



January 4, 2013

Board of Selectmen  
195 Main Street  
Maynard, Massachusetts 01754

Honorable Board of Selectmen;

Please accept this as an abridged accounting of activities related to my activities as Town Administrator;

**Town Hall Issues;** You may have already heard that our experiment with increased hours during the Christmas to New Year week was thwarted by a failed heating system. The week was further affected by the numerous employees that were struck with influenza or other maladies. There was no customer complaints lodged with the BOS Office or left on my phone. That either indicates that everyone got what they needed or the public is more patient and understanding than we sometimes recognize.

This week I observed few customers after 4 PM on Wednesday or Thursday evening, but we were fairly busy in the day time.

**Tax Bills;** The tenor from most taxpayers has been they are not happy, but the bill was not as severe as they were expecting, taxes work in mysterious ways.

There was yet another software glitch which was directly connected to KVS. The problem was fairly straightforward, anyone who had a previous delinquent balance on their property taxes did not receive a notification as required by law, unfortunately those that did not have any delinquencies did receive a notation that there was a delinquency. We demonstrated to the software provider that it was completely their error and that we have demanded they pay for the cost of mailing to rectify the situation. No amounts were affected by this misstep and no fault was attributed to Billtrust (our mail contractor).

Please accept my complete confidence and gratitude for the performance of the financial team to get this bill out. Denee Howard, Cheryl Kane and Angie Marrama were particularly outstanding in their performance and dedication. The weak link once again was our software.

**Snow Removal;** I would like to offer my most sincere commendation to Highway Supervisor Joe Foster and all the crew at the DPW who did a good job considering the conditions and the obstacles. The first storm was wet heavy, with a thick icing (sounds similar to how I like my cake). The second was less dense, but came in with a cold front which rendered some surface treatments useless.

We had only two complaints on the call in line and both had already been addressed by the time they were retrieved from the line. One was in the Brown Street and Nason area and another at Summer Street, but with nearly 70 miles of roads and sidewalks, plus public parking lots and cemetery paths to address with a five man crew, I would suggest they performed well. We did use some contractors, but at least two were unavailable for the second storm leaving even more to the plowing and clearing to the small staff.

The staff has committed they will continue to work diligently to clear the snow in an expedited manner with as little interruption to the public as possible, but this is New England.

**LED Streetlights;** Congratulations! to the Board of Selectmen for endorsing and supporting this project. Maynard is again ahead of the curve in replacing sodium lighting with the more efficient and environmentally friendly LED lighting. The “Presidential” section was upgraded recently and we will now turn our attention the Lincoln/Linden/ Concord neighborhoods. We have trained the DPW staff to replace the “cobra heads” and when we are able to start the next phase we will no longer need the services of a contractor. This is all within code and safe practices for replacing these lights.

There are some citizens already demanding their lighting get replaced for various reasons, but we need to stay the course and continue with the strategy already set in place. If we start to go all over town we will find ourselves back in our previous dilemma.

**Coolidge/Reo Renovation Project;** As you are aware we have given a conditional award to Quirk Construction (Georgetown, Mass.). They have great experience and all their references spoke highly of them and their work. The “conditional offer” will become official as soon as the contract, which is in process, is signed. I fully expect that will be finished by January 11<sup>th</sup> and we will have groundbreakings in the spring.

Leslie Fanger from BSC Group will act as our OPM on this project overseeing the contractor and equipment installation. I cannot thank Eve, Susie, Amie, Linda, Amanda and the countless others who have prodded these projects along. I look forward to the celebration this year upon each parks completion!!!

**DPW Update;** I have placed one of the interns in the DPW Office while that office is shorthanded, the Operations Manager position has been advertised and we will have all application by month’s end. The RFP for On-call Services have arrived, but remain unopened, as I am awaiting a break in the schedule sufficient to give it consideration. Given all the potholes things have continued along smoothly and we look forward to fixing all those potholes in the coming year.

**Tidbits;** Friday January 4<sup>th</sup> will be a very active Professional Development Day the agenda was in the correspondence I believe. The highlights will be ethics training, a presentation from the developers of 129 Parker Street and a session on open meeting laws, among other topics.

Bargaining will begin with Supervisors and DPW Union this coming week, I hope it is productive and I look forward to discussing it with you in the future the request from the employees.

Thank you and Happy New Year!!

Michael J. Sullivan  
Town Administrator, Maynard