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Gary Christenson, Mayor

**2016 ANNUAL REPORT TO THE CITY CLERK OF THE
PUBLIC WORKS BOARD/COMMISSION
PURSUANT TO CITY OF MALDEN ORDINANCE 1.7**

I. Preliminary Information

Name of Board or Commission:	Public Works Commission
Name of Chair:	William Coleman
Name of Clerk:	Karen Bourque
No. of Members:	3
No. of meetings of Board/Commission Holds per year:	11 meetings (usually take August off if feasible)
Explain how Board/Commission has fulfilled functions in the past year:	Monthly meetings are held the second Tuesday of each month starting at 4:00 pm. Residents are scheduled on the agenda to be heard at 5 minute intervals, regarding concerns and complaints about their high water bills.

Please list Members' names, addresses, date of appointment and when term expires: (attach additional sheets if necessary)

NAME & ADDRESS	APPOINTMENT DATE	TERM EXPIRES
William Coleman 53 Kimball Street Chairman	781-324-5000 781-738-1061	March 1, 2016 \$6,000.00 stipend
Erica Lotz 57 Newman Road Commissioner	781-799-9841 Erica_lotz@yahoo.com	March 1, 2018 \$5,000.00 stipend
Diego Barricelli 33 Glen Street Commissioner	617-592-8654	March 1, 2017 \$5,000.00 stipend
Karen Bourque Clerk to Commission	781-397-7000 Ext. 2046 kbourque@cityofmalden.org	Part of Department Duties

2. Overview of Board/Commission

Please issue a **brief** statement about the general purpose and mission of this Board/ Commission:

Each resident disputing their water bill is put on an agenda given a certain time. When they arrive there is a signup sheet and they are greeted by Karen and brought into the meeting room when it is their time to be heard. They are then asked to have a seat and to state their name and address for the record as they are being taped for the meeting minutes. They are then instructed to address the Commissioners with their concerns of why they may have a high water bill; they are given approximately 5 minutes so as to cut down on the waiting time for each person. The Commissioners hear the resident's complaint and try to figure out as to why the bill is so high for the month of complaint. Then the Commissioners speak amongst each other and with the resident and try to educate the Resident as to why the bill may be high and what they can do to see that future bills are not the same, they are also given literature as to things they can do to try to offset future high bills. Then the Commissioners make a motion to either abate the bill or if there is not enough information they may ask the Resident to get a plumber and to check all toilets in the house and make sure to fix all leaks and then if the future bills are still high, they can attend a future meeting.

3. REVENUE: Please list the revenue(s) coming into this Board/ Commission. **NOT APPLICABLE**

From City Budget	\$16,000.00 stipends for Commissioners
From State Budget	
From Federal Budget	
Grant Monies	
Licenses/Fees	
Other	

4. EXPENDITURES: Please list the expenditures of this Board/Commission. **NOT APPLICABLE**

Expenditures of Board/Commission	Explanation
Personnel Costs	
Equipment Costs	Tape Recorder and Cassette Tapes
Postal Costs	
Leasing Costs	
Other	

5. ASSETS: Please list all major assets under the control of this Board/Commission. (Please include materials, tools, vehicles, equipment and property on hand as of 12/31/15. **NOT APPLICABLE**

Asset	Value
Tape Recorder	\$60.00
Cassette Tapes	\$40.00 per box (usually 2 tapes used per meeting)

6. **PROGRAMS:** Please list all programs under the direction of this Board/Commission. (Please detail where and how these programs originate, i.e. statutory, internal, etc.)

NOT APPLICABLE

Program	Description
Notices inserted in Water Bills	<i>Notifying Residents of a water leak (internal) Or of changes in billing cycle.</i>
Maintaining Aging Water System (pipes)	<i>Streets and Sidewalks with preventive Maintenance (Internal)</i>
Capital Improvements to City	<i>City Equipment (trucks, sanders, backhoe, etc.... (Internal)</i>

7. **CHALLENGES:** Provide a brief description of three challenges this Board/Commission faces.

1.	Safety of equipment due to constant use, keeping all equipment in proper working conditions (Safety of Workers)
2.	Keeping the cost of water down by capturing previous lost water for billing.
3.	Constantly trying to keep the streets, sidewalks, parks, etc... in safe condition for general public use.

8. **GOALS:** Describe three goals this Board/Commission has for the year ahead.

1.	Educate the general public about the cost of water due to a leak in the Residence.
2.	Providing timely responses to Citizens concerns in water, sewer, highway and parks departments.
3.	Working with the Mayor, City Council and other Departments in the City to create and build a strong cohesive D.P.W Department.

Major Accomplishment for current year: Work with staff in Engineering, Water Billing and Treasurer's office, we are currently in the process of reducing the duration between when water meters are read and when bills are issued. This has historically been a 45 day time period but is currently being reduced to 30 days to provide residents with better correlation between their water use and their water bill.


 Signature of Chair

Date: 3-8-16