

RECEIVED
2003 FEB -4 AM 10:06
OFFICE OF THE CITY MANAGER

275 Lakeview Avenue
Cambridge, MA 02138
January 27, 2003

Mr. Robert W. Healy, Jr.
City Manager
795 MA Avenue
Cambridge, MA 02138

Dear Mr. Healy:

I am writing to express my appreciation for all the work done over the last few years in my neighborhood, which is the area of lower Lakeview Avenue, which connects with Fresh Pond Parkway. Over the past six years, starting with the advice and encouragement of then City Councilor Frank Duehay, the able and extremely sensitive management of Richard Rossi, Deputy City Manager, and Nancy Glowa and the help and incredible patience and perseverance of Bill Deignon and Roger Boothe in Community Development, we have ended up with a much improved neighborhood.

It was difficult to work with the commercial interests that abut our houses, but with the guidance and patient continued support, particularly from Mr. Richard Rossi, who, with Nancy Glowa, met repeatedly and worked tirelessly with us, everyone has good feelings, I think, about the results. Their calm steady follow-through in keeping all parties talking through some difficult dialogue produced a marvelous finished, much improved lower Lakeview Avenue.

In the office of Community Development, Roger Booth saw the potential for linking lower Lakeview's improvement to the Sewer/Separation Project. In linking the two projects he provided the impetus for calming the traffic flow down Lakeview Avenue and drew up plans to beautify the lower end of the our street, and coordinated the work with the Sewer Separation Project. The result speaks for his success and skill. He deserves high praise. If you haven't seen the results, drive down Lakeview and take a look.

Bill Deignon is a skilled person in his role as coordinator/communicator, calm, reassuring, and reliable. He was always available to field questions about the Fresh Pond/Sewer

Separation Project per se and was always willing to follow through when the neighborhood had problems with the work. He relayed information to the various contractors working out on the Fresh Pond Parkway and then got back to us in the neighborhood. He was always cheerful when we called with questions or anxieties.

Also very worthy of praise is the License Commission. Particularly tireless, and in a job not visible and, I think, under appreciated, is Andrea Boyer, who fields complaint calls with calm aplomb and even temper. Her follow-through is admirable. She returned calls almost immediately and presented her evidence at hearings evenly and without prejudice. Another hard worker and persistent and patient person is Mike Nicolorou. I asked him once how he keeps his cool when dealing with violations. His response: "Afterwards I go out and have a cigar and ice cream." I would also like to thank the members of the Commission who sat patiently and calmly through the many hearings we in the neighborhood attended, especially Commissioner Barnes, Chief Reardon, Captain Breen, and Mr Richard Scali (and any others I might have left out of my notes).

I am grateful as well for the work and time put in by the members of the City of Cambridge Planning Board, who listened patiently and worked tirelessly to help ameliorate the disputes between the commercial interests and our neighborhood in several night meetings.

Then, when the actual demolition and reconstruction of lower Lakeview began, it was coordinated by Bruno Cardarelli of SEA Consultants. I would especially like to have him recognized for his patience and vigilance in keeping the neighborhood apprised of progress, upcoming demolition or noise and inconvenience, and for his willingness to spend much of his time meeting with individual home owners as problems occurred. He was always open to suggestions and imaginative himself in dealing with the commercial and neighborhood concerns. I remember one morning talking with him in my entrance hall while I was putting on my shoes just going out the door to work at 7:30 a.m. He had made a special trip to my house that morning in response to my concern about sewer odor the night before. It was this kind of responsibility that he painstakingly took and balanced with keeping the work moving on schedule. He responded quickly, always politely, and with genuine concern when there was a problem. More than once I saw him taking the time to

help older Mrs. Stokes next door when she had difficulty getting out of her house on lower Lakeview because of the construction.

And then there's Diane Squires, your Assistant, who has to be one of the most responsible, well-organized and cheerful people I have met. She's fielded many questions from me and straightened out many problems over the years. There continue to be minor infractions of the agreements between the neighborhood and the commercial interests, particularly with the lights, some car repair and detailing noise, car alarms, and motors idling longer than five minutes, but she continues to handle these complaints from the neighborhood with patience and sensitivity; I find soon after a call to her about a problem, that she has sent Mike Nicolorou out and that the difficulty has been handled well. I'll end now with many thanks to Diane.

So, thank you again for your continued support.

With deep appreciation,



Jack McKernan

cc:

Frank Duehay
Richard Rossi
Nancy Glowa
Diane Squires
Roger Booth
Bill Deignon
Andrea Boyer
Mike Nicolorou
Cambridge License Commission
City of Cambridge Planning Board
Bruno Cardarelli

S-53

Appreciation letter from Jack
McKernan to the City Manager for
all the work done on the lower end
of Lakeview Avenue, which
connects with Fresh Pond Parkway.

February 10, 2003