



Friday, January 5, 2018

Happy New Year!



The year is starting off to be a cold one! All of our departments have done a great job responding to incidents caused by the freezing temperatures. I thank you for that, and remind everyone to take care of yourselves when working in these cold conditions. On Wednesday, there was an 8-inch water main break on 96 East at the intersection of Blue Grass Drive east of

Pinkerton Park. Our **Water Department** crews were on scene within an hour to begin repairs. Our **Streets crew** brought out the brine and salt trucks to make sure the water didn't ice over the streets. The **Franklin Police Department** was on scene to re-route the traffic. The repairs were complete in about five hours and the road opened back up. This was a great example of our departments working together to get the job done and serve our citizens.

On Thursday, the leadership team heard from **Special Agent Scott Augenbaum** with the **FBI about Cyber Crime and Ransomware**. Some of the top tips he gave our team were to have two-party authentication for your home email and having separate passwords for the many systems you utilize. When choosing a password, make sure it is at least 12 characters long and includes numbers, symbols, capital and lowercase letters. Also make sure you are expecting an attachment when you open it, and it never hurts to check with the sender prior to opening. The IT Department will be sending more information out soon.

Youth Leadership Franklin will be at our Public Works Department and one Fire Station on their **Government Day** next week on January 10. Many of our Departments will feature their equipment in a Touch-A-Truck type display. Thank you all for participating in this event and educating our future leaders!

We have had a couple nice thank you notes in the last week or so.

For the Sanitation Department, Loreen Kraft reported a call from Paul Thompson at 1013 Riverview Drive;

*He said he can't thank us (Sanitation and Environmental Services) enough for doing such a professional job picking up the brush at his home. Paul said it was perfectly done and just wanted to call in and thank us and to let us know that he was really impressed with the great service and how neatly the operator of the knuckleboom did the job. He wanted to make sure that the person that did his area, is told this. **Wayne Sullivan and Mike Finn were working that day!***

The next thank you note was for our **Water Management Department** from resident Blake Hawthorne of 401 Shadycrest Lane, Maplewood.

"I am Blake Hawthorne and live with my wife, Mel, at 401 Shadycrest Lane, Franklin (Maplewood). This morning I woke up to a significant water leak from the pipe running between the water main and our home. I called the emergency number listed at the web site and was greeted cheerfully and assured promptly that a team would be by. I called again later to report ice on the streets from the water leak and was told a salt truck would be by. Four different individuals or teams eventually showed up to diagnose the problem, mark utilities, salt the streets, and fix the problem. From start to finish took only 4+ hours, which I think is a fantastic turn-around time. Every water department employee I spoke with was courteous and professional. They answered questions willingly and did their best to make sure that the leak was fixed, but also that our water was on properly and safely. So I want to pass on my thanks and high regard to the people of the water department for this morning. They did a great job and I wanted you to know that. I also appreciate that leadership from the top down makes for an effective organization, so I want to thank you, also. And I hope the freeze doesn't break too many more pipes!"

That's it for this week. Thanks for *all* you do and keep warm this weekend.



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