



Town of Manchester

General Manager's Report

Scott Shanley
General Manager

November 2008

Holiday Closings

Veterans Day

Town of Manchester offices will be closed in observance of Veterans Day on Tuesday, November 11, 2008. Mary Cheney Library and Whiton Memorial Library will also be closed. Trash collection for the week will be on the regular schedule.

Veterans Day Parade

On Tuesday, November 11, the Parade and Color Guard form and step off from American Legion Hall, Legion Drive at 11:00 a.m. They arrive at Manchester Memorial Hospital for an Outdoor Ceremony on the Front Lawn, which will include Lowering of Colors, Placing of Wreaths, Playing of Taps and a Bagpiper. In case of inclement weather, the remainder of the ceremony will take place inside the hospital in the H. Louise Ruddell Auditorium at 11:15 a.m. Refreshments will be served following the ceremony.

Veterans Memorial Bridge Dedication Ceremony

Also on Tuesday, November 11, there will be a dedication ceremony at 2:00 p.m. for the Veterans Memorial Bridge, Park Street (east side of bridge). John J. Wiltse, Deputy Commissioner, State of Connecticut, Department of Veterans' Affairs, will be the guest speaker.

Thanksgiving

Town of Manchester offices will be closed in observance of Thanksgiving Day on Thursday, November 27 and Friday, November 28. Mary Cheney Library and Whiton Memorial Library will be closed only on Thursday, November 27. Trash will not be collected Thursday and will be delayed one day for the remainder of the week.

Election Day

Election Day is November 4, 2008. Polls will be open from 6:00 a.m. – 8:00 p.m. Registered voters may identify their polling place online by selecting their street name.

<http://www.townofmanchester.org/registrar/voterlookup/>

Manchester Road Race

The 72nd running of the Manchester Road Race takes place Thanksgiving Day, November 27 at 10:00 a.m. Information and online registration is available now at www.manchesterroadrace.com. Registration forms are also available at the Customer Service and Information Center in Town Hall, Monday – Friday, 8:00 a.m. – 5:00 p.m.

Customer Service & Information Center

Grocery Tote Bag – Now on sale for \$2.00 – your very own Manchester Tote in forest green with the Town seal, 13” x 10” x 5”, made of recycled materials and hand washable. When looking for “Manchester” gifts, visit the Customer Service & Information Center Gift Shoppe in Town Hall. Merchandise includes “Cruisin’ on Main T-shirts & posters; mugs, note cards, magnets, videos and more from the Historical Society; patriotic hats & T-shirts from the VFW, along with a variety of “Manchester T-shirts: choose from the City of Village Charm, Hike the Hockanum, Historical Society, and Firefighters Memorial Garden. OR, plant a tree by making a donation to the Memorial Tree Planting Program. A complete listing of Manchester merchandise for sale is available online, or visit the Customer Service & Information Center Monday – Friday, 8:00 a.m. – 5:00 p.m., 647-5235.

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

Public Works Department

Leaf Collection Program

Curbside vacuum leaf collection will begin the second week of November. Each street will be scheduled for only **ONE** curbside vacuum collection. Leaves should be raked to the edge of the homeowner’s property along the street for collection. Please do not cover storm drains or block sidewalk and streets with leaf piles. All residents can help by keeping leaf piles free of brush, refuse, rocks and other foreign matter.

Residents and contractors may drop off loose or paper bagged leaves at the Landfill composting area year round; residents may also use the Leaf Drop-off area located in the parking lot of 263 Olcott Street during hours the Landfill is closed, from November 1 – December 31 (no brush or plastic bags, please). Additional information on the leaf collection program is available at <http://www.ci.manchester.ct.us> or by calling the Customer Service and Information Center at 647-5235.

Winter Parking Ban

Residents are reminded that overnight parking is not allowed on public streets or municipal parking lots between the hours of 2:00 a.m. and 6:00 a.m. from December 1 – April 1.

Removal of Snow from Sidewalks

Town ordinance requires that owners and occupants of buildings and vacant lots are responsible to remove snow, sleet, and ice from the public sidewalk abutting their property within 24 hours after the conclusion of a storm. Failure to comply with this ordinance may result in a fine. Please cooperate so that school children and other pedestrians will be able to use the public sidewalks and avoid having to walk in the street.

Catch Basins and Storm Inlets

Please help minimize street flooding by keeping leaves and other debris off the catch basin grate nearest your house. This includes removing snow and ice from the front of storm inlets during the winter. Everyone’s assistance is greatly appreciated.

Building Inspection Activity for September 1 – September 30, 2008

<u>Building Permits</u>	<u>September</u>	<u>August</u>
Total Applications received	325	256
Total Permits issued	300	249
Total Revenue	\$60,577	\$68,654.98
Construction Value*	\$4,540,222.40	\$5,342,357
Inspections conducted	571	608

Code Enforcement

Cases opened	30	50
Cases closed	44	34
Inspections conducted	110	74

Neighborhood Inspections

Cases Opened	118	116
Cases Closed	119	84
Inspections conducted	246	192

Comparison of fiscal years July 1 – September 30

<u>Building Permits</u>	<u>FY2009</u>	<u>FY2008</u>
Total Applications received	881	814
Total Permits issued	883	771
Total Revenue	\$177,867.34	\$176,019.16
Total Construction Value*	\$13,688,887.40	\$15,362,697.39
Inspections conducted	1841	2175

Code Enforcement

Cases opened	120	177
Cases closed	117	193
Inspections conducted	285	426

This month includes a new statistic for the Neighborhood Inspection Program. The types of issues that are covered include graffiti, trashcans, tall grass, tall weeds, sidewalk obstructions, illegal signage, snow/ice on sidewalks, and recycling issues.

*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 Public Library

Fall Programming

Registration for Late Fall Children's Story time will begin on Monday, November 3 for Manchester residents and Wednesday, November 5 for non-residents. The Late Fall session will include a selection of 15 programs for birth – sixth grade requiring registration and five drop-in programs.

A new addition is Thrilling Thursdays, at Whiton, Tuesdays at 3:45 p.m. This new program is aimed at Kindergarten – second grade. The Reading Education and Assistance Dogs will not be making a November visit to the Library.

Saturday, November 8th will be the Friends of the Manchester Public Library's Annual Fall Book Sale, from 9:00 a.m. – 1:00 p.m. in the Howroyd Room at Mary Cheney.

There will be two special family programs in November. On Saturday, November 15, at 10:30 a.m., Mary Cheney will partner with the Association of Puerto Ricans and Latinos United of Manchester to present a bi-lingual story time celebrating the discovery of Puerto Rico. On Wednesday, November 19 at Mary Cheney, from 3:00 p.m. – 5:00 p.m., there will be a Fall Harvest Celebration with crafts, activities, and more.

Teen Dance Dance Revolution Afternoons will continue on Thursdays at Mary Cheney at 3:00 p.m., as will Middle School Nights on Wednesdays at 6:00 p.m.

On November 17th at Mary Cheney, the Bushnell, in collaboration with The American Place Theatre in New York City, will present a professionally staged verbatim theatrical adaptation of a significant work of American Literature. More information about this presentation will be available soon.

The book *Last Night at the Lobster* by Stewart O'Nan will be discussed on Monday, November 24th at 7:00 p.m. at Mary Cheney.

Budget and Research Office

GFOA Award

The Town recently received notice that it has received the Distinguished Budget Presentation Award from the Government Finance Officers Association of the United States and Canada (GFOA) for its FY 2008/09 Adopted Budget.

The Award reflects the commitment of the governing body and staff to meeting the highest principles of government budgeting. In order to receive the budget award, the Town had to satisfy nationally recognized guidelines for effective budget presentation. These guidelines assess how well an entity's budget serves as:

- a policy document
- a financial plan
- an operations guide
- a communications device

This is the third consecutive year the Town of Manchester has received the budget award.

Finance Department

Assessment and Collection

The Office of Assessment and Collection was recently notified of a procedural change regarding disabled veterans and assessment exemptions. The U.S. Department of Veteran's Affairs very recently informed disabled veterans that they would no longer receive their Form 20-5455

“Statement from Benefit Payment Records” from the Veteran’s Affairs. In lieu of this form, by request of the veteran, the Department of Veteran’s Affairs will provide a letter stating a veteran’s disability rating. This procedural change was the subject of a number of recent newspaper articles as well. Since the 20-5455 form is required in Connecticut to continue to receive disabled veteran’s exemptions on property taxes, this change in procedure has created some concern among many disabled veterans. Based upon this concern, the Town of Manchester Office of Assessment and Collection wants to reassure all disabled veterans living in Manchester that the Department of Veteran’s Affairs letters written to veterans will be accepted in lieu of Form 20-5455. In addition, since veterans will not receive these letters from the Department of Veteran’s Affairs before the current deadline, the Town of Manchester Office of Assessment and Collection will be accepting filings of these letters until March 31, 2009. Any disabled veterans who have additional questions regarding the Town of Manchester’s veteran’s exemptions may call the Town of Manchester Office of Assessment and Collection at 860-647-3016. In addition, disabled veterans who have questions of the Department of Veteran’s Affairs or who wish to request a letter stating their disability rating may call the VETS HELP LINE at 1-866-928-8387.

Work continues on the Grand List of October 1, 2008. Taxpayers are reminded that the 10-01-06 revaluation is being phased-in over a period of three years. Thus, property owners will receive revised assessment notices to reflect year three which is the final year of phase-in. Year three of the phase-in will be the first year in which the assessment equals the mandated ratio of 70% of the full market value as of the October 1, 2006 revaluation. These assessment notices will be mailed in late January or early February 2009. Second half payments on the Grand List of 2007, the bills that were mailed in June 2008, are due in January 2009. Since both payment coupons were included with the June 2008 bill, there is no second bill for the January 2009 payment. Any taxpayers who are unsure of how much they owe in January 2009 or who do not have their payment coupons may call 860-647-3018 to double check the amount of the bill.

Work on the Personal Property Grand List of October 1, 2008 continues as well. Taxpayers who own tangible personal property were sent declarations on September 26, 2008. Those declarations had a statutorily mandated due date of November 1, however, since November 1 is on a weekend, this year’s deadline was November 3, 2008. If any taxpayers missed that deadline, they are still encouraged to file their declarations as soon as possible. Although all late declarations must incur the statutorily mandated penalty (25%), it is still important that taxpayers file so that their assessment is accurately tabulated based on the information taxpayers provide the Office of Assessment and Collection.

Recreation Department

Winter/Spring Brochure

The Parks and Recreation Winter/Spring Brochure is scheduled to be mailed to every household the week of November 24. The Winter/Spring season is January – May.

Manchester Fire-Rescue-EMS

Activity Report for September 2008

Medical/Rescue	483
Fire Related	9
Hazardous Conditions	20
Public Service	35
Good Intent	61
False	37
Mutual Aid	4
TOTAL	649

Successful Open House

The weather was beautiful as over 500 adults and children converged on Headquarters Station for the Fire Department's bi-annual Open House on October 4, 2008. Visitors had the opportunity to watch vehicle extrication demonstrations, tour a fire safety house and evacuate when "smoke" filled the bedroom, pet canine search and rescue dogs, "hug" Sparky the Fire Dog, "talk to" Pluggie the Fire Hydrant, "play" water through firefighting hoses, "talk" over HAM Radio and be fingerprinted by the Manchester Police. Visitors walked around with hot dogs in one hand, a helium balloon in the other and a container of popcorn under the arm. Tootsie Roll Pops were in almost everyone's mouths. Over one half of the visitors were also observed wearing bright red plastic firefighter helmets. A good time was had by all!

Emergency Management News

At the solicitation of Massachusetts State Police, 40 Manchester Community Emergency Response Team (CERT) members traveled to Dartmouth, MA, the weekend of October 11-12 to participate in a missing person search. Members representing CCSAR (CT Canine Search & Rescue), EMCOMM (Ham Radio Operators), MMBSR (Manchester Mountain Bike Search & Rescue) and GROUNDPOUNDERS (Wilderness Navigation Team) spent an exhausting two days establishing and maintaining a communications network (serving all searchers) and performing line searches.

Manchester CERT was honored by the State of CT Department of Emergency Management and Homeland Security (DEMHS) at the annual CT "Citizen's Corp" conference at Mohegan Sun Conference Center. Manchester CERTs were recognized for support efforts in a successful search and rescue operation on Case Mountain by the Fire Department in May 2008. Fifty Manchester team members attended the ceremony.

Water and Sewer Department

Frost has already begun to appear on the pumpkins, so that means a deep freeze cannot be far off. The Water and Sewer Department would like to offer a friendly reminder that by properly winterizing your home, a (fluid) ounce of prevention can avoid a pound of cure.

Here are some simple tasks that should be accomplished before the onset of cold weather:

Remove all garden hoses from the side of your house, drain them and stow away out of the elements of winter. While removing the hoses, closed the valve (s) leading to your outdoor spigot (s). Then open the outdoor spigot so that it may drain out. This will prevent damage to the spigot caused by the freezing of residual water in the valve body. If you are fortunate enough to already have properly installed frost-free spigots on your house, this chore is not necessary. If you decide to install these devices, make sure they are pitched slightly downwards in accordance to manufacturer's instructions, as they need to drain out after each usage in order to prevent freeze-ups.

If you have any type of outdoor plumbing that is subject to freezing, they should be well insulated and/or wrapped with commercially available heat trace tapes. These are electrically powered, thermostatically controlled sources of heat that can prevent pipes from freezing during the cold weather. It is important that you follow the manufacturer's recommendations as to application, size and installation of these products, because if used improperly, can create serious safety issues such as the risk of fire or the potential for an electrical shock.

Outdoor lawn irrigation systems should be shut down, drained and blown out by utilizing a source of low-pressure compressed air. You should apply enough air to blow out and empty all the water from the system, but not at a pressure so high that it could damage piping, sprinkler heads or other associated components.

If you have a drafty basement, garage, shed or crawlspace containing water lines, it is advisable to seal up these areas the best you can to prevent the pipes from freezing. This is especially important if you are headed south for the winter, or on an extended vacation, or during any prolonged absence from your home. Your heat should be set to a minimum of 55 degrees and it is a good idea to have a trusted friend or family member periodically inspect the premises while you are away.

Other potential candidates for freezing are pools, spas, hot tubs, fountains and waterscapes. If you have any of these amenities, make sure they are winterized in accordance with manufacturer's recommendations.

If you do happen to have a frozen or burst pipe, you should immediately shut the main water valve coming into your house, which is usually located just before the water meter. This will prevent flooding and minimize water damage to your home and possessions. Thawing can often be accomplished with a hand held blow dryer or by placing a space heater in the vicinity. Chemical treatments, open flames, torches or using an electrical current from a welder should be avoided unless performed by a trained professional.

By being proactive and preparing for the cold weather now, you may avoid costly plumbing repairs, collateral damage to your property and personal belongings and stop the possible interruption of water service to your home and business in the future.

If you would like to learn more about the Water and Sewer Department activities or the services provided, please visit www.townofmanchester.org/Water/

Employee News

Recently Hired

Brooks Parker - Sanitation Environmental Services Manager

Thomas - Bjorkland - Wastewater Treatment Plant Operator/Maintainer

Recently Retired

Robert Scarchuk - Police Department

Recently Promoted

Keith Dunnigan - promotion to Sgt. in Police Department

Cleon Moses - promotion to Sgt. in Police Department