

**Date:** March 19, 2007

**To:** Mayor and Council Members

**From:** John Archocosky

**RE:** Monthly Activity Report

The past month has been occupied with the usual activities for our DPW which has been brought on by a great variety of weather conditions. The cold temperatures and lack of ground cover continued to raise problems with residential water services. In most cases, it was the laterals that froze and were easily thawed returning service to the customers.

We waited all winter for the snow to begin and once it started to fall, it seems like it just didn't want to quit. The crews were kept busy with snow removal and when it finally stopped, it started to melt very quickly. The fast melt down resulted in some minor flooding problems until the catch basins could be cleared of ice and snow. All in all, there were no major problems considering how quickly the weather changed from freezing to almost 60 degrees in a matter of two or three days.

The office crew has been preparing itself for the staff reduction with Peggy's departure. There will be a substantial void without her but all are committed to making the transition work. Along those lines, we should be seeing the installation of the upgrade to our phone system within the next 4 to 6 weeks. The new system should help alleviate some of the time consuming workload as it will have the ability to be switched to an automated attendant and will have voicemail capabilities. Although this may seem a bit impersonal at the beginning, it will provide the staff with more time to help those customers who are doing business in person at City Hall. The system will also provide an easier connection between City Hall, the Police Department, the Water Department, and the DPW.

In the past few weeks the city has been offering direct utility bill payments. This makes it much easier for those customers that don't wish to be bothered with trying to manage these activities every month by coming to City Hall and particularly for those that leave the area for extended periods during the year. If anyone is interested in subscribing to this service, they can contact the Treasurer's office or find the required form online on the city's web page, [www.ironriver.org](http://www.ironriver.org) under the dropdown tab "government" and "forms."

We hope to be able to continue expanding ways to make the city's services more "user friendly" for those customers who prefer to do business on line and encourage everyone to explore this new option.

