

Bob Mollette

3rd Ward Councilman

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Correspondence#: 06-056

September 11, 2006

Jim Kalb, Mayor
728 Second Street
Portsmouth, Ohio 45662

Re: **Paradigm Shift for Resident Complaint Resolution**

I have documented and forwarded numerous unresolved complaints from your constituents living in the 3rd Ward. I do appreciate the response dated September 8, 2006 and the continued efforts by the City of Portsmouth Director of Public Service. Communication is the key to success resolving resident complaints. Additional clarification is being requested on the following comments:

Correspondence #06-040 (dated May 16, 2006):

- *Resident at 1331 Lincoln Street has assured corrective action within 45 days. A contractor has been notified to remove trees.* The original complaint was documented May 16, 2006 and as of August 30, 2006 (#06-054), over three (3) months, abatement has not occurred. Please provide input to improve response time to avoid blighted conditions created by the growth of vines, brush, and shrubs. Based on supplied information, is corrective action expected late October or early November?
- *Track at Spartan Stadium:* The professional opinion was given by a contractor that the track is beyond patching or repair, and recommended a new surface with an estimated cost of \$110,000; it was also stated these funds do not exist in the Recreation Budget. Citizens of Portsmouth have expressed frustration over the lack of a *home field* for practice and track meets. Does the City possess a five-year plan for improvements and upkeep at Spartan Stadium?

Correspondence #06-043 (dated May 24, 2006)

- It was documented the City is cutting grass at the following properties; 1702 Highland, 1310 Franklin, 1802 Vinton, 1647 Robinson, and 1669 Robinson. What actions are needed to reduce or eliminate this practice of routine grass cutting by the City on personal property? Does the City Solicitor need to be involved?
- Complaints documented May 24, 2006 and August 30, 2006 at 1310 Franklin Avenue have not been addressed concerning the obstructed alley, old brush piles, and solid waste (interior furniture in the backyard). What actions are required to resolve these issues?
- Vines and overgrowth vegetation complaints documented May 24, 2006 and August 30, 2006 at 1669 Robinson Avenue have not been addressed. What actions are required to resolve?

Correspondence #06-045 (dated June 5, 2006)

- The alley between Oakland and Sunrise is severely obstructed by vegetation and partially unusable. The complaint was initiated due to a difficulty in trash pickup from the alley due to the unsatisfactory conditions (north section of alley); the resident must transport their tipper cart to the front of the residence for trash pickup. Is this an alley the City should vacate? Are their liabilities associated with obstructed alleys?

The Public Service Department discussed in the above correspondence actions taken to resolve the applicable problems documented in my letters #06-040, 06-043, and 06-045. It was stated by the Director *"This department works hard to correct the many problems and complaints that are received on a daily basis as money, manpower, and other resources permit. Corrective action may not be immediate or suitable to a constituents' timeline, but issues will get resolved based on how and when I can make it happen."*

The problem, as I have stated in the past, is communication. If the issue can be resolved immediately then do so. If not then develop a plan for resolution and keep your constituents informed; otherwise a lack of concern is assumed by your constituents.

The City must undergo a paradigm shift to improve our business conduct. The shareholders, our taxpayers, expect a more proactive and responsive business. If our laws are inept, then Council must be informed so corrective actions can be legislated. If the problem is due to inadequate resources, Council must be informed to ensure proper planning and budgeting.

Please review the previous complaints documented in correspondence #06-011, 06-027, 06-040, 06-043, 06-045, and 06-054 for further improvements in our City.

As always, I welcome your thoughts on these and any matters discussed here. Contact me should you have any comments or questions.

Respectfully,



Bob Mollette, 3rd Ward Council

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cc: 3rd Ward Constituents
Council (5)
Christopher Murphy, Director of Public Service
Health Department
Engineering Department
David Kuhn, Solicitor
Trent Williams, Auditor
Jo Ann Aeh, Clerk (Record)