



Town of Manchester

General Manager's Report

Scott Shanley
General Manager

August 2008

Customer Service and Information Center

T-shirts, tote bags, hats and more! If anyone is looking for "Manchester" gifts, visit the Customer Service and Information Center Gift Shoppe in Town Hall. Merchandise includes Cruisin' on Main T-shirts and posters: tote bags, mugs, note cards, magnets, videos and more from the Historical Society; patriotic hats and shirts from the VFW, along with a variety of "Manchester" T-shirts: choose from City of Village Charm, Hike the Hockanum, Historical Society and Firefighters Memorial Garden. OR, consider planting a tree by 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>

Public Works Department

Change to curbside refuse and recycling collection schedule

Beginning on Monday, August 4, the Town of Manchester Sanitation Division will institute a change to the curbside refuse and recycling schedule.

The following streets currently collected on Monday will now be collected on FRIDAY:

Avon Street, Barnwood Road, Bayberry Road, Bidwell Street, Bramblebush Road, Bridge Street, Cedarwood Road, Chalmers Street, City View, Cougar Drive, Cyr Drive, Debbie Drive, Diane Drive, Farm Drive, Frances Drive, Greenfarms Lane, Hackmatack Street, Hills Street, Hillstown Road, Horace Street, Hunter Road, Joan Circle, Judith Drive, Litchfield Street, Lorraine Road, Maxwell Street, McCann Drive, Niles Drive, Norwood Street, Overland Street, Packard Street, Peila Drive, Plano Place, Portland Street, Primer Road, Prospect Street, Ralph Road, Redwood Road, Rogers Place, Round Hill Road, Server Street, Spencer Street, Star Farms Drive, Still Field Road, Terry Road, Wetherell Street, Wilson Way, and Woodside Street.

The following streets currently collected on Friday will now be collected on MONDAY:

Birch Street, Bissell Street, Brainard Place, Charter Oak Street (Main street to Spruce Street), Clinton Street (Oak Street to Florence Street), Cottage Street, East Center Street (Main Street to #269), Eldridge Street (Main Street to Spruce Street), Florence Street, Foster Street, Hamlin Street, Hawley Street, Hazel Street, Holl Street, Jackson Street, Johnson Terrace, Knighton Street, Madison Street, Main Street (Center Street to Hartford Road), Maple Street (Main Street

to Spruce Street), Pearl Street (Main Street to dead end), Purnell Place, School Street (Main Street to Spruce Street), Spruce Street, Vine Street, Wells Street (Main Street to Spruce Street).

Please contact the Sanitation Division at 647-3257 or the Public Works Department at 647-3067 for additional information.

A map showing the Monday and Friday collection areas can be viewed on the Town website at: <http://publicworks.townofmanchester.org/> under the "Documents" section.

Construction Alert

West Side Neighborhood Improvement Project

On August 4, the Town will begin milling the following streets in the West Side Neighborhood:

- Arch Street from Ridge Street to Walnut Street
- Bank Street from Cooper Street to West Street
- Cooper Hill Street from Pine Street to Fairfield Street
- Cooper Street from Center Street to Cooper Hill Street
- Goslee Street from Cooper Hill Street to Hartford Road
- High Street from Cedar Street to Cooper Street
- Ridge Street from Pine Street to Cooper Street
- Walnut Street from Cedar Street to Cooper Street
- West Street from Cooper Hill Street to Hartford Road

Paving is scheduled to begin approximately two weeks after milling is complete. Please contact the Public Works Department at 647-3067 for additional information.

Building Inspection Activity for June 1 – June 30, 2008

<i>Building Permits</i>	<i>June</i>	<i>May</i>
Total Applications received	348	296
Total Permits issued	296	273
Total Revenue	\$50,088.66	\$98,205.28
Construction Value*	\$7,184,126.00**	\$6,921,601.50**
Inspections conducted	531	509

Code Enforcement

Cases opened	39	40
Cases closed	42	34
Inspections conducted	108	84

Comparison of fiscal years July 1 – June 30

	<i>FY2008</i>	<i>FY2007</i>
Building Permits		
Total Applications received	3042	3487
Total Permits issued	2926	3340
Total Revenue	\$740,525.60	\$1,264,068.90
Total Construction Value*	\$51,485,855.89**	\$128,193,022.03
Inspections conducted	6797	7774

Code Enforcement

Cases opened	559	660
Cases closed	712	661
Inspections conducted	1472	1590

Finance Department

Assessment and Collection

The last day to pay tax bills mailed in June on time was Friday, August 1, 2008. The payments due by August 1, 2008, include the first installments on real estate and tangible personal property (if applicable) on the Grand List of October 1, 2007, and the single-installment payments on the Motor Vehicle Regular Grand List of October 1, 2007.

All payments not paid or postmarked by August 1, 2008, must be considered late and are subject to interest charges. **There is no mailing for the second installment for Real Estate and Personal Property, which are due by February 1, 2009.** Both payment coupons are included in the bill mailed in June. Please mark calendars for mid-January 2009 as a reminder to make the second installments, where applicable.

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 throughout this period. 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 July.

This year, municipalities in the State of Connecticut were notified in late June of an error at the Department of Motor Vehicles that results in vehicles registered in late September 2007 being left off the list for the tax bills sent in June 2008. There were approximately 108 vehicles in Manchester that were impacted by this problem at the DMV. The Town of Manchester Office of Assessment and Collection has to manually input the assessment data for these vehicles during July and sent out tax bills later in July for these accounts. All those taxpayers who received their tax bills late due to the DMV's error were automatically granted an extra 30 days grace period to pay their bills on time, without interest.

With this year's tax bills, Manchester taxpayers now have the ability to pay their tax bills online, in addition to paying by mail or in person. This service is made possible through the Official Payments system. Water and Sewer payments may also be made online through the Official Payments system as well. Online payments can be made with Visa, MasterCard, American Express, or Discover Card, or E-check.

Taxpayers will need to input their tax bill number, which is located on the tax bill, in order to make a payment online; tax payments cannot be made online without the bill number. The tax bill number will begin with the number "2007" followed by a space, then a two digit number, followed by a space, then a seven digit number. Taxpayers may make partial payments online or pay their installment or balance online. Due date, interest charges, etc., where applicable, are the same for online payments as for over-the-counter payments, however, an additional 2.75% convenience fee will apply to all credit card payments made online; and the fee for E-checks is

\$3.00. If a taxpayer owes back taxes, it is strongly recommended that the Office of Assessment and Collection be contacted at 860-647-3018 regarding the tax amount as back taxes must be paid first before current taxes are paid online. In addition, taxpayers who require a clearance in order to re-register a motor vehicle are urged to pay their taxes at Town Hall, rather than online, so that the Town can provide the necessary clearance document.

The Certificate of Achievement for Excellence in Financial Reporting

The Government Finance Officers Association of the United States and Canada (GFOA) has awarded the Certificate of Achievement for Excellence in Financial Reporting to the Town of Manchester for its comprehensive annual financial report (CAFR). The Certificate of Achievement is the highest form of recognition in the area of governmental accounting and financial reporting, and its attainment represents a significant accomplishment by a government and its management.

An Award of Financial Reporting Achievement has been awarded to James Wren, Jr., Accounting Manager, who is designated by Manchester as primarily responsible for preparing the award-winning CAFR. The CAFR has been judged by an impartial panel to meet the high standards of the program including demonstrating a constructive "spirit of full disclosure: to clearly communicate its financial story and motivate potential users and user groups to read the CAFR.

The GFOA is a nonprofit professional association serving approximately 17,000 government finance professionals with offices in Chicago, IL, and Washington, D.C.

Recreation Department

The Summer Camp season ends August 8.

All pools except for Globe Hollow close August 22. Globe Hollow closes August 26.

Adult basketball playoffs are scheduled to run from August 4 – August 22.

Team registration for the adult 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 18 for the program period September – December.

Manchester Police Department

Police Activity – June

	Monthly Stats
Total Calls for Service	5,083
Total Police Cases	1,334
Total 911 Calls	768

Emergency Calls

Eighth District	55
Town Fire	220
Police Department	1,449

Recent Police Academy graduates currently going through the Field Training Operations (FTO) Program:

1. Daniel Doyon
2. Joshua Eastwood
3. Steven Maynard

Recent hire Shawn Krom will begin the Police Academy.

The Police Department is proud to announce this summer's Randy Smith 3 on 3 Memorial Basketball Program is underway at Charter Oak Park. The program runs on Friday nights from 5:30 – 7:30 p.m. for six weeks. In this program, Police Department personnel are interacting in a positive environment with Town youth.

Manchester Fire-Rescue-EMS

Activity Report for June 2008

Medical/Rescue	482
Fire Related	9
Hazardous Conditions	33
Public Service	52
Good Intent	43
False	44
Mutual Aid	<u>6</u>
TOTAL	669

Paramedic Service – 25 years old

The Fire Department Paramedic program celebrated 25 years of service with a ceremony at Fire Headquarters on Friday, July 11. Battalion Chief Jim Brown, one of the Town's original Paramedics, served as Master of Ceremonies for an audience of 50. Speakers included Mayor Louis Spadaccini, General Manager Scott Shanley, Dr. Joel Reich (Medical Director, Manchester Memorial Hospital 1984 – 1999), Irene Smith (EMS Coordinator 1984-2002) and State Senator Mary Ann Handley. Seven of the eight original Advanced Life Support personnel were in attendance. They were James Brown, Kenneth Cusson, Andrew D'Appollonio, Danny Huppe, Michael Mason, Charles Genovese and Rudy Kissmann.

Department Speaks in CPTV Documentary

Fire Chief Robert Bycholski and Emergency Management Coordinator Donald Janelle provided commentary for the documentary "Why Volunteers Are Important" currently in production at CPTV studios in Hartford. The "volunteers" referred to are members of Manchester's Emergency Management Mountain Bike and Rescue Team, Ham Radio Operators (EMCOMM), Connecticut Canine Search and Rescue (CCSAR), Navigation Specialists (GroundPounders) and general Community Emergency Response Team (CERT) members. The documentary is scheduled to air in September 2008.

Web-based Problem Reporting System

The Fire Department will shortly take ownership of an all-inclusive web based problem-reporting system. The system will be a live real-time clearinghouse for reporting of service needs with apparatus and vehicles, fire, medical and hazardous materials equipment, I.T. equipment and buildings and grounds. Where appropriate, the system links to partner departments such as the Fleet Maintenance, Information Systems and Building Maintenance allowing for immediate feedback and reconciliation. The new system, in addition to enhancing fire department efficiency, assures interdepartmental coordination. This new and unique program's architects are IS Team members Dave Yakovich and Karen Rich.

Water and Sewer Department

The Town's Wastewater Treatment Facility continuously makes strides at being "green". On average, it receives and processes approximately 6.2 million gallons of untreated sewage per day. Through a complex series of tanks, pumps, mechanical and chemical processes (and dedicated personnel), the plant is able to accomplish in about eight hours what it would take Mother Nature to do in days, weeks, months or even years.

Biochemical Oxygen Demand (BOD) and Total Suspended Solids (TSS) typically measure the strength of raw wastewater. The Hockanum River Wastewater Facility consistently removes over 98% of these pollutants each day.

Nowhere is the performance of the plant better demonstrated than in the results of the Aquatic Toxicity Monitoring Program. Under this program the test species *Daphnia Pulex* (Water Flea) and *Pimephales Promelas* (fathead minnow) are cultivated in the plant's final effluent under controlled laboratory conditions. Their mortality rate is a measure of the toxicity the treated wastewater discharge has on these indicator species. The Manchester Water and Sewer Department is proud to announce that the survival rate in the last quarterly round of testing was 100%. Now that's green!

Although future infrastructure improvements and process modifications will be required because of stricter effluent limitations, which are expected to be promulgated by the State, the facility remains a vital element in the preservation of the sensitive balance of nature and delicate ecology in the receiving waters of the Hockanum River.

Health Department

Appointment

On June 12, 2008, Maryann Cherniak-Lexius, Director of Health, was introduced to the Department of Emergency Management and Homeland Security, Regional Coordinating Council at their monthly meeting as the newly appointed Director of Health representing public health on the Coordinating Council. Senator Mary Ann Handley, Co-chair of the Public Health Committee appointed Ms. Cherniak-Lexius who replaces Dr. Marion Evans, Director of Health for the Bridgeport Health Department.

Full Scale Exercise

On June 23, 2008, the second successful Full Scale Exercise (FSE) in two years was conducted under the leadership of the Public Health Emergency Preparedness Coordinator, Wayne Rioux, with the full support of the General Manager, Town Emergency Management and participation of multiple Town Departments and the Board of Education.

The FSE, titled H5N1 Alternate Care Full Scale Exercise featured participation of the Manchester Memorial Hospital, Rockville Hospital with the Board of Education and Town Departments. Under a scenario of a medical surge of patients due to Pandemic Influenza, the hospital focused on patient management beyond the capacity of their medical facilities. Regional assets such as the Mobile Acute Care Unit and a Cabana Unit were requested and set up by the West Hartford Fire Department personnel at the Manchester Memorial Hospital and the Washington School, an identified Alternate Care Facility in Manchester.

Volunteers through the Citizens Emergency Response Team (CERT), the Regional Medical Reserve Corps and 125 volunteer victims participated in the Exercise with the Emergency Operations Center (EOC) in Manchester operationalized. A delegation of 25 Chinese Government officials through CCSU requested to participate and joined with the volunteer patients in the morning and toured the open local assets and EOC in the afternoon to witness a local emergency preparedness training exercise.

A great deal was learned in this complex Exercise and the After Action Report is currently being drafted to incorporate the lessons learned and areas needing improvement. The Executive Summary will be made available in the near future. Thank you and congratulations to all who helped make this a successful Exercise.

Health Department Statistics – June 2008

Community Health Statistics

66 Reportable Diseases

Environmental Health Statistics

78 Restaurant Inspections

8 Other Inspections

20 Pool Inspections

22 Food licenses issued

4 Itinerant Vendors

12 Complaints

Geriatric Statistics

199 Blood Pressures

2 Special Programs with 13 attendees and 3 attendees

100 Attendees at Walk in the Park

Employee News

Recently Hired

Adam Marois – Police Officer

August 2008

Senior Center Advisory Committee

August 1, 2008, 9:00AM
Senior Center, 549 East Middle
Turnpike

Building Committee Meeting

August 4, 2008, 7:00PM
Manchester Room, Town Hall

**Planning and Zoning Commission
Meeting**

August 4, 2008, 7:00PM
Hearing Room, Lincoln Center

**Cheney Brothers National Historic
District Commission Meeting**

August 7, 2008, 4:30PM
Hearing Room, Lincoln Center

**Emergency Medical Services Council
Meeting**

August 7, 2008, 5:00PM
Community Room, Manchester Police
Department

Board of Directors Meeting

August 12, 2008, 7:00PM
Hearing Room, Lincoln Center

Cheney Hall Foundation, Inc. Meeting

August 13, 2008, 5:10PM
Cheney Hall, 177 Hartford Road

**Economic Development Commission
Meeting**

August 14, 2008, 8:00AM
Manchester Room, Town Hall

Board of Education Meeting

August 18, 2008, 7:30PM
Hearing Room, Lincoln Center

Human Relations Commission

August 19, 2008, 7:30PM
Law Library, Town Hall

Building Reuse Committee Meeting

August 20, 2008, 4:30PM
Directors Room, Lincoln Center

**Manchester Land Conservation Trust
Meeting**

August 21, 2008, 7:00PM
Manchester Historical Center, 175 Pine
Street

**Manchester Police Department Public
Information Session**

August 25, 2008, 7:00PM
Hearing Room, Lincoln Center

**Board of Directors Policy Briefing
Meeting**

August 26, 2008, 8:00 AM
Wastewater Treatment Facility
120 Thrall Road

**Board of Directors Neighborhood
Meeting**

August 27, 2008, 7:00PM
Mayfair Gardens Community Room
211 North Main Street

Pension Board Meeting

August 28, 2008 4:00PM
Law Library Conference Room, Town
Hall