

AGENDA

SPECIAL MEETING COMMITTEE ON ADMINISTRATION/INFORMATION SYSTEMS

May 29, 2012

Aldermen Greazzo, O'Neil,
Shea, Ouellette, Katsiantonis

6:00 p.m.

Aldermanic Chambers
City Hall (3rd Floor)

1. Chairman Greazzo calls the meeting to order.
2. The Clerk calls the roll.
3. Communication from Andy Vachon, Recreation Enterprise Manager, requesting that all licensing and permitting fees be waived for the City's Independence Day celebration.
Gentlemen, what is your pleasure?
4. Banner application submitted by Our Lady of the Cedars Church for the Elm Street location for two weeks - August 6, 2012 through August 20, 2012.
Gentlemen, what is your pleasure?
5. Communication from the Mayor of Pendik, Istanbul, Turkey regarding sister city relations.
(Note: Information regarding sister city relationships submitted by the Economic Development Director is attached.)
Gentlemen, what is your pleasure?
6. Communication from Matthew Normand, City Clerk, submitting a request from the President of the Manchester Farmers Market for a lease agreement with the City and a waiver of all permit fees.
Gentlemen, what is your pleasure?

7. Communication from Kevin Kincaid, License & Compliance Coordinator, regarding a peddler's license application for Pinnacle Security, LLC.
Gentlemen, what is your pleasure?

TABLED ITEMS

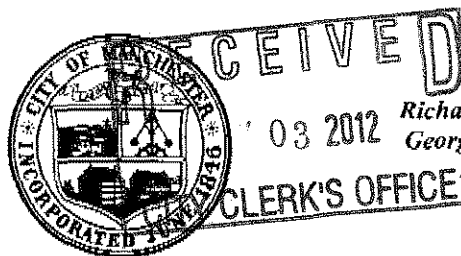
A motion is in order to remove any item from the table.

8. Presentation by Robert Cote, President of Brattle Consulting Group, Inc., regarding SubItUp.com and its impact on the Manchester Police Department.
(Note: Retabled on 8/30/2010; Police Department to evaluate through December 2010. Originally tabled 4/20/2010.)
9. Communication from Leon LaFreniere, Director of Planning & Community Development, requesting approval of the proposed cell phone policy for the Planning & Community Development Department.
(Note: Tabled 2/21/2012; Director of Planning & Community Development to provide the Cell Phone Policy for the Information Systems Department and a review of the proposed policy from the City Solicitor.)
10. There being no further business, a motion is in order to adjourn.

Kevin A. Sheppard, P.E.
Public Works Director

Timothy J. Clougherty
Deputy Public Works Director

Peter D. Capano, P.E.
Chief of Parks, Recreation & Cemetery



Commission
Richard E. Powers, Chairman
George "Butch" Joseph, Clerk
Andrew Manning,
William Craig

CITY OF MANCHESTER
Highway Department
Parks, Recreation & Cemetery Division

To: Committee on Administration
From: Andy Vachon, Recreation Enterprise Manager
Re: Independence Day Celebration
Date: May 2, 2012

The Parks, Recreation and Cemetery Division will be holding a fireworks display with vendors for the City's Independence Day Celebration at Arms Park on Tuesday, July 3, 2012 with a rain date of Thursday, July 5, 2012.

I respectfully request that all licensing and permitting fees be waived for this City Event as they have been in the past.

Thank you,

A handwritten signature in black ink, appearing to read 'Andy Vachon', written over a horizontal line.

Andy Vachon

Cc: Kevin Sheppard P.E.
Cc: Peter Capano P.E.



MUNICIPAL BANNER APPLICATION

Office of the City Clerk/ One City Hall Plaza/ Manchester, NH 03101/ 603-624-6455

Name of Event: Mahrajan 2012

Name of Sponsoring Organization: Our Lady of the Cedars Church

Contact Person for Event: Rev. Fr. Thomas P. Steinmetz

Contact's Phone: (603) 623-8944

Contact's Email (optional): oloc.church@comcast.net

Date of Event: August 17, 18, 19, 2012

Time period requested for banner exposure: Two weeks August 6 - 20

Number of cross-street banners: One
(maximum of 2 at any given time)

Location of banner(s):

<i>Office Use Only</i>	
Date Received:	<u>5/21/12 MK</u>
Committee Review:	_____
Committee Action:	_____
Insurance Carrier:	<u>attached</u>
Fee Submitted:	<u>\$500.00</u> <u>CK 10233</u>

<u>Elm Street</u>	\$500.00
Hanover Street	\$125.00
Kelley Street	\$125.00

In the area below illustrate (or attach to this application) **exactly** how your banner will appear:

See attached

Signature of responsible party indicating that you have read the City of Manchester Municipal Banner Policy:

Name: Fr. Thomas P. Steinmetz

Date: May 15, 2012

MAHRAJAN



BestFestNH.com
140 Mitchell Street



August 17 – 19
FREE Admission



Our Lady of the Cedars Church Middle Eastern Food Festival

The logos are just for placement and may vary according to sponsors.

Certificate of Coverage

Date: 5/14/2012

Certificate Holder
 Diocese of Newton for Melkites in the United States, Inc.
 3 VFW Parkway
 Roslindale, MA 02131-1022

Covered Location
 Our Lady of Cedars Melkite Church
 140 Mitchell St
 Manchester, NH 03103

This Certificate is issued as a matter of information only and confers no rights upon the holder of this certificate. This certificate does not amend, extend or alter the coverage afforded below.

Company Affording Coverage
 THE CATHOLIC MUTUAL RELIEF
 SOCIETY OF AMERICA
 10843 OLD MILL RD
 OMAHA, NE 68154

Coverages

This is to certify that the coverages listed below have been issued to the certificate holder named above for the certificate indicated, notwithstanding any requirement, term or condition of any contract or other document with respect to which this certificate may be issued or may pertain, the coverage afforded described herein is subject to all the terms, exclusions and conditions of such coverage. Limits shown may have been reduced by paid claims.

Type of Coverage	Certificate Number	Coverage Effective Date	Coverage Expiration Date	Limits
Property				Real & Personal Property
D. General Liability <input checked="" type="checkbox"/> Occurrence <input type="checkbox"/> Claims Made	8437	3/1/2012	3/1/2013	Each Occurrence
				General Aggregate
				Products-Comp/OP Agg
				Personal & Adv Injury
				Fire Damage (Any one fire)
				Med Exp (Any one person)
Excess Liability				Each Occurrence
				Annual Aggregate
Other				Each Occurrence
				Claims Made
				Annual Aggregate
				Limit/Coverage

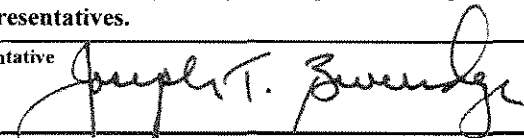
Description of Operations/Locations/Vehicles/Special Items (the following language supersedes any other language in this endorsement or the Certificate in conflict with this language)

Coverage only extends for claims arising from Our Lady of Cedars Melkite Church's placement of their annual festival banner across Elm Street from August 6th through August 20th, 2012.

Holder of Certificate **Cancellation**

Additional Protected Person(s)
 City of Manchester, New Hampshire

Should any of the above described coverages be cancelled before the expiration date thereof, the issuing company will endeavor to mail 30 days written notice to the holder of certificate named to the left, but failure to mail such notice shall impose no obligation or liability of any kind upon the company, its agents or representatives.

Authorized Representative 

0305000482

ENDORSEMENT

(TO BE ATTACHED TO CERTIFICATE)

Effective Date of Endorsement: 8/6/2012
Cancellation Date of Endorsement: 8/21/2012

Certificate Holder: Diocese of Newton for Melkites in the United States, Inc.
3 VFW Parkway
Roslindale, MA 02131-1022

Location: Our Lady of Cedars Melkite Church
140 Mitchell St
Manchester, NH 03103

Certificate No. 8437 of The Catholic Mutual Relief Society of America is amended as follows:

SECTION II - ADDITIONAL PROTECTED PERSON(S)

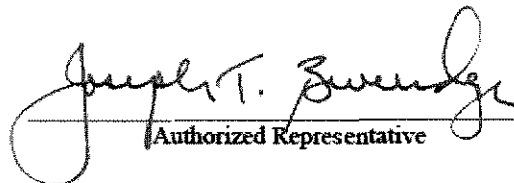
It is understood and agreed that Section II - Liability (only with respect to Coverage D - General Liability), is amended to include as an Additional Protected Person(s) members of the organizations shown in the schedule, but only with respect to their liability for the **Protected Person(s)** activities or activities they perform on behalf of the **Protected Person(s)**.

It is further understood and agreed that coverage extended under this endorsement is limited to and applies only with respect to liability assumed by contract or agreement; and this extension of coverage shall not enlarge the scope of coverage provided under this certificate or increase the limit of liability thereunder. Unless otherwise agreed by contract or agreement, coverage extended under this endorsement to the **Additional Protected Person(s)** will not precede the effective date of this certificate of coverage endorsement or extend beyond the cancellation date.

Schedule - ADDITIONAL PROTECTED PERSON(S)
City of Manchester, New Hampshire

Remarks (the following language supersedes any other language in this endorsement or the Certificate in conflict with this language):

Coverage only extends for claims arising from Our Lady of Cedars Melkite Church's placement of their annual festival banner across Elm Street from August 6th through August 20th, 2012.


Authorized Representative



PENDİK MUNICIPALITY

May 1, 2012 New Business Referred to Manchester

April 21, 2012

Municipality of Manchester, NH
One City Hall Plaza
Manchester, NH 03101

RE: Sister City Relationship

Dear Mr Ted **GATSAS**,

I kindly extend you the warmest greeting from Pendik


The municipality of Pendik, Istanbul/TURKEY is pleased to welcome the possibility of establishing sister city relations with the municipality of Manchester, New Hampshire/USA

We strongly believe that municipality level interrelation and dialog between countries give nations opportunities to understand and appreciate eachother's cultures. Such partnership could yield various social and cultural exchanges as well as the exchange of business ideas.

Typically, Sister City relationships are initiated by local foreign residents and organizations formed by such residents. To accomplish such visionary partnership, Turkish Cultural Centre of New Hampshire (TCCNH) and Turkish American Businessman and Improvement Development Council of New Hampshire (TABID New Hampshire) have been established and operating successfully. In regard to strengthening of such relationship, we hope that mutual sharing of knowledge and experience would bring cultural enlightenment to both parties.

In this regard, I would like extend you the invitation to visit Pendik Municipality in Turkey and further colloborate the sister city idea in near future at your convenience.

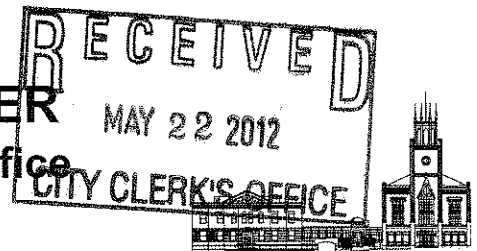
Regards,


Dr. Kenan SAHIN
Mayor of Pendik



CITY OF MANCHESTER

Economic Development Office



May 22, 2012

Phil Greazzo, Chairman
Committee on Administration and Information Systems
Board of Mayor & Aldermen
One City Hall Plaza
Manchester, NH 03101

Re: Proposed Sister City Relationship with Pendik, Turkey.

Dear Chairman Greazzo and Members of the Board:

Sister City relationships are primarily intended to foster cultural, educational, informational and trade exchanges between American communities and their counterparts abroad. Some communities actively pursue their sister city relationships including official visits, trade missions and cultural and educational exchanges. Other relationships are largely passive or inactive. Other than approval of associated resolutions and drafting letter agreements, there are no requirements or costs and the scope of the relationship is entirely up to the participants. General guidelines and sample agreements from Sister Cities International are attached along with some information on the potential economic impacts of Sister City relationships.

In the Fall of 2011, the Economic Development Office, on behalf of the City and in partnership with the Greater Manchester Chamber of Commerce, joined Sister Cities International to pursue formal Sister City Relationships with compatible communities abroad. Though our current focus has been on developing a Sister City relationship with Manchester, England, there is no limit on the number of relationships a City can have. Manchester has established informal Sister City relationships in the past; however, since the City was not previously a member of Sister Cities International, the relationships were not officially sanctioned.

The Turkish delegation that recently visited Manchester was assisted by the Turkish Cultural Center of New Hampshire. Our office has previously met with this group and is aware that they are anxious to develop stronger economic ties to Manchester and New Hampshire generally. Turkey is one of the world's fastest growing economies and is New Hampshire's 9th largest trading partner.

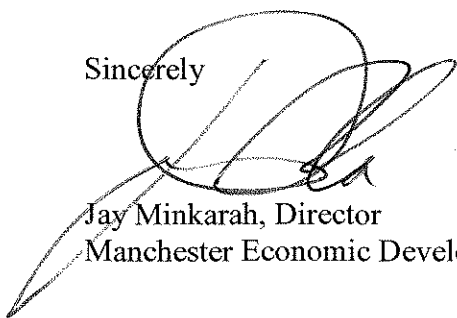
The City of Pendik itself is a district in the Province of Istanbul, on the Asian side of Turkey located on the Sea of Marmara. Essentially it is an outlying suburb of the City of Istanbul with a population of about 600,000. The City is characterized as being a largely working-class community and many of its residents are refugees from Bosnia. Pendik has two universities, a Formula One racetrack and a nearby airport. Their website (www.pendik.bel.tr) can be viewed in English.



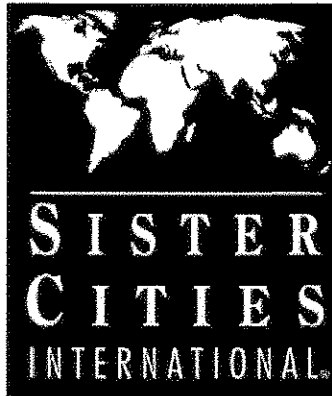
View of Pendik

I would be pleased to provide any additional information and materials as needed. Thank you for your consideration.

Sincerely


Jay Minkarah, Director
Manchester Economic Development Office

One City Hall Plaza, Manchester, NH 03101 Phone (603) 624-6505 Fax (603) 624-6308
E-mail: econdev@manchesterNH.gov www.manchesterNH.gov



Sample Letters and Agreements

Letters of Invitation and Acceptance

Sister City Agreements

Memorandums of Understanding

Original City Agreements

SISTER CITIES INTERNATIONAL

1301 Pennsylvania Avenue, NW, Suite 850
Washington, DC 20004 USA
Phone: 202-347-8630 Fax: 202-393-6524
info@sister-cities.org www.sister-cities.org

General Guidelines

In order for a sister city/county/state partnership to be recognized by Sister Cities International® (SCI), the two communities must sign formal documents which clearly endorse the link. This presumes several key items: that the U.S. community is already a member of SCI and has followed proper procedures (e.g. passed a city council resolution declaring the intent to twin with the specific city); that both communities share a mutual commitment to the relationship; and that both have secured the necessary support structure to build a lasting relationship. For details and guidelines regarding your organizational structure, please contact SCI national headquarters.

SCI refers to your formal document as a “Sister City Agreement.” However, as the following examples show, the actual name and format of your documents is left up to you.

The forms in this packet are meant to be used as guides only – please adapt the language to reflect the specific goals of your partnership.

In addition:

- ✓ Documents should be written in English and in the language of the counterpart community. Consider using official letterhead and/or embellishment to reflect your unique relationship.
- ✓ Documents must be signed by the top elected official of both communities.
- ✓ Official documents are usually signed during a formal ceremony sealing the affiliation. Be sure both communities receive a signed set of the official documents for their records. (Please also send copies to SCI.)
- ✓ It is strongly recommended that all official documents be reviewed and updated every few years.

Sample Letter of Invitation

Date _____

The Honorable _____
Mayor/County Commissioner/Governor of _____
Address _____
Address _____
Country _____

Dear _____,

It is with great pleasure that I invite the City/County/State of _____ to enter into a sister city/country/state affiliation with the City/County/State of _____. This invitation is on behalf of the many citizens of our community who have come to know and love the city/county/state of _____ and vote unanimously in favor of the affiliation.

As we look to the future of this alliance, we envision a growing awareness and appreciation of each other's culture and people. From small beginnings, we hope this partnership will continue for many generations, fostering educational, economic and professional exchanges. We look forward to the limitless possibilities of this relationship.

Although this partnership must begin on an official basis between the governments of our two communities, we see the strength and vitality of this long-term association resting wholly in the hands of our citizen volunteers and participants. To this end, we have designated a group of men and women to enlist voluntary support in our community. We suggest that a similar body of individuals be assembled in your city/county/state.

We truly hope that the city/county/state of _____ will seriously consider the opportunity to partner with our wonderful city/county/state. We eagerly await your decision.

Sincerely,

Signature

Sample Letter of Acceptance

Date _____

The Honorable _____
Mayor/County Commissioner/Governor of _____
Address _____
Address _____
Country _____

Dear _____,

It is with great pleasure that I accept the invitation to establish a sister city affiliation with the City/County/State of _____. I accept the invitation on behalf of the many citizens of our community who have come to know and love the City/County/State of _____ and vote unanimously in favor of the affiliation.

As we look to the future of this alliance, we envision a growing awareness and appreciation of each other's culture and people. From small beginnings, we hope this partnership will continue for many generations, fostering educational, economic and professional exchanges. We look forward to the limitless possibilities of this relationship.

Although this partnership must begin on an official basis between the governments of our two communities, we see the strength and vitality of this long-term association resting wholly in the hands of our citizen volunteers and participants. To this end, we have designated a group of men and women to enlist voluntary support in our community. We suggest that a similar body of individuals be assembled in your city/county/state.

We sincerely appreciate the invitation and look forward to the wonderful opportunities that await our communities in the future.

Sincerely,

Signature

Sample Sister City Agreement

Whereas, the Sister City Program, administered by Sister Cities International®, was initiated by the President of the United States of America in 1956 to encourage greater friendship and understanding between the United States and other nations through direct personal contact; and

Whereas, in order to foster those goals, the people of _____ (*U.S. City*) and _____ (*International City*) in a gesture of friendship and goodwill, agree to collaborate for the mutual benefit of their communities by exploring educational, economic and cultural opportunities.

Whereas, we agree to support and encourage opportunities for mutually beneficial practical exchanges in the fields of _____. (*Choose those which apply—business, arts and culture, health, science, education, sports, tourism, etc.*)

Whereas, _____

(Consider detailing the specifics of your proposed exchanges, methodology of community support, and so on ...)

Now Therefore, _____ (*U.S. City*) and _____ (*International City*) do hereby proclaim themselves Sister Cities, and declare their intent to abide by these guidelines indefinitely according to Sister Cities International® policies.

*This document goes into effect on the date of signature,
and is written in both English and in _____.
Both texts have equal power.*

Official

Official

Signature and Date

Signature and Date

Sample Memorandum of Understanding

Whereas, in the spirit of friendship and goodwill, the sister cities of _____ (U.S. City) and _____ (International City), agree:

1. To support and encourage visits by the citizens of both cities;
2. To establish affiliations between schools and organizations (such as Rotary, Optimists, Kiwanis) of both cities;
3. To promote cultural exchanges in the fields of _____ by working with local _____;
4. To develop a mutual understanding of the citizens of both cities by exchanging various information and material;
5. To encourage official visits between representatives from each community. The representatives can include, but are not limited to, civic, church, business, school and government officials.

The success of this endeavor will be the responsibility of the Sister City Associations of each city with the support of the citizens of both _____ (U.S. City) and _____ (International City).

*The foregoing instrument is acknowledged before us,
on behalf of our two communities*

on this _____ day of _____, 20____,

in the city of _____,

by the _____ (Officials) of

_____ (U.S. City) and _____ (International City).

Official

Official

Signature and Date

Signature and Date



THE CITY OF NEW YORK
OFFICE OF THE MAYOR
NEW YORK, N.Y. 10007

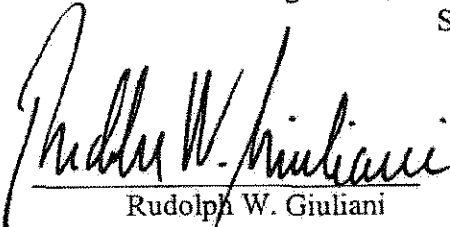
**THE NEW YORK CITY-LONDON SISTER CITY PARTNERSHIP
Memorandum of Understanding**

The Sister City partnership between New York City and London will foster mutually beneficial solutions to common challenges for these two great cosmopolitan entities. Consequently, the Sister City relationship between the two will be one of the most important in their network of global partnerships, as it strives to:

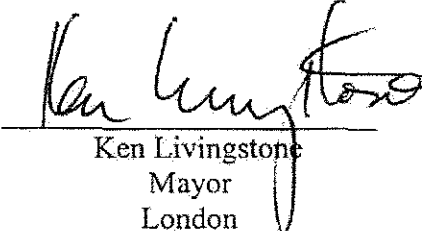
- Encourage and publicize existing exchanges between London and New York City so that they can flourish to benefit a wider cross-section of the citizens of both;
- Support and promote the development of new social, economic, academic and community programs to encourage both cities' citizens to share their experiences as a medium for learning from one another;
- Generate an improvement of the operation of the cities' various government agencies by serving as a conduit of information;
- Identify themes, common to both, that can generate new initiatives to further and nurture the increasingly powerful financial, social and cultural relationships between the cities;
- Promote key mayoral priorities relevant to both London and New York City;
- Provide financial or in kind support to community-led programs that advance the aims of the Sister City partnership;

With the above purposes in mind, the Mayor of the City of New York and the Mayor of London solemnly confirm that these two cities are united by an official partnership by the protocol of this Memorandum of Understanding.

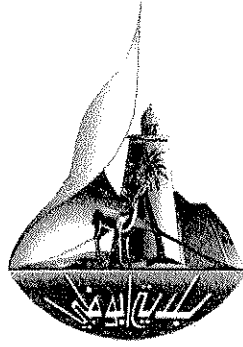
This agreement will go into effect from the date of signatures.
Signed in March of 2001



Rudolph W. Giuliani
Mayor
New York City



Ken Livingstone
Mayor
London



دائرة بلدية أبوظبي وتخطيط المدن
ABU DHABI MUNICIPALITY & TOWN PLANNING

**AN AGREEMENT FOR THE ESTABLISHMENT OF
SISTER CITIES RELATIONSHIP
BETWEEN
THE CITY OF ABU DHABI (U. A.E)
AND
HOUSTON , TEXAS (U.S.A)**

The Sister City Program, administered by Sister Cities International, was initiated By the President of the United States of America in 1956 to encourage greater Friendship and understanding between the United States and other nations through Direct personal contact; and

In order to foster those goals, the people of Abu Dhabi and Houston, in a gesture of Friendship and goodwill, agree to collaborate for the mutual benefit of their Communities by exploring education, economic and cultural opportunities.

Abu Dhabi and Houston, sharing a common interest in energy , technology and medicine, and the desire to promote mutual understanding among our citizens do hereby proclaim themselves Sister Cities beginning on the 13th day of March 2001, the date of Houston City Council resolution establishing the Sister City relationship became effective.

Signed on this 26 of October 2002, in duplicate in the Arabic and English Languages, both text being equally authentic.

**Sheikh Mohammed bin Butti Al Hamed
Chairman of Abu Dhabi Municipality
& Town Planning**

**Lee P. Brown
Mayor of Houston**

REAFFIRMATION OF SISTER CITIES DECLARATION

adopted by

**THE HONORABLE RICHARD M. DALEY
MAYOR OF CHICAGO**

and

**THE HONORABLE ZHANG RONGMAO
MAYOR OF SHENYANG**

ON

JUNE 5, 1995

On this the tenth anniversary of the signing of a sister city agreement, in order to further the traditional links of friendship between Chicago and Shenyang and to reaffirm their mutual aspiration to work in unison for the benefit of their cities and nations, the Honorable Mayor Richard M. Daley, Mayor of the City of Chicago, and the Honorable Zhang Rongmao, Mayor of the City of Shenyang, on this fifth day of June 1995, do hereby acknowledge and reaffirm the sister cities agreement between the City of Chicago and the City of Shenyang.

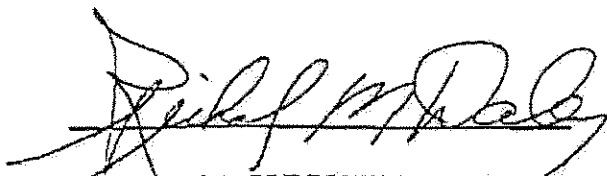
The City of Chicago and the City of Shenyang on the basis of friendly cooperation, equality and mutual benefit will continue to develop a sister cities relationship to promote and broaden economic cooperation and cultural exchanges between the two cities.

The two cities do hereby declare their interest in exploring the establishment of business and trade relations between Chicago and Shenyang.

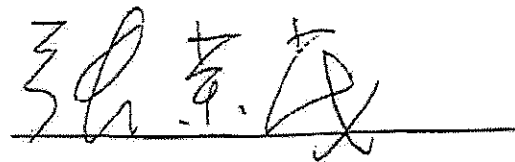
In addition, exchanges will be promoted in the area of the arts such as exhibits, music, dance and other cultural activities.

In addition, exchanges will be promoted in education and the establishment of contacts within educational institutions encouraged.

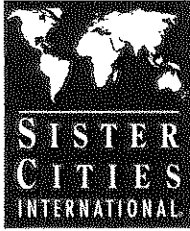
In addition, we declare our intention to promote exchanges in such fields as science and technology, sports, health, youth and any areas that will contribute to the prosperity and the further development of friendship between the people of our two cities.



**THE HONORABLE RICHARD M. DALEY
MAYOR OF CHICAGO**



**THE HONORABLE ZHANG RONGMAO
MAYOR OF SHENYANG**



Sister Cities International: Economic Development Opportunities

Building long-term, sustainable bridges of cultural understanding and economic development worldwide.

Sister Cities International, (SCI) is a volunteer network of over 600 US member cities, independently linked to over 2,000 partnerships in 136 countries. SCI has a proven 55 year track record of developing strong social and political international partnerships.

In addition to education and cultural programming the SCI network also creates meaningful business and economic development opportunities as well.

In 2010 Globalscope Develop LLC was commissioned to produce a community impact survey of the SCI citizen diplomacy network. The following findings are extrapolated from surveyed SCI members:

- **40% have economic development exchanges with their international partner.**
- **51% have gained new business relationships since 2005.**
- **60% are partnering with local chambers of commerce or local offices of economic development.**

However:

Nearly 70% responded to having missed economic development opportunities due to a lack of financial resources to implement programs.

Examples of Economic Impact at the Local Level

The following sister city programs understand that relationships are key to successful business ventures and have learned to leveraged their sister city partnerships to create economic development opportunities.

- **The Phoenix Sister Cities Commission's** annual economic forum engages 200 local business representatives and international business leaders across its eight sister cities to discuss the economic advantages of the North American Free Trade Agreement (NAFTA), expansion of the European Union, and the growth of China and how they can jointly benefit. A study conducted in 2005 found that its sister cities programs had economic impact of \$7.5 million on the city of Phoenix, including \$2.8 million in international visitors (with an increase in 8,900 visitors) and \$2.7 million in Company Expansions (three company expansions resulting directly from sister city relationships). Additional profit stemmed from an increase in local jobs (50 direct construction jobs and 47 indirect jobs were created over a 3 year period on the construction of Japanese Friendship Garden, Panda Sculpture, and the Irish Cultural Center), training programs, and exchange students (via housing, lodging, entertainment, food and tuition).
- **Louisville, KY and Tamale, Ghana** started with person-to-person relationships and small level tradel trade – like the Ghanaian garment maker who sold her goods through an apparel and tailoring shop in Louisville's Highlands. These relationships then spurred discussions for a five-year plan that would increase workforce training and economic development in both

communities. Two years into the plan, the two cities accomplished their goals and used their successful joint education initiatives as the foundation for more recent expansion into a separate, for-profit, economic-development organization known as "EconVillage." By 2005, there was a contract among EconVillage, Wayne Supply Co. (a Louisville Caterpillar dealer) and the Ghanaian government amounting to almost \$20 million to sell used Caterpillar government to the Ghanaian government. Susan Herlin of Sister Cities of Louisville notes, "sister cities is sort of like a matchmaker network... just like with any other kind of relationship, it can then become the basis of things like this economic development connection."

- A representative of United Airlines in **Chicago** narrates, "the head of our Asia business was trying to win a large account. We brought a group of businessmen from the company to the U.S., and the members of the Osaka Sister Cities Committee came to O'Hare for a reception with them. We were able to win the account and get that business away from Japan Airlines. Having the committee there showed a sensitivity to Japanese culture by an American company and an American city." Similarly, Motorola parlayed a request for sponsorship during a 2004 visit to China into private meeting with vice-mayor about the expansion of communications network in Shanghai. "Three months later, we won the \$40 million contract. That would have been impossible without sister cities."
- A regional partnership in southeast Virginia holds a network of 21 sister cities, including **Chesapeake, Hampton, Newport News, Norfolk, Portsmouth, Suffolk, and Virginia Beach**. It hosts a competition for university students to create programming and scripting for online modeling and simulation, and works to create strong linkages between municipalities, universities, and technology businesses, with the final success directly affecting local defense companies.
- As a result of long standing sister city relationships with Guadalajara, Jalisco and Monterrey, Nuevo León, the City of **San Antonio** founded the Casa San Antonio trade office. "Casa San Antonio is the direct link to Mexico for the San Antonio business community," explains its website. The program assists companies interested in exporting products and services to Mexico and has seen a great deal of success and multiple duplications. Business relationships can also build sister cities partnerships. San Antonio has an extensive relationship with Japan due in large part to the Texas - Japan office. This foreign trade office has helped to forge a sister city relationship with Kumamoto City, in addition to assisting companies like Sony Microelectronics and Toyota Motor Manufacturing with locating plants in San Antonio.
- **The City of Tacoma and the Port of Tacoma** launched the 18-month Fuzhou Pilot Project, which aims to expand trade with China and attract foreign investment in Tacoma. "Our two regions have shared numerous exchanges to expand and strengthen trade and cultural ties," says Port of Tacoma Commissioner Connie Bacon of the sixteen-year sister city relationship. "China is now Tacoma's largest trading partner by both volume and by dollar value, and Fuzhou is a key gateway to this market. As we continue to strengthen our relationship, both the people of Fuzhou and Tacoma will benefit for generations to come." Tacoma has several Sister Ports – including, Kitakyushu and Vladivostok.

For more information and to discover how your business can benefit from a global network, contact Sister Cities International at info@sister-cities.org or (+1) 202.347.8630.

*Matthew Normand
City Clerk*




*Heather Freeman
Assistant City Clerk*

*JoAnn Ferruolo
Assistant City Clerk*

CITY OF MANCHESTER
Office of the City Clerk

MEMORANDUM

TO: Committee on Administration/Information Systems
Aldermen Greazzo, O'Neil, Shea, Ouellette, Katsiantonis

FROM: Matthew Normand
City Clerk 

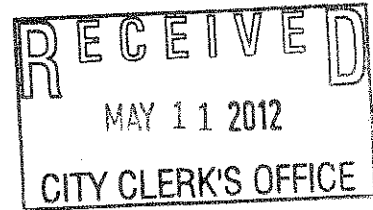
DATE: May 24, 2012

RE: Communication from the Manchester Farmers Market

We have received the attached communication from Charlie Reed, President of the Manchester Farmers Market seeking a lease agreement with the City of Manchester. I have spoken at length with Mr. Reed about his request and his organization is also seeking a waiver from all permit fees including his required Fair permits with my office and related parking fees for the portion of Concord Street that the market occupies during the season.

Mr. Reed has indicated that this matter is time sensitive .

May 10, 2012



The Honorable Mayor and Board of Aldermen
City of Manchester
One City Hall Plaza
Manchester, NH 03101

Dear Mayor and Board of Aldermen,

For going on the past 10 years I have been the president of the farmers market here in Manchester. In order to fill our insurance requirements to protect the City and the Farmers Market we need to have a street address (Concord and Pine) and a lease agreement with the City hopefully along the same lines as we have had in the past.

For 14 years now we have both appreciated and enjoyed a great working relationship with the City and Intown and look forward to continuing that relationship. Hopefully we can get together soon as the market is set to open next month.

Thank you for your consideration in this matter.

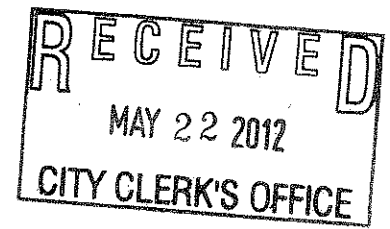
Respectfully yours,

A handwritten signature in cursive script that reads "Charlie Reid".

Charlie Reid,
President of the Manchester Farmers Market
Stone Wall Farm
97 McCrillis Road
Nottingham, NH 03290
603-679-8101



OFFICE OF THE CITY CLERK
Business Licensing & Enforcement Div.
One City Hall Plaza
Manchester, NH 03101
Tel: (603) 624-6348 Fax: (603) 624-6481



May 22, 2012

To: Committee on Administration/Information Systems

From: Kevin M. Kincaid
Business Licensing & Compliance

Re: Peddler's License application for Pinnacle Security, LLC
1290 Sandhill Rd,
Orem, UT 84058

A representative for Pinnacle Security, LLC, obtained an application to operate as a peddler in Manchester. The representative was informed of the city's licensing requirements and that they could not go door-to-door without proper licensing.

Approximately 2 days later we were contacted by members of the Manchester Police Department regarding persons from this company going door to door without a license.

After being stopped by the Manchester Police, a company representative submitted a license request for 10-15 employees to solicit door to door in Manchester.

Due to their disregard of our city ordinances an examination of this company showed multiple issues in NY, Ohio, Utah, Missouri and Florida regarding aggressive business practices.

Based on this information we are requesting the Board of Mayor and Alderman review their application.

Kevin M. Kincaid
Licensing & Compliance Coordinator
Business Licensing & Enforcement Div.
Office of the City Clerk



1290 Sandhill Road
Orem, Utah 84058
801-437-1030

May 4, 2012

To whom it may concern,

The following packet is an explanation of our company and what we do. If approved, we will be soliciting in the area for the sales and installation of home protection products. Also if approved we will be adding additional representatives in the coming weeks. Please contact James Morphis (Area Manager), with any questions at 818-641-8920. Thank you for your time and consideration.

Thank you,

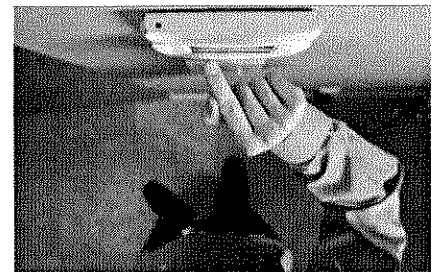
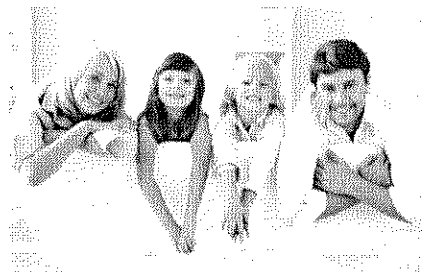
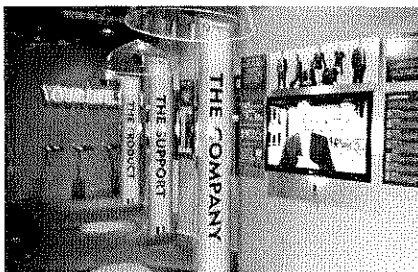
Grant Carlson

Regional Sales Manager

gcarlson@pinnsec.com

PINNACLE SECURITY 1290 Sandhill Road - Orem, Utah 84058 | 801.437.1020

YOUR LIFE. SECURE.



MISSION STATEMENT

Pinnacle Security is an industry leader in promoting and deploying security solutions that help individuals realize the peace of mind that comes from securing the things that matter most





COMPANY OVERVIEW

Pinnacle Security (<http://www.pinnaclesecurity.com>) is a residential security company that deploys geographically-focused teams of licensed sales representatives and installation technicians to markets around the United States and Canada. Our door-to-door consultative approach helps us build strong customer relationships and meet the individual security needs of each of the families we protect. Pinnacle Security maintains between 60 and 70 local summer sales offices nationwide and is headquartered in Orem, Utah.

Customer Support

As a leader in the North American residential security industry, Pinnacle Security has been protecting families since 2001 and has provided home security solutions to over 300,000 customers nationwide in the past ten years alone. Pinnacle Security has partnered with Devcon Security to provide service and support for its customer base. Devcon has a nation-wide footprint of full service branches and a network of year-round regional service technicians to ensure our customers get prompt, effective service for their needs.

Regulatory Compliance

Pinnacle Security maintains over 7,000 state and local licenses for more than 2,000 sales representatives and installation technicians. The company also employs a full-time Licensing and Compliance staff to ensure all sales and installation representatives fulfill Pinnacle's promise of protecting families with honesty and integrity (see "Licensing and Sales Compliance").

Financial Stability

Pinnacle Security is financially backed by Golden Gate Capital, a San Francisco-based private equity investment firm with approximately \$13 billion of capital under management. Golden Gate is the funding partner for well-known brands such as Eddie Bauer, Macaroni Grill and Zale Corporation. Pinnacle also partners with subsidiaries of Bank of America and Wells Fargo & Company for access to a \$275 million revolving credit facility.

Giving Back

The company's mission is to promote and deploy security solutions that help individuals realize the peace of mind that comes from protecting the things that matter most. Pinnacle Security takes this commitment seriously, and has established the "Pinnacle: Securing Hope" program, which is designed to impact lives and communities both close to home and abroad. To date, the company has raised and donated over \$300,000 in goods and services for both local and international charities.

QUICK FACTS

HEADQUARTERS- Orem, Utah

HISTORY - Now in its 10th year of operations, Pinnacle Security owners and senior management have employed their combined industry experience to provide a customized solution of protection and service to customers.

LICENSING - Pinnacle Security maintains a full-time Licensing and Compliance staff, which maintains over 7,000 state and local licenses.

NUMBER OF CUSTOMERS - Pinnacle Security has provided home security solutions to over 300,000 customers over the last ten years.

PINNACLE SECURITY EXECUTIVE TEAM -

Jared Chappell, President
Steve Zolman, President of Sales
Mark Macintosh, Sr VP of Operations
John Barlow, General Counsel

CONTACT - If you have questions, concerns, or need to reach a company representative, please contact:
Stuart Dean, VP of Corporate Communications
Pinnacle Security, 801-616-4388
sdean@pinnaclesecurity.com



**PARTNERSHIP
OVERVIEW**

**SERVICE
SUPPORT
BILLING
MONITORING**

PREFERRED PARTNER DEVCON SECURITY PROVIDES SERVICE AND SUPPORT

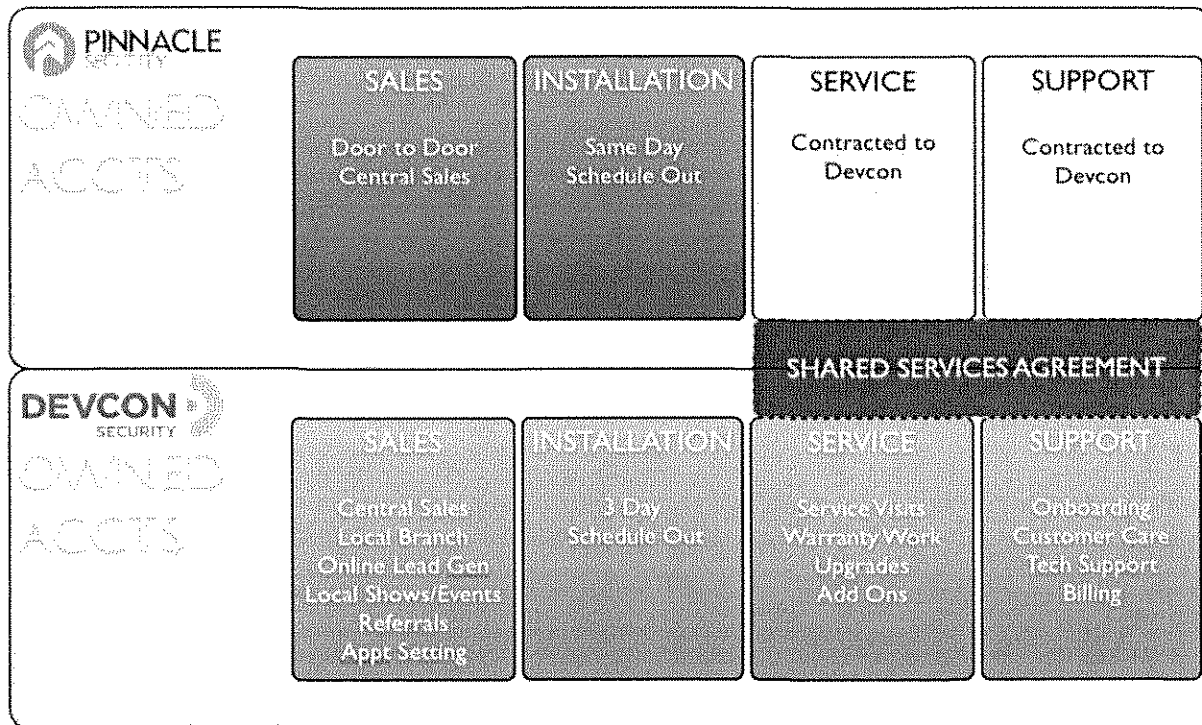
Pinnacle Security has proudly partnered with its sister company Devcon Security to provide service and support to its growing customer base. Devcon has not only worked hard to be part of the communities where customers are located by building full service branches across the United states, but maintains redundant monitoring centers, and several customer support facilities.

In March 2012, Devcon took over the responsibility of servicing and supporting Pinnacle Security's massive customer base in addition to their own. These services include billing, customer care, tech support, service calls, and in some cases, the monitoring of accounts.

Pinnacle will still maintain ownership of its accounts and Devcon will maintain ownership of theirs. We simply want to give our customers the best support in the industry. While Devcon will continue to maintains a more traditional method of generating new customers for its customer base, Pinnacle Security prides itself on deploying door to door Security Consultants and Technicians across North America. Not only do these teams customize security configurations to fit the needs of individual customers, but Pinnacle retains one of the most efficient installation teams in the security industry, with over 90% of systems are installed the same day they were ordered.

"At the end of the day, we all believe in letting everyone do what they do best." says Pinnacle's President Jared Chappell. "Devcon is amazing at providing service and support to its customers, and their A+ rating with the BBB and Five Diamond certification proves it. Having Devcon handle the service and support of our customers allows us to focus on what we do best, securing new customers and installing their systems quickly and efficiently."

**PARTNERSHIP
MODEL**





Our PROMISE.

You deserve the best

Our philosophy is simple; we provide you with the best security system and customer care team in the industry.

We protect what you love

Your safety is our business. Think of us as a reliable neighbor who is always there for you when you need something. We're just a phone call or email away!

We listen to you

Talk to us! We're always looking for ways to improve and your feedback is crucial. And hey, we love to hear the good stuff too. If someone did a great job, tell us! We want to keep doing exceptional work for you!



DevconSecurity.com

OFFICIAL UNIFORMS

Pinnacle Security representatives will use "Devcon Preferred Partner" attire, which includes the following:

ATTIRE

- Devcon Preferred Partner shirt (includes GE and Pinnacle Security logos on the sleeves)
- Blank or Pinnacle Security branded lanyard
- Pinnacle Security ID
- Pinnacle Security license



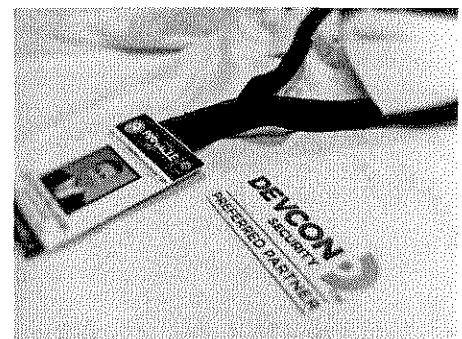
Devcon Preferred partner logo on left chest, GE Dealer logo on left sleeve

SALES MATERIALS

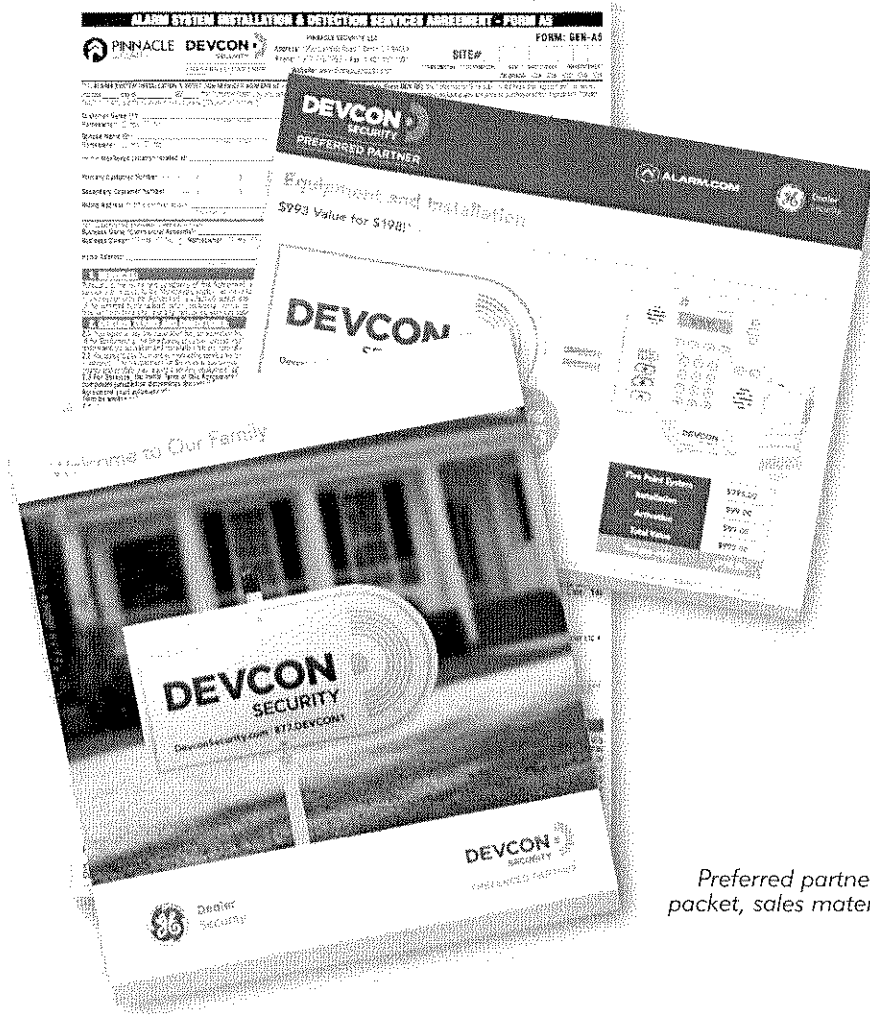
- Devcon Preferred Partner sales presentation material
- Devcon Preferred Partner customer welcome packets



Pinnacle Security logo on right sleeve



Pinnacle Security ID and license



Preferred partner customer welcome packet, sales materials, and paperwork



LICENSING AND SALES COMPLIANCE

At Pinnacle Security, we want to serve our growing base of satisfied customers for years to come. And since we are in the business of protecting what matters most, we work hard to ensure the highest levels of state and local regulatory compliance and sales ethics.

LICENSING

Pinnacle Security's Licensing team maintains more than 7,000 state and local licenses. Each sales and installation technician candidate must successfully complete multiple licensing requirements in order to join the Pinnacle Security team:

- Properly licensed by the appropriate state and local agency
- Pass criminal background check
- Fingerprinting
- Agree to and sign the Pinnacle Security Code of Conduct

The full-time Licensing team researches, audits and ensures licensing compliance in all Pinnacle Security customer areas, as well as completing annual license renewals and ensuring sales representatives and installation technicians complete all required state specific training. As a final step, Pinnacle Security's technology blocks any attempt to process sales outside of approved areas or without the proper licenses.

COMPLIANCE

Pinnacle Security maintains a full-time staff dedicated to ensuring Sales Compliance. The Compliance team accepts feedback on sales practices from both internal and external sources, and works with Sales Management to maintain proper sales methods.

Each Pinnacle Security sales representative and installation technician must read, sign and acknowledge understanding of the Pinnacle Security Code of Conduct. Among other expectations, the Code of Conduct:

- Requires wearing professional uniform and badge at all times
- Prohibits selling or soliciting in any area in which you know Pinnacle or you are not licensed (including state and local licenses (e.g. a peddlers or solicitors license).
- Prohibits stating or implying that you are with or affiliated with the police department or any other government agency.
- Prohibits stating or implying that you represent any company other than Pinnacle Security (i.e., "the alarm company").
- Prohibits processing a credit check or use the Social Security Number of any individual without that individual's express permission.

Pinnacle Security representatives found in violation of Licensing and/or Sales Compliance may be required to complete additional training, or be fined, suspended, or terminated.



TRAINING OVERVIEW

Pinnacle prides itself on having obtained and continuing to retain some of the most consistent performers in the Home Security industry. The best practices of these individuals have been gathered and compiled in Pinnacle's training curriculum, benefitting hundreds of representatives every year.

TRAINING PROGRAM

Online Certification- Every individual is required to pass a series of online certification courses that teach the basic requirements of the job. Content is primarily video based, allowing participants to obtain a massive amount of information in a short time period. Tests on each subject gauge the participant's ability to retain the information presented, and only once an individual has successfully passed all tests will they be allowed to secure customers in his or her assigned area.

Online Enhancement Training- For those who want to enhance their skills, extensive training courses are also available on almost any subject, encapsulating best practices and methods that have proven successful year after year.

Training Manual and Field Guide- A comprehensive guide to all best practices, equipment information, and company policy and procedure comprise the Pinnacle Security Training and Certification Manual. This manual is given to every individual and is also available in PDF format for use on the iPad, iPhone, or other electronic devices. The Field Guide is a "workbook" companion to this manual and helps new consultants apply the information through activities, quizzes, and note taking.

Group Training Meetings- Each week during the pre-season security consultant can attend a training meeting at their local corporate office where they will learn various aspects of their job, from equipment basics to how to close a sale. Each day during the summer, managers meet with their teams for an hour or more. During these meetings goals are discussed and set, area is assigned, questions are posed and answered, policy updates are communicated, and best practices are shared. These meetings end by motivating security consultants to do the best job possible, and everyone leaves the office together to travel out to the assigned area. While a set schedule is provided, managers and their assistants have the freedom to train on topics pertinent to their teams at the time, using any and all resources at their disposal to ensure their teams are securing customers with integrity and efficiency.

Performance Improvement Process- On a regular basis, managers and their assistants will "shadow" each member of their team individually in an effort to provide specific insight on the security consultant's strengths as well as his or her areas of opportunity. These sessions last anywhere from 1 to 4 hours, and a "Security Consultant Observation Form" is completed and a copy provided to the individual afterwards. These observation forms are used as a reference tool in individual study and education, and trends seen in these forms are discussed during monthly performance reviews, where Managers meet with each team member to discuss his or her progress towards established goals.

Updates- On a regular basis, memos are sent to our teams, informing them of new policies, changes in company and/or regulatory policies, as well as information which can be used to improve the performance of the entire organization. These memos are found on the "Updates" tab of PinnacleCertified.com and are discussed during the daily correlation meeting. Once the memo is read, the individual indicates their understanding and compliance by digital signature.

SALES PROCESS

As a leading security providers in North America, we take great pride in the way we secure customers. The process used by our Door to Door Security Consultants is outlined below.

PARTS OF THE SALE

Approach- The security consultant begins by identifying him/herself as a representative of Pinnacle Security, a preferred partner of Devcon Security. Describing the purpose of their contact, they start a conversation to gain the customer's interest.

Transition- With the customer's permission, the security consultant enters the home.

Walkthrough- The security consultant assess the premises for potential security threats, and makes suggestions for reducing or eliminating those threats through the strategic placement of equipment. This process is tailored to the individual's home and lifestyle to improve customer satisfaction and reduce false alarms.

Sitting Down- Once the walkthrough is complete, the security consultant and customer find a comfortable place to sit down and discuss details.

Qualification- Before we can install new equipment in the customer's home, we must ensure that the homeowner qualifies for the offer we are making. The consultant informs them of their intention to do a credit check and gets the customer's permission before proceeding. They do so either over the phone or using a secure electronic medium, like a tablet.

Paperwork- The security consultant completes the paperwork displaying both the Pinnacle and Devcon Preferred Partner logos, discussing terms and conditions, equipment request, and payment information with the customer. The customer signs all paperwork, which constitutes a legal agreement between Pinnacle Security and the homeowner.

Welcome Call- The security consultant calls the corporate office, relays the details of the agreement, and puts the customer on the phone. The customer again goes over the major points of the agreement (term length, price, rules and policies, etc) to make sure they fully understand and agree to the terms. This call is recorded for future reference and can be produced as needed.

Schedule- The security consultant schedules installation of the system through the scheduling department or their local Field Office Manager. To ensure the highest level of satisfaction and protection, installation is typically completed the same day service is ordered, depending on the location, technician availability, and local/state regulations.

Installation Assessment- Technician arrives at the home at the scheduled time to confirm that the security consultant's assessment of customer needs are accurate.

Installation- Technician installs the equipment, completing the job within 1-4 hours depending on the level of difficulty. The technician uses wireless equipment whenever possible to reduce the impact on the customer's home. After cleaning up, the technician explains how to use the equipment and answers any questions.

Quality Assurance Call- The technician calls the corporate office, who ensures that the system can send and receive signals as required. The corporate representative then asks to speak with the customer and confirms that the job was completed to the customer's satisfaction.

Service- Once the installation is complete the customer is serviced as needed through our partner Devcon Security, who provides customer care, tech support, billing, in-home equipment repairs and other service and support.

PINNACLE SECURITY'S "SECURING HOPE" PHILANTHROPIC EFFORTS

Whether working on a local, national, or international level, Pinnacle Security's "Securing Hope" program gives back to communities in a variety of ways.



DOMES FOR BELIZE

Raised money and sent a team to build disaster-proof homes in Chunox, Belize



ANNUAL 5K RUN

2012 will mark the 4th annual Securing Hope Run for charity. Past events have raised thousands of dollars for worthy causes.



HABITAT FOR HUMANITY

Each year we help build homes in local communities throughout the United States



HELPING HONDURAS

Raised over \$180,000 and sent 80 people to build homes



FOOD BANK

Collected and donated over 50,000 lbs of food

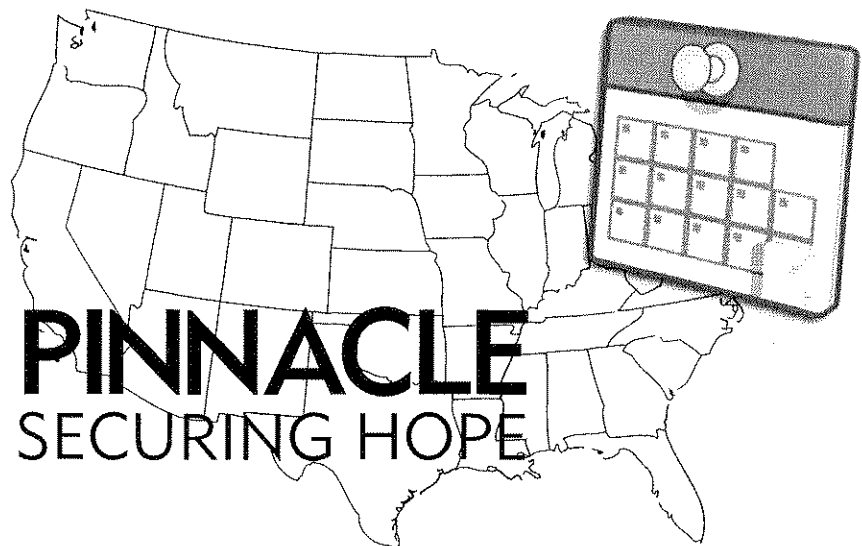


GOING BEYOND BORDERS

Raised money to help build a hospital in rural western Kenya.

ANNUAL DAY OF GIVING

Every year Pinnacle Security teams coordinate with local charity groups or public works offices for the annual "day of giving." In locations across the US, Pinnacle Security sales consultants and installation technicians spend a day giving service in the community where help is needed most.



PINNACLE
SECURING HOPE



NEWS
RELEASE

RELEASE
DATE

NOVEMBER
29, 2011

PINNACLE SECURITY'S "SECURING HOPE" INITIATIVE SENDS VOLUNTEER TEAM TO BELIZE

Security Company Partners With Domes for Belize to Construct Disaster-Proof Homes

OREM, UT--(Marketwire - Nov 29, 2011) - [Pinnacle Security](#), a leader in the North American residential security market, recently completed a week-long home-building project in Belize as part of the company's philanthropic initiative, "Securing Hope." A group of 27 Pinnacle representatives spent one week in November building eco-domes for families in Belize through the nonprofit organization [Domes for Belize](#).

Volunteers including Pinnacle representatives and their family members, as well as supporters of Domes for Belize, raised funds and participated in the construction of disaster-proof housing for families in Belize. The dome-shaped construction of the homes allows them to withstand natural disasters such as hurricanes, tornadoes and earthquakes.

"As part of our [Securing Hope initiative](#), Pinnacle sets up humanitarian opportunities as often as possible, many times partnering with organizations like Domes for Belize to make the most significant impact we can," said Stuart Dean, vice president of corporate communications for Pinnacle Security. "Service is an integral part of our company DNA and that desire and commitment to help is part of what makes up a Pinnacle representative. This trip to Belize is one example of our commitment as a company to a culture of service."

Funding for the Domes for Belize project came from a charity run organized by Pinnacle, as well as additional contributions from Pinnacle associates. Pinnacle sponsored its Third Annual Charity Run with events in October and November, raising tens of thousands of dollars for both Domes for Belize and Beyond Borders. Additionally, Pinnacle representatives who desired to build the homes in Belize donated commission from four to five sales to provide additional funding.

"Families were able to move into the homes as soon as they were finished which just takes a few days," said Scott Warner, a regional vice president for Pinnacle Security. "It was an amazing experience to build safe homes and create an immediate positive impact for these families. Our entire group was so pleased to be a part of it."

In addition to building dome homes, the Pinnacle volunteers painted a local school and donated boxes of groceries to nearby families. The team completed one dome home and began construction on two others. Warner plans to return to Belize next year to build multiple homes for several families in Belize.

For more information on how to become involved with Pinnacle Security Securing Hope initiatives, please visit: www.pinnaclesecuringhope.com.

About Pinnacle Security

Pinnacle Security is an industry leader in providing quality residential and commercial security solutions to help individuals realize the peace-of-mind that comes from protecting the things that matter most. Pinnacle is headquartered in Orem, Utah and has sales offices throughout North America. For more information, please visit www.pinnaclesecurity.com.

About Domes for Belize

Domes for Belize is part of "Domes for the World," a non-profit organization building eco-domes in various parts of the world where disasters often strike and leave local communities destitute. The eco-domes are tornado and hurricane proof, and can be built in less than a day. To learn more about this organization, visit their website at www.dftw.org.

MEDIA CONTACT

Stuart Dean, VP of Communications
Pinnacle Security, 801-616-4388
sdean@pinnaclesecurity.com



NEWS
RELEASE

RELEASE
DATE

OCTOBER 10,
2011

PINNACLE SECURITY GOES DIGITAL IN SALES FIELD

Company Designs iPad Mobile App, "Co-Pilot," to Better Serve Customers; Implements Digital Field Initiative

OREM, UT--(Marketwire - Oct 10, 2011) - Pinnacle Security, a leader in the North American residential security market, today announced the results of the company's digital field initiative. A majority of its sales force was equipped with Apple iPads during the 2011 sales season. The technology available through iPads allowed security consultants to be more effective than previous years.

With the company-designed mobile application, Co-Pilot, Pinnacle consultants were able to record customer responses, log prospects for later visits and input customer comments into the system for more targeted and effective follow-up. Co-Pilot allowed consultants to quickly customize systems to customer specifications, schedule technicians and determine customer eligibility for offers in real-time.

Field office managers were also provided iPads for scheduling, improving speed of service and minimizing wait time for customers.

"Our digital initiative -- including the iPad and corresponding applications -- helped us maximize our capabilities and provided the best possible experience for our security consultants, technicians, corporate employees, and most of all, our customers," said Stuart Dean, vice president of corporate communications for Pinnacle Security. "Co-Pilot and the iPad streamlined our customer response effort, allowing us to achieve rapid same-day alarm system installation on more than 90 percent of our orders."

Consultants and customers used the iPad for other applications and websites, including Pinnacle Security's [YouTube channel](#), to help demonstrate features and benefits of various alarm components.

"This technology dramatically sped up the time I could provide service to customers each day," said Adam Webb, area manager for Pinnacle Security in St. Louis, Mo. "With Co-Pilot, I could customize customers' systems to their desired specifications on the spot and display videos explaining a system function in a few easy steps. Customers love seeing that we are continually innovating and improving."

More than 70 percent of Pinnacle Security Consultants used the Co-Pilot application this year, most on iPad, with a few on iPhone. Plans for next year call for 100 percent of consultants to be digital at Pinnacle. Additional advancements are also planned for 2012 to help teams be more effective in the field.

For more information about Pinnacle Security please visit www.pinnaclesecurity.com.

About Pinnacle Security

Pinnacle Security is an industry leader in providing quality residential and commercial security solutions that help individuals realize the peace-of-mind that comes from protecting the things that matter most. Founded in 2001, Pinnacle is headquartered in Orem, Utah and has sales offices throughout North America. For more information, please visit www.pinnaclesecurity.com.

MEDIA CONTACT

Stuart Dean, VP of Communications
Pinnacle Security, 801-616-4388
sdean@pinnaclesecurity.com



NEWS
RELEASE

RELEASE
DATE

AUGUST 9,
2011

PINNACLE SECURITY'S SECURING HOPE INITIATIVE KICKS OFF FUNDRAISING EFFORT TO HELP BUILD NEW HOSPITAL IN KENYA

Holds Drive for Security Consultant, Customer Contributions

OREM, UT--(Marketwire - Aug 9, 2011) - Pinnacle Security, a leader in the North American residential security market, today announced it has held the initial fundraising activity for its partnership with Going Beyond Borders, an NGO committed to providing relief to individuals and families in Kenya. Pinnacle Security dedicated Aug. 5-6 to the effort, inviting customers to make donations and allowing Pinnacle's security consultants to contribute commissions to benefit the organization. Pinnacle's partnership with Going Beyond Borders is a significant part of the Pinnacle Security: Securing Hope philanthropic initiative. The first objective of the partnership is to build a new hospital in Kakamega, Kenya.

Going Beyond Borders, in partnership with Pinnacle Security as well as other organizations, has committed to raise \$200,000 to fund the hospital. Once the financing goal is met, Pinnacle teams will accompany Going Beyond Borders to participate in the actual construction of the facility.

In order to illustrate the need for the new hospital and encourage donations, Pinnacle has produced video that can be viewed on their YouTube page at <http://YouTube.com/PinnacleSecure>

"Going Beyond Borders has all the right elements in place to effect a substantive improvement in the lives of people in western Kenya," said Stuart Dean, Vice President, Corporate Communications, Pinnacle Security. "With the closest medical facility several hours away, this hospital will serve 4,000 people who currently have no other access to any health care. We are pleased for the opportunity to help."

Going Beyond Borders board member Ruth Oniang'o, a former councilwoman in Kenya, has donated the land needed for the hospital.

"I know first-hand the tremendous need this hospital will serve. I have personally experienced the transport of individuals whose relatively minor injuries became life threatening due to the distance that had to be travelled to see a doctor," said Oniang'o. "I am pleased to help oversee the fundraising and am excited to see it come to fruition."

Additional fundraising activities will include a 5K run to be held November 12. To keep apprised of events and ways you can participate in the building of the hospital, please visit Pinnacle Security on youtube and the company's website at www.pinnaclesecurity.com/charity.php.

About Pinnacle Security

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About Going Beyond Borders

Going Beyond Borders is a non-profit organization committed to provide ongoing relief efforts in Africa and is dedicated to educate, feed, and aid those who would die needlessly from preventable conditions. Current projects include Sustain Kenya, which will supply funds and materials to build a full-service hospital in addition to donating sheep and goats for poor smallholder women farms. Going Beyond Borders also collects items for the community such as computers for schools, clothing for women and children, soccer balls and team uniforms. To get involved, please visit www.goingbeyondborders.org.

MEDIA CONTACT

Stuart Dean, VP of Communications
Pinnacle Security, 801-616-4388
sdean@pinnaclesecurity.com



NEWS
RELEASE

RELEASE
DATE

JUNE 9, 2011

PINNACLE SECURITY LAUNCHES 'SECURITY PLUS' TO MEET THE NEEDS OF SENIORS

Customer Influenced Package Includes Direct Two-Way Voice Service, Emergency Button, Extended Cancellation Period

OREM, UT--(Marketwire - Jun 9, 2011) - Pinnacle Security, a leader in the North American residential security market, today announced the launch of its Security Plus package. Bundling two-way voice communication, an emergency panic button, which can also be programmed to indicate a medical emergency, and the choice of either a smoke or carbon monoxide detector where appropriate, Security Plus delivers greater safety, convenience and communication to seniors.

Because the majority of alarms received at monitoring stations are medical alerts triggered by panic buttons, Security Plus is now offered as the standard for customers over age 70. Prior to the release of this feature, a customer's inability to answer the phone, having triggered an alarm, would make it difficult to prepare emergency personnel for the situation prior to arrival.

"We are pleased to provide this service as a standard option for these customers," said Kelly Walker, CEO, Pinnacle Security. "This suite of features, in combination with a 30 day trial period, allows our customers the best innovations and customer protections in the industry, letting seniors become familiar with the functionality of the services and giving them flexibility they want."

Pinnacle Security's alert service has already enabled thousands of individuals to get the medical assistance needed and this latest package will provide even more powerful options for security in the home. In addition, Pinnacle Security has extended the government mandated three day right of rescission to 30 days to ensure customers are comfortable with the operation of their new system.

"Pinnacle is sensitive to the needs of its customers and we strive to incorporate feedback into our products and services," said Stuart Dean, Vice President of Corporate Communications, Pinnacle Security. "With Security Plus, we're responding to the unique security needs of seniors, and delivering a package they themselves helped us customize." Smoke detectors and carbon monoxide detectors are offered in alignment with local licensing and installation requirements and may not be available in all areas. For more information about Security Plus, please visit www.pinnaclesecurity.com.

About Pinnacle Security

Pinnacle Security is an industry leader in providing quality residential and commercial security solutions to help individuals realize the peace-of-mind that comes from protecting the things that matter most. Pinnacle is headquartered in Orem, Utah, and has sales offices throughout North America. For more information, please visit www.pinnaclesecurity.com.

MEDIA CONTACT

Stuart Dean, VP of Communications
Pinnacle Security, 801-616-4388
sdean@pinnaclesecurity.com



NEWS
RELEASE

RELEASE
DATE

MAY 02, 2011

PINNACLE SECURITY FIRST TO MARKET NEW IMAGE SENSOR

Residential Security Motion Sensor Technology Provides Still Images Accessible Through a Smartphone Mobile App

OREM, UT--(Marketwire - May 2, 2011) - [Pinnacle Security](#), a leader in the residential security industry, today announced it is the first to market the Image Sensor, a motion-activated security sensor that incorporates a built-in camera and transmits via a cellular connection. This new device offers mobile accessibility to Pinnacle's customers in the United States, available beginning May 2011.

Leveraging Alarm.com's newest platform technology, the camera detects motion in the home and takes pictures, allowing the device to not only detect motion in a home but to take photographs of what it "sees" when triggered.

"We're pleased to be the first to offer the Image Sensor across the country, in partnership with Alarm.com," said Kelly Walker, CEO, Pinnacle Security. "By continuing to innovate and provide best-in-class technology and features to complement our industry-leading customer service, we provide an affordable and advanced portfolio of home security solutions our customers can trust."

Placed anywhere a motion sensor might typically be mounted, the Image Sensor will not only detect motion but will also automatically upload an image of a potential intruder to the Pinnacle Mobile Control interface. These alarm-triggered images are then forwarded to user's cell phones by text message or email. The Image Sensor also captures pictures of the first in-property event after the security system is disarmed from Armed Away. This novel capability allows the property owner to literally see the person who just disarmed their system on their iPhone, BlackBerry, Android device, the web, or any device accepting MMS messages. Customers can also remotely request on-demand images at any time to keep track of children at home, pets left alone during the work day, an elderly parent or even a vacation property.

"The Image Sensor is a simple, uncomplicated solution that provides another pair eyes within the home or business," said Steve Trundle, President and CEO, Alarm.com. "By fusing a robust image processing engine into a completely wireless device that is smaller than a standard motion detector, we are able to provide a window that allows the user to maintain a persistent awareness of what is happening at their property. Pinnacle is a trusted partner and we look forward to continue working with them to help protect the things that our customers hold most dear."

Pinnacle Security will immediately launch the Image Sensor to markets within the United States. For more information on the Image Sensor please visit the sites below:

<http://pinnaclesecurity.com/imagesensor.php>

www.facebook.com/pinnaclesecurity

<http://www.youtube.com/watch?v=LA1So0U60wE>

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About Alarm.com

[Alarm.com](http://www.alarm.com) is the leading technology provider of interactive security solutions. Through wireless and web-based services, Alarm.com enables better security, interactive services, video monitoring, and energy management. Alarm.com services are offered exclusively through authorized Security Dealers.

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NEWS
RELEASE

RELEASE
DATE

APRIL 7,
2011

PINNACLE SECURITY "CRASH AND SMASH" SYSTEM GOES FROM ALERT TO CAPTURE IN 12 MINUTES

Alarm's Tamper-Proof Wireless Technology Notifies Police, Leads to Suspect's Immediate Arrest

OREM, UTAH – April 7, 2011 -- Pinnacle Security, a leader in the residential security market, today announced its systems facilitated the capture of a home intruder in Benton Harbor, Michigan. The "Crash & Smash Protection" enabled alarm system notified Pinnacle Security's triple-redundant monitoring facility of a potential incident in the home of Pearl Lewis. Police were contacted, and 12 minutes after the individual tried to enter the Lewis home, he was in custody.

"Break-ins and home invasions happen every minute of every day around the country," said Kelly Walker, CEO, Pinnacle Security. "This incident demonstrates why we are so passionate about what we do. Our mission is to help our customers secure the things that matter most, and this is a perfect example of that mission in action. Right now, an individual, a home and a community are safer because of our system."

The industry term "crash and smash" refers to a situation where an individual attempts to disable the security system by damaging the panel itself. In this case, because this panel was "Crash & Smash Protection" enabled, that attempt triggered an escalated response to the alarm which resulted in the intruder's capture.

"It's a great example of the public assisting law enforcement to keep township residents safe," said Brian Smit, Detective Sergeant for the Benton Township Police Department. "Twelve minutes after the initial alert, we had the individual in custody. The monitoring system alerted us the panel had just been disabled so we knew the suspect was likely still close. We responded, and an arrest was made swiftly."

Pinnacle Security provides "Crash & Smash Protection" through a partnership with Alarm.com. The exclusive detection technology is available as a system option.

"When the intruder entered the home, he attempted to disable the system by smashing the panel," said Colin Murray, Manager of Strategic Accounts, Alarm.com. "With any other system this would destroy the panel's ability to communicate with the monitoring centers, but with the Alarm.com 'Crash & Smash Protection' service, the event is recognized and a signal is sent, alerting the monitoring station immediately."

Other features available to Pinnacle Security customers through the Alarm.com partnership include:

- **Mobile Control:** The ability to arm and disarm your system from a mobile device with apps for iPhone, Android and BlackBerry
- **Notifications:** The ability to get email or text message alerts informing the owner about an event, including an attempt to disarm a panel or a power outage.
- **Reminders:** Text message and email alerts if the system is not armed or disarmed by a user-selected time

Pinnacle Security also offers energy management and video monitoring services in selected areas of North America in partnership with Alarm.com, providing advanced security services to consumers that combine to create a system providing peace of mind and protecting the things that matter most.

About Pinnacle Security

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REFERENCE
CARD

PINNACLE SECURITY REFERENCE CARD

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Orem, Utah 84058

Website <http://PinnacleSecurity.com>

Contact

**FOR MEDIA INQUIRIES OR QUESTIONS
PLEASE CONTACT:**



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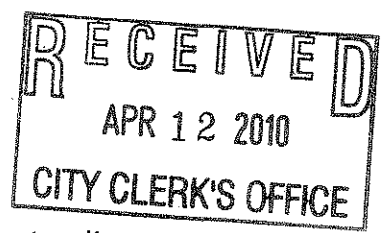
Contact

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4/20/10 Tabled
8/30/10 Retabled



Mayor Gatsas,

My team and I would like to thank you for the opportunity to discuss SubItUp.com and its impact on the Manchester Police Department.

We would like to give a twenty to thirty minute presentation to the Committee on Administration at their earliest convenience. The goal of this presentation will be to outline SubItUp's functionality, address any questions and discuss scalability, integration and any other technical concerns.

We thank you in advance for your consideration.

Robert Cote
President, Brattle Consulting Group, Inc.



Brattle Consulting Group, Inc. ~ 1300 Elm Street, Manchester, NH 03104 ~ 617.401.8733

*Wesley Harrison - Tested Item #12
Committee on Administration
August 30, 2010*

Mara, David

From: Hopkins, Jonathan

Sent: Tuesday, April 20, 2010 12:14 PM

To: Mara, David

Chief,

Sub It Up program in my opinion has been successful. We are the first police department to sign onto the system and have been the test market for the program. As with any new product there have been several small items that have needed to be tweaked to make the program do what we want it to do. The system continues to evolve and I do not believe it has reached its total potential.

We currently use the program to process all swaps and other time off request in the patrol division. We also use it to schedule all shifts for four month periods. The rosters are updated automatically as the time off is approved in the system. It is hard to tell if the system has saved us money and I do not believe it has at this point. What it has done however, is made time off request manageable by providing a clear record of the request. It provides us with information as to when request were made, who made them and how many swap are being done per month. This has made it easier for the OIC's to manage their shifts and manpower.

In my opinion the Sub It Up system is a good product and we should continue to use and evaluate it.

Capt. Hopkins

8/30/2010

2/21/12 Tabled



CITY OF MANCHESTER

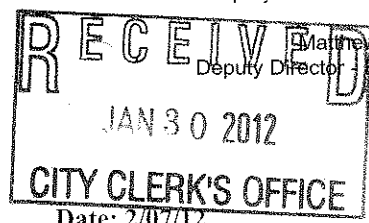
PLANNING AND COMMUNITY DEVELOPMENT

Leon L. LaFreniere, AICP
Director

Planning and Land Use Management
Building Regulations
Community Improvement Program
Zoning Board of Adjustment

Pamela H. Goucher, AICP
Deputy Director - Planning & Zoning

Matthew M. Sink
Deputy Director - Building Regulations



Date: January 26, 2012
To: Honorable Board of Mayor and Aldermen
From: Leon L. LaFreniere, AICP
Director, Planning & Community Development
Subject: Cell Phone Policy

Date: 2/07/12
On motion of Ald. O'Neil
Seconded by Ald. Roy
Voted to refer to the Committee on
Administration/Information Systems.
Matthew M. Sink City Clerk

The Planning and Community Development Department is pleased to report that the process for implementation of the Innoprise modules associated with our department operations is underway. We are anxious to realize the benefits of conversion to operating systems that can support more efficient utilization of resources and superior customer service. To this end we have, in collaboration with the Information Systems Department, investigated several alternatives to providing the field connectivity necessary to support our inspector's ability to remotely access and transmit information to the office based systems. This connectivity will permit inspection staff to have field access to the GIS, permit, complaint and scheduling data bases; and allowing for the rapid transfer of information and resolution of customer requests.

We have determined that the utilization of so called "smart phones" with data plans is the most efficient method of providing connectivity for field devices such as notebook and laptop computers necessary to support remote access to city systems. We recognize conflicts can arise from the utilization of city resources for personal purposes, and as such wish to implement policies to address this potential issue. I am therefore requesting that the Board of Mayor and Aldermen approve a cell phone policy for the Planning & Community Development Department that mirrors the policy previously endorsed for the Information Systems Department. I believe that the existing policy was initially reviewed by the Administration/Information Systems Committee, and ultimately approved by the full Board of Mayor and Aldermen on May 21, 2009.

The attached document contains the specific details of the proposed policy.

All costs associated with the implementation of this program are contained within the Planning & Community Development Department's existing appropriation.

We are excited at the prospect of being able to exercise more efficient utilization of the City's resources, while enjoying the ability to improve our customer service capacity. Please do not hesitate to contact me with any questions you may have.

Planning & Community Development Department

CELL PHONE POLICY DRAFT

Background: *The Planning & Community Development Department completes field operations and customer support that require remote access to critical City information systems. In order to support the communication of critical information necessary to carry out core responsibilities, devices capable of transmitting and receiving e-mail communication and providing “Wi-Fi hotspot” capability are required. Currently the most efficient and cost effective means of providing this capacity is through cell phone service that includes “data services” at a cost of approximately \$50 per month which is added on to the monthly service costs.*

As it would be inappropriate for employees to have to pay for this “data service” themselves, the following cell phone policy has been developed. This policy will be reviewed annually in and adjusted for changes in technology, pricing structures and needs.

The Planning & Community Development Department recognizes that employees have varying circumstances so two scenarios have been defined. In each scenario, the following items are assumed so the cost to the city and the employee are the same.

- 1. Basic cell phone only service can be purchased for \$10 per month. This is the minimum cost for a pay as you go service that is provided by Tracfone and the add-on to a family plan provided by Verizon Wireless.*
- 2. The cost to add data service with Mobile Broadband Connect to a plan is approximately \$50 per month.*

Scenario 1

This scenario is for the employee who has a single phone plan. The minimum cost for cell service with a data plan on an individual basis is \$110.00. Purchasing the service on the GSA contract is approximately \$50 per month cheaper.

The city will execute the cell service contract with the data service. The current GSA contract price is approximately \$65 per month. The employee getting the phone will pay the city \$120 for the year in an annual payment at the beginning of the budget year. This will allow the employee to use the phone for personal use. The city will only pay for the minimum amount of minutes per month and any extra charges incurred because of personal use will be the responsibility of the employee. If the service is cancelled for any reason during the year, the employee will be reimbursed for the unused portion of the service less any extra charges from personal use that might have occurred. The phone will also need to be returned to the city unless the employee purchases his own phone.

Scenario 2

The employee stays on his own personal plan and the city reimburses the employee for up to \$40 per month for data service. The employee must present proof of service and its costs in the form of a copy of the monthly invoice for the service.

This policy is primarily for field employees who provide critical services. If the department determines that there is a benefit for certain non-field employees to have "data services" on their cell phone, this will be determined on a case by case basis. Employees, who are participating in this policy, are expected to keep their cell phones with them in operating condition as much as is practical.