



Town of Manchester

General Manager's Report

Scott Shanley
General Manager

June 2008

General Manager's Office

Performance Measurement

The Town of Manchester has recently contracted with Management Partners, Inc. to develop a pilot performance measurement program for five of the Town's service areas: Library, Town Clerk, Planning, Building Inspection, and Youth Programming. This process involves working with Town service providers, managers, and residents to decide what aspects of service delivery are most important, and to develop ways to measure the efficiency and effectiveness of those services. Once measures are developed and implemented, the data can be used to evaluate programs and set goals to improve the quality and cost-effectiveness of service delivery.

Management Partners has conducted citizen forums with members of the community to gather input on the five service areas. Performance measurement training has also been provided to a number of Town employees, and the consultants have started to work with Town staff to develop mission statements and performance measures for those service areas included in the pilot program.

Management Partners will be returning early in the summer to finalize their work with the departments involved, which will be followed by implementation of the consultant's recommendations.

Manchester Government Academy

The 12th class of Manchester Government Academy graduated on May 23. Congratulations to the following graduates:

Betsy Baker	Jon Marx
Linda and Steven Botti	Noreen and John Moreschi
Ruth Ann Dunphy	Donnamarie Nakos
Ted Haveles	Tom Quish
Ken Herold	Walter Scadden
Pat and Larry Kieft	Norman Vittner, Jr.

The next session of Manchester Government Academy will be offered in the fall of 2008. For more information, please check the Town's website at www.townofmanchester.org/govacademy

Customer Service and Information Center

Band Shell Concerts

Schedules for the summer concert series will be available in early June at the Town Hall Customer Service and Information Center, Monday – Friday, 8:00 a.m. – 5:00 p.m., 647-5235. Most concert details are currently available online at www.manchesterbandshell.com/

The first official concert will be the Governor's Foot Guard Band on June 18th. All concerts are 7:00 – 9:00 p.m. at the Manchester Bicentennial Band Shell on the grounds of Manchester Community College. Admission is free, but donations are welcome, as are volunteers. As an added bonus, the New England Fiddle Contest comes to the Band Shell on June 14 for a daytime event. For complete details, visit www.fiddlefest.org/

Fireworks and Barbeque

Saturday, July 5 (rain date is July 6) – James Dutch Fogarty Independence Day Celebration. Tickets for the annual Chicken BBQ will be on sale mid June for \$7.00 in the Customer Service and Information Center in Town Hall, Monday – Friday, 8:00 a.m. – 5:00 p.m. Tickets purchased the day of the event are \$8.00. For more information, please call 647-5235.

Finance Department

Assessment and Collection

The application period for qualifying seniors to apply for the Homeowner's Program or the HELP program ended on May 15, 2008. This year was the second year after the 2006 revaluation and changes in the local ordinance options for senior tax programs (HELP Program and the Alternative Additional Senior Tax Credit) adopted by the Board of Directors in early 2007. Since the State of Connecticut's Senior Homeowner's Tax Credit Program is a two-year program, with roughly half the participants applying in any one year, this was the first year the people who re-applied for the Homeowner's Program had to file applications after the adoption of the new local programs. While the office wrote to each of the participants last year, even those who did not have to re-apply, everyone has completely cycled in these programs through at least one application period.

Final preparation for mailing of tax bills is nearly completed. Tax bills are expected to be mailed some time around June 25, 2008. This year, after the contract for printing the tax bills was rebid, a new vendor is now being used. While using a new vendor does present some obstacles in terms of the required communication between the software vendor and the printing vendor, staff is planning to mail the tax bills around the same time as in past years. The bills may look a little different when they are mailed because of the change in printing vendors.

This June, an estimated 68,000 tax bills will be mailed. This includes over 17,000 real estate bills, over 47,000 motor vehicle tax bills and over 3,000 personal property tax bills.

The Manchester Revenue Collection Office reminds residents that current tax payments are due by 6:00 p.m. on Friday, August 1, 2008. Current taxes include Motor Vehicle tax bills, and the

first installment for Real Estate and Personal Property. Failure to make timely payments will subject taxpayers to interest charges of 1.5% per month from the July 1, 2008 due date, with a minimum of \$2.00. Note that there is no mailing for the second Real Estate and Personal Property tax bill installment. Both payment coupons are included with the bill mailed in June.

Current tax payments (no delinquent) may also be made at the Customer Service and Information Center in Town Hall, and at Manchester locations of New Alliance Bank (tax bill should be brought when paying at New Alliance Bank). Also, there is a night drop box available near the handicap accessible door at the rear of Manchester Town Hall, 41 Center Street. For questions, please call the Office of the Tax Collector at 647-3018, the Tax Assessor at 647-3016 or fax: 647-3099.

The Tax Office will be open from 8:20 a.m. – 4:40 p.m., Monday – Friday. Special extended hours of operation will be offered Thursday, July 31, 2008 and Wednesday, August 1, 2008 until 6:00 p.m.

Manchester Fire-Rescue-EMS

Activity Report for April 2008

Medical/Rescue	442
Fire Related	18
Hazardous Conditions	16
Public Service	36
Good Intent	42
False	45
Mutual Aid	4
TOTAL	603

Shift Commanders Vehicle In-Service

A new Shift Commanders response vehicle (2008 Ford Expedition) has been placed into service. The new vehicle has two separate radio communications consoles (front and rear) with interoperability switching equipment to provide regular two-way radio communications between agencies with differing radio bands or frequencies. A user-friendly “office” and “resource” area is located to the rear of the vehicle for use during prolonged situations.

Fire Recruits Graduate

Probationary Firefighter-Paramedics Cory Boisvert, Phillippe Brochu and Matthew LeRoux graduated from the Connecticut Fire Academy Recruit Training class on Thursday, May 22nd. Graduation ceremonies were held at the *Theater of the Performing Arts* in Hartford. Each probationary will now complete their Probationary Firefighter Orientation and Paramedic Precepting responsibilities with an expectation of shift assignment by summer's end.

Human Services

Health Department

As an early intervention against West Nile Virus, the Health Department began a mosquito larvicide program in April. The larvicide was received from the State of Connecticut Mosquito Control Program, and is environmentally friendly, while preventing mosquito larvae from maturing into biting adults. The larvicide is being placed in selected storm water catch basins throughout Manchester by the Health Department staff. The contents of the larvicide will not harm children, pets, birds or wildlife.

With the approach of the summer season, the public swimming pools inspection program is underway. There are 40 public pools in Manchester that are inspected and the pool water quality is tested at opening and through the summer months until closing. Life safety equipment and sanitary maintenance of the pool and pool structures are routinely monitored through the inspection process.

The nursing staff is working with the Recreation Department to train the summer lifeguards and camp staff in Blood-borne Pathogen Exposure Control; an OSHA requirement needed before they begin working for the town.

Also, with the spring season are many temporary food events. Health Department Environmental Health staff are busy working with Food Vendor applications for the upcoming events, such as Heritage Day. As a reminder to food vendors, the Health Department deadline to receive applications for food booths is two weeks prior to the event. Please check the Health Department web page at www.ci.manchester.ct.us to view and print the Temporary Food Service Application.

April 2008 Statistics

Community Health

58 Reportable Diseases (includes 15 Influenza)

Environmental Health

63 Restaurant Inspections

10 Other Inspections

21 Food Licenses Issued

 2 Temporary Food Licenses

 4 Itinerant Vendors

 3 Complaints

Geriatric

226 Blood Pressures taken

 1 Special Program with nine attendees

Certified Nurse Aide Program

The Town's 15th Certified Nurse Aide Training Program concluded on May 16 with a graduation ceremony at Manchester Community College. Fifteen students graduated; three with perfect attendance and one with excellent attendance.

Graduates took the State of Connecticut CNA exam on May 28. After passing this final test, graduates will be fully-fledged CNAs and will begin their job search in earnest.

Interviews for the fall 2008 CNA class will begin on July 28. The next program is scheduled for October 20 – December 12, 2008.

Manchester Public Library

During the first few weeks of June, several librarians will be visiting nearly all of the Manchester elementary and middle school students, urging youngsters to participate in the public library's Summer Reading Program. The initial events for that summer-long program begin on Saturday, June 21, at the Mary Cheney Library building with a 10:30 a.m. Kick-Off Party for children and follows in July and August with a series of special storytellers and similar events for adults, teens, and youngsters.

Public Works Department

Building Inspection Activity for April 1 – April 30, 2008

<i>Building Permits</i>	<i>April</i>	<i>March</i>
Total Applications received	302	214
Total Permits issued	287	205
Total Revenue	\$53,818.92	\$52,227.72
Construction Value*	\$3,707,191**	\$2,232,826
Inspections conducted	529	513

<i>Code Enforcement</i>		
Cases opened	31	51
Cases closed	58	53
Inspections conducted	129	118

<i>Comparison of fiscal years July 1 – April 30</i>		
<i>Building Permits</i>	<i>FY2008</i>	<i>FY 2007</i>
Total Applications received	2398	2786
Total Permits issued	2357	2665
Total Revenue	\$592,231.66	\$1,031,679.28
Total Construction Value*	\$37,380,128.39**	\$96,017,888.49
Inspections conducted	5757	6459

<i>Code Enforcement</i>		
Cases opened	480	534
Cases closed	636	534
Inspections conducted	1280	1266

Recreation Department

Pride in Manchester Week is June 7 – June 14.

The July 4th Celebration is July 5 with a rain date of July 6.

The Summer Aquatics Season begins at Globe Hollow on June 20. All other pools open on June 30.

The Summer Camp Season begins on June 30.

The Adult and Youth Summer Basketball Leagues will begin the last two weeks of June.

Water and Sewer Department

The annual water main flushing program is well underway. Hydrants throughout the town will be opened in order to flush out and clean the water mains of accumulated debris. The work will be performed Monday – Friday from 7:15 a.m. – 3:00 p.m. The nine-week program is due to conclude on or about June 20th. When this occurs in a neighborhood, residents may experience decreased pressure and/or discoloration of water. These are temporary conditions and the water should return to normal shortly after the flushing ends. To find out when a street may be affected by this program, please visit the Water Department's website at www.townofmanchester.org/water and click the Customer Information tab for the complete flushing schedule. Residents may also call the Info Line anytime at 647-3137 or the Dispatch Office Monday – Friday from 7:00 a.m. – 3:30 p.m. at 647-3021 for schedule updates and/or assistance.

The resumption of the water main replacement project is in full swing. The replacement program is based on a system-wide study that determined those areas that needed rehabilitation the most. A priority rating was developed which took into account various criteria such as, but not limited to, the size, age and condition of existing pipe. Prior notification will be provided to those who will be affected by this work. The Water Department regrets any inconveniences that may be experienced during the time this work is being performed, however, these should be minor and outweighed by the long-term benefits derived from this program. As with the flushing program mentioned above, proposed project schedules and updates are available on the 24-hour Info Line or by calling the Dispatch Office during normal business hours.

The Water and Sewer Department also received accolades from attendees of this spring's Manchester Government Academy sessions. Enthusiasm and interest ran high as participants gathered for a first-hand tour of the inner workings of the treatment facilities and received a behind-the-scenes look at the complex nature of the processes. Although it is not apparent when a faucet is turned on for a drink or when water goes down the drain, a lot of science, investment and work are involved to make it seamless to the customers. Anyone interested in signing up for future sessions of Manchester Government Academy should go to the web page for the Town of Manchester at www.ci.manchester.ct.us.

Employee News

Newly Hired

Richard Negron - Mechanic, Public Works

Stan Dziurzynski - Facilities Project Manager, Building Maintenance

Michael Howell - Maintainer I, Public Works

Kathleen Nohmy - Senior Administrative Secretary, Senior Center

Recently Retired

Carlo Piacentini - Fire Lt., Fire-Rescue-EMS