



Dan Fox, Chair
M. C. Moses Grader
Erin M. Noonan
Alexa J. Singer
James R. Zisson

Office of the
SELECT BOARD
ABBOT HALL
188 Washington Street
MARBLEHEAD, MASSACHUSETTS 01945

Thatcher W. Kezer III
Town Administrator

MEMORANDUM

To: Select Board
From: Thatcher Kezer, Town Administrator
Date: January 14, 2026
Re: Town Administrator Update

This memorandum provides a consolidated summary of key ongoing projects, operational updates, and upcoming initiatives currently underway across town departments.

Technology Modernization and Customer Service Improvements – OpenGov Platform

As part of the Town's ongoing technology modernization and customer service improvement efforts, the Procurement Office has fully transitioned to a paperless, online bidding process using the **OpenGov** platform. This system modernizes how the Town conducts procurement by providing vendors with a single login, mobile-friendly access, and real-time notifications, making it easier for businesses of all sizes to identify and respond to bid opportunities. For residents and vendors alike, the platform improves transparency by offering clear, timely access to procurement information and bid status updates.

The adoption of OpenGov also supports more efficient internal operations by reducing manual paperwork, shortening processing times, and improving compliance with public procurement requirements. These efficiencies allow staff to focus more time on service delivery and oversight while ensuring procurement processes remain fair, competitive, and accountable.

Beyond procurement, the Town uses OpenGov as a centralized platform for all permit applications, further enhancing the customer experience. Residents and businesses can submit applications online, track progress, receive updates, and communicate with Town staff without needing in-person visits or paper submissions. This integrated approach creates a more consistent, predictable, and accessible interface for interacting with Town government.

Together, these improvements represent a meaningful step forward in leveraging technology to deliver faster, more transparent, and more customer-focused municipal services, while expanding access to Town processes for residents, vendors, and the broader business community.

Village Street Bridge (Harold B. Breare Bridge) – TIP Application Submission

The Harold B Breare Bridge project, commonly known as the Village Street Bridge, has been officially submitted to the Boston Region Metropolitan Planning Organization (MPO) for inclusion in the FFY 2027–2031 Transportation Improvement Program (TIP). The application seeks **construction funding** based on an estimated construction cost of \$5.25 million, which includes a 10 percent contingency. Staff from multiple departments contributed technical input, coordination, review, and supporting documentation to advance the funding submission.

The project scope includes full replacement of the Village Street Bridge, associated roadway and sidewalk improvements, and construction of an ADA-compliant pedestrian access path connecting Village Street to the Rail Trail below. The project is currently at the **25 percent design stage**, which is required for TIP eligibility, and is undergoing technical review by **MassDOT**. The project team will continue to monitor communications from the MPO and provide updates as the project advances through both the TIP programming process and subsequent design milestones.

Picket House – Exterior Improvements

Exterior improvements at the Picket House continue to progress. Siding and trim replacement has been completed on three sides of the building. A new composite gutter has been ordered and will be installed upon arrival. In addition, all windows have been measured, and the Town is awaiting a quotation from Harvey Windows. Once pricing is received, window orders will be placed.

Franklin Street Fire Station – Building Envelope and Mechanical Upgrades

Work at the Franklin Street Fire Station has included the completion of siding replacement on two sides of the building, as well as the replacement of rotted trim along the front façade. Measurements have been taken for all remaining windows, and a quotation has been received. Window orders are scheduled to be placed this week.

In addition to exterior improvements, a new heating system boiler has been ordered to replace the existing 30-year-old unit. As part of this upgrade, a SuperStor hot water storage tank will be installed in conjunction with the new boiler. All components are expected to arrive this week, and installation work will begin shortly thereafter.

Abbot Hall – Historic Door Restoration

At Abbot Hall, one set of the front doors is scheduled to be removed this week for off-site refinishing. Once that set is completed, anticipated in approximately five weeks, it will be reinstalled, and the second set of front doors will be sent out for refinishing. This phased approach allows continued access to the building while preserving the historic doors.