



CITY OF MANCHESTER

Economic Development Office

Jodie L. Nazaka, AICP
Director



March 8, 2024

Board of Mayor and Aldermen
c/o Matt Normand, City Clerk
One City Hall Plaza
Manchester, NH 03101

Re: 12-month Pilot Program: Central Business Service District Cleaning, Maintenance, Safety, and Hospitality Services

Dear Mayor Ruais and Aldermen,

I am writing to inform you about an initiative from the Manchester Economic Development Office (MEDO) designed to significantly enhance public health and safety in the Downtown and Historic Millyard areas of the Central Business Service District (CBSD). In collaboration with the Department of Public Works, Manchester Police Department, and the Parking Division, MEDO is preparing to solicit bids from qualified contractors for a 12-month cleaning, maintenance, safety, and hospitality services pilot program.

The program will deploy a specialized Street Team to improve the CBSD by offering professional cleaning, maintenance, safety, and hospitality services. Key activities will include litter collection using pans and brooms to ensure high visibility, thorough cleaning of trash cans and public seating areas, weed control, pressure washing to deep clean sidewalks and remove graffiti, painting and upkeep of street fixtures (including the removal of stickers and signs), minor landscaping, and manage snow removal to maintain accessible and safe public rights-of-way in the district. Hospitality services are also a significant part of the role, with team members trained to offer a friendly presence, provide directions, and share information about local attractions.

The pilot program will be funded by the CBSD's special tax assessment and allocations from the American Rescue Plan Act (ARPA). Its goal is to improve the quality of life in the CBSD while boosting the city's attractiveness and economic prosperity.

The CBSD was established over 35 years ago and has traditionally funded various activities through property tax levies on commercial properties. These activities have included management, events, cleaning, marketing, and economic development efforts. Since the dissolution of Intown Manchester in 2022, MEDO has managed these funds and activities. Recent engagements with the community highlighted a strong need for enhanced cleaning, maintenance, and beautification services, leading to the development of this pilot program.

The future of this program, including potential renewal or extension of the contract, will depend on its success and may require adjustments to the CBSD's special tax assessment for ongoing

funding. The pilot program is designed as proof of concept, demonstrating the positive impact of expanded services in the Downtown and Historic Millyard areas, contributing to their revitalization as economic and community activity centers. The program has the full support of the Greater Manchester Chamber of Commerce and the Manchester Development Corporation as it directly contributes to creating a vibrant, attractive, and welcoming environment for both businesses and consumers.

Please feel free to contact me with any questions or require further information.

Respectfully,



Jodie Nazaka, AICP

Director

Manchester Economic Development Office

Cc: Manchester Police Chief Aldenberg
Timothy J. Clougherty, Public Works Director
Christopher Goodnow, Parking Division Manager