



# *Town of Manchester*

## **General Manager's Report**

**Scott Shanley**  
General Manager

**July 2008**

### **Holiday Observance**

Town of Manchester Offices will be closed in observance of Independence Day on July 4, 2008. Mary Cheney Library and Whiton Memorial Library will also be closed. Trash will not be collected and will be delayed one day for the remainder of the week.

### **Customer Service and Information Center**

#### **Taxes**

Payments for Water bills, Motor Vehicle, Real Estate and Personal Property taxes can be made 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. Last day to pay without penalty is Friday, August 1, 2008.

#### **Recreation**

The CSIC serves as an auxiliary site by processing registrations and facility passes for the swimming 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, 2007 were mailed in mid June. This includes the mailing of approximately 47,000 Motor Vehicle tax bills, 3,000 personal property tax bills and 18,000 Real Estate tax bills. The Real Estate tax bills for the Grand List of October 1, 2007 are based on the 2006 revaluation, which is being phased in over a three-year period. The taxable assessments in these latest real estate tax bills reflect the second year of the phase in.

These 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 tax bills. 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. Please note 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 for income tax purposes should be saved. The Office of the Tax Collector may be reached at 647-3018 or the Office of the Assessor at 647-3016. Both offices will be open 8:20 a.m. – 4:40 p.m., Monday – Friday. Special extended hours of operation will be offered on Thursday, July 31, 2008 and Friday, August 1, 2008, 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 for the 2006 Grand List and are also being phased-in over three years.

Also if taxpayers use an online bill paying service through a bank, they must be sure to specify on the check which account or property is being paid. Account numbers must be updated or designate motor vehicle tax, real estate tax, personal property tax or water/sewer bill.

The Office of Assessment and Collection experiences a very heavy volume of telephone calls and walk-in customers during the weeks following the mailing of tax bills. As a result, the office will have longer than average lines of customers and occasionally all phone lines are in use resulting in a busy signal for some customers who are calling. All taxpayers are encouraged to pay by mail and avoid standing in line. Taxpayers are also encouraged to call or visit the office during less busier times. Typically, the office receives its greatest volume of telephone and foot traffic around lunch time, between 11:30 a.m. and 2:30 p.m., along with just after opening and just prior to closing each day. Thus taxpayers who can call or visit the office in mid morning or mid afternoon will often find shorter waiting times. Taxpayers may also bring their current tax bills to any Manchester branch of New Alliance Bank up to August 1, 2008. It should be noted that the bank does not have access to tax records and the bill must be brought to the bank. New Alliance Bank accepts full installment payments only. The bank will not accept partial payments. (The January payment may also be brought to New Alliance Bank from late December – February 1, 2009.)

In addition, there is a Night Drop Box located at the rear of Town Hall at the handicap accessible entrance. This is emptied every workday morning. Please never leave cash and always seal the payment in an envelope. If the bill is not included with the payment, the account number should be written on the check.

## **Health Department**

### **Connecticut Greenways Council Award**

On June 6, 2008, the Manchester Health Department was recognized by the Department of Environmental Protection and the Connecticut Greenways Council for recent work promoting Healthy Life Style through walking and hiking. Under the category of Health Promotion, the Trail Mix and Trail Mix II guides featuring Manchester hiking and walking trails and routes were the specific focus. The creation of the Trail Mix guides was a collaborative effort of the Health and Parks and Recreation Departments.

DEP Commissioner Gina McCarthy presented the plaque to Maryann Cherniak-Lexius, Director of Health and Barbara Quigley, Community Health Nurse during the Annual Greenway Awards and National Trails Day program at Valley Falls Park in Vernon. The Award plaque will be displayed in Town Hall and later in the Health Department.

### **Department Statistics – May 2008**

#### *Community Health Statistics*

53 Reportable Diseases (includes 15 Influenza)

#### *Environmental Health Statistics*

112 Restaurant Inspections

8 Other Inspections

24 Pool Inspections

19 Food licenses issued

3 Temporary Food licenses

1 Itinerant Vendor

8 Complaints

#### *Geriatric Statistics*

204 Blood Pressures

2 Special Programs – 4 and 7 attendees

Be sure to check the web page for Seasonal Tips, Alerts and “Health Questions”.

### **Human Services Department**

#### **Senior, Adult, and Family Services**

Senior, Adult, and Family Services began taking applications for the Renters Rebate Program on May 15 and the program will continue through September 15. There are also six clinics scheduled during the summer at housing complexes and the Senior Center. Information is available on the website.

The Dial-A-Ride Program is offering a series of 19 trips this summer to the Manchester Band Shell Concerts. Transportation is free as well as the concerts. Concerts are from 7-9 p.m. and reservations for rides are on a first-come first-serve basis.

The 2007 Point-In-Time Count of the Homeless Summary Report was released on May 16, 2008. The Manchester Continuum of Care (COC) working group conducted a one-week count from October 21 – October 27, 2007. The purpose of the one-week count is to obtain a snapshot of the homeless population in Manchester. The survey instrument contains questions about demographics; housing needs and reasons for homelessness, service needs, family status, income and medical needs. Also included in the report is annual data from local agencies in contact with homeless individuals and families. This is the sixth year that the working group conducted a count and it is a useful tool in benchmarking service and housing needs as well as gaps within the community. COC working group developed eight recommendations described in the final section of the report.

**Youth Service Bureau**

The Youth Service Bureau received funding from the State of Connecticut Office of Policy and Management (OPM) for a Youth and Police program for the 2008/09 fiscal year.

The Youth Service Bureau has 50 slots for the Summer Youth Employment Program which is the highest ever!

**Public Works**

**Building Inspection for May 1 – May 31, 2008**

<i>Building Permits</i>	<i>May</i>	<i>April</i>
Total applications received	296	302
Total permits issued	273	287
Total revenue	\$98,205.28	\$53,818.92
Construction Value*	\$6,921,601.50**	\$3,707,191.00**
Inspections conducted	509	529

*Code Enforcement*

Cases opened	40	31
Cases closed	34	58
Inspections conducted	84	129

Comparison of fiscal years July 1 – May 31

<i>Building Permits</i>	<i>FY 2008</i>	<i>FY 2007</i>
Total applications received	2694	3153
Total permits issued	2630	3013
Total revenue	\$690,436.94	\$1,198,901.68
Total construction value*	\$44,301,729.89**	\$106,643,011.49
Inspections conducted	6266	7089

*Code Enforcement*

Cases opened	520	606
Cases closed	670	605
Inspections conducted	1364	1398

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 Police Department**

**MADD Recognition**

Congratulations to the following officers who were recognized by Mothers Against Drunk Driving for their efforts in the apprehension of DWI offenders:

Detective Graham	Officer Vennart	Officer Golden
Officer Morton	Officer Slate	Officer Hughes

**Police Activity – May**

Total Calls for Service	5,282
Total Police Cases	1,464
Total 911 Calls	742

Emergency Calls	
Eighth District	59
Town Fire	269
Police Department	1,576

Three new recruits will be graduating from the New Britain Police Academy on July 17, 2008. They are Officers Daniel Doyon, Joshua Eastwood and Steven Maynard. Upon graduation, they will begin the Field Training Officer (FTO) Program.

The Manchester Police Department is pleased to sponsor the Fourth Annual 3-on-3 Summer Basketball Series that will begin on Friday, July 11<sup>th</sup> and run consecutive Fridays through August 15<sup>th</sup>. This year's event is in memory of Randy Smith, former Sports Editor of the Journal Inquirer. The games will take place at Charter Oak Park and begin at 5:30 p.m.

**Manchester Fire-Rescue-EMS**

**Activity Report for May 2008**

Medical/Rescue	472
Fire Related	13
Hazardous Conditions	18
Public Service	31
Good Intent	42
False	38
Mutual Aid	2
<b>TOTAL</b>	<b>616</b>

**Promotion**

Firefighter Anthony Granato was promoted to the rank of Fire Lieutenant effective Sunday, June 15, 2008. Lieutenant Granato was hired March 5, 1995, and previously worked as a Paramedic. Lieutenant Granato has served the department as Coordinator of the "Vial of Life" program and "Shattered Dreams" program and serves on the "Fire Prevention in the Schools" committee.

**Honor Guard Academy Graduation**

Firefighter/Paramedic Moria Perez and Jim Jennings recently completed "Honor Guard Boot Camp" at the Connecticut Fire Academy. The intense one week residential course, presented by the National Honor Guard Academy, is dedicated to elevating the ceremonial knowledge and skill level of honor guard units, reinforcing a sense of pride and compassion by upholding honor guard traditions with precise attention to detail. The course covers topics such as basic drill and

ceremonial movements, church and casket protocol, developing department Standard Operating Procedures (SOPs) for honor and color guards, flag etiquette, various types of funeral services and traditions. The new graduates join former boot camp graduates Chief Mike DuBois and Lieutenant Kevin Cooney. Manchester's color and honor guard perform approximately 12 times annually.

**Return Engagement**

The Department's "Color Guard" contingent were once again invited by the Boston Red Sox organization to present the colors prior to their games against the Baltimore Orioles on Tuesday, June 10. Six members represented Manchester's Color Guard at the game.

**Employee News**

**Recently Hired**

Michael Mitchell - Assistant Animal Control Officer  
Samantha Essery - Assistant Animal Control Officer  
Shawn Krom - Police Officer

**Recently Promoted**

Denise Schroll - Assistant Assessor