

CITY COUNCIL MEETING

AGENDA ITEM XIV



**CITY OF FRANKLIN
COUNCIL AGENDA REPORT**
City Council Meeting September 2015

Date: August 31, 2015
From: Elizabeth Dragon, City Manager
Subject: **Manager's Update**

Contingency Grant Line Activity: The City received the following in the contingent grant line this month:

\$99.09 Operation Safe Commute
\$894.96 Fire Training
\$100 Knights of Columbus for Book Club
\$250 Odell After Dark

Franklin's Water Department-awarded Utility of the year (for population 3,301-49,999).

Attached is our press release. Congrats Director Sullivan with your leadership and the support of the City Council and rate payers the water department has made dramatic improvements to reliability and capabilities of the water system resulting excellent water quality!

Jeller Consulting, LLC-letter of Thanks!- Attached is a wonderful letter thanking Councilor Glen Feener, the Heritage Commission, Director Lewis, Angela Carry and other permitting staff for being so welcoming and responsive during a project to upgrade housing in Franklin.

**Narrative for Utility of the Year Award – Population 3,301-49,999:
Franklin, NH Water Department**

Over the years, the City of Franklin has made great strides towards improving the water system, which consists of four different pressure zones which create challenges for the system operators. Between 2009 and present day, the City has completed the following improvements: Drilled a dual river crossing (including parallel raw and finished water lines); Constructed a state of the art iron and manganese removal treatment facility; Replaced 12,000 feet of deteriorating cast iron water mains; Constructed two .5 mg pre-stressed concrete distribution storage tanks to replace two failing tanks; Replaced 2.5 miles of dead end, deteriorating, and undersized water lines; Looped some areas improving water quality, pressure, flow and service; Added three emergency generators and electrical upgrades to the pumping stations at the well field pumping stations; Full water meter replacement program with radio full remote read capabilities (with 450 yet to be replaced); and, Acme #1 Well was rehabilitated and new pump and motor installed. The cost of these improvements was in excess of \$11.5 million.

In 2013, a new 3,500 square foot maintenance garage was constructed which allowed Water Department to be moved out of the Municipal Services maintenance garage, allowing space to be freed up for inside storage of equipment and materials.

Other work to be performed in the summer of 2015 includes: The rehabilitation of a .5 MG 1964 welded steel distribution storage tank; The cleaning and rehabilitation of 8 of the 40 (2-inch) wells at the Sanbornton Well field; The rehabilitation of the Franklin Falls Well; and, The replacement of ACME #2 well.

There have been major initiatives taken and completed in regards to planning and programming, with more to come, these include: A Capital Efficiency/Asset Management Plan; A new City Base Map, with separate layers for the water, sanitary sewer and storm water systems; Data collection for GIS mapping was performed, locating all above ground infrastructure as well as, new water distribution and sewer collection system mapping of pipelines, sizes and capacity, along with the development of a new hydraulic model of the water system; The development of Operations and Maintenance Plans for the Water Treatment Plant and four pumping stations; and, A cross connection/backflow device survey was performed, a new testing program established, and 135 cross connections were identified as needing backflow prevention devices, they were brought into compliance and are inspected and tested twice annually.

Franklin Water Department practices leak detection and directional flushing is performed twice each year saving water usage due to the directional flushing program. Also “Home Courtesy Inspections” are performed at a customer’s request, which includes walkthrough of a customer’s home or commercial building aimed at identifying deficiencies, leaks and areas of potential reduction in water consumption.

The department is proactive in operator training and educational efforts and with each new facility, component, system, or program, the City will be providing in house training by individuals who actually installed, developed or engineered the various systems in place. Such system trainings include: Water Treatment Plant Operations; the SCADA Systems; GIS Mapping; Asset Management and Capital Efficiency; the City Cross Connection / Backflow Prevention Control Program; an overview of the entire water system including new mapping and data collected; and, a review of the new hydraulic models. Also, operators and management frequently attend NHWWA training opportunities, technical meetings and other events.

Through the leadership of Brian Sullivan, Franklin’s Municipal Services Director, and George Turcotte, Operations Superintendent, and the efforts of dedicated operators and support staff, the Franklin Water Department in just a few short years has dramatically improved reliability and capabilities of the water system resulting in excellent water quality. It has overhauled a dated system going back to 1892, benefiting current and future customers and improving the overall quality of life in the community.

**JEller Consulting, LLC.
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August 17, 2015

The Honorable Ken Merrifield, Mayor, City of Franklin
Elizabeth Dragon, City Manager
City Hall, 316 Central Street
Franklin, New Hampshire 03235

Dear Mr. Mayor and Ms. Dragon:


It is with great appreciation that I thank you, the Heritage Commission, Councilor Glen Feener, the Department of Planning and Zoning, Administrator Richard Lewis and his assistant Angela Carey, the City's permitting staff and Municipal Services Department.

The City has been welcoming, responsive, and thoughtful during discussions concerning renovation of the affordable housing properties located at 38 River Street and 88 Chestnut Street. These apartments are primarily occupied by working families who receive no rental assistance. In coordination with Meredith Village Savings Bank, the New Hampshire Housing Finance Agency has worked successfully with TRCC and the Community Action Program of Belknap and Merrimack Counties, Inc. to secure the financing necessary to upgrade the buildings while keeping rents affordable.

Richard Lewis and his staff have provided professional assistance and guidance since the fall of 2014. After careful consideration, the Heritage Commission recently granted project approval with thoughtful conditions and suggestions. Municipal permitting staff worked with our contractor Resilient Building Group of Concord and issued the necessary permits in time to meet the closing schedule.

Thank you for your leadership and vision and for enabling the staff and commissions to ensure that good things can happen. The project team looks forward to continuing to work with you and City in the months ahead.

Sincerely,


John Eller
JEller Consulting, LLC

Cc: Councilor Glen Feener
Ralph Littlefield