

**CITY OF NORWALK  
PUBLIC WORKS COMMITTEE  
MARCH 1, 2011**

ATTENDANCE: Andrew Conroy, Chair; Laurel Lindstrom; Kelly Straniti;  
John Tobin; Douglas Hempstead (7:09 p.m.);  
Nora King (7:18 p.m.)

STAFF: Hal Alvord, Director, DPW; Karen DeVecchio, IT Director;  
Connie Blair; Customer Service Manager

OTHERS: Larry Ruttenberg; Larry Losio, Ordinance Enforcement Officer

Mr. Conroy called the meeting to order at 7:04 p.m.

**PUBLIC INPUT**

Public Input (Visitors to the Committee meeting may speak to any item on the agenda. Comments shall be limited to no more than five (5) minutes per speaker.)

Mr. Ruttenberg said that he was present this evening in support of the Lockwood Lane storm drainage project.

**GENERAL INFORMATION**

**3. Additional Information Items:**

**Customer Service Center**

Mr. Hempstead joined the meeting at 7:09 p.m.

Ms. DeVecchio requested specific requirements for the customer service website. Mr. Conroy said that he would like the ability to see service requests by Council districts and how many times each problem is reported.

Ms. King joined the meeting at 7:18 p.m.

The Committee members discussed the format of the service request report. Ms. Lindstrom said that residents should be able to have a quick, accurate way to follow up on each request for service. Ms. Blair explained that the only way someone can track a request on line is if they created the request on line. Ms. King said that the software is not working and will have to be replaced.

Mr. Conroy asked Ms. Blair what percentage of e-mails she receives. Ms. Blair said that they receive less than 1%. Most people who contact the Customer Service Center are calling with questions. She said that they do not get a lot of requests for service through the website. Mr. Conroy asked that the focus is to be sure residents can get updates on their requests.

Mr. Alvord said that they did not have web interface when they purchased the City Works customer service package. Their system does everything they looked for when it was purchased over five years ago. Mr. Conroy said that he would like to see what products are available and the cost.

Mr. Conroy said that he wants the Systems Analyst to work with Ms. DelVecchio and Mr. Alvord to determine what is needed. Ms. DelVecchio said that she will contact Azteca to determine if their new version will meet the needs of the City.

Ms. Blair explained that call ins are a good way to provide information. Mr. Alvord said that when people e-mail they do not know what information is important. Ms. King suggested providing direction on the website.

Ms. King said that people under the age of 35 want to do everything internet based. Ms. Blair said that they get a lot of calls from people on their cell phones. Ms. Straniti said that there has to be a way to make the program e-mail friendly.

Ms. Blair said described the steps that are taken to respond to an e-mail. She said that they answer the phone at the same time and can get 60 – 100 calls a day. She said that they are constantly helping people on line and provide answers for other departments. Ms. King suggested creating an e-mail link to other departments.

Ms. King said that she was surprised by the number of people without computers. Ms. DelVecchio said that there is a large population in Norwalk who do not have personal computers. Mr. Alvord said that they were not aware of how much Ms. Blair and her team do to assist the residents. Mr. Alvord said that the department is a City wide asset.

### **BUSINESS PORTION**

- \*\* MR. HEMPSTEAD MOVED TO APPROVE THE MINUTES OF THE PUBLIC WORKS COMMITTEE MEETING OF TUESDAY JANUARY 4, 2011.**
- \*\* MOTION PASSED UNANIMOUSLY**

**\*\* MS. STRANITI MOVED TO AUTHORIZE THE PURCHASING AGENT TO ISSUE A PURCHASE ORDER TO TE W. I. CLARK CO. FOR THE PURCHASE OF A 2011 JOHN DEERE 624K LOADER FOR A SUM NOT TO EXCEED \$184,160.00, LESS A TRADE-IN ALLOWANCE OF \$26,000.00. ACCOUNT NO. 0911 4031 5777 C0313**

Mr. Alvord reviewed the item. He said that they received one bid for this item. He added that this is a good price and they received a \$26,000 trade-in allowance. Mr. Conroy asked Mr. Alvord to have the Purchasing Department call the other two vendors to ask why they did not bid on this item.

**\*\* MOTION PASSED UNANIMOUSLY**

**\*\* MS. KING MOVED TO AUTHORIZE THE MAYOR, RICHARD A. MOCCIA, TO EXECUTE AN AGREEMENT WITH FGB CONSTRUCTION COMPANY FOR PROJECT DRG2010-1 LOCKWOOD LANE STORM DRAINAGE IMPROVEMENT PROJECT, FOR A SUM NOT TO EXCEED \$2,044,620.50; AND TO**

**AUTHORIZE THE DIRECTOR OF PUBLIC WORKS TO EXECUTE ORDERS ON THE CONTRACT WITH FGB CONSTRUCTION COMPANY FOR PROJECT DRG2010-1 LOCKWOOD LANE STORM DRAINAGE IMPROVEMENT PROJECT, FOR A SUM NOT TO EXCEED \$204,462.05. ACCOUNT NOS. 0909 0404 0270 5777 C0421 0908 0404 0270 5777 C0421**

Mr. Alvord explained that the plastic pipe will last longer than a corrugated metal or concrete pipe.

**\*\* MOTION PASSED UNANIMOUSLY**

**\*\* MS. LINDSTROM MOVED TO AUTHORIZE THE MAYOR, RICHARD A. MOCCIA, TO EXECUTE AN AGREEMENT WITH RELIABLE EXCAVATING CO., FOR PROJECT NO. PM 2011-2 PROPOSED BITUMINOUS CONCRETE PERMANENT PAVEMENT REPAIRS FOR A SUM NOT TO EXCEED \$279,150.24; AND TO**

**AUTHORIZE THE DIRECTOR OF PUBLIC WORKS TO EXECUTE ORDERS ON CONTRACT WITH RELIABLE EXCAVATING CO., FOR PROJECT NO. PM 2011-2 PROPOSED BITUMINOUS CONCRETE PERMANENT PAVEMENT REPAIRS FOR A SUM NOT TO EXCEED \$27.915.00. ACCOUNT NO. 030000-2602**

Mr. Alvord said that he received positive comments back from their references. He said that they do a lot of work in the Danbury area.

**\*\* MOTION PASSED UNANIMOUSLY**

**\*\* MS. STRANITI MOVED TO AUTHORIZE THE MAYOR, RICHARD A. MOCCIA, ON BEHALF OF THE CITY OF NORWALK, TO ENTER INTO AN AGREEMENT WITH THE STATE OF CONNECTICUT DEPARTMENT OF ENVIRONMENTAL PROTECTION FOR A GRANT FOR THE "ENGINEERING DESIGN AND PERMITTING FOR THE REMOVAL OF THE FLOCK PROCESS DAM ON THE NORWALK RIVER".**

Certified Resolution:

**Be it resolved that it is in the best interests of the City of Norwalk to enter into contracts with the State of Connecticut Department of Environmental Protection for grants for the "Engineering Design and Permitting for the Removal of the Flock Process Dam on the Norwalk River".**

**In furtherance of this resolution, Mayor Richard A. Moccia, is duly authorized to enter into and sign said contracts on behalf of the City of Norwalk. Richard A. Moccia, currently holds the Office of Mayor of the City of Norwalk and has held that office since 2005. The Mayor is further authorized to provide such additional information and execute such other documents as may be required by local, state or federal government in connection with said contracts and to execute any amendments, rescissions and revisions thereto.**

**I, Ellen Wink, the City Clerk of the City of Norwalk, do hereby certify this to be a true copy of the resolution duly adopted at the Common Council meeting of \_\_\_\_\_, and that it has not been rescinded, amended or altered in any way, and that it remains in full force and effect.**

\_\_\_\_\_  
**Ellen Wink, City Clerk  
City of Norwalk**

**\*\* MOTION PASSED UNANIMOUSLY**

**\*\* MR. HEMPSTEAD MOVED TO APPROVE THE TECHNICAL CORRECTION TO THE COMMON COUNCIL ACTION OF SEPTEMBER 14, 2010, ITEM VII. D. 7. AS FOLLOWS:**

**As authorized**

**Authorize the Mayor, Richard A. Moccia, to execute drainage easements to allow the installation of a drainage system on City owned property adjacent to the former Fitch School property; such easements to be in favor of the property developer, Maplewood at Strawberry Hill, LLC.**

**Amended resolution for approval**

**Authorize the Mayor, Richard A. Moccia, to execute drainage easements to allow the installation of a drainage system on City owned property adjacent to the former Fitch School property; such easements to be in favor of the property developer, Norwalk ALF Property, LLC.**

Mr. Alvord explained that this is an easement to the city. Mr. Hempstead requested clarity from the Zoning and Law departments.

**\*\* MOTION PASSED WITH ONE (1) ABSTENTION (MR. CONROY)**

**\*\* MR. HEMPSTEAD MOVED TO SUSPEND THE RULES TO ADD AN ITEM TO THE AGENDA**

**\*\* MOTION PASSED UNANIMOUSLY**

**\*\* MR. HEMPSTEAD MOVED TO APPROVE THE TECHNICAL CORRECTION TO THE COMMON COUNCIL ACTION OF FEBRUARY 8, 2011, ITEM VII.C.2A AND ITEM VII.C.2.B AS FOLLOWS:**

**As authorized:**

- a. Authorize the Mayor, Richard A. Moccia to execute an Agreement with A & J Construction for Project No. PM 2011-1 Proposed Pavement Management Program for a sum not to exceed \$2,215,901.30**
- b. Authorize the Director of Public Works to execute Orders on Contract with A & J Construction for Project No. PM 2011-1 Proposed Management Program for a sum not to exceed \$221,590.13**

<b>Account Nos.</b>	<b>0911 4021 5777 C0021</b>	<b>\$2,031,961.43</b>
	<b>0911 4027 5777 C0302</b>	<b>\$ 62,750.00</b>
	<b>030000-2602</b>	<b>\$ 52,780.00</b>
	<b>0911 4021 5777 C0318</b>	<b>\$290,000.00</b>

**Amended resolution for approval:**

- c. Authorize the Mayor, Richard A. Moccia to execute an Agreement with Alcaide Inc. d/b/a A & J Construction for Project No. PM 2011-1 Proposed Pavement Management Program for a sum not to exceed \$2,215,901.30**
- d. Authorize the Director of Public Works to execute Orders on Contract with Alcaide Inc. d/b/a A & J Construction for Project No. PM 2011-1 Proposed Management Program for a sum not to exceed \$221,590.13**

<b>Account Nos.</b>	<b>0911 4021 5777 C0021</b>	<b>\$2,031,961.43</b>
	<b>0911 4027 5777 C0302</b>	<b>\$ 62,750.00</b>
	<b>030000-2602</b>	<b>\$ 52,780.00</b>
	<b>0911 4021 5777 C0318</b>	<b>\$290,000.00</b>

**\*\* MOTION PASSED UNANIMOUSLY**

**GENERAL INFORMATION** (continued)

**b. Proposed Renaming of Meadow Street Extension**

Mr. Alvord referenced a memo from Mr. Maslan. Mr. Conroy said that the language is specific that Planning and Zoning approval is required to re-name a street.

**c. Snow Operations**

Mr. Alvord explained the Public Work's staff posture for snow removal operations. There are 25 snow plows and 25 drivers. The drivers have to stop working after 16 hours. Mr. Alvord said that they budgeted \$694,000 for snow removal; he is in the process of updating costs.

Ms. King told Mr. Alvord that she has received calls from DPW staff with personnel issues regarding plowing. Mr. Conroy asked Mr. Alvord if they are currently in arbitration. Mr. Alvord said that they are. Ms. King said that it is an issue when First Responders can't get through when there is a storm. Mr. Alvord said that they do all they can with the resources available. Ms. King said that they need a contingency plan and that something is wrong at the top.

Mr. Conroy said that they can't afford to see further reductions in DPW personnel; he added that they need to be sure the department has enough snow removal equipment. Ms. King suggested talking to the Personnel Department about a backup plan to bring in outside people for snow removal. Mr. Alvord explained that would have to be negotiated in the union contract.

Ms. King asked Mr. Alvord to provide a list of City staff with CDL. Mr. Conroy explained that they have to be in a specific union. Mr. Alvord said that by contract, he can only use sanitation workers for trash removal. He said that he offered overtime to plow snow, but staff refused. Ms. King said that she feels like she is not getting a straight answer. She said that she wants the facts of who is qualified to plow snow. Mr. Alvord said that all Park and Recreation staff are represented by #2405. Mr. Hempstead requested a copy of the existing #2405 contract.

Ms. Lindstrom noted that there are limited resources and asked if there are any efforts being made to clear streets where site lines are an issue. Mr. Alvord explained that they tried to clear as much as they could. There have been problems with where they could dump the snow. Mr. Hempstead said that with the way everything has been freezing this year, it is like trying to move concrete.

Mr. Alvord said that Ms. King makes a good point and they no one understands the personnel issues. He said that it would be beneficial to ask the Personnel Director to attend a Committee meeting.

Mr. Alvord said that he and Mr. Losio discussed revisions to the snow policy before all of the winter storms took place. Mr. Losio explained that before the first storm hit, he was doing illegal enforcements. During the first week, following the first storm, he decided to focus on commercial mixed use areas and streets immediately adjacent to schools.

Mr. Losio said that a data base was created and 128 warning letters were sent. The strategy has been to focus on the highest risk areas.

Mr. Losio described the steps taken to enforce snow removal under the City code. Mr. Tobin noted that it used to be the responsibility of Park and Recreation to clear the foot paths. Mr. Alvord said that there are 45 miles of footpaths in the City. Mr. Losio said that he asked Park and Recreation to outline what they are responsible for clearing and it is posted on the website.

Mr. Hempstead said that half of the footpaths are no longer utilized for the schools. If it is no longer a function of anyone's contract, they may be able to contract out the snow removal.

Mr. Conroy asked Mr. Alvord if he could get a copy of the original letter to residents stating that the City is responsible for clearing the footpaths. Mr. Tobin suggested contacting Patsy Brescia, a former Councilmember.

Mr. Hempstead asked Mr. Alvord to review the timeline for when residents are responsible for clearing their sidewalks following a snow storm. Mr. Alvord said that there are some people who can't clear their sidewalks. Mr. Losio said that he is working with Hope Works to help clear sidewalks for elderly or disabled residents. He is also looking at church groups who may wish to help.

d. Pothole Operations

Mr. Alvord explained that it is almost impossible to fill potholes in the winter. He said that they are trying to deal with the most dangerous pot holes. Two trucks go out every day to fill potholes.

1. Project updates - See attached project status sheet.

There were no specific questions for Mr. Alvord.

2. Norwalk Transfer Station (January report; February report to be provided at April meeting).

Mr. Alvord reported that the Transfer Station will be open from 7:00 a.m. to 2:00 p.m. starting this Saturday.

\*\* **MR. HEMPSTEAD MOVED TO ADJOURN**  
\*\* **MOTION PASSED UNANIMOUSLY**

There was no further business and the meeting was unanimously adjourned at 9:35 p.m.

Respectfully submitted,

Rosemarie Lombardi  
Telesco Secretarial Services