



Scott Shanley
General Manager

Town of Manchester

General Manager's Report

August 2007

Holiday Closing

Municipal offices will be closed on Monday, September 3, 2007 for Labor Day.

Charter Revision Commission

The Charter Revision Commission will begin meeting twice a month in August to review recommended changes to the Town Charter. A public hearing was conducted in July and another is anticipated in the fall though a date has not yet been set. The schedule, background information and updates on the process are posted on the Charter Revision page of the Town website at www.townofmanchester.org/bod/charter/.

Finance Department

Assessment and Collection

The last day to pay tax bills mailed in June 2007 was Wednesday, August 1, 2007. The payments due by August 1, 2007 include the first installments on real estate and tangible personal property (if applicable) on the Grand List of October 1, 2006 and the single-installment payments on the Motor Vehicle Regular Grand List of October 1, 2006.

All payments not paid or postmarked by August 1, 2007, were late and subject to interest charges. The collection period was a busy time for the Office of Assessment and Collection as is typical every year. Additional operating hours were added to the schedule to help provide better service to taxpayers. Despite the busy nature of the tax collection period, operations were fairly smooth during this time. This was a revaluation Grand List that was billed in June 2007. The Office of Assessment and Collection thanks the Customer Service and Information Center and New Alliance Bank for their assistance during the tax collection period and, of course, the taxpayers of Manchester for their patience, cooperation and help during the month of July.

Customer Service and Information Center

T-shirts, Totes and more! If you are looking for "Manchester" gifts, please visit the Customer Service and Information Center Gift Shoppe in Town Hall. On sale now is an 18-month calendar and a \$15 donation supports the Foundation of Mental Health. Other gift ideas include cookbooks, mugs, historical books and a variety of "Manchester" T-shirts for sale:

choose from City of Village Charm, Hike the Hockanum, Historical Society and Cruisin' on Main. Or, consider making a donation to the Memorial Tree Planting Program. A complete listing of Manchester merchandise for sale is available online. The Customer Service and Information Center 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.

<http://www.townofmanchester.org/CitizenService/Merchandise.cfm>

Police Department

The third annual Chief's 3-on-3 Summer Basketball was kicked off on Friday, July 6th and runs each Friday through August 10, 2007, depending on the weather. This year the games were held at Charter Oak Park and drew approximately 50-100 youths. The Police Department provides pizza, beverages and jerseys to all participants and Police Officers and community volunteers staff the games.

Police Activity through June 30, 2007 was 5,382 Total Calls for Service; 1,485 Total Police Cases; 638 Total 911 Calls; Emergency Calls were 64 for the 8th District, 245 Town Fire and 1,561 Police Department. Traffic statistics from April – June were 561 collisions that included 199 with injury and 442 with property damage and 81 DUI arrests.

Staffing numbers are at 114 sworn officers that include one Chief, three Captains, six Lieutenants, 18 Sergeants, ten Detectives (two vacancies), 76 Patrol Officers with three in the Police Academy and two in the Field Training Officer program.

Manchester Public Library

Adult Program

On Monday, August 13, at 7:00 p.m., a program for adults will showcase musician and educator John Root performing a wide repertoire of instrumental and vocal music from the 'Gaslight Era' of the 1890s – 1920s. The adult book discussion group will meet on Monday, August 20 at 7:00 p.m. to review the book "Gilead" by Marilynne Robinson. Both of these programs will be held in the Howroyd Room at the Mary Cheney Library building.

Teen Program

The popular teen drop-in nights continue this summer on Wednesday evenings from 6:00 – 8:30 p.m. at the Mary Cheney Library.

Children and Families

For children and families, the lunchtime picnic story sessions continue at 11:30 a.m. on Mondays at the Mary Cheney building and on Tuesdays at the Whiton building. Special weekly programs for children are held on each Thursday at 3:30 p.m. at Whiton and are

repeated at 6:30 p.m. at Cheney. The Summer Reading Program for youngsters ends on August 30.

Water and Sewer Department

Lydall Reservoir Project

The Water Department has engaged the engineering firm of Milone and MacBroom, of Cheshire, CT, to evaluate and design the repairs of Spillway #1 at the Lydall Reservoir. The consultant was awarded the project from among competing firms based on their experience, qualifications and the quality of their proposal. Built in 1900, few records exist as to the construction of this earthen-filled, concrete core walled dam. The scope of this project is to identify, evaluate and make repair recommendation to ensure the integrity of the structure. In addition, an operations and maintenance program will be developed as well as an Emergency Operation Plan as required by the State.

Analytical Laboratory

The Manchester Water Department Analytical Laboratory successfully completed the Water Pollution Study #148. This is an annual Environment Protection Agency and Connecticut Department of Public Health requirement that is needed to maintain the laboratory accreditation. The study involves identification and quantification of those parameters listed in the Manchester Water Pollution Control Facilities National Pollution Discharge Elimination System Permit. The Laboratory is required to pass a similar study for drinking water each year as well.

Field Services

The Source of Supply Section of Field Services conducted a timber sale on 108 acres of water company land located in Glastonbury. This commercial forest practice generated \$41,663.06 from the sale of 275,310 board feet (International ¼ Rule) of mixed hardwoods that will be milled into railroad ties by Perma-Treat Corporation of Durham, CT.

Manchester Fire-Rescue-EMS

Activity Report for June 2007

Medical/Rescue	439
Fire Related	14
Hazardous Conditions	34
Public Service	33
Good Intent	51
False	32
Mutual Aid	<u>1</u>
Total Calls	604

History Lesson #7 – The First “Major” Fire

The earliest serious fire in the history of the South Manchester Fire Department occurred in November 1898. The Cheney Store was a large two-story building located at the intersection of Main and Charter Oak Streets. Built in 1871, it was the center of the South Manchester business district at the time of the fire. Contained in the building was the South Manchester Post Office, C.D. Strickland and Sons grocers and meat dealers, W.B. Cheney drug store, James V. Ferrant barber shop, the South Manchester Social Club, the South Manchester Publishing Company, the Law office and Library of Judge Bowers, W. H. Cheney and Son dry goods and gents' furnishings, C. Tiffany Jeweler and the Listerated Tooth Powder Company. At 12:30 a.m., on November 29, 1898, Mrs. Patrick Clune, who lived on Charter Oak Street, was awakened by one of her children. Upon discovering the fire, she woke up her husband who was a charter member of Company #5. Mr. Clune ran to Charter Oak and Main Streets, where the building was located and turned in an alarm from Box #42. He then ran to George Day's Store on Charter Oak Street, where Company #5's hose cart was stored and dragged it out. Soon, joined by others, they pulled the hose reel through the deep snow and were the first ones on the scene. Each of the five companies responded to the alarm. Co. #3 and Co. #4 hose carts were pulled to the fire by hand. Co. #1's hose cart arrived being pulled behind Henry Forbe's horse drawn sleigh. Co. #2's hose cart was stored in the trolley barn of the Hartford, Manchester and Rockville Tramway Company which was located behind the present fire headquarters on Center Street. Employees of the company were at work plowing the trolley tracks with the snowplow. They loaded Co. #2's hose cart onto a flat car and transported it down Main Street to the fire. The fire was not extinguished until 4:30 a.m. and the building sustained heavy damage, never to be fully rebuilt. The loss was approximately \$100,000. Following the fire, businesses began moving north along Main Street, creating what is now the Town's Business District.

New Billing Agent for Paramedic Fees

In an effort to maximize *Advanced Life Support (Paramedic) Revenue Recovery*, the Fire Department has contracted with a private billing agency to continue the policy of recouping costs for Paramedic service and medical supplies/medications for certain medical interventions. Previously, the Ambulance Service of Manchester handled charges for Town paramedic services and paramedic charges were included on the ambulance bill as a line item and the Town was reimbursed by the ambulance service.

Under the new billing arrangement, insurance companies and/or non-Medicare patients will receive two separate bills, one from the ambulance service for transport and one from the town for paramedic service and supplies/medications. **This (second) bill, from the Town, is not an additional charge to the insurance company and/or patient but the “line item” that used to be placed on the ambulance services bill.** Private billing will generate enough additional revenue to maintain the current level of paramedic services in spite of unregulated cost increases in supplies and medications. Questions about the new billing policy can be directed to the Office of the Fire Chief at 647-3266.

Human Services

Senior, Adult and Family Services

Dial-A-Ride is offering free transportation to selected Band Shell trips during the summer for residents 60 years and older or younger residents with a disability. For a schedule of upcoming trips, call Senior, Adult, and Family Services at 647-3096. Rides are also available on Saturdays for recreational trips. Please call 870-7940 to schedule trips and to register for Dial-A-Ride.

Senior, Adult and Family Services continues to complete applications for the Renters Rebate Program until September 14, 2007. This Program provides a one time yearly payment to renters based on income, rent, and utilities of the previous year (2006). Applicants must be age 65 or older by 12/13/06 or be permanently and totally disabled of any age as defined by Social Security. The income limits (including Social Security) are \$35,300 for a married couple and \$28,800 for single person. Please contact 647-3096 for an appointment or more information. Qualifying information is also available on the Town of Manchester's website.

Senior Center

The Manchester Senior Center will be shut down the week of August 13 and the week of August 20. Transportation for grocery and non-grocery shopping will be provided during these two weeks.

Recreation

The summer camp season ends August 10.

All pools except for Globe Hollow close August 24. Globe Hollow is scheduled to remain open through Labor Day.

Adult basketball league playoffs are scheduled for the second and third week of August.

Adult softball league playoffs are scheduled to take place between August 6 and August 24.

Team registration for the fall softball league will take place during August. For information, please contact Scott Garman at the Recreation Office at 647-3139.

The Fall Program Brochure is scheduled to be mailed to every household in Manchester the week of August 20. The program period covered is September – December.

Public Works

Building Department

Activity for the month of June 1 – June 30, 2007

Building Permits	June 2007	May 2007
Total Applications received	334	367
Total Permits issued	327	348
Total Revenue	\$65,167.22	\$167,222.40
Construction Value*	\$21,565,010.54	\$11,981,234.00
Inspections conducted	685	630

Code Enforcement

Cases opened	54	73
Cases closed	45	66
Inspections conducted	175	138

Comparison of the fiscal years July 1 – June 30

Building Permits	FY 2007	FY 2006
Total Applications received	3487	3881
Total Permits issued	3340	3744
Total Revenue	\$1,264,068.90	\$919,188.65
Total Construction Value*	\$131,791,303.03**	\$70,576,640.60
Inspections conducted	7769	9018

Code Enforcement

Cases opened	660	647
Cases closed	636	805
Inspections conducted	1556	1287

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

Road Paving

The Town will be conducting road paving on Keeney Street, between Hackmatack Street and Santana Drive, beginning Wednesday, August 8, 2007. During paving operations, Keeney Street will be closed to northbound traffic at Bush Hill Road. Northbound traffic will be detoured onto Bush Hill Road. Signs will direct motorists along Bush Hill Road, to Hillstown Road, and Wetherell Street, and back to Keeney Street at Bidwell Street. Traffic along

Keeney Street, between Hackmatack Street and Santana Drive, will be allowed in the southbound direction only during paving operations. At the end of each workday, the road will be open to two-way traffic.

Road paving will then continue to Woodland Street, between Hilliard Street and Irving Street, followed by Lydall Street, Greenwood Drive, and Boulder Road in that order. Traffic delays are expected. Seek alternate routes if possible. Please use caution when driving through the construction zone.

The work is expected to continue through the end of August. The Town appreciates your patience and cooperation as we strive to improve our roads.

Employee News

Recently Hired

Christopher Morrissey – Police Officer, Manchester Police Department
Patrick Kelley – Public Safety Dispatcher, Manchester Police Department
Epifanio Colon – Police Services Aide, Manchester Police Department
Renata Bertotti – Senior Planner, Planning Department

Recently Retired

Alan Anderson – Manchester Police Department