



SELECT BOARD
MEETING AGENDA
Wednesday, August 16, 2023
7:00 p.m.

Pursuant to Chapter 2 of the Acts of 2023, An Act Relative to the Extending Certain COVID-19 Measures, this meeting will be conducted via remote participation. No in person attendance by members of the public will be permitted.

This meeting will be live streamed, but will have no option for public participation

To view or listen

Go to "Northborough Remote Meetings on YouTube or click on the link below
https://www.youtube.com/channel/UCRdBrw3HeEAMB_KFKasrgXA

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1. Interim Town Administrator Interviews
7:00pm – Michael Gallagher
7:30pm – Julian Suso
 2. Any other business to come before the Board

Michael H. Gallagher
32 Tamarack Trail
Weymouth, MA 02190
(781) 264-0500
Michael.H.Gallagher@comcast.net

PROFESSIONAL SUMMARY

Management professional with extensive experience in transitional leadership in both the public and private sectors. Expertise leading best-of-breed service organizations, from municipalities to investment services to publishing firms. Developed and managed multimillion dollar capital and operating budgets in both the public and private sectors. Developed transitional roadmaps and process improvement plans for organizations focused on superior service delivery. Experienced negotiator with proven track record settling complex labor contracts with government and school unions as well as agreements with vendors in the private sector. Managed support teams in mission-critical 24x7 environments. Established collaborative working relationships with constituents, peers, direct reports, and vendors.

PROFESSIONAL EXPERIENCE

AMG Services

06/2022 - Present

Professional consulting services company.

Owner/President

Provide professional consulting to both the public and private sectors in various disciplines including IT, Finance and general management of any organization.

Town of Somerset

09/2021 – Present

Municipality of approximately 28,000 residents located in Bristol County, Massachusetts.

Acting Town Administrator/Consultant/Chief Procurement Officer

Appointed as acting Town Administrator November 2021 with the departure of the former Town Administrator to allow the Board of Selectmen to properly search for and hire the next full time Town Administrator. Remained as part of the staff to assist with the transition of the new Town Administrator and act as the Chief Procurement Officer.

- Implemented a ten-year capital improvement plan to encourage long-term thinking by the department heads
- Developed an inclusive budget process that included department heads, the Advisory and Finance Committee and Board of Selectmen
- Created electronic repositories for all budgetary and contractual documentation
- Successfully negotiated a three-year collective bargaining agreement between the Town and the AFSCME Union representing the highway, water and wastewater staff
- Established a Capital Improvement Stabilization Account with the approval of Town Meeting
- Implemented processes for awarding contracts to vendors ensuring compliance with all procurement laws
- Reviewed the Town's current IT infrastructure and processes to develop a plan to implement solutions that will add effectiveness and efficiency to the Town's service delivery model

Town of North Attleborough

10/2015 – 06/2021

Municipality of approximately 28,000 residents located in Bristol County, Massachusetts.

Town Administrator/Acting Town Manager/ Assistant Town Manager

Functioned as the Chief Executive Officer of the Town. Responsible for the effective and efficient operation of the Town and various Town Departments exclusive of the School Department and Electric Department. Chief procurement officer for the Town. Liaison to MEMA and FEMA for all COVID-19 grant funding and accounting.

- Created electronic document repository for all procurement contracts
- Formulated spreadsheets for the efficient tracking of all COVID-19 expenses for CARES Act and FEMA reporting
- Established the position of economic development coordinator to build relationships with local business entities and to assist in the redevelopment efforts and revitalization of the downtown
- Joined the Governor's Community Compact and was awarded grants for multiple initiatives for the town
- Revamped the capital improvement process requiring departments to provide return on investment (ROI) information for all capital improvement expenses

- Developed 10-year budget and 20-year capital plan projections
- Established a collaborative approach to budgeting by including all department heads in the process
- Implemented new processes to establish efficiencies and effectiveness of service delivery to residents
- Launched a new web site to provide more transparency into the general operation of the Town
- Worked with the town clerk to establish an online meeting posting process
- Subscribed to ClearGov to provide more data and budget transparency to the residents of the town
- Established a safety and security committee to review vulnerabilities and develop mitigation plans
- Negotiated changes in health insurance coverage options saving the Town approximately \$800,000 annually
- Successfully lobbied for a Proposition 2½ Override adding \$6.5 million to the tax levy
- Championed the acceptance of an online town wide permitting process
- Collaborated with multiple departments to offer online options for doing business with the Town

Town of Weymouth, Weymouth MA

01/2008 – 10/2015

Municipality of approximately 55,000 residents located in Norfolk County, Massachusetts

Director, Administrative Services

Reported to the Mayor and functioned as Deputy to the Mayor, Chief of Staff and IT Director in addition to other duties. Directed the activities of multiple departments (Information Technology, Human Resources, Legal, Building Maintenance, Parks and Recreation, Elder Services, Veterans Services, Youth and Family Services and Emergency Mgt).

- Negotiated multi-year contracts with all collective bargaining units throughout the town
- Saved approximately \$6 million by negotiating an agreement with the various town unions to join the Commonwealth of Massachusetts Group Insurance Commission
- Consolidated functions and automated processes resulting in annual savings of approximately \$150K
- Negotiated contract amendments to increase revenues from cellular service rental agreements
- Assisted in the budget preparation process to deal with constraints imposed by reduced state aid
- Collaborated with the school department to implement a town wide VoIP communication solution
- Obtained multiple grants to support IT infrastructure improvements
- Implemented virtual server and SAN architecture to meet departmental demands
- Introduced smart phones and tablets to enable better communication among employees
- Installed Wi-Fi hot spots throughout various town buildings providing secure and guest connectivity
- Expanded town owned fiber network to support increased utilization of data voice and video networks

Town of Weymouth – School Committee

5/1993 – 12/2005

A body politic elected town wide and charged with setting policy for the Weymouth Public Schools.

School Committee Member

Elected to four terms (13 years) as a member of the Town of Weymouth School Committee, serving as chairman for four years, vice chairman four years, secretary four years. Appointed as a member of the budget and collective bargaining sub-committees for 11 years. Set policy for the school system and developed operational and capital budgets that met the needs of the students and school system, while operating in a fiscally responsible manner.

Grantham, Mayo, Van Otterloo and Co, LLC, Boston, MA

11/2006 – 12/2007

Investment management organization specializing in high asset investors

Director, Technology Infrastructure

Directed the activities of the infrastructure support teams (network services, systems management, desktop support, application support, help desk, and disaster recovery) responsible for all infrastructure systems, operations and application support for GMO worldwide.

- Realigned personnel resources and redesigned IT operational processes to more effectively and efficiently deliver services to the worldwide GMO user community
- Developed long term high availability infrastructure architecture plans to position GMO to execute strategic corporate initiatives
- Introduced service delivery metrics and reporting to provide objective data models using ITIL frameworks
- Instituted problem management and change control processes

- Replaced aging corporate network architecture with new Cisco solution to position GMO to grow and implement new applications

New York Times Company, New York, NY / The Boston Globe, Boston, MA

4/2004 – 11/2006

Leading daily newspapers in the New York and Boston metropolitan areas

Director, Technology Operations and Support

Directed the activities of all New York Times data center personnel across the US with specific focus on all activities and teams providing production and back office IT operations services (data center operations, network operations, desktop support, systems management, database administration, data and telecommunications, and web system management) in a heterogeneous environment. Responsible for business continuity planning and disaster recovery preparedness and testing for all New York Times Companies. Supported The Boston Globe and affiliated New England Media Group companies. Managed an enterprise project to consolidate 9 New York Times Company data centers into 2 facilities in New York and New England.

- Realigned personnel resources and redesigned IT operational processes using Six Sigma methodologies to better deliver services as part of an overall IT transformation initiative (Streamline to Grow) reducing operating costs by \$8 million annually
- Developed long term infrastructure architecture plan to position New England Media Group to execute strategic corporate initiatives
- Introduced service delivery metrics and reporting to provide objective data models
- Instituted problem management and change control processes
- Designed new consolidated backup solution and strategy for New England Media Group properties
- Established a long-term capital plan to migrate all server architecture to a client/server model utilizing blade architecture and storage area networks

Neutron Communications, Inc., Medford, MA

1/2003 - 4/2004

A startup consulting and services company providing technical guidance to small and mid size companies.

Owner/Operator

Directed the activities of teams providing technical consulting services to small and mid-size organizations. Managed multiple projects and personnel resources within client companies as well as third party vendors.

Fidelity Investments, Boston, MA

5/1997 – 12/2002

The world's largest mutual fund company and leading supplier of investment services.

Director, Technical Services

Directed activities of multiple teams responsible for middleware architecture, operating system, and platform support across all distributed systems within Fidelity Investments. Provided 24x7 technical support for mission critical applications on multiple platforms. Managed multiple product lines within FISC Operations. Provided crisis management in the unlikely event of a service interruption.

Intranet, Inc., Newton, MA

4/1994 – 5/1997

A software development vendor specializing in electronic payment systems.

Manager, Technical Services

Managed technical teams in multiple locations providing second and third tier customer support. Managed technical team responsible for all internal hardware, software, and networking systems from the desktop to the data center. Interfaced with multiple vendors to ensure IntraNet's technology remained state-of-the-art.

SunGard Financial Systems, Inc., Waltham, MA

8/1989 – 4/1994

A software development company providing solutions to the banking and broker/dealer industries to track cash positions and portfolios.

Data Center Manager

Managed corporate data center staff supporting 300 time sharing customers nationwide. Supported the internal infrastructure from the desktop to the data center. Responsible for all corporate capital budgeting, evaluating and selecting hardware and software products in line with corporate philosophy of open systems architecture.

Bowne & Co., Inc., Piscataway, NJ

2/1984 - 8/1989

A leading financial printing company with multiple domestic and international locations.

General Manager, Bowne Information Services, Inc.

Designed and built a corporate data center. Consolidated all IT hardware from various satellite locations to the corporate data centers. Managed a staff of 15 technicians responsible for 24x7 operation of corporate manufacturing and MIS data centers supporting approximately five hundred users at twenty-eight nationwide locations. Managed corporate communications network including all hardware and software for satellite and terrestrial circuits.

EDUCATION

Northeastern University, Boston, MA

- BSBA – Management Information Systems
- AS – Electronic Data Processing

TRAINING & CERTIFICATIONS

- MA Certified Public Procurement Officer (MCPPO)
- National Incident Management System IS-100, IS-200, IS-700
- Information Technology Information Library (ITIL) Foundation
- Six Sigma Green Belt

MEMBERSHIPS & AFFILIATIONS

- Massachusetts Municipal Association (MMA)
- Massachusetts Municipal Management Association (MMMA)
- Massachusetts Municipal Human Resources Association (MMHR)
- Hockomock YMCA Board of Incorporators

Julian M. Suso, ICMA-CM

108 Pleasant Street
Framingham, MA 01701
(440) 749-3011
sjsuso@gmail.com

Education

- BA, The Ohio State University – Economics and Social Science
- MCP, University of California, Berkeley - City Planning
- Annual Continuing Education through Massachusetts Management Association and International City/County Management Association

Experience

- 2011-2022 **Town Manager, Falmouth MA**
Chief Administrative Officer for this Charter community on Cape Cod of 31,000 residents year-round and 100,000+ residents seasonally. Full-service municipality including police, fire/rescue, water, wastewater, refuse, recycling services. Upgraded to AAA Bond Rating during my tenure. Major Projects: Designed/constructed innovative, automated \$42 Million water treatment facility; designed/constructed \$10 Million new senior center; initiation and successful passage of first permanent override in 30 years, this for supplemental fire/rescue personnel; successful passage of debt exclusion for new fire station construction.
- 2006-2011 **Town Manager, Framingham MA**
Chief Administrative Officer for Charter community of 72,000 residents. Full range of municipal services provided, including police, fire, water, wastewater, refuse and recycling. Major Projects: major expansion of Callahan senior center; reconstruction/expansion of Bowditch Field; renovation and accessibility improvements to historic Town Hall Memorial Building; preservation and enhancement of historic Danforth Museum building; close collaboration with Framingham State University.
- 1990-2006 **City Manager, Mentor OH**
Chief Administrative Officer for Charter community of 42,000 residents. Largest municipality between Cleveland, Ohio and Erie, Pennsylvania. Lake Erie shoreline community and full-service municipality. Funding/acquisition of award-winning major City Recreation and Wilderness area on Lake Erie. Funding and construction of new senior center, new public works facility and major expansion of municipal administrative offices.

Professional Affiliations, Awards

- Fully credentialed, active member of International City/County Management Association. Professional credential has been earned annually since 2003.
- Member of Massachusetts Municipal Management Association since 2011.
- Recipient of 2011 Citizen Laureate Award from Framingham State University.

References available upon request.