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Gary Christenson, Mayor

**2014 ANNUAL REPORT TO THE CITY CLERK  
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:	Erica Lotz
Name of Clerk:	Karen Bourque
No. of Members:	2 (need 1 Commissioner appointed)
No. of meetings of Board/Commission per year:	11 (usually take August off if feasible)
Explain how Board/Commission has fulfilled functions in the past year:	Monthly meetings are typically 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, contact information and date of appointment and when term expires: (attach additional sheets if necessary)**

NAME & ADDRESS	CONTACT INFORMATION	APPOINTED	TERM EXPIRES
Erica Lotz 57 Newman Road Chairman		March 1, 2012	March 1, 2015 \$6,000.00
William Coleman 53 Kimball Street Commissioner		March 1, 2012	March 1, 2016 \$5,000.00
Karen Bourque Clerk to Commissioners		September 11, 2012	Part of Job Duties

## Overview of Board/Commissions

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

In general the Commission oversees Water Abatements, approve curb cuts, address grievances raised by the union employees and approve restaurant sidewalk access for dining.

Water Abatements are the largest component of the Public Work Commissions duties. Each resident disputing their bill is put on an agenda at a specified time. They are then asked to state their name and address as they are told their hearing will be taped for the record. They are then instructed to address the Commissioners with their concerns of why they may have a high water bill. Each resident is allotted approximately 5 minutes to explain the issue with the water bill. The Commissioners take this opportunity to educate the residents to the meter reading and billing process along with summarizing typical water conservation approaches. Based on the evidence presented by the resident and through the questions of the Commissioners, an abatement may be issued. The Commission sees these Water Abatement hearings as an opportunity to educate the residents on wise water use to prevent future high water bills.

In addition to Water Abatements, the Commission along approves curb cuts for driveway access. In many cases, residents are driving over curbs to access a paved area on their property that they have converted to a driveway. The Commission reviews the permit submitted by the resident along with the information compiled from DPW and Engineering to determine whether the curb cut should be approved. Abutters are also notified of the pending curb cut permit and can attend hearing to voice any opposition or support.

The Public Works Commission also hears grievances from the DPW and Water Utilities union staff. When Management and the Union are unable to resolve a grievance, the issue comes before the Commission to identify a solution. While this is not the last step in the Union Grievance process, the Commission has been able to resolve many issues that could not be directly resolved between the Union and Management.

### 2. **REVENUE:** Please list the revenue(s) coming into your Board/Commission.

**NOT APPLICABLE**

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

3. **EXPENDITURES:** Please list the expenditures of your Board/Commission.

**NOT APPLICABLE**

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

4. **ASSETS:** Please list all major assets under the control of your Board/Commission. *(This should include materials, tools, vehicles, equipment and property on hand as of 12/31/13.)*

**NOT APPLICABLE**

Asset	Value
Tape Recorder	<i>\$60.00</i>
Cassette Tapes	<i>\$40.00 per box (usually 2 used per meeting)</i>

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

**NOT APPLICABLE**

Program	Description
Water abatements	<i>Internal practice at City</i>
Curb cuts and sidewalk access by restaurants	<i>Internal practice at City</i>
Public Works and Water Utilities Union grievances	<i>Union Contract requirement</i>
Notices inserted in Water Bills	<i>Notifying Residents of a water leak (Internal)</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>

6. **CHALLENGES:** Provide a brief description of three challenges to your Board/Commission.

1.	Keeping the cost of water down by capturing previous lost water for billing.
2.	Long turn around time between when meters are read and when the bills are processed. It is difficult for residents to relate their leaking toilet to a high water bill when the high bill does not arrive for a few months due to the 45 days between meter reading and billing.
3.	Constantly trying to keep the streets, sidewalks, parks, etc.... in safe condition for general public use.

7. **GOALS:** Describe three goals your 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 and cohesive DPW Department.



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Signature of Chair

Date: 5/13/2014