



Scott Shanley
General Manager

Town of Manchester

General Manager's Report

September 2007

Holiday Closing

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

Charter Revision Commission

The Charter Revision Commission continues its work in September with a meeting on September 6 and a second public hearing on September 20. Both will be at 7:00 p.m. in the Lincoln Center Hearing Room. The September 6 meeting will revisit the Town Administration's recommended revisions. The Commission will resume its review of the Board of Directors recommendations in October.

Customer Service and Information Center

Community Events: The Customer Service and Information Center has several means of promoting non-profit Manchester events: through the Town web calendar and on the Channel 16 community notice slide show. All notices are reviewed for appropriate content and approval. Town policy does not permit announcements of events that have a political sponsorship. Notices may be submitted by using the Citizen Request System on the Town website: http://www.townofmanchester.org/Manager/Public/Public_Entry.cfm

Nancy K. Pilver Breast Cancer Awareness Wreath Dedication Ceremony

This dedication ceremony on Tuesday, October 2, 2007, at 3:00 p.m. at the Town Hall is a show of commitment and support to the families of Manchester. The wreath dedication ceremony will be immediately followed by a reception in the Town Hall Lobby.

Finance Department

Assessment and Collection

The Office of Assessment and Collection was very, very busy throughout the months of June, July, and early August. Although the real estate tax bills mailed in June 2007 were the first bills sent related to the 2006 revaluation, activity in the Office of Assessment and Collection in June and July was reflective of prior years.

As with typical years, the Office of Assessment and Collection received about 300 calls/customers per hour for several days after the tax bills were mailed out, with a slight drop off during mid-July. Again, as expected, customer levels increased dramatically at the end of the collection period. The overwhelming majority of activity during this period centered on motor vehicle taxes. There are usually questions about adjustments for vehicles that were

sold, traded-in, etc. during the assessment year. Although the taxation of motor vehicles represents less than 10% of Manchester tax revenue, it represents over 50% of the staff workload.

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.

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.

Work continues on the preparation of the Grand List of October 1, 2007. Town staff is currently working on building permit follow-up inspections in order to update assessment records and the input of changes needed as a result of new construction or building permit work.

Public Works Department

Building Department

Activity for July 1, 2007 – July 31, 2007

Building Permits	July 2007	June 2007
Total applications received	310	334
Total permits issued	318	327
Total revenue	\$68,543.44	\$65,167.22
Construction Value*	\$4,745,821.08	\$21,565,010.54
Inspections conducted	735	685

Code Enforcement		
Cases opened	49	54
Cases closed	45	45
Inspections conducted	110	175

Comparison of the fiscal years July 1 – July 31		
Building Permits	FY 2008	FY 2007
Total Applications received	310	301
Total Permits issued	318	259
Total Revenue	\$68,543.44	\$81,691.93
Total Construction Value*	\$4,745,821.08	\$11,312,576.74
Inspections conducted	735	676

Code Enforcement		
Cases opened	49	98
Cases closed	45	87
Inspections conducted	110	77

*Includes the value of Town projects where fees were waived.

Manchester Fire-Rescue-EMS

Activity Report for July 2007

Medical/Rescue	497
Fire Related	15
Hazardous Conditions	24
Public Service	32
Good Intent	52
False	36
Mutual Aid	<u>4</u>
Total Calls	660

History Lesson #8 – The First Fatal Fire

The first loss of life occurred on Saturday night, June 29, 1907. At that time, there was a hall, known as the German Hall, located on the upper end of Oak Street. A dance was in progress in the hall when one of the large kerosene lamps that hung from the ceiling fell and broke. There was a fire. The dancers inside the hall all made their escape, but Oscar Zacherney of Hilliard Street, who was in the hall when the fire started and escaped the hall, attempted to go back inside to get his coat. He was caught in a sudden burst of flames and staggered from the building with his clothes on fire, severely burned. It was raining that night and the injured man was laid on the ground under a tree. Dr. W. S. Gillan and Dr. Tinker who had responded to the alarm, treated the injured man. Mr. Zacheney was placed in Company No. 2's empty hose truck and brought back to Hartford Hospital where he died the following morning. The nearest fire hydrant on that night was over 1,000 feet away and three companies had to connect their hoses together to reach the fire. This prompted the purchase of a horse-drawn combination chemical and hose wagon by Company #1. With this type of apparatus, water would be available to fight the fire while connections were being made to a hydrant.

Teddy Bear Donation

Manchester Municipal Federal Credit Union has donated 100 teddy bears to Fire and Police in memory of Captain Patrick Reeves of the Manchester Police Department. Teddy Bears are a proven therapeutic tool when dealing with children. As surrogate friends or family members, the bears are a source of comfort that offer some security to a child following a traumatic experience. To Police Officers, Firefighters, and Paramedics, providing a teddy bear to a child not only assures immediate solace but also helps in forging a bond between the child and the Public Safety Responder. The donated teddy bears are carried in all police cruisers and fire apparatus. When a child is intimately involved with or witness to abuse, injury or death, the teddy bear is the first emotional first-aid rendered.

Manchester Public Library

The autumn session of Library Storytimes for children begins on September 10, with registrations being taken the week before. The next session of "R.E.A.D.", were children read to dogs will be on Saturday, September 8 at 2:00 p.m. in the Howroyd Room.

The popular Teen Drop-in Wednesday night programs will continue at the Mary Cheney Library from 6:00 – 8:30 p.m.

For adults on Monday, September 17, at 7:00 p.m., in the Howroyd Room at Mary Cheney Library, will be the monthly book discussion meeting, which this month will review Amy Belding Brown's novel, "Mr. Emerson's Wife". On Saturday, September 22, at 2:00 p.m., there will be a talk by Pat Wright, "Dog Whisperer of the East", on dog behaviors and perceptions.

Recreation Department

The Adult Fall Softball League begins play the first week of September and the season ends with playoffs the last two weeks of October.

The Recreation Centers and Indoor Pools open the first week of October and Fall Programs begin in early October.

Registration for Fall Programs takes place during September.

For information on any of the above, please call the Recreation office at 647-3084.

Human Services Department

Renter's Rebate Program

The Senior, Adult and Family Services Division is currently completing applications for the State of Connecticut Renter's Rebate Program. The program runs until September 17, 2007. The Program provides a one-time yearly payment to renters based on income, rent and utilities of the previous year (2006). Applicants must be 65 or over by 12/31/06 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 couples and \$28,800 for a single person. Applicants should bring proof of all 2006 income (including Social Security, pensions, wages, interest and dividends and a copy of an income tax form if filed), proof of all rent and utilities paid in 2006 and proof of disability if under 65. Applications are completed at the Weiss Center, 479 Main Street, Manchester. To schedule an appointment or for questions, please call Senior, Adult and Family Services at 647-3096 from 8:30 a.m. – 4:30 p.m.

Water and Sewer Department

The Board of Directors unanimously approved a resolution to fund a \$12.483M upgrade to the Globe Hollow Water Treatment Facility located on Spring Street in Manchester. The major focus of the project will be the addition of an ozonation process to enhance the aesthetic quality (taste and odor) of the water and for the control of water-borne viruses. Another segment of the project will include process and facility upgrades and repairs such as roof replacement, new electrical components and improvements to the flocculation mixers. Liquefied chlorine gas will be eliminated and a safer form of the compound known as sodium

hypochlorite will be used for disinfection. It also includes renovations to the lime feed system, dual media filters, replacement of chemical tanks and the refurbishment or replacement of other support systems. The final segment will provide security, safety and structural improvements. This will be the first comprehensive project to the water facility since it was commissioned in 1985.

Manchester Police Department

Captain Patrick Reeves
December 28, 1956 – July 29, 2007

On behalf of the Officers and Members of the Manchester Police Department we wish to thank everyone for the outpouring of compassion and support extended to us at the traumatic loss of Captain Patrick Reeves on July 29, 2007. During a time of tremendous grief for the Department, it was reassuring to know that the Town stood with us. The loss of Capt. Reeves not only impacted every member of this Department but affected the entire community and beyond. Pat touched so many lives as was evidenced by the sheer volume of those that attended his wake and funeral.

We thank General Manager Scott Shanley and the Board of Directors for allowing us to use the proper resources to assist and participate in the wake and funeral. To be able to honor his life and his years of dedication to Manchester in such a moving tribute meant a great deal to the members of the Manchester Police Department. We would also like to acknowledge the extra efforts that were made by Chief Bob Bycholski, Battalion Chief Rob DePietro, and Ken Longo. Their tireless efforts made everything that needed to be done possible; we are truly indebted to them. His final journey was one of great honor.

Please accept our sincere and heartfelt appreciation.

Employee News

Recently Hired

Eric Robbins – Police Officer, Manchester Police Department
Renata Bertotti – Senior Planner, Planning Department