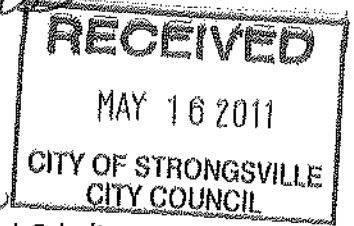


CC: All Council members
Mayor Percik
Submitted by
Councilman Roth
@ 5/16/11 Council
meeting



May 06th, 2011

Mark Schultz
9580 Woodhurst Drive
Strongsville, Ohio, 44149

Service Director Joseph Walker
16099 Foltz Parkway
Strongsville, Ohio, 44149-5598

Dear Mr. Walker,

On Tuesday evening 04-19-2011, I looked out my back window to discover I had a pond of water at the end of my property that was flowing into the surrounding neighbor's yards. There is a storm water drain in the right of way at the property line to the rear of my property and that of my neighbor to the north, Adrian Candalaria—9548 Woodhurst Drive.

I had the home built in 1993 and have never had this problem before. It is my understanding that the storm drains were put in because of flooding concerns on Village Green, Pheasant Run and the homes to the rear of Woodhurst Drive.

My first thought was that leaves were clogged up around the top of the drain. I went back with a rake and found this not to be the case. I love yard work, and have always been very good about cleaning up leaves---especially around the storm drain.

On Wednesday, 04-20-2011 at around 0705 hours, I called the Service Department and spoke with a pleasant gentleman named Brian. I explained my plight and he advised that someone will come to the area and check on the problem. I was very pleased with the quick response. I was at work at this time, but my wife called me around 0730 hours to advise that two men from the City did in fact check the flooded area. I am not sure what the outcome of this was.

On 04-21-2011, I called the Service Department around 0730 hours asking for some type of update on what was or could be done. I realize that with all the rain, the Service crews are very busy. I made it clear that this was no emergency; I simply wanted to know if I was on a waiting list or what the status of my service call was. The secretary transferred me to "Ray." I believe his last name was Jarrett (spelling?). I left a message on his voice mail explaining my plight and asking him to contact me.

On 04-25-2011, I had not yet received a call back from the Service Department, so I called and spoke with Mr. Jarrett. He was aware of the situation and had spoken with the two men that came to my home. He advised that on Thursday, he had checked some possible ways to access the problem. He expressed concerns about how they were going to get access to the property. They were in the process

of trying to figure this out. He felt that it would be later in the week before the work could be done. His crews were busy and he felt that it was going to take his entire crew to do the job. I understood and thanked him for his time.

At some point during the mid week of 04-23, my neighbor, Adrian Candalaria, advised me that he also called the Service Department to inquire about the flooding. I advised him that I had already called a couple of times, and that I was told that the work would be completed by the end of the week.

Apparently, Mr. Candalaria wasn't satisfied with the response he had gotten during his conversations with someone in the Service Department. At weeks end, he went to the storm drain and stood in two foot deep water with a long thin stick and probed within the drain for over 30 minutes. He finally must have broken something loose and the drain opened up, relieving the flooding.

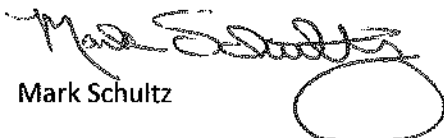
Over the next several days, I spent a considerable amount of time with hand tools cleaning out the bottom of the storm drain. My wife and Candalaria's wife were furious asking us why we were doing what the Service Department should be doing. Of course they were correct, but the simple fact is that two weeks with basically no response from the City was simply not adequate. Again, we expected some service by the end of that week, but no one showed up or called.

As of the writing of this letter, I still have not received a call from anyone at the Service Department. To their defense, someone may have shown up at my home and observed that the flooding had been relieved, but I still would have hoped for some type of courtesy call.

The purpose of this letter is not to get anyone in trouble, nor do I expect a call back. I do wish to express my displeasure in the City services or lack thereof provided to two residents in this case. This seems to be a problem that could have easily been handled by several workers in at most two hours. Instead, two residents did that work ourselves after getting a delayed response by the City of Strongsville. Again, I realize that the crews were busy and we have had a lot of rain. That's why we waited almost two weeks to act on our own.

I have often heard Mayor Perciak brag about the City services in Strongsville. As a longtime resident, I have often spoken with pride about the services in our town. This time, they came up short. The simple fact is we felt no one cared about our problem.

Respectfully,


Mark Schultz

CC: Mayor Tom Perciak
Councilman Mark Roth