legal description of the affected parcel or   areas).

Proposed New Height Elevations in the Downtown Commercial District

In an effort to further incentivize growth and development of our Downtown Commercial District, the Planning Board is submitting a Zoning Ordinance Amendment to the City Council to change the height regulations for buildings in this zone.   They are proposing the following:

Allow for a two-part, stepped height requirement whereas

The immediate street fronting building part is allowed a Maximum height of 55 feet changed from 5 stories.

And then add a roof break stepback of 15 feet.

And then to allow the rear part of the building a Maximum height of 75 feet.

Adjust the minimum allowed height from 20 feet to 30 feet.

The Planning Board voted on July 19th to recommend to approve 55 feet, a 15 foot setback, and up to 75 feet for building height in the downtown commercial zone. The motion carried unanimously.

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City Clerk's Office

City of Rochester Formal Council Meeting

AGENDA BILL

NOTE: Agenda Bills are due by 10 AM on the Monday the week before the City Council Meeting.

AGENDA SUBJECT

COUNCIL ACTION ITEM ☐
INFORMATION ONLY ☐

FUNDING REQUIRED?   YES ☐   NO ☐
* IF YES ATTACH A FUNDING RESOLUTION FORM

RESOLUTION REQUIRED?   YES ☐   NO ☐

FUNDING RESOLUTION FORM?   YES ☐   NO ☐

AGENDA DATE	
DEPT. HEAD SIGNATURE	
DATE SUBMITTED	
ATTACHMENTS YES ☐ NO ☐	* IF YES, ENTER THE TOTAL NUMBER OF PAGES ATTACHED	

COMMITTEE SIGN-OFF

COMMITTEE	
CHAIR PERSON	

DEPARTMENT APPROVALS

DEPUTY CITY MANAGER	
CITY MANAGER	

FINANCE & BUDGET INFORMATION

FINANCE OFFICE APPROVAL	
SOURCE OF FUNDS	
ACCOUNT NUMBER	
AMOUNT	
APPROPRIATION REQUIRED YES ☐ NO ☐	

LEGAL AUTHORITY

AB Form - revised 8/17/2016

SUMMARY STATEMENT

RECOMMENDED ACTION

AB Form - revised 8/17/2016

ZONING

275 Attachment 7

City of Rochester

Table 19-B Dimensional Standards - Commercial Districts
[Amended 3-5-2019; 5-7-2019]

Commercial Zoning Districts	Lots				Setbacks				Standards				Standards, Notes and References
	Minimum Lot Area (square feet)	Minimum Frontage (feet)	Minimum Lot Area/ Dwelling Unit (square feet)	Maximum Lot Coverage	Minimum Front (feet)	Maximum Front (feet)	Minimum Side (feet)	Minimum Rear (feet)	Maximum Number of Stories	Minimum Number of Stories	Maximum Height (feet)	Minimum Height (Feet)	A "—" means there is no dimensional standard for this item
Downtown Commercial (DC)													
All uses	4,000	40	500	—	5	10	—[1]	15	5	2	—	20	See § 275-19.2E, Density rings
Office Commercial (OC)													
All uses	10,000	80	5,000[2]	75%	10	—	10[1]	25	3	—	—	—	See Article 19, Dimensional Standards
Highway Commercial (HC)													
All uses	20,000	100	5,000/7,500[2]	85%	20	—	10[1]	25	3	—	—	—	See Article 19, Dimensional Standards, and § 275-19.2E, Density rings
Granite Ridge (GR)													
All uses	—	50	—	—	—	—	—	—	—	—	—	—	

NOTES:

Note 1: For lots that adjoin a residential district, the side setback on the side adjoining the residential district shall be the larger of the required side setback in the subject commercial zone or the adjoining residential zone.

Note 2: For lots without both water and sewer, 10,000 square feet of lot area is required per additional dwelling unit beyond one.

Note 3: For multifamily dwellings/developments within the DC Zone, the minimum lot area per dwelling unit shall be 500 square feet.

Note 4: See Setbacks for DC Zone § 275-6.3C(2).

ZONING
275 Attachment 7
City of Rochester
Table 19-B Dimentional Standards - Commercial Districts
PROPOSED AMENDMENT

Commercial Zoning Districts	Lots				Setbacks				Standards				Notes and References
	Minimum Lot Area (square feet)	Minimum Frontage (feet)	Minimum Lot Area /Dwelling Unit (square feet)	Maximum Lot Coverage	Minimum Front (feet)	Maximum Front (feet)	Minimum Side (feet)	Minimum Rear (feet)	Maximum Height Building part 1 (feet)	Minimum Roof break stepback (feet)	Maximum Height Building part 2 (feet)	Minimum Height (feet)	
Downtown Commercial (DC)													
All Uses	4,000	40	500		5	10	--	15	55	15	75	30	

City of Rochester Formal Council Meeting

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INFORMATION ONLY ☐

FUNDING REQUIRED?   YES ☐   NO ☐
* IF YES ATTACH A FUNDING RESOLUTION FORM

RESOLUTION REQUIRED?   YES ☐   NO ☐

FUNDING RESOLUTION FORM?   YES ☐   NO ☐

AGENDA DATE	
DEPT. HEAD SIGNATURE	
DATE SUBMITTED	
ATTACHMENTS YES ☐ NO ☐	* IF YES, ENTER THE TOTAL NUMBER OF PAGES ATTACHED	

COMMITTEE SIGN-OFF

COMMITTEE	
CHAIR PERSON	

DEPARTMENT APPROVALS

DEPUTY CITY MANAGER	
CITY MANAGER	

FINANCE & BUDGET INFORMATION

FINANCE OFFICE APPROVAL	
SOURCE OF FUNDS	
ACCOUNT NUMBER	
AMOUNT	
APPROPRIATION REQUIRED YES ☐ NO ☐	

LEGAL AUTHORITY

AB Form - revised 8/17/2016

SUMMARY STATEMENT

RECOMMENDED ACTION

City of Rochester, New Hampshire

ASSESSING DEPARTMENT
19 Wakefield Street, Rochester, NH 03867
(603) 332-5109   Assessor@rochester.net
www.rochesternh.net

MEMORANDUM

TO: City Council

FROM: Jonathan Rice, Chief Assessor

DATE: June 22, 2021

SUBJECT: RSA 79-E: Community Revitalization Tax Relief Incentive (Update)

This memo is written to update City Council as to the current-status of all 9 previously approved RSA 79-E covenants.

82 Wakefield St. (0116-0158-0000) "Studley's"
EXPIRED - Started 4/1/2015 and expired 3/31/2020 (5 years).
Total new construction costs $300,000 (estimated).
Base Assessment: $369,100
Current Assessment: $408,300
Change in Assessment: + $39,200

2-6 North Main St. (0120-0360-0000)
ACTIVE - Started 4/1/2015 and expires 3/31/2022 (7 years).
Total new construction costs $75,000 (estimated).
Current Base Assessment: $541,800
Current 79-E Adjustment: - $199,000
Full Value Assessment: $740,800
*This property sold on 9/1/2020 for $1,850,000

1 Wakefield St. (0120-0394-0000)
ACTIVE – Started 4/1/2015 and expires 3/31/2022 (7 years).
Total New construction costs $1,600,000 (estimated).
Current Base Assessment: $385,400
Current 79-E Adjustment: - $778,900
Full Value Assessment: $1,164,300

City of Rochester, New Hampshire
ASSESSING DEPARTMENT
19 Wakefield Street, Rochester, NH 03867
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124 North Main St. (0121-0163-0000)
ACTIVE – Started 4/1/2015 and expires 3/31/2022 (7 years).
Total New construction costs $90,000 (estimated).
Current Base Assessment: $196,200
Current 79-E Adjustment: - $159,000
Full Value Assessment: $355,200

28 North Main St. (0121-0012-0000)
ACTIVE – Started 4/1/2021 and expires 3/31/2028 (7 years).
Total New construction costs $1,600,000 (estimated).
Current Base Assessment: $203,500
Current 79-E Adjustment: - $70,600
Full Value Assessment: $274,100
*This property is pending final inspection for 2021.

22 South Main St. (0120-0363-0000) "Rochester Trust Company"
PENDING – Starts _____ and expires _____ (11 years).
Total New construction costs $1,600,000 (estimated).
Current Base Assessment: $382,700
Current 79-E Adjustment: N/A
Full Value Assessment: N/A

73-77 North Main St. (0121-0369-0000) "Hartigan Block/ Bennett Building"
PENDING – Starts _____ and expires _____ (11 years).
Total New construction costs $950,000 (estimated).
Current Base Assessment: $203,800
Current 79-E Adjustment: N/A
Full Value Assessment: N/A

10-14 North Main St. (0121-0010-0000) "ScenicSalinger"
PENDING – Starts _____ and expires _____ (7 years).
Total New construction costs $6,131,000 (estimated).
Current Base Assessment: $222,300
Current 79-E Adjustment: N/A
Full Value Assessment: N/A

City of Rochester, New Hampshire
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10 South Main St. (0120-0392-0000) "Ainslie Bulding"
PENDING – Starts _____ and expires _____ (7 years).
Total New construction costs $300,000 (estimated).
Current Base Assessment: $184,700
Current 79-E Adjustment: N/A
Full Value Assessment: N/A

Definitions:

Active - Substantial completion of project as determined by the Assessing Department. "Clock" has started on term as outlined in covenant.

Pending - Project has not started or reached substantial completion per Assessing Department.

Total New construction costs - Estimated cost of project.

Current Base Assessment = Assessed value prior to new construction. The "frozen" assessment to be used over the term of the 79-E with exception to market fluctuations.

Current 79-E Adjustment – Change in assessed value, which is a direct result of the new construction. This value is not included in the current base assessment and will be added to the property's assessment once the 79-E covenant term expires.

Full Value Assessment - Current Base Assessment plus the Current 79-E Adjustment.

Total Business Investment (estimated) - $12,646,000

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RESOLUTION REQUIRED? YES ☐ NO ☐	FUNDING RESOLUTION FORM? YES ☐ NO ☐

AGENDA DATE		
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CITY MANAGER	

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FINANCE OFFICE APPROVAL	
SOURCE OF FUNDS	
ACCOUNT NUMBER	
AMOUNT	
APPROPRIATION REQUIRED YES ☐ NO ☐	

LEGAL AUTHORITY

SUMMARY STATEMENT

RECOMMENDED ACTION

June 1, 2021

Dear Ms. Walters,

LHS Associates, Inc. is honored to be included in the City of Rochester's E-Poll Book Trial on November 2nd, 2021, and proudly presents the following package.

In our 50 years of service in the election industry, we've learned that in order to be successful, municipalities require a partner with a proven reputation for innovation and dedication to the accurate, timely, and secure election process. Our outstanding service and support—combined with the nation's leading electronic poll book for paperless voter check-in—makes LHS Associates that partner, as we are for more than 700 customers across five New England states.

Having operated locally for over 50 years, we understand the area's unique local election protocols and expectations. Especially for New Hampshire, a state steeped in tradition and viewed as a beacon of democracy for the rest of the country, we recognize that any new element introduced into the democratic process must uphold that tradition of accuracy and integrity. That is why we stand firmly behind the Poll Pad®, as it is not only the most efficient and seamless technology available but also the most secure.

KNOWiNK, the developer of the Poll Pad®, has partnered with LHS since 2014 to expand the use of the Poll Pad® into the New England region. As of now, the Poll Pad® is used statewide by the State of Rhode Island, in 2 major Connecticut cities, and in 170 municipalities across Massachusetts. Outside of New England, the Poll Pad® is used by election authorities in 26 states plus Washington, D.C. We are excited for the City of Rochester to be next.

Enclosed in this packet, you will find the following:

- A promotional flyer with facts, information, and statistics about the Poll Pad® system
- A proposed timeline for the November 2nd Election
- A security packet detailing key information about the measures in place to protect the hardware, software, and voter data
- A pricing breakdown for the proposed trial

We look forward to working with you in the months to come, and we are excited to see how the Poll Pad® transforms your election process. If you should need any additional information, please do not hesitate to reach out.

Sincerely,

Brenda L'Italien &
The LHS Poll Pad® Team

meet the
POLL PAD®

POWERED BY **knowINK**   PROVIDED BY **LHS**

The nation's leading electronic poll book from New England's leading election services company.

The Poll Pad® e-poll book for voter check-in replaces the outdated paper model that is often the cause of long lines at the polls and inefficient election record keeping.

VOTER

An average voter check-in time of about

15 SECONDS

means shorter wait times and, ultimately, increased voter turnout.

POLL WORKER

Locate voters faster and easier using

MANUAL ENTRY OR ID SCAN

methods. Also, electronically-recorded totals means no counting and tallying voters per page on a paper list.

CLERK

Load Voter History into the VR System post-election in

MINUTES INSTEAD OF DAYS

Also, get streamlined access to check-in totals, turnout data, and reports from the administrative dashboard.
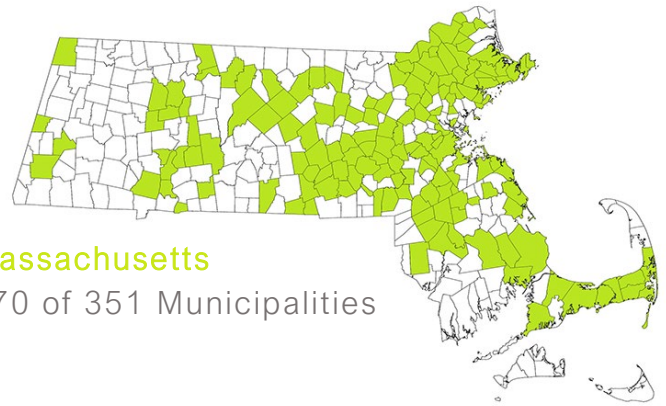
MODERNIZE YOUR ELECTIONS

New Hampshire
Bedford, NH *(Trial)*
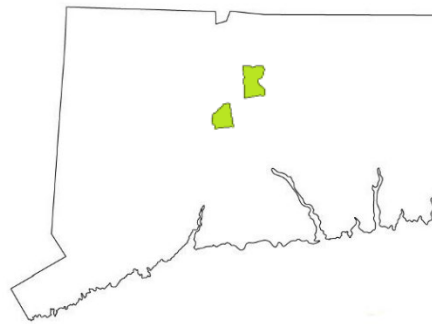Londonderry, NH

Massachusetts
170 of 351 Municipalities

Rhode Island
All 39 Municipalities

Connecticut
Hartford, CT
New Britain, CT

PROCESS CHALLENGED VOTERS
Indicate a challenged voter with the click of a button and generate complete Challenged Voter Reports post-election.

UPDATE VOTER REGISTRATION
Seamlessly update a voter's name and address right in the Poll Pad application within minutes.

PROCESS ABSENTEE VOTERS
Authorized only for members of the Clerk staff, easily mark a voter as Absentee and generate a complete list of Absentee Voters.

TRACK OUT-OF-STATE LICENSES
The Scan Barcode feature automatically matches the ID with the correct voter and notifies them of their out-of-state license.

Whatever the need, the **Poll Pad®** by KNOWiNK is there for you

ANY LINE, ANY TIME

Londonderry is honored to lead the way with Poll Pads in New Hampshire! We have partnered with LHS Associates for the last three years and together we have been the pioneers introducing the necessary updates in election technology to our great state. *The support that LHS offers day and night goes above and beyond our expectations. We are in this together!* An 88-year-old resident once wrote in a letter to me that she almost didn't vote for the first time since she was 18 years old because she feared the long lines. When she entered our polling area and realized that the letter system was gone and replaced by Poll Pads allowing her to check in without waiting, she was grateful. Poll Pads are user-friendly and all of our poll workers want to use them—*our only problem has been giving everyone an opportunity to use them!* An exceptional time-tested election product, with support from a New Hampshire-based company and family that is vested in the success and transparency of our elections. In New Hampshire we do it right!

Sherry Farrell
Town Clerk
Londonderry, NH

From the first time Poll Pads were allowed and used for early voting at the 2016 Presidential Election, their value was immediately evident. The Poll Pads will display all choices available for each voter as they check-in: the display will indicate what party ballot they may receive for primaries, if they are an inactive voter and require additional action before receiving a ballot, and if they are in the wrong precinct their correct precinct can be seen to direct them – *thus taking away all these elements subject to human error*. We have continuously used our Poll Pads not only for all early voting sessions since 2016, but also for checking-in voters at every election and town meeting since then, as well as for scanning all mailed-in ballot envelopes from the 2020 primary and election . . . *our reliance and confidence with the Poll Pads is far greater than that with the paper voting list.*

Their ease-of-use and accuracy is immediately apparent, the running totals of voters on each device invaluable for open town meeting votes, and the straightforward uploading of data into the State VRIS system following each event makes scanning a voting list obsolete. *Not only did our mostly-senior election workers adapt to their use from the beginning, they have looked forward to using them for every event since then* – so much so that their positions are rotated to give everyone a chance to be on a device!

In addition, the training, documentation and support from the LHS Team has prepared us for every event without fail; the natural anxiety felt prior to their first use at early voting in 2016 was quickly replaced with reliance and confidence. *Our continued experience with both the Poll Pads and the LHS support team has been both flawless and outstanding!*

Barbara Stats
Town Clerk
North Reading, MA

After four years of great success using two Poll Pads primarily for Early Voting, the City of Methuen recently ramped up its commitment to Poll Pad technology by acquiring twelve new machines to be used at all precincts on election days. *Poll Pads allow our election workers, all of whom have embraced the technology, to manage the voter check-in process not only more efficiently, but in an exceptionally user-friendly manner*. Going forward, the new Poll Pads will enable the City to optimize overall election and post-election management, including reporting voting activity and integration with the Massachusetts Central Voter Registry. Most importantly--and what really distinguishes the LHS Associates relationship--is exemplary customer service. *Turnaround time and quality results are what set LHS apart*.

Jack Wilson
City Clerk
Methuen, MA

Our experience with the Poll Pads has been very good. We started using them during the Presidential Primary and continued using them through the final election in November 2020. Particularly during the 14 days of early voting at our senior/community center, the pads were essential. Daily we would update the pads and bring them across town to the center. *In short, the poll workers fell in love with them and could not imagine doing another election without them.*

Richard Jones
City Clerk
Newburyport, MA

I am happy to attest to the efficiency of our 3 new Poll Pads. We have only had the opportunity to use them for our back-to-back Annual Town Meetings as check-in devices, and *my staff as well as the public checking in absolutely loved them*. My Finance Director already said to order more—he was that impressed at the speed and accuracy of our check-in process. He particularly loved the option for a driver's license to be scanned and used as check in. It was especially important, as our last meeting with COVID (masks being worn, eyeglasses getting fogged) our check-in was long and drawn out with errors being made. I would love nothing more than to be able to have these machines at all our elections. I look forward to using these even more in the future in my role as Clerk.

Cara Dahill
Town Clerk
Carver, MA

In 2018 Rehoboth had the wonderful opportunity to purchase our first set of three Poll Pads in an effort to streamline the antiquated "paper" check-in / check-out process of our Elections and Town Meetings. Since that time, we have purchased a total of eight Poll Pads for our three precincts and have been extremely pleased with the product and the professionalism, accessibility / response time and expertise of the Poll Pad Staff. Through the use of the Poll Pads, we have increased the speed in which a voter is processed, improved the accuracy of processing the voters throughout the day, and eliminated the need to spend hours at the end of the Election Day reconciling the paper check-in and check-out tally numbers with the ballot scanner totals.

My only concern when deciding to use Poll Pads in Rehoboth was my election workers, as most are retired and a bit technophobic. *Thanks to the in-person hands-on training by the wonderful LHS staff, this concern never materialized*. All Rehoboth election workers are now able to set up, operate, problem solve, breakdown and securely store away the Poll Pads with ease.

The final benefit of the LHS Poll Pad is the ePulse managing software. This is an up-to-the-minute voter check-in program, which provides endless reports, dashboards and helpful voter and election information at a click of the button. *The LHS Poll Pads, Poll Pad Staff and e-Pulse management software are truly one of those "priceless", timesaving, user-friendly, accurate, professional and secure packages that has streamlined the election process over the years*.

Laura Schwall
Town Clerk
Rehoboth, MA

I can truly say that I and my poll workers love using the Poll Pads! I have been using the Poll Pads I believe now going on 4 years and *I cannot imagine running elections or town meetings without them.* The checking-in process is so much quicker and efficient—not only do the workers like it but the voters do as well. I like being able to compare the Poll Pad figures throughout the day to the ballots processed. Post-election/town meeting uploading voter history and *BOOM! No scanning! How great is that!*

My help has caught on very easily and enjoy using the Poll Pads—*it is so much easier than flipping through a paper book!* I am not a savvy computer person and the LHS support group has explained the process so even I can understand how things work. They've always been there for me!

Kathy Kelly-Regan
Town Clerk
Granby, MA

I have worked with LHS Associates since becoming a Town Clerk for Wenham, MA in 2010, from printing ballots and programming the memory cards used in their tabulators.

While I was the Town Clerk in Lynnfield, MA, we were introduced to the Poll Pads and in 2018, purchased several. *Knowing the customer service of LHS, I did not hesitate to purchase the Poll Pads*. At that time, we were able to look up voter information on the day of the election instead of using paper lists. We also used the Poll Pads for voter check-in during early voting for the November 2018 State Election. In 2020, during a very busy election year, the Poll Pads, along with a paper list, were used during the early voting sessions and on Election Day to check the voters in, which helped to move the voters through the line at a quicker pace while making the voters feel confident their name was processed accordingly.

I have been the Town Clerk in several municipalities since 2010, and I have continued to use the Poll Pads in every one. The customer service at LHS has continued to be top notch, from updating the software on the poll pads, to helping me prepare for an election, and walking me through any issues that may arise during the election season.

Trudy Reid
Town Clerk
Wenham, MA

Former Town Clerk
North Andover, MA

Former Town Clerk
Lynnfield, MA

ROCHESTER, NH PROPOSED TRIAL TIMELINE

08/12/2021

RECEIVE TEST VOTER FILE

City of Rochester provides LHS with a sample voter extract from the VR system to build initial client.

CONFIRM ELECTION DAY DETAILS

LHS confirms with City Clerk staff details such as polling location, hardware needs, and deployment.

PERFORM ACCEPTANCE TESTING

In the company of City Clerk staff, LHS confirms voter counts, statuses, and overall performance of hardware.

SEPTEMBER 13-17 — SEPTEMBER 20-24 — OCTOBER 4-8 — OCTOBER 11-15 — OCTOBER 18-22

CREATE TRAINING MATERIAL & TOUR POLLING PLACES

LHS assembles training manuals and voter scenarios; visits polling locations to confirm wi-fi connection.

RECEIVE ELECTION DAY VOTER FILE & CREATE ELECTION

City of Rochester provides LHS with actual voter extract from VR system; LHS uses extract to create Election Day file.

TRAIN SUPERVISORS & WORKERS

LHS provides on-site, in-person training sessions to poll workers on Poll Pad setup, use, and breakdown.

OCTOBER 25-29 — NOVEMBER 2, 2021

ELECTION DAY COVERAGE

LHS assists City Clerk and election staff with on-site Election Day coverage.

Security
Solution

Table of Contents

Overview

KNOWiNK's electronic poll book, the Poll Pad, is a secure and user-friendly voter check-in solution. Poll Pad is an application developed by KNOWiNK for use on the Apple iPad. Poll Pad is built using Apple's programming language Swift.

Apple iPad Security

As the leader in mobile technology security, the Apple iPad has been certified to Federal Information Processing Standards (FIPS) 140-2 by the National Institute of Standards and Technology (NIST) for the cryptographic algorithms that protect data stored on the unit. The iOS operating supports Virtual Private Network (VPN) technology, remote erase/ wipe, and automatic lock/password requirements. For security purposes, iPads do not have a USB port or allow users to connect any external hardware.

iPads deployed by KNOWiNK are configured in Guided Access Mode to prevent a poll worker from exiting the application without a password. In addition, the Poll Pad system only transfers data over 256-bit encrypted Secure Sockets Layer (SSL) connections to and from the remote server. Within the cloud infrastructure, the database uses 256-bit Advanced Encryption Standards (AES) for at-rest encryption to store all information. The database is located on a server that is not publicly accessible and does not have a connection to the internet. For more information about the security of the iOS operating system, please see: https://www.apple.com/business/docs/iOS_Security_Guide.pdf

Amazon Web Services GovCloud Security

KNOWiNK's Poll Pad uses Amazon Web Services (AWS) GovCloud which meets stringent IT standards, including the International Organization for Standardization (ISO) 27001 Certification; Service Organization Control (SOC) 2 Certification; and Federal Risk and Authorized Management Program (FedRAMP) Certified Hosting.

For more information, visit this website for AWS GovCloud certification standards: http://aws.amazon.com/govcloud-us/security/

User Access

User access is limited to the front-end user interface. All backend systems are not on a publicly accessible network and not accessible by users at any time. Users are authenticated using a unique username and password which grants them access to the functions of the backend system determined by the user's role. All actions are logged for future auditing purposes.

Users can all be set with different roles to determine what specific levels of authorization each user is granted. During user creation, all users are listed with corresponding roles. Administrators may update or change user privileges at any time.

Passwords are created by an administrator and can then be changed by the user upon first login. All user passwords must be at least eight characters with at least three of the four-character types: uppercase letters, lowercase letters, numbers, and symbols. When users are logging in, if a user attempts to enter a password incorrectly three times, his or her account will be locked with a CAPTCHA challenge until the correct password is entered.

- Certified by the National Institute of Science and Technology (NIST) to Federal Information Processing Standards (FIPS) 140-2, the iOS operating system uses the most secure encryption standards available to keep data confidential.

- User access, password changes, and all other actions are logged for each specific user and are available to administrators at any time.

- The system is designed from the ground up with security in mind. All Poll Pads use the iOS operating system which can be secured with a password to prevent any breach in sensitive voter information. All data is also encrypted in transit and at rest.

- KNOWiNK deploys each Poll Pad pre-enrolled in an advanced licensed Meraki Mobile Device Management (MDM) system. By using the MDM, iOS devices can be programmed to lock down access on the device. Users can be denied access to install or uninstall applications or download any malicious software that could compromise the device. In addition, when enrolled, if lost or stolen, MDM has the capability to track, locate, and remotely wipe a device.

Poll Pad Hardware

Using Department of Defense (DOD)-Approved Technology - The United States Pentagon and Department of Defense have approved Apple iOS for use in military and classified operations. The Department of Justice and National Security Agency consider the encryption used within iOS to be virtually impenetrable. Apple's iOS is the only mobile operating system approved for use by the DOD, along with a customized version of Android by Samsung and Blackberry.

Locking Down the iOS Device
Fortunately, the Apple iPad was designed for everyone – from children with autism to seniors who may have a difficult time reading text on the screen – to be easy and intuitive to use. In a 2012 study by eMarketer, iPad growth in the 65+ age group is expected to be one of the fastest growing age groups. Those over the age of 65 are turning to iPads because they are easy to use, regardless of their technical skills level.

Apple iOS devices can be programmed to lock the device down. Users can be denied access to install or uninstall applications or download any malicious software that could compromise the device. When the iPad is in Guided Access Mode, the device can be locked to a single application—the Poll Pad. With Guided Access Mode enabled, it is impossible for a user to exit the application without entering a passcode. All Poll Pads are shipped with tight device restrictions and Guided Access Mode enabled, so you can be assured

your Poll Pad will not be vulnerable to outside applications that could compromise the device. Restrictions are set in place and enforced by the Meraki Mobile Device Management Server. KNOWiNK follows the Center for Information Security (CIS) Benchmarks for a secure iOS configuration.

Guided Access Mode is designed into the iOS operating system and helps people stay focused on the task (or application) at hand. With Guided Access Mode enabled, your poll workers will never be able to leave the application or even turn off the device. You can be confident that the Poll Pad will not allow a poll worker to mistakenly exit the application or change any settings.

These are just some of the features built into the iPad to make it accessible for everyone and secure.
To learn more about iPad accessibility, go online to: http://www.apple.com/accessibility/ios/

Application Sandbox

Apple has built iOS on a solid secure foundation. All applications are held in a "sandbox," which provides a separate environment for each application. The applications each have a separate file system that cannot be accessed from any other application. Apple has designed iOS so one application cannot infect or collect information from another.

Virus Invincibility

In a recent study conducted by McAfee, a premier electronic security company, 97 percent of mobile viruses were created for the Android operating system. A large anti-virus company recently asked Apple to open their operating system to allow anti-virus software to be created for iOS. Apple declined because there is no need for anti-virus software due to the locked down nature of the operating system.

Security Features of Poll Pad Bluetooth Sync – Bluetooth 4.0 Security Standards

All iOS devices support Bluetooth 4.0, the latest standard in Bluetooth communication. Bluetooth 4.0 is the most secure standard available employing multiple security features to safeguard data transfers.
Please refer to NIST documentation "Guide to Bluetooth Security" (Special Publication 800-121 Revision 1) for more information on Bluetooth 4.0 Security. Poll Pad follows the recommended security implantations in Section 4.4 of the guide.

Advanced Licensed Mobile Device Management

All iPads are shipped enrolled in a mobile device management (MDM) system powered by Cisco Meraki. The MDM system allows for tracking, remote wipe, and Apple's lost mode which allows the iPad to be locked down remotely until it is returned. Furthermore, with Apple's Device Enrollment Program, an iPad is locked to an MDM server, even after resetting or wiping the device. KNOW iNK uses the MDM to configure the devices according to the Centers for Information Security (CIS) benchmarks for iOS devices where possible.

The iOS operating system excels in allowing administrative control of the operating system. All Poll Pads are sent pre-enrolled in a mobile device management system, allowing administrators to lock or control nearly every aspect of the system. The app store, game center, news app, entertainment apps, etc. are all locked out from use and able to be controlled by the MDM.

Frequently Asked Questions

How are access control methods, password protection and login access levels such as Guided Access Mode or election mode managed?

All iOS applications are sandboxed, preventing any application or user from accessing that application's data. In addition, by using Guided Access Mode, the election authority can prevent any system settings changes without the use of a passcode in ePulse.

What security measures are available to protect the operating system, application programs and data on all System equipment from unauthorized change?

iOS has been certified by NIST to FIPS 140-2 and encrypts all data and data transmission on the device. All data is encrypted both at rest and in transit, preventing any outside entity from deciphering, spoofing fraudulent data or unauthorized change.

What encryption and other security measures are in place to protect data if the proposed system involves Internet or cloud-based transmission of data to and from EPB components?

iOS, being a feature limited operating system, only allows code that has been code signed by Apple to run on the system. Meaning no unauthorized applications, viruses, or malware could be loaded onto the system.

For cloud-based transmissions of data, the AWS Shield is the primary tool we use to detect data tampering. We employ the following levels of security on the ePulse AWS GovCloud backend: Encrypted Traffic, AWS Shield, Firewall, Virtual Private Cloud, Application Load Balancer, Autoscale Groups, Security Groups, Amazon Aurora Database, Amazon S3 Storage and Amazon KMS.

Will the Poll Pad detect and prevent any suspicious software behavior for any part of the System?

Yes. The AWS GovCloud backend prevents data tampering and outside attacks. All devices are enrolled into an MDM (Mobile Device Management) system. If a device were to exhibit suspicious software behavior, the MDM has the capability to remotely locate, lock, or wipe a stolen or lost device.

How are Poll Pads tracked, recovered, or disabled if stolen or removed from the polling location?

With the Meraki MDM server, you have the ability to track, locate or disable a Poll Pad device if the need arises.

Data Transfer Protocols

The voter data file is exported from the jurisdiction's voter registration system (VRS) to a .csv or .txt-based text file.

The file is securely uploaded to KNOWiNK's ePulse election management system via a file loader within ePulse. The file is then converted to a proprietary, secure, object-oriented data base file for use within ePulse and with the iPad's object-oriented data base. All data is stored encrypted at rest.

For Poll Pad data import, the data transfer/download request is initiated from the Poll Pad's Tools and Settings section of the device Menu list. Voter database files are then loaded to iPads via an encrypted Wi-Fi connection or via KNOWiNK's proprietary iSync drive. Apple has approved the iSync drive for use with the Poll Pad application on the iPad and has certified it as secure.

During Election Day, voter check-ins and signatures are captured and stored on each Poll Pad in an encrypted database. If connectivity is allowed in the polling place, data is automatically background synchronized with ePulse.

After the election, the data is manually transferred from each Poll Pad back to ePulse via the Voter History Upload option within the Poll Pad's Tools and Settings section of the device Menu list.

Following the confirmation that all data has successfully uploaded to ePulse, the jurisdiction will be able to create an import file using ePulse that will batch import voter history into the jurisdiction's voter registration system. The jurisdiction also has the ability to generate an electronic roster file listing all voters, their captured signatures, and other data.

All data transferred to and from the Poll Pad is encrypted with 256-bit AES encryption.

| Voter File from VR System | ▶ | Conversion Process | ▶ | Internal Poll Pad Database | ▶ | Export Process | ▶ | Electronic Roster and VR Import File |
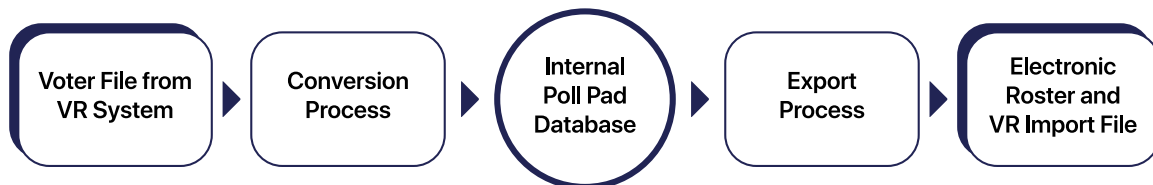
Poll Pad Data transfer protocol diagram.

The Poll Pad and ePulse system maintain multiple levels of security to maintain confidentiality and integrity of all data and systems.

ePulse - Network Security

Within the cloud network of ePulse, the database server is stored on a non-public accessible server behind a firewall. In addition, KNOWiNK use the Virtual Private Cloud (VPC) security features offered by Amazon GovCloud to isolate network traffic in ePulse from public access. All externally accessible servers are limited to ports 80 and 443 for http and https connections. Port 80 is only open to redirect users to an HTTPS connection for the duration of their session when using ePulse.

KNOWiNK can work with each jurisdictional customer to create a secure WiFi network that will be used exclusively for Poll Pad. This network only needs external internet access and can be completely separate from any internal network used.

Built on the industry leading Amazon Web Services (AWS) GovCloud, the ePulse system uses many defenses to keep the system both secure and available during a peak period such as an election. For the eighth year in a row in 2018 Gartner, a leading technology scoring and research company, has named Amazon Web Services as the best provider in the industry. KNOWiNK uses many of the security and scalability features built into Amazon Web Services, meaning ePulse is secured with best in the industry tools that are updated for the ever-emerging threats in the technology industry.

Below are some of the features and defenses KNOWiNK has deployed to protect the ePulse system from outside attacks and the massive increase in load on Election Day that thousands of devices can bring against the system.

Encrypted Traffic - All traffic to and from ePulse and between Poll Pad and ePulse is encrypted using TLS 1.2 encryption, a certified authority signed certificate, and AES 128- or 256-bit encryption depending on what the user's browser supports. All traffic is encrypted using an AWS managed service, ensuring it is always up to date with the latest encryption standards and supported by industry leading AWS network teams.

AWS Shield - All traffic passes through Amazon's Shield product which provides both detection and mitigation of distributed denial of service (DDoS) attacks.

Firewall - Once through Shield, traffic is passed through a firewall. Only ports 80 and 443 are open. Virtual Private Cloud (VPC) - A virtual private cloud (VPC) is a virtual isolated cloud environment that allows for all server and database resources to be isolated from the public internet. All traffic must first flow through a load balancer and firewall which then divides the traffic to the proper application server. Due to the isolated nature of the VPC, even if an attacker had the IP address of an individual server, they could not connect to it.

Application Load Balancer - Once in the VPC, traffic is distributed using an AWS application load balancer to maintain high availability and scalability of internal resources. Application servers are hosted in geographically dispersed, differing availability zones, to ensure reliability in case some external event were to affect a single availability zone.

Autoscale Groups - All application servers are assigned to autoscaling groups, which will automatically increase the number of running servers depending on demand. This allows for increased load during peak times (like an Election Day) and also decreases cost during down times. Autoscale groups combined with load balancers also mitigate DDoS attacks because server instances can scale automatically to handle increased load.

Security Groups - All AWS resources are assigned to a security group which defines which other resources can connect to them. This means for sensitive systems like the database server, only resources with a pre-authorized security group may connect to it.

Amazon Aurora Database - The Amazon Aurora database is a managed database service that provides the highest level of performance, availability, and security. All data contained in the ePulse system is stored in the Amazon Aurora database. The data is encrypted at rest and in transit with an encryption key stored in the secure Key Management Service (KMS). In addition, full backups are performed on a nightly basis and stored for 30 days in multiple data centers. Point-in-time backups are also available for minute-by-minute backup. During peak election periods, failover databases are used in multiple availability zones to prevent any database or network outage. The failover process completes in seconds if an outage were to occur.

Amazon S3 Storage - Amazon Simple Storage Service (S3) is used to store all data that cannot be stored in a database, such as signature images, file backups, generated reports, etc. S3 is a highly reliable and secure storage service that features 99.999999999% file durability and 99.99% availability. In addition, all files stored in s3 are encrypted at rest and in transit and their access is governed by IAM (identity and access management) policies which only allow resources that need access to have it.

Amazon Key Management Service - Amazon KMS is used to store all encryption keys that are used to encrypt all data within AWS. KMS is a secure method to store encryption keys that not only prevents Amazon from accessing them but also requires authorization by any service to access any keys stored within KMS.

ePulse system architecture diagram.
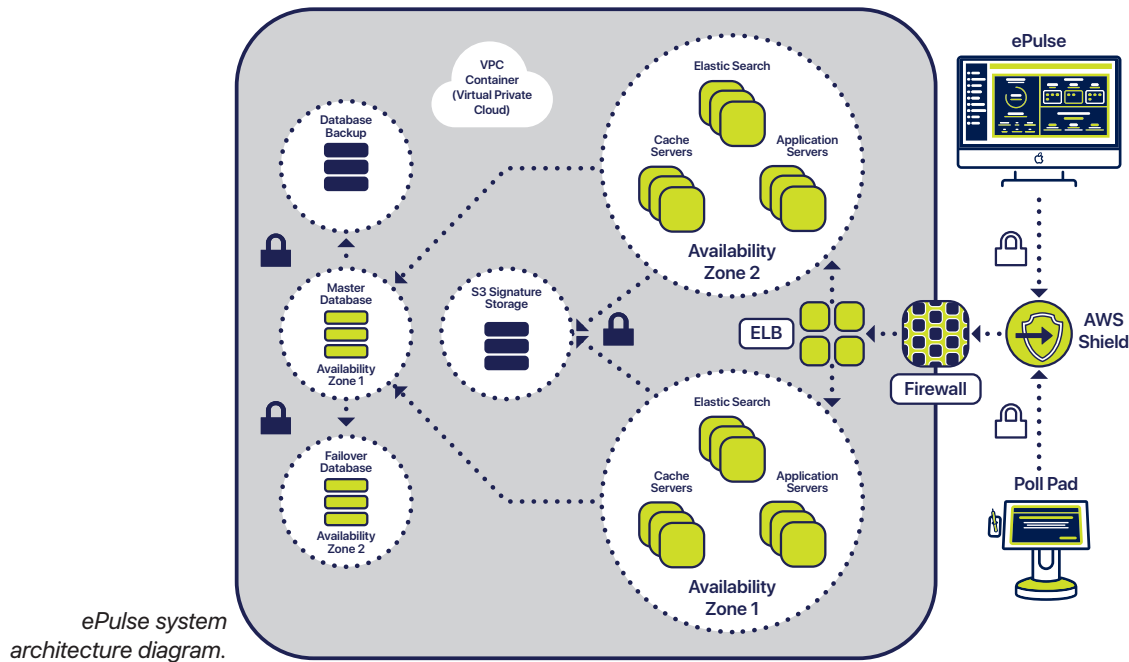
Centers for Information Security Benchmarks

KNOWiNK has hardened our systems to the Centers for Information Security (CIS) benchmarks for both the AWS GovCloud account and the operating systems used by the application server instances.

The AWS GovCloud account is hardened (where feasible) to Level 1 of the CIS Foundation Benchmarks for AWS. These requirements set forth stringent application controls which increase the security of the AWS GovCloud system used by KNOWiNK. More information can be found here: https://d0.awsstatic.com/whitepapers/compliance/AWS_CIS_Foundations_Benchmark.pdf

The Ubuntu operating system used by the application servers are also built upon a server image provided by CIS that is hardened to level 1 v1.0.0 of the Ubuntu 16.04 operating system benchmarks. These ensure the operating system is not left open to any security vulnerabilities. More information on these benchmarks is available here: https://learn.cisecurity.org/benchmarks

Built-in access control methods and login access levels

ePulse and Poll Pad employ comprehensive security access controls throughout the system. In ePulse, administrators may add users at will and assign those users to a specific access control level that permits users to perform authorized functions. For security purposes, administrators are not allowed to set a user's password so that no person will know a user's password other than the user themselves. Users receive an email with a link to create a secure password. The default password requirements are a minimum of eight characters with at least three of the four-character types: uppercase letters, lowercase letters, symbols,

or numbers. These minimum requirements are changeable upon request. In addition, multi-factor authentication is available upon request.

Users may be restricted from viewing certain sections or may be restricted to read-only access to certain sections and features. Only administrators with proper privileges are allowed to change a user's access level. All changes are logged to the system for review.

Poll Pad restricts access through a series of logins. Basic functions are optionally controlled by a base poll worker authentication. More advanced functions can be enabled by entering a supervisor or override password. Virtually every tap on the Poll Pad screen is logged to the device and is available to export for post analysis.

Restricted External Devices

Poll Pad does not require USB or removable memory cards for use. Apple inherently blocks removable memory from being connected to an iPad. KNOWiNK has developed a secure device, known as the iSync, that allows for data transfer to and from the Poll Pad application. In order to connect to our application, the device has been certified by Apple and issues a certification that allows it to communicate with the Poll Pad application. All data included on the iSync drive is fully encrypted using 256-bit AES encryption and is validated by a certificate stored on the keychain of the iOS device. While this device is available and can make the Poll Pad easier to use, especially when a quick and reliable network connection is not available, it is not required for use.

Data Encryption

All data stored in both Poll Pad and ePulse is encrypted in transit and at rest. Poll Pad utilizes built-in iOS encryption to encrypt the application and all data contained within. Certified by NIST to FIPS 140-2, the iOS operating system utilizes the most secure encryption standards available to keep data confidential. Data transferred between Poll Pad and ePulse is encrypted using industry leading TLS 1.2 encryption and utilizes a signed certificate to stop man in the middle attacks. All databases use AWS-powered encryption with encryption keys stored in the AWS key management service.

Security is Priority Number One

KNOWiNK has taken a unique and leading role in ensuring electronic poll book (EPB) security.

The Poll Pad and ePulse systems maintain multiple levels of security to ensure confidentiality and integrity of all devices, communications, data, and systems. To verify our system is secure, we have security policies, certifications, and third party audits available to the Jurisdiction upon request.

Hardened to U.S. Federal Security Benchmarks

KNOWiNK has hardened our systems to Department of Homeland Security Cyber Infrastructure Security Agency (DHS CISA) benchmarks for both the AWS account and the operating systems used by the application server instances. Hardened where feasible to Level 1 of the CIS Foundation Benchmarks for AWS these requirements increase the security of the AWS system used by KNOWiNK. These requirements set forth stringent application controls which increase the security of the AWS system used by KNOWiNK. More information can be found here:

https://d0.awsstatic.com/whitepapers/compliance/AWS_CIS_Foundations_Benchmark.pdf

Homeland Security Praises KNOWiNK Poll Pad/ePulse Security

In 2020—well ahead of the November elections—we began working closely with the Department of Homeland Security, Cyber Infrastructure Security Agency (DHS CISA) to perform a penetration test of the KNOWiNK Poll Pad and ePulse System.

The examiners performed an in-depth test of the application including testing for OWASP Top 10 vulnerabilities, NIST 800-53, and the NIST Cybersecurity Framework. The report showed an overall strong security posture with an examiner describing it as a "well configured application with a limited attack vector." No critical or high vulnerabilities were found and only one medium and one low finding were found and corrected immediately. Moreover, our Poll Pad and ePulse application code has been reviewed line-by-line by U.S. states from coast to coast. In addition to (DHS CISA, Elections Canada, Idaho National Laboratory, and Centers for Information Security have all performed penetration tests on our systems.

In addition to our efforts with DHS. KNOWiNK has taken an active role with CISA, participating in their processes and maintaining direct contact communication regarding our process, escalation, and research. We are also fully aligned with the FBI Cyber Security team, with whom, as necessary, we communicate directly.

Independently Active in Enhancing Election Security

KNOWiNK participates fully in the CISA-RABET-V project, in which we engage with other Election Software companies in developing a fully integrated code/process review RABET-V for verifying the security election technology.

We are also currently working with noted security consultants on updating our information in:
- Risk Register
- Data Classification
- Cyber Incident Checklist
- Penetration Test process

Dedicated Hardware Resources for Increased Security and Reliability

Moreover, the KNOWiNK solution is implemented as a single tenant solution for some jurisdictions but is an option to all. Using this model, instead of hardware resources being shared among multiple customers, each customer is hosted on their own dedicated server. This setup increases both security—separate servers protect customer data from breaches by limiting a breach to only the data on the breached server so no other customer's data (stored on their own dedicated servers) is compromised—as well as reliability, as the separate and dedicated processing resources preclude one customer's increased processing demand from affecting any other customer's processing capability.

Multiple Cloud Defenses, Plus Encryption

Built on the industry-leading Amazon Web Services (AWS) Cloud, the ePulse system uses multiple defenses to keep the system both secure and available during peak periods. In 2018, and for the eighth year in a row, Gartner, a leading technology scoring and research company, has named AWS as the best provider in the industry. Some of the encryption features KNOWiNK has deployed to protect the data housed in Poll Pad and ePulse include:

- Encrypted Traffic–All traffic to and from ePulse and between Poll Pad and ePulse is encrypted using TLS 1.2 encryption, a certificate authority signed certificate, and AES 128 or 256 bit encryption, depending on what the user's browser supports. All traffic is encrypted using an AWS managed service, ensuring it is always up to date with the latest encryption standards and supported by industry leading AWS network teams.

- Amazon Aurora Database–The Aurora Database is a managed database service that provides the highest level of performance, availability, and security. All data contained in the ePulse system is stored in the Amazon Aurora Database. The data is encrypted at rest and in transit with an encryption key stored in the secure Key Management Service (KMS). In addition, full backups are performed on a nightly basis and stored for 30 days in multiple data centers. Point-in-time backups are also available for a minute-by-minute backup. During peak election periods, failover databases are used in multiple availability zones to prevent any database or network outage. The failover process completes in seconds if an outage were to occur.

- Amazon S3 Storage–Amazon Simple Storage Service (S3) is used to store all data that cannot be stored in a database, such as signature images, file backups, generated reports, etc. S3 is a highly reliable and secure storage service that features 99.999999999% file durability and 99.99% availability. In addition, all files stored in S3 are encrypted at rest and in transit and their access is governed by IAM (identity and access management) policies which only allow resources that need access to have it.

Secure Operating System

The Ubuntu operating system used by the application servers are also built upon a server image provided by CIS that is hardened to level 1 v1.0.0 of the Ubuntu 16.04 operating system benchmarks. These ensure the operating system is not left open to any security vulnerabilities. More information on these benchmarks is available at: **https://learn.cisecurity.org/benchmarks**

Apple iPad Security

As the leader in mobile technology security, the Apple iPad has been certified to FIPS 140-2 by NIST for the cryptographic algorithms that protect data stored on the unit. The iOS operating supports VPN technology, remote erase/ wipe, and automatic lock/password requirements. For security purposes, iPads do not have a USB port or allow users to connect any external hardware.

The Poll Pad system only transfers data over 256-bit encrypted Secure Sockets Layer (SSL) connections to and from the remote server. Within the cloud infrastructure, the database uses 256-bit Advanced Encryption Standards (AES) for at-rest encryption to store all information. The database is located on a server that is not publicly accessible and does not have a connection to the internet. For more information about the security of the iOS operating system, please see:
https://www.apple.com/business/docs/iOS_Security_Guide.pdf

Secure from Unauthorized Use and Data Access and Restricted Access to External Media

The Poll Pad and ePulse are secure from unauthorized access. The virtual private cloud (VPC) and numerous security systems secure Poll Pads and ePulse from unauthorized access. The Poll Pad operates in guided access mode, which prevents the user from exiting the application, and further, the Poll Pad requires either one or two poll workers to login using login credentials that can be customized by the Jurisdiction.

Encryption Type and Levels

All data stored in both Poll Pad and ePulse is encrypted in transit and at rest.

Poll Pad uses built-in iOS encryption to encrypt the application and all data contained within. Certified by the National Institute of Science and Technology (NIST) to Federal Information Processing Standards (FIPS) 140-2, the iOS operating system uses the most secure encryption standards available to keep data confidential. All communications will be encrypted and isolated on private networks.

- Encrypted Traffic – All traffic to and from ePulse and between Poll Pad and ePulse is encrypted using TLS 1.2 encryption, a certificate authority signed certificate, and AES 128 or 256-bit encryption, depending on what the user's browser supports. All traffic is encrypted using an AWS managed service, ensuring it is always up to date with the latest encryption standards and supported by industry leading AWS network teams.
- Amazon Key Management Service - Used to store all encryption keys that are used to encrypt all data within AWS GovCloud. KMS is a secure method to store encryption keys that not only prevent Amazon from accessing them but also require authorization by any service to access any keys stored within KMS.

Data transferred between Poll Pad and ePulse is encrypted using industry leading TLS 1.2 encryption and uses a signed certificate to stop man-in-the-middle attacks.

All data stored in ePulse is encrypted at rest and during transit within the system. All databases use AWS-powered encryption with encryption keys stored in the AWS key management service.

Audit Logs

Poll Pad has a real-time audit log integrated into the application. The audit log tracks and timestamps every user event that is performed in the application and has the ability to filter down information by general, user, and error events. The user may also print the logs to a thermal or full-sized printer. Timestamps and signatures are collected for each transaction on the Poll Pad and may be audited in ePulse.

Audit logs are exported in near real time from the devices to ePulse and are stored in perpetuity in the AWS GovCloud S3 and Aurora Databases for perpetuity. ePulse uses AWS Cloudwatch to provide a detailed audit trail of user interactions and backend processes. Using AWS Shield, all traffic passes through Amazon's Shield product, which provides both detection and mitigation of distributed denial of service (DDoS) attacks.

Audit logs may also be exported to an iSync drive in exported format then decrypted later into a plain text based file.

Hardened Defenses

KNOWiNK works with our customers to ensure only pre-approved devices are connected to the Poll Pad's network.

Secure Wireless Connection

Only devices which are enrolled in KNOWiNK's licensed Meraki system and have the proper credentials which are loaded during initial provisioning using a QR code generated by ePulse are allowed to connect to ePulse. MAC address filtering on each hotspot is an option that can be configured to prevent any non-approved devices from connecting to the hotspot. For example, Solano County sets up a unique SSID for each jetpack / Poll Pad combo by precinct.

Additionally, iSync drives and Poll Pads require an official apple signed certificate for the Poll Pads and the iSync drives to interact. Any Apple device without this signature built in will not have access.

Server Operation Systems

The Poll Pad and ePulse are secure from unauthorized access. All server access is controlled via the IAM system from AWS which allows only users authorized by the administrator to connect to and manipulate the operating system. The virtual private cloud (VPC) and numerous security systems secure the Poll Pads and ePulse from unauthorized access.

Security and Patching

The Poll Pad system uses the iOS mobile operating system, the most secure mobile operating system on the market. iOS is built only to run on Apple hardware, making it much easier to build a complete, hardened security ecosystem of hardware and software. iPad is Federal Information Processing Standards (FIPS) 140-2 compliant and is the leading choice for government agencies for secure hardware solutions. iOS typically provides several years of Operating System (OS) support on hardware releases - longer than any other mobile OS. Crucial security updates may be deployed past the major OS release lifecycle as minor updates. KNOWiNK maintains certification with the latest versions of the OS as required by the State.

Additionally, as KNOWiNK adds new capabilities to the solution, we apply for an expedited, incremental certification to ensure the Poll Pad solution is always approved for use.

On average, updates to the iPad's iOS and Poll Pad application are done twice a year. Updates will always be scheduled by KNOWiNK and typically occur at least a month before an election. Updates to the ePulse server are thoroughly tested before major releases. If a known vulnerability is issued for any software, a security patch release can be made within 48 hours. In the event of a data breach, we will follow the processes described in our Information Security Policy, which is available upon request.

Staff Login Management

Poll Pad can restrict access through a series of logins that are centrally managed in ePulse. Basic functions are optionally controlled by a base poll worker authentication. More advanced functions can be enabled by entering a supervisor or override password. Authentication is customizable and can include one or two-person authentication with ability to increase complexity of password requirements.

System Can Be Used with a Private Mobile Connection System Over a WAN/MPLS

The Poll Pad solution supports a broad range of connectivity options which include cellular LTE connections. Cellular connections can be leveraged using the built-in cellular networking capacity of the iPad hardware, or by deploying LTE-enabled hotspots to provide connectivity through a traditional wireless connection to multiple devices at once.

As a Verizon partner, KNOWiNK can route all traffic via an MPLS upon request. If the jurisdiction uses their own provider, KNOWiNK can work with the provider to connect to the MPLS.

Secure Data Exchange

All data stored in both Poll Pad and ePulse is encrypted in transit and at rest. All data transmissions occur using encrypted HTTPS connections with a California signed certificate. No data is transferred within or outside of the system without encryption. Communication between devices at the Vote Center and between the Vote Center and ePulse is handled via a secure wireless connection. Communication between the Vote Center and ePulse is 256-bit AES encrypted and meets State requirements.

Poll Pad uses built-in iOS encryption to encrypt the application and all data contained within. Certified by the NIST to FIPS 140-2, the iOS operating system uses the most secure encryption standards available to keep data confidential.

Data transferred between Poll Pad and ePulse is encrypted using industry leading TLS 1.2 encryption and uses a signed certificate to stop man-in-the-middle attacks. All databases use AWS-powered encryption with encryption keys stored in the AWS key management service.

Meraki Mobile Device Management Suite for Remote Management and Security

For swift response and recovery, KNOWiNK uses the Meraki Mobile Device Management (MDM) suite to manage its devices, and has the ability to geolocate, disable, wipe, and lock any Poll Pad or component containing sensitive or confidential voter information if removed from an authorized location, accessed by an unauthorized user, or used for an unauthorized purpose. Meraki's MDM is cloud based and requires no internal servers to operate. All Poll Pads are pre-enrolled in the Meraki MDM prior to shipment to the County and this service is provided to the County at no charge. The licensed Meraki MDM provides the County and KNOWiNK comprehensive management, security and deployment of its Poll Pads. Meraki MDM has capabilities to manage all aspects of the iPad—from wallpaper to powering the iPad off. With profile configuration management, considerable changes may be made to the iPad with little impact in the iPad behavior.

MDM Security Features
- Bluetooth and Wi-Fi are both locked down
- Clear passcodes
- Lock devices
- Selective wipe
- GPS location
- Lost mode
- Passcode policy configuration
- iOS Single App Mode (Kiosk) configuration

MDM Managed Features
- Keep device names up-to-date
- Automatically trust enterprise apps
- Black list unused apps
- Remote iOS updates
- Power control of device.
- Push back iOS updates
- Device process list
- Allow removal of system apps – This allows the removal of any apps not used.

All KNOWiNK iPads are shipped enrolled in a mobile device management (MDM) system powered by Cisco Meraki. The MDM system allows for tracking, remote wipe, and Apple's lost mode which allows the iPad to be locked down remotely until it is returned. Furthermore, with Apple's Device Enrollment Program, an iPad is locked to an MDM server, even after resetting or wiping the device. KNOWiNK uses the MDM to configure the devices according to the Centers for Information Security (CIS) benchmarks for iOS devices where possible.

Virus Invincibility

In a recent study conducted by McAfee, a premier electronic security company, 97% of mobile viruses were created for the Android operating system. A large anti-virus company recently asked Apple to open their operating system to allow anti-virus software to be created for iOS. Apple declined because there is no need for anti-virus software due to the locked down nature of the operating system.

Secure, Yet Familiar and Easy to Use

The Poll Pad application has been built to run exclusively on the Apple iPad tablet. With its ease-of-use and the widespread familiarity of Apple iOS, Election Workers generally know right from the start how to use the iPad, making training on the Poll Pad application easier while keeping Election Workers focused on the election-oriented elements and not the technology. Additionally, the iPad and its IOS platform deliver the most secure tablet available on the market: Apple has ensured that the device meets Federal Information Processing Standards (FIPS) and National Institute of Standards and Technology (NIST) standards, so it does not require any additional appendages or insecure add-on memory cards to operate.

LEASE/TRIAL PROPOSAL

10 Manor Parkway, Unit B
Salem, NH 03079
(888)547-8683
bcm@lhsassociates.com

DATE: 05/25/2021

EXPIRATION DATE: AUGUST 31, 2021

TO: City of Rochester, NH
City Clerk's Office
31 Wakefield St # 105
Rochester, NH 03867

SALESPERSON	JOB	PAYMENT TERMS	DUE DATE
Brenda L'Italien	Rochester NH 11/02/2021 Lease	Net 30 days	12/02/2021

QTY	DESCRIPTION	UNIT PRICE	LINE TOTAL
24	Lease of 24 Poll Pad Bundles including Star Micronics Printers	200.00	4,800.00
6	Lease of 6 Hot Spots including data charges	150.00	800.00
1	Training Materials & Polling Place tour	500.00	500.00
1	On-Site Performance/Acceptance Testing	500.00	500.00
1	On-Site Poll Worker & Supervisor Training	500.00	500.00
1	Election Day Coverage – 6 Wards	1,500.00	1,500.00

	SUBTOTAL	8,600.00
DISCOUNT APPLIED TO FUTURE PURCHASE IF MADE BY AUGUST 31, 2022. PURCHASE MUST EQUAL OR EXCEED $27,000.00		3,800.00
	TOTAL DUE	8,600.00

The above pricing is based on details provided by the City of Rochester. Any additional services and/or equipment requested could incur additional fees not listed in this proposal.

- November 2nd, 2021 Poll Pad Trial
- Six (6) Wards located in six (6) different location throughout the City of Rochester
- 24 Poll Pads with 24 compatible printers including printer receipt rolls needed for operation
  - (Three (3) Poll Pads to be used for in-person check-in and Absentee processing and one (1) to be used as a lookup tool for the Supervisors of the Checklist for SDR)
- Six (6) Hot Spots including data charges
  - (One (1) for each Polling Location)

POLL PAD SALES ORDER

LHS ASSOCIATES, INC.
10 MANOR PARKWAY UNITB
SALEM, NH 03079   DATE   07/07/2021
P: 888-547-8683 F: 603-212-0028

TO	City of Rochester NH	City of Rochester NH
	City Clerk's Office	City Clerk's Office
	31 Wakefield Street	31 Wakefield Street
	Rochester, NH 03867	Rochester, NH 03867

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SALESPERSON		SHIPPING METHOD	FIRST ELECTION DATE	DELIVERY DATE	
Brenda L'Italien		LHS	TBD	TBD	
QTY	ITEM #	DESCRIPTION		UNIT PRICE	LINE TOTAL
18	PP-001	Poll Pad Unit (Includes: iPad WiFi 32gb (MP2F2LL/A), Charger, Transport Case, Stand, Stylus, 1st Year Software License, MDM Enrollment, and Basic Poll Pad Manager)		$ 1,200.00	$21,600.00
Upgrades & Add Ons					
18	PP-004	Star Micronics TSP65411 Direct Receipt Thermal Printer-Monochrome		$ 300.00	$ 5,400.00
1	PP-009	Full Connectivity to Epulse 11-20 Poll Pads-ONE TIME CHARGE (MDM Enrollment and Year 1: Software and Application Warranty included)		$ 3,500.00	$ 3,500.00
17	PP-011	Full Connectivity configuration fee per Poll Pad®-ONE TIME CHARGE (1st Poll Pad® is included in Full Connectivity to Epulse)		$ 50.00	$ 850.00
				TOTAL	$31,350.00

Annual License Charges after 1st year expires: Billed Annually				
18	Year 2: Software and Application Warranty		$ 300.00	$ 5,400.00
18	Year 3: Software and Application Warranty		$ 300.00	$ 5,400.00

* Pricing includes Delivery, Acceptance Testing, Two (2) Hours of Clerk Training and 24/7 Technical Support.

* Pricing Valid for 90 days from date of quotation.

SOFTWARE LICENSE AND SERVICE AGREEMENT
THIS COMPUTER SOFTWARE AND DATABASE SERVICE AGREEMENT IS DATED: 07/07/2021
-BETWEEN-
KNOWINK
Phone: 314-282-5465
Email: pollpad@knowink.com
Website: www.knowink.com
"The Licensor"
-AND-
LHS ASSOCIATES, INC.
Phone: 978-683-0777
Email: ma@lhsassociates.com
Website: www.lhsassociates.com
"The Service Provider"
-AND-
"THE CUSTOMER"
City Clerk's Office
31 Wakefield Street
Rochester, NH 03867

Number of Poll Pads Purchased:	18
Total Purchase Price Including Additional Products:	$ 31,350.00
Annual Warranty Fee:	$ 5,400.00
Start Date of Agreement:	TBD
End Date of Agreement:	TBD

THIS IS A COMPUTER SOFTWARE LICENSE AND SERVICE AGREEEMENT. This Agreement shall be
1. ENGAGEMENT
a) The Customer agrees to pay the Service Provider, as set forth above, a one-time installation and set up fee for the services provided to the Customer in setting up the Poll Pads and for initial training and site support.
b) The Customer agrees to pay the Total Purchase Price and Annual Warranty Fee per Poll Pad delivered with the KNOW INK Poll Pad Software as set forth above.
c) The Customer hereby agrees to engage the Service Provider to provide the Customer with services consisting of annual support, maintenance and software updates as the Customer & Service Provider may agree upon (the "Services"), and the Service Provider hereby agrees to provide said Services to the Customer.
d) The Customer agrees to comply with the terms and conditions of this Agreement and agrees not to use the Software in any way beyond the scope of this Agreement.

2. TERM OF AGREEMENT
a) The term of this Agreement will begin on the date of this Agreement and will continue in full force for the term period as specified above under "THE CUSTOMER" section of this Agreement and is subject to earlier termination as otherwise provided in this Agreement, with the said term being capable of extension by mutual written agreement of the parties.
b) The Customer agrees to only use the software during the term of this Agreement and any renewals thereof.
c) The Customer agrees to return the original and all existing copies of the Software within five (5) days after the termination of this Agreement.

3. PERFORMANCE
a) The Service Provider agrees to provide annual support and maintenance to Customer's electronic Poll Pads and provide software updates and new releases, as necessary.

b) Service Provider agrees to physically or remotely answer a service call request within three (3) hours of being called for service.

c) The compensation for computer servicing and maintenance is limited to labor charges only. If parts or upgrades are needed to complete the annual support and maintenance at any given time the Customer shall have the right to purchase the part[s] or upgrade[s] needed from another source as recommended by Service Provider. The Limit of Liability and warranty of said part[s] or upgrade[s] would be the responsibility of Customer if purchased from an outside source and in no way should be put upon the Service Provider.

d) Within one year of the start date, the Service Provider will assist the Customer in obtaining the Apple Enterprise Development License or will provide a mechanism to install any new version(s) of the application.

e) In the event the Service Provider is unable to provide the services set forth herein, the Service Provider will assist the Customer in supporting the Poll Pad software without the on-going assistance of the Service Provider.

4. COMPENSATION

a) For the Services provided by the Service Provider under this Agreement, the Customer will pay to the Service Provider compensation as stated under "THE CUSTOMER" section of this Agreement for the contract duration as specified.

b) Customer shall pay compensation of the service contract as agreed upon herein to the Service Provider and as set forth in 'THE CUSTOMER" section.

5. ADDITIONAL COMPENSATION AND TAXES

a) The Customer will provide additional compensation for all computer hardware parts replaced or software modifications that are requested by the Customer. Customer will be invoiced for payment at the conclusion of the service call when performed.

b) The Customer agrees to pay, upon demand, any and all sales, use, or other similar tax which may be assessed on the Service Provider by any governmental agency on any aspect of the transaction contemplated herein.

6. ASSIGNMENT

a) The Service Provider may assign or otherwise transfer the obligations incurred pursuant to the terms of this Agreement to the Licensor without the prior written consent of the Customer.

7. CAPACITY/INDEPENDENT CONTRACTOR

a) It is expressly agreed that the Service Provider is acting as an independent contractor and not as an employee in providing the Services hereunder. The Service Provider and the Customer acknowledge that this Agreement does not create a partnership or joint venture.

8. MODIFICATION OF AGREEMENT

a) Any amendment or modification of this Agreement or additional obligation assumed by either party in connection with this Agreement will only be binding if evidenced in writing signed by each party or an authorized representative of each party.

9. TIME OF ESSENCE/BREACH

a) The making of payments at the times they respectively become due shall be considered as the essence of the Agreement, and in case of failure so to do, or in case the Customer shall fail to make any other payment due to the Service Provider, the Service Provider shall have the right to cancel the Agreement, and to declare due the entire amount unpaid.

b) If after any default in this Agreement the Service Provider shall place any matter arising out of or concerning this agreement with an attorney, either to collect damages or in response to legal action brought by the Customer, the Customer shall pay all of the Service Provider's reasonable legal fees, including court costs.

10. ENTIRE AGREEMENT

a) This Agreement is the complete and exclusive statement of the mutual understandings of the parties. It is agreed that there is no representation, warranty, collateral agreement or condition affecting this Agreement other then was is expressly stated herein.

other then was is expressly stated herein.

11. SEVERABILITY
a) In the event any provision of this Agreement shall be invalid, illegal or unenforceable in any respect, such a provision shall be considered separate and severable from the remaining provisions of this Agreement, and the validity, legality or enforceability of any of the remaining provisions of this Agreement shall not be affected or impaired by such provision in any way.

12. TERMINATION OF THIS AGREEMENT
a) The Service Provider may terminate this Agreement at any time giving the Customer 90-days written notice. The Service Provider also retains the right to terminate this License, at any time, should the Customer violate any of the provisions set forth herein regarding the software's use.

13. GOVERNING LAW
a) It is the intention of the parties to this Agreement that this Agreement and the performance under this Agreement, and all suits and special proceedings under this Agreement, be construed in accordance with and governed, to the exclusion of the law of any other forum, by the laws of the State of Massachusetts. The Agreement is not binding until accepted by the Service Provider in writing by an officer at its office in Salem, NH.

IN WITNESS WHEREOF, the parties have duly executed this Service Agreement: 07/07/2021

CUSTOMER AUTHORIZED SIGNATURE: _____

DATE: _____

PRINT NAME & TITLE OF
AUTHORIZED SIGNER: _____

ACCEPTED BY LHS ASSOCIATES, INC.

AUTHORIZED SIGNATURE: _____

DATE: _____

PRINT NAME & TITLE OF
AUTHORIZED SIGNER: _____

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City Clerk's Office

2021

July Department Reports:

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City Clerk's Office

City of Rochester, New Hampshire
ASSESSING DEPARTMENT
19 Wakefield Street, Rochester, NH 03867
(603) 332-5109   Assessor@rochesternh.net
www.rochesternh.net

August 5, 2021

To: City Manager/Council

From: Darcy Freer, Deputy Assessor

Subject: July Council Report

Revenue Received/Collection Warrants issued:

      Assessing Database Copy $ 10.00

- CAMA data from Vision Government Solutions Inc., web-based services and distribution to other departments is ongoing through the City's IT Department.
- All Rochester sales continue to be validated in preparation of conducting a ratio study for equalization this fall.
- Preliminary maps from all 2021 changes were received for final review.
- The office is preparing to move into the basement of the revenue building for anticipated upcoming renovations.

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City Clerk's Office

End of Month Council Report

To the Honorable Mayor and City Council of the City of Rochester, the following is a summary of the revenue collected and the activities performed by the Department of Building and Licensing Services for the month of July 2021

The following data is subject to adjustment & revision pending further review and analysis as well as year-end closing adjustments.

Department Revenue

Permit Type	July 2021
Building Permits	$33,795
Electrical Permits	$3,684
Plumbing Permits	$1,845
FireSuppression Permits	$0.00
FireAlarm Permits	$164.00
Sprinkler Permits	$615.00
Mechanical Permits	$3,052
Food_Milk Licenses	$4,245
Taxi Licenses	$0.00
General Licenses	$75.00
Net Revenue	$47,475

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City Clerk's Office

City Clerk's Office
City Hall - First Floor
31 Wakefield Street, Room 105
ROCHESTER, NEW HAMPSHIRE 03867-1917
(603) 332-2130 - Fax (603) 509-1915
Web Site: http://www.rochesternh.net

City Clerk's Report
July 2021

Vital Statistics

As reported in the revenue chart below, the City Clerk's staff issued 268 initial copies of vital records, and 154 subsequent copies of vital records in the month of July. The City Clerk's staff issued 32 Marriage Licenses.

The New Hampshire Division of Vital Records Administration generated the following report of statistics for the City of Rochester:

- 19 births were reported in Rochester during the month of July; 6 of these children were born to Rochester residents. Additionally, 20 Rochester residents gave birth in neighboring communities.
- 26 resident deaths were reported in Rochester.
- 15 couples celebrated their wedding ceremonies in Rochester during the month of July. There were an additional 7 Rochester couples who married elsewhere in the State.

Revenue – Vital Records/Marriage Licenses

	2020		2021	
	State	**City**	**State**	**City**
Initial/Subsequent copies:	$2,013	$1,847	$2,914	$2,646
Marriage Licenses:	$989	$161	$1,376	$224
Total:	**$3,002**	**$2,008**	**$4,290**	**$2,870**

Dog Licensing

The City Clerk's office licensed 548 dogs during the month of July. There were $0 in Civil Forfeiture fees collected for dogs unlicensed from the prior fiscal year. There were $175 in $1-$2 penalty fees collected in July.

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Starting on July 1st, there was an additional $1 late fee assessed for all dogs who remained unlicensed, bringing the penalty fee per dog to $2 each. Their owners were listed on the dog warrant which was sent to the Animal Control Officer at the police department for further action. Within the next several weeks, the Animal Control Officer will be issuing the civil forfeiture fees for all dogs which remain 3-months past the deadline. This civil forfeiture adds an additional fee of $25 per dog plus a $5 administrative processing fee.

As the Animal Control officer Sue Paradis prepares to send out her Civil Forfeiture notices, she reports that the number of owners on the list is significantly reduced from prior years. There are fewer than 530 owners listed as opposed to the 1200+ we normally see on the list. This is in large part to the efforts of ACO Paradis and staff to reach out by phone to all owners of unlicensed dogs, as well as sending additional final reminders postcards to give owners extra opportunities to license before the civil forfeiture was issued. City Clerk staff also took the time to call some past-due dog owners and give them a chance to license before the larger fines were issued. With greater than 6000 dogs residing in the City with a large amount remaining unlicensed following the April 30 deadline, this was no small feat. These unrequired reminder calls and postcards were in addition to the initial reminder emails send out by the City Clerk's office leading up to the deadline.

Dog licensing is due on April 30 of each year, regardless of when the dog was licensed the prior year. The licensing year runs May 1 through April 30 for all dog owners as opposed to the license being due exactly one year after the last date it was done.

More information on dog licensing, such as fees, schedule and rabies vaccine information can be found on the City Clerk's webpage Dog Licensing Information

Customers Served during the month of July 2021
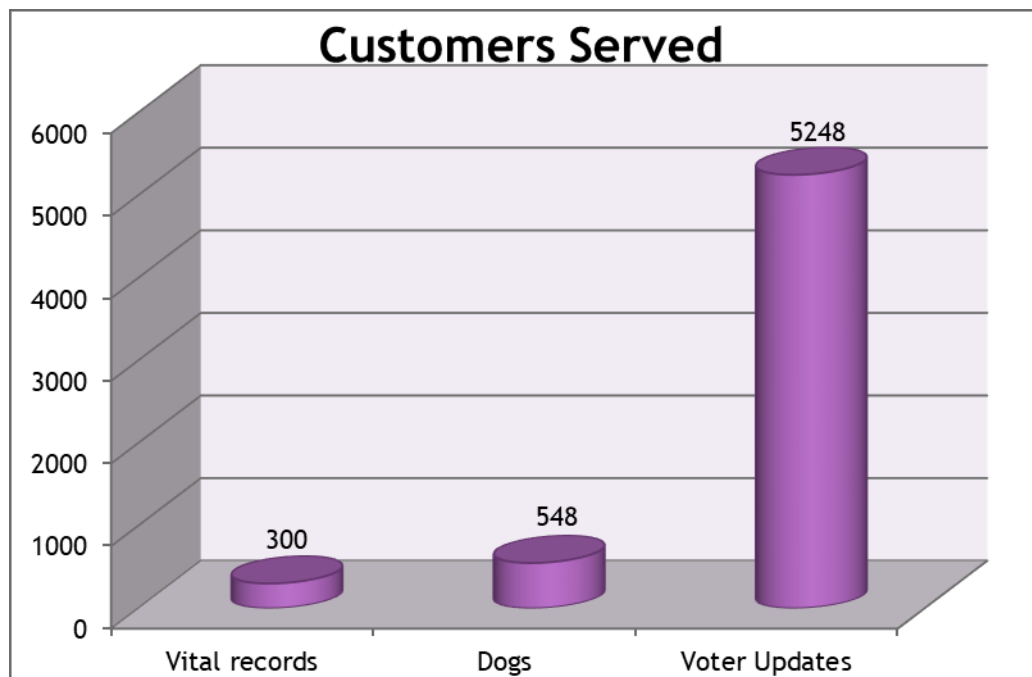
Elections

On Thursday, July 29, the Clerk's Office held the final Supervisors of the Checklist session to close out the 10-year "Verification of the Checklist" (a.k.a. Purge) process which began in April. There was a single voter who presented in the office during this session to re-register to vote and avoid their name being removed from the checklist; however in the months leading up to the Supervisor's session, we had approximately 40 voters re-register after receiving their verification letter. To review the purge process; a list was generated from the state election system showing all registered voters who had not voted in an election within four years prior to the most recent General Election. These voters were then sent out a verification letter advising them that if action was not taken to re-register at the City Clerk's office, that they will be removed from Rochester's voter checklist.

The City of Rochester sent out just over 5,200 of these letters. The huge majority of the letters were returned to us as undeliverable or stating that the voter no longer lived at that address. At the final Supervisors of the Checklist session, the supervisors approved the new registrations of those voters who responded to the letter by renewing their voter registration. They also removed the voters listed who did not re-register. As seen in the chart below, the total number of registered voters in Rochester is now listed at 18,143 which is down 5,159 from the previous month due to the completion of the purge.

Voter registration summary by party as of July 31, 2021:

Ward	Democrats	Republicans	Undeclared	Totals
1	988	1,042	1,149	3,179
2	929	1,036	1,211	3,176
3	980	1,130	1,139	3,249
4	869	726	1,277	2,872
5	884	1,025	1,171	3,080
6	879	717	991	2,587
Totals:	5,529	5,676	6,938	18,143

Respectfully submitted,

Cassie Givara,
Deputy City Clerk

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City Clerk's Office

ROCHESTER DEPARTMENT OF PUBLIC WORKS MONTHLY REPORT July 2021

In addition to the scheduled work performed, the Department of Public Works responded to approximately 131 requests for service in the month of July. The Highway Division had 73 requests that ranged from pothole repairs, traffic light maintenance, clean storm drains, repair culverts and replace missing street signs. The Utilities Division had 21 requests including sewer concerns, water and sewer inspections and daily dig safe mark outs. Buildings and Grounds Department completed 37 service requests including street light repairs, filling janitorial supply orders for departments, changing light bulbs, replacing broken electrical outlets and broken door locks, unclogging drains, working on maintaining the Adopt a Spots and City grounds and disinfecting work areas throughout the City.

July 2021 Service Requests

■ Building and Grounds   ■ Highway   ■ Utilities
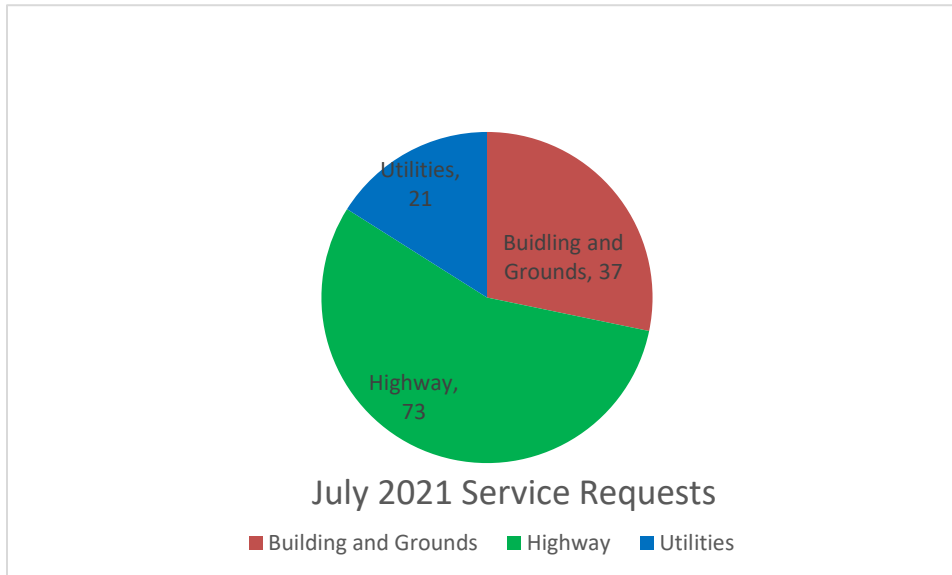
HIGHWAY & FLEET MAINTENANCE WORK COMPLETED

- Patched pot holes
- Repaired catch basins throughout the City
- Cleaned 60 catch basins throughout the City
- Continued to sweep all City streets
- Replaced two 12" culverts on Old French Hussy Road
- Grade dirt roads
- Paint yellow and white lines
- Repair wash out with erosion stone on Four Rod Road
- Crew did wind storms damage throughout the City
- Clean ditch on Industrial Way
- Keep up stock piling gridding's at the brick yard from Brox.
- Cleaned out culverts some more from beaver debris on Chestnut Hill Road
- Paint crosswalks and arrows throughout the City
- Put a couple of sanders in for measurement at the new building
- Assist Electric Light with repair to the damage light pole island
- Clean up ditch and side of roads throughout the City
- Repaired and installed street signs through the City
- Crew did a lot brush trimming overhang through the City
- Replace tires, breaks, door hinge and work on DEF system on service truck #48
- Installed tail gate spreader on six wheel dump #65
- Replace fuel level gauge on wheel excavator #29
- Repair water fill hole on street sweeper

- Work on ride control on wheel loader #39
- Replaced 4 batteries on message board #3
- Repaired AC on sewer jet truck #45
- Work on flail mower a few times throughout the month
- Repaired water pump on Vac-Con #63
- Replaced differential lock switch on ten wheel dump #72
- Install GIS on 2 vehicles
- Repaired message board
- Start to work on loader #39 ride control system and replaced E-break
- Work on pre-inspection on several trucks to get a jump on inspections
- Repaired back cargo door on Vac-Con #63
- Replaced back up alarm on six wheel dump #19
- Lube, oil and filter service on 7 vehicles
- Several minor repairs on several vehicles
- Several minor repairs on several small equipment

Assisted in fixing damage light pole

Repaired washout on Four Rod Road

Repaired washout on Four Rod Road

Replaced culvert
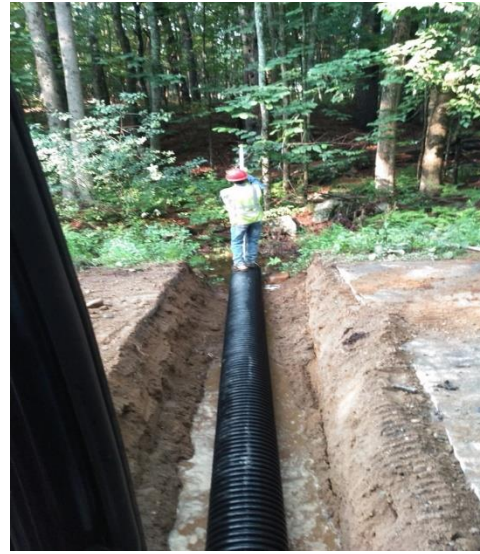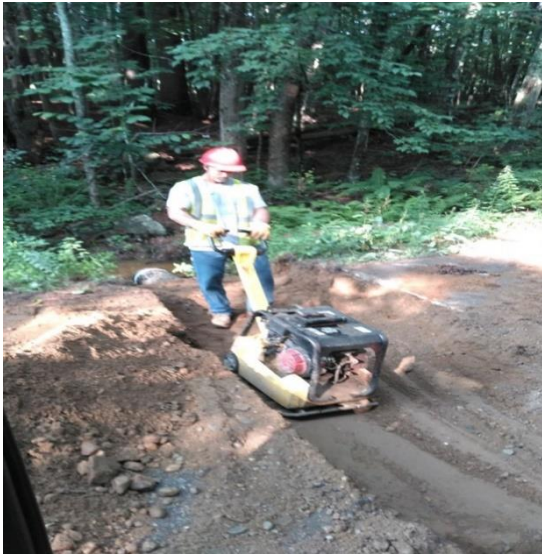
Replaced culverts

UTILITIES DIVISION

Utilities Division operators completed many service requests and work orders in July 2021. This work included dig safes, routine maintenance, customer service requests and several emergency responses. Contractor support and inspections were provided on Chestnut Hill Road, the Strafford Square Project, Estes Road, Smoke Street, Autumn Street, Hayes Hill Road, Whitehall Road and Rochester Hill Road.

Water Distribution System

Mains-

Mainline gate valves were cleaned, exercised and repaired as needed thru out the city. Areas included Columbus Ave, Portland Street, Maple Street and several streets in the East side of the City.

A leak survey was performed at the intersection of Corson Street and Franklin Street. No leaks were detected.

Services-

A water service was repaired on Trinity Circle. Operators responded to a customer side leak on Charles Street and a low pressure complaint on Milton Road.

Gate Valve Exercising

Several curb stop locations were GIS'd and added to the City's utilities map.

Sewer Collection System

Sewer Mains-

Preventative maintenance was performed at all of the City's siphon systems and problematic areas. Sewer main cleaning and inspections took place on Portland Street, Nutter Street and Corson Street.

Sewer Laterals-

Sewer laterals were repaired on Emerson Street and Roy Street. Operators responded to a customer side backup on Washington Street.

Cleaning mainline gate valves   **Trinity Circle water service repair**

BUILDING AND GROUNDS DIVISION

Building and Grounds Division completed 31 work requests including street light repairs, filling janitorial supply orders for departments, changing light bulbs and ballasts, changing out electrical outlets, changing batteries in the handicap buttons, unclogging drains, fixing leaky pipes and assisting departments when needed. Staff dry locked the retaining wall at the library. In preparation of the remodeling project at 19 Wakefield Street the vault door was removed that the tax office used when they were located there. Staff continued to do grounds maintenance on all the City maintained properties.
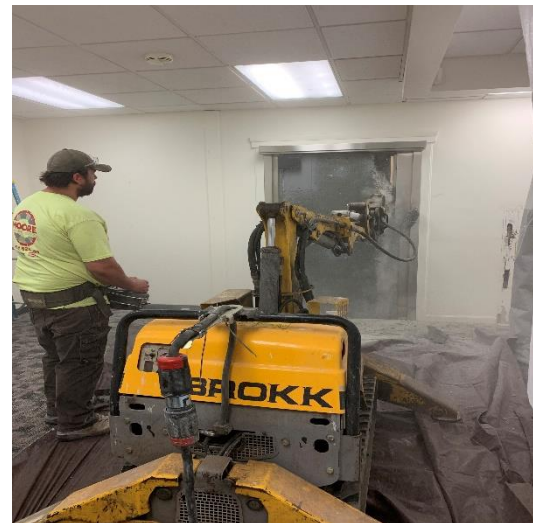
Removal of vault door at Revenue Office

Dry locking of library retaining wall

WASTEWATER TREATMENT DIVISION

Employee news: Evan Currier (Pump Station Maintenance) has successfully passed the New England Grade 2 Collection Systems Operator certification exam – Congrats!! Items that were completed during the month of July: We continue to work closely with the Great Bay Estuary watershed communities in response to EPA's Total Nitrogen Watershed General Permit and regional adaptive management projects. Route 11 pump station upgrade approval request to award package has been sent to NHDES. Influent pump #1 VFD has been replaced and is operational. Staff attended State sponsored training classes. Completed repairs to Chestnut Hill Road pump station generator control panel. Transferred operations and maintenance of the Water Treatment facility alum sludge lagoons to the Water Treatment facility staff. Completed on-call rotation schedule. Working through WWTF PLC replacement punch list items. Working with IT & Verizon on upgrades to their text messaging & email services. Reviewing applications for open Maintenance Mechanic and Lead Maintenance positions. Staff performed preventative and corrective maintenance on equipment, machinery and instrumentation at the WWTF and pump stations. All required testing for EPA and DES has been completed and submitted. Average effluent flow for the month was 4.027 million gallons per day (MGD). Percent of design flow = 80%. Percent of design for 2021 = 62%. Precipitation for the month = 12.43". Precipitation for 2021 = 24.80".

WATER TREATMENT DIVISION

Treated water volume for the month of July was approximately 54.6 million gallons from the surface water treatment facility and 18.5 million gallons from the groundwater treatment plant, for a total of 73.1 million gallons delivered to our customers. All water quality testing and monitoring was completed in accordance with NHDES requirements. We are pleased to report that the City of Rochester again met all State and Federal standards for drinking water. Usage patterns and higher organic concentrations have resulted in an increase in disinfection byproducts, however we are still well within our running average limit. Watershed inspections were conducted at Oxbow Pond, Tufts Pond, Berry Pond, the Diversion Dam, Round Pond Reservoir, and Rochester Reservoir. Over 11 inches of rain was recorded at the Rochester Reservoir. All ponds are bursting at the seams. Increased total organic carbon and turbidity has driven additional process changes at the treatment plant. Angling season has afforded us several opportunities for educating the public on our watershed rules. Equipment and grounds maintenance was performed at the plant, well and tanks/stations. Brush cleanup, dam, dyke and trail maintenance was performed at Tuft's Pond. Raw transmission main valves and rights of way were inspected. Service was performed on the generators at the WTF, Granite Ridge and the Well. Maintenance at the WTF included repairs to the clear well effluent valve actuator assembly; cleaning of the caustic and chlorine bulk storage tanks; repairs to the chlorine and potperm feed systems; replacement of bulkhead fitting on caustic bulk tank 1; and cleaning and inspection of the Anthracite filter. Final review of the control screens and programming was completed for the Cocheco Well PLC upgrade. Staff reviewed distribution system hydraulic modeling data and field conditions. A falling tree caused damage to three telephone poles along the driveway to the surface water treatment facility. Crews were dispatched for repairs and replacement. No disruption to operations occurred. We hosted a Utility Advisory Board meeting and tour of the best water system this side of the Connecticut River. The Chief Operator attended an SRPC Water Resiliency Roundtable meeting. Our new Utility Supervisor, Scott McGlynn, joined us this month. Welcome aboard Scott!

On call watching over Saturday work crew repair a pole

ENGINEERING

- **Asset Management:** The City continues to work with the selected vendor for the new Asset Management software for implementation. DPW is now "live" with the Service Request portion of the software and plans to go "live" with other portions in the coming months. DPW has expanded the number of vehicles included in the GPS vehicle tracking system for improved operations. Efforts continue as staff constantly improve City infrastructure information linked from our GIS software to our Asset Management software. In the future more detailed information, such as asset age, material and condition as well as baseline information that has been developed related to our water, sewer and stormwater systems' "level of service", "likelihood of failure", "consequence of failure" and "life cycle cost analysis", will be incorporated into our Asset Management software. The Department is moving forward on work regarding wastewater "vertical assets", such as the WWTF and pump stations.
- **Strafford Square Roundabout**: Bidding of the roundabout construction contract is now anticipated in late 2021. Prior to construction of that contract, a utility infrastructure contract will be completed primarily to facilitate burying existing above-ground utilities. The utility infrastructure contract was awarded in early June 2021 and construction is began in July 2021.
- **North Main Street RRFB:** Pedestrian crossing improvements were planned for the North Main Street crosswalk between #105 and the municipal parking lot, including pedestrian-activated rectangular rapid flash beacons (RRFB), signage and lighting improvements; however, budget constraints led the City Council to vote in May 2021 to install solar powered RRFBs only. Construction of these solar powered RRFBs began in late June and was completed in early July 2021.
- **Woodman Area Infrastructure Improvements:** This project includes water, sewer, drainage, roadway, sidewalk and lighting infrastructure improvements, as well as the rehabilitation of Woodman Park and certain parking areas in the Congress/Charles/Woodman /Myrtle area. A contractor pre-qualification process was completed in June 2021. Advertisement for bids is anticipated in early fall 2021. Construction of this project is anticipated to commence during fall 2021.
- **Colonial Pines Sewer Extension:** Phase 3 of this multi-phased sewer extension program was advertised for bids in July 2021, following a contractor pre-qualification process that was completed in June 2021.

- Construction of Phase 3 is anticipated to commence during fall 2021. As in Phase 2 and Phase 3 will include drainage improvements in the project area. Additional funding for a final phase of sewer extension and drainage improvements is anticipated to be requested in the FY23 CIP budget.

- **Route 202A Water Main Extension and Water Tank:** This project consists of a 250,000 gallon elevated water storage tank near the Highfield Commons development, and the extension of new water main along Bickford Road, Route 202A, Winkley Farm Lane and Fiddlehead Lane. Advertisement for bids is anticipated in early August 2021, following a contractor pre-qualification process that was completed in June 2021. Construction of this project is anticipated to commence during fall 2021.

- **Little Falls Bridge Road Right Turn Lane:** This project consists of widening the intersection of Little Falls Bridge Road and Chestnut Hill Road for the addition of a dedicated right turn lane from Little Falls Bridge to Chestnut Hill. This project was advertised for bids in July 2021; and construction is expected to be completed by the end of the calendar year 2021.

- **Pavement Maintenance & Rehabilitation:** The FY21 Pavement Rehabilitation list includes portions of the following streets: Betts, Chamberlain, Crow Hill, Dartmouth, Donald, Edgewood, Four Rod, Hillcrest, Hobart, Nature, Norman, Phillips, Ramsey, Sunset, Walbridge, and Yale. FY21 Pavement Rehabilitation work began during June 2021 and is expected to be completed by August 2021.

- **Sidewalk Rehabilitation:** The FY21 Sidewalk Rehabilitation work, which commenced in May and is on-going, includes completing sidewalk rehabilitation in East Rochester in the Cocheco Avenue area and rehabilitating sidewalk along Oak Street in Gonic. Accessibility improvements to curb ramps to facilitate the FY21 pavement rehabilitation work will also be included in the FY21 sidewalk rehabilitation scope. FY21 Sidewalk Rehabilitation work is expected to be complete within the next month.

- **Granite Ridge Development – Phase 2:** Waterstone has submitted to NHDOT a response to comments on the revised traffic impact analysis study of November 2019. Further discussion with NHDOT and Waterstone, as well as the Planning Board approval process, in the coming months will direct the development of a design package for bidding of the public infrastructure to be constructed with TIF funds per the Developers Agreement. Construction of site development is now expected to be completed in two phases; however, the public infrastructure construction will coincide with the first phase of development and is expected to begin in 2022, pending approvals and completion of design.

- **Water Treatment Plant Residuals Disposal:** An evaluation of alternatives has determined that the most cost effective method of disposal of residuals generated at the Surface Water Treatment Plant is an upgrade of the existing pipeline and addition of attenuation tanks. Design of the attenuation tanks is in process. Funds for the implementation of this upgrade have either been approved in CIP budgets previously or will be requested in upcoming CIP budgets over the next few years.

- **WWTF Biosolids Dewatering Facility & Carbon Storage and Feed Building:** Construction of this project commenced in October 2019. In February 2021, the construction contract was terminated by the City for convenience. Construction is anticipated to commence with another construction contractor later in 2021.

- **River Street Sewer Pump Station Upgrade:** Construction was substantially completed in April 2021. Final completion is now anticipated in August 2021.

- **Route 11 Sewer Pump Station Upgrade:** A contractor pre-qualification process was completed in April 2021. Bids were received from pre-qualified contractors in June 2021. Additional funding is needed to award the construction contract and the engineer's construction administration contract. If additional funding is approved, construction is projected to commence in early fall 2021 and have a duration of one year.

- **WWTF Upgrades (various projects):** There are several projects on-going at the WWTF: Soda Ash System Replacement, Aeration System Automation, Aeration Basin Sidewall Blower Tie-in (Iris Valve) and Mechanical Mixers, and Programmable Logic Controllers (PLC) Replacement. Construction of these projects is expected to be completed in the next few months.

- **Wastewater Interceptor Upgrades:** A Basis of Design Report has been received from the design consultant. This report summarizes alternatives and recommends a sewer collection system master plan before proceeding with final design. Funding for a Sewer System Master Plan was approved with the FY19 CIP Budget. This evaluation and planning effort commenced in April 2021 and is expected to have a duration of 2-3 years.

- **NPDES Permits - Wastewater Treatment Facility & MS4 Permit (Stormwater):**

- o In November 2020, USEPA Region 1 published a final General Permit for total nitrogen (TN) loading in the Great Bay Estuary watershed. Rochester submitted a Notice of Intent (NOI) to "opt in" to this permit in March 2021. The City has also entered into an Administrative Order on Consent (AOC) with the USEPA that allows for an interim effluent limit and certain nitrogen reduction project deadlines. USEPA has issued Rochester an Authorization to Discharge with an effective date of coverage of May 1, 2021; the City submitted to EPA & NHDES its first semi-annual AOC compliance report on June 1, 2021 for the reporting period of May 1-31, 2021. In addition, Rochester, along with Dover and Portsmouth, has entered into an agreement with an environmental stakeholder that commits to certain TN reduction efforts in exchange for a commitment from the stakeholder to refrain from appealing the General Permit. In July 2021, Rochester joined 5 other Seacoast municipalities (collectively known as the Municipal Alliance for Adaptive Management (MAAM)) in submitting to USEPA a Joint Adaptive Management Plan (AMP) under Part 3 of the TN General Permit.

- o As far as the City's individual National Pollutant Discharge Elimination System (NPDES) Permit for the Wastewater Treatment Facility (WWTF), a new draft permit has not yet been issued by USEPA Region 1; however, USEPA did contact the Department in June 2021 to request updated information related to the City's 2002 NPDES Renewal Application. The requested information was provided in June 2021 and the Department has sent additionally requested information to USEPA in July 2021.

- o And, as far as the Municipal Separate Storm Sewer System (MS4) NPDES General Permit for stormwater, the 2017 NH Small MS4 General Permit, issued by USEPA Region 1, became effective on July 1, 2018; on September 28, 2018, the City submitted a NOI to comply with this MS4 General Permit; and on June 12, 2019, the City was granted authorization by USEPA Region 1 to discharge stormwater from Rochester's MS4 under this permit. The second annual report for the MS4 permit was submitted to USEPA in September 2020. Year 3 efforts were completed in June 2021, including a revision to the City's Stormwater Ordinance Chapter 218, which was presented to the Planning Board in April 2021, to the Codes and Ordinances Committee in May 2021, and approved by voted of the City Council in June 2021. The third annual report is planned for submission to USEPA in September 2021.

- **New DPW Facility:** Building construction continues with exterior trim and detail work, interior painting, mechanical, electrical and plumbing work, ceiling installation, ceramic floor tile installation and work on the fuel island canopy, along with other site work, including base paving that was installed on-site in July 2021. The antenna tower on-site has been erected, as well. Construction of the facility is anticipated to continue through early November 2021, with furniture move-in scheduled for mid-November.

Economic & Community Development

Choose ROCHESTER NEW HAMPSHIRE

Economic Development Report, Written by Mike Scala and Jenn Marsh

Community Development Report, Written by Julian Long

ECONOMIC DEVELOPMENT DEPARTMENT

MICHAEL SCALA, DIRECTOR OF ECONOMIC DEVELOPMENT

PROJECTS IN THE PIPELINE

Director Scala and Assistant Director Marsh continue to attend weekly economic development update meetings coordinated by Strafford Regional Planning where Seacoast ED groups discuss strategies and programs beneficial to local businesses during the current crisis.

Scala and Marsh also attend bi-weekly calls held by the NH Business Economic Affairs Department (BEA) to receive updates from Commissioner Caswell on the State's ongoing efforts to assist businesses and organizations through the pandemic.

Econ Dev continues to work with multiple developers interested in several lots throughout the city. Most notably, 13 Sawyer Avenue, 38 Hanson, and 55 N. Main.

SCENICSALINGER Project

Chinburg Properties continues the construction phase of the project. They are still on track for a December 2021 opening.

Driveway paving of Water Street has been tentatively early fall after the Congress Street water connection has occurred.

GRANITE RIDGE DEVELOPMENT DISTRICT – WATERSTONE PROPERTIES GROUP, PHASE II

Director Scala continues to discuss Phase II with Waterstone Properties Group, including future tenant and infrastructure needs. The City is still in discussions to accept a reduced Infrastructure plan to jumpstart the project.

Waterstone will be presenting plans for the 3 pads at the front of the property to the Planning Board in a future meeting.

2

GRANITE RIDGE DEVELOPMENT DISTRICT – Residential Ordinance Change

ED held its third meeting with the Planning Board to discuss the ordinance change which would allow residential development within the Granite Ridge Development District. The edited document will be submitted to the Council as a Zoning Ordinance Change after a review study of the ordinance has been completed.

ZOA submission is expected by October or November 2021.

WAYFINDING (Phase III)

Plans are underway to design and implement Phase III of the project. The goal is for completion by the end of the calendar year.

SIG SAUER - AMAROSA DRIVE

Sig has started the renovations of 8 Amarosa Drive.

The City continues to work with Sig on the planned sewer extension down Milton Road and intersection reconfiguration along Rt. 125.

GRANITE STATE BUSINESS PARK

LDI continues to work on construction of their facility. The exterior walls are complete with scheduled move-in date September 6th, 2021.

Prep Partners is nearing completion of their site work. They hope to be completed by the end of the year.

The PDA has approved the sewer crossing to service the Prep Partners lot and ED is working with DPW to schedule the build.

Pella Windows is nearing completion with an expected opening in October.

A Groundbreaking Ceremony was held on July 14th, with a great showing by the CC.

55 N. MAIN (HOFFMAN BUILDING)

We are in discussions with an interested Developer. He is putting together a preliminary renderings sometime in August.

38 Hanson Street

Econ Dev is still in discussion with a prospective developer. We expect an official offer on the

3

property sometime next month.

13-17 Hanson Street

The City has reached an agreement with the owner of 13-17 Hanson Street to lease the property and redevelop as green space. ED will be working with DPW throughout the project.

JENN MARSH, ASSISTANT DIRECTOR ECONOMIC DEVELOPMENT

RIVERWALK

The Riverwalk raised just over $1800 in calendar sales. The money raised will go towards any matching funds needed for future projects. The Committee is now discussing a fall Riverwalk Dinner fundraiser. Dates and times to be determined in the next few weeks.

NEW BUSINESSES

Sprinkles and Smiles opened at 16 North Main Street. The business was previously known as Sweet Peaches. The new owners are still offering a wide selection of candy, and chocolate covered treats and they have added ice cream and milkshakes to their menu.

Dash of Glam Nail Bar opened at 20 North Main Street. They provide nail services for both your hands and your feet.

ROCHESTER FARMERS MARKET

The market is open and doing very well this year. There are two additional vendors starting; one is selling dog treats and the other fresh vegetables. WOKQ had a great spotlight on the pretzel vendor at the market, which you can see here.

ROCHESTER MAIN STREET

Main Street collaborated with the Recreation Department for the fireworks event. They are currently working on the following events:
- Free Comic Book Day on August 14th
- Summer Music Series at Central Square Tuesday nights at 6:30
- Rochester Pride Rally on August 28th
- PorchFest on September 26th
- Trick or Treat and Zombie Walk on October 29th

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JULIAN LONG, CDBG COORDINATOR & GRANTS MANAGER

COMMUNITY DEVELOPMENT BLOCK GRANT (CDBG) PROGRAM

<u>COVID-19:</u> There are a number of weekly conference calls organized by HUD, national homeless coalitions, and other organizations about the ongoing response to the COVID-19 pandemic. The Community Development Coordinator has been attending these calls and forwarding guidelines and resources to Rochester CDBG subrecipients and other regional social services providers. The Community Development Coordinator also continues to track potential funding opportunities for both the city and regional social services providers.

<u>FY 2021 Consolidated Annual Performance and Evaluation Report (CAPER):</u> The Community Development Coordinator has started work on the FY 21 CAPER, which is due to be submitted to HUD by September 30th. Despite the COVID-19 pandemic, most performance goals were met during FY 2021. Goals were not met for rental assistance, likely due to the pandemic-related eviction moratoria, and public facilities projects, also impacted by the pandemic. The draft FY 21 CAPER will be provided to the Community Development Committee at the September committee meeting prior to submission to HUD.

<u>Rochester Child Care Center – Fire Doors Project:</u> The Rochester Child Care Center is requesting an additional $850 for this project, as the Davis-Bacon Act wage rates are higher than initially anticipated.

<u>Homeless Center for Strafford County – Kitchen Installation:</u> Procurement has been finished for this project, and the kitchen equipment should be installed by the end of the month.

<u>My Friend's Place – Backup Generator Project:</u> This project, funded in the amount of $5,000, has been cancelled after two years of inactivity. My Friend's Place has been informed that it may reapply for funding when the project has reached a "shovel-ready" status.

<u>Gafney Home Senior Affordable Housing Project:</u> The NH Community Development Finance Authority grant application for this project was submitted on July 26th. The Community Development Coordinator has been working on the environmental review for this project in expectation of receiving CDBG funding for the project.

<u>Rochester Youth Count Workgroup:</u> The Balance of State Continuum of Care has formed pilot program workgroups to obtain accurate data on youth homelessness in select communities, including Rochester. The Community Development Coordinator has joined the Rochester workgroup

<u>Job Opportunity Benefit (JOB) Loan Program:</u> The FY 2021 fourth quarter report for the JOB Loan Program shows a total of $165,463.74 in the revolving loan fund available for lending. All loans are up to date on payments.

<u>Trainings and Webinars:</u> The Community Development Coordinator has attended webinar trainings on lead poisoning and homelessness.

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NON-CDBG ACTIVITIES

<u>COVID-19 Grants:</u> The Community Development Coordinator has continued to attend webinar trainings on the American Rescue Plan Act (ARPA), reporting requirements, and allowable use of ARPA funds. The City of Rochester's interim report on its ARPA funds expenditures is due August 31st, and the Community Development Coordinator has been working with the Finance Department on the upcoming report.

<u>School Department:</u> The Community Development Coordinator held a meeting with the new Rochester School Department grants manager to discuss upcoming funding opportunities and areas for coordination.

Agenda Item Name: Monthly Financial Statements Summary – as of July 31, 2021

For the full detail report, click here: [July 2021 Financial Detail Report](#)

Name of Person Submitting Item: Mark Sullivan Deputy Finance Director

E-mail Address: mark.sullivan@rochesternh.net

Meeting Date Requested: August 09, 2021

Issue Summary Statement

The July 31, 2021 financial summary reports are attached. Below are the revenues Finance will continue to track and provide updates during FY22. First month of fiscal year is a little too early to provide any meaningful analysis on revenues, but initial receipts are strong.

REVENUES

Motor Vehicle Registrations: July-21 receipts strong at $487,033

Waste Management Host Fees: First FY22 payment received $1,406,135, highest ever received

Building Permits: Strong July-21 start at $43,155

Interest Income

Interest on Delinquent Taxes

State of NH Rooms & Meals

Water-Sewer User Fee payment

Highway Block Subsidy: First FY22 payment received $185,127.

EXPENSES: First month of fiscal year many purchases orders established for partial of full year expenses. Salary & Benefits trending to budget.

FOR 2022 01

	ORIGINAL ESTIM REV	ESTIM REV ADJSTMTS	REVISED EST REV	ACTUAL YTD REVENUE	REMAINING REVENUE	PCT COLL
1000 GENERAL FUND						
11031 CITY CLERK REVENUE	124,795	0	124,795	14,533.45	110,261.55	11.6%
11051 ASSESSORS REVENUES	0	0	0	10.00	-10.00	100.0%
11061 BUSINESS OFFICE REVENUE	200,000	0	200,000	.00	200,000.00	.0%
11062 BUSINESS OFFICE REVENUE	1,000	0	1,000	.00	1,000.00	.0%
11071 TAX COLLECTOR REVENUE	35,155,965	0	35,155,965	35,187,316.53	-31,351.53	100.1%
11072 TAX COLLECTOR REVENUE	3,300	0	3,300	.00	3,300.00	.0%
11081 GENERAL OVERHEAD REVENUE	5,576,228	0	5,576,228	1,025,663.00	4,550,565.00	18.4%
11082 GENERAL OVERHEAD REVENUE	1,568,000	0	1,568,000	.00	1,568,000.00	.0%
11101 PLANNING	30,750	0	30,750	.00	30,750.00	.0%
11201 REV LEGAL OFFICE	50,000	0	50,000	.00	50,000.00	.0%
12011 POLICE CITY REVENUE	351,117	0	351,117	1,016.50	350,100.50	.3%
12021 FIRE CITY REVENUE	26,000	0	26,000	409.00	25,591.00	1.6%
12022 FIRE STATE REVENUE	75,201	0	75,201	.00	75,201.00	.0%
12041 CODE ENFORCEMENT REVENUE	337,210	0	337,210	47,475.00	289,735.00	14.1%
13011 PUBLIC WORKS REVENUE	71,800	0	71,800	2,653.75	69,146.25	3.7%
13012 STATE HIGHWAY SUBSIDY	600,000	0	600,000	185,127.20	414,872.80	30.9%
14011 WELFARE REVENUE	2,500	0	2,500	.00	2,500.00	.0%
14021 RECREATION REVENUE	115,300	0	115,300	3,715.00	111,585.00	3.2%
14031 LIBRARY REVENUE	10,800	0	10,800	339.46	10,460.54	3.1%
TOTAL GENERAL FUND	44,299,966	0	44,299,966	36,468,258.89	7,831,707.11	82.3%
5001 WATER ENTERPRISE FUND						
510001 WATER WORKS REVENUE	7,058,755	0	7,058,755	441,071.39	6,617,683.61	6.2%
TOTAL WATER ENTERPRISE FUND	7,058,755	0	7,058,755	441,071.39	6,617,683.61	6.2%
5002 SEWER ENTERPRISE FUND						
520001 SEWER WORKS REVENUE	8,086,107	0	8,086,107	419,550.86	7,666,556.14	5.2%
520002 SEWER WORKS REVENUE	145,891	0	145,891	.00	145,891.00	.0%
TOTAL SEWER ENTERPRISE FUND	8,231,998	0	8,231,998	419,550.86	7,812,447.14	5.1%
5003 ARENA ENTERPRISE FUND						

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a tyler erp solution

FOR 2022 01

	ORIGINAL ESTIM REV	ESTIM REV ADJSTMTS	REVISED EST REV	ACTUAL YTD REVENUE	REMAINING REVENUE	PCT COLL
530001 ARENA REVENUE	433,212	0	433,212	781.02	432,430.98	.2%
TOTAL ARENA ENTERPRISE FUND	433,212	0	433,212	781.02	432,430.98	.2%
GRAND TOTAL	60,023,931	0	60,023,931	37,329,662.16	22,694,268.84	62.2%

** END OF REPORT - Generated by Mark Sullivan **

FOR 2022 01

	ORIGINAL APPROP	TRANFRS/ ADJSTMTS	REVISED BUDGET	YTD EXPENDED	ENCUMBRANCES	AVAILABLE BUDGET	PCT USED
1000 GENERAL FUND							
11000051 CITY MANAGER	427,230	0	427,230	33,909.57	399.00	392,921.43	8.0%
11012351 ECONOMIC DEVELOPMENT	476,329	0	476,329	34,285.48	44,486.57	397,556.95	16.5%
11020050 IT SERVICES	1,048,841	0	1,048,841	90,038.64	93,326.55	865,475.81	17.5%
11030051 CITY CLERK	351,977	0	351,977	25,954.37	32,930.00	293,092.63	16.7%
11040050 ELECTIONS	47,976	0	47,976	2,515.48	50.00	45,410.52	5.3%
11050070 ASSESSORS	618,507	0	618,507	49,950.47	27,728.83	540,827.70	12.6%
11060051 BUSINESS OFFICE	573,246	0	573,246	64,108.17	12,388.00	496,749.83	13.3%
11063151 HUMAN RESOURCES	295,770	0	295,770	15,921.37	15,537.87	264,310.76	10.6%
11070070 TAX COLLECTOR	434,052	0	434,052	47,720.83	6,680.75	379,650.42	12.5%
11080050 GENERAL OVERHEAD	763,223	0	763,223	98,570.48	213,648.00	451,004.52	40.9%
11090050 PB CITY WIDE 50	798,273	0	798,273	47,202.32	12,573.80	738,496.88	7.5%
11090051 PB CITY HALL 51	74,069	0	74,069	.00	50,502.45	23,566.55	68.2%
11090052 PB OPERA HOUSE 52	48,062	0	48,062	408.24	33,576.72	14,077.04	70.7%
11090054 PB CENTRAL FIRE 54	11,115	0	11,115	.00	5,959.26	5,155.74	53.6%
11090055 PB GONIC FIRE 55	10,986	0	10,986	.00	6,855.26	4,130.74	62.4%
11090056 PB LIBRARY 56	19,744	0	19,744	99.00	16,006.22	3,638.78	81.6%
11090057 PB DPW GARAGE 57	12,442	0	12,442	.00	9,917.00	2,525.00	79.7%
11090061 PB HISTORICAL MUSEUM 61	1,320	0	1,320	.00	.00	1,320.00	.0%
11090063 PB HANSON POOL 63	2,200	0	2,200	712.91	.00	1,487.09	32.4%
11090064 PB GONIC POOL 64	1,100	0	1,100	.00	.00	1,100.00	.0%
11090065 PB EAST ROCHESTER POOL 65	800	0	800	.00	300.00	500.00	37.5%
11090068 PB GROUNDS 68	5,780	0	5,780	.00	2,193.14	3,586.86	37.9%
11090069 PB DOWNTOWN 69	17,000	0	17,000	.00	.00	17,000.00	.0%
11090070 PB REVENUE BUILDING 70	21,811	0	21,811	.00	5,181.46	16,629.54	23.8%
11090071 PB PLAYGROUNDS 71	2,800	0	2,800	.00	931.50	1,868.50	33.3%
11090075 PB NEW POLICE STATION	20,390	0	20,390	.00	12,091.81	8,298.19	59.3%
11090077 PB ANNEX	10,811	0	10,811	.00	9,384.00	1,427.00	86.8%
11102051 PLANNING	548,338	0	548,338	23,275.74	5,950.00	519,112.26	5.3%
11200051 LEGAL OFFICE	673,015	0	673,015	41,369.71	8,915.00	622,730.29	7.5%
12010053 PD ADMINISTRATIVE SERVICES	2,232,001	0	2,232,001	138,860.77	209,629.93	1,883,510.30	15.6%
12012453 PD PATROL SERVICES	5,860,462	0	5,860,462	363,018.54	.00	5,497,443.46	6.2%
12012553 PD SUPPORT SERVICES	490,534	0	490,534	31,643.81	.00	458,890.19	6.5%
12020054 FIRE DEPARTMENT	5,245,163	0	5,245,163	368,888.04	109,159.13	4,767,115.83	9.1%
12020055 FIRE DEPT 55 GONIC SUBSTAT	28,625	0	28,625	512.88	25,010.00	3,102.12	89.2%
12020754 CALL FIRE	29,933	0	29,933	.00	.00	29,933.00	.0%
12023354 EMERGENCY MANAGEMENT	75,201	0	75,201	.00	.00	75,201.00	.0%
12030153 DISPATCH CENTER	969,660	0	969,660	73,579.12	11,643.62	884,437.26	8.8%
12040051 CODE ENFORCEMENT	644,423	0	644,423	75,682.38	3,150.00	565,590.62	12.2%
12050050 AMBULANCE	692,000	0	692,000	.00	.00	692,000.00	.0%
13010057 PUBLIC WORKS	2,617,040	0	2,617,040	123,393.73	727,835.42	1,765,810.85	32.5%

FOR 2022 01

	ORIGINAL APPROP	TRANFRS/ ADJSTMTS	REVISED BUDGET	YTD EXPENDED	ENCUMBRANCES	AVAILABLE BUDGET	PCT USED
13010957 WINTER MAINTENANCE	531,516	0	531,516	146.40	1,444.33	529,925.27	.3%
13020050 CITY LIGHTS	218,000	0	218,000	.00	88,900.00	129,100.00	40.8%
14010051 WELFARE	526,878	0	526,878	30,504.20	6,927.00	489,446.80	7.1%
14022072 RECREATION ADMINISTRATION	716,799	0	716,799	47,538.94	5,521.75	663,738.31	7.4%
14022150 RECREATION PLAYGROUNDS/CAM	100,645	0	100,645	33,471.49	3,264.38	63,909.13	36.5%
14022250 RECREATION POOLS	96,983	0	96,983	37,999.97	16,285.65	42,697.38	56.0%
14030056 LIBRARY	1,404,829	0	1,404,829	141,674.73	100,775.39	1,162,378.88	17.3%
15000051 COUNTY TAX	6,921,341	0	6,921,341	.00	.00	6,921,341.00	.0%
17010051 TRANSFERS/PAYMENTS DEBT SV	4,146,542	0	4,146,542	341,305.54	.00	3,805,236.46	8.2%
17030050 OVERLAY	350,000	0	350,000	.00	.00	350,000.00	.0%
17040051 TRANSFER TO CIP & OTHER FU	3,084,184	0	3,084,184	.00	.00	3,084,184.00	.0%
TOTAL GENERAL FUND	44,299,966	0	44,299,966	2,384,263.32	1,937,059.79	39,978,642.89	9.8%

5001 WATER ENTERPRISE FUND

	ORIGINAL APPROP	TRANFRS/ ADJSTMTS	REVISED BUDGET	YTD EXPENDED	ENCUMBRANCES	AVAILABLE BUDGET	PCT USED
51601057 WATER WORKS EXPENSE	5,685,249	0	5,685,249	192,064.09	69,239.48	5,423,945.43	4.6%
51601073 WATER TREATMENT PLANT	1,299,223	0	1,299,223	47,457.78	74,273.79	1,177,491.43	9.4%
51601570 WATER REVENUE OFFICE	74,283	0	74,283	7,540.83	65.00	66,677.17	10.2%
TOTAL WATER ENTERPRISE FUND	7,058,755	0	7,058,755	247,062.70	143,578.27	6,668,114.03	5.5%

5002 SEWER ENTERPRISE FUND

	ORIGINAL APPROP	TRANFRS/ ADJSTMTS	REVISED BUDGET	YTD EXPENDED	ENCUMBRANCES	AVAILABLE BUDGET	PCT USED
52602057 SEWER WORKS EXPENSE	3,838,529	0	3,838,529	391,590.73	29,148.69	3,417,789.58	11.0%
52602074 SEWER TREATMENT PLANT	4,320,502	0	4,320,502	80,028.77	321,283.32	3,919,189.91	9.3%
52602470 SEWER REVENUE OFFICE	72,967	0	72,967	7,376.62	65.00	65,525.38	10.2%
TOTAL SEWER ENTERPRISE FUND	8,231,998	0	8,231,998	478,996.12	350,497.01	7,402,504.87	10.1%

5003 ARENA ENTERPRISE FUND

	ORIGINAL APPROP	TRANFRS/ ADJSTMTS	REVISED BUDGET	YTD EXPENDED	ENCUMBRANCES	AVAILABLE BUDGET	PCT USED
53603060 ARENA EXPENSE	433,212	0	433,212	18,204.25	112,047.39	302,960.36	30.1%
TOTAL ARENA ENTERPRISE FUND	433,212	0	433,212	18,204.25	112,047.39	302,960.36	30.1%

6000 COMMUNITY CENTER SP REV FUND

FOR 2022 01

6000	COMMUNITY CENTER SP REV FUND	ORIGINAL APPROP	TRANFRS/ ADJSTMTS	REVISED BUDGET	YTD EXPENDED	ENCUMBRANCES	AVAILABLE BUDGET	PCT USED
6070572	COMMUNITY CENTER EXPENSE	920,523	0	920,523	43,639.72	94,792.68	782,090.60	15.0%
	TOTAL COMMUNITY CENTER SP REV FUND	920,523	0	920,523	43,639.72	94,792.68	782,090.60	15.0%
	GRAND TOTAL	60,944,454	0	60,944,454	3,172,166.11	2,637,975.14	55,134,312.75	9.5%

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ROCHESTER, NEW HAMPSHIRE 03867-1917
(603) 335-1338 - Fax (603) 330-0023
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Planning Board
Zoning Board
Conservation Commission
Historic District Commission
Arts & Culture Commission

PLANNING & DEVELOPMENT DEPARTMENT
MONTHLY REPORT FOR JUNE 2021

APPLICATIONS REVIEWED BY THE PLANNING BOARD

Planning Board met June 7ᵗʰ for a Regular Meeting and June 21ˢᵗ for a Work Session Meeting.

A. Chesley Hill Partners, LLC & James & Mackenzie Colby, 233 & 247 Washington Street (by Norway Plains Assoc.) Lot line revision. Case # 246 – 3&3-1 – A – 21 ***APPROVED***

B. Rochester Security Systems, LLC, 195 Milton Road (by Berry Surveying & Engineering) 3-Lot subdivision. Case # 204 – 81 – HC – 21 ***APPROVED***

C. Andre & Edwinna Vanderzanden, 1225 Salmon Falls Road (by Kevin McEneaney) 2-Lot subdivision. Case # 242 – 9 – A – 21 ***APPROVED***

D. Housing Authority of City of Rochester, 143 Brock Street (by Civilworks New England) Site plan to construct a utility storage building, equipment storage area, and salt storage area. Case # 131 – 59 – R2 – 21 ***APPROVED***

E. Ronald & Michelle Balcar, 20 Peaslee Road (by Norway Plains Assoc.) Subdivision amendment and conditional use permit to create a single driveway access. Case # 253 – 47-13 – A – 21 ***APPROVED***

F. Granite State Credit Union, 148 & 150 Farmington Road (by Norway Plains Assoc.) Site plan to construct a 2,985 s.f. credit union branch with associated parking and utilities. Case # 208 – 4&5 – GRD – 21 ***APPROVED***

G. Easter Seals New Hampshire, Inc., 215 Rochester Hill Road (by Norway Plains Assoc.) 2-Lot subdivision. Case # 243 – 39 –A – 21 ***APPROVED***

H. Easter Seals New Hampshire, Inc., 215 Rochester Hill Road (by Norway Plains Assoc.) Site plan and conditional use permit to construct a 25,000 s.f. senior housing facility with associated parking and utilities. Case # 243 – 39 – A – 21 ***APPROVED***

I. Green & Company, 19 Old Gonic Road (by Jones & Beach Engineers, Inc.) Preliminary site plan to construct a 164-unit townhouse development. Case # 131 – 10 – R2 – 21 ***PRELIMINARY***

J. 10 Farmington Road, LLC, 14 & 10 Farmington Road (by TF Moran, Inc.) Site plan and conditional use permit to construct an 8,000 s.f. building addition and parking lot expansion. Case# 221 – 158&159 – GRD – 21 **CONTINUED TO 7/12/2021**

K. EFI Express, LLC, 0 Tebbetts Road (by Fuss & O'Neill) Site plan to construct two 6,000+/- s.f. buildings for automotive facility with associated infrastructure. Case# 257 – 66 – I – 21 **APPROVED**

L. JRS, LLC 14 Wadleigh Road (by LALA Associates Engineering, LLC) Site plan to construct a 13,028 s.f. addition to an existing motel. Case# 135 – 35 – HC – 21 **APPROVED**

M. Farmington Associate Properties, LLC, 68 Farmington Road (by Tighe & Bond) Site plan to construct three restaurants, associated parking and drainage. Case# 216 – 9- GRD – 21 **CONTINUED TO 7/12/2021**

N. EIP Communications II, LLC, 156 Lowell Street (by Pro Terra Design Group) Request for an extension to an approved site plan to construct a wireless communication facility.
Case# 244 – 2-1 – A – 21 **APPROVED**

APPLICATIONS REVIEWED BY THE ZONING BOARD OF ADJUSTMENT

Zoning Board of Adjustment scheduled meeting on June 9th was canceled
due to the only applicant requesting a continuance.

APPLICATIONS REVIEWED BY THE CONSERVATION COMMISSION

Conservation Commission met on June 23rd

LP Gas Equipment Inc.; Robert Lefebvre, 111 Northcoast Dr. (by Norway Plains) Conditional Use Permit to expand RR storage to the North. Wetland and wetland buffer impacts are proposed. **RECOMMENDED APPROVAL**

401 No Main Street LLC, 401 No Main Street (by TF Moran) Conditional Use Permit to construct a proposed auto dealership and associated improvements. Wetland buffer impacts are proposed. **RECOMMENDED APPROVAL**

10 Farmington Rd LLC, Rene G. and Luanne E Cardinal, 10 & 14 Farmington Rd. (By TF Moran) Conditional Use Permit to construct an 8000 sf building addition and parking lot expansion. Wetland buffer impacts are proposed. **RECOMMENDED APPROVAL**

The Commission also held a public hearing concerning the acquisition of conservation land by the Society for the Protection of the New Hampshire Forests and to vote on spending Conservation Fund money for this land acquisition located at 215 Rochester Hill Road.
After discussion a motion was made and passed unanimously to spend $170,000 of the available Conservation Funds for this acquisition which allows the Commission a small budget for any easement enforcement they may need until funds are replenished.

APPLICATIONS REVIEWED BY THE HISTORIC DISTRICT COMMISSION

Historic District Commission met June 16th

The Commission members discussed a Historic QR code project which would include marketing of Historic Walk, historic placards along the Walk, and signage in the district – street signs, and historic markers.

The Commission also worked on building heights in the Downtown.   The recommendation sent to the Planning Board was 55 feet with a floor setback of 10 feet then the rear of the building at 75 feet.

ARTS AND CULTURE COMMISSION ACTIVITIES

Arts and Culture Commission met June 24th

The Commission discussed the Art Walk and the locations of the murals being the Fire Station, City Hall Loading Dock doors, the Library, the Police Station, and a sculpture Downtown in Central Square.

The Commission also discussed the upcoming Art Awards which is scheduled for August 9th at the Governor's Inn.

Respectfully submitted,
Shanna B. Saunders,
Director of Planning & Development

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City Clerk's Office

Planning & Development Department
City Hall Annex
33 Wakefield Street
ROCHESTER, NEW HAMPSHIRE 03867-1917
(603) 335-1338 - Fax (603) 330-0023
Web Site: http://www.rochesternh.net

Planning Board
Zoning Board
Conservation Commission
Historic District Commission
Arts & Culture Commission

PLANNING & DEVELOPMENT DEPARTMENT
MONTHLY REPORT FOR JULY 2021

APPLICATIONS REVIEWED BY THE PLANNING BOARD

Planning Board met July 12th for a Regular Meeting and July 19th for a Work Session Meeting.

Lydall, Inc., 134 Chestnut Hill Road Request for an extension to an approved site plan to construct a 46,800 s.f. manufacturing building addition with associated parking, loading area and driveway construction. Case# 216&221 – 32, 186, 187 – I – 20 ***APPROVED***

Thomas & Diane Aubert, 36 Cross Road (by Berry Surveying & Engineering) Excavation operation. Case# 205 – 18 – A – 21 ***WITHDRAWAL***

10 Farmington Road, LLC, 14 & 10 Farmington Road (by TF Moran, Inc.) Site plan and conditional use permit to construct an 8,000 s.f. building addition and parking lot expansion. Case# 221 – 158&159 – GRD – 21 ***APPROVED***

Farmington Associate Properties, LLC, 68 Farmington Road (by Tighe & Bond) Site plan to construct three restaurants, associated parking and drainage. Case# 216 – 9- GRD – 21 ***CONTINUED TO 8/2/2021***

Packy's Investment Properties, LLC, 87 Milton Road Site plan and conditional use permit for change of use from retail to self-storage facility. Case# 210 – 48 – HC – 21 ***APPROVED***

New England Gaming, LLC, 7 Milton Road Site plan to allow a function hall/ charitable gaming operation. Case# 222 – 95 – HC – 21 ***CONTINUED TO 8/2/2021***

APPLICATIONS REVIEWED BY THE ZONING BOARD OF ADJUSTMENT

Zoning Board of Adjustment met on July 14th

Z-21-05 David Waleryszak Seeks an *Administrative Decision Appeal* on basis of the use shouldn't be allowed in the Zone. **Location:** 107 Betts Road, Rochester, Map 204 Lot 12 in the Agricultural Zone. ***DENIED***

Z-21-13 Heather Hatch Seeks a *Special Exception* from Section 24.4 to permit a Home Occupation-3 in the Residential-2 zone. **Location:** 18 Fairway Avenue, Rochester, Map 124 Lot 127 in the Residential-2 Zone. ***GRANTED***

Z-21-14 Astoria Blvd Realty Corp. Seek a *Special Exception* from Section 18.5 to permit the parking of fuel trucks/fuel storage in a 7,000 square foot area in the Highway Commercial zone. **Location:** 323 Gonic Road, Rochester, Map 258 Lot 61 in the Highway Commercial Zone.***GRANTED***

Z-21-15 Acacia, LLC Seeks a *Variance* from Table 18-A and Section 19.2.E to permit the conversion of an existing 12-unit office building to a multifamily 12-unit residential building with less land area than required. **Location:** 165 Charles Street, Rochester, Map 128 Lot 221 in the Neighborhood Mixed Use Zone. ***GRANTED***

Z-21-16 O'Keefe Martin Seeks a *Special Exception* from Table 18-C to permit a food stand/food truck. **Location:** 88 Milton Road, Rochester, Map 210 Lot 6 in the Highway Commercial Zone.***GRANTED***

Z-21-17 Hope on Haven Hill, Inc. Seeks a *Variance* from Table 18-B to permit an office and meeting room in the Residential-2 zone. **Location:** 38 Charles Street, Rochester, Map 125 Lot 214 in the Residential-2 Zone. ***CONTINUED TO 8/11/2021***

APPLICATIONS REVIEWED BY THE CONSERVATION COMMISSION

The Conservation Commission did not meet in the month of July.
The next scheduled meeting is August 25th.

APPLICATIONS REVIEWED BY THE HISTORIC DISTRICT COMMISSION

Historic District Commission met July 21st

Metro by T-Mobile, 42 So. Main Street (by Sundance Sign Co), Certificate of Appropriateness for signage. Case # 120-366-DTC-22 *APPROVED*

Work continued on the CLG Historic District Review Grant by the firm Historic Preservation.

The Commission also continued working the Historic QR Code Project which includes outreach of the Historic District, marketing of the Historic Walk, historic placards along the Walk, and signage in the district; including street signs, and historic markers.

ARTS AND CULTURE COMMISSION ACTIVITIES

The Arts and Culture Commission did not meet in the month of July.
The next scheduled meeting is August 26th.

PLANNING DEPARTMENT NEWS

The Planning Department's work sessions – held the second meeting of the month – have not been lazy an hazy like this summer's weather – not by a long shot. This year has been busy as we work though active construction site's Project Surety, a proposal for Residential in the Granite Ridge Zoning District and, what I want to talk with you about in this month's report - the zoning requirements for building height in the Downtown Commercial Zoning District.

Our downtown is currently an eclectic mix of building types and ages ranging from the two story 1880 woodframe, former "Slims" building, to the 1950's single story store-fronts to the south, to the 4 story 1880's Salinger building.

Some may scoff at that eclectic mix but many on our Planning and Historic District Commission see that as a strength of our Downtown. What the Planning Board and HCD grappled with in July is how do we increase building height in our downtown - in order to increase residential density - while at the same time respecting this eclectic mix of buildings.

What the two boards devised is a new proposed height requirement that acknowledges the common, 13ft commercial, street-level first-floor and the existing floors of residential above that, similar to our existing larger downtown buildings, like the Salinger AND THEN requires a building roof-break step back to visually break up the massing of the building before allowing the building to go up to as high as 75 feet.

What this accomplishes is allowing for the visual landscape of our downtown street to continue focus on the 4-5 story buildings that currently exists today, but at the same time allowing for increased height and increased density behind that. Peter Bruckner, architect by trade, and serving the City on both the HDC and the Planning Board has created some amazing visuals of build-out under this proposal that we hope to share with you at the Public Hearing. We hope you like support this proposal as much as the HDC and Planning Board did.

Respectfully submitted,
Shanna B. Saunders,
Director of Planning & Development

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City Clerk's Office

Rec & Arena Monthly Report

To: Blaine Cox, City Manager
Mayor Lauterborn
Members of the City Council

From: Lauren Krans –Asst. Recreation & Arena Director
Date: August 10, 2021
Re: July 2021 Monthly Report

July Program #'s	
Concert on the Common	175
HP Community Swim	1446
Gonic Community Swim	492
ER Community Swim	1217
Senior Aqua Zumba	147
Senior Cookout	52
Senior Cardio Drumming	44
Senior Swim	180
Senior Zumba Gold	63
Summer Camp	95
Swim Lessons	109
Teen Travel Camp	18
Adult Volleyball	108
July Total	4,146

Fireworks

Our department played an integral role in the planning and execution of the firework show. Department staff was onsite Saturday morning through the end of the show late Saturday evening. Twelve team members, including staff from both the Recreation Department and Rochester Arena were on hand to assist with parking, crowd control, event set up and event clean up. A group of our department staff with the support of school facilities also returned first thing Sunday morning to assist with cleanup of the launch site.

SRPC Features Dominicus Hanson Pines in POP Passport Program

Our Community Center neighbors from the Strafford Regional Planning Commission asked us if we wanted to participate in their Summer Recreation Passport Program as part of their POP (Promoting Outdoor Play) initiative. We jumped at this opportunity to highlight the Dominicus Hanson Pines. "The Pines" is listed as one of eight recreation hot spots across Strafford County. A temporary 'passport stamping station' was installed on the entryway into "The Pines" so that visiting families can get their passport stamped along their adventures. We are excited for the beautiful Dominicus Hanson Pines to be featured in this regional project!

Summer Camp Enrichment Activities

As we were planning for summer camp this spring, we decided in advance we would not schedule any field trips. Our vision was to "Explore Rochester" and utilize the resources right here in town. So far this summer camps have visited the fire station, police department and hosted a visit from the Rochester Elks Drug Education program. Campers are also scheduled to attend a Rochester Public Library Story Walk.

Senior Cookout

Our annual Senior Cookout was a huge success! Participants enjoyed hamburgers, hotdogs, swimming and live music from Bryan Conway-One Man an Entire Band.

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City Clerk's Office

Rochester Fire Department

37 Wakefield St. Rochester, NH 03867
(603) 335-7545

To: Blaine Cox, City Manager

From: Mark E. Klose, Fire Chief

Date: August 9, 2021

Ref: **Monthly Report for July 2021**

On behalf of the Rochester Fire Department, I am pleased to provide you with the following report. The report serves as a summary of the activities, projects and programs underway with the fire department.

DEPARTMENT INFORMATION:

- Manning Station 1 and Station 2 (Gonic)
- 3 Shifts at 10 firefighters (1 Captain, 1 Lieutenant and 8 Firefighters)
- 1 Shift at 9 (1 Captain, 1 Lieutenant and 7 Firefighters)

PERSONNEL:

- 3 new firefighters started Monday July 12th. We welcomed:
  - FF Alex Wood
  - FF Jeremy Bacon
  - FF Richard McCarville
- New Executive Secretary Kelly Gagne started Monday July 12th.

OPERATIONS DIVISION:

- Worked with multiple dealers to outfit Utility 1, Rescue 8 and the New UTV (utility 2) with necessary tools and equipment for responses.
- Placed New Battery-Operated Extrication Tools into service.
- Placed New Mechanical CPR devices into service.
- Responded Mutual aid and managed operations at Building Fire Lebanon, ME.
- Responded and Managed Scene Building Fire Milton, NH.

Rochester Fire Department

37 Wakefield St. Rochester, NH 03867

(603) 335-7545

- Continue daily to find work around to acquire necessary equipment with supply chain issues due to Covid.

INCIDENTS (Total   254   )

July 5, 2021 Engines 2, 5, 3, Truck 9 Chief 4 and K1 and mutual aid to 13 Goldrush for a structure fire.

July 6, 2021 Engine-5 and Chief 1 mutual aid to Northwood for a structure fire.

July 9, 2021 Engine-5, 2, Chief 1 and 2 responded to Ledgeview Drive for multiple homes being flooded due to heavy rains. Chief 2 responded to High Field Commons as well for flooding

July 11, 2021 Engine-2, 3 and Chief 1 mutual aid to Farmington for a deck collapse with injury. Farmington FD was handling a large bark mulch fire and had no personnel available.

July 14, 2021, Engine-5 and Chief 4 mutual aid to Berwick, ME for an appliance fire, cancelled in enroute.

July 17, 2021 Engine-5, Tank-7 and Chief 4 responded mutual aid to 37 Mill Rd Lebanon ME for a structure fire.

July 17, 2021 Engine-5, Tank-7responded mutual aid to 37 Mill Rd Lebanon ME for a re-kindle structure fire

July 18, 2021. Engine 2 responded mutual aid to Barrington for an appliance fire inside a home. Cancelled enroute

July 19, 2021 Engine-5 and Chief 4 responded mutual aid to Milton for a structure fire.

July 22, 2021, Engine-2, 3, Utility-1, Boat 1, UTV-1 Chief 1, Medic 5 and Farmington EMS responded to the end of Crane Drive for a patient with a leg injury. Due to the severity of the patient's leg injury, the patient was extricated using the UTV to Farmington's Ambulance.

July 25, 2021, Engine-5 Mutual Aid to Farmington for a stove fire, cancelled enroute.

Rochester Fire Department

37 Wakefield St. Rochester, NH 03867

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Incident Types

Fire/Explosion- 3
Overpressure/Rupture- 1
Rescue Call- 122
Hazardous Condition- 12
Service Call- 42
Good Intent Call- 33
False Alarm- 37
Severe Weather Incident- 1
Undetermined- 2

Incident Types

Legend:
- Fire/Explosion
- Overpressure/Rupture
- Rescue Call
- Hazardous Condition
- Service Call
- Good Intent Call
- False Alarm
- Severe Weather Incident
- Undetermined
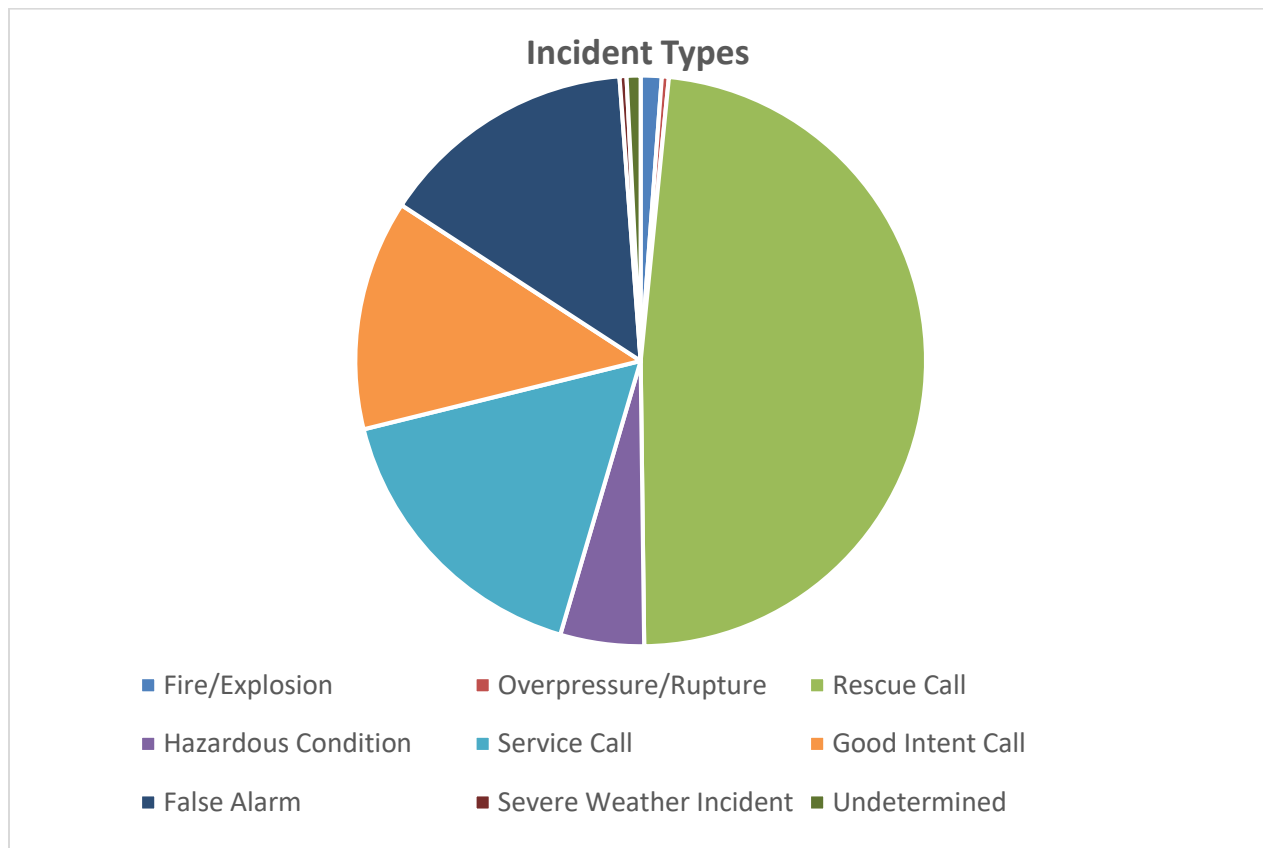
Rochester Fire Department

37 Wakefield St. Rochester, NH 03867

(603) 335-7545

July 22nd Incident behind Rochester Ford

Rochester Fire Department

37 Wakefield St. Rochester, NH 03867

(603) 335-7545

APPARATUS:

Rescue 8 was delivered at Eastern Fire Apparatus getting outfitted. Eastern is having hard time getting supplies/equipment form vendors due to Covid.

EMERGENCY MANAGEMENT:

Rainy month of July. Strafford County is now out of draught conditions. July 9th, heavy rains/run-off caused flooding in two new developments Ledgeview Dr and High Field Commons. Fire Department personnel worked with Public Works personnel to mitigate issues

FUTURE PROJECTS(s):

- Fire Department Records Management Software (RMS) Emergency Response (ER) data entry continues. Should go live September 1st.

FIRE PREVENTION DIVISION:

Report not available.

Rochester Fire Department

37 Wakefield St. Rochester, NH 03867

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TRAINING DIVISION:

Car Seat Safety Program (FF Kaitlin Taatjes and John Boodey)

- Car Seats Installed: **5**

IMC

Total Individual Course Completion Records:	111
Total Present:	102
Total Absentees:	0
Total Credit Hours Awarded:	147.75
Total Course Hours Awarded:	38.00
Total Certifications Awarded:	0
Total Renewal Dates Given:	0

Fire Rescue 1 Academy

Date From: 07/01/2021

Date To: 07/29/2021

Course Completions
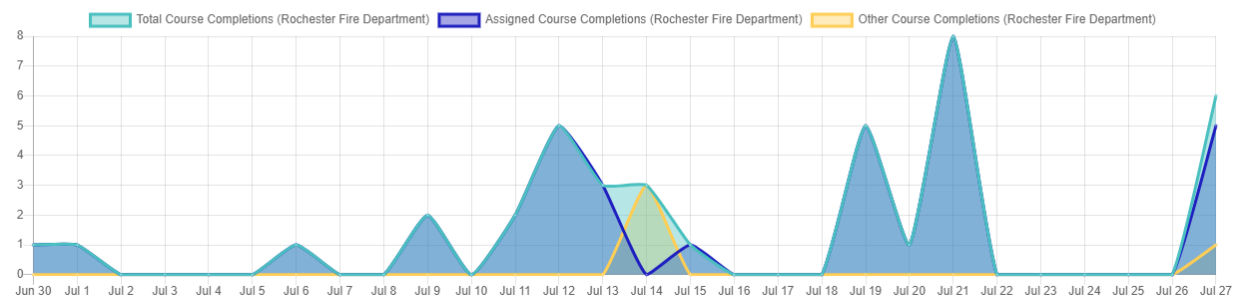
Total Individual Course Completion records: 44

Total Credit Hours Awarded: 44

Rochester Fire Department

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Emergency Reporting (Partial Reporting)
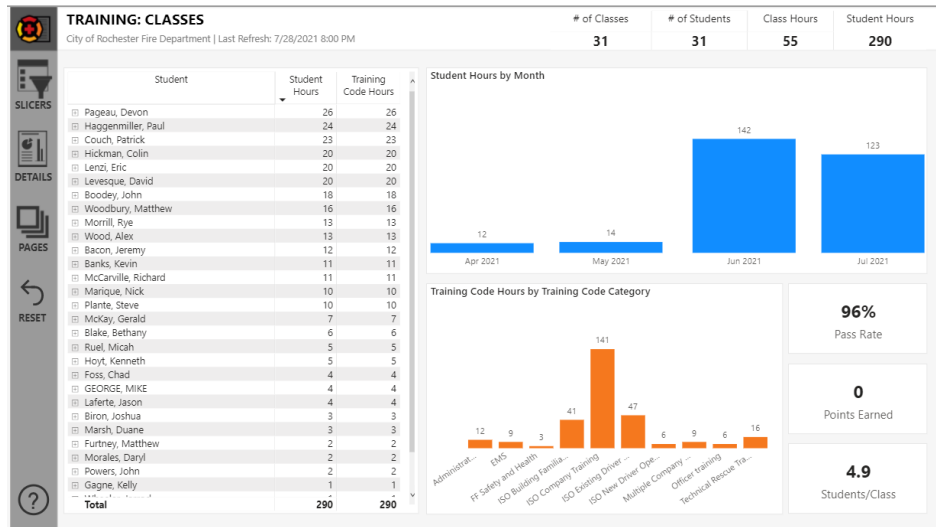
- Continue the onboarding and data transfer of equipment and training information to the "Emergency Reporting Data Platform," and have proceeded with a limited roll out to members for the purposes of recording/creating training reports.
- Organized/scheduled/facilitated the initial "Training Week" for three new employees (12July-16July)
- Attended all required meetings and scheduled events.
- All members continue to perform necessary training required by the "ISO"

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City Clerk's Office

ROCHESTER POLICE DEPARTMENT

PAUL R. TOUSSAINT
Chief of Police

23 WAKEFIELD STREET
ROCHESTER NH, 03867-1933

BUSINESS (603) 330-7127
FAX (603) 330-7159
www.rochesterpd.org
"Dedication, Pride, Integrity"

POLICE COMMISSION

VACANT
Chairman
DAVID R. STEVENS
Vice Chairman
LISA M. STANLEY
Commissioner

August 10, 2021

TO: City Manager Blaine Cox

RE: Monthly Report – July 2021

OPERATIONS: At this time, due to COVID-19, all RUN meetings are on hold.

The investigations bureau had 41 cases submitted for review or were detective generated. There are currently 90 cases assigned. There were three detective call outs and two evidence call outs this period. There were eight cases presented to a virtual Grand Jury, all were true bills. There were ten phones analyzed with Cellebrite. There were eight background investigations and six polygraphs. There were two sex-offender compliance checks. Evidence logged in 315 pieces, returned 29 items to owners and 183 additional pieces were destroyed.

COMMUNITY ENGAGEMENT OFFICER (CEO) and POP UNIT: • Officer Danie has been working on upcoming events.
1) Working with the Rochester Main Street Board that he is on.
2) Helped with the fireworks planning and attended the event itself
3) Attended Crimeline meeting.
4) Planning the RPBA & Crimeline Golf Tournament
5) Worked with the Rec Dept. and arranged for/gave tours of the Police Dept. to various summer camp groups.

Officer Danie continues to be involved with POP officers Robinson and Seager.

Captain Pinkham, Sgt. Benjamin, Officer Danie, Officer Robinson, and Officer Seager also took part in the multi-agency proactive enforcement saturation patrol on July 15. RPD combined efforts with NHSP between the hours of 4pm and midnight.

In addition, both POP officers and the CEO have each assisted patrol during staffing shortages by working patrol overtime shifts. They are also each working a rotating one-week schedule in patrol.

COMPSTAT: In field activity, we had 313 traffic stops, which was up from the previous month. We had 10 arrests from those stops, which were for traffic offenses. There were 99 traffic accidents, which was an increase from the previous month. Of those 99, 10 were parking lot accidents, along with 18 hit & runs. There were 6 arrests from DWI's (2 drug related and 4 alcohol related)—4 of those arrests were from accidents.

With regard to property crimes, we had eight burglary incidents this month, which is up from the previous month, and we have made three arrests from those burglaries. There was a decrease in shopliftings this month with 14, compared to 24 the previous month. With regard to motor vehicle thefts, we had three, one was a person that took their sister's vehicle and went to Vermont. We are not seeing any organized theft rings in this area. There were no notable incidents, or any trends in vandalism. Overall year-to-date (YTD) property crimes are down 15%.

With drug related incidents, we had 18 possessions, 15 drug events, nine overdoses, and one suspected fatal. The P.O.P. unit handled several of these incidents. With the possessions, we are seeing methamphetamine, fentanyl, heroin, and we had one that was crack cocaine.

In violent crimes, we had one robbery for the month, and it resulted in an arrest being made. We had two aggravated assaults that were both DV related. 12 of the 36 simple assaults were DV related. Overall YTD, violent crimes are down 27%.

COMMUNICATION CENTER - DISPATCH: We have a new hire in the center with prior training and experience. She began her duties on July 12. There is still one vacancy. We are accepting applications.

We are looking to collaborate with the fire department on active fires for the dispatchers to gain more experience.

DIVERSION PROGRAM/TEEN DRUG COURT: Nicole will be presenting in August at the NH SRO Conference on Diversion and as part of a panel for the NH Probation Transformation team.

Nicole continues to work with the Strafford County Diversion Program and their new Coordinator, currently working on bringing in local volunteers for her community panels.
Nicole continues to work with the Statewide "NH Race and Equity LE/CJ Workgroup on developing appropriate and effective trainings around cultural diversity, awareness and anti-bias and reworking the RFP for a consultant to set up the anti-bias training given the "divisive environments" legislation.

Nicole prepped everything for NNO as we will be having a non-traditional event August 3 in partnership with Fire and Rec, and Guyer Travel.

Nicole was deposed on the personal contacts in the Juul case.

EMD USE: Display _and_ Deploy: One   Display Only: None

FINANCIAL/PURCHASING: We ended the FY21 budget in overall good financial health for the department with no budgetary concerns.

We have been busy getting all of the annual service fees processed and paid. In order to cover the state mandated increase in Medicare and retirement costs to the city we adjusted the administrative fees charged to vendors for outside details. It has been more than ten years since this was amended. We went from 33.11% to 36%.

We have cruiser bids set for opening on August 5. These are for the frontline cruisers and the ACO vehicle. We are also seeking a backline vehicle but we are waiting to see what the state bid pricing options are going to be.

We have hosted two demonstrations of body cameras from vendors. One from WatchGuard who is currently the vendor for cruiser cameras and the other from BodyWorn by Utility. It is our goal to bring these on line by the close of the calendar year. We are waiting for pricing.

Getting the smaller CIP projects completed will allow us to focus on the building project that will require a great deal of time.

Radio Replacement Project- No major updates on the project. 2-Way will be on premise the first week of August installing the Z-Tron system for station alerting at the fire department, it will also integrate to their eDispatch system for firefighter notifications. They will also be installing some desktop units in the report room and Sgts. Office as the radio signal and reception can be difficult.

Mobile Dispatch Backup-There is nothing new to report. We are waiting for equipment from Motorola.

From the accident in June, the cruiser was deemed totaled. We have been trying to find an unclaimed cruiser at a dealership, without much luck. We will make a formal request with finance to have the insurance check deposited and order a replacement, along with the two cruisers authorized in the budget.

There were several purchases of $5000 or more, which would require a signature from the commission. All of these were associated processes related to the beginning of the fiscal year.

FORFEITURE SPENDING: We spent $38.16 for the K9 Officers dues.

HIRING: Six new officers started on August 2. In addition to other training, Sgt. Cost has been busy getting these recruits all set up. In order for Sgt. Cost to focus on the new recruits, Capt. Thomas has offered to start the planning and facilitating of our next hiring process starting in August.

HONOR GUARD: The Honor Guard participated in the C.H.a.D. East v. West charity football game that was held at Saint Anselm College on July 17. The Honor Guard provided a 4-officer flag detail, and presented the colors at the game. There are no other events currently scheduled.

HOUSING: Officer Mundy and Officer Babine continue to spend a significant amount of time on foot beats and out of the cruiser time to speak with residents. Many issues that arise are resolved through conversation due to these foot beats.

During the heat, the officers checked in on the air-conditioned cooling locations in the community rooms to check on residents utilizing them.

The two Officers have been working together to hand out stickers to children playing nice together, wearing helmets and helping their parents/others. They handed out two bicycle helmets

There were 40 Police related calls for service at the housing properties. These were mostly related to an ongoing neighbor dispute at Cold Spring and calls for service regarding a dementia patient at Wyandotte. The housing officers completed six housing backgrounds for the month.

K-9: Officer Hatch attended a course for K-9 CPR. This was held at The Brook in Seabrook. Even though Officer Hatch and K-9 Gunner are not certified at this time—they are at the point where we can utilize them for missing persons calls, as well as known suspects. If the suspect is unknown, and could potentially be arrested if found by the K-9, requires us to use a certified team.

PROSECUTION - ADULT: Due to limitations in operations being imposed/mandated by the Court, adult prosecution has been working in a reduced capacity; however, they have begun doing more in person.

PROSECUTION - JUVENILE: There were sixty-three new petitions and seven diversion cases. There were also two motions to impose and two motions to bring forward. There were two arraignments set for trial. There were five review hearings, four trials resolved by plea, seven violation hearings. There was one show cause/case status hearing. Additionally there were two motions to bring a case forward for trial and one motion to impose. Lt. Gould was deposed for the JUUL litigation. She also covered juvenile court for Farmington PD during that officer's vacation.

RENTAL PROPERTY OWNERS ASSOC.: Lt. Bossi was not able to attend the last RPOA meeting due to a scheduling conflict.

SCHOOL RESOURCE OFFICERS: In the past Officer's Jackson and Porfido cycle back into Patrol for the summer; however, this summer they will have limited time in Patrol due to other personal leave. Sgt. Deluca, due to his part time status, is off for the summer.

Explorer Post: Officer Jackson
• The Post will be taking a break for the summer months and will resume during the school year in September.

TRAINING: Recruit Officers Moon and Gleason have completed thirteen weeks of academy training and are on track to graduate on August 20. They will finish up in-house training and begin field training shortly thereafter.

Certified Officer Spencer Aube moved to solo patrol this period.

Officers Aaron Garneau and Will Robinson attended a Glock handgun armorer's certification class. Both are now certified to inspect and repair our duty handguns.

In June, we hosted a Taser Instructor Certification course and as part of the benefits of hosting a training, we were able to recertify Sgt. Cory Krochmal and certify Ofc. Tom Butcher as a new Taser instructor at no cost.

Respectfully Submitted,

Paul R. Toussaint
Chief of Police

Rochester Police Department

June 2021 Comp Stat Report
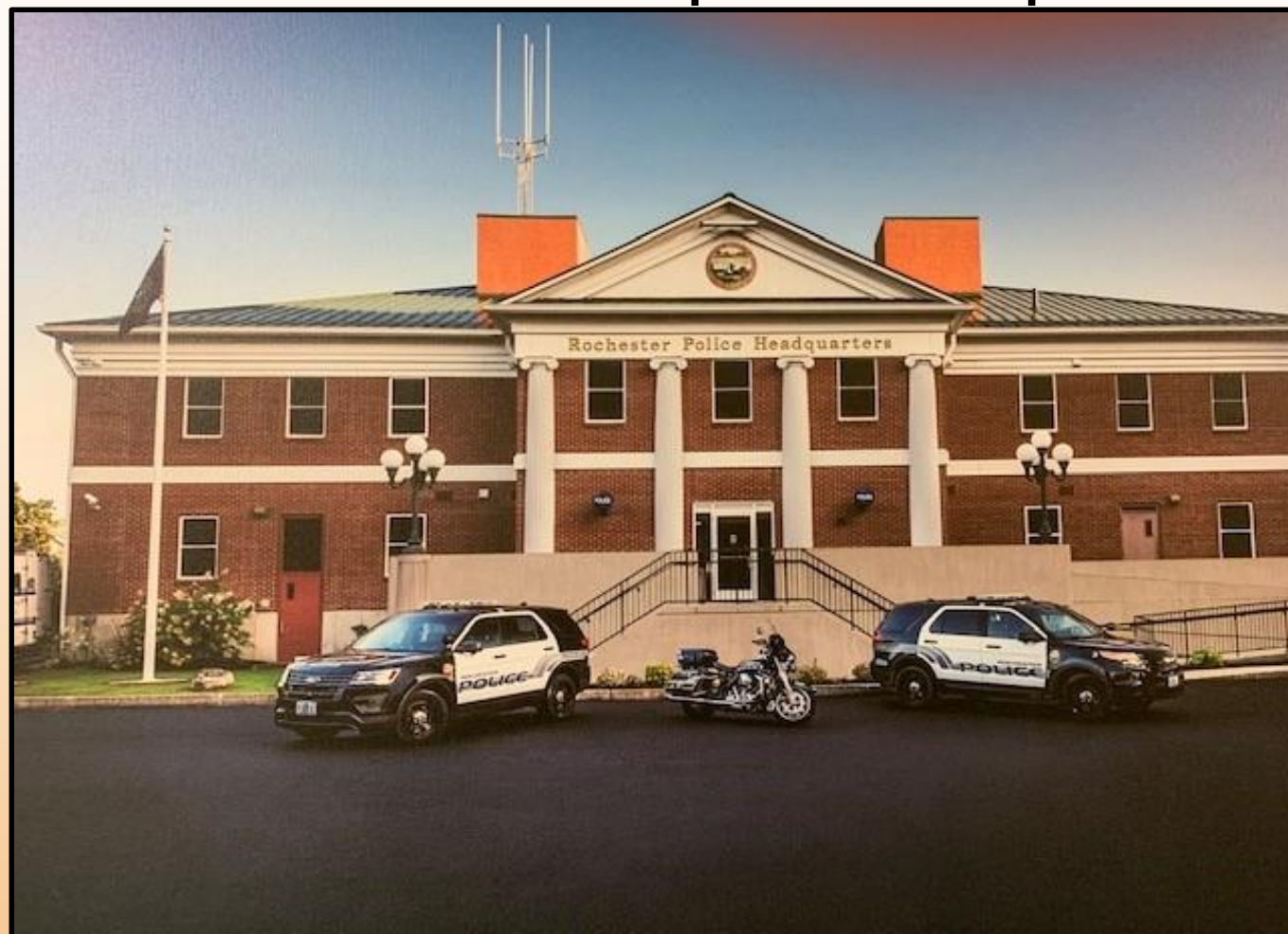
June 2021 Traffic Activities

- Traffic Stops

- Motor Vehicle Crashes

- DWI Incidents

- Traffic Comparisons

Traffic Stops

Traffic Stop Breakdown

- 313 Total Stops

  - 10 Arrests
    - All for traffic related offenses

  - 26 Summons
  - 267 Warnings
  - 5 No Action
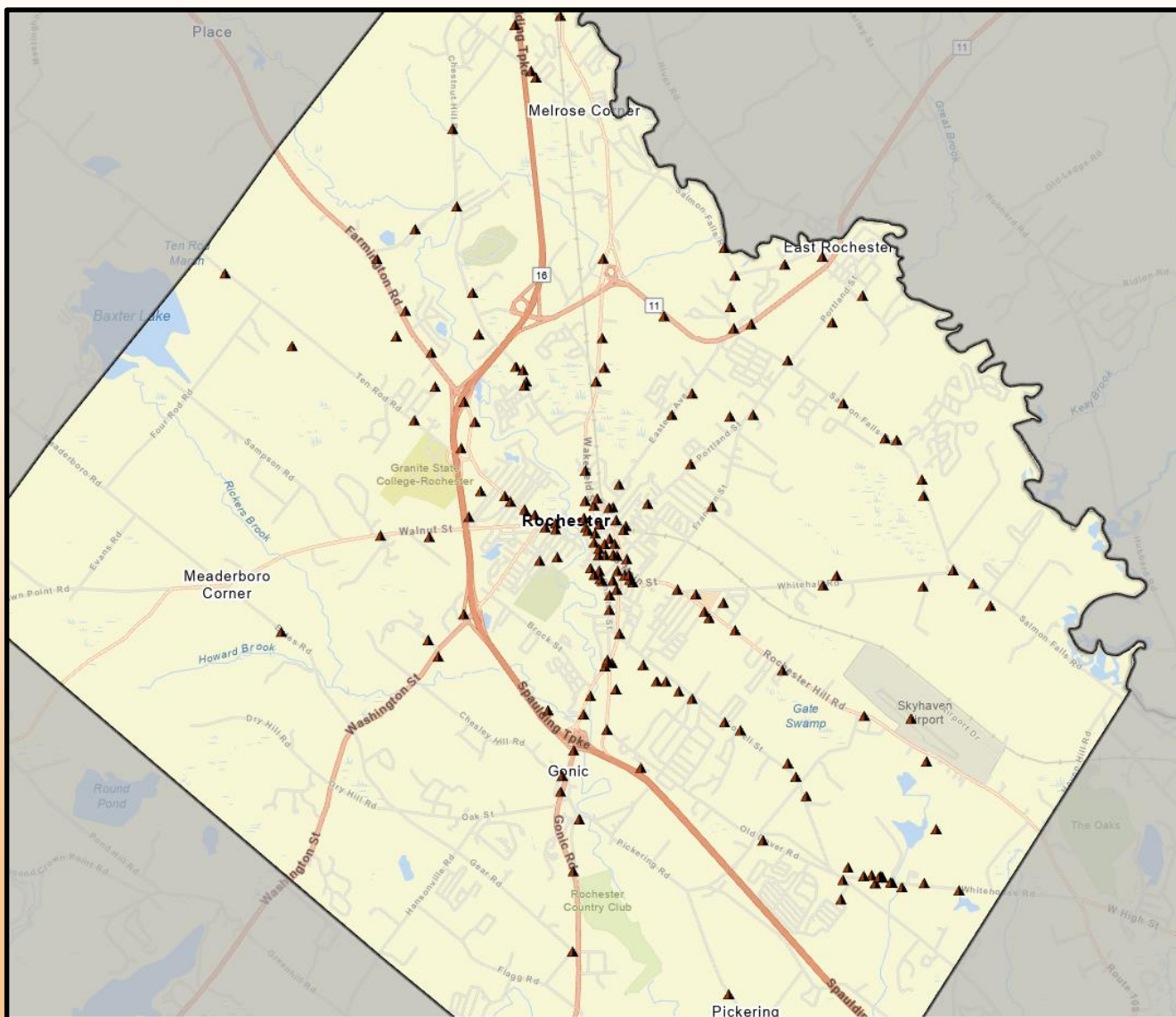
Motor Vehicle Crashes

High Volume Roads

- **99 total crashes**

Significant increase from the previous month. (34%)

- 6 Arrests

- 1 summons issued

- 10 Parking lot crashes

- 18 Hit & Run crashes

Street	#of Accidents
FARMINGTON RD,	11
NORTH MAIN ST,	10
SALMON FALLS RD,	7
GONIC RD,	7
WAKEFIELD ST,	7
SPAULDING TPKE,	6
PORTLAND ST,	5
ROCHESTER HILL RD,	5
MILTON RD,	5
HIGHLAND ST,	4
COLUMBUS AVE,	4
MARKETPLACE BLVD,	4

Crashes
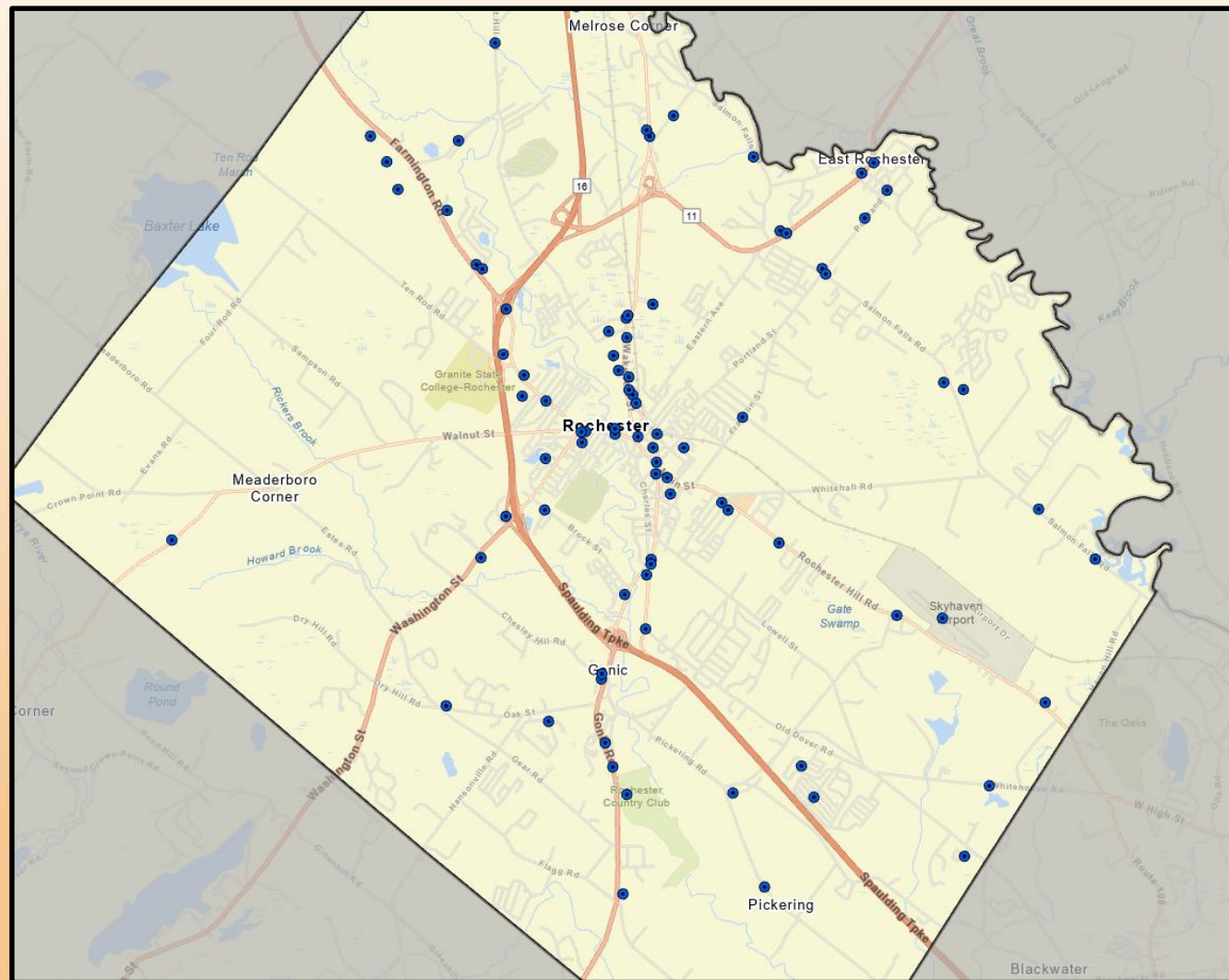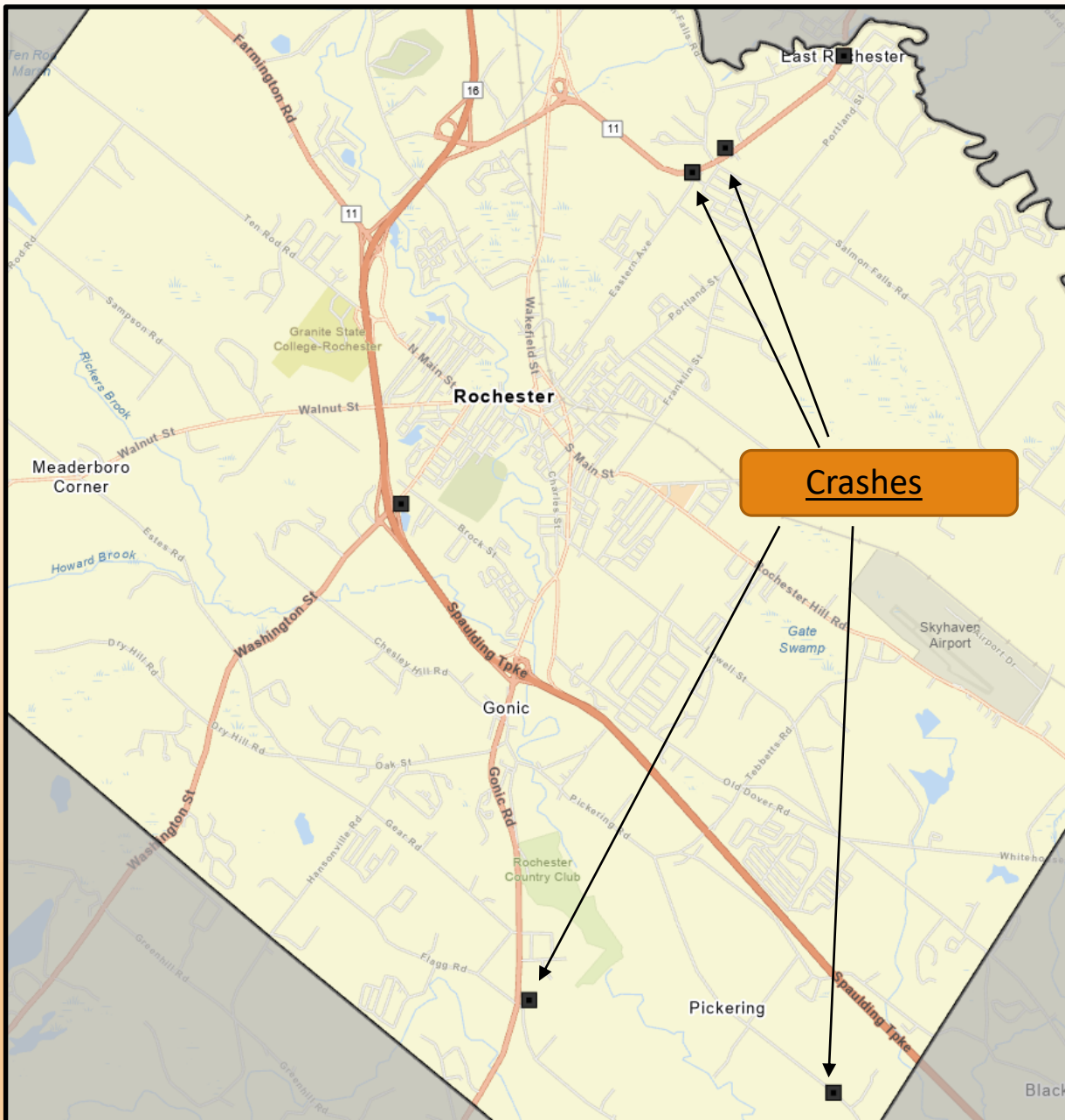
DWI Incidents

Total Incidents – 6
- 2 drug related
- 4 alcohol related

Breakdown:
- 4 Accident related
- 1 Traffic stop (alcohol)
- 1 Welfare Check (drug)

Traffic Activity Comparisons

Specific Crimes	Jun-21	Jun-20	% Change	May-21	% Change	Apr-21	YTD 21	YTD 20	% Change	YTD 19
Traffic Stops	313	326	-4%	245	28%	387	2630	1948	35%	2636
Arrests from Stops	10	16	-38%	16	-38%	17	113	71	59%	117
Summons	26	18	44%	16	63%	22	147	96	53%	106
Warnings	267	284	-6%	200	34%	333	2269	1736	31%	2312
No Action	5	6	-17%	10	-50%	8	72	32	125%	88
Accidents	99	86	15%	74	34%	72	462	417	11%	459
Summons from ACs	1	3	-67%	0	0%	3	14	14	0%	11
Arrests from ACs	6	10	-40%	2	200%	9	32	27	19%	29
Field Interviews	11	10	10%	15	-27%	8	40	50	-20%	49
DWI	6	7	-14%	2	200%	8	45	37	22%	42
Narcotics	2	3	-33%	2	0%	1	18	14	29%	12
Alcohol	4	4	0%	0	0%	7	27	23	17%	30
DWI from Accidents	4	2	100%	0	0%	3	18	10	80%	11

Property Crimes

All Incident Reports												
Specific Crimes	Jun-21	Jun-20	%Change	May-21	%Change	Apr-21	YTD 21	YTD 20	%Change	YTD 2021 Closure Rate	YTD 2020 Closure Rate	YTD 19
Burglary	8	1	700%	4	100%	6	35	29	21%	14%	14%	50
Shoplifting	14	8	75%	24	-42%	10	87	94	-7%	54%	74%	121
Theft from a Building	5	8	-38%	6	-17%	4	39	78	-50%	13%	28%	80
Theft from M/V (including Parts)	10	17	-41%	13	-23%	5	60	47	28%	0%	4%	95
All Other Theft	12	14	-14%	5	140%	7	64	79	-19%	6%	9%	58
M/V Theft	3	4	-25%	2	50%	4	21	23	-9%	29%	13%	18
Vandalism	39	51	-24%	31	26%	21	168	209	-20%	23%	25%	179
Total Property	91	103	-12%	85	7%	57	474	559	-15%	20%	24%	601

Arrests												
Specific Crimes	Jun-21	Jun-20	%Change	May-21	%Change	Apr-21	YTD 21	YTD-20	%Change			YTD 19
Burglary	3	0	0%	0	0%	0	5	4	25%			10
Shoplifting	10	3	233%	13	-23%	5	47	70	-33%			125
Theft from a Building	0	0	0%	2	-100%	0	5	22	-77%			17
Theft from M/V (including Parts)	0	0	0%	0	0%	0	0	2	-100%			6
All Other Theft	2	0	0%	1	100%	0	4	7	-43%			4
M/V Theft	1	0	0%	0	0%	1	6	3	100%			6
Vandalism	6	10	-40%	7	-14%	6	38	52	-27%			79
Total Property	22	13	69%	23	-4%	12	105	160	-34%			247

Drug Incidents

- 7 cases are result of Search Incident to Arrest
- 5 POP related cases
- 4 cases are consent related
- 1 case result of search warrants
- 1 case result of Death Resulting OD investigation

Overdoses/Fatalies by Year
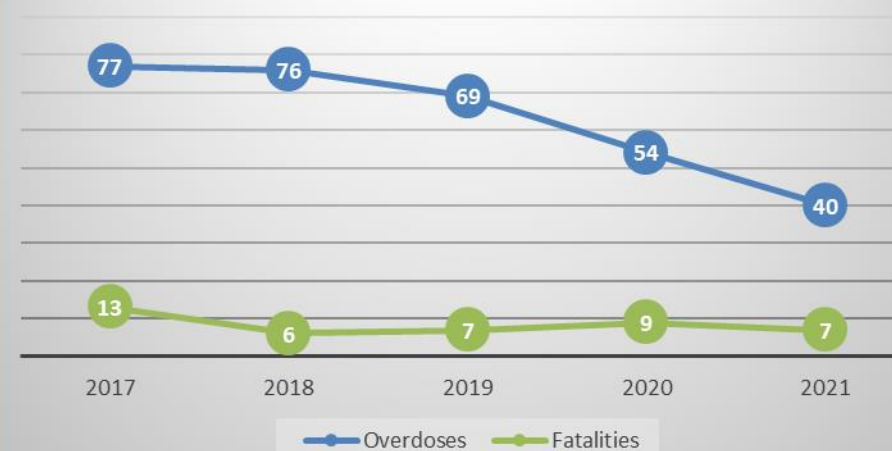
	2017	2018	2019	2020	2021
Overdoses	77	76	69	54	40
Fatalities	13	6	7	9	7

All Incident Reports												
Specific Crimes	**Jun-21**	**Jun-20**	**%Change**	**May-21**	**%Change**	**Apr-21**	**YTD 21**	**YTD-20**	**%Change**	**YTD 2021 Closure Rate**	**YTD 2020 Closure Rate**	**YTD 19**
Possession	18	14	29%	17	6%	9	96	74	30%	31%	57%	72
Drug Events	15	7	114%	9	67%	10	64	29	121%			80
Overdoses	*9*	*12*	-25%	*5*	80%	*10*	*40*	*54*	-26%			69
Fatal Overdoses	*1*	*0*	0%	*0*	0%	*1*	*7*	*9*	-22%			7
Total Drug	**43**	**33**	**30%**	**31**	**39%**	**30**	**207**	**166**	**25%**			**228**
Arrests												
Specific Crimes	**Jun-21**	**Jun-20**	**%Change**	**May-21**	**%Change**	**Apr-21**	**YTD 21**	**TYD 20**	**%Change**			**YTD 19**
Possession	9	4	125%	8	13%	12	30	42	-29%			61

Violent Crimes

All Incident Reports												
Specific Crimes	Jun-21	Jun-20	% Change	May-21	% Change	Apr-21	YTD 21	YTD 20	% Change	YTD 2021 Closure Rate	YTD 2020Closure Rate	YTD 19
Homicide	0	0	0%	0	0%	0	0	0	0%	0%	0%	0
Robbery	1	0	0%	0	0%	0	1	7	-86%	100%	71%	4
Aggravated Assault	3	3	0%	3	0%	3	16	18	-11%	50%	67%	36
*from DV**	*3*	*3*	*0%*	*3*	*0%*	*2*	*11*	*10*	*10%*	64%	100%	*11*
Simple Assault	36	33	9%	19	89%	28	154	207	-26%	48%	50%	197
*from DV**	*12*	*17*	*-29%*	*9*	*33%*	*14*	*74*	*116*	*-36%*	62%	66%	*100*
Total Violent	**40**	**36**	**11%**	**22**	**82%**	**31**	**171**	**232**	**-26%**	**50%**	**47%**	**237**
Arrests												
Specific Crimes	Jun-21	Jun-20	% Change	May-21	% Change	Apr-21	YTD 21	YTD 20	% Change			YTD 19
Homicide	0	0	0%	0	0%	0	0	0	0%			1
Robbery	1	0	0%	0	0%	0	1	5	-80%			3
Aggravated Assault	2	3	-33%	2	0%	1	8	12	-33%			21
*from DV**	*2*	*3*	*-33%*	*2*	*0%*	*0*	*7*	*10*	*-30%*			*8*
Simple Assault	19	16	19%	11	73%	9	74	103	-28%			125
*from DV**	*7*	*12*	*-42%*	*7*	*0%*	*6*	*46*	*76*	*-39%*			*70*
Total Violent	**22**	**19**	**16%**	**13**	**69%**	**10**	**83**	**120**	**-31%**			**150**

Domestic Violence Related Calls

June 2021

Misdemeanor – 23
Felony - 5
90F* - 2

2021 Monthly Comparison

3-Year Comparison

* denotes Domestic Disturbance

2021 Monthly Comparison

	Jan	Feb	Mar	Apr	May**	Jun**
Misdemeanor	20	20	21	17	17	23
Felony	3	2	1	2	3	5
90F*	14	19	18	10	5	2

* denotes Domestic Disturbance

3 Year Comparison

	June 2019	June 2020	June 2021
Misdemeanor	19	21	23
Felony	2	3	5
90F*	16	22	2
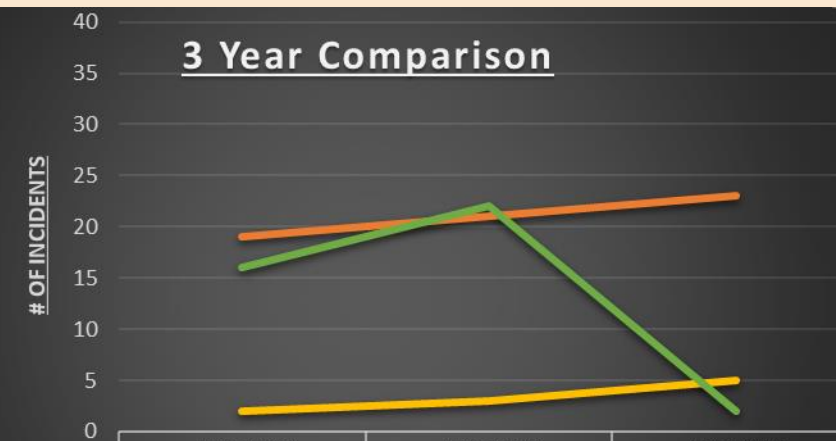
Domestic Violence Related Calls, (cont.)
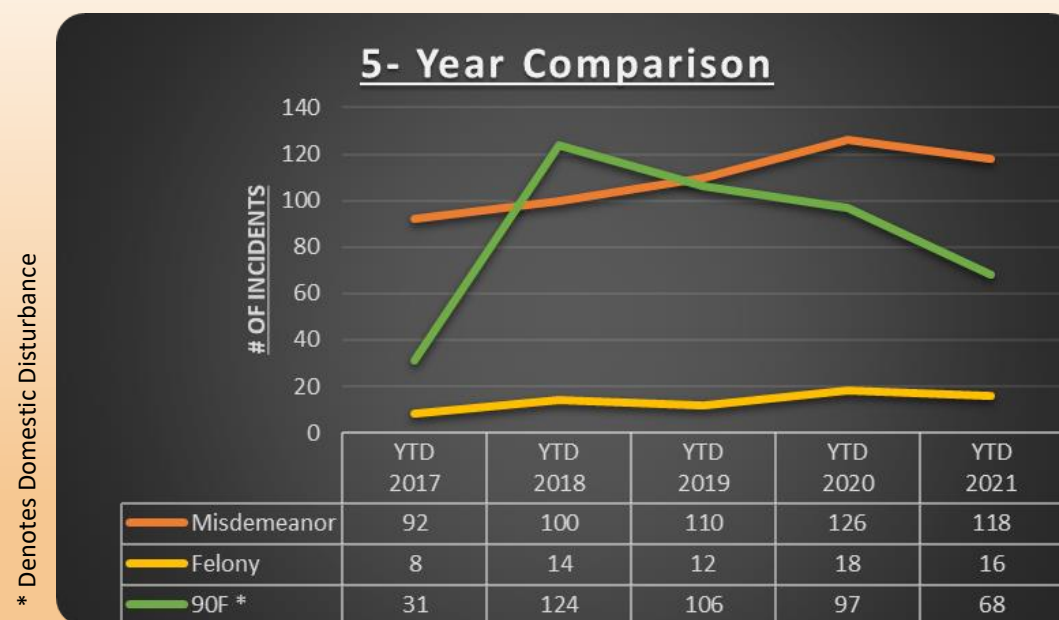
Threshold

Crime	Monthly Average	Normal Range	Current Month	Activity Level
Accidents	85	69-100	99	Normal
Traffic Stop	706	359-1053	313	Moderately Low
DWI	7	5-10	6	Normal
Robbery	2	0-3	1	Normal
Aggravated Assault	5	2-8	2	Moderately Low
Simple Assault	37	28-46	36	Normal
Burglary	8	4-12	8	Normal
Shoplifting	23	15-32	14	Moderately Low
Theft from Building	16	9-24	5	Moderately Low
Theft from MV	15	6-24	10	Normal
MV Theft	3	1-5	12	Normal
Vandalism	35	27-43	39	Normal
Possession	16	10-21	18	Normal
Crime	Monthly Average	Normal Range	Current Month	Activity Level
Violent	44	33-54	39	Normal
Property	117	92-142	91	Moderately Low

Calls for Service 2019 thru 2021

YTD Calls for Service Breakdown 2019 thru 2021

	Priority 1	Priority 2	Priority 3	Total
YTD 2019	2264	5407	3084	10755
YTD 2020	2235	5039	2889	10163
YTD 2021	2210	4881	2639	9730

3-Year Calls for Service Comparison for June

3-Year Total CFS Comparison for June

	Jun
2019	2122
2020	1909
2021	1867
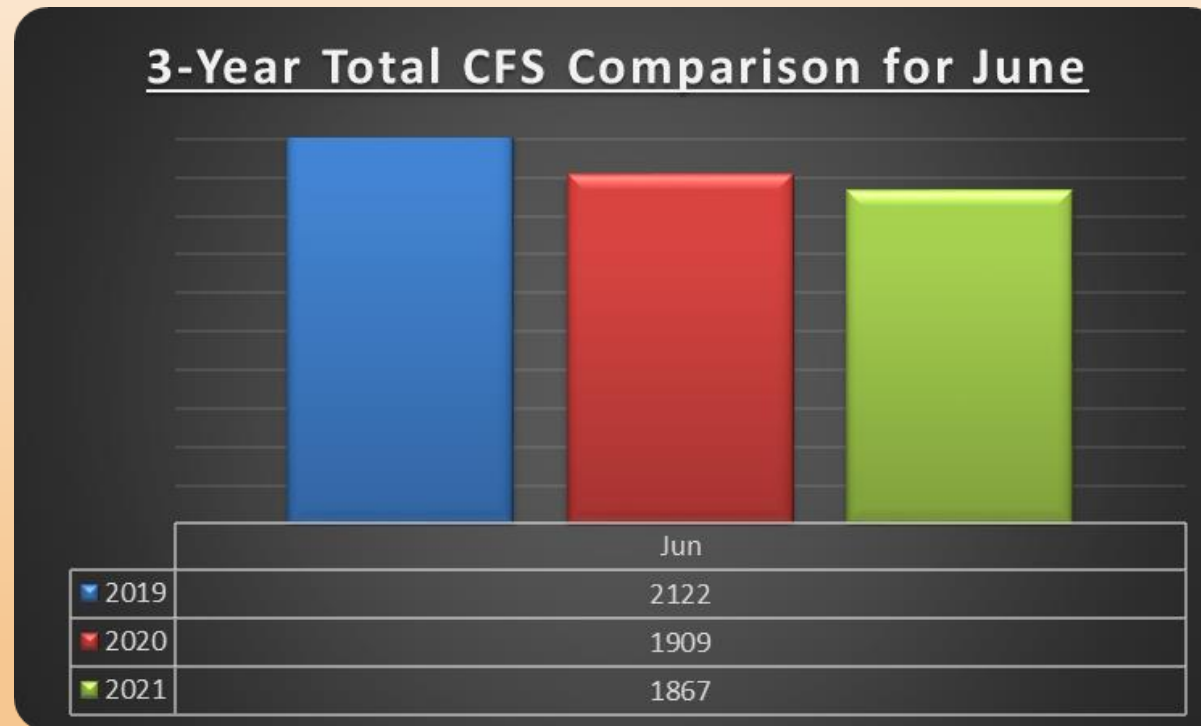
Calls for Service by Priority

Priority 1 CFS 3-Year Comparison for June

	Jun
2019	440
2020	417
2021	390
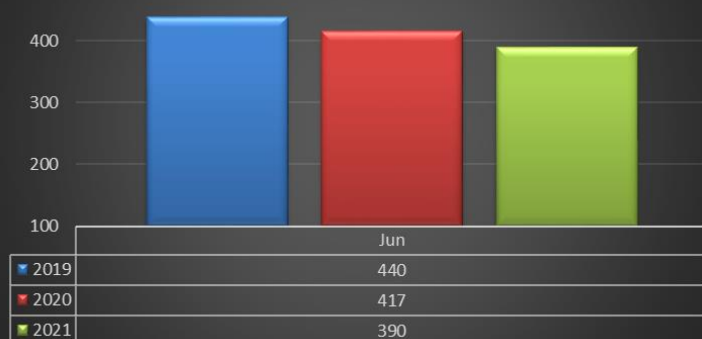
Priority 2 CFS 3-Year Comparison for June

	Jun
2019	1093
2020	933
2021	971
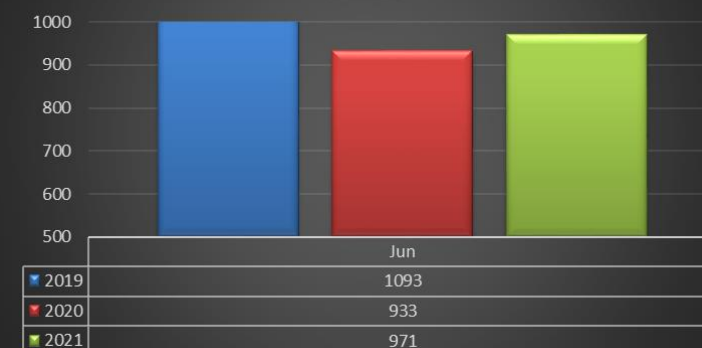
Priority 3 CFS 3-Year Comparison for June

	Jun
2019	589
2020	559
2021	506
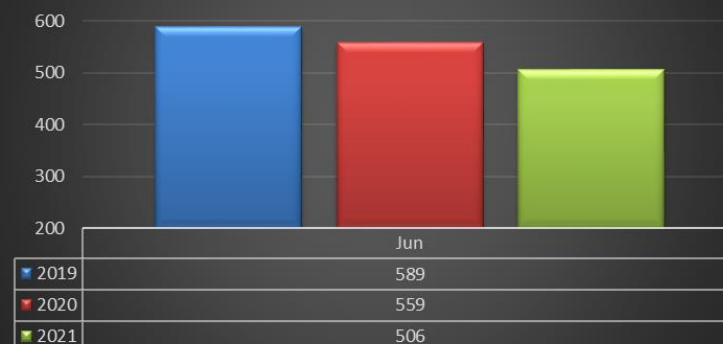
Proactive Hours by Shift

Proactivity by Shift for 2021

Proactivity by Shift for 2021

	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21
Midnights	447	355	380	351	290	198
Days	163	190	236	278	189	95
Evenings	415	284	208	307	197	238
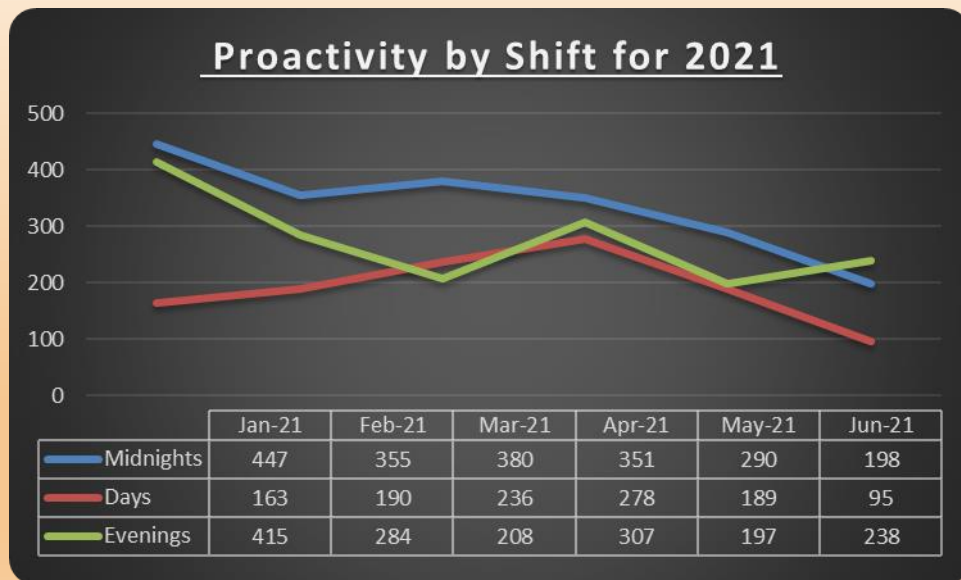
4-year Total Comparison for June

4-Year Total Proactivity Comparison for June

	2018	2019	2020	2021
Jun	733	444	919	531
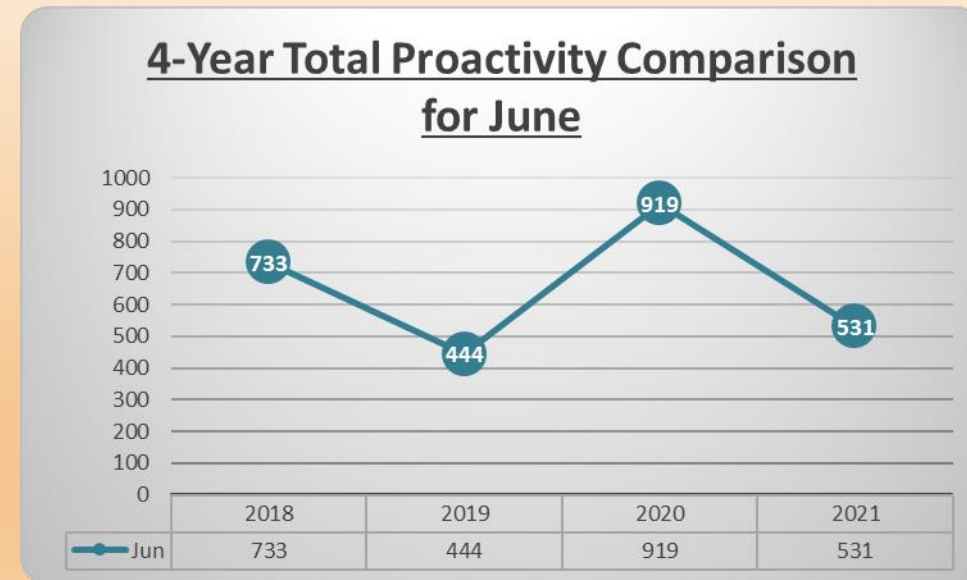
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City Clerk's Office

Rochester Public Library
65 South Main St.
Rochester, NH 03867

Main Desk: (603) 332-1428
Reference: 335-7550
Children's: 335-7549
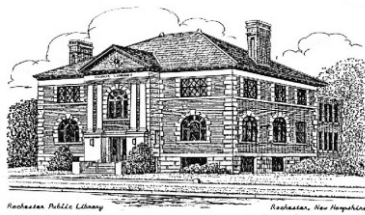Fax: 335-7582
www.rpl.lib.nh.us

MONTHLY REPORT
July 2021

There was a total of 10,908 items circulated with 2,361 people visiting the library in the month of July. One hundred-eighty patrons used the library's Internet computers. Interlibrary loan activity included 109 materials borrowed from other libraries and 164 loaned to other libraries. The library staff continued throughout the month to post interactive content to social media pages and the library's website.

Over twenty people attended the first in person meeting this year for the Friends of the Library. It was wonderful to see familiar and new faces at this successful gathering. Patrons of all ages have been filling the many rainy days of July with the new toys generously donated to the Children's Room by the Friends of the library.

"It was a tea party with your big brother at the library kind of day!"

The Children's Room Staff have been excited through the month of July to host pop-up crafts, including "Playdough Porcupines, Skunk Paintings and Forest Animal Masks, several pop-up story times, and story walks for children of all ages as part of the Children's Summer Reading Program activities. Our creative staff designed and painted rocks to be placed along the story walk path for young readers to enjoy finding along the way.

"Happy Story Walk participants at Pickering Pond"

Our talented Children's Room staff, Jen and Kait, put together an original shadow puppet show video. "How the Bear Lost His Tail" is available on the library YouTube channel and is followed by a short tutorial on how to make your own shadow puppets.

"RPL to Go" continued throughout the month. Patrons selected items online, through email or over the phone and staff members checked-out these items and called with a designated pick-up time. Items were packaged in bags and a contactless picked-up was available in the ground floor lobby. Over 85 appointments for pick-up were made throughout the month of July.

Two hundred ninety-seven of our library patrons downloaded 1,610 e-books to media devices through the library's web site this month. The RPL website also enabled 30 patrons access to the Mango Languages, Chilton, and Legal Forms databases along with 431 digital downloads from Hoopla.

City of Rochester Tax Collector's Office
July 31, 2021

Tax Year		Annual Warrant	Collected Amount	Collected %	Uncollected Amount	Uncollected %
2021	Semi Warrant	34,662,377	32,990,445.03	95.18%	1,671,931.97	4.82%
2020		68,438,739	67,624,683.32	98.81%	814,055.68	1.19%
2019		66,169,796	65,618,355.27	99.17%	551,440.73	0.83%
2018		63,834,824	63,516,323.61	99.50%	318,500.39	0.50%
2017		60,524,791	60,360,097.26	99.73%	164,693.74	0.27%
2016		58,196,003	58,085,157.46	99.81%	110,845.54	0.19%
2015		56,938,119	56,863,266.94	99.87%	74,852.06	0.13%
2014		55,068,779	55,016,497.41	99.91%	52,281.59	0.09%
2013		53,324,262	53,281,589.17	99.92%	42,672.83	0.08%
2012		50,952,912	50,920,575.22	99.94%	32,336.78	0.06%
2011		48,856,892	48,825,161.72	99.94%	31,730.28	0.06%
2010		47,308,832	47,284,386.23	99.95%	24,445.77	0.05%
2009		46,898,827	46,880,812.52	99.96%	18,014.48	0.04%
2008		46,522,769	46,511,557.26	99.98%	11,211.74	0.02%
2007		42,964,450	42,955,598.49	99.98%	8,851.51	0.02%
2006		40,794,160	40,788,679.88	99.99%	5,480.12	0.01%
2005		38,024,453	38,020,097.00	99.99%	4,356.00	0.01%
2004		36,065,496	36,061,348.37	99.99%	4,147.63	0.01%
2003		33,310,579	33,306,755.65	99.99%	3,823.35	0.01%
2002		29,725,878	29,722,554.10	99.99%	3,323.90	0.01%
2001		26,943,136	26,940,506.27	99.99%	2,629.73	0.01%
2000		25,415,248	25,413,243.68	99.99%	2,004.32	0.01%
1999		22,973,308	22,971,980.41	99.99%	1,327.59	0.01%
1998		30,592,529	30,590,734.68	99.99%	1,794.32	0.01%
1997		29,835,914	29,834,230.90	99.99%	1,683.10	0.01%
1996		27,726,424	27,724,777.67	99.99%	1,646.33	0.01%
1995		27,712,029	27,711,835.43	100.00%	193.57	0.00%
				Total Uncoll:	3,960,275.05	

Tax Collector
Doreen Jones, CTC

Online Credit Card Payments (Citizen Self Service)		
CSS Count FY 22		
Month	**Total $$**	**# of Payments**
July	$ 1,305,628.13	1039
Aug		
Sept		
Oct		
Nov		
Dec		
Jan		
Feb		
Mar		
Apr		
May		
June		
Totals	$ 1,305,628.13	1039

Auto Registration Totals FY 22		
Month	Total $$	# of Transactions
July	$ 503,573.94	3397
Aug		
Sept		
Oct		
Nov		
Dec		
Jan		
Feb		
March		
April		
May		
June		
Totals	$ 503,573.94	3397

Rochester, New Hampshire
Inter office Memorandum

TO: **Blaine Cox**
City Manager

FROM: **Todd M. Marsh**
Director of Welfare

SUBJECT: **Analysis of Direct Assistance for July 2021.**

DATE: **August 2, 2021**

This office reported 97 formal case notes for the month of June.

Voucher amounts issued were as follows:

	10 Families 3 new	9 Singles 4 new
Burial	650.00	650.00
Dental	.00	.00
Electricity	200.00	198.00
Food	.00	.00
Fuel heating	.00	.00
Mortgage	.00	.00
Prescriptions	.00	.00
Rent	3,180.50	900.00
Temporary Housing	380.00	1,460.00
Transportation	.00	182.99
TOTAL	**$4,410.50**	**$3,390.99**

General Assistance above represents an average cost per case/family of $441.05 and case/Individual of $376.77 for this month.

Total vouchers issued: $8,451.49

There was an increase of $5,454.99 in vouchers issued this month compared to July 2020. There was an increase of $2688.49 in vouchers issued this month compared to last month.

We received reimbursements from the Interim Assistance Program SSI, State Medicaid and Personal Reimbursements totaling $0

NOTES:
July budget impact includes the Covid-19 Pandemic situation, including executive orders regarding temporary prohibition of evictions and foreclosures. Utility companies continue to practice increased flexibility with customers. Homeless management for individuals experiencing chronic life living difficulties continue.