



**Massachusetts Gaming Commission**  
**101 Federal Street, 12th Floor**  
**Boston, MA 02110**

#

#

#

**2016 COMMUNITY MITIGATION FUND  
 RESERVE / SPECIFIC IMPACT APPLICATION**

**CHECK BOX IF REQUESTING THE CREATION OF A  
 MITIGATION RESERVE FUND FOR A COMMUNITY**

 #

**APPLICATIONS DUE NO LATER THAN FEBRUARY 1, 2016.**

*For anyone with specific impacts, please complete the gray boxes 1-4 beginning on page 2. If you are not applying for mitigation of specific impacts by February 1, 2016, you do not need to complete grayed boxes 1-4.*

1. NAME OF MUNICIPALITY/GOVERNMENT ENTITY/DISTRICT

**City of Springfield, Massachusetts**

2. DEPARTMENT RECEIVING FUNDS

**Dept. of Health & Human Services, City of Springfield on behalf of Caring Health Center**

3. NAME AND TITLE OF INDIVIDUAL RESPONSIBLE FOR HANDLING OF FUNDS

**Alma Stelzer, Administrative Assistant to the Commissioner, Department of Health & Human Services, City of Springfield**

Tania Barber, CEO and Frank Kostek, CFO for Caring Health Center (sub-recipient)

4. ADDRESS OF INDIVIDUAL RESPONSIBLE FOR HANDLING OF FUNDS

**Alma Stelzer, Department. of Health & Human Services, 1145 Main Street, Suite 208, Springfield, MA 01103 – for the City, the applicant;**

Caring Health Center, 1049 Main Street, Springfield, MA 01103 (for sub-recipient)

5. PHONE # AND EMAIL ADDRESS OF INDIVIDUAL RESPONSIBLE FOR HANDLING OF FUNDS

**City of Springfield: Alma Stelzer: 413 787-6736; [astelzer@springfieldcityhall.com](mailto:astelzer@springfieldcityhall.com)**

Caring Health Center: Frank Kostek: 413 693-1022; [fkostek@caringhealth.org](mailto:fkostek@caringhealth.org) (sub-recipient)

6. NAME AND TITLE OF INDIVIDUAL AUTHORIZED TO COMMIT FUNDS ON BEHALF OF MUNICIPALITY/GOVERNMENTAL ENTITY

**The Honorable Domenic J. Sarno, Mayor, City of Springfield for the applicant**

Tania Barber, Chief Executive Officer, Caring Health Center for the sub-recipient

7. ADDRESS OF INDIVIDUAL AUTHORIZED TO COMMIT FUNDS ON BEHALF OF MUNICIPALITY/GOVERNMENTAL ENTITY

**Mayor Sarno, City Hall, 36 Court St., Springfield, MA 01103.**

**Helen R. Caulton-Harris, Commissioner, Department of Health & Human Services, 1145 Main Street., Suite 208, Springfield, MA 01103**

Tania Barber, CEO, Caring Health Center, 1049 Main St., Springfield, MA 01103 (for sub-recipient)

- |    |   |
|----|---|
| 8. | PHONE # AND EMAIL ADDRESS OF INDIVIDUAL AUTHORIZED TO COMMIT FUNDS ON BEHALF OF MUNICIPALITY/GOVERNMENTAL ENTITY<br><b>Helen R. Caulton-Harris: Ph: 413 787-6736; <a href="mailto:hcaulton@springfieldcityhall.com">hcaulton@springfieldcityhall.com</a> (applicant)</b><br>Tania Barber: Phone 413 739-1100, ext. 1007; <a href="mailto:tbarber@caringhealth.org">tbarber@caringhealth.org</a> (sub-recipient) |
| 9. | NAME OF GAMING LICENSEE <b>MGM Springfield</b>  |

**1. IMPACT DESCRIPTION**

Please describe in detail the impact that is attributed to the construction of a gaming facility. Please provide support for the determination that the construction of the gaming facility caused or is causing the impact.

See Exhibit A.

**2. PROPOSED MITIGATION**

Please identify below the manner in which the funds are proposed to be used. Please provide documentation (e.g. - invoices, proposals, estimates, etc.) adequate for the Commission to ensure that the funds will be used for the cost of mitigating the impact from the construction of a proposed gaming establishment. Please describe how the mitigation request will address the specific impact indicated. Please attach additional sheets/supplemental materials if necessary.

See Exhibit A.

**3. IMPACT CONTROLS/ADMINISTRATION OF IMPACT FUNDS**

Please provide detail regarding the controls that will be used to ensure that funds will only be used to address the specific impact. If non-governmental entities will receive any funds, please describe what reporting will be required and how the applicant will remedy any misuse of funds.

See Exhibit A.

**4. RELEVANT EXCERPTS FROM HOST OR SURROUNDING COMMUNITY AGREEMENTS**

Please describe and include excerpts from any relevant sections of any Host or Surrounding Community Agreement. Please explain how this impact was either anticipated or not anticipated in that Agreement.

See Exhibit A.

**CERTIFICATION BY MUNICIPALITY/GOVERNMENTAL ENTITY**

On behalf of the aforementioned municipality/governmental entity I hereby certify that the funds that are requested in this application will be used solely for the purposes articulated in this Application.

Signed/ Helen R. Caulton-Harris

January 28, 2016

\_\_\_\_\_  
Signature of Responsible Municipal  
Official/Governmental Entity

\_\_\_\_\_  
Date

**APPROVAL OF THE MASSACHUSETTS GAMING COMMISSION**

On behalf of the Massachusetts Gaming Commission, the Commission hereby authorizes the payment from the Community Mitigation Fund in accordance with M.G.L. c. 23K as outlined in this Application.

\_\_\_\_\_  
Executive Director

\_\_\_\_\_  
Date

\_\_\_\_\_  
Ombudsman

\_\_\_\_\_  
Date

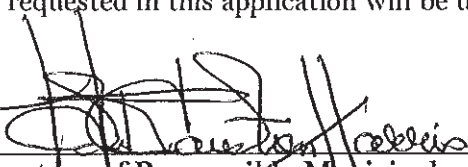
**4. RELEVANT EXCERPTS FROM HOST OR SURROUNDING COMMUNITY AGREEMENTS**

Please describe and include excerpts from any relevant sections of any Host or Surrounding Community Agreement. Please explain how this impact was either anticipated or not anticipated in that Agreement.

See Exhibit A.

**CERTIFICATION BY MUNICIPALITY/GOVERNMENTAL ENTITY**

On behalf of the aforementioned municipality/governmental entity I hereby certify that the funds that are requested in this application will be used solely for the purposes articulated in this Application.



Signature of Responsible Municipal Official/Governmental Entity

4/28/2016

Date

**APPROVAL OF THE MASSACHUSETTS GAMING COMMISSION**

On behalf of the Massachusetts Gaming Commission, the Commission hereby authorizes the payment from the Community Mitigation Fund in accordance with M.G.L. c. 23K as outlined in this Application.

Executive Director

Date

Ombudsman

Date



#

Massachusetts Gaming Commission  
101 Federal Street, 12th Floor  
Boston, MA 02110

#

#

**INSTRUCTIONS FOR FILING FOR THE  
2016 COMMUNITY MITIGATION FUND RESERVE / SPECIFIC IMPACT  
APPLICATION OR 2016 TRANSPORTATION PLANNING GRANT APPLICATION**

**1. 2015 Mitigation Reserve Fund - continuation**

Note: Communities that received approval of the 2015 Mitigation Reserve Fund request **do not** need to submit any application to preserve its reserve in 2016.

**2. 2016 Mitigation Reserve Fund Only**

If a Community is filing for a **mitigation reserve fund only**, please use the application entitled “**2016 COMMUNITY MITIGATION FUND RESERVE / SPECIFIC IMPACT APPLICATION**”, **check the box on page 1** and fill out all the boxes in blue. **Skip grayed boxes 1-4.** Detail regarding the use of the reserve fund can be provided to the Commission on a rolling basis upon consultation with the Commission.

**3. 2016 Community Mitigation Fund Specific Impact Application**

If a Community or other Applicant has a **specific impact**, please use the application entitled “**2016 COMMUNITY MITIGATION FUND RESERVE / SPECIFIC IMPACT APPLICATION**” and **fill out entire application form.**

**4. 2016 Community Mitigation Reserve Fund and 2016 Community Mitigation Fund Specific Impact Application**

If a Community or other Applicant is requesting **both a 2016 Mitigation Reserve Fund and has a specific impact**, please fill out the **entire application form** entitled “**2016 COMMUNITY MITIGATION FUND RESERVE / SPECIFIC IMPACT APPLICATION**”.

#

**5. 2016 Transportation Planning Grant Application**

If a Community is filing for a **2016 Transportation Planning Grant**, please use the application entitled “**2016 TRANSPORTATION PLANNING GRANT APPLICATION**”. Please fill out the **entire application form.**

**Any questions contact: John S. Ziemba, Ombudsman  
101 Federal Street, 12th Floor, Boston, MA 02110  
(617) 979-8423 or [john.s.ziemba@state.ma.us](mailto:john.s.ziemba@state.ma.us)**

...

**An application must be received by February 1, 2016 to meet the application deadline.**

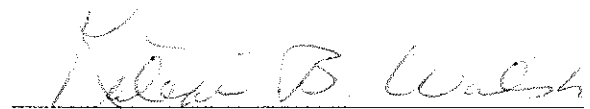
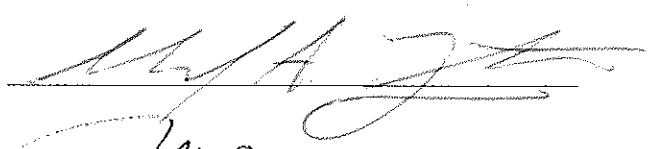
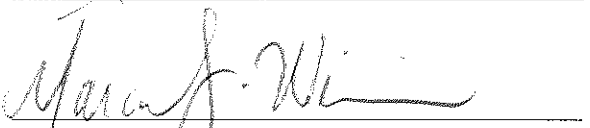
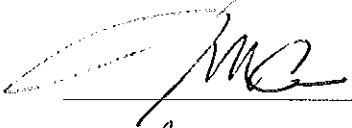
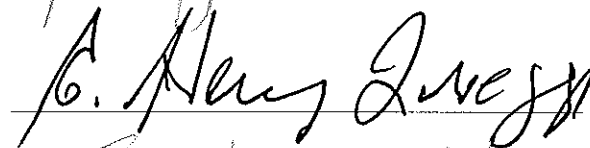
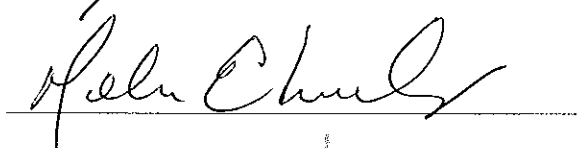
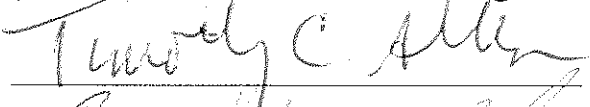
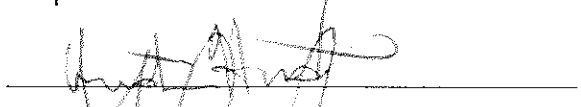

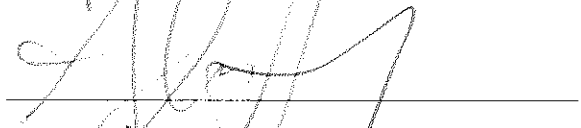
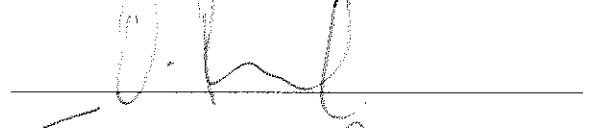


Applications should be sent to: [www.commbuys.com](http://www.commbuys.com). Applicants that are not part of the COMMBUYS system should contact Mary Thurlow of the Commission’s Ombudsman’s Office well in advance of the February 1, 2016 deadline to make arrangements for submission of the application by the deadline. Mary Thurlow can be contacted at 617-979-8420 or at [mary.thurlow@state.ma.us](mailto:mary.thurlow@state.ma.us).

If you have any questions regarding COMMBUYS, please contact COMMBUYS Help Desk assistance at 1-888-627-8283 or [COMMBUYS@state.ma.us](mailto:COMMBUYS@state.ma.us).

#

Members of the Springfield City Council hereby strongly support the request for \$257,075.00 to the 2016 Massachusetts Gaming Commission's Community Mitigation Fund related to Caring Health Center / Richard E. Neal Community Health Center complex at 1049 Main Street to counter the adverse impacts stemming from construction-related activities as to the MGM Springfield casino project, particularly traffic and parking; and support the Mayor's submittal of the application and execution of all necessary documents related to this request and its award.

**MEMBERS OF THE SPRINGFIELD CITY COUNCIL  
CITY OF SPRINGFIELD, COMMONWEALTH OF MASSACHUSETTS**

January 25, 2015


Mr. Stephen Crosby, Chair  
Massachusetts Gaming Commission  
101 Federal Street, 12<sup>th</sup> floor  
Boston, MA 02110

Dear Mr. Crosby:

MGM Springfield is in support of the City of Springfield's request for 2016 Community Mitigation Funds for Specific Impacts related to the Caring Health Center Richard E. Neal Community Health Center at 1049 Main Street. MGM Springfield has been working with Caring Health Center to address the construction impacts upon their operations, particularly the needy patients served by Caring Health. MGM Springfield is providing a small off-street parking lot with twelve spaces for patient parking on a temporary basis until summer 2016. MGM believes the request for the Valet Parking Initiative pilot for patient parking is an excellent solution for patient parking given the extensive construction activity in the immediate area.

I urge your full support and funding of this 2016 mitigation fund request.

Sincerely yours,



Michael Mathis  
President

cc: Mayor Domenic Sarno  
John Ziemba, Ombudsman  
Tania Barber, CEO, Caring Health Center

**City of Springfield**  
**2016 Community Mitigation Fund Specific Impact**  
**Application on behalf of**  
**Caring Health Center Richard E. Neal Community Health**  
**Center Complex**  
**at 1049 Main Street, Springfield, MA**

**EXHIBIT A**

**1. Impact Description.**

***Please describe in detail the impact that is attributed to the construction of a gaming facility. Please provide support for the determination that the construction of the gaming facility caused or is causing the impact.***

Caring Health Center Richard E. Neal Community Health Center complex (CHC) is a public-serving, federally-designated, nonprofit community health center serving the poor, low-and-moderate income residents and the medically-underserved in Springfield, based in the South End. Caring Health Center<sup>1</sup> is the largest employer in the South End and was one of the first entities to rebuild following the devastating tornado of 2010.

Caring Health Center works closely with the City of Springfield. CHC is presently working with the City of Springfield's school system and the school nurses on medical and dental issues facing students. The City's Department of Health & Human Services through the "1422" grant is funding three community health workers, computers and the build-out of the electronic medical records system at Caring Health Center. The City and Caring Health are working together with Pioneer Valley Planning Commission on the Live Well Springfield initiative.

The City currently provides grant funds to Caring Health Center through contracts with the City's Health Department and a collaboration with the School Department to address the health needs of the City's low income residents. 2016 Community Mitigation funds are needed to enable Caring Health to properly implement the existing grants from the City of Springfield and successfully meet the grant terms and conditions.



The City of Springfield has granted CDBG funds to Caring Health when the Caring Health Center Richard E. Neal Community Health Center complex was constructed. Mayor Sarno supported CHC's successful application to the US Economic Development Administration for dental equipment funding to establish the dental clinic at 1049 Main Street, which now serves City of Springfield students and their families. Caring Health Center works closely with the City of Springfield to serve the City's neediest residents with health, dental, behavioral health, wellness and WIC (Women, Infant and Children) services.

The initial pre-development construction is negatively impacting Caring Health Center Richard E. Neal Community Health Center complex's operations at 1049 Main Street, which is directly across the street from the MGM Springfield Casino project site. Caring Health Center (CHC) is located within 1000 feet from the center of MGM's proposed gaming floor. (See Figure 1 on the following page.)

At the outset of construction activity in 2015, Caring Health Center Richard E. Neal Community Health Center complex began experiencing construction-related impacts attributable to the MGM Springfield Casino redevelopment of 14.5 acre site directly across from Caring Health Center on Main Street. These impacts which have occurred over the past seven months (July 2015 through January 2016) and are continuing include:

1. Loss of on-street parking for patients and visitors to CHC;
2. Increased cost of off-street parking;
3. Disrupted phone and communication services; and
4. Blocked sidewalks impeding safe pedestrian access.

The City of Springfield is requesting mitigation funds to address the additional costs incurred by Caring Health as a result of these impacts and for mitigation funds to address the continuing impacts of construction which are present today and are expected to continue throughout the period of construction. Additional detail on the construction impacts to adversely affecting Caring Health follow.

1. **Loss of on-street parking** due to construction and erection of jersey barriers along Main Street related to the MGM Casino project is impeding Caring Health Center's patients from easily and safely accessing the Richard E. Neal Community Health Center complex at 1049 Main Street. At least 28 parking

Figure 1. Caring Health Center Richard E. Neal Community Health Center complex at 1049 Main Street in relationship to the MGM Springfield casino project area.

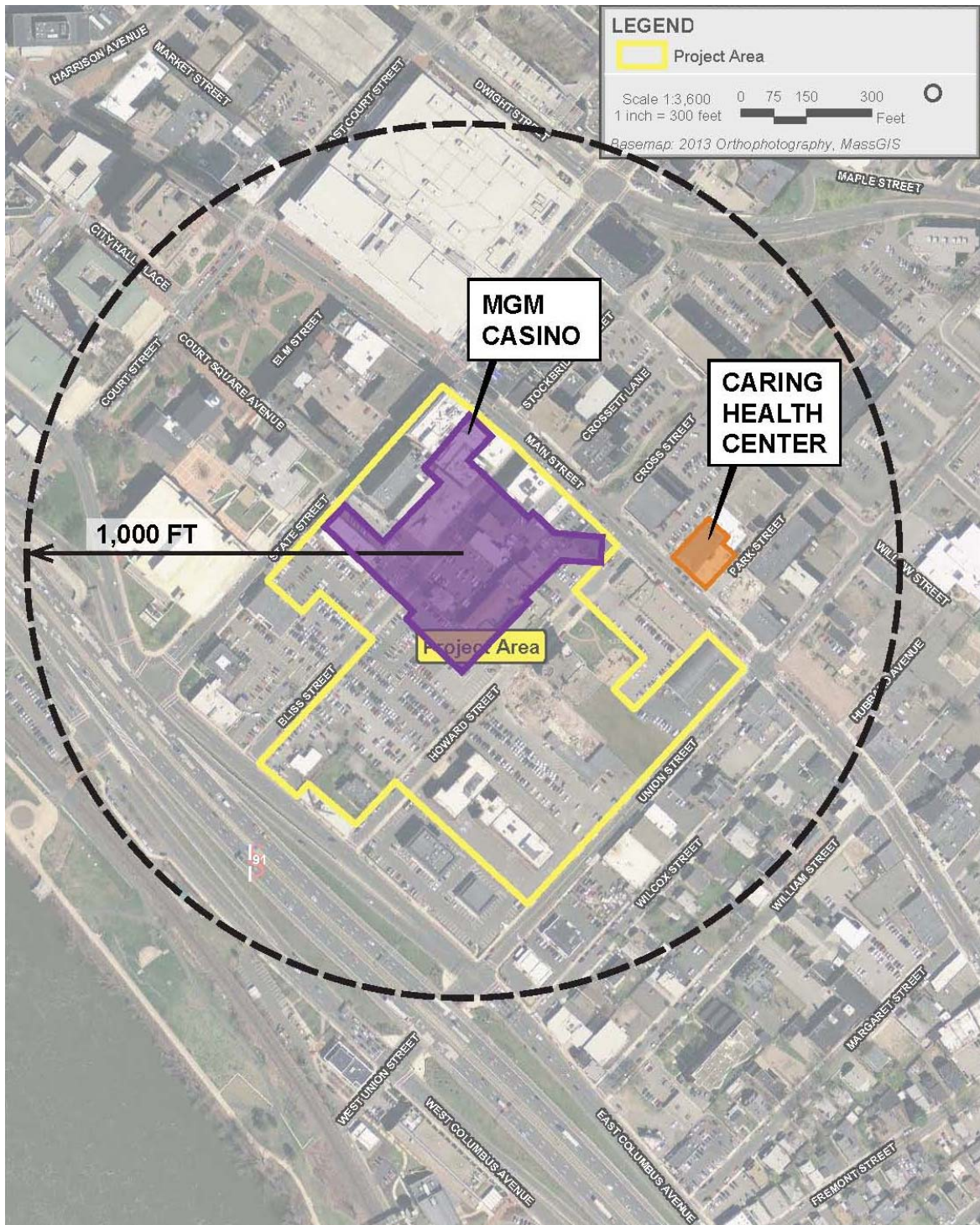


Image adapted from FEIR filing as filed by MGM Springfield.

spaces on Main Street have been removed due fencing resulting from MGM Springfield's demolition and construction activities in the project area. Our patients relied on many of these public on-street parking spaces, which are directly visible from the entrance to Caring Health and within a safe one to one-and-one-half block walk. Moreover, these parking spaces were adjacent to sidewalks along Main Street which have historically been in better condition with smoother surfaces, ADA-accessible handicap ramps, and sidewalks where the businesses clear the sidewalk from ice and snow. The sidewalks on the side streets are often narrower; have major cracks or utility patches making wheelchair access more challenging; and frequently have ice, snow and overgrowth since few businesses directly face onto the side streets. Moreover, there is better lighting along the sidewalks on Main Street where the parking has been blocked, which makes a difference in winter months when patients are coming to the health center in late afternoon/ early evening.

Caring Health patients are now frustrated with parking and traffic congestion delays attributable to difficulty with parking. This has caused an increased no-show rate and patients' arriving late for appointments. Moreover, patients with children (36% of our patients) and patients with mobility issues face particular hardships with the loss of parking, especially the on-street parking along Main Street.

- 2. Increased cost of off-street parking**, attributable to speculative development and land pressures in the immediate area resulting from MGM's Springfield's development and presence in the South End, have significantly increased Caring Health Center's costs for providing off-street parking. CHC lost access to three nearby off-street parking lots, namely the Dudley Realty lot (Dave's Lot); the Union Car Wash lot; and the Pro-Park lot. Property owners will no longer enter into long-term (one year or more) leases for off-street parking. CHC staff, as result, have spent extensive time this year looking for additional parking resources and managing overall parking issues (another unexpected cost). Land costs have also risen, making acquisition of land for parking a formidable obstacle for a nonprofit, such as Caring Health. Caring Health Center is now paying \$105,430 on an annualized basis for off-street parking, a 150% increase over FY2015 expenditures amounting to \$66,050.00, for staff parking for the Caring Health Center Richard E. Neal Community Health Center complex's operations on Main Street. In addition, CHC has expended \$47,983 on staff and contractor's time to address parking and construction-related issues stemming from the MGM Casino issue. The increased direct cost of annualized parking is detailed in Table 1 on the next page.

**Table 1. Increased Cost of Off-Street Parking for Staff Parking at Caring Health Center’s Richard E. Neal Community Health Center Complex, 1049 Main Street.**

<b>PARKING LOTS</b>	<b>FY 2015 Costs</b>	<b>Annualized Current Cost</b>
NEC Family Enterprises	\$ 35,800	\$ 44,640
Dudley Realty - Dave's Lot	\$ 3,780	
Union Car Wash	\$ 1,450	
Pro Park	\$ 1,820	
Springfield Parking Authority	\$ 980	\$ 19,920
MGM William Street Lot		\$ 36,720
Frazier Lot (Lease + Snow Removal, Lighting & Maintenance)		\$ 8,600
<b>TOTAL</b>	<b>\$ 43,830</b>	<b>\$ 109,880</b>
<b>NET INCREASED DIRECT COST IN PARKING</b>		<b>\$ 66,050</b>

Figure 2. Closed off-street parking lot as a result of MGM Springfield casino development depicted below (Image taken October 6, 2015).



- Utility Service Disruptions** from severed lines stemming from casino-related construction negatively impacted Caring Health. Without electricity, telecommunications and internet, CHC cannot safely serve patients, and productively operate with the ability to make appointments, do follow-up calls and referrals,

maintain electronic health records and reporting systems, and fully comply with federal regulations governing community health center operations. The 4 unplanned telecommunication disruptions and internet outages occurred during the time when utility crews were digging in the street and Verizon was undertaking work in the area to prepare for MGM construction. One of the telecom disruptions included cutting the TTY line which is the only means of communication between Caring Health and its deaf patients. Due to construction inadvertently cutting lines reduced productivity, and forced early closures of Caring Health’s Main Street clinic and offices. Loss of electric and telecommunications results in lost productivity, loss of clients, and the need to re-schedule appointments.

The timing of the four unplanned telecommunication disruptions are detailed in the following table, that were the result of construction activities by utility companies (Verizon, Water and Sewer services, etc.) for the MGM Springfield casino project. Shortly after Caring Health’s Richard E. Neal Community Health Center complex experiences many days of no or minimal telephone service resulting from severed lines due to the utilities preparing for MGM Springfield’s overall construction and demolition in the project area, MGM began issuing biweekly construction alerts on August 5, 2015. The first construction advisory, albeit after the impacts suffered by Caring Health, reported that refeeding of telephone/cable lines by Verizon was continuing; Comcast service disruptions were substantially complete; Columbia Gas’ installation of a new gas service at Red Rose was underway (directly across and adjacent to Caring Health) and a new gas main is being installed on Main Street; and the exploratory pits by Water & Sewer were substantially complete. This construction activity coincided with the utility disruptions experienced by CHC’s Main Street clinic and services.

**Table 2: Utility Disruptions Experienced by Caring Health Center.**

<b>Date of Utility Disruption at Caring Health Center Richard E. Neal Community Health Center Complex</b>	<b>MGM-Springfield Related Construction Work Schedule</b>
July 14, 2015 -- TTY line down at CHC	Phone lines were down on Main Street due to construction.
July 17, 2015 – phone lines down	
July 22-24, 2015 – Incoming and Outgoing phone lines were down at CHC.	Verizon dried and re-sealed one of the splices that was filled with water resulting water-line related work for MGM Springfield Casino 7/25/2015 per NHC repair.
July 31, 2015 – internet service down	Remnant disruptions from utility construction.

4. **Blocked sidewalks** impede patients' ability to safely walk to Caring Health, whether from a parked car, their home, or from the bus stop. The blocked sidewalks are the result of recently erected jersey barriers and MGM Casino-construction fencing. Safe ADA-accessible sidewalks have been scarred with utility cuts and temporary repairs making smooth access challenging for both people walking to Caring Health as well as people traveling from their parked cars with children, strollers, walkers and wheelchairs. In addition, the construction barriers often force pedestrians to walk in the street amongst moving cars.



Figure 3. Main Street sidewalk is closed. The pedestrian detour sign directs people to walk in the street. This illustrates a street corner blocked by construction, snow and ice, with **no** handicap access.



Figure 4. (Left)  
Pedestrian forced to walk in traffic on Main Street, since sidewalk is blocked.

Figure 5. (Below)  
Pedestrian walking in street due to construction, blocked sidewalk and sidewalk irregularities.



The overall negative publicity about construction and traffic problems combined with the actual on-the-ground adverse impacts of construction have caused a reduced patient patronage. As one Caring Health patient put it, “Need to improve parking; the way it is don't even want to bother coming.” The anticipated as well as the real parking problems and construction impacts are creating disincentives for patients to come to Caring Health. As a consequence, Caring Health has noticed that some of its patients are postponing or not scheduling regular monitoring, wellness and preventative health visits, due to the challenges of getting to the Caring Health Center Richard E. Neal Community Health Center complex’s 1049 Main Street clinic. The hassle factor attributable to construction-related traffic is suppressing patient visits, client growth and revenues.

**2. Proposed Mitigation.**

**Please identify below the manner in which the funds are proposed to be used. Please provide documentation (e.g. - invoices, proposals, estimates, etc.) adequate for the Commission to ensure that the funds will be used for the cost of mitigating the impact from the construction of a proposed gaming establishment. Please describe how the mitigation request will address the specific impact indicated. Please attach additional sheets/supplemental materials if necessary.**

Caring Health Center is seeking mitigation funds from the Massachusetts Gaming Commission through the City of Springfield for the following costs incurred and to address the continuing and ongoing impacts of construction on the Caring Health Center Richard E. Neal Community Health Center complex at 1049 Main Street.

**Table 3. Requested Mitigation Funds.**

Amount	Purpose	Impact Addressed
\$ 47,983.	Additional CHC staffing and contractor costs due to time expended on utility disruptions, securing new parking sources and managing problems related to parking, delays in patient arrival due to traffic congestion and no parking. CHC is requesting reimbursement for increased costs incurred.	<ul style="list-style-type: none"> <li>• Utility disruptions.</li> <li>• Loss of on-street parking.</li> <li>• Loss of off-street parking and need to lease new parking options.</li> </ul>



Amount	Purpose	Impact Addressed
\$ 66,050.	Compensation for the net increased cost of replacement off-street parking. See detail in Table 1 under Impact Description.	<ul style="list-style-type: none"> <li>• Loss of off-street parking spaces for staff resulting from parking lot closures.</li> </ul>
\$ 143,042.	Valet parking pilot initiative for patient parking at Caring Health Center's Richard E. Neal Community Health Center complex at 1049 Main Street.	<ul style="list-style-type: none"> <li>• Loss of on-street parking.</li> <li>• Loss of off-street parking lots.</li> <li>• Blocked sidewalks, and the resulting lack of ADA accessibility and pedestrian safety.</li> <li>• Counteract real and perceptual image problems regarding lack of parking and traffic congestion.</li> </ul>
\$ 17,925.	Administrative costs for the City of Springfield to administer a MA Gaming Commission award.	
<b>\$275,000.</b>	<b>TOTAL Request for 2016 Community Mitigation Fund Specific Impacts</b>	

Reimbursement for Additional Staffing & Contractor Costs. Caring Health Center is requesting \$47,983 for additional staffing time and contractor costs incurred as a result of disruptions in phone (regular and TTY service) and internet and parking management issues. This includes time expended addressing these issues as well as overtime related to delayed patient arrivals due to parking and congestion problems resulting from construction.

Compensation for Increased Costs of Off-Street Parking. In FY15, Caring Health Center spent \$43,830 on leasing off-street parking for staff. At present, the annualized cost for leasing additional off-street parking for staff is \$109,880, a 150% increase. CHC is requesting mitigation funds for the net increased cost in the amount of \$66,050. See Table 1 for additional detail.

Valet Parking Initiative. Providing visible, safe and easy parking for patients is currently not possible during the MGM Springfield Casino construction. Moreover, parking availability is unlikely to improve during the construction of the casino, with the advent of additional construction workers and delivery vehicles to the

construction site. Based on the past seven months of construction activity, the availability and sidewalk-access to off-street parking is variable. The additional off-street parking lots that Caring Health has leased are at least two-blocks away, and not directly visible from the clinic's Main Street entrance. MGM Springfield has also graciously provided a pro-bono temporary patient off-street parking lot on Union Street which is consistently full. This lot will not be available, unfortunately, come mid-summer 2016. Caring Health's patients need a consistent, reliable parking solution is needed for patient parking. 400+ patients daily visit Caring Health Center's Richard E. Neal Community Health Center complex at 1049 Main Street. Sixty percent of patients today are driving to Caring Health.

Leading parking consultants recommend that valet parking operations are best used in situations when an enhanced level of service is required, such as with medical patients who are ill or often unable to walk any distance, or in situations where a limited amount of less-than-desirable parking must be optimized. This is the situation facing Caring Health Center patients during the casino construction activities. Hence, the need for valet parking pilot initiative to mitigate construction impacts.

The cost of the valet parking initiative is based on a proposal received by Caring Health Center from Valet Parking of America (VPA), a Springfield-based firm specializing in valet parking with over 25 years of experience in the industry. They have preliminarily estimated the cost of valet parking to be \$24.40/ hour each for two valet on-site valet personnel, for five-days a week, year-round. This mitigation fund request budget is based on valet service for the duration of Caring Health's service hours 8:30 am to 7:00 pm. (The preliminary VPA quote was for services ending at 5 pm, but the budget request was adjusted to account for the longer hours at Caring Health.) The projected cost of valet parking by VPA for the Caring Health Center Richard E. Neal Community Health Center complex at 1049 Main Street is \$137,280. The VPA proposal follows this narrative (Exhibit A) as Appendix A.

The availability of new pilot valet service at Caring Health will need to be publicized to CHC patients, to counteract the current confusion about parking and negative information being generated about traffic congestion and parking hassles in the project area. Thus, this proposal includes the cost of mailing an informational post card about the valet service and how to get to Caring Health during the casino construction (\$2,098 for printing services (inclusive of shipping) based on a quote from 48 Hour Print and \$3,664 for US Postal Service business mailing of 20,000 + pieces). The total cost of patient communication regarding parking, transportation

and valet services to Caring Health is \$5,762 with CHC providing graphic services to design the post card mailer. The printing estimate follows as Appendix B.

Administrative Costs: The City of Springfield is requesting reimbursement for related administrative costs incurred relative to the administration of a 2016 MA Gaming Commission Award for Community Mitigation Funds for specific impacts. Administrative costs may include audit, processing of reimbursement requests, reporting, and legal. The administrative cost line item is 6.5 percent of the overall request for mitigation funds.

MGM Springfield is donating the temporary use of a parking lot on Union Street for interim patient parking. The valet initiative includes the City's cooperation with the provision and use of two spaces on Main Street in front of 1049 Main Street, as well.

### **3. Impact Controls/ Administration of Impact Funds**

**Please provide detail regarding the controls that will be used to ensure that funds will only be used to address the specific impact. If non-governmental entities will receive any funds, please describe what reporting will be required and how the applicant will remedy any misuse of funds.**

So as to conform with the Massachusetts Gaming Commission's requirements, upon award of community mitigation funds, the City of Springfield will enter into a Memorandum of Agreement with Caring Health Center, so that the City can ensure that funding will be made only to remedy impacts and that the all applicable state and municipal laws including but not limited to Article 46, Section 2, as amended by Article 103 of the Amendments to the Massachusetts Constitution. Community Mitigation Funds received by the City of Springfield on behalf of Caring Health Center will be managed in accordance with all applicable state and local statutes and regulations, and in accordance with the City's financial and grant management practices.

The fundamental purpose of Springfield's financial management plan is to ensure the appropriate, effective, timely and honest use of funds. Specifically, Springfield ensures that:

- Internal controls for monitoring, reporting and management are in place and adequate. Documentation is available to support accounting record entries;

- Financial reports and statements are complete, current, reviewed periodically; and
- Audits are conducted in a timely manner and in accordance with applicable standards.

The City of Springfield's Department of Health & Human Services will be responsible for the day-to-day management of the mitigation fund award, including fiscal oversight, and receipt and dispersal of funds. The Commissioner, Ms. Helen R. Caulton-Harris has extensive experience managing multi-million dollar state and federal grants, and municipal resources. Ms. Alma Stelzer, Assistant to the Commissioner of HHS, will oversee and approve information for program reporting and fiscal expenditures. Springfield uses the MUNIS Financial Management System to track all grant awards, obligations, unobligated balances, assets, liabilities, expenditures, and program income.

Funds used by a non-governmental entity, such as Caring Health Center, a public-serving nonprofit community health center, will require a written sub-recipient agreement with regular reporting to support and document expenditures and work addressing specific impacts as outlined in this application. Caring Health Center's Chief Financial Officer Frank Kostek will oversee fiscal compliance and reporting for Caring Health Center. Mr. Kostek has over ten years of experience working with state and federal grant accounting, including submittal of timely financial reporting.

The City of Springfield has policies and administrative procedures to prevent fraud and abuse of funds, and duplication of benefits. In addition, the City of Springfield's Office of Internal Audit has established a 24-hour fraud hotline.

#### **4. Relevant Excerpts from Host or Surrounding Community Agreements.**

**Please describe and include excerpts from any relevant sections of any Host or Surrounding Community Agreement. Please explain how this impact was either anticipated or not anticipated in that Agreement.**

There is no explicit mention in either the Host Community or the Surrounding Community Agreements that address construction impacts, loss of patient parking, and utility disruptions pertaining to Caring Health. The Host Agreement does form a Springfield Casino Liaison Office to facilitate communication. While this is an overall

positive improvement, it does not directly address the impacts borne by Caring Health Center since construction has begun.

The FEIR discusses construction mitigation, and outlines parking alternatives for the displaced on-street and off-street parking in the project area. However, all alternatives enumerated in the FEIR are for north and/or west of the project area. This does not help Caring Health Center Richard E. Neal Community Health Center complex at 1049 Main Street directly across the street from the southeast corner of the project area. This would require patients to walk at least a quarter-mile or more to park when they may be ill, with children, or possess mobility issues. Although MGM intends to operate a shuttle as part of its replacement parking strategy during construction, this has not been operational during the site-preparation stage of the construction period (which is currently underway). Moreover, the shuttle is a more appropriate strategy for employee, and long-term parking. The most acute impacts of construction experienced by Caring Health is the impact of construction upon patients, particularly patient access to CHC – trying circumvent the blocked sidewalks and finding nearby parking.

MGM Springfield and the City are committed and supportive of working with Caring Health Center to address the construction-related impacts of casino development and are supportive of this 2016 request for community mitigation specific impacts.

---

<sup>i</sup> The name of community health center facility complex at the corner of Main Street and Park Street is Caring Health Center Richard E. Neal Community Health Center complex. This facility at 1049 Main Street is the primary clinic and medical/ dental facility and administrative offices. WIC, wellness and preventative health, and behavioral health services are provided at this facility. The acronym, CHC, for Caring Health Center and Caring Health all refer to the same organization. In addition to its primary facility at 1049 Main Street, Caring Health Center operates a facilities at 532 Sumner Avenue and 860 Boston Road in Springfield, MA.



## Proposal to Provide Valet Parking for Caring Health Center

January 22, 2015



Prepared by:  
Nick Schloesser, Regional Manager  
Valet Park of America  
185 Spring Street  
Springfield, MA 01105  
(800) 599-8916  
[nschloesser@valetparkofamerica.com](mailto:nschloesser@valetparkofamerica.com)

## Valet Parking Features

The procedures developed by Valet Park of America will result in an efficient and convenient system of valet parking, which will greatly enhance the professional atmosphere and environment of Caring Health Center.

- Valet Park of America (VPA) was organized in June of 1990 and is based in Springfield, MA. VPA is a family-owned and operated business providing Valet Parking, Parking Management, and Shuttle Transportation Services. Our company goal is, and always has been, to provide the best possible service to our customers and clients.
- A valet station will be established beside the building in a convenient location for customers. This station will be equipped with a podium, umbrella, tickets, and signs as needed.
- Employees, customers, and patients are greeted professionally by valets who will open doors, offer assistance, and hand the customer a ticket for retrieving their vehicle.
- Attendants are instructed to lock all doors, roll up windows, label the keys, and store them in a secured box at the valet area.
- Valets will serve as ambassadors to your customers. All attendants will offer additional services, such as: helping with directions, loading and unloading strollers, way finding, and any other assistance that they can provide. Our employees are thoroughly trained to be proactive in this area.
- Valets will be allowed to accept gratuities.
- Valets will be fully uniformed with a clean, crisp appearance. Uniforms will consist of red VPA polo shirt, black dress shorts or pants, black sneakers and a name badge.



## Summary

- **Employees** — Our employees will make a difference in a customer’s first and last impression of your facility. We are extremely thorough in our selection process. This process includes: an application screening, reference checks, driving road test, driving record check, CORI checks, and an interview.
- **Claims management** — Vehicles are surveyed for existing damage which is recorded on the back of the ticket. Tickets are stored for 90 days. VPA handles all claims professionally and with an open mind to treat all customers fairly.



- **Driving** — All attendants will be required to participate in a driver safety training with specific emphasis on pedestrians, crosswalks, speed limits, etc. VPA has a quality control team that goes out randomly and secretly monitors valet driving.
- **Experience** — Valet Park of America has over 25 years of valet parking, transportation, and parking management experience. We have a proven track record of success with many medical facilities, restaurants and local businesses.
- **Quality** — Anonymous shop audits, driving safety surveillance, drive cams, closed circuit video systems, and a bonus coupon program for employee performance are just a few of our highly effective quality control programs.
- **Retrieving Vehicles** — Valets are required to run to and from vehicles when they are needed to be retrieved. We realize our customers’ time is valuable and should be treated as such. Valets are then required to assist with wheelchairs, strollers, directions, etc. Attendants must open and close all doors for guests and wish them a “Good day/night.”
- **Superior Customer Service** — VPA is committed to providing your facility with the highest level of customer service. We believe our employees are our greatest assets, which is a reflection of our exceptional hiring procedures, training, pay rates and benefits. On average, VPA receives at least one letter per week from various customers and clients complimenting our services.



---

## Protection From Liability

---

While accidents involving patrons' vehicles are rare, Valet Park of America adheres to a highly positive and responsible approach. VPA maintains the most extensive liability insurance coverage in the parking industry. The facility will therefore be fully protected from any and all claims arising from the provision of valet parking services on the premises.

The standard insurance coverage maintained by Valet Park of America includes general liability of \$1,000,000, which provides coverage for any personal injuries that may be sustained through the valet parking service. VPA carries an additional coverage of \$10,000,000. In addition, garage-keepers' insurance, which covers collision, theft, and other damage or loss to vehicles is maintained with an aggregate limit per incident of \$1,000,000 and with no individual limit per vehicle. Therefore, loss or damage to any vehicle, no matter how expensive, will be covered. Valet Park of America will handle and pay all claims and deductibles resulting from the valet parking service. Valet Park of America maintains the legally required workers' compensation insurance coverage for all its employees (sample certificate of insurance is enclosed on the next page).





## Cost for Service & Hours of Operation

VPA will provide (2) valet attendants for this service. The days of service and hours of operation are as follows:

Monday - Friday: 8:30am—5:00pm

Caring Health Center will provide a permit for VPA to operate on Main Street and utilize the on street parking spaces in front of Caring Health Center and the pharmacy. The above staffing level is also dependent of the reversal of the one-way section on Willow Street between Cross Street and Park Street. This will allow the valets to park cars much more efficiently. The valets will utilize the parking area Caring Health Center currently rents on Hubbard Street. A lot attendant is not currently proposed but may be needed if there are issues with vandalism or theft.

Scheduled hours and number of valet attendants listed above are tentative, and are subject to change based upon the demand trends of Caring Health Center. Once VPA has had the opportunity to realize volume trends, etc. we will make further recommendation as to scheduling needs. All invoicing will be based on an hourly pricing structure. Therefore, any reductions in staffing levels, hours, etc. will result in direct savings to Caring Health Center. Conversely, any additions to staffing will result in additional hourly billing.

The all-inclusive cost for valet service will be \$24.40 per hour, per attendant. VPA will invoice on a weekly basis and payments will be due and payable within fourteen (14) calendar days from date received.



This is an all-inclusive cost; there are no hidden management, start-up or any other fees. Permanent specialty equipment requested by Caring Health Center is not included. Any additional costs associated with this service will be discussed and agreed upon by Caring Health Center and Valet Park of America.

## References

<b>Baystate Health Systems</b> 759 Chestnut Street Springfield, MA 01101	Tom Lynch Director of Security	(413) 794-4463
<b>Cooley Dickenson Hospital</b> 30 Locust Street Northampton, MA 01061	Brian Rust Director of Security	(413) 582-2000
<b>Holyoke Medical Center</b> 575 Beech Street Holyoke, MA 01040	Ron Riethle Director of Security	(413) 534-2755
<b>The Log Cabin Banquet and Meeting House</b> 500 Easthampton Road Holyoke, MA 01040	Peter Rosskothén Proprietor	(413) 535-5077
<b>The Fort</b> 8 Fort Street Springfield, MA 01103	Andy Yee Owner	(413) 734-7475
<b>The Federal</b> 135 Cooper Street Agawam, MA 01101	Ralph Santaniello Proprietor	(413) 575-2391
<b>Lattitude</b> 1338 Memorial Avenue West Springfield, MA 01089	Jeff Daigneau Owner/Chef	(413) 241-8888
<b>Slainte Restaurant</b> 80 Jarvis Avenue Holyoke, MA 01040	Deb Flynn Owner	(413) 534-4000
<b>Hotel Northampton</b> 36 King Street Northampton, MA 01060	Mansour Ghalibas Proprietor	(413) 584-3100

**APPENDIX B: City of Springfield 2016 Community Mitigation Fund Specific Impact Application**

Chat



Sign In | My Account | Shopping Cart

Print Products | Get Samples | Help Center | Custom Quotes | Design Now > | Resources | Free Templates | **800.844.0599**

Home > Custom Postcards > Custom Postcard Printing

**Special Offers** – Great Deals + Fun Freebies for You

Show Me Deals

**33% OFF**  
postcards now  
USE CODE: PC33



**Custom Postcard Printing**

Print postcards that deliver high-impact results

Price includes (4/4) full color both sides

- Finished Size: 4.25" x 11"
- Printed on 14pt Cover Stock (10% PCW)
- Includes free Gloss Coating or Matte Coating

**When Will I Get My PostCards?**

- 500 to 5,000 PostCards: Ships or ready for pick up in 2 business days from proof approval.
- Under 500 PostCards (printed digitally): Ships or ready for pick up in 1 business day from proof approval; rounded corners or UV coating require 1 additional day.
- Over 5,000 PostCards: Ships or ready for pick up in 5 business days from proof approval.



click for details

You might also like . . .

<p>Mailing Services</p>	<p>Response Cards</p>
-------------------------	-----------------------

Description	Reviews	File Templates
<p>Choose postcard printing from 48HourPrint.com and know that you're receiving the same great value and quality as our other products. Our online postcard printing service gives you <b>high quality postcard printing at very affordable prices</b>. And you also get the benefit of our industry-leading <b>48 Hour Turnaround Guarantee</b> for quantities between 500 and 5,000 postcards and <b>24 Hour Turnaround Guarantee</b> for quantities fewer than 500 postcards printed on our digital press.</p>		

**I HAVE A DESIGN**

**I WANT TO DESIGN ONLINE**

**GET A CUSTOM QUOTE**

**BASE COST: \$1,759.00**

Size:  ?

Standard DIGITAL Quantity/Price:  ?

High Quality OFFSET Quantity/Price:  ?

Paper Stock: **FREE**  ?

Coating: **FREE**  ?

Single/Double Sided: **FREE**  ?

Rounded Corners: **FREE**  ?

Proof Type: **FREE**  ?

Shrink Wrapping: **FREE**  ?

Zip Code:

Shipping Method:  ?

Printing Price	\$1,759.00
Options	\$0.00
Estimated Shipping	\$339.30
Discount	\$0.00
Per Piece Price	\$0.08
<b>Total Price:</b>	<b>\$2,098.30</b>

**Upload Files** **Add to Cart**

**Custom Printing**  
**Get Special Offers**

- Appointment Cards
- Banners
- Booklets
- Bookmarks
- Brochures
- Buckslips
- Bumper Stickers
- Business Cards
- Calendars

- Catalogs
- CD Products
- Door Hangers
- DVD Products
- Envelopes
- Flyers
- Greeting Cards
- Hang Tags
- Holiday Cards
- Labels
- Letterhead

- Magazines
- Magnets
- Mailing Services
- Menus
- Newsletters
- Nightclub Flyers
- Notepads
- Plastic Cards
- Plastic Gift Cards
- Pocket Folders
- Postcards

- Posters
- Post-it® Notes
- Rack Cards
- Response Cards
- Rip Cards
- Rip Hangers
- Sell Sheets
- Stickers
- Table Tents
- Tickets

[Free Online Design Tool](#)

[About Us](#)[Privacy Policy](#)[Terms of Use](#)[AutoFlight<sup>SM</sup>](#)[Contact Us](#)

48HourPrint.com is an international award-winning online printing company that offers [custom printing services](#) in 40 high quality products. Everything is 100% printed in the USA.

Create unique [customized business cards](#), [print postcards](#) or brochures online, [custom hang tags](#), [posters](#), [flyers](#), and much more!

Get started now with a [free custom quote](#) for your project and gain access to our variety of resources and extras to take your project to a new level of awesomeness.



**BBB Rating: A+**  
as of 1/24/2016  
[Click for Review](#)

[© 2003-2016 48HourPrint.com All Rights Reserved](#)