



CITY OF MELROSE
HEALTH, EDUCATION & WELFARE COMMITTEE
AGENDA • SEPTEMBER 19, 2022

Council Chamber, First Floor, Melrose City Hall Committee Meeting
562 Main Street, Melrose, MA 02176

7:20 PM

The public should take notice that the Melrose City Council may, on certain occasions, have a quorum in attendance due to standing committees of the City Council consisting of both voting and non-voting members. Members attending this duly posted meeting are participating and deliberating only in conjunction with the business of the standing committee.

I. CALL TO ORDER

Jack Eccles	Chair
Manjula Karamcheti	Vice Chair
Shawn M. MacMaster	
Robb Stewart	
Ryan Williams	
Christopher Cinella	President, ex officio

II. PUBLIC COMMENT

Remote Link for Public Comment:

<https://cityofmelrose->

[org.zoom.us/j/99081483447?pwd=Nm1hT3R1Z3l2cWJ3bTZkdVBzbW1Kdz09](https://cityofmelrose-org.zoom.us/j/99081483447?pwd=Nm1hT3R1Z3l2cWJ3bTZkdVBzbW1Kdz09)

III. ORDERS

1. **ORDER-2023-10** : Appointment of Shane Egan, 21 Boston Rock Ave, to the Melrose Historical Commission, for a three-year term, said term to expire on the last day of February, 2025.

Offered by: Mayor Paul Brodeur

From: City Council

ASSIGNED TO COMMITTEE

2. **ORDER-2023-11** : Appointment of Kate Roberts, 25 Rockland St, to the Melrose Historical Commission, for a three-year term, said term to expire on the last day of February, 2025.

Offered by: Mayor Paul Brodeur

From: City Council

ASSIGNED TO COMMITTEE

IV. ADJOURNMENT

SHANE M. EGAN

21 Boston Rock Road
Melrose, MA 02176

EDUCATION**University of Massachusetts at Boston**

Masters in Business Administration with a Specialization in Finance

University of Massachusetts at Amherst

Bachelor of Science Hotel, Restaurant, and Travel Administration

PROFESSIONAL EXPERIENCE**Beth Israel Deaconess Medical Center****Boston, MA****Director of Finance- Support Services Division August 2011 to Present**

In addition to keeping the responsibilities of the previous position, responsible for leading the Support Services' division in budgeting, variance analysis, and invoice processing for 19 cost centers totaling \$53M+ in expenses and \$26M+ in revenues annually.

- Worked with a Group Purchasing Organization(VHA) to the Medical Center in an initiative to save \$1.5M in annual Supply Chain Spend and to set up purchase contracts to generate admin fee revenues of up to \$2M annually.
- Act as medical center liaison for GPO related expenses and savings verification.
- Member of Clinical Quality Value Analysis Executive Committee that verifies Medical Center Supply Chain Savings and Directs future areas of inquiry.

Financial Business Manager**July 2008 to August 2011**

Responsible for financial analysis, reporting, and financial control of several departments, including Food Service, Environmental Services, and Patient Transport.

- Managed the financial component of a transfer of contract service companies in support services.
- Audit and pay invoices from suppliers totaling \$250-\$300K per week.
- Audit adherence to Sodexo and Crothall contracts covering managed volume in excess of \$28M/year
- Manage staff in the operation of the Business Administration office.
- Lead the budget development process annually for six cost centers.
- Create monthly variance reports and financial projections
- Perform ad hoc financial analysis for Support Services
- Create monthly and quarterly Press Ganey reports for Food Services and Environmental Services.
- Create and update a Balanced Scorecard to measure progress in the Support Services' division against predefined goals.
- Manage the payroll process for over 400 employees.
- Maintain updated employee files consistent with state and federal laws, as well as Joint Commission requirements.

SHANE M. EGAN – Page 2

Sodexo, USA**1994 – 2008****Beth Israel Deaconess Medical Center****Boston, MA**

Finance Manager**September 2005 – July 2008**

Responsibilities:

- Responsible for the budget development process for six medical center cost centers and three Sodexo cost centers.
- Draft weekly invoice for the client.
- Internally audit finances in all cost centers.
- Create monthly variance reports for Sodexo and the medical center.
- Pay all department invoices through Peoplesoft
- Manage Payroll/Human Resource Data for 400 medical center employees and 36 Sodexo managers

Beth Israel Deaconess Medical Center**Boston, MA****Call Center General Manager/Data Analyst****January 2003 – September 2008**

Responsible for the management and direction of the Service Response Center, an internal hospital call center which manages multiple types of service calls including patient transport, maintenance, housekeeping, patient information, motor services, and conference room booking.

Responsibilities:

- Responsible for the budget reporting and budget development process of the department
- Analyze support service data relating to timeliness of service response utilizing advanced applications of Microsoft Access and Excel, as well as the use of Sodexo proprietary software
- Manage the day-to-day operations of the call center
- Enforce HIPAA laws and JCAHO regulations with regards to patient information policies and procedures
- Perform 24/7 system administrator duties for three servers and four software programs

Accomplishments:

- ◆ Established the Beth Israel Deaconess site as a national training site for Sodexo call center managers
- ◆ Integrated the Patient Information call center into the Service Response Center, increasing efficiency and reducing labor costs.
- ◆ Developed detailed statistical reports utilizing Microsoft Excel and Access for the Medical Center leadership and department directors to regularly monitor key drivers of service efficiency and customer service
- ◆ Provided critical data analysis for a performance improvement team that increased patient throughput for the medical center
- ◆ Presented the Sodexo call center model to prospective clients which resulted in sales contracts for several new accounts in the U.S. and Canada

Retail Operations Manager**2000 - 2003**

Responsible for directing a team of two managers and four supervisors to manage all five retail food service outlets at the medical center with revenues in excess of \$3M per year.

Cafeteria Manager**1995 – 2000**

Responsible for managing the Medical Center's 374-seat main cafeteria and a 30 seat off-site cafeteria with revenues in excess of \$2.2M per year.

Mayor Brodeur and Members of the City Council,

I am writing to express my interest in volunteering to become a member of the Melrose Historical Commission. I have lived in Melrose for over twenty years with my wife, Natalie, and daughter Sam. We have had wonderful experiences in our time here. Over the last few years, I have developed an acute interest in Melrose's rich history. This started with collecting Melrose items at yard sales or through the internet, and has culminated with the creation and ongoing administration of a Facebook page (Old Time Melrose) devoted to the history of Melrose. This page has grown to over 3,700 members in the six months since it was created.

In order to source content for this Facebook page, I have worked with local citizens, including unofficial historian Scott Macaulay, as well as the Melrose Public Library to help digitize hundreds of historical Melrose photos to share with the community. This process has taught me a lot about the history of Melrose and its architecture. I would like to join the Commission, as I want to see our history maintained and restored. I am prepared to give my time for meetings and projects to help further this goal.

As for my educational and professional history, I received a Bachelor of Science in Hotel, Restaurant, and Travel Administration from the University of Massachusetts/Amherst and an MBA from UMass Boston. I have held several food service management positions early in my career. For the last 14 years, I have been a Finance Director at Beth Israel Deaconess Medical Center in Boston. I would be happy to lend those skills to the Commission if/when financial analysis is needed.

I hope that I can be a part of this important body protecting our city's history. Thank you for your consideration.

Sincerely,

Shane Egan
21 Boston Rock Road



CITY OF MELROSE

OFFICE OF THE MAYOR

PAUL
BRODEUR
Mayor

City Hall, 562 Main Street
Melrose, Massachusetts 02176
Telephone - (781) 979-4440
Fax - (781) 662-2182

MEMORANDUM

To: Melrose City Council
From: Mayor Paul Brodeur
Re: Melrose Historical Commission Appointment
Date: August 9, 2022

I respectfully request the Honorable City Council confirm the appointment of Shane Egan, 21 Boston Rock Ave, to the Melrose Historical Commission, for a three-year term, said term to expire on the last day of February 2025. Mr. Egan's appointment replaces the membership of George Proakis, whose appointment expired on the last day of February 2022.

Since moving to Melrose 20 years ago, Mr. Egan has been archiving Melrose items found at local yard sales and researching the history of Melrose. In 2021, Mr. Egan launched a Facebook Group known as Old Time Melrose that is entirely devoted to shedding light on Melrose's lost history.

Through this work, Mr. Egan has collaborated with many Melrose residents and the Melrose Public Library, which has supported Mr. Egan in digitizing hundreds of historical photos—all with the intention of sharing Melrose's history with our community members.

In addition to sharing the Historical Commission's dedication to preserving protecting and promoting Melrose's historical heritage, archeological and architectural assets of the City for future generations, he is prepared to offer his finance analysis skills to the Commission in any situation that requires a keen understanding of financial documents.

Thank you for your consideration.

Letter of Interest

June 30, 2022

Mayor Paul Brodeur

562 Main Street
Melrose, MA, 02176

I am interested in the volunteer position with the Melrose Historical Commission. As a Melrose resident who works in the construction industry and has a background in historic building preservation, this role utilizes my professional skills and personal interests.

My family and I moved to Melrose for many reasons, but the architectural landscape of the City was one of the biggest deciding factors for me. I have spent my career dedicated to managing and maintaining historic buildings throughout Boston, and I have found that Melrose is exceptional in its commitment to retaining its character and value through the built environment.

I work for PIERCE Property Services in Winchester, where I provide inspection reports for the buildings that we maintain, waterproof and restore. I help guide our clients through the best approaches to take care of their buildings. I also have a Master's degree from Boston University in Historic Building Preservation. At BU, I acquired the necessary skills to research and analyze buildings, and to plan for the stewardship of buildings to ensure they stand for generations to come.

As for the requirements for the position, I do read and interpret architectural plans regularly for work. As member, I would like to help homeowners understand the impact their plans can have not just on their home but on the neighborhood itself. My background in historic buildings will be useful in ensuring that the buildings in Melrose are altered in a way that respects the original architecture while also meeting modern day needs.

I can be reached by email or phone for further discussion. I look forward to hearing from you.

Best regards,

Kate Roberts



25 Rockland Street, Melrose, MA



[Redacted Phone Number]



[Redacted Email Address]

Kate Roberts



[linkedin.com/in/kate-roberts-pps](https://www.linkedin.com/in/kate-roberts-pps)



<http://www.pierceps.com>

Summary

Kate Roberts is the Director of PIERCE360, a division of PIERCE that's dedicated entirely to providing comprehensive information about the health of a building's exterior to clients as a value-add service.

Kate sees her clients as partners with a shared goal: extending the life of Boston's architectural landscape. She earned her Master's Degree in Historic Preservation & Building Stewardship from Boston University. She combines this education with her 10+ years of experience in the Boston real estate market to help clients make informed decisions for their facilities.

Outside of work, Kate spends time restoring her Victorian house in Melrose, chasing her twins Dean and Charlotte, and hanging out with her friends.

Experience



Director of PIERCE360

PIERCE Property Services

Jun 2021 - Present (1 year 1 month +)

Combining property management and building stewardship, PIERCE360 is an industry-first platform that documents the existing condition of a building envelope. PIERCE technicians are face-to-face with every inch of a building's exterior.

We show building managers and owners what they can't see from the ground. Our in-house building experts then evaluate the findings and make recommendations for how to restore, maintain, and waterproof buildings to protect their lifecycle.

As Director of PIERCE360, I generate the PIERCE360 reports and advise building managers and owners on what they need to do in order to get ahead of any issues that can affect the health of the building.



Assistant Property Manager, Pier 4

CommonWealth Partners

Jan 2019 - May 2021 (2 years 5 months)

- Manage the day to day operations of 200 Pier 4 Blvd, a Class A commercial mid-rise in the Seaport District.
- Maintain positive and collaborative tenant relations.
- Manage capital projects from start to completion and represent building ownership for tenant capital projects.
- Completed LEED and Fitwel Certification for Pier 4 in partnership with Verdani consultants.
- Manage the Pier 4 Common Area Easement, a Chapter 91 public access easement along the Boston Waterfront.



Director of Leasing, Senior Property Manager

MVC

May 2015 - Oct 2018 (3 years 6 months)

- Manage 300 apartments over 16 buildings. Maintain resident communication, manage maintenance team, ensure efficient operations of all properties.
- Set rents for renewing leases and apartments going on the market. Achieve revenue goals monthly and yearly.
- Inspect units and properties for capital improvements. Meet market demands for amenities, finishes, level of quality.
- Head of operations for leasing, setting policies regarding lease documentation, resident communication guidelines, and updating lease documents.
- Assess the needs of newly acquired apartment buildings with the Director of Property Management and execute plans for upgrades, including renovations, reconfigured layouts, and updated common areas.



Property Manager

Equity Residential

Sep 2014 - May 2015 (9 months)

- Manage occupancy and rental income budgets by closely monitoring market pricing, local competitors, and leasing staff's strategies.
- Work with maintenance staff and corporate office to launch property improvement projects.
- Manage resident relations, delinquency, and leasing.



Senior Leasing Consultant

Equity Residential

Dec 2013 - Sep 2014 (10 months)

- Tour prospective residents at Cambridge Park Apartments.
- Uphold the policies and ethics of Equity Residential, the largest REIT in the country.
- Assist the Property Manager with management tasks, including accounting, resident events, marketing, and resident relations.
- Manage lease renewals and provide feedback on pricing.
- Train new Equity Residential employees.



Leasing Consultant

Equity Residential

Feb 2013 - Dec 2013 (11 months)

- Tour prospective residents at the West End Apartments, including the Longfellow Towers, Emerson Place Apartments, Asteria, Vesta and the Villas.
- Uphold the policies and ethics of Equity Residential, including excellent customer service and positive resident relations.
- Be a resource for all 1,500 residents in our community throughout their stay.
- Manage lease renewals, resident questions and concerns, and ensure a positive and nurturing relationship with residents.



Real Estate Agent

Exit Realty

Feb 2010 - Jan 2013 (3 years)

- Market and lease apartments throughout Boston.
- Use various online marketing to gain new clients.
- Interact and negotiate with landlords, tenants and clients.
- Ensure proper accounting and payment of deposits.



Intern, Stewardship Department

Historic New England

Mar 2012 - Nov 2012 (9 months)

- Compiled and entered data in the New England Modern House Database.
- Performed deed research on 100 acre property in Massachusetts.
- Wrote house tour guide for modernist house tour.
- Attended and assisted with promotional events.



Intern, Consultant

Historic Boston, Incorporated

Jan 2011 - Jun 2011 (6 months)

- Research historic buildings and neighborhoods
- Assist with preservation planning projects
- Assist with preservation advocacy
- Administrative duties



Intern

National Trust for Historic Preservation

Oct 2008 - Dec 2009 (1 year 3 months)

Assisted with promotional events. Created database for their extensive library and reference materials.



Writing and Presentation Tutor

Capital University

Sep 2005 - Dec 2006 (1 year 4 months)

- Reviewed and edited student papers.
- Provided guidance to students who needed help with public speaking.

Education



Boston University

Master's, Historic Preservation

2008 - 2011

- Preservation Planning
- Building Archaeology
- Building Research and Documentation
- Preservation Financing
- Building Conservation
- Preservation Law



Capital University

Bachelor of Arts (BA), History
2003 - 2007

Skills

Real Estate • Apartment Rentals • Leasing • Sales • Research • Architecture • Real Estate
Development • Marketing • Administrative Assistants • Customer Service



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MEMORANDUM

To: Melrose City Council
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Re: Melrose Historical Commission
Date: August 9, 2022

I respectfully request the Honorable City Council confirm the appointment of Kate Roberts, 25 Rockland St, to the Melrose Historical Commission, for a three-year term, said term to expire on the last day of February 2025. Ms. Roberts' appointment replaces the membership of Ward Hamilton, whose appointment expired on the last day of February 2022.

Ms. Roberts is eager put her background in historic preservation and construction to work as a member of the Historical Commission. Ms. Roberts' many years spent preserving historic buildings in Boston shows a strong commitment to retaining the character, value, and dignity of historic structures, and I am confident this commitment will carry over into her volunteer work within the Melrose community.

In addition to her experience, and Master's in Historical Building Preservation from Boston University, she is qualified to read and interpret architectural plans, a skill that will support a key part of the Commission's mission.

Thank you for your consideration.