



# *Town of Manchester*

## **General Manager's Report**

**Scott Shanley**  
General Manager

March 2009

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

#### **Passports**

The Customer Service and Information Center has been designated as a Passport Acceptance Agency by the U.S. Passport Agency, which means authorization was granted to accept and process the applications, before forwarding them to the Passport Agency for issuance of passports.

U.S. passports are only issued to U.S. citizens or nationals. Each person must personally appear in the Customer Service and Information Center to apply for his or her own passport. Both parents must accompany children under sixteen.

Passports are processed: Monday – Friday, 8:30 a.m. – 4:15 p.m. An appointment is recommended. [http://www.townofmanchester.org/Citizen Service/Passports2-11-08.cfm](http://www.townofmanchester.org/Citizen%20Service/Passports2-11-08.cfm)

### **Finance**

#### **Assessment /Collection**

The Grand List of October 1, 2008 was signed on January 29, 2009 within the Statutory requirements. Assessment notices for real estate assessment increases and for all personal property accounts were mailed at the beginning of February.

Board of Assessment Appeals hearings for the Grand List of October 1, 2008 began at the beginning of March. The deadline for taxpayers to file an appeal for a hearing with the Board of Assessment Appeals was February 20, 2009. This year, Board of Assessment Appeals hearings will be held on:

Thursday, March 5, 2009 at 6:30 PM  
Saturday, March 7, 2009 at 8:30 AM  
Tuesday, March 10, 2009 at 6:30 PM  
Thursday, March 12, 2009 at 6:30 PM  
Monday, March 16, 2009 at 6:30 PM  
Wednesday, March 18, 2009 at 1:00 PM  
Thursday, March 19, 2009 at 6:30 PM  
Saturday, March 21, 2009 at 8:30 AM (If necessary)  
Tuesday, March 24, 2009 at 6:30 PM (If necessary)  
Wednesday, March 25, 2009 at 6:30 PM (If necessary)  
Saturday, September 12, 2009 at 8:30 AM (Motor vehicles only)

This year, there were roughly 100 taxpayers who filed assessment appeals; this is slightly less than last year's total of 123 appeals filed with the Board of Assessment Appeals.

### **Manchester Public Library**

The Late Winter Children's Storytime Session will begin on Monday, March 2 and will include a selection of 18 programs for birth – sixth grade requiring registration and six drop-in programs.

Two new programs will be offered: Super Siblings, for kindergarten aged children – fourth grade, will meet on Mondays at 3:45 p.m. at the Whiton Branch, and on Tuesdays at 3:45 p.m. at Mary Cheney. Beginning Chinese will be offered to children five years of age and older, at Mary Cheney on Mondays at 3:45 p.m. Both new programs require registration.

There will be a special Shamrock Storytime on Saturday, March 14 at Mary Cheney. Please wear green and there will be lots of fun with stories, games and crafts.

The Nutmeg at Night Club for fourth – sixth graders will meet on Thursday, March 5<sup>th</sup> at Mary Cheney at 4:30 p.m. This program requires registration.

Teen DDR 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. This program is open only to sixth – eighth graders. A library card will be required for admission.

The library's Adult Book Discussion Group will meet on Monday, March 16<sup>th</sup> at 7:00 p.m. to discuss Rabbit Run by John Updike.

### **Public Works Department**

#### **Building Inspection Activity January 1 – January 31, 2009**

| <i>Building Permits</i>                | <i>January</i> | <i>December</i> |
|--|----------------|-----------------|
| Total Applications received            | 140            | 189             |
| Total Permits issued                   | 153            | 201             |
| Total Revenue                          | \$38,190.14    | \$77,447.14     |
| Construction Value*                    | \$3,035,585    | \$6,245,503.88  |
| Inspections conducted                  | 459            | 568             |
| <br><i>Code Enforcement</i>            |                |                 |
| Cases opened                           | 37             | 42              |
| Cases closed                           | 45             | 43              |
| Inspections conducted                  | 101            | 111             |
| <br><i>Neighborhood Inspections***</i> |                |                 |
| Cases opened (sidewalks not cleared)   | 84             |                 |
| Cases closed                           | 65             |                 |
| Inspections conducted                  | 170            |                 |
| Recycling inspection/notices***        | 1245           | 1291            |

**Comparison of fiscal years July 1 – January 31**

| <i>Building Permits</i>     | <i>FY2009</i>     | <i>FY2008</i>   |
|-----------------------------|-------------------|-----------------|
| Total Applications received | 1835              | 1710            |
| Total Permits issued        | 1827              | 1700            |
| Total Revenue               | \$403,700.24      | \$407,941.52    |
| Total Construction Value*   | \$30,294,916.74** | \$26,609,488.39 |
| Inspections conducted       | 4060              | 4303            |
| <br><i>Code Enforcement</i> |                   |                 |
| Cases opened                | 257               | 334             |
| Cases closed                | 269               | 494             |
| Inspections conducted       | 673               | 955             |

\*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

\*\*\*Please note that the Neighborhood Inspectors have been performing early morning recycling inspections on the daily trash collection routes. They started on 10/27/08 and will be continuing until further notice.

**Manchester Police Department**

**Police Activity – January**

|                         | Monthly Stats |
|-------------------------|---------------|
| Total Calls for Service | 4,889         |
| Total Police Cases      | 1,309         |
| Total 911 Calls         | 720           |
| <br>Emergency Calls     |               |
| Eighth District         | 189           |
| Town Fire               | 750           |
| PD                      | 3,950         |

**Human Services**

**Health Department**

*Senior Health Fair at the Manchester Senior Center*

The Manchester Health Department and Senior Center will host a Senior Health Fair on April 2, 2009, from 12:30 p.m. – 3:30 p.m. at the Senior Center located at 549 East Middle Turnpike.

There will be over 40 health care agencies and vendors from the region providing free and low cost health screenings such as chiropractic evaluation, vision, hearing, oral cancer, diabetes, cholesterol screenings as well as massages. Seniors can learn about a wide range of topics including cardiovascular diseases, elder care, healthy cooking, and emergency preparedness.

*Community Health Statistics - January*

33 reportable diseases

*Environmental Health Statistics – January*

82 Restaurant inspections

37 Food Licenses issued

19 Complaints

*Geriatric Statistics*

125 Blood Pressures

**Manchester Fire-Rescue-EMS**

**Activity Report for January 2009**

|                      |     |
|----------------------|-----|
| Medical/Rescue       | 522 |
| Fire Related         | 14  |
| Hazardous Conditions | 28  |
| Public Service       | 44  |
| Good Intent          | 57  |
| False                | 47  |
| Mutual Aid           | 7   |
| TOTAL                | 719 |

**Live Fire Department Radio Stream at [www.mfre.us](http://www.mfre.us)**

Citizens (and non-citizens) can now listen to live radio communications of the Town of Manchester Fire-Rescue-EMS Department, simply by signing on to their computer. Visit the Fire Department's web-site ([www.mfre.us](http://www.mfre.us)) and click on the portable radio icon labeled "live MFRE radio stream". Provided one has an MP3 player like Winamp or RealPlayer and speakers on a PC, one can listen to dispatch and non-fire-ground radio traffic 24 hours/day.

**Change Your Clock – Change Your Battery – March 8, 2009**

As the time change approaches on Sunday, March 8, the Fire Department reminds all residents to make another change that could save lives – changing the batteries in smoke alarms. Communities nationwide witness tragic home fire deaths each year. An average of three-children/day die in home fires and 80% of those occur in homes without working smoke alarms. Non-working smoke alarms rob residents of the protective benefits home fire safety devices were designed to provide. The most commonly cited cause of non-working smoke alarms: dead or missing batteries. Changing smoke alarm batteries at least once year is one of the simplest, most effective ways to reduce these tragic deaths and injuries. The simple yet powerful act of changing the batteries in smoke alarms is when clocks are changed on March 8<sup>th</sup> and can cut a family's risk of dying in a home fire significantly. In addition, if a smoke alarm is ten years old or older, it should be replaced.

**Be safe, near or on ice**

Firefighters responded to a "near-miss" in February when a teenaged boy fell through ice cover into 5.5 feet of frigid water. Fortunately, two witnesses observed the accident and

called 9-1-1 immediately. The youth was able to pull himself up and out of the water before firefighters arrived. One of the witnesses attempted to aid the youth and did an admirable job of directing him to crawl over the ice to shore. Unfortunately, the good Samaritan also fell through the ice, into the water, when he stood on the ice to lend further aid. If anyone is a witness to a distressed person that has fallen through ice into water remember these life-saving rules: Activate 9-1-1, and then Preach, Reach, Throw, Row, Go!

**PREACH** – Shout to the victim to encourage him/her to fight to survive and reassure them that help is on the way.

**REACH** – If one can safely reach the victim from shore, extend an object such as a rope, ladder, or jumper cables to the victim. If the person starts to pull anyone in, release the grip on the object and start over.

**THROW** – Toss one end of a rope or something that will float to the victim. Have him/her tie the rope around them before they are too weakened by the cold water to grasp it.

**ROW** – Find a light boat to push across the ice ahead. Push it to the edge of the hole, get into the boat and pull the victim in over the bow. It's a good idea to attach some rope to the boat, so others can help pull you and the victim to safety.

**GO** – A non-professional shouldn't go out on the ice to perform a rescue. Heroics by well-meaning but untrained rescuers sometimes result in two deaths.

### **Water and Sewer Department**

Although spring is just around the corner, old man winter has still a few cold days in store for us, so please continue to take precautions to prevent frozen water lines in homes and businesses. This has been a cold winter; however, there have been surprisingly few freeze-ups. Let's hope this trend continues and that the warmer weather arrives soon.

Perhaps the snow shovels can be put away in favor of gardening implements in the not-to-distant future, but until that happens, please remember to clean snow from around fire hydrants on property so they are readily accessible by the Town's Fire Department. Cooperation is appreciated in keeping hydrants clear of snow.

The Department would also like to announce that Mike Emond, Superintendent of the Hockanum River Water Pollution Control Facility, has received this year's Alfred E. Pelouin Award from the New England Water Environment Association (NEWEA). Each year, this prestigious award is bestowed upon one individual from each State in New England. It is based on individual performance and significant contributions to the field of wastewater treatment. Areas of consideration are improvements to the environment; cost-effective plant operations; public relations; innovation process control; industrial pretreatment; training; Association contributions and related activities. Mr. Emond excelled in these areas and therefore, was granted recognition for his tireless efforts by the NEWEA. The Town wishes to acknowledge his accomplishments and extends sincere thanks and gratitude for his professionalism and outstanding day-to-day job performance.

To learn more about the Water and Sewer Department activities or the services provided, please visit [www.townofmanchester.org/Water/](http://www.townofmanchester.org/Water/)

**Employee News**

**Recently Retired**

Donald Turner – Manchester Police Department

Richard White – Manchester Police Department

**Recently Hired**

Joseph Davis – Police Officer

Timothy Levesque – Police Officer

Robert Dwy – Police Officer

Doug Chapman – Police Dispatcher

David Ellsworth – promotion to Sergeant, Manchester Police Department