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March 20, 2007

REPORT OF THE COMMITTEE
ON PUBLIC UTILITIES AND PUBLIC WORKS

The Committee on Public Utilities and Public Works convened on March 20, 2007, with Chairman Walter Pero presiding and Committee Member Alderman Bruce Desmond also present and voting. Also present were Sean Murphy from Constituent Services, Michael Lambert from the Mayor's Office, Bill Zamparelli and Andrew Balta from NSTAR, Patricia Harty from Verizon and Ken Bates from RCN.

The committee discussed the matter of the utility pole at 12 Morrison Ave. Alderman Desmond explained that he was concerned about the safety of the pole and told the utility representatives that he was given incorrect information regarding its status, i.e., he was told that it was fixed, when it actually wasn't. Alderman Desmond told the representatives that he appreciated the quick response to rectify the situation and told them that it is important for them to deal honestly with members of the Board.

Chairman Pero asked if it were still possible to receive regular updates on the number of double poles in the city and the utility representatives stated that the reports were available. Ms. Harty offered to assist the city in obtaining access, if needed. The committee will request information from the DPW as to who has access to the double pole database and will request that regular reports on status of plm/double poles be provided to the committee. Chairman Pero informed the representatives that they would be called before the committee every 2 months, for general updates.

Mr. Zamparelli updated the members on the current report, know as the "ball in court" report. There are presently 130 double poles, including 53 with electric connections. Some of these 53 are to be transferred by a contractor hired by NSTAR. Mr. Balta told the members that his department had 48 poles on his "ball in court" report and that 41 were completed with 7 remaining.

Chairman Pero said that the city has been dealing with streetlight outages and asked Mr. Murphy to speak on the subject. Mr. Murphy briefly explained the Constituent Service's 311 concept and operation, noting that the service is provided 24 hours per day, 7 days a week, to handle non-emergency calls. The program

eliminates the city hall shuffle, i.e., transferring calls from department to department until the correct contact is made. With regards to streetlights, Mr. Murphy said that the public perceives an inoperative streetlight to be a city issue, rather than an NSTAR issue, and as such, residents are calling 311 with the information. 311 operators take the calls and forward the information to NSTAR for repair. NSTAR is also receiving calls from residents and actually encourages that calls be made from homes, for more serious issues, to assist NSTAR in identifying, through their call recognition system, where the trouble might be. The Constituent Services Department will market the idea of calling light outages into 311. A work order type, modeled after NSTAR's form, has been established in the CRM system. A report of collected information will be generated and emailed to NSTAR for action. NSTAR will, in turn, forward weekly status report of outages to 311 to be used to update and reconcile the CRM records. Mr. Murphy will inform all city departments to expedite requests through 311. Constituent Services will make callers aware that for simple light out situations, repairs will be completed within 72 hours.

Chairman Pero asked if a procedure might be developed to identify 311-generated calls to address them more readily. Mr. Bates suggested that 311 operators have direct contacts at each utility to expedite assigning ticket numbers repairs.

Chairman Pero's motion **that all utility companies doing business in the city meet with the Director of Constituent Services, within the next 2 months, to review the procedures for handling service request calls and to provide direct contact information,** was approved.

The committee suggested that NSTAR and the Constituent Services Department work together to develop a Memorandum of Understanding relative to the handling of service calls.

No papers were acted on.

Alderman Walter Pero, Chairman
Committee on Public Utilities and Public Works

COMMITTEE REPORT

Report of the Committee on Public Utilities and
Public Works, March 20, 2007

In Board of Aldermen

Clerk