



Scott Shanley
General Manager

Town of Manchester

General Manager's Report

July 2007

Holiday Closing

All municipal offices will be closed on Wednesday, July 4, 2007 for Independence Day.

General Manager's Office

The Town of Manchester and its Safety Committee were recently recognized by the Connecticut Interlocal Risk Management Agency (CIRMA). The Town earned CIRMA's Risk Control Achievement award for its Employee Health and Safety Fair last year. Congratulations to Jan Devendorf, Human Resources Specialist, and the members of the Town's Safety Committee for sponsoring an event to increase employee awareness of health screenings and safety issues.

Customer Service and Information Center (CSIC)

Taxes

Payments for water bills, motor vehicle, real estate and personal property taxes can be accepted at the CSIC if the bills are current and payment is by check, money order, Discover card* (3% fee) or debit card. Note: VISA/MC are not accepted. The last day to pay without penalty is Wednesday, August 1, 2007.

Recreation

The CSIC serves as an auxiliary site by processing registrations and facility passes for the pools. Individuals must be present to have a photo membership card produced. Complete membership information can be found online at: <http://recreation.townofmanchester.org/>

The CSIC is located on the first floor of Town Hall, by the front entrance. Hours are 8:00 a.m. – 5:00 p.m., Monday – Friday, 647-5235.

Finance Department

Assessment and Collection

Tax bills for the Grand List of October 1, 2006, were mailed during the week of June 25, 2007. This includes the mailing of the motor vehicle tax bills, personal property tax bills and real estate tax bills. The real estate tax bills for the Grand List of October 1, 2006, are based on the 2006 revaluation, which is being phased-in over a three-year period.

The Office of Assessment and Collection reminds residents that current tax payments are due by 6:00 p.m. on Tuesday, August 1, 2007. Current taxes include motor vehicle tax bills, and the first installment for real estate and personal property tax bills. Failure to make timely payments will subject taxpayers to an interest charge of 1.5% per month from the July 1, 2007 due date, with a minimum of \$2.00. It should be noted that there is no mailing for the second real estate and personal property bill installment. Both payment coupons are included with the bill mailed in June. Receipts should be saved for income tax purposes. The Office of the Tax Collector may be reached at 647-3018 or the Office of the Tax Assessor at 647-3016. The Office of Assessment and Collection will be open 8:20 a.m. – 4:40 p.m., Monday – Friday. Special extended hours will be offered on Tuesday, July 31, 2007 and Wednesday, August 1, 2007, until 6:00 p.m.

Those taxpayers who reside in the Eighth Utilities Fire Tax District will receive separate bills from that office at 18 Main Street. The Eighth Utilities District tax bills are to be paid separately and paid directly to the Eighth Utilities District. The Eighth Utilities District can be reached at 860-463-9648. Real estate tax bills for properties in the Eighth Utilities District were also revalued in the 2006 Grand List and are also being phased-in over three years.

If an online bill paying service is used through a bank, the account number or property must be specified on the payment. Account numbers must be updated, or motor vehicle tax, real estate tax, personal property tax or water/sewer bill should be designated.

Standing in line can be avoided by paying by mail. Taxpayers may also bring their current tax bills to any Manchester branch of New Alliance Bank up to August 1, 2007. It should be noted that the bank does not have access to tax records and the bill must be brought for full installment payments only. The bank will not accept partial payments (the January payment can be brought to the bank from late December – February 1, 2008).

In addition, there is a night drop-box located behind Town Hall at the handicap accessible entrance. This is emptied every workday morning. Cash should never be left and the payment should always be sealed in an envelope. If the bill is not included with the payment, the account number should be written on the check.

Human Services Department

Certified Nurses Aide Program

The Town's thirteenth CNA training program concluded on May 18, 2007 with a graduation ceremony at Manchester Community College. Seventeen students graduated, four with perfect attendance.

All graduates will take the State of Connecticut CNA exam in June and then will be fully-fledged CNAs and can begin their job search in earnest.

Interviews for the fall 2007 CNA class will begin in August 2007. The next program is scheduled to run from October 15 through December 7, 2007.

Library

In the park beside the Mary Cheney Library on each Monday during July there will be an 11:30 a.m. Picnic Storytime where families can bring blankets and food while listening to Children's Librarians reading from a wide range of books. This program is repeated at the same time on Tuesday mornings at the Whiton branch. Special family programs will be held on each Thursday at 3:30 p.m. at Whiton and again at 6:30 p.m. at Mary Cheney, including Bubble Mania and Sparky's Puppets. The Summer Reading Program will be fully underway throughout the month.

The popular Teen drop-in Wednesday night programs will continue at Mary Cheney, beginning at 6 p.m.

For adults, on Monday, July 23 at 7:00 p.m. in the Howroyd Room at Mary Cheney Library, Adam Miller, Folksinger and Autoharpist, will be performing. He is known as one of the great interpreters of American folktales and folksongs.

Manchester Police Department

Mothers Against Drunk Driving (MADD) Connecticut honored five Manchester Police Officers at their annual Appreciation Award Ceremony on June 14, 2007, at the State Police Training Academy in Meriden. MADD recognizes Officers and Troopers from across the state for their exceptional DUI efforts to make community streets and highways safe through enforcement, education, community involvement, training or volunteering with MADD. Sergeant Howard Beeler, Detective Jim Graham, Officer Wilmary Labonte, Officer Jerrad Johnson, and Officer Helvidio Augusto were honored for their efforts in Enforcement.

Police Activity through May 31, 2007 was 5,923 Total Calls for Service, 1,670 Total Police Cases, and 670 Total 911 Calls. There were 67 Emergency Calls for the Eighth District, 262 Town Fire, and 1,819 for the Police Department.

Staffing numbers are at 115 sworn officers and that includes one Chief, three Captains, six Lieutenants, 18 Sergeants, ten Detectives (two vacancies), 77 Patrol Officers (three in the Academy and three in the Field Training Officer program).

Public Works

New Bus Shelters

The Town has received notice from the Capitol Region Council of Governments (CRCOG) that funding for the purchase and installation of six new bus shelters in Manchester has been approved. Funding is provided from Federal Transit Enhancement funds, to be administered through the Greater Hartford Transit District (GHTD), for the purchase, design, and construction of six shelters in Manchester. The \$90,000 grant is funded 80% federal and 20% local. The 20% local share will be provided by in-kind services provided by the Public Works Department staff (survey, design, and shelter installation).

The location of the new shelters is based upon ridership and has been approved by the GHTD and CT Transit. Shelters will be installed at the following locations:

- 479 Main Street – Weiss Center
- 496 Main Street – Lincoln Center
- 425 Center Street
- Buckland Street at the DOT Commuter Lot
- Main Street at Bigelow Street
- Main Street at Center Park

The shelters will be installed within either Town or State right-of-way.

Under the terms of the grant agreement, the Town will be responsible for the survey, design and installation of concrete pads and sidewalks, as well as the purchase and installation of the bus shelter structures.

The shelters will be similar to the existing shelters in Town, which are black anodized aluminum, with redwood benches and tempered glass windows.

Installation of the six shelters is expected to be completed next spring.

Building Department

Activity for May 1 – May 31, 2007

<i>Building Permits</i>	<i>May 2007</i>	<i>April 2007</i>
Total Applications received	367	268
Total Permits issued	348	253
Total Revenue	\$167,222.40	\$80,189.56
Construction Value*	\$11,981,234	\$5,735,569
Inspections conducted	630	547

Code Enforcement

Cases opened	73	48
Cases closed	66	41
Inspections conducted	138	145

Comparison of fiscal years July 1 – May 31

<i>Building Permits</i>	<i>FY2007</i>	<i>FY2006</i>
Total Applications received	3153	3372
Total Permits issued	3013	3214
Total Revenue	\$1,198,901.68	\$737,440.87
Total Construction Value*	\$110,095,977.49**	51,032,704.44
Inspections conducted	7083	8325

Code Enforcement

Cases opened	606	601
Cases closed	591	739
Inspections conducted	1381	1186

Notes:

*Includes the value of Town projects where fees were waived

**This value has yet to be adjusted for value added due to cost affidavits at Certificate of Occupancy issuance

Manchester Fire-Rescue-EMS

Activity Report for May 2007

Medical/Rescue	486
Fire Related	21
Hazardous Conditions	24
Public Service	39
Good Intent	53
False	32
Mutual Aid	<u>2</u>
Total Calls	657

History Lesson #6 – The First Fire

The fire equipment arrived in 1898. The fire companies were organized and had spent many hours practicing connecting hose to hydrants and flowing water. The fire alarm system was installed within 13 strategically placed alarm boxes. The South Manchester Fire District was ready to fight a fire. Their chance came at about three o'clock on the afternoon of September 21, 1898. The house in which the fire was discovered was on Center Street, approximately opposite Cooper Street. It was owned by Cheney Brothers and occupied by James W. Egan and his family. Mr. Egan was at work at Cheney Mills when Mrs. Egan smelled smoke. She went upstairs to investigate, but was quickly driven back by smoke and heat. She then set about trying to save whatever furniture she could. John Lennon saw the fire and sent an alarm in from fire alarm box #24 at the corner of Pine and Walnut Streets. All five fire companies were notified by the blasts of the mill whistle at Cheney Brothers.

There were no specific hose company assignments at this time. Company #1 was located closest to the fire with their hose reel stored in a small lean-to at Henry Forbes Livery Stable. The plan called for the reel to be pulled to fires behind Mr. Forbes' wagon whenever possible, but on that afternoon, Mr. Forbes was attending a funeral at the Buckland Cemetery. Two volunteers, therefore, began running down Pine Street dragging the hose reel. A short distance down Pine Street, they heard the sound of a horse and wagon behind them. It was the Ferris Brothers' business wagon carrying Company #3's reel behind the wagon. The wagon easily passed the hose reel of Company #1 and proceeded to a hydrant in the yard of the fire building, where they attempted to hook up their hose. The hydrant wrench was missing and when they got a wrench, there was trouble loosening the cap, after which there was difficult opening the hydrant. The members of Company #1 continued on to a hydrant at the corner of West Center and Cooper Streets where they made a connection. The reel was drawn up Cooper Street where the nozzle was connected and the hydrant was turned on. Thus, although Company #3 was the first company to reach a fire, Company #1 had become the first company in the South Manchester Fire District to get water on a fire. One firefighter was injured while on the hose line of Company #3. He was knocked unconscious by bricks falling when the chimney toppled. He received a deep scalp wound and was taken to a nearby trolley car and given first aid by Dr. J.E. Clark, a member of Company #3. As far as the house went, the roof was burned off and the top floor was extensively damaged but the fire alarm system, the firefighters and their equipment had all worked well.

Stand-down for Firefighter Safety

Fire Department personnel participated in the 2007 International Fire and EMS Safety Stand Down the week of June 17th. The stand down, themed "Ready 2 Respond", focused on preparing firefighters and EMS personnel for their daily duties by reviewing their training and the proper use of equipment to ensure safe response, mitigation and return from all emergency situations. It was emphasized that failure to remain cautious can cause routine activities to become hazardous as has been shown in the many fire service and emergency medical service line-of-duty deaths and injuries across the nation. In 2006, 105 firefighters died in the line of duty; already this year 53 have been lost (by June 19, 2007). The purpose of the safety stand-down is to reduce these deaths and injuries by calling attention to safety practices and improving them. One of the most positive components of Manchester's program was to have firefighters relate their own personal "near-miss" for the year. Recalling a real-life "dodged bullet" experience that could have resulted in injury but didn't have quite an impact on others hearing about the experience.

Water Department

The Manchester Water Department is pleased to provide our customers with the annual Consumer Confidence Report (CCR) on the drinking water supplied to the residents of Manchester as well as to our customers in portions of Glastonbury, South Windsor and Vernon. So far approximately 29,000 copies have already been mailed out. The information contained in this brochure is compiled from data collected during 2006 and explains where your water comes from, what tests were performed to insure the safety of your water, and where you can get more information about your water supply. We want to keep you informed about the quality of your drinking water. A copy of the CCR can be found on the Water Department's website, www.ci.manchester.ct.us/water under the Water Quality tab.

Employee News

Recently Hired

Christopher Lockwood - Manchester Police Department
Kenneth Monseglio - Water and Sewer Department
Timothy Dennis - Public Works Department

Recently Retired

Detective Michael Morrissey - Manchester Police Department

Recently Promoted

James Moody - Water and Sewer Department
Sean Grant - Manchester Police Department