



TOWN OF CONCORD

Office of the Town Manager

Operational Status Reports and Departmental Updates
For the week ending August 24, 2023

Police Department

Activity log:

- Log items: 695
- Traffic enforcements: 58
- Motor vehicle stops: 87
- Motor vehicle crashes and/or paper exchanges: 4
- Arrests: 1

Community

- Officers assisted with the New England Tour De Cure charity bike ride, ensuring cyclists and vehicular traffic along the route were able to travel safely together.
- Lieutenant Landers attended a meeting with the staff at the Middlesex School to discuss our partnership with them and to tour the campus.
- Inspector Holsinger and Lieutenant Goldman attended a planning meeting for the upcoming Mighty Moose 5K race on September 9th.
- Chief Mulcahy and Lieutenant Goldman had an introductory meeting with members of the newly formed DEI Commission.

Tourism

The Concord Pass

Beginning in September, the first Group Attraction tickets for Concord will be sold! The Concord pass (tentatively titled) will include admission to the Concord Museum and a daily walking tour through the Concord Visitor Center. This is a pilot program and will be marketed as such by both organizations. Future plans include reaching out to other attractions who may be interested in partnership programs similar to other cities like "Go Boston".

FY24 Advertising plan includes a focus on Regional Travelers that plan day and overnights to Concord



*Exploring historic Concord?
Begin with the Concord Museum!*



CONCORD
MUSEUM

www.concordmuseum.org



Out and About with Berkshire Edge-premiere magazine for Berkshire County

25,000 copies of each issue of the print magazine are distributed for free, and restocked regularly, to 160+ high-traffic locations in Berkshire County, Litchfield County (Conn.), Columbia County (N.Y.) and southern Vermont along with over 100k monthly website users. Going Live August 1st online, this has already risen into our top 10 for referrals to our website and a click through rate far above average. Image included is the cover and we had a 6 page advertorial with a paid ad. ([attached here](#)) – total spent \$1k.

Municipal Utilities- Broadband

Concord Broadband

Concord Broadband is pleased to share the following updates and information from the past month. Please do not hesitate to contact us at broadband@concordma.gov should you have any questions, concerns, or feedback.

Operations

Our new Network Engineer started on the last day of July but sadly left us two weeks later for a growth opportunity in the private sector. We have the job advertised again and are hopeful with the number of applicants we are seeing. The reality of the job market is that many network engineers are in high demand and can usually negotiate fully or mostly remote work. Our position requires regular attendance in the workplace, so our applicant pool is smaller. The private sector also routinely pays 15-50% more than we do, despite a restructured compensation plan, on-call pay, and other benefits not offered by the private sector.

Broadband Data

It's time to complete our bi-yearly filing with the FCC, which includes a new rate survey. This filing is due on September 15, 2023. More information about all broadband submissions can be found here: <https://www.fcc.gov/BroadbandData>

Upcoming Maintenance

There was no scheduled maintenance in July, but we are anticipating a maintenance window coming in the next couple months. During a routine examination of network settings, we found there were a handful of changes that needed to be made. While most are not service-impacting, there are a number of customers whose service will be degraded until a reboot of their ONT. We will schedule this maintenance and issue the command to reboot these ONTs during the maintenance window. We will try to provide at least a week's worth of notice, and any work scheduled will take place between 1-4am.

Steady Uptake in Faster Speeds

In January of this year, Concord Broadband began offering faster speeds to customers. To date, 28 customers have taken advantage of these new plans, and it has kept operations competitive with other service providers. So far, we have not had to take measures to alter hardware or initiate system design changes to achieve these faster speeds, but we are planning on rolling out new equipment in early 2024 that will be capable of at least 5 times the speed. It is possible to run a utilization report for customers to determine if they are good candidates for an upgrade. Those interested in such a service can email us at broadband@concordma.gov or call customer service at (978) 318-3101. There is no commitment required to receive such analysis.

Town Networking Upgrades

In addition to supporting customers, some Concord Broadband staff support the Town's fiber network. This connection of sites supports all Town connectivity, including public safety radio systems and other municipal functions. We happen to be at the tail end of a rather large network upgrade that includes a topology change – the way that data flows from building to building – among the Town's 17 wired buildings. Hourly Technician time is billed to the Town and includes data center work, cabling, splicing and fiber tracing. Network Engineers and the Broadband Manager support the Town's Chief Technology Officer in overseeing and upgrading equipment and creating new and more resilient paths for data to flow.

As demonstrated by the current and new topologies, it is easy to see the two primary benefits: every location is just one hop from the location that has our internet connection, and every site has at least 3 methods to get to another location. This means that damaged fiber in multiple areas would not likely impact these primary sites' ability to connect to each other and the internet. We are also taking advantage of this opportunity to clean up data centers, which includes installing new management switches and battery backups as well as re-cabling where necessary and utilizing cable management to ensure a cleaner look. This project has been ongoing for quite a while, and we wish to thank the several staff members who have spent time working on it. We anticipate using the new design some time in September or October.

Department of Planning and Land Management

MBTA Communities Zoning

The third public community workshop was held virtually on August 23rd. Even though it is the unofficial last week of summer, 40 people attended the workshop to learn from Town staff and the consultant the details about the creation of compliant MBTA zoning, provide their opinions on various options for dimensional requirements, and discuss what type of incentives might be incorporated into the zoning to encourage mixed-use in certain locations. On the afternoon of August 23rd, the Town Planner Elizabeth Hughes held a virtual MBTA Communities Connection hour that was attended by ten people.

Planning Division

Working with the Mass Historical Commission, Concord Historical Commissioner, and help from the Finance Department, Senior Planner Ann Clifford just released a Request for

Quotes (RFQ) for consultants to develop a Community-wide Historic Preservation Plan to support the integrated, cross-disciplinary goals of *Envision Concord: Bridge to 2030* and reflect state and national preservation priorities as the Town approaches the 250th anniversary of the Battle of Lexington and Concord in 2025 and the founding of the United States in 2026. The upcoming 250th anniversary presents an opportunity for the Town of Concord to engage an international audience, share a more inclusive national story, and celebrate the field of historic preservation. Quotes are due on September 19th and the approximate start date for the year-long project is October 1st.

Grant Drafts

Senior Planner Erin Stevens is working on drafting a grant to advance the completion of the Plans, Specifications and Estimates for the Assabet River Bridge and Trail and another grant to explore whether there is a long-term solution for a safe pedestrian crossing of Route 2. She is also working on creating easy to understand graphic “one-pager” documents for the MBTA Communities process to help explain complicated zoning topics just released by the State this week.

Transportation Advisory Committee

The TAC met this week and discussed the MBTA Communities zoning and options for transportation, the upcoming Comprehensive Transportation Study, and expressed interest in the Zoning Bylaw Parking Analysis that is currently being conducted by a consultant for the Planning Board. The Chair attended an initial meeting with Town staff and the Comprehensive Transportation Study consultant, Stantec. Town staff and the consultant will be working on holding a public kick-off event.

Public Works

Administration

Public Works welcomes Jennifer Mills to the Public Works Team. Jennifer fills the role of the Environmental Health & Safety Manager. She will be managing all aspects of Public Works, like working on environmental health and safety (EHS) programs including maintaining EHS permits & licenses, and performing required inspections and investigations. She will be analyzing data and providing & developing training. We all look forward to working with Jen both in the office and in the field.



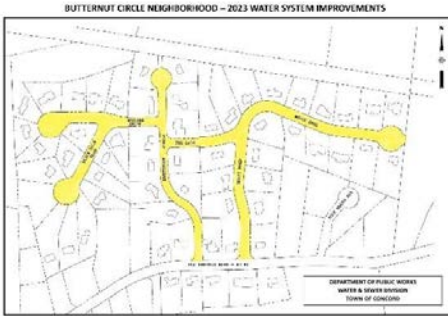
Engineering

2023 Roadway Paving

CPW Engineering has received bids for its annual paving of streets and a contract valued at about \$3.5 million is being executed with Lazaro Paving Corp. of Shirley, MA for work to begin this summer. Fog sealing of streets will be performed under a different contract.

Culvert Replacement Grant

The State's Division of Ecological Restoration (DER) has informed the Town that it was unsuccessful in its application to receive funds for the FY2024 Culvert Replacement Municipal Assistance Grant. CPW Engineering will continue to seek resources to address the most pressing needs in the Town's drainage system.



Water and Sewer

Butternut Circle Neighborhood 2023 Water Systems Improvements

Gravity Construction has continued to make good progress on the water main replacement project being performed within the Butternut Circle neighborhood. Despite the slight delay in mobilization earlier this summer, they are on schedule for substation completion in mid-October.

Recreation Department

Summer Camp

Summer camps ended on Friday, August 18th. In total, we served 616 individual campers in our Camp Three Rivers program (up from 480 in summer 2022) who reserved 2,011 camper slots. Our 50+ staff supported these campers for 9 weeks in what was the hottest, rainiest summer we've had in a long time! We were also excited to support 22 campers of Town employees this summer for a combined 125 camper slots.



White Pond Beach

White Pond Beach closed for seasonal operation on Sunday, August 20. We sold 477 memberships comprising 1560 individuals. 1353 individuals were residents, and 207 individuals were non-residents. In total, we had 2,080 scan-ins this summer, 1563 resident scan-ins, and 517 non-resident scan-ins. Saturdays were the most popular day for use followed by Thursdays and then Sundays.

Summer Concert

We've hosted a very successful summer concert series at Rideout Park that will conclude next Thursday, August 29th with the Reminiscents.



Upcoming Rec Events

- 9/16- Mermaid Swim at Beede (sold out)
- 9/29- [Outdoor movie night](#) at Emerson Park
- 10/28- [Sleepy Hollow 5K](#) at Beede
- 10/29- [Trunk or Treat](#) at Beede
- 11/4- [Diwali Festival of Lights Celebration](#) at Beede
- 11/18- [Craft Fair](#) at Hunt Recreation Center
- 12/3- [Tree Lighting and Parade](#)
- 12/15- [Swimming with Santa](#) at Beede

The next recreation commission meeting will be 9/27/23 at 6:30P, location TBD.

Help at Beede Center Appreciation

Shout out to the Facilities Team and Public Works team for their help at the Beede Center during our annual shutdown week this August. Lots of great updates were made including a reorganization of the strength room, fixes to the men's and women's locker room, new paint throughout the facility, removal of overgrown garden beds, and more. These two Departments support the Recreation Department with a 'can do' attitude and their help does not go unnoticed.

Employees of the Month

For the August employee of the month, we want to give thanks to two amazing seasonal employees who brought energy and joy to their job each day making this summer a true success in their respective program areas!

Lisle Allen, White Pond Head Lifeguard

Lisle was *always* a team player, showing initiative to pick up shifts, staying late when the beach was busy, and coming in early when necessary all while having a smile on her face and a positive attitude. She was a role model for all staff at White Pond, always leading by example and keeping a watchful eye on our patrons. Lisle and our team of lifeguards supported over 2,000 visitors at the pond this summer. A collegiate swimmer for Bowdoin College, we've been lucky to have Lisle working for Concord Recreation for more than 3 summers.



Jenna Rigon, Camp Three Rivers Director.

Jenna was a role model for over 50 staff that supported *hundreds* of students, entering grades K-10, each week. In this capacity, Jenna coordinated all parts of the camp experience from staff training to field trips. This was Jenna's first summer as a Camp Director and she truly thrived! Jenna and her team of counselors supported over 600 individual campers this summer, registering for over 2,000 camper weeks. Jenna just finished her degree in School Counseling, a role that she will step into in the near future.