



City Council
Meeting
~Final~Public Safety

36 Court Street
Springfield, MA 01103
<http://www.springfieldcityhall.com>
Committee Chair, Councilor
Lavar Click-Bruce

October 7, 2025

4:30 PM

City Hall - Room 200

Roll Call

In Person:

Councilor Click-Bruce
Hector Velez (DPW)
Michelle Hyde
Angelica Castro
Brian Santaniello

Zoom:

John Caldwell (Eversource)
Leslie Gulluni (Eversource)
Zaida Govan
Victor Davila
Tracye Whitfield
Sean young

Call To Order

4:30 PM Meeting called to order on October 7, 2025, in Hybrid Room 200, 36 Court Street, Springfield, MA 01103.

Public Portion

1. Street Lighting (Eversource)

An update on streetlight repairs is requested, with particular attention to the 31 lights currently out between Main Street and Bay/Boston Road. The Public Safety Committee will also discuss the process for reporting and addressing lighting outages and seek clarification from Eversource on response timelines and communication protocols.

2. Speed Limit Signs (DPW)

The Public Safety Committee will address concerns regarding missing speed limit signs in various areas of the city. While "Your Speed" radar signs have been installed, they do not display the actual posted speed limits. Discussion will focus on the need for proper signage, public safety implications, and potential actions by the Department of Public Works.

Minutes

Overview

The Public Safety Committee convened to address persistent streetlight outages throughout the City of Springfield, with particular concern regarding public safety implications following a recent fatal pedestrian accident. The meeting included discussions with Eversource representatives on reporting procedures, maintenance challenges, LED streetlight replacements, and future technology upgrades. Additional discussion addressed traffic safety concerns, including speeding and the need for extra speed limit signage.

Key Discussion Items

1. Streetlight Outages and Public Safety Concerns

Committee Chair, Councilor **Lavar Click-Bruce** expressed strong dissatisfaction with Eversource's response to streetlight outages, particularly the requirement that residents provide pole numbers when reporting outages. The Chair stated that this process is unacceptable and unsafe, and that it places an unreasonable burden on residents, especially in emergencies.

Several councilors echoed concerns that the current reporting system is confusing and inefficient, contributing to prolonged outages and increased safety risks.

2. Reporting System and Communication Gaps

Councilors **Zaida Govan** and **Tracy Whitfield** highlighted that many residents are unaware of how to report streetlight outages and that existing tools, including the reporting app and website, are not widely understood or easily accessible. They emphasized the need for more transparent communication, better coordination between the City and Eversource, and proactive identification of recurring problem areas.

Michelle Hyde (Citizen) raised concerns about a four-mile stretch of roadway with 31 affected lights and poles, citing delays and a lack of clear responses from both the City and Eversource. Councilors stressed the urgency of timely repairs and requested greater accountability and transparency regarding repair timelines.

3. Eversource Response and Infrastructure Updates

John (Eversource) apologized for constituent frustrations and acknowledged the tragic accident involving a non-functioning streetlight. He explained that outages caused by storms or minor power interruptions can be difficult to detect without resident reports. Key updates from Eversource included:

- Approximately **14,000 streetlights are being converted to LED fixtures**, with completion expected by the end of the month.
- A total of **119 active streetlight work orders** are currently in the system.
- **Smart meter installation** is planned for the future, which will significantly improve outage detection and response times.
- Two Eversource crews were scheduled to address **approximately 30 reported outages** between Main Street and Boston Road.

Councilors expressed concern about discrepancies between Eversource staff instructions and John's explanation that approximate locations or addresses are sufficient for reporting outages, and requested follow-up to resolve this inconsistency.

4. Brightness of LED Streetlights

Concerns were raised regarding LED lights being excessively bright in residential areas. Councilor **Davila** indicated she would provide a specific case for review.

5. Traffic Safety and Speed Limit Signage

The committee also discussed ongoing speeding issues citywide. **Hector** agreed to conduct an inventory of speed limit signage, particularly in areas with solar speed feedback signs, and to place orders for additional signage where needed, including Berkshire Avenue.

Action Items / Next Steps

- **John (Eversource)** to:
 - Follow up on why residents were instructed to obtain pole numbers when reporting outages.
 - Investigate recurring streetlight outages and determine whether LED replacements are resolving underlying issues.
 - Coordinate with 311 operators to ensure consistent and accurate reporting guidance.
 - Review complaints regarding overly bright LED lights in residential neighborhoods.
 - Verify reimbursement policies for lights that are out for more than three days.
 - Determine responsibility for streetlights along the Route 291 exit to Indian Orchard.
- **Eversource:**
 - Deploy two crews to address reported outages on Main Street to Boston Road.
- **Hector (DPW):**
 - Conduct a citywide inventory of needed speed limit signs.

- Submit an order for additional speed limit signage on Berkshire Avenue.

- **Leslie (Eversource):**

- Share the streetlight outage reporting link for inclusion on the City's website.

Closing

The committee emphasized the importance of improving communication, simplifying reporting procedures, and prioritizing streetlight maintenance to protect public safety. Members requested continued follow-up and accountability from Eversource and City departments to ensure the timely and effective resolution of streetlight and traffic safety concerns.

[MIN_SIGNATURES]