

Report of the Town Manager

This past year saw Randolph continue to rise as one of the most improving communities in the Commonwealth of Massachusetts. The year 2013 featured a move toward modernizing Town government and becoming more efficient and responsive. The groundwork has been laid to utilize technology to better serve the people.

See, Click, Fix is a new service application that allows people to send in requests for services from the Smartphones, computers, or the Town website. The new app tracks the progress and keeps the resident informed of the status of their request. I am proud to say that Randolph was ranked 2nd in Massachusetts and 15th in the United States relative to responsiveness. I view service response as a key component of government and our scores create great pride in the work of our organization.

Our Performance Management initiative was launched in October. We asked department heads to establish their key goals for the department. They attached those goals to data points that could measure the success in attaining those goals. Those data points will be regularly monitored to measure our success in achieving our public service goals. We will now be making key decisions about budgets and personnel based on data and not on anecdotes.

One of the highlights of the past year was the return of the fireworks on July 3rd. With the help of Local 1268–Randolph Firefighters and the Randolph business community, we enjoyed a tremendous fireworks display after our annual “Night Before the 4th Parade.”

The parade and fireworks were one of many great community events held this past year. Residents also enjoyed the MLK Day events, the William Pasquantonio Road Race, our summer concert series at the gazebo, our Literacy Jamboree, Harvest Hoopla, and an improved Winterfest event.

Single-stream recycling was an important program that was rolled out in November. We are making recycling more convenient for our residents. In the process, we are putting less trash into landfills, recycling more products, and saving the taxpayers money.

Two separate Feasibility Studies were conducted in 2013; one for a new intergenerational community center and the other for a combined public safety building. After completing the studies, my recommendation was to pursue a new community center with renovations to the Turner Free Library. My second recommendation was to forgo a new joint public safety building for a new fire station and renovations to the existing police station. I believe we can provide the same level of service to the public with the reduced plan, and save \$10 million in capital construction costs in the process. In December, the Town Council approved the request for \$1.9 million in design money for these exciting projects. I expect design to occur in 2014 and hopefully have construction underway in 2014-2015.

We also completed a study of the Rt. 139 / Mazzeo Drive corridor in an attempt to enhance economic development along this corridor. It is understood that we must improve our commercial tax base to best support the programs and service that our residents seek and deserve.

Work was completed in our North Randolph business district in the early spring. With the help of a MassWorks grant, all new paving, sidewalks, historic street lamps, pedestrian amenities, planters, and traffic flow improvements were made in this area.

Two key department heads retired this past year; Fire Chief Charles Foley and Treasurer/Collector D. Loretta Owens. Both were valuable members of our team and will be missed.

Jean Richard was appointed as Treasurer / Collector to replace Ms. Owens and Chief of Operations Richard Donovan was promoted to Fire Chief in early-2014 to replace Foley.

The Town also created the position of Conservation Officer to help manage the many issues pertaining to wetlands management. Ms. Karon Skinner-Catrone was selected as the Town's first Conservation Officer.

The Town lost a dear friend this spring with the passing of Maureen Dunn. Maureen was a founder of the national POW/MIA initiative and served many veterans' causes. She served as a member of the former Board of Selectman, and most recently, on our Planning Board.

Finally, the success of the past year was made possible by the incredible teamwork and support that exists within this community. I want to thank our residents, the volunteers on our many boards and committees, our Town Council, our department heads, my staff, and all the employees that work for this great and proud organization. Our success is only possible through working together.

Respectfully submitted,

David C. Murphy, Town Manager